

# **CHILDREN'S SERVICES PORTFOLIO DECISION SCHEDULE**



**Monday 31 October 2011**

**at 2.00 p.m.**

**in Committee Room C,  
Civic Centre, Hartlepool.**

Councillor C Simmons, Cabinet Member responsible for Children's Services will consider the following items.

**1. KEY DECISIONS**

No items.

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 OSCARS Out Of School Service – Changes in Delivery Venue - *Director of Child and Adult Services*

**3. ITEMS FOR INFORMATION**

- 3.1 Annual Complaints Report - 1st April 2010 – 31st March 2011 - *Director of Child and Adult Services*
- 3.2 Fostering and Adoption Annual Report - *Director of Child and Adult Services*
- 3.3 Statement of Purpose for Fostering and Statement of Purpose for Adoption - *Director of Child and Adult Services*
- 3.4 Framework Agreement: Specialist Care and Support for Children and Adults with Complex Needs and/or Learning Disabilities - *Director of Child and Adult Services*
- 3.5 Hartlepool School Standards During the Academic Year 2010-2011 - *Director of Child and Adult Services*

**4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

No items.

## CHILDREN'S SERVICES PORTFOLIO

Report to Portfolio Holder  
31 October 2011



**Report of:** Director of Child and Adult Services

**Subject:** OSCARS OUT OF SCHOOL SERVICE –  
CHANGES IN DELIVERY VENUE

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### SUMMARY

#### 1. PURPOSE OF REPORT

To seek approval for a change in the venue of the delivery of OSCARs out of school service.

#### 2. SUMMARY OF CONTENTS

- 2.1 OSCARS is an all year round childcare service operated by Hartlepool Borough Council. It offers both after school club provision and holiday club provision. The service is townwide and open to children from 4 – 16 years of age. It currently operates from two venues – OSCARs 1 from Miers Avenue Sure Start and OSCARs 2 from Owton Manor Community Centre.
- 2.2 Unfortunately the service is not financially viable and therefore not sustainable even though a price increase took place in 2010 to bring charges more in line with other providers. A report setting out the future financial position of the service was presented to the Portfolio Holder for Children's Services and Portfolio Holder for Finance and Procurement on 9<sup>th</sup> August 2011. The report set out a number of options one of them being that the two services OSCARs 1 and OSCARs 2 merge to be delivered on one site. This was approved and the following report highlights potential sites and makes a recommendation for the most suitable site.

#### 3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Children's Services issues.

**4. TYPE OF DECISION**

Non-key.

**5. DECISION MAKING ROUTE**

Children's Services Portfolio Holder meeting, 31 October 2011.

**6. DECISION(S) REQUIRED**

The Portfolio Holder is asked to approve the merging of OSCARs 1 and OSCARs 2 to be delivered from West Rugby Club, Catcote Road.

**Report of:** Director of Child and Adult Services

**Subject:** OSCARS OUT OF SCHOOL SERVICE –  
CHANGES IN DELIVERY VENUE

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## **1. PURPOSE OF REPORT**

To seek approval for a change in the venue of the delivery of OSCARs out of school service.

## **2. BACKGROUND**

2.1 OSCARS is an all year round childcare service operated by Hartlepool Borough Council. It offers both after school club provision and holiday club provision. The service is townwide and open to children from 4 – 16 years of age. It currently operates from two venues – OSCARs 1 from Miers Avenue Sure Start and OSCARs 2 from Owton Manor Community Centre.

2.2 The after school club service operates from 3.15 - 6pm for 39 weeks a year. The holiday club service operates from 8.30 - 5.45pm for 11 weeks of the year. The service is closed for 2 weeks over the Christmas period.

2.3 Across the 2 sites the service can take a maximum of 133 children in both the after school and holiday clubs.

## **3. LOCATIONS**

3.1 OSCARS currently operates from 2 sites in the town. OSCAR 1 is based at Miers Avenue Sure Start building. OSCAR 2 is based at Owton Manor Community Centre, Wynyard Road.

3.2 Explorations have taken place to locate a suitable venue for the delivery of OSCARs 1 and OSCARs 2 as one service. There are a number of requirements for the new venue which include:

- Capacity to allow both services to merge without the reduction on numbers of children;
- A kitchen facility directly next to the area used for children's activities;
- Appropriate number of toilets for the number of children registered;
- A secure and safe environment ensuring that all children are safeguarded appropriately;

- Ideally a large outside space to allow for outdoor activities particularly for holiday care.

- 3.3 A childcare setting needs to be Ofsted registered. All potential venues have been reviewed based on the Ofsted registration requirements.
- 3.4 All potential venues have been visited and reviewed using the above criteria. **Appendix A** sets out all the potential sites and explains the benefits and concerns that each venue presents.
- 3.5 The information in **Appendix A** shows that the most appropriate venue, taking into account all the criteria required, is West Rugby Club on Catcote Road. This venue offers a secure environment that would be exclusively used by OSCARs service with appropriate kitchen and toilet facilities. It also offers a large outdoor space and adequate car parking for parents to drop off and pick up.

#### 4. STAFFING

- 4.1 The move to one site reduces the need for the current number of staff as ratios adult:child can be managed more effectively across one site.
- 4.2 Therefore a restructure will need to take place to ensure that the structure is fit for purpose for the new merged service. This restructure will include the deletion of a number of posts (likely to be 7 posts deleted although 5 of these are currently vacant).

#### 5. RISK IMPLICATIONS

- 5.1 There is a risk of an overspend on the OSCARs budget if costs are not reduced. The move to one site allows for a reduction in staffing costs whilst still delivering a high quality service.
- 5.2 There is a risk that parents may not want to travel to the new site and remove their children from the care but on the other hand some parents not using the service currently may find the new venue more appropriate. The numbers accessing the service and the income generated will need to be monitored closely.

#### 6. EQUALITY AND DIVERSITY CONSIDERATIONS

OSCARs offers childcare to all children and also offers a number of dedicated places to disabled children.

#### 7. SECTION 17

OSCARs childcare service offers children a space and time to play with their peers. This provides a play opportunity which could contribute to prevention of anti social behaviour.

**8. RECOMMENDATIONS**

The Portfolio Holder is asked to approve the merging of OSCARs 1 and OSCARs 2 to be delivered from West Rugby Club, Catcote Road.

**9. REASONS FOR RECOMMENDATIONS**

To ensure that the current budget allocation for OSCARs out of school childcare service is not overspent.

**10. BACKGROUND PAPERS**

**Appendix A**      Potential sites for OSCARs delivery

**CONTACT OFFICER**

Danielle Swainston  
Sure Start, Extended Services and Early Years Manager  
01429 523671

Potential Delivery Sites for OSCARs Out of School service

<u>Location</u>	<u>Owner</u>	<u>Facilities</u>	<u>Availability</u>	<u>Max Nos. for Access</u>	<u>Cost</u>	<u>Positives</u>	<u>Negatives</u>
Throston Community Centre - situated off Throston Grange Lane	HBC	Single storey building, with enclosed outdoor space. One large room and a dining area linking to small kitchen. and secure access Toilets: 2 male, 1 urinal, 2 female, 1 accessible toilet. No onsite caretaker	No longer on asset transfer list, potential of other service user interested in using the building	24 under eights  32 over eights, depending on number of staff employed	Term time daily cost £12.40  Holiday daily cost £31.50	Accessible, outdoor space. Close to local library and waking distance of local park, storage, kitchen to prepare meals. Have used in the past and has been Ofsted registered. Some parking outside of the building	Building is small with very limited toilet provision.  Not large enough to accommodate both settings  Limited storage, Future of building uncertain
Owton Manor Community Centre - situated on Wynyard Road, Owton area	HBC	Single storey building. Large hall, dining/meeting room, office space, 2 additional rooms, linked to the local library and partial secure access. Staffed by caretaker on site Toilets: 3 male, 3 urinals, 6 female, 1 accessible toilet	No Longer on asset transfer list. Other service users access facility, so limited to space we could use. Currently operate Oscar 2 from the site	40 under eights  32 over eights, both depend on number of staff employed	Term time daily cost £12.40  Holiday daily cost £31.50  hourly rate for additional rooms Main Hall £8.50, smaller meeting room £4.30	Accommodation large and spacious, Linked to local library and waking distance of local park, good toilet provision and separate office space, partial security to current out of school provision. Already Ofsted registered provision. Own car park	No outdoor space. Share with other service users. Limited availability of main hall and rooms not currently utilised by Oscar 2, especially during holidays  Not exclusive use

## 2.1 Appendix 1

Burbank Community Centre - situated off Burbank Street	HBC	Single storey building, accessible. One large room and additional meeting/resource room. Large functional kitchen. Some storage space. Caretaking staff on site Toilets: 2 male, 2 urinals, 2 female, 1 accessible	No longer on asset transfer list, has caretaker onsite	Could not accommodate up to 55 children per day	Term time daily cost £12.40  Holiday daily cost £31.50	Accessible, on 1 level. Light and airy, close to local park, across busy road	No connected outdoor space, limited parking  Little or no storage.  Layout of building not conducive for care Hall not available Wednesday and Thursdays  Lounge not available Fridays
West View Community Centre Miers Avenue	Asset transfer to vol sec	Single storey building, with office space accessible on first floor. Large hall, meeting rooms, kitchen, storage, toilets and linked access to local library, including computer suite	Transferred to vol sect,	Large enough to take 55 children	Unknown	Accessible, on one level. Good size rooms with opportunities to utilise the library space.	No outdoor space, asset transfer due to take place  Not available at the times needed  Limited off road parking and parking on road is problematic
Wharton Annexe, Wharton Terrace	Wharton Trust	Large 3 storey building, recently undergone a major refurbishment. Several available rooms of different sizes on all 3 floors. Rooms have low ceilings and limited natural light. Kitchen	Rooms available on second and third floors	Large enough to take 55 children, but across 2 floors	Still waiting for price	Newly refurbished  Outdoor play space at back of Brougham School  Possibility of	Limited parking as centre is located within a residential area  Concern about movement of up to 55 children from



## 2.1 Appendix 1

		facility, ample toilets on every floor. Restricted entrance, however lift to all floors. Caretaking and cleaning would be included in the overall cost				using some of the centre resources (it equipment & youth group facilities	second and third floors in case of an emergency  No immediate outdoor play space
West Rugby Club, off Catcote Road	West Rugby Club	<p>Very large facility with a large open room and smaller rooms offset. Kitchen, toilets, accessible with potential for separate entrance for scheme.</p> <p>Other similar providers have utilised the facility as an out of school provision in the past. Building opens out onto very large field and ample parking is available</p> <p>Toilets - 3 ladies, 25 male and urinals. Building is alarmed and secure access. Cleaning of facility included within the cost.</p> <p>Club willing to add more cupboards for storage and a large storage cupboard would be made available</p>	Building is available for sole use during our required times of operation	Over the capacity to take 55 children, which will provide scope in the holidays to take more, subject to full cost recovery on staff	£6.50 per hour, to include heating, lighting and cleaning	<p>Accessible, very large room from which to operate.</p> <p>Large outdoor space and ample parking, fairly central location for pick ups across the town. In walking distance of 2 local parks and Summerhill countryside park.</p> <p>Has been previously ofsted registered to provide out of school care provision As part of the clubs development, Oscars will be included in their long term plans</p>	<p>Building could do with a face lift and some monies would need to be invested to purchase display boards which could be moved when not in use by the scheme to enable us to display artwork etc as required by Ofsted.</p> <p>No accessible toilet, but this will be included within the new build of the provision</p>

## 2.1 Appendix 1

Millhouse Leisure Centre, based off Raby Road	HBC	The centre is undergoing some refurbishment works and the ground floor gym has been converted to provide space to deliver various classes with regards to fitness. There will be one average sized room available on the ground floor, which includes natural light and a sink unit. There is also access to a first floor meeting room than is smaller in size, but could be made available. There are toilets on the first floor, some distance from the main room to deliver. There is also a full accessible changing room on the ground floor	Millhouse has stated that classes could be rescheduled around should the times clash with the delivery of our service	Rooms not large enough to take up to 55 children	No costing available as yet. However, the cleaning etc will be included in the cost	Central, ample parking Fully accessible building	<p>No outdoor play area</p> <p>Parents will need to pay or parking to collect their children</p> <p>The rooms are too small</p> <p>No security on room and room quite a distance from the main entrance (safeguarding concerns)</p> <p>Limited or no storage space</p> <p>Toilets not close to service delivery</p> <p>No kitchen to prepare food and drinks</p>
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## CHILDREN'S SERVICES PORTFOLIO

Report to Portfolio Holder  
31 October 2011



**Report of:** Director of Child and Adult Services

**Subject:** ANNUAL COMPLAINTS REPORT  
1<sup>ST</sup> APRIL 2010 – 31<sup>ST</sup> MARCH 2011

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### SUMMARY

#### 1.0 PURPOSE OF REPORT

- 1.1 To present the Annual Complaints Report of the Child and Adult Services Department on complaints and representations for the period 1 April 2010 to 31 March 2011.
- 1.2 The Annual Report is attached as **APPENDIX A** to this report.
- 1.3 The Annual Report provides information on the complaints and representation frameworks appropriate in the department. It draws together information in relation to complaints that have been received and dealt with during the reporting period.
- 1.4. The report includes details of complaints relating to Adult's Social Care Services and Community Services. These come within either a statutory framework or the Authority's Corporate Complaints Framework and are also reported to the Adult and Public Health Services Portfolio Holder and the Culture, Leisure and Tourism Portfolio Holder.

#### 2.0 SUMMARY OF CONTENTS

- 2.1 It is a legal requirement in children's social care that an Annual Report be published on complaints, presented to the Portfolio Holder and made available to staff, OFSTED and general public.

- 2.2 The report offers an opportunity to demonstrate learning that has occurred from complaints and also consideration of trends emerging through the year's activity within the Complaints Framework.
- 2.3 The content of the Report includes the following areas:
- Types of complaints and representations received 2010/11
  - Profile data on service users who were the focus of the complaints
  - Outcomes of complaints
  - Compliance with timescales
  - Learning lessons and service improvement
- 2.4 The Report provides an analysis of recorded complaints, compliments and representations and draws comparisons with the previous year. Performance is highlighted in a range of areas so that practice issues may be considered.

### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

Service is within the Portfolio Member's responsibility.

### **4.0 TYPE OF DECISION**

Non key.

### **5.0 DECISION MAKING ROUTE**

Children's Services Portfolio, 31 October 2011.

### **6.0 DECISION(S) REQUIRED**

- 6.1 That the Report be received.

**Report of:** Director of Child and Adult Services

**Subject:** ANNUAL COMPLAINTS REPORT  
1<sup>ST</sup> APRIL 2010 – 31<sup>ST</sup> MARCH 2011

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**1. PURPOSE OF REPORT**

To present the annual Complaints Report of the Child and Adult Services Department on complaints, compliments and representations for the period 1 April 2010 to 31 March 2011.

**2. BACKGROUND**

- 2.1 Complaints arising as a result of Children's Services functions come within the scope of the Child and Adult Services Department Complaints Framework.
- 2.2 The Annual Complaints Report provides data and information about activity in relation to the operation of the Complaints Procedures for Children's Services, Adult Social Care Services and Community Services.
- 2.3 The Annual Report outlines performance in a range of areas and also highlights areas for development to ensure continued improvement in the management and handling of complaints and representations regarding Children's Services, Adult Social Care Services and Community Services.

**3. FINANCIAL IMPLICATIONS**

There are no financial implications of the report.

**4. RECOMMENDATIONS**

That the Report be received.

**5. CONTACT OFFICER**

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Development Officer, Child and Adult Services  
Email: [leigh.keeble@hartlepool.gov.uk](mailto:leigh.keeble@hartlepool.gov.uk)

## **APPENDIX 1**

Hartlepool Borough Council

Child and Adult Services

Complaints, compliments and representations annual report

1 April 2010 - 31 March 2011

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## 1. Introduction

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Welcome to Hartlepool Borough Council's Child and Adult Services Department's Complaints, Compliments and Representations Annual Report. The report covers the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011 and is for adult social care, children's services including social care and community services.

The report will be presented to the appropriate Portfolio Holders for Adult and Public Health, Children's Services and Culture, Leisure and Tourism. It will also be provided to the Care Quality Commission (CQC), Ofsted, and made available to members of the public and Child and Adult Services staff on the Internet at [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk).

The report outlines:

- Details of the complaints and compliments received over the reporting period;
- Lessons learned and resulting improvements following enquiry into complaints;
- Performance in relation to our handling of complaints.

## 2. Background

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Complaints and compliments are valued as an important source of feedback on the quality of services. Each complaint is investigated and, where appropriate, redress made. Equally important is the work to learn lessons to prevent a repeat of failure in service quality and continually improve services.

### 2.1. What is a complaint?

A complaint is any expression of dissatisfaction about a service that is being delivered, or the failure to deliver a service. The Local Government Ombudsman defines a complaint as *"an expression of dissatisfaction about a council service (whether that service is provided directly by the council or on its behalf by a contractor or partner) that requires a response."*

A complaint can be made in person, in writing, by telephone or email or through the council's website. It can be made at any office. Every effort is made to assist people in making their complaint and any member of staff can take a complaint.

### 2.2. Who can complain?

A complaint can be made by:

- A person who uses services
- A carer on their own behalf
- Someone who has been refused a service for which they think they are eligible
- The representative of someone who uses services or a carer acting on their behalf. This could be with the service users or carers consent or in the case of someone who does not have the capacity to give consent, where they are seen to be acting in the best interests of that person.
- Anyone who is or is likely to be affected by the actions, decisions or omissions of the service that is subject to a complaint.

### 3. Child and Adult Services complaints frameworks

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Hartlepool Borough Council's Adult and Children's Social Care, Children's Services and Community Services complaints framework is derived from the statutory procedure for complaints relating to Adult's and Children's social care and the corporate complaints procedure for those relating to Children's Services and Community Services. The overall responsibility for the three areas rests with the Department's Complaints Manager/Assistant Director (Community Services). The remit of the Complaints Manager is:

- Managing, developing and administering the complaints procedures.
- Providing assistance and advice to those who wish to complain.
- Overseeing the investigation of complaints that cannot be managed at source.
- Supporting and training staff.
- Monitoring and reporting on complaints activity.

The framework covers situations where there is dissatisfaction about actions, decisions or apparent failings of services within the department.

#### 3.1. Adult Social Care complaints framework

A single, integrated complaints process was introduced on 1st April 2009. The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 places a duty on NHS bodies and adult social care organisations to coordinate handling of complaints and to advise and support complainants through the procedure.

The three stage process previously adopted for adult social care complaints has ended and a single level process is now in use.

The new complaints procedure aims to be as accessible as possible. The policy is flexible to ensure that the needs of the complainant are paramount and allows the department and the complainant to agree on the best way to reach a satisfactory outcome. Full details of the complaints policy and procedure are available on the council's website. Briefly, on receipt of a complaint the level of impact is determined and complaints screened according to their content as being red (high impact), amber (moderate impact) or green (low impact). The process for handling the complaint is dependant on the impact.

### **3.1.1. Timescales for the resolution of complaints**

Staff will always try to resolve problems or concerns before they escalate into complaints and this ensures that, wherever possible, complaints are kept to a minimum.

Since the introduction of the new regulations the only mandatory timescale is that the complainant receives an acknowledgement within 3 working days. The new legislation allows for a more flexible approach to the amount of time in which complaints should be dealt with. In our policy, we aim for even the most complex of complaints to be completed within 65 working days of the complaint plan being agreed. If timescales cannot be met, a new timescale must be discussed with the complainant. Locally timescales have been introduced for amber and green complaints of 40 and 20 working days respectively.

There is a time limit of 12 months from when the matter being complained about occurred to when a complaint may be made. After this time, a complaint will not normally be considered. However, the 12 month time limit does not apply where the local authority is satisfied that the complainant had good reasons for not making the complaint within that time and where it is still possible to investigate the complaint effectively and fairly.

## **3.2. Children's Social Care complaints framework**

The Children Act 1989 Representations Procedure (England) Regulations 2006 came into force from 1 September 2006. This procedure is for all representations received from children and young people, their parents, foster carers or other qualifying adults about social care services provided or commissioned by children's social care.

The Regulations are now fully embedded into the children's social care complaints system and information derived from complaints is included in the annual monitoring of children's social care and reported to Ofsted.

All children, young people or their families who make a representation are offered the services of an Independent Advocate to enable their views to be effectively promoted.

There are three stages to the procedure.

» **Stage 1**

Local Resolution: The aim of stage 1 is to sort out the matter as quickly as possible. The complaint will be allocated to a manager who will contact the complainant to discuss the complaint. Stage 1 of the complaints procedure should be completed within 10 working days but if there are a number of issues to look into, this can take up to 20 working days. The complainant will receive a response to the complaint in writing.

» **Stage 2**

Investigation: This part of the procedure is used when the complainant remains unhappy after their complaint has been responded to at Stage 1 or the complaint is sufficiently serious enough to warrant a more formal investigation. Investigations are conducted by an officer independent of the operational service being complained about. An Independent Person is also appointed at Stage 2. This person is external to the council and works alongside the investigating officer and their role is to ensure that the process is open, transparent and fair.

Reports completed by the investigating officer and independent person are submitted to an Adjudicating Officer (usually at Assistant Director level).

The investigation and adjudication process should be concluded within 65 working days.

» **Stage 3**

Review Panel: If the complainant is dissatisfied with the outcome at Stage 2, they may request that the issues are taken to a Review Panel (Stage 3). The Panel consists of an Independent Chair and two independent panel members. The Panel considers the complaint and can make recommendations to the Director of Child and Adult Services.

The Director is required to make a formal response to any findings of the Review Panel within 15 working days of receiving the Panel's report.

### **3.3. Corporate complaints**

Where complaints are received in to the department that do not come under the jurisdiction of the statutory social care complaints procedures, the Corporate Complaints policy provides the framework for resolution. This includes complaints in relation to community services but also includes any complaints relating to services provided by the department not covered in statutory processes such as: special educational needs; the pupil referral unit; and, the integrated youth service. Complaints in relation to schools are dealt with by individual schools and their governing bodies.

#### **3.3.1. Formal complaint**

Where a person remains dissatisfied with the service they have received or a decision made, they have the right to take their complaint to a formal stage. The complaint will be investigated by a Senior Officer. A written response to the complaint should be delivered within 15 working days.

#### **3.3.2. Portfolio Holder**

If a person remains dissatisfied with the response to their formal complaint, they have the right for the matter to be referred to the relevant Portfolio Holder who will review the documentation and the response to the complaint.

#### **3.3.3. Appeal**

If a person continues to remain dissatisfied with the response to their formal complaint, they have the right to request an appeal. If the Portfolio Holder agrees to the appeal, the complaint will be heard by the General Purposes (Appeal Committee) which is made up of five councillors.

### **3.4. Referral to the Local Government Ombudsman**

If, at the end of the complaints process, the complainant remains dissatisfied with the outcome or way in which their complaint has been handled under any of the procedures, they may ask the Local Government Ombudsman to review their complaint. Complainants may also approach the Ombudsman directly without accessing the complaints process. In those cases it is usual for the Ombudsman to refer them back to the council for their complaint to be examined through the relevant complaints process before they intervene.

## 4. Principles and outcomes

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Good handling of complaints and representations involves:

- Keeping the complainant at the centre of the complaints process;
- Being open and accountable;
- Responding to complainants in a way that is fair;
- Being committed to try to get things right when they go wrong;
- Seeking to continually improve services.

Statutory complaints are underpinned by the following:

- A procedure that aims to be fair, clear, robust and accessible;
- Support being available to those wishing to make a complaint;
- Timely resolution following enquiry into complaints/representations;
- Lessons learnt following complaints and services improved;
- Monitoring being used as a means of improving performance.

## 5. Public information

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Information about the complaints and representations framework is accessible via the council's public access points and also the council's website. Carers and service users of children's and adult's social care are provided with leaflets explaining the procedure when they take up a new service and when care plans are agreed and reviewed.

Information in other formats such as large print or Braille or translation in languages other than English are made available upon request. There is also available an easy read format of the statutory Adult Social Care complaints procedure.

## 6. Summary of representations

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### 6.1. Adult Social Care

#### 6.1.1. Compliments

Compliments are generally recognised to be an indicator of good outcomes for service user and carers. They also serve to provide wider lessons regarding the quality of services.

During 2010/11, 38 compliments have been received relating to Adult Social Care. Appendix 1 provides some examples of compliments received during the period.

### 6.1.2. Summary and analysis of complaints

A total of 17 complaints were received. Two complaints were withdrawn making a total of 15 complaints investigated. The number of complaints received has decreased by 10 from 2009/10.

Of the 15 complaints investigated, 13 of these have been concluded and 2 remain ongoing as at 31 March 2011. In line with statutory regulations, 2 complaints were handled as joint complaints with the NHS. Details of the complaints concluded are outlined in Appendix 2.

### 6.1.3. Client groups

<b>Adult Social Care</b>			
<b>Client group</b>	<b>2010/2011</b>	<b>2009/2010</b>	<b>2008/2009</b>
<b>Older Persons</b>	14	17	8
<b>Learning Disabilities</b>	1	1	3
<b>Physical Disabilities and Sensory Loss</b>	2	8	1
<b>Adult Mental Health (Integrated Service)</b>	0	0	0
<b>HIV/Aids</b>	0	0	0
<b>Substance misuse</b>	0	0	0
<b>Carers</b>	0	1	0
<b>Total number of complaints received</b>	17	27	12

The service users who were the focus of the complaints were 5 (29%) males and 12 (71%) females.

All of the service users were White British and were aged as follows:

<b>Age range (years)</b>	<b>Number of service users</b>
<b>18 - 25</b>	0
<b>26 - 35</b>	1

<b>36 - 45</b>	0
<b>46 - 55</b>	2
<b>56 - 65</b>	0
<b>66 - 75</b>	3
<b>76 - 85</b>	6
<b>86 +</b>	5

Complaints which are considered either complex or have a number of elements are usually investigated by someone independent of the council. In 2010/11, Independent Investigating Officers were appointed to 2 of the 15 complaints investigated. The costs associated with the independent investigations are not yet known as these relate to the 2 complaints that remain ongoing as at 31 March 2011. The remaining 13 complaints were investigated and responded to internally.

Of the 13 complaints that have been concluded and resolved:

- 2 complaints were upheld
- 7 complaints were partly upheld
- 4 complaints were not upheld

#### **6.1.4. Advocacy services**

None of the 17 complainants chose to have an advocate to assist them with their complaints.

#### **6.1.5. Timescales**

There is no statutory timescale for investigating and responding to a complaint relating to adult social care. However, the internal adult social care complaints procedure identifies an indicative timescale of between 10 and 20 working days for investigating and responding to those complaints considered to be low impact. Of those complaints identified as having a moderate impact, the investigation and response should be aimed at being concluded within 40 working days and for those complaints considered high impact, the investigation and response should be aimed at being concluded within 65 working days.



» **Low impact**

Of the 15 complaints investigated in 2010/11, 6 of these were considered low impact. Three of the 6 (50%) low impact complaints were completed within the indicative timescale. However, in the case of the remaining 3, an extension to the timescale was negotiated with the complainant.

» **Moderate impact**

Of the 15 complaints investigated in 2010/11, 8 of these were considered moderate impact. Five of the 8 (63%) moderate impact complaints were completed within the indicative timescale of 40 working days. With regard to the remaining 3 moderate impact complaints, 2 of these are ongoing as at 31 March 2011 and the remaining one complaint took longer to complete as the complainant added further points of complaint during the investigation process. The extension to the timescale was agreed with the complainant.

» **High impact**

Of the 15 complaints investigated in 2010/11, 1 of these was considered high impact which was completed within the indicative timescale.

**6.1.6. Complaints ongoing as at 31 March 2010**

Ten of the 26 complaints investigated in 2009/10 remained ongoing as at 31 March 2010. Of these, 6 were resolved. The remaining 4 complaints, 3 of which were received at different times of the financial year from the same complainant, were subsequently considered by the Local Government Ombudsman.

**6.1.7. Complaints considered by the Local Government Ombudsman in 2010/11**

Two complainants, whose complaints were considered by the council in 2009/10, approached the Local Government Ombudsman in 2010/11 with their complaints. In the case of the complainant with 3 separate complaints, the Local Government Ombudsman discontinued her investigation and set out to the complainant the reasons for this. The Local Government Ombudsman recorded this complaint in her statistics for the year ending 31 March 2011 as "Ombudsman discretion". In relation to the one remaining complaint, the Local Government Ombudsman advised the complainant that she did not intend to investigate the matter and set out the reasons why. The Local Government

Ombudsman recorded this complaint in her statistics for the year ending 31 March 2011 as “Insufficient evidence of maladministration”.

## **6.2. Children’s Social Care**

### **6.2.1. Compliments**

During 2010/11, 10 compliments have been received relating to Children’s Social Care. Appendix 2 provides some examples of compliments received during 2010/11

### **6.2.2. Complaints received in 2010/11**

A total of 35 complaints were received. Three complaints were withdrawn making a total of 32 complaints investigated. The number of complaints received has increased by 7 from 2009/10. Details of the complaints concluded are outlined in appendix 4.

- Of the 32 complaints investigated, 31 of these have been concluded and 1 remains ongoing as at 31 March 2011.
- 29 of the 32 complaints investigated were responded to at Stage 1 in the first instance. Of these, 25 complaints (86%) were resolved and concluded at Stage 1.
- Of the 4 complaints (14%) that were first considered at Stage 1 and progressed to Stage 2, 2 of these were resolved at Stage 2 and 2 complainants, after an initial meeting with the Investigating Officer and Independent Person, chose to withdraw their complaints at this point.
- Of the remaining 3 complaints that progressed straight to Stage 2 given the number of elements and complexity of the issues raised, 2 of these were resolved at Stage 2 and the one remaining complaint remains ongoing at Stage 2 as at 31 March 2011.
- There was one Stage 3 Complaints Review Panel held in 2010/11. This was from a complaint received in 2009/10.
- Complaints were received from 13 males (41%), 11 females (34%) and 8 complaints (25%) were made jointly by couples (male and female). All complainants were White British.

Of the 31 complaints that have been concluded and resolved:

- 7 complaints were upheld
- 14 complaints were partly upheld

- 9 complaints were not upheld
- 1 complaint could not be proven either way

### 6.2.3. Nature of complaints

Of the 32 complaints received, these can be broken down into the following categories:

- 14 related to communication issues
- 5 related to the quality of the service provided
- 4 related to breach of confidentiality
- 2 related to the attitude/conduct of a Social Worker
- 2 related to communication and financial issues
- 1 related to financial issues
- 1 related to failure to follow agreed procedures
- 1 related to failure to act on information
- 1 related to the quality of care provided by a Foster Carer
- 1 related breach of confidentiality, communication and financial issues

### 6.2.4. Time taken to respond to complaints

Children's Social Care		
Response times	Number of complaints	
Working days	Stage 1	Stage 2
0 - 10	5	2
11 - 15	1	
16 - 20	7	
21 - 30	10	1
31 - 40	3	1
41 - 65	2	
+65	1	
<b>Total</b>	<b>29</b>	<b>4</b>

#### **6.2.5. Advocacy services**

Four of the 32 complainants were assisted by another person during the complaints process. An advocate supported 3 complainants with their complaints, one of these being a complaint from a young person. One complainant chose to be represented by a solicitor.

#### **6.2.6. Complaints considered by the Local Government Ombudsman in 2010/11**

One complainant, whose complaint was received in 2009/10, approached the Local Government Ombudsman in 2010/11 following the outcome of the Stage 3 Complaints Review Panel held in May 2010. The Local Government Ombudsman discontinued her investigation and set out to the complainant the reasons for this. The Local Government Ombudsman recorded this complaint in her statistics for the year ending 31 March 2011 as “Ombudsman discretion”.

### **6.3. Corporate procedure**

#### **6.3.1. Compliments**

During 2010/11, 24 compliments have been received relating to Community Services. Appendix 5 provides some examples of compliments received during 2010/11.

#### **6.3.2. Complaints received in 2010/11**

A total of 17 complaints were received during 2010/11 (further details are contained in appendix 6). This included one anonymous complaint which was looked into as far as practicably possible.

Of the 17 complaints received:

- 11 related to services delivered within Community Services Division
- 3 related to services delivered within Performance and Achievement Division
- 3 related to services relating to Children’s Services that fall outside of the statutory complaints procedure for children’s social care.
- Of the 16 complaints investigated, 14 complaints have been resolved and concluded leaving 2 complaints ongoing as at 31 March 2011.

Of the 14 complaints that have been concluded and resolved:

- 5 complaints were upheld
- 1 complaint was partly upheld
- 4 complaints were not upheld
- 4 complaints could not be proven either way

Complaints were received from 4 males (25%) and 12 females (75%).

### **6.3.3. Time taken to respond to complaints**

The Corporate Complaints procedure is required to operate within a timescale of 15 working days. Of the 14 complaints concluded, 11 (73%) were responded to within the 15 working day timescale outlined in the Corporate Complaints Procedure. The remaining 3 complaints have taken 23, 28 and 34 working days to fully investigate and respond to the issues raised. The extra time taken in these complaints was as a result of their complexity and the extension to the timescale was discussed with the complainant.

### **6.3.4. Complaints considered by the Local Government Ombudsman in 2010/11**

One complainant, whose complaint was received in 2009/10, approached the Local Government Ombudsman in 2010/11 following the outcome of the review by the Portfolio Holder responsible for the service area concerned. The outcome is not yet known as the Local Government Ombudsman has not fully completed their investigation into this complaint.

## **7. Lessons learned**

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Lessons learned are an important aspect of the complaints framework. Appendix 2, 4 and 6 respectively outline the context of some improvements that have been put in place as a direct result of complaints and representations received in adult social care, children's services including social care and community services.

## 8. Conclusions and way forward

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### 8.1. Going forward

We continue to ensure that a person-centred approach is adopted for the handling and investigation of each complaint. We will continue to focus on ensuring that we monitor that: complainants receive appropriate and timely feedback on complaints; appropriate apologies are offered; and any service improvement recommendations are delivered.

### 8.2. Action plan

- A systematic process for implementing trends and lessons learned will be introduced and embedded within the scope of the complaints procedure.
- Plans are in place to continue to deliver training to the children's and adult's social care workforce to raise awareness of the statutory complaints procedure and complaint handling.
- We will continue to promote the complaints procedure for children's social care services to a range of networks to ensure that children and young people feel confident and able to approach the department with any particular concerns.
- As part of this promotion, we will work with children and young people to ensure that the public information informing them of the complaints procedure is tailored to meet their needs and available at the places most relevant to them. In particular, we will ensure that children and young people with disabilities are part of this consultation exercise so that information is accessible to all potential users.
- We will also explore the use/benefits of alternative methods of communication and increased use of technology to engage with children and young people.
- In addition, the role of the Corporate Parenting Board and partner agencies in promoting the complaints procedure will be reinforced.
- We will continue to promote the availability of advocacy provision to complainants.
- Whilst the Local Government Ombudsman has dealt with complaints about the care arranged and funded by the local authority for over 35 years, their role expanded as of October 2010. The Local Government Ombudsman can now consider complaints from people who have arranged and paid for their own adult social care on a private basis or have used monies for this from a personalised budget. The care provider must investigate and respond to the complaint in the

first instance but people should be informed of their right to approach the Local Government Ombudsman should they remain dissatisfied. The expansion in the role of the Local Government Ombudsman will continue to be promoted.

## Appendix 1: Examples of compliments received across Adult Social Care services

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*"I would like to thank everyone for the kindness they gave me. I definitely do not have any complaints, only praise for everyone. Thank you very much."*

- From a service user about support from the Discharge Assessment Team.

*"Thank you very much for the helpful equipment we received from social services. You carried out your work in such a caring and tactful way, and very efficient. .... We both thank you for such prompt service from your and your team."*

- From a service user about an Occupational Therapy Assistant.

*"I write to draw attention to the exceptional care that my daughter B has received from T, a member of the Learning Disability Team based at Warren Road and L of the Finance Department of The Child and Adult Services based at the Civic Centre. Although in the past B has had able assistance from the Team, for the first time I felt that T really understood her problems and was concerned about the outcome of the help given to B to support her in caring for her son. ... One frequently hears of the Care Services being criticised for one reason or the other therefore I think it is important to highlight those who are doing a good job and are deserving of our thanks and praise."*

- From the mother of a service user about a social worker in the Learning Disability Team and a User Property and Finance Officer.

*"We wish to record our gratitude to you for J and the professional, understanding yet delicate way she negotiated my husband's respite care in Gardner House. She exuded a confidence and simplicity into what was for us a daunting experience, everything went well from beginning to end. She is a compliment to the "Social Care Dept" Thank-You!"*

- From the wife of a service user about a social worker in a Locality Team.

*"I'd just like to express my sincere thanks to you and your team for the standard of both care and assistance that you have shown my mother during her stay at West View Lodge and in facilitating her move from Hartlepool to Aberdeen. I can't express what a difference to her life/wellbeing your assistance has made, and hopefully being close to her family (and future grandson) will make a marked improvement in her outlook and state of well-being. Particular praise should go to L as although she has stated on several occasions that she is "just doing her job", I feel that the level of*



*commitment to an individual's needs have been met with compassion, understanding and goes above and beyond the 'call of duty'."*

- From the daughter of a service user about a social care officer in a Locality Team.

*"I would like to take this opportunity to thank you for all your help over the last few months."*

*"We all appreciate your kindness (especially with my mam) and your professional attitude. It has been a long struggle to get my mam rehoused and we almost lost hope in achieving our aims. Thank you for your thorough assessments and swift responses to my mam's needs."*

- From the daughter of a service user about an Occupational Therapist in the Occupational Therapy team.

*"I really appreciate all you have done for Dad you have been amazing with him and all the family. You have made this difficult process very easy for us all and your professionalism is exceptional. Thank you."*

- From the son of a service user about a social worker from a locality team.

*"I would like to compliment L my social worker for the support and help I received from her after I had a hip replacement operation, my aftercare has recently just finished and if it hadn't been for the support L arranged for me I would not have been able to manage. Please could you send her my thanks and kindest regards."*

- From a service user about a social care officer from the Discharge Assessment Team.

*"I would like to express my and my family's gratitude for the help and assistance provided by M from your department. M has provided over a number of years professional support to both my mother and all the family. It has been a pleasure to work with M and we are sorry to see her move on a different role. However, I am sure she will continue to provide essential support to those in need."*

- From the son of a service user about a social worker in a locality team.

## Appendix 2: Details of complaints and lessons learned in Adult Social Care services

Details of complaint	Outcomes	Lessons learned and where appropriate, actions taken
The complainant, the friend of a service user, is unhappy with the level of service when making a referral on her friend's behalf and alleged lack of action taken by the Department.	<p>Complaint: Partly Upheld</p> <p>Response: 24 Working days</p> <p>MODERATE IMPACT</p> <p>OLDER PERSONS</p>	<ul style="list-style-type: none"> <li>A system to be implemented for all members of the Duty Team to provide the same response if they are unable to accept a referral from a third party including a mechanism to ensure that people are not being left at risk in the community.</li> </ul>
The complainant, the daughter of a service user, is unhappy with information provided by a Social Care Officer when facilitating her mother's hospital discharge resulting in a financial contribution for her mother's care in a residential care home.	<p>Complaint: Partly upheld</p> <p>Response: 19 Working days</p> <p>MODERATE IMPACT</p> <p>OLDER PERSONS</p>	<ul style="list-style-type: none"> <li>Reinforce with Social Care Staff that the correct information is being provided at the time the placement is arranged and for Service Users and their families to be fully aware of the difference between residential rehabilitation and transitional care.</li> <li>Referrals to the User Property and Finance Team need to be made on the same day as the placement to avoid any delay in the person being aware of the charges they are going to be expected to make. Clear information on the</li> </ul>

		different services and what charges are applicable also needs to be provided.
The complainant, the son of a service user, is unhappy that his father has to pay a contribution towards the support he is receiving each day for a support stocking to be fitted and requested the Department to bear the cost of this support and refund contributions already made.	Complaint: Not upheld Response: 14 Working days  MODERATE IMPACT OLDER PERSONS	None identified.
The complainant, a service user, was unhappy that the Department would not fund bus fares and meals for his daughter who supported him following a hospital discharge.	Complaint: Not upheld Response: 8 Working days  LOW IMPACT PHYSICAL DISABILITIES	None identified.

<p>The complainant, the brother-in-law of a service user, is unhappy with the hospital discharge arrangements for his family member.</p> <p>This complaint spanned both North Tees and Hartlepool NHS Foundation Trust and Hartlepool Borough Council. The complaint was co-ordinated by North Tees and Hartlepool NHS Foundation Trust.</p>	<p>Complaint: Partly upheld Response: 20 Working days</p> <p>MODERATE IMPACT OLDER PERSONS</p>	<p>None identified by Hartlepool Borough Council.</p>
<p>The complainant, the sister of a deceased service user whose home care was delivered by an independent sector agency, alleges that:</p> <ul style="list-style-type: none"> <li>• 3 sets of keys were left with the agency to enable care staff to access her sister's home. On 24.10.10, a carer called at her sister's home but had not been informed that she needed a key for access.</li> <li>• the family were not notified by the agency that the carer had been unable to gain access to her sister's home, which led to the complainant's niece finding her sister's body.</li> <li>• it was inappropriate that a supervisor chose to</li> </ul>	<p>Complaint: Upheld Response: 26 Working days</p> <p>Note: At the point of acknowledging receipt of the complaint, it was suggested to the complainant that the Local Authority would not contact her directly to discuss her complaint for a period of 2 weeks as it was considered inappropriate to intrude at a difficult and upsetting time when the family had other matters to organise. The complainant was advised to contact the Local Authority if she wished to discuss her complaint prior to that. However, the complainant was informed that this would not preclude the Local Authority commencing looking into the issues she had raised.</p>	<ul style="list-style-type: none"> <li>• Home Care Agency to review their procedures for recording the holding of keys.</li> <li>• Home Care Agency to remind staff of the importance of ensuring keys are made available to staff.</li> <li>• During the course of the complaint investigation, the Home Care Agency recognised the need to appoint more supervisory staff. Additional supervisory staff were recruited.</li> <li>• Home Care Agency to follow their disciplinary processes in relation to the staff member concerned.</li> </ul>

<p>call at the complainant's sister's property on the day she died to apologise for his failings. The way he conducted himself was not appropriate and caused further distress to the family.</p> <ul style="list-style-type: none"> <li>only 2 of the 3 sets of keys given to the Home Care Agency were returned by the Supervisor.</li> </ul>	<p>HIGH IMPACT OLDER PERSONS</p>	<p>Local Authority to monitor implementation of agreed action by the Home Care Agency.</p>
<p>The complainant, a service user, is unhappy with the length of time taken for someone to attend to the TV Loop System which was in need of repair and a reason as to why this was not dealt with as an emergency. The complainant also requested a reason as to why she was now being classed by the Department as 'hard of hearing' when, the complainant alleges, she has been registered 'deaf' since she was a child.</p>	<p>Complaint: Partly upheld Response: 16 Working days</p> <p>LOW IMPACT PHYSICAL DISABILITIES</p>	<ul style="list-style-type: none"> <li>Procedures need to be implemented to ensure there are no gaps in the process when specialist workers are unavailable for any reason.</li> </ul>
<p>The complainant, the sister of a service user, is unhappy that the planned transport provision failed to arrive to collect her sister to take her to the Day Centre. The complainant alleges that no one contacted a family member to advise of the cancellation of the transport service and her sister who, has no concept of time, spent the day waiting at the window for the bus to arrive.</p>	<p>Complaint: Upheld Response: 4 Working days</p> <p>MODERATE IMPACT LEARNING DISABILITIES</p>	<ul style="list-style-type: none"> <li>Although the delivery of the transport provision is a commissioned service and procedures are in place by the provider around cancellation of the service, given the failure on this occasion, the Child and Adult Services Department have implemented their own operational procedures to include a 'double-check' measure to</li> </ul>

		minimise the risk of a similar re-occurrence.
<p>The complainant, the daughter of a service user, alleges that:</p> <ul style="list-style-type: none"> <li>there has been damage to internal fittings (toilet-roll holder and curtain rail) that carers have been unable to account for. The complainant is unhappy that no-one has offered an explanation as to how these fittings were damaged and no-one has offered to repair them.</li> <li>medication from the Nomad system had been incorrectly administered by the carers resulting in the complainant administering an additional dose of medication to her mother resulting in an overdose of medication. This necessitated the complainant's mother being admitted to hospital for observation.</li> <li>the complainant's mother was seated by a carer near to a bathroom cabinet in a confined</li> </ul>	<p>Complaint: Partly upheld Response: 60 Working days</p> <ul style="list-style-type: none"> <li>Social Care Officer to check with the complainant and her mother as to whether the bathroom cabinet can be relocated.</li> </ul> <p>Note: Following a meeting between the complainant and Manager appointed to investigate her complaint, the complainant amended the elements of her complaint delaying the investigation process.</p> <p>MODERATE IMPACT OLDER PERSONS</p>	<ul style="list-style-type: none"> <li>Although the specific element of complaint around damage to internal fittings could not be substantiated, it was agreed that the Registered Manager would reinforce with staff in a Team Meeting and via supervision processes that any damage should be reported as soon as practicably possible.</li> <li>Registered Manager to reinforce with staff in a Team Meeting and via supervision processes the importance of checking and recording medication accurately.</li> </ul>

<p>space. As a result of this, the complainant's mother hit her head on the cabinet when she got up causing bruising to her forehead.</p> <ul style="list-style-type: none"> <li>a potential tripping hazard, a loose carpet, was not identified by the carers.</li> </ul>		
<p>The complainant, the daughter of a service user, alleges that, following her mother's annual review meeting, the Social Care Officer has compromised her relationship with staff members in the care home her mother resides.</p>	<p>Complaint: Partly upheld Response: 35 Working days</p> <p>LOW IMPACT OLDER PERSONS</p>	<p>None identified.</p>
<p>The complainant, the daughter of a gentleman who was self-funding in a care home, is unhappy with the way information was relayed from one organisation to another and wishes to receive an explanation of what happened and what is recorded on computer systems.</p> <p>This complaint spanned both NHS Hartlepool and Hartlepool Borough Council. The complaint was co-ordinated by Hartlepool Borough Council.</p>	<p>Complaint: Not upheld Response: 53 Working days</p> <p>Note: Adverse weather conditions caused a delay around interviews with staff from NHS Hartlepool.</p> <p>LOW IMPACT OLDER PERSONS</p>	<p>Any referral to the Duty Social Work Team from another agency must now be in a written format so there can be no doubt or confusion about the information shared with the Duty Social Work Team.</p>
<p>The complainant, the daughter of a service user, expressed that she was upset with the way carers had recorded information about her and wished to know</p>	<p>Complaint: Partly upheld Response: 42 Working days</p>	<p>Home Care Agency to implement further training for staff around recording to ensure there is no misinterpretation of what is being recorded.</p>

what action carers had taken as a result. The complainant was also dissatisfied with the volume of telephone calls from carers notifying her of problems rather than addressing the issues themselves.	<p>Note: The outcome of the reassessment was awaited before concluding the complaint.</p> <p>LOW IMPACT</p> <p>OLDER PERSONS</p>	
The complainant, the son of a service user, expressed that he was unhappy that the cashable value of his mother's pre-paid funeral plan formed part of the capital disregard in the financial assessment process and was not considered a separate disregard.	<p>Complaint: Not upheld</p> <p>Response: 17 Working days</p> <p>Note: At the request of the complainant, the response was sent in 2 parts. The first response was based on Charging for Residential Accommodation Guide (CRAG) applicable in March 2011 and the second response was based on CRAG issued on 11 April 2011.</p> <p>LOW IMPACT</p> <p>OLDER PERSONS</p>	None identified.



### Appendix 3: Examples of compliments received across Children's Social Care services

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*"I feel I need to write to you regarding my granddaughter H. She got in with a very bad crowd, drugs, drink. Her mam and I tried everything to help her ...she refused to speak to her so contact was rare. The along came P her social worker. We are a family think he went beyond his duty to help. If they were all like him the kids on the street would be better people... We thought we had lost H. With their help we are getting her back"*

- From the grandmother of a service user about a social worker in Prevention, Safeguarding and Specialist Services.

*"I have had a difficult time and I found my social worker to be very helpful to me. Not sure where I would be without her help to me, my kids and my mum. Keep up the good work."*

- From a service user about a social worker in Prevention, Safeguarding and Specialist Services.

*"Thank you for everything you have done for us."*

- From two children to a social worker in Prevention, Safeguarding and Specialist Services.

*"Just a little thank you for all your help and support over the last six months."*

- From a family to a social worker in Prevention, Safeguarding and Specialist Services.

*"Just to say a big thank you for all the support you have given C and us. It takes a special person to do the job you do and you do it well. Thank you."*

- From a family to a social worker in Prevention, Safeguarding and Specialist Services.

*“I really appreciate the support and advice that I received from L and how without this I wouldn’t be doing as well with my son as I am at the moment.”*

- From the mother about a social worker in Prevention, Safeguarding and Specialist Services.

## Appendix 4: Details of complaints and lessons learned in Children's Services

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Details of complaint	Outcomes	Lessons learned and where appropriate, actions taken
The complainant, (CJ), the mother of a child, is unhappy with information she has been provided with from Hartlepool Job Centre. The complainant alleges that the Job Centre led her to believe Child and Adult Services had disclosed information about her living arrangements without her prior consent.	Complaint: Not Upheld Response: 20 Working days  Resolved at Stage 1	None identified.
The complainant, (MB), the parent of a child is unhappy that the bottles provided by a foster carer to feed his daughter were unclean and did not reach basic hygiene standards.	Complaint: Upheld Response: 17 Working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Supervising Social Workers are to ensure that appropriate standards of hygiene are maintained by foster carers for all ages of children placed with them and particular attention is paid to equipment used for babies in placements.</li> </ul>
The complainant, (NF), who is a grandfather, is unhappy with the lack of communication between himself and social workers in relation to his grandson.	Complaint: Not Upheld Response: 5 Working days  Resolved at Stage 1	None identified.

<p>The complainant, (NF) who is a grandfather, is unhappy with the lack of communication between social workers and himself. The complainant is also unhappy with visitation arrangements in relation to his grandson which had been arranged through the social worker.</p>	<p>Complaint: Not Upheld Response: 9 Working days  Resolved at Stage 1</p>	<p>None identified.</p>
<p>The complainant, (KJ), the guardian of 3 children, alleges that the Social Worker allocated to the children is unprofessional.</p>	<p>Complaint: Not Upheld Response: 10 Working days  Resolved at Stage 1</p>	<p>None identified.</p>
<p>The complainants, (MB &amp; ZB), the parents of a child in foster care, allege that they were not:</p> <ul style="list-style-type: none"> <li>• advised why contact in the home had been stopped and transferred to a Family Resource Centre;</li> <li>• consulted properly regarding the Local Authority's plan for their daughter;</li> <li>• informed of a decision to approve the plan for adoption;</li> <li>• happy with the way in which they were provided with information about post adoption services.</li> </ul>	<p>Complaint: Partly Upheld Response: 32 Working days  Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>• Parents should be informed appropriately and timely in relation to the Department's plan for their child.</li> <li>• Both verbal and written feedback provided to families after a permanency planning meeting is held in order that families fully understand and are clear about the Department's planning and decision making in relation to their child. This will include an invite to meet the Social Worker and Team Manager, after a decision has been made by the Adoption Panel, as well as written confirmation of the outcome of the Adoption Panel and written information about the After</li> </ul>

		Adoption Service.
The complainant, (KJ), the guardian of 3 children, is unhappy that he has not received any financial help from the Department for the 3 children who are residing with him.	Complaint: Not Upheld Response: 15 Working days  Resolved at Stage 1	None identified.
The complainant, (DW), the father of a child, alleges that: <ul style="list-style-type: none"> <li>the social worker discussed with his daughter where she would like to live in front of her mother.</li> <li>the social worker wrote to a Solicitor with inaccurate information</li> <li>he had previously requested a copy of the Department's policy regarding information sharing but only received a limited response</li> <li>the limited response received was an attempt not to meet the request for a copy of the Department's information sharing</li> </ul>	Complaint: Partly Upheld Response: 54 Working days  Resolved at Stage 1	None identified.

policy.		
The complainant, (BW), the parent of a service user, is unhappy with the Social Worker's attitude and lack of visible ID badge.	Complaint: Partly Upheld Response: 54 Working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Reinforce with staff the council's policy in respect of ID badges.</li> </ul>
The complainants, (DR & SR) the grandparents of a service user, allege that the Department: <ul style="list-style-type: none"> <li>failed to follow child protection procedures in relation to their grandson</li> <li>submitted an inaccurate letter to a Solicitor</li> </ul>	Complaint: Upheld Response: 6 Working days  Resolved at Stage 2	<ul style="list-style-type: none"> <li>Email sent to all Children's social work staff by the Assistant Director reminding all staff that the LSCB procedures must be followed and in particular the need to share information with the Police.</li> <li>Standards to be reviewed in relation to telephone calls to ensure that there are clear expectations of the recording of messages and a timescale for responding to them.</li> </ul>
The complainant, (GE), the father of a service user, alleges that: <ul style="list-style-type: none"> <li>contact with his daughter was cancelled without any prior notification.</li> <li>the initial assessment process has not been completed some 7 months later</li> <li>correspondence has been sent to complainant's old address</li> </ul>	Complaint: Partly upheld Response: 20 Working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Reinforce with Social Workers in team meetings of the need to update contact details on computer systems as soon as staff are made aware of any changes.</li> <li>Reinforce with Social Workers in team meetings of the need to contact families in advance to advise if there is to be a change of Social Worker visiting than the person they are expecting. This is good customer service and should be done as a matter of</li> </ul>

<ul style="list-style-type: none"> <li>• a letter inviting the complainant to a meeting was received 2 months late</li> <li>• he was not provided with any formal notice of a core group meeting</li> <li>• the Social Worker did not attend contact sessions to assess the complainant despite this being an agreed action</li> <li>• the Social Worker failed to arrive for pre-arranged appointments</li> </ul>		courtesy.
The Complainant, (JM), the Special Guardian of a child, alleges medical information about her was shared as part of Court Proceedings without her prior knowledge or agreement.	Complaint: Upheld Response: 30 working days  Resolved at Stage 2	<ul style="list-style-type: none"> <li>• Children's Services should ensure that any confidential documents are clearly marked for the purpose that they were obtained and not used for any other purpose without the consent of the individual.</li> </ul>
The complainant, (IM), the father of a child, alleges that: <ul style="list-style-type: none"> <li>• the Social Worker treated him like a 'second class citizen'</li> <li>• he did not receive the first set of child in need review minutes and was unhappy that an allegation made had not been passed to the</li> </ul>	Complaint: Partly Upheld Response: 20 working days  Resolved at Stage 1, withdrawn at Stage 2	<ul style="list-style-type: none"> <li>• Reinforce with staff through supervision the importance of accurate recording of concerns and that minutes of meetings are quality assured by social workers prior to them being sent out.</li> <li>• Reinforce with staff through supervision the importance of communication with families in relation to offering feedback about how concerns</li> </ul>

<p>police nor had he been informed of the outcome of any investigation by the Local Authority into the allegation.</p> <ul style="list-style-type: none"> <li>• he reported concerns around the possibility of his ex- partner using drugs and was concerned that he had not received any feedback about this nor had it been recorded on any child in need review minutes.</li> </ul>		<p>have been addressed.</p>
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<p>The complainant, (DD), the grandmother of a child, alleges that:</p> <ul style="list-style-type: none"> <li>the father of her grandchildren had been requested to leave the family home because of possible risks he presented to the children but the complainant alleges the father of the children has moved in with another person and her 2 children and he had not been requested to leave.</li> <li>she receives inconsistent information from the Social Worker who fails to carry out agreed actions.</li> <li>the Social Worker involved had been unprofessional at times.</li> <li>she was unhappy with the decision reached by the Resource Panel in relation to access and supervised contact between the children and their father. The complainant did not feel this was appropriate given that the father of the children was not co-operating with drug testing.</li> </ul>	<p>Complaint: Partly Upheld</p> <p>Response: 19 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>How information is communicated and shared with families about the services offered and ensuring families understand clearly what the roles and responsibilities of social work staff are is to be reinforced through staff supervision.</li> <li>The importance of sharing completed assessments and obtaining feedback is one that is being actively promoted by Social Work Managers to social workers to ensure that it becomes standard practice. This will be reinforced through staff supervision.</li> <li>Social workers will be reminded of their responsibilities in relation to confidentiality and good practice through ongoing training and identifying professional development needs through the supervision process.</li> </ul>
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<ul style="list-style-type: none"> <li>The complainants, (DR &amp; SR), the grandparents of a service user, allege that a Social Worker breached confidentiality by disclosing to a third party that they had made a complaint.</li> </ul>	Complaint: Upheld  Response: 20 Working days  Resolved at Stage 1, withdrawn at Stage 2	<ul style="list-style-type: none"> <li>Guidance to be issued to Social Workers generally about the need to keep information about complaints confidential and not to disclose to other parties, under any circumstances, that a complaint has been made.</li> </ul>
The complainant, (VB), the mother of a service user, alleges that a member of staff talked about his sexual relationship in front of her son and other young people whilst out on a trip.	Complaint: Unsubstantiated  Response: 32 Working days  Resolved at Stage 1	None identified.
The complainant, (SH), a member of the public, alleges that the Department failed to act on a child protection referral she made in relation to her neighbour's children.	Complaint: Not Upheld  Response: 22 Working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Practice to be strengthened within the Social Work Duty Team to include the provision of routine feedback to the referrer.</li> </ul>
The complainant, (DM), the Manager of a shop, alleges that, following concerns she reported to the Police about a customer, the Social Worker informed the customer of the referral source which she expected would have remained anonymous.	Complaint: Not Upheld  Response: 27 Working days  Resolved at Stage 1	None identified.

<p>The complainant, (WI), the grandmother of a service user, alleges that a Social Worker's report, submitted to an Initial Child Protection Conference, contained factual inaccuracies.</p>	<p>Complaint: Partly Upheld</p> <p>Response: 20 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>• Social Workers check out information that they receive and do not make assumptions about what this information may mean but seek to clarify what they believe.</li> </ul>
<p>The complainant, (KJ), the guardian of 3 children, is unhappy that:</p> <ul style="list-style-type: none"> <li>• he has not been provided with a list of Social Worker's duties that he had previously requested.</li> <li>• he, and his wife, were contacted unnecessarily by a member of staff about a contact meeting when in fact, the meeting had already been cancelled.</li> </ul>	<p>Complaint: Partly Upheld</p> <p>Response: 3 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>• Reinforce with staff the importance of messages being passed on about cancellations in an appropriate and timely manner.</li> </ul>
<p>The complainants, (DF &amp; JF), the father and step-mother of a service user, allege that:</p> <ul style="list-style-type: none"> <li>• it has not been made clear to them who they need to contact and about what in matters concerning DF's children.</li> </ul>	<p>Complaint: Partly Upheld</p> <p>Response: 27 Working days at Stage 1</p> <ul style="list-style-type: none"> <li>• Complainants wished to progress their complaint to Stage 2. This did not progress to a</li> </ul>	<p>None identified.</p>

<ul style="list-style-type: none"> <li>an Addendum Report does not include that JF telephoned the Social Worker to report concerns and the outcome of their conversation.</li> </ul>	<p>full investigation as the complainants expressed that Stage 2 was unlikely to reveal any further explanation.</p> <p>Resolved at Stage 2</p>	
<p>The complainant, (DV), the grandmother of service users, alleges that:</p> <ul style="list-style-type: none"> <li>the handover process from Hartlepool to Sunderland was significantly delayed to the detriment of the complainant and her grandchildren.</li> <li>the level of financial support from Hartlepool was inadequate and irregular.</li> <li>her telephone number was provided to a third party without her permission.</li> <li>appropriate planning around returning the children to their mother would not be carried out should the mother indicate a wish to resume the care of her children.</li> </ul>	<p>Complaint: Partly Upheld</p> <p>Response: 89 Working days</p> <p>Note: Complainant requested an Advocate to assist and support her with the complaint. Once an Advocate was in place, the complainant and Advocate required the opportunity to discuss the matter between them first before the Manager appointed to look into the complaint could meet with them to discuss matters. Annual leave arrangements and the complexity of the issues raised impacted upon the length of time taken to fully investigate and respond to the complaint. Complainant sent email thanking the Manager appointed to her complaint for his time and efforts in resolving matters.</p>	<ul style="list-style-type: none"> <li>A different system for confirming the notification of a change of address has been made as well as the method of recording it on the child's file.</li> </ul>

	Resolved at Stage 1	
The complainants, (DJ & PC), the grandmother and her partner, were unhappy that the contact arrangements put in place for them to see their grandchildren did not happen as planned.	Complaint: Upheld  Response: 20 working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Ensuring information is written down and copies of the arrangements given to all parties concerned.</li> </ul>
The complainant, (HP), a young person, was unhappy that he wasn't going to be returning to his mother's home and a suitable placement could not be found close to Hartlepool.	Complaint: Partly upheld  Response: 10 Working days  Resolved at Stage 1	None identified.
The complainant, (AH), a parent, was unhappy with a sentence in a letter to him written by a Social Worker which he alleges was factually incorrect. The complainant was of the view that the Social Worker should have checked out the facts with the Police, Schools and Magistrates Court prior to sending the letter to ensure the facts were correct.	Complaint: Partly upheld  Response: 30 Working days  Resolved at Stage 1	<ul style="list-style-type: none"> <li>Learning point for the Social Worker concerned around being more explicit in correspondence in relation to the information she had received and the efforts she made to clarify the information owing to a discrepancy within the referral received.</li> </ul>

<p>The complainant, (SM), the father of a young person, alleges that the Department has supported his wife's decision not to allow him access to his daughter which has left him feeling upset and frustrated.</p>	<p>Complaint: Not Upheld</p> <p>Response: 24 Working days</p> <p>Resolved at Stage 1</p>	<p>None identified.</p>
<p>The complainant, (SM), the mother of service users, alleged there was a lack of communication and information sharing between the social care professionals involved with both the complainant and her children.</p>	<p>Complaint: Upheld</p> <p>Response: 31 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>• Social Workers to ensure that they give due consideration to any significant events or celebration that may fall on the date they arrange to visit a young person.</li> <li>• Reinforced with Social Workers the importance of good communication with families in providing information that they have a right to receive in a timely and appropriate manner.</li> </ul>
<p>The complainants, (JC &amp; SC), the grandparents of a child, were unhappy with matters relating to their grandchild particularly in relation to communication around benefit payments, finance provided for transport their grandchild for contact with her parents and issues in relation to seeking a Special Guardianship Order factually incorrect.</p>	<p>Complaint: Not upheld</p> <p>Response: 37 Working days</p> <p>Resolved at Stage 1</p>	<p>None identified.</p>

The complainants were represented by a Solicitor.		
The complainants, (AW & LG), the parents of a young person, are dissatisfied with the aspects relating to their daughter's safety whilst in the care of the Local Authority as well as the way LG felt she was treated by a Social Worker.	<p>Complaint: Partly Upheld</p> <p>Response: 47 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>Reinforce at a Team Meeting that parents are advised as soon as possible if their child has been reported as 'missing' to the Police from their placement. (In this complaint the Social Worker mistakenly thought that the parents had been informed that their child was missing from her placement but subsequently found safe during the weekend by the Police.)</li> </ul>
<p>The complainants, (MW &amp; DW), the grandparents of service users, expressed their dissatisfaction around:</p> <ul style="list-style-type: none"> <li>Inadequate financial support for children's clothing;</li> <li>Inappropriate child care placements during the school holidays;</li> <li>The actions of Child and Adult Services have led to the complainants incurring a debt of £380 in relation to overpayment of benefits;</li> <li>Delay in carrying out an assessment in relation to the parents;</li> </ul>	<p>Complaint: Partly upheld</p> <p>Response: 32 Working days</p> <p>Resolved at Stage 1</p>	<ul style="list-style-type: none"> <li>Sharing reports within timescales to be raised at the Local Safeguarding Users Group.</li> </ul>

<ul style="list-style-type: none"> <li>• Reports not been made available in a timely manner;</li> <li>• Factually incorrect statements being used in reports about the complainants.</li> </ul>		
<ul style="list-style-type: none"> <li>• The complainants, (SJ &amp; AJ), the parents of a young person, expressed their dissatisfaction in relation to their son's care around: <ul style="list-style-type: none"> <li>- Delay</li> <li>- Poor communication with the family from the Department</li> <li>- Lack of choice in service provision</li> <li>- Poor communication within the local authority</li> </ul> </li> </ul> <p>A total of 22 separate elements of complaint were raised by the complainant.</p>	<p>Complaint: 7 elements upheld 8 elements not upheld 6 elements partly upheld 1 element no finding</p> <p>Response: 31 Working days</p> <p>Resolved at Stage 2</p>	<ul style="list-style-type: none"> <li>• Consideration should be given as to whether commissioning staff should record their work within the Department's case recording system (ICS) when they become significantly involved in complex cases and contacts with the family or other professionals working with the case. Similarly, consideration should also be given as to whether records of the case co-ordination process are also recorded on ICS.</li> </ul>



## Appendix 5: Examples of compliments received across Community Services

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*"I am writing on behalf of the residents and staff who visited the museum on ...from G House, they had a fabulous day and thoroughly enjoyed every aspect of the visit and hospitality of everyone. The staff all went out of their way to be helpful and courteous from the driver who picked them up to all the staff in the museum and on the quay."*

- From the Service Manager, G House

*"I would just like to thank you on behalf of my son and his friends for tonight's festival. They lost every match but still had a great time".*

- From the parent of a user of Sports Development services

*"The year 5 and 6 children at LP loved the experiences you provided as part of our Fitness Week. Mountain Biking and archery offered new opportunities and skills which we could not have provided without your expertise and equipment. Nothing was too much trouble for the instructors who were professional and very well organised".*

- From a teacher about the Outdoor Activities team.

*"On behalf of people with learning disabilities and staff who attend the Boccia sessions at Headlands Sports Centre, can I say how well organised it is and how well the Sports Development Team interact with the players. The group would like to say a special thanks to P who has an excellent rapport with the team and came over to Middlesbrough to present the trophy and certificates."*

- From a member of Middlesbrough Council Sport and Leisure section about the Sports Development team.

*"As someone with limited mobility I originally joined the gym as a doctor's referral approx 3 years ago. I have always found the instructors helpful and understanding of*

*my capabilities which have continued to improve. All the staff are friendly and welcoming and I would be recommend anyone to 'give it a go'!"*

- From a gym user at Headland Sports centre.

*"The girl on duty in the ladies wet changing was extremely helpful in assisting me whilst I had a small child"*

- From a user of the swimming pool at Mill House Leisure Centre.

## Appendix 6: Details of complaints and lessons learned in Community Services

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Details of complaint	Outcomes	Lessons learned and where appropriate, actions taken
The complainant, (ES), a user of a leisure facility, is unhappy with the conduct of a group of young people whilst using the changing rooms.	Complaint: Not Upheld  Response: 5 Working days	None identified.
The complainant, (SA), the parent of a child attending swimming lessons at a leisure facility, is unhappy with the poolside rules regarding being a spectator.	Complaint: Not Upheld  Response: 10 Working days	None identified.
The complainant, (AC), a mother of two children attending a swimming session at a leisure facility, is unhappy with the conduct of members of the public whilst using the changing village facilities and that there was no staff present.  Note: This was one of 2 complaints about the same incident.	Complaint: Not Upheld  Response: 8 Working days	None identified.
The complainant, (LL) a member of the public attending	Complaint: Not Upheld	None identified.

<p>a swimming session at a leisure facility, is unhappy with the conduct of members of the public whilst using the changing village facilities and that there was no staff present.</p> <p>Note: This was one of 2 complaints about the same incident.</p>	<p>Response: 8 Working days</p>	
<p>The complainant, (CB), a resident whose house backs on to the Station Lane Office, is unhappy that dogs were barking and causing a general nuisance.</p>	<p>Complaint: Upheld</p> <p>Response: 2 Working days</p>	<p>None identified.</p>
<p>The complainant, (TW), is unhappy with the level of customer service she was given from a member of staff at a leisure facility.</p> <p>Note: This was one of 2 complaints about the same incident.</p>	<p>Complaint: Unsubstantiated</p> <p>Response: 34 Working days</p>	<p>None identified.</p>
<p>The complainant, (IS), is unhappy with the level of customer service she was given from a member of staff at a leisure facility.</p>	<p>Complaint: Unsubstantiated</p> <p>Response: 13 Working days</p>	<p>None identified.</p>

Note: This was one of 2 complaints about the same incident.		
The complainant, who wished to remain anonymous, who is a user of a leisure facility is unhappy with the abusive language and comments made by other members of the leisure facility towards a member of staff.	<p>Reinforced the council's rules and regulations in place with the users who were allegedly using abusive language and making comments about a member of staff.</p> <p>Unable to provide any response to the complainant as she wished to remain anonymous.</p>	None identified.
The complainant, (WJ), a landlord, is unhappy with several aspects of his dealings with the Family Intervention Project, Anti Social Behaviour Unit and Social Care Duty Team in relation to a tenant. 13 elements of complaint were identified.	<p>Complaint: Partly Upheld</p> <p>Response: 15 Working days</p> <ul style="list-style-type: none"> <li>Explanation provided to each element of complaint together with some action points/lessons learned.</li> </ul>	<ul style="list-style-type: none"> <li>Family Intervention Project Manager needs to consider a more formal arrangement with Landlords that includes regular 2 way communication (with family consent) when families are deemed to be in need of a more structured approach. Family Intervention Project should formally notify interested parties when they intend to disengage from families.</li> <li>Parent Commissioner will take responsibility for co-ordinating multi agency assessment of the current needs of the family and other stakeholders to ensure that a clear and achievable plan is put in place.</li> <li>Parent Commissioner to ensure that information on</li> </ul>

		<p>Family Intervention Projects available to the public are updated and accurate.</p> <ul style="list-style-type: none"> <li>• All Family Intervention Projects cases should only be closed after full consultation with all interested parties and that any concerns should be left on file or handed to other agencies when applicable.</li> <li>• The Parent Commissioner will ensure that the issue of open cases and child protection concerns are acted upon by staff in the Family Intervention Project Team unless the first-hand information from the caller is vital to the protection process.</li> </ul>
<p>The complainant, (B-L B), a parent who was attending a Play and Development session at a Children's Centre, alleges that, as she walked past the office, her addresses were being discussed by 3 staff members who made comments, along the lines of, "all those addresses are totally shocking."</p>	<p>Complaint: Unsubstantiated</p> <p>Response: 28 Working days</p> <ul style="list-style-type: none"> <li>• Explanation provided.</li> </ul> <p>Resolved</p> <p>Note: The Manager appointed to investigate the complaint made 3 appointments to visit the complainant</p>	<p>None identified.</p>

	<p>to discuss her complaint in person. Despite agreeing the arrangements, the complainant either said it was inconvenient or did not answer her door when the Manager called. The Manager progressed her investigation based upon her understanding of the point of complaint.</p>	
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<p>The complainant, (TM), is unhappy with the surface of the Mill House Sports Hall and alleges that:</p> <ul style="list-style-type: none"> <li>• the surface is far too slippery;</li> <li>• easy risk of falling and sustaining injury;</li> <li>• impossible to change direction when playing sport even with relatively new footwear.</li> </ul>	<p>Complaint: Upheld</p> <p>Response: 8 Working days</p> <ul style="list-style-type: none"> <li>• Explanation provided around recent maintenance work carried out with the lighting system which appears to have affected the playing surface.</li> </ul>	<p>None identified.</p>
<p>The complainant, (MM), a user of the Mill House leisure facility, is unhappy with the Changing Village concept and expressed a preference for separate shower and changing areas.</p>	<p>Complaint: Unsubstantiated</p> <p>Response: 6 Working days</p>	<p>None identified.</p>
<p>The complainant, (DS), alleges that he was not invited to participate in Big Dog Day on the assumption that he was no longer in business and, as a consequence, has been treated unfairly by Summerhill staff.</p>	<p>Complaint: Upheld</p> <p>Response: 12 Working days</p> <ul style="list-style-type: none"> <li>• Meeting held with complainant, Head of Service and Manager appointed to investigate the complaint to discuss what happened and any</li> </ul>	<p>None identified.</p>



	outstanding issues the complainant may have.	
The complainant, (PS), alleged that the shallow end of the main swimming pool was closed off despite being advised that this would be open when she and 2 friends took their young children swimming.	Complaint: Upheld  Response: 23 Working days	<ul style="list-style-type: none"> <li>• Complainant provided with some free swim vouchers.</li> <li>• Coaches/Instructors have been advised that they must not section off the entire shallow end of the main pool.</li> </ul>
The complainant, (WP), was unhappy with the length of time taken for a response to a query she had raised.	Complaint: Upheld  Response: 10 Working days	None identified.

## **CHILDREN'S SERVICES PORTFOLIO**

Report to Portfolio Holder

4 October 2011



**Report of:** Director of Child and Adult Services

**Subject:** FOSTERING AND ADOPTION ANNUAL  
REPORT

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### SUMMARY

#### **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to present to Portfolio Holder the Annual Report of the Fostering and Adoption Service 2010/11.

#### **2. SUMMARY OF CONTENTS**

- 2.1 Hartlepool Family Placement Service fulfils both a fostering and adoption statutory function and operates as a local authority Fostering and Adoption Agency. Although not a statutory requirement, the production of an annual report of the service is good practice and provides an opportunity to record achievement of the year and set priorities for the forthcoming year. The Annual Report of the Fostering and Adoption Service 2010/11 is detailed at **Appendix 1**.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 The Portfolio Holder has responsibility for Children's Services and requires information about how services are delivered and their effectiveness.

#### **4. TYPE OF DECISION**

- 4.1 Non key.

#### **5. DECISION MAKING ROUTE**

- 5.1 Children's Services Portfolio Holder meeting on **4 October 2011**.

**6. DECISION(S) REQUIRED**

- 6.1 To note the contents of the Annual Report of the Fostering and Adoption Service 2010/11 for information.

**Report of:** Director of Child and Adult Services

**Subject:** FOSTERING AND ADOPTION ANNUAL REPORT

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## **1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to present to Portfolio Holder the Annual Report of the Fostering and Adoption Service 2010/11.

## **2. BACKGROUND**

- 2.1 The work of the Family Placement Services is subject to National Minimum Standards applicable for the provision of both fostering and adoption services. The National Minimum Standards together with regulations for adoption and the placement of children in foster care form the basis of the regulatory framework under the Care Standards Act 2000 for the conduct of fostering services and adoption agencies.
- 2.2 It is a requirement of the National Minimum Standards that the service produces a Statement of Purpose and a Children's Guide for both fostering and adoption services and reviews these at least annually. It is good practice for the Statement of Purpose to be supported by an Annual Report which measures the progress of the service toward achieving the stated aims and objectives outlined in the Statement of Purpose. The Annual Report of the Fostering and Adoption Service 2010/11 is attached as **Appendix 1** to this report.
- 2.3 The Annual Report provides details of the staffing arrangements in the service, training received by both staff, foster carers and adopters, the constitution of the Fostering and Adoption Panels, activity in relation to the recruitment, preparation and assessment of prospective foster carers and adopters, the achievements of the service during the year and the priorities for further service development in 2011/12. The service has been successful in increasing the number of foster carers approved by the Council over the year and this has ensured that the vast majority of children looked after in Hartlepool are placed within the local authority boundaries and with local people.
- 2.4 In May 2011, the adoption service was inspected by Ofsted. Verbal feedback indicated that the service was judged to be satisfactory, however the report has not yet been received due to sickness absence of the lead inspector. Once the report is received, this will be brought to a future Portfolio meeting. Ofsted are currently piloting a revised inspection framework for both fostering and adoption services and Hartlepool have volunteered to be a pilot site. This will provide the

service with an opportunity to test its performance against the revised inspection framework and address any identified areas for development prior to a formal inspection.

- 2.5 The Statements of Purpose for both the Fostering and Adoption Services was presented to the Corporate Parent Forum on 7<sup>th</sup> September 2011 and the next Portfolio meeting on **4 October 2011** for formal approval.

### **3. RECOMMENDATIONS**

- 3.1 To note the contents of the Annual Report of the Fostering and Adoption Service 2010/11 for information.

### **4. REASONS FOR RECOMMENDATIONS**

- 4.1 The Annual Report of the Fostering and Adoption Service provides the Portfolio Holder with information on the effectiveness of services for children.

### **5. BACKGROUND PAPERS**

Annual Report Fostering and Adoption 2010/11.

### **6. CONTACT OFFICER**

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# HARTLEPOOL CHILD AND ADULT SERVICES



## ANNUAL REPORT

## FOSTERING AND ADOPTION

1 APRIL 2010 – 31 MARCH 2011

## **INTRODUCTION**

This is the annual report of the Family Placement Team of Hartlepool Borough Council (HBC). The purpose of this report is to reflect on the work of the team during 2010/11 and its challenges and achievements, identify changes that have taken place within the service and detail the statistical information in respect of the Fostering and the Adoption Service from 1 April 2010 to the end of March 2011. Finally the report will set out priorities for service development during 2011/12.

## **STAFFING**

The Family Placement Team is made up of the Fostering Service which comprises of a Principal Practitioner and 5 Social workers and the Adoption Service which comprises of a Principal Practitioner and two and a half Adoption Social Worker posts. There is one team manager over the Team.

The fostering staff team has remained stable over the year 2010-2011.

In 2009/10, an additional 0.5 adoption post was created within the Adoption Service. In 2010/11, this has been filled by the employment of a full time worker with an existing member of staff reducing her hours to half time.

The service also has a new Head of Business Unit, Jane Young who has taken over from Jim Murdoch. Before taking up her new post in October 2010, Jane worked for Middlesbrough Council as the manager of the Fostering and Adoption Service. She also has previous experience of managing a Looked After and Leaving Care team.

## **TRAINING**

All members of the team have the opportunity to attend a variety of mandatory and optional in-house training as well as conferences and courses offered by outside trainers. The staff team have participated in the Blended Learning modules which forms the basis of the divisions annual training plan, these modules cover seven topics from Making Assessments Count for Children and Motivating People to Change through to Supervision and Performance Management and Quality Assurance. The learning is being achieved through attendance at seminars, workshops and coaching sessions.

Members of the Adoption Service have attended regional and national conferences on the following subjects:

- Facing up to Facebook – which concerned the implications and challenges posed by Facebook to the process of adoption
- Matches made in heaven? – exploring matching considerations

The learning that staff gained from attending these conferences has been disseminated throughout the team and the wider workforce and is used in

both Preparation and Panel training and workshops delivered for social workers around planning for permanence.

The Adoption social workers continue to support adopters post approval and post placement to access training provided in-house and through After Adoption. The Adopters Support Group in May 2010 included a presentation on Attachment and the Autumn Newsletter asked for suggestions for future events. The team also publicised that After Adoption were offering adoptive parents the opportunity to attend sessions on the following:

- Attachment and Teenagers
- Life Story Work
- Children and difficult behaviour
- Intermediary services

Members of the Fostering Service have attended Fostering Changes training which provides them with the expertise to run courses for foster carers on dealing with difficult and challenging behaviours. With regard to regional and national events, members of the Fostering Service have attended conferences on the following subjects:

- Bruised before Birth – the challenges of parenting children with Foetal Alcohol Syndrome.
- An Introduction to the National Minimum Standards for Foster Care 2011 and related Regulations and Guidance
- Feedback on the report of delegated authority Project

As with the Adoption Service, learning from national events is cascaded through the team and into the wider service. In addition, an action plan has been prepared to ensure the service effectively implements the new Minimum Standards for Fostering.

The Team Manager has participated in the Council's Management Academy training which explored the competencies of managers and identified future areas for training or development.

A Foster Carers training plan has been produced for 2010 - 12 and details the training that is available to develop and enhance their skills. The Foster Carers have also received a copy of the departmental and Local Safeguarding Children Board training plan with the opportunity to nominate themselves via their Link worker for many of the courses listed, subject to availability. The joint training of foster carers and practitioners enhances the learning opportunities for both and the department is committed to continuing this model. Foster Carers are expected to attend mandatory training in such areas as child protection, manual handling, food hygiene and First Aid but have also had the opportunity to attend courses such as dealing with challenging behaviour and internet safety.



A limited number of Foster Carers have had the opportunity to attend externally provided courses and conferences on such subjects as Foetal Alcohol Syndrome and these have been accessed on the understanding that learning will be disseminated to other carers by the attendees. The Foster Carers have also participated in courses provided by the Sahara Project on such topics as caring for black and minority ethnic children and promoting identity.

With regard to the Training, Support and Development Standards for Foster Care, the Fostering Service arranged a series of sessions to support Foster Carers to complete their CWDC Workbook, these are provided both during the day and in the evening to maximise the attendance. Other foster carers were supported individually either by Supervising Social Workers or a Foster Carer Mentor if they preferred this model of one to one learning. The concerted effort to complete this work by both carers and staff has had a positive outcome in that 56 Foster Carers have now had their CWDC workbooks signed off. There are also a number of other workbooks which have been completed and are being marked by the Supervising Social Workers. A number of carers have nearly completed their workbooks while newer carers are just embarking on their CWDC workbooks. Within the current pool of foster carers there is one carer who will not be completing the workbook as she will be resigning in the near future. This is a considerable achievement on behalf of the fostering team.

## **BUDGET**

As in all areas of the council the imperative to ensure value for money and where possible to achieve savings continues.

The drive to wherever possible provide placements in house as opposed to with Independent Fostering Agencies is on-going and this has had significant success despite the overall rise in children placed in foster care. The motivation for this goes beyond the financial benefits that can be achieved and encompasses the capacity to have a greater awareness of the strengths of our own foster carers to enable better matching and a corresponding knowledge of the type of support, training or development that they may require to ensure placement stability.

The partnership with NFA, a private fostering agency, did not provide the additional placement capacity that had been anticipated and the relationship has now transferred to that of select providers as part of a collaborative arrangement between the Tees Valley authorities which has some financial advantages for the authorities when they are seeking placements with the independent sector.

The Recruitment Strategy highlighted the particular shortage of foster carers for older children and the ageing profile of the foster carers currently approved. This led, in 2010/11 to an advertising campaign aimed at recruiting carers for older children with advertising materials which reflected this need. The advertising campaign has been successful in that we have increased the

total number of foster carers approved but it has been limited in expanding the stock of carers willing and able to care for teenagers. We are continuing to target carers for teenagers and are also currently extending our advertising materials to attract carers for sibling groups.

The Commissioned Placements Panel chaired by the Assistant Director which considers requests for placements that have funding implications has continued to operate. This Panel ensures that our own resources are thoroughly explored before seeking placements with the independent sector and placements for children are properly identified and commissioned.

Towards the end of 2010 the Banded Payment Scheme and progression criteria for foster carers was reviewed by the Head of Business Unit and a revised scheme developed. The purpose of the review was to ensure that the service is better able to meet the needs of more challenging children and young people who require a foster placement. The Band 5 arrangements had been devised to ensure that the most skilled and knowledgeable carers were caring for the more challenging children and the pay and conditions reflected this. However it became evident that many Band 5 carers had settled placements and that often placements of the children with more complex needs were having to be made with carers not yet Band 5 or externally. To address this and allow a financial recognition of the challenges of caring for particular children or sibling groups, the Specialist Scheme was introduced which linked additional payment to the child or young person based around a needs criteria. The scheme re-organisation has not achieved savings as such but has rechanneled the budget to better meet the needs of the cohort of Hartlepool children who are or will become looked after.

### **ACCOMMODATION**

The Family Placement Team has had a settled year in the current accommodation at Station Lane. However there are now arrangements being made for the team to move to alternative premises. This will enable the team to be co-located with the Through Care team which will be an advantage in terms of working more closely with Social Workers for looked after children in long term settled placements.

### **INSPECTIONS**

The family Placement Service has not been subject to an inspection in the year 2010 – 2011. Child and Adult Services received the announced inspection of safeguarding and looked after children services in June 2010. The service was judged as good overall in the provision of both looked after and safeguarding services. The most recent unannounced inspection of safeguarding was undertaken February 2011 where the service was judged to meet all of the required standards and exceed these in highlighted areas.

### **ADOPTION AND FOSTERING PANELS**

With regards the shared constitution of the Fostering and Adoption Panels, there were two major changes in respect of the Legal Adviser and the Medical Adviser who attend both panels.

The previous Legal Adviser attended her last Panel in September 2010 as she had obtained a post outside the authority. Her successor was appointed in December 2010 and commenced his attendance at Panel in January 2011.

In December 2010 the Medical Advisor to Panel announced his retirement in March 2011 after an extensive period of tenure. His replacement was identified but holiday commitments necessitated some complex arrangements were put in place to ensure the availability of medical advice for Panels until the new Advisor was able to fully take up his responsibilities in April 2011. The role of the Family Placement Team Clerk was critical in the successful collection of the medical information over this period.

The records relating to Panel members are complete and comprehensive in nature and comply with safe recruitment standards.

### **ADOPTION PANEL**

The Adoption Panel continues to meet every second Thursday in the month except where additional Panel meetings have been required. As a result of the increase in the number of children requiring a plan for adoption and the matching activity that this generates, additional Panel meetings were held in January and March 2011.

An Adoption Panel training day was held on 23 July 2010 and was well attended by Panel members. Presentations were given regarding:

- Legal framework for adoption;
- Panel documentation and achieving best practice;
- Challenges and implications of Facebook and social networking;
- An account of the experience of direct contact by a Panel member and also an adopter

During the course of the year the Adoption Panel experienced changes of membership following the resignations of two Panel Members, including an agency representative who fulfilled the role of Vice Chair.

A replacement agency representative was identified who became the Vice Chair, this officer currently holds the post of Principal Resources Manager and has many years experience within children and families social work including managing a Family Support Team for ten years. She is very knowledgeable regarding the processes relating to adoption and the factors affecting children requiring a plan for adoption such as contact.

A new independent member began her tenure as an Independent Panel member in April 2010. She has personal experience in the process of adoption as well as experience of Panel administration in another local authority.

A further Independent Panel member, has been identified, interviewed and recruited to the Panel. This individual has extensive experience of education support and knowledge of the therapeutic needs of children. She will commence in post once CRB clearance has been confirmed and references obtained.

With regards the annual review of Adoption Panel Members, reviews have been completed with the Medical Advisor and five of the current members of the Panel as well as the two members, who subsequently resigned.

## **FOSTERING PANEL**

The Fostering Panel continues to take place on the fourth Thursday in the month.

A Fostering Panel training day was held on 15 October 2010 which was very well attended and focussed on information sharing and the opportunity to reflect on the performance of the Panel with a view to building on the positives. There were presentations on:

- The CWDC standards and competencies;
- The assessment of Foster carers;
- Foetal Alcohol Syndrome;
- Recording practices;
- A personal experience of fostering by an independent panel member and foster carer.

In April 2010 one independent Panel Member tendered his resignation from the Fostering Panel after sitting for a relatively short period of time. The service is in the process of recruiting another member to the Fostering Panel with a background in Youth Services which it is hoped will provide a valuable extension to the panel's knowledge and areas of expertise.

Perhaps the most significant change in panel membership was the change in Panel Chair. The tenure of the previous Chair came to an end in December 2010 and the position went out to advert. A new Panel Chair was successfully recruited and appointed to the post. Following the notification of her CRB clearance the new Chair commenced in post in April 2011.

With regards the annual review of Fostering Panel members, reviews have been completed with the Medical Advisor and three other panel members. It had been hoped that more reviews would have been completed but this process was unfortunately interrupted by the change in Panel Chair.

## **STATISTICAL INFORMATION**

### **Foster Carer statistics**

The numbers of Foster Carers has shown a steady increase over the year.

In the period 1 April 2010 – 31 March 2011 the Council approved 15 Mainstream Carers and 2 Kinship Carers. These carers provide placements for 28 children.

In the same period the Panel accepted the resignation of 3 Mainstream Carers, 2 Short Break Carers, 1 Remand Carer and 2 Kinship Carers. One fostering couple were de-registered and one partner within a fostering household resigned.

	Mainstream	Sharing the Caring	Remand	Kinship	Total
31 March 2010	74	3	2	4	83
31 March 2011	84 1 on hold	1	1 on hold	4	89

With regards to plans for children considered by the Fostering Panel, the plan for long term fostering was recommended for approval for 5 children and there were 8 matches taken to Panel which involved 11 children achieving permanency in their foster placement. Four of the matches involved foster carers from Independent Fostering Agencies.

The Fostering Panel also considered and endorsed the recommendations of 26 Foster Carer Reviews.

### **Looked After Children**

The number of looked after children/young people is as follows:

Total on 31 March 2010 - 163

Total on 31 March 2011 – 168

31 March 2010 – 33 placements purchased from external providers

31 March 2011 – 22 placements purchased from external providers

### **Adoption statistics**

Between 1 April 2010 and 31 March 2011 the Council approved 9 couples as adopters to provide permanence for a total of 15 children.

Over the course of the year the Adoption Panel recommended the approval of the plan for adoption in the cases of 33 children.

The Panel also recommended the approval of the matches for 11 children with 6 sets of Adopters. None of these adoptive couples were from another agency.



## **SUFFICIENCY**

While historically the focus of the service has been on recruiting sufficient foster carers to meet the needs of Hartlepool looked after children, over the past year sufficiency is now a factor which is relevant to both arms of the service.

Traditionally the number of children for whom adoption was identified as the plan and the number of potential adopters has remained fairly stable with Hartlepool being able to meet the need for adoptive placements with occasional exceptions. However over the past year there has also been an increase in the number of children coming to Adoption Panel for approval for plans for adoption. This corresponded with a reduction in the number of enquiries to the service from potential adopters and the last two preparation groups being smaller than usual in numbers. This situation was recognised and a sufficiency report was produced in January 2011 to highlight to senior management the changes in numbers of children likely to require adoption over the coming year and to propose the need to pursue an advertising campaign which had hitherto been unnecessary. The need to advertise was accepted and this has led to a specific advertising campaign to attract potential adopters. Adverts have been placed in regional newspapers and also arrangements have been made for an advert to appear in the Primary Times within the Stockton area for all the editions produced in 2011. The success of this venture is already evident as it has led to an increase in enquiries and the adoption service will be holding a preparation group in June with potentially double the number of attendees recently achieved.

As previously stated the Fostering Service has been successful in achieving regular recruitment of foster carers and indeed surpassed its net increase target. It does however still need to attract more carers for teenagers and sibling groups. The recruitment campaign in the local press ran targeted adverts specifically highlighting the need for foster carers for teenagers. An advert focusing on the fostering of sibling groups has now been created and this will be used to coincide with Fostering Fortnight in May 2011.

It is recognised that a crucial way to engage the public and to attract new carers and adopters is through the internet. To this end and to provide a medium for providing information to existing carers and adopters, developments have taken place in respect of fostering and adoption web pages. Some progress has been made in respect of the website information that is available in respect of both fostering and adoption on the Hartlepool Borough Council website. Further to this, a microsite is being developed which will provide another channel for disseminating information regarding the fostering and adoption services and also provide a means of directly registering an interest in either of these. The contact information is also available on the Family Information Services in Hartlepool (FISH) website.

## **2010/11 ACHIEVEMENTS AND 2011/12 PRIORITIES**

A major achievement over the past year has been to maintain a stable workforce motivated to progress service developments and improve practice. The Adoption Service has also acquired the much awaited increase in social work capacity. Despite a national trend in declining adopter numbers we have achieved the successful recruitment of prospective adopters.

The fostering social workers have experienced a period of stability and this has been positively reflected in the increase in foster care net capacity. Hartlepool is now in the enviable position of being able to offer a choice of placements and this allows better matching and greater potential for placement stability.

The team has also worked hard and attended training to progress the move to electronic social care records. In addition to the training the team members more experienced in the ICS system have provided support to those new to the processes.

As stated in the previous annual report a Service Development Plan 2010-12 had been devised and the progress of this is being reviewed to ensure that the team retains its focus.

More specifically the priorities highlighted in the previous annual report included the recruitment of foster carers for teenagers, the improvement of post adoption processes and training for foster carers and particularly the CWDC workbook completion.

The recruitment of foster carers to meet the needs of Hartlepool children will remain a priority for the Fostering Service and the Recruitment Strategy will be reviewed and revised dependent upon its effectiveness over the coming year. An integral part of this recruitment activity will be about ensuring that carers are supported in developing their skills to care for the more challenging young people. To this end, the service is exploring additional training models for foster carers.

Progress has been made in streamlining and rationalising the processes for post adoption support including an on-going revision of the procedure relating to allowances. The improvements to the post adoption processes need to be progressed further and it is intended the service will identify and implement a computerised system to record activity and provide a prompt regarding both indirect and direct contact arrangements. The implementation of an electronic system will also embed a process which better supports birth families to engage in meaningful indirect contact. This is a development which will, have benefits for the children as well as the adults involved.

Training will remain a priority for all aspects of the service. The aspiration is for a fluid and up to date programme of training and development activities which results in a highly skilled team of social workers and foster carers and adopters fully equipped to meet the needs of the children they care for. It is



also hoped that the annual Panel training days can be revisited and will evolve into a timetable of regular information session covering relevant topics such as child protection and permanency planning. It is also anticipated that Panel Members will be given the opportunity to access departmental training relevant to their role.

Specifically in respect of fostering while excellent progress has been made in assisting and supporting foster carers to complete their CWDC workbooks, it is anticipated that training sessions regarding the completion of the CWDC workbook will remain a priority and additional ways of supporting Foster Carers to complete the workbook such as mentoring by other carers will need to continue.

As mentioned earlier in the report meeting the needs of children who require an adoptive placement has become a priority within the authority since the previous annual report and as such our progress in recruiting adopters and meeting the matching requirements of Hartlepool children will need to be reviewed and strategies devised depending upon our progress.

A major piece of work to be undertaken by the team is the implementation of the new Adoption and Fostering National Minimum Standards to ensure that we are fully compliant. An action plan for each service is being devised to highlight the specific changes and the actions that need to be taken to implement them.

## **CONCLUSION**

The Team has worked hard to achieve significant developments in respect of both the Fostering and Adoption services in order to improve the provision overall and to prepare for and meet the changing trends in both service areas.

Within the fostering service their efforts have achieved a good outcome with the completion of CWDC workbooks which will yield significant benefits in terms of the skill base of our foster carers and their capacity to meet the needs of Hartlepool's looked after children. The pool of Foster Carers has increased and the systems that support and develop them are being strengthened to ensure there is an increase in quality as well as quantity.

Important in the adoption service has been the recognition in particular of the increase in the number of children with plans for adoption and the steps which are being taken to address this which are, even in these early stages, demonstrating success. The team has made progress in the updating and revising of policies and procedures to improve the services to adopters, birth family members and most importantly the children themselves.

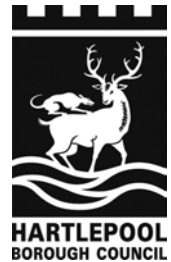
The intention is to continue to pursue service developments over the next year in line with those highlighted within the Service Development Plan but also to ensure that we are in compliance with the revised National Minimum Standards in respect of both Adoption and Fostering.

Jacky Yeaman-Vass  
Team Manager, Family Placement

## **CHILDREN'S SERVICES PORTFOLIO**

Report to Portfolio Holder

4 October 2011



**Report of:** Director of Child and Adult Services

**Subject:** STATEMENT OF PURPOSE FOR FOSTERING  
AND STATEMENT OF PURPOSE FOR  
ADOPTION

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To inform the Children's Services Portfolio of the updated Statements of Purpose relating to the Fostering and Adoption Services.

#### **2. BACKGROUND INFORMATION**

2.1 The local authority is required under the Fostering Services National Minimum Standards 2011 (Standard 16) and the Adoption National Minimum Standards 2011 (Standard 18) to produce a clear Statement of Purpose which is available to, and understood by foster carers, adopters, staff, volunteers and children. The Statement of Purpose should be child focused and show how the service will meet outcomes for children. In addition, a Children's Guide should be prepared which is provided to the child at the point of any placement.

2.2 The Appendices to this report detail Hartlepool Borough Council's Adoption Service: Statement of Purpose, Fostering Statement of Purpose and Children's Guides.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

Portfolio Holder as Lead Member for Children's Services has responsibility to ensure the effective delivery of services to children and their families. Approval of the Statement of Purpose and Children's Guide falls within this responsibility.

**4. TYPE OF DECISION**

Non key.

**5. DECISION MAKING ROUTE**

Children's Services Portfolio, 4 October 2011.

**6. DECISION(S) REQUIRED**

It is recommended that the Children's Services Portfolio Holder approves the Statement of Purpose and Children's Guides for 2011/12, and support the forward actions noted within the report.

**Report of:** Director of Child and Adult Services

**Subject:** STATEMENT OF PURPOSE FOR FOSTERING  
AND STATEMENT OF PURPOSE FOR  
ADOPTION

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**1. PURPOSE OF REPORT**

To inform the Children's Services Portfolio of the updated Statements of Purpose relating to the Fostering and Adoption Services.

**2. BACKGROUND**

2.1 Both the Adoption and Fostering services are regulated by statute and the local authority is required to ensure the provision of both services.

2.2 Both services are inspected periodically and the Adoption service underwent an Ofsted inspection in May 2011 but we are still awaiting the report.

2.3 The attached reports **Appendix 1 & 2** which are the Statements of Purpose set out the aims and objectives of the two services reflecting the new National Minimum Standards. They detail the services and facilities provided and also the processes and procedures by which the services will achieve outcomes for children. It is a requirement that these reports are updated at least annually.

2.4 The relevant Children's Guides are attached as **Appendices 3-5**.

**3. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report

**4. RECOMMENDATIONS**

It is recommended that the Children's Services Portfolio Holder accept this report and support the forward actions noted within the report.

**5. CONTACT OFFICER**

Jacky Yeaman-Vass  
Family Placement Team Manager  
Resources and Specialist Services  
Hartlepool Borough Council.



**Hartlepool Borough Council**

**Child and Adult Services**

**Adoption Service**

**Statement of Purpose**

# **HARTLEPOOL BOROUGH COUNCIL**

## **ADOPTION SERVICE**

### **STATEMENT OF PURPOSE**

The Elected Members of Hartlepool Borough Council approved this Statement of Purpose on 29 September 2003.

The Portfolio Holder for Children's Service's signed this document on behalf of the Elected Members.

This Statement of Purpose was reviewed and updated in 2011 and is to be submitted for approval by Elected members.

This Statement of Purpose will be reviewed and revised as appropriate by the Team Manager of the Adoption Services no later than September 2012

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## **Values, Aims and Objective**

### **Value Statements**

The value statements listed below underpin the provision of Adoption services in Hartlepool.

- Children are entitled to grow up as part of a loving family which can meet their needs during childhood and beyond.
- It is best for children where possible to be brought up by their own birth family.
- The child's welfare, safety and needs will be at the centre of the adoption process.
- The child's wishes and feelings will be actively sought and fully taken into account at all stages.
- Delays in adoption can have a severe impact on the health and development of children and should be avoided wherever possible.
- Children's ethnic origin, cultural background, religion and language will be fully recognised and positively promoted when decisions are made.
- The particular needs of disabled children will be fully recognised and taken into account when decisions are made.
- The role of adoptive parents in offering a permanent family to a child who cannot live with their birth family will be valued and respected.
- Adoption has lifelong implications for all involved and requires lifelong commitment from many different organisations, professions and individuals who have to work together to meet the need for services of those affected by adoption.
- Government will work in partnership with local government, other statutory agencies and voluntary adoption agencies to ensure that these standards are delivered.

### **Aims and objectives of the adoption service**

Adoption means an Adoption Order under the 1976 Act or preceding legislation and vests parental responsibility in the adopters. The Order extinguishes the rights and duties of birth parents including any parental responsibility any person had before the Order (updated in 2002 Act).

Adoption affects the following groups of children;

- Babies whose parents cannot or do not wish to care for them.
- Children who are in the care of the Local Authority.
- Children cared for by relatives.
- Children in a step-parenting family.
- Children privately fostered.
- Children brought into the country from abroad.

Hartlepool Borough Council Adoption Service aims to provide a range of adoptive placements for those children requiring permanent substitute families.

The Adoption Service aims to ensure that prospective adopters are provided with the skills, knowledge and support to enable them to meet the assessed needs of children placed and to provide a safe and secure home environment.

The following guiding principles underpin the services provided by the Adoption Service:

- Adoption is a process with life long implications for adopted people, adoptive parents and birth parents.
- There is a commitment to providing adoption services to all sectors of Hartlepool's population and to seek to provide sensitive needs led services to children, parents and adopters.
- There is a duty to establish and maintain services designed to meet the needs of adopted children, adopters and birth parents.
- There is a recognition of the importance of incorporating research and user feedback into the formulation of policies, procedures and practice. Constructive feedback from service users is welcomed and should be directed to the Adoption Service Team Manager.
- The provision of after adoption services to adopted adults, birth relatives, adopted children and their families, intermediary services to birth relatives and support and advice to birth parents where the plan for adoption has been made and the parents are contesting the plan.

#### Objectives

- To conduct recruitment activities and employ strategies in order to attract the range of adopters identified for children and young people.
- To undertake effective assessments of prospective adopters within timescales specified in National Guidance.
- To establish and support a Permanence Panel to consider assessments and make recommendations for approval to the agency decision maker.
- To provide pre-approval training for prospective adopters equipping them to meet the needs of children referred for adoption and developing their awareness of adoption issues.
- To protect children from abuse and neglect.
- To create stability for children and young people who require permanent substitute families.
- To maintain and promote contact with family members where appropriate.
- To create lifelong attachments with adoptive parents in order that children and young people continue to be supported into adulthood.
- To work in partnership with children and young people, prospective adopters, birth parents and social workers.
- To provide an environment where each child and young person is helped to make the best of his/her abilities emotionally, physically, educationally and socially.
- To provide or contract to provide after adoption services to provide support to people who have been adopted, their birth families and adoptive parents.

**Services provided by the adoption agency**

The Adoption Service provides the following services and facilities:

- Recruitment, assessment and preparation of prospective adopters.
- Family finding for children awaiting adoptive placements.
- Support to adoptive placements.
- Adoption panel training
- Consultation and advice to social workers considering adoption as an option for a child/children.
- Post adoption support service.
- Post Box Service.

More detail on each of these areas of service provision can be found in the departmental Adoption Procedures.

In April 2003, Hartlepool Borough Council entered into a formal contract with “*After Adoption*” an agency specialising in post adoption support to provide services to the following groups in the form of individual work or group support:

- Adopted adults
- Birth Parents and Relatives with children under 18 who have been adopted or where the plan is adoption
- Adopted Children and their families
- Special Guardians
- Birth relatives where the children that were adopted are now adults

**Staffing information**

<b>Name and Job Title</b>	<b>Date of Appointment</b>	<b>Qualifications</b>	<b>Experience</b>
Jacky Yeaman-Vass – Placement Team Manager	February 2009	MSW Social Work CQSW DMS CSM	Qualified in 1992. Experienced in Children and Families work including managing a Family Support team for 9 years
Kathryn Ling Principal Practitioner	February 2009	CQSW CCA	Qualified in 1993 Experience in Children and Families, Mental Health, Disability team and Family Placement work
Clare Frankland – Social Worker	April 1989	CQSW PQCCA  DiPSW	Qualified in 1981 Generic social work before specialising in Family Placement since 1988. Vast experience of adoption work
Alison Garbutt – Social Worker	September 2010	CSS BSc Child Care	Qualified in 1990. Worked in Children and Families team as Social worker and then Principal Practitioner before moving to current post
Pauline Kewley -Social worker half time post	April 1998	CQSW Dip Therapeutic Counselling Dip Hypnotherapy	Worked in social work since 1975, qualifying in 1981. Worked generically then in a Children and Families Team before moving to Adoption and Fostering work in 1997
Patricia Adams Administrative staff – shared with Fostering Service	11.1.07		C&AS Admin Children and Families

### **Adoption agency - organisation and control of operations**

The Placement Team Manager who is ultimately responsible to the Assistant Director within the Child and Adult Services Department manages the Adoption Service. The Agency Decision Maker is currently the Assistant Director of Child and Adult Services.

The Placement Team Manager supervises the Principal Practitioner who in turn takes responsibility for supervising the three adoption social workers and allocates their workload. The Placement Team Manager is also the Agency Panel Advisor.

As with any Adoption Agency, the Adoption and Permanence Panel is critical to the monitoring and quality assurance of the work of the agency and enables the agency to meet its statutory obligations.

### **Statutory Requirements**

1. Specific requirements govern the composition and terms of reference of Adoption Panels. These are set out in the Adoption Agencies Regulations 1983 and the Adoption Agencies and Children (Arrangements for Placement and Reviews) (Miscellaneous Amendments) Regulations 1997. Department of Health Circulars LAC (84) 3 and (97) 13 provide further guidance on panels.
2. Statutory guidance makes reference to the cases that must be considered at Adoption Panel and includes;
  - Approval of children for whom adoption has been identified as the permanence plan.
  - Approval of prospective adopters.
  - Adoption matches.
  - Whether a child qualifies for an adoption allowance.
  - Whether a Placement Order should be sought in respect of a particular child.

The Regulations seek to ensure that the Adoption Panel has a separate identity from the agency with an important independent element. The National Minimum Standards 2000, and the Adoption and Children Act 2002 further endorse this level of independence.

### **Panel Composition**

1. To operate as a legal panel, the Adoption Panel must be quorate. Quoracy is achieved when at least five panel members are present. This must include the Panel Chair or Vice Chair and a Social Worker in the employment of the Adoption Agency.
2. Regulations stated that Panels must be comprised of:

- No more than ten people including at least one man and one woman.
- A Chairperson having “such experience in adoption work as the agency considers appropriate.”
- Two social workers in the employment of the adoption agency (this can include Social Work Managers).
- A member of the Social Services Committee (or equivalent)
- A Medical Adviser.
- At least three other people-“independent persons”- not members or employees of the Adoption Agency and where practicable, including an adoptive parent and an adopted person.

In addition to the members of the Panel, the Adoption Panel should also include:

**Professional (Agency) Adviser:** This is the Placement Team Manager who attends the Panel in an advisory capacity. They advise the Chairperson and panel members on matters of agency policy, practice and procedure. The Adviser takes back any issues raised by Panel members to the Adoption Social Workers or the agency as a whole.

*The professional adviser is not a panel member and does not take part in reaching a recommendation.*

**Legal Adviser:** *This person advises the Panel on any relevant legal issues. The Legal Adviser is not a Panel Member and does not take part in reaching a recommendation.*

If they are unable to attend Panel in person legal advice is given in writing.

#### Membership of Hartlepool Adoption Panel

- Chairperson – Independent Person
- Agency Social Work Representative – Team Manager, Principle Resources Manager (Vice Chairperson)
- Agency Social Work Representative – Social Worker, Through Care Team/Adopter
- Elected Member Representative
- Adopter-Independent/User Representative (2)
- Independent Representative (2)
- Adopted Person-Independent/User Representative
- Medical Advisor – Independent Representative

#### Advisors to Panel

- Professional Adviser
- Legal Adviser
- Medical Adviser

Formal voting is not a requirement of the Adoption & Permanence Panel and the Chairperson must try to encourage a consensus view amongst Panel Members. The Panel Chairperson can ask for further information to be made available for Panel Members where a clear consensus is not possible. Any serious reservations expressed by Panel Members must be minuted for consideration by the Agency Decision Maker.

The Agency Decision Maker in Hartlepool is the Assistant Director of Child and Adult Services.

New members of the Panel attend a Panel as an observer prior to attending as a full member.

All Panel members are required to have a current Criminal records Bureau check and to participate in annual reviews. They are also asked to provide two references which are verified by telephone, an employment history and verification of their identity.

The Adoption & Permanence Panel meets monthly and is instrumental in monitoring and evaluating the provision of services to ensure that the quality and effectiveness of the adoption service are of an appropriate standard.

On occasion additional panels may need to be arranged to meet the needs of the service for instance when complying with court timetables in terms of approving plans for adoption.

### **Complaints Procedure**

Complaints can be made about any aspect of service provided by the Children's Services Department. Complaints will be acknowledged within 3 working days. There are up to three stages to the complaints system but the aim is to resolve complaints quickly and informally at Stage One wherever possible.

The complaints system can be used by; users of services, carers of those using services, potential service users, foster carers or adopters. The system can also be used to appeal about a decision made about a service provided by the department.

Complaints are dealt with in three stages:

- Stage One: The informal resolution stage. A complaint will be acknowledged and a Social Work Team manager will look in to the complaint and try to resolve it. The complainant will be notified of the outcome within 10 working days or 20 working days if the complaint is complex.
- Stage Two: The complaint will be considered by an Independent Person who will check that the investigation is fair and complete
- Stage Three: The Review Panel Stage. If a complainant remains dissatisfied with any part of the written response at Stage 2 it is possible for the complainant to go to a review panel.

As well as the corporate complaints system detailed above, prospective adopters who have not been approved by Panel have two main options:

Prospective adopters who have not been approved by Panel are entitled to make further representations to Hartlepool Borough Council, as the Adoption Agency;

**OR**

From 30 April 2004, prospective adopters have the right to refer their case to an Independent Review panel for a review of the agency's determination. The independent panel do not have the power to overturn the original decision but will make a recommendation to the agency on the suitability of the applicants to be adoptive parents.

These options cannot be run simultaneously; prospective adopters who have not been approved by panel must decide whether to make further representations to the agency or seek an independent review of the decision.



**Useful Contact Numbers and Addresses**

Placement Team  
85 Station Lane  
Hartlepool  
TS25 1DX

Tel: 01429 275144  
E-mail – [fosterandadopt@hartlepool.gov.uk](mailto:fosterandadopt@hartlepool.gov.uk)

After Adoption  
Unit 112  
The Design Works  
William Street  
Felling  
Gateshead  
NE10 OJP

Tel: 0191 4788396

Action Line: 0800 056 8578  
Website: [www.afteradoption.org.uk](http://www.afteradoption.org.uk)  
E-mail – [helpline@talkadoption.org.uk](mailto:helpline@talkadoption.org.uk)

British Association for Adoption and Fostering (BAAF)  
Head Office  
Saffron House  
6-10 Kirby Street  
London  
EC1N 8TS

Tel: 0207 7421 2601

BAAF Northern England Tel: 0113 289 1101

Website: [www.baaf.org.uk](http://www.baaf.org.uk)  
E-mail: [mail@baaf.org.uk](mailto:mail@baaf.org.uk)

Rodger Morgan  
Children's Rights Director  
St. Nicholas Building  
St. Nicholas Street  
Newcastle Upon Tyne  
NE1 1NB

Tel: 0191 233 3556



**HARTLEPOOL BOROUGH COUNCIL**

**CHILD AND ADULT SERVICES**

**FOSTERING SERVICE**

**STATEMENT OF PURPOSE**

June 2011

**HARTLEPOOL BOROUGH COUNCIL  
FOSTERING SERVICE**

**STATEMENT OF PURPOSE**

This Statement of Purpose was initially approved by the Elected Members of Hartlepool Borough Council on 29<sup>th</sup> September 2003.

It was signed on behalf of the Elected Members by the Portfolio Holder for Children's Services.

This Statement of Purpose was reviewed and up dated in June 2011 and is to be approved by the Elected Members of Hartlepool Borough Council.

The Statement of Purpose will be reviewed and revised as appropriate by the Team Manager of the Fostering Service no later than June 2012.

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#### **Introduction**

It is a requirement of the Fostering Services England Regulations 2011 and National Minimum Standards for Fostering Services, that each fostering agency produces a statement of purpose, including its aims and objectives, a description of the service it provides and the facilities that are provided. This Statement of Purpose gives an outline of those requirements and also how the services is managed and its fitness to provide fostering services. It shows the policy and performance framework that underpins our work and shows how the welfare of children will be met and good outcomes achieved for all children in its care. It also demonstrates the systems which we have set in place to recruit, train, supervise and support foster carers.

This statement is available to all members of staff, foster carers, children and birth parents and is available on our Practice Guidance fostering microsite. A copy of this statement is also lodged with Ofsted. The information contained is regularly updated, and will be amended annually.

A separate Children's Guide to the Fostering Service is given to all young people who are to be placed with foster carers. This is also available on the micro site.

#### **Children's Guide**

Subject to the child's age and understanding, the fostering service ensures the child received the Children's guide at the point of placement and that the foster carer explains the contents of the Children's Guide in a way that is accessible. The Children's Guide includes a summary of what the fostering service sets out to do for children, how they can find out their rights, how a child can contact their Independent Reviewing Officer, the Children's Rights Director, Ofsted if they wish to raise a concern. The service would seek to ensure that the guide was available in a format appropriate to the communication needs of the child concerned and would access council resources such as language translation to achieve this.

## **AIMS AND OBJECTIVES, PRINCIPLES AND LEGISLATIVE FRAMEWORK FOR STANDARDS OF CARE**

### **AIMS**

The main aim of Hartlepool Fostering Service is to provide safe, high quality foster care placements for children and young people that value, support and encourage them to grow and develop as individuals. As well as promoting their health and general well-being the service is committed to ensuring that foster carers and family friends or kinship carers are encouraged to help children and young people to reach their maximum educational ability.

Foster carers will provide good parenting for all children who are looked after and children will be consulted and encouraged to actively participate in their care and family life.

The Fostering Service will ensure that foster carers are provided with the skills, knowledge and support to enable them to meet the assessed needs of children placed.

Our service is committed to multi-agency working and develops partnerships and protocols with organisations which can progress the needs of our looked after children. We work at all levels in partnership with Education and Health to promote the well being of children in public care in Hartlepool.

To ensure foster carers make children and young people aware of their rights and the comments, complaints and advocacy process by passing on the relevant information.

Ensure that all practice promotes equal opportunities for all and value diversity of both foster children and carers regardless of gender, sexual orientation, ethnic background, age, religious beliefs, disability or marital status.

To ensure that any decisions are transparent and fair and that any concerns are addressed and information about the complaints procedure is made available to all.

The service will consult regularly and learn from those that are in receipt of services through comments, compliments or complaints and have regular meetings with foster carers, senior managers and elected members.

The service will consult regularly with children who are fostered, using a variety of methods to ensure their voice is heard.

The service will also undertake the assessment and support to family and friend carers to ensure they are equipped to provide the high quality of care aspired to for all children who are looked after.

## OBJECTIVES

- To plan and implement effective recruitment campaigns and strategies in order to attract the number and range of carers identified to meet the complex and diverse needs of the looked after population of Hartlepool and to ensure a choice of high quality foster placements.
- To ensure that wherever possible and appropriate siblings will be accommodated together.
- The individual child's needs/wishes and feelings are paramount and taken into consideration in relation to placements.
- To undertake effective assessments of prospective carers including family and friends carers within specified timescales to ensure that children are afforded safe and effective placements.
- To maintain and support a Fostering Panel to consider assessments and make recommendations for approval of prospective foster carers, children's plans for long term foster care, plans for Special Guardianship and approval of the match of Named children with Foster Carers.
- To provide pre and post approval training for applicants and carers, equipping them to meet the diverse needs of this group of children and young people.
- To provide regular recorded supervision and support contacts with carers by suitably qualified and experienced staff.
- To ensure that additional and flexible support is available to carers to underpin placement stability and improve outcomes for children in placement.
- To protect children and young people from abuse and neglect through safer recruitment practices and adherence to safeguarding policy and procedures.
- To create stability for children and young people in foster care through robust matching processes and a good standard of consistent and effective support.
- To achieve better life chances for looked after children particularly in relation to health, education and employment and leisure activities through promoting the development of skills and expertise within the fostering community and engendering and supporting a culture of aspiration for our looked after children.

- To maintain and promote contact with family members where appropriate.
- To prepare young people adequately for when they eventually leave their foster placement.
- To create lifelong attachments with carers in order that children and young people continue to be supported into adulthood.
- To work in partnership with children and young people, their parents and carers and social workers.
- Provide an environment where each child and young person is helped to make the best of his or her abilities emotionally, physically, educationally and socially.

## PRINCIPLES

The work of Hartlepool Fostering Service is based on the following principles:

1. **Child focussed** – the child's welfare and needs are at the centre of the fostering process and their wishes and feelings are taken into account in all aspects of their care.
2. **Partnership** – the Fostering Service will work in partnership with children and their parents, foster carers and their families, and social work staff and other professionals when delivering the service.
3. **Anti-discriminatory practice** – the Fostering Service will respect human rights and will ensure that there is fair and equal access to all its services. The services it provides will be free from discrimination, prejudice and racism. The service will value diversity and promote equality.

## THE STANDARDS OF CARE

The Fostering Service will in its delivery support Hartlepool Children's Services in meeting the child focussed standards which set out what children in foster care need as detailed in the Fostering Services: National Minimum Standards 2011:

### **Standard 1: The child's wishes and feelings and the views of those significant to them**

- Children know that their views, wishes and feelings are taken into account in all aspects of their care; are helped to understand why it may not be possible to act upon their wishes in all cases; and know how to obtain support and make a complaint.
- The views of others with an important relationship to the child are gathered and taken into account.



**Standard 2: Promoting a positive identity, potential and valuing diversity through individualised care**

- Children have a positive self view, emotional resilience and knowledge and understanding of their background.

**Standard 3: Promoting positive behaviour and relationships**

- Children enjoy sound relationships with their foster family, interact positively with others and behave appropriately.

**Standard 4: Safeguarding Children**

- Children feel safe and are safe. Children understand how to protect themselves and are protected from significant harm, including neglect, abuse and accident.

**Standard 5: Children Missing from Care**

- Children rarely go missing and if they do, they return quickly
- Children who do go missing are protected as far as possible and responded to positively on their return

**Standard 6: Promoting good health and wellbeing**

- Children live in a healthy environment where their physical, emotional and psychological health is promoted and where they are able to access the services to meet their health needs.

**Standard 7: Education, employment and leisure activities**

- Children are able to enjoy their interests, develop confidence in their skills and are supported and encouraged to engage in leisure activities
- Children are able to make a positive contributing to the foster home and their wider community

**Standard 8: Promoting educational achievement**

- The education and achievement of children is actively promoted as valuable in itself and as part of their preparation for adulthood. Children are supported to achieve their educational potential.

**Standard 9: Promoting and supporting contact**

- Children have, where appropriate, constructive contact with their parents, grandparents, siblings, half-siblings, wider family, friends and people who play a significant role in their lives.

**Standard 10: Providing a suitable physical environment for the foster child**

- Children live in foster homes which provide adequate space, to a suitable standard. The child enjoys access to a range of activities which promote his or her development.

**Standard 11: Preparation for a placement**

- Children are welcomed into the foster home and leave the foster home in a planned and sensitive manner which makes them feel loved and valued.
- Children feel part of the family. They are not treated differently to the foster carer's own children living in the household. The child's needs are met and they benefit from a stable placement.

**Standard 12: Promoting independence and moves to adulthood and leaving care**

- Children are prepared for, and supported into, adulthood so that they can reach their full potential and achieve economic well-being.

**Children Looked After Strategy**

In addition to the national standards, Hartlepool Fostering Service has adopted the visions or aspirations for Looked after children detailed in the Children Looked After Strategy which underpin its approach to service delivery. These include:

- The vision is to ensure that every looked after child in Hartlepool experiences high quality care and stable relationships, is nurtured and grows up with a sense of identity and belonging.
- When a child becomes looked after, there must be sufficient range of accommodation options available to be able to match the child to a placement that will meet his/her needs.

## THE SERVICES PROVIDED

The services provided specifically by the Fostering service fall into two main areas:

- 1) those provided to registered foster carers and potential foster carers including family and friends carers
  - initial visits to people expressing an interest in becoming foster carers
  - preparation training for applicants
  - competency based assessments of applicants
  - support systems for approved foster carers and family and friends carers including allocated Supervising Social Worker and regular supervisions
  - post-approval training and development for foster carers and family and friends carers
  - consultation with carers over development of service
- 2) those provided to children requiring a foster placement
  - a duty social worker available during office hours Monday to Friday
  - provision of a range of foster care placements for children looked after by Hartlepool Borough Council
  - the provision of carers for use by the Emergency Duty Team for placements at evenings, weekends and bank holidays.
  - Consultation with looked after children on all aspects of the service.

The Fostering service also works in conjunction with a number of other agencies and professionals to ensure a cohesive and effective package of support is available to children who become looked after. The Multi-Agency Looked After Partnership provides a valuable forum for the review of progress and service effectiveness and to plan the implementation of work projects. The agencies and partners involved with looked after children and young people including carers and young people are represented on this forum and are fully involved in its activities.

## Provision of Therapeutic Services

The Fostering Service has a referral route to the Therapeutic social work team and the Child and Adolescent Mental Health Service (CAMHS), who provide therapeutic input to children and young people in foster placement, consultation to carers and other professionals. CAMHS comprises of clinical psychologists, psychiatrists, child and adolescent mental health practitioners and social workers with expertise in children's mental health.

In addition the therapeutic team hold a Fostering Surgery for carers to access directly. The key objectives of the work is to provide a regular, easy to use guidance and support service to all foster carers and to improve placement

stability for children in care. They also provide training to foster carers, family and friends carers, social workers and other professionals.

#### **Provision of Health Promotion Support Services**

There is a Designated Nurse for Looked after Children and Young People who oversees Children's Annual Health Assessments and has an input into the health promotion of Young People. Dedicated paediatrician advises the fostering panel on medical issues for applications to foster.

#### **Provision of Educational Support Services**

The Fostering service has strong links to the educational support services for Looked after children and in particular works closely with the Inclusion Co-ordinator (Looked After children/young offenders), the Head of Social and Education Inclusion - Child and Adult services and Inclusion Coordinator who have a strong commitment to the looked after population.

#### **Provision of Leisure, Sport, Cultural and Religious Activity**

Foster carer training and supervision promotes the importance of leisure provision for looked after children and young people, and the expectation that carers will seek out and support new experiences and activities to enhance children's self-worth, social development and independence.

Looked After Children and their carers in Hartlepool are able to access the MAX card which gives free access to a range of leisure activities throughout the local area. Information on community play schemes, clubs and holiday activities are provided to our carers on a regular basis through newsletters.

We aim to support all young people in their religious and cultural beliefs and customs. We ensure that information is available to provide understanding of different cultures and religions. We provide resources that may be needed to ensure young people are able to practice their beliefs and customs.

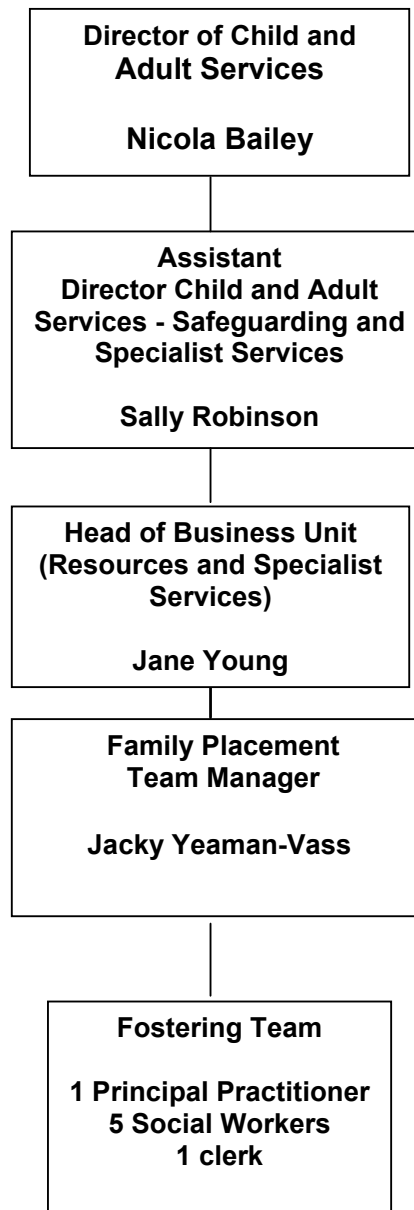
We are committed to directly challenging racism and ensure that all young people who access our services are aware of our policies in relation to anti-oppressive practice and anti-racism. We will ensure that all people are treated equally, regardless of age, sex, sexuality, ethnicity, disability or religion. We have supervising fostering officers to help carers with issues with trans racial placements.

#### **Preparation for Adulthood/Pathway Planning**

The Throughcare Team and the Fostering Service work closely with other professionals to provide a holistic approach to meeting young peoples needs. Hartlepool is committed to supporting care leavers and will support young people to remain in their foster placement beyond 18 years of age in order to experience normal family life if this supports them more effectively.

**MANAGEMENT STRUCTURE**

The Fostering Service of Hartlepool Borough Council is provided by designated workers from the Family Placement Team who are based within the Safeguarding and Specialist section of the Child and Adult Services Department.



## **SPECIFIC SERVICE INFORMATION**

### **NUMBERS OF FOSTER CARERS**

The number of Foster Carer approvals achieved 1 April 2010 – 31 March 2011 comprised 15 approvals of mainstream carers and approval of 2 Kinship carers. In the period 2010 - 2011 the fostering service accepted the resignation of 3 mainstream carers, 2 Short Break Carers, 1 Remand Carer and 2 Kinship carers. One fostering couple were de-registered.

The total number of Foster Carers approved by Hartlepool Borough Council on 31<sup>st</sup> March 2010 was 91. This number includes 1 approved as Short Break Carers, 1 as Remand Carer and 4 as Kinship carers or Connected Persons.

### **NUMBERS OF CHILDREN PLACED**

The total number of Looked After children at 31 March 2011 was 168. The number of children placed in foster care placements provided by Hartlepool Borough Council Fostering Service on 31<sup>st</sup> March 2011 was 134.

### **DESIGNATION OF CARERS**

The majority of carers are mainstream offering either short or longer term care to children and young people up to the age of 18 years.

A banded payment scheme is in place ranging from band 1 to band 4. Progression is based on experience, competencies and training. This scheme also includes the potential to make the payment of a Specialist fee which is the equivalent to the previous Band 5 payment for placements for children with more complex needs.

Of the 91 carers approved, the Fostering Service had, as of 31 March 2011, 13 foster carers who were designated Specialist Carers.

1 Carer approved is designated as a 'Short Break Carer' (previously Sharing the Caring). They provide short break care for children and young people with disabilities to provide them and their carers with some respite.

Hartlepool also has 1 Remand Carer who was recruited specifically to look after young people who have been remanded in care by the Courts. However this carer is on long term sick. It is proposed that the remit of Specialist carers will include remand provision although the demand for such a provision has not been evident over the past 12 months.

Hartlepool currently has one carers whose remit is to specifically provide 'parent and child' placements but also have carers who have the capacity to provide such placements in very specific circumstances. This is an area which requires attention so that our resources are able to meet the demand for these placements in the most effective manner.

## **SAFEGUARDING, COMPLAINTS & ALLEGATIONS**

### **Protecting Children from Harm**

Hartlepool Fostering Services operates a safe recruitment process for all staff employed by the agency. In addition, there is a rigorous vetting and assessment process undertaken with all potential carers. Enhanced CRB checks are repeated every 3 years for all carers and staff.

Hartlepool Fostering Service has policy and guidance underpinning our service on safe caring, health and safety, building policy, management of behaviour and foster carer agreements.

Our processes and procedures will ensure that any concern is addressed and monitored by the management team and will inform service developments, for example:

Poor quality of care/breach of foster care agreement, child protection procedures which deal with allegations of abuse against foster carers and through the complaints procedures.

Children will know about these procedures through their social worker and the Children's Guide. They also have access to a Children's rights advocacy service independent of the service.

### **Complaints Procedure**

Hartlepool Borough Council Child and Adult Services operates a complaints service which is independent of the Fostering Service.

Foster Carers are given a Complaints and Compliments Leaflet at the outset of the assessment, detailing the process if they wish to make a complaint, and also when they sign the Foster Carer Agreement, which is kept with the carer's handbook.

### **Allegations**

All allegations in relation to foster carers are investigated and actioned through Hartlepool Child Protection Service reporting to the Local Authority Designated Officer (LADO) on behalf of the Hartlepool Safeguarding Children's Board under the procedures for Investigating Allegations against Adults Caring for Children. The CYPSC policies and procedures are followed. Foster carers are offered independent support during this process which can be accessed via their fostering officer.

#### **NUMBERS OF COMPLAINTS AND THEIR OUTCOMES**

In the year 1 April 2010 to 31<sup>ST</sup> March 2011 there was 1 complaint made by a birth parent against a foster Carer in respect of the standard of care provided.

The complaint was upheld and the matter was considered by Panel and it was agreed that the issues raised could be addressed through attendance at training and a change to approval category.

There also one allegation of misconduct made against a Foster Carer regarding their attitude to a child to be placed. This led to the conduct of an independent investigation. The Investigating officers were initially prepared to recommend addressing the issues through assessment and training. However the negative response of the carers to these suggestions made them reconsider and recommend de-registration. The Fostering Panel agreed with this recommendation as did the Agency Decision Maker.



## **THE PROCEDURES AND PROCESSES FOR RECRUITING, APPROVING, TRAINING, SUPPORTING AND REVIEWING CARERS.**

### **1. RECRUITMENT:**

#### **Publicity**

- 1.1 Hartlepool's recruitment strategy is reviewed annually. All enquirers are asked where they obtained the contact details of service and this information is analysed in order to target specific campaigns. From information regarding the previous years' enquiries there appears to be greatest response to adverts in the local press and from people known to current carers.
- 1.2 Methods currently used include leaflets being displayed in council and public buildings in the town, local advertising in the Hartlepool Mail including the Mail website and related guides such as the Parenting Guide. Advertisements are also regularly placed in 'Hartbeat' and an advert has been placed in the local cinema. Advertisements for carers for specific children can be placed in the local media.
- 1.3 We also have access to the Hartlepool Borough Council Press Office who are able to help us promote the service to the press through editorials and we have a page on Hartlepool Borough Council website where potential carers can register interest in becoming a foster carer. Features on radio, newspaper articles, community meetings and briefings are all undertaken regularly. At present one of the Fostering social workers is preparing to undertake a sponsored trek in Nepal for Fostering Network and this is providing a valuable opportunity for publicity on behalf of the local authority.

#### **Response to Enquiries**

- 1.4 Enquiries regarding fostering are responded to quickly. An Information pack is normally sent out within one day of the enquiry being received. Once the return slip is received from the enquirer a home visit is normally made within five working days. Information about the assessment process is given and information about the family is gathered, including their motivation to foster. They are asked to consider and indicate if they wish to proceed by returning the form provided. If no response is received within 8 weeks then a further contact is made to ascertain their wishes and reason for delaying or withdrawing. If the potential applicants do not respond in a further 4 weeks then the file is closed.

## **2. ASSESSMENT:**

- 2.1 The process for assessment leading to presentation to the Fostering Panel for approval is clearly explained and keeping applicants informed of the progress of statutory checks etc, is considered important.
- 2.2 All applicants are normally required to attend a 4 day preparation course. The preparation training undertaken uses the Fostering Networks Skills to foster programme including, Skills to Foster, Child Development, Separation and Loss, Working Together, Safer Care, Moving On. There is an evaluation at the end of the course and applicants are requested to feedback.
- 2.3 Medical examinations are carried out by the applicant's doctor using the BAAF medical form and returned to the Hartlepool Medical Adviser for comments and a recommendation regarding suitability to foster. The applicants are required to undergo a number of statutory checks including an Enhanced Criminal Records Bureau check, local authority checks, current employer and NSPCC checks. The purpose of these checks is to safeguard the children to be placed.
- 2.4 The allocated workers undertaking the home study make an agreement with the applicants for the completion of the assessment including agreeing dates and times of visits and the target for completion of the home study. The applicants are required to view the assessment report and give written feedback prior to the Panel consideration of their application.

## **3 APPROVAL:**

- 3.1 The applicants will be invited to attend the Fostering Panel that is held every fourth Thursday in the month. They will be given the opportunity to answer questions put by the Panel members and to make any additional comments they may wish to make. Applicants are to be informed verbally of the Agency Decision Maker's decision within two working days and are to receive confirmation in writing five working days of the Agency Decision Maker's confirming or otherwise the Panel recommendation. The Applicant will be asked for their comments regarding the process and evaluation forms are to be used to achieve this.
- 3.2 Applicants who are not deemed suitable to foster may access the review procedure or seek an independent review through the Independent Review Mechanism.

## **4. SUPPORT:**

- 4.1 Once a foster carer has been approved by Panel they complete a foster care agreement and are provided with the Foster Carer

Handbook. Arrangements are being made for the contents of the handbook will be available electronically. All foster carers are allocated a supervising social worker from the Fostering Service. This person will visit the foster carers, provide formal supervision on a monthly basis and provide directly, or facilitate access to, any practical, emotional or professional support required.

- 4.2 Foster carers are provided with equipment to enable them to care for a child in placement.
- 4.3 Foster carers will be invited to attend a monthly support group that is facilitated by two members of staff from the team. The group is an opportunity to build networks of support amongst other carers, exchange ideas about fostering and to have the opportunity to hear guest speakers from time to time.
- 4.4 The Fostering Service operates a duty system within office hours which is staffed by a fostering service worker. Foster carers can access support and advice from this worker if their allocated worker is not available. An out of hours telephone support service is also provided.
- 4.5 All foster carers receive full membership of Fostering Network and access to an independent advice and mediation service should an allegation be made against them.
- 4.6 The agency also provides financial support to the Hartlepool Foster Carers Association which arranges a number of social events throughout the year.

## **5. TRAINING:**

- 5.1 A training plan details and supports the provision of sufficient and regular training opportunities for foster carers through the approval process and throughout their career in fostering.
- 5.2 All foster carers will attend the Choose to Foster course during their preparation and assessment.
- 5.3 An Induction programme involving the completion of the Children's Workforce Development Council workbook has been developed and all new foster carers will be required to undertake this training within the first twelve months. Foster carers will have the opportunity to be supported on an individual basis to complete the workbooks by their Link Workers or will be able to access group sessions which are currently taking place over a seven week period. The group sessions will be repeated on a six monthly basis dependent upon the numbers of newly approved carers and their requirements. There will also be the opportunity for carers to be mentored by more experienced carers if they wish.

- 5.4 Foster Carers are required to complete a training portfolio and their Supervising Social Workers are to ensure that each carer has a Personal Development Plan which is reviewed as part of the Foster Carers annual review.
- 5.5 Foster carers are given support and encouragement to attend all training events that are relevant to their role. Any places available on relevant staff training events are offered to foster carers to increase their sense of working in partnership with the professional team and to ensure the best care is offered to children and young people. Carers are provided with information regarding training provided corporately, through Child and Adult Services and through the Local Safeguarding Children Board.
- 5.6 Where possible Foster Carer representatives are supported to attend specialist training events by external providers such as BAAF and the expectation is that they will then cascade the information to the other carers.
- 5.7 A rolling programme of National Vocational Qualification (NVQ) training is in place and is open to any foster carer, although intake is targeted and aimed to provide a balance of carers in each group.

## **6 REVIEW:**

- 6.1 The registration of all foster carers is reviewed on a regular basis. The views of the foster carer are sought, together with the views of children and placing Social workers via end of placement reports and within the review documentation. The supervising social worker is responsible for collating the information and adding their own views based on the placements that have taken place and their observations of the carer during visits and supervision
- 6.2 The first review is held after six months and then annually thereafter. Reviews are chaired by Independent Reviewing Officers who are independent of the Fostering Service. The review report is presented to the Fostering Panel by the supervising social worker for consideration after the first review and if there is a proposal to change the approval category or recommend de-registration. Foster carers have the option to attend panel if they wish.
- 6.3 The registration of foster carers may be reviewed by Panel at any time if there are changes of circumstances or events indicate that foster carers are no longer suitable to care for children.

## **Confidentiality and Conflict of Interest**

Foster carers are provided with full information about the children placed with them and are expected to observe high standards of confidentiality. As an

agency we maintain records on carers and looked after children, who are subject to National Standards and Data Protection legislation. Staff and foster carers are expected to declare any potential conflicts of interest.

#### **7. DE-REGISTRATION:**

- 7.1 Most foster carers voluntarily withdraw from the fostering task. The details of their resignation are placed before the Fostering Panel and their de-registration is formally recorded.
- 7.2 There are occasions when the registration of a foster carer is reviewed with a view to considering the options available, i.e. changes to approval or de- registration. Foster carers are offered the opportunity to submit a response attend the Fostering Panel in these circumstances. Also if unhappy with the decision reached they are also able to request a review of the decision or to have their case addressed by the Independent Review Mechanism.

#### **8. THE FOSTERING PANEL:**

- 8.1 The fostering agency is required by the Fostering Services Regulations to establish a Fostering Panel. The membership, role and functions of the panel are prescribed within the Regulations. Panel membership is now drawn from a central list of members and quoracy dictates that at least five members are present. These members must comprise the chair or vice chair, a social worker representative and an independent member. Panels must have access to medical and legal advice as required.
- 8.2 Hartlepool's Fostering Panel currently meets every fourth Thursday in the month and considers assessments of prospective foster carers, annual reviews of carers, de-registrations and issues in relation to foster carers. Although not a requirement within the regulations the Fostering Panel also considers the plan for a child for long term fostering and Special Guardianship. The business of the Panel is formally recorded.
- 8.3 The Fostering Panel makes recommendations that are presented to the Agency Decision Maker for consideration. These decisions are recorded and notified in writing to the prospective/existing foster carers.
- 8.4 Foster carers who disagree with the Panel decision regarding their approval, de-registration or changes to category of approval will have the opportunity to request a review of the decisions made by the Fostering Panel either through the agency or through the Independent Review Mechanism which is provided by BAAF.

#### APPENDIX 1 Relevant Legislation, Regulations and Standards:

The work of Hartlepool Fostering Service is delivered within the following legal framework and in accordance with the following standards:

- Fostering Service Regulations 2011
- The National Minimum Standards for Fostering Services 2011 from section 23 of the Care Standards Act 2000
- Children Act Guidance and Regulations Volume 4: Fostering Services (2011)
- Family and Friends Care: Statutory Guidance for local authorities 2010.

This Statement of Purpose is produced in accordance with the following standards and regulations

#### NMS 2011 Standard 16

- 16.1** The fostering service has a clear statement of purpose which is available to and understood by foster carers, staff and children and is reflected in any policies, procedures and guidance. It is available to the responsible authority and any parent or person with parental responsibility.
- 16.2** The aims and objectives of the statement of purpose are child focused and show how the service will meet outcomes for children.

#### The Fostering Services Regulations (2011)

- 3.1** The Fostering service provider must compile a written statement in relation to the fostering service (the statement of purpose) which consists of:
- (a) a statement of the aims and objectives of the fostering service, and
  - (b) a statement as to the service and facilities (including any parent and child arrangements) provided by the fostering service
- 3.2** The fostering service provider must provide a copy of the statement of purpose to the chief inspector, place a copy on their website (if they have one) and make copies available, upon request, to-
- (a) any person working for the purposes of the fostering service,
  - (b) any foster parent or prospective foster parent of the fostering service
  - (c) any child placed with a foster parent by the fostering service and
  - (d) the parent of any such child.
- 4** The fostering service provider must -
- (a) keep under review and where appropriate revise the statement of purpose and children's guide

## APPENDIX 2

**NUMBERS, RELEVANT QUALIFICATIONS AND EXPERIENCE OF STAFF  
as at 1<sup>st</sup> June 2011**

The staff of Hartlepool Borough Council's Fostering Service consists of:

<b>NAME &amp; STATUS</b>	<b>DATE OF APPOINTMENT</b>			<b>QUALIFICATIONS</b>	<b>RELEVANT EXPERIENCE</b>
Jane Young Head of Business Unit Resources and Specialist Services	01	10	10	CSS 1989 PQ 1 PQ Child Care Award 2004 CMS 2006 GSCC registered	Children and Families LAC Team Manager Fostering & Adoption Team Manager. Fostering & Adoption Panel member
Jacky Yeaman- Vass Team Manager	02	02	09	MSW Social work 1992 CQSW 1992 CSM DMS GSCC registered	Children & Families Fostering & Adoption Panel member Family Support Team Manager
Glynis Howe Principal Practitioner	04	11	02	CQSW 1984 PQ1 CCA GSCC Registered	Children & Families Family Placement Training
Christine Croft Social Worker	02	02	09	Dip SW 1997 PQ1 CCA GSCC Registered	Children and Families Independent Fostering Agency
Julie Levitt Social Worker	02	02	07	BSc Childhood Studies Dip SW 1997 GSCC Registered	Children and Families Leaving Care Family Placement
Janet McGreevy Social Worker	10	01	05	Dip SW 1992 BA (Hons) Social Work Studies PQ1 GSCC Registered	Residential Social Work Family Support Child Protection Nominated Worker
Jacqui Dixon Social Worker	01	10	09	Dip Sw 2003 PQ1 GSCC Registered	Children and Families Resource Team manager Nominated Worker
Vacancy					

### 3.3 Appendix 1

Patricia Adams Administrative Staff – shared with Adoption Services	01	11	07		C&AS Admin Children & Families
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# What happens when you are looked after?



## What happens when you are looked after?

You will have lots of questions when you start being looked after by Hartlepool Borough Council.

This is booklet that will give you some important information and will help answer some of your questions:

In this booklet, you will find information about:

- Are Mum and Dad still responsible for me?
- What are all of the meetings for?
- What's an assessment?
- What's a care plan?
- What's a review?
- What about school?
- What about my health?
- What about seeing my family?
- What will happen when I am 16?
- What if I am not happy with how things are going or how I am being treated?
- Are there any other organisations that can help me?



### What does 'in care', 'looked after' or 'accommodated' mean?

These are some of the words you might hear when you move from your family to be looked after by the Children's Services Department.

For loads of different reasons, some children and young people can't live with their Mum and Dad and the Children's Services Department will get involved and make sure there is somewhere safe for them to live and someone to look after them. When this happens young people are 'in care' or 'looked after'.

This can happen when parents and the Children's Services Department agree that a child or young person should not live at home with their parents. This is called being 'accommodated' or in 'voluntary care'.

Another way is when a Court makes an Order. This might be a Care Order or Interim Care Order and can happen even if parents and the young person wants to stay at home. The Court can make the decision that the young person is better off living somewhere else.

Some young people will be in care for a short time, others for longer. Your social worker should keep you up to date with what's happening.

### Where do 'looked after' young people live?

Young people can live:

- With foster carers - these are carefully chosen people who are trained to look after young people in care. Young people will go to live in the home of foster carers.
- With a relative - sometimes young people go to live with a suitable family member, like their grandparent or aunt and uncle.
- In a Residential Home - these are usually houses with staff employed to look after young people. There might be a small number of young people living in the house.



### What are all the meetings for?

There are lots of meetings for 'looked after' young people to make sure you are getting the best care and everything is going well for you. Some meetings you will be able to attend and some might take place without you being there. Your social worker should let you know about these meetings and you will be able to let people know what you think.

**Planning meeting** - The social worker may organise a meeting with your family and your new foster carers/ residential staff and you to discuss the plans for your move from home.

**Child protection strategy meeting** - These are usually held within 24 hours of Children's Services or Police hearing that it might not be safe for you to stay at home. A social worker, police officer and Children's Services Manager will get together and talk about the information they have got and what needs to happen next to make sure you are safe. They will decide who needs to be spoken to and who will do this, when you will be spoken to and whether a doctor needs to see you.

**Child Protection Conference** - this is a meeting of adults who are worried about your safety. Your parents will be at the meeting as will your social worker. You can attend the conference if you want to.

At the meeting, the chair person (they are in charge of the meeting) will ask everyone to say what they know about you and your family. Your views are important and you will be able have your say if you wish. You might want to talk to the chairperson before the meeting starts if you would prefer.

The people at the conference will decide if you could be at risk of being harmed. If you are, your name will be put on a special list of young people who have a special plan to protect them from harm. The list is confidential and only a few people will know your name is on it.

**Core Group Meeting** - If your name is put on the list, a small group called a Core Group will meet to write a Child Protection Plan and make sure the plan is followed. The plan will make sure that you are safe and receive any support that you need. The Core Group is usually made up of people like your social worker, teacher from school, parents and carers and perhaps the school nurse. The group will meet within 10 days of the conference and then as often as necessary.

### 3.3 Appendix 3

**Placement Agreement Meeting** - This meeting is about your placement - the place and people you are living with will be discussed and what is expected of you and your carers will be agreed.

**Review** - A review is a meeting to look at the arrangements for where you are living at the moment and talk about the plans for the future. It is better for you if you attend your review but if you decide not to go, you will be asked about what you think before the meeting. Your social worker, your carer and your parents/ family will also be invited. There might be other people there too like your teacher. The person in charge of the meeting will be the chair person (reviewing officer). You can ask for an independent person - an advocate - to come to your review to help you say what you want think and feel.

The reviewing officer might speak to you before the meeting to talk to you about your views. The reviewing officer will start the meeting and ask everyone to say who they are. Everyone will then talk about how things are and any changes that need to be made. People will talk about things like your education, health and contact you have with your family as well as the plans for your future. The reviewing officer will give everyone a chance to speak, will make notes and recommendations. They will send a copy of their notes to you. Reviews take place one month after you have been looked after and then three months later and then every six months. You can ask to have a Review earlier if plans for you are changing.

Whatever is decided at the meeting will be written down. Your social worker should tell you what was said at the meeting and any decisions that have been made about you.

### 3.3 Appendix 3



### What is an Assessment?

Your social worker will talk to you on your own, talk to other people like your family and other people such as school staff or your health visitor. They will write everything down on a form.

The information that the social worker collects will help to work out the best way to support you. This is called an assessment.

The social worker will want to hear what you have to say and how you are feeling about things. They will make a note of this.

Once the assessment is done, your social worker will go through it with you. There should be no surprises for you and if you do not agree with something the social worker has written, you can say that on the assessment form.

### What is a Care Plan?

When the assessment is finished, the social worker will make a care plan.

The care plan will say how your social worker and other adults will support you. It will look at:

- Your health
- Your education
- Your religion and culture
- Your hobbies
- Seeing your family and friends
- How your parents will look after you
- What the law says

### What's a review?

There will be a meeting to look at the Care Plan within the first four weeks of you being looked after.

The Care Plan will be examined at every review. What this means is that there will be a meeting with you, your social worker and other important people to you. A Reviewing Officer will run the meeting and make sure decisions are made in your best interests.

The social worker should ask you about the people you want to come to your Review. Your parents would normally be invited to come. Your teacher might also be invited. If you aren't happy with the people who have been invited to the review, tell your social worker.

Before the review, you will have the chance to give your views about being looked after and you will receive a leaflet so you can write these down.

If you want someone independent of the Children's Services to support you, you can get an advocate. The advocate can help and advise you. If you need help with translation or an interpreter your social worker can arrange this.

Your review meeting should be at a date, time and place that suits for you.



### Do my mum and dad still have responsibility for me?

In most cases, young people's parents still have responsibility for them. This means that they can ask for you to go home at any time and also that they must be consulted about important decisions.

If there are worries that your parents can't look after you properly, the Children's Services Department might go to Court to ask for what is called a Care Order. A Care Order means that the Children's Services will share responsibility with your parents for you. The Court will agree to this if there are good reasons. Your parents do not lose responsibility for you and you can keep in contact with them if you want to. Only in cases where it is decided that your parents might cause you serious harm will the Court say that you cannot have contact with them.

There are things that the Children's Services can't do without your parent's agreement or without Children's Services talking them through with you - like changing your school or your religion.

### Will I still see my family?

### 3.3 Appendix 3

You will be encouraged to see your family if you want to and if it is safe for you to do so. You should ask your social worker about this. If you don't want to see your family, that is okay. Sometimes this is called 'contact'. The arrangements should be written in your Care Plan.

Your social worker will also make sure you have enough support to see your family, such as, bus fares to get to see them or help with writing them a letter. Arrangements can usually be made for you to keep in contact by phone.

Sometimes young people don't want to see their families and that is okay. Sometimes the Court says that it is not safe for young people to keep in touch with their family.

Everyone is different but for lots of young people, Children's Services want to help them return home, if this is the safe and right thing to do.

### Getting Involved

Do you have any ideas about making services better for children and young people?

Annette Hall is the Children and Young People's Participation Officer. Her job is to make sure young people have the chance to give their views about the service and also to get involved in making decisions. Some young people go to meetings with councillors and the Mayor to give their views on council decisions. Annette can also support young people to become trained to be involved in interviews for new social workers and team managers. Events are organised where young people meet up to have fun and to talk about children's services and the care they receive. Young people have also developed their own newsletter which you can become involved in.

If you want to know more, would like to be involved, or have any new ideas about how you can best make your feelings known, please speak to your social worker or get in touch with Annette on 01429 275144.

### 3.3 Appendix 3



### Education



Your social worker will do everything they can to make sure that your education isn't affected by you being away from home.

Most young people who become looked after, they will continue going to the same school. If there are problems with your education, people will try and help sort them out with you.



### 3.3 Appendix 3

For some young people who have to move out of Hartlepool, they may also move schools. You should get support from your social worker and talk about any worries you might have about this.

The social worker, with your school and you will write a '**Personal Education Plan**'. It is important that you give your views so that everyone can help you with your learning.

Every school has a teacher that has responsibilities to work closely with children and young people in the care system. These are called 'designated teachers'. You can speak to your designated teacher if you need to. Quite often in primary schools these are the Head Teachers. It is important that there are people within school who can help you if you have any worries or concerns. Some of the other teachers at school may know you are looked after. Everyone will work together and make special arrangements for you in school so you can achieve your best.



#### *Children's Looked after Health Service.*

Our health is very important to us all and as we grow and develop it is helpful to understand how we can keep our bodies in good condition; but sometimes when young people come into care or move placement they often experience all sorts of changes. Most of these changes have a direct impact on you being able to call on services such as a family doctor, dentist, school and occasionally the town you have known and are familiar with. For this reason, while you are looked after by another family we need to see you for a regular health update which includes a discussion around your healthy life options and how we can help you to reduce the risk of becoming unhealthy in the future.

Young people's bodies are growing and changing at a much faster speed than at any other time in your life, therefore for the person less than eleven years of age, it is vital that we give you the opportunity to see a specialist doctor called a Paediatrician who will check your growth, development and the condition of your general health.

### 3.3 Appendix 3

Your appointment will usually take place at the Caroline Street Health Centre Hartlepool, unless you live some distance away from the town, then we will contact the services for your area.

For the young people over the age of eleven, your school nurse or specialist looked after children's nurse will contact you and arrange a time and place where you feel comfortable to discuss issues of health and lifestyle as you move into adulthood.

Your specialist nurse for looked after young people is called Sue Coverdale.

She can talk to you about lifestyle choices including sexual health and contraception as well as being able to prescribe for minor ailments. You or your foster carer can contact her for help, information and advice. Sue can be contacted most days at Church Street offices on 01429 405579. She will always try to return a call within 48 hours during week days, unless away on holiday.

Helpful information: NHS Direct 0845 4647 is a telephone service where you can explain your health problem and a nurse will give you advice. If you would rather 'surf the net' then here are a few health sites. [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or [www.wiredforhealth.co.uk](http://www.wiredforhealth.co.uk) or [www.maketherightdecision.co.uk](http://www.maketherightdecision.co.uk)

#### What can I do if I am not happy with the decisions that are made about me?

If there are things that you are not happy with, you should talk to your carers and your social worker who can usually sort things out. If you want to speak to anyone else, get in touch with the team manager or your reviewing officer.

If it is serious, and you have asked and people haven't sorted things out for you, you can make a complaint. There is a leaflet in this pack which explains how you can make a complaint.

#### Who else can support me?

If you want someone independent to support you and help get your point across, you can have an advocate. A worker from Barnadoes will work with young people to support them to get their views across. An 'advocate' will talk to you about your concerns and help you express them to your social worker and other people..

## Your Rights

Children and young people have rights.

You have the right to:

- Be treated with respect, whatever your age.
- Be treated fairly whatever your age, race, disability, religion or clothes that you wear.
- Be listened to about your wishes and feelings and to be considered when people are making plans about your future.
- Be able to go to school
- Be in good health

- Be able to complain if you are unhappy about something.
- Be able to get support from an independent person, like an advocate.
- Have information about you kept confidential.
- See your file - information about you is kept in a case file.



## What happens when I am 16?

When you are 16, you will meet a worker - often called a Personal Adviser - from the Through Care Team. This Team will try to support you in thinking about your future plans. You should only leave care when the time is right and you should not be forced to move until you are ready. The Through Care Team will work with you until you are 21 years old (or 24 years old if you are doing a course at university).

When your worker from the Through Care Team meets with you, they will probably talk about your future and help you with any support you might need. They will talk about things such as where you will live, education, training and employment, health, money and personal support. After a few meetings with you, the Personal Adviser will write an assessment which will be part of a Pathway Plan - this is the plan that includes details of your wishes and ideas and how the Team can help you achieve them.

### 3.3 Appendix 3

The Through Care Team will provide you with weekly financial support if you have left foster care, as you will not be entitled to claim benefits between the age of 16 and 18.

The Leaving Care Team will pay the costs of where you live when you leave care and live independently. This cost will be met until you are 18, or 24 if you are on a university course.



### Useful Contacts

There are lots of national organisations that support looked after children and young people.

Rights4Me is the website of Roger Morgan the Children's Rights Director for England

Tel No: 0800 5280731

Address: Ofsted  
Aviation house  
125, Kingsway  
London  
WC2B 6SE

Website: [www.rights4me.org/contact.cfm](http://www.rights4me.org/contact.cfm)

Voice (for the Child In Care) - provides support for young people in care

### 3.3 Appendix 3

North  
Suite G15,  
Redlands,  
3-5 Tapton House Road,  
Sheffield  
S10 5BY

Tel no: 0114 2679389

Website: [www.voiceyp.org.uk](http://www.voiceyp.org.uk)

Who Cares? Linkline - confidential advice  
Kemp House  
152 - 160 City Road  
London  
EC1V 2NP  
020 7251 3117  
[www.whocaresextra.org.uk](http://www.whocaresextra.org.uk)

### Local information

B76 - support young people  
76 Church Street  
Hartlepool  
424222

Hartlepool Carers  
200 York Road  
Hartlepool  
283095

College of Further Education  
Stockton Street  
Hartlepool  
TS24 7NT



3.3 Appendix 3

# **HARTLEPOOL BOROUGH COUNCIL'S CHILD & ADULT SERVICES DEPARTMENT**



**Every Hartlepool Child Matters  
A CHILDS GUIDE TO LONG TERM  
FOSTERING**

**So you are going to be fostered for a long time.....**

This guide has been written to help you learn some more about long term fostering. An adult will help you to read this guide, if you want them to. You can ask your Social Worker or your Foster Carer to do this. They won't mind doing this at all, so don't be shy in asking for help.

### **What does long term fostering mean?**

Long term fostering is when you go and live with another family forever. This happens because you cannot live with your own family. When you are fostered long term you will belong to a new family and they will help you to grow up and make sure you are happy and safe. Your Social Worker can get you a special book that can explain more about what long term fostering means.

When you are fostered you live with someone for a short time while any problems at home get sorted out, long term fostering is different. Long term fostering is for life.

## Who fosters children long term?

All sorts of families foster children long term. It might be a small family or a big family. Sometimes people do this because they can't have a family of their own or because they want a bigger family. Sometimes the people might be foster carers who want to care for a child or young person like you, long term. People might be a family with a Mam or Dad, or two Mam's or two Dads, or sometimes just one Mam or one Dad. Whoever they are, these people have all been checked to make sure they are the right people to care for children. They will welcome you in to their family and will take good care of you. There may be other children in the family.



## Who decides that I am going to be fostered long term?

First of all a group of adults will meet in a special meeting to discuss whether they think this is right for you.

Your Social Worker will write a report about you and they will let you read this and will explain it to you.

This report is then given to the special meeting of adults and you will be asked to come to this meeting if you want to. If you don't want to go, your Social Worker will explain everything to you afterwards.

Your Social worker will tell the adults at the special meeting what everyone thinks, including you. If everyone agrees, your Social Worker will then talk to you about what kind of family you would like to live with.

The Social Worker will then start looking for the right family for you to live with.

There is a team called the Placement Team who will help to find a new family for you. They have helped many children and will work hard to get the best family to make you safe and happy.

## How will you know which is the right family for me to live with?

There are many families who want to foster Hartlepool children long term. Your Social Worker and the Link Worker from the Placement Team will be trying to find a family that is right for you. This means they will try and find a family that speaks the same language and has a similar background as you and where you will find it easy to settle in. Your Social Worker will go to meet different families before choosing which one they think is best for you. Your Social Worker will tell a special group of adults about this family. If they also think this family is right for you, then you will get to meet them. You will be able to ask lots of questions about the adopters and they will send you some stuff about them.



How long does this take and how will I know what is happening to me?



Being fostered on a long term basis can take a long time. This is because it is really important. It lasts forever and it is important that everything is done properly. If it has been decided that long term fostering is the right thing for you, the Placement Team will try to find a suitable family within 6 months. Sometimes it is sooner than this, sometimes later. Being fostered long term can take a bit longer if you are going to be living with your brothers or sisters.

It can be hard to understand why it takes so long but it is very important and needs to be done right. If there is anything you don't understand, please ask your Social Worker and they will explain everything to you. Always remember that everyone wants you to be safe and happy.

## What will happen when I meet my new family?

Your Social Worker will arrange for you and the family to meet. This will usually be at the place where you are living. You will also get the chance to go to their house for short visits so you can get to know them. After a while, and when everyone is ready, you can go to live with them.

If you feel as though you don't want to live with this family you must tell your Social Worker, or another adult you trust. You may feel a bit "messed up" as things will be changing for you. It is ok to feel a bit muddled up when things change. Things might seem exciting and a bit scary. Talk to your Social Worker, they are there to help you and sort out your feelings. No one will ask you to do anything that they don't think is best for you.





## Will I see my old family after I am fostered long term?

Nobody likes to lose touch with people who are they are close to. You don't have to. Long term fostering means belonging to a new family but it doesn't mean that you forget about other people that you love. Some children may want to stay in touch with members of their birth family, for some this might not be possible. It is important that you talk this over with your new family and your Social Worker. If you want to see or write to your birth family, the Social Workers will decide if this is possible and make arrangements for this to happen if everyone says it is ok.

Sometimes an agreement is made between your new family and your birth family about sending letters to you. This gives everyone a chance to swap news. Your birth family will not be told where you are living, or what your new family name is.



## What if I am not happy?

If you are not happy or if something is worrying you, it is very important that you tell someone. We will try hard to listen to you and get the best for you but sometimes people make mistakes or get things wrong. It is difficult to put things right if you don't tell us when you think we haven't done our best. If you are not happy there are a number of people who can help. As well as your Social Worker and Link Worker there are lots of people who can help.

You should get in touch with:

**The Placement Team Manager  
Safeguarding & Specialist Services  
85 Station Lane  
Seaton Carew  
Hartlepool  
TS25 1DX  
Telephone: 01429 275144**



You can also talk to another person called an independent advocate. This is someone who you can tell your problems to and they will help sort them out. Your Social Worker can get an independent advocate for you or you can get one yourself by using the details below.

**National Youth Advocacy Service**

Telephone: 0800 616101

Email [help@nyas.net](mailto:help@nyas.net)

**Voice of the Child in Care**

Freephone—0808 8005792

Email: [help@vcc-uk.org](mailto:help@vcc-uk.org)

**Children's Legal Centre**

Telephone: 01206 873820

Email: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)



**You might also find some of these Hartlepool contacts helpful**

**Placement Team**

85 Station Lane  
Seaton Carew  
Hartlepool  
TS25 1DS  
Tel: 01429 275144

**There are also big organisations that you can get in touch with. They have offices all over England**

**Rodger Morgan**

The Commission for Social Care Inspection  
Nicholas House  
St Nicholas Street  
Newcastle Upon Tyne  
NE1 1NB  
Freephone: 0800 528 0731  
E-mail: [rights4me.org.uk](mailto:rights4me.org.uk)

**IF YOU ARE UNHAPPY ABOUT ANYTHING  
PLEASE TELL US**

# Adoption And You.

## The Adoption Service in Hartlepool.

This booklet is to help you understand a bit more about what 'adoption' means.



Hello, this book has been written by Hartlepool's Adoption Team to answer some questions you might have about 'adoption'.

### **Who are we?**

Our Team Manager is Jacky Yeaman-Vass. Then there are 4 adoption social workers, Kath Ling, Clare Frankland, Pauline Kewley and Alison Garbutt.

### **What do we do?**

We find families who want to adopt a child and make sure they can look after you, keep you safe and help you to be happy.

We also help your social worker find the best family for you.

Clare is also the person who makes sure that letters which are sent between you and your birth family arrive safely.

## **What is adoption?**

If you can't live at home with your own family, you may be adopted.

Adoption means you go to live in a new family where you will be safe, loved and cared for.

Adoption is agreed in Court so it is 'legal'.



## **How is adoption different from fostering?**

If you are fostered you stay with a family while problems at your home are being sorted out, or plans are agreed for where you are going to live.

Adoption means that your adopted family will be your family for the rest of your life.

## Why are children adopted?

There are lots of reasons why children sometimes can't live with their birth families. Maybe your parents found it hard to look after you properly – or to keep you safe. This does not mean that they don't love you.



## What is it like being adopted?



You live in a new home with your new family. You may have new brothers and sisters. Maybe new grandparents, cousins, aunts and uncles.



## **Who decides I am going to be adopted?**

The Judge at Court decides whether or not you should be adopted after listening to your birth parents, your social worker and your Children's Guardian.

## **What is a Children's Guardian?**

A Children's Guardian is someone who listens to your feelings about what is going on and makes sure that everyone at court knows how you feel.

You can trust them and talk to them.

They will make sure your thoughts and feelings are listened to.

## **What if I don't want to be adopted?**

You should talk to your Children's Guardian and to your social worker. They will listen to your reasons and explain the way you feel to the Judge.

The Judge may not always make the decision you want, but what they decide will always be in your best interest.



## What will my new family be like?

There are people who really want to be parents and for various reasons, they may not have children of their own. They get in touch with us to ask if they can be parents to children like you.

Families come in all shapes and sizes. All kinds of people adopt children.

There may be just one parent or there may be two. Some have other children of their own. Some live in the town, others live in the country. Adoption social workers check that everyone who wants to adopt children knows how to look after them and that they will give them a caring and loving home where they will be safe. Those families then have to wait until a child like you needs parents like them.



## **Who chooses my new family?**

Your social worker will talk to you about the type of family you want and take great care choosing a family that is just right for you. Your social worker will go to meet the families who want to adopt you to choose the best family for you. They will then tell a group of people called an Adoption Panel about the family, and about you. If they agree that the family is the right one for you, you will meet your new family and have the chance to get to know them. You should tell your social worker if you feel worried about going to live with them.

If the meetings go well and you like your new family, you will go to live with them in their home. Your social worker will visit you regularly to see how you are getting on.

## **How will your adoptive family become your 'forever' family?**

When you have lived with your adoptive family for at least ten weeks, your new family will ask a Judge to decide if they can adopt you. If the Judge says yes, you will legally become a member of your new family. You can keep your first name but will usually use your new family's surname.

## What about my birth family?

Adoption doesn't mean forgetting about the people you know and love. If it is safe and good for you to stay in touch with your birth family it can be arranged. Most children who are adopted keep in touch with their birth families by sending a letter every year. This letter lets them know how you are and tells them about what you have been doing. Often, someone in your birth family will write back so you know that they are well and pleased that you are happy.



Contact arrangements can change as you grow older.



## Who will help if I am not happy?

If you are unhappy then it is important to talk to someone who can help you sort things out. Talk to someone you feel you can trust such as;

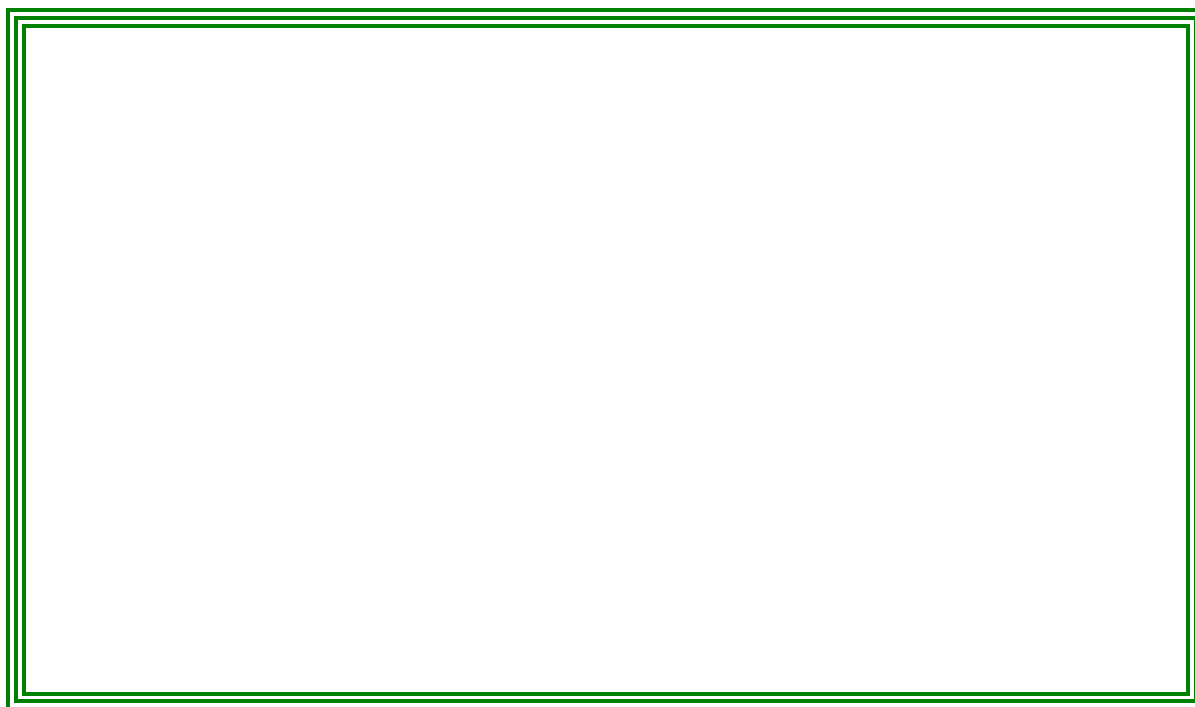
- ❖ Your foster carers
- ❖ Your adopters
- ❖ Your social worker
- ❖ Your family's adoption social worker
- ❖ Your teacher

Alternatively you could contact, the National Youth Advocacy Service on 0800 616 101

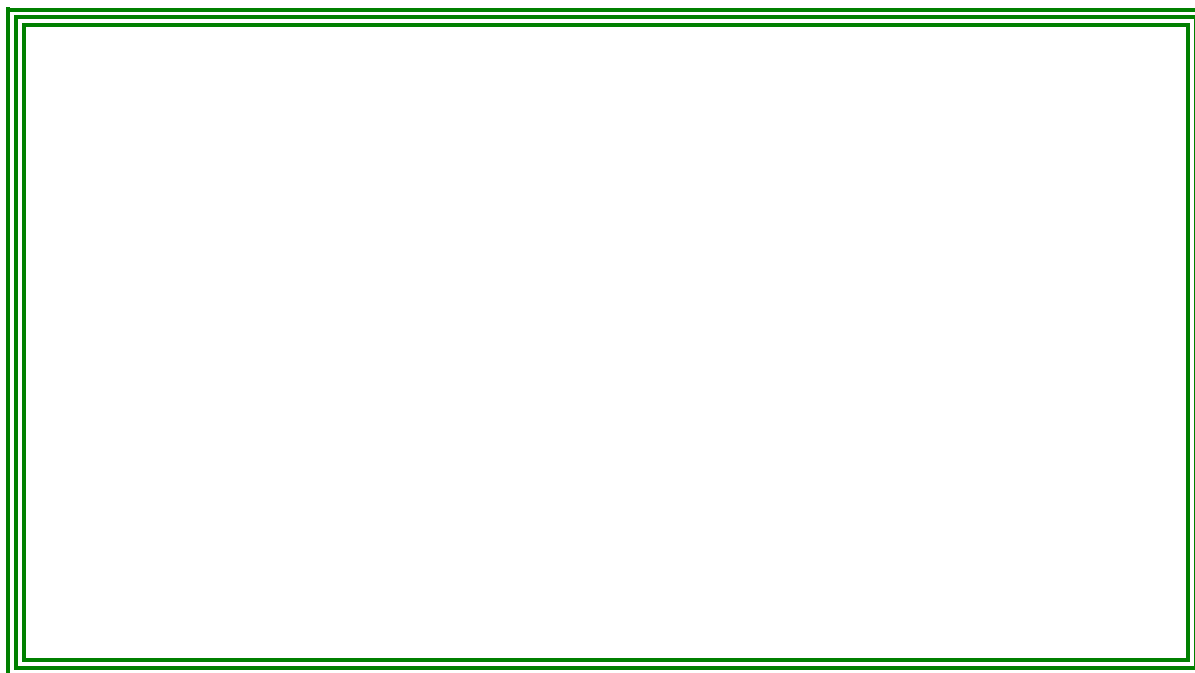


The social workers involved with you try very hard to do a good job and there are other people who check to make sure we are doing our best for you.

**Use this space to write about what you think you  
would want your adoptive family to be like?**



**What would you want them to know about you?  
What do you like? What don't you like?**



**Your social worker is:**

Name.....

Address.....

.....

Telephone.....

**Your Children's Guardian is:**

Name.....

Address.....

.....

Telephone.....

**Adoption and You.**

Adoption and Permanence Team  
85 Station Lane  
Hartlepool  
TS25 1DX

01429 275144



## **CHILDREN'S SERVICES PORTFOLIO**

Report to Portfolio Holder  
31 October 2011



**Report of:** Director of Child & Adult Services

**Subject:** FRAMEWORK AGREEMENT: SPECIALIST CARE  
AND SUPPORT FOR CHILDREN AND ADULTS  
WITH COMPLEX NEEDS AND/OR LEARNING  
DISABILITIES

---

### SUMMARY

#### **1. PURPOSE OF REPORT**

To inform the Portfolio Holder for Children's Services of the approvals given at the Departmental Management Team to undertake the procurement of a Framework Agreement for the Provision of Specialist Care and Support for Children and Adults with Complex Needs and/or Learning Disabilities.

#### **2. SUMMARY OF CONTENTS**

The report provides information about the current service provision, uptake and costs and details of the principles of the proposed future arrangements that will be delivered under the Framework Agreement.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Holder has responsibility for Children's Social Care Services, including those provided to children with complex needs and/or learning disabilities.

#### **4. TYPE OF DECISION**

For information only



**5. DECISION MAKING ROUTE**

Approval granted by DMT on 17<sup>th</sup> July 2011

**6. DECISION REQUIRED**

That the Portfolio Holder for Children's Services notes the approvals and proposals regarding the Framework Agreement for Children and Adults with complex needs and/or learning disabilities.

**Report of:** Director of Child & Adult Services

**Subject:** FRAMEWORK AGREEMENT: SPECIALIST CARE  
AND SUPPORT FOR ADULTS AND CHILDREN  
WITH COMPLEX NEEDS AND/OR LEARNING  
DISABILITIES

---

**1. Purpose of Report**

- 1.1 To inform the Portfolio Holder for Children's Services of the approvals given at Departmental Management Team to undertake the procurement of a Framework Agreement for the Provision of Specialist Care and Support for Adults and Children with Complex Needs and/or Learning Disabilities.

**2. Background**

- 2.1 The Council has contracted providers that provide support to adults with care and support needs who live in the community. In addition the Council has ad hoc contractual agreements in place with 5 "specialist providers" which are charged at various rates.
- 2.2 The ad hoc contractual arrangements do not define additional skills or competencies required by the staff involved in the delivery of the 'specialist' services.
- 2.3 Work has been undertaken to establish a specialist skills set required by the workforce who provide services to children and adults with complex needs and/or learning disabilities. Advice has been sought from the Children's Workforce Development Council, Skills for Care and other relevant professional bodies.

**3. Current Position - Adults**

- 3.1 A large proportion of the learning disability packages of care for adults are met adequately under the contracts for domiciliary care, however there are Service Users who have more profound and complex needs which require the workforce to have a wider and more developed skills set.
- 3.2 There are currently thirty six Service Users who are in receipt of care and support from the specialist providers, the hourly rate paid for the provision of service ranges from £11.93 to £13.87

#### **4. Current Position –Transitions**

- 4.1 There is currently no identified need for domiciliary care and support for children aged under 14 years as traditionally this type of provision has been met by 'Family Worker' Services.
- 4.2 Parent and Carer reference groups have identified consistency for Service Users when moving between children and adult services as a priority for planning an individual's care.

#### **5. Proposals**

- 5.1 It is proposed to undertake a tender exercise to establish a framework of qualified and skilled Providers to ensure that there is availability of quality care and support for adults and children who have complex needs and/or profound learning disabilities.
- 5.2 Contracts will be awarded to Provider(s) who can demonstrate the required competencies and those Provider(s) who provide services to children must also provide services to adults in order that Service Users can maintain consistency in provision through the transition between children and adult services
- 5.3 The tender submission evaluation will consider Provider's price and quality and will rank them. Where Service Users do not express a preference the packages will be allocated in accordance with the rank achieved.
- 5.4 The rates to be paid for the provision of service will be agreed within the contract and Care Managers will not be able to negotiate new rates for provision as currently happens.

#### **6. Recommendations**

That the Portfolio Holder for Children's Services notes the approvals and proposals regarding the Framework Agreement for Children and Adults with complex needs and/or learning disabilities.

#### **Contact Officer**

Ian Merritt  
Strategic Commissioner – Children's Services  
**Email:** [ian.merritt@hartlepool.gov.uk](mailto:ian.merritt@hartlepool.gov.uk)  
**Telephone:** 01429 523774

## **CHILDREN'S SERVICES PORTFOLIO**

Report to Portfolio Holder

31 October 2011



**Report of:** Director of Child and Adult Services

**Subject:** HARTLEPOOL SCHOOL STANDARDS  
DURING THE ACADEMIC YEAR 2010-2011

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

For the Portfolio Holder to note the school performance statistics for all schools during the academic year 2010-2011.

#### **2. SUMMARY OF CONTENTS**

The report details performance of Key Stages 1, 2, 3 and 4 for the academic year 2010-2011 re children and young people in all primary and secondary sector schools.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Holder has responsibility for Children's Services issues.

#### **4. TYPE OF DECISION**

Non- key.

#### **5. DECISION MAKING ROUTE**

Children's Services Portfolio Holder meeting 31 October 2011.

**6. DECISION(S) REQUIRED**

For the portfolio holder to note the progress made by Hartlepool schools in the academic year 2010-2011 and performance compared to regional and statistical neighbours.

**Report of:** Director of Child and Adult Services

**Subject:** HARTLEPOOL SCHOOL STANDARDS  
DURING THE ACADEMIC YEAR 2010-2011

---

## **1. PURPOSE OF REPORT**

- 1.1 For the Portfolio Holder to note the progress Hartlepool schools have made during the academic year 2010-2011.

## **2. BACKGROUND**

At the end of the academic year 2010-2011 schools in Hartlepool reported their attainment levels and performance compared to regional and statistical neighbours.

While the information has been published by schools it should be noted that the data is subject to validation by the Office of National Statistics (ONS) there is expected to be little change in performance.

## **3. OUTCOMES**

### **3.1 Foundation Stage Profile**

Results for reception children rose again in 2011 in all 13 scale points at point 6+, the national expected attainment level, and in 11 out of 13 of the scale points at point 8+, the higher attainers. The gap between the bottom 20% of attainers and the top 80% was closed by a further 8.1% to 28.2%. This was 3.1% above the LA set target.

### **3.2 Key Stage 1**

Standards remain below the national averages at Key Stage 1 in all subjects by between 4% and 6% at levels 2+ and by 3% in writing, 4% in maths and 6% in reading at level 3. There was a drop at level 2+ in reading by 1%, writing 2% and maths 2%. Attainment at Level 3 remained constant in reading and writing and rose in maths by 1%.

### **3.3 Key Stage 2**

Standards remain above the national averages in English at level 4+ by 3% at 84% and in maths by 1% at 81%. This reflects a rise in attainment in English from 2010 of 3% and a drop in maths of 3%. Results remain below the national averages at level 5+ in English by 2% at 27% as a result of a 2% drop from 2010. Combined English

and maths results at L4+ are 2% above the national averages at 76% and two levels progress in English is 5% above national averages at 88% and 3% above national averages in maths two levels progress at 85%.

#### 3.4 Key Stage 3 data

The data for KS3 demonstrates continued improvement with an increase from 77.0% to 83% of pupils achieving level 5 or above in English and an increase from 81.0% to 83.0% in mathematics. Should the pupils continue to make the expected level of progress in key stage 4 both schools and the local authority would expect continuing improvement at key national indicators including 5 A\*-C including English and mathematics.

#### 3.5 Key Stage 4 data

The data demonstrates improving performance at key national indicators for the year 11 cohort with 56.1% of pupils now achieving 5 or more A\*-C including English and mathematics. This is an increase of 6.5 percentage points compared to 2009-2011. However two schools' performances were lower than 2009-2010: Manor College of Technology dropped from 56.0% to 54.4% and St Hild's Church of England School dropped from 41.0% to 37.1%.

Compared to regional neighbours, Hartlepool was 8<sup>th</sup> of the 12 local authorities for 5 A\* -C including English and mathematics and compared to statistical neighbours (who have similar IMD levels) was 3<sup>rd</sup> from 11.

Data is currently unavailable for comparison against the national indicator for 5 A\*-C including English and mathematics. However, it is anticipated that Hartlepool schools will have narrowed the attainment gap between the percentage of the year 11 cohort and the national percentage of pupils who achieved 5 or more A\*-C including English and mathematics.

#### 3.6 Gender Comparison

Comparison of performance between boys and girls at Key Stage 3 demonstrates the gender gap for boys achieving level 5 and above for both English and mathematics is narrowing. English has closed from 18 percentage points to 15 and for mathematics from 7 to 6. This means our boys have achieved better than they did in 2010.

At key stage 4 the gender gap between the performance of girls and boy achieving 5 A\*-C has increased from 4 percentage points to 6 .No girls failed to achieve at least 1 GCSE while 1 percent of boys failed to achieve at least 1 GCSE .

**4. RECOMMENDATIONS**

- 4.1 For the Portfolio Holder to note the continuing progress of Hartlepool schools in the academic year 2010-2011 and their success compared to regional, statistical and national indicators.

**5. BACKGROUND DOCUMENTS**

**Appendix 1** – Data slide for Primary Schools

**Appendix 2** – Data slide for Secondary Schools

**6. CONTACT OFFICERS**

Lynne Pawley  
Senior School Improvement Adviser  
01429 523772

Tom Argument  
11-19 Partnership Officer  
01429 287366





# PERFORMANCE SUMMARY REPORT 2011

# Foundation Stage Profile



# Foundation Stage Pupils

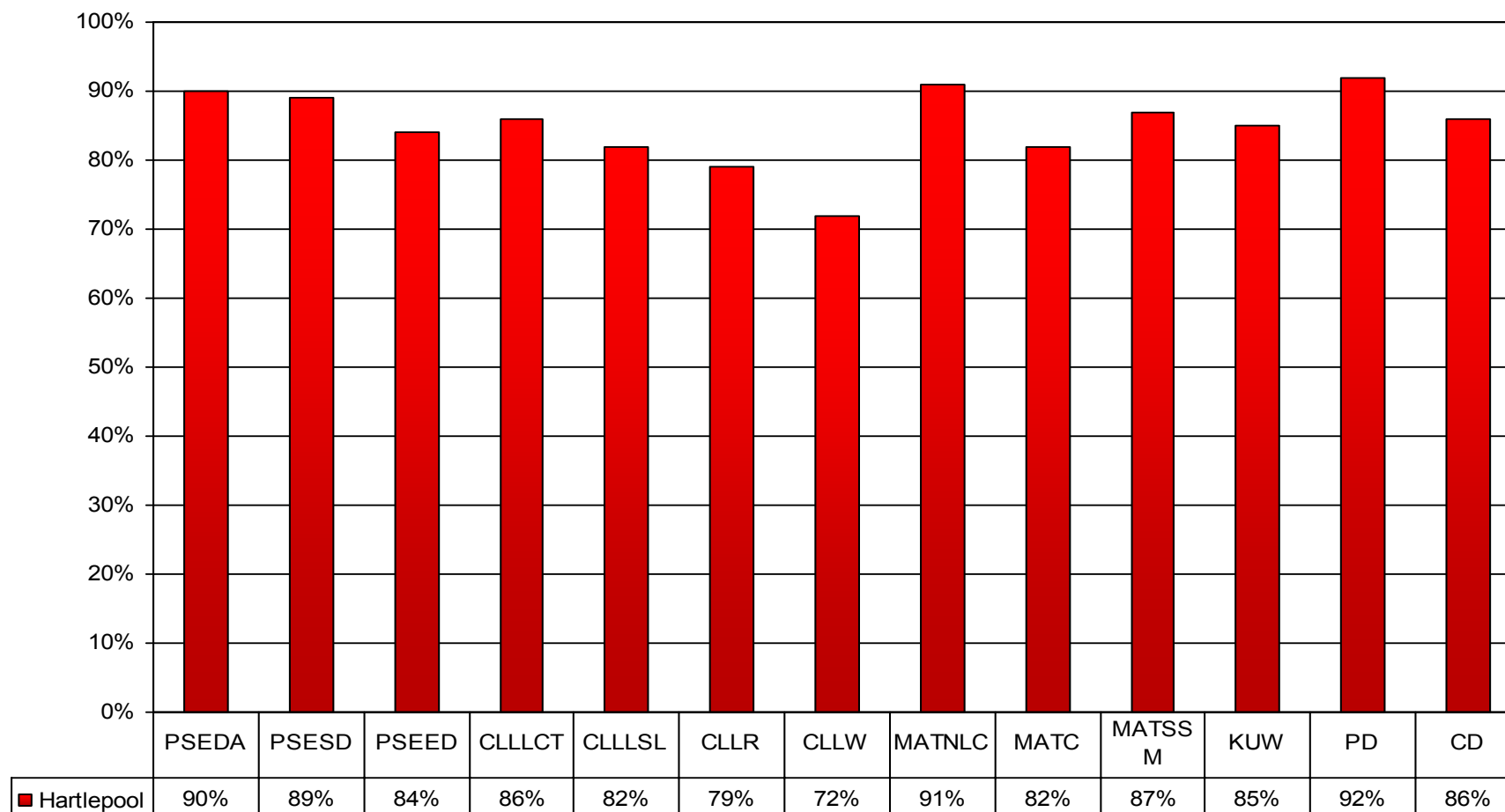
## % of pupils achieving 6+ points

	2010			2011			Difference from Last Year		
	Boys	Girls	Overall	Boys	Girls	Overall	Boys	Girls	Overall
Dispositions and Attitudes	82%	91%	87%	87%	93%	90%	5%	2%	3%
Social Development	81%	92%	87%	84%	93%	89%	3%	1%	2%
Emotional Development	73%	89%	81%	78%	90%	84%	5%	1%	3%
Language for Communication and Thinking	76%	85%	81%	81%	90%	86%	5%	5%	5%
Linking Sounds and Letters	71%	82%	76%	76%	88%	82%	5%	6%	6%
Reading	67%	78%	73%	71%	86%	79%	4%	8%	6%
Writing	56%	77%	66%	60%	83%	72%	4%	6%	6%
Numbers as Labels and for Counting	84%	91%	87%	88%	94%	91%	4%	3%	4%
Calculating	73%	80%	76%	77%	87%	82%	4%	7%	6%
Shape, Space and Measures	77%	86%	82%	85%	90%	87%	8%	4%	5%
Knowledge and Understanding of the World	73%	82%	78%	81%	89%	85%	8%	7%	7%
Physical Development	84%	92%	88%	91%	94%	92%	7%	2%	4%
Creative Development	69%	85%	77%	80%	91%	86%	11%	6%	9%

**Foundation Stage Pupils**  
**Gender Difference (girls – boys)**  
**% of pupils achieving 6+ points**

	2010	2011	Difference from Last Year
Dispositions and Attitude	9%	6%	-3%
Social Development	12%	9%	-3%
Emotional Development	16%	12%	-4%
Language for Communication and Thinking	9%	9%	0%
Linking Sounds and Letters	10%	12%	2%
Reading	11%	15%	4%
Writing	21%	23%	2%
Numbers as Labels and for Counting	6%	6%	0%
Calculating	7%	10%	3%
Shape, Space and Measures	9%	5%	-4%
Knowledge and Understanding of the World	9%	8%	-1%
Physical Development	8%	3%	-5%
Creative Development	16%	11%	-5%

## Foundation Stage 2011: % of pupils achieving 6 or more



# Key Stage 1

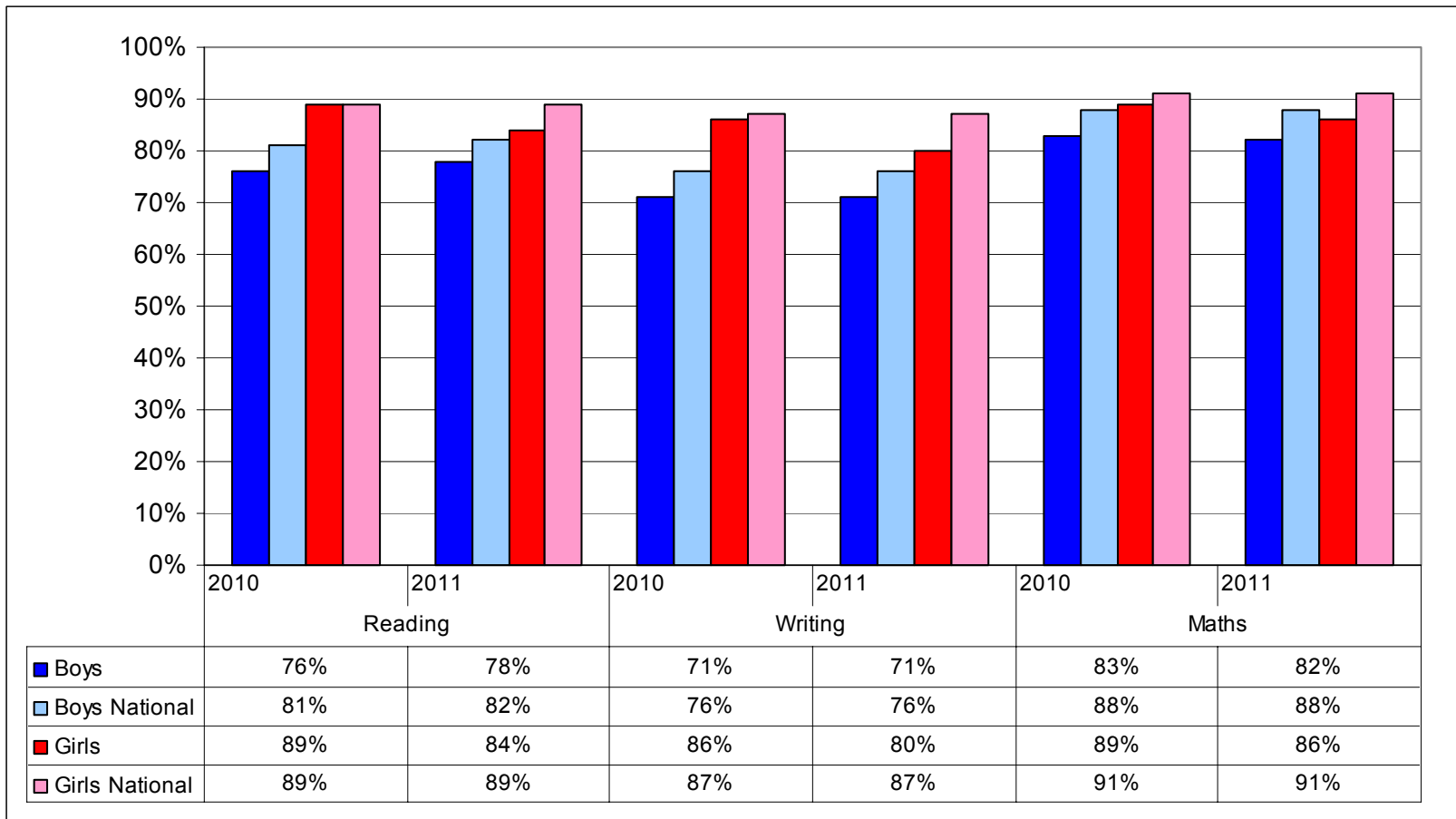


# Key Stage 1

		Hartlepool 2011	Difference from last year	National 2011	Difference from National
Reading	Level 2+	81%	-1%	85%	-4%
	Level 3+	20%	0%	26%	-6%
Writing	Level 2+	76%	-2%	81%	-5%
	Level 3+	10%	0%	13%	-3%
Maths	Level 2+	84%	-2%	90%	-6%
	Level 3+	16%	+1%	20%	-4%

# Key Stage 1 2010 & 2011

## % of Pupils Achieving Level 2 or Above: Gender Comparisons

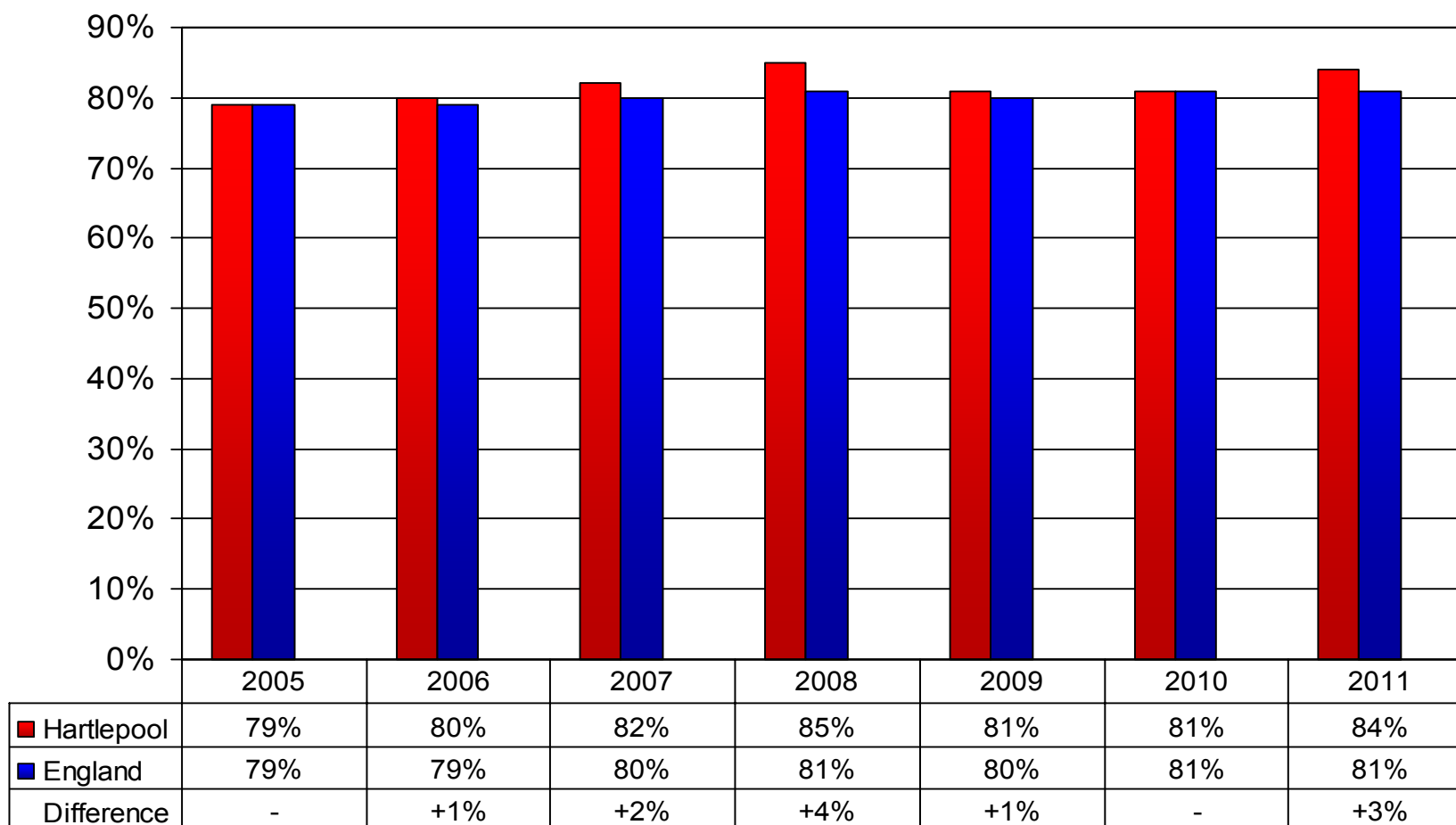




# Key Stage 2



## Key Stage 2 English: % of Pupils Achieving Level 4 or Above

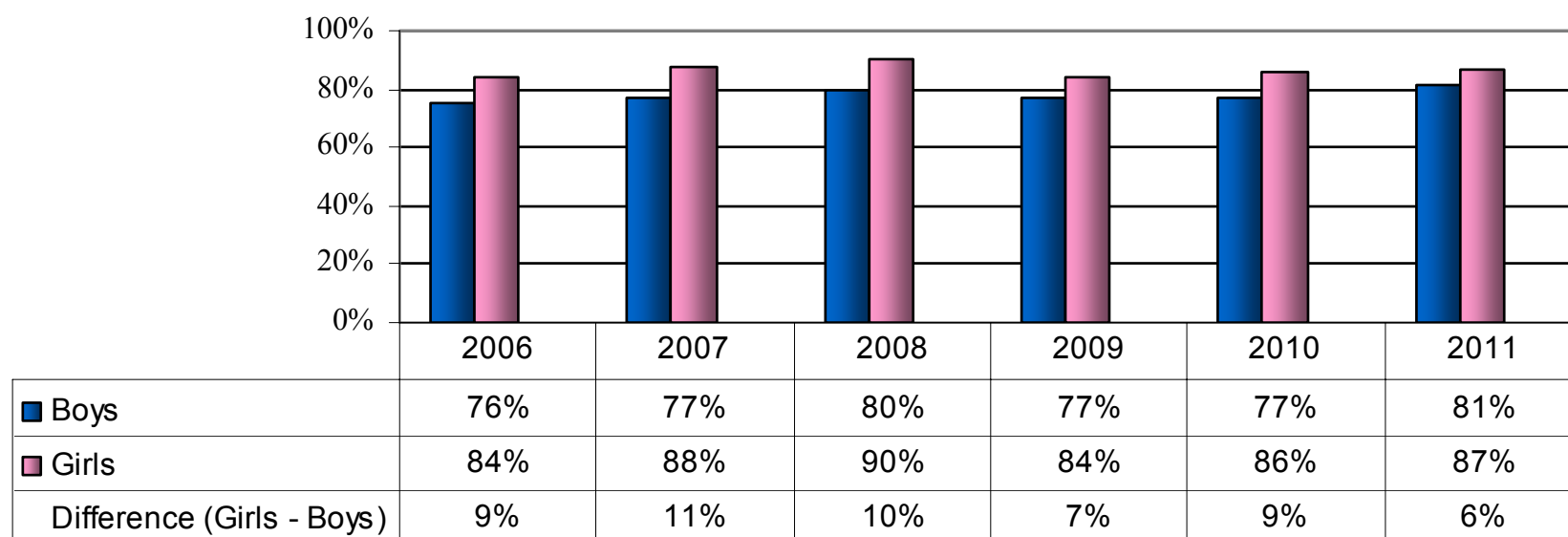


\* 2010 results are based on Teacher Assessments



## Key Stage 2

### % pupils achieving Level 4+ in English: Gender Comparisons

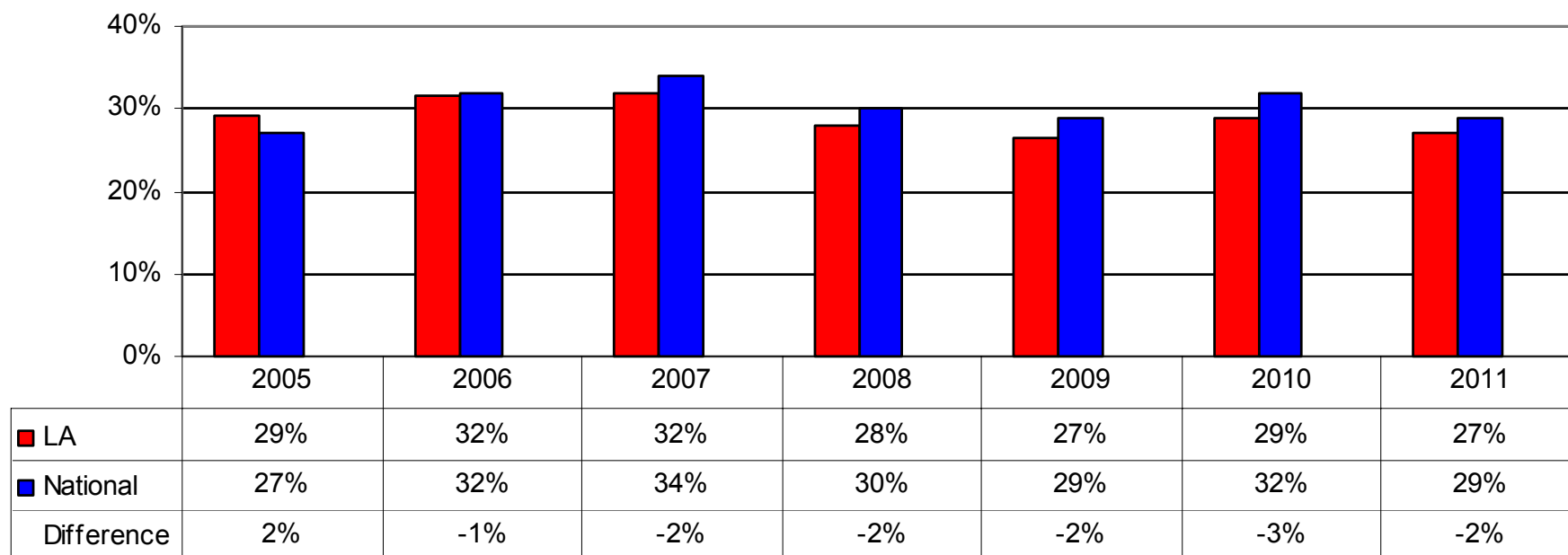


\* 2010 results are based on Teacher Assessments



## Key Stage 2

### % pupils achieving Level 5+ in English

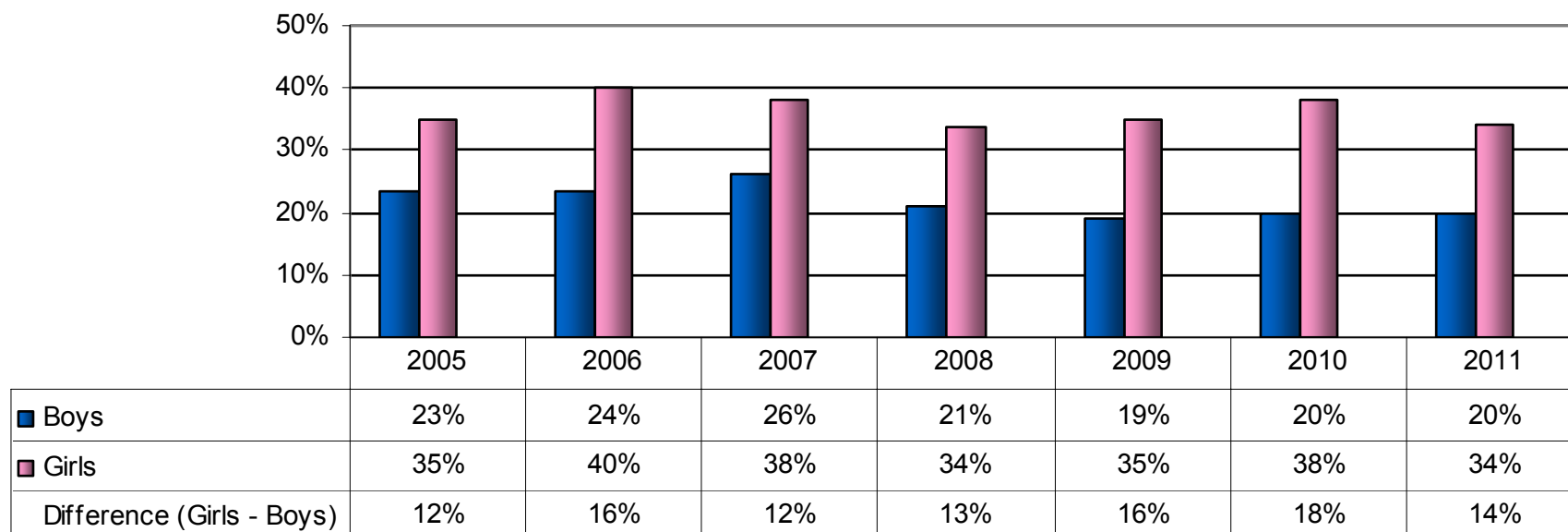


\* 2010 results are based on Teacher Assessments



## Key Stage 2

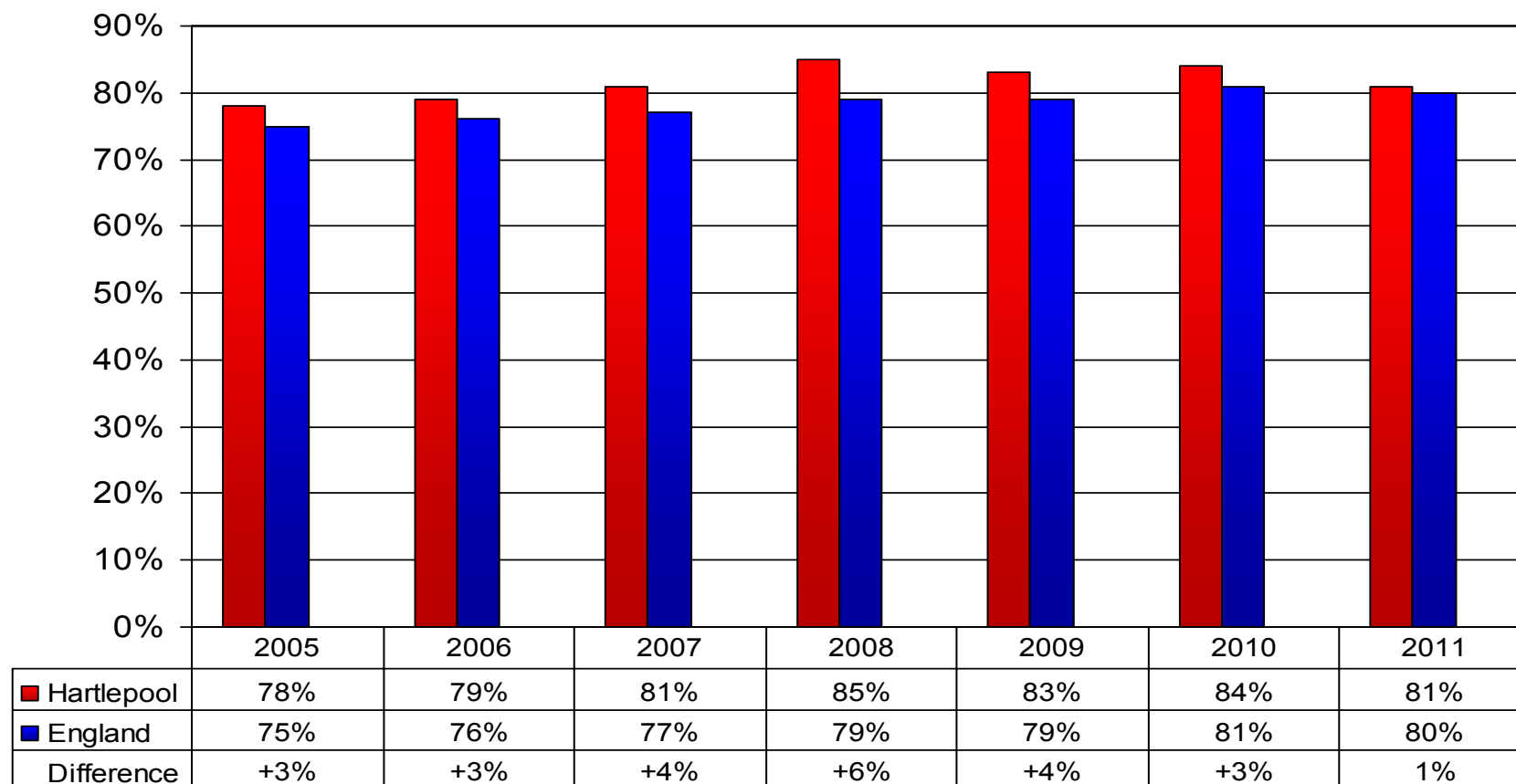
### % pupils achieving Level 5+ in English: Gender Comparisons



\* 2010 results are based on Teacher Assessments



## Key Stage 2 Mathematics: % of Pupils Achieving Level 4 or Above

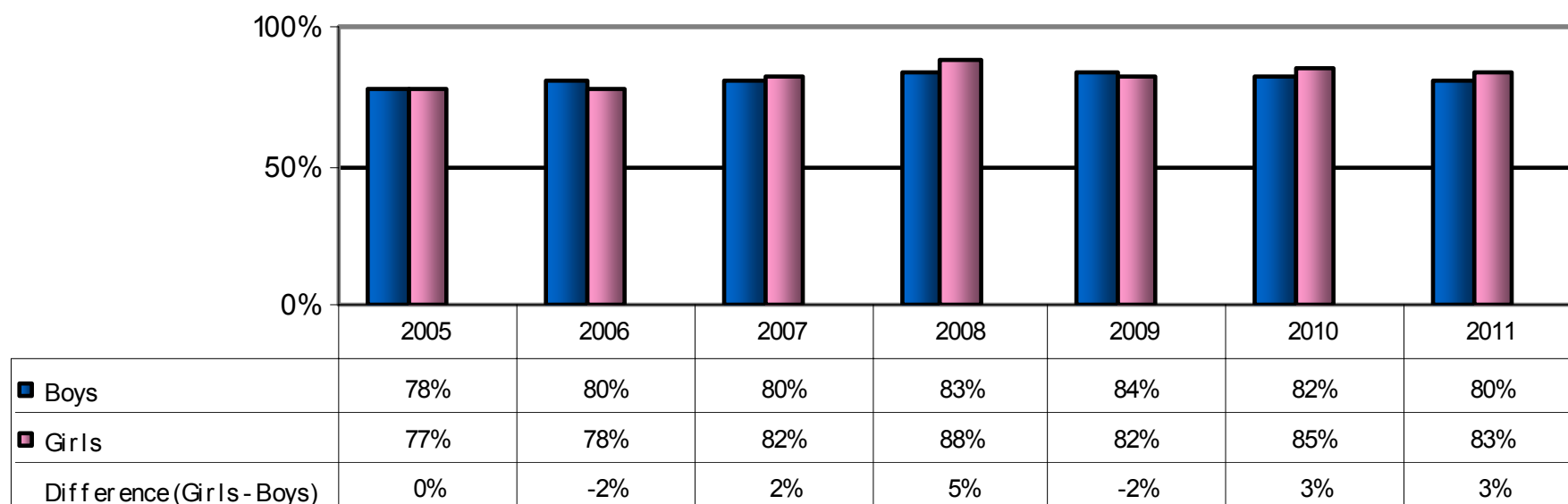


\* 2010 results are based on Teacher Assessments



## Key Stage 2

### % pupils achieving Level 4+ in Mathematics: Gender Comparisons

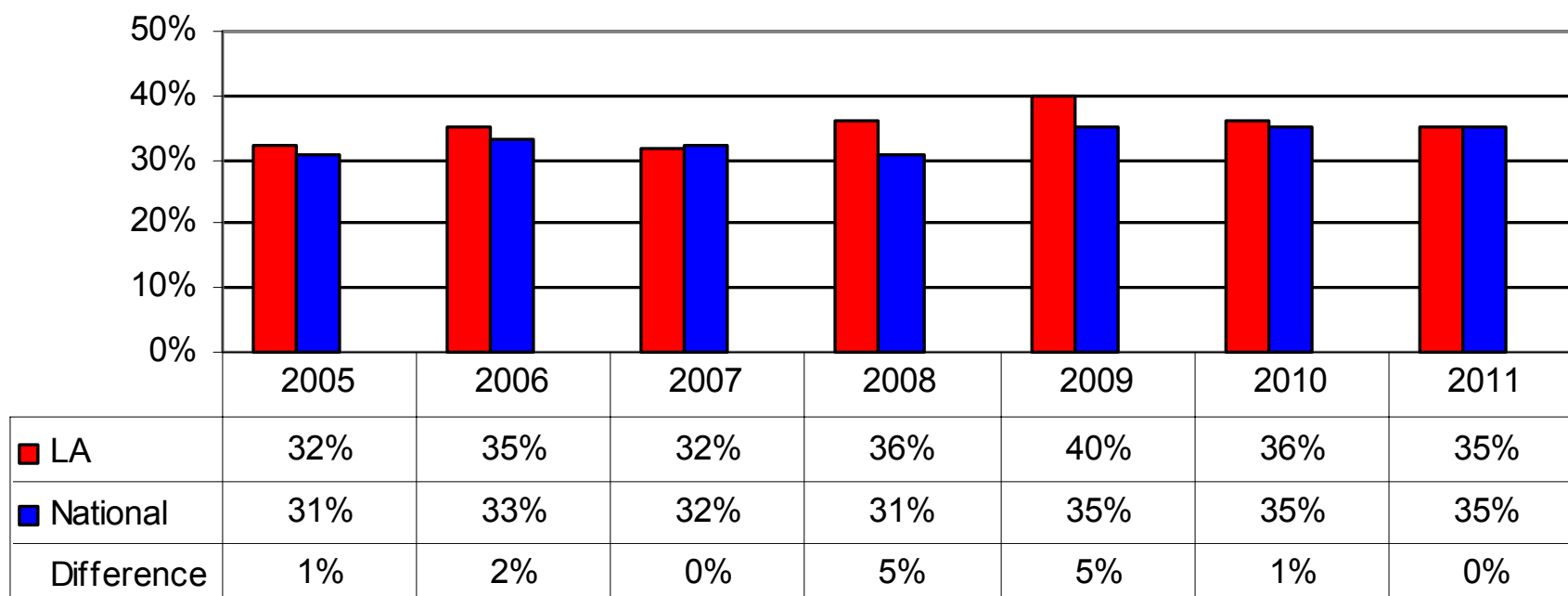


\* 2010 results are based on Teacher Assessments



## Key Stage 2

### % pupils achieving Level 5+ in Mathematics



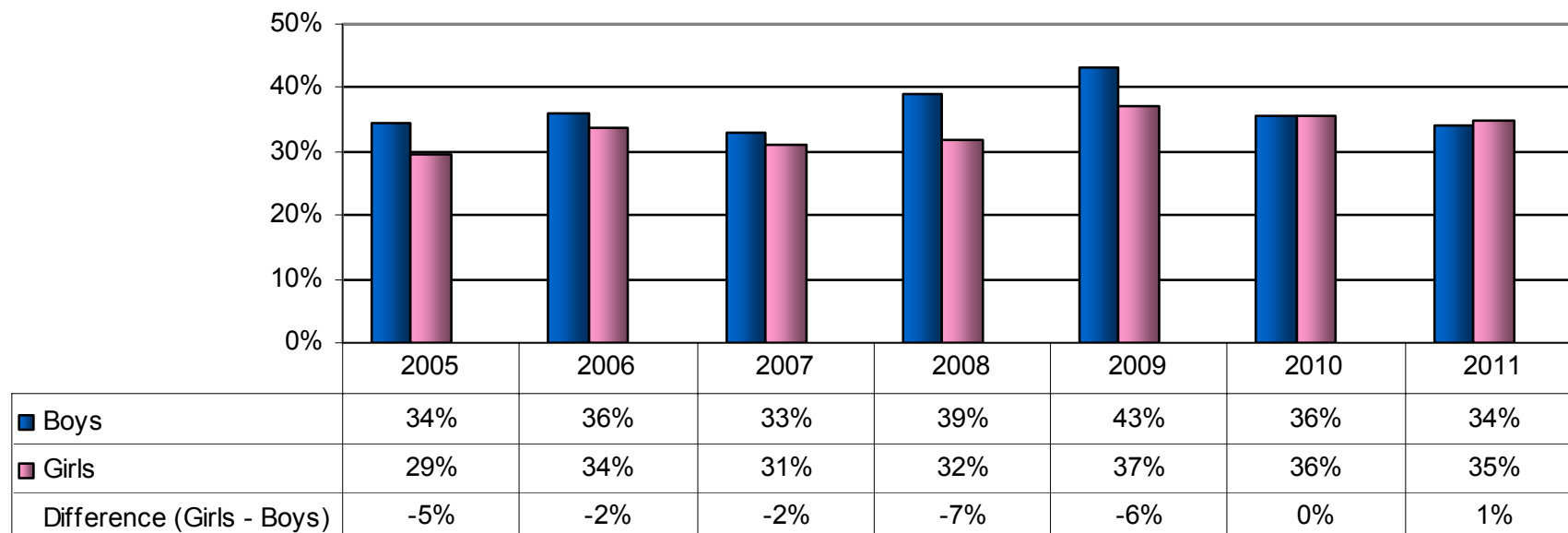
\* 2010 results are based on Teacher Assessments





## Key Stage 2

### % pupils achieving Level 5+ in Mathematics: Gender Comparisons

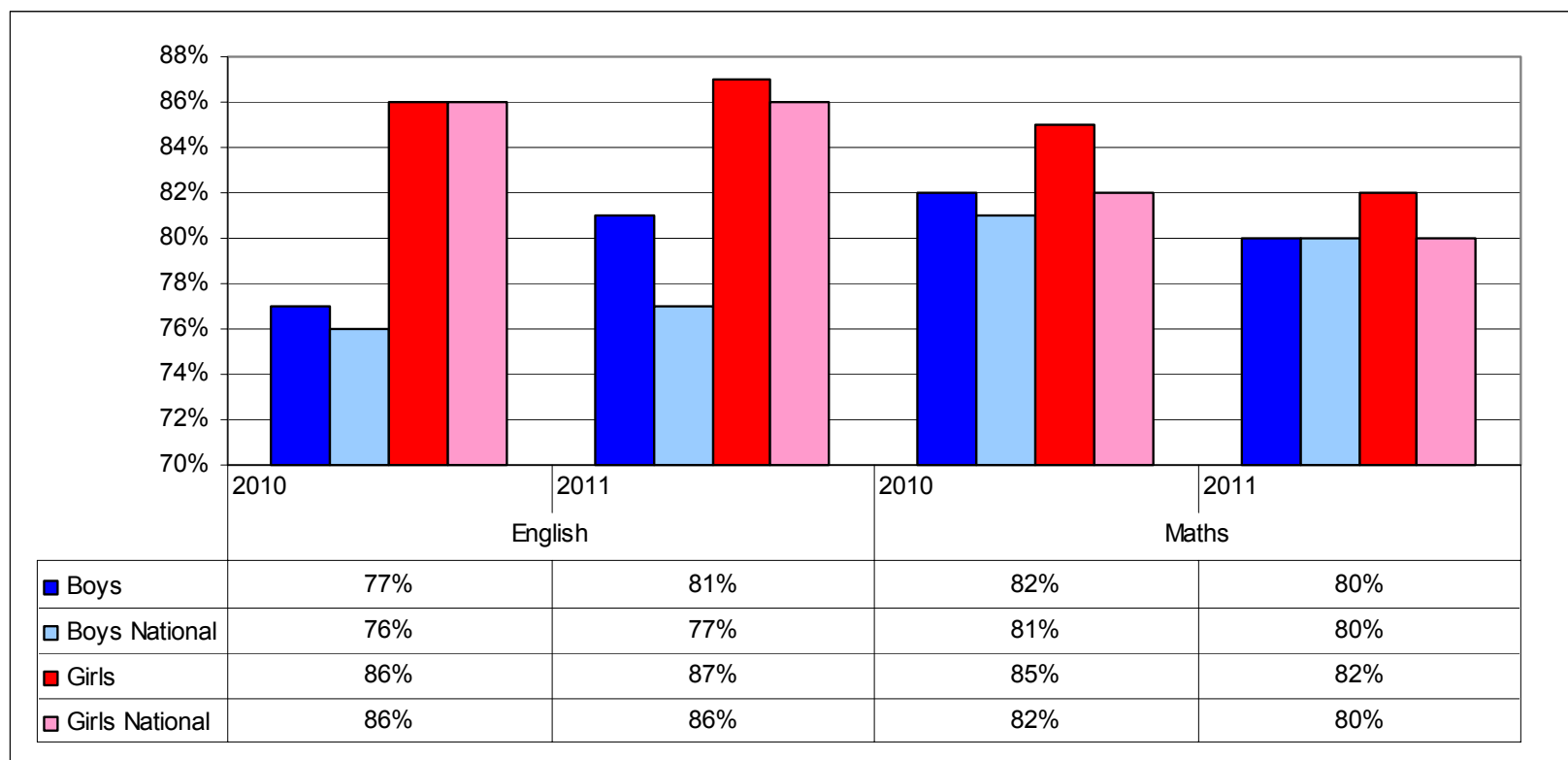


\* 2010 results are based on Teacher Assessments



## Key Stage 2

### % of Pupils Achieving Level 4 or Above: Gender Comparisons



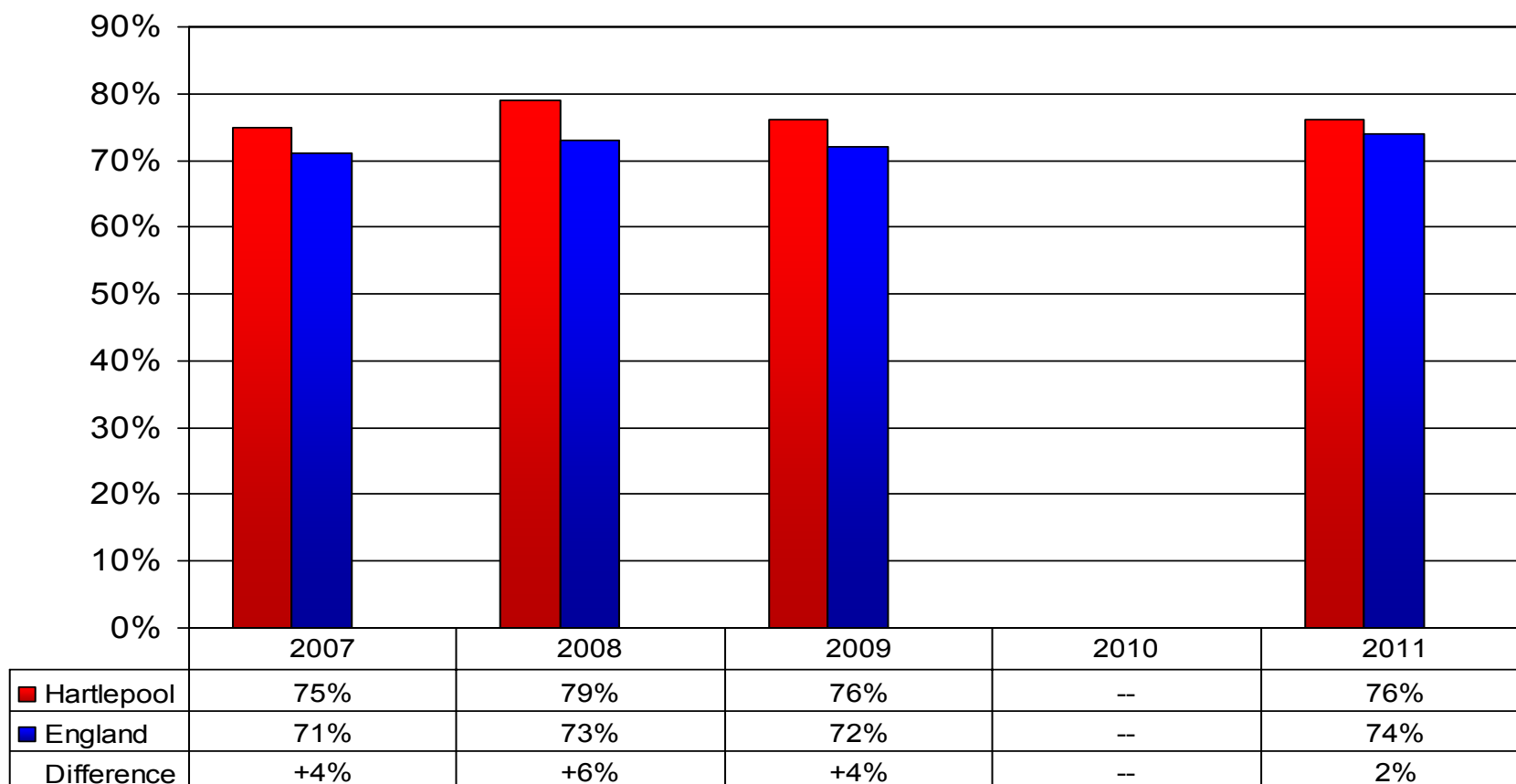
\* 2010 results are based on Teacher Assessments



# Key Stage 2

## English & Math's Combined

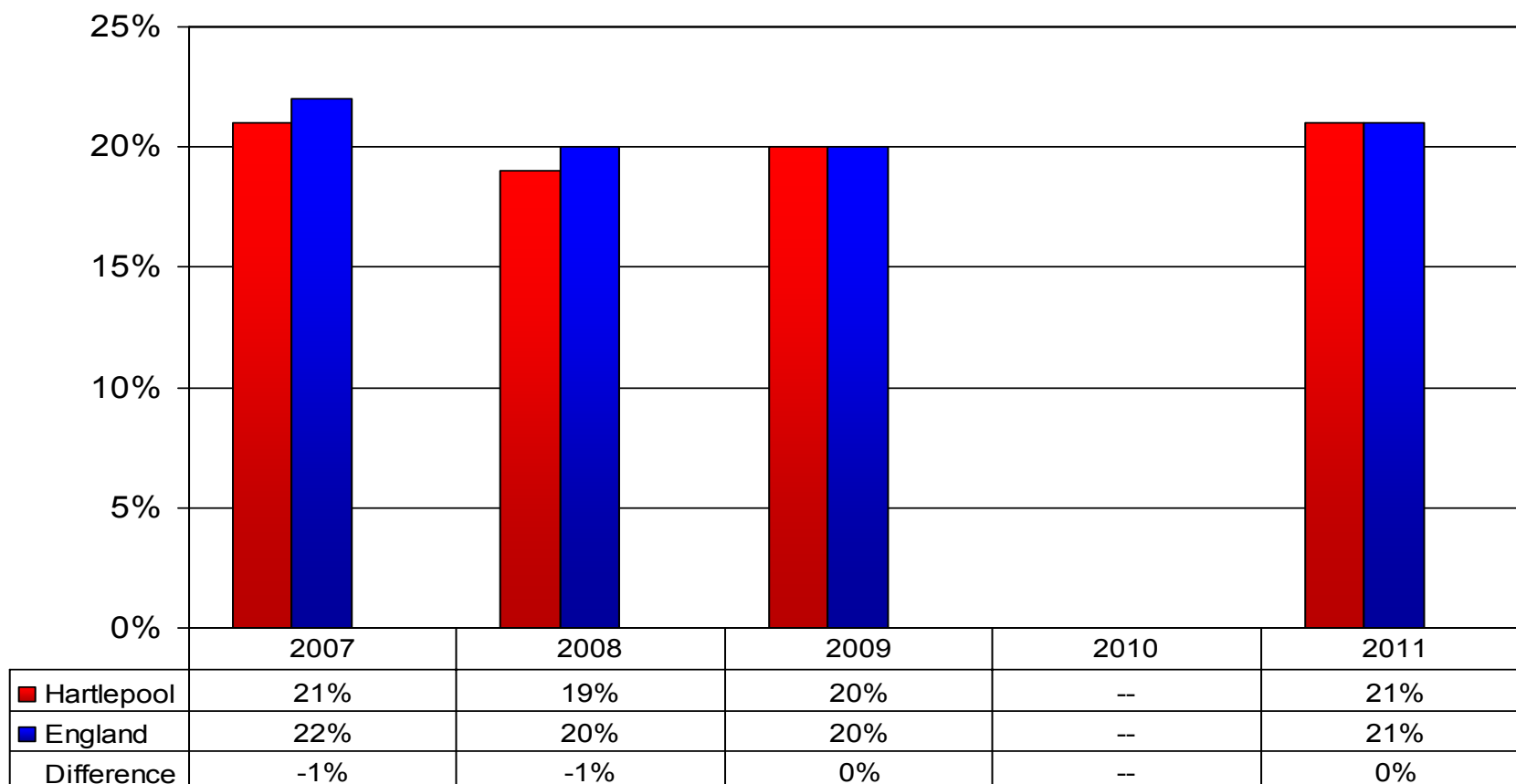
### % of Pupils Achieving Level 4 or Above



\* 2010 results are based on Teacher Assessments



## Key Stage 2 English & Math's Combined % of Pupils Achieving Level 5

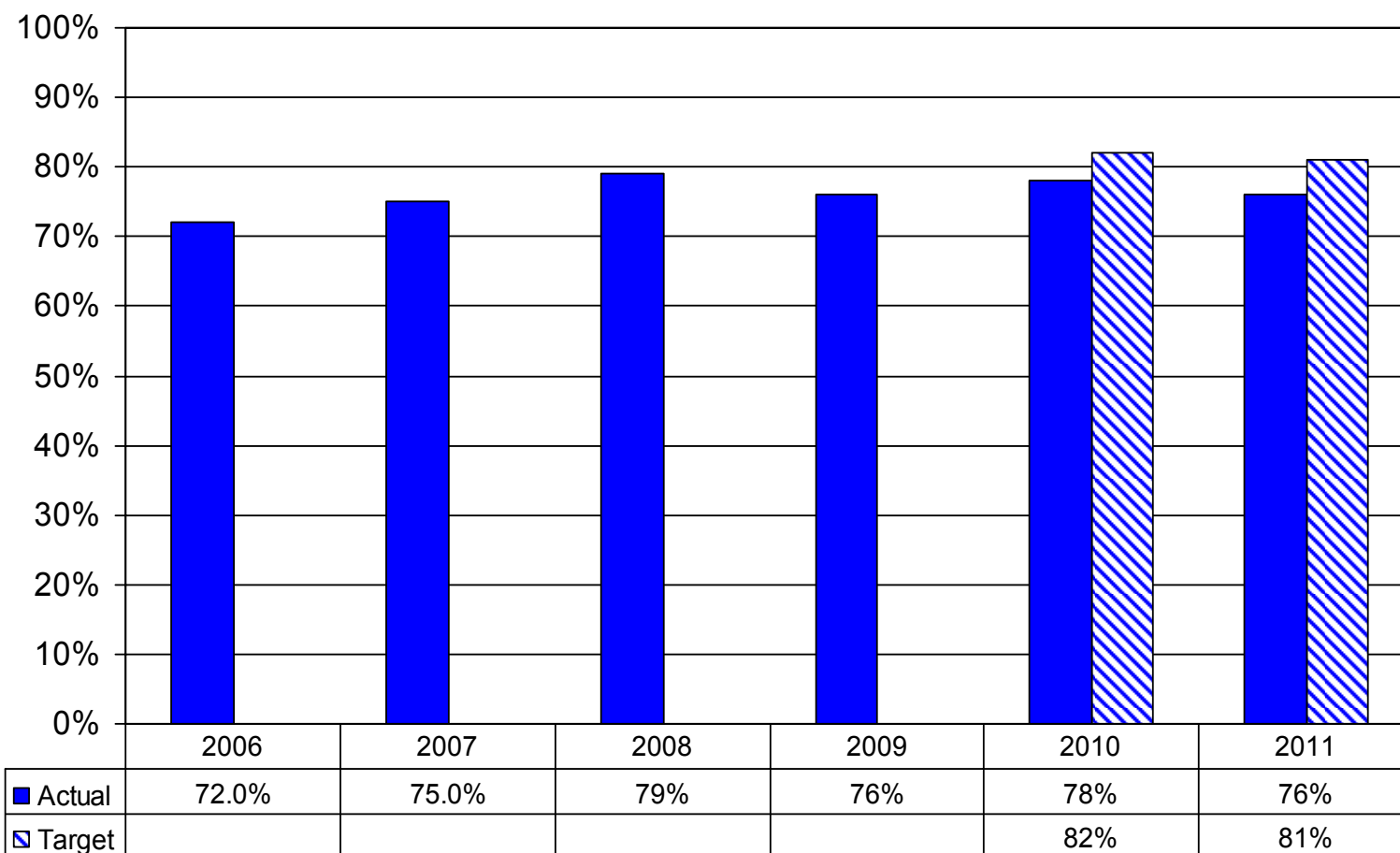


\* 2010 results are based on Teacher Assessments



# Targets

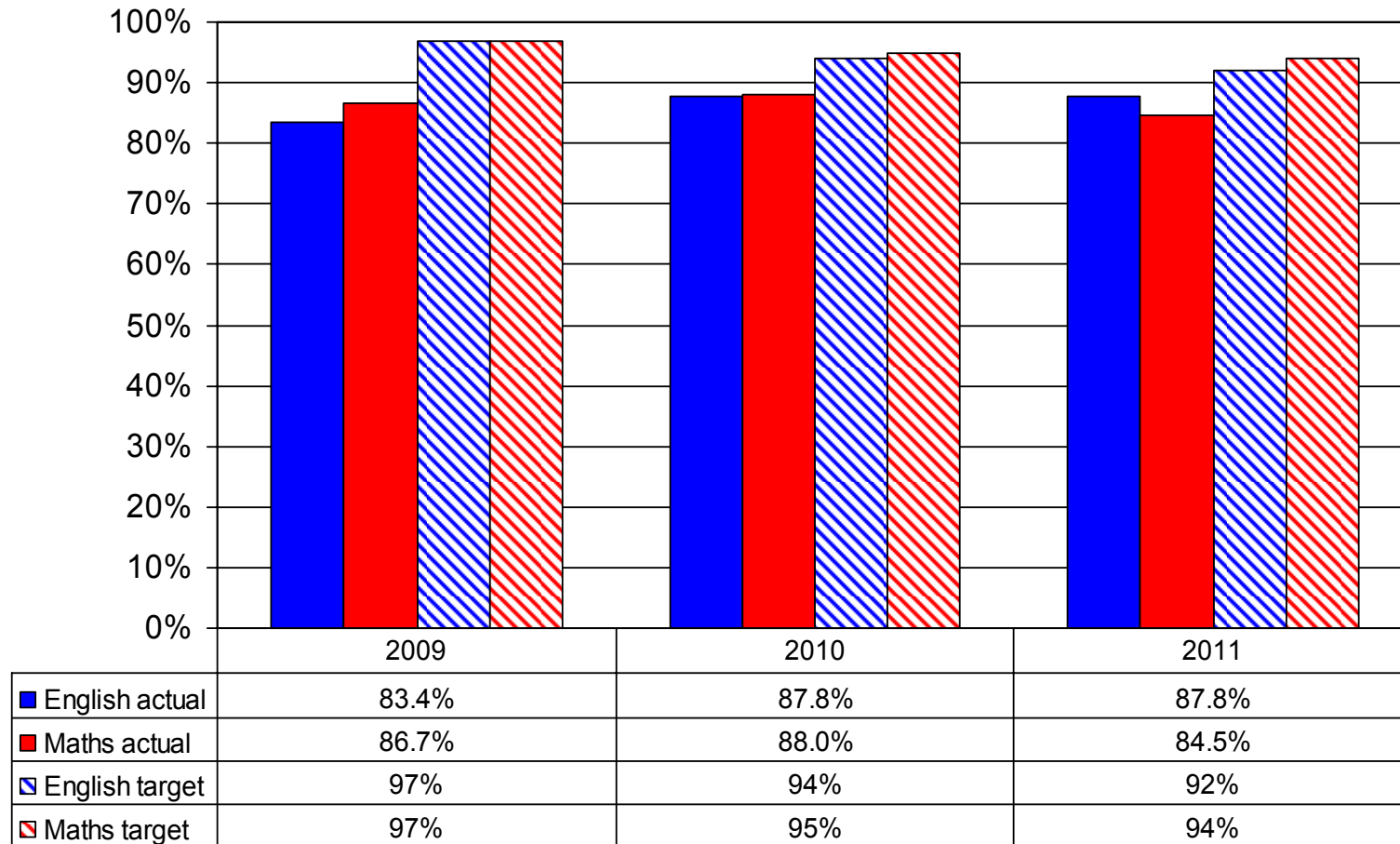
## Key Stage 2 Combined English & Maths: % of Pupils Achieving Level 4 or Above (Target v Actual)



\* 2010 results are based on Teacher Assessments



## KS1 – KS2 % 2 Level Progress



\* 2010 results are based on Teacher Assessments



Thank you





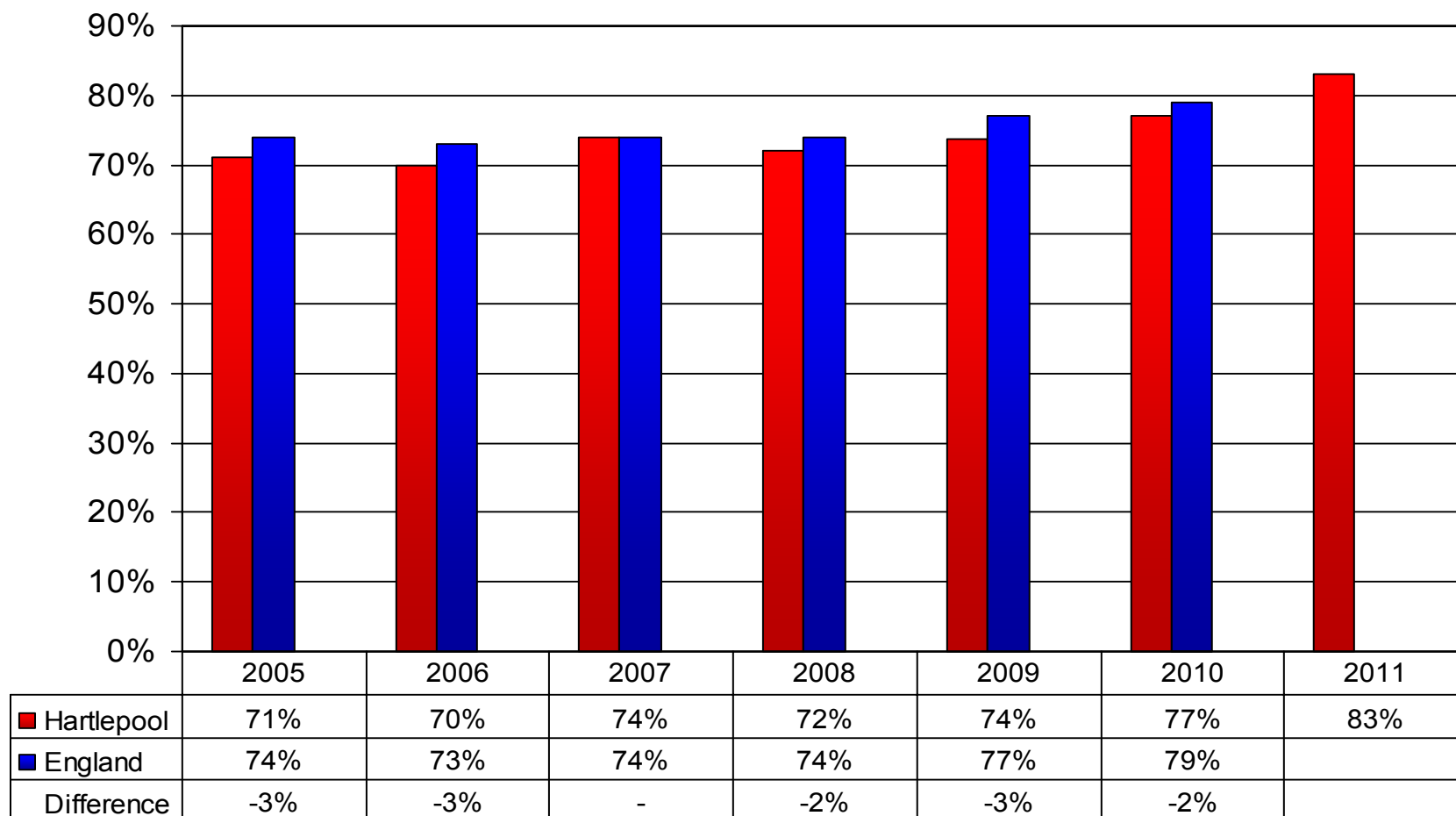
# PERFORMANCE SUMMARY REPORT 2011



# Key Stage 3 Teacher Assessment



## Key Stage 3 English % of Pupils Achieving Level 5 or Above

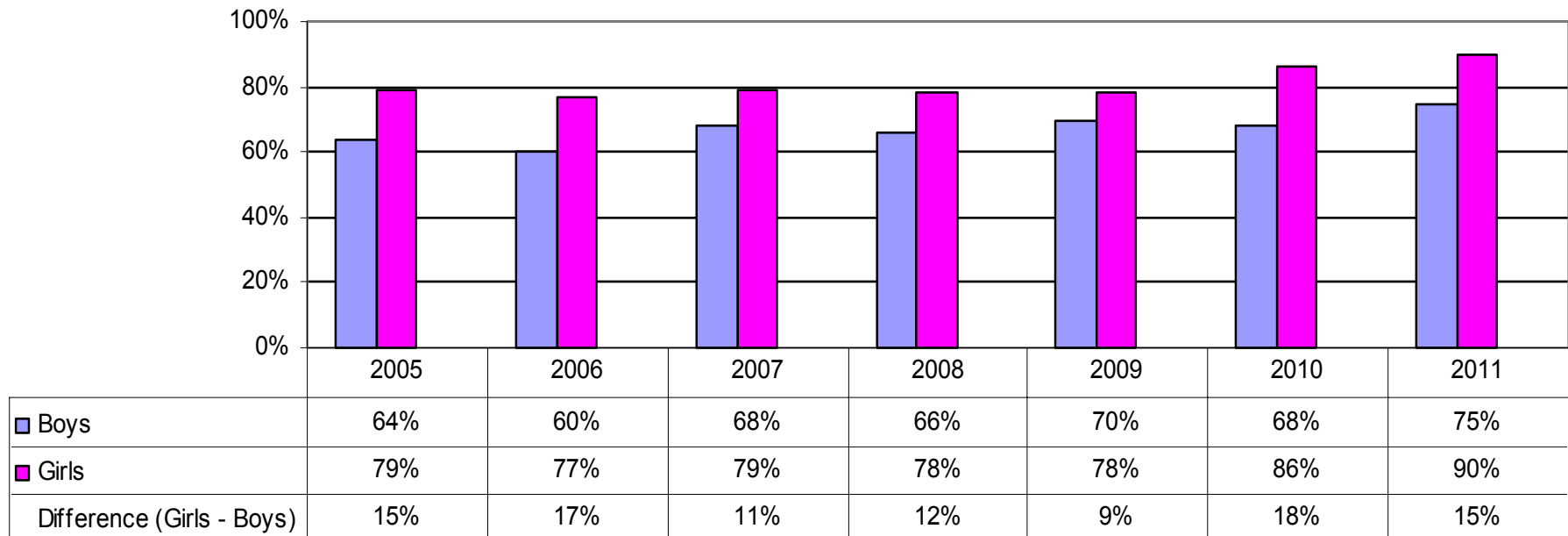


\* 2009 - 2011 results are based on Teacher Assessments



## Key Stage 3

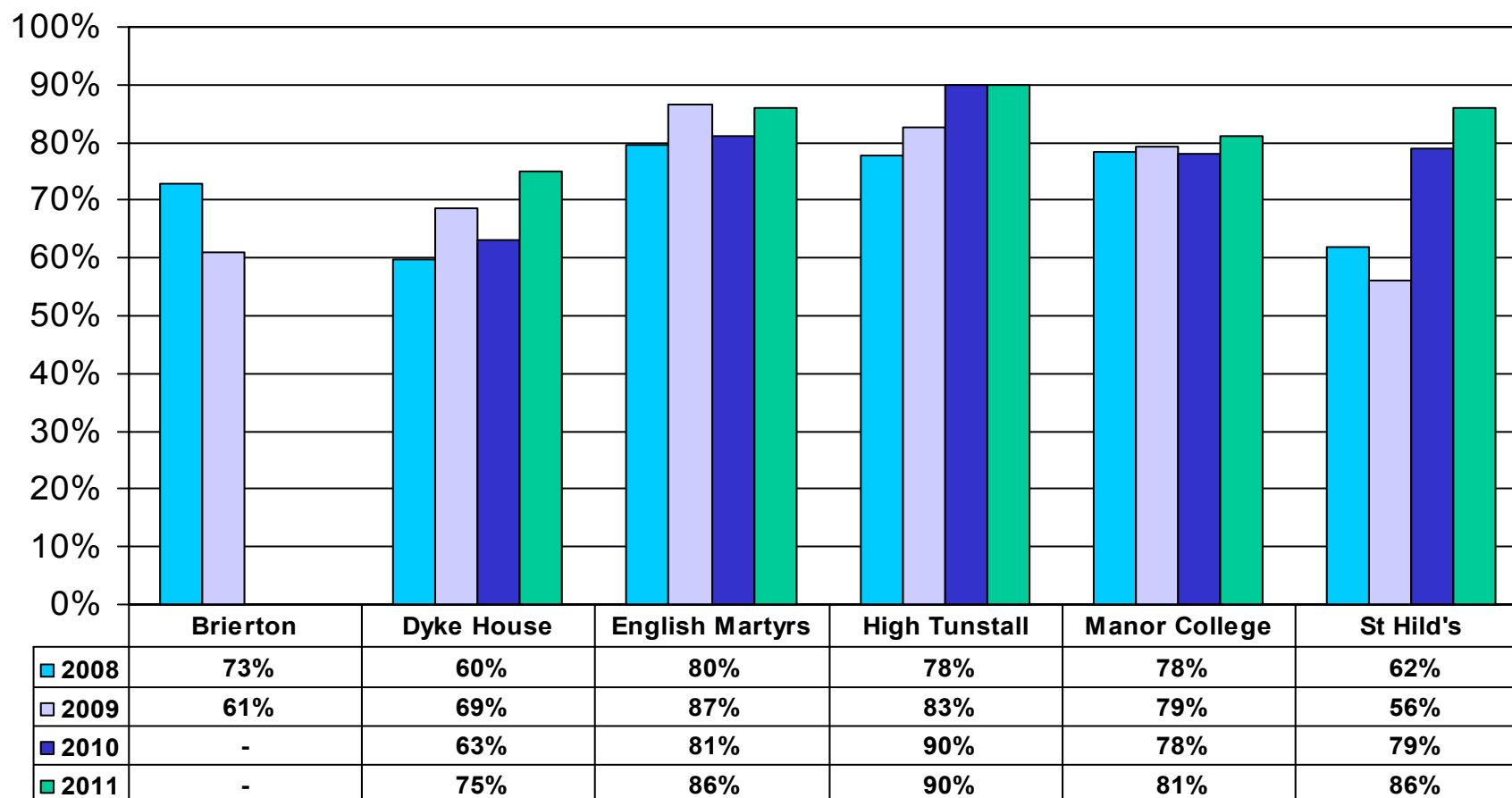
### % pupils achieving Level 5+ in English : Gender Comparison



\* 2009 - 2011 results are based on Teacher Assessments



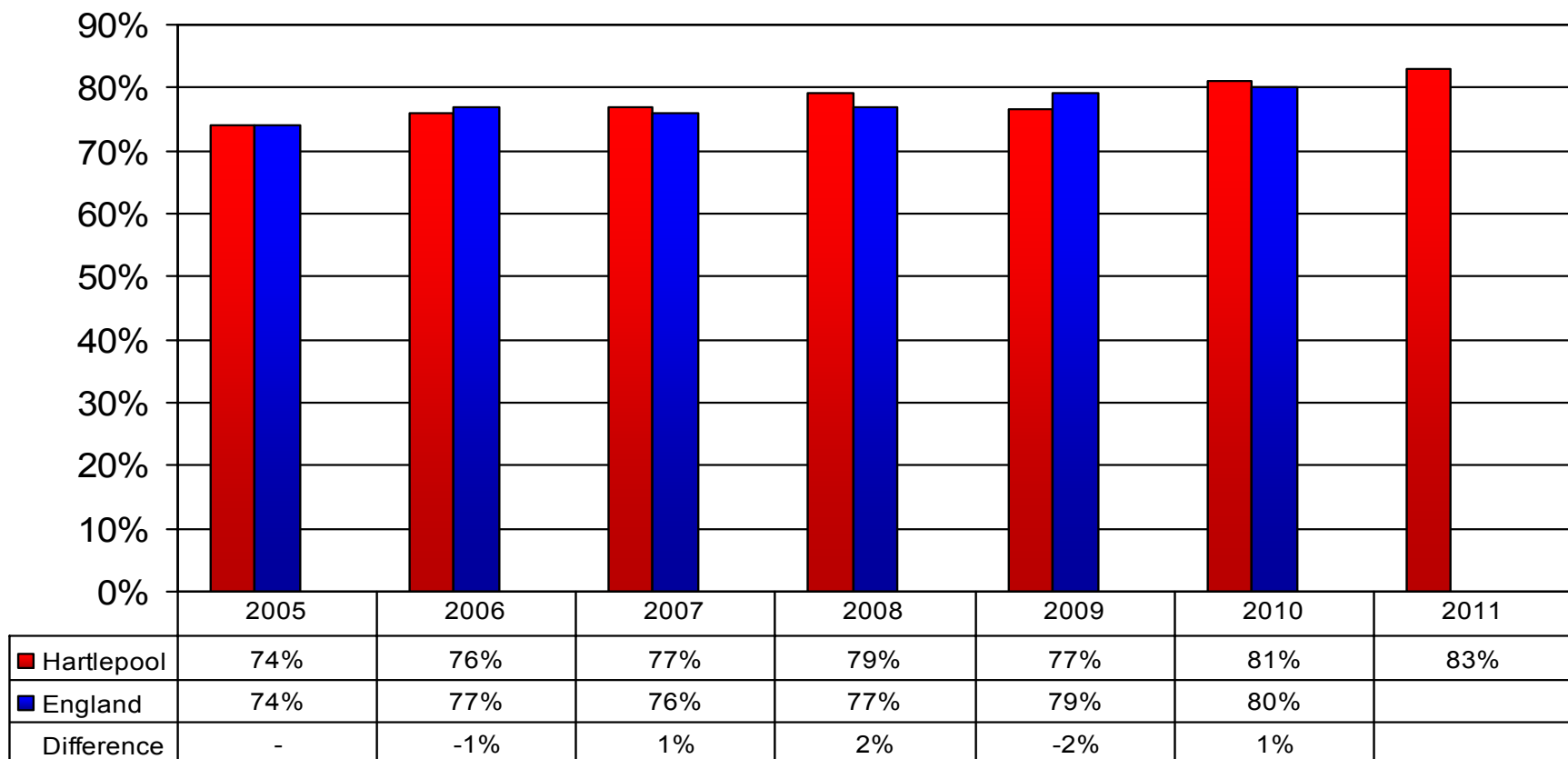
## Key Stage 3 English % of Pupils Achieving Level 5 or Above



\* 2009 - 2011 results are based on Teacher Assessments



## Key Stage 3 Mathematics % of Pupils Achieving Level 5 or Above

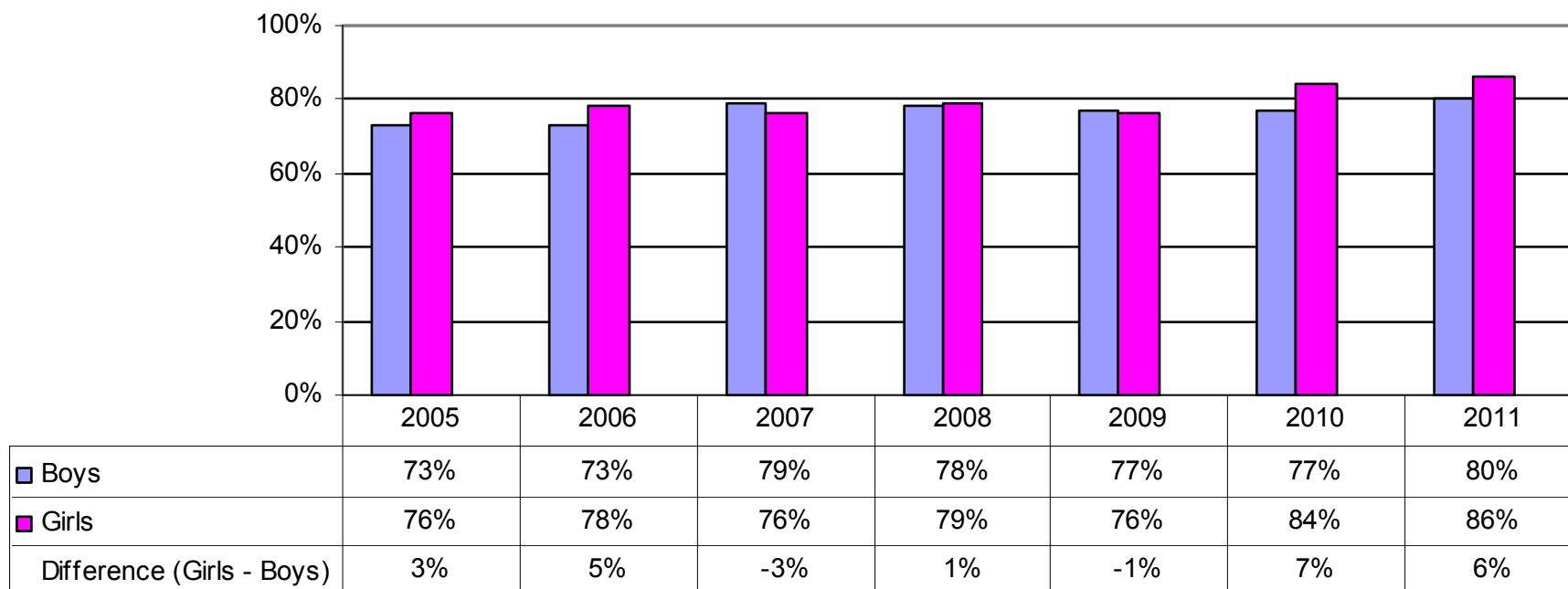


\* 2009 - 2011 results are based on Teacher Assessments



### Key Stage 3

#### % pupils achieving Level 5+ in Mathematics : Gender Comparison

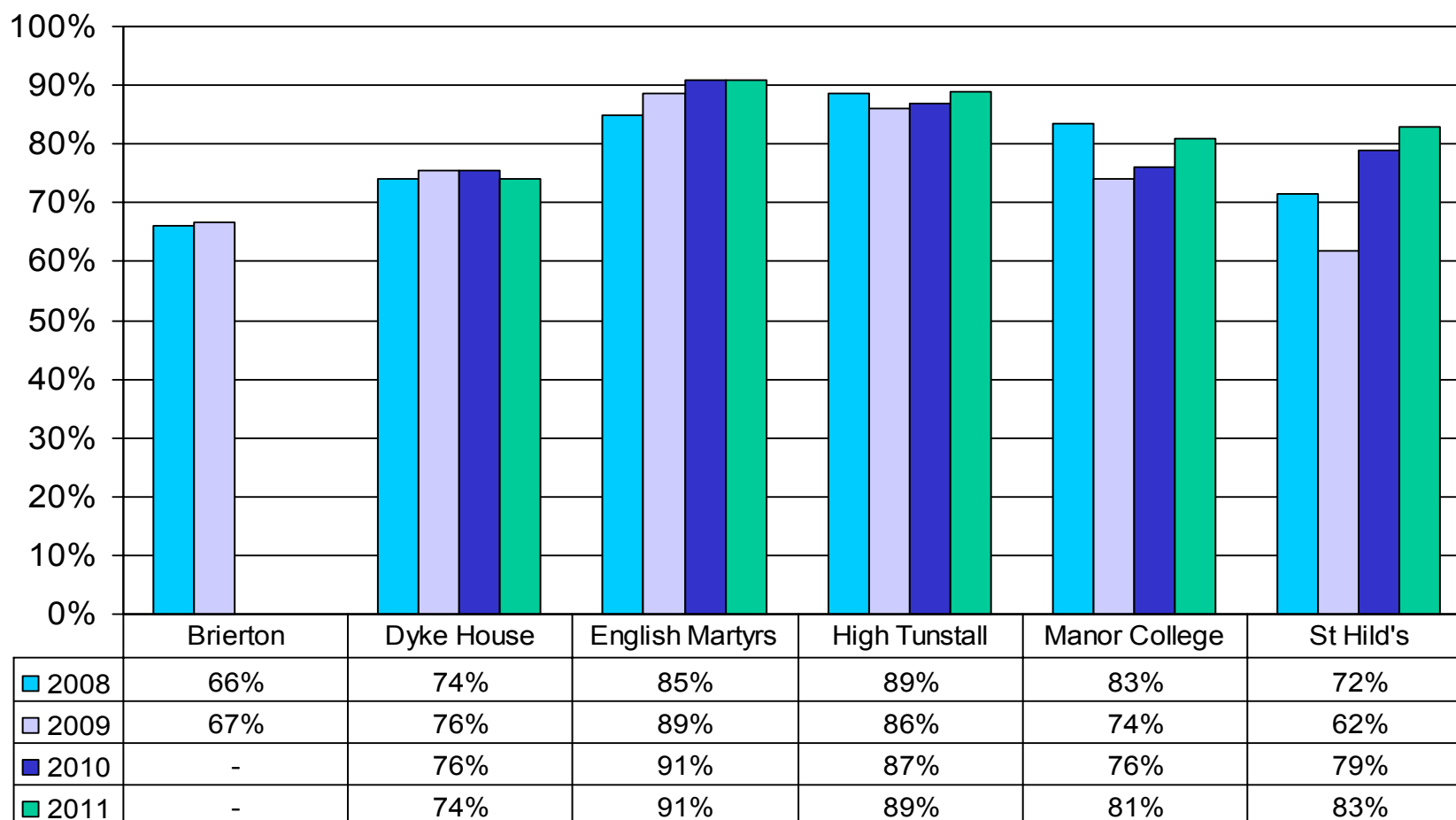


\* 2009 - 2011 results are based on Teacher Assessments



## Key Stage 3 Mathematics

### % of Pupils Achieving Level 5 or Above



\* 2009 - 2011 results are based on Teacher Assessments

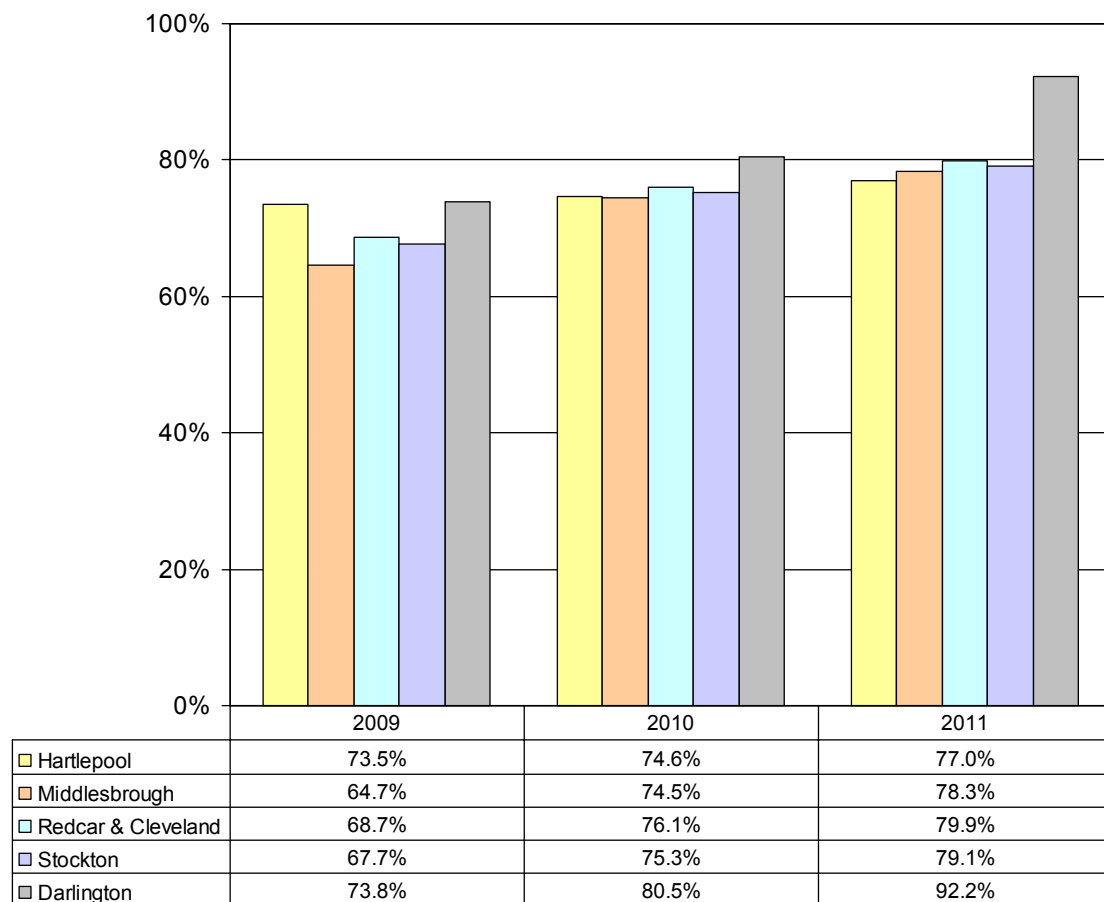




# GCSE

(Pupils aged 14 – 16)

## % of Pupils Achieving 5 or More A\*-C GCSEs (Regional Neighbours)



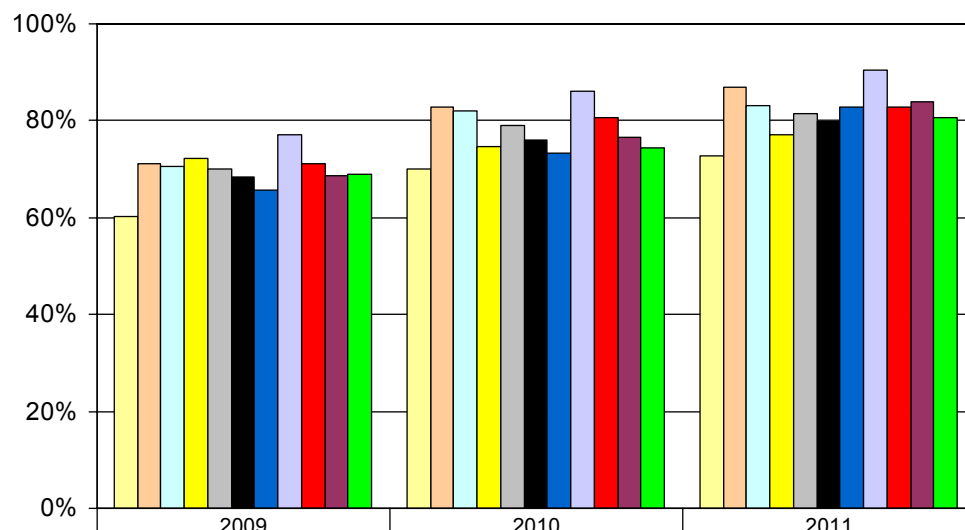
### 2011 % Pupils Achieving 5+A\*-C GCSE's

	Rank 5+ A*-C	5+ A*-C
Darlington	1	92.2%
South Tyneside	2	90.4%
Gateshead	3	88.5%
Durham	4	88.0%
North Tyneside	5	84.4%
Newcastle	6	84.1%
Sunderland	7	84.0%
Northumberland	8	83.7%
Redcar & Cleveland	9	79.9%
Stockton	10	79.1%
Middlesbrough	11	78.3%
Hartlepool	12	77.0%
National		TBC

**NOTE:** Comparator authority results are for internal use only



## % of Pupils Achieving 5 or More A\*-C GCSEs (Statistical Neighbours)



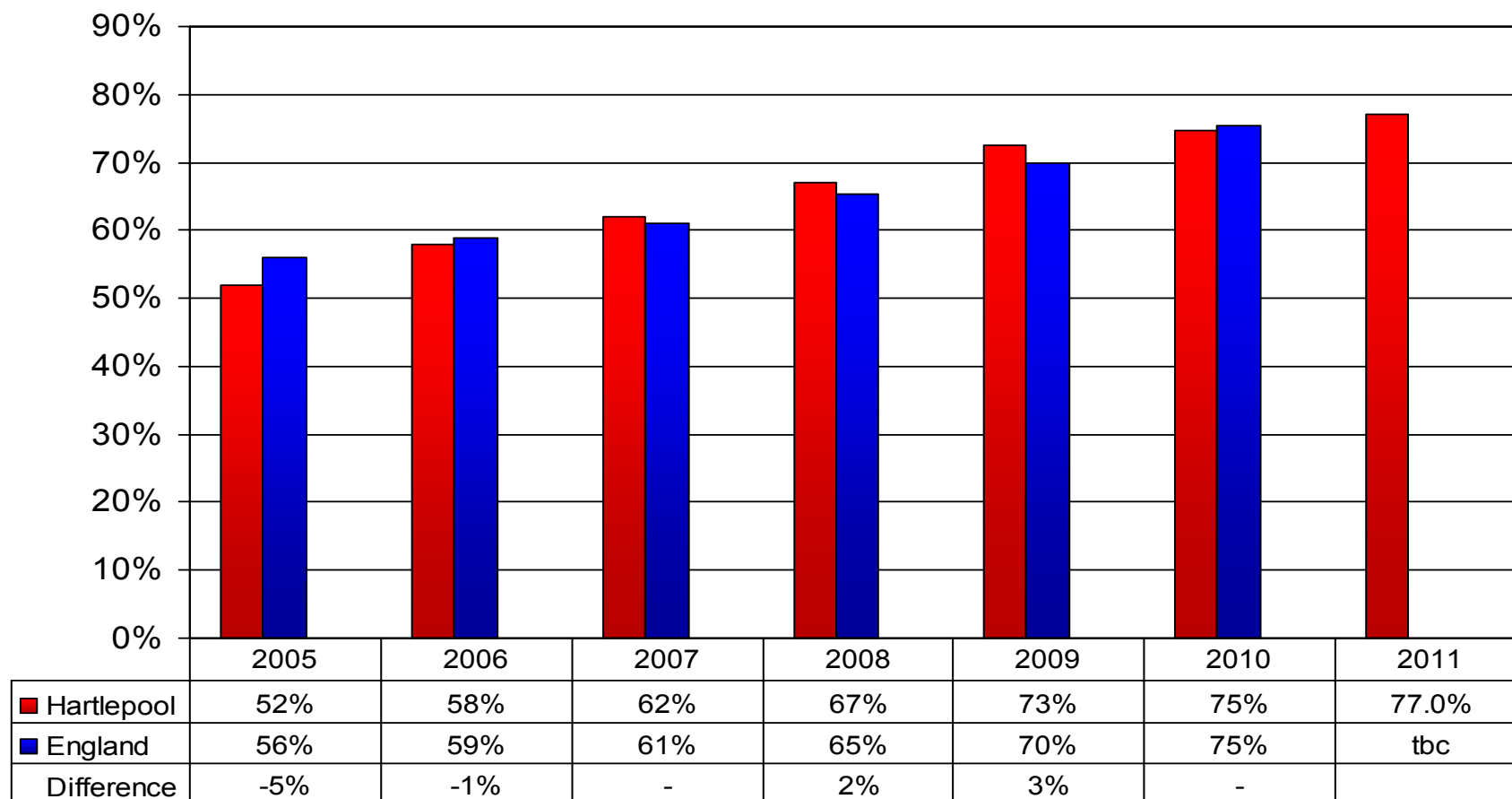
**2011 % Pupils Achieving 5+A\*-C GCSE's**

	Rank 5+ A*-C	5+ A*-C
South Tyneside	1	90.4%
Doncaster	2	86.9%
Sunderland	3	84.0%
Halton	4	83.0%
St Helen's	5	82.8%
Rotherham	6	82.8%
North East Lincolnshire	7	81.5%
Tameside	8	80.6%
Redcar & Cleveland	9	79.9%
<b>Hartlepool</b>	<b>10</b>	<b>77.0%</b>
Barnsley	11	72.7%
National		TBC

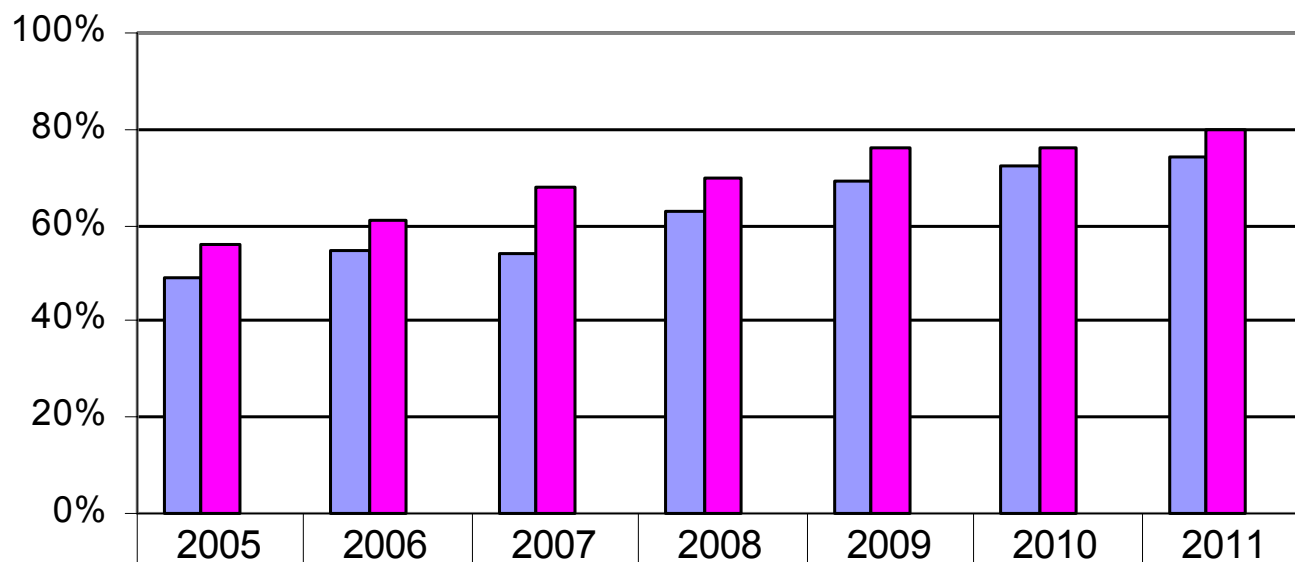
**NOTE:** Comparator authority results are for internal use only



## % of Pupils Achieving 5 or More A\*-C GCSEs

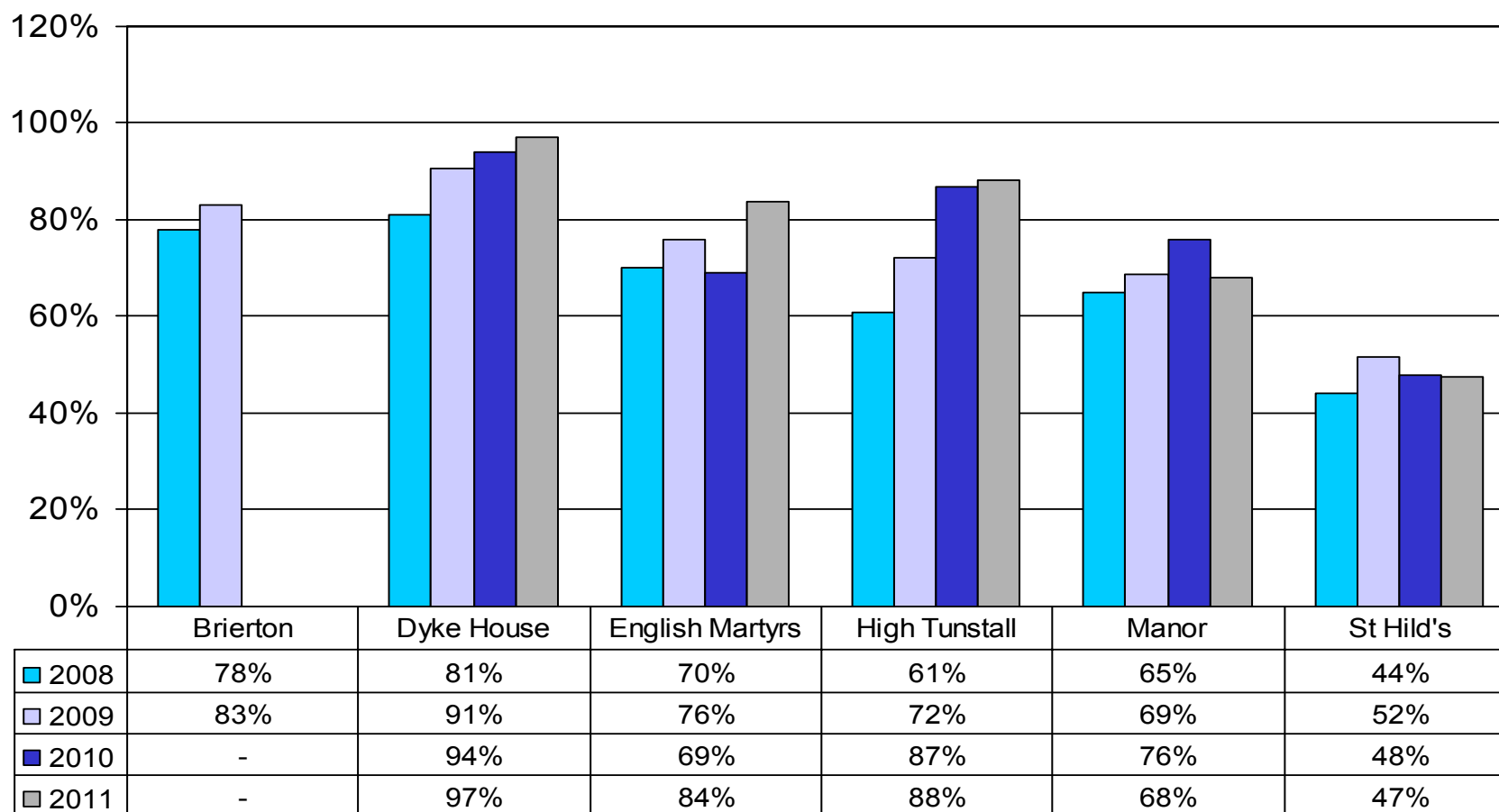


## GCSE % pupils achieving 5 or more A\*-C passes: Gender Comparisons

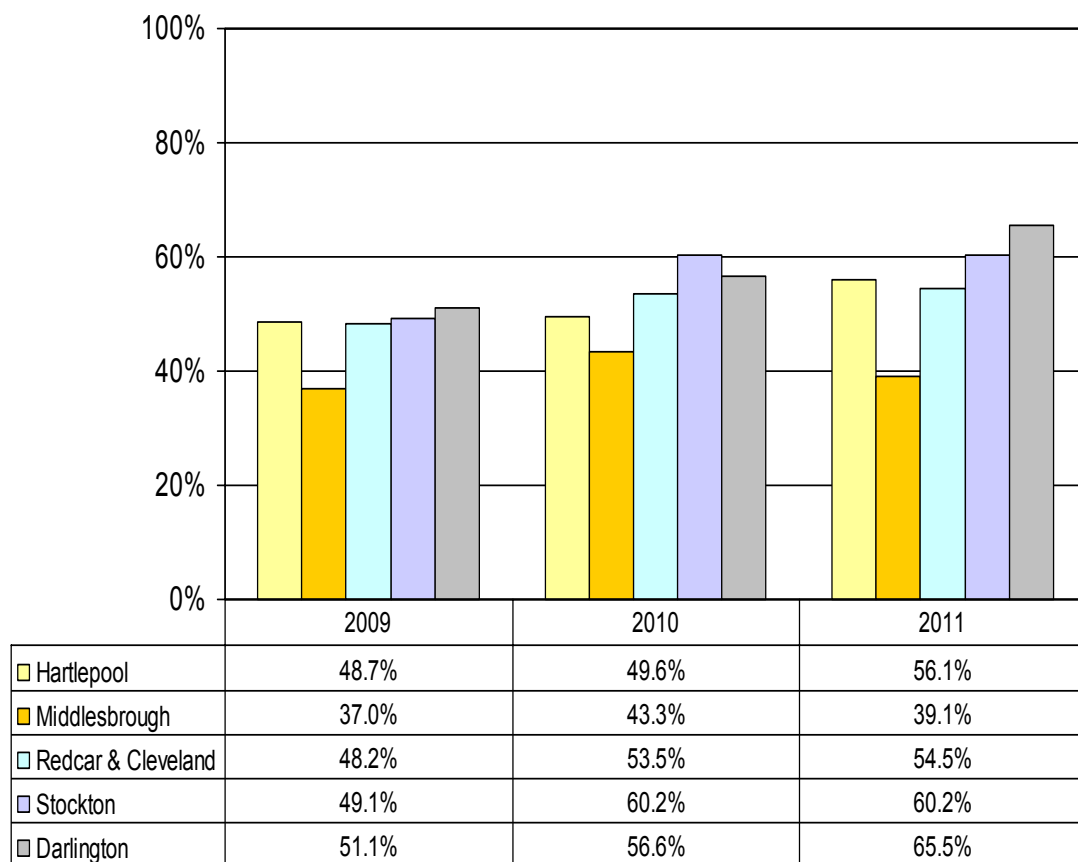


Boy	49%	55%	54%	63%	69%	73%	74%
Girl	56%	61%	68%	70%	76%	76%	80%
Difference (Girls - Boys)	7%	6%	14%	7%	7%	4%	6%

## % of Pupils Achieving 5 or More A\*-C GCSEs



## % of Pupils Achieving 5 or More A\*-C GCSEs, including English & Maths (Regional Neighbours)



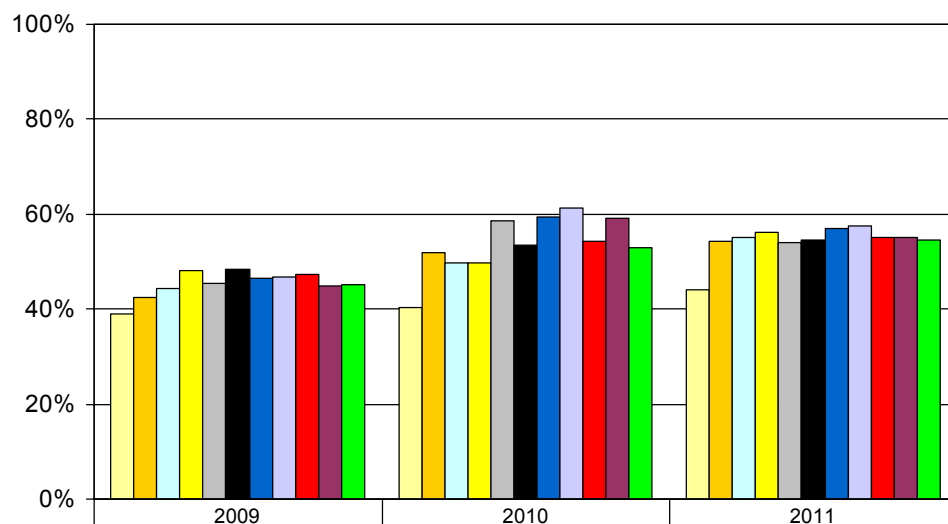
### 2011 % Pupils Achieving 5+A\*-C GCSE's including English & Maths

	Rank 5+ A*-C inc EM	5+ A*-C inc EM
Darlington	1	65.5%
Stockton	2	60.2%
Durham	3	59.8%
Gateshead	4	59.5%
North Tyneside	5	58.3%
South Tyneside	6	57.6%
Northumberland	7	57.3%
<b>Hartlepool</b>	<b>8</b>	<b>56.1%</b>
Sunderland	9	55.1%
Redcar & Cleveland	10	54.5%
Newcastle	11	52.3%
Middlesbrough	12	39.1%
National		

**NOTE:** Comparator authority results are for internal use only



## % of Pupils Achieving 5 or More A\*-C GCSEs, including English & Maths (Statistical Neighbours)



	2009	2010	2011
Barnsley	39.1%	40.3%	44.0%
Doncaster	42.4%	52.0%	54.3%
Halton	44.4%	49.7%	55.0%
Hartlepool	48.0%	49.6%	56.1%
NE Lincolnshire	45.4%	58.6%	54.0%
Redcar & Cleveland	48.3%	53.5%	54.5%
Rotherham	46.5%	59.5%	57.1%
South Tyneside	46.9%	61.2%	57.6%
St Helens	47.4%	54.2%	55.2%
Sunderland	44.8%	59.2%	55.1%
Tameside	45.1%	53.0%	54.7%

### 2011 % Pupils Achieving 5+A\*-C GCSE's including English & Maths

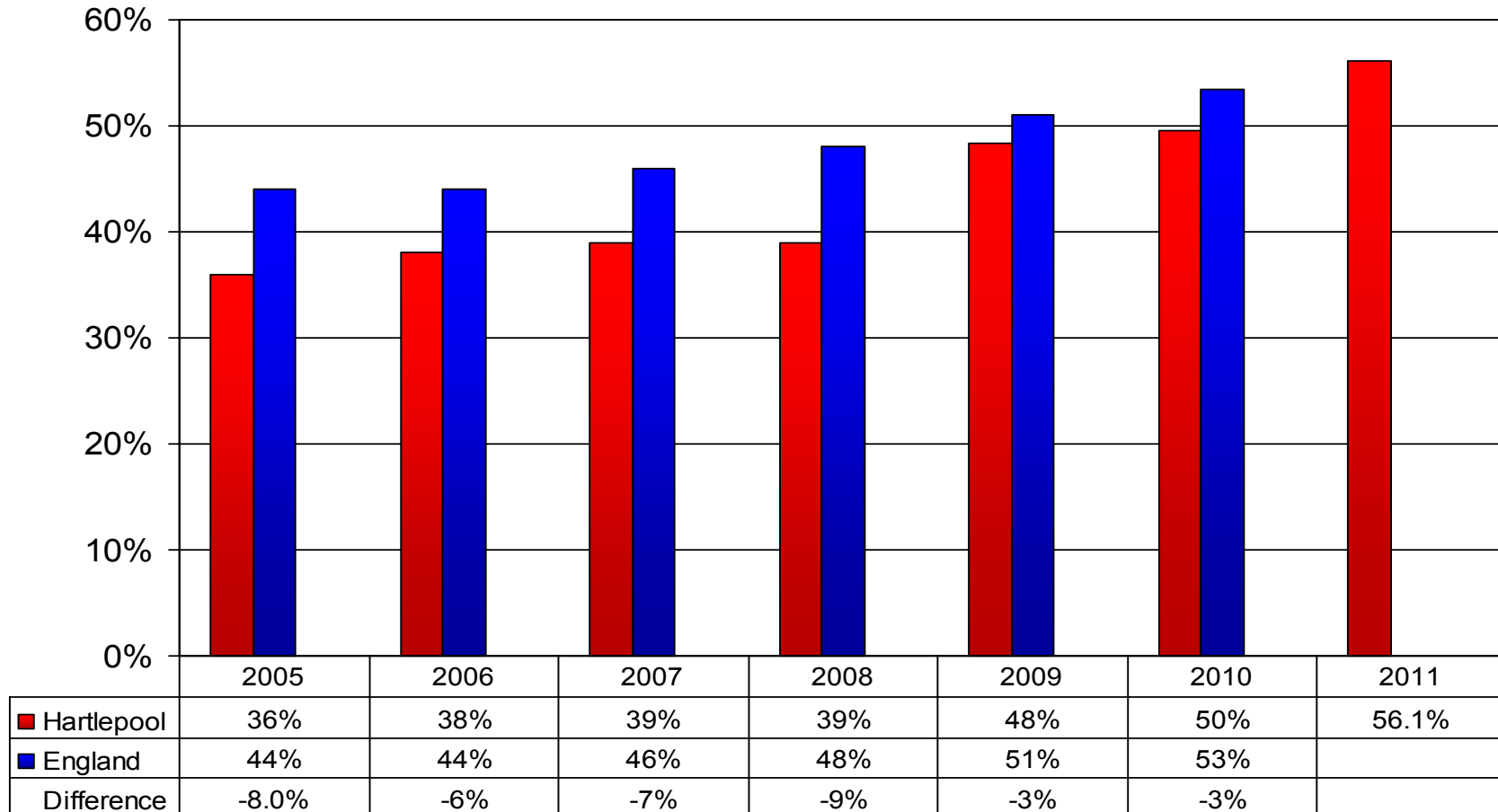
	Rank 5+ A*-C inc EM	5+ A*-C inc EM
<b>South Tyneside</b>	<b>1</b>	<b>57.6%</b>
Rotherham	2	57.1%
<b>Hartlepool</b>	<b>3</b>	<b>56.1%</b>
St Helens	4	55.2%
Sunderland	5	55.1%
Halton	6	55%
Tameside	7	54.7%
Redcar & Cleveland	8	54.5%
Doncaster	9	54.3%
NE Lincolnshire	10	54%
Barnsley	11	44%
National		

**NOTE:** Comparator authority results are for internal use only

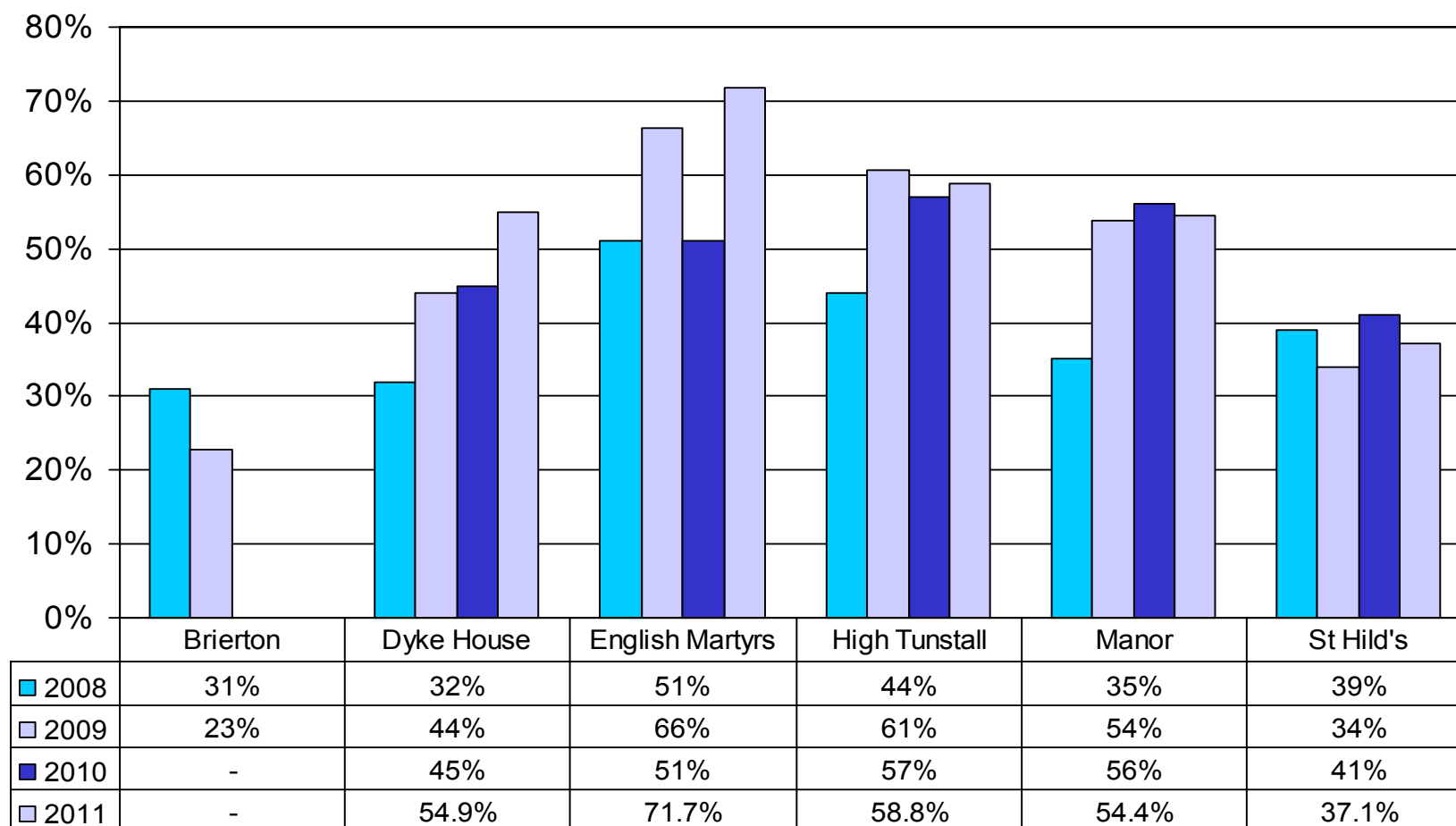




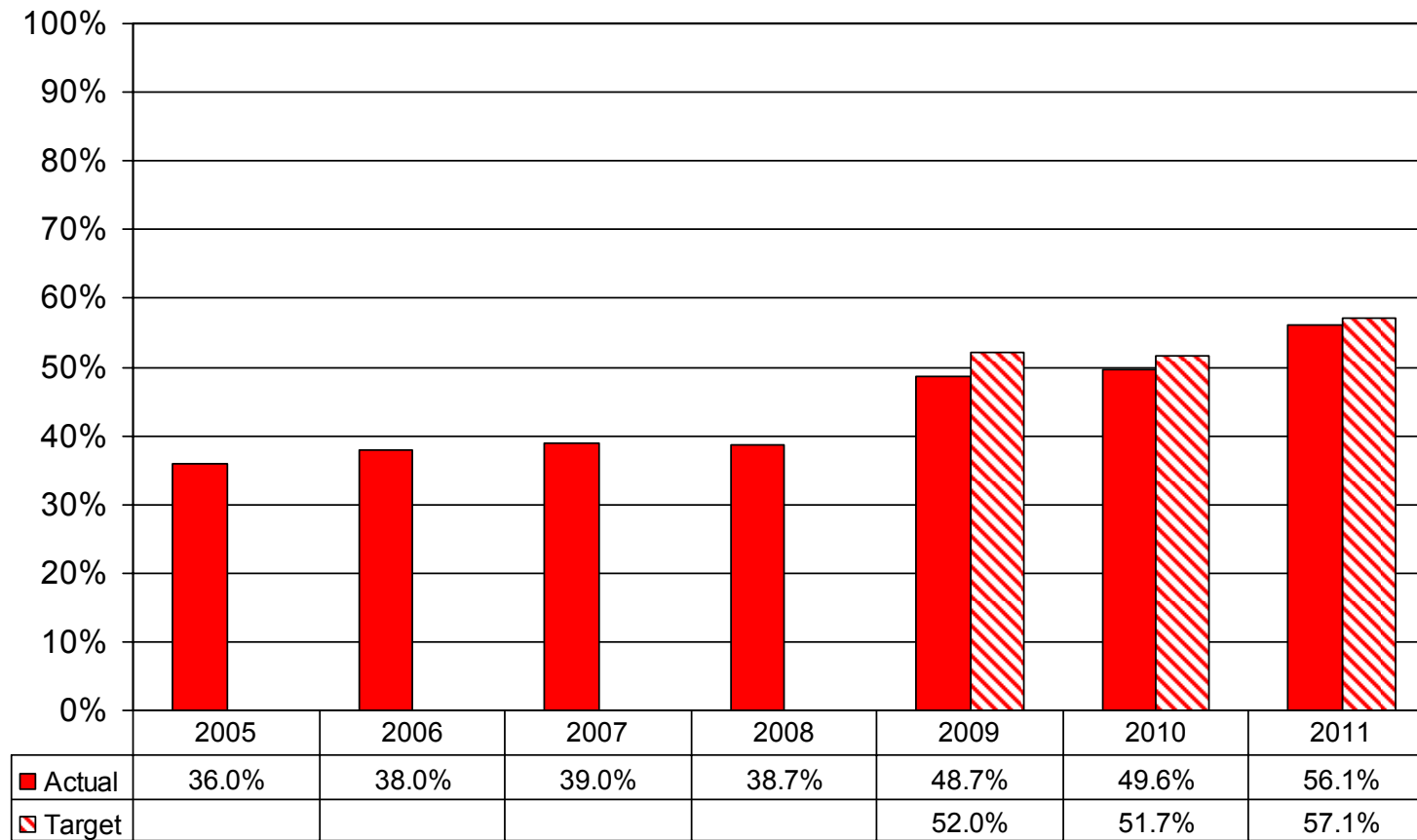
## % of Pupils Achieving 5 or More A\*-C (incl. English and Maths)



## % of Pupils Achieving 5 or More A\*-C (incl. English and Maths)

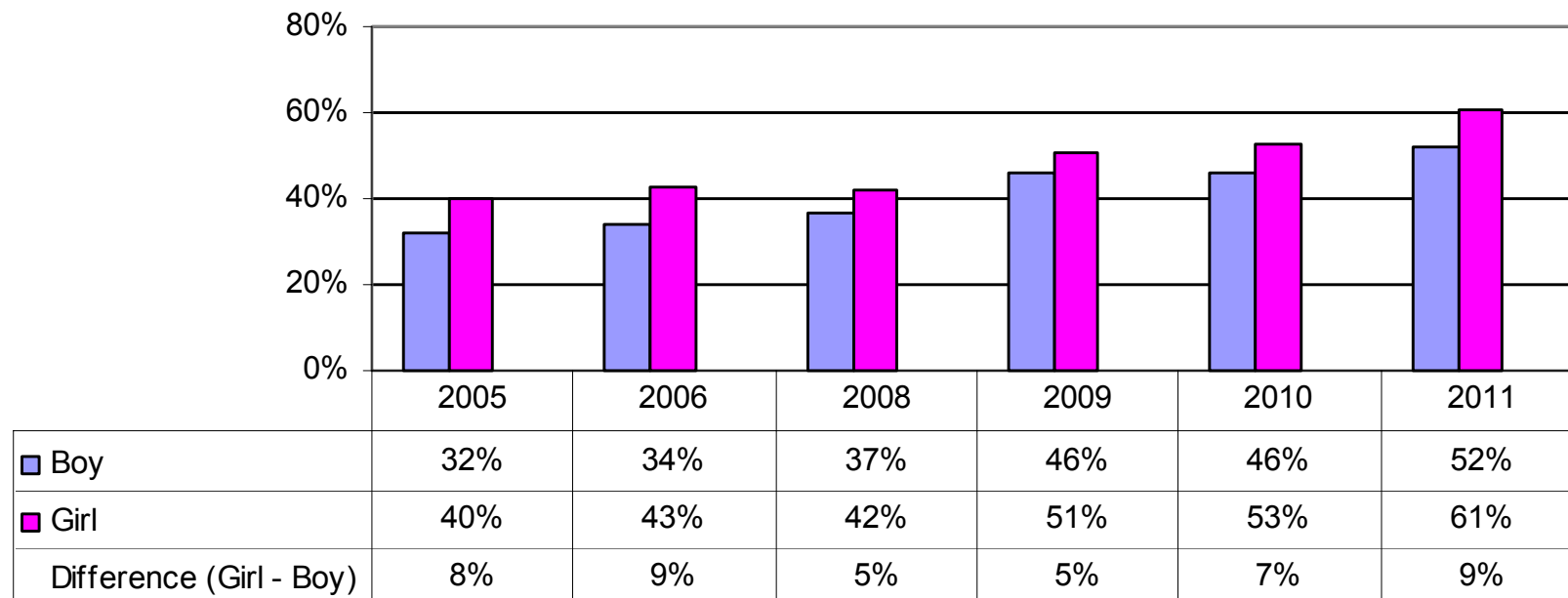


## % of Pupils Achieving 5 or More A\*-C GCSEs (inc English & Maths)

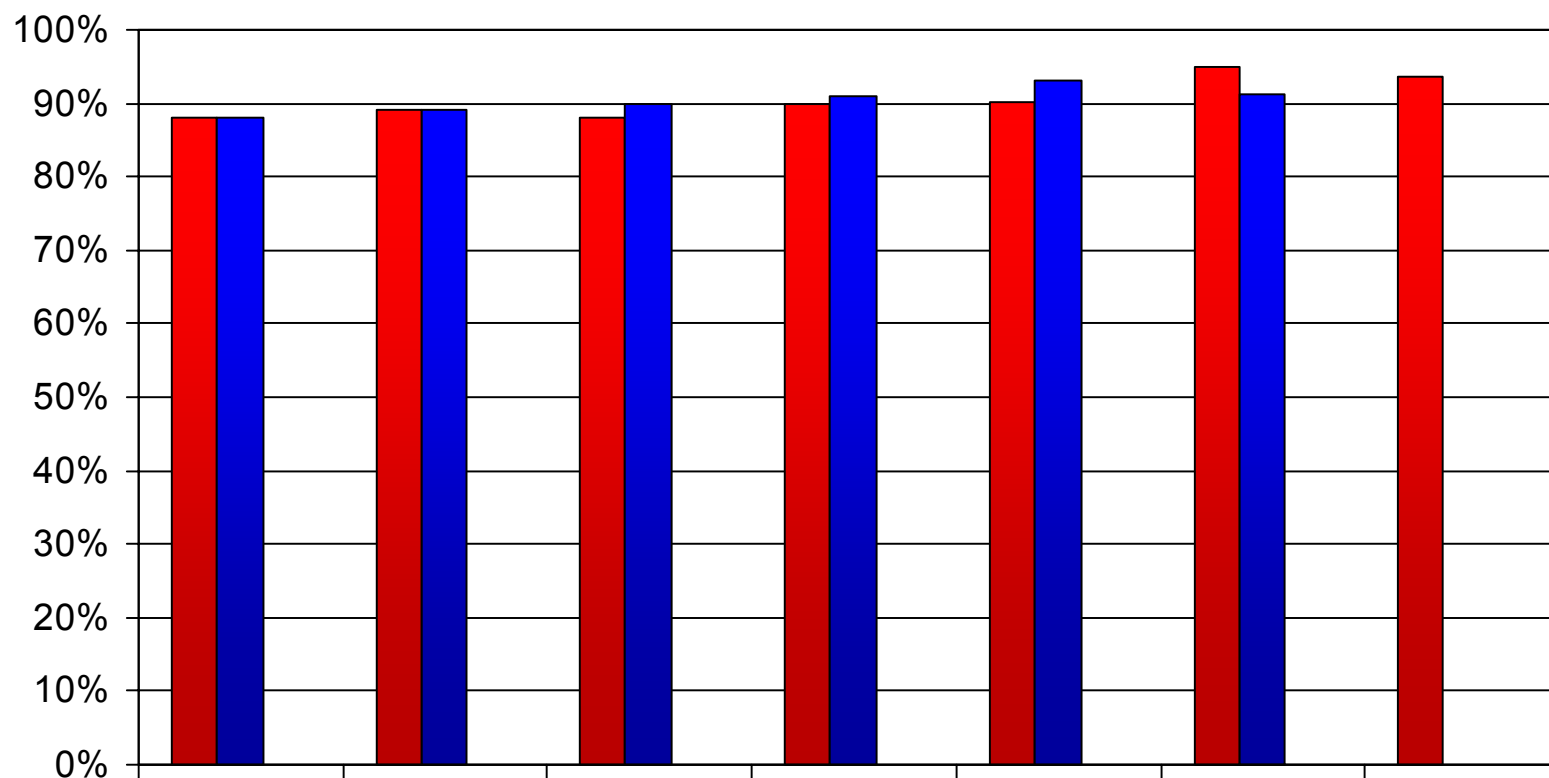


# GCSE

## % pupils achieving 5 or more A\* - C (including English & Maths): Gender Comparison



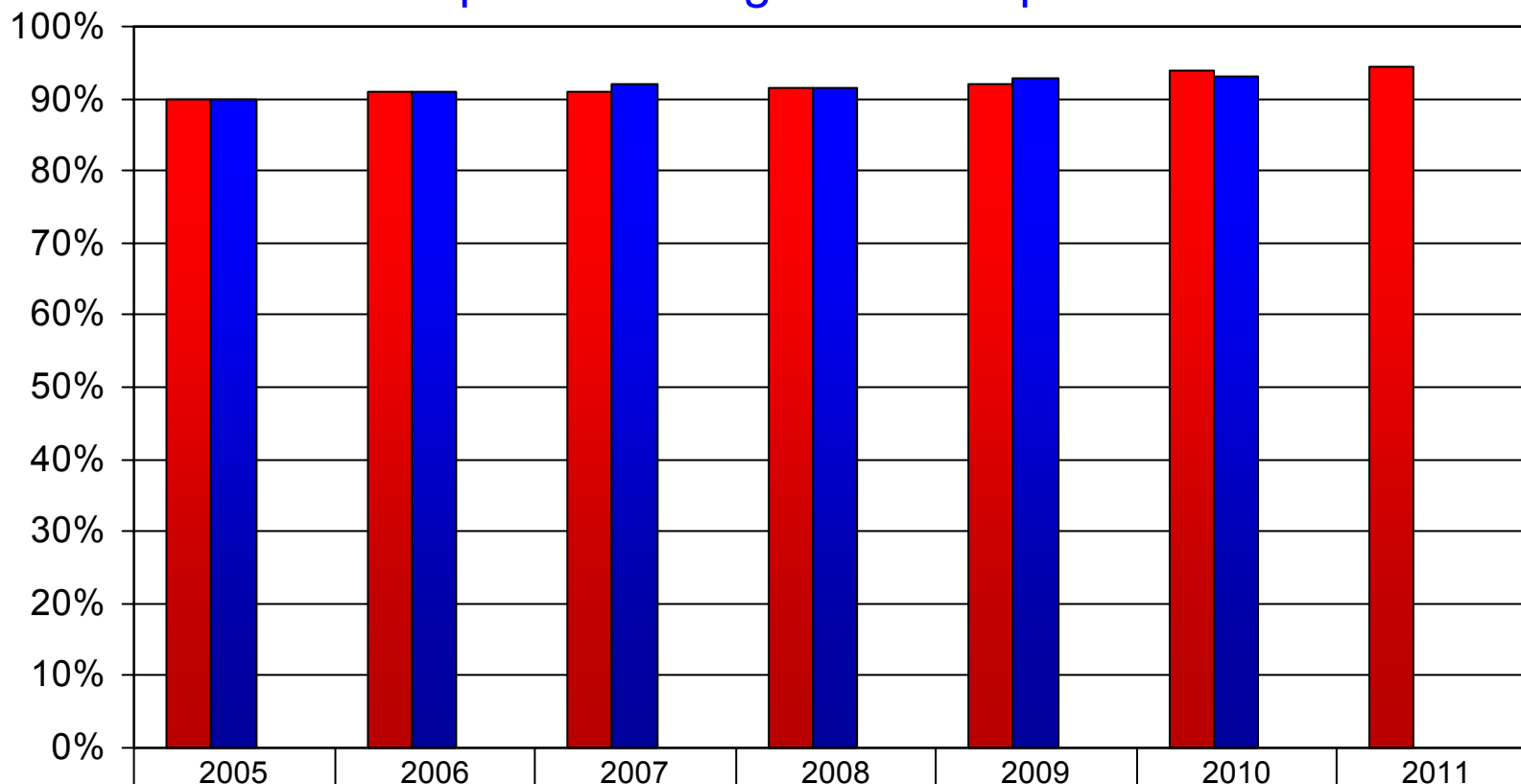
## % of Pupils Achieving 5 or More A\*-G (incl. English and Maths)



	2005	2006	2007	2008	2009	2010	2011
■ Hartlepool	88%	89%	88%	90%	90%	95%	94%
■ England	88%	89%	90%	91%	93%	91%	
Difference	0	-2%	-2%	-1%	-3%	4%	

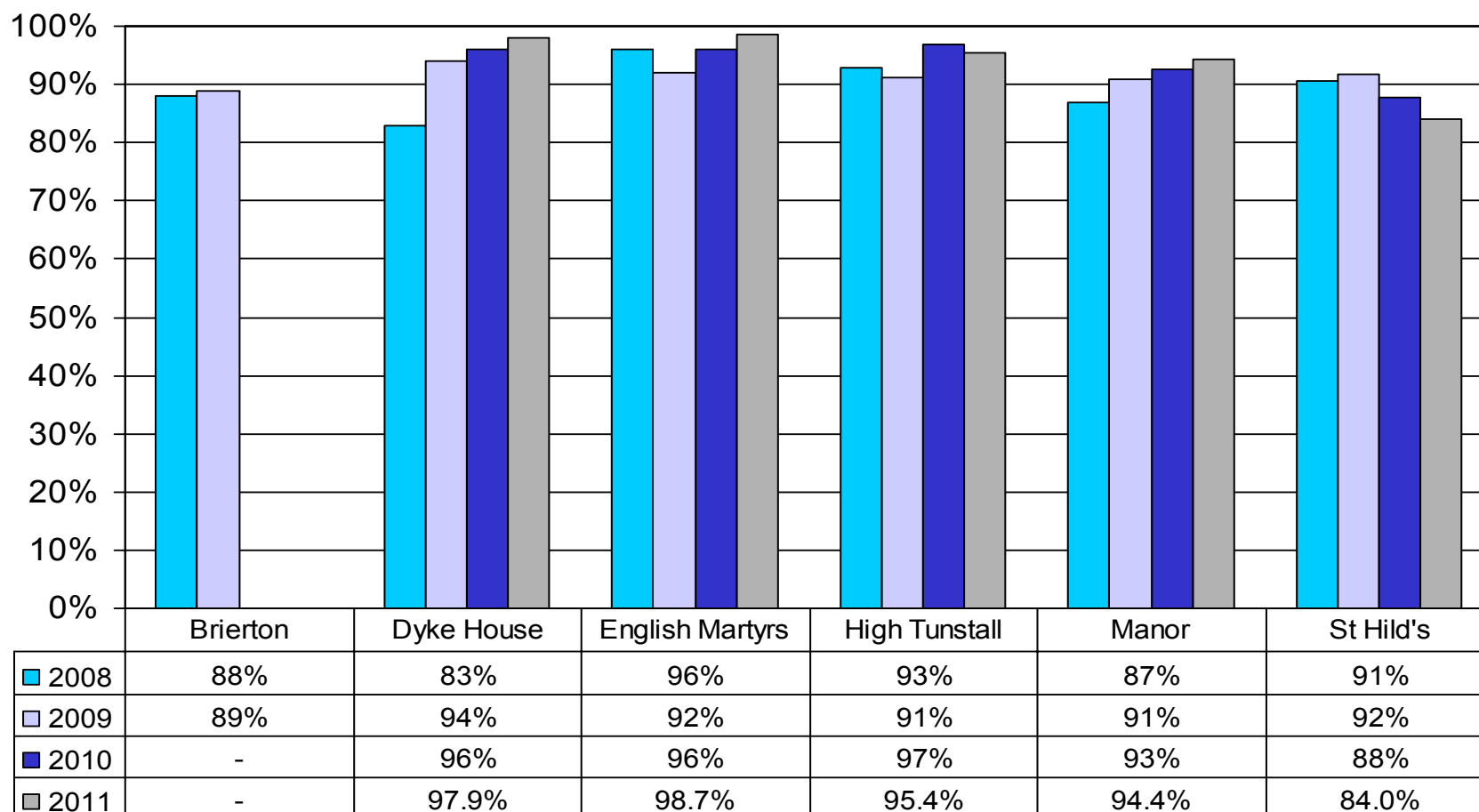
## GCSE

### % Pupils Achieving 5 or more passes

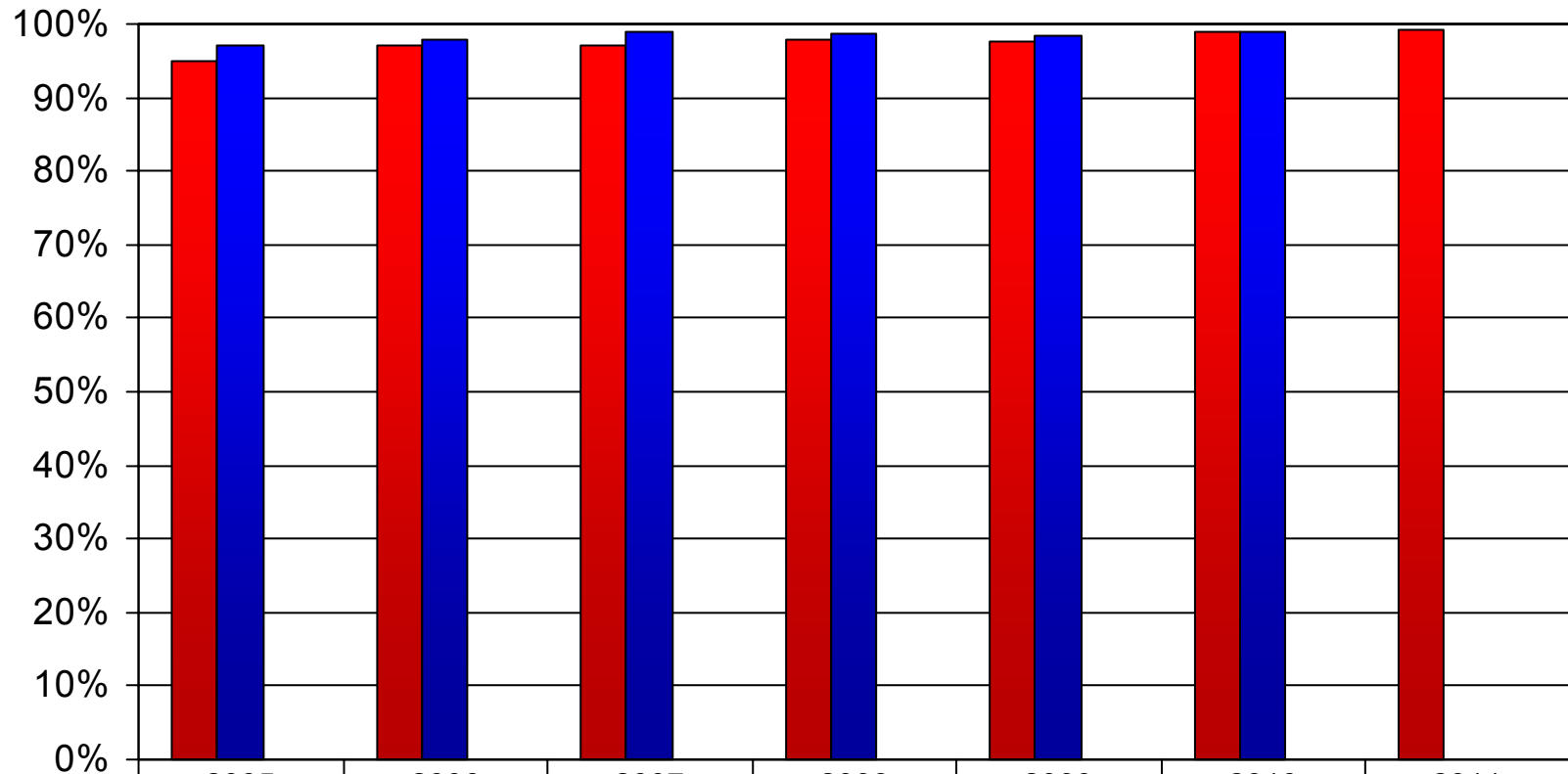


	2005	2006	2007	2008	2009	2010	2011
■ Hartlepool	90%	91%	91%	91.6%	92%	94%	94%
■ National	90%	91%	92%	91.6%	93%	93%	
Difference	1.0%	0.0%	-1.0%	-	-1%	1%	

## % of Pupils Achieving 5 or More A\*-G (incl. English and Maths)



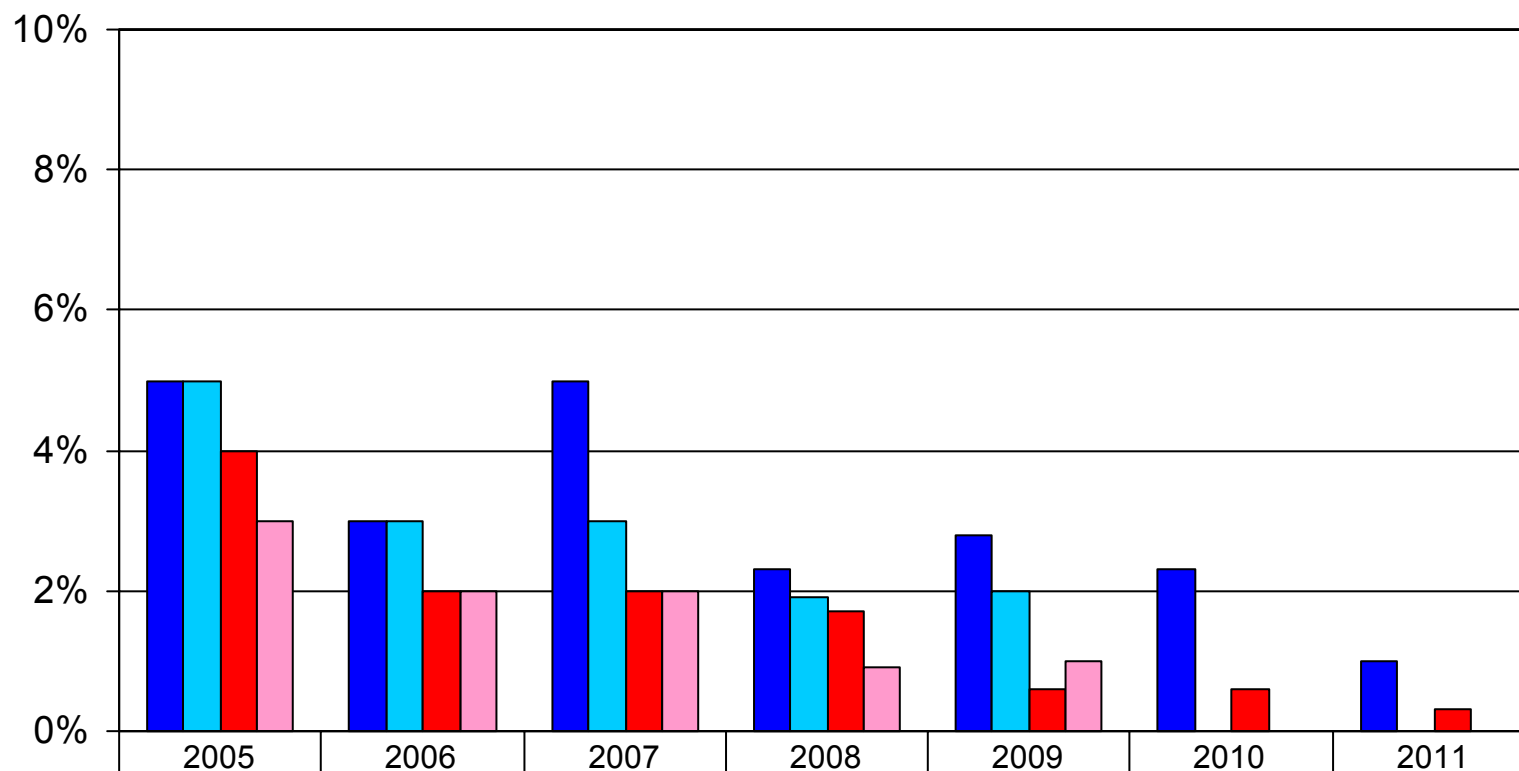
## % of Pupils Achieving At Least 1 GCSE Pass



<span style="color: red;">■</span> Hartlepool	95%	97%	97%	98%	98%	99%	99.3%
<span style="color: blue;">■</span> National	97%	98%	99%	99%	98%	99%	
Difference	-2%	-1%	-1%	-1%	0%	-	



## % of Pupils Achieving No GCSE Passes: Gender Comparisons



■ Boys	5%	3%	5%	2%	3%	2%	1%
■ National Boys	5%	3%	3%	2%	2%		
■ Girls	4%	2%	2%	2%	1%	1%	0%
■ National Girls	3%	2%	2%	1%	1%		

Thank you

