

CHILDREN'S AND COMMUNITY SERVICES PORTFOLIO DECISION SCHEDULE



5th February 2013

at 10.00am

in Committee Room C, Civic Centre, Hartlepool

Councillor Cath Hill, Cabinet Member responsible for Children's and Community Services will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Annual Complaints Report 1st April 2011 – 31st March 2012 – *Assistant Directors of Child and Adult Services*
- 2.2 Commissioning of Restorative Justice – *Assistant Director (Prevention, Safeguarding and Specialist Services)*
- 2.3 Two Year Old Childcare Capital Funding – *Assistant Director of Child and Adult Services*
- 2.4 Carlton Outdoor Education Centre – Proposed Fees and Charges and General Update on Progress – *Assistant Director (Community Services) Child and Adult Services*

3. ITEMS FOR INFORMATION

- 3.1 Hartlepool Community Activities Network (CAN) – Update and Progress – *Assistant Director Child and Adult Services*



- 3.2 Quarterly Fostering Progress Report 1 Oct 2012 – 31 Dec 12 -
Assistant Director (Community Services) Child and Adult Services

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items



CHILDREN'S AND COMMUNITY SERVICES REPORT

5th February 2013



Report of: Assistant Directors of Child & Adult Services

Subject: ANNUAL COMPLAINTS REPORT
1st April 2011 – 31st March 2012

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non key decision.

2. PURPOSE OF REPORT

- 2.1. To present the Annual Complaints Report of the Child and Adult Services Department on complaints and representations for the period 1 April 2011 to 31 March 2012.

3. BACKGROUND

- 3.1. 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.
- 3.2. The report includes details of complaints relating to Adults Services, Children's Services and Community Services. Complaints relating to Adult Social Care Services and Children Social Care Services come within a statutory framework. Adult's services are also reported to the Adult and Public Health Portfolio Holder.

4. PROPOSALS

- 4.1. 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.
- 4.2. The content of the Report includes the following areas:

- Types of complaints and representations received 2011/12
- Profile data on service users who were the focus of the complaints
- Outcomes of complaints
- Compliance with timescales
- Learning lessons and service improvement

- 4.3. 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.

5. RECOMMENDATIONS

- 5.1 That the Annual Report is noted and online publication agreed.

6. REASONS FOR RECOMMENDATIONS

- 6.1. It is a legal requirement in adult social care that an Annual Report be published on complaints, presented to the Portfolio Holder and made available to staff, the Care Quality Commission (CQC) and general public.
- 6.2. It is good practice to report on other areas of the Department's functions and responsibilities.

7. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

- 7.1 **Appendix 1** – Complaints Annual Report.

8. BACKGROUND PAPERS

There are no background papers.

9. CONTACT OFFICER

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Complaints, compliments and representations report 1 April 2011 - 31 March 2012

Hartlepool Borough Council
Child and Adult Services



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1. Introduction

Welcome to Hartlepool Borough Council's Child and Adult Services Department's Complaints, Compliments and Representations Annual Report. The report covers the period 1 April 2011 to 31 March 2012 and is for adult social care, children's social care and community services.

The report will be presented to the appropriate Portfolio Holders for Adult and Public Health and Children's and Community Services. 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.

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

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 consent of the service user or carer 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

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 Adults and Children's social care and the corporate complaints procedure for those relating to 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 level integrated complaints process was introduced on 1 April 2009 with the implementation of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

These regulations place a duty on NHS bodies and adult social care organisations to coordinate handling of complaints and to advise and support complainants through the procedure.

A joint protocol for the handling of complaints that span more than one health or social care organisation had been developed to ensure a comprehensive response is provided to complaints that cross more than one organisation.

The 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 2009 regulations the only mandatory timescale is that the complainant receives an acknowledgement within 3 working days. The 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 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 be extended 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 is a statutory role and the Independent Person (who is external to the council) works alongside the Investigating Officer with a remit 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

Complaint Review Panel: If the complainant is dissatisfied with the outcome at Stage 2, they may request that the issues are taken to a Complaint 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 and recommendations 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 and the integrated youth service. Complaints in relation to schools are dealt with by individual schools and their governing bodies. Local authorities have no legal obligation to investigate the substance of a complaint regarding an individual child and have no powers of direction in this regard.

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 usually be investigated by a Senior Officer. A written response to the complaint should be concluded 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 to determine whether or not an appeal should be heard by the General Purposes (Appeals) Committee.

3.3.3. Appeal

If the Portfolio Holder agrees to an appeal, the complaint will be heard by the General Purposes Appeals Committee which is made up of five councillors.

3.4. Referral to the Local Government Ombudsman

If, at the end of the relevant complaints procedure, the complainant remains dissatisfied with the outcome or the way in which their complaint has been handled under any of the procedures, they may ask the Local Government Ombudsman (LGO) to investigate their complaint. Complainants may also approach the LGO directly without accessing the complaints process. In those cases it is usual for the LGO 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

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

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 adults 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.

6. Summary of representations

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 2011/12, 22 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. One complaint was transferred for consideration under the safeguarding adults procedures making a total of 16 complaints investigated. The number of complaints received has remained the same as last year.

Of the 16 complaints investigated, one was managed and responded to by the NHS in line with the partnership agreement in place with Tees, Esk and Wear Valleys NHS Foundation Trust (the local provider of NHS mental health services). On the remaining 15 complaints investigated and responded to by the Council, 12 of these have been concluded and 3 remain ongoing as at 31 March 2012. Details of the complaints concluded are outlined in Appendix 2.

6.1.3. Client groups

Adult Social Care			
Client group	2011/2012	2010/2011	2009/2010
Older Persons	9	14	17
Learning Disabilities	3	1	1
Physical Disabilities and Sensory Loss	3	2	8
Adult Mental Health (Integrated Service)	2	0	0
HIV/Aids	0	0	0
Substance misuse	0	0	0
Carers	0	0	1
Total number of complaints received	17	17	27

The service users who were the focus of the complaints were 1 (6%) male and 16 (94%) females.

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

Age range (years)	Number of service users
18 – 25	1
26 – 35	1
36 – 45	2
46 – 55	1
56 – 65	2
66 – 75	1
76 – 85	6
86 +	2

Complaints which are considered either complex or have a number of elements are usually investigated by someone independent of the council. In 2011/12, Independent Investigating Officers were appointed to 7 of the 16 complaints investigated. The remaining 9 complaints were investigated and responded to internally.

6.1.4. Advocacy services

Of the 16 complaints investigated, 4 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 2011/12 by the council, 6 were considered low impact. Two of the low impact complaints were completed within the indicative timescale. However, in the case of the remaining 4, these were completed between 32 and 36 working days. All extensions to the indicative timescales were discussed with the complainant.

» Moderate impact

Of the 15 complaints investigated in 2011/12 by the council, 9 were considered moderate impact of which 6 have been resolved. Of these, 2 were completed within the indicative timescale of 40 working days. With regard to the remaining

4 moderate impact complaints, 2 were completed within 45 working days and the remaining 2 took longer to complete owing to the number of elements to the complaint. All extensions to the indicative timescales were discussed with the complainant.

» **High impact**

Of the 15 complaints investigated in 2011/12, none were considered high impact.

6.1.6. Complaints ongoing as at 31 March 2011

Three of the 15 complaints investigated by the council in 2011/12 remain ongoing as at 31 March 2012.

6.1.7. Complaints considered by the Local Government Ombudsman in 2011/12

One complainant, whose complaints were considered by the council in 2011/12, approached the Local Government Ombudsman (LGO) on separate occasions with respect to 3 elements of complaint. The LGO considered 2 of the 3 elements together and advised the complainant that they did not intend to investigate the matter and set out the reason why. In the LGO's statistics for the year ending 31 March 2012 the reason for this was reported as "insufficient evidence of maladministration". In relation to the remaining element of complaint, the Local Government Ombudsman decided that they had no jurisdiction to investigate to the complaint and recorded this as "not in jurisdiction".

6.2. Children's Social Care

6.2.1. Compliments

During 2011/12, 16 compliments have been received relating to Children's Social Care. Appendix 3 provides some examples of compliments received during 2011/12.

6.2.2. Complaints received in 2011/12

A total of 16 complaints were received. One complaint was withdrawn making a total of 15 complaints investigated. The number of complaints received has decreased by 19 from 2010/11. Details of the complaints concluded are outlined in appendix 4.

- Of the 15 complaints investigated, 14 of these have been concluded and 1 remains ongoing.
- 12 of the 15 complaints investigated were responded to at Stage 1 in the first instance. Of these, 11 complaints (92%) were resolved and concluded at Stage 1.
- The one complaint (8%) that was first considered at Stage 1 and progressed to Stage 2, was resolved at Stage 2.

- Of the remaining 3 complaints that progressed straight to Stage 2 given the number of elements and complexity of the issues raised, one of these was resolved at Stage 2, one progressed to Stage 3 Complaint Review Panel and the remaining one is ongoing.
- There were 2 Stage 3 Complaint Review Panels held in 2011/12. One of these was from a complaint received in 2010/11.
- Complaints were received from 4 males (25%), 10 females (62.5%) and 2 complaints (12.5%) were made jointly by couples (male and female).

6.2.3. Advocacy services

2 of the 15 complainants were assisted and supported by an Advocate during the complaints process.

6.2.4. Complaints considered by the Local Government Ombudsman in 2011/12

There were no complaints in relation to children's social care that progressed to the Local Government Ombudsman in 2011/12.

6.3. Corporate procedure

6.3.1. Compliments

During 2011/12, 19 compliments have been received relating to Community Services. Appendix 5 provides some examples of compliments received during 2011/12.

6.3.2. Complaints received in 2011/12

A total of 11 complaints were received during 2011/12 (further details are contained in appendix 6) which all related to services delivered within Community Services Division. All complaints have been concluded and resolved.

Complaints were received from 7 females (64%) and 4 males (36%).

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 11 complaints, 9 (82%) were responded to within the 15 working day timescale. The remaining 2 complaints have taken longer to fully investigate and respond to the issues raised. The extra time taken in these complaints was as a result of their complexity and as well as the complainant's serious health issues. On both occasions, an extension to the timescale was discussed with the complainant.

6.3.4. Complaints considered by the Local Government Ombudsman in 2011/12

There were no corporate complaints that progressed to the Local Government Ombudsman in 2011/12.

7. Lessons learned

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 social care and community services.

8. Conclusions and way forward

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

- 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.
- We will continue to promote the availability of advocacy provision to complainants.
- We will develop an easy-read version of adults and children's social care complaints leaflets.
- We will ensure that information of the different complaints procedures will be shared with Healthwatch and the organisation delivering advocacy for NHS on contract award.

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

"... the additional support provided by the Social Workers, both of whom went out of their way to explain the process for placement to both mother and me, showing kindness and consideration during a worrying period and enabling her smooth transition to the Care Home. My mother is very happy and settled and shows renewed signs of confidence and good humour."

From a service user's daughter about support from the Discharge Assessment Team.

"I would just like to say a very big thank you to all your kind and caring team, they were all so patient especially as mam is very deaf without hearing aids in and she is very rambling."

From the daughter of a service user about care workers.

"Amazing service, attention to detail and compassion from Social Worker during my mother's illness. A truly remarkable service to my mother. Ten out of ten."

From the son of a service user about a social worker from a Locality Team.

"My dad asked me to pass on his thanks and said that the OTA was very helpful, friendly and efficient and he was really pleased that this was dealt with so well."

From a service user's son about an occupational therapy assistant.

"... he said that you were wonderful and did a fantastic job for him getting his benefits sorted out. "

From a service user about a user property and finance officer.

"I cannot fault the care that I have been given during my convalescence. It is only due to your kindness and thoughtfulness that I have made such a speedy recovery. Many thanks and keep in touch with the excellent work."

From a service user about care workers.

"I would like to pay compliment to the Social Care Officer for her patience, kindness and all of the hard work that she has put in to organise and set up this package of care to meet my mother's needs and to help me enormously relieve some of the pressure, worry and stress I am under with caring for my mam by myself for the past 5 years, feeling at the end of my tether for the past few months. A big thank you."

From a service user's daughter about a social care officer 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
<p>The complainant, (GF), a service user, alleged that arrangements to carry out a re-assessment of his OT needs were not actioned and when he telephoned the department about this he was advised that a re-assessment could not be carried out until he had been re-housed.</p> <ul style="list-style-type: none"> ■ LOW IMPACT ■ PHYSICAL DISABILITIES 	<p>Complaint: Partly upheld</p> <p>Response: 32 working days</p> <p>Note: Complainant was updated on the progress of his complaint in writing before a final response was issued. This was owing to a delay encountered (exacerbated by summer time annual leave arrangements) in receiving information from another agency to corroborate information gleaned from the complainant.</p>	<ul style="list-style-type: none"> ■ Apology issued for the inappropriate response provided on the occasion the complainant telephoned the Department.
<p>The complainant, (YB), the daughter of a service user, expressed her dissatisfaction around:</p> <ul style="list-style-type: none"> • a formal mental health assessment for her mother not taking place; • the length of time taken for her mother to receive appropriate help; • the position she was left in trying to care for a vulnerable elderly lady with no offer of support. <ul style="list-style-type: none"> ■ MODERATE IMPACT ■ OLDER PERSONS 	<p>Complaint: Partly upheld</p> <p>Response: 40 working days</p> <p>This complaint involved interviewing staff from the Emergency Duty Team (EDT), delivered by Stockton Borough Council on Hartlepool's behalf, Tees, Esk and Wear Valleys NHS Foundation Trust and a domiciliary care provider.</p>	<ul style="list-style-type: none"> ■ EDT to inform the person who requests a formal mental health assessment if this does not go ahead to enable them to look into other alternatives with regards to support over a weekend period.

<p>The complainant, (CT), the daughter of a service user, alleged that there were inaccurate details contained in her mother's assessment and care plan documentation which was carried out on the ward during her recent stay in hospital.</p> <ul style="list-style-type: none"> ■ LOW IMPACT ■ OLDER PERSONS 	<p>Complaint: Partly upheld</p> <p>Response: 36 working days (this includes the period of time between the initial deadline, the re-arranged meeting requested by the complainant to feedback findings and the response being issued).</p> <p>Note: Team manager agreed a four-week timescale for investigating the complaint. The team manager arranged to visit the complainant to verbally feedback her findings the day before the four week deadline. However, the complainant cancelled the meeting and this was re-arranged for a later date. The response was sent following the re-arranged meeting.</p>	<ul style="list-style-type: none"> ■ Staff need to involve families within the whole assessment process to ensure that they are being provided with the correct information and so provide a good quality service. ■ A 'copy and paste' practice was identified and is to be discussed within all team meetings to make sure this is not common practice and ensure this does not continue in any situation. This will also be reinforced with staff during the supervision processes.
<p>The complainant, (LB), a service user, was unhappy with the outcome of the Best Interests Assessment carried out as part of her Deprivation of Liberty safeguards assessment and alleged that as well as factual inaccuracies in the assessment, the social worker did not listen to or seek the views of all involved in her care.</p> <ul style="list-style-type: none"> ■ MODERATE IMPACT ■ LEARNING DISABILITIES 	<p>Complaint: Not upheld</p> <p>Response: 14 working days</p> <p>Note: Reinforced with complainant that if she remained dissatisfied with the way (ie the process) a decision had been reached, recourse was via the Local Government Ombudsman. However, if the complainant remained dissatisfied with the decision or both the process and decision, recourse was via the Court of Protection.</p>	<p>None identified</p>
<p>The complainant, (DM), the daughter of a service user, alleges that:</p> <ul style="list-style-type: none"> • The care home should not have taken away her mother's walking sticks without a full assessment of her mobility needs and an 	<p>Complaint: Not upheld</p> <p>Response: 45 working days</p> <p>Note: This complaint spans two care homes and was investigated by someone independent of the council.</p>	<ul style="list-style-type: none"> • Dissemination of 2 recommendations (below) to all care homes in Hartlepool suggesting that they should give appropriate consideration to adopting the recommendations made into their operational practice:

<p>alternative means of supporting her walking and protection against falling implemented.</p> <ul style="list-style-type: none"> the attention to her mother's care has been inadequate and the consequence of this has been an unacceptable number of falls that have resulted in permanent injuries. <ul style="list-style-type: none"> MODERATE IMPACT OLDER PERSONS 	<p>The complainant was also represented by an advocate.</p>	<p>(1) Care homes should consider introducing an analysis of how falls are occurring where there are a cluster of falls recorded. This could include information on the location, the severity and type of fall, night or daytime etc. This information could be shared with relatives on a monthly basis and, of course, provide a topic for detailed discussion at Reviews.</p> <p>(2) Care homes should consider the management of formal discussion of concerns or complaints with relatives that could include brief written notes that could be read back to the relative to ensure that both sides have a proper understanding of what the issues of concern are. This is a practice adopted in the investigation of complaints that has frequently demonstrated how easy it is for both sides to assume a common understanding that is actually false.</p>
<p>The complainant, (JG), a potential service user, expressed her dissatisfaction about the overall outcome of her assessment of need.</p> <ul style="list-style-type: none"> LOW IMPACT PHYSICAL DISABILITIES 	<p>Complaint: Not upheld</p> <p>Response: 5 working days</p>	<p>None identified.</p>
<p>The complainant, (SC), a service user within learning disability services, alleged that the team manager reacted inappropriately to a statement made by her during a visit made to her home.</p> <ul style="list-style-type: none"> LOW IMPACT LEARNING DISABILITIES 	<p>Complaint: Not upheld</p> <p>Response: 36 working days</p> <p>Note: The complainant was represented and supported by an advocate during the complaints process.</p>	<p>None identified.</p>

<p>The complainant, (SK), a service user within mental health services, alleges that a member of staff from another service area disclosed her discharge date from hospital to her former partner.</p> <ul style="list-style-type: none"> ■ LOW IMPACT ■ LEARNING DISABILITIES 	<p>Complaint: Unable to substantiate</p> <p>Response: 33 working days</p>	<p>None identified.</p>
<p>The complainant, (JS), the sister of a service user within learning disability services, raised 15 separate elements of complaint. These spanned both the council's services around safeguarding adults and Deprivation of Liberty safeguards as well as the care provided by a residential care home commissioned by the council.</p> <ul style="list-style-type: none"> ■ MODERATE IMPACT ■ LEARNING DISABILITIES 	<p>Complaint: 8 elements of complaint upheld 5 elements of complaint partly upheld 1 element of complaint not upheld 1 element of complaint not proven</p> <p>Response: 87 working days</p> <p>This complaint was investigated by an Independent Investigating Officer.</p> <p>Note: The complainant was represented and supported by an advocate during the complaints process.</p>	<p>A total of 16 recommendations were made by the Independent Investigating Officer which included:</p> <ul style="list-style-type: none"> ■ Reminding team managers and principal practitioners about the content of the Advanced Safeguarding Chairing Course. ■ Auditing of policies to ensure there is reference to supporting evidence being made available that underpins the actions being carried out by the care provider. ■ Reinforce recording good practice. ■ Care Provider to implement checks to ensure their internal procedures are complied with. ■ Care Provider to revise their Medication Policy. ■ An apology provided to the service user and her family for those aspects of the complaint that were upheld or partially upheld.

<p>The complainant, (PL), a service user, was dissatisfied with some aspects of the home care service delivered to meet her assessed needs.</p> <ul style="list-style-type: none"> ■ LOW IMPACT ■ OLDER PERSONS 	<p>Complaint: Not upheld</p> <p>Complainant did not engage with the complaints procedure. The allegations were investigated as far as practicably possible and, in the absence of any further evidence from the complainant, these were unfounded.</p>	<p>None identified.</p>
<p>The complainant, (GS), the daughter of a service user, expressed her dissatisfaction around the quality of her mother 's assessment, alleged the care plan did not adequately reflect her mother's needs and alleged there was a delay in the implementation of the care package. There were a total of 12 elements of complaint.</p> <ul style="list-style-type: none"> ■ MODERATE IMPACT ■ OLDER PERSONS 	<p>Complaint: 6 elements were not upheld 2 elements were partially upheld 1 element was upheld 3 elements were not proven</p> <p>Response: 33 working days</p> <p>Note: This complaint was investigated by an Independent Investigating Officer.</p>	<p>5 recommendations were made and implemented by the Department including a review of the procedure for recording telephone calls.</p>
<p>The complainant, (MT), the grandson of a service user, was dissatisfied with response of the Telecare Service (a service ran in partnership with Housing Hartlepool) to an emergency situation involving his grandmother at her home. There were 7 elements of complaint.</p> <ul style="list-style-type: none"> ■ MODERATE IMPACT ■ OLDER PERSONS 	<p>Complaint: 4 elements were upheld 1 elements were partly upheld 2 elements not upheld</p> <p>Response: 88 working days</p> <p>Note: This complaint was investigated by an Independent Investigating Officer.</p>	<ul style="list-style-type: none"> ■ An apology provided to the service user and her family for those aspects of the complaint that were upheld or partly upheld. ■ A review of the joint Telecare Service by Housing Hartlepool and Hartlepool Borough Council is carried out. ■ The provision of specialist driver training is rolled out to Telecare response staff.

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

"Just wanted to say thank you W for your time and help. It's been very much appreciated! It seems the world isn't full of awful people. Thanks again!"

From the mother of a service user about a social worker in Disability Services.

"I have taken instructions from M's Guardian in the case, LH, and she was extremely eager for me to write to you and express how impressed she was with the overall assistance and support which the Disability Team have provided to M and his family, both historically and recently. The Guardian was particularly impressed with the Social Worker, WC, in all areas, but particularly her commitment and efforts with the family. You will appreciate that it is unusual for a Guardian to instruct a Solicitor to write and acknowledge the efforts made by a particular team in care proceedings, but due to W and her team, Mrs H felt that this case warranted such expression. Such efforts have left Mrs H with complete confidence that those involved in M's life will continue to endeavour to meet his needs to the best of their ability."

From a child's guardian to a social worker in Disability Services.

"We have recently worked with T for 18 months. T is an excellent social worker and we forged a very good working relationship with him. T always had time to listen, was always supportive and always kept us informed of what was happening with the case."

From foster carers about a social worker in Prevention, Safeguarding and Specialist Services.

"During our time working with E, she has been firm but incredibly fair, and has helped us greatly improve our relationship. We would just like to say a massive thank you to E. We hope she has every success in her career for being a marvellous person who is magnificent and outstanding at her job. Once again thank you very much E it has been a pleasure."

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

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

Details of complaint	Outcomes	Lessons learned and where appropriate, actions taken
The complainant, (JS), the uncle of a young person, expressed his dissatisfaction in the length of time taken for his nephew to access counselling support.	Response: 18 working days Resolved at Stage 1	None identified.
The complainant, (CC), the mother of young children and an unborn child, expressed her dissatisfaction with children's social care who were 'reopening' her case upon receipt of a domestic violence report received from another agency.	Response: 20 working days Resolved at Stage 1	None identified.
The complainants, (CL & CL), foster carers, alleged there was a lack of support and consideration shown to them in relation to the behavioural problems of one of the foster children and they were unhappy with the social worker expressing to them that there was no need to attend the LAC Review.	Response: 22 working days Resolved at Stage 1	Review early support for foster carers in relation to management of behavioural issues especially when the Department have very limited background information in respect of family functioning.
The complainant, (KJ), the guardian of 5 children, is dissatisfied with a response sent to his solicitor from the department in relation to the level of financial support for him and his wife in their role as carers for the children. The complainant also wishes to know how the calculation had been worked out.	Response: 14 working days Resolved at Stage 1	None identified.

The complainant, (CE), the grandmother of a young person, expressed her dissatisfaction in the manner in which the social worker spoke to her in relation to her enquiry.	Response: 16 working days Resolved at Stage 1	None identified.
The complainant, (AH), the father of a young person, expressed his dissatisfaction about the way in which an incident in relation to his daughter was handled by children's social care following a disclosure she had made at school.	Response: 18 working days Resolved at Stage 1	Reinforce with social workers that parents should be fully consulted and involved in the decisions that are made around their children when dealing with complex and challenging family situations especially as such decisions can have a long-lasting impact in terms of reunification and rebuilding relationships.
<p>The complainants, (C&RT), the parents of children who are the subject of Child Protection Plans, expressed their dissatisfaction around:</p> <ul style="list-style-type: none"> ■ no visit to the family being made by a social worker in over a month contrary to statutory guidance; ■ no attendance by any member of Child and Adult Services at the last Core Group Meeting; ■ the number of times there had been a change of Social Worker in the case; ■ the lack of a list of points they need to do to address professionals concerns around their parenting skills despite requesting one. ■ a change of worker from the Family Intervention Team. 	Response: 21 working days Resolved at Stage 1	Explanation provided to each point of complaint and an apology provided where appropriate.
The complainant, (JM), the mother of a baby, expressed her dissatisfaction in relation to the current social work involvement including a lack of communication and lack of a professional approach by the allocated social worker.	Response: 29 working days Resolved at Stage 1 Note: Meeting arranged with complainant to discuss complaint. Complainant did not turn up. When	Reinforced with the social worker concerned the importance of effectively communicating with families.

	complainant visited the office the following week and asked to speak to the Manager about a different issue, the opportunity was taken to discuss the complaint.	
The complainant, (WE), the mother of children in foster care, was unhappy when she visited the social worker, as part of a pre-arranged appointment, to find the social worker was on annual leave as well as her children rather than the social worker informing her of their temporary living arrangements.	Response: 17 working days Resolved at Stage 1	<ul style="list-style-type: none"> ■ An apology was provided to the complainant in relation to her visit to the office as well as £10 reimbursed for her wasted journey. ■ The social worker wrote a separate letter of apology to the complainant for the oversight.
<p>The complainant (AB), a young person, wished to complain about the social worker:</p> <ul style="list-style-type: none"> ■ taking photographs in his home without his permission; ■ reading text messages and deleting his girlfriend's telephone number from his telephone without his permission; ■ not turning up for a planned appointment with his mother. 	Response: 19 working days Resolved at Stage 1	<p>Remind social workers that they must:</p> <ul style="list-style-type: none"> ■ be very clear on whether they have permission to take photographs; ■ consult with the parent when they enter a home; ■ be realistic about the number of visits they arrange in the day.
<p>The complainant, (SU), the mother of a young person, alleges that:</p> <ul style="list-style-type: none"> ■ she, as well as a health professional, approached Social Services and asked for support in connection with her son. After an assessment it was deemed that there was no need for a social worker. The complainant is dissatisfied with this position. ■ the social worker who completed the assessment 	<p>Complaint: 2 points upheld 3 points partly upheld 1 point not upheld</p> <p>Response: 49 working days</p> <p>Resolved at Stage 2</p> <p>Note: The complainant was represented and supported by an advocate with her complaint. Initially, the complainant wrote one letter of complaint to both</p>	<p>The Independent Investigating Officer made a number of recommendations within her report which included:</p> <ul style="list-style-type: none"> ■ an apology for elements upheld or partly upheld; ■ reinforce policies and procedures with staff; ■ consideration of specialist training; ■ multi-agency planning meeting to move the case forward.

<p>had an unfriendly, unhelpful attitude and had seemingly made up her mind before completing the assessment.</p> <ul style="list-style-type: none"> the social worker who completed the assessment did not consult any other professional or agency to aid her understanding when completing the assessment. information that was passed from hospital to Social Services who, according to the complainant, misinterpreted the information. her son had been discriminated against because he does not have an academic learning disability; thus not allowing him to access some services. there is a professional lack of awareness around autism which impacts on the assessment process and services offered. 	<p>health and social care and a meeting was arranged for the complainant to meet with those appointed to investigate her complaint. The meeting explained how her complaint spans two different statutory complaints procedures and separate out the elements of complaint relevant to each.</p>	
<p>The complainant, (AA), the mother of a newborn baby, alleges that:</p> <ul style="list-style-type: none"> Supervised contact arrangements were instigated in hospital between her and her newborn baby and they shouldn't have been. A social worker had told her parents that they could change his feed and take him out without her prior approval. No help for her to look after her son was provided by Social Services. The social worker has only called twice in 4 months when the frequency of visits should have been weekly. 	<p>Response: 31 working days</p> <p>Resolved at Stage 1</p> <p>Note: Timescale protracted owing to number of points of complaint to investigate as well as annual leave of a member of staff who during the course of the investigation.</p>	<p>None identified.</p>

<ul style="list-style-type: none"> Personal questions were asked that had nothing to do with the case during a pre-birth assessment. The social worker arrived 40 minutes early for a pre-arranged appointment. The social worker missed 19 appointments. The social worker cancelled a meeting and did not inform her of this. Two social workers have lied in relation to historic events relating to her partner. Photographs have not been provided for her to see despite the social worker showing these to her parents. 		
<p>The complainant, (WE), the mother of 3 children, expressed her dissatisfaction in relation to the case management actions and decisions with regard to herself and her family. 27 separate elements of complaint were identified and the complainant chose to have an Advocate involved. This complaint progressed straight to Stage 2.</p>	<p>Complaint: 2 points upheld 4 points partly upheld 12 points not upheld 9 points not proven</p> <p>Stage 3 – Independent Review Panel upheld the Investigating Officer’s findings on each element of complaint contested. Two recommendations were made which were accepted and have been implemented by the department.</p> <p>Concluded at Stage 3</p>	<p>The recommendations implemented were specific to the case.</p>
<p>The complainant, (MD), the grandmother of 5 grandchildren, allege that:</p> <ul style="list-style-type: none"> The lack of communication between the team and the complainant resulted in uncertainty of roles or responsibilities. 	<p>Complaint: 3 points upheld Response: 35 working days</p> <p>Resolved at Stage 2</p>	<ul style="list-style-type: none"> A further public information factsheet is in development regarding services available for children in need. New guidance on assessing cases that have been reported to the Department should be implemented and monitored to ensure compliance.

<ul style="list-style-type: none"> ■ There were a number of recent referrals by education in the chronology which do not appear to have been progressed or not acted on. Given the long history of involvement, the question needs to be asked 'why'. ■ At the case conference the IRO, in her recommendation, stated that at the first core group meeting – the issues of finance would be discussed as would be the issues of Kinship Assessment. The Team Manager came over at the end of the case conference and advised she would be present but she did not subsequently attend. 		<ul style="list-style-type: none"> ■ Chairs of Child Protection conference to be reminded that any outstanding issues to be addressed following the conference should be dealt with separately from core groups.
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Appendix 5: Examples of compliments received across Community Services

"I visited the Library and found the staff very efficient and helpful when performing the usual library duties; directing me to the area I needed, then finding, setting up and explaining how to use the microfiche which was most likely to be of use to me.."

From a visitor to the Library

"My mam and I had a wonderful day at Hartlepool Maritime Experience, it was my mam's birthday so it was extra special for her. We just wanted to let you know how excellent our day was. We've planned for many years to take a trip down to Hartlepool but never got round to it until today. It was fantastic."

From a visitor about Hartlepool's Maritime Experience

"I have been going to water mobility classes, now on a Friday morning, and I cannot be too heartfelt in my appreciation of this form of supervised exercise. My mobility is now better than it has been for years."

From a user of Exercise for Life programme

"My cousin and I spent last week in Hartlepool in search of our Headland ancestors and want to let you know what excellent help we received from several of your staff. Each of these officers was not only helpful, efficient and knowledgeable but made us feel welcome ...!"

From a visitor about the Museums Collections Team and Library Service

"My husband and I have walked our dog at Summerhill for the past 6 years. We are now retiring and leaving Hartlepool so we wanted to thank you for all that you do to make Summerhill such an incredible resource for the people of Hartlepool. In our busy, pressured lives Summerhill had been a real God send where we have been able to 'escape' for some gentle exercise, fresh air, time to reflect and keep life in perspective."

From a visitor about Summerhill Country Park

"First time using new changing facilities and would like to quickly say what an improvement. Experience enhancing!"

From the a user about Mill House Leisure Centre

Appendix 6: Details of Community Services complaints and lessons learned

Details of complaint	Outcomes	Lessons learned and where appropriate, actions taken
<p>The complainant, (JD), a user of a leisure facility, wished to complain about the implementation of new guidelines around:</p> <ul style="list-style-type: none"> ■ No outdoor footwear to be worn in the changing area; ■ Changes in locker systems; ■ Pool partially cordoned off. 	<p>Complaint: Not upheld Response: 3 working days Resolved</p>	None identified.
<p>The complainant, (WC), a user of a leisure facility, wished to complain about the implementation of new guidelines around:</p> <ul style="list-style-type: none"> ■ No outdoor footwear to be worn in the changing area; ■ Changes in locker systems; ■ Pool partially cordoned off. 	<p>Complaint: Not upheld Response: 6 working days Resolved</p>	None identified.
<p>The complainant, (ML), a user of a leisure facility, expressed his dissatisfaction around adult to child swimming ratios and a lack of signage within the entrance foyer relating to the ratios.</p>	<p>Complaint: Not upheld Response: 9 working days Resolved</p>	Explanation provided including a copy of the risk assessment guidance for child admission policies together with photographs of the signage displayed.

The complainant, (SH-C), a user of a leisure facility, expressed her dissatisfaction around the debit card payment system being off line when she visited and no signage displayed to indicate this.	Complaint: Partly upheld Response: 15 working days Resolved	Introduction of regular specific receptionist briefings.
The complainant, (KA), a user of a library facility, wished to complain that she had not previously been made aware that one of the books she had borrowed was on a 'short-term' loan (ie 2 weeks only) and, as a result, she had incurred a fine.	Complaint: Upheld Response: 4 working days Resolved	<ul style="list-style-type: none"> Explanation provided around the introduction of the 'short-term' loan facility for books in high demand which carry a blue label on them thus making the short-term loan clear to the borrower. Regrettably, the book in question had an ordinary label on it when it should have had a blue label. An apology was provided for the error and the complainant was refunded the fine.
The complainant, (GS), a leisure centre user, wished to complain about the additional swimming pool time and space usage by a local swimming club thus restricting the general public usage.	Complaint: No finding Response: 7 working days Explanation provided around recent dialogue with the local swimming club and negotiations around usage of the swimming pool as well as the agreement reached to try and appease both the swimming club and regular swimmers using the facility. Resolved	None identified.
The complainant, (NB), a leisure centre user, was unhappy that when she visited the Leisure Centre, the swimming pool was closed to the general public due to primary school swimming lessons and alleged that the	Complaint: Not upheld Response: 13 working days Explanation that the display sign does state the swimming pool is closed between 9 am and 12 noon	None identified.

signage displayed did not indicated the swimming pool was closed to the general public.	Monday to Friday due to Primary School Swimming Lessons. Resolved	
<p>The complainant, (IE), a library user, alleged that:</p> <ul style="list-style-type: none"> ■ a member of staff had an unhelpful attitude; ■ a letter received from the library service didn't provide him with any information about how he could challenge the content of the letter; ■ there was no proper investigation into his complaint in the first place; ■ the initial response received raised something else that was irrelevant. 	<p>Complaint: 1 element upheld 1 element not upheld 1 element partly upheld 1 element not proven</p> <p>Response: 29 working days</p> <p>Note: Christmas and New Year holidays impacted upon the response times.</p> <p>Resolved</p>	<ul style="list-style-type: none"> ■ Apology provided for the elements of complaint upheld or partly upheld. ■ Reinforce importance of ensuring all information is included in correspondence and accurate information is relayed when initial enquires are dealt with.
The complainant, (JC), a library user, expressed her dissatisfaction around all libraries in Hartlepool being closed during the Christmas and New Year period.	<p>Complaint: Not upheld</p> <p>Response: 4 working days</p> <ul style="list-style-type: none"> ■ Explanation that the library service started to reduce Christmas opening hours in 2009 following a monitoring exercise on the usage and public consultation. ■ Notified the complainant that a variety of methods were used to publicise the closure including Hartbeat, website, book receipts and posters. <p>Resolved</p>	None identified.

<p>The complainant, (RS), a leisure centre user, expressed his dissatisfaction around a female member of staff entering the dry-side changing rooms whilst he was changing.</p>	<p>Complaint: Upheld Response: 8 working days Resolved</p>	<ul style="list-style-type: none"> ■ Signage to be installed advising customers that the changing facilities may be cleaned and checked by a member of the opposite sex. ■ A shower curtain to be fitted across the front of the shower entrance to reduce the chance of any further accidental embarrassment or upset. ■ Enquiries to be made with colleagues from other local leisure facilities to see if they have any other practices in place to reduce this type of incident occurring.
<p>The complainant, (EB), the parent of a child whose school attended an outdoor education facility, alleged that a worker spoke and acted inappropriately to her daughter causing her daughter to become upset.</p>	<p>Complaint: Not upheld Response: 103 working days Note: The delay encountered in this complaint related to the complainant's ongoing health issues, serious illness and family bereavement as well as the absence of the Investigating Officer owing to a sudden family bereavement. Resolved</p>	<ul style="list-style-type: none"> ■ One recommendation was made and implemented around Instructors ensuring that before an activity starts the leaders of the group are asked if any children have difficulties that they should be aware of or any specific measures that need to be taken into consideration.

CHILDREN'S AND COMMUNITY SERVICES REPORT

5th February 2013



Report of: Assistant Director, Prevention, Safeguarding and Specialist Services

Subject: COMMISSIONING OF RESTORATIVE JUSTICE

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key Decision

2. PURPOSE OF REPORT

- 2.1 To request approval from the Portfolio Holder to seek quotations for a new one year contract for the delivery of Restorative Justice services.

3. BACKGROUND

- 3.1. Restorative justice provides opportunities for those directly affected by an offence – victim, offender and members of the community – to communicate and agree how to deal with the offence and its consequences.
- 3.2. Restorative justice is an important underlying principle of all disposals for young offenders from Final Warnings to Supervision Orders. Whilst restorative processes typically result in practical reparation, for example participating in a task that benefits the community, the communication between victim and offender as part of this process can also produce powerful emotional responses leading to mutual satisfaction and socially inclusive outcomes.
- 3.4 Within the Youth Offending Service, restorative justice has been provided for a number of years by The Children's Society, a national charity which has a history of providing and developing restorative justice services at a national level.
- 3.5. The current contract has enabled the service to determine how best to deliver a Restorative Justice approach to achieve maximum impact and is due to end in March 2013. Within the service, broader work to begin to

develop restorative practice within the Youth Offending Service has commenced, however, it is currently felt that the service is not yet in a position to assume full responsibility to deliver restorative services to victims of youth crime in Hartlepool.

4. PROPOSALS

- 4.1 Levels of youth crime have continued to decrease in Hartlepool through a combination of successful preventative work and an emphasis on diverting young people from the Youth Justice System through the development of pre-court interventions.
- 4.2 Work to date has demonstrated that restorative approaches continue to be successful in relation to the prevention of further crime through their application at both pre-court and post court level.
- 4.3 To secure the continued delivery of high quality restorative justice services in Hartlepool it is proposed that the Child and Adult Services Department seek competitive quotations for the delivery of restorative justice services for one year, with a contract value of up to £40,000.00.

5. FINANCIAL CONSIDERATIONS

- 5.1 The level of funding for Youth Offending Services has reduced nationally in line with national reductions in local authority budgets and this trend is scheduled to continue in relation to Youth Offending Service funding for 2013/2014 and potentially beyond. The value of the Restorative Justice contract has been reduced in recent years to achieve value for money and in recognition of the financial pressures faced by the Council.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder is requested to approve the Child and Adult Services Department's intention to seek competitive quotations for a one year contract for the delivery of restorative justice services in Hartlepool.

7. REASONS FOR RECOMMENDATIONS

- 7.1 This recommendation is being presented as part of Child and Adult Services' requirements to ensure that the delivery of Youth Justice Service in Hartlepool adhere to the Youth Justice Board National Standards and are procured in such a way as to secure best value in quality and cost for the Local Authority and local children and young people.
- 7.2 The commissioning of restorative justice services will enable the Department to secure services that are aligned with local need and provide

a restorative justice presence within the Youth Offending service for one year. This will support the broader dissemination of restorative practice and development across the service.

8. CONTACT OFFICERS

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CHILDREN'S AND COMMUNITY SERVICES PORTFOLIO

Report to Portfolio Holder
5th February 2013



Report of: Assistant Director of Child and Adult Services

Subject: TWO YEAR OLD CHILDCARE CAPITAL FUNDING

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non key decision.

2. PURPOSE OF REPORT

- 2.1 To seek approval for Two Year Old Childcare Capital Funding to be ringfenced to be spent on supporting settings to deliver two year old childcare.
- 2.2 To allocate the two year old capital funding based on the childcare sufficiency assessment.

3. BACKGROUND

- 3.1 Hartlepool has been a pathfinder for two year old childcare, delivering places for the past three financial years to the most disadvantaged children. The government has decided to roll this out across the country. New legislation places a duty on local authorities to ensure that there are places available for all disadvantaged two year olds starting with the most 20% disadvantaged from Sept 2013 moving to the 40% most disadvantaged from Sept 2014.
- 3.2 The Local Authority has been planning for this duty for the last 18 months and is supporting a number of providers to deliver 2 year old childcare that have not previously delivered to this group of children e.g. schools.
- 3.3 Funding was previously passed to local authorities through the Early Intervention Grant but from April 2013 all funding for 2 year old childcare will be part of the Dedicated Schools Grant.

4. CAPITAL FUNDING

- 4.1 A number of settings already provide two year old childcare – all daycare settings, some childminders and a few schools. The numbers of places provided by these providers is not currently enough to place all disadvantaged two year olds and work is ongoing to increase the number of two year olds places in areas of disadvantage.
- 4.2 The government has acknowledged that local authorities need to support settings to develop further provision for 2 year olds and have allocated capital funding to support refurbishment of premises to allow for the care of 2 year olds.
- 4.3 A capital grant of £237,071 has been allocated to Hartlepool for the 2012/13 period which needs to be spent by August 2014. This grant is expected to be used to support and prepare two year old providers with their environments. It can be used on both private/community and maintained settings including schools, childminders and private day nurseries.
- 4.4.1 It is proposed that this funding is allocated in line with Hartlepool's childcare sufficiency assessment (currently being updated to be published in April 2013). This assessment sets out the areas of need in terms of childcare provision which allows officers to target support and provision. A childcare sufficiency group meets regularly to review provision and quality of provision.
- 4.5 Capital funding will be allocated to approved two year old providers that meet the local authority's RAG requirements and provide places in line with those identified as part of the childcare sufficiency assessment. In addition, there will be the opportunity to fund providers that do not currently meet RAG requirements for two year olds placements but are working towards this and with the correct environment will fulfill the Local Authorities RAG requirements.

5. FINANCIAL CONSIDERATIONS

- 5.1 The funding has been allocated for this financial year and it is likely to be the only capital funding received for 2 year old childcare.

6. RECOMMENDATIONS

- 6.1 For the Portfolio to approve
- the ringfencing of the two year old childcare capital totalling £237,071
 - the allocation of the capital funding is based on the childcare sufficiency assessment

7. REASONS FOR RECOMMENDATIONS

- 7.1 To ensure that the local authority meets its statutory duty in relation to two year old childcare.

8. CONTACT OFFICER

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CHILDREN'S AND COMMUNITY SERVICES PORTFOLIO

Report to Portfolio Holder
5th February 2013



Report of: Assistant Director (Community Services) – Child & Adult Services

Subject: CARLTON OUTDOOR EDUCATION CENTRE – PROPOSED FEES & CHARGES & GENERAL UPDATE ON PROGRESS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key decision.

2. PURPOSE OF REPORT

2.1 To provide the Portfolio Holder with an update on the operation of Carlton Outdoor Education Centre and to highlight proposed new fees and charges for the forthcoming financial and academic year 2013 – 2014.

3. BACKGROUND

- 3.1 As the Portfolio Holder will be aware, Carlton has served over many years as a Centre for outdoor education. In October 1931 a Trust was established with the aim providing a “holiday camp” for school children and other young persons residing in West Hartlepool and the Trustees originally organised the staffing and the running of the site.
- 3.2 Over the years, Carlton has been through several changes and when Trustees found that the running of the site was too heavy a burden for volunteers, the site was leased to West Hartlepool’s Education Department.
- 3.3 The amalgamation of the Borough of Hartlepool and West Hartlepool in 1967 opened the camp to all children in Hartlepool. With the creation of the Cleveland County in 1974, the Trustees agreed that children from all four constituent districts could attend the site and a new lease was granted to Cleveland for this purpose.
- 3.4 When Cleveland was abolished, the four Boroughs took over the remainder of the lease with Hartlepool being the lead authority via the Education

Department. When this was due to expire in 2004, the Trustees granted a further 20 year lease to 2024, still at a nominal annual rent of £50 per year.

4. PARTNER BOROUGH COUNCILS

- 4.1 Since 1974 when the new lease was granted to Cleveland by the Trustees, Primary schoolchildren from the four Cleveland Boroughs attended Carlton for the provision of residential outdoor activities. Since 1996, Hartlepool has acted as the lead authority, employing all the staff and was responsible for the management of the site.
- 4.2 A Steering Group, composed of all relevant partners and including the Trustees was put in place with the purpose of overseeing all decision making and partner Authorities contributed to the running costs of the Centre in return for a proportion of allocated residential days of use for their Primary Schools to access at a subsidised price.
- 4.3 In February 2010, following the restructure of the Council, the management of the site transferred from Children's Services to Community Services Sport and Recreation service. At that time, Stockton Borough Council had already withdrawn from the partnership and Redcar & Cleveland Council had given notice to withdraw from April 2010 onwards. The loss of their financial contributions therefore resulted in pressure being on the Centre to income generate rather than rely on their traditional Primary schools market. In April 2011, Middlesbrough also withdrew from the partnership adding even more financial pressure on the Centre.

5. CAPITAL WORKS FOR CENTRE IMPROVEMENTS

- 5.1 The buildings on site have remained largely untouched over the years but in 2006, a new accommodation wing was added as a result of a successful bid for PE and Sport, New Opportunities Funding. This brought considerable improvements to the site increasing the accommodation provision to 60 residents. An indoor climbing wall was also added and one of the original dormitory blocks was converted to a meeting room.
- 5.2 However with the new accommodation being suitable for children only (bed sizes, height of washing facilities etc.) and the remainder of the facilities having either being crudely converted or left entirely, this is significantly hampering the Centre in being able to seek different markets.
- 5.3 As a consequence, Officers and the Trustees are continually exploring for capital funding opportunities to make improvements to the site, however have had to deal with several emerging health and safety matters first. With some existing capital remaining in place, the Liquid Petroleum Gas storage tank and pipelines had to be replaced in 2011. At the same time, the opportunity was taken to replace the kitchen facilities and the meeting room roof was replaced.

- 5.4 In the same year, some additional capital funding was also provided by the Council as a contribution towards replacing the veranda at the front of the main building as well as to undertake remedial works in the accommodation block and with these matters all but exhausting funds, additional funding has continued to be sought.
- 5.5 As a consequence, Officers have been successful in securing grant funding from the Primary Care Trust and the Learning Disability Partnership Board. Coupled with the small amount of capital budget still remaining, the following work is currently being undertaken:-
- Upgrading of a toilet in the laundry corridor to provide ambulant toilet facilities.
 - Redevelopment of the staff toilets and bathroom in the main building to provide new facilities including a new bedroom, a totally accessible toilet with shower adjacent to the dining room. This provision will make a substantial difference to wheelchair users who had to previously go to the Accommodation block for toilet facilities.
 - With the additional redecorating of the adjacent former staff bedroom accommodation, this will allow the opportunity to rent this entire area out on a self-catering basis.
 - Creation of a new staff room where none has previously existed.
 - New main building door entry system to improve security arrangements and prevent general access directly into the main dining room.
 - Improved night-time security arrangements on the Accommodation block.
 - Improvements to one further existing toilet and shower (currently unused) that has been made externally accessible to cater for camping groups as well as users participating in activities in the Centre's grounds (e.g. High Ropes Course).
- 5.6 There is still additional work that requires to be undertaken,, the outcome of some existing major funding applications made by the Trustees to re-roof the Barn and provide some internal improvements is currently awaited.

6. CURRENT FINANCIAL POSITION

- 6.1 Despite the withdrawal of local authority partners as referred to in paragraph 4.3 Hartlepool still remains the leaseholder of the site with the Trustees continuing to oversee the operation.
- 6.2 In order to plug what has been a considerable gap in finances, particularly given the withdrawal of funding partners, over the past two years, there has been a significant amount of work undertaken to reduce operating costs dramatically and income generate. This has resulted in a wholesale revision of the Centre's operating procedures, working practices, procurement and a staff restructure as well as exploring new markets other than relying purely on Primary School use.

- 6.3 Much has been achieved and as a consequence, a considerable financial revival as can be demonstrated by the following table that shows the continuing progress being made.

	Budgeted Contribution from Council	Out-turn Over/(Under)-spend / Budget Pressure	Out-turn Use of historic Carlton Reserve	Funded From Additional Council funding to off-set remaining pressure
	£'000	£'000	£'000	£'000
2009/2010	67	71	-71	0
2010/2011	69	69	-47	-22
2011/2012	72	93	0	-93
2012/2013 *	69	0	0	0

* Financial forecast made at Quarter 3

- 6.4 The continuing support of Members has been critical to this gradual improvement giving Officers the opportunity to put new operating practices into place and at a time when several Outdoor Education Centres across the country are closing. This agenda of driving down costs and increasing income however must continue particularly with a continuing requirement to produce efficiency savings.

7. PROPOSED PRICING FOR 2013 - 2014

- 7.1 Pricing for both the forthcoming financial and academic years has recently been reviewed and considered by the Carlton Steering Group.
- 7.2 The proposals will bring some change as the model has been further developed to not only accommodate a continuation of subsidised provision to Hartlepool schools on the basis of a maximum of 15 weeks of the year but also for the needs of what has increasingly become a commercial operation offering activities to a much wider client base.
- 7.3 Consideration has also been given to the current budget proposals for 2013 – 2014 for Child & Adult Services (which will be taken to Cabinet/Council in February 2013) and result in a proposed £32k reduction in Council contribution to Carlton. If accepted, then this reduced financial support, combined with the impact of budgetary inflation, will result in the net Carlton budget reducing from £69k to £33k in 2013 – 2014.
- 7.4 The proposed charges are attached at **Appendix 1** and as the Portfolio Holder will note, does bring some potential decreases as well as increases. The model also introduces “seasonal” charges to ensure we remain competitive with other similar Outdoor Centres operating in both the public and private sector. This better reflects the peak and off-peak nature in this type of operation as well as the flexibility to offer 2 or 3 day residential packages.

- 7.5 To focus on the cost therefore to Hartlepool Primary Schools as part of the allocations framework, the current charge is £30.00 per day per head irrespective of the time of the year attending. As part of the proposals, this will increase to £33.00 if attending during the months of February to March or September to December and £37.00 if attending between the months of April to August. However, if attending during January, the price will reduce to £27.00. The current standard charge to all other Primary schools is £46.50.
- 7.6 Under the new proposals, this standard charge of £46.50 will decrease to £38.00 if attending in November to December and February and £30.00 in January. However, it will increase to £47.00 between the months of March to October which is at the top end of what the market will stand.
- 7.7 The alteration of any pricing always carries an element of risk but the proposals have taken into account to what level the market will bear increases and where, having bench-marked with competitors and analysed patterns of use, some reductions are justified. As we continue to progress with improving the financial situation at Carlton (as demonstrated in the table at paragraph 6.3 of this report), it is imperative to continue to generate as much income as possible as well as drive down costs. It is with this thought in mind and in the knowledge that the level of budgetary support will continue to be eroded that has led Officers to propose the new charging arrangements. These already have the full support of the Carlton Trustees.

8. CENTRE PROGRAMME

- 8.1 Despite diversifying into new markets, Carlton has never moved away from its core function of providing an outdoor educational experience for children from Hartlepool. However, its client base has considerably broadened with groups attending from many different areas.
- 8.2 The site already caters for a wide range of age groups including adults and clients with disabilities for a variety of activities and the new improved facilities should considerably improve the “offer”.
- 8.3 Of interest, despite the withdrawal of partnership funding from their respective Councils, schools from Stockton, Middlesbrough and Redcar continue to make use of the Centre but obviously no longer at a subsidised price. This is important to highlight, particularly given the proposed revisions to our pricing model.
- 8.4 To date during the current academic year, 15 Hartlepool Primary Schools have used or are due to use Carlton for residential activities as part of the subsidised allocation framework.

9. SERVICE USER ENGAGEMENT / OUTCOMES

- 9.1 As part of our commitment to deliver high quality outdoor educational experiences, we value open and honest feedback from all clients who visit the Centre. As a result, clients are asked to complete an evaluation form recording a score that best reflects their opinion / experience. The report also allows the opportunity for more detailed feedback in each of the categories.
- 9.2 The areas that are monitored fall into the following categories:-
- Programme
 - Learning opportunities / outcomes
 - Equipment provided
 - Accommodation, facilities and catering
 - Customer Care
 - Centre Routines
 - Instructional Team
 - Overall experience
- 9.3 An overall report for the year is then prepared and the most recent one for September 2011 to August 2012 showed that 86% of respondents felt the centre offered an overall service / experience either above the standard expected or exceeded expectations.
- 9.4 The Portfolio Holder may be interested to know of specific feedback within each category monitored and this is as follows:-
- 9.5 **Programme:** The content and delivery were both to be found to be over and above the minimum expected with over 85% agreeing that it was over and above the expected level. *“I was very impressed by the coordination and delivery of a full programme in 4 days. This was very good value for money.” (St Augustine’s Primary School)*
- 9.6 **Learning Opportunities/Outcomes:** These were found to be over and above the minimum expected with over 80% agreeing that it was over and above the expected level. *“We asked for a programme focused on personal skills, social skills and teamwork and the instructors consistently delivered this. Children ‘grew up’ before our eyes during the week and a potentially difficult group thrived during the week. Thank you”. (Highcliffe Primary School)*
- 9.7 **Equipment provided:** Over and above the minimum expected with over 70% agreeing that it was over and above the expected level. *“Outdoor equipment was well maintained, very professional looking”. (1 Hart, 1 Mind, 1 Future group)*
- 9.8 **Accommodation, Facilities and Catering:** Over 75% agreeing that it was over and above the expected level. *“Food was good and all children had*

enough food and enough choice. Accommodation was excellent". (Clavering Primary School)

- 9.9 **Customer care:** Over 75% agreeing that it was over and above the expected level. *"Excellent! Absolutely no complaints. The visit has been very well organised and the staff have always been approachable". (Handale Primary School)*
- 9.10 **Centre Routines:** Over 75% agreeing that it was over and above the expected level. *"Routines are smooth. The first day is so much better - our children were 'in the wild' before lunchtime." (Clavering Primary School)*
- 9.11 **Instructional Team:** Over 95% agreeing that it was over and above the expected level. *"I loved that it wasn't all about how many action-packed activities could be done but about the lessons learned at each stage - thinking skills, team building, problem solving etc..." (Lingfield Primary School)*
- 9.12 As the Sport and Recreation service is committed to providing the highest possible quality service to clients, services are also subject to rigorous inspection and monitoring regimes as part of national accreditation schemes. These are industry standard continuous improvement programmes which provide a framework for the delivery of best practice with the purpose of improving the quality of their service.
- 9.13 To this end, Carlton holds the Learning Outside the Classroom (LOtC) quality badge which provides a very robust indicator of the quality of provision offered by providers of LOtC experiences for UK children and young people aged up to 19 years of age. This process to a Gold standard ensures the delivery of a client focused and quality educational experience.
- 9.14 In addition to this, the Centre must hold an Adventure Activities Licence. This licensing requirement has been in place since 1996 and is delivered jointly by the Adventure Activities Licensing Authority (a role undertaken by the Health and Safety Executive since 2007) and the Adventure Activities Licensing Service, which is under contract to the Health and Safety Executive to deliver licensing day to day on their behalf.
- 9.15 Both the Activity Centres (Young Persons' Safety) Act 1995 and the Adventure Activities Licensing Regulations 2004 made it a legal requirement for providers of certain adventure activities for young people to undergo an inspection of their safety management systems and hold a licence. As a consequence, Carlton is subjected to a rigorous annual inspection.

10. APPENDICIES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

- 10.1 The complete Evaluation Report in respect of User feedback for the period September 2011 to August 2012 is available as **Appendix 2** in the members' library.

11. CONCLUSIONS

- 11.1 Over the past two years, significant progress has been made in the revival of Carlton's financial situation. This has brought us to a current position where the Centre is very much on an even keel but as we move forward to the next financial year, it is imperative that the continuation of driving down costs, making the "offer" as attractive as possible and generating income is maintained.
- 11.2 Linked to this is the review of the pricing model where the new structure will allow the Centre to remain as competitive as possible.

12. RECOMMENDATIONS

- 12.1 The Portfolio Holder is recommended to:
- (i) Approve the revised pricing schedule for the financial and academic years 2013 – 2014.

13. BACKGROUND PAPERS:

None

14. CONTACT OFFICER:

John Mennear – Assistant Director, Community Services

CARLTON OUTDOOR EDUCATION CENTRE - FEES & CHARGES**HARTLEPOOL PRIMARY SCHOOL GROUPS**

1st September 2013 – 31st July 2014	WINTER OFFER	LOW SEASON	HIGH SEASON	
	January	Sept to Dec & February to March	April to August	CURRENT PRICE
ALLOCATED DAY RATE				
Residential Charges for pupils & Teachers/other adults supervising pupils (one instructor to 10/12 pupils activities per 24hrs)	£27.00	£33.00	£37.00	£30.00

ALL OTHER USERS

1st April 2013 – 31st March 2014	WINTER OFFER	LOW SEASON	HIGH SEASON	
	January	Nov to Dec & February	March to October	CURRENT PRICE
RESIDENTIAL CHARGES				
Fully catered accommodation with one instructor in standard activity programme per 24hrs (minimum group size 12)				
Adult	£35.00	£43.00	£52.00	£51.00
Child (up to 12 yrs)	£30.00	£38.00	£47.00	£46.50

1st April 2013 – 31st March 2014	All Year	CURRENT PRICE
Additional Instructor for 2 Instructor activities e.g. canoeing		
Per day	£108.50	£107.75
Per half day	£62.00	£61.50
Day Visitors 9.00- 4.30pm (minimum group size 10)		
One Instructor activities per person		
Full day	£18.00	£17.00
Half Day	£10.50	£10.00
Two Instructor activities per person		
Full day	£28.50	£27.95
Half Day	£16.00	£15.50
Bed only (shared dormitory)	£12.50	£20.50
Bed Only (single en-suite)	£15.00	£20.50
Camping per person	£5.50	£5.25

Additional Meals and refreshments per person if required		
Breakfast		
Light	£3.50	£3.35
Cooked	£5.00	£4.90
Lunch/packed lunch	£4.00	£3.85
Evening Meal/Dinner		
Adult	£9.85	£9.85
Child (up to 12 yrs)	£8.30	£8.30
Supper	£2.00	£1.85
Tea/coffee and tray bakes per head	£1.75	£1.65
Tea/coffee per head	£1.00	£1.00

Team Building / Corporate Events / Parties		
Tailor-made to suit your requirements	Prices on request	Prices on request
Self-Catering	Prices on request	Prices on request
Exclusive use of Centre		
Available for a maximum of 68 people – Fully catered accommodation with instruction	Prices on request	Prices on request
Conference Room Hire per day	£50.00	£50.00
Conference Room Hire per hour	£8.00	£8.00
Additional minibus per day	at cost	at cost

NB – All Hartlepool based groups e.g. Youth Groups, schools etc. subject to a 5% discount on the above rates (with the exception of meals and refreshment charges).



Programme Evaluations September 2011- July 2012.



“Challenging children pushing them beyond their comfort zone. Teaching children independence- having to think and do things for themselves.”
(Thorntree Primary School)

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Carlton OEC Programme Evaluations Results September 2011- July 2012.

Introduction

As part of Carlton Outdoor Education centres' commitment to deliver high quality outdoor educational experiences we value open and honest feedback from all users who visit the centre.

Visiting staff from all groups are asked to complete a Carlton OEC Evaluation form and to circle the number that reflects there groups overall experience using the following criteria below:

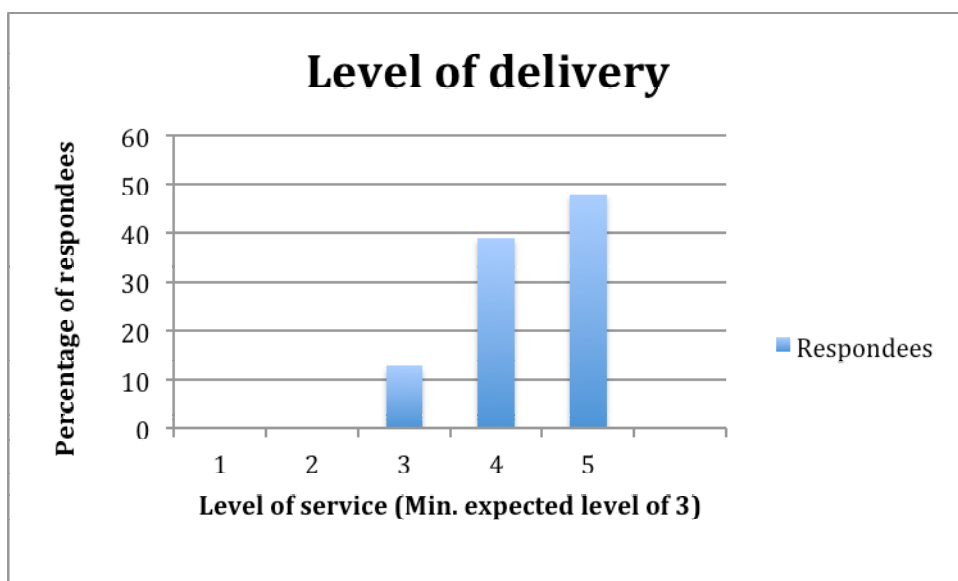
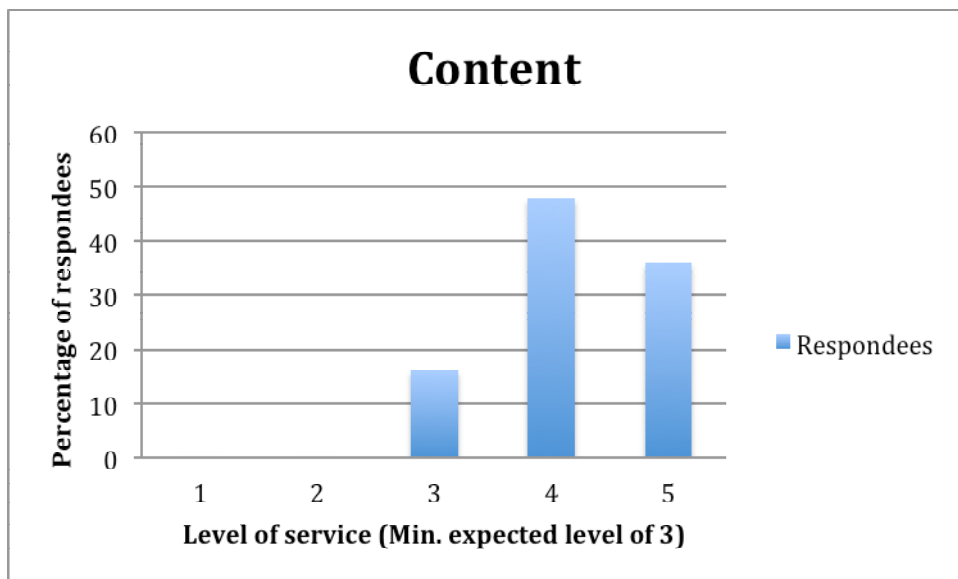
- 1 = requires development.
- 2 = of a standard (or level) expected with some developmental areas.
- 3 = at the standard (or level) expected.
- 4 = above the standard (or level) expected.
- 5 = exceeded expectations.

Results Summary.

- 1. Programme:** 85% of centre users stated that the content and delivery where both found to be over and above the expected level.
- 2. Learning Opportunities/Outcomes:** 80% of centre users stated that the learning opportunities/outcomes where found to be over and above the expected level.
- 3. Equipment provided:** 70% of centre users stated that the equipment provided was found to be over and above the expected level.
- 4. Food Accommodation and Facilities:** 75% of centre users stated that the Food/accommodation and facilities where found to be over and above the expected level.
- 5. Customer care:** 75% of centre users stated that the customer care was found to be over and above the expected level.
- 6. Centre Routines:** 75% of centre users stated that the centre routines where found to be over and above the expected level.
- 7. Instructional Team:** 95% of centre users stated that the instructional team was found to be over and above the expected level.
- 8. Overall Experience:** 86% of centre users stated that the overall experience was found to be over and above the expected level.

Well done to everyone for their continued effort and support in the operations of Carlton OEC.

1. Programme



Comments

“I was very impressed by the coordination and delivery of a full programme in 4 days. This was very good value for money.”
(St Augustine’s Primary School)

“Related activities to life choices which gave the young people something to think about.”
(Hartlepool Youth service)

“We actually got to do more activities than we originally planned.”
(1 Hart, 1 Mind, 1 Future group)

“We managed to pack a lot of activities into the weekend, which was very good.”

(1 Hart, 1 Mind, 1 Future group)

“The programme provided an experience to a group of 8/9 year olds beyond the usual birthday party.”

(Birthday party)

“Excellent use of the time we had at the centre.”

(Throston Primary School)

“Good adaptation of activities to suit weather conditions and instructors genuinely interested in the children-good keeping the same instructor for the week.”

(Thorntree Primary School)

“Wonderful relationship with children-all included and valued.”

(Sacred Heart Primary School)

“The instructors, as always, are great and do bring the best out in the children. The children really enjoyed all activities and have said they do not want to go home.”

(Rossmere Primary School)

“Great delivery-children benefitted from approach of both instructors.”

(Newport Primary School)

“Have been to Carlton many times and always love the “Challenging, Fun, Exciting programme on offer”.

(Pallister Park Primary School)

“Instructors very good-patient and understanding of the needs of our pupils.”

(Park End Primary School)

“Fantastic knowledge from the instructors and they made all of the activities fun. They were able to create a great atmosphere in delivering the tasks-All tasks suitable for age and abilities of the children (even those with disabilities- same level of challenge for all).”

(Junction Farm Primary School)

“All children were challenged to push themselves and got huge amounts of self-esteem through succeeding in their activities.”

(Highcliffe Primary School).

“The content of the course and level of delivery was brilliant.”

(The Lynks Youth Group)

“The programme was excellent-paced –diverse and exciting.”

(Holy Trinity C of E Primary School)

“The programme content has been as we expected as we have experienced before. The way it has been delivered has been to a high standard and we would gladly enjoy the same programme next year.”

(Handale Primary School)

13.02.05 - 2.4 - Carlton Outdoor Education Centre - Proposed Fees and Charges Appendix

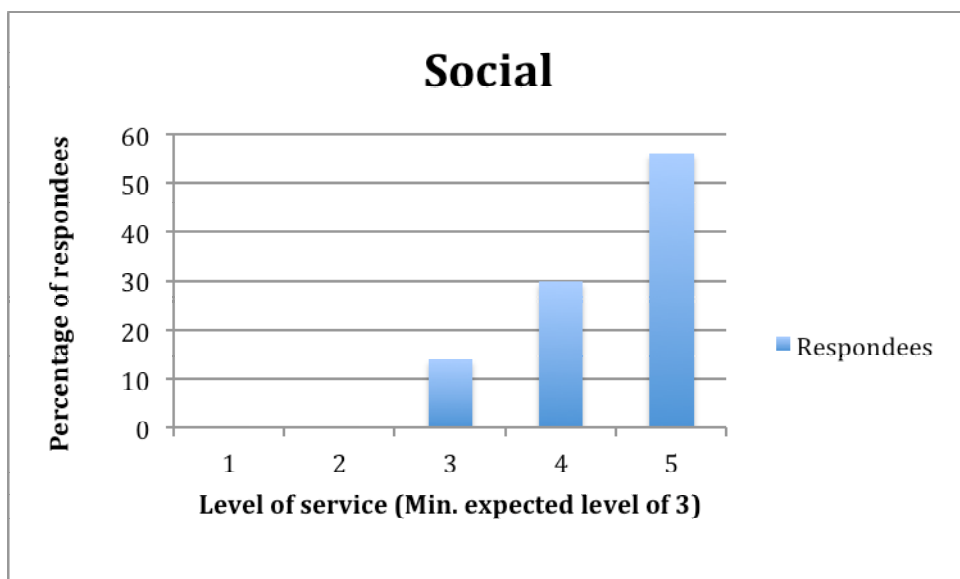
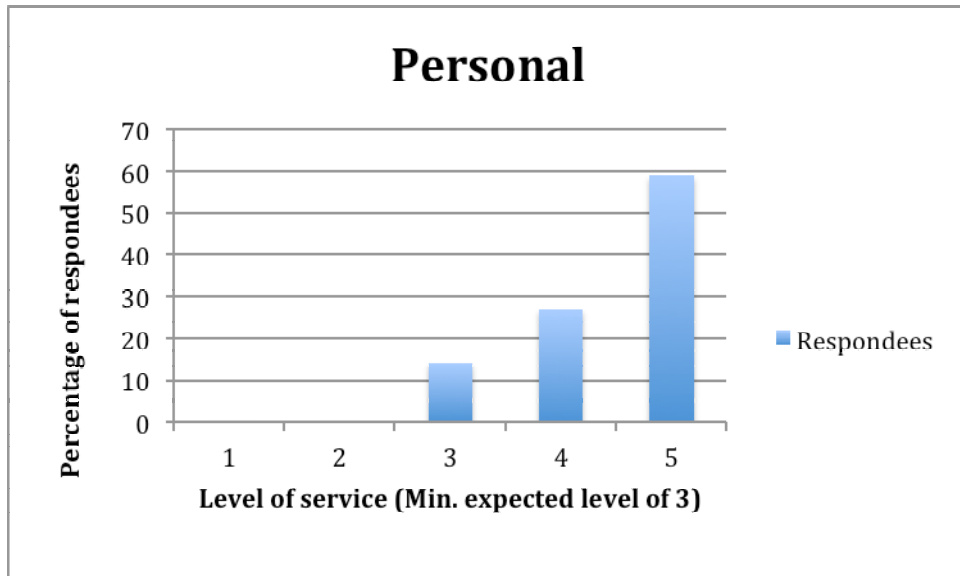
“The outdoor sessions were delivered at the pace suitable for different abilities.”
(Dyke House Sports and Technology College).

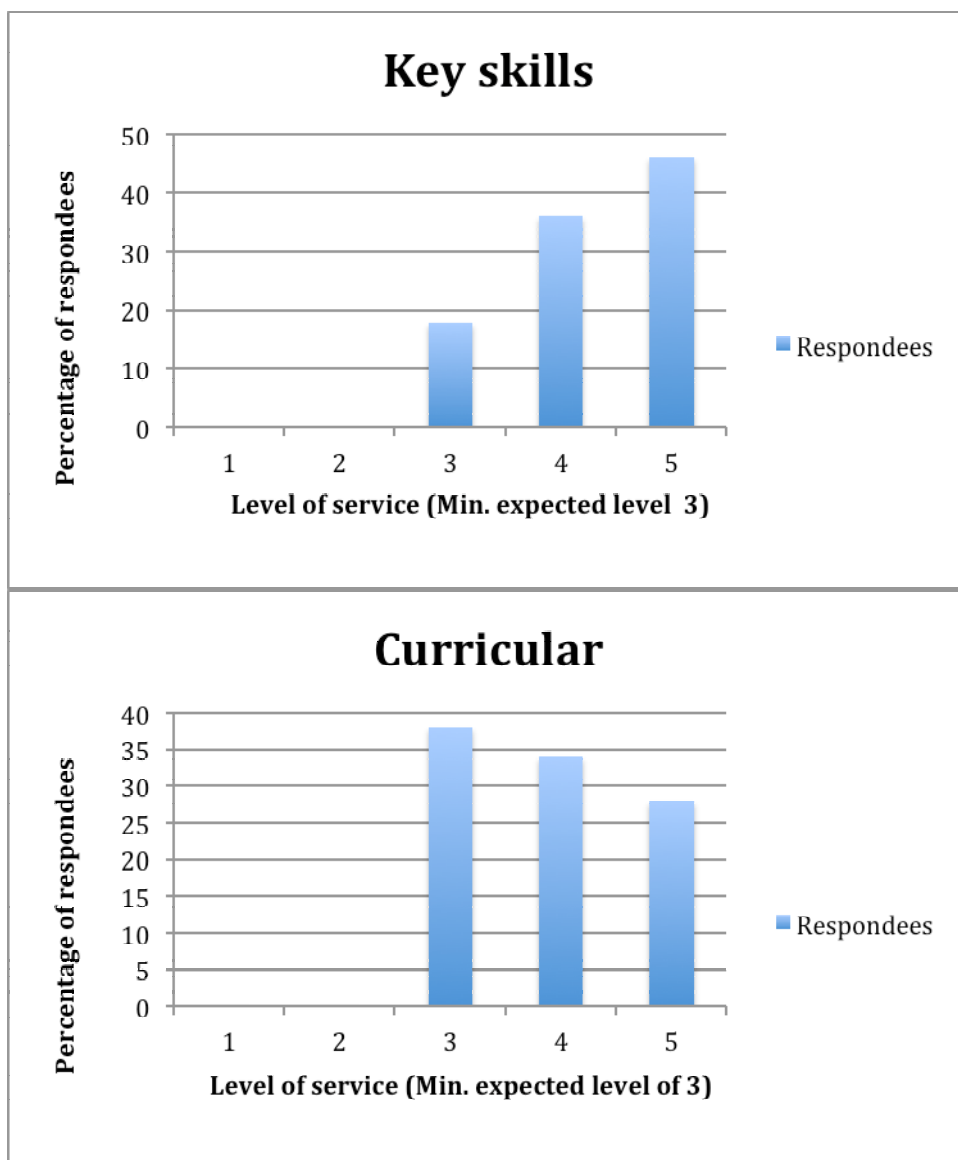
“The programme was planned very closely between the School and the centre. Resulting in an excellent, intensive and challenging programme that complimented the children’s work towards the John Muir Award.”
(Clavering Primary School)

“Well adjusted to suit weather conditions and group ability. All staff as always friendly, approachable and adaptable.”
(Brougham Primary School)

“Always Excellent”
(Breckon Hill Primary School)

2. Learning Opportunities/Outcomes





Comments

“Was good to see learning objectives/aims were agreed with children at beginning of the programme.”

(West View Primary School)

“The instructors play a vital in helping children to develop their personal and social skills. I also like the way curricular learning takes place at intervals throughout the visit often by relating to the environment.”

(St. Augustine’s Primary School)

“The mountains input we requested was excellent and the pupils particularly enjoyed archery and indoor climbing.”

(Rose Wood Primary School)

“ I think the children learned a lot about themselves this week-strengths and weaknesses. As a teacher it was good to see them grow so much personally.”

(Lingfield Primary School)

“Excellent chance for children to develop independence in managing own personal abilities and solving problems independently or working in a team. Great chance also to develop social skills in mixing with new children.”

(Junction Farm Primary School)

“We asked for a programme focused on personal skills, social skills and teamwork and the instructors consistently delivered this. Children ‘grew up’ before our eyes during the week and a potentially difficult group thrived during the week. Thank you.”

(Highcliffe Primary School)

“The young people all achieved positive outcomes, team work, group development and peer support was good.”

(The Lynks youth group)

“Team building/respect/listening skills facilitated very well with expertise.”

(Holy Trinity C of E Primary School)

“The experience this week has been great and the children have thoroughly enjoyed themselves.”

(Handale Primary School)

“Instructors kept focussing on listening to instructions as requested-Brilliant!”

(Gateways Independent girls School)

“FAB”.

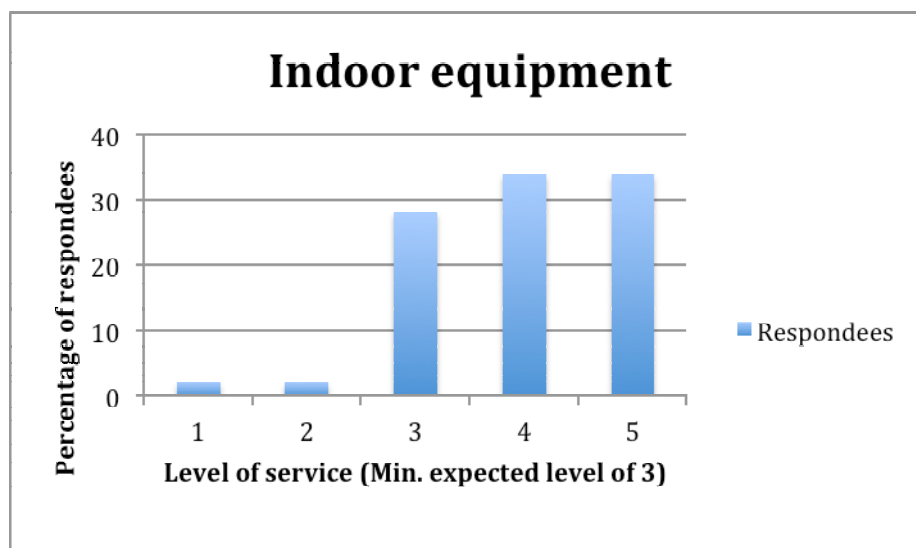
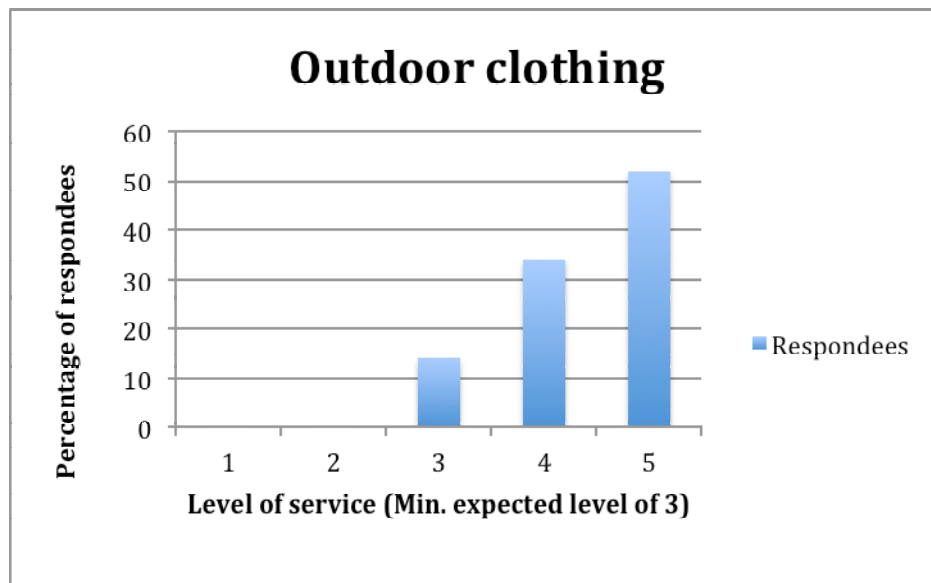
(Eldon Grove Primary School)

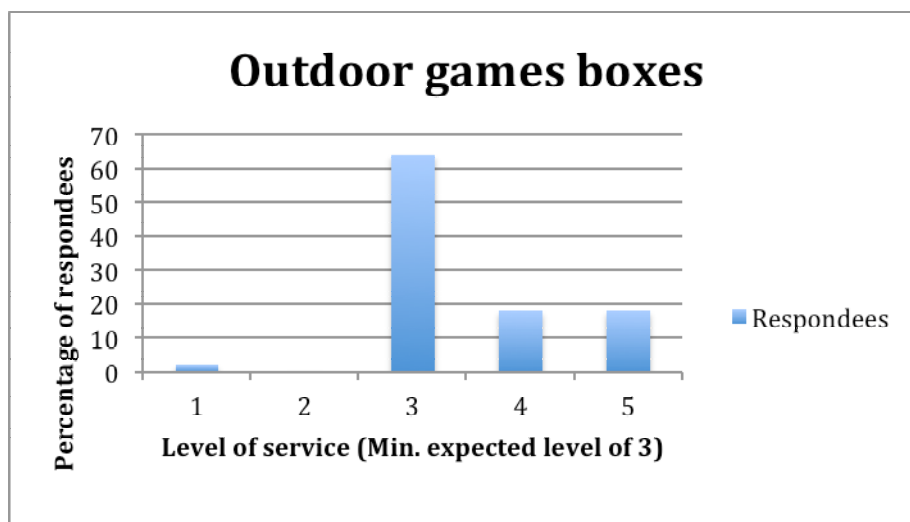
“All children were given opportunities to develop/improve in all four of these areas.”

(Clavering Primary School)

“Fabulous, helping to raise children’s aspirations.”

(Brougham Primary School)

3. Equipment Provided.



Comments

“Outdoor equipment was up to a good standard, well maintained, very professional looking”
(1 Hart, 1 Mind, 1 Future group)

“Very well prepared and safety key throughout the session.”
(Birthday party)

“All clean and in good condition”.
(West View Primary School)

“As always, very good.”
(Pallister Park Primary School)

“All equipment provided to children was of a high quality.”
(Highclffe Primary School)

“My own son went to a different centre. We had to provide all equipment. Carlton provides all we need.”
(Hemlington Hall Primary School)

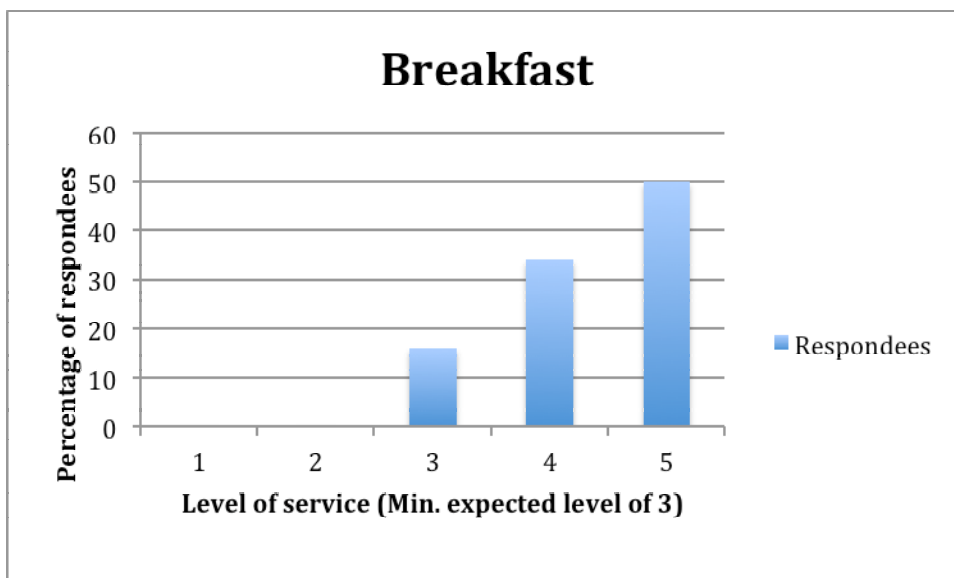
“Clothing and equipment to a high standard.”
(Handale Primary School)

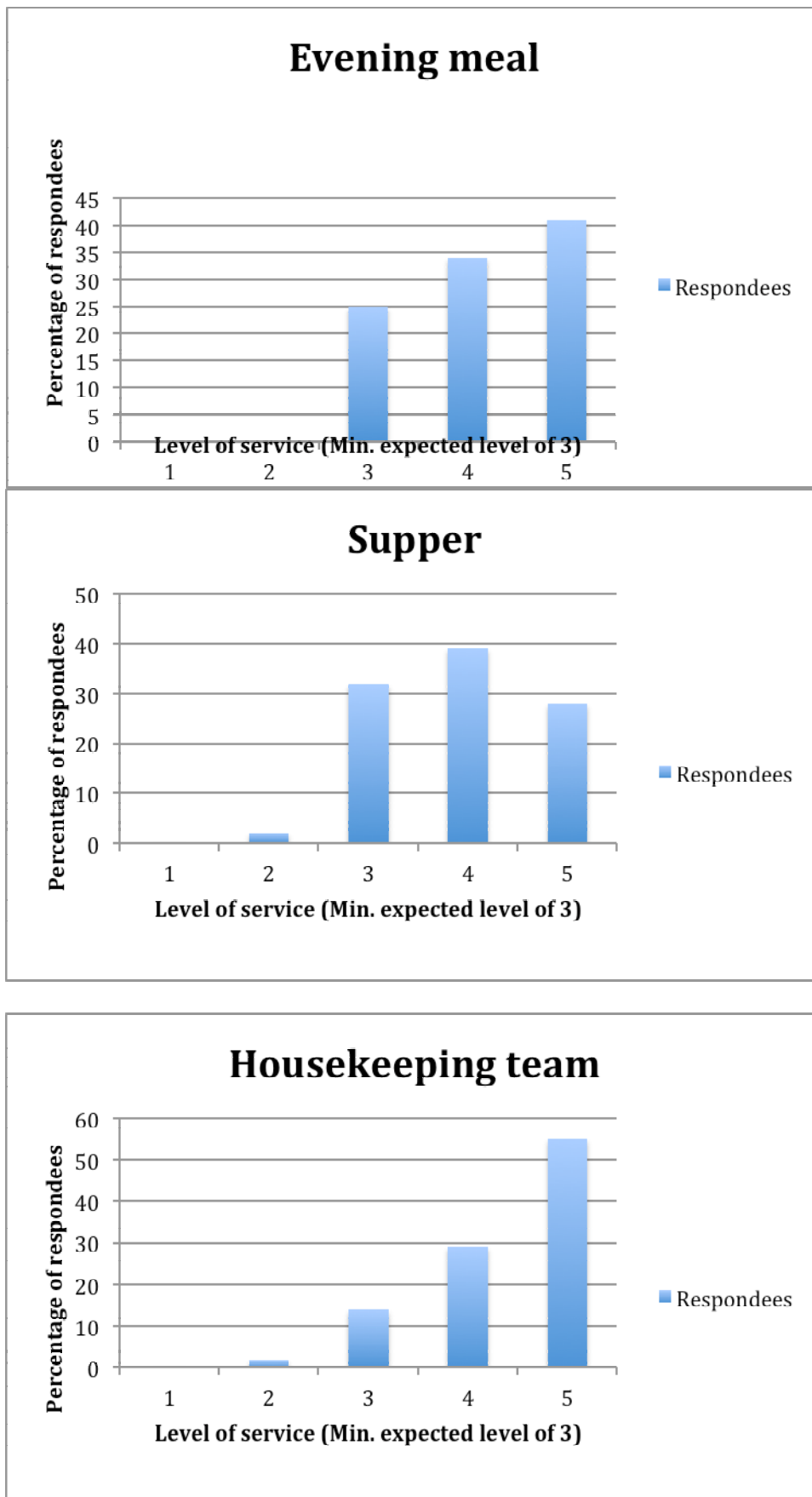
“All equipment of a good standard and we even got extra fleeces when we where cold.”
(Gateways Independent Girls School)

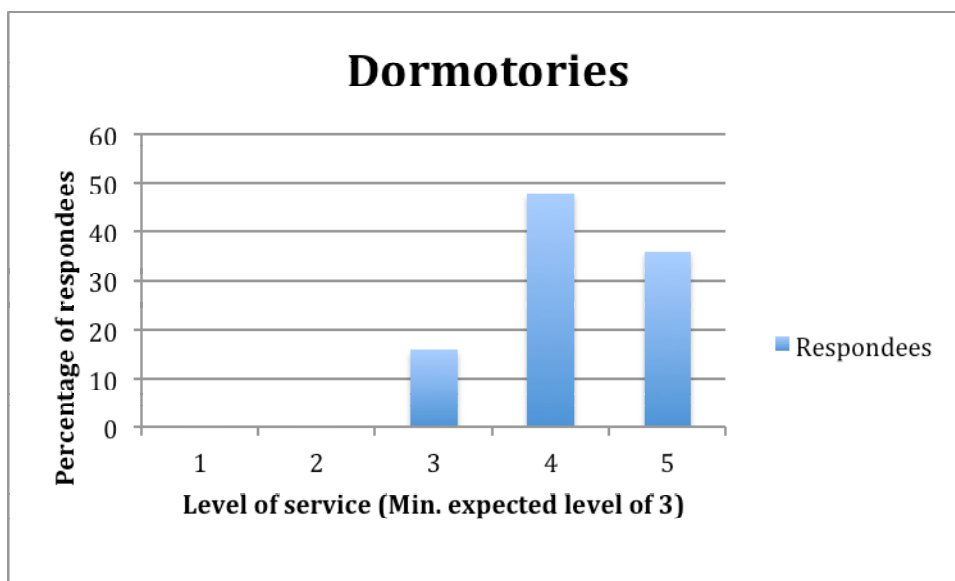
“Outdoor clothing and equipment was excellent.”
(Clavering Primary School)

“All equipment very good.”
(Brougham Primary School)

4. Food/Accommodation and Facilities







Comments

“All staff in the kitchen were fantastic, nothing was too much trouble, very flexible with the menu, which was good food. Great.”

(1 Hart, 1 Mind, 1 Future group)

“All cadets agreed food was good.”

(St John Ambulance)

“All the staff we met where very friendly. The food provided was of a good standard.”

(Birthday party)

“Very patient staff, clean and welcoming environment.”

(Birthday party)

“Kitchen staff are lovely! Had very high expectations of all children.”

(West View Primary School)

“Excellent food throughout the visit. All of the children have commented on how lovely the food was, particularly the curry and trifle.”

(St. Augustine’s Primary School)

“Food great, thank you to the staff who went out of their way to cater for our very fussy pupils.”

(Park End Primary School)

“I thought all the food was great!”

(Lingfield Primary School).

“Good food variety (packed lunch) and evening meals where fantastic. Even the fussy eaters didn’t complain.”

(Junction Farm Primary School)

“Excellent. Kitchen staff extremely approachable, helpful, and had excellent manner with the children. Several children commented on how nice the staff were, from the kitchen staff to the caretaker.”

(Highcliffe Primary School)

“Excellent, high standards as always.”

(Hemlington Hall Primary School)

“The food was of a very good standard and the staff were very helpful. Thank you for your care.”

(The Lynks Youth Group)

“Evening meals were great, chicken fajitas were the favourite and scones for the night were great!”

(National Citizenship group)

“In general the food is excellent, however we did receive complaints from a number of children about the curry, however you cannot please all of the people all of the time.”

(Handale Primary School)

“Lovely- felt well taken care of.”

(Gateways Independent Girl School)

“Very helpful, couldn’t do enough for us.”

(Dyke House Sports and Technology College)

“Brilliant! Everything was top quality!”

(Chaloner Primary School)

“Food was good and all children had enough food and enough choice. Accommodation was excellent.”

(Clavering Primary School)

“Superb food. A home from home. Housekeeping team made us want for nothing.”

(Brougham Primary School)

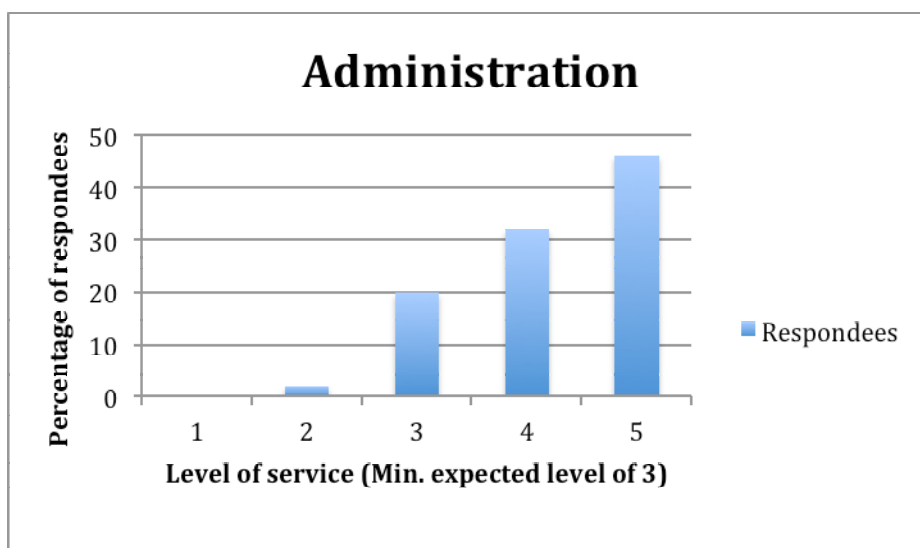
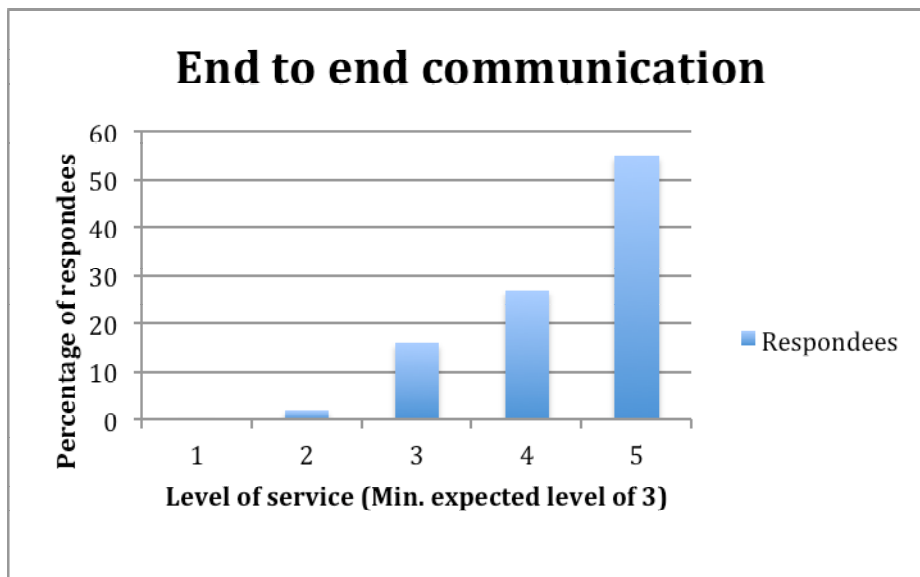
“Poor drainage in dormitory showers.”

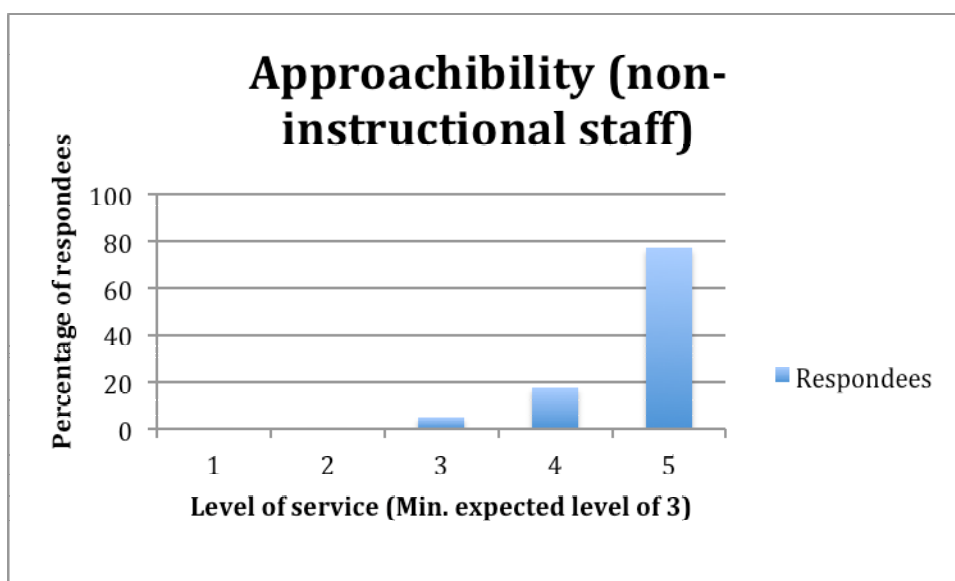
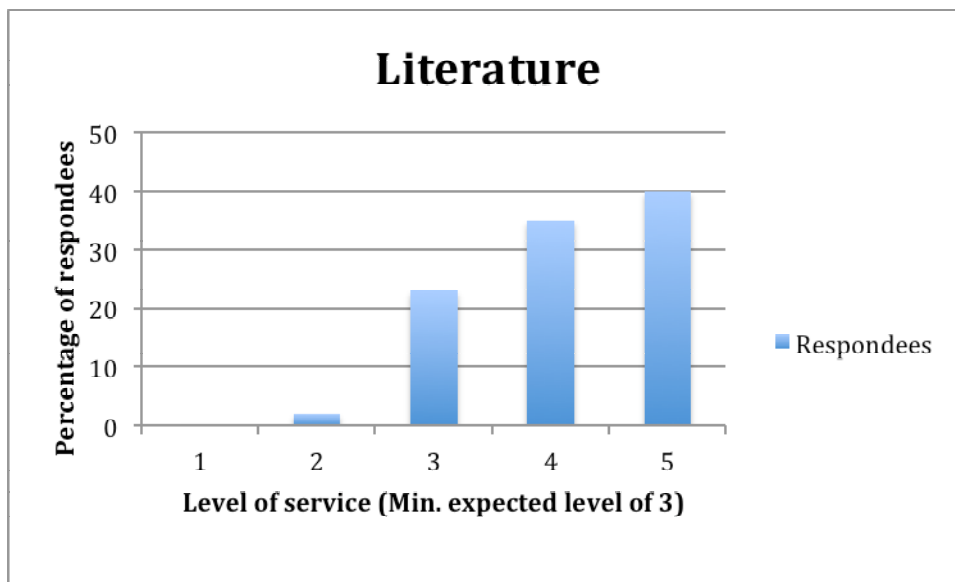
(Catcote School of Business and Technology)

“Evening meals were well below the standard in previous years.”

(Caldicotes Primary School)

5. Customer Care





Comments

13.02.05 - 2.4 - Carlton Outdoor Education Centre - Proposed Fees and Charges Appendix

“An excellent experience - children gave it 10/10!”
(Birthday party)

“Communication was effective and the least hassle we have had organising a party.”
(Birthday party)

“Everyone was very helpful prior to the visit and great that staff were able to speak to parents prior to the visit.”
(1 Hart, 1 Mind, 1 Future group)

“Everyone extremely helpful, making stay enjoyable.”
(St Johns Ambulance)

“Outstanding, I am so impressed by the flexibility of Carlton staff to tailor the visit to an individual school or group.”
(St Augustine’s Primary School)

“Electronic forms seemed to be a much easier way of giving information, especially when last minute changes had to be made.”
(Rosewood Primary School)

“As always very good.”
(Pallister Park Primary School)

“Very efficient runs like clock-work.”
(Park End Primary School)

“Cannot fault it!”
(Lingfield Primary School)

“Office and kitchen staff- were very helpful and accommodating displaying a very helpful/accommodating and caring attitude towards the children.”
(Junction Farm Primary School)

“Excellent! Absolutely no complaints. The visit has been very well organised and the staff have always been approachable.”
(Handale Primary School)

“The Facebook message for parents was lovely!”
(Gateways Independent girls school)

“Once again all great!”
(Chaloner Primary School)

“One of the reasons why our week has been so successful has been the excellent e-mail communication between COEC and school.”
(Clavering Primary School)

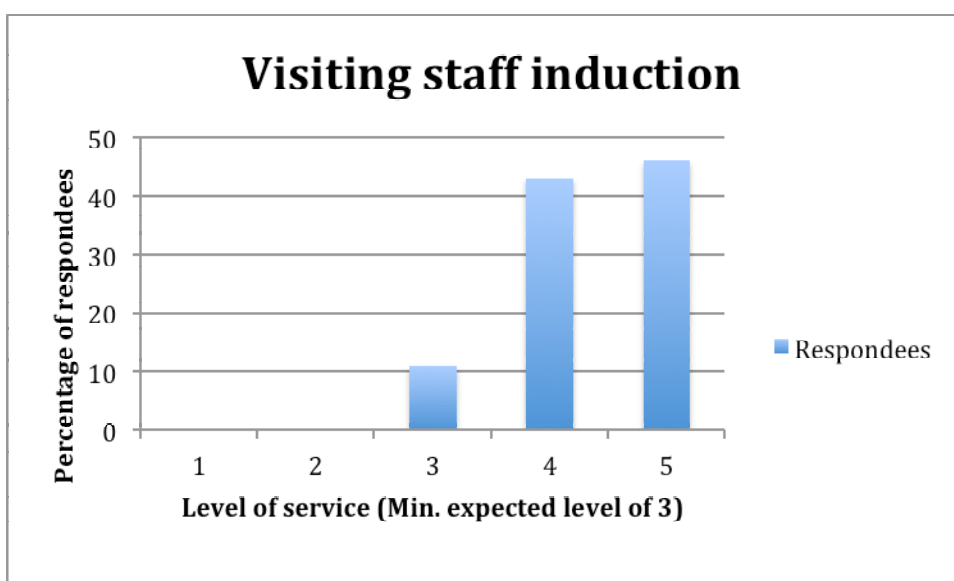
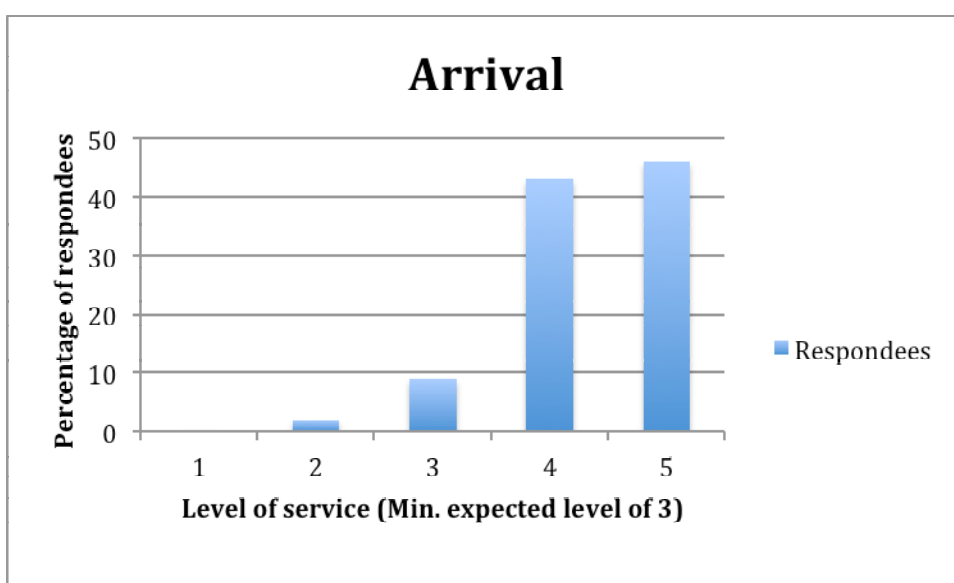
“Excellent- well organised.”

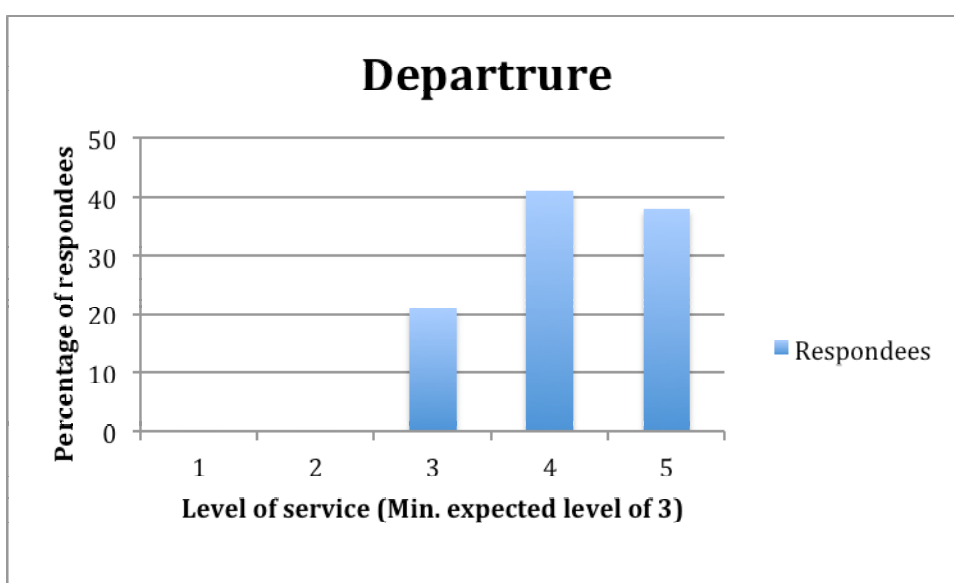
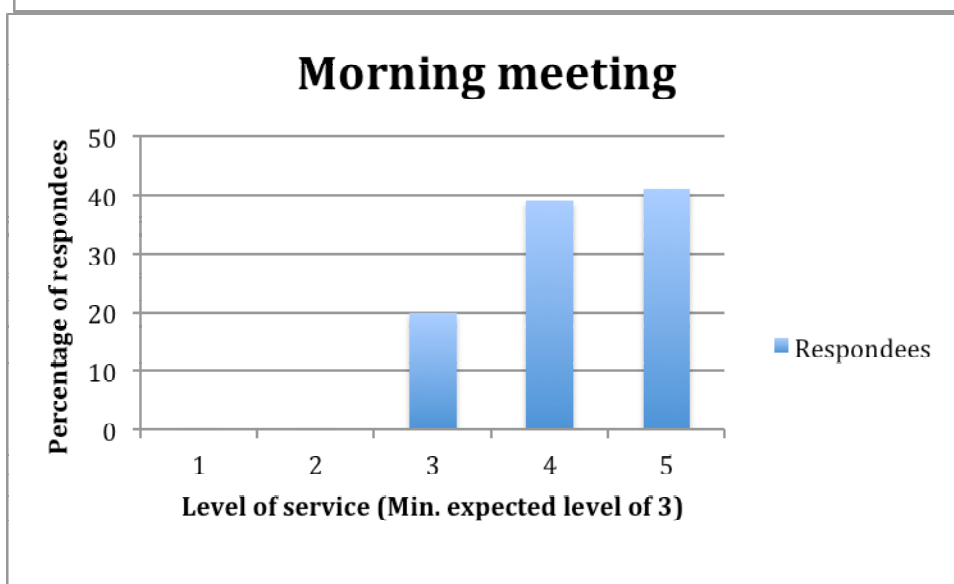
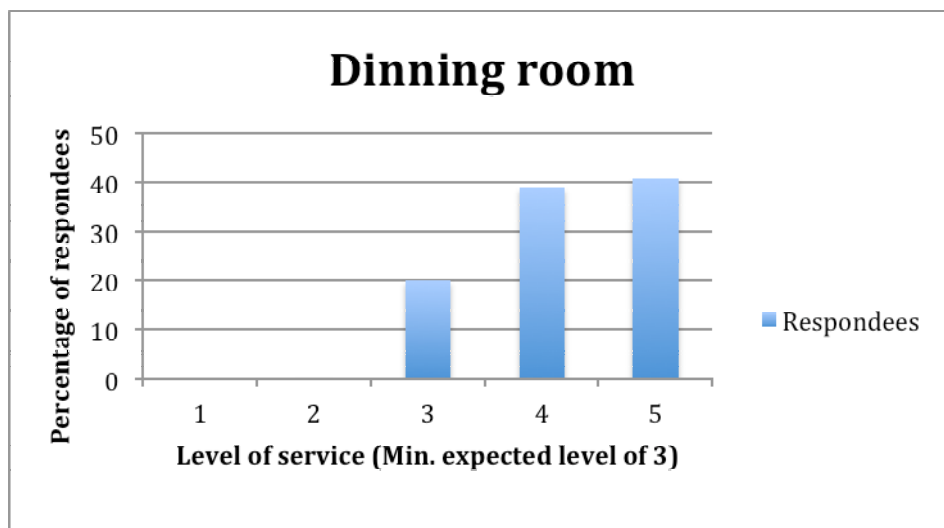
(Brougham Primary School)

“Always lovely approachable and helpful staff.”

(Breckon Hill Primary School)

6. Centre Routines





Comments

13.02.05 - 2.4 - Carlton Outdoor Education Centre - Proposed Fees and Charges Appendix

“Routines are smooth. The first day is so much better- our children were ‘In the Wild’ before lunchtime.”

(Clavering Primary School)

“Very organised.”

(Gateways Independent girls school)

“Spot on!”

(Handale Primary School)

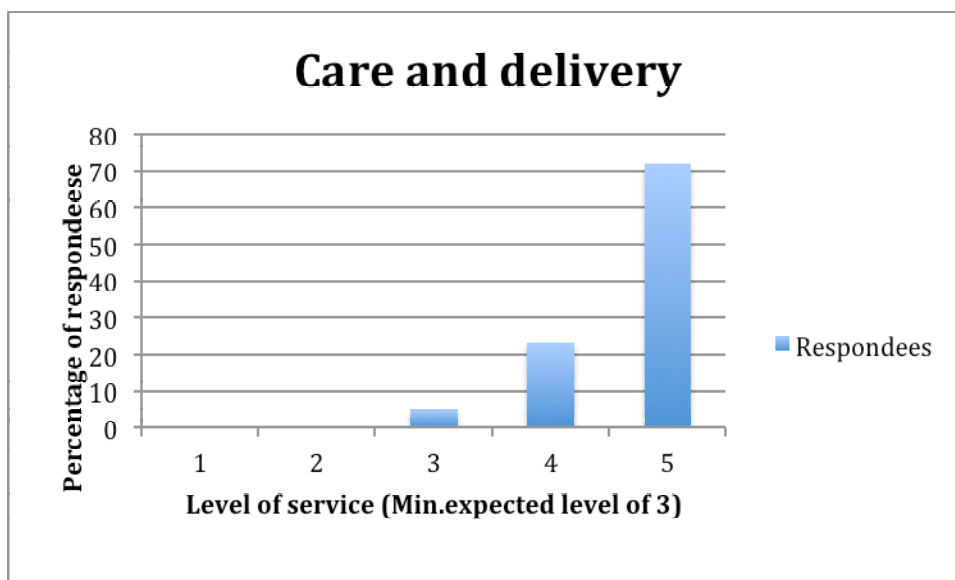
“All very smooth, enabling a quick start to activities and time used fully.”

(Hemlington Hall Primary School)

“Great structure and routine- I think our children loved the dorm inspections and the rivalry.”

(Lingfield Primary School)

7. Instructional Team



Comments

“Excellent service.”

(Birthday party)

“I loved that it wasn’t all about how many action-packed activities could be done about the lessons learned at each stage- thinking skills, team building, problem solving etc.”

(Lingfield Primary School)

“The instructor was humorous with the attending parents and had a fabulous attitude towards the children. He was patient and the children loved it. A party can be ‘made’ or ‘broke’ on the instructor but this one definitely ‘made’ our party, Thank you!”

(Birthday party)

“All fantastic instructors.”

(1 Hart, 1 Mind, 1 Future group)

“Superb.”

(St Clares RC Primary School)

“Instructors were fantastic! They knew what the children were like and activities suited all children.”

(Throston Primary School)

“General interest in children with good interaction.”

(Thorntree Primary School)

“In the children’s words: very encouraging and supportive, hard working and kind. Fun and helpful.”

(St Augustine’s Primary School)

“The children easily built relationships and trust with the instructors.”

(South Bank Primary School)

“We had three fantastic instructors and would like to thank them for making the week so wonderful for the children.”

(Newham Bridge Primary School)

“Very clear with instructions.”

(Park End Primary School)

“Wonderful staff.”

(Junction Farm Primary School)

“Instructors very supportive and excellent with the children.”

(Breckon Hill Primary School)

“Absolutely fantastic. Very supportive and excellent with children.”

(Breckon Hill Primary School)

“Excellent as always. Delivered exactly the type of programme we asked for, engaged and motivated the children throughout, and were friendly, but firm in their approach.”

(Highcliffe Primary School)

“Staff were excellent. Very approachable, showing a caring and friendly nature towards both children and staff.”

(Junction Farm Primary School)

“All instructional staff were brilliant and children learnt a phenomenal amount.”

(Clavering Primary School)

“Felt in very safe hands-liked the nuggets of information and stories. Made it special for the girls and often made them think of some of their choices without being too critical-a difficult balance to strike.”

(Gateways Independent School for Girls)

13.02.05 - 2.4 - Carlton Outdoor Education Centre - Proposed Fees and Charges Appendix

“The staff here always look out for the best interests of the children and deliver the programme well. They always explain aspects of safety to the groups clearly, so that the children understand fully what’s expected.”

(Handale Primary School)

“Instructional staff were brilliant their ability to build relationships quickly in challenging circumstances was much appreciated by the young people.”

(The Lynks youth group)

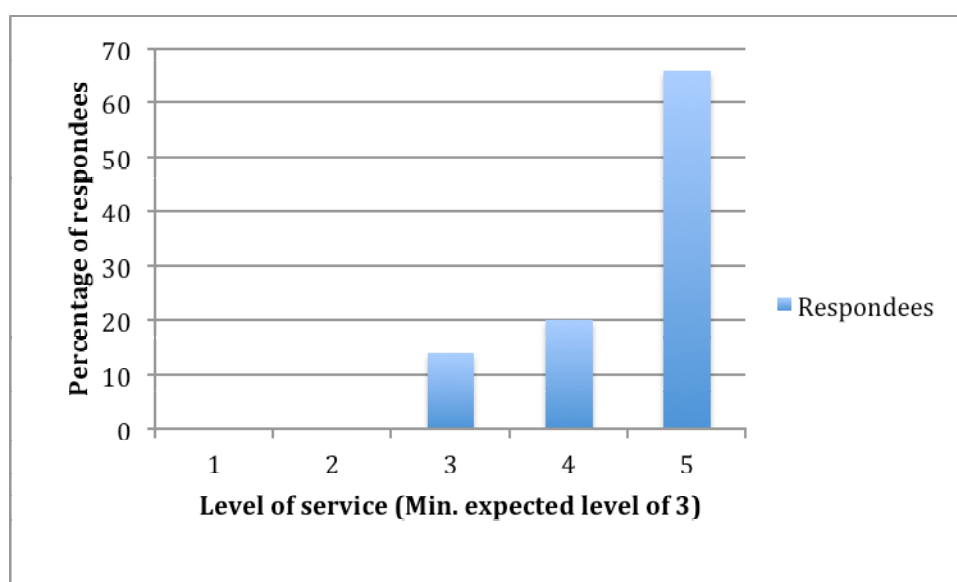
“Fantastic-makes the visit after 13 visits it’s the people that bring me back. Even if we stayed in tents in a field they would make it brilliant. They deserve a pay rise.”

(Hemlington Hall Primary School)

“The children loved the instructors, nurturing a very needy group ensuring they had a wonderful time. Fantastic as always-work twice as hard as they get paid.”

(Brougham Primary School)

8. Overall Experience



What did you like best about your visit and why?

“Friendly, safe, welcoming and interesting”

(Birthday party)

“The kids had a great day and a great experience. We had feedback from some that it was the best party ever!”

(Birthday party)

“Seeing families doing things they normally wouldn’t, and overcoming fears in many cases.”

(1 Hart, 1 Mind, 1 Future)

“Group enjoyed abseiling.”

(Birthday party)

“The high challenge-it was good to see kids conquer their fears.”

(Birthday party)

“Good relationship between instructor and children.”

(Birthday party)

“The variety of different games within the archery activity. The staff were very approachable and considered each individual's needs.”

(Birthday party)

“Very approachable staff that delivered a comprehensive package of activities.”

(Craven College)

“Bringing two groups together and watching how they became one group during the visit.”

(Hartlepool Youth Service)

“The activities and co-operation and support of staff.”

(Matron Grove Primary School)

“Adaptability in relation to the weather conditions-children still had a fabulous time in spite of the poor weather conditions”

(West Park Primary School)

“Instructors addressed the individual needs of the children.”

(Fredrick Nattrass Primary School)

“High challenge was favourite- because of sense of achievement when completed.”

(St Clares RC Primary School)

“High challenge activities- children got a real sense of achievement.”

(West View Primary School)

“Challenging children pushing them beyond their comfort zone. Teaching children independence- having to think and do things for themselves.”

(Thorntree Primary School)

“The instructional staff ensured that each child enjoyed themselves and were pushed outside their comfort zone.”

(Stranton Primary School)

“It is hard to pick one activity/moment in time. I know my children were getting so much out of everything they did- even making their beds.”

(St Gerard's RC Primary School)

“Accommodation, staff and activities are excellent.”

(St Gabriels Primary School)

“The course programme was varied and interesting, the food was good. The staff because they were friendly and encouraging. Pupil-“I liked the challenges and didn’t expect them to be such fun.” Pupils- “The dorms and facilities made it feel like home.”
(St Augustine’s Primary School)

“The support given to children and the desire for them all to push themselves.”
(Sacred Heart Primary School)

“The children liked the dormitories, archery and climbing best. The staff enjoyed being so well looked after, the night walks and the behaviour of the children.”
(St Clares RC Primary School)

“The activities.”
(Rossmere Primary School)

“Excellent organisation of the weekend. Clear instructions given.”
(Reid Street Primary School)

“It is always good quality and experience for the children. Activity and instructors are superb.”
(Rosewood Primary School)

“The instructors and the activities.”
(Newham Bridge Primary School)

“The way staff developed the independence skills of the children.”
(Newport Primary School)

“The challenge that it gave the children.”
(Pallister Park Primary School)

The staff-at all levels-from organisation and management through to instructors and the kitchen/housekeeping staff. Friendly, helpful and efficient-with the children’s interests and well being at heart.”
(Lingfield Primary School)

“Getting opportunities to do activities that both adults and children would not normally do and showing that children can learn so much from the outdoors.”
(Junction Farm Primary School)

“Watching the children grow and develop personally and socially across the week and seeing them thrive and push themselves to overcome personal challenges and achieve their best.”
(Highcliffe Primary School)

“Children experienced new activities.”
(Bowesfield Primary School)

“Organisation is spot-on and children enjoyed everything.”
(Breckon Hill Primary School)

“Made good relationships with the children.”
(Bowesfield Primary School)

“Watching the children grow and develop personally and socially across the week, and seeing them thrive and push themselves to overcome personal challenges and achieve their best.”
(Highcliffe Primary School)

“The range of activities in particular forest adventure and weaselling liked the subject knowledge of instructors and how they got children enthused about nature and the outdoors.”
(Caldicotes Primary School)

“The children really enjoyed all the activities where they got muddy!”
(Caedmon Primary School)

“Team building activities and staff.”
(Catcote School Business and Enterprise College)

“The quality of the programme allowed the children to experience and achieve so much.”
(Clavering Primary School)

“Bedrooms and communal areas were modern and well looked after. The ladies in the kitchen were brilliant.”
(Dyke House Sports and Technology College)

“As usual great! Always try to give the children as much information as possible about the environment. Safety is always a top priority. All are approachable and friendly. All are experts in there ‘fields’ they instruct which is extremely reassuring!”
(Chaloner Primary School)

“Seeing the pupils thrive and enjoy the experience.”
(Eldon Grove Primary School)

“Working with the children in a different environment. Supporting the instructor to allow the children to experience something new.”
(Fens Primary School)

“The smooth organisation and feeling very welcomed. See you next year!”
(Gateways Independent School for Girls)

“The instructors were very good with children-so made our job easier resulting in a very smooth week.”
(Grange Primary School)

“Friendly, approachable staff. The exciting activities-all children really enjoyed themselves.”
(Golden Flatts Primary School)

“The whole experience of being away from school with friends is a really valuable one for the group. The level of responsibility expected from the children is good and the centre is very well equipped. Great activities!”
(Handale Primary School)

“The activities and instruction was excellent.”
(Birthday party)

“Smooth running of the centre. Kids loved the experience-they had the opportunity to have some independence.”
(St Pius X Primary School)

“Young people loved the rock climbing and raft building-more adventurous and energetic activities went down the best. The more skilful activities kept them engaged.”
(National Citizenship Scheme group)

“The activities, the staff, communication between staff, support of staff, positive relationships built throughout the week.”
(National Citizenship Scheme group)

“Climbing, archery, canoeing and singing.”
(The Lynks youth group)

“Spending time with the young people and watching them achieve their goals and exceed them.”
(The Lynks youth group)

“The support given to the children and desire for them to push themselves.”
(Sacred Heart Primary School)

“Staff, activities, food, facilities. Wonderful time which allowed our children to thrive.”
(Junction Farm Primary School)

“The camaraderie, the activities, seeing children in a different light. The people at the centre from Victor to the Housekeeping/catering staff. And as said before the quality staff.”
(Hemlington Hall Primary School)

“Positive encouragement given by all the staff to the children to take part. Domestic staff taking the time to talk to the children.”
(Brougham Primary School)

“Instructors were fantastic! Instructors knew what the children were like and activities suited all children.”
(Throston Primary School)

“All staff were friendly, approachable and ensured all children were taking part.”
(South Bank Primary School)

“As with previous years all staff have endeavoured to tailor the week to meet the needs of our pupils-adapting days to suit. It was good that the advice on our pupils was acted on.”

(Whitehouse Primary School)

What did you like least about your visit and why?

“Nothing, except going home!”
(Junction Farm Primary School)

“The cold showers!”
(Gateways independent School for Girls)

Additional thoughts

“Great facility- it must continue!”
(Birthday party)

“Thanks for another fantastic weekend everyone had a great time.”
(1 Hart, 1 Mind, 1 Future group)

“The students thoroughly enjoyed their experience we were able to offer at the centre.”
(St Johns Ambulance)

“Totally brilliant weekend, couldn’t have asked for more.”
(1 Hart, 1 Mind, 1 Future group)

“Excellent, thank you very much.”
(Birthday party)

“Thanks to all Carlton staff-professionalism/expertise and dedication to children experiencing best possible time was (as always) outstanding.”
(West Park Primary School)

“We appreciate the support and collaboration with and between the school and Carlton staff team.”
(Frederick Natrass Primary School)

“Really enjoyed the weekend- food was even better than usual and thank you for the two birthday cakes.”
(St Clares RC Primary School)

“Fantastic week! Instructors and all staff made us feel very welcome and safe when we were on activities. Children had a fantastic experience! Thank you.”
(Throston Primary School)

“Super facilities, Grade 3 appears mean, but I expect high standards to be high and they are!”
(St Gabriel’s Primary School)

In the pupils’ words:

“It’s a great experience and I would recommend it to anyone”

“It’s the best place to face your challenges and work in a team.”

“It was the best week of my life”.

13.02.05 - 2.4 - Carlton Outdoor Education Centre - Proposed Fees and Charges Appendix

“A big thank you to everyone at Carlton OEC!”
(St Augustine’s Primary School)

“An excellent weekend, thank you to all staff involved (including those behind the scenes).
Look forward to next year.”
(South Bank Primary School)

“We felt well looked after and safe at all times, thank you for a great week.”
(Rose Wood Primary School)

“Staff all approachable, brought the best out of the children, instructors thought about
carefully and identified issues.”
(Reid Street Primary School)

“Thank you for a wonderful week.”
(Newham Bridge Primary School)

“It was a much better week by including an activity on Monday.”
(Park End Primary School)

“I learned a lot about pupil behaviour management, a great eye opener for me as a relatively
‘new’ teacher. Thanks for a great week!”
(Lingfield Primary School)

“The friendliness of the centre is superb. The welcoming nature of the staff make it feel as
though we have known them a long time and it’s like a ‘Home from Home.’”
(Junction Farm Primary School)

“The team work/communication/speaking and especially the listening aspect to the content
delivered.”
(Holy Trinity Primary School)

“We enjoyed everything!”
(Breckon Hill Primary School)

“Children experienced new activities.”
(Bowesfield Primary School)

“We would like to thank all the staff for making our weekend fantastic and memorable.
THANKS!”
(Caedmon Primary School)

“Both staff and children all felt this was their best ever residential. Thank you to all Carlton
OEC staff. See you next year!”
(Clavering Primary School)

“Hopefully we can use the centre for similar events in the future.”
(Dyke House Sports and Technology College)

“The instructors! The accommodation. The discipline. The routine. The activities. The outdoors! Everything!!”
(Chaloner Primary School)

“Thank you again for a fantastic week away with our Year 6 pupils- got to know them (and us) so much more. This is an amazing opportunity for ALL pupils to achieve outside of the classroom. Thank you to the team at Carlton!”
(Eldon Grove Primary School)

“Thanks for a very good week and in particular for the brilliant work with the SEN’s children this made our week!”
(Grange Primary School)

“We had a great week. Thank you very much.”
(Handale Primary School)

“As this is the third consecutive birthday party that my son has had at your centre I would think it explains just how much he enjoys it. The communication prior to the day was excellent. The boys (and parents!) all had a wonderful day and they are now looking forward to their next visit in June when they have a residential trip with Hartburn Primary School. Thanks very much!”
(Birthday party)

“An enjoyable party-instructor made us feel very welcome, and the children had a great time.”
(Birthday party)

“Food was spot on and cooking staff were very nice, thank you all.”
(National Citizenship Scheme group)

“Excellent support and communication amongst all staff throughout.”
(National Citizenship Scheme group)

“Thank you from the young people and staff of the Lynks group for your care and interest. We all had a great time.”
(The Lynks youth group)

“A wonderful week thank you.”
(Junction Farm Primary school)

“This is a first class, friendly facility. Good value, and after 13 visits I’ve seen it change a lot, but those core values have remained the same”.
(Hemlington Hall Primary School)

“Keep up the good work-we appreciate the hard work of your friendly staff who have the patience of saints.”
(Brougham Primary School)

“Fantastic week! Instructors and all staff made us feel very welcome and safe when we were on activities. Children have had a fantastic experience! Thank you.”

(Throston Primary School)

“An excellent weekend, thank you to all staff involved (including those behind the scenes)
Look forward to next year!”

(South Bank Primary School)

“In conclusion a big thank you to all centre staff for making us feel so welcome. This is very
much appreciated by us all including the pupils.”

(Whitehouse Primary School)

CHILDREN'S AND COMMUNITY SERVICES REPORT

5th FEBRUARY 2013



Report of: Assistant Director (Community Services) – Child & Adult Services

Subject: HARTLEPOOL COMMUNITY ACTIVITIES NETWORK (CAN) – UPDATE AND PROGRESS

1. TYPE OF DECISION/APPLICABLE CATEGORY

For information only.

2. PURPOSE OF REPORT

- 2.1 To update the Portfolio Holder on the work of the Hartlepool Community Activities Network (CAN).

3. BACKGROUND

- 3.1 Hartlepool's Community Activities Network (CAN) was originally developed early in 2008 as a result of Sport England's Strategy for Sport at that time.
- 3.2 This involved the establishment of County Sports Partnerships on a sub-regional basis and at a local level within each local authority area, Community Sports Networks with the objective of bringing together all providers of sport and physical activity to work together and offer participation opportunities in a more effective and coordinated way.
- 3.3 To ensure that the networks were established and operated on a local level, all local authorities were offered tapered funding support over a three year period to enable the creation of an Officer post. Similar to many others, Hartlepool took up the offer and with the establishment of an Officer post, the Hartlepool CAN was established.

4. CURRENT SITUATION

- 4.1 Since its inception, the network has worked very well with a main steering group and smaller themed sub action groups in operation. The Primary Care

Trust (PCT) also saw the network as a conduit for channeling public health grant funding to groups and organisations in the Borough for new physical activity interventions and since December 2008 has been giving grants annually to Hartlepool CAN for this purpose.

- 4.2 Following the conclusion of the funding for the Officer post, the work of the CAN continued, being mainstreamed into the general work of the council's Sport & Recreation service and during this time, the Borough's Sport & Physical Activity Strategy was developed.

5. UPDATE ON FUNDED PROJECTS

- 5.1 From December 2008, twenty-two projects (from a range of groups and organisations) have been funded as a result of successful applications to the CAN for public health funding. This has amounted to £113,633 to date and the following gives some examples of the types of new projects that have been supported as a consequence of the grant funding.

5.2 Waverley Terrace Allotments

- 5.2.1 In January 2011, Waverley Terrace Allotments were grant funded to renovate the allotments site in order to increase site accessibility. The groups aim was to develop more accessible pathways, raised flowerbeds and individual allotment plots for those individuals living with complex needs in order to contribute to overall health and wellbeing of those using the site.
- 5.2.2 Since receiving the funding the site has been transformed and strong partnerships have been forged with Hartlepool College of Further Education (HCFE), The Future Jobs Fund, Hartlepool Mind and both Springwell and Kingsley Primary Schools. The Future Jobs Fund and HCFE assisted immensely with the construction work and helped cut costs for labour and Primary Schools have been attending the site on a regular basis taking part in such things as flower competitions and growing produce.
- 5.2.3 The construction work undertaken has been complete for a number of months now and the site, especially the garden, is now suitable for wheelchair users or those with limited mobility. In addition to the new pathways, a potting shed has been introduced with work benches inside and a ramp situated outside the entrance ensuring appropriate access. Since the developments one user has commented *"I'm currently working at Waverley Terrace Allotment on a voluntary basis and I have enjoyed the opportunity to train whilst volunteering. The volunteering has boosted my confidence and being on the site has helped my health and wellbeing"*. Further feedback from a second participant was *"volunteering is important for mental well being and since the alterations to the site I have been able to learn new practical and social skills"*.
- 5.2.4 The site itself has seen a range of new attendees, including members from Pathways to Independence and college students who have helped with the sale of plants. In the winter months, the users prepared Christmas wreaths

and decorations making income for the site to replenish seeds and buy new produce.

- 5.2.5 Since January 2011, 112 new people have accessed the site and attend on a regular basis, of which 43 suffer from some form of disability.

5.3 Men's Health

- 5.3.1 In January 2011, the Council's Sport and Physical Activity Team received grant funding to deliver Men's Health and the programme aimed to provide a range of physical activity opportunities to men in the town.
- 5.3.2 The first element of delivery was already established and links were formed with Burn Road Harriers who provided the qualified coaches to oversee the proposed new programme. Two attendees have since progressed on to continue running with Burn Road Harriers as part of a beginners group.
- 5.3.3 Additional activities included cycle fitness, indoor gym and spinning all of which have been well attended and to date the project has engaged with over 150 new participants.

5.4 On Yur-Bike

- 5.4.1 In January 2011, Mill House Leisure Centre was allocated grant funding for the purchase and development of "spinning" as a new fitness activity. This was match funding to assist with the purchase of the number of spinning bikes required.
- 5.4.2 The resulting sessions have proved extremely popular and additional sessions have been put on such is demand. A successful marketing campaign, good instruction and a new innovative activity were highlighted as reasons for the projects success.
- 5.4.3 To date 257 people have benefited from the project, of which 110 were women and 147 were men. Three weekly sessions continue to take place at the Centre and it is predicted that the number of participants will continue to rise.

5.5 BMX Development

- 5.5.1 In January 2011, the Council's Outdoor Activities Team received funding towards BMX development. The aim of the project was to make BMX provision more accessible within Hartlepool's Primary Schools and was linked into the £50,000 grant funded redevelopment of the BMX Track at Summerhill to a national standard, meaning that competitions such as the British Championships could be attracted in the future. The project also aims to provide the North East BMX club (who use Summerhill as their club base) with new members, enabling participants to develop core skills.

- 5.5.2 Delivery has commenced but has been delayed owing to the poor weather that has meant the track redevelopment taking longer than planned. Delivery for the project carried out prior to the track works however, saw 100 young people, from 4 different primary schools benefiting from BMX provision.
- 5.5.3 The project is due to recommence March/April 2013 after the track work is complete and the better weather returns

5.6 Badminton for Better Health

- 5.6.1 In June 2011, the Hartlepool Badminton Action Group was awarded funding for the Badminton for Better Health project the aim of which was to deliver a programme of activities to support adults to engage in Badminton as a prevention and intervention for positive mental health.
- 5.6.2 Since appointing the lead coach in May 2012, the following programmes have commenced: 'Try Badminton', 'No Strings Badminton' and 'Age UK' sessions, all of which are taking place at Brierton Community Sports Centre.
- 5.6.3 The 'Age UK' and 'No Strings Badminton' sessions occur on a weekly basis, whereas 'Try Badminton' is 6 weeks worth of coaching sessions aimed at beginners. In addition to the above, further sessions are currently being planned in partnership with Parkinson's UK and MIND.
- 5.6.4 The first 'Try Badminton' programme attracted over 20 participants and Brierton Badminton Club has since retained 12 within their club environment. Both weekly sessions are currently averaging between 15 – 20 participants per session.

5.7 The Diamond Rink Project

- 5.7.1 In September 2011, the Council's Cultural Services Division were awarded a grant to deliver an intergenerational dance project working with older people in residential care homes and young people aged between 13 to 21 years. The aim of the project was to encourage physical and cultural activity to broaden the current dance provision in Hartlepool that was on offer to the aforementioned groups.
- 5.7.2 The final phases of planning for the project were completed in December 2011 and delivery commenced in January 2012. Since the project commenced, there has been 6 different organisations that have benefited from the project, with a total of 65 different sessions completed.
- 5.7.3 The content of the sessions has included a mixture of reminiscence and dance and these have helped strengthen community cohesion by fostering intergenerational dialogue between community groups such as the residents of Hartfields Retirement Village and Laurel Gardens extra care facility. In turn, this dialogue resulted in the creation of dances based on collected memories and contemporary interpretation and inspiration provided from those groups which were involved.

- 5.7.4 Participants involved in the weekly dance sessions were extremely committed and friendships between those part taking were strengthened as direct impact of the activity. The project has allowed many of the older people to form new friendships and participants from different groups now socialise on a regular basis. Further feedback from participants was positive, with one participant commenting *"this is the highlight of my week"*.
- 5.7.5 In regards to attendances, there was a core group of 80 participants made up of residents from Hartfields Retirement Village and Laurel Gardens extra care facility, performing arts students of Hartlepool Sixth Form and English Martyrs Sixth Form, in addition to a group of young carers, aged between 13 and 18 years.
- 5.7.6 After the weekly sessions a celebration event was arranged in June 2012 at the Borough Hall, coinciding with the National celebrations of the Queen's Diamond Jubilee. The event saw 83 participants from the group in attendance and feedback highlighted that a number of participants expressed an interest to be involved in similar projects
- 5.7.7 Following on from the event in June, Urban Kaos Dance group have been researching the implementation of the sustainable element of the project. Progress with this has been made and since October 2012, weekly sessions are now available at Mill House Leisure Centre.

5.8 Hartlepool Table Tennis Club

- 5.8.1 In December 2011, Hartlepool Table Tennis Club received a grant to assist with table tennis coaching within schools. The aim of the Club was to target all schools within Hartlepool including both Primary and Secondary.
- 5.8.2 Since the project commenced, the Club has managed to visit all but 9 schools and a programme has been worked up with delivery of sessions due to commence shortly.
- 5.8.3 In addition to the school sessions, Belle Vue, Throston, Rossmere and Brougham Youth Centres have already benefited from structured coaching and supplementary delivery has taken place as well at the Hartlepool Sportability Club.
- 5.8.4 Aside from delivery, the Club has donated tables to Greatham, Lynnfield, Grange and Golden Flatts Primary Schools, along with a further table being placed at Hartlepool Indoor Bowling Club. All of the donated tables are currently being used on a weekly basis.
- 5.8.5 To date, nearly 1,000 people have received coaching through the project and the Club has been extremely pleased with the number of people who have since joined the club as a direct impact from the earlier coaching intervention work.

5.9 Hartlepool Orienteering Programme

- 5.9.1 In March 2012, the Council's Sport and Physical Activity Team was awarded a grant to develop Orienteering provision in Hartlepool. As part of the development it was hoped that eventually a club night could be established at Summerhill.
- 5.9.2 A Stage One Orienteering course was held at Summerhill in May 2012 and 12 participants accessed the course and have since helped delivery on orienteering programmes throughout the town.
- 5.9.3 The first programme in July 2012 took place for a 6 week period with an average attendance of 9 participants per session. Following on from this programme, a taster event was made available in August 2012 which saw a further 35 participants take part.
- 5.9.4 Supplementary to delivery, three new orienteering courses have also been mapped out in the town. New courses are now available at Hartlepool Sixth Form College and Manor College and the existing course at Summerhill has been renovated, all of which will be utilised for additional orienteering provision such as inter school competitions. A club evening has yet to be established at Summerhill due to the winter nights but planning is underway and it is envisaged this will be up and running in the spring.

6. SUMMARY

- 6.1 The report serves to highlight the work of the Hartlepool CAN and the welcome support of Public Health funding made available from the PCT.
- 6.2 Section 4 of the report gives some indication of the success of some of the new physical activity interventions that have received grant funding and the subsequent difference it is making to participants from across the Hartlepool community.

7. RECOMMENDATIONS

- 7.1 Comments from the Portfolio Holder are welcomed

8. CONTACT OFFICER: Pat Usher – Head of Sport & Recreation

CHILDREN'S AND COMMUNITY SERVICES REPORT

5th February 2013



Report of: Assistant Director Child & Adult Services

Subject: QUARTERLY FOSTERING PROGRESS REPORT
1 Oct 12 – 31 Dec 12

1. TYPE OF DECISION/APPLICABLE CATEGORY

For information only.

2. PURPOSE OF REPORT

- 2.1 To inform the Portfolio Holder of the activity and progress of the Fostering Service from 1st October – 31st December 2012.

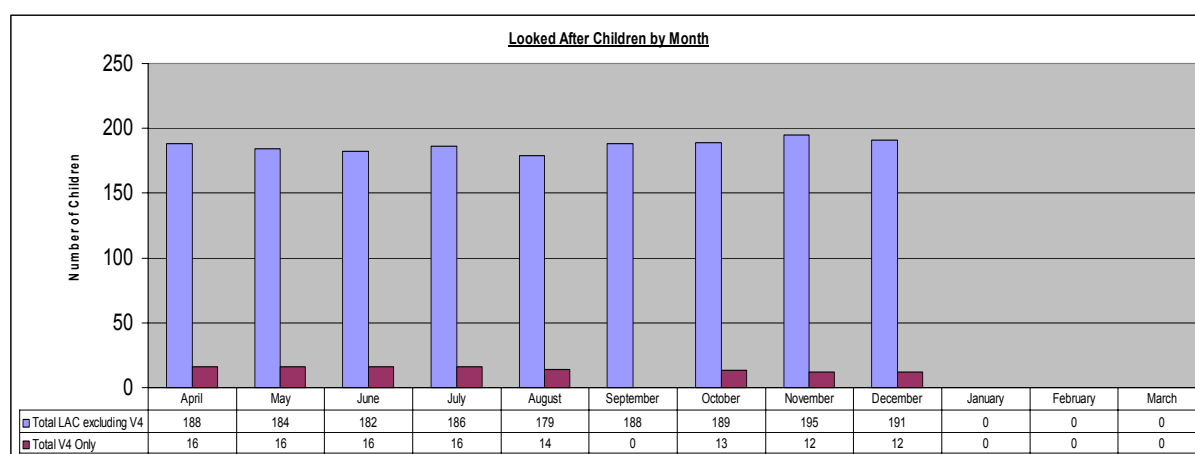
3. BACKGROUND

- 3.1 The Fostering Service is a regulated service and it is a requirement of the regulations, and good practice, to provide regular updates regarding the progress of the service in order that the executive side of the authority can be satisfied that the agency is effective and is achieving good outcomes for the children and young people in its care.
- 3.2 The Fostering National Minimum Standards (2011) Standard 25 details that the executive side of the local authority should 'receive written reports on the management, outcomes and financial state of the fostering service every 3 months.'

4. STATISTICAL INFORMATION

4.1 Looked After Children

The number of children looked after was 191 on 31 December 2012. The table below illustrates the fluctuations in numbers since 1st April 2012.



It is important to note that the annual monthly average number of Looked after children has increased over recent years. In 2010/11 the average was 166 looked after children per month, in 2011/12 this rose to 183 and this year to date the average is 187 children per month. Perhaps more relevant to the fostering service is the fact that in March 2012 there were 136 children and young people placed with in-house foster carers but by the end of December 2012 this number had risen to 154.

4.2 Foster Carer statistics

At the beginning of the quarter, the service had 92 foster carers and as of 31 December there were a total of 96 carers. There have been 3 mainstream Foster Carers and 2 Connected Person Carers approved at Adoption and Fostering Panel. One Short Break Foster Carer referred to in the previous report has now had their resignation accepted at Panel.

Of the 96 fostering households currently approved, there are 3 carers on hold for the reasons of ill health or bereavement.

There are currently 2 potential foster carers booked into the Adoption and Fostering Panel for consideration of their approval in the next month. These carers completed the foster carer preparation training in May 2012.

A further preparation training group was delivered through October 2012 and from this there are 9 potential carers who are in the process of being assessed. These potential carers are both mainstream and support carers and it is anticipated their assessments will be presented panel to seek approval over the next 3 – 6 months.

The service is anticipating the deregistration of at least 2 Foster carer households in the near future as one carer (who currently has children from another local authority in placement) is pursuing fostering with an Independent Fostering Agency for financial reasons and another is transferring to Stockton due to their geographical location.

4.3 Foster Carer recruitment

In the three months October to December 2012 the service received 11 enquiries about fostering and sent out 10 information packs to households. The majority of initial contacts by potential foster carers are still made by telephone and a significant number of enquiries are made by people who have family or friends who are foster carers. The fostering workers undertook 7 initial home visits in this period. At present there are 4 potential attendees for the next preparation training group planned for March 2013.

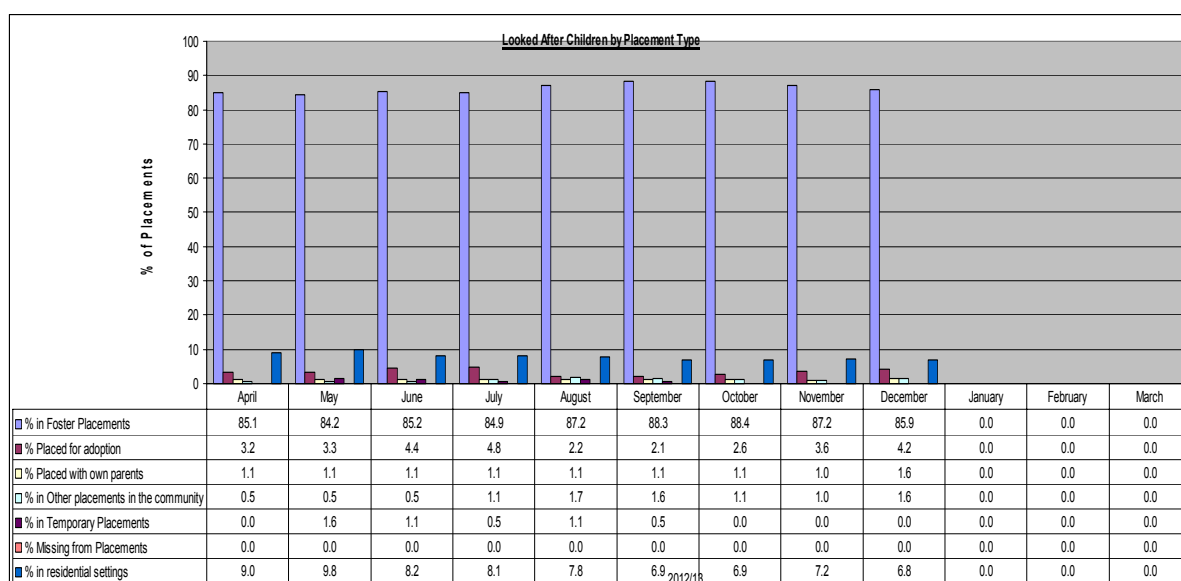
Alongside the assessment of potential mainstream foster carers the team has received a further two referrals for Connected Persons assessments which are on-going.

4.4 Placement Activity

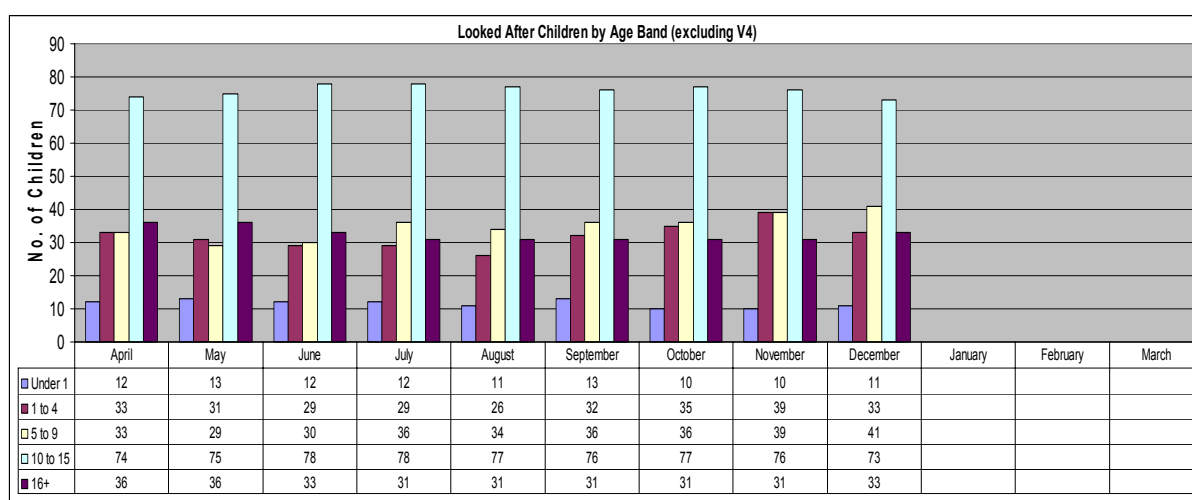
72 children were placed in the year 2011-2012 and in the first half of this year a further 32 children and young people became looked after with 25 being placed with in-house foster carers.

In this last quarter the service has received 37 referrals for placement. 15 placements were subsequently not required with five children going to stay with family members. We have therefore placed 22 children and young people with our own foster carers. Nine of these children and young people were in placement for less than one week and another child was in placement for two weeks.

The number of children and young people referred to the service and the number of foster placements made has slightly increased within this quarter. Foster care makes up the vast majority of placements for looked after children with consistently over 85% of children looked after by Hartlepool Borough Council living in foster care.



The table below illustrates the age breakdown of our looked after population.



While entries into care in the last quarter have been more under 11s than over teenagers, as can be seen in the graph above, the profile of the children in care reflects that older children entering care tend to remain in care rather than returning to family or alternative permanent care through orders such as Adoption, Residence Order or Special Guardianship. This confirms the need for the Support Care or Edge of Care Service as a means of avoiding or averting, where possible and safe to do so, full time care for our older children.

4.5 Panel Activity

The Adoption and Fostering Panel has, in the third quarter of the year, considered and recommended the plan for long term fostering for 6 children and there were 2 matches taken to panel which involved 3 children achieving permanency in their foster placement. As stated previously they also recommended the approval of the 3 Mainstream carers and the 2 Connected Persons Carers.

4.6 Fostering Inspection 2012

The Fostering Inspection referenced in the previous progress report made two good practice recommendations and an Action Plan was developed to address these.

The inspection report recommended that the authority seek to increase the panel membership with a young person with experience of fostering. A Young Person currently working within the department as an apprentice for participation has agreed to consider undertaking the role of panel member and is to have a meeting with the Panel Chair to discuss further and arrange to attend Panel as an observer. If the young person feels able to take up this role then she will receive a full induction to Panel including having a mentor to support her until she becomes familiar with the process.

It was also recommended that the department made training more readily available to foster carers and involved foster carers in the training activity. The team ensured that all foster carers had access to either an electronic version of the training programmes or were sent a paper copy. The training available has been updated and a revised programme of training distributed to foster carers which includes sessions at different times to enable all carers to attend including those working during the day. There are training requirements for progression through the Banding Scheme and foster carers are aware that attendance at training is linked to their fulfillment of the progression criteria.

4.7 Budget

With regard to the financial position of the service there continues to be regular quarterly meetings held with officers from the finance department in order that any spending trends can be quickly identified and ensure that the budget projections are as accurate as possible. The manager also receives regular monthly financial information on the team budgets and information on the weekly fostering payments which allows for close monitoring and review of the financial situation. The following table gives an overview of the financial position of the fostering service.

	Latest full Year Budget (£)	Profiled Budget to current period (£)	Expenditure/ (Income) Actual (£)	Expenditure/ (Income) Commitments (£)	Total (£)	Variance to current period (£)
Fostering Allowances	1,186,088	889,569	1,064,974	0.00	1,064,974	175,405
Fostering Recharge	(26,923)	(20,193)	(84,189)	0.00	(84,189)	(63,996)
Expenditure – Pay	477,239	357,939	352,163	00.0	352,163	(5,775)
Expenditure – Non Pay	21,918	16,892	13,578	0.00	13,578	(3,314)
Fostering Support	30,077	23,097	20,484	2827.26	23,311	214

Fostering allowances are currently projecting £197,757 overspend to year end and income is currently projecting £88,292 over achievement to year end. This is partly due to the fact that this year's budget was only increased from last year's budget by 2.5 percent to meet the agreed increase in fostering allowances and was not increased to meet any increase in placements. As stated previously we now have 18 more children in our foster placements than in April 2012. The positive is that we are placing a high percentage of our looked after children and young people with in-house carers which enables them to remain in their home town. We have also been in a position of generating some income from making placements available to neighbouring local authorities. This has been achieved without compromising the placement availability for Hartlepool children.

Fostering pay is projecting a £7,000 underspend at year end due to a maternity leave which has not been covered. The fostering team has worked hard to ensure a high standard of support has continued to foster carers and the maternity leave is due to end in February 2013.

Non-pay is projecting a £7,000 underspend at year end mainly due to underspend on transports costs. These areas of underspend will be used to support the overspend on placements costs.

There is a projected overspend of between £2,000 and £4,000 on Fostering Support by year end, mainly due to equipment and clothing allowances for new placements. This is difficult to avoid with an increasing number of placements being made.

4.8 Challenges and Achievements

As stated in the previous report the fostering service continues to provide a high percentage of in house placements for the looked after children of Hartlepool. This has great advantages for the children and young people as they are enabled to maintain their links within the community and to continue in the same schools and continue their engagement with community activities. The team continues its strenuous efforts to recruit and assess new carers including the Support Carers however the rising numbers of children and young people becoming looked after which is a national trend continues to pose challenges. The service will continue to seek innovative ways to attract carers and maintain a high standard of support to encourage carers to remain with the Council and care for the children of Hartlepool. It is important that the budget pressures are recognised and strategies implemented to manage the budget effectively whilst recognising the cause of the pressure arises from the net increase of numbers of children looked after.

As well as the pressures from new placements, the service is also embedding Staying Put practice and supporting carers to continue placements post eighteen. This has implications for the budget and also for placement availability and training needs. Nevertheless the service is committed to supporting children in the care of Hartlepool Borough Council and ensuring that arbitrary barriers linked to age are not the reason why placements end.

Over and above the activity engendered from the increasing numbers of looked after children the service has continued to strive to maintain a high level of support to its carers. This has been through such initiatives as the Sons and Daughters (of Foster Carers) activities and supporting the Foster Carers Association financially and also practically with a venue for meetings and the Christmas party. We are also well on with the organisation of the now yearly Foster Carers Appreciation evening to be held in March 2013.

5. RECOMMENDATIONS

That the Portfolio Holder notes the Quarterly report and the positive outcomes achieved by the Fostering Service over the last quarter year and supports our commitment to achieving improvements.

6. REASONS FOR RECOMMENDATIONS

The Portfolio Holder has an important role in scrutinising the activities of the fostering services to ensure performance in this area is robust.

7. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY AND ON-LINE

None

8. BACKGROUND PAPERS

Fostering National Minimum Standards Services 2011
Fostering Regulations 2011

9. CONTACT OFFICER

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