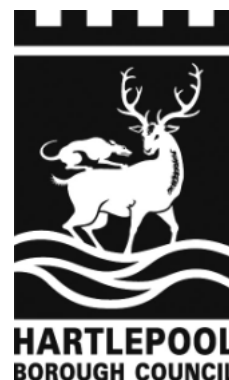


CHILDREN'S SERVICES COMMITTEE AGENDA



30 July 2013

at 4.00 pm

in the Council Chamber, Civic Centre, Hartlepool

MEMBERS: CHILDREN'S SERVICES COMMITTEE

Councillors Atkinson, Fleet, Griffin, Hill, James, Lauderdale and Simmons

Co-opted Members: Sacha Paul Bedding and Michael Lee

Young People's Representatives

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 Minutes of the meeting held on 2 July 2013 (*previously circulated*).

4. BUDGET AND POLICY FRAMEWORK

No items

5. KEY DECISIONS

5.1 Nursery Provision in Seaton Carew – *Director of Child and Adult Services*



6. OTHER ITEMS REQUIRING DECISION

- 6.1 Changes to Legislation and Legal Interventions to Address Poor School Attendance – *Assistant Director, Education*
- 6.2 Statement of Purpose for Stockton Road Children's Home – *Assistant Director, Children's Services*
- 6.3 To Approve a Variation to the Instrument of Government of the Federated Governing Body of St Peter's Elwick CE Aided and Hart Community Primary Schools – *Assistant Director, Education*
- 6.4 Young Inspector Reports – *Assistant Director, Education and Assistant Director, Resources*
- 6.5 Scrutiny Review of Closure of Youth Centres and Children's Centres – Final Report – *Young People's Representatives from the Children's Services Scrutiny Forum*
- 6.6 Scrutiny Investigation into Closure of Youth Centres and Children's Centre – Action Plan – *Assistant Director, Education and Assistant Director, Resources*

7. ITEMS FOR INFORMATION

- 7.1 Priority Schools Building Programme – *Assistant Director, Children's Services*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION

Date of next meeting – 3 September 2013 at 4.00pm in the Council Chamber, Civic Centre, Hartlepool.



CHILDREN'S SERVICES COMMITTEE

30 July 2013



Report of: Director of Child and Adult Services

Subject: NURSERY PROVISION IN SEATON CAREW

1. TYPE OF DECISION/APPLICABLE CATEGORY

Key Decision Test (1) and (ii) Applies: Forward Plan Reference No. CAS012/13

2. PURPOSE OF REPORT

- 2.1 To consider a proposal to consult on the closure of Seaton Carew Nursery School and extend the age-range of Holy Trinity CE Voluntary Aided primary school from 5-11 year olds to 4-11 year olds
- 2.2 To seek approval to begin the formal consultation process.
- 2.3 To consider how the funding of any future nursery provision at Holy Trinity CE Primary School may be achieved.

3. BACKGROUND

- 3.1 Following the departure of the Headteacher of Seaton Carew Nursery in August 2012, it was agreed by the Governors of the Nursery and the Governors of Holy Trinity C of E Aided Primary School that the Headteacher of Holy Trinity would undertake the role of Acting Headteacher for the Nursery for the academic year 2012-2013 pending decisions on the future of the nursery.
- 3.2 Although the Schools Forum agreed to maintain the existing levels of funding for the Nursery until 31 August 2013, the Acting Headteacher has indicated that the Nursery cannot financially sustain the level of activity that it is currently engaged in, which includes 2 year old provision, breakfast clubs, 'wrap-around' care, Nursery provision and after-school provision.

- 3.3 At the joint Governing Body meeting held on Monday 15 April 2013, at which both Governing Bodies were quorate and the C of E Diocese was represented, it was unanimously agreed to request that the Local Authority start the process of merging the two schools on the Holy Trinity site.
- 3.4 To reach this outcome, two simultaneous consultation processes will need to take place:
- The closure of Seaton Carew Nursery, a Local Authority maintained school;
 - An extension to the age-range of Holy Trinity CE Voluntary Aided primary school from 5-11 year olds to 4-11 year olds.
- 3.5 In addition to the Children's Services Committee approving the decision to consult on this proposal, the CE Board of Education will make the decision to agree in principle to consultation at a meeting on 2nd July. This is subject to ratification.
- 3.6 The Children's Services Committee also need to be aware that Holy Trinity CE VA Primary School is one of the Local Authority's 'approved' schools for the Priority Schools Building Programme (PSBP). The original PSBP submission on behalf of Holy Trinity CE VA Primary School to the EFA did not include Nursery provision. The EFA confirmed in June 2013 that the PSBP funding for Holy Trinity will not include any additional funding for Nursery provision and that this funding will need to be sought from elsewhere. They did confirm, however, that should funding be guaranteed from other sources, they would 'project-manage' the additional Nursery provision throughout the building process.
- 3.7 The next stage in the process is to begin a public consultation on the merger proposal. As school holidays must be avoided during the consultation, approval is now sought from the Children's Services Committee to prepare for the consultation that will begin in September 2013.
- 3.8 A provisional timeline for the proposed consultation process has been prepared. (**Appendix 1**)

4. PROPOSALS

- 4.1 To consider the proposal from the Governing Bodies of both Seaton Carew Nursery and Holy Trinity CE VA primary school to merge on the Holy Trinity site, with effect from 1st September 2014.
- 4.2 To begin the formal process which will require the closure of Seaton Carew Nursery and an extension to the age-range of Holy Trinity CE VA primary school.
- 4.3 To begin preparing for the consultations that will take place from September 2013.

- 4.4 To work to the timeline in Appendix 1 to achieve the end of formal consultation by November 2013.
- 4.5 To consider the fact that the cost of developing a 26 FTE nursery provision on the Holy Trinity site will not be covered by the Priority Schools Building Programme and will be an additional unbudgeted capital commitment as this scheme is not included in either the 2013/14 capital programme or the updated Medium Term Financial Strategy proposals for 2014/15.

5. FINANCIAL CONSIDERATIONS

- 5.1 In light of the submission made under the Priority Schools Building Programme for a new build at Holy Trinity, additional funding will need to be provided to support the development of a 26 FTE nursery provision on the Holy Trinity site.
- 5.2 Seaton Carew Nursery is no longer financially viable and is currently reliant upon additional Schools Forum funding which is only guaranteed until August 2014.

6. LEGAL CONSIDERATIONS

- 6.1 To ensure a full and transparent consultation process, it is necessary to allow sufficient time to carry out the proposed process. Officers within Child and Adult Services will liaise with the School Organisation Unit, CE Diocese and the Council's Legal Division in ensuring compliance with the consultation requirements.

7. ASSET MANAGEMENT CONSIDERATIONS

- 7.1 Council officers will work together to review the future of the current Seaton Carew Nursery site. Any outcomes arising from these discussions will be brought to the appropriate Policy Committee for resolution.

8. RECOMMENDATIONS

- 8.1 It is recommended that the Children's Services Committee;
 - Accept the proposal to consult on the merger of Seaton Carew Nursery and Holy Trinity CE Primary School with effect from 1st September 2014;
 - Authorise the Director of Child and Adult Services to carry out the appropriate consultation, following which the Director will provide a report to Committee on the outcome of the consultation;

- Submit a funding proposals to a future meeting of the Finance and Policy Committee for consideration and referral on to full Council.

9. BACKGROUND PAPERS

9.1 Children's Services Committee report 30th July 2013 - PSBP

10. CONTACT OFFICER

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5.1 Appendix 1

Activity	Time required	Date
Include in Forward Plan – intention to consult		May 2013
Holy Trinity Governing Body Meeting – formal agreement to consult		18 June 2013
Seaton Carew Nursery Governing Body Meeting – formal agreement to consult		3 July 2013
Diocesan Board of Education – to receive approval to consult		2 July 2013
Children's Services Committee report submitted to Dem Services		2 July 2013
Meeting with Holy Trinity GB and LA to discuss staffing issues		TBC
Children's Committee – to receive approval to consult		30 July 2013
Draft consultation paperwork in partnership with Governing Bodies and Diocese		July/August 2013
Ensure all documents can go out for start of consultation period		Aug 2013
Seaton Carew GB meeting to approve consultation documentation		w/c 9 Sept 2013
Holy Trinity GB meeting to approve consultation documentation		10 Sept 2013
Consultation process – avoid school holidays	6 weeks	23 Sept – 1 Nov 2013
Consultation meetings – staff/GB/public		w/c 7 Oct & 14 Oct
Analysis of minutes and written responses from consultation, preparation of report		w/c 4 Nov 2013
Holy Trinity GB meeting to review responses to consultation and next steps		w/c 11 Nov 2013
Seaton Carew Nursery GB meeting to review responses to consultation and next steps		w/c 11 Nov 2013
Diocesan Board of Education – to review responses to consultation and next steps		25 Nov 2013
Children's Committee – to review responses to consultation and next steps		Nov/Dec 2013

CHILDREN'S SERVICES COMMITTEE

30th July 2013



Report of: Assistant Director, Education

Subject: CHANGES TO LEGISLATION AND LEGAL INTERVENTIONS TO ADDRESS POOR SCHOOL ATTENDANCE

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key

2. PURPOSE OF REPORT

The purpose of the report is to highlight the changes to statutory guidance for school attendance which came in place as of September 2012 and further changes which are due to be introduced on 1st September 2013.

3. BACKGROUND AND CHANGES

The Local Authority Attendance Team has a duty under section 444 of the Education Act 1996 and section 36 of the Children Act 1989 to consider the prosecution of a parent for the poor school attendance of their child.

Following consultation the government has introduced changes in relation to:

- Persistent Absenteeism
- Holidays in Term Time
- Penalty Notices

3.1 Persistent Absenteeism

In September 2012 the percentage at which a pupil is identified as a persistent absentee was reduced from 20% (32 school days) to 15% (23 school days).

At the same time, the time span for reporting absences in schools increased from two terms (Autumn and Spring) to two and half terms (September to May half term).

As a result of these two changes, more pupils have fallen into the persistent absentee category. Schools and the Local Authority Attendance Team have

responded to this to ensure robust procedures are in place. Schools are expected to start to intervene as soon as patterns of erratic school attendance are noted, and well before the persistent absentee threshold is reached. This will leave the LA Attendance Team to focus on more intensive intervention with persistent absent pupils.

3.2 Holidays in Term Time

The Education (Pupil Registration) (England) (Amendment) Regulations 2013 will come into force on 1 September 2013.

The current 2006 regulations allow Head Teachers to grant leave of absence for the purpose of a family holiday during term time in “special circumstances” of up to ten school days leave per year. Head Teachers can also grant extended leave for more than ten school days in exceptional circumstances.

The 2013 amendment regulations remove references to family holiday and extended leave as well as the statutory threshold of ten school days. The amendments make clear that Head Teachers may not grant any leave of absence during term time unless there are exceptional circumstances. Head Teachers should therefore determine the number of school days a child can be away from school if the leave is granted.

3.3 Penalty Notice Reduction in payment time scale

A Penalty Notice can be issued for the following reasons:

- poor school attendance,
- pupils stopped on truancy patrol without a valid reason for absence,
- unauthorised holidays in term time,
- pupils who are in a public place during the first five days of an exclusion from school.

The first amendment increased the level of the fine and was introduced on 1st September 2012. Parents must now pay £60 (increased from £50) within 28 days; or £120 (increased from £100) if they pay within 29 to 42 days.

An additional amendment will reduce the timescales for paying a penalty notice. Parents must, from 1 September 2013, pay £60 within 21 days or pay the increased amount of £120 if paid between 22 and 28 days. This brings attendance penalty notices payment timescales in line with other types of penalty notices.

4. PROPOSALS

- 4.1 The changes identified above are statutory and must therefore be enforced.

5. RECOMMENDATIONS

- 5.1 It is recommended that the threshold for intervention from the Local Authority Attendance Team is increased from 85% overall attendance to 90% so that prosecution can be considered at an earlier stage than at present.

6. REASONS FOR THE RECOMMENDATION

- 6.1 The current bench mark for the Local Authority Attendance Team to investigate legal proceedings for poor school attendance is 85%. This bench mark was agreed over ten years ago. Since then, school attendance in Hartlepool has continued to rise in line with national averages and has been constantly above 94% for the last four academic years.
- 6.2 Increasing the threshold to increase to 90% would enable schools and the Local Authority Attendance Team to take a more proactive role in supporting the drive to improve both the attendance and academic achievement of all pupils. Concerns will therefore be highlighted and targeted at an earlier stage than currently to try to stop poor attendance patterns becoming entrenched.

7. BACKGROUND PAPERS

- 7.1 The following two documents give further information regarding the reasons for the statutory changes and the current attendance data for Hartlepool schools:
- Improving School Attendance – A Report by Charlie Taylor;
 - Hartlepool School Attendance Data Summary

8. CONTACT OFFICER

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CHILDREN'S SERVICES COMMITTEE

30 July 2013



Report of: Assistant Director, Children's Services

Subject: STATEMENT OF PURPOSE FOR STOCKTON ROAD CHILDREN'S HOME

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to present to the Children's Service Committee, the Statement of Purpose and Children's Guide for Stockton Road 2013/14.

3. BACKGROUND

- 3.1 The Children's Home National Minimum Standards 2011, require the authority to review the Statement of Purpose for Children's Homes on an annual basis. The Statement of Purpose provides families, carers, children and young people and other agencies with information relating to the service provided for children and young people within the unit to enable them to make informed choices about whether the service would be right for them.

4. PROPOSALS

- 4.1 The Statement of Purpose for Stockton Road 2013/14 is attached at **Appendix 1**. The document meets the requirements of National Minimum Standard 13 – to produce a Statement of Purpose and Children's Guide which is:
- Available to and understood by staff and children, the responsible authority and any parent or person with parental responsibility;
 - Reflected in any policies, procedures and guidance;
 - Child focused and show how the service will meet outcomes for children.

- 4.2 The Statement of Purpose provides details of the arrangements for the management and delivery of the Home, how outcomes for children are promoted and the staffing arrangements with a pen portrait of all the staff.
- 4.3 The Children's Guide to Stockton Road is attached at **Appendix 2**. This includes information in an accessible form outlining what the home sets out to do for the children, how they can find out their rights, how they can contact their Independent Reviewing Officer, the Children's Rights Director and Ofsted if they wish and how they can secure an independent advocate. The Children's Guide is available in a written format as well as Widget to reflect the needs of the children who attend Stockton Road.

5. RECOMMENDATIONS

- 5.1 Children's Services Committee is asked to approve the Statement of Purpose and Children's Guide for Stockton Road Children's Home in line with the Children's Home National Minimum Standards 2011.

6. REASONS FOR RECOMMENDATIONS

- 6.1 Stockton Road is a regulated statutory service of the Council and as such Children's Services Committee, having the responsibility for Children's Services, requires information about how services are delivered and their effectiveness.

7. BACKGROUND PAPERS

- 7.1 Children's Home Regulations and National Minimum Standards 2011

8 CONTACT OFFICER

Jane Young
Head of Business Unit
Specialist Services
01429 405584

STATEMENT OF PURPOSE

JULY 2013

**STOCKTON ROAD CHILDREN'S HOME
HARTLEPOOL**

INTRODUCTION

As service providers Hartlepool Borough Council is bound by the principle that the welfare and needs of the child are paramount. Services are therefore required to reflect this in terms of both provision and philosophy. Stockton Road will provide care for four children/ young people aged 11 to 18 years.

This Statement of Purpose is written in accordance with the regulatory requirements of the Children Act 1989, Children's Home Regulations 2001 and the Care Standards Act 2000.

The statement is provided to OFSTED in their role as regulatory and inspection body.

And will also be made available to:

- Each person who works at Stockton Road.
- Each child and where possible parents of children placed at Stockton Road or persons with parental responsibilities for a child placed there.
- Placing authorities or agency of any child provided with accommodation at Stockton Road Children's Home.

The Registered Provider for Stockton Road Children's Home is:
Sally Robinson, Assistant Director, Children's Services, Hartlepool Borough Council.

The Registered Individual on behalf of Hartlepool Borough Council responsible for the Service at Stockton Road is:

LOCATION AND ACCOMMODATION

Stockton Road is a detached property of 1160 square metres, consisting of two stories and a large single storey extension. The ground floor occupying 294 square metres and the first floor 153 square metres. All facilities were refurbished in April/May 2013, to a high standard providing six bedrooms one of which is en suite. All bedrooms are of a substantial size to afford a personal quiet space for children/ young people to make their own. The property is located in a residential area and on major bus routes into the town centre. The beach is a short bike ride away. The property externally has a mixture of functional gardens.

ADMISSIONS

The home will care for four children/ young people in the age range 11 – 18 years of age of mixed gender and personal circumstances. The admission of each child/young person will be planned and agreed by the Registered Manager prior to admission. The appointment of a Key Worker and access to the relevant documents prior to admission will be an expectation of the admission process to enable effective planning. Such documentation will include an assessment and the care plan in order to assist in discussion with the child/ young person's Social Worker.

As part of the admission procedure a 'Child Appreciation Day' will be facilitated to provide the whole team an opportunity to gain a holistic perspective of the child/young person throughout their whole life. Such a day allows the staff team and wider professional colleagues to gain a thorough understanding of the child/young person needs and the impact of their care and parenting experiences. This supports the initial planning around how the child/young person's needs are to be met in the home. The Registered Manager or the Home's Deputy Manager accompanied by the Key Worker or other staff member will attend the Appreciation Day.

In addition to the Child Appreciation Day, a pre admission planning meeting will be held to formulate a placement plan.

Introductions to Stockton Road will be determined by individual need of the child/young person but will always include a visit facilitated with the keyworker and the child/young person, social worker and family/carers. The child/young person will be invited for tea with the other children and an over night stay where appropriate.

AIMS AND OBJECTIVES

Stockton Road aims to provide a safe, homely, stable placement in an environment which supports children and children's individual needs and their rights to participate in service delivery. This is delivered by caring, experienced and skilled staff to ensure the provision of quality residential child care.

Young People will have an active voice and role in the running of the home and in the experiences provided in the planning of the home's development. Access to independent people outside of the home to conduct and ascertain/facilitate such discussion will be actively encouraged. The Council's looked after children Participation Team will provide opportunities and input to achieve these aims. The participation worker will support and facilitate regular young peoples' meetings and joint meeting with the staff team.

It is expected that full use and promotion of the participation strategy along with the promotion of opportunities through the participation worker / team, will be an integral aspect of the homes functions, leading to greater awareness of

community and democracy at work. The Children's Guide has been developed by young people, with the support of the participation worker and young people from the home will be encouraged and empowered to become involved in the wider participation agenda such as the Youth Parliament, Young Inspectors, Children in Care Council and the Corporate Parent Forum. This, of course, will have the overall benefit of raising esteem, increasing social networks and creating a sense of belonging and ownership of the home in which they are living.

Partnership working with families, both close and extended will be promoted. Stockton Road will encourage and support inclusion in community based opportunities that may lead to positive friendships, future life enriching experiences and hobbies or interests that will ultimately raise self-esteem and foster a sense of belonging. In addition, promotion of and participation in community based activities will support community cohesion and foster good relationships between the home and neighbours, promoting a positive image of children who are looked after.

The focus on short, medium and long-term impacts of what we do will be built into the planning cycle for the young people. A personalised approach to the care provided and the interventions used based on a robust assessment of need will be undertaken.

ETHOS AND VALUES

The staff team want to ensure that the following ethos and values are an integral part of life at Stockton Road:

- The Child/Young Person's welfare and needs are at the centre of their care;
- Each child/young person should be valued as an individual and given personalised support in line with their individual needs to facilitate the development of identity, confidence and trust.
- The ability of the staff team and others to assess, plan and intervene in a child/young person's life will be constantly measured to ensure the highest quality of care is provided.
- All children and young people will, wherever safe to do so, maintain relationships with family, friends and other significant other in their lives. Such opportunities will be encouraged, promoted and facilitated at Stockton Road.
- Making sense of a child's internal world, and emotional development will be a central focus for Stockton Road and its partners as a team around the child approach.

- The pursuit of development and progress in young people's lives through a holistic and corporate approach will underpin all aspects of the home's development plan.
- The concept of experiential learning will be a fundamental feature of the home's culture. Such a culture will ensure that each young person's individual position regarding learning and knowledge is given due consideration.

POLICY AND PROCEDURES

Child Protection

Hartlepool Borough Council's Children's Homes operate in accordance with the Hartlepool Safeguarding Children Board Child Protection Procedures. <http://www.teescpp.org.uk/>

There is close liaison between residential staff and the Safeguarding and Review Team. Any concerns are dealt with in accordance with current legislation, statutory guidance and local procedures.

Stockton Road Children's Homes has a detailed procedure that outlines how the Child Protection procedures should be implemented

Health Care and Promotion

Where young people are registered with a local GP no changes will be necessary. Staff will arrange for any young person who is not registered to be accepted by a local practice, as soon as possible.

Young people will be encouraged to discuss issues related to their health and wellbeing in particular those that young people face during adolescence and to take an active interest in promoting their own health.

The council's Looked After Children's Nurse will work alongside staff to provide information on sex and relationship education as part of their commitment to promoting the best health outcomes for young people. Parents who do not want their child to participate in sex and relationship education at the home will have their wishes listened to. The looked after nurse will undertake regular drop in sessions providing direct advice and support to children /young people.

The Home will ensure that it has as much information as possible about the young person's past health care experiences and any current issues as reported by parents and social workers to enable staff to understand and effectively support children and young people who reside in Stockton Road.

Each young person will have a comprehensive Health Care Plan and this will be updated regularly while young people are living in Stockton Road.

Emotional Health and Wellbeing

Stockton Road does not use any specific therapeutic techniques. However the staff team will regularly consult with the Child and Adolescent Mental Health Service (CAMHS). This consultation provides Stockton Road staff with guidance and support in working with a range of issues and behaviours that young people face and present. This consultation enables the staff to discuss and agree how best to respond to young people's needs and help to understand particular therapeutic techniques. Specifically attachment issues, emotional or psychodynamic issues may need specialised professional input and this will be delivered by a dedicated CAMHS Looked After Service.

Smoking

No one is allowed to smoke in the home or grounds of Stockton Road. Young people who are already smokers are encouraged and supported to stop smoking and are asked not to smoke in the home. The looked after nurse is able to administer smoking cessation advice and treatment and the young person will be actively encouraged and support by staff to accept this.

Substance Misuse

The Children's Home Procedures detail clearly how staff should deal with incidents of substance misuse. This can be clearly explained to child/ young people by a member of staff.

Hartlepool Borough Council Children's Homes have a principle of zero tolerance to the misuse of substances on the premises. Action will be taken, in accordance with Children's Home Procedures if a young person misuses, is in possession of or is under the influence of alcohol or drugs.

As part of their duty to promote good health for young people, staff will encourage young people to discuss issues of substance misuse and offer support, advice and guidance to those young people who abuse substances on a regular basis.

Staff will work in partnership with Hyped, the young people's substance misuse service with the aim of preventing substance misuse and providing robust early help if specialist support becomes necessary.

Education

All young people, wherever possible, will continue to attend their own schools during their stay in Stockton Road. Staff will encourage young people to attend school and support with transport arrangements, homework and other school activities. Continuity of education is recognised as a crucial factor in promoting good outcomes for Looked After Children. Each young person will have a Personal Education Plan (PEP) which addresses the young person's educational achievements, needs and aspirations. A Pupil Premium is provided to schools to fund specific activities to improve educational outcome

for children looked after and the Home will work with the young person's school to ensure that they achieve the maximum benefit from this Premium. .

The PEP will be reviewed temply and inform the Residential Placement Plan.

Young people who have left school are supported and encouraged to attend College or take up a suitable Training Scheme. The Looked After Personal Adviser will regularly visit Stockton Road to provide information advice and guidance to the young people.

Staff at Stockton Road also realise that education and learning occurs outside the classroom and will facilitate opportunities for children/young people to experience a range of cultural , social and leisure activities.

Contact Arrangements

Stockton Road recognises the importance of maintaining links for young people with their families, friends and significant others when appropriate. Stockton Road provides a welcoming and friendly atmosphere conducive to achieving positive contact. Non-permissible contacts would also be discussed on admission.

Staff will make every effort to facilitate contact by helping with travel or other arrangements. A record of contact and visits is kept in each young person's individual file.

Friends and family are encouraged to keep in contact. Telephone calls and visits are encouraged and young people are given top ups for their mobile phones or can use the home phones.

Absent without Authority

The staff at Stockton Road believe that a young person's safety and welfare is paramount and ensure procedures are in place to keep them safe.

Occasionally a young person in Stockton Road may go missing. At this time the staff will decide if the young person has: (a) run away; or (b) is simply not where he/she is supposed to be. If it is believed that the young person has run away or may be at risk, the social worker, their parents and the police will be informed in accordance with the HSCB Running, Missing from Home or Care Protocol and Procedures.

Staff will inform all concerned when the young person returns and consider the reasons why the young person was absent including undertaking a return interview. Discussions with the young person, their parents, the social worker and the Police may be necessary to discuss strategies to support the young person to live within Stockton Road.

Countering Bullying

Exerting power through intimidating others is not acceptable. The staff within Stockton Road have the responsibility to be continually aware of the possibility that bullying may occur both in the home or external to the home and to offer protection to the young person being bullied and guidance to those who bully.

Hartlepool Borough Council operates an Anti-Harassment and Anti-Bullying Policy and the guidance ensures staff awareness, measures to prevent bullying and effective strategies to counter bullying are in place. Risk assessments are carried out to identify the times, places and circumstances in which the risk of bullying is greatest and the action identified and taken to reduce or counteract the risk of bullying.

A young person's booklet explaining different aspects of bullying and the effects of bullying is available for young people.

An attitude of zero tolerance to bullying is a major priority in Hartlepool Borough Council's Children's Homes.

Anti – Discriminatory Policy, Promotion of Equal Opportunities and Children's Rights

The staff team at Stockton Road work in ways that are consistent with and promote Hartlepool Borough Council's Equal Opportunities and Anti-Discriminatory Policy.

The staff team aims to be continually aware of the ways in which certain groups within society are disadvantaged, particularly in relation to age, gender, ethnicity, religion, class, disability and sexual orientation.

All staff will complete appropriate training on the misuse of power and oppression, and the unfair treatment of people/discrimination and the links to anti oppressive practice and empowerment, as well as anti discriminatory practice leading to inequality.

The council commissions a service from the National Youth Advocacy Service (NYAS), all children /young people will receive written information on how to access the service and the NYAS will be encourage to visit the home and meet the children/young people on a regular basis.

Supporting Religious Beliefs and Culture

Stockton Road staff will work in partnership with the young people to facilitate religious observations including attendances at religious groups and any dietary requirements a young person may wish to partake in provided there is no risk of significant harm. Young people will be encouraged to thrive culturally.

The staff team recognise the value of children/young people, their uniqueness, and personal needs.

Equality and Diversity

Young people at Stockton Road are supported to live lives rich in purpose, meaning and personal fulfilment. They are valued for their ethnicity, background, language, culture and faith. They are treated equally and fairly in an environment which aims to be free from bullying, harassment and discrimination. Young people are able to complain effectively without fear of victimisation.

The staff at Stockton Road will not judge child/young person's circumstances and backgrounds and will support and help children/young people make positive choices in their lives. They will work in ways which do not discriminate. They will challenge, support and encourage other people not to discriminate against young people or others on the grounds of age, ethnicity, culture, language, religious beliefs, gender, disability, sexual preference or sexuality. A commitment to treat children/young people fairly and safely are central to services to young people.

Partnership

The service is committed to working in partnership with young people, their parents, families and significant others, social workers, other agencies and voluntary organisations in order to provide young people with the help, support and guidance they need to achieve their aspirations and ambitions.

Quality

It is the intention of Stockton Road Children's Home to provide high quality services to children and young people. The staff will work towards continuously improving the quality of the services provided in line with legislation, National Minimum Standards, best value and best practice standards.

Independence

Staff at Stockton Road have a commitment to supporting children and young people to act and think independently appropriate to their age and understanding, whilst having particular regard to helping young people to keep safe.

Listening

The staff are committed to listening to young people about what they think about the care they receive and about what is important to them in their lives. In particular they will listen to any comments or complaints children and young people have about their care and will deal with these fairly and openly in accordance with the Children's Social Care Representation and Complaints

Procedure. All young people have the right to an independent advocate to support them and this right will be promoted.

Planning

Stockton Road Children's Home aims to ensure that young people's needs are assessed and plans to meet these needs are developed and regularly reviewed with young people. This will include Internal Placement Plans, Health Care Plans, Risk Assessments, Personal Education Plans and Care Plans. There is a commitment to involving young people and their families in decisions and ensuring that they have a voice about how they are helped.

Development and Fulfilment

Stockton Road will encourage young people to reach their full potential and will work in ways that promote development and fulfilment. Young people will be encouraged to make the most of opportunities for education, leisure, employment and the promotion of their health and well being.

Confidentiality

All personal information will be managed respectfully, sensitively and confidentially in line with the council's policy and procedures.

Rights and Responsibilities

At Stockton Road the young people have a right:

- To be treated fairly;
- To be physically well cared for in relation to their health, clothing, food and a warm, clean and safe home;
- For friends and families to be made welcome in accordance with their Placement Plan;
- To make mistakes and to expect new chances;
- To have their views encouraged and considered;
- To be supported in following any religion they may choose;
- To expect choices whenever they are available;
- To be involved in developing and reviewing their care plan
- To complain if unhappy with the care they received

- To be included in and have receive their own copies of their residential placement plan, statutory reviews and the reports from social workers and care staff and a safe place to keep them.
- Further advice can be obtained from the Children's Rights Officer on 0800 528 0731 or OFTSED
Aviation House
125 Kingsway
London
WC2B 6SE

Behaviour Management

An important stage in the development of a child/young person is learning what is and what is not acceptable behaviour in different situations. Many young people may experience difficulties in this area.

Staff at Stockton Road will aim to guide children/young people to develop appropriate behaviour and achieve levels of self-control through positive encouragement, praise and rewards for good behaviour. There may be occasions when it will be necessary to help the young person learn that their behaviour has been unacceptable by imposing some form of sanction as a consequence of their actions.

The residential staff may use the following sanction measures when necessary

- Restriction or loss of leisure activities, e.g. outings, staying up late;
- Grounding, e.g. not being given permission to go out;
- Additional household jobs;
- Confiscation of property, which is considered dangerous or inappropriate;
- Making amends by:
 - i) Fixing something broken, tidying up, cleaning up, apologising; or
 - ii) Paying up to two thirds of pocket money towards the cost of something stolen or wilfully broken or damaged.

Whenever a sanction measure is used, it must be for a specified period and the reason for it must be clearly explained and discussed with the young person. The young person should be involved in deciding the sanction measure wherever possible and it should be applied as soon as possible after the incident to which it relates. A record of all sanctions used is kept Stockton Road and is available for review.

It is acknowledged that at times physical restraint may need to be used; this will be used only as a last resort when there is immediate danger to the child

or another person or serious risk to property. If it is used it will follow the P.R.I.C.E. training techniques. All staff are trained in the use of P.R.I.C.E.

Protecting Rights In a Caring Environment is a nationally recognised training provider in how to safely and appropriately respond to challenging behaviour, delivering bespoke training and consultancy services to a wide range of social care and health organisations.

PRICE Training places a significant focus upon preventative strategies as well as the de-escalation and diffusion elements of supporting behaviour whilst recognising it is sometimes necessary to use physical intervention to hold a service user in order to protect their well being and the welfare of others.

The training programmes are designed to offer staff a 'toolbox' of skills and strategies to better deal with the everyday occurring situations that can escalate and develop into conflict, without compromising the ultimate welfare and safety of the service user or staff member.

If physical intervention is used, the incident is carefully recorded and details forwarded to the Business Manager and kept on file for monitoring purposes. The incident is fully discussed with the young person as soon as practical afterwards and their views recorded. If there are a number of such incidents, a meeting will be requested with the young person's social worker and parents/carer to consider whether anyone involved could be handling situations differently or whether additional input is needed.

The use of the following disciplinary measures are not allowed

- Any form of corporal punishment;
- Any deprivation of food and drink usually available;
- Any restriction of visits to or by the young person, or restriction or delay in communication by telephone or post with parents or other person with parental responsibility, relatives/friends, independent visitor, social worker, Guardian or solicitor;
- Any requirement that he/she wears distinctive or inappropriate clothing or any removal of clothing;
- The withholding of any medication or medical or dental treatment;
- The intentional deprivation of sleep;
- The imposition of fines (except by way of reparation or fines imposed by a court);
- Intimate physical examination of a young person;
- Being locked in a room;

- Being humiliated or treated in an undignified way;
- Any form of racist, sexist or other discriminatory treatment;
- Criticism of parents, family or friends.

Electronic and other surveillance techniques used

The only form of electronic surveillance used at Stockton Road is if a young person is electronically tagged as part of a court sentence.

Access to Residential Files

In accordance with the Data Protection Act 1998, young people have a right to see information held about them. Children/young people will be actively encouraged by staff to access and read their individual file to correct any errors and record any personal statements, views or concerns.

The file will often contain information from a wide range of services for example: schools, health professionals and the police and consequently may contain information about other individuals. These individuals are referred to as 'third parties.'

Information from or about third parties will not generally be made available to the young person without first gaining the consent of the person to which the information relates or the organisation responsible for the information.

Staff will ensure any confidential information relating to a third party is removed from the file before access is given to the young person.

Parents may wish to access records on behalf of their children and careful consideration must be given to any instructions made by the young person.

If a young person or their parent request information from closed records, they should be referred to the Access to Records Procedure and if required, supported to progress this request.

Fire Precautions and Health and Safety

Stockton Road Children's Home will ensure the safety and security of the young people and staff by preventing the risk of fire and other hazards. Regular visits from the Fire Authority are made to advise on requirements to ensure the safety of the home and undertake checks of fire safety equipment.

The procedure in the event of fire is detailed in the young people's Welcome booklet. All young people are instructed in the procedures to be followed should there be an outbreak of fire and are regularly reminded to ensure their safety.

All equipment and electrical appliances are regularly maintained, checked and repaired as necessary. Practice fire drills will be held in accordance with requirements.

Risk assessments identifying hazards, level of risk to health, safety or welfare are completed with identified action to be taken to reduce the risks. The risk assessments are regularly reviewed to ascertain if the action identified is effective.

Staff Supervision, Training and Development

All staff receive appropriate supervision, training and development opportunities to ensure they have the skills necessary to meet the needs of the young people for whom they care. In line with good practice guidance, some group supervision sessions will be facilitated by the looked after CAMHS service, under the guidance of the child and adolescent clinical psychologist. This will assist in the creation of a safe space for the team to share issues and develop in a neutral environment.

All newly appointed staff are given the opportunity to take part in an Induction/Foundation Training Programme to help them understand their work, the needs of the service users and how the organisation works. Each member of staff undertakes an extensive training programme which includes Equal Opportunities & Diversity, First Aid, Fire Safety, Health & Safety Awareness, Food Hygiene, Information Communication Technology, Stress Management, appropriate legislation, HIV/Aids, Working Together to Safeguard Children, Countering Bullying, Drug Awareness, Dealing with Challenging Behaviour and Safe Handling of Medicines. Staff are given the opportunity to commence NVQ Level 3 'Caring for Children and Young People' and Senior Residential Child Care Workers have the opportunity to complete NVQ Level 4 and NVQ Assessors Award.

All staff receive one-to-one supervision at least four weekly in accordance with the Local Authority Supervision Policy. Supervision includes addressing the following issues:-

- Response to and methods of working with young people;
- Work with any child for whom the staff member is a key worker;
- The staff member's work in fulfilling the placement plan for individual children;
- Degree of personal involvement, feelings, concerns and stress;
- Staff development and training;
- The setting and maintenance of standards;
- Feedback on performance;

- Personal issues which may impinge on the member of staff's ability to carry out their duties effectively.

Staff Appraisals are held annually to set specific work related and development objectives and targets. All staff have access to the Local Authority and Hartlepool Safeguarding Children Board Workforce Development Programme.

Views of Young People

Young people are encouraged to participate in a yearly Children's Residential Annual Consultation which involves seeking the views of young people, their families and professionals who may have an interest or concern for the service.

Participation work and empowerment through this will also link into and obtain the views of young people living at Stockton Road.

The young people are encouraged to participate in the 'Investing in Children' Programmes.

Consultation, Comments and Complaints

Young people are encouraged to put forward their ideas for improving the services they receive through regular young people's meetings in Stockton Road. Key workers encourage young people to attend relevant meetings and express their wishes and feelings about plans being made for them. Regular visits are made by the Business Manager to maintain contact and encourage young people to express their views. Monthly Regulation 33 visits are undertaken by an independent manager and young people are encouraged to discuss any concerns or issues they may have. Young people will be assisted if required to complete the young peoples forms for representation at looked after reviews.

Parents and relatives are encouraged to comment on the service that they receive from Hartlepool Children's Services and the operation of Stockton Road Children's Home. Their opinions and views will be valued and where appropriate changes will be made to the way services are delivered based upon the comments received.

Complaints Forms are accessible to young people and these should be sent to the Complaints Officer, Children's Services, Civic Centre, Hartlepool TS 24 8AY

Young people or parents can contact the National Youth Advocacy Service (NYAS) by telephone 0800 616110.

If young people or parents wish to raise a concern with the Inspectors from Ofsted they can contact:-

OFTSED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel no. 0300 1231231

Or the Children's Rights Director, Telephone Number: 0800 5280731

The complaints procedures will be explained clearly to young people on admission.

An independent visitor may be appointed for any young person who has little or no contact with their parents.

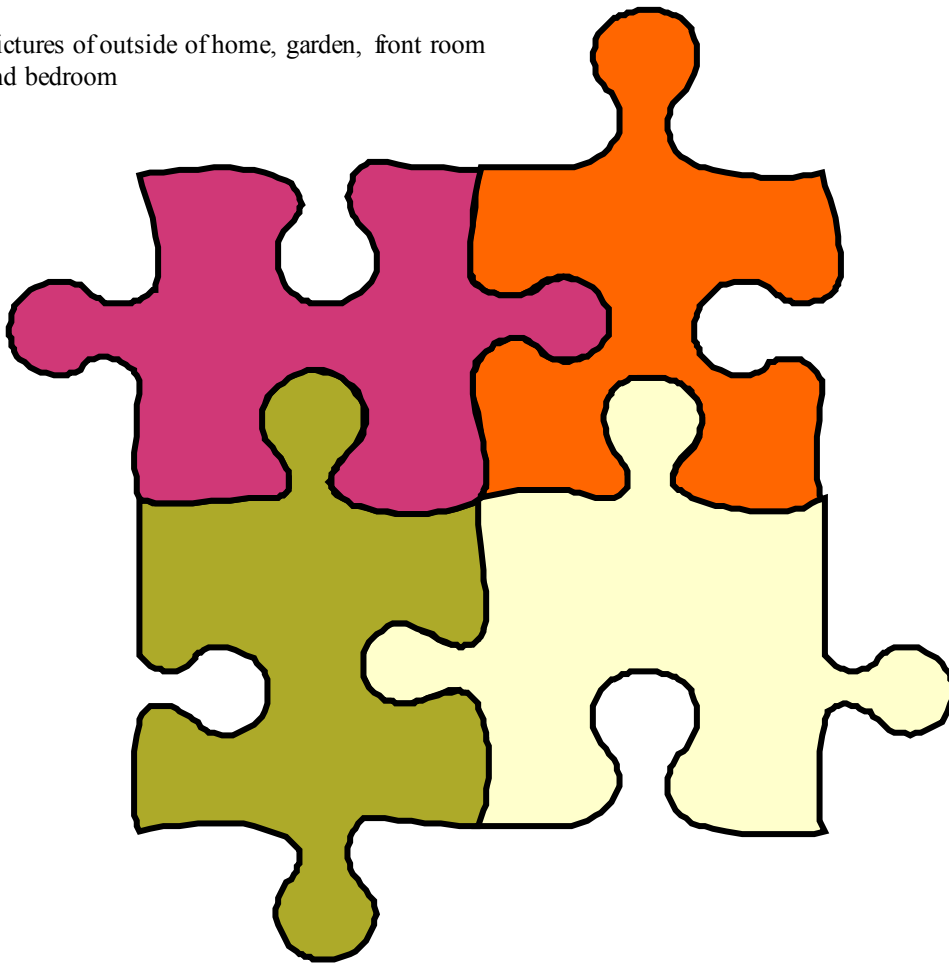
All children/ young people will have a named Independent Reviewing Officer and there will be a named Independent Reviewing Officer for the home , they will be actively encourage to visit Stockton Road so that children/young people are to develop positive relationships with them

Further Information

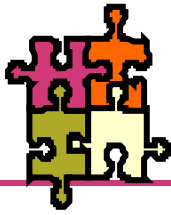
A comprehensive record of all relevant Policies and Procedures is retained within Stockton Road Children's Home and is available for reference by contacting the Registered Manager, Alan Welsh or Unit Business Manager, Jane Young.

Stockton Road

Pictures of outside of home, garden, front room
and bedroom



Make yourself at home



Meet the team

Picture

Alan Welsh, Manager of Stockton Road

About me:.....

Interesting fact:.....

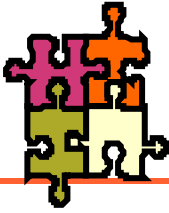
Picture

Andrea Hill, Deputy Manager for Stockton Road.

Lindsey Newbury, Residential Social Care Officer.

Make yourself at home

2



Meet the team

Picture

Jane Young, Head of Business Unit

Patricia Adams, Residential Social Care Officer.

Make yourself at home

3

Introduction

Welcome to your new home, we hope you will be very happy here and you achieve great things!

We are a newly established Children's Home in Hartlepool.

All facilities have been updated to provide a home for you and three other young people. The home is at the centre of all things needed such as shops, transport and community activities.

We understand you will have a lot of questions. These will be answered for you by staff, taking into account your individual circumstances and, most importantly, your opinion.


As always there are boundaries and house expectations and these will be discussed and agreed with you.


Health, safety and Fire procedures are in place and staff will notify you of all information.


There is no problem too big. Just ask.....


Statement of Purpose


This Statement of Purpose outlines what you can expect from us and you can hold us to account if you feel your needs are not being met.


 To provide a safe and supportive environment, friendly and free from bullying.
Bullying will not be tolerated at any level. If you do experience this please speak to staff and we will aim to resolve this immediately.


 To encourage you to have your voice heard and contribute to the decision making of the home


 To empower you to access opportunities and activities


 To ensure that your welfare and needs are at the centre of your care

 For you to be treated equally and as an individual

 For you to be provided with personalised support

 Trained staff will be accessible to meet your needs

 All staff will support you in your development and progression

 You will have access to agencies for support, development and participation

What about this?



Activities?



Allowances?



Food?



Timings?



Visitors?

There will be a lot of questions you may have all of these will be answered and will be included in your individual placement plan.

Opportunities



There will be lots of opportunities for you to be involved with both in the home and across the town.



All information will be displayed on the house notice board and within the leaflet pack that will be provided to you.



It is really important that your voice is listened to and we encourage you to have your say on everything that will affect you. There will be opportunities to do this.



All activities will be discussed with yourself and the team.



There will be regular house meetings for you to get together with staff and other young people to have a chat about how things are going.



There will also be a suggestion box for you to voice your opinion, what is going well and what could be improved.

Useful Contacts Locally



Useful contacts Nationally



This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

The Children's Home
302 Stockton Road
HARTLEPOOL
TS25 1JT
01429 xxxxxx



CHILDREN'S SERVICES COMMITTEE

30th July 2013



Report of: Assistant Director, Education

Subject: TO APPROVE A VARIATION TO THE INSTRUMENT OF GOVERNMENT OF THE FEDERATED GOVERNING BODY OF ST PETER'S ELWICK CE AIDED AND HART COMMUNITY PRIMARY SCHOOLS

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non key

2. PURPOSE OF REPORT

- 2.1 To seek agreement at the Children's Services Committee to vary the instrument of Government for the Federated Governing Body of St Peter's Elwick CE Aided and Hart Community Primary Schools.

3. BACKGROUND

- 3.1 The Federated Governing Body of St Peter's Elwick CE Aided and Hart Community Primary Schools has, for some time, considered reviewing the size of the Governing Body that was established in 2009 under the formal federation of the schools established under the School Governance (Federation) (England) Regulations 2007 and the School Governance Constitution (England) Regulations 2007.
- 3.2 At a meeting of the Governing Body held on 25th June 2013, the Governing Body received a report from a small working party of Governors established to explore this matter and formally agreed a variation to the Instrument of Government in accordance with the School Governance (Federation) (England) Regulations 2012 and School Governance Constitution (England) Regulations 2012 to enable a reduction in the size of the Governing Body.

4. PROPOSALS

- 4.1 The Governing Body proposes to reduce the size of the Governing Body from 20 to 15 Governors.
- 4.2 As the current terms of office for a number of Governors will expire early in the Autumn term 2013 and as there are currently a number of existing vacancies for Governors, the Governing Body feels that this will be an appropriate time in which to achieve the reduction in the number of Governors.
- 4.3 The present constitution of 20 members is set in the Instrument of Government attached as **Appendix 1**.
- 4.4 The revised constitution will consist of the following categories as attached as **Appendix 2**:
- 4 parent Governors
 - 3 staff Governors including the headteacher
 - 1 local authority Governor
 - 2 co-opted Governors
 - 5 foundation Governors
- Under the School Governance Constitution (England) Regulations 2012 the category of Community Governor will cease to exist and is replaced by Co-opted Governor.
- 4.5 The Dioceses of Durham and Newcastle Joint Education Team has also considered the proposed variation to the Instrument of Government and are happy with the proposed reduction in the number of Governors and will be reporting the proposals to the Diocese of Durham Board of Education at their next meeting in the summer term.

5. RECOMMENDATIONS

- 5.1 To approve the revised Instrument of Government with effect from 1st September 2013 attached as **Appendix 2**.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The proposed variation will improve the effectiveness of the Governing Body and enable the Governing Body to be more strategic in its deliberations.

7. BACKGROUND PAPERS

None

8. CONTACT OFFICER

Ann Turner
Governor Support Officer
Child & Adult Services

Telephone 01429 523766
Email ann.turner@hartlepool.gov.uk



INSTRUMENT OF GOVERNMENT FEDERATED GOVERNING BODY OF ST PETER'S ELWICK CHURCH OF ENGLAND VOLUNTARY AIDED PRIMARY SCHOOL AND HART PRIMARY SCHOOL

1. The name of the Federation is St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
2. The names and categories of schools in the Federation are:

St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
3. The name of the Governing Body is St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
4. The Governing Body shall consist of:
 - a) 7 Parent Governors
(4 elected by parents of pupils attending St. Peter's Elwick Church of England Voluntary Aided Primary School and 3 elected parents of pupils attending Hart Community Primary School, based on numbers on roll).
 - b) 4 Staff Governors including the Headteacher.
 - c) 2 Local Authority Governors.
 - d) 2 Community Governors.
 - e) 5 Foundation Governors.
5. Total number of Governors 20.
6. ONE Foundation Governor shall be ex officio as set out in paragraph 7(a) below .

TWO Foundation Governors shall be appointed by the Diocesan Board of Education.

TWO Foundation Governors appointed from Elwick St. Peter's Parochial Church Council and Hart Mary Magdalene Parochial Church Council.
7. a) The holder of the following office shall be a foundation governor ex officio: The Incumbent or Priest in Charge (for the time being) of the Parish of Hart and Elwick Hall, Hartlepool.
- b) The Durham Diocesan Board of Education, in consultation with the Archdeacon and Area Dean, shall appoint a Foundation Governor, to act in the place of the ex officio foundation governor whose governorship derives from the office named in (a) above, in the event that the ex officio foundation governor is unable or unwilling to act as a foundation governor, or there is a vacancy in the office by virtue of which his governorship exists.

Appendix 1

8. The Durham Diocesan board of Education in consultation with the Archdeacon and Area Dean are entitled to request the removal of any ex officio foundation governor and to appoint any substitute governor.
9. The Foundation Governors are the Trustees of St. Peter's Elwick Church of England Voluntary Aided Primary School. The School Trust Deed is dated 24th April, 1851, and is kept at the Public Records Office, Kew, and a copy is kept at the church.
10. "Recognising its historic foundation, St. Peter's Elwick Church of England Voluntary Aided Primary School will preserve and develop its religious character in accordance with the principles of the Church of England and in partnership with the Church at parish and diocesan level. The school aims to serve its community by providing an education of the highest quality with the context of Christian belief and practice. It encourages an understanding of the meaning and significance of faith, and promotes Christian values through the experience it offers to all its pupils".
11. The term of office of all categories of governors is FOUR years (with the exception of ex officio governor).
12. This instrument of government comes into effect on 1st SEPTEMBER, 2009.
13. This instrument was made by order HARTLEPOOL LOCAL AUTHORITY on 29th July 2009



INSTRUMENT OF GOVERNMENT FEDERATED GOVERNING BODY OF ST PETER'S ELWICK CHURCH OF ENGLAND VOLUNTARY AIDED PRIMARY SCHOOL AND HART PRIMARY SCHOOL

1. The name of the Federation is St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
2. The names and categories of schools in the Federation are:

St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
3. The name of the Governing Body is St. Peter's Elwick Church of England Voluntary Aided Primary School and Hart Community Primary School.
4. The Governing Body shall consist of:
 - a) **4** Parent Governors
(2 elected by parents of pupils attending St. Peter's Elwick Church of England Voluntary Aided Primary School and 2 elected parents of pupils attending Hart Community Primary School).
 - b) **3** Staff Governors including the Headteacher.
 - c) **1** Local Authority Governor.
 - d) **2** Co Opted Governors.
 - e) **5** Foundation Governors.
5. Total number of Governors **15**
6. ONE Foundation Governor shall be ex officio as set out in paragraph 7(a) below .

TWO Foundation Governors shall be appointed by the Diocesan Board of Education.

TWO Foundation Governors appointed from Elwick St. Peter's Parochial Church Council and Hart Mary Magdalene Parochial Church Council.
7. a) The holder of the following office shall be a foundation governor ex officio: The Incumbent or Priest in Charge (for the time being) of the Parish of Hart and Elwick Hall, Hartlepool.
- b) The Durham Diocesan Board of Education, in consultation with the Archdeacon and Area Dean, shall appoint a Foundation Governor, to act in the place of the ex officio foundation governor whose governorship derives from the office named in (a) above, in the event that the ex officio foundation governor is unable or unwilling to act as a foundation governor, or there is a vacancy in the office by virtue of which his governorship exists.

Appendix 2

8. The Durham Diocesan board of Education in consultation with the Archdeacon and Area Dean are entitled to request the removal of any ex officio foundation governor and to appoint any substitute governor.
9. The Foundation Governors are the Trustees of St. Peter's Elwick Church of England Voluntary Aided Primary School. The School Trust Deed is dated 24th April, 1851, and is kept at the Public Records Office, Kew, and a copy is kept at the church.
10. "Recognising its historic foundation, St. Peter's Elwick Church of England Voluntary Aided Primary School will preserve and develop its religious character in accordance with the principles of the Church of England and in partnership with the Church at parish and diocesan level. The school aims to serve its community by providing an education of the highest quality with the context of Christian belief and practice. It encourages an understanding of the meaning and significance of faith, and promotes Christian values through the experience it offers to all its pupils".
11. The term of office of all categories of governors is FOUR years (with the exception of ex officio governor).
12. This instrument of government comes into effect on 1st September 2013
13. This instrument was made by order HARTLEPOOL LOCAL AUTHORITY on

CHILDREN'S SERVICES COMMITTEE

30 July 2013



Report of: Assistant Director, Children's Services

Subject: YOUNG INSPECTOR REPORTS

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key.

2. PURPOSE OF REPORT

2.1 To establish a formal avenue for reviewing Inspection reports produced by children and young people. The Inspection reports, attached as **Appendix 1**, provide an insight into services and organisations that have been scrutinized by young people and have been given feedback and recommendations for improvement. The children and young people follow up the original inspection with a 6 month review to examine whether their recommendations have been implemented by the organisation / service.

3. BACKGROUND

3.1 Involving children and young people in the design and delivery of services they use or which affect them leads to more effective services. All organisations and agencies that provide services to children and young people should have systems in place to support the involvement of children and young people in the design and delivery of services.

3.2 Locally we have recruited, trained and supported over 49 young people (13 – 19 and up to 25 with a learning disability or difficulty [LDD]) and 24 children (8 – 11 years), to date, to investigate and assess how local services are involving young people, and have made recommendations for improvements. Currently, there are 8 groups of young Inspectors, each with differing needs and abilities, representing a diverse range of young people; one group is solely LDD young people. Other groups include Asian young people, looked after young people, those involved in the youth offending service and others referred through services including social workers and the locality teams. (The programme aims to recruit the most vulnerable young people with a view to improving, developing and expanding their life skills, confidence and aspirations). Most recently, we have developed a Junior Inspectors programme within the Primary Schools.

- 3.3 The young inspectors take part in intensive two-day training in preparation for any inspection, and then complete reports and return to the service / organisation to present their findings, making recommendations for improvement, with a follow up visit 6 months later to see if recommendations have been implemented.
- 3.4 Inspectors undertake volunteering accreditation, through the Open College Network. To date there have been in excess of 30 Inspections of services in Hartlepool, including those as part of the *You're Welcome Verification Standard* for Health Services.
- 3.5 Alongside the formal Inspection process, the inspectors support service delivery of organisations / services in a variety of ways including "youth proofing" documents, supporting marketing and promotion aimed at children and young people, undertaking "mystery shops" of services, and delivering training and consultative research. Most recently the Inspectors have been working with Hartlepool Safeguarding Children Board to improve the work of the Board, making it more responsive and informed on the needs of children and young people. Further work for the Board consists of work around neglect issues, as well as inspection of services completing self audit on safeguarding, to examine whether their protocols and procedures match those that have been submitted. Other areas currently developing alongside the inspections include; train the trainer's course, peer advocate training, a participation training DVD and research into the motivation of young people accessing local sexual health services.

4. PROPOSALS

- 4.1 That the Children's Services Committee are provided with the option of deploying the Young Inspectors to undertake inspections of relevant services on behalf of the Committee to support their enquiries and decision making
- 4.2 That the Children's Services Committee obtains copies of both the Young and Junior Inspectors reports.

5. RECOMMENDATIONS

- 5.1 That the Children's Committee takes into consideration the findings of Young / Junior Inspectors when making decisions on service delivery.
- 5.2 That the Children's Committee utilise the Inspection Reports completed by children and young people to build upon, and identify further related tasks that the inspectors can undertake on behalf of the committee.
- 5.3 That the Young Inspectors undertake inspections of services as directed by the committee to help inform the formal process of decision-making.

6. REASONS FOR RECOMMENDATIONS

- 6.1 There are both legal and policy requirements for local authorities to support the engagement of children and young people in decisions which affect them.

Alongside article 12 of the United Nations Convention on the Rights of the Child (*which states that when adults are making decisions that affect children, children have the right to say what they think should happen and have their opinions taken into account*); Other relevant Acts which highlight the need to involve children and young people in decisions that affect their future include:

- Human Rights Act 1989;
- The Children (Leaving Care) Act 2000;
- The Adoption Act 2002;
- The Children Act 2004;
- Care Matters 2008.

- 6.2 Most recently, Positive for Youth, the cross-Government Policy for young people aged 13 – 19 (2011) calls upon on all local authorities to give young people a voice in local decision-making. The policy recommends that local authorities introduce programmes like Youth Mayors or Youth Inspectors and the auditing of local services to make them more youth-friendly.

At its launch the Minister Tim Loughton said:

“Councils should also think about how to get young people involved in decisions that affect them. I want them to open their doors to young people and get them involved - auditing and inspecting local services and listening to their ideas on how to improve things”.

- 6.3 The Young Inspectors reports / further inspections would add additional perspectives to the work of the committee and embed children and young people's voice in decision-making at this level.

7. BACKGROUND PAPERS

- 7.1 None

8. CONTACT OFFICER

Helen White
Participation Manager
Integrated Youth Support Service
Windsor Offices
01429 284044



Youth4U Inspection Report Template – Initial Inspection

Local support worker name: Andy Facchini		Area: Hartlepool
Young inspectors' names: Shay Miah, Josh Peacock, Sam Wright, Tony Judge		
Service inspected: Rossmere youth centre		Who requested the inspection? YIYAT
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Windsor Offices Unit 24 Middleton Grange Shopping Centre Hartlepool TS24 7RJ (01429) 523617		
Inspection start date: 23/7/2012	Inspection end date: 23/7/2012	Report date: 30/7/2012
About how many hours did the inspection activities take? 1		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		

<p>Observation(s) conducted?</p> <p>Yes</p> <p>What/who was observed?</p> <p>The centre, facilities and staff</p> <p>How were observations recorded?</p> <p>Notes, photos</p> <p>What were the findings including strengths and areas for further development?</p>	<p>Interviews conducted? Yes</p> <p>What was the focus of the interviews? Questions set by YIYAT</p> <p>Who was interviewed? YP & Team Leader</p> <p>Individual or group interviews?</p> <p>Individual</p> <p>How were the interviews recorded?</p> <p>Notes</p> <p>What were the findings including strengths and areas for further development?</p>	<p>Surveys conducted? No</p> <p>What was the focus of the surveys?</p> <p>N/A</p> <p>Who were they given out to?</p> <p>N/A</p> <p>What type of survey was it – paper, electronic? N/A</p> <p>What were the findings including strengths and areas for further development? N/A</p>
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Overall impressions of the service including strengths and areas for further development (linking back to national inspection questions):

Question 1. Is the service accessible?

The young Inspectors who inspected the service thought the service was accessible for everyone including disabled young people. Although there is no transport provided and buses stopping there normal service at 6:30pm the centre still attracted young people from the surrounding area

Question 2. Is the service welcoming?

The YIYAT commented that there was a "Welcome to Rossmere Youth Centre" display board which was very eye catching. However The service was not prepared for their arrival to inspect despite having few weeks notice in advance but they did understand it was a hectic time with the NCS taking place. As the project leader was not there they spoke to Leanne who is team leader there who was made aware of our visit at short notice and was very welcoming. As the centre is used by the community for various groups they found the centre to be in poor condition due to graffiti on the walls, cleanliness of all the toilets & changing rooms, tiles in the showers, changing rooms being used as storage and the furniture in the pool room and TV area.

Question 3. Is it clear what the service does?

The YIYAT were really impressed with the list of future activities on the Olympic Games display board as this is good for young people to be able to see what is Coming up and was up to date with current affairs. They were also impressed with the list of times of classes and courses I.E Smoking sensation & phab group, D of E and Weight Watchers. Opening times for the centre were displayed but we did not see any specific times for the youth sessions.

Question 4: How satisfied are you/do other young people seem to be with the service?

The YIYAT asked young people some questions to help with our inspections.

Some young people said that the youth centre time could be extended. They also said it could do more varieties of activities to do during their time in the youth centre. Everyone they asked were happy how the staff treated them. They enjoy the centre because its something to do.

Question 5: How are young people involved in the development, delivery and evaluation of the service?

Young people represent the youthy in youth centre meetings.

Also young people get asked what they want activities they want to do during the year they get asked on September.

Strengths:

The service is very accessible and easy to find. It was evident that the young people have a good relationship with the youth workers and they also felt safe.

Areas for further development:

The state of the building as a whole is in poor condition especially seating, toilets, changing rooms and showers; Some of the display boards are old and need updating with current affairs. Although there is opening times for the centre in general there is non for the actual youth sessions. Bricks have become lose in the sports hall as well as having a big hole in the floor are major health & safety risks to everyone using the centre.

General impressions and comments:

The centre has lots of potential to be a fantastic resource for young people and community but is being let down by general condition of the building which is a shame. There is also some concerns around health & safety as mentioned.

Recommendations for the future including clear action points:

- Apply for a grant to repair ceilings, walls, new painting to cover graffiti and new equipment
- Give young people who are 16+ accessibility to the gym by allowing them to complete an introduction on how to use equipment safely. This would have good health benefits and it would fit in with the IYSS curriculum
- Make a sign to display outside or distribute a card with centre opening times and the youth centre opening times.
- Consider to remover hanging wires which Is a health and safety hazard
- Consider removing the staff toilets sign off the disabled toilets as its for disabled access only
- Consider updating all display boards to cover current affairs i.e. jubilee and Olympics games



Youth4U Inspection Report Template – 6 Month Review Inspection

Local support worker name: Andrew Facchini		Area: Hartlepool
Young inspectors' names: Leonie Chappel , Demi Coull, Dylan Beresford, Rob Maiden		
Service inspected: St.Hilds School Nursing Service		Who requested the inspection? Chris Sim / Debbie Gibbon
Name and contact details of the person who requested/commissioned the inspection: St. Hild's CE VA Secondary School LEA: Hartlepool Telephone Number: 01429 273041 Fax Number: 01429 232235 Address: King Oswy Drive Hartlepool Hartlepool		
Inspection start date: 12/12/12	Inspection end date: 12/12/12	Report date: 31/1/13
About how many hours did the inspection activities take? 1 Hour		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		
Observation(s) conducted? yes	Interviews conducted?	Surveys conducted?

<p>What/who was observed?</p> <p>Medical room, displays, staff, Pics</p> <p>How were observations recorded?</p> <p>Notes, pictures, questions</p> <p>What were the findings including strengths and areas for further development? See below</p>	<p>What was the focus of the interviews?</p> <p>Recommendations</p> <p>Who was interviewed? Chris Sim</p> <p>Individual or group interviews?</p> <p>Individual</p> <p>How were the interviews recorded?</p> <p>Notes</p> <p>What were the findings including strengths and areas for further development? See below</p>	<p>What was the focus of the surveys? N/A</p> <p>Who were they given out to? N/A</p> <p>What type of survey was it – n/a</p> <p>What were the findings including strengths and areas for further development? n/a</p>
<p>Did the service improve since the initial inspection? Yes Somewhat No (<i>highlight one</i>)</p>		
<p>Describe how the service met (or failed to meet) each of your recommendations from the initial inspection.</p> <p>After the review we conducted on 12th December 2012 the YIYAT were satisfied with the effort that Chris Sim had put into putting our recommendations into place and were impressed with the effort she had put into advertising the service she provides:</p> <p>Use Social Media to advertise the service more as this could be a more powerful way</p> <p>After the initial inspection The YIYAT said that the service could have been advertised more and when we returned to the service we found that the nurse had done more talks in the children's assembly and met up with the school council to discuss methods of advertising her service more. She also put up health themed boards in the dinner hall in the school so children could look at them. Leaflets were also put in their key stage areas and on display in her office</p> <p>The YIYAT agreed last time that the children who use the service should be more aware of who their nurse is and the nurse had revisited her survey and the results dropped from the last time of children knowing who the nurse was so more work could be done to be done to raise this number back up so the young people know who she is.</p>		

At the initial inspection the YIYAT agreed that everything should be recorded and monitored, Chris explained that a new computer system is being put into place to record all the details and have a text messaging service so children are aware what is going on and are reminded of appointments etc.

You Said we did board

The inspectors also said after the initial inspection time that feedback from the school council should be put up on her board and the nurse made a notice board outside of her room and has been regularly meeting with the school council since this.

The YIYAT agreed that some recommendations have been put into the place, however we think that the numbers should be rising of children knowing who she is if she is continuing to advertise her service and having talks to the children but were happy overall at the commitment made from Christine Sim.



Youth4U Inspection Report Template – 6 Month Review Inspection

Local support worker name: Andrew Facchini		Area: Hartlepool
Young inspectors' names: Kirsten Robson, Hayley Wrigley, Natalie Gray, Sophie Berry, Nicole Kirkpatrick, Jamie Dixon, Chris Totty		
Service inspected: Exmoor Grove		Who requested the inspection? Sylvia Lowe
Name and contact details of the person who requested/commissioned the inspection: Sylvia Low e , Exmoor Grove, 16 Exmoor Grove Hartlepool ,Cleveland TS26 0XE Telephone: (01429) 232634		
Inspection start date: 16 May 2012	Inspection end date: 16 May 2012	Report date: 12 July 2012
About how many hours did the inspection activities take? 1 hour		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		
Observation(s) conducted? Yes What/who was observed? Building, access, Garden, Staff, Service	Interviews conducted? What was the focus of the interviews? Who was interviewed?	Surveys conducted? What was the focus of the surveys? N/A Who were they given out to? N/A What type of survey was it – paper,

<p>users</p> <p>How were observations recorded?</p> <p>Notes, camera,</p> <p>What were the findings including strengths and areas for further development?</p> <p>Strengths were the Fire door had been fitted with new safety lock, internet access was now available for YP to enjoy, the was as we recommended a suggestions box for YP to have a voice on issues that effect them</p> <p>We had no real cause for concern with any thing at Exmoor grove and no significant weakness's</p>	<p>Individual or group interviews? N/A</p> <p>How were the interviews recorded? N/A</p> <p>What were the findings including strengths and areas for further development? N/A</p>	<p>electronic? n/a</p> <p>What were the findings including strengths and areas for further development? n/a</p>
<p>Did the service improve since the initial inspection? Yes Somewhat No (<i>highlight one</i>)</p>		
<p>Describe how the service met (or failed to meet) each of your recommendations from the initial inspection.</p> <p><i>Have you created a website yet?</i></p> <p>We asked if they'd put any effort into making a website but they said it wasn't a priority at the moment. The young inspectors understand this as it doesn't seem like a priority.</p>		

The broken fire exit

Last time we inspected Exmoor Grove, we found the most important recommendation was the broken fire door which normally took one or more workers to open. At the review, we found the door had been fixed with a more convenient thumb lock. This was a concern to us as it was the only disabled access to garden and fire exit.

Internet access

They didn't have internet access as there internet was being provided by Dyke House School, however at the time Dyke House was under improvement so internet access was cut off. Now Dyke House is up and running again they have internet access for the children to play games and watch videos on you tube.

Paper towels in the kitchen

This was another concern of the young inspectors as we felt that if a young person wanted to wash their hands they wouldn't be able to dry them or if something was spilt it would cause potential health risk. They fixed this problem and put in place a kitchen roll dispenser.

Suggestion box

We recommended that they had a suggestion box so that young people could have their say. When we went back, they'd made a colourful suggestion box that had actually been very useful, but at times inappropriate.

Safety case

The safety case on the TV wasn't locked when we first inspected Exmoor Grove. This we felt could pose as a health and safety risk. When we did the review it was locked.

Disabled handles in bathroom

We were aware that bathrooms didn't have handles for disabled access and felt like they should be put in place. However when we reviewed, we asked if they'd been put in and they said no, they'd asked the young people if they wanted them and they said they didn't.

Fire extinguisher in the hall way

When we inspected all fire extinguishers were locked away from the young people so they couldn't set them off. When we returned, the fire extinguishers were still locked away however this was because they were health and safety hazard to the young people, which had been approved by the fire brigade.

Observations

- The swing was covered in bird waste.
- Matches were left out in the kitchen however they were behind a coded lock door so we didn't feel this to be that much of a problem
- Around the building there was plugs left switched on without plug sockets and next to bed, we found this to be a hazard.
- There was also lots of litter in the bushes.
- The football goal was directly below a bedroom window so there was a possibly of smashing windows.
- Some of the handles were also missing from the football table.



YIYAT Inspection Report Template – 6 Month Review Inspection

Local support worker name: Andrew Facchini	Area: Hartlepool
Young inspectors' names: Bianca Gascoigne, Syed Miah	
Service inspected: Sexual Health Clinic, One Life Centre, Hartlepool	Who requested the inspection? Alison Clocherty
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Windsor Offices Unit 24 Middleton Grange Shopping Centre Hartlepool TS24 7RJ (01429) 523617	

Inspection start date: 22/2/2013	Inspection end date: 22/2/2013	Report date: 21/3/2013
About how many hours did the inspection activities take? 1 hour		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		
Observation(s) conducted? yes What/who was observed? Centre, displays, staff, Waiting Room How were observations recorded? Notes, What were the findings including strengths and areas for further development? See below	Interviews conducted? Informal chat with staff What was the focus of the interviews? Improvements & recommendations Who was interviewed? Staff Individual or group interviews? Individual How were the interviews recorded? Notes What were the findings including strengths and areas for further development? See Below	Surveys conducted? N/A What was the focus of the surveys? N/A Who were they given out to? N/A What type of survey was it – paper, electronic? n/a What were the findings including strengths and areas for further development? n/a
Did the service improve since the initial inspection? Yes Somewhat No (<i>highlight one</i>)		
Describe how the service met (or failed to meet) each of your recommendations from the initial inspection.		

The following recommendations were made from our previous visit to the clinic:-

- As young inspectors we recommend you to make sure the people on reception have set questions they must ask when people phone up to make appointments, and they try their hardest not to make the person on the other end of the phone feel uncomfortable.
- We also recommend that the nurses offer every single thing they can do even if a person going for a Chlamydia test could then be offered other forms of tests or contraception, not saying they may need it, however it is always good to have the option in case needed.
- We also recommend that each nurse explains to every person who uses the service that it is 100% confidential unless the nurse needs to take things a step further.
- A recommendation would be to be given a number when you check in instead of your name being shouted out for everyone to hear. I would also recommend the nurses to mention that they have to keep confidentiality unless they need to break it, as I feel that would put you at more ease in speaking with the nurse.
- Consider changing the opening times to accommodate young people who do not drive by not closing at 3:00pm on a Monday & Wednesday and staying open up to 6:00pm so people can still access the service via public transport
- When entering the clinic the T.V was turned off, I would recommend to put some information on the T.V that people can read while waiting. I also think that when people make an appointment their waiting time should be at a minimum and they should not have to wait long. I would also consider mentioning confidentiality during the consultation to make young people feel more comfortable about talking about their situations.
- We would also recommend changing the drop in times to make them more accessible to young people, maybe change them to times where the buses are still running so people can still attend the drop in service.
- There should be a variety of magazines/newspapers to read.
- The TV should be on with information on the screen.
- When making an appointment you should be able to fill the form out yourself just in case you do not want your information to be overheard by other people.

Prior to our both the mystery shop and inspection of the sexual health clinic, we returned to find that most of our recommendations had been looked at and some had been put into place.

When we arrived we noticed a bell was available to press for when the receptionist was busy in the back room so you didn't have to wait for a long time, also we had raised an issue about the drop in that were no longer available as a result of this the drop in clinic is now open on a Tuesday. However with little nurses being available the times the drop in centre is open varies depending on how well it can be staffed, the drop in times are, 3-7pm, 4-7pm, or 5-7pm. Due to our inspection this has also been changed in all 4 of the hubs and has made quite an impact.

The centre usually closed quite early; however following our recommendations the centre is now open three late nights until 8pm for those who couldn't make the earlier sessions.

Some of the recommendations we made haven't actually changed fully, but it was taken into consideration as they gave a survey out to 50 patients on how many people preferred number callings or name callings and the percentage chose names, therefore the recommendation didn't get made which we totally accept as young people were consulted about it.

The TV does not work but as we discussed that was due to the signal or satellite change over that can't be helped. The chairs in the waiting room were also changed around and it made the centre look like a doctor/dentist waiting room so was changed back which we would all agree is a much friendlier atmosphere, also the confidentiality sign is in clear sight for everyone to see which was a big issue from our initial inspection.

The last recommendation we made was to change the way everyone has to always fill in a form about your details as it got a little daunting, due to this they now ask if any of your details have changed, if they have they give you the form to fill out, but if not you don't have to as they have the details on record.

Although the sexual health centre is not open on the Saturday, it was made clear that the Middlesbrough Cleveland centre was open on the Saturday, which made the morning after contraception pill available, and the one life emergency clinic also provides this, however we still think this issue should be resolved in Hartlepool.

Overall we were happy that some of the recommendations were put into place and others were considered.



Youth4U Inspection Report Template – 6 Month Review Inspection

Local support worker name: Andrew Facchini	Area: Hartlepool
Young inspectors' names: Kirsty Robertson, Sean Wray, Luke Wray, Marcus Fletcher, Jack Lindoe, Lauren Briggs, Stephen Shout, Owen Hughes, Lewis Gledhil	
Service inspected: Rossmere Skate Park	Who requested the inspection? YIYAT
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Windsor Offices Unit 24 Middleton Grange Shopping Centre Hartlepool TS24 7RJ (01429) 523617	

Inspection start date: 30/4/2013	Inspection end date: 30/4/2013	Report date: 15/5/2013
About how many hours did the inspection activities take? 1 hour		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		
Observation(s) conducted? yes What/who was observed? park, display boards, staff How were observations recorded? Notes, pictures Notes, questions, camera What were the findings including strengths and areas for further development? See below	Interviews conducted? What was the focus of the interviews? Who was interviewed? Individual or group interviews? How were the interviews recorded? What were the findings including strengths and areas for further development?	Surveys conducted? What was the focus of the surveys? N/A Who were they given out to? N/A What type of survey was it – paper, electronic? n/a What were the findings including strengths and areas for further development? n/a
Did the service improve since the initial inspection? Yes Somewhat No (<i>highlight one</i>)		
Describe how the service met (or failed to meet) each of your recommendations from the initial inspection. <ul style="list-style-type: none"> Consider peter to give an induction to new members to assure that they know how to use the park in a safe and secure way <p><i>The inspectors were led to believe this hasn't been met as young people learn it as they go along but are encouraged to read the board with the rules of the park before using it</i></p>		

- **Consider removing the tuck shop if the litter problem persists then consider revoking membership of offending members**

There was still litter around the park in bushes but not all of it can be from the tuck shop as there were empty cans of alcohol along with sweet wrappers. This is challenged by staff when they see it

- **Consider replacing out of date events with upcoming events**

Although some effort had been made to make the display board current there was still some out of date events (The Participation Strategy Launch)

- **Consider removing or replacing the bins with ashtray on top**

Unfortunately the ash trays were still being used by people to stump out cigarettes

- **Consider applying for grant givers/fundraising to add an additional CCTV camera at a more suitable location which would allow the camera to clearly see who is using and damaging the skate park after closing time.**

The rep group were involved in applying to Grant givers and successful in being awarded some funding to go to Liverpool to look at the skate park there and share good practice with other young people)

- **Consider putting the rep group through basic first aid training.**

The YIYAT were pleased to see 1st aid posters on the display boards for young people to undertake the training we recommended

- **Consider placing a permanent first aid pack in the skate park**

This was not possible due to the high chance of it being vandalised or misused

- **Consider finding a safer place to put tools on**

The YIYAT were satisfied that the tools are only used under adult supervision and are not left out for members to access

- **Consider replacing the plant life with brick slabs or concrete**

There was still plant life there which was causing some problems with mud on the park

- **Consider building a sheltered area to put unused equipment in such as clothing and tool kits.**

No shelter area as yet but the staff are currently looking at applying for funding in order to meet this recommendation

YIYAT - Inspection Report Template – Initial



Inspection

Local support worker name: Andy Facchini		Area: Hartlepool
Young inspectors' names: Syed miah, Bilaal Sadiq, Naasir Hussah, Jodie Stoddart, Paige Palliser, Toni Austwick, Phern Hart, Emily Ashley, Amber I'anson, Rachael Humphrey		
Service inspected: Harbour Refuge		Who requested the inspection? Lesley Gibson - Service Manager
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Windsor Offices Unit 24 Middleton Grange Shopping Centre Hartlepool TS24 7RJ (01429) 523617		
Inspection start date: 15/4/2013	Inspection end date: 15/4/2013	Report date: 22/4/2013

About how many hours did the inspection activities take? 2		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		
Observation(s) conducted? Yes What/who was observed? The centre, facilities, service users and staff How were observations recorded? Notes, photos What were the findings including strengths and areas for further development? See below	Interviews conducted? Yes What was the focus of the interviews? Questions set by YIYAT Who was interviewed? Young People, Service users & Team Leader Individual or group interviews? Individual How were the interviews recorded? Notes What were the findings including strengths and areas for further development? See Below	Surveys conducted? No What was the focus of the surveys? N/A Who were they given out to? N/A What type of survey was it – paper, electronic? N/A What were the findings including strengths and areas for further development? N/A

Overall impressions of the service including strengths and areas for further development (linking back to national inspection questions):

Question 1. Is the service accessible?

The Inspectors agreed that the refuge is in a excellent place and is easy to access from the train Station which is ideal for people coming from out of town, it was also easy to explain to women From the area as it was so close to the town centre and church Street. The inspectors were pleased that there was a ramp for disabled users but unfortunately there was no lift should they Wish to access any of the rooms upstairs but the rooms on the ground floor were easy accessible. If the service is full at any time there was a gold book which has the contact details of every Refuge in the country which reduces the chance of people having to be turned away.

Although the 2 women we spoke to spoke very highly of it neither of them had heard of Harbour Previous to being referred there by other agencies once it had reached crisis point, the inspectors Feel that a greater awareness of what Harbour can provide amongst women and communities Would stop things getting to the point of being physically attacked and seek help well before that Point, The inspectors do appreciate that the refuge receive no government funding so this can Restrict the amount of time, money they can put into this but could be advertised better amongst Frontline staff and professionals.

The inspectors were impressed with the length staff will go to by picking women up at short Notice sometimes from out of town at unsociable hours and also the way they check the person out before taking them into the refuge to safeguard other woman and children staying there.

Question 2. Is the service welcoming?

The Inspectors spoke to two of the service users who said they feel safe and welcome in the Refuge and told us about activities that the workers plan with them such as healthy eating Classes, walks, fitness classes, bingo etc. which helps the users to socialise with other Women in the Refuge. There is also a communal room for users that the young inspectors thought was good as it gives them a separate place to socialise. When the women arrive they get given a welcome pack explaining everything the young inspectors thought this was good and how they had different packs for children and different age ranges.

The women the young inspectors spoke to expressed how they liked how they get to keep their Independence in the refuge, they have plenty of room and comfortable furniture in the rooms, they have their own kitchenette provided with basic groceries and a bathroom.

The young inspectors were impressed with the range of toys and activities available for Children inside and out and think the way its brightly decorated is really welcoming for children. They were also impressed with the activity boards.

Question 3. Is it clear what the service does?

When the users enter they get given a welcome pack explaining the service. Before being told about the refuge by other services the users the Young Inspectors spoke to hadn't heard about the service before. The Young Inspectors think the service needs more awareness and advertisement.

Question 4: How satisfied are you/do other young people seem to be with the service?

The women that The Young Inspectors spoke to enjoy how they get to keep their own Freedom and personal space within the refuge and how they aren't bound by any strict rules they can come and go as they please and are happy with this as it keeps them as a family. The children the YI spoke to were happy with the service and the toys and activities provided, the only improvement they said they could make would be to organise more outdoor activities now that the weather is starting to get better.

Question 5: How are young people involved in the development, delivery and evaluation of the service?

There are consultation days held in the refuge to gather views of the users and find out if there is anything the users want to do activity wise. The service evolves around the users and all activities are chosen by users. There are group discussions to evaluate service.

Strengths:

The young inspectors were really happy with the service over all, particularly the play room For young children, the way the activities were decided upon by consulting with users, how Secure the building was and how it left the users with independence their independence.

Areas for further development:

Areas that the Young Inspectors feel could be developed could be the promotion of the service


As after speaking to users they found that they hadn't heard of it until after it reached crisis Point and other services were involved, the Young Inspectors also expressed that until being Asked to do the consultation they also hadn't heard of Harbour.

The Young Inspectors found that there was plenty of activities available for younger children But not as much available for older children, they suggest that funding could be applied for Through Grant Givers to get more activities for older children, they also suggest getting A youth worker involved in the service to arrange activities.

Young Inspectors feel like more cooking and outdoor activities could be organised.

It was suggested by YI that there should be a member of staff on site at all hours to monitor Better who is entering the building but we know that this may not be financially possible.

General impressions and comments:

YIYAT Inspection Report Template – Initial  Inspection Local support worker name: [REDACTED] hini	Area: Hartlepool
Young inspectors' names: Josh Peacock, Ashleigh Allison, Sam Wright, Tony judge, Shay Miah, Martin Burnside, Michael Mourino	
Service inspected: Throston Project Youth centre	Who requested the inspection? YIYAT
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Brinkburn Youth Club Blakelock Road Hartlepool TS25 5PF (01429) 261427	

Inspection start date: 14/03/12		Inspection end date: 14/03/2012	Report date: 04/04/12
About how many hours did the inspection activities take? 1 Hour			
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation			
Observation(s) conducted? yes What/who was observed? The young people, staff, the centre How were observations recorded? Through photos, notes and collaborated team work What were the findings including strengths and areas for further development?	Interviews conducted? yes What was the focus of the interviews? To find out what the young people genuinely thought about the service and to find out what the staff did within their job roles. Who was interviewed? Staff and young people Individual or group interviews? Both How were the interviews recorded? Face 2 face What were the findings including strengths and areas for further development?	Surveys conducted? What was the focus of the surveys? To find out what the young people genuinely thought about the service. Who were they given out to? Staff and young people What type of survey was it – paper, electronic? paper What were the findings including strengths and areas for further development?	

Overall impressions of the service including strengths and areas for further development (linking back to national inspection questions):

Question 1. Is the service accessible?

- The young inspectors feel that it is accessible for young people living in the vicinity of Throston estate, however we feel it could be easily missed by young people who didn't have a awareness of the area because of where it is situated and the fact that's its set back from the road.
- The young inspectors found Throston youth project to be on a main bus route which made it easier for young people to travel into the area to attend the centre.
- The centre had good use of disabled access, however there was not a sign on the disabled toilet.

Question 2. Is the service welcoming?

- The young inspectors felt very welcomed by the project leader at the facility upon our arrival
- The young inspectors were shown round the building which was beneficial to us as it saved time by looking around ourselves.
- The project leader was reassuring and explained that the young inspectors were free to ask any questions during our inspection.
- The young inspectors feel better outdoor lighting would be good as it feels daunting when approaching the centre
- The young inspectors did not feel quite so welcomed by the young people but we put this down to them not realising who they were or what they were doing.
- During the inspection Staff and young people were heard complaining on how cold the sports hall was.

Question 3. Is it clear what the service does?

- The young inspectors felt that it was clear what the service provides and does by the pictures and displays around the entire youth centre.
- The facility had a lot of equipment which the young people made full use of. The sports facility was full as soon as it opened for the young people. There was even a computer room but it did not have fully functional

computers in.

- There were a lot of posters of which the young people made and was evidence that this was done regularly as they had no smoking day display up on the actual day the young inspectors inspected the centre.
- The young inspectors did notice a lot of signs about what the facility offered or did around the building
- Although the service did not have its own website, it is part of the IYSS facebook page.
- There were no opening-closing times around the centre, indicating that young people were just supposed to know.

Question 4: How satisfied are you/do other young people seem to be with the service?

We asked the young people a series of questions about the service. This is our findings:

- **How often do you attend the centre?**

"We go three/four days a week"

- **Do you find the centre useful and why?**

"Yes because it keeps us off the streets"

"It close and its good to see friends there and to do things like pool and football"

- **What made choose to attend to the centre?**

"Live nearby"

"Go to see friends there"

- **Do you feel respected by the staff?**

"Yes"

- **What is the worst thing about the centre?**

"They only got an hour each in the sports hall and the younger ones got to go in first"

"The colour of the walls"

- **Is there anything you would like to change and what?**

"The colours of the wall, the routine for the sports hall" (Older first one week, the younger the next).

- **Are you well informed about the activities that take place?**

"Yes, all the time"

"Given lots of noticed"

"Put up notices and staff inform us"

➤ **How do you get to the centre?**

"Walk with friends"

➤ **If you walk, do you feel safe?**

"Yes because I am with all my friends"

"No because I walk by myself and its dark as well of the area"

➤ **Do you feel safe when inside the centre and why?**

"Yes because I know who is in the centre"

Question 5: How are young people involved in the development, delivery and evaluation of the service?

- **The young inspectors felt that this was a particular strong point of the centres as the Young peoples choices were listened to**
- **The young inspectors were showed evidence of the consultation work that was taken place earlier in the year which indicated what young people wanted to do and their was a timescale shown when it would be done by**
- **The members had Fundraised for their own TV which was something they had asked for, As money was tight, they did their own fundraising so they were able to carry these activities.**
- **They hosted a list of activities of which young people wanted to do. A few examples are Open Clasp Theatre Company, Wet' N' Wild, First Aid Course and Under 21 England match.**
- **Young people help organised the events that they choose to do such as sleepovers, sponsored walks and "It's an knockout" competitions.**
-

Strengths:

Involvement of YP in planning, delivery and evaluation of service

The friendliness of the staff

The display boards and information on them

Areas for further development:

The young inspectors feel better outdoor lighting would be good as it feels daunting when approaching the centre

Signs clearly stating what is in each room I.E computer room / disabled toilet

General impressions and comments:

The YIYAT were more than happy with Throston Youth centre's staff, the facilities, the activities on offer and the amount of consultation with the YP about issues that effect them

Recommendations for the future including clear action points:

- Consider putting a disabled sign on disabled toilet
- Due to the sports hall being cold, consider having some type of heating system
- Consider having the computers switched on so they are easy to access
- Consider having the opening times displayed clearly outside the centre.
- Consider changing the rota for the sports hall weekly, i.e., the younger ones 1st one week and the older ones the next.
- Consider having the rooms labelled clearly, stating what they are. I.E. Computer room

- **Remove the pool table which was propped up against the wall in the computer room,
which was a health and safety risk**



YIYAT Inspection Report Template – Initial Inspection

Local support worker name: Andy Facchini		Area: Hartlepool
Young inspectors' names: Robert Maiden, Dylan Beresford, Shauna Hanley, Beth Hanley, Bianca Gascoigne, Leonie Chappel, Martin Burnside, Katie Bartle, Steph Dinoyios, Sam Holland		
Service inspected: One life centre (Sexual Health)		Who requested the inspection? One life centre
Name and contact details of the person who requested/commissioned the inspection: Andy Facchini YIYAT Co-ordinator IYSS Child & Adult Services Windsor Offices Unit 24 Middleton Grange Shopping Centre Hartlepool TS24 7RJ (01429) 523617		
Inspection start date: 7/12/2011	Inspection end date: 7/12/2011	Report date: 10/11/2012
About how many hours did the inspection activities take? 1		
Below, please briefly describe the inspection activities used. Please attach the young inspectors' reports and any additional documentation.		

<p>Observation(s) conducted? Yes What/who was observed? The centre, facilities and staff How were observations recorded? Notes, photos What were the findings including strengths and areas for further development? See below</p>	<p>Interviews conducted? Yes What was the focus of the interviews? Mystery shop by inspectors Who was interviewed? N/A Individual or group interviews? N/A How were the interviews recorded? Notes What were the findings including strengths and areas for further development?</p>	<p>Surveys conducted? No What was the focus of the surveys? N/A Who were they given out to? N/A What type of survey was it – paper, electronic? N/A What were the findings including strengths and areas for further development? N/A</p>
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Overall impressions of the service including strengths and areas for further development (linking back to national inspection questions):**Making the appointments**

When finding One life's contact details it was very easy as we just searched one life Hartlepool into the internet, and straight away all possible contact details we may need were found.

When calling the service whoever was working on reception didn't answer the first phone call I made, but they answered the phone the second time I called.

When I was speaking to whoever it was on reception over the phone they kept misunderstanding me when I said I only needed to make one appointment as we were going in together, and continued to make me feel patronized until I gave up and agreed that I needed two appointments.

Making the appointment was very straight forward, I got the number from the poster about the sexual health centre and rang up, the receptionist was very relaxed and kind although she did ask what I was going in for which I thought was breaching confidentiality, as it was not a question I would of liked to share the answer with the receptionist. I was asked what time and date I would like and it worked around my schedule which I thought was helpful. When I was at the one life sexual health clinic I went on to make 2 more appointments and was told I couldn't go on a Thursday because I was wanting to see the nurse about contraception and they didn't do it on the Thursday, although was offered a different time and date and the appointment was made.

When I phoned up the one life centre to make an appointment I used the number off the poster (01429) 285719, it was quick and easy and I got an appointment the next day, they were friendly on the phone.

We went back for our appointment and we had to wait 35 minutes to be seen even though there wasn't anybody else there when we arrived. The seating was ok and the colour scheme wasn't that bad. There was plenty of poster and leaflets to read while you were waiting. They had a radio playing while you waited but there wasn't a great deal of magazines/newspapers to read. The tv in the waiting area was switched off and it would have been nice to have it on.

Phone call

The person on the phone didn't even ask me why I was making the appointment so would not of known what we were going into the sexual health clinic for.

We had to change our appointment times from 6.30pm to 2.30pm in order to accommodate our needs, yet when I rang and said both appointments needed changing it turns out she had only changed Beths and not martins, it was martin who was supposed to be getting condoms, which added an extra 30 minutes unnecessarily onto our waiting time.

When I rang up It didn't take long for the woman to answer, she was very polite and I got a suitable appoint for the next day. It was really easy and quick to make the appointment and the woman on the phone was very welcoming.

When I first phoned up I started telling her my request and what I was phoning for and it was the receptionist from the actual one life centre and not the sexual health services, however the number I had was the number from the poster for the sexual health service. However when I got put through to the sexual heath clinic the woman was helpful and give me an appointment for both of us for the next day at which times best suited us. I did find one thing uncomfortable in the phone call was they asked me what I was going to visit the nurse for because I didn't know who I was speaking to and it would be the actual nurse dealing with my problems, not the receptionist

Consultation

When we were finally seen by the nurse she was very helpful and friendly, she asked us all of the appropriate questions and knew how to handle her self around young people, which was the same with the lady on the reception when we had to fill in our forms. The nurse asked us both if we were up to date on our Chlamydia test which was really helpful, however she didn't ask us if we wanted any other forms or any information on other forms of contraception. The nurse didn't explain to us that the service was fully confidential.

When I went into the room the woman did not tell me that anything I said was going to be confidential after this the nurse asked me questions for example, how many times have I been sexual active in the last 2 weeks? I explained that I had come for some contraception and was given I bag of condoms but was Also asked do I want any other contraception?. At this point I asked if I needed to make a separate appointment to do a Chlamydia test but was told no and then the nurse told me where the toilet was and asked me to do my Chlamydia test and bring it back, she asked me if I needed help with anything else which I didn't and to phone up the sexual health clinic in 7 days for my results if I didn't hear anything.

When entering the room the woman was very kind and polite, she offered me a seat and made me feel comfortable straight away, I asked her if she could give me information about the contraceptive pill and me and my boyfriend were ready to have sex, she gave me all the information I needed and answered any questions I had, she also gave me a leaflet and written a phone number in. She explained to me that if I needed any more advice or any emergency contraceptive if I rang that number they would help me. She also gave me information on other types of contraceptive just in case I would ever want to try them. She also explained that I should use condoms as they would protect me from STI's. In addition she also mentioned that my boyfriend could come with me for support if I needed it. She told me that if my boyfriend had already had a sexual relationship before that it would be best that he got tested just in case he had any STI's, just to make sure that I wouldn't get one. She gave eye contact and also spoke in a way that I could understand. Furthermore she also asked me how I take my pill to make sure I was doing it correctly and gave me information about when I should take it and when I should stop. She also asked how long I had been on the pill and if I had any problems while being on it. She gave me a lot of advice, information and support.

When I was seen to the woman was very friendly, she gave me advice about the implant, however as a nurse I thought she would have the expertise and knowledge to tell me everything but she had to go and ask another nurse a question which I asked her, she then left me in a room with unlocked cupboards and draws with injections and medications in which in my opinion I thought was unprofessional. However she gave me a leaflet and lots of appropriate advice. I also got a screening test which I felt uncomfortable with somebody else doing and she gave me the option to do the swab myself which I didn't know could happen until she made me aware of it because I was quite put off at somebody else doing because of what my friends had told me and that they had said it was uncomfortable. She gave me lots of advice and told me what would happen if I did or didn't have STI's or STD's and how I would be informed about it. She made me feel comfortable and was really helpful she also gave me some condoms to take away with me for protection.

When I entered the room she wasn't very welcoming because she didn't greet me properly. She asked me if I had been there before and I replied no but had forgotten I had been there and then she cockily replied with 'yes you have you have been for a Chlamydia test.' She then carried on asking me questions and asked me a really personal question which I didn't think was necessary to ask so I declined to answer, which I received a mucky look in return. She then handed me the test and she explained to me what to do but I couldn't understand her as she never spoke clear English. I also did not know where the toilets were as she didn't point it out which led me to go to the public toilets and walk past everyone again with the test in my hand. When I came back as I couldn't understand her properly I done the test wrong. I then asked her again to tell me how to do it properly and I asked her where the correct toilets were and she replied with 'I will show you, I couldn't be bothered to get off my chair last time.' After the second test I returned to the room and she told me about when I would hear from my test results and if I never heard back what to do so she gave me some advice but not all the advice I was looking for

The woman came out late, called out our names but didn't really greet us that well.

When we were actually in the consultation room it was very bright and tidy.

The woman then asked us what we were there for and we replied with, we just want some condoms. Then she gave us them, asked if we had any problems and also if we knew how to put them on.

She would have demonstrated if we didn't know after that we were free to go.

When I was next to see the nurse they shouted out my name to come in and I thought that was not very good as I may not of wanted people to know my name or if I was there. But when entering the room with the nurse she offered me a seat and I queried the information I was given at the desk about not being able to attend the centre on a Thursday for contraception and asked why, she said they did do it but there are very little nurses available on that day, and other days would have been fully booked. I was asked by the nurse if I would like and additional services before I went and took the pregnancy test, the nurse showed me where the toilet was, although there were also signs to point this out. When I got back she was very quick and sincere when dealing with the pregnancy test and didn't hesitate to tell me the results, she then asked if I would like any contraception or If I was already taking contraception. I answered her questions and I was directed out of the clinic and went home happy with the service.

Accessibility

The One life service was very easy to access as it is right in the centre of town and has reasonable opening and closing times.

The service is very clean and welcoming to anyone no matter their problems.

We walked in and tried to see the sexual health nurse. We got told we had to make an appointment, so we did. When we where making the appointment there was no sense of confidentiality as we heard the staff talking about other people and commenting on them. When we where making the appointment we had to tell the receptionist our details out loud and everyone else could hear you saying them.

Conclusion

To conclude we think the service is very accessible for all members of the public and is very clean and welcoming; also the staff were clearly well trained on how to deal with young people and couples.

When I attended the one life it was very easy to access as it is in the centre of the town and is not far from all bus stops so young people can travel to access the service. In the actual centre there was signs placed in clear view and directions so I knew where I was going. In the sexual health section it was very quiet and an enclosed area with quiet music played in the back ground. There was leaflets and posters placed all around the room and toys for children if they where with their parents to keep them occupied, and magazines to read if you where waiting to see the nurse.

I thought the service was very good, the woman at the counter was friendly, and seemed non judgmental. However when making a further 2 appointments I was told i couldn't receive contraception on the following Thursday as they didn't do it on those days. When I went to check in for my appointment I made the day before, the woman asked my date of birth, the last 3 digits of my phone number and if I had attended the service before, because I had I didn't have to fill out any forms and was directed to have a seat straight away.

There was a big sign saying what the service was and I also witnessed leaflets and flyers on show for young people to take away. When I visited the service the décor was young people friendly, the décor was plain but still appealing to young people and also had a TV on the wall but was not switched on.

I think that the service is accessible as it is placed right in the middle of the shopping centre however the sexual health clinic on Monday and Wednesday isn't accessible as the buses' stop running at 6:00pm but this no fault of the service, but this could be taken into consideration and times could be changed so young people can access the service.

Overall I think the service was easy to book an appointment and feel that the staff on the phone and also at the sexual health clinic were welcoming. It was clear to see what the service offered and was also leaflets and information to take away. I feel the décor was nice and would not change it but would have been good if the TV was turned on. The location of the place is accessible but as the buses now stop at 6:00pm this will become a barrier to people attending after this time. I feel the nurse who I seen was knowledgeable and friendly but would have felt more comfortable if confidentiality was mentioned at the start.

There were many posters and leaflets available for you to read while waiting. There were kids toys also available so people could come with their children and they would be amused. There was music playing and magazines for people to read while waiting, the music and magazines were also young people friendly, the decoration was very young people friendly and was appealing, there was a T.V on the wall however it wasn't switched on.

When entering the one life it was very easy to see where it was due to the amount of signs. However we noticed that the drop in time started at 6, the number 6 bus stops at half 6 so this wouldn't be accessible for some people. The location however is very accessible as it is in the middle of the town where many bus routes do go to. Also the T.V in the clinic was also turned off, some information could be put on the television for people to read while waiting. When I was greeted the woman was very friendly and gave me a form to fill out, when I couldn't fill out, or didn't understand parts of the form she was happy to help and give me support while completing it. However I unfortunately had to wait 15 minutes even though I had made an appointment.

Overall I believe that the service is very welcoming and young people friendly, the staff were friendly and caring and knew what they were talking about. It was really easy to make an appointment and to find the clinic. During my consultation the woman didn't mention anything about confidentiality and I would have felt a bit more comfortable if it was mentioned beforehand. The leaflets and posters were very young people friendly and easy to understand and they were available to look at and to read. Due to the bus times the drop isn't as accessible to some people and could stop people from coming.

Overall I think that the service is welcoming in some manners and was very helpful, they have lots of information leaflets to give out and lots of advice for young people. Some of the members of staff make you feel comfortable and welcoming, and a minority don't in others' opinions. All in all we were pleased with our visit in some ways and I would definitely go back again, there is some improvements to be made.

I think that the number system should be put back into place because we didn't like the fact that our names got called out in front of everyone as it makes you feel uncomfortable in front of other people. Another recommendation I would say is some of the nurses should speak a bit clearly and explain instructions better and show their patients where to go.

When we arrived we asked the woman at the information desk where the sexual health clinic was and she told us clearly.

There were also signs saying where it was.

In the waiting room there could have been a bigger variety of things to read as there was very little of magazines.

There was a big lack of confidentiality which needs to be sorted out, because some people are insecure. Staff should keep to their appointment times so that there isn't a big delay at the end of the day.

To conclude the service, it is okay but we think that the times need to be kept to and staff need to be more confidential with information.

Recommendations

As young inspectors we recommend you to make sure the people on reception have set questions they must ask when people phone up to make appointments, and they try their hardest not to make the person on the other end of the phone feel uncomfortable.

We also recommend that the nurses offer every single thing they can do even if a person going for a Chlamydia test could then be offered other forms of tests or contraception, not saying they may need it, however it is always good to have the option in case needed. We also recommend that each nurse explains to every person who uses the service that it is 100% confidential unless the nurse needs to take things a step further.

A recommendation would be to be given a number when you check in instead of your name being shouted out for everyone to hear. I would also recommend the nurses to mention that they have to keep confidentiality unless they need to break it, as I feel that would put you at more ease in speaking with the nurse.

Consider changing the opening times to accommodate young people who do not drive by not closing at 3:00pm on a Monday & Wednesday and staying open up to 6:00pm so people can still access the service via public transport

When entering the clinic the T.V was turned off, I would recommend to put some information on the T.V that people can read while waiting. I also think that when people make an appointment their waiting time should be at a minimum and they should not have to wait long. I would also consider mentioning confidentiality during the consultation to make young people feel more comfortable about talking about their situations. I would also recommend changing the drop in times to make them more accessible to young people, maybe change them to times where the buses are still running so people can still attend the drop in service.

There should be a variety of magazines/newspapers to read.

The TV should be on with information on the screen.

When making an appointment you should be able to fill the form out yourself just in case you do not want your information to be over heard by other people.

Hartlepool LSCB Final Report



By Hartlepool YIYAT

YIYAT – LSCB Report

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What we did

Once we were tasked with inspecting Hartlepool Safeguarding Board we got together as a group and looked at which young people would like to lead on it, who could commit to the duration of the task and which young people we felt would be able to produce the report of a high standard. However all the inspectors as well as young people from other participation groups have been consulted with and involved at some point. We also tasked the Catcote group made up of solely LDD young people to design & make a display in Brinkburn Youth Club of the board, all its members and marked it with every piece of action we took in order for them to understand it as much as possible.

The two areas we aimed to look at was:

1. How effective is the safeguarding board
2. How can young people be involved and participate

We chose a mixture of experienced male and female young people, some who have first hand experience of being in care / looked after and who have had social worker involvement before. We encouraged them to share their own experiences with the rest of the group giving everyone a better understanding of the issues young people face.

This inspection was different to anything we had done before and we understood that this was going to be a difficult task. We held an initial meeting with Jim Murdoch who gave us an overview of what the Board was about and the responsibilities it held as well as the representatives who should be there. The group decided that to get a better understanding of what the LCSB do, it would be beneficial for us to attend, observe and record a board meeting to show back to the other young people and to see how the board operates.

The Board

We found the board meeting long, boring and drawn out. Although we understand the meaning of the board and its importance, we feel the content was hard to understand. We also saw that only a few people spoke at the meeting, some repeating what they had already said a couple of times. We wondered why no one else spoke.

We then looked at all the board members and chose to hold interviews with a few to get more information, so devised a structured questionnaire and recorded our interviews on a Dictaphone. We chose a mix of people who spoke a lot at the meeting and those who said little. Ideally we would have liked to hold one to one interviews with all members but this was not possible for a number of reasons so we decided to send questionnaires to all other board members for them to be able to voice their opinions. We were disappointed with the response only receiving 11 of the 29 sent, even though two weeks was given, which made us doubt how serious the board members were taking the inspection.

The information we got from the interviews and the questionnaires showed that many of the board members also thought the meetings were too long and that some members did not always understand fully what was being discussed. This could be a reason why they do not speak up at meetings. Also we found that two or three of the questionnaires returned had left the question about the board's weaknesses and improvement questions blank.

We then met up and discussed the interviews and this led us to our next step of looking at other local authorities and also the Ofsted reports for them and talked about how we could maybe implement good practice from other authorities into Hartlepool. After reading through Durham's we thought that as they gained "**Outstanding**" that we would research why they were awarded this and how we could put any ideas from them across to Hartlepool's board.

Although we did not speak to any young people from Durham we did speak to Pixley Clarke who was the safeguarding manager who spoke about performance reports being given to managers if actions do not take place. They also have a database tool that is used to make sure the services are doing what they say they are, as well as the date of when it is completed by. Services must send a report of what they have done since the last meeting if no representative can attend the meeting, if they do not then it is taken to the subgroup responsible and services are asked directly to improve this. In Durham they do not have young people who directly sit on the board but they do have leaflets that explain in young people friendly language the process and its aims and objectives. However children and young people do identify priorities for the year by using a variety of methods including consultation in young people settings such as school or youth centres. Durham also has a looked after review form that identifies learning for the future and has considered other local authorities packs that help prepare children and young people for child protection case conferences. We looked at this pack (from Oldham). We think it is a good idea but needs changing as it is a bit childish. We think that other young people who have been through this experience could have a look at the packs and see if they think they would have been useful.

Key findings of the effectiveness of the board;

- Only 11 workers returned our questionnaires which made us feel that the board was not taking the inspection seriously enough;
- The agenda is too big and it's a lot of information to take in;
- Some services take a much more pro active role than others in meetings when all services should have issues to talk about;
- Not everyone contributes to the board meetings and due to the difference in answers during interviews and questionnaires there is a lot of difference in understanding about the board and its work;
- Not all of the people who sit on the board understand what the other services do, this is important if they are to work together;
- Some services are poorly represented and do not provide any report or update when missing meetings;
- Mandatory safeguarding training is being ignored by many services and are not being held to account from anyone;
- Who makes sure services are doing what they say they are doing about safeguarding? Each service evaluates themselves;
- Is there evidence that the work of the board is making a difference to the safety of children and young people?.

Recommendations to make the work of the board more effective;

- Training is needed for all board members on what is expected of them and what the role of the board is. This training should be refreshed on a yearly basis especially if representatives change.
- Prioritise the agenda items in order of importance to avoid 'info overload' and give each item a time limit *"The agenda should be shorter and the chair needs to make sure everyone is involved. At the end of each item restrict the amount of questions asked as the discussions go on too long and are dominated by one or two people sometimes repeating the same thing time and again"*.
- The Chair needs to make sure everyone contributes to the meeting and others do not take over.
- Services to hand in 'service update' to chair prior to meeting if no representative can make it, Chair to hold poorly represented services to account .
- Each organisation to produce a quarterly report to the board on what actions they have put into place to safeguard children and young people in Hartlepool and this should be evaluated by another service.
- Each service should present to the board what their organisation does and what impact safeguarding areas have on their work.
- Service managers should be held account for staff not attending mandatory training set by HBC.
- All services should have 'safeguarding' as an agenda item at team meetings and records of minutes should be there in their organisations.
- Follow through on the impact of its work to improve the safety and well being of children so the board can demonstrate and measure what effect it is having and how it is actually improving children's lives.

Young people's involvement

Along with our own views, other inspectors and representatives of other young people's groups we ran discussions with, we devised a questionnaire for young people who are looked after or who had been looked after. We also got some ideas from board members themselves about how they thought children and young people could get involved and we also gained ideas from a social worker who has worked with looked after children and young people for many years.

The findings from young people questionnaires and focus groups are that most young people had not heard of the LSCB, three did. One person's foster carer is on it, one was a young person who had left care and one was a young person worker. All but one of the seven looked after young people said they felt that they had a say in what happened to them whilst in care. Half of the group said they would be interested in training social workers / professionals on young people's involvement and would be interested in getting involved in the work of the LSCB. Although a couple of young people thought a shadow board might work, nobody said they wanted to be part of a new group just about safeguarding.

The groups we spoke to have been involved in safeguarding work; the youth parliament and scrutiny team did an investigation into social networking and did the e safety charter. Members of the Children in Care Council wrote the pledge and we as inspectors have ran peer to peer consultation on adolescent risk. A new group of grant givers are looking to fund projects that help young people to reduce their drinking.

We also spoke to Helen Stanforth who is the participation manager for Redcar and Cleveland council who runs a safeguarding board made up of young people (Safe 4 us) which was formed just over three years ago where young people were recruited, given training and designed their own logo. They meet once a fortnight and are paid after every third meeting they attend. However there are only 7 young people left on the board as some have left for college and university. We looked at the pros and cons of having a shadow board.

Pros:

We did like the idea of the chair meeting with a group to discuss the issues we have so they can be taken on board and fed up to the main board and vice versa. Young people get rewarded for their contribution (£5 every third meeting)

Cons:

The worker in charge of the board said it was very time-consuming as she takes the group to conferences, meetings etc, so they actually meet more than once a fortnight.

Much of the work they have done is what we as inspectors or other groups around the town are already doing or have done (e safety charter, risk taking consultation, alcohol projects etc.)

It is a very small group so will not be representative of all young people and it is getting smaller as people leave and are not replaced

The tasks are set by the main adult LSCB board instead of the young people. There are plenty of groups in Hartlepool that are involved in participation and this kind of work, and many of us do not have the time or interest to be involved in more.

Ideas that came from the Board member questionnaires and interviews included Board meeting with groups of young people a couple of times a year and for young people to help design the action plan for the year, young people to go to the annual development day, case studies and DVD's presented to the board (that share their experiences). Work with school councils to promote the work of the LSCB and to gain views. We liked the idea of a peer buddy which would be young people who had been through the child protection / care system supporting other young people, helping them attend meetings and making sure their views are expressed. We also would be keen to train some of the members on the board about how they can get the views of young people from their own service.

We would have liked more time to be able to have more conversations with frontline staff about how to involve young people in the board and to attend a couple of sub groups to see how the information was fed up and down from them. We think speaking to school councils would have been good but they have been closed for the summer break.

We then met to discuss our key findings and recommendations which are as follows.

Key Findings

- We feel that if the board want young people involved and participating in the work, they need to take young people seriously;
- We feel that young people sitting on the board would not be the best way to get the views as it is boring and they would not understand, but we do feel that young people's views should be fed up via the chair / board members;
- We think the board members should meet with young people's groups twice a year to share ideas and to present their work to the young people;
- During the interviews and questionnaires we found that the board members had similar ideas to us about how to involve children and young people;
- Depending on what work areas are decided upon some groups will be more interested than others to do that work.

Recommendations

- Chair / board to meet with school council /existing groups and get their views and add to board agenda;
- Young people meet with the board at the annual development day and agree actions for the year. Inspectors evaluate whether the work has been done;
- Consider using packs similar to Oldham's for young people coming into care by having young people look and adapt them so they help children and teenagers;
- Briefing is given to a young people's focus group twice a year which covers the work of the board and takes suggestions/feedback from young people back to the board for consideration;
- Develop a peer buddying system that will help young people have a voice when they are coming into care or attending conferences;
- Young people train members of the board and other agencies on young people's involvement;
- School councils engaged in work of LSCB.

APPENDIX

Worker's Overview Report

Introduction

The inspectors who carried out the LSCB Inspection were selected to reflect a level of maturity and understanding as well as experience of the related issues. The inspection group therefore, included a looked after young person and those with previous social work interventions. The group also included Inspectors who have been involved in work of the LSCB subgroups previously including the 'adolescence risk' peer to peer consultation and the e safety charter.

This report is intended to be read after the young inspectors key findings to provide additional context to the process, highlighting reflections from an adults perspective that may be useful for the Board.

The Inspection Task

Fundamentally the task of the inspectors with regards to the LSCB falls into two broad categories;

- Considering how effective the board is in its function, and
- How the voices of children and young people are, (*and can be*), represented within the work of the board.

Methodology

The Inspection unfolded and evolved as a result of findings at each stage of their investigation:

- Initially two Inspectors attended a board meeting and videoed the proceedings so all of the team had the opportunity to view the meetings in action;
- Inspectors interviewed three members of the board including representatives from Police, Secondary Schools and Social Care. These representatives were chosen by the young people to reflect the mix of agencies present and these were also the representatives who responded to the interview request;
- The Inspectors wished to find out how another local authority runs their board. They looked at Ofsted reports of local authorities locally and found Durham had an outstanding safeguarding report. Following their meeting at Durham it became clear that Durham may have got an outstanding for safeguarding practice but not necessarily for the involvement of children and young people per se, in the work of the board. Here they interviewed Pixley Clarke, LSCB Performance Manager;
- The inspectors devised questionnaires that were distributed and completed by seven young people who were either being looked after or who had previously been looked after;
- The Inspectors ran two focus group sessions, one with the wider Inspectors team the second with young people representing a variety of participatory groups on how young people could have their views on safeguarding issues fed into the work of the LSCB;
- The Inspectors then compiled questionnaires for all board members to complete. Two weeks was given for completion of the questionnaires. Of the twenty nine distributed, eleven were returned. One board member commented that their workload had restricted their ability to return the questionnaire and suggested that focus groups during a future board meeting may be more

- productive. However the timescale of the inspection did not allow further exploration at this time;
- There was a telephone discussion with Helen Stanforth from Redcar and Cleveland Borough Council whom supports the Safe 4 Us young person's shadow board. The Inspectors had hoped to visit the group itself, but unfortunately there was a lack of response until very late in the process;
 - There was an informal discussion with a frontline social worker in the Looked after team as part of the broader discussions with the looked after about young people's views on the board;

Key findings – The board, representation and how it operates

The general consensus of young people when describing the meeting was that it was heavy, boring and difficult to follow ;

“went completely over my head”

“had no idea what was going on”

“far too long, too many agenda items, completely boring”

Viewing the meeting helped the inspectors to formulate questions that were subsequently used during the face to face interviews and the questionnaires to board members.

The board aims to be representative, but this is a challenge. Feedback from interviews and questionnaires show that there is under representation from some groups for example the fire service. Also faith groups are not represented but it was commented on by one board member; *“how do you make sure the voice of all faith groups are represented through one person?”* Similarly Barnardos attend on behalf of all voluntary sector services, so do they represent all the views of the voluntary sector and if so how do they do that? The secondary Head representative explained that the process for sharing information was via the Head's meeting, although it was unclear whether there was a specific section on the Secondary Heads meeting agenda linked to safeguarding.

The effectiveness of the board

Two of the representatives interviewed admitted feeling unsure at times about what is going on at the board meeting, suggesting that if adults find the meetings difficult to follow then young people may also struggle. Most respondents found the meetings lengthy and a couple found it very heavy and at times boring or tedious; *“if they are confused how are children and young people supposed to understand?”*

It is clear there are different levels of understanding around the board's work and it was suggested that each service should explain to the board what their service does. This difference in knowledge and understanding could limit an individual's ability to contribute, as picked up by the young inspectors;
“only a couple of people spoke the rest didn't say one thing at all, why were they there?”

A Board member felt it was important that those who become representatives on the board should understand the expectations, which can include contributing equally to large scale pieces of work on behalf of the board. Therefore expectations and key responsibilities of board members should be reviewed and emphasised regularly. The inspectors felt that all members should be encouraged to *“bring something in to*

share with the board so that they are not just sitting there saying nothing and it will also encourage them to speak at other times then". One board member commented that the board was too *"process focused"* so maybe representatives should share what they are doing around safeguarding and what is changing.

As services are accountable for auditing their own work with respect to safeguarding, how accountable is this? As one board member reflects; *"How do we know people are doing what they say they are doing if no one checks?"* One suggestion was that there should be joint auditing of work. The young inspectors could also review services' contribution and commitment to the safeguarding agenda.

Of the questionnaires returned it was clear that board members felt that representation from services should be taken seriously and that poor representation should be tackled at strategic level with services being held to account. The inspectors were told that the fire service were not represented, so it would be interesting to know if that plus the lack of faith group representation was being tackled. *"It should be made compulsory for some specialists to attend"*. The inspectors felt there could be a stricter management of non-attendance as seen in Durham i.e. measuring attendance and then inform managers if specialists don't turn up.

In terms of the four key priorities chosen to form the action plan for this year, two of the areas neglect and domestic violence were discussed two years ago when an independent facilitator came along. Is the board covering *"old ground"*? one board member pondered. Others however felt that neglect had to be an ongoing priority and that through the Early Intervention Strategy this area was being tackled head on.

It was unclear from the questionnaires how services fed the information from the board to the workers on the ground (or to other services they represent) in a coordinated and consistent way. A simple suggestion made was that safeguarding should be identified on all team meeting agendas and discussion in this area recorded and minuted, and could be used as evidence in future audits.

Many respondents of the questionnaires felt that it was difficult to measure the impact on the ground via the work of the board. Although there are individual audits and a measure against the annual action plan, many felt this was not the ideal and a more robust way to measure progress would be useful.

Young People's involvement

Comments made in a few of the questionnaires returned suggested that board members thought that young people were already involved in the work of the board. This could relate to the fact that the inspectors are carrying out this piece of work or it could suggest that there is an awareness that young people have contributed to the work of the board already, albeit in an ad hoc way; Young people have been involved in e safety resulting in a charter and the authority's greater use of Facebook; LAC have produced a pledge as well as information for children and young people, the inspectors have delivered peer consultation work as part of the adolescence and risk research, and most recently (although maybe not directly related) young people affected by alcohol are establishing a new grant panel on behalf of the community safety partnership to distribute funds to projects that aim to tackle binge drinking in children and families. It is clear that this type of work is being covered by the Redcar and Cleveland shadow board but there are only 7 young people on that board; in Hartlepool this work has involved a broader range of young people.

During the evaluation process, the Inspectors did not totally discount the possibility that young people could/should attend the meetings *“because some might find it interesting”* however the general consensus (from all young people) was that it would not be the best way to obtain broader views from young people, and they themselves admitted they would not want to attend. This view is reflected in both the individual interviews with board members and the returned questionnaires; with the majority feeling that the formal meeting structures were not the best way to engage young people meaningfully within the process. Similarly a shadow board was not discounted totally, but most young people (who are involved in groups currently) would not wish to commit to having to give up more free time to sit on an additional group. However all would be keen to attend less regular, large scale events.

All who were interviewed agree that participation of young people on the board isn't as it should be. Similarly all agreed that the board (as it exists currently) is unlikely to be the best place for children / young people to become involved, as the meetings tend to be very heavy; *“too much information, too many papers to read, very tedious, not sure children and young people would get anything out of it”*. What is needed, it was felt, is testimony from young people who have been through the process or who are living with this *“walking in their shoes would give us more of an understanding of young people's issues”*. The suggestion of a peer buddying programme would go some way to ensuring that young people were enabled to express their views and have someone other than a professional to translate those thoughts during reviews and case conferences and additionally this could contribute to the wider work of the safeguarding board. As the young people commented, ‘when someone speaks to children and young people about their experience it might be better coming from us rather than a professional, they may be more honest and we would be a *“friendly face”*

During the one to one interviews there was the suggestion to promote safeguarding as well as involve young people in the work of the board through PHSE in schools, consultations or awareness raising about issues for children and young people; *“some children might not understand what being neglected means”*, however it was felt that the board has never tapped into this as a resource or opportunity yet. Similarly the primary and secondary school councils could be a useful resource in engaging children and young people in the work of the board. It would also suggested that young inspectors talk to pupils about the safeguarding agenda and also talk with governor's and the child protection nominated teacher in individual schools about their understanding.

The Inspectors liked the idea that in Redcar and Cleveland the Chair met regularly with the shadow board, and they felt that if a yearly or twice yearly event was to happen all board members could meet with the groups of young people who are involved.

Other suggestions for evaluating individual experience included; Case studies presented at the board, DVD of children and young people discussing their stories, exit *(from care or protection list)* interviews, peer to peer research and interviews *(one to one and groups)*, involvement in scrutiny investigations of the local authority, consultation and development of the action plans, children and young people to have a role in ensuring safeguarding practice is happening in education and youth services.

Final thoughts on the Inspectors recommendations;

Organising an event to bring groups of young people and the board together is time consuming and requires some resource to ensure the engagement of the widest representation of young people. That said it could be more meaningful if young people were supported to organise the event and choose their own priorities and key areas of work as opposed to a shadow board where it seems work is handed down from the main board to a very limited group of young people.

Engaging the school councils both primary and secondary would be a way to both promote the work of the board and support wider consultation on key priorities that the board is working upon.

Coordinating events already in existence to link with the board such as 11 million take over day (in which young people shadow key members of staff) would be useful. The inspectors could also review services around their contribution to safeguarding agenda and priorities.

Almost all young people said they were interested in being part of the training of frontline staff and board members and this could be a way of engaging board members in understanding what the key priorities for young people are and what young people are working upon currently.

The peer buddying system for young people would need to be handled carefully, ensuring that the young people who wished to become 'buddies' were mature enough and were able to understand the issues as well as offer support. The children of foster carers, as well as those young people who have left care were suggested as potential groups that may be interested.

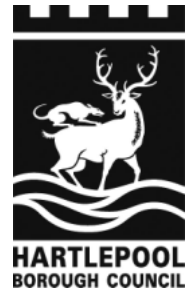
Appendix 2

Sample questions asked at interview of Board members;

- How were lay members chosen? What is their role?
- What are the biggest issues that face your service in relation to safeguarding children?
- What role does the Chair take? How was she chosen?
- Are there any groups / people missing from the board? Why?
- Why were the 4 priorities at the development day chosen?
- How does information from the safeguarding board get fed down in your service?
- Why aren't as many CAF's being completed as there should be?
- What are section 11's?
- How do you think children and young people could get involved in the decision-making of the board?
- Can we be involved in the peer review that Sally mentioned at the Board meeting? Can we tie this in somehow?
- Do you think it would be a good idea for us to speak to workers on the ground to find out their understanding of the board and how they think it helps / hinders them in their work?

CHILDREN'S SERVICES COMMITTEE

30 July 2013



Report of: Young People's Representatives from the
Children's Services Scrutiny Forum

Subject: SCRUTINY REVIEW OF 'CLOSURE OF YOUTH
CENTRES AND CHILDREN'S CENTRES' - FINAL
REPORT

1. TYPE OF DECISION / APPLICABLE CATEGORY

1.1 This is a non-key decision.

2. PURPOSE OF REPORT

2.1 To seek consideration of the conclusions / recommendations contained within the Final Report of the Young People's Representatives from the Children's Services Scrutiny Forum.

3. BACKGROUND

3.1 As part of the process for the establishment of the 2012/13 Overview and Scrutiny Work Programme, the Young People's Representatives from the Children's Services Scrutiny Forum selected the issue of 'Closure of Youth Centres and Children's Centres' as their work programme item for the year.

3.2 The Young People's final report is attached at **Appendix A** and outlines the background to the investigation and discussions undertaken. The subsequent recommendations made are outlined in **Section 4** of **Appendix A**.

4. PROPOSALS

4.1 The Children's Services Committee is asked to receive the report of the Young People from the Children's Services Scrutiny Forum and consider if it wishes to:-

i) Accept / approve the recommendations and explore their implementation; or

ii) Note the recommendations with no further action required.

5. IMPLICATIONS OF RECOMMENDATIONS

- 5.1 Details of any financial or other considerations / implications will be subject to further evaluation.

6. RECOMMENDATIONS

- 6.1 The Children's Services Committee is asked to:-

- i) Note the report and conclusions contained within it; and
- ii) Consider approval of the recommendations made by the Young People's Representatives from the Children's Services Scrutiny Forum, as detailed below:
 - The impact of closure of buildings on the community is taken into consideration before any decisions are made
 - The use of all other buildings such as schools, leisure centres, museums etc. are considered for their ability to offer multi-use community space (as seen in the Seaton Carew example)
 - The total costs of running and staffing centres is compared to the cost of
 - renting space
 - Income generation for existing buildings is considered.
 - Transport links if buildings are reduced are taken in to account
 - School use capacity is explored if buildings are closed
 - Existing buildings (children's centres and youth centres) are used and or adapted to meet both service users needs
 - That a review is undertaken of the way the 'youth offer' is communicated in Hartlepool, to enable young people to easily identify and attend the clubs, activities and services that are available.

7. REASONS FOR RECOMMENDATIONS

- 7.1 To assist in informing future decisions surrounding Children's Centres and Youth Centres in Hartlepool.

8. BACKGROUND PAPERS

Background paper(s) used in the preparation of this report:-

- i) Report of the Young People's Representatives from the Children's Services Scrutiny Forum – 'Closure of Youth Centres and Children's Centres' – Presented to the Children's Services Scrutiny Forum on 16 April 2013.

9. CONTACT OFFICER

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CHILDREN'S SERVICES SCRUTINY FORUM

16th April 2013



Report of: Young People Representatives

Subject: CLOSURE OF YOUTH CENTRES AND CHILDRENS CENTRES

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the process that we undertook to consider ways to work more creatively and cost-effectively with a view to reduction in council-owned buildings in the future.

2. BACKGROUND INFORMATION

- 2.1 In order to give us a balanced view, we thought it would be useful to have a number of young people who use youth centres and parents who use children's centres to help us with our investigation. The opportunity to get involved was advertised throughout the youth service and children's centres and a small group of young people and parents became involved in discussions.

The break down of parents and young people involved in the consultation task is as follows;

1 young person from Throston
5 young people from the Links Group (young carers)
2 young people from Rossmere Youth Centre
4 Young people from the Participation Team
Over 30 parents attended

To understand the task ahead of them the manager of the youth service ran a session to explain to young people and parents the purpose and scope of work within the youth centres. A manager within the children's centres also undertook this task so that parents and young people understood the purpose and work of children's centres.

Appendix A

We found this investigation much more difficult than our previous investigations for a number of reasons; but the most difficult one being that we were unsure what could be a possibility in terms of delivering services differently and most cost effectively without just closing centres. Obviously this is a very sensitive area for both the people who use the centre and the staff who have jobs in them.

2.2 PROCESS

Because of these difficulties, the young people and parents we worked with started the investigation by looking at what services were most important and needed to be offered to parents and young people. This resulted in a bit of a 'wish list'. We also wished to undertake some visits to other authorities who had done things 'differently' and looked at multi use buildings. However our youth worker who was supporting us found this really difficult as during the investigation a number of local authorities were making decisions to close buildings, so it was difficult to find an area that was doing something creative that was close enough to visit!

We finally got a meeting with Gloucester Youth Service however the date they could offer to speak with us via video link was after the close of the investigation.

We carried out consultation via viewpoint and we hoped that the results of the work that the Regional Youth Work Unit carried out when developing the youth offer would inform our investigation also. The Regional Youth Work unit results are still in draft form so we have been unable to use this at this stage. However the View Point results are available to be viewed in more depth.

Finally we met parents, young people and councillors and staff ran three exploratory workshops to look at possible creative options to help parents and young people understand what creative ways of working could be explored in the future. The three workshops were *Income generation in existing buildings, partnership working and multi-use space in buildings*.

3. RESULTS OF CONSULTATION

- 3.1** The first meeting with young people and parents produced very much a wish list of services when the group was asked to look at what they could not live without. There was also little agreement between the young people and the parents as to what should stay and what should go. Even though the parents and young people understood that this was a cost efficiency exercise there was little agreement. When the managers presented to the groups, it helped with understanding of the services but not with the changes. Some of the key things that the users identified in short were to maintain services as they currently stand with additional services on top. The task then became to unpick the list and look at needs of services rather than wants. This again was a difficult task as both sets of services users valued their own service in their own right.

Appendix A

The results of viewpoint were a bit disappointing in that most of the respondents did not use a youth centre or a children's centre. In the past three years only 15% used a children's centre and only 9% a youth centre. Only 12% said they would use a children's centre and 7% a youth centre in the next year. 45 % of respondents felt there weren't enough things for young people to do in Hartlepool. Interestingly when the question was asked about whom children's centres should cater for, 40% of respondents felt that they should cater for all family members. The other 60% were split across a wide varied age range response. Similarly 44% of respondents felt that youth services and children's centre services should be jointly delivered. 31% felt they should be kept separate and 25% were unsure.

When we met as a group of young people, parents and councillors, we got much more by discussing options and ideas as a group and a number of key areas were common within each of the workshops;

3.2 INCOME GENERATION

Both parents and young people did not want to raise membership fees but the most popular way to raise income would be to raise more funds through room hire. The next popular option would be to obtain external funding followed closely with partnership working with other organisations (such as PATCH, schools and nurseries). Discussion also explored co-locating services into other buildings and moving administration staff to a central base. However transport was discussed as an issue as was the cost of adapting existing buildings. Management committees responsible for buildings were also discussed. Another idea was to rationalise buildings and invest savings into accessible affordable transport to other buildings or run some services on an outreach basis. One other idea was to look at which buildings were working most successfully and try and replicate that in other places.

3.3 PARTNERSHIP WORKING

The idea of partnership working in itself was considered positively, however how this would work was much more difficult to define. Schools were discussed in depth, but many of the young people felt that they would not wish to return to a secondary school when they had finished the school day as attending a youth centre was a way to relax away from school. However that said, the young people felt that they may attend a primary school. Transport also came up in this workshop with those mentioning that locating services in a partnership approach would have to be in an area that was accessible and had good transport links. The use of volunteers in all centres was considered as vital.

3.4 MULTI-USE BUILDING

Both parents and young people agreed that services could be delivered in one building however there were concerns that a building that would be capable of housing the different age range activities and services isn't

Appendix A

currently available in Hartlepool. There was the point made that the voluntary sector work successfully integrating different age ranges within their services and perhaps the voluntary sector and local authority services could work together more effectively. The role of volunteers was emphasised again as was a willingness of the different age ranges to work together to make things happen. It was agreed that if multi-use buildings were considered and some buildings rationalised, transport would be key to ensuring that people could access the services they required.

Conclusion

Parents and young people understand that efficiencies need to be made in relation to council buildings and both groups have said they would consider shared use of space if conditions met the needs of both groups. In Hartlepool we are unsure whether there are any buildings that could be suitable for everything we have currently so multi-use buildings may not be the only solution for saving money, as one size does not fit all. Similarly if buildings had to be adapted to meet the needs of all age ranges, this would cost the council rather than save the council money.

Key points that were made by both parents and young people included the invaluable contribution volunteers make and closer links to voluntary sector partners.

Other things that could be considered could be looking at usage of other council-owned buildings as well as looking at closer partnership work and charging for room hire in some buildings. Schools also have lots of space that isn't used on evenings but for many young people schools might not be the best place to relax informally in during their spare time. Some young people in the youth support service access 'satellite services'. One such example is the young people of Seaton Carew access a community centre overseen by a voluntary management of adults however 2 designated young people also form part of this committee. The young have stated that they feel they have a right to shape and design their service and as a result they feel part of the community.

If buildings are reduced and services co-located then transport is a big concern for all service users and affordable, accessible transport is key to being able to get to the service that local people need.

4. RECOMMENDATIONS

4.1 That Members of the Forum agree the following recommendations;

- The impact of closure of buildings on the community is taken into consideration before any decisions are made
- The use of all other buildings such as schools, leisure centres, museums etc. are considered for their ability to offer multi-use community space (as seen in the Seaton Carew example)
- The total costs of running and staffing centres is compared to the cost of renting space
- Income generation for existing buildings is considered.
- Transport links if buildings are reduced are taken in to account
- School use capacity is explored if buildings are closed
- Existing buildings (children's centres and youth centres) are used and or adapted to meet both service users needs
- That a review is undertaken of the way the 'youth offer' is communicated in Hartlepool, to enable young people to easily identify and attend the clubs, activities and services that are available.

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BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

View point

Flipcharts from the consultation exercise

CHILDREN'S SERVICES COMMITTEE

30 July 2013



Report of: Assistant Director (Children's Services)

Subject: SCRUTINY INVESTIGATION INTO CLOSURE OF
YOUTH CENTRES AND CHILDREN'S CENTRE –
ACTION PLAN

1. TYPE OF DECISION / APPLICABLE CATEGORY

1.1 This is a non-key decision.

2. PURPOSE OF REPORT

2.1 To agree the Action Plan in response to the findings and subsequent recommendations of the young people's representatives from the Children's Services Scrutiny Forum investigation into 'Closure of Youth Centres and Children's Centres'.

3. BACKGROUND

3.1 As a result of the investigation into 'Closure of Youth Centres and Children's Centres' by the young people's representatives from the Children's Services Scrutiny Forum, a series of recommendations have been made. To assist the Children's Services Committee in its determination of either approving or rejecting the proposed recommendations an action plan has been produced and is detailed along with the recommendations of the young people's representatives from the Children's Services Scrutiny Forum in **Appendix A**.

4. PROPOSALS

4.1 The Children's Services Committee is asked to receive the report and consider if it wishes to:-

i) Accept / approve the recommendations made and explore their implementation; or

ii) Note the recommendations made with no further action to be taken.

5. IMPLICATIONS OF RECOMMENDATIONS

- 5.1 Details of any financial or other considerations / implications are included in the action plan.

6. RECOMMENDATIONS

- 6.1 Children's Services Committee is requested to consider approval of the action plan, as detailed in **Appendix A**, in response to the recommendations of the young people's representatives from the Children's Services Scrutiny Forum investigation into 'Closure of Youth Centres and Children's Centres'.

7. REASONS FOR RECOMMENDATIONS

- 7.1 The aim of the investigation into 'Closure of Youth Centres and Children's Centres' was to examine existing service delivery in statutory youth clubs and children's centres with a view to examining creative ways to deliver services to children and young people in the future in line with the early intervention strategy and budgetary restraints, and to comment on 2013/14 budget proposals for this area.

8. BACKGROUND PAPERS

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

Report of the Young People's Representatives on the Children's Services Scrutiny Forum entitled 'Closure of Youth Centres and Children's Centres' – presented to Scrutiny Co-ordinating Committee on 3 May 2013.

9. CONTACT OFFICER

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OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN**NAME OF FORUM:** Young People's Representative of Children's Services Scrutiny Forum**NAME OF SCRUTINY ENQUIRY:** Closure of Youth Centres and Children's Centres

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION ⁺	FINANCIAL / OTHER IMPLICATIONS	LEAD OFFICER	COMPLETION DATE*
(a) The impact of closure of buildings on the community is taken into consideration before any decisions are made.	Risk and impact assessment to be completed on environmental social and economic consequences of closure of any buildings.	<ul style="list-style-type: none"> • Cost to secure • Cost to demolish • Loss of income on closure • Extra costs of closure • Income / capital receipt from alternative use / sale to contribute to MTFS 	Albert Williams Colin Bolton Dale Clarke Dale Clarke	September 2013
(b) The use of all other buildings such as schools, leisure centres, museums etc. are considered for their ability to offer multi-use community space (as seen in the Seaton Carew example).	An assessment of alternative community multi use venues for service provision to be explored as proposals are developed	<ul style="list-style-type: none"> • Any "net" cost of re-location • Potential "income" of relocation 	Beth Storey John Robinson	September 2013

(c) The total costs of running and staffing centres is compared to the cost of renting space.	A financial appraisal for each location / service change option to be undertaken. Condition and energy performance to be assessed	<ul style="list-style-type: none"> Savings in any closures to exceed any cost of revised service provision 	Jeanette Willis	September 2013
(d) Income generation for existing buildings is considered.	Identify and appraise potential income opportunities from service reviews options. A financial appraisal is undertaken for opportunities	<ul style="list-style-type: none"> Maximise income opportunities and risk of non-achievement 	Beth Storey John Robinson	September 2013
(e) Transport links if buildings are reduced are taken in to account.	Undertake transport surveys on options for relocating services	<ul style="list-style-type: none"> Cost implications for users and staff Provision of transport needs 	Beth Storey John Robinson	September 2013
(f) School use capacity is explored if buildings are closed.	Approach neighbouring / linked schools and colleges for potential transfer / use	<ul style="list-style-type: none"> Income / capital receipt potential contributions to MTFS 	Dale Clarke	September 2013
(g) Existing buildings (children's centres and youth centres) are used and or adapted to meet both service users needs.	Assess buildings against condition and suitability priorities for users	<ul style="list-style-type: none"> Unbudgeted costs for improvement / upgrades Risk of investment in buildings not fit-for-purpose 	Colin Bolton Colin Bolton	September 2013
(h) That a review is undertaken of the way the 'youth offer' is communicated in Hartlepool, to enable young people to easily identify and attend the clubs,	Undertake review of the way the 'Youth Offer' is currently communicated in Hartlepool through Young Inspectors.	<ul style="list-style-type: none"> Costs to secure improved communication (i.e website development). 	Mark Smith	September 2013

activities and services that are available.		<ul style="list-style-type: none">• Risks associated with e-network/mobile media if this is identified as a suitable communication tool.		
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CHILDREN'S SERVICES COMMITTEE

30th July 2013



Report of: Assistant Director, Education and Assistant Director,
Resources

Subject: PRIORITY SCHOOLS BUILDING PROGRAMME

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non - key

2. PURPOSE OF REPORT

- 2.1 To update on the Department for Education's (DfE) proposals for the Priority Schools Building Programme (PSBP) and the current position for Hartlepool's schools.

3. BACKGROUND

- 3.1 A report was submitted to Cabinet on 24 October 2011 indicating that expressions of interest for the PSBP had been submitted to Partnerships for Schools – now known as the Education Funding Agency (EFA) for the following four Hartlepool schools:

- Manor College of Technology
- Barnard Grove Primary School
- West View Primary School
- Holy Trinity Church of England Primary School

- 3.2 On 24 May 2012, the Secretary of State announced the names of the schools to be taken forward into the PSBP. The Council was informed that three out of four expressions of interest made had been successful, these being:

- Manor College of Technology
- Barnard Grove Primary School
- Holy Trinity Church of England Primary School

- 3.3 On 20 July 2012, the Council received correspondence from the EFA which stated that the PSBP will be delivered by grouping schools together into 'batches'. The process to group the schools would take into account a number of factors including condition, geographical location and commercial viability.
- 3.4 On 21 November 2012 a representative from the EFA met with Local Authority officers, Headteachers and Governors to provide further information and an overview of the programme. At this meeting it was confirmed that the initial formal contact on programme development would be during the second quarter of 2015.
- 3.5 The programme was to be based on a long term private finance arrangement (approximately 27 years) where the building maintenance, including soft services, would be provided by a third party.

4. PSBP – PROGRAMME UPDATE

- 4.1 On 10 May 2013, the three schools accepted onto the programme received communication from the EFA informing them that further capital funding was being made available in the current spending review. EFA confirmed that the procurement for the works at the Hartlepool schools will be via capital funding rather than private finance and that the delivery timescales will be earlier than originally anticipated.
- 4.2 On 11 June 2013 all three schools and the Council met with the designated EFA Project Director, Technical Adviser and Architect. The purpose of the meeting was for EFA colleagues to familiarise themselves with each site, to meet with the Headteacher and begin to understand the needs of each school.
- 4.3 Following the meetings with the EFA, it has been confirmed that the feasibility studies on each of the three schools will begin during June/July 2013, with procurement via the PfS Contractors Framework. Hartlepool schools are part of the North East 2 (NE) Capital batch which has yet to be procured. The EFA is planning to issue the Preliminary Invitation to Tender (PITT) for the NE2 Capital batch in July 2013 with the appointment of the contractor expected in October 2013. There are seven schools in the NE2 batch with an estimated total value of £63million. The other Local Authorities in the batch are Redcar and Cleveland, Stockton and Sunderland.
- 4.4 At this stage the EFA have indicated that the timeframe for development is as follows:
- Feasibility Study – 3 months
 - Procurement - 3 months
 - Planning – 3 months
 - Build – 12-18 months (depending on size and complexity of phasing)

If the EFA meet the milestones identified above, a new school could be completed and in use towards the beginning of 2015, well ahead of the original timescale.

- 4.5 The role of the Council through out this programme is to support the EFA in the planning process, with the provision of information such as title and surveys, and any requirements under Section 77 permissions.

5. FINANCIAL CONSIDERATIONS

- 5.1 In light of the early delivery of the Priority Schools Building Programme, scheduled condition works at Barnard Grove Primary School and Manor College of Technology have been re-evaluated and a new schedule of works is being developed.

- 5.2 As part of a review of nursery provision in the Seaton Carew area of the town, a proposal to amalgamate Seaton Carew Nursery and Holy Trinity CE Primary School has been raised. The outcome on the decision to consult on this proposal may result in a requirement for nursery provision to be included in the new/remodelled build at Holy Trinity.
- 5.3 The cost of developing a 26 FTE nursery provision on the Holy Trinity site will not be covered by the Priority Schools Building Programme. Therefore, the Council will need to consider funding this facility as a replacement facility will need to be provided should the outcome of the consultation on nursery provision in the Seaton Carew area be a decision to close Seaton Carew Nursery. Initial indications suggest this facility will cost in the region of £0.15m to £0.2m but these figures are estimated and the Council is still waiting for an actual cost from the Educational Funding Agency. In terms of funding for this facility, this will be an additional unbudgeted capital commitment as this scheme is not included in either the 2013/14 capital programme or the updated Medium Term Financial Strategy proposals for 2014/15. The funding decision is therefore a departure from the approved budget and will need a funding decision by the Finance and Policy Committee and then full Council. At this stage no specific funding has been identified and potential options may include earmarking the capital receipt from the sale of the Seaton Carew Nursery site. Depending on the capital receipts achieved, there may be a funding shortfall which needs to be addressed. Further work needs to be completed on the costing of this scheme and the estimated value of the capital receipt before seeking a funding decision to enable the project to proceed.

6. LEGAL CONSIDERATIONS

- 6.1 As part of the programme development, each school and Governing Body will be expected to sign a Memorandum of Understanding (MOU) committing the school to progressing with the project. The MOU establishes the various roles of the school and EFA going forward and the expectation that the

school will continue to maintain the buildings to a good standard once handover is achieved.

7. ASSET MANAGEMENT CONSIDERATIONS

- 7.1 Following the receipt of the updated information regarding PSBP, Council officers will begin early investigation works in order to identify any issues that will need to be highlighted to the EFA. There are likely to be some site issues arising with ownership and site access.

8. RECOMMENDATIONS

- 8.1 To note the contents of this report. Further reports will be submitted as the Priority Schools Building Programme progresses.

9. APPENDICES

The EFA responses to key questions raised by the Council and schools can be found in **Appendix 1**.

10. BACKGROUND PAPERS

Cabinet report – 24 October 2011

Children's and Community Services Portfolio report – 4 December 2012

Cabinet report – 4 February 2013

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**Priority School Building Programme
Hartlepool Borough Council – Questions
Education Funding Agency - Responses**

Q1 - How much funding is available?

A - PSBP is an outcome led programme – the Feasibility Study for each school, which is the first step in the process, will determine the needs of the school and estimate the costs of meeting these needs and the programme budget will be adjusted as appropriate – the framework bidders will then be asked to bid their best price to meet our specification in competition – and the bidder who gives the best balance of quality, time and cost will secure the contract

Q2 - What is the timescale for each project from initial contact, through procurement, consultation, planning and transfer into the new build?

A - Feasibility studies take approx 12 weeks; procurement approx. 3 months – securing planning; 3 months and then 12-18 month build depending on size of school and complexity (if any) of phasing and decant

Q3 - Is the programme for the Capital build the same criteria/process/funding level as that for a PFI build?

A - The standard/specification of school etc is equivalent; the process is quicker; the school are no longer required to sign up to a 25 year maintenance or Hard FM contract (although they are required to make a commitment to maintain the school from their own budgets)

Q4 - The programme will now be Capital Grant funded – will schools have anything to pay?

A - Not in terms of the build but they are expected to pay for on-going maintenance as they would now – however it should be remembered that the programme does not cover loose F&E or loose ICT equipment so the school may want to think about building up a “fund” and or buying new F&E over time to supplement the use of existing F&E to equip the new school

Q5 - When will schools be committed to proceeding with the project i.e. when do Governors/school sign the agreement to proceed?

A - The application process is taken to be a confirmation that the school wishes to proceed but obviously there wasn't a specific plan on the table at that time; the feasibility study should make the project specifics clear to school and governors and at this point we expect schools and Governing Bodies to sign an Memorandum of Understanding committing the school to going forward – this MOU establishes various people's roles going forward etc the limited time commitments we will need from schools to participate and the expectation that they will continue to maintain the buildings to a good standard once they are handed over.

Q6 - Are the designs for the Capital Grant funded programme the same as the PFI programme?

A - The successful contractor awarded the project is ultimately responsible for the specific design of the schools – the PRINCIPLES behind the Baseline Designs promoted by the EFA are expected to be reflected in the contractors design proposals – this is the same for Capital Funded projects or PF projects

Q7 - What input do the Council and schools have in the design process?

A - *The EFA Project Director and his/her team will work with the schools to develop their school specific requirements and articulate these using our standard template documents – this usually take 3-6 sessions/meetings – the EFA director then becomes the “schools’ advocate” in the procurement process representing these requirements to the bidders – the PD will agree with the schools how he/she wants to manage getting schools direct feedback on the proposals as they develop – this may mean inviting schools to focused design sessions with the contractor/ or may mean having a design feedback session with the EFA team who then manage the feedback to the contractor*

Q8 - Who will project manage the schemes?

A - *The EFA Programme Director and his/her team*

Q9 - How will ICT infrastructure be managed?

A - *The EFA will manage the procurement of the ICT infrastructure – each EFA project team has an EFA ICT advisor – documents outlining the requirement and responsibility matrix are available on the DfE website*

Q10 - How will external space issues be managed e.g. sport, car parking, bus pick up points?

A - *Requirements for these areas will be looked at during feasibility – sports provision will be provided in line with DfE guidance where space allows and we will work with the LA to avoid or manage if necessary Section 77 permissions and Sports England engagement; car parking will be provided in line with local planning guidance; bus pick up on site will be discussed and addressed if a VFM solution is possible; bus pick up, traffic management section 278 etc will be avoided through design where possible but where there is a requirement it is anticipated that LAs will fund*

Q11 - What will the procurement route be?

A - *We will be using the EFA Contractors Framework*

Q12 - What resources/involvement is expected of the Council through this process?

A - *The Council is a stakeholder in the process but we do not need direct involvement in the design or procurement process – the EFA will need your help and support with the provision of information such as title and surveys etc; the LA will need to manage any statutory consultations for expansions and or Section 77 permissions; we would also appreciate LA support with the planning process*

Q13 - Are there any maintenance contract obligations in relation to the successful contractor now the funding is capital not PFI?

A - *No*

Q14 - Will there be any specific maintenance obligations on future maintenance on the schools/Council post contract?

A - *Schools and Councils are required to commit to the ongoing maintenance of the buildings but how they choose to do this is at their discretion.*

Q15 - How will post contract defects/warranties be dealt with?

A - Contract Management is the responsibility of the EFA – all contractors are evaluated on their post contract proposals during tender evaluation and then their performance will be managed by the EFA as the time comes.

Q16 - How will supplementary budgetary issues be managed e.g. costs for furnishing the new schools?

A - Fixed furniture will be provided as part of the new buildings and the contractor will move your existing furniture, equipment and loose ICT into the new facilities but the EFA do not fund new loose F&E – this is the responsibility of the school

Q17 – In the case of Holy Trinity CE Primary School, will Governors/Diocese have to find 10% contribution towards the project?

A - No

Q18 - Will the new builds be available for community use?

A - This is at the schools discretion to manage – our specification, in terms of build quality, anticipates use of the building and associated wear and tear well in excess of a core school day. As a capital scheme there are no on-going contractual arrangements regarding the running or maintenance of the building.

Q19 - If pupil numbers increase in the future how will this be managed?

A - The EFA will undertake a PPP review as part of the Feasibility Study. Where an increase in pupil numbers can be clearly demonstrated then we will look to build the school at the appropriate size. If this is an increase beyond the size of school applied for under PSBP the LA will be required to fund the increase. Where an increase in pupil numbers cannot be clearly demonstrated at this time the EFA will ensure that the potential for a design/building to be extended is evaluated as part of the tender process – bidders with well thought through proposals for how a school can be extended in future will score better than those with less well articulated proposals