

Corporate Parenting Panel AGENDA

DATE: Monday 3 October 2011

TIME: 6.00 pm

VENUE: Committee Room 6,
Harrow Civic Centre

MEMBERSHIP (Quorum 3)

Chairman: Councillor Mitzi Green

Councillors:

Margaret Davine
Brian Gate

Christine Bednell (VC)
Janet Mote
Lynda Seymour

Reserve Members:

1. William Stoodley
2. Raj Ray
3. Varsha Parmar

1. –
2. John Nickolay
3. Husain Akhtar

Contact: Mark Doherty, Democratic Services Officer
Tel: 020 8416 8050 E-mail: mark.doherty@harrow.gov.uk

AGENDA - PART I

1. ATTENDANCE BY RESERVE MEMBERS

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. DECLARATIONS OF INTEREST

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Panel;
- (b) all other Members present in any part of the room.

3. MINUTES (Pages 1 - 6)

That the minutes of the meeting held on 12 July 2011 be taken as read and signed as a correct record.

4. PUBLIC QUESTIONS

To receive questions (if any) from local residents or organisations under the provisions of Executive Procedure Rule 51 (Part 4D of the Constitution).

5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

6. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 51 (Part 4D of the Constitution).

7. INFORMATION REPORT - ACTIVITY AND PERFORMANCE (Pages 7 - 24)

Report of the Corporate Director, Children's Services.

8. INFORMATION REPORT - ANNUAL REPORT FOSTERING AND ADOPTION (Pages 25 - 32)

Report of the Corporate Director, Children's Services.

9. CELEBRATING ACHIEVEMENTS OF CHILDREN LOOKED AFTER - UPDATE

Verbal update of the Corporate Director, Children's Services.

10. INFORMATION REPORT - CHILDREN'S SERVICES COMPLAINTS ANNUAL REPORT 2010-11 (Pages 33 - 68)

Report of the Corporate Director, Children's Services.

11. INFORMATION REPORT - CORPORATE PARENTING PANEL WORK PROGRAMME 2011/12 (Pages 69 - 72)

Joint report of the Director of Legal and Governance Services and the Corporate Director of Children's Services.

12. ANY OTHER URGENT BUSINESS

Which cannot otherwise be dealt with.

AGENDA - PART II - NIL

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CORPORATE PARENTING PANEL

MINUTES

12 JULY 2011

Chairman: * Councillor Mitzi Green

Councillors: * Christine Bednell * John Nickolay (1)
* Margaret Davine * Lynda Seymour
* Brian Gate

* Denotes Member present
(1) Denote category of Reserve Members
† Denotes apologies received

35. Attendance by Reserve Members

RESOLVED: To note the attendance of the following duly constituted Reserve Member:

Ordinary Member

Reserve Member

Councillor Janet Mote

Councillor John Nickolay

36. Declarations of Interest

RESOLVED: That the following declarations were declared:

8: INFORMATION REPORT - Activity and Performance; 9. INFORMATION REPORT - Supporting Young People and Transition to Leaving Care; 10. INFORMATION REPORT - Supporting Unaccompanied Children and Young People Seeking Asylum in Harrow

Councillor Lynda Seymour declared personal interests in the above items in that she was a Children's Centre Worker in the London Borough of Barnet. She would remain in the room during the discussions and decision making on these items.

37. Minutes

RESOLVED: That the minutes of the meeting held on 28 March 2011, be taken as read and signed as a correct record.

38. Appointment of Vice-Chairman

In accordance with the Local Government (Access to Information) Act 1985, the following item was admitted late to the meeting to allow a Vice-Chairman to be appointed to the Corporate Parenting Panel for the 2011/12 Municipal Year at the earliest possible opportunity.

RESOLVED: That Councillor Christine Bednell be appointed Vice-Chairman of the Corporate Parenting Panel for the 2011/12 Municipal Year.

39. Public Questions, Petitions and Deputations

RESOLVED: To note that no public questions were put, or petitions or deputations received at this meeting.

RESOLVED ITEMS

40. INFORMATION REPORT - Activity and Performance

An officer introduced a report which set out key data relating to Children Looked After (CLA) and Children with Children with Child Protection Plans (CPP). The report also included outcomes of looked after children aged between sixteen and nineteen. She advised that:

- there were no significant changes in activity for data statistics since the beginning of the 2011/12 financial year, with positive progress being made with initial assessments;
- the 2011 G.C.S.E results for CLA would be presented to the next meeting of the Panel on 3 October 2011.

In response to questions, officers advised that:

- research had been undertaken to enable a better understanding of the educational trends relating to ethnicity. It was essential to accurately interpret this data successfully. The general population of the whole cohort would be examined to identify exactly how diverse the ethnicity of the group was;
- the retention of more in-house foster carers was a deliberate and targeted strategy to become less reliant on agency staff. This drive had also been observed nationally, as recruiting and retaining local foster carers helped build stronger professional relationships and was better value for money;

- the correlation between stress through unemployment, income deprivation and domestic violence was well evidenced. Projections showed that such challenges would have an impact on the borough as a whole and not just those with families;
- it was a statutory responsibility to look after children that had been abandoned. The allocation of responsibility was determined by their home address;
- suitable accommodation was dependant on the assessment of each individual's housing need. Some may need additional support which would require accommodation suitable for shared or supported living. Independent living was strongly encouraged, however hostels could be considered.

RESOLVED: That the report be noted.

41. INFORMATION REPORT - Supporting Young People and Transition to Leaving Care

An officer introduced a report which updated the Panel on the work being undertaken to support Children Looked After (CLA) and their transition to Leaving Care Services. She advised that:

- excellent progress had been made under the Teenage Placement Strategy (TPS), with the new operating model for Children's Services proposing a single service to deliver the provisions for Children Looked After in Harrow;
- statutory requirements under the Leaving Care and Children's Acts formed the basis for the change of use of the Honeypot Lane Residential Unit into a Semi-Independent Unit. Life skills training and support during the transition to semi-independent living would be offered to individuals until the age of twenty five, if required.

In response to questions, officers advised that:

- the semi independent unit could cater for a maximum of seven young people, providing twenty-four hours support;
- following an unannounced visit in July 2011, the unit retained it's 'Good' status in an Ofsted review;
- the length of time spent at the unit would depend on the individual plan for each young person;
- other semi-independent placement options were available within the borough. Following a review of semi-independent providers, a list of preferred providers was compiled to establish the highest standard and to identify which would be best to utilise;

- in addition to the support provided to its residents, the unit now offered an out-reach service to young people that might be experiencing difficulties at home;
- the possibility of bringing in additional agencies, such as those relating to health and the police to create a wrap-around service outside of social care, was being considered.

Members congratulated officers and staff at the Honey Pot Semi-Independent Unit on retaining its 'Good' status in the recent Ofsted inspection.

RESOLVED: That the report be noted.

42. INFORMATION REPORT - Supporting Unaccompanied Children and Young People Seeking Asylum in Harrow

An officer introduced a report which updated the Panel on the work undertaken to support unaccompanied children seeking asylum in the UK and their transition to Leaving Care Services. He advised that:

- the strategic approach of the service was devised under the Children's Act to provide children with education, skills training and employment opportunities;
- the views expressed by the children were paramount to learning what the children needed and to adjust the service accordingly;
- assistance was also provided to help these children with their reasons for fleeing, which could include torture, war and escaping conflict;
- approximately 65% of children remained in the UK, with the rest being returned home. Officers were heavily engaged with the United Kingdom Border Agency (UKBA) to encourage and promote two-way learning;
- performance in relation to education was particularly good, with 95% of asylum seeking children being in full time education.

In response to questions, officers advised that:

- 32 out of 149 CLA were asylum seeking children;
- children arrived without any adult supervision. Methods of entry varied from ferry ports to Eurostar. Most appeared to be very resilient without any signs of any psychological trauma, however it often proved difficult to ascertain the extent of the damage their journey had caused;
- the two ultimate outcomes for asylum seeking children were to integrate into society or to return home. Once the children turned eighteen, the UKBA would intervene to determine their right to stay in the UK;
- potential links to the community sector had been explored;

- it was anticipated that children would be excluded from the Government drive to reduce immigration;
- the London Borough of Croydon oversaw a Pan-London rota of London Boroughs accepting Asylum Seeking Children, and would refer the children to the correct Borough when they arrived. It was not uncommon for children to be brought to the service. Officers had worked with the Serious Crime Team regarding exploitation and child trafficking;
- most children arrived into the country not knowing where they were. Some children came from war torn countries where survival was more important than education;
- training for Members on asylum seeking children was being proposed to keep them informed on the operational aspect of the service.

RESOLVED: That the report be noted.

43. Further Announcements

An officer advised that to enable those from Beyond Limits to contribute more effectively, it was intended for future reports on their activities to be presented to the Panel on a regular basis.

RESOLVED: That the item be noted.

(Note: The meeting, having commenced at 6.05 pm, closed at 7.25 pm).

(Signed) COUNCILLOR MITZI GREEN
Chairman

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**REPORT FOR: CORPORATE
PARENTING PANEL**

Date:	3 October 2011
Subject:	INFORMATION REPORT – Activity and Performance
Responsible Officer:	Catherine Doran, Corporate Director of Children’s Services
Exempt:	No
Enclosures:	Appendix 1: CLA & CPP Activity and Performance Report Appendix 2: GCSE Performance Summary 2010/11

Section 1 – Summary

This report is for information and sets out key data relating to Children Looked After (CLA) and Children with Child Protection Plans (CPP), plus performance position for Key Indicators for Children’s Social Care.

There is also an attachment which provides a summary of the 2011 GCSE results performance for looked after children (provisional data).

FOR INFORMATION

Section 2 – Report

Key Points:

- Data is shown to end of August 2011.
- Timeliness of Initial Assessments and timeliness of Core Assessments continue to do well this year.
- 5 adoptions/SGOs granted in 2011/12 so far.
- Proportion of CLA aged 16-17 remains higher than in previous years.
- Number of CPP has increased this month, and remains higher than the number of CLA.
- New indicators to monitor school attendance and exclusion of CLA.
- Provisional data for 2011 GCSE performance for CLA is attached.

Section 3 – Further Information

All relevant information is contained within the report and Appendices.

Section 4 – Financial Implications

There are no financial implications arising from this report.

Section 5 – Equalities Implications

The risk relating to workload and staffing for child protection is already included in the corporate risk register.

Risk included on Directorate risk register? Yes

Separate risk register in place? No

Section 6 – Corporate Priorities

Supporting and protecting people who are most in need.

Name: Emma Stabler	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 15 September 2011		

Section 7 - Contact Details and Background Papers

Contact: David Harrington, Service Manager, Performance, 020 8424 9248
david.harrington@harrow.gov.uk

Dipika Patel, Senior Performance Officer, Children's Social Care 020 8424 9258
dipika.patel@harrow.gov.uk



Appendix 1

Corporate Parenting Report October 2011

Children Looked After
Children Subject to a Child Protection Plan
(Activity to end of August 2011)

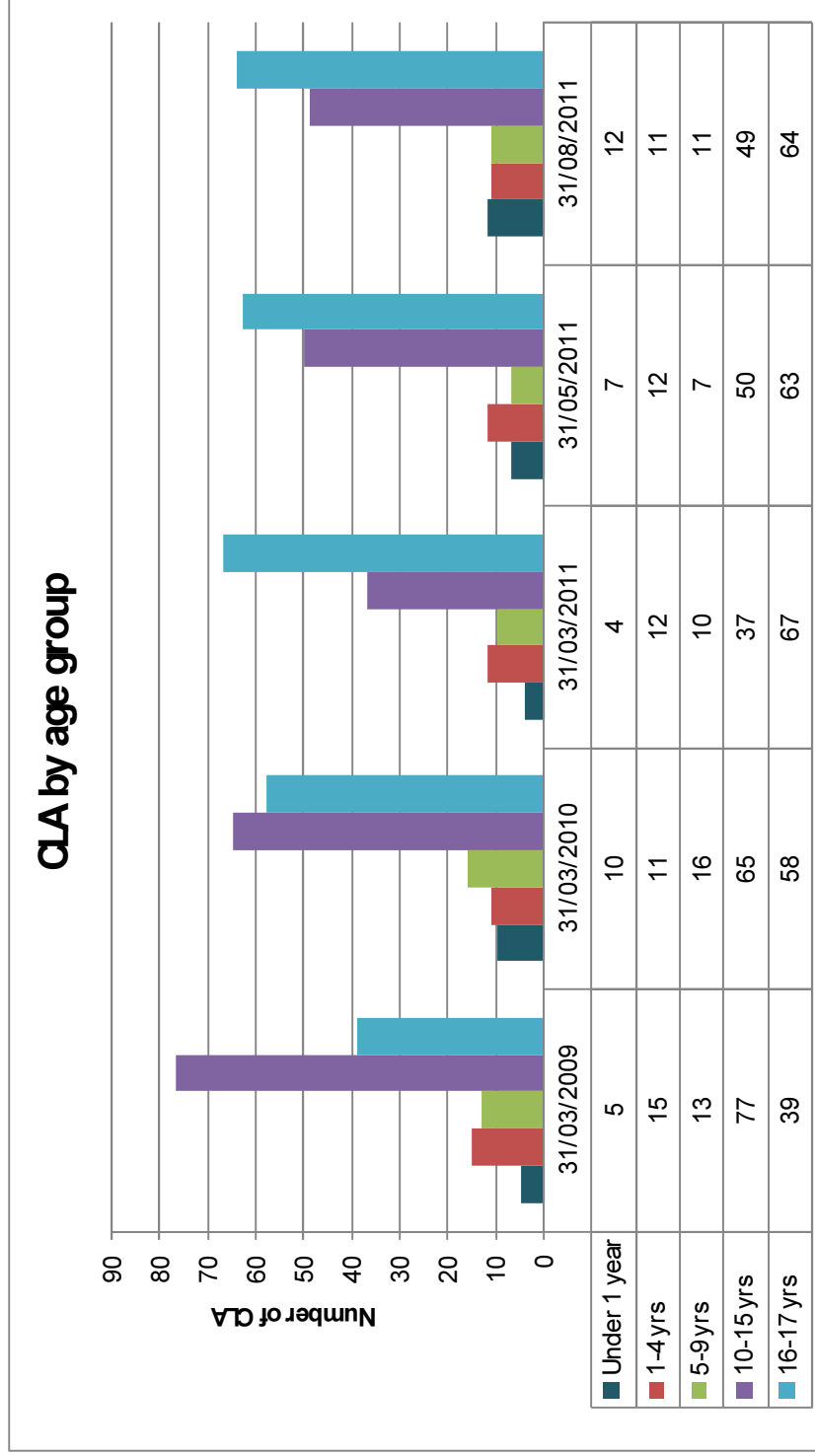
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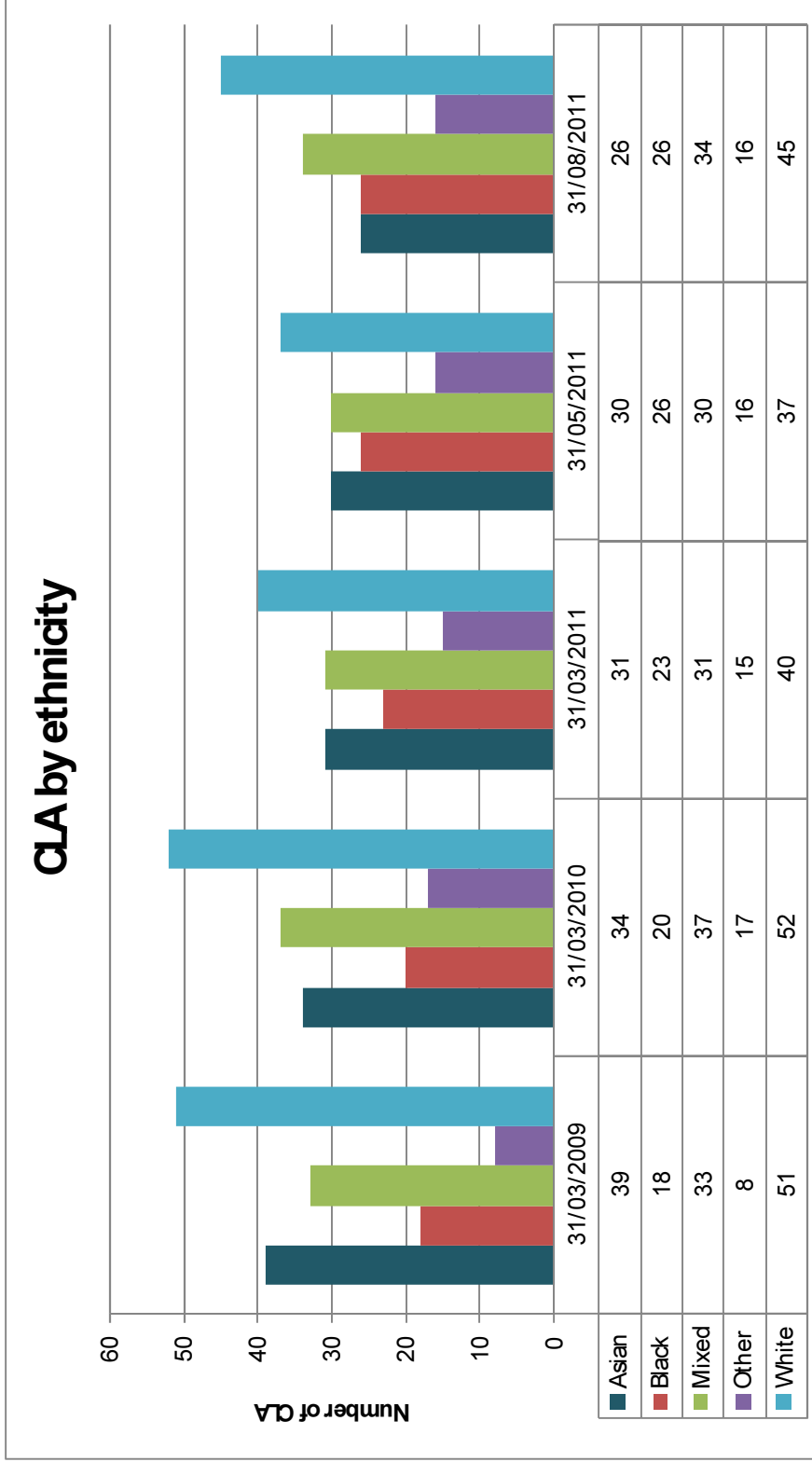
Part A: Children Looked After (CLA)

There were 147 CLA in Harrow on 31 August 2011.
 There were also an additional 5 children receiving respite care / short term breaks (these are not included in the numbers in this report).

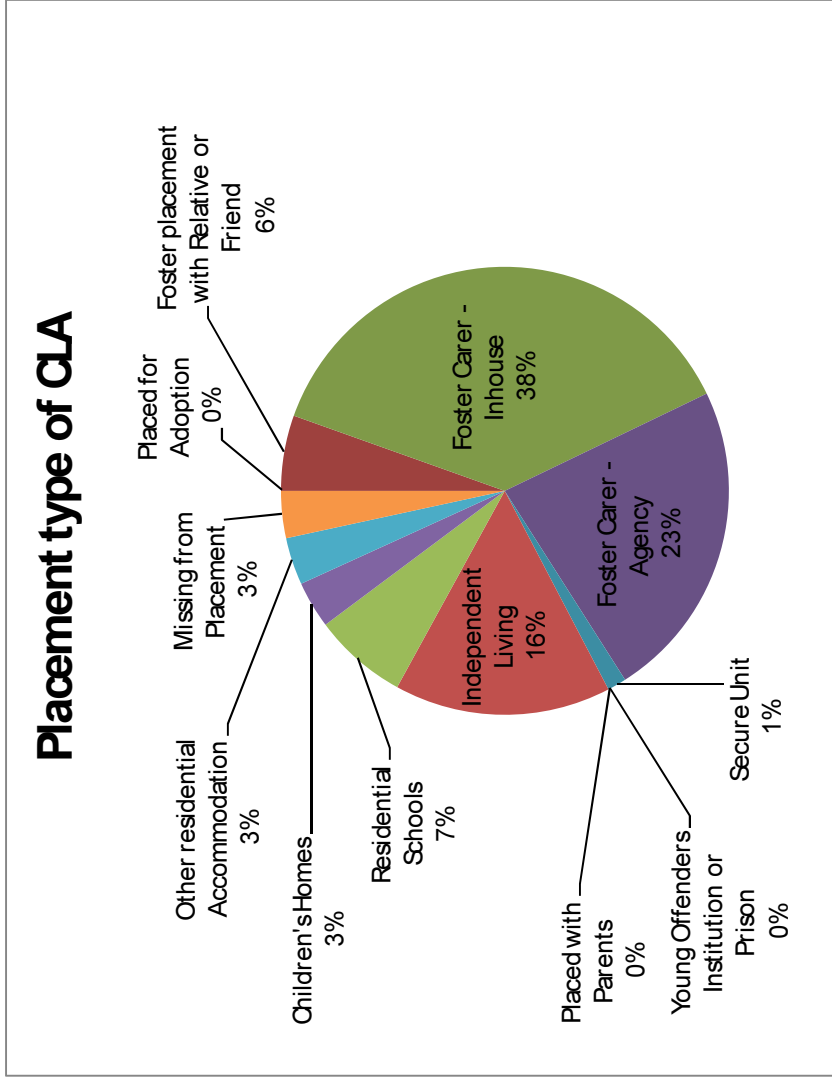
1) CLA by Age



2) CLA by Ethnicity



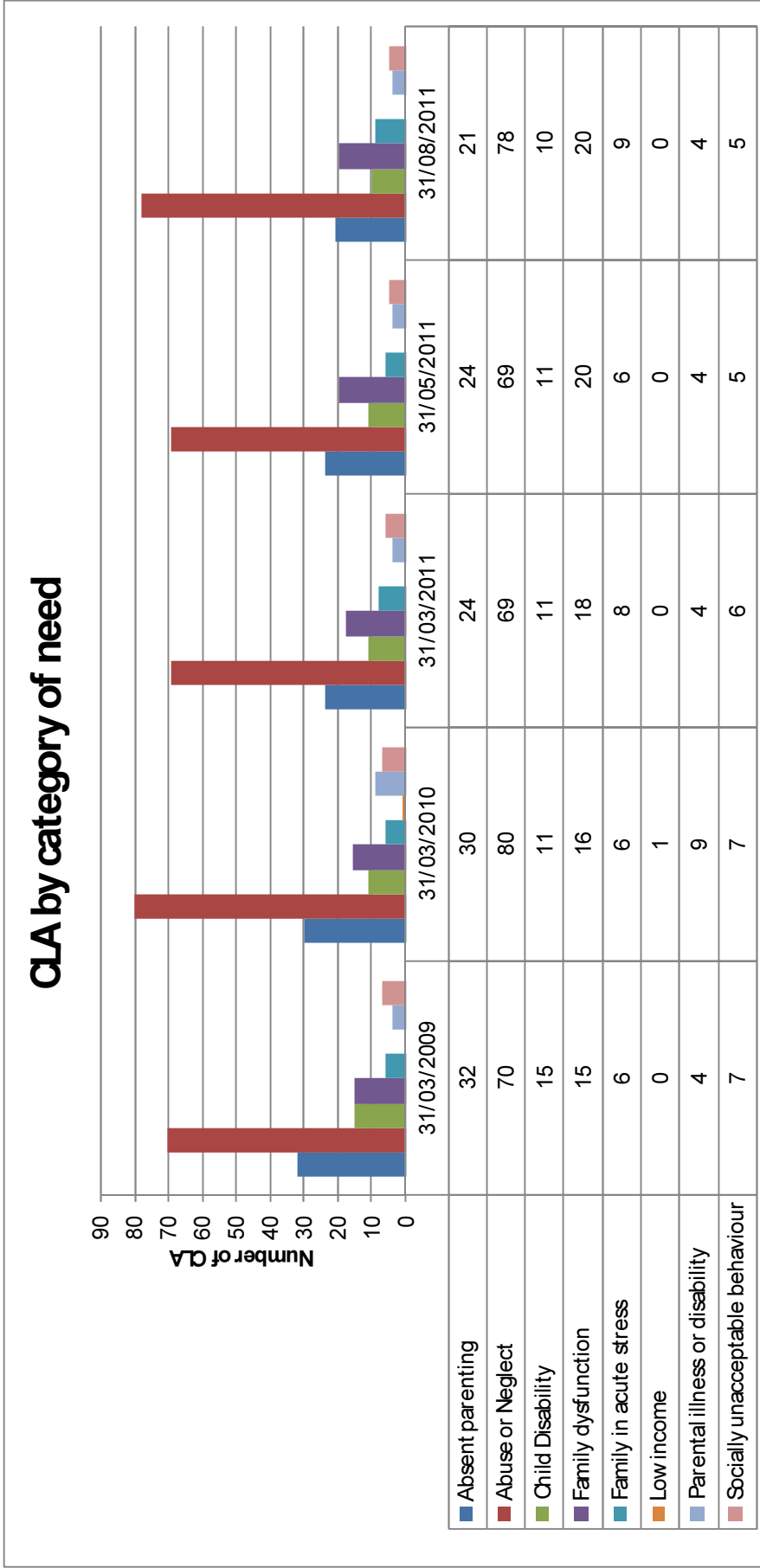
3) CLA by Placement Type



Placement Type	
Placed for Adoption	0
Foster placement with Relative or Friend	8
Foster Carer - Inhouse	55
Foster Carer - Agency	34
Secure Unit	2
Young Offenders Institution or Prison	0
Placed with Parents	0
Independent Living	23
Residential Schools	10
Children's Homes	5
Other residential Accommodation	5
Missing from Placement	5
Grand Total	147

4) CLA by Category of Need

The breakdown of category of need as recorded when a child becomes looked after.



5) CLA - Other Data:

	28 Feb 2010	31 May 2010	31 Aug 2010	30 Nov 2010	31 Jan 2011	31 Aug 2011
Number of children placed out of borough:	66	68	81	70	71	74
Of those, who are placed more than 20 miles:	25	28	31	32	33	31
Social Work Allocation:	99.4%	100%	100%	100%	100%	99.7%
Adoptions & Special Guardianship Orders: (our target for adoptions is 14)	11 to date	13 for 2009-10	15 to date	16 to date	19 for 2010-11	5 to date

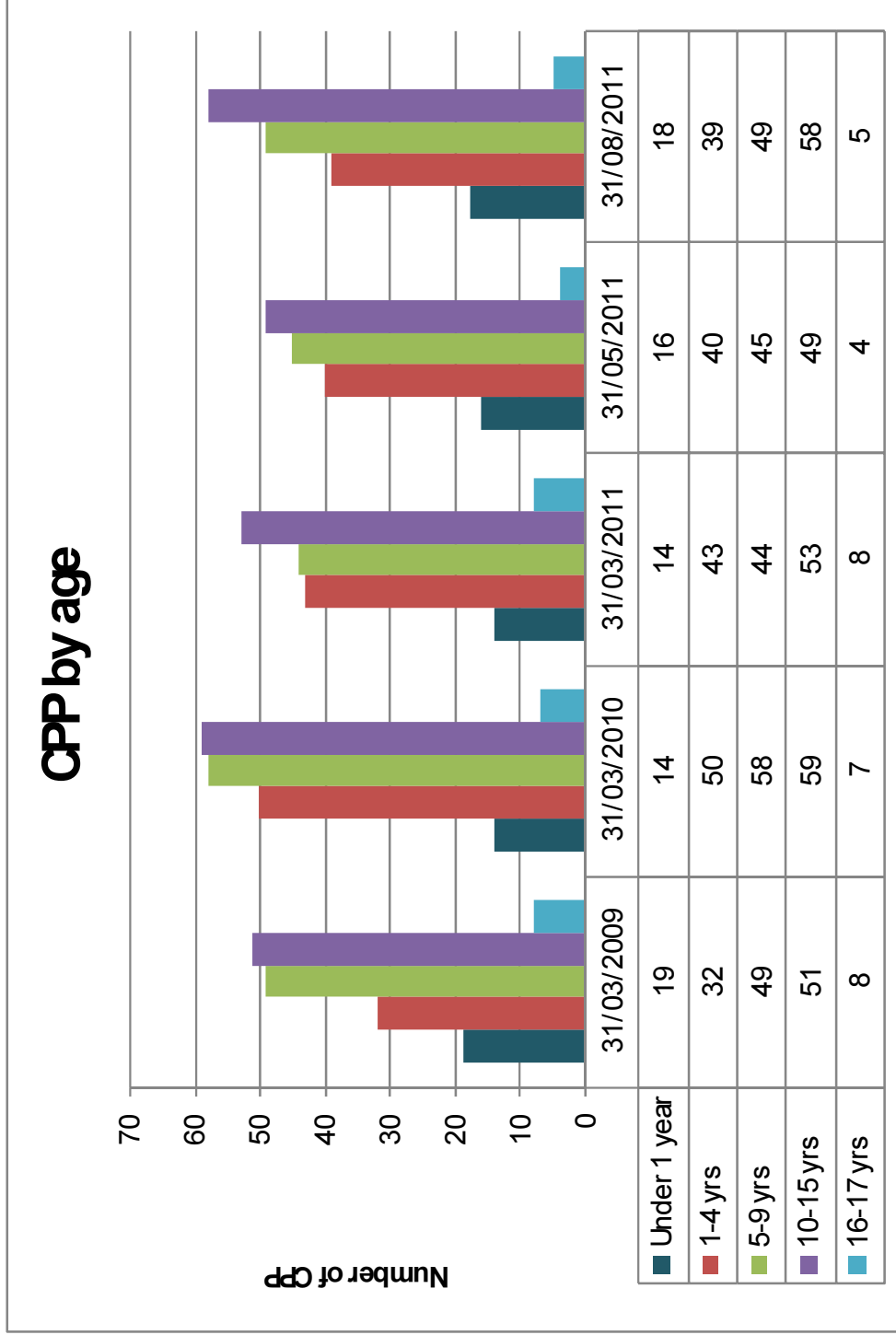
6) CLA educational attainment:

(Clients looked after for over a year at 31/03/11)	2007	2008	2009	2010	2011 (prov)
Total children in KS2 cohort:	8	7	2	2	2
Attained at least Level 4 in Maths at end of KS2	25%	43%	50%	50%	tbc
Attained at least Level 4 in English at end of KS2	50%	43%	50%	50%	tbc
Total young people in GCSE cohort:	13	9	14	17	19
GCSE: Attained at least 1 A* - G	46.2%	66.7%	57.1%	52.9%	47.4%
GCSE: Attained 5 or more A* - G	43.2%	33.3%	57.1%	41.2%	31.6%
GCSE: Attained 5 or more A* - C	5.4%	11.1%	14.3%	11.8%	5.3%
GCSE: Attained 5 or more A* - C inc Eng. & Maths		new	7.1%	11.8%	5.3%

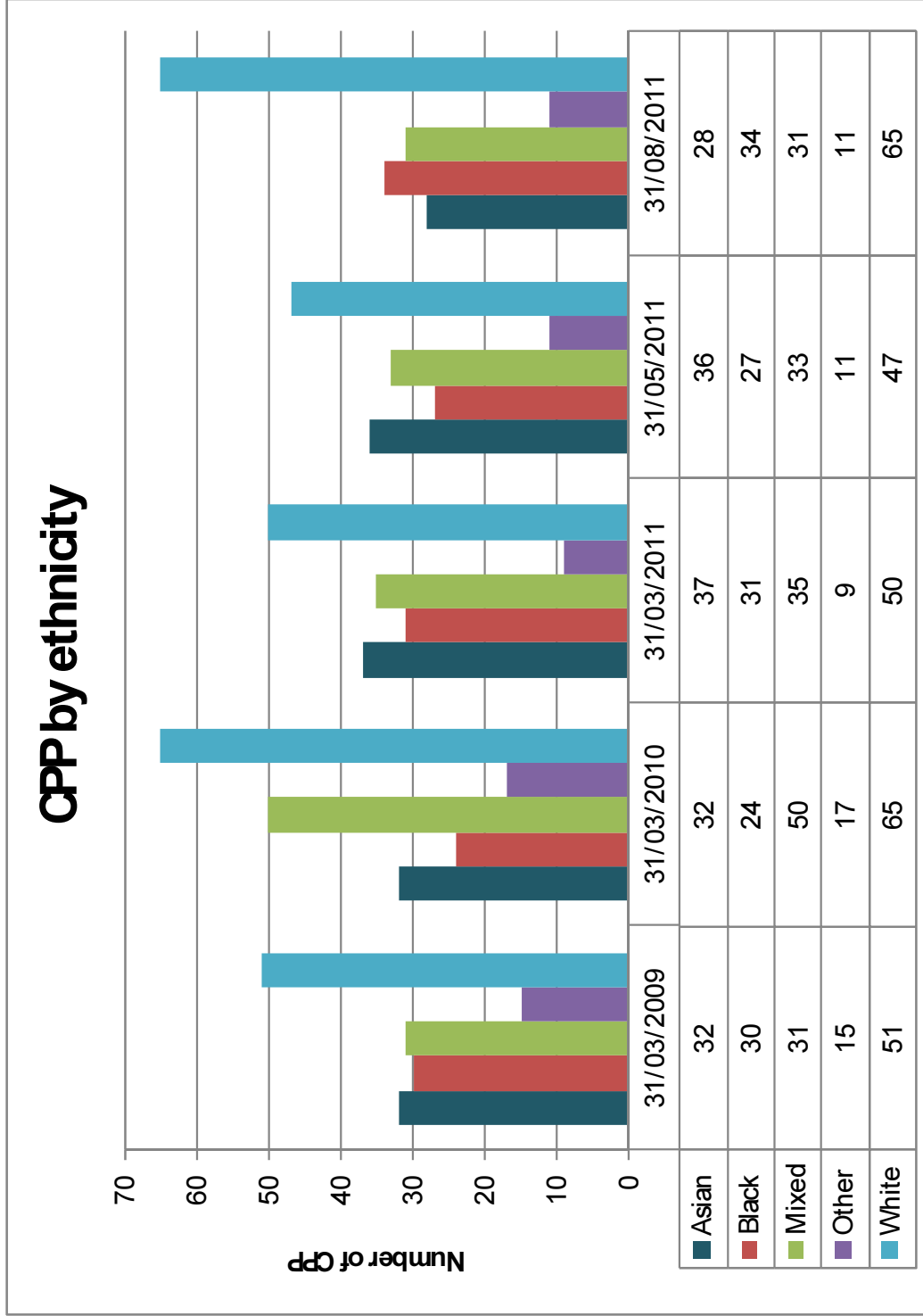
Part B: Children Subject to a Child Protection Plan (CPP)

There were 169 children who were subject to a Child Protection Plan in Harrow on 31 August 2011.

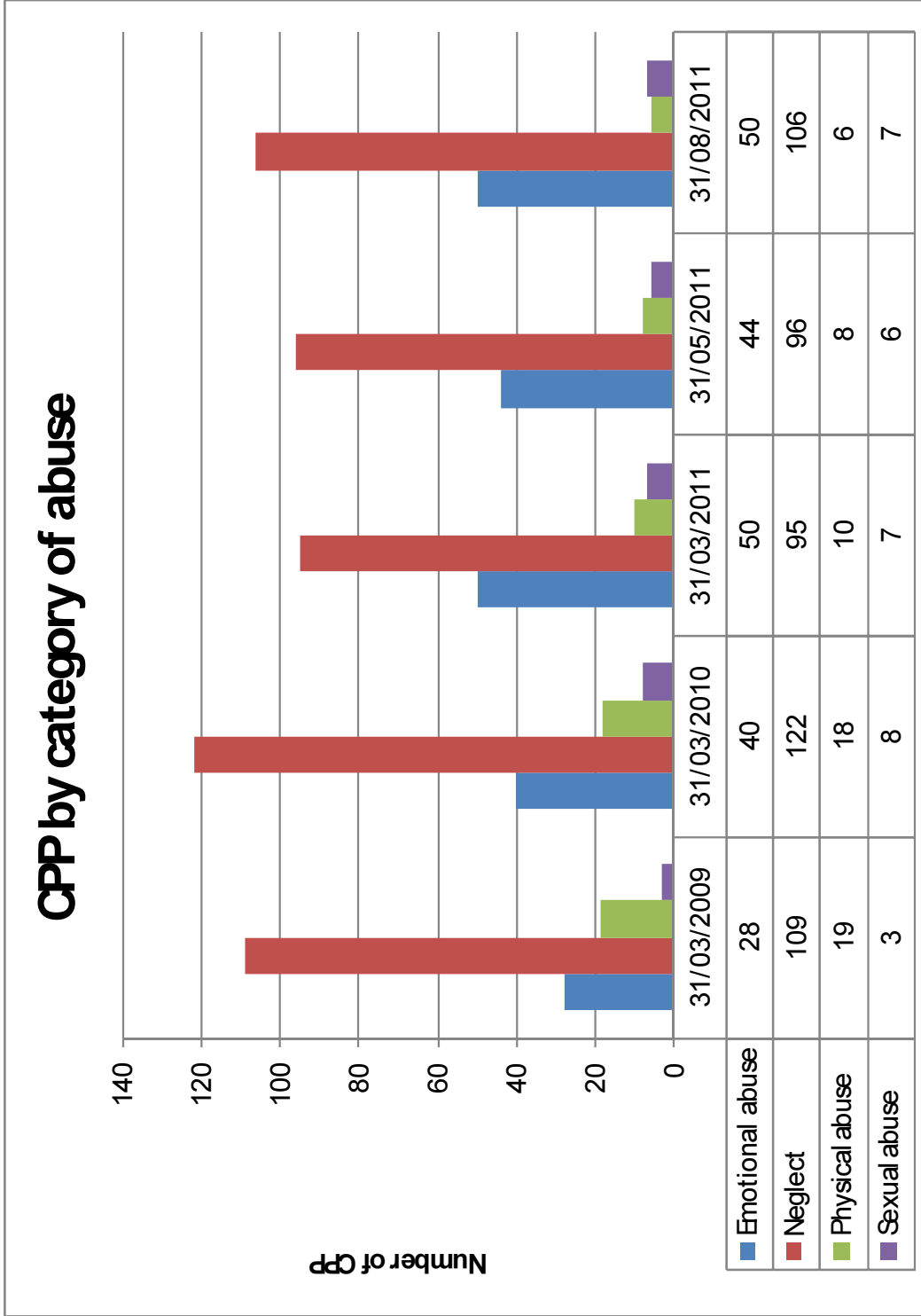
7) CPP by Age



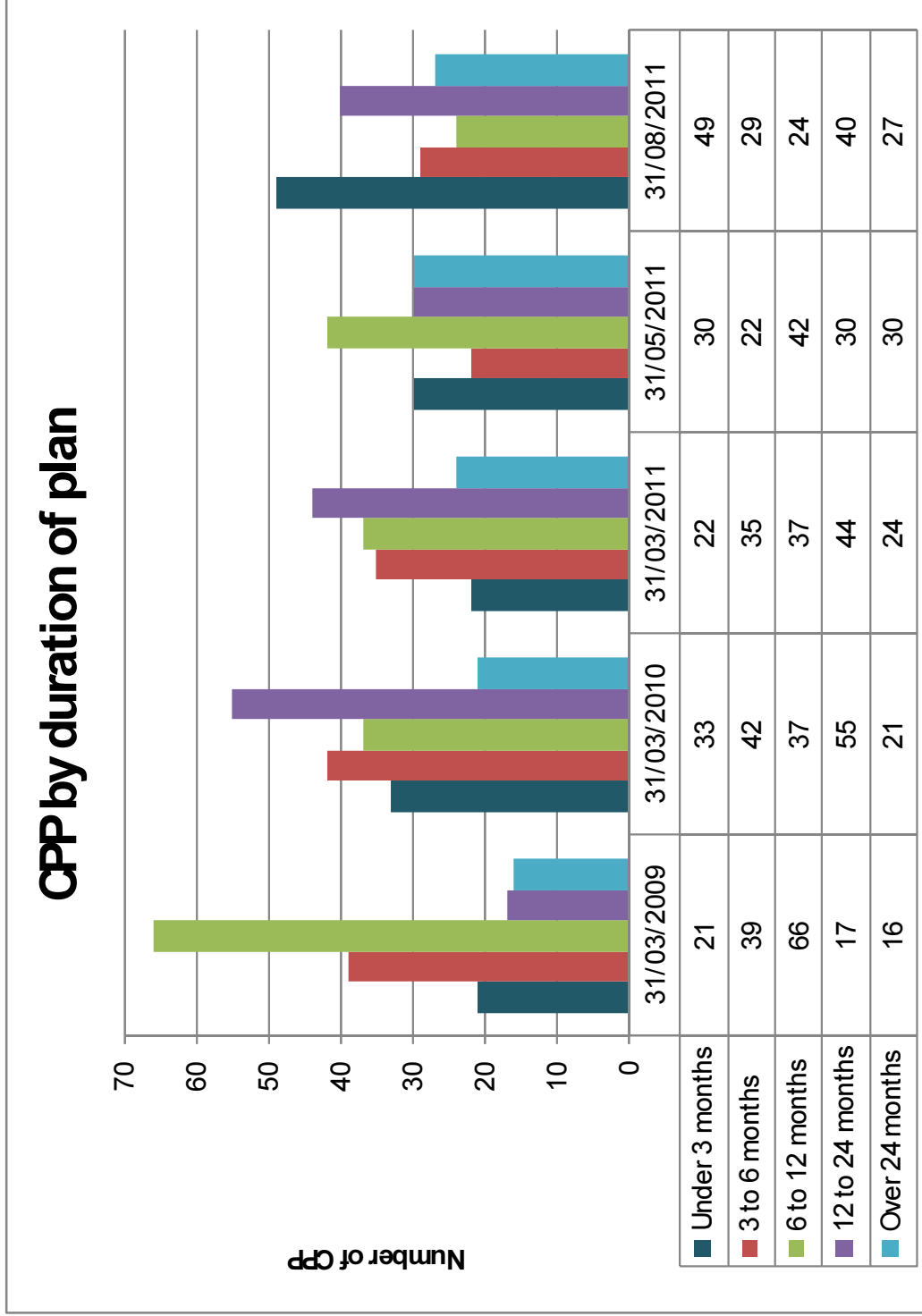
8) CPP by ethnicity



9) CPP by Category of Abuse

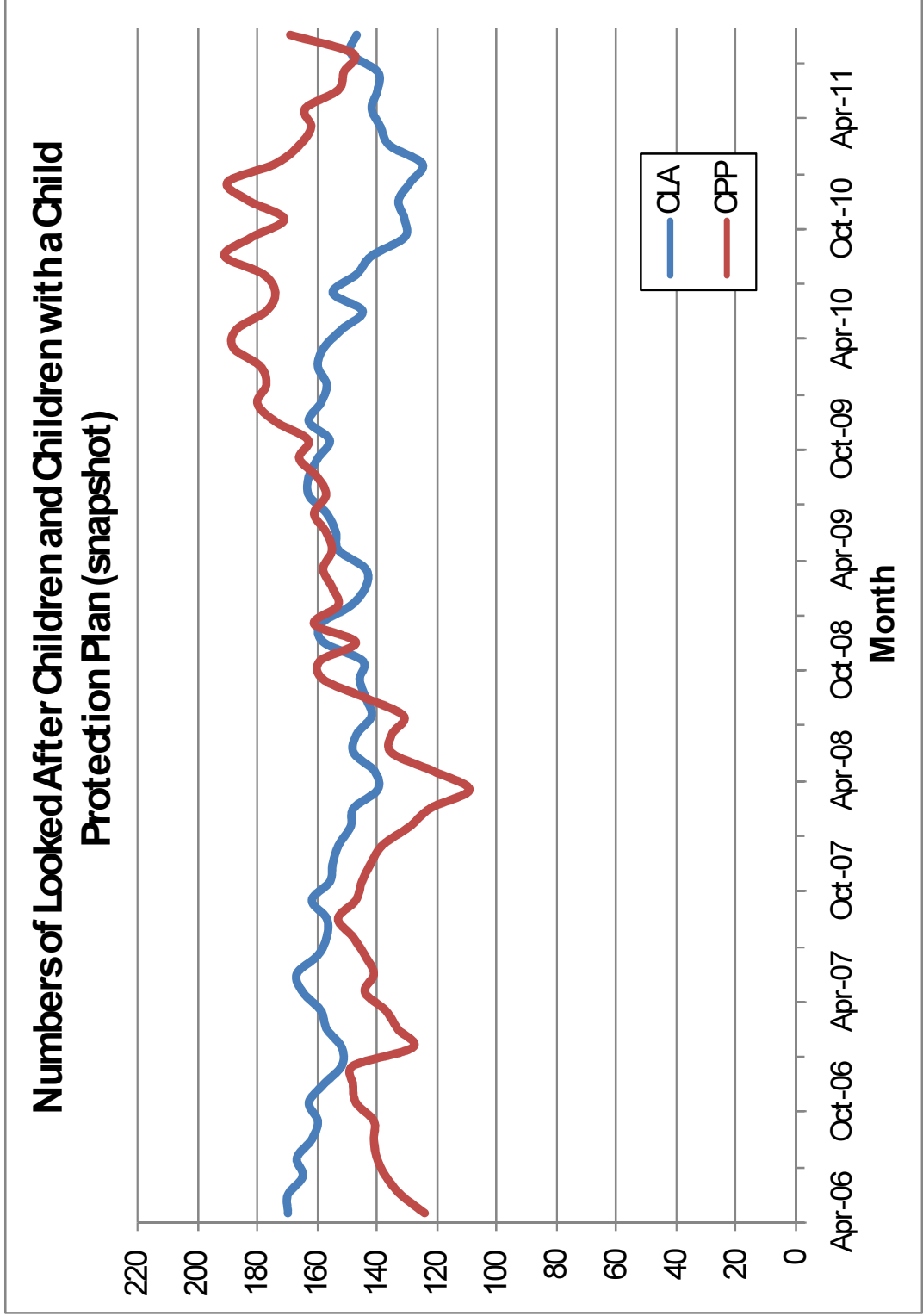


10) CPP by duration of plan



Part C: Additional Information

11) Numbers of CLA & CPP



12) Key Performance Indicators for the end of August 2011

Prev. NI Ref:	Indicator Description	Polarity	Harrow target 2010/11	Harrow actual 2010/11	RAG Status 10/11	Harrow target 2011/12	Harrow actual Q1 2011/12	LAPS Q1 Average	LAPS Top Quartile	Direction of Travel	RAG Status
60	Timing of Core Assessments (NI 60 / PAF C64)	▲	82%	80.5%	A	83%	92.11%	74.4	87.74	↑	HG
61	Stability of LAC adopted following an agency decision	▲	80%	83.3%	LG	80%	100%	84.3	100	↑	HG
62	Stability of Placements of CLA (BV49 / PAF A1)	▼	10%	15.0%	HR	2.75%	2.86%	7.8	2.89	↔	LG
63	Long term stability of CLA (2.5 years) (NI 63 / PAF D78)	▲	68%	66.7%	A	68%	69.23%	71.4	75.7	↔	LG
64	Duration on the Child Protection Register (PAF C21)	↔	10%	17.2%	HR	12%	16.28%	9.4	5.15	↓	HR
65	Re-registrations on the CP Register (PAF A3)	↔	10%	8.8%	HG	10%	0%	10.9	5.95	↑	HG
66	Timeliness of Reviews of Looked After Children (PAF C68)	▲	100%	96.8%	A	100%	100%	96.9	99.78	↔	LG
67	Reviews of Child Protection cases (BV 162 / PAF C20)	▲	100%	100.0%	LG	100%	100%	99	100	↔	LG
68	% of CIN referrals that led to initial assessments	↔	75%	50.3%	HR	75%	49.58%	69	83.35	↓	HR
71	Children who have run away from home/care overnight	▲	13	13	LG	13	13	12	13	↔	LG
147	Care leavers in suitable accommodation (5037SC)	▲	88%	91.7%	LG	88%	100.00%	95.2	99.3	↑	HG
148	Care leavers in employment, education or training	▲	75%	66.7%	HR	75%	66.67%	59.2	77	↓	HR
	The Health of Children Looked After (PAF C19)	▲	95%	90.6%	A	95%	84.71%	Local	Local	↓	LR
59	Initial assessments completed within 10 days (NI 59)	▲	100%	85.5%	HR	85%	90.91%	78.1	85.4	↑	HG
	% of children looked after in residential accommodation	▼	20%	20.9%	A	20%	17.14%	Local	Local	↑	HG
	Adoptions of Children Looked After (BV 163 / PAF C23)	↔	14%	22.6%	HR	3.5% (Q1)	2.38%	Local	Local	↔	LR
	% of CLA allocated to a qualified Social Worker	▲	100%	99.0%	A	100%	100%	Local	Local	↔	LG

Prev. NI Ref:	Indicator Description	Polarity	Harrow target 2010/11	Harrow actual 2010/11	RAG Status 10/11	Harrow target 2011/12	Harrow actual 2011/12	LAPS Q1 Average	LAPS Top Quartile	Direction of Travel	RAG Status
	Children Looked After Absent from School (PAF C24)	▼	12%	20.8%	HR	12%	20.78%	Local	Local	↓	HR
	Participation of CLA in Reviews (PAF C63)	▲	95%	94.1%	A	95%	97.50%	Local	Local	↑	HG
	Percentage of CLA with permanent exclusions amongst school age CLA, in quarter	▼	New	New	New	0% (prov-Summer)	0% (Summer)	Local	Local	↑	HG
	Percentage of CLA with fixed term exclusions amongst school age CLA, in quarter	▼	New	New	New	5% (prov-Summer)	6.49% (Summer)	Local	Local	↓	HR
	Percentage of sessions absent from school amongst school age CLA, in school year to date	▼	New	New	New	12% (prov-YTD)	14.47%	Local	Local	↓	HR

Direction of travel: This is a judgement on the actual data in each quarter.
↑ performance has improved
↓ performance has deteriorated
↔ performance remains the same

RAG Status	
HR	Needs prompt attention
LR	Poor
A	Adequate
LG	Good
HG	Excellent

Appendix 2: GCSE Performance Summary 2010-11

National Indicator Summary: (Clients looked after for over a year at 31/03/11)

	Harrow				Benchmarking (from 2009-10)				
	Numbers		Percentage	2008-09	England average	Top quartile *	London average	SN average *	London 4 star average *
	2010-11	2010-11	2010-11						
Total in cohort	19	17		14	5100		940	305	145
Number achieving 1 GCSE A*-G	9	52.9%	47.4%	57.1%	72.5%	80.6%	68.9%	66.7%	75.4%
Number achieving 5 GCSE A*-G	6	31.6%	41.2%	57.1%	50.6%	61.8%	49.6%	53.8%	54.9%
Number achieving 5 GCSE A*-C	1	5.3%	11.8%	14.3%	26.1%	37.5%	29.0%	34.2%	28.0%
Number achieving 5 GCSE A*-C inc English and Maths (NI 101)	1	5.3%	11.8%	7.1%	11.6%	18.9%	13.9%	8.7%	4.5%

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Harrow's Statistical Neighbours (SN) : Barnet, Croydon, Ealing, Enfield, Hillingdon, Hounslow, Kingston, Merton, Redbridge, Slough
The London 4 Star authorities: Camden, City of London, Kensington & Chelsea, Tower Hamlets, Wandsworth, Westminster, Richmond

* Small numbers involved in data of some LA's mean DfE has suppressed some figures, so benchmarking figures are approximate.

Breakdown by school location:
(Clients looked after for over a year at 31/03/11)

	All clients	In borough schools	Out of borough schools	No school recorded
Total in cohort	19	7	10	2
Number achieving 1 GCSE A*-G	47.4%	57.1%	50.0%	0%
Number achieving 5 GCSE A*-G	31.6%	42.9%	30.0%	0%
Number achieving 5 GCSE A*-C	5.3%	0.0%	10.0%	0%
Number achieving 5 GCSE A*-C inc English and maths (NI 101)	5.3%	0.0%	10.0%	0%

Breakdown by team:
(Clients looked after for over a year at 31/03/11)

	All clients	Asylum Team	Children with disabilities	Other
Total in cohort	19	2	4	13
Number achieving 1 GCSE A*-G	47.4%	50.0%	0.0%	61.5%
Number achieving 5 GCSE A*-G	31.6%	0.0%	0.0%	46.2%
Number achieving 5 GCSE A*-C	5.3%	0.0%	0.0%	7.7%
Number achieving 5 GCSE A*-C inc English and maths (NI 101)	5.3%	0.0%	0.0%	7.7%

Of the 19 children eligible to sit GCSEs in 2011 (and had been looked after for at least a year), 10 sat no GCSE exams: Two with no school recorded, one at Harrow Tuition and six children at special schools. All the calculations for indicators have to be based on the cohort of 19.

**REPORT FOR: CORPORATE
PARENTING PANEL**

Date of Meeting: 3 October 2011

Subject: **INFORMATION REPORT –
Annual Report Fostering and
Adoption**

Responsible Officer: Catherine Doran, Corporate Director
Children’s Services

Exempt: No

Enclosures: None

Section 1 – Summary

A summary report on the Adoption and Fostering Service in Harrow.

FOR INFORMATION

Section 2 – Report

Introduction

The Fostering and Adoption service sits within the Placement Service of the Safeguarding Division of Children's Services Department.

The service is responsible for

- Recruitment of foster carers
- Retention, development and supervision of foster carers
- Short breaks placements for children with disabilities
- Procurement of external fostering placements
- Private Fostering
- Permanency Planning for Looked After children
- Harrow/Coram Adoption Partnership
- Intercountry adoption
- Special Guardianship
- Post Adoption support
- Adoption Counselling

This has been a very successful year for the service as noted by two recent Ofsted Inspections.

The Adoption Inspection in November 2010 upgraded the adoption service to good and noted improvements in all areas of work. It particularly commended the excellent outcomes achieved by the Harrow /Coram Adoption partnership and the developments of the support services available for adoptive families, birth parents and adult adoptees.

The Fostering Inspection in January 2011 upgraded the Fostering service to a good and noted significant progress in all areas including recruitment, support and training offered to Harrow foster carers

All of the service areas within Placements Services and the Safeguarding Division are now graded good or outstanding. This is an indication of the significant progress made in these services over the past few years.

Fostering Service

One of the main targets for the Fostering Service has been to increase the number of in-house foster carers so we are less reliant on foster carers from Independent Fostering Agencies.

This is desirable for reasons of cost as in-house foster placements cost on average £350 per week whilst Agency foster placements cost on average £850 per week.

It is also desirable for reasons of quality as we manage the training and development of in-house foster carers and have a direct influence on the quality and standard of care they provide

We also have received Government funding through the Aiming High for disabled children grant (which in 2011/12 has been incorporated in the Early Intervention Grant.) We have used this to develop a Contract carers scheme in which we have recruited carers to provide short breaks for disabled children, allowing disabled children to remain at home and their families to have regular breaks.

We also have a responsibility to consider extended family members when children and young people become looked after. The local authority can approve appropriate family and friends as connected persons foster carers. This allows the children to remain in their families and for them to receive support from the local authority. If children are unable to return to their birth parents we encourage extended family members to consider being their permanent carers. We will hold a Family Group Conference and look for a solution within the birth family .In 2010/11 13 looked after children in Harrow were made subject to Special Guardianship orders by their extended family members.

Recruitment

The following numbers of carers were approved during the past three years

2009/10	2 Short Breaks carers	9 connected persons	9 In-house
2010/11	12 Short Breaks carers	1 connected persons	7 In-house
2011/12 (April to Sept)	2 Short Breaks carers	1 connected persons	5 In-house

We now have 49 in-house foster carers with 57 children placed

We have 15 short breaks cares providing placements to 23 children

The number of children placed with agency foster placements is 21

We have increased the percentage of looked after children placed with in-house foster cares to 40% and decreased the numbers of looked after children placed with agency foster carers to 15%. This has been a significant shift as three years ago there were more children placed in agency foster placements than with in house carers

Retention of foster carers

As well as recruiting new foster carers it is important that we retain and develop our existing foster carers

We have invested in a Full time Training and Development Officer based in the fostering team. A full report on this post and activity was presented to the Corporate Parenting Panel on 21st July 2010. The foster carers continue to

receive a comprehensive programme of training, workshops and learning materials

Each fostering household has its own supervising social worker to offer support and supervision.

Each fostering household has its own annual review setting targets and action plans and reflecting on success and difficulties of the previous year. These annual reviews are presented to the Fostering Panel which provides independent scrutiny and advice to the fostering service

The Fostering service organises monthly support groups for foster carers, which focus on specific topics and areas of interest.

A monthly newsletter is sent out to all foster carers and has proved to be a useful source of communication and sharing information

Harrow foster carers have their own Foster carer Association – The HFCA – which elects its own committee. The fostering services provide the HFCA with a small grant to run their activities. The HFCA committee meet with the Service Manager Placements on a monthly basis and this has contributed to an improvement in the relationships between the foster carers and the department. This was noted during the Fostering Inspection in January 2011.

An Annual Foster Carer Ceremony has been established and these have been successful evenings celebrating the successes of fostering service. The Mayor and Portfolio holder attend and give awards to individual foster carers. The local press published a positive article regarding the fostering service following this year's event.

A Play Therapist is also attached to the Fostering Team and provides ongoing support to foster carers and the children in their placement.

As a result of the support given to Harrows foster carers no foster carer has resigned due to dissatisfaction with the service. We have had 4 carers resign due to them adopting children, 3 resign due to them moving away from Harrow and 3 resign due to retirement.

We have deregistered one foster carer for reasons of standards of care. The Independent Review Mechanism –an Independent Panel – reviewed this case and Harrow was unanimously supported in the action we took.

Teenage Placement Strategy

A full report on the Teenage Placement Strategy has previously been presented to the Corporate Parenting Panel.

The Teenage Placement strategy was established to provide appropriate support, advice and Independent living skills to older teenagers who are looked after so they can move on to independence in a planned and prepared manner. Harrow foster carers are fully engaged in this strategy and sit on a number of the working groups and have prepared a number of young people to move on to semi independence

We have a total of 31 looked after children aged between 16 and 18 in semi-independent placements.

12 with in house foster carers, 7 in Honey Pot Lane and 12 in externally provide semi-independent units.

All of these young people have their own tailored independence skills programmes regarding budgets, health and self-care, relationships, education, training and employment. The young people are all at different stages with these programmes, which are reviewed regularly.

Once 18 they are entitled to housing under the Locata scheme. Ongoing discussions are taking place with Housing to ensure there are an adequate number of places under this scheme.

Placement procurement

The placements of looked after children are a high cost and high risk area. We have set up a team to focus on the management of the procurement of external placements to ensure more efficient costs and better quality.

We have a Senior Practitioner who oversees the procurement of placements and who has ensured robust contracts are in place for all children placed with external providers.

He is also responsible for the negotiation of costs in all placements and has managed to obtain a number of significant savings

The external placements budget has historically been very volatile and always significantly over spent. This year as a result of the increase in in-house placements and the more robust procurement of external placement we are projecting an under spend in this budget; this has been an incredible achievement.

This work is being further developed through the procurement projects being developed through the West London Alliance. Harrow is playing a central role in these which aim to use the power of eight local authorities to drive down costs and raise standards.

Adoption

A full report on Harrows adoption service and the Harrow Coram partnership was presented to the Corporate Parenting Panel on 7th April 2009. Since then the partnership has gone from strength to strength and attracted positive publicity and attention.

Ofsted carried out a full adoption inspection in November 2010 and Harrow was upgraded to a "good"

Ofsted commented

"The arrangements with Coram are fully embedded and the two agencies work collaboratively; this means that there have been excellent outcomes for children in terms of improved timescales and a good choice of placements"

The percentage of Looked After children who were made subject to adoption and Special Guardianship Orders has continued to be at a high level

2006/7	3%
2007/8	14%
2008/9	20%
2009/10	13%
2010/11	19%
2011/12	8% so far

Tim Loughton, the children's Minister visited Harrow in January 2011 to discuss the partnership and its success has been mentioned in the Governments launch of new adoption guidelines. The Times ran a positive article on the partnership on April 22nd.

Harrow and Coram gave a presentation at the Department for Education on 13th September 2011.

Martin Narey the Governments advisor on adoption is visiting Harrow on 11th October 2011. He is very interested in the work undertaken in Harrow and commented in his well publicised report that "Harrow should be commended for the work it has undertaken with Coram."

The Ofsted inspection in November 2010 also noted Harrows support for adoption families is robust and thorough. " There are written adoption support plans for each family, which are comprehensive, documents that clearly set out the current and likely future needs of the child and adoptive family. There is a formal assessment process for adoption allowances; these allowances are reviewed on an annual basis. There is a clear programme of support and access to a range of specialist advisors"

Ofsted noted " There has been no disruptions of adoptive placements since the last inspection and this is a good indicator that the quality of matching and the quality of support provided to children and adoptive families is good."

Harrow provides a service to those who wish to adopt from overseas. Five assessments were undertaken in 2010/11. All five were from families wishing to adopt from India. The Harrow social worker undertakes a full assessment and provides support and advice to the applicants. The assessment reports are considered by the Adoption Panel. When approved the applicants reports are passed to the DFE and the host countries and the applicants begin their search for an appropriate placement.

The Fostering and Adoption Panels meet monthly and provide regular scrutiny of adoption and fostering practises. The panels have independent and officer members as well as councillor representation. The panels provide annual reports and regular feedback to the department.

Section 3 – Further Information

All relevant information is contained within the report.

Section 4 – Financial Implications

The report is for information so there are no financial implications. It should be noted that the service developments detailed in the report, especially in respect of adoption, the Teenage Placement Strategy and placement procurement have delivered significant efficiencies, addressing long standing budget pressures whilst retaining quality provision for CLA.

Section 5 – Equalities Implications

There are no Equalities Implications.

Section 6 – Corporate Priorities

Please identify which corporate priority the report incorporates and how:

- Supporting and protecting people who are most in need.

Name: Emma Stabler	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 15 September 2011		

Section 7 - Contact Details and Background Papers

Contact:

Peter Tolley, Service Manager Placements, Childrens Services
020 8736 6943

Background Papers: None

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**REPORT FOR: CORPORATE
PARENTING PANEL**

Date of Meeting: 3 October 2011

Subject: **INFORMATION REPORT -
Children's Services complaints
annual report 2010-11**

Responsible Officer: Catherine Doran, Corporate Director,
Children's Services

Exempt: No

Enclosures: Appendix 1 - Annual Report for
Children's Services Complaints for
period 2010-11

Appendix 2 - KCA Advocacy Annual
Report 2010-11

Section 1 – Summary

This report sets out the statutory Children's Services complaints annual report for 2010-11.

FOR INFORMATION

Section 2 – Report

No PAF or BVPI indicators. However, complaints have a significant impact on the customer satisfaction KPI

Section 3 – Further Information

All relevant information is contained within the report and appendices.

Environmental Impact

N/A

Section 4 – Financial Implications

There are no specific budget issues associated with this report. The 2010/11 compensation payments, totalling £360, were agreed by Service Managers and were funded within existing budgets.

Risk Management Implications

Risk included on Directorate risk register? No
Separate risk register in place? No

Section 5 – Equalities implications

There are no equalities implications arising from this report.

Section 6 – Corporate Priorities

- Keeping neighbourhoods clean, green and safe
- **United and involved communities: a Council that listens and leads**
- **Supporting and protecting people who are most in need**
- Supporting our Town Centre, our local shopping centres and businesses

Name: Emma Stabler

on behalf of the
Chief Financial Officer

Date: 23 September 2011

Section 7 - Contact Details and Background Papers

Contact: Report author: Stuart Dalton, Service Manager, Adults & Children's Complaints,
020 8424 1927

Background Papers: None

Appendix 1:

Annual Report for Children's Services Complaints for period 2010-11

<u>Paragraph</u>	<u>Contents</u>	<u>Page</u>
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1. Context

This report provides information about complaints made during the twelve months between 1 April 2010 and 31 March 2011 under the complaints and representations procedures established through the Representations Procedure (Children) Regulations 2006, and the Council's corporate complaints procedure.

All timescales contained within this report are in working days.

Text in quotation marks indicate direct quotations from the 2006 Regulations or Guidance unless otherwise specified.

1.1 What is a Complaint?

"An expression of dissatisfaction or disquiet in relation to an individual child or young person, which requires a response."

However, "The Children Act 1989 defines the representations procedure as being for 'representations (including complaints)'." Therefore both representations and complaints should be managed under the complaints procedure (unlike for Adult social services, where

only complaints need be captured).

1.2 Who can make a Complaint?

The child or young person receiving or eligible to receive services from the Council or their representative e.g. parent, relative, advocate, special guardian, foster carer etc

“The local authority has the discretion to decide whether or not the representative is suitable to act in this capacity or has sufficient interest in the child’s welfare.”

2. Stage of the Complaints Procedure and statistics

The complaints procedure has three stages:

Stage 1. This is the most important stage of the complaints procedure. The Service teams and external contractors providing services on our behalf are expected to resolve as many complaints as possible at this initial point.

The Council’s complaints procedure requires complaints at stage 1 to be responded to within ten working days (with an automatic extension to a further ten days where necessary).

Stage 2. This stage is implemented where the complainant is dissatisfied with the findings of Stage 1. Stage 2 is an investigation conducted by an independent external Investigating Officer for all statutory complaints and an internal senior manager for corporate complaints. A senior manager adjudicates on the findings.

Under the Regulations, the aim is for Stage 2 complaints falling within the social services statutory complaints procedures to be dealt within 25 days, although this can be extended to 65 days if complex.

Stage 3. The third stage of the complaints process is the Review Panel under the statutory procedure. Under the corporate complaints process, the Chief Executive reviews the complaint.

Where complainants wish to proceed with complaints about statutory Children’s Services functions, the Council is required to establish a complaints Review Panel. The panel makes recommendations to the Corporate Director who then makes a decision on the complaint and any action to be taken. Complaints Review Panels are made up of three independent panellists. There are various timescales relating to stage 3 complaints. These include:

- setting up the Panel within 30 working days;
- producing the Panel’s report within a further 5 working days; and
- producing the local authority’s response within 15 working days.

Local Government Ombudsman

The Ombudsman is an independent body empowered to investigate where a Council’s own investigations have not resolved the complaint.

The person making the complaint retains the right to approach the Local Government Ombudsman at any time. However, the Ombudsman’s policy is to allow the local authority to consider the complaint and will refer the complaint back to the Council unless exceptional criteria are met.

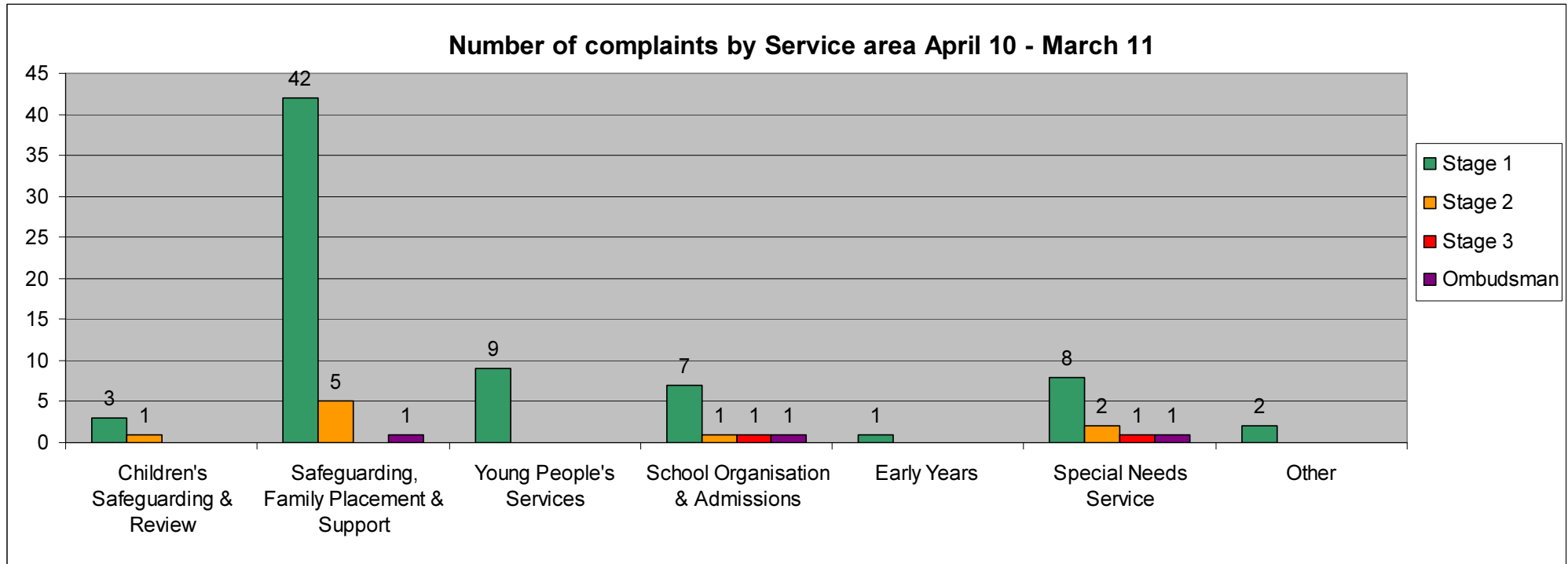
3. Summary of Activity

Total complaints made:

Between 1 April 2010 and 31 March 2011 we received 72 Stage 1 complaints.

There were 9 Stage 2 complaints and 1 stage 3. 3 complaints were investigated by the Ombudsman and none were upheld.

38



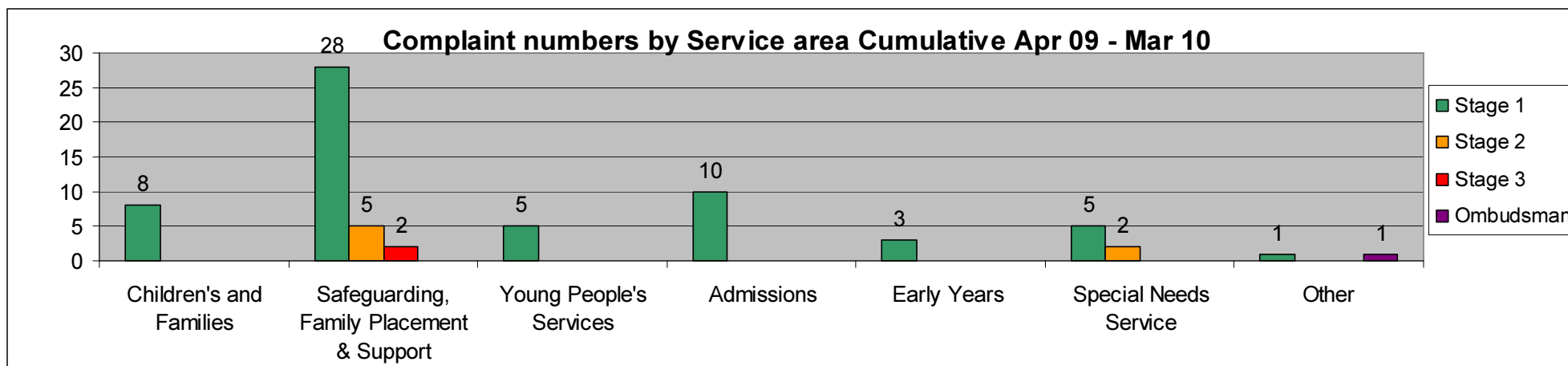
Key message: No complaint was upheld at either stage 3 or the Ombudsman, indicating excellent investigative and resolution work.

Analysis: 9 stage 2's is slightly higher than usual but only 1 escalated to stage 3 and that was not upheld. 42 is also an exceptional number of stage 1 complaints for a single service area (Safeguarding and Family Placement) although no stage 3's and the one Ombudsman case being closed at Ombudsman's discretion (no case to answer) is equally remarkable from 42 initial complaints.

School organisation had two separate highly challenging complaints at stage 3 and Ombudsman.

The Complaints Service logged 45 potential stage 1's that were either resolved without a Stage 1 needed or the complainant chose not to proceed further.

3.1 Comparison with the year before (2009-10)



Analysis: Even though there were 3 Ombudsman investigations in 2010-11, none were upheld, compared to 1 Ombudsman investigation but a local settlement in 2009-10. It is positive that there were no stage 3's for Safeguarding in 2010-11 compared to 2 in 2009-10.

Key message: Children's Services social care record for robust and effective handling of complaints is evidenced by the following: Of the 13 local settlements agreed between the Ombudsman and the Council, none related to Children's Services. Given the often unwelcome nature of the work, this is an exceptional achievement.

3.2 Numbers of complaints over time

	Stage 1	Stage 2	Stage 3
2010-11	72	9	1
2009-10	60	7	2
2008-09 (totals with West Lodge in brackets)	49	3 (5)	1 (5)
2007-08 (letter-vetting and mediations)	57	9	1
2006-07 (letter-vetting and mediations)	56	4	1
2005-06 (pre-letter vetting; post-mediation)	53	11	2
2004-05 (pre-mediation)	52	7	0
2003-04 (pre-mediation)	40	8	1

Key message: Councils that capture high levels of Stage 1 complaints invariably achieve high Star ratings as it demonstrates a willingness to hear concerns, address them and improve services as a result of them. Whereas Councils that capture lower levels of Stage 1 complaints tend to get lower star ratings. [Source: Jerry White, Local Government Ombudsman & Steve Carney, Head of Complaints, CSCI 2007]

Analysis: We have a healthy level of Stage 1 complaints (welcoming customer feedback). However, 9 stage 2 complaints is a little high. Equally, only 1 of the stage 2's escalating to stage 3 indicates some excellent complaint resolution work.

Key action: Senior management have approved a new approach and training for investigations but asked it is not started until October 2011 after the restructure.

3.3 What the complaints team do

- Letter-vetting
- Liaising with services to try resolve the issue informally
- Mediation
- Training
- Surgeries/raising awareness
- Learning identification and agreed actions monitoring
- Deliver a unique complaints support SLA to schools
- Advocacy commissioning and support

3.4 Outcomes in 2010-11

In the last annual report the following were identified as key focus areas.

- To trial the reporting of outcomes against the nature of complaint. Outcome: Achieved. See 5.3
- Reduce the percentage of Safeguarding & Special Needs complaints escalating to below 15% (or at least ensuring they are not upheld if they do escalate). Outcome: Achieved for Safeguarding (12%); Special Needs not achieved (25%).

- Implementing a 'Support for staff who are the subject of complaint' strategy [rolled over]. Outcome: Achieved
- To maintain a healthy level of Stage 1 complaints. Outcome: Achieved. See 3.2
- Given the high volumes of potential complaints, to report on potential complaints from April 2010 so they form part of the trend analysis. Outcome: Achieved. See 5.4
- To report on complaints not responded to within 25 working days at Stage 1. Outcome: Achieved. See 5.2
- To improve response times, aiming for 75% Outcome: Not achieved. See 5.1
- For the Complaints Service to carry out a review of cases which went over time to identify any ways to improve timescales. Outcome: Achieved.
- For the Complaints Service to offer places on Complaint Investigator to Safeguarding and Special Needs managers or offer to deliver training to teams if take-up is low. Outcome: Postponed at senior management request
- To set up debrief sessions in both Safeguarding and Special Needs to review patterns and learning around upheld complaints. Outcome: Achieved
- To check Children's Centres are advertising the complaints process and capturing complaints. Outcome: Achieved
- To prioritise complaints surgeries at Alexandra Avenue (Special Needs) Outcome: Achieved and ongoing
- To standardise advocacy monitoring information Outcome: Achieved. See 13
- To identify tangible examples of outcomes for young people as a result of advocacy. Outcome: Achieved. See 13

4. Priorities for 2010/11:

- If approved, implementing a new joint complaints and HR investigation approach (senior management have asked this is not explored until October 2011 after the restructure).
- Children's Service Management Team consider the causes of rising conduct/attitude complaints and whether levels of complaints being upheld are low and if so possible solutions, such as training.
- The examination of Special Needs complaints that have escalated to stage 2 to examine points that were upheld and how these could be better identified at stage 1.
- The examination of Safeguarding complaints that have escalated to stage 2 to examine if there are patterns of reasons why complaints escalate.
- To raise with Children's Service Management Team adjudication timescales and if any adjustments can be made to help speed up adjudications.
- Changing logging arrangements to ensure the nature of complaint is captured for all potential complaints.
- To highlight to Children's Services Management Team the importance of distinguishing between appeals issues and issues that should be open to the complaints procedure.
- Allocate a complaints officer timescale lead to improve timescale achievement
- To monitor the outcomes from the action plan with Safeguarding management about a) improved timescales b) reduced staff attitude complaints. To review the plan if these outcomes are not achieved.
- Given 3 of 9 Young People's complaints took over 25 working days to respond, to explore causes and solutions.
- Complaints Service to scrutinise complaints more closely at the start to determine at the start if they are 'complex'.
- To capture and report on Councillor and MP complaints/enquiries in the next report.
- To improve stage 1 timescale achievement, aiming for 75%.

5. Stage 1 Complaints

Year	School organisation & Admissions	Children's Safeguarding & Review	Safeguarding, Family Placement & Support	Special Needs	Young Peoples Service	Early Years	Other	Service Commissioning	Total
2010-11	7	3	42	8	9	1	2	0	72
2009-10	10	8	28	5	5	3	1	0	60
2008-09	4	4	26	10	2	1	2	0	49
2007-08	5	12	18	10	4	3	4	1	57
2006-07	0	11	30	6	8	1	0	0	56

[Changes to structures mean figures have needed to be transposed from the previous different service categories.]

Key message: Councils that capture high levels of Stage 1 complaints invariably achieve high Star ratings as it demonstrates a willingness to hear concerns, address them and improve services as a result of them. Whereas Councils that capture lower levels of Stage 1 complaints tend to get lower star ratings. [Source: Jerry White, Local Government Ombudsman & Steve Carney, Head of Complaints, CSCI 2007]

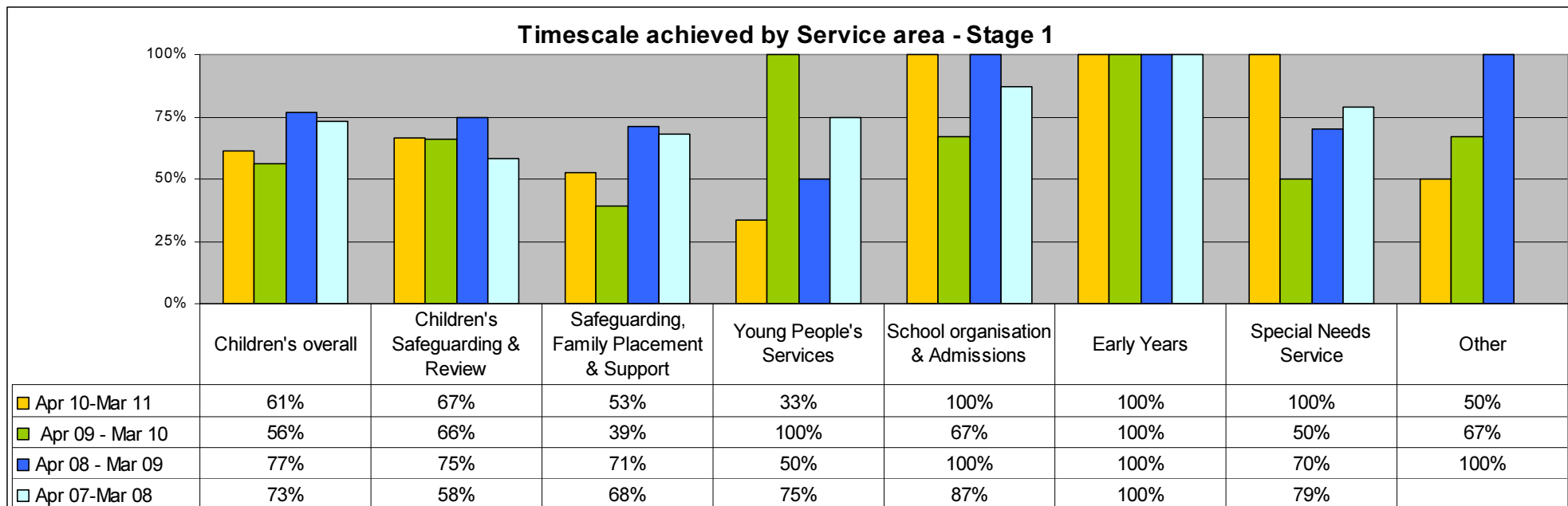
Analysis: 42 is the highest number of Safeguarding & Family Placement stage 1 complaints in 5 years, accounting for over half of all Children's Services complaints. The Baby P case and media interest has meant a significant increase in child protection referrals and more challenges from parents to safeguarding interventions. The service should not be criticised just for having high stage 1's as it could just demonstrate excellent accessibility to complaints, especially in the context of none of the 42 complaints progressing to stage 3. However, it could indicate possible customer service issues which is why the Complaints Manager met with managers from the service to explore trends and possible solutions.

Special Needs management have really positively engaged with complaints. It is good to see a more healthy number of Special Needs complaints, after only 5 complaints last year. The Complaints Service committed to surgeries at Special Needs premises (Alexandra Avenue) and this has helped.

Only 3 Children's Safeguarding and Review complaints is low. Anecdotally, it is common in other Councils to get complaints about minutes and speed of documents sent out in relation to Child Protection Conferences. The lack of complaints to the Council indicates some excellent work.

9 complaints for Young Peoples Services is the highest in 5 years but with no stage 2's, this most likely indicates openness to feedback and good resolution work. Early Years continues to see few complaints.

5.1 Stage 1 response times



Analysis: Early Years deserve special mention for 4 years in a row achieving 100% and no complaints escalating beyond stage 2. There was excellent work by Special Needs to achieve 100% in 8 complaints after 50% last year. School organisation and Admissions also achieved 100%.

Whilst 61% achievement for the Directorate is reasonable, it still means 39% of service users did not get a response in the timescale we committed to. If Safeguarding's complaints are not included the Directorate achieved a more respectable 74%.

Timescale achievement impacts on credibility and trust and can contribute to the increased numbers of stage 2's. Given we had 9 stage 2 complaints, timescales will remain a key focus for next year.

Young People's 33% has been highlighted to the Divisional Director. The reasons for delay were different in each case and these have been reviewed in 'learning from experience' meetings led by the relevant manager. Given issues highlighted to the service have previously resulted in swift action, we would expect to see the figures improve next year.

Safeguarding timescales did not improve in the first 9 months. The Complaints Manager met with Safeguarding management in January 2011 to identify reasons and solutions. The agreed actions appear to be making a significant difference, including changing alerts and introducing timescale leads. In the last quarter only 1 complaint was not in timescale.

Key action 1: To raise timescales with Young People's management to identify improvements.

Key action 2: Allocate a complaints officer timescale lead to improve timescale achievement (achieved).

Key action 3: To monitor the Safeguarding action plan to see if it delivers improved timescales, and review if not.

Key action 4: Complaints Service will scrutinise complaints more closely at the start to determine at the start if they are 'complex'

5.2 Significant delays (over 25 working days)

This is a new reporting area, introduced because the Complaints Service were concerned that significant delays have a significant impact for the service user but traditional timescale achievement analysis was not addressing exceptional delay, which is a critical customer service and reputational point.

There were only 5 complaints which took over 25 working days to respond to: 3 in Young People's Service (Leaving Care 1.5 months, Asylum 1.5 months and Youth Offending 2 months); and 2 in Safeguarding, Family Placement & Support (Referral & Assessment 1.5 months and Placement Service 2 months).

Key action: Given 3 of 9 Young People's complaints took over 25 working days to respond, to explore causes and solutions.

5.3 Complaints upheld against nature of complaint

	Total					Children's Safeguarding & Review	Early Years	Other	Safeguarding, Family Placement & Support	School Organisation & Admissions	Special Needs	Young Person's Services										
	Total	Not Upheld	Partially Upheld	Upheld	Withdrawn							Not Upheld	Partially Upheld	Upheld								
Change to an individual's service - withdrawal/reduction	4	3		1					1	1				1								
Communication - Failure to keep informed / consult	6	5	1			1	1		1	1			1		1							
Delay / failure in taking action or replying	11	5	3	2	1				4	2	2	1		1		1						
Discrimination by a Service	2		2							2												
Discrimination by an individual	1		1							1												
Failure to follow policy or procedures	4	1		3					1		2		1									
Level of Service (e.g. opening times)	4	3		1							3					1						
Policy / legal / financial decision	4	3	1			2				1		1										
Quality of Service delivery (stds)	10	5	3	2			1		3	2	1		1	1		1						
Refusal to provide a service	6	5		1					4				1		1							
Staff conduct * attitude / behaviour	20	12	6	2				1	8	4				2	1		1	1	2			
Grand Total	72	41	18	12	1	3	1	1	1	22	13	6	1	5	1	1	6	1	1	4	2	3

Analysis: This shows the value of analysing type of complaints upheld. Only 12 complaints are upheld (16%) and 41 (57%) of complaints are not upheld at all. Low levels of upheld complaints could be due to a number of reasons. Such as complainants trying to use the complaints process to challenge legitimate child protection interventions; or service users not receiving clear explanations for legitimate decisions so incorrectly believing they are unfair or even services not recognising legitimate concerns.

Safeguarding received 12 of the 20 staff conduct complaints and did not uphold any of theirs (4 were partially upheld). 9 of the 11 delay complaints related to Safeguarding. 2 were upheld. 4 of the 9 Young People's complaints were about conduct/attitude. It is positive to see Young People's were willing to uphold 2 of the 4 and partially upheld 1.

Recommendation: Children's Service Management Team consider the causes of rising conduct/attitude complaints and whether levels of complaints being upheld are low and possible solutions, such as training.

5.4 Nature of complaints over time

YEAR	Overall	Children & Families			Safeguarding, Family PI & Supp			Special Needs			Young Peoples Serv			Early Yrs Childcare & Parenting			Other / CSS/ Commissioning			School organisation			
		10 - 11	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09	10 - 11	09 - 10	08 - 09
Allocation of Keyworker						1	1												1				
Breach of Confidentiality																							
Chg To Service - Withdrawal / Reduction	4				2		1			1	1									1			
Comms - Failure to Keep Informed/Consult	6	1		1	2	1	2	1			1						1				1		
Freedom of Info Act							1																
Delay / Failure in Taking Action / Replying	11		4	1	9	5	7	1	1	4	1	1									4	1	
Discrimination by an Individual	1				1	1									1								
Discrimination By a Service	2				2					1											1	2	
Failure To Follow Policy or Procedure	4		1		3	4	1				1			1							1	1	
Level of Service (E.g. Opening Times)	4			2		1	5				1							1		3			
Loss or Damage to property																							
Policy / Legal / Financial Decision	4	2			1	1	1								1		1			1			

Quality of facilities / Health Safety																							
Quality of Service Delivery (Standards)	10				6	5	1	1	1	2	1			1						1		1	
Refusal To Provide A Service	6		1		4	3		2	2	2		1	1								1		
Staff Conduct - Attitude / Behaviour	20		2		12	6	6	3	1		4	2	1		1		1				2		
TOTAL	72	3	8	4	42	28	26	8	5	10	9	5	2	1	3	1	2	1	2	7	10	4	

Analysis: This is the third annual rise in staff conduct/attitude complaints (20 this year, 14 the year before and 7 two years ago), warranting further consideration

Key action: Flagging a trend of rising staff conduct/attitude complaints to senior management to consider.

5.5 Complaints upheld

Service	Closed Not Upheld	Closed Partially Upheld	Closed Upheld	Withdrawn	Total
Children's Safeguarding & Review	3				3
Other	1	1			2
Safeguarding, Family Placement & Support	22	13	6	1	42
School Organisation & Admissions	5	1	1		7
Special Needs	6	1	1		8
Young Person's Services	4	2	3		9
Early Years			1		1
Total	41 (57%)	18 (25%)	12 (17%)	1 (1%)	72

Tip: All services make mistakes and it is the mark of a healthy complaints system that complaints are upheld at stage 1. A service should not be criticised even if 100% are upheld at stage 1. However, high percentages of upheld stage 2's compared to low levels of upheld stage 1's can indicate, legitimate concerns are not being identified at stage 1.

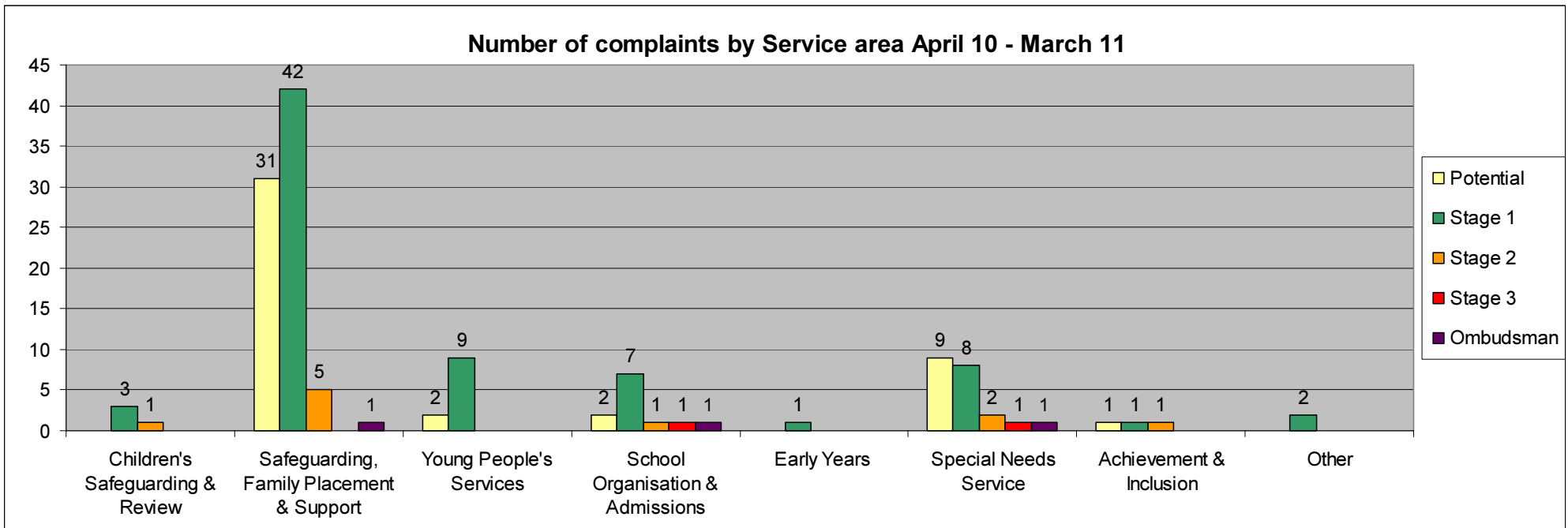
Analysis: In the Complaints Manager’s experience it is rare for complainants to raise wholly erroneous complaints, unless there is an underlying motive, such as money or trying to challenge child protection interventions. With 57% of complaints not being upheld even in part it will be interesting to see next year’s figures for comparison.

Key action: To build up data over time to see if there is there a link bet areas less likely to uphold complaints and where complaints escalate.

5.5 Potential complaints

This is another new area of reporting promised in the last annual report. This shows potential complaints that were either resolved informally or the complainant decided not to proceed with their complaint.

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Analysis: Seeing more Special Needs potential complaints than stage 1’s may indicate good resolution work so a stage 1 is not needed. The goal is to see higher potential complaints than actual complaints, indicating strong early resolution work.

Potential complaints – reason for dissatisfaction

	Safeguarding, Family Placement & Support	School Organisation & Admissions	Special Needs	Young Person's Services	Total
Change to an individual's service - withdrawal/reduction		2			2
Communication - Failure to keep informed / consult	3				3
Delay / failure in taking action or replying	7		2		9
Discrimination by a Service			1		1
Failure to follow policy or procedures	3		2		5
Quality of Service delivery (stds)	2	1	1		4
Refusal to provide a service	3		2	1	6
Staff conduct * attitude / behaviour	5		1	1	7
Unknown	8				8
Grand Total	31	3	9	2	45

Analysis: Delay (7) and staff conduct (5) were the pre-dominant Safeguarding reason. Whilst Special Needs had a mix with no dominant reasons.

Key action: Changing logging arrangements to ensure the nature of complaint is captured for all potential complaints.

6. Equalities Information – Service Users

6.1 Stage 1

Gender of Service User

	10-11	09-10	08-09
MALE	42	31	24
FEMALE	30	27	23
UNKNOWN	0	2	2

Analysis: No concerns noted.

Ethnic Origin of Service User

	10-11	09-10	08-09
White/British	16	19	12
Black British	3	7	5
Asian British	7	6	10
White Other	6	2	2
Black African	4	2	
Mixed White & Black Caribbean/ Black African	4	5	2
Mixed White/Asian	3	1	1
White Irish	1	1	
Mixed/Any Other mixed Background	2	2	2
Unknown	17	16	15
Black Caribbean	6		
Other	3		
BME percentage	71%	68%	65%

Analysis: No concerns noted. 71% of complaints where ethnicity was identified (55 of 72) came from ethnic minority complainants. This compares to 59% in 2008-09 indicating good accessibility to the complaints process.

Stage 1 Complaint made by

	10-11	09-10	08-09
Service User	21	16	19
Parent/relative	41	39	22
Advocate – (instigated by either carer or service user)	9	4	4
Solicitors	1	1	2
Friend, Councillor, other	0	0	2

Analysis: 21 young people chose to make a complaint directly, which is great progress, indicating efforts to make the complaints process more accessible to young people is working. There is a lot of informal advocacy work being done to resolve concerns without the need for them to escalate into complaints (see section 13).

Key action: To report on Councillor and MP complaints/enquiries in the next report.

Publicising and making the complaints procedure accessible

The complaints service has a raising awareness strategy that includes a plan for outreach; information on the web; a freephone and texting facility; child-orientated literature; surgeries with staff; a wide training portfolio; we also monitor that leaflets are available at main service points and a complaints poster is available. The Council's also funds a local advocacy service to assist young people in raising concerns.

6.2 Stage 2 complaints

Gender of Service User

	10-11	09-10	08-09
MALE	4	5	2
FEMALE	5	2	3
UNKNOWN		0	0

Analysis: No concerns noted.

Ethnic Origin of Service User

	10-11	09-10	08-09
White/British	0	2	1
Black British	2		1
Asian British	2	1	1
Mixed Black or Asian & White British	4	1	0
White Other	0	2	0
Other Ethnic Group	1	0	0
Unknown		1	2

Analysis: No concerns noted.

Stage 2 Complaints made by

	10-11	09-10	08-09
Service User	2	0	3
Parent/relative	6	6	2
Advocate	1	1	0
Solicitors	0	0	0
Friend, Councillor, other	0	0	0

Analysis: No concerns noted.

7. STAGE 2 COMPLAINTS

There were 9 Stage 2 complaints (compared to 7 in 2009-10, 5 in 2008-09 and 9 in 2007-08)

7.1 Percentage of complaints escalating to Stage 2

Service	Stage 1	Stage 2	% escalating to stage 2
Children's Safeguarding & Review	3	1	33%
Other	2	0	0%
Safeguarding, Family Placement & Support	42	5	12%
School Organisation & Admissions	7	1	14%
Special Needs	8	2	25%
Young Person's Services	9	0	0%
Early Years	1	0	0%
Total	72	9	12.5%

Tip: As a rough indicator, for services that get regular complaints having under 10% escalating from Stage 1 to 2 is impressive. Over 15% indicates work needs to be done.

Analysis: Whilst 12.5% escalating from stage1 to 2 is acceptable, equally the goal should be fewer escalations.

5 stage 2 complaints for any area is exceptional (Safeguarding) but needs to be read in the context of being only 12% of all Safeguarding stage 1's. None of Safeguarding's stage 2's progressed to stage 3 in this year, which is an achievement.

7.2 Escalation levels over time

Service	School Organisation & Admissions				Children's Safeguarding & Review				Safeguarding, Family Placement & Support				Special Needs			
	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08
Number	1	0	2	0	1	0	0	1	5	5	1	2	2	2	2	1
% escalating to Stage 2	14%	0%	50%	0%	33%	0%	0%	7%	12.5%	18%	5%	12.5%	25%	40%	20%	10%

Service	Young Peoples				Early Years				Other			
	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08
Number	0	0	0	3	0	0	0	0	0	0	0	0
% escalating to Stage 2	0%	0%	0%	75%	0%	0%	0%	0%	0%	0%	0%	0%

Analysis: This is the fourth year in a row Early Years have not had a complaint escalate to stage 2 and third year for Young Peoples.

Safeguarding and Special Needs are areas always prone to complaints due to the nature of their work. Safeguarding have seen rising numbers of stage 1 and 2 complaints for the last couple of years and needs to be interpreted in the context of Baby P and increased referrals.

Special Needs is the only service to consistently see escalation rates over 15% (4 of the last 5 years). Equally, there has been some really positive work in Special Needs to engage with complaints resolution with some excellent work by the Children with Disabilities Service Manager to resolve two sensitive complaints through mediation that would otherwise have gone to stage 2. In addition, Special Needs complaints at stage 1 were in timescale compared to 50% the year before.

The aim for both Special Needs and Safeguarding should be to reduce numbers of stage 2's.

Key action 1: The examination of Special Needs complaints that have escalated to stage 2 to examine points that were upheld and how these could be better identified at stage 1.

Key action 2: The examination of Safeguarding complaints that have escalated to stage 2 to examine if there are patterns of reasons why complaints escalate.

7.2 Stage 2 Outcomes

Service	School Organisation & Admissions				Children's Safeguarding & Review				Safeguarding, Family Placement & Support				Special Needs			
	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08
Year	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08
Number	1	0	2	0	1	0	0	1	5	5	1	2	2	2	2	1
Upheld	1								1	2				2		1
Partially upheld			2		1				1	3	1	1	2		1	
Not upheld									3			1				
Awaiting outcome																
% fully upheld	100%		0%		0%			0%	20%	40%	0%	0%	0%	100%	0%	100%
% fully or partially upheld	100%		100%		33%			100%	40%	100%	100%	50%	100%	100%	100%	100%

Service	Young Peoples				Early Years				Children's overall
	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11
Year	10-11	09-10	08-09	07-08	10-11	09-10	08-09	07-08	10-11
Number	0	0	0	3	0	0	0	0	9
Upheld				1					2
Partially upheld				2					4
Not upheld									3
Awaiting outcome									
% fully upheld				33%					22%
% fully or partially upheld				100%					66%

Tip: Some of the best indicators as to how well services are managing complaints are the percentage of complaints that escalate from Stage 1 to Stage 2, whether Stage 2 complaints are upheld and what learning is identified from complaints.

Analysis: For the Directorate, it is very encouraging that only 2 complaints were fully upheld (22%) after 57% the year before.

It is positive that 3 of the 5 Safeguarding complaints were not upheld at all. All 7 Special Needs stage 2's over the last 4 years have been either upheld or partially upheld, indicating the need to recognise errors sooner.

Key action: The examination of with Special Needs and Safeguarding cases that have escalated to examine points that were upheld and why these were not identified at stage 1 and if there are patterns explaining why complaints escalate.

7.2 Stage 2 Response Times:

Service	Children's overall		Children's Safeguarding & Review		Safeguarding, Family Placement & Support		Special Needs		School organisation & admissions
	10-11	09 - 10	10-11	09 - 10	10-11	09 - 10	10-11	09 - 10	10-11
Within time	3	6	0		0	4	2	2	1
Over timescale	3	1	1		5	1	0	0	0

Background: The Council used independent investigators for all Stage 2 investigation this year. At Stage 2, there is more emphasis on thoroughness than meeting the timescale.

Analysis: Given the only complaint to escalate to stage 3 was investigated within timescale but internally investigated, it indicates that at stage 2 what is more important for both the complainant and Council is robust, credible investigation findings above speed.

Whilst it is disappointing that all 5 Safeguarding cases exceeded the timescale, it is important to remember none escalated to stage 3 or the Ombudsman. In 2 instances, the complainant significantly delayed agreeing a statement of complaint (by months), which meant the independent investigators had reasonably taken on other work.

7.4 Nature of complaint

Type of Complaint	Overall	Children's Safeguarding & review	Safeguarding, Family Placement & Support	Special Needs	Young Peoples Service	Early Yrs Childcare & Parenting	School organisation & Admissions

YEAR	10-11	10-11	09-10	08-09	10-11	09-10	08-09	10-11	09-10	08-09	10-11	09-10	08-09	10-11	09-10	08-09	10-11	09-10	08-09
Allocation of Keyworker	1				1														
Breach of Confidentiality																			
Chg To Service - Withdrawal / Reduction	2				1			1	1										
Comms - Failure to Keep Informed/Consult							1												
Freedom of Info Act																			
Delay / Failure in Taking Action / Replying	2				1												1		
Discrimination by an Individual																			
Discrimination By a Service																			
Failure To Follow Policy or Procedure						3													2
Level of Service (E.g. Opening Times)																			
Loss or Damage to property																			
Policy / Legal / Financial Decision	1	1																	
Quality of facilities / Health Safety																			
Quality of Service Delivery (Standards)	1				1	1													
Refusal To Provide A Service	1							1	1	2									
Staff Conduct - Attitude / Behaviour	1				1	1													
TOTAL	9	1			5	5	1	2	2	2							1		2

Analysis: There are no strong patterns from 2010-11. However, refusal to provide a service or withdrawal/reduction of a service accounts for 4 of the 6 Special Needs stage 2's over the last 3 years.

Interestingly only 1 of the 20 stage 1 conduct complaints escalated to stage 2 despite only 2 being upheld at stage 1. Safeguarding have had the only stage 2's about conduct (2 in the last 2 years).

8. STAGE 3 COMPLAINTS

8.1 Stage 3 complaints by Service Area, Timescales and Outcome.

Service Unit	Setting up Panel (30 day timescale)	Panel report produced (5 day timescale)	Council Response (15 day timescale)	Outcome
School organisation	n/a	n/a	n/a	Not upheld

Analysis: There were no Children’s Act statutory complaints during the year. There was one corporate stage 3 relating to agreed actions at a mediation not being carried out in the agreed timescale. The agreement related to monitoring and supporting a pupil’s statementing progress. The main point of complaint was upheld at stage 2. The complainant was unhappy not all the complaint was upheld. The stage 3 review agreed with the stage 2 and did not uphold any further points of complaint.

A resolution meeting with the complainant, Corporate Director, Director of Legal Services and Assistant Chief Executive helped resolve the complaint without it escalating to the Ombudsman (the complainant had complained to the Ombudsman about different matters the year before. Those complaints were not upheld).

9. Ombudsman complaints and enquiries

Key message: The Ombudsman has not issued a public report against Children’s Services in the last 8 years. There has been only 1 Children’s Services complaint local settlement in the last 6 years (a remarkable achievement considering the Council has agreed 85 local settlements with the Ombudsman during this time).

During the year, 2 complaints were investigated by the Local Government Ombudsman and 1 closed without investigation at the Ombudsman’s discretion. None were upheld.

9.1 Complaints made to the Ombudsman and Decision

Service Area	Total	Outcome of Ombudsman Consideration					Awaiting outcome
		Public report	Local settlement	No or insufficient injustice	Outside jurisdiction	Closed at Ombudsman’s discretion	
Special Educational Needs	1						1 (Mediation)
School organisation & Admissions	1			1			
Safeguarding, Family Placement & Support	1					1	

Analysis: The Ombudsman chose to investigate one complaint that the statement for supporting a deaf pupil was not being implemented properly by the school and local authority. The Ombudsman recommended a mediation meeting between the parents, school and Special Needs Service to help improve relations.

Re: School organisation: A parent complained a cross-party members panel should have investigated further her request that two Council appointed governors be removed. The Ombudsman rejected the complaint.

Re: Safeguarding: The Complaints Manager advised the complainant he was out of time to raise 10 year old issues he could reasonably have complained about at the time. The Ombudsman agreed and closed the case using his discretion.

Key action: Children’s Services Management Team to be reminded of the importance of distinguishing between appeals issues and issues that should be open to the complaints procedure.

Comparative data

There were 13 local settlements agreed by the Council with the Ombudsman for all Council services in 2010-11. None of these related to Children’s Services. A local settlement is where the Council agrees there is more the Council should have done do to resolve the complaint. Any local settlement is disappointing as it indicates errors were made that were not identified by the Council.

Outside of the complaints procedure, 9 Schools admissions and school exclusions appeals were considered by the Ombudsman during the year. None were upheld.

10. Escalation comparison over time

The following table indicates the percentage of complaints that have escalated from Stage 1 to Stage 2 and from Stage 1 to Stage 3. By measuring these figures as a percentage we can gauge customer satisfaction with our responses to their complaints. By measuring the level of Ombudsman local settlements and reports we can gauge how well the Council identifies fault and adequately addresses it.

Year	Average % escalation rate Stage 1- Stage 2	Average % escalation rate Stage 1- Stage 3	Ombudsman local settlements	Ombudsman public reports
2010-11	12.5%	1.4%	0 (13)	0
2009-10	12%	3%	1 (12)	0
2008-09	10%	2%	0 (22)	0
2007-08	16%	1.75%	0 (14)	0
2006-07	7%	1.75%	0 (15)	0
2005-06	21%	4%	0 (9)	0
2004-05	13.5%	0%	Unknown	0
2003-04	20%	2.5%	Unknown	0

Analysis: 12.5% for stage 1 to stage 2 is very similar to the year before and continues the pattern of reduced stage 2 percentages from 5-8 years ago.

Key message: There has been only 1 Children’s Services complaint local settlement in the last 6 years which is a remarkable statistic, considering the Council has agreed 85 local settlements with the Ombudsman during this time. That’s only 1%.

11. Compensation/Reimbursement Payments

Payments or offers related to the following service areas:

Service	Stage	Amount
Safeguarding, Family Placement & Support	2	£200 (offset against money owed to the council)
School organisation	3	£160 (for anger management counselling costs)
Total		£360

Analysis: £360 is an exceptionally low compensation year (in 2009-10, we paid £6,500). Particularly as the £160 contribution to anger management costs was not strictly required by the complaint findings. The Director agreed to the payment as a goodwill gesture.

12. Mediation and Alternative Dispute Resolution

Analysis: Mediation resolved 7 out of 8 complaints where it was used (compared to 10 out of 13 complaints the year before).

Key message: The introduction of mediation in 2005-06 significantly reduced and continues to significantly reduce the number of complaints that escalate. Of 97 social care complaints where mediation has been used since it was introduced in 2005, mediation has resolved the complaint in 76 or 78% of those complaints.

13. Advocacy

Free independent advocacy is delivered by Kids Can Achieve.

Services advocacy related to:

Asylum	1
Benefits	0
Children in Need	31
Children Looked After	18
Children with Disabilities Service	1
Duty & Assessment	6
Education Welfare Service	0
Health	5
Housing	24
Leaving Care Team	7
School/Further Education	16
Special Educational Needs	22
Other	7
TOTAL	138

Reason for referral

Information, Signposting, Advice	6	Discrimination	0
Financial issues	3	Risk of exclusion (incl. eviction)	2
Complaint	15	Staff conduct – attitude/behaviour	1
CP Plans	17	Communication – delay or failure to keep informed/consult/take action	1
Support	38	Refusal to provide a service (incl. housing & CIN)	4
Failure to follow policy or procedures	0	Change to an individual's service – withdrawal/reduction	7
Client's inability to access provision (due to mental health/emotional needs)	13	Education/Statement provision	16
Quality issues of placement (incl. schools & housing)	9	Policy Decision	0
Allocation/Re-allocation of Keyworker	0	Other	6
Breach of confidentiality	0	TOTAL	138

Notable outcomes during 2010-11

- 4 clients successfully moved from child protection plan
- 1 client went on to obtain a university degree following use of the service; we secured appropriate learning resources to meet her additional needs
- 3 cases resolved by assisting the service user access services
- 1 client successfully moved into their own property
- 4 cases resulted in desired changes to the individual's service without going through the complaint process
- Positive feedback in 20 of 22 feedback forms returned. For example, *"I couldn't have achieved the end result without the advocacy support; my son has an opportunity for a better future because of this service"*

14. Complaints dealt with by the local authority and NHS Bodies

There were no joint investigations during this financial year and none in 2009-10. Given the nature of Children's Services work it is rare for find over-lapping complaints.

15. Learning derived from complaints

Examples of learning include:

- A framework to be published re attendance at Complex Needs Panel covering how parental representations can contribute to the Complex Needs Panel
- A specific lead person identified to look after cases where children are temporarily out of school (Tuition Service)
- A supporter for parents & young people to be offered at a YOT Referral Panel in the future

- YOT training to cover the importance of explaining the role of the Panel to parents
- Agreement with the Foster Carers Association to produce a dispute resolution procedure that applies if a dispute cannot be resolved informally
- Members panels procedure amended so the rationale is more fully explained for investigation decisions on whether to remove LA appointed governors
- Review clarity of details of process re LOCATA scheme given to Asylum Team service users
- Providing a standard letter to all new & existing Children in Need service users to cover contact details and emergencies/out of hours services
- A Caldicott Guardian identified following confidential information accidentally being published on the Council website [since removed]
- A joint working protocol between Young People's Services and Mosque youth leaders re how concerns are handled (bullying allegation on a DofE trip).
- Producing a mediation leaflet to explain what mediation is and a service users rights
- Designing an alternative appeals process where the person subject to child protection investigations objects to the child protection conference outcome - Chairperson to meet the complainant and review the decision and a multi-agency review panel if that does not resolve the situation (based on Ombudsman guidance)
- A review of exclusions
- Action plan with Safeguarding management agreed around improving timescales, training and tone of response
- Re Early Years Intervention Programme: A revised system is to be implemented for recording initial enrolment to individual services which includes a section for prospective users to keep
- Amending the Complex Needs Panel's recording procedures to ensure that third party contributions to reports are clearly attributed and retrospective additions to case notes are explained fully

16. Ombudsman powers to investigate school complaints to be removed

The Apprenticeships, Skills, Children and Learning Act 2009 gave the Ombudsman the jurisdiction to investigate a complaint made against a school by a parent or a pupil, in the same way the Ombudsman has been able to investigate complaints about Council services. It has been piloted in some local authorities but not Harrow.

The Education White Paper 2010 indicates these powers will be stopped stating 'Schools are best placed to address parents' concerns – and in almost every case teachers and head teachers can resolve concerns and issues quickly and easily. Sometimes parents and schools have issues that cannot be resolved locally, and so we will make sure that parents have a route to complain in the most cost effective way, repealing recent legislation that introduced a role for the Local Government Ombudsman.'

It is likely it will revert to the previous system, where parents could go to the Secretary of State if unhappy with the school response.

The type of cases the Ombudsman dealt with in the first year pilot may be of interest, indicating the type of cases that parents are most likely to remain dissatisfied with after the school's response:

Bullying 24%

Other 24%

Teacher conduct 20%

SEN 11%

Curriculum and Teaching 6%

Behaviour & Discipline 6%

Temporary exclusion 4%

Pupil safety 4%

Fair Access 1%

17. Compliments

There have been 10 compliments this year. Half of them related to the Safeguarding Service, which is impressive considering how likely it is that their interventions will not be welcomed.

Children's Services Independent Advocacy (Delivered by Kids Can Achieve)

Annual report: 1 April 2010 – 31 March 2011

Number of cases this year (includes cases carried over from quarter to quarter):

1 April 2010 – 31 March 2011	259
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Number of clients worked with this year: 122

Number of cases closed this year: 111

Breakdown of the 122 clients:

New clients: **78**

Re-referred clients: **12**

Ongoing clients: **32**

New: Client coming to the service for the first time

Re-referrals: Client returning to the service with a new issue

Ongoing: Client whose case continues as advocacy issue not resolved

New cases starting this year: 90 (i.e. **78** new clients + **12** re-referred clients)

Method of referral (90 new cases):

Drop-in	16
Outreach	1
Phone	69
Writing	4
Total:	90

Source of referral (90 new cases):

Parent, carer, guardian	40
Relative, friend, representative	10
Self	7
Social worker	12
Other organisation	19
YOT	2
Total:	90

Services cases related to:

Asylum (UASC)	1
Benefits BEN	0
Children in Need CIN	31
Children Looked After CLA	18
Children with Disabilities Service CWDS	1
Duty & Assessment D/ASS	6
Education Welfare Service EWS	0
Health HEA	5
Housing HOU	24
Leaving Care Team LCT	7
School/Further Education SCH/FE	16
Special Educational Needs (LEA) SEN	22
Other	7
TOTAL	138

Reason for referral

Information, Signposting, Advice	A	6	Discrimination	K	0
Financial issues	B	3	Risk of exclusion (incl. eviction)	L	2
Complaint	C	15	Staff conduct – attitude/behaviour	M	1
CP Plans	D	17	Communication – delay or failure to keep informed/consult/take action	N	1
Support	E	38	Refusal to provide a service (incl. housing & CIN)	O	4
Failure to follow policy or procedures	F	0	Change to an individual's service – withdrawal/reduction	P	7
Client's inability to access provision (due to mental health/emotional needs)	G	13	Education/Statement provision	Q	16
Quality issues of placement (incl. schools & housing)	H	9	Policy Decision	R	0
Allocation/Re-allocation of Keyworker	I	0	Other	S	6
Breach of confidentiality	J	0	TOTAL		138

Outcome of the 111 closed cases

Information given on the law/ rights/ procedures and signposting to other organisations	1	29
Resolved through liaising with operational service – resulted in a service change	2	5
Resolved through liaising with operational service –no service change	3	36
Complaint – no initial liaison with operational service	4	0
Complaint – following efforts to resolve with operational service	5	6
Unresolved – but no complaint made	6	6
Spoke to client – service NOT taken	7	10
Spoke to client – service NOT appropriate	8	1
Unable to contact client	9	18
TOTAL		111

Equalities monitoring

Service Users 90 new cases:

Gender: Male: 46 Female: 44

Age:

0-4	5-11	12-16	17-21	22+	TOTAL
9	25	39	14	3	90

Ethnicity (90 new cases):

1 Asian British	3	10 Black Other	1
2 Indian	1	11 White British	36
3 Pakistani	0	12 White Irish	2
4 Bangladeshi	0	13 White Other	2
5 Chinese	0	14 Mixed White & Black Caribbean	7
6 Asian Other	6	15 Mixed White & Black African	1
7 Black British	6	16 Mixed White & Asian	2
8 Black African	5	17 Other	5
9 Black Caribbean	5	18 Unknown / Not provided	8
		Total:	90

Disability (90 new cases)

Learning Difficulties – incl. Fragile X	A	13
Sensory impairment – incl. ASD	B	7
Physical Disability – incl. Dyspraxia, Epilepsy	C	3
Mental Health Needs – incl. ADHD, PTSD, Trauma	D	15
Other	E	8
None	F	44
TOTAL		90

Number of cases still open this year: 34

By duration

Cases lasting more than 1 year	1
Cases lasting more than 3 quarters	0
Cases lasting more than 2 quarters	4
Cases lasting more than 1 quarter	8
Cases started this quarter and still open	21
Total	34

NB Open cases are carried forward to the next year

Notable outcomes from 1st April 2010

- We continue to respond to clients within 24 hours
- We have no waiting list
- 22 service user forms returned with 20 positive comments:
 - "The support was more than I expected, helped 100% to support my needs"*
 - "I will always appreciate your support; I would like to give back what I achieved"*
 - "Did you trust the advocates? Very much so, thank you. Would you use us again? Always"*
 - "I would like to say a special thank you to Debbie, we would definitely contact again"*
 - "I was very pleased with the way things were dealt with; you as a service have been of great support to me and my son"*
 - "I couldn't ask for any better in the way of support and understanding I got from the service"*
 - "I couldn't have achieved the end result without the advocacy support; my son has an opportunity for a better future because of this service"*
 - "Young people need a team like you"*
 - "At the beginning it was very difficult to trust anyone including social services; I had more understanding via advocacy"*
 - "Just that I would like Julie Browne in particular to know how thankful we are for all her help, support and patience"*
 - "We as parents were so pleased with Debbie's help and that our son could talk to her and express his concerns"*
 - "Julie is amazing"*
 - "When can I see you again?"*
- 2 specific complimentary letters already passed to Stuart Dalton (KH, BC)
- 4 cases resulted in desired changes to the individual's service without going through the complaint process (JF, CH, ME, KZ)
- 5 cases where client has felt empowered to move on without advocacy (AC, NB, KL, JF, KM)
- 4 clients successfully moved from child protection plan (SE X 3 + LE)
- 1 client went on to obtain a university degree following use of the service; we secured appropriate learning resources to meet her additional needs (LG)

- 1 case resolved through successful mediation (ND)
- 3 cases resolved by clients accessing other services (JF, SE + 3, GPE)
- 2 cases resulted in service change (GPE, LP)
- 2 clients felt their needs were only partly met (JH and ND)
- 1 client successfully moved into their own property (ND)
- All clients trusted the advocates
- All but 2 stated that we represented their wishes and views
- All but 1 said they got the help they wanted.
- 1 advocate is working towards a City and Guilds qualification through Voice.

We have offered Social Work student placements to 5 university students this year; all have given excellent feedback on the work we do and the experience they gained. University tutors and assessors have all been very positive about placements with YVYC.

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**REPORT FOR: CORPORATE
PARENTING PANEL**

Date of Meeting: 3 October 2011

Subject: **INFORMATION REPORT –
Corporate Parenting Panel Work
Programme 2011/12**

Responsible Officer: Hugh Peart, Director of Legal and
Governance Services and Catherine
Doran, Corporate Director of Children’s
Services

Exempt: No

Enclosures: Appendix 1 - Corporate Parenting
Panel Work Programme 2011/12

Section 1 – Summary

This report sets out the Work Programme for the Corporate Parenting Panel for the municipal year 2011/12.

FOR INFORMATION

Section 2 – Report

1. A Work Programme has been devised to provide all Members of the Panel the opportunity to contribute towards the report setting process and to provide an overview of the work conducted previously and future work to be undertaken.
2. The agreed Work Programme does not preclude any further items being presented to future meetings of the Panel if it is required.
3. The agreed Work Programme is contained in Appendix 1.

Section 3 – Further Information

4. All relevant information is included in the report.

Section 4 – Financial Implications

5. None associated with this specific report.

Section 5 – Equalities implications

6. The Work Programme does not have any equality implications.

Section 6 – Corporate Priorities

7. Adopting a Work Programme for the Corporate Parenting Panel will contribute towards the Council's corporate priority of supporting and protecting people who are most in need.

Name: Emma Stabler	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 21 September 2011		

Section 7 - Contact Details and Background Papers

Contact: Mark Doherty, Democratic Services Officer, 020 8416 8050

Background Papers: None

Appendix 1:

Corporate Parenting Panel Work Programme 2011/2012

DATE OF MEETING	Final reports to Democratic Services	Report title and purpose	Report Author
Tuesday 12 July 2011	Friday 24 June 2011	<ol style="list-style-type: none"> 1) Information Report - Activity and Performance 2) Information report - Leaving Care (about how we help the transition to independence and the management information we use to inform us about outcomes for CLA. To also include how we deal with the change of CLA status to supported lodgings and impact on young people) 3) Information Report - Asylum Seekers (The support we provide Asylum Seekers, particularly around education and better outcomes) 	<p>David Harrington</p> <p>Nick Crick/Philip Ishola/Peter Tolley</p> <p>Philip Ishola</p>
Monday 3 October 2011	Wednesday 21 September 2011	<ol style="list-style-type: none"> 1) Information Report- Activity and Performance. To include analysis of GSCE results. 2) Annual Report Fostering and Adoption. To include analysis of targets set and outcomes 3) Annual report on complaints and advocacy, children looked after. To include analysis of issues raised and areas of learning 4) Verbal feedback on Celebration of Children Looked After Achievements 	<p>David Harrington</p> <p>Peter Tolley</p> <p>Stuart Dalton</p> <p>Peter Tolley /Beyond Limits</p>

Tuesday 10 January 2012	Friday 9 December 2011	1) Information Report- Activity and Performance 2) Information stall for Members	David Harrington
Tuesday 3 April 2012	Wednesday 21 March 2012	1) Information Report- Activity and Performance	David Harrington