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NOTTINGHAM CITY COUNCIL CORPORATE PARENTING BOARD

Date: Monday, 19 May 2014

Time: 2.30 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham,

NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Deputy Chief Executive, Corporate Director and Chief Finance Officer

Constitutional Services Officer: Catherine Ziane-Pryor Direct Dial: 0115 8764298

AGEN	<u>DA</u>	<u>Pages</u>
1	APPOINTMENT OF CHAIR	
2	APPOINTMENT OF VICE CHAIR	
3	APOLOGIES FOR ABSENCE	
4	DECLARATIONS OF INTEREST	
5	MINUTES Of the meeting held on 31 March 2014 (for confirmation)	3 - 10
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7	CHILDREN IN CARE COUNCIL - 2013 HAVE YOUR SAY SURVEY Report of Corporate Director Children and Adults	27 - 30
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9	FORWARD PLAN Reporting Schedule for 2014/15	35 - 36

10 FUTURE MEETING DATES

To note that the Corporate Parenting Board is scheduled to meet at 2.30pm on the following Mondays at Loxley House:

<u>2014</u> <u>2015</u>

21 July15 September16 March

17 November

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

NOTTINGHAM CITY COUNCIL

CORPORATE PARENTING BOARD

MINUTES of the meeting held at Loxley House on 31 March 2014 from 3.02pm to 4.42pm

Councillor David Mellen (Chair) Councillor Ginny Klein (Vice Chair)

Councillor Georgina Culley

Councillor Emma Dewinton (minutes 41-48 inclusive)

Councillor Glvn Jenkins Councillor Carole McCulloch

Councillor Eileen Morley

Councillor Jackie Morris

Councillor Wendy Smith

Colleagues, partners and others in attendance:

Councillor Thulani Molife

Heidi Watson - Business in the Community (BITC) Regional Director

Evonne Rogers

- Business Strategy and Support
- Children in Care Council Member
- Interpretion Quality and Co

Katy Ball - Early Intervention, Quality and Commissioning

Jon Rea - Early Intervention and Partnerships

Tanya Mackley - Foster Carer

Sharon Thompson - Health Partnerships Elise Darragh Insight Manager PC Sam Flint

- Nottinghamshire Police Gill Moy - Nottingham City Homes

Joy Chambers) Placement Service, Quality and Commissioning

Holly Macer)

Kwesi Williams - Project Officer, Children in Care - Residential and Targeted Support Kay Sutt

Dorne Collinson - Safeguarding Sharon Clarke - Service Manager, Children in Care

Malcolm Wilson - Virtual School, Education Cath Ziane-Pryor - Constitutional Services

41 **APOLOGIES FOR ABSENCE**

Councillor Ginny Klein **Bev Beatie** Helen Blackman

42 **DECLARATIONS OF INTERESTS**

None

[√] indicates present at meeting

43 MINUTES

The minutes of the meeting held on 20 January 2014 were confirmed and signed by the Chair.

44 PERSONAL EDUCATION PLANS

Malcolm Wilson, Virtual School Head Teacher, introduced the report which outlined the statistical and quality achievements in completing Personal Education Plans (PEPs) for Children in Care.

The following points were made:

- (a) as detailed in the report, during October and December 2013, the target of 90% or more completed PEPs had slipped to 89%. However, the latest available figures showed that during February 2014 94% of PEPs had been completed, raising the year average to 92.5%;
- (b) it is not just the number of PEPs which are completed but also the quality of the PEP and what is being done to address any identified educational need;
- (c) quality does currently vary but this is to be addressed;
- (d) the feasibility of commissioning an e-PEP system was investigated but rejected due to complicating factors including internet access at some sites;
- (e) schools are able to attach additional information such as behaviour and attendance but this needs to include how the child is progressing and what is planned to address any issues.

The Chair extended the Board's congratulations to everyone involved in achieving the high level of completed PEPs.

RESOLVED to note:

- (a) the maintenance of Personal Education Plans (PEPs) completion figures at over 90% and the actions undertaken to address the quality of PEPs;
- (b) developments planned to enhance the quality of the written records of PEP meetings.

45 REGULATION 33 VISITS - INTERNAL RESIDENTIAL

Kay Sutt, Service Manger for Residential and Targeted Support, presented the report which updated the Board on the outcome of 'Regulation 33 visits' which are undertaken monthly by voluntary independent inspectors to examine children's homes, including records, and where children are willing, informally interview the children in care in the home.

The report outlined;

- what the visits involve;
- o performance issues identified from Regulation 33 visits;
- o the feedback from the children and visitors.

Ms Sutt highlighted the following points:

- (a) the Regulation 33 visits are useful as visitors enter with a new perspective than the staff and young people, and see alternative ways to improve things;
- (b) the children and young people generally enjoy the visits and meeting the visitors and have the opportunity to provide information, give opinions and lodge complaints;
- (c) the recent Ofsted grading for care homes resulted in 1 outstanding, 2 good and 3 adequate. While outstanding is the ideal, the aim is to raise the 'adequate' homes to at least 'good' ratings;
- (d) while the visitors have to be independent of the Local Authority, Councillors do have the opportunity to shadow Children in Care colleagues who visit the homes.

RESOLVED

- (1) to continue involvement and recruitment of relevant independent professionals to undertake Regulation 33 visits including making reciprocal arrangements with a neighbouring local authority;
- (2) for outcomes of reports to be analysed and monitored by the Residential Service Manager to identify trends and patterns to improve performance as well as to share good practice;
- (3) that in order to increase the understanding of Corporate Parenting Board members into the running of internal Residential Homes, arrangements will be made for the following Board members to visit the homes with an Officer in the near future:

Heidi Watson (Business in the Community)
Councillor Wendy Smith
Councillor Carole McCulloch
Councillor Glyn Jenkins
Councillor Eileen Morley
Councillor Emma Dewinton

- (4) for the Corporate Parenting Board to be updated regularly in respect of visit outcomes.
- 46 CHILDREN IN CARE PLACEMENTS COMMISSIONING AND SUFFICIENCY STRATEGY 2014-2016

Holly Macer, Lead Contact Officer, Katy Ball, Head of Early Intervention and Market Development, and Joy Chambers, Placement Service, all of Quality and Commissioning, jointly presented the report and delivered a presentation which has been added to the online agenda following the meeting.

'The strategy lays out the City's vision and commitments to all children and young people requiring a care placement and explores the minimum standards, commissioning plans and accelerated strands to signal to the placement market'.

The following points were made and responses given to Councillor's questions:

- (a) Each year there are over 600 new placements made. Typically, 250-300 of these are children and young people entering care, with the remainder being moves between existing placements. The Looked After population has been increasing at an average rate of 3.9% each year.
- (b) all providers are quality assured, including internal providers, and every placement is checked to ensure that the children and local authority are receiving what has been agreed and paid for;
- (c) the Quality and Commissioning Team state the standard expected and the payment band available, in line with the East Midlands Regional Provider Framework:
- (d) the types of placements needed is monitored but it is difficult to predict the number of places that will be needed;
- (e) 83% of placed children are resident within 20 miles of Nottingham in placements that are judged as 'good' or 'outstanding'. If a provider ranks lower, the Team will liaise with the child, provider and social care team;

Councillors and Carer representatives made the following comments:

- (f) the opportunities which providers offer for young people to engage with the local community should be considered;
- (g) it is ludicrous that the child's behaviour can impact on a providers' Ofsted rating and so this deters some external providers from offering placements to children with more complex needs such as high risk behaviour and requiring higher levels of support;
- (h) the progress to date is welcomed.

RESOLVED

- (1) to note the comments of the Board;
- (2) to endorse the Children in Care Placements Commissioning and Sufficiency Strategy 2014-2016.

47 ADOPTION SCORE CARD UPDATE

Dorne Collinson, Safeguarding, and Sharon Clarke, Children in Care Service Manager, presented the report which summarises the performance of the local authority during the year from April 2013 to date against internal targets and in line with the DfE scorecard which has been introduced as part of a new approach set out in 'An action plan for adoption: tracking delay' (March 2012). It also outlines the impact of some of the activities introduced within the context of the Government's adoption and fostering reform agenda to minimise delay in adoption.

Since 2010, Nottingham City Council has consistently reduced the time scales between a child entering care and moving in with their adoptive family (indicator 1), and the average time between a local authority receiving a court order to place a chills, and the child being matched to an adoptive family (indicator 2).

The following measures are being taken to improve performance and reduce adoption delays:

- (a) a new Foster Carer and Adopter Marketing and Recruitment Strategy including staff communication plan;
- (b) two Customer Service Officers to support adopters and prospective adopters, also managing the Adopter's Application Process (AAP) Adopters Application Journey (AAJ);
- (c) a more co-ordinated and systematic use of the AAJ throughout the service.
- (d) implementation of the 2 Stage Adoption Application Procedure.
- (e) use of the temporary fast track Social Workers at key stages of the child's journey through the adoption process.
- (f) from Jan 2014 increase the number of Approval and Matching Panels and the number of cases per panel.
- (g) introduction of robust performance management systems to incorporate key stages of the adoption journey.
- (h) Adoption Activity Flow Chart Extension of the AAJ and AAP to incorporate better planning and increase staff awareness of the overall process
- (i) review of Post Order Services to increase the confidence and ability of adopters in taking on more challenging children
- (j) a rolling programme of information evenings, matching events and activity days.

During discussion of the item the following points were made:

- (k) 44 adoptions will have been completed by this year end;
- (I) the main delay is finding an appropriate place for each child as many have complex needs;
- (m) there are currently 161 children in the adoption process at the moment;
- (n) standard assessments are not impacted by time scale targets and continue to be robust resulting in very few adoption breakdowns;
- (o) where appropriate and following means testing, an adoption allowance can be paid as the Team do not want people to be deterred by the financial implications.

RESOLVED to note:

- (a) the activities that are being undertaken to tackle delays in adoption;
- (b) the progress being made in improving performance against the Adoption Scorecard.

48 CHILDREN IN CARE COUNCIL UPDATE

Larelle Flowers, member of the Children in Care Council (CiCC), updated the Board on the Council's activity which included:

- (a) consideration of the 'Have your say' survey;
- (b) regional and national work with other CiCC of other Local Authorities, considering and identifying the strengths and challenges of Nottingham City's CiCC;
- (c) consideration of how to recruit young people to the CiCC;
- (d) planning how to engage with and establish a CiCC section of younger children in care under 12 years of age;
- (e) working with the NSPC;
- (f) responding to consultation of the Children in Care Health Team;

(g) planning engagement events such as summer picnics and days out, including meals out.

Jon Rea, Engagement and Participation Lead Officer in Early Intervention and Partnerships, informed the Board that the CiCC had helped to improve arrangements for children in care by assisting with the development of pathway plans of the 'have your say' survey, and contributing the views of young people on consultation regarding mental health and wellbeing.

RESOLVED to note the Board's appreciation:

- (a) to Mr Flowers for attending and updating the Board;
- (b) to the Children in Care Council for the valuable work they undertake and the contribution to improving services.

49 CHILDREN IN CARE - CARE LEAVERS STRATEGY 2014-2016

Kwesi Williams, Project Officer - Children on Care, introduced the report which incorporated the Board's amendments and suggestions to the proposed 'corporate parenting objectives'. which were presented for comment at the Board's January 2014 meeting.

In order to fulfil it's obligation of Ofsted's 'Framework and evaluation schedule for the inspection of services for children in need of help and protection, children looked after and care leavers' (2013), local authorities are required to produce a strategic plan for looked after children that includes corporate parenting objectives.

	Strategic Priority	S	Strategic Priority Statement (SPS)
1	Reduce substance misuse.		To reduce young pregnancy and
2	Reduce young pregnancy.		substance misuse. In addition to
	To ensure the timely completion of health checks, dental checks,	1	ensuring the timely completion of health checks, dental checks,
3	immunisations, and SDQs (Strengths and Difficulties Questionnaires).		immunisations, and SDQs.
	To reduce delays in securing		NCC believes that all children should
4	permanency through adoption, special guardianship, residence orders and		grow up with their birth families. Where this is not able to happen we
	long term fostering.	2	will secure permanency through
_	Provide safe environments and		adoption, special guardianship,
5	stability in placement.		residence orders or long term fostering.
	Ensure children in care and care		To ensure children in care and care
6	leavers are better able to deal		leavers are better able to deal
	successfully with significant changes		successfully with significant changes
_	in their lives.	3	in their lives. This includes improving
7	Improve transition into independence.		transition into independence, and
	Continue to seek the wishes and		ensuring there are consultation and
8	feelings of children in care and care		participation opportunities.
	leavers, and use this information to		

	influence the care and support they experience. Ensure children in care know about		
9	the Advocacy, Independent Visitor, and Complaints service.		
10	Improve educational attainment.		To improve the educational
11	Support children in care and care leavers into employment, training, work experience and volunteering.	4	attainment of children in care and to ensure care leavers engage in employment, education or training, including voluntary and work experience opportunities.
12	Ensure care levers have access to suitable accommodation and support.	5	To ensure care leavers have access to suitable accommodation and support.
13	Reduce offending behaviour.	6	To reduce offending behaviour through strong collaborative partnership work.

It is recognised that once young people have left care and are living independently, many do not want to re-engage with the Local Authority on care leaver related matters.

RESOLVED

- (1) to agree the Strategic Priorities and corresponding Strategic Priority Statements (SPS) above, (to include linking 'healthy relationships' to 'reducing young pregnancy') and to accepting the Strategic Priority Statements as 'corporate parenting objectives';
- (2) to endorse the 2014 2016 Nottingham City Children in Care and Care Leavers Strategy.

50 PROPOSED FORWARD PLAN

RESOLVED to note the proposed forward plan of issues to be considered by the Board for 2014-15.

51 PROPOSED MEETING DATES IN THE NEXT MUNICIPAL YEAR

RESOLVED to note the following proposed meeting dates of the Board for 2014-15 at 2.30pm in Loxley House as follows:

2014 2015

19 May 19 January 21 July 16 March

15 September17 November

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CORPORATE PARENTING BOARD – 19th May 2014

Title of paper:	Fostering and Adoption Par	nel Chairs Report			
		•			
Director(s)/	Helen Blackman, Director – Wards affected: ALL				
Corporate Director(s):	Safeguarding				
Report author(s) and	Sonia Sandiford (Acting Se	Sonia Sandiford (Acting Service Manager – Fostering and			
contact details:	Adoption, sonia.sandiford@	Adoption, sonia.sandiford@nottinghamcity.gov.uk, (0115) 876			
	5984)				
Other colleagues who	Clive Harrison (Chair of Par				
have provided input:	Phil Rogers (Chair of Panel	•			
	Dagoberto Rojas (Chair of				
	Sue Seabrook (Chair of Pan				
	Kay Challand – Principal Ma	ınager			
	Jay Nahal – Panel Adviser	_			
	Maxine Bennett – Panel Adv				
	Kwesi Williams – Project Of		are)		
Date of consultation wi	th Portfolio Holder(s) 7" M	ay 2014			
(if relevant)					
Polovent Council Plan	Stratagia Driarity				
Relevant Council Plan	j				
Cutting unemployment by Cut crime and anti-social	•				
		advection than any	other City		
Your neighbourhood as of	ers get a job, training or further	education than any			
Help keep your energy bi	, and the second				
Good access to public tra					
Nottingham has a good n					
• •	ce to do business, invest and c	reate iohs			
	range of leisure activities, park	•	<u> </u>		
Support early intervention	·	o and operang even			
· · · · · · · · · · · · · · · · · · ·	or money services to our citizen	<u> </u>			
Benter enecute, talae is		<u> </u>			
Summary of issues (inc	luding benefits to citizens/se	rvice users):			
(
Providing permanency	for looked after children in N	ottingham with ado	ptive parents		
and foster carers. The F	ostering and Adoption Servi	ce are modernising	all aspects of		
their service delivery a	nd outputs. The Panel's prima	ry responsibility is	to safeguard		
children and young people placed into foster care and adoption by Nottingham City.					
Panel takes its responsibility to protect children very seriously and is vigorous in its					
scrutiny of reports and assessments.					
D					
Recommendation(s):	1 41-4		/4 -		
	that members of the Corpo		ard (the 'Board')		
note the activity of	the fostering and adoption p	aneis.			

1. REASONS FOR RECOMMENDATIONS

- 1.1 Good practice as suggested by the British Association for Adoption and Fostering (BAAF 2012; 2013) states that an annual report should be prepared detailing the work of the fostering and adoption panels. The report should details the following:
 - the numbers and profiles of foster carers and children
 - strengths and achievements of the service
 - performance targets and measurements and further areas for development
- 1.2 The report should be made available to elected members.
- 1.3 An annual report has been produced (see appendix 1). The purpose of this report is to provide a summary of members of the Board with information pertaining to the activity of the fostering and adoption panel.
- 1.4 In addition, the Panel Chairs are required to provide six monthly performance reports. This report contains a summary of these six monthly reports (see section 2.7).

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

Function of Fostering and Adoption Panels

- 2.1 The primary functions of the fostering and adoption panels are to;
 - Recommend the approval of prospective adoptive parents
 - Recommend the approval of prospective foster carers
 - Recommend the placing of children with approved adoptive parents (i.e. matching)

Modernisation of Fostering and Adoption Panels

- 2.2 There is has been a need to modernise the fostering and adoption panels to ensure fitness for purpose and ongoing cohesion with the Service needs including the change in the two-stage approval process for prospective foster carers and adoptive parents. All panel Chairs and members agreed that this was necessary given the Adoption Reform agenda.
- 2.3 In order to provide more capacity and flexibility, the previously separate fostering and adoption panels have been merged into a joint panel, able to hear both types of cases. This change came into affect in September 2013.
- 2.4 Following is statistical information detailing the activity of the panels, over the last three years according to the types of cases that have been presented.

Table 1 – Overall Adoption Statistics

	April 2013 – March	April 2012 – March	April 2011 - March
	2014	2013	2012
Children's Plans	56 Children	84 Children	54 Children

	April 2013 – March 2014	April 2012 – March 2013	April 2011 - March 2012	
Applications	51 families (Until Feb 2014)	33 families	29 families	
Matches (Notts)	43 children placed with 38 Notts. families	34 children matched with 25 Notts. families	28 children matched with 23 Notts. families	
Matches (interagency)	14 children placed with 12 interagency families	7 children matched with 7 interagency families	9 children matched with 8 interagency families	
Total matches	57 children placed with 50 families	41 children matched with 32 families	37 children matched with 31 families	

Table 2 – Overall Fostering Statistics

	April 2013 – March 2014	Apr 2012 – March 2013	Apr 2011 - March 2012
Mainstream Applications	10	15	19
Mainstream Deferral	6	10	11
Connected Persons	3	13	13
Connected Persons Deferrals	19	11	4
Annual Reviews	3	4	3
Deregistrations	22	22	13
Change Of Approvals	3	4	13
None Approvals	0	2	1
Home From Home	0	0	6

Table 3 – Outcomes for Children's Plans Presented

April 2011 – March 2014

	Approved	Rejected	Deferred
Plans (April 2011 –Aug 2012)	67	0	2
Plans (Sept 2012 – Present)	80	1	2
Applications	67	1	9
Matches	88	0	1
(Matches and applications together)	27		
Withdrawal of plan	14		
Withdrawal of approval	0		

Quality of Reports

- 2.5 The quality assurance work of the social workers writing the reports has been strengthened along with the quality assurance role of the team managers prior to the reports being submitted. Training and support for the two new Panel Advisors has been given and both have a history of report readiness preparation for panels, which has helped to strengthen the quality assurance process. However, there are still challenges to this process and concerns have been raised from Panel regarding the standard of reports in relation to both Assessments and Social Workers reports. This is being addressed and monitored by the Panel service and by the Children's Service Manager. Social Work Choices, our external assessment agency are also involved in training and are working in partnership with the Service to address these areas for development.
- 2.6 In closing the year 2013 2014 has been a busy and challenging year for the Panels. The newly constituted Panel has a strong balance of skills and experience in the required areas and now more closely reflects the make-up of our local community. The Panel displays a high degree of commitment and enthusiasm to work, in ensuring that high standards of scrutiny are applied to assessments. The Panel further recognises the responsibility it has in balancing this with a need to ensure that applicants and staff feel welcome and respected by the Panel.

We are still developing the panel and looking at new ways of working and having consistency with the way all panels work. Also acknowledging that chairs and members will have different styles on how they approach business, some of this will be discussed in appraisals. We are introducing technology to cut out paperwork and will be piloting tablets with panel one.

Some issues and concerns which have been observed on panel is poor quality of reports, life story work not completed, children and young people's views not sought regarding adoption. These issues have been raised with Social Work Choices and

children's social workers and are being addressed, monitored and reviewed in order to work together in the best interest of children.

Summary of Panel Chair's reports

2.7 As mentioned earlier the Panel Chair's are required to produce a six monthly performance report. Below is a summary of those reports highlighting strengths and areas for developments for fostering and adoption:

Strengths

- Adoption reports are of good standard
- Agency Decision maker timescales are being met
- Child centred services to children and carers
- Good summary and analysis for matching children with adopters
- Improvements in timescales for adoption assessments
- Panel members have been given the opportunity and have attended BAAF training seminars
- Team of Panel Advisers consistent
- Meeting with Service Managers to address needs identified by panel members

Areas of development

- Adoption support plans for children need to be strengthened
- Improvements required for high quality assessments for both fostering and connected persons
- Better communication between Social Work Choices (agency provider), NCC CSW, Fostering and Adoption
- Meeting with Chairs and Vice Chairs to look at what is working and what needs improving
- Panel minutes
- Young people views not sought regarding adoption
- Training for panel members on understanding fostering, connected persons and adoption assessments
- Training on using IT to streamline paperwork

Overall, all panels are working well and NCC is working with them to bring continuous improvements and issues they have raised have been addressed with the providers/NCC workers to ensure good quality reports. There is meeting with chairs/vice chairs to look at developing the service further.

2.8 It is pleasing to note that during all the challenges of the last year and challenges that lay ahead, overall, all panels are working well and are positively embracing the changes to enhance children and their families' lives.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

- 4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)
- 4.1 None
- 5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)
- 5.1 None
- 6. **EQUALITY IMPACT ASSESSMENT**
- 6.1 An Equality Impact Assessment has not been completed as the report does not contain proposals or financial decisions
- 7. <u>LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR</u> THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION
- 7.1 Appendix One Annual Fostering and Adoption Panel Report.
- 8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT
- 8.1 BAAF, Effective Fostering Panels: Guidance on Regulations, Process and Good Practice in fostering panels in England (2012)
- 8.2 BAAF, Effective Adoption Panels: Guidance on Regulations, Process Practice and permanency panels in England (Sixth Edition) (2013)

Nottingham City Council

Fostering and Adoption Services

Annual Fostering and Adoption Panel Report

Project	Fostering and Adoptions Service
Head of Service Lead	Sonia Sandiford (Interim)
Agency Decision Maker	Helen Blackman
Project Lead	Kay Challand
Date	31 March 2014
Version no:	Final



Fostering and Adoption Panel Annual Report

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Guidance documents available

- 1. Fostering National Minimum Standards (available on line)
- 2. Adoption National Minimum Standards (available on line)

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Fostering and Adoption Service

Annual Report April 2013 - March 2014

ANNUAL REPORT OF THE FOSTERING & ADOPTION PANEL ACTIVITY

Introduction

This report is the Annual Fostering and Adoption Panels Report as required in the NMS. The information covers the work of Panel from 1st April 2013 – 31st March 2014. The Fostering and Adoption Service was restructured in 2010 to ensure ongoing fitness for purpose and alignment to the modernised Fostering and Adoption Service. Primarily, this is to ensure that children and families receive a high quality service that is child centered and effective.

Executive Summary

The Fostering and Adoption Service are modernising all aspects of their service delivery and outputs. The Panel's primary responsibility is to safeguard children and young people placed into foster care and adoption by Nottingham City. Panel takes its responsibility to protect children very seriously and is vigorous in its scrutiny of reports and assessments. Minutes are kept for each case presented. The Panel makes a recommendation on each case to the Agency Decision Maker/Service Director who then makes the agency decision.

Fostering and Adoption Panels are statutory functions and guidance in respect of their functions are outlined in the (two differing) Fostering and Adoption National Minimum Standards. See online procedures manual and the 2005 Adoption Act. Clear guidance is also produced by BAAF in the Effective Panels Handbooks.

Over the last year many changes have taken place regarding the Panel work and agreement was granted as part of expenditure against the Adoption Reform Grant for an additional Panel Adviser, which has now been appointed to post, alongside a dedicated Principal Manager to oversee the running of panels. NCC has an increase in its Panels from 7th January 2014 from 3 to 4. This will allow for an additional 12 Panels annually.

In addition recommendations were made regarding the use of Information Technology to improve the effectiveness of the processes if delay is to be improved upon. A significant effort is being made to improve this element of the Panel service. NCC will be trialing the use of tablets to one Panel in April 2014, to make accessibility easier, before rolling this out to all the Panels.

Modernisation of Panels

There was a need to modernise the Fostering and Adoption Service Panels to ensure fitness for purpose and ongoing cohesion with the Service needs including the change in the 2 stage process for Adopters and Foster Carers.

All Chairs and members agreed that this was necessary given the Adoption Reform agenda.

In order to provide more capacity and flexibility, the previously separate Fostering Panel and Adoption Panel have been merged into a joint panel able to hear both types of cases. Full implementation took place from September 2013, with cases already scheduled in and all 4 Chairs and 3 Vice Chairs appointed.

This will bring about a new level and depth of robustness to the Panels. The Chairs in addition will provide a six monthly report regarding the performance of each of their Panels performance.

Panels / Outcomes

Number of panels held

All panels were held on three Thursday's each month, until January 2014 where we now hold an additional panel each month and these are joint Panels. From April 2013 until March 2014 a total of 45 Panels were held.

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Twenty one of these were adoption, twelve were fostering and twelve were joint panels.

Panel membership

The Central List has been updated and we currently have:

- 20 members including 4 Chairs and 3 Vice Chairs.
- 5 legal representatives
- 4 medical representatives
- 2 Panel Advisors
- 4 Business Support Staff.

The membership of the Panel consists of Adopters / Foster Carers / Social Work Representatives and Children's Representatives. They all work alongside our legal and medical representatives.

Overall Adoption Statistics

	April 2013 – March 2014	April 2012 – March 2013	April 2011 - March 2012
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Overall Fostering Statistics

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Home From Home	0	0	6

ADM Process

On 1st September 2012 amendments to Regulation 17 of the Adoption Agencies Regulations 2005 came to into force. Note: From September 2012 all plans went direct to ADM except for relinquished children. As a result instead of adoption plans where there is court involvement being presented to Adoption these cases must now be submitted directly to the Agency Decision-Maker (ADM) before a final hearing. These cases will be where:

- Care proceedings are on-going
- Birth parents are not consenting to adoption
- The child has no birth parents

The revised Guidance 1.57 clarifies that the ADM must make a decision within seven days of receiving the reports

Outcomes for children's plans presented

April 2011 - March 2014

	Approved	Rejected	Deferred
Plans (April 2011 –Aug 2012)	67	0	2
Plans	80	1	2
(Sept 2012 – Present)			
Applications	67	1	9
Matches	88	0	1
(Matches and applications together)	27		3,00
Withdrawal of plan	14		
Withdrawal of approval	0		***

Quality of reports

The quality assurance work of the social workers writing the reports has been strengthened along with the quality assurance role of the team managers prior to the reports being submitted. Training and support for the two new Panel Advisors has been given and both have a history of report readiness preparation for panels, which has helped to strengthen the quality assurance process. However, there are still challenges to this process and concerns have been raised from Panel regarding the standard of reports in relation to both Assessments and Social Workers reports. This is being addressed and monitored by the Panel service and by the Children's Service Manager. Social Work Choices, our external assessment agency are also involved in training and are working in partnership with NCC to address these areas for development.

Business Support have provided 4 full time minute takers that ensure work is carried out to BAAF standards and maintain the tight timeframes that are set to them. Regular weekly meetings are held between the Principal Manager / Panel Advisors and the Business Support staff to help aid development of minutes and quality of work carried out. Training is also being provided as part of staff development for all Business Support Staff.

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Feedback from those attending panel

Applicants attending panel are asked to complete an anonymous tick box questionnaire compromising of 6 questions. They are asked to take these away with them, complete and send back. The questionnaire further asks for additional comments which they feel would help improve the panel process. The rating based on those completed forms that have been sent back has rated the service as positive. These questionnaires are discussed at our weekly pre and post panel meetings.

"We have enjoyed the process even though we have found it long and drawn out, but we understand why it needs to be this way". (Applicants for Adoption Panel)

"It has been an extremely positive experience. We felt we had been listened too and what we were saying had been respected. We were given time to reflect and consider and we were challenged at times in a positive way" (Applicants for Adoption Panel)

Applicant acknowledged that the process of "shopping for children" was surreal, stressful and nothing in his life so far had prepared him for it. (Interagency match for Adoption)

"location of the Panel, as travelling out of the area, would have appreciated being able to park at the location"

Feedback from panel members

Panel Workload

"Currently workload is manageable. We seem to average about 7 or 8 cases per panel, some of which are shorter, i.e; resignations. The plan is to increase to 10 cases per panel which may be fine if there is a mix of long and short cases".

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8

Panel Development Day/Training attended by panel members

"The day was helpful as a development day as it gave panel members the opportunity to meet and discuss issues. There were a large number of new panel members and this was a useful introduction for them".

Panel Modernisation (both fostering and adoption cases on the same panel)

"This started in January and I have chaired one panel, was on leave for the second and I have read papers for the third which is due this week.

I welcomed the change as it offers a wider variety of cases to consider and offers greater flexibility to the LA to try to reduce delays and meet deadlines. So far there have been no problems with panel members understanding when they are acting as a fostering panel and when as an adoption panel.

We are still developing the panel and looking at new ways of working and having consistency with the way all panels work. Also acknowledging that chairs and members will have different styles on how they approach business, some of this will be discussed in appraisals. We are introducing technology to cut out paperwork and will be piloting tablets with one panel. Overall, all panels are working well and it is work in progress and continuous development will continue and improvements will occur in the coming year".

Further Information

In the past year there has been training either on or including the following:

- Development Day for Panels held on the 21 November 2013
- Members have attended BAAF Workshops throughout the year
- A medical advisors workshop is going to be held on 14 May 2014
- I.T training will be provided for Panel Members in relation to the pilot of the tablets to panel.
- An Induction programme has been devised for panel members and this consists of shadowing sessions as well as appropriate panel materials

being provided along with appropriate training for all new panel members.

Conclusion

The year 2013 - 2014 has been a busy and challenging year for the Panels. The newly constituted Panel has a strong balance of skills and experience in the required areas and now more closely reflects the make-up of our local community. The Panel displays a high degree of commitment and enthusiasm to work, in ensuring that high standards of scrutiny are applied to assessments. The Panel further recognises the responsibility it has in balancing this with a need to ensure that applicants and staff feel welcome and respected by the Panel.

We are still developing the panel and looking at new ways of working and having consistency with the way all panels work. Also acknowledging that chairs and members will have different styles on how they approach business, some of this will be discussed in appraisals. We are introducing technology to cut out paperwork and will be piloting tablets with panel one.

Some issues and concerns which have been observed on panel is poor quality of reports, life story work not completed, children and young people's views not sought regarding adoption. These issues have been raised with Social Work Choices and children's social workers and are being addressed, monitored and reviewed in order to work together in the best interest of children.

It is pleasing to note that during all the challenges of the last year and challenges that lay ahead, overall, all panels are working well and are positively embracing the changes to enhance children and their families lives.

Kay Challand
Principal Manager, Fostering and Adoption
March 2014

CORPORATE PARENTING BOARD - 19TH MAY 2014

Titl	e of paper:	Children in Care Counci	il – 2013 Hav	e Your Say Sur	vev								
		Results											
	ctor(s)/ porate Director(s):	•	Alison Michalska, Corporate Director Children and Adults Wards affected: ALL										
	ort author(s) and	Jon Rea, Engagement and F	Particination I	ead									
-	tact details:		jon.rea@nottinghamcity.gov.uk 0115 8764817										
Oth	er colleagues who	Yu-Ling Liu-Smith, Quality and Commissioning											
have provided input: Kwesi Williams, Children in Care Team													
		h Portfolio Holder(s)											
(if re	elevant)												
Rele	evant Council Plan S	Strategic Priority:											
	ing unemployment by												
	crime and anti-social												
		ers get a job, training or furthe	er education th	an any other City									
		lean as the City Centre											
	keep your energy bild access to public tra												
	ingham has a good m												
	<u> </u>	ce to do business, invest and	create iobs										
	<u> </u>	range of leisure activities, pa		ng events									
	port early intervention		•		X								
Deli	ver effective, value fo	r money services to our citize	ens										
t c	The findings from the Leavers have been performance agains. The survey has be system and three peducational suppose. The findings proving quality and value of used to inform and Parenting Action P		rey of Children Care Council a ars' surveys. in Care Counci tified for attenti upport for leavi a Care and Car ecommended aprovement in t	in Care and Care and they have asset they have asset to used a RAG rating on and/or action: ing care the Leavers perceived that these findings the 2014/15 Corpored	e the are rate								
Nb. A summary of the findings will be presented to the Board by members of the Children in Care Council.													
Rec	ommendations:												
1	Recommendations: 1 The findings of the survey and RAG rating assessment results are used to inform the 2014/15 Corporate Parenting Action Plan, with priority given to areas highlighted by the assessment.												
2	The Board recognises the hard work done by the Children in Care Council in the planning, delivery and analysis of the Have Your Say survey, and acknowledges their vital role in the co-production of services across children's social care.												

The Board agree to support all aspects of the forthcoming 2014 Have Your Say survey and implement its findings as appropriate.

1. REASONS FOR RECOMMENDATIONS

- 1.1 Ensuring that the views of service users are used to inform service improvement is a cross-cutting theme of the Children and Young People's Plan and the Corporate Parenting Action Plan. It is one of the primary means by which the Corporate Parenting Board demonstrates the active participation of corporately parented children and young people in decision-making at strategic and operational level.
- 1.2 Other significant drivers include the various safeguarding related inspection criteria that require the Board to evidence service user participation; Munro Report recommendations on developing a child centred approach to service design and delivery; Nottingham City Participation Strategy commitment to Article 12 on the UN Convention on the Rights of the Child.
- 1.3 Previous iterations of the survey have provided significant insight into the views and experiences of Children in Care and Care Leavers which in turn has been used to shape improvement plans for a number of service areas.

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The pledges contained in the Nottingham City Children in Care and Care Leavers' Charter commit the Board and its constituent partners to work towards the highest standard of service delivery to Children in Care and Care Leavers corporately parented by the Board.
- 2.2 The principal means of performance assessment against the pledges is through the annual Have Your Say Survey, which is sent out to all Children in Care and those Care Leavers in contact with services.
- 2.3 599 questionnaires were sent out to children aged 3 and over this year. There were 87 usable returns achieving a 14.5% response rate. This is a 9.5% decrease in rate from 2012 (24% response rate in 2012 and 18% in 2011).
- 2.4 The correspondence accompanying the postal distribution of 2013 surveys was accompanied by 'You Said, We Did' feedback on actions taken against the priority areas highlighted by the Children in Care Council from the 2012 Have Your Say survey.
- 2.5 In assessing the survey the Children in Care Council used a RAG rating system to indicate how well they thought services are performing compared to the pledges made in the Children in Care Charter. RAG rating colours green, amber and red identify the degree to which services are perceived to be doing well or improving, or require some form of attention and/or improvement. Through this process three areas have been identified for further attention and/or action through the Corporate Parenting Board partnership: educational support, consistency of care, and support for leaving care.

Detailed findings of the survey and RAG rating assessment results are contained in the 'Have Your Say 2013 – summary of survey results' report accompanying this report.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

- 4.1 The cost of the Have Your Say survey is approximately £1000 per year, consisting primarily of printing and postage. This cost is currently met by the Children in Care team, who also provide officer support. Analysis is provided by the JSNA team, citizen engagement and overall management by the Engagement Lead officer.
- 4.2 Improvements in services based on the insight from service user views can lead to a wide spectrum of benefits, including resource efficiencies.

5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

5.1 Each survey has a unique reference number enabling all responses to be screened for individual safeguarding and specific service-use complaints.

6. **EQUALITY IMPACT ASSESSMENT**

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

X

7. <u>LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION</u>

- 7.1 Nottingham City Children in Care and Care Leavers' Charter
- 7.2 2013 Have Your Say survey

8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 Nottingham City Children and Young People's Plan

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CORPORATE PARENTING BOARD – PERFORMANCE REPORT

19th May 2014

CONTEXT

The purpose of this report is to provide the Board with the most up to date performance overview in relation to Children in Care and to highlight results from October 2013 to March 2014. Future reports will be presented to the Board bi-annually.

PERFORMANCE SUMMARY

From 1st April 2013, a new set of performance measures and outcomes have been reported. These measures are in line with Statutory and Inspection requirements. Where appropriate both numbers and percentages have been given to help provide context.

Whilst performance in many areas has improved, significant focus is being placed on areas where performance is weaker. Robust action plans, monitored by senior management, are being implemented to drive performance improvements.

PERFORMANCE INDICATORS

Reference	Indicator	Target / previous out-turn	Oct	Nov	Dec	Q3	Jan	Feb	Mar	Q4	YTD	Raw numbers	Service commentary
Children I	hildren In Care												
OC-1 (E)	Number of children in care (as at) (rate per 10,000)	Mar 13 = 561 (89) Mar 12 = 541 (87)	581 (92.2)	579 (91.9)	574 (91.1)		571 (90.6)	572 (90.8)	584 (92.7)		584 (92.7)		Demand for Social Care services remains high with requests for support, referrals and re-referrals increasing. This includes the number of requests for children to become Looked After by Nottingham City, with a high demand for children requiring placements. This mirrors the national picture of increased demand. Our target and aspiration is to perform significantly better than Statistical Neighbour (SN) offering permanency and security to children in care (CiC). The latest Statistical First Release on Looked After Children and Adoption shows that our rate of CiC is in line with statistical neighbours. Performance matches SN but is poor against NCC target.
CC - 1a (E)	The number of children discharged as a result of a Permanent Outcome	Mar 13 = 67 (SGOs and Adoptions)	4	15	0	16	14	9	3	26	85		The number of children discharged as a result of an Adoption Order is currently 42. The number of Special Guardianships (SGO) since April 2013 is 43 and creative packages are continually being implemented to secure permanency for children.
CC-8 (NI62)	The percentage of Children in Care that have had three or more placement moves in the previous 12 months	Mar 13 = 13.0% Mar 12 = 11.5% Target 13/14 = 10%				12.8%				12.9%		76 of 588	 This indicator focuses on short term placement stability of the CiC. While the percentage of children who have experienced three or more moves is (2.9%) than our target for 2013/14, it should be acknowledged that factors that impact on our performance are complex and that a higher percentage than that intended can be as a result of, or can result in better outcomes for our CiC. Factors include the following: During the past year there has been a conscious effort to move children outside of Nottingham city back to within a 20 miles radius of Nottingham city centre when it is appropriate. Positive placement moves associated with the Children in Care Project. Positive placement moves associated with the de-escalation of our must complex children in care i.e. the movement of children from placements offering intensive care packages to more mainstream placements. Positive placement moves associated with children moving into adoption placements and other permanency options. Positive placement moves associated with children moving back to their birth families under the Placement with Parents regulations and connected persons. There is limited availability across all placement type which at restricts choice and matching sometime leads to a placement move. Moves which are part of the child's Care Plan, for example children moving from an assessment unit to a settled care bed within the same provider.

												•	·
CC-9 (NI63)	The percentage of Children in Care who have lived in the same placement for at least 2 years	Mar 13 = 68% Mar 12 = 73.1% Target 13/14 = 66%	64.2%	63.9%	65.5%		62.3%	63.0%	63.2%		63.2%	103 of 163	See commentary for CC-8 (NI63) for factors that have influenced performance.
CC-10 (R)	The percentage of Children in Care reviewed within the appropriate timescale	Mar 13 = 95% Mar 12 = 95% Target 13/14 = 97%	97.4%	97.3%	97.4%	96.6%	97.5%	97.5%	97.6%	98.1%	97.6%	1660 of 1701	Performance for CiC reviews remains consistently strong with over 97% of reviews being held within timescale. Performance levels are in line with the previous year and are performing at target.
CC-11 (R)	The percentage of reviews where the child participated	Mar 13 = 93% Mar 12 = 86% Target 13/14 = 94%	93.4%	95.3%	95.1%	94.0%	95.5%	95.8%	95.5%	93.1%	95.5%	1190 of 1246	Performance is consistent for children in care participation in reviews. The performance target for this indicator has been surpassed.
CC-12 (E)	The percentage of Children in Care with an up-to-date health assessment	Mar 13 = 80% Mar 12 = 77.6% Target 13/14 = 91%	68.3%	66.5%	67.3%		69.0%	73.1%	71.8%		71.8%	370 of 515	Children's day to day health needs are being met by their carers and in placements but the overall annual assessment is an important tool in ensuring that children's overall well-being is fully assessed and promoted. Capacity issues within the Children in Care Heath Team during the past year have negatively impacted on our performance. There is now increased capacity of doctors and nurses within our health team and it is anticipated that this will lead to an increase in performance. Health assessments remain a challenge however following Service Manager oversight there is expected to be an improvement. Scrutiny of the children's health shows the majority of children have medicals requested and / or reports awaiting as dates can not be inputted until the report is received. In addition, further training of Business Support staff will improve performance.
D 33 OC-13 (E)	The percentage of Children in Care with up-to-date dental checks	Mar 13 = 83% Mar 12 = 83% Target 13/14 = 90%	73.0%	71.0%	70.7%		77.6%	84.1%	82.5%		82.5%	425 of 515	See commentary for CC-12.
CC-14 (E)	The percentage of Children in Care with an up-to-date Strength and Difficulties Questionnaire (SDQ)	Mar 13 = 83% Mar 12 = 90% Target 13/14 = 73%	75.7%	77.6%	78.0%		78.7%	80.7%	84.1%		84.1%	296 of 352	Additional resources have been secured to support the CAMHS Children Looked After Team with a new psychiatrist who joined the team in October. This post is responding to the young people who have higher than average SDQ scores indicating that their emotional and psychological health may be poor.
CC-18 (R)	The number of children/young people remanded into the Authorities care	New measure introduced 13/14				5				6	30		Introduced in the December 2012 the Legal Aid, Sentencing Punishment of Offenders (LASPO) Act now means whenever a court refuses bail to a child/young person (aged 10-17); the court is required to remand the child to local authority accommodation unless certain conditions are met, and in which case the court may instead remand the child to Youth Detention Accommodation. Every such child (whether remanded to Youth Detention Accommodation or to local authority accommodation) will now be treated as Looked After by their designated local authority. The number of young people entering care this way is being monitored and there are regular discussions between the YOT and Safeguarding teams to ensure that vulnerable young people are well supported.
CC-19 (R)	The percentage of eligible young people with a Pathway Plan started within the last 6 months (Eligible : 16/17 year olds in care)	Target 13/14 = 97%	29.2%	79.4%	82.6%		88.1%	96.2%	94.4%		94.4%	102 of 108	There has been a significant improvement in Q3 and Q4 with Head of Service / Service Manager oversight and direction. Operation target for performance is 100% but target will be brought in line with PEP
CC-22 (R)	The percentage of eligible young people with a Pathway Plan completed/authorised (Eligible: 16/17 year olds in care)	Target 13/14 = 97%	26.9%	53.4%	54.5%		68.3%	77.9%	86.1%		86.1%	93 of 108	There has been an increase in performance but targets are not yet met. There will be continued scrutiny of quality and performance via monthly reports provided with Service Manager oversight. Plans are underway to amend E-Pathway Plan to ensure it focuses on outcomes and is not such a lengthy document as identified in recent Ofsted Inspection.

CC-25 (E)	The percentage of Children in Care with a completed Personal Education Plan (PEP)	Mar 13 = 92% Mar 12 = 98% Target 13/14 = 95%	89%	92%	89%	9	1% 94	9	93%	93.0%	297 of 318	The Virtual School Head and the Virtual school PEP co-ordinator continue to hold regular meetings with the Children In Care management team to discuss the PEP completion rate and identify where PEPs are incomplete. Under the latest Department for Education conditions of offer the Virtual School head will expect all schools to demonstrate how they will use the new Pupil Premium funding to close the gap for all LAC pupils. One to one tuition for pupils in Year 6 and Year 11 will continue over the summer term, with an increased focus on analysis of impact.
Care Leav	ers	•	- <u>-</u>	-	-	-	-	<u>-</u>	-	- -	-	
CL-1 (R)	The percentage of care leavers in suitable accommodation at 19 years old	Mar 13 = 92% Mar 12 = 80% Target 13/14 = 90%				90.9%			100%	89.6	YTD = 69 of 77	This continues to improve and a robust protocol is in place with Nottingham City Homes to prevent eviction and homelessness. Nottingham's performance is now higher than our statistical neighbourhood group. Targeted activity will be undertaken in relation to Care leavers accessing Education, Training and Employment to further improve performance. It should be acknowledged that it is not possible to establish the accommodation status of some our care leavers as they are no longer engaged with the Authority's leaving care service. This has an impact on the performance recorded.
CL-2 (R)	The percentage of care leavers in suitable accommodation at 20 years old	New measure introduced 13/14 Target 13/14 = 85%				95.8%			86.7%	83.3%	YTD = 55 of 66	See above CL-1
CL-3 (R)	The percentage of care leavers in suitable accommodation at 21 years old	New measure introduced 13/14 Target 13/14 = 80%				86.7%			86.2%	77.0%	YTD = 57 of 74	See above CL-1
PageL-4 (R)	The percentage of care leavers in employment, education or training at 19 years old	Mar 13 =48% Mar 12 = 61% Target 13/14 = 55%				36.4%			75.0%	45.5%	YTD = 35 of 77	The current economic situation and youth unemployment is having a negative impact. A multi-agency approach targeted at Care leavers/Children in Care has resulted in an increase in Care leavers accessing Training, Education and Employment including a robust recruitment to Apprenticeships has seen a rise in performance. It should be acknowledged that it is not possible to establish the EET status of some our care leavers as they are no longer engaged with the Authority's leaving care service. This has an impact on the performance recorded.
CL-5 (R)	The percentage of care leavers in employment, education or training at 20 years old	New measure introduced 13/14 Target 13/14 = 55%				33.3%			53.3%	31.8%	YTD = 21 of 66	See above CL-4
CL-6 (R)	The percentage of care leavers in employment, education or training at 21 years old	New measure introduced 13/14 Target 13/14 = 55%				33.3%			58.6%	40.5%	YTD = 30 of 74	See above CL-4

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Corporate Parenting Board Reporting Schedule 2014 - 2015

Corporate Parenting Board			
19 th May 2014			
0.4St 1.1.004.4			
21 st July 2014			
45 th O = 4 = 4 = 0 0 4 4			
15 th September 2014			
17 th November 2014			
17 November 2014			
19 th January 2015			
16 th March 2015			
10 Watch 2015			

Please note that reports may be added or removed from the schedule. Reports are also subject to schedule changes. Reports should be submitted to kwesi.williams@nottinghamcity.gov.uk no later than 10.00am on the date stated.

Tags

- SPS 1: Health
- S SPS 2: Permanency
 S SPS 3: Resilience and Independence
 S SPS 4: Educational Attainment
- § SPS 5: Suitable Accommodation
- **SPS 6: Offending Behaviour**