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NOTTINGHAM CITY COUNCIL CORPORATE PARENTING BOARD

Date: Monday, 19 October 2015

Time: 2.30 pm

Place: LH 2.11 - Loxley House, Station Street, Nottingham, NG2 3NG

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

Corporate Director for Resilience

Governance Officer: Catherine Ziane-Pryor Direct Dial: 0115 8764298

<u>AGE</u>	NDA	<u>Pages</u>
1	APOLOGIES FOR ABSENCE	
2	DECLARATIONS OF INTERESTS	
3	MINUTES Of the meeting held on 20 July 2015 (for confirmation).	3 - 8
4	SOCIAL CARE COMPLAINTS SERVICE REPORT Report of Corporate Director for Children and Adults.	9 - 14
5	CARE LEAVERS ANNUAL REPORT	15 - 24
6	NOTTINGHAM YOUTH ADVOCACY SERVICE AND INDEPENDENT VISITOR SERVICE Report of Director of Children's Social Care	25 - 30
7	CHILDREN IN CARE COUNCIL ACTIVITY AND FORTHCOMING EVENTS Verbal presentation by members of the Children in Care Council	
8	FORWARD PLAN	31 - 34

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE 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

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT www.nottinghamcity.gov.uk. INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

NOTTINGHAM CITY COUNCIL

CORPORATE PARENTING BOARD

MINUTES of the meeting held at Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 20 July 2015 from 14.33 - 15.45

Membership

<u>Present</u> <u>Absent</u>

Councillor David Mellen (Chair)

Councillor Liaqat Ali

Councillor Glyn Jenkins

Councillor Sam Webster

Councillor Sam Webster

Councillor Marcia Watson

Colleagues, partners and others in attendance:

Steve Comb - Head of Children in Care

Sharon Clarke - Service Manager for Children in Care and Leaving Care Service

Clive Chambers - Head of Children's Safeguarding and Quality Assurance

Malcolm Wilson
 Kwesi Williams
 Children in Care Project Officer
 Head of Business Support

Jon Rea - Early Intervention Engagement and Participation Lead Officer

Gill Moy - Director of Housing, Nottingham City Homes

BB - Foster Carer Representative

Mary Lewis)

Jennifer Hanby) National Youth Advocacy Service (NYAS)

Heather Walker

Seren Artykova - Children in Care Council

Natalia Stachowiak - Children in Care Youth Cabinet, Virtual School Board

Catherine Ziane-Pryor - Governance Officer

10 APOLOGIES FOR ABSENCE

Councillor Sally Longford (Leave)
Councillor Wendy Smith (Personal)

TM – Foster Carer

11 DECLARATIONS OF INTERESTS

None.

12 MINUTES

The minutes of the meeting held on 1 June 2015 were confirmed as a true record and were signed by the Chair.

13 INDEPENDENT REVIEWING SERVICE ANNUAL REPORT 2014 - 15

Clive Chambers, Head of Children's Safeguarding and Quality Assurance, delivered a presentation to accompany the report which informs the Board of the Independent Reviewing Officer Service activity during 2014/15 and provides the Independent Reviewing Officer Service Plan for 2015/16.

The following points were highlighted:

- (a) Independent Reviewing Officers (IROs) are a legal requirement and:
 - (i) undertake Looked After Reviews;
 - (ii) oversee and ensure quality compliance to the requirements of service provision, care planning and child protection;
 - (iii) ensure that the needs of the individual child are appropriately met;
 - (iv) consider and scrutinise the quality of Foster Care to ensure that the legal requirements are met;
- (b) the Annual Report outlines the key achievements during the past year as follows:
 - (i) an increase in service capacity;
 - (ii) improvement of the Administration Unit;
 - (iii) further embedding of 'Signs of Safety' and the provision of reports within a reasonable time;
 - (iv) increased monitoring and balancing of IRO case load;
 - (v) a system to provide an overview of outcomes for Looked After Children;
- (c) Areas of work which were identified as requiring further attention included:
 - (i) complete compliance with the IRO handbook;
 - (ii) more children taking part in making decisions and producing plans which affect them:
 - (iii) better performance evaluation and oversight to enable service improvements;
 - (iv) ensuring that outcome focused planning leads to timely interventions.

While consistency of IROs for young people is preferable, it is noted that some of young people in attendance who were in, or had left care, reported to have had two or three Independent Reviewing Officers. Young people felt that it was helpful if the Reviewing Officers met them prior to the reviews taking place so they could build a relationship and understanding. Some young people do not feel that the Independent Reviewing Officers are actually independent as they can appear to be part of the care system.

RESOLVED to note the activity of the Independent Reviewing Service during 2014/15.

14 PATHWAY PLANNING

Sharon Clarke, Service Manager for Children in Care and Leaving Care Service, presented the report which identifies the legislative requirements placed on the Council City as the Corporate Parent, and the work to create Pathway Plans for children in care

Corporate Parenting Board - 20.07.15

from the age of 15 ¾, to help ensure that the transition to adulthood and independence is as easy as possible.

Attached to the report is statistical information illustrating the improvements made to the pathway planning process since the same period during last year.

The following points were highlighted:

- (a) the new E-Pathway Plan system has recently been launched and will ensure that plans are specific, measurable, achievable, realistic and timely;
- (b) the new e-pathway plan ensures that the following are considered and incorporated into the future planning for young people:
 - (i) health and development;
 - (ii) education training and employment;
 - (iii) contact, support and accessible networks;
 - (iv) financial capabilities and money management capacity;
 - (v) young people's views;
 - (vi) input from parents/carers, housing providers, personal adviser, health, education and Independent Reviewing Officer;
- (c) for unaccompanied asylum seeker children, it is crucial that their pathway plan prepares them for the outcome of their asylum application which may not be provided until these young people are in their 20s;
- (d) pathway plans must be provided for young people, even if they choose not to engage with the process.

RESOLVED to note the report and to continue to support and understand the required duties of corporate parents in relation to the pathway planning for Children in Care and Care Leavers.

15 MUNICIPAL JOURNAL APPRENTICESHIP AWARD

Evonne Rogers, Head of Business Support, informed the Board that the City Council had won the 'Municipal Journal' National Children's Services Award for its innovative business support programme.

The programme addressed the following priorities for the Council:

- (a) to improve the outcomes for Children In Care through sustainable employment opportunities;
- (b) to support Small Medium Enterprises(SMEs) with their resource challenges including recruitment and business development;
- (c) reduce unemployment within the city;
- (d) raise the profile of the programme to a national level.

By realigning the operating structure of business support across the Council £1.6 million efficiency savings so far have been realised.

This operating model has generated great interest amongst other local authorities who are seeking to emulate Nottingham's success.

The innovative resource model has created employment opportunities for our local residents whilst generating income through working with and supporting a national community interest company called 'The Community Gateway' and our local SME's. This income creates ring fenced apprenticeships for Nottingham's Children in Care.

The judges described the model as "highly innovative" adding that "It ticked all of the boxes with regards to helping young care leavers as well as the community and economy and showed ambition and inventiveness".

Gill Moy, Director of Housing, Nottingham City Homes, informed the Board of recent awards won by young people in care and care leavers who are employed with Nottingham City Homes.

An apprentice who had previously been in care was nominated by his peers for an NCH internal 'Star Award' for transforming neighbourhoods, and won;

The NCH apprenticeship team entered the 'Brathay Apprentice Challenge', and from over 300 teams was placed third which is a prenominal achievement for the apprentices and NCH. The apprentices included young people who had left care.

A care leaver apprentice with NCH accompanied NCH Directors to the National Federation of Arm's Length Management Organisations where NCH won an award for 'Small group homes for young people leaving care' Chief Executives and Directors of other organisations commented during the event that they were very impressed with the young person.

Members of the Board welcomed the positive reports and the achievements of young people.

16 VIRTUAL SCHOOL GOVERNING BODY UPDATE

In the absence of Councillor Longford, the Chair informed the Board that the governing body for the Virtual School has now been established.

Malcolm Wilson is the Headteacher of the Virtual School which also employs 4 staff who work with designated teachers of Children in Care pupils with the aim to produce the best possible outcome for these young people.

To date so far there have been three meetings of the governing body which consists of a membership including the Local Authority, Primary School Head Teachers, Nottingham Futures, Foster Carers, and Councillors.

One of the findings so far is that an improved data collection system is required to capture and share with relevant partners, academic information of pupils.

An update report will be presented to a future meeting.

17 CHILDREN IN CARE COUNCIL ACTIVITY UPDATE AND FORTHCOMING EVENTS

Jon Rea, Early Intervention Engagement and Participation Lead Officer, was accompanied by several members of the Children in Care Council who provided the following summary:

- (a) the Corporate Children in Care Council, as referred to at the previous meeting, will meet on 27 September 2015 and then once every term, and will work with the Virtual School, to consider how best to encourage and assist care leavers in going to university as currently only 6% of Children in Care enrol at University. The aim is to raise aspirations for young people so that they at least consider further education;
- (b) Youth Council member Uzair Hashmi, who has been involved in climbing Kilimanjaro to raise money for charity, has been diagnosed with a brain tumour. Residents of Ashleigh House Residential Care Home, who have been inspired by Uzair, organised and held a cake Bake Sale in Loxley House to support his chosen charity, raising £250;
- (c) the promotion of the Children in Care Council has resulted in one new member with 2 further young people expressing an interest. It is expected that an accreditation scheme will encourage more young people to engage with the Children in Care Council;
- (d) Board members are welcome to attend a Children in Care Fairground Festival event being held at Colwick Race Course on 5 September 2015;
- (e) on 29 September 2015, an 'Aspirational Evening' event will be held for Care Leavers with motivational speakers focus on the topics of pathways to success, and direction.

Members welcomed the update of the Children in Care Council activity, praised the ingenuity of the young people from Ashleigh House who were involved in the Bake Sale and wished Uzair a speedy recovery.

18 FORWARD PLAN AND SUGGESTED FUTURE ITEMS

The Chair introduced the item and asked Members that if there were any specific items which they would like on the agenda, they should contact Clive Chambers.

RESOLVED for the following suggested subjects to be considered for inclusion on a future agenda:

- (i) how changes to the Independent Living Allowance may affect care leavers;
- (ii) the impact on care leavers of Housing Benefit changes.



Corporate Parenting Board 21st September 2015

Title	e of paper:	Children in Care Social	Care Complaints					
	ctor(s)/	Helen Blackman		Wards affected:				
	porate Director(s):	Alison Michalska		All				
	ort author(s) and		Patrick Skeete Social Care Complaints Manager.					
cont	act details:	Patrick.skeete@nottinghamcity.gov.uk						
		01158765971						
	er colleagues who	Ian Hillier						
have	e provided input:	Hayley Marsh						
		Clive Chambers	Landa					
		th Portfolio Holder(s)	2 nd September 20	15				
(if re	elevant)							
		N 1						
	evant Council Plan S							
	ng unemployment by							
	crime and anti-social		Callana Landa d					
		ers get a job, training or t	further education th	an any other City				
		lean as the City Centre						
	Help keep your energy bills down							
	d access to public tra	•						
	ingham has a good m	Š						
		ce to do business, invest						
		range of leisure activitie	s, parks and sportir	ng events				
	oort early intervention		1,1					
Deli	er effective, value fo	r money services to our	citizens					
0		lastinas kanadita ta aitin		1-				
Sum	imary of issues (inc	luding benefits to citize	ens/service users):				
Thio	roport includes a brid	of aummany of the atotute	ory Social Cara Car	mplainta procedura	which			
	This report includes a brief summary of the statutory Social Care Complaints procedure, which					tc		
	ensures young people have a robust process to express their dissatisfaction. The report highlights complaints made specifically by Children in Care in accordance with the statutory Social Care					เอ		
	Complaints procedure. This report also focuses on the nature of the complaints made and whether							
	the complaints were addressed within the statutory timescales.							
	omplainte wore addi	Occupation the statutor	y umoccarco.					
Rec	ommendation(s):							
1		inue to support the effec	ctive complaints ha	ndling of voung be	ople in c	are		
		uired duties of corporate						
	vound people in car	<u>-</u>	•	9				

1. REASONS FOR RECOMMENDATIONS

1.1 Nottingham City has a legislative duty to ensure all young people have a robust complaints process to address any concerns that that they are responsible for.

2. **BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

- 2.1 The aim of the Social Care Complaints Team is to resolve service user dissatisfaction and learn from complaints in order to improve service delivery. The complaints service operates a statutory complaints procedure, which includes the production of an annual report on the operation of the complaints procedure.¹
- 2.2 Complaints which are made and resolved within 24 hours are not logged as complaints. This is in line with national guidance.
- 2.3 The remit of the complaints team is not simply to receive calls. The team is required to check that a person who wishes to make a complaint has sufficiency of interest in respect of making a complaint: it obtains consent from the citizen/service user, where this is required; in respect of children's complaints, consideration may need to be given as to whether a child is Fraser competent; in other circumstances, consideration will need to be given to determine whether a complaint is being made in the interests of the citizen, where she or he may lack the necessary capacity, as determined under the Mental Capacity Act; Where a Power of Attorney is raised as a right to make a complaint on another person's behalf, the complaints team has to establish whether such a Power is registered or not.
- 2.4 It is only after these matters have been considered that the Social Care Complaints Team asks a Service Manager or Team Manager to provide a written response to a complaint, and to respond to the complaint within the timescales, as defined within the relevant statutory complaints process.
- 2.5 The Complaints Team provide advice to the operational teams on how to avoid unnecessary escalation of complaints to the Local Government Ombudsman. Further support is provided to the Department in managing complaints from the Local Government Ombudsman, along with training for all front line staff.
- 2.6 The Complaints team have been integral in identifying complaints that have the potential to be escalated to the Local Government Ombudsman; advice is offered to operational staff how to limit the impact of such complaints, thereby reducing any reputational damage to the Authority.
- 2.7 Where a complaint reaches the Ombudsman, the Complaints Team is highly skilled at risk assessing complaints in order to identify potential failings, so that they may be rectified and resolved, before the Ombudsman investigates the complaint, again this helps to avoid reputational damage.
- 2.8 The Expectation from Ofsted is that the Local Authority does not operate a one dimensional view of quality & practice.

¹ The Children Act 1989 Representations Procedure Regulations 2006

Children's Statutory Social Care Complaints Procedure.

- 2.9 Stage 1 the department is asked to provide a written response within 10 working days, this may be extended to 20 workings days
- 2.10 Stage 2 the complainant, usually where s/he remains dissatisfied following a response at stage 1, may request an investigation of their complaint; this is usually undertaken by an Independent Investigator, overseen by an Independent Person, both commissioned by the department. The stage 2 outcome is provided in the form of an investigation report, which should be available within 25 working days, but this may be extended to 65 working days.
- 2.11 Stage 3 if the complainant remains dissatisfied after receiving the investigator's findings and recommendation, s/he may request that an independent panel (comprised of 3 independent people) review the complaint and investigation. The complainant and any representative, along with a representative from the department, along with the investigator and independent person are invited to the panel too.
- 2.12 The relevant Director then writes to the complainant to explain if the department accepts the findings and recommendations of the Stage 3 Panel; the Director also explains what action plan has been agreed to be put in place so as to complete any recommendations.
- 2.13 Complaints Received from Children in Care 2014/2015

Complainant	Nature of complaint	Days to resolve	Outcome
1	Attitude or behaviour of staff	1	upheld
2	Unwelcome or disputed decision	32	upheld
3	Impact on an individual of a local authority policy and Assessment, care management and review	4	Not upheld
4	Concern about the quality or appropriateness of the service	16	Undecided
5	Unwelcome or disputed decision	7	Undecided
6	Delivery or non-delivery of services including complaints procedures	9	Undecided
7	Delay in Decision Making	1	Mostly not upheld

2.14 Note:

All 7 complaints were resolved at stage 1 of the complaints procedure

- 6 were concluded within the statutory timescale of 20 working days; 1 was not, because the children's home sent the complaint to an address not used by the Complaints Team for over 3 years
- No themes were identified as there are a small number of complaints and no two complaints are the same or similar in nature.

Individual complaint synopsis

- Complainant was unhappy at how care home staff had questioned him about his
 possession of an electronic item. The complaint was upheld as staff should have
 checked his "possessions sheet" first, which would have confirmed the item
 belonged to the complainant. The complaint was upheld and an apology was
 provided.
- 2. The social worker had promised the complainant that he could move to the care home of his choice; however it was then decided he could not go to the home he had chosen. The complaint was upheld because staff should not have made this promise to him. An apology acknowledging his distress was provided along with an apology for the delayed response to his complaint, which was the result of the children's home sending the complaint to an address no longer used by the local authority.
- 3. Complainant wanted to move from his out-of-area placement and he complained his cultural needs were not being met. The complaint was not upheld and it was explained that due to his behaviour this particular placement was necessary, and it was explained how his cultural and dietary needs were being met.
- 4. A looked after child complained he was bored in the children's home and that he wanted to do more activities. A response was provided to detail all of the activities he had taken part in recently, and it was suggested he might discuss with his key worker other options. An application was also made to obtain a laptop for him. No finding was made in respect of the complaint.
- 5. A refugee on a full care order who was caring for her own baby complained about a lack of support from Children's Services. It was explained that Children and Families had already agreed to support her financially until her state benefits were sorted out. No finding was made in respect of the complaint.
- 6. An asylum seeker had had to be moved after being a victim of a violent attack. The complainant was unhappy at being moved and so it was explained that the move had been necessary in order to protect her from further harm; a referral to CAMHS was also made. No finding was made in respect of the complaint.
- 7. A young person complained that he had been in his current foster placement for 4 years, yet he had been told he was to be moved. He wanted to stay where he was. The complaint was partly upheld because the social worker's communication with the young person had been poor and a meeting with a manager was arranged to discuss the young person's desires for his future.

2.15 2015/2016 (as at 13/8/15)

	Nature of complaint	resolve	Outcome
1	Unwelcome or disputed decision age 12	1	Undecided

2	Attitude or behaviour of staff	2	Undecided
3	Attitude or behaviour of staff	open	-

2.16 Note

• 2 complaints were resolved within the statutory timescale at stage 1 of the complaints procedure; 1 complaint is still ongoing.

Individual complaint synopsis

- 1. A young person in a foster placement complained he wanted to move to another placement. His social worker visited him the same day he made the complaint to discuss it with him. No finding was made in respect of the complaint.
- 2. A young person in a children's home felt staff were not supporting him a meeting was held with him to discuss his concerns and to reassure him. No finding was made in respect of the complaint.
- 3. A young person in a children's home felt staff were not supporting him and so he wanted to move to another home or have another young person in the home moved elsewhere. At the time of writing this report this complaint is still open.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

4. FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

4.1 None

5. <u>LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)</u>

- 5.1 The Children Act 1989 (S24D & 26[3] & The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 require each Local Authority to establish formal procedures for considering complaints in respect of services to children. Government Regulations were introduced in 2006 and the Secretary of State issued statutory guidance under the Local Government Social Services Act 1970. Failure to adhere to timescales could mean maladministration payments being made to the complainant
- If the above legislation is not adhered to the Local Authority will fail to fulfil it's statutory duty and this will impact on service delivery to complainants resulting in the involvement of the Local Government Ombudsman with a potential outcome of the Department being requested to make maladministration payments if the LGO feels there has been undue delay in progressing the complaint, this in turn may cause reputational risk to the Department.

6.	EQUALITY IMPACT ASSESSMENT	
	Has the equality impact been assessed?	
	Not needed (report does not contain proposals or financial decisions) \boldsymbol{X}	
	No	
	Yes – Equality Impact Assessment attached	
	Due regard should be given to the equality implications identified in the EIA.	
7.	LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION	<u>OR</u>
7.1	None	
8.	PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT	
8.1	The Children Act 1989 (S24D & 26[3]) & The Local Authority Social Services	
8.2	Representations Procedure (England) Regulations 1991 National Health Se Complaints (England) Regulations 2006	rvice
8.3	Getting the Best from Complaints National Guidance	
8.4	Nottingham City Social Care Complaints Policy, Procedures and Guidance, Oct 2006	ober

CORPORATE PARENTING BOARD – 19th October 2015

Title	e of paper:	Care Leavers Annual R	eport					
Dire	ctor(s)/	Alison Michalska, Corporate Director for Wards affected:						
	porate Director(s):	Children and Adults,		ALL				
_		Helen Blackman	,					
		Director of Childrens So						
Rep	ort author(s) and	Sharon Clarke, Service	Manager, Childrer	n in Care Team				
cont	act details:	Lynn Pearce, Senior Pe						
		Alan Monaghan, Senio	r Personal Advisor					
Othe	er colleagues who	Tina Thurley - Principal	Analyst					
have	provided input:		·					
Date	of consultation wit	h Portfolio Holder(s)	9 th September 20 ²	15				
(if re	elevant)							
	vant Council Plan S				_			
	ng unemployment by				\geq	<u> </u>		
	crime and anti-social					<u> </u>		
		ers get a job, training or t	further education th	an any other City		<u> </u>		
	Y	lean as the City Centre				<u></u>		
	keep your energy bi					<u> </u>		
	d access to public tra	•				<u></u>		
	ngham has a good m					<u> </u>		
	<u> </u>	ce to do business, invest						
		range of leisure activities	s, parks and sportir	ng events		<u> </u>		
	oort early intervention					<u> </u>		
Deli	er effective, value fo	r money services to our	citizens			<u> </u>		
		luding benefits to citize			_			
		ork undertaken and prog						
	Ofsted Inspection in March 2014. It is the Annual Report on the service, to update the Board on							
serv	ces provided to your	ng people transitioning fro	om care into adulth	ood.				
Rec	ommendation(s):							
1		es to support and unde	rstand the duties	required by the L	eaving	Care		
	Service.							

1. REASONS FOR RECOMMENDATIONS

- 1.1 Nottingham City Council has a duty to provide services to those young people defined as Care Leavers under the Statutory Guidance; The Children Act 1989 Guidance and Regulations; Volume 3, Planning Transition to Adulthood for Care Leavers, The Children (Leaving Care) Act 2000, Children and Young Persons Act 2008.
- 1.2 Research and practice shows that young people who have been looked after will have the best chance to succeed as adults if those providing transitional care and support take the following principles into account
 - Is this good enough for my child?
 - Provide a second chance if things do not go as expected.
 - Is the support package tailored to a young person's individual needs?

These are the principles which Nottingham City Council's Leaving Care Service uses to underpin the service they deliver to our Care Leavers. The service endeavours to ensure each young person is provided with a service that is tailored to meet a young person's needs, which is reviewed to ensure their transition into adulthood is successful.

- 1.3 The Leaving Care Service provides services to those young people as defined under the Act as <u>Eligible</u>, <u>Relevant</u> or <u>Former Relevant</u>. Recent amendments to the Guidance also determines services must be provided to <u>persons qualifying for Advice/Assistance</u>.
 - Eligible young people are those young people currently looked after and have been looked after for a period of 13 weeks or periods amounting to a total of 13 weeks which began after age 14 and ended on reaching 16.
 - Relevant young people are those young people who are:
 - Not looked after.
 - o Aged 16/17 and before this, ceased to be looked after as an eligible child.

This includes those young people (16/17) who were detained/secured or detained under the Mental Health Act in hospital and had been looked after for a period or periods amounting to 13 weeks after reaching age 14.

Regulation 3 also states that a child who has lived continuously for six months or more with a parent/carer whom the child now ceases to live with be treated as a Relevant child.

- Persons qualifying for Advice/Assistance are defined as persons aged between 16 and 21, whereby a Special Guardianship order was in force.
- 1.4 Nottingham City Council has a duty to provide and sustain young people defined as Care Leavers with suitable accommodation. The Act defines suitable accommodation as the following:
 - That which is reasonably practical and suitable for the young person with regards to their needs.

- That which the responsible Authority finds satisfactory with regards to the character and suitability of the landlord/provider.
- Accommodation that complied with Health and Safety legislation.
- That which takes into account young people's views, training, education and employment needs.

The Act also places a duty on the Council to take steps as far as is reasonably practical, to identify sufficient accommodation within its area to meet the needs of Care Leavers.

- 1.5 The Placement Service commissions accommodation from private providers for semi-independent living and Nottingham City Council also has a range of semi-independent provision within its residential estate. We do therefore provide a range of accommodation which reflects the diverse needs of its Care Leavers. This includes:
 - Enabling young people to remain in the accommodation in which they lived whilst in care i.e. staying put.
 - Foyers supported housing.
 - Small group homes.
 - Independent accommodation with support.
 - Shared accommodation with/without support.
- 1.6 As the majority of young people approach their 18th birthday, they will be working towards gaining their own tenancy. The Leaving Care Service works clearly with Nottingham City Homes (NCH) who are extremely supportive of Care Leavers. There is a robust housing protocol which enables Care Leavers to be a priority for housing, with the aim being to ensure our young people are provided with good, quality accommodation.
- 1.7 Personal Advisors work closely with NCH Housing Patch managers to ensure young people are provided with the necessary support to sustain their own tenancies. NCH will share information if young people are struggling and there may be a risk to their tenancies. NCH provides support to young people regarding finances and is well accessed by young people. They have also provided apprenticeships to Care Leavers. Their work with Nottingham City Council has recently won themselves, and our Care Leavers. National Awards.
- 1.8 Current performance with regards to Care Leavers and suitable accommodation continues to be good. The only issue affecting performance is that the Department of Education will not accept custody as suitable. Performance currently stands at 90.5% (See Appendix 1 CL-7(R).)
- 1.9 There remains a national focus on young people 'Staying Put'. The Leaving Care Service has recently reviewed its policy and financial arrangements to make a complicated system easier for carers/young people to understand. The number of young people 'Staying Put' in their foster placements, residential homes (if appropriately registered) and within our residential semi-independent estate.

This allows young people to stay in placements post-18 if they wish to, if assessed as not yet ready for their own tenapcy particularly vulnerable or in appeal with

respect to their immigration status. This includes a dedicated Personal Advisor to those young people exiting residential care.

We currently have 10 young people "Staying Put" which is a significant increase since the Ofsted Inspection.

- 1.10 The Placement Service is reviewing the current commissioning strategy to ensure we can continue to offer appropriate accommodation and in conjunction with the Leaving Care Service quality assuring all commissioned accommodation.
- 1.11 Making the transition to adulthood can be difficult for children in care, but one that can also help young people assert their own identity. The Leaving Care Service provides support to enable young people to choose how they furnish their own homes by providing a 'Setting Up Home' grant to ensure they have appropriate equipment and household items. This is assessed on an individual basis so that resources are allocated appropriately.
- 1.12 The Leaving Care Service has embedded the use of the 'Life Skills Booklet'. This tool helps identify gaps in independent skills so that appropriate support can be put in place.
- 1.13 The Leaving Care Service employs a qualified Social Worker, whose role it is to identify those young people who would qualify for Adult Services. The Transitions Worker has proved very beneficial in ensuring that our most vulnerable Care Leavers access the appropriate Adult Service in a timely manner.
- 1.14 The Leaving Care Service are required to review Pathway Plans and support Care Leavers as they make their transition to adulthood, which is irrespective of other services provided i.e. if they are disabled, in custody or an Unaccompanied Asylum Seeking Child (UASC). The Act required Pathway Plans be implemented and reviewed for all Eligible, Relevant and Former Relevant young people.
- 1.15 Each young person's Pathway Plan sets out the actions to be undertaken by the Local Authority, young person, their carers and the full range of Agencies so each young person is provided with the services they need.
 - The Leaving Care Service, following the Ofsted Inspection, reviewed its Pathway Plan and has changed the format to produce a plan which is specific, measurable, achievable, realistic and timely which incorporates the wishes and feelings of young people. Performance with regards to Pathway Plans for Care Leavers is monitored closely and a monthly report is issued.
- 1.16 All young people eligible for a Pathway Plan must be allocated a Personal Advisor (P.A.). These are not necessarily qualified workers but have to process the necessary skills and expertise to work with Care Leavers. Regulation 8 sets out the function of a P.A. This includes providing information, support in relation to finances, housing, health, education, training and employment. They are the key professionals for co-ordinating Care Leaver support. They remain allocated to a

young person until they are 21 or 25, if in full time education. P.A.s are required to visit young people statutorily every 8 weeks.

The Care Leaver Service is managed by two Senior Personal Advisors and has nine Personal Advisors. A tenth Personal Advisor is commissioned by the NCHA to provide services to young people who do not wish to engage with N.C.C. Staff. This P.A. will be brought back in-house as it is currently felt to be inefficient. The team also has the transitions Social Worker and three Futures Workers are also based there.

1.17 The Leaving Care Service recognise that the number of young people engaged in training, education and employment is not at an acceptable level. Work has been undertaken to improve performance.

Previously, RISE was commissioned to provide opportunities for young people, however both Nottingham City Council and Ofsted recognised this as a poor investment in terms of outcomes and the contract ceased in April 2015.

The Service is now piloting an EET P.A. role for a year. The role of this P.A. is to work alongside Personal Advisors, EET Providers, voluntary organisations, Futures and internal Departments to work with young people to ensure they are engaged with education, training or employment.

The EET P.A. will offer ASDAN qualifications, timetables and opportunities based on young people's needs, particularly those young people who are further disadvantaged regarding opportunities such as young mothers, young people coming out of custody and those young people who struggle emotionally.

The EET P.A. will also work closely with the Youth Offending Team to share resources, learning and practice. Early signs are that this has been successful amongst some of our more disengaged young people. Performance stands at 63.5% (see Appendix 1, CL-8(R))

The Nottingham Labour Manifesto 2015 includes the following pledge. It will offer permanent jobs or apprenticeships within the City Council to at least 10% of care leavers and encourage further employment opportunities for them across the city,

- 1.18 The Leaving Care Service leads on an employability multi-agency meeting where opportunities and issues can be shared. This includes the expansion of apprenticeship opportunities ring fenced across Departments in the City Council building, on the success of award winning schemes already in progress.
- 1.19 The Leaving Care Service has an excellent relationship with Futures. There are three dedicated Futures workers who are considered part of the team. They attend team meetings and the employability meetings to ensure that the learning/training pathways of young people are captured.
- 1.20 The Leaving Care Service are working hard to ensure the participation of Care Leavers in delivering appropriate services.

A new Care Leavers group known as 'Your Voice' has been formed. They meet as a group to look at issues which affect them and have the opportunity to feedback about their experiences as Care Leavers. Strong liaison occurs with the Children in Care Council and recently members of the group fed back into the first Children in Care Council's corporate meeting which was very successful.

Also a new 'Your Voice; questionnaire has been devised to gain feedback from as many Care Leavers as possible to gain their views about the Service and how this could be improved. This survey will also feed into the Annual 'Have Your Say Survey' which also captures Care Leaver's views.

1.21 Care Leavers are entitled to have full medical information as they leave care and this is now a Government requirement. The Health Passport (known as Important Health Information following consultation with Care Leavers) has been implemented. There have been issues in these being produced in a timely way, but the Leaving Care Service is working closely with the Looked After Medical team to improve performance. Performance is approximately around 20% which Health are aware needs significant improvement.

The Service recognises the importance of ensuring young people have their necessary health information, and monthly meetings are now being held to ensure this is monitored closely.

There is also a recognition that Care Leaver's emotional well being needs to be included in their health information. Research clearly shows that loneliness/social isolation is a clear factor in determining a young person's well being, and that children in the care system do not often engage with services offered prior to leaving care.

Work is to be undertaken with Care Leavers to gain feedback as to why they will not engage with current services/what could be offered and what they require as they leave care.

1.22 The Leaving Care Service is responsible for safe guarding Care Leavers. They work closely with the Children in Care Police Officer, YOT, Police, Probation and other relevant agencies to ensure that if there are concerns, then the relevant support is implemented to mitigate against further risk.

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

2.1 The Board have a corporate duty to understand and promote the services that Nottingham City Council has to undertake legally to promote the outcomes and opportunities of its Care-Leavers.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None.

4. FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT) Page 20

5.	LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMING ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT	
	IMPLICATIONS)	
5.1	None	
6.	EQUALITY IMPACT ASSESSMENT	
	Has the equality impact been assessed?	
	Not needed (report does not contain proposals or financial decisions) X	
	No]
	Yes – Equality Impact Assessment attached	I
	Due regard should be given to the equality implications identified in the EIA.	
7.	LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORLD THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION	KS OR
7.1	None	
8.	PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT	
8.1	The Children Act 1989 Guidance and Regulations Volume 3 Planning Transit Adulthood for Care Leavers	tion to
8.2	The Children (Leaving Care Act)	
8.3	Children and Young Persons Act 2008	

4.1 None.



Performance Data in Support of Care Leavers Annual Report 2015 for Corporate Parenting Board (19th October 2015)



CL - 7 (R)Care Leaver Suitable Accommodation Report

Reporting Period: Quarter 2

And of Court Languages and how one hand by Overston			Quarter 1			
Age of Care Leaver in each key age band by Quarter	17th	18th	19th	20th	21st	DfE Reported National Comparison (2014-15)
Accommodation Is Considered Suitable	0	18	13	10	17	
% In Suitable Accommodation	mmodation 0.0% 90.0% 92.9%		100.0%	85.0%	81% (only for 19-21 year olds)	
	Quarter 1 = 90.6% for all ages					

CL - 8 (R)Care Leaver EET (Education, Employment and Training) Activity Report

Reporting Period: Quarter 2

Age of Care Leaver in each key age band by Quarter -			Quarter 1			
		18th	19th	20th	21st	DfE Reported National Comparison (2014-15)
Number of Care Leavers in EET Activity	0	15	7	6	13	39% in NEET (Not in
% In EET		75.0%	50.0%	60.0%	65.0%	Education, Employment and Training and only for
	Quarter 1 = 64.1% for all ages			19-21 year olds)		

N.B. The EET figure has not been published but lower than the remaining 61% as some of the cohort are not included in the count i.e. unknown status)

CORPORATE PARENTING BOARD – 15 September 2014

Title	e of paper:	NYAS Advocacy and Independent Visitor (IV) Service –			
		Nottingham Residential Visiting			
Diro	ctor(s)/	Helen Blackman (Director of Children's Wards affected:			
	oorate Director(s):	Social Care)			
	ort author(s) and				
	tact details:	c/o Attenborough Suite, Mohan Business Centre, Tamworth Road,			
		Long Eaton, Derbyshire. <u>paul.clark@nyas.net</u>			
Othe	er colleagues who	Jennifer Hanby Project Manager NYAS			
	e provided input:	Mary Lewis, Senior Advocate NYAS			
	, p. 6	Heather Walker, IV co-ordinator, NYAS			
	e of consultation wi elevant)	th Portfolio Holder(s) 1 st April 2014 – 31 st March 2015			
	evant Council Plan S				
	ing unemployment by				
	crime and anti-social				
		ers get a job, training or further education than any other City			
	<u> </u>	lean as the City Centre			
	keep your energy bi				
	d access to public tra				
	ingham has a good m				
		ce to do business, invest and create jobs			
		range of leisure activities, parks and sporting events			
	port early intervention				
Deli	ver effective, value fo	r money services to our citizens			
Sum	nmary of issues (inc	luding benefits to citizens/service users):			
This report summarises the activities undertaken to date of the advocacy and independent visitor (IV) services provided by the National Youth Advocacy Service (NYAS) during the year 2014/15.					
	-	ighlight the benefits of providing good quality advocacy and IV butes to safeguarding and improving outcomes for young people.			
	ommendation(s):				
1	<u> </u>	advocacy and independent visitor activities being undertaken by NYAS.			
2		portance of the advocacy and independent visitor services in safeguarding			
	and neiping children	in care to get their views heard.			

1. REASONS FOR RECOMMENDATIONS

1.1 To acknowledge the advocacy and independent visitor activities being undertaken by NYAS.

It is important to ensure that the Corporate Parenting Board (the Board) has an understanding of the Authority's children in care advocacy and independent visitor arrangements and the activities being undertaken to ensure the best quality provision Page 25

is being delivered. Ensuring the Board has a thorough understanding of what NYAS, as providers of these services, are contracted to deliver and the work being conducted to deliver these services, will place the Board in a position to better scrutinise the quality of advocacy and IV provision.

1.2 To recognise the importance of the advocacy and independent visitor services in safeguarding and helping children in care to get their views heard.

Children in care have a right to have their wishes and views concerning their care heard. Ensuring that this happens improves the child's experience of care, which in turn promotes positive outcomes for them in the future.

Independent advocates play a vital role in ensuring that the wishes and feelings of looked after children are listened to and considered when making decisions that affect their care.

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

2.1 NYAS was awarded the contract to provide advocacy services and independent visiting services commencing 1st April 2014. The service was awarded following a competitive tendering process. Prior to 1st April, 2014, the service was delivered by Barnardos.

The commissioned service provides -

2.3 ISSUE BASED ADVOCACY

- An issue-based advocacy service for all eligible Children and Young people.
- Advice and information for children and young people about their rights, including those contained in Sections 17 and 26a of the Children Act 1989, the Children Act 2004 and the UN Convention on the Rights of the Child.

This service is for children and young people up to the age of eighteen years, lookedafter now or in the past, or up to twenty five for those with a disability or in higher education. This includes children and young people who are in short-term placements, in secure placements and those in out of county placements

2.4 INDEPENDENT PERSONS SERVICE

This service is for all eligible children and young people subject to current Secure Accommodation Orders and provides Independent Persons for secure accommodation review panels as specified under the current Statutory Regulations. (Section 25 Children Act 1989, Children (Secure Accommodation) Regulations 1991, Children (Secure Accommodation) Amendment Regulations 1992)

2.5 INDEPENDENT VISITOR SERVICE

This service provides suitable appointed volunteers to visit any child or young person who is looked-after where it is deemed to be in the child or young person's best interests, in accordance with s47 The Care Planning, Placement and Case Review (England) Regulations 2010. This includes children placed out of the local authority area.

2.6 RESIDENTIAL VISITING ADVOCACYASERVICE

This service provides visits to all Children & Young People's residential children's homes and residential schools, whether provided by the Local Authority or an independent provider where a looked after child from Nottingham City or a Nottinghamshire County is placed. This is to include those placements outside the City of Nottingham or the County of Nottinghamshire.

2.7 RESIDENTIAL VISITING ADVOCACY SERVICE TO SECURE ACCOMMODATION

This service provides residential visiting advocacy to Clayfields House in Stapleford on a weekly basis.

2.8 **SPOT PURCHASE**

NYAS provides an independent advocacy service for the following children and young people on a spot purchase referral basis. They include those who are-

- At risk of exclusion from school or have been permanently excluded.
- Involved in an Initial/Review Child Protection Conference,
- Referred by the Youth Offending Team/Service
- Placed in a residential setting by Council Educational Services or from an SEN disability tribunal
- Deemed to be in need of this service

2.9 **SERVICE TRANSFER**

NYAS utilised the services of independent advocates from other contracts to ensure that the most vulnerable young people were prioritised and received a service while the service was being transferred from Barnardos to NYAS. Since then, we have continued to recruit and train additional independent sessional advocates to support the delivery of the service.

2.10 STAFF TEAM

The staff team is made up of a Project co-ordinator, a Senior Advocate and an IV co-ordinator. The contract is overseen by the Operations Manager for the East Midlands. In addition, NYAS currently has seven independent advocates, with a further five currently completing the final stage of their training and a further four beginning their training. We are continuing with a programme of recruitment and have for further candidates to interview in the near future.

We have made the decision to recruit additional salaried advocate time to support the service in line with contractual requirements. Funding for this has been agreed from an accumulative underspend on self-employed advocacy costs and has been agreed by the commissioning officers. This investment will be shared with the County.

2.11 PROGRESS TO DATE

Independent visitor service

During 2014-15, the Independent Visitor service has picked up significantly following a difficult start. Within the first 2 quarters, a significant number of established matches ceased, (the service lost 10 matches) as well as a significant number of existing volunteers choosing to leave the service prior to engaging with NYAS as the new provider. As such, the co-ordinant of the service and this

work is ongoing. Enquiries from individuals interested in be coming volunteer IVs is high. Since the beginning of the contract 14 individuals have been recruited and trained for the service. A number of these are waiting a match with the right young person. At the end of quarter 4, there were 12 matched young people receiving a service and this number is growing. During the course of the year, we accepted 15 new referrals.

A comprehensive promotional and publicity plan has been developed by the coordinator and as a result of this, enquiries from prospective volunteers as well as potential referrals have been increasing.

Advocacy Service

Referrals are received through our national helpline and passed through to the local co-ordinator for allocation. Initially, the allocation process has taken longer than normal due to the lack of local advocates. Advocates have been sourced from out of county contracts. NYAS normally allocates each case within 24 hours and the advocate makes contact with the child or young person within 72 hours.

During 2014-15, there were **334** cases created. This included young people placed in out of county settings as well as the issue based advocacy which is recorded on a case by case basis.

RESIDENTIAL VISITING

In area residential units (i.e. residential units located in Nottingham city) have received 42 visits during 2014-15. Attempts will be made to engage with as many young people as possible during these visits although it is not uncommon for one or more of the young people to be out or engaged in other activities. Promotional material is provided for the young people and the residential units to ensure that the young people can reach an advocate should the need arise.

Additional visits have been made to children and young people placed out of county. During 2014-15, an average of **48** visits per quarter were made to young people placed out of county. In the vast majority of cases, the young person was seen and engaged with as the visit would be tailored to their convenience.

SECURE RESIDENTIAL VISITING

During 2014-15, there have been **72** visits to Clayfields House. There was a slow start to the year whilst the correct advocate was sought, however, since July there have been a minimum of 8 visits per month in line with contractual requirements.

SPOT PURCHASE

During 2014/15, there have been **29** young people supported under a spot purchase arrangement - the vast majority being referred as part of initial and review CP conferences.

3.	OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS
3.1	None.
4.	FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)
4.1	The combined (City and County) contract has a value of –
	1. Year 1. £189,043 2. Year 2. £184,673 3. Year 3. £184,673
4.2	In addition, further costs will be incurred through the spot purchase arrangement. These are invoiced regularly to allow for close budget monitoring.
5.	RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIMITATIONS)
5.1	The service ensures that the wishes and feelings of looked after young people are considered when planning for their futures. Risk to the local authority is therefore reduced and managed as concerns and complaints are supported and effectively managed. Vulnerable children and young people are further supported through the residential visiting advocacy and the independent visiting service, with particular focus on minimising isolation and maintaining contact with the young person.
6.	EQUALITY IMPACT ASSESSMENT
	Has the equality impact been assessed?
	Not needed (report does not contain proposals or financial decisions) \boldsymbol{X}
	No \square
	Yes – Equality Impact Assessment attached □
	Due regard should be given to the equality implications identified in the EIA.
7.	LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OF THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION
7.1	None.
8.	PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT
8.1	None.





Corporate Parenting Board Reporting Schedule: Forward Planner 2015 - 2016

Report (Corresponding Strategic Priority Statement)	Report Lead	Draft Report from Report Lead	Chair's Briefing	Final Reports from Report Lead	Corporate Patenting Board
 Quality Assurance Visits of Regulated and Non-regulated Residential Provision Have Your Say Survey Result Summary Performance Report (Q3 and Q4 2014/15) Children in Care Council 	Kay SuttKwesi WilliamsSteve CombKwesi Williams	5 th May 2015	13 th May 2015	18 th May 2015	1 st June 2015
 (Verbal Update) Independent Reviewing Officer Service Annual Report (3) Pathway Planning (3) Children in Care Council (Verbal Update) Apprentice Scheme (Verbal Update) Report Forward Planner (Verbal Update) 	 Clive Chambers Sharon Clarke Jon Rea Evonne Rogers Clir Mellen 	17 th June 2015	1 st July 2015	6 th July 2015	20 th July 2015
 Care Leavers Annual Report (4)(5) Advocacy and Independent Visitor Annual Report Complaints Service Report Children in Care Council (Verbal Update) Report Forward Planner 	 Sharon Clarke Paul Clark Patrick Skeet Jon Rea Clir Mellen 	18 th August 2015	2 nd September 2015	7 th September 2015	19 th October 2015

Report (Corresponding Strategic Priority Statement)	Report Lead	Draft Report from Report Lead	Chair's Briefing	Final Reports from Report Lead	Corporate Patenting Board
 Educational Attainment of Children in Care (4) Statement of Purpose Fostering Service and Adoption Agency Children in Care Placements Adoption and Permanency (2) Performance Report (Q1 and Q2 2015/16) Children in Care Council (Verbal Update) Report Forward Planner 	 Malcolm Wilson Sonia Cain Anne Partington Sonia Cain, Sharon Clarke Steve Comb Jon Rea Cllr Mellen 	14 th October 2015	28 th October 2015??	2 nd November 2015	16 th November 2015
 Fostering and Adoption Panel Chairs Update Emotional Health (1) Child Sexual Exploitation and Grooming (1) Reducing Offending Behaviour (6) Children in Care Council (Verbal Update) Report Forward Planner 	 Sonia Cain Tania McDonald Caroline Riley Sam Flint, Natalie Pink Jon Rea Cllr Mellen 	18 th November 2015	2 nd December 2015	4 th January 2016	18 th January 2016
 Physical Health (1) NCSCB Missings Update Report Edge of Care Provision Children in Care and Care Leavers Strategy Review Children in Care Council (Verbal Update) Report Forward Planner 	 Amanda Edmonds To be identified Kay Sutt Steve Comb Jon Rea Cllr Mellen 	17 th February 2016	2 nd March 2016	7 th March 2016	21 st March 2016

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

ATTENTION: IMPORTANT CHANGES TO REPORT SUBMISSION

All* reports scheduled to be presented to the Board on or after the 1st September 2015 must be produced and submitted through the corporate report management system – see link to access the system and for guidance http://gossweb.nottinghamcity.gov.uk/nccextranet/index.aspx?articleid=10263. (* This only applies to reports produced by local authority staff. External partner should continue to submit reports via email to https://www.wesi.williams@nottinghamcity.gov.uk no later than 10.00am on the date stated.

Please note that additional reports may be added to the schedule by request of the Chair or other Board Members. Reports are also subject to schedule changes.

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