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NOTTINGHAM CITY COUNCIL CORPORATE PARENTING BOARD

Date: Monday 15 January 2018

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



Corporate Director for Strategy and Resources

Governance Officer: Phil Wye Direct Dial: 0115 8764637

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTERESTS

3	MINUTES To confirm the minutes of the meeting held on 20 November 2017	3 - 8
4	FOSTERING AND ADOPTION PANEL CHAIR'S REPORT Report of the Director of Children's Integrated Services	9 - 16
5	SAFEGUARDING CHILDREN AND YOUNG PEOPLE FROM CHILD SEXUAL EXPLOITATION Report of the Director for Children's Integrated Services	To Follow
6	ADOPTION AND PERMANENCY Report of the Director for Children's Integrated Services	17 - 22
7	CHILDREN IN CARE - SOCIAL CARE COMPLAINTS Report of the Director for Children's Integrated Services	23 - 28
8	FORWARD PLAN	29 - 32

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 Loxley House, Nottingham on 20 November 2017 from 2.30 pm - 3.30 pm

Membership

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

Councillor David Mellen (Chair)

Councillor Liaqat Ali

Councillor Nicola Heaton
Councillor Wendy Smith

Councillor Sam Webster

Councillor Ginny Klein
Councillor Jackie Morris

Councillor Marcia Watson

Colleagues, partners and others in attendance:

Melanie Bracewell - Designated Doctor for Children in Care

Clive Chambers - Head of Service - Safeguarding and Quality Assurance

Steve Comb
- Head of Service – Children in Care
Kathryn Higgins
- Designated Nurse for Children in Care
Holly Macer
- Children's Placements Manager
Jon Rea
- Engagement and Participation Lead
Jordan Whatman
- Project Officer, Children in Care

Phil Wye - Governance Officer

34 APOLOGIES FOR ABSENCE

Councillor Sue Johnson - council business

Councillor Nicola Heaton - personal Councillor Ginny Klein - personal Councillor Jackie Morris - personal Councillor Marcia Watson - personal

Councillor Jim Armstong

Helen Blackman, Director of Children's Integrated Services Larelle Flowers, Children in Care Council representative TM, Foster Carer representative

35 <u>DECLARATIONS OF INTERESTS</u>

None.

36 MINUTES

The minutes of the meeting held on 25 September 2017 were confirmed as a true record and were signed by the Chair.

37 CHILDREN IN CARE PERFORMANCE REPORT (Q1/Q2 2017-2018)

Steve Comb, Head of Service, Children in Care, introduced the report providing the Board with the most up to date Children in Care performance date, highlighting the following:

- (a) there has been an increase in the number of children in care. Exit planning is a key focus, along with reducing the number of high cost external residential placements;
- (b) the current Service Manager for fostering and adoption retires in November. There is significant activity around foster carer recruitment, with a number of prospective carers progressing through the approval process currently;
- (c) 19 children were adopted, 5 were made subject to Special Guardianship Orders and 1 was made subject to a Child Arrangement Order in Quarters 1 & 2 of 2017/18;
- (d) offending by children in care has reduced from nearly 20% in 2006 to 5.4% in 2016. This is better than similar cities, and has been helped by the council's part funding of the Children in Care Police Officer;
- (e) 90% of children in care had a Personal Education Plan (PEP) completed in the past year. The Virtual School Head is currently gathering information regarding PEPs and identifying where they are incomplete;
- (f) there has been an increase in the number of care leavers in suitable accommodation. This will be a key strand in the government's Keep on Caring agenda;
- (g) a significant percentage of care leavers are in employment, education or training, which exceeds statistical neighbours significantly. However, this could always be improved and the focus is to continue to support more care leavers into education and employment.

Board members felt that further opportunities for apprenticeships for care leavers could be explored. The Director of Children's Integrated Services has contacted departments where they may be opportunities, but other local employers such as the Fire Authority or the Police Authority could also provide apprenticeships.

RESOLVED to acknowledge the current performance position of the Children in Care Service, against identified key performance indicators.

38 <u>THE HEALTH OF CHILDREN IN CARE OF THE LOCAL AUTHORITY 2016</u> /17 – NOTTINGHAM CITY

Kathryn Higgins, Designated Nurse for Children in Care, and Melanie Bracewell, Designated Doctor for Children in Care, introduced the Clinical Group (CCG) looked after children annual report. This provides assurance that the CCG is fulfilling its

Corporate Parenting Board - 20.11.17

statutory responsibilities to children as outlined in the Children Act 1989 and associated guidance. The following was highlighted:

- (a) an Out of Area Pathway is almost complete, which will make sure that children placed out of area get regular, quality assured, health assessments;
- (b) a data project is well underway, looking at data on the health of children in care, making sure this is accurate and used to inform work to further improve outcomes;
- (c) the Children in Care Service Improvement Forum looks at the health of children in care and has produced an action plan which will deliver improved outcomes for children in care and care leavers;

The following points were raised during the discussion which followed:

- (d) previously the CCG was not engaged in the process for monitoring health assessments of children who are placed out of area, but they will now be involved so that they can monitor it;
- (e) mental health assessments are an integral part of all health assessments, and links with mental health services have improved.

RESOLVED to

- (1) note that health providers supported by the Designated Professionals will continue to work with the Service Improvement Forum and associated working groups with the aim to improve health outcomes for Children in Care;
- (2) note that revised CCG pathways for out of area placements and other local authority placements in the City will be implemented in 2018;
- (3) note that health providers supported by the Designated Professionals will continue to work with the Local Authority, other partner agencies and Commissioners in planning for and ensuring adequate health provision for Care Leavers.

39 CHILDREN IN CARE PLACEMENTS

Holly Macer, Placements Manager, introduced the report which provides an annual update on Nottingham City Council's Children in Care placements and progress against the Children in Care Placements Commissioning and Sufficiency Strategy. The following was highlighted:

- (a) a priority is to place as many children and young people locally, and the target of 85% for this has been achieved;
- (b) there has been an increase in the number of children in care placed within internal provision, and ongoing efforts to increase this further by recruiting new carers and

expanding the internal residential estate;

- (c) Nottingham City Council is a member of the East Midlands Regional Children's Framework (EMRCF), which is a consortium of seven local authorities working to achieve consistent, high quality and value for money placements;
- (d) a block contract for ten residential children's homes placements was awarded to Homes2Inspire in April 2015. The placements have been full since October 2016, and a further 2 placements have been negotiated which are also now full;
- (e) four of the homes are currently rated by Ofsted as 'good', and one as 'requires improvement'. This home is subject to increased quality assurance visits and progress against their Ofsted action plan is closely monitored;
- (f) a robust commissioning and contracting approach is required for semiindependent accommodation, which is not inspected by Ofsted. This will be procured via an open accreditation process to improve outcomes, local sufficiency, consistent quality and greater value for money;
- (g) all external placements are subject to an annual unannounced quality assurance visit, which are proving successful;
- (h) Continuing Care funding, for children with complex health needs, increased by 27% in 2016/17, and is forecast to increase again by 15% by the end of 2017/18;
- (i) the council, along with Derby City and Nottinghamshire Council councils, has been successful in obtaining an offer in principle of three million pounds towards outcomes payments from the Life Chances Fund, delivered by the Big Lottery Fund. A social investor is now being sought to create an innovative service to support complex children in care.

The following points were raised during the discussion which followed:

- (j) there are a number of prospective foster carers who will be assessed soon for suitability. If all are successful then the council's target for foster carer recruitment will be exceeded:
- (k) the block contract for residential children's homes placements was targeted at children who do not have complex needs. Children in care are placed appropriately to best suit their needs.

RESOLVED to note the contents of the report.

40 CHILDREN IN CARE COUNCIL

Jon Rea, Engagement and Participation Lead Officer, gave a verbal update on the work of the Children in Care Council, highlighting the following:

(a) the focus of the Children in Care Council this term initially focused on completing the work around the Placements Service, carried over from earlier in the Summer.

The group used drama to explore key issues such as being split up from siblings;

- (b) the group later moved onto the theme of Preparing for Independence, which was one of the areas highlighted for focus in the 2016 Have Your Say survey. This covered two areas: Earning and Learning, and independent living;
- (c) on Earning & Learning, the group recently took part in exercises that contribute to the Council's Employability Refresh. Main areas identified for support include young people being made aware of the different types off jobs they could do and supporting them to access platforms to improve their key skills, ability-levels and behaviours;
- (d) on independent living the group contributed to the national consultation on social housing for the government's Housing Green Paper, on behalf of Nottingham City. This has subsequently been submitted to Nottingham City Homes to form part of their submission to the government;
- (e) the group also saw a presentation from two foster carers about a charity project they have launched aimed at providing every child in care their own bag, containing essential supplies, when they first come into care. The essential supplies include a new blanket or throw, slipper socks, a book, colouring equipment and a notebook. The group agreed to support the development of this project;
- (f) Takeover Challenge Week took place in the second week of November 2017, and Children in Care Council members took over Loxley House restaurant kitchen. One member also worked with the council's communications team to develop a new blog for children in care and care leavers, which will be launched in February;
- (g) the annual awards night is on Monday 18th December at the Council House, with the Lord Mayor and Sherriff presiding.

RESOLVED to thank Jon for his verbal update.

41 STATEMENT OF PURPOSE: FOSTERING AND ADOPTION

RESOLVED to note the contents of the Statements of Purpose for adoption and fostering.

42 FORWARD PLAN

The forward planner was noted.



CORPORATE PARENTING BOARD – JANUARY 2018

Title of paper:	Fostering and Adoption Panel Chair's Report						
Director(s)/ Corporate Director(s):	Helen Blackman – Dire Integrated Services	ctor, Children's	Wards affected:				
Report author(s) and	Audrey Taylor – Service	e Manager, Fosteri	3 333				
contact details:	Audrey.Taylor@notting		ing and reach their				
	01158764526	, ,,					
Other colleagues who	Clive Harrison - Chair,	Panel One					
have provided input:	Phil Rogers – Chair, Pa	anel Two					
	Dagoberto Rojas – Cha	air, Panel Three					
	Tom Elvidge - Chair, Panel Four						
	Ian Crompton - Panel A	dvisor					
Date of consultation wit	th Portfolio Holder(s)						
(if relevant)							
Relevant Council Plan h					_		
Strategic Regeneration a	nd Development			<u></u> _	<u>_</u>		
Schools				<u> </u>	<u>_</u>		
Planning and Housing				<u> </u>	╛		
Community Services				<u> </u>	╡		
Energy, Sustainability and				<u> </u>			
Jobs, Growth and Transp				<u> </u>	<u> </u>		
Adults, Health and Comm					<u> </u>		
Children, Early Intervention	on and Early Years				<u> </u>		
Leisure and Culture				<u> </u>	╛		
Resources and Neighbou	irhood Regeneration						
Summary of issues (inc	•						
The Panel's primary responsibility is to safeguard children and young people, placed in foster care							
and adoptive homes / families by Nottingham City and beyond. The Panel takes its responsibility to protect children very seriously and is vigorous in its scrutiny of reports and assessments.							
protect officient very seriously and is vigorous in its scrutting of reports and assessments.							
Recommendation(s):	Recommendation(s):						
	of the fostering and adop	tion panels					

1 REASONS FOR RECOMMENDATIONS

- 1.1 Good practice as suggested by the British Association for Adoption and Fostering (BAAF 2015; 2016) states that an annual report should be prepared detailing the work of the fostering and adoption panels. The report should detail 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 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)
- Recommend the approval of adoption plans for relinquished children.

Fostering and Adoption Panels

2.2 The Fostering and Adoption panels continue to make positive progress. As reported February 2016 the number of panels was reduced to three per month with a fourth panel held every quarter. This has enabled Panel to meet as demand requires, affording flexibility and responsiveness to need in a cost efficient manner.

In 2017 we recruited three new panel members, who replaced those who were not able to commit to the role. The new members included 2 elected members - Councillors who have enhanced the accountability of panels.

In 2016 a new Panel Chair's checklist was introduced which included the Panel providing considered and detailed feedback to the Agency on the timeliness and quality of every report and assessment presented to Panel. The Panel Advisor then confirms this feedback to presenting social workers and their manager. There has continued to be noted improvements in the quality of reports presented to Panel throughout 2017, see section 2.6 and 2.7.

The use of the Children in Care Council (CICC) questions that the children felt should be asked of prospective adopters and foster carers has now been in practice for a year. The feedback from applicants has been overwhelmingly positive with prospective adopters and foster carers describing how the questions powerfully bring the role of becoming a carer to life in panel. The background to this development, reported last year, was that in 2016 the Children in Care Council ran an interactive workshop around fostering and adoption panels; one outcome of which was questions that the children felt should be asked of prospective adopters and foster carers. Each panel now identifies 2 to 3 appropriate questions from the list, produced by the CICC, which are directly asked of prospective adopters and foster carer's whose assessments and applications are being considered by panel. There continues to be interest from other Agency's in this innovative way of ensuring that the voice of young people is present when considering prospective foster carers and adopters. This is particularly so from D2N2 colleagues who have attended panel to observe how we have implemented the practice.

2.3 The merging of the Fostering and Adoption panels, which came into effect in September 2013, continues to be effective and offers availability and flexibility in regard to allocating time slots for cases to be heard.

2.4 The following is statistical information detailing the activity of the panel, according to the types of cases that have been presented.

Fostering and Adoption Panel Activity April – Oct 2017

Table 1 – Adoption Statistics

	April 2017 – June 2017	July –Sept 2017	Oct 2017	April–Oct 2017
Foster to Adopt	0	0	0	0
Applications	4	3	5	12
Matches (Nottingham)	6 children with 6 families	3 children with 3 families	4 children with 2 families	13 children with 11 families
Matches (Inter- Agency) [IA]	5 children with 5 families	6 children with 3 families	0	11 children with 8 families
Total matches	11 children with 11 families	9 children with 6 families	4 children with 2 families	24 children with 19 families
Termination of approval	1	2	3	6

Table 2 – Fostering Statistics

	April 2017 – June 2017	July –Sept 2017	Oct 2017	April–Oct 2017
Mainstream Applications	4	1	1	6
Mainstream Deferral	0	0	0	0
Connected Persons (CP)	4	3	3	10
Connected Persons Extensions	1	2	1	4

Annual Reviews	4	7	0	11
Reviews following concerns	0	0	0	0
FC Notification of Resignation	1	3	0	4
Termination of Approval	0	0	0	0
Change Of Approvals	7	0	0	7
Home From Home/Short breaks	0	0	0	0
Home from Home/short Termination /resignation	0	0	0	0

Summary of Foster and Adoption Panel Activity April 2017 - Oct 2017:

- 37 cases presented to Panel April–June 2017 (10 Panels held)
 - ➤ 16 Adoption
 - ➤ 21 Fostering
- 27 cases presented to Panel July –Sept 2017 (9 Panels held)
 - ➤ 11 Adoption
 - > 16 Fostering
- 15 cases presented to Panel Oct 2017 (3 Panels held)
 - > 10 Adoption
 - > 5 Fostering

Quality of Reports

2.5 The period April 2017- Oct 2017 has been a busy period for Panels, with 72 cases being heard at panel. Panel membership has a strong balance of skill and experience representing diverse sectors of the community. The Panel displays a high degree of commitment and enthusiasm to the work, and ensure that high levels of scrutiny are applied to assessments with the focus always being on meeting the needs of children and safeguarding their welfare. 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 Fostering and Adoption Panel. The distribution of panel specific introduction booklets and welcome packs to panel attendees, including photos of panel members and brief biographies, was introduced at the beginning of this year, 2017, for all panels and has received very positive feedback from panel attendees, both social workers and applicants.

The Fostering and Adoption panel will continue to evolve to accommodate changes in policy, procedure, guidance and legislation. To support panel members they will be provided with training and development opportunities, plus panel specific training annually.

The digital distribution of panel papers and the conduct of panels, following a successful trial period, was introduced in April 2017. This has will lead to an estimated £7725.00 annual saving to the authority, greater security in the distribution of papers and a much more environmental friendly model of working. Panel members have also reported how they prefer working digitally.

The Panels as a whole have the opportunity, in addition to the direct feedback to the Agency on the quality of reports presented, to highlight any issues, concerns, themes and acknowledgments of outstanding practice which are then addressed via the panel advisor. Matters that are routinely addressed are the quality of reports to panel and completion of Life Story Books, as well as the robustness of adoption support plans including contact plans; this is in line with the government guidelines that require us to address future support needs of adoptive children in particular.

- 2.6 The quality of reports presented to Fostering and Adoption panels continues to be strengthened along with the quality assurance role of managers prior to the reports being submitted to panel. The Panel Advisor of which there is now one, previously two, provides panels with the consistent quality assurance and advice that panels require in order to make recommendations. The four Panel Chairs and panel members in their annual appraisals, completed late 2017, have all reported significant improvements in the quality of reports being presented to the Fostering and Adoption panels. The feedback to the agency on the quality of report by the individual assessment of all cases has enabled the Panel Adviser to produce quantitative and qualitative analysis of these reports and in 2017 they were able to report that 79% of all reports presented to panel were identified as good or outstanding by panel members. However, there is still one or two assessment reports that fall below the expected standard. This continues to be addressed and monitored by the Fostering and Adoption Service and Core Assets, who have an established good working partnership with the express aim of offering a professional and comprehensive service to citizens applying to becoming either foster carers or adopters. Regular meetings with Core Assets have gone a long way to ensuring sustained improvement in the quality of output.
- 2.7. The rigour, professionalism and independence of the Fostering and Adoption Panel was highlighted in the Ofsted Inspection of Nottingham City Council Children's Social Care Services (pilot inspection) January February 2017.

Summary of Panel Chair's reports

2.8 As mentioned earlier the Panel Chairs are required to produce a six monthly performance report. The reports of all four panel chairs have highlighted the following:

Strengths

- Adoption and Fostering reports are of an increasingly good standard including some that increasing numbers that are outstanding
- Agency Decision Maker timescales are being met
- Child centred services to children and carers
- Good summary and analysis for matching children with adopters
- Continued Improvements in timescales for adoption and fostering assessments
- A single Panel Advisor providing consistent advice and quality assurance
- Meeting with Service Managers to address needs identified by panel members
- Panel Steering groups meet quarterly, and the panel chairs and vice chairs are invited to this meeting, and this is a useful group to drive continued improvements in the service
- The introduction in 2017 of quarterly meetings of the panel chairs, vice chairs and the panel advisor have enabled continued improvement in, and consistency of, panel practices.

Areas for further development

- Increase in the membership and representation of younger people with care experiences sitting on panels
- Apply learning from Serious Case reviews
- Develop further strategies to keep a focus on the child when considering all reports presented to panel
- Be able to use a Discrepancy matrix tool to assist panel members in analysing evidence in reports presented to panel
- Use the Strengthening Families Framework to analyse information and apply critical reading methods to reports presented to panel

Overall, Fostering and Adoption panels are working well and the Fostering and Adoption Service are working towards ensuring continuous improvements to the panel and the processes of panel. Issues raised will continue to be addressed in a timely manner.

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>

6 STRATEGIC ASSETS & PROPERTY COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

6.1 None.

7 EQUALITY IMPACT ASSESSMENT

7.1 Has the equality impact of the proposals in this report been assessed?

No 🖂

An EIA is not required because:

(Please explain why an EIA is not necessary)

Not required as the report does not contain proposals or financial decisions.

- 8 <u>LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION</u>
- 8.1 None.
- 9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT
- 9.1 BAAF, Effective Fostering Panels: Guidance on Regulations, Process and Good Practice in fostering panels in England (updated Fourth Edition) (2015).
- 9.2 BAAF, Effective Adoption Panels: Guidance on Regulations, Process and Good Practice in Adoption and Permanence Panels in England (updated Seventh Edition) (2016).



CORPORATE PARENTING BOARD - JANUARY 2018

Title	e of paper:	Adoption and Permanency					
Dire	ctor(s)/	Helen Blackman - Director, Children's	Wards affected:				
Corp	porate Director(s):	Integrated Services	All				
Rep	ort author(s) and	Audrey Taylor - Service Manager, Foster	ing and Adoption				
cont	tact details:	Audrey.taylor@nottinghamcity.gov.uk					
Othe	er colleagues who	Sharon Clarke – Service Manager, Childr	en in Care				
	nave provided input: Sharon.clarke@nottinghamcity.gov.uk						
	e of consultation witelevant)	th Portfolio Holder(s)					
	evant Council Plan k		,				
	tegic Regeneration a	nd Development					
Scho					<u> </u>		
	ning and Housing				_		
	munity Services				_		
	rgy, Sustainability and				_		
Jobs, Growth and Transport							
	ts, Health and Comm			L			
	dren, Early Intervention	on and Early Years			<u>×</u>		
	ure and Culture				_		
Res	ources and Neighbou	irhood Regeneration		L			
		luding benefits to citizens/service users					
		verview of the permanency performance of					
		e report will primarily focus on adoption acti					
		ber of the Authority's children in care; howe	ever brief reference	is mad	de	to	
Spe	cial Guardianship Ord	der figures.					
TI							
The report highlights actions that are being taken to address delays.							
Rec	Recommendation(s):						
1							
		form of Adoption, Permanent Fostering or S					
2		tion and Permanency report to the Corpora					
		d report will enable the Adoption Leadership		conside	ere)d	
	for the previous year and our performance in this area to be reviewed.						

1 REASONS FOR RECOMMENDATIONS

1.1 It is important that members of the Corporate Parenting Board are kept informed of the activities being undertaken, to achieve permanency for those that the Local Authority has corporate parental responsibility for. It is also imperative that Nottingham City Council is given the opportunity to comment on current activity.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

2.1 Nottingham City continues to make adoption plans for a significant number of children in its care. Many of these children have complex medical conditions, belong to a sibling group, have a range of disabilities, or have birth parents with complex histories. Adoption plans are mage knowing that many of these children are

- considered "hard to place", but with a strong belief that if children cannot live with their birth family then a permanency option should be considered.
- 2.2 The Adoption Scorecard (introduced in 2012) allows Local Authorities and other adoption agencies to monitor their own performance, and compare it with that of others at critical points in the child's journey towards adoption.
- 2.3 The Government continues to incrementally reduce the timescale by which children should be adopted year on year.
- 2.4 Successfully placing more complex children can negatively affect our timelines, as the complexity of these cases brings more days to our scorecard pro-rata.
- 2.5 The Service Manager continues to hold regular Adoption Tracking Meetings with Team Managers to progress every child's adoption plan and minimise delays.
- 2.6 In Nottingham City currently there are 84 children with adoption plans. The Adoption Service reported a similar figure in the last report to the Corporate Parenting Board. The department continues to make good use of adoption as a permanency outcome for children in care:
 - 24 children are currently matched with adopters
 - 301 children are being supported by means of a Special Guardianship Allowance.
- 2.7 There have been 18 children adopted so far this year. We expect this quarter that at least 12 children will be adopted, and we are predicting that by the end of the year over 40 children would have been adopted. This will be a similar number to the number of children that were adopted last year.
- 2.8 The authority is currently home-finding for 21 children. Data relating to this activity is as follows:

Gender

10 of these children are male 11 of these children are female

Age

Under 1 – 3 children

- 1 4 children
- 2 6 children
- 3-1 child
- 4 1 child
- 5 2 children
- 6 2 children
- 8 2 children

Ethnicity

White British 7 children
White British/Black Caribbean 10 children
Black African 2 children
White British/Pakistan 1 child
Serbian 1 child

Sibling Groups

5 sets of 2 sibling groups

- 2.9 We make strenuous efforts to home-find for children; we do change plans if this will not be achieved within a set timescale. 14 children currently have plans for their adoption plans to be rescinded. This is for children who we have exhausted all possibilities to find an adoptive home. Many of these children remain cared for by their foster carer in a permanency arrangement.
- 2.10 For children who we are unable to place with our own adopters we make use of the interagency budget. For the last 18 months the cost of purchasing these placements outside of this Local Authority has been met by the Department for Education (DfE). We have recently been informed that the DfE will be ceasing the support soon, but have not yet been given a date. From the 1st April this year to date we have claimed £130,000 from the Interagency Grant funding and since July 2015 we have claimed a total of £491,000. Reduction in this budget will place pressure on our own budgets to find adoption placements that we cannot match with internal adopters.

2.11 Recruitment

We have 14 prospective adopters who are being assessed and a similar number of approved adopters waiting to be matched. 5 of these prospective adopters are foster carers therefore child specific. We are currently now accepting applications from adopters who only want a single child under the age of two as we don't have sufficient adopters for children under two. We will keep this under review. We need to look at a recruitment drive to increase our pool of adopters.

2.12 Adoption Support Fund

The Adoption Support Fund commenced in April 2015. This is a Central Government initiative aimed at offering support to adoptive families by enabling them to access bespoke therapeutic support for their child and the adopters. This financial year we have made 37 applications to the Adoption Support Fund totalling £95,442.32 of which we have received £90,015.52. There are 3 applications submitted which are pending approval totalling £5,426.80. Recent changes to the fund mean that this department will have to match any fund application to the fund over £5,000.

2.13 Regionalisation of Adoption / Permanence Team

Plans are underway to establish an East Midlands Regional Adoption Agency by 2020. We are one of 9 Local Authorities and 3 Local Voluntary Agencies who will be a member of the EMRAA, the aim of which is to bring adoption resources together across the region leading to improvements in adoption planning for children, and a reduction in cost.

In line with the government agenda for the regionalisation of adoption, Nottingham City are working with Derbyshire County, Derby City and Nottinghamshire County (D2N2) and voluntary agencies. We have implemented a Permanence Team in Nottingham City. The Team comprises a Team Manager, Senior Practitioner and 4 Social Workers. The Team work with those children who have a plan of adoption to ensure plans are progressed in a timely way, and there is no drift or delay. Early indications show that the Team are improving time-scales for adoption. The Team work closely with D2N2 porters, to ensure consistency across the region.

2.14 Permanency Panel

Nottingham City Council is committed to confirming permanency planning for children. This can be in the form of Adoption, Permanent Fostering or Special Guardianship Orders. A Permanency Panel has been established in order to ensure proposals made regarding planning meet the needs of children / young people. Proposals are also quality assured with safeguarding responsibilities in mind, and the Panel also provides an additional forum to monitor the Local Authority's financial commitments. The Panel ensures compliance in respect of relevant legislation; Amended Care Planning, Placement and Case Review Regulations (2010), Care Planning and Fostering Regulations (2015), Working Together (2015), Care Planning, Placement and Case Review Regulations (Vol.2, 2015).

- 2.15 Under Care Planning regulations, the consideration of permanence for a child should be considered, if not before, then immediately after a child is accommodated. As such, Social Workers immediately start to care-plan the best route for permanence. The objectives are laid out and viabilities explored, prior to a child's Review at 20 days. The options for a Special Guardianship Order should be presented to the Permanency Panel for scrutiny and approval, before it is confirmed at a Review or submitted to Court. Those children whose plans are to be permanently fostered are agreed at the child's Reviews, prior to being presented to Panel. Those children with a plan of Adoption continue to be subject to Adoption guidance, regulations and processes.
- 2.16 The Permanency Panel is comprised of Service Managers from Neighbourhood Fieldwork Teams, Children in Care, Fostering and Adoption as well as an Independent Reviewing Officer. Legal advice is also available if required. The Panel reflects upon the proposed plans and ensures that the presented match between the prospective carer and child is viable and appropriate. The Panel considers the information, and measures this against the objective for each child as defined in the Regulations; 'permanence is the long term plan for the child's upbringing... ensure having a secure, stable and loving family to support them through childhood and beyond to give them a sense of security, continuity, commitment, identity and belonging' (Planning Page 20 Regulations, Vol.2, 2015).
- 2.17 The Panel makes recommendations, and these are ratified by the Nominated Senior Manager (Head of Service, Children in Care) and the Director of Children's Integrated Services, both in respect of the plan and the financial expenditure it will incur.
- 2.18 The Panel may not agree to the proposals made, and may either recommend further work or suggest alternative options. It has to be clearly demonstrated that the placement clearly meets the best interests of the child, now and in the future.
- 2.19 Inevitably, some plans for permanence will require a package of support. When a package has been agreed and scrutinised by the Service Manager (Fostering and Adoption) it will then be reviewed within one year. Packages of support can include a range of options such as therapeutic support and or financial commitment.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None.

4	FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)
4.1	None.
5	LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)
5.1	None.
6	STRATEGIC ASSETS & PROPERTY COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)
6.1	None.
7	EQUALITY IMPACT ASSESSMENT
7.1	Has the equality impact of the proposals in this report been assessed?
	No An EIA is not required because: (Please explain why an EIA is not necessary) Not required as the report does not contain proposals or financial decisions.
	Yes Attached as Appendix x, and due regard will be given to any implications identified in

- 8 <u>LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION</u>
- 8.1 None.

it.

- 9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT
- 9.1 Amended Care Planning, Placement and Case Review Regulations (2010), Care Planning and Fostering Regulations (2015), Working Together (2015), Care Planning, Placement and Case Review Regulations (Vol.2, 2015). Planning Regulations, Vol.2, 2015 Adoption Minimum Standards.



CORPORATE PARENTING BOARD – JANUARY 2018

Title of paper:	Children in Care - Social Care Complaints					
Director(s)/	Helen Blackman – Director, Children's	Wards affected:				
Corporate Director(s):	Integrated Services	All				
Report author(s) and	Patrick Skeete - Social Care Complaints I	Manager				
contact details:	Patrick.skeete@nottinghamcity.gov.uk					
	01158765971					
Other colleagues who	· · · · · · · · · · · · · · · · · · ·					
have provided input:	lan.hillier@nottinghamcity.gov.uk					
Date of consultation wit	th Portfolio Holder(s)					
(if relevant)						
Relevant Council Plan k				_		
Strategic Regeneration and Development						
Schools						
Planning and Housing						
Community Services				<u>]</u>		
Energy, Sustainability and				<u>]</u>		
Jobs, Growth and Transp						
Adults, Health and Comm	•			<u>]</u>		
Children, Early Intervention	on and Early Years			<u>]</u>		
Leisure and Culture				<u>]</u>		
Resources and Neighbou	rhood Regeneration			<u>] </u>		
	luding benefits to citizens/service users					
This report includes a brief summary of the statutory Social Care Complaints procedure, which						
ensures young people have a robust process to express their dissatisfaction. The report highlights						
	cally by Children in Care in accordance					
Complaints procedure. This report also focuses on the nature of the complaints made and whether						

Recommendation(s):

That the board continue to support the effective complaints handling of young people in care and understand required duties of corporate parents in relation to addressing the concerns of young people in care.

1 REASONS FOR RECOMMENDATIONS

the complaints were addressed within the statutory timescales.

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

The Children Act 1989 Representations Procedure Regulations 2006

- 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 on behalf of a child 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. At stage 2 of the procedure independent investigators are commissioned by the Complaints Team to investigate complaints and to provide reports to the Authority detailing their findings and recommendations. Where a complainant remains dissatisfied a stage 3 complaints review panel, comprised of three independent people, is asked to review the Authority's response to the complaint as well as the stage 2 findings.
- 2.5 The Complaints Team provides 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 has 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. Complains provide a particular perspective on performance.

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_{age 24}

- 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 2016-2017

Complainant	Nature of complaint	Days to resolve	Outcome
1	Attitude or behaviour of staff	13	Not upheld
2	Concern about the quality or appropriateness of the service	14	Mostly not upheld
3	Concern about the quality or appropriateness of the service	3	Not upheld
4	Attitude or behaviour of staff	8	Not upheld
5	Attitude or behaviour of staff	5	Not upheld
6	Attitude or behaviour of staff	9	Mostly not upheld
7	Attitude or behaviour of staff	13	No findings made
8	Attitude or behaviour of staff	9	No findings made
9	Concern about the quality or appropriateness of the service	6	Mostly upheld
10	Attitude or behaviour of staff	3	Mostly not upheld
11	Unwelcome or disputed decision	6	Not upheld

Complaints received are usually multiple in number, as such, some complaints may be upheld and some not upheld. Therefore, the outcome of the overall complaint may be mostly upheld or mostly not upheld as cited above. In situations where none of the complaints are upheld then the overall complaint is Not upheld, this is similar in cases where all the complaints are upheld.

There are times where there is a 'No Finding' outcome. This is usually where there is no evidence to support a view made. This outcome could be extended where there is some information, within the complaint, that warrants a comment but is not an actual complaint made by the Citizen, whilst reference is made to the information and an explanation offered, no finding is made as the information accomplaint made by the complainant.

This is also further extended in situations where the Social Worker no longer works for the Local Authority and the investigator has not had the benefit of their input.

2.14 Main Points:

- Compared with the previous reporting period the number of complaints received dropped slightly from 14 to 11
- All 11 complaints were resolved at stage 1 of the complaints procedure
- All 11 complaints were concluded within the statutory timescale of 20 working days
- No strong themes were identified as during this reporting period, no two complaints were the same.

Individual complaint synopsis

- Child 1 The young person complained that her Personal Advisor had described her flat using derogatory terms, the complaint was not upheld but Children's Services agreed to give her a different worker whom she felt more comfortable with.
- Child 2 The young person raised a number of complaints including the number of changes she had had, e.g. the number of social workers. The complaint was mostly not upheld but it was accepted that too many agency workers had been allocated to her case and so an apology was given in respect of this part of her complaint.
- Child 3 The young person in the process of leaving care complained that she felt that she had not received the same level of support as other care leavers.
 The complaint was not upheld: the response provided her with an explanation about the level of intensive care that she had been given by her personal adviser.
- Child 4 The young person complained about how a team manager spoke to her on the phone; the outcome was that the complaint was mostly not upheld, but an apology was given as she was unhappy about how she had been spoken to.
- Child 5 The young person complained about the decision to move her from where she was living; the complaint was not upheld because no decision had been made to move her.
- Child 6 The young person complained about the residential staff's behaviour and attitude in the home where she was living; the complaint was investigated by the unit concerned and a referral was made to the LADO.
- Child 7 The young person complained that the social worker would not listen to her concerns. The response explained what steps had been taken to address each of the concerns the young person had raised and the complaint was not upheld.
- Child 8 The young person complained that a residential home had failed to make adequate arrangements for a them to have contact with their father; this complaint was mainly upheld
- Child 9 The young person complained about a manager's attitude and sarcasm. The complaint was not upheld. In order to progress this the

- complainant met with the Head of Service and the manager, after which the complainant felt his complaint was resolved.
- Child 10 The young person complained he was unhappy that his passport application was delayed due to the social worker being off sick. The department responded and explained it could not apply for a passport until he had British Citizenship. However, Children's Services gave him a written apology because nobody else had completed the forms whilst his social worker was ill.
- Child 11 The young person complained about the attitude of her personal adviser. The response made no specific finding but referred to how both the young person and the personal adviser had successfully re-established their relationship.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None.

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

4.1 None.

LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK 5 MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 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
- 5.2 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.

STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISION 6 RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE) (AREA COMMITTEE REPORTS ONLY)

6.1 None.

7 **EQUALITY IMPACT ASSESSMENT**

7.1 Has the equality impact of the proposals in this report been assessed?

 \boxtimes No An EIA is not required because:

(Please explain why an EIA is not necessary) Not required as the report does not contain proposals or financial decisions.
Yes

- 8 <u>LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION</u>
- 8.1 None.
- 9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT
- 9.1 The Children Act 1989 (S24D & 26[3] & The Local Authority Social Services Representations Procedure (England) Regulations 1991National Health Service Complaints (England) Regulations 2006
- 9.2 Getting the Best from Complaints National Guidance.



Corporate Parenting Board Reporting Schedule: Forward Planner 2017 - 2018

Report (Corresponding Strategic Priority Statement)	Report Lead	Draft Report submitted for Advice	Draft Report Submitted for Departmental Sign-off	Draft Report Submitted to Constitutional Services	Chair's Briefing	Final Report Submitted to Constitutional Services	Corporate Parenting Board
 Quality Assurance Visits of Regulated and Non-regulated Residential Provision Adoption and Permanency (2) Pilot Ofsted Inspection Children in Care Council (Verbal Update) Keep on Caring (Verbal Update) Report Forward Planner 	 Kay Sutt Sonia Cain Helen Blackman Jon Rea Lynn Pearce Cllr Mellen 	8 th June 2017	10 th June 2017	15 th May 2017	22 nd May 2017	7 th June 2017	19 th June 2017
 Independent Reviewing Officer Service Annual Report (3) Pathway Planning (3) Foster Carer Recruitment and Retention Children in Care Joint Strategic Needs Assessment Children in Care Council (Verbal Update) Report Forward Planner (Verbal Update) 	 Clive Chambers Sharon Clarke Sonia Cain Grace Brough Jon Rea Cllr Mellen 	31 st May 2017	7 th June 2017	14 th June 2017	21 st June 2017	5 th July 2017	17 th July 2017
 Care Leavers Annual Report (4)(5) Emotional Health (1) CiC Performance Report (Q3/Q4 16/17) Advocacy and Independent Visitor Annual Report Children in Care Council (Verbal Update) Report Forward Planner 	 Sharon Clarke Aileen Wilson Steve Comb Val Marshall Jon Rea Cllr Mellen 	26 th July 2017	2 nd August 2017	9 th August 2017	16 th August 2017	6 th September 2017	18 th September 2017

	Report (Corresponding Strategic Priority Statement)	Report Lead	Draft Report submitted for Advice	Draft Report Submitted for Departmental Sign-off	Draft Report Submitted to Constitutional Services	Chair's Briefing	Final Report Submitted to Constitutional Services	Corporate Parenting Board
	 Statement of Purpose Fostering Service and Adoption Agency Children in Care Placements Physical Health Performance Report (Q1 and Q2 2017/18) Children in Care Council (Verbal Update) Report Forward Planner 	 Sonia Cain Holly Macer Kathryn Higgins Steve Comb Jon Rea Cllr Mellen 	2 nd October 2017	9 th October 2017	16 th October 2017	23 rd October 2017	8 th November 2017	20 th November 2017
Page 30	 Fostering and Adoption Panel Chairs Update Child Sexual Exploitation and Grooming (1) Adoption and Permanency (2) Complaints Service Report CiC and Care Leavers Strategy Children in Care Council (Verbal Update) Report Forward Planner 	 Audrey Taylor Racheal Osborne / Clive Chambers Audrey Taylor, Sharon Clarke Patrick Skeet Steve Comb Jon Rea Clir Mellen 	27 th November 2017	4 th December 2017	11 th December 2017	18 th December 2017	3 rd January 2018	15 th January 2018
	 Educational Attainment of Children in Care (4) NCSCB Missings Update Report Edge of Care Provision Reducing Offending Behaviour Children in Care Council: Have your Say 2016 Report Forward Planner 	 Jasmin Howell Clive Chambers Kay Sutt Sam Flint Jon Rea Clir Mellen 	2 nd February 2018	9 th February 2018	16 th February 2018	23 rd February 2018	7 th March 2018	19 th March 2018

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 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.

When submitting the report for advice, you will be prompted to select reviewers. The following reviewers should be selected;

- Steve Comb
- Clive Chambers
- Jordan Whatman

When submitting the report for departmental sign-off, you will be prompted to select reviewers. The following reviewer should be selected;

- Helen Blackman

(* This only applies to reports produced by local authority staff. External partners should continue to submit reports via email to <u>jordan.whatman@nottinghamcity.gov.uk</u> 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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