

CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE

AGENDA

Meeting to be held in Civic Centre, Committee Room No. 1, on
Thursday, 20th October, 2011 at 5.30 p.m.

Membership

Cllrs Bell, Bonallie, MacKnight, T. Martin, Morrissey, Oliver, D. Richardson, Scanlan,
D. Smith, Stewart and Williams

Co-opted Members

Ms. J. Bell, Mr. H. Brown, Ms. S. Duncan, Mrs. R. Elliott, Mr. M. Frank,
Mrs. M. Harrop, Ms. H. Harper, Mrs. C. Hutchinson and Mr. K. Morris

NB: Please note a briefing session will take place at 4:30pm, Committee Room 1, around the CAF (Common Assessment Framework) Process which is part of the policy review 'As Soon As Possible: Early Intervention and Locality Services in Sunderland'.

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Report of the Chief Executive (copy attached)

E. WAUGH
Head of Law & Governance

Civic Centre,
SUNDERLAND.

12th October, 2011

At a meeting of the CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE held in COMMITTEE ROOM NO. 1, CIVIC CENTRE, SUNDERLAND on THURSDAY, 8th SEPTEMBER, 2011 at 5.30 pm.

Present:-

Councillor Stewart in the Chair

Councillors Bell, Bonallie, MacKnight, T. Martin, Oliver, D. Richardson, Scanlan, D. Smith and Williams together with Ms. R. Elliott and Mr. K. Morris

Also in Attendance:-

Councillor P. Smith – Portfolio Holder for Children and Learning City
Councillor Tate - Chairman of Management Scrutiny Committee

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillor Morrissey and on behalf of Ms. S. Duncan, Mr. M. Frank and Ms. C. Hutchinson

Minutes of the Last Meeting of the Children, Young People and Learning Scrutiny Committee held on 21st July, 2011

1. RESOLVED that the minutes of the meeting of the Children, Young People and Learning Scrutiny Committee held on 21st July, 2011 be confirmed and signed as a correct record.

Declarations of Interest

Response from Cabinet – 22nd June, 2011 – Policy Review – Learning at Work

Councillor Martin declared a personal interest in the item as a retired member of the National Union of Teachers.

Reference from Cabinet – 22nd June, 2011 – Policy Review – Learning at Work

The Executive Director of Children's Services and the Portfolio Holder for Children and Learning City submitted a joint report (copy circulated) which provided feedback

from the Cabinet meeting held on 22 June, 2011 which considered the Committee's policy report into Learning at Work.

(for copy report – see original minutes).

Councillor P. Smith, Portfolio Holder for Children and Learning City, presented the report thanking Members for the opportunity to attend the meeting to provide feedback from the meeting of Cabinet and advised that Cabinet had approved the Committee's recommendations in their entirety. She went on to provide progress updates on the work underway to move forward on the Committee's recommendations as set out in the action plan.

Councillor Oliver sought further information on the feasibility study into incorporating contractual clauses into inward investors contracts specifying requirements for recruitment of local NEET individuals and was advised that this was an area of complexity, with a number of challenges to be addressed to provide an equal access to job opportunities. Mr. Moore, Executive Director of Children's Services advised that he understood some Local Authorities had found a way through the complexities involved but the procedure had to be lawful and could be tricky to get right.

In response to a comment from Councillor Oliver regarding the removal of the EMA and the issue that students had with expensive public transport, Councillor P. Smith advised that there had been a lot of work undertaken in relation to this and she was aware that there had been special offers for cheaper public transport for students but it still could be quite expensive for young people.

Councillor Williams referred to the Washington Area Committee having allocated SIB funding towards a call for projects to provide support and co-ordination to NEETs and commented that so far the applications that were being submitted were from the usual partner organisations that got involved and therefore those hard to reach young people may be becoming more isolated. Mr. Moore advised that they had done a lot of positive work with the likes of Gentoo, Connexions and other partner agencies in targeting young people with a variety of complex issues. He also advised that the service were working with local schools to identify young people earlier in their school years to try and use a preventative approach to dealing with their issues. He explained it was a struggle and a real challenge but the service would continue to look at different ways of engaging with young people.

Councillor Martin raised concerns over any Free Schools which could be set up in the city as they would have overall responsibility for employing teaching staff and the local authority would not have the control over these in ensuring staff were adequately trained and qualified. Councillor P. Smith shared the Member's concerns but unfortunately where Free Schools were set up then the local authority could have little, if anything, to do with how they are arranged.

Councillor Stewart referred to recommendation (i) and in particular seeking to have employer representation on the 14-19 NEET Improvement Board to tackle issues relating to apprenticeships in the city. He noted that a representative from Gentoo had been invited to attend the Board but commented that the Committee had had a representative from a private firm, such as Nissan, in mind rather than a

representative from another public sector body. Mr. Moore commented that he would be keen to endorse this and would follow it up, reporting back to the Committee with his findings.

The Cabinet Member having left the meeting, it was:-

2. RESOLVED that the proposed actions detailed within the Action Plan be received and noted.

Policy Development and Review 2011/12 : Approach to the Review and Setting the Scene

The Chief Executive submitted a report (copy circulated) which set out to establish background information, set the scene and set out an approach to undertaking the review into early intervention and locality services.

(for copy report – see original minutes).

Mr. Nigel Cummings, Scrutiny Officer presented the report which outlined the way in which it was intended to carry out the Committee's policy review for the year, proposed to be entitled, 'As Soon As Possible : Early Intervention and Locality Services in Sunderland', and provided some scene setting background information for Members. He also drew Members attention to the proposed timetable for the review which was attached as appendix 2 to the report.

The Chairman asked that any dates of extraordinary meetings of the Committee, informal meetings or visits be circulated to Members as soon as possible to allow them time to organise their diaries to be able to attend.

Mr. Moore suggested the Committee consider potentially including the Professor Munro Report and the recent response to it as part of the review, as there was a lot of content around early intervention and safeguarding, with two specific recommendations being set out within it.

Mr. Cummings also advised that running alongside the policy review were two working groups based around Teenage Pregnancy and the Corporate Parent. Although the working groups would be separate to the main review their findings would ultimately feed into the process near the end.

Councillor Stewart asked any Members to let either himself or the Scrutiny Officer know if they were interested in joining the working groups and again dates would be circulated in due course.

In response to a query from Councillor Martin asking if each child in the city was still issued with a unique reference number that would stay with them and be used to identify them, Councillor Stewart asked that this be checked and the answer fed back to Members.

a. RESOLVED that:-

- (i) The title of the review be agreed as 'As Soon As Possible : Early Intervention and Locality Services in Sunderland'; and
- (ii) The proposed timetable for the policy review be agreed.

Policy Review – Monitoring of Recommendations

The Chief Executive submitted a report (copy circulated) which provided the Committee with progress in relation to the Alcohol and Young People and the Transfer of the 16-19 Learning Provision Policy Review recommendations.

(for copy report – see original minutes).

Mr. Cummings presented the report advising that following Cabinet consideration of the Committee's recommendations from the Alcohol and Young People Policy Review and the Transfer of the 16-19 Learning Provision Policy Review, they had agreed that progress towards the completion of the actions would be monitored through the Action Plan, with standardised six monthly monitoring reports, which this was one of.

Mr. Cummings explained that the policy review on Alcohol and Young People Policy Review was 88% complete with only one recommendation to be completed, hopefully by the next reporting cycle.

He went on to explain that it was slightly different with the Policy Review into the transfer of the 16-19 Learning Provision as a number of the recommendations were no longer deliverable due to the change in Government policy brought about following the General Election. However, he could confirm that there was still only one recommendation that was outstanding and proposed that it was now superseded by the Learning at Work Policy Review and a number of recommendations that had arose from it.

He asked the Committee to consider signing off that recommendation by referencing the recommendations that superseded it and in effect sign off the Transfer of 16-19 Learning Provision Policy review completely, and it was:-

4. RESOLVED that the progress towards the completion of the action detailed within the Action Plan be received and noted.

Provisional Sunderland National Curriculum Results for 2011

The Executive Director of Children's Services submitted a report (copy circulated) with an early update on the performance of pupils in statutory Key Stage assessments and Early Years Foundation Stage Profile.

(for copy report – see original minutes).

Mr. Mike Foster, Deputy Executive Director Children's Services, presented the report advising Members of the current position and key aspects within each of the Key Stages. He informed the Committee that all Key Stage results were currently provisional and subject to change until the final results were made available later in the autumn term.

Members were impressed with the provisional results and congratulated the work of the schools, staffing and pupils in achieving some of the best results at each key stage that the Committee had seen. They applauded the support and work that had been undertaken and agreed that this could only be achieved through the hard work of the school, teachers and the local authority and ultimately that of the pupils and parents themselves. They asked the Scrutiny Officer to prepare a press release on behalf of the Committee.

In response to the Chairman's question around Looked After Children's results, Mr. Foster advised that they would not know until the final results were issued and that he would provide the information at that point.

With regards to how the authority were performing nationally, Mr. Foster advised that generally they were above the national average and that this year early indications showed that they were well above the national average for pupils achieving 5+ A*-C.

The Chairman having thanked Mr. Foster for his report, it was:-

5. RESOLVED that the content of the report be received and noted.

Performance Report Quarter 4 (April 2010 – March 2011)

The Chief Executive submitted a report (copy circulated) which provided Members with a performance update against the former national indicators relating to the period April 2010 to March 2011.

(for copy report – see original minutes).

Ms. Beverley Scanlon, Head of Commissioning and Change Management and Ms. Kelly Davison-Pullan, Lead Officer for Corporate Performance, presented the report advising that in October 2010 the Government announced that from April 2011 there would no longer be a requirement for Council's to produce an LAA. They also announced the demise of the National indicator set and as a consequence the performance framework is being reviewed. A new framework is being developed that focuses on local priorities and will form the basis of future performance reporting to the Committee.

Ms. Elliott sought further information around the Triage and Youth Custody Support Scheme and was advised that it was a system put in place offering an alternative way to deal with young people on their first entry into the justice system other than through court. Ms. Davison-Pullan advised that the restorative justice team were often involved in dealing with the young person and if they did not engage with them

then they could go back to the more conventional route of appearing before the court, etc.

With regards to the programmes running to help in tackling childhood obesity, Councillor Williams raised concerns on behalf of parents who had received letters regarding their child's weight and had been affronted by the language used within them. She commented that if the purpose was to engage with families then the wording of the letters needed to be addressed and asked who wrote them and if Members could have some input.

Ms. Scanlon advised that this issue had been raised previously and that some letters had been delayed in being sent to parents to address concerns over their content. She also informed Members that the letters were distributed from the Health Authority but the Council could have some input into them.

Mr. Moore commented that in his role as Executive Director he did jointly sign the initial letter parents received asking them to be involved with the Director of Public Health and he would be happy to take the Members concerns and comments back directly. He explained that there was a balance to be struck to ensure that the letter was clear about the challenge faced but should be worded to help parents understand how they can deal with any issues positively as using the wrong language and context could just disengage people further.

The Chairman referred to page 62 of the report and the percentage of pupils eligible for free school meals achieving 5A*-C at GCSE level and asked how these fit with the results that had just been discussed earlier in the agenda, which Mr. Foster advised were provisional at present. He explained that the final results would be confirmed in the autumn term and the Chairman asked that they be circulated to the Committee as they would be helpful for them to have.

The Chairman also referred to the number of excluded pupils and asked what support was given to the school and was advised that there was a three tiered support system in place. The first tier was around early intervention with the pupil to keep them in school where possible. The second tier was a 12 week turnaround programme and the third tier was crisis management, targeting those schools where exclusions were higher than normal to ensure both tiers one and two were being carried out efficiently and effectively as possible. Mr. Foster advised that the importance was laid on getting involved with pupils with unruly behaviour as soon as possible as it was easier to nurture a year 1 pupil than it was to try and deal with a pupil at years 10 or 11.

The Chairman having thanked the Officers for their report, it was:-

6. RESOLVED that the continued good progress made by the Council and the Sunderland Partnership and the areas that require further development to ensure performance is actively managed be received and noted.

Children and Young People's Plan Annual Report 2010-2011

The Executive Director of Children's Services submitted a report for urgent business in accordance with Section 100 (B) of the Local Government Act 1972 (copy circulated) which sought Members advice and consideration on a report considered by Cabinet on 7 September, 2011 on the Children and Young People's Plan Annual Report 2010/11.

(for copy report – see original minutes).

Ms. Beverley Scanlon, Head of Commissioning and Change Management presented the report advising that it outlined the progress and performance against the Children and Young People's Delivery Plan 2011-2013, advising that Members views would contribute to the consultation process and be report back to Cabinet at its meeting 5 October, 2011 and then subsequently to Council.

The Chairman asked that Members forward any comments they had to the Scrutiny Officer by Friday, 16th September, 2011, who would then coordinate a detailed response to Cabinet, and it was:-

7. RESOLVED that the report be received and noted and Members coordinated response on the Children and Young People's Plan Annual Report 2010-2011 be submitted to Cabinet.

Work Programme 2011-12

The Chief Executive submitted a report (copy circulated) appending the current work programme for the Committee's information.

(for copy report – see original minutes).

Councillor Williams asked that a report be submitted to a future meeting of the Committee on School Admissions, and it was:-

8. RESOLVED that the information contained within the work programme be received and noted and reports be added, with the agreement of the Chairman, as discussed during the meeting.

Forward Plan – Key Decisions for the Period 1st September, 2011 to 31st December, 2011

The Chief Executive submitted a report (copy circulated) to provide Members with an opportunity to consider the Executive's Forward Plan for the period 1st September, 2011 – 31st December, 2011.

(for copy report – see original minutes).

Mr. Cummings, Scrutiny Officer, having presented the report, it was:-

9. RESOLVED that the Executive's Forward Plan for the period 1st September, 2011 to 31st December, 2011 be received and noted.

The Chairman then closed the meeting having thanked Members and Officers for their attendance.

(Signed) P. STEWART,
Chairman.

POLICY DEVELOPMENT & REVIEW 2011/12: PROGRESS REPORT

Report of the Chief Executive

1. Purpose of Report

- 1.1 The purpose of this report is to provide Members with an update on the progress in relation to the policy review, and related working groups, being undertaken by the Children, Young People and Learning Scrutiny Committee around Early Intervention, Teenage Pregnancy and the Corporate Parent.

2. Background

- 2.1 Initial scoping documents were presented to the Committee on 21st July 2011 which set out proposed terms of reference for the review. At its meeting on 8th September 2011, the Committee considered a scene setting report for the review.
- 2.2 The Committee also established two working groups around teenage pregnancy and the Corporate Parent respectively. While these are separate pieces of work, it is acknowledged that there are strands to this research which will feed into the main policy review and provide some useful evidence.

3. As Soon As Possible: Early Intervention and Locality Services in Sunderland – Policy Review Update

- 3.1 A visit to the Rainbow Centre in Washington took place on Friday 7 November. The main purpose of this visit was to allow Members the opportunity to see firsthand the work undertaken in a local Children's Centre and discuss some of the key themes around early intervention with centre staff. The key points from this visit were as follows:
- The centre has around 40 active volunteers with the aim being to help these volunteers learn new skills and increase their own employability;
 - All activities at the centre have comments books and this provides the centre with valuable feedback and leads to developments, improvements and the tailoring of services to meet the needs and demands of the service users;
 - The centre runs a number of services including preparing for baby, counselling skills, bosom buddies, debt advice, postnatal clinics, smoking cessation and work clubs;
 - The centre through its activities and groups has created a strong outcome for families and individuals through the creation of a social network which offers support outside of the children's centre. This also helps the centre by creating a strong sense of belonging;
 - The centre can offer early support to individuals and families through the CAF Panel and ensure that support is in place at the right time for the right families;

- The Children's Centres use a lot of analysis of data to tailor services in house with the key aim and driver being prevention;
- The Children's Centres are a vehicle for early intervention with support workers in the centres being able to get CAF referrals for individuals and families where issues have been identified;
- The building of relationships and social networks within the centre's and outside of them are a real driver for early intervention measures and multi-agency support being identified and implemented at an early stage;
- The Children's Centres highlighted the importance of making targeted work invisible. Often particular socio-economic groups are targeted, unknown to anyone else, for courses/schemes yet there is also an open invite provided to the wider community which helps to mask the targeted approach, and;
- It was noted that fathers are also a major target group for Children's Centres and successful Dads and Kids groups along with twilight sessions have proved very popular in making them more accessible to fathers.

4. Teenage Pregnancy – Working Group Update

4.1 The first focus group took place on Friday 7 November with Simone Common, Service Manager for Risk and Resilience, and Lorraine Hughes, Children's Commissioning Lead / Acting Health and Wellbeing Lead for Children. The purpose of this initial meeting was to provide background information and set the scene. The key points from this meeting were as follows:

- Education in schools is extremely important and ensuring that young people have good access to SRE (Sex and Relationship Education) in schools;
- In the annual health survey it was highlighted that young people do not feel that they have good access to SRE courses;
- Sunderland City Council has developed a new core offer for SRE in schools, which provides Universal and Targeted offers for schools;
- One of the major challenges in terms of teenage pregnancy rates is to get young people to use contraception, the majority are aware of where to get contraception but the issue is around actual usage;
- The C-Card Scheme has been recently introduced and this will provide data and intelligence around the distribution and demographic of young people accessing contraception in the city;
- There are still a higher proportion of young people who are NOT sexual active compared to those who are;
- Research around terminations indicates that a higher percentage of young women with higher aspirations will be those that terminate the pregnancy;

- The national context has the potential to be a major influence through a lack of opportunities and a fall in aspirations of young people leading to a rise in pregnancies, and;
- It should not be forgotten that some young people make very good parents, however in general terms the outcomes for teenage pregnancies are very poor.

5. The Corporate Parent – Working Group Update

- 5.1 The first working group meeting has been arranged for 17 October 2011 to begin investigations into the Council's role as a Corporate Parent. A number of key officers have been invited to attend and a further update will be provided at the next meeting of the Committee.

6. Expert Jury Day Event

- 6.1 To support evidence gathering for this year's policy review it is the intention to hold an expert jury event on Thursday 22nd December 2011. The Expert Jury is designed to allow Members to question internal staff, service providers and key stakeholders in addition to the opportunities presented at Committees and through further evidence gathering processes.
- 6.2 A further report will be submitted to the Children, Young People and Learning Scrutiny Committee's December meeting. This additional report will outline in detail the event and provide details around the timetable, witnesses and arrangements for the day.

7. Next Steps

- 7.1 A further evidence gathering day has been arranged for Wednesday 2nd November 2011. The morning session will look at following on the initial focus group around teenage pregnancy with a site visit to the Bumps to Babies group in Hendon and a supported housing project for teenage mothers at Lewis Crescent. The afternoon will involve a visit to one of the city's locality based area teams which will contribute towards the work around early intervention. **Appendix 1** shows the timetable for the policy review.
- 7.2 In relation to the Expert Jury Day, if Members have any suggestions over witnesses or organisations they would like to be represented at this event please forward to the Scrutiny Officer as soon as possible.

8. Recommendations

- 8.1 That the Committee notes the progress made in relation to the policy review into early intervention.
- 8.2 That the Committee notes the future evidence gathering activities arranged as part of the review process.

Contact Officer: Nigel Cummings (0191 561 1006)
nigel.cummings@sunderland.gov.uk

CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE – POLICY REVIEW PLAN

Timeline	Review Task	Aims & Objectives	Methodology	Contributors
Jul/Sep 11	To gather a body of evidence around how EI services	To gain a good understanding, through research, of how EI services have and are currently delivered	Desktop Research	Scrutiny Officer Children's Services
08.09.11	Children, Young People and Learning Scrutiny Committee Formal Meeting	To provide an overview and introduction to the review into Early Intervention in Sunderland	Presentation	Scrutiny Officer Children's Services
7th Oct 11	Visit to Children's Centre (Options: Dubmire or Rainbow Centre)	To see first hand work conducted in a Children's Centre and hold a focus group with key representatives around EI	Visit/Focus Group/informal discussion	Scrutiny Officer Key Partners Children's Services
20.10.11	Children, Young People and Learning Scrutiny Committee Formal Meeting	To look at and understand the process involved in the Common Assessment Framework.	Briefing Meeting prior to Committee Meeting	Scrutiny Officer Children's Services
2 nd Nov 11	Visit to a Locality Team (North Area)	To visit a locality based office and meet operational managers and understand the role of locality teams and their role in EI	Visit/Focus Group/informal discussion	Scrutiny Officer Key Partners Children's Services
Nov 11	Evidence Gathering from Parents and Young People	To gain an understanding of the experiences of parents and young people in relation to intervention.	Discussion Groups	Scrutiny Officer Children's Services
Nov 11	Meeting with Key Stakeholders incl; Police, YOS, Gentoo, PCT	To consider multi-agency approach to EI and how the various partners work together	Focus Group	Scrutiny Officer Key Partners
Nov/Dec 11	Visit into Community Setting	To visit an XL Village Youth Project Event to understand how such community sector projects integrate into EI approaches	Site Visit/Focus Group	Scrutiny Officer Children's Services

CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE – POLICY REVIEW PLAN

07.12.11	Children, Young People and Learning Scrutiny Committee Formal Meeting	To provide an update on review progress to all members of the committee	Written Report	Scrutiny Officer Children's Services
Dec 11 (tbc)	Expert Jury Day	To invite key witnesses to provide evidence to the committee on	Interviews	Scrutiny Officer Children's Services
25 Jan 11	Best Practice Visit (Option: Durham County Council)	A visit to a neighbouring authority to look at how they tackle EI.	Visit	Scrutiny Officer Children's Services
12.01.11	Children, Young People and Learning Scrutiny Committee Formal Meeting	To provide an update on review progress to all members of the committee	Written Report	Scrutiny Officer Children's Services
Jan/Feb 11	The Reflection of Evidence	To look at the evidence gathered and discuss how the report is to be presented. Also look at potential recommendations from the evidence.	Meeting	Scrutiny Officer
23.02.11	Children, Young People and Learning Scrutiny Committee Formal Meeting	To provide an update on review progress to all members of the committee	Written Report	Scrutiny Officer Children's Services
March/April 11	Preparation of draft and final reports	To gather all the evidence together, draw conclusions and make recommendations	tba	Scrutiny Officer Children's Services

N.B. All members of the Children, Young People and Learning Scrutiny Committee are contributors at all stages of the review process.

CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE

20th October 2011

SUNDERLAND SAFEGUARDING CHILDREN BOARD BI-ANNUAL REPORT AND BUSINESS PLAN CONSULTATION

REPORT OF THE INDEPENDENT CHAIR OF THE SUNDERLAND SAFEGUARDING CHILDREN BOARD

STRATEGIC PRIORITIES: Safe City

1. Why has this report come to Committee?

To consult the Children, Young People and Learning Scrutiny Committee about the Sunderland Safeguarding Children Board (SSCB) Bi Annual Report April 2009 - March 2011 and the Business Plan 2011-2013.

2. Background

2.1 The Board had a number of development days considering the relationship and governance arrangements between the Children's Trust and the SSCB. A Board development day held on 9.3.11, focussed on the development of the Bi-Annual Report and Business Plan. It was agreed that the Business Plan should become more outcome focussed. The format reflects the priority areas identified by the SSCB and allows the outcome of these priorities to be demonstrated.

2.2 The Board will meet its statutory duty under Working Together 2010 to produce an annual report.

3. Current Position

3.1 The purpose of the SSCB Bi-Annual Report is to:

- Outline progress against the objectives in the Business Plan 2009-2012
- Provide information about agency commitment to safeguarding children and the Board's agenda and
- Reflect on child protection work and performance in Sunderland.

3.2 The Bi-annual Report reflects progress against the Business Plan including performance against statutory functions such as the Child Death Review process and Serious Case Reviews. Along with a foreword from the Independent Chair of the SSCB the report also includes achievements for the Board and sub committees in 2009-2011. Some of which are:

- Development of the SSCB website
- Launch of the SSCB e-learning system, which is now available for all multi agency professionals, volunteers and elected members

- Increased use of the Common Assessment Framework to ensure the availability of preventative services
 - A secure budget
 - Continued development of the training function of the SSCB to ensure professionals are skilled and knowledgeable when dealing with child protection concerns
 - Implementing frontline staff meetings with the purpose of hearing directly from staff about the challenges and issues as well as good practice
 - Completion of 2 serious case reviews
 - Development of procedures and
 - Ensuring compliance with changes to the serious case review process.
- 3.3 Following consideration by the SSCB on the 7th September 2011, the Bi-Annual Report has been redrafted to ensure a more accessible version is published. Reports outlining the contribution of each agency to safeguarding children in Sunderland will be made available on the SSCB website upon publication.
- 3.4 The report includes the work undertaken by the sub committees and the achievements in the 2009-2011 period.
- 3.5 The report also reflects the Board and partners agencies' commitment to learning from the death of Peter Connelly in Haringey. The findings of the Laming Report (The Protection of Children in England 2009) were reflected in an action plan, which enabled the Business Planning Group to implement and monitor the recommendations.
- 3.6 The report also reflects on the outcome of an internal audit undertaken by Sunderland City Council, which did not identify any high or significant risks. The audit made recommendations, which have now been fully implemented.
- 3.7 The report also contains performance information against national indicators and reflects on the reasons for the increase in the number of children who are the subject of a child protection plan in Sunderland.
- 3.8 The number of children subject to Child Protection plans has risen this year from 350 in December 2010 to 469 in August 2011. This represents a 36% increase in the number of children subject to Child Protection plans between December 2010 and August 2011.
- 3.9 During this time the conversion rate from S47 to Child Protection Plan has reduced, as the number of children commencing a plan has increased at a slower rate (45%) than the increase in S47s undertaken.
- 3.10 The number of children subject of a Child Protection plan at the end of July 2011 was 459. This is a 135% rise on the figure from April 2008, but also a 19.2% rise on the figure from just two months ago (May 2011; 385 children).
- 3.12 The period from January 2011, which covers Q4 2010/11 and Q1 2011/12, showed a significant rise in the number of children who start a plan, while the number of those who cease a plan has remained stable. This resulted in an increase in Q4 of 42 children, and in Q1 of 16 children.

3.14 The large number of children becoming subject to a plan in June and July 2011 were combined with low numbers of children ceasing to be subject to a plan – resulting in large rises in the total numbers. In June, 31 children’s plans ended, and in July only 12 ended.

4. Further Information

4.1 SSCB Business Plan 2011-2013

4.1.1 The Business Plan continues to be progressed through the work of the Board, the Business Planning Group and the subcommittees, that is, Local Child Death Review Panel, Case Review, Legal and Procedures, Quality Assurance and Communication and Workforce Development.

5 Recommendation

The Children, Young People and Learning Scrutiny Committee is requested to accept the report and respond to the following Consultation Questions:

- Does the Bi-Annual Report provide sufficient information to understand the functions of the Board, its work over the last two years and the achievements of the SSCB?
- Is the new format of the Report accessible?
- Do you agree that the changes made to the Business Plan provide a greater focus on outcomes?
- Do you agree with the priorities identified in the Business Plan?

Contact	Jan Van Wagtendonk Independent Chair of SSCB 0191 285 3197 Email: jvanwagtendonk@live.com
Contact officer	Lynne Thomas Business Manager of SSCB Tel: 0191 561 7015 Email: lynne.thomas@sunderland.gov.uk



**Sunderland Safeguarding Children Board
(SSCB)**

Bi - Annual Report

April 2009 – March 2011

For Consultation

DRAFT

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1. FOREWORD by Sunderland Safeguarding Children Board (SSCB) Independent Chair

It has been a very busy and eventful two years for the Board. Major changes have occurred, both as a result of the death of Peter Connelly and associated reviews and as a result of the change of government in May 2010. We have also had a very complicated Serious Case Review in Sunderland which has taken 18 months to complete and has absorbed a lot of the Business Unit's time.

There are many challenges to face in the coming year. These include resources, legislation, implementation of lessons learned from SCRs, increased workloads. However we can build on excellent working relationships, a strong commitment to the protection of children and young people and the skills of the workforce. This report outlines the function of the SSCB, what we have achieved, the work undertaken by the Board and its sub committees. A report from the constituent agencies on their work is available on the SSCB Website at www.sunderlandscb.com. The Business Plan identifies the work we are planning to undertake. I look forward to the next year with confidence that we will be able to continue to improve our performance and protect the children and young people of Sunderland.

The SSCB is dependent on its members to support its work and I would like to thank the chairs of the sub committees: John Lingwood (Police), Linda Mason (YOS), Jane Scott (NSPCC), Meg Boustead (Children's Services) and Deanna Lagun (Health). I would also like to thank Lynne Thomas, Jennifer Clarke, Caroline Hall and Sarah Gallagher from the Business Unit for their support and commitment to the work of the Board.

Finally I want to pay tribute to those members who have left during the period of this report; Janet Newton, Kim Barrett, Mick McCracken, Nicki Walker-Hall, Guy Kirk, John Austin, Karen O'Neill, Yvonne Gray, Lynda Brown, Colin Dickinson, Julie Firth, Claire Foster and John Fisher all made important contributions to the work of the Board.

Jan van Wagtendonk
Independent Chair SSCB

2. EXECUTIVE SUMMARY

2. ROLE AND FUNCTION OF SUNDERLAND SAFEGUARDING CHILDREN BOARD (SSCB)

Sunderland Safeguarding Children Board (SSCB) is the key statutory mechanism for agreeing how relevant organisations will co-operate to safeguard and promote the welfare of children in Sunderland.

In order to assist the Board with discharging its wider responsibilities Board has 6 sub committees which are, Business Planning Group, Communication and Workforce Development Sub committee, Case Review Sub committee, Quality Assurance Sub committee - chaired by Head of Safeguarding Children's Services, Legal and Procedures Sub and the Local Child Death Review Panel. For further information on the function, structure and responsibilities of the Board please go the SSCB website at www.sunderlandscb.com

3. GOVERNANCE AND ACCOUNTABILITY ARRANGEMENTS

SSCB Constitution

The Board has a SSCB Constitution detailing the governance arrangements, role of Board members, SSCB structure, terms of reference and membership etc. The SSCB Constitution can be found at www.sunderlandscb.com

Internal Audit of SSCB

Sunderland City Council's Internal Audit Section undertook a review of the partnership arrangements of the SSCB in 2010. The audit consisted of a number of areas including, aims and objectives, legality and compliance with the Council's constitution and risk management arrangements. The audit concluded that the arrangements in place to manage the risks were satisfactory. There were some controls in place but they were not consistently applied. The audit did not reveal any matters which were identified as high or significant risk. The Board accepted the findings of the Internal Audit and the action plan in December 2010. The Action Plan has been fully implemented.

Relationship with Key Partnerships

The SSCB must work closely with other Boards and Partnerships to ensure issues of safeguarding and child protection are appropriately considered by other partnerships and Boards and to ensure that work is coordinated, efficient, and effective.

Partners include:

- **Sunderland Children's Trust** - Safeguarding and promoting the welfare of children is part of the wider context of the work of Sunderland Children's Trust and the work of the SSCB contributes to the wider goals of improving the well-being of all children in Sunderland. Work has included, reporting to the Children's Trust on the work of the Board, joint development day to strengthen the governance arrangements and the SSCB challenged Children's Trust on capacity and resource implications of the 100% increase in Children subject to

Child Protection Plans, resulting in a joint working group was established which resulted in a number of recommendations

For further information on Sunderland Children's Trust please go to www.sunderlandchildrenstrust.org.uk

- **Youth Offending Service Board (YOS)** - Quarterly reports in respect of priorities and Untoward Incident Reports regarding specific cases are received from the YOS Board
- **Safer Sunderland Partnership (SSP)** - joint work in relation to Domestic Violence, Violence against Women and Girls (VAWG), Sexual Exploitation of young people and Female Genital Mutilation
- **Risk and Resilience Board** - The SSCB receives quarterly reports on the work of the Risk and Resilience Board
- **Sunderland Safeguarding Adults Board (SSAB)** - Promoted a "Think Family" approach to the work of both Boards. Further information on the Sunderland Safeguarding Adults Board can be found at www.alertabuse.org.uk

Sunderland Children and Young People's Plan (CYPP) 2010-2025

The Children and Young People's Plan (CYPP) Strategy 2010-2025 sets out the vision and strategy of the Children's Trust.

The plan covers:

- All children and young people aged 0-19
- Young people over 19 receiving services, including leaving care and
- Young people over 19 and under 25 with learning difficulties

A 3 year delivery plan for 2010 -2013 works towards improving the following priorities, Child Poverty, Safeguarding (SSCB is the aligned partnership for this priority), Narrowing the Gap for Vulnerable Groups, Being Healthy, Staying Safe (responsibility for this lies with SSCB and Children's Services), Enjoying and Achieving, Making a Positive Contribution and Achieving Economic Wellbeing.

The SSCB Performance report will be used to monitor the actions taken to address these priorities and what the outcomes are for children. For further information on the Children and Young People Plan please go to

www.sunderlandchildrenstrust.org.uk

SSCB and SSCB Sub-committee Progress and Achievements April 2009 – March 2011

SSCB

During this two year period a major Serious Case Review was carried out. This work took priority and impacted on the work of BPG and thus there was

little availability to pursue the development agenda. Nonetheless a considerable amount has been achieved in this period.

Work of the Board has included receiving presentations and reports on e.g. Violence against Women and Girls Strategy and Hidden Harm Strategy, the work of the Sunderland Children's Trust etc. These presentations and reports have ensured the Board is aware of changes and challenges for agencies and other partnerships in Sunderland. Board members have also responded to consultations including the Sunderland's Child Poverty Strategy and Action Plan allowing the Board to communicate its views and potentially influence policy and procedure based on local experiences of safeguarding children work in Sunderland.

Work in relation to Section 11 of the Children Act 2004

Section 11 of the Children Act 2004 states:

“Each person and body to whom this section applies must make arrangements for ensuring that their functions are discharged having regard to the need to safeguard and promote the welfare of children; and any services provided by another person on behalf of the organisation have regard to the need to safeguard and promote the welfare of children.”

Section 11 applies to a number of agencies including Children's Services in England and Primary Care Trusts etc. Further information regarding Section 11 duties can be found at

<http://www.legislation.gov.uk/ukpga/2004/31/contents>

A function of the Board is to challenge agencies which it does through Section 11 audits. Board members have completed the template, received feedback and ensured there is sufficient evidence of compliance with Section 11 responsibilities. The first audit was completed in 2009-2010 and there was good evidence of compliance across agencies. This process serves to assure the Board that agencies in Sunderland are compliant with their safeguarding responsibilities and are committed to safeguarding and promoting the welfare of children.

Work in relation to Domestic Abuse (Priority Outcome 5 from Children and Young People's Plan 2010-2025)

The Board has facilitated the delivery of two conferences regarding domestic abuse by providing financial support and through the provision of leads for training delivery. A Violence against Women and Girls action plan with the Sunderland Safeguarding Adults Board and the Safer Sunderland Partnership began to be developed from these conferences. This work demonstrates the Board's commitment to reducing the impact of domestic abuse in Sunderland and commitment to a “think family” approach in line with national guidance.

Communications with Frontline Staff

Board members have met with frontline staff on six occasions since November 2009 with 155 practitioners from 20 agencies in attendance. These sessions offer a unique opportunity for the Board to work directly with staff and listen to

their experiences in safeguarding work. Feedback has been received regarding training, multi agency work and information sharing.

Creation of a Risk Management Action Plan

The Board established a Risk Register and Risk Management Action Plan in 2009. This is reviewed on a monthly basis at BPG and reported to the Board on a bi monthly basis and outlines all identified risks to the Board that could prevent it from fulfilling its statutory duties.

5.2 Work of Sub committees

Each sub committee consists of multi agency membership and all are chaired by Board members. The sub committees have terms of reference and an action plan which is determined by the overarching SSCB Business Plan.

5.3 Business Planning Group

Work has included:

- ***Response to Laming Report (April 2009)*** - The Board has raised awareness of outcomes and implemented the findings of the Laming Report and the Government's response across Sunderland.
- ***Safeguarding Disabled Children*** - Task and Finish group established to take forward the practice guidance for LSCB's on "Safeguarding Disabled Children."
- ***Information sharing*** - SSCB Information sharing protocol has been agreed and signed up to by all partner agencies.
- ***Communication*** - To ensure proper governance reports have been received from all sub committees thus carrying out its communication functions in terms of its work between sub-committees.
- ***Munro Review 2010/2011*** - Professor Munro's final report was published in April 2011 and the Government's response was published in July 2011. BPG will consider the recommendations and the Government's response and establish a Task and Finish Group to progress work around these recommendations and ensure compliance. This report can be found at www.sunderlandscb.com.

5.4 Communication and Workforce Development Sub-committee

Core business for the sub-committee is the provision of multi-agency training and additional information regarding SSCB training can be found in the SSCB Annual Training reports available on the SSCB website at www.sunderlandscb.com

Work has included:

- SSCB Website launched on 4th October 2010
- Work with young people to develop the SSCB website
- Planning, commissioning and evaluating training

- Child X SCR Lessons Learned Workshops

5.5 Quality Assurance Sub-committee

Work has included:

- Performance reporting arrangements in relation to children missing from home and care have been agreed and put in place
- Section 11 audits have been held in 2009 and 2010
- The Unborn Baby working group has been reviewed and strengthened
- Multi-agency file audit work has been undertaken for identified cases.

5.7 Legal and Procedures Sub-committee

Work has included:

- The SSCB web enabled procedures were launched with an easy search facility
- Safeguarding procedures have been reviewed and updated
- Reviewed a process for supporting other organisations for developing their safeguarding policies and the process for this is now well established within the group.

5.7 Case Review Sub-committee

Work has included:

The SCR concerning Child D was completed on 20th July 2010 with recommendations having been implemented across agencies and action plans being signed off by the Quality Assurance sub committee.

The Case Review sub Committee considered 5 cases for SCR with one of these cases meeting the criteria for a SCR. Other pieces of work were commissioned in order to learn lessons from cases where the criteria was not met.

Child X

The SSCB agreed in June 2009 that this case met the criteria to undertake a Serious Case Review. This has been a substantial piece of work for those involved and provided significant lessons to be learnt for all agencies. This review was finalised in December 2010 and action plans have been monitored and taken forward through a multi agency Serious Case Review audit group.

Cross Boundary Serious Case Reviews

- Sunderland has been involved in a cross boundary Serious Case Review undertaken by South Tyneside in 2010 relating to historic involvement with a family
- Case Review sub committee has considered the recommendations from the Nursery Z Serious Case and any implications this may have for Sunderland.

5.8 Local Child Death Review Panel

Child Deaths in Sunderland

None of the completed Child Death reviews for Sunderland cases between April 2009-March 2011 were identified as being appropriate for a Serious Case Review, or were subject to Statutory Orders or Child Protection Plans.

There were five Road Traffic Collision deaths in 2008-2010, with 2 of these cases occurring abroad. All five cases involved children in the 10-14 year old age range residing in the Sunderland area and all deaths were of children of a White British background.

One area of good practice that has been noted is the arrangements re children in the terminal phase of palliative care within Sunderland. The child's paediatrician is informing the coroner of cases where a child is in the terminal phase of care so that the coroner's officers are aware in advance and a more measured and appropriate response can take place when the death occurs, especially if this happens out of hours.

Further information regarding child deaths and the work of the SoTW CDOP can be found on the SSCB website at www.sunderlandscb.com

6. CONTEXT AND ACHIEVEMENTS

6.1 The Local Context

Sunderland is the largest city in North East of England region with a population of 283,700. There are 65,800 children and young people aged 0-19 in Sunderland (Office for National Statistics (ONS) mid 2007 estimates). This is a decline compared to previous years.

6.2 The Local Safeguarding Context

Safeguarding services for children, young people, and families in Sunderland is based on a continuum of needs known as "The Windscreen" model to show how a child's needs may move backwards and forwards through universal, additional, multiple and in need of immediate care and protection. For more information on the Continuum of Need please go to www.sunderlandchildrenstrust.org.uk/caf

Unannounced Inspections of Contact, Referral, and Assessment Inspection Framework

In June 2010, an unannounced inspection of contact, referral and Assessment took place in Sunderland and found that Sunderland Council is providing an efficient, effective, and secure contact, referral, and assessment safeguarding service. There were no Priority Actions. A number of strengths were highlighted and SSCB were identified as providing training on lessons learnt from SCR's. Areas for development were identified. For further information on the findings of the inspection please go to www.ofsted.gov.uk/local-authorities/sunderland

6.3 Contribution of Partner Agencies to Safeguarding Children in Sunderland

Board partners have contributed to safeguarding children in Sunderland over the two years this report covers in a number of different ways. Please go to the SSCB website at www.sunderlandscb.com to view the achievements of the SSCB members in 2009-2011.

6.4 Evaluation of Progress Against SSCB Business Plan 2009-2012

The Board has achieved the following:

Priority 1 - Key Function – Communicating and raising awareness of key safeguarding issues

- Implemented an overarching SSCB Communication and Media Strategy

Priority 2 - Key Function – Developing Policies and Procedures

- SSCB procedures, policies and functions are up to date and in line with national guidance and statutory requirements
- Ensured Safer Recruitment
- Improved systems and information regarding Children Missing from home and care
- Ensured appropriate Staff supervision arrangements
- Implemented and embedded an e-safety strategy
- Implemented and embedded retention policy for SSCB records
- Implemented and embedded SSCB Risk Assessment Screening Tool
- Incorporated Assessment, Implementation and Monitoring to ensure (AIM 2) model in practice
- SSCB Complaints procedure in place

Priority 3 - Key Function – Participating in planning and commissioning of services for children in the locality

- SSCB has actively contributed to the development of the CYPP 2025
- Defined relationship between the Children's Trust and the SSCB subject to further legislation and guidance changes
- Received reports on the impact on safeguarding children of commissioned services
- Begun engaging with the VCS in Sunderland to ensure minimum standards of provision
- Begun engaging with BME in Sunderland to ensure minimum standards of provision
- Begun engaging with Faith Groups in Sunderland to ensure minimum standards of provision

Priority 4 - Monitoring and evaluating the effectiveness of the LSCB and of safeguarding activities across all agencies

- Receive quarterly reports on safeguarding progress from the Children's Trust, Risk and Resilience Board, Youth Offending Service and Child Poverty Board

- Assured the key priorities within Staying Safe are being progressed through the Children and Young People's Plan
- Reported to the Children's Trust on its activities and the progress made against the Business Plan
- Has in place a SSCB challenge function
- SSCB Risk Management action plan in place
- SSCB budget in place
- SSCB induction process in place which defines job roles for SSCB members
- Membership is compliant with Working Together 2010
- Equality and Diversity issues started to be identified and addressed through implementing the guidance for LSCB's

Monitoring the effectiveness of safeguarding activity across single and multi agencies

- To have in place quality assurance process for single agency training packs
- To have in place a quality assurance process for SSCB training
- Section 11, implementation of the duties of agencies in relation to safeguarding children
- SSCB compliant with Serious Case Review requirements
- Develop and deliver training for Serious Case Review report authors
- Develop and Deliver lessons learnt sessions from Serious Case Review

Collating and analysing information about all child deaths

- Raised awareness of Child Death Overview Panel (CDOP)
- Presented annual report to the Board
- CDOP meets statutory requirements
- System in place to review neo natal deaths

6.4 Performance Targets

Please see Appendix 1

7. Learning lessons from Serious Case Review

The ongoing work is of course the most important aspect of learning the lessons from SCR's. Executive Summaries for both SCR's undertaken in Sunderland during this time can be found at www.sunderlandscb.com

7.1 Child D

Multi-agency Lessons Learnt sessions were delivered in 2010 to approximately 720 staff.

7.2 Child X

A multi-agency SCR Audit Group was established in January 2011. The work of this audit group will be undertaken in 2 stages. The first stage will be to monitor the implementation of recommendations across agencies in Sunderland as well as the SSCB recommendations. The second stage, which will take place from October 2011, will evaluate the evidence of implementation.

To ensure staff across Sunderland have the opportunity to learn lessons from this Serious Case Review, workshops are being held from July – December 2011.

8. SSCB BUDGET and Financial Report

8.1 Budget Report for April 2009 – March 2010

Appendices 2 and 3 provide a breakdown of the financial position of the SSCB budget for 2009-10 and 2010-11.

Financial Year 2009-2010

- **Contributions**

All contributions from partners were received as budgeted.

There were additional contributions of £7,200 which had not been budgeted for at the beginning of the financial year.

- **Outturn position 2009-2010**

At the end of 2009-10 the outturn position of the SSCB budget was a £95,313 under spend. This under spend was transferred to the SSCB reserves and carried forward into 2010/11 leaving a balanced budget at the end of 2009-10.

8.2 Budget Report for April 2010 – March 2011

- **Contributions**

There were additional contributions made to the SSCB by Safer Communities, Gentoo, and Early Years Service each contributing £5,000, Northumbria Probation Service contributing an additional £1,000 for the SCR and the Youth Development Group contributing £5,000 for the development of a website to engage young people in 2010-11.

- **Outturn position 2010-2011**

At the end of 2010-11 the outturn position of the SSCB budget was balanced. £64,139 of SSCB reserves was originally allocated against the budget in 2010-11 however due to the under spend and additional contributions only £31,534 was needed from the reserves to balance the budget. This left the SSCB with reserves of £62,389 however the TPCT contributed an additional £99,990 towards the cost of the Serious Case Review and this amount will also be held in reserves. The total amount held in reserves is now £163,769.

3. ROLE AND FUNCTION OF SUNDERLAND SAFEGUARDING CHILDREN BOARD (SSCB)

Sunderland Safeguarding Children Board (SSCB) is the key statutory mechanism for agreeing how relevant organisations will co-operate to safeguard and promote the welfare of children in Sunderland.

3.1 Scope

The scope of the SSCB role has three key areas:

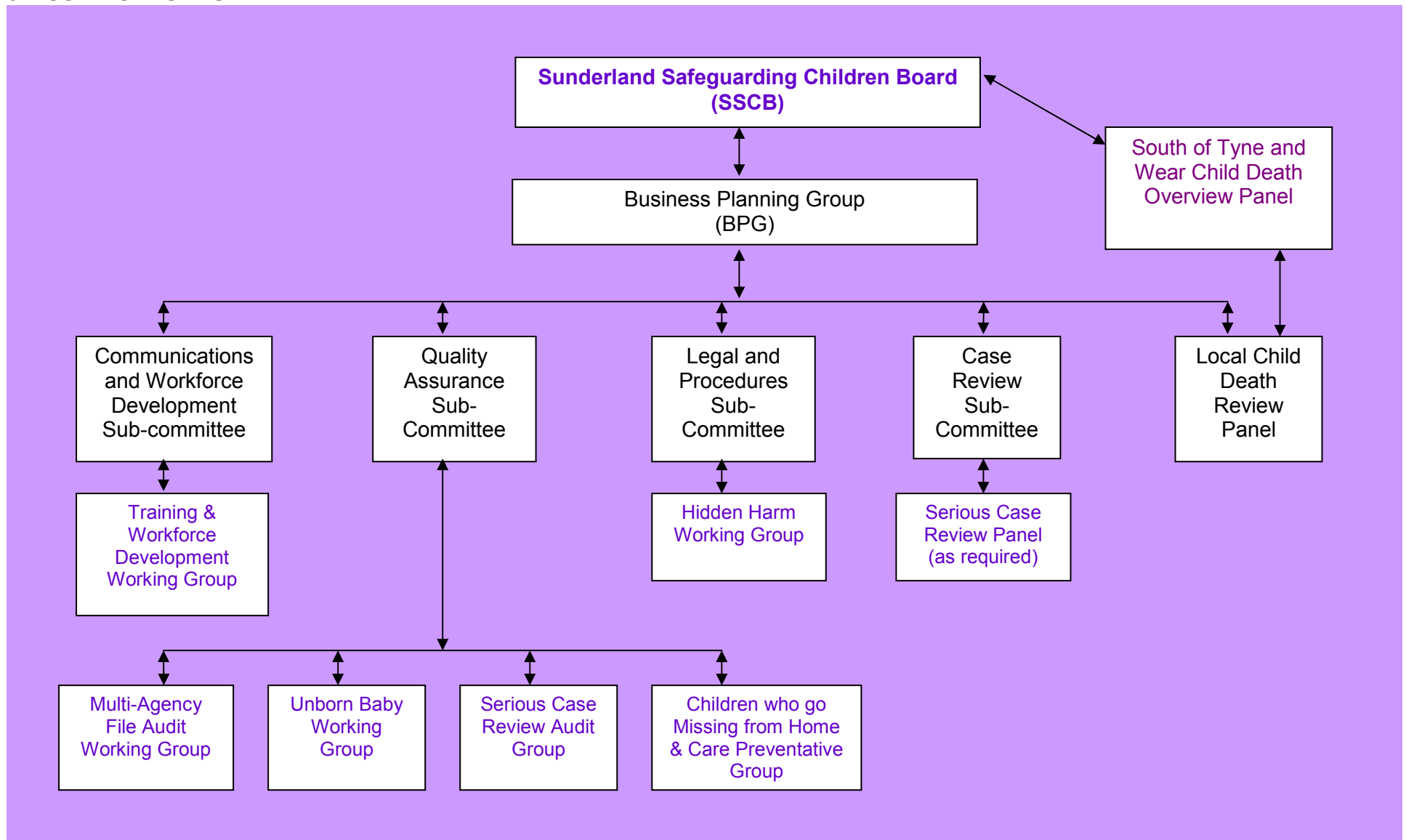
- a) To engage in activities that safeguard all children and aim to identify and prevent abuse and ensure that children grow up in circumstances consistent with safe care
- b) To lead and co-ordinate pro-active work that aims to target particular groups
- c) To lead and co-ordinate responsive work to protect children who are suffering or likely to suffer significant harm.

For further information on the function and responsibilities of the Board please go the SSCB website at www.sunderlandscb.com

In order to assist the Board with discharging its wider responsibilities 6 sub committees have been created as displayed on the structure chart on the next page:

DRAFT

3.2 SSCB STRUCTURE



4. GOVERNANCE AND ACCOUNTABILITY ARRANGEMENTS

4.1 SSCB Constitution

The Board has a SSCB Constitution detailing the governance arrangements, role of Board members, SSCB structure, terms of reference and membership etc. The SSCB Constitution can be found at www.sunderlandscb.com

4.2 Internal Audit of SSCB

Sunderland City Council's Internal Audit Section undertook a review of the partnership arrangements of the SSCB in 2010. The objectives of the audit were to review, appraise and report the effectiveness of the governance arrangements in relation to SSCB Partnership. The review considered the partnership arrangements as a whole with a particular emphasis on the risks to the Council as a participant in the partnership.

The audit consisted of a number of areas including:

- Aims and objectives
- Roles and responsibilities
- Legality and compliance with the Council's constitution
- Financial arrangements including procurement
- Information governance
- Management and performance information
- Risk management arrangements

Discussions were held with the following SSCB officers and members. Testing was carried out in order to confirm whether the controls were actually in place and were being applied consistently. Recommendations which relate to any High, Significant, Medium or Low Risk findings were set out in an Action Plan.

The audit concluded that the arrangements in place to manage the risks were satisfactory. There were some controls in place but they were not consistently applied. The audit did not reveal any matters which were identified as high or significant risk.

The following findings were identified:

- The SSCB has a Constitution and Governance Arrangements document which includes the partnership agreement, code of conduct, remit of the various sub-committees and reporting arrangements but the Partnership Agreement has not been signed to indicate agreement of the parties. It was approved at a meeting of the Board but as all partners were not present at this meeting, there is no evidence that all partners have signed up to the Constitution
- A SSCB Business Plan is in place covering the period 2009/12. Monitoring of performance against the plan is undertaken by the Business Planning Group (BPG), which receives reports from sub-committees of the Board
- As the SSCB Constitution does not specify the financial contribution each partner should make, due to the amount each partner contributes being negotiated each year, there is risk that insufficient funding is available to

enable the partnership to achieve its objectives. The audit concluded that as there is no national guidance on funding for LSCB's it would be extremely difficult to come to a local agreement. The Board has therefore included this as a high level risk in the SSCB Risk Register

- The Constitution and Governance Arrangements of the partnership do not include an exit strategy, i.e. the process to be followed should the partnership cease. However, the audit concluded that an exit strategy would be difficult to put in place as LSCB's are a statutory requirement and it is unknown what should replace them and who would take over safeguarding responsibilities should statutory requirements change

The Board accepted the findings of the Internal Audit and the action plan in December 2010. The Action Plan has been fully implemented.

4.3 Relationship with Key Partnerships

The SSCB needs to work closely with other Boards and Partnerships in Sunderland to ensure that issues of safeguarding and child protection are appropriately considered by the other partnerships and Boards and to ensure that work is coordinated, efficient and effective.

The SSCB relates to the following Boards and partnerships:

- Sunderland Children's Trust
- Sunderland Youth Offending Service Board
- Safer Sunderland Partnership
- Risk and Resilience Board
- Sunderland Safeguarding Adults Board

Sunderland Children's Trust

Safeguarding and promoting the welfare of children is part of the wider context of the work of Sunderland Children's Trust and the work of the SSCB contributes to the wider goals of improving the well-being of all children in Sunderland. Staying Safe is a priority outcome for the Children's Trust and the Sunderland Children and Young People's Plan 2010-2025.

SSCB is not subordinate to the Children's Trust having a separate identity and an independent voice. The role of the SSCB is to challenge and scrutinise the work of Sunderland Children's Trust and its partner agencies and evaluate the effectiveness of the safeguarding arrangements in Sunderland. The SSCB has undertaken this role in the following way:

- Independent Chair reports to Children's Trust on the work of the Board on a quarterly basis
- Joint development day to improve the relationship between the partnerships and strengthen the governance arrangements as required under the Apprenticeship, Skills, Children's and Learners Act 2009 and the statutory guidance on Children's Trusts
- SSCB challenged Children's Trust on capacity and resource implications of the 100% increase in Children subject to Child Protection Plans. A joint working group was established to consider needs assessment and the

implications for all agencies which resulted in a number of recommendations whose implementation are being monitored by SSCB

For further information on Sunderland Children's Trust please go to www.sunderlandchildrenstrust.org.uk

Youth Offending Service Board (YOS):

- Quarterly reports are received from the YOS Board in respect of priorities
- Untoward Incident Reports regarding specific cases

Safer Sunderland Partnership (SSP):

- Joint work in relation to Domestic Violence, Violence against Women and Girls (VAWG), Sexual Exploitation of young people and Female Genital Mutilation. Sunderland will have a VAWG action plan which is developed and owned by the SSP, SSCB, and SSAB.

Risk and Resilience Board:

- The SSCB receives quarterly reports on the work of the Risk and Resilience Board

Sunderland Safeguarding Adults Board (SSAB):

- Promoted a "Think Family" approach to the work of both Boards

For further information on the Sunderland Safeguarding Adults Board can be found at www.alertabuse.org.uk

4.4 Sunderland Children and Young People's Plan (CYPP) 2010-2025

The Children and Young People's Plan (CYPP) Strategy 2010-2025 sets out the vision and strategy of the Children's Trust. The plan covers:

- all children and young people aged 0-19
- Young people over 19 receiving services, including leaving care and
- Young people over 19 and under 25 with learning difficulties

There is currently a 3 year delivery plan for 2010 -2013 to work towards priorities and outline how the partnerships plan to improve priority areas, the progress against the plans and future work identified. It contains the following priority outcomes:

- Child Poverty
- Safeguarding – SSCB is the aligned partnership for this priority
- Narrowing the Gap for Vulnerable Groups
- Being Healthy
- Staying Safe – Responsibility for this lies with SSCB and Children's Services
- Enjoying and Achieving
- Making a Positive Contribution
- Achieving Economic Wellbeing

The SSCB Performance report will be used to monitor the actions taken to address these priorities and what the outcomes are for children. Further work is being undertaken in 2011-2012 to develop the performance report to include wider ranging information re: issues such as domestic abuse, to provide a more holistic picture of the impact of domestic abuse and what progress is made in respect of this priority.

For further information on the Children and Young People Plan please go to www.sunderlandchildrenstrust.org.uk

5 SSCB and SSCB Sub-committee Progress and Achievements April 2009 – March 2011

5.1 SSCB

It is important to note that during this two year period a major Serious Case Review was carried out. This was an extremely complicated case with a large number of agencies involved, including agencies in other LSCB areas. This work has had to take priority and this has impacted on the work of BPG as the Business Manager and other members were heavily involved in this work and thus there was little availability to pursue the development agenda. Nonetheless a considerable amount has been achieved in this period.

Following a full review of the Board and its functions, the Board agreed to a SSCB Business Unit to coordinate and support the work of the Board. The SSCB Business Unit was established in January 2009, with the appointment of a Business Manager. The SSCB Development and Training Officer came into post in October 2009. An Independent Chair was appointed in October 2008 and he has chaired all SSCB meetings in that time.

Presentations and Reports

The Board has received a number of presentations including:

- Violence against Women and Girls Strategy
- Hidden Harm Strategy
- Child Poverty
- Anti Bullying Strategy

Reports have been received on a quarterly basis from:

- Sunderland Children's Trust
- Sunderland Risk and Resilience Board
- Sunderland YOS
- Sunderland Child Poverty Board

The presentations and reports have ensured the Board is aware of changes and challenges for agencies and other partnerships in Sunderland. It allows the Board to ask questions about practice within and across agencies.

Consultations

Board members have also responded to a number of consultations including the following:

- Sunderland's Child Poverty Strategy and Action Plan

- Sunderland Children and Young People Plan
- Safeguarding Indicators And Statutory Targets Consultation Paper
- Working Together 2010

Through consultations the Board can communicate its views and potentially influence policy and procedure based on local experiences of safeguarding children work in Sunderland.

Work in relation to Section 11 of the Children Act 2004

Section 11 of the Children Act 2004 states:

“Each person and body to whom this section applies must make arrangements for ensuring that their functions are discharged having regard to the need to safeguard and promote the welfare of children; and any services provided by another person on behalf of the organisation have regard to the need to safeguard and promote the welfare of children.”

Section 11 applies to a number of agencies including Children’s Services in England, Primary Care Trusts, NHS foundation trust; the Police and Probation Board. Further information regarding Section 11 duties can be found at <http://www.legislation.gov.uk/ukpga/2004/31/contents>

A function of the Board is to challenge agencies and it does this through Section 11 audits, which have been undertaken by SSCB member agencies in 2010 and 2011. Board members are required to complete a template which is submitted for robust assessment and evaluation. Feedback is given to the agency with amended versions of the tool being submitted until there is sufficient evidence of compliance with Section 11 responsibilities.

The first audit was completed in 2009-2010 and there was good evidence of compliance across agencies. A report on the audits and compliance with Section 11 was considered and accepted by the Board in early 2010. This process serves to assure the Board that agencies in Sunderland are compliant with their safeguarding responsibilities and are committed to safeguarding and promoting the welfare of children.

For 2010-2011 the tool was amended to be more qualitative and at the time of writing the audit is almost complete. One of the recommendations of the SCR for Child X was about ensuring member agencies are complying with their Section 11 responsibilities and it is important to note that the standard of evidence demonstrating compliance is of a very high standard for the current audits. This again serves to reassure the Board that agencies are fully compliant with their statutory duties, whilst highlighting any areas of concern that the Board needs to address.

Work in relation to Domestic Abuse (Priority Outcome 5 from Children and Young People’s Plan 2010-2025)

The Board has facilitated the delivery of two conferences regarding domestic abuse by providing financial support and through the provision of leads for training delivery. The first conference was led by Sunderland Council in

October 2009 and the second conference was led by Safer Sunderland Partnership in March 2010. A Violence against Women and Girls action plan with the Sunderland Safeguarding Adults Board and the Safer Sunderland Partnership began to be developed from these conferences. The Board has also appointed a specialist adviser for domestic abuse to the Board from the Safer Sunderland Partnership. This work demonstrates the Board's commitment to reducing the impact of domestic abuse in Sunderland and commitment to a "think family" approach in line with national guidance. Working across the partnerships improves multi-agency working and ensures all aspects of domestic abuse are considered. Efficiencies are also achieved as duplication of work is eradicated. Knowledge, skills and expertise are brought together to develop a robust, multi-agency holistic approach to tackling domestic abuse across the City.

Communications with Frontline Staff

Board members have met with frontline staff on six occasions since November 2009 with 155 practitioners from 20 agencies in attendance. The purpose of the sessions is for frontline staff in Sunderland to meet with Board members and discuss safeguarding children practice in Sunderland. These sessions offer a unique opportunity for the Board to work directly with staff and listen to their experiences in safeguarding work.

Feedback	What SSCB is currently doing	What more SSCB will do
<ul style="list-style-type: none"> • Training is excellent at suitable levels • Training available/accesses could be easier 	<ul style="list-style-type: none"> • Widening distribution of the SSCB training strategy and training nomination forms to reach a wider audience • Reviewing non-attendance and considering the implementation of a SSCB charging policy for non-attendance 	<ul style="list-style-type: none"> • Introduced a charging policy for non-attendance
<ul style="list-style-type: none"> • Better links between Adults and Children's Safeguarding, especially training 	<ul style="list-style-type: none"> • Representation from Health, Housing and Adult Services, SSP on SSCB • The Safeguarding Adults Co-ordinator is a member of Quality Assurance and Legal and Procedures Sub-committee • The SSCB and Safeguarding Adults Partnership have developed interface procedures which clarify which procedures should be 	<ul style="list-style-type: none"> • Continue to review SSCB Board and sub committee membership to ensure statutory responsibilities are met • Appoint 2 lay members to the Board

Feedback	What SSCB is currently doing	What more SSCB will do
	<p>used when both children and adults are involved in safeguarding issues. being taken from specialists in Adult Services during the development of these procedures</p>	
<ul style="list-style-type: none"> • Continuity of workers for families and staff • Address staffing levels 	<ul style="list-style-type: none"> • Since June 2009 there has been a 40% increase in the number of children subject of a Child Protection Plan. This increased number of referrals, initial assessments, core assessments, conferences, and reviews is having a substantial impact on multi-agency staff and achieving positive outcomes for children in a timely manner. The Board has written to the Children's Trust to ask that a needs analysis is undertaken to consider the large increase in the workload of multi-agency partners. 	<ul style="list-style-type: none"> • Work with the Children's Trust to complete the needs analysis
<ul style="list-style-type: none"> • To provide widely available information re basic facts, e.g. who to contact, where, when, how, etc when we have concerns • Improved sharing of information between agencies – appropriately and safely • Facilitate inter agency 	<ul style="list-style-type: none"> • In partnership with the Safer Sunderland Partnership, we have developed an advert which is run through the community network televisions across the City of Sunderland, advertising what people should do if they have concerns about a child and including the IRT contact information • Developed a leaflet which identifies what to do if you have concerns for a child and contains the contact number for the IRT Team • Developing a SSCB Information Sharing Protocol 	<ul style="list-style-type: none"> • Develop additional adverts about Safeguarding Children in Sunderland • As part of the re branding of the SSCB, produce leaflets and information guidance for the City of Sunderland on what to do if you have concerns about a child, for the public and professionals • Improve use of feedback in planning SSCB work

Feedback	What SSCB is currently doing	What more SSCB will do
communication with meetings like this	for agencies to sign up to <ul style="list-style-type: none"> • SSCB procedures have chapter on information sharing based on Government guidance • Continuing to run Frontline meetings 	

Creation of a Risk Management Action Plan

The Board established a Risk Register and Risk Management Action Plan in 2009. This is reviewed on a monthly basis at BPG and reported to the Board on a bi monthly basis. This outlines all identified risks to the Board that could prevent it from fulfilling its statutory duties. The risks are identified, graded and then controls are identified to prevent the risk occurring. The risks themselves are regularly reviewed so the Board and the Council can be assured that the Board will satisfy its statutory duties in respect of safeguarding children and young people of Sunderland.

5.2 Work of Sub committees

Each sub committee consists of multi agency membership and all are chaired by Board members. The sub committees have terms of reference and an action plan which is determined by the overarching SSCB Business Plan.

5.3 Business Planning Group

The Business Planning Group has been chaired by Jan van Wagtendonk on a monthly basis since October 2008 when he took up the role of SSCB Independent Chair. The role of BPG is to drive the work of the Board and it is accountable to the Board.

The work of the BPG has included:

- ***Response to Laming Report (April 2009)***

Lord Laming's report 'The Protection of Children in England 2009, acknowledged that Government reforms introduced through Every Child Matters provided a firm foundation, but there needed to be a renewed commitment to child protection at every level of Government and across all local services.

In March 2010 the Government published a new edition of Working Together to Safeguard Children.¹ This guidance was updated to reflect the Government's response to the findings of Lord Laming's report².

¹ Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children (March 2010)

² The Protection of Children in England – Lord Laming (April 2009)

The Government strengthened the challenge role of Local Safeguarding Children Boards (LSCB's) and provided clarity about the relationship between Children's Trusts and LSCB's.

The Board has raised awareness of outcomes and implemented the findings of the Laming Report and the Government's response across Sunderland to ensure lessons are learned from the report and compliance is achieved.

- ***Safeguarding Disabled Children***

Task and Finish group established to take forward the practice guidance for LSCB's on "Safeguarding Disabled Children". Representatives from the Task and Finish Group attended SSCB sub-committees to assist each sub-committee to consider issues in relation to safeguarding disabled children within their work. This work ensures that the Board considers the needs of children with disabilities needs across the whole SSCB agenda, including training and procedures.

- ***Information sharing***

SSCB Information sharing protocol has been agreed and signed up to by all partner agencies. Board members are required to demonstrate how their agency is implementing the protocol. The Board needs to be assured that information is shared in an appropriate safe, secure and timely fashion with the clear purpose of safeguarding and promoting the welfare of children in Sunderland. The experience of agencies that have made significant progress in implementation is being used to assist other agencies.

- ***Communication***

To ensure proper governance-received reports from all sub committees thus carrying out its communication functions in terms of its work between sub-committees.

- ***SSCB Budget***

Budget has been secured for the Board which will allow the Board to function on current contribution levels for the next two financial years

- ***Munro Review 2010/2011***

Professor Munro's second report "The Child's Journey" was published in early February 2011. The report builds on Professor Munro's first report "A System's Analysis" published in October 2010. Her final report was published in April 2011 and the Government's response was published in July 2011.

This report looks at how the child protection system could be reformed to "keep a focus on the child's journey- the journey from needing help to receiving it" and can be found at www.sunderlandscb.com

BPG will consider the recommendations and the Governments response and establish a Task and Finish Group to progress work around these recommendations and ensure compliance.

5.4 Communication and Workforce Development Sub-committee

The Communication and Workforce Development sub committee has been chaired by Deanna Lagun, Designated Nurse for Safeguarding Children and Adults, who has been a member of the Board since September 2009.

Core business for the sub-committee is the provision of multi-agency safeguarding children training and additional information regarding SSCB training can be found in the SSCB Annual Training reports for April 2009-March 2010 and April 2010-March 2011 available on the SSCB website at www.sunderlandscb.com

The work of this sub-committee has included:

- SSCB Website launched on 4th October 2010 to 200 multi agency staff and the website continues to be developed in accordance with the Project Plan
- Work has commenced with young people to develop the SSCB website to be more child friendly and accessible
- An agreed programme of work which covers planning, commissioning and evaluating training is in place and SSCB training is quality assured and equality impact assessed
- The SSCB launched e-learning safeguarding children training in May 2009 and a refresher training in March 2010 to 160 multi agency staff
- The SSCB Training Strategy and Plan have been agreed by SSCB
- Commissioning of a Learner Management System has been considered to improve training pathways for multi-agency staff
- “Debrief” sessions for those staff who were directly involved with Child X have been held in early 2011. This ensured staff who had been involved with the family have had the opportunity to understand the lessons to be learnt and reflect on their individual and multi-agency practice with their multi-agency colleagues who worked with them on the case
- An implementation plan has been developed for the Child X Lessons Learned Workshops which will run until December 2011
- An update report was prepared around the SSCB’s current position regarding E-Safety. Sunderland is the electronic social media capital of England, with more children and young people using social media such as Facebook. Issues such as cyber bullying and e-safety are a priority for the Board and a lead has been identified for e-safety from the Safer Sunderland Partnership
- Recommendations for the sub-committee and working group from the Child X SCR are being implemented and audited. These have been significant and have meant significant training and workforce development initiatives being undertaken to improve the skills and knowledge of staff working with children
- In response to training and workforce development SSCB has expanded the training pool and increased the number of courses to meet the needs of the workforce
- A training needs analysis has been undertaken with a report to be prepared for SSCB later in 2011. This ensures planning for future training needs is taking place

- Face to face elected member training held as well as access to E learning for members

5.5 Quality Assurance Sub-committee

The Quality Assurance sub committee had been chaired by Meg Boustead, Head of Safeguarding (Children's Services) since November 2009 and she has been a member of the SSCB since then also.

The work of this sub-committee has included:

- Terms of Reference for the Quality Assurance Sub-committee have been reviewed and agreed to ensure a robust approach to quality assuring safeguarding work
- Performance reporting arrangements in relation to children missing from home and care have been agreed and put in place
- The QPI (Quality Performance) process for highlighting positive and negative performance of agencies in relation to child protection conferences was reviewed and the revised Quality Performance Report (QPR) system was implemented on 1st August 2010
- Section 11 audits have been held in 2009 and 2010
- The Section 11 Audit Tool was updated and re-issued in 2010 to achieve a more qualitative approach to how agencies are complying with their Section 11 responsibilities
- The Unborn Baby working group has been reviewed and strengthened so a more robust framework is in place for this vulnerable group
- Multi-agency file audit work has been undertaken for identified cases, with recommendations being implemented to improve practice

5.6 Legal and Procedures Sub-committee

The Legal and Procedures sub committee has been chaired by Linda Mason, Operations Manager from the Youth Offending Service (YOS) from March 2010.

There have been continued issues with attendance at Legal and Procedures which have impacted on the group's ability to agree procedures within the meeting. There is a plan to review whether it is possible to streamline some aspects of the work of this group through some joining up with adult safeguarding but these needs to be done in a way which ensures that the identity of both remains distinct.

The work of this sub-committee has included:

- The SSCB website and web enabled procedures were launched on 4th October 2010 with an easy search facility. This allows easy access to staff for their day to day work with children
- Safeguarding procedures have been reviewed and updated including the Children in Custody Procedures which have been embedded in the past year and Elective Home education which was reviewed to strengthen procedures in light of the Serious Case Review from Birmingham
- Hidden Harm Strategy was approved alongside a work plan which is now reporting to the Quality Assurance sub-group. Following this being agreed

a Think Family pilot project was established. This ensures a joined up approach to the needs of the children and parents of a family impacted on by parental substance misuse. This targeted approach provides a multi-agency holistic support to a family, thus improving the chances of a positive outcome for the child and family

- Reviewed a process for supporting other organisations for developing their safeguarding policies and the process for this is now well established within the group. From April 2010 to March 2011 there were 22 organisations' procedures approved by SSCB. The relationship with the Voluntary Sector has been further developed through this process
- A Children Missing from Home and Care Lead identified for the Board and the protocol and systems were reviewed and updated. A preventative group has been established to develop strategies to reduce the number of children who go missing from home and care and put services in place to reduce further episodes

5.7 Case Review Sub-committee

The Case Review sub committee has been chaired on a quarterly basis by Jane Scott who is a Project Team Manager for the NSPCC. Jane has been a Board member since July 2008 and has chaired the Case Review sub committee since December 2009.

The work of this sub-committee has included:

Child D

The SCR concerning Child D was completed on 20th July 2010 with recommendations having been implemented across agencies and action plans being signed off by the Quality Assurance sub-committee

Between 2009-2011, the Case Review sub Committee sat as the Initial Serious Case Review panel on five separate occasions to consider cases for SCR. Only one of these cases met the criteria for a SCR, however other pieces of work were commissioned by the panel to SSCB partner agencies in order to learn lessons from such cases where the criteria was not met. Some of the cases considered during this time period have continued to be addressed during 2010-2011.

Child X

The SSCB agreed in June 2009 that this case met the criteria to undertake a SCR. This has been a substantial piece of work for those involved and provided significant lessons to be learnt for all agencies. This review was finalised in December 2010 and since then action plans have been monitored and taken forward through a multi agency SCR Audit Group, established specifically to robustly monitor the implementation of recommendations from this case. Extensive work has also been coordinated by the SSCB Business Unit and the chair of the Communications and Workforce Development sub-committee to ensure that lessons learnt are cascaded to all staff from all agencies across the City. The purpose of the Lessons Learnt sessions, are to embed the learning from this SCR for all agencies.

Cross Boundary Serious Case Reviews

- Sunderland have been involved in a cross boundary SCR undertaken by South Tyneside in 2010 relating to historic involvement with a family. This SCR is now finalised and was evaluated by Ofsted. Actions for Sunderland have been shared and monitored within the Quality Assurance sub-committee
- A request was made for the Case Review sub committee to consider the recommendations from the Nursery Z SCR in relation to early year's provision and guidance for staff. This has been taken forward via a task and finish group who are focussing on the recommendations made and any implications this may have for Sunderland

5.8 Local Child Death Review Panel

The Local Child Death Review Panel was chaired on a quarterly basis by John Lingwood, Detective Chief Inspector from Northumbria Police, since April 2008. John has been a Board member since 2006.

Child Death Review Process

The purpose of the child death review process is to identify any factors which could have contributed to the child's death and to learn lessons which might benefit other children in the future. The Local Child Death Review Panel monitors the progress of local cases and identifies any local issues that urgently need to be addressed.

The South of Tyne and Wearside Child Death Overview Panel (CDOP) is responsible for the review of all child deaths of those who reside in the Sunderland, Gateshead and South Tyneside areas and the three Local Safeguarding Children Boards have employed a Child Death Review Coordinator to ensure that the process is delivered consistently across South of Tyne and Wearside (SOTW).

The work of the Child Death Review Panel includes:

Child Deaths in Sunderland

- None of the completed Child Death reviews for Sunderland cases between April 2009-March 2011 were identified as being appropriate for a Serious Case Review, or were subject to Statutory Orders or Child Protection Plans
- There were five Road Traffic Collision deaths in 2008-2010, with 2 of these cases occurring abroad. All five cases involved children in the 10-14 year old age range residing in the Sunderland area and all deaths were of children of a White British background
- One area of good practice that has been noted is the arrangements for children in the terminal phase of palliative care within Sunderland. The child's paediatrician is informing the coroner of cases where a child is in the terminal phase of care so that the coroner's officers are aware in advance and a more measured and appropriate response can take place when the death occurs, especially if this happens out of hours

Infant Mortality

The Infant Mortality National Support Team (NST) visited SoTW in 2010. The NST noted that there was an established Child Death Review process and

findings from SCR's and Child Death Reviews were beginning to be used to inform practice. However the NST noted that there were some gaps in disseminating the learning from child death reviews and recommended that the CDOP continue to develop feedback and information systems thus ensuring that the lessons learned reach key frontline staff. In response to this, a sub-regional Child Death Review Steering Group has been established.

Further information regarding child deaths and the work of the SoTW CDOP can be found on the SSCB website at www.sunderlandscb.com

6. CONTEXT AND ACHIEVEMENTS

6.1 The Local Context

Sunderland is the largest city in North East of England region with a population of 283,700. There are 65,800 children and young people aged 0-19 in Sunderland (Office for National Statistics (ONS) mid 2007 estimates). This is a decline compared to previous years.

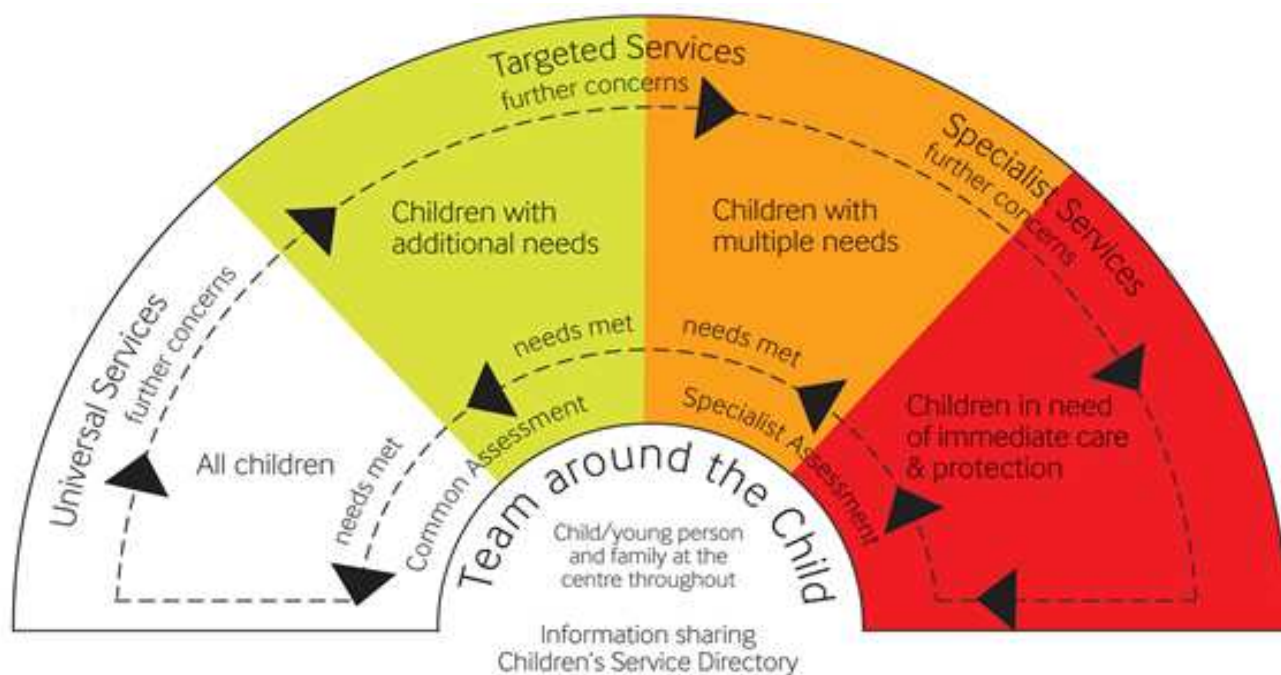
Sunderland is ranked as 35th most deprived local authority in England (top 10% most deprived). 22% of Sunderland's population (55,000 people) live in the 10% most deprived areas in England, with relatively high deprivation scores for Employment, Education and Skills and Health and Disability (Index Multiple Deprivation 2007). There are 110,000 children under 16 in SoTW living in poverty and Sunderland was ranked 245 out of 354 in the Child Well Being Index (354 being the 'worst'). SoTW has one of the worst records for alcohol misuse in the UK.

The number of pupils in primary, secondary and special schools has fallen and the minority ethnic population is small but growing with 5.4% (ONS mid 2006 estimates) of children from minority ethnic heritage.

Crime in Sunderland has been decreasing, in line with statistical neighbours (Home Office statistics).

6.2 The Local Safeguarding Context

Safeguarding services for children, young people, and families in Sunderland is based on a continuum of needs known as "The Windscreen" model to show how a child's needs may move backwards and forwards through universal, additional, multiple and in need of immediate care and protection. The model is shown below:



**Continuum of Needs
(commonly known as The Windscreen)**

Universal Services

Universal services are services available to all children, young people, and their families.

Children with additional needs

A child or young person identified as having additional needs can be defined as needing some additional support without which they would be at risk of not reaching their full potential.

Children with multiple needs

A child or young person whose needs are not fully met due to the range, depth, or significance of their needs and whose life chances will be jeopardised without remedial intervention/support. These children need a more co-ordinated multi-agency response. A lead practitioner coordinates intervention and complete the Common Assessment Framework process.

Children in need and those at risk of harm and potential harm

A child or young person with complex needs who will be subjected to specialist assessment and will include:

- Children identified as being 'in need' under S17 of the Children Act 1989
- Looked After Children

For more information on the Continuum of Need please go to www.sunderlandchildrenstrust.org.uk/caf

6.3 Unannounced Inspections of Contact, Referral, and Assessment Inspection Framework

From April 2009, inspections of children's services changed to the following:

- Annual unannounced inspections of contact, referral and assessment of children in need and children who may be in need of protection
- Announced inspections of safeguarding and looked after children's services, to take place at least every three years

In June 2010, an unannounced inspection of contact, referral and Assessment took place in Sunderland. The inspection evaluated the quality and effectiveness of contact, referral and assessment arrangements and their impact on minimising any child abuse and neglect. A wide range of evidence was inspected, and a range of staff, including managers, social workers and other practitioners were interviewed.

The findings of the inspections were:

Sunderland Council is providing an efficient, effective, and secure contact, referral, and assessment safeguarding service. There were no Priority Actions.

A number of strengths were highlighted and SSCB were identified as providing training on lessons learnt from SCR's. Areas for development were identified. For further information on the findings of the inspection please go to www.ofsted.gov.uk/local-authorities/sunderland

6.4 Contribution of Partner Agencies to Safeguarding Children in Sunderland

Board partners have contributed to safeguarding children in Sunderland over the two years this report covers in a number of different ways. Please go to the SSCB website at www.sunderlandscb.com to view the achievements of the SSCB members and their agencies' contributions to safeguarding children in Sunderland in 2009-2011.

6.5 Evaluation of Progress Against SSCB Business Plan 2009-2012

Despite the impact of the SCR for Child X, a considerable amount has been achieved from the Business Plan 2009-2012.

The Board has achieved the following:

Priority 1 - Key Function – Communicating and raising awareness of key safeguarding issues

- Implemented an overarching SSCB Communication and Media Strategy

Priority 2 - Key Function – Developing Policies and Procedures

- SSCB procedures, policies and functions are up to date and in line with national guidance and statutory requirements
- Ensured Safer Recruitment
- Improved systems and information regarding Children Missing from home and care

- Ensured appropriate Staff supervision arrangements
- Implemented and embedded an e-safety strategy
- Implemented and embedded retention policy for SSCB records
- Implemented and embedded SSCB Risk Assessment Screening Tool
- Incorporated Assessment, Implementation and Monitoring to ensure (AIM 2) model in practice
- SSCB Complaints procedure in place

Priority 3 - Key Function – Participating in planning and commissioning of services for children in the locality

- SSCB has actively contributed to the development of the CYPP 2025
- Defined relationship between the Children’s Trust and the SSCB subject to further legislation and guidance changes
- Received reports on the impact on safeguarding children of commissioned services
- Begun engaging with the VCS in Sunderland to ensure minimum standards of provision
- Begun engaging with BME in Sunderland to ensure minimum standards of provision
- Begun engaging with Faith Groups in Sunderland to ensure minimum standards of provision

Priority 4 - Monitoring and evaluating the effectiveness of the LSCB and of safeguarding activities across all agencies

- Receive quarterly reports on safeguarding progress from the Children’s Trust, Risk and Resilience Board, Youth Offending Service and Child Poverty Board
- Assured the key priorities within Staying Safe are being progressed through the Children and Young People’s Plan
- Reported to the Children’s Trust on its activities and the progress made against the Business Plan
- Has in place a SSCB challenge function
- SSCB Risk Management action plan in place
- SSCB budget in place
- SSCB induction process in place which defines job roles for SSCB members
- Membership is compliant with Working Together 2010
- Equality and Diversity issues started to be identified and addressed through implementing the guidance for LSCB’s

Monitoring the effectiveness of safeguarding activity across single and multi agencies

- To have in place quality assurance process for single agency training packs
- To have in place a quality assurance process for SSCB training
- Section 11, implementation of the duties of agencies in relation to safeguarding children
- SSCB compliant with Serious Case Review requirements
- Develop and deliver training for Serious Case Review report authors

- Develop and Deliver lessons learnt sessions from Serious Case Review

Collating and analysing information about all child deaths

- Raised awareness of Child Death Overview Panel (CDOP)
- Presented annual report to the Board
- CDOP meets statutory requirements
- System in place to review neo natal deaths

Most priorities from the SSCB Business Plan have been achieved by 2011 so a new 2-year Business Plan has been developed. This will also include any outstanding work from the 2009-2012 Business Plan.

6.4 Performance Targets Please see Appendix 1

7. Learning lessons from Serious Case Review

The unannounced inspection of Sunderland Children's Services in June 2010 identified that the LSCB was delivering Lessons Learned from SCR's sessions to multi-agency staff.

7.1 Child D

The SCR for Child D was evaluated by Ofsted as Adequate and published on 20th July 2010. Following the evaluation, the Independent Chair of the SSCB, key Board members and the Business Manager met with the Ofsted Inspector who evaluated the report, in order to learn from the process. This gave the SSCB an opportunity to improve the quality and value of any future SCR's.

The SCR Action Plans in respect of Child D were fully implemented by agencies and signed off by the Quality Assurance Sub-committee. Multi-agency Lessons Learnt sessions were delivered in 2010 and 2011 to approximately 720 staff. These sessions evaluated well with staff finding they had learnt lessons from the sessions.

7.2 Child X

The SSCB agreed to undertake a Serious Case Review on Child X in June 2009 under the following criteria:

- The child had sustained a serious and permanent impairment of health and development through abuse and neglect
- The case gave rise to concerns about inter agency working to protect children from harm

This was a particularly complex SCR which involved two other LSCB's. The information in respect of this review developed over a period of time, as did the Terms of Reference, which were comprehensive and allowed for significant analysis of inter-agency involvement with the family. The child and family were involved in the SCR process and provided a valuable contribution from which lessons were learnt.

Executive Summaries for both SCR's can be found at www.sunderlandscb.com

7.3 Embedding Learning from SCR's

The ongoing work is of course the most important aspect of learning lessons. A multi-agency SCR Audit Group was established in January 2011. The work of this audit group will be undertaken in 2 stages. The first stage will be to monitor the implementation of recommendations across agencies in Sunderland as well as the SSCB recommendations.

The second stage, which will take place from September 2011, will evaluate the evidence of implementation.

To ensure staff across Sunderland have the opportunity to learn lessons from this Serious Case Review, workshops are being held from July – December 2011.

8. SSCB BUDGET and Financial Report

8.1 Budget Report for April 2009 – March 2010

Introduction

This report is to advise of the outturn of the SSCB budgets for the financial years of 2009-10 and 2010-11.

Appendices 2 and 3 provide a breakdown of the financial position of the SSCB budget for 2009-10 and 2010-11.

Financial Year 2009-2010

- **SSCB Business Unit Budget**

The Business Unit was under spent by £32,984 at the end of 2009-10. The Development and Training Officer took up post in October 2009 which was later than projected and therefore the majority of the under spend was as a result of this part year vacancy.

There were also under spends within the Business Unit against travel expenses and office expenses budgets. This is partially due to the delay in appointing staff and the Business Unit staff being office based, reducing travel expenses

- **Expenditure Budgets**

The training budget was overspent by £2,671 however this overspend was offset by under spends in the Participation budget and the Communication and Media Strategy budget for which there was no expenditure.

The SSCB Serious Case Review (SCR) contingency fund was *under spent* by £34,089. This was due to the significant parts of the SCR being undertaken from April 2010, but the Board had already planned for using 2 independent people for the process.

There was an under spend of £17,516 on the funding allocated to set up the SSCB and associated one off costs. This was due to the delay in establishing the Business Unit. The need for the Unit was agreed in June 2008 but the Business Manger was not in place until January 2009 and the SSCB Development and Training Officer from October 2009.

- **Contributions**

All contributions from partners were received as budgeted.

There were additional contributions from the Safer Communities Team of £5,000 and another contribution from Government Office North East (GONE) of £2,200 which had not been budgeted for at the beginning of the financial year. This related to the commissioning of a cultural expert for the serious case review for Child X.

- **Outturn position 2009-2010**

At the end of 2009-10 the outturn position of the SSCB budget was a £95,313 under spend. This under spend was transferred to the SSCB reserves and carried forward into 2010/11 leaving a balanced budget at the end of 2009-10.

8.2 Budget Report for April 2010 – March 2011

- **SSCB Business Unit Budget**

The Business Unit was under spent by £7,289. This was due to the projected spend on an agency worker being less than budgeted for due to the agency worker taking time off.

The Independent Chair also invoiced for less than projected and there were also under spends in travel and office expenses. In light of these under spends, the budget for Independent Chair and travel and office expenses have been reduced for the 2011-12 budget.

- **Expenditure Budgets**

The SSCB expenditure budgets were under spent by £4,316 which was due to an under spend of £3,486 in training programme delivery and no expenditure against attendance at conferences and the recruitment of lay members.

The Serious Case Review Contingency fund was overspent by £3,670 due to the complexity of the case review and the web enabled procedures for the SSCB was overspent by £1,500 as the website cost more than originally planned.

- **Contributions**

There were a number of additional contributions made to the SSCB by agencies in addition to those agreed at the beginning of 2010-11.

Safer Communities, Gentoo, and the Early Years Service each contributed £5,000 in 2010-11. Gentoo and the Early Years service have confirmed that they both will contribute an additional £5,000 in 2011-12.

Northumbria Probation Service contributed an additional £1,000 toward the cost of the Serious Case Review and the Youth Development Group contributed £5,000 for the development of a website to engage young people.

Contributions in 2010-11 exceeded the income expected by £21,000.

- **Outturn position 2010-2011**

At the end of 2010-11 the outturn position of the SSCB budget was balanced.

£64,139 of SSCB reserves was originally allocated against the budget in 2010-11 however due to the under spend on the budget and additional contributions received only £31,534 was needed from the reserves to balance the budget. This left the SSCB with reserves of £62,389 however the TPCT contributed an additional £99,990 towards the cost of Serious Case Reviews and this amount will also be held in reserves.

The total amount held in reserves is now £163,769.

8.3 Conclusion

To note the balanced outturn position of the SSCB for the years 2009-10 and 2010-11 and the total amount held in reserves of £163,769 carried forward into 2011-12.

9. SAFEGUARDING ARRANGEMENTS IN SUNDERLAND

The time period for this report has seen significant changes in legislation and guidance for safeguarding and promoting the welfare of children.

Changes have included:

- New Guidance on Serious Case Reviews (SCR), including the requirement for publication of the Overview Report and further arrangements to ensure the independence of the SCR process
- The Munro Review of Child Protection which will make considerable changes to the way child protection systems will be operating
- A new version of “Working Together” published in 2010 but now subject to further review following the publication of the Munro Report
- The new government indicating that it will legislate to remove the statutory requirement for a Children’s Trust and a Children and Young People’s Plan
- New arrangements for the publication of the SSCB Annual Report and Business Plan as well as likely changes to the governance arrangements of the Board
- All agencies will face financial challenges as a result of the economic problems, with all agencies facing a considerable reduction in resources over the next five years
- The increase in the number of children subject to child protection plans; a 100% increase since 2008

Despite these considerable challenges much has been achieved in this period. For example:

- Protecting around 1000 children every day
- Improved communication through the development of the SSCB website
- Access to online safeguarding children training for staff, members of the council, and volunteers working in Sunderland
- Increased social work resources to deal with the increase of children needing statutory intervention
- Increased use of the Common Assessment Framework, bringing agencies together at an earlier stage to ensure preventative services are available and planned in cooperation with the family and children
- A secure budget for the SSCB, thus ensuring the Board can continue its vital work
- Continued development of the training function of the SSCB ensuring that professionals are skilled and knowledgeable when dealing with child protection concerns
- Implemented SSCB meetings with frontline staff with the purpose of the Board hearing directly from staff about the issues/challenges and good work in safeguarding children work in Sunderland

The circumstances around the need for a SCR are always sad. In this period SSCB published one SCR Executive Summary all actions from which have been signed off and have been implemented. A further complex SCR was completed during the period and was published in early summer. Learning from these lessons and improving practice are at the crux of SCR's and the Board and its partner agencies have made great progress in implementing this learning and robustly challenging services where development is needed. Whilst safeguarding arrangements in Sunderland have ensured that most children are safe and appropriately protected, it is essential to continue to improve practice. The move to an outcome focussed approach will assist with performance development and SSCB is well positioned to robustly evaluate, support and challenge safeguarding arrangements and therefore improve outcomes for children and young people in Sunderland.

10. Bibliography

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 Working Together to Safeguard Children 2010
 Sunderland Children and Young People Plan 2010-2025
 Sunderland Children and Young People Delivery Plan 2010-2013
 Children Act 2004. London: HMSO
 The Local Safeguarding Children Boards Regulations 2006, Statutory Instrument No. 2006/90

11. Glossary of Terms

Term	Definition
Abuse and Neglect	Forms of maltreatment of a child
Child	In the Children Act 1989 and 2004, a child is anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital, in prison or in a Young Offenders' Institution, does not change his or her status or entitlement to services or protection under the Children Act 1989
Child known to Children's Services Social Care	Refers to any child being considered for, or subject to, an initial or core assessment, or a child/family who are receiving services from Children's Services Social Care
Child Protection	The Children Act 1989 places a general duty on Children's Services to safeguard and promote the welfare of children and also to make enquiries when there is concern that a child may be suffering or is suffering harm. Child protection is the general term commonly used to describe work with children who have been identified as suffering or at risk of suffering significant harm - in other words, children requiring protection from harm
Child Protection Plan	A detailed inter-agency plan for a child who is the subject of a Child Protection Plan. The plan is based on current findings from the assessment and information held from any previous involvement with the child and family. It sets out what needs to change in order to safeguard the child from harm. An outline of the Child Protection Plan is drawn up at the Initial Child Protection Conference, and is further developed by the core group members; it is reviewed at each subsequent Child Protection Review Conference
Children Act 2004	The legislative framework for the implementation of the Every Child Matters: Change for Children programme. It introduces a new duty upon agencies to cooperate in the interests of safeguarding and promoting children's welfare defined through the 5 Every Child Matters outcomes, establishes Local Safeguarding Children's Boards and a national Commissioner for Children
Children In Need	The term 'child in need' is defined by the Children Act 1989 and placed a statutory duty on local authorities to 'safeguard and promote the welfare of children within their area who are in need'. Under section 17 of the Act, a child is said to be in need if: 'he [or she] is unlikely to

Term	Definition
Children's Trusts	<p>achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision of services by a local authority' 'his [or her] health or development is likely to be significantly impaired, or further impaired, without the provision of such services.' 'he [or she] is disabled.' The Act, imposes a 'general duty' on local authorities to provide 'a range and level of services appropriate' to meet those children's needs. The critical factor to be taken into account in deciding whether or not a child is in need is what would happen to that child's health and development without the provision of services. The Act also places a duty on other agencies - including local education authorities, health authorities, NHS trusts and housing departments - to co-operate with in fulfilling these functions</p> <p>Children's Trusts bring together all services for children and young people in an area, underpinned by the Children Act 2004 duty to co-operate, to focus on improving outcomes for all children and young people. Practitioners will work in multi-disciplinary teams and be trained jointly to help tackle cultural and professional divides; they will use a lead professional model where many disciplines are involved, and be co-located, often in extended schools or Children's Centres. Integrated processes will support the Children's Trusts</p>
Children With Additional Needs	<p>Used to describe all those children at risk of poor outcomes as defined by the Green Paper, Every Child Matters. Key groups include those identified as being 'in need' under the Children Act 1989, those with special educational needs under the Education Act 1996, disabled children, those with mental health difficulties, and others whose needs may not have been formally identified but who may, nonetheless, be at risk of poor outcomes</p>
Commissioning	<p>The process of arranging for appropriate services to be provided to a group or to an individual</p>
Common Assessment Framework (CAF)	<p>A national standardised approach to assessing the additional needs of children and young people. It is to be used by all practitioners who work with children and young people, and is a process that promotes the sharing of information and the coordination services. It relies upon the consent of families to carry out a Common Assessment. It does not guarantee services and it does not replace safeguarding procedures</p>
Core Assessment	<p>Is an in depth assessment which addresses the central</p>

Term	Definition
Core Assessment Record	<p>or most important aspects of the needs of a child and the capacity of his or her parents to respond appropriately to those needs within the wider family and community context</p> <p>A structured framework for social workers to record information gathered from a variety of sources to provide evidence for their professionals' judgements, and facilitate analysis, decision-making and planning. The records are age related, including a pre birth record for pre birth core assessments</p>
Core Group	<p>Describes those practitioners and family members who develop and implement the child protection plan. The named key worker has lead responsibility for the work of the group</p>
Disabled	<p>Local authorities have a duty to assess the needs of disabled children (for the purposes of the Children Act 1989, a disabled child is a child in need). The Disability Discrimination Act (1995) defines a person as having a disability 'if he has a physical or mental impairment which has substantial and long-term adverse effect on his ability to carry out normal day to day activities'</p>
Early Intervention	<p>The process or act of intervening when a child first shows signs of having difficulties. Early intervention aims to ensure that individuals receive the help they need as soon as possible, thereby preventing a problem escalating and becoming more difficult to deal with</p>
Early Years	<p>Used within education, generally to refer to children (or provision for children) within the age range 0-7. However, it is also sometimes used more narrowly to refer to the pre-reception years, or under-fives, or to those settings, such as nurseries, where pre-school children are cared for and educated</p>
Initial Assessment	<p>A brief assessment undertaken in accordance with the Assessment Framework for a child referred to Children's Services Social Care as a child in need</p>
Initial Response Team	<p>Children's Services Social Care Team that is responsible for receiving referrals from professionals and the public in respect of children in need in Sunderland</p>
Integrated Children's System	<p>This is a systematic approach for gathering and recording the information needed for the case management of Children Services Social Care for individual children. It includes key processes of identification, assessment, planning and review. It is based on a conceptual framework that examines a child's developmental needs, the parenting capacity</p>

Term	Definition
Joint Commissioning	available, and environmental factors Is when two or more agencies work together to commission services for agreed strategic purposes, and usually includes pooling of financial resources. The Children Act 2004 (Section 10) for the first time places a duty on local authorities and other key agencies to co-operate to improve the well-being of children and young people. This will involve joint commissioning
Lead Member For Children's Services	Under Section 19 of the Children Act 2004, every top tier local authority in England will be required to designate a lead member for children's services. The lead member will provide political leadership on children's services within the authority and will have responsibility for the same set of functions as the director of children's services. The lead member will have a particular focus on safeguarding children
Lead Professional	The professional who acts as a single point of contact that children, young people and their families can trust, and who is able to support them in making choices and in navigating their way through the system and ensure that children and families get appropriate interventions when needed, which are well planned, regularly reviewed and effectively delivered. It will also reduce overlap and inconsistency from other practitioners
Local Authority	This generally means Local Authorities that are Children's Services Authorities
Local Safeguarding Children Board (LSCB)	The Children Act 2004 requires that all local authorities establish a Local Safeguarding Children Board by April 2006. Local Safeguarding Children Boards are required to co-ordinate and ensure the effectiveness of local arrangements and services to safeguard and promote the welfare of children. The Children Act 2004 prescribes a list of core agencies that must, by law, be represented on the Board
Mainstream Services	This is another term for universal services, which are provided for, or accessible to, all children and young people.
MAPPA (Multi Agency Public Protection Arrangements)	A process determined by the Criminal Justice Act (2003) designed to bring together key agencies to co-ordinate and manage those individuals returning to or in the community, who present a risk of serious harm to the public in general - and to children and vulnerable adults in particular. The arrangements are led by the responsible authority for each area, which comprises the probation service, police service and prison service

Term	Definition
National Society for the Prevention of Cruelty to Children (NSPCC)	A charitable organisation. The NSPCC is the only voluntary organisation with the statutory power (Authorised Status) to initiate proceedings to protect children in the terms of the Children Act 1989
Outcomes	A term that has been used by children’s practitioners and researchers for many years to refer to the identifiable impact (positive or negative) of interventions, programmes or services - or of the failure to implement appropriate interventions, programmes or services
Primary Care	This is a health service term used to refer to community-based services provided by general practitioners, nurses, therapists and others. These services are usually the first place that people go to for health advice and treatment.
Primary Care Trust (PCTs)	Are local free-standing NHS statutory bodies, responsible for planning, providing and commissioning health services for the local population. They provide all local GP, community and primary care services, and commission hospital services from other NHS trusts
Protocol	Protocols are designed to implement national standards, or to determine care provision by using the best available evidence if national standards are not available
Referral	The formal transfer of information about a child in need or a child in need of protection to Children’s Services Social Care or the Police that will trigger considerations as to whether a Section 47 enquiry is needed. The response to the referral may include no action, but a decision should be made promptly and recorded appropriately by the Children’s Services Social Care Department
Safeguarding	The term used to describe the process of identifying children and young people who have suffered or who are likely to suffer significant harm, and taking the appropriate action to keep them safe. Section 11 of the Children Act 2004 places a duty on local authorities and other agencies to have regard to the need to safeguard and promote the welfare of children when exercising their normal duties. In addition to local authorities, those agencies covered by section 11 are: district councils, the police, the probation service, health authorities, NHS trusts, Connexions, youth offending teams, the prison service and Secure Training Centres
Safeguarding and Promoting Welfare	Is the process of protecting children from abuse or neglect, preventing impairment of their health and development and ensuring they are growing up in

Term	Definition
Secondary Care	<p>circumstances consistent with the provision of safe and effective care which is undertaken so as to enable children to have optimum life chances and enter adulthood successfully</p> <p>A health service term used to refer to specialist care services for identified health needs, typically provided in a hospital setting or following referral from a primary or community health practitioner</p>
Section 17	<p>Under Section 17 of the Children Act 1989, Local Authorities have a duty to safeguard and promote the welfare of children in need in their area</p>
Section 47 Enquiries	<p>Section 47 of the Children Act 1989 places a duty on every local authority to make enquiries when it has 'reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm'. These are known as Section 47 enquiries. Children's Services Social Care have lead responsibility for undertaking these enquiries with other agencies, in particular the police, health bodies and schools</p>
Serious Case Review	<p>When a child dies, and abuse or neglect is known or suspected to be a factor in the death the Local Safeguarding Children Board, has a responsibility to convene a serious case review into the involvement of all agencies and practitioners with the child and family. Serious Case Reviews are not enquiries into how a child died or who is culpable. The purpose of the review is to establish whether there are any lessons to be learned about the way in which agencies work together to safeguard children and to implement any changes</p>
Sexually Harmful Behaviour By Young People	<p>Includes a wide range of behaviours, in a variety of situations, and can be defined as:</p> <p>"A minor of any age who commits any sexual act with a person of any age:</p> <ol style="list-style-type: none"> 1. Against the victim's will 2. Without consent 3. In an aggressive/exploitative manner
Significant Harm	<p>The Children Act 1989 introduced the concept of 'significant harm' as the threshold that justifies compulsory intervention in family life in the best interests of a child. Sometimes, significant harm can be indicated by a single traumatic event (for example, a violent assault, suffocation, shaking or poisoning). However, significant harm is more commonly attributed to an accumulation of significant events that damage a child's</p>

Term	Definition
	<p>physical or psychological development. Harm is defined in section 31 of the Act as ‘ill-treatment or the impairment of health and development’. Consideration of the severity of ill treatment may include the degree and the extent of physical harm, the duration and frequency of abuse and neglect, the extent of premeditation, and the presence or degree of threat, coercion, sadism and bizarre or unusual elements</p>
<p>Substance Misuse</p>	<p>The use of illegal drugs and the inappropriate use of legal drugs, including alcohol, prescription medicines and substances such as solvents. Misuse is a broad term encompassing harmful use and dependence. Although interpretations vary, broadly speaking ‘drugs’ refers to any substance that affects how we think or feel</p>
<p>Supervision</p>	<p>A method of professional and management accountability that is used in a number of different agencies. Supervision is generally carried out through a series of regular planned meetings between a practitioner and their immediate line manager, but may also sometimes take place as a team or group activity. Monitoring performance is one of the purposes of supervision. It is also intended to promote problem solving, professional development, and to facilitate the sharing of information by providing a structured format in which practitioners can raise matters of concern that arise in everyday practice</p>
<p>Targeted Services</p>	<p>Provide support aimed at particular groups of children, but often from within universal (or mainstream) services. This includes services such as Sure Start Children’s Centres that are aimed at all children in a targeted area where children are known to be less likely to achieve optimal outcomes, as well as services provided directly to individual children who have been identified as having additional needs, such as those provided via schools to children with special educational needs. Targeted services also include services aimed at groups of children and their families with complex needs, such as targeted parenting support and many services provided by social services child and family departments. Government policy, as set out in Every Child Matters, is that targeted support should, wherever possible, be embedded within universal settings</p>
<p>Universal Services (sometimes also referred to as mainstream services)</p>	<p>Are provided to, all children and their families. Universal services are designed to meet the sorts of needs that all children have; they include early years provision, mainstream schools and Connexions, for example, as</p>

Term	Definition
Welfare	<p>well as health services provided by GPs, midwives, and health visitors</p> <p>Section 11 of the Children Act 2004 places a duty on local authorities and other agencies to have regard 'to the need to safeguard and promote the welfare of children' when exercising their normal duties</p>
Well-Being	<p>The Children Act 2004 (Section 10) places a duty on local authorities and other key agencies to 'co-operate with a view to improving the well-being of children'. Specifically, agencies are required to make arrangements to improve the well-being of children relating to the five 'outcomes'. These are is, for every child to:</p> <ul style="list-style-type: none"> • Be healthy • Stay Safe • Enjoy and achieve • Make a positive contribution • Achieve economic well-being
Youth Offending Team	<p>Introduced in April 2000 (under the Crime and Disorder Act 1998) to provide a better framework for tackling youth offending at a local level. There is a Youth Offending Team (YOT) in every local authority, bringing together staff from the police, the probation service, Children's Services Social Care, education, health and other agencies. A YOT Manager, who is responsible for co-ordinating the work of the local youth justice services, leads each team. Teams identify the needs of all young offenders by use of a standardised assessment process, identifying the young person's problems and measuring the risk they pose to others</p>

Appendix 1

DATASET

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**BUDGET STATEMENT 2009/2010****OUTTURN**

	Expenditure to year end	Budget 2010/2011	-Over /Underspend
<i>BUSINESS MANAGER</i>	£46,401	£49,214	£2,813
<i>DEVELOPMENT & TRAINING OFFICER SUPPORT STAFF</i>	£22,125	£42,593	£20,468
<i>SUPPORT STAFF (TEMP ARRANGEMENTS)</i>	£20,253	£20,474	£221
<i>INDEPENDENT CHAIR</i>	£0	£0	£0
<i>TRAVEL COSTS</i>	£24,750	£24,000	-£750
<i>OFFICE EXPENSES</i>	£1,788	£5,700	£3,912
	£1,680	£8,000	£6,320
TOTAL BUSINESS UNIT	£116,997	£149,981	£32,984
TRAINING PROGRAMME DELIVERY PARTICIPATION	£14,671	£12,000	-£2,671
COMMUNICATION & MEDIA STRATEGY CONTRIBUTION TO REGIONAL CDR	£0	£5,000	£5,000
CONTINGENCY FUND	£0	£3,000	£3,000
CULTURAL EXPERT SET UP AND OTHER ONE OFF COSTS*	£21,395	£21,114	-£281
	£3,828	£37,917	£34,089
	£2,200	£0	-£2,200
	£33,570	£51,086	£17,516
TOTAL EXPENDITURE	£192,660	£280,098	£87,438
FUNDED BY			
CHILDREN'S SERVICES	£89,740	£89,740	£0
CHILD DEATH REVIEW FUNDING TPCT	£41,378	£41,378	£0
POLICE	£37,399	£36,774	£625
COS COLLEGE	£5,100	£5,100	£0
PROBATION	£3,300	£3,300	£0
CAFCASS	£500	£500	£0
SAFER COMMUNITIES TEAM	£550	£500	£50
GONE	£5,000	£0	£5,000
FUNDING B/FWD FROM 2008/9	£2,200	£0	£2,200
	£102,806	£102,806	£0
TOTAL CONTRIBUTIONS	£287,973	£280,098	£7,875

-OVER/UNDERSPEND

£95,313

*SET UP AND OTHER ONE OFF COSTS (additional TPCT contribution)	Projected To Year End
WEBSITE DEVELOPMENT	£10,000
WEBSITE LOGO	£1,000
E-LEARNING LAUNCH	£1,764
DOMESTIC VIOLENCE CONFERENCE	£1,000
RECRUITMENT	£3,526
SSCB AWAY DAYS	£4,180
SSCB PROCEDURES	£2,869
SET UP COSTS	£9,231
TOTALS	£33,570
FUNDING AVAILABLE FROM 08/09	£51,086
Balance	£17,516

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BUDGET STATEMENT 2010/2011**OUTTURN**

	Expenditure to Year End	Budget 2010/2011	-Over /Underspend
<i>BUSINESS MANAGER</i>	£47,611	£47,611	£0
<i>DEVELOPMENT & TRAINING OFFICER</i>	£39,958	£39,957	-£1
<i>SUPPORT STAFF</i>	£42,308	£44,406	£2,098
<i>INDEPENDENT CHAIR</i>	£22,750	£24,000	£1,250
<i>TRAVEL COSTS</i>	£227	£2,500	£2,273
<i>HOSPITALITY</i>	£353	£0	-£353
<i>OFFICE EXPENSES</i>	£2,978	£5,000	£2,022
	£156,185		
TOTAL BUSINESS UNIT	5	£163,474	£7,289
TRAINING PROGRAMME DELIVERY	£8,514	£12,000	£3,486
WEB ENABLED PROCEDURES	£5,000	£3,500	-£1,500
WEBSITE LAUNCH	£0	£1,000	£1,000
CONFERENCE - VIOLENCE AGAINST WOMEN & GIRLS	£0	£5,000	£5,000
CULTURAL EXPERT	£600	£600	£0
CONTRIBUTION TO REGIONAL CDR	£22,086	£22,086	£0
RECRUITMENT OF LAY MEMBERS	£0	£0	£0
SCR CONTINGENCY FUND	£34,365	£30,695	-£3,670
	£226,750		
TOTAL EXPENDITURE	0	£238,355	£11,605
FUNDED BY			
	£127,202		
CHILDREN'S SERVICES	2	£127,202	£0
EARLY YEARS	£5,000	£0	£5,000
TPCT	£37,399	£37,399	£0
POLICE	£5,100	£5,100	£0
COS COLLEGE	£3,465	£3,465	£0
PROBATION	£1,500	£500	£1,000
CAFCASS	£550	£550	£0
GENTOO	£5,000	£0	£5,000
SAFER COMMUNITIES	£5,000	£0	£5,000
YOS	£5,000	£0	£5,000
TRANSFER FROM SSCB RESERVE*	£31,534	£64,139	-£32,605
	£226,750		
TOTAL CONTRIBUTIONS	0	£238,355	-£11,605

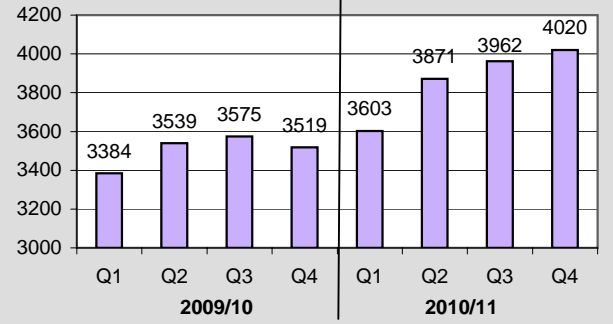
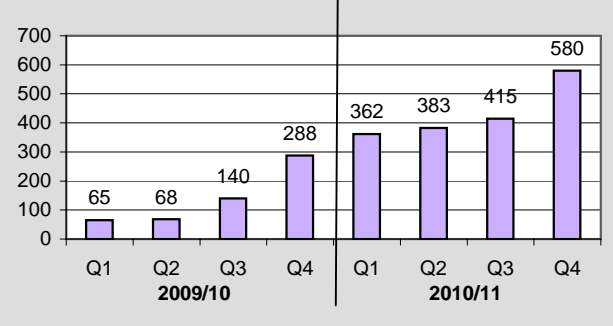
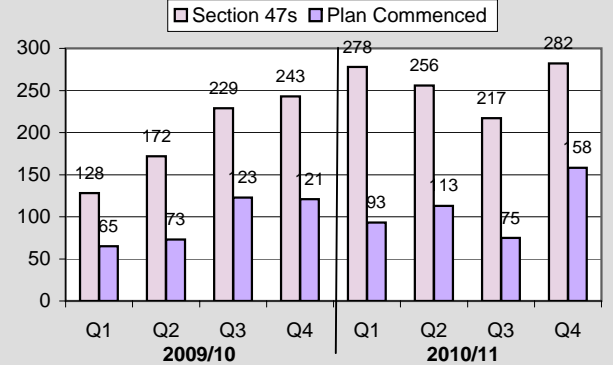
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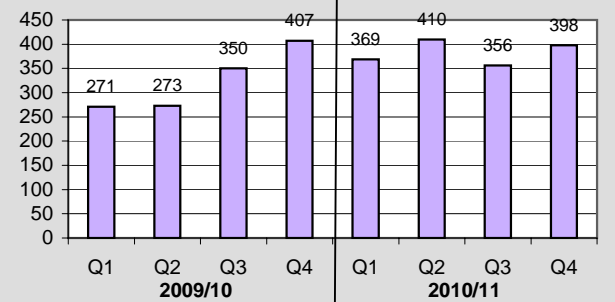
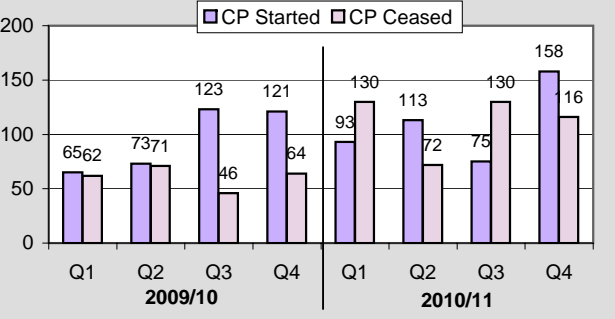
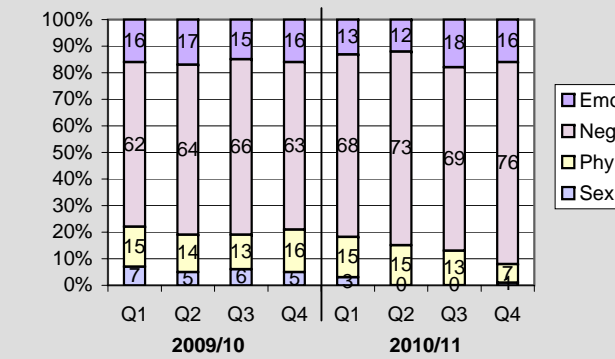
*Transfer from Reserve	-£31,534
TPCT Contribution to SCR	<u>£99,990</u>
Total Reserve	<u><u>£163,769</u></u>

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- 1.1 Keeping Children Safe: Child Protection
- 1.2 Keeping Children Safe: Children Missing from Home
- 1.3 Keeping Children Safe: Workforce
- 2. Tackle the Impact of Domestic Violence on Children and Young People
- 3. Fewer Child Deaths and Injuries

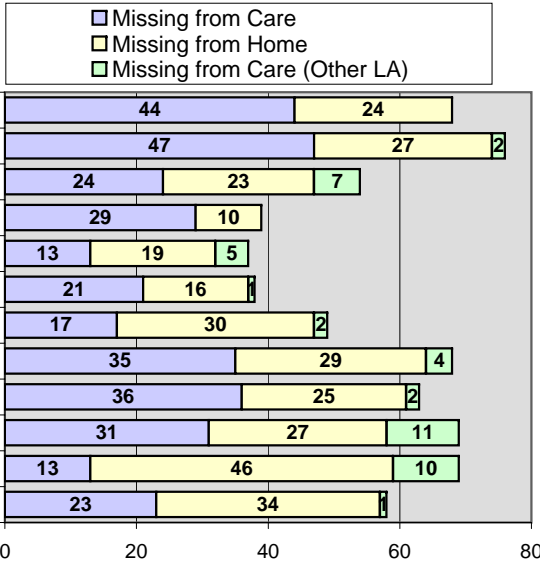
1.1 Keeping Children Safe: Child Protection

Indicator:	Performance Data and Target:	Current Performance Position:															
<p>Contacts / Referrals to Social Care</p> <p><i>Referrals made by other professionals to Sunderland's Children's Social Care Services during each quarter</i></p>	 <table border="1"> <caption>Referrals made by other professionals to Sunderland's Children's Social Care Services during each quarter</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>3384</td> <td>3539</td> <td>3575</td> <td>3519</td> </tr> <tr> <td>2010/11</td> <td>3603</td> <td>3871</td> <td>3962</td> <td>4020</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	3384	3539	3575	3519	2010/11	3603	3871	3962	4020	<p>Referrals made to Children's Services Social Care teams by other professionals during 2010/11 increased on the volume received in 2009/10. The year on year totals show a 10.3% increase in 2010/11, from 14017 to 15456. The quarterly figures highlight the increasing trend over the year, continuing the rising trend of contacts received during 2009/10. Seven out of the eight quarters during the two years showed a rise on the previous quarter. Quarter 4 2010/11 showed the highest number of contacts that have been recorded within Children's Social Care, a 14.2% rise on the same quarter in 2009/10.</p>
Year	Q1	Q2	Q3	Q4													
2009/10	3384	3539	3575	3519													
2010/11	3603	3871	3962	4020													
<p>Children who were the Subject of Common Assessments</p> <p><i>Number of Common Assessment Forms received during each quarter</i></p>	 <table border="1"> <caption>Number of Common Assessment Forms received during each quarter</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>65</td> <td>68</td> <td>140</td> <td>288</td> </tr> <tr> <td>2010/11</td> <td>362</td> <td>383</td> <td>415</td> <td>580</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	65	68	140	288	2010/11	362	383	415	580	<p>Of these 2010/11 contacts, 29.5% of them were progressed for further work within Children's Services social care - 6.7% being progressed for a child protection enquiry under section 47. In 2009/10 the comparable figures were 25.2% being progressed for further work, 5.5% of them being for a section 47 enquiry.</p> <p>The Common Assessment Framework (CAF) began to be used more widely in Sunderland during 2010/11. There was an increase from 561 CAFs received in 2009/10 to 1740 CAFs received in 2010/11. The number of CAFs received in 2010/11 continued the rising trend that was apparent in 2009/10. Each of the eight quarters during this two year period showed more CAFs being received than in the previous quarter.</p>
Year	Q1	Q2	Q3	Q4													
2009/10	65	68	140	288													
2010/11	362	383	415	580													
<p>Section 47 Investigations</p> <p><i>Number of Section 47 Enquiries commenced during each quarter, against the number of children going on to be made subject to a Child Protection plan during that quarter</i></p> <p>Source: ICS</p>	 <table border="1"> <caption>Number of Section 47 Enquiries commenced during each quarter, against the number of children going on to be made subject to a Child Protection plan during that quarter</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>128 (Section 47s), 65 (Plan Commenced)</td> <td>172 (Section 47s), 73 (Plan Commenced)</td> <td>229 (Section 47s), 123 (Plan Commenced)</td> <td>243 (Section 47s), 121 (Plan Commenced)</td> </tr> <tr> <td>2010/11</td> <td>278 (Section 47s), 93 (Plan Commenced)</td> <td>256 (Section 47s), 113 (Plan Commenced)</td> <td>217 (Section 47s), 75 (Plan Commenced)</td> <td>282 (Section 47s), 58 (Plan Commenced)</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	128 (Section 47s), 65 (Plan Commenced)	172 (Section 47s), 73 (Plan Commenced)	229 (Section 47s), 123 (Plan Commenced)	243 (Section 47s), 121 (Plan Commenced)	2010/11	278 (Section 47s), 93 (Plan Commenced)	256 (Section 47s), 113 (Plan Commenced)	217 (Section 47s), 75 (Plan Commenced)	282 (Section 47s), 58 (Plan Commenced)	<p>There was a 33.8% increase in the number of section 47 enquiries initiated during 2010/11. However this was a 91% increase when compared against the same figure for 2008/09. 1033 section 47s were initiated in 2010/11, which is the highest annual number of enquiries carried out by Sunderland Children's Services over at least a nine year period (no data available prior to 2002). Although the increasing quarterly trend of 2009/10 was addressed during most of 2010/11, there was a significant (30%) rise in enquiries during quarter 4 of this year.</p> <p>The conversion rate from section 47 to a Child Protection plan reduced during the year, from 49.5% in 2009/10 to 42.5% in 2010/11. However, this was mostly due to a low conversion rate in quarters 1 and 3 - quarter 4 2010/11 displayed the highest conversion rate in the two year period at 56.0%</p>
Year	Q1	Q2	Q3	Q4													
2009/10	128 (Section 47s), 65 (Plan Commenced)	172 (Section 47s), 73 (Plan Commenced)	229 (Section 47s), 123 (Plan Commenced)	243 (Section 47s), 121 (Plan Commenced)													
2010/11	278 (Section 47s), 93 (Plan Commenced)	256 (Section 47s), 113 (Plan Commenced)	217 (Section 47s), 75 (Plan Commenced)	282 (Section 47s), 58 (Plan Commenced)													

Indicator:	Performance Data and Target:	Current Performance Position:															
<p>Number of Children Subject to a Child Protection Plan</p> <p><i>Children who at the end of each quarter were subject to a Child Protection plan in Sunderland</i></p> <p>Source: ICS</p>	 <table border="1"> <caption>Number of Children Subject to a Child Protection Plan</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>271</td> <td>273</td> <td>350</td> <td>407</td> </tr> <tr> <td>2010/11</td> <td>369</td> <td>410</td> <td>356</td> <td>398</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	271	273	350	407	2010/11	369	410	356	398	<p>The number of children who were subject to a Child Protection Plan was 398 at the end of 2010/11, slightly lower than at the end of 2009/10. However, this year end figure is still 112% higher than on the same point at the end of 2008/09. Steep rises in CP Plans during quarter 2 and quarter 4 of 2010/11, and steep declines in quarter 1 and quarter 3, meant that there was an annual low at the end of quarter 3 of 356 and an annual high of 423 midway through quarter 2. This fluctuating trend differs to that in 2009/10 when there was a continual rise.</p> <p>The fluctuating figures for those children subject to a plan can be seen by the chart showing the number of children who started a plan during the quarter, against those who ceased a plan. 439 children started a plan in 2010/11, a 14.9% increase on 2009/10 and a 45% increase on 2008/09. 448 children ceased a plan during 2010/11, compared to 243 in 2009/10 - an 84.3% increase.</p>
Year	Q1	Q2	Q3	Q4													
2009/10	271	273	350	407													
2010/11	369	410	356	398													
<p>Child Protection Plans Starting and Ceasing</p> <p><i>Children who became subject to a Child Protection plan during each quarter, against those children who ceased to be subject to a Child Protection plan during each quarter</i></p> <p>Source: ICS</p>	 <table border="1"> <caption>Child Protection Plans Starting and Ceasing</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>Started: 65, Ceased: 62</td> <td>Started: 73, Ceased: 71</td> <td>Started: 123, Ceased: 46</td> <td>Started: 121, Ceased: 64</td> </tr> <tr> <td>2010/11</td> <td>Started: 93, Ceased: 130</td> <td>Started: 113, Ceased: 72</td> <td>Started: 75, Ceased: 130</td> <td>Started: 158, Ceased: 116</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	Started: 65, Ceased: 62	Started: 73, Ceased: 71	Started: 123, Ceased: 46	Started: 121, Ceased: 64	2010/11	Started: 93, Ceased: 130	Started: 113, Ceased: 72	Started: 75, Ceased: 130	Started: 158, Ceased: 116	<p>Due to the changing trend, during 2010/11 28.6% more children were subject either to an Initial Child Protection Conference, or to a Review Conference, than in 2009/10. Quarter 4 of 2010/11 is indicative of this pattern, in that there were very high numbers of children commencing (158) as well as ceasing a plan (116), and therefore a record number of children attending a Child Protection Conference (441). This figure is a 65.2% increase on the number of children attending Child Protection conferences during quarter 1 of 2009/10. This increase is not explained by a difference in family sizes being subject to a plan, in 2009/10 there was an average family size of 1.71 children compared to 1.73 children in 2010/11.</p>
Year	Q1	Q2	Q3	Q4													
2009/10	Started: 65, Ceased: 62	Started: 73, Ceased: 71	Started: 123, Ceased: 46	Started: 121, Ceased: 64													
2010/11	Started: 93, Ceased: 130	Started: 113, Ceased: 72	Started: 75, Ceased: 130	Started: 158, Ceased: 116													
<p>Category of Abuse for Children Subject to a Child Protection Plan</p> <p><i>Percentage of children who were subject to a Child Protection plan at the end of each quarter, whose plan fell into each of the abuse categories at that point eg. Emotional Abuse, Neglect, Physical Abuse, or Sexual Abuse</i></p> <p>Source: ICS</p>	 <table border="1"> <caption>Category of Abuse for Children Subject to a Child Protection Plan</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>Emo: 16, Neg: 62, Phy: 15, Sex: 7</td> <td>Emo: 17, Neg: 64, Phy: 14, Sex: 5</td> <td>Emo: 15, Neg: 66, Phy: 13, Sex: 6</td> <td>Emo: 16, Neg: 63, Phy: 16, Sex: 5</td> </tr> <tr> <td>2010/11</td> <td>Emo: 13, Neg: 68, Phy: 15, Sex: 4</td> <td>Emo: 12, Neg: 73, Phy: 15, Sex: 0</td> <td>Emo: 18, Neg: 69, Phy: 13, Sex: 0</td> <td>Emo: 16, Neg: 76, Phy: 7, Sex: 1</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2009/10	Emo: 16, Neg: 62, Phy: 15, Sex: 7	Emo: 17, Neg: 64, Phy: 14, Sex: 5	Emo: 15, Neg: 66, Phy: 13, Sex: 6	Emo: 16, Neg: 63, Phy: 16, Sex: 5	2010/11	Emo: 13, Neg: 68, Phy: 15, Sex: 4	Emo: 12, Neg: 73, Phy: 15, Sex: 0	Emo: 18, Neg: 69, Phy: 13, Sex: 0	Emo: 16, Neg: 76, Phy: 7, Sex: 1	<p>Although the year end figures are similar for the total number of children subject to a plan, the split by category is markedly different. There was a greater proportion of physical and sexual abuse cases in 2009/10 (21%) compared to 2010/11 (8%). Neglect formed 76% of the total in 2010/11, compared to 63% in 2009/10. While the sustained increase in plans during 2009/10 actually lead to fewer neglect cases at the end of the year, in 2010/11 the rise in plans both during quarter 2 and during quarter 4 resulted in a greater proportion of neglect cases. The proportion of children subject to a child protection plan for physical abuse was lower at the end of 2010/11 than at any stage over a five year reporting period.</p>
Year	Q1	Q2	Q3	Q4													
2009/10	Emo: 16, Neg: 62, Phy: 15, Sex: 7	Emo: 17, Neg: 64, Phy: 14, Sex: 5	Emo: 15, Neg: 66, Phy: 13, Sex: 6	Emo: 16, Neg: 63, Phy: 16, Sex: 5													
2010/11	Emo: 13, Neg: 68, Phy: 15, Sex: 4	Emo: 12, Neg: 73, Phy: 15, Sex: 0	Emo: 18, Neg: 69, Phy: 13, Sex: 0	Emo: 16, Neg: 76, Phy: 7, Sex: 1													

Indicator:	Performance Data and Target:	Current Performance Position:																													
<p>NI64: Child Protection Plans lasting 2 years or more.</p> <p><i>Children subject of a child protection plan which ceased during the last 12 months where they had been subject to a plan for over two years.</i></p> <p><i>Lower the better.</i></p> <p><i>Quarterly collection; cumulative</i></p>	<table border="1"> <caption>Annual Performance Data for NI64</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09 Outturn</td> <td>3.9%</td> </tr> <tr> <td>2009/10 Outturn</td> <td>7.4%</td> </tr> <tr> <td>2010/11 Target</td> <td>6.5%</td> </tr> </tbody> </table> <table border="1"> <caption>Quarterly Performance Data for NI64</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="4">2009/10</td> <td>Q1</td> <td>3.3%</td> </tr> <tr> <td>Q2</td> <td>3.7%</td> </tr> <tr> <td>Q3</td> <td>4.1%</td> </tr> <tr> <td>Q4</td> <td>7.4%</td> </tr> <tr> <td rowspan="4">2010/11</td> <td>Q1</td> <td>6.2%</td> </tr> <tr> <td>Q2</td> <td>4.5%</td> </tr> <tr> <td>Q3</td> <td>6.3%</td> </tr> <tr> <td>Q4</td> <td>8.5%</td> </tr> </tbody> </table>	Year	Value (%)	2008/09 Outturn	3.9%	2009/10 Outturn	7.4%	2010/11 Target	6.5%	Year	Quarter	Value (%)	2009/10	Q1	3.3%	Q2	3.7%	Q3	4.1%	Q4	7.4%	2010/11	Q1	6.2%	Q2	4.5%	Q3	6.3%	Q4	8.5%	<p>The proportion of CP plans which ceased during the last 12 months where they had been subject to a plan for over two years (NI 64) increased from 3.9% in 2008/09 to 7.4% in 2009/10 to 8.5% in 2010/11 (equating to 38 / 448 plans ceasing), but is still classed as 'Good Performance' according to internal benchmarks (<10%). During Quarter 4, 14 out of 116 ceased.</p> <p>Large family groups can impact on this indicator; in 2008/09 there were 10 children in 6 family groups, increasing to 40 children in 22 family groups in 2010/11, representing an increase in average family size from 1.67 to 1.82 children over the period.</p>
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<p>NI 65: Children becoming the subject of a Child Protection Plan for a second or subsequent time</p> <p><i>Polarity indicator, i.e. very high or very low performance classed as Investigate Urgently.</i></p> <p><i>Quarterly collection; cumulative</i></p> <p>Source: ICS</p>	<table border="1"> <caption>Annual Performance Data for NI 65</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09 Outturn</td> <td>14.9%</td> </tr> <tr> <td>2009/10 Outturn</td> <td>13.3%</td> </tr> <tr> <td>2010/11 Target</td> <td>12.5%</td> </tr> </tbody> </table> <table border="1"> <caption>Quarterly Performance Data for NI 65</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="4">2009/10</td> <td>Q1</td> <td>12.1%</td> </tr> <tr> <td>Q2</td> <td>12.5%</td> </tr> <tr> <td>Q3</td> <td>13.0%</td> </tr> <tr> <td>Q4</td> <td>13.3%</td> </tr> <tr> <td rowspan="4">2010/11</td> <td>Q1</td> <td>14.0%</td> </tr> <tr> <td>Q2</td> <td>19.4%</td> </tr> <tr> <td>Q3</td> <td>15.3%</td> </tr> <tr> <td>Q4</td> <td>16.6%</td> </tr> </tbody> </table>	Year	Value (%)	2008/09 Outturn	14.9%	2009/10 Outturn	13.3%	2010/11 Target	12.5%	Year	Quarter	Value (%)	2009/10	Q1	12.1%	Q2	12.5%	Q3	13.0%	Q4	13.3%	2010/11	Q1	14.0%	Q2	19.4%	Q3	15.3%	Q4	16.6%	<p>The outcomes for those children ceasing to be subject to a Child Protection Plan should be viewed in the context of increasing CP numbers. Although the numbers ceasing a plan and becoming Looked After has increased from 41 to 64 to 59 (08/09 to 10/11), the proportion LAC has reduced from 18% to 13% over the period. In 2010/11, 80% ceasing to be CP were categorised as Children in Need.</p> <p>The proportion of children becoming subject of a CP plan for a second or subsequent time (NI65) was 16.6% for 2010/2011, which is higher than the previous two years. The outturn puts this indicator into the "Good" banding (15-17.2%), and the target of 12.5% was not met. This equates to 73 out of 439 children in 2010/11, while the actual figures were 56 out of 382 in 2009/10. This indicator has fallen outside of the "Very Good" interval banding (10-15%) for the first time since 2005/06. However, although previous years have not met the top banding for the indicator, this is the first year that the outturn has fallen above the interval; previous years finished below the interval for this dual polarity indicator (9.8% in 2005/06).</p>
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<p>Ethnicity of children subject of a child protection plan</p> <p><i>How proportion in each main ethnic category is compared to proportions in overall 0 - 19 pop</i></p> <p><i>Annual collection</i></p> <p>Source: ICS</p>	<table border="1"> <caption>Ethnicity of Children Subject of a CP Plan</caption> <thead> <tr> <th>Year</th> <th>White</th> <th>Mixed</th> <th>Asian/Asian British</th> <th>Black/Black British</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>362</td> <td>363</td> <td></td> <td></td> </tr> <tr> <td>2010/11</td> <td>387</td> <td>10</td> <td></td> <td></td> </tr> </tbody> </table>	Year	White	Mixed	Asian/Asian British	Black/Black British	2009/10	362	363			2010/11	387	10			<p>The proportion of children subject to a Child Protection plan at the year end who are from a black or minority ethnic (BME) group has remained fairly stable: 14 in 2008/9 (5.2%) compared to 12 in 2009/10 (3.2%) and 11 of 398 at end of 2010/11. Note low numbers when interpreting reduction.</p>														
Year	White	Mixed	Asian/Asian British	Black/Black British																											
2009/10	362	363																													
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1.2 Keeping Children Safe: Children Missing from Home and Care

Indicator:	Performance Data and Target:	Current Performance Position:																																																				
<p>Children missing from home and care for more than 24 hours</p> <p>Monthly collection Source: Northumbria Police</p> <p>NI70: Children reported as missing from care overnight.</p> <p>This is a self assessment score out of 15 that assesses extent Children's Trusts or LSCBs have a picture of running patterns in their area; how this information informs local provision; & what procedures are in place to respond to needs of young runaways. Sunderland currently has a self assessment score of 12 out of a possible 15.</p>	<p>Number of Missing Episodes:</p>  <table border="1"> <caption>Number of Missing Episodes by Month</caption> <thead> <tr> <th>Month</th> <th>Missing from Care</th> <th>Missing from Home</th> <th>Missing from Care (Other LA)</th> </tr> </thead> <tbody> <tr> <td>Mar-11</td> <td>44</td> <td>24</td> <td>0</td> </tr> <tr> <td>Feb-11</td> <td>47</td> <td>27</td> <td>2</td> </tr> <tr> <td>Jan-11</td> <td>24</td> <td>23</td> <td>7</td> </tr> <tr> <td>Dec-10</td> <td>29</td> <td>10</td> <td>0</td> </tr> <tr> <td>Nov-10</td> <td>13</td> <td>19</td> <td>5</td> </tr> <tr> <td>Oct-10</td> <td>21</td> <td>16</td> <td>1</td> </tr> <tr> <td>Sep-10</td> <td>17</td> <td>30</td> <td>2</td> </tr> <tr> <td>Aug-10</td> <td>35</td> <td>29</td> <td>4</td> </tr> <tr> <td>Jul-10</td> <td>36</td> <td>25</td> <td>2</td> </tr> <tr> <td>Jun-10</td> <td>31</td> <td>27</td> <td>11</td> </tr> <tr> <td>May-10</td> <td>13</td> <td>46</td> <td>10</td> </tr> <tr> <td>Apr-10</td> <td>23</td> <td>34</td> <td>1</td> </tr> </tbody> </table>	Month	Missing from Care	Missing from Home	Missing from Care (Other LA)	Mar-11	44	24	0	Feb-11	47	27	2	Jan-11	24	23	7	Dec-10	29	10	0	Nov-10	13	19	5	Oct-10	21	16	1	Sep-10	17	30	2	Aug-10	35	29	4	Jul-10	36	25	2	Jun-10	31	27	11	May-10	13	46	10	Apr-10	23	34	1	<p>The number of missing episodes has increased from 39 to 54 to 76 to 68 over the four months between December 2010 and March 2011. The actual number of children missing has increased from 23 to 37 to 46 over the same period.</p> <p>The rising number of young people staying out late and missing overnight is worrying as a rising trend. Data for March 2011 month shows that there were 12 young people from Sunderland care homes either staying out late or going missing overnight. 6 young people stayed out late on 1 occasion, 1 on 6 occasions (1 overnight), 1 on four occasions ,1 on three occasions and 2 on 2 occasions. In all, 9 young people had at least one overnight episode. The numbers are spread evenly across 4 homes. Most were found at relatives and girlfriend or boyfriends. 3 young girls returned of own accord and refused to disclose where they had been. This is subject of joint investigation. Of the young people reported as missing from home, most are over 15 years and the majority are staying out late rather than missing all night.</p> <p>Source: Northumbria Police.</p> <p>NI70: The return for July remained at a self assessment score of 12 out of a possible 15. The DFE is reviewing this indicator and has not requested further quarterly returns. To achieve a top scoring, an evaluation/audit should take place and evidence of the effectiveness of the protocol and services on the impact on children be gathered, particularly in out of hours. An internally developed audit tool has been developed in 2011 to measure the impact of the protocol to be followed by a formal review of the protocol.</p>
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1.3 Keeping Children Safe: Workforce

Indicator:	Performance Data and Target:	Current Performance Position:
<p>Percentage of multi-agency staff with a valid CRB check</p>	<p>Indicator in development:</p>	<p>Definition and monitoring of this indicator is ongoing.</p> <p>Collection of information through the Section 11 audit tool, which is designed to ascertain compliance of relevant organisations with statutory duties under Section 11 of the Children Act 2004, has been identified as a starting point to progress further the collection and reporting of information relevant to this indicator.</p> <p>The Section 11 tools assessed to date during 2010/11 indicate that those 8 agencies that have returned the Section 11 have staff CRB checked where appropriate. The current S11 tool, however, does not collect CRB data. The tool is being reviewed to provide more evidence and less self report but is not planned to be actioned until late 2011-2012.</p>

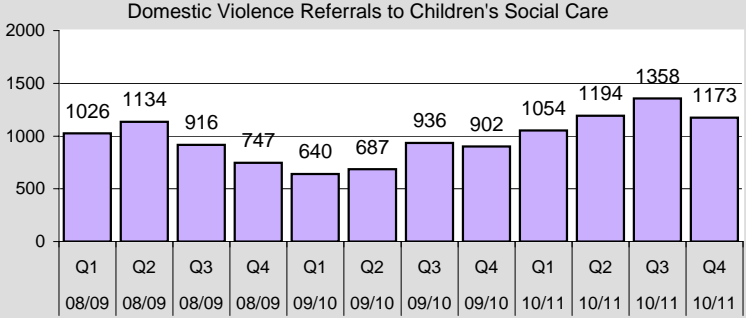
1.3 Keeping Children Safe: Workforce

Indicator:	Performance Data and Target:	Current Performance Position:
<p>SSCB safeguarding children training courses: e-learning Courses, split by: - numbers passed / studying - numbers not started</p> <p> ■ Core ■ Foundation ■ Introduction ■ Not Started </p>	<p style="text-align: center;">SSCB: e-learning Courses</p>	<p>The bar charts show the number either passing or studying e learning modules (left axis). The line shows the total registering but Not Starting that quarter (right axis).</p> <p>There are six versions of the Awareness of Child Abuse and Neglect course offered, with three principal versions offered: Introduction, Foundation and Core.</p> <p>Trend: Quarter 4 has seen an increased takeup compared to Quarter 4 last year and also a reduction in numbers and proportion Not Starting compared to Quarter 3.</p>
<p>SSCB safeguarding children training courses Level 1 Courses, split by: - numbers attending by agency - number of absents / apologies</p> <p> ■ Other ■ Health ■ Schools ■ Children's Services ■ Absent / Apology </p>	<p style="text-align: center;">SSCB: Level 1 Courses</p>	<p>The bar charts show the number attendees on Level 1 SSCB training courses each quarter (left axis). The line shows the total Absents / Apologies that quarter (right axis).</p> <p>Trend: Level 1 has decreased in Quarter 4 as SSCB no longer deliver any Level 1 face to face training; the last session was a Level 1 on How to Make a Referral on 25/01/11. Number of Absence / Apologies had increased during Quarters 1 to 3; the reasons for non-attendance vary but the majority are due to work commitments, staff shortages and sickness.</p>
<p>SSCB safeguarding children training courses Level 2 Courses, split by: - numbers attending by agency - number of absents / apologies</p> <p> ■ Other ■ Health ■ Schools ■ Children's Services ■ Absent / Apology </p>	<p style="text-align: center;">SSCB: Level 2 Courses</p>	<p>The bar charts show the number attendees on Level 2 SSCB training courses each quarter (left axis). The line shows the total Absents / Apologies that quarter (right axis).</p> <p>Trend: There has been a sharp increase in the numbers attending Level 2 courses in Quarter 4 which is due to high attendance at briefing sessions for Lessons Learned from Serious Case Reviews. Attendance has been strong from all sectors. Increased 'Other' category attendance reflects good attendance from voluntary sector and Tier 3 services; their representation on the Training & Workforce Development Working Group has had a positive impact on training takeup. The reduction during Q3 was due to just one Level 2 course running during the period compared to three course slots in Q2.</p>
<p>SSCB safeguarding children training courses Level 3 Courses, split by: - numbers attending by agency - number of absents / apologies</p> <p> ■ Other ■ Health ■ Schools ■ Children's Services ■ Absent / Apology </p>	<p style="text-align: center;">SSCB: Level 3 Courses</p>	<p>The bar charts show the number attendees on Level 3 SSCB training courses each quarter (left axis). The line shows the total Absents / Apologies that quarter (right axis).</p> <p>Trend: Continued increase in attendance across 2010/11 with a sharp increase in Quarter 4. This is due to an increased number of courses being offered in response to waiting lists, particularly courses in CP planning, CP conferences, Domestic Abuse and Substance Misuse. Strong takeup from voluntary sector.</p> <p>The reasons for the non-attendance again vary but mostly would appear be down to work commitments, staff shortages and sickness levels. With the implementation of the charging policy for non-attendance, this will continue to be closely monitored.</p>

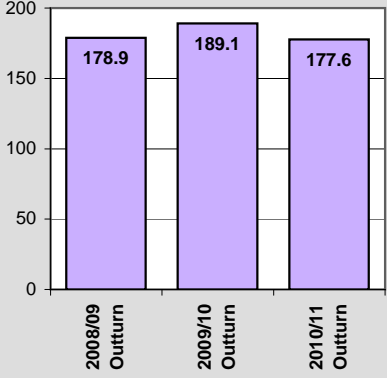
1.3 Keeping Children Safe: Workforce

Indicator:	Performance Data and Target:								Current Performance Position:																											
Number of allegations against multi-agency staff referred to the LADO (Local Authority Designated Officer) Categories: - referrals by agency - referrals by abuse type - outcomes <i>Quarterly Collection</i> <i>Source: LADO database</i>	<table border="1"> <caption>LADO Referrals: By Agency</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>19</td> <td>11</td> <td>31</td> <td>27</td> <td>24</td> <td>13</td> <td>21</td> <td>41</td> </tr> <tr> <td>2010/11</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>								Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	2009/10	19	11	31	27	24	13	21	41	2010/11									<p>Trend Analysis. There has been a continued upward trend in the overall number of referrals, from 46 in Quarter 4 2009/10 to 62 in Quarter 4 2010/11. In 20 cases it has been necessary to convene one or more strategy meetings to address the issues raised.</p>
	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																											
	2009/10	19	11	31	27	24	13	21	41																											
2010/11																																				
<table border="1"> <caption>LADO Referrals: By Abuse Type</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>19</td> <td>11</td> <td>19</td> <td>27</td> <td>27</td> <td>16</td> <td>18</td> <td>32</td> </tr> <tr> <td>2010/11</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>								Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	2009/10	19	11	19	27	27	16	18	32	2010/11									<p>Referrals by Agency. Referrals from within the school sector remain the highest category. Referrals from the 'other' category highlights increased partner awareness to safeguarding responsibilities.</p> <p>Referrals by type of abuse. Physical abuse clearly remains the highest category at Quarter 4, but there have been no cases of a serious nature nor any cases of a serious sexual nature. Misuse of computers remains a major concern. In addition facebook entries and inappropriate texting also remain a concern despite the guidance that exists. These problem areas are stressed in any training delivered by the LADO. Many of the allegations stem from staff seeking to maintain control of a situation. In most instances the degree of force and its purpose are within the guidelines contained in the Education and Inspection Act. Levels of emotional abuse are low and will usually involve an adult treating a young person inappropriately in front of peers.</p> <p>The Regional LADO Network has been re-established, and two meetings have been held, the last of which hosted in Sunderland. A broad agreed agenda has been formulated focussing on reporting trends, the share of data, and the discussion of good practice and common problems. In the absence of any training for LADOs it is felt that this approach helps to compensate. Data recording is at varying stages across the region and needs developing significantly in some areas; the Sunderland database and level of recording is one of the most comprehensive and the format has been requested to share with colleagues as good practice. The data shared to date between authorities, however, does not allow comparison of reporting levels against demographics for instance, thus it is still difficult to establish with certainty how the picture in Sunderland compares with other authorities.</p>	
Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																												
2009/10	19	11	19	27	27	16	18	32																												
2010/11																																				
Outcomes:	2009/10				2010/11																															
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																												
Unsubstantiated	16	16	28	28	18	5	6	18																												
Specific Outcomes:																																				
- Dismissal	1	1	1	1			1	1																												
- Resignation	1		3	1	1	2		1																												
- Conviction	1			1																																

2. Tackle the impact of domestic violence on Children and Young People

Indicator:	Performance Data and Target:	Current Performance Position:																										
<p>Domestic violence referrals to Children's Social Care</p> <p><i>Number of referrals per quarter</i></p> <p>Source: ICS</p>	<p style="text-align: center;">Domestic Violence Referrals to Children's Social Care</p>  <table border="1" data-bbox="504 199 1247 518"> <thead> <tr> <th>Quarter</th> <th>Referrals</th> </tr> </thead> <tbody> <tr><td>Q1 08/09</td><td>1026</td></tr> <tr><td>Q2 08/09</td><td>1134</td></tr> <tr><td>Q3 08/09</td><td>916</td></tr> <tr><td>Q4 08/09</td><td>747</td></tr> <tr><td>Q1 09/10</td><td>640</td></tr> <tr><td>Q2 09/10</td><td>687</td></tr> <tr><td>Q3 09/10</td><td>936</td></tr> <tr><td>Q4 09/10</td><td>902</td></tr> <tr><td>Q1 10/11</td><td>1054</td></tr> <tr><td>Q2 10/11</td><td>1194</td></tr> <tr><td>Q3 10/11</td><td>1358</td></tr> <tr><td>Q4 10/11</td><td>1173</td></tr> </tbody> </table>	Quarter	Referrals	Q1 08/09	1026	Q2 08/09	1134	Q3 08/09	916	Q4 08/09	747	Q1 09/10	640	Q2 09/10	687	Q3 09/10	936	Q4 09/10	902	Q1 10/11	1054	Q2 10/11	1194	Q3 10/11	1358	Q4 10/11	1173	<p>The bar charts show the number of referrals to Children's Social Care for incidents of domestic violence for each quarter over the last three years.</p> <p>The number of referrals has fluctuated over the last three years, from 3,823 in 08/09 reducing to 3,165 in 09/10 but increasing to a three year peak of 4,779 in 10/11. This represents a 51% increase and a real increase of 1,614 referrals over the last two years.</p> <p>Quarterly patterns over the last three years show fluctuations over the April to September period but with 08/09 in line with 10/11. There is a different pattern during October to March period with a continued increase in referrals over the three year period for Quarters 3 and 4.</p>
Quarter	Referrals																											
Q1 08/09	1026																											
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3. Fewer Child Deaths and Injuries

Indicator:	Performance Data and Target:	Current Performance Position:								
<p>Emergency hospital admissions caused by unintentional and deliberate injuries to children and young people (NI 70)</p> <p>Indicator based on rate per 10,000 pop.</p> <p><i>Quarterly collection; snapshot</i></p> <p>Source: NHS</p>	<p style="text-align: center;">Hospital Admissions: Annual</p>  <table border="1" data-bbox="506 300 891 679"> <thead> <tr> <th>Year</th> <th>Rate per 10,000 pop.</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>178.9</td> </tr> <tr> <td>2009/10</td> <td>189.1</td> </tr> <tr> <td>2010/11</td> <td>177.6</td> </tr> </tbody> </table>	Year	Rate per 10,000 pop.	2008/09	178.9	2009/10	189.1	2010/11	177.6	<p>The hospital admission rate has reduced from 199 per 10,000 in 2009/10 to 178 in 2010/11, representing an actual reduction from 1138 to 1016 admissions. Analysis by ward across Sunderland in 2010/11 shows: wards significantly higher than Sunderland average are Barnes, Pallion, Redhill, St Peter's, St Michael's, Sandhill; wards significantly lower than Sunderland average are Fulwell, Ryhope, Shiney Row, Silksworth, Washington South, Washington West</p> <p>Activity in Sunderland includes provision of home safety equipment, school focused work covering injury prevention, first aid and water safety, road safety measures, pedestrian and cyclist training, school travel plans and home safety checks, including installation of fire alarms. Future activity should focus on the continued provision of home safety assessments and the supply and installation of home safety equipment, targeted at priority households where children and young people are at greatest risk of unintentional injury.</p> <p>Tyne and Wear Fire and Rescue Service delivers fire safety education to Year 1 and Year 5, and statistics show a downward trend of fire injuries within this group across Tyne and Wear over the last three years. The TWFRS Schools Education Strategy 2011 - 2014 is being prepared to educate children and young people about the risks of fire and the consequences of fire crime and anti-social behaviour.</p>
Year	Rate per 10,000 pop.									
2008/09	178.9									
2009/10	189.1									
2010/11	177.6									
<p>Number of child deaths</p> <p>Number of gang related child deaths</p> <p>Number of gang related incidents involving serious violence against children</p> <p>Number of children under 18 years old who committed suicide</p> <p><i>Annual collections</i></p>	<p>During 2010/11 there have been 17 child deaths (compared to 15 in 08/09 and 25 in 09/10); there has been one from road traffic accident and one from knife crime. 13 relate to children aged under 1 (Source: Child Death Review Coordinator).</p> <p>There have been no gang related child deaths in Sunderland in 2008/9, 2009/10 or 2010/11 (Source: Child Death Review Coordinator)</p> <p>There were no gang related incidents involving serious violence against children. Recent analysis shows no gangs exist in Sunderland (Source: Northumbria Police)</p> <p>Using the Coroner's definition of suicide, there have been no children in Sunderland under 18 who committed suicide in 2008/9, 2009/10 or 2010/11 (Source: Child Death Review Coordinator)</p>									
<p>Number of child deaths caused by traffic accidents</p> <p><i>Lower the better</i></p> <p><i>Annual collection (calendar year)</i></p> <p>Source: City Services</p>	<p>Fatal Accidents (children under 16)</p> <p>2007: 1 2008: 0 2009: 2 2010: 1</p> <p>Serious Accidents (children under 16)</p> <p>2007: 28 2008: 13 2009: 23 2010: 22</p>	<p>Accident statistics are assessed over a 3 year period with wide variations from year to year. The Government (DfT) has set a target of a 50% reduction of child KSI's from the 1994-98 average which is 50% of 46 = 23 by the end of Dec 2010. The council has achieved this reduction with 22 KSIs in 2010.</p> <p>22 children under the age of 16 were killed or seriously injured (KSI) in road crashes for the 2010 calendar year (this includes 1 death) and compares with 23 during the full calendar year of 2009. It indicates a stabilisation of figures from a very low figure of 13 in 2008. Overall, it is still consistent with a downward trend of child KSI's in Sunderland. The number of slight accidents for under 16s continues to reduce year on year, from 110 to 90 to 72 over the last three calendar years.</p> <p>The Council continues to work hard to reduce KSI's through education, promotion and the implementation of traffic engineering measures where appropriate. A mechanism has been developed which gives priority to sites with a significant accident history and this has been used to assist in formulating a programme of future works.</p>								



SUNDERLAND SAFEGUARDING CHILDREN BOARD BUSINESS PLAN

April 2011 – March 2013

Priority Area 1 – Child Protection						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
1.1 Children from all ethnic groups and ability in Sunderland who need protection through a Child Protection (CP) Plan receive a robust and timely service	<ul style="list-style-type: none"> SSCB Performance Report Audit report re children subject of a CP Plan for 18mths-2yrs Children's Services data 	<ul style="list-style-type: none"> To monitor the implementation of the audit action plan and report on exceptions 	Chair of Quality Assurance Sub-committee	December 2011	Action plan reviewed at BPG in June 2011. Next report due Sept 2011	Reduction in the no. of children from all ethnic groups and ability in Sunderland subject to CP Plans for 2 years and longer (NI64)
		<ul style="list-style-type: none"> Implement an outcome focussed approach to child protection planning work 		October 2011	Outcome Based Accountability (OBA) workshop held 25.07.11. Further session to be held in October 2011.	Reduction in the no. of children from all ethnic groups and ability in Sunderland experiencing delay in coming into care
		<ul style="list-style-type: none"> Establish Professional Child Protection User Group 		November 2011	User group to be established following 2 OBA events.	Reduction in the no. of children from all ethnic groups and

Priority Area 1 – Child Protection						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
1.2 Multi-agency resources in place in Sunderland meet the needs of children from all ethnic groups and ability who are subject to Child Protection Plans	<ul style="list-style-type: none"> • Impact of increased volume of CP work in Sunderland Children's Trust report • Changes in practice of school nurses and Wearside Women in Need (WWIN) 	<ul style="list-style-type: none"> • SSCB to receive 6-monthly reports from Children's Trust on progress against task & Finish Group report recommendations until fully implemented, beginning in October 2011 	Chair of Children's Trust	October 2011	Report considered at SSCB meeting April 2011	ability in Sunderland becoming subject of a CP Plan for a second or subsequent time (NI65)

Priority Area 2 – Tackle the impact of Domestic Abuse (Priority outcome 5 of Children and Young People’s Plan 2010-2013)						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
2.1 Reduce the impact of domestic violence/ abuse on children and young people from all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> Data from Children’s Services, Police, Health organisations, Probation and Safer Sunderland Partnership Serious Case Review for Child X Multi-agency file audits 	<ul style="list-style-type: none"> Implement the Violence Against Women and Girls (VAWG) Action Plan 	Business Planning Group (BPG)	September 2012	<p>Leads identified from SSP, SSAB & SSCB.</p> <p>Draft VAWG action plan to SSCB on 07.09.11.</p>	<p>Initial increase in number of repeat incidents of Domestic Abuse (NI32), and then</p> <p>Decrease in number of repeat incidents of Domestic Abuse</p> <p>Initial increase in number of referrals to Children’s Social Work Service and then decrease in number</p>

Priority Area 2 – Tackle the impact of Domestic Abuse (Priority outcome 5 of Children and Young People’s Plan 2010-2013)						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
2.2 Reduce the sexual exploitation children and young people from all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> Sunderland Children and Young People’s Plan 2010-2013 	<ul style="list-style-type: none"> Map the level of sexual exploitation children and young people from all ethnic groups and ability in Sunderland Develop and implement Sexual Exploitation of children and young people action plan 	Business Planning Group (BPG) (deferred to SSP led multi agency sexual exploitation group)	September 2012	Leads identified from SSP, SSAB & SSCB	Initial increase in number of reported cases of sexual exploitation of children and young people from all ethnic groups and ability in Sunderland

Priority Area 3 – Accidental child injury and death (Linked to Priority outcome 4 of Children and Young People’s Plan 2010-2013 – Reduce substance misuse)

What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
<p>3.1 Investigate and reduce the number of children and young people from all ethnic groups and ability in Sunderland who are seriously injured or almost die due to neglect and/or abuse</p>	<ul style="list-style-type: none"> • A&E attendances for children (0-17 years) report • Cases considered for Serious Case Review 	<ul style="list-style-type: none"> • Audit of systems, e.g. A&E, Fire, Gentoo • Establish and implement a review process for the cases • Improve our understanding of the accidents and injuries sustained by children and young people • Implement and embed a robust multi-agency approach to disseminating lessons learnt from these cases 	<p>Chair of Case Review Sub-committee</p>	<p>December 2011</p> <p>December 2011</p> <p>February 2012</p>		<p>Benchmark month</p> <p>Recurrent themes</p> <p>Reduction in the number of children and young people from all ethnic groups and ability in Sunderland who are seriously injured or almost die due to neglect and/or abuse (NI70)</p>

Priority Area 3 – Accidental child injury and death (Linked to Priority outcome 4 of Children and Young People’s Plan 2010-2013 – Reduce substance misuse)

What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
<p>3.2 Reduce the number of young people from all ethnic groups and ability in Sunderland admissions to hospitals for alcohol and substance related problems (Risk and Resilience Strategy 2008-2012)</p>	<ul style="list-style-type: none"> • Cases considered for Serious Case Review • Performance data 	<ul style="list-style-type: none"> • Strategic approach and strategic plan across city • Improve our understanding of the accidents and injuries sustained by children and young people that are alcohol/ drug related • Update reports on Hidden Harm Think Family Strategy • Update reports on Young Persons Substance Misuse Plan 	<p>Chair of SSCB (deferred to Chair of Risk and Resilience Board)</p>	<p>June 2012</p>		<p>Reduction in alcohol related criminal activity</p> <p>Reduction in alcohol related deaths/ hospital admissions (NI70)</p>

Priority Area 3 – Accidental child injury and death (Linked to Priority outcome 4 of Children and Young People’s Plan 2010-2013 – Reduce substance misuse)

What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
3.3 Reduce the number of child deaths from all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> • Child Death Review Process • South of Tyne Child Death Overview Panel Annual Report 2009-2010 	<ul style="list-style-type: none"> • Implement and embed a robust multi-agency approach to disseminating lessons learnt from child deaths 	Chair CDR Local Panel	December 2011	Child Death Review Process steering group established in May 2011	Reduction in number of child deaths from all ethnic groups and ability in Sunderland with modifiable factors, e.g. Road Traffic Accidents

Priority Area 4 – Tackle the impact of Neglect on children’s welfare and development						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
4.1 Reduce the impact of Neglect on children and young people from all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> Children’s Services Performance Data Multi-agency file audits 	<ul style="list-style-type: none"> Support the implementation and embedding of the Graded Care Profile in Sunderland (see implementation plan) 	Chair of BPG	July 2013	<p>Lead identified April 2011</p> <p>Task and Finish Group established</p> <p>Induction completed June 2011</p> <p>Representatives from Education, Health and Children’s Services in attendance</p> <p>Report presented to Business Planning Group on 10.05.11 and discussed at SSCB meeting on 29.06.11. Report and</p>	<p>Reduce the number of children from all ethnic groups and ability in Sunderland requiring a CP Plan for Neglect</p> <p>Increase the number of children from all ethnic groups and ability in Sunderland who are assessed and receive support services for Neglect at an early stage (i.e. through Common Assessment Framework (CAF))</p>

Priority Area 4 – Tackle the impact of Neglect on children’s welfare and development						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
					<p>supporting papers to be presented to SSCB on 07.09.11</p> <p>Initial scoping exercise undertaken – email sent by SQA to Social Workers and Team Managers advising of pilot and asking for interest. No replies received to date</p> <p>Multi agency briefings set for 11.10.11 & 13.10.11, 100 places per session</p> <p>Multi agency</p>	

Priority Area 4 – Tackle the impact of Neglect on children’s welfare and development						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
					training dates in place (16.11.11, 22.11.11, 28.11.11, 29.11.11) Meeting arranged with key personnel for 01.09.11 to add to SSCB Performance Report	

Priority Area 5 – Reduce the levels of Bullying (Priority outcome 6 of Children and Young People’s Plan 2010-2013)						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
5.1 Reduce the level and impact of bullying of children and young people from all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> • Children and Young People’s Plan (2010-2013) • Sunderland Anti-bullying Strategy 2010-13 	<ul style="list-style-type: none"> • To receive 6-monthly reports regarding progress against the Anti-bullying Strategy 	Anti-bullying co-ordinator	September 2012	Anti-bullying Strategy agreed 2010 Action Plan in place	Reduce the frequency of bullying incidents Reduce the fear of bullying Increase disclosure of bullying incidents

Priority Area 6 – Learning lessons from Serious Case Review (SCR)						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
6.1 Ensure multi-agency safeguarding children practice in Sunderland is robust and effective so that children from all ethnic groups and ability in Sunderland are protected from harm	<ul style="list-style-type: none"> • Serious Case Review for Child X 	<ul style="list-style-type: none"> • Implement and embed all recommendations from the SCR • Monitor implementation through multi-agency SCR audit group • Evaluate implementation and embedding of recommendations • Deliver Lessons Learnt sessions to multi-agency staff working in Sunderland 	SSCB Independent Chair	December 2011	<p>All recommendations actioned as of June 2011</p> <p>SCR Audit Group established Nov 2010 and met from Jan 2011</p> <p>Audit of evidence planned for Sept 2011-Dec 2011</p> <p>Lessons Learnt sessions planned from July 2011 – Dec 2011</p>	No cases meet the criteria for a Serious Case Review
	<ul style="list-style-type: none"> • Nursery Z Serious Case Review 	<ul style="list-style-type: none"> • Establish lead and multi-agency group 	Chair of Quality Assurance Sub-Committee	Dec 2011	Lead and multi-agency group established	

Priority Area 6 – Learning lessons from Serious Case Review (SCR)						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
		<ul style="list-style-type: none"> of key staff • Measure Sunderland's position against Nursery Z SCR findings 				

Priority Area 7 – Tackle the use of digital technology to abuse children and young people						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
7.1 Children/young people from all ethnic groups and ability in Sunderland use technology safely	<ul style="list-style-type: none"> Local Authority Designated Officer (LADO) reports SSCB E-safety strategy 	<ul style="list-style-type: none"> Implement and embed SSCB Action Plan Receive reports on e-bullying Amend Section 11 Audit Tool to measure agency commitment to e-safety Work with partner LSCB's to share good practice Disseminate learning from "Youth Work in a Digital Age Conference" 	Safer Sunderland Partnership	December 2011	E-safety lead identified	<p>Baseline established</p> <p>Increase in number of referrals to Children's Social Work Service regarding children from all ethnic groups and ability in Sunderland abused/ groomed through social media</p>

Priority Area 8 – Multi-agency working						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
8.1 Multi-agency staff working with children from all ethnic groups and ability in Sunderland are skilled and effective	<ul style="list-style-type: none"> • SCR for Child X • Multi-agency file audits • Case considered for Serious Case Review • Training Needs Analysis 	<ul style="list-style-type: none"> • Implement competency testing system for SSCB training • Implement quality assurance process for single agency training 	Chair Communication & Workforce Development Sub-committee	December 2011	<p>Training Needs Analysis completed. Report to SSCB in October 2011-09-01</p> <p>External agency commissioned to coordinate training nominations and evaluations from October 2011</p> <p>Service Level Agreement drafted</p>	
8.2 Information is shared appropriately, safely and in a timely manner, to safeguard children from all ethnic	<ul style="list-style-type: none"> • SCR for Child X • Multi-agency file audits 	<ul style="list-style-type: none"> • Embed SSCB Information Sharing protocol within all partner agencies • Explore and scope the digital 	Chair Business Planning Group (BPG)	March 2012	<p>Information Sharing Protocol agreed by partners in February 2010</p> <p>Action plans being developed by partner</p>	

Priority Area 8 – Multi-agency working						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
groups and ability in Sunderland		communication systems across SSCB partner agencies			agencies to demonstrate embedding	
8.3 Multi agency safeguarding children arrangements are robust and meet the needs of children of all ethnic groups and ability in Sunderland	<ul style="list-style-type: none"> • Munro Report • Governments response to Munro report • Apprenticeship, Skills and Learning Act 2009 	<ul style="list-style-type: none"> • Ensure the Safeguarding arrangements are explicit within the Joint Strategic Needs Assessment (JSNA) 	Chair of SSCB deferred to the Director of Public Health	March 2012		<p>Joint Needs Assessment in place</p> <p>Commissioning Framework in place</p> <p>Adequate multi agency resources in place to meet the needs of children of all ethnic groups and abilities in Sunderland</p>
8.4 Audit effectiveness of safeguarding practice in Sunderland	<ul style="list-style-type: none"> • Working Together 2010 • Munro Review 	<ul style="list-style-type: none"> • Develop SSCB Quality Assurance Framework • Further develop the SSCB Performance Report 	Chair of Quality Assurance sub committee	January 2012		

Priority Area 9 – Communication and Raising Awareness						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
9.1 Raise awareness of safeguarding children from all ethnic groups and ability in Sunderland within local communities	<ul style="list-style-type: none"> Working Together 2010 SSCB Bi-Annual Report 2009-2011 	<ul style="list-style-type: none"> Appoint 2 Lay Members to the Board 	SSCB Independent Chair	September 2011	3 Lay Members appointed in April 2011	Lay members in place Community group engagement at Board and sub-committee level
		<ul style="list-style-type: none"> Review and implement the SSCB Communication Strategy and a marketing campaign 	Chair Communication & Workforce Development Sub-committee	February 2012	Initial meeting held between SSCB Business Manager and Adult Services re: joint campaign	Safeguarding campaign launched across Sunderland
		<ul style="list-style-type: none"> Consult with children and young people 	Chair Communication & Workforce Development Sub-committee	March 2012	Work being undertaken with Children and Young People re: SSCB Website	Increase awareness of SSCB and safeguarding amongst children and young people from all ethnic groups and ability in Sunderland
		<ul style="list-style-type: none"> Engage with VCS, BME and Faith Groups to ensure a 	Chair Communication & Workforce Development Sub-committee	March 2012		Representation from BME, Faith and VCS Groups on SSCB and Sub-committees

Priority Area 9 – Communication and Raising Awareness						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
		minimum standard of provision				

Priority Area 10 – Governance Arrangements						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
10.1 Ensure that SSCB is compliant with legislation and guidance and is effective and robust	<ul style="list-style-type: none"> Working Together 2010 Apprenticeship, Skills, Children and Learning (ASCL) Act 2009 Internal Audit 	<ul style="list-style-type: none"> Review and amend SSCB Constitution to reflect legislative changes 	SSCB Independent Chair	January 2012	SSCB constitution under review	Ofsted Inspection SSCB Constitution SSCB Annual Report 2011-2012
		<ul style="list-style-type: none"> Respond and implement changes in respect of Munro report and Governments response 	SSCB Independent Chair	December 2011	Working group to be established following discussion at Business Planning Group on 13.09.11. Lay member to be part of the group.	SSCB Business Plan 2011-2012
		<ul style="list-style-type: none"> Implement and embed Quality Assurance framework to include reporting system from agencies to 	Chair Quality Assurance Sub-committee	March 2012	First meeting held	

Priority Area 10 – Governance Arrangements						
What do we want to achieve?	How was the issue identified?	Agreed Action	Lead Person	Timescale	Progress	Measure
		their safeguarding audits				
	<ul style="list-style-type: none"> • SCR for Child X • Equality standard for Local Government 	<ul style="list-style-type: none"> • Impact assess functions of Board 	SSCB Independent Chair	October 2011	Meeting held between Children's Services lead and Business Manager	
	<ul style="list-style-type: none"> • SCR for Child X 	<ul style="list-style-type: none"> • Establish workshops to progress a "Think family" approach to safeguarding adults work 	SSCB Independent Chair	December 2011	<p>Outline paper presented to SSCB June 2011</p> <p>Board agreement given to progressing work through a series of workshops to be held in October 2011 and January 2012</p>	

CHILDREN AND YOUNG PEOPLE LEARNING SCRUTINY COMMITTEE

20th October 2011

ANNUAL REPORT ON CHILDREN'S SOCIAL CARE COMPLAINTS AND COMPLIMENTS

April 2010 – March 2011

REPORT OF THE CHILDREN'S SERVICES COMPLAINTS MANAGER

CORPORATE IMPROVEMENT PRIORITIES:

- **Safe City**
- **Healthy City**
- **Learning City**

CORPORATE IMPROVEMENT OBJECTIVES:

- **CI01 - Delivery of customer focused services**
- **CI02 - Being 'One Council'**
- **CI03 - Efficient and effective council**
- **CI04 - Improving Partnership Working to deliver 'One City'**

1.0 Why has this report come to the Committee?

- 1.1 The Council is required, through an appropriate committee, to monitor the complaints arrangements that it has in place regarding children's social care issues, to ensure that those arrangements comply with the Children Act 1989 Representations Procedure (England) Regulations 2006.
- 1.2 This document presents the Annual Report on Children's Services Social Care complaints (and compliments) for the period April 2010 to March 2011, in accordance with Regulation 13(3) of the Children Act 1989 Representations Procedure (England) Regulations 2006. The report provides a review of the effectiveness of the complaints procedure.
- 1.3 The aim of this report is to:
- provide information on the number and type of complaints and compliments we receive
 - describe how the Complaints Procedure operates and give suggestions on how this can be improved
 - indicate any significant changes which have been made following the introduction of new complaints regulations in September 2006
 - Provide information on non Social Care complaints received by the Children's Services Complaints Team

- 1.4 Members' views are welcomed in terms of how information from complaints can be used to improve and develop service delivery and suggestions for improvement in current complaints process.
- 1.5 To assist with this and as a result of a request from Members following the submission of the annual report for the period 2008/2009, more descriptive details of the type of complaints received has been included in the appendices to this report, with a view to identifying trends and themes.
- 1.6 Work around complaints is linked to the following Corporate Improvement Priorities and Corporate Improvement Objectives:-

Corporate Improvement Priorities

- Healthy City (priority 2) - The Statutory Complaints Procedure is used to effectively achieve this priority by ensuring the emotional health and well being of a child/young person.
- Safe City (priority 3) – Use of complaints to ensure that people are free from crime, disorder and substance misuse.
- Learning City (priority 4) – lessons learned from complaints will be used to ensure that all children and young people in the city receive the best preparation and foundation for adult life.

Corporate Improvement Objectives

- Delivering Customer Focused Services (CI01) – putting the customer at the centre of service delivery; seeking customer feedback and views to shape services; using the findings from reviews to shape and improve services.
- Being 'One Council' (CI02) – making all of our services and workforce inclusive to all.
- Efficient and Effective Council (CI03) – ensuring a consistent performance framework and culture across the Council; ensuring services are provided in the most efficient, economic and affordable way.
- Improving Partnership Working to Deliver 'One City' (CI04) – improving the image of the City.

2.0 Background

- 2.1 By Local Government Ombudsman definition a complaint (or representation) is *'An expression of dissatisfaction, however made, about the standard of a service, action or lack of action, by a department or its staff'*
- 2.2 The regulations and guidance introduced in September 2006 covers complaints and representations made by children and young people. They also apply to parents, foster carers and other adults making a

complaint. These regulations aim to ensure that, regardless of the complexity of their complaint, vulnerable children and young people get the help they need and at the right time and that lessons learned from such complaints lead to an improvement in service delivery. These complaints are usually referred to as 'statutory complaints'.

- 2.3 Separate procedures exist in relation to some school and education complaints but these are still dealt with by the Children's Services Complaints Team. This includes complaints concerning school curriculum, school admissions, pupil exclusions and Special Educational Needs.
- 2.4 Parents/carers must pursue all other school complaints through the school's published complaints procedure which is available on request from the relevant school. At present this process involves informal resolution by a teacher, followed by formal resolution by a head teacher then progression to investigation by the governing body of the school. If a parent/carer should still remain dissatisfied after consideration of the complaint by the Governing Body they are advised of their right to contact the Secretary of State for Education. It should be noted, however, that the Apprenticeship, Skills, Children and Learning Bill (ASCL) 2009 and the Complaints about Schools (England) Regulations 2010 proposed that the Local Government Ombudsman hosted a new independent complaints handling function for schools to consider school complaints after consideration by the governing body. As a result, The Local Government Ombudsman commenced a pilot scheme in 14 local authorities with full roll out of the new procedure expected in September 2011. This pilot scheme has subsequently been extended and indications from the Local Government Ombudsman are that this proposal will now be discontinued.
- 2.5 Sunderland City Council Children's Services have provided all head teachers with guidance on the new procedure and had intended to issue an example of a 'model' of the new procedure for schools nearer to the implementation date. As this is no longer required the Children's Services Complaints manager will now provide schools with an up to date model of the Department for Education's guidance on dealing with school complaints

3.0 Current position (including regulations)

- 3.1 In September 2006 new statutory regulations were introduced by the then Department for Education & Skills (now the Department for Education) entitled 'Getting the Best from Complaints – Social Care Complaints and Representations Procedure for Children and Young People' to deal with complaints and representations made to Children's Services by children and young people. These regulations revoked and replaced the 1991 Representations Procedure (Children)

in order to reflect the changes made by the Adoption and Children Act 2002 and the Health and Social Care Act 2003.

3.2 Implementation of the new regulations introduced a number of key changes including:

- extension of Local Authority functions, especially those relating to Social Care, about which complaints can be made
- a three stage complaints process with timescales for completing each stage
- requirement for Local Authorities to designate an officer, known as a Complaints Manager, to undertake certain functions in relation to Children's Social Care complaints.
- more focused and precise brief, including the introduction of timescales, for dealing with Stage 2 complaint investigations and Stage 3 Review Panels

3.3 The regulations state that complaints can be made in relation to the following statutory social care functions:-

- an unwelcome or disputed decision
- the quality or appropriateness of a service
- delay in decision making or provision of services
- delivery or non delivery of services, including the complaints procedure
- quantity, frequency, change or cost of a service
- attitude or behaviour of staff
- application of eligibility and assessment criteria
- the impact on a child or young person of the application of a local authority policy
- assessment, care management and review
- accuracy or quality of a social work court report

Parts 4 & 5 of the Children Act, 1989 also dictates that the following functions may be the subject of a complaint:-

- the decision by the local authority to initiate care and supervision orders (section 4.31)
- the effect of the care order and the local authority's actions and decision where a care order is made (section 4.33)
- control of parental contact with children in care (section 4.34)
- how supervisors perform their duties where a supervision order is in force (section 4.35)
- matters that do not relate to the Court and which are specifically actions of the local authority can be considered, regarding applications for and duties in relation to child assessment orders (section 5.43)

- matters relating to applications for emergency protection orders and decision relating to the return of children who have been removed (section 5.44)

Adoption related functions that can be the subject of a complaint:-

- provision of adoption support services
- assessments and related decisions for adoption support services
- placing children for adoption, including parental responsibility and contact issues
- removal of children who are, or may be, placed by adoption agencies

Special Guardianship functions that can be the subject of a complaint:-

- financial support for special guardians
- assistance in relation to contact
- therapeutic services for children and young people

It should be noted that this is not an exhaustive list. Any other complaint received is considered, if necessary in consultation with the City Solicitor, Data Protection Officer or Freedom of Information advisors.

3.4 Representations, including complaints, can be made by:-

- any child or young person (or a parent or someone with parental responsibility) who is being looked after by the local authority or is not being looked after but is in need
- any local authority foster carer (including those caring for children placed through independent foster care agencies)
- children leaving care
- Special Guardians
- a child or young person (or their parent) to whom a Special Guardian order is in force
- any person who has applied for an assessment under section 14F(3) or (4)
- any child or young person who may be adopted, their parents or guardians
- persons wishing to adopt a child
- any other persons whom arrangements for the provision of adoption services extend
- adopted persons, their parents, natural parents and former guardians
- Any other person who the local authority (Complaints Manager) considers to have sufficient interest in the child or young person's welfare to warrant their representations being considered.

- 3.5 In accordance with DfE statutory requirements, Children's Services has adopted a 3 stage statutory complaints procedure that seeks to resolve dissatisfaction in respect of Social Care complaints. In line with Ombudsman guidance on good practice this procedure is also used for all education related complaints (with the exception of school complaints)
- 3.6 An effective database and monitoring tools are used to ensure that all complaints received by the Children's Services Complaints Team are recorded and monitored. A summary of complaints is presented to the Children's Services Leadership Team and Case Management Senior Management Team on a quarterly basis. This information includes details of trends or themes identified by the Complaints Manager together with an update on implementation of recommendations made by investigating officers and review panel chairs. This information is used to improve and develop service delivery by, for example, highlighting poor practice and identifying staff training requirements.

4.0 Sunderland Children's Services (Social Care) Complaints

- 4.1 The Complaints Procedure provides a three stage process for the resolution and investigation of complaints made by children and young people who use our services, or their representatives.

4.2 Stage 1

The emphasis of the first stage of the procedure is on local problem solving. Most complaints should be resolved at this stage and are usually addressed by operational managers who hold direct responsibility for the service about which the complaint has been made. At this stage complaints are acknowledged within 3 working days and resolved and responded to within 10 working days. Where necessary, and with the agreement of the complainant, this period can be extended by a further 10 working days. If the local authority fails to achieve this timescale the complainant has the right to request immediate progression to Stage 2 of the complaints procedure.

In 2010/11 there were 127 stage 1 complaints, of which 118 were resolved at stage 1 (93%). Of these 127 complaints 12 (9%) were made by children or young people (see appendix 4 for full details of all Stage 1 complaints received)

This compares to 122 Stage 1 complaints in 2009/10, of which 101 were resolved at Stage 1 (83%), 66 Stage 1 complaints in 2008/9, of which 53 were resolved at Stage 1 (82%) and 62 Stage 1 complaints in 2007/8, of which 46 were resolved at Stage 1 (74%)

It should be noted that although the number of complaints received in 2009/10 almost doubled from the previous year the percentage rate of complaints responded to within statutory timescales increased by 10%.

4.3 Stage 2

If a complainant remains dissatisfied with the response made at stage 1, or if there has been a delay, they can request progression to stage 2 of the complaints procedure. A stage 2 complaint investigation can be undertaken by a service manager who has had no prior involvement with the case or the complaint and who is not responsible for the service area which the complaint concerns.

If it is considered that a greater element of independence is required (for example if a complaint covers a number of service areas) or a complaint is considered to be particularly sensitive an Investigating Officer from an independent agency is commissioned to carry out the investigation. This is also the case when workload and resource issues dictate that service managers do not have the capacity to carry out these investigations. For this reason external Investigating Officers were appointed for all Stage 2 complaints up until October 2010 when it was decided to trial the use of internal Investigating Officers as part of the efficiency savings.

There is a requirement to provide an Independent Person to oversee all stage 2 complaint investigations. A consortium arrangement is in operation with other regional local authorities to provide this service for a nominal fee.

Stage 2 complaint investigations must be completed within 25 working days of an Investigating Officer agreeing the elements of complaint to be investigated with the complainant, although an extension of up to 65 working days can be requested if necessary. The Head of Safeguarding adjudicates and responds to the outcome and recommendations of the Stage 2 investigation, which may include the offer of redress or compensation, in conjunction with the Complaints Manager

In 2010/11 there were 19 requests for a Stage 2 investigation. This compares to 22 requests in 2009/10 and 20 requests in 2008/9.

Within these 19 investigations there were 112 separate elements of complaint. Of these, 31 were upheld (28%), 47 not upheld (42%), 18 partly upheld (16%), 9 not proven/unsubstantiated or inconclusive (8%) and 7 were unable to be investigated (6%). (See appendix 5)

The cost of commissioning independent Investigating Officers and Independent Persons for Stage 2 complaints in 2010/11 was £41,912.41. This compares to £36,870.38 for 2009/10.

Compensation/redress payments made in 2010/11 amounted to £11,950.00 spread over 5 complaints and ranging from £500.00 to £5000.00. This compares to £24,888.04 spread over 9 complaints for 2009/10 and ranging from £25.00 to £16,962.49.

4.4 **Stage 3**

The final stage of the complaints procedure is an Independent Review Panel. This is an opportunity for the complainant to have any areas of the complaint that remain unresolved heard before an Independent Panel, which comprises an independent chair and two independent persons with knowledge of Social Care policies and procedure. Also present will be the Stage 2 Investigating officer and Independent Person, the Head of Safeguarding, the Complaints Manager and the complainant(s) and chosen representatives. A panel must take place within 30 working days of receiving the request from the complainant.

After hearing the complaint and representations from panel attendees, the Panel will make their recommendations and, together with the Complaints Manager, will produce a panel report with their recommendations which again may include redress or compensation. The panel findings are then responded to by the Executive Director of Children's Services, in consultation with the Head of Safeguarding and the Complaints Manager.

In 2010/11 there were 3 complaints which progressed to a Stage 3 Review Panel.

This compares to 2 complaints in 2009/10 and 4 in 2008/9

- 4.5 If a complainant still remains dissatisfied following a Stage 3 Review Panel hearing they can request a further investigation by the Local Government Ombudsman.

In 2010/11 the Local Government Ombudsman agreed to formally investigate 8 Sunderland City Council Children's Services Complaints. There were no findings of maladministration arising from these investigations.

This compares to 3 requests in 2009/10, 4 requests in 2008/9, 5 requests in 2007/8, 2 requests in 2006/7 and 2 requests in 2005/6.

- 4.6 The Children's Services Complaints Manager is responsible for the implementation and operation of the complaints procedure on a day to day basis. This post is independent of the operational sections of Children's Services and was, until very recently, accountable to the Head of Service, Performance, Information and Policy, Children's Services. With effect from 1st October 2011 the Children's Services Complaints Manager and Children's Services Complaints Officer have

been integrated into a centralised team within Commercial & Corporate Services together with colleagues from the Health, Housing & Adults and Corporate Complaints Teams. Although it is envisaged that the Children's Services Complaints Manager and Officer will specialise in dealing with Children's Services complaints it is hoped that the new arrangements will provide better cover for service users wishing to make complaints.

4.7 Stage 1 complaints concerning independent service providers commissioned by Children's Services are investigated by the relevant independent provider. Stage 2 and Stage 3 complaints will be managed by the Children's Services Complaints Manager. The Complaints Manager will inform the relevant Head of Service if any complaint about a commissioned service is received and consideration is given to sharing information with other appropriate bodies, i.e. Ofsted for concerns relating to registration issues etc.

4.8 The Complaints Manager will decide if information received through a complaint may more appropriately be investigated by the Sunderland Safeguarding Children Board; or if a complaint should actually be part of a service area appeals process – i.e. the fostering service.

5.0 Non Social Care Complaints received by the Children's Services Complaints Team

5.1 In conjunction with the Customer Services Manager the Complaint's Team also investigate and respond to Corporate Children's Services complaints regarding issues such as special educational needs assessments and provision, home to school transport, awards, school admissions and premises etc.

During 2009/10 the Complaints Team investigated and responded to 15 stage 1 and 4 stage 2 corporate complaints in respect of issues including home to school transport, foster carer deregistration, noise from XL Youth Villages, increase in nursery fees and closure of city learning centre. This compares to 17 stage 1 and 2 stage 2 complaints during 2009/10

5.2 The Complaints Team also provide advice to complainants on the school complaints procedure and liaise with the relevant school or Governor's Support Team when school complaints are received directly by the Complaints Team.

During 2010/11 the Complaints Team provided advice on 51 school related complaints. This compares to 32 for the financial year 2009/10.

5.3 It should be noted that figures included in this report in relation to non social care complaints relate to those complaints received directly by the Children's Services Complaints Team. This does not give an accurate reflection of the actual number of complaints received in

relation to non social care complaints as the majority of these complaints are directed straight to the school, governor's support team or corporate complaints section.

6.0 Learning from complaints to shape service improvement – identifying trends and themes

- 6.1 Processes are in place to ensure that lessons learned from all complaints are used to identify gaps in services, highlight poor practice/procedure or recurrent problems and identify staff training requirements. Complaints data is presented to the Children's Services Leadership Team on a quarterly basis as part of their regular performance meetings.

More detailed information is also presented to the Safeguarding Senior Management Team meeting on a monthly basis. This includes discussions concerning the implementation of recommendations from Stage 2 Complaint Investigations and Stage 3 Review Panels (see appendix 6).

7.0 Publicity and Information

- 7.1 Children's Complaints Procedure leaflets are provided to all carers, providers and service users. They are also displayed in all Children's Services (Social Care) reception areas.

All Looked After children and children classed as being in need are informed of their right to make a complaint and are given a copy of the recently updated age specific young person's complaints leaflet at the onset of service provision. They are also advised of their right to advocacy (see below).

Corporate Complaints leaflets, which also give details of how to make a social care complaint, are displayed in all local authority public areas.

As part of a current review of Complaints information available and centralisation of all Complaints personnel updated information, including copies of all leaflets and links to relevant procedures, will be included in a newly designed web page on the Sunderland.gov.uk web site.

- 7.2 Complaints can be received in a number of ways, including:-

- By approaching staff responsible for the provision of a service
- By contacting the Complaints Team by telephone, letter or email
- By completing a web form on the Sunderland.gov.uk web site
- Via councillors
- Via the Customer Services Team
- Children and young people in need or those who are being Looked After can complete a young person's complaint form

- Through Independent Reviewing Officers as part of the statutory review process
- Through an independent advocacy service
- Freepost service
- SMS text requesting call back

8.0 Advocacy

8.1 Children and young people who are Looked After, or classed as children in need are informed of their right to ask for independent advocacy support to help them make a complaint or representation.

8.2.1 Advocacy is commissioned by tender and this service is currently provided by Action for Children. In previous financial years this service has cost between £25,000 - £30,000 but an agreement was reached at the beginning of this financial year to reduce this to a fixed block payment of £2,500 plus an hourly fee.

In 2010/11 there were 13 requests for advocacy support from Action for Children. This compares to 12 requests in 2009/10 and 20 requests in 2008/09.

Please note that not all advocacy referrals result in formal complaints being submitted as the advocacy service will often aim for informal resolution with relevant service area in the first instance.

Information concerning the advocacy service is presented to the Corporate Parenting Board on a quarterly basis.

9.0 Training & Development

9.1 Plans are in place to ensure that the topic of Good Complaint Handling is included in the Children's Services staff induction programme. This will be a brief overview of what constitutes a complaint, how to keep on the right track in dealing with them and early resolution.

9.2 The Local Government Ombudsman provides training on Effective Social Care Complaint Handling for staff dealing with the later stages of complaints. This focuses on investigation, providing remedies and learning from complaints. This training was last provided in November 2008 but due to numerous staffing changes in Case Management another course is to be arranged for senior managers new to post.

9.3 To satisfy Children's Home Ofsted requirements the Complaints Team have provided training for the homes on good complaint handling, the statutory complaints procedure and more specific children's homes complaints procedure

9.4 Total Respect training is available to all practitioners. This course is run in conjunction with young people from the Change Council and

highlights what young people expect from a complaint procedure and making a complaint.

- 9.6 The Complaints Manager attends the quarterly Northern Regional Complaints Managers meetings which provide an easily accessible benchmarking forum.

10.0 Summary of Complaints information

- 10.1 Tables and appendices at the end of this report sets out various comparative data for 2007/8, 2008/9, 2009/10 and 2010/11.

11.0 Compliments

- 12.1 Compliments are a valuable way of monitoring services, as well as providing information on how services are performing. A compliment can be accepted in any format (i.e. verbally, in writing, by telephone or electronically) and every effort is being made to ensure those received from service users or external agencies are being recorded. Compliments are acknowledged by the relevant senior manager and then collated and recorded by the Complaints Team.

- 12.2 During 2010/11 the Complaints & Feedback Team were informed of 42 formal compliments. Please see appendix 7 for full details of complaints received

This compares to 42 compliments being highlighted to the Complaints & Feedback Team in 2009/10, 17 compliments in 2008/9 and 6 in 2007/8.

Managers are regularly reminded of the importance of informing the Complaints Team of all compliments and positive feedback.

12.0 Service Improvement Plans 2011/12

- 12.1 The following initiatives have been included in the 2011/12 Service Improvement Plan for the Complaints and Feedback Team to improve the performance of the Children's Service Complaint's Team in managing representation, complaints and compliments during 2010/11:

- As part of the Sunderland Way of Working an integrated Complaints Team has been in operation since 1st October 2011 incorporating Children's Services, Health, Housing and Adults and Corporate Complaints personnel. Although staff will retain their areas of specialism it is envisaged that this centralised team will provide better office cover for service users wishing to make complaints.

- A centralised recording facility is now in operation with improved reporting methods able to produce quality comparative data.
- Training in dealing with complaints is currently being revised. This will now include an e learning module for all members of staff as well as bespoke workshops for front line members of staff and those involved in social care cases. In addition, Local Government Ombudsman Training is ongoing for all managers who will be involved with investigating and responding to complaints.
- Children's Services will continue to ensure that Stage 2 complaint Investigating Officers are sourced internally as an efficiency saving.
- The Children's Services Complaints Manager will ensure that consortium arrangements with neighbouring local authorities are fully utilised regarding the provision of independent persons and panel members

13.0 Equality and Diversity monitoring

13.1 In December 2009 the Complaints team started to collate equality and diversity monitoring information as part of the post complaint satisfaction survey. This survey also asks for the complainants opinion on how they felt their initial complaint had been dealt with by the Children's Services Complaints team.

For the period 1.4.10 to 31.3.11, 13 post complaint satisfaction questionnaires were returned yielding the following information:

- All of the surveys returned were from adults
- Of the 13 returned, 10 were from females and 3 were from males
- None were classed as registered disabled
- 12 were of White British origin, 1 was White American
- Of the 13, 10 complainants indicated that they were very satisfied by the service provided by the Children's Services Complaints Manager and Officer. The other 3 complainants indicated they were satisfied with the service provided.

14.0 Summary

14.1 The management of Children's Services Complaints is continually reviewed to ensure compliance with the Children Act 1989 Representations Procedure and DfE guidance on getting the best from complaints.

14.2 Procedures are now in place to ensure that lessons learned from complaints and feedback is used to highlight poor practice, identify training requirements and therefore improve service delivery and the overall experience for service users.

14.3 At the heart of the process is the need to listen to the views of children and young people, provide them with good support in the form of advocacy and to respond quickly.

Embedded in this process is the realisation and acceptance that failure to respond effectively to complaints can lead to:

- Increased possibility of more or larger compensation payments
- Increase in costs related to Stage 2 investigations & Stage 3 Review Panels
- Increased possibility of maladministration findings by the Local Government Ombudsman
- Reduction in customer/service user engagement due to lack of trust or respect

16.0 Recommendations

16.1 Children, Young People and Learning Scrutiny Committee are asked to:

- (i) Accept the annual report
- (ii) Offer comments, suggestions or recommendations in relation to the data included in the annual report with particular consideration of any increased role of Scrutiny Committee in the complaints process

17.0 Background Papers

- Getting the Best from Complaints (Social Care Complaints and Representations for Children, Young People and Others) 2006, DfES
- The Children Act 1989 Representation Procedure (England) Regulations 2006
- Apprenticeship, Skills, Children and Learning Bill (ASCL) 2009
- Complaints about Schools (England) Regulations 2010

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APPENDIX 1 – COMPARATIVE DATA

Table 1 - 'At a glance' data

	2007/8	2008/9	2009/10	2010/11
Social Care complaints – Stage 1 (resolution at service area level)	46	66	122	127
Social Care Complaints – Stage 2 (complaint investigation)	7	20	22	19
Social Care Complaints – Stage 3 (complaint review panel)	1	4	2	3
Local Government Ombudsman Investigations	5	4	3	8
Referrals for Advocacy support	N/k	20	12	8
Stage 2 complaint elements – upheld	No details	No details	46/118	31/112
Stage 2 complaint elements – not upheld	No details	No details	52/118	47/112
Stage 2 complaint elements– partly upheld	No details	No details	16/118	18/112
Stage 2 complaint elements – not proven etc	No details	No details	4/118	16/112
Cost of Social Care Stage 2 investigations & Stage 3 panel hearings	No details	£35,041	£40,931	£41,914
Compensation/remedy payments	No details	£17,405	£24,767	£11,950
Corporate Complaints – Stage 1 & 2	No details	7	17	19
School Complaints advice	No details	23	32	51
Compliments (Social Care only)	6	17	42	42

Table 2 - Social Care Complaint Comparison – Complaints received & response times (Stage 1)

	Complaints received	Response <10 working days	Response <20 working days	Overdue
2006 – 2007	132	41 (31%)	18 (14%)	73 (55%)
2007 – 2008	62	8 (13%)	9 (15%)	45 (72%)
2008 – 2009	66	26 (39%)	23 (35%)	17 (26%)
2009 - 2010	122	60 (49%)	41 (34%)	21 (17%)
2010 – 2011	127	46 (36%)	57 (46%)	24 (18%)

Table 3 - Reason for Stage 1 complaints (Social Care complaints only)

Reason	2006/7	2007/8	2008/9	2009/10	2010/11
Conduct/attitude of staff	42	34	21	39	27
Delay in service provision/assessment work etc	7	0	1	9	12
Lack of services/resources/support	11	16	6	19	15
No data	7	3	0	0	0
Quality issues & data protection	65	9	1	9	9
Action taken by Children's Services	not recorded	not recorded	20	30	31
Lack of communication	not recorded	not recorded	6	6	19
Financial Assistance etc.	not recorded	not recorded	7	0	5
Contact arrangements	not recorded	not recorded	4	10	9
TOTAL	132	62	66	122	127

* N.b. It should be noted that this may not be a totally accurate reflection of the exact nature of complaint as in the majority of cases complaints are about more than one topic (see appendix 4 for details)

Appendix 2 – Case Studies to highlight positive outcomes for complainants

Example 1 – Complaint from Children’s Home resident #1

A resident of a Children’s Home accidentally left the taps on in a bathroom causing water damage to the bedroom on the floor below and damage to another young person’s personal belongings. As a result of the complaint, and due to the fact that this was not the first time the taps had been left on, it was decided that the room underneath the bathroom should no longer be used as a bedroom. The young person was also compensated for damage to his belongings.

Example 2 – Complaint from Children’s Home resident #2

A 17.5 year old children’s home resident complained that his room had been allocated to someone else when he had been assured that there would be a place there for him until he was 18. This had been due to the fact that the resident concerned was very rarely at the home preferring to spend time living with his friend and the room had been required for an emergency placement. It was accepted that there had been a lack of communication with the resident about the need to use his room so apologies were issued. In addition, the children’s home staff arranged a ‘leaving do’ for the resident at a Chinese restaurant and assured the young person concerned that he would be able to drop in to the home as often and for as long as he liked and that staff would continue to offer support and guidance. The young person concerned later submitted a letter of gratitude to the home thanking them for all their continued support and for helping him with some personal problems he had been experiencing.

Example 3 – Complaint from resident of supported accommodation

A resident of Burlington Close supported accommodation project complained that she felt bullied and intimidated by another resident and that the staff were doing nothing to stop this problem. The subsequent complaint investigation revealed that this was 2 way bullying and that although the staff were aware of this problem it did not happen in front of them so there was little they could do to prevent it. An independent mediation session was held involving both parties and members of staff. This resulted in a ‘code of conduct’ being agreed between the residents and tenancy rules being revised.

Example 4 – Complaint from parents of disabled child

The parents of a disabled child complained that a recent Occupational Therapy assessment in respect of their physically disabled daughter had recommended that the family bathroom should comprise of a wet room with walk in shower rather than a bath with a hoist. The parents stated that they wanted a bath with a hoist as this would suit the needs of the entire family and especially those of their other child who had severe ADHD and liked a bath as his parents felt it calmed him. As a result of the complaint it was agreed that the assessment report would be amended and a bath with hoist would be provided.

Example 5 – Complaint from parent of victim of young offender

A complaint was received from the parent of the victim of a young offender stating that they had been booked to go on holiday to Flamingo Land but had discovered that the young offender was being allowed to holiday there at the same time. The complainant was assured that, as a result of his complaint, steps had now been put in place to ensure Youth Offending Service Managers were consulted by prison governors regarding special licence arrangements including holidays etc. In addition, the perpetrators exclusion zone was extended to cover the victim’s school and the victim was offered a mentor to help build his confidence and become involved in activities in the local community.

Appendix 3 – Breakdown of Stage 1 complaints received 2010/11

Service Area key:

CM – Case Management
 EY – Early Years
 LC – Leaving Care

SLAC – Services for Looked After Children
 SDC – Services for Disabled Children
 YOS – Youth Offending Services

S&QA – Safeguarding & Quality Assurance Unit
 YPS – Young Peoples Services

Complaints shown in **bold** are those received directly from children or young people. This accounted for 12 (9%) of the 127 Stage 1 complaints received

Ref	Service Area	Brief details
MF/0410	CM	Social Worker bias & non notification of changes to supervised contact arrangements
JD/0410	CM	Attitude and advice of Social Worker when requesting access to files
NM/0410	CM	Social Worker attitude
MR/0410	SLAC	Delay in producing, and information contained in kinship assessment report. Change to supervised contact arrangements
DW/0410	CM	Social Workers failure to check referral information with school before carrying out initial assessment
CD/0410	CM	Inaccuracies in assessment reports and attitude and actions of Social Worker
CR/0410	CM	Lack of Social Worker visits, non attendance at Core Group meetings and changes to contact arrangements
JM/0410	CM	Social Worker attitude
DP	YOS	Actions and attitude of YOS staff
Total	April 10	9
PG/0510	CM	Attitude of Social Worker and failure to provide information concerning child protection processes
KG/0510	LC	Refusal to overturn 'no unsupervised contact' order for 17 year old boy
ED/0510	CM	Social Worker rearranging birth planning meeting to date that complainant could not make then refusing to rearrange
KH/0510	CM	Non discontinuation of child protection plan
An/0510	CM	Children's Services failure to safeguard children
TS/0510	CM	Lack of information provided to foster carer, failure to collect child's belongings at end of placement, information in report to BANYA
TE/0510	SM	Changes to contact arrangements following child protection conference plus breach of confidentiality
SJ/0510	CM	Social Worker attitude
CR/0510	CM	Social Workers failure to return calls or respond to messages
GP/0510	CM	Social Worker home visit exacerbating situation with parents at home
Total	May 10	10
RR/0610	CM	Delay in case transfer to Gateshead and non allocation of Social Worker since April 10
CH/0610	SLAC	Unhappiness in current foster care placement and failure to deliver personal belongings
TW/0610	SLAC	Complaint from local resident re children's home failure to deal with persistent bullying perpetrated by a resident
LS/0610	CM	Social Worker attitude
LC/0610	CM	Delays in risk assessment work following initial child protection conference
MW/0610	CM	Social Worker persistently failing to attend core group meetings
LA/0610	CM	Content of reports supplied to Durham CC as part of case transfer process, supervised contact arrangements and lack of support
AG/0610	CM	Lack of support from Children's Services and lack of intervention in private fostering arrangement

Ref	Service Area	Brief details
JW/0610	CM	Inaccuracies in content of initial assessment report and conflicting advice and information provided by Social Worker
CP/0610	SLAC	Discharge from Children's Home without consultation and damage to personal belongings
SY/0610	CM	Delay in dealing with referral to Initial Response Team, misinformation provided and poor communication
KH/0610	CM	Attitude of Social Worker dealing with Section 47 enquiry
NC/0610	CM	Contact sessions being cancelled and appointments being missed without prior notification
ML/0610	CM	Social Workers failure to effectively facilitate looked after child's transition from primary to secondary school
JW/0610	SDC	Amendments to care plan and changes to payments
Total	June 10	15
KW/0710	CM	Lack of support and delay in assessment work and progressing case
MM/0710	CM	Lack of support from Social Worker and breach of confidentiality
SD/0710	CM	Failure to respond to solicitors letters
RC/0710	CM	Actions of Social Worker in allowing child to return to family home when no unsupervised contact allowed
MH/0710	LC	Lack of care and support from Leaving Care service for foster child
JF/0710	SLAC	Decision to transfer complainant from one children's home to another
SH/0710	CM	Breach of confidentiality by Social Worker
AG/0710	YOS	Actions of YOS worker in making a child in need referral to Children's Services
HH/0710	CM	Lack of support from Children's Services and attitude of Assistant Childcare Worker
KA/0710	CM	Lack of support from and attitude of Social Worker during Section 47 child protection enquiry
NG/0710	CM	Lack of communication from Social Worker and failure to attend core group meetings
AM/0710	SDC	Reduction in leisure link support hours for disabled daughter
NM/0710	CM	Lack of support and communication from Social Worker during Section 47 enquiry
MS/0710	CM	Foster carers treatment of complainants birth children plus failure to invite complainant to children's looked after reviews
MW/0710	CM	Lack of support and communication from Children's Services
GD/0710	SLAC	Complaint from foster carers re decision not to support their application to adopt current foster child
JP/0710	YOS	Offender being allowed to holiday at Flamingo Lane at same time as his victims family were there
Total	July 10	17
PC/0810	SDC	Misinformation and lack of communication from Quest/Sea View Road
RG/0810	CM	Social Worker attitude and lack of information
EB/0810	CM	Breach of confidentiality re referral to Children's Services made by housing landlord
KS/0810	SDC	Delay in processing access to files request, inaccuracies in assessment reports, breach of confidentiality during Section 47 enquiry
KO/0810	CM	Lack of communication/contact from Social Worker
GP/0810	CM	Instigation of child protection proceedings and delay in completing risk assessment work
JB/0810	CM	Handling of case by previous Social Worker including lack of communication and delay in completing required assessment work
Total	Aug 10	7
JD/0910	CM	Attitude of and lack of support from Social Worker and Family Support Assistant
JE/0910	CM	Failure to provide information about looked after daughter to birth parent
MP/0910	CM	Lack of support from Children's Services

Ref	Service Area	Brief details
JB/0910	CM	Incorrect information in assessment reports
DP/0910	CM	Lack of support or contact from Children's Services after complainant agreed to provide emergency placement for non relative child
JP/0910	CM	Lack of information from Children's Services re DNA testing and possibly being the father of a service user
KH/0910	CM	Feeling of being harassed by Social Worker
NT/0910	CM	Incorrect information and advice given by Social Worker
LR/0910	CM	Delay in assessment work, lack of information and contact from Social Worker, failure to return calls or respond to tel messages
DW/0910	CM	Non completion of care plan and failure to provide advice to family re work required
JH/0910	CM	Delay in assessment work, need for supervised contact and attitude and actions of Social Workers
AB/0910	CM	Children's Service failure to safeguard child, lack of information provided by and attitude of Social Worker
BJ/0910	CM	Lack of support from Children's Services and failure to assist in processing benefit claim
HH/0910	CM	Discrepancies in assessment reports
Total	Sept 10	14
CB/1010	CM & LC	Premature closure of case, lack of intervention by Children's Services, failure to act on information from parent
AH/1010	CM	Reason for child protection plan and delay in case transfer to another local authority
AT/1010	CM	Delay in intervention by Children's Services
BB/1010	CM	Lack of communication and delay in arranging meetings
CK/1010	CM	Failure to deliver correct number of supervised contact hours with daughter
CT/1010	CM	Failure to invite complainant to core group meetings, actions, attitude and comments of Social Worker and Asst Child Care Worker
TM/1010	CM	Implementation of child protection plan, lack of progress information re grandchildren placed for adoption
NW/1010	CM	Attitude and actions of Social Worker during home visit
LE/1010	CM	Loss of placement in Children's Home and breakage of personal possessions
Total	Oct 10	9
TS/1110	SDC	Delay in assessment & review process for disabled child
CN/1110	CM/S&QA	Implementation and non discontinuation of child protection plan plus actions of Social Worker and Independent Reviewing Officer
CR/1110	SDC	Lack of communication and consultation from Services for Disabled Children
LW/1110	CM	Lack of communication and pressure exerted by Social Worker regarding supervised contact arrangements
NE/1110	CM	Social Worker attitude and lack of contact from Social Worker
CB/1110	CM	Lack of intervention by Children's Services re failure to progress numerous contacts to referral
JG/1110	SLAC	Children's Home staff entering bedroom without permission when complainant was suspected of smoking in bedroom
ML/1110	CM	Social Worker attitude and actions
DH/1110	SLAC	Children's Home resident complaining of feeling victimised by particular member of staff
Total	Nov 10	9
BC/1210	CM	Lack of contact and communication from Social Worker
DP/1210	SDC	Occupational Therapy assessment (under SLA with Children's Services) recommending wet room rather than bath with hoist
KI/1210	SLAC	Conflicting information provided by Adoption Officer
JL/1210	CM	Content of assessment report and delay in taking action
PJ/1210	YPS	Staff at Burlington House (supported accommodation) not following own procedures to deal with bullying

Ref	Service Area	Brief details	
Total	Dec 10		5
EH/0111	YPS	Lack of support from Social Worker and attitude when looking for accommodation	
AP/0111	CM	Failure to follow guidance and procedures for Initial Child protection Conference	
ET/0111	CM	Lack of supervised contact provision	
EM/0111	CM	Lack of contact/communication from Social Worker	
JL/0111	CM	Lack of support and information from Children's Services and failure of Social Worker to return tel calls or respond to messages	
MC/0111	CM	Lack of contact from Children's Services in respect of Special Guardianship application	
DV/0111	CM	Lack of Social Worker involvement and failure to provide information and guidance	
Total	Jan 11		7
SC/0211	CM	Minutes of Child Protection meeting being inaccurate and reflecting badly on complainant	
BC/0211	CM	Lack of supervised contact. Failure to provide minutes of meetings or carry out police checks	
MJ/0211	CM	Breach of confidentiality and inappropriate discussion between Social Worker and complainants daughter	
SM/0211	CM	Non allocation of Social Worker, lack of communication and contact with children	
Total	Feb 11		4
NG/0311	CM	Lack of contact from Social Worker	
LM/0311	CM	Failure to deal with historic child protection allegation, breach of confidentiality, lack of contact with and attitude of Social Worker	
LJ/0311	SLAC	Water leaking into bedroom from bathroom above in Children's Home causing damage to personal belongings	
CB/0311	CM	Social Worker attitude and lack of consideration	
IS/0311	LC	Lack of placement funding to enable foster child to continue with further education	
KO/0311	CM	Incorrect information included in adoption panel report	
DW/0311	CM	Cancellation of home to school taxi provision without notification or explanation	
JR/0311	CM	Non payment of foster carer mileage claims	
DB/0311	CM	Social Workers non attendance at initial core group meeting	
AM/0311	CM	Lack of contact with Social Worker, location and state of contact venues, cancellation of appointments without prior notice	
JS/0311	CM	Actions of SW and IRO in not following CP procedures and failure to take into consideration fact that complainant is disabled	
SM/0311	CM	Social Worker attitude and actions, change of Social Worker and amendments to contact arrangements	
JT/0311	CM	Social Worker failing to make regular visits and failure to return telephone calls or respond to messages	
DK/0311	CM	Lack of support from Children's Services when husbands 3 children from previous relationship moved in with them	
DL/0311	SLAC	Children's Home staff getting too involved in residents relationship with underage girl	
MB/0311	CM	Inappropriateness of Social Worker on visits and incorrect information contained in letters	
CC/0311	SLAC	Actions of another Childrens Home resident resulting in lock down situation and fear of reprisals	
SS/0311	SLAC	Conditions in Children's Home and failure of staff to take appropriate action regarding bullying within the home	
GM/0311	CM	Failure of Social Worker to make contact or return calls and cancellation of visits without notice	
MF/0311	CM	Change to contact arrangements and of contact workers plus lack of progress with care plan	
AJ/0311	CM	Social Worker attitude, cancellation of meetings without prior notice, lack of information or communication	
Total	March 11		21
TOTAL	2009/10		122

Appendix 4 - Stage 2 Complaints investigated 2010/11 and outcomes

1. JDu/1011/St2		
1	Council has taken steps to limit & control contact with children	Withdrawn
2	Council officer was rude and made untrue and derogatory comments about complainant	Withdrawn
3	Council refused to consider complaint	Withdrawn
2. PL/1011/St2		
1.	False allegations of mistreatment of foster child	Unable to proceed
3. MMcC/1011/St2		
1	Disclosure of confidential information by Social Worker no. 11	Not upheld
2	Disclosure of confidential information by Social Worker no. 2	Upheld
3	False statement made by Social Worker	Unsubstantiated
4. MMcM/1011/St2		
1	Lack of support from Children's Services	Not upheld
2	Lack of visits by Social Worker following discontinuation of child protection plan and implementation of child in need plan	Partially Upheld
3	Lack of acknowledgement from Children's Services that complainant had come forward for help himself	Not upheld
4	Incorrect unverified information contained in child protection reports	Partially upheld
5. KO/1011/St2		
1	Lack of communication from Social Worker	Upheld
2	Lack of contact with grandson	Upheld
3	Problems experienced during sibling contact session	Not upheld
4	Failure to feedback kinship assessment results to son	Not substantiated
5	Timings of meetings and lack of notice provided	Not upheld
6	Information being communicated by Early Years Worker instead of Social Worker	Partially upheld
6. DP/1011/St2		
1	Tone of pre sentence report compiled by Youth Offending Service	Not upheld
2	Poor relationship with previously allocated youth worker	Not upheld
3	Inappropriate referral to Kaleidoscope which complainant felt labelled son as sex offender	Not upheld
4	Failure to fully explain services that could be offered by Jigsaw	Upheld
5	Poor follow up and communication from staff after court hearing	Partially upheld
7. KR/1011/St2		
1	Lack of communication from Children's Services	Not upheld
2	Failure to explain matters fully to service user or family	Not upheld
3	Failure to work cooperatively with the family	Not upheld
4	Failure to conclude commitments given at conclusion of previous complaint	Upheld
5	Looked After Reviews not being properly managed	Upheld

8. RR/1011/St2		
1	Failure to follow recommendation of Child Protection Conference to proceed to Public Law Outline	Upheld
2	Delay in case transfer to Gateshead County Council	Upheld
3	Wrong advice given by team manager re need to take independent legal advice	Partially upheld
4	Poor service delivery as result of temporary/agency Social Workers and Team Managers	Not upheld
9. KS/1011/St2		
1	Delay in dealing with access to files application due to Social Worker	Upheld
2	Inappropriate disclosure made by Social Worker to young child re paternity	Partly upheld
3	Incorrect information in initial assessment reports	Unsubstantiated
4	Differences in two versions of minutes for same planning meeting	Upheld
5	Decision to allow partner to be present at medical examination yet not complainant	Upheld
10. KW/1011/St2		
1	Delay in allocating a Social Worker	Upheld
2	Delay in completing Section 37 reports resulting in court hearing being postponed 3 times and impacting on contact with daughter	Upheld
3	Failure to deal with Stage 1 complaint in timely manner or address issues	Upheld
4	Allocated Social Worker being biased towards ex partner (who was previous member of staff) and breach of confidentiality	Not upheld
5	Allegation that ex partner had access to information due to the fact that she still had friends within Social Services	Not upheld
6	Failure to inform complaints that allocated Social Worker was on extended sick leave or to provide a replacement	Upheld
7	Concerns that Team Manager, who knew ex partner, should not have had anything to do with this case	Not upheld
8	Team Managers failure to respond to telephone calls or messages	Upheld
9	Social Workers failure to respond to telephone calls or messages plus lack of communication in general	Upheld
10	Out of Hours workers failing to respond to urgent messages	Upheld
11	Children's Services failure to inform complainant that his daughter had been admitted to hospital	Not upheld
12	Failure to take into consideration concerns complainant had about ex partners sister during child protection process	Upheld
13	Failure to take into consideration information from the Police or complainants solicitor during Section 47 CP investigation	Not upheld
14a	Failure to inform complainant of outcome of Section 47 child protection enquiry	Upheld
14b	Sharing of the above information with Durham Council without informing complainant	Not upheld
15	Incorrect information contained in child protection reports including child's incorrect surname	Upheld
11. JG/1011/St2		
1	Young persons general dissatisfaction with support received from, or decisions made by Children's Services	Unable to proceed
12. CB/1011/St2		
1	Lack of information recorded by Children's Services	Not upheld
2	Frustration caused by not being able to get in touch with Social Worker and their failure to return calls	Partially upheld
3	Lack of intervention by Children's Services	Not upheld
4	Not being invited to meeting to discuss complainants concern of to inform complainant of outcome of meeting	Not upheld
5	Failure to respond to request for information from Court for residence order hearing	Not upheld
6	Delay in referral for a Common Assessment Framework	Partially upheld
7	Misinformation regarding meeting at school	Not upheld

8	Events at joint visit to home address by Social Worker and the Police	Not upheld
9	Grammar and spelling mistakes in various reports together with factual inaccuracies	Upheld
10	Children's Services failure to investigate historic allegations of abuse dating back many years	Not investigated
13. GE/1011/St2		
1	Failure to ensure that an occupational therapy assessment was carried out on a disabled child in a reasonable timescale	Partially upheld
2	The Occupational Therapy assessment failed to account for disabled daughters total needs	Not upheld
14. LR/1011/St2		
1	Confusion and lack of clarification over birth arrangements and inaccurate information in letters	Upheld
2	Refusal to agree to arrange a meeting with complainant to discuss outcome of core group meeting	Not upheld
3	Delay in arranging assessment visits, cancellation of assessment visits and non notification of a change in Social Workers	Upheld
4	Failure to arrange or insist on a paternity test when grandchild's paternity had always been in question	Not substantiated
5	Social Worker bias at court hearings – choosing to sit with one party and not another	Partially upheld
6	Lack of information	Not upheld
7	Failure to arrange contact sessions for complainant in her own right rather than expecting her to attend daughters sessions	Not investigated
8	Failure to inform complainant to seek legal representation to become party to court proceedings	Not substantiated
9	Social Worker bias	Not substantiated
10	Failure to arrange appointment with GP quickly when grandchild was suffering from severe nappy rash	Not upheld
15. KA/1011/St2		
1	Children's Services failed to safeguard child by placing her with an unsuitable family who were unsafe	Upheld
2	Lack of information provided regarding child protection procedures or processes, legal proceedings etc	Partially upheld
3	Reports were not shared prior to Child Protection conferences or reviews	Partially upheld
4	Gore group meetings were not held over the summer holiday period	Not upheld
5	Written records/minutes of meetings were not provided	Upheld
6	Written invitations to child protection conferences were not received	Partially upheld
7	Child protection plan not being fully implemented especially as there was no social worker involvement over the summer period	Upheld
8	Inaccurate, incorrect and uncorroborated information contained in various reports	Upheld
9	Poor Communication including failure to respond to telephone calls and messages	Partially upheld
10	Complainant feeling that she was being fobbed off when asking for information regarding her daughters safety in placement	Not upheld
11	Social Workers poor communication skills with young person	Inconclusive
12	Several changes in Social Worker resulting in non continuity of care and daughters non engagement with workers	Upheld
13	Lack of preparation by Social Workers who would visit the family without knowing or understanding background to case	Inconclusive
14	Family were still not – at time of complaint – receiving the appropriate support	Not upheld
15	Conduct of Team Manager in core group meeting in that it was offensive and inappropriate	Unable to prove
16	Highly confidential documentation (statement of complaint) being sent to the wrong address	Upheld
17	Complainants address being wrongly amended at doctors surgery due to notification from Children's Services	Not upheld
16. JDo/1011/St2		
1	Delay in processing access to files request and failure of Social Worker to advise complainant on how to submit request	Not upheld
2	Social Workers without sufficient knowledge of the case attending legal meetings resulting in unacceptable delays	Not upheld
3	Children's Services intervention in ensuring that complainant was not allowed school reports etc in respect of one of her children	Not upheld

4	Misleading information given regarding use of an advocate at legal meetings etc.	Not upheld
5	Decisions made at meetings not being actioned in a timely manner and relevant people not being invited to meetings	Not upheld
6	Children's Services failure to provide support by referral to multi agency practitioners/services	Not upheld
7	Supervised contact arrangements not being properly maintained	Not upheld
8	Inaccurate responses in Stage 1 complaint response letter	Not upheld
9	Children's Services failure to respond to correspondence from solicitors	Not upheld
17. EB/1011/St2		
1	Non allocation of a Social Worker for an extended period of time	Not investigated
18. KH/1011/St2		
1	Attitude and actions of Social Worker	Not investigated
19. VH/1011/St2		
1	Lack of support given to prospective adopters with no prior experience of caring for children	Partially upheld
2	Lack of support services provided to foster child including failure to provide music lessons and osteopathic treatment	Not upheld
3	Poor care received whilst in foster care	Partially upheld
4	Delay in arranging Looked After reviews and patronising and aggressive attitude displayed by Independent Reviewing Officer	Partially upheld
5	Children's Service failure to secure appropriate educational placement	Not upheld
6	Lack of Social Worker visits and failure to provide training for current foster carer	Partially upheld
7	Children's Services failure to arrange regular visits with sibling	Not upheld
8	Access to files request being refused	Not upheld
9	Children's Services refusal to provide support in taking legal action against complainants father	Not upheld
10	Contact with mother being refused	Not upheld
Upheld - 31 (28%)		Not upheld - 47 (42%)
Partially upheld - 18 (16%)		Not proven/unsubstantiated or inconclusive - 9 (8%)
Unable to be investigated/withdrawn - 7 (6%)		

Appendix 5 – Identifying trends & themes, consideration of recommendations & lessons learned from Stage 2 investigations

Ref	No. recommendations made	No. considered/ implemented to date	Brief details of salient recommendations/implementation
JDu	0	N/a	No recommendations held due to fact that complaint was withdrawn after onset of investigation
PL	0	0	N/a – investigation ceased due to implementation of legal proceedings
MMcC	3	3	Apology issued plus compensation totalling £2500 for relocation expenses and distress
MMcM	2	2	Apologies issues and child in need plan for child reviewed
KO	8	8	Resulted in ensuring that more notice is given for meetings and staff were reminded of the importance of ensuring minutes are completed and distributed quickly.
DP	4	4	Main recommendation was to offer apologies for elements of complaint upheld or partially upheld
KR	4	4	Recommendations included an assurance that consideration would be given to issuing minutes by email once a secure email facility was in place together with agreement that Social Workers should discuss level of contact and communication service users should expect at the onset of service provision
RR	6	6	Complainant offered £500 for loss of earning and distress. Apologies issued and assurance that case transfer procedures would be embedded with relevant staff
KS	5	4	Apologies issued and staff reminded of the policy around requesting access to files. Managers also asked to ensure that case file supervision in child protection cases is robust
KW	6	6	Apologies issues, factual inaccuracies in child protection reports amended and assessment work commenced without further delay
JG	1	1	Complete management review undertaken of case
CB	14	14	Apologies issued, contact made with GP to discuss possible problems concerning referrals to Children's Services, case recording for out of hours visits reviewed and improved, agreement to consider informing estranged parents of common assessment framework (CAF) referrals
GE	5	5	Recommendations included reviewing the service level agreement between Children's Services and Adult Services regarding the provision of occupational therapy services plus compensation for delay
LR	9	8	Apologies issues, birth arrangements process reviewed and staff reminded of the need to communicate legal processes with service users and to ensure court reports are properly formatted with the required highly confidential marking on front
KA	17	15	Apologies and acknowledgement of poor practice issued, consideration to be given to issuing written invitations for reconvened child protection meetings, review of management oversight involved in this case, factual inaccuracies in reports amended, workers reminded of importance of providing notes of minutes or meetings, compensation of £750 offered for time, trouble, delay & distress
JDo	0	0	No recommendations made – no elements of complaint upheld
EB	3	3	Agreed that complainant (young person) is immediately allocated an advocate without question when requested, taxi transport reviewed to ensure reliable punctual service was being delivered.

KH	0	0	No recommendations – complaint withdrawn after commencement of investigation
VH	3	3	Apology issued for upheld elements of complaint, compensation of £300 offered for lost belongings and Independent Social Worker/Advocate asked to discuss implications of access to files with young person concerned

Appendix 6 – Compliments received 2010/11

Compliment from:	Compliment to:	Details:
Sandra Moffatt - CAFCASS	Lisa Strother, Social Worker	Compliments on the very high standard of court statement and Care Plan
Susan McCabe-Solicitor	Sarah Clark- Social Worker	Appreciation for professional approach to case and standard of reporting.
Mrs G – service user	Aiming High project-Hendon	Thank you card for provision of specialised bicycle for disabled daughter
Mrs Y – service user	Aiming High project-Hendon	Thank you card for fabulous time experienced by daughter on skiing trip for disabled youngsters
Mr T - service user	Complaints Team	Rang Executive Director of Children's Services PA to ask her to pass on thank for Complaints Team dealing with concerns so efficiently and quickly
Mrs T - parent	Broadway Junior School	Thank you for the excellent way in which school staff have helped her out during various family emergencies
Wardhadaway Solicitors (Jonathan Flower - partner)	Members of the Change Council (Looked After Children forum)	Content (thought provoking) and quality of 'Young People in Care - Changing Lives' course hosted by Northumbria Family Justice Service but with the involvement of young people reps from the Change Council.
Impact Family Services (Hazel Brunton - CX)	Members of the Change Council	Young peoples involvement in 'fantastic training event'. So impressed wished to requested the assistance of 6 young people for planned CAFCASS event
Simone Common	CAST/RAP/ISSP	Simone thanked workers for their support in identifying and supporting young people to access the Community Transformation Team residential programme.
Mother of service user	Wilf Garbutt-RAP Worker	Thank you letter stating, <i>'My reason for writing is to pass on my gratitude to Wilf for his support and over & above the bounds of his duty care of the young person over the last few months. The young person has faced some tough times over the past few weeks and Wilf has been there come rain or shine supporting both the young person and me in our time of need.'</i>
Young Person	Stan Hedley-ISSP and other YOS staff	Thank you card from a young service user thanking ISSP and YOS staff for their time.
Impact Family Services (Sharon Kane)	Members of the Change Council	Letter from Ms Kane stating she had been pleased to work with the young people involved in a recent training event who 'did themselves proud'. Stated she had gained a lot from the course
CPW – service user	Staff at Monument View - especially Barney Young, Liz and Sue Metcalfe	Letter of thanks from ex resident for all the help and support received whilst at Monument View .
Sgt 344 Bruce Clifford	ISSP	ISSP team were thanked for the part they played in the Initial Police Learning and Development Programme (IPLDP). Sgt 344 Bruce Clifford on behalf of Northumbria Police said <i>"I would like to take this opportunity to thank Julie & the ISSP team for their professionalism, interest and service they have provided over the past twelve months"</i> .
Revelstoke Road	Julie Simpson-Snr Practitioner/Andy Lamb-Youth Advocate	Julie Simpson, Andy Lamb and the ISSP team received a thank you card from the Revelstoke Road staff. They said, <i>"Thank you for all the support that was provided to their team and a young person whilst he lived at Revelstoke Road. At times the ISSP team went way above and beyond their roles to ensure a continued level of support and it was greatly appreciated"</i> .
CHANCE	Mark Simpson-Restorative Justice Worker	Mark Simpson received a thank you letter from Community Help and Neighbourly Care for Everyone (CHANCE) thanking the young people for clearing the ivy from the crèche grounds. They said, <i>' We really appreciate this work, as a small charity this has enabled us to have a safe environment in which the children can play'</i> .

Not stated	Tom McKelvie-YOS	Tom McKelvie will be supporting trading standards in some test purchasing work. Young People on Tom's case load will be completing this work as part of their intervention work to understand the legality of underage sales. Wear Kids were thanked for their support with this work.
Not stated	Rebecca Webb/Tom McKelvie-YOS	Rebecca Webb and Tom McKelvie have been completing some work on behalf of social care. They have been doing follow up visits as part of IRT work to ensure families were offered appropriate exit strategies and were linked into the wider CAF intervention work where appropriate. Thanks were received for the support they have provided.
Allan Wallace, Sunderland Carers Centre	Ian Rossiter, Social Worker	Thank you for Ian's professional manner and reassurances re confidentiality.
Service user and family	Staff at Sea View Road	Thank you for the help and support provided to disabled son
Young Person	Stan Hedley-ISSP	Thank you card from a young person, the card read, <i>'Thanks for everything you've done for me, if it weren't for you I would have been back in jail. I'm gonna miss you and I know you only get on to me cause you know I'm worth more than this life. I appreciate everything you've done for me'</i> .
Young Person	YOS	Card to YOS stating <i>"I just wanted to say thank you for putting up with me all these years, hope ya's had fun"</i> .
District Judge	Michael Edwards-Support Worker	The Judge presiding at Sunderland Youth Court on 29.7.10 commended Michael Edwards reports on two young people, and described them as "excellent".
Independent Living	Restorative Justice	The team carried out some work for Independent Living and received a thank you card saying <i>"To all the young guys whom cut our grass, pulled the weeds out and trimmed all the bushes-thank you so much"</i> .
Gerry Armstrong-Solicitor	Mark Graham-Senior Practitioner-ISSP	Mark received the following compliments from Court-Gerry Armstrong-who complimented Mark on the quality and contents of his Pre Sentence Report and the Judge said that he could not add any more to the sentencing recommendations.
Young People-Community Support Questionnaires (x23)	Support Workers	Questionnaires completed by Young People in respect of their support workers, overall service provided rated as excellent
Parent/Carer- Community Support Questionnaires (x19)	Support Workers	Questionnaires completed by Parents/Carers in respect of the support workers, overall service provided rated as excellent
Ms A – service user	Aiming High project - Hendon Young Peoples Project	Thank you for the support from all the staff at the project and comfort that son can be left for a few hours with the staff
Service user and family	Aiming High project - Hendon Young Peoples Project	Card received from family saying how much the children have enjoyed Sunningdale Summer Scheme and to say thank you for the work of the Aiming High project
Parent	Bev Boa, Complaints Manager and Margaret Watson, SEN Manager	Thank you letter for arranging for son to have continuation of home tuition
Service user	Deborah Atkinson, Aiming High Participation Officer	Email to Cllr Pat Smith with compliments for the work Deborah had done with son and how it had improved his quality of life
Gerry Armstrong-Solicitor	Mark Lancaster-YOS Social Worker	Compliment in relation to a young persons Pre Sentence Report on 29.7.10. Gerry complimented Mark on the quality and contents of his PSR and the judge said that he could not add any more to the sentencing recommendations.
Independent Social Worker	Linda Hope-Horizons	Letter of thanks to Linda and the team for the help and support in the case of a specific family. Letter stated that the Family Intervention Project was a great resource without which a successful outcome would not have been reached.

Ryhope Community Association	Simon Smart-Restorative Justice Manager	Simon received a letter from the RCA thanking him for his support and actions carried out within Ryhope. Letter stated that <i>'the swift response to the projects that were identified by the forum was much appreciated and has made a real difference to the appearance of the area'</i> .
Women's Project Service User	Victoria Malone-RAP	A thank you card which read "Thank you very much for supporting me over the last couple of months, you are very kind and also very good at your job".
Sunderland Age UK	Mark Simpson-Restorative Justice Worker	A letter thanking Mark and the Young People for attending the premises and tidying the garden area at the Bradbury Centre. Letter stated 'It was very much appreciated by both staff and our service users, so please pass on our thanks to those young people who helped out'.
Service User	Mandy Crossley, Children's Services	Letter of thanks for the love, care and good work Mandy had completed with 2 of service users sons
Foster carer	Kim Roberts – Independent Reviewing Officer	Praise and thanks to Kim Roberts for her support, advice and consistent approach towards foster children in role of IRO
Service user	Robin-Support Worker (CST)	Thank you card for all of Robin's help and support throughout her time working with the family, also to pass on thanks to Sylvia and Joanne
Support Manager, Silksworth Sports Complex	Mark Simpson & Restorative Justice Team	Thank you for litter picking at Silksworth Sports Complex – letter stated <i>'the work that your team did made a noticeable difference, and as always, your support and cooperation is much appreciated'</i> .
Parent	Bill Oakley Youth Advocate	The parent said <i>"Bill was and incredible support to the young person and throughout the Order he was very easy to talk to and more importantly he was available 24/7"</i> .
Parent	Blue Watch Youth provision	Email thanking staff at Blue Watch centre for help in building daughters confidence and her self help skills
Judge-Newcastle Crown Court	Mark Graham-Senior Practioner-ISSP	The judge stated that a young person would have lost his liberty had it not been for the contents of the PSR prepared by Mark. The Barrister also commended the PSR, citing that it was one of the best reports that he has ever seen.
Groundwork	Restorative Justice Team	Thank you for their support over the past months with regards to the development of their community allotment programme in Sunderland.
Young Person & parents	Bill Oakley ISSP Youth Advocate	<i>'We are very grateful for the help and support we received from you and your team over the past 5 months'</i> .
Children's Services Managers	Judith McMeiken	Both thanked Judith McMeiken for her support in completing a referral form for a placement with Wilderness Care in respect of a young person. Judith willingly helped out at short notice, demonstrating an excellent example of joint working between the YOS and Childrens Social Care.
Service user and family	Carole Young, Social Worker	<i>Hope you're well, just a short note to wish you all the very best for Christmas. X is doing extremely well and since the court hearing seems to have really settled down. I picked his passport up last week which he seemed to really pick up on as an identity event. Hope is all ok with you and your family and you manage to spend lots of family time with them over the festive period. Thanks again so much for all your fantastic work with X, we really appreciate all the great things you do, in such a challenging role. Wishing you a Very Merry Christmas and all the best for 2011!!</i>
Northumbria Police	Mark Simpson/Community Payback Team	Mark received a thank you email from Northumbria Police for the Community Payback team cleaning up Blakeney Woods. The Police said they have received very positive feedback from local residents
Parent	Stuart Rouse & Wear Kids	Letter from young person's parent said <i>'I want to thank you all so much for the time spent and commitment shown to both my son and myself – your help has made a vast difference to quality of life for both of us.'</i>

Biddick Broadsheet	Community Payback Team	<i>Thank you for them helping to clear snow from footpaths around bungalows in the Roche Court in Glebe and Wenlock, Biddick both earlier in the year and recently. The teams hard work had enabled some residents, who would have otherwise been housebound, to get out and about.</i>
Brian Chapman, Solicitor	Sue Gardham-Police Officer	Brian commented on Sue Gardham's Pre-Sentence Report stating, 'It was a very good report'.
Val Shield-Head teacher	Yvonne Errington-Social Worker	<i>"This is only the second time that I have felt the Social Worker I was dealing with was really driving things forward. Hopefully the case will be closed very shortly, more progress being made in the last couple of months since Yvonne took over than in the last year".</i>
Marie Bainbridge-Connexions	Su Kaur-Social Worker	<i>I would like to say Thank You for a well informed assessment. I feel all the information we need is within the assessment and this has saved valuable time.</i>
Janet Murray-Assistant HT	Ian Toby- Grasswell House	Letter of compliment stating "On behalf of Sunderland Virtual School I would like to express our appreciation for the help and support that Ian, and other staff members at Grasswell House, have shown towards the education and progression of one of our students during a difficult time in his life".
Parent of young person	Sue Gardham-Police Officer	Thank you for Sue's work with young person and the progress he has made.
Magistrate	Sue Gardham-Police Officer	Sue was commended on a pre sentencing report she had compiled
Young person and family	Paul Brown-Youth Advocate	<i>"Thank you very much for looking after our son with his order, you will be greatly missed".</i>
Parents	Stan Hedley-ISSP Youth Advocate	<i>"Stan went above and beyond the call of duty, he was like a surrogate father and supported young person through this very difficult time for all of us. Thank you". "I'd like to thank Stan for the brilliant support given to YP and me. He has always been there for us and helped YP throughout his order. YP is now an apprentice bricklayer and loving it".</i>
Northumbria Police	Mark Simpson-Restorative Justice Worker	Thanks for all Mark's help and stating that it has been a pleasure working with someone so professional. Letter also thanked the young person who attended to clean the grassed area in Houghton stating the work was appreciated.
Emma Patterson-Education Inclusion Officer	Staff team at Colombo Road	<i>"Thanks for providing service user with the stability and encouragement that has enabled her to re-engage with education"</i>

CHILDREN, YOUNG PEOPLE AND LEARNING SCRUTINY COMMITTEE

20th October 2011

New Ofsted evaluation schedules for Schools (Section 5 Inspections) – January 2012

REPORT OF THE EXECUTIVE DIRECTOR OF CHILDREN'S SERVICES

STRATEGIC PRIORITIES: Learning City
CORPORATE IMPROVEMENT OBJECTIVES: Delivering Customer Focused
Services

1. Why has this presentation come to the Committee?

- 1.1 The aim of the presentation is to inform the Committee of the key elements of the 'new' Ofsted Evaluation Schedule, due to be introduced in January 2012. The Presentation will highlight the key changes and challenges in the schedule. This presentation relates to aims of the Children's and Young People's Plan.
- 1.2 Chris Campbell, Secondary Support and Intervention Officer and Mike Foster, Deputy Executive Director of children's Services, Schools and learning, will attend the Committee to present this Item and answer questions from Members.
- 1.3 The presentation relates to the aims of both the Children and Young People's Plan and the Sunderland Strategy.

2. Presentation

- 2.1 The 'Evaluation Schedule' presents the ways in which Ofsted will operate in coming to a judgment about the quality of education provided by our schools at inspection.

3. Recommendation

Members of the Committee are requested to note the content and proposed changes within the presentation.

4. Background Papers

- 4.1 Ofsted Inspection Evaluation Schedule (Draft) October 2011
<http://www.ofsted.gov.uk/resources/draft-framework-for-school-inspection-january-2012>.

<http://www.ofsted.gov.uk/resources/draft-evaluation-schedule-for-inspection-of-maintained-schools-and-academies-january-2012>

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CHILDREN, YOUNG PEOPLE & 20 October 2011 LEARNING SCRUTINY COMMITTEE

WORK PROGRAMME 2011-12

REPORT OF THE CHIEF EXECUTIVE

1. Purpose of Report

- 1.1 The report attaches, for Members' information, the current work programme for the Committee's work during the 2011-12 Council year.
- 1.2 The work of the Committee in delivering its work programme will support the Council in achieving its Strategic Priorities.

2. Background

- 2.1 The work programme is a working document which the Committee can develop throughout the year. As a living document the work programme allows Members and Officers to maintain an overview of work planned and undertaken during the Council year.

3. Current position

- 3.1 The work programme reflects discussions that have taken place at the 8 September 2011 Scrutiny Committee meeting. The current work programme is attached as an appendix to this report.

4. Conclusion

- 4.1 The work programme developed from the meeting will form a flexible mechanism for managing the work of the Committee in 2011-12.

5 Recommendation

- 5.1 That Members note the information contained in the work programme.

6. Glossary

n/a

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CHILDREN, YOUNG PEOPLE & LEARNING SCRUTINY COMMITTEE WORK PROGRAMME 2011-12

	JUNE 9.6.11	JULY 21.7.11	SEPTEMBER 8.9.11	OCTOBER 20.10.11	DECEMBER 8.12.11	DECEMBER TBC	JANUARY 12.1.12	FEBRUARY 23.2.12	APRIL 5.4.12
Cabinet Referrals and Responses		Article 4: Youth Justice Plan 2011/12 (JH/GK)	Cabinet Response to 2010/11 Policy Review – Learning at Work (NC) Article 4: CYPP Annual Report			Evidence Gathering Meeting			Article 4: CYPP Update
Policy Review	Proposals for policy review (NC)	Scope of review (NC)	Approach to the Review (NC)	Update on Policy Review (NC)	Policy Review – Update		Policy Review	Policy Review – Update	Policy Review – Draft Report
Performance	Looked After Children and the Court System (MB) Youth Commissioned Contracts (SM)	Schools Performance - Termly Report (MF) Breaks for Carers of Disabled Children (KP)	Provisional KS Results (MF/AB) Performance & VfM Annual Report (BS) Monitoring of Scrutiny Recommendations (NC)	Complaints Annual Report 11/12 (BS) SSCB Annual Report and Business Plan (JV) New Ofsted Inspection Framework (MF)	Ofsted Annual Children's Services Assessment (BS) Schools Performance – Termly Report (MF) Performance Q2 April – Sept (BS) Admissions Report			Attainment of C&YP (MF) Outcomes of Annual Inspection of Children's Services (ofsted) (BS)	Schools Performance – Termly Report (MF)
Scrutiny	Work Programme 2011/12 (NC) Forward Plan (NC) Safe & Sustainable Consultation: Children's Heart Services (NC)	Work Programme 2011/12 (NC) Forward Plan (NC)	Work Programme 2011/12 (NC) Forward Plan (NC)	Work Programme 2011/12 (NC) Forward Plan (NC)	Work Programme 2011/12 (NC) Forward Plan (NC)		Library Plan (JH) Corporate Parenting Annual Report (MB) Work Programme 2011/12 (NC) Forward Plan (NC)	Work Programme 2011/12 (NC) Forward Plan (NC)	Scrutiny Annual Report (NC) Work Programme 2011/12 (NC) Forward Plan (NC)
CCFA/Members items/Petitions									

To be scheduled: Behaviour & Attendance Strategy
School Place Planning
Young People's Housing Options
Contact, Referral and Assessment Arrangements – Action Plan
Teenage Pregnancy

CHILDREN, YOUNG PEOPLE & LEARNING SCRUTINY COMMITTEE

FORWARD PLAN – KEY DECISIONS FOR THE PERIOD 1 OCTOBER 2011 – 31 JANUARY 2012

REPORT OF THE CHIEF EXECUTIVE

20 OCTOBER 2011

1. Purpose of the Report

- 1.1 To provide Members with an opportunity to consider those items on the Executive's Forward Plan for the period 1 October 2011 – 31 January 2012 which relate to the Children, Young People and Learning Scrutiny Committee.

2. Background Information

- 2.1 Holding the Executive to account is one of the main functions of Scrutiny. One of the ways that this can be achieved is by considering the forthcoming decisions of the Executive (as outlined in the Forward Plan) and deciding whether Scrutiny can add value in advance of the decision being made. This does not negate Non-Executive Members ability to call-in a decision after it has been made.
- 2.2 To this end, it has been agreed that the most recent version of the Executive's Forward Plan should be included on the agenda of this Committee. The Forward Plan for the period 1 October 2011 – 31 January 2012 is attached marked **Appendix 1**.

3. Current Position

- 3.1 In considering the Forward Plan, Members are asked to consider only those issues which are under the remit of the Children, Young People and Learning Scrutiny Committee. These are as follows:-

Children & Young People's Plan Outcomes: Be Healthy; Stay Safe; Enjoy and Achieve; Positive Contribution; Achieve Well-Being and Adult Learning, Libraries, Youth Justice and Economic Well-Being

- 3.2 In the event of Members having any queries that cannot be dealt with directly in the meeting, a response will be sought from the relevant Directorate.

4. Recommendations

- 4.1 To consider the Executive's Forward Plan for the period 1 October 2011 – 31 January 2012.

5. Background Papers

There were no background papers used in the preparation of this report.

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**Forward Plan -
Key Decisions for
the period
01/Oct/2011 to
31/Jan/2012**



**E Waugh,
Head of Law and Governance,
Commercial and Corporate Services,
Sunderland City Council.**

14th September 2011

Forward Plan: Key Decisions from - 01/Oct/2011 to 31/Jan/2012

No.	Description of Decision	Decision Taker	Anticipated Date of Decision	Principal Consultees	Means of Consultation	When and how to make representations and appropriate Scrutiny Committee	Documents to be considered	Contact Officer	Tel No
01541	To approve submission of a bid to the Department for Education for schools capital investment proposals	Cabinet	05/Oct/2011	Schools, Elected Members, Commercial and Corporate Services	Meetings	To the contact officer by 27 September 2011 - Children, Young People and Learning Scrutiny	DfE Guidance	Beverley Scanlon	5611965
01542	To recommend Council to approve the annual report on the delivery of the Children and Young People's Plan (10/11	Cabinet	05/Oct/2011	Children's Trust, Scrutiny Committee, Cabinet	Meetings and circulation of draft report	To the contact officer by 27 September 2011 - Children, Young People and Learning Scrutiny Committee	CYPP Delivery Plan 2010-2013	John Markall	5661836