

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE

AGENDA

**Meeting to be held in the Civic Centre (Committee Room No. 1) on
Tuesday 19th July, 2016 at 5.30 p.m.**

Membership

Cllr Beck, Bell, Francis (Vice-Chairman), Hunt, Jackson, O'Neil, Scullion, P. Smith (Chairman), Stewart, M. Turton, Tye and G. Walker

Coopted Members – Mrs A Blakey, Ms R Elliott and Mr S Williamson

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Information contained in this agenda can be made available in other languages and formats on request

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E. WAUGH,
Head of Law and Governance,
Civic Centre,
SUNDERLAND.

11th July, 2016.

At a meeting of the CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE held in COMMITTEE ROOM 1 of the CIVIC CENTRE, SUNDERLAND on TUESDAY 28th JUNE, 2016 at 5.30 p.m.

Present:-

Councillor P. Smith in the Chair

Councillors Beck, Bell, Francis, Jackson, O'Neil, Tye and Walker, G. with Ms. R. Elliott and Mr S. Williamson.

Also in attendance:-

Councillor N. Wright, Chairman Scrutiny Committee
Councillor L. Farthing, Lead Member
Councillor K. Waters, St Anne's Ward Member

Ms. Karen Brown, Scrutiny Officer
Mr. James Diamond, Scrutiny Officer
Mr David Gallagher, CCG
Mr Ian Holliday, Head of Reform and Joint Commissioning, CCG
Ms. Janette Sherratt, Joint Commissioning Manager, CCG
Ms. Jane Wheeler, Participation and Engagement Lead
Ms. Joanne Stewart, Principal Governance Services Officer

Apologies for Absence

Apologies for absence were submitted on behalf of Councillors Hunt and Stewart and also on behalf of Ms A. Blakey

Minutes of the last ordinary meeting of the Shadow Committee on 28th April, 2016

In response to a query from Councillor Walker regarding the appointment of Co-opted Members to the Committee, Ms. Karen Brown advised that there was a statutory requirement to appoint co-opted members with particular roles to the committee and that no members were co-opted beyond those set out in legislation.

When asked further about representation from colleges in the city, she advised that once the work programme was created, members could be co-opted to support a particular piece of work the committee may want to undertake such as a policy review or to give information on a subject matter which is specialist to them.

Ms Elliott referred to page four of the minutes and commented that food parcels being given out at the YMCA were not all being donated to younger males as may have been suggested at the prior meeting.

Councillor Wright asked what was happening with regards to meeting with a group of social workers and was informed that prior to the meeting the Scrutiny Officer had met with Ms. Debra Patterson, Director of Children's Social Care, who had advised

that arrangements were in place to meet with a number of social workers two to three times a year, with the first meeting looking likely to be arranged for September and then further meetings following that.

1. RESOLVED that the minutes of the of the last ordinary meeting of the Shadow Children, Education and Skills Scrutiny Committee held on 28th April, 2016 (copy circulated), be confirmed and signed as correct records.

Declarations of Interest (including Whipping Declarations)

Councillor Tye made an open declaration in Items 4 and 5 of the agenda as he was Chairman of a citywide youth project and volunteer service but stated that he could consider these items with an open mind and no predetermination.

Councillor Wright made an open declaration in Item 5 of the agenda given that she was a patron of Washington MIND.

Participation and Engagement – Progress Report

The Director of People's Services submitted a report (copy circulated) which informed Members of the progress being made with regard to the participation and engagement of children and young people in Sunderland and to outline areas of development and emerging issues and to also consider the opportunities available for Members to be involved in participation and engagement of children and young people.

(For copy report – see original minutes).

Ms. Jane Wheeler, Participation and Engagement Lead presented the report advising that the vision of the participation and engagement framework is that all children, young people and their families have the opportunity to actively participate in the decisions that affect their lives, in the delivery of the services they received and in the development of the policies that impact on them as part of everyday processes.

Councillor Smith commented that it could be very difficult to involve young people and to keep them engaged and that it was important to ensure they were included at the right level. She asked that Ms. Wheeler look to invite two young people who would be interested in coming along to the scrutiny committee in future to be involved in discussions. Ms. Wheeler advised that young people like to be involved and that they would tend to be more vocal if they were able to support each other and not in attendance on their own and agreed to have discussions with the Scrutiny Officer to arrange future attendance of young people.

Councillor Tye referred to the LGBT forum and felt that it was key to take into consideration elements of other young people in the city and asked if he could receive more feedback on them as it developed.

With regards to the Youth Parliament, Councillor Tye commented that he would like to see membership of such groups strengthened, as a lot of young people feel disengaged and he stressed that it was important to consult other groups for nominations than just schools to ensure that all young people were represented and not just those who may be academic and articulate.

Councillor Walker referred to paragraph 5.3 of the report and asked for clarification around the problems the MOMO tool had encountered, Ms. Wheeler advised that there had been initial issues around the fact that Wi-Fi was needed to access MOMO but that ICT had look to remedy this, smartphones could now access using 3G and 4G, and that this would be continued to be monitored so that as many people as possible could continue to access the service.

In response to a query from Mr Williamson, Ms. Wheeler confirmed that participation and engagement held a budget of approximately £8,500 for all of the activities excluding Change Council which Social Care had a statutory budget for. She advised that it was managed quite well without having to request further funding from the Council and that some schemes were paid activities such as the Sunderland Young Inspectors. Mr. Williamson referred to the Department for Education carrying a £6million budget to target mainly 5-16 year olds and commented that this may be a possibility to access further funding in the future if it was required and that there were always other schemes where further funding could be attracted from but it could be difficult to measure outcomes.

Councillor Francis commented that in future reports, it may be useful to have a glossary of acronyms as an appendix to the report and there were a lot of them used throughout the report. He also referred to paragraph 8.2 of the report and the reduction in financial support for the Young Achievers and was advised that at present, it was not determined as to whether the event would take place as they had no sponsor. Conversations were being held with Gentoo who could not promise to sponsor it and discussions were being had with Sunderland Live to see if they could look to take forward the event as it would be such a shame for it not to go ahead and would cost no more than £12,000. As the event benefited a number of young people from across the city they were looking to speak with a number of external partners to see if contributions could be made so that the event could continue to go ahead. Councillor Tye commented that as Director on the board of Gentoo he was happy to take up the issue with them directly and also suggested that it may be possible to charge a small fee for attendees to help cover future costs.

There being no further comments or questions for Ms Wheeler, the Chairman thanked her for her attendance and it was:-

2. RESOLVED that the progress being made in terms of participation and engagement and the opportunities available for Members to be involved in participation and engagement of children and young people in Sunderland be received and noted.

Child and Adolescent Mental Health Services (CAMHS) – Implementation of Transformational Programme

The Sunderland Clinical Commissioning Group submitted a report which provided a progress update on implementation of the CAMHS Transformational |Plan for 2015-202 and to introduce the needs based THRIVE model to the Committee.

(for copy report – see original minutes)

The Chairman welcomed Ms. Janette Sherratt, Joint Commissioning Manager, Children, Mr. Ian Holliday, Head of Reform and Joint Commissioning and Mr. David Gallagher of the Sunderland CCG to the Committee.

Ms. Sherratt apologised that there was no representation from the provider at the Committee but advised that any questions herself and colleagues may not be able to answer could be taken back to them for a response. She then took Members through the report giving background and information on the progress made to date in the implementation of the Transformational Plan advising that the delivery was based upon the THRIVE model with delivery work streams being led by the most appropriate agency, supported by CAMHS.

Mr. Williamson opened discussions by commenting that the presenters may have misunderstood the purpose of the report being submitted as the previous Shadow Committee had requested a plan be presented to them so that Scrutiny could ascertain that CAMHS were able to deliver those services necessary as concerns were being raised over the delivery and effectiveness of them.

He went on to comment that Scrutiny had concerns that CAMHS needed to improve and therefore were expecting to see an improvement plan, identifying how improvements were to be measured, what the objectives of the service were and the broad aims linking in to the new THRIVE model. There were no key milestones outlined to show date specific achievements that could show that the services were on track and no numerical measures as to how they were being monitored and to give assurances that clear, specific outcomes were being used to absolutely ensure the delivery of the services was on target.

Ms. Sherratt advised that they had undertaken a detailed self-assessment and that had resulted in a high level plan which identified where gaps in the service provision may be. At the first meeting with Debra Patterson a working group would be established to break down into a more detailed plan to assess risk, outcomes, etc. At present they were only at the very start of the process and that this very high level plan was what had been required by NHS England and that timescales would be set out within each of the groups delivering work streams.

Throughout the whole process the outcomes from CAMHS were continually assessed to ensure service delivery was being met satisfactorily, through a number of goal based outcomes which were reported so that the level of need could be assessed and benchmarked against others. Performances were assessed where the results were indicating better than average such as through Peer Reviews, waiting times which were well below the national average, lower level specialist services and other national benchmarks that the services were doing quite well in.

Mr. Williamson went on to reiterate that for Scrutiny to have assurances that the transformation was to be delivered they needed to have key milestones and outcomes and a robust plan to be scrutinised and monitored. In response Ms. Sherratt explained that the key milestones they had been requested from NHS England were of a very high level and over a 5 year period. At present they were just at the position where groups and Chairman had been established and passed by NHS England and that more detailed plans would be introduced as these developed.

Mr. Gallagher went on to comment that as the commissioner for Sunderland they wanted the best service for the city. The current service and level of work in

progress needed a lot of work to improve and they had to take into account what they were asked to do nationally whilst looking at the needs of the locality and ensuring that both sets of needs were met. He explained that there were complexities and that they had to continue to meet national requirements but that it was more important that the local delivery requirements were met.

Ms. Sherratt advised that the self-assessment process had shown that there was a general level of good practices and that there was a lot already in place so that they were able to focus on very specific areas that needed attention.

Councillor Wright agreed with the comments made by Mr. Williamson and referred to a report on the findings of a review into intervention that had been undertaken whereby the findings and recommendations of the review had been subsumed under one heading whereby the CCG had been invited to comment and stated that improvements were taking place.

Mr. Holliday commented that he had not had sight of the report Councillor Wright referred to and that Ms. Sherratt had fairly presented what the plan for Sunderland was, with the recognition that areas could improve, with the provision of regular information to interrogate what is happening in series in the city to continue to monitor quality and performance outcomes.

With regards to concerns that's had been raised by Members in relation to waiting times he advised that the services were currently receiving twice as many referrals and that they were trying to understand the whole picture as to why there were so many children and young people being referred to services. He explained that in tier 3 of the service there were a number of young people, around 20%, who would not turn up to the first appointment and that it was about looking at delivering services in a way that they wanted to engage. Sometimes just referring a young person to CAMHS was not the solution and it required a more coordinated approach within partner agencies so that young people were not 'bounced' between different areas. They were looking to try to provide a more holistic approach to supporting young people where referral to psychiatry services may not be the correct approach.

In closing he did reiterate that they were still in the very early stages and it would need time to develop further and that it would only work if all services and agencies were joined together in providing services to young people.

Councillor Tye asked the CCG professionals if they thought that the CAMHS service was failing the children and young people of the city to which they responded no, they did not.

Mr. Williamson commented that he was furious that some things had obviously not been presented as previously requested and went on to ask how much public money CAMHS was costing and was advised that in total it was £4.75 million with £440,000 being the contribution from Sunderland City Council. Mr. Williamson commented that for that amount of financial input he would expect to see a more in depth plan providing the level of outcomes, etc. which had been requested.

Councillor Smith commented that there had obviously been some disparity between that which was asked of by the Shadow Committee and what had been presented and asked the Scrutiny Officer to have discussions with the CCG and providers to

ensure they had full clarity of what had been requested and that they be invited back to a future meeting of the Committee once all of the information could be provided.

There being no further comments or questions for the CCG representatives, the Chairman thanked them for their attendance and it was:-

3. RESOLVED that report be received and noted and a further report be submitted to a future meeting of the Committee.

Notice of Key Decisions

The Head of Scrutiny and Area Arrangements submitted a report (copy circulated) providing Members with an opportunity to consider those items on the Executive's Notice of Key Decisions for the 28 day period from the 21st June, 2016.

(For copy report – see original minutes).

4. RESOLVED that the Notices of Key Decisions be received and noted.

Annual Work Programme 2015/16

The Chief Executive submitted a report (copy circulated) attaching for Members' information, the work programme for the Committee's work being undertaken for the 2016/17 council year.

(For copy report – see original minutes).

Members asked that the following topics be added to the work programme at the most relevant points in the municipal year:-

- Youth Services and the plans / strategies regarding internal/external/national provision in relation to the lack or reduction in funding for provision; and
- SEN / Autistic Language Provision and the ability to continue to support the three units offering provision in the city under the new arrangements.

5. RESOLVED that the information contained in the work programme be received and noted and the two areas identified be added to the Work Programme for 2016/17.

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

(Signed) P. SMITH,
Chairman.

**REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES AND HEAD OF AREA
ARRANGEMENTS, SCRUTINY AND MEMBERS SERVICES**

PROPOSED ARRANGEMENTS FOR MEETINGS WITH SOCIAL WORK STAFF

1. Purpose of the Report

- 1.1 The purpose of the report is to set out proposals for a series of meetings with social work staff in order to obtain their views and feedback on their work.

2. Background

- 2.1 In setting its work programme for the year, the Committee requested that members be provided with the opportunity to meet and receive feedback from social work staff.

- 2.2 It is therefore proposed to arrange a series of visits during the year which will reflect a child's journey through social care. These could include:-

- a) Meeting with staff from the Multi-Agency Safeguarding Hub (MASH) and Assessments Teams - this is where referrals into social care are screened and, if appropriate, assessments are undertaken;
- b) Meeting with the Locality Teams - these teams work with children who are subject to child protection plans and those children who were looked after while subject to court proceedings;
- c) Meeting with the Permanence Team - this team is responsible for children who are looked after permanently and have no plan to return home;
- d) Meeting with the Next Steps Team – who are responsible for our care leavers.

- 2.3 It is envisaged that the visits will take around one hour and take the form of a meeting. Social workers, managers and service manager will attend on a pre-determined day and time, preferably where the team is based. The meeting will comprise a brief overview lasting around five minutes to outline core business followed by an open opportunity to ask questions and discuss work related issues

- 2.4 Debra Patterson (Director of Children's Social Care) will be in attendance to answer any questions regarding the proposed arrangements.

3. Recommendations

- 3.1 The Scrutiny Committee is asked to consider the proposed arrangements for the visits.

REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES

CHILD SEXUAL EXPLOITATION – PROGRESS REPORT

1. Purpose of the Report

- 1.1 The purpose of the report is to consider the progress that is being made being made in relation to Child Sexual Exploitation Strategy 2015- 2017.

2. Background

- 2.1 Child Sexual Exploitation (CSE) is recognised nationally as one of the most important challenges facing agencies today. CSE is an insidious form of child abuse that has a damaging and long lasting impact on those involved. While not a new problem, the extent and scale of this form of abuse has been exposed and our knowledge of the widespread nature and impact on all our communities continues to grow.
- 2.2 In order to address this problem, effective multi-agency partnership working is essential, where partners work to the principle that safeguarding is everyone's responsibility, and are clear on their respective roles and responsibilities.
- 2.3 Child Sexual Exploitation is a priority for Sunderland Safeguarding Children Board (SSCB) which in 2015 produced a Child Sexual Exploitation Strategy.

3. Progress on priorities of the Learning and Improvement Plan:

- 3.1 Gary Hetherington (Strategic CSE Coordinator) will be in attendance to provide a presentation on the progress being made on the Strategy. Stuart Douglass (Lead Policy Officer for Community Safety) will also be in attendance to discuss the role and impact of the Safer Sunderland Partnership in tackling child sexual exploitation.
- 3.2 A copy of the Sunderland Child Sexual Exploitation Strategy 2015-17 is attached for information.

4. Recommendations

- 4.1 The Scrutiny Committee is asked to consider the progress being made.



CITY OF SUNDERLAND
CHILD SEXUAL EXPLOITATION STRATEGY
2015-2017



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PREFACE

The significant national focus on the devastating impact of Child Sexual Exploitation has brought with it a commensurate intensity of learning across Children's Safeguarding Boards and its member agencies charged with protecting children and young persons.

Whilst there is a need to coordinate the response and give clear direction there is also a need to recognise the dynamic learning and progress being made both locally and nationally.

Such learning demonstrates that Sexual Exploitation does not discriminate against age or ethnicity but does discriminate against all facets of vulnerability within its victims.

Our partner agencies are currently working hard to improve their own response to these issues and we are aware that several strategies and action plans are currently being finalised that will further inform our delivery intentions.

In summary this strategy should be read in the understanding that:-

- Our knowledge of CSE is rapidly developing
- Single Agency plans may influence on the strategy
- The risk to vulnerable adults may require an approach encompassing all vulnerable persons including adults

It is therefore the intention of this strategy to provide a statement of intent to strengthen the identification and early response to risk as well as the coordinated approach to remove children from their abuse and prosecute/disrupt offenders but also to recognise the need that this strategy is inherently subject to constant review and revision to reflect our learning and understanding of the breadth of the issues faced.

INTRODUCTION

Child Sexual Exploitation (CSE) is an insidious form of child abuse that has a damaging and long lasting impact on those involved. In order to address this problem, effective multi-agency partnership working is essential, where partners work to the principle that safeguarding is everyone's responsibility, and are clear on their respective roles and responsibilities. Together, as partners, we will work towards eradicating CSE from Sunderland.

CSE is recognised nationally as one of the most important challenges facing agencies today. Professor Alexis Jay's report¹ into the sexual exploitation of children in Rotherham was a "wake up call for every professional working in the field of child protection"². Whilst CSE is not a new problem, the extent and scale of this form of abuse has been exposed and our knowledge of the widespread nature and impact on all our communities continues to grow. In Sunderland we will assume that CSE is within our area until there is clear evidence to the contrary³

CSE is a priority for Sunderland Safeguarding Children Board (SSCB) which recognises the serious long term and lasting impact on every aspect of a child and young person's life, an impact which will burden them into adulthood. The devastating impact of CSE goes beyond the individual and can impact on families, communities and indeed the professionals dealing with such abuse.

Our current local picture of CSE is predominantly against vulnerable female victims and linked to the illicit supply of alcohol and drugs (M-CAT & Legal Highs) as well as the use of social media to incite victims⁴.

This picture also includes victims taken to or attending parties where alcohol and drugs would be freely available. The victims would take substances in excess to cope with the knowledge that they would be expected to engage in sexual activity with a number of males. This became known as the 'commodity' (party) model of exploitation.

A recent Innovation Fund Bid has secured funding to provide two multi-agency co-located teams covering North (Newcastle, Northumberland, North Tyneside) and south (Sunderland, Gateshead, South Tyneside) of the Northumbria Police area. It is intended that the south team will commence operation by April 2016.

Operation 'Magnet' is the on-going multi-agency response across the Northumbria area mapping Organised Crime Groups.

Operation 'Gryphon' is the similar response to issues of Anti-Social behaviour

Local Multi-Agency Problem Solving groups provide a multi-agency response across the neighbourhood policing areas of Sunderland to problem solve and deliver

¹ Independent Enquiry into Child Sexual Exploitation in Rotherham (1997-2013), Alexis JAY (2014)

http://www.rotherham.gov.uk/downloads/file/1407/independent_inquiry_cse_in_rotherham

² Ofsted (2014) Child Sexual Exploitation; It couldn't happen here, could it? Ref 140175, November 2014

<http://www.ofsted.gov.uk>

³ Safeguarding Children and Young People from Exploitation: 2009: supplementary Guidance to Working Together to Safeguard Children

⁴ Northumbria Police 2014-2015

a coordinated approach to community safety issues including anti-social behaviour, offending and community harm..

Person at risk of exploitation are currently assessed under the multi-agency arrangements of Sunderland Safeguarding Children Board through the Missing & Sexually Exploited & Trafficked Operational Group

Whilst the experience of our agencies gives a picture of the abuse our children and young people are suffering, due to the hidden nature of this abuse and a limited capacity to profile concerns the picture of the true scale of abuse across Sunderland remains unclear

As a priority for the SSCB this strategy sets out a three year vision to:-

‘Keep children safe from exploitation and the risk of exploitation’

The strategy will belong to the SSCB and supported by an annual delivery plan through the strategic partnership of the SSCB under dedicated Missing, Sexually Exploited & Trafficked (Strategic) sub-group.

DEFINITION OF CSE

The HM Government 'Safeguarding Children and Young People from Sexual Exploitation' defines Child Sexual Exploitation as:-

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterized in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

The nationally agreed Association of Chief Police Officers definition of CSE is:

- *sexual exploitation of children and young people **under 18** involves exploitative situations, contexts and relationships where the young person (or third person/s) receive 'something' (eg, food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or others performing on them, sexual activities.*
- *child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post images on the internet/mobile phones without immediate payment or gain.*

Violence, coercion and intimidation are common. Involvement in exploitative relationships is characterised by the child's or young person's limited availability of choice, as a result of their social, economic or emotional vulnerability.

A common feature of CSE is that the child or young person does not recognise the coercive nature of the relationship and does not see themselves as a victim of exploitation.

The local experience is that in all cases of sexual exploitation on children/young persons or on adults the offender succeeded due to the existence of vulnerability on the part of the victim.

MODELS AND POSSIBLE INDICATORS OF CSE

Inappropriate Association

These usually involve one offender who has inappropriate power or control over a young person (physical, emotional or financial). One indicator may be a significant age gap. The young person may believe they are in a loving relationship

Boyfriend Model

Here the offender befriends and grooms a young person into a 'relationship' and then coerces or forces them to have sex with friends or associates. The boyfriend may be significantly older than the victim, but not always.

Peer on Peer Exploitation

This refers to situations where young people are forced or coerced into sexual activity by peers or associates. Sometimes this can be associated with gang activity but not always.

Gangs

A child or young person can be sexually exploited by a gang, but this is not necessarily the reason why gangs are formed. Types of exploitation may include using sex as a weapon between rival gangs, as a form of punishment to fellow gang members and/or a means of gaining status within the hierarchy of the gang.

Organised

Young people (often connected) are passed through networks, possibly over geographical distances, between towns and cities where they may be forced/coerced into sexual activity with multiple men. Often this occurs at 'parties' and young people who are involved may recruit others into the network. Some of this activity is described as serious organised crime and can involve the organised 'buying and selling' of young people by offenders. Organised exploitation varies from spontaneous networking between groups of offenders, to more serious organised crime where young people are effectively 'sold'.

Party ('Commodity' Model)

Our local picture features the existence of a separate model where children or young persons are taken to or attend parties where there is an abundant supply of alcohol and drugs and where they will be expected to engage in sexual activity with attendees. Victims may consume excessive quantities of substances as coping mechanisms to their immediate abuse.

Possible Indicators

Despite the increased profile of CSE and improvements in how agencies work together, CSE cases are still under-reported.

The Office of the Children's Commissioner conducted a two-year inquiry into child sexual exploitation in gangs and groups. Their 2013 report, If only someone had

listened,⁵ highlights that sexually exploited children are not always identified even when they show signs of being victims.

Numerous warning signs were identified in the Office of the Children's Commissioner 2012 interim report; I thought I was the only one. The only one in the world⁶, which can indicate that a young person is being forced or manipulated into sexual activity and is a victim of sexual exploitation.

Practitioners need to be aware of these warning signs and recognise that a victim does not have to exhibit all of the warning signs to be a victim of sexual exploitation. Concerns should be heightened if the number of warning signs increases.

Practitioners, and the public, need to understand the warning signs in order to identify the risk. This will help to profile local risk and identify children who are exhibiting the signs that they are already being sexually exploited. Appropriate assessment and action can then take place.

The key indicators that may suggest a child is being sexually exploited are included in the SSCB CSE screening tool and risk assessment tool and SSCB policies and procedures

<http://sunderlandscb.proceduresonline.com>

Whilst the assessment of risk is assisted by tools to present and analytical output such systems cannot rely on a numerical system without considering professional judgement⁷ and effective systems will combine both

⁵ "If only someone had listened": Inquiry into Child Sexual Exploitation in Gangs and Groups: Children's Commissioner 2013 - <http://www.childrenscommissioner.gov.uk/publications/if-only-someone-had-listened-inquiry-child-sexual-exploitation-gangs-and-groups>

⁶ "I Thought I was the one the only one in the world" Sue Berelowitz : Office of the Children's Commissioner 2012 - <http://www.childrenscommissioner.gov.uk/inquiry-child-sexual-exploitation-gangs-and-groups>

⁷ Independent enquiry into Child Sexual Exploitation in Rotherham 1997-2013: Alexis Jay (2014)

LEGISLATIVE & POLICY CONTEXT

In November 2011 the Government published its National Action Plan for tackling Child Sexual Exploitation in order to bring together the Government and a range of national partners to protect children. In particular it asked Local Safeguarding Children's boards to;

- Map the needs of their own area
- Monitor on-going prevalence and responses
- Develop an effective local strategy ensuring there is a coordinated multi agency response.

The paper 'Out of Sight Out of Mind' by the Child Exploitation and Online Protection Centre (CEOP) in 2011, identified serious weaknesses in national and local arrangements and made recommendations to improve practice in safeguarding victims and improving criminal justice outcomes and in 'Threat Assessment of Child Sexual Exploitation and Abuse', they have begun a three year strategy to assess where and how children are most at risk.

The Sexual Offences Act 2003 introduced a range of offences that recognised the grooming, coercion and control of children.

- arranging or facilitating a child sex offence (child under 16)
- meeting a child following sexual grooming (child under 16)
- paying for the sexual services of a child
- causing or inciting child prostitution or pornography
- controlling a child prostitute or a child involved in pornography
- arranging or facilitating child prostitution or pornography
- trafficking into, within or out of the UK for sexual exploitation

The Act included three broad categories of sexual offences against children

Children under the age of 13

Sexual activity with a child under the age of 13 is an offence regardless of consent or belief as to the child's age. Offences include: rape, assault by penetration, sexual assault, causing or inciting a child under 13 to engage in Sexual activity

Children under the age of 16

Offences apply regardless of whether the child consented to the sexual activity but, unlike the offences relating to children under 13, an offence is not committed if the defendant reasonably believed that the victim was 16 years or over. Offences include; sexual activity with a child, causing or inciting a child to engage in sexual activity, engaging in sexual activity in the presence of a child, causing a child to

watch a sexual act, arranging or facilitating the commission of a child sex offence, meeting a child following sexual grooming.

Children under the age of 18

Some sexual offences in the Act apply to all children under the age of 18, including sexual offences where there is abuse of a position of trust and familial child sex offences.

This Act also provides for offences specifically to tackle the use of children in the sex industry, where a child is under 18. These offences are

- Paying for sexual services of a child
- Causing or inciting child prostitution or pornography
- Controlling a child prostitute or a child involved in pornography
- Arranging or facilitating child prostitution or pornography

Other Legislative Acts and Orders

The following Orders, Warnings and notices can be used to help disrupt the exploitation of children and young people.

- Risk of Sexual Harm Orders
- Sexual Offences Prevention Orders
- Foreign Travel Orders
- Police Information Orders
- Child Abduction Warning Notices
- Domestic Violence Prevention Orders

Other Civil Enforcement Acts

- Licensing regulation
- Anti-Social Behaviour, Crime & Policing Act 2014
 - Civil Injunction
 - Criminal Behaviour Order
 - Community Protection Notice
 - Closure Powers

Information Sharing

‘Fears about sharing information cannot be allowed to stand in the way of the need to safeguard and promote the welfare of children suspected of being at risk of abuse or neglect. No practitioner should assume that someone else will pass on information which may be critical to keeping a child safe’⁸

⁸ Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers. HM Government, March 2015
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf

Key organisations have a duty under section 11 of the Children Act 2004 to have arrangements in place to safeguard and promote the welfare of children and there are a number of similar duties which apply to other organisations such as section 175 of the Education Act 2002 and section 55 of the Borders, Citizenship and Immigration Act 2009. The Crime and Disorder Act 1998 (section 115) gives a power to share information to prevent crime and disorder and can act as a significant gateway to support sharing of information to disrupt offenders.

Principles of information sharing should have regard that the most important consideration is whether sharing information is likely to safeguard and protect a child but have regard to what information is:-

- Necessary & Proportionate
- Relevant to the purpose
- Adequate quality
- Accurate and up to date
- Timely to reduce the risk of harm
- Securely shared
- Recorded decisions as to what and why shared

Policy Context

The broad indicators of CSE demonstrate the wider visible face of the impact and the overlap into other areas of risk. While the Sunderland Safeguarding Children Board is the lead partnership the nature of CSE necessarily means that other partnerships will make a significant contribution to this strategy (Appendix A):-

- The Community Safety Partnership will have a significant impact in prevention and disruption of offender behaviour. Indeed those regulatory and enforcement functions are vital in preventing and disrupting CSE and in building intelligence which can help with prosecutions⁹
- The Safeguarding Adults Board will support victims in their transition into adulthood
- The Health and Wellbeing Strategy will help to strengthen and rebuild family units

As mentioned CSE cannot be tackled in isolation but there is opportunity to strengthen the response not only in direct partnership but also in identifying the links to other strategic interventions particularly in response to Anti-Social Behaviour and the response to the abuse of alcohol and controlled substances.

⁹ Reflections on CSE: A report by Louise Casey (2015)

STRATEGIC INTENTION & PRINCIPLES

This plan aims to work with statutory agencies, non-statutory agencies and community groups across all the **partnerships** of Sunderland to **prevent** vulnerability leading to offender and victim profiles, **protect** vulnerable children and young persons from indicators of risk and actual harm, **pursue** those exploiting children and young persons to bring them to justice, disrupt their activity and **prepare** against the impact of CSE on victims, their families and communities.

This strategy is intended to support associated Cyber Crime and On-Line Exploitation Strategies which aims to protect and prevent victims of such Child Sexual Exploitation.

Our principles are that:-

- CSE is Child Abuse and will be assumed to be present across all the communities of Sunderland until it is proven to be otherwise
- No strategy can foresee the rapidly evolving understanding of CSE and our understanding is subject to continuous review and improvement
- Children cannot consent to their abuse nor mitigate the basis for any reduced response to such abuse
- CSE is the responsibility of us all and CSE cannot be tackled effectively by any single agency acting in isolation
- The response to CSE cannot rely on the voice of the victim
- The signs of CSE need to be understood and responded to in a structured and proportionate way
- Early intervention can only be achieved by responding to early signs of vulnerability even before any grooming or selection has occurred.
- Grooming is more than preparatory to the commission of abuse and itself has adverse impact on a victim
- All communities reject the sexual abuse of children
- CSE is not perpetrated on racial bias, however there is a disproportionate incident of offenders from some ethnic minority communities¹⁰
- CSE has a long lasting impact on victims and communities

Consent

The fact that a young person is 16 or 17 years old and has reached the legal age of consent should not be taken to mean that they are no longer at risk of sexual exploitation. These young people are defined as children under the Children Act 1989 and 2004, and can still suffer significant harm as a result of sexual exploitation. Their right to support and protection from harm should not, therefore, be ignored or downgraded by services because they are over the age of 16, or are no longer in mainstream education.

Male victims and the LGBTQ communities

¹⁰ Report on the Inspection of Rotherham Borough Council: Louise Casey 2015. & Northumbria Police Operation 2014-2015

Whilst our current picture is one of mainly female victims we do not underestimate the risk to others becoming victims of sexual exploitation by offenders and we recognize the existence of additional barriers to disclosing their experience because they may be coerced into engaging in sexual activity because of their lifestyle choices.

STRATEGIC AIMS

PARTNERSHIP

What we know

- CSE is a national priority subject
- Practitioners need a dedicated lead as a point of contact for CSE
- The indicators of CSE requires an informed workforce across the partnership
- Clear structures and pathways of reporting concerns and a confidence to share information
- The mobility of our children and young people requires partnership which transcends local boundaries
- The voice of the child and service users is paramount in delivering effective services
- Parent & Carers are pivotal to the early identification of risk
- The signs of CSE are subtle and inherently difficult to evidence due to the features of coercive control

What we will do:-

- Develop an informed and supported workforce and partnership
- Strengthen existing multi-agency structures and information sharing arrangements in order to better inform the picture of abuse and give opportunities for early intervention
- Support the development of a sub-regional response to CSE including the development of embedded partnerships
- Undertake continuous consultation and review of our approach and strategy with the children and young people we serve and learn from practitioner experience
- Raise awareness of CSE and offer support to parents carers and others having responsibility for the care of children
- Develop a coordinated picture of risk capable of identifying where services are required to identify and protect children and young people



PREVENT

People from becoming Exploiters
or vulnerable to influence to
become an Exploiter

What we know

- Offenders are predominantly but not exclusively male
- There is a disproportionate number of offenders from sections of identified communities
- Children & Young People need information to inform correct decision making and maintain healthy relationships
- Persons convicted of sexual offences are recorded on the sex offenders register and monitored via existing Multi-Agency Public Protection Arrangements (MAPPA)
- MAPPA also considers Potentially Dangerous Persons
- Victims of CSE can become perpetrators
- Boyfriend model has defined links to abusive relationships including domestic abuse within 16 and 17 year olds managed through the Multi-Agency Risk Assessment Conference (MARAC)
- Offenders utilise the supply of illicit substances or the illicit supply of substances to groom victims
- Profiles of CSE have indicated hotels, licenced premises, food outlets and other geographic areas as vulnerable to CSE
- Organised Crime Groups may not be structured for the purpose of CSE but this may well be a secondary factor of their existence – Operation Magnet

What we will do

- Engage with our communities to raise the awareness of CSE, legislation and the issue of consent
- Review and develop the provision of resilience and healthy relationship training within education establishments to equip children and young persons with the ability to make informed decisions
- Develop the information and support given to parents and carers
- Strengthen our links to existing partnership arrangements to address risk and vulnerability eg MAPPA, MARAC & LMAPS & organised crime
- Develop strategies to identify address the factors contributing to the risk of CSE such as the illicit supply of alcohol, controlled substances and 'legal highs'
- Raise awareness and support campaigns to support the community to identify and strengthen vulnerable locations to reduce the potential for CSE occurring



PROTECT

vulnerable children from the risks of harm and exploitation harm and empower them to make informed & healthy lifestyle choices

What we know

- Victims can be both female and male from any culture, family or age group
- A majority of victims are females between 13 and 17 years
- Certain behavioural traits indicate a vulnerability to be groomed/exploited
- Children who regularly go missing from home and or are in the child protection system are disproportionately at risk from exploitation
- The existence of internet grooming suggests that such victims may be difficult to identify
- The complexity of risk requires coordination and collation of information from the broadest range of agencies and other sources
- The impact of domestic abuse gives rise to broken families and increases the vulnerability faced by children and young persons
- Victims will not see themselves as being exploited moreover they may feel they are making their own lifestyle choices
- The associated factors may give rise to a lack of trust by victims to report abuse
- The risk factors of CSE can often be masked by incidents of Youth Anti-Social Behaviour, youth crime and youth drug and alcohol abuse
- Elevated risk requires a commensurate elevated response

What we will do:-

- Develop a risk identification, assessment and management process founded on professional judgement to identify and respond to risk at the earliest opportunity
- Develop a risk identification tool understood by the wider community to inform the identification and reporting of concern
- Strengthen the current multi-agency risk management framework to protect children and respond commensurate to the level of risk they face
- Capture and listen to the voice of those at risk particularly those who regularly go missing from home

- Strengthen and develop specialist roles and promote the support to frontline practice
- Review and develop resilience within schools for children living with the experience of domestic abuse under Operation Encompass
- Support parents and carers to build emotional resilience and decision making within the children and young people in their care
- Develop routes of anonymous and other safe reporting of concerns eg Crimestoppers
- Strengthen links to Local Multi-Agency Problem Solving groups



PURSUE

those exploiting or seeking to exploit vulnerable persons by disrupting their activity and prosecuting them through all judicial processes

What we know:-

- Victims are unlikely to disclose their abuse
- Offenders are normally associated with other criminality
- The threshold of criminal prosecution puts an onus on the prosecution to prove all matters beyond reasonable doubt and the timeline of cases going to court may delay the removal of an offenders liberty
- The network of abuse can often span a number of offenders linked to a number of offenders

What we will do:-

- Implement a victim focussed engagement strategy not reliant on the disclosure of the victim to commence prosecution
- Develop all tactical options to restrict and disrupt the liberty those seeking to harm or exploit children and young people
- Review responsibilities on the conduct of all licenced activity
- Review the current provision for the identification and response to complex abuse



PREPARE

To mitigate the impact of sexual exploitation on victims, families, carers and practitioners and communities

What we know:-

- CSE has a long lasting impact on victims transcending into adulthood
- The true picture of abuse remains unknown and cannot inform agencies or the public of the extent
- Public awareness campaigns need consistent messages and a structure of periodic re-enforcement
- Reassurance and the need for information is key in restoring community confidence

What we will do:-

- Strengthen transition arrangements for those victims attaining the age of 18 years
- Contribute to the development of a Problem Profile of CSE across Sunderland and the Northumbria Police area
- Review recent marketing and support the development effective campaigns
- Support the development of an effective communication strategy capable of reaching the communities we seek to serve

PERFORMANCE

What we know:-

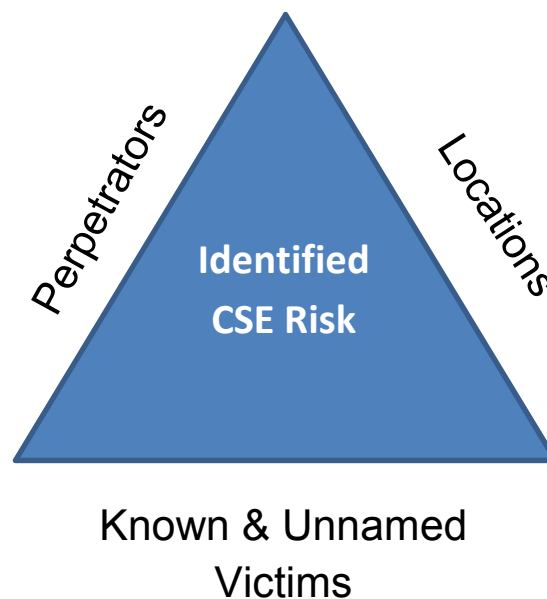
- The indicators of abuse cannot be considered in isolation and a range of indicators are required to inform the risk
- The implementation of the response to CSE needs to focus on clear priorities and accountability
- Performance against the strategic aims is key in assessing the effectiveness and outcomes of the model
- The response to CSE cannot succeed by any agency working in isolation

What we will do:-

- We will develop a dashboard of indicators such as numbers of children missing education, teenage pregnancy and sexual offences against children to inform trends and gaps in intelligence
- We will develop and monitor an annual delivery plan
- We will Develop a performance framework against the strategic aims of:-
 - Partnership
 - Prevent
 - Protect
 - Pursue
 - Prepare
- Challenge agency contribution through existing escalation routes

RESPONDING TO THE RISK

Tactical framework



It is clear that the complex issues faced by victims cannot be dealt with within a single dimension and robust holistic risk management plans need to reflect all avenues to Remove, Avoid or Reduce the prevailing factors.

All plans should reflect an assessment of and a plan to address the risks to and from:-

Known and unnamed victims to ensure:-

- Appropriate safeguarding arrangements are in place for known victims
- All opportunities are considered to support victims to disclose their abuse and their journey through the criminal justice process
- All appropriate actions are in place to identify unnamed victims

Perpetrators to ensure:-

- All offences of CSE and related criminality are fully investigated to bring offenders to justice
- All related relevant aspects of civil legislation is considered to restrict the liberty of offenders and their capacity to cause harm
- All actions are in place to identify unnamed offenders

Locations to ensure:-

- All practitioners are aware of the concerns within relevant areas
- Relevant legislation is considered to restrict the conduct on premises and the environment where harm is suspected

Child Protection Arrangements

Nothing in this document is intended to detract from current child protection arrangements, CSE interventions will support the Child Protection Process and will not substitute statutory child protection work.

Role of the CSE Coordinator (Children's Social Care)

The CSE Coordinator will:-

- Collate all risk indicator checklists completed in relation to the risks of CSE
- Assess consistency of application of the tool
- Compile cases for MSET Operational group
- Brief SMTs on progress of high risk cases
- Act as point of contact for advice and consultation
- Work in partnership with the MFH coordinator

Role of the Missing from Home Coordinator (Police)

The Missing from Home Coordinator will:-

- Collate and analyse all return home interviews
- Identify high risk cases of missing for consideration by the MSET operational group
- Undertake a problem solving approach to cases of highest risk
- Work in partnership with the CSE coordinator

Role of Missing Sexually Exploited & Trafficked Operational (MSET) Group

The MSET operational group is a multi-agency group of managers and lead practitioners chaired by a Detective Inspector for Northumbria Police Protecting Vulnerable Persons Unit. It will:-

- Meet monthly to discuss children and young person at high risk of CSE
- Identify hotspot locations and persons presenting risk to CYP
- Develop actions and strategies and tactical plans to Remove, Avoid or Reduce the risk and safeguard children prosecute offenders or disrupt the risk
- Link to other models of risk management such as MAPPA & MARAC
- Report matters of strategic relevance to MSET Strategic group
- Briefing frontline services and senior management teams of matters of high risks

The role of the MSET Strategic Group

The MSET Strategic group is a multi-agency sub-group of Sunderland Safeguarding Adult Board consisting of managers and senior leads and is chaired by the Detective Chief Inspector of Northumbria Police Protecting Vulnerable Persons Unit. It will:-

- Receive reports from the MSET Operational Group
- Capture National and local learning eg legislation, SCRs
- Monitor performance
- Develop and monitor actions for improvement
- Report to The SSCB

APPENDIX A

POLICY CONTEXT

Community Safety Partnership

The Safer Sunderland Strategy 2008-2023 list its vision for people:-

- Being and feeling safe & secure
- Being free from harm
-
- Creating a safe environment
- Being free from crime disorder and substance misuse
- Creating active citizens
- Creating a supportive family environment
- Creating cohesive communities
- Embedding a problem solving approach
 - Prevent crime, disorder and substance misuse from happening
 - Intervene early where people are at risk from these problems
 - Take swift enforcement action against those who break the law
 - Provide Support and rehabilitation to those who have been a victim and to those who need to break their cycle of offending and substance misuse
- Creating Effective Partnerships

Local Safeguarding Children Board

The Sunderland Safeguarding Children Board Business Plan 2014-2017 (update 11/05/15) includes CSE within its Strategic Priority to address Risk Taking Behaviour and sets out methods to deliver the vision through enablers of:-

- Performance
 - QA
 - Information Sharing
 - Learning & Development
- Prevention & Protection
 - Policies & Procedures
 - Workforce Development
- Participation
 - Communication Strategy
 - User Engagement
 - Voice of the Child
 - Partnerships

Safeguarding Adults Board

The Sunderland Safeguarding Adults Board Delivery Plan 2015-2017 states:-

‘The members of the Board are committed to achieving ‘zero tolerance’ in terms of abuse of adults at risk, and to the operation of effective safeguarding processes that are underpinned by the following values:-

- Every individual has a right to be protected against harm and exploitation, and a right to dignity and respect
- It is everyone's responsibility to safeguard adults at risk within our society
- A 'whole family' approach to safeguarding that considers the needs, vulnerabilities and risks of each member of a family, and how these might affect the other members, and plans safeguarding actions accordingly which takes account of these inter-relationships. This will entail a close working relationship with the Sunderland Safeguarding Children Board, Health & Wellbeing Board and Safer Sunderland Partnership.

The Northumbria Crime and Policing Plan have relevant objectives of: Putting Victims First and Sexual and Domestic Abuse.

Health & Wellbeing Strategy

The current Sunderland strategy defines its Design Principles as:-

- Strengthening community assets
- Prevention
- Early intervention – actively seeking to identify and tackle issues before they get worse
- Equity – providing access to excellent services dependent on need and preferences, that are also based on evaluated models and quality standards
- Promoting independence and self-care – enabling individuals to make effective choices for themselves and their families
- Joint Working – shaping and managing cost effective interventions through integrated services
- Address the factors that have a wider impact on health – education, housing, employment, environment, and address these proportionately across the social gradient
- Lifecourse – ensuring appropriate action throughout an individual's life with a focus on early years and families

And works towards the strategic objectives:-

Promoting understanding between communities and organisations

- Increasing awareness of the services and support available to people in their community and assisting them to access these
- Services are responsive to community needs and assets, becoming co-produced where possible.

Ensuring that children and young people have the best start in life

- Encouraging parents and carers of children to access early years opportunities
- Supporting children and families throughout the whole of a child's journey, including the transition into adulthood.

Supporting and motivating everyone to take responsibility for their health and that of others

- Increasing emotional health and resilience of individuals, families and communities
- Frontline workers, volunteers and community leaders becoming aware of the main social determinants of health as well as the risks and opportunities and when and how services can be accessed
- Supporting people to make sustainable changes throughout their lives that will improve their health, utilising new technologies and methods of engagement with communities
- People (including young people) are aware of the importance of accessing long-acting health protecting interventions such as immunisation and screening and early presentation following the development of signs and symptoms of ill-health
- Making the healthy choice the easier choice.

Supporting everyone to contribute

- Understanding the health barriers to employment and training, and supporting people to overcome them
- Working together to get people fit for work
- Working with local businesses to ensure a healthy workforce
- Supporting those who don't work to contribute in other ways.

Supporting people with long-term conditions and their carers:

- Supporting self-management of long-term conditions
- Providing excellent integrated services to support those with long-term conditions and their carers
- Supporting a good death for everyone.

Supporting individuals and their families to recover from ill-health and crisis:

- Supporting individuals and families to have emotional resilience and control over their life
- Providing excellent integrated services to support people to recover from ill health and crisis
- Winning the trust of individuals and families who require support.

COMPLAINTS AND FEEDBACK – CHILDRENS SERVICES ISSUES

REPORT OF THE HEAD OF LAW AND GOVERNANCE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding complaints and feedback received by the council in relation to children services issues.
- 1.2 A representative of the Complaints and Feedback service will be in attendance at the meeting to provide Members with information and progress.

2. BACKGROUND

- 2.1 The council is committed to listening to those who use its services, and learning from complaints and feedback in order to improve those services.
- 2.2 The Council produces an Annual Complaints and Feedback report which presents an overview across the full range of complaints and feedback received by the council. The Annual Report for 2015/16 was considered by the Scrutiny Coordinating Committee on 30 June 2016.
- 2.3 It has been agreed that an extract of this document focusing on complaints relating to children's services issues be submitted to this Committee for consideration.
- 2.4 Further quarterly reports will be brought to the Committee to ensure Members are provided with the most current monitoring information available.

3 RECOMMENDATION

- 3.1 The Committee is recommended to consider and comment on the information provided regarding complaints and feedback received.

Contact Officer: Rhiannon Hood, Assistant Head of Law and Governance
0191 561 1005
Rhiannon.hood@sunderland.gov.uk

COMMERCIAL DEVELOPMENT DIRECTORATE

LAW & GOVERNANCE

Extract from

Annual Report

Complaints & Feedback Team

For the period 2015 – 2016

In respect of Children's Services

3	Introduction
	PART ONE – THE COMPLAINT AND FEEDBACK TEAM
4	Management and Operation of the System
	Working with Partners
	Publicity and Accessibility
	Advocacy and Special Needs
	Contacts
	PART TWO - ADULT SERVICES [NOT INCLUDED]
	PART THREE - CHILDREN’S SERVICES STATUTORY COMPLAINTS PROCEDURE
6	Legislation & Regulations
	How the Procedure works
	Stage One to Three
7	Complaint outcomes
9	Complaints about a Commissioned Service
	PART FOUR - ADULT SERVICES [NOT INCLUDED]
	PART FIVE – COMPLAINTS MADE TO THE OMBUDSMAN
10	The picture in 2015-16
	Ombudsman Decisions
	PART SIX – COMPLIMENTS
10	Children’s
11	PART SEVEN - STASTISTICAL INFORMATION
12	Compensation Payments
13	APPENDIX 3 – Children’s Services

Introduction

The complaint function for the council is provided by a single team based within Commercial Development Directorate. The Complaint & Feedback Team, made up of six staff, sits within the Law & Governance function of the council.

This extract about Children's Services is taken from the fourth joint report of the Team which covers all complaints and representations made to the council under the three processes: Health and Social Care Complaints Procedure, the Children's Services Complaints Procedure and the Corporate Complaints Procedure. It covers the period April 2015 – March 2016.

We publish this report to keep people informed about the procedures and the sort of complaints and compliments we receive. We also publish the report to inform people about how the process works and to report on how we use the information we get from complaints and other comments to make improvements to services.

Our aim is to resolve complaints as quickly as possible, and to people's satisfaction wherever this is possible. However, council staff are increasingly involved in difficult areas of work and at times people do not welcome our involvement in their lives. There are also situations in which we cannot provide people with the resolution they want. Sometimes the council may simply get things wrong. In light of this it is therefore inevitable that we receive complaints. Like all other organisations, we would always want to get things 'right first time'. When this does not happen we want to feel that we have an accessible, open and fair way of dealing with peoples' concerns.

One important aspect of complaints is making sure that any lessons learned are transferred into service planning and from there into service improvements. Increasingly, we are able to identify where improvements have occurred entirely or partly as a result of complaints. The report also outlines how we use our complaints to identify and implement service improvements across a range of our activities.

We also provide information on the compliments that have been received by the council. Complimentary comments are not only good for staff morale and motivation, they also tell us a lot about what people like best about the service they get and what works well for them. We can use this information to build more of those features into our services and so improve the levels of satisfaction of our customers.

We are always pleased to hear comments about any aspect of our work, including the format and presentation of this report. We hope it is interesting and informative and thank you for taking the time to read it.

PART ONE

THE COMPLAINTS AND FEEDBACK TEAM

Management and Operation of the System

The Complaints & Feedback Team is responsible for the co-ordination and management of the three main complaints processes within the council:

- Adult's Health & Social Care Statutory Process
- Children's Statutory Process
- Corporate Process

The team maintains the council's log, recording all investigations. It monitors quality and speed of performance in responding to complaints, and makes sure that, lessons learned from feedback and complaints investigations are systematically captured and analysed with the findings reported to Directorates and senior management.

The Assistant Head of Law & Governance has overall responsibility for the progressing of any complaint and can intervene at any stage including determining in exceptional cases that the complaint be referred immediately to her for investigation.

Local Authorities are required to designate an officer to assist in the co-ordination of all aspects of statutory social care complaints. The Complaints Manager – Adult Services and the Complaints Manager – Children's Services undertake these roles in Sunderland. These managers have responsibility for the implementation and operation of the statutory complaints procedure on a day to day basis.

Whilst officers within the team have traditionally dealt with complaints within a single area of expertise, the combined arrangements give us the ability to expand officers' knowledge base and deal with complaints for all service areas. Not only does this enhance officers' capability, the single team also allows us to provide a better service ensuring someone is always available to speak to complainants in person or on the telephone.

Advocacy and Special Needs

Children's

Children and young people, who are looked after, or classed as children in need, have a statutory right to advocacy. We inform children and young people of their right to independent advocacy support to help them make a complaint or representation. Advocacy for children and young people has been commissioned as part of a consortium arrangement with Gateshead, Newcastle, South Tyneside, Hartlepool, Stockton on Tees, Middlesbrough, Darlington, North Tyneside, Redcar & Cleveland Councils from North Yorks. Advocacy Service (NYAS).

Requests for Advocacy Support	2015-16	2014-15	2013-14	2012-13
	3	6	17	6

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

For all queries relating to the Children's Statutory Complaints Procedure

Karen Taylor, Complaints Manager – Children's Services

Complaints & Feedback Team, Civic Centre, Burdon Road, Sunderland, SR2 7DN

Tel: 0191 561 1941

Karen.taylor@sunderland.gov.uk

For all queries relating to operation of the team, the Corporate Complaints Procedure, any issue in respect of complaints made to the Ombudsman

Rhiannon Hood, Assistant Head: Law & Governance

Civic Centre, Burdon Road, Sunderland, SR2 7DN

Tel: 0191 561 1005

Rhiannon.hood@sunderland.gov.uk

PART THREE

CHILDREN'S SERVICES STATUTORY COMPLAINTS PROCEDURE

Legislation & Regulations

Statutory regulations were introduced by the Department for Education in 2006 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 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.

The regulations and guidance cover 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 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'.

Separate procedures exist in relation to most school or academy complaints. Parents/carers must pursue these through the school or academy's published complaints procedure.

How the Procedure works

In accordance with DfE statutory requirements, Children's Services has adopted a three stage statutory complaints procedure that seeks to resolve dissatisfaction in respect of social care complaints. Any other non social care but Children's Services related complaint is dealt with in accordance with the two stage Corporate Complaints procedure.

Stage One

The emphasis of the first stage of the statutory 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 three 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 two of the complaints procedure.

Stage Two

If a complainant remains dissatisfied with the response made at stage one, or if there has been a delay, they can request progression to stage two of the complaints procedure. A stage two complaint investigation can be undertaken by a service manager who has had no prior involvement with the case or the complaint or by an external investigating officer. Following previous resource issues with the use of service managers as in house investigators, stage two investigators are now commissioned externally.

There is a requirement to provide an Independent Person to oversee all stage two complaint investigations. Again these are commissioned externally.

Stage two 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 investigation, which may include the offer of redress or compensation, in conjunction with the Complaints Manager.

Stage Three

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 two Investigating Officer and Independent Person, the Head of Safeguarding, the Complaints Manager along with 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 Director of Children's Services, in consultation with the Head of Safeguarding and the Complaints Manager.

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

Complaint outcomes

Stage One

In 2015-16 there were 176 stage one complaints. This is a drop of 22% from the previous year and reflects the work being undertaken to improve the quality of responses to complaints made to Children's Services. We hope to see this continuing pattern of improvement continue over the coming year and will report on this in next year's report. The Complaints Manager will continue to work with the service to ensure that the work done to date in improving responses is embedded and built on, to ensure continuation of this trend in improvement.

The table below shows how this compares to previous years:

Year	Number of Stage One Complaints	Number resolved at Stage One		Number made by children or young people	
2015-16	176	153	87%	3	2%
2014-15	225	202	90%	9	4%
2013-14	170	163	96%	14	8%
2012-13	117	112	96%	7	6%
2011-12	133	119	89%	19	14%
2010-11	127	118	93%	12	9%
2009-10	122	101	83%	22	18%

Of these 176 complaints 87% were resolved at stage one. This is a drop on previous years but we hope to improve on this in the coming year as part of the on-going work to improve the quality of stage one responses.

Only 59 (34%) of these 176 complaints were responded to within the statutory timescale of 10 working days.

Stage Two

In 2015-16 there were 23 requests for a Stage Two complaint investigation which is the same as last year. Whilst there has been no increase in the numbers at Stage Two it should be noted that this remains a significantly high level.

Whilst we have witnessed a reduction in the overall rate of complaints made to Children's Services it is concerning that the number of complaints progressing to Stage Two has remained high and is the same as the previous year. This is not entirely surprising following the publication of the negative Ofsted Report; the significant changes that have needed to be undertaken within Children's Services in order to improve services; and that the quality of the stage one responses have not always been adequate. In the coming year we hope to see the improvements that have been put in place within Children's Services having an impact on the numbers of complaints progressing to further stages.

	Number of Stage 2 Investigations	% increase/decrease
2015-16	23	0%
2014-15	23	229%
2013-14	7	40%
2012-13	5	-70%
2011-12	14	40%
2010-11	10	

The cost of commissioning independent Investigating Officers and Independent Persons for Stage Two complaints in 2015-16 has risen to £75,073.43. This figure does not include a number of Stage Two complaints that were still ongoing at the end of March 2016. These costs will be included in figures for 2016/17 and as a consequence next year's figures are anticipated to remain high.

This compares to previous years as follows as set out in the table below.

Year	Cost of commissioning independent Investigating Officers and Independent Persons
2015-16	£75,073.43
2014-15	£53,195.36
2013-14	£17,480.26
2012-13	£35,705.91
2011-12	£5,740.89
2010-11	£41,912.41

The Complaints Manager-Children's Services has been working with the Council's Commissioning Service to look at how best the procurement of IO and IPs can be provided in future, and in line with current regulations.

The reason for the decrease in 2011-12 was as a result of an emphasis on the use of internal investigating officers rather than those appointed externally on a spot purchase basis. Unfortunately this was not sustainable due to workload capacity issues of the managers tasked to carry out investigations, concerns regarding the quality of some of the reports produced and concerns voiced by complainants alleging bias.

Stage Three

In 2015-16 there were twelve complaints which progressed to a Stage 3 review Panel an unprecedented increase on the previous year of 1110%. These cost a total of £ 20,182.01 to administer (cost of Panel Chair, Panel Members and other attendance fees). This compares to £2,183.35 last year.

The rise in the number of Stage 3 Review Panels is not surprising given the number of complaints that progressed to Stage 2 over the course of the past two years.

Year	Number of Stage 3 Review Panels
2015-16	12
2014-15	1
2013-14	2
2012-13	3
2011-12	3
2010-11	2

Complaints about a Commissioned Service

Stage One complaints concerning independent service providers commissioned by Children's Services are investigated by the relevant independent provider. Stage Two and Stage Three complaints are managed by the Children's Services Complaints Manager. The Complaints Manager informs 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, such as Ofsted for concerns relating to registration issues and so on.

The Complaints Manager will consider if information received through a complaint should more appropriately be investigated by the Sunderland Safeguarding Children Board; or if a complaint should actually be part of a service area appeals process.

PART FIVE COMPLAINTS MADE TO THE OMBUDSMAN

Introduction

The Local Government Ombudsman has a statutory responsibility for investigating complaints of maladministration about local councils. The Ombudsman will usually only consider a complaint after it has been through the council's complaints procedure and the customer remains unhappy.

Dissatisfied complainants can ask the Ombudsman to investigate further, and the Ombudsman's procedures will apply. While an Ombudsman can investigate complaints about how the council has done something, they cannot normally question what a council has done simply because someone does not agree with it.

The Picture in 2015-16

The Ombudsman writes to council's annually to feed back on their performance in dealing with complaints that the Ombudsman has received about them. The aim of the letter is to provide the council with information to help it improve complaint handling, and to inform the improvement of local services for the public.

While the annual letter is generally received in June, at the time of this report the Ombudsman's letter has not been received by the council. The Complaints Manager will ensure that information in respect of the Ombudsman's letter is provided to the next available scrutiny meeting following receipt of it.

PART SIX - COMPLIMENTS

Compliments tell us what people like best about the services they receive. They also allow us to use this information to build those features into our services where possible and this helps us to continually improve levels of customer satisfaction. Receiving compliments is also good for staff morale and motivation. Compliments are now logged centrally through the Complaints and Feedback Team.

Statutory Children's Services

23 compliments were made about statutory Children's Services in 2015-16. This compares to 37 compliments made in 2014-15.

A compliment from a local school thanking staff for all of the great work they had done on a case.

Looked After Service

The home was class and the best place he has ever lived.

Children's Home

You have always gone above your role and are committed and dedicated to your profession.

Child Protection Team

PART SEVEN - STATISTICAL INFORMATION

Table 1 – All complaints received by monthly breakdown

Month	Statutory Children (all stages)
Apr	10
May	12
Jun	20
Jul	20
Aug	16
Sep	13
Oct	10
Nov	18
Dec	20
Jan	13
Feb	12
Mar	12
Total	176

Table 2 – How we received complaints

	Statutory Children (St 1 only)
Email	37
Face to Face	3
Letter / Complaints Form	15
Telephone	119
Accessible Form	-
Customer Service Network	1
Online Form	1
Fax	-
	176

Table 3 – Outcome of statutory complaints

	Statutory Children (St 2's only – of 110 elements of complaint)
Upheld	27
Partially Upheld	24
Not Upheld	23
Not Eligible	1
Other	1
Unsubstantiated	1
Withdrawn	22
On-going	11
	110

Compensation Payments and Write Offs made during the period 2015-16

Date of Payment	Service Area	Costs/Value Of Works	Reason for payment/Works
Total Children's Services		£23,050.00	
01.04.15	Looked After Children	£3,500	Failure to pursue an updated assessment of the birth mother's parenting capacity to consider the potential for rehabilitation of the young person back to their care.
13.05.15	Multi-agency Safeguarding Hub	£500	Delays in the assessment process and not keeping the complainant informed.
29.09.15	Multi-agency Safeguarding Hub	£500	Failings in the way restrictions in contact were imposed
07.10.15	Multi-agency Safeguarding Hub	£3,000	Failure to carry out assessments and upset and distress caused.
14.01.16	Child Protection Team - Washington	£10,200	Procedures were not fully followed with regard to the child protection process. The compensation also recognised the delay experienced which may have also contributed to additional court costs.
14.01.16	Looked After Children	£5,000	Failures in the way a child protection matter was handled, which caused unnecessary distress, uncertainty and upset.
31.03.16	Multi-agency Safeguarding Hub	£350	Delays on the part of the Local Authority resulted in the complainant losing out on contact with their grandchildren, in the way they had done previously.

Statistics – Children's Services Statutory Complaints Procedure

Children's Table 1. How statutory children's complaints were handled			
	Stage 1	Stage 2	Stage 3
Apr	4	6	-
May	11	1	3
Jun	17	3	-
Jul	18	2	2
Aug	15	1	-
Sep	12	1	-
Oct	7	3	-
Nov	13	5	1
Dec	20	-	-
Jan	12	1	2
Feb	12	-	3
Mar	12	-	1
	153	23	12

Appendix 3 Children's Services Statutory Complaints 2015-16

Stage 2 Complaints and Outcomes of Elements

1	Actions of workers when a child became looked after, inappropriate information and issues around contact arrangements. Outcome: 2 x Partly upheld; 1 x Not upheld
2	Inadequate support during the time their grandson was placed with them. Issues of bias and a lack of contact/information following their grandson moving to live with another relative. Outcome: 4 x Partly upheld; 3 x Not upheld
3	Failure of staff to adhere to procedures/process; issues of bias; poor quality of reports; not kept informed; lack of management oversight Outcome – 2 x Upheld; 2 Partly upheld
4	An incorrect category of abuse had been used when a young person was made subject to a Child Protection Plan. A failure to provide additional support services. There had also been a failure to share information with complainant and appropriate agencies were not invited to the case conference to share information. Outcome: 2 x Upheld ; 2 x Not upheld
5	Not keeping a complainant who had parental responsibility informed about his children. A request for a different worker to be allocated did not happen; and there was some fault in the process of the complaint investigation. Outcome: 4 x Upheld
6	Failed to provide/delayed in completing a core assessment; Delayed in assessing for a new wheelchair one; Failed to support young person's transition into adulthood; Failure to change to the new ECHP or provide a personal budget; Failed to provide a carer's assessment as requested. Outcome – withdrawn
7	That reports submitted to the Foster Placement Panel were inappropriate as the author had been the subject of a previous complaint which had been upheld; Issue in respect of hoe Family Placement Panel came to its decision; Lack of appropriate support; Access to independent supporting agencies had been denied; That staff had conspired to remove you as foster carers. Outcome: 1 x Upheld; 1 x Partly upheld; 3 x Not upheld
8	Lack of information about their children in a foster placement; Issues in respect of contact with the children; Actions and attitude of worker Outcome: withdrawn
9	Lack of action taken by Children's Services; concerns about the quality of the core assessment document; lack of contact from the worker completing the core assessment; the attitude of workers towards him in a meeting where he felt they were dismissive of his views. Outcome: 3 x Upheld; 1 x Partly upheld
10	Attitude of worker which they felt lacked sensitivity and professionalism; Request for clarity as to whether HCPC had been contacted regarding concerns with the workers practice; Issues in respect of data protection. Outcome: 1 x Upheld; 1 x No finding; 1 x Outside of scope
11	Failure to reimburse expenses associated with the rehabilitation process; Not kept informed of planning intentions; Failure to ensure that statutory policy and procedures were implemented; Not listening to concerns regarding the rehabilitation plan; The worker's attitude. Outcome: 3 x Upheld; 1 x Partly upheld

12	Policies and procedures were not followed; Failure to investigate; Lack of effective communication and information sharing; Lack of timely response to correspondence; Actions and attitude of workers; Breach of confidentiality. Outcome: 3 x Partly upheld; 3 x Not upheld
13	The involvement of Children's Services led to contact ceasing; Complainant felt he had been portrayed in negative way; Failure to consider documentation and issues of bias. Outcome: 2 x Partly upheld; 2 x Not upheld
14	The failure of staff to adhere to the Procedures and Processes; Failure to complete a robust parenting/risk assessment in respect; Not keeping the family fully informed of the progress; Lack of management oversight. Outcome: 3 x Upheld; 1 x Partly upheld
15	The actions and attitude of the worker; Support services were not offered; Conflicting information and inaccuracies in reports; Appointments cancelled with no explanation or that worker's did not turn up when planned Outcome: 3 x Upheld; 1 x Partly upheld; 1 x Not upheld; 1 x Not substantiated
16	Issues in respect of contact; Breach of confidentiality; Lack of support; Withholding information; Failure to provide a response to an enquiry made by an MP Outcome: investigation on-going
17	Lack of financial support in the care of grandson, with a Residence Order Allowance; Children's Services have made repeated errors with the calculation and payment of your Residence Order Allowance. Outcome: 2 x Not upheld
18	Failure to respond in a timely manner to safeguarding concerns; Lack of effective communication; Delay in making passport applications for the children; Delay in undertaking an assessment; Failure to provide reports in a timely manner to the Looked After Child Review Outcome: 1 x Upheld; 6 x Partly upheld; 2 x Not upheld
19	Failure to follow procedures appropriately or involve complainant in decision-making and assessment processes; Delays in undertaking the Core Assessment; Contact should not have been terminated; counselling support had been delayed. Outcome: investigation on-going
20	Repeated changes in worker; Failure to meet agreed timescales in respect of assessments; Reports contain inaccuracies and bias and have used historical information without consent; Attitude of workers. Outcome: 2 x Upheld; 2 x Not upheld
21	Lack of explanation in respect of risks posed; Actions of the worker; Lack of assessment; Non return of telephone calls; Failure to offer both on-going support and advice; A copy of the CIN plan has not been provided; Personal circumstances have not been taken into consideration. Outcome – withdrawn
22	The actions and attitude of the worker Outcome – withdrawn
23	That staff have not acted in an impartial and biased manner; that workers have failed to understand the risks to the child; that workers have not followed policy and procedures; not being included in the planning process; not kept informed; attitude of workers. Outcome: 2 x Partly upheld; 2 x Not upheld

Stage 3's (Review Panel Hearings) 2015-16

1	<i>Inaccuracies in reports that did not reflect events; a lack of explanation as to specific risks; Delays in assessment work.</i> Outcome: 2 x Upheld; 1 x Not upheld
2	<i>Actions, Attitude and conduct of workers involved with the family; Delays, lack of support and issues about the accuracy of documentation.</i> Outcome: 3 x Upheld; 5 x Partly upheld; 1 x Not upheld; 2 x Unsubstantiated
3	<i>Failure to include absent parent. Failure to signpost relevant services or provide advice on parental alienation</i> Outcome: 4 x Upheld; 1 x Not upheld
4	<i>Delay in acting on a referral/Assessment; Inaccurate information in reports; processes not explained; inappropriate sharing of information</i> Outcome: 1 x Upheld; 1 x Partly upheld; 3 x Not upheld; 4 x Unsubstantiated
5	<i>The social worker's attitude and actions; not kept informed; non return of contact; issues of delay and lack of action</i> Outcome: 2 x Upheld; 4 x Partly upheld; 1 x Not upheld; 1 x Unsubstantiated; 2 x Could not be investigated
6	<i>Failure of staff to adhere to procedures/process; issues of bias; poor quality of reports; not kept informed; lack of management oversight</i> Outcome: 4 x Upheld
7	<i>Actions taken by workers with regards to contact; use of inaccurate information; failure to undertake a parenting/ risk assessment.</i> Outcome: 1 x Partly upheld; 1 x Not upheld
8	<i>Lack of support from officers. Attitude and behaviour of workers. False allegations made against the family</i> Outcome: 1 x upheld; 1 x Not upheld
9	<i>Incorrect information was used to deny access to grandchild; failure to act appropriately or undertake a timely risk assessment</i> Outcome: 1 x Upheld; 2 x Not upheld
10	<i>Issues in respect of a Foster Placement Panel's decision; Lack of appropriate support from the council or supporting agencies</i> Outcome: 1 x Upheld; 1 x Partly upheld; 2 x Not upheld
11	<i>Failure to complete a robust assessments; Not keeping the family fully informed of progress; Lack of management oversight</i> Outcome: 4 x Upheld
12	<i>Inadequate support. Issues of bias and a lack of contact/information following their grandson moving to live with another relative</i> Outcome: 3 x Partly upheld; 1 x Not upheld

NOTICE OF KEY DECISIONS

REPORT OF THE HEAD OF SCRUTINY AND AREA ARRANGEMENTS

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an opportunity to consider the items on the Executive's Notice of Key Decisions for the current 28 day period.

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 Notice of Key Decisions) 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, the most recent version of the Executive's Notice of Key Decisions is included on the agenda of this Committee. The Notice of Key Decisions for the current 28 day period is attached marked **Appendix 1**.

3. CURRENT POSITION

- 3.1 In considering the Notice of Key Decisions, Members are asked to consider only those issues where the shadow Children, Education & Skills Scrutiny Committee could make a contribution which would add value prior to the decision being taken.
- 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. RECOMMENDATION

- 4.1 To consider the Executive's Notice of Key Decisions for the current 28 day period.

5. BACKGROUND PAPERS

Cabinet Agenda

Contact Officer : James Diamond, Scrutiny Coordinator
0191 561 1004
James.diamond@sunderland.gov.uk

The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Notice is given of the following proposed Key Decisions (whether proposed to be taken in public or in private) and of Executive Decisions (including key decisions) intended to be considered in a private meeting:-

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160215/51	To seek approval to review school places for pupils with autism.	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160516/75	To consider the International Advanced Manufacturing Park – Consultation Draft Publication for the Area Action Plan	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160520/78	To seek approval to procure and appoint contractors to deliver the North Bridge Street Northern Gateway scheme.	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160524/79	To seek approval to award a new garden waste treatment contract via South of Tyne and Wear Waste Management Partnership commencing August 2016 when existing contract expires.	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report Background Papers- Cabinet Report 14th January 2009 - Waste Management Ancillary Procurement	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160616/80	To seek approval for the acquisition of land at Cowan Terrace, Sunderland	Cabinet	Y	20 July 2016	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet reports part 1 & 2	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160616/81	To seek approval of the Brownfield Sites Register	Cabinet	Y	20 July 2016	N	Not applicable	Cabinet Report Brownfield Sites Register	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160617/85	To seek approval to the sale of land at former High Usworth Primary School, Washington.	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160620/87	To agree to Phase 2 of the review of future library provision	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160620/88	To agree in principle to procure vacant Sunderland High School Tunstall site with a view to St Mary's RC Primary School moving to that site from their current school site at Meadowside	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160620/89	To seek Cabinet approval to purchase residential and day placements for young people 0-25 in non-maintained and independent special schools.	Cabinet	Y	20 July 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160104/48	To consider the freehold acquisition of two properties to provide children's services accommodation.	Cabinet	Y	Between 1 July and 30 September 2016	Y	The report is one which relates to an item during the consideration of which by Cabinet the public are likely to be excluded under Paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended, as the report will contain information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining this exemption outweighs the public interest in disclosing the information.	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Item no.	Matter in respect of which a decision is to be made	Decision-maker (if individual, name and title, if body, its name and see below for list of members)	Key Decision Y/N	Anticipated date of decision/ period in which the decision is to be taken	Private meeting Y/N	Reasons for the meeting to be held in private	Documents submitted to the decision-maker in relation to the matter	Address to obtain further information
160505/70	To approve the Minster Quarter Masterplan (MQMP) Supplementary Planning Document (SPD) for the purposes of public consultations and as a material consideration in assessing planning applications, pending its finalisation following public consultation.	Cabinet	Y	21 September 2016	N	Not Applicable	Cabinet Report MQMP SPD Habitat Regulations Assessment	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk
160616/83	To seek approval to disposal of Land at Rainton Bridge South	Cabinet	Y	20 July and 30 September 2016	N	Not Applicable	Cabinet Report	Governance Services Civic Centre PO BOX 100 Sunderland SR2 7DN committees@sunderland.gov.uk

Note; Some of the documents listed may not be available if they are subject to an exemption, prohibition or restriction on disclosure.

Further documents relevant to the matters to be decided can be submitted to the decision-maker. If you wish to request details of those documents (if any) as they become available, or to submit representations about a proposal to hold a meeting in private, you should contact Governance Services at the address below.

Subject to any prohibition or restriction on their disclosure, copies of documents submitted to the decision-maker can also be obtained from the Governance Services team PO Box 100, Civic Centre, Sunderland, or by email to committees@sunderland.gov.uk

Who will decide;

Cabinet; Councillor Paul Watson - Leader; Councillor Henry Trueman – Deputy Leader; Councillor Mel Speding – Cabinet Secretary; Councillor Louise Farthing – Children’s Services; Councillor Graeme Miller – Health, Housing and Adult Services; Councillor John Kelly – Public Health, Wellness and Culture; Councillor Michael Mordey – City Services; Councillor Cecilia Gofton – Responsive Services and Customer Care

This is the membership of Cabinet as at the date of this notice. Any changes made by the Leader will be specified on a supplementary notice.

Elaine Waugh
Head of Law and Governance

21 June 2016

ANNUAL WORK PROGRAMME 2016-17

**REPORT OF THE HEAD OF AREA ARRANGEMENTS, SCRUTINY AND
MEMBERS SERVICES**

1. PURPOSE OF THE REPORT

- 1.1 The report attaches, for Members' information, the current work programme for the Committee's work during the 2016-17 Council year.
- 1.2 In delivering its work programme the committee will support the council in achieving its Corporate Outcomes.

2. Background

- 2.1 The work programme is a working document which 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 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 2016-17.

5 Recommendation

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

Contact Officer: Jim Diamond, Scrutiny Officer
James.diamond@sunderland.gov.uk

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE – WORK PROGRAMME 2016-17

REASON FOR INCLUSION	28 JUNE 16	19 JULY 16	8 SEPTEMBER 16	6 OCTOBER 16	3 NOVEMBER 16	1 DECEMBER 16	5 JANUARY 17	2 FEBRUARY 17	2 MARCH 17	30 MARCH 17
Policy Framework/ Cabinet Referrals and Responses			Children and Young People's Partnership Plan (Portfolio Holder)			Youth Justice Plan (Fiona Brown)				Education and Skills Strategy (Simon Marshall)
Scrutiny Business	<p>Remit and Work Programme of Committee (Jim Diamond)</p> <p>Children and Adult Mental Health Service – Progress Report (Janette Sherratt)</p> <p>Participation and Engagement of Young People (Jane Wheeler)</p>	<p>Child Sexual Exploitation (Gary Hetherington)</p> <p>Social Work – Arrangements for Obtaining Staff Views (Debra Patterson)</p>	<p>Independent Review Officer (IRO) – Annual Report</p> <p>Local Authority Designated Officer (LADO) –Annual Report (Sarah Storey)</p>	<p>Corporate Parenting Annual Report (Martin Birch)</p> <p>Levels of Attendance and Exclusions in Schools (Simon Marshall)</p> <p>Children and Adult Mental Health Service – Progress Report (Janette Sherratt)</p>	Support provided for Autistic Children (Simon Marshall)	Special Educational Needs (Simon Marshall)	<p>Safeguarding Board Annual Report (Independent Chair)</p> <p>Early Years Support (Simone Common)</p>	<p>Educational Attainment Schools Results/ Performance of Looked after Children and Vulnerable Groups(Bev Scanlon)</p> <p>Pupil Place Planning (Bev Scanlon)</p>	Suicide and Self Harm, children & young people – Progress Report (Gillian Gibson/Lorraine Hughes)	<p>Drugs and Alcohol – Support for Young People (Simon Marshall)</p> <p>Youth Work Provision</p>
Performance / Service Improvement		Children's Services Complaints (Marie Johnston)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	<p>Improvement and Learning Plan – Monitoring Report (Alex Hopkins)</p> <p>Children's Services Complaints (Marie Johnston)</p>	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)	Improvement and Learning Plan – Monitoring Report (Alex Hopkins)
Consultation / Awareness Raising	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>	<p>Notice of Key Decisions</p> <p>Work Programme 16-17</p>