

Notice of Meeting

Children, Families, Lifelong Learning and Culture Select Committee



Date & time	Place	Contact	Interim Chief Executive
Wednesday, 17 April 2024 at 10.00 am	Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF	Julie Armstrong, Scrutiny Officer julie.armstrong@surreycc.gov.uk	Leigh Whitehouse @SCCdemocracy

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language, please email julie.armstrong@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Julie Armstrong, Scrutiny Officer.

Elected Members

Fiona Davidson (Guildford South-East) (Chair), Jonathan Essex (Redhill East), Bob Hughes (Shere), Rebecca Jennings-Evans (Lightwater, West End and Bisley), Rachael Lake BEM (Walton), Bernie Muir (Epsom West), John O'Reilly (Hersham), Mark Sugden (Hinchley Wood, Claygate and Oxshott), Ashley Tilling (Walton South & Oatlands), Liz Townsend (Cranleigh & Ewhurst), Chris Townsend (Ashtead) (Vice-Chairman), Jeremy Webster (Caterham Hill) (Vice-Chairman) and Fiona White (Guildford West)

Independent Representatives:

Mrs Julie Oldroyd (Diocesan Representative for the Catholic Church) and Mr Alex Tear (Diocesan Representative for the Anglican Church)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

- Children's Services (including safeguarding)
- Early Help
- Corporate Parenting
- Education
- Special Educational Needs and/or Disabilities
- Adult Learning
- Apprenticeships
- Libraries, Arts and Heritage
- Voluntary Sector

AGENDA

1/24 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2/24 MINUTES OF THE PREVIOUS MEETINGS: 15 FEBRUARY 2024

(Pages 5
- 14)

To agree the minutes of the previous meeting of the Children, Families, Lifelong Learning and Culture as a true and accurate record of proceedings.

3/24 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- I. Any disclosable pecuniary interests and / or
- II. Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4/24 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*11 April 2024*).
2. The deadline for public questions is seven days before the meeting (*10 April 2024*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

The public retain their right to submit questions for written response, with such answers recorded in the minutes of the meeting; questioners may participate in meetings to ask a supplementary question. Petitioners may address the Committee on their petition for up to three minutes. Guidance will be made available to any member of the public wishing to speak at a

meeting.

5/24 ACTIONS AND RECOMMENDATIONS TRACKER AND FORWARD WORK PLAN (Pages 15 - 52)

To review the actions and recommendations tracker and forward work programme, making suggestions for additions of amendments as appropriate.

6/24 CHILDREN, FAMILIES & LIFELONG LEARNING (CFLL) ADDITIONAL BUDGET ALLOCATION (Pages 53 - 70)

To detail the additional budget to be provided in 2024/25 to support prevention work within CFLL. To provide a service response to Cllr Catherine Powell's proposed budget amendments relating to Children's Services.

7/24 YOUTH WORK PROVISION (Pages 71 - 76)

To review the provision of youth work and outcomes for all young people at county and district levels and outcomes for service users since a decision in 2020 to replace universal youth work with targeted youth work; compare and contrast data from new provision with that of previous provision and seek assurance of the impact of current provision.

8/24 ADULT LEARNING AND SKILLS UPDATE (Pages 77 - 92)

To receive a report on progress made in relation to the Adult Learning and Skills Task Group's recommendations of June 2023.

9/24 CHILDREN'S HOMES - OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE (Pages 93 - 116)

To review new Ofsted reports on Surrey County Council-run Children's Homes, received as part of the communications plan in Children's Services agreed in 2022.

10/24 PERFORMANCE OVERVIEW (Pages 117 - 132)

To apprise the Committee of the latest Children, Families and Lifelong Learning performance information.

11/24 DATE OF THE NEXT MEETING

The next public meeting of the committee will be held on Thursday, 27 June 2024.

Leigh Whitehouse
Interim Chief Executive
Published: Tuesday, 9 April 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

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Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation

MINUTES of the meeting of the **CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE** held at 10.00 am on 15 February 2024 at Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 17 April 2024.

Elected Members:

- * Fiona Davidson (Chair)
- * Jonathan Essex
- * Robert Hughes
- * Rebecca Jennings-Evans
- Rachael Lake BEM
- Bernie Muir
- * John O'Reilly
- * Mark Sugden
- * Ashley Tilling
- * Liz Townsend
- * Chris Townsend (Vice-Chairman)
- * Jeremy Webster (Vice-Chairman)
- Fiona White

Co-opted Members:

- * Julie Oldroyd, Diocesan Representative for the Catholic Church
- Mr Alex Tear, Diocesan Representative for the Anglican Church, Diocese of Guildford

(* = present)

1/24 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1/24]

Apologies were received from Cllr Fiona White.
Cllrs Rachael Lake and Bernie Muir attended remotely.

2/24 MINUTES OF THE PREVIOUS MEETINGS: 6 DECEMBER 2023 [Item 2/24]

The minutes were agreed as a true and accurate record of the meeting.

3/24 DECLARATIONS OF INTEREST [Item 3/24]

None received.

4/24 QUESTIONS AND PETITIONS [Item 4/24]

Key points made in the discussion:

1. No public questions or petitions were received.
2. There were two Member's questions from Cllr Fiona Davidson, the first on the SEND capital programme and another on the commissioning of diagnostic and treatment services for Foetal Alcohol Spectrum

Disorder. Responses to these questions have been attached to these minutes.

3. The following supplementary was asked in relation to the second question: How many children and young people were referred for Foetal Alcohol Spectrum Disorder assessments in the past two years and how many developmental paediatricians and Mindworks personnel have had formal training on FASD in the past three years?

5/24 ACTIONS AND RECOMMENDATIONS TRACKER AND FORWARD WORK PLAN [Item 5/24]

The Committee held a forward planning session on 24 January 2024.

6/24 ALTERNATIVE PROVISION [Item 6/24]

Witnesses

Clare Curran, Cabinet Member for Children and Families, Lifelong Learning

Julia Katherine, Director – Education and Lifelong Learning

Carrie Traill, Service Manager – Educational Effectiveness (Head of Education)

Dee Turvill – Alternative Provision & Participation Manager

Sandra Morrison, Assistant Director Inclusion & Additional Needs SE

Leanne Henderson, Participation Manager, Family Voice Surrey (FVS)

Gen Dearman, CEO of Challengers

Key points made in the discussion:

1. Family Voice summarised the findings from their Alternative Provision (AP) survey conducted in September 2023, which highlighted some children were receiving very little or no AP after missing 15 days of school. The Alternative Provision & Participation Manager said such cases were neither typical nor the exception but complex. On occasion more than one independent provider was offered to build up a full-time package.
2. The survey found inconsistencies in medical evidence required; Family Voice said this issue was not new, but there had been an escalation in emotional-based non-attendance since the pandemic. The Alternative Provision & Participation Manager informed the Committee that following a new medical policy in December 2023, a new medical panel aims to deliver consistency in the messaging to parents and the evidence requested which, while not a legal requirement, helps to ensure provision is appropriate.
3. The Cabinet Member thanked Family Voice for their exemplary work and noted that as a result of a Local Ombudsman review, there had

been a programme of improvement with the objective of a consistent and compliant approach to all children with alternative provision needs.

4. The CEO of Challengers spoke about the charity, which provides play for excluded children with disabilities and is funded mainly by the Local Authority directly but sometimes by schools. She shared that 12 of the 22 children they have supported over the last year have now reintegrated into education. She explained that children were with them for an average of 6.5 months and the longer they had been out of education before being supported by Challengers, the longer it took to get them back into education. The charity has a waiting list. Asked if it had been impacted by changes in short breaks funding, the CEO replied that it had affected parents' resilience and the behaviour and confidence of young people who received less play provision.
5. A Member asked if there were protocols that included clear criteria for what was expected from alternative provision providers, at the point of commissioning and in terms of quality of delivery. The Member also asked what assurance checks were conducted, especially on unregistered providers. The Service Manager for Educational Effectiveness responded that 58% of young people in AP attended either a short stay school or AP academy, both of which have a service level agreement with the Council and are monitored by Inclusion Officers on a half-termly basis. She added that 100 per cent of these are Ofsted rated Good or Outstanding. The independent sector has termly monitoring visits. Checks had increased under a new dynamic purchasing system. Each individual child has a plan monitored by their SEND case officer, with targets taking into account their past trauma. A Member expressed concern over some children experiencing changes in their case officer.
6. The current alternative provision strategy was agreed in 2021. The Member asked how the Council was meeting Family Voice's ambition for all children to access full-time education. The Alternative Provision & Participation Manager said the goal was for children to access a minimum of three hours a day but there were cases where due to demand this was not being met.
7. A Member asked if witnesses acknowledged that some school leaders, parents and carers felt that they had not been suitably involved in decision-making around alternative provision. The Service Manager for Educational Effectiveness said that the Service cares deeply about schools, parents, carers and other stakeholders. Comprehensive consultations took place when developing the Dynamic Purchasing System and the Service was committed to constant improvement. The Assistant Director said the Service had met with Family Voice to discuss their recommendations and had agreed to work together to develop solutions.

8. A Member asked about the length of time children spent in alternative provision and how successfully reintegration was being measured. The Service Manager for Educational Effectiveness said the average duration was six months, though some cases could be a lot more complex and require more time. Work was underway internally within the Council but also with partners to see how schools could expand existing alternative provision programmes within schools. The aim was to keep pupils in the same environment and disrupt their education as little as possible.
9. Noting that the Local Ombudsman had found 63% of reviewed cases were not compliant with duty, a Member asked if this had been rectified and how. The Assistant Director Inclusion & Additional Needs SE said that there had been training conducted with case workers on their responsibilities. The Service was also launching another dip sample to review cases against the quality used in the previous dip sample, which would be shared with the Committee when available.
10. A Member asked how the Council and Surrey schools were managing the safeguarding of children and young people whose alternative provision was part-time. The Assistant Director said issues would be identified by the Inclusion Officers' half-termly checks. Where independent alternative providers were used, the Council expected them to have DBS and other security checks in place. The Council would not dictate to schools which alternative provision providers to access, but would share those with a good history of compliance. The Chair emphasised that it was right for the safeguarding of children absent from school to be a priority.

Break at 11:54, meeting resumed at 12:04.

Actions

1. Alternative Provision & Participation Manager to provide the number of CYP not routinely accessing 15 hours of alternative provision a week.
2. Head of Education to provide the number of hours of AP a day received by the 42% of CYP not in a PRU/AP Academy.
3. Alternative Provision & Participation Manager to provide the number (and proportion) of AP placements provided by the third sector.
4. Head of Education to provide data on how many CYP who reintegrate into education following AP subsequently bounce back into AP.
5. Assistant Director – CFL Commissioning to provide more information on the breakdown of funding for Independent AP, given the wide variance (between £96-£153,000 per pupil).

Resolved:

The Children, Families, Lifelong Learning and Culture Select Committee:

- 1) Recommends that, by September 2024, the Service strengthens its Governance Group to ensure all parties engaged in Alternative Provision have a forum to discuss key issues, with the aim of improving provision and relationships between the Council, school leaders, parents, carers and providers.
- 2) In order to have knowledge of the quality of alternative provisions used and offered to children and young people, recommends criteria measuring the outcomes of individuals using AP are developed and implemented by the Service within six months, to include: educational attainment; employment destinations; number of weeks Children and Young People (CYP) spend in AP before being reintegrated into education; how many CYP are successfully reintegrated into education; and how many CYP return to AP following reintegration.
- 3) a) welcomes the agreement of SCC to agree each of the Family Voice Surrey (FVS) AP recommendations, and
b) recommends that SCC:
 - (i) prioritises the development of the parent handbook described in FVS Recommendation 3 with the aim of delivering it by the end of June 2024;
 - (ii) provides a delivery date for the recommendations that are entirely within its responsibility by April 2024;
 - (iii) and consults with partners to agree a delivery date for the other recommendations by June 2024.

7/24 FOSTER CARER SUFFICIENCY [Item 7/24]

Witnesses

Clare Curran, Cabinet Member for Children and Families, Lifelong Learning

Tina Benjamin, Director – Corporate Parenting

Matt Ansell, Director – Family Resilience & Safeguarding

Jo Rabbitte, Assistant Director – Children’s Resources

Sam Morris, Secretary to Surrey County Fostering Association (SCFA)

Key points made in the discussion:

1. The Director of Corporate Parenting shared that eight households had been approved as foster carers since the submission of the report, with more to go through the assessment process. If all were successful, there would be a further 26 general foster carers and 43 kinship foster carers in Surrey by the end of the financial year.

2. The Secretary to Surrey County Fostering Association (SCFA) noted that they had been working closely with the Service to make a foster carer charter to help foster carers feel valued and regarded as working in partnership with the Service. The Secretary shared a feeling widely held among foster carers that not all social workers understood what foster carers were managing on a daily basis, in addition to their birth families and jobs, and would like new social workers to undergo training in order to foster realistic expectations. They should be treated like colleagues, especially with respect to booking meetings. Foster carers were expected to conduct transport for the children's contact hours with their birth families, something that had continued after the pandemic, adding more pressure. She said as the people who often know the children best, foster carers would like to be more involved in the decision-making process. The Secretary also shared that carers would like to have paid respite and enjoy rights afforded to normal full-time employees such as paid leave. They would also like to see greater support from mental health services for foster children.
3. A Member asked the Council what they specifically could do to encourage Surrey foster carers to stay in their roles. The Assistant Director for Children's Resources said that they could be invited to the retention and recruitment board for foster carers, which would give them a platform to voice concerns.
4. The Secretary to the SCFA noted that fostering was seen as a middle-class role by some people in Surrey and the narrative had to change to debunk that myth and advertise the financial benefits of fostering. Word of mouth was the most important factor to improve recruitment. It was her view that the support given to foster carers by Surrey County Council was better than Independent Fostering Agencies and that this should be promoted.
5. The Director for Corporate Parenting explained there had been an overview of competitors' benefits in 2023. Fees and allowances were raised significantly for the first time since 2019 and there was a built-in annual inflation-linked increase. Paid leave had not been considered but could be investigated and costed. The Cabinet Member for Children and Families, Lifelong Learning said she could take that under consideration but that the interests of children and young people were the utmost priority.
6. The Chair asked how the Service could improve how children's social workers interact with foster carers. The Director of Family Resilience & Safeguarding invited representation from the SCFA to come to leadership meetings and discuss how to improve communication and support for practitioners.
7. A Member asked how the Directorate planned to drive forward and implement the draft foster carer charter. The Assistant Director for Children's Resources said the Service hoped to launch the charter in Foster Care Fortnight in May.

8. A Member asked how the Service planned on embedding the communication strategy and improving relations. The Director of Family Resilience & Safeguarding said he also had several examples of foster carers complimenting the excellent practice of social workers and he would be providing examples of best practice across the Service. The Director for Corporate Parenting added that when children were reviewed by Independent Reviewing Officers they could make sure the foster carer's voice is heard in the planning, something already happening in some cases. The Director for Quality and Performance said foster carers were rarely invited to child protection conferences and should be.
9. A Member asked what could be learned from Hampshire and Sutton local authorities' recruitment success. The Assistant Director for Children's Resources said they had a larger marketing budget and although they generated a high number of enquiries, Surrey's conversion rates were comparable. Surrey was now part of the Department of Education funded programme to recruit and retain foster carers as part of a £2.6 million recruitment hub in the South East running from May 2024.

Actions

1. Director – Corporate Parenting to inform Committee what the target is for Foster Carer recruitment and how this compares with predicted performance for the next three years.
2. Assistant Director – Children's Resources to provide a written response on what strategies Hampshire and Sutton are pursuing in order to have achieved a net increase of foster carers last year (as shown in appendix 3).

Resolved:

There is no doubt that SCC is committed to increasing the number of Surrey foster carers, and to ensuring that foster carers come from as wide and diverse a demographic as the children that Surrey cares for. Improving sufficiency has many advantages for all parties: children and young people, foster carers and foster families and Surrey County Council. To achieve this objective, the Children, Families, Lifelong Learning and Culture Select Committee recommends that:

- 1) The Children and Families Directorate drives forward the Surrey County Fostering Association (SCFA) Foster Carer Charter, with the goal of agreeing a final version by Foster Care Fortnight in May 2024 and developing an implementation plan by the end of October 2024.
- 2) The Service actively considers the following 15 points that SCFA (those currently doing this difficult job) believe would improve recruitment and retention:

1. Involve foster carers in decision-making meetings to reinforce a partnership approach to fostering between foster carers and SCC/commissioned services.
 2. Create a culture where children's social workers (and other professionals) regard foster carers as colleagues to engender a relationship of mutual trust and respect.
 3. To foster an understanding of the foster carer role, the demanding daily lives of foster families and their lived experiences, perhaps ASYEs could shadow a foster carer or SCC could work with the SCFA to create a training course or webinar.
 4. Make SCC's policy that foster carers' emails are answered within a set SLA (suggested 72 hours) and social workers on duty are required to respond within 30 minutes to phonecalls and emails.
 5. Conclude Standards of Care and Allegations of Harm investigations within an appropriate timescale.
 6. Work with SCFA to update the Skills to Foster course to better prepare new carers and empower their voice.
 7. Centralise Gateway to Resources personnel to ensure they know carers, enabling a more child-centred matching approach.
 8. Work with the SCFA to consider and cost giving paid annual leave to foster carers in line with neighbouring LAs and IFAs.
 9. In collaboration with the SCFA, improve functionality of the Olive training platform, which is very difficult for foster carers to access and use.
 10. Review the transport to contact policy to consider returning to the pre-Covid situation where contact supervisors provided transport for CYE on contact visits.
 11. Social work Assistant Directors to join the Foster Carer Recruitment and Retention Board.
 12. Create a Surrey Offer that better promotes the support offered by SCC that is unrivalled by IFAs.
 13. Provide the services of a benefits and tax advisor when required.
 14. Publicise that it is not necessary to be a homeowner, and make it known to prospective carers who may be on benefits, including kinship and connected carers, that it is possible to be a foster carer on benefits without benefits being significantly impacted.
 15. Introduce a retention scheme with bonuses or a letter of recognition from the SCC Director for certain milestones.
- 3) Safeguarding and Corporate Parenting set up a working group, comprising children's social workers (representing each quadrant) and foster carers, and empower it to explore how relationships between these key stakeholders in the fostering process could be improved, and to develop recommendations for implementation by the end of September 2024.

8/24 CHILDREN'S HOMES - OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE [Item 8/24]

Witnesses

Clare Curran, Cabinet Member for Children and Families, Lifelong Learning

Tina Benjamin, Director – Corporate Parenting

Key points made in the discussion:

1. The Chair praised officers for the continued Good rating in the latest Ofsted report.

9/24 PERFORMANCE OVERVIEW [Item 9/24]

Witnesses

Clare Curran, Cabinet Member for Children and Families, Lifelong Learning

Patricia Denney, Director – Quality and Performance

Key points made in the discussion:

1. The Chair noted that there would be an opportunity to discuss performance metrics at the next performance sub-group meeting on 20 February 2024.

10/24 DATE OF THE NEXT MEETING 17 APRIL 2024 [Item 10/24]

The Committee noted its next public meeting would be held on Wednesday 17 April 2024.

Meeting ended at: 1.20 pm

Chair

**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
APRIL 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

Recommendations

Meeting	Item	Recommendation	Responsible Officer / Member	Deadline	Progress Check On	Update/Response
12 June 2023	Adult Learning and Skills Task Group Report [Item 8]	CFLLC 17/23: Asks the relevant officers to provide a progress report to this Select Committee on the progress being made in relation to the Task Group's recommendations at the first Select Committee meeting of 2024, to include an analysis of the funding implications.	Julia Katherine, Director for Education and Lifelong Learning; Dawn Redpath, Director for Economy and Growth	Response by 25 September 2023	Paper request made 1 February 2024	Progress report received for 17 April 2024 Committee meeting.
15 February 2024	Alternative Provision [Item 6]	CFLLC 1/24: By September 2024, the Service strengthens its Governance Group to ensure all parties engaged in Alternative Provision have a forum to	Head of Education, Carrie Traill; Alternative Provision & Participation	Response by 26 March 2024	N/A	Group membership and review of Terms of Reference will be added to the agenda for the next Governance Group meeting (26 th March 2024) with revisions in place by September 2024.

Item 5/24

**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE
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APRIL 2024**

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		discuss key issues, with the aim of improving provision and relationships between the Council, school leaders, parents, carers and providers.	Manager- Dee Turvill			In order to ensure FVS representation at AP Governance Groups moving forward, meetings are in the process of being rescheduled to be accessible to the appropriate FVS representative.
15 February 2024	Alternative Provision [Item 6]	CFLLC 2/24: In order to have knowledge of the quality of alternative provisions used and offered to children and young people, recommends criteria measuring the outcomes of individuals using AP are developed and implemented by the Service within six months, to include: educational attainment; employment destinations; number of weeks CYP spend in AP before being reintegrated into education; how many CYP are	Head of Education, Carrie Traill; Alternative Provision & Participation Manager- Dee Turvill; Patricia Denney, Director – Quality and Performance	Response by 26 March 2024	N/A	As captured in Surrey’s Strategic Improvement Plan for Alternative Provision (following the recent SEND Local Area Inspection), the following action has been agreed: ‘Agree a clear set of KPIs to measure outcomes for CYP in receipt of AP, including utilising feedback from CYP and their families to monitor effectiveness (Sep 2024)’. This will be underpinned by: <ul style="list-style-type: none"> • A new AP Framework specification that supports reintegration into an appropriate setting/positive destination. • Reporting mechanisms to monitor and track whether all CYP receiving AP are provided with a full-time education.

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		successfully reintegrated into education; and how many CYP return to AP following reintegration.				<ul style="list-style-type: none"> Establishment of a PRU Working Group, working with leaders) to embed monitoring of provision and outcomes. Implementation of formal monitoring processes utilising a standardized monitoring form to track progress and outcomes.
15 February 2024	Alternative Provision [Item 6]	CFLLC 3/24: Welcomes the agreement of SCC to agree each of the FVS AP recommendations, and b) recommends that SCC: (i) prioritises the development of the parent handbook described in Recommendation 3 with the aim of delivering it by the end of June 2024; (ii) provides a delivery date for the recommendations that are entirely within its responsibility by April 2024; and	Head of Education, Carrie Traill; Alternative Provision & Participation Manager- Dee Turvill	Response by 26 March 2024	N/A	<p>Activity to address each of the FVS AP recommendations are summarised below with delivery dates.</p> <ol style="list-style-type: none"> Guidance for professionals and Existing advice, guidance and policy documentation providing guidance for professionals will be strengthened to support a clearer view of appropriate referral for AP for children with medical needs for schools, families and professionals. September 2024. Service Manager for Children Not In School. Medical evidence for AP Process to audit the decision making around whether a child is medically unfit to attend school as outlined with the LA's Medical Policy

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		(iii) consults with partners to agree a delivery date for the other recommendations by June 2024.				<p>will be developed by the Quality Team. September 2024. Service Manager for Children Not In School.</p> <p>3. Parent handbook With the support of colleagues from Health, SCC will work with Family Voice Surrey to co-produce clear guidance as to when the LA “should consider” making alternative provision for children in line with statutory guidance. End of June 2024. Service Manager for Children Not In School / Alternative Provision and Participation Manager.</p> <p>4. The right support at the right time SCC will urgently review all CYP receiving AP to ensure they are provided with an appropriate level of suitable AP that aligns with their needs as a matter of priority. All open cases reviewed. End of April 2024. Service Manager for Children Not In School.</p>
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						<p>Package of AP amended to ensure receipt of appropriate level. September 2024. Service Manager for Children Not In School.</p> <p>5. Governance Board Decision making at Governance Panel will be strengthened through the delivery mechanisms detailed in items 1 and 2. September 2024. Service Manager for Children Not In School.</p> <p>SEND review of practice, roles and responsibilities currently being undertaken. The outcome of this work will include strengthened communications and consistency in relation to decisions made at Governance Boards. September 2024. Liz Bone and Tracey Sanders.</p>
15 February 2024	Foster Carer Sufficiency [Item 7]	CFLLC 4/24: The Children and Families Directorate drives forward the SCFA's Foster Carer Charter, with the goal of agreeing a final version by Foster Care	Director – Corporate Parenting, Tina Benjamin; Jo Rabbitte, Assistant Director	Response by 5 April	N/A	To clarify governance and responsibility for the Foster Carer Charter, it should be noted that the Charter is based on principles and commitments developed by the Fostering Network in 2022. Surrey County Council and the Surrey County Fostering Association

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		Fortnight in May 2024 and developing an implementation plan by the end of October 2024.	– Children's Resources			<p>(SCFA) have worked extensively together to refine these commitments to show how the Council in its role as Corporate Parent, and as provider of the fostering service will work in partnership with foster carers in the best interests of children.</p> <p>The Charter was agreed by the Corporate Parenting Board in November 2023 with an action for the Fostering Service and Surrey County Fostering Association to develop an implementation plan. There will be two overarching strands of implementation: firstly, ensuring all key stakeholders are aware of the Charter and supported to deliver it in practice and, secondly, that we are able to measure what difference the charter is making for foster carers and children.</p> <p>We propose a formal launch of the Charter during Foster Care fortnight.</p> <p>The SCFA have proposed a 'maturity model' approach whereby there is a detailed annual</p>
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						<p>360° evaluation of Surrey County Council's progress against the Charter commitments. Any system of measurement and evaluation will need to be proportionate and part of 'business as usual' so that resources are appropriately focused on delivering and improving services to children and foster carers.</p> <p>To help us with implementation and building a 'business as usual' way of measuring and reporting on the Charter we have secured some capacity from an experienced fostering practitioner between now and late Summer to develop the implementation plan with all stakeholders, the fostering service and the SFCA and to agree and build the measurement and reporting tools, including:</p> <ul style="list-style-type: none"> • Reporting and action planning from the foster carers annual survey • Development of an integrated suite of measures in a dashboard (pulling together existing and identifying new measures)
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						<ul style="list-style-type: none"> • Agreeing with SFCA how the 'maturity level' will be defined • Support with ongoing comms and implementation activity across the wider children's teams • Support with reporting to CPB and other forums
15 February 2024	Foster Carer Sufficiency [Item 7]	<p>CFLLC 5/24: The Service actively considers the following 15 points that SCFA (those currently doing this difficult job) believe would improve recruitment and retention:</p> <p>1. Involve foster carers in decision-making meetings to reinforce a partnership approach to fostering between foster carers and SCC/commissioned services.</p>	Director – Corporate Parenting, Tina Benjamin; Jo Rabbitte, Assistant Director – Children's Resources	Response by 5 April	N/A	<p>1) We aim to develop the Recruitment & Retention Board to have a more strategic focus and work in partnership to provide governance. It will be co-chaired by the AD of Children's Resources and the chair of the Surrey County Fostering Association. The current membership, which includes an elected member Maureen Attewell, will be extended to senior representation from the children's operational teams and commissioning services.</p> <p>2) This is integral to the Foster Carers Charter and implementation of the Charter has a strong focus on further developing communication and relationships with foster carers. Work has</p>

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		<p>2. Create a culture where children’s social workers (and other professionals) regard foster carers as colleagues to engender a relationship of mutual trust and respect.</p> <p>3. To foster an understanding of the foster carer role, the demanding daily lives of foster families and their lived experiences, perhaps ASYEs could shadow a foster carer or SCC could work with the SCFA to create a training course or webinar.</p> <p>4. Make SCC’s policy that foster carers’ emails are answered within a set SLA (suggested 72 hours) and social workers on</p>				<p>already started on strengthening the quality of relationships with foster carers in the Practice Standards expected of all social care staff.</p> <p>3) We have had recent discussions with the Academy about how foster carers’ perspectives will be included in the programme for Newly Qualified Social workers.</p> <p>4) Some expectations for response times are included in the revised Foster Carers Charter. In practice, a 30 minute response time is not achievable on a consistent basis as it wholly depends on the operational issues being dealt with and how the duty system is managed in different services. Response times will be explored further as part of the practice standards review which is proposed to be linked with the foster carers charter.</p> <p>5) Our policy is to aim to conclude allegation investigations and standards of care enquiries within 28 days and we measure performance against this timescale. However, Police</p>
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		<p>duty are required to respond within 30 minutes to phonecalls and emails.</p> <p>5. Conclude Standards of Care and Allegations of Harm investigations within an appropriate timescale.</p> <p>6. Work with SCFA to update the Skills to Foster course to better prepare new carers and empower their voice.</p> <p>7. Centralise Gateway to Resources personnel to ensure they know carers, enabling a more child-centred matching approach.</p> <p>8. Work with the SCFA to consider and cost giving paid annual leave to foster carers in line with</p>				<p>involvement/investigation and identifying an independent worker to complete enquiries if needed can impact on our ability to meet this timescale.</p> <p>6) Skills to Foster is a licensed training programme via the Fostering Network and therefore updated regularly but we would welcome foster carer feedback as it is currently co-facilitated by our foster carers.</p> <p>7) The service continues to work with colleagues in GTR and consider how relationships can be further developed to better support matching. A workshop to explore this is currently being arranged.</p> <p>8) Further information is required from neighbouring authorities. Surrey currently provides additional “summer payments” to foster carers who have a child in their care over the summer period to support with the cost of additional activities. Carers who provide care via the EDT, HOPE, and</p>
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		<p>neighbouring LAs and IFAs.</p> <p>9. In collaboration with the SCFA, improve functionality of the Olive training platform, which is very difficult for foster carers to access and use.</p> <p>10. Review the transport to contact policy to consider returning to the pre-Covid situation where contact supervisors provided transport for CYE on contact visits.</p> <p>11. Social work Assistant Directors to join the Foster Carer Recruitment and Retention Board.</p> <p>12. Create a Surrey Offer that better promotes the support offered by SCC that is unrivalled by IFAs.</p>				<p>Mockingbird scheme , have different T&C's in recognition of their roles and expectations of them If it is assessed, recognised or felt by the service that the foster carer or child requires a "break" in order to support placement stability, the foster carers continue to receive payment throughout the break.</p> <p>9) A member of the SCFA and a foster carer sits on the Learning & Development group with a representative from the service and members of the academy, this would be an appropriate forum to raise this issue.</p> <p>10) It is rarely in the child's best interest to be taken to/from family time by anyone other than their carer as it's important children feel safe and comforted at a time they may be feeling upset, anxious, distressed or scared. Where foster carers are physically unable to take children to/from family time as a result of the families' needs, physical restrictions, other commitments or where it may not be safe for</p>
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		<p>13. Provide the services of a benefits and tax advisor when required.</p> <p>14. Publicise that it is not necessary to be a homeowner, and make it known to prospective carers who may be on benefits, including kinship and connected carers, that it is possible to be a foster carer on benefits without benefits being significantly impacted.</p> <p>15. Introduce a retention scheme with bonuses or a letter of recognition from the SCC Director for certain milestones.</p>				<p>carers to take children, the service will always amend arrangements and support.</p> <p>11) The TOR for a refreshed recruitment & retention board are currently being drawn up to include ADs from across children’s service.</p> <p>12) Surrey offers an extensive support package which includes: A wide range of training, Fostering Support Workers, out of hours support at weekends and evening including planned support from a Fostering Support Worker, National Association of Therapeutic Parenting membership, Kinship membership, buddy scheme, social engagement events, support groups both in person and virtual, psychotherapist support specifically for foster carers, access to the adolescent outreach service.</p> <p>13) This service is provided by The Fostering Network who Surrey pays membership of for all carers. They also provide workshops on tax</p>
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						<p>and self-assessments which we advertise for our carers to attend.</p> <p>14) This is very important to us and we have done some myth busting promotions before and happy for this to go out again. We have targeted areas of high benefit claimants with marketing materials and are happy to do so again. This information is explicit on our website.</p> <p>15) This can be put forward to the retention group for further consideration.</p>
15 February 2024	Foster Carer Sufficiency [Item 7]	CFLLC 6/24: Safeguarding and Corporate Parenting set up a working group, comprising children’s social workers (representing each quadrant) and foster carers, and empower it to explore how relationships between these key stakeholders in the fostering process could be	Director for Family Resilience and Safeguarding – Matt Ansell; Director – Corporate Parenting, Tina Benjamin	Response by 5 April	N/A	This will be implemented following the realignment of quadrant services on 1 May 2024.

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		improved, and to develop recommendations for implementation by the end of September 2024.				
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Actions

Meeting	Item	Action	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	CFLLC 38/23: Director for Family Resilience and Safeguarding will, in 2024, describe to the Committee what the SCC offer to families of varying degrees of need will look like.	Director for Family Resilience and Safeguarding – Matt Ansell			An overview of the Intensive Family Support Service was given to the Committee on 2 April.

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2 October 2023	Commissioning Within Children, Families And Lifelong Learning [Item 7]	CFLLC 40/23: At a point that Procurement regulations allow, Director for CFL Commissioning to share registration of interests of lead providers with the Committee.	Director – CFL Commissioning for Transformation, Suzanne Smith			This will be actioned when procurement regulations allow.
15 February 2024	Questions and Petitions [Item 4]	CFLLC 1/24: Supplementary Member’s Question from Fiona Davidson: How many children and young people were referred for Foetal Alcohol	Interim Director – Integrated Children’s Commissioning, Lucy Clements; Harriet Derrett-Smith, Associate Director for CYP’s Integrated Commissioning	18 March		There were 18 referrals between 2022-2024. There are currently 20 paediatricians in the service and 19 have received formal training in FASD – this is primarily through the RCPCH FASD study day but also through local training with a consultant psychiatrist.

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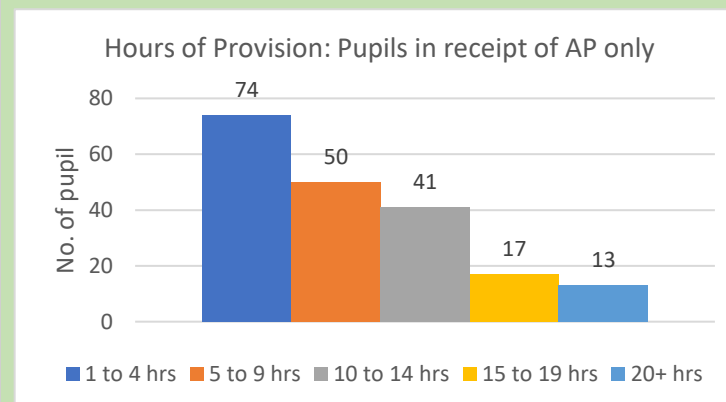
		Spectrum Disorder assessments in the past two years and how many developmental paediatricians and Mindworks personnel have had formal training on FASD in the past three years?	(Community Health, Wellbeing and Emotional Mental Health), for Surrey Heartlands ICS			
15 February 2024	Alternative Provision [Item 6]	CFLLC 2/24: Cllr Rachael Lake and Alternative Provision & Participation Manager to discuss	Alternative Provision & Participation Manager- Dee Turvill	18 March		Email sent to Cllr Lake (29/02/24) offering to assist with regards to queries relating to privately educated pupils accessing AP.

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		privately educated pupils accessing alternative provision.				
15 February 2024	Alternative Provision [Item 6]	<p>CFLLC 3/24: Alternative Provision & Participation Manager to provide the number of CYP not routinely accessing 15 hours of alternative provision a week.</p>	Alternative Provision & Participation Manager- Dee Turvill	18 March		<p>Of the 327 statutory school age pupils in receipt of local authority funded AP under Section 19 duties (as at end Feb 2024) 60% were without a school place, therefore AP was the sole source of education provision. Of this cohort 15% were in receipt of 15 hours or more LA funded education provision a week.</p>



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					cohort.
15 February 2024	Alternative Provision [Item 6]	CFLLC 4/24: Provide figures, preferably for January 2024, for how many pre-16s and 16-18-year-olds who have been absent from school for more than 15 days are not in any form of AP.	Service Manager - Educational Effectiveness, Carrie Traill	18 March	<p>DfE guidance for 'Arranging education for children who cannot attend school because of health needs' identifies that local authorities should arrange suitable alternative provision for children who are away from school for 15 days or more because of long term medical needs. These days do not have to be consecutive. Schools are expected to regularly monitor the attendance of individual children within their setting and where necessary intervene and support children to attend more regularly. This includes working closely with primary health workers and making reasonable adjustments. Where the school identifies that a pupil is unable to access full-time, suitable education due to a long-term, medical need they work closely with the Inclusion Service to explore whether alternative provision may be necessary and appropriate.</p> <p>Examples where Surrey County Council would look to provide AP for children on the roll of a school due to extended periods of absence due to health needs are:</p> <ul style="list-style-type: none"> For children where there is evidence that a medical condition is preventing them from being able to access full-time education.

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						<ul style="list-style-type: none"> For children with a medical condition unable to access full-time education, and there is evidence that the school have attempted to make a reasonable adjustment for that child, whilst they are waiting for medical professional support. <p>In academic year 2023/24 to the end of half term 3 (February half term) there were 2,942 children in maintained schools (excluding PRUs/AP Academies) who had been absent from school due to illness for 15 days or more (where these may not have been consecutive). Of this cohort 3.8% received alternative provision. A further 4.8% accessed a reduced timetable as an interim measure, monitored closely in partnership between the school and Inclusions Service, to support their continued engagement in education.</p> <p>Circumstances resulting in the remaining 91.4% of pupils with 15 or more days of absence due to illness may not be due to long term medical needs and instead be isolated periods of short-term illness that may not be consecutive. This is monitored closely by the school in conjunction with primary health workers and where any cause for concern arises due to patterns of illness or extended periods this is raised with the local authority to action accordingly.</p>
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						<p>New attendance guidance published by the DfE to come into force in September 2024 supports LAs in better identifying those pupils in need of support beyond that which the school is able to offer.</p> <p>Surrey County Council do not routinely monitor attendance data for the total 16-18-year-old cohort as there is no legal requirement for them to be in a full-time education.</p>
15 February 2024	Alternative Provision [Item 6]	CFLLC 5/24: Service Manager to provide the number of hours of AP a day received by the 42% of CYP not in a PRU/AP Academy.	Service Manager - Educational Effectiveness, Carrie Traill	18 March		Volume of AP provision is currently captured as a weekly figure and therefore not reportable as a daily amount due to the breadth of bespoke provision and packages in place to support children. Hours recorded as a weekly figure are reflected in the response given to CFLLC 3/24.

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15 February 2024	Alternative Provision [Item 6]	CFLLC 6/24: Alternative Provision & Participation Manager to provide the number (and proportion) of AP placements provided by the third sector.	Alternative Provision & Participation Manager- Dee Turvill	18 March	<p>Surrey County Council have commissioned 39 placements for children of statutory school age with VCFS providers in academic year 2023-24 to date. This equates to 11% of placements made with independent providers and 4% of the total number of all AP placements commissioned for this cohort (including those as part of an EOTAS package) across all provision types (PRUs/AP Academies, Independent AP, A2E and Surrey Online School).</p> <p>A further 187 placements have been commissioned with VCFS providers for post-16 provision, 78% of which are under the Preparing for Adulthood program.</p>
15 February 2024	Alternative Provision [Item 6]	CFLLC 7/24: Provide data on how many CYP who reintegrate into education following AP subsequently bounce back into AP.	Service Manager - Educational Effectiveness, Carrie Traill	18 March	<p>Of those pupils enrolled at a PRU/AP Academy between September 2019 and February 2024 (915), 9.6% have 'bounced back' to a PRU/AP Academy within this period.</p> <p>Of those pupils supported by A2E between September 2019 and February 2024 (686), 4.2% have more than one episode of support within this period.</p> <p>Of those pupils accessing Surrey Online School (SOS) - funded by Surrey County Council - between September 2019 and February 2024 (291), 7.9% have more than one period of provision.</p>

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					It is not possible to calculate the bounce back rate for those supported through Independent AP. Many of these children are accessing AP as part of a package of support (such as EOTAS) as opposed to directly linked to a period of respite or as a result of exclusion. Historic reporting of the EOTAS cohort is not possible, thus any data extracted around multiple placements over a period of time with Independent AP providers will be skewed by the inclusion of those pupils whose package may change and evolve aligned to their additional needs and disabilities. Further to this many pupils in receipt of Independent AP are receiving long-term support in response to their additional needs or disabilities. As a result, any ceasing of one provision and subsequent placement of another won't necessarily reflect a bounce back following reintegration but may, similar to an EOTAS package, reflect changing needs.
15 February 2024	Alternative Provision [Item 6]	CFLLC 8/24: Provide more information on the breakdown of funding for Independent AP, given the	Assistant Director – CFL Commissioning, Eamonn Gilbert	18 March	The average hourly rate for Independent AP provision commissioned by Surrey County Council (based on placements for pupils of statutory school age active in January and February 2024) was £59.07, with a range of £14.60 to £150 per hour. Those providers delivering to small groups and/or non-specialist support typically operate at a lower hourly rate than those delivering 1:1 or providing specialist services.

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		<p>wide variance (between £96-£153,000 per pupil).</p>				<p>One provider offers individually designed home learning boxes delivered weekly to students which are dynamic and adjustable to meet personal targets. These boxes provide everything a young person needs to access 8-10 hours of learning and include half-termly review meetings. This is a very cost-effective delivery model which incurs a lower hourly rate as the learning does not require a dedicated tutor for all hours of provision.</p> <p>The provision of 1:1 specialist support or tutoring for those with complex needs, where the facilitator may require particular qualifications or experience or have to travel to a young person's home, incur a notably higher cost per hour. This also applies to provisions requiring specialist equipment/facilities.</p> <p>CYP accessing AP do so for a wide variety of reasons. For some it provides a complete package of education (often with additional elements such as therapies) whilst for others it is in addition to the education they are receiving from a school. The amount received each week and the duration for which it is received therefore varies greatly. As a result, the per-pupil cost of provision can range from a small one-off cost for an intervention to a weekly package of tutoring which can vary in hours between pupils based on their needs. This therefore</p>
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					creates a wide variance in the per pupil cost for AP as it does not always reflect a full-time provision across the entire academic year (as is the case with PRU/AP Academy per pupil funding).
15 February 2024	Foster Carer Sufficiency [Item 7]	CFLLC 9/24: Director – Corporate Parenting to inform Committee what the target is for Foster Carer recruitment and how this compares with predicted performance for the next three years.	Director – Corporate Parenting, Tina Benjamin	18 March	<p>To deliver our longer-term ambition to enable 80% of looked after children to live in or close to Surrey by March 2028, we need to recruit enough foster carers so that around 120-140 more children are living with Surrey County Council carers. This equates to an increased bed capacity of around 30-35 each year in 2023/24, this will be 37 beds at full capacity (i.e. 1 or 2 if siblings).</p> <p>Our ambition over the next 3 years is to increase approved households from 25 to 30 per year. We think that this will give us the necessary increase in capacity to meet the ambitions and to take account of turnover. Our focus will be on recruiting households that can look after sibling groups with bed spaces for 2+ children.</p> <p>Surrey have entered into a 12 month pilot sponsored by the DfE with 19 other local authorities to increase recruitment activity. The overall aim of the shared recruitment Hub is to increase contacts/enquiries by 30% and increase approvals by 20% as measured by the DfE.</p>

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15 February 2024	Foster Carer Sufficiency [Item 7]	CFLLC 10/24: Provide a written response on what strategies Hampshire and Sutton are pursuing in order to achieve a net increase of foster carers last year (as shown in appendix 3).	Assistant Director – Children’s Resources, Jo Rabbitte	18 March	<p>The service met with Hampshire Wednesday 13th March to benchmark against their success in recruitment and retention. The overall “pull” factor for them in terms of recruitment and retention is that they are an “Outstanding” Local Authority which they are able to use as their unique selling point (USP). They also have a larger marketing budget and marketing team, who work collaboratively with their corporate communications team and the insight teams.</p> <p>We discussed the overall sufficiency strategy in Hampshire, and I was provided with the Kings College review of their model. Hampshire began a programme of reviewing their placements offer, called the “Modernising Placements Programme,” where they reviewed all children’s placements and what support offer would be needed to enable more children to remain in in-house placements. This included uplifting their finance offer and effective service delivery models, for example schemes such as the Hampshire Hive Service (which is similar to Surrey’s/FN’s Mockingbird model) and Cypress Lodge Urgent and Extended Care Service (which is Hampshire’s version of No Wrong Door). The intention is to develop a continuum of care which can provide the right accommodation and support at the right time for children cared for by Hampshire.</p> <p>The model offers a creation of a culture of equivalency:</p>
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**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
APRIL 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

					<ul style="list-style-type: none"> end the hierarchy of provision that isolates residential from foster care, where residential care is often viewed as a placement of last resort introduce sufficient flexibility to allow children to move between settings, families and independence recognise the skills and experience of all those providing care for children, both foster carers and residential staff <p>Their model isn't too dissimilar to Surrey's current model. The main learning point for recruitment, and for which we would be implementing as part of the Regional Recruitment and Retention Group, is tracking and quick responses to enquiries, using technology more efficiently and effectively, for example they use enquiry forms and newsletters to potential carers that are "warm" leads to revisit applicants and are notified when "warm leads" open newsletters, they are then able to respond to the enquiry quickly. The largest area of development for Surrey County Council is that Hampshire have robust communications and marketing resource and effective alignment with their corporate communications and insight teams. Their insight teams provide them with data to focus their recruitment activity or if there is a dip in enquiries, they can utilise additional comms resource to look at marketing activity outside of their main strategy.</p>
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**CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
APRIL 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

					<p>We are already taking action to better utilise insight in Surrey via a new Resident Intelligence Unit that has recently been established, but there are limited resources for communications and marketing. There is one officer working on fostering marketing and communications that sits within Surrey's fostering service.</p> <p>In terms of retention, their main retention offer has been around supporting carers with the introduction of their Hive Model, Cypress Lodge and upskilling with training around trauma informed support. Their retention offer for foster carers is not as rich as Surrey County Council's. They are about to introduce a reward ceremony and they offer a summer event for fostering families.</p> <p>We have requested a meeting with LB Sutton but have not been able to meet as yet.</p>
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Children, Families, Lifelong Learning and Culture Select Committee Forward Work Programme 2024

Children, Families, Lifelong Learning and Culture Select Committee
Chairman: Fiona Davidson | Scrutiny Officer: Julie Armstrong | Democratic Services Assistant: vacant

Date of Meeting	Type of Scrutiny	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priorities	Cabinet Member/Lead Officer
10 May 2024 (hosted by AHSC)	Overview, policy development and review	Children's Mental Health (joint with and led by Adults and Health Select Committee)	Review Mindworks performance data (number of referrals and timeliness of assessments), lessons learned and implemented as a result, how they are being managed and how they are supporting children with unique needs.	Assurance there is a plan to meet current unmet needs and improve mental health and emotional wellbeing support for children in Surrey	Tackling health inequality, Empowering communities	Mark Nuti, Cabinet Member for Health and Wellbeing, and Public Health Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Rachael Wardell, DCS; Helen Coombes, Executive Director for Adults, Health and Wellbeing; Harriet Derrett-Smith, Associate Director for Commissioning - Health & Wellbeing; Kerry Clarke, lead for Children's Emotional Wellbeing and Mental Health

27 June 2024	Overview, policy development and review	Home to School Travel Assistance Update	Committee recommended in December 2023 that Family Voice Surrey provide an update to the Committee on progress made against each of their recommendations.	Achieve learning review objectives	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Enabling a greener future, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning Patricia Denney, Director – CFL Quality & Performance Gerry Hughes, Interim Assistant Director – Support Services (Home to School)
	Overview, policy development and review	Report of the Additional Needs and Disabilities Task Group	Committee to review and endorse the Task Group's report and its recommendations	Improved support of CYP with AND and their parents/carers	Tackling health inequality, Empowering communities, Growing a sustainable economy so everyone can benefit	Jeremy Webster, Chairman of the Task Group
	Performance overview	Corporate Parenting Board Annual Report and Performance Report in relation to Looked After Children	Committee to review key performance data for year ending March 2023 for Looked After Children as compared with statistical neighbours and nationally, and any relevant national policy developments that impact Corporate Parenting	Assurance of provision for Looked After Children	Tackling health inequality, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Tina Benjamin, Director – Corporate Parenting

12 September 2024	Overview, policy development and review	Children Missing Education	Explore how many children of statutory school age are not registered at school or suitably electively home educated, the range of reasons and the impact	Provide an inclusive education system which enables all children and young people to achieve their potential	Tackling health Inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Julia Katherine, Director – Education and Lifelong Learning; Sandra Morrison, Assistant Director for Inclusion and Additional Needs SE
	Overview, policy development and review	End-to-end review of EHCP process with EHCP Recovery Plan	Learn lessons from and monitor implementation of improvements following in-house review by Digital Discovery team in early 2024 Progress check if plan is working to bring timeliness in line with statutory obligation	Improve EHCP process and timeliness, make easier to navigate and reduce complaints	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Julia Katherine, Director – Education and Lifelong Learning; Tracey Sanders, Assistant Director for Inclusion and Additional Needs SW; Harriet Derrett-Smith, Associate Director for Commissioning - Health & Wellbeing
14 November 2024	Overview, policy development and review	Transitions to Adulthood	Review outcomes in areas of educational attainment/ destinations, mental health and housing for vulnerable cohorts, particularly those with AND, are how they are helped to prepare for adulthood. (Exclude care leavers as these will be subject of deep dive day)	Enable disadvantaged children and young people to achieve positive outcomes	Tackling health Inequality, Growing a sustainable economy so everyone can benefit, Empowering communities	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Julia Katherine, Director – Education and Lifelong Learning;

<p>3 December 2024</p>	<p>Pre-decision scrutiny</p>	<p>2025/26 Budget and MTFS to 2029/30</p>	<p>Select Committee to receive draft budget proposals, provide feedback and make recommendations</p>	<p>Help to ensure value for money and sufficiency of services</p>	<p>Tackling health inequality, Growing a sustainable economy so everyone can benefit, Enabling a greener future, Empowering communities</p>	<p>Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Denise Turner-Stewart, Cabinet Member for Communities and Community Safety; Rachael Wardell, Executive Director – Children, Families and Lifelong Learning; Liz Mills, Strategic Director – Customer Service Transformation; Anna D’Alessandro, Director - Corporate Finance & Commercial; Rachel Wigley, Director - Finance Insights & Performance; Kay Goodacre, Strategic Finance Business Partner CFL</p>
	<p>Overview, policy development and review</p>	<p>Libraries</p>	<p>Scrutinise modernisation of the Library Estate as part of the Library and Cultural Services Transformation programme, including refurbishment of Epsom, Redhill, Staines and Woking and impact of Open Access technology</p>	<p>Provide modern and inclusive multi-use facilities and value for money</p>	<p>Empowering Communities, Enabling a greener future, Growing a sustainable economy so everyone can benefit</p>	<p>Denise Turner-Stewart, Cabinet Member for Customer and Communities; Liz Mills, Strategic Director – Customer Service Transformation; Sue Wills, Assistant Director for Cultural Services</p>

13 March 2025	Overview, policy development and review	Intensive Family Support Service	Review performance data on the service from April 2024 supporting families who step up and down from statutory services	Check outcomes of new service	Tackling health inequality, Empowering communities	Maureen Attewell, Deputy Cabinet Member for Children and Families, Lifelong Learning Matt Ansell, Director - Safeguarding & Family Resilience Jackie Clementson, Assistant Director - Early Help, Youth Justice & Adolescent Adam Thomas, Head Of Early Help & Family Support
Informal Meetings						
10 June 2024	Oversight	Youth Justice Plan	To see the plan, renewed annually, before submission to the local Youth Justice Management Board at end of June			Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Matt Ansell, Director - Safeguarding & Family Resilience Jamie Cottington, Service Manager - Youth Offending & Youth Offer

tbc	Overview, policy development and review	Safeguarding of Unaccompanied Asylum-seeking Children	Review the needs of asylum seeking and refugee children and families, and the support provided to them to settle into schools and communities, with a focus on unaccompanied children.	Clare Curran, Cabinet Member for Children and Families, Lifelong Learning; Mary Burguieres, Assistant Director for Systems & Transformation (chair of the Immigration and Education Rapid Response Group)
tbc	For information	Surrey Safeguarding Children Partnership (SSCP) case review	For SSCP to share with the Committee learnings from case review on racial incident outside Ashford school.	Derek Benson, Independent Chair SSCP; Matt Ansell, Director – Family Resilience and Safeguarding
Task and Finish Groups				
<u>Topic</u>			<u>Relevant organisational priorities</u>	<u>Membership</u>
Jan-Jun 2024: Additional Needs and Disabilities: Parental Experience			Tackling health inequality, Empowering communities, Growing a sustainable economy so everyone can benefit	Jeremy Webster (Chairman), Jonathan Essex, Fiona White, Mark Sugden, Bob Hughes
Autumn 2024: Deep dive day, potentially joint with CPB, on Care Leavers – accommodation, support (staffing/process, Personal Advisors), transitions.			Tackling health inequality, Empowering communities	To be determined

Member visits arranged

12 January SEND; 26 January CFL Commissioning; User Voice and Participation Team and Mindworks (dates tbc).

Standing Items

- **Recommendations Tracker and Forward Work Programme:** Monitor Select Committee recommendations and requests and forward work programme.
- **Performance Overview:** Dashboard of key indicators in SEND, EHCP timeliness and Children's Services showing level of progress made against ILACS recommendations; social worker and foster carer turnover data; overview comparing current external assessors' grades with previous year, in all areas of CFLLC remit.

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Wednesday, 17 April 2024

Children, Families and Lifelong Learning (CFLL) additional budget allocation – Prevention activities

1. Purpose of report:

- To detail additional budget that will be provided in 2024/25 to CFLL support prevention work with children and families.
- To note and provide a service response to Councillor Catherine Powell's proposed budget amendments relating to Children's Services: [\(Public Pack\)Supplementary Agenda - Items: 5 \(i\) and 6 Agenda Supplement for Council, 06/02/2024 10:00 \(surreycc.gov.uk\) \(p5-14\)](#).

2. Introduction:

- As part of the Council's 2024/25 budget setting process, an additional allocation of funding of £5.03m was agreed to support prevention work within CFLL.
- That funding is to be financed from the Surrey share of the £600m additional allocation of Funding received from the Department of Levelling Up, Housing and Communities (DLUHC) in January 2024.

3. Summary of £5.03m additional funding for CFLL prevention activity:

#	Item	Description	Category	2024/25 (£m)
A	ELL prevention investment	Additional capacity for Specialist Teachers in Inclusive Practice 12 x STIPs	Prevention	0.81
B	ELL prevention investment	Integrate the Team Around the School service with the L-SPA 1x Manager, 4x School coordinators, 4x SEND advisors, 4x Family comms 1x performance officer	Prevention	0.90

C	Family safeguarding prevention investment	Provide additional social worker resourcing to the C-SPA	Prevention	0.72
D	Family safeguarding prevention investment	Permanent establishment of specialist practitioners within family safeguarding	Prevention	0.90
E	CWD prevention investment	Provide ongoing funding for posts within the Children with Disabilities service	Prevention	0.69
F	ELL	Increase elective home education (EHE) capacity	Prevention	0.16
G	Quality assurance and performance	Staffing for additional quality assurance activities to meet new responsibilities and provide additional assurance	Prevention	0.13
H	Children Looked After (CLA) prevention investment	Additional foster carer family support workers	Prevention	0.25
I	Children Looked After (CLA) prevention investment	Extend the work underway to review commissioning arrangements and key contracts.	Prevention	0.15
j	Quality assurance and performance	Ongoing funding of additional Independent Reviewing Officers	Prevention	0.13
Total additional budget				4.84

4. Further information about services that will be supported through additional funding agreed (note each letter below corresponds to item in table above):

- A. Additional capacity for Specialist Teachers in Inclusive Practice (STIPs), to support schools to successfully meet the needs of more children at SEN Support in mainstream schools.** This funding will enable us to increase the capacity of the highly valued STIPs service core offer to support mainstream schools to successfully meet children's needs at SEN Support and prevent escalation to statutory intervention, such as Education, Health, and Care Plans (EHCPs). Currently the majority of STIPs support is provided via a traded offer for schools to buy-in. Increasing the core offer will ensure that the service is able to provide needs-led support to all schools. This will enable identification of children's needs early and allow us to put in place timely interventions to assist mainstream schools to give children the right support.
- B. Integrate the Team Around the School service with the L-SPA as a single Early Intervention and Prevention Service to continue to deliver and scale up the existing approaches to early support and intervention to education providers and families.** A new service will be created through the integration and expansion of two existing services: Team Around the School (TAS) and Learners Single Point of Access (L-SPA). Both services have been

supported through SEND Transformation funding to date and have pioneered innovative and needs-led approaches to early intervention and meeting need, reducing reliance on EHCPs and enabling schools and settings to develop their 'ordinarily available' offer of support.

The new Early Intervention and Support Service will enable us to work proactively and preventatively to:

- Respond to requests for support from parents and professionals at the earliest opportunity, delivering advice and support to settings, schools and families that mitigates against an escalation of need.
- Meet the needs of children, young people from 0-25 and their families as early as possible through a strengthened core offer of support to settings and schools and promotion of inclusive practice.

C. Provide additional social worker resourcing to the C-SPA to assist in the effective identification of levels of need and enable early invention. Over the last six months, we have been undertaking a full review of the end-to-end processes within the front door teams that support all contacts and referrals into CFLL for a request for service. There are three main front door teams: 1. 'request for service' (part of the wider contact services), 2. the Early Help Hub and 3. the C-SPA team. Work has been completed in partnership with Essex County Council Children's Services to review our processes, practice, staffing establishments and volumes of contacts to help us understand and improve the way in which we manage work at the front door. This work has established that there is not enough social work resource in the C-SPA, which is resulting in delays in managing decisions, referrals being dealt with by non-social work staff and the processes being followed causing significant repetition and 'double handling' between the C-SPA and Assessment services, all of which is causing delays to providing interventions to families. This additional investment into the social work establishment will support the recommendations made from the end-to-end process and be part of the work needed to improve the way in which we safely make decisions within our Front Door (C-SPA) service and work in a preventative manner with families. This additional resource within the C-SPA will allow better and clearer social work decision making which will enable families to be provided intervention and support from an Early Help / Intensive Family Support Approach, whereas at the current time work is passed by non-social work staff to the assessment teams who often will close work down following initial scoping, which causes delays and frustrations to professionals and families.

D. Permanent establishment of specialist practitioners within family safeguarding (focusing on drug and alcohol, mental health and domestic abuse) to strengthen our early help and prevention approach. The Family Safeguarding Practice Model (FSM) was implemented in Surrey starting in 2019 and is supported by DfE as an approach that is considered good practice. It supports the journey of improvement happening in children

services in Surrey. A key aspect of the model provides specialist adult practitioners to support and intervene with parental / carer needs in three key areas, Domestic Abuse, Substance Misuse and Mental Health. Specialist adult practitioners work within and alongside the child protection social workers to support families in a holistic manner and to achieve change by supporting and providing interventions to the adults caring for children. Surrey Children Services have received Department for Education (DfE) funding to support the implementation and embedding of FSM and this has contributed towards the funding off these specialist adult practitioners. The practice model is having a positive impact in Surrey: we have seen a 30% reduction of children being subject to Child Protection Plans and a reduction in the numbers of applications for public care proceedings and the numbers of children entering care. Following the end of the DfE funds, this additional funding will enable us to continue to deliver the practice model within Surrey with the key partner agencies to grow and develop this resource which we can see is having positive impacts for children and families in Surrey and is supporting the reduction of younger children entering care. The FSM is based upon working in a preventative manner with families by identifying parental needs and offering interventions alongside the children's social worker who is ensuring the child's needs are also being met. The effectiveness has been evidenced over the last 18 months during which we have seen a significant reduction in the use of Child Protection Plans and the Public Law and court applications, indicating that the practice model is delivering our intended vision of meeting families' needs at the earliest opportunity and in the most preventative way.

- E. Provide ongoing funding for posts within the Children with Disabilities (CWD) service, providing support for the families and enabling children with complex needs to live well at home.** In January 2023, following an extensive piece of work reviewing all aspects of practice and volumes of work in the CWD service, approval was given to develop additional social work posts and one team manager to safely manage the demand within the service. This was originally funded through COVID 19 finances. We are now in a position where it is clear these staff are still required given the demand within the service for interventions and support needed to children and families in Surrey. Work is taking place to support the increased demand which has included reviewing all care packages that could be supported via an early help / review service. This preventative approach ensures we are assessing the child and family's needs and then supporting them via a less intrusive early help service. We are also working closely with adult social care colleagues to develop a 16-25 service which we anticipate will bring improvements in the way we manage transitions for children with disabilities, however there has been an increased demand for services for children who meet the criteria for CWD and removing these posts would create a situation

where numbers of allocations would be beyond a level which we would deem safe in terms of allocated children for social workers. As such, the additional funding brings these posts into the base line budget and will support the CWD service to provide a safe service to children and young people and their families in Surrey. The CWD service wants to support children and families early to avoid escalation of needs requiring high-cost interventions. Having the correct establishment supports manageable allocation of children numbers which will enable social workers to work in a preventative and more intense manner with families to support what is often a range of complex needs for their children.

F. Increase Elective Home Education (EHE) capacity to meet the growth in numbers for EHE and Inclusion and Additional Needs (I&AN) work.

The number of families who are electively home educating has increased from 1847 to 2179 over the past year (March 2023 to March 2024). This funding will enable us to recruit an additional 4 EHE Officers. The additional capacity will enable us to intervene early, where necessary, to undertake annual visits to families, assess suitable education and move swiftly to court action, where necessary to ensure children are receiving a suitable education. The ability to deliver this service effectively is an important aspect of our education and safeguarding work.

G. Staffing for additional quality assurance activities to meet new responsibilities and provide additional assurance about safeguarding risks to disabled children placed out of county in residential settings.

Following an investigation and the uncovering of widespread systemic abuse and neglect in three of the Hesley Group care homes in Doncaster, that provided education and care to children and young adults with complex health needs and disabilities, the Children's National Safeguarding Panel made [several recommendations](#) to the DfE, which were accepted, to improve the standard of care to this vulnerable group of children/young adults. The systemic abuse was not spotted nationally by Local Authority Social Care and Education staff who had placed children within the provision, health staff, Regulation 44 Visitors or Ofsted. Local Authorities are now required to have much greater oversight of the care provided when children and young adults are placed at a distance; ensuring the voice of the child is heard and children and young adults have access to non-instructed advocacy; more appropriate responses by the LADO to allegations of abuse; improved specialist staff training about understanding the needs of disabled children and spotting abuse, especially with non-verbal children; and improved collaboration with partners in the professional network for the child / young adult. DfE are considering whether staff working within residential care provision should be subjected to a registration process. The quality assurance duties and expectations placed on Local Authorities, and indeed all agencies and relevant professional bodies, to

improve practice and monitoring, when embedded will feed into improved standards of care and prevention of abuse in institutional care for this vulnerable group of children and young adults. The additional money will be used to fund a bespoke advocacy contract (50k), 0.5 specialist Independent Reviewing Officer, (35k) staff training, via the academy, (45k) to undertake these additional duties.

- H. Additional family support workers to enable foster carers to accept more children into placements and support children whose placements would otherwise be likely to break down.** On a temporary basis, a small team of family support workers had been funded through the Council's Transformation budget to support foster carers. The workers have been used in a variety of ways to support foster carers, including supporting carers to look after children with additional needs that they may have felt unable to care for without additional support; targeted support for new carers looking after their first child, helping them to understanding their preparation training in practice and balance the demands of their new role. Feedback from foster carers has been overwhelmingly positive and therefore the service can use this additional funding to make these roles permanent. We expect to see a positive impact on stability for children and also greater satisfaction and retention of foster carers.
- I. Extend the work underway to review commissioning arrangements and key contracts.** The additional money to support commissioning arrangements and key contracts is being used to support the transition of preventative transformational programmes of work – and the individuals leading them – into core funding. These programmes provide support for children transitioning into adulthood to ensure CYP's needs are recognised and met before any challenges arise, thereby preventing any escalation of concerns. The impact of these arrangements will result in improved outcomes for children across a number of our priority areas such as children with Additional Needs, Learning Disabilities and Autism.
- J. Ongoing funding of additional Independent Reviewing Officers, continuing the positive impact on foster carer retention and placement stability.** It was recommended in the Essex Peer Review that we employ independent reviewing officers for the Fostering Service. These roles will enhance both the support and challenge we can bring to both foster carers and the wider system supporting looked after children, leading to greater stability for children and improved satisfaction and retention of foster carers.

5. Cllr Powell's alternative budget proposals:

- Councillor Catherine Powell has proposed an amendment to the 2024/25 budget "to fund more early intervention, prevention and support services in

Adults' and Children's Services that specifically targets some of our most vulnerable residents, particularly in deprived areas, as well as reducing pressures on statutory services". In relation to CFLL's work, the Cllr has proposed:

- £0.5m for further investment in SEND Play and Leisure to address increased demand, track and address the waiting lists
- £0.05m of one-off funding to support the expansion of the current pilot, where providers of SEND Play and Leisure or Overnight Respite Groups would allow parents and carers to directly fund a session or place using their personal allowances, when the parents are struggling to recruit Personal Assistants (PAs) to provide respite and support.
- £0.3m of one-off funding to support the implementation and roll out of the Surrey Fosters Carers Charter, developed alongside the Surrey Foster Carers Association, to support Foster Carers retention and recruitment and ensure the best possible outcomes for the children and young people in their care
- £0.7m for additional support in schools for neurodiverse children, specifically those in areas of high deprivation
- The CFLL directorate has reviewed the proposals, costed them, and considered their likely prevention impact.

6. Service evaluation of Cllr Powell's alternative budget proposals:

A. £0.5m for further investment in SEND Play and Leisure to address increased demand, track and address the waiting lists

The Committee is asked to recognise that the core, baseline budget for short breaks provided through play and youth schemes has already been uplifted by £370k for 2024/25. In addition to this core budget, SCC has been successful in securing a second year of additional funding from the Department for Education (DfE), through the Short Breaks Innovation Grant scheme. For 2024/25 the grant funding totals £950k, of which £467k is allocated to capacity in local schemes for children with the most complex needs, who require 1-to-1 support to access their break.

Alongside this, the additional DfE funding has enabled SCC to begin a short breaks co-production programme with parents and carers, focused on working in partnership to enable the best possible outcomes for children and families through short breaks in Surrey. One of the key themes that has already emerged from parents and carers, alongside a range of areas of improvement within core short breaks services, is the need to enable more children and young people with additional needs to access more inclusive opportunities in communities, rather than diverting children with additional needs away from

their peers and into specialist provision. This feedback aligns strongly with the aims of SCC's overall Additional Needs and Disabilities strategy. Instead of relying on ongoing increases in specialist provision, we expect that better and more sustainable outcomes will be achieved by enabling more children and young people to access inclusive opportunities and provision locally, ensuring that specialist short breaks are prioritised for those who need it most. The co-production programme provides an excellent forum to begin exploring creative, new ways of doing this with children and families during 2024/25. Therefore the service welcomes the proposal to direct increased funding towards leisure opportunities for children with additional needs and recommend that any additional funding under this heading is not targeted towards specialist provision but focused on a programme of developing more inclusive practice in mainstream provision in line with the co-production work currently under way.

B. £0.05m of one-off funding to support the expansion of the current pilot, where providers of SEND Play and Leisure or Overnight Respite Groups would allow parents and carers to fund a session or place using their personal allowances, when they are struggling to recruit Personal Assistants (PAs) to provide respite and support

As highlighted by Councillor Powell, Surrey County Council is currently running a 6-month pilot with one of our main providers of play and leisure short breaks, Disability Challengers, to repurpose unspent funding within children's personal budgets to purchase additional 1-to-1 supported spaces on current play and youth schemes. This pilot, which began in January 2024, was initiated in response to an idea from local parents, who identified additional short breaks as an alternative (and sometimes preferred) way to meet their needs, when it was not possible to recruit Personal Assistants. For the purposes of the pilot, the provider has, at their cost, recruited additional staff to provide extra places on current schemes, but with SCC agreeing to underwrite the financial risk of those places not being taken up by families.

Whilst the pilot is only in its early stages, the initial signs are positive, with small numbers of eligible families starting to access the additional sessions. If the pilot is successful and families do take up these places (as seems to be the case), there will be little to no additional budget requirement for SCC, as providers' additional staff costs are met through pre-allocated personal budgets. If £50k were allocated by SCC to support this pilot for 2024/25, as proposed by Councillor Powell, the potential benefit would be enabling SCC to pump-prime and therefore speed-up creation new places with other providers prior to completion of the pilot phase – although this would be set against some potential additional risks from having not fully tested the model with one provider. The current plan to test, learn and then roll-out the scheme (if appropriate) with other providers is therefore our preferred approach and the service would welcome the opportunity to allocate an additional 50k to this.

C. £0.3m of one-off funding to support the implementation and roll out of the Surrey Fosters Carers Charter, developed alongside the Surrey Foster Carers Association, to support Foster Carers retention and recruitment and ensure the best possible outcomes for the children and young people in their care

The service is committed to implementing the Foster Carers' Charter, and has launch plans for Foster Care Fortnight later this year. Cllr Powell has suggested that additional resource is required to support the implementation. The Committee is asked to note that the implementation of the Charter is dependent on improved communication and relationships between foster carers and the wider system, which requires some cultural change but very little additional cost over existing plans. The service acknowledges that it would be helpful to the implementation to have some additional capacity project leadership for a twelve-month period to ensure the model is well embedded and becomes part of our ongoing 'BAU' operating model. The service proposal in response to this suggestion is that we retain a subject matter expert for a twelve-month period. The individual knows the service well and has already worked with the Foster Care Association on a number of initiatives. This additional capacity will support the implementation plan and associated communication across the system. The cost of this additional capacity would be in the region of £50,000 depending on the exact number of days worked in the twelve-month period.

We have not identified any other costs associated with delivering the Charter other than this implementation leadership.

D. £0.7m for additional support in schools for neurodiverse children, specifically those in areas of high deprivation

Recommendation Paper on Autism Intervention Programmes

Building on the proposals outlined by Councillor Powell, we have identified the following projects and programmes that can be further developed to achieve the desired outcomes:

Schools Inclusion For Autism (SIFA)

Extension of the Autism Outreach programme delivered by a partnership of Surrey Specialist schools to bring the placement stability work into the core offer. This programme, known as **SIFA (Schools Inclusion for Autism)** provides targeted support for children at risk of needing to move to specialist provision and provides strategies and interventions for both families and mainstream schools. During the pilot, which covered a 12-month period, 38 children were supported across 18 schools. The end of year report noted that all schools noted an improvement in attendance and a greater understanding of needs and increased confidence to support children with autism. Historically most of these young people would have been transferred to either

Surrey specialist provision or Non-Maintained Independent (NMI) schools at additional cost.

The SCC Placement Stability Coordinator and Head of Outreach at Freemantles School worked closely together to refine the process of identifying and prioritising pupils across Surrey. They look at a range of criteria that includes CIN/Children who are looked after/refugees and asylum seekers as well as children who are at risk of permanent exclusion at their current school. We have mapped the LSOAs areas across the schools and although the 18 schools themselves do not sit in the top 21 SLOA wards (which are small) we have data to evidence that many of the children who attend the SIFA supported schools live within the areas of high deprivation

Additional funding would enable us to transition SIFA into business as usual so that maintained schools can access targeted support for children at the earliest opportunity when schools are struggling to support a child to make good progress and to be happy to be in school.

Cost breakdown

The cost of the initial project, including SCC staff and extending the commission for outreach service delivery.

Two Inclusion Officers grade 10 to sit within Commissioning SEND Admissions - £111,950

Expansion of the SIFA offer delivered by the Autism Partnership - £200,000

Total - £311,950

Whole School Autism Friendly Reviews

Scaling up of the new and highly successful Whole School Autism Friendly Reviews so that all mainstream schools can access. This review addresses the school environment from the perspective of:

- Pupils at the school.
- Parents and carers and
- School leaders,

It has been co-designed with people with lived experience, ATLAS, Family Voice Surrey and the review is carried out by the All Age Autism Team. The reviews started in September 23 and there are already 40 schools on the waiting list. The review includes an evaluation visit 2 terms after the initial review in order to measure and understand the difference it has made.

Expanding this programme will mean that more schools can access the reviews and start to make whole schools changes that will improve the environment and experience of the school day for all children and young people and staff in the school community.

The reviews are currently carried out by members of the All Age Autism Team. Each review team consists of the Autism Lead, who has extensive

knowledge of autism and is qualified as an Autism Champion Trainer, a member of the Family Voice Surrey team which is the Surrey CC parent/carer forum and our apprentice with lived experience.

Under these proposals we would seek to employ a new team manager to support the programme and to lead reviews along with a commissioned member of FVS. We are committed to continuing to employ young people with autism to support this programme. The additional funding will enable us to employ a second autistic intern or apprentice to be part of this workstream.

All of the above would be accessible to all mainstream and specialist schools and a referral process will take into account the levels of need within the school including deprivation, attendance and exclusions.

This programme is being carried out in alignment with the Inclusion and Innovation Working Group which is a schools-led programme to support inclusion and raising awareness and understanding of autism.

Autism Friendly School Reviews take place in Surrey mainstream primary and secondary schools and support all children attending by supporting the schools with suggestions to improve their routines, practices etc. The programme has been voluntary up until now with schools putting themselves forward. We will target areas of high deprivation across Surrey in the future and ask schools in these areas if they would like a review. The Outreach work is supporting schools with practices that enhance provision for autistic children. Many of the interventions and resources suggested are suitable for all children that may struggle with lower academic achievement or delayed speech and language skills.

Cost breakdown

Autism Review Lead - £72,514

Business Support - £15,551

ATLAS - £25,000

Supported Intern - £0

Family Voice Surrey - £8,000

Total - £121,065

Enhanced Language and Communication Initiative (ELCI)

This is a programme which started this academic year to put additional targeted support into Reception classes in response to feedback from schools that children are arriving in Reception with a low level of attainment which is affecting their access to education. This includes speech and language delays, disorders and social language and communication issues which can

sometimes be a precursor to an autism diagnosis. The programme can support 26 schools at a time with a qualified speech and language advisor spending half a day per week supporting Reception teachers and assistants with strategies, training and resources to support more complex cohorts of children. This programme started this academic year and has already had excellent feedback from schools.

The proposal would be to expand the programme to support additional schools reaching up to 50 schools at any one time and to extend the training offer.

Cost breakdown

Educational Psychologist	0.2	TBC dependent on experience		£13,537
Specialist Speech and Language Therapist (to cover a day of Highly Specialist time)	0.2	PS10	£11,064	
Senior Specialist Support Worker	1.0*	SP8		£40,537
Specialist Communication Worker	4.0**	SP7		£146,952
Total				£212,090 + 4% £220,090

In relation to all the programmes outlined above, the service cannot impose a programme on any individual school so we cannot guarantee the take up would always be from schools in areas of deprivation but we can commit to promoting these activities first to schools in those areas and to prioritising their take up before any wider offer. To be of maximum value to Surrey children with additional needs and their families, any leftover places could then be taken up by other schools to meet needs in their cohorts.

Recommendation:

To approve the funding for the programmes listed above with a total value of £653,105

7. Remaining Funds Proposals

CFLL staff have costed the full range of additional opportunities outlined above at £6.1 million. The directorate is aware that up to £8.3 million may be available to

support prevention objectives in children's services. We consider that the best value for the remaining £2.2million funds potentially available will be realised by focusing on recruitment and retention initiatives for the social work workforce.

Recruitment & Retention:

- The Council has already provided some additional investment for a Market Forces payment to social workers in hard to recruit areas within the statutory social work teams. This additional investment was welcomed and appreciated by CFLL and we are closely monitoring the impact of this payment to social workers who are employed in the Family Safeguarding teams. However, there remain recruitment and retention challenges across the wider social care workforce, particularly in the Assessment / CWD and Children Looked After teams. We know that the leaver / retention rates remain higher than we would wish, the balance of permanent / agency staff and vacancies and the workforce stability continue to be key challenges and focus for the leadership team and a key factor in our journey of providing an Outstanding social care service to children and families in Surrey. Additional funding would be allocated to two areas: a) to recruit social workers internationally, to expand the pool of social workers in what is a tight market. We have worked closely with West Sussex County Council to understand how they have bridged their vacancy gap via international social work recruitment and the financial costs of this. b) retention: following a review of the current retention offer for social workers there is scope to change and extend this offer. We have benchmarked against other local authorities and their offer.
- The current use of locum social workers has increased over the last year by (22.6%), we currently have 110 FTE locum social workers predominately working in the safeguarding and children looked after teams. The cost of this for SCC in the financial year 2023 – 2024 is (conservatively) **£9.5million**.
- Therefore, investment in a strategy which can create higher levels of retention alongside increased recruitment to reduce the current commitment on locum staff makes a strong financial argument and we would be creating stability in the social work workforce which is identified as one of the critical factors and ingredients in a good / outstanding children service.

Market Forces (MF)

- CFLL has set a recruitment & retention target for social workers, with the target being 85% permanent, 5% vacancy and 10% agency within the next 12 months (by March 2025). As of December 2023, only 58.2% FTE social worker roles were occupied by permanent employees.

- Social Workers (and SW Team Managers) in the Family Safeguarding (FS) and Safeguarding Adolescence teams (SAT) receive a £5,000 per annum market supplement, introduced in December 2023. Impact is being monitored monthly. Other service areas have experienced similar challenges, and we are therefore considering widening out the MF payment
- An initial benchmarking exercise has been completed by CFLL's Policy, Planning & Programme team. Salary data was gathered from 19 other local authorities including geographical neighbours and wider 'key' local authorities. From this benchmarking activity of 19 local authorities Surrey is the 17th highest paying local authority for basic pay (3rd from bottom).
- It was found that many local authorities included in this exercise grade their qualified social worker role across more than one grade, with 3-4 spinal pay points in each grade. This provides more incremental pay progression, allows more 'headroom' before reaching the top of the grade, and offers more flexibility when offering roles to successful candidates.
- The local authorities who pay more than Surrey (excluding allowances) are paying £3,068 more on average than Surrey.
- 11 of the 19 local authorities included in the research currently pay a market supplement for Children's Social Workers.

Financial Modelling of Market Forces payment implemented into Assessment / CWD and CLA service areas:

- Based upon the current levels of vacancies the recommendation is to have a graduated market forces payment:
- Assessment and CWD: 4k for all social work grades and social work team managers.
- CLA: 3k for all social work grades and social work team managers.

Post	Assessment Teams		CWD Teams		CLA Teams		Total	
	Base FTE	Estimated extra cost	Base FTE	Estimated extra cost	Base FTE	Estimated extra cost	Base FTE	Estimated extra cost
TM	12.6	64,814	6	30,864	8.4	32,407	27	128,086
SW	46.0	236,624	19	97,736	36	138,888	101	473,248
SSW	15.2	78,189	9	46,296	22.8	87,770	47	212,254
ASW	11.9	61,157	6.5	33,436	5.6	21,605	24	116,197
	85.7	440,784	40.5	208,332	72.8	280,670	199	929,785

- Total costs **£929,785**.

International Recruitment:

- Social Work England reports that the vacancy rate has increased to 20%, or one in every five social work positions, up from 17% in 2021. This has exponentially increased the recruitment of social workers from other countries. Studies estimate that over 10 per cent of England’s qualified social workers trained abroad.
- We have liaised with colleagues from WSCC who have commissioned Frontier Consulting (Tripod) to support them with international recruitment. WSCC are approximately 6mths into a recruitment campaign of 50 international social workers.
- The table below provides a breakdown of costs to undertake face to face recruitment of social workers from South Africa. The recruitment agency fund members of SCC staff to travel and stay in South Africa to undertake the social work interviews.

Placement Fees % of Salary	Face to Face	Pastoral Support	Total – per candidate
15%	£6307.95	£1500	£7807.95
14%	£5887.42	£1500	£7387.42
13.5%	£5677.16	£1500	£7177.16

In addition to this SCC would pay the £8500 retention payment to each candidate, therefore a recruitment aimed at 30 international social workers would cost **approximately £470,000**

ASYE and/or ISW Recruitment and Retention additional resource and support

- In the Academy we currently have in post 1 Team Manager managing 7 ASYE assessors (Advanced Social Workers-ASWs) and Practice Educators, co-ordinating the ASYE programme, running the SW Apprenticeship Programme, and external student placements. ASWs support 10 Newly Qualified SWs on their ASYE, run induction and we have a 0.5 post dedicated

to delivering a Post-Qualifying Year 2 programme to aid retention, and start preparing for the 2 year ASYE programme requirement that will be brought in by the DFE in 2026.

Option 1:

To continue current level of work to recruit and deliver support annually to 35 NQSWs, Post-Qualifying Year 2, preparing for increased ASYE requirement in 2026, increasing up to 30 SW Degree Apprentices, and external students.

1x Team Manager at PS11SC:

Total: £64,136- £72,207

Option 2:

To deliver Option 1 plus support to an additional 10 NQSWs (Assessors support 10 per year):

1x Team Manager at PS11SC

1x ASW at PS10SC between £56,361 and £62,515

Total: £120,487-£134,722

Option 3: (preferred option)

To deliver option 1 plus increased ASYE scheme and provide similar support to International Social Workers:

2x Team Managers between £64,136 and £72,207 each

1x admin at PS7 - approximately £41,345

3x ASW between £56,361 and £62,515 each for every 10 additional

NQs/ISWS:

Total: £338,700-£373,304

Vicarious Trauma support:

- To support the staff working in Surrey CC Children & Families Directorate, the focus of this support is for social workers but also includes support to all other staff who work in these services as there is awareness to offer an inclusive approach and all staff, whether seen as 'frontline' or not can be impacted by their work. The nature of the work that staff in this area have to face, often on a daily basis, means they can be exposed to trauma and in addition through the material they may read or may hear they are at risk of developing vicarious trauma (or secondary trauma). This support would be part of our overall package to attract and retain social work staff and has been raised by our own staff via feedback to the Directors and therefore is something that our own social workers have identified as a good and supportive for them and likely to improve retention.

Option 1- delivered by therapist, costs annually per 10 people per month for a 90 min session and preparation costs: £1503 (also options for monthly or 4 month trial but less cost effective). For 8 sessions a month (2x per quadrant) this would be £12,024 or 8x sessions a month (4x quadrant)- £24,048.

Option 2- train own staff to deliver group sessions- £550 per person to train plus therapist would then provide supervision of 6-8 group facilitators at £1503 per year. Capacity to deliver the sessions to groups would need to be considered.

Option 3- (preferred option) Employ a staff member 0.6 FTE with psychology background to undertake Reflective Practice training and then deliver reflective practice group and individual sessions, according to service needs. Would be able to provide more sessions and support in a more flexible way. **Costing at band 7 in health bands- £26,245-£30,033**

Conversion Payments

Proposal to make equivalent to SCC relocation payment of £8500 to any locum social worker or Team Manager who wishes to become a permanent SCC employee. This payment would be dependent upon 2years of service following payment and we would have this in a contract.

We would hold this offer for a 3month period and this would effectively create financial savings if we are able to convert people into permanent roles.

Total cost of measures outlined above: £1,803,122 (+ cost of any relocation payments for temp to perm conversions).

Conclusions:

- Considerable investment has been already agreed to support a number of services in preventing the escalation of need and supporting both cost containment and better outcomes for children and young people in Surrey.
- The further work required to consider the alternative proposals put forward by Cllr Powell has been undertaken and a recommended way forward outlined in respect of each one.
- Consideration has been given to the use of the balance of available funds to support children's services and recommendations made for further use to support recruitment and retention.

Recommendations:

- The Select Committee is asked to note the report and its content.

Next steps:

- Updates on the progress of these interventions should be brought for future review.

Rachael Wardell, Executive Director Children, Families and Lifelong Learning

Sources/background papers

[\(Public Pack\)Agenda Document for Council, 06/02/2024 10:00 \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/agenda/06/02/2024/10:00)

[Government announces a further £600 million boost for councils - GOV.UK
\(www.gov.uk\)](https://www.gov.uk/government/news/government-announces-a-further-600-million-boost-for-councils)

Wednesday, 17 April 2024

Youth Work Provision

Purpose of the Report: Review the provision of youth work and outcomes for all young people at county and district levels and outcomes for service users since a decision in 2020 to replace universal youth work with targeted youth work; compare and contrast data from new provision with that of previous provision and seek assurance of the adequacy and impact of current provision.

Introduction:

1. In 2018 a restructure of the Children and Family Service sought to strengthen the capacity and means to respond to young people who needed additional support with the creation of the targeted youth support and safeguarding adolescence teams.
2. At that time universal youth work was provided by Surrey County Council's community youth work service and delivered through approximately 30 youth centres across Surrey open to young people of all ages. Most of the buildings were owned by the county council with others leased from District and Borough Councils or private landlords.
3. In November 2019 Surrey County Council agreed to consult on whether they should continue to deliver universal open access youth work and whether to enable third sector organisations to use the youth centres at little or no cost.
4. Whilst there is no statutory duty for Surrey County Council to provide universal open access youth work, the youth centres themselves were valued as community assets with an ability to play a larger role in achieving the Community Vision for 2030 that included community participation as one of the priorities. The aim was to increase the availability of existing youth centres for the use of the voluntary, charity and faith sector and where young people could be engaged and access a programme of activities without needing to be referred.
5. Recognising that many voluntary, charity and faith sector organisations delivered universal youth work already, supporting them to maximise the potential of youth centres could provide a more comprehensive range of services for young people locally within the community.

6. It was agreed in August 2020 that Surrey County Council would:
 - 6.1 Support the creation of management committees and providing them with a lease for the building with an agreed set of outcomes.
 - 6.2 Provide leases to already established organisations with an agreed set of outcomes.
 - 6.3 Enter into a Service Level Agreement to provide universal open access youth work including covering our responsibility to ensure the services are of good quality and delivered safely.

Performance Reporting

7. Historic data for Surrey's youth services had encapsulated two types of internal service: 'open-access universal' services, including a range of leisure, cultural, sporting and enrichment activities mainly based around youth centres; and more targeted provision for vulnerable young people, including teenage pregnancy advice, youth justice teams, and drug and alcohol misuse services.
8. Between 2018 and 2020 Surrey's community youth work service documented delivery of 794 universal open access youth work hours per week across 30 sites in total, averaging 26.4 hours each youth centre per week. This reduced in 2019 to 618 hours per week, averaging 22.8 hours per week through 27 centres. The reach in these universal open access youth work hours ranged from 15 through to 50 young people each week per session, dependent upon location and which could result in additional hours of targeted 1:2:1 youth support. The reduction in hours in 2019 / 2020 followed the change and restructure of Surrey's youth services to a targeted approach.
9. The community youth work service was made up at that time of approximately 100 staff but only 19.6 full time equivalents as most staff had contracts for only a few hours a week.
10. During 2019 and throughout Covid Surrey's Targeted Youth Service supported 1,149 children aged 11-18. In 2021/2022, 1,784 young people, 2022/2023 1,613 young people and in 2023/2024 to date a total of 1,669 young people aged 11 – 18.
11. These figures do not include any referencing to any voluntary, charity or faith based or other community organisation that was delivering universal youth work at that time, where data would not have been readily shared due to lack of presence of any data sharing or contractual relationship existing to give the mechanism for data reporting and collection.

Comparison between Old Provision and New Provision

12. Between March 2020 and March 2022, Covid impacted delivery of all services due to challenges around restrictions in lockdown, redeployment of staff into Covid-operational needs, people needing to isolate and learning to adapt to deliver services in alternative ways including virtually, or by telephone.
13. During 2023 we have also been working with third sector providers who want to deliver universal youth work but for whom taking a youth centre building was not feasible. We have sought to support on a collaborative basis by offering them delivery time, space and infrastructure within 4 Surrey County Council managed youth centres and networking facilities with other services and community partners. Our Community Link Officers have additionally supported this work, by leading on engagement with young people to seek their views and feedback over what they would like to see, talking to partners and organisations locally to create and bring together a partnership network and sourcing supporting for local providers and community groups to become involved. Delivery has started slowly with an average of 15-20 individual young people in attendance each week at each centre.
14. We are currently part of the Towns and Village collaborative and partnership working on mobilising the team in the community approach on the 27 towns and 2 villages initially identified and in connection with the Borough and District Councils.
15. The youth centres have always historically operated in a hub model being used by the community for a wide range of events and regarded as a place of voluntary, drop-in attendance.
16. The original terms of the Open Access Youth Work Transformation offer were that Surrey County Council would operate a managed building and provision of space at little or no cost to third sector providers to provide a universal youth work offer.
17. Surrey's 2021 census noted we had a population of 1.2 million residents, 119,631 aged 10–17-year-olds, 26,380 17–19-year olds and 20–29-year-olds estimated at 129,845. In May 2023, Targeted Youth Support Service (TYS) and Safeguarding Adolescent teams (SAT) were supporting approximately 1,150 children with a monthly average of 527 by YYS and 517 children by SAT.
18. 15 Targeted Youth Support Teams sit across four quadrant-based service areas. The service was created to support up to 1,125 young people with practitioners holding an average caseload of 12 young people with a mixture of each help including family support programme joint work, youth justice and joint work with safeguarding adolescent team.
19. The Youth Offer team delivers a range of targeted youth work in communities and schools, with youth services and the police supporting young people across a range of services including CYP Havens, Skill Mill, Turnaround, Bike Project, Engage Team, and Building Belonging (Vanguard). The Reparation and Unpaid Work Coordinator is also located within the Youth Offer team. This team currently work with an average of 33 young people a week offering a minimum of 3 hours each young person per week input directly into participation in projects.

20. CYP Havens is a team of six mental health youth workers commissioned by the Integrated Care Board who deliver drop-in style sessions and 1:2:1 county wide support as well as supporting the Extended Hope.
21. The Engage Team is an initial pilot run in Guildford custody suite where we operate a rota of youth work staff on duty between 9am and 10pm to support children where a youth worker engages with them in custody with the aim of supporting them at reachable, critical moments, alongside other custody-based services. Over six months 47 young people aged 11 -18 have been supported in custody with 39 of whom went on to participate in youth offer projects such as carpentry, cycle workshops, hair and beauty, music, boxing, horticulture and emotional and mental health support. 882 hours of support were offered to these 39 young people over a six-week period as typically this engagement is 6 weekly 3-hour sessions over 6 weeks and then a review.
22. The Building Belonging Programme (Vanguard) is prototype project designed to support children at the earliest opportunity to reduce first time entrants at risk of entry into the criminal justice system, improve family mental health, reduce substance misuse, improve relationships and achieve stable accommodation for parents and children. A key aim is to ensure and support access to education, training and employment. The project is delivered by Clinical, Local Authority and voluntary sector staff working collaboratively as 'one team' community and locality based. Whilst the programme's first year of delivery will not be completed until September 2024, it has since September 2023 to date supported 42 children, where 15 were experiencing school-based issues, 13 needing support around family dynamics and the remainder split between a range of support needed for family bereavement, housing and family financial instability, missing and peer influence.
23. An Adolescent diagnostic was commissioned in 2023 which produced the Surrey Adolescent Safeguarding – An Integrated Pathway report dated September 2023. This revealed a variety of issues looking at a much wider overview of services other than the targeted youth services, finding the system was not operating effectively despite attempts in the 2019 restructure and 2021 Adolescent Strategy 'Joining the Dots' to have made better attempts to integrate services and had not achieved the aims they set out to achieve. Those findings including the 2022 evaluation of the Safeguarding Adolescent teams evidence a case for system wide change which is a key focus of the Directorate's transformation plan.

Conclusions:

24. Following completion of the adolescent diagnostic and Surrey Adolescent Safeguarding – An Integrated Pathway report dated September 2023, consultation has commenced on the proposed changes to Adolescent Services which includes youth work services, proposed role changes and ration of wider services to align into a more integrated and hub-locality based approach. Formal staff consultation ended on 8th March 2024. The go-live date of the start of changes to take place is 1st April 2024 and by October/November 2024 anticipate

that we should have six months information available to see the impact that the change has had.

25. This model will also include - the blended approach of third sector and community organisations co-locating not only with our adolescent services but also other stakeholders and partners such as Surrey Police and Health delivering a wide and diverse range of universal and targeted services collecting based in the community and within the same space whether it is youth centres, libraries, local borough council offices, community halls etc.
26. Offering support, training, upskilling and inclusion to our third sector providers of training, data sharing, supervision and case conferencing, sign-posting and sustainability within the community to deliver quality assured universal services of benefit and in addition to the targeted services that will offer a range of support for children aged 0 to 18 and their families.

Recommendations:

27. It is recommended that the Select Committee:

27.1 Reviews and notes the updates outlined in this report and the on-going work around system wide change working towards integrating services better and including third sector organisations and stakeholders and partners.

27.2 Agrees to receive a further update on developments post new structure no earlier than six months after the go-live date of 1st April 2024 to give enough time for changes to be implemented and outcomes to start being able to be evaluated.

Next steps:

28. Once the consultation has ended on 8th March 2024, the new implementation of the new structure and transition of staff into new roles will be implemented working towards the start date of 1st April 2024 for the new Adolescent service.
29. We are working with a range of internal SCC directorates and external stakeholders and partners such as Police, Health and third sector organisations in coming together with the aim of utilising buildings more effectively between us all so that more services can be delivered locally for the benefit of residents and families. Working also with our internal SCC Hub programme team we are sourcing additional space such as libraries, community buildings, health practitioner spaces which can then be shared with a range of partners not just our adolescent and youth services but in a wider and more diverse range of spaces such as libraries, community buildings, police stations, health practices as part of the Community Vision 2030 strategic aims.

30. In addition with the strategic objective of a hub-community based approach as a golden thread, we will continue with the proposals for Surrey held youth centres to operate as a managed building multi-agency delivery centre offer co-production and co-location of a wide and diverse range of services based locally for the benefit of children and their families including universal youth work.
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Report contact

Dave McLean, Targeted Youth Offer

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Wednesday, 17 April 2024

Adult Learning and Skills Update

Purpose of report:

The purpose of this report is to provide an update and respond to the recommendations set out by the Task Group in June 2023.

Introduction

The Adult Learning and Skills Task Group was set up against a backdrop of labour and skills shortages and the cost-of-living crisis, with the aim of identifying opportunities for adult learning in Surrey to better meet the needs of employers and residents and at the same time meet learner demand for community learning. This report shares the recommendations of the Task Group and the progress of implementation. It will explain how the Council's Surrey Adult Learning service fits into the current landscape and how it finds itself at odds with the agenda of the national government that funds it. National government are clearly prioritising economic and skills outcomes over community, leisure and pleasure and health and wellbeing outcomes with an expectation that adult learning leads to more English, maths and digital skills qualifications.

Responses to Recommendations

RESPONSE TO THE REPORT OF THE ADULT LEARNING AND SKILLS TASK GROUP

Recommendations:

- 1. *Develop a stronger relationship with Jobcentre Plus to (a) connect with the adults most in need of upskilling and (b) ensure courses match demand in type and location.***

1.1. July 2023 response: In July 2022, SCC signed a Partnership Agreement with DWP, setting out the principles and commitments that are agreed to deliver sustainable employment outcomes for Surrey residents. Both parties have shared objectives which are focused on driving the recovery of the

Surrey economy, establishing clear pathways to high quality, sustainable work and thereby reducing unemployment and underemployment. This Agreement has already led to closer cooperation between Jobcentre Plus and Surrey Adult Learning (SAL) to help deliver ESOL courses for Ukrainian residents and the action plan for 2023/24 includes better sharing of data to help ensure courses match demand in type and location. SAL has set up a digital dippers course for the over 50s in partnership with the local DWP as a result of the partnership agreement.

1.2. Economy and Growth March 2024: A strengthened partnership between DWP and SCC continues, co-ordinated by the Economy and Growth team but bringing together a range of internal teams, including SAL, with bi-monthly partnership meetings. In terms of connecting with the adults most in need of upskilling, recent work has focused on particular neighbourhoods of Old Dean, Canalside and Stanwell, working with Skillsmax to deliver specialist provision for long term unemployed claimants. There has also been upskilling of DWP work coaches to act as Multiply Numeracy Champions to promote the opportunity for upskilling in numeracy.

1.3. SAL March 2024 - As a result of this partnership SAL has set up the Digital Dippers programme designed by listening closely to client needs articulated by DWP. Initially with a focus on the 50+ age group, the programme is now being extended to younger claimants needing to develop their skills and confidence in six key digital skills areas. Through these courses participants become more active agents in today's world, whether searching for work or managing their day to day lives to begin with, this programme was provided in Surrey Heath (Camberley) and Guildford. It is now also running in Spelthorne (Staines) and Elmbridge (Molesey) with plans to deliver in Woking from April 2024. The national DWP Director General of DWP visited Surrey recently to see how the course could be replicated nationally and to praise the collaboration. We meet termly with the DWP and the economic development team. The number of job seekers at the DWP is low – the majority are hard to reach and hard to help. Despite this, in March 2023 we had 17 learners on the digital dippers programme and by the end of 2023 we had 112. To further increase numbers, we are attending job fairs in partnership with the DWP.

2. *Take the teaching of functional skills to where the data shows qualifications are most lacking and unemployment is greatest. There should be a greater focus on Spelthorne, for example, where the greatest proportion of Surrey's residents have fewer than five GCSE grades 9-4 (27.9 per cent). Ideally this will not necessitate the closure of any current centre but if the budget means all courses must be in the same building, then this may mean those who can afford to travel may have to go farther.*

2.1. July 2023 response: There is a stronger emphasis on national, regional and local adult learning priorities to target adults with no or low qualifications and to reskill or upskill adults who are disadvantaged or vulnerable and live in more deprived areas such as Spelthorne, Canalside and Old Dean. It means a more targeted marketing and communication approach to attract learners with specific needs. Historically, adult learning has relied upon the word of mouth from existing learners which in general means we have tended to attract the same type of learner. As such, Surrey Adult Learning is planning to take the learning to the learners with the most need, ensure that vulnerable learners receive support so that they can access remote learning via the internet and through a digital device. It will in effect mean we widen our participation which will meet an area of improvement set out in our last inspection in May 2023.

2.2. SAL March 2024: This academic year we have provided a sequenced pathway of English and maths qualification courses in Spelthorne (Sunbury), Woking and Surrey Heath (Camberley) responding to demand from Stepping Stones to Functional Skills and from Functional Skills through to GCSE level. Additionally, Functional Skills qualifications are embedded within SAL's apprenticeship provision for those apprentices who do not already have a Level 2 English or maths qualification. SAL is also working in partnership with Surrey and Borders Partnership NHS Trust providing English and maths Functional Skills qualification courses for their employees. Furthermore, our staff at Camberley are working with the community link officer for Old Dean and we are attending the job fairs in March and April. It is though taking time to see results with more Old Dean residents attending adult learning courses.

3. *Venues should be accessible by public transport and co-located with other internal services like libraries to be more community based and share costs. Every library across Surrey should also operate as an adult learning facility delivering community learning.*

3.1. July 2023 response: With 52 branches across the county, Surrey Library Service is situated in every major community and the offer is accessible to all. Libraries are informal centres of learning where all ages can build skills and knowledge contributing to well-being, building personal networks, and supporting career and earning potential. Surrey Libraries support and deliver the national Libraries Connected Universal Information and Digital Offer, which aims to ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online. Through the information and digital offer, libraries provide quality information and digital support. Libraries enable individuals and communities to develop learning skills to find answers and to inform life choices. The offer helps children and

adults to engage and feel safe online, it ensures resources and opportunities are accessible, and it embraces creative and innovative technology.

3.2. All Surrey libraries offer access to Good Things Foundation Learn My Way courses via public network terminals for free. There are also a range of resources that are freely available via the internet such as Access to Research and Massive Open Online Courses (MOOCs) provided by University of Surrey. The Library Service actively works to signpost to services that meet the needs of residents and that includes supporting Adult Learning and Skills and promoting their service offer. The Library Service is actively working with Adult Learning to co-locate services where possible, for example, in the new Sunbury Hub that is being planned. We also plan to expand the Adult Learning offer in libraries by providing taster sessions for longer courses and providing spaces where Adult Learning can hold classes to support the development of independent skills in areas of need.

3.3. **March 2024 response:** Adult Learning and Libraries are developing a programme of activity around key national celebrations such as Adult Learners Week, Family Learning Festival and Get Online Week to deliver taster sessions in libraries and showcase the range of courses available at Adult Learning Centres. Events will take place in Libraries across Surrey during October and will enable residents to sample a range of courses from the Adult Learning and Skills service. Activities will also be offered for children and young people with their parents and carers to boost literacy and numeracy through stories, songs and rhymes.

3.4. In addition, libraries have secured a commission to deliver an Independent Skills Programme in 14 libraries (based on need) over an 18-month period in which Adult Learning are a key delivery partner. The Programme aims to deliver a programme of curated, bespoke skills and personal development courses for residents at risk of escalating care and support needs, aimed at empowering them to live independently and with as much choice and control for as long as possible.

3.5. **SAL March 2024** – In the last year, we have improved the links between libraries and SAL. There are links between the Library IT courses to SAL's and many of our Family Learning students are signposted from a library course. This has contributed to an increase in our Family Learning programme from 150 learners in 20/21 to over 1,200 in 23/24.

4. *Form or strengthen partnerships with the community and voluntary sector organisations suggested in the Task Group report to encourage participation in disadvantaged and deprived areas.*

4.1. **July 2023 response:** Surrey Adult Learning is working with all staff in the service to improve their community presence and to do it in a structured planned way. We have been on the ABCD course delivered internally by Customers and Communities to work with internal and external partners to enhance our presence and to do it in a way that is right for Surrey and holistic across all our County Council services. The aim is to deliver a person-centred approach that will include education as well as health and other strategic priorities. We have worked recently with the DWP and Jobcentre plus to develop a digital dippers course for ove-50s in deprived wards and it has been a major success

4.2. **SAL March 2024** – Building on the response from last year, a particular success is the collaborative work by SAL’s Family Learning (FL) team with other teams both externally and within the directorate such as the Team Around the School and the L-SPA. This work has enabled courses to be developed to meet current local needs and the information about our free Family Learning courses to reach the target families. Family Learning in 2020/21 had 150 learners and by the end of 2023/24 academic year we anticipate 1,200 learners. The relationships with schools has dramatically improved and FL has had a direct impact on improved behaviour and attendance of children. In addition, we are working collaboratively with the Cygnet Hospital to provide a pathway from discharging patients into our passport to wellbeing courses.

5. *Continue to work with teams in community engagement, economic development, land and property and health and wellbeing to analyse other ways of targeting the Council’s 21 key neighbourhoods.*

5.1. **July 2023 response:** There is a drive for all to target the 21 key neighbourhoods and for adult learning to play a part in revitalising the lives of many in our most deprived neighbourhoods. Surrey Adult Learning has many communications with internal County Council departments and attends meetings with the economic development directorate on the skills plan and the local skills improvement plan to provide a foundation for learning often through improvements in literacy, numeracy and digital skills to deliver outcomes for learners that improve their employability and progresses them further in their education or training. We are working with land and property to develop a shared service site with libraries in Sunbury and Farnham and any potential sites or accommodation in the North of the county especially around Staines. SAL is part of the Health and Wellbeing Board and is working on an implementation plan to highlight the importance of learning and education for improving health and wellbeing. SAL has a Passport to Wellbeing department with a plethora of active courses including Tai Chi and yoga and there is a

strong presence of learners from the 21 key neighbourhoods although we could do more and will continue to focus on this area for development.

5.2.SAL March 2024 - Rebecca Brooker, Prevention and Communities Lead at Surrey County Council, has agreed to become a new member of the SAL Board to improve how we can influence the key neighbourhoods with our curriculum offer. In addition, we are working with the Hong Kongers now living in Surrey and we provide bespoke English courses. From January 2024, we introduced a new range of courses that included more in-depth knowledge of UK employment skills opportunities, community integration, reducing loneliness and supporting parents to better understand the English education system.

6. *Fund transport for asylum seekers to attend training provision, particularly where it is centralised. This may use the neighbourhood portion of Community Infrastructure Levy receipts.*

6.1.July 2023 response: SAL is already doing this. SAL provides transport assistance to many asylum seekers via a minibus. For others, SAL reimburses their public transport costs. SAL is aware that without it there would be no provision for many asylum seekers. We will explore the use of the Community Infrastructure Levy.

6.2.SAL March 2024 – SAL continues to reimburse public transport costs. Learners are not coming from one hotel anymore. We are not using the community infrastructure levy and we must explore that in more depth. We are enabling learners to attend face to face courses and since September 2024 we have spent nearly a £1,000 on transport assistance.

7. *Where possible courses should be offered both in person, to allow access for those without a computer and to maximise the social aspect, and remotely, to make it easier for people without transport or limited spare time due to caring or work commitments. Liaise with Citizens Online, which has been commissioned by the Council to research digital exclusion in Surrey, and cooperate with its recommendations to minimise it.*

7.1.July 2023 response: SAL had 100% face to face provision in our seven sites in 2018/19 and that shifted to 100% remote learning during the Covid pandemic. In the last year 75% of our courses were face to face and 25% remote learning and we expect that equilibrium to be the same in the next academic year. Learners and tutors are determining the mix that is right for them and many have unexpectedly taken to remote learning when initially there was a trepidation about its value. The quality of teaching and rapport between the learners can be maintained remotely with good, modified and appropriate teaching and learning. We will liaise with Citizens Online

7.2.SAL March 2024 – We have not yet liaised with Citizens Online but we will do so before the end of the academic year. To support the reduction of the digital divide, SAL restructured its digital skills curriculum to a clearer progressive pathway of free courses from the start of the current academic year which has seen learner numbers increase by 20% compared to last year. All our online courses are taught live by a qualified tutor. To help meet resident demand, this term we are providing some remote learning in all our curriculum areas apart from Passport to Wellbeing and our suite of courses for adults with low to moderate mental health issues. We are not providing any equipment, but we are introducing in the next academic year a free course for any learner earning below the living wage of £21,000.

- 27.1% of courses were delivered online in 22/23. Decreased to 25.8% in 23/24.
- 29.5% of learners attended an online course in 22/23. Decreased to 28.7% in 23/24.
- 33.0% of learners aged 24 to 64 attended an online course in 23/24. Only 18.2% of learners aged 65 and over did the same.
- 84.0% of learners aged 65 and over attended a face-to-face course in 23/24. Only 70.2% of learners aged 24-64 did the same.

8. *Market research of the types of courses wanted and better promotion of what is available could help to avoid having to run courses mixed ability due to lack of interest.*

8.1.July 2023 response: SAL has a learner survey at the end of the academic year with over 600 responses setting out their opinions on the strengths and areas for improvement on the course and the level of learner support. We provide a chart of “You Said and We Did” at all our seven sites and on our website. In addition, we asked the corporate research team to ask why previous learners and potential new learners have not accessed our provision. In summary, habits have changed since Covid, and many potential learners do not appreciate the full benefits of further learning. As a consequence, we are marketing our provision in a more targeted way to the 21 key neighbourhoods and highlighting the benefits of learning for economic, social and community purposes.

8.2.SAL March 2024 - The SAL Course Guide 23/24 is available in 23 libraries that are in proximity to our seven centres. SAL is featured in the ‘Improve your skills’ section on the back page of the Cost-of-Living Guide that was distributed to all households in Surrey in November 2023. This was followed up by a Skills update in Surrey Matters in January and February. Over 70% learners enrol into a SAL course from surreycc.gov.uk/adultlearning. A survey to prospective learners in January 2024 showed more evening classes were wanted and 55% would like to spread the cost of courses in instalments. We are working with recruitment to entice more tutors to work on an evening and

on a Saturday. Key themes from the SAL annual learner survey 2023 in the Summer with 832 responses say Tutors are prepared to an excellent standard and lessons are delivered in a way that helps you build on your existing knowledge and skills and to make progress, costs have gone up significantly and it is a challenge to enrol on the website. We have recently changed the website to reflect learner comments and our increases in costs are below inflation.

9. *Where mixed ability classes must be used for the sake of economics, train tutors how to differentiate effectively and incorporate peer and self-assessment to enable their time to be shared more equitably.*

9.1. **July 2023 response:** SAL was recognised in its latest OFSTED inspection to have good quality teaching and learning at the core of its activity for the benefit of learners. SAL observes all our tutors, and we use outside quality leaders to review our self-assessment reports of our curriculum areas, from modern foreign languages to arts and crafts and onto GCSEs in English and maths. It is a vital component for all tutors, and we do it well to differentiate their teaching for each member of the class. We ask fellow learners to support other learners and it helps to generate a collective spirit and a learning community.

9.2. **SAL March 2024 -** SAL is ambitious for all our learners with tutors ensuring all learners acquire the knowledge and skills they need to succeed. We have a differentiated approach to our teaching to meet the needs of individual learners. There is a progression and individual learner plan for all our learners. We are inclusive and support learners with additional needs. We carry thorough assessments for access arrangement.

10. *There should be parity in provision across Surrey. Both accredited and community aspects of learning should be accessible to both West and East without the existence of a postcode lottery. In its areas of expertise, i.e. education and social care, the Council should be offering Level 3 training; in addition to apprenticeships in these areas it should consider skills bootcamps, for which grants are available for local authorities. In other areas of learning, where it would not make good financial sense to provide these itself it should seek to commission providers to fill these gaps.*

10.1. **July 2023 response:** Surrey County Council has recently bid for £1.4m of Bootcamp funding, in partnership with Hampshire County Council. This prioritises digital (including cyber) and green skills, particularly retrofit (see also response to recommendation 16). If the bid is successful, Hampshire County Council will lead procurement of suitable training providers to deliver training, and Surrey Adult Learning is encouraged to apply. There is a strategic discussion to be undertaken with East Surrey College on the Adult

Education Budget across the east and west of the county. From 2010, Surrey County Council gave the provision and the funding in the south and the east to East Surrey College. The adult learning strategic needs in the west and the east are different which meant the provision provided was different and the level and balance of community learning and adult skills (or qualification-based literacy and numeracy courses) was different too. It has led to learners in the east wanting local community learning provision when the funding in the east is spent on literacy, numeracy and digital skills. In order to provide more community learning in the east it would need more funding from the DfE which is not forthcoming.

10.2. Economy and Growth March 2024: Surrey County Council was successful in its bid for £1.8m of funding for Skills Bootcamp funding for 2023/24 in partnership with Hampshire County Council. An evaluation of the success of that programme will be available after March 2024. In the meantime, SCC has also been successful in securing £2.3m of funding for Bootcamps for 2024/25, this time as sole bidder. The Economy and Growth team are currently procuring 575 Bootcamp places across four key economic sectors:

- Digital (cyber and gaming)
- Health and social care
- Advanced engineering
- Green economy – retrofit, green electrical and sustainability
- We expect delivery of these courses to start in May 2024, supporting our aims of creating the conditions for businesses to thrive and to maximise opportunities for all.

10.3. SAL March 2024 – the response from last year still applies. We have worked with East Surrey College to ensure learner needs are met but we provide a different curriculum offer to meet different local needs. SAL and the County Council have no direct authority to change East Surrey College's offer that is the role of the ESFA or DfE who provide AEB funding. There may be an opportunity to change this approach with the introduction of the County Deal and the devolution of AEB from 2026/27.

11. Working within a formal partnership of colleges and independent training providers, and the Employer Representative Body, which is researching skills gaps in the county, launch an online database of available training by the end of the 2022/23 academic year. This overview of the offer in Surrey will allow SAL to see what training is missing and will better enable signposting to relevant courses when contacted by a learner or business.

12. The training database should be publicly accessible and well promoted by SAL to make the public aware of the local offer.

13. The database should be kept up to date with available apprenticeships throughout Surrey that SAL and careers hubs can signpost potential learners to. Should the Council take over responsibility for careers hubs as envisaged in the Pathways to Employment proposal to Cabinet in March 2023, it should promote apprenticeships and T-Levels as respectable alternative pathways to employment, in its careers advice in schools, as outlined in the Surrey Skills Plan.

13.1. July 2023 response to 11, 12 and 13: As outlined in both the Surrey Skills Plan and the Local Skills Improvement Plan (LSIP), a priority for action is the development of a Surrey Skills portal. This portal would be the online database of training delivered from across Surrey by HE, FE and independent training providers, including SAL, providing residents with a clear view as to what skills training opportunities exist and how they relate into career pathways. The ambition of the portal is also to showcase a live-time view of available apprenticeships and promote a range of pathways available to both young learners and older workers. The portal is currently in development and is hoped to be available for the Autumn term of 2023/24.

13.2. Economy and Growth March 2024: Work has currently paused on the development of the Surrey Skills Portal. However, as part of SCC's approach to integrating Local Enterprise Partnership (LEP) responsibilities, the Economy and Growth team are developing a new Business Surrey portal, and the intention is to build a resident-facing portal alongside that to showcase the wealth of training and development opportunities, including apprenticeships, on offer in the county.

13.3. As part of the work on Local Skills Improvement Plan, Surrey Chambers of Commerce have established their '[Opportunities Portal](#)' as a central resource for local employers to find different opportunities to engage with local colleges and other skills providers, such as through offering an industrial placement or work experience.

13.4. SCC took on responsibility for the Surrey Careers Hub from the two LEPs that are operating in Surrey on 1st September 2023 and the team are now working with over 90 schools and colleges across the county. A key focus of the team is the promotion of apprenticeships and technical education (including T-Levels), working to raise their profile and ensure that schools are adhering to Provider Access Legislation which requires them to provide at least six encounters for all their students with approved providers of apprenticeships and technical education.

14. To reflect the communication skills deficit exacerbated by the pandemic, SAL's Getting into work – refresh course should be expanded to include such skills as using the telephone and emailing.

14.1. **July 2023 response:** Working with the DWP, SAL has developed courses to improve basic digital skills and the national initiative Multiply is targeting local adults with limited numeracy and digital skills. Communication skills, and softer skills more specifically, is a priority area earmarked in the Local Skills Improvement Plan (LSIP) for Surrey and North Hampshire May 2023. SAL is including telephoning and emailing.

14.2. **SAL March 2024** - SAL has responded to the need for teaching assistants in school with support from our Board of Governors by introducing a new qualification course in Woking and Surrey Heath (Camberley) this academic year – Preparing to Work in Schools. Planning is underway to offer a second vocational pathway Preparing to Work in Health and Social Care to help meet the local need in this sector from the next academic year. In addition, SAL's Refresh courses have been reviewed and updated to include interview skills, CV writing, Covering Letters, being your own job coach, volunteering and an introduction to starting your own business.

15. In order to evidence SAL's contribution to the Government's economic drive, encourage all learners of working age, including those in 60s, to take advantage of careers advice and digital skills, help to connect ESOL students with appropriate employers, and collect data on the work/study destinations of all learners.

15.1. **July 2023 response:** SAL has an information, advice and guidance or IAG team who liaise and meet with all our adult skills learners and the vast majority of our community learners. We have a matrix kitemark for IAG which we have to gain every February from the DfE and we have accessed it every year since its implementation. The destination of our learners after the completion of a course and the impact of that destination on our economic and social outcomes such as a new job, a pay increase or more self-confidence to reduce loneliness and improve social interaction is a primary purpose of our provision. Collecting data on destination is admittedly an ongoing concern. We use an outside body to help record it.

15.2. **SAL March 2024** – We signpost all learners to the National Career Services (NCS). NCS provides free and impartial careers information advice and guidance to adults to support their decision making for learning and work. We arranged bespoke online NCS guidance sessions for our English and maths learners and our Apprenticeship learners. In the main, most GCSE English and maths learners know how and where they want to progress to once they have achieved their qualification such as new job opportunities or further education and training. We use J2Research to survey learners upon completion of their courses to find out the destinations of our learners. 43.5% of learners progress to a further course and 22.3% of earners progress into or continued in paid employment. The table below provides more information.

Table 6 2022/23 Destinations by subject area

Destination	ENG MAT	ESO L	SL	WSI T	Total
In paid employment for 16 hours or more per week	11.7%	6.3 %	4.8 %	6.4 %	8.8%
In paid employment for less than 16 hours per week	20.6%	8.5 %	2.4 %	0.0 %	13.6 %
Not in paid employment, looking for work and available to start work	10.4%	17.6 %	4.8 %	61.7 %	15.7 %
Not in paid employment, not looking for work and/or not available to start work	11.3%	14.1 %	31.0 %	17.0 %	13.6 %
Other FE* (Full-time)	0.0%	0.2 %	0.0 %	0.0 %	0.1%
Other FE* (Part-time)	43.3%	45.3 %	57.1 %	12.8 %	43.4 %
Other outcome - not listed	2.7%	7.6 %	0.0 %	2.1 %	4.7%
Voluntary work	0.0%	0.4 %	0.0 %	0.0 %	0.2%

Subjects key: ENGMAT: English & maths; ESOL: English for Speakers of Other Languages; SL: Supported Learning; WSIT: Work Skills & IT

And some softer outcomes:

- 89.5% of respondents agreed their course better enabled them to pursue their goals and ambitions.
- 80% agreed that learning with SAL improved their ability to work, socialise and communicate with others.
- 55.5% said they could better protect themselves online and in real life (e.g. from scams and extremist views etc.)
- 90% said their course contributed to them remaining physically and/or mentally well.
- 83% of ESOL learners agreed they could more actively participate in the wider community and in society (e.g. voting, volunteering, politics etc.)

- After completing their course, 80% were more able to learn, work or study independently and make independent decisions.
- 66% said they were able to use what they'd learnt to support other adults or their children's learning.
- 64% said they developed new interests or hobbies.

16. SAL uses available DfE and DWP funding to deliver retrofit courses in partnership with The Retrofit Academy by the end of 2023, including Level 2 (GCSE 4/C+) to entice learners in and prepare the groundwork for study.

16.1. **July 2023 response:** Surrey County Council (Economy and Growth team) currently has an Infrastructure Partnership with The Retrofit Academy. As part of this, SCC are currently (July 2023) seeking training providers to deliver retrofit training from Levels 2 to 5. Surrey Adult Learning could form a key element in ensuring retrofit training is made available to a wide range of Surrey residents. Retrofit training is a key element of the Bootcamp funding applied for (see Recommendation 10).

16.2. **Economy and Growth March 2024:** SCC has taken its ambitions with green skills further and successfully bid for funding to support more than 500 local tradespeople with free or part-funded Green Skills training. Courses include Level 2 'Understanding domestic retrofit' and Level 3 'Domestic retrofit advice' through to more advanced air source heat pump installation courses. The Economy and Growth team has also developed a '[Green Careers](#)' microsite to showcase green jobs and skills development opportunities in Surrey.

17. SAL introduces free courses for residents in carbon literacy and sustainable living.

17.1. **July 2023 response:** New, free short courses are available on the Innovation South Virtual Campus (<https://em3.isvc.co.uk/>), developed as part of the Strategic Development Fund (DfE) in 2022-23. These cover Carbon Literacy, Climate Change, Sustainable Resource Management, Retrofit, Tree Planting and Water Conservation. Surrey Adult Learning will support learners to access these courses.

17.2. **Economy and Growth March 2024:** As per July 2023 response, the Innovation South Virtual Campus offers a range of online courses with a significant focus on sustainability and carbon literacy.

18. Ensure the drive for skills for jobs outlined in Surrey Skills Plan is not at the expense of community learning. Expand community learning into all areas of Surrey where it is lacking. Continue to work with Surrey Chambers of Commerce to prepare an accountability statement for the LSIP, while at

the same time exploring ways of maintaining affordable community learning.

18.1. July 2023 response: In order to expand community learning beyond the north and the west, it will require more funding from the DfE through the Adult Education Budget which has not increased in value for over ten years, or it would need to be at the expense of other activity including adult skills which is a priority for meeting the local skills needs and therefore unlikely - or hard to achieve. It is a constant dilemma across Surrey that requires a more strategic discussion with East Surrey College. SAL meets regularly with the East Surrey College Principal and is collaborating on how we can transform our provision to make it more equitable. The Accountability Framework was prepared in association with the Chamber of Commerce who prepared the LSIP. The balance between adult skills with a stronger economic outcome and community learning is constantly analysed

18.2. SAL March 2024 – In Summer of 2023 we prepared an Accountability Agreement approved by our Board of Governors to show how we were contributing to the LSIP. Our community learner numbers in 2023/24 have maintained their levels from the previous year at 7,000 and our Adult Skills programme has almost doubled in 2023/24 from the previous year from 600 learners to 1,100 learners. The drive from the DfE is to oversee a doubling again of Adult Skills learners to over 2,000 learners within the next three years and for that to produce more learners with English, maths and digital skills qualifications.

19. Consider setting up a skills swap service as a way of counteracting social isolation at no cost to the participants. For example, someone may be willing to teach functional skills and could trade the credit earned from this to join yoga classes.

19.1. July 2023 response: This recommendation is accepted and welcomed; SAL is exploring this for Ukrainians to teach English at a foundation level to new learners. Recruitment of high-level tutors in all areas of our provision is a constant strain. We are working with the County Council recruitment team to expand our advertising for potential recruits and improve our diversity. We have had a discussion with East Surrey College to share tutors and improve training of existing tutors to consider other curriculum areas

19.2. SAL March 2024 – SAL has explored enticing learners to become tutors especially Ukrainian learners but to no avail. We have tried to offer incentives such as free learning, but it has not yet delivered any extra learners or tutors.

20. Consider a community credit scheme, such as the one run by Volunteer Centre Dorset, whereby adults with learning disabilities volunteer in the

community and learn new skills, aided by a mentor. Both earn credits which can be exchanged for goods or services from businesses signed up to the scheme. For example, volunteers referred by the Department for Work and Pensions, learning life skills at a furniture reuse charity in Redhill, could be incorporated into such a scheme. Recruiting volunteers to mentor may give them the self-belief they lacked and motivate them to become a tutor with SAL or to go into teacher training.

20.1. July 2023 response: SAL will explore the community credit scheme and analyse in more depth the Volunteer Scheme in Dorset. SAL has approximately 15 volunteers who help mainly to support learners and the outcomes are excellent in terms of the progress learners achieve with their assistance and the joy of learning is clear for all to see.

20.2. SAL March 2024: Since Covid we have experienced a significant reduction in the number of volunteers assisting the SAL teaching programme. We have asked other LA providers and they have experienced substantial reductions too. The same 15 volunteers mentioned last year are assisting our teaching and learning in our supported learning programme. We do offer a new Preparation for work (LD) course to learners with learning disabilities to gain a customer service skills qualification, work experience and to develop literacy and numeracy skills. In addition, we have a Pottery Enterprise course to develop basic clay work skills for sale, work within a team and to improve confidence and social skills and lastly a mini enterprise course to plan and set up a mini enterprise for learners with learning difficulties.

Conclusions

21. There has been significant progress made in response to the vast majority of the previous recommendations, as set out above.

22. Operationally, the SAL curriculum offer has developed and changed to meet the needs of Surrey and to reflect a stronger influence of the economic and skills agenda in the locality such as more adult skills accredited qualification based learning and a stronger digital skills programme. At the same time, the community learning or tailored learning programme has maintained its participation levels and seen stronger community engagement and involvement in the curriculum offer. The provision has more learners from deprived wards and from disadvantaged backgrounds. The high quality of teaching and learning is evidenced through the learner surveys, our good Ofsted grade in May 2022 and our own self-assessment. We are striving to achieve outstanding. However, there is clearly room to improve further and in particular to further embed and integrate the adult learning offer into our communities such as Spelthorne and Old Dean. Learner demand since Covid has changed in that learners and tutors are more open to remote learning although 80% of the provision is still face to face.

23. Strategically, SAL in partnership with the economic development team, has effective relationships with DWP who are providing adults to attend our digital dippers courses for all ages and are working with SAL to organise job fairs throughout Surrey. SAL has developed its relationship with local schools who signpost parents to our Family Learning programme and have helped us to initiate new teaching courses. There are differences in the overall community learning offer across the county, as SAL is responsible for the north and west and East Surrey College is responsible for the east. Surrey County Council has no funding influence to change the East Surrey College curriculum offer, however, we do meet regularly to review the offer across the county. Community Learning from next year will be called Tailored Learning and the expectation is that more Adult Learning will have outcomes that have more direct employment links or lead to further education and training. It will not mean the demise of outcomes that improve social confidence, increase community involvement or provide better links to improving health and wellbeing but it does imply without specifically stating it that they are secondary priorities. Finally, we are working with libraries in particular to develop more multi service hub sites in our local communities in Sunbury and Farnham that will have an impact in two to three years time.

24. The last two recommendations on Skills Swap and the Community Credit Scheme have seen the weakest improvement or development. We will give these increased focus and priority in the next six months.

Recommendations

To note the responses to the 20 recommendations set out above.

To analyse every year the strategic and operational changes in adult learning across Surrey to ensure they meet the strategic educational, economic, skills, community and health and wellbeing priorities of Surrey County Council.

Report contact

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Background papers

<https://www.gov.uk/government/publications/esfa-update-28-february-2024/esfa-update-further-education-28-february-2024#informationesfa-adult-skills-fundtailored-learning>

CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE
SELECT COMMITTEE



Wednesday, 17 April 2024

CHILDREN'S HOMES – OFSTED REPORTS PUBLISHED SINCE THE LAST MEETING OF THE SELECT COMMITTEE

Purpose of report: The Select Committee will receive Ofsted reports on Surrey County Council-run Children's Homes in its agenda, as part of a communications plan agreed in June 2022.

Recommendation:

That the Select Committee reviews and notes the attached report, asking questions as appropriate.

Next Steps:

The Select Committee will receive further reports as they are published.

Report contact

Julie Armstrong, Scrutiny Officer

Contact details

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SC040633

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is managed by a local authority. It provides care for up to five children who are experiencing emotional and social difficulties. There were five children living at the home at the time of the inspection.

The manager has been registered with Ofsted since 2007.

Inspection dates: 4 and 5 January 2024

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 21 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/03/2023	Full	Good
25/05/2021	Full	Outstanding
21/10/2019	Full	Outstanding
09/01/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The care provided to children at this home is exceptional. The staff are warm, nurturing and dedicated. They support the children to feel valued and safe, and make sure that the home has a family feel. One external professional said, 'There is a real sense of belonging for the children at this home. As a result, children who have previously found it difficult to settle, have now established themselves. They feel safe, secure and happy.'

All the children talk positively about the staff and the great relationships that they share with them. Staff genuinely care about the well-being of children. One child said that this home was the best children's home that they had lived in and rated it 9.9 out of 10.

All children are making significant progress from their starting points. The highly effective staff support has enabled one child to make substantial changes. They are now settled and engage with professionals. They are now considerably safer than they were before they moved in. This is because staff have helped them to identify and keep away from risky situations. Another child has been supported to develop their communication skills and confidence. This child has become more sociable and communicative with staff and their peers. As a result, they are now much more confident and able to join in group activities.

All the children are either attending school or engaging in another form of education. Staff are tenacious and advocate strongly for children who have previously struggled to access the right education. They escalate any concerns to senior leaders to ensure that children's education is given priority. The commitment of staff has helped one child who was previously highly resistant to education to re-engage in formal learning. This child now talks to staff about their aspirations for the future. Education professionals are impressed how well the staff work in partnership with them and promote extra-curricular activities. These include choir, dance classes, judo, gymnastics and swimming. Staff arrange fun events, including baking competitions and Halloween celebrations. These activities give children positive experiences and build their confidence.

The staff understand the impact of trauma on the children. They develop meticulous plans, with professionals and family members, to offer the best support to each child. When children have complex emotional or psychological needs, they are always offered specialist support. The manager also supports the staff to use research and training to inform their practice.

The reliability and emotional availability of staff underpin the exceptional relationships that they develop with the children. The children, many of whom have previously had difficulties in forming trusting relationships, trust these staff. This has

built a solid base for the children to begin to move forward positively in their lives and has had an immensely positive influence on their progress.

The staff go above and beyond to maintain and promote safe family relationships. The staff are committed to the children and provide bespoke support over extended periods of time. The quality of relationships between staff and parents is impressive. One parent said that the staff 'have given my child the chance to shine'.

The staff have been innovative in ensuring one child and their family are supported in a very difficult and complex situation. As a result, the child trusts the staff and feels supported by them.

Staff prepare children for their futures. For example, staff helped one child to learn how to use public transport. This child now travels independently to college every day. This has boosted their confidence and self-esteem. The staff talk with children about their aspirations and how they might work to achieve these.

How well children and young people are helped and protected: good

The children feel safe and protected by the staff. Children rarely go missing. For one child, this is a significant improvement since the last inspection.

Staff understand what matters most to the children. Children's views are listened to and respected and, when possible, acted on. Children say that they feel heard and know who to speak to if they have any worries or concerns. This helps to keep children safe and makes them feel valued.

The staff work very closely with safeguarding professionals. One professional said, 'I attribute the success of keeping the child safe to the relationships that staff have built with them. The child understands risk better now.'

The staff have an excellent knowledge and understanding of each of the children's risks and how to manage these. Risk assessments and safety plans are individual to each child and are detailed and kept under regular review.

Staff manage difficult behaviour well. Any consequences used in response to inappropriate behaviour are proportionate and fair. Physical restraint is rare and only used as a last resort. Any incidents of restraint are clearly documented and monitored.

Safeguarding allegations are infrequent. However, the manager and staff know what to do should any concerns arise. When any incidents occur, the relevant people are informed and plans are put in place swiftly to reduce risks to children.

The effectiveness of leaders and managers: outstanding

The registered manager and her senior leadership team are a well-established and long-standing team. They are inspirational, confident and have high aspirations for their children. This ethos radiates across the whole staff team. Managers ensure that staff consistently go above and beyond to achieve the best possible outcomes for children. The level of care provided is exceptional and bespoke.

Leaders know the children well and build strong and trusting relationships with them. As a result, children feel supported, safe and secure.

Staff and managers want the children to succeed. They work tirelessly to ensure that the children have solid foundations that allow them to shine. The team is proud of, and celebrates, children's achievements. This is evident in pictures, displays and certificates on show throughout the home.

The staff team is stable and morale is high. The staff feel heard, valued and incredibly well supported by managers. They describe their managers as 'inspirational' and credit them with enabling staff to do the high-quality work that they do. The staff are proud that they have created what they describe as 'an amazing family environment' for children. One staff member said that it is an 'absolute privilege' to be part of the home's 'family'.

Managers and leaders know the home's strengths and weaknesses well. Staff are fully involved in service development. A learning culture is embedded in practice. Any incidents or errors are reviewed to enhance practice. This highly effective monitoring allows for an in-depth oversight of practice and enhances the care that children receive.

Leaders and staff have close working relationships with other professionals, who all hold the home in very high esteem, describing the manager and staff as highly child-focused.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: SC040633

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Paul Thomas

Registered manager: Sharon Newton

Inspector

Skye Frain, Social Care Inspector

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SC040631

Registered provider: Surrey County Council

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a local authority. The staff care for up to four children who have experienced childhood trauma and have complex difficulties relating to their social and emotional well-being.

Four children currently live at the home. All four children were present during the inspection.

The manager has been registered with Ofsted since September 2023.

Inspection date: 30 January 2024

Date of last inspection: 6 June 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2023	Full	Requires improvement to be good
09/11/2022	Full	Requires improvement to be good
25/05/2021	Full	Good
28/11/2019	Full	Requires improvement to be good

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Managers and leaders have been proactive in responding to shortfalls previously identified. A detailed development plan has been implemented since the last inspection. The staff team is making steady progress on this. However, there are still some areas that need further development. For example, staff's approach to behaviour management has improved but needs time to fully embed.

The children continue to receive individualised care and support from a dedicated staff team. The staff implement the home's model of care in to their day-to-day practice. Staff are invested in the children and committed to helping them make progress in their lives.

The staff understand individual risks to children well. They are guided by thorough and detailed risk assessments. The managers ensure that these risk assessments are reviewed and regularly updated. Staff respond to incidents well in line with children's individual needs. This keeps children safe.

Staff recording and the oversight of staff practice have greatly improved. Staff write children's records now to provide a clear account of actions taken by staff to keep children safe. These records are now written mindful that the child may wish to read them. Staff practice is more reflective, with an emphasis on learning to improve. Management oversight is now more responsive and effective.

The building is safe. All fire doors have been replaced since the last inspection. Children's bedrooms are clean and individualised to the child. There is some minor redecorating that is ongoing, but this does not undermine the day-to-day experiences for children.

The manager now ensures that all significant incidents are notified to the regulator. This is an improvement from the previous inspection and means that Ofsted has improved understanding of staff practice and any challenges they are facing.

The smoking area identified at the full inspection has now been decommissioned. However, there remain concerns that some children may smoke or vape in their rooms. The manager is taking proactive steps to try and mitigate associated risks such as fire-retardant bedding. She has arranged for fire and health experts to come into the home to educate staff and children about the risks. However, this is an ongoing piece of risk management work.

The requirements and recommendations made from the last inspection were not reviewed in detail at this assurance inspection. Therefore, those not met will be fully explored at the next full inspection.

What does the children’s home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding;</p> <p>communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding. (Regulation 11 (1)(b)(c) (2)(a)(iii)(v))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>29 March 2024</p>
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))</p>	<p>29 March 2024</p>

Children's home details

Unique reference number: SC040631

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Paul Thomas

Registered manager: Lucy Symes

Inspector

Skye Frain, Social Care Inspector

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SC370703

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by the local authority. It provides care for up to 12 children with learning or neurodevelopmental disabilities. There are four apartments that are suitable for providing short- or long-term care.

There were six children living in the home at the time of this inspection.

The manager has been registered with Ofsted since 28 July 2023.

Inspection dates: 22 and 23 February 2024

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2023	Full	Good
23/03/2022	Interim	Improved effectiveness
13/04/2021	Full	Requires improvement to be good
13/11/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children's well-being is a primary focus for staff, who ensure that they enjoy fun experiences. Staff support the children to engage in different activities of choice, including listening to music, cooking along with staff or enjoying time out in the community at a local park or funfair.

Staff are proactive and regularly seek children's wishes, feelings and views. They encourage verbal communication from children and use the children's preferred communication aids. These are readily accessible and well used by staff. This ensures that the children's views are well understood. Children are supported to make choices regarding their meals and the activities that they would like to do. This reinforces to them the message that their views are important. Consequently, children feel valued.

Staff are committed to supporting the children to make progress. While they are mindful of the children's disabilities and vulnerabilities, they remain aspirational and successfully help children to make individual progress. For example, children improve their communication and independence skills, learn more positive ways in which to express themselves and re-engage with education. The high standard of care provided by staff has contributed to children making significant progress.

Effective partnership working between staff and other professionals involved in the children's lives ensures that the professional network is kept informed of the children's changing needs and progress. This ensures that children's needs are well met holistically. Social care professionals value the care and support provided by staff and the great progress that children make. One external professional said that the staff are 'invested' in the children and referred to staff as 'the dream team'.

Children are introduced to diversity positively, through being cared for by a diverse staff team. Staff reinforce the message that everyone is to be treated equally and have created an inclusive environment for the children. Emotions boards and visual and symbol-based option boards are displayed throughout the home, and children's participation is encouraged. Certificates celebrating children's achievements are displayed in their bedrooms and other parts of the home. These serve as positive reinforcement and allow children to enjoy a sense of pride.

Staff recognise the importance of preparing children well before they leave the home. Careful planning and support from staff have led to children experiencing successful moves to their new homes.

How well children and young people are helped and protected: good

Staff are caring and attentive in their approach towards the children. They know the children well and act quickly on their nonverbal cues. A child's parent and social care

professionals spoke highly of the service and were confident that the children are well cared for and safe. A parent expressed their wish for their child to remain in the home, as they are 'very much loved and cared for' by the staff, who understand their child's complex behaviours well.

Staff have a good understanding of children's needs and behaviours. They are guided by individualised risk assessments in place for each child. These provide clear guidance to help staff promote children's well-being and ensure their safety. Children are settled and rarely go missing from the home. On two occasions when a child left the home, appropriate action was taken by staff. This helped to ensure the child's safe return.

Staff care for the children sensitively, using de-escalation techniques when incidents occur. They use physical intervention as a last resort to ensure the safety of children and/or others. Records of these incidents clearly indicate the actions taken by staff to support the children. However, reflective conversations do not take place consistently with children and staff following incidents. Furthermore, the manager does not consistently review records of these incidents. This results in missed opportunities to highlight areas for improvement.

Staff ensure that children's health needs are met. On the rare occasion when a medication error has occurred, appropriate actions were taken and learning was used to inform future practice. For example, improvements have been made to processes, such as the relocation of the medication room to a quieter area of the home.

Children are cared for by a consistent core staff team, supplemented by agency workers when needed. Employment checks for permanent staff are carried out to a good standard. However, the manager does not currently have oversight of checks carried out for agency staff by the recruitment agency. As a result, the manager does not have access to all relevant information relating to agency staff's suitability to work with children.

The effectiveness of leaders and managers: good

The home is led by a manager and senior leadership team who are strong advocates for the children. They are committed to ensuring that the children enjoy positive experiences and that they are not limited by their vulnerabilities. They have successfully inspired the staff team to be child-centred and proactive in supporting children to have a voice.

The manager has implemented different strategies to obtain children's wishes and views. These measures are well used by staff and have helped to strengthen the relationships that they have with the children.

Staff feel well supported by the manager and senior leaders. Staff are guided in caring for the children through reflective discussions during team meetings and

supervision sessions. They are also provided with a wide range of relevant training. This supports them to understand how best to meet the children's complex needs. However, some training for several staff is overdue. This means that staff may not have up-to-date knowledge that could potentially enhance their practice.

The manager is keen to ensure that children continue to receive good-quality care. The introduction of set staff teams (supplemented by agency staff) based in each of the apartments in the home has provided children with greater consistency.

The manager is acutely aware of the home's strengths and areas for development. There are plans in place to further improve the service. These include establishing stronger record-keeping, following the transition to a new electronic recording system. Additionally, recruitment is in progress to fill existing staff vacancies, and there is focus on the development of a programme aimed to extend children's independence skills to a greater level.

What does the children's home need to do to improve? Recommendations

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny. To ensure that their use is fair, reflective conversations are to take place with children and staff following all incidents involving the use of restraint. The manager is to also review the appropriateness and the effectiveness of the measure used. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)
- The registered person should ensure that the recruitment of staff safeguards children and minimises potential risks to them. This includes ensuring that the manager has oversight of employment checks carried out by agencies for agency staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that records demonstrate that staff can access appropriate facilities and resources to support their training needs and that the manager understands their key role in the training and development of staff in the home. Staff should complete training in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: SC370703

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Paul Thomas

Registered manager: Allison Wykes

Inspector

Sasha Reid, Social Care Inspector

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CHILDREN, FAMILIES, LIFELONG LEARNING AND CULTURE
SELECT COMMITTEE



Wednesday, 17 April 2024

PERFORMANCE OVERVIEW

Purpose of the report: The Select Committee is apprised of the latest CFL performance information, which consists of:

- (a) Key indicators in children's social care measuring progress made in Ofsted recommendations following the January 2022 inspection of Surrey Local Authority Children's Services;
- (b) Key indicators relating to the additional needs strategy and tracking performance of the EHCP timeliness recovery plan;
- (c) Turnover of social workers and foster carers to measure progress in the Children's Recruitment, Retention and Culture Workforce Planning Strategy;
- (d) External assessments of all areas within the Committee's remit.

Recommendation:

Members review the information at the Practice Improvement and Performance Information meeting on 23 April.

Next Steps:

The Select Committee will use the performance overview to inform Committee business.

Report contact

Julie Armstrong, Scrutiny Officer

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Children's Social Care Key Indicators

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: December	December RAG	Figure for: January	January RAG	Figure for: February	February RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		3962		5122		4694		December saw a reduction in contact levels most likely related to the Christmas break. 43% of Contacts in February resulted in Signposting/Information & Advice., demonstrating the continued pressure from contact volumes that do not generate ongoing work.
Number and percentage of contacts progressed to social care	N/A	N/A		619 16%		896 17%		526 11%		The number of Contacts referred through to social care reduced in part due to a pilot within C-SPA that is sending more children (24%) via MAP triage, leading to better decision making at the first stage.
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	15%	G	15%	G	20%	G	The Re-referral rate is in line with our target range although at the upper end of the control. Of 615 referrals in February 123 were for children previously known. Performance against national/regional/stat benchmarking is positive.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	91%	A	93%	A	91%	A	Assessment timeliness is good across the Assessment teams, with most generating 100% timeliness. The indicator is affected by those Assessment teams who perform less well and other assessment activity in other services across County which brings the overall average down to 91%. This doesn't meet our own challenging targets but would generally be regarded as sound performance elsewhere. The variability seen previously in the Assessment Service has evened out and the areas performing less well continue to be those affected by staffing issues. Performance at this time last year was 63% evidencing substantial improvement.
5.2 Number of Children in Need	N/A	N/A		1987		1730		1878		As more children are diverted from higher tier intervention there is a corresponding increase in families being supported under child in need (CIN) processes in line with our model of practice. However, there can be variability month on month as children are supported earlier at Universal & Early Help stages in line with our desire to support families at the earliest stage of difficulties being identified.
5.2 Child In Need Visits up to date	100%	N/A		81%	R	90%	A	89%	R	Child in Need visits have been on an improving trajectory but have slipped slightly in February. CWD has the strongest performance with 96% in time, and FST South on 94%. There is improvement needed in all other service areas where timeliness is variable.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	41%		21%		30%		187 children were subject to Sec47 processes in February and 57 (30%) progressed to ICPC. Our performance in relation to ICPC progression is in line with benchmarking against stat/region/national.
6.3 Child Protection volumes and rate	N/A	43.0	41.0	615 23.4		613 23.3		589 22.4		Of the 57 children considered at ICPC in February 40 were made subject to CP Plans. Surrey are more likely to seek to support families under CIN processes than our comparators, which explains the divergence from National/Comparator benchmarking, but this is an expected & accepted outcome of our practice model.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	92%	A	62%	R	100%	G	Performance against this indicator has achieved 100% for the first time since aspirational targets were set. This attests to the efforts in both the operational teams and the Reviewing Service to achieve compliance and

										provide families with timely conferences to begin to address identified difficulties.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		18%	R	6%	R	20%	R	There is no national indicator assigned to this area, but the number of children returning to child protection plans within 2 years is an area for scrutiny. The February "spike" is related to 8 children being placed on a Plan for the 2 nd time within two years out of the 40 children considered at Conference in February. Repeat Plans analysis is reported on regularly.
6.6 Review Child Protection Conferences held within timescale	100%	88%	90%	97%	A	99%	A	100%	G	As has been referenced previously the Independent Reviewing Service is much more in control of the outcomes for this indicator and the higher performance reflects this and it is good to see that Initial and Review Conference timeliness are in harmony in February.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	5.5%	R	5.7%	R	5.9%	R	35 children have been on CP Plans for more than 2 years. The increase is lower than expected due to the review activity referenced in the previous report, which saw some children stepped down from CP Plans. Nevertheless scrutiny is required to ensure that plans are progressed promptly so that no child is on a plan longer than needed.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		88%	R	93%	A	93%	A	43 children out of 585 had overdue visits. Most of these were overdue by 1-3 days. Analysis suggests a further small number of children's records may need data cleansing to close them properly. This indicator has seen improved performance with all service areas reporting strong performance.

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: December		December RAG	Figure for: January		January RAG	Figure for: February		February RAG	Narrative to attach to the RAG ratings
7.1 Number of Looked After Children and rate per 10k	N/A	71	49	997	38.8		987	37.6		970	36.9		There is a continued decline in numbers of looked after children under 18 as more young people transfer to Leaving Care or exit care than come in. There is a similar decline in numbers of UASC partly because most enter care at 16/17 and quickly age out. UASC account for just under 10% of looked after children.
7.1 Number of Care Leavers	N/A	N/A		835			816			818			There is a small increase in the number of care leavers consistent with the number of young people aging out of looked after status.
7.2 Looked After Children with up to date Reviews	100%	N/A		90%		A	92%		A	95%		A	Performance against this indicator has recovered over the Quarter. 52 out of 971 children had a late Review, 11 of whom were at the first Review stage. There is pressure on IRO's due to the number of children who are out of county and the ability to meet some initial review timescales. Performance improves at subsequent Reviews where the IRS arranges the Review.
7.3 Looked After Children statutory visits	100%	N/A		94%		A	97%		A	96%		A	42 out of 970 children were not seen within timescale in February. FST South & Early Help achieved 100% timeliness, CLA & FST North at 96%, CWD at 93% . The Assessments service was at 50% related to 3 out of 6 children. The improved performance in non-CLA teams is a positive indicator of greater stability and management grip.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		91%		A	91%		A	89%		R	There is fluctuating performance within a very narrow band over the Quarter. There is no significant difference in overall numbers having an IHA but children placed in Surrey are more likely to have one within time, although there are still overall timeliness issues. 73 children who had been in care for more than a year had not had an RHA.
7.8 Looked After Children Review Health Assessments completed	100%	89%	91%	90%		A	89%		R	89%		R	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	86%		R	87%		R	88%		R	Although not meeting our target performance locally is improving incrementally and is better than national/stat neighbour. Examination of data shows that most who have not had dental checks sit within 11-16 age group. This is a featured area within Looked After Child Reviews and IRO's are asked to profile/promote dental health in forthcoming reviews.
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	11.0%		R	11.9%		R	12.3%		R	Short term stability is now over the target set although broadly in line with national & stat neighbours Most children have one placement following care entry, and the next largest cohort move to one other placement. A small number of young people can have multiple placements which can impact on this indicator. As part of a deep dive into sufficiency and availability in Surrey this month, the Service will look at the circumstances of those young people who have had multiple moves beyond initial/transitional moves at care entry.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	68%		A	68%		A	70%		A	Aligned to national/comparator benchmarking we are also edging nearer to our own target of 75%.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	34%		R	35%		R	35%		R	There is work taking place within our in-house fostering service to provide "live" vacancy data that will enable better matching conversations at care entry for children. It is hoped this will identify more Surrey homes at the right time for children. 340 children are cared for more than 20 miles from home at the time of writing. For some of these children, specialist needs will mean that residential provision out of County is appropriate.

7.6 Personal Education Plans – Quality Termly	100%	N/A		79%	A					Narrative for the school term ending December 2023. <i>The introduction of our new Statutory School age PEP template and a more aspirational quality assurance framework for this age group in September 2023, including a new ‘gold standard’ PEP has resulted in an improvement in PEP quality and has resulted in examples of exemplary PEPs – key features from which will be shared in training with schools. 12% of PEPs were rated red in Autumn 2023, compared to 16% in Autumn 2022. 83% were of good quality for children of statutory school age, and for all PEPs (including the early years and post 16) 79% were rated good. PEP completion rates have also increased, reflecting better engagement with the process particularly in the early years and post 16 – and better positioning us to improve quality further.</i>
7.12 Pathway plans – Looked After Children	100%	N/A		98%	A	98%	A	98%	A	All but 2 of 810 Pathway Plans have been completed. Care Leavers & CLA services achieved 100%. There is good performance across all areas for this domain. Timely completion still needs attention with “in time” Reviews sitting at 89%
8.2 Care Leavers in Contact with Surrey	95%	N/A		91%	A	93%	A	95%	G	There are 22 care leavers between 18-26 who are not in touch with the LA. Analysis suggests that PA’s are reaching out to young people but without response. At 95% we are in line with our target set.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	82%	R	84%	R	85%	R	There are 208 young people within this cohort and in suitable accommodation. 6 young people however are in unsuitable accommodation as 4 are in custody, 1 is NFA, The remaining young person is UASC who did not seek support from Surrey and went missing immediately after being accommodated.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	93%	G	93%	G	94%	G	Care Leaver accommodation suitability is at very good levels and significantly above the Surrey target and that of statistical neighbours. This indicator suggests that the majority of young people are in accommodation that is of a good standard and is meeting their needs. Where accommodation is unsuitable this can be custody as for 11 young people in this age group and the 8 young people classed as NFA.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	66%	66%	R	66%	R	65%	R	Performance in the area of EET is consistent but underperforming against target, although in line with comparators. The NEET Clinic piloted in the former SW Quadrant is being rolled out across the Looked After/Care Leaver Service offering support for under & over 18’s. The Grandmentors scheme is working with smaller number of our looked after children and the Service have secured DFE funding to start a Mentoring Programme partnering with Goal 17 supporting approx. 50 Care Leavers and are matching with the Mentors this month
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	56%	59%	62%	A	60%	A	59%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	44		42		38		There were 38 looked after children who went missing in February 2024, of which 3 are still missing and 2 who had been missing, returned, and then went missing again in the month. Of the 35 children who went missing and returned – 8 have had at least 1 Return Home Interview recorded where episodes were discussed or the child refused to discuss them. Further dip-sampling suggests that there are more RHI forms in draft but this whole issue will be looked into by the AD for Looked After Children & Care Leavers
10.1 Child Supervision recorded to timescale	90%	N/A		78%	R	89%	A	90%	G	Supervision on children’s case records has achieved target in February . Care Leavers at 98%, FST South at 97% & Looked After Children at 95% were the strongest performing areas. Analysis shows that a number of individual Team Managers are achieving 100% supervision across most service areas

HOW DO WE MEASURE THE IMPACT OF OUR PARTNERSHIP?



Quantitative and qualitative impact summary data

This is the agreed summary of KPIs to be monitored termly by the Additional Needs and Disabilities Partnership Board. We have a more comprehensive data set to support this, which is aligned to each of the seven priority areas.

Priority	Measure	Target	Previous	Latest	DoT	Notes
Early Identification & Support	SEN support notifications	n/a	116 (Jan 23)	201 (Jan 24)	↑	Monthly
	Early Years Development checks	69%	71.3% (Q1)	75.6% (Q2)	↑	Quarterly
Inclusion in Education and Community	Number of Children missing education	n/a	116 (Dec 23)	106 (Jan 24)	↑	Monthly
	Proportion of pupils with EHCP who are persistently absent	37.3%	38.7% (HT1-2 22/23)	32.7% (HT1-2 23/24)	↓	Half termly
	Proportion of pupils on SEN Support who are persistently absent	32.7%	28.8% (HT1-2 22/23)	26.1% (HT1-2 23/24)	↓	Half termly
Joint Commissioning, Sufficiency and Evaluation	Waiting time – SLT, patients waiting over 18 weeks	0	83 (Nov 23)	69 (Dec 23)	↓	Monthly
	Number of MindWorks referrals	n/a	2936 (Nov 23)	2138 (Dec 23)	↓	Monthly
	Waiting list – MindWorks (ND pathway) - no. of working days until first appointment	tbc	210 (Dec 23)	223 (Jan 24)	↑	Monthly
Systems and Practice	Timeliness of EHCP assessments for plans issued in month (completed in 20 weeks)	60% interim target	10% (Dec 23)	13% (Jan 24)	↑	Monthly
	Number of overdue EP advice requests	0	520 (Dec 23)	418 (Jan 24)	↓	Monthly
	Number of overdue EHCPs (inclusive of the cases with an overdue EP advice request)	tbc	948 (Sept 23)	709 (Jan 24)	↓	Monthly, may include completed cases not yet recorded
	Overall % EHCPs graded good or outstanding	-	37% (Spring '23)	32% (Summer '23)	↓	Termly
	% of CYP with an up-to-date Annual Review recorded (recovery work underway to ensure that all completed reviews are recorded)	40%	37% (Dec 23)	39% (Jan 24)	↑	Monthly
	No. of complaints as % of EHCPs	-	5.4% (2022)	5.0% (2023)	↓	Stage 1 Complaints
	No. of active tribunals		405 (Dec 23)	461 (Jan 24)	↑	Monthly
SEND tribunal rate as a % of appealable decisions	3%	4.1% (2021)	4.6% (2022)	↑	Annual	

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Performance against targets in EHCP Recovery Plan

Revised modelling for Education, Health and Care plans within the 20-week statutory timeframe

Version 20/3/24 - adjusted for actual child level model																				
Month in which EHCP is issued	Sep-23		Oct-23		Nov-23		Dec-23		Jan-24		Feb-24		Mar-24		Apr-24		May-24		Jun-24	
	Model	Actual	Model	Actual	Model	Actual	Model	Actual	Model	Actual	Model	Actual	Model	Revised est	Model	Revised est	Model	Revised est	Model	Revised est
Overdue EHCPs issued	330	172	321	156	260	239	279	179	249	209	270	148	268	178	202	356	86	87	36	20
On time EHCPs issued	19	29	22	17	34	25	85	19	95	32	76	31	69	46	98	110	147	89	128	82
EHCP timeliness % (does not include tribunal/ mediation)	5%	16%	6%	11%	12%	10%	23%	10%	28%	13%	22%	17%	20%	19%	33%	24%	63%	58%	78%	80%

This data until May is now able to be based on actual child data as we now know how many EHCNA can be finalised by the end of May and therefore the revised estimate is more accurate than the modelled data.

There is a small variation with the data shared at the last meeting with an enhancement of our projections suggesting we could reach 80% timeliness in June.

There remain risks relating to these projections as the SEND teams will be under pressure to complete the volumes of work required as the large numbers of overdue EP advices come back to the teams through March/April.

We are also dependent upon the improved health timeliness of advice being sustained over April and May to support the projected timeliness in June.

Monitoring of the progress of EHCNAs takes place on a daily basis with resources being refocused, where needed, to support the completion of this work.

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Surrey social worker turnover

As of February 2024, the turnover rate for Social Workers (Social Worker, Senior Social Worker and Advanced Social Worker excluding Bank Staff) within the Family Safeguarding and Corporate Parenting Services is 14.94%.

Surrey foster carer turnover

Information is supplied annually to Ofsted in the form of a prescribed dataset.

Collection year	Total Number of households at 31 st March	Number of places at 31 st March	Number of Family and Friends households
2018	388	658	
2019	377	643	
2020	393	656	109
2021	398	662	113
2022	397	660	122

(Source: Ofsted Fostering Data Set Return)

Fostering Households approved by fostering panel in year	2020-2021	2021-2022	2022-2023 (to 31/03/23)	2023-24 (to 22/03/2024)
General foster carer	31	21	18	21
Friends and family carer	50	41	37	37
Fostering to adopt carer	2	4	-	1
Short breaks – children who are also looked after carer	1	2	-	
Short breaks – children who are not otherwise looked after carer	3	0	-	
Total	88	62	55	59

(Source: Surrey Fostering Panel Case Data)

Collection year	Total Number of households resigned or deregistered by fostering panel	Number of mainstream fostering households	Number of connected person fostering households
2020-2021	42	11	31
2021-2022	38	24	14
2022-2023	47	31	16
2023-2024	56	33	23

(Source: Surrey Fostering Panel Case Data)

Deregistration reason – Household number	2022-23	2023-24 (to 21/11/2023)
Resigned due to retirement	11	8
Resigned due to change of circumstances	14	20
Resigned due to difficulty fulfilling the fostering role	3	
Resigned as child no longer looked after (Special Guardianship obtained / Adoption Order)	8	6

Resigned due to impact of fostering on emotional well-being	1	
Resigned as child no longer in their care	5	4
Resigned following standards of care investigation	1	
Deregistered by the service as no longer suitable to foster	4	
Child returned home (planned move)		9
Placement Breakdown		4
Staying put/Supported Lodgings		8
Becoming Shared lives carers for previously fostered child		1

(Source: Fostering Service exit interviews and Fostering Panel Case Data)

Special Guardianship Order's made	2022-23	2023-24 (to 05.01.2024) (Q4 not yet available and does not include non looked after children where SGO granted)
Number of children who have had an order made in financial year..	59	25

National Statistics – Fostering in England April 22 – March 223

Ofsted's statistical release covers 146 Local Authority fostering services and 282 Independent Fostering Agencies (IFA) for 1 April 2021 to 31 March 2022. It includes data about fostering households, foster carers, retention, recruitment and capacity.

There is an upward trend in fostering provision provided by family and friends households. Family and friends households made up 27% of all Local Authority fostering households as at 31 March 2022, an increase from 21% in 2017-18. Family and friends households accounted for 60% of households approved in-year that were still active on 31 March 2022, up slightly from 56% in 2017 to 2018. This type of household made up 60% of deregistration's by Local Authorities in the 2021 to 2022 period

Data for Figure 1: Number of fostering households by type and sector as at 31 March, over the last 5 years

Sector	2019	2020	2021	2022	2023
Family and friends (LA)	6,930	7,310	8,045	7,855	8,400
Mainstream (LA)	22,395	21,885	21,495	20,845	19,835

Sector	2019	2020	2021	2022	2023
Mainstream (IFA)	15,125	15,345	15,830	15,205	15,170
Total	44,450	44,540	45,370	43,905	43,405

Since 2021, there have been year-on-year net decreases in the number of mainstream fostering households in both the IFA and LA sectors (figure 2).

Data for Figure 2: Year-on-year net change in mainstream fostering households by sector over the last 5 years

Sector	2018 to 2019	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
IFA	360	220	485	-625	-35
LA	-220	-510	-390	-650	-1,010

Surrey Recruitment Stats 2022/2023 comparison for December with enquiries from prospective foster carers, initial visits made in follow up and application forms subsequently sent and those received by Fostering Recruitment.

Comparison between December 2023 & December 2022



Comparison between November 2023 & November 2022



External Assessments

Area	Assessor	Situation in 2021	Situation in 2024
Children's services	Ofsted	Inadequate (May 2018)	Requires improvement (Mar 2022)
Youth offending team	HM Inspectorate of Probation	Inadequate (Aug 2019)	Good (Mar 2022)
In-house children's homes (Table 1)	Ofsted	70% Good or Outstanding	70% Good or Outstanding
Schools and AP (Tables 2 & 3)	Ofsted	Maintained: 96.1% Good or Outstanding Academies: 90.1% Good or Outstanding	Maintained: 97.7% Good or Outstanding Academies: 88.4% Good or Outstanding
SEND (local area inspection)	Ofsted & CQC	Progress in 4 of 5 areas of weakness identified in 2016 (May 2019)	Inconsistent experiences and outcomes (November 2023)
Adult learning	Ofsted	Good (Jun 2016)	Good (Jun 2022)

Table 1: SCC children's homes as of April 2024

SCC children's home	Previous inspection	Most recent inspection
SC405933	Good (Apr 2022)	Good (May 2023)
1230411	Good (Jul 2021)	Good (Jun 2023)
SC370703	Good (Mar 2023)	Good (Feb 2024)
SC040633	Good (Mar 2023)	Outstanding (Jan 2024)
SC040638	Inadequate (Sept 2022)	Monitoring visit Oct 2022
SC040631	Requires Improvement Jun 2023	Assurance inspection Jan 2024
SC040642	Good (Feb 2023)	Good (Sep 2023)
SC068827	Inadequate (Dec 2022)	Good (Mar 2023)
SC045408	Good (Nov 2022)	Good (May 2023)
2756164	N/A	Not yet inspected (new registration)

Non-SCC children's homes housing Surrey children as of March 2024

Ofsted grade	Percentage of homes in England	Number of Surrey children affected
Outstanding or Good	89%	103
Requires improvement	7.7%	12
Not yet inspected	3.3%	3

NB In addition three children are housed in homes in Wales/Scotland, inspected by the Care Inspectorate.

Schools and Alternative Provision

Who runs what in the sector as of end of February 2024:

	Primary	Secondary	Special	PRU
Maintained	147 (49%)	10 (17%)	11 (44%)	5 (63%)
Academies	150	48	14	3
Total	299	58	25	8

Table 2: Ratings for maintained schools

Surrey

	Overall effectiveness ¹					Total	Inspected	Good or Outstanding	As a Percentage (G or O R or I)	
	1	2	3	4	Not been inspected					
Nursery	2	2				4	4	4	100.0%	
Primary	15	128	2	1	1	147	146	143	97.9%	2.1%
PRU	2	3				5	5	5	100.0%	
Secondary	3	6	1			10	10	9	90.0%	10.0%
Special	7	4				11	11	11	100.0%	
Grand Total	29	143	3	1	1	177	176	172	97.7%	2.3%

All Local Authorities

	Overall effectiveness ¹					Total	Inspected	Good or Outstanding	As a Percentage (G or O R or I)	
	1	2	3	4	Not been inspected					
Nursery	232	142	6	1		381	381	374	98.2%	1.8%
Primary	1,137	7,728	653	46	11	9,575	9,564	8,865	92.7%	7.3%
PRU	30	128	7	5		170	170	158	92.9%	7.1%
Secondary	74	480	62	3		619	619	554	89.5%	10.5%
Special	213	317	21	8		559	559	530	94.8%	5.2%
Grand Total	1,686	8,795	749	63	11	11,304	11,293	10,481	92.8%	7.2%

Table 3: Ratings for academies including free schools

Surrey

	Overall effectiveness ¹					Total	Inspected	Good or Outstanding	As a Percentage (G or O R or I)	
	1	2	3	4	Not been inspected					
Primary	24	111	13	4		152	152	135	88.8%	11.2%
PRU	3					3	3	3	100.0%	
Secondary	11	33	3		1	48	47	44	93.6%	6.4%
Special	4	4	4	1	1	14	13	8	61.5%	38.5%
Grand Total	42	148	20	5	2	217	215	190	88.4%	11.6%

All Local Authorities

	Overall effectiveness ¹					Total	Inspected	Good or Outstanding	As a Percentage (G or O R or I)	
	1	2	3	4	Not been inspected					
Primary	899	5,412	606	199	75	7,191	7,116	6,311	88.7%	11.3%
PRU	27	96	21	12	7	163	156	123	78.8%	21.2%
Secondary	424	1,755	362	138	53	2,732	2,679	2,179	81.3%	18.7%
Special	137	229	38	34	53	491	438	366	83.6%	16.4%
Grand Total	1,487	7,492	1,027	383	188	10,577	10,389	8,979	86.4%	13.6%

NB Academies may not have been inspected since converting.