



Health and Wellbeing Board
Thursday 7 September 2017

Improving Children's Health and Wellbeing – Priority Status Update

Purpose of the report: Performance Management/Policy Development

The purpose of this report is to update the Health and Wellbeing Board on progress against the 'improving children's health and wellbeing' priority within the Joint Health and Wellbeing Strategy. An update is provided to the Board every six months with the last in March 2017. The report will also update Members on the work of the Children and Young People's Partnership Board and the actions underpinning priority areas of work for 17/18.

Recommendations:

It is recommended that the Health and Wellbeing Board:

- i. note that progress has been made against the 'improving children's health and wellbeing' priority within the Joint Health and Wellbeing Strategy;
- ii. note the Surrey Children and Young People's Partnership actions underpinning our main priority areas of work; and
- iii. receive a further update for the 'improving children's health and wellbeing' priority in six months' time.

Context

1. Surrey's [Joint Health and Wellbeing Strategy](#) (JHWS) outlines five priorities, the first of which is 'Improving children's health and wellbeing'.
2. The Surrey Children and Young People's Partnership Board and its joint commissioning strategy are the main delivery mechanisms for improving children's health and wellbeing.

3. The Children and Young People's Partnership Board (CYPPB) aims to improve outcomes for children and young people through the effective joint commissioning of services. The CYPPB is co-chaired by the Director of Children's Commissioning (NHS Guildford and Waverley CCG), the Deputy Chief Constable (Surrey Police) and the Deputy Chief Executive (Surrey County Council). The Board meets on a quarterly basis to take a strategic look at activity across the county, how partners can join up and work together better and how to implement our joint commissioning strategy. A protocol has recently been agreed which outlines how the CYPPB works with the Health and Wellbeing Board, Community Safety Board, Safeguarding Adults Board, Safeguarding Children Board and Surrey Criminal Justice Partnership.
4. This report focuses on some of the key achievements since the previous update in March 2017 including the first six months with the new Community Health Contract, and further updates around improvements in Children's Social Care, Special Educational Needs and Disabilities (SEND), Multi-agency Safeguarding Hub (MASH), Child and Adolescent Mental Health Services (CAMHS) and Early Help.

Performance Overview

5. The Children and Young People's Partnership Board has a series of strategic priorities (See Joint Commissioning Strategy in Annex A); and to deliver two of these for 2017/18 focus in being placed on Early Help, and using 'Safer Surrey' to develop a joint workforce induction.
6. A key next step for the Surrey Children and Young People's Partnership Board, through the Joint Commissioning Strategy, is to develop an outcomes framework with clear outcome measures, based on existing measures across the partnership. The Early Help Transformation Programme has its own measures of success for the Early Help priority.
7. The overview presented here is a combination of measures currently used and a more general assessment for some areas:

Safeguarding

8. Ofsted and the Department for Education (DfE) have confirmed that Surrey County Council (SCC) is making positive progress with its improvement journey. DfE noted that they could see an improvement in the areas that have been prioritised since January (signs of safety training, partnership working) and that the voice of the child is becoming clearer.
9. Key improvements over the last six months within Children's Services include:
 - The timeliness of Child and Family Assessments continues to improve. Current performance is the best since December 2016 at 79.2%
 - Child protection review visits are at a 12 month high of 83.7%.

10. There are areas for further improvement such as health assessments but a new health assessment pathway is currently being developed.
 - 55.4% of all looked after children have had a dental check within the past rolling calendar year; and
 - 68.9% of all looked after children have had a health check within the past rolling calendar year.

Special Educational Needs and Disabilities (SEND)

11. In light of the joint inspection of the local area in October 2016, Ofsted and the Care Quality Commission (CQC) requested a Written Statement of Action outlining the steps that will be taken to address the concerns identified in their report.
12. Surrey County Council and the Surrey Clinical Commissioning Groups (CCGs) Collaborative submitted a [Written Statement of Action \(WSoA\)](#) to Ofsted and the CQC in March 2017 addressing the five key weaknesses raised in the joint inspection of SEND services. Ofsted and CQC judged the WSoA fit for purpose and confirmed that it 'holds children and families at its heart'.
13. A [background document](#) accompanies the WSoA which sets out the learning and commitment of local area leaders.
14. Key improvements to date include:
 - 44% of final Education, Health and Care Plans (EHCP) were issued within the 20 week timescale in 12 months which is an improvement of 26 percentage points on the end of June 2016 figure; and
 - 57% of new EHCPs completed within 20 weeks in June.

Healthy Lifestyles

15. The health visiting services in Surrey maintained or improved their delivery of the five key universal health visiting checks by the end of 2016/17. The average proportion, across Surrey, of each of the five universal checks undertaken was better or similar to the national average.

Key Achievements and Outcomes

Key achievements over the last six months include the following:

Surrey Children and Young People's Partnership Board key areas of commitment

16. The Board has committed to concentrating on; 'Developing and delivering an integrated early help offer for children and families in need' and 'Extending our Safer Surrey strengths-based model of practice to enable us to continue placing children, young people and families at the heart of our practice'.

17. To achieve priority three, the Board is developing a Safer Surrey based work force induction for all staff who are in contact with children and families. This is being sponsored by the Surrey and Borders Partnership NHS Foundation Trust.
18. To achieve priority two, Early Help Advisory Boards are being established in each of Surrey's 11 districts and boroughs. These boards will oversee development of the family hub model and Early Help services in each area, guided by the strategic overview that the Children and Young People's Partnership Board (CYPPB) provides.
19. The Health and Wellbeing Board is asked to note the focus of work of the CYPPB for 2017/18.

Children's Community Health Contract Provider – Children and Family Health Surrey

20. The new provider of Children's Community Health Services ([Children and Family Health Surrey](#)), commenced on 1st April 2017. This is an alliance of Surrey providers including Central Surrey Health, First Community Health and Care as well as Surrey and Borders Partnership Trust.
21. The service underwent a complex mobilisation process that focused on the safe transfer of service delivery, data and information and staff engagement. Following mobilisation, the provider has focused on delivery and has worked on service audits to understand work force requirements, delivery and waiting times. This will inform future delivery through streamlining service pathways and, where needed, recovery plans.
22. The provider also intends to form a systematic approach to working with children, young people and families. Currently Family Voice support the contract monitoring process and have been involved in service design. The provider will continue to work with Family Voice in addition to setting up wider engagement groups in conjunction with the Rights and Participation Team at SCC.

Safeguarding improvement programme

23. In August 2017, Ofsted conducted a two day monitoring visit with a particular focus on the MASH and assessment services. Ofsted noted that they could see recent improvements and a sense of positivity with colleagues plus strengthened links between Early Help and the MASH. However, the need to improve the timeliness of children being seen and in consistency of practice were noted. A formal letter will be received detailing the outcomes of the monitoring visit in a month. The letter from Ofsted's monitoring visit letter in April 2017 which concentrated on looked after children, Public Law Outline and thresholds for entry to care can be found here:
https://reports.ofsted.gov.uk/sites/default/files/documents/local_authority

_reports/surrey/057_Monitoring%20visit%20of%20LA%20children%27s%20services%20as%20pdf.pdf

24. The Department for Education (DfE) visited in July 2017 and reported that they have seen an improvement in prioritised areas. Their feedback will inform the 'year three' vision of the overall Improvement Plan which will be published in September 2017.
25. Overall, data and insight from internal reviews, and Ofsted's monitoring visits, confirm that the changes that have been implemented have led to improvements. However, there are also areas where there continues to be inconsistent practice.
26. Strengthening the quality and consistency of practice for children will remain the primary focus for the interim. This is supported by the continued embedding of the Safer Surrey approach and Signs of Safety training.

SEND Improvement Programme

27. Both the governance and challenge to steer the significant programme of change required, as well as the capacity to deliver the Written Statement of Action (WSOA), have been established. The Children's Services Improvement Board with cross-party and multi-agency representation, was designated the oversight body for SEND improvement. All the actions in the WSOA are underway and many are already complete.
28. Timeliness of assessments has increased steadily and local leaders expect it to be at or above the national average by the end of 2017. This is despite increased numbers of requests for education, health and care plans, in line with the national trend. Surrey's transfer rate from Statements to EHCPs, while slightly below the WSOA target, is on track to achieve all transfers complete by the statutory deadline of 31 March 2018. Health, education and social care have agreed a process to develop a pathway for Care, Education and Treatment Reviews (CeTRs) to ensure appropriate placements as close to home as possible.
29. There has been a visible improvement in family engagement following a co-designed new Communication and Family Engagement Strategy. Two webinars were held with families in May and June. The [June webinar](#) featured the two lead Cabinet Members as well as the Assistant Director for Schools and Learning at SCC who answered questions from 60 parents. Families now receive a [monthly newsletter](#) and the navigation and promotion of the Local Offer has been significantly improved following feedback.

Multi-agency Safeguarding Hub (MASH)

30. The MASH¹ provides a single point of contact for safeguarding concerns relating to children in Surrey. Following some initial challenges around use of systems as well as processes, technology and high demand; partners have been working hard to implement and embed the new way of working through the MASH.
31. Contacts to the MASH change on a monthly basis with 3,137 contacts a month in October 2016 to 6,030 in June 2017. An audit in May 2017 demonstrated that half of all MASH contacts could have been dealt with through the provision of advice. Work is ongoing with partner agencies to explore information sharing processes and appropriate referrals. There will also be steps taken to effect a channel shift from the MASH to Early Help.
32. The percentage of MASH contacts progressed to Children's Services within one working day was 55.5% in June 2017 (compared to 29.4% in May 2017). There have been a series of new processes that are being implemented in July as part of the MASH Development Plan which will continue to improve performance.
33. Early Help coordination staff have been relocated to the MASH to ensure that the relationship between the MASH and Early Help is as effective as possible and to continue to identify and support children and families before needs escalate.

Early Help

34. Along with its partners SCC has continued to drive Early Help transformation by holding a series of early help partnership events with District and Boroughs and within each of the 11 district and borough councils (D&B). These events have been co-facilitated by SCC and D&B leads and are bringing together partners from across the sectors in each locality.
35. These events developed Early Help Advisory Groups who know the local area and are able to identify where services and support should be located providing a tailored, place-based approach. This work is supported by the comprehensive needs assessment and demand modelling which has been undertaken across Surrey to help determine the places where Family Services are most needed.
36. At a CYPPB meeting, members of the Board discussed changing the name from 'Family Hubs' to 'Local Family Partnerships' and this will be reviewed in the future as it may better describe the approach that is being taken.
37. Early Help Commissioning is expected to be in place by 2018 to align with the operational arrangements for Family Services and all age adult

¹ The MASH has practitioners from NHS, Surrey and Borders Partnership, Police and Children's and Adult's Social Care headed up by a jointly funded post – Head of MASH.

social care with community hubs. This also allows sufficient time for a needs analysis, market analysis and outcomes framework.

Healthy Weight Strategy

38. The Healthy Weight Strategy for Children, Young People and Families is taking a whole system approach to tackling obesity. A Healthy Weight Alliance has been established and met for the first time earlier this year. The Alliance includes representation from district & borough councils, Planning, Trading Standards, Active Surrey, CCGs, Children Services, Travel Smart and Public Health, the representative from which chairs of the Alliance. An Action Plan is in development and will be presented to Health and Wellbeing Board in November 2017.

Making children's play areas smoke free

39. In 2016 the County Council's Public Health Team worked in partnership with Surrey's D & B councils to introduce voluntary smoking bans in council-managed children's play areas. Seven D & B councils have now implemented play area smoking bans – Spelthorne, Epsom & Ewell, Woking, Reigate & Banstead, Runnymede, Guildford and Mole Valley.

Children and Young People's (CYP) Mental Health

40. Children & Adolescent Mental Health Services (CAMHS) transformation monies have ensured that significant innovations have been achieved and new services including Paediatric liaison in all five acute hospitals, intensive support service for CYP with challenging behaviour who would be at risk of admission, an enhanced eating disorders service. The multi-agency CAMHS Transformation Board has strong representation from schools and learning.
41. The [Guildford CYP Haven](#) opened on 15 May 2017. This is joint project between SCC, the CCGs and Surrey and Borders Partnership Trust with considerable input from CAMHs Youth Advisors (CYA) to ensure that the service was shaped by the views of children and young people. To date over 50 children and young people have attended the CYP Haven. Initial feedback has been positive and work is underway to explore the possibility of opening a second CYP Haven in Epsom.

Child and Adolescent Mental Health Services

42. Commissioners are undertaking a joint review: "**Mindsight Surrey CAMHs, 1 year on**", involving stakeholders, young people and their families and all associate commissioners, following the mobilisation of the new contract arrangements in 2016.
43. Commissioners are working with the provider to address specific issues around achievement of waiting time standards and other key performance indicators through a remedial action plan. Assurance is

received through reports to the monthly Clinical Quality Review Meeting and contract review meetings.

Key Challenges

44. The main challenge continues to be demand on services whilst budgets become ever more stretched and the number of children and young people with highly complex needs continues to rise.
45. Other challenges include continued implementation of SEND reforms to deliver the Written Statement of Action.
46. The national reduction in Public Health funding is likely to impact on the provision of universal services (school nursing and health visiting) and, by association, Early Help and safeguarding capacity.
47. It is more important than ever that all partners in Surrey continue to work with each other and with service users to improve outcomes for children, young people and families whilst providing value for money. The development of the priority areas of work for the CYPFB is a key way to do this and the Health and Wellbeing Board can continue to support this at a strategic level.

Conclusions:

48. There have been some notable achievements over the last six months which are and will continue to improve outcomes for children and young people. These include the development of the key areas of focus for the Board, good progress in implementing the Children's Improvement Plan, improvements in the MASH and the setup of the new mental health haven.
49. Much is still required in order to continue working together to improve outcomes for children, young people and families. This includes agencies working in partnership as well as with service users and parents to deliver the improvements in the safeguarding system and the SEND reforms in Surrey.
50. Strengths based, reflective and restorative practice is central to improving outcomes and the experience of children and families. Safer Surrey and Signs of Safety have now been rolled out across Children's Services and following this success, strengths-based practice is being reflected in other areas of the Children, Schools and Families Directorate at SCC and with a joint workforce induction.
51. Increased demand and stretched budgets mean partners must continue working together in partnership and with service users to improve outcomes and provide value for money with Early Help being a major focus over the coming months.

Next steps:

Key next steps include:

- a. continue to oversee and develop an improved Early Help offer for children and families in Surrey;
- b. continue working in partnership to deliver and embed improvements in the safeguarding system 'Signs of Safety' and a child focused, joint induction;
- c. continue working in partnership to successfully implement the SEND Written Statement of Action and improve the experience for children, young people and their families;
- d. develop and share the updated CAMHS transformation plan;
- e. deliver against the actions to achieve two of the strategic priorities for 17/18 from the joint commissioning strategy; and
- f. develop a Children and Young People's Partnership outcomes framework against the joint commissioning strategy, based on existing measures across the partnership.

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Annexes:

Annex 1 – Surrey Children and Young People's Partnership Joint Commissioning Strategy 2017 – 2022 – One page summary

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