

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

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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.	Liz Mills, Director for Education and Lifelong Learning; Dawn Redpath, Director for Economy and Growth; Clare Curran, Cabinet Member for Education and Learning; Matt Furniss, Cabinet	Response by 25 September 2023	Paper request 1 February 2024	Progress report on Forward Work Programme to come to 17 April 2024 Committee meeting.

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			Member for Transport, Infrastructure and Growth			
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	CFLLC 23/23: Data on how the EHCP timeliness recovery plan is performing against the targets stated in the report to the Select Committee on 2 October (EHCP Recovery Plan Figure 2, page 46) forms part of the performance overview item at each Select Committee meeting. By the first meeting of 2024, this should include the percentage of EHCP requests returned from MindWorks on time.	Tracey Sanders, Assistant Director - Inclusion & Additional Needs Harriet Derrett-Smith, Associate Director for Children and Young People's Integrated Commissioning for Surrey Heartlands ICS			Complete, see agenda reports packs.

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			Patricia Denney, Director – Quality and Performance			
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	CFLLC 24/23: In order to identify the quality and timeliness of communication on the subject of EHCPs, Internal Audit undertake a dip sample audit of responses to parents and schools over a period of one month.	Liz Mills, Director – Education and Lifelong Learning David John, Audit Manager			Response 13 December 2023: Following the recommendations set at the Select Committee on the 2 nd of October 2023, Orbis Internal Audit was asked to carry out an audit on the quality and timeliness of communication on the subject of EHCPs. Scoping took place with the audit team and terms of Terms of Reference which was approved on the 23 rd of November. Field work has now commenced and is expected to conclude early January 2024. The audit team will then examine the findings and will produce a draft report to be shared with service leads in early February 2024. The time frame for completion of the report is dependent on findings during testing. Once the report has

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						been finalised, findings will be shared with Committee Members.
2 October 2023	EHCP Timeliness Recovery Plan [Item 6]	CFLLC 25/23: In order to ensure that parents always know how to make contact with a new SEND case officer, line managers ensure leavers have a handover meeting with their successor (or their manager if none in place) and remind leavers to set up an out of office reply that includes their date of leaving and the identity and contact details of their (interim) successor and the contact details of their manager. Staff should also be encouraged to set up out of office messages when they are absent or on holiday, containing details of who parents and schools can contact in their absence.	Liz Mills, Director – Education and Lifelong Learning			<p>Response 13 December 2023:</p> <p>We issued an updated communication protocol on 21 November 2023 to all SEND staff which sets out the expectation of, and the wording to be used in, out of office replies when; staff are leaving the service; if they are on annual leave; and if they are unwell.</p> <p>We have also met with team leaders to confirm that handover meetings are expected and these have been taking place with new case officers when possible, or with senior case managers if not. The protocol also sets out the expectations of details given in email signatures to ensure contact details are clear and openly shared.</p>

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2 October 2023	Commissioning [Item 7]	CFLLC 26/23: Children's Service professionals / practitioners in each area are actively involved in the development of the commissioning requirements and specifications – alongside Commissioning professionals – from the outset of the process.	Lucy Clements, Interim Director – Integrated Children's Commissioning			Response 12 December 2023: Commissioning teams work closely and collaboratively with members of the Children's services operational teams, including the professionals and practitioners. The service model which is eventually commissioned, is designed in collaboration with the service leads so we can ensure the residents of Surrey can access a service which has their needs and outcomes at the centre and draws on any lessons learnt and best practice.
2 October 2023	Commissioning [Item 7]	CFLLC 27/23: Robust consideration is given to reversing the policy of applying a blanket 10% reduction to the financial envelope for each service when it is recommissioned.	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning			Response 12 December 2023: Robust consideration has been given to the changes in financial envelope for recommissioned services. It has been agreed by the CFLL Leadership Team, the Executive Director for Children, Families and Lifelong Learning and the Cabinet Member for Children, Families and Lifelong Learning that the 10% reduction will continue to apply, where appropriate.

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						We will continue to engage with providers through the procurement process and design service models which are deliverable within the agreed financial envelope. This may mean prioritising certain elements of the service or transforming how the service is delivered, but through co-production with service users and working with operational teams and providers, we will ensure services delivered to children and young people continue to meet their needs and deliver the outcomes they expect.
2 October 2023	Commissioning [Item 7]	CFLLC 28/23: A mechanism for ensuring that providers can apply for uplifts to cover inflationary pressures is built into the lifetime of all contracts.	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning Lucy Clements, Interim Director – Integrated			Response 12 December 2023: Commissioning teams will ensure there is a mechanism to apply for uplifts to cover inflationary pressures across the lifetime of the contract. This will be in line with our procurement and contract management process.

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			Children's Commissioning			
2 October 2023	Commissioning [Item 7]	CFLLC 29/23: Where required, the additional funding to enable points 1 and 2 is found from outside the Children's Services' budget envelope.	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning David Lewis, Cabinet Member for Finance and Resources			Response 12 December 2023: If additional funding is required, we will work with colleagues across the Council to ensure it is found in the most financially sustainable way.
6 December 2023	Home to School Travel Update [Item 6]	CFLLC 30/23: Endorses all the recommendations in the Family Voice Surrey report and requests that they provide an update to the Committee on progress against each recommendation at the June 2024 committee meeting.	Leanne Henderson and Kate Goode, FVS			Response 31 January 2024: A response was shared with Family Voice on the 8 th of January and the Action card is attached (see Annex A below). We have agreed to review these points in our monthly meetings and a formal response will be shared with Family Voice in April & July.

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6 December 2023	Home to School Travel Update [Item 6]	CFLLC 31/23: Welcomes ongoing efforts to join up the SEND and H2STA processes and recommends these are pursued so that when decisions on placements are made, there is visibility of the transport implications at an early stage to facilitate effective planning and ensure that families are informed of transport arrangements as early as possible.	Liz Mills, Director – Education and Lifelong Learning Gerry Hughes, Interim Assistant Director – Support Services (Home to School)			Response 31 January 2024: Attendance at the Key Stage Transfer meetings has proven to be beneficial and will be continued during this academic year along with the continued utilisation of the MS Teams chat groups. This reaches all SEND case workers within each quadrant and supports data queries leading to timelier responses. A review of SST&AT training material is underway to help support our colleagues in SEND. These will in time be added to olive and mandatory for all workers within SEND. Ongoing attendance at the SEND strategic board meeting will strengthen our working relationships and a review is under way for the opportunity to create a focus group.

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6 December 2023	Home to School Travel Update [Item 6]	CFLLC 32/23: Recommends that a KPI is introduced – and reported to each select committee meeting from April 2024 onwards – to monitor compliance with the Service Level Agreement that for in-year applications, transport is arranged <i>and communicated to families</i> within 10 working days of eligibility being confirmed.	Patricia Denney, Director – Quality and Performance Gerry Hughes, Interim Assistant Director – Support Services (Home to School)			Response 31 January 2024: This request was made to our Data colleagues on the 12th of January and have it marked as a priority. We aim to have this report available from April, all being well with development & testing of the data.
6 December 2023	Home to School Travel Update [Item 6]	CFLLC 33/23: Recommends that for applications submitted by 31 July, families are notified what home to school transport has been arranged no later than 7 days prior to the start of term. Performance should be monitored and reported to each select	Gerry Hughes, Interim Assistant Director – Support Services (Home to School)			Response 31 January 2024: Development of a report is needed to support with this functionality. Work will be undertaken on our internal processes and ways of working to make sure we are capturing all data fields for reporting purposes. Ideally once we have a reportable solution, we can then turn this into a dashboard with support from the data team.

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		committee meeting from April 2024 onwards.	Patricia Denney, Director – Quality and Performance			This is work in progress for January through to April of this year.
6 December 2023	Home to School Travel Update [Item 6]	CFLLC 34/23: Recommends that a replacement for the Mobisoft route planning system is investigated as a priority. An updated route planning system to enable efficient pupil pick-up and drop-off sequencing, as well as taking into account traffic and road conditions, would improve journey times for children and young people and ensure that route costs are managed effectively.	Andrew Fisher, Business, Education & Social Care Applications Manager Gerry Hughes, Interim Assistant Director – Support Services (Home to School)			Response 31 January 2024: Freedom to Travel undertook a programme of works between October and December 2023 which included; A full review of required functionality for route planning, Review of alternate market providers, identification of a number of modules and features within Mobisoft that are available, which Surrey County are not utilising. Between January and the end of March 2024 Freedom to travel will be reviewing whether the features will provide us with the solutions we need (within Mobisoft) and creating a list of implications, costs and timeframes of implementing the above.

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						This will then inform our decision on next steps and what the longer-term strategic options may be.
6 December 2023	Home to School Travel Update [Item 6]	CFLLC 35/23: Recommends that a cost analysis is undertaken to interface all the software packages used in the home to school travel process, in view of the budget sub-group's finding that eight stand-alone systems are currently being used throughout the process. Replacing both the outdated dynamic purchasing system as well as the route planning system have the potential to generate efficiencies.	Andrew Fisher, Business, Education & Social Care Applications Manager Gerry Hughes, Interim Assistant Director – Support Services (Home to School)			Response 31 January 2024: In line with above, Freedom to Travel is mapping out key systems and interfaces. This work will be completed by end of March, will not include full costs and analysis, but will inform next steps. In the interim, the Freedom to Travel programme are working with the service to implement a number of service and operational enhancements and these are expected to generate efficiencies.
6 December 2023	Draft Budget 2024/25 and MTFS to	CFLLC 36/23: In order to give the voluntary sector stability, Cabinet should increase	Denise Turner-Stewart, Cabinet			Response 19 December 2023:

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	2028/29 [Item 7]	funding to VCF organisations in the Medium-Term Financial Strategy in line with inflation and outline how it can offer the organisations longer term stability. These organisations play a crucial role in enabling and empowering communities and voluntary sector organisations.	Member for Customer and Communities			<p>The Cabinet values the crucial work of the voluntary, charity and faith sector (VCFS) in Surrey in working with and supporting so many local communities across the county. Ongoing conversations are taking place with representatives of the sector about how they can continue to evolve, collaborate and together develop sustainable long-term models that reduce their reliance on grant funding and enable them to work, often alongside the Council, in serving local residents to best effect.</p> <p>To support this work, the County Council has contributed £100,000 to the Community Foundation Surrey (CfS) Strategic Transformation Fund, with match-funding from CfS at least doubling this to make £200,000 available to local VCFS organisations. The impact of the funding is continually reviewed and assessed to ensure that value for money is being secured by the Council and CFS funders.</p> <p>Cabinet will consider the proposal to increase VCF sector funding in line with inflation</p>
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						assumptions for 2024/25 as part of the decision making process on how to balance the budget and dependent on the outcome of the upcoming Local Government Finance Settlement.
6 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 7]	CFLLC 37/23: The aspiration of prevention should be supported by restoring the £0.37m play and leisure short breaks cut from the 2023/24 budget, which has had significant detrimental repercussions on some of the most vulnerable families. This is in addition to applying for the Department for Education's Short Breaks Innovation Grant, which supports new and complementary short breaks services. It should be noted that the DoE funding, if awarded, would not replace	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning			<p>Response 19 December 2023:</p> <p>The draft budget for play and leisure for 2024/25 is £1.32m including a £70k contribution from Health and £50k for contract inflation. The Children's Families & Lifelong Learning Directorate would welcome additional funds to be able to further invest in the play and leisure short breaks, but are unable to find that within the existing budget proposals without impacting on statutory or other key priorities of the service. Cabinet is required to set a balanced budget for 2024/25. The scale of the identified pressures for 2024/25, driven predominantly by inflation and demand increases, results in a residual gap to close of £13.5m in the Draft Budget position.</p> <p>Cabinet will consider the proposal to increase investment in play and leisure short breaks</p>

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		the play and leisure short breaks which were cut in 2023/24.				alongside consideration of the final budget decisions and dependent on the outcome of the upcoming Local Government Finance Settlement.
6 December 2023	Draft Budget 2024/25 and MTFs to 2028/29 [Item 7]	CFLLC 38/23: Rather than being classed as an overspend, the £16.3m 2023/24 pressures identified as historic (in CLA placements, home to school travel assistance, Special Guardianship Order rates, children with disabilities packages of care, care leavers) should be incorporated into the CFLL budget envelope going forward.	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning David Lewis, Cabinet Member for Finance and Resources			Response 19 December 2023: The in-year overspend position of all Directorates are reviewed as part of the annual budget setting process. Where Directorates are forecasting overspends in the current financial year, these are assessed to understand the impact in future years. Where an ongoing impact is anticipated, these are factored into future year budgets as pressures. In some cases, mitigations are put in place to off-set in-year overspends which have a positive impact on the future trajectory and so ongoing pressures are not anticipated to materialise. It is therefore important that in-year overspends are assessed individually to understand the ongoing medium-term impact. The draft budget for the Children, Families & Lifelong Learning Directorate currently includes

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						the £16.3m representing the ongoing cost of overspends being experienced in 2023/24. This is being reviewed for the final budget, recognising the in-year position continues to be challenging.
6 December 2023	Draft Budget 2024/25 and MTFs to 2028/29 [Item 7]	CFLLC 39/23: If the Council is to stay on track with “getting to good” whilst meeting demands for statutory services and supporting the ambition of “no one left behind”, the CFLL budget envelope for 2024/25 should increase to £283.91m. This comprises: 249.8m opening budget + 39.9m pressures + £0.37m play and leisure restoration - 6.16m for the green and 60% of red and amber identified	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning David Lewis, Cabinet Member for Finance and Resources			Response 19 December 2023: The draft budget includes a budget requirement of £280.7m for the Children, Families and Lifelong Learning (CFLL) Directorate. There are likely to be further changes to this before the Final Budget in light of further decisions to be made, both in terms of council tax levels, potential investments (such as the recommendations made above) and the ongoing review of all pressures and efficiencies, in order to ensure that a balanced budget position can be proposed. This may result in increases or decreases to the amount set out in the draft budget. The Final budget will be considered by Cabinet in January and Full Council in February.

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		<p>efficiencies that the Committee considers are likely to be achieved.</p> <p>A smaller budget risks both the “getting to good” strategy and the guiding principle of the 2030 Community Vision that no one is left behind.</p>				<p>The CFLL leadership are very clear on what is needed to deliver good quality services, and have plans in place to achieve this, supported by the proposed budget. However, this is not without risks, Surrey along with most other authorities are operating in extremely difficult times for children’s services, with increasing levels of complexity of need, a broken placement provider market and rising prices in home to school travel assistance, putting significant strains on Children’s service budgets. Another key strand to Surrey’s strategy in ensuring we provide consistently good services to children and families is increasing the number of permanent social workers to provide the stability and consistency a family needs and help deliver the plans for Children’s services.</p> <p>As we strive to manage within the budget envelope set, we find ourselves constantly faced with issues outside of our control. This requires constant review of the plans and proposed spend, but always with the mindset of improving the outcomes for our children in</p>
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						Surrey and our aim of getting services to a consistently good standard.
6 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 7]	CFLLC 40/23: Should any proposed changes to the delivery of adult education come from the current review of cost to run the Council's sites versus fees earned, there should first be a full and formal exploration of how any changes would impact residents' access to community learning and adult skills. This recommendation is made in the context of the Council's strong commitment to deliver the Surrey Skills Plan and promote skills and education to grow a sustainable economy, together with the proposed Level 2 County Deal which would devolve Adult	Clare Curran, Cabinet Member for Children, Families and Lifelong Learning Liz Mills, Director – Education and Lifelong Learning			Response 19 December 2023: There are no plans to close any adult learning centres, the review being undertaken at present is in its early stages. Should there be any proposed assessment of change to an adult learning centre, the assessment will include the recommended requests from the select committee.

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		Education functions and the core Adult Education Budget to the Council.				
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Actions

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2 October 2023	Questions and Petitions [Item 4]	CFLLC 29/23: Director for Education and Lifelong Learning will provide a written response to Catherine Powell's question on the school absence multi-agency network and school absences for girls with ASD.	Director for Education and Lifelong Learning – Liz Mills	Liz Mills			Response received and circulated 06.02.2024.
2 October 2023	Commissioning Within Children, Families And Lifelong	CFLLC 36/23: Cabinet Member for Children and Families and Executive Director for Children,	Cabinet Member for Children and Families – Sinead Mooney	Lucy Clements to arrange discussion			Discussed at meeting on 09/01/2024. Committee was referred to the response to their October 2023 recommendations on Commissioning

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	Learning [Item 7]	Families and Learning to discuss the policy to reduce spending by 10% year on year and share outcomes of the discussion with the committee.	Executive Director – Children, Families and Learning – Rachael Wardell				
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	Matt Ansell			An update will be provided when an item is scheduled for Committee.
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.	Interim Director of Integrated Childrens Commissioning - Lucy Clements	Lucy Clements			This will be actioned when procurement regulations allow.

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6 December 2023	Home To School Travel Assistance Update [Item 6]	CFLLC 42/23: The Interim Assistant Director -Support Services (Home to School) (Gerry Hughes) to provide a written answer on what proportion of journeys meet the maximum guidance of 45 minutes for primary school children and 75 minutes for secondary school children.	The Interim Assistant Director -Support Services (Home to School) Gerry Hughes				Response shared with Committee 10/01/2024.
6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To 2028/29 [Item 7]	CFLLC 43/23: The Assistant Director for Cultural Services will hold a discussion with Cllr Jonathan Essex on the Redhill library interim and refurbishment plans.	The Assistant Director for Cultural Services Susan Wills				Meeting held 20 December 2023.
6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To	CFLLC 44/23: The Head of Community Partnerships and Prevention to share the EIA impact Assessment with the Committee.	The Head of Community Partnerships and Prevention Jean-Pierre Moore				Response circulated with Committee 24 January 2024.

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	2028/29 [Item 7]						
6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To 2028/29 [Item 7]	CFLLC 45/23: The Head of Community Partnerships and Prevention and Cllr Bernie Muir to chat about issues faced by the voluntary sector.	The Head of Community Partnerships and Prevention Jean-Pierre Moore				Meeting took place 30 January 2024.
6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To 2028/29 [Item 7]	CFLLC 46/23: The Strategic Finance Partner – Corporate (Nikki O'Connor) to provide a written response on whether there are different policies between adults' and children's social care in respect of inflation or efficiencies automatically applied when recommissioning.	The Strategic Finance Partner – Corporate Nikki O'Connor				Response circulated with Committee 24 January 2024.

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

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6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To 2028/29 [Item 7]	CFLLC 47/23: Cabinet Member for CFLL to outline evidence of the robust consideration given to reversing the policy of applying a blanket 10% reduction to the financial envelope for each service when it is recommissioned.	Cabinet Member for CFLL Clare Curran			Response circulated with Committee 17 January 2024.
6 December 2023	Draft 2024/25 Budget And Medium-Term Financial Strategy To 2028/29 [Item 7]	CFLLC 48/23: Director – CFL Commissioning (Lucy Clements) and Cabinet Member for Children, Families and Lifelong Learning to provide what evidence was considered in the evaluation that led to the decision to reduce the budget for community-based play and youth schemes for children with disabilities from 2023/24, explaining how they evaluated the impact of the	Director – CFL Commissioning Lucy Clements			Response shared 25 January 2024.

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		cut as well as the financial value and clinical value (mental and physical) of the initiative.					
6 December 2023	Performance Overview [Item 9]	CFLLC 49/23: Director – Quality and Performance (Patricia Denney) Extend action CFLLC 41/23 [Provide a short report explaining performance in and steps to improve KPIs 4.3, 5.2, 6.4 and 6.8] and have a comparison of progress to date against the original target plan in July 2023 and the current reprofiled plan, ahead of the February Select Committee meeting.	Director – Quality and Performance Patricia Denney				Response circulated with Committee 24 January 2024.
6 December 2023	Performance Overview [Item 9]	CFLLC 50/23: Committee to make Adults & Health Select Committee aware that the percentage of	SO & DSA				Meeting held 5 February 2024.

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		Looked After Children Initial Health Assessments completed dipped below 90% in September due to both Initial and Review Health Assessments continuing to be affected by health staffing issues.					
6 December 2023	Performance Overview [Item 9]	CFLLC 51/23: Executive Director – Children, Families & Learning (Rachael Wardell) to share report on school attendance in Surrey and reasons why parents were keeping children at home as opposed to attending schools.	Executive Director – Children, Families & Learning Rachael Wardell				Response circulated with Committee 24 January 2024.