

**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			
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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.	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.

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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

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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]	CFLLC 3/24: Alternative Provision & Participation Manager to provide the number of CYP not routinely accessing 15 hours of alternative provision a week.	Alternative Provision & Participation Manager- Dee Turvill	18 March		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.

Hours of Provision	No. of pupil
1 to 4 hrs	74
5 to 9 hrs	50
10 to 14 hrs	41
15 to 19 hrs	17
20+ hrs	13

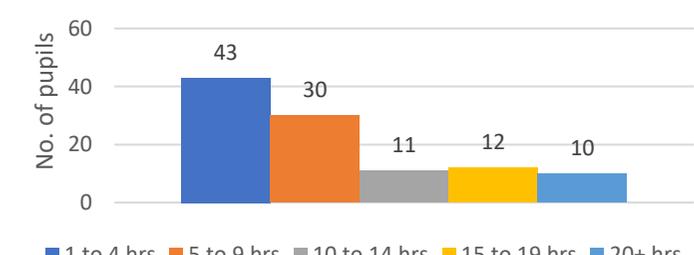
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Hours of provision: Pupils in receipt of AP remaining on maintained school roll



Hours of provision	No. of pupils
1 to 4 hrs	43
5 to 9 hrs	30
10 to 14 hrs	11
15 to 19 hrs	12
20+ hrs	10

■ 1 to 4 hrs
 ■ 5 to 9 hrs
 ■ 10 to 14 hrs
 ■ 15 to 19 hrs
 ■ 20+ hrs

Data captured for those in Non-maintained Independent settings (NMIs) does not enable us to quantify the number of hours provision delivered by the main school base in order to calculate the total weekly hours of provision across school and AP. Exploration of an amendment to the scope of the data returns NMIs submit tracking attendance is underway to more closely align it with the PMOOE returns submitted by maintained settings. This process will assist in identifying the hours a pupil is expected at the main original base in order to deliver a more accurate overview of the volume of provision received by our AP cohort as well as our wider NMI

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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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					<p>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.</p>
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	<p>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.</p>

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		wide variance (between £96-£153,000 per pupil).			<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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						<p>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).</p>
15 February 2024	Foster Carer Sufficiency [Item 7]	<p>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.</p>	<p>Director – Corporate Parenting, Tina Benjamin</p>	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	The service met with Hampshire Wednesday 13 th 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. 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. The model offers a creation of a culture of equivalency:
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							<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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					<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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