

Phil Norrey
Chief Executive

To: The Chair and Members of the
Children's Scrutiny Committee

County Hall
Topsham Road
Exeter
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EX2 4QD

(See below)

Your ref :
Our ref :

Date : 6 September 2019
Please ask for : Wendy Simpson 01392 384383

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CHILDREN'S SCRUTINY COMMITTEE

Monday, 16th September, 2019

A meeting of the Children's Scrutiny Committee is to be held on the above date at 2.15 pm at Committee Suite - County Hall to consider the following matters.

P NORREY
Chief Executive

A G E N D A

PART I - OPEN COMMITTEE

- 1 Apologies
- 2 Minutes
Minutes of the previous meeting held on 10 June 2019 (previously circulated).
- 3 Items Requiring Urgent Attention
Items which in the opinion of the Chair should be considered at the meeting as matters of urgency.
- 4 Public Participation
Members of the public may make representations/presentations on any substantive matter listed in the published agenda for this meeting, as set out hereunder, relating to a specific matter or an examination of services or facilities provided or to be provided.

MATTERS FOR CONSIDERATION OR REVIEW

- 5 Scrutiny Committee Work Programme
Scrutiny Officer to report following the morning's work programming masterclass. The current Scrutiny Work Programme can be found [here](#).

- 6 Children & Young People's Involvement in Services (Pages 1 - 12)
Report of the Head of Commissioning, Children's Services (CS./19/25), attached.
- 7 Young Carers & Young Carers Support Services (Pages 13 - 22)
Report of the Head of Commissioning, Children's Services (CS/19/24), attached.
- 8 Commissioning Liaison Member - Autumn briefing (Pages 23 - 28)
Report of the Commissioning Liaison Scrutiny Member (CS/19/23), attached.

MATTERS FOR INFORMATION

9 Items Previously Circulated

Below is a list of information previously circulated for Members, since the last meeting, relating to topical developments which have been or are currently being considered by this Scrutiny Committee.

- IFS research/Sure Start/Children's Centres/Best Start in Life programme
- Answers to questions raised at the June Committee meeting

Briefing notes can be found at <https://new.devon.gov.uk/democracy/councillors-nav/information-for-members/briefings-for-members/children-and-schools/>

PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PUBLIC AND PRESS

None

Members are reminded that Part II Reports contain confidential information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Democratic Services Officer at the conclusion of the meeting for disposal.

Membership

Councillors R Hannaford (Chair), D Sellis, S Aves, F Biederman, J Brazil, C Channon, I Chubb, G Gribble, J Hawkins, L Hellyer, R Hosking, T Inch, A Saywell, M Squires, C Mabin, A Connett and P Sanders

Declaration of Interests

Members are reminded that they must declare any interest they may have in any item to be considered at this meeting, prior to any discussion taking place on that item.

Access to Information

Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact Wendy Simpson 01392 384383

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Public Participation

Devon's residents may attend and speak at any meeting of a County Council Scrutiny Committee when it is reviewing any specific matter or examining the provision of services or facilities as listed on the agenda for that meeting.

Scrutiny Committees set aside 15 minutes at the beginning of each meeting to allow anyone who has registered to speak on any such item. Speakers are normally allowed 3 minutes each.

Anyone wishing to speak is requested to register in writing to the Clerk of the Committee (details above) by the deadline, outlined in the Council's [Public Participation Scheme](#), indicating which item they wish to speak on and giving a brief outline of the issues/ points they wish to make. The representation and the name of the person making the representation will be recorded in the minutes.

Alternatively, any Member of the public may at any time submit their views on any matter to be considered by a Scrutiny Committee at a meeting or included in its work Programme direct to the Chair or Members of that Committee or via the Democratic Services & Scrutiny Secretariat (committee@devon.gov.uk). Members of the public may also suggest topics (see: <https://new.devon.gov.uk/democracy/committee-meetings/scrutiny-committees/scrutiny-work-programme/>)

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Induction loop system available

Committee Terms of Reference

1) To review the implementation of existing policies and to consider the scope for new policies for all aspects of the discharge of the Council's functions concerning the provision of personal services for children including social care, safeguarding and special needs services, schools and learning;

(2) To assess the effectiveness of decisions of the Cabinet in these areas of the Council's statutory activity;

(3) To relate scrutiny to the achievement of the Council's strategic priorities and objectives and of delivering best value in all its activities;

(4) To make reports and recommendations as appropriate arising from this area of overview and scrutiny.

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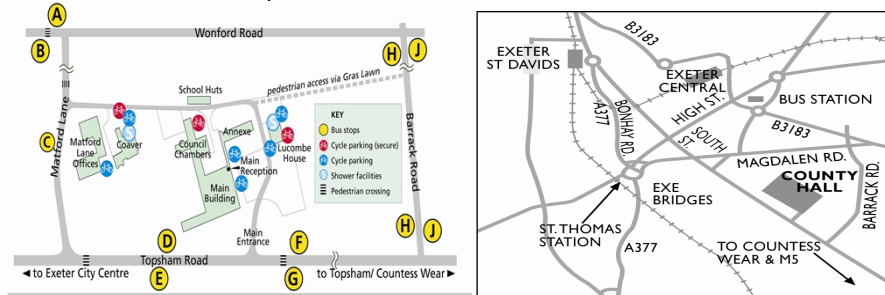
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NB   Denotes bus stops

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CYP Involvement in Services Report **Report of the Head of Commissioning, Children's Services**

1. Introduction

- 1.1 The involvement of Children, young people and families in the co-design of services is a commitment and value of the Devon Children and Families Partnership.
- 1.2 A group of children called "Champions for Change" have designed a standard that has been adopted. This calls for us all to Listen, Hear and Understand.
- 1.3 Recent inspection outcomes (SEND, focused visits, peer reviews) and our own review tells us that participation and engagement currently happens across the partnership and children's services in pockets well, but this is not systematic, routine or embedded.
- 1.4 We have recently agreed significant increase in LA and partnership resources to the participation team to grow the capacity for this work as it is an area of substantial improvement for the year ahead.
- 1.5 The purpose of this report is to provide Children's Scrutiny Committee Members with an overview of the activities that promote the involvement, engagement and participation of children and young people and plans for improvement.

2. Link to relevant inspection criteria

- 2.1. The work detailed in this report is relevant to the Ofsted Inspection of Local Authority Children's Services (ILACS) framework section 1.04, which looks at *"the local authority's arrangements to gather feedback from children and their families, complaints and serious case reviews and what the local authority has done in response to improve practice"*
- 2.2. Ofsted and CQC jointly inspect local areas to see how well they fulfil their responsibilities for children and young people with special educational needs and/or disabilities (SEND).

In reaching their judgement, inspectors will give attention to a range of indicators and outcomes includes *"how well the local area engages with children and young people, and their parents and carers, to inform decisions about the strategic commissioning of services (joint strategic needs assessment)."*


3. Defining and assessing "Good"

- 3.1 There are several nationally developed models and frameworks that could be applied to this area. Hear by Right, is a nationally recognised and validated system and is similar in its approach to [the LILAC standards](#) (for assessing and progressing the participation of Children in Care) which Devon has previously engaged with.

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- 3.2 [Hear by Right](#) is an organisational development tool built on a framework of seven standards with 20 indicators that describe best practice, supporting organisations to plan, develop and evaluate their participation practices and provision.
- 3.3 This tool was established over 10 years ago and was created with and for young people to support organisations within the youth sector to transform more young people's lives by developing their voice, influence and place within society. It is hosted and facilitated by the National Youth Agency.
- 3.4 At Appendix One we have set out the health check of our current activity against Hear By Rights and actions. Scrutiny may want to consider tracking the progress against these standards at future meetings.
- 3.5 Below are areas of participation and engagement currently underway and how these will be developed.

4. Childrens involvement in Special Educational Needs and Disability (SEND) services

- 4.1 As part of DCC's SEND Strategy, we support young people with SEND to be part of a young person's participation group, "[Champions for Change](#)".  The logo for Champions for Change features three stylized human figures in orange, yellow, and green, with the text 'Champions for Change' below them.
- 4.2 Recently the Champions for Change launched a campaign called Listen Hear and Understand. Aimed at children and young people, as well as professionals and services, [the film](#) helps children and young people with additional needs understand their rights, to have a voice and to be heard.
- 4.3 Our ongoing support and commitment to Champions for Change, and the drive to ensure that this work continues to be developed so that more children and young people can be involved is outlined in the [SEND Written Statement of Action](#).

5. Parents' involvement in Special Educational Needs and Disability (SEND)

- 5.1 Parents and carers in Devon are engaged through Devon Parent Carer Forum, which is hosted by Devon Communities Together. Contact, which is a National organisation, provides support and challenge to the local Forum.
- 5.2 The forum is a group of parents and carers of children and young people with Special Educational Needs and Disabilities (SEND). Their aim is to make sure the services in their area meet the needs of these children and their families. The parent carer forum is not about providing individual support; it is there to enable parents to shape services.
- 5.3 We also support a [Local Offer Reference Group](#). The SEND Local Offer Reference Group (LORG) is made up of parent carers who work with us to improve things for children and young people with SEND and their families. The LORG meets every half term and contributes to the review and development of the SEND Local Offer, undertaking a mixture of practical activities and more formal meetings.
- 5.4 Parent Carer representatives from the LORG regularly attend the SEND Improvement Board to ensure parent carers' voices and experiences are considered when decisions are made. They are valued and their opinions are taken seriously. Actions resulting from their work and involvement are then delivered through the Improvement Board sub-groups.
- 5.5 Examples of the work recently undertaken by the LORG includes;

- Changes to the Education, Health and Care Plan format and communications from SEN 0 - 25 Team so that parent carers are better informed and communicated with during the EHCP process,
- Changes to the SEND Local Offer webpages so that parent carers find the information they need to help support their child or young person,
- Development of SEND e-learning so that the training content incorporates the things parents feel are priorities for workers to know and understand.

5.6 The LORG were engaged as a key stakeholder group in the development of our Written Statement of Action. Detailed discussions around the draft plan were facilitated with parent carers that covered the actions identified, the outcomes we were looking for and the timescales we would work to.

5.7 These groups have a small number of very committed parents who work closely with us to improve services. The Written Statement of Action sets out how we will significantly increase our reach and how parent led forums will be supported and developed to engage more parents. As an example of recent progress, 350 parents have come forward expressing an interest in working with us on designing future services.

5.8 Parents are supported by Devon Independent Advice Service (DIAS). DIAS provide free, impartial, confidential and accurate information, advice and support about education, health and social care for children, young people and their parents on all matters relating to SEND. This helps to promote independence and self-advocacy for children, young people and parents.



6. Children Looked After and Care Leavers

6.1 [Stand Up Speak Up](#) (SUSU) is the name chosen by children in care for Devon's Children in Care Council.



6.1.1 SUSU gives young people an opportunity to voice their concerns and opinions on the help and support they get from the Local Authority, and to provide their views and input into the work of Children's Social Care as experts by experience.

6.1.2 Members of SUSU help organise local campaigns and activities for those in care and care leavers. They help and advise the local authority on issues that affect young people in care, and they keep their members up to date on changes that are being made to improve the support received.

6.1.3 Awareness of SUSU and levels of engagement have declined over the past 18 months. We have listened to young people and reviewed national best practice and we will have a redesigned and refocused SUSU being delivered across localities from the Autumn 2019.


6.1.4 We will ensure that this work dovetails and informs the work of Corporate Parenting Members Group, and that we support and facilitate increased opportunities for children and decision makers to meet. Additional work planned is to pilot new innovations using online tools to reach a wider audience of young people (including a refresh of the SUSU website), to review "The Pledge" and to consult with young people on different models for membership of the Children in Care Council.

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6.2 Care Leaver Forum

- 6.2.1 The Ofsted Focused visit to Devon County Council children's services that took place in September 2018 reported that "while some care leavers are aware of the Children in Care Council, most do not feel engaged in the matters discussed or outcomes from council meetings."
- 6.2.2 Mark Riddell the National Implementation Advisor for Care Leavers within the DfE carried out a 3 day visit to Devon from 5th to 7th February 2019. He offered suggestions to further strengthen practice and recommendations.
- 6.2.3 For example, the development of a Care Leaver Forum. There is currently one Care Leaver Forum established (North Devon), and work will be undertaken to establish these spaces in other localities across Devon during Q3 2019.
- 6.2.4 To further develop this work, we are currently researching and consulting on the prospect of creating "Care Leaver Ambassador" roles". The ambition is that these ring-fenced apprenticeships are created to provide additional work and learning opportunities for some of our care experienced young people whilst also further strengthening and adding credibility and authenticity to our participation and engagement work. This work is being developed in partnership with Step Forward colleagues.

6.3 Bright Spots

- 6.3.1 This research is part of the Bright Spots programme: a partnership between the University of Bristol and Coram Voice, with the aim to:
- improve the care experience for all looked after children and care leavers;
 - give young people a voice on their own well-being; and
 - highlight the 'Bright Spots' of practice that contribute to children flourishing in and after care.
- 
- 6.3.2 We have participated in both the "Your Life, Your Care" surveys for children and young people in care (4-18yrs) and the "Your Life Beyond Care" survey for care leavers.
- 6.3.3 The survey identifies the areas where children in care / care leavers are doing well and where things could be improved, providing an insight into young people's experience and well-being to inform service improvements.
- 6.3.4 We are currently disseminating and consulting on the feedback received from the care leavers survey and will be co-producing actions to progress with young people during National Care Leavers Week (October). Key findings from this survey include:
- A significant proportion of care leavers feel involved in the production of their pathway plans, which was recognised as a Bright Spot of practice,
 - 100% of care leavers in "Staying Put" arrangements report satisfaction with these arrangements in relation to safety and stability,
 - The importance of the quality of relationship between young person and Leaving Care worker / P.A was highlighted as an area of high satisfaction and positive feedback,
 - A quarter (26%) didn't know why they had been in care or wanted to know more about their care history,
 - 53% of care leavers reported that they "felt settled where they lived"
 - 26% of care leavers young people identified with two or more of the following well-being indicators and are considered to have "low well-being":

- “Always feeling lonely, having no-one to trust, no-one who believed in them”
- “Not ‘always’ safe or settled at home, struggling financially”
- “Disliking appearance”
- “Not knowing why you were in care”
- “Little or no involvement in Pathway Plan”
- “No goals and plans for the future”

7. Mind Of My Own - digital participation tools

7.1 [Mind Of My Own](#) helps children and young people express themselves and communicate with professionals in their lives making sure each and every one is heard.



7.2 These two award-winning apps (One and Express) have been co-produced with children and young people to ensure they are understood by them and activate their participation.

7.3 Uptake of these tools is promoted by the Participation Team, and regular monitoring is reported to the Quality Assurance Quarterly Review Group.

7.4 There is a Steering Group that supports the development of this work across Children’s Social Care, with aim to fully embed the use of these tools within Child in Need and Child Protection processes (in addition to existing use within Child in Care Reviews) as a way of further strengthening and evidencing the voice of the child in these areas of practice.

8. Advocacy Services

8.1 It is very important for children and young people to be supported by Advocacy services when receiving Childrens Social Work services. This offers them a voice to influence the plan for them and their family when they may not feel able to express their views themselves.

8.2 Of the children and young people aged 11 years and under who provided feedback this year having accessed the issue-based advocacy service:

- ✓ 100% were happy with the help they had received from their advocate and felt they received the help they wanted from their advocate.
- ✓ 97% identified during planning for the future they get a chance to let adults know their views, wishes and feelings.

“I was so glad it was the same advocate, you have supported me in care and on a CP plan you understand what has happened and why?”

8.3 Of the children and young people aged 12 years and over who provided feedback this year having accessed the issue-based advocacy service:

- ✓ 100% agreed or strongly agreed they had been happy with the service they had from their advocate and that they got the help they wanted from their advocate.
- ✓ 92% agreed or strongly agreed they knew what their rights are, 91% knew what was happening to them and 97% agreed or strongly agreed they knew how to get help.
- ✓ 94% agreed or strongly agreed that ensuring planning for their future they had the opportunity to express their views, wishes and feelings.

“I am glad I was listened too, and changes were made to the plan to reflect that. Thank you for being the person who fed back to me as it helped me to understand.”

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9. Young Carers

- 9.1 Young Carers service delivered by '[Devon Carers](#)' facilitates a Young Carers Council. The Young Carers Council is run as activity groups in each locality and supports young people aged between 10-24.
- 9.2 The report to Scrutiny "Young Carers and Young Carers Support Services" provides information about the delivery of the Young Carers Council and details recent activity to increase engagement and involvement of children and young people. This Council will be further developed to also increase the reach to more vulnerable young people.

10. Children young people and family's engagement in the commissioning and development of services

- 9.1 Routine engagement of children and families in the commissioning and development of services is in place.
- 9.2 All providers are expected to engage children receiving services in service development. This is monitored through routine contract monitoring.
- 9.3 When a service is re-tendered families are consulted with as part of that process and involved in the design of services.
- 9.4 Young people were recently consulted via focus groups and online engagement (led by Devon's Youth Parliament) across the county to help formulate the service specification and questions for the recommissioning of Devon's Youth Service.
- 9.5 Current work is being progressed to engage with families about the provision of Short-breaks for disabled children.
- 9.6 Due to the reduced capacity of the Children in Care Council it has not been possible for Children and young peoples views to be fully considered when recently re-commissioning placement services. This is an area for development, as outlined in the Sufficiency Strategy and will be completed ahead of the re-fresh later this autumn.

10 Summary

- 10.1 There are already many of the structures, strategies and shared values in place for this work to develop in a meaningful and successful way. Senior managers and leaders are continually supportive of participation initiatives and challenging where the views and voice of the child are not central to decision making.
- 10.2 We have provided a range of examples of the ways that children and young people and families are currently involved in participation activities, including engagement in focus groups, recruitment of staff, and training of staff.
- 10.3 The increased capacity of the Participation Team and the support from Children's Services Leadership Team and DCFP will enable us to embed our locality-based approach, which will enable us to reach an increased number of young people and from a wider demographic, and we will co-produce a range of spaces and structures that support participation of children and young people.

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10.4 Where this initial self-assessment has identified gaps or areas of development, some of this work is already planned and underway (e.g. as per SEND Written Statement of Action). Further involvement in the Hear by Right programme to support us to assess our position and to identify, plan and undertake the actions required so that we are confident in our accomplishment of all the indicators set out in the framework.

Fiona Fleming
Head of Commissioning, Children's Services

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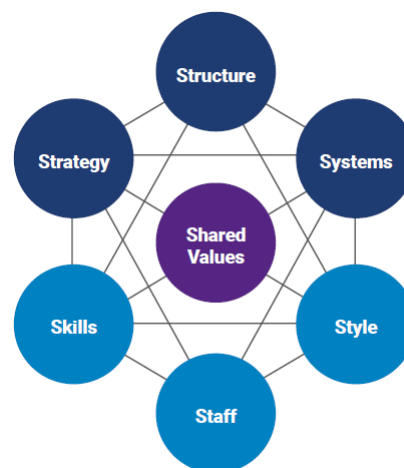
Appendix One

Framework for recording areas of CYP involvement

There are different models and frameworks that could be applied to this work. The chosen tool, Hear by Right, is a nationally recognised and validated system and is similar in its approach to [the LILAC standards](#) (for assessing and progressing the participation of Children in Care) which Devon has previously engaged with.

[Hear by Right](#) is an organisational development tool built on a framework of seven standards with 20 indicators that describe best practice, supporting organisations to plan, develop and evaluate their participation practices and provision.

This tool was established over 10 years ago and was created with and for young people to support organisations within the youth sector to transform more young people's lives by developing their voice, influence and place within society. It is hosted and facilitated by the National Youth Agency



Current evidence of CYP involvement and proposed work to strengthen or improve practice

Shared Values	Existing	Proposed
1.1 We have a central commitment to participation	<p>DCFP Children & Young People's Plan 2019-2022 describes "How we work" in a way that "Listen, hear and understand".</p> <p>Devon County Council "Better Together 2014-2020" sets out our aims include to work in a way that is "Collaborative", "Designing and producing services with people that use them"</p>	
1.2 We show clearly our shared values on participation	<p>DCFP Children & Young People's Plan 2019-2022 sets out "Our Core Values" which includes "Engagement" and "Partnership".</p> <p>Our Pledge to children and young people in care outlines a list of commitments made, with clear values of involvement and participation.</p> <p>Our Local Offer to Care Leavers includes our commitments under the heading of "Participation".</p>	<p>Our Pledge will be reviewed, refreshed and re-launched through Children in Care Council workshops across Devon.</p> <p>Our Local Offer to Care Leavers is currently being reviewed and will be scheduled for annual review through Care Leaver Forums.</p>

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Shared Values	Existing	Proposed
1.3 We recognise and promote Article 12 of the Convention on the Rights of the Child	There has been previous work to promote this, with an art project undertaken and posters produced which confirm our recognition and commitment to Article 12.	Focused promotion (internally and externally) of Article 12 of the Convention on the Rights of the Child during 2019, to celebrate 30 years of the UNCRC and re-affirm our commitments.
Strategies		
2.1 We have undertaken an audit of our resources that support participation		Sign up to Hear by Right and undertake full audit as part of this assessment.
2.2 We have a strategic plan for participation	<p>Devon County Council’s “Engaging Devon” provides the strategic framework and commitments to working in a way that is participative.</p> <p>Within Children’s Services there are area specific participation and engagement plans, such as “SEND Participation & Engagement Strategy”.</p>	Production of a DCFP Participation & Engagement Strategy, which sets out our plans and approach for the next 24 months and is aligned to the DCFP CYP Plan.
Structures		
3.1 Young people tell us how they want to participate		<p>CYP involvement in the production of Participation & Engagement Strategy to determine the different ways that young people can participate.</p> <p>Improved processes for finding out individual preferences of children in care and care leavers, including young person designed process for those entering care to be engaged and informed.</p>
3.2 We have lots of different ways for young people to participate	<p>We have several different ways for young people to participate, dependant on individual circumstances. These include:</p> <p>Children in Care</p> <ul style="list-style-type: none"> • Stand Up Speak Up (Children in Care Council), • Mind Of My Own, • Advocacy service, • Bright Spots and other surveys, • Social Media, • Focus groups 	<p>Within existing structures there is need to develop and improve our reach to more children and young people. Investment into the Participation Team has enabled us to recruit additional colleagues and to build on previous practice whilst establishing locality-based delivery.</p> <p>There are also areas of practice where participation is less established, and a Participation & Engagement Strategy will identify</p>

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Shared Values	Existing	Proposed
	<p>Care Leavers</p> <ul style="list-style-type: none"> Care Leaver Group / Forums <p>Children with SEND</p> <ul style="list-style-type: none"> Champions for Change group / network <p>All young people</p> <ul style="list-style-type: none"> Youth Parliament 	<p>these and outline plans to develop additional opportunities for participation of children and young people.</p>
<p>3.3 We make sure lots of different young people are included in participation</p>		<p>Increasing our reach is a key priority for the next 12 months.</p> <p>Establish baseline and Key Performance Indicators for levels of reach and engagement.</p> <p>Locality-based working and improved with partnership with stakeholders (internal and external) will provide us with opportunities to reach a wider pool of young people. Actions to achieve this will be set and monitored as soon as team members are recruited.</p>
Systems		
<p>4.1 We have a range of policies in place to support participation</p>		<p>Sign up to Hear by Right and undertake full audit of policies as part of this assessment.</p>
<p>4.2 We have budgets and finance systems in place to support participation</p>	<p>There is a fully resourced Participation Team within Children’s Services, with budget for associated costs. This includes a short term contribution from the DCF Partnership. Sustainability for longer term investment in this will need to be secured.</p>	<p>All service budgets include costs associated with participation.</p> <p>Training and development needs across services are yet to be identified to ensure that participation, engagement and co-design are routine.</p>
<p>4.3 We record and promote ‘what’s changed’ because of participation</p>	<p>The Children and Young Peoples Plan priorities were developed from the engagement messages from children and families. This sets the priorities for the partnership for the next three years.</p>	<p>Develop and embed mechanisms to close the feedback loop (e.g. “You Said, We Did”) and systems for ensuring these are consistently completed.</p> <p>Define and record team “impact measures”, with quarterly report.</p>

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Shared Values	Existing	Proposed
Staff		
5.1 Job descriptions of key staff include skills and commitment to participation	This is current practice and is well embedded into job descriptions within Children's Social Care.	Sign up to Hear by Right and undertake full audit of job descriptions from across wider Children's Services as part of this assessment. Evidence through workforce development of that changing practice.
5.2 Young people participate in the recruitment and induction of key staff	<p>We are currently supporting a pool of young people who have participated in training so that they can input into the recruitment decisions for appointments in services for children in care / care leavers.</p> <p>Recent activity has included recruitment for CIC Health Nurses, Social Work Academy placements and O.U Social Work placements, and feedback from all involved has been consistently positive.</p>	There is a Participation Team handbook which outlines our approach to involving children and young people in recruitment. This will be developed to ensure consistent principles are applied in all relevant recruitment activity and will be supported by a toolkit.
Skills & Knowledge		
6.1 Young people receive participation training	<p>Champions for Change training delivered by Participation Worker.</p> <p>Members of Youth Parliament supported to attend external training.</p> <p>Existing practice in this area is inconsistent with areas of good practice</p>	<p>Co-production of training model and content with children and young people.</p> <p>Ensure that all young people can access appropriate participation training, including those who are not already engaged in our participation structures (e.g. children in care who are not already attending SUSU).</p>
6.2 Staff receive participation training	<p>Children and young people are involved in the training programme for:</p> <p>Student Social Workers Newly qualified Social Workers Newly appointed Foster Carers Children in Care Nurse Team</p>	<p>Work with H.R and Social Work Academy to determine scope, gaps and opportunities to deliver staff training.</p> <p>Co-production of training model and content with children and young people.</p>
6.3 Young people have enough information to participate fully		Sign up to Hear by Right and undertake full audit information available to young people, and feedback from young people on accessibility of information as part of this assessment.
Leadership		
7.1 Senior managers and leaders are	There is regular communication and promotion of participation by Children's Services Leadership Team and includes	Members training in becoming champions for participation.

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Shared Values	Existing	Proposed
champions for participation	<p>Member champions via Corporate Parenting Members Group.</p> <p>Children's Scrutiny Committee also fulfil important role in the championing and challenging the service to demonstrate and evidence participation of children and young people.</p>	<p>Cascade training and workshops for all manager across Childrens Services in increasing participation of children as routine to service delivery and development.</p>
7.2 Senior managers and leaders support innovation in participation practice		<p>We are focusing on developing our infrastructure and engaging more children and families. Senior managers are encouraging innovation in this through child and family led co-design.</p>
7.3 Senior managers and leaders take an active part in participation events	<p>Senior Managers joined with Parents to review the Written Statement of Action and to co-design the action plan.</p> <p>Senior Managers will attend the Champions for change fun day in September.</p> <p>Children in Care celebration evening attended by Senior Managers and Lead Members including Scrutiny Chair.</p>	<p>As all the above actions are progressed, particularly with the re-established Children in Care Council and Care Leavers Forums and expanded Champions for Change network there will be increased opportunities to achieve this.</p> <p>Evidence to be recorded and shared in quarterly report.</p>

YOUNG CARERS AND YOUNG CARERS SUPPORT SERVICES

Report of the Head of Commissioning, Children's Services

1. Introduction and National Context

- 1.1 Young Carers are a vulnerable group of children often putting themselves and their childhood to one side to support the needs of a parent. Where this responsibility is impacting negatively on the young person, parents and all partners in childrens and adult services should work together to support them. Many parents with additional health needs seek appropriate support to prevent their child taking on too much of a caring role, or where their child's outcomes are impacted. However, there are many young carers where their role is hidden, particularly where there are substance misuse or mental health needs with the adults in the family.
- 1.2 Young Carers are reported nationally to have worse outcomes than their peers with their education, physical and mental wellbeing impacted by caring roles. It is estimated that up to one in five secondary school pupils provides some level of care for a parent or sibling. 1 in 12 young carers is caring for more than 15 hours a week, 1 in 20 misses school because of their caring responsibilities, young carers are 1.5 times more likely to have a long-term illness, special educational needs or a disability (LGA report 2018, Census 2011 data, 1) 40% experiencing mental health problems, many of these are 'hidden', not disclosing their family circumstance and responsibilities to teachers, friends, GPs and other health care professionals. The Childrens Commissioner has also highlighted the increasing number of children that are not receiving the support they need. (Childrens Commissioner report 2019, 3)
- 1.3 As a result, the National Carers Action Plan was launched in 2018 (DHSC report, 4) and the NHS announced in June 2019 a 'care for young carers' offer in GP surgeries this includes a series of practical plans and actions designed to help young carers who may be 'hidden', unpaid and under the age of sixteen. (NHS E report, 2)

2. Local Strategic Context

- 2.1 A young carer is defined as someone aged 18 or under who helps look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. Services and support provided to young people who are Young Carers is underpinned by legislation. Locally a support service is commissioned, the provider is Devon Carers.
- 2.2 The Young Carers offer is overseen by Devon Children and Families Partnership, Early Help Improvement Board. The Young Carers Steering Group Membership consist of adult mental health providers, adult substance misuse providers, early help, adult and childrens social care, CAMHS, Public Health Nursing, Youth Services, Schools, education support services, employment and training support services.
- 2.3 In addition, we have a joint approach to meeting the needs of all carers and therefore young carers needs are also overseen by the Carers Board and included in Devon's Joint Carers Strategy 2014-2019.

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- 2.4 A Young Carers Council supported by 'Devon Carers' meets monthly in each of the four localities in Devon and runs both activity sessions for young people as well as engaging with them to promote their views.
- 2.5 The priorities of the partnership action plan are in response to the priorities set by the Young Carers Council manifesto. A summary of the action plan is attached (Young Carers Steering Group Action Plan, Appendix A). Highlights include:
 - over 90% of secondary schools in Devon have an identified Young Carer Champion with lower take up in Primary Schools, 9 schools have achieved and 8 working towards the 'Young Carer in Schools' award promoted by the Carers Trust and The Children Society.
 - The Young Carers Council recently worked with North Devon District Hospital and they are planning sessions and stands in RD&E and increasing reach to GP forums.
 - Devon Carers have signed up to be a part of the NHS England Young Carers Health Champions Programme linked to the Carers Action Plan 2018-2020. Work began in July 2019 and offers a further opportunity for Young Carers voice to be heard and to shape this work.

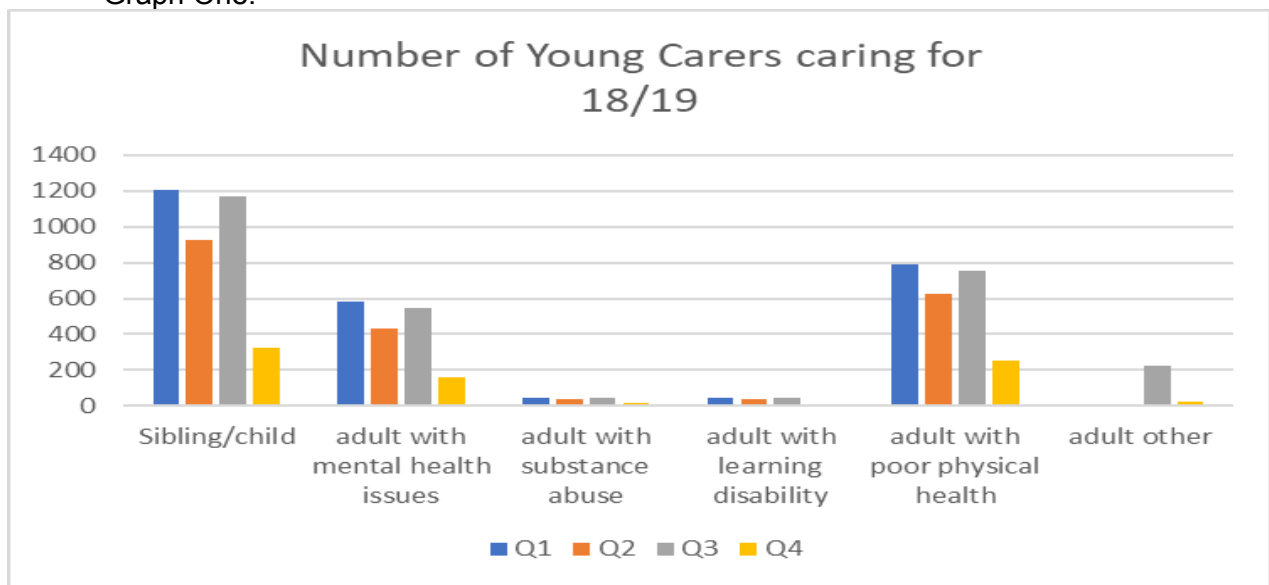
3. Young Carers Support Service

- 3.1. In re-commissioning the Young Carers Service in 2017 a review was undertaken on the impact of the previous contract. This led to a consultation with young carers and a re-design of the specification for the new contract.
- 3.2. The previous contract had focused on awareness raising, registering and assessing young carers. The previous service had reached many young carers but in the main these were young people supporting siblings with disabilities. The service offer was one of activities and trips with long term contact but limited one to one support. The service did not reach children where there was substance misuse or mental health needs with parents.
- 3.3. The new contract set the service offer in the context of the maturing early help system in Devon. With responsibilities to act as lead professional and offer targeted one to one support for the most vulnerable young carers. Also, to have a focus on reaching more of the most vulnerable young carers and bring together the multi-agency team to support them, transitioning to mainstream services when appropriate.
- 3.4. This was not to be at the expense of support for all young carers and the Young Carers Steering Group were to pick up the multi-agency responsibilities and ensure the whole system could respond to the needs of young carers in mainstream and inclusive activities.
- 3.5. The responsibility for expertise in the policy agenda for young carers remained with the provider however the responsibility for awareness raising moved to the steering group with a senior group of multi-agency staff promoting the needs of young carers and taking responsibility for the wider offer of support.
- 3.6. The new contract has been in place for 18 months and therefore had an annual review in June 2019. The provider is Westbank Community Health and Care (Devon Carers). The review has shown an increased reach from the service with good awareness raising in schools and an increasing number of young people receiving one to one support. Where support is offered young carers report feeling listened to and

supported. However, there is limited impact from engagement with adult mental health, learning disability, domestic violence and substance misuse providers.

- 3.7. The service has seen a steady increase in referrals with a peak in quarter three at 156. With 426 referrals overall in the year. The team have averaged 86 first assessments each quarter. This is 26% below target expected. 4% of referrals were from family or young people, 51% from schools and colleges, 3% from adult mental health providers. With only one referral from GP's, youth services and CAMHS respectively. No referrals had been received from domestic abuse, adult substance misuse, young people's substance misuse or adult learning disability services.
- 3.8. Graph One shows the number of young carers by quarter registered with the service and the needs of those they care for. As can be seen the reach to young carers where the adult has substance misuse or mental health need has not been achieved. Where as the number of young carers supporting siblings has reduced.

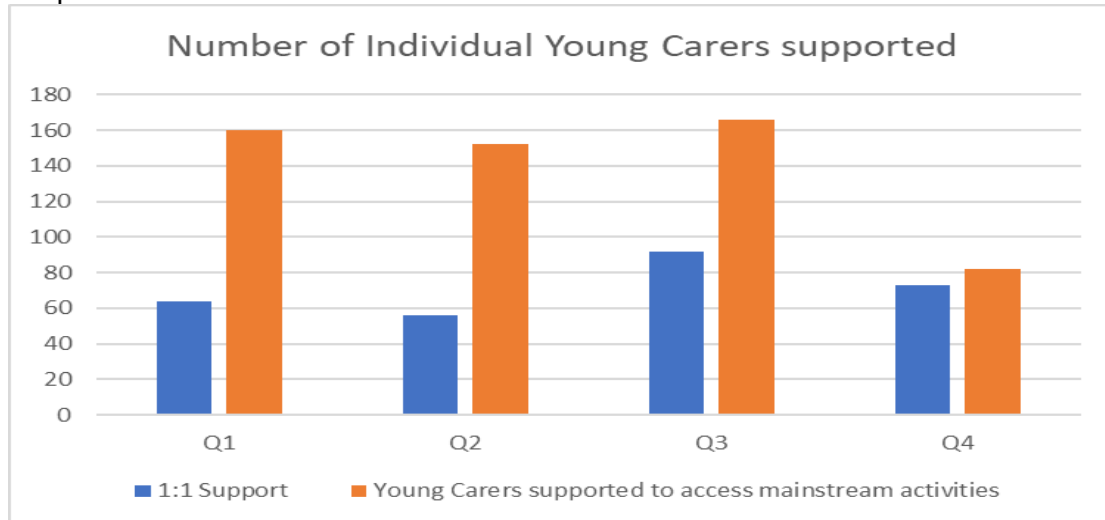
Graph One:



- 3.9. Graph Two shows the number of young carers supported with one to one support and to access mainstream activities. There have been vacancies in the service in the last quarter and limited referrals from specialist services, which impacted on the ability of the service to provide the increasing level of one to one support.

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Graph Two:



3.10. As a result of the issues arising from the annual review a development plan is in place and the steering group will review the impact of the action plan in September 2019.

4. Opportunities for Members to hear from young carers.

4.1. This paper is intended to be an overview of the offer for young carers. Members have expressed a wish to follow up on this and to meet with young carers and the support services for them. The service will be delighted to facilitate this.

Fiona Fleming
Head of Commissioning, Children's Services

References

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https://local.gov.uk/sites/default/files/documents/LGA_Meeting%20the%20health%20and%20wellbeing%20of%20young%20carers_22%2019_January%202018.pdf
2. **NHS E Young Carers Offer**
<https://www.england.nhs.uk/2019/06/nhs-sets-out-care-for-young-carers-offer-in-gp-surgeries/>
3. **Childrens Commissioner Report on Young Carers:**
<https://www.childrenscommissioner.gov.uk/2019/01/31/ensuring-we-listen-to-the-needs-of-young-carers-and-give-them-the-support-they-need/>
4. **National Carers Action Plan 2018-2020**
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf

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Appendix A

Young Carers Steering Group Priority Plan 2017/ 18 and 2018/19

Overview

All partners working with young people will support this plan by embedding the 3 principles and 4 priorities below

Principles

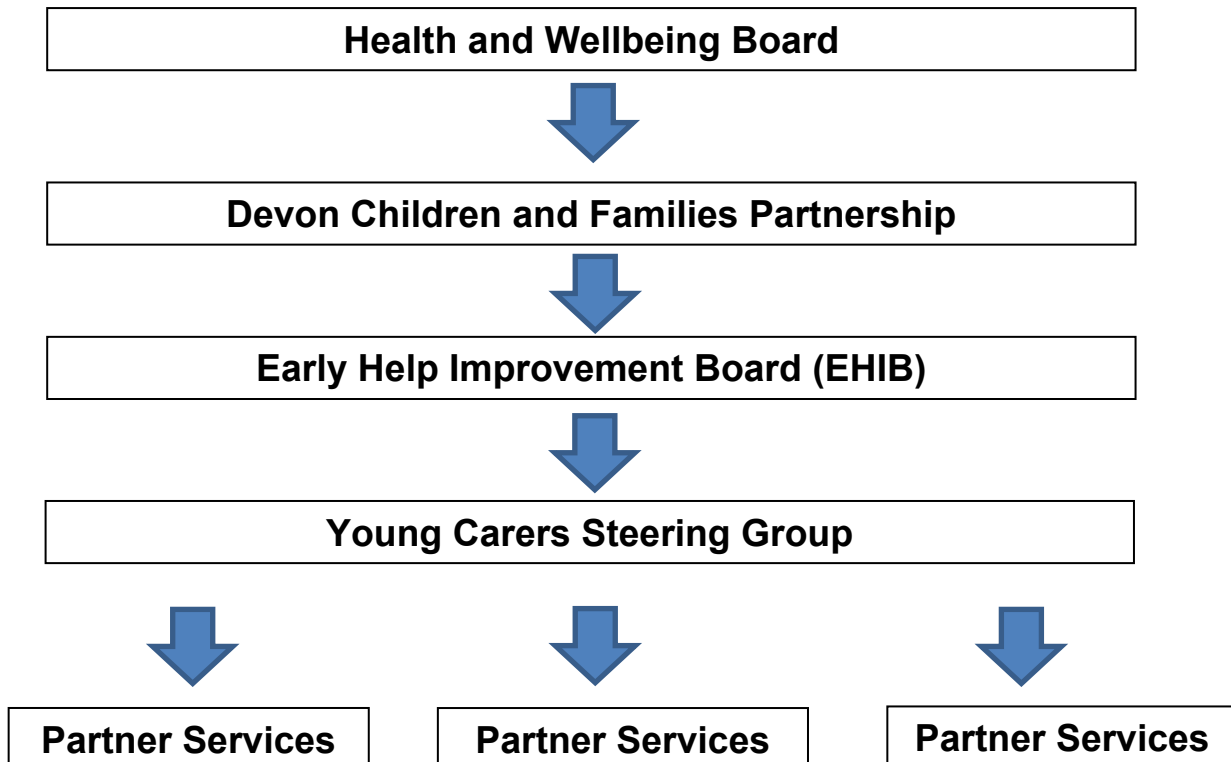
- 1. Consultation and engagement with young carers**
- 2. Integrated working**
- 3. Whole Family Working**

Priorities

- 1. Raising Awareness and developing a greater profile of the needs of Young Carers**
- 2. Support Schools and Colleges to better identify and support young carers**
- 3. Improve the wellbeing and health of Young Carers in Devon County Council**
- 4. Voice of the Young Carer**

The Young Carers Steering Group is a multi-agency partnership group that works collectively to improve outcomes for Young Carers in Devon. The work of the Steering Group is governed by the Early Help Improvement Board (previously the Multi-Agency Early Help Operations Group) and in turn feeds into the Devon Children and Families Partnership (previously the Children, Young People and Families Alliance). Previously the Steering group has been mandated by the Roadmap, which set out the key priority areas and was regularly updated by members. However, in line with the new Young Carers Council Manifesto, it was felt that a new Steering Group Plan was agreed, in order to streamline the priorities and give focus to the partnership work for 2017.

Young Carers Governance Structure



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In order to achieve this, the Steering Group has spent time looking at the work the Young Carers Council has undertaken and the previous Roadmap, in line with the Young Carers Engagement Report and has subsequently created a set of new priorities. In order to fully understand this plan, it should be read in conjunction with the Young Carers Manifesto.

This document sets out key principles and priorities for the way in which ALL agencies should work with young carers, whether it's identifying and referring young people or offering direct support to the young carer and/or their family. We will be regularly reviewing and updating the plan, to ensure that young carers are at the forefront of everyone's thinking when working with young people and families

The Steering Group members felt that we need to bring together the voice of the child within the meeting and consideration should be given to how children and young people's voices are heard and that they receive appropriate feedback from the Steering Group and the wider work

Key Principles

In order to achieve the new priorities below, there are 3 key principles which underpin all work: -

- 1. Consultation and engagement with young carers:** - Engagement is the 'Golden Thread' that underpins all the work the partners do. Children and young people should be engaged in all areas and at all levels of service provision or development. This should include ensuring that all planning with children and young people is personalised and involves their voice and views, but also ensuring that children and young people are involved in service development wherever possible, including using their feedback to make improvements to service quality and change.

A future intention would be for the Steering Group to regularly meet with young carers to gain views and opinions first hand.

- 2. Integrated working:** – Young Carers need to feel that when accessing services there is 'No Wrong Door' and to achieve this **ALL** partners need to be working together. The shared priorities in this plan will be the first step in ensuring integrated working, however partners will also be expected to provide regular updates to the Steering Group meetings, which in turn will feed in the Early Help Improvement Board.
- 3. Whole Family Working:** – The work with young carers is embedded in Early Help and in turn adopts a whole family approach. This is based on the thinking that in order to fully support a young carer, we need to also support the family to create resilience and reduce inappropriate caring. By having this as a key principle means that all partners, including adult services, will need to be more mindful of young carers when working with either adult 'cared for' or sibling 'cared for'.

Key Priorities

As agreed by the Steering Group the key priorities for development over the next year will be;

1. **Raising Awareness and developing a greater profile of the needs of Young Carers**
2. **Support Schools and Colleges to better identify and support young carers**
3. **Improve the wellbeing and health of Young Carers in Devon County Council**
4. **Voice of the Young Carer**

Rag rated self-assessment of progress against milestone as at July 2019. To be reviewed September 2019

1. Raising Awareness and developing a greater profile of the needs of young carers - All agencies and organisations need to have an awareness of the needs of young carers, including how to identify young carers you may be working with. In order to achieve this we will:-			
Action	How we will achieve this	Milestones	Self-Assessment G-Progress made A-Partial progress made R-Limited progress made B-Yet to be actioned
Ensure staff in partner agencies have an awareness of Young Carers If appropriate and required, training is offered to raise awareness of the needs of young carers	Partners will take responsibility of raising awareness in their own organisations, ensuring all front-line practitioners understand how to identify young carers and where to refer them for additional support	Increase referrals from partners to the Young Carers Service	
	Provide information to partner key partner agencies (Schools, GP's, Local Communities) to highlight the needs of young carers, this will include; Conversations, Leaflets, Signposting		
Ensure key services have a Young Carer Champion (i.e. Schools/Colleges/Youth Service)	By having conversations with specific forums, groups and individuals i.e. GP Council, DAPH, DASH, SHAD	Increased attendance at Early Help Forums	
	Members of the Steering group to attend the local Early Help forums where appropriate. Partners to identify where staff in their individual organisation require specific young carer training Ensure there is awareness of young carers in key training already being delivered i.e. DCFP safeguarding training. Identify the Young Carer champions in Schools via Babcock.		
	Identify Local champions via the Early Help Improvement Board.	Increase in the take-up of specific young carers training	

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		A list is developed of all key training programmes and it is identified who will ensure young carers are included as part of awareness raising	
		A distribution list is created of all young carers champions who will receive regular updates of relevant information	

2. Support Schools and Colleges to better support young people – Partners will work in their own organisations, direct with schools and colleges and with the Young Carers Service to ensure;

Action	How we will achieve this	Milestones	Self-Assessment G-Progress made A-Partial progress made R-Limited progress made B-Yet to be actioned
<p>Partners will support children and young people to achieve their full potential, including receiving support through schools and colleges. This includes supporting educational establishments to better identify young carers and offer them support.</p> <p>We want to ensure young carers feel less isolated by their caring responsibilities and are able to achieve alongside their peers.</p> <p>Schools provide better support for young carers in order that they can identify their goals, aspirations and signpost where appropriate</p>	<ul style="list-style-type: none"> • Every school has a place and a time where young carers can be safe together • Work with education and social care to ensure the EHCP process and the RAS includes recognition of sibling young carers and that plans respond accordingly to their needs • We collectively raise the aspirations of young carers and ensure that they gain transferable skills which can be taken forward into further education and employment; • Develop a clear and effective young carers' transition protocol that is shared and utilised by schools and colleges. • All partners have awareness of the Preparation for Adulthood Strategy and implement it where appropriate 	Increased identification and referral of young carers by schools and colleges	
		All educational establishments have a young carer policy	
		All education establishments will have a champion and offer support for young carers and a designated trained member of staff to support young carers/young adult carers.	
		A reduction in the number of young carers not in education, employment and training	
		Effective transitions for young carers into adult services or into independence.	

<p>We also want to ensure all young carers reach 18 believing that they can achieve their full potential and that where appropriate the transition into adult services effectively.</p>			
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3. Improve the Health and wellbeing of Young Carers in Devon - All partners will work within their own service and in partnership with others to ensure;

Action	How we will achieve this	Milestones	Self-Assessment G-Progress made A-Partial progress made R-Limited progress made B-Yet to be actioned
<p>Ensure young carers are able to live healthy lives with a reduction in appropriate caring responsibilities.</p> <p>They are given opportunities to have fun with their peers and/or with their families where appropriate.</p> <p>Young carers can access a wide range of health and wellbeing services to meet their needs.</p> <p>Young carers are respected as carers within Health services in order that they can appropriately support their 'cared for' person, reducing isolation and safeguarding issues in doing so</p>	<ul style="list-style-type: none"> Evidence demonstrates improved health outcomes for young carers Increased referrals to the young carers service from all health services 	<p>Development of a young carers champion within all health services (CAMHS, GP's, Hospitals) who have clear aims in line with strategic and local development plans</p> <p>Bespoke letters are designed from CAMHS that signpost young carers and their families to other agencies and support networks if CAMHS threshold is not reached.</p> <p>No medical appointment should take place where a young carer is stood outside the door and the Think Family protocol is embedded to ensure a whole family approach in health services</p> <p>Promoting activities that young carers can get involved with in their local community, both as individuals and with their families where requested</p> <p>Work with the voluntary sector to ensure they are aware of the needs of young carers and seek to include them in activities in a way which supports their young caring responsibilities</p>	<p>Yellow</p> <p>Red</p> <p>Yellow</p> <p>Yellow</p> <p>Yellow</p>

4. Voice of the Young Carer			
Action	How we will achieve this	Milestones	Self-Assessment G -Progress made A -Partial progress made R -Limited progress made B -Yet to be actioned
Ensure young carers are able to have their voices heard at every level of service provision. This includes through their own planning and planning for the people they care for, through to influencing how services are designed and developed to better meet their needs at a strategic level	<ul style="list-style-type: none"> Young carers are more 'visible' and their voices are strengthened Service improvement are made in line with the things they have told us 	Map/measure where young carers already have a say, are engaged or involved?	
		Develop or agree to a set of standards for involvement/participation with young carers.	
		Create connections with other engagement mechanisms and groups e.g. Young Carers Council/Manifesto, Youth Parliament.	

Children's Services Commissioning Autumn Report

Report of Commissioning Liaison Scrutiny Member Cllr Richard Hosking

1. Introduction

- 1.1 The Commissioning Liaison member meets regularly with Officers to review the current and future childrens services commissioning activity. This is in line with the recommendations of the 2016 'Scrutiny in a Commissioning Council' Scrutiny Task Group. Cllr Hosking is the Commissioning Liaison champion for Childrens Services.
- 1.2 The opportunities for scrutiny will be greater when there is need for service redesign through changing need or issues with the current delivery model/service, than when a service which currently works well is being recommissioned. Scrutiny involvement in commissioning at the earliest stage will allow Members to help shape delivery models, services and outcomes.
- 1.3 The role for Commissioning Liaison is set out in the Protocol at Appendix A. Scrutiny has a key role in bringing the voice of the service user to commissioning. It has been agreed between Childrens Commissioning and Commissioning Liaison members that a briefing is made to Scrutiny twice a year, in the Spring and Autumn. Allowing opportunity in the Spring to signal progress on tenders and expected contract award dates, and in the Autumn to outline opportunities for pre-procurement activity ready for the following financial year.

2. Priorities and Commissioning Plan Autumn Winter 2019/20.

- 2.1. There continue to be priority areas to achieve impact for Childrens Service's. These are Sufficiency, Services for Children with SEND and effective joint commissioning.

3. Commissioning Programme

- 3.1. The Commissioning Programme for the year ahead is outlined below. For reference a diagram of the commissioning cycle is set out at Appendix B. Commissioning activity is undertaken across the Commissioning cycle throughout the year.
- 3.2. The first part of the cycle looks at outcomes for children and young people, developing needs assessment and planning services to respond. The following are scheduled for Summer/ Autumn 2019.
 - Learner Support Services (Current Provider Babcock, Commissioner Childrens service's and Schools)
 - Short Breaks (Multiple current provider's, Commissioner Childrens service's and NHS Devon CCG)
- 3.3. Below are commissioning and procurement activities that were launched in the Summer and are therefore concluding in the Autumn of 2019 with contract award over the Winter of 19/20:
 - Residential childrens homes block contract tender (new contract, Commissioner Childrens service's)

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- Youth service tender (current provider, Space, Commissioner Public Health)
- Information advice and guidance service (current provider, Careers South West, Commissioner Economies Team)

3.1 The last stage on the commissioning cycle is to monitor and review assess service impact. Below are the first quarter outcomes for services tendered in 2018/19:

3.4.1 Supported Living Options

The recent tender concluded with all 59 provisions receiving a site visit. 5 providers did not fully understand the regulatory parameters around medication and boundaries for an unregulated provider. 7 of the 16 providers use CCTV either within the provision or externally. 2 providers' positioning of CCTV impacted on the young people's privacy, this was immediately addressed. Training for staff was fully reviewed and any improvements included in the development plan. There was only one provider with significant shortfalls in training. New placements were not made with providers where there were concerns until changes were in place. Providers were required to respond with clear action plans including set timescales for completion of action within 3 working days, which were achieved. Providers' progress will be monitored through development plans at contract monitoring.

3.4.2 Homelessness prevention

The contract is monitored against achievement of three key outcomes for young people; preparation for adulthood and independence, personalised support, employment, education and training. Providers are shown to be delivering good training for young people and staff to prepare young people for adulthood. Providers have trained staff in early help but there is more development in this area. Whilst we would expect higher numbers of young people to be not in education, employment and training in this service, due to the nature of the young people's circumstances, the current level (over a third) requires additional work. Providers are commissioned to support young people into work and training. This is an area of focus for the next six months.

3.4.3 Independent Sector Fostering Services key areas of development:

- Growth in recruitment and retention of carers- most providers have achieved the 10% growth target with a focus now on increased capacity to meet the needs of more complex children
- Developing carers - training for therapeutic parenting has been delivered well and, in some provisions, this has included an offer from the DCC Fostering Team on therapeutic behaviour support
- Providers on the Fostering Services Framework Contract are all graded as good or outstanding

3.4.4 Children's Centres

Over the past 12 months children's centres have developed a consistent approach across all areas of service delivery. This has ensured that families and partners have a clear offer across the early help system. The referral pathway has been reviewed and this puts the family in the centre of decision making in relation to the outcome that is sought by both the family and referrer. The transition from a universal to a targeted early help service is now complete.

4. Commissioning Priority: Placement Sufficiency

4.1. The Sufficiency Strategy was agreed by Cabinet in November 2018. This sets out the approach that will be taken to increase sufficiency of placements in Devon for Children in Care

and Care Leavers. We committed to review this during the Summer for impact. This review will inform the re-fresh scheduled for Autumn 2019 and publication December 2019.

- 4.2. The strategy identifies work to be undertaken in developing the provider market's offer within Devon, aiming to achieve better provision, reducing out of area placements, improving placement stability and ensuring access to the right placement at the right time.
- 4.3. As a result of the strategy we have achieved increased residential children home capacity from 93 residential beds to just over 100 within the current year. However, access to these beds remains a challenge with children from other authorities continuing to occupy the majority. We continue to focus on securing capacity in Devon for Devon children.
- 4.4. We are not seeing the usual growth and investment in beds by larger companies as we have seen previously. This could indicate a more cautious investment approach from the private sector. In addition, we see continued vulnerability of our providers to inadequate judgements from Ofsted with three inadequate judgements of key providers in June and July.
- 4.5. We continue to work to strengthen our quality assurance activity in the Peninsula, with increased collaboration and commitment of shared resources and information sharing. A new policy framework for this was co-designed with providers during the summer and focused on what children tell us is important to them in placement.
- 4.6. The benefits of co-ordinated activity and the opportunity for the sharing of intelligence results in more efficient working to both improve quality but also to safeguard children. The quality group includes multidisciplinary staff with representation from Health, Education, Social Care and Peninsula Authorities, working together to improve services.

5. Commissioning Priority: Support for Children with Special Educational Needs and Disability

- 5.1. We committed to engaging with families and children to review our short breaks offer in the summer. This has begun but not yet concluded. Members have been invited to be part of this.
- 5.2. We want to ensure that the needs of children and young people are met so that they can thrive in their family and their community, with inclusive opportunities to take up activities, increased confidence, independence, socialisation, and opportunities to develop their social skills.
- 5.3. The services are part of the local offer for children with SEND continue to be reviewed in line with our responsibilities and the SEND Code of Practice.
- 5.4. The focus of the work is to ensure greater choice and control for families by increased access to high quality information about what is available and support when needed. This is in line with the Written Statement of Action (WSOA) for SEND.
- 5.5. Parents have said that clarity on the offer across borders between Devon and other LA's is important to them. Opportunities are being taken to work more closely with neighbouring authorities to consider current offers, and how families who live on borders can benefit from wider choice of provision rather than be impacted adversely by the border issue.
- 5.6. In line with the Written Statement of Action the offer for children with Autism or neuro disability has been reviewed and actions set out to improve diagnosis, pre and post diagnostic support.

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6. Joint Commissioning

- 6.1. Joint commissioning is led through the Devon Children and Families Partnership Joint Commissioning Group. Including membership from Devon County Council (Public Health and Childrens Services), NHS Devon CCG, Office of the Police Crime Commissioner and District Councils.
- 6.2. Recent activity has been to review our Child Death Overview arrangements for the South West Peninsula. Devon took the lead in bringing together five local authorities and two CCGs to review current arrangements, ensuring future commissioned arrangements are compliant with new legislation, statutory guidance and published.
- 6.3. The group has been working to consider commissioning priorities for 2019/21. Part of that work has been to review the offer for young people including those most vulnerable. Commissioning intentions have been better aligned for example, to ensure the delivery of the Adolescent Safety Framework.
- 6.4. The new provider of Community Health and Wellbeing services has been in place for six months. Through the joint funding agreement (Section 75), with NHS Devon CCG as the lead commissioner, we will be reviewing progress against the outcome's framework of the contract in September.
- 6.5. The re-commissioning of learner support services is at engagement and design phase and whilst much of the offer is statutory and commissioned by schools the future alignment and integration of service offers to improve the offer for children with SEND is under consideration.

Cllr Richard Hosking
Commissioning Liaison Scrutiny Member

Appendix A

Commissioning Liaison Member Protocol

Summer 2017

This is a guidance document prepared by the scrutiny team to support the effective working of the nominated Commissioning Liaison Member/s from each scrutiny committee. The role was established following a recommendation made by the 'Scrutiny in a Commissioning Council' Task Group 2016. The full report and recommendations can be viewed [here](#).

Purpose:

The task group felt that nominating a member from each committee to develop positive relationships with Cabinet Members and Lead Officers to find out about commissioning activity would strengthen the effectiveness of scrutiny. The Commissioning Liaison Member will undertake to:

1. Understand the Council's commissioning processes and priorities;
2. Act as a link between Cabinet and the Scrutiny Committee and bring to the attention of the Scrutiny Chair and Committee:
 - significant commissioning activity
 - performance or service delivery issues relating to services commissioned through external providers
3. Support the Scrutiny Committee to examine the commissioning of services within the wider context of the Council's strategic vision and purpose

This does not affect the legal duties around commissioning and provider relations particularly in relation to health scrutiny.

Approach:

To carry out this role in the most effective way the Commissioning Liaison Members from each committee have agreed to meet as a group on a regular basis to:

1. Receive commissioning training
2. Ensure a consistent approach is taken to the Scrutiny of commissioning
3. Champion the approach to Scrutiny's involvement in commissioning across the Council and Health

The group will also use receive details of forthcoming commissioning activity and individually take this back to each scrutiny committee to report at the work programme with suggestions about how the committee might be involved in commissioning activity.

Review and development

It is proposed that the effectiveness of this role could be reviewed in line with the task group recommendation after six months of operation.

In future there may be the opportunity to undertake specific scrutiny investigations relating to commissioning as directed by each relevant scrutiny committee.

Agenda Item 8

Appendix B Commissioning Cycle

