

NOTICE OF MEETING

Meeting	Children and Families Advisory Panel
Date and Time	Tuesday, 13th October, 2020 at 1.30 pm
Place	Remote meeting
Enquiries to	members.services@hants.gov.uk

John Coughlan CBE
Chief Executive
The Castle, Winchester SO23 8UJ

FILMING AND BROADCAST NOTIFICATION

This meeting is being held remotely and will be recorded and broadcast live via the County Council's website.

AGENDA

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Personal Interest in a matter being considered at the meeting should consider, having regard to Part 5, Paragraph 4 of the Code, whether such interest should be declared, and having regard to Part 5, Paragraph 5 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

3. MINUTES OF THE PREVIOUS MEETING (Pages 3 - 8)

To confirm the minutes of the meeting held on 4 February 2020.

4. DEPUTATIONS

To receive any deputations notified under Standing Order 12.

5. CHAIRMAN'S ANNOUNCEMENTS

To receive any announcements the Chairman may wish to make.

6. ANNUAL FOSTERING REPORT (Pages 9 - 22)

To consider a report of the Director of Children's Services with the annual fostering update.

7. HAMPSHIRE YOUTH OFFENDING TEAM ANNUAL UPDATE (Pages 23 - 30)

To consider a report of the Director of Children's Services with the annual update of the Youth Offending Service.

8. CHILDREN AND FAMILIES BRANCH - MANAGING THE SERVICE THROUGH THE PANDEMIC (Pages 31 - 52)

To consider a presentation of the Director of Children's Services with an update on managing the service through the Covid-19 pandemic.

9. CHILDREN & FAMILIES OCCUPATIONAL THERAPY UPDATE (Pages 53 - 60)

To consider a report of the Director of Children's Services with an update on the Occupational Therapy Service.

ABOUT THIS AGENDA:

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to observe the public sessions of the meeting via the webcast.

Agenda Item 3

AT A MEETING of the Children and Families Advisory Panel of HAMPSHIRE COUNTY COUNCIL held at the castle, Winchester on Tuesday, 4th February, 2020

Chairman:

a Councillor David Keast

p Councillor Pal Hayre
p Councillor Ann Briggs
p Councillor Peter Edgar MBE
p Councillor Jackie Porter

a Councillor Martin Boiles
p Councillor Fran Carpenter
p Councillor Floss Mitchell
p Councillor Malcolm Wade

75. **APOLOGIES FOR ABSENCE**

Apologies were received from Cllr Keast and Cllr Boiles. Cllr Hayre Chaired the meeting and Cllr Brooks was present as the Conservative Deputy.

76. **DECLARATIONS OF INTEREST**

Members were mindful that where they believed they had a Disclosable Pecuniary Interest in any matter considered at the meeting they must declare that interest at the time of the relevant debate and, having regard to the circumstances described in Part 3, Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter was discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore Members were mindful that where they believed they had a Non-Pecuniary interest in a matter being considered at the meeting they considered whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, considered whether it was appropriate to leave the meeting whilst the matter was discussed, save for exercising any right to speak in accordance with the Code.

77. **MINUTES OF PREVIOUS MEETING**

The minutes of the last meeting were reviewed and agreed.

78. **DEPUTATIONS**

No deputations were received.

79. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

80. CHILDREN'S RECEPTION TEAM AND MULTI AGENCY SAFEGUARDING HUB UPDATE

The Children and Families Advisory Panel received an update from the Director of Children's Services on the Children's Reception Team (CRT) and the Multi Agency Safeguarding Hub (MASH).

Officers set out staffing levels and the level of activity in terms of contacts and referrals to the service (detailed in the appendices to the report). It was noted that staffing was difficult to maintain due to the nature of the role being office based.

Members noted that a comprehensive review of the service has recently been completed, which had led to a number of action points to further improve the service. In addition to this review CRT and MASH were scrutinised as part of previous OFSTED inspections. CRT and MASH are considered by OFSTED to be strong and effective, ensuring that contacts and referrals are efficiently managed. Members noted the importance of a strong 'front door' to Children's Services.

The Panel received an overview of the High Risk Domestic Abuse meetings undertaken daily within MASH with partner agencies. Officers explained that these meetings have been very successful in identifying unknown risk, formulating safeguarding plans and ensuring that the victim's voice has been heard at an early stage.

In response to questions members found that;

- The 'other' category on the appendices covered many minor issues such as; specialist assessment, CAFCASS, court orders etc.
- There was a comprehensive 'out of hours' service which focussed on the children most at risk due to there being no ability for checks with other agencies. It was noted that the out of hours service covered Southampton & Portsmouth.
- There is an ongoing effort to reduce police contacts as there are many received which are too minor to be useful.
- CRT & MASH has benefited from ongoing external scrutiny and internal audits since their creation.
- Other agencies have a direct input in assessment, including specialists in Children's Health and Mental Health.
- Efforts have been made to create a supportive environment for staff, in light of the nature of the work, with regular opportunities for training.

Resolved: That the Children and Families Advisory Panel noted the update provided in the report in respect of CRT and MASH and the role that the service undertakes for Children's Services.

81. UPDATE ON HAMPSHIRE FOSTERING SERVICES

The Children and Families Advisory Panel received an update from the Director of Children's Services on Hampshire's Fostering Services.

Officers set out the four teams that make up the Fostering Service;

- Fostering Recruitment and Assessment Team –responsible for marketing, recruiting new foster carers and completing assessments for foster carer applicants.
- Fostering Team East & West –responsible for supporting foster carers, following their approval, in the East & West of the county.
- Connected Carers Assessment Team – this team coordinates all assessments of wider family members who offer to look after children when their parents cannot.

Officers explained that the performance of the service is reviewed on an ongoing basis to ensure that the care children receive is of high quality and that carers are receiving the support that they need in order to provide this.

The Panel noted that the number of foster carers in Hampshire has decreased over the last year and this reflected a national trend. It was noted that dissatisfaction with the service is not the reason behind this, but a mixture of personal circumstances such as moving out of area, family commitments and retirement. Officers also explained that foster carer approvals have fallen over the last 3 years, meaning the recruitment of foster carers is a primary focus for the service.

In response to questions members found that;

- The County Council
- The increased in individuals who rent rather than own their own was not thought to be a contributing factor to the difficulty in recruiting foster carers.
- Efforts will be made to place a child in such a way to enable them to continue at the same school, they will, however consideration is not given to District boundaries.
- Placing a child into care is always a last resort and Children's Services always plan to return where safe to do so.
- There have been ongoing difficulties with payments in relation to Foster Carers but there has been significant improvement and efforts made to reduce this.

Recommendations: That the Children and Families Advisory Panel note the update on Hampshire Fostering Services.

82. HAMPSHIRE COUNTY COUNCIL'S VIOLENCE REDUCTION UNIT

The Children and Families Advisory Panel received an update from the Director of Children's Services on Hampshire County Council's Violence Reduction Unit (VRU).

Officers explained that in 2018 the government published its Serious Violence Strategy which set out a response to serious violence. The strategy places emphasis on early intervention and prevention, recognising the need to tackle the root causes of violence and prevent young people from becoming involved in crime.

Officers set out that in 2019 the government listed Hampshire's Office of the Police Crime Commissioner (OPCC) as one of 18 areas to be granted a share of £35m to set up a VRU. This share was further divided between the four Local Authorities with a proportion of the money going to the OPCC to oversee the development of the VRUs. Each Local Authority was allocated a proportion of the money to set up its own VRU and the remaining money was to provide the interventions.

The Panel noted that HCC was awarded £65,000 to set up the VRU and £233,000 to provide the interventions.

As this money must be spent by 31 March 2020, interventions that had already been commissioned or delivered were prioritised. This was provided the interventions linked to what was known to impact on violent crime. Any underspend is to be repaid at the end of the year. Officers shared the distribution of this money by HCC, following consultation with partners, as stated in the report.

The Panel heard that Public Health administer the grant and are responsible for providing quarterly narrative updates to the OPCC. These reports must cover progress on the delivery of the core function of the Violence Reduction Units including;

- core membership
- delivery of a multi-agency public health approach
- the number of young people supported by the identified interventions
- details of the money spent against the allocated funding.

Recommendations: That the Children and Families Advisory Panel notes the progress made in developing a Violence Reduction Unit and receive progress reports at suitable intervals.

83. **UPDATE ON CHILDREN IN CARE AND CORPORATE PARENTING**

The Children and Families Advisory Panel received an update from the Director of Children's Services on Children in Care and Corporate Parenting within Hampshire.

Officers explained the reasons children were taken into care including the duties under the Children Act 1989 to ensure children and safeguarded from harm. Children become 'looked after' when they are made subject to a legal order by a court, which can take a variety of forms.

The Panel noted the demographic of looked after children in Hampshire, alongside the numbers, types of placement and costs involved. Members also

received an explanation of Care Leavers and the role of a 'Corporate Parent' in relation to the County Council.

Recommendations: That the Children and Families Advisory Panel note the update on Children in Care and Corporate Parenting.

Chairman, Children & Families
Advisory Panel

This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Children and Families Advisory Panel
Date:	13 October 2020
Title:	Annual Fostering Report
Report From:	Director of Children's Services

Contact name: Sarah Smith

Tel: 01256 405982

Email: Sarah.smith2@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to provide an overview of fostering activity, detailing statistical performance data and highlighting some focus areas for 2020/2021.

Recommendation

2. That the Children and Families Advisory Panel notes the annual update

Executive Summary

3. The Fostering Annual report 2019/2020 provides an overview of fostering activity, detailing statistical performance data and highlighting some focus areas for 2020/2021
Contextual information

Performance

4. This report provides an overview of the fostering service performance 2019-2020

Main Report:

Introduction

5. This report provides an update on Hampshire County Council's fostering service in line with fostering services statutory regulations and guidance.

6. During 2019/2020 the service successfully recruited and approved 31 new fostering households.
7. At the end of June 2020 there were 483 registered foster carers in Hampshire.
8. The Fostering Service has a marketing strategy for 2020/2021; with a target to recruit 34 fostering households. The marketing strategy has been compiled using recommendations provided by research completed by the Insight and Engagement team as part of our Modernising Placements Programme which is focussing on increasing the number of fostering households.

The Fostering Service

9. Hampshire fostering service is comprised of four teams.
10. The Recruitment and Assessment Team is a team of social workers, support worker, a marketing officer, and a panel co-ordinator. The team is responsible for marketing activity to recruit new foster carers to meet the needs of Hampshire children, visiting potential foster carers, completing fostering assessments and supporting applicants through to fostering panel.
11. There are two Fostering Support teams, East and West. The teams support approved foster carers, providing supervision and training to ensure foster carers' practice continues to meet the National Minimum Standards.
12. The Connected Carers' Assessment Team carries out assessments for fostering applicants who have a pre-existing relationship with a specific child and supports these applicants through to fostering panel.

Recruitment of foster carers

13. In 2019/20, the fostering service rebranded and became 'Fostering Hampshire Children' updating its identity, digital presence, and information materials.
14. There have been varied recruitment events held over 2019/20 including large summer events and smaller drop events. We also trialled a number of supermarket information stands.
15. During 2019/20 we launched Foster Focus Week; our first regional awareness campaign. We increased radio and social media activity, distributed printed literature, and held information events each day across the county, resulting in 17 enquiries. This will now be an annual campaign.

16. We have invested in our social media platforms, where engagement with potential foster carers has increased. Compared to 2018/19, our following on Facebook has increased by 33%, page actions +46% and impressions on Twitter have increased by 55%. On Google, our impression share increased by 55% throughout the year with a 3.2% click-through rate on average (1.9% is perceived as good on Google).

- Recruitment Data for 2019/20
Number of enquiries
493
- Number of Initial Home Visits
219
- Number of assessments initiated
64
- Number of approvals
31
- Conversion rate form enquiry to approval
6%

Fostering support

17. The service is constantly developing to ensure that we have foster carers available to meet the needs of Hampshire children.

18. This year we have introduced two new training courses which run four times per year: Child to Carer violence which supports de-escalation and understanding children's behaviour and a Relationship and Sex education course for foster carers to help them feel confident in discussions with teenagers in their care.

19. Each year we undertake a fostering survey to gather the views and experiences of our foster carers to support and improve our service. The annual foster carer survey of May 2019 provided the following results: 146 foster carers (29%) responded to the survey this year in comparison with 134 carers in 2017/18 and 112 in 2016/17. This is an increase of 5% which means we are managing to reach a larger audience. Overall, 75% of carers were able to access the training that is needed to support children in their care. 64% of foster carers felt satisfied or very satisfied with the support from the fostering service, this is consistent with the response from the previous year.

20. In 2017/18, foster carers were asked how they rated the children's team ongoing support. 29% rated this support as good or very good with 45% rating this support as okay. In comparison in 2019/20, 47% of foster carers

rated their satisfaction with children's social workers as satisfied or very satisfied which is a significant increase on the previous year. A further 22% rated their satisfaction as neutral and 31% dissatisfied or very dissatisfied. Whilst there has been some improvement this year, this remains a focus for the service and an area that has been noted within the service action plan. Within the Modernising Placement Programme there is a workstream dedicated to 'culture and values', one aspect of this workstream is to look at improving working relationships between children's social workers and foster carers. The service plan target for 20/21 is to increase foster carer satisfaction relating to the child social worker to 55%. The most significant area of concern from this year's results was that 41% of respondents felt dissatisfied or very dissatisfied when rating being valued as a professional. This area has been a focus of the service and wider children's service department this year. Foster carers have been involved in workshops to help shape improvements and plan the future of the fostering service as part of the Modernising Placements Programme and the service plan has noted a five year target plan for foster carers feeling professionally valued to increase year on year; Year 1 (19/20)– 41%, Year 2 - 48%, Year 3 - 56%, Year 4 - 65%, Year 5 – 75%.

21. In 2019, we held our first 'Foster Carer Get together', this was a social event for foster carers to come together and meet and talk to other foster carers. A range of managers were also present and engaged in social activities with foster carers. The feedback forms for this event were very positive and foster carers stated that they would like more events like this, which we plan to provide. However, currently plans for this have been on hold due to the disruption of Covid 19.

Connected Carers

22. In 2019, Connected Carers' Assessing Social Workers moved under the structure of the district teams to promote improved joint working. There have been some positives in this change of structure but also some challenges. Co-locating children's social workers and assessing social workers has improved joint working and sharing of fostering knowledge. There have been challenges in ensuring consistency across the county and difficulty with no central oversight.

23. Legal training has been facilitated for assessing social workers and their managers in 19/20 specifically around the expectations of assessing connected foster carers.

- Connected Carers' Team Referrals & Assessments 19/20
- Number of referrals for the year - 411
- Number allocated for assessment - 411
- Number of positive assessments - 158

24. A significant challenge remains with sections 4 and 5 of the assessment being completed in a timely manner, the target is set for these sections to be completed by the children’s social worker and with CCAT within 30 days of referral. The information contained within this is essential to the assessment. In 2019/20, no assessments met this target. This remains a service plan target to improve, working closely with the Children’s Social Work Teams. A roles and responsibilities document has been drafted that will be shared with the whole service which highlights the importance of this information being received early in the process and the potential outcomes for children’s planning if this is not done.

Fostering Panel

25. The service has 6 fostering panels that are held each month. Each panel will hear a maximum of 5 cases.

26. All panel chairs received an appraisal in 19/20 which included an observation of practice.

27. Panel feedback from applicants is routinely sought, however limited feedback is received. We are currently working on an electronic feedback form to encourage return.

28. The Service Manager meets with panel chairs on a quarterly basis to discuss any themes in panel, issues and training and development needs. An annual panel member training day was held in 19/20 which received positive comments from attendees.

Statistics

29. At the end of June 2020 there were 483 registered foster carers in Hampshire. This does not include those carers only offering staying put as they are no longer registered foster carers. These households can be broken down into their different registrations.

Table 1: Households Broken Down by Registration

Registration (by household)	June 2020
County foster carer	343
Connected foster carer	123
Specialist Respite Care	17
Staying Put only (not approved foster carers so not included in the 483 figure of registered foster carer above)	16
Total (Foster carers and staying put only carers)	499

Foster carers on hold

Table 2: Foster Carers on hold

	June 19	Sept 19	Dec 19	March 2020	June 2020	12 month average
East	13	9	6	13	11	9.75
West	9	13	8	16	13	12.5
Total	22	22	14	29	24	22.25

30. The average number of foster carer households on hold at any one time is 22.25. These have been for a variety of reasons, including foster carers choosing to take a break, other family or work commitments, and a small number due to complaint or allegation.

Timeliness of household reviews

Table 3: Household Reviews within Timescales

% of foster carers with HHR's recorded in time	Q1 2019-2020	Q2 2019-2020	Q3 2019-2020	Q4 2019-2020	Q1 2020-2021
	83%	83%	83%	74%	89%

31. There was a significant decrease in the number of foster carer households with a timely household review in Q4, this was a concern which has now been addressed. It is important to note that the service manager was absent for 5 weeks of Q4 which impacted the whole service including performance data.

Timeliness of supervision visits

Table 4: Supervision Visits within Timescales

% of foster carers with supervision recorded in time	Q1 2019-2020	Q2 2019-2020	Q3 2019-2020	Q4 2019-2020	Q1 2020-2021
	75%	72%	81%	78%	94%

32. It is important to note that the service manager was absent for 5 weeks of Q4 which impacted the whole service including performance data. Foster carer supervision has been an area of focus for the team Current data (June 2020) shows an improvement to 94% compliance in this area which in part can be attributed to increased working at home during Covid 19 pandemic. The service will take learning from this time to support compliance in this area moving forward.

Timeliness of unannounced visits

Table 5: Timeliness of Unannounced Visits

% of foster carers with unannounced visits in time	Q1 2019-2020	Q2 2019-2020	Q3 2019-2020	Q4 2019-2020	Q1 2020-2021
	90	95	93	90	89%

33. The service has continued to ensure a high level of compliance in completing and timely recording of unannounced visits. Completing unannounced visits in the current climate is more challenging due to less face to face visiting.

Foster Carer Medicals

Table 6: Foster Carer Medicals Overdue

Number of overdue Medical checks	Q1 2019-2020	Q2 2019-2020	Q3 2019-2020	Q4 2019-2020	Q1 2020-2021
	89	76	103	137	187

34. This number of overdue medicals represents 22% of those that require a medical which gives a 78% compliance rate in this area.

DBS checks

Table 7: Overdue DBS Checks

Number of overdue DBS checks	Q1 2019-2020	Q2 2019-2020	Q3 2019-2020	Q4 2019-2020	Q1 2020-2021
	128	119	119	181	131

35. This number of overdue DBS checks represents 12% of those that require a DBS check which gives an 88% compliance rate in this area.

36. There will always be a small number of overdue DBS checks due to young people within the household turning 18 years. You are unable to complete a DBS check until a young person turns 18 years therefore this becomes over due the day of the young persons 18th Birthday.

37. Overdue medicals and DBS checks are a continuing concern. There is a process in place to initiate these checks three months before they are due, however there are challenges. We are trying to implement a system to

start these checks 6 months before they are due to try and reduce those outstanding.

38. There has been a recent change in the way we process medical forms to comply with GDPR. The medical forms now go straight from the GP to the Medical advisor instead of coming back to the department first which makes it very difficult to check and monitor where any delay is being caused. The service will be exploring potential solutions to this issue which could include an IT/ electronic system solution.
39. There is a tracking spreadsheet for all DBS checks that evidences DBS checks are being initiated in a timely way. There is some delay with foster carers not responding to the electronic link they are sent in a timely way and this step needing to be repeated. There will always be a number of DBS checks that are outstanding due to young people turning 18 years whilst in the foster placement, we are unable to initiate a DBS check until their 18th birthday which causes an outstanding check whilst we await it being returned.

Deregistration

Table 8: Carer Deregistration's

	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/2020
County carers	10	16	4	1
Connected carers	15	10	21	3
Specialist respite care	0	0	1	0
	25	26	25	4

40. Over 19/20 there have been 80 fostering households that have been de-registered, 49 of these households were connected carers of which 39 were a result of positive outcomes for the children through adoption, Special Guardianship, moving on to independent living and reunification.

41. Of the 31 county carers deregistered (including specialist respite care), the reasons were:

Table 9: Reason for County Carer Deregistrations

Reasons for deregistration	
Change of circumstances	17
Retired	2
Specialist respite care child moved on	1

Dissatisfaction	3
Death of one of the carers	1
Moved out of area	3
Ill health	2
Adoption	1
Staying put/shared lives	1

42. Of those where a change of circumstances was provided as a reason for deregistration, some of the following themes have been noted;

- 2 foster carer households struggled after taking their first placement with the impact on theirs and their children's lives
- Wanting to spend more time with family
- Change of employment
- Own family composition changed
- Family caring commitments

43. Of the 3 foster carers that felt dissatisfied with the department, two felt that they had a lack of placements, looking at both of these cases, one fostering household only cared for babies which is limiting and the other had very limited availability. The third foster carer household was an SRC carer who felt dissatisfied with having to chase payments. The service is aware of some payment delays for foster carers and as an action from this a Rapid Improvement Event was held to work on plans to resolve this which are currently being worked on as part of the Retention workstream in the Modernising Placements Programme.

44. In 2019/2020 we have initiated an exit interview process for foster carers where they give permission. This has only recently started with minimal response so far but is something that we will build upon in 2020/21.

Complaints and allegations against foster carers

45. The Council has a Complaints and Allegations against Foster Carers procedure as required by the Fostering Services Regulations 2011.

46. In total there have been 123 concerns/complaints/allegations initiated within the 2019/20 period. These were concluded as the following:

Table 10: Concerns, Complaints and Allegations initiated in 2019/20

Concern	Complaint	Allegation
51	39	33

47. Of these concerns, complaints and allegations, the outcomes were:

Table 11: Outcomes of Concerns, Complaints and Allegations

Continued fostering	114
De-registration	7
Resignation	2

48. No cases were presented to the Independent Review Mechanism (IRM) in 19/20.

Modernising Placements Programme (MPP)

49. As mentioned above, there is a substantial transformation programme underway with the aim of ensuring that Hampshire children are provided with the right support at the right time. The needs of our children have increased over recent years, and with the success of our Transforming Social Care programme ensuring that children can remain at home wherever it is safe to do so, those children who are in our care have the most complex needs. We need to ensure that our foster carers have the skills, support and capability to respond to these needs and MPP is focussed on all aspects of the journey for a foster carer from enquiry right through to approval and support.

50. Foster carers have been involved in this programme of work and are helping to shape and develop new approaches. One of these new approaches is moving towards a Hampshire Hive model of support where a Hive Carer supports 6-10 other fostering families akin to the wider family support that many children receive from aunts, uncles, grandparents. This model will be launched in the summer for applications from foster carers to be Hive Carers and so far, has received very positive feedback. Additionally, we are considering other supports to foster carers in learning and training and changes to our skills fees model.

Hampshire Fostering Network (HFN)

51. The service continues to work closely with Hampshire Fostering Network. The service attends the monthly committee meetings and facilitates monthly operational meetings with the Fostering Service Manager, the CIC lead and HFN chair and vice chair. Although these meetings have not been held in recent months due to Covid 19, virtual meetings have been offered. The Service continues to communicate information to HFN and work closely with members when reviewing practice and policies. The service has also started communication directly with foster carers via an opt in database which foster carers subscribe to, allowing the service to share information readily and deliver a monthly service newsletter.

Conclusions

52. The Fostering Service has continued in its efforts to provide a high level of support and supervision to Hampshire foster carers. Further improvement has been made in some compliance data since April 2020.

53. 31 new foster carer households were approved in 19/20, however 31 county foster carer household also deregistered. The focus for 20/21 will be on recruitment and retention to increase our overall foster carer household numbers. Work within the Modernising Placements Programme has supported the service to identify specific groups to target within foster carer recruitment which has enabled the service to tailor marketing messages. We have a target of approving 58 fostering households in 20/21 using these new marketing messages and increasing our social media presence.
54. New training for foster carers was facilitated to enable foster carers to meet the changing needs of our looked after children. The service is currently reviewing the foster carer training pathway with a view to increasing foster carer resilience and support to care for children with higher needs and more complex behaviours.
55. Foster carers have provided feedback about the service through the foster carer survey which will be repeated in June 2020. Foster carers have also been involved in workshops to help the service plan future service delivery improvements. We also introduced an exit interview process which needs to be embedded in 20/21.
56. Referrals to the Connected Carers' Assessment Team remain high and co-location of the assessing workers has improved working relationships and information sharing.
57. New initiatives including Foster Focus Week and a foster carer get together received positive feedback and will now become annual events.
58. There remains a need to improve the process for ensuring that foster carers have medical and DBS rechecks, and this remains a focus for 20/21.

Priorities for 2019-2020

Table 9: Priorities for 2019-2020

Action	Responsibility	Target/Date to be achieved
Complaints and allegations policy to be reviewed with foster carers to ensure practice expectations are clear and a better foster carer experience in line with the Hampshire approach and strength-based working	Sarah Smith, County Service Manager Adoption and Fostering	October 2020

Foster carers are recruited to meet the service need.	Lynne Tripp, Team Manager, Recruitment and Assessment Team	58 new fostering approvals in 2020-2021
Increased number of children placed with in house foster carers compared to IFA use – Excluding placed with connected carers	Modernising Placement Programme	67% of CIC to be placed with in house foster carers compared to IFA by March 2021
Review of training and support programme to foster carers within the retention work of the Modernising Placement Programme. Training programme to include Hampshire approach awareness and strength-based approaches	Modernising Placement Programme	New training Programme agreed by September 2020
Improve foster carer satisfaction with the fostering service and carers feeling professionally valued. A range of medium term and long-term targets are detailed in the fostering Service plan extending beyond 2021.	Modernising Placement Programme Sarah Smith, County Service Manager Adoption and Fostering	70% foster carer satisfaction 40% feeling professionally valued
Continued increase in compliance in data quality reports for: a) Household Review timeliness b) Unannounced Visits c) 6 -12 weekly supervision visits d) DBS checks e) Health Assessments f) Signed Foster Care Agreements	Sarah Smith, County Service Manager Adoption and Fostering	2020-2021 compliance targets a) 90% b) 90% c) 90% d) 85% e) 85% f) 90%

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	no
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	no
People in Hampshire enjoy being part of strong, inclusive communities:	yes
OR	

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

This report provides an update on the overall work of the fostering service and is not proposing changes that would lead to an impact on groups with protected characteristics.

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Children and Families Advisory Panel
Date:	13 October 2020
Title:	Hampshire Youth Offending Team (HYOT) Annual update
Report From:	Director of Children's Services

Contact name: Nikki Shave

Tel: 07793 308996

Email: Nikki.Shave@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to provide the Children and Families Advisory Panel (CFAP) with an update on Hampshire Youth Offending Team (HYOT). Previously HYOT has reported on its annual Youth Justice Plan which is submitted to the Youth Justice Board. However, the YJB does not require such a plan this year, instead HYOTs had to submit its COVID 19 Continuity and Recovery Plans.

Recommendation

2. That the panel note the work of Hampshire Youth Offending Team during the last 12 months.

Contextual information

3. YOT is a statutory partnership which provides youth justice services for the Hampshire Local Authority area. The role of YOT, under the Crime and Disorder Act 1998, is to prevent offending and reoffending by children and young people. Four agencies have statutory responsibility to provide resources either in cash or in kind to the YOT. These are: local authority, police, probation, health (CCGs) and central government (YJB). Locally, Hampshire YOT is accountable to, and governed by, the Hampshire YOT Management Board which meets on a quarterly basis. This is chaired by the Assistant Director of Children's Services. The Board consists of representatives from the four statutory agencies along with representatives from the Office of the Police and Crime Commissioner, Community Rehabilitation Company, HM Courts, Public Health, and the Voluntary sector.

4. Hampshire YOT works with children on a statutory and non-statutory basis. The statutory work includes the management of children who have received a Court Order. These include Referral Orders, Youth Rehabilitation Orders, Custodial Sentences, those on bail and remand and those who are dealt with through an Out of Court process (Youth Cautions and Youth Conditional Cautions).
5. Regarding the non-statutory work, this is completed by the Youth Crime Prevention (YCP) service. The aim of this service is to divert children away from the Criminal Justice System through the provision of interventions. Referrals to the service are from a variety of sources including early help, self-referral, education and from the triage panel. The triage panel is administered by the police and YOT with the aim of providing children and their victims with a satisfactory outcome. It considers all police administered community resolutions and decides if an intervention is required. During the last 12 months HYOT has reviewed its YCP service to make it more efficient and effective. A new shorter and more focused assessment and tighter time frames on the duration of contact were introduced. This has released capacity in the team to focus on offering support to other areas in the service for example Residential Services. In addition, HYOT has seconded two YCP staff to the Willow team to work with children who are at risk of exploitation. Funded by Violence Reduction Unit (VRU) these staff work directly with children from the Pupil Referral Units.
6. Hampshire YOT has four operational teams based in Eastleigh, Fareham, Basingstoke and Farnborough. Each of these teams has a seconded police officer and a CAMHS worker. There is also an allocation of 1.0 Probation Officer and a 0.5 Probation Service Officer from the National Probation Service which are shared across the four teams. A Specialist Services team oversees our work with victims, Restorative Justice and the Education, Training and Employment provision. The Specialist Service Manager also has responsibility for the triage process and YCP. Hampshire YOT serves three Hampshire Youth Courts; Basingstoke, Portsmouth and Southampton as well as the Winchester Crown Court.
7. At any one-time Hampshire YOT can be working with approximately 500 children. This figure has remained consistent for the last three years. Prior to the Covid 19 lockdown in February 2020 there were 489 open children of which 233 were subject to statutory interventions and 256 seen by YCP. In June 2020, the figures were significantly reduced with 346 children open to HYOT. This includes 194 children managed under a statutory intervention and 54 under YCP. The number of children in the Youth Custody estate remains constant at 23.
8. In May 2020, the Youth Justice Board (YJB) requires HYOT to submit a self-assessment against the 2019 National Standards for Youth Justice. There are 5 Standards which reflect the journey of the child through the Youth Justice System. These include:

- Out of court
- In court
- In the community
- In the secure settings
- On transition

Each standard has two sections; the first is the strategic requirements for the YOT Management Board and the second for the operational teams. It is important to note here, that regarding the strategic assessment, the standards apply to both the YOT and its partners. Between September 2019 and April 2020, HYOT was required to assess itself against these standards. To achieve this there was extensive consultation with partners and 130 cases were audited.

The results of this self-assessment are as follows:

Standard	Strategic self-assessed results	Operational self-assessed results
Out of Court	Good	Good
In Court	Good	Outstanding
In the Community	Good	Outstanding
In secure settings	Requires improvement	Outstanding
On transition	Requires improvement	Good

Regarding the areas for improvement, this relates to areas of work which agree not directly in the control of HYOT for example the work of the Youth Custody estate. The expectation is however that the management board are sited on these standards and receives assurance, which is something which needs to be developed.

9. The identified areas for development are then translated into HYOT service delivery plan for the coming year. As stated, this is no longer required by the Youth Justice Board. The priority areas identified are as follows:
 - To develop the participation of children, parents/carers, and harmed people in the work of both YOTs and provide assurance to the Management Boards. Including those from disadvantaged groups.
 - To develop Hampshire and the IOW YOT's understanding of the key points of transition in children's lives and support them through these

transitions and provide assurance to the board.

- To improve HYOTs case recording the way it develops plans with children and parents.
- Improve efficiency and effectiveness of both YOTs by implementing the Hampshire's Service review and developing the relationship between the two YOTs.
- To develop a trauma informed approach to the way it works with children and families.
- To further develop its Out of Court delivery service to divert more children from becoming first time entrants. This includes avoiding the potential for disproportionality of BAME children.

Finance

10. Hampshire YOT partnership has a current revenue budget of circa £3.8m (both cash and staffing resource from partners) £1,786m of this money is from the Local Authority Children's Service and £1.09M is from the Youth Justice Board. The National Probation Service, CCG and Police contribute through staffing. The resource allocated from partners is: four Police Officers, 0.5 Police Sergeant, 2.5 CAMHS workers and 1.0 Probation Officer. The Probation Service Officer posts is currently vacant.
11. Hampshire YOT has an establishment figure of 78.5 staff directly who are employed across case management, specialist services and YCP. The Youth Crime Prevention budget is £569,000 with 17.5 FTE currently in post. YCP is part funded by the Office of the Police and Crime Commissioner (40%), Hampshire YOT's contribution from the Youth Justice Board grant (38%) and Hampshire Children's Services (22%).
12. In previous years HYOT also receives money from the Clinical Commissioning Group to provide two Therapeutic Wellbeing Officers (TWOs) This project was due to end in March 2020, but an underspend in the first two years has enabled us to continue for a third year. Alternative funding to extend the service is currently being sought.
13. The financial situation remains a challenge. Funding from the YJB and the OPCC is decided on a yearly basis and we are required to save £200,000 next year. However, due to the healthy 2019/20 year end position HYOT has been able to identify 50k savings and is on course to find the additional savings through not recruiting to all vacancies. The other potential pressure is from the Office of Police Crime Prevention review of its funding formula which could reduce the money received for Youth Crime Prevention.

Performance

14. Hampshire YOT has three national performance indicators: the numbers of first-time entrants (FTE), the reduction of offending on those subject to out of court and court orders and the numbers of children in custody. During the last year there have been some data issues. The first two indicators rely on the Police National Computer, which for part of the year was being upgraded and then inaccessible during Covid. However, whilst there have been some improvements in the reduction of first-time entrants (FTE) the figure is unstable and HYOT has been challenged by the YJM to improve its performance. The last validate number was current rate is 180 young people per 100,000 population as compared to the National average of 220. It remains higher than its comparator group average of 138. Work is therefore continuing with our Portsmouth, Southampton and Isle of Wight YOT colleagues and the Police to reduce this further.
15. HYOT has been able to make some inroads into the reoffending rates. 34.5% this is a reduction from last years reported figure of 41.6 this is lower than the England and Wales average of 38.4%. The use of custody remains low with 23 young people sentenced in the last 12 months.
16. In addition to these centrally managed indicators Hampshire YOT has a series of local indicators. These indicators are largely process based, for example the time it takes to complete a key activity. During the last year HYOT has been concentrating on developing a performance culture across the service.

Consultation and Equalities

17. Regarding HYOT ability to achieve the £150k savings in 2021/22. This should be achieved largely by making current vacancies permanent. However, HYOT currently has a few short-term contracts, mainly within YCP. Decisions will need to be made in the next six months as to the continuation of these arrangements.
18. Any impact on the service offered to children will be managed by ensuring that standard statutory services remain as they are now, with staff working in a more efficient way.

Other Key Issues

19. In May 2018 Hampshire Youth Offending Team was inspected by Her Majesty's Inspectorate of Probation (HMIP). The action Plan has been completed. HYOT operates on the basis of continuous improvement and is preparing for the next inspection in 2022.

20. Of note is that the IOW Youth Offending Team was part of a thematic inspection in to how YOTs responded to Covid 19. The approach taken on the IOW was the same as in Hampshire accordingly the endorsement received is a testament of both services, Feedback included the following point:

The approach taken by the IOW YOT to dealing with COVID 19 which took the HCC Children's and Families approach of business as usual done differently and adapted to meet the needs of the YOT cohort worked well. This was embraced by the team and new ways of working was mobilised quickly. This was supported by good information sharing and communication.

Conclusions

21. This completes the summary of Hampshire Youth Offending Teams activity in the last 12 months.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes/no
People in Hampshire live safe, healthy and independent lives:	yes/no
People in Hampshire enjoy a rich and diverse environment:	yes/no
People in Hampshire enjoy being part of strong, inclusive communities:	yes/no
OR	
This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because: <i>NB: Only complete this section if you have not completed any of the Strategic Plan tick boxes above. Whichever section is not applicable, please delete.</i>	

NB: If the 'Other significant links' section below is not applicable, please delete it.

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents	
The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)	
<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

See guidance at <http://intranet.hants.gov.uk/equality/equality-assessments.htm>

Insert in full your **Equality Statement** which will either state:

- (a) why you consider that the project/proposal will have a low or no impact on groups with protected characteristics or
- (b) will give details of the identified impacts and potential mitigating actions

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Children and Families Advisory Panel
Date:	13 October 2020
Title:	Children and Families Branch – Managing the Service through the Pandemic
Report From:	Director of Children’s Services

Contact name: Stuart Ashley

Tel: 01962 846370

Email: Stuart.ashley@hants.gov.uk

Purpose of this Item

1. The purpose of this presentation item is to summarise the management of the Children and Families service throughout the ongoing coronavirus pandemic. The presentation containing the relevant information is attached at Appendix 1.

Recommendation

2. That the Children and Families Advisory Panel note the content of the presentation.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

This item contains information

This page is intentionally left blank



Hampshire
County Council

Children and Families Advisory Panel
13th October 2020

Agenda

1. Our approach

- Phases, oversight and data

2. What we did

- Use of technology
- Children in Care, Foster Carers and Residential
- Partners
- Our staff

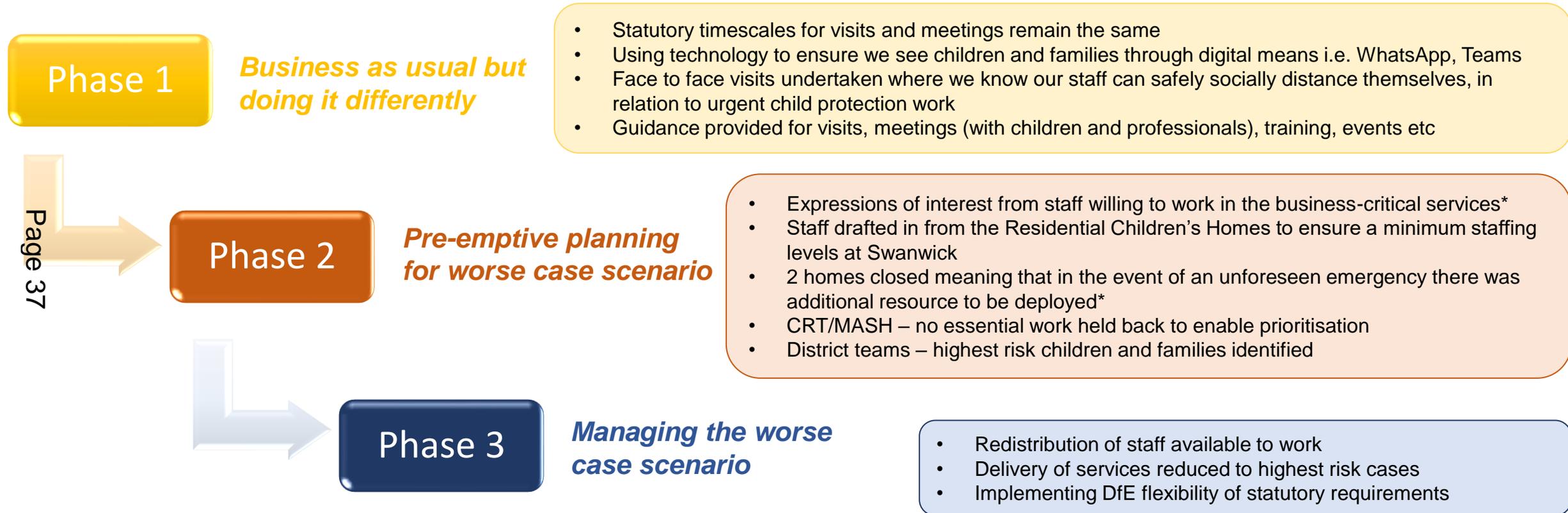
3. In practice

- Some examples

4. Lessons learned and in conclusion

Our approach over the last few months:

As part of our contingency planning we developed a phased approach, with each phase based on having fewer staff available to work should the situation worsen



We remained in Phase 1 throughout lockdown and actioned some elements of Phase 2

Maintaining management grip

It was imperative, from the very start, to respond quickly, be agile, and maintain control:

- New guidance has been issued promptly
- Statutory timescales have been maintained
- Visits have continued - virtually
- Local level management has been enhanced
- Management oversight has remained...

... all whilst children have continued coming into care and less are leaving

Throughout the Covid period there has been constant engagement and feedback to understand and capture how teams are responding to the crisis. We have done this through:

- Daily CFMT Covid meetings
- AD log/action tracker
- Weekly Covid specific DM and SM meetings
- BAU team meetings and supervisions
- Q&A process and comms
- Impact log – for TSC specific activity
- DM and SM Workshop



Data:

Measure		Apr-19	May-19	Jun-19	Jul-19	Apr-20	May-20	Jun-20	Jul-20
No of CiN referrals		1563	1687	1705	2037	1180	1411	1977	1936
Assessments completed (within 45 working days of referral)	Number	1100	1045	1005	1364	1115	1007	1196	1501
	Timeliness	92.3%	93.1%	90.5%	94.1%	90.4%	93.0%	96.1%	96.3%
Page 39	ICPCs	91	104	129	188	160	164	139	162
	RCPCs	285	303	269	260	194	244	277	329

Whilst there was **some reduction in referrals and assessments during April, by the end of May we were back to normal levels and since June have been 15 to 20% above normal**

We have seen an increase of c140 children subject to a Child Protection Plan since April. The level of complexity within families that we are assessing has increased as a result of needs being magnified by COVID

Across June and July 2020, we completed 11,508 visits (Assessment, CIN, CP, CLA, LC)

	% of Visits Undertaken Virtually	% of Visits Undertaken in Person
April	49%	51%
May	46%	54%
June	68%	32%
July	12%	88%

How we worked with children and families

We have continued to see children face to face when needed **(an essential and necessary part of keeping children safe)**, however our teams have also been creative in how they are using technology to engage with children and families:

Page 40



Technology used:

- WhatsApp
- Zoom
- MS Teams
- Skype
- Twinkl
- Google Translate
- Team Talk App

Used for:

- Visits
 - Care planning and review
 - Pathway planning
 - Participation
 - Building Rapport
 - Life story work
 - CLA Reviews
 - TAFs
- EPMS
 - Life story work
 - Supervised contact
 - Family Star
 - Observing home conditions
 - Translation
 - Parenting programmes
 - Nurture sessions

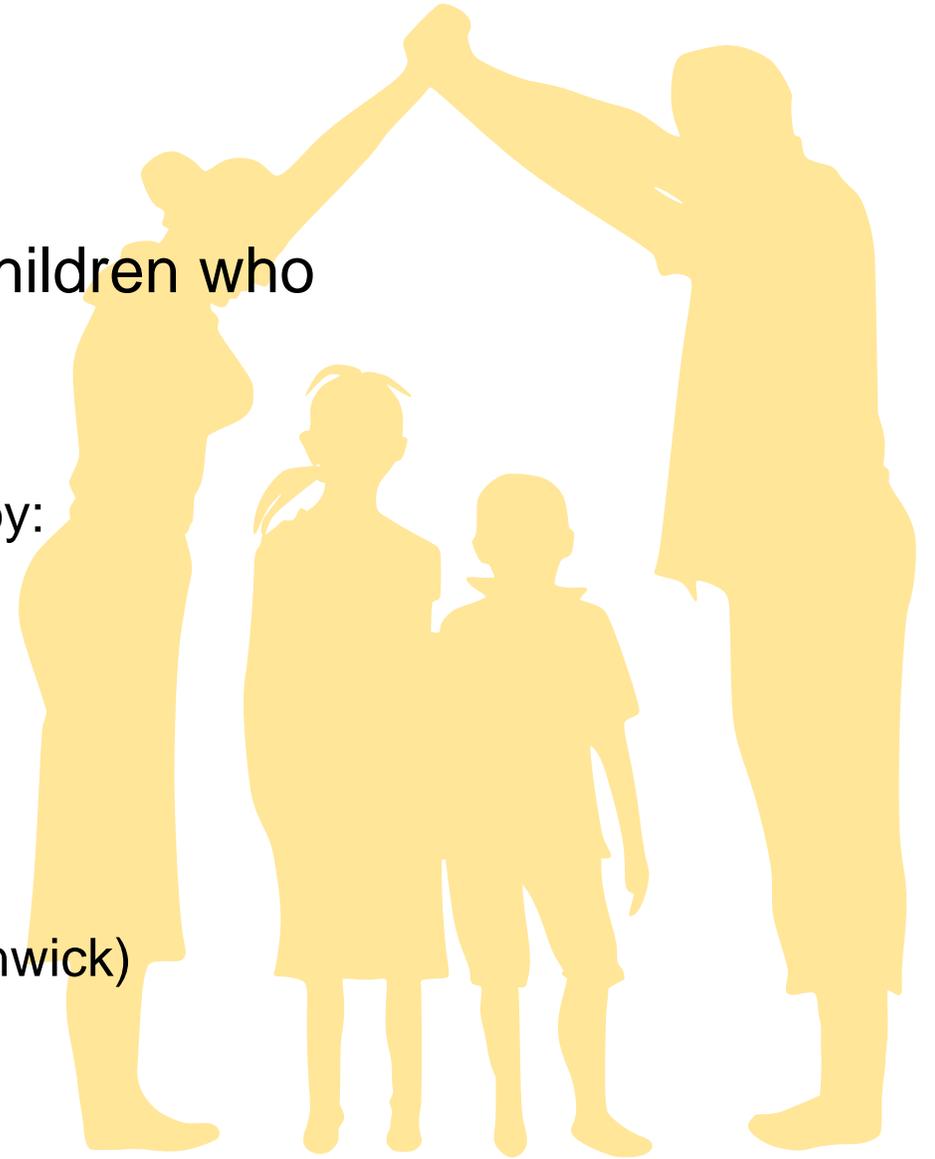


Children in Care

Our staff have worked *relentlessly* to support our children who have all been seen either in person or virtually

We have been focussing on supporting our children in care by:

- Being (even more) creative – quizzes, talent shows
- Stabilising placements
- Recruiting Volunteers
- Supporting our foster carers (i.e. staying put)
- The transition of care leavers to independence
- Keeping our remaining residential homes open (inc. Swanwick)



Foster Carers and Residential

Early on we closed 2 homes to build resilience for our staffing levels across the residential estate

Support across all areas has been **Outstanding**

- Some children have been unwell
- Foster carers have take children from homes where there has been infection
- We've had volunteers from the wider service offering help if staffing reduces
- Volunteers have also offered support for foster carers
- Further support is in place for foster carers if needed (i.e. financial)



Schools

We have maintained a constant dialogue with our schools

- Our schools remained opened during the crisis for children of key workers and those classed as vulnerable
- We have monitored attendance closely for our vulnerable children, and continue to do so
- We have risk assessed each vulnerable child who has not attended school
- We have worked with Education and schools to provide laptops to eligible vulnerable children
- Children & Families and Education & Inclusion have worked together in close collaboration

Page 43



Partners

We have maintained a constant dialogue with our partners

- Business as usual meetings have been unchanged
- Daily contact between Assistant Director and Head of Public Protection (the police) if needed

Page 44

We are proactively sharing our important updates

- Shared high risk cases with police and vice versa to focus on right children
- We are sharing updates from partners with our staff

Coronavirus
Latest NHS Guidelines
Translated into 23 languages

Children's guide to coronavirus

Global Email
Daily COVID-19 update

Colleagues,
Line managers and supervisors are encouraged to use the content of the "Daily COVID-19 update" to brief their teams.

Minute's silence for key workers

Tomorrow (Tuesday 28 April) at 11am a minute's silence will be maintained across the UK as a mark of respect for key workers who have lost their lives during the coronavirus pandemic.

Hampshire Constabulary will be taking part with the support of Chief Constable Olivia Pinkney and officers and staff will be encouraged – if operational duties allow – to take 60 seconds to reflect.

Please take time to reflect at your desks, on your desks, on those who have paid the

HELPLINE
0808 800 5000
help@nsncc.org.uk

NHS
Hampshire & IOW Crisis Line for Young People
Havant and East Hants (HEH) Mind are excited to share with you that we will be launching a Freephone Crisis Line for children and young people aged 10-17 years old living in Hampshire & Isle of Wight.
Launching on Monday 4th May 2020.
This service will be available Monday, Tuesday, Wednesday & Thursday, 9 – 5.30pm.
Freephone 0800 303 1020
Immediate access to help, support and advice for young people experiencing difficulties with their mental health.

Safeguarding Children During Lockdown
Concerned for a child

The Government has asked parents to keep their children at home wherever possible, and for schools to remain open only for children who are vulnerable and for those children of workers critical to the coronavirus (COVID-19) response who absolutely need to attend.

While in lockdown, there is the potential that children could be at an increased risk of harm relating to:

- Self-harm and wellbeing
- Online exploitation
- Abuse and neglect by parents/carers

Safeguarding Children During Lockdown
During COVID-19, we must ALL LOOK OUT FOR EACH OTHER and make sure we safeguard EVERYONE!

Top Tips During COVID-19

- IF YOU'RE WORRIED ABOUT YOURSELF or SOMEONE ELSE...
TALK TO A TRUSTED ADULT
- SEEK HELP AND SUPPORT IF YOU NEED IT
- KEEP IN TOUCH WITH YOUR FRIENDS & FAMILY
- IF YOU'RE FEELING FRIGHTENED IN YOUR HOME BECAUSE OF SOMEONE'S BEHAVIOUR, CONTACT SUPPORT BELOW
- LOOK OUT FOR YOUR FRIENDS. IF YOU'RE CONCERNED TELL SOMEONE

WHERE CAN I FIND SUPPORT?
There are lots of different ways you can get help if you are worried about yourself, your friends or your family.

Test the YoungMinds Crisis Messenger for free 24/7 support across the UK.

Mind Havant and East Hants
NHS
Hampshire & IOW Crisis Line for Young People
Havant and East Hants (HEH) Mind are excited to share with you that we will be launching a Freephone Crisis Line for children and young people aged 10-17 years old living in Hampshire & Isle of Wight.
Launching on Monday 4th May 2020.
This service will be available Monday, Tuesday, Wednesday & Thursday, 9 – 5.30pm.
Freephone 0800 303 1020
Immediate access to help, support and advice for young people experiencing difficulties with their mental health.

Our staff

Due to the dynamic situation throughout Covid-19, we quickly reviewed how we communicate and support our staff.

Following a refresh, our internal comms channels across Children and Families have seen a 100% increase in engagement, meaning staff are accessing important COVID-19 practice updates quickly and easily

Page 45



We've been creative in use of all channels and messaging to maintain constant contact and provide reassurance

Connectivity: Our staff *(not WiFi!)*

We are hearing that some staff are feeling more connected. This is because Covid-19 has meant:

Sustain after Covid-19

- More frequent meetings/catch-ups/touchpoints in response to the ever-changing situation
- Watching out for staff welfare, checking in on colleagues, looking out for each other
- Streamlining and more efficient communications
- Trying new and creative ways of engaging workforce through Teams/videos/other channels



But this will never fully replace the face to face interactions and meetings, both formal and informal, that make us outstanding. We need to do both and use a blend of all channels available to us.

What we have learnt

Worked Well (Continue)

- **Adaptability of staff - Agile working has become the norm we can do things differently/people adapt**
- Staff have picked this up and run with it - Staff have been up for the changes and worked hard to make children safe, good can do
- **Leadership is key**
- **NO TRAVEL!**
- Use of estate creatively – use this as a ‘coming together’ space
- **Use of IT - MS teams has become BAU**
- Better engagement/attendance in meetings. Staff have enjoyed seeing “the person”
- Staff feedback on clear messages from Senior Managers
- **Staff creativity, improved working relationships**
- OP MET meeting – SWs dropping in to the meeting rather than travel
- HSCP meeting working well – look at Hybrid model? (different speeds of different agencies etc.)

Didn't Work Well

- Courts appear to be out of step with current circumstances of staff
- **Sensitive meetings e.g.: HR**
- Fostering health and safety checks
- Newly qualified staff not having experiential working
- Amount of MS team meetings, the need to plan diary well
- **Equipment, making sure people equipped to do the role**
- Not having face to face training how we introduce again , mixture of virtual and face to face?
- Not all large meetings work as well virtually, need to practice how to improve
- CWD cohort – **non communicative children virtual is not better.** Face to face needed when safe to do so.
- **Parenting assessments**

What next:

As the situation evolves we must continue working in an agile and responsive way

We are planning for:

- Reviewing building use-incremental increase based on maintaining social distancing, consideration of rotas for staff
- Increasing demand: both referrals and for placements
- Constantly assessing risk for face to face visits & contact
- Reporting and monitoring to continue daily/weekly. This will play an important role in assessing impact and analysing areas of need so we can deploy resources effectively
- Ensuring that staff and foster carers are accessing testing swiftly and appropriately

Page 48



New ways of working

There are some great examples of how we have worked differently

- Together as teams
- In a mobile and flexible way
- With children and families

We can learn from this and must ensure the good bits are sustained in the service of the future

Page 49

However, we will always be mindful that new opportunities must not compromise basic social work practice that cannot be done virtually.

Adoption of new ways of working need to be incorporated into what we already do that makes us outstanding. There are fundamental tasks that will never change and they are an integral part of keeping children safe



In conclusion

Page 50



Business as usual but doing it differently



We have maintained constant and solid management oversight of service



Our practitioners, managers and foster carers have been Outstanding in adapting and going above and beyond



Our work with agencies has been collaborative and responsive

We will continue to operate in an agile way. This will enable us to continuously maintain services if we need to go back into lockdown at a later stage.

Thank you
and
any questions



This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Children and Families Advisory Panel
Date:	13 October 2020
Title:	Children & Families Occupational Therapy Update
Report From:	Director of Children's Services

Contact name: Andy Lund

Tel: 07834 123 423

Email: Andrew.lund@hants.gov.uk

Purpose of this Report

1. The purpose of this report is to inform Members of the current position with the Childrens and families Occupational Therapy Service (CFOTS) in terms of staffing, finance and performance, and to inform of plans for the development of the service for 2020/2021.

Recommendation

2. That the Children and Families Advisory Panel note the contents of the update report.

Executive Summary

3. Between January 2019 and March 2020, staffing pressures in the service were a significant issue within the team due to vacant posts, the maternity leave of two staff members and difficulties with recruitment and retention of staff. Increased referrals into the service led to waiting times increasing to approximately 24 months by March 2020. Due to many families awaiting a service, and due to staffing vacancies, there was an underspend in both the equipment and staffing budgets in 2019/20.

Following a LEAN review (this is a method which creates an efficient process flow by eliminating non-value adding activities) led by the transformation practice, the introduction of dedicated administrative staff and recruitment of temporary support staff, together with a reduction in referrals during the lockdown period there has been a positive impact upon case work with administrative staff and OT assistants being better able to support qualified OTs and thereby increasing throughput. The waiting time for allocation of

cases to staff members has decreased during the pandemic to 4 months as at September 2020. Work is ongoing to formulate a strategy for the completion of ongoing and future home assessment visits, most of which were carried out virtually during the lockdown period (though more face to face work is being undertaken now).

Contextual information

- Children and Families Occupational Therapy Service (CFOTS) makes a valuable and effective contribution to Children's Services priorities by maximising independence, ensuring safe care and appropriate housing for disabled children living with their families. OT intervention supports carers and helps maintain family situations and care packages by supporting informal and paid carers (including foster carers) with issues such as safe moving and handling and creating an environment that meets families' needs. Sensory services were transferred to CFOTS in 2012; this includes children with visual or hearing impairments. There is an increase in request for sensory processing profiles to support families.

Finance

5. Quarter 4 position for 2019/2020.

H2978 - Joint Equipment Store	Budget	Actual YTD	Year End Variance
Contribution to Adult Services	£155,000	£154,576	-£424
Income from Health	-£77,000	-£77,288	-£288
Aids & Equipment	£110,000	£62,535	-£47,465
H2978 Total	£188,000	£139,823	-£48,177

Capital expenditure	£250,000	£137,802	-£112,198
---------------------	----------	----------	-----------

H9079 - Equipment & Adaptations	Budget	Actual YTD	Year End Variance
Aids & Equipment	£56,000	-£36,680	-£92,680
H9079 Total	£56,000	-£36,680	-£92,680

H9341 - CWD - OT Service - Staffing	Budget	Actual YTD	Year End Variance
Total Employee Costs	£409,000	£367,423	-£41,577
Transport Related Expenditure	£16,000	£15,674	-£326

H9341 Total	£425,000	£383,097	-£41,903
-------------	----------	----------	----------

6. Though underspent for 19/20, the staffing budget is forecast to be overspent for 20/21 given additional staff (assistants) across the County which are not funded (though the new x1 FTE admin post is funded). Recruitment is underway for a full time OT to cover the Basingstoke and Andover area. The service is down by 1fte who is on maternity leave.
7. Spend on Aids and Adaptation and Capital Expenditure are both underspent for 19/20 due to reduced staffing capacity and inability to keep up with the referral rate. With the recent increased staffing capacity, spend should increase accordingly.
8. Equipment spend remains lower in 2019/2020, due to ongoing staffing shortages and the requirement for Health funded items to be aligned with Adults Health and Care. Education (SEN) funding remains an issue with finance sections within Education and Hampshire Equipment Service stating they are insufficiently funded. (see Section 14 for more detail)

Performance

9. Covid-19 together with the recently increased staffing capacity has created an unexpected impact on waiting times and efficiencies. The commencement of Virtual Visits and working has enabled staff to work more flexibly across all areas and has enabled the service to cover for the vacancy in the north of the County. There are currently reduced referrals for the service and consequently therapists have concentrated on the waiting list. However, it was expected there would be a “surge” in referrals when restrictions are lifted, and we are starting to see this now. Other efficiencies are evident now that OT time is focused on case work following the introduction of OT admin who are now sitting within CFOTS and with the agreement for temporary OT Assistants, started March / April 2020. This has enabled qualified OTs to move away from admin and unqualified duties. The waiting time has reduced from 24 to 4 months during the period of the pandemic. District Council colleagues are either furloughed or have been redeployed to cope with other demands of their service and this has enabled CFOTS workers to focus on assessments and increase the referrals to District Councils, (as opposed to conducting joint work with those staff. This will have to be resumed as business returns to ‘normal’.)
10. CFOTS has worked on a LEAN process, the focus of which was on throughput of the waiting list and value-added changes to reduce waiting list times for families, largely by removing inefficiencies and streamlining all CFOTS processes. The LEAN review identified a number of areas to improve throughput of OT assessments and focus on non-OT tasks by others. OT assistants (OTAs) have been recruited temporarily to cover OT vacancies -

the timeline on OTAs being fully operational in all four areas and is expected August 2020, considering start dates of all staff and training. There has already been a positive impact from initial findings, with OT specific Admin and OT assistants arranging pre-assessment information with a view to completing some OT duty tasks with OT oversight. The OTA posts are temporary for a 12 month period. Consideration will be given towards the end of the 12mth period as to whether OTA posts should be retained on a permanent basis, given the continued difficulty of recruiting qualified OTs. This would potentially reduce the risk of a return to high waiting times for assessment and intervention.

11. Informal discussion between CFOTs and Adult and Health colleagues indicates some of the potential issues for recruitment and retention:
- There is a nationally recognised shortage of OT workers.
 - It is difficult to recruit in North Hampshire due to boundaries with other counties (Surrey and Berkshire in particular pay more)
 - Health and Adult services are progressing with the apprenticeship scheme to 'home grow' therapists. The first course intake will be in September 2020 and Childrens Services aim to be part of the apprenticeship scheme to help to recruit more OTs.

Consultation and Equalities

12. Not applicable.

Other Key Issues

13. Hampshire Equipment Store (HES)

There were delays in the provision of equipment due to Covid-19 pressures. The priority during this period was hospital discharges and the prevention of hospital admission. However, equipment required for children at risk within their own homes, and those requiring support for hospital discharge, was prioritised. The timeliness of provision of equipment has not only returned to normal, but has improved due to some recent process changes.

The equipment service running costs are jointly funded between Health and Children's Services (C&F branch) at £78k each. The SEN service does not contribute to the running costs, but they do draw on HES for new equipment that cannot be borrowed from existing stock. This would be paid for (on a spot-purchase basis) from different strands within SEN (mainstream physical disabilities, early years, and *some* special educational needs schools).

The equipment service provides maintenance, storage, delivery, and collection/cleaning on all products for children aged 0-18. This includes meeting needs within education (mainstream and special schools) and children's equipment within children's own homes. HES have fed back that the funding

made available is insufficient for the service provided, despite two increases in recent years. Feedback from Health OTs (or private assessors commissioned by parents) assessing children's education equipment needs indicates that the criteria and how they are applied locally are too complex, and that children are not necessarily being provided with the equipment they have been assessed as needing to support their education. This has led to HES asking for commissioners to consider alternative models of working, including pooling of budgets (Children's Social Care, Education, and Health). This is an area that needs further work between SEN and C&F branches in terms of being more joined up.

Childrens Services and Commissioners within health remain outside of the Hampshire Equipment Stores joint contractual agreement (S75) between Adult social care and Health Commissioners. The HES funding issues will be taken forward by the Joint Commissioning Group, and the considerations about better linking with SEN / Education is being taken forward by a working group to inform the JCG.

14. Local council pilot and Better Care Fund

There remains disparity across HCC as to how the District Councils use the Better Care Fund. Councils and Housing Associations have used BCF or Asset management to fund Housing OT workers, but it remains unavailable to Childrens services, stating the cases fall outside of their remit, and that social care cases are too complex and time consuming for them to manage.

In regard to Disabled Facilities Grants and HCC top-ups, due to a recent court ruling there is a possibility that DFG top-ups may be subject to review.

15. Working with Health

OTs have regularly commented that access to health records in a timely way would increase throughput and efficiencies. CFOTS now have full access to the Care and Health Information Exchange (CHIE.) This has provided verification of medical situations / diagnoses in a timely manner. This App has been shared with DCT TMs who also find awaiting health records an issue.

Joint working with health has improved following meeting with Solent Therapy Services. Solent Health are not commissioned to assess children without physical disabilities or if they have a need for bed provision which is linked to behavioural needs alone. This falls to CFOTS for assessment and equipment provision pathway includes input from either the sleep clinic or sleep service to ensure all behavioural techniques have been trialled and a highly specialised bed provision is the only solution for a child. CFOTS have not been able to directly refer to the sleep service, but do offer home visits, analyse sleep diaries, and provide sleep programmes for families. However, it has been agreed that from now on, OTs will be able to refer on to the sleep service when DCT are not involved.

16. Learning & Development

CFOTS were working towards taking on students, however all placement discussion with colleagues and WFD conversations linked to OT apprenticeships have stopped at this current time. Agreement has been given to pursue OT apprentice students in the first instance working with colleagues in adult services.

Conclusions

17. The service has continued to be affected by staffing issues, the wait for children to be allocated a therapist has improved during the pandemic and there is a need to think of the “new normal” and to continue reducing waiting times. The Children and Families Management Team and the Departmental Management Team have now endorsed the continued use of OT assistants for the remainder of this financial year whilst the current OT establishment is understaffed.
18. There continue to be concerns about recruitment and retention of staff, exacerbated by the lack of therapists within the UK. Meanwhile the Children and Families Management Team and the Departmental Management Team have endorsed the service’s intention to proceed, together with Workforce Development , on developing an apprenticeship route and confirmed that apprenticeship placement can be offered within the service to support this approach.
19. That members note the plan for work to be undertaken by the Special Educational Needs (SEN) service and the Children and Families branch to review the arrangements for accessing equipment, and the funding levels.

REQUIRED CORPORATE AND LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes/no
People in Hampshire live safe, healthy and independent lives:	yes/no
People in Hampshire enjoy a rich and diverse environment:	yes/no
People in Hampshire enjoy being part of strong, inclusive communities:	yes/no
OR	
<p>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:</p> <p><i>NB: Only complete this section if you have not completed any of the Strategic Plan tick boxes above. Whichever section is not applicable, please delete.</i></p>	

NB: If the 'Other significant links' section below is not applicable, please delete it.

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

EQUALITIES IMPACT ASSESSMENT:

1. Equality Duty

The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act with regard to the protected characteristics as set out in section 4 of the Act (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation);
- Advance equality of opportunity between persons who share a relevant protected characteristic within section 149(7) of the Act (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic within section 149(7) of the Act (see above) and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- The need to remove or minimise disadvantages suffered by persons sharing a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons sharing a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

2. Equalities Impact Assessment:

See guidance at <http://intranet.hants.gov.uk/equality/equality-assessments.htm>

Insert in full your **Equality Statement** which will either state:

- why you consider that the project/proposal will have a low or no impact on groups with protected characteristics or*
- will give details of the identified impacts and potential mitigating actions*