

Policy Committee

Wednesday, 05 March 2014 at 10:30

County Hall, County Hall, West Bridgford, Nottingham NG2 7QP

AGENDA

- | | | |
|---|--|---------|
| 1 | Minutes of last meeting held on 5th February 2014 | 3 - 6 |
| 2 | Apologies for Absence | |
| 3 | Declarations of Interests by Members and Officers:- (see note below)
(a) Disclosable Pecuniary Interests
(b) Private Interests (pecuniary and non-pecuniary) | |
| 4 | Dissolution of the CLASP Consortium | 7 - 12 |
| 5 | Nottinghamshire Annual Residents' Satisfaction Survey 2013 Findings | 13 - 18 |
| 6 | Outcomes from the Complaints Process - April 2013 - September 2013 | 19 - 26 |
| 7 | Children, Young People and Families Plan 2014-16 | 27 - 50 |
| 8 | Local Government Association Annual Conference & Exhibition Bournemouth 8-10 July 2014 | 51 - 52 |
| 9 | Work Programme | 53 - 56 |

10 EXCLUSION OF THE PUBLIC

The Committee will be invited to resolve:-

"That the public be excluded for the remainder of the meeting on the grounds that the discussions are likely to involve disclosure of exempt information described in paragraph 3 of the Local Government (Access to Information) (Variation) Order 2006 and the public interest in maintaining the exemption outweighs the public interest in disclosing the information."

Note

If this is agreed, the public will have to leave the meeting during consideration of the following item.

EXEMPT INFORMATION ITEM

11 Dissolution of the CLASP Consortium - exempt appendix

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Chris Holmes (Tel. 0115 977 3714) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.

minutes

Meeting POLICY COMMITTEE

Date Wednesday, 5th February 2014 at 10:30am

membership

Persons absent are marked with `A`

COUNCILLORS

Alan Rhodes (Chairman)
Joyce Bosnjak (Vice-Chairman)

Reg Adair
Jim Creamer
Mrs Kay Cutts MBE
Glynn Gilfoyle
Kevin Greaves
Stan Heptinstall MBE
Richard Jackson
David Kirkham
John Knight

Diana Meale
Philip Owen
John Peck JP
Ken Rigby
Martin Suthers OBE
Gail Tuner
Stuart Wallace
Muriel Weisz

ALSO IN ATTENDANCE

Councillor Nicki Brooks
Councillor Steve Calvert
Councillor Steve Carroll
Councillor Sybil Fielding
Councillor Alice Grice

Councillor Darren Langton
Councillor Sheila Place
Councillor Liz Plant
Councillor John Wilkinson
Councillor Yvonne Woodhead

OFFICERS IN ATTENDANCE

Carl Bilbey	(Policy, Planning & Corporate Services)
Mick Burrows	(Chief Executive)
Martin Done	(Policy, Planning & Corporate Services)
David Ebbage	(Policy, Planning & Corporate Services)
Jayne Francis-Ward	(Policy, Planning & Corporate Services)
Sally Gill	(Policy, Planning & Corporate Services)
Chris Holmes	(Policy, Planning & Corporate Services)
Marjorie Toward	(Environment & Resources)
Michelle Welsh	(Policy, Planning & Corporate Services)

TEMPORARY MEMBERSHIP CHANGE

The following change to the membership was reported:-

Councillor Ken Rigby replaced Councillor Jason Zadrozny for this meeting only.

MINUTES

The Minutes of the last meeting held on 8th January 2014 having been previously circulated were confirmed and signed by the Chairman.

APOLOGIES FOR ABSENCE

None

DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None

ADOPTION OF THE COUNTY COUNCIL'S POLICY ON THE VALIDATION REQUIREMENTS FOR PLANNING APPLICATIONS

RESOLVED 2014/005

- 1) That the results of the consultation exercise undertaken on the proposed changes to the Policy on the Validation requirements for Planning Applications be noted.
- 2) That the proposed revisions to the Policy on the Validation Requirements for Planning Applications be approved and adopted as Nottinghamshire County Council policy and a formal replacement for that initially adopted in 2008.

REVISED STAFFING STRUCTURE FOR THE BUSINESS SUPPORT CENTRE

RESOLVED 2014/006

That the revised structure set out in Appendix A to the report be approved with affect from 1st April 2014.

APPOINTMENTS TO OUTSIDE BODIES

RESOLVED 2014/007

- 1) That the Diane Eyres Education Foundation be included in the list of outside bodies to which appointments are made.
- 2) That the Nottinghamshire Healthcare NHS Trust be included in the list of outside bodies and the Chairman of Adult Social Care and Health Committee be appointed.
- 3) That the appointments to outside bodies as listed in Appendix A be noted.

- 4) That the deletion of the outside bodies as listed in Appendix B be approved.
- 5) That the appointments to the East Midlands Council Executive Board as set out in the report be noted.

CHANGES TO DEMOCRATIC SERVICES STAFFING STRUCTURE

RESOLVED 2014/008

That the revised staffing structure for Democratic Services attached at Appendix 1, excluding the business support roles which will be the subject of a further report at a later date, be approved.

WORK PROGRAMME

RESOLVED 2014/009

That the Committee's work programme be noted

The meeting closed at 10.41 am.

CHAIRMAN
M_05FEB2014

REPORT OF THE CHAIRMAN OF FINANCE AND PROPERTY COMMITTEE

DISSOLUTION OF THE CLASP CONSORTIUM

Purpose of the Report

1. To seek approval of the Policy Committee for Nottinghamshire County Council's support for the dissolution of the CLASP Consortium and the transfer of CLASP intellectual property rights to Scape.

Information and Advice

Background

2. CLASP is an acronym for the Consortium of Local Authorities Special Programme which is an unincorporated association made up of local authorities. Nottinghamshire is a full member of the CLASP consortium together with Manchester City Council, Warwickshire County Council, Nottingham City Council, Derbyshire County Council, Derby City Council and Gateshead Council. Full members can vote at all general meetings and meetings of the consortium's management committee. The consortium also has a number of honorary members able to use CLASP services but not determine policy.
3. All members have the right to use the intellectual property and services of the Consortium. The Council is the "trustee authority" which manages arrangements on behalf of the organisation with the support of Derbyshire County Council in relation to all financial matters.
4. The consortium was established in 1957 at the instigation of the then Ministry of Education for the purpose of improving the construction and delivery of schools. The consortium addressed issues of skill and material shortage together with a high demand. It turned to a systematic form of construction. One which relied on a high proportion of prefabricated elements and had the ability to be built on sites with poor ground conditions including mining subsidence.
5. The CLASP technology has developed to meet the changing needs of its members. The original technology has moved on and changed significantly. CLASP was largely self-funded, using income generated from licencing the CLASP building systems and maintenance services. However, the ability of CLASP to develop the opportunities open to it were limited by its structure.

6. In 2005, the consortium, as part of its modernisation programme, took the decision to establish a trading company. This allowed for the ability to trade the developed construction technology commercially. In 2005, the Council's then Cabinet considered and approved the Council's participation in the proposed new company and the transfer of existing operational staff to the new company.
7. Six of the seven full members formed the local authority controlled trading company called Scape System Build Limited ("**Scape**") which was incorporated in 2006, through which CLASP's intellectual property and services are made available. CLASP retained ownership of the intellectual property which is licensed to Scape, as a safeguard, in case Scape was not successful in the early years.
8. The consortium has played a limited role since the formation of Scape. The CLASP consortium activities mainly involve holding an AGM each year with the business of approving the annual accounts, appointing auditors and agreeing a modest budget for the following year.
9. CLASP convened an Extraordinary General Meeting ("EGM") in September 2013 to consider proposals to dissolve CLASP and transfer the consortium's intellectual property to Scape. The full members of CLASP have the ability to dissolve the consortium under the current constitution. A decision to dissolve the consortium can be taken by a two-thirds majority of the full members present and voting.
10. CLASP has considered the proposals and given its approval, in principle, to the dissolution of CLASP and the transfer of the intellectual property rights to Scape and has requested constituent members of the CLASP consortium obtain approval from their respective local authorities. The Council, as Trustee to CLASP, in liaison with the legal advisors acting on behalf of CLASP, has been tasked with finalising the detail of the legal and contractual arrangements.
11. The decision in principle of the consortium will need to be voted on by CLASP's full members, including the Council, at the next consortium meeting where this business is to be decided. Policy Committee is asked to consider its support for the decision in principle to dissolve CLASP, transfer the intellectual property and for putting in place the necessary legal and contractual arrangements to effect the dissolution and transfer of intellectual property.

Intellectual property

12. The Council holds the intellectual property rights on behalf of the CLASP, these include amongst other things, the CLASP technology and trademarks such as the CLASP and Scape logos.
13. The original rationale for CLASP retaining the intellectual property is no longer present. Scape is now well established with its own strong identity and the CLASP heritage is no longer considered to be a significant part of what Scape is doing in its own name.
14. The Council as Trustee has reasonability for maintaining and managing the intellectual property on behalf of CLASP; however most of the dealings with the intellectual property are

carried out by Scape under licence. Most commonly, Scape will permit its clients and contractors access to CLASP archive material from time to time. Transfer of the intellectual property rights would release the Council from its responsibilities in relation to management of the intellectual property on behalf of CLASP and allow Scape to take over full control of the intellectual property and would pave the way for the dissolution of CLASP to take place.

15. Since the Council holds the intellectual property on behalf of the consortium members, in order to effect the proposed transfer of intellectual property rights the Council, in its capacity as Trustee for CLASP, will need to enter into a contractual assignment with Scape.

Dissolution of the CLASP consortium

16. The consortium has sought external legal advice in relation to the intended dissolution and transfer of intellectual property of CLASP.
17. The consortium sits on significant reserves and the effect of dissolving the consortium would allow for the reserves to be released to the members in the relevant shares after the deduction of any liabilities, for instance, pensions' liabilities. Details of the reserves and liabilities are set out in the exempt appendix to this report.
18. Under the proposed terms of the dissolution agreement, whilst the Council will sign the agreement as Trustee, there is provision within the agreement for an indemnity to be provided to the Council by the other members in case the Council incurs liability as a result of its dealings as Trustee authority. The indemnity would allow for a mechanism under which any costs incurred could be split equally between each member authority. Each member will be a party to the dissolution agreement.
19. As the Council is a full member of the consortium, Policy Committee is being asked to provide its approval to the dissolution of the consortium and authorise the Council, as a member and Trustee, to enter into the legal documentation to effect the dissolution.
20. Councillors are asked to consider the issues set out in the exempt appendix which accompanies this report.

Other Options Considered

21. **To maintain the CLASP consortium and continue the current arrangement:** this option has been considered, however, considering the consortium's limited role and given the members of the consortium are in support of the transfer of the intellectual property rights and dissolution of the consortium. For the reasons set out in the report this option is not considered appropriate.
22. The Council, as Trustee, has an obligation to act in accordance with the majority wishes of the other members. Therefore, even if the Council did not agree with the dissolution and transfer of intellectual property, if at least two thirds of those voting are in favour approval could still be given by the consortium. The consortium has requested that the Council, as Trustee, prepare the legal documentation in readiness for the transfer of intellectual property rights and the dissolution of CLASP.

Reason/s for Recommendation/s

23. The consortium members have already confirmed that they wish to transfer the intellectual property rights and dissolve the consortium at their EGM.
24. The dissolution of the consortium will relieve the Council of its duties as Trustee and Clerk to the consortium. There is a cost in relation to carrying out these duties in terms of resources deployed and risks associated with the responsibility for undertaking such roles.
25. The consortium has a very limited role and the rationale for retaining the intellectual property rights is no longer relevant since Scape is now an established entity.
26. The Council supported the setting up of Scape to allow for the commercial exploration and development of the CLASP intellectual property through Scape. The Council is a shareholder in Scape and sits on the board of directors. Transferring the intellectual property will provide Scape the full freedom to exploit the CLASP intellectual property to its best advantage without the constraints of having to seek permission from the consortium and this will allow for more efficient decisions to be taken by Scape in regard to the intellectual property.

Statutory and Policy Implications

27. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

That Committee:

- 1) Give delegated authority to the Corporate Director for Environment and Resources to negotiate and approve final details of the terms of the transfer for the IP rights up to the value specified in paragraph 5 of the exempt appendix, in consultation with the Group Manager, Legal and Democratic Services and the S151 Officer;
- 2) Subject to the above 1st recommendation, to give delegated authority to the Council's representative to cast a vote in favour of the dissolution of the CLASP and transfer of intellectual property rights to Scape at the CLASP meeting where this business is to be decided;
- 3) Approves the Council entering in the necessary legal agreements to effect the above recommendations;

- 4) Subject to the dissolution of CLASP taking effect, that the list of Outside Bodies be updated as necessary.

Councillor David Kirkham
The Chairman of Finance and Property Committee

For any enquiries about this report please contact: Simon Gill (0115) 9773620

Constitutional Comments (SSR 25/02/2014)

28. The Committee is the appropriate body to decide the issues set out in this report.

Financial Comments (TMR25/02/2014)

29. The financial implications are set out in the exempt appendix to the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

Electoral Division(s) and Member(s) Affected

- All

REPORT OF THE LEADER**NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2013
FINDINGS****Purpose of the Report**

1. To present the findings from the 2013 Nottinghamshire Annual Residents' Satisfaction Survey and consider actions arising and future arrangements for the survey.

Information and Advice

2. At its meeting on 20 June 2012, Policy Committee agreed to establish an annual satisfaction survey for the County Council, not just to measure headline satisfaction, but to explore residents' views about the Council, its services and the local area. Prior to 2012 different methodologies had been used to measure satisfaction and as such comparisons had to be treated with caution due to the differences in the data collection. Results from previous surveys are detailed in a background paper for information.
3. The information gained from the annual satisfaction survey helps the Council to understand the views and priorities of local residents. Understanding residents' views is a key element of assessing the effectiveness of an authority and alongside cost provides a key set of performance information. As well as measuring headline satisfaction, the survey also provides data on several key performance indicators including public perceptions of value for money. The survey is also important for local accountability and ensures that informed decisions and comparisons with other local authorities can be made.
4. In July 2013 the Council commissioned an independent research company, Enventure Research, to carry out its second annual satisfaction (tracker) survey. As in 2012, the 2013 Nottinghamshire Annual Residents' Satisfaction Survey used face-to-face interviews with residents, who are representative of the Nottinghamshire population. Face-to-face interviews were the selected methodology as this allows people to fully express their real views in a personable way. Face-to-face interviews also have an unrivalled reputation for producing robust population based samples which stand up to scrutiny. The survey took place during October 2013.
5. Local based quota sampling techniques were used to achieve a representative sample of the Nottinghamshire population (circa 785,000 based on the Census 2011 data). Quotas were set based on district, gender, age, working status and ethnicity as well as disability and ward classification.

6. The brief was to undertake a minimum of 150 face-to-face interviews in each of the seven districts, making a total county sample size of 1,050; in practice more interviews were conducted and a sample size of 1,202 was achieved. This response rate has achieved a 95% confidence interval meaning the results are accurate to approximately +/- 3%.
7. This survey cost £13,796, with the Council contributing £6,796 and the remainder being funded by partners (Broxtowe Borough Council, Bassetlaw District Council and Nottinghamshire's Police and Crime Commissioner). The survey also contained additional bespoke questions as requested from partners.
8. The results for Nottinghamshire County Council are made up from an amalgamation of the seven district scores.

Summary of key findings from the 2013 annual residents' satisfaction survey

9. The report captures local people's views, experiences and perceptions and includes tables and charts broken down by geographical areas, and demographic subgroups including age, gender and working status. Although satisfaction during 2013 has fallen slightly, overall the survey results remain fairly positive for Nottinghamshire and compare well with other councils, especially around overall satisfaction and value for money (key driver of satisfaction) and both exceed the 2012/13 strategic plan targets. Even with the current challenges, the vast majority of residents are positive on key indicators of general satisfaction.
10. In order to understand how levels of satisfaction and perceptions have changed, comparisons have been made with the 2012 survey results, the most recent baseline for performance reporting, using the same methodology.

Council satisfaction

- The Council's satisfaction rating has decreased 5 percentage points since 2012 to 58% satisfied. This is above the Ipsos MORI average (taken from the 2013 national Survey - 45% satisfied) and exceeds the 2012/13 Strategic Plan target (47%). A major influence on satisfaction with the County Council is feeling it provides value for money. Just over two in five (43%) of respondents *agree* that the County Council provides them with value for money, compared to only a quarter (26%) that *disagree*. This is a slight decrease of 4 percentage points since 2012. Again this is above the Ipsos MORI average (34% agree) and goes beyond the 2012/13 Strategic Plan target (25%).

Local decision making

- Respondents in Nottinghamshire were asked the extent to which they agree/disagree that they can influence decisions affecting their local area. A total of 28% *agree* they can influence decisions affecting their local area. This represents a decrease of 8 percentage points since 2012 (36%). There is no up-to-date national average figure available for this indicator.

Perceptions of the local area

- Just under four in five (79%) of Nottinghamshire respondents are *satisfied* with their local area as a place to live (their local area was defined as the area within 15-20 minutes walking distance from their home). Although satisfaction with local area has

fallen from 84% to 79%, this still remains in line with the latest available national average (80% in 2011).

Respondents were also asked the extent to which they agree or disagree that their local area is one where people from different ethnic backgrounds get on well together. Almost three in five (57%) agree that people from different ethnic backgrounds get on well together in Nottinghamshire. This is a slight decrease of one percentage point since 2012.

Information provision

- Whether people in Nottinghamshire feel informed or not appears to influence their attitudes to various aspects of the local area and local public services. In Nottinghamshire, 51% of respondents *feel informed* about the services and benefits provided by the Council. Although this represents a decrease of 11 percentage points since 2012, is still in line with the Ipsos MORI average of 51%.

Community safety

- Perceptions of crime and safety are often central to whether residents see an area as a good place to live or not. In Nottinghamshire, although most (94%) of respondents *feel safe during the day* (just one percentage point decrease from 2012), just under three-quarters (74%) *feel safe outside at night* (constant with the rating in 2012). A total of 88% of respondents *feel safe at home alone at night*, representing a slight decrease of two percentage points since 2012.

Helping out and getting involved

- The proportion of respondents who volunteer regularly in Nottinghamshire (participate in voluntary unpaid activities in a typical week) is just over one in seven (15%). This is an *increase* of one percentage point since 2012 (14%).

New draft Strategic Plan

- The vast majority of respondents agree with the three core values and five priorities set out in the draft Strategic Plan. Treating people fairly was the core value that the highest proportion of respondents agreed with (91%).

Response to findings

11. There are a number of key areas of work that need to be progressed based on the findings of the 2013 annual residents' satisfaction survey. This work includes mapping of activity that may have contributed to high/low levels of satisfaction across the Council, looking at links to cost and quality of service and other available data and future comparisons with other local authorities through improved benchmarking as part of the Council's Strategic Management Framework approach. This work is underway.
12. Tracking changes in satisfaction alongside questions on other related issues about residents' local areas can provide valuable information on what is driving resident perceptions and therefore what the Council can do to better serve their local communities. Many additional factors will influence resident views of councils at a local level, including local demographics. It is important therefore that these results are seen as part of a wider approach to understanding and responding to local communities at a local level.

13. Research by the Local Government Association shows perceived value for money has the strongest correlation with overall satisfaction. Councils whose residents feel they receive good value for money are the most popular, and those who score badly on value for money are the least popular. One of the strongest drivers of 'perceived value for money' and a primary driver of resident satisfaction with councils, is effective information about council services. Councils whose residents feel well informed about services are the most popular and vice versa. Other key drivers of satisfaction are perceptions of the overall quality of services, and treating all types of people fairly, and taking residents' views into account – research suggests that these measures link into perceptions of trust and fairness and also highly correlate with the overall satisfaction rating for a council.
14. Keeping residents informed about any changes in services is important and council publications play a key role in this. Although the rating 'How well informed Nottinghamshire County Council keeps residents about the services and benefits it provides' has shown the biggest fall (this has dropped by 11 percentage points from 62% in 2012 to 51% in 2013) it is still in line with the Ipsos MORI average (51%). Previous MORI research has shown that the most frequently cited (and also most preferred) channels of council information tend to be council publications. The County Council is in the process of introducing three new publications aimed at 'Older People', 'Families', and 'All Residents'. These publications will replace County News (the Council's newspaper) which ceased production in June/July 2013. The Council has also introduced 'email me' (the County Council's new email marketing system) this allows members of the public to subscribe with their email address to receive messages from the Council about the subjects that interest them; so far 18,585 users are subscribed with this number growing every day as 'email me' is publicised and becomes more widely known.
15. Consistent use of the Council's corporate identity (brand) is important for recognition of the Council. It enables people to recognise council services, access them and shows public accountability. It also plays an important part in contributing to overall satisfaction with the council. An audit of the Council's corporate brand was carried out in December 2013. This showed that just over 50% of people surveyed recognised the correct Council's logo compared to 33% in the previous year.
16. It is crucial that individual councils have the best possible tools to manage their performance and drive their own improvement. As part of the Strategic Management Framework the Council is reviewing the tools available to it, including making use of the new Local Government Association LG Inform database - as a mechanism for benchmarking our resident satisfaction data with other councils. This is a free online service which allows anyone in the public sector to access, compare and analyse data, and present their findings. Although this database is still in development more councils are starting to use it.
17. The next annual satisfaction survey is due to be undertaken in October 2014. The questions asked as part of this survey will be refreshed to ensure that they are appropriate to inform progress against the Council's new Strategic Plan – which includes core values of 'Treating people fairly', 'Value for Money' and 'Working together' and comparable to previous surveys. Progress embedding the Council's values will be managed through the annual delivery plan which supports the Strategic Plan. The Survey's use as part of this plan and as a tool for evaluating quality within the Council's service plans will be explored as part of the relevant performance management processes.

Other Options Considered

18. The cost of the survey (£13,796) with the Council's contributing £6,796, is considered good value for money (with other comparable surveys costing in excess of £20,000, as established through the tender process) and it provides important information on residents' views about the Council, services and the local area.

Reason/s for Recommendation/s

19. The information gained through the 2013 Nottinghamshire Annual Residents' Satisfaction helps the Council to understand the views and priorities of local residents and will be taken into account when decisions are made about Council plans and services.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATIONS

It is recommended:

- 1) the results of the 2013 Nottinghamshire Annual Residents' Satisfaction Survey are noted
- 2) the results are used to inform development of the Council's service and delivery plans
- 3) further analysis, as detailed in the report, be undertaken and reported to Members in six months' time
- 4) the County Council continues with an Annual Residents' Satisfaction Survey in future years.

Councillor Alan Rhodes
Leader of the County Council

For any enquiries about this report, please contact:

Angela Smeeton, Senior Consultation Officer on 0115 9772937 or
angela.smeeton@nottscc.gov.uk

Constitutional Comments [SLB 17/02/2014]

1. Policy Committee is the appropriate body to consider the content of this report.

Financial Comments [NR 19/02/2014]

2. There are no financial implications arising directly from this report.

Background Papers and Published Documents

Contextual and comparative data from previous surveys

Final report (excluding Partners' data)

Electoral Division(s) and Member(s) Affected

ALL

REPORT OF LEADER OF THE COUNCIL**OUTCOMES FROM THE COMPLAINTS PROCESS - APRIL 2013 TO
SEPTEMBER 2013****Purpose of the Report**

1. The purpose of this report is to:
 - a. present a summary of complaints made to the County Council and the Local Government Ombudsman (LGO) between 1 April 2013 and 30 September 2013.
 - b. approve a revised staffing structure for the Complaints and Information Team.

Background

2. Members will be aware that the Council has three complaints processes; two, children's and adults social care, are statutory. The corporate one deals with all other areas of Council service.

Children's Social Care

3. It is important to understand complaints in the context of whole service provision. Children's Social Care dealt with 7,337 referrals in the period during the last financial year. At the end of March 2013 there were 788 children on child protection plans, and 892 Looked After Children.
4. The number of complaints received in the first 6 months of the financial year is 148 the figure for the whole of 2012/13 was 249. The children's social care complaints process contains three stages and it is encouraging to note that 127 complaints were concluded at the first stage of the process. Clearly the earlier a complaint can be resolved the better the outcome and the more cost effective the process.
5. It is also encouraging to note that 84% of complaints at stage 1 were responded to within the 20 working day timescale, an improvement on the previous year of 20%.
6. A breakdown of the categories of complaints in Children's Social Care are detailed in the table below.

Category of Complaint	2011/12	2012/13	2013/14 6 months
Assessment / Decision	69	84	43
Communication	77	61	28
Service Provision	42	33	23
Staffing (staff attitude and conduct)	64	71	49
Breach of Confidentiality	0	0	5
Total	252	249	148

Adult Social Care

7. Adult Social Care dealt with 33,140 referrals in 2012/13 and provided services to 11,066 older adults (65+) and to 4,817 younger adults. The support services to older adults include: help with mental health problems (2,452); help to people with physical disabilities (8,352); and support to other vulnerable adults (262). The support for younger adults includes: learning disability (2,261); physical disability (1,790) and remainder support to younger adults with mental health and other vulnerabilities (766).
8. The number of complaints received in the first 6 months of the financial year is 114 and there were 218 received in the last financial year. There are no set timescales in this process as these are negotiated individually with complainants.
9. The subject matter of complaints received about Adult Social Care are detailed in the table below:

Category of Complaint	2011/12	2012/13	2013/14 6 months
Assessment / Decision	88	66	32
Communication	45	49	21
Service Provision	84	70	42
Staffing (staff attitude and conduct)	32	33	19
Total	249	218	114

Corporate Complaints

10. The number of corporate complaints received during the first 6 months of the year is 286 and the figure for the last financial year was 524. The number of complaints responded to at stage 1 of the process within the 20 working days timescale was 87%.

11. The table below details the categories of corporate complaints received.

Category of Complaint	2011/12	2012/13	2013/14 6 months
Assessment & Decisions	87	84	52
Communication	72	100	56
Service Provision	133	238	116
Staffing (staff attitude and conduct)	75	102	57
Breach of Confidentiality	0	0	5
Total	367	524	286

12. The number of complaints received in each service area is as follows:

Education Standards & Inclusion	7
Planning Support & Improvement	4
Youth Families & Culture	19
Financial Services	6
Highways	154
HR & Customer Services	22
Transport Property & Environment	67
Legal and Democratic Services	3
Planning	1
Public Protection	3

It is important to put the number of complaints about highways in the context of the number of enquiries they deal with which during the last financial year was 63,682.

Learning from complaints

13. Regular feedback about complaints is given to each Department's leadership team and appropriate follow up action is taken. In addition the Service Director for children's social care receives all reports from stage 3 panels and approves an action plan to carry out any recommendations. In social care the circumstances giving rise to complaints are often individual, issues raised in particular complaints has been discussed with members of staff in supervision. There have also been general reminders issues to all staff concerning best practice. The Local Authority Designated Officer (who is responsible for investigating allegation about professionals who work with vulnerable people) has conducted awareness training throughout the Council.

14. In 2014 in response to complaints and to improve the responsiveness of the service Highways staff are going to implement a new method of working in respect of road repairs. This will make greater use of technology to reduce the amount of time workers spend in the office and completing paperwork, and also highways inspectors will be completing more pot hole repairs at the time of inspection rather than the repair being carried out a later date.

Complaints to the Local Government Ombudsman

15. The Local Government Ombudsman (LGO) looks at complaints about councils and some other authorities and organisations, including education admissions appeal panels. During this period 30 complaints to the Ombudsman have been concluded and in most cases there was found to be no fault by the Council or a suitable remedy had been offered. The LGO decided not to investigate 15 complaints. Fifteen investigations were begun, and in 10 cases there was found to be no fault by the Council. In 3 cases the Council had offered a suitable remedy, and in one case there was no injustice to the complainant. One complaint was withdrawn by the complainant.
16. The LGO issued a report in one case relating to an education admissions appeal, which found fault with the independent appeal Panel's decision. The Council has accepted the LGO's findings, and has implemented the recommendations, which included an apology to the complainant and further training for all education admissions panel members. In addition a guidance note has been produced for Panels dealing with Infant Class Size Appeals.
17. The LGO is publishing its decisions about complaints received after 1 April 2013 (previously it just published when it issued a report). The information published will not name the complainant or any individual involved with the complaint. Decision statements will be published no earlier than three months after the date of the final decision. There are currently 15 decisions relating to this Council on the LGO's website: 2 relate to a report published in 2007, and 13 relate to complaints made this year. Of those the LGO did not investigate in 8 cases, their investigation found no fault in 4, and fault but no injustice to the complainant was found in one case. The report mentioned in paragraph 15 will not be published as the LGO is concerned that individuals may be able to be identified from the information given in the report.

Staffing Structure

18. Members are aware of the outline business case presented to Policy Committee on 13th November 2013 to reduce, by three, the number of posts within the Complaints and Information Team. The posts to be deleted from the structure are Senior Practitioner, Complaints Officer and one Business Support Officer (grade 2). These proposals will result in a saving of £100K.
19. In addition the team structure has been reviewed and it is proposed to move to broader roles, encompassing both complaints and information work, to increase flexibility and responsiveness within the team. The changes proposed can be seen by comparing the existing structure (Appendix A) with the proposed structure (Appendix B). The main proposed changes to the structure can be summarised as the establishment of two Senior

Practitioner and seven Complaints and Information Officer posts that will work across all aspects of the team's work. Staff and the Trade Unions have been consulted on the proposed structure in accordance with the employment procedures rules.

Other Options Considered

20. In order to make the savings required there were no other practical options that could be considered.

Summary

21. At this stage in the year the number of complaints received by the Council does not seem to be rising.

Statutory and Policy Implications

22. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

Policy Committee is asked to:

- a. note the contents of this report,
- b. approve the revised staffing structure for the Complaints and Information Team.

Cllr Alan Rhodes Leader of the Council

For any enquiries about this report please contact: Jo Kirkby, Team Manager Complaints and Information Team 9772821

Constitutional Comments

23. Policy Committee has authority to consider the content of this report. This includes the approval of staffing structures, provided HR comments are included and that the recognised trade unions are consulted in accordance with the Employment Procedure Rules. (SLB 21/01/2014).

Financial Comments

24. The financial implications are set out in the report (SEM 23/01/14).

HR Comments

25. HR implications are set out in the body of the report (RH 12/02/14).

Background Papers and Published Documents

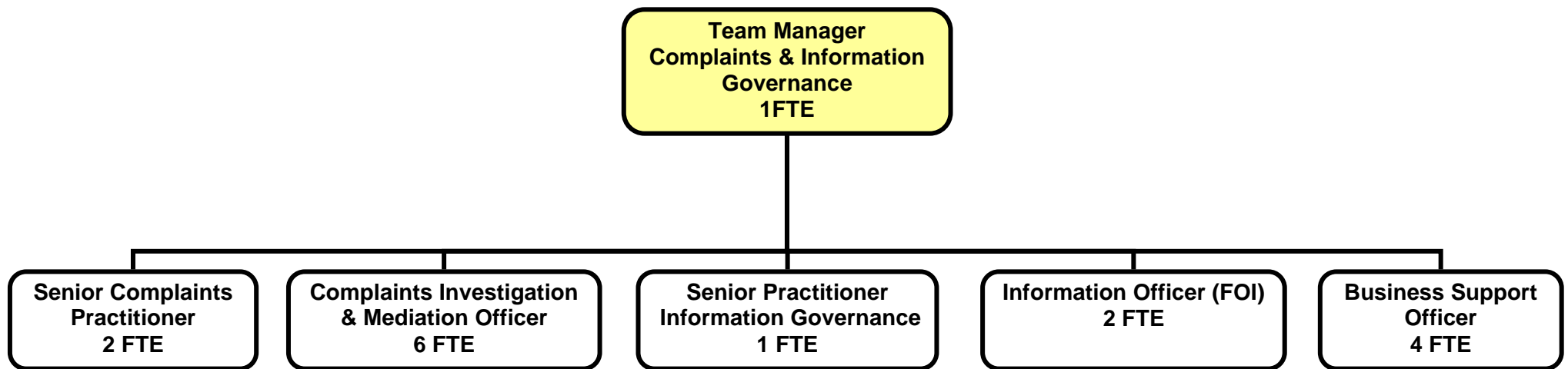
None.

Electoral Division(s) and Member(s) Affected

- All

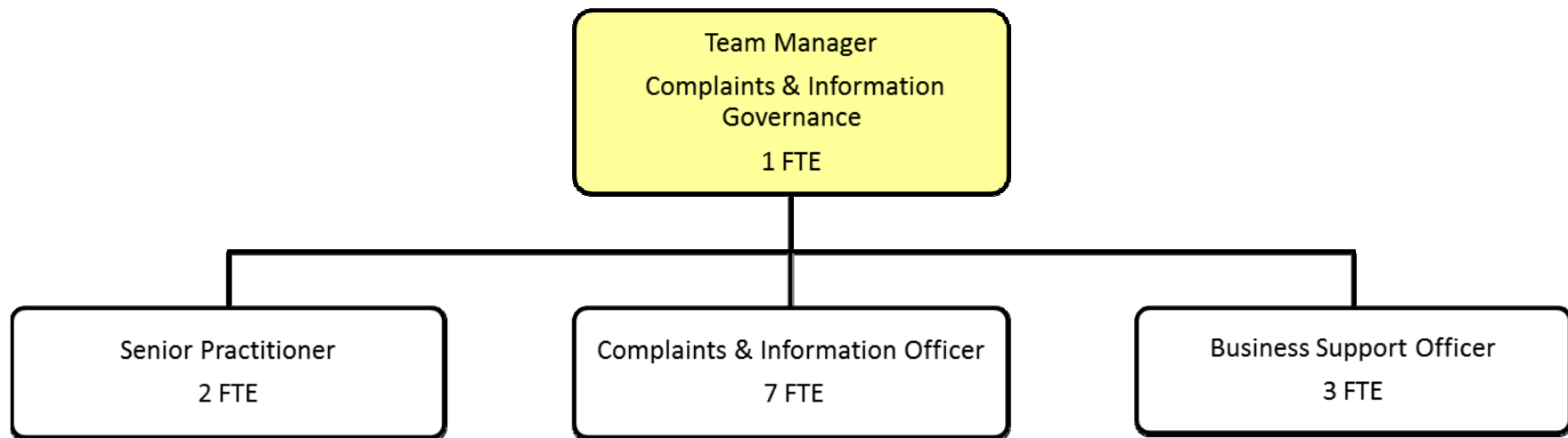
APPENDIX 1

Existing Structure Chart for Complaints and Information Team



APPENDIX 2

Proposed Structure Chart for Complaints and Information Team



**REPORT OF THE CHAIRMAN OF THE CHILDREN AND YOUNG PEOPLE'S
COMMITTEE****CHILDREN, YOUNG PEOPLE AND FAMILIES PLAN 2014-16****Purpose of the Report**

1. The purpose of this report is to seek approval of Nottinghamshire's Children, Young People and Families Plan for the period April 2014 to March 2016 (attached as **Appendix 1**) as recommended by the Children and Young People's Committee.

Information and Advice

2. The Children, Young People and Families Plan (CYPF Plan) 2014-16 will be the strategic plan of Nottinghamshire Children's Trust and will replace the existing plan for 2011 to 2014. It describes how Nottinghamshire County Council will fulfil its statutory responsibility, as the lead partner in the Children's Trust, to make arrangements to promote co-operation to improve children's well-being (Children Act 2004).
3. Nottinghamshire Children's Trust is a partnership of organisations that commission or provide services to children, young people or families in Nottinghamshire. The Children's Trust is the children's commissioning sub-group of the Health and Wellbeing Board for Nottinghamshire and the priorities within the CYPF Plan will be included in Nottinghamshire's Health and Wellbeing Strategy for 2014-16.
4. The CYPF Plan is the single overarching strategic plan covering services for children and young people in Nottinghamshire, as represented on the Children's Trust Board. It does not detail all the services of the partner organisations within the Children's Trust but instead focuses on coordinated planning or integrated commissioning in order to improve outcomes for children, young people or their families.
5. The CYPF Plan identifies five priorities for action, and describes how partner organisations will take action towards achieving these priorities. It also lists the outcomes indicators that will be used to monitor performance. The five priorities are to:
 - Work together to keep children and young people safe
 - Improve children and young people's health outcomes through the integrated commissioning of services
 - Close the gap in educational attainment between disadvantaged children and young people and their peers, and so enable all to achieve their potential

- Provide children and young people with the early help support that they need
 - Deliver integrated services for children and young people with complex needs or disabilities.
6. The CYPF Plan was developed by the County Council and partner agencies within the Children's Trust, with contributions from representatives of the Nottinghamshire Safeguarding Children Board (NSCB). The main evidence base for planning was the children's chapter of Nottinghamshire's Joint Strategic Needs Assessment (JSNA), which identifies the current and future health and wellbeing needs of the local population. Planning was also informed by data on the performance of the County Council's services, and of partner organisations, as well as inspection findings. The draft priorities for the CYPF Plan were included in the public consultation on the Health and Wellbeing Strategy for Nottinghamshire, which ran from June to September 2013. Responses to this consultation informed the development of the CYPF Plan.
 7. To supplement the CYPF Plan, the Children's Trust will publish annual delivery plans, which will provide more detail on specific actions and responsibilities. These will be approved by the Children and Young People's Committee prior to publication.

Other Options Considered

8. Although there is no statutory requirement for Children's Trusts to produce a joint plan, Nottinghamshire Children's Trust has taken the view that such a plan is needed to provide clarity about activities and responsibilities as well as a framework for managing performance improvement.

Reason/s for Recommendation/s

9. The CYPF Plan 2014-16 has been devised on the basis of a rigorous needs analysis and, after consultation with Children's Trust partners and the public, through the Health and Wellbeing Strategy consultation process.

Statutory and Policy Implications

10. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

11. The principal service users affected are children, young people and their families, as the CYPF Plan identifies in the over-arching strategy and associated action plans for the delivery of services to them in 2014-16. The detail of this is set out in the CYPF Plan.

Financial Implications

12. Activities identified within the CYPF Plan will be financed by existing budget allocations for the County Council and partner organisations.

Public Sector Equality Duty Implications

13. The development of the CYPF Plan included an Equality Impact Assessment which is available as a background paper. This concluded that the plan was likely to have a positive impact for service users, as it aims to reduce inequalities, by identifying need and working together to address this, within available resources.

Crime and Disorder Implications

14. The Children's Trust will support work to address crime and disorder, while recognising that responsibility for this work rests with the Safer Nottinghamshire Board.

Safeguarding of Children and Vulnerable Adults Implications

15. The CYPF Plan identifies how partner organisations within the Children's Trust will work together to safeguard children and promote their welfare. The detail of this is set out in the plan document.

RECOMMENDATION/S

- 1) That the Nottinghamshire Children, Young People and Families Plan 2014-16 be approved.

Councillor John Peck

Chairman of the Children and Young People's Committee

For any enquiries about this report please contact:

Maggie Pape
Executive Officer
T: 0115 97774615
E: maggie.pape@nottsc.gov.uk

Constitutional Comments (LM 17/02/14)

16. The recommendations in the report fall within the remit of the Policy Committee.

Financial Comments (KLA 11/02/14)

17. The financial implications of the plan are set out in paragraph 12 above, there are no financial implications arising directly from the report.

Background Papers and Published Documents

Joint Strategic Needs Assessment (JSNA) for Nottinghamshire

<http://www.nottinghamshire.gov.uk/thecouncil/plans/strategydevelopment/joint-strategic-needs-assessment/>

Children, Young People and Families Plan 2014-16 – report to Children and Young People's Committee on 10 February 2014

Equality Impact Assessment

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Electoral Division(s) and Member(s) Affected

All.

C0366

Nottinghamshire Children, Young People and Families Plan 2014 -16

Final version

This is the joint strategic plan of Nottinghamshire Children's Trust. It is published by Nottinghamshire County Council, as the lead partner with statutory responsibility to make arrangements to promote co-operation to improve children's well-being (*Children Act 2004*).

Organisations that are relevant partners listed in the Children Act 2004 are:

- Nottinghamshire County Council, including children and families services and public health
- Ashfield District Council
- Bassetlaw District Council
- Broxtowe Borough Council
- Gedling Borough Council
- Mansfield District Council
- Newark & Sherwood District Council
- Rushcliffe Borough Council
- NHS England
 - Derbyshire and Nottinghamshire Area Team
 - South Yorkshire & Bassetlaw Area Team
- Clinical Commissioning Groups operating within Nottinghamshire County Council's administrative boundaries
 - NHS Bassetlaw CCG
 - NHS Mansfield and Ashfield CCG
 - NHS Newark and Sherwood CCG
 - NHS Nottingham West CCG
 - NHS Nottingham North & East CCG
 - NHS Rushcliffe CCG
- Nottinghamshire Police
- Nottinghamshire Probation Trust
- Nottinghamshire Youth Offending Service
- Schools and colleges.

In addition, NAVO (Networking Action with Voluntary Organisations) represents voluntary and community organisations in Nottinghamshire.

The Children's Trust has an active working relationship with the Nottinghamshire Safeguarding Children Board (NSCB). The Independent Chair of the NSCB is a member of the Children's Trust Board.

In some cases, one representative attends the Children's Trust Board on behalf of a number of organisations.

CONTENTS

1. Working together for children and young people

- About the Children's Trust
- About our Children, Young People and Families Plan 2014-16
- How this Plan is aligned with the Health and Wellbeing Strategy for Nottinghamshire (2014-16)
- The context for this Plan
- How this Plan promotes equality

2. Children's Trust achievements between 2011 and 2014

3. Children's Trust Priorities for 2014 to 16

- About our priorities
 - A new operating model for children's services
 - Why we chose our priorities
 - How we will achieve our priorities
 - How we include the views of children, young people and families
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- 3.1 Work together to keep children and young people safe
 - 3.2 Improve health outcomes through the integrated commissioning of children's health services
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5. Related documents for Nottinghamshire

6. Partnerships in Nottinghamshire

1. Working together for children and young people

About the Children's Trust

[Nottinghamshire Children's Trust](#) is a partnership of organisations that commission or provide services to children, young people or families. Children's Trust arrangements enable us to plan and deliver joint working and cooperative arrangements, making best use of resources.

We know that children, young people and their families are more likely to do well if they are at the centre of our economic ambitions for Nottinghamshire. To promote this, the Children's Trust Board is the children's commissioning sub-group of the [Health and Wellbeing Board for Nottinghamshire](#).

The Health and Wellbeing Board has a key role in the strategic planning and coordination of health, social care and related services for all age groups. By reporting to the Health and Wellbeing Board, the Children's Trust ensures that the needs of children, young people and families influence planning for health and wellbeing improvements across all public services.

The Children's Trust has an active working relationship with the [Nottinghamshire Safeguarding Children Board \(NSCB\)](#) to ensure that safeguarding children is central to our work. The NSCB coordinates some safeguarding activities, including training, and scrutinises and challenges the work of the Children's Trust.

About our Children, Young People and Families Plan 2014-16

This is the joint strategic plan of the Children's Trust and identifies how we will work together to promote the health and wellbeing of children and young people in Nottinghamshire.

It summarises:

- what we will do over the next two years, to plan, commission or provide services
- the impact we expect to have on the lives of children, young people and families.

We will also publish annual delivery plans which will provide more information about what we plan to do and there are detailed strategies and plans for specific areas of work.

How this Plan is aligned with the Health and Wellbeing Strategy for Nottinghamshire (2014-16)

[The Health and Wellbeing Strategy for Nottinghamshire](#) is a plan to ensure that services in Nottinghamshire meet the health and wellbeing needs of the people of Nottinghamshire. It identifies four key ambitions:

- For everyone to have a GOOD START
- For people to LIVE WELL, making healthier choices and living healthier lives
- That people COPE WELL and that we help and support people to improve their own health and wellbeing, to be independent and reduce their need for traditional health and social care services where we can
- To get everyone WORKING TOGETHER

This Plan identifies the Children's Trust priorities for work with children, young people and their families, and the actions we will take to achieve these priorities. In Section 3, we define our priorities and describe how each of our planned actions contributes to the priorities of the Health and Wellbeing Strategy.

The context for this Plan

We have developed this Plan at a time when all public sector organisations are facing financial challenges and making difficult decisions about where to reduce spending. We have needed to be realistic about what we can achieve and to prioritise where we invest.

We are committed to supporting the most vulnerable and will target services to those who need them most. Working together in an integrated way will enable us to make best use of our available resources and continue to provide quality services.

How this Plan promotes equality

We will promote equality and diversity through the work of the Children's Trust, as described in this Plan.

We will do this by identifying need and working together to address this, within our available resources. All of our priorities identify how we will work with children or young people who face disadvantages, to improve their health and wellbeing.

2. Children's Trust achievements between 2011 and 2014

Our new Children, Young People and Families Plan builds on the partnership working that was set out in our Plan for 2011-14. During the three years of this Plan, our achievements have included:

- the delivery of a transformation programme for Children's Social Care, which established a new delivery model for the service
- the establishment of the Multi-agency Safeguarding Hub (MASH), as a single point of contact for all professionals to report safeguarding concerns about children or vulnerable adults
- the development and implementation of the Nottinghamshire Looked After Children Strategy for 2012-15 and The Pledge for Looked After Children. These identify how the County Council, supported by partner agencies, will provide support to children and young people who are in care. This work included input from looked after children and young people
- revising and simplifying the Nottinghamshire Pathway to Provision, to be used by practitioners in partner organisations. This outlines Nottinghamshire's offer of early help services, and describes how integrated early help services relate to more specialist services
- the publication of an Early Help Development Plan, identifying activities to further improve the early help offer
- the establishment of the Early Help Unit as a central contact point for requests for early help services
- reviewing Nottinghamshire's approach to common assessment, including consultation with partners
- the establishment of an Integrated Commissioning Hub, hosted by Nottinghamshire County Council to commission children's health services on behalf of a range of health commissioners
- a pathfinder project to develop and implement a combined Education Health and Care Plan for children with complex needs, ahead of this becoming a statutory requirement
- the development of integrated care pathways, including a Multi-Agency Autistic Spectrum Pathway, which has now been broadened to include support for children/young people with Attention Deficit and Hyperactivity Disorder (ADHD)
- the publication of an Integrated Commissioning Strategy for Teenage Pregnancy
- support for the Family Nurse Partnership programme in Nottinghamshire
- support for the delivery of Nottinghamshire's Strategy for Closing the Educational Gaps
- support for the development of a Child and Family Poverty Strategy for Nottinghamshire
- support for work led by public health, including work to increase the numbers of children and young people who are of a healthy weight and work to promote breastfeeding.

During 2011-14, there has been continuing improvement in outcomes for children and young people in Nottinghamshire.

This includes improvement in educational attainment for all age groups, with attainment now exceeding the national average at Foundation stage, age 11 and age 16.

The numbers of young people entering the youth justice system for the first time continues to decrease.

Over the last three years, we have worked hard to improve the timeliness and quality of Children's Social Care assessments of the needs of children who are referred to them for support.

3. Children's Trust Priorities for 2014 to 16

About our priorities

Our priorities identify how we will make best use of our collective resources to enable all children and young people to be safe, healthy and achieving their full potential.

Three of our priorities identify how we will:

- Work together to keep children and young people safe
- Improve children and young people's health outcomes through the integrated commissioning of services
- Close the gap in educational attainment between disadvantaged children and young people and their peers, and so enable all to achieve their potential.

A further two priorities are about how we will work in an integrated way across all of these work areas. We will:

- Provide children and young people with the early help support that they need
- Deliver integrated services for children and young people with complex needs or disabilities.

A new operating model for children's services

All of our work is underpinned by a new approach to the integrated delivery of County Council children's services, with an emphasis on locality working.

The new operating model incorporates a number of key components:

- moving to a **single point of public and professional access** for children's services, through the Council's customer service centre where appropriate
- developing integrated **access hubs** to triage and allocate service referrals
- establishing **integrated, multi-disciplinary, co-located teams** based in three geographical localities
- **establishing centralised specialist services and support services.**

Our priorities for children, young people and families

Work together to keep children and young people safe

Improve children and young people's health outcomes through the integrated commissioning of services

Close the gap in educational attainment

Provide children and young people with the early help support that they need

Deliver integrated services for children and young people with complex needs or disabilities

Implement a new operating model for children's services

[\(JSNA\) for Nottinghamshire.](#)

We know that, on average, children and young people in Nottinghamshire often do as well as those in similar places elsewhere. However, there are large inequalities across the County, and some children and young people face greater disadvantages. National and local data shows that children and young people living in poverty are disadvantaged in many ways.

In Nottinghamshire, the localities where there are higher numbers of families on low incomes are often those localities where children and young people are less healthy, do less well at school and are more likely to need the support of Children's Social Care.

Across the County, children and young people who are eligible for free school meals have lower educational attainment, on average, than their peers. Some other children and young people may face particular disadvantages and so need more support. This includes disabled children and children in local authority care.

Our priorities are aimed at reducing inequalities in health and wellbeing across the County. This will include targeting activities in particular localities, or targeting groups of children and young people who are known to be more likely to be disadvantaged.

Our priorities are in work areas where:

- there are identifiable improvements we can make
- coordinated action by partner organisations can deliver these improvements.

In deciding on these priorities, we were aware of the financial challenges faced by all public sector organisations and aimed to prioritise services for those who need them most.

How we will achieve our priorities

The following pages include an overview for each priority, indicating:

- why this is important
- what we know about children and young people in Nottinghamshire
- how we will improve the lives of children, young people and families by 2016
- what we will do to achieve this.

More information will be provided in annual delivery plans and in strategies and plans for specific areas of work.

How we include the views of children, young people and families

The views of children, young people and families have been included in the JSNA, where

possible, and they have contributed to the needs assessments and strategies for specific work areas.

[Our participation strategy](#) describes how we will continue to involve children and young people in planning, reviewing and commissioning services. This will include:

- children, young people or families working with us to develop strategies or plans and to shape our service provision
- listening to the views of children, young people and families locally in a variety of ways such as focus groups, surveys and 'mystery shopper' exercises.

How the Children's Trust promotes the health and wellbeing of children and young people in other ways

Our five priorities identify areas of work where the Children's Trust will coordinate partnership working and integrated commissioning. We will also work to promote the health and wellbeing of children and young people by contributing to initiatives that focus on health and wellbeing across all age groups.

The Integrated Commissioning Hub will champion issues for children and young people through public health life course areas. The NSCB will take a lead in ensuring that vulnerable children are identified and protected.

Work will include:

- successful achievement of outcomes and targets affecting children through the delivery of Nottinghamshire's obesity strategy (measured annually until April 2016)
- successful achievement of sexual health outcomes for children and young people within Nottinghamshire's sexual health strategy (measured annually until April 2016)
- development of a commissioning plan for children and young people's emotional wellbeing to be included within Nottinghamshire and Nottingham's broader mental health strategy (by June 2014)
- ensuring priorities for children and young people are achieved through Nottinghamshire's strategic tobacco alliance plans (to be measured annually)
- Ensuring children and young people priorities are achieved through Nottinghamshire's substance misuse strategy

3.1 Work together to keep children and young people safe

Why is this important?

All children and young people need to be safe and feel safe so that they can achieve their full potential. Some live in circumstances that can make them particularly likely to be unsafe. These are known as vulnerable children and younger children are likely to be especially vulnerable. Most children and young people are supported and cared for by their parents or carers but some parents or carers are unable to do this for a number of reasons. In these situations, the involvement of everyone who could help to keep children and young people safe is vitally important.

All partner organisations have a role in safeguarding children, with Children's Social Care leading on the protection of the most vulnerable. Over the last few years we have seen significant improvements in safeguarding performance. To sustain and build on this success, partner organisations will continue to work together through the Children's Trust and the Nottinghamshire Safeguarding Children Board (NSCB).

Recently, there has been a substantial increase in the numbers of children who are referred to Children's Social Care, and in the numbers who are looked after by the local authority. This is a national trend which is reflected in Nottinghamshire. It creates increasing demand for services, while financial resources are decreasing.

We are responding to this by developing innovative ways to work together, including the County Council's new operating model for children's services and the next stage of a transformation programme for Children's Social Care. We will continue to invest in early help services, so that families receive the help they need to avoid problems escalating. We will work together to develop clearer and more integrated pathways from early help to specialist support.

What do we know about children and young people in Nottinghamshire?

What the data tells us

Across England, the numbers of children who are referred to Children's Social Care are increasing, as are the numbers of children who are looked after by the local authority. This trend is reflected in Nottinghamshire.

However, there is significant variation in the numbers across districts. For example, Nottinghamshire's Multi-Agency Safeguarding Hub (MASH) handled approximately 13800 enquiries between April and December 2013. The district with the highest number of enquiries was Ashfield, with over 2500 enquiries. In contrast, the district with the lowest number was Rushcliffe, with just under 900 enquiries.

What children, young people and families tell us

The views of children, young people and their families have informed service planning and delivery in Children's Social Care. They have contributed to:

- The Pledge for Looked After Children and Looked After Children Strategy
- professional guidance on e-safety, self-harm and safeguarding disabled children.

The views of children, young people and their carers are included in individual assessments and plans. In addition, Children's Social Care managers seek the views of young people and carers when they audit samples of work as part of their quality improvement.

How will we improve the lives of children, young people and families by 2016?

We will work together to ensure that the most vulnerable children continue to be effectively protected and supported and that children stay with their families wherever this is possible and safe for them. Children in our care will experience high quality and stable support.

To monitor our progress, we will use key outcomes measures. We aim to achieve:

- reduced re-referrals to Children's Social Care
- increased numbers of assessments for individual children carried out within acceptable timescales (initial and core assessments)
- fewer children who have child protection plans that last for two years or more or who need to have a child protection plan more than once
- more children being placed for adoption within 21 months of becoming looked after
- fewer looked after children who have 3 or more placements in any one year
- continuing improvements in the quality of assessments undertaken by Children's Social Care.

What will we do to achieve this?

What we will do	We will do this by	Health and Wellbeing Ambition		
We will review and further develop partnership arrangements for safeguarding children, as set out in the national guidance 'Working Together 2013',	April 2016	✓	✓	✓
We will simplify and improve access to children's services by implementing a new operating model for services	April 2015	✓	✓	✓
We will deliver the next stage of a comprehensive improvement programme for Children's Social Care that will focus on: <ul style="list-style-type: none"> Looked After Children Disabled Children's Services, Family and Placement Support Workforce Development. 	April 2015		✓	✓
We will work together to support the effective operation of the County Council's Multi-Agency Safeguarding Hub (MASH), by <ul style="list-style-type: none"> bringing together the MASH and the Early Help Unit developing more effective information-sharing between partners promoting a shared understanding of thresholds for access to services 	Oct 2014	✓	✓	✓
We will further improve our partnership arrangements to identify and support children and young people who are affected by parental mental health issues, substance misuse or domestic violence	April 2015	✓		✓
We will develop improved partnership arrangements to identify and support young carers	April 2015	✓		✓
We will deliver the next stage of a partnership strategy to ensure that children and young people are protected from sexual exploitation	April 2015	✓	✓	✓
We will continue to improve our arrangements for engaging children and young people in decision-making about their lives, including in child protection planning	Sept 2014		✓	
We will promote children and young people's awareness of safeguarding by developing a programme of engagement and participation in schools or other universal setting	April 2016	✓		
We will identify ways to promote safeguarding in the wider community, including through businesses and workplaces	April 2016	✓		

Lead responsibility for this work

Nottinghamshire Safeguarding Children Board

- Nottinghamshire County Council Children Families and Cultural Services
- Nottinghamshire Early Help Executive

Related strategies and plans for Nottinghamshire

- [NSCB Annual Reports and Business Plans](#)
- [Looked After Children Strategy](#)
- [Early Help Development Plan](#)
- [Pathway to Provision](#)

3.2 Improve health outcomes through the integrated commissioning of children's health services

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Why is this important?

Investing in children's health is an investment in the future. Healthy children and young people are able to enjoy life and achieve their full potential. They are more likely to go on to become healthy adults and parents who in turn promote better health in future generations. Early intervention and prevention to improve children's health and wellbeing can produce longer-term financial savings in higher-cost medical services.

Medical science and technology is advancing but major health inequalities still exist. Poorer health is associated with economic deprivation, both nationally and locally. Integrated working across health, social care and education services is more likely to provide disadvantaged children and young people with the right support. However, the Health and Social Care Act 2012 created an increased number of organisations responsible for commissioning, risking fragmented health service provision.

We addressed this in Nottinghamshire by setting up the Integrated Commissioning Hub, in 2013. This is hosted by the County Council and accountable to the Children's Trust Board. It acts as a single point of coordination for children's health and wellbeing integrated commissioning, on behalf of Clinical Commissioning Groups, the County Council, including Public Health and (from October 2015) NHS England Area Teams.

What do we know about children and young people in Nottinghamshire?

What the data tells us

In many ways, the health of children and young people in Nottinghamshire is similar to the national average, or better. For example:

- a higher proportion of primary school children are of a healthy weight
- a lower proportion of under-18s are admitted to hospital due to alcohol use
- the number of deaths of infants under one year of age is similar to national levels.

However, in some ways their health and wellbeing is worse than the national average. For example, a higher proportion of women smoke during pregnancy and a lower proportion begin breastfeeding.

Across all measures of health and wellbeing, there are significant inequalities across localities, and children from lower income families are less likely to have good health. For example, average life expectancy is much less in the most deprived areas than in the least deprived (a difference of about 9 years for men and 7½ years for women). The rate of teenage pregnancies has reduced, but is still higher than the national average in Ashfield and Mansfield.

What children, young people and families tell us

Children and young people living in England have said that there are five key areas which are important to them. These are:

- being informed and having a say in decisions about their care
- child-friendly, personalised care
- access to age-appropriate services as they grow, and support through the transition to adult services
- understanding their rights and responsibilities
- the role of school.

(in The Annual report of the Chief Medical Officer, 2012).

How will we improve the lives of children, young people and families by 2016?

We will improve the provision of health services to children, young people and families through integrated commissioning to improve outcomes.

We expect this to result in better health and wellbeing for children and young people and will use a range of outcomes indicators to measure this. For all of these indicators, we will monitor inequalities across localities and for disadvantaged groups. We aim to achieve:

- a reduction in low birth weights
- increased numbers of mothers who choose to breastfeed
- a reduction in smoking amongst pregnant women at the time of delivery
- more children who are of a healthy weight
- reduced teenage conception rates
- fewer hospital admissions caused by unintentional and deliberate injuries in children aged 0-14 years

We will develop an outcomes indicator for the emotional health and wellbeing of children as part of our review of the Child and Adolescent Mental Health (CAMHS) pathway.

What will we do to achieve this?

What we will do	We will do this by	Health and Wellbeing Ambition		
We will embed integrated commissioning arrangements for children's health services and interventions across the local NHS and local authority organisations.	Dec 2014			✓
We will further improve ways to actively engage children, young people and families in developing and reviewing services and use feedback to inform future commissioning	Dec 2014	✓	✓	✓
We will review the Child and Adolescent Mental Health (CAMHS) pathway, establish if there is a need for a new operating plan and then, if needed, implement any new operating plan	June 2014	✓	✓	
We will work with NHS England to commission the Healthy Child Programme. This will include: <ul style="list-style-type: none"> ▪ A new contract and service specification for the School Nursing service in place from April 2015. ▪ Completion of the Healthy Schools review and implementation of key recommendations by July 2014 ▪ Successful transfer of commissioning responsibility for Health Visiting from NHS England to the Local Authority (ICH) from October 2015. ▪ Successful transfer of commissioning responsibility for Family Nurse Partnership from NHS England to the Local Authority (ICH) from October 2015. 	Oct 2015	✓	✓	✓
We will review unplanned admissions and avoidable emergency department attendances by children and young people by completing a needs assessment to be included in the JSNA and to inform future commissioning, linking to the Integrated Community Children and Young People's Healthcare priority on reducing hospital admissions	March 2015	✓		
We will work with key stakeholders to improve the quality of and access to Maternity Services by undertaking reviews in the Sherwood Forest Hospitals NHS Foundation Trust and the Nottingham University Hospitals NHS Trust, and implementing recommendations from the reviews.	May 2014	✓	✓	
We will review elements of the Community Paediatric Services provided by the Sherwood Forest Hospitals NHS Foundation Trust and the Nottingham University Hospitals NHS Trust, and ensure that outcome based service specifications and robust quality and performance monitoring processes are in place for: <ul style="list-style-type: none"> ▪ Medical Advisors to Adoption Service ▪ Medical Services for Looked after Children ▪ Child Death Review Process (including rapid response to an unexpected death of a child) 	Dec 2014	✓	✓	
We will champion Children and Young People issues through public health life course areas.	April 2015	✓	✓	✓

Lead Responsibility

- Nottinghamshire Integrated Commissioning Hub
- Children's Commissioners Forum
- Integrated Commissioning Group: CAMHS,
- Integrated Commissioning Group: Teenage Pregnancy
- Integrated Commissioning Group: Disabled children and SEN
- Nottinghamshire Early Help Executive

Related Strategies and Plans for Nottinghamshire

- [Integrated commissioning strategy: disabled children and SEN](#)
- [Integrated Commissioning Strategy for Teenage Pregnancy](#)
- [Integrated Commissioning Strategy for CAMHS](#)
- [Early Help Development Plan](#)
- [Pathway to Provision](#)

3.3 Close the gap in educational attainment

Why is this important?

Educational attainment gives young people greater opportunities for employment or further or higher education. It enables them to participate in society, achieving their full potential and contributing to their community and to the economy.

Some children and young people may need more support to enable them to achieve. Both nationally and in Nottinghamshire, there is a gap between the achievements of disadvantaged children and young people and their peers.

For all age groups, those pupils who are eligible for free school meals have lower attainment than their peers, on average. Others who may be disadvantaged include children and young people who:

- have special educational needs (SEN) or disabilities
- have social or behaviour issues, including low attendance at school
- have physical or mental health issues
- are looked after by the local authority.

These issues can be inter-linked, with many children and young people facing difficulties in several areas of their lives.

Nottinghamshire County Council works in partnership with schools and other providers and agencies to close the gap in attainment and to raise the standard of achievement for all children and young people.

Our “Together for Newark” project is a multi-agency project in Newark town which focuses on earlier intervention to close gaps for vulnerable students and families in Newark schools and learning settings. It is developing and evaluating ways in which a wide range of partners can support schools in raising the attainment of disadvantaged learners.

What do we know about children and young people in Nottinghamshire?

What the data tells us

In Nottinghamshire, overall educational attainment continues to improve each year at a higher rate than nationally. Attainment by those from disadvantaged groups is also increasing, but there is still a significant gap between these learners’ attainment and that of their peers.

We need to work to reduce this gap, while continuing to promote achievement for all.

Although the “Together for Newark” project is at an early stage, the data on attainment for the 2012/13 academic year suggests that it is improving outcomes for learners who are eligible for free school meals.

What children, young people and families tell us

Our work to close the attainment gap recognises that all children are unique individuals, and schools are focusing on individualised learning, reaching out to parents and the community.

Our “Together for Newark” project emphasises collaborative working between children, young people, their parents or carers and local partners. This will shape actions within schools and localities, based on a real understanding of how local people see their lives.

How will we improve the lives of children, young people and families by 2016?

We will reduce the attainment gap between children who are eligible for free school meals and their peers at all ages. This will include:

- attainment at Early Years Foundation stage
- the attainment gap at age 11
- the attainment gap at age 16.

We will aim for continued improvement in the total number of Nottinghamshire learners who achieve 5 or more A*-C grades at GCSE or equivalent (including English & maths)

We will maintain and improve on the relatively high levels of participation in education, employment and training of young people aged 16-18.

We will increase the proportion of our young people who achieve a full level 3 qualification by the age of 19. We will increase the numbers of young people who achieve A level passes, including at the highest A*-B grades.

We will also monitor the progress and attainment of looked after children and will aim to reduce the gap between their average attainment and that of their peers.

What will we do to achieve this?

What we will do	We will do this by	Health and Wellbeing Ambition		
We will deliver on the commitment to devolve funding for the support of pupils with emotional and behavioural difficulties to local School Behaviour and Attendance Partnerships	April 2016	✓		✓
We will work in partnership with schools and other organisations to close the gap in educational attainment between disadvantaged children and young people and their peers, delivering actions within our Closing the Gap Strategy	April 2016	✓	✓	
We will identify how partner organisations can contribute to closing the gap in educational attainment, by improving the health and wellbeing of children and young people so that they are able to fulfil their educational potential	April 2016	✓		✓
We will raise the educational achievements and aspirations of looked after children and young people, by providing support and monitoring to the schools that they attend	April 2016		✓	✓
We will raise the educational achievements of children and young people with disabilities and special educational needs, by developing more coordinated support and early help services	April 2016	✓	✓	✓

Lead responsibility for this work

- Individual schools and colleges
- Local School Behaviour and Attendance Partnerships
- Nottinghamshire County Council Children, Families and Cultural Services
- Nottinghamshire Early Help Executive

Related Strategies and Plans for Nottinghamshire

- [A Strategy for Closing the Educational Gaps](#)
- [Looked After Children Strategy](#)
- [Integrated Commissioning Strategy: Disabled Children and SEN](#)

3.4 Provide children and young people with the early help support that they need

Why is this important?

Providing early help when families need it is key to improving outcomes for children and young people. It also reduces the likelihood that families will need more costly specialist or statutory services, such as support from Children's Social Care. Early help may involve providing help early in a child's life. It may also be help that is provided early on when an issue emerges, whatever the age of a child or young person.

Early Help Services are provided to children and young people across Nottinghamshire by a range of partner agencies including:

- children's centres
- targeted support services
- health visitors
- school nurses
- Child and Adolescent Mental Health Services
- voluntary sector providers.
- schools, who play a key role in identifying and working with families who may need more support.

To provide effective early help, these organisations need to work together and provide clear pathways of support. This includes early help services working in an integrated way with more specialist services.

What do we know about children and young people in Nottinghamshire?

What the data tells us

In Nottinghamshire, outcomes for children and young people vary across localities and there is an association between poorer health and wellbeing and higher levels of social or economic deprivation. The localities where there are higher numbers of families on low incomes are often those where children have more health and wellbeing issues. These can be inter-linked, with many children and young people facing difficulties in several areas of their lives.

To respond to this, our partner organisations will work together to provide integrated early help services to those who need them most. This may mean providing services in particular localities, or for children and young people who are known to be more likely to be disadvantaged.

What children, young people and families tell us

Children, young people or their families have told us that:

- they want to be treated with respect
- they want us to keep their information confidential
- they want staff working with them to be appropriately skilled and experienced

How will we improve the lives of children, young people and families by 2016?

We want children and young people to receive the early help support they need to be safe, healthy and thriving.

We will monitor our progress across a range of key outcomes measures that indicate whether children and young people are safe, healthy and achieving their potential.

We aim to achieve:

- fewer children in need of protection
- fewer first time entrants to the Youth Justice system aged 10-17
- reduced absence in primary, secondary and special schools
- more children aged 0-4 living in low income areas who are supported by children's centres.

Outcomes measures for educational attainment and health also indicate how effective we are in providing early help. These include:

- the educational attainment gap between those learners who are eligible for free school meals and their peers, at all ages
- breastfeeding rates
- the number of children who are of a healthy weight
- the rate of teenage pregnancies.

We will monitor enquiries to the MASH to ensure that they result in appropriate action by Children's Social Care or Early Help Services

In addition, we will introduce a quality measure to show how our early help services are meeting the needs of children, young people and families.

What will we do to achieve this?

What we will do	We will do this by	Health and Wellbeing Ambition		
We will align early help and social care services in localities so that families receive a joined up service	April 2014	✓	✓	✓
We will improve the multi-agency early help offer to children, young people and families simplifying and improving access to services and developing clear pathways into support	March 2014	✓	✓	✓
We will work together to align the services that are commissioned by the Integrated Commissioning Hub with the County Council's early help offer	Oct 2015	✓		✓
We will undertake a rolling programme of needs assessments of key groups of vulnerable children and young people and use this information to inform commissioning priorities	April 2016	✓		
We will review and refresh our family support offer, to establish a consistent approach across the children's workforce	April 2015	✓	✓	✓
We will implement a multi-agency workforce development plan to ensure that we recruit and retain staff who have the necessary skills, knowledge and capacity to meet the needs of vulnerable children or young people and their families	Sept 2014	✓		✓
We will review and refresh our common assessment approach for individual children, young people or families who need integrated early help support	Dec 2014	✓		✓

In addition to the actions described here, we will work together to ensure that the County Council's Multi-Agency Safeguarding Hub (MASH) and early help services are part of an integrated pathway through all our services. This will include bringing together the MASH and the County Council's Early Help Unit. This action is included in our priority to *Work together to keep children safe*.

Lead Responsibility for this work

- Nottinghamshire Early Help Executive
- Nottinghamshire County Council Children, Families and Cultural Services
- Nottinghamshire Integrated Commissioning Hub
- Teenage Pregnancy Integrated Commissioning Group
- Child Poverty Reference Group

Related Strategies and Plans for Nottinghamshire

- [Early Help Development Plan](#)
- [Pathway to Provision](#)
- [A Strategy for Closing the Educational Gaps](#)
- [Integrated Commissioning Strategy for Teenage Pregnancy](#)
- [Child and Family Poverty Strategy](#)

3.5 Deliver integrated services for children and young people with complex needs or disabilities

Why is this important?

Advances in medicine mean that many children with quite significant disability are now surviving much longer than previously, across the spectrum of physical and learning disabilities. This means there is a need to support them and their families to deal with a wide range of complex needs, placing a strain on families and also on services such as health, education and social care.

As a county, Nottinghamshire has tried wherever possible to maintain children and young people in mainstream schools, but this brings its own challenges. Feedback from schools, including special schools, is that the overall number of children with disability is increasing and the number at the higher level of need and complexity is increasing too.

Children and young people with high levels of disability and their families need support to deal with their challenges throughout their childhood and youth, but also as they make the transition to adult services. We need to work together to make sure that there are services that respond to and meet these changing needs. This will mean further changes to how services for children and young people work together and how they work with adult services.

This links to changes in national legislation, which will require agencies such as health, social care and education to work much more closely to support this group of children and young people until they are 25.

Our Integrated Commissioning Hub will take a lead role in delivering an integrated approach to commissioning for health and wellbeing, including the actions identified for this priority.

What do we know about children and young people in Nottinghamshire?

What the data tells us

There is no definitive data that identifies the number of children or young people with disabilities, but there is some data on likely numbers. We know that;

- 1% of Nottinghamshire pupils have a Statement of Special Educational Needs
- in the 2011 Census, there were 5,769 children and young people (aged 0-15 years) with long-term health or disability problems (up from 5,473 in 2001)
- there has been a 70% increase in the number of 0-17 year old Disability Living Allowance claimants between 2002 and 2012 (3,350 in 2002; 5,680 in 2012).

What children, young people and families tell us

Feedback from families consistently identifies the challenge of dealing with a range of professionals, assessments and organisations, adding to the difficulties they already face.

How will we improve the lives of children, young people and families by 2016?

Disabled children and young people and their families will experience services that work more closely together. Assessments and plans will be more coordinated, and will be developed together with families.

We will increase the number of families who have an Education, Health and Care Plan in place, ahead of this becoming a statutory requirement.

What will we do to achieve this?

What we will do	We will do this by	Health and Wellbeing Ambition		
We will establish the 'Education Health and Care Plan' pathway, bringing together the families and agencies for children and young people aged 0-25 with Special Educational Needs and disabilities, so that they have coordinated individual support plans.	Sept 2014		✓	✓
We will implement the recommendations from the Integrated Children and Young People's Community Healthcare Programme report, including: <ul style="list-style-type: none"> ▪ A multi-agency single point of access for information, advice and services ▪ The Integration and networking of services. For example, we will integrate Children's Community Nursing and Special School Nursing Services. 	April 2015	✓	✓	✓
As we develop a new operating model for County Council children's services, we will review the support services to children with disabilities and identify where we can deliver more integrated service provision across children's social care, education support and health commissioning.	April 2015		✓	✓

Lead Responsibility

- Integrated Commissioning Group: Disabled Children and SEN
- Nottinghamshire Integrated Commissioning Hub
- Nottinghamshire County Council Children, Families and Cultural Services

Related Strategies and Plans for Nottinghamshire

- [Integrated Commissioning Strategy: Disabled Children and SEN](#)

4 How we will measure impact for children, young people and families

We will use these outcomes indicators to measure the impact on the lives of children, young people and families. We monitor our progress through our quarterly performance reports.

Priority	Outcome Indicator	Also in Health and Wellbeing Board Local Outcomes Framework	Also in Early Help Impact Reports
Work together to keep children safe	Initial assessments for Children's Social Care carried out within timescales		
	Core assessments for Children's Social Care carried out within timescales		
	Re-referrals to Children's Social Care		
	Children who are subject to a child protection plan for 2 years or more		
	Children becoming the subject of a child protection plan on more than one occasion		
	Percentage of Children's Social Care quality audits assessed as adequate or better		
	Percentage of children adopted placed with their adopters within 21 months of becoming looked after		
	Looked after children with 3 or more placements in any one year		
Provide children and young people with the early help support that they need	The number of contacts made to Children's Social Care		
	Child protection plan rate per 10,000		✓
	Percentage of children aged 0-4 living in low income areas seen at children's centres		✓
	First time entrants to the Youth Justice System aged 10-17 (per 100,000)	✓	✓
	Unauthorised absence in primary, secondary and special schools		✓
	Dependent children in households whose income is below 60% of the national average	✓	✓
	Percentage of children having their needs met by early help services		✓
	Percentage of enquiries to the MASH that result in appropriate action by Children's Social Care or Early Help Services		✓
Close the gap in educational attainment	Early years foundation stage attainment		
	Attainment gap at age 11 between pupils taking free school meals and the rest (<i>during past six years</i>)	✓	✓
	Achievement of 5 or more A*-C grades at GCSE or equivalent (including English & maths)		
	Attainment gap at age 16 between pupils taking free school meals and the rest (<i>during past six years</i>)		✓
	Participation in education, employment and training of young people aged 16-18		
	Percentage of young people aged 16-18 not in education, employment or training (NEET)		✓
	Percentage of young people aged 16-18 whose education, employment or training destination is not known		
	Percentage of young people who have attained a full Level 3 qualification by 19		
Deliver integrated services for children and young people with complex needs or disabilities	The number of families who have an Education, Health and Care Plan in place (prior to it becoming a statutory requirement)		
Improve children and young people's health outcomes through the integrated commissioning of services	Percentage of women smoking at the time of delivery		
	Breastfeeding initiation at the time of delivery		
	Breastfeeding prevalence at 6-8 weeks, including mixed feeding methods	✓	✓
	Hospital admissions caused by unintentional and deliberate injuries in children aged 0 -14 years		
	Excess weight in primary school age children in Reception Year	✓	
	Excess weight in primary school age children in Year 6	✓	
	Under 18 conception rate (per thousand females aged 15-17)	✓	✓
	<i>We will develop a performance indicator for emotional wellbeing as part of the review of the CAMHs pathway</i>		

6 Related documents for Nottinghamshire

These are the key information sources referred to in this Plan.

Health and Wellbeing Strategy for Nottinghamshire

www.nottinghamshire.gov.uk/caring/yourhealth/developing-health-services/health-and-wellbeing-board/strategy

Nottinghamshire Safeguarding Children Board (NSCB) annual reports and business plans

www.nottinghamshire.gov.uk/caring/protecting-and-safeguarding/nscb

Joint Strategic Needs Assessment (JSNA) for Nottinghamshire

www.nottinghamshire.gov.uk/thecouncil/plans/strategydevelopment/joint-strategic-needs-assessment

Nottinghamshire Children's Trust Participation Strategy

www.nottinghamshire.gov.uk/caring/childrenstrust

Equality Impact Assessment for the Nottinghamshire Children, Young People and Families Plan 2014-16

www.nottinghamshire.gov.uk/thecouncil/democracy/equalities/eqia/

Nottinghamshire Pathway to Provision

www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/pathway-to-provision-documents

Nottinghamshire Early Help Development Plan

www.nottinghamshire.gov.uk/caring/childrenstrust/pathway-to-provision/earlyinterventionpreventionstrategy

Nottinghamshire County Council: Looked After Children Strategy

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/lookedafterchildren

Integrated Commissioning Strategy for CAMHS

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/camhsintegratedcommissioning

Integrated Commissioning Strategy for Teenage Pregnancy

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/teenage-pregnancy

Integrated Commissioning Strategy: Disabled Children and SEN

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/disabilitysenintegratedcommissioning

Nottinghamshire County Council: A Strategy for Closing the Educational Gaps

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/closinggaps

Child and Family Poverty Strategy

www.nottinghamshire.gov.uk/caring/childrenstrust/developmentwork/childpoverty

7 Partnerships in Nottinghamshire

The most up-to-date information about the work of Nottinghamshire Children's Trust and other partnerships is available from Nottinghamshire County Council's web-site.

Nottinghamshire Children's Trust

www.nottinghamshire.gov.uk/caring/childrenstrust

Health and Wellbeing Board for Nottinghamshire

www.nottinghamshire.gov.uk/caring/yourhealth/developing-health-services/health-and-wellbeing-board

Nottinghamshire Safeguarding Children Board (NSCB)

REPORT OF THE LEADER**LOCAL GOVERNMENT ASSOCIATION ANNUAL CONFERENCE &
EXHIBITION BOURNEMOUTH 8-10 JULY 2014****Purpose of the Report**

1. To seek approval for the attendance of two members and one officer at the Local Government Association (LGA) Annual Conference & Exhibition, Bournemouth, 8-10 July 2014.

Information and Advice

2. The LGA covers every part of England and Wales, and is the voice of local government. The Local Government Association's annual conference is the largest event in the local government calendar, regularly attracting over 1,200 delegates and keynote speakers from central and local government alike.

Last year the LGA used its annual conference to set out, through its 'Rewiring Public Services' campaign, a range of propositions that will change the relationship for the better between central and local government, and address the financial issues that are providing serious challenges to the sector.

This year's annual conference comes at a pivotal time between the May local elections and the 2015 General Election. The LGA will use this conference as an opportunity to build on the 'Rewiring' work and look to the priorities of whichever government is formed in May 2015. The conference will provide an excellent opportunity for national politicians to hear first-hand the key challenges for the sector, and what needs to be done to address them.

The programme of this year's annual conference will consist of a mix of cross-party political addresses and other significant plenary sessions by key players throughout the local government community, taking in private and voluntary perspectives. There will also be an opportunity to take part in a variety of workshop and fringe sessions.

Other Options Considered

3. No other options considered

Reasons for Recommendation

4. To ensure the County Council's attendance at this years annual conference.

Statutory and Policy Implications

5. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

6. The estimated cost per person for attending the conference is £840.00. The costs for member and officer attendance will be met from the budget for members/staff conference fees within the Policy, Planning and Corporate Services Department.

RECOMMENDATION

That approval be given for the attendance of two members and one officer at the Local Government Association Conference and Exhibition.

COUNCILLOR ALAN RHODES
Leader of the Council

For any enquiries about this report please contact:
Karen Townrow 0115 977 3035

Constitutional Comments (SG 20/02/14)

The Committee is the appropriate body to decide the issues set out in this report.

Financial Comments (SEM 03/02/14)

The financial implications are set out in the report.

Background Paper

Bulletin from the LGA

Electoral Division(s) and Member(s) Affected

All

**REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To review the Committee's work programme for 2014.

Information and Advice

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. Such decisions will be included in the work programme on an annual basis and as specific decisions of interest arise.
5. The Policy Committee will be asked to determine policies, strategies and statutory plans developed or reviewed by other Committees of the Council. Committee Chairmen are invited to advise the Policy Committee of any additional policy reviews that are being considered.

Other Options Considered

6. None.

Reason/s for Recommendation/s

7. To assist the committee in preparing and managing its work programme.

Statutory and Policy Implications

8. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, ways of working, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the Committee's work programme be noted, and consideration be given to any changes which the Committee wishes to make;

Jayne Francis-Ward

Corporate Director, Policy, Planning and Corporate Services

For any enquiries about this report please contact: Matthew Garrard, Team Manager, Policy, Performance and Research T: (0115) 9772892 E: matthew.garrard@nottsc.gov.uk

Constitutional Comments (SLB 30/04/2012)

9. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

Financial Comments (PS 2/5/12)

10. There are no financial implications arising directly from this report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Division(s) and Member(s) Affected

All

POLICY COMMITTEE - WORK PROGRAMME

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>For Decision or Information</u>	<u>Lead Officer</u>	<u>Report Author</u>
2nd April 2014				
Freedom of Information and Data Protection	Annual report and review of freedom of information and data protection performance and processes	Information	Celia Morris	Jo Kirkby
Income Generation through Advertising and Sponsorship	Update report following consideration at Policy Committee on 18 September 2013.	Information	Martin Done	
Workforce Strategy	Implementation Review of Workplace Strategy	Decision	Marje Toward	
Strategic Management Framework Delivery Plan	Approve delivery plan underpinning strategic plan	Decision	Celia Morris	Celia Morris
Legal Settlements	Bi-annual service report to provide an overview of legal settlements reached in the preceding 6 months.	Information	Heather Dickinson	
7th May 2014				
Translation & Interpretation Service provision	Review of the new service provision	Information	Martin Done	
Highways Maintenance Contract	Progress report on the operation of the Highways Maintenance Contract	Information	Andy Warrington	
Improvement Programme – Performance	Quarterly report on the progress of the Council's Improvement Programme.	Information	Jayne Francis-Ward	
4th June 2014				
2nd July 2014				
Review of Complaints	Bi-annual service report to provide an overview of complaints received by the County Council.	Information	Celia Morris	Jo Kirkby
September 2014				
Improvement Programme – Annual Report 2013/14	Annual report of achievements for 2013-14.	Information	Jayne Francis-Ward	
November 2014				
Legal Settlements	Bi-annual service report to provide an overview of legal settlements reached in the preceding 6 months	Information	Heather Dickinson	

Improvement Programme – Performance	Quarterly report on the progress of the Council's Improvement Programme.	Information	Jayne Francis-Ward	
December 2014				
Economic Development Strategy	Progress Report	Information	Celia Morris	
Digital Strategy	Progress Report	Information	Martin Done	
February 2015				
Improvement Programme – Performance	Quarterly report on the progress of the Council's Improvement Programme.	Information	Jayne Francis-Ward	
April 2015				
Economic Prosperity Committee	Annual report on the Economic Prosperity Committee which is a joint committee between the County Council, City Council and Borough/District Councils in Notts.	Information	Jayne Francis-Ward	