



**23rd April 2015**

**Agenda Item: 5**

**Children's Trust Board Sponsor:** Chris Few, Independent Chair,  
Nottinghamshire Safeguarding Children Board

## **NSCB ACCESS TO SERVICES AUDIT**

### **Purpose of the Report**

1. To inform the Children's Trust Board of the NSCB Access to Services Audit and request endorsement of the approach used to measuring and driving improvement in the accessibility of services to young people.

### **Information and Advice**

2. The attached report outlines the process and findings of a multi-agency audit conducted on behalf of the Nottinghamshire Safeguarding Children Board (NSCB). The audit looked at the accessibility of services for young people across NSCB agencies. The 'You're Welcome' criteria, used in the health community, were adapted to carry out the audit.
3. The audit was reported to the NSCB in September 2014. A copy of the report is attached as **Appendix A**
4. Due to the limited number of services involved (six) the findings were not conclusive but there were some positive results. Services are addressing the failings identified by the audit.
5. Whilst it was acknowledged that there were limitations to the applicability of the 'You're Welcome' criteria in services where young people do not (proactively) opt-in to provision it was considered that the framework provided a useful self-assessment tool.
6. The NSCB endorsed the use of the 'You're Welcome' criteria as a benchmark against which accessibility of services by young people should be measured and as a driver for improvement.

### **Recommendations**

1. The Children's Trust Board notes the findings of the NSCB Access to Services Audit.

2. The Children's Trust Board endorses and promotes the adoption of 'You're Welcome' across the Nottinghamshire organisational network as a benchmark against which accessibility of services by young people should be measured and as a driver for improvement.

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**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.

**Appendix A - NSCB Access to Services Audit Report**