

# Agenda

## Children and Families Overview and Scrutiny Panel

**Wednesday, 22 September 2021, 2.00 pm**  
**County Hall, Worcester**

All County Councillors are invited to attend and participate

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## DISCLOSING INTERESTS

There are now 2 types of interests:  
**'Disclosable pecuniary interests'** and **'other disclosable interests'**

### WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3<sup>rd</sup> party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

**NB Your DPIs include the interests of your spouse/partner as well as you**

### WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
  - you must **not participate** and you **must withdraw**.

**NB It is a criminal offence to participate in matters in which you have a DPI**

### WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:  
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

### WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

### DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

### DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
  - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

## **Children and Families Overview and Scrutiny Panel**

### **Wednesday, 22 September 2021, 2.00 pm, County Hall, Worcester**

#### **Membership**

##### **Councillors:**

Cllr Kyle Daisley (Chairman), Cllr Tracey Onslow (Vice Chairman), Cllr Dan Boatright, Cllr David Chambers, Cllr Matt Jenkins, Cllr Steve Mackay, Cllr Jo Monk, Cllr Tony Muir and Cllr David Ross

##### **Co-opted Church Representatives (for education matters)**

Mr T Reid (Church of England)

##### **Parent Governor Representatives (for education matters)**

Mr M Hughes

#### **Agenda**

<b>Item No</b>	<b>Subject</b>	<b>Page No</b>
1	<b>Apologies and Welcome</b>	
2	<b>Declaration of Interest and of any Party Whip</b>	
3	<b>Public Participation</b> Members of the public wishing to take part should notify the Assistant Director for Legal and Governance in writing or by e-mail indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 21 September 2021). Enquiries can be made through the telephone number/e-mail address below.	
4	<b>Confirmation of the Minutes of the Previous Meeting</b> (previously circulated)	
5	<b>Update on 0 -19 Starting Well Services</b>	1 - 18
6	<b>The Continuum of Early Help in Worcestershire</b>	19 - 78
7	<b>Performance and In-Year Budget Monitoring</b>	79 - 100
8	<b>Work Programme 2021-22</b>	101 - 106

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All the above reports and supporting information can be accessed via the Council's website [here](#)

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# **CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY PANEL 22 SEPTEMBER 2021**

## **UPDATE ON 0-19 STARTING WELL SERVICES**

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### **Summary**

1. The Cabinet Member with Responsibility for Health and Wellbeing, the Director of Public Health and representatives from the Herefordshire and Worcestershire Health and Care NHS Trust have been invited to attend the meeting to provide an update on latest developments in relation to the 0-19 Prevention and Early Intervention Service (Starting Well).

### **Background**

2. In May 2019, the Director of Public Health provided the Panel with a report on the Service that was being commissioned. This was followed by a further update to the Panel in February 2020 by the service provider describing the service model and the service commenced 1 April 2020. Unfortunately, due to the Covid-19 pandemic restrictions, the service needed to flex and deliver some aspects differently and highlighted their response in an interim report to the panel in November 2020.

3. At the Panel meeting on 13 November 2020, it was agreed that:

- When evaluating the Henry half term hampers scheme, thought should be given to whether families had the necessary cooking skills in relation to the recipes provided;
- The number of Henry hampers provided in October half term would be provided to the Panel
- In the light of the recent Government announcement that funding would be provided for provision of Free School Meals in school holidays, care should be taken to ensure coordination between different agencies to provide a joined-up response;
- Further thought should be given to developing effective methods of evaluation of community projects in a joined-up way
- The Panel would receive a further update in 12 months including more details on the Council's quarterly performance monitoring processes

4. The Service has continued to flex and adapt the service model during the ongoing Covid response. This is a further update to highlight the activities of the service as they move into recovery phase.

5. A presentation to support this Report is attached at Appendix 1.

## Developing the Service

6. Due to Covid-19, the implementation of the Service has taken longer than planned, however, the Service has had robust recovery plans in place and the whole partnership has been following a 'roadmap to recovery'.

7. District teams - The development of cross-partner District teams are establishing and working well together. There is a Public Health Nurse Team Leader in each district that leads the teams alongside the Community and Parenting Manager for each district. Within these teams are a variety of Practitioners with a range of skills and expertise to support families with children aged 0-19 years.

8. The Trust has established a group of volunteers and peer supporters that support the team. Our volunteers complement the workforce and help us to engage families that have been previously difficult to engage.

9. The "Investing in Volunteers", UK quality standard for good practice in volunteer management, is followed by all partners ensuring good quality support and monitoring of volunteer input.

## Delivery

10. Specialist Public Health Nurses (Health Visitor or School Health Nurse) lead and deliver the Healthy Child Programme (HCP). The HCP is an evidence-based public health programme consisting of assessments at key points for children and young people. Once the assessments are completed, a package of support and opportunities is provided to the family. Many families need universal service provision that ensures they have the information and support to access services that communities provide for themselves, and that they are also supported by professionals at key times.

11. The Starting Well Specialist Public Health Nurse (Health Visitor or School Health Nurse) may allocate work to the wider team e.g., Parent Support Worker for parenting strategies, Community Nursery Nurse for sleep or weaning advice, Health Care Support Worker for healthy eating as a teenager or a Community Health Connector who can signpost to local groups/ organisations, supply information about free childcare in their community.

12. These teams have been delivering services by virtual platforms during the Covid-19 pandemic. Face to face contacts have now increased and are now usually the normal way of engaging with families. The Trust has listened to feedback from families and other stakeholders who have helped shape the current service delivery model. The Service will continue to offer a blended approach including offering some virtual delivery sessions. Examples of this are Breastfeeding Support sessions, Parenting sessions and some Looked after Children health assessments.

13. The partnership services are delivered within family homes, health clinics, Family Hubs (formally Children Centres), libraries, community venues. and schools will also be re-establishing their health services.

14. The Service has implemented Health Visiting bookable clinics within the Family Hubs, opportunities for families to self-weigh their babies within the hubs, virtual

Introduction to solid food sessions, virtual post-natal groups for those parents who had become isolated during covid and then continued to meet for pram walks in the parks etc. The Starting Well service together with Early Years settings have piloted the integrated 2-year reviews within Redditch and have now rolled these out across the County.

15. The pilot of the School Screener was completed earlier this year. Audio screening has continued for reception aged children and all safeguarding work has also continued. It should be noted there has been a significant increase recently in safeguarding referrals to the team.

16. The School Health Nursing Team have continued working alongside the Public Health Local Outbreak Response Team to provide a Covid Support telephone and email helpline for early years settings including nurseries and child minders and schools. This has been used to provide advice and guidance on safe and effective ways of working during the COVID-19 Pandemic.

17. Throughout this period, the Starting Well Partnership service has continued to experience workforce challenges. There is a nationally recognised shortage of registered Public Health Nurses and as a result there are plans in place to support additional training places locally to develop and grow our own workforce.

### **Supporting District needs**

18. A district profile is being developed which will be linked to health outcomes (e.g., smoking during pregnancy in Wyre Forest, school readiness in Redditch and the impact of rurality in some areas of the county and families ability to access provision). These will also encompass the Key Performance Indicator's for the Starting Well contract. From this profile a District Action Plan will be developed and the District Starting Well teams will work with other agencies to overcome challenges and barriers to meet the outcomes.

19. The Starting Well partnership including different organisations has facilitated many positive examples illustrating the benefits to families. For example, Action for Children's previous work with young people who identify as Transgender, have enabled them to develop and deliver two groups which run separately monthly and are open to all young people across Worcestershire:

- Trancakes – is a group for young people who identify as Transgender or gender questioning. This virtual group runs monthly, providing a safe space for young people to meet in an informal setting. Anticipated outcomes include young people feel more confident, know where to access support and to provide a support network for each other.
- Safe Space – is a monthly, virtual group, for parents and carers of young people identifying as transgender or gender questioning. It provides parents and carers an opportunity to talk about issues they may be experiencing. Anticipated outcomes include parents and carers develop additional communication skills to support their children, develop their own support network and know where to access further advice and guidance more effectively. The groups will meet face to face throughout the year for additional sessions/activities.

## Hampers for families

20. There were 295 food hampers provided in October half term.

21. Evaluation of the food hampers scheme was carried out and when families were asked how easy they found the recipes to follow, 99% said it was very easy. When families were asked if they would cook any of the recipes again 100% said they would and the main 3 meals they would cook again were cottage pie, spaghetti bolognese and the chicken stir fry. Comments from families can be seen below:

“thank you for putting us forward for the food hamper. I did not realise we’d get so much. Looking forward to trying the new recipes, it’s going to help us a lot with xxx losing his job”

“xxx (partner) tried to cook the tuna pasta bake, he said it was easy to follow the recipes and he never cooks!!”

“the kids have really enjoyed trying new recipes and not the same boring stuff. The stir fry went down well with xxx (eldest child) “

“it’s going to be a big help, especially this time of year, and we have had a really awful couple of years”

“yes please, I would love a hamper – it’s like winning the lottery”

22. The Community Health Connectors continue to work closely with partner agencies delivering the Ready Steady Worcs project to ensure coordination for future food hamper schemes. The evaluation tool used was different in each district. Going forward the Starting Well Service is planning to implement Community Outcome Star which is an evidenced based evaluation tool focused on measuring community outcomes. This will help to monitor progress and ensure consistency moving forward across the Districts.

## Information for families

23. The Service has developed a new website and social media platforms that provide information that parents frequently requested from team members. Some of these topics include sleep issues, support with bullying and information about community groups and activities. Parents are able to self-refer using the online referral form.

24. ChatHealth, a confidential texting service is well established within the service. It is available for all children aged 11-19 years. The Telephone Advice Service (TAS) is also well used by families wanting to talk to a Health Visitor.

## Challenges

25. Young and vulnerable mothers’ uptake for the Health Visiting Intensive Home Visiting provision has seen a reduction over the last year. Feedback has suggested that some young mothers received more support at home during lockdown and as a result have not felt the need for additional professional support. Other mothers

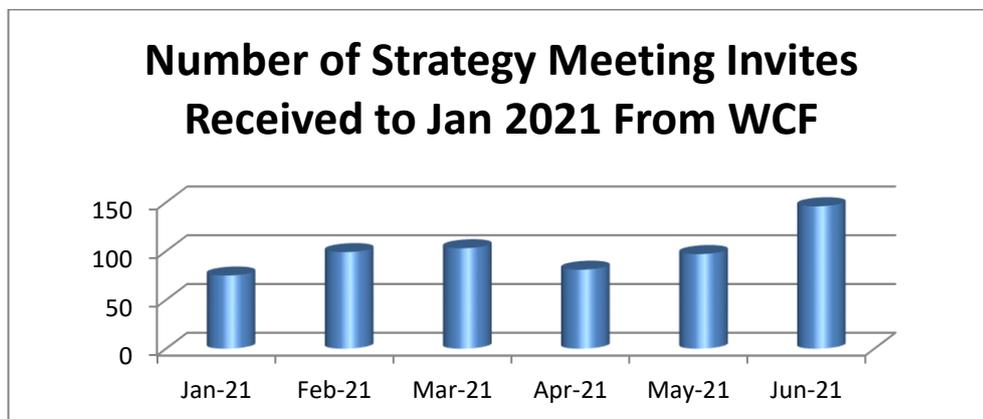
advised they were not interested in the Programme. The service is considering alternative provision to support parents so they can better prepare their children to be ready for nursery and school.

26. A further challenge has been that very few two-year-olds have taken up the offer of the 2-year integrated review between the Health Visiting service and the Early Years settings. Concerns have been raised by some Early Years providers regarding the low uptake of free childcare for 2-year-olds. The service has continued to promote access to free early years provision in response. There is a concern that with children not accessing early years provision will impact on their readiness for school over the coming years.

27. Young people and parents have been affected by the isolation and emotional impacts of Covid. The service has liaised with and referred individuals to other services such as the perinatal mental health team, community groups and low-level wellbeing provision. The school health nurses have continued to promote the use of the ChatHealth service in schools for the children and young people referred to them. Where access to schools has been possible, socially distanced drop-in clinics have been delivered.

28. There has been an increase in safeguarding strategy meetings since schools returned in February 2021 and a significant rise in June which appears to have continued in July as shown in Table 1. An increase in A&E notifications and Looked after Children can also be seen in Table 2 and 3.

**Table 1** shows the increase in safeguarding strategy meetings



**Table 2** shows the increase in the number of A&E notifications

Year	Amount of notifications	comments
2018	37,506	
2019	39,492	
2020	26,702	Covid
2021	19,206	Covid and data <b>as at end July 2021</b> (potential FYE if continues at this rate = 32,924)

**Table 3** shows the numbers of Looked After Worcestershire Children

Date	Number
06/08/2018	824
08/08/2019	816
02/08/2020	816
01/08/2021	882

## **Contract and Performance Management**

29. The Performance of the Starting Well contract is monitored quarterly by the Commercial Team in Worcestershire County Council. This meeting is attended by senior managers from the Trust in addition to the Deputy Director of Public Health and Council representatives to ensure improvement against targets and value for money.

## **Purpose of the Meeting**

30. The Children and Families Overview and Scrutiny Panel is asked to:

- Consider the information in this report, including the impact and limitations on the roll out of the service model due to COVID-19;
- Determine whether it wishes to receive any further information or updates; and
- Agree whether it would wish to make any comments to the Cabinet Member with Responsibility for Health and Wellbeing and the representatives from the Herefordshire and Worcestershire Health and Care NHS Trust.

## **Supporting Information**

Appendix 1 – presentation slides – Starting Well Partnership

## **Contact Points**

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Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

- [Agenda and Minutes of the Children and Families Overview and Scrutiny Panel 10 May 2019](#)
- [Agenda and Minutes of the Children and Families Overview and Scrutiny Panel 14 February 2020](#)
- [Agenda and Minutes of the Children and families Overview and Scrutiny Panel, 13 November 2020](#)

[All agendas and minutes are available on the Council's website here](#)



# Starting Well Partnership

EVERY CONTACT SHAPES A LIFE

Provided by:



In partnership with:



# OUR STARTING WELL TEAM

There is a Public Health Nurse Team Leader in each district that will lead the teams alongside the Community and Parenting Manager for each District.

- Within these teams will be Practitioners with a range of skills and expertise:
  - Health Visitors
  - Parent Support Workers
  - Community Health Connectors
  - Volunteer and Peer Support Co-ordinator
  - School Health Nurses
  - Health and Care Support Workers
  - Community Nursery Nurses
  - Breastfeeding Support Workers
  - Business Support
  - Volunteers and Peer Supporters

## A note about our Volunteers and Peer Supporters

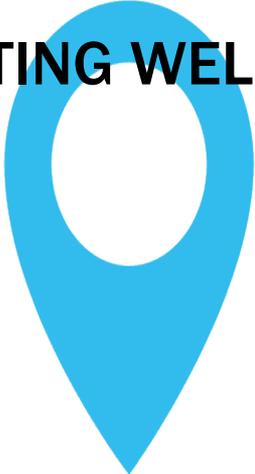
Our volunteers complement the workforce and help us to engage families.

We follow the Investing in Volunteers (IiV) which is the UK quality standard for good practice in volunteer management.

# WHERE WE DELIVER STARTING WELL SERVICES ?



Starting Well Partnership  
EVERY CONTACT SHAPES A LIFE



# SUPPORTING THE NEED OF THE DISTRICTS

- **Each District team will have a district profile linked to health outcomes (e.g. smoking during pregnancy in Wyre Forest, school readiness poor in Redditch)**
- **From this profile a District Action Plan will be developed**
- **District teams are working with partners to overcome challenges and barriers to meet the outcomes**



# THE WORK WE DO...

- The Healthy Child programme consists of evidenced based assessments that take place from birth to leaving school to determine the health, well-being and development of the Child and young person and to support their families.
- Once the assessments are completed a package of support and opportunities are provided to the family. Many families need a universal service provision that sees a Public Health Nurse ensure that families have the information and support to access services that communities provide for themselves, and that they are supported at key times.
- This is overseen by the Specialist Public Health Nurse (Health Visitor or School Health Nurse) and work allocated to the wider team e.g.,
  - Parent Support Worker for parenting strategies,
  - Community Nursery Nurse for sleep or weaning advice,
  - Health Care Support Worker for healthy eating as a teenager,
  - Community Health Connector who can signpost to local groups/ organisations, supply information about free childcare in their community.

# WE'RE A PARTNERSHIP....

Provided by:



Herefordshire and Worcestershire  
Health and Care  
NHS Trust

In partnership with:



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By working as a partnership we have a wealth of experience, ideas and resources coming together to provide enhanced experiences for families. Some examples:

An example of this is:

Action for Children's previous work with young people who identify as Transgender, have enabled them to develop and deliver two groups which run separately on a monthly basis and is open to all Young people across Worcestershire:

Trancakes – a group for young people who identify as Transgender or gender questioning. This virtual group runs monthly, providing a safe space for young people to meet in an informal setting. Outcomes are for young people to feel more confident, know where to access support and to provide a support network for each other.

Safe Space – a monthly, virtual group, for parents and carers of young people identifying as Transgender or gender questioning. It provides parents/carers an opportunity to talk about issues they may be experiencing. Outcomes are for parents to get support to communicate and effectively support their children, develop their own support network and know where to access further support.

The groups will meet face to face throughout the year for additional sessions/activities.



# HEALTH VISITING DURING COVID

- Virtual assessments took place
- All vulnerable families had home visits
- Bookable clinics opened within Family Hubs
- Self weigh clinics opened within Family Hubs
- Introduction to solid food trialled virtually
- Safeguarding work continued
- Safeguarding babies project and actioning parents feedback
- Worked with partners to highlight parents that would benefit from virtual parenting sessions/support
- Highlighted isolated parents and partners facilitated virtual 'post natal groups'
- Breastfeeding support continued
- Telephone Advice Service (TAS) lines increased
- Looked after Children's Health Assessments continued virtually
- Roll out of the integrated 2 year review

# SCHOOL HEALTH NURSING DURING COVID

- Safeguarding work continued
- Vulnerable children and young people continued to be supported
- ChatHealth continued
- Support for parents and young people provided (bedwetting, behaviour, low mood)
- Worked with partners to highlight parents that would benefit from virtual parenting sessions/support
- Looked after Children's Health Assessments continued virtually
- Pilot of the School Screener completed
- Audio screening and clinics provided
- Back to School Project

# CHALLENGES FOR SERVICE IMPLEMENTATION

- National shortage of Specialist Public Health Nurse (Health Visitor and School Health Nurse) - affected recruitment
- Covid working- impact on staff
- Reduced access to children within schools – impact on providing drop-in's and school screener implementation
- Increase in safeguarding
- Emotional impact on young people and parents
  - Links to other agencies such as Perinatal Mental Health team, CAMHS, Community Groups, Reach 4 Well being
- Number of 2 year olds taking up nursery provision –
  - Few numbers to take part in integrated review
  - Concern from Early Years settings providers for sustaining their settings
  - Impact this will have on school readiness

# NEXT STEPS 12 MONTHS

- Lessons learnt from Covid working to develop services – e.g. parental feedback - breastfeeding support for mothers via virtual platforms
- Recruitment campaign for Specialist Public Health Nurses (Health Visitors and School Health Nurses) and training new Specialist Public Health Nurses
- Embedding the School Screener for school aged children
- Embedding new programme of Intensive Home Visiting for young and vulnerable parents.

## **CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY PANEL 22 SEPTEMBER 2021**

### **THE CONTINUUM OF EARLY HELP IN WORCESTERSHIRE**

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#### **Summary**

1. The Cabinet Member with Responsibility for Children and Families, the Director of Education and Early Help, Worcestershire Children First (WCF), the Assistant Director of Family Front Door and Partnerships, (WCF) and the Assistant Director for Communities have been invited to the meeting to update the Panel on developments relating to the continuum of Early Help services in Worcestershire.

#### **Background**

2. It is the duty of all agencies to identify problems and prevent them from escalating where possible. Early Help describes a way of working that identifies problems early; is holistic in understanding how children may be affected and describes some specific services that help to prevent problems getting worse. This report updates Scrutiny on the development of provision, collaboration, and oversight of Early Help in Worcestershire, demonstrating the current and maturing approach to early help and services for children and families in the county.

3. Early help means providing help and support to a child, young person, or their family as soon as it is identified they need additional help and support and is detailed as multi-agency duties within 'Working Together 2018'. This could be at any point in a child or young person's life for example in pregnancy right the way through to their eighteenth birthday. This can be help and support on more than one occasion as we know children's needs change as they grow and develop, there is challenges in their communities and their family circumstances and situations can change too.

4. In Worcestershire it is known that through partnership work families can be helped to access the right help and support at the right time, and at the earliest opportunity. Children and young people can be supported to meet their full potential and try to stop the challenges or difficulties that they are facing from escalating for them and their family.

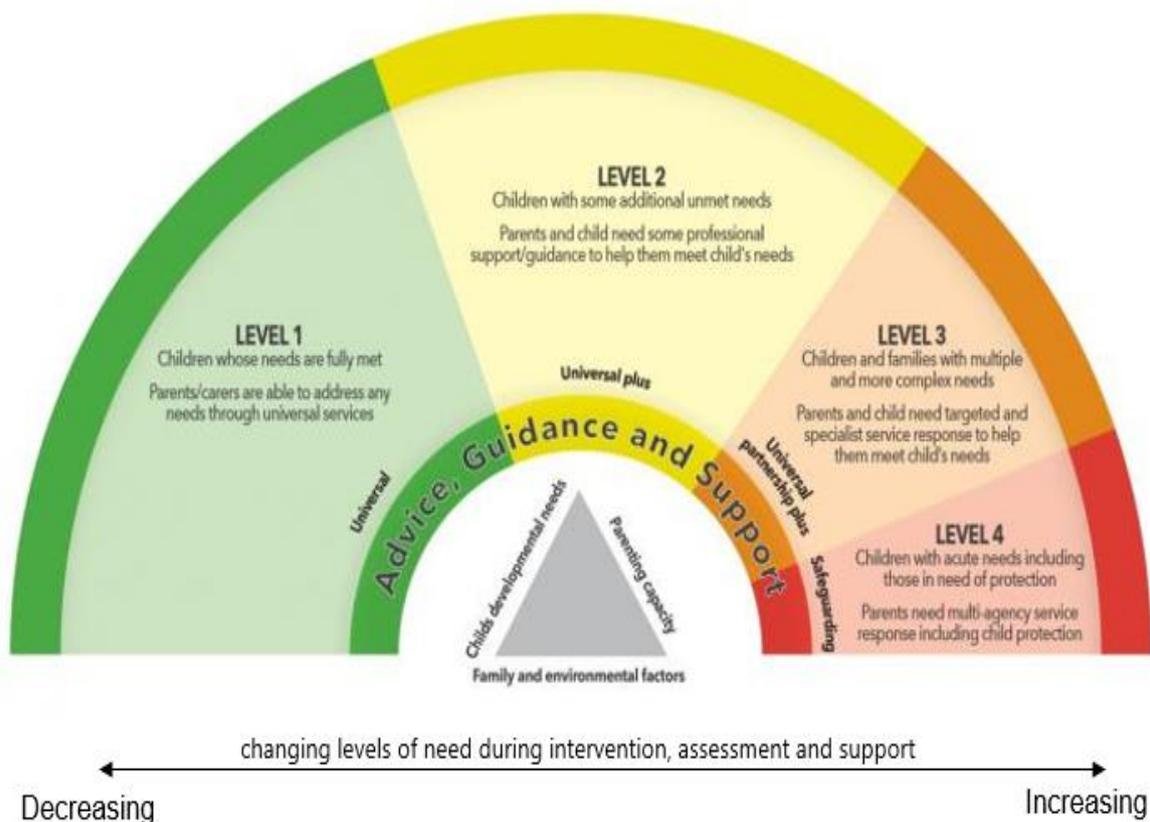
5. A new Worcestershire early help booklet has recently been launched and this is now live on the Early Help website as well as being distributed via partners to share with families. (The leaflet can be found in Appendix 1)

#### **The Early Help Continuum of Need**

6. The provision of Early Help services is a continuum which reflects the levels of need a family may have at the initial point of contact and for the duration of the time they require intervention services. This spans from:

- Level 1 - where children and young people have their needs met through ordinary access to universal services (by themselves or their parents/carers).
- Level 2 – where some additional professional support is required to meet unmet need
- Level 3 – where more intense help and support is required to meet multiple or more complex need, often requiring a coordinated multi-agency response and / or specialist services.
- Level 4 – where there is a need to safeguard vulnerable children / young people through involvement with social care to meet acute needs and provide protection.

7. The graphic below demonstrates these levels, thresholds, and remit of services which this report will further detail:



### Early Help Strategic Partnership

8. The Early Help Partnership (EHP) has been established to ensure a whole systems approach to prevention, early intervention, and early help. The partnership is a sub-group of the Children and Young People's Strategic Partnership (CYPSP) which in turn is a sub-group of the Health & Wellbeing Board (HWB). Governance arrangements are currently under review in all three groups to take into account the development of the Integrated Care System (ICS) and to ensure coordination and oversight across the system. Attending agencies (subject to review) include:

- Worcestershire Children First

- Worcestershire County Council
- Educational Establishments
- Worcestershire Acute Hospitals NHS Trust
- Worcestershire Health & Care NHS Trust
- Herefordshire & Worcestershire Clinical Commissioning Groups
- District Councils
- Worcestershire Safeguarding Children Partnership
- Substance misuse service
- Department for Work & Pensions
- Action for Children/ Barnardo's and Redditch Borough Council – jointly providing 0-19 Starting Well services
- Youth Services

9. The partnership has recently reviewed its focus in response to drivers including COVID-19 recovery. An action plan has been developed to deliver early help and prevention services responding to District level needs which will be the focus of meetings going forward. Experiences of children and families and their views will be a key part of developing effectiveness and collaboration.

10. The Early Help Strategy will be revised and signed off by December 2021. Work on the action plan will drive progress against the Strategy.

## **Family Hubs**

11. The term 'family hub' has been adopted by Government to describe a way of joining up locally to improve access to services, the connections between families, professionals, services providers, and putting relationships at the heart of family help and in doing so takes an early help approach. Hub buildings are supported by virtual offers, with services for families with children of all ages.

12. How services are delivered varies from place to place, but these principles are key to the Family Hub model. In Worcestershire this includes:

- Children's Centres
- Starting Well Hubs
- Here2Help Offer
- Worcestershire Early Help Website

13. Partners are working together to map out these offers and relationships in Worcestershire district to district.

## **Mapping of Worcestershire's Early Help and Family Hub Provision**

14. Provision of local services that provide early help information and support including family hubs are being mapped. Examples of these are shown in Appendices 2 to 8 demonstrating an overview of county provision and district maps for Bromsgrove, Kidderminster, Malvern, Redditch, Worcester, and Wychavon. These maps are not exhaustive of all community early help and will develop to become interactive and a tool for the public to identify services available locally.

15. In April 2021, the Worcestershire Early Help website was updated and streamlined to make information clearer and more accessible to families through the creation of a virtual family hub section. This pulls together lots of helpful resources and services for families to access. The focus of this is on the need of the child/young person and their family, advising the services available to meet that need. Feedback received from families has been very positive and the digital reporting on these pages shows the need for information to be available digitally for families and well as physically.

16. We will continue to collaborate across WCF, the County Council and with partners to develop the family hub offer further which gives children, young people, and their families the opportunities to access help and support from a whole range of different services in different ways. This could be online, via the telephone or face to face. The online Family Hub page is live, and details help and support that can be accessed directly by families ([The Family Hub | Worcestershire County Council](#)).

## **0-19 Starting Well**

17. The Starting Well Services are delivered by Herefordshire and Worcestershire Health and Care NHS Trust in partnership with Action for Children, Barnardo's, and Redditch Borough Council. The Services are provided for children and young people aged 0 to 19 years of age and their families across the 6 Districts in Worcestershire by teams of Health Visitors, School Nurses, Parenting Support Workers, Community Health Connectors and Peer Supporters.

18. The services provide universal health and development reviews at key points and additional packages of support where needed; infant feeding support; parenting support programmes and a range of peer support/groups. As well as home visiting, the services, support, advice and clinics are delivered from Family Hubs, community spaces, schools and GP surgeries.

19. More details of the service offer can be found on the Starting Well website [www.startingwellworcs.nhs.uk](http://www.startingwellworcs.nhs.uk) and is detailed in the Starting Well Partnership report also presented to this meeting.

## **Children's Centres**

20. The budget for Children's Centres sits within WCF and totals £0.25m per annum.

21. The Panel will note that updates have been provided previously to describe the use of children centre buildings for the provision of early childhood services. There has been continued collaboration from 2016 to optimise children's centres for the provision of services including further transfers agreed by Cabinet of centres on school sites to be school led provision for early childhood and family service including The Grove Primary School Malvern, Abbey Park First and Middle School and Bewdley Primary School. Appendices 2 to 8 show the location and use of children centre buildings.

22. As described earlier, the 0-19 Starting Well service is currently leasing 9 of these buildings for the delivery of community services. This arrangement has been a development of the Starting Well service to integrate and optimise service delivery points.

23. As was the part of the original intention of children's centres, early years education and childcare delivery remains a key element of use of these buildings. There are 21 children's centres used for early years provision and 2 children centres used for early childhood provision (linked to wider services), that meets the Council's duty to provide a sufficiency of childcare and early education places.

24. In addition, where appropriate we have taken opportunities to co-locate children's social work services with other provision at children's centres. This supports locality working and relationships between staff and organisations but importantly is an inclusive way of working with families.

25. One Children's Centre building is currently not operational for services: Bluebell Wood Children's Centre in Worcester. A recommendation had been made previously for the school (Perry Wood Primary and Nursery Academy School) to take on the lease of the building however, the school have not been able to confirm financial commitment to the running of the building. Currently discussions have resumed with the Acute Trust for delivery of a Maternity Hub from this site that would meet community need, be sustainable and offer opportunities for new parents to engage with other family services. Due process will be followed for any arrangements that may be required to bring services into place.

26. WCF and the County Council colleagues work together on a programme of monitoring and oversight that continues to work towards optimising these assets as part of the wider early help, early education and care and family hub offer.

## Here2Help

27. Here2Help aimed to support all Worcestershire residents in need through the COVID-19 pandemic through the physical provision of food parcels and medication collections to shielding and isolating members of the public through the coordination of deployed staff and volunteers:

- Free school meals vouchers were allocated through schools and on average have supported 11,446 families throughout the school holidays.
- Act on Energy are a charitable company set up to help individuals and households to manage their household energy needs. This support can range from helping to pay fuel bills through to boiler servicing / replacements. From Feb – July 2021 there have been over 220 households supported. This number is expected to double as we enter the autumn and winter.
- Funding administered through Here2Help has focused on issuing emergency food parcels (c.116 parcels issued), covering additional staffing costs and free meal vouchers (190 Edenred food Vouchers and 55 supermarket food vouchers) for those households in need of food support.
- Grants have also been issued to foodbanks and volunteer centres to help manage stocks and supplies.

28. Due to the success of the Scheme, Here2Help is now being evolved to offer advice, support, and help on a wide range of services across Worcestershire – another part of Early Help for Worcestershire families. A full update from Here2Help has been provided in Appendix 9 with more information on Here2Help via dedicated website ([Here2Help Coronavirus \(COVID-19\) | Worcestershire County Council](#))

## **Integrated Well Being Offer (IWO)**

29. Worcestershire's Integrated Wellbeing Offer (IWO) will empower people to live well, by addressing the factors that influence their health and wellbeing and building their capability to be independent, resilient and maintain good wellbeing for themselves and those around them. It will move beyond focusing on single issues and take a holistic and person-centred approach, addressing the psychosocial determinants of health behaviour. It will augment the collective response to early intervention and prevention to meet people's needs across the life course, improve health and wellbeing and address inequalities.

30. Work to develop and implement the IWO is led by a multi-agency steering group composed of partners from across the County Council, District Councils, NHS and Voluntary Sector. The group is co-chaired by the Director of Public Health and a voluntary sector representative. The steering group considers system wide developments and interdependencies and identifies opportunities to create a whole system approach.

## **Worcestershire Children First Early Help Family Support**

31. Up until April 2021 Worcestershire Children's First had both a Targeted Family Support service (TFS) which worked with children 0-18 years across the county and who were identified as having level 3 needs and an Early Intervention Family Support service (EIFS) which was a mixture of WCF staff and commissioned services. The EIFS service had different routes of access and only worked with children aged from 5 – 13 years old and identified as having a level 2 need.

32. This approach to delivering family support to children and young people was not helpful for families and caused confusion for professionals. Therefore, when able to Worcestershire Children First reviewed this provision and restructured its internal early help family support service. The budget for the service remained as at before the restructure - £3.07m per annum

33. As of April 2021, the Targeted Family Support, and the Early intervention Family Support service both ceased and merged to become Worcestershire Children's First, Early Help Family Support service. This service now works with all children and families aged 0-18 years who need a Family Support worker to help them create changes and address needs at both level 3 and level 2 needs as per our Worcestershire levels of need guidance ([Early help guidance for professionals | Worcestershire County Council](#)).

34. The Early Help service was previously split across two service areas within Worcestershire Children First, but this merge has created one service and is part of Children's Social Care.

35. There are six district teams: Wyre Forest, Bromsgrove, Worcester, Malvern, Redditch, and Wychavon who all work with partner agencies in their local area to deliver an early help offer to children and young people. Children over the age of 13 years old can make a request and so can their parents and carers either by the online form or by calling their local team directly.

36. The Worcestershire County Council website page has been updated to provide families with information and the direct contact numbers for their local teams: ([Early Help Family Support District Teams | Early Help Family Support District Teams | Worcestershire County Council](#))

37. The Teams will complete both Early Help assessments and family plans or provide immediate virtual intervention directly to the family. The new Intervention model came into practice in September 2020 following learning from Covid whereby families needed an immediate response to the challenges they were facing and that the support they required at that moment in time was direct family support help and advice that did not require a multi-agency approach but could be safety and appropriately delivered remotely up to a 6-week period. It was recognised that families were at home and worried about Covid but were facing new challenges and their usual support systems were no longer available to them or sufficient, but this approach was a positive and timely response for them and their family.

38. In July 2021 OFSTED completed a focused visit under their ILACS inspection framework. The formal letter was published 23 August 2021 and commented.

*“The local authority has made strong progress in improving the quality of practise for children and families in receipt of services at its family front door since the inspection in June 2019. Leaders have established a positive culture of commitment to continuous improvement across the service area. The early help partnership is now well engaged with the delivery of services, and most schools in Worcestershire have an early help offer, bespoke to the needs of their community”.*

*“Children and families assessed as not requiring a statutory social work response by the family front door are stepped down to early help services or signposted appropriately, ensuring a timely and proportionate response. Most children who need early help support receive a service that is multi-agency, reflective and responsive to Childrens needs. Children benefit from creative direct work and the voice of the child is considered in early help assessments”.*

*“Leaders have developed seamless referral and transitional arrangements to ensure that children and families experience minimal delay within the front door so that children gain the right service at the right time”.*

## **COVID-19 Early Help Response delivered by Worcestershire Children First with Partners**

39. During the Covid pandemic Worcestershire Children First have through their Early Help offer worked with partners on the Back 2 School project which was aimed at supporting families on managing anxieties around Covid and the return to school. Grant funding totalling £0.04m was spent on this project.

40. Similarly, the Safeguarding Babies initiative focused on parents who had a new-born child during the pandemic with WCF making contact with families ensuring that they knew what Early help support was in place for them and their babies.

41. Ready Steady Worcestershire was launched with various social media campaigns raising awareness of local support for children, young people, and their families. This evolved and developed into Worcestershire's awarded Holiday Activities and Food provision including term holiday activity programmes, food, period poverty, advice on energy bills, and money alongside the Here2Help offer (see below). The successes and information on current and future programmes can be found on the dedicated website ([Ready Steady Worcestershire - school holiday food and activities | Worcestershire County Council](#))

## **Early Help in Schools and Settings**

42. As part of education duties to promote the welfare of children and keep them safe, schools have an important role in understanding early help needs, acting as a single agency with the family to understand and support and then seeking involvement from other relevant services and partners if needs cannot be met by the school alone. The education safeguarding network of schools with support from the education safeguarding team and early help partnership services of WCF (total budgets £0.27m per annum) have focussed in the last 2 years on each school understanding, developing, using, and promoting an early help offer for their school. Most state funded schools in Worcestershire have developed their understanding, use and promotion of an early help offer and display this for parents to access on the school website. This was recognised by Ofsted in the recent focused visit under the ILAC's framework.

43. The impact of a proactive early help approach in school helps to engage families early and problem solve together, can help families to help themselves, involves community services and can assist with improving absence, preventing exclusion, improve engagement with learning for both child, young person and their parents and impact on behaviour both at home and school.

44. The annual audit of schools safeguarding practices that is currently being completed by schools for 2021 and is administered and collated by WCF education safeguarding team asks detailed questions about needs and support at an early help level in schools. This annual audit provides helpful assessment for school leadership and management to assess effectiveness and development needs along with the providing valuable information at school level for the Worcestershire Safeguarding Partnership on early activity and inform training and development offer for schools through the education safeguarding network. One of the WCF education safeguarding business plan priorities for this year is to engage more early settings in developing their early help offer. This has already seen a positive uptake of engagement through an increase in settings joining the safeguarding network development sessions.

## SEND and Early Help

45. Early Help information, support and services are also there to assist children and families who have special educational needs and disabilities (SEND), as part of the annual £3.5m budget for SEND services in WCF. This may be through school or early years setting or health support or accessing an activity or assistance. The Local Offer ([SEND Local Offer | Worcestershire County Council](#)) shows families and professionals what is available and how to access information, advice and guidance.

## Youth Work and Positive Activities

46. Worcestershire County Council commissions a variety of “Positive Activities for Young People” which provides mainly open access youth provision and activities for young people across the county.

47. It is a universally accessible offer available to any young person aged 13-19 (or up to 24 for those with a learning difficulty). The offer for young people varies from place to place across the county and is provided by a number of organisations. In most Districts there is additional work directed at young people who might be at risk of being socially excluded as a result of their behaviour, educational needs, disability, or vulnerability, for instance.

48. District information on the County Council’s commissioned providers can be seen in the table below. These organisations and others deliver positive activities and youth work funded from other organisations including the PCC, District Councils, community safety partnerships and the National Lottery. All youth provision is currently being mapped and will be added to the Early Help maps.

District	Service
Bromsgrove	Woodrush Youth & Community Centre; YMCA Worcestershire
Malvern Hills	Malvern Cube; Upton Youth Forum; Positive Youth (Tenbury)
Redditch	Redditch Borough Council Consortium (including Redditch Skate & BMX Park, Arrow Vale Youth, Redditch Youth & Community Enterprise, What’s Your Point, YMCA Worcestershire, Your Ideas, Redditch Self-Defence, Up Foundation)
Worcester City	Worcester Community Trust
Wychavon	Droitwich Action for Future Youth (DAFFY); Ourside Youth Association (Evesham); Pershore Riverside Centre; You Turn Centre (Evesham); Wychavon District Council (Mobile Youth Bus)
Wyre Forest	Kidderminster District Youth Trust; Youth Direxions (Stourport)

## GET SAFE

49. GET SAFE is Worcestershire's approach to identifying, preventing, and tackling criminal exploitation of children and young people. This is a multi-disciplinary partnership approach across the county and addresses all level of needs for children and young people, with an annual budget of £0.37m. This has an Early Help preventative approach, and the partnership provides not only website information, targeted campaigns, training, activities for young people but also preventative and early interventions services.

50. There is currently a plan to bring into practice within Worcestershire the "Steer Clear" work which is a multi-disciplinary preventative approach to tackling knife and weapon carrying with children and young people. There is also a new piece of work in development with young people aimed at preventative work and building support systems for young people aged 16 plus who vulnerable to criminal exploitation.

51. More information on GET SAFE can be found on the dedicated website: ([Get Safe - keeping children and young people safe from criminal exploitation | Worcestershire County Council](#)).

## Purpose of the Meeting

52. The Panel is asked to:

- Consider the information in the report and comment on the update provided,
- Determine whether any further information or scrutiny on a particular topic is required and
- Agree whether it would wish to make any comments to the Cabinet Member with Responsibility for Children and Families

## Supporting Information

Appendix 1 - Early Help in Worcestershire Booklet

Appendix 2 GIS Map Early Help Worcestershire\*

Appendix 3 GIS Map Early Help Bromsgrove\*

Appendix 4 GIS Map Early Help Kidderminster\*

Appendix 5 GIS Map Early Help Malvern\*

Appendix 6 GIS Map Early Help Redditch\*

Appendix 7 GIS Map Early Help Worcester\*

Appendix 8 GIS Map Early Help Wychavon\*

Appendix 9 Here2Help Update September 2021

*\*please note that the scale maps in Appendices 2-8 may not identify all locations of provision and are being developed to include wider community provision. A red outline to a marker demonstrated on the maps indicates the children's centre or 'Ready Steady Worcestershire' (RSW) offer is located in the bottom 30% of areas using Worcestershire 2019 deprivation data.*

## Contact Points

Alyson Grice/Alison Spall, Overview and Scrutiny Officers Tel: 01905 844962/846607

Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Director for Education and Early Help, Worcestershire Children First) the following are the background papers relating to the subject matter of this report:

Agendas and Minutes of the Children and Families Overview and Scrutiny Panel:  
7 February, 14 September 2018; 11 January, 10 May 2019; 14 February 17 July, 13  
November 2020.

[Children and Families O&S Panel agendas and minutes are available on the Council's website here.](#)

[All agendas and minutes are available on the Council's website here.](#)

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# EARLY HELP IN WORCESTERSHIRE - SUPPORT FOR FAMILIES

Find out more online:  
[www.worcestershire.gov.uk/earlyhelp](http://www.worcestershire.gov.uk/earlyhelp)

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## WHAT IS EARLY HELP IN WORCESTERSHIRE?

Early help means providing advice, help or support where we identify there is a specific need or difficulty within a family. As professionals we work alongside a child, young person and their family / carers to address the challenges they are experiencing, helping them to access the support and make any changes needed. This could be at any point in a child's life, from birth to 18 years old and on more than one occasion, as we know children and young people are always growing and developing their needs change, as well as the needs of their families and carers. Early help is about supporting children and young people when there is a challenge in their lives or that of their families as soon as possible.

For more information about Early help in Worcestershire and services and support that may assist you visit our website:

[www.worcestershire.gov.uk/info/20642/early\\_help\\_family\\_support](http://www.worcestershire.gov.uk/info/20642/early_help_family_support)

These are some of our Early help services and support available across the county for families.

Each section identifies the name of the service, the lead organisation, what the service provides, who it is appropriate for, how it can be accessed and the relevant contact information.

## SERVICES:

- Starting Well Partnership
- Early Years
- Youth Groups and Positive Activities
- Young Carers
- Families First
- Housing Support
- Maternity Services
- Emotional Wellbeing and Mental Health Services for Children and Young People
- Worcestershire Children First, Early Help family Support service
- Sexual Health Services for Young People
- Drug and Alcohol Support
- Support in Schools for Vulnerable Learners
- Support in Schools for Children with Special Education Needs / Disabilities (SEND)
- Information and Support for Children with SEND
- SEND Local Offer
- Short Breaks for Children with Disabilities
- Support for Families Experiencing Domestic Abuse



## What is the service called?

The Starting Well Partnership

## Who is it delivered by?

Worcestershire Health and Care NHS Trust have partnered with Action for Children, Barnardo's and Redditch Borough Council to deliver this service.

## Who is it appropriate for?

The Service encompasses Public Health Nursing, Parenting provision and Community capacity building for children and young people aged 0 to 19 years of age and families across the 6 Districts in Worcestershire.

The service will enhance the support available to children, young people and families across the county, providing help during antenatal, post birth, the early years' stages, and throughout school life and will be delivered across health building, community venues, including schools and Family Hubs (previously known as Children's Centres) in each of our local districts. The partnership will offer family and parenting groups supporting all aspects of physical and mental wellbeing for children, young people and their families.

## What do they deliver?

The service offer includes a Starting Well website [www.startingwellworcs.nhs.uk](http://www.startingwellworcs.nhs.uk)

## Starting Well Partnership services for 0-4 years

Follows the 'Healthy Child Programme' which is delivered universally throughout the country and includes all the developmental reviews for children:

**Antenatal visit: 28-32 weeks pregnant.** A Health Visitor will help you prepare for parenthood and is someone you can talk to about how you are feeling. This visit will be offered to all first time parents and to other families if required.

**10-14 days after birth.** You can talk with the Health Visitor about how your new baby is settling in and you can ask questions regarding any aspect of their care including feeding issues and immunisations. You can also talk about how you are feeling. The Health Visitor will also be able to advise on support and activities in your local area.

**Six to eight weeks after the birth.** You can talk to your Health Visitor about how you and your new family are doing. There will be an opportunity to talk about immunisations which start at 8 weeks and how you are feeling emotionally and physically.

**9-12 months Ages and Stages developmental review.** This is also an opportunity to discuss your child's general health and wellbeing. If you are interested, someone in the Starting Well team can also put you in touch with local baby groups, Family Hub or activities in your area.

**2-2½ years Ages and Stages developmental review. This is an opportunity to discuss your child's development** and general health and wellbeing including speech and language development, toilet training and behaviour.

## Breastfeeding

Breastfeeding support workers work alongside Health Visitors and Breastfeeding Peer Supporters in order to provide an additional tier of support and information for Mums who choose to breastfeed their baby.



## Starting Well Plus

This is a service for first-time parents in Worcestershire aged 25 and under. The Starting Well Plus intense home visiting service is prioritised for the youngest and those who have identified needs.

Health Visitors delivering Starting Well Plus offer intensive home visiting support for first-time young parents and aims to provide information and support around topics such as preparation for parenthood and being a positive parent, attachment, healthy living, child development & behaviour, relationships, coping strategies, life course development, housing & finances etc.

Parents who are on the Starting Well Plus programme will be offered:

- During Pregnancy: 5 Antenatal visits
- During Infancy: Minimum of 7 visits (10-14days, 3-4weeks, 5-6 weeks, 6-8 weeks, 3-4months, 6-7months & 10-12months)
- During Toddlerhood: Minimum of 3 visits (18months, 2years and 2.5years)

Local Midwifery teams highlight all eligible parents-to-be, however any professional can notify the service of individuals who might be eligible and young people themselves are welcome to request the programme. Places are dependent on need and capacity. Notifications and further information can be made by emailing: [whcnhs.startingwellplus@nhs.net](mailto:whcnhs.startingwellplus@nhs.net)

## Telephone Advisory Service

This is for parents who have children under the age of 5 seeking advice on their child's health and development. This is manned by a Starting Well Practitioner between the hours of 8am – 4pm Monday to Friday.

**Cal: 0300 123 9551**

## Drop-In

The Partnership provides a variety of drop-ins across the county which includes breastfeeding support and child health clinics. For more information on these please visit <https://www.startingwellworcs.nhs.uk/family-hubs>

## Starting Well Partnership services for 5-19 years

The School Health Nursing service provides support to all school age children aged 5-19 years across the County. All Schools have a named School Health Nurse who works very closely with the school to ensure the health needs of individuals are addressed and to develop Health Improvement Plans, which ensures a targeted approach to the specific needs of a defined population.

This follows the 'Healthy Child Programme' which is delivered universally throughout the country and includes all the Health Reviews at key stages via a digital approach during school life. These core contacts are:

- School entry - Parents complete Health Reviews by accessing an online portal. Parents will receive a report on their child/children and any public health information as required.
- Young People in Years 6 and 9 will complete their own digital health review, receive a report and may be seen within school by a School Health Nurse for further support.

## National Childhood Measurement Programme (NCMP) & Hearing Screening

School Health offer to weigh and measure all children in Reception and Year 6 as part of the NCMP. Parents/carers receive written feedback and offered weight management advice and support if required. Additionally, all children in Reception are offered hearing screening within school and referral to Audiology clinic for further assessment if appropriate.



## School drop –ins

Time 4 U Drop-in sessions are offered within most High Schools to meet the health needs of children and young people, these can be carried out face to face within the school or using a safe digital platform called WebEx.

## Chat Health

A confidential texting service known as 'Chat Health' is available to all young people age 11-19 years. A School Health Nurse will be available between 9am and 4pm to offer support on any issues e.g. sexual health, bullying, friendships, low mood etc. There is no need for the young person to disclose their name if they do not wish. This can be accessed by texting 07507331750.

## Community Health Connectors

Our team of Community Health Connectors help to link families with children aged 0-19 years, to opportunities and appropriate support within their local area for example:

- To provide info, advice and activities/events which support the Healthy Child Programme (eg: Obesity, dental health, Post Natal Depression, bullying etc) together with appropriate partner agencies
- To identify gaps in provision in local area and to work with partner agencies to develop an approach to meet these needs.
- To develop the capacity of the local community to provide their own support networks. This could include volunteering and Peer Support opportunities; our Volunteer Co-ordinator would support those wanting to undertake this. Contact: <https://www.startingwellworcs.nhs.uk/contactus>

## Parenting

All parents/carers can access some form of parenting support whether that is through an online course or group. The Starting Well Partnership delivers evidence-based Parenting Programmes and support groups to improve parenting capacity.

These programmes include those that are specific to parents of children with special educational needs and/or disabilities.

Volunteers are recruited to support parenting and universal groups and also help local support groups to become sustainable. These include Stay and Play groups and parent carer support groups for those with special educational needs and/or disabilities.

For more information on the parenting provision <https://www.startingwellworcs.nhs.uk/parenting-groups>

## Referral and contact information

Full details of the Starting Well Partnership service can be found at <https://www.startingwellworcs.nhs.uk/home> including contact details for each element of the service.

Parents and partner agencies can request parent group support by visiting <https://www.startingwellworcs.nhs.uk/request-support>



## What is the service called?

Early Years and Childcare service including Early Years Improvement, Early Years Inclusion and Nursery Education Funding team (NEF team).

## Who is it delivered by?

Various childcare providers including nurseries, pre-schools, out of school and childminders. Worcestershire Children First (WCF) deliver the Early Years' service including the NEF team.

## Who is it appropriate for?

All three- and four-year olds are entitled to 15 hours of free childcare a week. Since September 2017, some three- and four-year olds could receive an extra 15 hours a week (30 hours in total). Some two-year olds may also be eligible to receive up to 15 hours of free childcare per week, depending on if the household is in receipt of certain benefits or if the child has a special educational need and/or disability. Childcare settings can get advice and support from the Early Years' service.

## What do they deliver?

Worcestershire Children First's Early Years team work with early years and childcare settings in Worcestershire to ensure all children access high quality early years education and care to support individual children to achieve their maximum potential in learning and development. Teams work alongside settings delivering training and support as well as ensuring they are encouraging parents to take up two, three and four-year-old funding.

## Referral and contact information

Early Years support, including funded places, is delivered through a number of providers including nurseries, preschools and childminders. More information about the Early Years' service can be found on the Worcestershire Children First educational services website at <https://www.worcestershire.gov.uk/WCFEducationServices/info/15/early-years-1>

Information, advice and a childcare search is available at: [www.worcestershire.gov.uk/childcare](http://www.worcestershire.gov.uk/childcare).

Funding and free childcare information is available at: [www.worcestershire.gov.uk/freechildcare](http://www.worcestershire.gov.uk/freechildcare).



## What is the service called?

“Positive Activities for Young People” is the name of the commissioned service, providing youth work to young people across the county.

## Who is it appropriate for?

It is a universally accessible offer available to any young person aged 13-19 (or up to 24 for those with a learning difficulty). The offer for young people varies from place to place across the county, but in most places there is additional work directed at young people who might be at risk of being socially excluded as a result of their behaviour, educational needs, disability or vulnerability, for instance.

## Who is it delivered by?

It is delivered by the following organisations:

District	Service
Bromsgrove	Woodrush Youth & Community Centre; YMCA Worcestershire
Malvern Hills	Malvern Cube; Upton Youth Forum; Positive Youth (Tenbury)
Redditch	Redditch Borough Council Consortium (including Redditch Skate & BMX Park, Arrow Vale Youth, Redditch Youth & Community Enterprise, What's Your Point, YMCA Worcestershire, Your Ideas, Redditch Self-Defence, Up Foundation)
Worcester City	Worcester Community Trust
Wychavon	Droitwich Action for Future Youth (DAFFY); Outside Youth Association (Evesham); Pershore Riverside Centre; You Turn Centre (Evesham); Wychavon District Council (Mobile Youth Bus)
Wyre Forest	Kidderminster District Youth Trust; Youth Direxions (Stourport)

## What do they deliver?

Youth workers ensure that young people aged 13-19 (or up to 24 for those with a learning difficulty) have somewhere local to them where there are positive things to do, safe places to go, and places to meet other young people. The purpose of youth work is to help young people with their personal and social development, help them achieve their full potential and develop important life skills through non-formal educational activities. In practice each provider will offer a range of social groups and clubs, sports, arts, cultural, mentoring, voluntary activities, designed and developed with young people.

## Referral and contact information

Most of the sessions are open to anybody and there is no need to pre-book to attend. All the providers are listed on the County Council website where you can find more information about what's delivered in each area as well as contact details. Search for 'groups for young people' on [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)



## What is the service called?

Worcestershire Young Carers

## Who is it delivered by?

Worcestershire Children First commission YSS Ltd to deliver the Worcestershire Young Carers service.

## What do they deliver?

Worcestershire Young Carers aims to identify, and support children and young people aged 7 to 24 years who have a caring role within the home and help look after a parent, sibling or grandparent due to illness, disability, physical or mental health difficulties or substance misuse.

Support available for young carers includes clubs and activities, day trips, 1to1 key worker support, short breaks, mentoring, emotional support, help with education, employment or training and online groups. A Participation Group meet once a month at the YSS Centre in Polysec House on Blackpole West Trading Estate in Worcester and clubs are delivered in Redditch and Worcester.

The service also employs an Education Link Worker who goes into schools and delivers assemblies and drop-in sessions to staff and pupils to promote awareness of young carers.

## Referral and contact information

Professionals can refer young people to Worcestershire Young Carers by completing a referral form available on the website [www.yss.org.uk/worcestershire-young-carers](http://www.yss.org.uk/worcestershire-young-carers) . Young people can also refer themselves via a form on the website or by calling 01905 619866 or by emailing [youngcarers@yss.org.uk](mailto:youngcarers@yss.org.uk)



## What is the service called?

Families First

## Who is it delivered by?

Delivered by YSS, the Families First service is commissioned by Worcestershire County Council.

**Web:** [www.yss.org.uk/familiest-first](http://www.yss.org.uk/familiest-first)

## Who is it appropriate for?

In Worcestershire there are an estimated 2,500 children affected by parental imprisonment. The aim of the Families First service is to support as many of these children and young people as possible.

The referral criteria is as follows:

- Families must reside in Worcestershire;
- Have a partner or parent of a child in prison; or
- Have a partner or parent of a child about to be sentenced
- And belong to a family with at least one child between 0-19 years

## What do they deliver?

The Families First campaign aims to bring together professionals and community organisations to design a response that will reduce the distress experienced by these children and their families.

Through support and guidance for the whole family, Families First workers can help families cope with the demands of having a partner or parent in prison.

Examples of support may include:

- Advice and information
- 1-1 support for children
- Support groups
- Signposting to other relevant services
- Finance and benefits information

## Referral and contact information:

To request a referral form please email [familiesfirst@yss.org.uk](mailto:familiesfirst@yss.org.uk)



## What is the service called?

Housing support for young people and young families

## Who is it delivered by?

Housing support is provided to young people and families living in supported accommodation and floating support to those living in other accommodation (e.g. private rented or housing association).

Housing support is delivered by:

**St Basils:** [01527 572050](tel:01527572050)

**Worcestershire YMCA:** [ymcaworcestershire.org.uk/what-we-do/accommodation/supported-housing](http://ymcaworcestershire.org.uk/what-we-do/accommodation/supported-housing) or call [01527 61643](tel:0152761643)

**Platform Housing Group:** [www.platformhg.com](http://www.platformhg.com) or call [01905 670248](tel:01905670248)

Floating housing support is delivered by the Basement Project in Bromsgrove.

**The Basement Project:** [bromsgrovebasementproject.org.uk](http://bromsgrovebasementproject.org.uk) or call [01527 832993](tel:01527832993)

## What do they deliver?

Housing support is provided to young people and families who are living in the provider's accommodation; this could range from foyers which are manned 24/7 to self-contained flats with access to training facilities and communal facilities. These accommodation bases are spread out over Malvern, Worcester, Wyre Forest, Redditch and Bromsgrove.

Staff support with life skills such as cooking and budgeting to help young people live independently in the future. Amongst other things, support can cover accessing medical and specialist support. Staff also support to develop and organise social activities and projects which encourage social unity and aim to reduce loneliness.

Floating housing support is delivered by a support worker in the young person's property or safe place and offers support and practical help with any difficulties a young person is having living independently, particularly around tenancy management, budgeting and benefits.



## What is the service called?

Maternity Services: Obstetric consultants and midwives

## Who is it delivered by?

Worcestershire Acute Hospitals NHS Trust

## Who is it appropriate for?

This is a universal service available to all mothers-to-be in Worcestershire

## What do they deliver?

Community midwives provide care from early pregnancy and up to 28 days following the birth of the baby. These appointments take place in a variety of settings, include your home, local children's centre or GP Surgery.

They provide support and advice to women and their families on an individual basis. Community midwives deliver regular pregnancy check-ups, arrange scans and appointments and provide information and advice about pregnancy and birth.

In some areas of Worcestershire, these appointments are conducted by Continuity of Care Midwives. These Midwives work as a team to support mothers during pregnancy, when they give birth and when they have had their baby.

Specialist midwives provide support for vulnerable or at-risk women, Consultant obstetricians provide support for women who have complications in pregnancy.

Mums-to-be who are expected to have a straightforward pregnancy are known as low risk. The community midwife provides care for low risk mothers and babies, either at a GP's surgery or a children's centre

## Referral and contact information

Pregnant women are advised to contact their GP or local community midwife directly as soon as they think they are pregnant.

Midwife appointments can be arranged through a GP or through a children's centre. Children's centre timetables and contact details can be found at [www.worcestershire.gov.uk/childrenscentres](http://www.worcestershire.gov.uk/childrenscentres)

For urgent assessment and triage ring 01905 733196 (Worcestershire Royal Hospital).

# EMOTIONAL WELLBEING AND MENTAL HEALTH SERVICES FOR CHILDREN AND YOUNG PEOPLE

## What is the service called?

Child and Adolescent Mental Health Service (CAMHS)

Kooth

Reach 4 Wellbeing

## Who is it delivered by?

Kooth is a website run by Xenzone and commissioned by Worcestershire Health and Care NHS Trust.

CAMHS and Reach 4 wellbeing is delivered by Worcestershire Health and Care NHS Trust.

## What do they deliver?

Kooth is staffed by fully trained and qualified counsellors and is available until 10pm each night, 365 days per year. It is free, safe and provides a non-stigmatising way for young people to receive counselling, advice and support online.

The Reach 4 Wellbeing team aims to promote positive wellbeing, reaching children and young people in their communities to reduce the stigma of mental health. They provide short-term group programmes for children and young people aged 5-18 experiencing mild to moderate anxiety and low mood, using cognitive behaviour therapy-based principles. Reach 4 Wellbeing is a self-referral service.

Specialist CAMHS is a service for children and young people with moderate to severe mental health problems. Their problems may be persistent and causing significant difficulties with their achievement and relationships. Examples of mental health problems include moderate to severe depression, anxiety, symptoms suggesting psychosis, eating disorders, suicidal ideation and self-harming behaviour that is having a moderate to severe impact on the child or young person's daily living activities.

**CAMHS CAST** stands for Consultation, Advice, Supervision and Training, and is a service for professionals working with children and young people registered with a Worcestershire GP, who are experiencing mental health difficulties. They operate often but not exclusively to support schools.

**CAMHS CEDS** stand for Community Eating Disorder Service and is a specialist team which treats eating disorders (primarily Anorexia Nervosa) in children aged 8 to 18 years across Worcestershire. They provide family-based treatment, psychoeducation, medication if appropriate and individual therapy.

**CAMHS LD** provide specialist support to children, young people and their families who have a moderate to profound learning disability and who have a severe mental health need and / or complex behavioural need. The teamwork with multiple agencies to provide specialist intervention to improve the child / young persons emotional wellbeing.

**CAMHS PLUS** supports children and young people experiencing a mental health crisis. The service also undertakes ward assessments for those admitted to the paediatric ward for self-harm and suicide.

**CAMHS** Learning Disabilities Team supports families with a child with a learning disability who may benefit from specialist mental health support.

**CAMHS SPA** stands for Single Point of Access Service, it is the first point of contact for professionals who are concerned about a child or young persons mental health. This service operates Monday to Friday 9am – 5pm (excluding bank holidays). This is not an emergency service.

**Youth Offending Service:** A full-time CAMHS Clinical Nurse Specialist works alongside the Youth Justice Service



(YJS), providing specialist mental health assessment and treatment to young people open to the YJS. Referrals are made to the nurse by Youth Justice Officers where they have concerns for the young person's mental health.

## Referral and contact information

Referrers wishing to discuss a CAMHS referral in greater depth will be able to contact the single point of access, CAMHS-SPA, where they can speak with a CAMHS clinician for advice. CAMHS-SPA triages all referrals and clinic appointments are made according to level of urgency and mental health need. [www.hacw.nhs.uk/CAMHS](http://www.hacw.nhs.uk/CAMHS)

CAMHS-SPA: 01905 768300

Referrals to Reach4Wellbeing can be made by families or professionals by completing an online referral form available on the website: <https://www.hacw.nhs.uk/reach4wellbeing>

Reach4Wellbeing accepts referrals for children and young people aged 5-18 years, where there is a reasonable description that suggests that the child/young person may have an emotional wellbeing issue and they are registered with a Worcestershire GP.

Young people can self-refer to Kooth anonymously at [www.kooth.com](http://www.kooth.com)



# WORCESTERSHIRE CHILDREN FIRST EARLY HELP FAMILY SUPPORT TEAM

This service works with 0–18-year-old children, young people and their families across Worcestershire where there is a specific need for a family support worker. They have 6 district teams across the county.

For more information or to request a service please go to the Worcestershire County Council website:

[www.worcestershire.gov.uk/requestfamilysupport](http://www.worcestershire.gov.uk/requestfamilysupport)

## SEXUAL HEALTH SERVICES FOR YOUNG PEOPLE

### What is the service called?

Worcestershire Integrated Sexual Health Service (WISH)

### Who is it appropriate for?

These services are universal and available to all young people in Worcestershire under 21.

### Who is it delivered by?

Worcestershire Health and Care NHS Trust.

### What do they deliver?

WISH provides free and confidential advice, information and support around relationships and sexual health. This is a confidential, non - judgemental service. WISH provides contraception including Long-Acting Reversible Contraception (LARC) and free condoms. WISH provide testing and treatment for sexually transmitted infections. All services are confidential. WISH staff will not share information about visits unless they are concerned that there are safeguarding issues, and someone is at risk or harm. Staff will tell patients if it is necessary to share information.

There are three main WISH clinic sites in Worcestershire:

- The Arrowside unit at the Alexandra Hospital in Redditch,
- Aconbury North on the site of Worcester Royal Hospital in Worcester
- WISH at Kidderminster at Kidderminster Health Centre.

WISH have satellite clinics at other locations across the County. Staff may arrange to meet patients there by appointment. Sites include Smallwood Health Centre in Redditch, Droitwich, Princess of Wales Hospital in Bromsgrove.

### Under 21 Saturday Service

WISH has a Saturday service for young people age **UNDER 21**.

Clinic telephone lines are open between 10:00am – 12:30pm on Saturdays.

Please call: 01905 681673 for further details.

Young People have a telephone consultation and are asked questions about their relationships. Please answer honestly in order to ensure the most appropriate advice and support. Callers will be advised what to do next and directed towards a clinic if necessary.

WISH have a dedicated Outreach nursing service. Referral forms can be found at [www.knowyourstuff.nhs.uk](http://www.knowyourstuff.nhs.uk)

The Outreach team see young and vulnerable people who couldn't otherwise access sexual health services.

Free online Chlamydia Screening is available from [www.SH24.org](http://www.SH24.org) Chlamydia is detected by taking an easy DIY test. This is either a urine sample for or a self-taken vaginal swab for people with a vagina. There is no need to be examined by a health professional. For more information about the Chlamydia Screening Programme visit: [www.SH24.org](http://www.SH24.org)

WISH Health Promotion team provides professional development and training for staff who work with young and Vulnerable people, to empower them to have meaningful conversations about relationships and sexual health (WISH support school staff to deliver high quality comprehensive Relationship and Sexual Health Education (RSE), which is statutory in schools from September 2020. The team promote positive messages about sexual health and share information about how to access local services.

## Referral and contact information

For further information about how to access services and arrange an appointment, please visit: [www.knowyourstuff.nhs.uk](http://www.knowyourstuff.nhs.uk)



## What is the service called?

The drug and alcohol service is provided by Cranstoun.

Adults can access support from Cranstoun Worcestershire. Young People and those affected by someone else's drug or alcohol use can access support from Switch Worcestershire.

## Who is it delivered by?

Support is delivered by trained professionals, peer mentors and volunteers with specialist training. The service is also staffed by doctors and nurses and works closely with GPs, pharmacists and other primary care services in Worcestershire. It also works closely with other groups in the community to help service users to maintain recovery, including Alcoholics Anonymous and Narcotics Anonymous.

## Who is it appropriate for?

Support is available for adults and young people who are using drugs and/or alcohol and who are experiencing serious difficulties associated with using drugs and alcohol. Support is also available for individuals affected by someone else using drugs and/or alcohol.

## What do they deliver?

- Advice, information and support for adults and young people (up to 18) who are using drugs and/or alcohol on a 1:1, group or video call basis in the community.
- Specialist treatment for adults and young people experiencing more serious difficulties associated with using drugs and alcohol, including dependency
- Treatment can include psychosocial interventions, health advice, specialist prescribing to achieve abstinence and outreach support, including peer mentoring
- Access to community and inpatient detoxification.
- Advocacy and signposting to access other services to support recovery including employment
- Prevention services including testing, immunisation for blood borne viruses and Needle Syringe Programmes
- Support for individuals affected by someone else's drug or alcohol use

## Referral and contact information

Referrals for advice, information and support can be made by phone Monday to Friday 9am – 5pm. Referral forms can also be downloaded from the service website and sent via email. Drop-in appointment times and out-of-hour support are detailed on the service website.

The number for professional and self-referrals is 0300 303 8200.

More information can be found online at <https://www.cranstoun.org/services/substance-misuse/cranstoun-worcestershire/>

## What is the service called?

There are several teams within the Vulnerable Learners Service, including Children Missing Education, Elective Home Education, Exclusions, Gypsy Roma Traveller (GRT) Service, Education Welfare Service and Prosecutions, Children in Employment and Entertainment Licensing, Post 16 Not in Education, Employment or Training (NEET) and tracking and Education Advice for children unable to attend school.

## Who is it delivered by?

Worcestershire Children First.

## Who is it appropriate for?

Each service supports children and young people in accessing the education to which they are entitled, including Post-16. Children can be missing from education for many reasons, and our teams will support children and families in accessing a school place, ensuring that provision is in place, and ensuring that education is suitable to a child's age, aptitude and ability. In addition, if a child is undertaking part time work, or involved in some form of entertainment we can ensure that a child or young person is doing this safely and within the law.

## What do they deliver?

Teams deliver support to children and families in accessing and engaging with the education to which they are entitled. Our GRT Service supports children and families to access education and maintained schools to be inclusive in their practice by offering training and support around culture and expectations. All of our services offer advice to schools and to families regarding education provision.

## Referral and contact information

Education settings can refer directly via the Children's Services Portal. The service accepts referrals directly also for more information and contact details can be found at <https://www.worcestershire.gov.uk/schools>

## What is the service?

As part of Worcester Children First the SEND Support Services provide advice and support for schools around improving the outcomes and meeting the needs of children and young people with Special Educational Needs and Disabilities (SEND).

There are four core teams that form the SEND Support Service - they are:

- The Educational Psychology Service (EPS): Delivers statutory and psychological services for children and young people aged 0 to 25, within a range of educational and community settings such as pre-schools, schools, colleges, children's homes and children's centres.
- The Autism and Complex Communication Needs Team: Qualified specialist teachers and specialist practitioners with experience of supporting the needs of children and young people on the autism spectrum or who have complex communication needs from early years to higher education. The team also support the Umbrella Pathway as part of the autism diagnostic process.
- The Learning Support Team: Provides support to meet the needs and assess pupils with Specific Learning Difficulties (SPLD) and those struggling to engage or unmotivated to learn. The team is available to help schools and settings enhance their capacity to meet the needs of children and young people with a range of learning needs through specialist advice, interventions, assessment and training. The team also provide support for learners with English as an additional language.
- The Sensory Team: Provide support for Multi-Sensory Impairments, Visual Impairments and Hearing Impairments for sensory impaired babies, children and young people (0 to 19 years) their families and carers. The team provides support that is offered from the point of diagnosis throughout the early years and at pre-school level, through to further and higher education and where post school provision is made by Worcestershire Access and Inclusion Service.

## Who is it delivered by?

Worcestershire Children First delivers these services to children and young people across Worcestershire.

## Who is it appropriate for?

Each service has their own referral criteria however collectively they support children and young people with SEND, minority groups, SEND/or those who may need to 'catch up' with the progress they're making in school. The teams also work with schools and settings to develop capacity to meet the needs of inclusion.

## What do they deliver?

The teams offer responsive solutions to schools and education setting which aim to improve access to learning and raise attainment for children and young people with SEND.



## Referral and contact information

For more information see our WCF information pages: [www.worcestershire.gov.uk/WCFEducationServices](http://www.worcestershire.gov.uk/WCFEducationServices)

### Educational Psychology:

**Email:** EdPsychology@worcschildrenfirst.org.uk

**Telephone:** 01905 844499

### Autism and Complex Communication Team:

**Email:** Autism@worcschildrenfirst.org.uk

**Telephone:** 01905 844328

### Learning Support Team:

**Email:** Hdavies@worcschildrenfirst.org.uk

**Telephone:** 01905 845397

### The Sensory Impairment Team:

**Email:** SensoryImpairment@worcschildrenfirst.org.uk

**Telephone:** 01905 843975



## What is the service called?

SENDIASS - Special Educational Needs and Disabilities Information, Advice and Support Service

## Who is it delivered by?

SENDIASS advisors are employed by Worcestershire County Council; however, they are an arms-length service. This means that the service is independent, not influenced by the local authority.

## Who is it appropriate for?

SENDIASS is available to any parent and/or carer who has a child with a special educational need or disability. The service also supports children and young people with a special educational need or disability.

## What do they deliver?

SENDIASS delivers free, impartial, confidential and accessible information, advice and support to parents and carers of children with a special educational need or disability and young people themselves between the ages of 0-25. In particular, the service aims to empower them, enabling children and Young People to realise their full potential throughout their educational life.

It also encourages families to work together with statutory and voluntary agencies that support children and families.

The service includes:

- Telephone support
- Direct, face-to-face support when appropriate
- Information factsheets on a wide variety of SEND issues
- Support to facilitate the Education, Health and Care Plan (EHCP) process
- Training and awareness sessions for parents, carers, children and young people around SEND
- Signposting to local support groups and voluntary agencies

## Referral and contact information

Families can contact SENDIASS directly for advice or support

Telephone: 01905 768153 (with 24 hour answer machine service)

Email: [sendiass@worcestershire.gov.uk](mailto:sendiass@worcestershire.gov.uk)

Information is available online at [www.hwsendiass.co.uk](http://www.hwsendiass.co.uk) and on their social media platforms:

[www.facebook.com/hwsendiass](http://www.facebook.com/hwsendiass)

[www.twitter.com/hwsendiass](http://www.twitter.com/hwsendiass)

## What is the service called?

Special Educational Needs and/or Disability (SEND) Local Offer Website

## Who is it delivered by?

Worcestershire's SEND Local Offer website is hosted by Worcestershire Children First and is a multi-agency initiative providing information about what support and services families can expect to be available for children and young people with SEND.

## Who is it appropriate for?

The SEND Local Offer provides information for families who have a child or young person with SEND, including those who do not have an Education, Health and Care Plan.

## What do they deliver?

The SEND Local Offer provides information about what support and services families can expect to be available across education, health and social care in Worcestershire, including children and young people who do not have an Education, Health and Care Plan.

This information includes:

- Groups and activities for children and young people
- Support groups for parent carers
- What support early years settings, schools and further education providers should be providing (known as the Graduated Response or Ordinarily Available)
- Transitioning to adulthood
- Benefits and financial support
- Daytime or overnight breaks for parent carers (known as respite or a short break)
- Health services
- Social care support for children, young people and young adults
- Services that can provide information, advice or support

## Referral and contact information

The SEND Local Offer is available at: <https://www.worcestershire.gov.uk/sendlocaloffer>

## What is the service called?

Short Breaks

## Who is it delivered by?

Various providers commissioned by Worcestershire Children First and the Clinical Commissioning Group.

## Who is it appropriate for?

Short breaks are made available for a family who has a child or children with a disability. This will be following an assessment to identify the needs of the child and the family.

Non-assessed short breaks / community short breaks are available for any child with a disability.

## What do they deliver?

Short Breaks range from half-day activity sessions to overnight breaks lasting up to a week and can take place in the family home or another setting.

A Short Break is a positive and/or specialist activity or service which:

- Helps the personal, social and emotional development of children or young people with disabilities by giving them opportunities to take part and enjoy new experiences
- Gives parents and carers who need it most the chance of a much-needed break from their caring responsibilities

## Referral and contact information

The needs of children with disabilities may be met by the local offer or through an early help assessment. An offer of 'non-assessed' short breaks is available through a range of providers delivering community based Short Breaks at a variety of different venues and times. Sessions and providers can be found <https://www.worcestershire.gov.uk/shortbreaks>

Where a family wants or needs a greater level of support after a short break then a social work assessment may be undertaken to determine whether additional breaks are required. This includes more specialist services such as overnight short breaks and one to one support.

To request this assessment, contact the Family Front Door on 01905 822666.

If a child or young person has been assessed as meeting the criteria for the Children with Disabilities team, then contact the allocated social worker directly or a member of the team on 01905 844343 to discuss needs further.

## What is the service called?

West Mercia Women's Aid (WMWA)

## Who is it delivered by?

WMWA is commissioned by Public Health.

## Who is it appropriate for?

West Mercia Women's Aid (WMWA) is the leading regional specialist organisation providing emotional and practical services for those whose lives have been affected by domestic abuse.

WMWA will support anyone affected by domestic abuse, working closely with other agencies to ensure that support services are accessible and appropriate to all communities of heritage, faith, ability and identity.

## What do they deliver?

WMWA offer a range of services and work to ensure that victims are safe, have information and choice in how they can live their lives, and feel supported in their recovery from abuse.

Services provided include:

- Helpline and online Live Chat with skilled and experienced practitioners available to listen and provide advice and support 24/7
- Refuge and safe house accommodation for individuals and families fleeing domestic abuse
- Group and peer support programmes delivered online and, in the community,
- Specialist safety advice and support for those at high risk of harm, working closely with the Police and legal system
- Support for children and young people affected by domestic abuse in their home setting or by teen relationship abuse
- Training for professionals and communities, and opportunities for volunteering and student placements

## Referral and contact information

All services can be accessed directly through WMWA Helpline: Worcestershire Helpline 0800 980 3331 or online through WMWA's website [www.westmerciawomensaid.org](http://www.westmerciawomensaid.org)



## PARTICIPATION AND ENGAGEMENT

We welcome the views of parents and carers, and children and young people about the services they receive. Please contact the Participation Team on: [participationteam@worcschildrenfirst.org.uk](mailto:participationteam@worcschildrenfirst.org.uk)

### **For more information please visit:**

<https://www.worcestershire.gov.uk/earlyhelpfamilysupport>

It is important that families know where to go and get help. We know that where to start or what to ask for can sometimes be a challenge. We have developed a Family Hub to give you a range of different types of resources that are available to you online, on the phone or face to face that you can access directly.

[https://www.worcestershire.gov.uk/info/20643/the\\_family\\_hub](https://www.worcestershire.gov.uk/info/20643/the_family_hub)

**Worcestershire Children First**

County Hall  
Spetchley Road  
Worcester  
WR5 2NP

**Website:** [www.worcschildrenfirst.org.uk](http://www.worcschildrenfirst.org.uk)



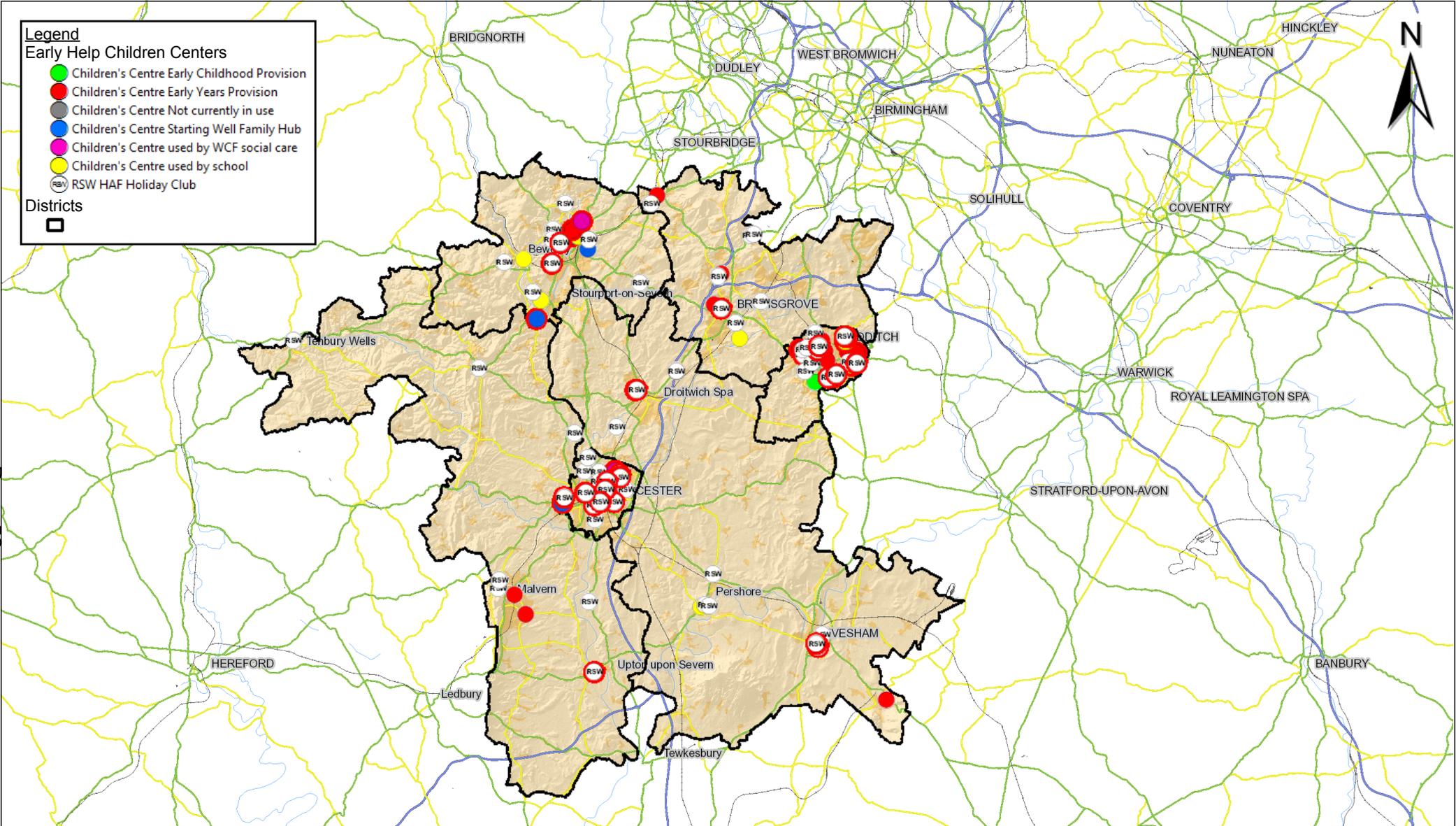
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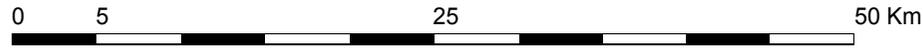
**Early Help Children Centers**

- Children's Centre Early Childhood Provision
- Children's Centre Early Years Provision
- Children's Centre Not currently in use
- Children's Centre Starting Well Family Hub
- Children's Centre used by WCF social care
- Children's Centre used by school
- RSW RSW HAF Holiday Club

**Districts**



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Locality mapping - Worcestershire family hubs and early childhood services

Indicative Scale: 1:450,000

Date Printed: 7/9/2021

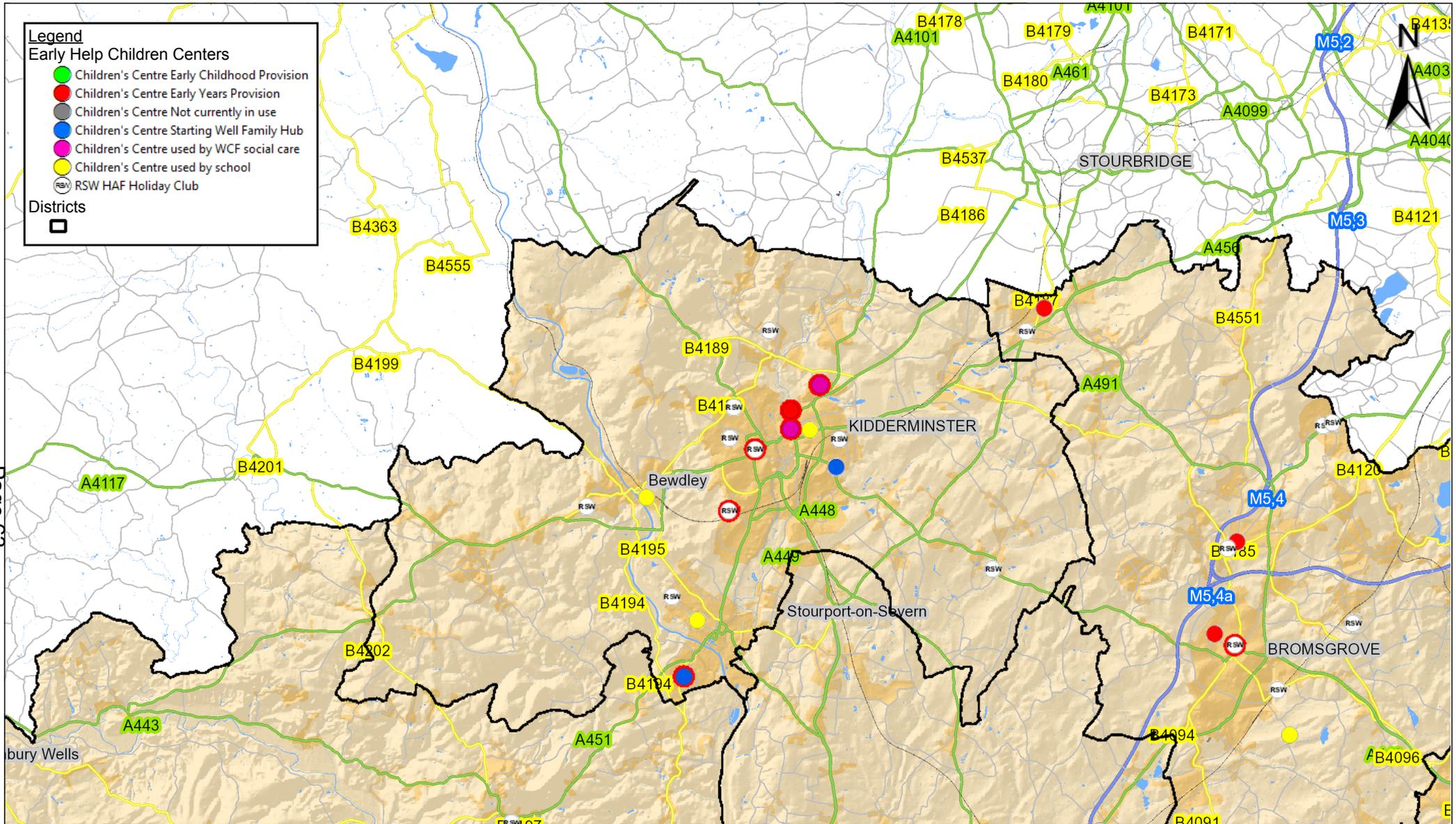


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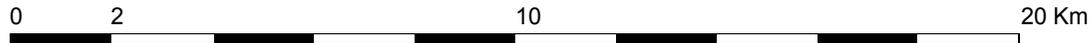
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Locality mapping - Kidderminster family hubs and early childhood services

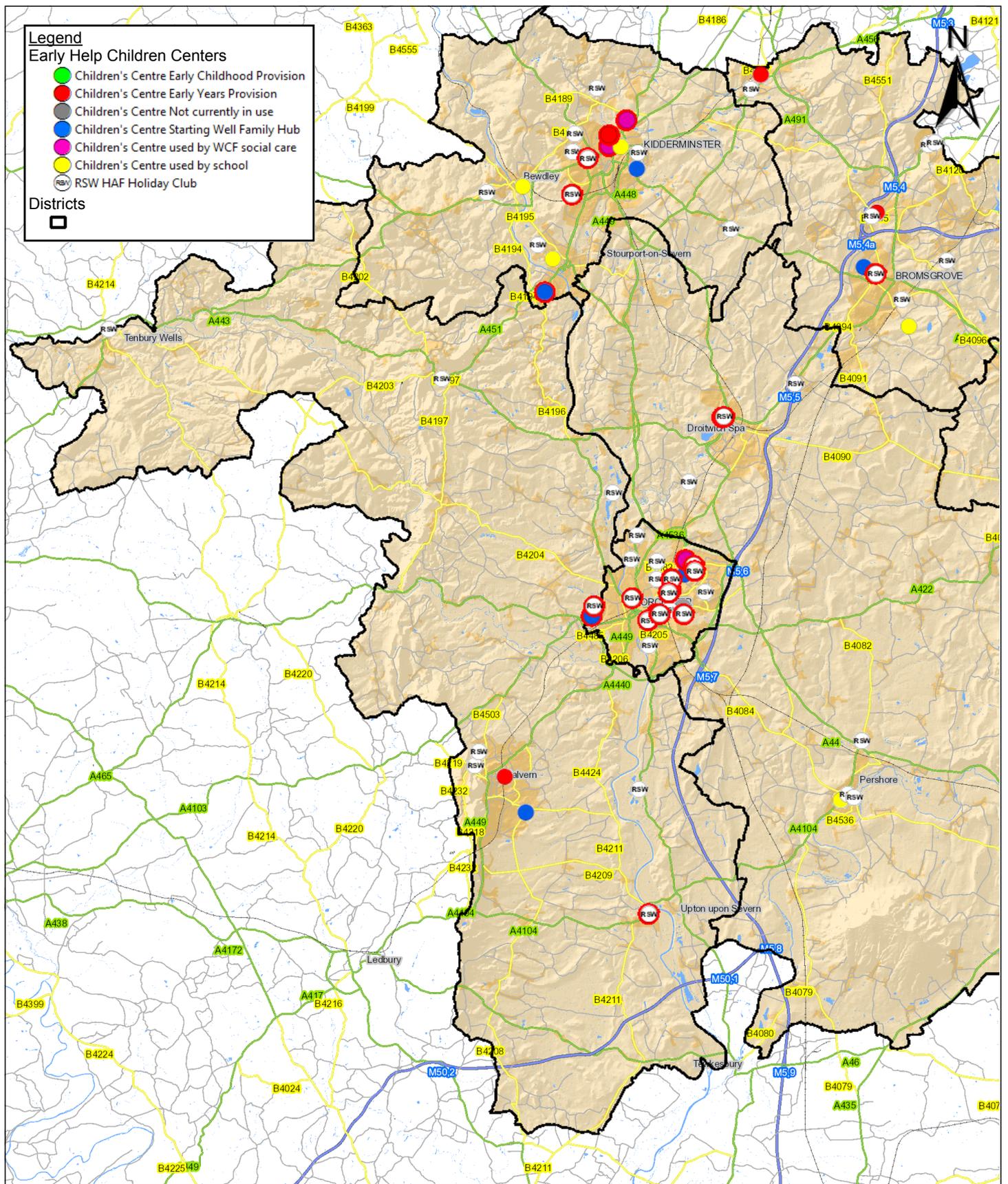
Indicative Scale: 1:150,000

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Indicative Scale: 1:250,000

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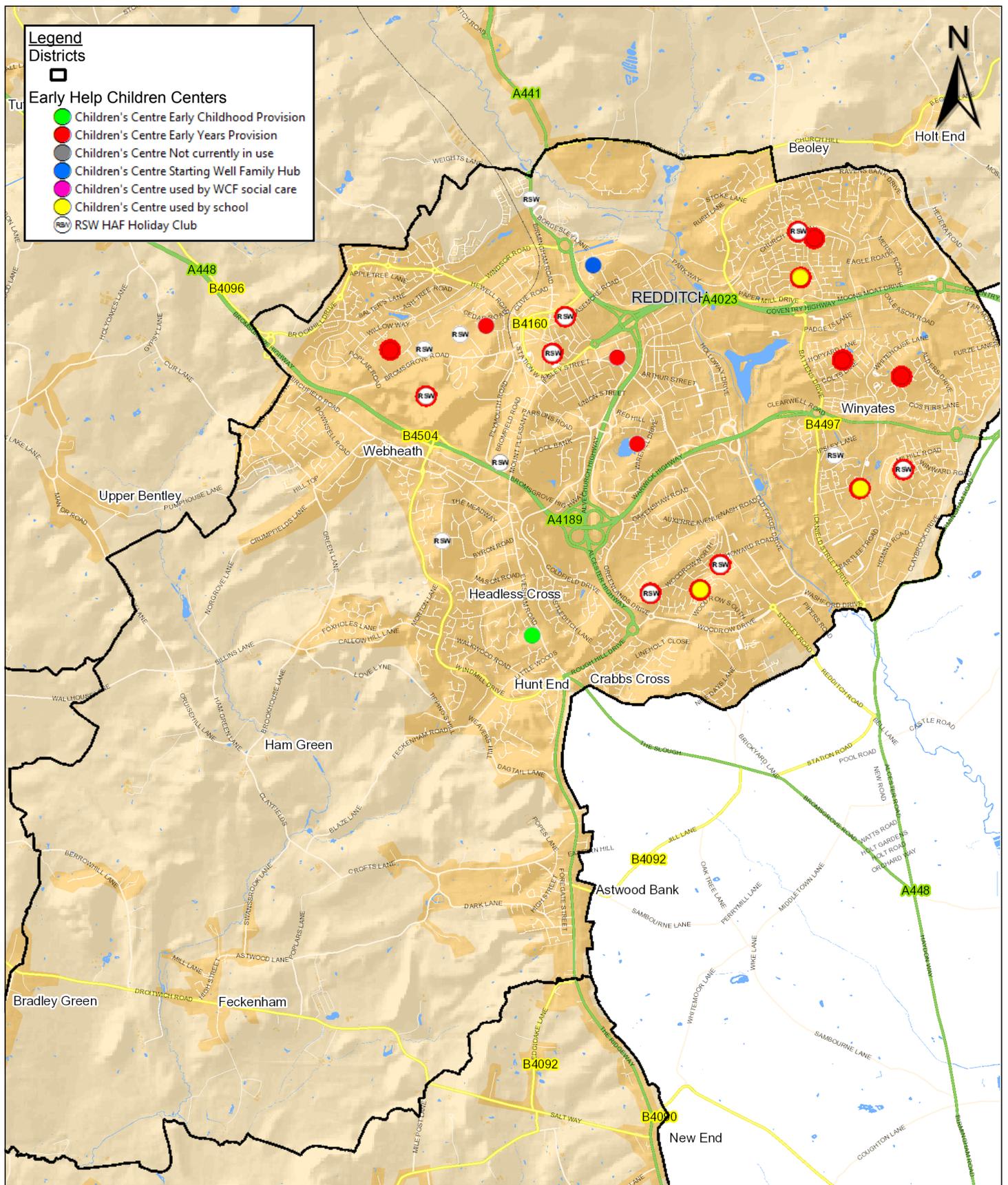
Locality mapping - Malvern family hubs and early childhood services



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Indicative Scale: 1:50,000

Date Printed: 13/9/2021

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Locality mapping - Redditch family hubs and early childhood services

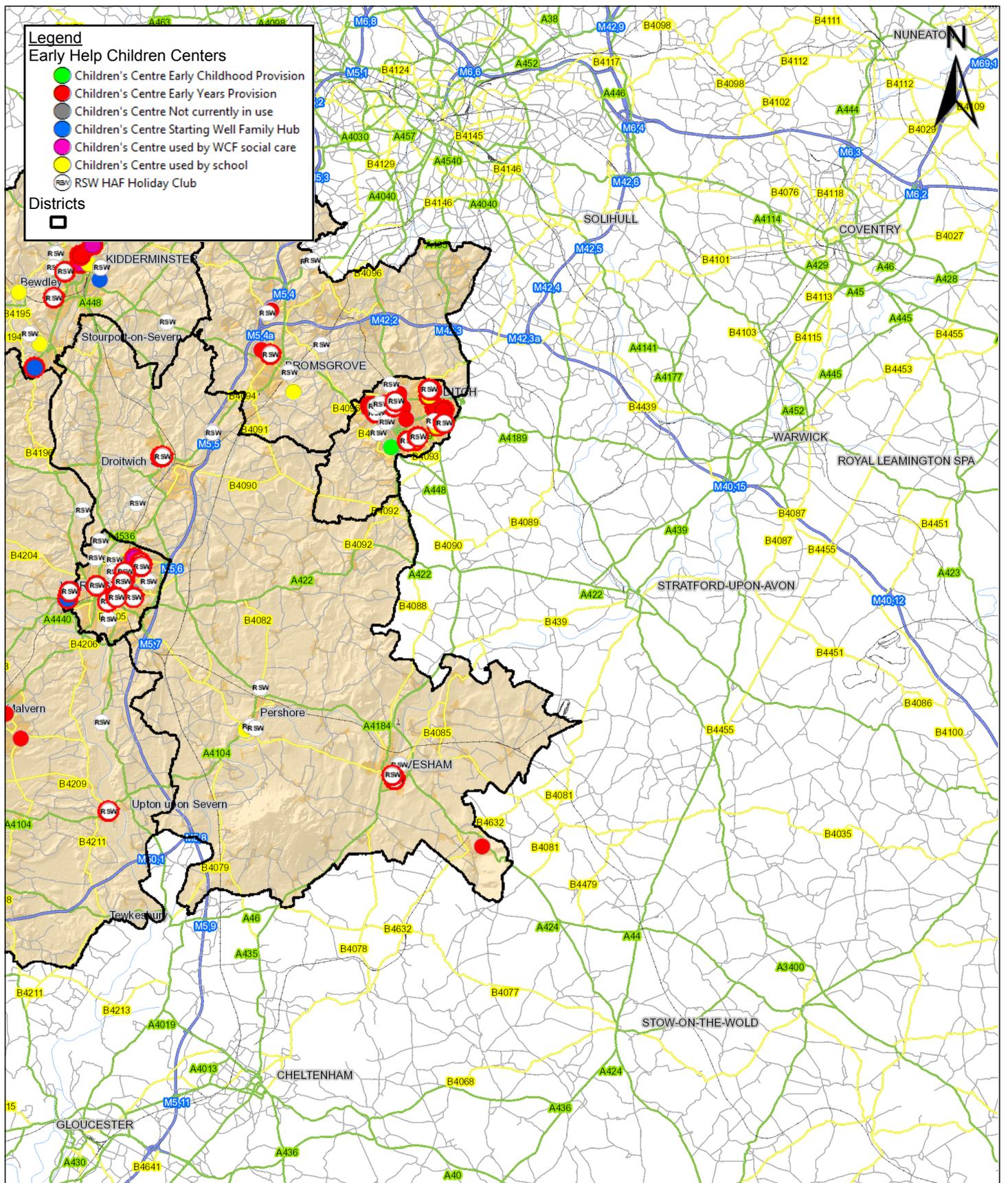
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Indicative Scale: 1:350,000

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Locality mapping - Wychavon family hubs and early childhood services

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## **Appendix 9 – Here2Help Update (September 2021)**

Here2Help is Worcestershire County Council's community action scheme which links with the broader children's early help agenda.

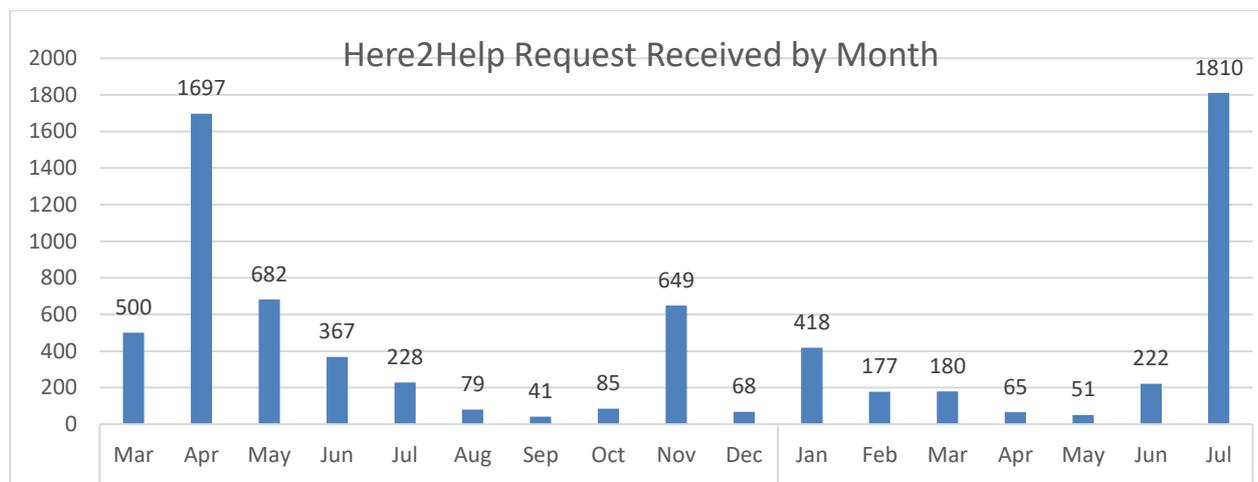
### **Background**

1. Here2Help was originally launched in March 2020, as One Worcestershire's community action response with the sole aim of supporting residents through the COVID-19 pandemic. It has since provided a range of support to over 8000 individuals including emergency food parcels, medication collections, food collections and delivery. It has significantly grown the volunteering offer and strengthened relationships with districts, partners and the Voluntary Community Sector (VCS).
2. The Here2Help scheme was originally dedicated to helping those who needed support during the COVID-19 pandemic. The service was designed to capture, and co-ordinate offers of help from individuals and companies to help meet the demand from those having to shield, self-isolate and/or who had additional needs as a result of the pandemic, which could not be met by family, friends or neighbours. Due to the success of the scheme, it is now being evolved to offer advice, support and help on a wide range of services across Worcestershire.
3. The following report has been structured in two parts. The first part relates to current performance of H2H, as the support for individuals (with a focus on families with children in the household) throughout the COVID-19 pandemic continues. The second part focuses on future developments and plans.

### **Part 1: The Here2Help Service: Performance (Requests for Help)**

4. Here2Help continues to offer support for those requesting help in response to the COVID-19 pandemic. From 1st April 2021, Here2Help began contacting those individuals who are self-isolating that have been identified by Test and Trace as requiring additional support. This has generated the most of amount of demand seen to date.
5. The number of requests for help from individuals' self-isolating and identified as requiring support by Test and Trace, has continued to increase over recent weeks to levels more than what was seen in March 2020. In response to this, additional staffing resource has been arranged to help with the increased workload associated with this.
6. 2859 people who were confirmed as positive cases or close contacts and in need of support have been registered on Here2Help up to 13th August (796 1st-18th August, 1794 in July, 205 in June, 30 in May and 34 in April). Of the requests for help that require support after contact has been made, the categories of 'Financial support' and 'Access to Food' remain the two areas of greatest need.
7. On Tuesday 17 August a new field was added to the data received from Test and Trace detailing whether individuals are exempt from isolation as a result of the change in isolation rules that came into effect on Monday 16 August. This additional information is being used to identify those who are required to self-isolate under the revised rules who are also in need of practical support.

8. The table below outlines the monthly demand seen by Here2Help since the start of the pandemic. Appendix 1 also contains information around the breakdown of requests, by District area (Worcester City has had the highest number of requests) and the categories of type of requests (food and supplies, followed by health and medication are the top two reasons people needed help).



9. Here2Help has supported individuals of all ages. The table below indicates the support offered to individuals or families where there is a child under 18 living in the household and where children’s social care is involved. **Please note:** For self-referral requests, household structure is collected at set up, but the information is not available for requests set up from Test and Trace self-isolation data or CEV data transferred from national systems until contact is made and is not always easy to confirm in the brief conversations between adviser and self-isolator when support is not needed.

#### Requests with Under 18s in the Household – by Month and Cumulative

Year	Month	Requests with Under 18s in Household				Total Requests	
		Monthly No	% of Monthly Requests	Cumulative Total	% of Cumulative Requests	Monthly No	Cumulative Total
2020	Mar*	7	1.4%	7	1.4%	500	500
	Apr	205	12.1%	212	9.6%	1697	2197
	May	87	12.8%	299	10.4%	682	2879
	Jun	41	11.2%	340	10.5%	367	3246
	Jul	21	9.2%	361	10.4%	228	3474
	Aug	18	22.8%	379	10.7%	79	3553
	Sep	8	19.5%	387	10.8%	41	3594
	Oct	41	48.2%	428	11.6%	85	3679
	Nov	81	12.5%	509	11.8%	649	4328
	Dec	23	33.8%	532	12.1%	68	4396
2021	Jan	57	13.6%	589	12.2%	418	4814
	Feb	31	17.5%	620	12.4%	177	4991
	Mar	18	10.0%	638	12.3%	180	5171
	Apr	19	29.2%	657	12.5%	65	5236
	May	9	17.6%	666	12.6%	51	5287
	Jun	43	19.4%	709	12.9%	222	5509
	Jul	250	13.8%	959	13.1%	1810	7319
Total		959	13.1%			7319	

\* March 23rd to 30th 2020 only

## Part 1: The Here2Help Service: Performance (COVID Local Support Grant /Winter Grant Scheme)

10. A significant element of Here2Help has been managing the distribution of the Covid Local Support Grant. The Department for Work and Pensions' (DWP) launched a £170 million COVID Winter Grant Scheme (WGS) on 1<sup>st</sup> December 2020 initially to cover the period until the end of March 2021, but this was extended to 16<sup>th</sup> April 2021 with additional funding. After the 16<sup>th</sup> April, the scheme was renamed to the COVID Local Support Grant and further extended.

11. The purpose of this grant was to enable upper tier local authorities (UTLA) to provide support to families with children, other vulnerable households and individuals with the cost of food, energy (heating, cooking, lighting), water bills (including sewerage) and other essentials. There was no restriction on how the support was provided but UTLAs were expected to work with district councils / VCS to ensure the money went to those in need of this support.

12. Worcestershire's grant allocation was made over four periods, as outlined below

	Amount	Period
Allocation 1	£1,607,260.87	1 <sup>st</sup> December 2020 to 31 <sup>st</sup> March 2021
Allocation 2	£558,760.00	1 <sup>st</sup> April 2021 to 16 <sup>th</sup> April 2021
Allocation 3	£378,179.00	17 <sup>th</sup> April 2021 to 20 <sup>th</sup> June 2021
Allocation 4	£1,512,716.00	21 <sup>st</sup> June 2021 to 30 <sup>th</sup> September 2021
<b>Total Allocation</b>	<b>£4,056,915.87</b>	

13. The full £2,166,020.87 allocation funded two phases of support reflecting the initial period of the scheme and the subsequent extension. A small underspend (£65k) from Allocation 1 was used to cover a slight overspend in the second phase (Allocation 2). The same approach to allocation was continued through the third and fourth phase, with most of the funding providing free meals to children throughout the holidays. The breakdown of funding is outlined below.

Project	Allocations			
	1	2	3	4
Voucher Scheme for Children (Free School Meals)	£633,136	£443,043	£220,000	£1,200,000
Act on Energy	£300,000	£40,000	£50,000	£100,000
Ready Steady Worcestershire	£50,000	£20,947.16		
Here2Help	£21,000	£96,183.71	£19,179	£62,716
Bromsgrove and Redditch Network	£147,317			
Worcestershire Community Foundation	£266,052			
Wyre Forest District Council	£123,892			
Administration costs (inc free school meals scheme)		£23,600	£34,000	£50,000
Volunteer Centres/Foodbanks (Via the Districts)		£850	£20,000	£100,000
Care Leavers			£35,000	

<b>Total Funding Spend</b>	<b>£1,541,397</b>	<b>£624,623.87</b>	<b>£378,179.00</b>	<b>£1,512,716</b>
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**Note:** An underspend of £65,863.87 was used to cover overspend in Phase 2

14. All of the funding allocated to Worcestershire has been committed in line with the grant conditions.

- The free school meals vouchers were allocated through schools and on average have supported 11,446 families throughout the school holidays.
- Act on Energy are a charitable company set up to help individuals and households to manage their household energy needs. This support can range from helping to pay fuel bills through to boiler servicing / replacements. From Feb – July 2021 there have been over 220 households supported. This number is expected to double as we enter the autumn and winter.
- Funding administered through Here2Help has focused on issuing emergency food parcels (c.116 parcels issued), covering additional staffing costs and free meal vouchers (190 Edenred Vouchers and 55 supermarket vouchers) for those households in need of food support.
- Grants have also been issued to foodbanks and volunteer centres to help manage stocks and supplies.

15. The Here2Help service has also helped collect and collate offers of help from individuals and organisations. The individual offers of help come from those wanting to volunteer. This complements a wide range of local volunteering opportunities co-ordinated by volunteer centres managed in Districts as well as the volunteering that happens within council services such as Libraries and Museums.

## **Part 2: Here2Help Future Developments**

16. Here2Help has continued to adapt and respond to the changing needs and guidance required to provide appropriate support to residents throughout this time. Currently, while still responding to the current situation (e.g. proactively contacting those self-isolating and providing appropriate support), the service is now looking forward to how it can build on this experience and success to move into a wider preventative response for the council. The Here2Help service will transform into the Councils front door for residents and this work starts with the People and Communities services.

17. Underpinning all of the Here2Help transformation are the following 4 values;
- Empower and Enable People to make their own choices and find their own solutions
  - Connect People with their communities
  - Support Communities to be strong and resilient
  - Efficient and accessible offering a joined up and transparent experience across all areas of the council

18. These values are embedded throughout the service and its future transformation so that the service has a strong outcome focused and person-centred foundation to its model. Taking this strength-based community approach Here2Help will build on the connections and partnerships which have evolved throughout the response to COVID-19, and the ambition is to improve the customer journey in how they access information and services. The future ambition of Here2Help is to give individuals clear information to connect to their own community-based solutions and ensure there are clear pathways into other services when required either through self-referrals or Here2Help directly.

19. This will be done in three ways:

- **Digital:** Enhancing the system so that individuals can use it to access the information and support they need. This can include self-referrals, accessing self-help tools and information and online bookings for various community services. The development of a community directory will process residents' access to a range of local organisations and groups who have registered onto Here2Help. Here2Help ambassadors will help to keep this as up to date as accurate as possible.
- **Telephone contact:** The main contact for Here2Help will continue with increased staffing to providing more capacity to respond to the service as it develops. Pathways and processes will also be embedded between Here2Help and the Family Front Door.
- **Face to Face:** Providing the Here2Help community platform, initially using libraries as points where people can access here2help in person, making libraries a community asset for residents, community groups and partners. There is also an opportunity to build this support into Family Hubs and services specifically aimed at families with children.

20. In addition to the above, developing a Here2Help ambassador role (leads for organisations/services) as part of a community network will support partners to come together to be the eyes and ears of the Here2Help service, to share ideas, learning and innovation. The role will provide partners an opportunity to co-produce Here2Help developments and work together to find solutions in how to respond to the changing future demands and needs which we all face. This role will demonstrate the community partnership ethos of Here2Help providing challenge and will co-produce ongoing developments. There is a workstream, which involves various partners, is focused on helping to shape this role to ensure that the role provides benefits across the system.

21. As a preventative response Here2Help plays a critical role in contributing to the development of the Integrated Well-being Offer (IWO) in Worcestershire. An Integrated Wellbeing Offer empowers people to live well, by addressing the factors that influence their health and wellbeing and building their capability to be independent, resilient and maintain good wellbeing for themselves and those around them. Public Health are leading on the development of an IWO which will bring together key aspects of activity from a wide range of agencies to support Worcestershire residents to live well.

22. As Here2Help delivers an early intervention response that works with partners to connect people to their communities and appropriate support and services, therefore it will play a significant role in the future IWO. To ensure this, there is core representation from Here2Help on the IWO steering group to ensure that the experience and ongoing service development of Here2Help is embedded into this development as it moved forward.

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## **CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY PANEL**

**22 SEPTEMBER 2021**

### **PERFORMANCE AND IN-YEAR BUDGET MONITORING**

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#### **Summary**

1. The Panel will be updated on performance and financial information for services relating to Children and Families.
2. Performance and financial information provides a further tool for the Scrutiny Panels in maintaining Members' understanding of services provided to the public, the effectiveness of current policies, and early knowledge of any issues or areas for further scrutiny.
3. The performance information provided relates to Quarter 1 2021/22 (April to June) with sections covering children's social care, education and Special Educational Needs and Disabilities (SEND), and financial information for Quarter 1.
4. Scrutiny Panels are asked to consider this information on a quarterly basis and then report by exception to the Overview and Scrutiny Performance Board any suggestions for further scrutiny or areas of concern.
5. The Cabinet Members with Responsibility (CMRs) for Children and Families and for Education have been invited to attend the meeting to respond to any queries from Panel Members.

#### **Performance Information**

6. The Corporate Balanced Scorecard is the means of understanding progress against the Council's Corporate Plan. The Scorecard contains a range of indicators linked to key priorities and themes. Many measures are long-term and may be affected by a wide range of factors, some of which are outside the direct control of the Council.
7. Attached at Appendix 1 is a dashboard of performance information which covers the indicators from the Directorate level scorecard which relate to services relevant to this Scrutiny Panel's remit.
8. The Children's Services corporate scorecard is under review and will be re-launched as part of the new corporate strategy.
9. Following the recent Ofsted inspection of the Family Front Door service, the feedback received is attached for information, as Appendix 2.
10. Historical Corporate Balanced Scorecard information for each Directorate is reported to Cabinet and is available on the Council's website [here](#)

## **Financial Information**

11. Presentation slides, which can be found at Appendix 3, provide the Financial Update for Quarter 1.

## **Purpose of the Meeting**

12. Following discussion of the information provided, the Scrutiny Panel is asked to determine:

- any comments to highlight to the CMRs at the meeting and/or to Overview and Scrutiny Performance Board at its meeting on 30 September 2021
- whether any further information or scrutiny on a particular topic is required.

## **Supporting Information**

Appendix 1 – Dashboard of Performance Information

Appendix 2 – Ofsted feedback on the Family Front Door service

Appendix 3 – 2021/22 In-year Budget information (Presentation Slides)

## **Contact Points**

Alyson Grice/Alison Spall, Overview and Scrutiny Officers, Tel: 01905 844962/ 846607

Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

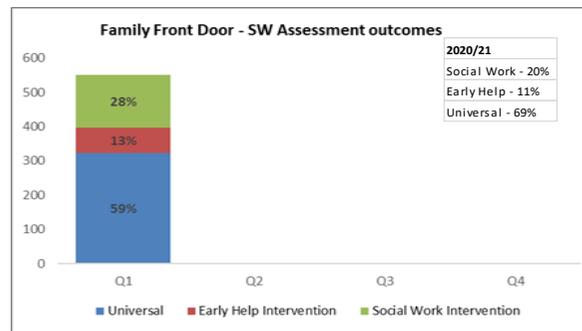
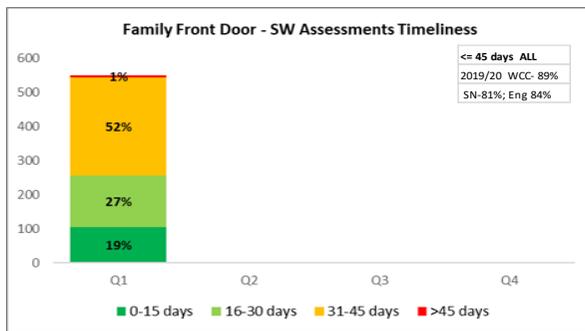
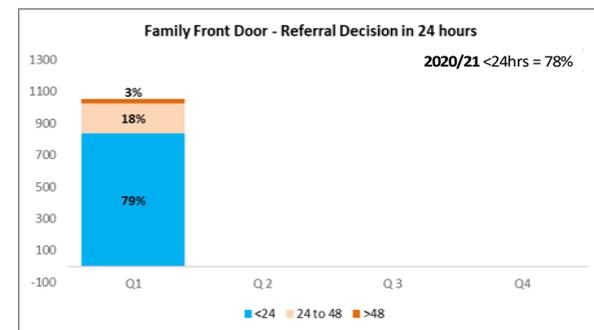
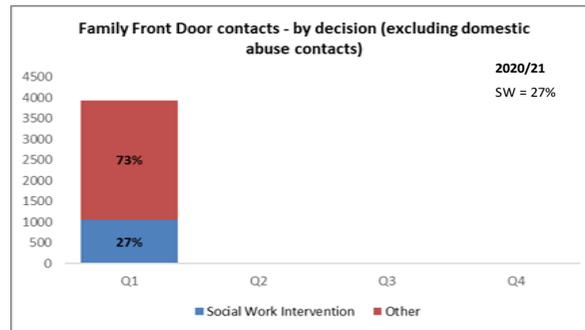
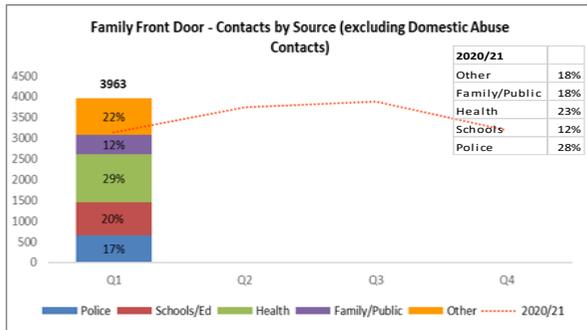
## **Background Papers**

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) the following are the background papers relating to the subject matter of this report:

- Agendas and minutes of the Overview and Scrutiny Performance Board on 22 July, 23 September and 19 November 2020 and 3 February and 21 July 2021
- Agendas and minutes of the Children and Families Overview and Scrutiny Panel on 29 January and 16 July 2021, 17 July, 8 September, and 13 November 2020

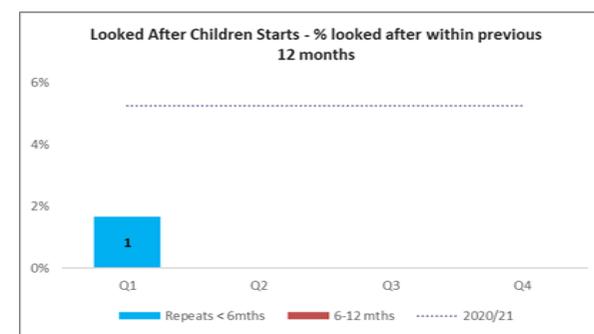
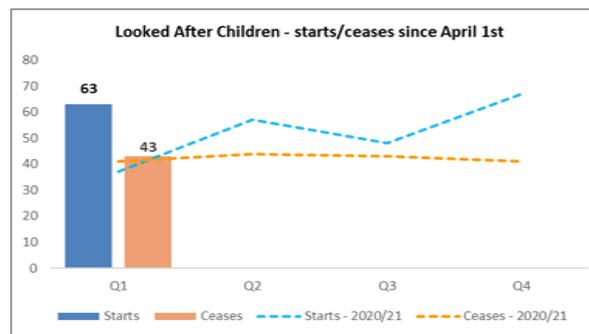
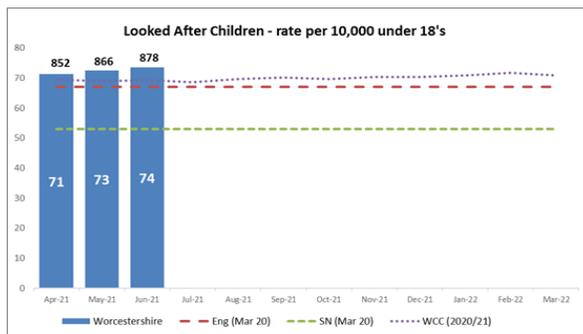
[All agendas and minutes are available on the Council's website here.](#)

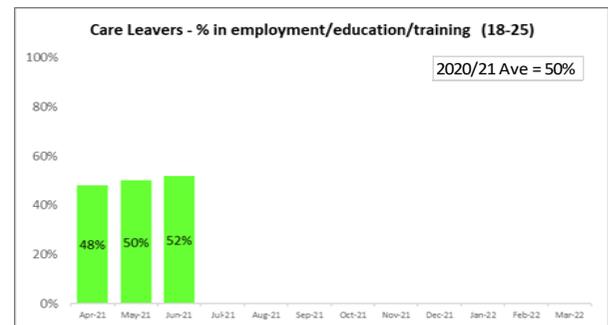
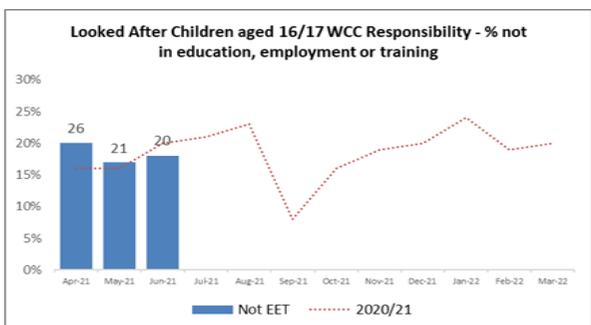
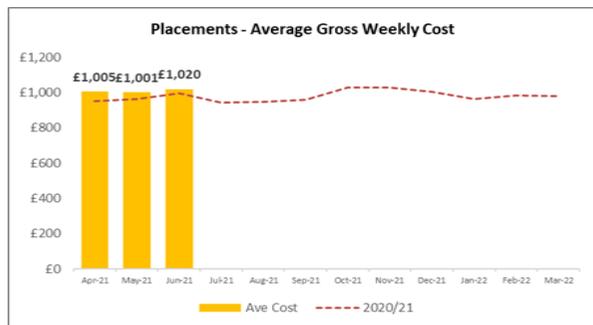
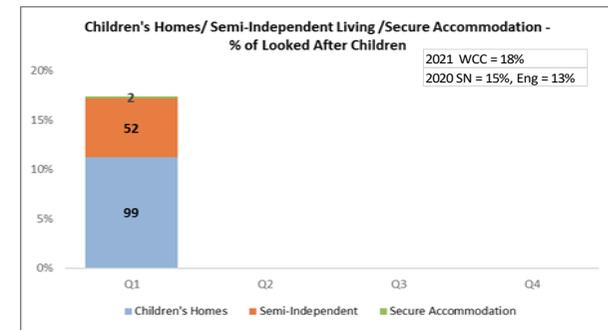
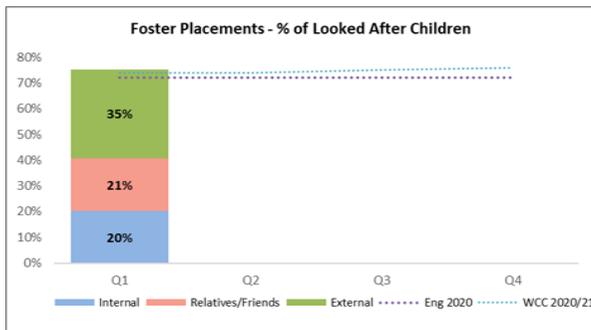
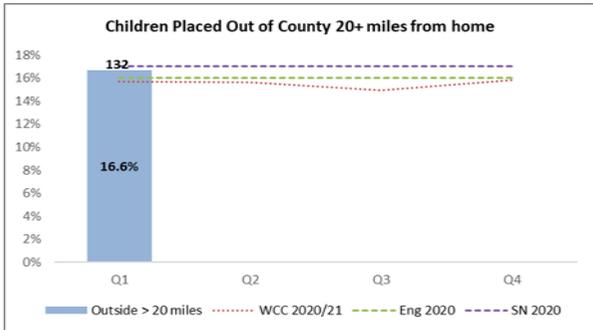
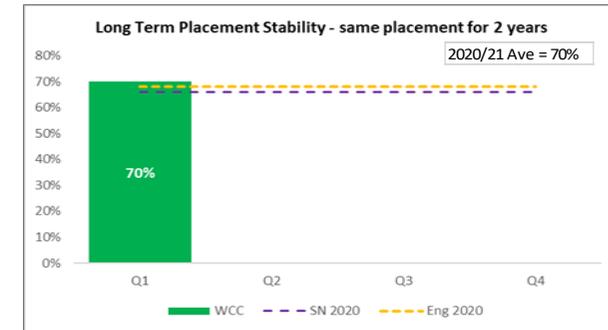
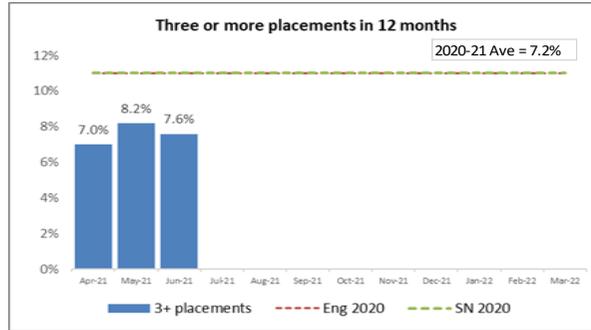
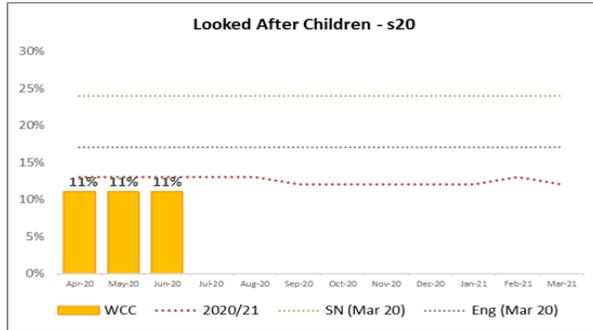
### Family Front Door



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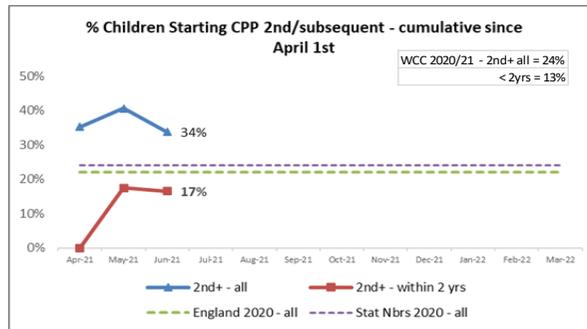
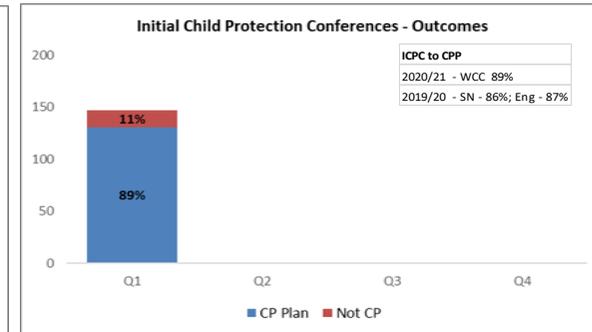
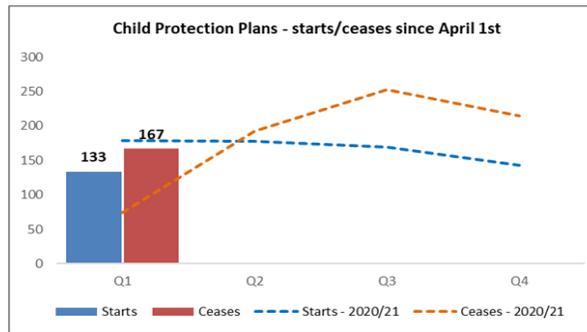
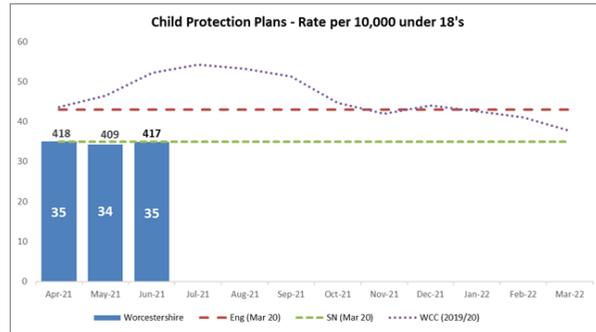
### Through Care - Looked After Children and Care Leavers





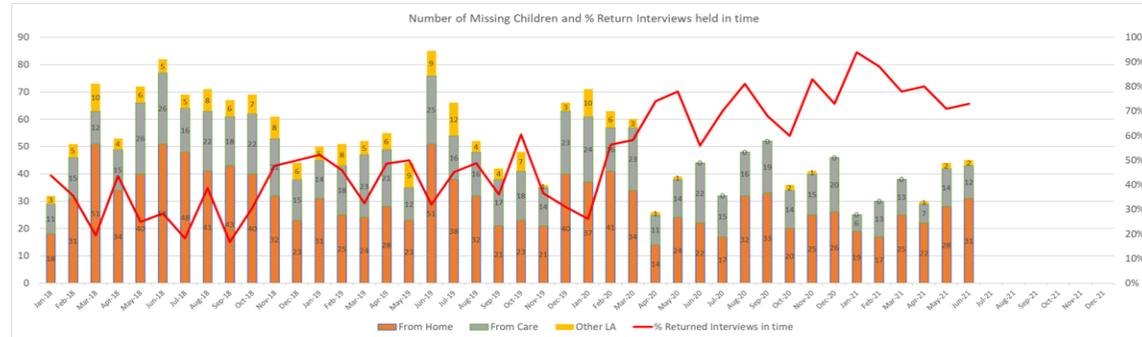
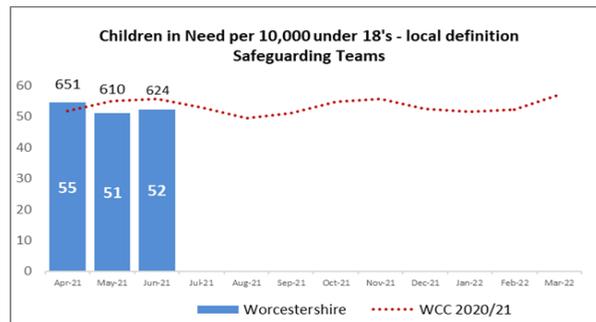
Care Leavers 19-21 in Employment, Education or Training as at 30 June 2021: 55%. Latest comparative figure for age 19-21 using national annual snapshot methodology (2019/20) - Statistical Neighbours: 54%, England: 53%

### Child Protection

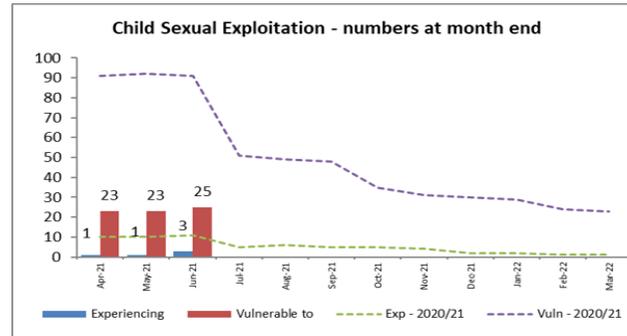
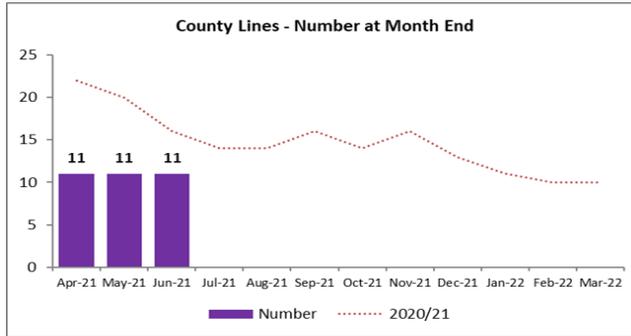


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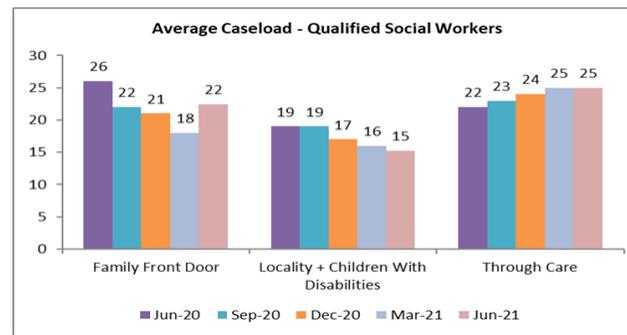
### Children In Need

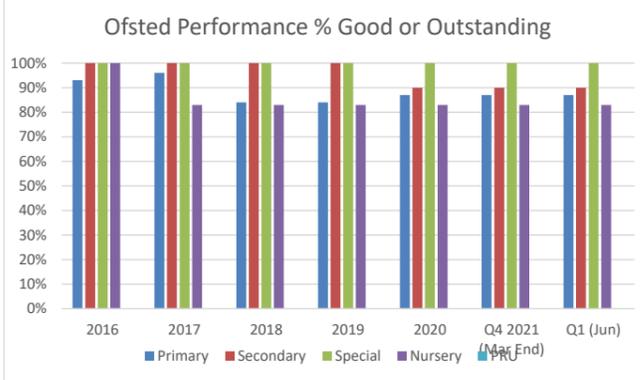


Child in Need Census (wide definition) - rate per 10,000 at 31 March 2020 - WCC= 275; Statistical Neighbours = 291; England = 324



Staffing

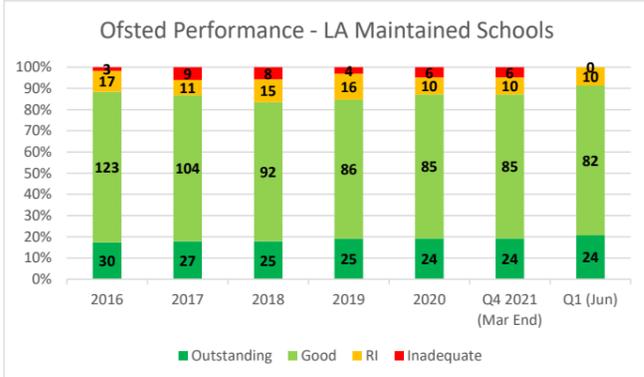




**Ofsted Performance - % Good or Outstanding - All Schools by phase**

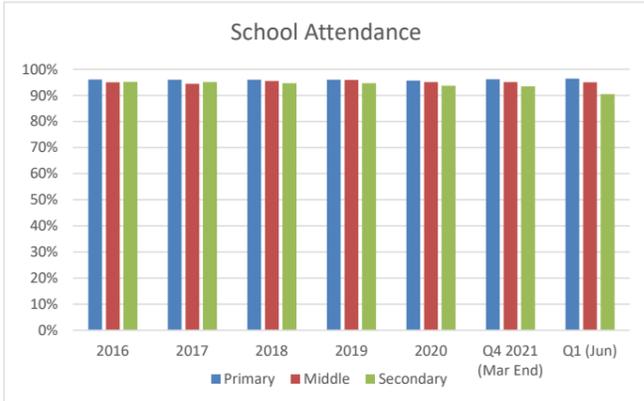
*As at end of Academic Year unless stated*

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Primary	89%	88%	83%	83%	83%	83%	83%
Secondary	93%	96%	84%	84%	87%	87%	87%
Special	100%	100%	100%	100%	90%	90%	90%
Nursery	100%	100%	100%	100%	100%	100%	100%
PRU	100%	83%	83%	83%	83%	83%	83%
All Worcs. England	90%	90%	86%	84%	84%	84%	84%
	89%	89%	84%	86%	86%	86%	86%



**Ofsted grades - LA Maintained Schools**

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Outstanding	30	27	25	25	24	24	24
Good	123	104	92	86	85	85	82
RI	17	11	15	16	10	10	10
Inadequate	3	9	8	4	6	6	0
Total	173	151	140	131	125	125	116
% O & G	88.4%	86.8%	83.6%	84.7%	87.2%	87.2%	91.4%



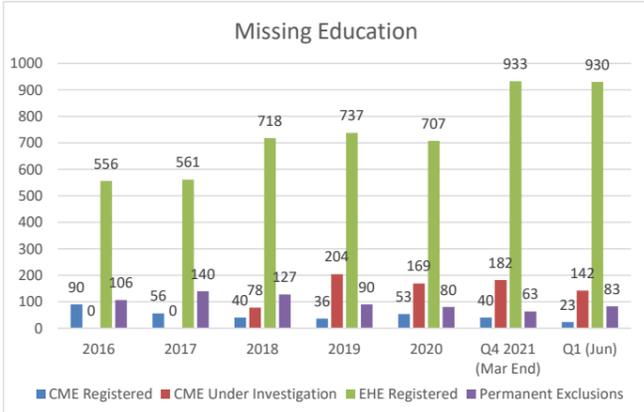
**Ofsted grades - Free Schools and Academies**

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Outstanding	17	21	22	20	17	17	17
Good	43	62	66	73	77	77	79
RI	2	2	6	8	10	10	10
Inadequate	1	2	9	11	14	14	20
No Ofsted Judgement	0	0	0	0	1	1	1
Total	63	87	103	112	119	119	127
% O & G	95.2%	95.4%	85.4%	83.0%	79.0%	79.0%	75.6%

**School Attendance**

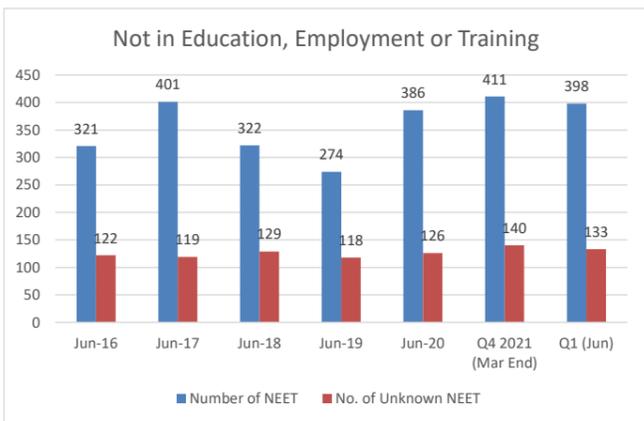
	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Primary	96.1%	96.0%	96.0%	96.0%	95.7%	96.2%	96.4%
Middle	95.0%	94.4%	95.5%	96.0%	95.1%	95.1%	95.0%
Secondary	95.2%	95.1%	94.7%	94.7%	93.7%	93.4%	90.5%
PRU	n/a	n/a	n/a	n/a	n/a	77.0%	79.2%
Special Schools	n/a	n/a	n/a	n/a	n/a	76.0%	79.9%

National	2016	2017	2018	2019	2020
Primary	96.0%	96.0%	95.8%	96.0%	n/a
Secondary	94.8%	94.6%	94.5%	94.5%	n/a



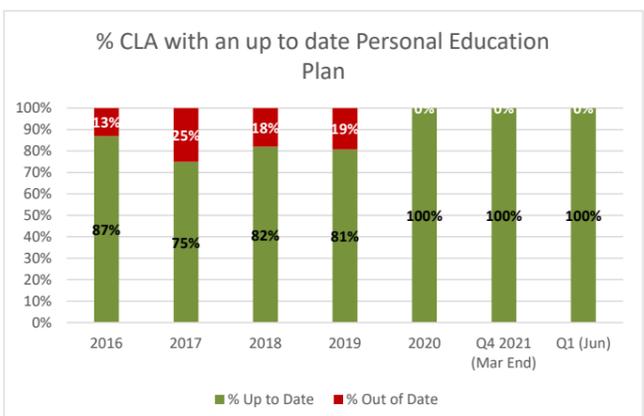
**Missing Education**

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
CME Under Investigation	n/a	n/a	78	204	169	182	142
CME Registered	90	56	40	36	53	40	23
CME Regd & Closed	n/a	n/a	116	134	158	88	108
EHE Registered	556	561	718	737	707	933	930
Permanent Exclusions	106	140	127	90	80	63	83



**Not in Education, Employment or Training (NEET - 16 to 18 Year olds)**

	Jun-16	Jun-17	Jun-18	Jun-19	Jun-20	Q4 2021 (Mar End)	Q1 (Jun)
Number of NEET	321	401	322	274	386	411	398
No. of Unknown NEET	122	119	129	118	126	140	133



**% School age Looked After Children with an up to date Personal Education Plan**

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
% Up to Date	87%	75%	82%	81%	100%	100%	100%
% Out of Date	13%	25%	18%	19%	0%	0%	0%

**Commentary**

Due to Covid no Ofsted inspections have been undertaken between March 2020 and 2021. Hence the outcomes remain largely unchanged since reporting from this date.

There were 18 Ofsted visits in the Autumn term but these do not result in a judgement, and so have no impact on the data.

Monitoring inspections of schools judged inadequate and some schools judged as 'requires improvement' commenced 18 January during the Spring term. All the six schools that received visits in the Spring term were judged to be taking effective action.

In the summer term, four Section 8 monitoring visits took place with all schools judged as taking effective action. One school's visit was converted to a full Section 5 inspection where the school improved in its Ofsted judgement from 'Serious Weakness' to 'Requires Improvement'. A full programme of routine inspections is expected to recommence from September 2021.

**Commentary**

Year on year, attendance has previously been the same or better for each phase and this is also reflected in National figures. The Q1 2021 figures are showing a return to pre-pandemic figures for Primary and close to pre-pandemic figures for Middle but Secondary figures have been affected by Yr 11 and Yr 13 students attendance once grading had been completed. It is likely that if this had not happened the Secondary figures would have matched or been higher than Q4 which is close to pre-pandemic figures. Please note: figures are based on attendance codes not on whether a student was physically in school during lockdown.

**Commentary**

During the Q1 snapshot period 165 CME cases were each being supported by a CME caseworker. The Missing Monday forum continues to assist in the most complex CME registered cases to secure the most appropriate provision and relevant multi agency support for each child/young person.

Additionally, 108 CME cases were successfully closed during Q1, a substantial increase on the previous Q4. CME caseworkers continue to deliver the LAs statutory responsibilities by securing each child/young person's legal right to education and lessening the days lost from education in each of these cases. Extensive work to allay anxieties around the safety of educational settings with regard to the pandemic continues and parallels the national picture.

Schools, partners and external agencies continue to be encouraged to use the centralised hub to provide details for the LA to track, monitor and support CME.

**Commentary**

September Unknown Peak - Due to young people moving through education in September, there are a large number of unknowns that need to be tracked. Until these individuals are identified, the unknown figure remains high and is at its peak in September. This peak is understood by the DFE. This year we have received college lists earlier and have the NEET team making phone calls to quickly identify those young people who might be NEET. Although there has been a further increase in NEET from 2020, caused by the pandemic, it has been far smaller than anticipated and the team continue to minimise this increase as much as possible by working with stakeholders and identifying and removing barriers to participation where possible. There is a concern the NEET figure could remain high or rise in the next academic year due to the pandemic impact of disengagement and mental health issues but the slight drop in Q1 2021 may indicate a possible recovery.

**Commentary****Statutory School Age Personal Education Plan**

All pupils in Reception Year to Year 11 receive three Personal Education Plan (PEP) contacts from a PEP Co/Area Learning Advocate each year. This supports our CLA who attend school both in and out of Worcestershire. The (PEP) meeting is undertaken via Microsoft Teams or face to face, this is dependent on the needs of the CLA and the context. The Designated Teacher (DT) and Social Worker (in consultation with the carer) are expected to upload relevant information to the (PEP) **prior to the meeting** and attend the meeting/consultation call. This enables effective conversations, focusing on evaluation of strategies to specifically meet the needs of individual CLA and methods of monitoring outcomes to measure success. Additional contacts are made throughout the term, with the DT, where transitions are imminent, complexity of situation or those identified as a result of (VS) pupil progress meetings. **There is a high rate of (PEP) completion each term (100%).** All (PEP) meetings (currently virtual) scheduled to take place are completed. There is an improving quality of information in the (PEP) document due to: professional development for Designated Teachers and Social Care colleagues, clarity of information and expectations from the Virtual School (VS) and support / guidance offered by (VS) staff which impacts on the quality of information shared in the (PEP) process.

**Post 16 (PEP) completion**

Post 16 (PEPs) are completed by social workers and are 'signed off' by (VS). The completion rate and quality still requires significant improvement. The (VS), in partnership with social care, is currently piloting a new PEP 'Personal Progression Plan (PPP)'. (PPPs) will be facilitated by the (VS) from September 2021. Two new Post 16 Learning Advocates due to join the (VS) team in readiness for the new academic year.

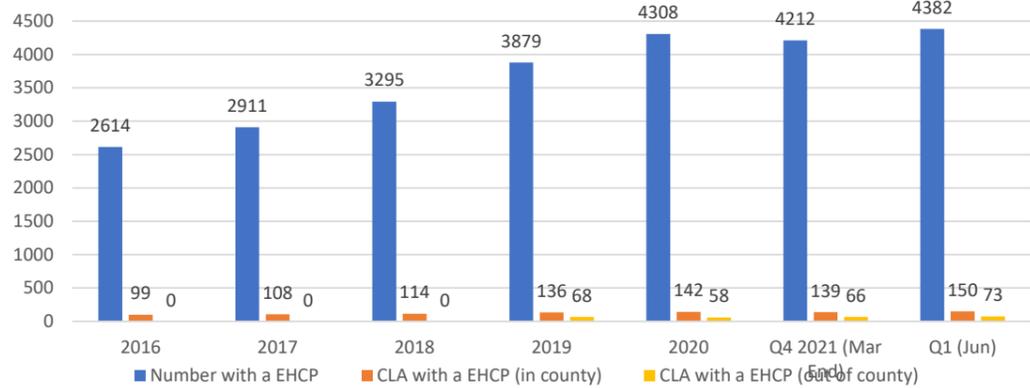
**Pupils Causing Concern**

There are regular meetings with Social Care to discuss pupils at risk of CME, less than 25 hours of education and those where there is a delay in placing in school provision. Half termly pupil progress meetings are held within the (VS), these focus on pupils who are not making progress against their own challenging targets and those who have a negative approach to their learning. The discussions result in individual plans of action for prioritised CLA.

**Quality Assurance**

Half termly quality assurance activities focus on specific groups of CLA or themes, these reflect the priorities within the Virtual School Improvement Plan.

Children with a Education Health Care Plan

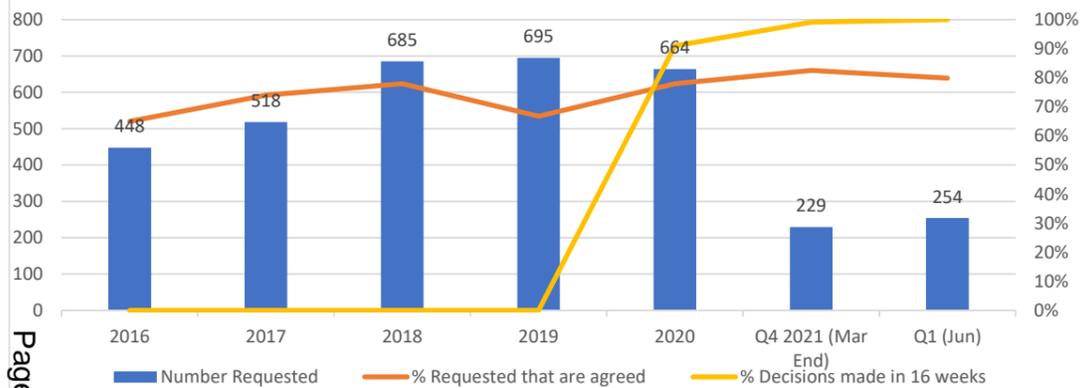


Children with a Education Health Care Plan (EHCP)

As at end of Academic Year unless stated

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Number with a EHCP	2614	2911	3295	3879	4308	4212	4382
CLA with a EHCP (in county)	99	108	114	136	142	139	150
CLA with a EHCP (out of county)	n/a	n/a	n/a	68	58	66	73
CIN with a EHCP	n/a	n/a	n/a	74	113	72	79
CPP with a EHCP	n/a	n/a	n/a	16	22	17	24
EH plans with a EHCP	n/a	n/a	n/a	43	0 (covid)	29	42

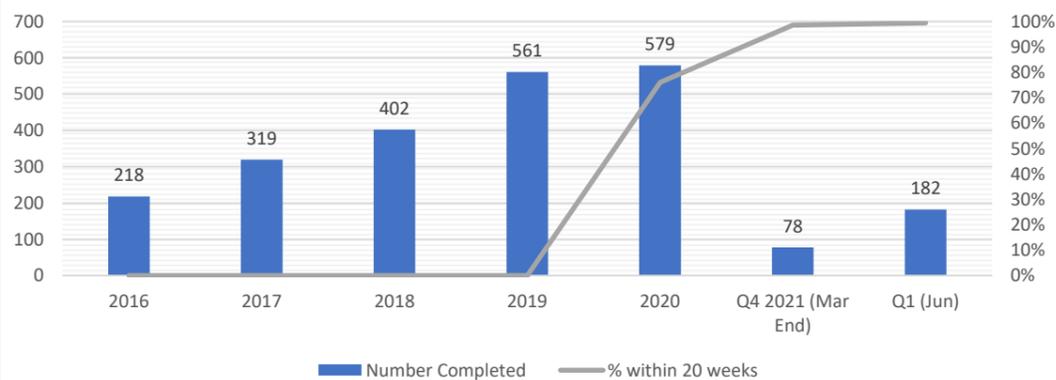
New Education and Health Care plans



New Education and Health Care Plans (Statutory Timescales minus exceptions)

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Number Requested	448	518	685	695	664	229	254
% Requested that are agreed	65%	74%	78%	67%	78%	83%	80%
% Decisions made in 16 weeks (minus exceptions)	n/a	n/a	n/a	n/a	91%	99%	100%

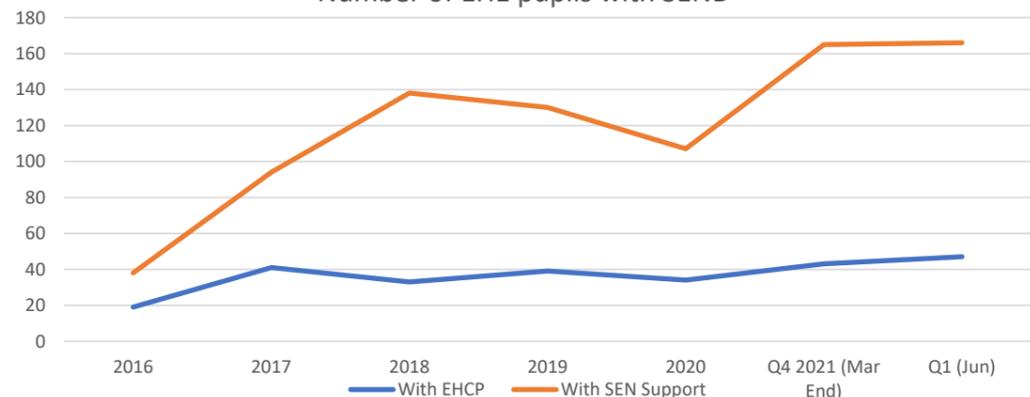
Number of EHCP completed and timeliness



Number of EHCPs completed and % within 20 weeks (Statutory Timescales minus exceptions)

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
Number Completed	218	319	402	561	579	78	182
% within 20 weeks (minus exceptions)	n/a	n/a	n/a	n/a	76%	99%	99%

Number of EHE pupils with SEND



Number of EHE pupils with SEND

	2016	2017	2018	2019	2020	Q4 2021 (Mar End)	Q1 (Jun)
With EHCP	19	41	33	39	34	43	47
With SEN Support	38	94	138	130	107	165	166

**Commentary**

The number of CYP with an EHCP has increased Worcestershire in the last quarter as we would have expected due to the general trend of increasing number of EHCPs. During any given quarter a number of EHCPs will cease as young people move out of education and into for example employment and higher education, however population growth, prevalence of SEND and the impact of the 2014 Children and Families Act (extending our responsibilities to the age of 25) are likely to see continued rises in the coming years across all groups.

The number of requests of assessment has increased as expected following the end of lockdown restrictions which has meant that schools have been able to implement a graduated response and where needed may a request for assessment. Decisions made at 16 weeks (whether to issue and EHCP) continue to be timely and reflect robust tracking and improved performance in the SEND casework team. Current recruitment and retention issues are likely to negatively affect this performance in the next quarter, however a detailed plan is in place to address these issues in the short and longer term to ensure any impact is temporary.

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Excellent improvements in performance have been made over the last two years resulting in 99% of EHCPs being completed with 20 weeks. Strategic developments in the team are now focused on annual reviews and the quality of EHCPs. Whilst this remains a high level of performance difficulties in obtaining educational psychology advice (due to recruitment issues) and current SEND casework capacity concerns may affect this figure in the next quarter.. Actions have been taken to mitigate for any further risk with successful recruitment to vacant positions.

**Commentary**

The number of children with an EHCP who are EHE remains similar to last quarter. This parallels the national picture and increases in the number of families generally who are choosing to home educate. Discussions with families indicate that many families choosing to home educate remain anxious about a return to school as a result of the Covid-19 pandemic . Others have enjoyed the experience of home educating during the summer months and found this to be a positive experience for their children.

23 August 2021

Ms Tina Russell  
Director of Children's Services  
County Hall  
Spetchley Road  
Worcester  
WR5 2NP

Dear Tina

### **Focused visit to Worcestershire County Council children's services**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

This letter summarises the findings of a focused visit to Worcestershire County Council children's services on 13 and 14 July 2021. Her Majesty's Inspectors for this visit were John Roughton and Nick Bennison.

Worcestershire statutory children's social care functions are delegated to Worcestershire Children First. Inspectors looked at arrangements for the front door.

This visit was carried out in line with the inspection of local authority children's services (ILACS) framework. However, the delivery model was adapted to reflect the COVID-19 context. The lead inspector and the director of children's services agreed arrangements to deliver this visit effectively while working within national and local guidelines for responding to COVID-19. This visit was carried out on site, with inspectors using video calls for local authority staff when they were unable to be office based.

### **Headline findings**

The local authority has made strong progress in improving the quality of practice for children and families in receipt of services at its 'Family Front Door' since the inspection in June 2019. Leaders have established a positive culture of commitment to continuous improvement across this service area, supported by particularly strong quality assurance arrangements. The early help partnership is now well engaged in the delivery of services, and most schools in Worcestershire have an early help offer, bespoke to the needs of their community. This progress is not yet reflected in an overarching strategy or plan to ensure universal awareness of the partnership's approach and provision.

## **What needs to improve in this area of social work practice**

- Partnership-wide understanding of the early help strategy.
- Timeliness of referrals from, and joint management of strategy meetings with, police.
- Recording of management rationale for the timing of strategy meetings and interim safety planning.

## **Main findings**

The local authority and wider partnership have planned and delivered a well-coordinated and effective response to the pandemic. Actions have been swift and well considered, ensuring an appropriate focus on supporting the most vulnerable children and families. Social workers have been well supported during COVID-19 and enabled to work safely and effectively according to individual need. A positive culture of continuous improvement is now embedded across the service.

Children and families in Worcestershire benefit from a swift and proportionate response to new contacts. Initial management screening and guidance inform thorough partner agency checks and prompt analysis, leading to management sign off and appropriate next steps.

Where parental consent is not obtained by the referrer, attempts are quickly made to do so, and equally where consent is overridden, the rationale for doing so is appropriate and clearly recorded.

The allocation of work from the contact and referral pods to assessment teams is timely and appropriate, ensuring that children's needs are quickly identified and begin to be addressed.

Most children who experience domestic violence within their family receive a timely service. Clear and timely assessments result in appropriate decisions being made about their protection. These children receive prompt interventions that reduce risks. However, due to delays in referrals being received from police, a small number of children who experience domestic violence are not being considered at strategy meetings or assessed swiftly enough to respond to their immediate need for protection. Senior leaders are aware of this issue and are proactively addressing this with the police.

When there is any delay in the convening of strategy meetings, the management rationale and any interim safety plan are not consistently or clearly recorded. Despite this risk, no child was found to have suffered detriment as a result. Immediate action

is being taken by leaders to address this. When strategy meetings are held, they are appropriate and well attended, although actions are not always timebound.

Children who are at risk of criminal or sexual exploitation in Worcestershire are identified through multi-agency referrals and effective 'Get Safe' risk assessments and reviews. Advice and support are available to all social workers from the 'Get Safe' service, and multi-agency sexual exploitation meetings are held appropriately to manage and support those children at higher risk. Senior leaders oversee trends and themes, helping to identify hot spots and ensure disruption activity.

Children and families assessed as not requiring a statutory social work response by the Family Front Door are stepped down to early help services or signposted appropriately, ensuring a timely and proportionate response. Most children who need early help support receive a service that is multi-agency, reflective and responsive to their needs. Children benefit from creative direct work, and the voice of the child is considered in early help assessments.

Children and families benefit from thorough and proportionate assessments of need by social workers. Prompt allocation of children's cases and the routine consideration of their history, partner agency information and the views of children and families, inform analysis and recommendations. Direct work with children to elicit their views is consistently completed in accordance with their age, language and communication abilities and preferences. Management oversight is well considered, appropriately informing next steps.

Social workers receive regular supervision and personal development opportunities. This is helping to achieve an increasingly stable, permanent workforce who are skilled, committed and highly motivated.

The quality assurance framework is a strong area of practice, well embedded internally and across the safeguarding partnership. In particular, the audit approach is very effective. Children's case file audits are well moderated and identified actions followed through to completion, making a real time difference to improving interventions in case work. Collective learning from quality assurance activity, including extensive child and family feedback, is used well to inform service improvement.

Leaders have developed seamless referral and transitional arrangements to ensure that children and families experience minimal delay within the Family Front Door so that children gain the right service at the right time. To support their line of sight and assurance of effectiveness, senior leaders have a clear and detailed understanding of the performance of the Family Front Door and its impact on outcomes for children. Performance management reporting arrangements ensure that leaders and managers quickly identify practice issues and themes, and respond accordingly.

Ofsted will take the findings from this focused visit into account when planning your next inspection or visit.

Yours sincerely

John Roughton  
Her Majesty's Inspector

# Appendix 2 –Budget Monitoring 2021/22 – June Q1

## Children and Families Overview and Scrutiny Panel 22nd September 2021

# Dedicated Schools Grant June (Period 3) Budget Monitoring Position

DSG year-end position is a forecast overspend of £5.7m with a forecast deficit of £15.7m at the end of 2021/22:

2021/22 Budget Monitoring Period 03 - June 2021	Budget	Forecast Outturn	Overspends	
			Variance	Variance
	£000	£000	£000	%
Schools DSG Block	131,304	131,304	0	0.0%
High Needs DSG Block	59,819	65,476	5,657	9.5%
Early Years DSG Block	36,476	36,476	0	0.0%
Central DSG Block	3,377	3,424	47	1.4%
<b>DSG</b>	<b>230,976</b>	<b>236,680</b>	<b>5,704</b>	

Summary Position for Dedicated Schools Grant	
	£m
Accumulated Deficit 1 April 2021	6.5
Catch-up on School and EY Blocks	3.2
Projected High Needs Deficit 2021/22	6.0
Projected Saving on Other Blocks	0.0
School Funding Position	0.0
<b>Projected Accumulated Deficit 31 March 2022</b>	<b>15.7</b>
Projected High Needs Shortfall 2022/23	4.0
<b>Projected Accumulated Deficit 31 March 2023</b>	<b>19.7</b>

- Key pressures remain as previously reported to panel – specifically Out of County provision and Post-16 provision in the High Needs block. Worcestershire High Needs pressures are in line with known national picture.
- It should be noted that £3.2m of Pupil Growth income received last year and which was applied to the DSG reserve, is forecast to be passed to schools in 2021/22.
- Overspend is ‘carried forward’, essentially increasing the deficit balance on the DSG reserve, which at some point needs to be paid back. The deficit balance at the start of the year was £6.5m. WCC’s deficit is forecast to be £15.7m at the end of March 2022, which will be carried forward against future DSG income. Working closely with County Council’s Network and SCT to ask Government to urgently. WCC will not be required or able, without the express permission of the government, to underpin the overspend on the DSG, however this legislation expires at the end of 2022/23 where this deficit will revert to the County Council.

# High Needs Budget – Local and National Position – May 2021

The following table shows WCC HN Budget position:

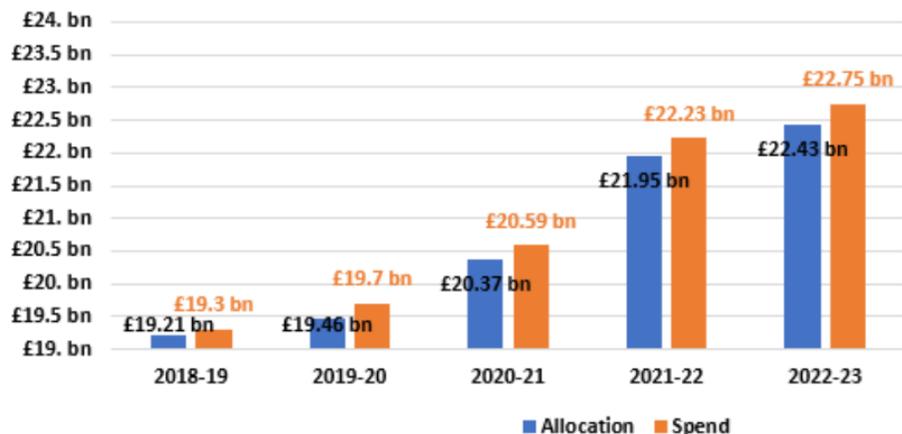
Financial Year	DSG High Needs Block Allocation (net)	High Needs Block Spend	Variance Overspend (£)	Variance (%)
	£'000	£'000	£'000	£'000
2017/18 (act)	38,988	42,361	3,373	8.7%
2018/19 (act)	39,909	48,880	8,971	22.5%
2019/20 (act)	43,592	52,314	8,722	20.0%
2020/21 (act) *	51,863	55,828	3,965	7.6%
2021/22 (est)	59,819	64,760	4,941	8.3%

The County Council's Network along with the Society of County Treasurers produced a paper that was launched nationally on 30 June 2021. This highlighted the need for the Government to take urgent action in Spending Review to address £1.3bn special educational needs deficit.

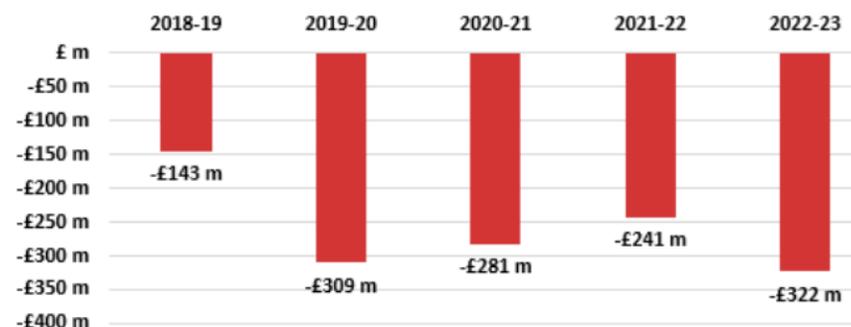
\* Subject to external audit

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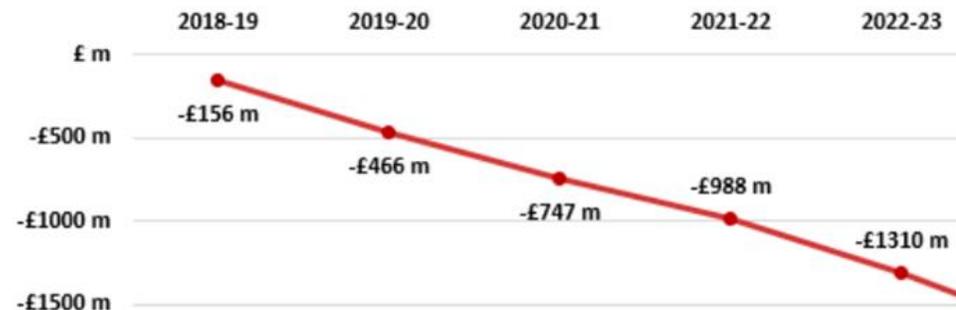
DSG Allocation v DSG Spend



High Needs Deficits (In-Year)



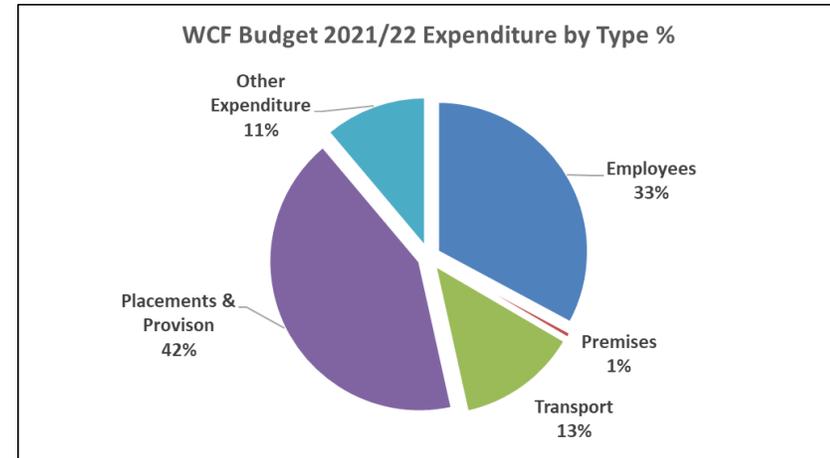
Cumulative High Needs Deficits



# Budget Overview 2021/22 (presented to Scrutiny January 2021)

- The full-year WCF budget is currently £128m of which over half is the 'demand led' budgets of Placements and Home to School Transport.

WCF Budget 2021/22	£000's
Employees	42,092
Premises	748
Transport	16,774
Placements & Provison	54,257
Other Expenditure	14,239
<b>Gross Expenditure</b>	<b>128,111</b>
Sales, Fees and Charges	-2,102
<b>WCF Budget / Contract Price</b>	<b>126,009</b>



- There is a risk on placements could exceed the budget for 2021/22 of up to £2m and this will be mitigated by the £1.9m risk reserve and close monitoring will be required during the year and prompt action will be needed if performance and forecasts vary materially from budget.

# Forecast Outturn at Qtr 1 2021/22 - £1m overspend or 0.81%

As at P3, WCF is forecast to have an in-year deficit of £1m, which is 0.8% of budgeted expenditure. At the same point last year, the forecast was for a £1.4m deficit, which was eventually turned around by the Company to a small surplus position at year-end.

	Latest Budget £000	YTD £000	Full-year Projection £000	Variance £000	Variance %
Contract Income	126,009	43,164	126,009	0	0.00%
Government Grants	0	0	0	0	0.00%
Interest	0	1	0	0	0.00%
Covid-19 Costs from WCC	0	0	0	0	0.00%
Sales, Fees and Charges	2,102	1,691	2,311	209	9.92%
<b>Total Income</b>	<b>128,111</b>	<b>44,855</b>	<b>128,319</b>	<b>209</b>	<b>0.16%</b>
<i>less expenditure</i>					
Employees	42,092	9,416	40,383	-1,709	-4.06%
Premises	748	-166	740	-8	-1.13%
Transport	16,774	7,326	16,815	41	0.24%
Supplies & Services	15,907	1,503	16,170	263	1.65%
Third Party Payments	52,572	4,480	55,215	2,643	5.03%
Transfer Payments	4	0	3	-1	-22.73%
Education Payments	0	0	0	0	0.00%
Reserves	0	0	0	0	0.00%
Support Services	14	0	14	0	0.00%
<b>Total Expenditure</b>	<b>128,111</b>	<b>22,559</b>	<b>129,339</b>	<b>1,228</b>	<b>0.96%</b>
<b>Projected Surplus/(Deficit) before Corporation Tax</b>	<b>0</b>	<b>22,296</b>	<b>-1,020</b>	<b>-1,020</b>	

The story is very similar to last year – pressures on Placements for Looked After Children is causing an overspend in that area, which the service is attempting to mitigate by finding reductions in other areas. This is illustrated on the next page where the forecast is shown at service level.

# Forecast Outturn at Qtr 1 2021/22 - £1m overspend or 0.81%

## Worcestershire Children First Budget Monitoring Statement - by Service Heading

	Latest Budget £000	YTD £000	Full-year Projection £000	Variance £000	Variance %	Change since last month £000
WCF Management & Board	661	104	546	-115	-17.44%	42
Training	178	11	178	0	0.00%	0
Resources Teams	3,907	810	3,884	-24	-0.60%	0
Support Service Payments	7,531	0	7,531	0	0.00%	0
<b>Resources</b>	<b>12,277</b>	<b>925</b>	<b>12,139</b>	<b>-139</b>	<b>-1.13%</b>	<b>42</b>
CSC Safeguarding Services	13,244	2,715	13,524	280	2.12%	214
Integrated Family Front Door	5,017	1,009	4,808	-209	-4.16%	314
Placements & Provision	57,513	10,520	58,761	1,249	2.17%	-568
Worcestershire Safeguarding Children Board	0	-52	0	0	0.00%	0
CSC Through Care	5,430	1,148	5,300	-130	-2.40%	52
CSC Targeted Family Support	4,356	916	4,135	-221	-5.07%	-221
<b>Social Care</b>	<b>85,559</b>	<b>16,256</b>	<b>86,529</b>	<b>970</b>	<b>1.13%</b>	<b>-209</b>
Sufficiency & Safeguarding	415	51	415	0	0.00%	0
Quality and Improvement	1,573	268	1,573	0	0.00%	0
Early Help & Partnership	252	4	252	0	0.00%	0
SEND & Vulnerable learners	7,334	1,309	7,523	189	2.58%	-46
<b>Education and Early Help</b>	<b>9,574</b>	<b>1,633</b>	<b>9,763</b>	<b>189</b>	<b>1.98%</b>	<b>-46</b>
Home to School Transport	18,091	2,784	18,091	0	0.00%	0
<b>Home to School Transport</b>	<b>18,091</b>	<b>2,784</b>	<b>18,091</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
Youth Offending Services	507	0	507	0	0.00%	0
<b>Youth Offending Services</b>	<b>507</b>	<b>0</b>	<b>507</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>
<b>TOTAL</b>	<b>126,009</b>	<b>21,599</b>	<b>127,028</b>	<b>1,020</b>	<b>0.81%</b>	<b>-213</b>
Contract Income	126,009	43,164	126,009	0	0.00%	0
Covid Costs from Council	0	0	0	0	0.00%	0
<b>Projected Surplus/(Deficit) before Corporation Tax</b>	<b>0</b>	<b>21,565</b>	<b>-1,020</b>	<b>-1,020</b>		<b>213</b>
<b>Corporation Tax Liability</b>				<b>0</b>		
<b>Surplus to transfer to retained earnings</b>				<b>-1,020</b>		

Resources Directorate is forecast to be underspent due to several posts held vacant Directorate restructure completed and £0.65m savings delivered. Takes account of savings from revised Senior Leadership Structure

Social Care Service placements forecast overspent due to being demand led and to the high cost of some of these places.. The success of other Social Care areas in terms of budgetary control (by holding vacancies where possible) continues. Whilst the external placement numbers are increasing locally and nationally, the financial forecast for the 'Placements and Provision' hierarchy has actually improved this month, by £0.568m. This is because underspends on Green Hill Lodge (£0.698m) and Oak House (£0.503m) have been brought into the forecast, following the Cabinet Decision on 24th June 2021.

The forecast overspend in the Education and Early Help Directorate is driven pressure on Educational Psychology, where there is an income shortfall forecast of around £0.020m, coupled with an increase in staffing costs as the service has a number agency arrangements in place.

The required savings of £2.95m have been delivered for 2021/22 – the increased trading income of £0.6m is forecast to achieved and orders placed from schools are slightly above target.

- WCF external audit was complete at the end of June – by our Auditors Grant Thornton.
- Accounts prepared under FRS102.
- WCF Risk, Governance and Audit Board reviewed accounts and audit report in detail at end of June.
- Unmodified audit opinion – clean bill of health.
- Included as part of council's group financial statements.
- Financial Statements submitted to Companies House
- Annual General Meeting 30 September 2021.

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# Any questions?

## **CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY PANEL 22 SEPTEMBER 2021**

### **WORK PROGRAMME 2021/22**

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#### **Summary**

1. From time to time the Children and Families Overview and Scrutiny Panel will review its work programme and consider which issues should be investigated as a priority.

#### **Background**

2. Worcestershire County Council has a rolling annual Work Programme for Overview and Scrutiny. The 2020/21 Work Programme has been developed by taking into account issues still to be completed from 2019/20, the views of Overview and Scrutiny Panel Members and the findings of the budget scrutiny process.
3. Suggested issues have been prioritised using scrutiny feasibility criteria in order to ensure that topics are selected subjectively and the 'added value' of a review is considered right from the beginning.
4. The Children and Families Overview and Scrutiny Panel is responsible for scrutiny of:
  - Children's Social Care and Families
  - Public Health relating to Families
  - Education and Skills
5. The current Work Programme was agreed by OSPB on 21 July and was approved by Council on 9 September 2021.

#### **Dates of Future Meetings**

- 12 November 2021 at 10am
- Dates for 2022 (to be confirmed)

#### **Purpose of the Meeting**

6. The Panel is asked to consider the 2021/22 Work Programme and agree whether it would like to make any amendments. The Panel will wish to retain the flexibility to take into account any urgent issues which may arise.

## **Supporting Information**

- Appendix 1 – Children and Families Overview and Scrutiny Panel Work Programme 2021/22

## **Contact Points**

Alyson Grice / Alison Spall, Overview and Scrutiny Officers, Tel: 01905 844962 / 846607  
Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes for Council on 9 September 2021
- Agenda and Minutes of OSPB on 21 July 2020

[All agendas and minutes are available on the Council's website here.](#)

## Children and Families Overview and Scrutiny Panel

<b>Date of Meeting</b>	<b>Issue for Scrutiny</b>	<b>Date of Last Report</b>	<b>Notes/Follow-up Action</b>
22 September 2021	Early Help Family Support (including Universal Early Help, Integrated Wellbeing, Here2Help (relating to families) and Children's Centres		
	Update on 0-19 Starting Well Partnership	15 November 2020	Panel requested an update in 12 months
	Performance (Q1 April to June 2021) and In-Year Budget Monitoring		
12 November 2021	Vulnerable Learners (which includes children missing education, Elective Home Education, Young People not in education, employment of training (NEETS))		Consider Vulnerable Learners Report before deciding if a Task Group is required on a specific area
	Current organisation of Education within the County (2 tier/3 tier)		Requested by Panel 16 July 2021
	Update on the implementation of the Assessment Pathway for Children and Young People who may have Autism	15 November 2020	Panel requested an update in 12 months
	Scrutiny of 2022/23 Budget		
	Performance and In-Year Budget Monitoring (Q2/period 6)		
January 2022	All Age Disability Strategy		To be considered jointly with the Adult Care and Well Being O&S Panel

	Update on GET SAFE		
	Scrutiny of 2022/23 Budget		
	Update on Special Educational Needs and Disabilities (SEND) Improvement	16 June 2020	Ofsted/Care Quality Commission (CQC) re-visit delayed – now expected June/July 2021
March 2022	Education Covid Recovery - impact on Educational Outcomes 2021 including Apprenticeships		
	Delivery Model for Medical Education Provision – Update	16 March 2021	
	Performance and In-Year Budget Monitoring (Q3 and Period 9)		
May 2022	Impact of Child poverty		Requested at Panel Meeting 13 November 2019 (refer to Worcester City Task Group Report)
<b>Possible Future Items</b>			
TBC	Alternative Provision		Requested by Panel 16 July 2021
TBC	Future of Youth Work in Worcestershire (was Positive Activities)		
TBC	Ofsted Inspecting local authority children's services (ILACS) Inspection – Feedback from focused visit post July 2021	11 September 2019	ILACS inspection due post July 2022
<b>Standing Items</b>			
March	Education Performance outcomes		Annually

July	WSCP Annual Safeguarding Report		Annually
November/January	Budget Scrutiny		
March/July/September/November	Quarterly Performance and In-Year Budget Monitoring		

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