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DATE: 30 September 2019

To: Members of the
CHILDREN, EDUCATION AND FAMILIES PDS COMMITTEE

Councillor Nicky Dykes (Chairman)

Councillor Judi Ellis (Vice-Chairman)

Councillors Marina Ahmad, Yvonne Bear, Kevin Brooks, Hannah Gray,
Christine Harris, Neil Reddin FCCA and Will Rowlands

Church Representatives with Voting Rights

Reverend Roger Bristow and Joan McConnell

Parent Governor Members with Voting Rights

Emmanuel Arbenser, Michelle Fribbens and David Hullah,

Non-Voting Co-opted Members

Angela Leeves, Early Years Representative

Ben McGowan, Young People's Representative

A meeting of the Children, Education and Families PDS Committee will be held at
Committee Rooms, Bromley Civic Centre on **TUESDAY 8 OCTOBER 2019 AT 7.00
PM**

MARK BOWEN

Director of Corporate Services

Paper copies of this agenda will not be provided at the meeting. Copies can be printed off at <http://cds.bromley.gov.uk/>. Any member of the public requiring a paper copy of the agenda may request one in advance of the meeting by contacting the Clerk to the Committee, giving 24 hours notice before the meeting.

Items marked for information only will not be debated unless a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss

A G E N D A

PART 1 (PUBLIC) AGENDA

Note for Members: Members are reminded that Officer contact details are shown on each report and Members are welcome to raise questions in advance of the meeting.

STANDARD ITEMS

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

2 DECLARATIONS OF INTEREST

3 MINUTES OF THE EDUCATION, CHILDREN & FAMILIES PDS COMMITTEE MEETING HELD ON 9 JULY 2019 (Pages 5 - 20)

4 QUESTIONS TO THE COMMITTEE CHAIRMAN FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

In accordance with the Council's Constitution, questions that are not specific to reports on the agenda must have been received in writing 10 working days before the date of the meeting.

Questions specifically on reports on the agenda should be received within two working days of the normal publication date of the agenda. Please ensure that questions specifically on reports on the agenda are received by the Democratic Services Team by **5pm on Wednesday 2nd October 2019**.

5 MATTERS OUTSTANDING AND WORK PROGRAMME (Pages 21 - 26)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

6 QUESTIONS TO THE PORTFOLIO HOLDER FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

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7 PORTFOLIO HOLDER UPDATE

8 PRE DECISION SCRUTINY OF DECISIONS FOR THE CHILDREN, EDUCATION & FAMILIES PORTFOLIO HOLDER

a CAPITAL PROGRAMME MONITORING Q1 2019/20 (Pages 27 - 38)

9 PRE DECISION SCRUTINY OF EXECUTIVE REPORTS

POLICY DEVELOPMENT AND OTHER ITEMS

10 LOCAL AUTHORITY DESIGNATED OFFICER REPORT 2018/19 (Pages 39 - 44)

11 INDEPENDENT REVIEWING OFFICERS ANNUAL REPORT 2018/19 (Pages 45 - 76)

12 ANNUAL ECHS COMPLIMENTS AND COMPLAINTS REPORT (Pages 77 - 116)

13 CONTRACTS REGISTER AND CONTRACTS DATABASE (Pages 117 - 126)

14 YOUTH ENGAGEMENT DISUSSION

PART 2 (CLOSED) AGENDA

15 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

The Chairman to move that the Press and public be excluded during consideration of the items of business listed below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

Items of Business

Schedule 12A Description

16 EXEMPT MINUTES OF THE EDUCATION, CHILDREN & FAMILIES PDS COMMITTEE MEETING HELD ON 9 JULY 2019 (Pages 127 - 132)

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

17 PRE DECISION SCRUTINY OF PART 2 DECISIONS FOR THE CHILDREN, EDUCATION & FAMILIES PORTFOLIO HOLDER

- a **DOMESTIC VIOLENCE AND ABUSE & VAWG SERVICES AWARD REPORT**
(Pages 133 - 142)
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

HOLDING THE EXECUTIVE TO ACCOUNT

18 **PRE DECISION SCRUTINY OF PART 2 (EXEMPT) EXECUTIVE REPORTS**

- a **GATEWAY 0/1: EDUCATION MANAGEMENT INFORMATION SYSTEM**
(Pages 143 - 226)
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

PDS AND OTHER ITEMS

- 19 **PART 2 LOCAL AUTHORITY DESIGNATED OFFICER REPORT 2018/19** (Pages 227 - 246)
- Information relating to any individual.
- 20 **PART 2 CONTRACTS REGISTER AND CONTRACTS DATABASE** (Pages 247 - 252)
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- 21 **PERFORMANCE MANAGEMENT 2019/20**
(Pages 253 - 260)
- Information relating to the financial or business affairs of any particular person (including the authority holding that information)

CHILDREN, EDUCATION AND FAMILIES PDS COMMITTEE

Minutes of the meeting held at 7.00 pm on 9 July 2019

Present:

Councillor Nicky Dykes (Chairman)
Councillor Judi Ellis (Vice-Chairman)
Councillors Marina Ahmad, Yvonne Bear, Kevin Brooks,
Hannah Gray and Neil Reddin FCCA

Joan McConnell
Emmanuel Arbenser
Angela Leeves and Ben McGowan

Also Present:

Councillor Peter Fortune, Portfolio Holder for Children, Education & Families
Councillors Will Harmer and Chris Pierce

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Councillor Christine Harris, Mr David Hullah, and Mrs Michelle Fribbens.

2 APPOINTMENT OF CO-OPTED MEMBERS 2019/20 CSD19096

The Committee considered a report which sought confirmation of the appointment of Co-opted members to the Children, Education and Families PDS Committee for 2019/20.

RESOLVED: That

- 1. The following Parent Governor Representative appointments be made to the Children, Education & Families PDS Committee for 2019/20 with voting rights:**
 - Emmanuel Arbenser, Special School Parent Governor
 - Michelle Fribbens, Primary School Parent Governor
 - David Hullah, Secondary School Parent Governor

- 2. Reverend Roger Bristow representing the Church of England and Mrs Joan McConnell representing the Roman Catholic Church be appointed as Co-opted Members to the Children, Education & Families PDS Committee for 2019/20 with voting rights;**

3. The following Co-opted Membership appointments be made to the Children, Education & Families PDS Committee for 2019/20 without voting rights:

- Mrs Angela Leeves as Early Years Representative
- Mr Ben McGowan as Young Peoples Representative

3 DECLARATIONS OF INTEREST

Councillor Yvonne Bear declared that she was a Governor at Oxleas NHS Foundation Trust.

Councillor Kevin Brooks declared that he worked for Bromley MIND, based at Oxleas.

Councillor Marina Ahmad declared that her husband worked for Bromley Healthcare.

Mrs Joan McConnell declared that she was Vice-Chairman of the Governing Body at St Joseph's Primary School.

Councillor Peter Fortune declared that his wife was a teacher at a school in the Borough and a moderator.

In respect of Minute 17c, Councillor Neil Reddin declared that he had a client who delivered SEN Transport in the Borough.

4 MINUTES OF THE EDUCATION, CHILDREN & FAMILIES SELECT COMMITTEE MEETINGS HELD ON 13 MARCH 2019 AND 8TH MAY 2019

The minutes of the Education, Children and Families Select Committee meetings held on 13th March 2019, and 8th May 2019, were agreed, and signed as a correct record.

5 QUESTIONS TO THE COMMITTEE CHAIRMAN FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions were received.

6 MATTERS OUTSTANDING AND WORK PROGRAMME Report CSD19114

The Committee considered a report setting out matters outstanding from previous meetings and the proposed work plan for 2019/20.

The Committee noted that Scrutiny of the Director of Children's Social Care had been added to the Work Programme for the January meeting.

During the course of the meeting the following additional items were requested for the Work Programme:

- Sufficiency of childcare places (meeting to be confirmed)
- Narrowing the Educational Gap Update (October 2019)
- Children's Speech and Language Therapy Update – Information Item (October 2019)
- Children Missing Out on Education (meeting to be confirmed)

RESOLVED: that

- 1. Progress on matters outstanding from previous meetings be noted; and**
- 2. The Work Programme for 2019/20 be noted.**

7 QUESTIONS TO THE PORTFOLIO HOLDER FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

There were no questions.

8 PORTFOLIO HOLDER UPDATE

The Portfolio Holder for Children, Education and Families, Cllr Peter Fortune, attended the meeting to respond to questions from the Committee. The Portfolio Holder gave a brief introduction highlighting the following issues:-

- The Corporate Parenting Board was now working more effectively, strengthened by the clearer work programmes for partners.
- Post-Ofsted, work was being undertaken to ensure that improvements were sustainable and the services provided were ambitious for children.
- The Adult Education service was now rated Good by Ofsted and a celebration event had recently been held.
- Good progress was being made in a number of service areas: the Youth Offending Service, Adult Education, and Children's Services.
- The Portfolio Holder had undertaken a number of visits to schools across the Borough, including a recent trip to Darrick Wood with the Director of Education.
- Bromley had once again performed well in the London Youth Games.
- The Portfolio Holder highlighted that the Annual Corporate Parenting Fun Day was due to take place on Sunday 28th July 2019.

Cllr Fortune then responded to questions making the following comments:-

- A Bromley delegation had attending a meeting with Nick Gibb (Schools Minister) regarding lagged funding. At the meeting the delegation had also taken the opportunity to raise concerns surrounding high needs funding. It was essential to work with schools and the whole school system to highlight the impact of this lack of funding.
- There was no deliberate delay in releasing high needs funding where a need had been identified. There was a 20 week statutory assessment process and during this time there were a number of steps that needed to be taken to ensure that a child's needs were accurately identified and appropriate support put in place. Where a quick release of additional funding was required and a need had been identified "Pupil Resource Agreements" could be put in place. Officers were currently reviewing the process to identify where improvements could be made.
- As far as the Portfolio Holder was aware Buller's Wood School for Boys was on course. Nothing had been highlighted by the DfE
- The planning application for the Aeronautical College at Biggin was due to be considered by the Development Control Committee in July. The Portfolio Holder reminded members that this was an FE college and outside of the Departments responsibility. The matter was with the Planning Department.
- The decision to withdraw from the pan-London agreement in relation to unaccompanied asylum seeking children was a collective decision taken within the leading group. There was no requirement for the decision to be considered at a scrutiny committee as the original arrangement was voluntary and Bromley had met its original commitment.
- In relation to the Council-wide Transformation Programme; this represented a corporate shift in the way the business of the local authority was delivered. There were well reported and documented challenges on the horizon in terms of local government funding. For the Children, Education and Families Portfolio the particular challenges included: placements, SEN Transport, and staff retention. Work was ongoing and the Council was currently three months into its 4 year transformation programme, a needs-led, holistic approach to service redesign across the Council. A project officer had now been secured and regular updates would be provided to the Committee as work progressed. The Portfolio Holder stressed that any service redesign needed to be deeply and professionally thought through and the wider impact of any changes given due consideration. Going forward there would be less focus on silo working.

The Committee thanked the Portfolio Holder for the update.

9 CHILDREN, EDUCATION AND FAMILIES PORTFOLIO PLAN UPDATE Report ECHS19062

The Committee considered a report presenting the 6-monthly update of the Children, Education and Families Portfolio Plan 2018-22.

The Plan focussed on four priority outcomes: Safeguarding, Life chances, resilience and wellbeing, Implement the SEND reforms, and Ensuring efficiency and effectiveness.

Members noted that key achievements of the 2018 to 2022 Portfolio Plan for the second half of 2018/19 were:

Priority 1 – Safeguarding:

- The Bromley Safeguarding Children Board held a successful conference during the autumn 2018 providing training and greater awareness of safeguarding issues in Bromley.
- The first annual Children’s Social Care Conference, held in October 2018, focussed on social work values and practice including safeguarding. The second annual conference was planned for October 2019.
- The Children’s Performance Framework was now embedded with associated weekly, monthly and annual reports and analysis provided; The monthly Performance Digests for Children’s Social Care and Education had been refreshed.

Priority 2 – Life chances, resilience and wellbeing:

- A new school improvement strategy was presented to maintained schools on 29 April 2019.
- Work to close the achievement and progress gap continued with the Improving Outcomes for Bromley’s Disadvantaged Pupils Conference and recruitment to the Closing the Gap project. A Summer conference on reciprocal reading was planned for July 2019
- Commissioning of complementary vocational alternative provision offer was underway, using a £250k p.a. pump prime investment
- There had been 1 permanent exclusion from primary schools in 2018/19 year to date.

Priority 3 – Implement the SEND Reforms:

- 7 Primary Specialist Leaders in Education had been recruited, training had taken place and they were ready to commence delivery in schools to model effective practice in supporting pupils who had SEND.
- Establishing Service Level Agreements with all mainstream schools with additionally resourced provision.

- The SEN Statutory Assessment Team had been restructured with case allocations realigned providing a far greater emphasis on placing children and young people at the centre.
- A Group Leader had been appointed to lead the SEN Advisory Teams, bringing together expertise and a much stronger offer of support to schools and settings across the continuum of provision and age range (0-25yrs).
- A Quality Assurance and Improvement Lead (QAIL) was being appointed to drive the improvements in working practices, quality and timeliness of the statutory process.
- The extended 2019-22 strategy was being drafted for implementation in September 2019
- An Expression of Interest had been successful to establish a new primary Free Special School for children who had ASD with a profile of more complex needs. Phase 2 was underway and the school was likely to open in September 2020.

Priority 4 – Ensuring efficiency and effectiveness:

- User Voice Framework launched in October 2018 continued to help improve how the department collated and used feedback from residents and service users, with associated guidance and best practice being rolled out.

In response to a question concerning the impact of moving to temporary accommodation on levels of school attendance, the Director of Children's Social Care confirmed that issues were managed on a case by case basis. Issues centred on the size of families and the availability of suitable property but families were always located as near as possible. The Director of Education noted that families could not be forced to move their children to a different, more local, school when they were placed in temporary accommodation. Whilst the Local Authority had a duty of care, Officers would seek to work with and support families. Ultimately it was a decision for individual families who may want some continuity in their child's life and for their child to maintain existing friendship groups and support networks. The Director of Education confirmed that Education Welfare Officers would always follow up where concerns about individual attendance had been raised.

The Chairman noted that in the past the Committee had received a report concerning the sufficiency of childcare places across the Borough. It was agreed that this should be added to the work programme.

In response to a question, the Director of Education confirmed that ensuring that there was sufficient local provision for children with Special Educational Needs and Disabilities (SEND) was inherent in all the work undertaken by his department. Over the previous few months there had been a drive in terms of engagement and this work had resulted in the development of an engagement strategy. In terms of sufficiency, the application for a new free

school in the Borough had been approved and in-depth work had begun. A further needs analysis would be conducted and work to deliver additional secondary places had been factored into the departmental work plan for the year. The Director of Education confirmed that parental engagement would be part of the process.

The Committee requested that an update on narrowing the educational gap be presented to the next meeting.

RESOLVED: That progress on the actions associated with the Children, Education and Families Portfolio Plan 2018/22 for the second half of 2018/19 be noted.

10 PRE DECISION SCRUTINY OF DECISIONS FOR THE CHILDREN, EDUCATION & FAMILIES PORTFOLIO HOLDER

The Committee considered the following reports where the Children, Education and Families Portfolio Holder was recommended to take a decision.

**A PROVISIONAL OUTTURN REPORT 2018/19
Report FSD19051**

The Committee considered a report providing the provisional outturn for 2018/19.

Members noted the latest projected overspend of £3,192,000 on controllable expenditure at the end of 2018/19. The Head of ECHS Finance reported that the vast majority of the overspend would be managed through growth built into the Medium Term Financial Strategy.

In response to a question concerning underspends arising from vacant positions, the Head of ECHS confirmed that vacancies were being advertised and that the underspends arose as a result of elements of delay in parts of the recruitment process.

Members welcomed the increased usage of the Children's Centres and the increased income being generated.

RESOLVED: That the Portfolio Holder be recommended to endorse the 2018/19 provisional outturn position for the Education, Children and Families Portfolio.

**B BUDGET MONITORING 2019/20
Report ECHS19052**

The Committee considered the budget monitoring position for 2019/20 based on activity up to the end of May 2019.

Overall the position for Education was a predicted £155k underspend. This was due in the main to vacant posts and additional income expected to be collected in SEN Transport.

The Children's Social Care division was currently overspending by £1,478k (net of management action of £186k). For the budget in 2019/20 growth was given in the budget of £4,049k. This was partially offset by agreed mitigating management actions of £900k, leaving a net budget increase of £3,149k. The management actions had not all been found in year as yet but it was assumed that further sums would be found this financial year. The figures also included the contribution from Bromley Clinical Commissioning Group (BCCG) of £1.9m for 2019/20. Officers had negotiated an increase of £900k over the previous 2018/19 contribution rate.

Members noted that the main budgetary pressures in Children's Social Care were: agency costs (£800k); placements (£250k); and direct payments for children with disabilities (£400k) relating to 4 families who would otherwise have required high cost residential placements.

In terms of delivering the £900k management action, the Committee noted that the service was currently approximately £186k short. Specialist internal foster carers were being trained for more complex cases in order to avoid high cost residential placements and, more importantly, to provide a more appropriate placement for children. The Portfolio Holder highlighted to the Committee the specific challenges and difficulties around securing placements and the constant determination shown by social workers to secure the best placements for children.

Members expressed concern about the overspend which had been a regular occurrence in recent years. In relation to what appeared to be an emerging trend of the number of children in care being above projected numbers, a Member requested that the Committee be provided with the actual figures for the past five years compared to the projected numbers for the past five years in order to provide reassurance that numbers were not being artificially depressed and that budgets were realistic. The Director of Children's Social Care reported improvements had been made in the accuracy of predicting numbers of children coming into care and data was being more effectively scrutinised. Work was being done to permanency plan for children at an earlier stage however, Children's Social Care was a needs-led service and children had differing levels of complexity.

ACTION: That the Committee be provided with the actual figures for the number of children coming into the Council's care for the past five years compared to the projected numbers for the past five years in order to provide reassurance that numbers are not being artificially depressed and that budgets are realistic.

A Member stressed the need for council departments to work together to ensure that all available grant money was spent on adapting homes to enable children to remain in a home environment. The Director of Children's Social

Care confirmed that an Occupational Therapy Service was now based in Children's Social Care and the grant was being used appropriately.. Through collaboration with the Housing Department a creative approach was also being taken to adapting homes to enable children to remain in the same home into adulthood.

In response to a question, the Director of Children's Social Care highlighted that levels of staffing were fluid. A huge recruitment drive had been undertaken and at the time of the Ofsted inspection earlier in the year 80-85% of staff were permanent. For a number of reasons this had recently fallen to 75% however there were a number of new staff who were due to join the Council. Exit interviews were conducted with staff to understand their reasons for leaving. Members were reminded of the challenges around recruitment and the relatively small pool of qualified children's social workers across London. Work was being undertaken to attract staff from outside London however there remained stiff competition and whilst the Council's Caseload Promise helped neighbouring Local Authorities were offering attractive salaries to attract new social workers. The need to ensure that the Council had the right skill mix was also highlighted. The Director of Children's Social Care also emphasised that the Service was growing and developing its internal talent.

RESOLVED: That the Portfolio Holder be recommended to:

- 1. Note that the latest projected overspend of £1,323,000 is forecast on the controllable budget, based on information as at May 2019; and**
- 2. Agree to the release of the carry forward funding as set out in section 5 of the report.**

11 PRE DECISION SCRUTINY OF EXECUTIVE REPORTS

A CHILDREN'S SPEECH AND LANGUAGE THERAPY: BETTER CARE FUND AND FUTURE FUNDING STRATEGY Report ECHS19

The Committee considered a report presenting the outcome of a review of Speech and Language Therapy for children and young people in Bromley including the implications of the recent Speech, Language and Communication Needs (SLCN) analysis undertaken by Public Health and recommendations for a re-designed and sustainable service.

Speech and Language Therapy (SLT) for children and young people in Bromley was primarily provided by Bromley Healthcare (BHC) through a contract held by NHS Bromley Clinical Commissioning Group (BCCG), jointly commissioned with the Council. On 12th September 2018 an Executive report was agreed by Members requesting additional 'one-off' funding from the Better Care Fund for the SLT service. Subsequently, commissioners from

the London Borough of Bromley (LBB) and NHS Bromley Clinical Commissioning Group (BCCG) conducted a review of the service.

In response to a question from the Chairman, the Integrated Strategic Commissioner confirmed that there would be improved, more positive communication with parents as a result of better availability of services such as the drop in sessions at Children's Centres. In relation to ensuring the quality of provision at the Children's Centre drop in sessions, the Integrated Strategic Commissioner confirmed that the delivery of the service would be monitored in order to ensure that standards were maintained.

The Chairman requested that the Committee be kept updated on progress at a timely point.

ACTION: that the Committee be kept updated on progress at a timely point.

RESOLVED: That the Part 1 report be noted.

B AUTHORISATION FOR EXEMPTION TO AWARD A FURTHER INTERIM CONTRACT FOR COMMUNITY WELLBEING SERVICE FOR CHILDREN AND YOUNG PEOPLE AND FUTURE PROCUREMENT OPTIONS
Report ECHS19067

The Committee considered a report setting out the proposed joint response to changes in policy landscape in relation to the plan, proposed in the 16 January 2019 Executive report, to jointly commission a new service that incorporated both the community wellbeing and specialist clinical CAMHS services currently commissioned in Bromley.

The contract for the Children and Young People's Mental Health and Wellbeing Service had been held by Bromley Y since 1st December 2014 following a competitive tender process for a three year contract with the option to extend for a further two years. The two year extension option was applied. On 16 January 2019 Executive approval was granted to extend the contract term further, via an exemption, from 1 December 2019 to 31 May 2020.

The contract, held by the Council, worked alongside the local clinical and community mental health services for children and young people commissioned and procured by Bromley Clinical Commissioning Group (BCCG), delivered primarily by NHS Oxleas but also by Bromley Y. The services commissioned by the Council and BCCG provided a pathway for children and young people's mental health support in the Borough.

On 7 January 2019, the NHS long-term plan (NHS LTP) was published, setting out key ambitions for the NHS over the next 10 years. Among the policy directives revealed in the LTP were: the intention for partnerships of commissioners and providers to lead Integrated Care Partnerships (ICPs) and

a reduced necessity for market testing and competitive procurement in favour of collaborative work such as alliances and other partnerships. In light of these significant changes in national policy, BCCG have confirmed to the London Borough of Bromley (LBB) that there will no longer be circumstances in the near term in which they would wish to re-procure the NHS Oxleas contract, including the Children and Adolescent Mental Health service (CAMHs).

A Member noted that whilst the contract with Bromley Y had been very successful there was still a gap of a minimum of 6 weeks if children needed intervention. The Member stressed that there needed to be a focus on closing this gap as any child experiencing severe mental health difficulties required support and gaps in the provision of support could have a negative impact.

RESOLVED: That the Executive be recommended to:

- 1. Agree the award of a further short term contract to Bromley Y, via an exemption to competitive tendering, for ten months from 1 June 2020 to 31 March 2021. This will ensure sufficient time for a successful tender process and adequate time for the production of a new service specification, while maintaining continuity of service and support to vulnerable young people. It will also avoid the disruption of the NHS England funded Trailblazer which is currently due to finish in March 2021.**
- 2. Agree the proposal for proceeding to procurement of an integrated Children and Young People's Mental Health and Wellbeing Service (Tier 1 & 2 only) with an initial contract term of five years, with two options to extend for two periods of up to two years each, making a total potential contract term of nine years. The contract will be procured with funding from both BCCG and LBB.**
- 3. Note that BCCG have given a commitment to provide resources to support the procurement and contract management of the Children and Young People's Mental Health and Wellbeing Service, as well as the transfer of core costs and NHS England Trailblazer funds to LBB in a joint funding agreement in accordance with Section 75 of the NHS Act 2006.**

12 SCRUTINY OF THE DIRECTOR OF EDUCATION

The Director of Education gave a brief introduction highlighting the following points:-

- The Department was divided into four service areas: Special Educational Needs and Disability (SEND); Early Years, School Standards and Adult Education; School Place Planning; and Access and Inclusion.

- Whilst the majority of schools in Bromley had converted to academy status the Local Authority continued to retain a number of key statutory duties including amongst others: SEND; attendance and inclusion; and place planning. Bromley schools were open to working in partnership with the Local Authority. There remained some areas of partnership working that required further improvement – such as cross phase collaboration – but positive steps were being taken.
- The standard of education across Bromley was exceptionally high although bridging the gaps in educational attainment continued to be a key focus.
- As a Local Authority, Bromley continued to perform well with the allocation of school places.
- The Local Authority worked well with early years providers and there would continue to be a focus on the key point of transition into primary school.
- Since taking up post at the beginning of the year, the Director had looked to improve communication with schools: a revamped schools circular had been launched and work was underway on developing an education specific website.
- SEND Reforms continued to be a high priority for the Directorate. The service was due a local area inspection jointly led by Ofsted and the Care Quality Commission (CQC). The SEND Governance Board was responsible for overseeing delivery of the projects and to this end a three year action plan had been developed which would result in the delivery of some exciting new initiatives. Whilst there were significant increases in the level of demand for SEND Services, this was a national challenge not unique to Bromley.
- The Child and Adolescent Mental Health Service (CAMHS) Trailblazer was in roll-out phase with work starting in earnest in September 2019, when a learning and leadership event would be held.
- A review of services for pupils at risk of exclusion was ongoing. There had been a fall in levels of primary exclusions and similar results were now needed in secondary.
- Elective Home Education was monitored on a monthly basis and the DfE's next steps in terms of legislating for compulsory registration, something supported by the majority of Local Authorities, were awaited.

The Director then responded to the following questions making the following comments:

- There was no direct causal link between acadamisation and a rise in rates of exclusion. Reducing levels of exclusion was dependant on ensuring that there was support available in terms of suitable alternatives. The Local Authority worked with schools to ensure that support and appropriate provision was in place. If any concerns did arise in terms of a particular school or Trust having unusually high rates of exclusion these would be followed up with the appropriate bodies: the DfE, Regional Schools Commissioner, and Ofsted.

- In terms of appropriate safeguarding measures for children who are electively home educated: any newly home educated children would receive a home visit to ensure that suitable education provision is in place. Any concerns that may arise would be followed up with an appropriate referral. There were limitations to the Local Authority's powers to intervene and currently there was no legal requirement to register their children as electively home educated. Such a system of registration would provide an additional element of protection.
- Children that were missing out on education were closely monitored through monthly reports reviewed by the Director of Education to ensure that an appropriate offer of education for every single child. The Committee requested that a summary level report be provided to the Committee concerning children missing out on education for more than three months over the previous 12 months.
- In terms of effective place planning, the Director confirmed that the Local Authority had effective professional dialogue with the agencies it needed to work with to deliver its statutory responsibilities for the sufficiency of school places.
- There was engagement with businesses through the Bromley Business Partnership. Apprenticeship and Work Experience opportunities were identified through the partnership. In addition, the Youth Employment Scheme was undergoing a review.

13 YOS UPDATE **Report ECHS19064**

The Committee considered an update on the work and strategic priorities of the Youth Offending Service including progress achieved in reducing offending. The report also provided highlights of the planned work for the year ahead.

The Youth Offending Service (YOS) was a statutory service created under the auspice of the Crime and Disorder Act 1998. The service worked with young people aged 10-17 years old and provided assessments, intervention and support to children and young people who committed offences as well as support to their families and victims of crime. Members noted that the YOS Governance Board had been strengthened and included a range of partners. A new inspection framework was in place and as a result of this when the Service received the inspection that it was due it would be difficult to compare the outcome with the previous inspection.

In response to a question, the Head of the Youth Offending Service reported that parenting assessments were undertaken for all young people who entered the Service. The aim was to get parents to work with the Service voluntarily rather than going down the route of parenting orders. A lot of good work was delivered in relation to supporting parents and families and the impact of this work could be analysed.

Members expressed concern that the report lacked information regarding the performance of the Service in relation to the Inspection Framework.

The Committee noted that a series of Practice Assurance Stocktakes (PAS) would be undertaken across the Service in readiness for the impending inspection. The PAS would be based on the new inspection methodology. It was agreed that the outcome of the PAS would be presented to the Committee when available.

ACTION: That the Committee be presented with Practice Assurance Stocktakes for the YOS to enable Members to clearly assess performance and have visibility that the service is performing well against the inspection framework.

The Chairman also raised concerns that relationships with local businesses could be further improved. This was an area that the Committee would review further at a future meeting. The Director of Children's Social Care reported that work to strengthen the Youth Employment Service was ongoing.

ACTION: That the Committee further review the relationships that exist with local businesses and be provided with an update on the ongoing work to strengthen the Youth Employment Service.

RESOLVED: That the report be noted.

14 CONTRACTS REGISTER AND DATABASE Report ECHS19065

The Committee considered an extract from the March 2019 Contracts Register for detailed scrutiny. Members noted that the Contracts Register contained within Part 2 of the agenda contained a detailed commentary on each contract.

It was noted that no contracts were flagged for concern.

RESOLVED: That the report be noted.

15 QUESTIONS ON THE CHILDREN EDUCATION AND FAMILIES PDS INFORMATION BRIEFING

The Children, Education and Families PDS Information Briefing comprised three reports:

- Children, Education and Families Risk Register
- Basic Need Update
- Spending on Primary, Secondary and Special Schools 2018/19

16 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the press and public be excluded during consideration of the items of business listed below as it was likely in view of the nature of the business to be transacted or the nature of the proceedings, that if

members of the press and public were present, there would be disclosure to them of exempt information.

**The following summaries
refer to matters involving exempt information**

17 PRE DECISION SCRUTINY OF PART 2 (EXEMPT) EXECUTIVE REPORTS

The Committee considered the following reports on the Part 2 agenda for the meeting of the Executive on 10th July 2019:

**A CHILDREN'S SPEECH AND LANGUAGE THERAPY: BETTER CARE FUND AND FUTURE FUNDING STRATEGY
Report ECHS19066**

The Committee considered the report and supported the recommendations.

**B AWARD OF RE-TENDERED CONTRACT FOR PHASE 2 WORKS & EXTENSION OF CONTRACT FOR TEMPORARY ACCOMMODATION AT STEWART FLEMING PRIMARY SCHOOL
Report ECHS19055**

The Committee considered the report and supported the recommendations.

**C TRANSPORT GATEWAY REVIEW
Report ECHS19041**

The Committee considered the report and supported the recommendations.

**D AUTHORISATION FOR EXEMPTION TO AWARD A FURTHER INTERIM CONTRACT FOR COMMUNITY WELLBEING SERVICE FOR CHILDREN AND YOUNG PEOPLE AND FUTURE PROCUREMENT OPTIONS
Report ECHS19067**

The Committee considered the report and supported the recommendations.

18 PERFORMANCE MANAGEMENT 2018/19 Q.4

The Committee considered the regular update on the performance of services for children noting the outturn of key performance indicators.

In order to manage expectation, a Member suggested that it may be helpful to include a column which indicates the expected timescale for moving indicators to Green. The Assistant Director for Strategy, Performance and Engagement suggested that whilst there were some indicators where this would be possible it would not work for all indicators. It was agreed that Officers would give further consideration to how this could be achieved and whether any additional narrative could be included in the report.

ACTION: That Officers give further consideration to additions that could be made to the narratives to reflect the anticipated timescales for moving indicators to Green where appropriate.

RESOLVED: That the report be noted.

The Meeting ended at 9.45 pm

Chairman

Report No.
CSD19141

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Education, Children and Families PDS Committee

Date: 8th October 2019

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **MATTERS OUTSTANDING & WORK PROGRAMME**

Contact Officer: Philippa Gibbs, Democratic Services Officer
Tel: 0208 313 4508 E-mail: Philippa.Gibbs@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: (All Wards);

1. Reason for report

This report deals with the Committee's business management including:

- Monitoring progress against actions arising from previous meetings; and
- Developing the 2019/20 Forward Work Programme.

2. **RECOMMENDATION(S)**

That the PDS Committee reviews and comments on:

1. Progress on matters outstanding from previous meetings; and
2. The 2019/20 work programme, indicating any changes or particular issues that it wishes to scrutinise for the year ahead.

Impact on Vulnerable Adults and Children

1. Summary of Impact: None
-

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Excellent Council
-

Financial

1. Cost of proposal: No Cost
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £350,650
 5. Source of funding: 2018/19 Revenue Budget
-

Personnel

1. Number of staff (current and additional): 8 posts (6.87fte)
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: None
 2. Call-in: Not Applicable: This report does not involve an Executive decision.
-

Procurement

1. Summary of Procurement Implications: N/A
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for the benefit of Committee Members.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

Non-Applicable Sections:	Impact on Vulnerable People and Children/Policy/Financial/Legal/Personnel/Procurement
Background Documents: (Access via Contact Officer)	Minutes of previous meetings

3. COMMENTARY

Matters Outstanding from Previous Meetings

- 3.1. **Appendix 1** provides a progress update on requests made by the Committee at previous meetings. This list is checked after each meeting so that any outstanding issues can be addressed at an early stage and timely progress made.

Work Programme

- 3.2 Each PDS Committee determines its own work programme, balancing the roles of (i) pre-decision scrutiny and holding the Executive to account, (ii) policy development and review and (iii) external scrutiny. E&R PDS Committee has the additional role of providing a lead on scrutiny issues and co-ordinating PDS work.
- 3.3 PDS Committees need to prioritise their key issues. The work programme also needs to allow room for items that arise through the year, including Member requests, call-ins and referrals from other Committees. Committees need to ensure that their workloads are realistic and balanced, allowing sufficient time for important issues to be properly scrutinised. Members also need to consider the most appropriate means to pursue each issue – the current overview and scrutiny arrangements offer a variety of approaches, whether through a report to a meeting, a time-limited working group review, a presentation, a select committee style meeting focused on a single key issue, or another method.
- 3.4 The Committee may wish to consider establishing Task and Finish Groups for specific focused policy development work.
- 3.5 The Chairman has identified the following two key policy issues for 2019/20: (i) Youth Engagement; and (ii) The Youth Employment Scheme. The Chairman is proposing that detailed consideration of these issues is managed through a task and finish group to report back to the PDS Committee at the last meeting of the Municipal Year.
- 3.6 **Appendix 2** sets out the Education, Children and Families PDS Committee Work Programme for 2019/20. Committee is invited to comment on the proposed schedule and suggest any changes it considers appropriate.
- 3.7 Other reports will be added to the 2019/20 Work Programme as items arise.

Appendix 1

Minute Number/Title/Date	Action/PDS Request	Update	Action by	Expected Completion Date
10b Budget Monitoring 2019/20 9 th July 2019	That the Committee be provided with a comparison of the projected and actual numbers of children entering care for the past 5 years.		Head of ECHS Finance Director of Children's Social Care	
17b (Part 2) Phase 2 works at Stewart Fleming Primary School 9 th July 2019	That an update be provided to the Committee.		Head of Strategic Place Planning	

Children, Education & Families Work Programme 2019/20

Children, Education & Families PDS Committee		8th October 2019
Item		Status
Budget Monitoring		PH Decision
Adoption Annual Report 2018/19	Annual Report	PDS Item
Private Fostering Annual Report 2018/19	Annual Report	PDS Item
Local Authority Designated Officer Report 2018/19	Annual Report	PDS Item
Independent Reviewing Officers Annual Report 2018/19	Annual Report	PDS Item
Virtual School Annual report 2018/19	Annual Report	PDS Item
Annual ECHS Compliments & Complaints Report	Annual Report	PDS Item
Performance Management 2019/20		PDS Item
St Olave's Update		PDS Item
DVA & VAWG Contract Award		Exec Report
Narrowing the Educational Gap Update		PDS Item
Youth Engagement Discussion		PDS Item
Children's Speech and Language Therapy Update	Information Item (Minute 11a 2019/20 refers)	Information Item
SACRE		13th November 2019
Schools' Forum		9th January 2020
Children, Education & Families PDS Committee		30 January 2020
Item		Status
YOSP Update		PDS Item
Performance Management 2019/20		PDS Item
Risk Register	Information Report	Information Item
Bromley Safeguarding Children Board Annual Report 2018/19	Annual Report	PDS Item
Scrutiny of the Director of Children's Social Care		PDS Item
Capital Programme – 2 nd Quarter		PH Decision
Budget Monitoring 2019/20		PH Decision
2020/21 Dedicated Schools Grant	Annual Report	PH Decision
ECF Draft Portfolio Budget 2020/21	Annual Report	PDS Item
Contracts Activity Report (Part 1 and Part 2)		PDS Item
SACRE		4 March 2020
Children, Education & Families PDS Committee		10 March 2020
Item		Status
Annual Scrutiny Report 2018/19	Annual Report	PDS Item

Education Outcomes	Information Report	PDS Item
Capital Programme - 3 rd Quarter		PH Decision
Budget Monitoring 2019/20		PH Decision

To be scheduled:

- Sufficiency of childcare places
- Children Missing Out on Education

Report No.
FSD19088

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PORTFOLIO HOLDER FOR CHILDREN, EDUCATION AND FAMILIES

Date: For Pre-Decision Scrutiny by the Education, Children & Families PDS Committee on 8th October 2019

Decision Type: Non-Urgent Executive Non-Key

Title: CAPITAL PROGRAMME MONITORING - 1ST QUARTER 2019/20

Contact Officer: David Bradshaw, Head of Finance
Tel: 020 8313 4807 E-mail: david.bradshaw@bromley.gov.uk

Chief Officer: Director of Finance

Ward: All

1. Reason for report

On 10th July 2019, the Executive received a report summarising the current position on capital expenditure and receipts following the 1st quarter of 2019/20 and agreed a revised Capital Programme for the four year period 2019/20 to 2022/23. This report highlights changes agreed by the Executive in respect of the Capital Programme for the Education, Children and Families Portfolio. The revised programme for this portfolio is set out in Appendix A, and detailed comments on individual schemes are shown in Appendix B, and details of the 2018/19 outturn position are included in Appendix C.

2. **RECOMMENDATION(S)**

The Portfolio Holder is asked to note and confirm the changes agreed by the Executive on 10th July 2019.

Corporate Policy

1. Policy Status: Existing Policy: Capital Programme monitoring is part of the planning and review process for all services. Capital schemes help to maintain and improve the quality of life in the borough. Effective asset management planning (AMP) is a crucial corporate activity if a local authority is to achieve its corporate and service aims and objectives and deliver its services. For each of our portfolios and service priorities, we review our main aims and outcomes through the AMP process and identify those that require the use of capital assets. Our primary concern is to ensure that capital investment provides value for money and matches the Council's overall priorities as set out in the Community Plan and in "Building a Better Bromley".
 2. BBB Priority: Excellent Council
-

Financial

1. Cost of proposal: Total increase of £199k over the four years 2019/20 to 2022/23, due to the addition of Devolved Capital Formula budget and removal of the £40k residual balance on the Phoenix Centre.
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: £20.6m for the Education, Children and Families Portfolio over the four years 2019/20 to 2022/23
 5. Source of funding: Capital grants, capital receipts, S106 and earmarked revenue contributions.
-

Staff

1. Number of staff (current and additional): 1 fte
 2. If from existing staff resources, number of staff hours: 36 hours per week
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

3 COMMENTARY

Capital Monitoring - variations agreed by the Executive on 10th July 2019

3.1 A revised Capital Programme was approved by the Executive on 10th July 2019, following a detailed monitoring exercise carried out after the 1st quarter of 2019/20. The base position is the programme approved by the Executive on 13th February 2019, as amended by variations approved at subsequent Executive meetings. All changes to schemes in the Education, Children & Families Portfolio Programme are itemised in the table below and further details are included in paragraph 3.2 to 3.6. The revised Programme for the Education, Children & Families Portfolio is attached as Appendix A whilst Appendix B shows actual spend against budget, in the first quarter of 2019/20, together with detailed comments on individual scheme progress. Appendix C includes details of the final outturn in 2018/19.

	2019/20	2020/21	2021/22	2022/23	TOTAL
	£'000	£'000	£'000	£'000	2019/20 to 2022/23 £'000
Programme approved by Executive 13/02/19	17,312	875	10	10	18,207
Net underspend in 2018/19 rephased into 2019/20 (Para 3.2)	2,212	0	0	0	2,212
Approved programme prior to 1st quarter monitoring	19,524	875	10	10	20,419
Variations approved by Executive 10/07/19					
Beacon House Refurb scheme (Para 3.3)	Cr 391	0	0	0	Cr 391
Basic Need scheme (Para 3.3)	391	0	0	0	391
Phoenix Centre scheme (Para 3.4)	Cr 40	0	0	0	Cr 40
Devolved Formula Capital (Para 3.5)	239	0	0	0	239
Schemes rephased from 2019/20 into 2020/21 (Para 3.6)	Cr 5,818	5,818	0	0	0
Total amendments to the Capital Programme	Cr 5,619	5,818	0	0	199
Revised Education, Children & Families Programme	13,905	6,693	10	10	20,618

3.2 Net Underspend in 2018/19 rephased into 2019/20

The 2018/19 Capital Outturn was reported to the Executive on 21st May 2019. The final capital outturn for the year for Education, Children & Families Portfolio schemes was £11,424k compared to a revised budget of £13,636k approved by the Executive in February; an underspend of £2,212k, which has been rephased into 2019/20. This is mainly due to slippage of £398k on the Glebe School Expansion scheme, £632k on Capital Maintenance in Schools and £990k on Basic Need scheme. Details of the 2018/19 outturn for this Portfolio are set out in Appendix C.

3.3 Reallocation of Beacon House Refurb Scheme to Basic Needs scheme:

On 10th July 2019 Executive approved the reallocation of £391k residual balance from Beacon House Refurb scheme, which has completed, to the Basic Need scheme budget where it was initially part funded from.

3.4 Removal of Phoenix Centre Scheme (£40k reduction in 2019/20):

The scheme was reinstated in 2015/16 as some outstanding requests for payment had been received from NHS Property Services, however no further costs are now anticipated, and the Executive on 10th July 2019 agreed to remove the residual balance of £40k from the Capital Programme.

3.5 Devolved Formula Capital (£239k increase in 2019/20)

The Devolved Formula Capital scheme is funded by a grant from the Department for Education, which is passed straight on to Council maintained schools. The Council received allocation of £182k for 2018/19 and £57k for 2019/20 and the Executive on 10th July 2019 agreed a total increase of £239k to reflect the level of revised funding.

3.6 Schemes re-phased from 2019/20 to 2020/21

As part of the 1st quarter monitoring exercise, a total of £5,818k has been re-phased from 2019/20 into 2020/21 to reflect revised estimates of when expenditure is likely to be incurred. This is itemised in the table below and comments on scheme progress are provided in Appendix B. This has no overall impact on the total approved estimate for the capital programme.

Capital Expenditure - Rephasing in Q1 Monitoring	2019/20	2020/21	TOTAL
	£'000	£'000	£'000
Seed Challenge	Cr 200	200	0
Schools Access Initiative	Cr 100	100	0
Capital Maintenance in Schools	Cr 130	130	0
Basic Need	Cr 5,000	5,000	0
S106 - Education (unallocated)	Cr 388	388	0
Total Education, Children & Families rephasing	Cr 5,818	5,818	0

Post-Completion Reports

3.7 Under approved Capital Programme procedures, capital schemes should be subject to a post-completion review within one year of completion. After major slippage of expenditure in prior years, Members confirmed the importance of these as part of the overall capital monitoring framework. These reviews should compare actual expenditure against budget and evaluate the achievement of the scheme's non-financial objectives. Post-completion reports on the following schemes are currently due for the Education, Children and Families Portfolio before the end of the 2019/20 monitoring cycle:

- Widmore Centre
- Beacon House Refurbishment
- Phoenix Centre

This quarterly report will monitor the future position and will highlight any further reports required.

4 POLICY IMPLICATIONS

4.1 Capital Programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

5 FINANCIAL IMPLICATIONS

5.1 These were reported in full to the Executive on 10th July 2019. Changes agreed by the Executive for the Education, Children & Families Portfolio Capital Programme are set out in the table in paragraph 3.1.

Non-Applicable Sections:	Legal, Personnel and Procurement Implications, Impact on Vulnerable Adults and Children
Background Documents: (Access via Contact Officer)	Capital Programme Monitoring Qtr 1 2019/20 (Executive 10/07/19) Capital Outturn report (Executive 21/05/19) Capital Programme Monitoring Qtr 3 2018/19 (Executive 13/02/19)

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EDUCATION, CHILDREN & FAMILIES PORTFOLIO - APPROVED CAPITAL PROGRAMME 10TH JULY 2019									
Code	Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.19	Estimate 2019/20	Estimate 2020/21	Estimate 2021/22	Estimate 2022/23	Responsible Officer	Remarks
		£'000	£'000	£'000	£'000	£'000	£'000		
	SECONDARY SCHOOLS								
	SPECIAL SCHOOLS								
907976	Glebe School expansion	4,880	4,482	398	0	0	0	Rob Bollen	Approved by Full Council 14/04/14
	TOTAL SPECIAL SCHOOLS	4,880	4,482	398	0	0	0		
	OTHER EDUCATION SCHEMES								
907982	Widmore Centre	129	129	0	0	0	0	Rob Bollen	Subject to approval Executive 10th July 2018. Funded from disposal receipt
907981	Healthy Pupil Capital Fund	29	0	29	0	0	0	Rob Bollen	Subject to approval Executive 10th July 2018. 100% government grant
906691	Formula Devolved Capital	5,621	5,387	234	0	0	0	David Bradshaw	100% government grant
906695	Seed Challenge Fund	2,464	2,030	234	200	0	0	Rob Bollen	£300k "suitability" funding in 2011/12; £11k for Farnborough
911211	Schools Access Initiative	1,390	1,216	74	100	0	0	Rob Bollen	DDA requirement; £150k p.a from schools' revenue budget; £24k to Bickley PCP
906718	Security Works	1,170	1,030	140	0	0	0	Rob Bollen	
907549	Children and Family Centres	6,662	6,612	50	0	0	0	Rachel Dunley	100% DfES SureStart grant;£500k for Highway scheme, £750k for Hawes Down Co-location, grant cut by £802k; £297k revenue cont c/f from 12/13
906725	Suitability / Modernisation issues in schools	1,286	1,286	0	0	0	0	Rob Bollen	Funded by 11/12 capital maintenance settlement; £46k from suitability surveys; £350k to Farnborough Primary

EDUCATION, CHILDREN & FAMILIES PORTFOLIO - APPROVED CAPITAL PROGRAMME 10TH JULY 2019									
Code	Capital Scheme/Project	Total Approved Estimate	Actual to 31.3.19	Estimate 2019/20	Estimate 2020/21	Estimate 2021/22	Estimate 2022/23	Responsible Officer	Remarks
906726	Capital maintenance in schools	£'000 10,588	£'000 9,956	£'000 502	£'000 130	£'000 0	£'000 0	Rob Bollen	100% government grant - 2011/12 settlement; £300k to seed challenge; £150k to security works; £150k to suitability/modernisation settlement; £80k to Hawes Down Co-Location & £93k to The Highway in 11/12; £161k t/f from modernisation fund
907974	Basic Need	85,558	67,934	11,759	5,865	0	0	Rob Bollen	100% government grant
907977	Universal free school meals	368	368	0	0	0	0	Rob Bollen	100% government grant
907975	Early Education for Two Year Olds	894	893	1	0	0	0	Carol Arnfield	100% government grant. Further additions to the £558k in the Early Education for Two Year Olds scheme; £150k contribution from revenue (DSG), and £186k for the London Childcare Grant (Approved in Executive 26/11/14)
907980	30 Hours Funded Childcare IT Solution Scheme	46	3	43	0	0	0	Carol Arnfield	Approved by Executive 19/07/17 100% government grant
907000	Feasibility Studies	50	0	20	10	10	10	Rob Bollen	
907548	Youth centres - Capital improvements	72	69	3	0	0	0	Linda King	Youth Capital Fund grant £72k
951000	S106 - Education (unallocated)	788	0	400	388	0	0	Rob Bollen	S106 Receipts
907562	Mobile Technology to Support Childrens Social Work	71	53	18	0	0	0	Janet Bailey	100% Grant
TOTAL OTHER EDUCATION SCHEMES		117,186	96,966	13,507	6,693	10	10		
TOTAL EDUCATION, CHILDREN & FAMILIES PORTFOLIO		122,066	101,448	13,905	6,693	10	10		

EDUCATION, CHILDREN & FAMILIES PORTFOLIO - APPROVED CAPITAL PROGRAMME 2019/20 - 1ST QUARTER MONITORING					
Code	Capital Scheme/Project	Revised Estimate Feb 2019	Actual to 28.08.19	Revised Estimate Jul 2019	Responsible Officer Comments
		£'000	£'000	£'000	
907976	SPECIAL SCHOOLS Glebe School expansion	0	14	398	The scheme is now in defect period, awaiting final account settlement and retention payment.
	TOTAL SPECIAL SCHOOLS	0	14	398	
	OTHER EDUCATION SCHEMES				
907981	Healthy Pupil Capital Fund	29	0	29	Approved Executive 11th July 2018
906691	Formula Devolved Capital	88	0	234	In and out to Schools. Funding is covered by grant received. We do not pay any DFC if the schools convert to academy. It is anticipated that the grant will be fully spent in 2019/20.
906695	Seed Challenge Fund	346	16	234	Currently no works are scheduled - maintained schools will be requested to submit updates as to whether they will utilise approved budgets, otherwise any funding that remains can be returned to Capital Maintenance.
911211	Schools Access Initiative	0	21	74	Budget to be used for accessibility adaptations such as soundfield systems, ramps and hvaiene rooms.
906718	Security Works	135	42	140	Ad hoc security works for schools.
907549	Children and Family Centres	50	0	50	Works are managed by Operational Property (now Amey). Remaining £50k budget for unforeseen premises issues and planned improvements.
906726	Capital maintenance in schools	0	37	502	Works are managed by Operational Property (Amey). Budget increased by £405k at Feb 2019 Executive due to reallocation of remaining budgets from Suitability/Modernisation issues in schools and Universal Free School Meals schemes which have completed.

EDUCATION, CHILDREN & FAMILIES PORTFOLIO - APPROVED CAPITAL PROGRAMME 2019/20 - 1ST QUARTER MONITORING					
Code	Capital Scheme/Project	Revised Estimate Feb 2019	Actual to 28.08.19	Revised Estimate Jul 2019	Responsible Officer Comments
907974	Basic Need	£'000 15,378	£'000 2,904	£'000 11,759	A full detailed report on the various projects within the Basic Need Programme was last reported to Executive on 11th July 2018. £4.5m was rephased to 2019/20 in July 2018, with a further £6m in November 2018 and £2.6m in Feb 2019, due to procurement delays and works progressing slower than programmed. A update on the Basic Need schemes were reported to Children, Education and Families PDS Committee on 9th July 2019.
907975	Early Education for Two Year Olds	0	Cr 41	1	Scheme completed - awaiting final invoice. Remaining budget will be requested to transfer to Basic Need programme and the scheme to be removed from the Capital programme in Q2 monitoring.
907980	30 Hours Funded Childcare IT Solution Scheme	43	0	43	A consultant has been engaged to project manage the remainder of the project. It is expected that works will complete by Q2 2019/20.
907979	Beacon House Refurbishment	390	0	0	Final accounts agreed. Scheme completed. Budget reallocated to Basic Need scheme as approved by Executive in July 2019.
907000	Feasibility Studies	10	0	20	Block capital provision
907556	Phoenix Pre-School SEN service - Council Contribution	40	0	0	No further costs now anticipated and members at July 2019 Executive agreed to the removal of the budget from the capital programme.
907548	Youth centres - Capital improvements	0	0	3	The remaining £3k balance will be utilised if there are emergency works that require action.
951000	S106 - Education (un-allocated)	788	0	400	Drawdown are subject to Members approval. Several proposed schemes are in the pipeline, however these are unlikely to be delivered this financial year. £388k of the budget has therefore been rephased to 2020/21.
907562	Mobile Technology to Support Childrens Social Work	15	0	18	Remaining budget to be utilised in FY19/20.
	TOTAL OTHER EDUCATION SCHEMES	17,312	2,979	13,507	
	TOTAL EDUCATION, CHILDREN & FAMILIES PORTFOLIO	17,312	2,993	13,905	

EDUCATION, CHILDREN & FAMILIES PORTFOLIO - CAPITAL PROGRAMME OUTTURN 2018/19					
Capital Scheme/Project	Actual to 31.03.19	2018/19 OUTTURN			Comments / action taken
		Approved Estimate Feb 2019	Final Outturn	Variation	
	£'000's	£'000's	£'000's	£'000's	
SCHOOLS					
SPECIAL SCHOOLS					
Glebe School expansion	4,482	407	9	Cr 398	2018/19 underspend rephased into 2019/20
TOTAL SPECIAL SCHOOLS	4,482	407	9	Cr 398	
OTHER EDUCATION SCHEMES					
Widmore Centre	129	129	129	0	
Formula Devolved Capital 2.1a	5,387	89	182	93	Additional spend to be financed by future years budget allocation
Seed Challenge Fund	2,030	100	12	Cr 88	2018/19 underspend rephased into 2019/20
Schools Access Initiative	1,216	159	Cr 15	Cr 174	2018/19 underspend rephased into 2019/20
Security Works	1,030	5	0	Cr 5	2018/19 underspend rephased into 2019/20
Children and Family Centres	6,612	0	0	0	
Suitability / Modernisation issues in schools	1,286	0	0	0	
Capital maintenance in schools	9,956	897	265	Cr 632	2018/19 underspend rephased into 2019/20
Basic Need	67,934	11,088	10,098	Cr 990	2018/19 underspend rephased into 2019/20
Universal free school meals	368	0	0	0	
Early Education for Two Year Olds	893	707	706	Cr 1	2018/19 underspend rephased into 2019/20
30 Hours Funded Childcare IT Solution Scheme	3	0	0	0	
Beacon House Refurbishment	0	39	38	Cr 1	2018/19 underspend rephased into 2019/20
Feasibility Studies	0	10	0	Cr 10	
Youth centres - Capital improvements	69	3	0	Cr 3	2018/19 underspend rephased into 2019/20
Mobile Technology to Support Childrens Social Work	53	3	0	Cr 3	2018/19 underspend rephased into 2019/20
Phoenix Pre-School					
S106 - Education (unallocated)					
TOTAL OTHER SCHEMES	96,966	13,229	11,415	Cr 1,814	
TOTAL EDUCATION, CHILDREN & FAMILIES PORTFOLIO	101,448	13,636	11,424	Cr 2,212	

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Report No. **London Borough of Bromley**
CEF19008

PART ONE - PUBLIC

Decision Maker: CEF Sub-Committee

Date: 8th October 2019

Decision Type: NOTE

**Title: LOCAL AUTHORITY DESIGNATED OFFICER
ANNUAL REPORT FOR 2018/19**

Contact Officer: Penny Davies, Head of Quality Improvement,
Children, Families and Education

Chief Officer: Janet Bailey

Ward: All

1. REASON FOR REPORT

This report updates Members on the activity and performance of the Local Authority Designated Role (LADO) for 2018/19.

The report provides evidence of the effectiveness of LADO services provided to and on behalf of the Bromley's children in care between April 2018 and March 2019.

2. RECOMMENDATION

Members of the Committee **NOTE** the report

Impact on Vulnerable Adults and Children

1. Summary of Impact: see report attached

Ward Councillor Views

2. Summary of Impact: see report attached

3. Summary of Ward Councillors comments: Not applicable

3. COMMENTARY

This report provided Members with background information on the role of the LADO, referral data and highlighted the need to raise greater awareness of the role. See attached report

<p>Non-Applicable Sections:</p>	<ul style="list-style-type: none"> • MARKET CONSIDERATIONS • STAKEHOLDER CONSULTATION • SUSTAINABILITY / IMPACT ASSESSMENT • OUTLINE PROCUREMENT STRATEGY AND CONTRACTING PROPOSALS • FINANCIAL • PERSONNEL • POLICY IMPLICATIONS • PROCUREMENT • COMMISSIONING AND PROCUREMENT • LEGAL CONSIDERATIONS • FINANCIAL IMPLICATIONS
<p>Background Documents: (Access via Contact Officer)</p>	<p>None</p>



Local Authority Designated Officer Annual Report for Bromley Children Safeguarding Board

Executive Summary

April 2018 to March 2019

All organisations that provide services for children, or provide staff or volunteers to work with or care for children, should operate a procedure for handling allegations that is consistent with Pan London Safeguarding Children Procedures and Working Together 2018

The national requirement for local authorities to appoint a designated officer (LADO) to manage allegations against adults who work with children as outlined in Working Together and in Safeguarding Children and Safer Recruitment in Education.

The LADO responsibility sits within the Children, Families and Education Directorate in Bromley Council. Rita Dada was employed (recently left the Council) on a full time basis and had overall responsibility for LADO reporting to Penny Davies, Head of Quality Improvement

The LADO's role is to give advice and guidance to employers and voluntary organisations; liaise with the Police and other agencies, and monitor the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process. Every agency that works with children and young people should have a Designated Officer whose job it is to liaise with and refer to LADO.

The LADO should be alerted to all cases in which it is alleged that a person who works with children has:

- Behaved in a way that has harmed, or may have harmed, a child.
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child in a way that indicates they may pose a risk of harm to children.

SOURCES OF REFERRALS

Referrals and consultations come from a range of agencies. The majority of referrals have been from education, early years and social care. These are the agencies where training and awareness of the LADO role have been focussed within the year (faith groups and health). The data highlights the need for the LADO in the coming year to continue to work with the Bromley Safeguarding Children Partnership in improving awareness and links within Police and Health but also the voluntary sector given the small amount of referrals received from these agencies but also their underrepresentation within the sector that the employee/volunteer works within.

2018/19	Referrals	Consultations	Met Threshold
Number of allegations referred to LADO	202	212	29

CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

The number of referrals has increased during the last year by 32.5%. Of these referrals, 33% were substantiated, 42% were unsubstantiated, 16% unfounded and 2% were Malicious. 19 of these cases were referred to regulatory bodies, agency unions or sporting bodies. There was 1 conviction and 1 police caution. ‘

The activity report attached as Appendix A offers oversight of our LADO service.

Within the report we have made a number of recommendations and areas for focus to continue to improve our service during 2019-20.

The service continues to develop and go from strength to strength.

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Report No.
CEF19011

London Borough of Bromley
PART ONE - PUBLIC

Decision Maker: **ECF Sub-Committee**

8th October 2019

Date:

Decision Type: **NOTE**

Title: **INDEPENDENT REVIEWING OFFICER REPORT FOR 2018/19**

Contact Officer: Penny Davies, Head of Quality Improvement
Children, Families and Education

Chief Officer: Janet Bailey, Director

Ward: All

1. REASON FOR REPORT

The purpose of this annual report is to provide an account of the activity of the Independent Reviewing Service between 1 April 2018 and the 31 March 2019. This report analyses and evaluates practice, plans and arrangements for looked after children and the effectiveness of the Independent Reviewing Officer service in ensuring the local authority, as a corporate parent, discharges its statutory responsibilities towards looked after children.

2. PURPOSE OF SERVICE AND LEGAL CONTEXT

Independent Reviewing Officers (IROs) were nationally introduced to represent the interests of looked after children. Their role was strengthened through the introduction of statutory guidance in April 2011. The Independent Review Officers (IRO) service is set within the framework of the updated IRO Handbook, Department for Children, Schools and Families (2010) and linked to revised Care Planning Regulations and Guidance which were introduced in April 2011.

This report identifies good practice as well as highlighting areas for development in relation to the IRO function. The IRO has a key and statutory role in relation to the improvement of care planning for looked after children. The responsibility of the IRO is to have an overview of the child's care planning arrangements in respect of the child's wellbeing in placement, and plans for the future, as well as oversight of the child's health and education. The IRO will offer constructive and targeted scrutiny and challenge regarding case management through regular monitoring and follow up between children's reviews as appropriate.

3. Summary & Key Messages

3.1 In line with statutory guidance this annual IRO report provides both quantitative and qualitative evidence relating to the IRO service in Bromley and the key findings are outlined below.

- The profile of Looked After Children locally shows that our cohort of children are mainly aged 10-17.
- The majority of children become looked after when they are very young in age group 0-4 and when they are in late adolescence at age 15-17, but an increasing number become looked after aged 4-9.
- The majority of children have a Looked After Care Plan that is based on assessed need and they are satisfied with this plan.
- The IRO Service continues to evidence strength in the timeliness of reviews, their encouragement of children and young people's participation in reviews and case monitoring and quality assurance between and at the point of review
- IRO monitoring suggests that the majority of children's care plans are of good quality. Some of the good rated plans reflect the work in practice by the social worker and network although the written record of the Care Plan could be improved.
- The average caseload for IRO's in Bromley is 58 young people. This is in the middle of national guidance for the number of cases held (50 to 70 per IRO). The fewer cases that are held, less IRO time is taken with chairing and recording looked after reviews and more time is available for monitoring progress, escalating concerns, contributing to practice improvement and other practice meetings.
- Evidence suggests IROs monitor and escalate issues appropriately.
- The new model of writing review minutes to the child is now embedded. This change was recognised in the Ofsted 2018 inspection, which stated *"the quality of looked after reviews has improved markedly since the last inspection. Review notes are written directly to the child and demonstrate genuine warmth and care"*
- In the year 2018/2019 IROs undertook active monitoring and informal escalation and where necessary formal escalation in a small number of cases . This level of oversight contributes to achieving good outcomes for our looked after children and young people.
- The large majority of monitoring completed by IRO's did not require a formal escalation process to be initiated to achieve progress in the child's plan. This can be seen as evidence of the necessary robust oversight of the quality of Care Planning including the informal escalation and active monitoring between Reviews by the IRO team.
- When cases are escalated the majority are resolved at a local level with team or group manager with very few progressing to more senior management for review and action.

2. RECOMMENDATION(S)

Members of the Committee **NOTE** the content Independent Reviewing Officer (IRO) annual report.

Impact on Vulnerable Adults and Children

1. Summary of Impact: see report attached
-

Corporate Policy

1. Policy Status: Not applicable
 2. BBB Priority: Children and Young People
-

Financial

1. Cost of proposal: Not applicable
 2. Ongoing costs: Not applicable
 3. Budget head/performance centre:
 4. Total current budget for this head: £
 5. Source of funding:
-

Personnel

1. Number of staff (current and additional):
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory Requirement
 2. Call-in: Not applicable
-

Procurement

1. Summary of Procurement Implications:
-

Customer Impact

1. The work of the IROs is intended to improve the outcome for looked after children
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not applicable
2. Summary of Ward Councillors comments: Not applicable

3. COMMENTARY

See attached report

Non-Applicable Sections:	<ul style="list-style-type: none">• MARKET CONSIDERATIONS• STAKEHOLDER CONSULTATION• SUSTAINABILITY / IMPACT ASSESSMENT• OUTLINE PROCUREMENT STRATEGY AND CONTRACTING PROPOSALS• POLICY IMPLICATIONS• COMMISSIONING AND PROCUREMENT• LEGAL CONSIDERATIONS• FINANCIAL IMPLICATIONS
Background Documents: (Access via Contact Officer)	None

Children's Social Care

Annual Report on Independent Reviewing Officers for Children Looked After

The contribution of Independent Reviewing Officers to quality assuring and improving services for children in care of Bromley Council

2018-2019



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Purpose of Report

An annual report of the Independent Reviewing Service for children looked after is required in accordance with the *Children and Young Person's Act 2008* and provides a summary of the work undertaken by the IROs for the period 1st April 2018 and 31st March 2019. It also provides themes for further service improvement for the financial year 2019-2020.

Introduction

- 1.1 The Group Manager for the Independent Reviewing Service was appointed in February 2018 and has brought stability and leadership to the Service.
- 1.2 The appointment of an Independent Review Officer (IRO) is a legal requirement under Section 118 of the Adoption and Children Act 2002. In March 2010, the government issued new statutory guidance for local authorities and IROs on care planning and reviewing arrangements for looked-after-children as contained in *Care Planning, Placement and Case Review (England) Regulations 2010 and Statutory Guidance*. This came into force from April 2011. The IRO handbook 2010 supplements this and provides guidance to IROs about how they should discharge their distinct responsibilities to children looked after.
- 1.3 The annual report is a management responsibility as set out in the IRO Handbook 2010, Chapter 7, Strategic and Management responsibilities where Section 7.11 states; "The manager should be responsible for the production of an annual report for the scrutiny of the members of the corporate parenting board. This report should identify good practice but should also highlight issues for further development, including where urgent action is needed".
- 1.4 Every parent wants the best for their child and as a corporate parent, Bromley Council is working to make sure that the aspirations for 'our' children looked after are healthy, safe and happy, do well at school, enjoy good relationships with their peers and can grow towards adulthood equipped to lead independent lives.

- 1.5 Each child has their own IRO from the time they become looked after. The IROs role is to bring rigour and challenge to care planning, escalate contentious issues, drive plans for permanence and monitor the performance of the local authority as a corporate parent. Above all the IRO must make sure the child's current wishes and feelings are given full consideration.
- 1.6 This report explores the local authority's responsibilities as outlined above.

2. Profile of the Independent Reviewing Service in Bromley

- 2.1 The IROs are placed within the Quality Improvement Service in the Children, Social Care Division of the Children and Young People's Directorate to maintain their independence.
- 2.2 The Team is composed of 6 full-time IROs and 1 full-time fostering IRO who are managed by the Group Manager (Quality Improvement Service). The fostering IRO conducts the annual review of Bromley foster carers to ensure they are meeting fostering standards and providing good parenting to children living in care. There is one Business Support Officer who is managed by the Senior Business Support Officer. With the increasing number of children becoming looked after in September 2018 the team was given an additional IRO post.
- 2.3 During this period there has been a continuation of high support and high challenge to IROs to improve outcomes for children and make a real difference to their lives. The focus has remained on professional development in building knowledge, skills and abilities of the IROs. Supervision, role modeling, case discussions and focused training has resulted in the improved performance of the team. The new model of writing review minutes to the child or young person is now embedded. This format ensures the meeting is accessible to the children and young people. This change has been recognised in the Ofsted 2018, inspection report which stated *"The quality of looked after reviews has improved markedly since the last inspection. Review notes are written directly to the child and demonstrate genuine warmth and care."*
- 2.4 The Team has also incorporated in its writing The Adolescent and Children's Trust (TACT), Language that Cares lexicon to further break down any language barriers to the

children understanding their care experience and being empowered to own their plan. Additionally the supervision process and staff appraisal have picked up and addressed concerns in relation to competency and ability to perform the role.

- 2.5 The team reflects the diversity of the looked after population in Bromley and requires that all IROs have the skills and ability to meet the needs of children from diverse communities.
- 2.6 Guidance from the IRO Handbook outlines that each IRO should have a caseload between 50 to 70 children. During the period of this report the IROs had an average caseload of approximately 58 children.

3. Corporate Parenting Board

- 3.1 The Deputy Leader is the Portfolio Holder for Children's Services and is proactive in ensuring the Council and its partners as corporate parents are demonstrating a strong commitment to ensuring children and young people growing up in care receive what they need into adulthood.
- 3.2 The purpose of the Corporate Parenting Board is to ensure the Council with its partners effectively discharges its responsibilities as Corporate Parents to all children and young people looked after and care leavers.
- 3.3 The Corporate Parenting board is made up of representatives of the Council, its partner agencies and members of the Living in Care Council (LinCC) and is influencing development and improvement in services. The Board is jointly chaired by the Portfolio Holder and the Chair of LinCC.
- 3.4 As a Corporate Parent to all children and young people looked after and care leavers the Council and its partners must act as a responsible and good parent.

CORPORATE PARENTING PRINCIPLES

The corporate parenting principles set out seven fundamental needs for looked after children and care leavers, as follows:

1. To act in the best interests and promote the physical and mental health and well-being of children and young people.
2. To encourage those children and young people to express their views, wishes and feelings.
3. To take in to account the views, wishes and feelings of those children and young people.
4. To help those children and young people gain access to and make the best use of, services provided by the local authority and it's relevant partners.
5. To promote high aspirations and seek to secure the best outcomes, for those children and young people.
6. For those children and young people to be safe and for stability in their home lives, relationships and education or work.
7. To prepare those children and young people for adulthood and independent living.



4. Voice and Influence of Children and Young People

4.1 Children and young people have the opportunity to participate in decisions and activities that shape and influence practice, policies and services that can impact on their lives. Bromley have a dedicated team to work directly with children in care to support their inclusion in services, they are called the Active Involvement Team (AIT). Some examples of this are as follows:

- Three care leavers are members of the Fostering and Adoption Panel and actively participate in panel meetings.
- Co-Chairing the Corporate Parenting Board.
- The Care Leavers Forum was erected in May 2018, the AIT has spent time building positive working relationships with the group in the following ways:

- *Meals out*
 - *Bowling*
 - *Young parent sessions*
 - *Film and takeaway evenings in the Breakout Room*
- LinCC had their annual training residential in April 2019, the group selected their top 10 priorities for the year. Top 10 Priorities (2018-2019):
 - *To campaign for a longer annual training residential*
 - *To meet and seek advice from other Children in Care Councils*
 - *To promote LinCC to the care population via the newsletter*
 - *Take part in fundraising to support new LinCC projects*
 - *To use feedback from the care population to be representative*
 - *To deliver a LinCC manifesto event*
 - *To support educating Elected Members about the experiences of children looked after*
 - *To gain LinCC sponsorship*
 - *To recruit new members*
 - *To campaign for an international exchange*



- Alongside this some of the members have participated in the recruitment of staff and visited the Corporate Parenting Strategy Board. They hosted the Care Leavers Dissemination meeting and participated in a care leaver's awareness session during Care Leavers week in the Breakout Room.
- In June – August 2018 all care leavers in Bromley were asked to participate in an online survey, Bright Spots, to find out how they felt about their lives. The survey was

developed by Coram Voice and the University of Bristol. The findings have challenged the local authority to think about the emotional wellbeing of young people and how to ensure they feel supported, happy, and have opportunities for employment, education and training. The local authority responded to the findings with two joint sessions with young people and professionals to think about what specific actions could be taken. Coming out of those sessions the local authority has identified a specific dedicated space for children looked after and care leavers to call their own. Additionally, the local authority has partnered with the London Borough of Greenwich and Lewisham on the Aspire program which focuses on working with young people who are not in education, employment or training.



- Celebration of Achievement Award was held on in February 2018 where all award winners received their certificates, award packs, and for those that attended the ceremony their photos with the Mayor.
- Easter Egg Hunt was held for the younger children looked after in April 2019.
- Corporate Parenting Fun Day held in July 2018 attended by over 200 attendees, including children and young people their foster carers, support workers, Councillors and Officers. It was a traditional family BBQ with sports day activities.
- Interviews for permanent members of staff.

5. Action taken to improve IRO Performance

Supervision, Training and Development for IROs

- 5.1 IROs receive monthly supervision and have access to informal supervision as and when needed. Managers remain committed to ensuring the level of supervision and support to the IROs is of the highest standard.
- 5.2 The IROs have fortnightly team meetings which include briefings on child care issues and new developments in practice. In this reporting period the team based briefings included data and performance information from the Performance Team, the Head Teacher of the Virtual School, Ron Shockness Lead Solicitor, Project Officer for SEND, Atlas Team Manager for Missing/CSE/Gang Affiliation, SGO/Connected Carer Assessments, Metro Charity (LGBT+), Liaison meeting with Practice manager from Cafcass and Designated Nurse for CCG. These briefings have helped to develop the knowledge, skills and ability of the IROs, focus their thinking in relation to quality assurance and awareness of the available resources when planning for children and young people.
- 5.3 The workflow of the IRO is now visible on Carefirst, the local authority electronic recording system. With the documents being embedded this allows transparency and supports tracking of key performance data.

- 5.4 To further ensure the review meeting notes are accessible to children and young people, the name of the document was changed to My Review Report and also was amended to reflect TACT, Language that Cares lexicon.

Midway reviews to track progress of plan

- 5.5 IROs set the midway review date at the Review Meeting with the social worker. There has been a positive change in the practice and culture in relation to tracking the progress on plans. A Midway review meeting is embedded practice and the accompanying Midway Monitoring Review document in Carefirst provides record of this tracking meeting.
- 5.6 When plans are in drift or delayed IROs are not consistently raising informal or formal practice alerts. This remains an ongoing area of development to ensure there is consistency across the team.

Quality Assurance and Monitoring

- 5.7 IRO footprint on the children's and foster carers' files provides evidence of oversight and challenges. The CLA Review Preparation Checklist and Monitoring document is a tool to provide qualitative and quantitative oversight of care planning for each child. In the pre-meeting (IRO and social worker meeting before the review) the IROs ensure statutory requirements have been completed or are in progress, confirm the care plan in addition to identifying areas of good practice or where challenge is required.
- 5.8 This new tool will allow managers to track work with individual children in addition to identifying any trends across a specific team or service along with any practice issues.
- 5.9 The Midway Monitoring Review provides an opportunity for the IRO to track and quality assure the progress and timeliness of planning for children. When required, challenge can now be raised using the Dispute Resolution Form which is now embedded on the child's electronic file.

Strengthen the quality of permanency planning for Looked After Children

- 5.10 The IROs ensure that children age 0-5 years have 3 monthly Reviews. This practice is embedded and has focused planning by the local authority to reduce the delay for young children and has seen an improvement in the attainment of permanency through adoption and Special Guardianship Orders. Permanency planning for older children has improved but still requires the IRO to remain active to drive this in an ongoing manner until achieved.

Children's participation in and satisfaction with Reviews

- 5.11 Children participate in the review process in a multiple of ways. Some like to attend the meeting for a brief period, whilst others prefer to stay in the whole time and some do not attend but share their view with the IRO, foster carer or keyworker. In this recording period there were 1023 review meetings with children and young people attending over 77% (includes all attended irrespective of whether speaks for themselves) in person.

	Participation Code	Nos	%
P10	child under 4 a time of review	153	15.0
PN1	child attends and speaks for themselves	669	65.4
PN2	child attends and an advocate speaks for them	33	3.2
PN3	child attends and conveys their views non-verbally	2	0.2
PN4	child attends but does not speak for themselves/convey their views	4	0.4
PN5	does not attend but asks advocate to speak for them	24	2.3
PN6	child does not attend but conveys their feelings to the meeting	116	11.3
PN7	child does not attend or conveys their view to meeting	27	2.2
	Total	1023	

- 5.12 In this recording period there has been an increase in children and young people chairing, co-chairing or being more of an active participant in their meeting. Although not consistent with all IROs, there is a focus on empowering children and young people to

take charge of their meeting or that it is a co-production with the IRO. Children who chair their reviews are sent a certificate to acknowledge their achievement and encourage their ongoing involvement.

- 5.13 An audit of the number of consultation booklet's returned by children was undertaken looking at 271 review meetings held. A total of 24 consultation documents were returned. There is acknowledgement that children and young people are unlikely to complete the consultation booklets without support and encouragement. To drive participation, the consultation booklets were divided into two age groups, 4-10 and 11-18 years with the addition feature of being an electronic format. IROs encourage the carers and social workers to support the children to provide their written view to their meeting.
- 5.14 To know what children are saying from their written feedback there was a further audit of the consultation booklets. A random selection of 12 consultation booklets was reviewed to see what children were saying about their placement, education and whether they understood why they were in care. The children and young people were 8-17 years and mix of either gender. Overall the children and young people were happy in their home, positive about their education and they all knew why they were in care. One young person said he liked "nothing" about this home but school was positive and he knew why he was in care. This child was subject to care proceedings and was vocal about wanting to return home to his birth family.
- 5.15 When asked about their placement 11 stated they were happy and did not identify anything they wanted to change. All 12 children and young people were positive about their education with only 2 expressing worries about learning "hard words" and "not getting into 6th Form school".

Participation of Foster Carers and Parents

- 5.14 The response from foster carers and parents is inconsistent in providing written feedback to the review in the form of the consultation booklet. In this reporting year there was an audit of number of consultation booklet returned within a 3 month period. From the 271 review meetings held a total of 48 consultation booklets were returned. There

were 22 from foster carers and 2 from parents. Feedback from the IROs indicated that foster carers reported not receiving the booklets or had not completed the information in time for the review.

- 5.15 Within the IRO team, parents were not consistently invited to review meetings which meant they were not sent the consultation booklet. This has been addressed and where appropriate parents will be sent a consultation booklet to ensure their views is known even if they are unable to attend the review meeting. In addition IROs, where possible, contact parents before the review to confirm their attendance and ascertain their view on the care planning.
- 5.16 The Business Support Officer now record when consultations booklets are distributed and returned to assist in improving this performance.
- 5.17 To allow more flexibility in how consultation booklets are distributed, completed and returned by carers and parents, the booklets have been updated to an electronic format. The new booklets should be in circulation by July 2019.

Dispute Resolution Processes

- 5.18 The IRO Service has strengthened the challenge function of the role over the last year through the Dispute Resolution Process (DRP) to address delay and drift for children in care. As this process becomes embedded in the electronic recording system, Carefirst, the number of practice alerts is likely to increase.
- 5.19 There were 144 Dispute Resolutions in 2017/18 which is a marked increase from 2016/17 of 66. The majority disputes raised were resolved at a local level at Level 1 and 2 with the Team Manager. The majority of Dispute Resolutions were related to process issues such as the lack of placement plans, delegated authority and timeliness in carrying out statutory requirements.
- 5.20 In this recording year, the IRO quarterly reports to the Senior Management Team set out a summary of Practice Alerts raised to ensure learning and development of practice. One of the clear findings from the reports was the lack of challenge to the Leaving Care

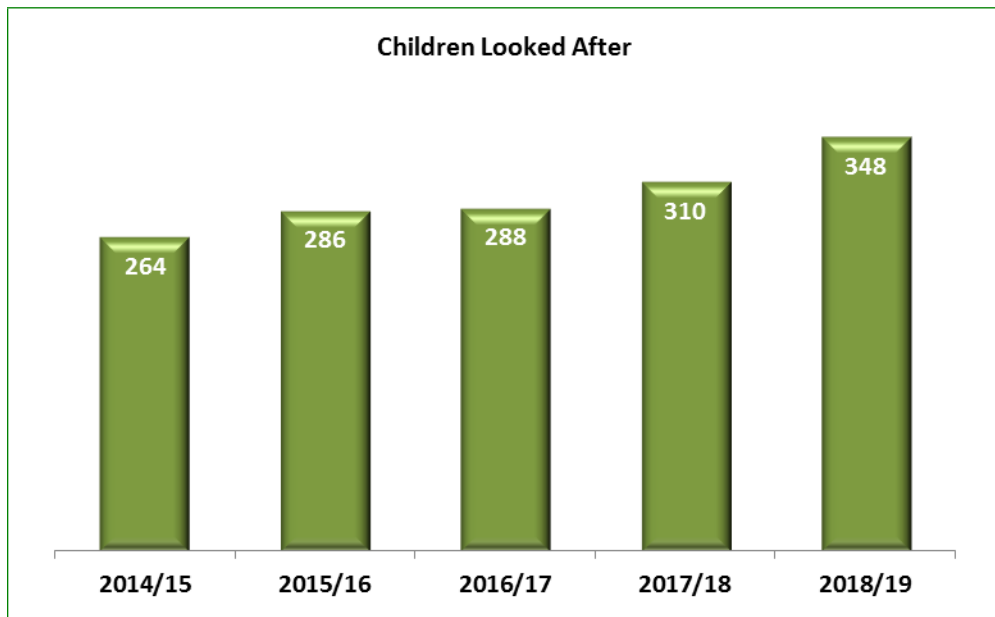
Service. The IROs need to give consideration to whether they are being aspirational for young people and ensuring they are appropriately prepared for adulthood and independence.

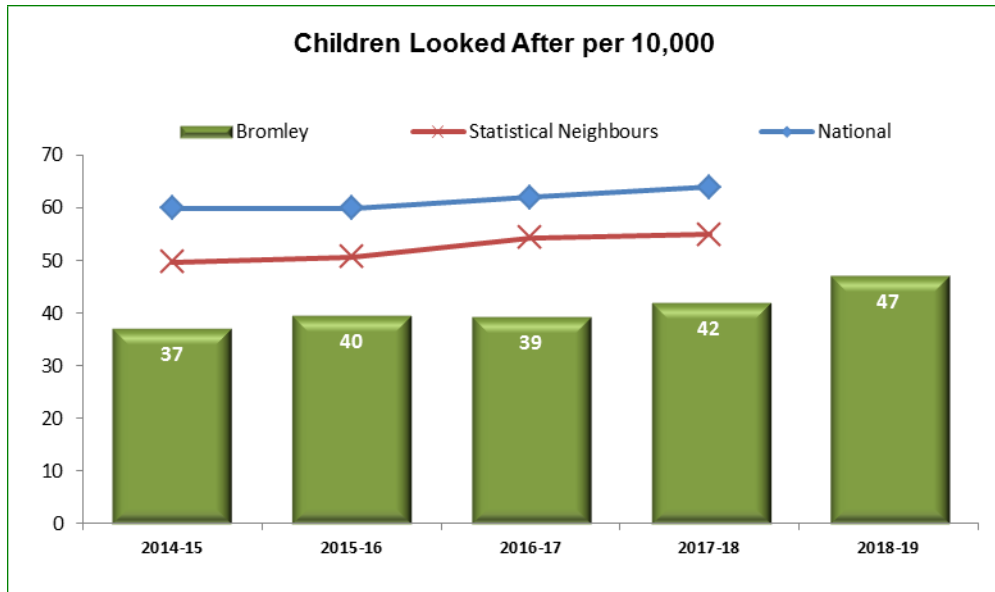
Impact of Staff Turnover

5.21 The turnover of social workers continues to be challenging for the local authority. Repeated changes of social worker impacts on the willingness of the young person to engage with successive social workers in addition to negatively impact care planning. The IROs acknowledge the efforts made to recruit and retain staff and recognise the difficulties. Nevertheless it is the IRO Service's role to promote an optimum service to all of our young people in line with national requirements.

6. Profile of Children Looked After in Bromley

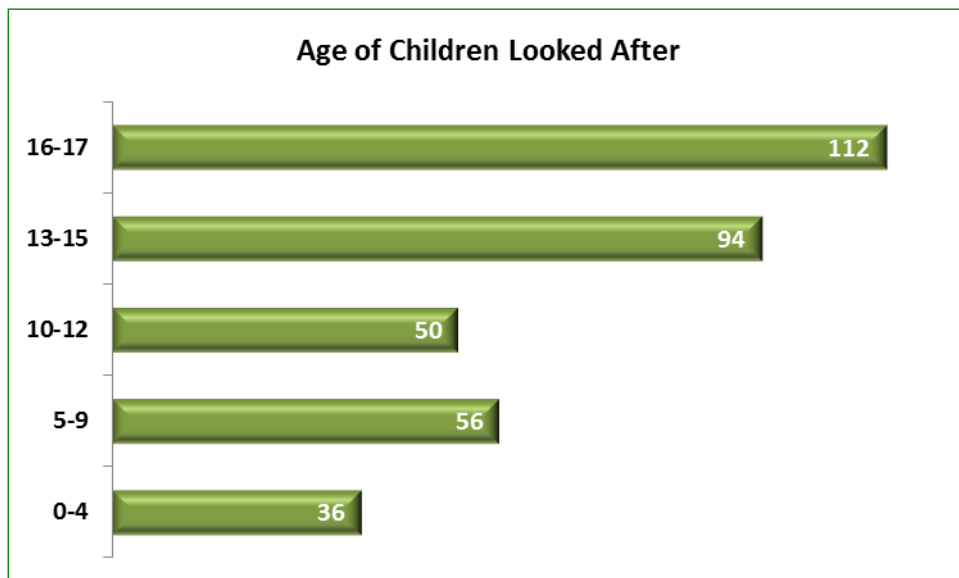
Numbers of Children Looked After & Young People



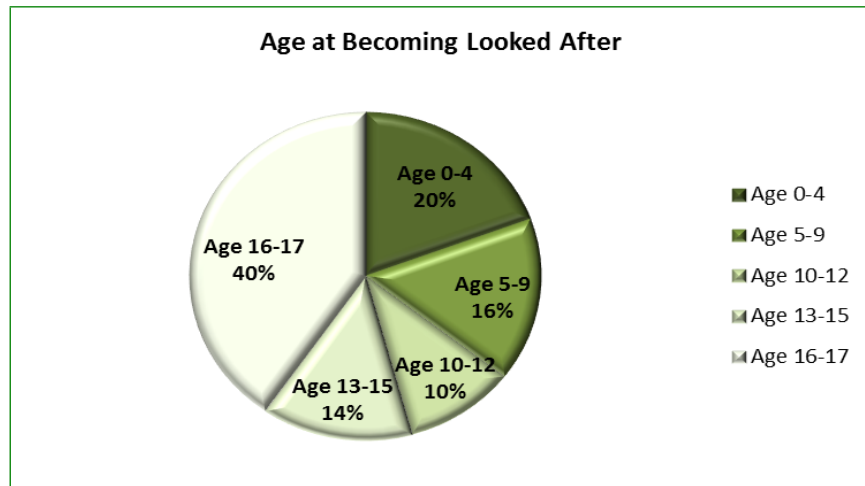


6.1 There has been a steady increase in the number of children looked after in Bromley over the past three years and the rise reflects an increase in unaccompanied asylum seeking children, children subject to child protection plans being accommodated and older children coming into care due to being beyond parental control. Although there has been an increase in the care population Bromley remains below the national statistics. The looked after population by gender is comprised of 206 (at 31/03/19) males and 142 (at 31/03/19) females with the largest ethnic grouping being White British children at 51% (at 31/03/19).

Age profile of children looked after and young people



6.2 The data above shows that a higher proportion of older children are in care. In 2018/2019, 182 children and young people became looked after and of that 125 were age 9-17. Older children tend to come into care because of child sexual exploitation (CSE) concerns, challenges to effective parental control, parental dysfunction, historical child protection concerns and/or previous social care involvement in addition to being unaccompanied asylum seeking children.



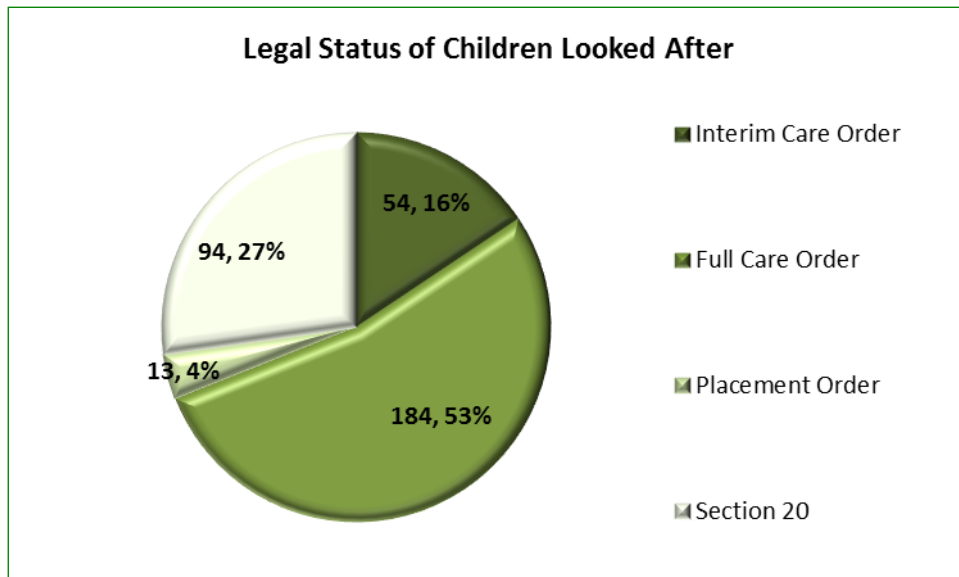
6.3 Older children tend to find it hard to settle in placements which can result in multiple placement moves. A constant focus is maintained on placement stability as it is fundamental to doing well in education and developing stable relationships. Placement stability will be a focus in the next recording year 2019/20 which will be scrutinised at panel by the Head of Service for Quality Improvement and Head of Service for Fostering and Adoption. A corporate parenting sub-committee on stability has been established which will consider placement stability as one of its priorities. The Group Manager in Quality Improvement is a member of the committee and will bring challenge to the local authority where required.

6.4 Older children are vulnerable to exploitation by adults and peers and are more likely to go missing from care. The understanding of missing patterns and themes for children looked after is being considered in the return home interviews.

6.5 The local authority has improved the tracking of children who are at risk of child sexual exploitation, missing or gang affiliated through the multidisciplinary MEGA (Missing,

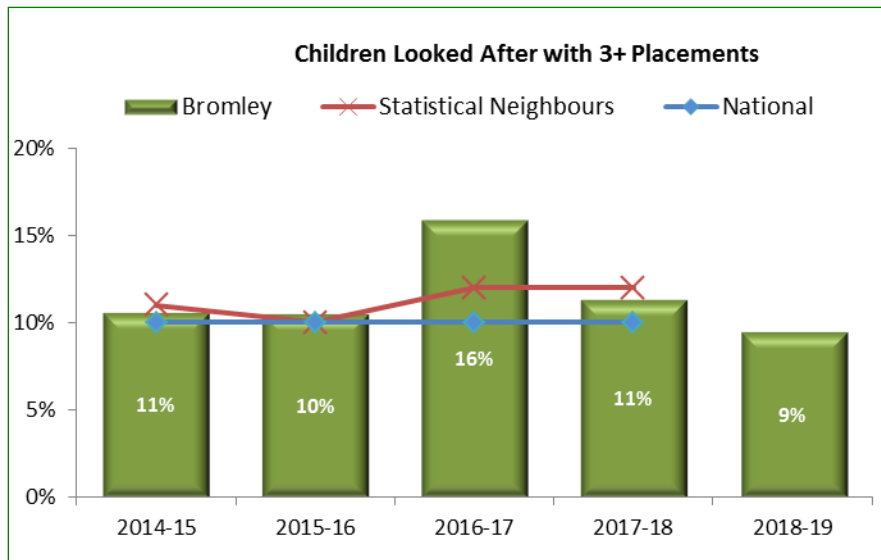
Exploitation and Gang Affiliation) panel. From the current care population, 40 children are currently being tracked.

- 6.6 The majority of children looked after are in foster placements (59%) (excluding family & friends), including older children. A smaller proportion are placed with connected carers (15%), residential placement (10% excluding children's homes but including residential schools, mother & baby unit, hospital or NHS residential, YOI) and children's home (9%). Some young people are placed at a distance from Bromley due to the complexity of their needs and also for their own protection.
- 6.8 In Bromley during this recording period there are 197 (full care orders and placement orders) children and young people with legal permanence who are subject to Care Orders. There are 54 children subject to interim care orders and 94 being looked after with parental consent (Section 20).

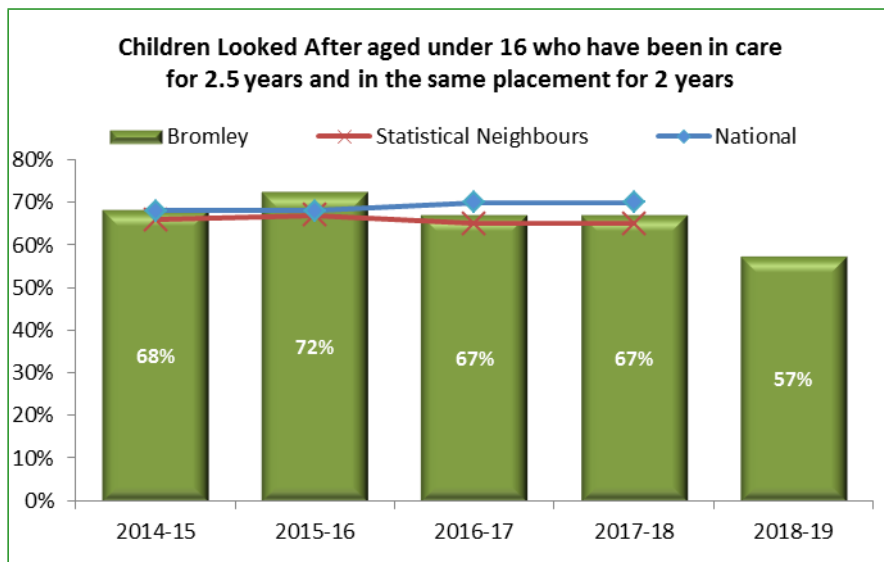


Placement Stability

- 6.9 Placement stability is an improving picture in Bromley. Short term placement stability measure of 3 or more moves in the year has improved from 11% in 2017-18 to 9% in 2018-19 and is better than the National average at 10%.



6.10 However, long term placement stability has reduced from 67% to 57% for children looked after for 2 years or more in the same placement. This is higher than our statistical neighbours and the national average. It is recognised that more needs to be done regarding placement stability and this will be a specific area of focus



Permanency Outcomes

6.11 Permanency is considered at all stages of the child’s journey. Where this requires a legal order, there is a developed Legal Gateway Panel, chaired by the Head of Safeguarding

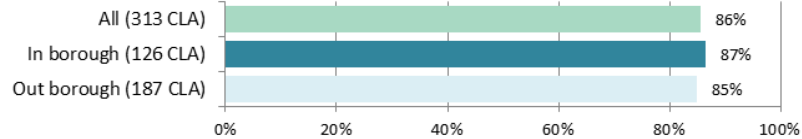
and Care Planning (East Locality), and legal advice is available from specialist lawyers within the council. Any delay in achieving permanency is subjected to the Dispute Resolution Process when needed.

- 6.12 During this recording period 42 children have been rehabilitated home, 18 children have been adopted and 21 have been placed with relatives under a Special Guardianship Order. A number of children looked after have gone on to independent living in preparation for living on their own while. In addition, 65 children have achieved permanence in their foster placement and 21 by family & friends. There is focus on permanence with the Permanence Panel which ensures that within 8 weeks of being accommodated there is oversight of planning for children.
- 6.12 IROs continue to promote timely planning via the review process for young people who are accommodated under section 20 to avoid any drift or delay within the care system and ensure that a clear permanence plan is achieved by the second review. Increased scrutiny between children looked after reviews and the use of the Dispute Resolution Protocol is assisting in ensuring timely planning for individual children and young people are within their timescale. Additionally, the weekly Placement Panel oversees the progress of Section 20 cases and reviews cases within particular cohorts such as children placed at home subject to Care Orders.
- 6.13 Achieving placement stability for children and young people in care will need to remain a priority for the IRO service. The Group Manager for the IRO Service has and will continue to contribute to the Placement Panel and will be challenging the service and professional networks around young people to strengthen placement stability for children and young people who have complex care needs. Additionally the Group Manager will be a member of the corporate parenting sub-committee on stability which will also bring scrutiny and challenge to the local authority planning for children and young people.

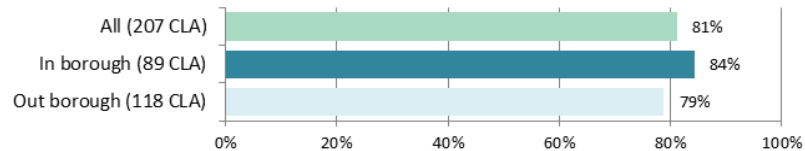
7. Services for Children Looked After and Young People

Health

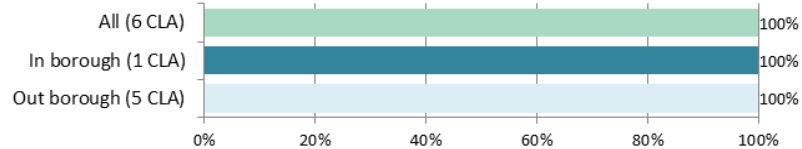
Annual health assessment up to date [in care 1 month+]



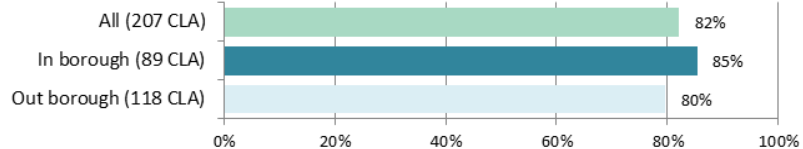
Teeth checked by a dentist [in care 12m+ rolling year]



Under 5 health surveillance checks up to date [in care 12m+ rolling year]



Immunisations up to date [in care 12m+ rolling year]



7.2 The Phoenix Centre is responsible for children's statutory medicals and the Looked after nurses for the monitoring and oversight of looked after children's health needs. Information from the Looked after nurse indicates the physical health of the looked after population has been generally good with no significant themes arising. There are a small number of children with complex health needs who are being supported by specialist services within the children with disabilities team.

7.4 During the year 185 children looked after completed a strengths and difficulty questionnaire (SDQ) with an average score of 13. This is used to identify children who need CAMHS support. This score is higher than previous years and is due to improvements to the way that the score was carried out. These results more accurately reflect children's need. Although the SDQ scores are used to inform referrals to

CAMHS, senior managers are also linking these into progress monitoring and care planning.

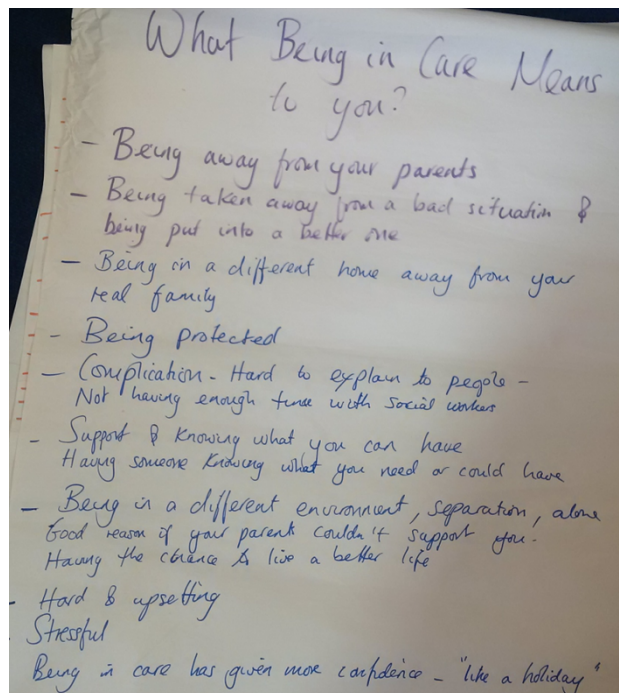
Education

- 7.5 The educational attainment of Bromley Looked after Children is being monitored by the Virtual School. Annually there is a Celebration of Achievements night to recognise both academic and personal achievement and improvements of looked after children.
- 7.6 The Bromley Virtual School has been actively supporting children and young people in addition to social workers to find creative ways to provide education to those who have not had successful classroom experiences. These creative options have included home tuition to get children ready to return to school and alternative forms of education.
- 7.8 Every looked after child has a Personal Education Plan (PEP) to ensure they receive the support they require in addition to the Pupil Premium funding available to schools. The Personal Educational Plans are reviewed twice per year usually in the form of a meeting with the Virtual School Advisors, teacher, parent, social worker and carers in attendance. The Head of the Virtual School continues to monitor and report on the progress and the quality of PEPs.
- 7.9 Looked after children in Bromley have been achieving at the same level as other children looked after nationally with exception to the children in their GCSE year who were in the top 5%. We are aspirational for looked after children and want to see them attain university level where possible. In this recording period 8 young people started at university and we want to see this number grow.
- 7.10 Every effort is made to keep education stable especially when a foster placement is new and bedding in. Transport is organised even if this means transporting young people some distance if it is in their best interest and for planned periods of time. The Virtual School Head is on the distribution list for 'newly accommodated' children and is pro-active in checking on the possible impact of a move with social care. The Virtual School has worked hard to ensure social workers understand the education implications of their decisions. The Virtual School monitors the progress and attainment of Bromley's children looked after and young people with termly data collections. The analysis of data

gives the Virtual Head her priorities in terms providing challenge and support to schools on individual or group progress

Advocacy

- 7.11 A new Advocacy Service, 'Advocacy for You' was commissioned in April 2018 who provide advice, information and supports children looked after and young people leaving care.
- 7.12 The IROs routinely check that the children and young people know about the advocacy service and how it can support decisions about their lives.



Living in Care Council (LinCC)

- 7.13 Bromley Living in Care Council is established and supported by the Active Involvement Officer and promote the Pledge for children and young people (See section 4.1 for the LinCC priorities).

8 Progress of developments and priorities set in 2017/18

Children 'voice and influence'

- Consultation booklets were divided into two age groups, 4-10 and 11- 18 years with the additional feature of being in electronic format.
- IROs have also incorporated in their writing the TACT, Language that Cares lexicon to further break down any language barriers to the children understanding their care experience and being empowered to own their plan.
- More children and young people are chairing their review meeting or are co-chairing with the IROs. Children and young people are sent certificates to acknowledge their achievement and encourage their ongoing involvement. This still remains a focus and priority to have all IROs.
- IROs meet with the children and young people 30 minutes before the review to obtain any specific issues they want to discuss and to set the agenda for the meeting.



Performance - continuous development and improvement

- Evidence of IRO footprint is more consistent and with the IRO workflow now embedded in Carefirst, transparency of the work is now possible.
- Embed the use of the Monitoring Forms to provide feedback to social workers and team managers about the quality of care planning
- Further work will be undertaken by the IRO Group Manager to ensure that minutes of the reviews are consistently added to the child's case file and distributed within the required timescales

- Further training and supervision on Outcome Focused planning for IROs to ensure recommendations are consistently outcome focused providing clear measurable outcomes
- During 2018 the IRO service started to refine the information collected in order to provide more detailed information to Children's Service, with regard to number, teams and stages where escalations were being made in order to pinpoint and manage issues more effectively. Therefore, from September 2018 a much more detailed picture of dispute resolutions will be provided. The Dispute Resolution Process will continue to be embedded and a quarterly report produced by the IRO Group Manager to ensure learning from the information this will be presented to SMT chaired by Director to enable further scrutiny

Quality Assurance of Practice

- The CLA Review Preparation Checklist and Monitoring and Midway Review documents provide qualitative and quantitative oversight of care planning for each child. These documents are now embedded in the electronic recording system, Carefirst which allows for tracking of key performance data.
- IRO Group Manager has observed practice, audited cases and conducted auditing activities during this recording period. Challenge was been made to the IROs where improvement in practice is required.
- The Dispute Resolution Process is now embedded in Carefirst and will continue to need developing to ensure performance data can be extracted.
- There has been significant improvement in the completion of SDQ (Strength and Difficulties Questionnaire) for looked after children. The next phase will be to ensure action is taken to address any identified support needs.
- The Fostering IRO has made a significant difference in highlighting and driving improvement in practice in the fostering service

Dispute Resolution

- Dispute Resolution Process is now embedded in practice and in the electronic recording system, Carefirst. Further work is required to ensure performance data can be extracted to understand practice and drive practice improvements.

Learning and Development

- Briefings in the team meetings have been an ongoing feature to ensure IROs remain current in their practice.

9 Planned developments and key priorities for 2019/20

- 9.1 There are likely to be many challenges in the coming year which will require the IRO Service to continue to focus on the quality of provision to children and young people, improvements, both within the offer to children in care but also on how it fulfils its roles and to continue to ensure the child remains at the centre of all of our work.

Children 'voice and influence'

- New consultation booklets to be in circulation by July
- Increase the percentage of children co-chairing their review meeting by 10%
- Children will be given the opportunity to contribute to their 'looked after' reviews in more creative ways using technology
- Work closer with LinCC and Active Involvement Officer to develop the IRO service
- Speech and Language therapist to attend team or service briefing to discuss writing to children and provide feedback on review notes to children to further develop practice
- Planned audits to ensure that the voice of the child is clearly evidenced on file.

Performance - continuous development and improvement

- IRO Group Manager as a member of the corporate parenting sub-committee for health and stability to bring scrutiny and challenge to the local authority's planning for children and young
- IROs to meet with their "link" service/teams quarterly to ensure they are supporting performance improvement

Quality Assurance of Practice

- Dispute Resolution Process on Carefirst to be further developed to support tracking of key performance data
- IRO Group Manager to observe 2 looked after reviews per month and audit 10 cases per month to ensure consistency of practice
- IRO Service to work with the social work teams to ensure Strengths & Difficulties Questionnaire (SDQ) are completed in addition to action taken to address any identified support needs
- Process for escalating to partner agencies and services will be strengthened and embedded.
- Planned audits

Learning and Development

- IROs to access learning opportunities via Research in Practice and Bromley Training and Development program.
- Team meeting will also allow for further training and development and peer to peer learning.

9. Conclusion

9.1 The Independent Reviewing Service has made demonstrable progress during the last 12 months and this has resulted in an improvement in practice, plans, arrangements and outcomes for looked after children. This was recognised in the Ofsted report which outlined that reviews are managed more efficiently and IROs are visiting children between reviews. However, the Service has much more to do if we are to achieve our aspiration to be an outstanding Independent Reviewing Service.

9.2 The Independent Reviewing Service has set the following firm foundations on which further development and improvement can be built upon:

- Stable management and leadership with clear insight and understanding of service strengths and development needs and a robust service plan in place;

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Report No.

London Borough of Bromley

CEF19009

PART ONE - PUBLIC

Decision Maker: PDS / ECF / ER&C / GPL SUB-COMMITTEE

Decision Type: Non-Urgent Executive Non-Key

Title: ANNUAL COMPLAINTS REPORT & LG&SCO LETTER 2018/19

Contact Officer: Mark Smeed
Head of Service, Customer Engagement & Complaints

Chief Officer: Naheed Chaudhry
Assistant Director, Strategy, Performance and Corporate Transformation

Ward: Borough-wide

1. Reason for report

1.1 The Council produces an Annual Complaints Report each year setting out statistics on the complaints it receives. The 2018/19 Annual Report is presented in Appendix 1.

1.2 The report also provides oversight of the annual Local Government & Social Care Ombudsman (LG&SCO) letter which summarises LG&SCO complaints/enquiries received and the decisions made about the London Borough of Bromley for the year ending 31 March 2019.

1.3 The report was seen by :-

The Portfolio Holder for Adult Social Care on 19th August 2019

Adult Care & Health PDS on 17th September 2019

2. **RECOMMENDATION**

2.1 Members of the Committee are asked to consider and comment on the report.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
-

Corporate Policy

1. Policy Status: Not Applicable
 2. BBB Priority Not Applicable:
-

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs Not Applicable:
 3. Budget head/performance centre: Not Applicable
 4. Total current budget for this head: £Not Applicable
 5. Source of funding: Not Applicable
-

Personnel

1. Number of staff (current and additional): Not Applicable
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

1. Legal Requirement: Statutory Requirement
 2. Call-in: Applicable: Executive decision.
-

Procurement

1. Summary of Procurement Implications: Not Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not Applicable
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

- 3.1 The publication of annual reports on social care complaints is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (for adult social care) and the Children Act 1989 Representations Procedure (England) Regulations 2006 (for children's social care).
- 3.2 Whilst legislation mainly refers to social care complaints, the Council goes further and publishes greater detail about the Council's performance across the divisions. The appended report (Appendix 1) provides an overview of complaints and all Local Government & Social Care Ombudsman enquiries to the Council between 1st April 2018 to 31st March 2019.
- 3.3 The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.
- 3.4 Comment was passed when last year's Annual Report went through the committee stages upon the absence of comparable data for the Environment & Community Services ('ECS') division. That division has retained responsibility for managing its own complaints but has this year shared basic statistics which have been included in the report.
- 3.5 Excluding ECS data for comparison purposes, the Council received 491 complaints during 2018/19, which is a 3.7% reduction on the previous year. Of the 491 complaints received, 49% were upheld, either fully or in part. Only 48% of all complaints were responded to within 20 working days, a statistic which requires further attention although the Council's performance in complying with Ombudsman deadlines (see para. 3.9 below) should be noted.
- 3.6 The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the LG&SCO if they remain dissatisfied. The LG&SCO analyses each referral to determine firstly whether it meets their criteria and, secondly, whether it merits a full investigation.
- 3.7 The LG&SCO annual review letter provides a breakdown of the upheld investigations and a compliance rate for implementing LG&SCO recommendations. All authorities' annual review letters are published by the LG&SCO on their own website. Their statistics will usually differ from those held by the Council as the Council is not always informed of approaches to the LG&SCO that are declined.
- 3.8 During the year 2018/19 Bromley was the subject of 139 referrals to the LG&SCO, a significant 16% decrease on 2017/18's figure of 165 referrals. Of those 139 referrals, only 42 underwent a detailed investigation, down fully 22% on last year's 54. Of those full investigations, 33 were upheld, a rate of 78%. Whilst this is up from last year's 60%, it is calculated on a rather smaller cohort.
- 3.9 The average upheld rate across London boroughs was 63%. Compared to our six neighbouring boroughs, Bromley had the second-best reduction in referrals. Measured by referrals per 1000 residents, Bromley ranks third out of those seven boroughs even though it remains the only borough operating a one-stage internal procedure.
- 3.10 Overall, the figures suggest that the Customer Engagement & Complaints Service is increasingly effective at resisting, managing and/or avoiding the need for the Ombudsman's involvement, thus reducing exposure and the expenditure of time and resources across all

services. It follows, though, that those cases that do proceed to investigation are more likely to involve some element of fault on the Council's part.

3.11 The Council recorded a 100% compliance rate in respect of implementing the Ombudsman's recommendations.

3.12 During the business year 2018-2019 the complaints database recorded 274 separate deadlines for responses to be provided to the LG&SCO. Each LG&SCO case may present several such deadlines to be met and is, in contrast to most Stage 1 complaints, the subject of detailed oversight from the Head of Service in CE&CS and/or a Customer Relations Officer from that service. Of those 274 deadlines, only 9 were missed, which amounts to a 97% compliance rate.

4. FINANCIAL IMPLICATIONS

4.1 None for the purposes of this report.

5. LEGAL IMPLICATIONS

5.1 Under regulation 18 of the Local Authority Social Services and National Health Service Complaints Regulations 2009 the Council is required to publish an Annual Complaints report.

5.2 Under section 5(2) of the Local Government and Housing Act 1989 the Monitoring Officer is expected to produce a periodic report to the Council summarising the findings on all upheld complaints over a specific period.

6. Supporting Documents

6.1 Appendix 1. Annual Complaints Report 2018/19

6.2 Link below to LG&SCO annual letter 2018/19

lgo.org.uk/documents/councilperformance/2019/london%20borough%20of%20bromley.pdf

Non-Applicable Sections:	Impact on Vulnerable Adults and Children, and Policy, Personnel and Procurement Implications.
Background Documents: (Access via Contact Officer)	



Complaints & Compliments

Annual Report 2018-19



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Explanatory foreword

Bromley Council comprises a number of divisions. The Customer Engagement & Complaints Service ('CE&CS') oversees complaints received about all divisions save Environment & Community Services division ('ECS'). They currently manage their own internal complaints process, whilst adhering to the Council's overall policies. The Head of Service for CE&CS provides *ad hoc* support and advice on procedures, categorisation and reporting mechanisms.

It has been an ongoing concern that historically this report has not contained quantifiable data on ECS Stage 1 complaints. This shortcoming was commented on by Members when the annual report for 2017-2018 went through the committee stages in late 2018.

This is the first year in which ECS has been compiling its own reportable figures and the figures for Stage 1 complaints provided in [Section 09](#) of this report are their own. The statistics concerning cases where the Local Government & Social Care Ombudsman has considered ECS complaints are maintained by CE&CS.

At the present time, ECS are not monitoring the timeliness of each complaint response nor whether each complaint was upheld, either wholly or in part. They also employ more basic definitions of the types of complaints they receive compared to the rest of the Council. It is understood developments to enable further data integration and overall analysis are being implemented, starting with the measurement of the timeliness of responses. Further analysis would be worthwhile on how the division determines what amounts to a formal complaint and what should be more properly categorised as a service request, which might in turn lead to significant changes in the reported data over the coming years.

This differentiation in data means that no meaningful comparison can be drawn with any statistics held by CE&CS for previous years and any Council-wide analysis may be similarly compromised. At the time of writing it seems likely that similar caveats will apply to the statistics produced for the 2019-2020 business year.

In August 2019 the Council underwent a corporate restructure. The information in this report reflects the structure in effect across the business year 2018-2019. The restructure may also have effects on reporting next year.

Section 01 | Why analyse and report on our complaints?

Section 18 of *The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* places a duty on the Council to prepare an annual report each year. That legislation primarily references social care complaints but this Council goes further and publishes greater detail about the Council's performance. This report therefore provides an overview of complaints and our interaction with the Local Government & Social Care Ombudsman between 1st April 2018 to 31st March 2019.

The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.

We know that high-performing services use feedback to help managers and staff understand where they are doing well and where improvements can be made.

We use our complaints data and analysis to:

- ➔ Collaboratively prompt, challenge and deepen the understanding of service performance amongst the leadership group; this enables and promotes a shared understanding of the strengths and areas for development within the service
- ➔ Inform prioritisation in service improvement plans
- ➔ Commission improvement activities and training where appropriate
- ➔ Encourage individual managers to take the initiative at service/team level or with individual staff members to address areas for development and manage local improvements

Continuous improvement plans

The configuration of the database used by the Customer Engagement & Complaints Service ('CE&CS') has been upgraded for 2019-2020 to facilitate more detailed and swifter reporting and real-time analysis. Further features will continue to be developed as part of an ongoing review of its capabilities and their applicability to the Council.

The streamlining of the ways in which residents and service users can contact us to register a complaint has been on hold pending ongoing liaison with IT and Environment & Community Services colleagues – it is hoped this can be introduced soon.

Flowing from that and the forthcoming realignment of the Council's corporate structure, a new training programme for complaints is in preparation and at the time of writing the Head of Service is liaising with Workforce Development colleagues to roll that programme out.

Section 02 | Law & Procedures

Legislation

The main legislation we are governed by is the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*. This duty is delivered through the Corporate Complaints Procedure. The majority of Adult Social Care complaints are considered on a statutory basis and are managed through the Corporate Complaints Procedure.

Where the matter directly involves a child (or an authorised person on their behalf) complaining about the care and support provided to a child by Children's Social Care, the relevant rules are found in the *Children Act 1989 Representations Procedure (England) Regulations 2006*) and this duty is delivered through the Children's Complaints Procedure.

Timescales

Under the Corporate Complaints Procedure, complaints should be acknowledged within 3 working days and formally responded to within 20 working days.

Complaints managed through the Children's Complaints Procedure are managed as follows :-

- ➔ Stage 1 initial response within 10 (up to 20) working days
- ➔ Stage 2 investigation within 25 (up to 65) working days
- ➔ Stage 3 Review Panel within 30 working days

The Local Government & Social Care Ombudsman

The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the Ombudsman if they remain dissatisfied. The Ombudsman analyses each referral to determine whether it meets their criteria and, if so, whether it merits a full investigation.

During the year 2018/19 Bromley was the subject of 139 referrals to the LG&SCO, a significant 16% decrease on 2017/18's figure of 165 referrals. Of those 139 referrals, only 42 underwent a detailed investigation, down fully 22% on last year's 54. Of those full investigations, 33 were upheld, a rate of 78%. Whilst this is up from last year's 60%, it is calculated on a rather smaller cohort.

The average upheld rate across London boroughs was 63%. Compared to our six neighbouring boroughs, Bromley had the second-best reduction in referrals. Measured by referrals per 1000 residents, Bromley ranks third out of those seven boroughs notwithstanding it being the only borough operating a one-stage internal procedure.

Section 03 | Council Overview

Overall, the Council received 875 complaints during 2018/19. If one excludes the ECS figures (*please see the Explanatory Foreword*), the total of 491 formal complaints is a 3.7% reduction on last year's 510.

Adult Social Care achieved a significant reduction in complaints for the second year in a row. Complaints about Children's Social Care, Housing and the Chief Executive's Department saw a moderate increase. It should be noted that the percentage increase for Education services is influenced by the smaller numbers involved.

Some 82.7% of complaints were received by email or through the website, an increase from 78% last year.

Division	2016/17	2017/18	2018/19	% change
Adult Social Care	245	183	142	-22.4%
Children's Social Care	96	112	120	7.1%
Housing	126	112	118	5.4%
Education	26	31	45	45.2%
Environment & Community	-	13	384	n/a
Chief Executive's Dept.	32	58	66	13.8%
Public Health	-	1	0	n/a
Total	525	510	875	n/a

Proportion upheld

Division	Complaints	Upheld	% 2018/19	% 2017/18
Adult Social Care	142	79	56%	57%
Children's Social Care	120	56	47%	39%
Housing	118	52	44%	27%
Education	45	23	51%	55%
Chief Executive's Dept.	66	33	50%	45%
Public Health	0	0	N/A	N/A
TOTAL	491	243	49%	0%
Environment & Community	384	n/a	n/a	n/a

Of the 491 non-ECS complaints received by the Council, 50% were at least partially upheld, compared to 44% last year.

It is suggested that a fall in the overall number of complaints, alongside a rise in the proportion upheld, indicates that less meritorious concerns are being successfully managed by frontline services or CE&CS prior to a formal complaint being registered. It is further suggested that what might appear a comparatively high upheld rate illustrates an continued realistic and honest approach on the Council's part, fostered and supported by CE&CS, towards acknowledging fault and seeking to put things right as far as can be achieved.

Causes for complaints

The most frequent complaints were those categorised as a 'lack of action' (127), 49% of which were upheld against the Council, closely followed by 'quality of service' (117), just over half of which were upheld.

Complaints about staff conduct can include staff of third-party providers contracted by the Council. This year, one of those complaints concerned a contractor's employee and that was upheld.

Complaint	Adult	Children	Housing	Education	ECS	CED	Public Health	Total	% of total	% upheld
Staff conduct	19	54	8	2	-	9	0	92	18.7%	40.2%
Disputed Decision	4	13	7	4	-	1	0	29	5.9%	44.8%
Information	9	11	8	9	-	0	0	37	7.5%	43.2%
Lack of Action	37	20	37	16	-	17	0	127	25.9%	48.8%
Quality of Service	59	20	14	11	-	11	0	115	23.4%	51.3%
Service Delay	3	0	0	0	-	1	0	4	0.8%	50.0%
Billing / Charging	9	-	-	-	-	26	0	35	7.1%	17.1%
Data protection	1	2	0	1	-	1	0	5	1.0%	60.0%
Safeguarding	0	0	0	2	-	-	-	2	0.4%	50.0%
Late call	0	-	-	-	-	-	-	0	0.0%	0.0%
Short call	0	-	-	-	-	-	-	0	0.0%	0.0%
Behaviour of another	1	0	1	0	-	-	-	2	0.4%	100.0%
Temp. Accom.	-	-	43	-	-	-	-	43	8.8%	34.9%
Total	142	120	118	45	0	66	0	491		

Responding on time

48% of all complaints were responded to within 20 working days, compared to 58% last year. The number of complaints is broadly static but the complexity of some is increasing. Complaints involving commissioned services can take longer to address. Ultimately, however, this is unsatisfactory and will be the subject of further ongoing liaison between CE&CS and the services they support, and of the forthcoming training.

Division	On time 2016/17	On time 2017/18	On time 2018/19
Adult Social Care	56%	49%	37%
Children's Social Care	40%	56%	43%
Housing	52%	52%	56%
Education	62%	62%	44%
Environment & Community	-	n/a	n/a
Chief Executive's Dept.	66%	78%	70%
Public Health	-	-	N/A
Total	56%	58%	48%

There has been a dramatic enhancement in the Council's responses to deadlines set by the Local Government & Social Care Ombudsman. With the greater involvement of CE&CS officers, across the year, 274 individual deadlines were recorded on the CE&CS system of which only 9 were missed, a compliance rate of 97%. This shows that with the right approach, an improvement in the timeliness of responses to stage 1 complaints ought to be achievable.

Local Government & Social Care Ombudsman cases

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Adult Social Care	15	2	7	0	6
Children's Social Care	11	2	4	2	3
Housing	11	5	3	1	2
Education	7	4	2	0	1
Chief Executive's Dept.	20	2	11	4	3
Environment & Community	24	3	15	2	4
OVERALL	88	18	42	9	19

'Not upheld' figures include those where the Ombudsman decided, having been provided with input from the Council, not to take a case any further prior to commencing a formal investigation. These figures are taken from the data held on the Council's own systems referring to cases in which CE&CS have had some involvement. The figures above comes from the Ombudsman's own statistics.

Financial consequences of complaints

	Ombudsman Cases			Stage 1	
	Comp'n	Write off	Time & trouble	Comp'n	Write off
Adult Social Care	0.00	1,173.85	200.00	0.00	303.40
Children's Social Care	16,907.52	0.00	0.00	0.00	0.00
Housing	5,150.00	0.00	0.00	1,000.00	0.00
Education	10,204.60	0.00	400.00	0.00	0.00
Chief Executive's Dept.	0.00	0.00	0.00	250.00	510.30
Environment & Community	0.00	0.00	0.00	n/k	n/k
OVERALL	32,262.12	1,173.85	600.00	1,250.00	813.70

Compensation figures include any cases where it was determined the Council should backdate support or allowances.

Section 04 | Adult Social Care

Under the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* the majority of Adult Social Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	204	183	142	-22%
Percentage responded to on time	56%	49%	37%	-12%
Percentage fully upheld	21%	35%	37%	+2%
Percentage partially upheld	7%	22%	18%	-4%
Ombudsman cases	26	19	15	-21%
Ombudsman cases upheld	12	5	3	-40%
Financial consequences	£24,633.07	£18,043.73	£1,677.25	

Complaints received

Adult Social Care were the subject of 142 complaints during 2018/19, 37% (52) of which were responded to in a timely way. A total of 79 complaints (56%) were either fully upheld or partially upheld.

'Contracted Services' refers to those third-party providers of residential and domiciliary care whom the Council engages to provide care to its service users. The Council usually remains ultimately responsible for that support.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Blue badges	6	2	33%	2	33%	1	17%
Brokerage	4	2	50%	3	75%	0	0%
Complex Care East	4	0	0%	1	25%	0	0%
Complex Care West	17	4	24%	4	24%	4	24%
Coordination & Review	5	2	40%	1	20%	0	0%
Duty Team	20	5	20%	11	55%	3	15%
Hospital Team	11	1	9%	2	18%	4	36%
Initial Response	11	7	64%	5	45%	2	18%
Reablement & Rehab	5	4	80%	0	0%	3	60%
Occupational Therapy	4	3	75%	4	100%	0	0%
LD Assessment & Support	18	7	39%	6	33%	2	11%
LD Transition	1	0	0%	1	100%	0	0%
CMHT/Oxleas	6	1	16%	1	16%	0	0%
DOLs	1	0	0%	0	0%	1	100%
Reablement Provider Service	5	4	80%	2	40%	0	0%
Contracted Services	24	10	42%	10	42%	6	25%
OVERALL	142	52	37%	53	37%	26	18%

Nature of complaint and outcome

The majority of complaints were in relation to the quality of service received, of which 36% were fully upheld and a lack of action of which 43% were fully upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	19	5	26%	4	21%
Disputed decision	4	1	25%	1	25%
Inadequate information	9	4	44%	0	0%
Lack of action	37	16	43%	4	11%
Quality of service	59	21	36%	15	25%
Service delay	3	2	66%	0	0%
Billing & charging	9	2	22%	2	22%
Data protection	1	1	100%	0	0%
Late / Short / Missed visit	0	n/a	n/a	n/a	n/a
Behaviour of third party	1	1	100%	0	0%
OVERALL	142	53	37%	26	18%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

These were the compliments notified to CE&CS concerning Adult Social Care:-

I have appreciated the programme of help. Each of the carers gave support and care over the six weeks. The report gave {me} added reassurance

She is kind, understanding and has the capacity to put both my husband and I at ease. She is a good listener and we value her experience.

Without the help of Bromley Council...I don't know how I would have managed so I would like to thank all concerned or the care and devotion she has received.

I just wanted to thank you for supporting us so professionally.

Leah has been absolutely brilliant and a pleasure to have at my home. I am very grateful to her for the help she is giving me.

Mrs M has asked me to pass on how helpful and supportive the workers have been, she has mainly seen P and T and says she is so appreciative of their support and understanding.

"We just cannot thank you enough but we pray that the way you have made our home beautiful, God in his mercies will bring beauty to your life as well. Thank you so much."

{We} would like to say a massive thank-you for all your hard work and kindness with helping us with our autistic son....Through {his} life we have met and dealt with many different people and you have certainly been one of the best and totally professional yet reassuring and kind.

Local Government & Social Care Ombudsman cases

Adult Social Care were the subject of 15 referrals to the LG&SCO during 2018/19, of which 9 were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Complex Care East	1	0	1	0	0
Complex Care West	2	1	1	0	0
Duty Team	4	1	2	0	1
Initial Response	1	0	1	0	0
Hospital Team	1	0	1	0	0
LD Assessment & Support	1	0	0	0	1
LD Transition	1	0	0	0	1
CMHT / Oxleas	2	0	0	0	2
Safeguarding	1	0	1	0	0
Blue Badges	1	0	0	0	1
OVERALL	15	2	7	0	6

Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
Ombudsman cases			
Compensation / backdated payments	£24,633.07	£11,949.33	-
Charges written off	-	£5,844.40	£1,173.85
Time & trouble payments	-	£250	£200
Stage 1 complaints			
Charges written off	-	-	£303.40
TOTALS	£24,633.07	£18,043.73	£1,677.25

Section 05 | Children's Social Care

The Council's experience is that only a small proportion of Children's Social Care complaints it receives are actually from young people or those acting on their behalf, which fall to be processed under the three-stage procedure set out in *The Children Act 1989 Representations Procedure (England) Regulations 2006*. These are referred to as statutory complaints, the timescales for which are :-

- ➔ Stage 1 : Initial response within 10 (up to 20) working days
- ➔ Stage 2 : Investigation within 25 (up to 65) working days
- ➔ Stage 3 : Review Panel within 30 working days

All other complaints from parents, family or friends raising issues that do not directly relate to the quality of the care and support the child in question receives are managed through the corporate complaints procedure. The Complaints Team carefully considers each complaint on its own merits and, if the complaint is not from or on behalf of a child or young person, or if in the Council's opinion it is not serving the interests of that child or young person, it will be handled through the Council's corporate complaints procedure.

Children and young people making a complaint have a legal entitlement to advocacy services to support them in making a complaint or expressing their views. Where the child involved has not already been referred, the Complaints Team will refer complaints made by or on behalf of children in relation to Children Social Care to the independently commissioned Advocacy service.

At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	96	112	114	+2%
Statutory complaints	5	7	6	-14%
Percentage responded to on time	40%	56%	43%	-13%
Percentage fully upheld	20%	26%	23%	-3%
Percentage partially upheld	15%	13%	21%	+8%
Ombudsman cases	9	16	11	-31%
Ombudsman cases upheld	2	8	2	-75%
Financial outcomes	£800	£2,550	£16,907.52	

Complaints under the 1989 Representations Procedure

There were a total of 6 Stage 1 and 3 Stage 2 Children Social Care complaints during 2017/18. The detailed data for 2016-17 is not available.

	2017 – 18	2018 - 19
Stage 1	7	6
Stage 2	1	3
Stage 3	0	0
Total	8	9

Complaints under the Council's Corporate Complaints Procedure

Children's social care were the subject of 114 complaints processed through the Council's corporate procedure during 2018/19, 52 (43%) of which were responded to in a timely way. A total of 53 complaints (44%) were at least partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Early Intervention and Family Support	6	3	50%	2	33%	2	33%
Referral & Assessment, incl. MASH, Atlas and ECT	48	17	35%	9	19%	11	23%
Safeguarding and Care Planning East incl. Court Team	17	14	82%	3	22%	2	18%
Safeguarding and Care Planning West incl. Disabled Children's Team	17	6	35%	3	22%	5	29%
Children Looked After and Care Leavers	15	4	27%	3	20%	4	27%
Fostering, Adoption and Resources	13	5	38%	7	54%	1	8%
Quality Improvement	3	3	100%	1	33%	0	0%
Youth Offending Service	1	0	0%	0	0%	0	0%
OVERALL	120	52	43%	28	23%	25	21%

Nature of complaint and outcome

The majority of complaints were in relation to staff conduct issues of which 19% (10) were fully upheld and 22% (12) were partially upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	54	10	19%	12	22%
Disputed decision	13	4	31%	4	31%
Inadequate information	11	3	25%	0	0%
Lack of action	20	7	35%	4	20%
Quality of service	20	5	23%	6	27%
Service delay	0	0	0%	0	0%
Data protection	2	1	50%	0	0%
OVERALL	120	30	25%	26	21%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following examples were shared with the relevant staff and management :-

We just wanted to say a huge thank you for all your hard work since we met you in April. We are very aware how much work goes into the Matching Panel report and how quickly you have turned this around... we have felt incredibly well supported by you, and again despite the extra work that we know you must have taken on we have been really impressed and grateful for the way you have kept us informed of plans and developments, and been so responsive to any queries we have had, as well as supporting us in the Medical Adviser and Foster carer meetings

A huge thankyou to you both for helping to make the above possible. Firstly, for all the great advice and ideas from the course. Second, because your note about my course attendance and participation, and your opinion on my parenting capacity, was definitely a significant contributing factor for the court when making a decision.

I equally want to compliment [you] for getting the conference report to [her] in a timely way prior to conference...That piece of good practice was much appreciated as I believe it would have led to her feeling respected and consulted about all aspects of our intervention. It contributed to our drive towards better partnership working and making parents feel that they have a voice in the protection process.

We trust [her] and feel she has really helped us by giving advice and little scenarios to think about/work with and we are so grateful for her assistance. [She] has really taken an interest with our family which has really boosted our confidence that we now have someone supporting us and to be honest, this has restored our faith in social services. She has taken a lot of time out of her personal time the last few weeks to meet with our family after working hours and has really made things a lot easier for us as a family and we can't thank her enough for that.

Just a short email to say that I have had every confidence in [his] professionalism during the course of a quite complicated case with a family from our school. He has always acted with the utmost decorum and courtesy towards the parents and children involved, even when having to deal with some extremely trying situations. It has been a pleasure to work with him during this period and I would be grateful if you could pass on my thanks to him and his management team.

I just wanted to say how amazing [they] have been in their support of Mindful Mums. Both of them have really promoted the group - getting mum's signed up and have also been really welcoming to us, the volunteers and the mums and babies. We really appreciate it and it makes the groups run so smoothly and facilitates a lovely atmosphere from the beginning.

Local Government & Social Care Ombudsman cases

Children's social care were subject of 11 referrals to the LG&SCO during 2018/19, 2 of which had been upheld at the time of writing.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Early Intervention and Family Support	1	0	1	0	0
Referral & Assessment, incl. MASH, Atlas and ECT	2	0	1	0	1
Safeguarding and Care Planning East incl. Court Team	3	0	1	2	0
Safeguarding and Care Planning West incl. Disabled Children's Team	1	0	0	0	1
Children Looked After and Care Leavers	1	0	1	0	0
Fostering, Adoption and Resources	3	2	0	0	1
OVERALL	11	2	4	2	3

Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
Ombudsman cases			
Compensation and backdated payments	£800	£2,150	£16,907.52
Charges written off	-	-	-
Time & trouble payments	-	£400	-
Stage 1 complaints	-	-	-
TOTALS	£800	£2,550	£16,907.52

Section 06 | Housing

Complaints in relation to Housing Services are managed through the Corporate Complaints Procedure.

At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	126	112	118	+5%
Percentage responded to on time	52%	65%	56%	-9%
Percentage fully upheld	11%	19%	27%	+8%
Percentage partially upheld	14%	8%	17%	+9%
Ombudsman cases	19	10	11	+10%
Ombudsman cases upheld	6	4	5	+25%
Financial consequences	£5,500	£4,550	£6,150	

Complaints under the Council's Corporate Complaints Procedure

Housing services were the subject of 118 complaints during 2018/19, 66 (56%) of which were responded to in a timely way. The majority of complaints were in relation to Housing Allocations and Housing Options. A total of 52 complaints (44%) were upheld or partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Housing Allocations	55	23	42%	13	24%	9	16%
Housing Options	36	24	66%	11	30%	7	19%
Housing Register	9	6	66%	3	33%	1	11%
Housing Compliance & Development	2	2	100%	0	0%	1	50%
Housing Management & Acquisitions	8	4	50%	2	25%	1	13%
Housing Support & Resettlement	8	7	88%	3	38%	1	13%
OVERALL	118	66	56%	32	27%	20	17%

Nature of complaint

The largest number of complaints were in relation to issues with temporary accommodation of which 8 (19%) were fully upheld, and a 'lack of action' of which 13 (35%) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	8	1	13%	3	38%
Disputed decision	7	1	14%	0	0%
Inadequate information	8	3	38%	2	25%
Lack of action	37	13	35%	6	16%
Quality of service	14	6	43%	1	7%
Temp. accommodation	43	8	19%	7	16%
Behaviour of third party	1	0	0%	1	100%
OVERALL	118	32	27%	20	17%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

Some examples of the compliments received by Housing this year :-

I want to thank you so much for ur quick response to me all the time thank you so much not many people like you around so thank you again I really do appreciate it

Wow thank you so very much for the constant updates and advise you've been wonderful

I can't tell you how relived we both are. We are very much looking forward to our new start. Thank you so much for all you have I really appreciate it, thank you so much.

Thank you very much for your hard work as mine and M's lives will be changing so much now for the better. I wish for you all the happiness you deserve. And thanks for your team.

Many thanks for your help and thank you so much you don't understand how thankful I am for you getting me out I was so worried about where baby was going to sleep and how I was going to live having more room will be amazing

I'm privilege and thankful that I have you as a contact person on this matter. Your compassion, concern and willingness for a quick resolution is much appreciated. Thank you

Oh wow. I'm crying, I'm so pleased. There's light at the end of the tunnel for me and my baby. Thank you so much.

Thank you for your email. It was lovely meeting you also yesterday. Your help, advice and suggestions have really put my mind at ease. I have also read the email below regarding the Social Services referral. Thank you so much. I wait to hear from them regarding the visit and for your report. Many thanks again... We really appreciate your help and support."

Local Government & Social Care Ombudsman cases

Housing Services were the subject of 11 referrals to the LG&SCO during 2018/19, 5 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Housing Allocations	8	4	2	1	1
Housing Options	2	0	1	0	1
Housing Management & Acquisitions	1	1	0	0	0
OVERALL	11	5	3	1	2

Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
Ombudsman cases			
Compensation and backdated payments	£5,500	£4,300	£5,150
Charges written off	-	-	-
Time & trouble payments	-	£250	-
Stage 1 complaints			
Compensation	-	-	£1,000
TOTALS	£5,500	£4,550	£6,150

Section 07 | Education

Complaints in relation to Education services are managed through the Corporate Complaints Procedure.

At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	26	31	45	45%
Percentage responded to on time	62%	61%	44%	-16%
Percentage fully upheld	12%	39%	51%	+12%
Percentage partially upheld	28%	5%	9%	+4%
Ombudsman cases	1	7	7	-
Ombudsman cases upheld	0	1	4	+300%
Financial outcomes	£0	£2,200	£10,604.60	

Complaints under the Council's Corporate Complaints Procedure

Education services were the subject of 44 complaints during 2018/19. 19 of these were responded to in a timely way (61%). 12 complaints were upheld (39%) and 5 were partially upheld (16%). The majority of complaints were in relation to the SEN service and SEN transport.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Admissions	5	3	60%	0	0%	0	0%
Early Years	3	2	50%	1	50%	0	0%
Education Welfare	3	1	33%	0	0%	0	0%
Special Educational Needs	25	9	36%	18	72%	1	4%
Special Educational Needs Transport	9	5	55%	3	33%	3	33%
OVERALL	45	20	44%	23	51%	4	9%

Nature of complaint

The majority of complaints were in relation to a 'Lack of action' of which 75% (12) were fully upheld and 'Quality of Service' of which 36% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	2	0	0%	1	50%
Disputed decision	4	1	25%	1	25%
Inadequate information	9	5	55%	0	0%
Lack of action	16	12	75%	0	0%
Quality of service	11	4	36%	1	9%
Data protection	1	1	100%	0	0%
Billing / Charging	2	0	0%	1	50%
OVERALL	45	23	51%	4	9%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management. These are the compliments for Education notified to CE&CS this year :-

She's been really helpful and supportive and I'm sure she'll help us get our problems sorted

Thank you for the support and care you have afforded to not only children at {...} over my tenure at school but also to families, colleagues and myself. I have advocated for a long time that the link with the Virtual School is very strong in Bromley and helps ... to create child centred solutions. I have been most impressed by the ability to pick up the phone or drop an email and have a sensible conversation which supports and challenges the school. I have appreciated equally the support and the challenge.

Everyone I have spoken with at school admissions have always been exemplary in their dealings: always helpful, always polite

Well where do I begin? ... H has had the utmost privilege of travelling to and from school in a taxi which was kindly arranged by you. Words cannot describe how thankful {we} are for this service... I can honestly say that if it wasn't for your support then it would've been a real struggle for myself and H to travel to and from school!... Well, it's been an absolute pleasure liaising with you for his benefit. H and I are extremely thankful! We would both like to wish you and the rest of Bromley council the very best in the future, may you thrive and prosper in all areas of your work.

Local Government & Social Care Ombudsman cases

Education services were the subject of 7 referrals to the LG&SCO during 2018/19, 4 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Admissions	1	1	0	0	0
Education Welfare	1	0	1	0	0
Special Educational Needs	3	2	0	0	1
Special Educational Needs Transport	2	1	1	0	0
OVERALL	7	4	2	0	1

Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
Ombudsman cases			
Compensation and backdated payments	-	£2,200	£10,204.60
Charges written off	-	£0	£0
Time & trouble payments	-	£0	£400
Stage 1 complaints	-	-	-
TOTALS	-	£2,200	£10,604.40

Section 08 | Chief Executive's Department

Complaints in relation to the Chief Executive's Department are managed through the Corporate Complaints Procedure. This division covers Finance, Legal, Electoral and Registrar services.

At a glance

	2016 - 17	2017 – 18	2018 - 19	% on prev. year
Complaints	32	58	66	14%
Percentage responded to on time	68%	78%	70%	-8%
Percentage fully upheld	6%	21%	27%	+6%
Percentage partially upheld	16%	24%	23%	-1%
Ombudsman cases	18	25	23	-8%
Ombudsman cases upheld	1	4	4	-
Financial outcomes	£300	£1,253	£760.30	

Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 66 complaints during 2018/19, 46 of which (70%) were responded to in a timely way.

A total of 33 complaints (50%) were upheld or partially upheld. The majority of complaints were in relation to either Council Tax (33%) or Housing Benefit (29%).

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Appointeeship	1	1	100%	1	100%	0	0%
Business rates	5	3	60%	1	20%	1	20%
Care Home fees	3	0	0%	0	0%	1	33%
Council Tax	22	17	77%	6	27%	7	32%
Customer Services	3	2	66%	0	0%	0	0%
Direct Payments	1	0	0%	1	100%	0	0%
Domiciliary Care fees	7	4	57%	3	43%	2	29%
Electoral Services	2	2	100%	0	0%	0	0%
Housing Benefit	19	14	74%	6	32%	2	11%
Legal	1	1	100%	0	0%	0	0%
Registrar Services	2	2	100%	0	0%	2	100%
OVERALL	66	46	70%	18	27%	15	23%

Nature of complaint

The majority of complaints were in relation to a 'Lack of action', of which 14% (3) were fully upheld, and 'Billing & charging' of which 24% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	9	1	11%	3	33%
Disputed decision	1	0	0%	0	0%
Inadequate information	0	0	0%	0	0%
Lack of action	17	6	35%	5	29%
Quality of service	11	1	9%	1	9%
Service delay	1	1	100%	0	0%
Billing & charging	26	8	31%	6	23%
Data protection	1	1	100%	0	0%
OVERALL	66	18	27%	15	23%

Compliments

An example compliment notified to CE&CS this year in relation to the Chief Executive's Department :-

Thank you so much for your assistance, thanks to your very much appreciated help I have now heard from two different sources in Bromley Social Services about the course...I now have the details of where the course will run and what it will cover ... also it has been confirmed that I qualify to attend ... You are a Star

Local Government & Social Care Ombudsman cases

The Chief Executive's Department was the subject of 20 referrals to the LG&SCO during 2018/19, 2 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Business Rates	1	1	0	0	0
Council Tax	7	1	3	1	2
Housing Benefit	10	0	7	3	0
CE&CS	1	0	1	0	0
Legal Services	1	0	0	0	1
OVERALL	20	2	11	4	3

Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
Ombudsman cases			
Compensation and backdated payments	£300	£100	-
Charges written off	-	£853	-
Time & trouble payments	-	£300	-
Stage 1 complaints			
Compensation	-	-	£250
Charges written off	-	-	£510.30
TOTALS	£300	£1,253	£760.30

Section 09 | Environment & Community Services

Complaints under the Council's Corporate Complaints Procedure

Environment & Community Services recorded 384 cases as having been handled as corporate complaints during 2018/19. No statistics are held for the timeliness of responses, but 94% of those complaints were recorded as having received a response.

Service	Number of complaints	Proportion responded to
Highways & Transport	52	94%
Neighbourhood Management	164	90%
Public Protection	45	100%
Planning	24	96%
Renewal & Recreation	15	100%
Traffic, Road Safety & Parking	84	98%
OVERALL	384	94%

Nature of complaint

EC&S currently allocate their complaints to one of four categories.

Service	Information	Lack of action	Operational	Policy	TOTAL
Highways & Transport	3	4	45	0	52
Neighbourhood Management	1	24	131	8	164
Public Protection	1	3	36	5	45
Planning	2	5	12	5	24
Renewal & Recreation	0	1	13	1	15
Traffic, Road Safety & Parking	0	4	74	6	84
OVERALL	7	41	311	25	384

Compliments

These are example compliments for ECS supplied to CE&CS :-

I just want to thank you for the efficient, clean, non invasive and proficient way in which the work is being carried out. I never thought I would say this but we were one of the fortunate residents to have work done at night right outside our house...The timing was perfect - the noisy stuff was done earlier in the evening and the work got quieter and quieter until we were not sure that the work was still going on when we turned our lights out at 10.45! The workers were quiet and busy and it was obvious that everyone knew exactly what they were doing...So, well done Bromley!

I am writing to you to express my heartfelt thanks to {...} for the exceptional support and service they have provided... As soon as I contacted the council, my problem was taken very seriously and within 2 days, resolved!... Clearly, she and the team are very experienced and highly skilled, a real asset to the Council and a huge reassurance to us, residents. I would be grateful if her and her team's work could be recognised in any way. I am sure it is often taken for granted, while it is so fundamentally important for everyone living in the borough.

Local Government & Social Care Ombudsman cases

Environment & Community Services were the subject of 24 referrals to the LG&SCO during 2018/19, 3 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Highways & Transport	9	1	5	1	2
Neighbourhood Management	5	0	4	0	1
Planning & Development	8	2	5	1	0
Renewal & Recreation	1	0	1	0	0
Public Protection	1	0	0	0	1
OVERALL	24	3	15	2	4

This compares well to the previous year when 31 referrals were made (an improvement of 22%) of which 3 were upheld.

Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
Ombudsman cases			
Compensation and backdated payments	£300	£900	£0
Charges written off	-	£0	£0
Time & trouble payments	-	£650	£0
Stage 1 complaints			
Compensation	-	-	-
Charges written off	-	-	-
TOTALS	£300	£1,550	£0

Section 10 | Public Health

The Council received no complaints relating to Public Health this year.

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Report No.
CEF19003

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: EDUCATION, CHILDREN AND FAMILIES PDS COMMITTEE

Date: 8th October 2019

Decision Type: Non-Urgent Non-Executive Non-Key

Title: Contracts Register and Contracts Database Report

Contact Officer: Colin Lusted, Head of Complex & Long Term Commissioning – Education, Care & Health Services. Email: Colin.lusted@bromley.gov.uk

Chief Officer: Janet Bailey, Interim Director of Children's Services.

Ward: All Wards

1. Reason for report

- 1.1 This report presents an extract from October 2019 Contracts Register for detailed scrutiny by PDS Committee – all PDS committees will receive a similar report each contract reporting cycle, based on data as at 24th September 2019 and presented to ER&C PDS Committee on 9th October 2019.
- 1.2 The Contracts Register contained in 'Part 2' of this agenda includes a commentary on each contract to inform Members of any issues or developments.

2. **RECOMMENDATIONS**

That the Education, Children and Families PDS Committee:

- 2.1 Reviews and comments on the Contracts Register as at 24th September 2019.
- 2.2 Note that in Part 2 of this agenda the Contracts Register contains additional, potentially commercially sensitive, information in its commentary.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The appended Contracts Register covers services which may be universal or targeted. Addressing the impact of service provision on vulnerable adults and children is a matter for the relevant procurement strategies, contracts award and monitoring reports, and service delivery rather than this report.
-

Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council:
-

Financial

1. Cost of proposal: - N/A
 2. Ongoing costs: - N/A
 3. Budget head/performance centre: Education, Children and Families
 4. Total current budget for this head: Controllable Budget £44.758M
 5. Source of funding: Existing Relevant Budget 2019/20
-

Personnel

1. Number of staff (current and additional): - N/A
 2. If from existing staff resources, number of staff hours: - N/A
-

Legal

1. Legal Requirement: Statutory Requirement:
 2. Call-in: Not Applicable:
-

Procurement

1. Summary of Procurement Implications: Improves the Council's approach to contract management
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

Contracts Register Background

- 3.1 The Contracts Database is fully utilised by all Contract Managers across the Council as part of their Contract Management responsibilities, which includes updating the information recorded on the database. The Register is generated from the Contracts Database which is administered by Commissioning & Procurement Directorate and populated by the relevant service managers (Contract Owners) and approved by their managers (Contract Approvers).
- 3.2 As a Commissioning Council, this information is vital to facilitate a full understanding of the Council's procurement activity and the Contracts Registers is a key tool used by Contract Managers as part of their daily contract responsibilities. The Contract Registers are reviewed by the Procurement Board, Chief Officers, Corporate Leadership Team, and ER&C PDS Committee as appropriate
- 3.3 The Contracts Register is produced four times a year for members– though the CDB itself is always 'live'.
- 3.4 Each PDS committee is expected to undertake detailed scrutiny of its contracts – including scrutinising suppliers – and hold the Portfolio Holder to account on service quality and procurement arrangements.

Contract Register Summary

- 3.5 The Council has 207 active contracts covering all portfolios as of 24th September 2019 for the October reporting cycle as set out in Appendix 1.

3.6

Children ,Education, and Families				
Item	Category	April 2019	July 2019	October 2019
Total Contracts	£50k+	36	36	35
Concern Flag	Concern Flag	0	0	0
Risk Index	Red	4	4	2
	Amber	10	8	4
	Yellow	13	13	15
	Green	9	11	4
Total		36	36	35
Procurement Status	Red	16	16	8
	Amber	5	5	6
	Yellow	6	5	8
	Green	8	10	10
Total		35	36	32

**Reason for different numbers is the fact there are 3 imminent contracts*

- 3.7 No contracts have been flagged as a concern.

4. IMPACT ON VULNERABLE ADULTS & CHILDREN

- 4.1 The Corporate Contracts Register covers all Council services: both those used universally by residents and those specifically directed towards vulnerable adults and children. Addressing the impact of service provision on the vulnerable is a matter for the relevant procurement strategies, contracts, and delivery of specific services rather than this summary register.

5. POLICY IMPLICATIONS

- 5.1 The Council's renewed ambition is set out in the 2016-18 update to [Building a Better Bromley](#) and the Contracts Database (and Contract Registers) help in delivering the aims (especially in delivering the 'Excellent Council' aim). For an 'Excellent Council', this activity specifically helps by 'ensuring good contract management to ensure value-for-money and quality services'.

6. PROCUREMENT IMPLICATIONS

- 6.1 Most of the Council's (£50k plus) procurement spend is now captured by the Contracts Database. The database will help in ensuring that procurement activity is undertaken in a timely manner, that Contract Procedure Rules are followed and that Members are able to scrutinise procurement activity in a regular and systematic manner.

7. FINANCIAL IMPLICATIONS

- 7.1 The Contracts Database and Contract Registers are not primarily financial tools – the Council has other systems and reports for this purpose such as the Budget Monitoring reports. However, the CDB and Registers do contain financial information both in terms of contract dates and values and also budgets and spend for the current year.

8. PERSONNEL IMPLICATIONS


- 8.1 There are no direct personnel implications but the Contracts Database is useful in identifying those officers directly involved in managing the Council's contracts.

9. LEGAL IMPLICATIONS

- 9.1 There are no direct legal implications but the Contracts Database does identify those contracts which have a statutory basis and also those laws which should be complied with in delivering the contracted services.
- 9.2 A list of the Council's active contracts may be found on Bromley.gov.uk to aid transparency (this data is updated after each Contracts Sub-Committee meeting).

Non-Applicable Sections:	None
Background Documents: (Access via Contact Officer)	<ul style="list-style-type: none">• Appendix 1 – Key Data (All Portfolios)• Appendix 2 - Contracts Database Background information• Appendix 3 – Contracts Database Extract PART 1


Appendix 1 Key Data (All Portfolios)

Item	Category	April 2019	July 2019	October 2019
Contracts (>£50k TCV)	All Portfolios	214	205	207
Flagged as a concern 	All Portfolios	8	4	2
Capital Contracts	All Portfolios	9	9	5
Portfolio				
	Children, Education and Families	0	0	35
	Adult Care and Health	82	82	72
	Public Protection and Enforcement	0	0	5
	Executive, Resources and Contracts	0	0	55
	Environment and Community Services	21	14	15
	Education, Children and Families	36	36	0
	Resources Commissioning and Contract Management	58	56	0
	Renewal and Recreation and Housing	10	12	25
	Public Protection and Safety	7	5	0
Total		214	205	207
Risk Index				
	Red	11	10	12
	Amber	83	74	72
	Yellow	83	82	83
	Green	37	39	40
Total		214	205	207
Procurement Status				
	Red	72	55	50
	Amber	24	23	48
	Yellow	49	45	24
	Green	69	82	85
Total		214	205	207
Procurement Status	Imminent	3	0	5
Total		3	0	5

Appendix 2 - Contracts Register Key and Background Information

Contract Register Key

1.1 A key to understanding the Corporate Contracts Register is set out in the table below.

Register Category	Explanation
Risk Index	Colour-ranking system reflecting eight automatically scored and weighted criteria providing a score (out of 100) / colour reflecting the contract's intrinsic risk
Contract ID	Unique reference used in contract authorisations
Owner	Manager/commissioner with day-to-day budgetary / service provision responsibility
Approver	Contract Owner's manager, responsible for approving data quality
Contract Title	Commonly used or formal title of service / contract
Supplier	Main contractor or supplier responsible for service provision
Portfolio	Relevant Portfolio for receiving procurement strategy, contract award, contract monitoring and budget monitoring reports
Total Contract Value	The contract's value from commencement to expiry of formally approved period (excludes any extensions yet to be formally approved)
Original Annual Value	Value of the contract its first year (which may be difference from the annual value in subsequent years, due to start-up costs etc.)
Budget	Approved budget for the current financial year. May be blank due to: finances being reported against another contract; costs being grant-funded, complexity in the finance records e.g. capital (also applies to Projection)
Projection	Expected contract spend by the end of the current financial year
Procurement Status	Automatic ranking system based on contract value and proximity to expiry. This is designed to alert Contract Owners to take procurement action in a timely manner. Red ragging simply means the contract is nearing expiry and is not an implied criticism (indeed, all contracts will ultimately be ragged 'red').
Start & End Dates	Approved contract start date and end date (excluding any extension which has yet to be authorised)
Months duration	Contract term in months
Attention 	Red flag indicates that there are potential issues, or that the timescales are tight and it requires close monitoring. (also see C&P Commentary in Part 2)
Commentary	Contract Owners provide a comment – especially where the Risk Index or Procurement Status is ragged red or amber. Commissioning & Procurement Directorate may add an additional comment for Members' consideration <i>The Commentary only appears in the 'Part 2' Contracts Register</i>
Capital	Most of the Council's contracts are revenue-funded. Capital-funded contracts are separately identified (and listed at the foot of the Contracts Register) because different reporting / accounting rules apply

Contract Register Order

1.2 The Contracts Register is output in Risk Index order. It is then ordered by Procurement Status, Portfolio, and finally Contract Value. Capital contracts appear at the foot of the Register and 'contracts of concern' (to Commissioning & Procurement Directorate) are flagged at the top.





Risk Index

1.3 The Risk Index is designed to focus attention on contracts presenting the most significant risks to the Council. Risk needs to be controlled to an acceptable level (our risk appetite) rather than entirely eliminated and so the issue is how best to assess and mitigate contract risk. Contract risk is assessed (in the CDB) according to eight separate factors and scored and weighted to produce a Risk Index figure (out of 100). These scores are ragged to provide a visual reference.

Contract Risk Status		45.4	
Hide Risk Details			
Ref	Risk Type	Analyses Result	Score
1	Company Size	Mutiple Suppliers / Sizes	0.6
2	Total Contract Value	>£100k <£500k	2.0
3	Annual Contract Value	>£50k <£100k	12.0
4	Budget & projected spend variance	Default Score used	10.0
5	Sector	Other	5.0
6	Contract Term (Remaining Agreed Term)	1-2 yrs	1.2
7	Contract Type	Framework Contract	4.6
8	Procurement Status Ragging		10.0

Procurement Status

1.4 A contract’s Procurement Status is a combination of the Total Contract Value (X axis) and number of months to expiry (Y axis). The table below is used to assign a ragging colour. Contracts ragged red, amber or yellow require action – which should be set out in the Commentary. Red ragging simply means the contract is nearing expiry and it is not an implied criticism (indeed, all contracts will ultimately be ragged ‘red’).

		Procurement / Commissioning Status					
Period	3 months						 Requires an agreed plan  Develop / test options  Consider options  No action required
	6 months						
	9 months						
	12 months						
	18 months						
		£5k - £50k	£50k - £100k	£100k - £173k	£173k - £500k	>£500k	
		Total Contract Value					

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Contract Register Report - £50k Portfolio Filtered - Children, Education and Families October 2019

Risk Index	Contract ID	Owner	Approver	Contract Title	Supplier Name	Portfolio	Total Value	Original Annual Value	Budget	Projection	Proc. Status	Start Date	End Date	Months Duration	Attention	Capital
●	16	Debi Christie	Jared Nehra	Education - Framework for Passenger Transport Services - Lot 1 - SEN and Non-SEN Children Transport Services	Multiple Suppliers	Children, Education and Families	19,555,000	3,911,000			■	01/09/2015	31/08/2020	60		
●	2603	Rachel Dunley	Janet Bailey	Domestic Violence and VAWG Service	Bromley and Croydon Women's Aid	Children, Education and Families	516,000	158,000			■	01/06/2017	31/03/2020	34		
●	4908	Stephanie Withers	Jared Nehra	Supporting Child Specific Health Needs to Multiple Mainstream Schools	Multiple Mainstream Schools and Academies	Children, Education and Families	214,950	214,950			■	01/04/2019	31/03/2020	12		
●	1439	Paul Mitchell	Jared Nehra	ICT - Capita ONE Integrated Management Information System	Capita Business Services Ltd	Children, Education and Families	376,202	123,202			■	01/04/2017	31/03/2020	36		
●	3690	Chanelle Ali	Debi Christie	Travel Training Contract	Bexley Accessible Transport Scheme (BATS)	Children, Education and Families	315,000	105,000			■	01/09/2017	31/08/2020	36		
●	1465	Stephanie Withers	Jared Nehra	IT Network - IT Support and Supplies to Specialist Support and Disability Service	Structured Network Solutions UK Ltd	Children, Education and Families	66,027	22,009			■	01/02/2017	31/01/2020	36		
●	4904	Robert Bollen	Jared Nehra	** Now Live ** Summer 2019 (Phase 2) Enabling works at Stewart Fleming Primary School	Thomas Sinden Ltd	Children, Education and Families	197,476	197,476			■	01/07/2019	30/09/2019	2		
●	1464	Daniel Manns	Kelly Sylvester	Health - Community Wellbeing Service For Children And Young People	Bromley Y	Children, Education and Families	2,854,328	448,661			■	01/12/2014	31/03/2021	76		
●	3701	Mark Smith	David Dare	The Provision of Holiday and Saturday Group Based Short Break Service For Disabled Children and Young People	Riverside School	Children, Education and Families	576,639	192,213			■	01/04/2018	31/03/2021	36		
●	3760	Rachel Dunley	Janet Bailey	Skills Acquisition: Skills Development (Academy Training Ltd)	Academy Training and Consultancy Ltd	Children, Education and Families	51,792	28,632			■	16/04/2018	31/03/2020	23		
●	315	Debi Christie	Jared Nehra	Education - Family Support Services for CYP with Social and Communication Needs	Bromley Mencap	Children, Education and Families	106,429	26,477			■	18/07/2016	17/07/2020	48		
●	312	Cathy Lloyd williams	Janet Bailey	Children's - Independent Visitor Service for Children Looked After	Asphaleia Ltd	Children, Education and Families	105,740	26,435			■	01/08/2016	31/07/2020	48		
●	339	Betty McDonald	Janet Bailey	Education - Youth Offending Information System Annual Maintenance	CACI Ltd	Children, Education and Families	80,322	11,343			■	01/04/2013	31/03/2020	84		
●	4909	Stephanie Withers	Jared Nehra	SEN Inclusion Funding in Pre-Schools (SENIF) to Multiple Pre-School and Nursery Settings		Children, Education and Families	963,720	321,240			■	01/04/2019	31/03/2022	36		
●	3792	Carol Whiting	Janet Bailey	Family Drug And Alcohol Court	Tavistock and Portman NHS Trust	Children, Education and Families	603,585	159,255			■	01/01/2018	31/12/2021	48		
●	4888	Shakeela Shourie	Charles Obazuaye	Step Up To Social Work Cohort 6 (Provision of PG Diploma in Social Work to Royal Holloway University)	Royal Holloway, University of London	Children, Education and Families	304,090	78,000			■	10/06/2019	09/04/2021	22		

●	3729	Kelly Sylvester	Kim Carey	Healthwatch Bromley	Your Voice in Health and Social Care	Children, Education and Families	236,543	80,181			■	01/04/2018	31/03/2021	36		
●	3810	Yasmin Ahmed	Carol Arnfield	Provision of Nursery meals	Zebedee's Lunch Box Ltd	Children, Education and Families	59,000	29,500			■	01/09/2018	31/08/2020	24		
●	3732	Antoinette Thorne		ASYE Support Programme 2017-18 2018-19	Daisy Bogg Consultancy Ltd	Children, Education and Families	55,900	23,100			■	10/04/2018	31/08/2020	28		
●	4844	Mark Smith	David Dare	Provision of Individual Support for Short Breaks For Disabled Children and YP and their families	Bromley Mencap	Children, Education and Families	129,066	62,920			■	01/10/2018	30/09/2020	24		
●	316	Debi Christie	Jared Nehra	ICT - Dynamic Purchasing System for SEN Placements	London Borough of Croydon	Children, Education and Families	60,000	15,000			■	01/08/2016	31/07/2020	48		
●	179	Doreen Pendergast	Jared Nehra	Education - Co-ordination of admissions between 32 London boroughs	London Grid For Learning Trust	Children, Education and Families	174,086	14,000			■	01/04/2004	31/08/2022	221		
●	3826	Beverley Brown	Lydia Bennett	CSE Support Service	Asphaleia Ltd	Children, Education and Families	155,000	55,000			■	01/12/2018	30/11/2021	36		
●	3712	Linda King	Betty McDonald	Post 16 Learner Tracker	Royal Borough of Kingston upon Thames	Children, Education and Families	126,000	42,000			■	01/04/2018	31/03/2021	36		
●	4890	Kelly Sylvester	Kim Carey	** Now Live ** Bromley Council Prepaid Cards Solution	Allpay Limited	Children, Education and Families	118,000	24,000			■	01/07/2019	30/06/2022	36		
●	4911	Caroline Annis	Carol Arnfield	** Now Live ** Digital Solution for the Early Years Funding Process	Sentinel Partners Limited	Children, Education and Families	92,580	30,860			■	31/07/2019	30/07/2022	36		
●	4849	Mary Nash	Kerry Davies	Bromley Safeguarding Children's Board (BSCB) Multi Agency Training Programme 2018-2021	Various	Children, Education and Families	90,000	30,000			■	01/10/2018	31/03/2021	30		
●	1433	Rachel Dunley	Janet Bailey	Children's - Mosaic Customer Segmentation Tool	Experian	Children, Education and Families	76,242	25,414			■	01/10/2016	30/09/2022	72		
●	4854	Philip White	Lydia Bennett	Family Group Conferencing Service	Daybreak Family Group Conferences	Children, Education and Families	270,000	90,000			■	01/04/2019	31/03/2022	36		
●	4905	Rachel Dunley	Janet Bailey	** Now Live ** Cleaning Services to Children and Family Centres and Nurseries	Chequers	Children, Education and Families	250,179	83,394			■	01/08/2019	31/07/2022	36		
●	3786	Elena Diaconescu	Carol Arnfield	Adult Education MIS	West March Systems Ltd	Children, Education and Families	58,270	21,490			■	05/11/2018	04/11/2021	36		
●	4912	Rachel Dunley	Janet Bailey	** Now Live ** ICT - Management Information system for Children and Family Centres	Servelec Group plc	Children, Education and Families	74,366	12,798			Imminent	01/04/2020	31/03/2025	60		
●	4936	Naheed Chaudhry	Janet Bailey	** Now Live ** Bloom Procurement Ltd	Bloom Procurement Services Ltd	Children, Education and Families	450,000	450,000			Imminent	24/09/2019	31/03/2021	18		
●	4919	John Harrison	Kim Carey	** Now Live ** Learning Disabilities - Supported Living at Johnson Court	Sanctuary Home Care Ltd	Children, Education and Families	140,774	1,126			Imminent	14/01/2020	24/04/2021	15		
●	3804	Robert Bollen	Jared Nehra	Phase 2: The Pioneer Academy - Stewart Fleming Primary School	Lakehouse Construction Ltd	Children, Education and Families	5,281,000	528,000			■	02/07/2018	13/12/2020	29		Capital

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