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SOUTHEND-ON-SEA BOROUGH COUNCIL

People Scrutiny Committee

Date: Tuesday, 9th October, 2018 @ 18.30

Place: Committee Room 1 - Civic Suite

Contact: Fiona Abbott – Principal Democratic Services Officer

Email: committeesection@southend.gov.uk

AGENDA

****** Part 1**

1 Apologies for Absence

2 Declarations of Interest

3 Questions from Members of the Public

4 Minutes of the Meeting held on Tuesday, 10th July, 2018

5 Minutes of the Meeting held on Thursday, 19th July, 2018

6 Mid and South Essex STP

Report of Deputy Chief Executive (People)

7 Monthly Performance Report

Members are reminded to bring with them the most recent MPR for period end July 2018.

Comments/questions should be made at the appropriate Scrutiny Committee relevant to the subject matter.

****** ITEMS CALLED IN / REFERRED DIRECT FROM CABINET - Tuesday 18th September, 2018**

8 0-19s Framework - Delivering Better Outcomes for Children's Health Services

Minute 265 (Cabinet Book 1, Agenda Item No. 9)
Called-in by Councillors Ware-Lane and Gilbert

9 Annual Comments, Compliments and Complaints Report

Minute 271 (Cabinet Book 1 Agenda Item No. 15)
Referred direct to all three Scrutiny Committees

10 School Admission Arrangements for Community Schools and Co-ordinated Admission Scheme for Academic Year 2019/20

Minute 272 (Cabinet Book 2, Agenda Item No. 16)
Called-in by Councillors Wexham and Mulroney

11 Outcomes Key Stage 2 & Key Stage 4, Annual Report

Minute 274 (Cabinet Book 2, Agenda Item No. 18)

Called-in by Councillors Ware-Lane and Gilbert

12 Fees and Charges Policy

Minute 277 (Cabinet Book 2, Agenda Item No. 21)

Called-in by Councillors Wexham, Mulroney, Terry and Woodley

13 Minutes of the Meeting of the School Places Working Party held on Tuesday, 12th June, 2018

Minute 282 (Cabinet Book 2, Agenda Item No. 26)

Called-in by Councillors Ware-Lane and Gilbert

14 Standing Order 46 Report

Minute 284 (Cabinet Book 2, Agenda Item No. 28)

Item 1.2 - Re-commissioning of the Integrated Sexual Health Service (ISHS) only

Called-in by Councillors Jones and Gilbert

****** PRE-CABINET SCRUTINY ITEMS**

NONE

****** ITEMS CALLED-IN FROM FORWARD PLAN**

NONE

****** OTHER SCRUTINY MATTERS**

15 Schools Progress Report

Report of Deputy Chief Executive (People)

16 Essex Partnership University Trust - (a) proposed rationalisation of beds; and (b) St Lukes Primary Care Development

Report (attached). Detailed report – to follow

Presentation from Malcolm McCann (EPUT) and Simon Williams (NHS Southend CCG)

17 In depth scrutiny project - update

Report of Chief Executive

18 Exclusion of the Public

To agree that, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

****** Part 2**

****** ITEM CALLED IN FROM CABINET - Tuesday 18th September, 2018**

19 SO46 Confidential Report

Minute 286 (Cabinet Book 2, Agenda Item No. 30)

Item 1.2 - Re-commissioning of the Integrated Sexual Health Service (ISHS) only

Called-in by Councillors Jones and Gilbert

TO: The Chairman & Members of the People Scrutiny Committee:

Councillor C Nevin (Chair), Councillor M Borton (Vice-Chair)

Councillors B Arscott, S Buckley, L Burton, A Chalk, A Dear, D Garne, S Habermel, T Harp, A Holland, J McMahon, C Mulroney, G Phillips, M Stafford, C Walker, J Ware-Lane, A Semmence, J Broadbent and Mr T Watts

Co-opted Members

Church of England Diocese –

Fr Jonathan Collins (Voting on Education matters only) (*appointment subject to confirmation at Council*)

Roman Catholic Diocese –

VACANT (Voting on Education matters only)

Parent Governors

(i) VACANT (Voting on Education matters only)

(ii) VACANT (Voting on Education matters only)

SAVS – A Semmence (Non-Voting)

Healthwatch Southend – J Broadbent (Non-Voting)

Southend Carers Forum – T Watts (Non-Voting)

Observers

Youth Council – current representatives:

(i) M Riley (Non-voting)

(ii) I Genius (Non-Voting)

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SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of People Scrutiny Committee

Date: Tuesday, 10th July, 2018

Place: Committee Room 1 - Civic Suite

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Present: Councillor C Nevin (Chair)
Councillors M Borton (Vice-Chair), B Arscott, S Buckley, L Burton,
A Chalk, A Dear, N Folkard*, D Garne, S Habermel, T Harp,
J McMahon, C Mulroney, G Phillips, M Stafford and J Ware-Lane
E Lusty and A Semmence – co-opted members
*Substitute in accordance with Council Procedure Rule 31.

In Attendance: Councillors H Boyd, T Cox and L Salter (Cabinet Members)
Councillors M Davidson and C Willis
F Abbott, S Leftley, K Ramkhelawon, D Simon, B Martin,
G Halksworth and R Baker

Start/End Time: 6.30 - 10.00 pm

118 Apologies for Absence

Apologies for absence were received from Councillor Holland (substitute Cllr Folkard), T Watts and J Broadbent (co-opted members).

119 Declarations of Interest

The following interests were declared at the meeting:

- (a) Councillors Salter, Boyd and Cox (Cabinet Members) - Disqualifying non-pecuniary interests in all the called-in/referred items; attended pursuant to the dispensation agreed at Council on 19th July 2012, under S.33 of the Localism Act 2011;
- (b) Councillor Boyd – agenda item relating to Primary Care Strategy – non-pecuniary – Dr Garcia is at GP local practice;
- (c) Councillor Salter - agenda items relating to – Primary Care Strategy; Scrutiny Committee - updates – non-pecuniary – husband is consultant Surgeon at Southend Hospital and holds senior post at Hospital; son-in-law is GP; daughter is a doctor at Broomfield Hospital;
- (d) Councillor Mulroney – agenda item relating to Primary Care Strategy – non-pecuniary – patient at Dr Garcia surgery;
- (e) Councillor Harp – agenda item relating to Primary Care Strategy – non-pecuniary – Chair of St Lukes PPG and member of PPG Forum;
- (f) Councillor Ware-Lane - agenda item relating to Primary Care Strategy – non-pecuniary – family member work for NHS;
- (g) Councillor Ware-Lane - agenda item relating to MPR – non-pecuniary – daughter is a social worker;
- (h) Councillor Ware-Lane - agenda item relating to Schools Progress report – non pecuniary – partner works in a School;
- (i) Councillor Arscott - agenda item relating to Schools Progress report – non pecuniary – Governor at Our Lady of Lourdes Catholic Primary School (Assisi Trust);

- (j) Councillor Boyd - agenda item relating to School Progress report – non-pecuniary – Governor at Westcliff High School for Girls and South East Essex Academy Trust, South East Essex Teaching School Alliance;
- (k) Councillor Folkard - agenda item relating to Scrutiny Committee – updates – non-pecuniary – relative works at Broomfield Hospital; Ambassador for the fund raising team at Southend Hospital;
- (l) Councillor Borton - agenda items relating to – Primary Care Strategy; Scrutiny Committee - updates – non-pecuniary – daughter is nurse at Basildon Hospital;
- (m) Councillor Borton – agenda item relating to Annual Public Health report – non-pecuniary - DWP mentioned & is her employer;
- (n) Councillor Borton - agenda item relating to School Progress report – non-pecuniary – Governor at Milton Hall School;
- (o) Councillor Nevin – agenda item relating to Annual Public Health report – non-pecuniary – niece works for Public Health England;
- (p) Councillor Nevin - agenda item relating to Scrutiny Committee – updates – non-pecuniary - Previous employee at Southend Hospital; NHS Employee at Barts; 2 children work at MEHT and sister works for the Department of Health;
- (q) Councillor Habermel - agenda items relating to – Primary Care Strategy; Scrutiny Committee - updates – non-pecuniary – sister is a nurse at Southend Hospital; nephew is a physiotherapist based at Southend; brother is a paramedic with London Ambulance Service;
- (r) E Lusty - agenda items relating to – Primary Care Strategy; Schools Progress Report – non-pecuniary - Husband is Consultant Orthopaedic Surgeon at Southend Hospital; Children attend West Leigh School & Southend High School for Boys.

120 Questions from Members of the Public

Councillor Salter, the Cabinet Member for Healthy Communities and Wellbeing responded to a written question from Mr Webb, to 2 questions from Mr Ali and to a question from Mr Smith. Councillor Boyd, the Cabinet Member for Children & Learning responded to a question from Mr Webb.

121 Minutes of the Meeting held on Tuesday, 10th April, 2018

Resolved:-

That the Minutes of the Meeting held on Tuesday, 10th April 2018 be confirmed as a correct record and signed.

122 Draft Primary Care Strategy for south east Essex

On behalf of the Committee, the Chairman welcomed the following to the meeting for this item:-

Dr Jose Garcia, Chair, Southend CCG
 Margaret Hathaway, Interim Accountable Officer, CPR CCG & Southend CCG
 Andy Vowles, STP Primary Care Strategic Lead

The representatives gave a detailed presentation about the Primary Care Strategy for Mid and South Essex which has been developed by the five

Clinical Commissioning Groups (CCG's) in the area, across the STP footprint. The main building blocks for the strategy are:-

- Move from a GP delivered service to one which is GP led
- Recruit a much wider workforce, that are controlled by practices
- Increasingly work together in practice-led localities
- Manage demand more effectively

Ms Hathaway outlined the Southend Implementation and Investment Plan and also outlined the developments which have already commenced in Southend, such as enhanced access across all practices at a locality level (operational).

Following the presentation the Committee asked a number of questions which were responded to by Dr Garcia, Mr Vowles and Ms Hathaway.

Resolved:-

1. To thank Dr Garcia, Mr Vowles and Ms Hathaway for attending the meeting and presenting the Primary Care Strategy.
2. To note that further updates will be provided on GP recruitment, Care Navigation Service, Digital and Estates solutions (enablers).

Note:- This is a Scrutiny Function.

123 Monthly Performance Report - May 2018

The Committee considered the Monthly Performance Report covering the period to end May 2018, which had been circulated recently.

In response to a question regarding CP 3.10 (percentage of initial child protection conferences undertaken with 15 working days of the initial strategy discussion), the Deputy Chief Executive (People) undertook to provide information on the actions taken to address issues affecting performance in relation to this target.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.

Executive Councillor:- As appropriate to the item.

124 Annual Report and 2017/18 Year End Performance Report

The Committee considered Minute 46 of the meeting of Cabinet held on 19th June 2018, which had been called in to Scrutiny, together with a report of the Chief Executive setting out the approach to the Council's Annual Report and the end of year position of the Council's corporate performance for 2017/18 and 2018/19 targets.

Resolved:-

That the following decisions of Cabinet be noted:-

“1. That the suggested approach to the Council’s Annual Report, set out in Appendix 2 to the submitted report and draft design set out in Appendix 3 to the report, be approved.

2. That the 2017/18 end of year performance report and targets for 2018/19, be noted.”

Note: This is an Executive Function
Cabinet Member: as appropriate for the item.

125 Corporate Risk Register 2018/19

The Committee considered Minute 47 of the meeting of Cabinet held on 19th June 2018, which had been called in to Scrutiny, together with a report of the Chief Executive presenting the revised 2018/19 Corporate Risk Register.

In response to a question regarding Risk 2 (recruiting and retaining staff), the Deputy Chief Executive (People) agreed to provide a written response on the numbers of agency workers for Childrens Services.

Resolved:-

That the following decision of Cabinet be noted:-

“That the risks identified by the Corporate Management Team (CMT) be included in the 2018/19 Corporate Risk Register (these will be presented to the Audit Committee on 25th July 2018).”

Note: This is an Executive Function
Cabinet Member: Cllr Lamb

126 Joint Targeted Area Inspection

The Committee considered Minute 53 of the meeting of Cabinet held on 19th June 2018, which had been called in to Scrutiny, together with a report of the Deputy Chief Executive (People) summarising the Joint Targeted Area Inspection findings and set out the action being taken in relation to the findings.

Resolved:-

That the following decisions of Cabinet be noted:-

“1. That the report be noted.

2. That the progress against the action plan be reported to Cabinet for assurance in the journey of the Child Annual Report.”

Note: This is an Executive Function
Cabinet Member: Cllr Boyd

127 Research, findings and recommendations on current and future provision of the Syrian Vulnerable Persons Resettlement Programme

The Committee considered Minute 54 of the meeting of Cabinet held on 19th June 2018, which had been called in to Scrutiny, together with a report of the Deputy Chief Executive (People) proposing the extension of the Syrian Vulnerable Person Resettlement (SVPR) Programme to enable more families to settle in Southend-on-Sea.

Resolved:-

That the following decisions of Cabinet be noted:-

“1. That the progress on the current SVPR Programme in Southend-on-Sea, as set out in Section 3 of the submitted report, be noted.

2. That the Programme be extended, in order that more families can settle in Southend-on-Sea, comprising an additional 30 individuals by 2020.

3. That the Director of Adult Services and Housing, be authorised to:

- Reach agreement with the EELGA, Home Office and other relevant bodies in order to bring 30 additional individuals to Southend, reporting on progress at the Corporate Management Team and Cabinet at regular intervals;
- Reach agreement with local partners in order to identify the local resource to welcome future families;
- Research and commission effective ways of delivering support services in order to achieve economies of scale.”

Note: This is an Executive Function
Cabinet Member: Cllr Salter

128 Annual Public Health Report

The Committee considered Minute 56 of the meeting of Cabinet held on 19th June 2018, which had been called in to Scrutiny, together with a report of the Deputy Chief Executive (People) presenting the 2017 Annual Report of the Director of Public Health.

Resolved:-

That the Annual Report be referred back to Cabinet for reconsideration, for the following reason – to look at the impact of unemployment on mental health.

Note: This is an Executive Function
Cabinet Member: Cllr Salter

129 Standing Order 44.2

In accordance with Standing Order 44.2 and the hour of 10 pm having been reached it was agreed that the remaining items of business on the agenda be dealt with at a further meeting (date to be notified as soon as possible).

130 Schools Progress Report

Deferred.

131 Scrutiny Committee - updates

Deferred.

132 In depth Scrutiny Projects 2018/19 and Summary of Work

Deferred.

133 Minutes of the Meeting of the Chairmen's Scrutiny Forum held on Monday, 11th June 2018

Deferred.

Chairman: _____

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SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of People Scrutiny Committee

Date: Thursday, 19th July, 2018

Place: Committee Room 5 - Civic Suite

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Present: Councillor C Nevin (Chair)
Councillors M Borton (Vice-Chair), B Arscott, L Burton, A Chalk,
D Garne, S Habermel, T Harp, J McMahon, C Mulroney and
C Walker
J Broadbent – co-opted member

In Attendance: Councillor Boyd (Cabinet Member)
F Abbott, S Leftley and B Martin

Start/End Time: 5.00 - 5.35 pm

148 Apologies for Absence

Apologies for absence were received from Councillor Buckley (no substitute), Councillor A Dear (no substitute), Councillor Holland (no substitute), Councillor Phillips (no substitute), Councillor Ware-Lane (no substitute) and A Semmence, T Watts and E Lusty (co-opted members).

149 Declarations of Interest

The following interests were declared at the meeting:

- (a) Councillor Boyd (Cabinet Member) – disqualifying non-pecuniary interest in the Schools Progress Report; attended pursuant to the dispensation agreed at Council on 19th July 2012, under S.33 of the Localism Act 2011;
- (b) Councillor Arscott - agenda item relating to Schools Progress report – non pecuniary – Governor at Our Lady of Lourdes Catholic Primary School (Assisi Trust);
- (c) Councillor Borton - agenda item relating to School Progress report – non-pecuniary – Governor at Milton Hall School;
- (d) Councillor Walker - agenda item relating to School Progress report – non-pecuniary – wife teaches at West Leigh Schools; Southend Boys & Girls Training Choirs rehearse at St Mary's School;
- (e) Councillor Borton - agenda item relating to Scrutiny Committee - updates – non-pecuniary – daughter is a mental health nurse at Basildon Hospital;
- (f) Councillor Nevin - agenda item relating to Scrutiny Committee – updates – non-pecuniary – works in NHS outside area; Previous employee at Southend Hospital; 2 children work at MEHT and step sister works at Basildon Hospital;
- (g) Councillor Habermel - agenda item relating to Scrutiny Committee - updates – non-pecuniary – sister is a nurse at Southend Hospital; nephew is a physiotherapist based at Southend; brother is a paramedic with London Ambulance Service;

- (h) Councillor Harp – agenda item relating to Scrutiny Committee - updates – non-pecuniary – Chair of St Lukes PPG and member of PPG Forum;
- (i) Councillor McMahon - agenda item relating to Scrutiny Committee - updates – non-pecuniary – Conservative member for Kursaal – Better Start Ward Panel; NHS retired nurse; work within EPUT facilities as an Advocate.

150 Schools Progress Report

The Committee received a report of the Deputy Chief Executive (People) which informed Members of the current position with regard to the performance of all schools, including those causing concern and updated on known Academy developments.

The Committee asked that their congratulations be forwarded to schools which have performed well in the KS2 outcomes.

Resolved:-

That the report be noted.

Note:- This is an Executive Function.
Cabinet Member:- Cllr Boyd

151 Scrutiny Committee - updates

The Committee received a report of the Chief Executive which updated Members on a number of scrutiny matters.

With reference to section 4 of the report, which updated the Committee on the work of the Joint Scrutiny Committee looking at the Mid and South Essex Sustainability & Transformation Partnership (STP), the Committee received a copy of the decisions what had been taken by the CCG Joint Committee at its meeting held on 6th July 2018.

Resolved:-

1. That the report and any actions taken be noted.
2. To note the terms of reference for the Joint Scrutiny Committee looking at the Mid and South Essex STP, attached at Appendix 1 to the Report.
3. That Councillors McMahon, Mulroney and Phillips be appointed as substitute Members to the Joint Scrutiny Committee looking at the Mid and South Essex STP.
4. To agree to the establishment of a sub group to scrutinise the Primary Care Strategy for south east Essex and the following Members of the Committee be appointed to the sub group – Councillors Arscott, Borton, Chalk, McMahon and Mulroney.
5. That the report and recommendations from the in depth scrutiny project ‘Connecting communities to avoid isolation’ detailed at Appendix 2 to the Report, be agreed and the Chairman be authorised to agree any final

amendments to the draft report and that in accordance with Scrutiny Procedure Rule 10 (Part 4 (e) of the Constitution), and the Chairman of the Project Team present the report to a future Cabinet meeting.

6. That the Youth Council be invited to present the outcomes from the mental health survey to the next meeting of the Scrutiny Committee.

Note:- This is a Scrutiny Function

152 In depth Scrutiny Projects 2018/19 and Summary of Work

The Committee considered a report of the Chief Executive concerning the possible in depth scrutiny project to be undertaken by the Scrutiny Committee in 2018/19. The report also attached some information about the work carried out by the Scrutiny Committee in the 2017/18 Municipal Year.

Resolved:-

1. That, in the context of the vision for Southend 2050, the Committee's in depth scrutiny project for 2018/19 will be on the vision and gateways for children and young people which improves lives.
2. To note that the following Members have been appointed to the Panel, which will manage the in depth project – Councillor Nevin (Chairman), Councillors Buckley, Dear, Garne, McMahon, Walker, Borton and Stafford.
3. That the project will involve groups such as the Youth Council, Children in Care Council, colleges and the university in the review.
4. That the information attached at Appendix 3 to the Report, the summary of work of the 3 Scrutiny Committees during 2017 / 2018, be noted.

Note:- This is a Scrutiny Function.

153 Minutes of the Meeting of the Chairmen's Scrutiny Forum held on Monday, 11th June 2018

Resolved:

That the Minutes of the meeting of Chairmen's Scrutiny Forum held on Monday, 11th June 2018 be received and noted and the recommendations therein endorsed.

Note: This is a Scrutiny Function.

Chairman: _____

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MONTHLY PERFORMANCE REPORT

July 2018

Contents







Section 1 Pages 1-8	2018-19 Exceptions – Current Month’s Performance Current Month’s performance information for indicators rated Red or Amber and highlighted Green indicators with commentary.
Section 2 Pages 9 - 12	2018-19 Corporate Performance Indicators Performance Information for all Corporate Priority Indicators
Section 3 Pages 13-25	Detail of Indicators Rated Red or Amber Performance detail for indicators rated Red or Amber
Section 4 Pages 26-30	Partnership Indicators Health Wellbeing Indicators Local Economy Indicators Community Safety Indicators
Section 5 Pages 31-51	Revenue Budget Monitoring – Period 3 Budget monitor and forecast by Portfolio
Section 6 Pages 52 - 65	Capital Programme Budget Monitoring – Period 3 Summary of Capital Expenditure

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Published by the Policy, Engagement & Communication Team

Further information: timmacgregor@southend.gov.uk (01702) 534025 or LouisaThomas@southend.gov.uk (01702) 212039

Key to Columns and symbols used in report

Column Heading	Description
Minimise or Maximise	Indicates whether higher or lower number is better: Minimise = lower is better, maximise = higher is better
Latest Month	The latest month for which performance information is available
Month's Value	Performance to date for the latest month
Month's Target	Target to date for the latest month
Annual Target 2018/19	Annual target for 2018/19
<u>Outcome</u>	<p>Symbol based on a traffic light system; Red, Amber, Green indicating whether an indicator's performance is on track to achieve the annual target. Symbols used and their meaning are:</p> <p> = at risk of missing target</p> <p> = some slippage against target, but still expected to meet year-end target (31/03/2019)</p> <p> = on course to achieve target</p>
Comment	Commentary for indicators not on track providing reasons for low performance and identifying initiatives planned to bring performance back on track
Better or worse than last year	<p>Symbol indicating whether performance for the Latest Month is better or worse than the same month in the previous year. Symbols and their meanings are:</p> <p> = Latest Month's performance is better than the same month last year</p> <p> = Latest Month's performance is worse than the same month last year</p> <p> = Data not available for current or previous year</p>

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Published by the Policy, Engagement & Communication Team

Further information: timmacgregor@southend.gov.uk (01702) 534025 or LouisaThomas@southend.gov.uk (01702) 212039

Section 1: 2018-2019 Exceptions - Current Month Performance



Comments on Indicators rated Red or Amber

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Expected Outcome At risk of missing target
Responsible OUs Department for People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 1.4	Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month. [Monthly Snapshot]	Aim to Maximise	July 2018	79.6%	95%	95%			There is a concern that this number has dropped as children are on holiday. This is a continued area of focus and there is ongoing work with managers and staff to address the concerns. This is reported on a weekly basis and assurance is given that children are being appropriately safeguarded.	People Scrutiny
CP 3.10	Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD]	Aim to Maximise	July 2018	62.3%	90%	90%			July was a busy month for ICPC's with 26 children being taken to conference. Of these 20 were within timeframes. 100% (18) in A&I were within timescales. The remaining were two families which took 24 and 27 days respectively to come to conference. We continue to see good performance and are working hard to achieve near to 100% compliance in this area.	People Scrutiny



Expected Outcome At risk of missing target
Responsible OUs Department for People; Public Health

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative YTD]	Aim to Maximise	July 2018	1,585	1,832	5,740			Targets for invites through GPs are being exceeded, and while health check delivery target has not been met, performance has improved. Delivery by ACE has also improved although not yet meeting trajectory target.	People Scrutiny







Expected Outcome At risk of missing target
Responsible OUs Department for Place



MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative YTD]	Aim to Maximise	March 2018	47.21%	-	46.38%		-	2017/18 annual validated figure was reported in June 2018. First Quarter figures for April - June 2018/19 will be available at end of September. Activities that Veolia have been undertaking include: - Awareness raising activities – roadshows; events; coffee mornings; community meetings. Delivery and co-ordination of Customer Liaison Group; Street Champion and Recycling Champion act Anti-littering educational activities and supporting local community groups.	Place Scrutiny
CP 2.4	Number of reported missed collections - per year value [Cumulative YTD]	Aim to Minimise	July 2018	3,031	2,664	8,000			The missed collection target has marginally exceeded the target for July and this has been referred to Veolia Management to look into. This target will be tracked closely to ensure that the end of year target will be met.	Place Scrutiny

Expected Outcome At risk of missing target
Responsible OUs Department of the Chief Executive



MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD]	Aim to Minimise	July 2018	2.32	2.21	7.20			Year to date is currently running 0.10 days above the sickness absence target. HR are working with procurement to tender a new Occupational Health Service and Employee Assistance Programme. HR are also continuing to provide departments with targeted absence information to support managers in proactively managing their staffs absence.	Policy & Resources Scrutiny

Expected Outcome Some slippage against target
Responsible OUs Department for People

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 1.1	Rate of children subject to a Child Protection Plan per 10,000 population under the age of 18. [Monthly Snapshot]	Goldilocks	July 2018	33.24	38 - 48	38 - 48			There has been a small increase in the number of children subject to child protection plans although still historically low. This is partly explained by increasing resources in Early Help and the use of other preventative interventions such as Family Group Conferences. We also regularly review decision making in the Multi-Agency Safeguarding Hub (MASH) plus and the outcome of Section 47 investigations. We have audited CIN cases and these were seen as being appropriately held at this level. We have commissioned a piece of work to provide further analysis - there has been a slight delay in this due to other work demands and will be available in September.	People Scrutiny
15 CP 1.2	Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot]	Goldilocks	July 2018	71.84	57 - 67	57 - 67			The rate of children looked after remains above target. The rate did appear to stabilise in the mid-70s but has reduced over previous months. Other than children who need to become looked after in an emergency, the decision for a child to become looked after is made by the Placement Panel to ensure that all other options are considered before care is agreed. The Panel process has prevented the numbers escalating and, where safely, put other measures in place to support the family. Planned work around reunification should ensure that children do not remain in care for longer than necessary. We have commissioned a piece of work to review LAC numbers but this has been delayed in reporting due to other work demands but will report in September.	People Scrutiny
CP 3.2	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. [ASCOF 2B(1) [Rolling Quarter]	Aim to Maximise	April 2018	86.2%	88.7%	88.7%			There is currently no reporting available on this indicator due to the implementation of the Liquid Logic adults system. Officers are working to ensure robust reporting will be available for the August performance, reported in September. Aprils comment: This performance indicator remains under the local target but above national target of 82.5%, 12 people were not at home after their reablement period, 11 of whom had died before the 91 day review.	People Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
									Analysis is being undertaken to ensure the appropriate cohort is being reflected in the figures reported. We are committed to ensuring all people are given the opportunity of reablement where appropriate. We are working with partners and staff to ensure they identify the appropriate people for reablement and we are working closely with providers to ensure they identify reablement potential early on and encourage a strength based approach that will maximise the person's independence.	
CP 3.4 16	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [YTD Snapshot]	Aim to Maximise	April 2018	29.2%	33%	33%			There is currently no reporting available on this indicator due to the implementation of the Liquid Logic adults system. Officers are working to ensure robust reporting will be available for the August performance, reported in September. April comment: Performance remains above the national benchmark of 28.3% and above the regional benchmark of 28.2%. As the domiciliary care is commissioned with the expectation of an enablement approach being adopted, aligned to localities, we are not surprised to see that people have trust in this offer and are choosing to access a direct service from us as opposed to a direct payment. The Service Contract to support people with Direct Payments is currently going through a tendering process, with adjustments to the specification to enhance the support for people using Direct Payments. It is anticipated that once the new contract is in place, we may see an increase in numbers of people choosing to have a direct payment option.	People Scrutiny

Expected Outcome Some slippage against target
Responsible OUs Department for People; Public Health

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 3.11	Smoking Cessation (quits) - Number of people successfully completing 4-week stop smoking course [Cumulative YTD]	Aim to Maximise	July 2018	227	233	771			Continuing to support Primary Care to invite patients who are recorded as smokers into treatment, with a focus on long term conditions in practices with large numbers of smokers and practices in areas of high deprivation.	People Scrutiny







MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
									Delivering refreshed action plan with particular focus on smoking in pregnancy/smokers with long term conditions including mental health. Ongoing discussions with Essex Partnership University Foundation Trust (EPUT) to embed smoking cessation within mental health treatment pathways.	

Expected Outcome Some slippage against target
Responsible OUs Department for Place

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
17 CP 2.2	% acceptable standard of cleanliness: litter [Cumulative YTD]	Aim to Maximise	July 2018	93%	94%	94%	🟡	👆	There has been a very slight performance dip to the litter cleansing target, which is usually the case in the summer season with high numbers of tourists visiting the town, especially with the exceptional summer that we are experiencing. It needs to be recognised that this is an exceptionally high standard of cleansing target and achieving over 93% is still a very high level of overall cleansing performance, which Veolia will be commended for. The end of year target will be met	Place Scrutiny
CP 5.1	Number of hours delivered through volunteering within Culture, Tourism and Property, including Pier and Foreshore and Events. [Cumulative YTD]	Aim to Maximise	July 2018	6,521	6,500	19,500	🟡	👇	<p>Music events; Lunchtime Recital: 2, Local Concert: 30, London Concert: 75, BBC Proms: 360 Total =467 Sparkle; 121 Bookstart; 85.5 Library Volunteers: 707 Home Library Service Volunteers: 75 Museum Volunteers: 401 Code club: 10 Summer Reading Challenge: 425 Leisure; Awaiting Figures Focal Point; Awaiting Figures Total - 2,291.5</p> <p>Volunteering for 18/19 started lower than expected, due to fewer larger scale events but with the Summer Reading Challenge in the Summer months, numbers have increased to reach target in July 2018.</p>	Place Scrutiny



Expected Outcome: Indicators on course to achieve target (Greens)

Expected Outcome On course to achieve target
Responsible OUs Department for People



MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 1.5	Percentage of children who have had their Child Protection Plan for at least 20 working days and who have had a visit in the 20 working days prior to the last day of the month [Monthly Snapshot]	Aim to Maximise	July 2018	96%	95%	95%			This is above target. Four children (three families) were out of timescales - in relation to three children (two families) the children were seen and in the other case there was an unsuccessful home visit and another is being arranged. This is monitored on a weekly basis and Team Managers provide reassurance that children are safe.	People Scrutiny
CP 3.13	Delayed transfers of care from hospital (DToC Beds), and those which are attributable to adult social care per 100,000 population [ASCOF(2C2) SOCIAL CARE ONLY][Cumulative YTD]	Aim to Minimise	July 2018	0.29	1.81	1.81			Delayed transfers of care from the acute and non-acute settings for health and social care maintains a positive and stable trajectory, with no anticipated decline in the short term. Performance continues to be supported by the strategic work being undertaken by the Service Transformation Team and the launch of a system wide Integrated Discharge Management Post, designed to support improvements across the Health and Social Care System. Work is commencing on strategies to support DTOC, including the co-location of the Integrated Discharge Service, and planning of the Discharge to Assess Model. Nationally released DTOC data for Jun-18 by LG Inform ranks Southend-on-Sea Borough Council as 11th within All English single-tier and county councils.	People Scrutiny
CP 4.10	Rate of households in temporary accommodation per 1,000 households [Cumulative YTD]	Aim to Minimise	July 2018	1.97	3.19	3.19			Only quarterly data is available, in line with national statistics and monthly updates continue to be provided for TA. Continued pressure in this area with 156 households in TA, up from 141 in Jun-18. Jul-18 performance is better than target and it should be noted that Dec-17 local performance stood at 1.54, compared to the England rate of 3.36 with local and national rates increasing. Southend ranks 99/294 reporting LAs, an improvement from 109/292 at the end of Sep-17 and the best position since Jun-16 (106th). This strong position is based on the proactive approach of the team, yet considerable pressures remain. Work is underway to improve the availability of	Policy and Resources Scrutiny





MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
									private sector properties to discharge our homelessness duty into, relieving pressure on the limited social housing stocks and reducing TA occupation levels. Introduction of the Homelessness Reduction Act has seen a substantial increase in approaches, which is likely to lead to a further increase in demand for TA. Length of time applicants spend in TA is also likely to increase as a reflection of the 56 day relief duty.	

Expected Outcome On course to achieve target
Responsible OUs Department for People; Public Health

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
19 CP 3.7	PHRD Public Health Responsibility Deal [Cumulative YTD]	Aim to Maximise	July 2018	19	13	40			Move Out programme being delivered. Continuing to work collaboratively with economic development to engage businesses. Developing a bid to support employee retention for those with mental health & MSK problems.	People Scrutiny

Expected Outcome On course to achieve target
Responsible OUs Department of the Chief Executive

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
CP 4.3	% of Council Tax for 2018/19 collected in year [Cumulative YTD]	Aim to Maximise	July 2018	35.60%	35.60%	97.50%			The current collection for Council Tax as at the 31st July is 35.6%, this is equal to the target profile for the year. In monetary terms a total of £2.1 million additional tax has been collected to date compared to last year. Both enforcement agents are equal on collection of council tax with acceptable levels of collection rates. We continue to have large numbers of cases presented at the magistrate's court for non-payment; we will use all collection methods to recovery these arrears including attachment of earnings and attachments of benefits. For those residents that are struggling with arrears, we will	Policy & Resources Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Comment - explanation of current performance, actions to improve performance and anticipated future performance	Scrutiny Committee
									continue to signpost to Step Change, CAB and other supporting agencies. Additional resource will be available shortly to support a review of our single person discounts, as well as students and a comprehensive review of empty properties.	
CP 4.4 20	% of Non-Domestic Rates for 2018/19 collected in year [Cumulative YTD]	Aim to Maximise	July 2018	39.20%	39.20%	98.30%			The current collection for Business Rates as at 31st July 2018 is 39.2%. The collection equals the monthly target for this year. In monetary terms as at 31st July 2018 £16,000 more tax has been collected than at this stage last year in respect of the current year debt. The new position of revenues retention officer has now been filled, and will be starting work immediately on several reviews of reliefs and exemptions, including small business rates relief and charity reviews. We continue to work with our external partners to ensure we maximise collection where rates evasion tactics are being attempted. Our good working relationship with the Valuation Office is essential when looking to ensure a quick response to uploading new properties to our tax base, to maximise income for the authority.	Policy & Resources Scrutiny
CP 5.5	Increase the number of people signed up to MySouthend to 45,000 [Cumulative YTD]	Aim to Maximise	July 2018	39,456	38,333	45,000			Customers currently signed up to MySouthend are 39,456 which is a 1.66% increase from June 2018. We are continuing to encourage contact via the MySouthend Portal and the ambition remains to have a single MySouthend solution.	Policy & Resources Scrutiny

Section 2: 2018- 2019 Corporate Performance Indicators

Information for all 2013-2014 Corporate Priority Indicators

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Performance Data Expected Outcome: At risk of missing target 6 On course to achieve target 16 Some slippage against target 7

Priority Aim: SAFE: Priorities • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 1.1	Rate of children subject to a Child Protection Plan per 10,000 population under the age of 18. [Monthly Snapshot]	Goldilocks	July 2018	33.24	38 - 48	38 - 48			John O'Loughlin	People Scrutiny
CP 1.2	Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot]	Goldilocks	July 2018	71.84	57 - 67	57 - 67			John O'Loughlin	People Scrutiny
CP 1.4	Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month.[Monthly Snapshot]	Aim to Maximise	July 2018	79.6%	95%	95%			John O'Loughlin	People Scrutiny
CP 1.5	Percentage of children who have had their Child Protection Plan for at least 20 working days and who have had a visit in the 20 working days prior to the last day of the month [Monthly Snapshot]	Aim to Maximise	July 2018	96%	95%	95%			John O'Loughlin	People Scrutiny

Aim: CLEAN: Priorities • Continue to promote the use of green technology and initiatives to benefit the local economy and environment. • Encourage and enforce high standards of environmental stewardship.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 2.2	% acceptable standard of cleanliness: litter [Cumulative YTD]	Aim to Maximise	July 2018	93%	94%	94%			Carl Robinson	Place Scrutiny
CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative YTD]	Aim to Maximise	March 2018	47.21%	- 9	46.38%		-	Carl Robinson	Place Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 2.4	Number of reported missed collections - per year value [Cumulative YTD]	Aim to Minimise	July 2018	3,031	2,664	8,000			Carl Robinson	Place Scrutiny

Aim: HEALTHY: Priorities • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.









MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 3.1	Proportion of adults in contact with secondary mental health services who live independently with or without support. (ASCOF 1H) [Monthly Snapshot]	Aim to Maximise	July 2018	84.1%	74%	74%			Sharon Houlden	People Scrutiny
CP 3.2	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. [ASCOF 2B(1) [Rolling Quarter]	Aim to Maximise	April 2018	86.2%	88.7%	88.7%			Sharon Houlden	People Scrutiny
^N CP 3.4	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [YTD Snapshot]	Aim to Maximise	April 2018	29.2%	33%	33%			Sharon Houlden	People Scrutiny
CP 3.5	Proportion of adults with a learning disability in paid employment. (ASCOF 1E) [Monthly Snapshot]	Aim to Maximise	April 2018	10.4%	10%	10%			Sharon Houlden	People Scrutiny
CP 3.6	Participation and attendance at council owned / affiliated cultural and sporting activities and events and visits to the Pier [Cumulative YTD]	Aim to Maximise	July 2018	1,531,171	1,466,667	4,400,000			Scott Dolling	Place Scrutiny
CP 3.7	PHRD Public Health Responsibility Deal [Cumulative YTD]	Aim to Maximise	July 2018	19	13	40			Krishna Ramkhelawon	People Scrutiny
CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative YTD]	Aim to Maximise	July 2018	1,585	1,832	5,740			Krishna Ramkhelawon	People Scrutiny
CP 3.10	Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD]	Aim to Maximise	July 2018	62.3%	90%	90%			John O'Loughlin	People Scrutiny

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 3.11	Smoking Cessation (quits) - Number of people successfully completing 4-week stop smoking course [Cumulative YTD]	Aim to Maximise	July 2018	227	233	771			Ian Diley	People Scrutiny
CP 3.13	Delayed transfers of care from hospital (DToC Beds), and those which are attributable to adult social care per 100,000 population [ASCOF(2C2) SOCIAL CARE ONLY][Cumulative YTD]	Aim to Minimise	July 2018	0.29	1.81	1.81			Sharon Houlden	People Scrutiny

Aim: PROSPEROUS: Priorities • Maximise opportunities to enable the planning and development of quality, affordable housing. • Ensure residents have access to high quality education to enable them to be lifelong learners & have fulfilling employment. • Ensure the town is 'open for businesses' and that new, developing and existing enterprise is nurtured and supported • Ensured continued regeneration of the town through a culture led agenda.

MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 4.3	% of Council Tax for 2018/19 collected in year [Cumulative YTD]	Aim to Maximise	July 2018	35.60%	35.60%	97.50%			Joe Chesterton	Policy & Resources Scrutiny
CP 4.4	% of Non-Domestic Rates for 2018/19 collected in year [Cumulative YTD]	Aim to Maximise	July 2018	39.20%	39.20%	98.30%			Joe Chesterton	Policy & Resources Scrutiny
CP 4.5	Major planning applications determined in 13 weeks [Cumulative YTD]	Aim to Maximise	July 2018	100.00%	79.00%	79.00%			Peter Geraghty	Place Scrutiny
CP 4.6	Minor planning applications determined in 8 weeks [Cumulative YTD]	Aim to Maximise	July 2018	99.33%	84.00%	84.00%			Peter Geraghty	Place Scrutiny
CP 4.7	Other planning applications determined in 8 weeks [Cumulative YTD]	Aim to Maximise	July 2018	98.52%	90.00%	90.00%			Peter Geraghty	Place Scrutiny
CP 4.8	Current Rent Arrears as % of rent due [Monthly Snapshot]	Aim to Minimise	July 2018	1.5%	1.77%	1.77%			Sharon Houlden	Policy and Resources Scrutiny
CP 4.9	Percentage of children in good or outstanding schools. [Monthly Snapshot]	Aim to Maximise	July 2018	83.9%	82.5%	82.5%			Brin Martin	People Scrutiny
CP 4.10	Rate of households in temporary accommodation per 1,000 households [Cumulative YTD]	Aim to Minimise	July 2018	1.97	3.19	3.19			Sharon Houlden	Policy and Resources Scrutiny

Aim: EXCELLENT: Priorities • Work with & listen to our communities & partners to achieve better outcomes for all • Enable communities to be self-sufficient & foster pride in the town • Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.

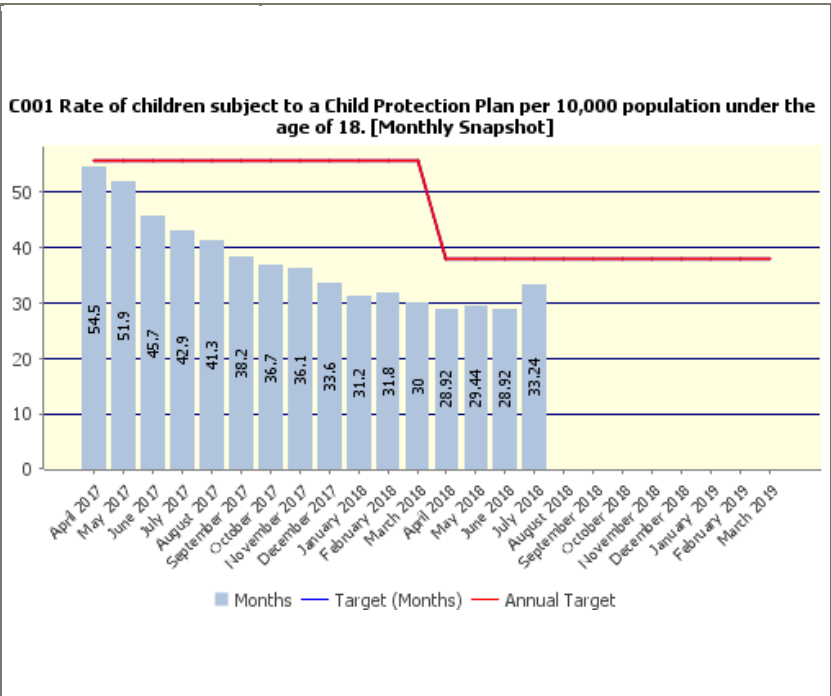
MPR Code	Short Name	Minimise or Maximise	Latest Month	Month's Value	Month's Target	Annual Target 2018/19	Expected Outcome	Better or worse than last year	Managed By	Scrutiny Committee
CP 5.1	Number of hours delivered through volunteering within Culture, Tourism and Property, including Pier and Foreshore and Events. [Cumulative YTD]	Aim to Maximise	July 2018	6,521	6,500	19,500			Scott Dolling	Place Scrutiny
CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD]	Aim to Minimise	July 2018	2.32	2.21	7.20			Joanna Ruffle	Policy & Resources Scrutiny
CP 5.5	Increase the number of people signed up to MySouthend to 45,000 [Cumulative YTD]	Aim to Maximise	July 2018	39,456	38,333	45,000			Joanna Ruffle	Policy & Resources Scrutiny
CP 5.6	Percentage of new Education Health and Care (EHC) plans issued within 20 weeks including exception cases. [Cumulative YTD]	Aim to Maximise	July 2018	100%	95%	95%			Brin Martin	People Scrutiny

Section 3: Detail of indicators rated Red or Amber


Aim: SAFE: Priorities • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.
 Expected Outcome: At risk of missing target 1 Some slippage against target 2

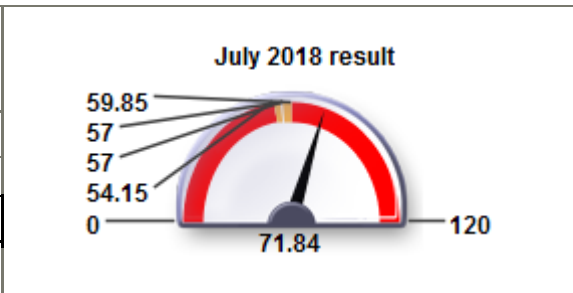
CP 1.1	Rate of children subject to a Child Protection Plan per 10,000 population under the age of 18. [Monthly Snapshot]		
Expected Outcome		Format Goldilocks	
Managed By	John O'Loughlin		
Year Introduced	2014		

Date Range 1		
	Value	Target
April 2017	54.5	50.4 - 55.7
May 2017	51.9	50.4 - 55.7
June 2017	45.7	50.4 - 55.7
July 2017	42.9	50.4 - 55.7
August 2017	41.3	50.4 - 55.7
September 2017	38.2	50.4 - 55.7
October 2017	36.7	50.4 - 55.7
November 2017	36.1	50.4 - 55.7
December 2017	33.6	50.4 - 55.7
January 2018	31.2	50.4 - 55.7
February 2018	31.8	50.4 - 55.7
March 2018	30	50.4 - 55.7
April 2018	28.92	38 - 48
May 2018	29.44	38 - 48
June 2018	28.92	38 - 48
July 2018	33.24	38 - 48

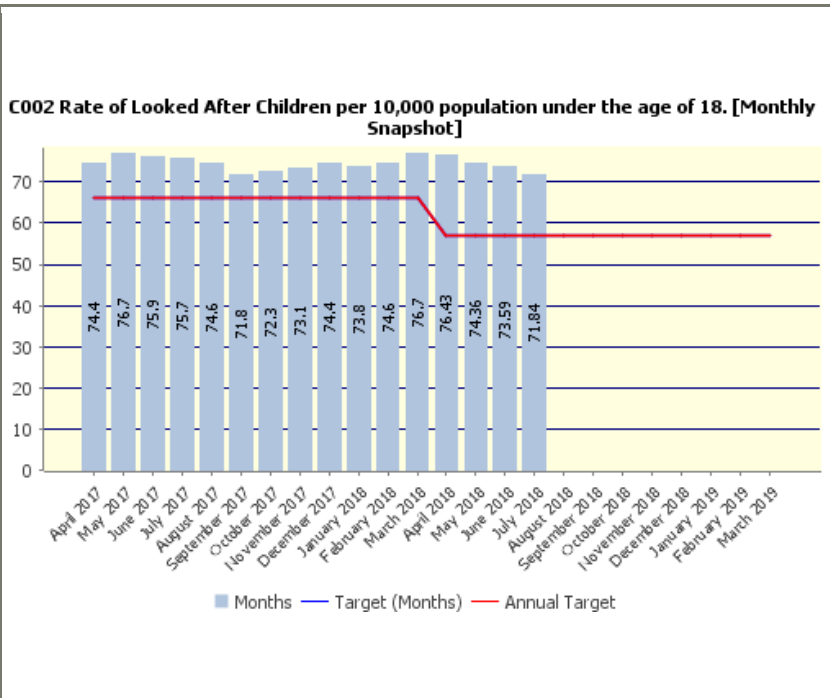


There has been a small increase in the number of children subject to child protection plans although still historically low. This is partly explained by increasing resources in Early Help and the use of other preventative interventions such as Family Group Conferences. We also regularly review decision making in the Multi-Agency Safeguarding Hub (MASH) plus and the outcome of Section 47 investigations. We have audited CIN cases and these were seen as being appropriately held at this level. We have commissioned a piece of work to provide further analysis - there has been a slight delay in this due to other work demands and will be available in September.


CP 1.2	Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot]		
Expected Outcome		Format	Goldilocks
Managed By	John O'Loughlin		
Year Introduced	2014		

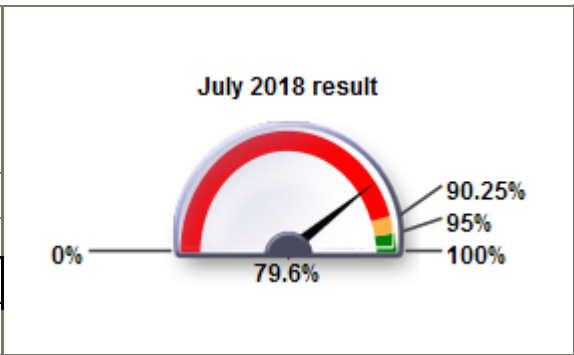


Date Range 1		
	Value	Target
April 2017	74.4	66
May 2017	76.7	66
June 2017	75.9	66
July 2017	75.7	66
August 2017	74.6	66
September 2017	71.8	66
October 2017	72.3	66
November 2017	73.1	66
December 2017	74.4	66
January 2018	73.8	66
February 2018	74.6	66
March 2018	76.7	66
April 2018	76.43	57 - 67
May 2018	74.36	57 - 67
June 2018	73.59	57 - 67
July 2018	71.84	57 - 67

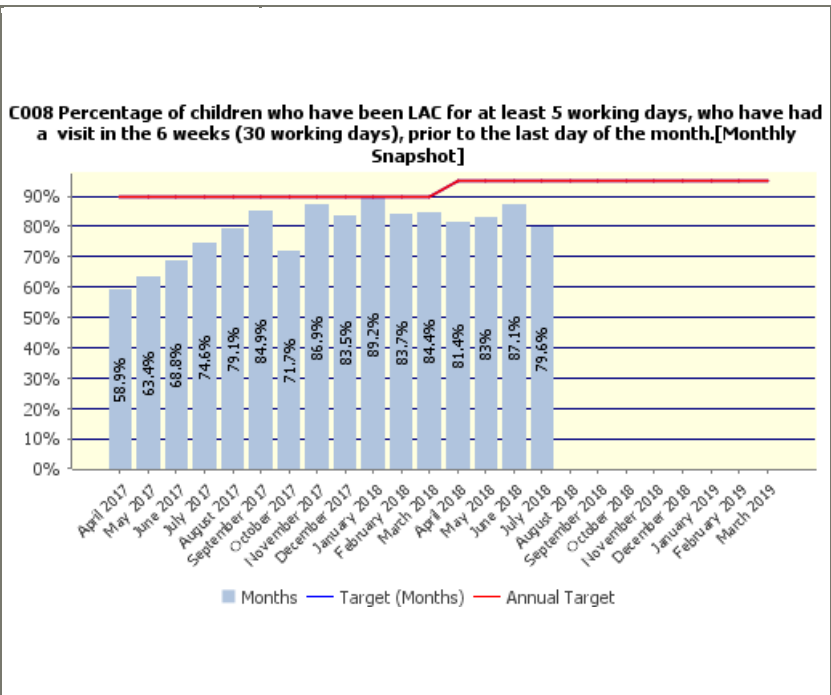


The rate of children looked after remains above target. The rate did appear to stabilise in the mid-70s but has reduced over previous months. Other than children who need to become looked after in an emergency, the decision for a child to become looked after is made by the Placement Panel to ensure that all other options are considered before care is agreed. The Panel process has prevented the numbers escalating and, where safely, put other measures in place to support the family. Planned work around reunification should ensure that children do not remain in care for longer than necessary. We have commissioned a piece of work to review LAC numbers but this has been delayed in reporting due to other work demands but will report in September.

CP 1.4	Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month.[Monthly Snapshot]		
Expected Outcome		Format	Aim to Maximise
Managed By	John O'Loughlin		
Year Introduced	2017		



Date Range 1		
	Value	Target
April 2017	58.9%	90%
May 2017	63.4%	90%
June 2017	68.8%	90%
July 2017	74.6%	90%
August 2017	79.1%	90%
September 2017	84.9%	90%
October 2017	71.7%	90%
November 2017	86.9%	90%
December 2017	83.5%	90%
January 2018	89.2%	90%
February 2018	83.7%	90%
March 2018	84.4%	90%
April 2018	81.4%	95%
May 2018	83%	95%
June 2018	87.1%	95%
July 2018	79.6%	95%



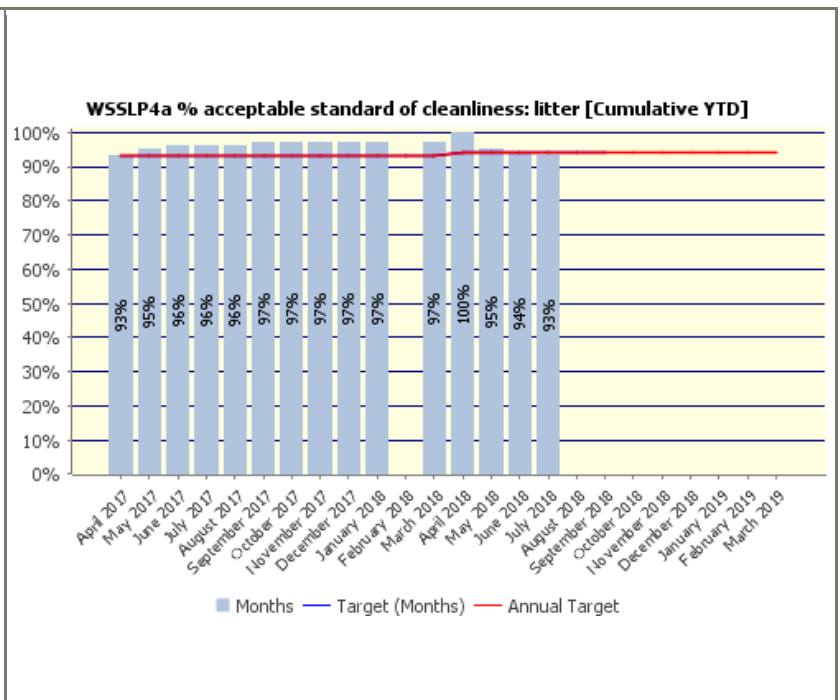
There is a concern that this number has dropped as children are on holiday. This is a continued area of focus and there is ongoing work with managers and staff to address the concerns. This is reported on a weekly basis and assurance is given that children are being appropriately safeguarded.

Aim: CLEAN: Priorities • Continue to promote the use of green technology and initiatives to benefit the local economy and environment. • Encourage and enforce high standards of environmental stewardship.

Expected Outcome: At risk of missing target 2 Some slippage against target 1

CP 2.2	% acceptable standard of cleanliness: litter [Cumulative YTD]			<p>July 2018 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Carl Robinson			
Year Introduced	2010			

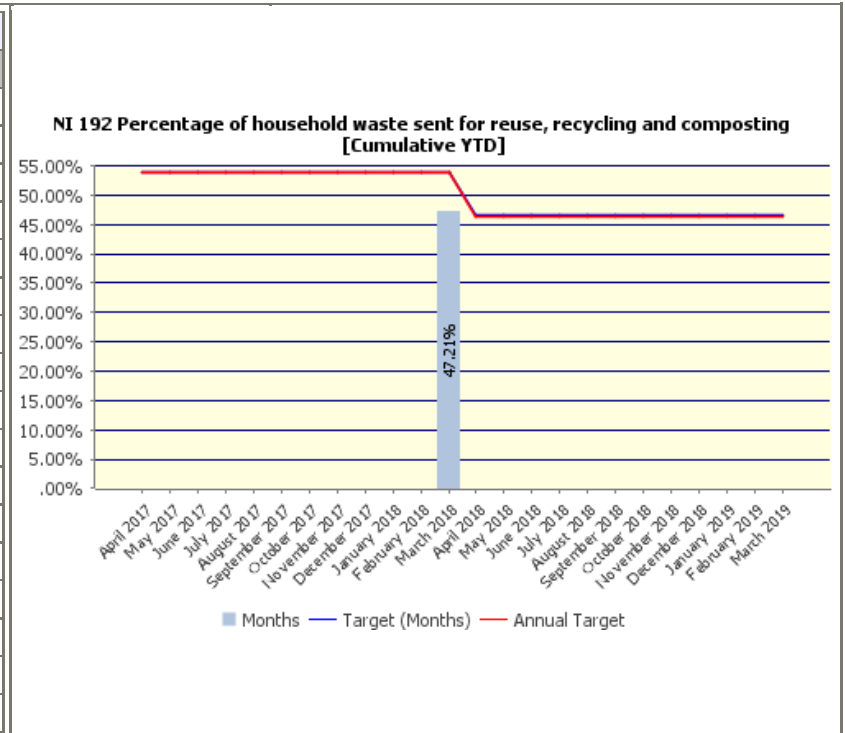
Date Range 1		
	Value	Target
April 2017	93%	93%
May 2017	95%	93%
June 2017	96%	93%
July 2017	96%	93%
August 2017	96%	93%
September 2017	97%	93%
October 2017	97%	93%
November 2017	97%	93%
December 2017	97%	93%
January 2018	97%	93%
February 2018	N/A	93%
March 2018	97%	93%
April 2018	100%	94%
May 2018	95%	94%
June 2018	94%	94%
July 2018	93%	94%



There has been a very slight performance dip to the litter cleansing target, which is usually the case in the summer season with high numbers of tourists visiting the town, especially with the exceptional summer that we are experiencing. It needs to be recognised that this is an exceptionally high standard of cleansing target and achieving over 93% is still a very high level of overall cleansing performance, which Veolia will be commended for. The end of year target will be met

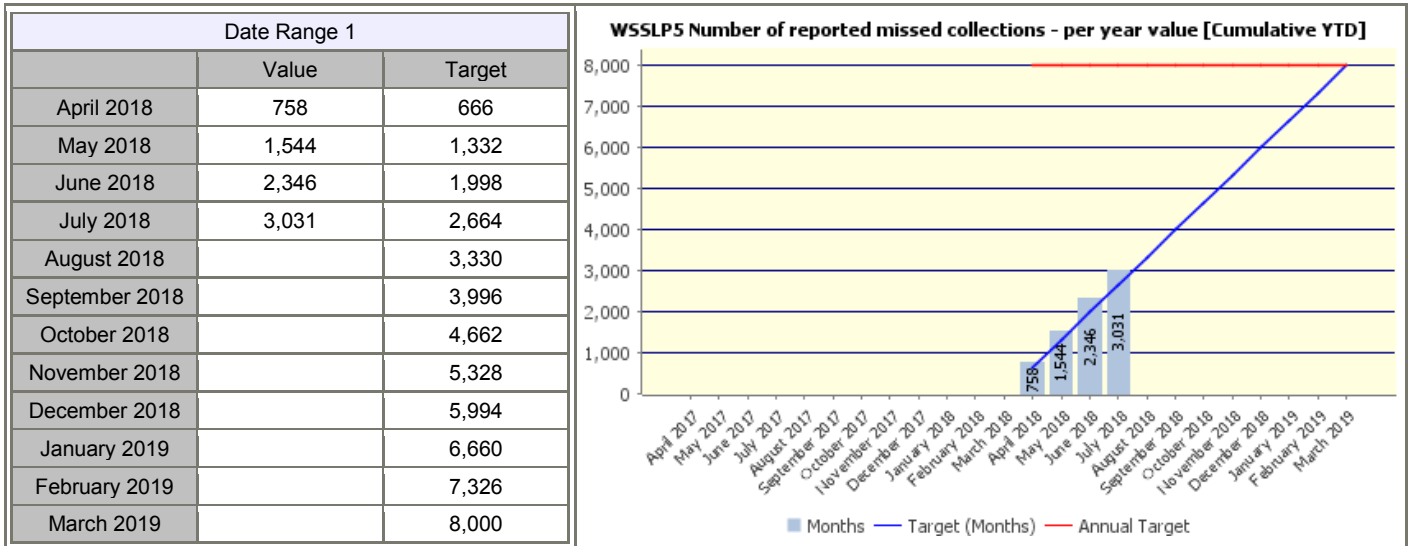
CP 2.3	Percentage of household waste sent for reuse, recycling and composting [Cumulative YTD]			<p>March 2018 result</p> <p>51.30% 54.00% 100.00% 47.21% .00%</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Carl Robinson			
Year Introduced	2008			

Date Range 1		
	Value	Target
April 2017	N/A	54.00%
May 2017	N/A	54.00%
June 2017	N/A	54.00%
Q1 2017/18		
July 2017	N/A	54.00%
August 2017	N/A	54.00%
September 2017	N/A	54.00%
Q2 2017/18		
October 2017	N/A	54.00%
November 2017	N/A	54.00%
December 2017	N/A	54.00%
Q3 2017/18		
January 2018	N/A	54.00%
February 2018	N/A	54.00%
March 2018	47.21%	54.00%
Q4 2017/18	47.21%	
April 2018		46.48%



2017/18 annual validated figure was reported in June 2018.
 First Quarter figures for April - June 2018/19 will be available at end of September.
 Activities that Veolia have been undertaking include: - Awareness raising activities – roadshows; events; coffee mornings; community meetings.
 Delivery and co-ordination of Customer Liaison Group; Street Champion and Recycling Champion act
 Anti-littering educational activities and supporting local community groups.


CP 2.4	Number of reported missed collections - per year value [Cumulative YTD]			<p style="text-align: center;">July 2018 result</p>
Expected Outcome		Format	Aim to Minimise	
Managed By	Carl Robinson			
Year Introduced	2018			

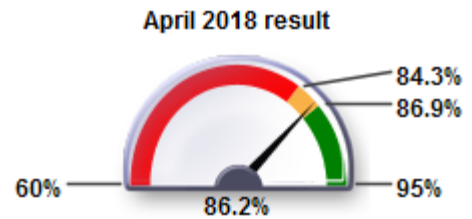


The missed collection target has marginally exceeded the target for July and this has been referred to Veolia Management to look into. This target will be tracked closely to ensure that the end of year target will be met.

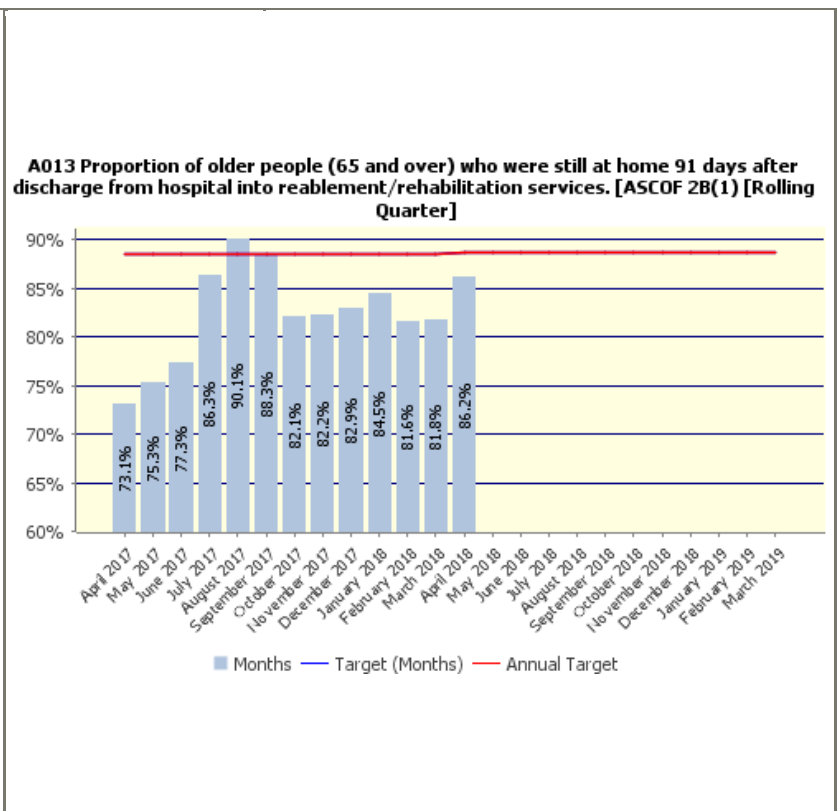
Aim: HEALTHY: Priorities • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.

Expected Outcome: At risk of missing target 2 Some slippage against target 3

CP 3.2	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. [ASCOF 2B(1) [Rolling Quarter]		
Expected Outcome		Format	Aim to Maximise
Managed By	Sharon Houlden		
Year Introduced	2012		




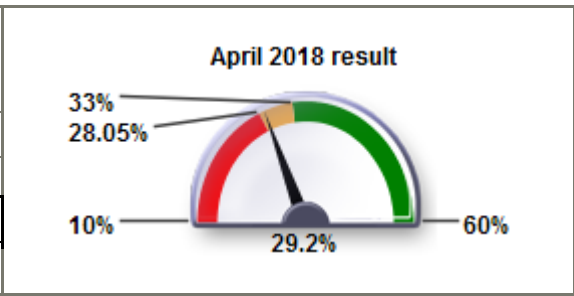
Date Range 1		
	Value	Target
April 2017	73.1%	88.6%
May 2017	75.3%	88.6%
June 2017	77.3%	88.6%
Q1 2017/18		
July 2017	86.3%	88.6%
August 2017	90.1%	88.6%
September 2017	88.3%	88.6%
Q2 2017/18		
October 2017	82.1%	88.6%
November 2017	82.2%	88.6%
December 2017	82.9%	88.6%
Q3 2017/18		
January 2018	84.5%	88.6%
February 2018	81.6%	88.6%
March 2018	81.8%	88.6%
Q4 2017/18		
April 2018	86.2%	88.7%
May 2018	-	88.7%
June 2018	-	88.7%



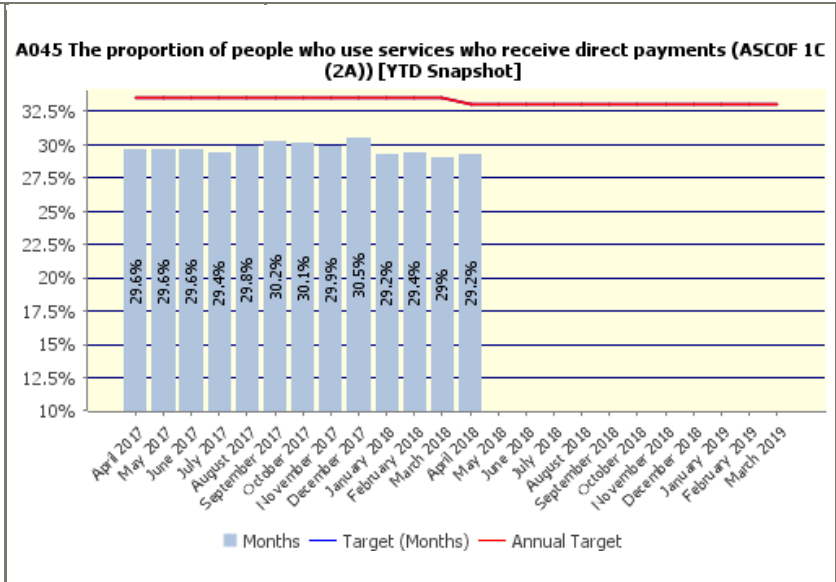
There is currently no reporting available on this indicator due to the implementation of the Liquid Logic adults system. Officers are working to ensure robust reporting will be available for the August performance, reported in September.

April's comment: This performance indicator remains under the local target but above national target of 82.5%, 12 people were not at home after their reablement period, 11 of whom had died before the 91 day review. Analysis is being undertaken to ensure the appropriate cohort is being reflected in the figures reported. We are committed to ensuring all people are given the opportunity of reablement where appropriate. We are working with partners and staff to ensure they identify the appropriate people for reablement and we are working closely with providers to ensure they identify reablement potential early on and encourage a strength based approach that will maximise the person's independence.

CP 3.4	The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [YTD Snapshot]		
Expected Outcome		Format	Aim to Maximise
Managed By	Sharon Houlden		
Year Introduced	2015		




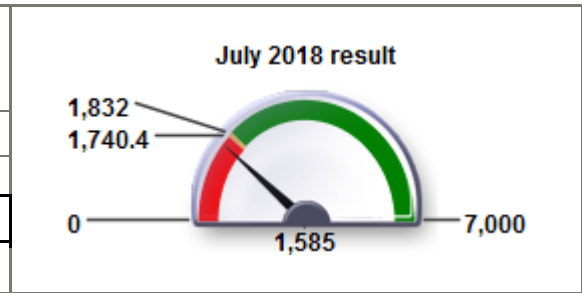
Date Range 1		
	Value	Target
April 2017	29.6%	33.5%
May 2017	29.6%	33.5%
June 2017	29.6%	33.5%
July 2017	29.4%	33.5%
August 2017	29.8%	33.5%
September 2017	30.2%	33.5%
October 2017	30.1%	33.5%
November 2017	29.9%	33.5%
December 2017	30.5%	33.5%
January 2018	29.2%	33.5%
February 2018	29.4%	33.5%
March 2018	29%	33.5%
April 2018	29.2%	33%



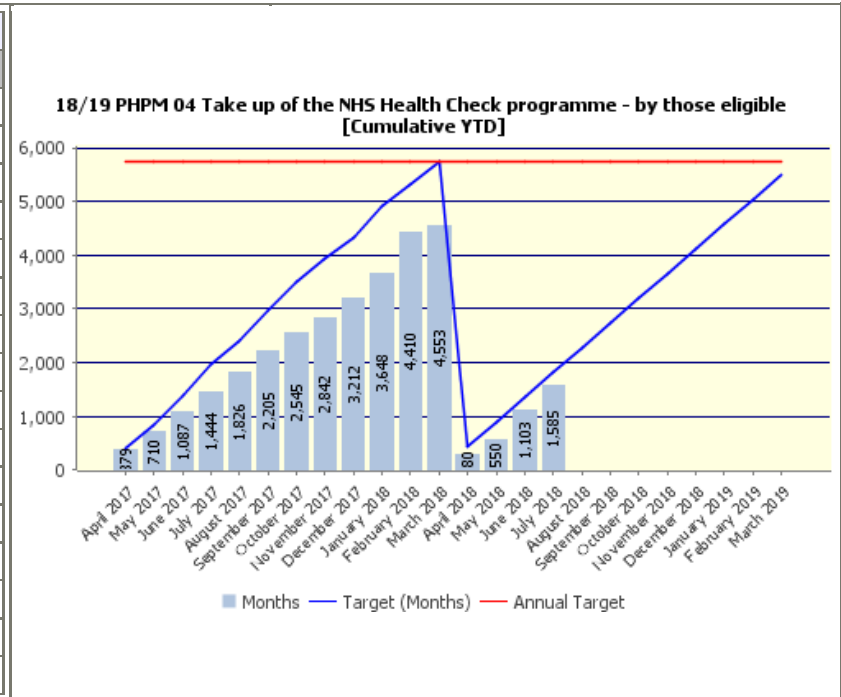
There is currently no reporting available on this indicator due to the implementation of the Liquid Logic adults system. Officers are working to ensure robust reporting will be available for the August performance, reported in September.

April comment: Performance remains above the national benchmark of 28.3% and above the regional benchmark of 28.2%. As the domiciliary care is commissioned with the expectation of an enablement approach being adopted, aligned to localities, we are not surprised to see that people have trust in this offer and are choosing to access a direct service from us as opposed to a direct payment. The Service Contract to support people with Direct Payments is currently going through a tendering process, with adjustments to the specification to enhance the support for people using Direct Payments. It is anticipated that once the new contract is in place, we may see an increase in numbers of people choosing to have a direct payment option.

CP 3.9	Take up of the NHS Health Check programme - by those eligible [Cumulative YTD]		
Expected Outcome		Format	Aim to Maximise
Managed By	Krishna Ramkhelawon		
Year Introduced	2013		



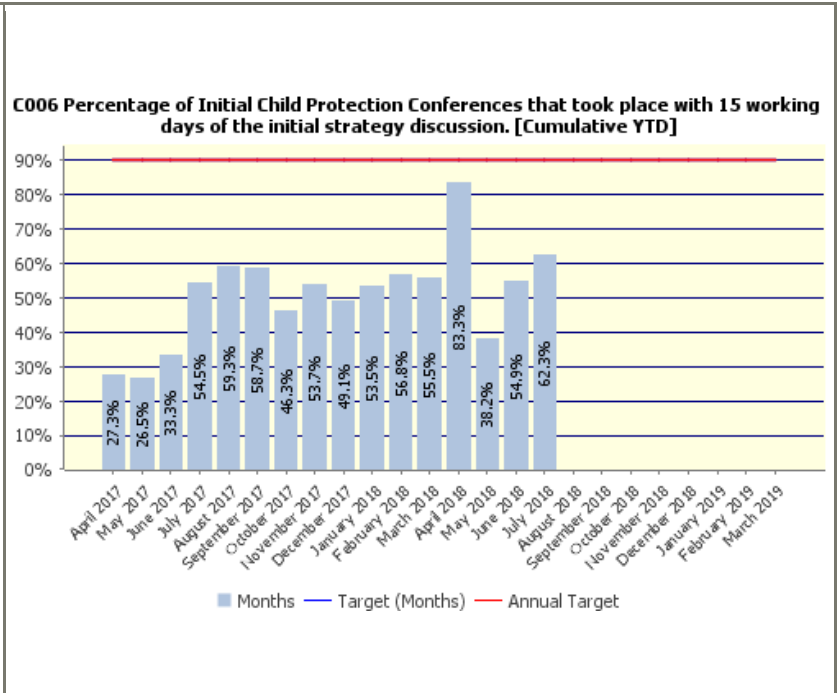
Date Range 1		
	Value	Target
April 2017	379	414
May 2017	710	828
June 2017	1,087	1,406
July 2017	1,444	1,984
August 2017	1,826	2,398
September 2017	2,205	2,976
October 2017	2,545	3,506
November 2017	2,842	3,920
December 2017	3,212	4,334
January 2018	3,648	4,912
February 2018	4,410	5,326
March 2018	4,553	5,740
April 2018	280	458
May 2018	550	916
June 2018	1,103	1,374
July 2018	1,585	1,832



Targets for invites through GPs are being exceeded, and while health check delivery target has not been met, performance has improved. Delivery by ACE has also improved although not yet meeting trajectory target.

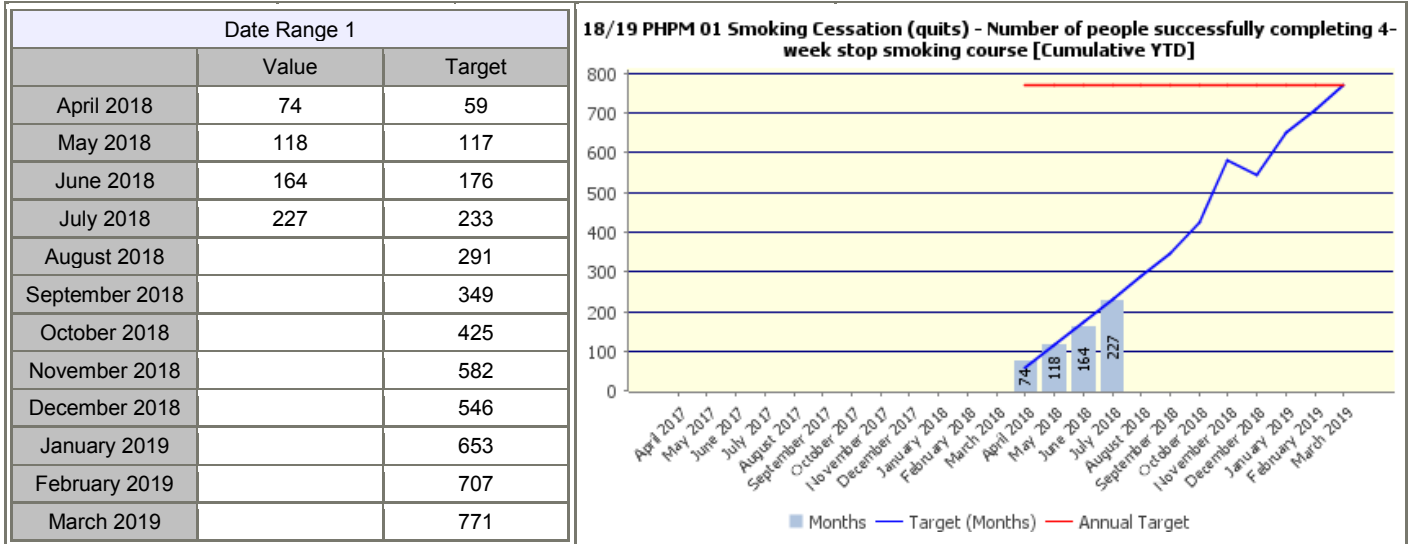
CP 3.10	Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD]		<p style="text-align: center;">July 2018 result</p>
Expected Outcome		Format Aim to Maximise	
Managed By	John O'Loughlin		
Year Introduced	2017		

Date Range 1		
	Value	Target
April 2017	27.3%	90%
May 2017	26.5%	90%
June 2017	33.3%	90%
July 2017	54.5%	90%
August 2017	59.3%	90%
September 2017	58.7%	90%
October 2017	46.3%	90%
November 2017	53.7%	90%
December 2017	49.1%	90%
January 2018	53.5%	90%
February 2018	56.8%	90%
March 2018	55.5%	90%
April 2018	83.3%	90%
May 2018	38.2%	90%
June 2018	54.9%	90%
July 2018	62.3%	90%



July was a busy month for ICPC's with 26 children being taken to conference. Of these 20 were within timeframes. 100% (18) in A&I were within timescales. The remaining were two families which took 24 and 27 days respectively to come to conference. We continue to see good performance and are working hard to achieve near to 100% compliance in this area.

CP 3.11	Smoking Cessation (quits) - Number of people successfully completing 4-week stop smoking course [Cumulative YTD]			<p>July 2018 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Ian Diley			
Year Introduced				



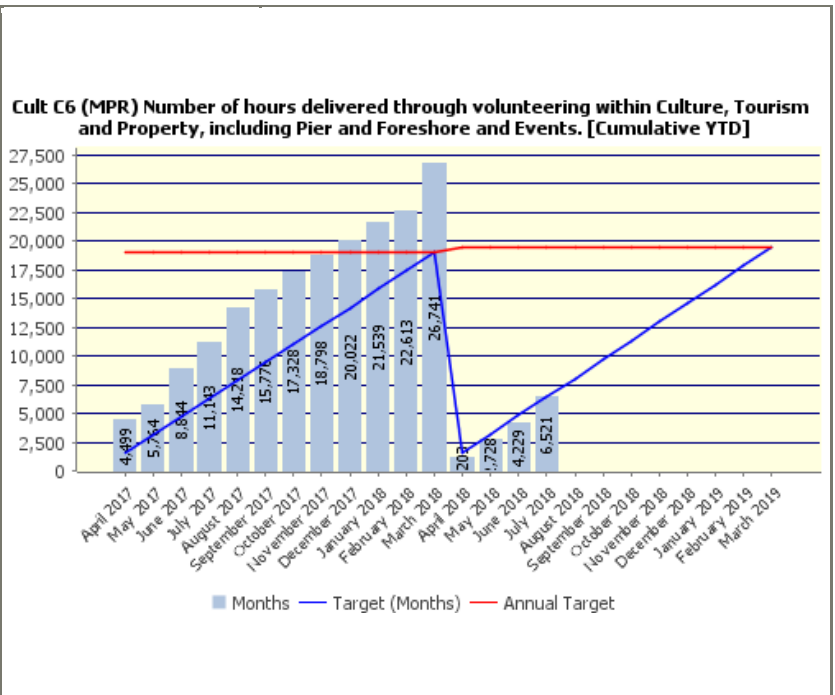
Continuing to support Primary Care to invite patients who are recorded as smokers into treatment, with a focus on long term conditions in practices with large numbers of smokers and practices in areas of high deprivation. Delivering refreshed action plan with particular focus on smoking in pregnancy/smokers with long term conditions including mental health. Ongoing discussions with Essex Partnership University Foundation Trust (EPUT) to embed smoking cessation within mental health treatment pathways.

Aim: EXCELLENT: Priorities • Work with & listen to our communities & partners to achieve better outcomes for all • Enable communities to be self-sufficient & foster pride in the town • Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.

Expected Outcome: At risk of missing target 1 Some slippage against target 1

CP 5.1	Number of hours delivered through volunteering within Culture, Tourism and Property, including Pier and Foreshore and Events. [Cumulative YTD]			<p>July 2018 result</p>
Expected Outcome		Format	Aim to Maximise	
Managed By	Scott Dolling			
Year Introduced	2012			

Date Range 1		
	Value	Target
April 2017	4,499	1,583
May 2017	5,764	3,167
June 2017	8,844	4,750
July 2017	11,143	6,333
August 2017	14,218	7,917
September 2017	15,776	9,500
October 2017	17,328	11,083
November 2017	18,798	12,667
December 2017	20,022	14,250
January 2018	21,539	15,833
February 2018	22,613	17,417
March 2018	26,741	19,000
April 2018	1,203	1,625
May 2018	2,728	3,250
June 2018	4,229	4,875
July 2018	6,521	6,500

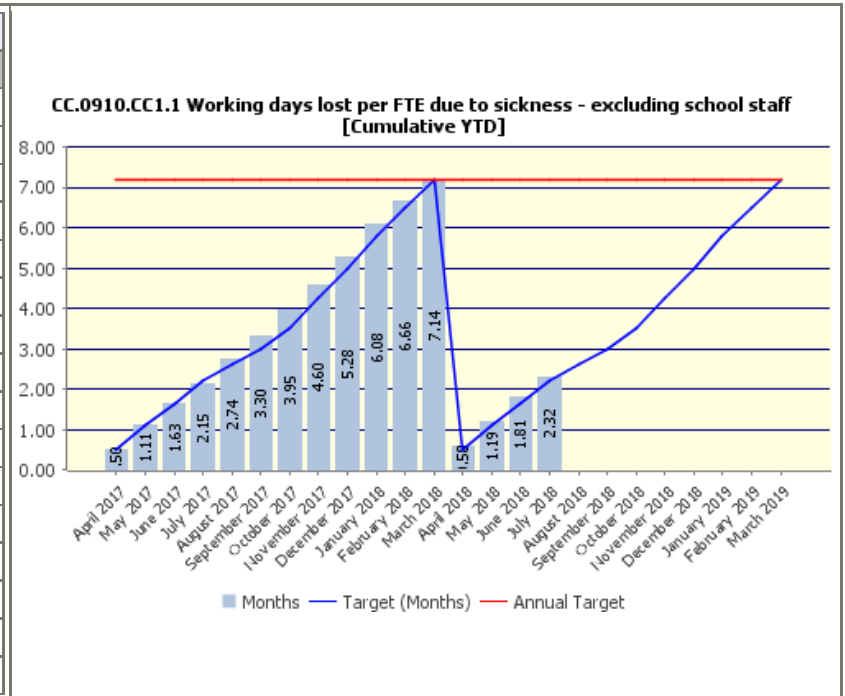


Music events; Lunchtime Recital: **2**, Local Concert: **30**, London Concert: **75**, BBC Proms: **360**
 Total =**467**
 Sparkle; **121**
 Bookstart; **85.5**
 Library Volunteers: **707**
 Home Library Service Volunteers: **75**
 Museum Volunteers: **401**
 Code club: **10**
 Summer Reading Challenge: **425**
 Leisure; **Awaiting Figures**
 Focal Point; **Awaiting Figures**
 Total – **2,291.5**

Volunteering for 18/19 started lower than expected, due to fewer larger scale events but with the Summer Reading Challenge in the Summer months, numbers have increased to reach target in July 2018.

CP 5.4	Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD]		<p style="text-align: center;">July 2018 result</p>
Expected Outcome		Format Aim to Minimise	
Managed By	Joanna Ruffle		
Year Introduced	2009		

Date Range 1		
	Value	Target
April 2017	0.50	0.51
May 2017	1.11	1.10
June 2017	1.63	1.65
July 2017	2.15	2.21
August 2017	2.74	2.61
September 2017	3.30	3.01
October 2017	3.95	3.51
November 2017	4.60	4.27
December 2017	5.28	4.99
January 2018	6.08	5.82
February 2018	6.66	6.49
March 2018	7.14	7.20
April 2018	0.58	0.51
May 2018	1.19	1.10
June 2018	1.81	1.65
July 2018	2.32	2.21



Year to date is currently running 0.10 days above the sickness absence target. HR are working with procurement to tender a new Occupational Health Service and Employee Assistance Programme. HR are also continuing to provide departments with targeted absence information to support managers in proactively managing their staffs absence.

SECTION 4 – Partnership Indicators

Health and Wellbeing Indicators

	Performance Measures	Rationale for inclusion	Latest Performance
1.	<p>Referral for treatment - % of patients referred from GP to hospital treatment within 18 weeks (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/july-2018/2324-item-16-performance-report-sccg-25th-july-2018/file</p>	<p>National standard, providing a measurement of key area of performance and a key area of public concern. Can be produced monthly and is easy to benchmark.</p>	<p style="text-align: center;">87.15% (April - 2018)</p> <p style="text-align: center;">Against national target of 92%</p>
2.	<p>Cancer treatment - % patients treated within 62 days of GP urgent suspected cancer referral (Southend University Hospital Foundation Trust)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/july-2018/2324-item-16-performance-report-sccg-25th-july-2018/file</p>	<p>National standard, providing a measurement of key area of performance and a key area of public concern. Can be produced monthly and is easy to benchmark.</p>	<p style="text-align: center;">62 Day Operational Standard 74.1% (May 2018)</p> <p style="text-align: center;">Against 85% target</p> <p>74.5 out of 100 patients were treated within 62 days.</p>
3.	<p>A&E - % of patients attending Southend University Hospital A&E, seen and discharged in under 4 hours (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/july-2018/2324-item-16-performance-report-sccg-25th-july-2018/file</p>	<p>National standard. Provides information relating to the effectiveness of the urgent care system. Can be produced monthly and is easy to benchmark.</p>	<p style="text-align: center;">95% (May 2018)</p> <p style="text-align: center;">Against national target of 95%</p>
4.	<p>Mental health - Improving Access to Psychological Therapy (IAPT) - % of people with common mental health problems accessing the service and entering treatment in the current year (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/july-2018/2325-item-16-appendix-1-integrated-performance-report-se-gb-july-2018/file</p>	<p>Provides an indicator for a priority area for councillors and one of the HWB Strategy ambitions. Can be produced monthly and is easily benchmarked.</p>	<p style="text-align: center;">1.50% (June 2018)</p> <p style="text-align: center;">Against target of 1.40%</p> <p>(A meeting to take place with CCGs and EPUT and on 28th August 2018 to discuss concerns of waiting times)</p>
5.	<p>Dementia - % of people diagnosed with dementia against the estimated prevalence. (66.7% national ambition).</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/july-2018/2324-item-16-performance-report-sccg-25th-july-2018/file</p>	<p>Issue of increasing prevalence and concern among the public. Can be produced monthly and is easy to benchmark.</p>	<p>Southend achieved 75.3% in May 2018 against the 66.7% diagnosis ambition target.</p>

	sccg-25th-july-2018/file		
6.	<p>Primary Care – GP Patient Survey: - Overall experience of the GP surgery (very/fairly good; fairly/very poor; neither good nor poor)</p> <p>https://gp-patient.co.uk/Slidepacks2018</p>	Provides residents views on the quality of GP service in the borough. Survey is now produced annually.	<p>Overall experience of GP surgery – July 2018</p> <p>Very good – 41% Fairly good – 39% Neither good nor poor – 12% Fairly poor – 5% Very poor – 3%</p> <p>National Average of patients rating ‘Good’ is 84%</p>
7.	<p>End of life care - Preferred Place of Death (PPoD) – Percentage of patients referred to the Palliative Care Support Register (PCSE) who have expressed a preference for place of death and who achieve this preference. *</p>	<p>Nationally accepted as a key performance indicator for end of life care; integral to Ambitions for Palliative and End of Life Care: a national framework for local action 2015-2020.</p> <p>Can be produced monthly.</p>	<p>Southend: 82%</p> <p>The PPoD achievement for Southend in May 2018 is 50 out of 61.</p> <p>(no national target at present)</p>

*although patients make a preference for a place of death, often home, the reality of the last days/hours of life often prompts patients and/or relatives/carers to change their mind and seek what they consider to be a place of safety and support, which is invariably the acute trust. Patients are documented for PPoD as: Home; Hospital; Hospice; Care/Nursing Home; Community Hospital.

Local Economy Indicators

Performance Measures		Latest Performance Economic Scorecard Reported Quarterly										
1.	Average House Prices	<table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th></th> <th style="text-align: center;">May 2017</th> <th style="text-align: center;">May 2018</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Average Price</td> <td style="text-align: center;">£264,965.00</td> <td style="text-align: center;">£272,967.00</td> </tr> <tr> <td style="text-align: center;">% Change</td> <td style="text-align: center;">7.6% - (May 17-18)</td> <td style="text-align: center;">3.0% (May 18-19)</td> </tr> </tbody> </table>			May 2017	May 2018	Average Price	£264,965.00	£272,967.00	% Change	7.6% - (May 17-18)	3.0% (May 18-19)
	May 2017	May 2018										
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% Change	7.6% - (May 17-18)	3.0% (May 18-19)										
2.	Planning Applications	<table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">June 2018</td> <td style="text-align: center;">214</td> </tr> <tr> <td style="text-align: center;">June 2017</td> <td style="text-align: center;">209</td> </tr> </tbody> </table>		June 2018	214	June 2017	209					
June 2018	214											
June 2017	209											
3.	Job Seekers Allowance Claimants	<table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th></th> <th style="text-align: center;">July 2017</th> <th style="text-align: center;">July 2018</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">JSA Claimants (Number)</td> <td style="text-align: center;">2,325</td> <td style="text-align: center;">3,470</td> </tr> <tr> <td style="text-align: center;">JSA Claimants %</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">3.1%</td> </tr> </tbody> </table> <p style="margin-top: 10px;">Source: Office of National Statistics & Southend-on-Sea Borough Council</p>			July 2017	July 2018	JSA Claimants (Number)	2,325	3,470	JSA Claimants %	2.1%	3.1%
	July 2017	July 2018										
JSA Claimants (Number)	2,325	3,470										
JSA Claimants %	2.1%	3.1%										

Community Safety Indicators

Short name	Month's value (June 2018)	Comment – explanation of current performance, actions to improve performance and anticipated future performance																																				
Score against 10 BCS crimes; Theft of Vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, wounding's, robbery. [Cumulative]	3043	<p>Reports of ASB in the Eastwood and Leigh areas were proactively discouraged. Coffee with a copper across the Borough continues. A dispersal order was issued in the Chalkwell area to address intelligence of increased young person's using the area following GCSE exams. Theatre group N-ACT invited to work with schools to promote awareness of gang and knife crime. The Council proposed to invest £250k to create a larger community safety team.</p> <p>June 2018 BCS Breakdown: Theft of a vehicle – 3%; Theft from a vehicle - 8% ; Vehicle interference – 1%; Burglary in a dwelling – 8%; Bicycle Theft – 4%; Theft from the person -2%; Criminal damage (exc 59) - 17%; HMIC Violence without injury – 40%; Wounding (Serious or Other) – 16%; Personal Robbery – 2%.</p>																																				
Performance Measures	Rationale for inclusion	Latest Performance Available																																				
10 BCS crimes	Provides a broad indication of the level of crime in the borough, is a familiar performance measure and is easy to benchmark.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Individual Components of 10 BCS Comparator Crime</th> <th style="text-align: center;">BCS Crimes (June 2018)</th> <th style="text-align: center;">Essex Police Performance Summary Offences (Rolling 12 months to June 2018)</th> </tr> </thead> <tbody> <tr> <td>10 BCS Crimes - total</td> <td style="text-align: center;">1065</td> <td style="text-align: center;">*</td> </tr> <tr> <td>Theft of a vehicle</td> <td style="text-align: center;">39</td> <td style="text-align: center;">400</td> </tr> <tr> <td>Theft from Vehicle</td> <td style="text-align: center;">85</td> <td style="text-align: center;">757</td> </tr> <tr> <td>Vehicle Interference</td> <td style="text-align: center;">12</td> <td style="text-align: center;">181</td> </tr> <tr> <td>Burglary in a dwelling (Pre-April 17 definition)</td> <td style="text-align: center;">50</td> <td style="text-align: center;">661</td> </tr> <tr> <td>Bicycle theft</td> <td style="text-align: center;">54</td> <td style="text-align: center;">451</td> </tr> <tr> <td>Theft from the person</td> <td style="text-align: center;">20</td> <td style="text-align: center;">253</td> </tr> <tr> <td>Criminal Damage (exc 59)</td> <td style="text-align: center;">182</td> <td style="text-align: center;">1873</td> </tr> <tr> <td>HMIC Violence Without Injury</td> <td style="text-align: center;">427</td> <td style="text-align: center;">1805</td> </tr> <tr> <td>Wounding (Serious or Other)</td> <td style="text-align: center;">173</td> <td style="text-align: center;">*</td> </tr> <tr> <td>Robbery (Personal Property)</td> <td style="text-align: center;">23</td> <td style="text-align: center;">242</td> </tr> </tbody> </table> <p>*Not recorded</p>	Individual Components of 10 BCS Comparator Crime	BCS Crimes (June 2018)	Essex Police Performance Summary Offences (Rolling 12 months to June 2018)	10 BCS Crimes - total	1065	*	Theft of a vehicle	39	400	Theft from Vehicle	85	757	Vehicle Interference	12	181	Burglary in a dwelling (Pre-April 17 definition)	50	661	Bicycle theft	54	451	Theft from the person	20	253	Criminal Damage (exc 59)	182	1873	HMIC Violence Without Injury	427	1805	Wounding (Serious or Other)	173	*	Robbery (Personal Property)	23	242
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		**Solved rates show the ratio between the number of police-recorded crimes where the offender has received a formal sanction (includes; charges, cautions, penalty notices and cannabis warnings), and the total number of crimes recorded in the time period covered. (Solved rates do not include restorative justice or a community resolution.			
Potential Performance Measures		Rationale for inclusion	Latest Performance		
			Rolling 12 months to June 2018		Rolling 12 month Increase/ Decrease %
2	Total number of crimes +/- incidents	Provides a broad indication of the level of crime in the borough, covering all crimes	Total number of Incidents	Total number of Crimes	Crimes – ↑TBC
			4311 (June 18)	TBC (June 18)	Incidents - ↑1.34%
3	Anti-social Behaviour reported	A key concern of members and public that is not reflected in the 10 BCS crimes performance measure.	6789		↓3.4%
4	Number of arrests (cumulative)	Provides key performance information relating to Police activity to tackle crime. However, the measure may be misleading as the number of arrests has been declining as a result of greater use of alternatives to formal charges (penalty notices, community resolution, cautions etc..) – a trend which is likely to continue.	340		↑2.1%
5	‘Positive disposals’ (outcomes of crimes ‘cleared up’ other than a formal conviction –..)	Recognises the full range of possible outcomes taken following arrest, such as community resolution, cautions etc...	TBC		TBC
6	Number of domestic abuse incidents	High profile area of work and a demand pressure on resources.	2224		↓40.67%
7	Number of incidents of missing people reported	High profile area of work and a demand pressure on resources.	86		↓3.37%



Revenue Budget Monitoring 2018/19

Period 4

as at 31st July 2018

Portfolio Summary

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1. Commentary

This report outlines the budget monitoring position for the General Fund and Housing Revenue Account for 2018/19, based on the views of the Directors and their Management Teams, in light of expenditure and income to 31st July 2018.

The starting point for the budget monitoring is the original budget as agreed by Council in February 2018.

2. Overall Budget Performance

As at the end of July, the forecast outturn is suggesting a net portfolio overspend of £2,028,000 (1.5% of net portfolio expenditure). The cause of the overspend lies entirely within Service Areas, with the most significant budget issues being within Children's Services and Traffic and Highways. In line with previous custom and practice, it is assumed that the residual overspend of £1,834,000 will be drawn down from earmarked reserves rather than impacting on the General Reserve as that would reduce General Reserves below the optimal level set by the Council's Section 151 Officer in his adequacy of balances statement to the Council in setting the 2018/2019 budget.

Portfolio	Latest Budget 2018/19 £000	Projected Outturn 2018/19 £000	July Forecast Variance £000	June Forecast Variance £000	Trend
Leader	11,110	11,086	(24)	(24)	↔
Growth	3,314	3,253	(61)	(18)	↓
Adult and Housing	41,484	41,554	70	70	↔
Children and Learning	36,615	37,240	625	625	↔
Healthy Communities and Wellbeing	13,679	13,945	266	250	↑
Infrastructure	14,095	15,749	1,654	1,585	↑
Public Protection	13,782	13,280	(502)	(890)	↑
Total Portfolio	134,079	136,107	2,028	1,598	↑
Non-Service Areas	(17,841)	(18,035)	(194)	(145)	↓
Earmarked Reserves	6,798	4,964	(1,834)	(1,453)	↓
Net Expenditure / (Income)	123,036	123,036	0	0	↔

Where Service Areas are forecasting an overspend by the end of the year, the relevant Director has been advised that appropriate action plans must be in place to address any projected overspend position so that a balanced budget for the Council is produced by the year end.

3. Non Service Variances - £194,000 forecast underspend

Financing Costs

The (£194k) favourable variance is due to additional property fund units which were purchased after the budget was set.

4. Appropriations to / from Earmarked Reserves

Net appropriations to Earmarked Reserves totalling £5,436,000 were agreed by Council when setting the 2018/19 budget in February 2018. The current outturn position allows for further in-year net appropriations to reserves totalling £1,362,000. Total net appropriations to reserves for 2018/19 are therefore forecast to be £6,798,000.

The net change of £1,362,000 comprises the following planned appropriations:-

To Reserves

- £2,547,000 to the Capital Reserve due to programme re-profiling

From Reserves

- (£1,095,000) from the Children’s Social Care Reserve
- (£68,000) from the Business Transformation Reserve as agreed by CMT
- (£22,000) from the Troubled Families Reserve

Unless further management action and savings are identified, there will also be the need for an appropriation from the Business Transformation Reserve of £1,834,000 to rebalance the budget.

5. Revenue Contributions to Capital Outlay (RCCO)

The original budget for 2018/19 included planned revenue contributions for capital investments, via the use of Earmarked Reserves, of £5,058,000. Due to slippage from 2018/19 into 2019/20 agreed at Cabinet in June 2018, this budget has now decreased to £2,583,000. The Capital Reserve will fund £2,129,000 of this, £238,000 is funded from the Agresso Reserve and the remaining £216,000 is funded from the People Workforce Strategy Team and energy savings generated from energy efficiency projects.

6. Performance against Budget savings targets for 2018/19

As part of setting the Council budget for 2018/19, a schedule of Departmental and Corporate savings was approved totalling £7.594 million. These are required to achieve a balanced budget.

A monthly exercise is in place to monitor the progress of the delivery of these savings. A breakdown, by RAG status, of the Departmental Savings is shown below:

	a	b	c	b+c	d	e	a-(b+c+e)
	Target Saving £000	Green £000	Amber £000	Expected Delivery of Savings £000	Red - Estimated not Deliverable £000	Saving mitigated in year £000	Residual Under / (Over) Delivery £000
Leader	80	0	0	0	80	80	0
Growth	509	509	0	509	0	0	0
Adults and Housing	2,325	550	1,775	2,325	0	0	0
Children and Learning	840	99	741	840	0	0	0
Healthy Communities and Wellbeing	504	355	149	504	0	0	0
Infrastructure	1,006	206	464	670	336	0	336
Public Protection	30	12	0	12	18	0	18
	5,294	1,731	3,129	4,860	434	80	354
Non-Portfolio	2,300	2,300	0	2,300	0	0	0
	7,594	4,031	3,129	7,160	434	80	354

The current forecast is showing a shortfall of £354,000 against the required savings total of £7.594 million. Directors have been advised of the need to continue to seek mitigations where planned

savings cannot be achieved so that a balanced budget for the Council can be achieved by financial year-end.

7. Overall Budget Performance – Housing Revenue Account (HRA)

The HRA budget was approved by Council in February 2018 and anticipated an operating surplus of £4,547,000.

The closing HRA balance as at March 2018 was £3,502,000.

The latest forecast as at July 2018 indicates that the HRA will have an income surplus of £360,000 in 2018/19. This is because early predictions are showing higher rental income than budgeted for. The estimate assumes a 4% void allowance across all properties and the actual up to the end of July has been less.

8. Budget Virements

In line with the approved financial procedure rules all virements over £50,000 between portfolio services or between pay and non-pay budgets are to be approved by Cabinet. Below is a table showing the virements which fall within these parameters:-

	DR	CR
	£000	£000
Virements over £50,000 in reported period	7,624	(7,624)
Virements over £50,000 previously reported	2,006	(2,006)
Virements approved under delegated authority	27	(27)
Total Virements	9,657	(9,657)

The virements for Cabinet approval this period are:

	£000
Re-allocation of Ofsted Funding	300
Re-allocation of the Waste Management Reserve in line with MTFS assumption	320
Allocation of iBCF funding	2,139
Allocation of iBCF funding	3,350
Refinancing of HRA capital programme	1,515
Total	7,624

General Fund

Portfolio Summary

Portfolio	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Leader	13,384	(2,448)	10,936	174	13,489	(2,379)	11,110	11,086	(24)	↔
Growth	8,880	(5,799)	3,081	233	8,805	(5,491)	3,314	3,253	(61)	↓
Adult and Housing	69,994	(27,117)	42,877	(1,393)	68,887	(27,403)	41,484	41,554	70	↔
Children and Learning	108,037	(74,481)	33,556	3,059	111,097	(74,482)	36,615	37,240	625	↔
Healthy Communities and Wellbeing	119,551	(105,915)	13,636	43	119,594	(105,915)	13,679	13,945	266	↑
Infrastructure	28,408	(14,235)	14,173	(78)	28,330	(14,235)	14,095	15,749	1,654	↑
Public Protection	17,515	(3,733)	13,782	0	17,515	(3,733)	13,782	13,280	(502)	↑
Portfolio Net Expenditure	365,769	(233,728)	132,041	2,038	367,717	(233,638)	134,079	136,107	2,028	↑
Reversal of Depreciation	(39,074)	10,793	(28,281)	0	(39,074)	10,793	(28,281)	(28,281)	0	↔
Levies	638	0	638	0	638	0	638	638	0	↔
Financing Costs	8,542	0	8,542	(308)	8,234	0	8,234	8,040	(194)	↓
Contingency	5,716	0	5,716	(617)	5,099	0	5,099	5,099	0	↔
Pensions Upfront Funding	(3,734)	0	(3,734)	0	(3,734)	0	(3,734)	(3,734)	0	↔
Non Portfolio Net Expenditure	(27,912)	10,793	(17,119)	(925)	(28,837)	10,793	(18,044)	(18,238)	(194)	↓
Net Operating Expenditure	337,857	(222,935)	114,922	1,113	338,880	(222,845)	116,035	117,869	1,834	↑
General grants	0	(2,380)	(2,380)	0	0	(2,380)	(2,380)	(2,380)	0	↔
Revenue Contribution to Capital	5,058	0	5,058	(2,475)	2,583	0	2,583	2,583	0	↔
Contribution to / (from) Earmarked Reserves	5,436	0	5,436	1,362	6,798	0	6,798	4,964	(1,834)	↓
Contribution to / (from) General Reserves	0	0	0	0	0	0	0	0	0	↔
Net Expenditure / (Income)	348,351	(225,315)	123,036	0	348,261	(225,225)	123,036	123,036	0	↔

Use of General Reserves	
Balance as at 1 April 2018	11,000
(Use) / contribution to in Year	0
Balance as at 31 March 2018	11,000

11,000	11,000	0	↔
0	0	0	
11,000	11,000	0	↔

Leader Portfolio

Leader : Cllr John Lamb

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Corporate Planning and Policy										
a. Corporate and Non-Distributable Costs	1,919	(184)	1,735	73	1,992	(184)	1,808	1,808	0	↔
Corporate Services										
b. Department of the Chief Executive	634	0	634	0	634	0	634	610	(24)	↔
Financial Services										
c. Accountancy	2,131	(295)	1,836	0	2,131	(295)	1,836	1,836	0	↔
d. Accounts Payable	119	(4)	115	0	119	(4)	115	115	0	↔
e. Accounts Receivable	190	(77)	113	0	190	(77)	113	113	0	↔
f. Insurance	162	(247)	(85)	0	162	(247)	(85)	(85)	0	↔
g. Internal Audit	774	(271)	503	0	705	(202)	503	503	0	↔
h. Corporate Fraud	225	(52)	173	0	225	(52)	173	173	0	↔
i. Corporate Procurement	621	0	621	60	681	0	681	681	0	↔
Human Resources & Organisational Development										
j. Human Resources	1,815	(505)	1,310	29	1,844	(505)	1,339	1,339	0	↔
k. People and Organisational Development	414	(115)	299	0	414	(115)	299	299	0	↔
l. Tickfield Training Centre	370	(156)	214	0	370	(156)	214	214	0	↔
Legal and Democratic Services										
m. Democratic Services Support	371	0	371	0	371	0	371	371	0	↔
n. Mayoralty	191	0	191	0	191	0	191	191	0	↔
o. Member Support	730	0	730	0	730	0	730	730	0	↔
p. Elections and Electoral Registration	354	0	354	0	354	0	354	354	0	↔
q. Local Land Charges	197	(297)	(100)	0	197	(297)	(100)	(100)	0	↔
r. Legal Services	1,308	(245)	1,063	0	1,308	(245)	1,063	1,063	0	↔
Other Services										
s. Emergency Planning	82	0	82	0	82	0	82	82	0	↔
t. Corporate Subscriptions	85	0	85	0	85	0	85	85	0	↔
u. Strategy and Performance	692	0	692	12	704	0	704	704	0	↔
Total Net Budget for Department	13,384	(2,448)	10,936	174	13,489	(2,379)	11,110	11,086	(24)	↔

Forecast Outturn Variance

- a.
 - b. Full staffing budget will not be required
 - c.
 - d.
 - e.
 - f.
 - g.
 - h.
 - i.
 - j.
 - k.
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Growth Portfolio

Growth : Cllr James Courtenay

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Asset and Facilities Management										
a. Asset Management	416	(16)	400	0	416	(16)	400	400	0	↔
b. Corporate and Industrial Estates	177	(3,319)	(3,142)	308	177	(3,011)	(2,834)	(2,834)	0	↔
c. Property Management and Maintenance	469	(111)	358	0	469	(111)	358	378	20	↔
d. Buildings Management	2,543	(110)	2,433	0	2,543	(110)	2,433	2,433	0	↔
Economic Development and Regeneration										
e. Economic Development	1,004	(578)	426	(75)	929	(578)	351	351	0	↔
f. Town Centre	206	(59)	147	0	206	(59)	147	133	(14)	↓
g. Better Queensway	0	0	0	0	0	0	0	0	0	↔
Planning										
h. Development Control	895	(631)	264	0	895	(631)	264	197	(67)	↓
i. Regional and Local Town Plan	284	0	284	0	284	0	284	284	0	↔
Tourism										
j. Resorts Services Pier and Foreshore	2,828	(957)	1,871	0	2,828	(957)	1,871	1,871	0	↔
k. Tourism	58	(18)	40	0	58	(18)	40	40	0	↔
Total Net Budget for Department	8,880	(5,799)	3,081	233	8,805	(5,491)	3,314	3,253	(61)	↓

Forecast	Outturn	Variance
a.		
b.		
c.	Lower capitalisation of salaries than anticipated.	
d.		
e.		
f.	Income generated from Town Centre charges for promotions and events.	
g.		
h.	Higher income within the Development Control team is being partially offset by the costs of Agency Staff in the Borough Wide team.	
i.		
j.		
k.		

Adults and Housing Portfolio

Adults and Housing : Cllr Tony Cox

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Adult Social Care										
a. Adult Support Services and Management	298	0	298	213	511	0	511	511	0	↔
b. Business Support Team	1,776	(184)	1,592	0	1,776	(184)	1,592	1,592	0	↔
c. Strategy, Development and Commissioning	2,228	(590)	1,638	30	2,258	(590)	1,668	1,668	0	↔
d. People with a Learning Disability	14,427	(1,922)	12,505	0	14,427	(1,922)	12,505	12,505	0	↔
e. People with Mental Health Needs	3,653	(198)	3,455	(25)	3,628	(198)	3,430	3,430	0	↔
f. Older People	29,566	(16,464)	13,102	(1,923)	29,792	(18,613)	11,179	11,179	0	↔
g. Other Community Services	5,877	(4,574)	1,303	500	4,193	(2,390)	1,803	1,873	70	↔
h. People with a Physical or Sensory Impairment	4,614	(1,222)	3,392	0	4,649	(1,257)	3,392	3,392	0	↔
i. Service Strategy and Regulation	124	(69)	55	0	124	(69)	55	55	0	↔
Council and Private Sector Housing Investment										
j. Private Sector Housing	3,780	(1,119)	2,661	0	3,780	(1,119)	2,661	2,661	0	↔
k. Supporting People	2,433	0	2,433	(188)	2,245	0	2,245	2,245	0	↔
Homelessness										
l. Housing Needs and Homelessness	994	(658)	336	0	1,280	(944)	336	336	0	↔
Strategy and Advice										
m. Strategy and Planning for Housing	224	(117)	107	0	224	(117)	107	107	0	↔
Total Net Budget for Department	69,994	(27,117)	42,877	(1,393)	68,887	(27,403)	41,484	41,554	70	↔

Forecast Outturn Variance

- a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g. Forecast overspend on Social Work teams because the teams are currently not meeting the budgeted vacancy factor which assume as certain level of staffing turnover.
 - h.
 - i.
 - j.
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Children and Learning Portfolio

Children and Learning : Cllr Helen Boyd

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Childrens Social Care										
a. Children Fieldwork Services	4,379	(5)	4,374	933	5,312	(5)	5,307	5,442	135	↓
b. Children with Disabilities	1,175	(183)	992	0	1,175	(183)	992	992	0	↔
c. Childrens Specialist Support and Commissioning	2,624	(164)	2,460	110	2,734	(164)	2,570	2,580	10	↑
d. Inhouse Fostering and Adoption	4,911	(236)	4,675	65	4,976	(236)	4,740	4,740	0	↔
e. Leaving Care Placements and Resources	1,104	(232)	872	500	1,604	(232)	1,372	1,562	190	↔
f. Private Voluntary Independent Provider Placements	3,825	(120)	3,705	1,190	5,015	(120)	4,895	5,185	290	↔
Youth and Family Support										
g. Early Help and Family Support	1,723	(1,201)	522	258	1,981	(1,201)	780	780	0	↔
h. Youth Offending Service	1,894	(632)	1,262	3	1,897	(632)	1,265	1,265	0	↔
i. Youth Service	1,067	(437)	630	0	1,067	(437)	630	630	0	↔
Educational and Schools										
j. School Support and Education Transport	22,646	(10,872)	11,774	0	22,646	(10,872)	11,774	11,774	0	↔
k. Early Years Development and Child Care Partnership	12,023	(10,825)	1,198	0	12,023	(10,825)	1,198	1,198	0	↔
l. High Needs Educational Funding	11,906	(11,028)	878	0	11,907	(11,029)	878	878	0	↔
m. Southend Adult Community College	3,400	(3,186)	214	0	3,400	(3,186)	214	214	0	↔
Maintained Schools Delegated										
n. Maintained Schools Delegated Budgets	32,454	(32,454)	0	0	32,454	(32,454)	0	0	0	↔
o. Pupil Premium	2,906	(2,906)	0	0	2,906	(2,906)	0	0	0	↔
Total Net Budget for Department	108,037	(74,481)	33,556	3,059	111,097	(74,482)	36,615	37,240	625	↔

Forecast Outturn Variance

- a. Staffing pressures because of the required use of agency staff to support children social worker caseloads.

- b.

- c.

- d.

- e. Cost pressures on children who are leaving care and their associated support costs.

- f. The forecast variance pressure relates to the cost of provision for external care provided to looked after children. As previously reported, the pressures are both a local and national issue, and since the middle of 2016/17 Southend has experienced an increase in the number of local authority looked after children.

- g.

- h.

- i.

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Healthy Communities and Wellbeing Portfolio

Healthy Communities and Wellbeing : Cllr Lesley Salter

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Community Resilience and Cohesion										
a. Partnership Team	231	0	231	0	231	0	231	231	0	↔
b. Community Centres and Club 60	93	(1)	92	0	93	(1)	92	92	0	↔
Culture										
c. Arts Development	499	(233)	266	0	499	(233)	266	322	56	↑
d. Amenity Services Organisation	3,673	(683)	2,990	0	3,673	(683)	2,990	2,990	0	↔
e. Culture Management	146	(6)	140	0	146	(6)	140	140	0	↔
f. Library Service	3,378	(397)	2,981	0	3,378	(397)	2,981	2,981	0	↔
g. Museums and Art Gallery	1,995	(80)	1,915	0	1,995	(80)	1,915	1,915	0	↔
h. Parks and Amenities Management	1,812	(786)	1,026	0	1,812	(786)	1,026	1,236	210	↔
i. Sports Development	54	0	54	0	54	0	54	54	0	↔
j. Sport and Leisure Facilities	589	(304)	285	0	589	(304)	285	285	0	↔
k. Southend Theatres	647	(27)	620	0	647	(27)	620	620	0	↔
Customer Services										
l. Registration of Births Deaths and Marriages	330	(378)	(48)	0	330	(378)	(48)	(48)	0	↔
m. Customer Services Centre	1,976	(295)	1,681	35	2,011	(295)	1,716	1,716	0	↔
Revenues and Benefits										
n. Council Tax Collection	869	(607)	262	0	869	(607)	262	262	0	↔
o. Non Domestic Rates Collection	199	(306)	(107)	0	199	(306)	(107)	(107)	0	↔
p. Housing Benefit Administration	1,801	(1,195)	606	8	1,809	(1,195)	614	614	0	↔
q. Rent Benefit Payments	91,582	(91,685)	(103)	0	91,582	(91,685)	(103)	(103)	0	↔
Health										
r. Public Health	6,323	(6,480)	(157)	0	6,323	(6,480)	(157)	(157)	0	↔
s. Drug and Alcohol Action Team	2,270	(2,187)	83	0	2,270	(2,187)	83	83	0	↔
t. Young Persons Drug and Alcohol Team	273	(265)	8	0	273	(265)	8	8	0	↔
Voluntary and Community Services										
u. Support to Voluntary Sector	811	0	811	0	811	0	811	811	0	↔
Total Net Budget for Department	119,551	(105,915)	13,636	43	119,594	(105,915)	13,679	13,945	266	↑

Forecast Outturn Variance

- a.
 - b.
 - c. The delivery partner of Twenty One have terminated their agreement with us and as a result, the venue is now only open for any events which were arranged prior to its closure. These events continue sporadically up until the end of August and many of them do not pay a hire charge for the venue. At this moment there is no agreed course of action for the future of the venue and therefore we remain liable for the Business Rates and running costs of the site.
 - d.
 - e.
 - f.
 - g.
 - h. The income received from outdoor sports teams has been reducing over the last 5 years. There is currently a review underway to understand in which locations this has taken place and the sports mostly affected by this. It is believed that the increase in budget gyms and the uptake of cycling has had an impact on organised team sports nationally which subsequently has reduced the income this generates within our parks.
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Infrastructure Portfolio

Infrastructure : Cllr Andrew Moring

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Transport										
a. Highways Maintenance	10,956	(1,708)	9,248	0	10,956	(1,708)	9,248	9,641	393	↑
b. Bridges and Structural Engineering	414	0	414	0	414	0	414	414	0	↔
c. Decriminalised Parking	1,171	(1,699)	(528)	0	1,171	(1,699)	(528)	(93)	435	↑
d. Car Parking Management	1,170	(7,222)	(6,052)	0	1,170	(7,222)	(6,052)	(5,441)	611	↓
e. Concessionary Fares	3,307	0	3,307	0	3,307	0	3,307	3,307	0	↔
f. Passenger Transport	417	(65)	352	0	417	(65)	352	423	71	↔
g. Road Safety and School Crossing	229	0	229	0	229	0	229	229	0	↔
h. Transport Planning	1,672	(1,990)	(318)	0	1,672	(1,990)	(318)	(318)	0	↔
i. Traffic and Parking Management	600	(5)	595	0	600	(5)	595	709	114	↑
j. Dial A Ride Service	105	(19)	86	0	105	(19)	86	86	0	↔
k. Transport Management	173	0	173	0	173	0	173	173	0	↔
l. Vehicle Fleet	550	(344)	206	0	550	(344)	206	206	0	↔
m. Digital Futures	6,193	(1,183)	5,010	(78)	6,115	(1,183)	4,932	4,932	0	↓
Other Services										
n. Enterprise Tourism and Environment Central Pool	1,451	0	1,451	0	1,451	0	1,451	1,481	30	↑
Total Net Budget for Department	28,408	(14,235)	14,173	(78)	28,330	(14,235)	14,095	15,749	1,654	↑

Forecast Outturn Variance

- a. As a result of the poor weather conditions in late February / early March labelled as the “Beast from the East”, the condition of the road network deteriorated and as a result there was a large increase in the number of defects on the highways and footways. The launch of MySouthend is giving residents the opportunity to report defects and these are focussing the Inspectors on verifying MySouthend calls which will ultimately result in more works to the Highway. All of these factors are resulting in a pressure of approximately £400k although over a period of time we will be able to understand better if this is a current spike in identification of defects, or the new norm under an enhanced inspection regime.
-
- b.
-
- c. There has been a 33% increase in the amount of PCN income received to the end of July 2018 in comparison to the same time period for 2017/18, however a shortfall in income at the end of the year is still forecast. Although the value of old debt is reducing year on year, the anticipated bad debt provision is still £100k more than the budget provision. There has also been an increase in the number of PCN’s registered with the Traffic Enforcement Centre which allows further opportunities for outstanding debts to be collected.
-
- d. As at the end of July, car parking income has increased significant, especially in June and July when we enjoyed a very dry spell and a heatwave. Within that, there has been an 11% shift in usage from on street car parks to off street surface car parks. From an analysis of 7 town centre car parks which have retained the same machines over this period, projections suggest that the off street car parks will perform even better than independent advice had suggested. However, due to the shift from on street to off street (where VAT is payable) the additional income from the removal of 1, 3 and 5 hour parking charges is currently being negated by the loss in on street parking income (where no VAT is payable).
-
- e.
-
- f. Unfortunately the Travel Centre has been vandalised on a number of occasions and incidents of anti-social behaviour have resulted in the necessity to provide regular security patrols at the site in order to provide a safe environment for bus users.
-
- g.
-
- h.
-
- i. A number of staff who are budgeted on the basis of delivering the capital programme have not charged as much time to capital as anticipated due to the type of projects in the capital programme this year.
-
- j.
-
- k.
-
- l.
-
- m.
-
- n. There have been delays in the implementation of a staffing restructure within the team after the feedback received from the necessary consultation.
-

Public Protection Portfolio

Public Protection : Cllr Mark Flewitt

Service Department	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Community Safety										
a. Closed Circuit Television	549	(33)	516	0	549	(33)	516	451	(65)	↔
b. Community Safety	216	(32)	184	0	216	(32)	184	184	0	↔
Energy										
c. Climate Change	111	(144)	(33)	0	111	(144)	(33)	(33)	0	↔
Cemeteries and Crematorium										
d. Cemeteries and Crematorium	1,161	(2,566)	(1,405)	0	1,161	(2,566)	(1,405)	(1,405)	0	↔
Flooding										
e. Flood and Sea Defences	811	(11)	800	0	811	(11)	800	800	0	↔
Regulatory Services										
f. Regulatory Business	35	(14)	21	0	35	(14)	21	21	0	↔
g. Regulatory Licensing	100	(469)	(369)	0	100	(469)	(369)	(369)	0	↔
h. Regulatory Management	1,134	0	1,134	0	1,134	0	1,134	1,134	0	↔
i. Regulatory Protection	71	(13)	58	0	71	(13)	58	58	0	↔
j. Building Control	443	(440)	3	0	443	(440)	3	124	121	↑
Waste and Street Scene										
k. Public Conveniences	550	0	550	0	550	0	550	550	0	↔
l. Waste Collection	4,695	0	4,695	220	4,915	0	4,915	4,915	0	↔
m. Waste Disposal	5,264	0	5,264	(220)	5,044	0	5,044	4,621	(423)	↑
n. Street Cleansing	1,360	0	1,360	0	1,360	0	1,360	1,360	0	↔
o. Household Recycling	477	(7)	470	0	477	(7)	470	470	0	↔
p. Environmental Care	242	(4)	238	0	242	(4)	238	238	0	↔
q. Waste Management	296	0	296	0	296	0	296	161	(135)	↔
Total Net Budget for Department	17,515	(3,733)	13,782	0	17,515	(3,733)	13,782	13,280	(502)	↑

Forecast Outturn Variance

- a. Additional maintenance costs for digitisation will not be incurred as the cameras have not yet been procured
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j. Income has reduced this year for services which are also provided by the private sector. There is also an unfunded apprentice post and a pressure due to annual market supplements to retain staff.
- k.
- l.
- m. Due to the Mechanical Biological Treatment plant (MBT) in Basildon continuing to fail to meet the performance requirements of the original specification, the reduced gate fee during the commissioning phase is still in place. This is allowing SBC to dispose of residual waste at a much lower rate than the original business case. This, along with a change in the disposal of food waste which now provides us with an income, is resulting in a forecast underspend.
- n.
- o.
- p.
- q. As part of the revised agreement with Essex County Council relating to the Joint Working Agreement, SBC will still receive our share of the Waste Infrastructure Grant up until December 2019 which wasn't included in the original budget.

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Housing Revenue Account

	Original Budget			Virement £'000	Latest Budget			Expected Outturn £'000	Forecast Variance £'000	Movement from Period 3
	Gross Expend £'000	Gross Income £'000	Net £'000		Gross Expend £'000	Gross Income £'000	Net £'000			
Employees	210	0	210	0	210	0	210	210	0	↔
Premises (excluding repairs)	790	0	790	0	790	0	790	790	0	↔
Repairs	4,930	0	4,930	0	4,930	0	4,930	4,930	0	↔
Supplies and Services	69	0	69	0	69	0	69	69	0	↔
Management Fee	5,579	0	5,579	0	5,579	0	5,579	5,579	0	↔
MATS	1,146	0	1,146	0	1,146	0	1,146	1,146	0	↔
Provision for Bad Debts	394	0	394	0	394	0	394	394	0	↔
Depreciation	6,284	0	6,284	0	6,284	0	6,284	6,284	0	↔
Capital Financing Charges	3,515	0	3,515	0	3,515	0	3,515	3,515	0	↔
Gross Expenditure	22,917	0	22,917	0	22,917	0	22,917	22,917	0	↔
Fees and Charges	0	(349)	(349)	0	0	(349)	(349)	(349)	0	↔
Dwelling Rents	0	(24,900)	(24,900)	0	0	(24,900)	(24,900)	(25,260)	(360)	↔
Other Rents	0	(1,372)	(1,372)	0	0	(1,372)	(1,372)	(1,372)	0	↔
Other Income	0	(27)	(27)	0	0	(27)	(27)	(27)	0	↔
Interest	0	(250)	(250)	0	0	(250)	(250)	(250)	0	↔
Recharges	0	(566)	(566)	0	0	(566)	(566)	(566)	0	↔
Non Department Net Expenditure	0	(27,464)	(27,464)	0	0	(27,464)	(27,464)	(27,824)	(360)	↔
Net Operating Expenditure	22,917	(27,464)	(4,547)	0	22,917	(27,464)	(4,547)	(4,907)	(360)	↔
Revenue Contribution to Capital	1,925	0	1,925	(1,515)	410	0	410	410	0	↓
Contribution to/ (from) Earmarked Reserves	2,622	0	2,622	1,515	4,137	0	4,137	4,497	360	↑
Contribution to/ (from) General Reserves	0	0	0	0	0	0	0	0	0	↔
Net Expenditure/ (Income)	27,464	(27,464)	0	0	27,464	(27,464)	0	0	0	↔

Use of General Reserves	
Balances as at 1 April 2018	3,502
(Use)/ contribution to in Year	0
Balance as at 31 March 2019	3,502

3,502	3,502	0	↔
0	0	0	↔
3,502	3,502	0	↔



**Capital Programme Budget
Monitoring 2018/19**

Period 4

**as at 31st July 2018
Departmental Summary**

Capital Programme Monitoring Report – July 2018

1. Overall Budget Performance by Investment Area

The revised Capital budget for the 2018/19 financial year is £77.689million which includes all changes agreed at June Cabinet. Actual capital spend at 31st July is £14.197million representing approximately 18% of the revised budget. This is shown in Appendix 1.

(Outstanding creditors totalling £0.549million have been removed from this figure).

The expenditure to date has been projected to year end and the outturn position is forecast to reflect the Project Manager's realistic expectation. This is broken down by type of investment area as follows:

Service Area	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Expected Variance to Revised Budget 2018/19 £'000	Previous Expected Variance to Revised Budget 2018/19 £'000
Works to Property	1,646	88	1,646	-	-
Adult Social Care	3,347	185	3,347	-	-
General Fund Housing	2,842	279	2,842	-	-
Schools	13,737	5,220	13,735	(2)	-
Culture & Tourism	8,405	1,667	7,738	(667)	-
Enterprise & Regeneration	12,521	1,216	12,521	-	-
ICT	3,910	1,126	3,910	-	-
Southend Pier	3,158	256	3,158	-	-
Highways & Infrastructure	13,608	2,299	13,608	-	-
S106/S38/CIL	1,322	17	1,322	-	-
Energy Saving	1,068	64	1,068	-	-
Community Safety	900	-	900	-	-
Council Housing & New Build Programme	11,225	1,780	11,225	-	-
Total	77,689	14,197	77,020	(669)	-

The above investment is proposed to be funded as follows:

Department	Council Budget £'000	Grant Budget £'000	Developer & Other Contributions £'000	Total Budget £'000
Total Budget	38,632	37,182	1,875	77,689
As a percentage of total budget	49.7%	47.9%	2.4%	
External Funding Received to date		9,049	1,714	10,763
External Funding Outstanding		28,133	161	28,294

Progress of Schemes for 2018/19

Works to Property

The demolition of 62 Avenue Road is currently awaiting the heritage experts report to inform a way forward for this scheme.

A new planning application is pending on the East Beach Café scheme and is to be submitted imminently. Contractual completion will follow and will be paid at that point.

One block has been demolished as part of the Darlows Green former WCs demolition scheme. The second block is on hold due to nesting pigeons but is expected to be completed during September.

New media equipment for the crematorium chapel was installed and completed at the end of June. Quotes for further equipment including new online booking system software and media compatibility software are currently being obtained.

Research for suitable options for dedicated floral display stands for the Pergola Walk Memorial scheme is currently underway to enhance the area further.

The Priority works provision budget currently has £416k remaining unallocated.

Adult Social Care

The Community Capacity grant is used to enable vulnerable individuals to remain in their own homes and to assist in avoiding delayed discharges from hospital. Plans for 2018/19 include the enhancement of an independent living centre and innovation site to demonstrate technological and robotic opportunities.

Funding from the Dementia Friendly scheme will contribute towards the Dementia Peer Network Development project. This will include set up costs to work across Southend and build on the current programme of asset based community development. This will help to promote people's health, happiness and wellbeing through assessing, identifying and utilising skills and resources within the community.

General Fund Housing

The Private Sector Renewal scheme is in place to ensure that the private sector stock is kept in a good condition to enable the authority to assist its most vulnerable residents. A full service review is currently taking place exploring team objectives and options for delivering against these.

The adaptations framework for the Disabled Facilities scheme is currently on target to instruct the successful framework contractors in August and commence work in early September.

Schools

Condition schemes for 2018/19 total £803k allocated to address larger condition items in schools where the cost is over the schools capabilities to fund. Most of these works will be undertaken over the school summer holidays to minimise disruption to the schools. Retentions of £7k are being held for works completed last year at four primary schools.

The Devolved Formula Capital scheme is an annual devolution of dedicated capital grant to all maintained schools. The grant for 2018/19 has now been confirmed as £125k. The grant amount has reduced significantly in recent years and will continue to do so as further

maintained schools convert to academy status. The remaining £2k budget will be removed from the capital programme in the report to November Cabinet.

A purpose built nursery at the Renown Centre which faces Friars Primary School is under construction funded from a central government grant of £332k. This is part of a larger project to demolish the older community centre and decommissioned pupil referral unit building and replace them with nine affordable family homes.

The primary expansion programme is now complete however a watching brief of demand against availability will be kept. If a need is identified, a further expansion of primary places will be explored to ensure that the Council's statutory duty to provide a good school place for all those that request it can be met.

The secondary expansion programme is progressing to ensure that the extra places supplied in primary are matched in secondary as they are needed.

Shoeburyness High School, St Thomas More High School, Belfairs Academy and The Eastwood Academy have building contractors on site and their building works are at various stages. St Bernards High School are in the process of appointing their contractor and one other secondary school is preparing to tender for internal remodelling works during the summer period. Two further schools are starting feasibility studies. These plans are to ensure that the Local Authority can meet its statutory duty of supplying a good place to any local resident that requests one. Works at Wentworth Road site are now completed and Southchurch High School site works are progressing.

Culture and Tourism

Tender assessments have been completed for the main design team on the Forum II scheme and the cost consultant appointment has been approved by the project board. Design work is due to commence at the beginning of September and the planning application is to be submitted in April 2019.

Works on the inner town path at Southchurch Park are now complete and quotes are now being obtained for the exterior tow path works.

Surveys have now been completed at the leisure centres and theatres to plan replacement fire door works. These works will be rolled out across each of the locations commencing in the autumn months.

Design works are still underway for the Leigh Library refurbishment. Works are anticipated to commence on site during the autumn.

Design works for the new lift at the Central Museum will commence once the final location has been decided. The tender is scheduled to commence in the autumn.

The package of works is being prepared for the building management system at Shoeburyness Leisure Centre with a view to commence on site in the Autumn.

New sun shelters have been ordered as part of the Resorts Assets scheme which will utilise the remainder of the budget carried forward from 2017/18.

The scheme to replace play equipment in Sidmouth Park is currently being delayed by the badger setts which have caused disruption to two parks in the borough. Budget of £64k will

be included as a carry forward request in the report to November Cabinet as it is likely that this scheme will not take place until 2019/20.

The remaining £42k budget on the Belfairs Swim Centre scheme is being used to carry out essential works to the roof. This will not take place until 2019/10 therefore a carry forward request will be included in the report to November Cabinet.

Key works on the Shoebury Common Regeneration scheme are unlikely to go to tender during 2018/19 therefore budget of £250k will be included as a carry forward request in the report to November Cabinet.

The Pump Priming budget is intended to be used as match funding for an external funding bid for some works on Southchurch Hall Gardens. This is unlikely to take place until 2019/20 therefore budget of £311k will be included as a carry forward request in the report to November Cabinet.

Enterprise and Regeneration

The full business case for the Airport Business Park is due to be submitted in August to secure approval to spend the remainder of the LGF awarded at the SELEP Accountability Board in September 2018. Work is progressing on the Rugby clubhouse with forecast completion during October 2018. Remaining Phase one utility works are due to be procured in September. Work is currently underway to prepare procurement packages for Phase two utility works and construction of the Innovation Centre.

The revised business case for the Incubation Centre scheme to convert the Atrium into eight smaller units has now been submitted and approved.

Competitive dialogue is underway with interested parties on the Better Queensway scheme. This process will continue with developers who are expected to submit detailed proposals by August 2018.

The work to complete the feasibility study on the Housing Infrastructure Feasibility scheme will shortly go out to procurement. The highways team are in the process of developing options for the road works.

ICT

The phase one data centre work is still in the final stage of testing to ensure that it is fit to host corporate applications. Estimated handover and final settlement completion is now expected during September. Phase two migration will then begin to the new infrastructure.

The options appraisal has been agreed for the mobile device end point protection replacement scheme. The draft specification has been completed and tender documents are to be finalised before publication.

Tender documents for the phones migration are being prepared and the current support contract has been extended to September.

The phase one close out of the Channel Shift scheme is continuing and implementation costs have been received for the delivery of phase two. Phase two relates to a number of services in the Place Department and progression including timelines and resourcing requirements is currently being considered.

Southend Pier

The works for the Bearing Refurbishment scheme have now been tendered and works will be carried out this financial year.

The consultant has been appointed and orders raised for the tender documents and drawings on both the Prince George Extension scheme and Timber Outer Pier Head scheme.

Highways and Infrastructure

Infrastructure

The contract for a geotechnical consultant is currently with procurement for tender for the Cliff Slip Investigation works scheme.

Materials are being produced for the consultation on the Coastal Defence scheme. Consultation is expected to last 12 weeks but has now been delayed until September.

Scheme designs are still being prepared for Marine Parade for the Resilience of the borough to flooding from extreme weather events project.

Highways

Implementation is on-going on the carriageway and footway improvements programme with a full audit of completed schemes expected late August which will determine the final schemes for 2018/19.

The Highways Maintenance Potholes scheme is a demand led service and actions are taken on a daily basis to repair potholes that have met the necessary threshold.

The new entrance for the Coach Parking scheme is currently being designed which provide appropriate provision utilising the full 2018/19 budget.

Transport

Work is underway to install the 12 real time bus screens on London Road to replace the old screens which are no longer working. Other works are taking place with regards to the cycle hub and electric charging points.

The A127 Growth Corridor projects will support the predicted growth associated with London Southend Airport and the Joint Area Action Plan (JAAP) proposals developed by Southend, Rochford and Essex County Councils to release land and create 7,380 high value jobs. The improvement will also support background growth of Southend and Rochford.

The final business case for A127 Kent Elms junction improvements has been approved by the SELEP and all funding has been received.

Phase two was completed at the end of June 2017 with three inbound lanes and two new pedestrian crossings in place. Footbridge foundations are underway on site and due for completion in January 2019 due to utility works. Works are on-going to complete the new westbound lane in summer 2018.

Options are being prepared to put forward the business case for the Bell junction to the September Accountability Board. Air quality modelling work has commenced.

The road safety audit stage three has now been reviewed on the A127 Tesco junction improvements with minor adjustments now complete.

Southend Transport Model is an on-going scheme to support various multi modal transport projects. A review of the model is complete with options on updating the model to be considered.

S106/S38/S278 and Community Infrastructure Levy (CIL)

Various highway S106 schemes are scheduled to take place during 2018/19. There are a number of S38, S278 and S78 schemes all at various stages. Some of the larger schemes include works on pedestrian crossings and footpath improvements at the airport and works at Fossetts Farm.

Energy Saving Projects

Several projects have been identified from the energy efficiency budget including lighting and draught-proofing at Beecroft and LED lighting in the Civic Centre.

The desk study has been received on the old Beecroft ground source heat pump feasibility scheme and results from the physical testing are currently being prepared.

Community Safety

Whilst the CCTV Equipment Renewal scheme is moving forward with consultation, the implementation has been delayed. This scheme ties in with the development of the Southend Intel Hub and the process for testing any camera solutions to ensure they are fit for purpose in the future

Council Housing & New Build Programme

The contract works for the 2018/19 capital programme are progressing in line with the programme and is being managed by the allocated project surveyor to ensure the schemes stay on track.

The tender for the kitchen, bathroom and electrical works has been awarded and awaiting the signed contract to be returned.

The Disabled Adaptations budget relates to minor and major adaptations in council dwellings. Spend depends on the demand for these adaptations and works are currently in progress for 2018/19.

The Sheltered Housing DDA works budget has been allocated for improvements to sheltered housing. No schemes have currently been identified however this budget is being held should it be required to contribute towards the fire safety works which are being carried out on sheltered housing this financial year.

The foundations are now in on both sites for the housing construction scheme and block works is progressing. The variation of planning conditions is still on-going and works are on track for completion in summer 2019.

Summary

Carry forward requests to be included in the report to November Cabinet include Sidmouth Park Replacement of play Equipment for £64k, Belfairs Swim Centre for £42k, Pump Priming for £311k and Shoebury Common Regeneration for £250k. Removal of £2k of the Devolved Formula Capital budget is also to be included.

2. Budget Performance and Financing by Department

Department	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Expected Variance to Revised Budget 2018/19 £'000	Previous Expected Variance to Revised Budget 2018/19 £'000
Chief Executive	1,789	173	1,789	-	-
People	20,425	5,685	20,423	(2)	-
Place	44,250	6,559	43,583	(667)	-
Housing Revenue Account (HRA)	11,225	1,780	11,225	-	-
Total	77,689	14,197	77,020	(669)	-

The capital programme is expected to be financed as follows:

Department	Council Budget £'000	Grant Budget £'000	Developer & Other Contributions £'000	Total Budget £'000
Chief Executive	1,785	-	4	1,789
People	5,418	14,508	499	20,425
Place	20,515	22,674	1,001	44,250
Housing Revenue Account (HRA)	10,854	-	371	11,225
Total	38,632	37,182	1,875	77,689
As a percentage of total budget	49.7%	47.9%	2.4%	

The funding mix for the total programme could change depending on how much grant and external contributions are received by the Council by the end of the year.

The grants and external contributions position to 31st July is as follows:

Department	Grant Budget £'000	Developer & Other Contributions Budget £'000	Total external funding budget £'000	External funding received £'000	External funding outstanding £'000
Chief Executive	-	4	4	-	4
People	14,508	499	15,007	5,069	9,938
Place	22,674	1,001	23,675	5,323	18,352
Housing Revenue Account (HRA)	-	371	371	371	-
Total	37,182	1,875	39,057	10,763	28,294

3. Departmental Budget Performance

Department of Chief Executive

The revised capital budget for the Department of the Chief Executive is £1.789million. The budget is distributed across various scheme areas as follows:

Department of the Chief Executive	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Forecast Variance to Year End 2018/19 £'000	Previous Forecast Variance to Year End 2018/19 £'000
Asset Management (Property)	1,073	78	1,073	-	-
Transformation	143	85	143	-	-
Cemeteries & Crematorium	157	10	157	-	-
Subtotal	1,373	173	1,373	-	-
Priority Works (see table)	416	-	416	-	-
Total	1,789	173	1,789	-	-

Priority Works	£'000
Budget available	600
Less budget allocated to agreed schemes	(184)
Remaining budget	416

Actual spend at 31st July stands at £0.173million. This represents 10% of the total available budget.

Department for People

The revised Department for People budget totals £20.425million.

Department for People	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Expected Variance to Year End 2018/19 £'000	Previous Expected Variance to Year End 2018/19 £'000
Adult Social Care	3,347	185	3,347	-	-
General Fund Housing	2,842	279	2,842	-	-
Housing S106 Agreements	497	-	497	-	-
Children & Learning Other Schemes	536	-	536	-	-
Education S106 Agreements	2	-	2	-	-
Condition Schemes	803	143	803	-	-
Devolved Formula Capital	127	125	125	(2)	-
Early Years	332	10	332	-	-
Secondary School Places	11,939	4,943	11,939	-	-
Total	20,425	5,685	20,423	(2)	-

Actual spend at 31st July stands at £5,685million. This represents 28% of the total available budget.

Department for Place

The revised capital budget for the Department for Place is £44.250million. This includes all changes approved at June Cabinet. The budget is distributed across various scheme areas as follows:

Department for Place	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Expected Variance to Year End 2018/19 £'000	Previous Expected Variance to Year End 2018/19 £'000
Culture – Leisure	304	74	262	(42)	-
Culture - Parks	1,068	136	754	(314)	-
Culture - Libraries	686	7	686	-	-
Culture - Theatres	787	7	787	-	-
Culture - Museums	1,503	543	1,503	-	-
Other Culture & Tourism	4,057	899	3,746	(311)	-
Culture S106 Agreements	356	9	356	-	-
ICT Programme	3,767	1,040	3,767	-	-
Airport Business Park	11,230	992	11,230	-	-
Better Queensway Regeneration	1,010	224	1,010	-	-
Incubation Centre	31	-	31	-	-
Enterprise & Regeneration	250	-	250	-	-
Southend Pier	3,158	256	3,158	-	-
Coastal Defence & Foreshore	760	18	760	-	-
Highways and Infrastructure	2,899	679	2,899	-	-
Highways S106 Agreements	210	6	210	-	-
Parking Management	450	81	450	-	-
Section 38, 278 & 78 / CIL	246	3	246	-	-
Local Transport Plan	3,650	537	3,650	-	-
Local Growth Fund	5,348	947	5,348	-	-
Community Safety	900	-	900	-	-
Community Safety S106	11	-	11	-	-
Transport	501	37	501	-	-
Energy Saving Projects	1,068	64	1,068	-	-
Total	44,250	6,559	43,583	(667)	-

Actual spend at 31st July stands at £6.559million. This represents 15% of the total available budget.

Housing Revenue Account

The revised budget for the Housing Revenue Account capital programme for 2018/19 is £11.225million. The latest budget and spend position is as follows:

Housing Revenue Account	Revised Budget 2018/19 £'000	Outturn to 31 st July 2018/19 £'000	Expected outturn 2018/19 £'000	Latest Expected Variance to Year End 2018/19 £'000	Previous Expected Variance to Year End 2018/19 £'000
Decent Homes Programme	6,784	1,093	6,784	-	-
Council House Adaptations	884	122	884	-	-
Sheltered Housing	345	-	345	-	-
Other HRA	3,212	565	3,212	-	-
Total	11,225	1,780	11,225	-	-

The actual spend at 31st July of £1.780million represents 16% of the HRA capital budget.

Summary of Capital Expenditure at 31st July 2018

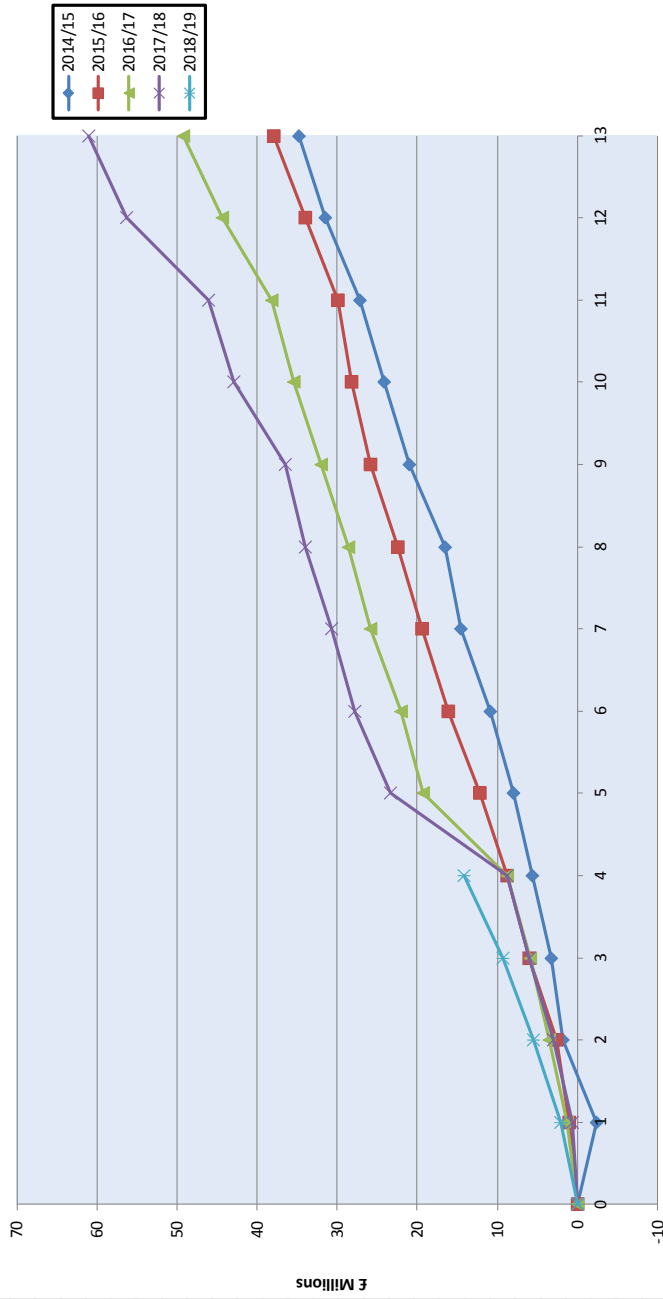
Appendix 1

	Original Budget 2018/19 £000	Revisions £000	Revised Budget 2018/19 £000	Actual 2018/19 £000	Forecast outturn 2018/19 £000	Forecast Variance to Year End 2018/19 £000	% Variance
Chief Executive	5,950	(4,161)	1,789	173	1,789	-	10%
People	25,591	(5,166)	20,425	5,685	20,423	(2)	28%
Place	52,031	(7,781)	44,250	6,559	43,683	(667)	15%
Housing Revenue Account	9,412	1,813	11,225	1,780	11,225	-	16%
	92,984	(15,295)	77,689	14,197	77,020	(669)	18%
Council Approved Original Budget - February 2018							
	92,984						
Chief Executive amendments	75						
People amendments	(696)						
Place amendments	295						
HRA amendments	-						
Carry Forward requests from 2017/18	6,795						
Accelerated Delivery requests to 2017/18	(2,584)						
Budget re-profiles (June Cabinet)	(19,467)						
New external funding	287						
Council Approved Revised Budget - June 2018	77,689						

**Actual compared to Revised Budget spent is £14.197M
or 18%**

Appendix 2

Capital programme Delivery
Cumulative Capital Expenditure 2014/15 to 2018/19



Year	Outturn £m	Outturn %
2014/15	34.8	83.8
2015/16	37.9	97.0
2016/17	48.8	89.0
2017/18	61.0	95.0

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Southend-on-Sea Borough Council

Report of Deputy Chief Executive (People)

To
Cabinet

On

18th September 2018

Report prepared by:

Jacqui Lansley, Director of Integration and Partnerships

Jon Gilbert, Interim Commissioner

Agenda

Item
No.
8

0-19s Model – Delivering Better Outcomes for Children’s Health Services (including 0-5s Health Visiting service)

People Scrutiny Committee

Executive Councillor: Councillor Lesley Salter

A Part 1 (Public Agenda Item)

1 Purpose of Report

The purpose of this report is:

- 1.1 To provide an update to Cabinet on SBC’s vision for developing an integrated children’s service (0-19s Model) which delivers better outcomes for children and families through more effective services and improved pathways;
- 1.2 To provide an update to Cabinet on the recommissioning of the 0-5 Service (Health Visiting), including feedback from a public consultation; and
- 1.3 To seek Cabinet’s approval to the recommendations set out in section 2.

2 Recommendation

It is recommended that Cabinet approves:

- 2.1 The creation and development of an integrated children’s service (0-19s Model);
- 2.2 That the 0-5 Service (Health Visiting) is brought in-house from 1 April 2019, alongside the in-house 5-19 Service (School Nursing), to form the core of the 0-19s Model; and
- 2.3 Delegated authority to the Deputy Chief Executive (People) in consultation with the Cabinet Member for Health and Wellbeing and the Director for Public Health to finalise the structure and mobilisation of the 0-19s Model (including bringing the 0-5 Service in-house).

3 Background and Context

3.1 Developing a Vision for Integrated Children's Services (0-19s Model)

- 3.1.1 SBC has a vision for children's services which has developed through a process of co-design with a focus on the child and family. The vision has been designed to incorporate both the Locality approach and the emerging Southend 2050 vision. The development of the vision has also engaged key partners within Southend that includes Southend Clinical Commissioning Group (SCCG) and members of the Success for All board.
- 3.1.2 SBC's vision is to commission an integrated children's service which will deliver better outcomes for children, young people and families. This vision will be realised through the delivery of more effective integrated services with improved pathways and seamless transitions. In this model, Health Visitor services and School Nursing services would be integrated with wider SBC services and with services commissioned by SCCG, including the community paediatrics service.
- 3.1.3 Integral to the development of the 0-19s Model is the learning from A Better Start Southend (ABSS). ABSS have been a key partner in developing this vision through engaging with service users and the applying the learning from pilots which currently underway or planned for the future.
- 3.1.4 The vision is completely aligned to the development of Localities within Southend and will ensure the local need within each Locality is understood, Locality-specific outcomes are developed and services are designed to deliver these outcomes. For example, the needs in East Central are very different to West – with higher levels of birth rates, deprivation and poverty requiring a different Locality-specific outcomes.
- 3.1.5 The exact scope of a Locality-specific integrated children's service depends on a number of factors which requires a bespoke model to be developed with related services and other partners. It is proposed that this should ensure:
- SBC's statutory obligations are met to commission a Health Visitor service (i.e. 0-5 Service) and a School Nursing service (i.e. 5-19 Service) from April 2019;
 - better integration between services is delivered from April 2019, in order to maximise the benefits which can be delivered in the short-term; and
 - the groundwork is laid for further integration beyond April 2019, especially as regards integration to SCCG services.

3.2 Statutory Obligations

- 3.2.1 SBC has a statutory duty to commission Health Visiting and School Nursing services, as part of the nationally mandated 'Healthy Child Programme'.
- 3.2.2 The School Nursing service is delivered in-house by SBC and received a positive CQC inspection in 2017.
- 3.2.3 The Health Visiting service is currently delivered by Essex Partnership University NHS Foundation Trust (EPUT) as part of a contract covering 0-5 Services. This contract will expire on 31 March 2019 and there are no options to roll this contract forward. To comply with its statutory duties, SBC must therefore ensure that Health Visiting services are recommissioned and in place by 1 April 2019.

3.2.4 The existing contract with EPUT covers more than the mandated Health Visiting services. This contract for 0-5 Services includes:

- Health Visiting (HV)
 - Universal and targeted support to families and children, covering the requirements of the Healthy Child Programme: 4 levels of service, 5 universal & mandated visits, 6 high impact areas.
- Family Nurse Partnership (FNP)
 - Targeted support for first-time teenage mothers and families (48 families are funded by Public Health funding)
 - It should be noted that, separate to this contract, A Better Start Southend (ABSS) funds a variant of FNP within 6 specified Southend wards. This ABSS FNP covers 80 families.
 - Both FNP services rely on a shared workforce to provide efficiencies of scale and resilience.
- Health support for Multi Agency Safeguarding Hub (MASH+)
 - Health representation and input into a co-located, multi-agency safeguarding hub which provides the front door to safeguarding services for children of all ages (i.e. beyond 0-5 years)
- Health support for Multi Agency Risk Assessment Team (MARAT)
 - Health representation and input into SBC's multi-agency risk assessment team to provide a targeted response to situations facing children of all ages (i.e. beyond 0-5 years) and adults.

3.3 Recommissioning the 0-5 Service

3.3.1 SBC has conducted a public consultation to support the recommissioning of the Health Visiting service. 77% of parents/carers and 84% of practitioners/professionals supported SBC's vision for an integrated 0-19 children's and young people's service. An overview of the consultation process is set out in Appendix 1 and the full draft report is set out in Appendix 2.

3.3.2 The outcomes associated with Health Visiting are well documented within the Healthy Child Programme¹, however it is important that any future service is aligned to the Locality approach and meets the local needs of the population of Southend.

3.3.3 The Health Visiting service includes the provision of 'Universal' services available to all 11,400 children across the borough (e.g. five mandated HV visits for families). Additional levels of service ('Universal Plus' and 'Universal Partnership Plus') are provided on a targeted basis to children requiring additional support (40% of children) (e.g. complex additional needs). The population needs for these additional services differs significantly across each Locality.

3.3.4 The local priorities are set out in the Children and Young People's Plan for Southend² and PHE's Child Health Profile (Southend-on-Sea). Key areas of focus include breastfeeding, obesity, smoking during pregnancy, teenage

¹ See <https://www.gov.uk/government/publications/healthy-child-programme-pregnancy-and-the-first-5-years-of-life>

² (http://www.southend.gov.uk/southendchildrenspartnership/download/downloads/id/367/cypp_2016-17.pdf)

pregnancy and emotional wellbeing & mental health. It is recognised that a multi-agency, Locality-specific model is required to address these priorities.

3.3.5 The existing Health Visiting service operates four separate teams across Southend. Those teams do not currently align to the Locality model for Southend. In moving towards a 0-19s Model, Health Visiting teams will be realigned on a Locality approach which will encourage better integration with other children's services and deliver improved outcomes.

3.4 Proposed Model: 0-19s Model

Outcomes

3.4.1 The outcomes of the 0-19s Model, with Health Visiting and School Nursing at its core, align with those of the Healthy Child Programme.

3.4.2 These outcomes include:

- helping parents develop and sustaining a strong bond with children;
- supporting parents in keeping children healthy and safe and reaching their full potential;
- protecting children from serious disease, through screening and immunisation;
- reducing childhood obesity by promoting healthy eating and physical activity;
- identifying health issues early, so support can be provided in a timely manner;
- focus on health needs of children and young people ensuring they are school ready;
- making sure children are prepared for and supported in all child care, early years and education settings and especially are supported to be 'ready to learn at two and ready for school by five';
- having a co-ordinated response across education, health and social care, with improved integration;
- supporting the Locality-based model in Southend; and
- alignment with the emerging Southend 2050 vision.

3.4.3 These outcomes will be further developed over time, to align with the Southend 2050 vision and a maturing Locality model. As the scope of the 0-19s Model extends to integrate with other children's services, the outcomes will be updated to reflect this.

3.4.4 The 0-19s Model will place children and families at the centre of the service and, through a process of co-design and restorative practice techniques, will work with parents/carers to achieve jointly defined outcomes.

Bringing the 0-5 Service In-House

3.4.5 In order to form the initial core of the 0-19s Model, it is recommended that SBC brings in-house the 0-5 Service (i.e. Health Visiting, currently delivered by EPUT) alongside the 5-19 Service (i.e. School Nursing, already delivered in-house).

3.4.6 This 0-19 service would initially include Health Visiting (plus FNP) and School Nursing. SBC would also take in-house the delivery of the health representation for MARAT and MASH+. This would ensure that benefits already gained from recent Health Visitor integration into these multi-agency teams can be preserved and built upon.

3.4.7 Unless the 0-5 Service is delivered in-house, there would be significant risk associated with developing a 0-19s Model. The 0-19s Model must be explored and developed with other in-house services commissioned by SBC (and SCCG) to find ways of improving integration and pathways. For example, this might involve co-locating staff or sharing responsibilities across different teams. This exploratory / developmental approach would not be compatible with a third party provider delivering a core element of the 0-19s Model (i.e. Health Visiting).

Developing the 0-19s Model

3.4.8 The 0-19s Model will be developed through a process of co-design, incorporating innovation and best practice.

3.4.9 Initially, the 0-19s Model will include Health Visiting, School Nursing, Early Years (including Children's Centres) and Early Help, delivered on a Locality-specific approach – together with input from ABSS, Children's Social Care and Maternity.

3.4.10 It is proposed that SBC would continue to develop the 0-19s Model to further improve integration with other children's services over the following two years, with particular focus on integration with SCCG services.

3.4.11 In line with the themes from the Public Consultation, the development of the 0-19s Model would support the work undertaken by ABSS in developing Locality-specific, community-based assets across Southend which could provide a broader range of services beyond those commissioned directly by SBC. This also presents an opportunity to harness use of technology (apps, websites, social media) as a way to support the delivery of outcomes for family and children.

Benchmarking & Workforce Modelling

3.4.12 SBC engaged Benson Wintere to conduct a benchmarking and workforce modelling exercise of the current Health Visiting service in Southend. The Benson Model is a demand led approach which starts with the needs of the local population ensuring local requirements and Healthy Child Programme objectives are part of the service offer. Demand profiling demonstrates support requirements for the local child population in each team, sensitised in accordance with local complexity and demographics. This identifies a theoretical workload and facilitates development of new workforce structures and assessing effectiveness of the existing workforce across the Localities.

3.4.13 The modelling was completed via a series of sessions and workshops in August 2018. The main findings from the model were:

- The existing workforce has capacity to deliver the vast majority of the current service specification.
- The workforce analysis suggests that it would be possible to meet local demand more efficiently by enhancing the skill mix.
- FNP and health support for MARAT and MASH+ were not included within the modelling.

Clinical Governance

3.4.14 For a local authority taking on health services there is a requirement for decision making and operational policies and procedures to be assured and robust. This is known as clinical governance.

3.4.15 If SBC brought in-house the provision of the 0-5 Service, this would require additional clinical governance processes to be established. SBC has reviewed national guidance on this and liaised with other local authorities (and the in-house 5-19 Service) to determine the scope of this.

3.4.16 SBC would need to appoint a Head Nurse within SBC whose role includes overseeing the service from a clinical perspective. It is unlikely that this role will TUPE across from EPUT. In which case, it would be necessary for an individual to be recruited to this role.

3.4.17 SBC would also need to extend SBC’s existing CQC registration to include Health Visiting and to register SBC with the National Prescribing Authority.

Safeguarding

3.4.18 The safeguarding function to support the current Health Visiting and School Nursing teams is currently commissioned by SCCG and provided by EPUT. The service provides:

- statutory health safeguarding systems and processes
- training to EPUT/SBC staff
- safeguarding supervision and support to EPUT/SBC staff
- undertaking audits & reviews and responding to Local Safeguarding Children’s Board requests

3.4.19 In conjunction with SCCG, a number of options have been identified to ensure continuity of the safeguarding support. This may involve continuing to commission EPUT or may involve bringing the provision of this support in-house.

Timeline

3.4.20 The following timeline is proposed to develop the 0-19s Model and bring in-house the delivery of the 0-5 Service:

Timescale	Area	Activities
September to October	Governance	Cabinet 18 September Scrutiny 9 October (if called in)
September to November	Development of 0-19s Model:	
	• Develop integration opportunities	Task & Finish groups to develop areas of integration; Development of 0-19s delivery model
	• Preparation of integrated staffing model	Updated in light of integration opportunities identified
	• Preparation of updated financial model	Updated in light of integration opportunities identified
	Development of Clinical Governance Structures	Including further engagement with SCCG re safeguarding
September to October	Development of Logistics Plan for taking in-house 0-5 Service	Including: - Estates - IT - HR / Pensions - Legal
October, November, December, January, February, March	Take in-house 0-5 Service, within 0-19s Model, to include:	
	• Service Model	Implementation of initial 0-19s Model
	• Clinical Governance Structures	Extension of registration with CQC Registration with prescribing authority Safeguarding structures
	• Logistics (Estates / IT)	Office space

		SystemOne & N3
	<ul style="list-style-type: none"> HR 	Early engagement with staff [January] TUPE consultation [February – March] Pension transfer [February – March]
February, March, April onwards	Further development of 0-19s Model.	Develop mid-long term 'further integration plan' Implementation of 'further integration plan' [April onwards]
April 2019	Service Delivery	Go-Live [1 April 2019]

3.5 Key Benefits

3.5.1 The creation of a 0-19 Model would deliver enhanced outcomes for children and families in Southend. This would be achieved through:

Maximising Integration

3.5.2 This model provides a significant opportunity for improving integration with other SBC-commissioned children's services.

- Integration with other SBC services delivered in-house (e.g. Early Years & Early Help) would be more easy to lead and implement if the Health Visiting service was also delivered in-house. Staff could be co-located with associated teams more easily and staffing structures could be more flexibly adapted through test and learn approaches. Where similar integration has been carried out already, this has been shown to significantly improve outcomes for children and families. For example, where Health Visiting and Early Help providers deliver an integrated 2-2½ year review, it has allowed parents/carers to benefit from single unified review meeting (covering health and education) and ensures health practitioners benefit from the insights of the nursery providers who will have seen the child more frequently.
- Early Years: standardised parent programmes could be developed across services and the current integrated 2-2½ year review could be built upon. This could help ensure that children are ready to learn at two and ready for school by five, with additional support provided where needed.
- Better use could be made of Children's Centres, using Health Visitor sessions as a catalyst to stimulate additional activities led by community asset. This would provide families with more services locally and would build additional capacity within the community.
- Early Help: identifying areas where the continuum of support can be improved to ensure this is consistency and a 'family' approach at all times. This should help avoids gaps and overlaps in the service offer and ensure families receive the earliest support possible when they need it. This has the potential to deliver better outcomes to some of the more vulnerable families within Southend. There are also opportunities for greater knowledge sharing or joint working (e.g. inviting HVs to jointly attend the first appointment with those families) to unlock access to harder-to-reach families. Standardised plans for families could be introduced.
- ABSS: work with ABSS to help build additional capacity within community based assets, to support the work undertaken by HVs and deliver broader services. Where additional capacity can be generated, this can provide a more complete framework of services across health, social and emotional wellbeing services across Localities.

- School Nursing: stronger working relationships could be developed between Health Visiting and School Nursing (e.g. regular contact / joint working). This might support the child's transition between the two teams, or broaden the health input which is provided for MASH+ / MARAT.

3.5.3 This model also provides an opportunity to work with SCCG to develop improved pathways between the 0-19 Service and the Children's Community Services and Community Paediatrics. This could mean that families requiring these specialist services would have their needs identified as early as possible.

- SCCG has indicated that it initially wishes to implement service improvements with EPUT, rather than fully recommissioning its children's services. However, if service pathways are further developed with those services, then this could provide a better basis for jointly commissioning a fully integrated children's service with SCCG at some point in the near future.

3.5.4 The benefits of sustained integration will have positive outcomes for children, families and young people across Southend in years to come and will result in longer term efficiencies.

Improving Service Provision Through Co-Design To Meet Local Need

3.5.5 This model enables the families and children to be at the centre of the 0-19s Model through the co-production and co-design of Locality-specific outcomes.

- This would allow SBC to focus the service on Locality-specific outcomes, without needing to negotiate these with an arms-length provider.

3.5.6 This model provides SBC with the ability to adapt service delivery.

- Developing a more integrated service model is likely to require significant amounts of activity before the service commences. However, it is likely that further on-going changes will also be required. It has proven difficult to encourage arms-length providers to adopt certain aspects of service delivery, even when this is expressly stated within specifications. It has proven even more difficult to encourage those providers to make subsequent changes to their specifications and service delivery.
- By taking the 0-5 Service in-house, SBC would be able to adapt service delivery for the future to meet the Locality-specific needs of families and children. For example, where an ABSS pilot demonstrates that a tested approach delivers better outcomes within the ABSS wards, the 0-19s Model would be able to make changes across the borough to deliver those outcomes for all families and children in Southend.

Improving Stability

3.5.7 This model removes the requirement to retender services every few years, providing greater stability for staff:

- Staff delivering the service are unsettled prior to each tender process, which can make recruitment / retention more difficult.
- Typically, there is a dip in a service's performance levels prior to and following any transition between providers. This would be avoided if the service is brought in-house.

3.5.8 In addition, SBC could avoid destabilising ABSS services:

- The existing FNP service currently shares a workforce with the ABSS-funded FNP service. The ABSS FNP service might have been destabilised by changing the provider of the 0-5 Service. However, the proposed model allows EPUT staff delivering ABSS FNP to be co-located within SBC, or for both FNP elements to be brought in-house. Either of these options would avoid any destabilisation to FNP.

3.6 Key Risks

3.6.1 However, the creation of a 0-19s Model, including an in-house 0-5 Service would carry a number of risks:

Risk of Unaffordability

3.6.2 There is a risk that 0-5 Service may be unaffordable within reduced budgets:

- As stated below in section 6.2, the 0-5 Service is subject to cost pressures. By taking the service in-house, SBC would need to find those efficiency savings itself.
- To mitigate the risk that the new 0-5 Service may be unaffordable:
 - A financial model is being developed and the development of the 0-19s Model will allow additional efficiencies to be made.
 - Public Health has recommended that an expert is commissioned to ‘walk the floor’ of the existing 0-5 Service to understand how staff currently operate and to identify any cost saving ideas which could be reflected within a revised model.
 - SBC has the option to consider reallocating funding from its existing People Departmental budgets where it can be demonstrated that funding better integration would alleviate later pressures on the system and reduce the overall cost of services.

Service Interruption

3.6.3 The 0-5 Service is required by statute. There is a risk that the minimum workforce required to deliver this service does not TUPE across to SBC resulting in a destabilisation of service provision. This could arise if EPUT staff choose to leave the 0-5 Service or secure alternative roles within EPUT.

- To mitigate this, SBC will:
 - seek open dialogue with EPUT and Health Visiting staff at an early stage in process; and
 - mitigate any remaining understaffing issues by using bank staff while recruitment take place.

High Level of Commitment Required for Mobilisation & On-Going Management

3.6.4 Developing a 0-19s Model and bringing the existing 0-5 Service in-house requires significant mobilisation and is a significant on-going commitment.

- It would require additional clinical governance processes to be established:
 - appointing a head nurse (or similar) to fulfil the governance requirements

- registering SBC with the National Prescribing Authority (so that Health Visitors can prescribe) and/or putting in place Patient Group Directions (PGDs)³
- extending SBC's CQC registration to include Health Visiting
- In addition, SBC must ensure that the 0-19 Service receives appropriate safeguarding support and liaise with SCCG who currently commissions this support from EPUT.
- It would require capital expenditure (e.g. IT hardware & N3 connection).
- It would require staff to agree to TUPE to SBC.
- It would require staff to be provided with office space / hot-desks and parking for the time they spend in the office (albeit that this may be better managed by adopting a locality approach to reduce overheads).
- It would involve SBC accepting on-going direct clinical responsibility for service delivery and ensuring indemnity insurance is in place for this service.
- It would involve SBC dedicating significant time and energy to realise the benefits of service integration through service change management and the development of the 0-19s Model.
- It would involve SBC dedicating significant management time to this service on an on-going basis.
- To mitigate these factors, SBC has:
 - subject to Cabinet approval, secured operational and high level stakeholder support to the development of the 0-19s Model;
 - liaised with SCCG and other similar services (e.g. other local authorities and SBC's in-house 5-19 Service) in relation to the development of clinical governance and safeguarding model;
 - developed an implementation plan;
 - agreed a plan with HR engage at an early stage with EPUT to reduce the risk that staff do not agreed to TUPE to SBC (and would use bank staff in the short term if necessary to further mitigate this risk); and
 - has set up a number of workstreams to address each of the mobilisation elements.

Risk of Assuming Clinical Responsibility for the 0-19 Service

3.6.5 Clinical governance is already required for SBC to deliver the 5-19 Service (School Nursing) in-house. However, the 0-5 Service (Health Visiting) is far more of a clinical service. By bringing this service in-house, SBC would be assuming a higher level of direct clinical responsibility for that service. SBC would meet those responsibilities by establishing appropriate clinical

³ These provide a legal framework that allows some registered health professionals to supply and/or administer specified medicines to a pre-defined group of patients, without them having to see a prescriber (such as a doctor or nurse prescriber).

governance structures – but the direct clinical responsibility for the service would still rest with SBC.

3.6.6 In addition, it will be very important to ensure that the 0-19 Service receives appropriate safeguarding support from SCCG. Early conversations have already taken place with SCCG's Chief Nurse in relation to this.

4 Other Options

4.1 The alternatives to developing a 0-19s Model (and taking in-house the 0-5 Service alongside the 5-19 Service) are set out below (and further detailed in Appendix 3):

4.1.1 No change – recommission an outsourced 0-5 Service and do not create a 0-19s Model

- This would represent a wasted opportunity to improve outcomes for children and families and improve service integration
- There are concerns that prospective bidders may not have bid for this service given the available budgets

4.1.2 Commission an outsourced 0-19 Service (comprising Health Visiting and School Nursing)

- This would represent a wasted opportunity to improve service integration with in-house services

4.1.3 Jointly commission an outsourced 0-19 Service, which includes SCCG-commissioned services (Children's Community Services and Community Paediatrics)

- This does not align with SCCG priorities at this time
- This would not be deliverable within available timescales

5 Reasons for Recommendation

5.1 The creation of a 0-19 Model (with an in-house Health Visiting service) would improve integration with other children's services commissioned by SBC and SCCG and provide SBC with direct control over the quality and delivery of the service. This would deliver enhanced outcomes for children and families in Southend, including by allowing SBC to:

5.1.1 identify any gaps / overlaps in service across all children's services to ensure families receive a more complete set of universal and targeted services;

5.1.2 identify opportunities for co-locating staff and combining visits where this will support families to receive improved services or for staff to provide better input into multi-disciplinary teams; and

5.1.3 co-design and adapt service provision to incorporate best practice and innovation identified by A Better Start Southend pilots, the Locality-based model and themes emerging from Southend 2050.

5.2 It would also ensure SBC can comply with its statutory duty to commission Health Visiting services by 1 April 2019.

6 Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

6.1.1 Healthy: Improve the life chances of our residents, especially children, by working to reduce inequalities and social deprivation across our communities.

6.2 Financial Implications

6.2.1 The budget and forecast expenditure for the 0-5 Service and 5-19 Service for 2018/19 are shown below.

Service	Budget	Forecast Expenditure ⁴
0-5 Service	£2,315,540	£2,459,856
5-19 Service	£612,000	£612,000

6.2.2 It is recognised that the 0-5 Service is currently subject to cost pressures:

- EPUT has indicated that the existing service is currently operating at a loss. This is caused in part through significant Agenda for Change increases together with staff progression within the bandings.
- Efficiencies have already been made in recent years, with £212,000 of savings being found in 2017/18.
- The cost of health input into MARAT (£49,320) is currently funded by Public Health reserves.
- A budgetary reduction for the 0-5 Service in 2018/19 (£94,996) is currently met through Public Health reserves.

6.2.3 The budget for the 0-5 Service for 2019/20 has not yet been finalised. To support setting this budget, SBC is identifying and quantifying anticipated costs of the 0-5 Service and building a detailed cost model.

6.2.4 EPUT has provided an initial TUPE list which includes outline staffing costs. However, there are unquantified costs associated with the provision of various resources, including:

- clinical governance resource
 - It is unclear at this stage to what extent this resource will TUPE across to SBC.
 - If this is not included within the TUPE list, it will represent a cost pressure.
 - The cost of the extension of the CQC Registration is unquantified.
- safeguarding resource
 - The exact model to deliver a safeguarding function to support the service is still to be defined.
 - However, the resource is not currently included within the TUPE list and so represents an additional cost pressure.
- estates

⁴ The shortfall for the 0-5 Service will be covered by Public Health reserves as detailed in section 6.2.2.

- It is anticipated that the HV staff will deliver services from community settings or in the home. The location of these community settings is still to be defined and so represents a cost pressure.
- IT
 - The IT model is not yet defined, although staff will require access to SystemOne. The IT costs represent a revenue cost pressure.
- indemnity costs
 - The costs of extending the indemnity insurance to cover the 0-5 Service are not yet quantified.
- capital and setup costs
 - The capital costs associated with the project management of the mobilisation and the setup are not yet quantified. This represents a cost pressure.

6.2.5 The financial benefits of integration will be realised during the development and delivery of the 0-19s Model. For further details see section 3.5.2. SBC will seek to realise these efficiencies and target a reduction in expenditure across all children's and young people's services.

6.3 Legal Implications

6.3.1 None at this stage that are not noted in the above paper.

6.4 People Implications

6.4.1 The recommendation to take in-house the 0-5 Service will trigger the application of TUPE to transfer the employment of c.55 WTE (c.74 headcount).

6.4.2 There are no other people implication which are not noted in the above paper.

6.5 Property Implications

6.5.1 It is anticipated that the Health Visiting staff will deliver services from community settings (or in the home). Work is underway to identify the preferred location for these settings, within the existing asset list of SBC (e.g. children's centres).

6.6 Consultation

6.6.1 There are a number of groups who have a stake in the provision of children's and young people's services, including providers, commissioners, third sector organisations, residents, parents/carers and children, all of whom will have views and concerns which require consideration as part of the development of a 0-19s Model.

6.6.2 In developing the 0-19s Model, SBC has consulted widely. The views of the stakeholders outlined above have been sought and incorporated into the development of the 0-19s Model.

6.6.3 A formal consultation period took place over the summer 2018 and the outcome from this consultation is provided in Appendix 1 (Overview) and Appendix 2 (Full Report).

6.6.4 The engagement and co-design process will also continue beyond the end of the formal public consultation, including through an online ideas forum to support co-production and alignment to emerging themes from Southend 2050.

6.7 Equalities and Diversity Implications

- 6.7.1 The development of a 0-19s Model has been drawn up in accordance with the requirements of the Equality Act 2010.
- 6.7.2 The development of the 0-19s Model and the provision of a 0-5 Service in-house is considered to be positive in terms of its impact on equality/diversity.
- 6.7.3 An initial Equality Assessment has been drafted which supports this position. This will be updated as the 0-19s Model is developed.

6.8 Risk Assessment

- 6.8.1 Key risks and associated mitigations, supported by a risk log, are noted in this paper.

6.9 Value for Money

- 6.9.1 The financial benefits of integration will be realised during the development and delivery of the 0-19s Model. For further details see section 3.5.2. SBC will seek to realise these efficiencies and target a reduction in expenditure across all children's and young people's services.

6.10 Community Safety Implications

- 6.10.1 There are no community safety implications.

6.11 Environmental Impact

- 6.11.1 There are no environmental impact implications.

7 Background Papers

None

8 Appendices

Appendix 1 – Public Consultation (Overview)

Appendix 2 – Public Consultation (Report)

Appendix 3 – Options Paper: Alternatives to 0-19s Model

APPENDIX 1A: CONSULTATION SUMMARY

1.1 Recommissioning 0-5 Service: Consultation & Engagement

1.1.1 To support the recommissioning of the Health Visiting service, a public consultation was launched on 29 June 2018 to gather views on people's experiences of the service, what's most important to both parents and practitioners and how the service can be improved through innovation.

1.1.2 The formal consultation process closed on 3 August 2018. It included online surveys (289 responses received: 246 from parents/carers and 43 from practitioners/professionals), a co-production workshop (with six parent champions), five parent and carer focus groups (c.24 attendees) and several one-to-one stakeholder meetings across various children's services. The engagement and co-design process will also continue beyond the end of the formal public consultation, including:

- an online ideas forum is being launched on Stickyworld to support continuing co-production;
- additional feedback is being gathered from first-time teenage parents as part of a wider consultation process regarding housing;
- emerging themes from Southend 2050 are being recorded and highlighted to ensure alignment.

1.1.3 The public consultation was supported and promoted across the borough with the support of A Better Start Southend, Public Health, the Early Years Team, existing stakeholder networks, Children's Centres, social media and with support of the Corporate Communications Team to maximise responses.

1.1.4 A full copy of the Public Consultation report is attached as Appendix 2.

1.1.5 Some of the key themes from the Public Consultation are:

- 77% of parents/carers and 84% of practitioners/professionals supported SBC's vision for an integrated 0-19 children's and young people's service. Where respondents raised issues about integration, their concerns largely related to fears of budget/staffing cuts, a dilution of skills / reduction in service quality if services were combined, and worries that 'integration' meant 'privatisation'.
- 70% of parents/carers rated the existing service as 'excellent or 'good'. However, some were not clear on what areas of support and advice were available from the Health Visiting service, or that they could contact the service in between visits with an impression that they are 'discharged' after the 2-2½ year visit;
- 65% of parents/carers felt there were gaps in the service. Their comments suggest there is a desire for a broader range of services which parents could access depending on their needs. These included requests for additional checks (e.g. during the first 18 months to cover weaning, behaviour management, potty training, social interaction, developing speech and language, and at 3½ and 5 years to discuss immunisation and school

readiness), requests for separate support programmes (e.g. Delta, additional peer-led groups, CPR training and baby massage) and requests for additional information sources (e.g. approved website resources).

- Consistent, up to date advice and local knowledge on signposting to other services, groups and activities was said to be very important to parents as is receiving the same level of input and support from the service for first time mothers as for any subsequent children;
- The use of technology was suggested (apps, websites, social media) as a way to support appointment booking, advice and information and to contact the service to help to link mothers with local parenting groups, courses and events;
- Parents who gave extremely positive feedback on the service identified that this was a result of seeing the same person and being able to build up a relationship as well as support to continue breastfeeding and signposting to other services as required;
- As well as constraints on time / budgets / resources, practitioners also specifically identified a lack of parking, adequate office space, web-enabled devices (to show parents online resources) and communication/integration with other services as barriers to effective service delivery;
- Co-location of staff was suggested by some practitioners as a way to improve integration and that links could be strengthened with Early Help and Social Care, building upon successes achieved through MASH+ and MARAT in improving closer working arrangements;
- Practitioners/professionals highlighted the role health visitors play in safeguarding in supporting vulnerable families and helping reduce the need for referrals to social care, and more multi-agency learning and working were suggested to support this.

Health Visiting and Family Nurse Partnership Consultation Summary Report 2018

Report prepared by: Justine Shipp
Consultation and Engagement Officer
Operational Performance and Intelligence

Background to the Consultation

Southend-on-Sea Borough Council is required to re-commission a Health Visiting Service for Southend as a result of the current contract ending. The existing service includes Health Visiting and Family Nurse Partnership Services. As part of the commissioning process, the Council is also exploring the options for developing a more integrated framework of children's services, including Health Visiting (0-5 years), School Nursing (5-19 years) and other children's services.

The vision for this Framework is to deliver better outcomes for children, young people and families through the commissioning of an integrated children's service, with the provision of more effective core and support services with improved pathways.

As part of the commissioning process, the Council has sought views from those potentially affected by a change to the service and those who may wish to share their view as part of the formal consultation process.

The outcome will help to shape the options for both the Health Visiting and Family Nurse Partnership Service specification and with a long term aim of developing a framework across 0-19 years the Consultation has been developed to be the first stage in a larger consultation and co- production project to ensure the work has been shaped by local parents and professionals.

A consultation was launched to ask Parents, Carers, Practitioners and wider stakeholders for their views on:

- Their experience of the current Health Visiting and/or Family Nurse Partnership service and what could be improved, done differently and how any gaps might be filled
- How the delivery of the 5 universal visits could be different and what the barriers are to improved outcomes for children
- How safeguarding, integration and the use of technology can be improved
- What community assets currently exist to support parents to raise their children in Southend
- Proposals for a 0-19 years integrated vision in the future

The 0-5's Health Visiting and Family Nurse Partnership Consultation ran from 29th June to 3rd August 2018 and was open to Parents, Carers, Practitioners, Professionals and Commissioners within Early Years and across the 0-19 service area and wider stakeholders who had an interest or view they wished to share.

Response to the Consultation

- **5 Parent Focus Groups and drop in sessions** facilitated and supported by staff from the Public Health Team Southend, A Better Start Southend and Southend Borough Council Consultation and Engagement Officers

- **1 Co-production workshop** with Parent Champions facilitated by A Better Start Southend
- **289 Online Surveys** developed in conjunction with Public Health, Early Years and A Better Start Southend staff and finalised and approved by local Parent Champions
- **Subject Matter Expert engagement** with representatives from Southend Children's Social Care, Early Help, Early Years, A Better Start Southend and Integrated Commissioning (SBC and CCG) for Children's Services and Paediatrics
- **Member Briefing** planned for September 2018

Due to the immediate need for input into the decision making process the consultation highlighted the areas in which more engagement is required in order for decision makers to have a representative view of what the new service should look like. This further consultation and engagement will be carried out as the mobilisation of the new service begins and the development of a wider vision begins to take place. Groups that have not yet participated in the consultation but will be engaged with during the next stage of the process include:

- Teenage and Vulnerable Parents consultation which launched in September 2018
- Early Years and Early Help
- School nurses, SEN Teachers, Nursery Nurses and Childminders and those working in transition services

- Speech, language, development, mental health and Paediatric services and Midwives
- Public services including Police, Ambulance and fire services as well as Children's and Adult's social work teams
- Service providers of Health Visiting and Family Nurse Partnership Services who can inform the development of a future service including A Better Start Southend

Areas for further exploration through wider engagement include:

- The practical changes to improving the partnership working in Safeguarding children and young people
- How teenage parents can continue to be supported after being discharged from the Family Nurse Partnership Service
- How the Health Visiting Service can promote the offer to parents and improve the relationship and communication
- What community assets currently exist for parents and how this information can be publicised
- The use of technology to support practitioners and parents in terms of information and advice, communication and continued help
- What are the gaps to help children be 'school ready' and where that support can come from
- What opportunities exist for integration of services

An online ideas forum hosted on Stickyworld will support the continued co-production of the service and vision for Children and Young People's services in future and will be

published after the formal consultation process has closed and analysis has been completed. The decision making process to decide what the service model and delivery will look like will include, but is not limited to, the findings in this report as well as information from the Equality Assessment, service and resource mapping as well as HR consultation with affected staff. Members of the Integrated Commissioning Team, Public Health and the Children, Young People and Families Framework Steering Group will consider all the relevant information and consultation findings to help them make their final proposal and decisions.

Key response themes

Summary of responses from the Parents and Carers Survey

Q Do you support the Council's vision for an integrated 0-19 children's and young peoples' service?

77.54% of Parents and Carers **agreed** with the integrated service vision compared to **22.44%** who **disagreed**.

84.21% of Practitioners and Professionals **gave their support** for the vision and **15.79%** **didn't**. **Both** responses received through the commissioners survey **agreed** with the vision.

Concerns including fears around integration leading to cost cutting and cuts to the existing service, a 'jack of all trades, master of none' situation, that the service could become 'too generic', that input from the service may reduce and many people wanted to know what integration would look like before they felt they could agree with or answer the question.

One concern was raised around safeguarding stated, 'the key to safeguarding is to have some distance from multi-agency colleagues and the safest option is a degree of separation'.

Overall, **69.62%** of Parents and carers who responded said they rated the Health Visiting Service as either 'Excellent' or 'Good' compared to **9.49%** who rated it negatively. **20.89%** said it was 'neither good nor poor' but the following questions prompted a response as to what improvements could be made.

"A good health visitor can make all the difference. Mine recognised a speech issue and my child has now been discharged. Early intervention was the key"

"Without them I would have been lost. Brilliant support"

Q Which of the 5 universal checks have been most valuable to you?

- Antenatal visit – **84.4%** Very or quite valuable
- New Baby visit – **90.2%** Very or quite valuable
- 6 week visit – **84.1%** Very or quite valuable
- 1 year visit – **71.3%** Very or quite valuable
- 2 – 2 ½ year visit – **58.9%** Very or quite valuable

Suggested improvements to the service included:

- Additional regular checks between the Universal visits especially for those whose children are in Neonatal Units or SCBU and those who have had difficult or traumatic births and extended hospital stays
- More access, more visibility of the service and more Health Visitors, more information about what the role of a Health Visitor is and what support they do and can offer
- Increased support on the priority areas especially breastfeeding and bottle feeding, mental health, developmental milestones and school readiness
- Improved communication methods e.g. online, electronic appointment booking processes and information sharing, more flexibility around appointments to involve partners and other children
- Consistency of staff and appointments
- More parenting or baby classes, courses and groups e.g. weaning, potty training and more post-natal peer groups
- Online support and advice to bridge the gap between visits

- Earlier intervention and monitoring for speech and language, additional needs and support for those families
- Additional post-natal mental health visits from the service

Q Which elements of the Health Visiting Service are the more important to support you to care for your children?

- Maternal/ Perinatal Mental Health – **91% Very or quite important**
- Transition to Parenthood/ early weeks – **89% Very or quite important**
- Breastfeeding – **83% Very or quite important**
- Health, wellbeing and development of child aged 2 and support to be ‘ready for school’ – **79% Very or quite important**
- Managing minor illnesses and reducing incidents – **76% Very or quite important**
- Healthy weight – **74% Very or quite important**

70% of parents said they ‘**Get what they need**’ from the service and those that didn’t said this could be improved through:

“...help/ advice on introducing baby in to the world with other children involved”

- More information about other support available to parents locally e.g. services, groups and events
- Additional, consistent visits to build a relationship with both parents, including partners in the discussion and flexible

visits so both parents can attend or to accommodate working parents

- Additional support on first aid, formula feeding, constipation, behavioural development
- Additional support after the 2 ½ year check
- Support for parents of premature babies, those with additional needs and support around speech therapy
- A routine visit before starting school

63% of Parents and Carers found the service 'Very easy' or 'Quite easy' to access and those that didn't identified the following as improvements:

- Practical support for those attending clinics with additional or multiple children
- Publicise service contact details utilising online methods— many parents didn't know how or when they could contact the service and some thought that support ended after the last universal check
- Use of technology both ways e.g. Parents also being able to contact their Health Visitor via text, online booking, online information and advice, links to approved website resources, a greater online presence
- More time for visits, drop in clinics at Children's Centres and topical drop in sessions including advice for older children
- An admin or triage service to direct questions or queries and clearer information in the red book about what support is on offer

"Improved online presence, checklists for parents, online tutorials and the possibility to be connected to a HV"

65% of Parents said they felt there were gaps in the service:

- Additional and more frequent checks during the first 18 months to cover weaning, behaviour management, potty training, social interaction, developing speech and language and an integrated check at 3 ½ and 5 years old to discuss immunisations and adapting to school
- Information about bringing baby home, the cord, checks specifically for baby boys, restoring your pelvic floor and information for partners and fathers
- Support for those who have had an extended hospital stay or who have babies in SCBU or Neonatal Units
- A separate support programme for parents of children with additional needs, parents dealing with mental health issues, adjusting to parenthood, traumatic births and school readiness

"In my experience the Family Nurse Partnership was invaluable as it offered continuity and constant contact with the same professional I think that there is a gap as there should be a service like this for parents who do not necessarily fit the criteria"

- Bring back groups like Delta and peer support groups

- More information about gentle, attachment, responsive and attunement parenting
- New Mum programme delivered antenatally to include CPR, baby massage and baby yoga

Parents said the **benefits to their child/children** included a good, safe, happy start to life where parents had been supported and given confidence to raise them. That continued monitoring, early detection of developmental or behaviour issues and additional needs were all important and allowed children to thrive.

“(The) concerns about vision were picked up and referred quickly; the support I had meant that I was a happier, more confident mother and I think this helped my children thrive”

Parents also said that the **benefits to them** included support to parent confidently, in a calmer and happier household where they could feel more prepared and had increased parenting skills. That there was a reduction in stress and feeling less alone and the service offered emotional support and reassurance about decision making. The service meant parents were less like to go straight to the GP for minor issues but that the benefits stopped or reduced after the last universal visit.

“My Health Visitor was my biggest source of support (and a shoulder to cry on) in the first six months of both of my children's lives. Long term, she helped me to become a happy, confident mother!”

Q Is there any part of the Health Visiting Service that could be changed or made better?

- Additional checks throughout the 5 years
- More resources
- A centralised and multi-skilled service delivered in Children's Centres
- Improved communication e.g. appointments, advice and how to access support out of hours
- Increased mental health support
- Staff trained on the latest information and advice that can be shared with Parents e.g. local groups and health dangers
- More group work e.g. breastfeeding support
- Consistency of an allocated Health Visitor
- Earlier intervention for speech therapy and development issues
- Routine assessments carried out earlier and Parents to support their children to develop the required skills before being assessed
- Information and support for all feeding choices

Identifying local Community assets

“Have personally found the drop in health clinics very valuable and know others who have utilised support with breastfeeding issues at these sessions and this has enabled and encouraged them to continue breastfeeding”

“I feel all children should have a health visitor for support, as my second child needed more input and support; all mothers need support regardless of how many children they have”

Summary of responses from Practitioner and Professionals Survey

Q What challenges might impede your ability to provide the services and information needed by service users?

- Time, budgets, staff, resources and equipment to provide the service staff wish to provide to clients – e.g. sharing up to date local knowledge or accessing systems
- Capacity to be able to offer group work or parenting classes
- Staff identified a lack of parking in the borough when visiting client’s homes
- A need for improved integrated communication between services
- Uncertainty over future changes
- More integration is wanted between the service, early years, education and

school nursing – not just at a senior management level

Q What role do Health Visiting and Family Nurse Practitioners have in influencing/ supporting wider public services?

- Early support and intervention makes a big difference and can prevent specialist referral and as the only under 5’s universal service it can identify early trends and needs in the local community
- Working in an integrated way with partners and the wider community the service can influence and progress a wide range of health promotions
- The service influences, monitors and supports a wide range of families and regularly works with other local organisations e.g. social care, the police, and community organisations
- Liaising and referring to wider public services can support and encourage clients to engage with other services
- The Family Nurse Partnership has links with a number of other services to signpost and recruit clients

“Health Visiting have an important role in families life from before birth, they have a true insight into the families in our area and the challenges they face. They should have the voice to shape services around what families need”

Q Which of the five mandated Health Visiting Checks do you find are most useful and valued by Parents?

Almost all the comments received confirmed that **all the universal checks and the visits from the FNP programme were important** for varied reasons including:

- The new birth visit and 6 week visit are at a crucial time within a changing family. New parents are receptive to public health and healthy choices information and they're able to make informed choices about their own and their family's health and early difficulties can be identified
- Vulnerable, disadvantaged, homeless families as well as parents dealing with addiction, mental health issues, domestic violence or financial difficulties benefit greatly and all visits allow practitioners to meet the family and understand the individual challenges that they face
- Staff highlighted that the service is one of the only consistent contacts families have to raise concerns or get support and mothers may be more likely to talk about their mental health face to face with someone in their home environment
- Poverty and lack of social resources adds to the risk for children in areas like central Southend
- The FNP service assesses a wide range of areas for support including emotional attachment, child development and play strategies as well as relationship challenges with becoming parents also assessing emotional wellbeing of parents. They are key opportunities to assess for any safeguarding concerns if

there is not regular contact with the family

“We ensure they receive an excellent service from highly trained and experienced staff. The service we give is of a very high quality”

Q How could we deliver any of the 5 mandatory checks differently to deliver better outcomes?

- Home visits are a successful way of implementing them and 'Face to face' was seen as the most successful method
- More could be done to suit the needs of working parents who may need these checks completed in more varied locations / evenings and weekends etc.
- The same person to complete the early checks (antenatal, New birth, 6 week and under 1 if possible), for continuity and relationship building as well as a clearer idea of the child's progression
- Having a wider range of skills/activities to assess development as the ASQ ones are very specific and don't suit all children
- For families where there are no concerns the 1 year and 2 year interventions can be and currently are undertaken by the wider skill mixed health visiting team
- Financial cuts to the service could risk the quality and Professionals indicated that they support better outcomes without a reduction in the service already being provided

Q What do you feel are the most important parts of the Health Visiting and Family Nurse Partnership Service and why?

“Providing an advisory service to families and the community to improve health, promote wellbeing and through early intervention provide timely support. To ensure that the voice of the child is heard and that their needs are met”

- The relationship set up during face to face contacts means that clients contact the service when they need support but also know where else to go if another service is needed; it's a holistic approach
- Adjustment to parenthood, perinatal mental health, minor medical queries (preventing GP and other service impact), supporting healthy eating from an early age, picking-up infant-early childhood emotional and development issues quickly and support these and referring them for support
- Ability to see families at key stages and gain their trust - Health visitors are often the link between a number of services in the community
- For FNP, the actual delivered programme that is intensive, evidenced based and looks at the 6 identified domains which influence healthy outcomes for the child and family is the

most important. To have a universal service that is not stigmatising but is able to identify vulnerabilities and children at risk. To have a flexible service that meets the different needs of families. A robust safeguarding element is essential

- The safeguarding role 'cannot be over-emphasised' - The unique access the service has into families homes and as such their lives is so important, to ensuring children's safety

Q What opportunities are there to further integrate the 0-5's and 5-19's services and/or pathways?

- Currently the HV/FNP services are integrated with other paediatric services. The 5-19 services are delivered within a different organisation but processes have been put in place to ensure continuity of care.
- MASH+ and MARAT have succeeded in closer working with Early Help and Social Care
- Training days or away days together and co-location to improve communication
- Improving the liaison with the School Nurses and emotional wellbeing services
- Within the homeless caseload there would be a great opportunity for a practitioner to work with the 0-19 to support older children who are experiencing challenges
- In terms of child protection and safeguarding work, at times these roles

have provided 'cover' for each other at child protection meetings; this is something which needs to be carefully handled

- Ongoing care with one practitioner or team across both pathways, where complex concerns, or safeguarding concerns have been identified could be beneficial to the family, in regard to continuity of care

Q What do you feel are the gaps or blockages in the current Health Visiting/ Family Nurse Partnership service provision?

- For FNP, continuous relationship building with other services and maintaining these contacts are crucial and the most challenging and for FNP to be rolled out over a larger area
- Being based in different parts of the borough
- More timely communication and information sharing with other services
- Lack of capacity to offer more topical group work sessions e.g. Delta
- Families would benefit from a more comprehensive service provision in the first year, it would also give the Health Visitor a better opportunity to form a more comprehensive assessment on the family and ensure that opportunities to refer to other services are not missed

Q How could they be solved?

- 6-8 week contact until the child is one year old
- A more rounded service that looks at the whole picture not just a child's development, offering focused group or 1-1 sessions/workshops for a variety of issues (weaning, breastfeeding, behaviour, potty training)
- Multiagency training, meetings, forums. More co-location and regular meetings with staff across 0-19 services and integrated health and social care teams.
- Increased communication with midwifery services
- Increased resources within the service and staff to play a more active role in planning and development
- Offering Health Visiting mixed skilled group work, one to one behaviour/ child health clinics / drop in sessions especially in hubs in busy areas such as the town centre. Having clinics located in the place where they are needed so that they are accessible to all families

“A more rounded service that looks at the whole picture not just a child's development, offering focused group or 1-1 sessions/workshops for a variety of issues (weaning, breastfeeding, behaviour, potty training)”

Q What do you see as the outcomes that Health Visiting and Family Nursing have on other public services? How could changes be made to maximise the benefits of these outcomes?

- A Family Nurse is usually the main professional with the greatest access to families where other services possibly struggle to engage. Joint visits are often successful and aid other engagement and Social Care has less involvement with clients who have a Family Nurse
- FNP has an impact on reducing referrals into mental health services and is proven to provide positive outcomes on things like school readiness, prevention of accidents and much more
- The safeguarding work must impact on these services favourably as issues are picked up early. FNP's whole ethos is to improve parenting outcomes and avoid the need to involve Social Care involvement where possible, due to intensive input
- Reduction in referrals to social care as often HVs will work with a family at a threshold that prevent referral for safeguarding issues. by providing lots of support in the home for our most vulnerable families we do lots of work around behaviour and sleep management reducing referrals to other
- Providing support services to ensure future health benefits for both mum and baby

“The early detection and intervention on parenting issues and social and developmental problems impacts on education hugely, as children are assessed and work has begun on any additional needs before they

Q What works well in the current referral pathways? Please provide relevant examples

Many good practice examples were given including but not limited to the following:

- Liaison and updates from HLOs
Notification of DIRs, birth notifications, maternity notification for FNP clients, Health Visitor transfer of UP and UPP, Perinatal complex referral to perinatal mental health team, faster perinatal referrals to Perinatal and postnatal emotional support services, development referrals to the Lighthouse Centre, early eye problems to eye clinic
- Some referrals are easy and quick to complete, some can be quite time consuming
- Good relationship with Children's Centres, sexual health services etc. Referrals and signposting to these services is well established

Q How could improvements be made?

- Educating professionals about different roles and systems as there needs to be more opportunities to learn together –to learn about each other’s roles
- More contact \ joint working with social services longer term teams
- Timeliness of responses and feedback by other agencies
- Unified forms/processes for all services

Q How do you see the role of Health Visitor/ Family Nurse contributing to the safeguarding of children and what is the impact of safeguarding on the overall workload?

- A Family Nurse consistently visits a child and Parent often and gets to know the client and family which enables them to pick up safeguarding concerns earlier and address them and/or refer to services where needed
- Safeguarding greatly increases the workload due to report writing, time spent contacting other agencies & attending conferences, however FNP has a huge contribution to safeguarding due to the nature of visiting people in their homes & being allowed access to the child's life
- Health Visiting have a pivotal role in safeguarding, and it is a large part of the caseload, which would be aided by increased resources

“There is no possibility to over-emphasise this role. Health Visitors are often the professionals that identify and refer in concerns”

- The opinions and expertise of the staff within the service have a great impact.
- Staff are often relied upon to carry the risk on their caseload if there are no other professionals or services working with the family at that time
- If there is not a health need Health Visitors cannot keep visiting in the long term for concerns which are not seen by other services
- The vulnerability of the unborn, neonate and infant is key, and the input of the midwife has in recent years lessened, making the FN or HV even more vital
- The impact of safeguarding is considerable on the workload, as it is fundamental to the role(s) and is always treated as a priority

Q Are there any opportunities or improvements you could see within the safeguarding process?

- All cases under care of Social Care to have an allocated Social Worker improved information shared to and from Social Care

- Increased feedback from MASH+/FCT about the decisions and outcomes from referrals
- Social Workers sitting within Health Visiting teams to make it a more seamless service
- More multi-agency learning, more education of health in terms of decision making in Social Care
- Improved system Safeguarding templates
- To have allocated support for over 5's within the homeless caseload

Q Is there any technology or innovations that you feel could be incorporated into the service that would help you to be more effective and efficient? If so, what is it?

- Mobile phones with internet access for information sharing and iPads or tablets with internet access for inputting information directly onto the system and receiving emails
- Parking permits to allow parking near to clients homes and to support lone working
- Access to efficient lone working devices
- Information sharing, especially between Health Visiting Teams to support Child protection, out of area clients moving to the Borough and enabling access to records sooner after they arrive

- System improvements to allow all services to access the same systems and records when required

Summary of the Responses from the Commissioners Survey

Q Does the availability and configuration of Health Visiting and Family Nurse Partnership Services have an impact on access to other related services?

- The universal services contribute to the statutory requirement of Looked After Children which includes health assessments and the Family Nurse Partnership can support young parents who may also be looked after children and families as needs increase for vulnerable families living in poor conditions
- The services interface with a range of services including school nursing, A Better Start Southend, Children's Social Care, Early Help, Early Years and Children's Centres, Children's Specialist Community Services and Community Paediatrics
- The services have an important role and a significant favourable impact on screening and identifying medical problems, identifying vulnerable children and key workers doing health promotion

Q What Role do Health Visitors and Family Nurse Practitioners have in influencing/supporting wider public services?

- Looked After Children and the Public Health Agenda
- Children's Social Care, Early Help, Early Years and Children's Centres, Children's Specialist Community Services and Community Paediatrics, Safeguarding through a range of health based knowledge providing important insights for other teams (MASH+ and MARAT) and can also support other services by bringing Children's Centres and Community Hubs to life
- Promotes the health and welfare of Children to have a fulfilling childhood and improve their long term life chances.
- Safeguarding is a key element

Q How could we deliver the five mandated Health Checks differently?

- The current checks need to happen during the crucial time periods with increased staff to deliver this
- Integrating checks and using innovative technology with staff working alongside Early Help to improve the level of health input and improve holistic outcomes for families

Q What do you feel are the most important parts of the Health

Visiting/ Family Nurse Partnership service and why?

- All aspects are important across the 5 mandatory checks and the 6 high priority areas with safeguarding running throughout
- Safeguarding and screening for growth and development problems as well as identifying concerns with vision and hearing. Health promotion is also important.

Q Have opportunities between 0-5's and 0-19's services been identified and captured in strategic planning and policy decisions?

- Conversations are ongoing for developing interfaces of the 0-5/0-19 service with other services

Q Has the performance and quality of the Health Visiting/ Family Nurse Partnership Service provision indicated any gaps or blockages? If so, is there a plan to resolve these? Are there any other influencing factors on the measurement of definition of service outcomes?

- Locally the services have good practice in some areas but needs to be improved in other areas
- 'HV/FNP Provision is generally at a high standard'

Q Have outcomes and impacts within Health Visiting and Family nursing been aligned with other public sector services? And are these reflected in the strategies and policies?

- In part, however more could be done to align and integrate outcomes with other public sector services

Q Has a review of the current referral pathways been considered or conducted? What learning came from this, and has the learning been embedded? If changes to current pathways are made what do you think the impact on the wider system might be?

- A service mapping exercise was recently conducted and mapped the current 0-5 pathway
- There is regular and close involvement with the Health Visiting service and educational and learning events are also regularly undertaken

Q How do you see the role of the Health Visitor/ Family Nurse contributing to the safeguarding of children and what is the impact of safeguarding on the overall workload?

- Child protection (especially in identifying physical abuse and neglect and the most difficult of all - fabricated and induced

illness). They help in identifying vulnerable children because they work closely with families. Health promotion and ensuring welfare of children

- HVs have an important role in safeguarding across the 4 levels of service. Including: - working in partnership with other key stakeholders (e.g. CCG's safeguarding services & referrals to SBC's MASH+) to help promote the welfare and safety of children and young people. - being aware of children with an early help assessment, child in need, child protection or Looked After Child plan.

Q Are there any opportunities or improvements you could see within the safeguarding process?

- Increased resource and capacity in the service to help in protecting and promoting welfare of children and especially identifying vulnerable children

Q Has increased use of technological opportunities been considered for the Health Visiting and Family Nurse Partnership Services? Has this been incorporated into organisational technology/digital strategies?

- Not all HVs have their own laptops and it's been identified that the use of tablets may support HVs on their visits to deliver better outcomes

Pop-up Parent Co-production and Group session findings

The main points taken from the Parent pop-up groups held are summarised below:

- Many Parents didn't know how to contact the service, what support was available or that they could access the service outside of the universal visits up to the age of 5
- The focus of responses was around wanting more support from the service in addition to the current mandatory visits, consistency of an allocated Health Visitor as well as improved communication about arrival times and the ability to respond or be flexible around visits and for visits to take place at home in a comfortable environment where other children and partners were present
- Partners had not been as involved in visits as much as parents would like and felt that partners had been excluded from the post-natal experience when they felt they would like to actively participate
- Many of the Mothers spoken to said they had wanted more information about the Edinburgh questionnaire and the reason it was being done, what the score meant or who the results would be shared with and that they felt Mothers would answer more honestly if they had been able to build a relationship with their allocated Health Visitor
- Parents said that they felt that information and support was targeted at first time parents but things move so fast that experienced parents also wanted basic information and advice repeated so they had the most current guidelines and support to deal with their older children and new arrival
- Many parents spoke positively about the potential for online support, information, advice and communication with the service. Many Parents said they looked to social media and websites to find out about local support and events and to link with other parents for immediate advice
- Parents of children with additional needs, speech and language or developmental delays or allergies had mixed experiences of referrals or getting early help and signposting and some felt that they would have benefitted from more targeted group sessions
- Many parents didn't feel that they had been able to build a relationship because they had seen a different person at the next visit and that had impacted on getting what they needed or wanted from the service
- Parents who had built good relationships with the service had a very positive experience and found they had been able to contact for support when they felt they needed it outside of the 5 visits. They said that seeing the same Visitor had contributed to this and feeling confident that changes in them or their child would be noticed and explored

Next steps

Results of the consultation

This report will be shared on the Southend Borough Council website showing the feedback received from the Consultation.

Co-production to further develop the service

Following the analysis of the Consultation an online ideas forum will be launched on Stickyworld to gather ideas from Parents, Carers and Professionals on the additional areas identified in section 2.1. The online forum will be an ongoing co-production tool which will help to shape the vision and ensure Parents, Staff and stakeholders are participating in the development of a 0-19 integrated service and offer opportunities for more focussed offline discussion.

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OPTIONS PAPER: ALTERNATIVES TO 0-19s MODEL

1.1 Overview

1.1.1 The recommended option is the creation and development of 0-19s Model, with Health Visiting and School Nursing (delivered in-house) at the core.

1.1.2 This Appendix sets out the various alternative options which were also considered:

- No change – Recommission an outsourced 0-5 Service and do not create a 0-19s Model
- Commission an outsourced 0-19 Service
- Jointly commission an outsourced 0-19 Service which includes SCCG-commissioned services (Community Children’s Services and the Community Paediatric Service)

1.2 No change - Recommission an outsourced 0-5 Service and do not create a 0-19s Model

1.2.1 This would have involved a like-for-like replacement of the current arrangements. SBC would have retendered the 0-5 Service and the 5-19 Service would have remained in-house.

1.2.2 This option would have proved the least disruptive and most straightforward option to implement.

1.2.3 However, it was decided that it would present a missed opportunity for improving service integration.

1.2.4 Integration with other SBC services delivered in-house (e.g. Early Years & Early Help) is easier to control and implement successfully if the 0-5 Service is also delivered in-house. In-house staff can more easily be co-located with associated teams and staffing structures can be more flexibly adapted through test and learn approaches. This would have been more difficult to achieve if the service was tendered externally, because SBC would have an arms-length relationship with the provider.

1.2.5 There were concerns regarding the affordability of the service following recent budget reductions and whether prospective bidders may not have submitted bids.

1.2.6 There was also a concern that ABSS services might have been destabilised by the appointment of a new provider. This risk can be more easily managed if SBC takes on the delivery of the Public Health-funded FNP.

1.3 Commission an outsourced 0-19 Service

1.3.1 This would have involved the creation of a 0-19 Service by combining the 0-5 Service (currently delivered by EPUT) with the 5-19 Service (currently delivered in-house). However, unlike the preferred option, this 0-19 Service would have been tendered externally to commence on 1 April 2019.

1.3.2 This option would have provided some of the benefits associated with the preferred option. The combined 0-19 Service would have provided a more substantial proposition than simply retendering the 0-5 Service and so may

have produced a more competitive tender process potentially providing better value for money as bidders found economies of scale.

1.3.3 However, tendering out the School Nursing service could have had a detrimental effect and/or be perceived negatively. The School Nursing service was brought in-house 2015 after changes in the commissioning landscape cause a destabilisation of the workforce. A considerable amount of time and effort was exerted to bring the in-house service to the required level. The service underwent a recent CQC inspection in 2017 which was positive. Colleagues in Public Health were reluctant to risk the recent improvements in the School Nursing service by retendering this service. In addition, there may have been a negative public perception in outsourcing the school nursing service, especially as it was only brought in-house relatively recently.

1.3.4 Furthermore, there was a concern that outsourcing the 0-19 Service would make service integration with other in-house services (e.g. Early Years & Social Care) more difficult to control and implement. It would not have been possible to create the 0-19s Model as envisaged: there would have been more obstacles preventing staff from being co-located with associated teams and achieving operational flexibility would have been more difficult, as SBC would have had an arms-length relationship with the provider.

1.4 Jointly commission an outsourced 0-19 Service which includes SCCG-commissioned services (Community Children's Services and the Community Paediatric Service)

1.4.1 This would have involved SBC and SCCG jointly commissioning a combined service. This service would have included the 0-5 Service and (optionally) the 5-19 Service (commissioned by SBC) and the Community Children's Services and (optionally) Community Paediatric Service (both commissioned by SCCG).

1.4.2 This option may have provided some of the benefits associated with the preferred option and, if successful, would have provided the highest levels of integration across children's services.

1.4.3 However, SCCG indicated that it currently wishes to seek to implement service improvements with EPUT in relation to Children's Community Services in the short term, rather than fully recommissioning its children's services at this time. Seeking integration at this time would have cut across the work of the community paediatrics options appraisal.

1.4.4 In addition, there would be significant risks to the service in SBC and SCCG attempting to jointly design, procure and mobilise this extended service within the available timeframe. This issue would be compounded by the different footprints of the services, as SCCG services cover Castle Point and Rochford, as well as Southend.

1.4.5 That said, the preferred option certainly does not preclude SBC and SCCG from undertaking this joint work over a longer timeframe, with a view to further integrating and potentially outsourcing those services together in the future.

1.5 Other Factors

1.5.1 It should be noted that colleagues from legal and procurement have advised that it would not be a viable option to roll-forward the 0-5 Service contract with EPUT beyond 31 March 2019. Consequently this option was not considered further.

1.5.2 With each of the three alternative options set out above, there was also a concern that timescales would have been very tight for procuring and then mobilising a outsourced service. Procurement has advised that it would have taken several months to run a full procurement exercise. Following selection of a provider, it would have been advisable to allow at least 2-3 months for that incoming provider to mobilise the new service. There is also the risk that any contract award could be subject to a challenge, leading to delays in mobilisation.

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Southend-on-Sea Borough Council

Report of the Chief Executive
to
Cabinet

On
18th September 2018

Report prepared by: Val Smith – Knowledge and Information
Manager
Charlotte McCulloch – Customer Service & Complaints
Manager
Michael Barrett – Complaints Officer

Agenda
Item No.

9

Annual Report – Comments, Complaints and Compliments – 2017/18
All Scrutiny Committees
Cabinet Members: Councillors Lamb, Cox and Boyd
A Part 1 Public Agenda Item.

1. Purpose of Report

1.1 This report is to:

- Provide performance information about comments, complaints and compliments received across the Council for 2017-18
- Fulfil the duty of the Monitoring Officer to report to members on the findings of certain Local Government Ombudsman investigations
- Fulfil the Council's statutory duty to produce an annual report concerning compliments and complaints received about its Children and Adult social care functions.
- Support the Council's values in being open, honest and transparent.

2. Recommendation

2.1. To note the Council's performance in respect of comments, complaints and compliments for 2017-18.

2.2. To refer the report to each Scrutiny Committee, for the Place and P & R Scrutiny Committees to consider Appendix A and for the People Scrutiny Committee to consider Appendices B and C.

3. Background

- 3.1. It is good practice for the Cabinet to receive an annual report on Corporate Comments, Complaints and Compliments. This report is attached at Appendix A and includes a summary of the findings of the Local Government and Social Care Ombudsman which the Monitoring Officer is obliged to report under section 5(2) of the Local Government and Housing Act and the Local Government Act 1974.

- 3.2. Legislation requires that statutory processes are in place to deal with complaints relating to children and adults social care, to advertise that process and produce annual reports. These reports also need to be shared with the Care Quality Commission and the Department of Health. The two reports are attached as Appendices B and C to this report.
- 3.3. Details of performance are contained in the respective reports under:
Appendix A - Corporate Comments, Complaints and Compliments and Monitoring Officer report
Appendix B - Compliments, Concerns and Complaints – Adult Social Care Services
Appendix C - Compliments and Complaints – Children’s Social Care Services.
- 3.4. The table below sets out a comparison of the total number of complaints, Corporate and Statutory, received in 2017/18 and in the previous three years, in total and by Department.

Department	2014/2015	2015/16	2016/17	2017/18
Department of the Chief Executive	43	66	54	65
Department for People (including statutory)	246	304	326	252
Department for Place	376	352	486	364
Grand Total	665	722	866	681

As can be seen, the upward trend in the total number of complaints being received by the Council has reversed. This supports the assertion in last year’s annual report that the spike in complaints in 2016/17 was attributable to major alterations to refuse collection days.

- 3.5. The table below sets out a comparison of the total number of comments and compliments received in 2017/18 and in the previous three years.

Department	2014/2015	2015/16	2016/17	2017/18
Department of the Chief Executive	1326	1673	1301	1291
Department for People (including statutory)	474	416	302	119
Place	222	337	838	820
Grand Total	2022	2426	2441	2230

The majority of comments and compliments come either through the GovMetric customer satisfaction reporting platform (1283 - reported in figures for the Department of the Chief Executive) or through the Department for Place, where

the majority relate to Waste and Environmental Care (448) and Traffic and Highways (169).

In previous years the Department for People has received a large number of compliments in relation to the services provided by Southend Care. As this service is no longer provided directly by the Council, these are no longer recorded in this report and this is believed to account for the drop in comments and compliments for the Department.

4. Lessons Learnt and Service Improvements

- 4.1 Whilst responding to feedback in a timely manner is a priority, it is also important for Council services to reflect on lessons learnt and improving outcomes. This is recognised by the Local Government Ombudsman's principles of good complaints handling by being customer focused, putting things right and seeking continuous improvement.

Examples of service improvements are contained within the individual reports at Appendix A, B and C.

5. Future developments

- 5.1 To support the Corporate Complaints process, it is intended during 2018/19 to make available:

- A programme of awareness for staff about what to do when a complaint is received
- Training and support regarding handling and responding to complaints
- Publicity and advice concerning how to use the procedures for dealing with unreasonable complainant behaviour.

- 5.2 It is recognised that more effective use could be made of insight from complaints. Data collected will be reviewed and analysed to a greater extent and more frequently to better learn lessons, identify areas of concern and improve service delivery.

6. Corporate Implications

- 6.1 Contribution to Council's Vision & Corporate Priorities

Customer feedback and complaints management is directly relevant to the Council's corporate priorities to deliver strong, relevant and targeted services that meet the needs of our community. This remains important in the coming years as budget constraints continue to impact on service delivery.

- 6.2 Financial Implications

The commissioning of external 'independent people' to undertake children's stage two statutory complaints and an 'independent panel' to undertake Stage 3 complaints incurs additional costs, which are met from within the People Business Support Budget.

6.3 Legal Implications

These reports ensure compliance with statutory complaints processes and reporting obligations.

6.4 People and Property Implications

People and property implications are considered through the Council's normal business management processes.

6.5 Consultation

The Advocacy Services and Representations Procedure (Children) (Amendment) Regulations 2004 confer a duty on local authorities to provide information about advocacy services and offer help to obtain an advocate to a child or young person wishing to make a complaint. All children and young people wishing to make a complaint are offered the services of an advocate.

6.6 Equalities and Diversity Implications

All three processes are receiving feedback from customers from Southend communities including minority groups. Similarly, alternative approaches to facilitate complaint resolution are offered including advocacy and meetings.

Corporate equalities considerations continue to be part of the process.

6.7 Risk Assessment

Processes are reviewed periodically and reduce any risk which could adversely affect the Council's reputation in the community and reduce public trust/satisfaction. The number recorded is still significantly less than the 1100 reported for 2009 at the beginning of the revised process.

6.8 Value for Money

Early resolution of complaints, together with learning lessons from the process, contribute to service improvements and getting things right first time.

6.9 Community Safety and Environmental Impact Implications

Individual complaints may concern community safety or environmental matters.

7. **Background Papers - None**

8. **Appendices**

Appendix A - Corporate Comments, Complaints and Compliments and Monitoring Officer report

Appendix B - Compliments, Concerns and Complaints – Adult Social Care Services

Appendix C - Compliments and Complaints – Children's Social Care Services.

Corporate Comments, Complaints and Compliments and Local Government and Social Care Ombudsman Annual Report 2017-18

1. Purpose of Report

- 1.1 To report on the performance relating to the Corporate Comments, Complaints and Compliments procedure and to provide comparisons with previously reported results.

(Complaints and compliments in respect of adult and children's social care functions are subject to their own statutory processes and are not monitored by the Corporate procedure. Their annual reports are provided separately.)

- 1.2 To fulfil the Monitoring Officer's duty under section 5(2) of the Local Government and Housing Act 1989 and the Local Government Act 1974, the Monitoring Officer must provide Members with a summary of the findings on all complaints relating to the Council where in 2017/18 the Local Government and Social Care Ombudsman (LGO) has conducted an investigation and upheld a complaint.

2. Recommendations

- 2.1 **To note the Council's performance in respect of Corporate Comments, Complaints and Compliments for 2017-18.**
- 2.2 **To note the summary of LGO findings (Appendices 1, 2 & 3).**
- 2.3 **To refer the report to the Place and P & R Scrutiny Committees.**

3. Background

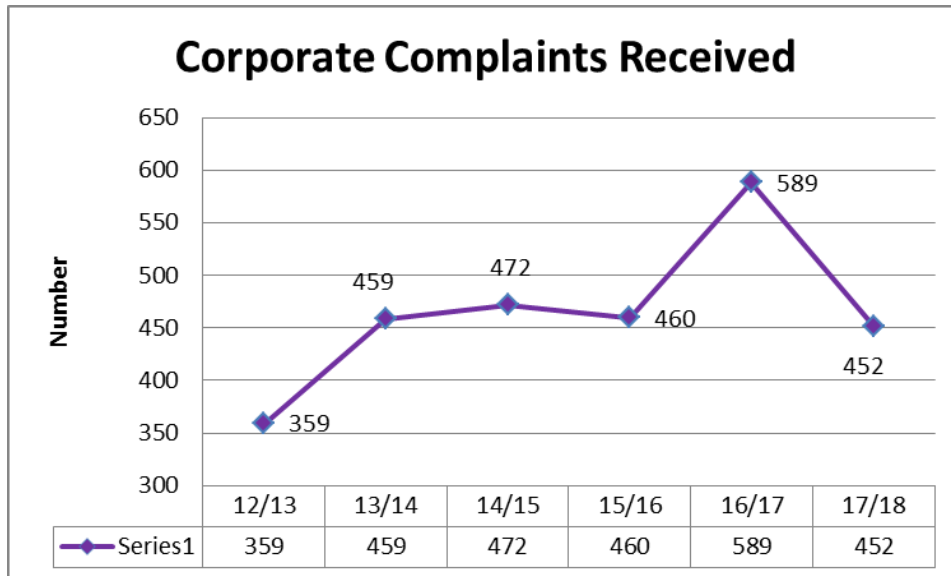
- 3.1 The Council's Corporate Comments, Complaints and Compliments procedure deals with all general feedback about the Council. It has been in place since 2009 and is well established throughout the organisation. Along with the children and adult social care statutory complaints there are certain other functions which are outside of the Corporate procedure and which have their own processes. Examples include appeals against parking tickets and concerns about schools.
- 3.2 The benefits in operating a feedback process include:
- To learn lessons from the types of feedback made
 - To help improve service delivery
 - To improve the consistency and timeliness of responses
 - To reflect sector wide and LGO best practice.

- 3.3 This report provides:
- An update on how the process is working
 - An analysis of customer feedback data
 - A summary of LGO findings

4. PERFORMANCE TO DATE

4.1 Performance in respect of complaints

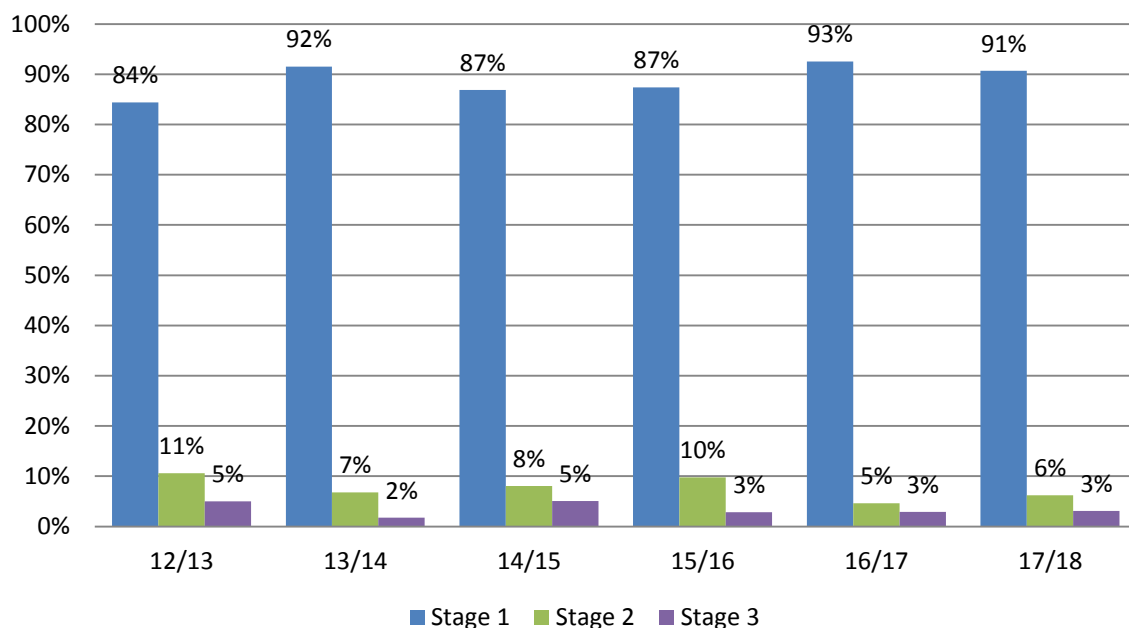
In 2017/18 the number of complaints received returned to its more usual level, following the spike in complaints in 2016/17.



91% of complaints were resolved at the first Stage of the Complaints process. For those that progressed further through the process, 6% were resolved at the second Stage and 3% went to the third and final Stage. The proportion of complainants making use of the entire process has remained constant at 3% for the past 3 years.

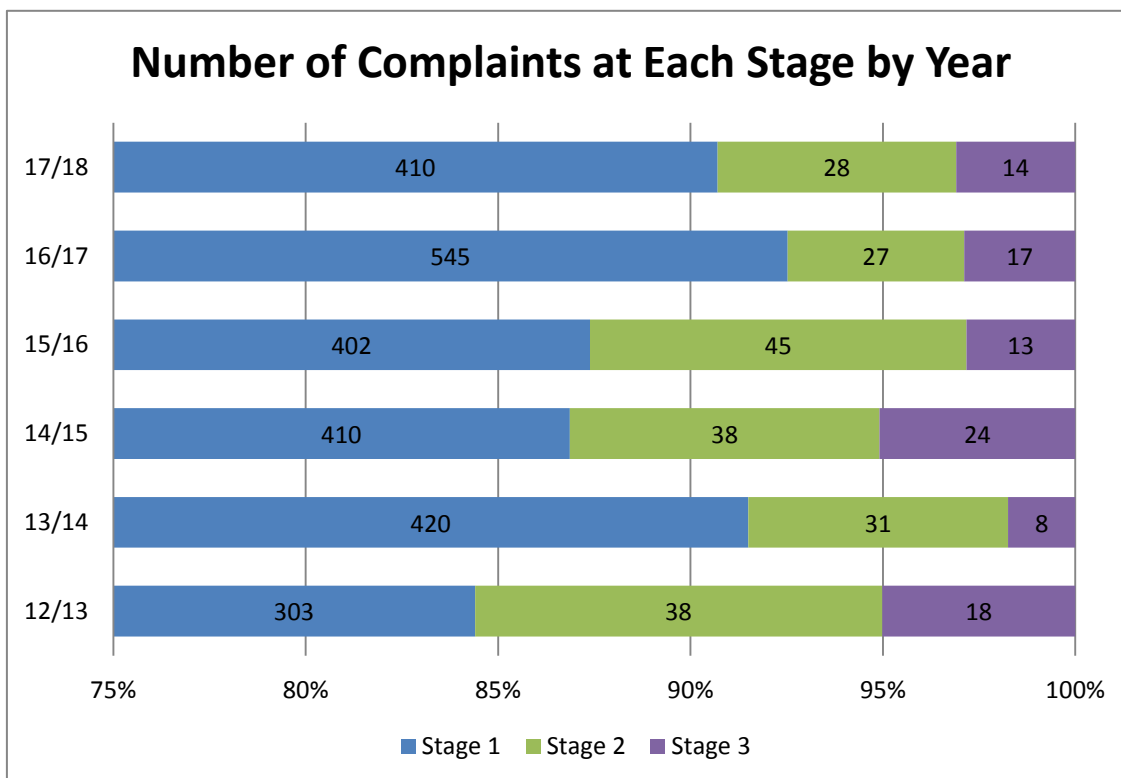
complainants making use of the entire process has remained constant at 3% for the past 3 years.

Percentage of Complaints Resolved at Each Stage



The number of complaints resolved at each Stage of the process is as follows:

Number of Complaints at Each Stage by Year

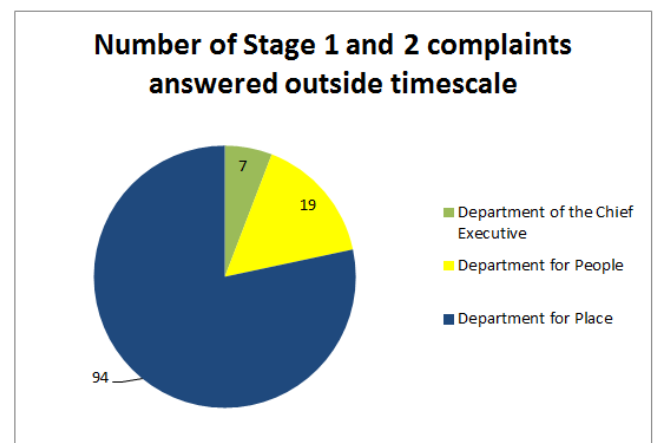
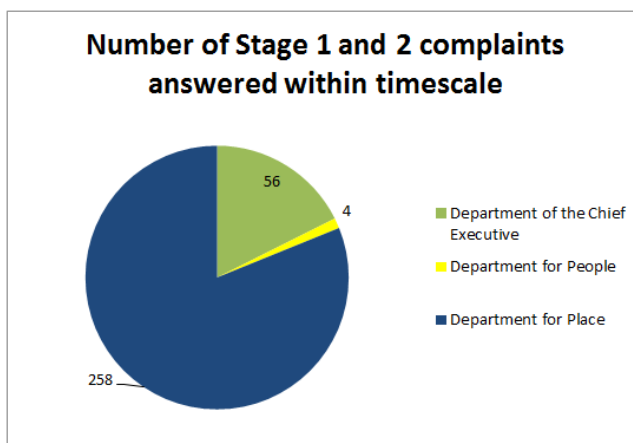


4.2 Complaints by Department with Response Times

The aim is to respond to Stage 1 and 2 complaints within 10 working days of their receipt. This has been achieved in 73% of cases which is a lower percentage than in the previous two years.

	Apr 2015-Mar 2016		Apr 2016-Mar 2017		Apr 2017-Mar 2018	
Department	Stage 1 & 2 Complaints	Responded to in 10 working days	Stage 1 & 2 Complaints	Responded to in 10 working days	Stage 1 & 2 Complaints	Responded to in 10 working days
Dept. of the Chief Executive	62	81%	52	94%	63	89%
Department for People	41	68%	41	49%	23	17%
Department for Place	344	83%	479	85%	352	73%
Grand Total	448	80%	572	84%	438	73%

The biggest influence on overall performance is exercised by the Department for Place:



4.3 Stage 3 Complaints

Of the 14 complaints which reached Stage 3 of the complaints procedure, 6 were responded to within the 35 day timescale. During 2017/18 the new staffing structure in the complaints advisory service has been being established and experience gained.

The change in process where Stage 3 responses may come from the Deputy Chief Executives rather than the Chief Executive has been implemented and

has generated no negative feedback from complainants. It is expected that the timeliness of Stage 3 responses will improve substantially in 2017/18.

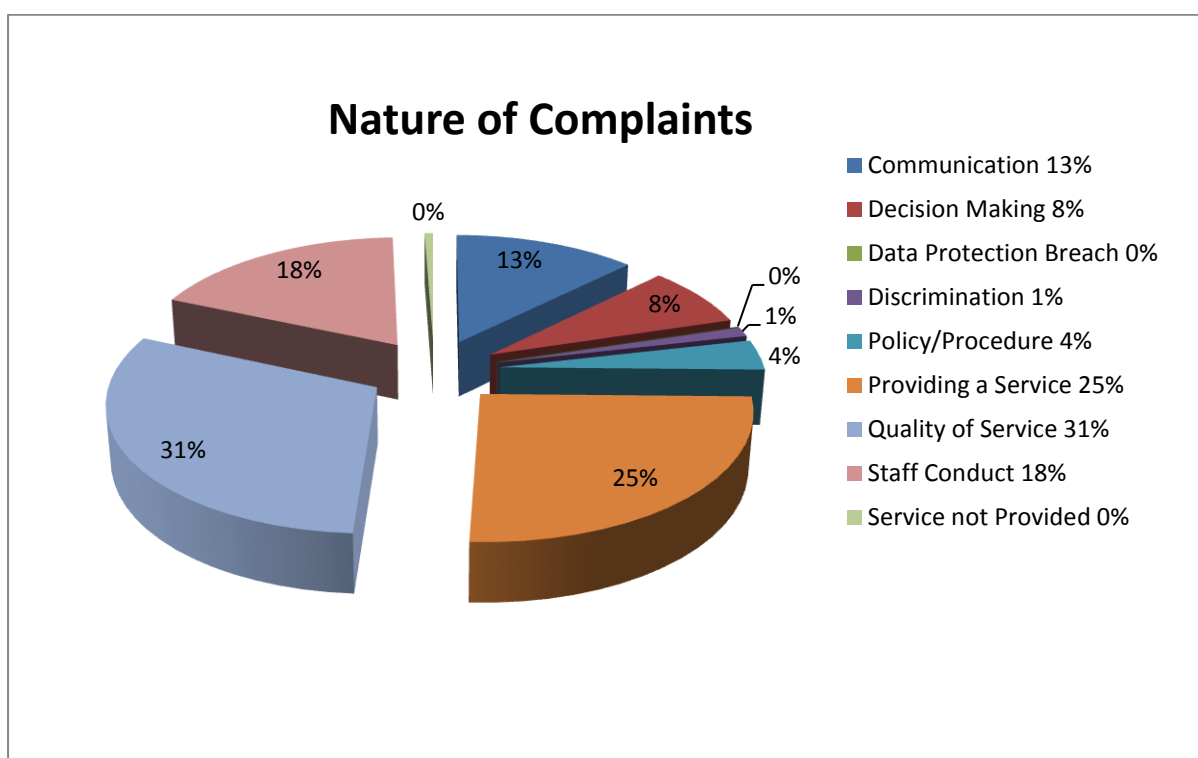
Of the 14 Stage 3 complaints, on receipt of their response, 6 complainants applied to the Local Government Ombudsman. In one case additional remedial action was advised, in the remaining 5 the Ombudsman was satisfied with the action already taken by the Council in the complaints process.

4.4 Nature of Complaints

The monitoring system that is in place highlights trends and issues that are subject to complaints. Areas that have been of note, at all stages, for 2017/18 include:

- Quality of service – 23%
- Providing a service – 19%
- Staff conduct/employee behaviour – 13%

The full distribution is as follows:



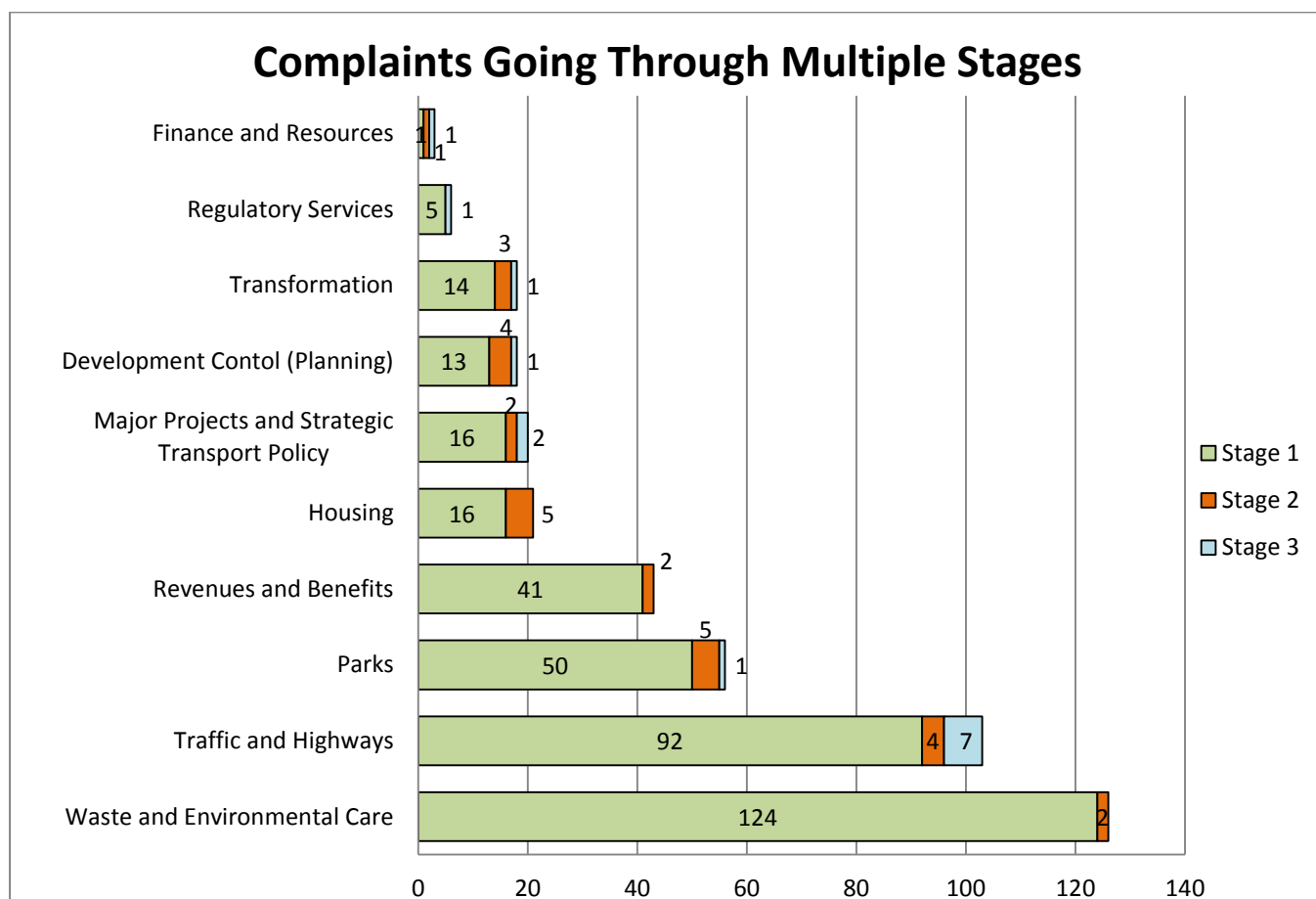
4.5 How the Complaints Are Received

The most common way for complainants to contact the Council remains by e-mail or on-line form, and reflects the general shift to use of electronic means when interacting with the Council. In some instances customer service officers will have completed an on-line form on behalf of a telephone caller.

The Council remains committed to keeping all complaint channels available in order to meet its equalities obligations and to comply with LGO best practice. A formal complaint may be received over social media but would be moved to more conventional channels for resolution.

4.6 Progression of complaints

The complaints which have been taken to multiple stages are as follows:



It is intended to examine those topics prone to multiple stages to identify whether there are factors which might reduce the need for escalation past Stage 1.

4.7 Complaint Resolution

The emphasis on learning from customer feedback continues. This is evidenced by how complaints have been resolved.

Specific action was taken in 82% of cases - by doing something that had not been done, carrying out work or putting something right.

4.8 Learning Points

While many complaints involve issues being experienced solely by the individual complainant, feedback through the complaints procedure from customers is also continuously reviewed to establish where more general improvements to services are required.

In particular, Stage 3 of the process includes an organisation-wide view of the complaint to identify lessons learned and to inform broader service reviews where appropriate. In this way an individual complaint can have an impact on organisational change.

Examples of service improvements as a result of complaints and customer feedback include:

- Enhanced processes for obtaining information concerning absent parents in adoption cases
- Improved information to be given to customers purchasing Memorials
- Introduction of a formal review stage for customers dissatisfied with the information provided in accordance with their data protection subject access rights
- Insight from complaints feeding into the development of revised services relating to anti-social behaviour
- Enhancements to the Council's website

4.9 Comments and Compliments

GovMetric, the customer satisfaction measurement tool used by the Council, specifically captures feedback concerning the provision of face to face and telephone service by the Customer Service Centre and over the Council's primary website and its interface with MySouthend. These figures are reflected in the Department of the Chief Executive analysis.

Compliments are most frequently received in relation to face to face or telephone contact, with the helpful or pleasant nature of the member of staff often being cited as the reason for the compliment.

It is anticipated that as we move more towards increased use of on-line channels with less personal interaction between the Council and its customers, so the opportunities to receive compliments will decrease.

Of the 1283 comments and compliments recorded by the Department of the Chief Executive, 212 were categorised as compliments.

When comments are received they are responded to by the service concerned and the person making the comment is acknowledged and where appropriate advised if their suggestion is to be taken up. Compliments are acknowledged and shared with the appropriate line management to inform the

service or member of staff. This may then inform the staff member's performance review discussion.

The table below shows a 3 year comparison of the total number of comments and compliments received by each Department.

Department	Total 2015/2016	Total 2016/2017	Total 2017/2018
Department of the Chief Executive	1673	1301	1291
Department for People (excluding statutory complaints)	2	40	1
Department for Place	337	838	820
Grand Total	2012	2179	2112

5. Local Government and Social Care Ombudsman (LGO)

The Local Government and Social Care Ombudsman (LGO) has provided an annual summary of statistics for the year ended 31 March 2018. This relates to cases upon which they have made a decision in that year.

The LGO's annual review letter, including the breakdown of the results is attached at [Appendix 1](#).

51 decisions relating to the Council were made by the Ombudsman. This compared to 58 for the previous year.

Of these, 26 cases were referred back for local resolution. This is most commonly because the complainant has approached the LGO without first going through the Council's complaints procedure.

15 cases were closed after the LGO had made initial enquiries, involving the Council where required.

1 case was incomplete or invalid, and in 1 instance, advice to the complainant from the LGO was considered sufficient action.

In 8 cases the LGO conducted a detailed investigation. This is a reduction from 15 last year, a considerable improvement.

In 6 of these cases the LGO upheld the complaint, in 2 cases they did not, an uphold rate for detailed investigations of 75% (the average LGO uphold rate being 57%).

While in percentage terms this means that the 'upheld' rate has increased from 53%, and this appears a negative trend, in real terms the number of complaints upheld has reduced from 8 last year to 6, and of those, 2 had already been satisfactorily remedied by the Council prior to the LGO becoming involved.

This means that only 4 complainants had a different outcome from the LGO than they had already had from the Council. This demonstrates that the complaints processes are effective and provide well considered outcomes for complainants. In all but one of the cases, the Council had already admitted fault during the relevant complaints process. In three cases the LGO recommended a monetary remedy whereas the Council had not.

A breakdown of approaches to the LGO is attached at [Appendix 2](#) and a summary of findings for those cases where the LGO found fault is included at [Appendix 3](#).

Alongside statistical information, the LGO also publishes a yearly report on local government complaint handling. The report includes a summary of complaint statistics for every local authority in England which provides an opportunity for the Council to compare its performance against other Councils. The table below shows comparisons with a small number of similar authorities.

Complaints/ enquiries made to LGO			
Local authority	15/16	16/17	17/18
Southend on Sea	54	54	50
Blackpool	47	45	36
Medway	97	87	89
Plymouth	102	98	127
Thurrock	82	65	64
Isle of Wight	60	43	49
Central Bedfordshire	65	54	54

Complaints investigated by the LGO and upheld				
Local authority	14/15	16/17	17/18	Uphold rate
Southend on Sea	7	8	6	75%
Blackpool	7	8	6	86%
Medway	19	13	11	58%
Plymouth	19	15	13	58%
Thurrock	9	10	9	63%
Isle of Wight	14	13	8	64%
Central Bedfordshire	10	8	5	67%

6 MONITORING AND REPORTING

Regular reporting continues within Departmental Management Teams to coincide with their monthly report on performance.

7 CONCLUSIONS

The process continues to deliver a professional response to individual complaints, a robust system of complaint monitoring and real service improvements.

8 Corporate Implications

8.1 Contribution to Council's Vision & Corporate Priorities

Customer feedback and complaints management is directly relevant to the Council's Corporate priorities.

8.2 Financial Implications

Service improvements continue to result in meaningful outcomes for customers. A robust complaint process with thorough investigation and a positive approach reduces the likelihood of financial penalties from the LGO.

8.3 Legal Implications

This process is overseen by the Local Government and Social Care Ombudsman

8.4 People Implications

Effective complaint handling is resource intensive but benefits the organisation by identifying service improvements and managing the process for customers who are dissatisfied.

8.5 Property Implications

None

8.6 Consultation

None

8.7 Equalities and Diversity Implications

The complaints process is open to all and has multiple methods of access for customers. Equality and diversity implications are a routine part of the process in recording customer details and are considered as part of any response.

Although most commonly the process is accessed through e-mail and on-line forms, traditional methods such as post are available and where necessary a complaint can be transcribed over the telephone or be made in person.

This supports persons who might otherwise be inhibited from using the process, perhaps through vulnerability.

8.8 Risk Assessment

Personal data regarding complaints are recorded in an approved centralised system which can only be accessed by nominated officers.

8.9 Value for Money

Resolving a complaint as early as possible in the process reduces officer time spent dealing with concerns as well as providing the opportunity to improve service delivery.

8.10 Community Safety Implications - None

8.11 Environmental Impact - None

9 Background Papers – None

10 Appendices

Appendix 1 Local Government Ombudsman Annual Review Letter 2018

Appendix 2 Breakdown of approaches to the LGO by Service

Appendix 3 Summary of complaints upheld by the LGO

Appendix 1 - Local Government Ombudsman Annual Review Letter 2018

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Alison Griffin
Chief Executive
Southend-on-Sea Borough Council

Dear Alison Griffin,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny. I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Southend-on-Sea Borough Council
 For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
7	6	1	11	3	14	4	4	0	50

Decisions made

Decisions made				Detailed Investigations			Total
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	
1	1	26	15	2	6	75%	51

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
4	2

Appendix 2

Breakdown of approaches to the LGO by Service

Adult Care Services	
7	Decisions of the LGO
4	Referred for local resolution
1	Closed after initial enquiries
1	Incomplete/Invalid
1	Detailed investigation – not upheld

Benefits and Council Tax	
6	Decisions of the LGO
5	Referred for local resolution
1	Closed after initial enquiries

Education and Children’s Services	
12	Decisions of the LGO
6	Referred for local resolution
3	Closed after initial enquiries
1	Detailed investigation – not upheld
2	Detailed investigation - upheld

Environmental Services and Public Protection and Regulation	
3	Decisions of the LGO
1	Referred for local resolution
1	Closed after initial enquiries
1	Detailed investigation - upheld

Highways and Transport	
14	Decisions of the LGO
7	Referred for local resolution
6	Closed after initial enquiries
1	Detailed investigation – upheld

Housing	
4	Decisions of the LGO
1	Advice given by LGO
1	Referred for local resolution
1	Closed after initial enquiries
1	Detailed investigation - upheld

Planning and Development	
4	Decisions of the LGO
2	Referred for local resolution
1	Closed after initial enquiries
1	Detailed investigation - upheld

Corporate and Other Services (not specified by LGO)	
1	Decisions of the LGO
1	Closed after initial enquiries

Appendix 3

Summary of complaints upheld by the LGO

Service	Maladministration/Fault	Agreed Remedy
Education and Childrens Services	Could have made more comprehensive attempt in 2006 to locate absent birth parent regarding adoption proceedings	Letter of apology to customer. £300 remedial payment in recognition of the lost opportunity to attend the adoption hearing and the distress caused as a consequence. Enhanced processes for obtaining contact data of absent parent from third parties.
Education and Childrens Services	Inaccurate information provided to a child protection conference. The Council had acted since to ensure the records clearly reflected that the information was inaccurate.	As the Council had already remedied the injustice, although fault was found, no further corrective action was required.
Environmental Services & Public Protection & Regulation	Faults in how the Council dealt with the complainant about the expiry of a lease for a memorial at the crematorium	Letter of apology to customer £300 remedial payment in recognition of injustice Improved information to be given to customers purchasing memorials
Highways & Transport	Faults in the way an application for a parking permit was processed resulting in two Penalty Charge Notices (PCN) being issued	As the Council had already agreed to cancel the PCNs and pay £50 in recognition of time and trouble, no further action was required by the LGO
Housing	Delays and failures in dealing with a housing application and in making a referral to the direct let process for an adapted property	£250 remedial payment in recognition of time and trouble Provision of agreed information to complainant OT assessments and works to be completed to an agreed timetable
Planning & Development	No fault was found in the way in which a planning application complained of had been considered, but there was fault in the delay in replying to the related complaint.	The Council's previous apology and explanation for the delay was considered sufficient remedy and no further action was required by the LGO

Compliments Concerns & Complaints received throughout 2017-18 for Adult Social Care Services

1. Purpose of Report

- 1.1 To discharge the local authority's statutory duty to produce an annual report on compliments concerns and complaints received about its adults' social care function throughout the year.
- 1.2 To provide statistical and performance information about compliments concerns and complaints received throughout 2017 / 2018.

2. Recommendation

- 2.1 To note the Council's performance in relation to Compliments, Concerns and Complaints in 2017/18 for Adult Social Care Services.
- 2.2 That the report be referred to the People Scrutiny Committee for further consideration.

3. Background

- 3.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 came into force on 1 April 2009 and created a single process for health and social care services. With the increase in integrated services, the single process makes it easier for patients and service users to make complaints and allows them to make their complaint to any of the organisations involved in their care. One of the organisations will take the lead and co-ordinate a single response.
- 3.2 The new process is based on the principles of the Department of Health's *Making Experiences Count* and on the Ombudsman's principles of good complaints handling:
 - Getting it right
 - Being customer focused
 - Being open and accountable
 - Acting fairly and proportionately
 - Putting things right
 - Seeking continuous improvement.
- 3.4 There is a single local resolution stage that allows a more flexible, customer focused approach to suit each individual complainant. At the outset, a plan of action is agreed with the complainant to address their complaint. Amendments to the plan can be agreed at any stage of the process.

- 3.5 The regulations do not specify timescales for resolution and a date for response is agreed and included in each plan. Response times are measured against the agreed dates in the plans.
- 3.6 When the local authority believes that it has exhausted all efforts to achieve a local resolution, and the customer remains dissatisfied, the next step is referral to the Local Government Ombudsman.

4 Overview of Compliments; Concerns and Complaints received in 2017/2018

a. Compliments

Compliments are a very important feedback and motivational tool and members of staff are encouraged to report all compliments they receive to the Customer Services Manager for recording. All compliments are reported to the Group Manager of the Service to pass on their thanks to the staff member and the team. This practice has been well received by staff.

Adult and Community Services received 94 compliments about its social care services in 2017/2018.

Table to show the number of compliments received in 2017/2018 and a comparison with previous three years

Apr 14 – Mar 15	Apr 15 – Mar 16	Apr 16 – Mar 17	Apr 17 – Mar 18
Number	Number	Number	Number
407	341	269	94

The reduction compliments in 2017-18 is due to the transfer of some front line services to Southend Care.

The use of Compliments is very tenuous benchmark for Customer Satisfaction as unlike complaints that require specific action by the recipient, compliments can easily be forgotten and not formally logged due to focusing on more urgent day to day activities.

Compliments and complaints are the extreme indicators of Customer Satisfaction, however there is still a large number service users who have not recorded a complaint or compliment, which suggests they are satisfied with the service.

4.3 Concerns

The current regulations require the local authority to record concerns and comments as well as complaints. Some people wish to provide feedback to help improve services but they do not wish to make a complaint, and this process facilitates that.

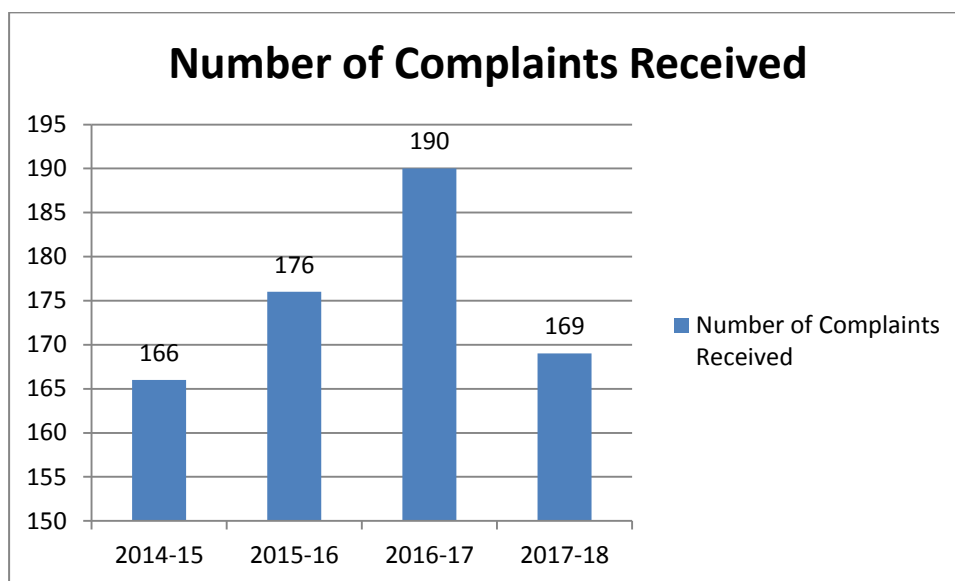
Adult and Community Services didn't received any feedback to be logged as a 'concern' about its social care services in 2017/2018.

All concerns and comments are considered to identify areas for improvement and responses are made where appropriate or requested.

4.4 Complaints

Adult Services received and processed a total 169 statutory complaints about its statutory social care services in 2017/2018.

The Graph to show the total number of complaints received and processed by Southend-on-Sea Borough Council during 2017/2018 and comparison with previous three years.



This represents a decrease of 11% in the number of complaints received and processed during the previous year. The reduction has been seen in complaints received by our commissioned providers. Contributory factors to this reduction would be an additional Contracts Officer with a focus on Care & Reablement. Also post implementation of the Care and Reablement contract, has provided increased stability in the care market.

The number of complaints is low, representing 3.6% of the adults that we provided a service to in 2017/18.

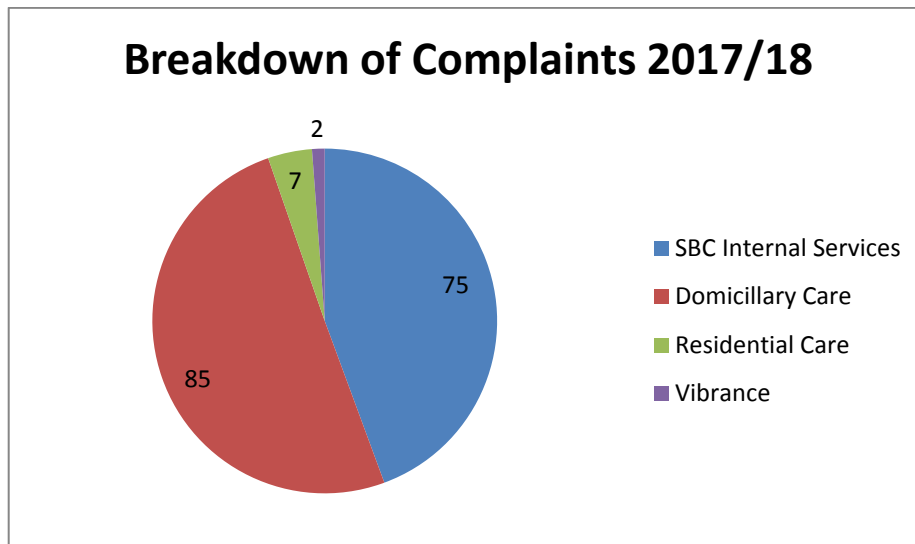
Overall Response Times

Adherence to response times is measured by compliance with the agreed dates set out in the individual complaints plans. There is no statutory requirement with regards to response timescales, however we recognise the importance of trying to achieve a speedy resolution to complaints and generally aim to resolve complaints within 10 working days in line with the Corporate Complaints Procedure. However depending on the complexity of the complaint raised, agreement is made with complainants on an acceptable timescale for a response.

Out of the 163 complaints who received a full response, 92 complaints were responded to within the initial timescales agreed locally between the complaints service and the complainant. This represents 56.4% of responses made and is an increase of 1.7% on the previous year. Whilst every effort is made to meet the timescales agreed, if it transpires through the course of the investigation this will not be possible, the complainant is kept informed and updated accordingly.

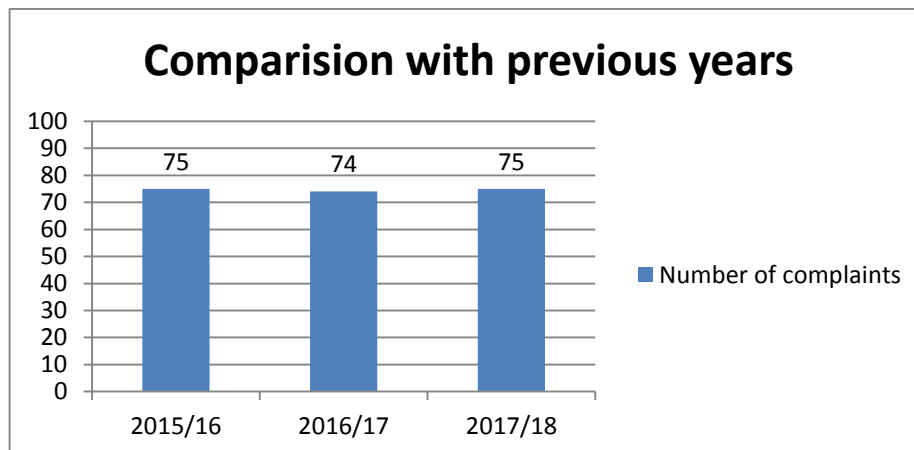
Under the current regulations, any complaints received verbally and resolved to the complainant's satisfaction within 24 hours do not have to be recorded as complaints. We received 5 of these within 2017/18.

Breakdown of Complaints by Service Area



5 Complaints about Internal Southend Council Services

Out of the total 169 complaints received 75 Complaints were received regarding Internal Southend Council Services. This has remained consistent year on year



Of the 75 complaints responded to, 38 complaints (54.3%) were given a full response within the timescales agreed.

Some Complainants raise more than one issue therefore the 75 complaints raised related to 79 Issues.

Of these 79 Issues –

- 31 were upheld
- 10 were partially upheld
- 32 were not upheld
- 2 were unable to reach a finding
- 4 were withdrawn / not progressed

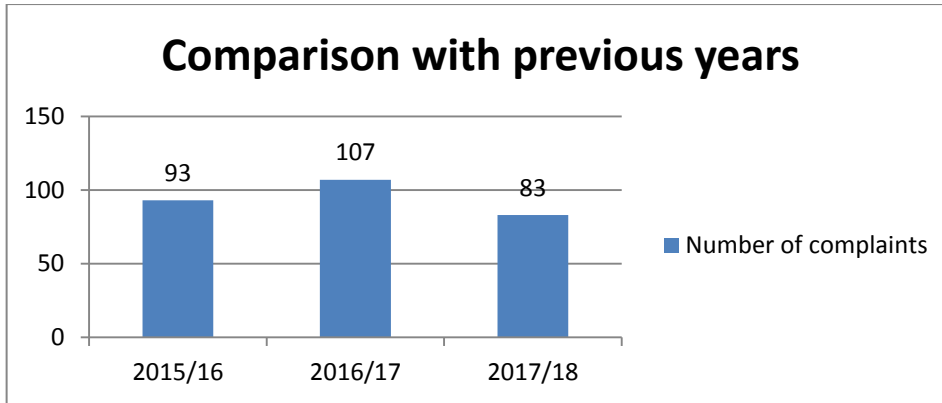
The top four issues were :-

	<i>Total</i>	<i>Outcome</i>
Communication/consultation	22	8 Not upheld
Conduct/behaviour of staff	11	6 Not upheld
Invoice Query	11	4 Not upheld
Outcome of decision / assessment	10	5 Not upheld

6 Complaints about services from Commissioned Providers

6.1 Domiciliary Care

Of the 169 complaints received by Southend Council, 85 were about Domiciliary Care Providers. This is a reduction 22.4% on 2016/17.



Of the 85 complaints that received a full response, 49 (59%) were responded to within the timescales agreed.

85 complaints related to 110 issues that were raised.

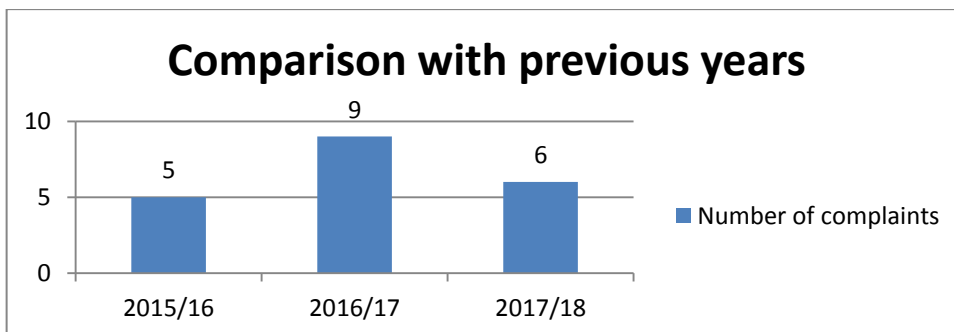
Of the 110 Issues raised – 63 were upheld
 17 were Partially upheld
 15 were not upheld
 4 were not progressed or withdrawn
 11 were unable to reach a finding

The top four issues were :-

	<i>Total</i>	<i>Outcome</i>
Missed calls	31	10 Not upheld
Late calls	21	All were upheld
Quality of Care	20	6 Not upheld
Timing of homecare calls	11	1 Not upheld

6.2 Residential Care

6 complaints were received about Residential Care homes. This represents 0.5% of the number of adults currently in a Residential home.



4 were responded to with the timescale agreed

The main issues were around the quality of care

Our Contracts Team and Complaints Team continue to work with the residential and domiciliary care providers to address issues and effect improvements around complaints handling.

7.0 EPUT

- 7.1 Southend Borough Council commissions Essex Partnership University Trust (EPUT, formally known as SEPT) to provide its mental health and substance misuse services and EPUT received 6 complaints from Southend clients. 1 was not upheld and 5 were partially upheld. These were dealt with by EPUT and are not included in the figures above.

8. Complaints referred to the Local Government Ombudsman

- 8.1 There was one adult social care complaint referred to the Local Government Ombudsman in 2017/2018. However the LGO decided not to investigate as the final decision had not yet been made by the Council regarding his complaint.

9. Monitoring & Reporting

- 9.1 Statistical data regarding complaints about our commissioned home care providers are provided quarterly to inform the Contract Monitoring Meetings.
- 9.2 Complaints are monitored by the Complaints Manager for any trends/emerging themes and alerts the relevant service accordingly.
- 9.3 Complaints information is fed into the monthly operational meetings where issues regarding providers are shared. This is to ensure that a full picture is gathered regarding the providers service delivery and identify any concerns or trends that may be emerging.

10. Learning from Complaints

- 10.1 The Council continues to use complaints as a learning tool to improve services and to plan for the future. Local authorities are being asked to show what has changed as a result of complaints and other feedback that it receives.
- 10.2 Improvements made in 2017/18, as a result of complaints:-
- Revised and updated the Financial Information booklet, to provide more comprehensive information about the different services and their charges so they are all available in one place.
 - The contracts team have worked with spot providers to move them over to the use of CM2000 to enhance the accuracy of charging for domiciliary care.
 - The contracts team have also continued to promote the facility on CM2000 to provide real time alerts for late visits, with a view to reduce the number of calls resulting in missed visits.

- Increase in resource to the Contracts Team to focus on Care & Reablement and the use of CM2000.

11. Corporate Implications

11.1 Resource Implications (Finance, People, Property).

If resolutions are not found at an early stage and there are undue delays, compensation may have to be paid to acknowledge the time and trouble that the complainant has expended.

In some cases, the initial input in terms of staff time to find a resolution through a meeting/conciliation may be quite intensive but where the complainant has an ongoing relationship with the service, it can save resources in the long term.

11.2 Contribution to Council's Vision & Critical Priorities

A robust and responsive complaint handling process adds to the public's confidence and satisfaction with the way they are dealt with by the local authority when they have concerns to raise.

Effective complaints handling and a well-advertised procedure contributes to the corporate priorities:

- EXCELLENT - Work with and listen to our communities and partners to achieve better outcomes for all
- SAFE - Look after and safeguard our children and vulnerable adults

11.3 Equalities and Diversity Implications

All those involved in dealing with complaints are mindful of ensuring a consistent approach with all complainants in line with Equalities principles.

Appendix C

Compliments and Complaints relating to Children's Social Care Services

1. Purpose of Report

- 1.1 To fulfil the local authority's statutory duty to produce an annual report on compliments and complaints received about its children's social care function throughout the year.
- 1.2 To provide statistical and performance information about compliments and complaints received from April 2017 to March 2018 at all three stages of the statutory process.

2. Recommendation

- 2.1 To note the Council's performance in relation to Compliments and Complaints in 2017/18 for children's Social Care Services.
- 2.2 That the report be referred to the People Scrutiny Committee for further consideration.

3. Background

- 3.1 Complaints in the children's services are of 2 types, statutory and Corporate. The law also says that children and young people (or their representative) have the right to have their complaint dealt with in a structured way. The statutory procedure will look at complaints, about, for example, the following:
 - An unwelcome or disputed decision
 - Concern about the quality or appropriateness of a service;
 - Delay in decision making or provision of services;
 - Attitude or behaviour of staff
 - Application of eligibility and assessment criteria;
 - The impact on a child or young person of the application of a Council policy
 - Assessment, care management and review.
- 3.2 The Corporate Complaint Procedure would be used when issues giving rise to the complaint fall outside the scope of the statutory procedure.

- 3.3 Most of the complaints are statutory. The process for complaints regarding children's statutory services has three stages. Stage 1 affords an opportunity to try to find a local resolution usually at team manager level. If the complainant is not satisfied with the outcome, they may request to proceed to stage 2. At stage 2, the Department appoints an Investigating Officer, and an Independent Person to investigate the complaint. The Investigating Officer is a senior children's service worker who has not been associated with the case, and the Independent Person is someone who is not employed by the council, but has experience of children's issues, social care or investigations. The stage 2 response is reviewed and approved by the Director of Children's Services. If the complainant is still not satisfied, they may proceed to stage 3. At this stage, the complaint is referred to an Independent Review Panel of three independent panel members with one member acting as Chair. They will review the stage 2 investigation and outcome, and will make recommendations. These recommendations are reviewed by the Deputy Chief Executive, who formally responds to the complainant. The process is based on the premise that at each stage, a more senior officer responds on behalf of the Department. If complainants remain dissatisfied at the end of the three stages, they may refer their complaint to the Local Government Ombudsman.
- 3.4 The Complaints team encourages and supports Team Managers to resolve complaints at the earliest stage, including before they become formal complaints. We also advise a face to face meeting regarding the issues before the formal stage 2 process is started. This is thought to resolve the outstanding issues as early in the process as possible and in a way which many find less formal and adversarial.
- 3.5 There are also 3 stages in the process for corporate complaints. Stage 1 is the same as in the statutory process. If this does not resolve the complaint then the Corporate Director or Head of the Service you are complaining about will investigate the issue. If you are still dissatisfied, you have the right of appeal to the Council's Chief Executive and Leader of the Council, who will consider your appeal.
- 3.6 The numbers of compliments and complaints indicated in this report may not reflect the quality of the support generally provided by the social work teams, rather they are the opposite ends of our client satisfaction range, meaning that the majority of service users and their families are satisfied with the professional support provided.

4. Compliments received in 2017/18

- 4.1 We received 24 compliments during this year, a slight increase on 2016/17 when we received 20.
- 4.2 The numbers of compliments is relatively small proportion of our child client base. An issue with compliments is that unlike complaints they do not need a specific response, and so there is a possibility that some compliments may not be passed on to the complaints team to be formally logged.

5. Complaints received in 2017/2018

5.1 Stage 1

NUMBER OF COMPLAINTS.

This year we have had a total of 81 complaints, to put this in context in 2016/17 we had 129 complaints. The reduction is significant in both statutory and corporate complaints, with an overall reduction of 37% since 2016/17.

LEGAL STATUS OF COMPLAINT	2016/17	2017/18	change	% change
TOTAL COMPLAINTS	129	81	-48	-37%
STATUTORY COMPLAINT	91	60	-31	-34%
CORPORATE COMPLAINT	38	21	-17	-45%

The reduction is also spread across both of the main social work functions. The largest reduction is in the First Contact area, with a reduction of 53% from 2016/17. The Care Management teams also show a significant reduction in complaints.

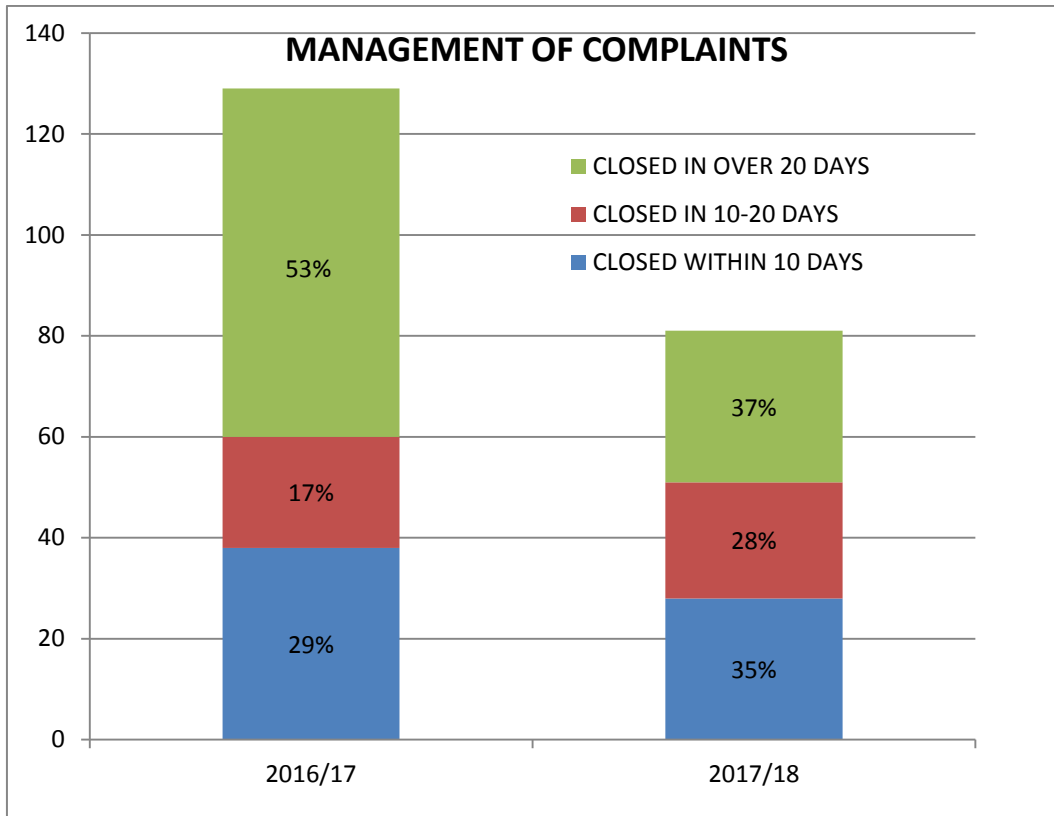
TEAM	2016/17	2017/18	change	% change
TOTAL COMPLAINTS RECEIVED	129	81	-48	-37%
FIRST CONTACT	59	28	-31	-53%
CARE MANAGEMENT	47	30	-17	-36%
OTHER	23	23	0	0%

MANAGEMENT OF COMPLAINTS

The performance in the timeliness of response to the complaints has improved in 2017/18 from 2016/17. The information below demonstrates the greater efficiency in responding to complaints.

RESPONSE TIMESCALES	2016/17		2017/18	
	WITHIN 10 DAYS	38	29%	28
10-20 DAYS	22	17%	23	28%
OVER 20 DAYS	69	53%	30	37%
TOTAL COMPLAINTS	129		81	
CLOSED IN 20 W/DAYS	60	47%	51	63%

The proportion closed within 20 working days has improved from 47% to 63%. The improvement is greatest for the closure period 10-20 days, but the highest closure proportion, 35%, is for the period up to 10 days. This improvement means that the responses taking more than 20 days has fallen from 53% to 37%.



5.2 Stages 2 and 3

So far of the complaints made in 2017/18, 6 have gone to stage 2, and of these, 2 opted to proceed to stage 3. However, as we are relatively close to the year end, it needs to be noted that some complainants may still decide to proceed to stage 2 of the process.

Of the 4 complaints which have been concluded at stage 2, we are aware that 2 of them are in the process of escalating their complaint to stage 3 of the process. In 2016/17, 11 complaints went to beyond stage 1 of the complaints process to stages 2 and possibly 3.

In order to reduce the numbers of complaints being escalated beyond stage 1 of the complaints process, we advise the complainant and suggest that they meet with the social work manager/staff involved to discuss the issue and hopefully resolve it in a constructive way rather than the more formal and time consuming stage 2 process.

5.3 Complaints by children

Children are defined as those who are under 18 years old. In 2016/17 3 children made complaints, in 2017/18 the number is 4. In addition, there were 2 complaints made by people aged 18 to 19.

All children and young people who have made a complaint in 2017/18 did so using an advocate. Any young person wishing to make a complaint and who does not have an advocate is offered the services of one.

6. Outcomes

In 2017/17 after investigation of each complaint at stage 1, 53 or 65% were found to be correct actions on the part of the staff involved. The remaining 28 complaints were either resolved with an apology or with specific action, such as a reassessment or a meeting with senior social workers to discuss future plans and learning from the current situation.

DECISION	2016/17		2017/18	
	Count	Percentage	Count	Percentage
Apology	14	11%	13	16%
Specific action	19	15%	15	19%
Process Review	1	1%	0	0%
compensation	1	1%	0	0%
Action was correct. No remedy required	94	73%	53	65%
TOTAL	129		81	

6.1 Local Government Ombudsman

We are aware that the LGO was involved in and decided on 3 complaints during 2017/18, although they all started in 2016/17. So far we are not aware of any complaints from 2017/18 going to the LGO.

6.2 Developments in the complaints process

- The regular production of information around complaints for the Team Managers and Group Managers has helped to focus on the consistent responses to the complaints received.

6.3 Learning from Complaints

The Council continues to welcome complaints as a means of improving services and to plan for the future. Local authorities are being asked to show what has changed as a result of complaints and other feedback it receives.

Improvements made in 2017/18 as a result of complaints;

- Revised the information provided and the process on Special Guardianship Orders. This has made the process clearer and easier for those families using it. These changes have been publicly acknowledged by the Local Government Association.
- Earlier intervention by team managers has helped reduce the numbers of issues which develop into formal complaints.
- Following a Stage 1 response if the complainant remains dissatisfied, a meeting can be offered with a manager to try to resolve the issues and avoid going to stage 2 of the complaints process.

7. Areas for improvement

- 7.1 In order to confirm the independence of panel members, we will explore the possibility of using more lay or voluntary people to sit on the panels at stage 3 of the statutory process.

8. Corporate Implications

8.1 Resource Implications (Finance, People, Property).

If resolutions are not found at an early stage and there are undue delays, compensation may have to be paid to acknowledge the time and trouble that the complainant has expended.

In some cases, the initial input in terms of staff time to find a resolution through a meeting/conciliation may be quite intensive but where the complainant has an ongoing relationship with the service, it can save resources in the long term.

8.2 Contribution to Council's Vision & Critical Priorities

A robust and responsive complaint handling process adds to the public's confidence and satisfaction with the way they are dealt with by the local authority when they have concerns to raise.

Effective complaints handling and a well-advertised procedure contributes to the corporate priorities:

EXCELLENT - Work with and listen to our communities and partners to achieve better outcomes for all

SAFE - Look after and safeguard our children and vulnerable adults

8.3 Equalities and Diversity Implications

All those involved in dealing with complaints are mindful of ensuring a consistent approach with all complainants in line with Equalities principles.

Southend-on-Sea Borough Council

Agenda
Item No.

10

Report of Deputy Chief Executive (People)

To
Cabinet

On

18 September 2018

Report prepared by:

Catherine Braun, Head of Access and Inclusion

Chrissy Papas, Pupil Access Manager

**School Admissions Arrangements for Community Schools 2020/21,
the Coordinated Admission Scheme for Academic year 2020/21 and
review of the relevant area**

**Executive Councillor: Councillor Helen Boyd
Part 1 (Public Agenda Item)**

1. Purpose of Report

- 1.1. To confirm the admission arrangements for community schools for the academic year 2020/21.
- 1.2. To confirm the Coordinated Admissions Scheme for 2020.
- 1.3. To review and agree to the relevant area

2. Recommendations

- 2.1. **To approve the proposed Admissions Arrangements for Community Schools for the academic year 2020/21 as set out in Appendix 1 and agree no requirement for public consultation as no further changes are proposed.**
- 2.2. **That consultation with governing bodies of community schools takes place on the published admission number (PAN) for community infant, junior and primary schools for September 2020 as set out in the Admission Arrangements in Appendix 1**
- 2.3. **To approve the proposed Coordinated Admissions Scheme for 2020 onwards, as set out in Appendix 2.**
- 2.4. **That the relevant area for schools is reviewed and agreed as follows: Southend, Castle Point and Rochford for the years 2020 and 2021 (item 6 below).**

3. Background Statutory Framework

- 3.1. The Council has the responsibility to determine the following in relation to school admissions:
- a) the Admission Arrangements for Community Schools (admission numbers, admission criteria and catchment areas); and
 - b) the Coordinated Admissions Scheme, which sets out the way in which admissions for all schools (including academies and other own admission authority schools) will operate.
- 3.2. A reminder of the School Admissions Code 2014, item 15 states:
*“Admission authorities **must** set (‘determine’) admission arrangements annually. Where changes are proposed to admission arrangements, the admission authority **must** first publicly consult on those arrangements. If no changes are made to admission arrangements, they must be consulted on at least once every 7 years..., consultation must be for a minimum of 6 weeks and must take place between 1 October and 31 January of the school year before those arrangements are to apply”.*
- 3.3. For community schools, if there are no changes, the local authority (as the admission authority) must consult on the admission arrangements every 7 years. The Council last consulted on the 2019 arrangements. **There are no changes proposed for 2020.** The next time we have a duty to consult will be for the 2026 arrangements (unless changes are proposed before this time).
- 3.4. The local authority (as the admission authority for community schools) must consult the governing body of each community school where it proposes either to increase or keep the same published admission number (PAN). **The proposal is to keep the same PAN for all schools.**
- 3.5. Schemes for coordinating all admission applications to schools must be formulated and submitted to the Department for Education (DfE) by 1 January in the determination year. For the school year commencing September 2020, submission to the DfE must be submitted by 1 January 2019. Consultation on the scheme is mandatory every seven years or where substantial changes are being made. Southend-on-Sea Borough Council consulted admission authorities for the 2019 scheme. Due to no substantial changes being made for the 2020 scheme (only minor clarifications), consultation for 2020 is not required.
- 3.6. The School Admissions guidance requires Local Authorities to determine every two years a “relevant area” for the purposes of admissions. This defines the area in which admission authorities consult on admission arrangements. The area of Southend, Castle Point and Rochford has been in place for many years and is most appropriate for consultation given that a significant number of pupils access provision in schools in those areas.

Admission Arrangement for 2020/21 Admission Criteria

- 3.7. There are no proposed changes from the previously consulted 2019/20 admission arrangements. There is therefore no requirement to consult for 2020/21. The admission criteria for community primary schools for September 2020/21 are shown in **Appendix 1.**

Published Admission Numbers

- 3.8. There are currently no proposed changes to the Admission Limits from 2019/20. However, Governing Bodies of community schools will have the opportunity to inform the local authority if they wish to comment on the proposal of no change. The proposed admission limits for all community primary schools for September 2020/21 are shown on **Page 2** of the Admission Arrangements for Community Schools at **Appendix 1**.

Catchment Areas

- 3.9. The proposed catchment areas for primary schools for September 2020 are identified within the Admission Arrangements in **Appendix 1**. **There are no proposed changes from 2019/20.**

Primary and Secondary Co-ordinated Admissions Scheme for the September 2020 round of admissions

- 3.10. Consultation rules for coordinated arrangements require the local authority to consult with other admission authorities in the area and other local authorities if there are changes from the previous year's scheme. Minor changes are proposed for the coordinated scheme for 2020. **Appendix 2**, recommends some minor changes as set out below in paragraphs 3.11 to 3.17 of this report.

3.11. Minor changes for correction or to provide further clarity only relates to items 1.2, 3.1, 3.2, 4.2.8, 4.3 and 4.4.1

3.12. Add for clarity - Late and new preferences/applications will be slotted into the waiting lists by Southend-on-Sea Borough Council in line with school admission arrangements. This will include using new address details where relevant and re-ranking applications to appropriate positions, (item 4.4.2 on scheme).

3.13. Add as required. The admission into school for children previously in care but outside of an England school be ranked in the same category as LAC/PLAC for all schools, (ref to letter dated 4th Dec 2017, Rt Hon Nick Gibb MP). Letter on SBC website http://www.southend.gov.uk/downloads/file/5484/rt_hon_nick_gibb_mp_-_letter_re_admission_of_children_adopted_from_care_outside_of_england (item 4.6.3 on scheme).

3.14. Add for clarity. Where appropriate, the withdrawal letter will be signed by both Southend-on-Sea Borough Council and the admission authority, (item 4.7.5 on scheme).

3.15. Add for clarity. In all situations, Southend-on-Sea Borough Council must be satisfied that it is the children's normal/habitual place of residence, (Item 4.7.6 on scheme).

3.16. Add as required. Southend-on-Sea Borough Council will rank/re-rank pupils with address changes, late and new applications, according to school admission arrangements and after all on time offers are made or on the waiting list as appropriate, (item 4.9.7 on scheme).

3.17. Add as required. Own admission authorities will record all appeals and provide the data to Southend-on-Sea Borough Council after all appeals are heard, no later than the 17th July or nearest working day, (item 4.10.9 on scheme).

3.18. As the coordinated admission scheme has not changed significantly from the version adopted for 2019 schools in the borough will be informed of the minor changes and no consultation will be run.

Background information on the relevant area

3.19. The “relevant area” for Southend, must include all of the Borough of Southend but may include parts of Essex. An area could be included in more than one “relevant area”, which would be the case if any part of Essex was included.

3.20. In view of the considerable cross border movement it is recommended that the “relevant area” for Southend includes the areas of Castle Point and Rochford in addition to the Borough of Southend-on-Sea.

3.21. The relevant area will be extended to primary schools in Southend to consult the same area as the Secondary sector given the level of cross border admissions. Currently Primary schools do not consult Castle Point and Rochford schools, therefore this is the only change for the years 2020 and 2021 from previous years.

4. Other Options

4.1. The Council could decide to publically consult on 2020/21 Admission Arrangements for Community Schools and Coordinated Admissions Scheme. Due to proposing no changes to arrangements and only changes to tighten clarifications within the scheme, public consultation is unnecessary.

4.2. Not undertaking a public consultation does not change the requirement that Southend-on-Sea Borough Council must consult Governors of community schools on their PAN and inform schools of the minor changes to the coordinated scheme.

5. Reasons for Recommendations

5.1. The Council is not proposing any changes for admission criteria or catchment areas for community schools. Due to no change, there is no requirement for a public consultation.

5.2. The Council will consult individually the Governing Bodies of community schools as required for increased or unchanged PAN's. No changes have been proposed.

5.3. The Council is required to publish the Co-ordinated Admissions Scheme 2020/21, by 1 January 2019. Cabinet is asked to approve the proposed scheme.

5.4. The relevant area will be adopted as proposed, no consultation required.

5.5. A report will be presented to the January Cabinet to formally approve the PAN's and to formally determine the admission arrangements.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

These arrangements will assist pupils within the Borough to access quality learning opportunities to achieve the best possible outcomes for all children.

6.2 Financial Implications

There are no direct financial implications for the Council. The administration of school admission, and core revenue funding for the running of a School is funded through the Dedicated Schools Grant.

6.3 Legal Implications

The determination of admission arrangements for community schools and the provision of a coordinated admissions scheme is a statutory requirement.

6.4 People Implications

None

6.5 Property Implications

None

6.6 Consultation

A full public consultation for community schools which reviewed the catchment areas and admission limits was undertaken for the admission arrangements 2019/20. As there are no changes for community school admission arrangements proposed for 2020 there is no requirement to consult.

A consultation on the coordinated scheme was undertaken, with all schools in the area, for the 2019/20 round and as there are minor changes to the 2020 scheme no consultation is proposed.

6.7 Equalities and Diversity Implications

A coordinated admissions scheme and clear oversubscription criteria are necessary to ensure fair access to school places. Admission Arrangements for Community Schools and the Coordinated Admission Scheme for Southend Schools have been written in line with mandatory requirements set by the Admissions Code 2014. The code determines that authorities must ensure that the practices and criteria used to decide the allocation of school places are fair, clear and objective and that parents should be able to easily understand how places are allocated.

In line with the Equality Act 2010, the arrangements and scheme are reviewed annually against an expanded list of protected characteristics as identified within the Admission Code: disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

The proposed Scheme, arrangements and decisions made through their administration are clear that there is no discrimination on the grounds of disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; or sexual orientation, against a parent who is applying for a school place or offered admission as a pupil.

There are limited exceptions to the prohibition of discrimination on grounds of religion or belief and sex. Schools designated by the Secretary of State as having a religious character are exempt from some aspects of the prohibition of discrimination on the grounds of religion or belief and this means they can make a decision about whether or not to admit a child as a pupil on the basis of religion or belief. Single-sex schools are lawfully permitted to discriminate on the grounds of sex in their admission arrangements.

6.8 Risk Assessment

If the Council does not agreed a scheme, one will be imposed by the DfE, and the Council's reputation will suffer.

6.9 Value for Money

No direct implications.

6.10 Community Safety Implications

None envisaged.

6.11 Environmental Impact

None envisaged

7. Background Papers

7.1. School Admissions Code 2014 —

<https://www.gov.uk/government/publications/school-admissions-code--2>
and School Admission Appeals Code 2012 -

<https://www.gov.uk/government/publications/school-admissions-appeals-code>

8. Appendices

8.1. Appendix 1 — Proposed Admissions Arrangements for Community Schools for September 2020 including Published Admission Numbers on Page 2.

8.2. Appendix 2 - Proposed Co-ordinated Admissions Scheme for September 2020 onwards.

**Determined Admissions Arrangements
for Community Schools
for September 2020/21**

For office use – statutory process: The School Admissions Code 2014

	Last full consultation 2019/20, same as 2019/20 no change for 2020/21. Only addition of clarity of overseas PLAC.
13 September 2018	Arrangements for Admission forum
18 September 2018	Cabinet
19 Sept – 31 October 2018	PAN consultation with Governing Bodies of community schools
TBC January 2018	Admission arrangements to Cabinet/council for Determination
28 February 2019	Final Determined Admission Arrangements
15 March 2019	Publication of Composite Prospectus of Determined Arrangements
16 March – 15 May 2019	Window for Objections to the School Adjudicator.
12 September 2019	Final arrangements for 2020 are published in the Primary booklet

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1. Introduction

Southend-on-Sea Borough Council is the admission authority for all community schools in the borough. This document sets out the formal policies for all borough community. The arrangements below, including the explanatory notes, are in line with government legislation and guidance (School Admissions Code 2014) and designed to ensure there is a fair, clear and reasonable admissions procedure for all applicants, and to help guide parents through the application process.

These arrangements apply to all admissions, including in-year admissions for the admission year 2020.

2. Community Schools Published Admissions Number 2020/21

Community Primary Schools	Proposed admission limit for 2020/21, for each year group
Barons Court Primary School & Nursery	35
Chalkwell Hall Infant School	120
Chalkwell Hall Junior School	120
Earls Hall Primary School	90
Edwards Hall Primary School	60
Fairways Primary School	60
Heycroft Primary School	60
Leigh North Street Primary School	90
Temple Sutton Primary School	120
West Leigh Infant School	120

3 Oversubscription criteria for community schools

Criteria are set for each individual school below and apply to all year groups for the year 2020. Explanatory notes, below, apply to all community school arrangements. The published admission limit for community schools is provided above.

If at the closing date for applications, there are not enough places for all those who have expressed a wish to have their child admitted to a community school; places will be allocated using the admission criteria as below. This will not apply to children with a statement of special educational needs (SEN) or Education, Health and Care (EHC) plans as the plan/statement names the school and therefore the child must be admitted to the named school. The admission criteria are listed below by school with explanatory notes following:

Barons Court Primary School & Nursery

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school;
4. Pupils who live in the catchment area;
5. Pupils who live outside the catchment area who have a sibling attending the school;
6. Pupils of staff at the school;
7. Pupils who live outside the catchment area.

(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Chalkwell Hall Infant School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school or Chalkwell Hall Junior School;
4. Pupils of staff at the school;
5. Pupils who live in the catchment area;
6. Pupils who live outside the catchment area who have a sibling attending the school or Chalkwell Hall Junior School;
7. Pupils who live outside the catchment area.
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Chalkwell Hall Junior School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils attending year 2 at Chalkwell Hall Infant School;
4. Pupils who live in the catchment area who have a sibling attending the school or Chalkwell Hall Infant School;
5. Pupils of staff at the school;
6. Pupils who live in the catchment area;
7. Pupils who live outside the catchment area who have a sibling attending the school or Chalkwell Hall Junior School;
8. Pupils who live outside the catchment area .
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Earls Hall Primary School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school;
4. Pupils of staff at the school;
5. Pupils who live in the catchment area;
6. Pupils who live outside the catchment area who have a sibling attending the school;
7. Pupils who live outside the catchment area .
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Edwards Hall Primary School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school;
4. Pupils who live in the catchment area;
5. Pupils of staff at the school;
6. Pupils who live outside the catchment area who have a sibling attending the school
7. Pupils who live outside the catchment area
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Fairways Primary School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who have a sibling attending the school;
4. Pupils who live in the catchment area;
5. Pupils of staff at the school;
6. Pupils who live outside the catchment area .
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Heycroft Primary School

1. Looked after children and previously looked after children ;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area and have a sibling attending the school;
4. Pupils who live in the catchment area;
5. Pupils of staff at the school;
6. Pupils who live outside the catchment area who have a sibling attending the school;
7. Pupils who live outside the catchment area.
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Leigh North Street Primary School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school;
4. Pupils of staff at the school;
5. Pupils who live in the catchment area;
6. Pupils who live outside the catchment area who have a sibling attending the school;
7. Pupils who live outside the catchment area.
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

Temple Sutton Primary School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school;
4. Pupils who live in the catchment area ;
5. Pupils who live outside the catchment area who have a sibling attending the school;
6. Pupils of staff at the school;
7. Pupils of the school attending Temple Sutton Nursery;
8. Pupils who live outside the catchment area
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

West Leigh Infant School

1. Looked after children and previously looked after children;
2. Children who appear to Southend-on-Sea Borough Council to have been in state care outside of England and ceased to be in state care as a result of being adopted;
3. Pupils who live in the catchment area who have a sibling attending the school or West Leigh Junior School;
4. Pupils of staff at the school;
5. Pupils eligible for pupil premium who live in the catchment area;
6. Pupils who live in the catchment area ;
7. Pupils who live outside that catchment area who have a sibling attending the school or attending West Leigh Junior School;
8. Pupils who live outside the catchment area.
(for all criteria, catchment area map and additional information please see explanatory notes and maps below)

4. Explanatory notes, including maps, apply to all community schools in Southend-on-Sea

Parents must make a separate application for transfer from nursery to primary school and from infant to junior school. Parents must complete a Southend-on-sea Common Application Form (CAF) for applications to year reception and year 3 between 14th September and 15th January.

4.1 Pupils in public care and children that were previously in public care

Any reference to looked after children refers to children who are in the care of local authorities as defined by Section 22 of the Children Act 1989. In relation to school admissions legislation a 'looked after child' is a child in public care at the time of application to the school'. Any reference to previously looked after children means children who were adopted (or subject to residence or special guardianship orders) immediately following having been looked after. Looked after and previously looked after children are given the highest priority for each relevant age group and in all ranking.

The admission into school for children previously in care but outside of England will be ranked in the same category as LAC/PLAC for all schools. (ref to letter dated 4th Dec 2017, Rt Hon Nick Gibb MP). Letter on SBC website http://www.southend.gov.uk/downloads/file/5484/rt_hon_nick_gibb_mp_-_letter_re_admission_of_children_adopted_from_care_outside_of_england

- 4.2 Children who appear to have been in state care outside of England and ceased to be in state care as a result of being adopted** A child is regarded as having been in state care in a place outside of England if they were accommodated by a public authority, a religious organisation or any other provider of care whose sole purpose is to benefit society.
- Also refers to
Section 23ZZA of the Children Act 1989 (inserted by Section 4 of the Children and Social Work Act 2017) places a duty on local authorities to promote the educational achievement of children previously in care outside of England and Wales, which include those who were in the care of, or were accommodated by, a public authority, a religious organisation or other provider of care whose sole purpose is to benefit society
- 4.3 Pupils with Education, Health and Care Plans** All children whose statement of special educational needs (SEN) or Education, Health and Care (EHC) plan names the school must be admitted. Children with a statement or a plan will follow a different process for admission. Further information can be found on
http://www.southend.gov.uk/info/200225/children_with_disabilities/290/special_educational_needs
<http://www.southendinfopoint.org/kb5/southendonsea/fsd/localoffer.page>
- 4.4 Pupils eligible for pupil premium (West Leigh Infant and West Leigh Junior Schools)** Schools are given a pupil premium for children who have qualified for free school meals at any point in the past six years. Parents will need to tick on the application form and/or supplementary information form or notify the Local Authority in writing if they are eligible or registered for pupil premium. Any disclosure for pupil premium will be used only to rank applications against the admission criteria and will not be held for any other purpose.
- Parents can check their eligibility by filling out the LA online form on:
<https://southend.firmstep.com/default.aspx/RenderForm/?F.Name=ofyiMHFi7J8&<span%20id=> or www.southend.gov.uk/fsm
- Parents that are in receipt of one of the following may be eligible for pupil premium:
- Income Support
 - Income-based Job Seekers Allowance
 - Income-related Employment and Support Allowance
 - Support under Part VI of the Immigration and Asylum Act 1999
 - The Guaranteed Element of State Pension Credit
 - Child Tax Credit (if they not entitled to Working Tax Credit and have an annual income under £16,190)
 - Working Tax Credit 'run-on' - the payment someone may get for another 4 weeks after they stop qualifying for Working Tax Credit and Universal Credit
- 4.5 Pupils of staff of the school** Children will be ranked in this admission criteria if they are children of staff at the school in either or both of the following circumstances:-
- (a) where the member of teaching staff (including, staff that are at the school in positions, such as: Senior Leadership Team/level, Head of Year Group, Head of Department, Office Manager or Senco) that has been employed at the school for two or more years at the time at which the application for admission to the school is made,
- and/or
- (b) the member of staff is recruited to fill a vacant post for which there is a demonstrable specialist skill shortage.

- 4.6 Distance:** In the case of over subscription in any one category “straight line” distance will be used to measure the distance between the pupil’s home and the nearest pupil entrance to the school. Distances will be measured using the Local Authority’s computerised measuring system. The pupils living closest will be given priority. If the pupil’s home is a flat the distance will be measured to the main external entrance to the building.
- 4.6.1 Tie-Break** To be used to decide between two applications that cannot otherwise be separated: If the same distance is shared by more than one pupil, and only one place is available, the place will be awarded on the basis of a computerised random allocation process (supervised by someone independent of the Council / governing body). In the case where the last child offered is a twin or sibling of a multiple birth sibling both/all children will be offered and the sibling will be an ‘excepted pupil’.
- 4.7 Distance where parents have separated** The distance is measured the same for all applications. Only one application can be received. The LA should not have the details of both parents or know of the marital status of the parents. If more than one application is received from parents, applications will be placed on hold until such time that:
- an application is made that both parents agree to; or
 - written agreement is provided from both parents; or
 - a court order is obtained confirming which parent’s application takes precedence’.
- Details on address checks and which address is relevant are also provided in the admission booklet. In all cases the child’s normal place of residence is applicable for the purposes of the application.
- 4.8 Infant to partner Junior admissions** Parents must apply in the main round to transfer from an infant school to the junior school. Parents must use the Council common application form (CAF) and submit the application between 14th September to 15th January. The Council offers a full coordinated process for admission to year 3.
- 4.9 Siblings** Siblings are considered to be a brother or sister, half-brother or half-sister, step-brother or step-sister, adopted brother or sister, living at the same address, who attends the school at the time of application with a reasonable expectation that he or she will still be attending at the time of the proposed admission. In the exceptional situation where one twin or one or two triplets are refused a place, in order to keep family members together and in line with the School Admissions Code 2014, the additional pupil(s) will be admitted even if this results in the admission limit for the year group being exceeded.
- 4.10 Waiting lists** Children’s names will automatically be on the waiting list for schools that are higher on the rank list and for which they do not receive an offer (for years Reception and year 3). Parents will also have the opportunity to appeal against the refusal for schools for which they did not receive an offer. Appeals must be lodged within 20 school days of the date of the letter. Parents can access the information on appeals and also submit an appeal online on the council’s web site www.southend.gov.uk/admissions or email admissions@southend.gov.uk to request an appeal application form. All appeals are considered by an Independent Appeals Panel.
- Waiting lists for all year groups for community schools are closed at the end of each school year.

4.11 Over and Under age applications

Parents may seek a place for their child outside of their normal age group, for example, if the child is gifted and talented or has experienced problems such as ill health. In addition, the parents of a summer born child may choose not to send that child to school until the September following their fifth birthday and may request that they are admitted out of their normal age group—to reception rather than year 1.

Applications for over or under age applications in-year are handled in line with the School Admissions Code 2014, 2.17 (a & b).

Such requests for Schools in Southend-on-sea are directly to the school and the school advises the LA of their decision. Requests for year 6 must have been submitted by the parent and considered by the admission authority before the closing date for applications to year 7, i.e. 31st October of any given year. Admission authorities must make decisions on the basis of the circumstances of each case and in the best interests of the child concerned.

This will include documenting the following:-

- the parent's views;
- information about the child's academic, social and emotional development;
- where relevant, their medical history and the views of a medical professional;
- whether they have previously been educated out of their normal age group;
- and whether they may naturally have fallen into a lower age group if it were not for being born prematurely.
- They must also take into account the views of the head teacher of the school concerned.
-

When informing a parent of their decision on the year group the child should be admitted to, the admission authority must set out clearly the reasons for their decision. (2.17a School Admissions Code 2014)

In circumstances where a child transfers from another school already 'outside of normal age group', community schools and the LA will support any over or under age application where the above has been met and the LA is satisfied that the child should continue to be educated out of normal age group.

4.12 Admission of children below compulsory school age and deferred entry to school.

Most children start school on a full time basis, however parents can request that their child attends part time until reaching compulsory school age (the term after their 5th birthday). Once parents receive an offer and accept a place for their child during the normal admission round they can ask to defer the admission until later in the same academic year. Schools must accommodate these requests where it appears to be in the best interest of the child. Parents wishing their child to attend part time must discuss this with the headteacher of their allocated school. The approved deferment means that the place is held open and is not offered to another child and the parents must take up the place full time by the start of the Summer Term in April. Part-time agreements should include core teaching.

In the case of children born prematurely or the late summer months parents may request admission outside the normal age group. There is no statutory barrier to children being admitted outside their normal year group (DfE Guidance, Dec 2014). Due to the impact on future years for a child's schooling, requests to delay admission are very carefully considered by both the admitting authority and the parents. The decision to admit outside of a child's normal age group is made on the basis of the circumstances of each case. Any decision will seek a decision in the best interest for the child and be considered by a Panel of relevant persons. Parents applying for schools outside the Borough of Southend will need to consult the respective LA's policy in this regard. Parents submitting a request for admission outside the normal age group must also complete the Single application Form during the main admission round, 14th September – 15th January for the 'usual age group for their child'.

Requests for deferment of admission to community schools should be sent to the Council and for Academy and Voluntary aided schools directly to the school. Parents will need to provide the detailed reasons for their request including any supporting evidence from relevant professionals to enable their request to be given proper consideration. For community schools, parental requests to be addressed and sent to the Pupil Access Manager, School Admissions Team, Southend Borough Council.

The Pupil Access Manager will constitute a panel to consider the submission and the panel will only consider 'admission outside the normal age group', that is, whether or not a child can start school in the Reception year the year after they turn 5 years of age and not in year 1.

The panel will not consider requests for deferment within the reception year as requests can be made by parents directly to the Headteacher of the allocated school (School Admissions code 2012 section 2.16).

The panel will meet by the last week in February to consider applications from parents of children born prematurely or in the last summer months for admission outside the normal age group.

Admission authorities must make decisions on the basis of the circumstances of each case and in the best interests of the child concerned.

This will include documenting the following:-

- the parent's views;
- information about the child's academic, social and emotional development;
- where relevant, their medical history and the views of a medical professional;
- whether they have previously been educated out of their normal age group;
- and whether they may naturally have fallen into a lower age group if it were not for being born prematurely.
- They must also take into account the views of the head teacher of the school concerned.

When informing a parent of their decision on the year group the child should be admitted to, the admission authority must set out clearly the reasons for their decision. (2.17a School Admissions Code 2014)

In circumstances where a child transfers from another school already 'outside of normal age group', community schools and the LA will support any over or under age application where the above has been met and the LA is satisfied that the child should continue to be educated out of normal age group.

.13 Pupils of the Nursery (Temple Sutton Primary only)

Children will be ranked in this admission category for Temple Sutton Primary School if they are on roll in Temple Sutton Nursery which is part of the school during the year before admission for reception. In regard to the main round children must be part of Temple Sutton Nursery before the application closing date of 15th January of any given year. This is to enable the admission authority to rank applications accordingly. Children admitted to the nursery after 15th January will be ranked under these criteria after the national offer day (16th April). This criteria will not be relevant for in year admissions years 2-6.

- 4.14 In-year admissions** As permitted by law parents can make an application at any time to any school outside the normal admissions. Parents can submit applications for community schools to the Admissions Team at the Council. Where places are available at preferred schools places will be offered. Where there are no places applicants will be refused and have the opportunity to join the waiting list for the schools. Waiting lists are ranked according to the admission criteria for schools. In some cases where a child is already on a school roll locally the place may be offered for the start of the next term.
- 4.15 Home Address** For all applications the address used will be the child's habitual normal place of residence as at the closing date for applications, i.e., 15 January (reception and year 3). Changes to address will be updated after all on time applications have been processed.

The relevant Coordinated Admissions Scheme and Primary Admission booklets should be read in conjunction to the Determined Admission Arrangements for all schools in the Borough of Southend-on-Sea. The Primary Admission booklet contains further details, provides more information and is written to support parents through the rounds.

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The Determined Co-ordinated Admissions Scheme for 2020/21

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1. Introduction

- 1.1 The School Admissions Code places a duty on local authorities to formulate a single scheme for co-ordinating all applications to all publically funded schools from parents in their area. In the Borough of Southend-on-Sea, the scheme applies to admissions into reception, year 3 and year 7. Schemes for admission to schools must be formulated by 1st January in the determination year.
- 1.2 Determined admission arrangements to be provided to SBC, for the inclusion in the composite prospectus, between 28th February and no later than 7th March..

2. Aims and scope of the scheme

- 2.1 Aims of the scheme
 - 2.1.1 To facilitate the offer of one school place to each pupil.
 - 2.1.2 To simplify for parents the admission process into schools through the use of a Common Application form (CAF).
 - 2.1.3 To co-ordinate with neighbouring local authorities to avoid more than one school place being allocated to the same pupil.
- 2.2 Scope of the Scheme
 - 2.2.1 The scheme applies to families who are resident in Southend who are seeking admission into: reception year in primary and infant schools; year 3 in primary and junior schools and year 7 in secondary schools. The scheme excludes post 16 pupils.

3. Key Aspects of the Scheme.

- 3.1 As required by the School Admissions Code (SAC), Southend Borough Council (SBC) co-ordinates with other local authorities to ensure that a pupil only receives one offer.
- 3.2 SBC will co-ordinate admissions, for all schools including academy, community, foundation, free school and voluntary aided schools. Co-ordination is for all pupils into reception year, year 3 and year 7.
- 3.3 SBC will send offers of places to Southend residents even if the school is in another local authority. This includes offers on behalf of academy, community, foundation, free school and voluntary aided schools.
- 3.4 The CAF will enable parents to express:
 - up to 3 preferences for admission to a primary school; or
 - up to 5 preferences for admission to a secondary school.
- 3.5 Only SBC will know the ranking of the parental preferences. Preferences will be shared with other local authorities in so far as they relate to their schools. Parental

preferences may be shared with own admission authorities for the purposes of admission appeals.

- 3.6 SBC will provide each school with a breakdown of preferences for their own school as on offer day.
- 3.7 In all cases academies, foundation, free school and voluntary aided schools will continue to be their own admission authorities, will apply their own criteria and will continue to be responsible for the organising of admission appeals.

4. General details of the scheme

4.1 Primary and secondary admissions up to the offer date

4.1.1 Parents will complete a Common Application Form (CAF) on which they will be able to express a preference for up to:

- 3 primary schools in order of priority; or
- 5 secondary schools in order of priority.

4.1.2 Parents will be advised to apply on-line for a school place at www.southend.gov.uk/admissions but will be able to complete a paper common application form if they wish.

4.1.3 All CAFs must be sent to SBC which is the only body that can make offers to Southend parents on behalf of primary and secondary schools.

4.1.4 Alerts of pupils that have not applied will be made available to current settings, on request from Nursery Schools, but completed by default with schools to identify any barriers preventing on-time applications being submitted.

4.1.5 Parents can express a preference for a school in another local authority as Southend co-ordinates admissions with other authorities. The offer of a place at a school in another local authority will be made by SBC on behalf of that local authority. Similarly other local authorities will offer places to their residents on behalf of Southend schools. The scheme requires councils to liaise before any offers are made on behalf of schools in the other council area.

4.1.6 The Southend coordinated scheme considers all preferences against the admissions criteria for the individual schools.

4.1.7 The CAF will detail which schools also require Supplementary Information Forms (SIFs). These may be obtained from either the school or the website. SIFs must be sent back to the individual school. SIFs for the Consortium of Selective Schools in Essex (CSSE) need to be downloaded from the CSSE website or by contacting the CSSE and completed forms need to be returned to the CSSE. These forms are not application forms and parents must complete the CAF. (See section 4.7 on SIFs and section 4.1.6 for the SIF for the Consortium of Selective Schools in Essex).

4.1.8 For each admission round there is a national closing date for receipt of the CAF. The deadline for receipt of any SIFs is set by individual schools and the Consortium of Selective Schools in Essex (CSSE). The date may be later than the national closing date. For registration for the selective test the closing date will be much earlier.

Parents are encouraged to send in the CAF to SBC and any SIFs (if required) to the school as early as possible prior to the closing date.

- 4.1.9 If SBC receives any SIFs these will be forwarded onto the school or, where appropriate CSSE. Similarly if any school receives by mistake any CAFs these must be sent onto SBC.
- 4.1.10 Preliminary lists will be shared with voluntary aided schools to check CAFs against SIF's submitted.
- 4.1.11 On-line applications will be downloaded into the admissions database. SBC will input into the admissions database all information shown on any paper CAF's, including any reasons for the application, and will provide details to all academy, foundation, free school and voluntary aided schools.
- 4.1.12 SBC will send to other local authorities details of pupils who have applied to schools in their area and will receive from other local authorities details of their pupils who have applied to Southend schools. The respective councils will send to their own schools a list of pupils who have applied to the school which will include both Southend and their own residents. It has been agreed by schools that are part of the CSSE that both SBC and Essex will send information on those pupils who have applied to take the selective test direct to the consortium.
- 4.1.13 Pupils taking the selective test, or aptitude tests or auditions will need to register with CSSE or schools to make the necessary arrangements.
- 4.1.14 Academy, foundation, free school and voluntary aided schools and, where appropriate CSSE, are required to rank in order of the schools' criteria **all** pupils who have applied to their school and to return these lists to SBC by the agreed date. Applications that are not matched to a SIF (or where there is no SIF), must still be ranked.
- 4.1.15 SBC will exchange information with other Local Authorities who will provide details of the ranking of Southend pupils who have applied to their schools.
- 4.1.16 SEN pupils will be accommodated if the named school is identified in the finalised EHCP by 15th February for Secondary and 27th March for Primary (or next working day) of any given year.
- 4.1.17 SEN and LAC pupils may need to be admitted over number on initial allocation (for offer day) and the School Admissions Team will manage the school back to the PAN until The last week of August at which time the Academy takes over.
- 4.1.16 SBC will match the parental preferences against the rank order lists provided by Southend schools.
- 4.1.17 The scheme operates according to the order in which parents select preferences. The order of preferences should reflect the order parents wish to be offered a place, but if for example parents are unsuccessful in gaining a place for the first preference school they are not disadvantaged in obtaining their second preference or their third preference etc. Schools do not receive details of the preference and have to put pupils in order of their admission criteria without knowing the preference. The process will continue until all preferences are exhausted.

- 4.1.18 SBC will provide any other local authority with details of any pupils resident in their area who can be offered places at schools in the Borough (and vice versa).
- 4.1.19 Where possible SBC will share allocation lists to schools and the CSSE as appropriate, before offer day. This will be dependent on the process being complete before offer day. Schools will be notified if it is not possible to send the lists to them. When lists can be sent, schools will be reminded of section 2.10 of The School Admissions Code 2014, in that school must not contact parents about the outcome of the applications until after these offers have been received. Schools must be mindful that parents that made a paper application may not receive the offer of a place for one or two days after the offer date.
- 4.1.20 SBC will send an offer of a single place to pupils applying for a school places on the offer day.
- 4.1.21 Parents who completed an online application will be advised of the outcome of their application by email on offer day. Unless they indicate on the CAF that they would prefer a response by letter.
- 4.1.22 Parents who completed a paper CAF will be advised of the outcome of their application by 1st class post on offer day. Parents should expect to receive the letter within 1 to 2 days of the offer day.
- 4.1.23 Offers are automatically recorded as 'accepted' and parents will be given 10 school days to notify SBC if they wish to reject an offer of a school place. Parents who applied online will be able to do this by using the online facility.
- 4.1.24 For any pupil who has not been allocated a place at one of their expressed preferences SBC will offer them a place at the school in the Borough nearest to the home address with vacancies at that time. Such offers will not be made to selective or faith schools.
- 4.1.25 Any places (that are in demand) will be reallocated if parents advise SBC that they no longer require a place.

4.2 Summer Born Children

- 4.2.1 In the case of children born prematurely or late summer months* parents may request admission outside the normal age group.

*Summer born age: DfE 'Advice on the admission of summer born children' July 2013: 'Children born from the beginning of April to the end of August reach compulsory school age on 31 August. It is likely that most requests for children to be admitted out of their normal year group will come from parents of children born in the late summer months or those born prematurely'.

- 4.2.2 There is no statutory barrier to children being admitted outside their normal year group. Due to the impact on future years for a child's schooling, requests to delay admission are very carefully considered by both the admitting authority and the parents. The decision to admit outside of a child's normal age group is made on the basis of the circumstances of each case.

Parents may submit requests to SBC for any community schools and directly to own admission authorities for Academy schools.

Any decision will seek an outcome in the best interest for the child and for community schools will be considered by a Panel of relevant persons. Parents applying for schools outside the Borough of Southend will need to consult the respective LA's policy in this regard.

The following items apply to SBC, for community schools only:-

- 4.2.3 Parents submitting a request for admission outside the normal age group must also complete the Common Application Form during the main admission round, 14th September – 15th January. Parents will need to provide the detailed reasons for their request including any supporting evidence from relevant professionals to enable their request to be given proper consideration.
- 4.2.4 The panel will only consider 'admission outside the normal age group', that is, whether or not a child can start school the year after they turn 5 years of age in the Reception year and not in year 1. The panel will not consider requests for deferment within the reception year as requests can be made by parents directly to the Headteacher of the allocated school (School Admissions Code 2014 section 2.16).
- 4.2.5 The panel will normally consider applications from parents of children born prematurely or in the last summer months for admission outside the normal age group.

The following items apply for all applications, LA or OAA decision:-

- 4.2.6 If the parents case for delayed admission into reception is upheld by the panel, or the Own Admission Authority a new application for a place in the next cohort **must** be made in the following round (between September and mid-January) and would be considered along with all the other applicants for admission in that year. There would be no guarantee that a place would be offered in the preferred school.
- 4.2.7 If the parents request for delayed admission into reception is refused, the submitted application would follow due process in the round for the child's normal age group. After the offer of a place has been made the parent could then still request the allocated school to delay entry, attend part-time within the reception year group or the parent can delay admission to the following year for admission to year 1. The Head Teacher would need to consider each case and make a decision that is in the best interest of the child.
- 4.2.8 The full policy on applications to admit outside the normal age group for summer born children will be available in the primary admission booklet on the SBC website.
- 4.2.9 All admission authorities must keep a record of the decision to admit out of normal age group/delay starting school and the record should contain the following and must be provided to SBC for main rounds or on request:
- the parent's views;
 - information about the child's academic, social and emotional development;
 - where relevant, their medical history and the views of a medical professional;
 - whether they have previously been educated out of their normal age group;
 - and whether they may naturally have fallen into a lower age group if it were not for being born prematurely.

- They must also take into account the views of the head teacher of the school concerned.

4.3 Co-ordination of pupil admissions to Year 3 of Southend junior schools 2020/2021

The following paragraphs relate to pupil admissions to Year 3 in primary and junior schools and should be read in conjunction with the full scheme for the co-ordination of pupil admissions to infant/primary schools.

4.3.1 Applications will not be necessary for children moving from Year 2 to Year 3 in their existing primary school as this is a single legal establishment and Year 3 in that case is not a 'relevant age group'. However, parents of children in Year 2 of an infant school must complete and submit a form of application for their child to be admitted into Year 3 of another school, even if that is the 'partner' junior school.

4.3.2 The closing date for completing a common application form for a Year 3 place is 15 January 2019.

4.3.3 SBC will liaise with infant schools in the area with lists of children that have applied to the 'partner' junior school. Schools will encourage parents that have not applied for year 3 to apply.

4.3.4 SBC will provide a list of all applications received via common application forms to all junior schools by 9 February 2019.

4.3.5 Schools must rank applications according to their admission criteria and return the ranked list to SBC on the agreed dates (see timetable).

4.3.6 For all applications received by the closing date, from parents of Year 2 children (including children attending year 2 in an infant school), SBC will inform parents of the outcome of that application on 16 April 2019.

4.3.7 There is full co-ordination for admission to year 3 as a normal admission round. This is because we have infant and junior schools in the borough and additional places at Bournes Green Junior School and West Leigh Junior School.

4.3.8 Applications submitted for children that are in the primary school that wish to remain in the same school will be withdrawn and parents will be advised that no application is required.

4.4 Co-ordinated arrangements between the offer date and start of autumn term.

4.4.1 From the offer day until the last week of August SBC will continue to co-ordinate admission arrangements and make all offers on behalf of primary and secondary schools in Southend.

4.4.2. Late and new preferences/applications will be slotted into the waiting lists by SBC in line with school admission arrangements. This will include using new address details where relevant and re-ranking applications to appropriate positions.

4.4.2 Where parents have refused the offer of the place then the vacant place will be offered in strict order of the waiting list until the place is accepted.

- 4.4.3 The offer of school places as they become available will continue to be made by SBC.
- 4.4.4 Once the final list is sent to schools on 22nd August the coordination procedures for reception year, year 3 and year 7 will cease. SBC will continue to administer waiting lists and in-year admissions for all Community and identified Own Admission Authority schools as agreed. Own Admission Authorities wishing to manage their own waiting lists will do so from 22nd August onwards.

4.5 Year 7 - Under and over age applicants

- 4.5.1 For admissions into year 7, an applicant is under age if he or she will be under 11 years of age on 31st August immediately prior to admission in September. SBC will only accept applications from under age applicants who have been registered in year 6 of their primary schools from the first day of the school year in which they apply for a secondary school place. This effectively requires that the decision to promote the child to the year group above his/her chronological age group must be taken by the primary school prior to the end of the summer term in the calendar year in which the child applies for a secondary school place. Confirmation of this is likely to be sought from the headteacher of the primary school concerned by SBC.
- 4.5.2 An applicant is over age if he or she is 12 years of age or over on 31st August immediately prior to admission in September. SBC will not accept over age applicants for year 7 admissions unless there are verified exceptional circumstances for a child to repeat one of the primary school years, for example, extended illness. SBC will seek verification from the headteacher of the primary school concerned that an over-aged applicant has medically certifiable reasons or some other exceptional reason for being an over-aged applicant. SBC will wish to investigate especially thoroughly the circumstances through which any child is found to be studying in Year 6 for the second time, especially if this should involve an application to sit the CSSE selection tests for a second time. Medical evidence will be required for such applicants.
- 4.5.3 Ideally children should not miss a main round and be admitted to year R, 2 or year 7 outside their usual age group (in-year). Any exceptional decisions made must be well documented and meet the requirements of the School Admission Code in that they are in the 'best interest of the child'. Once a child, of statutory school age, has started the year and completed at least one term as an out of normal age group, they cannot apply via the coordinated round/main round for a second opportunity to year 6. Admission mid-year to move from year 7 back to year 6 would not be deemed in the best interest of a child due to the disruption and impact on emotional, social and mental health wellbeing.
- 4.5.4 All admission authorities must keep a record of the decision to admit out of normal age group and the record should contain the following and must be provided to SBC for main rounds:
- the parent's views;
 - information about the child's academic, social and emotional development;
 - where relevant, their medical history and the views of a medical professional;
 - whether they have previously been educated out of their normal age group;
 - and whether they may naturally have fallen into a lower age group if it were not for being born prematurely.

- They must also take into account the views of the head teacher of the school concerned.

4.6 Overseas applicants – applications from children whose parents are living abroad and do not have a “home authority”

4.6.1 Parents who are living abroad and who wish their child to apply for a Southend school have no “home authority” (through which the regulations stipulate that all applications should be made). They can nonetheless apply through what is a proxy home authority (i.e. the Council area in which they intend to buy a house or settle the child with relatives). However, although they may apply in this way, no place will be offered until they can provide clear evidence of residency in this Borough and this may include the relevant immigration documents. In addition, proof of the home address/normal place of residence through either a house purchase, through exchange of contracts, or a long term letting agreement. The School Admissions Team would have to be satisfied that the child’s normal place of residence would be at the address provided.

4.6.2 The CSSE will arrange for overseas applicants for year 7 to sit the selection tests overseas under invigilated conditions at an agreed test centre.

4.6.3 The admission into school for children previously in care but outside of England school be ranked in the same category as LAC/PLAC for all schools (ref to letter dated 4th Dec 2017, Rt Hon Nick Gibb MP). Letter on SBC website http://www.southend.gov.uk/downloads/file/5484/rt_hon_nick_gibb_mp_-_letter_re_admission_of_children_adopted_from_care_outside_of_england

4.7 New applications, late applications, changes of preferences and additional applications – for coordination of reception, year 3 and year 7

4.7.1 New applications:

Applications from parents moving into the area, who in the view of SBC could not have made an application by the closing date, will be slotted into the system when received and might be processed after all on time offers are made. These will be regarded as new applications and will only apply for parents that could not have applied on time such as moving into the country.

Exceptional circumstances will be considered at the discretion of SBC. Moving from one borough to another would not normally be considered as an exceptional circumstance without additional circumstantial information.

If parents, that could not have made an application by the closing date but move and are living within the borough before 31 October for secondary applications and 15 January for primary applications, they will be slotted into the system and processed with on-time applications were possible. Any further new applications received after these dates will be considered after the initial allocation of places on offer day.

4.7.2 Change of address/New applications/preferences for secondary, infant, junior and primary schools

Due to the high variations of address policies across the various LAs and own admission authorities, regardless of home LA, addresses for schools in Southend-on-Sea are as per the child’s normal place of residence (address) as at the closing date for Secondary Admissions (31st October), for Infant, Junior and Primary Admissions (15th January). Any addresses after the closing date are updated after offer day for the

transfer group (ie. 1st March or 16th April) and the applications ranked accordingly. Parents that could not have applied by the deadlines for the main rounds will be considered under 4.6.1.

4.7.2 Late applications

Applications received after the closing date from those who could have made an application on time, will be regarded as late and will therefore not be considered until all “on time” applications have been considered and the initial allocation of places are notified to parents. SBC will be the final arbiter, under the coordinated scheme, as to whether an application is late or not. Schools should apply their admission criteria to such late pupils but identification as “Late” by SBC will prevent schools from putting a ranking against these pupils when the full list is sent back to SBC.

4.7.3 Changes in preference

Changes in the order of preferences already expressed will not be accepted after the closing dates unless, the circumstances are deemed to be exceptional and the changes can be accommodated. Changes received after the closing date will be considered after the appropriate national offer date.

4.7.4 Additional preferences

Any additional preferences received after the closing dates will be considered after the offer date.

4.7.5 Southend-on-Sea Borough Council takes very seriously any attempt to gain unfair advantage in the admissions process by giving false information (for example providing a false address). Checks will be made with other departments in the Council and, where it is suspected that the family actually live outside Southend, contact will be made with the relevant Council. Where there is reasonable doubt as to the validity of a home address, the Council reserves the right to take additional checking measures including, in some cases, unannounced home visits. If, after offers of school places have been made, it is established that fraudulent or intentionally misleading information has been provided in order to gain a place at a primary or secondary school, the Council/own admission authority will withdraw any school place offered. If an offer of a school place is withdrawn under these circumstances the application would be considered afresh, (with proof of address or other relevant information) unless a new application form is deemed necessary and the parent advised of their right of appeal to an Independent Appeal Panel (2.12 of the Code) . If appropriate the withdrawal letter will be signed by both SBC and the admission authority.

4.7.6 Changes of address between offer day and the last week of August will be checked by SBC. Parents will need to provide proof of the home address in the form of; a house purchase; exchange of contracts, or a long term letting agreement. In all situations, SBC must be satisfied that it is the child’s normal/habitual place of residence.

4.7.7 Places can be withdrawn up to the end of December in the situation where an offer is made in error or the application has been found to be fraudulent. Own Admission authorities must inform SBC of any places withdrawn for the coordinated round up to December of each year and vice versa.

4.7.7 Schools must inform SBC of address, sibling or any other discrepancies in ranking lists or in information provided by parents on the enrolment forms post offer day.

4.8 Supplementary Information Forms

4.8.1 In order that they may seek further information to apply their admission criteria, the following schools require parents to complete a Supplementary Information Form (SIF) in addition to the appropriate application form.

School	Details
Primary:	
Our Lady of Lourdes Catholic Primary	For all applications
Sacred Heart Catholic Primary	For all applications
St George's Catholic Primary	For all applications
St Helen's Catholic Primary	For all applications
St Mary's, Prittlewell, C of E Primary	For all applications
Secondary:	
St Bernard's High School	For all applications
St Thomas More High School	For all applications
Shoeburyness High School	For year 7 applications for selective places
Southend High School for Boys	For all applications for selective places
Southend High School for Girls	For all applications for selective places
The Eastwood School	For year 7 applications for Sport / Performing Arts places
Westcliff High School for Boys	For all applications for selective places
Westcliff High School for Girls	For all applications for selective places

4.8.2 The SIFs for year 7 applications for selective places must be returned to the Consortium of Selective Schools in Essex (CSSE), for all rounds of admissions SIFs must be returned direct to the school.

4.8.3 Parents are encouraged to send in the CAF and any SIF as early as possible prior to the closing date. The SIF for selective and aptitude testing will be before the CAF closing date (also refer to sections 4.1.5 and 4.1.6).

4.8.4 All SIFs must clearly indicate that they are not application forms and that the appropriate application form must be completed. SIFs cannot request:

- any personal details about parents and families, such as maiden names, criminal convictions, marital, or financial status (including marriage certificates);
- the first language of parents or the child;
- details about a parent's, parent's or a child's disabilities, special educational needs or medical conditions;
- parents to agree to support the ethos of the school in a practical way;
- both parents to sign the form, or for the child to complete the form (School Admission Code 2014 section 2.4).

4.8.5 Schools must consult the School Admissions Code 2014 sections 1.9 and 2.4 when developing their supplementary information forms.

- 4.8.6 Schools must be mindful of siblings from multiple births in oversubscription criteria and where possible admit them (e.g. selective, specialist and faith criteria exempt).
- 4.8.7 Applicants must 'submit' online forms. Unsubmitted forms will not be processed. Applicants must have evidence of submitted forms therefore if application forms were posted they must have proof of postage and if applied online they must produce the automatic online receipt.

4.9 Waiting lists

- 4.9.1 For the reception, year 3 and year 7 rounds of admissions, on offer day SBC will have a waiting list for each Southend oversubscribed school which will exclude any late applicant and late changes in preference. In most cases SBC will be able to rank the pupil from existing information, for example distance. Depending on the admission criteria a new application would then be slotted into the waiting list as appropriate.
- 4.9.2 SBC will maintain the waiting list as ranked by schools. Where any new pupil, such as a late application, is added to the waiting list SBC should be advised within 10 working days of where such pupils fit in relation to other pupils on the waiting list.
- 4.9.3 Where a vacancy does arise the place will be offered by SBC to the pupil on top of the waiting list.
- 4.9.4 A parent of a child at the top of the waiting list offered a place as a result of a vacancy having arisen will be expected to confirm, within 10 working days, whether or not they wish to accept the place.
- 4.9.5 SBC will maintain waiting lists for all community schools in the Borough for the full school year. Waiting lists for academy, foundation, free school and voluntary aided schools will be maintained by them for at least the autumn term. Waiting lists will be maintained strictly in accordance with the admission criteria of the school concerned.
- 4.9.6 SBC will delete pupils from the waiting list who are offered and accept a place at a higher ranking school.
- 4.9.7 SBC will rank/re-rank pupils with address changes, late and new applications according to school admission arrangements after all on time offers are made or on the waiting list as appropriate.
- 4.9.7 Where, as part of the school admissions process, a parent is required to complete a SIF, SBC should be advised by the school within 10 working days of where such pupils fit in relation to other pupils on the waiting list. New pupils will not be added to the waiting list but will be at the bottom of the school list until this information has been provided by the school and the application can be slotted into the waiting accordingly.
- 4.9.8 All admission authorities must specify, in their arrangements, the period a child remains on a waiting list for each school year. For main round Reception, year 3 and year 7 it must be at least to Dec of the admission year.

Community school waiting lists are held for the full school year that the application was made. Waiting lists, for all year groups close on the last day of the school year. Parents must reapply for the new school year from the start of the Summer Term if they wish to be added to the waiting list for the next school year.

4.10 Appeals

- 4.10.1 Parents have the right of appeal against a decision to refuse admission to a school which they had put as a preference.
- 4.10.2 Parents will be given 20 school days to appeal against the decision to refuse their application for a place at a particular school.
- 4.10.3 Parents wishing to appeal for a place at any school in the Borough will be advised by SBC to read the on-line appeals information and complete the online appeal form which will be submitted to SBC. Paper copies of the appeals information and form will also be available if required. If the appeal relates to an academy, foundation, free school or voluntary aided school the form will immediately be sent to the school concerned for them to arrange the appeal. Appeals for places at community schools will be organised by SBC.
- 4.10.4 SBC will advise parents wishing to submit an appeal in respect of a school outside the Borough to contact the Local Authority where the school is located to enquire about the appeal arrangements.
- 4.10.5 Schools will send lists of submitted appeals to SBC. SBC will record the appeal against the admission record and provide the school with all relevant documentation to enable the School to prepare for the appeal.
- 4.10.6 In accordance with the School Admission Appeals Code, Independent Appeal Panels for community, academy, foundation, free school and voluntary aided schools must consist of:
- a) at least one lay member. Lay members are people without personal experience in the management or provision of education in any school (though it is permissible to use people who have experience as governors of other schools, or who have been involved in education in any other voluntary capacity) and
 - b) at least one person with experience in education, who is acquainted with educational conditions in the area, or who is a parent of a registered pupil at a school.
- 4.10.7 Academy, foundation, free school and voluntary aided schools must inform SBC within 5 school days of the outcome of any appeal. The outcome of any appeal does not mean that the parent will necessarily take up a place as they may have other appeals or may prefer the original place offered.
- 4.10.8 Having received notification from the school, SBC will contact parents and ask them to confirm in writing to SBC which place they wish to accept following the outcome of any appeals. They will be asked to confirm this within 5 school days of their last appeal. Once a place is released that place will be reallocated.
- 4.10.9 Own admission authorities will record all appeals and provide the data to SBC after all appeals are heard, no later than the 17th July or nearest working day.

5. Annual Review of the Scheme

- 5.1 Each year all local authorities must formulate and publish on their website a scheme by 1 January in the relevant determination year to co-ordinate admission arrangements for all publicly funded schools within their area.
- 5.2 The School Admissions Code confirms that if the Local Authority decides to continue to use the scheme from the previous year, this will fulfill the legal requirement to formulate a scheme. Local Authorities must consult admission authorities for schools affected by the scheme and other Local Authorities every 7 years as a minimum. If the scheme has changed substantially since the previous year, the Local Authority must consult school governing bodies and other admission authorities in the area even if that is less than 7 years since the last consultation.
- 5.3 A local authority must inform the Secretary of State whether they have secured the adoption of a qualifying scheme by 15 April. If this is not achieved the Secretary of State may impose a scheme.

6. Council and school duties under the scheme

- 6.1 These are set out in the School Admissions (Admission Arrangements and Co-ordination of Admission Arrangements) (England) Regulations 2014 and schools should refer to these if they have any queries.
- 6.2 In summary the main duties are:
- Southend Borough Council
- To forward details submitted on the Common Application Form, together with any supporting information provided by the parent to the school or to any other local authority as appropriate;
 - To sort the lists received from schools, or other local authorities, and according to the preference expressed by the parent determine which school place should be offered;
 - To forward onto schools information received from other local authorities pupils who have applied to Southend schools;
 - To notify schools and other local authorities of the offers to be made;
 - To make an offer to parents on national offer day on behalf of schools, including for schools in other local authorities.

Governing Body

- To notify Southend Borough Council of any application made direct to the school;
- To determine all applications in line with the school's admission criteria and to notify the Council of this.

7. List of schools to which the scheme applies

- 7.1 Southend Borough Council is the admission authority for community schools. The governing body is the admission authority for academy, foundation, free school or voluntary aided schools.

SECONDARY		
School Name	DfE Number*	Status**

Belfairs Academy	5434	Academy
Cecil Jones Academy	4001	Academy
Chase High School	4000	Academy
Southchurch High School	4736	Academy
St Bernard's High School	5465	Academy
St Thomas More High School	5447	Academy
Shoeburyness High School	4034	Academy
Southend High School for Boys	5446	Academy
Southend High School for Girls	5428	Academy
The Eastwood Academy	5414	Academy
Westcliff High School for Boys	5401	Academy
Westcliff High School for Girls	5423	Academy

PRIMARY		
School Name	DfE Number*	Status**
Barons Court Primary School & Nursery	2124	Community
Blenheim Primary School	2387	Academy
Bournemouth Park Academy	3822	Academy
Bournes Green Infant School	2128	Academy
Bournes Green Junior School	2123	Academy
Chalkwell Hall Infant School	2022	Community
Chalkwell Hall Junior School	2019	Community
Darlinghurst Academy	2127	Academy
Earls Hall Primary School	2023	Community
Eastwood Primary School	3825	Foundation
Edwards Hall Primary School	3826	Community
Fairways Primary School	2407	Community
Friars Primary School & Nursery	3824	Academy
Hamstel Infant School	2093	Academy
Hamstel Junior School (partner school)	2092	Academy
Heycroft Primary School	2126	Community
Hinguar Community Primary School	2094	Academy
Leigh North Street Primary School	2096	Community
Milton Hall Primary School	5273	Foundation
Our Lady Of Lourdes Catholic Primary School	3328	Voluntary Aided
Porters Grange Primary School & Nursery	2001	Academy
Prince Avenue Academy	2000	Academy
Richmond Avenue Primary School	3823	Academy
Sacred Heart Catholic Primary School & Nursery	3326	Voluntary Aided
St George's Catholic Primary School	3329	Voluntary Aided
St Helen's Catholic Primary School	3327	Voluntary Aided
St Mary's Prittlewell Church of England Primary School	3325	Voluntary Aided
Temple Sutton Primary School	2132	Community (proposed to convert)
The Westborough Primary School & Nursery	5206	Academy
Federation of Greenways Schools - Thorpe Greenways Infant School	2105	Academy
Federation of Greenways Schools - Thorpe Greenways Junior School	2104	Academy
Thorpedene Primary School	5225	Academy
West Leigh Infant School	2109	Community
West Leigh Junior School (partner school)	2108	Academy

*DfE codes and status for schools may be subject to change if status of school changes (e.g. Community to Academy).

8. Definitions

Academies – Schools funded directly by Central Government where the academy trust employs the staff and is the admission authority.

Additional applications - An application from a parent who has already submitted an application and is requesting an additional school(s). This will normally be after the initial offer of places in March.

Admissions Forum – A body comprising of representatives from various groups which advises admissions authorities on admission arrangements in the area

Catchment area – A defined geographical area served by a particular school

Changes in preference - Changes in the order of preferences already expressed (that is not an additional application).

Community schools – Schools wholly funded by SBC, where the Council employs the staff and is the admissions authority.

CSSE – The Consortium of Selective Schools in Essex – a group of schools that are responsible for the selection test (11+) arrangements. The 10 schools below operate a consortium whereby only one test needs to be taken even though an application is being made to several schools. The schools are:

Shoeburyness High School

Southend High School for Boys

Southend High School for Girls

St Bernard's High School

St Thomas More High School

Westcliff High School for Boys

Westcliff High School for Girls

King Edward VI Chelmsford (Boys) – school in Essex

Colchester County High School (Girls) – school in Essex

Royal Grammar School, Colchester (Boys) – school in Essex

DFE - Department for Education – Central government department responsible for education matters.

Foundation schools – Schools funded by the Council, where the Governing body employs the staff and is the admissions authority.

Free School - are state-funded schools normally set up in response to parental demand. They have the same legal requirements as academy schools.

Late applications - Applications received after the closing date from those who could have made an application on time.

Looked After children and Previously looked after children – (LAC/PLAC) - Any reference to looked after children refers to children who are in the care of local authorities as defined by Section 22 of the Children Act 1989. In relation to school admissions legislation a 'looked after child' is a child in public care at the time of application to the school'. Any reference to previously looked after children means children who were adopted (or subject to residence or special guardianship orders) immediately following having been looked after.

Looked after and previously looked after children are given the highest priority for each relevant age group and in all ranking.

The admission into school for children previously in care but outside of England will be ranked in the same category as LAC/PLAC for all schools. (ref to letter dated 4th Dec 2017, Rt Hon Nick Gibb MP). Letter on SBC website

http://www.southend.gov.uk/downloads/file/5484/rt_hon_nick_gibb_mp_-_letter_re_admission_of_children_adopted_from_care_outside_of_england

National Offer Day – the day on which all offers of places are made. For year 7 this is on or about 1 March and reception year and year 3 this will be on or about 16 April. In each case if the day falls on a weekend or bank holiday it will be next working day. The offer day will therefore be 1 March 2019 for secondary applications and 16 April 2019 for primary applications.

New applications - Parents who in the view of SBC could not have made an application by the appropriate closing date, for example, when moving into the area from abroad. Refer to item 4.7.1.

Non-selective places – school places offered without reference to the selective (11+) procedure.

Normal round of admissions – Under the Southend Coordinated Admissions Scheme, the normal round of admissions refers to admissions to reception, year 3 and year 7 up to 22 August.

Potential year 7 admissions – All pupils in year 6 in primary schools (whether or not that is their age appropriate cohort) who will transfer to secondary schools in the following September.

Common Application Form (CAF) – the common application form on which parents indicate their preferences

Selective places – places offered at certain schools as a result of the pupils' performance in the selection (11+) procedure.

SIFs – Supplementary Information Forms – forms on which parents are asked to provide additional information in support of their applications in order to provide more information to enable the school to apply their admission criteria. These are not application forms.

Southend Borough Council (SBC) – In the areas pertaining to this scheme the function of the Council will be undertaken by the School Admissions Team within the Department of People.

Specialist places – School places offered to a small number of pupils at certain schools as a result of an aptitude in certain areas of the curriculum

Voluntary Aided schools – Schools set up and owned by a voluntary body, usually a church body, largely financed by the Council. The governing body employs the staff and is the admission authority.

9. Key dates – Infant, Primary and Junior admissions September 2020

1st January 2019	Date for formulation of scheme
1 September to 11 September 2019	Publish Admissions Information Advertisements, fliers and letters to registered parents of early years children
14 September 2019	Opening of on-line admissions facility
Early October 2019	Distribution of year 3 “letter/fliers” to year 2 pupils
Mid December 2019	Preliminary lists to faith schools for SIF follow up
15 January 2020	Closing date for admission applications
22 January 2020	Follow up list to faith schools for SIF follow up
31 January 2020	Final list of preferences to be sent to schools and other authorities
26 February 2020	Closing date for schools to return ranked preferences
16 April 2020	National Offer Day (16 th April or next working day)
30 April 2020	Closing date for responses to offers (refusals)
15 May 2020	Closing date for appeal forms
17 July 2020	All on-time appeals completed
22 August 2020	The administration of waiting lists for years R and 3 and all in-year admissions handed over to academy, voluntary aided, and foundation schools.

10. Key dates – Secondary admissions September 2020

1st January 2019	Date for formulation of scheme
1 week in July 2019	Publication of Secondary Admissions Information (booklet) Admissions information distribution to year 5 pupils. Open evenings at schools that admit pupils as a result of testing / auditions
1 July – 7 September 2019	Registration for testing / audition
1 September 2019	Opening of on-line admissions facility for transfer to secondary school
Week beginning 1 September 2019	Distribution of reminder flier to year 6 pupils
XX September 2019*	11+ test (to be confirmed by the CSSE – dates will be available in the Admissions booklets)
XX September 2019*	Alternative test date (for religious, illness or exceptional circumstances) 11+ test (to be confirmed by the CSSE – dates will be available in the Admissions booklets)
mid October 2019*	Testing results to be sent to parents by CSSE / schools
23 October 2019	Preliminary list to be sent to faith schools and Eastwood for SIF follow up
31 October 2019	Closing date for admission applications
7 November 2019	Follow up list to be sent to faith schools and Eastwood for SIF follow up.
30 November 2019	Final list of preferences to be sent to schools and other authorities.
⁷ January 2020	Closing date for schools to return ranked preferences
1 March 2020	National Offer day
15 March 2020	Closing date for responses to offers (refusals)
May 2020	All on-time appeals completed - refer to School Admissions Appeals Code 2012.
22 August 2020	The administration of waiting lists for years R and 3 and all in-year admissions handed over to academy, voluntary aided, and foundation, free schools.



Southend on Sea Borough Council, Department of People, Civic Centre, Victoria Avenue,
Southend on Sea SS2 6ER

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Southend-on-Sea Borough Council
Report of Deputy Chief Executive (People)
to
Cabinet
on
18th September 2018

11

Report prepared by: Brin Martin, Director of Learning

School Performance Report Summer 2018 (Outcomes at all Key Stages)
People Scrutiny Committee
Executive Councillor: Helen Boyd
A Part 1 (Public) Agenda Item

1. Purpose of Report

- 1.1 This report informs Cabinet of the high level un-validated performance outcome for all Southend schools at all key stages following the summer tests and examinations in 2018.

2. Recommendations

- 2.1 That Cabinet notes the overall performance of Southend schools at each of the key stages, in particular relative to the emerging national benchmarks.

3. Background

- 3.1 In previous years, Cabinet had not been sighted upon the early outcomes achieved by schools in the summer teacher assessments, tests and examinations.
- 3.2 It should be stressed that at this stage, the majority of the outcomes are “raw” and un-validated. Whilst the overall scores are unlikely to change significantly, results for individual schools may fluctuate, which may affect the overall figures
- 3.3 Results for individual schools are not in the public domain until validated, later in the autumn term. However, in view of likely interest, it is important that Cabinet are aware of the emerging picture of the Borough-wide outcomes.
- 3.5 Lastly, it should be remembered that at key stage four, following on from the introduction of reformed maths and English GCSEs last year, these pupils were the first to take new, more rigorous GCSE exams in 20 subjects, graded 9 to 1. In essence, the previous benchmark of a “C” grade, regarded as a pass, is now broadly equivalent to either a grade 4, a standard pass, with a 5 regarded as a strong pass.

4. Headline Performance Outcomes

4.1 Across all key stages

- 4.1.1 Cabinet should note that in most key stages, Southend pupils continue to outperform the national averages, in some cases increasing at a higher rate than all schools nationally.
- 4.1.2 For each key stage where available, as indicated in appendix one, results are shown for the headline measures, with provisional Southend outcomes shown alongside the emerging national outcomes.

4.2 By Key Stages

- 4.2.1 In **Early Years** (reception year), the percentage of pupils achieving a good level of development is 73.9% (71.5% nationally), in line with results from 2017, however still 2.4% higher than the emerging national figure. **No significant change on last year, above the national.**
- 4.2.2 At the end of **Key Stage One** (years 1-2), the percentage of Southend pupils achieving the expected standard or above in combined reading, writing and maths is 64.6% which is a decrease of 2.0 percentage points compared to 2017. The emerging national based on results from 152 LA's for KS1 reading, writing and maths combined is 65.3% an increase of 1.6 percentage points compared to 2017, this means the Southend figure is currently 0.7 percentage points lower than the emerging national picture. **Decline upon last year, below the national.**
- 4.2.3 The percentage of Southend pupils at the end of **Key Stage Two** (years 3-6) achieving the expected standard or above in combined reading test, writing teacher assessment and maths test is 68.2% - this is an increase of 2.3 percentage points compared to 2017. The interim national results of pupils achieving the expected standard or above in combined reading test, writing TA and maths test is 64.4%, an increase of 3.4 percentage points compared to 2017. **Improvement upon last year, above the national.**

The very recent and provisional Statistical First Release from the Department for Education regarding the Key Stage Two outcomes places Southend above statistical, regional and national results, and currently places us 29th out of all 151 Local Authorities.

Provisional outcomes in terms of **progress made from key stage one to key stage two** show that Southend pupils made average progress in reading (0.0) but were significantly above average in writing (+0.4) and maths (+0.6). A progress score of zero indicates that pupils on average do about as well at KS2 as those with similar prior attainment nationally.

- 4.2.4 At **Key Stage Four** (year 11), the recently announced results are still subject to variation. As mentioned in 3.5 above, the means of calibrating outcomes is in the second year of transition. In essence, the previous benchmark of A*-C in both English and mathematics is broadly equivalent to the new numerical measure of a grade 4 or better in both subjects.

From the data obtained so far, **71.9% of pupils achieved the new benchmark of 4+ in both English and maths.** This is compared to 70.9% for the similar measure last year. Southend's pupils were above the provisional national figures in the subjects of English and maths in terms of those achieving a standard pass (grade 4 or above). Based on data from 10 out of 12 schools, 82.4% of pupils achieved this standard in English, compared to 71.8% nationally, whilst in maths the figures was 78.1%, compared to 71.0% in nationally.

Provisional outcomes for looked after children in Southend also suggest an improvement in the percentage achieving a pass in English & maths at key stage four. **Improvement upon last year, above the national.**

- 4.2.5 At **Key Stage Five** (end of sixth form), provisional results were only available for 8 out of 10 schools in the borough, therefore the following figures should be treated with caution. 11.1% of A-level entries were at A* compared to the national average of 8.0%, and 35.9% of entries were A* or A grades, compared to national figures of 26.4%, with 99.4% of all grades being A*- E grade, above the national equivalent of 97.6%. **Above the national.**

5. Conclusion and implications

- 5.1 In most Key Stages, Southend schools continue to both improve and outperform against national benchmarks. Whilst we await the individual validated school results,

we anticipate that Southend Borough as a whole will continue to improve its rankings nationally and in relation to our statistical and geographical neighbours.

- 5.2 These results will inform the Education Board, and in particular the School Performance Sub Group, in their detailed analysis of both outcomes and progress data through the schools risk register. In turn, the risk register is used to target intervention in schools requiring support and challenge to improve further in particular areas or with specific groups.
- 5.3 This support will be undertaken through our partnership between officers and local leaders of education as well as brokered work with local teaching schools and additional contractors, and take the form of focussed support at individual school level, or through improvement programmes such as the narrowing the gap project at Key Stage Two, or the initiative to encourage more Southend residents to attend one of the four Grammar Schools if appropriate. All of these initiatives are funded through the school improvement money allocated by Council in the budget.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

Ensure residents have access to high quality education to enable them to be lifelong learners and have fulfilling employment.

6.2 Financial Implications

None

6.3 Legal Implications

None

6.4 People Implications

None

6.5 Property Implication

None

6.6 Consultation

None required

6.7 Equalities and Diversity Implications

None

6.8 Risk Assessment

Not required

6.9 Value for Money

Not applicable

6.10 Community Safety Implications

Not applicable

6.11 Environmental Impact

None required

7. Background Papers

None

8. Appendices

Appendix 1: 2018 Provisional School Performance Outcomes for Southend-on-Sea

Southend Borough Council Primary School Attainment 2018

School name	Early Years		Key Stage One		Key Stage Two		Key Stage 1-2 Progress			Key Stage Four			Key Stage Five*		
	Cohort	% Good level of Development	Cohort	% Expected + in Re,Wr,Ma	Cohort	% Expected + in RWM	Reading	Writing	Maths	Cohort	% 4+ Eng & Maths	% 5+ Eng & Maths*	Entries	% Entries at A*-A	% Entries at A*-E
Local Authority State-Funded Schools	2176	73.9	2217	64.6	2104	68.2	0.0	0.4	0.6	2016	71.9	60.5	931	35.9	99.4
England		71.5		65.3		64.4	0.0	0.0	0.0		N/A	N/A		26.2	97.6

Operational Performance & Intelligence Team
All data is provisional and subject to change

* Excludes 2 schools

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Southend-on-Sea Borough Council

Report of Director of Finance & Resources

to
Cabinet

on
18 September 2018

Report prepared by: Joe Chesterton
Director of Finance & Resources

Agenda
Item No.

12

Fees & Charges Policy
All Scrutiny Committees
Executive Councillor: Councillor John Lamb
A Part 1 Public Agenda Item

1 Purpose of Report

To consider the introduction of a fees and charges policy for services to allow for the setting of fees and charges.

2 Recommendation

Cabinet are asked to approve;

2.1 The proposed fees & charges policy set out in Appendix 1;

2.2 That the existing delegation in Paragraph 3.2(k) in Part 3 Schedule 3 be deleted and replaced by the following wording;

“To set fees and charges in their areas of responsibility (save for parking charges) including making in year changes subject to;

- compliance with the Council’s Fees & Charges Policy;
- compliance with all legal requirements relating to the setting of statutory and discretionary fees and charges, including undertaking any necessary public consultation and assessing the equality impacts; and
- prior consultation with the Council’s Director of Finance & Resources and the relevant Cabinet member”

and that Article 4.02(2) be amended as follows;

“To approve and adopt the Council’s Budget.

[The Budget includes the allocation of financial resources to different services and projects, proposed contingency funds, setting fees and charges (save that fees and charges, other than parking charges, can be set by Chief Officers in accordance with paragraph 3.2(k) in Part 3 Schedule 3), the Council Tax Base, setting the Council Tax and decisions relating to the control of the Council’s borrowing requirement, investments, the control of capital expenditure and the setting of virement limits]”

3 Background

- 3.1 Income from fees and charges are an integral part of the Council’s overall financial and commercial approach especially as we move into an era of financial self-sustainability and therefore support in the overall setting of the Council’s budget.
- 3.2 Clearly the scope to increase fees or charges is determined by a number of factors, of which the most important are: strategic desirability, government direction, elasticity of demand for services, and impact on service users. There is no prescribed increase in individual fees and charges, although the current medium term financial strategy assumes a cpi inflation increase in net income collected (yield) from general price increases. Some fees and charges are also predicated on discreet increases over and above the assumed cpi inflation increase in yield, restructuring existing charges or new charges.

4 Proposed Fees & Charges Policy

- 4.1 As part of the annual budget setting, fees and charges schedules are reported for approval as part of the budget process. In the vast majority of cases the fees and charges for approval are statutory, in line with the required yield increase in the Medium Term Financial Plan or minor in nature.
- 4.2 The proposal is that a Council policy (Appendix 1) is introduced to allow these fees and charges to be set annually by officers for implementation in April of each financial year within the constraints of the policy.
- 4.3 The exception to this approach will be that parking charges due to their strategic and financial importance on the Council will still be reported for approval. Any proposed charges for parking will need to have due regard for the Access, Parking and Transport Strategy, which is elsewhere on this agenda.
- 4.4 If the expected change in yield for a service or category area exceeds the budget guideline increase for fees and charges as set out in the MTFP then these charges will need to be considered as additional income items (savings) as part of the annual budget setting.

5 Other Options

- 5.1 No other options were considered. This report merely brings together the proposed policy for fees and charges, be they statutory or discretionary.

6 Reasons for Recommendations

- 6.1 Part of the process of maintaining a balanced budget includes a requirement to consider the contribution that fees and charges make towards that aim. The adoption of a fees and charges policy will assist in that requirement.

7 Corporate Implications

- 7.1 Contribution to Council's Vision & Critical Priorities

The budget strategy is an integral part of the Council's Corporate Service and Resources Planning Framework.

- 7.2 Financial Implications

As set out in the body of the report. In addition the additional income yield to be generated from fees and charges has been factored into the Council's five year Medium Term Financial Plan

- 7.3 Legal Implications

None at this stage

- 7.4 People Implications

None at this stage

- 7.5 Property Implications

None at this stage

- 7.6 Consultation

None at this stage

- 7.7 Equalities Impact Assessment

None at this stage

7.8 Risk Assessment

The key risks are:

Elasticity of demand for some services may mean that increases in fees & charges lead to a fall in income collected.

Some residents/service users may not be able to afford increases, so that the impact may fall disproportionately on those on low incomes.

7.9 Value for Money

In order to deliver value for money it is essential that the Council gets the right balance between charging for services and funding services from Council Tax.

7.10 Community Safety Implications

None at this stage

7.11 Environmental Impact

None at this stage

8 Background Papers

None

9 Appendices

Appendix 1 – Southend-on-Sea Borough Council - Fees and Charges Policy

Southend-on-Sea Borough Council

Fees and Charges Policy – September 2018

Raising revenue from charges for services is an important element in the overall financing of the Council's services and activities and a key element for financial self-sustainability. It can in other circumstances play a range of other roles, including demonstrating the value of a service or discouraging abuse of a service. It can also play a role in furthering desirable strategic outcomes. Consideration is therefore given on a regular basis to the scope for raising revenue through charges for services and to reviewing the appropriateness and adequacy of the levels of charges being proposed or actually in force.

In accordance with best practice, the Council will:

- undertake regular reviews of the approach to charging, both within service areas and across the whole council
- engage service users in decisions about whether and at what level to charge for services
- collect and use information on service usage and the take-up of concessions, and examine the impact of charges on individual households, to assess whether equality and diversity objectives have been achieved.

This policy is Southend-on-Sea Borough Council's approach to setting fees and charges and allowing concessions. It sets out the principles that the Council will use when setting a charge for services. It ensures consistency in charging customers and community groups. The Council is committed to the highest possible standards of openness and accountability. This policy is driven by those values. Fees and charges will be pitched to deliver the Council's overall outcomes whilst protecting the most vulnerable citizens of Southend.

1. In scope

All discretionary fees and charges (except the Parking charging policy, which will be considered separately)

2. Key Principles

The charging policy will apply across the whole Council. The default position should be to at least recover the cost of providing the service through the fees charged. Where appropriate the Council may knowingly determine not to recover the full cost of some services because of the social impact or other policy reasons including the safeguarding of tourism revenues.

Decisions on prices will take account of/balance the following factors;

- Impact on the Council's strategic outcomes
- Whether the Council should provide the service as opposed to market provision
- Whether the price covers all running costs and fixed costs of the service i.e. full cost recovery
- Commercial services will be priced to generate a surplus. Where commercial services are not achieving that aim they will be reviewed, including the potential to improve the market offer or cease trading altogether

- Comparisons with other local authorities and with broadly similar privately provided facilities
- Ability of “customers” to pay and any need for social pricing, subsidy or free provision of services
- Discount prices for Children
- Effect of changes in prices on demand for the service (and therefore income)
- Statutory restrictions on pricing, including legality of any surplus. Some charges or fees are set by Government for us, and others we are allowed to set within their rules.
- Seasonal factors – whether the same charges can be made all year round
- Demand factors – whether it is appropriate to price differently for off-peak/peak/super peak times
- Whether additional services could be provided at an additional price
- Consultation with users
- Non-residents may be charged differentially to residents where appropriate.
- Each financial year charges will be increased by the Consumer Price Index (CPI). This will ensure charges keep pace with the cost of providing services.
- Increases will be implemented in practical monetary values that make sense to customers. The CPI increase may be applied differently across a group of similar services in order to achieve this.
- National taxation policy e.g. VAT
- Where relevant charging decisions will be supported an equalities impact assessment
- Efficiencies and effectiveness
- Administration costs

3. Concessions

Concessions may be offered;

- To over 16's in full time education
- In receipt of means-tested benefits
- In receipt of the State Pension
- Group discounts may apply where this is consistent with the service charging policy

4. Authority to set fees and charges

- The prices for services will be decided on an annual basis. However, Fees and Charges may be revised at any stage of the financial year if the need arises such as from legislative changes, supply & demand in the market place, etc in line with the Constitution as set out in paragraph 3.2(k) in Part 3 Schedule 3;
- Where fees and charges are increasing in response to the budget guideline yield increase for fees and charges, as set out in the Medium Term Financial Plan (MTFP) then these will automatically be set and applied by Chief Officers in line with the Constitution as set out in paragraph 3.2(k) in Part 3 Schedule 3;
- If the expected change in yield for a service or category area exceeds/does not meet the budget guideline position for fees and charges as set out in the MTFP then these charges will need to be considered as additional income/pressure items (i.e. savings/investments) as part of the annual budget setting.

Public Document Pack
SOUTHEND-ON-SEA BOROUGH COUNCIL
Meeting of School Places Working Party

Date: Tuesday, 12th June, 2018
Place: Committee Room 2 - Civic Suite

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Present: Councillor H Boyd (Chair)
Councillors A Bright, L Burton, A Chalk, J McMahon, D Nelson,
G Phillips and J Ware-Lane

In Attendance: S Leftley, B Martin, F Abbott, C Braun and J Edwards

Start/End Time: 6.00 - 7.25 pm

1 Apologies for Absence

None received.

2 Declarations of Interest

The following interests were declared at the meeting:-

- (a) Councillor Ware-Lane - Future Provision of Secondary Places in Southend – Non-pecuniary – daughter attends sixth form in borough; partner is a teacher at school in borough;
- (b) Councillor Burton - Future Provision of Secondary Places in Southend – Non-pecuniary – Director of English and Maths at SEEVIC College and schools discussed are feeder schools;
- (c) Councillor Chalk - Future Provision of Secondary Places in Southend – Non-pecuniary – previously worked at St Bernard's School;
- (d) Councillor Nelson - Future Provision of Secondary Places in Southend – Non-pecuniary – alumni of Greensward School, mentioned in discussion.

3 Terms of Reference of Working Party

Resolved:-

That the terms of reference of the Working Party be noted.

4 Minutes of the Meeting held on Monday, 6th February, 2017

Resolved:-

That the Minutes of the Meeting held on Monday, 6th February, 2017 be confirmed as a correct record.

5 Exclusion of the Public

Resolved:-

That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below, on the grounds that they would involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

6 The Future Provision of Secondary Places in Southend

The Working Party considered a report of the Deputy Chief Executive (People) which provided a progress report on the strategy for the provision of secondary places.

The Working Party commented as follows:-

- Recognised the duty to provide sufficient school places and that all options need to be pursued to fulfil this duty, and we should take a longer term strategic approach.
- Noted the forecast position based on current figures, detailed at section 4.1 of the report and the years which have a potential shortfall and 3 years are below 1 form of entry.
- Noted position regarding headroom for places.
- Noted the balance needed between over-provision of secondary places & risk of under-provision.
- Noted the position with regard to housing forecasts, detailed at section 5 of the report, whereby pupil product from new Southend housing developments are included in forecasts once the development has been granted planning permission and the expected first occupation date is known.
- Noted that Access and Inclusion will be kept updated and work collaboratively across the council regarding the South Essex 2050 plan and Housing Strategy, to ensure that Members are kept informed of key future areas for place planning needs.
- Noted the position with regard to 2018 – 2028 year 7 secondary forecasts.
- Noted the position with regard to Essex schools which have capacity to meet current demands.

Resolved:-

That Cabinet be advised that the Working Party has the following comments:-

1. To agree the continuation of the current agreed expansions with all secondary schools
2. That a paper be developed, outlining pro's and con's on potential challenges, growth and options around how to deliver future school places in relation to continued expansion need beyond 2021 and future delivery of places across all phases due to housing growth in the area and linked to the local.

CABINET

Tuesday, 18th September 2018

COUNCIL PROCEDURE RULE 46

The following action taken in accordance with Council Procedure Rule 46 is reported. In consultation with the appropriate Cabinet Member(s):-

1. The Deputy Chief Executive (People) authorised:

1.1 Adoption of the Agreed Syllabus for Religious Education in Southend from September 2018

The formal endorsement of the recommendation by SACRE (Standing Advisory Council for Religious Education) at its meeting on 5th July 2018 to adopt the syllabus by RE Today from 1st September 2018 as the agreed syllabus for non-aided maintained schools in the Borough to September 2023.

1.2 Re-commissioning of the Integrated Sexual Health Service (ISHS)

Following notification from the current provider (EPUT) of their intention to terminate the existing Sexual Health contract, the re-commissioning and preparation of the tender documentation has commenced for the procurement of a new contract to begin on 1st April 2019. The estimated contract costs are detailed on the confidential sheet.

1.3 Friars New Nursery Funding Agreement and PSP Southend LLP (The LLP)

The Council has bid for, and received just over £330,000 of funding from the Department for Education towards the construction of a new nursery building at Constable Way. The construction project is being delivered via PSP Southend LLP and this letter endorses the transfer of the funding from the Council to the LLP for the scheme to be delivered.

2. The Director of Finance and Resources authorised:

2.1 Disposal of 7 Ceylon Road, Westcliff on Sea

The sale, by auction, of the above-mentioned property which comprises two flats, with a recommended reserve of £300,000. The property is held under the general fund and which does not form part of the normal housing stock. The capital generated will be used to pay-down borrowing debt and assist with the Council's capital receipts generation target.

2.2 Airport Business Park Management Company Arrangements

The establishment of the estate management company for the Airport Business Park, enabling those tenants with major freehold and leasehold interests in the business park to become Directors of the company going forward and dealing with the Council's company administration matters.

Southend-on-Sea Borough Council**Report of the Deputy Chief Executive
(People)**

to

People Scrutiny Committee

on

9th October 2018

Report prepared by: Amanda Champ
Interim Head of School Performance & Improvement Service

Schools Progress Report**People Scrutiny Committee
Executive Councillor: Councillor Helen Boyd
A Part 1 Public Agenda Item**

1. Purpose of Report

To inform members of the current position with regard to the performance of all schools, including those schools causing concern, and to update on known Academy developments.

2. Recommendation

For members to note and approve the information in the report.

3. Background**Ofsted Inspections**

Earls Hall primary school was inspected 26 to 27th of June 2018 and the report which judged the school as being good was published 16 July 2018.

Cecil Jones Academy received a monitoring visit on 3 July following Her Majesty's Chief Inspector concerns about the effectiveness of safeguarding arrangements at the academy. The report which was published on 12 July, found safeguarding to be effective.

Officers track the likelihood of a school inspection based upon the time of its previous full inspection, the judgement, and if and when the school converted to an academy. This is not an exact science, as OFSTED indicate the period for reinspection by stating "in the third/four year of...". However, our tracking indicates the likelihood of several inspections this academic year.

Ofsted Inspection reporting update

In July 2018, Ofsted published details of the impact of the changes to the statistical reporting of inspection outcomes. The main change following the consultation is to include the inspection outcomes of predecessor schools in our statistical reporting, where schools have not yet been inspected in their current form (in general this meant

that academy converters kept their inspection history while sponsor-led academies did not).

Academy conversions

Southchurch High School (formerly Futures) converted on 1st July 2018 and is now part of the Partnership Learning Trust.

Temple Sutton Primary school joined the Learning in Harmony Trust on 1st September 2018.

St George's Catholic Primary School and St Helen's Catholic Primary School joined the Assisi Catholic Trust on 1st September 2018.

Other important school news

The Federation of Greenways has now amalgamated from 1st September to become 'Greenways Primary School'.

PLT Southend Campus: Victory Park Academy and Sutton House Academy address changed to Wentworth Road, Southend on Sea, SS2 5LG

School Outcomes

A detailed report on the key school performance outcome measures is featured as a separate report to Cabinet.

Diminishing the Difference (previously known as 'narrowing the gap') Pupil Premium Strategy

The 'every child, every school, same opportunities' pupil premium strategy being led by Milton Hall Primary School and Barons Court Primary School (commissioned by the LA) is about to launch its second phase which involves working with individual schools to improve outcomes for the most disadvantaged pupils. Outcomes data for disadvantaged pupils is currently being analysed in order to design the bespoke support packages for schools where there are identified concerns.

Grammar School Strategy

The campaign has been very successful in terms of improving awareness, increasing the number of local resident 11 plus registrations and raising the number of local pupils taking up a place at one of the town's grammar schools. Last year resulted in an increase of 53 additional places on the previous year's total of 399 being allocated to local Southend residents for 2018 entry (452 passes). Registrations have increased again this year by a further 102 pupils.

The campaign has also targeted more deprived pupils. As a result 286 (from cohort of 2172) of the most disadvantaged pupils were prioritised for places at a fully funded summer school, resulting in over 70 pupils (with the most disadvantaged targeted and given priority booking) attended fully funded summer school sessions. Early indications suggest that 23% more 11+ registrations have been made from local children compared to before the campaign. The success of assessments will not be known until later in the term.

4. Other Options

N/A

5. Reasons for Recommendations

N/A

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

This report contributes to the Council's ambition that all schools will be good or outstanding.

6.2 Financial Implications

The work currently undertaken with school improvement is covered by the core staffing budget and the SLA with the teaching school alliance.

6.3 Legal Implications

None

6.4 People Implications

None

6.5 Property Implications

None

6.6 Consultation

None

6.7 Equalities and Diversity Implications

None

6.8 Risk Assessment

None

6.9 Value for Money

None

6.10 Community Safety Implications

None

6.11 Environmental Impact

None

7. Background Papers

None

8. Appendix

Appendix 1 - List of Southend Academies

List of Southend Academies (as at 01/09/18)

The most recent conversions are highlighted in bold type.

Academy name	Date of conversion	Multi-Academy Trust	Single Academy
Belfairs Academy	01/06/2012	Legra Academy Trust	
Blenheim Primary and Nursery	01/09/2016	Learning in Harmony Trust	
Bournemouth Park Academy	01/02/2017	Eastwood Park Academy Trust (EPAT)	
Bournes Green Infant	01/09/2016	Southend East Community Academy Trust (SECAT)	
Bournes Green Junior	01/08/2017	Southend East Community Academy Trust (SECAT)	
Cecil Jones Academy	01/09/2015	Legra Academy Trust	
Chase High School	01/04/2015	Brentwood Academies Trust	
Darlinghurst Academy	01/01/2014	Legra Academy Trust	
Friars Primary School and Nursery	01/09/2016	Portico Academy Trust	
Hamstel Infant School and Nursery	01/09/2016	Portico Academy Trust	
Hamstel Junior School	01/09/2016	Portico Academy Trust	
Hinguar Community Primary School	01/09/2016	Southend East Community Academy Trust (SECAT)	
Kingsdown School	01/09/2017	SEN Trust Southend	
Lancaster School	01/09/2017	SEN Trust Southend	
Our Lady of Lourdes Catholic Primary School	01/05/2018	Assisi Catholic Trust	
Porters Grange Primary School	01/04/2016	Portico Academy Trust	
Prince Avenue Academy & Nursery	01/04/2014	South East Essex Academy Trust (SEEAT)	
Richmond Avenue Primary and Nursery School	01/08/2017	Southend East Community Academy Trust (SECAT)	
PLT Southend Campus: Victory Park & Sutton House (formerly Seabrook College)	01/07/2017	Parallel Learning Trust (PLT)	
Sacred Heart Catholic Primary School	01/05/2018	Assisi Catholic Trust	
Shoeburyness High School	01/12/2011	Southend East Community Academy Trust (SECAT)	
Southchurch High School	01/07/2018	Partnership Learning	

(formerly Futures)			
Southend High School for Boys	01/02/2011		Southend High School for Boys Academy Trust
Southend High School for Girls	01/02/2011		Southend High School for Girls Academy Trust
St Bernard's High School	01/08/2011		St Bernard's High School
St George's Catholic Primary School	01/09/2018	Assisi Catholic Trust	
St Helen's Catholic Primary School	01/09/2018	Assisi Catholic Trust	
St Nicholas School	01/09/2017	SEN Trust Southend	
St Thomas More High School	01/08/2011	Assisi Catholic Trust <i>(previously a single academy)</i>	
Temple Sutton Primary School	01/09/2018	Learning in Harmony Trust	
The Eastwood Academy	01/08/2011	Eastwood Park Academy Trust (EPAT)	
Greenways Primary School	01/10/2016	Learning in Harmony Trust	
The St Christopher School	01/03/2012	SEN Trust Southend	
The Westborough School	01/09/2010	The Challenger Multi Academy Trust	
Thorpedene Primary School	01/09/2016	Southend East Community Academy Trust (SECAT)	
Westcliff High School for Boys	01/09/2010		Westcliff High School for Boys
Westcliff High School for Girls	01/03/2011	South East Essex Academy Trust (SEEAT)	
West Leigh Junior School	01/04/2016	Portico Academy Trust	

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South Essex Health and Care Partners Briefing Note – September 2018

Proposal to Increase Adult Mental Health Inpatient Capacity (for Winter 2018/19), Relocate Cumberlege Intermediate Care Centre (CICC) in Southend to the Rochford Hospital Site and the Development / Relocation of the St Luke's Primary Health Care Facility on the former CICC Site

**Prepared by EPUT for the South Essex Health and Care Executive Group
(Mental Health / Winter)**

A paper to HOSC is being finalised with system partners to propose the urgent creation of additional adult mental health inpatient beds (16 – 20 beds from 01 December). Opportunistically this will release capacity to relocate the Cumberlege Intermediate Care Centre and secure £1.5 million NHS Funding to continue the development of the St Luke's primary care centre. The paper will follow on 05 October.

The key components of the paper are:

- The creation of additional mental health inpatient adult beds (16 – 20) effective 01 December, is critical to address the huge demand on adult mental health inpatients. It is a matter of patient safety to provide this capacity.
- There are a series of ward moves required to facilitate the development of additional adult mental health capacity on the Basildon Mental Health Unit site. These are interim moves that are all reversible.
- The key population affected are the South East residents with 12 organic assessment beds to be relocated on a temporary basis from Maple Ward in Rochford. The average occupancy is for three Southend residents and nine Castle Point and Rochford residents. Discussions are just being concluded with the two CCGs on the preferred location of the temporary move and will be finalised in the paper for 05 October.
- For patient safety reasons, work on Cumberlege Intermediate Care Centre (CICC) has been suspended, thus halting the development of the St Luke's Primary Care facility. However, if the proposed mental health ward moves are supported, there is an opportunity to temporarily relocate the Cumberlege Intermediate Care Centre (CICC) in Southend to Maple Ward at Rochford Hospital. In turn this will enable the work on the St Luke's redevelopment to proceed, thus securing £1.5 million NHSE funding. If CICC does not move in the short term (two to three months) intermediate care capacity will remain reduced, the patient environment poor and the St Luke's primary care facility will not be built.
- In summary, this is a health and care system proposal that provides additional adult mental health inpatient capacity (16 – 20 beds) within resources, relocates CICC and secures the St Luke's Primary Care Centre.
 - No patient currently based on Maple Ward will be required to move to Thurrock.
 - The system commitment is that ward moves are temporary and reversible and that the permanent moves will be underpinned by a process of discussion and engagement with the wider community and all interested stakeholders.
 - The final piece of the proposal is to be agreed with the CCGs on 03 October with a view to the HOSC paper being shared on 05 October.

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Southend-on-Sea Borough Council

Report of Chief Executive to People Scrutiny Committee

On 9th October 2018

Report prepared by:
Fiona Abbott

Agenda
Item No.

17

In depth scrutiny project - update A Part 1 Agenda Item

1. Purpose of Report

To update the Committee on the Committee's in depth scrutiny project.

2. Recommendation

2.1 That the project plan attached at Appendix 1 be noted.

3. In depth scrutiny project

3.1 At the meeting on the 19th July 2018, the Committee agreed that its in depth project for the current municipal year would be on the vision for children and young people which improves lives, in the context of Southend 2050 (Minute 152 refers).

3.2 The project is led by a member project team and the appointments were agreed at Council on 17th May 2018. The membership for this project is – Councillor Cheryl Nevin (Chairman), Councillors Margaret Borton, Steve Buckley, Alan Dear, Denis Garne, Judith McMahon, Mike Stafford and Chris Walker. Officer support is provided by Fiona Abbott, Brin Martin and Ruth Baker, with additional support as and when required from other officers.

3.3 Over the course of the summer, the project plan and scope for the review was drafted following discussions with the Chairman and relevant officers. The draft document has been shared with the project team members and is attached at Appendix 1.

3.4 The next steps in the review and dates for project team meetings will be circulated shortly.

4. Corporate Implications

4.1 Contribution to Council's Vision and Critical Priorities – Becoming an excellent and high performing organisation.

4.2 Financial Implications – there are no financial implications arising from the contents of the report.

4.3 Legal Implications – none.

4.4 People Implications – none.

- 4.5 Property Implications – none.
- 4.6 Consultation – as described in report.
- 4.7 Equality Analysis– none.
- 4.8 Risk Assessment – none.

5. Background Papers

None

6. Appendix

Appendix 1 – proposed project plan

PEOPLE SCRUTINY COMMITTEE IN-DEPTH STUDY 2018/19

<p><i>In the context of the vision for Southend 2050, what is the vision of young people which improves their lives, and what are the pathways to achieve this ambition?</i></p>
<p>FRAMEWORK FOR SCRUTINY / SCOPE OF PROJECT:</p> <ol style="list-style-type: none"> 1. Working towards Southend 2050, what ambitions do Children and Young People (C&YP) aspire towards in order to improve their lives? 2. Can this be expressed in a simple Southend 2050 “vision”? 3. What do they (and we) think will help them (and us) reach this vision, and what will get in their (and our) way? 4. Can this be set out in a roadmap, with clear milestones between now and 2050 in order to make it happen? (What would we need to have achieved by 2020, 2050 for example?) 5. What is it that the Council should do to achieve this? 6. Collectively what part should C&YP and other players take to achieve their part in this?
<p>Outcomes:</p> <p>Draft vision Roadmap and roles /responsibilities</p>
<p>Intelligence to inform the report:</p> <p>Scrutiny of relevant documentation, data and intelligence Emerging 2050 strategy / Southend 2050 C&YP engagement evidence base Digital Strategy Structured interviews with selected groups of C&YP Survey of C&YP Interviews with members T&F group</p>
<p>Resources:</p> <p>As indicated</p>
<p>Membership of T&F Group:</p> <p>Councillors: C Nevin (Chairman), Councillors M Borton, S Buckley, A Dear, D Garne, J McMahon, M Stafford and C Walker Officer Core Team: Brin Martin, Ruth Baker and Fiona Abbott As and when required: Ade Butteriss, Rob Walters, Kelly Redston</p>
<p>Possible activity:</p> <ol style="list-style-type: none"> 1. Desktop scrutiny of existing and emerging documentation 2. Initial scoping meeting of T&F group 3. Structured stakeholder workshop/s for targeted groups of C&YP and stakeholders 4. In depth witness sessions for targeted C&YP, ensuring inclusion 5. <i>Voice of older young person (with support from Youth Council, Schools), reflecting on</i>

key points (moments) in life – via short 2 minute clip

6. “playback” emerging Southend 2050 vision and pathways to C&YP

Stakeholder/witness groups:

Youth Council
Children in Care Council/LAC/virtual school
South Essex College/University
Education Board
Better Start/Pre School Learning Alliance
Housing/Health/Adults transition
Learning Disability
Ethnic Minority Forum
LGBT
Metal
Royal Opera House

Indicative Programme

2018

September

1. Agree project plan

October

2. Desktop scrutiny completed

November

3. Structured workshops (member and yp filming)
4. Emerging S2050 roadmap

2019

January / February

5. Witness sessions**

March

6. Draft report

April

7. Final Report to Scrutiny

****Questions will cover:-**

- *Influence and shaping the future, including the role of technology*
- *Contributing to our communities*
- *Family life*
- *Lifelong learning and employment and culture*
- *Being healthy*
- *Fun / play / enjoyment*

and will be guided by emerging messages from Southend 2050 work, and with support from Youth Council, and will include questions on age, school attending, views on how engage & be part of town (experience, barriers, what is helpful, what do more of)

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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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