

CHILDREN AND YOUNG PEOPLE COMMITTEE



**Cambridgeshire
County Council**

Tuesday, 18 January 2022

14:00

Democratic and Members' Services

Fiona McMillan
Monitoring Officer

New Shire Hall
Alconbury Weald
Huntingdon
PE28 4YE

**Multi Function Room, New Shire Hall, Alconbury Weald,
Huntingdon PE28 4YE
[Venue Address]**

AGENDA

Open to Public and Press by appointment only

CONSTITUTIONAL MATTERS

1. **Apologies for absence and declarations of interest**

*Guidance on declaring interests is available at
<http://tinyurl.com/ccc-conduct-code>*

2. **Minutes - 30 November 2022 and Action Log** 1 - 12

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KEY DECISION

4. **Schools and Early Years Funding Arrangements 2022-23** 15 - 28

DECISIONS

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| 7. | People and Communities Risk Register | 95 - 118 |
| 8. | Children and Young People Committee Agenda Plan, Training Plan, Committee Appointments and LA Governor Nominations and Appointments | 119 - 138 |

Attending meetings and COVID-19

Meetings of the Council take place physically and are open to the public. Public access to meetings is managed in accordance with current COVID-19 regulations and therefore if you wish to attend a meeting of the Council, please contact the Committee Clerk who will be able to advise you further. Meetings are streamed to the Council's website: [Council meetings Live Web Stream - Cambridgeshire County Council](#). If you wish to speak on an item, please contact the Committee Clerk to discuss as you may be able to contribute to the meeting remotely.

The Children and Young People Committee comprises the following members:

Councillor Bryony Goodliffe (Chair) Councillor Maria King (Vice-Chair) Councillor David Ambrose Smith Councillor Michael Atkins Councillor Alex Bulat Councillor Claire Daunton Councillor Anne Hay Councillor Samantha Hoy Councillor Jonas King Councillor Mac McGuire Councillor Keith Prentice Councillor Alan Sharp Councillor Philippa Slatter Councillor Simone Taylor and Councillor Firouz Thompson Canon Andrew Read (Appointee) Flavio Vettese (Appointee)

Clerk Name:	Richenda Greenhill
Clerk Telephone:	01223 699171
Clerk Email:	Richenda.Greenhill@cambridgeshire.gov.uk

Children and Young People Committee Minutes

Date: Tuesday 30 November 2021

Time: 2.00pm – 4.06pm

Venue: New Shire Hall, Alconbury Weald, Huntingdon

Present: Councillors D Ambrose Smith, M Atkins, A Bulat, C Daunton, B Goodliffe (Chair), A Hay, S Hoy, J King, M King (Vice Chair), M McGuire, A Sharp, P Slatter, S Taylor and F Thompson

Co-opted Members:
Canon A Read, Church of England Diocese of Ely

Apologies: Councillor K Prentice and co-opted member F Vettese, Roman Catholic Diocese of East Anglia

32. Apologies for Absence and Declarations of Interest

Apologies for absence were reported as recorded above. There were no declarations of interest.

33. Minutes – 19 October 2021 and Action Log

The minutes of the meeting held on 19 October 2021 were agreed as an accurate record and signed by the Chair. The action log was noted.

34. Petitions and Public Questions

No petitions or public questions were received.

35. Action to Address Continued Recruitment Challenges in Children's Services

The report contained two appendices which were exempt from publication under Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended, in that it would not be in the public interest for this information to be disclosed: Information relating to the financial or business affairs of any particular person, including the authority holding that information. The Chair asked whether any members of the committee wanted to discuss the exempt appendices. No Member expressed the wish to do so.

The Committee was advised about a national shortage of qualified and experienced social workers and the short and long-term measures being taken to address this in Cambridgeshire. This included a key decision taken by the Chief Executive on 15 November 2021 in accordance with the arrangements for urgent decisions set out in the Constitution to award a contract for the supply of qualified social workers.

Individual Members raised the following issues in relation to the report:

- Noted that there had been a number of decisions made under urgency arrangements since May 2021.
- Asked why the shortage in qualified and experienced social workers had not been raised previously with the Committee. The Director of Children's Services stated that this had been a building issue for some time and that it had been reported in his recent Service Director reports. Local authorities were now competing for agency staff on a national basis and the market was highly competitive. The position in Cambridgeshire was at a difficult point when an opportunity had arisen to source a volume of staff. This opportunity occurred between committee meetings and so had been pursued via an urgent decision taken by the Chief Executive.
- Asked whether the committee would have been able to take this decision if the number of committee meetings had not been reduced. The Chair stated that the Committee had met on 19 October and again on 30 November so that was not a factor in this case. The Director of Children's Services stated that this opportunity had arisen at the end of October with only about a week available to make a decision. He had been concerned that any delay to the decision could lead to the loss of the available staff.
- Noted that the published report did not show that it had been signed off by the Monitoring Officer. The Director of Children's Services stated that this was an error and that the report had been approved by the Monitoring Officer.

The Committee:

- a) Noted the details of the urgent decision to award a contract for the supply of staffing on an interim basis, as set out in Exempt Appendix 2.
- b) Noted and comment on the measures being taken to improve the permanent recruitment and retention of our staff.

36. Finance Monitoring Report – October 2021

As of the end of October 2021 there was a forecast overspend of £420k on core budgets within the remit of the Children and Young People Committee. A slightly worsening position was reported in relation to the children in care and home to school transport budgets, but this was offset by savings due to vacancies within children's services. The Dedicated Schools Grant (DSG) was also showing a worsening in-year position with the forecast pressure on High Needs having risen to £13.6m.

A Member commented on the importance in their opinion of continuing to support Outdoor Education facilities for the benefits which they provided to mental and physical health.

The Committee:

- a) Reviewed and commented on the report.

37. Review of Draft Revenue and Capital Business Planning Proposals for 2022-27

The report provided an update on the Council's financial position since the first business planning report was presented to the Committee in October 2021. This included changes to key assumptions impacting financial forecasts and further risks and opportunities.

Individual Members raised the following issues in relation to the report:

- Noted the removal of the St Neots scheme from the proposed capital plan. The Service Director for Education stated that officers had briefed local Members on this proposal.
- Noted that there was no reference to secondary provision for Wisbech or Soham in the current report. Officers stated that the recommendation to remove those schemes from the capital programme had been considered by the Committee in October.
- Noted the rationale for invest to save in relation to Social Care and Education Transport given the significant and increasing spending this area, but asked whether this might be accelerated beyond the proposed three-year period. The Service Director for Education stated that work was planned around academic years in order to provide certainty for parents and carers. A phased approach over time was one which could be delivered and he was mindful that this was a sensitive area and so wanted to ensure that decisions were taken carefully.
- Asked for a short note setting out the range of options considered to narrow the deficit on the dedicated schools grant (DSG). Action required
- Noted that savings in relation to the children in care and special guardianship order budgets were both predicated on the success of the family safeguarding approach and asked whether the sustainability of this approach was dependent on Government grant funding. The Director of Children's Service stated that additional staff for the Family Safeguarding Model would be funded through Government grant in 2022/23 and possibly 2023/24. Discussions had taken place with the Finance team and he was confident that the sustainability plan in place would support continuation of this approach beyond the grant funding period.
- Asked for more information around the £600k savings relating to the unwinding of historical arrangements and a further saving of £174k to reverse planned investment in shared care. The Director of Children's Services stated that these costs had been wrapped up in the placement budget. It was important to support families to keep their children with them at home wherever this was possible so these budget lines were no longer required.
- Welcomed the Government review of arrangements in relation to unaccompanied asylum seeking children (UASC) and asked whether there was any expectation that Government would continue funding this in the longer term. The Director of Children's Services stated that whilst the Government's future plans were not yet

known the Council treated UASC in exactly the same way as any other child in its care. Government was now meeting more than the cost of their placements and it was reasonable to assume this would continue in future years.

The Chair noted that the Strategy and Resources Committee had agreed to remove the words 'and endorse' from the report recommendations when it considered the first round of budget planning reports and exercised her discretion as chair to make the same change to the report recommendations before the committee.

It was resolved unanimously to:

- a) Note the progress made to date and next steps required to develop the business plan for 2022-2027.
- b) Comment on the budget and savings proposals that are within the remit of the Committee as part of consideration of the Council's overall Business Plan.
- c) Comment on the proposed changes to the capital programme that are within the remit of the Committee as part of consideration of the Council's overall Business Plan.
- d) Note the updates to fees and charges for 2022-23.

Co-opted members were not eligible to vote on this item.

38. Establishment of a new primary school at Waterbeach New Town (formerly Waterbeach Barracks)

The Committee was advised that a competition had been launched in May 2021 to seek a sponsor to establish and run the first new primary school for Waterbeach new town. Six multi-academy trusts had applied with three being shortlisted. An assessment panel of Members and officers was convened on 15 September 2021 and was unanimous that the Anglian Learning Trust (ALT) was its preferred sponsor and should be recommended to the Committee for endorsement. In reaching this decision the panel took the view that ALT had the appropriate experience and expertise needed to run a new primary school and was satisfied that ALT provided strong and credible evidence that the new free school would add high quality places to the local area.

The meeting was adjourned from 2.33pm to 2.35pm.

Due to technical difficulties Councillor Bradnam, the local Member for Waterbeach, was unable to join the meeting remotely to share her views on the proposal. Officers stated that Councillor Bradnam had participated in the joint Member and officer assessment panel which had been unanimous in its recommendation of the Anglian Learning Trust.

Individual Members raised the following issues in relation to the report:

- Asked which other local schools were run by ALT. Officers stated that these included Sawston Village College, Fen Ditton Primary and Bottisham Primary and that the Trust had demonstrated its capacity across this range of schools.

It was resolved unanimously to:

Endorse Anglian Learning Trust as the Council's preferred sponsor for the first primary school to serve the Waterbeach New Town development.

Co-opted members were not eligible to vote on this item.

39. Framework for Early Years Provision

The Committee's endorsement was sought to develop a childcare provider framework. This would help ensure that the Council could act quickly to meet its statutory duty to ensure sufficient childcare places were available should a provider give notice without needing to act as the provider of last resort which involved significant cost. There had been a number of closures of childcare settings in recent months and the situation remained challenging for some providers. The concept of a framework had been soft tested with providers and the response had been positive.

Individual Members raised the following issues in relation to the report:

- Expressed the view that the problem was compounded by salary levels within the early years sector and competition from other sectors and asked what could be done to match salaries and support staff retention. Officers stated that whilst the Council could encourage providers to offer competitive remuneration it had no direct influence. Government had announced an additional £160m of funding in the current year and it was important for the early years sector to be seen as a positive career option which offered career progression opportunities.
- Questioned why there had been a positive response to the proposed framework when childcare providers were withdrawing from local settings. If this was a growing problem they further asked whether the framework would be able to fully meet need and if it would be prudent to also look at options for developing in-house provision. Officers stated that the positive response to the proposed framework had come from those providers not currently experiencing challenges and who felt confident in being in a position to respond quickly. The Council was only the provider of last resort if the market was unable to provide the places required to meet statutory need. It could not intervene in any other circumstances.
- The Service Director for Education stated that there were serious concerns about the local early years market in the short term. As a result of the Council's pay structure it was required to pay the living wage to all staff. Officers were looking at whether there was a way of employing staff without TUPEing them across to the Council as it would be unfair to other providers if Council salaries were higher.

It was resolved unanimously to:

Endorse the development of a childcare provider framework.

Co-opted members were not eligible to vote on this item.

40. Service Director Report – Education

The Committee considered a report setting out the current position in education and the Education Service's short and longer-term objectives. Work in relation to those with

special educational needs and disabilities (SEND) was continuing and progress had been made in supporting educational outcomes. The importance of planning for the future was highlighted.

Individual Members raised the following issues in relation to the report:

- Noted that the Joint Consultative Committee (Teachers) was not currently active and asked whether planning was taking place in parallel with partners with regards to the need for new teachers and teaching assistants (TAs) to staff new schools and early years settings. The Service Director for Education stated that there was a particular challenge in relation to sourcing TAs, but that a teaching school hub had now been established which it was hoped would help address this.
- Asked whether the recent announcement of the Omicron Covid variant would impact on any of the information set out in the report and whether any additional guidance was available to schools. The Service Director for Education stated that he would circulate a note to the Committee on this and include any further information in his regular weekly update to Members as it became available. Action Required
- Commented that they would want to ensure that the right support was available and sustainable in relation to the SEND transformation programme and asked whether there was an expectation of reaching a point where the annual deficit stabilised and the worst-case scenario in relation to education, health and care plans (EHCPs). The Service Director for Education stated that a significant amount of work had been undertaken to model future growth. The current arrangements had been shared with the Department for Education (DfE) and they had not identified anything more which the Council should be doing. Covid was continuing to impact on social, emotional and mental health and as a result the number of EHCPs was expected to continue to rise. It was expected that the cost of this would reach around £60m in three years' time. Six local authorities had had their deficits written off by Government and officers were continuing to press for this facility to be extended to Cambridgeshire which currently had the tenth largest local authority deficit.
- Noted that East Cambridgeshire was not mentioned in the list of partners for the Household Support Fund included in Appendix 1 and that Fenland was mentioned only once. Another Member commented that many of the county's most deprived areas did not have any trusted partner organisations listed and that there might be organisations in those areas that would be able and willing to help. They further asked for details on how the fund would be advertised and how local residents could apply. The Executive Director for People and Communities suggested that the Service Director for Adults and Communities be asked to provide a note on this outside of the meeting. Action required
- Asked for more information around the small schools briefing and engagement session referenced in the report, commenting that small schools played an important role in their local communities beyond education. The Service Director for Education stated that the Council was invested in the viability and quality of the county's small schools and all options would be pursued to support them. The co-opted member suggested that working in clusters could be a way to improve their viability.
- Commended the Service Director for Education and his team on the School Improvement Strategy and asked when and how this would be made more widely

available. Officers stated that any feedback which committee members would like to share on the strategy outside of the meeting would be most welcome. The final draft would be shared with schools, partners and county councillors in January 2022 with a view to it being finalised after Easter.

The Committee:

- a) Noted the report, comment on the elements of the report and request any further information on the areas outlined;
- b) Noted the agreement from the Communities, Social Mobility and Inclusion Committee on the wider support scheme for the Household Support Grant;
- c) Noted that the Director of Education and Head of Procurement will be awarding a contract for the Christmas voucher scheme using the RM6255 for the Household Support Grant.

41. Free School Proposal – Wisbech Secondary School

There had been significant debate at the Committee's October meeting around the position in relation to an additional secondary for Wisbech and other free school programmes running in Cambridgeshire. The Committee was invited to recommend to the Strategy and Resources Committee that a risk should be identified in the corporate risk register around the non-delivery of free schools with an agreement to fund required school places if the free school projects approved through the Department for Education's (DfE's) central Free School Programme were not to proceed and the Council had identified a basic need for places in the area that school would serve.

The Chair invited Councillor Hoy to introduce her proposed amendment to the report recommendations. This had been submitted in advance of the meeting in accordance with Constitutional requirements and circulated to all members of the committee for information.

Councillor Hoy commented that the only reason the lack of a second secondary school in Wisbech was not currently a problem was because of the number of students attending schools out of area. The decision to recommend that the school be removed from the capital programme had been made at the previous meeting, but in her judgement the co-opted members of the committee should have been able to vote on this matter as it related to education and changes to the Constitution in relation to co-optees voting rights had been made after that meeting. Councillor Hoy expressed the hope that all members of the committee would feel able to support her amendment.

In addition to the report recommendation Councillor Hoy, seconded by Councillor Hay, proposed that the Committee:

- b) Commit to building a new school (to meet basic need) rather than using mobile classrooms if the DFE fail to deliver the Wisbech Free School
- c) Write to the DFE to say that a free school on the existing Thomas Clarkson Academy (TCA) site is an unsuitable location.

Speaking to the amendment, Councillor Hay stated her belief that there was a need for an additional secondary school in Wisbech, noting that it had originally been intended that this should have been built by 2020. She was not convinced that the DfE would build on the correct site. She further noted that the committee report in October had stated that there was no current need for additional secondary school places in Wisbech, but that the current report stated that TCA had been asked by the Council to over-admit to its published admissions number (PAN) for the past three years in order to meet the need for places.

Individual Members raised the following issues in discussion of the amendment:

- The Vice Chair thanked Councillor Hoy and other local Members for their continued focus and passion to deliver a new secondary school for Wisbech, which was shared by the Joint Administration. With regards to recommendation b) she expressed reservations about the precedent which this would set in relation to the future use of mobile classrooms. This was not to suggest that this might be a solution in Wisbech, but she would be reluctant to set a precedent in relation to their possible future use. She considered recommendation c) to be a helpful suggestion and one which she would be happy to support.
- Asked for clarification of the position in relation to over admissions and waiting lists at TCA. Officers stated that TCA currently had a PAN of eight form entry, but capacity for eleven form entry so the PAN could be increased in future if this was needed. Conversations around this were taking place with TCA and the Brooke Weston Academy Trust.
- Asked about the process if the DfE decided not to proceed. Officers stated that the Council had begun a free school presumption process for Wisbech, but that this had been paused when the DfE took charge of the process. Should the DfE decide not to proceed officers would bring an update back to the Committee.

Following a request from Councillor Hoy to revise her amendment the Chair stated that in the interests of cross-party collaboration she would, exceptionally, exercise her discretion as chair to permit a revised amendment to be moved.

The meeting adjourned from 3.28pm to 3.43pm.

On the resumption of the meeting Councillor Hoy, seconded by Councillor Hay, moved an amended recommendation that:

- b) If the DfE withdraw from the Wisbech free school process, the Committee will seek to recommence the free school presumption process if there is sufficient demand for a new school (assuming four form entry is the minimum viable number).
- c) Write to the DFE to say that a free school on the existing Thomas Clarkson Academy (TCA) site is an unsuitable location.

On being put to the vote the amendment was carried unanimously. Councillor Hoy expressed her thanks to committee members for their support.

The report and amended recommendations were opened to the committee for debate. Individual Members raised the following issues:

- Noted that although the report title specifically referenced Wisbech secondary school the report also covered secondary provision in Soham and St Neots as capital funding had been recommended for removal from all three schemes. Whilst DfE funding was available they agreed that recommendation a) represented the correct route to take.
- Sought clarification of whether local Members were in favour of removing these schemes from the capital programme. In her capacity as a local Member for St Neots Councillor Taylor confirmed that she was content for the capital funding to be removed as recommendation a) provided a safeguard should the DfE not deliver the expected secondary provision through its Free School Programme. The Service Director for Education clarified that the position in relation to Soham and St Neots was different in that there was an expectation of expanding the existing secondary schools in those areas rather than the addition of a new school.
- The co-opted member commented that much was predicated on good quality relationships between the local authority and the DfE and suggested that an invitation might be extended to the new Regional Schools Commissioner to meet with the committee when he took up his appointment in March 2022. The Chair endorsed this suggestion. Action required

It was resolved unanimously:

- a) To recommend to the Strategy and Resources Committee that a risk is identified in the corporate risk register around the non-delivery of free schools; and agree to fund required school places if free school projects approved through the DfE's central Free School Programme were not to proceed and the Council has an identified basic need for places in the area that school would serve.
- b) If the DfE withdraw from the Wisbech free school process, the Committee will seek to recommence the free school presumption process if there is sufficient demand for a new school (assuming four form entry is the minimum viable number).
- c) To write to the DFE to say that a free school on the existing Thomas Clarke Academy site is an unsuitable location.

Co-opted members were not eligible to vote on this item.

42. Schools Revenue Funding Arrangements 2022-23

The Committee received an update on school budget setting. Each year the Department for Education (DfE) published indicative figures based on the previous year's pupil numbers. The figures contained in the report were purely illustrative at this point, pending receipt of the figures provided by the DfE which were usually received just before Christmas. In Cambridgeshire it was anticipated that about 13 additional small rural primary schools would benefit from small school sparsity funding in the coming year. Most other changes would have little impact in Cambridgeshire and

although the data sets were slightly different to previous years the impact at individual school level should be minimal. An uplift of 6.5% to the High Needs Block was welcome as this was an area of particular challenge, but this would not address the pressures which were being experienced. A consultation had been sent to all schools, but the response rate had been understandably low given their current focus on the Covid response. The provisional information had been shared with the Schools Forum and it would be considered again in January. The final decision would then rest with CYP in January, taking into consideration the recommendations of the Schools Forum. Given the number of new county councillors it was proposed to offer a briefing for all Members on this topic.

Individual Members raised the following issues in relation to the report:

- Asked how far changes in the formula would lift the Council up the local authority (LA) education funding rankings. Officers stated that Cambridgeshire was previously ranked 145 out of 151 LAs. This year it would be ranked 137, so a slight improvement. The differentials between LAs were also decreasing, although the differential in comparison to some London boroughs remained significant.
- Noted that inflation was currently running at a higher rate than the 2.9% uplift on the Schools Block and asked whether there were any concerns in relation to real purchasing power. Officers highlighted increasing costs in relation to Covid and the significance of any pay award. In addition, schools were funded on a per pupil basis so those with falling rolls would be under particular pressure as there was no protection afforded to them under the National Funding Formula. This could be significant for some schools.
- Highlighted the concerns around affordability which had been expressed at the Schools Forum. Officers stated that this was an issue with how the funding formula worked and it was not yet known how this would translate to individual school budgets. If any headroom was available a weighting would be applied to all formula factors to uplift them. If there was no headroom consideration would be given to applying a funding cap to limit the uplift. If the resulting figure was still unaffordable consideration would need to be given to reducing the minimum funding guarantee.

The Committee:

Reviewed and commented on the report.

43. Children and Young People Committee Agenda Plan, Training Plan and Appointments to Outside Bodies and Internal Advisory Groups and Panels

The Committee reviewed and noted its agenda plan, training plan and committee appointments. Members were reminded that a training session on the Ofsted Inspection Framework would be run virtually on Thursday 2 December at midday.

(Chair)

Children and Young People Committee Action Log

Purpose:

This log captures the actions arising from Children and Young People Committee meetings and updates Members on progress.

Minutes of the meeting on 14 September 2021

19.	Home to School Transport	Jonathan Lewis/ Stephanie Miller	Officers undertook to provide details of the cost per mile for taxi provision outside of the meeting.	19.10.21: We have just retendered a number of routes for September and an update will be sent to members in December.	On-going
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Minutes of the Meeting on 30 November 2021

37.	Review of the Draft Revenue and Capital Business Planning Proposals 2022-27	Jonathan Lewis/ Martin Wade	A Member asked for a short note setting out the range of options considered to narrow the deficit on the dedicated schools grant (DSG).		
40.	Service Director's Report: Education	Jonathan Lewis	The Service Director for Education offered a note to the Committee on the impact of schools of the new Omicron Covid variant and would include any further information in his regular weekly update to Members as it became available.	07.01.22: There were a handful of identified cases of the Omicron variant in education settings before the close of term. We are no longer getting information on the variant following a national change in the testing process.	Complete

		Adrian Chapman	To provide more information on the Household Support Fund in relation to trusted partner organisations and to circulate details of how it will be advertised and how to apply.	02.12.21: Trusted Partners are mostly identified by district councils, as they have the best information about local groups and organisations. We intend to repeat the provision of funding to the districts to support this development work, as we have for the previous two similar funding programmes. Our Think Communities place teams will also be supporting district colleagues to identify new groups and bring them into the programme, particularly in areas that are under-represented. Further information about the scheme and how to apply (including social media content) was sent to committee members on 2 December 2021.	Completed
41.	Free School Proposal – Wisbech Secondary School	Jonathan Lewis	The Chair endorsed the suggestion that an invitation should be extended to the new Regional Schools Commissioner (RSC) to meet committee members.	The new RSC starts in post in February and an invite will be sent following Officers meeting with the RSC.	March 2022

Petitions and Public Questions

Children and Young People Committee – 18 January 2022

Petition

Text of a petition titled ‘School for Children with Special Needs’ from Amy Loveridge, a local resident. At the time of publication this petition contained 665 signatures, of which around 617 were from local residents.

‘There are lots of children with special needs that are being held back years and not getting the correct education which is unfair, a special needs school built in march would help children in need.’

Public Questions

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If you wish to speak on an item, please contact the Committee Clerk to discuss as you may be able to contribute to the meeting remotely.

Schools and Early Years Funding Arrangements 2022-23

To: Children and Young People Committee

Meeting Date: 18 January 2022

From: Jonathan Lewis, Service Director Education
Martin Wade, Strategic Finance Business Partner

Electoral division(s): All

Forward Plan ref: Not applicable

Key decision: KD2022/004

Outcome: To advise the Committee of the 2022-23 Dedicated Schools Grant (DSG) allocation for Cambridgeshire published by the Department for Education (DfE) in December 2021.

To seek the Committee's approval of the 2022-23 local Cambridgeshire schools funding formula and early years single funding formula.

Recommendation: The Committee is recommended to:

- a) Approve the formula factors and unit values to be applied in the local Cambridgeshire funding formula, for primary and secondary mainstream schools as set out in Appendix A.
- b) Approve the proposed hourly rates for Early Years settings as detailed in section 5.2.

Officer contact:

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Member contacts:

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1. Background

- 1.1 This report follows on from the school funding update presented to the Committee at its November 2021 meeting which provided an update on the school funding arrangements for 2022-23. The report focuses on the Schools Block and Early Years Block within the Dedicated Schools Grant (DSG) and the associated funding formula to be applied for Cambridgeshire. An overview of the total DSG settlement for Cambridgeshire is also provided.
- 1.2 On 16th December 2021 the Department for Education (DfE) published the DSG allocations for 2022-23. Full details can be found on the [DfE website](#) and a summary of the key highlights is provided in Section 2.

2. The 2022-23 Dedicated Schools Grant (DSG)

- 2.1 The DSG announcement made by the DfE in December 2021 included the Schools Block, the Central Services Schools Block, the High Needs Block and Early Years Block (indicative). The actual amount to be received by the local authority during the 2021/22 financial years is subject to change and will be amended to reflect recoupment for academies. The initial 2022-23 allocations for Cambridgeshire are set out in table on the following page, which also provides for comparison the 2021-22 allocations.

DSG Block	2021-22 Allocation £m	2022-23 Initial Allocation £m	Difference to 2021-22 Allocation £m
Schools Block (incl. growth and business rates)*	405.118	421.716	+16.598
High Needs Block	83.608	90.784	+7.176
Central Services Schools Block	6.479	5.923	-0.556
Early Years Block	38.127	37.656	-0.471
Total	533.332	556.079	+22.747

*Please note: The Schools Block figures above, and school level figures include estimates in respect of business rates which will not form part of the actual funding to be received as will be paid directly by the ESFA as part of the new centralised national process.

- 2.2 The net increase in the Schools Block for 2022-23 totals approximately £16.598m or 4.1%. This uplift is as a result of a combination of the additional investment through the national funding formula and the net increase in pupils between October 2020 and October 2021.
 - Primary (Reception – Year 6) – net reduction of 100 pupils
 - Secondary (Year 7 –Year 11) – net increase of 859 pupils

- 2.3 The High Needs Block has increased by £7.176m, which although slightly higher than the indicative allocations provided by the DfE earlier in the year, is still significantly lower than the required increase to meet current High Needs pressures.
- 2.4 The change in the Central Services Schools Block (CSSB) is as expected at the Schools Forum meeting in November members voted to continue to allocate the remaining CSSB to support the contribution to combined budgets in 2022-23.
- 2.5 The Early Years Block indicative figures are currently based on January 2021 data and as such will be amended to reflect actual levels of take-up. Adjustments are also expected to 2021/22 figures based on receipt of the January 2022 census data.

3. Supplementary Funding

- 3.1 In addition to the DSG, mainstream schools will receive an additional grant in 2022 to 2023 worth £1.2 billion nationally. The grant is being provided in respect of both the Health and Social Care Levy and other cost pressures. Details have been published on the [Government publications website](#).
- 3.2 Initial indicative figures for Cambridgeshire suggest an allocation of circa £12m. Finalised school level figures are due to be published in the Spring.
- 3.3 Alongside the mainstream allocation an additional £325 million of high needs funding has been allocated nationally for 2022 to 2023. This is payable via a separate grant to the DSG, but is subject to the same conditions of grant.
- 3.4 Initial indicative figures for Cambridgeshire suggest an allocation of circa £3m, however this additional funding will not be calculated at school level and as such further work will be required to agree how the funding is applied.

4. Proposed 2022-23 Cambridgeshire Schools Funding Formula

- 4.1 Following receipt of the revised datasets from the DfE on 16th December 2021 further budget modelling has been undertaken reflecting the approach agreed by Schools Forum and presented to CYP committee at the November meeting:
 - 0.5%/circa £2.1m block transfer from Schools Block to High Needs Block
 - £1.75m centrally retained growth fund
 - Align funding rates with the National Funding Formula (NFF)
 - Apply distance taper to the Sparsity factor to maximise number of qualifying schools
 - Apply the maximum 2% Minimum Funding Guarantee (MFG)
- 4.2 After adjusting the Schools Block for the 0.5%/circa £2.1m block transfer and £1.75m centrally retained growth fund the total available for distribution (including business rates) is £417.858m. However, initial modelling resulted in an overall affordability gap of approximately £41k.

- 4.3 In order to fund at the base NFF rates (excluding area cost adjustment), fund the MFG at 2% and not require a funding cap it is proposed to scale down the block transfer and centrally retained growth fund to balance to the required distribution total.
- 4.4 **Appendix A** shows a comparison between the current funding formula rates and the base NFF rates to be used to allocate the total schools block to primary and secondary schools for 2022-23. These unit values reflect the national funding formula rates, including the revised minimum per pupil levels (MPPL) - £4,265 for primary and £5,525 for secondary.
- 4.5 The illustrative impact of the final budget proposals at school level can be seen in **Appendix B**.
- 4.6 Key points to note:

- All schools will receive at least the MPPL at an overall cost to the formula of circa £6.3m, but the impact will vary for individual schools dependent on their individual circumstances.
- The cost to the formula to meet the 2% MFG is £555k.
- Despite the MPPL and MFG protections there are a number of schools with falling rolls which is likely to result in an overall cash reduction when compared to previous years.
- 46 primary schools and 2 secondary schools now qualify for sparsity funding under the revised criteria, compared to 17 and 1 in 2021-22.
- All school level figures remain draft until further data validation has been undertaken and the formula has been approved by the Education, Skills and Funding Agency (ESFA).

5. Early Years Funding

- 5.1 As part of the DSG settlement published in December the DfE announced additional funding nationally for early years in 2022-23, which translates into:
- 21p per hour increase for funded two-year-olds
 - 17p per hour increase for all three- and four-year-olds
 - 7p increase to 60p for Early Years Pupil Premium (EYPP) per eligible child
 - £185 increase to £800 to the Disability Access Fund (DAF) per eligible child per year
 - 3.5% increase to the maintained nursery school supplement (amounts to be confirmed)
- 5.2 As a result of these increases and considering the current challenges facing the sector a minimal change approach is being proposed for the Cambridgeshire Early Years Single Funding Formula (EYSFF) for 2022-23. This would see the national increase passed on in full to providers resulting in:
- An increase in the hourly rate for funded two-year-olds from £5.57 to £5.78
 - An increase in the hourly rate for three- and four-year-olds from £4.20 to £4.37
- 5.3 EYPP and DAF continue to be passported on to eligible children at the national rate.

6. Alignment with corporate priorities

6.1 A good quality of life for everyone

There are no significant implications for this priority.

6.2 Thriving places for people to live

There are no significant implications for this priority.

6.3 The best start for Cambridgeshire's children

The following bullet points set out details of implications identified by officers:

- The budget allocations will directly impact on the levels of funding to be received by early years providers and each school in Cambridgeshire.

6.4 Net zero carbon emissions for Cambridgeshire by 2050

There are no significant implications for this priority.

7. Significant Implications

7.1 Resource Implications

The following bullet points set out details of implications identified by officers:

- This report sets out details of the overall resources in respect of the DSG for 2022-23.

7.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

7.3 Statutory, Legal and Risk Implications

The following bullet points set out details of implications identified by officers:

- The need to set the schools funding formula in line with the DfE requirements
- The need to submit the final 2022-23 Authority Pro-forma Tool (the schools budget data) to the ESFA by the 21 January 2022
- The requirement to publish school budgets by the statutory deadline of 28 February 2022

7.4 Equality and Diversity Implications

There are no significant implications within this category.

7.5 Engagement and Communications Implications

The following bullet point sets out details of significant implications identified by officers:

- During October 2021 schools were consulted on the Cambridgeshire schools funding formula proposals for 2022-23.
- Discussions have been held with the Schools Forum, including the outcome of the consultation with schools.

7.6 Localism and Local Member Involvement

There are no significant implications within this category.

7.7 Public Health Implications

There are no significant implications within this category.

7.8 Environment and Climate Change Implications

Implication 1: Energy efficient, low carbon buildings. Status: Neutral

Implication 2: Low carbon transport. Status: Neutral

Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Status: Neutral

Implication 4: Waste Management and Tackling Plastic Pollution. Status: Neutral

Implication 5: Water use, availability and management: Status: Neutral

Implication 6: Air Pollution. Status: Neutral

Implication 7: Resilience of our services and infrastructure and supporting vulnerable people to cope with climate change. Status: Neutral

Have the resource implications been cleared by Finance? Yes

Name of Financial Officer: Martin Wade

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement? Yes

Name of Officer: Henry Swan

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact?

Yes

Name of Officer: Jonathan Lewis

Have any engagement and communication implications been cleared by Communications?

Yes

Name of Officer: Simon Cobby

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes

Name of Officer: Jonathan Lewis

Have any Public Health implications been cleared by Public Health? Yes

Name of Officer: Helen Freeman

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer? Yes

Name of Officer: Emily Bolton

8. Source documents

8.1 [DfE website - Dedicated Schools Grant \(DSG\) 2022 to 2023, published December 2021](#)

8.2 Report to CYP on 30 November 2021: [School Revenue Funding Arrangements 2022-23](#)

9. Accessibility

- 9.1 Accessible versions of this report and appendices are available on request from [Martin Wade.](#)

Appendix A – Proposed 2022-23 funding formula factors and rates

NFF Factor		Current Cambridgeshire Unit Rates 2021- 22 (£)	Base NFF Unit Rates to be applied to the Cambridgeshire formula for 2022- 23 (£)
Basic per pupil entitlement (AWPU)	AWPU: Primary	3,123	3,217
	AWPU: Secondary KS3	4,404	4,536
	AWPU: Secondary KS4	4,963	5,112
	Minimum per pupil funding Primary	4,180	4,265
	Minimum per pupil funding Secondary (KS3 and KS4 combined)	5,415	5,525
Deprivation (based on ever 6 free school meal numbers)	FSM current - Primary	460	470
	FSM current – Secondary	460	470
	Ever6 FSM – Primary	575	590
	Ever6 FSM – Secondary	840	865
	IDACI Band F: Primary	215	220
	IDACI Band F: Secondary	310	320
	IDACI Band E: Primary	260	270
	IDACI Band E: Secondary	415	425
	IDACI Band D: Primary	410	420
	IDACI Band D: Secondary	580	595
	IDACI Band C: Primary	445	460
	IDACI Band C: Secondary	630	650
	IDACI Band B: Primary	475	490
	IDACI Band B: Secondary	680	700
	IDACI Band A: Primary	620	640
	IDACI Band A: Secondary	865	890
Low Prior Attainment	Primary	1,095	1,130
	Secondary	1,660	1,710
English as an Additional Language	Primary	550	565
	Secondary	1,485	1,530
Pupil Mobility	Primary	900	925
	Secondary	1,290	1,330
Lump Sum	Primary	117,800	121,300
	Secondary	117,800	121,300
Minimum Funding Guarantee (MFG)	Primary and Secondary	2.00%	2.00%
Funding Cap	Primary and Secondary	No Cap	No Cap

Notes to the Table:

- a) Unit rates are the NFF base rates with no ACA or scaling applied. Amounts shown to nearest £.
- b) The values for sparsity are not included in the table above as are variable up to a new maximum of £55,000 for primary schools and £80,000 for secondary schools.
- c) The DfE recognises that some factors cannot easily be allocated on a formulaic basis and under the NFF continue to be funded at historical or actual funding levels. This covers the premises factors which includes PFI (variable), split site (£94k) and business rates (variable) for those schools affected.

Appendix B - Draft 2022/23 Budgets - v1.1 - Updated 4th January 2022

Please note:

The 22/23 budget figures remain draft until the final formula has been approved locally and signed off by the ESFA.

Budget figures based on revised datasets provided by the ESFA on 16th December 2021

Despite national changes the 22/23 figures include indicative business rates. Adjustments for maintained schools relating to 21/22 rates will be funded by the LA as part of the funding formula. 22/23 rates will be paid directly by the ESFA. Further guidance to follow.

DfE No	School Name	Sector	District	Parliamentary Constituency	2021/22 Pupil Numbers	2022/23 Pupil Numbers	Change in Pupil Numbers	2021-22 Revised Baseline (including business rates)	Draft 2022-23 Budget (including business rates)	Illustrative £ Change compared to 2021/22 Baseline	Per Pupil Funding (excluding premises factors)		Note: Sparsity Funding (included in main formula funding)	
											21/22	22/23	21/22	22/23
											1	2	3	4
ALL	Total for LA Use only				82,392.50	83,092.50	700.00	£402,483,656	£417,899,096	£15,415,440	£4,821	£4,966	£1,421,758	
8734603	Abbey College, Ramsey	Secondary	Huntingdonshire	North West Cambridgeshire	879.00	884.00	5.00	£4,834,933	£5,053,896	£218,963	£5,475	£5,691	£0	
8733373	Abbots Ripton CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	105.00	98.00	-7.00	£494,627	£503,331	£8,704	£4,690	£5,114	£38,037	
8733061	Alconbury CofE Primary School	Primary	Huntingdonshire	Huntingdon	197.00	201.00	4.00	£843,487	£883,619	£40,132	£4,180	£4,296	£0	
8732087	Alderman Jacobs School	Primary	Fenland	North East Cambridgeshire	633.00	629.00	-4.00	£2,655,392	£2,692,137	£36,745	£4,180	£4,265	£0	
8732083	Alderman Payne Primary School	Primary	Fenland	North East Cambridgeshire	102.00	100.00	-2.00	£549,314	£585,503	£36,189	£5,280	£5,747	£36,569	
8733383	All Saints Interchurch Academy	Primary	Fenland	North East Cambridgeshire	204.00	199.00	-5.00	£906,435	£920,950	£14,515	£4,409	£4,592	£0	
8732118	Arbury Primary School	Primary	Cambridge	Cambridge	390.00	392.00	2.00	£1,807,180	£1,850,177	£42,997	£4,550	£4,637	£0	
8733000	Babraham CofE (VC) Primary School	Primary	South Cambridgeshire	South Cambridgeshire	98.00	93.00	-5.00	£474,305	£499,677	£25,372	£4,812	£5,344	£37,225	
8732058	Bar Hill Community Primary School	Primary	South Cambridgeshire	South Cambridgeshire	291.00	279.00	-12.00	£1,223,640	£1,199,480	-£24,159	£4,180	£4,273	£0	
8733067	Barnabas Oley CofE Primary School	Primary	Huntingdonshire	Huntingdon	145.00	140.00	-5.00	£645,622	£647,395	£1,773	£4,364	£4,533	£7,196	
8733001	Barrington CofE VC Primary School	Primary	South Cambridgeshire	South Cambridgeshire	106.00	117.00	11.00	£523,985	£595,859	£71,874	£4,801	£4,964	£20,172	
8733301	Barton CofE VA Primary School	Primary	South Cambridgeshire	South Cambridgeshire	103.00	110.00	7.00	£478,936	£527,974	£49,038	£4,628	£4,780	£15,855	
8732002	Bassingbourn Primary School	Primary	South Cambridgeshire	South Cambridgeshire	365.00	379.00	14.00	£1,550,797	£1,641,532	£90,735	£4,180	£4,265	£0	
8735401	Bassingbourn Village College	Secondary	South Cambridgeshire	South Cambridgeshire	664.00	681.00	17.00	£3,617,756	£3,784,721	£166,965	£5,415	£5,525	£0	
8732082	Beaupre Community Primary School	Primary	King's Lynn and West Norfolk	South West Norfolk	191.00	193.00	2.00	£847,477	£913,575	£66,099	£4,366	£4,663	£0	
8732060	Bewick Primary School	Primary	Fenland	North East Cambridgeshire	101.00	96.00	-5.00	£565,104	£576,916	£11,812	£5,507	£5,917	£39,506	
8732312	Bewick Bridge Community Primary School	Primary	Cambridge	Cambridge	192.00	193.00	1.00	£948,048	£967,159	£19,111	£4,564	£4,639	£0	
8732200	Bottisham Community Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	274.00	283.00	9.00	£1,150,873	£1,212,548	£61,675	£4,180	£4,265	£0	
8734002	Bottisham Village College	Secondary	East Cambridgeshire	South East Cambridgeshire	1,275.00	1,333.00	58.00	£6,974,085	£7,434,785	£460,700	£5,415	£5,525	£0	
8733002	Bourn CofE Primary Academy	Primary	South Cambridgeshire	South Cambridgeshire	209.00	206.00	-3.00	£878,081	£883,051	£4,970	£4,180	£4,265	£0	
8733942	Brampton Village Primary School	Primary	Huntingdonshire	Huntingdon	523.00	553.00	30.00	£2,251,140	£2,423,545	£172,405	£4,180	£4,265	£0	
8733081	Brington CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	90.00	108.00	18.00	£484,576	£556,575	£72,000	£5,260	£5,050	£30,694	
8733063	Buckden CofE Primary School	Primary	Huntingdonshire	Huntingdon	330.00	343.00	13.00	£1,383,834	£1,467,329	£83,495	£4,180	£4,265	£0	
8733004	Burrough Green CofE Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	108.00	93.00	-15.00	£504,422	£514,402	£9,980	£4,511	£5,346	£41,709	
8732076	Burrowmoor Primary School	Primary	Fenland	North East Cambridgeshire	370.00	355.00	-15.00	£1,600,809	£1,569,377	-£31,432	£4,307	£4,400	£0	
8732327	Burwell Village College (Primary)	Primary	East Cambridgeshire	South East Cambridgeshire	437.00	417.00	-20.00	£1,879,180	£1,833,678	-£45,502	£4,180	£4,271	£0	
8733367	Bury CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	176.00	183.00	7.00	£750,271	£800,695	£50,424	£4,239	£4,352	£0	
8732452	Bushmead Primary School	Primary	Huntingdonshire	Huntingdon	338.00	354.00	16.00	£1,472,177	£1,592,643	£120,466	£4,232	£4,381	£0	
8732004	Caldecote Primary School	Primary	South Cambridgeshire	South Cambridgeshire	190.00	183.00	-7.00	£818,415	£807,505	-£10,910	£4,206	£4,307	£0	
8734006	Cambourne Village College	Secondary	South Cambridgeshire	South Cambridgeshire	1,177.00	1,216.00	39.00	£6,424,824	£6,802,158	£377,334	£5,415	£5,552	£0	
8734008	Cambridge Academy for Science and Technology	Secondary	Cambridge	South Cambridgeshire	238.00	285.00	47.00	£1,514,882	£1,817,477	£302,595	£6,251	£6,282	£0	
8733008	Castle Camps Church of England (Controlled) Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	130.00	134.00	4.00	£599,684	£633,736	£34,052	£4,498	£4,618	£11,602	
8732206	Cavalry Primary School	Primary	Fenland	North East Cambridgeshire	417.00	419.00	2.00	£1,787,657	£1,829,860	£42,202	£4,262	£4,343	£0	
8733050	Cherry Hinton Church of England Voluntary Controlled Primary School	Primary	Cambridge	Cambridge	182.00	188.00	6.00	£872,549	£931,768	£59,219	£4,579	£4,748	£0	
8734029	Chesterton Community College	Secondary	Cambridge	Cambridge	990.00	1,009.00	19.00	£5,452,808	£5,669,645	£216,837	£5,481	£5,593	£0	
8732013	Chesterton Primary School	Primary	Cambridge	Cambridge	176.00	173.00	-3.00	£834,448	£859,003	£24,555	£4,734	£4,958	£0	
8733009	Cheveley CofE Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	131.00	134.00	3.00	£605,695	£633,412	£27,717	£4,524	£4,630	£11,602	
8732091	Clarkson Infants School	Primary	Fenland	North East Cambridgeshire	173.00	177.00	4.00	£891,696	£924,511	£32,814	£5,053	£5,124	£0	
8732065	Coates Primary School	Primary	Fenland	North East Cambridgeshire	178.00	182.00	4.00	£794,017	£831,149	£37,132	£4,350	£4,458	£0	
8734031	Coleridge Community College	Secondary	Cambridge	Cambridge	539.00	549.00	10.00	£3,234,790	£3,396,516	£161				

Appendix B - Draft 2022/23 Budgets - v1.1 - Updated 4th January 2022

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											21/22		
											1	2	3
8732328	Fulbourn Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	291.00	287.00	-4.00	£1,293,015	£1,303,376	£10,361	£4,180	£4,265	£0
8732085	Galfred School (formerly Abbey Meadows)	Primary	Cambridge	Cambridge	354.00	319.00	-35.00	£1,640,591	£1,541,702	-£98,889	£4,627	£4,825	£0
8732014	Gamlingay First School	Primary	South Cambridgeshire	South Cambridgeshire	332.00	375.00	43.00	£1,396,934	£1,608,549	£211,615	£4,180	£4,265	£0
8732015	Girton Glebe Primary School	Primary	South Cambridgeshire	South Cambridgeshire	174.00	172.00	-2.00	£751,107	£779,390	£28,282	£4,191	£4,405	£0
8732448	Glebelands Primary Academy	Primary	Fenland	North East Cambridgeshire	402.00	397.00	-5.00	£1,689,493	£1,735,340	£45,848	£4,180	£4,348	£0
8732036	Godmanchester Bridge Academy	Primary	Huntingdonshire	Huntingdon	197.50	210.00	12.50	£917,167	£981,932	£64,765	£4,622	£4,655	£0
8732209	Godmanchester Community Academy	Primary	Huntingdonshire	Huntingdon	399.00	397.00	-2.00	£1,678,015	£1,703,400	£25,385	£4,180	£4,265	£0
8732067	Gorefield Primary School	Primary	Fenland	North East Cambridgeshire	93.00	94.00	1.00	£482,156	£543,672	£61,516	£5,153	£5,752	£39,848
8732016	Great Abington Primary School	Primary	South Cambridgeshire	South Cambridgeshire	137.00	139.00	2.00	£613,470	£655,386	£41,916	£4,388	£4,627	£7,931
8733310	Great and Little Shelford CofE (Aided) Primary School	Primary	South Cambridgeshire	South Cambridgeshire	207.00	210.00	3.00	£869,108	£899,498	£30,390	£4,180	£4,265	£0
8733066	Great Gidding CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	43.00	45.00	2.00	£331,524	£371,863	£40,339	£7,378	£7,977	£55,000
8733068	Great Paxton CofE Primary School	Primary	Huntingdonshire	Huntingdon	104.00	97.00	-7.00	£522,168	£535,246	£13,078	£4,860	£5,346	£38,772
8732210	Great Staughton Primary School	Primary	Huntingdonshire	Huntingdon	75.00	77.00	2.00	£424,048	£445,677	£21,629	£5,632	£5,766	£53,458
8733017	Great Wilbraham CofE Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	94.00	91.00	-3.00	£466,230	£507,382	£41,151	£4,820	£5,431	£43,178
8732042	Guilden Morden CofE Primary Academy	Primary	South Cambridgeshire	South Cambridgeshire	50.00	48.00	-2.00	£325,349	£337,355	£12,006	£6,470	£6,990	£31,075
8733056	Guyhirn CofE VC Primary School	Primary	Fenland	North East Cambridgeshire	70.00	72.00	2.00	£445,296	£487,770	£42,475	£6,337	£6,751	£55,000
8732315	Hardwick and Cambourne Community Primary School	Primary	South Cambridgeshire	South Cambridgeshire	534.00	494.00	-40.00	£2,391,380	£2,267,470	-£123,910	£4,180	£4,265	£0
8732018	Harston and Newton Community Primary School	Primary	South Cambridgeshire	South Cambridgeshire	134.00	126.00	-8.00	£623,809	£610,372	-£13,437	£4,501	£4,680	£1,486
8732252	Hartford Infant School	Primary	Huntingdonshire	Huntingdon	168.00	172.00	4.00	£806,320	£836,431	£30,111	£4,769	£4,833	£0
8732045	Hartford Junior School	Primary	Huntingdonshire	Huntingdon	228.00	227.00	-1.00	£1,049,009	£1,072,484	£23,476	£4,580	£4,704	£0
8733035	Haslingfield Endowed Primary School	Primary	South Cambridgeshire	South Cambridgeshire	159.00	153.00	-6.00	£689,134	£680,733	-£8,401	£4,245	£4,356	£0
8732007	Hatton Park Primary School	Primary	South Cambridgeshire	South Cambridgeshire	344.00	357.00	13.00	£1,446,363	£1,531,048	£84,685	£4,180	£4,265	£0
8732205	Hauxton Primary School	Primary	South Cambridgeshire	South Cambridgeshire	102.00	95.00	-7.00	£491,930	£478,070	-£13,860	£4,689	£4,888	£0
8732211	Hemingford Grey Primary School	Primary	Huntingdonshire	Huntingdon	298.00	291.00	-7.00	£1,267,948	£1,263,496	-£4,452	£4,180	£4,265	£0
8734503	Hinchinbrooke School	Secondary	Huntingdonshire	Huntingdon	1,494.00	1,543.00	49.00	£8,157,978	£8,593,043	£435,065	£5,415	£5,525	£0
8732319	Histon and Impington Infant School	Primary	South Cambridgeshire	South East Cambridgeshire	310.00	305.00	-5.00	£1,300,863	£1,305,888	£5,025	£4,180	£4,265	£0
8732318	Histon and Impington Junior School	Primary	South Cambridgeshire	South East Cambridgeshire	436.00	479.00	43.00	£1,844,587	£2,065,042	£220,455	£4,180	£4,265	£0
8733070	Holme CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	104.00	108.00	4.00	£514,652	£543,174	£28,522	£4,946	£5,027	£30,694
8733071	Holywell CofE Primary School	Primary	Huntingdonshire	North West Cambridgeshire	191.00	197.00	6.00	£817,773	£859,598	£41,825	£4,180	£4,265	£0
8732212	Houghton Primary School	Primary	Huntingdonshire	Huntingdon	182.00	184.00	2.00	£787,800	£820,839	£33,039	£4,180	£4,314	£0
8733945	Huntingdon Primary School	Primary	Huntingdonshire	Huntingdon	421.00	405.00	-16.00	£1,939,497	£1,906,071	-£33,425	£4,519	£4,615	£0
8734004	Impington Village College	Secondary	South Cambridgeshire	South East Cambridgeshire	1,141.00	1,162.00	21.00	£6,226,570	£6,468,105	£241,535	£5,415	£5,525	£0
8732024	Isle of Ely Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	354.00	382.00	28.00	£1,486,305	£1,635,815	£149,510	£4,180	£4,265	£0
8733022	Isoleham Church of England Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	203.00	205.00	2.00	£866,412	£895,521	£29,109	£4,180	£4,281	£0
8735205	Jeavons Wood Primary School	Primary	South Cambridgeshire	South Cambridgeshire	426.00	420.00	-6.00	£1,791,618	£1,802,238	£10,620	£4,180	£4,265	£0
8732021	Kennett Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	94.00	98.00	4.00	£450,150	£482,327	£32,177	£4,775	£4,908	£16,166
8732442	Kettlefields Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	122.00	120.00	-2.00	£564,885	£589,152	£24,267	£4,489	£4,766	£21,883
8732023	Kimbolton Primary Academy	Primary	Huntingdonshire	Huntingdon	65.00	58.00	-7.00	£390,838	£393,112	£2,274	£5,987	£6,749	£55,000
8732331	Kinderley Primary School	Primary	Fenland	North East Cambridgeshire	69.00	70.00	1.00	£414,732	£472,928	£58,196	£6,049	£6,696	£55,000
8732446	Kings Hedges Primary School	Primary	Cambridge	Cambridge	418.00	421.00	3.00	£1,978,397	£2,027,863	£49,465	£4,622	£4,706	£0
8732026	Kingsfield Primary School	Primary	Fenland	North East Cambridgeshire	386.00	385.00	-1.00	£1,650,291	£1,707,571	£57,280	£4,240	£4,399	£0
8733387	Lantern Community Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	398.00	390.00	-8.00	£1,674,219	£1,673,929	-£290	£4,180	£4,265	£0
8732072	Leverington Primary												

Appendix B - Draft 2022/23 Budgets - v1.1 - Updated 4th January 2022

Please note:

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Budget figures based on revised datasets provided by the ESFA on 16th December 2021

Despite national changes the 22/23 figures include indicative business rates. Adjustments for maintained schools relating to 21/22 rates will be funded by the LA as part of the funding formula. 22/23 rates will be paid directly by the ESFA. Further guidance to follow.

DfE No	School Name	Sector	District	Parliamentary Constituency	2021/22 Pupil Numbers	2022/23 Pupil Numbers	Change in Pupil Numbers	2021-22 Revised Baseline (including business rates)	Draft 2022-23 Budget (including business rates)	Illustrative £ Change compared to 2021/22 Baseline	Per Pupil Funding (excluding premises factors)		Note: Sparsity Funding (included in main formula funding)
											21/22		
											1	2	3
8732031	Over Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	224.00	210.00	-14.00	£957,614	£921,957	-£35,657	£4,180	£4,289	£0
8735201	Park Lane Primary & Nursery School	Primary	Fenland	North East Cambridgeshire	412.00	419.00	7.00	£1,730,869	£1,795,744	£64,875	£4,180	£4,265	£0
8733350	Park Street CofE Primary School	Primary	Cambridge	Cambridge	98.00	122.00	24.00	£474,594	£585,210	£110,616	£4,829	£4,786	£0
8734027	Parkside Community College	Secondary	Cambridge	Cambridge	594.00	614.00	20.00	£3,279,729	£3,506,360	£226,631	£5,492	£5,682	£0
8733302	Pathfinder Primary School	Primary	South Cambridgeshire	South Cambridgeshire	257.50	340.00	82.50	£1,161,797	£1,539,733	£377,936	£4,328	£4,389	£0
8732094	Peckover Primary School	Primary	Fenland	North East Cambridgeshire	389.00	388.00	-1.00	£1,776,127	£1,826,688	£50,561	£4,535	£4,677	£0
8732033	Pendragon Community Primary School	Primary	South Cambridgeshire	South Cambridgeshire	384.00	369.00	-15.00	£1,655,505	£1,626,060	-£29,445	£4,180	£4,270	£0
8733331	Petersfield CofE Aided Primary School	Primary	South Cambridgeshire	South Cambridgeshire	109.00	115.00	6.00	£536,961	£580,945	£43,984	£4,898	£5,025	£25,554
8732239	Priory Junior School	Primary	Huntingdonshire	Huntingdon	343.00	330.00	-13.00	£1,456,990	£1,432,501	-£24,489	£4,180	£4,270	£0
8732219	Priory Park Infant School & Playgroup	Primary	Huntingdonshire	Huntingdon	247.00	254.00	7.00	£1,055,097	£1,126,416	£71,319	£4,201	£4,322	£0
8732333	Queen Edith Primary School	Primary	Cambridge	South Cambridgeshire	399.00	402.00	3.00	£1,676,088	£1,723,124	£47,036	£4,180	£4,266	£0
8733946	Queen Emma Primary School	Primary	Cambridge	South Cambridgeshire	397.00	393.00	-4.00	£1,684,944	£1,705,796	£20,852	£4,180	£4,265	£0
8732020	Ramnoth Junior School	Primary	Fenland	North East Cambridgeshire	285.00	315.00	30.00	£1,359,279	£1,556,547	£197,268	£4,755	£4,928	£0
8732218	Ramsey Junior School	Primary	Huntingdonshire	North West Cambridgeshire	224.00	240.00	16.00	£1,039,202	£1,123,989	£84,788	£4,618	£4,663	£0
8732216	Ramsey Spinning Infant School	Primary	Huntingdonshire	North West Cambridgeshire	205.00	203.00	-2.00	£943,662	£951,891	£8,229	£4,586	£4,672	£0
8732453	Ridgefield Primary School	Primary	Cambridge	Cambridge	206.00	202.00	-4.00	£904,607	£938,442	£33,836	£4,365	£4,619	£0
8732070	Robert Arkenstall Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	271.00	273.00	2.00	£1,162,420	£1,193,985	£31,565	£4,180	£4,265	£0
8735408	Sawston Village College	Secondary	South Cambridgeshire	South Cambridgeshire	1,084.00	1,122.00	38.00	£5,912,074	£6,241,264	£329,190	£5,415	£5,525	£0
8732255	Sawtry Infants' School	Primary	Huntingdonshire	North West Cambridgeshire	168.00	176.00	8.00	£744,442	£795,724	£51,282	£4,331	£4,432	£0
8732220	Sawtry Junior Academy	Primary	Huntingdonshire	North West Cambridgeshire	257.00	255.00	-2.00	£1,083,807	£1,097,122	£13,315	£4,180	£4,265	£0
8735403	Sawtry Village Academy	Secondary	Huntingdonshire	North West Cambridgeshire	718.00	732.00	14.00	£4,010,182	£4,180,666	£170,504	£5,507	£5,634	£0
8732115	Shirley Community Primary School	Primary	Cambridge	Cambridge	369.00	360.00	-9.00	£1,834,918	£1,830,733	-£4,185	£4,651	£4,785	£0
8734051	Sir Harry Smith Community College	Secondary	Fenland	North East Cambridgeshire	926.00	949.00	23.00	£5,184,474	£5,442,164	£257,691	£5,567	£5,704	£0
8735415	Soham Village College	Secondary	East Cambridgeshire	South East Cambridgeshire	1,382.00	1,380.00	-2.00	£7,529,992	£7,670,962	£140,970	£5,415	£5,525	£0
8732089	Somersham Primary School	Primary	Huntingdonshire	North West Cambridgeshire	255.00	270.00	15.00	£1,066,389	£1,152,039	£85,650	£4,180	£4,265	£0
8732222	Spaldwick Community Primary School	Primary	Huntingdonshire	North West Cambridgeshire	94.00	89.00	-5.00	£502,877	£505,930	£3,053	£5,154	£5,478	£44,646
8732329	Spring Meadow Infant School	Primary	East Cambridgeshire	South East Cambridgeshire	193.00	179.00	-14.00	£921,191	£891,103	-£30,088	£4,545	£4,733	£0
8733360	St Alban's Catholic Primary School	Primary	Cambridge	Cambridge	211.00	205.00	-6.00	£894,827	£897,946	£3,119	£4,223	£4,362	£0
8733083	St Andrew's CofE Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	409.00	410.00	1.00	£1,720,665	£1,759,695	£39,030	£4,180	£4,265	£0
8733384	St Anne's CofE Primary School	Primary	Huntingdonshire	Huntingdon	209.00	202.00	-7.00	£880,455	£892,441	£11,985	£4,184	£4,388	£0
8734602	St Bede's Inter-Church School	Secondary	Cambridge	Cambridge	901.00	910.00	9.00	£4,910,718	£5,059,553	£148,835	£5,415	£5,525	£0
8735200	St Helen's Primary School	Primary	Huntingdonshire	North West Cambridgeshire	171.00	175.00	4.00	£722,279	£755,811	£33,532	£4,205	£4,300	£0
8734064	St Ivo School	Secondary	Huntingdonshire	Huntingdon	1,460.00	1,447.00	-13.00	£7,948,911	£8,037,686	£88,775	£5,415	£5,525	£0
8733072	St John's CofE Primary School	Primary	Huntingdonshire	Huntingdon	372.00	360.00	-12.00	£1,658,010	£1,666,679	£8,670	£4,436	£4,608	£0
8733366	St Laurence's Catholic Primary School	Primary	Cambridge	Cambridge	298.00	275.00	-23.00	£1,304,968	£1,258,020	-£46,948	£4,349	£4,542	£0
8732086	St Luke's CofE Primary School	Primary	Cambridge	Cambridge	133.00	119.00	-14.00	£644,230	£624,453	-£19,777	£4,787	£5,184	£0
8732038	St Mary's Church of England Primary School St Neots	Primary	Huntingdonshire	Huntingdon	107.00	101.00	-6.00	£586,121	£569,042	-£17,078	£5,425	£5,578	£0
8732317	St Matthew's Primary School	Primary	Cambridge	Cambridge	610.00	618.00	8.00	£2,621,888	£2,703,793	£81,905	£4,180	£4,265	£0
8733356	St Pauls CofE VA Primary School	Primary	Cambridge	Cambridge	159.00	138.00	-21.00	£732,658	£682,607	-£50,051	£4,580	£4,915	£0
8732032	St Peter's CofE Aided Junior School	Primary	Fenland	North East Cambridgeshire	231.00	229.00	-2.00	£1,097,490	£1,129,564	£32,073	£4,732	£4,914	£0
8735412	St Peter's School	Secondary	Huntingdonshire	Huntingdon	1,048.00	1,085.00	37.00	£6,155,765	£6,586,418	£430,654	£5,844	£6,042	£0
8733358	St Philip's CofE Aided Primary School	Primary	Cambridge	Cambridge	287.00	256.00	-31.00	£1,219,485	£1,150,822	-£68,663	£4,228	£4,471	£0
8732041	Stapleford Community Primary School	Primary	South Cambridgeshire	South Cambrid									

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Please note:

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Budget figures based on revised datasets provided by the ESFA on 16th December 2021

Despite national changes the 22/23 figures include indicative business rates. Adjustments for maintained schools relating to 21/22 rates will be funded by the LA as part of the funding formula. 22/23 rates will be paid directly by the ESFA. Further guidance to follow.

DfE No	School Name	Sector	District	Parliamentary Constituency	2021/22 Pupil Numbers	2022/23 Pupil Numbers	Change in Pupil Numbers	2021-22 Revised Baseline (including business rates)	Draft 2022-23 Budget (including business rates)	Illustrative £ Change compared to 2021/22 Baseline	Per Pupil Funding (excluding premises factors)		Note: Sparsity Funding (included in main formula funding)	
											21/22	22/23		
											1	2	3	4
8732226	Upwood Primary Academy	Primary	Huntingdonshire	North West Cambridgeshire	187.00	192.00	5.00	£802,478	£855,951	£53,474	£4,262	£4,429	£0	
8732256	Warboys Community Primary School	Primary	Huntingdonshire	North West Cambridgeshire	287.00	330.00	43.00	£1,217,452	£1,460,110	£242,658	£4,238	£4,421	£0	
8732048	Waterbeach Community Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	429.00	451.00	22.00	£1,823,640	£1,953,935	£130,295	£4,180	£4,265	£0	
8732232	Westfield Junior School	Primary	Huntingdonshire	Huntingdon	320.00	292.00	-28.00	£1,358,134	£1,273,905	-£84,229	£4,180	£4,292	£0	
8732079	Westwood Primary School	Primary	Fenland	North East Cambridgeshire	787.00	779.00	-8.00	£3,301,024	£3,333,799	£32,775	£4,180	£4,265	£0	
8733392	Wheatfields Primary School	Primary	Huntingdonshire	Huntingdon	351.00	341.00	-10.00	£1,474,460	£1,462,267	-£12,193	£4,180	£4,267	£0	
8733054	Wilburton CofE Primary School	Primary	East Cambridgeshire	South East Cambridgeshire	121.00	111.00	-10.00	£584,150	£572,254	-£11,896	£4,743	£5,063	£12,394	
8732027	William de Yaxley Church of England Academy	Primary	Huntingdonshire	North West Cambridgeshire	217.00	216.00	-1.00	£938,068	£965,543	£27,475	£4,287	£4,434	£0	
8733032	William Westley Church of England VC Primary School	Primary	South Cambridgeshire	South Cambridgeshire	212.00	200.00	-12.00	£905,046	£876,183	-£28,863	£4,180	£4,286	£0	
8732054	Willingham Primary School	Primary	South Cambridgeshire	South East Cambridgeshire	325.00	347.00	22.00	£1,395,680	£1,526,976	£131,296	£4,180	£4,293	£0	
8732005	Winhills Primary Academy	Primary	Huntingdonshire	Huntingdon	232.00	229.00	-3.00	£1,064,382	£1,075,699	£11,317	£4,556	£4,665	£0	
8732073	Wintingham Primary Academy	Primary	Huntingdonshire	Huntingdon	60.00	60.00	0.00	£451,779	£458,289	£6,510	£7,446	£7,555	£0	
8732040	Wisbech St Mary CofE Academy	Primary	Fenland	North East Cambridgeshire	171.00	185.00	14.00	£822,176	£908,650	£86,474	£4,782	£4,888	£0	
8734055	Witchford Village College	Secondary	East Cambridgeshire	South East Cambridgeshire	711.00	671.00	-40.00	£3,947,054	£3,861,822	-£85,232	£5,499	£5,700	£0	
8732240	Wyton on the Hill Community Primary School	Primary	Huntingdonshire	North West Cambridgeshire	178.00	183.00	5.00	£784,745	£834,457	£49,712	£4,322	£4,475	£0	
8732254	Yaxley Infant School	Primary	Huntingdonshire	North West Cambridgeshire	155.00	138.00	-17.00	£719,591	£671,307	-£48,284	£4,526	£4,733	£0	

1) 2021/22 Baseline figures above are based on submitted budget information to the ESFA. Actual amounts received by academies may differ.

2) Draft 22/23 budgets are based on a £2.1m / 0.5% block transfer as approved by Schools Forum - 2% MFG : No CAP - Tapered sparsity distance

3) Change compared to the estimated baseline - amounts submitted to the ESFA in 2021/22

4) Per pupil Funding levels shows the total draft per pupil funding for each school - excluding rates, PFI, Split Site and any exceptional premises funding.

5) Sparsity Funding allocations included in the main budget allocation for information.

Determined Admissions Arrangements for the 2023/2024 academic year

To:	Children and Young People's Committee
Meeting Date:	18 January 2022
From:	Executive Director: People and Communities
Electoral division(s):	All, and in particular Alconbury and Kimbolton, Ely North and Newnham
Forward Plan ref:	n/a
Key decision:	No
Outcome:	To seek approval to determine the qualifying co-ordinated scheme for admission to school and changes to the admissions arrangements for Community and Voluntary Controlled Schools which would affect the admission of children in the 2023/24 academic year. By agreeing to approve the admission arrangements for 2023/24, the Committee will be ensuring that the Council is meeting its legal obligations. In line with the requirements of the statutory Code of Admissions, the arrangements need to be determined and published by 28 February 2022, following the conclusion of consultation on the proposed changes.

Recommendation:

The Committee is recommended to:

- a) Determine the co-ordinated qualifying scheme and admission arrangements for all schools for whom the Council, as the Local Authority, is the admission authority as published in the consultation documents for admission to school in 2023/24.
- b) Support the proposal that a full and comprehensive review of the determined admission arrangements for all own admission authority schools is undertaken. This should include the published definitions of existing school catchment areas and admission policies for schools with a sixth form. Any issues, or concerns should be highlighted, recorded and shared with the respective admission authority for the school with a view to these being addressed immediately, where they are in breach of legislation, or as part of the annual consultation process for admission to school in 2024/25 which will commence in the autumn term of 2022.

Officer contact:

Name: Shelley Kingston

Post: Policy & Operations Manager School Admissions

Email: shelley.kingston@cambridgeshire.gov.uk

Tel: 07342 700287

Member contacts:

Names: Councillor Goodliffe

Post: Chair/Vice-Chair

Email: bryaony.goodliffe@cambridgeshire.gov.uk

Tel: 01223 706398

1. Background

- 1.1 The Local Authority (LA) is responsible for formulating, each academic year, a qualifying scheme in relation to the transition of children to each primary and secondary school in Cambridgeshire. The LA must consult in respect of the proposed scheme, where it is substantially different from the qualifying scheme adopted in the preceding academic year, or where the LA has not consulted on a qualifying scheme in the previous seven years.

In addition, the LA, as the admission authority for all community and voluntary controlled schools in Cambridgeshire, must determine the admission arrangements for these schools every year. Consultation of those arrangements is required when the following changes are proposed:

- A decrease in the Published Admission Number (PAN); and/or
- A change to the catchment area; and/or
- A change to over-subscription criteria.

There is no requirement on admission authorities to consult on any proposed increase to a school's PAN.

The statutory Admissions Code (2014) requires that the consultation period must be for a minimum of 6 weeks and must take place between 1 October and 31 January in the determination year.

- 1.2 All admission authorities must consult with:

- a) parents of children between the ages of two and eighteen;
- b) other persons in the relevant area who, in the opinion of the admission authority, have an interest in the proposed admissions;
- c) all other admission authorities within the relevant area (except that primary schools need not consult secondary schools);
- d) whichever of the governing body or the local authority is not the admission authority for the school; any adjoining neighbouring local authorities where the admission authority is the LA; and
- e) in the case of schools designated with a religious character, the body or person representing the religion or religious denomination.

- 1.3 Following the consultation period for admission to school in 2023/24, all admission authorities need to have determined their admission arrangements by 28 February 2022 and then notified all consultees of this within 14 days of that date. Once determined all admission authorities are required to publish a copy of the determined arrangements on their website as soon as possible, and no later than, 15 March in the determination year. All other admission authorities must send a copy of their full, determined arrangements to the LA by this date.

2. Main Issues

- 2.1 The consultation documents including the proposed co-ordinated qualifying scheme and admission arrangements for schools for whom the LA is the admission authority for 2023/24

were published on 1 November 2021. The six week consultation period concluded on 13 December 2021. Prior to this date all foundation, voluntary aided and academy schools in Cambridgeshire had been contacted to remind them of the need to follow the consultation and determination process as set out in the Code.

The LA's consultation was in respect of proposed PAN changes to two schools:

Spring Meadow Infants – PAN reduction from 120 to 60

There has been one objection to the PAN reduction for Spring Meadow from Diocese of Ely Multi Academy Trust (DEMAT), suggesting this could lead to Isle of Ely Primary expanding their entry to 3FE and suggest a middle ground of 90.

LA response: There is no evidence to suggest it is necessary to go to a PAN 90. Reception data forecasts remain below 60 for the next five years so the change does reflect reality. Although concern has been expressed by DEMAT that the LA will ask Isle of Ely to take a 3rd FE in preference to Spring Meadow Infants, when Place Planning and Admissions met with DEMAT and Ely St Mary's it was made clear this was not the case and would entirely depend on where the demand was.

Newnham Croft – PAN reduction from 34 to 30

There were no objections or comments received regarding the PAN reduction for Newnham Croft.

Catchment changes:

Alconbury Primary School consulted on a proposed change to the school's catchment area to include Upton.

There were no objections or comments received regarding the change to the catchment area for Alconbury Primary School during the consultation period.

- 2.2 The LA does not publish details of proposed admission arrangements for own admission authority schools.

3. Alignment with corporate priorities

- 3.1 A good quality of life for everyone

There are no significant implications for this priority.

- 3.2 Thriving places for people to live

There are no significant implications for this priority.

- 3.3 The best start for Cambridgeshire's children

There are no significant implications for this priority.

- 3.4 Net zero carbon emissions for Cambridgeshire by 2050

There are no significant implications for this priority.

4. Significant Implications

4.1 Resource Implications

There are no significant implications within this category.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

4.3 Statutory, Legal and Risk Implications

Once the Committee's approval has been secured, and the Admission Arrangements are 'Determined' the Council will be able to demonstrate it has met the requirements of the Code and education law.

4.4 Equality and Diversity Implications

There are no significant implications within this category.

4.5 Engagement and Communications Implications

As stated above, the Council is able to demonstrate that it met the requirements under the Admissions Code with regard to consultation.

4.6 Localism and Local Member Involvement

There are no significant implications within this category.

4.7 Public Health Implications

There are no significant implications within this category.

Have the resource implications been cleared by Finance? No as not relevant

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement? No as not relevant

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact? No as not relevant

Have any engagement and communication implications been cleared by Communications? Yes or No

Name of Officer:

Have any localism and Local Member involvement issues been cleared by your Service Contact? No as not relevant

Have any Public Health implications been cleared by Public Health? No as not relevant

5. Source documents

5.1 [Annual consultation and determined admissions arrangements - Cambridgeshire County Council](#)

Children's Services Feedback Annual Report

To:	Children and Young People Committee
Meeting Date:	18 January 2022
From:	Executive Director: People and Communities
Electoral division(s):	All
Key decision:	No
Forward Plan ref:	n/a
Outcome:	To provide committee members with a summary of all feedback received in relation to Children's Services, including compliments, enquiries, MP/councillor enquiries and complaints.
Recommendation:	To consider the content of the report and appendices and request a further report in twelve months.

Officer contact:

Name: Jo Shickell
Post: Children's Customer Care Manager
Email: jo.shickell@cambridgeshire.gov.uk
Tel: 01223 699664

Member contacts:

Names: Councillors B Goodliffe and M King
Post: Chair/Vice-Chair
Email: bryony.goodliffe@cambridgeshire.gov.uk maria.king@cambridgeshire.gov.uk
Tel: 01223 706398 (office)

1. Background

- 1.1 In accordance with The Children Act 1989 Representations Procedure (England) Regulations 2006 every Local Authority must;
- Appoint one of their Officers as a designated Complaints Manager to assist the Authority in the co-ordination of all aspects of their consideration of representations;
 - Take all reasonable steps to see that everyone involved in the handling and consideration of representations is familiar with the procedure set out in these Regulations (elected members play a primary role in ensuring local accountability); and
 - Deal expeditiously in the handling and consideration of representations under these Regulations.
- 1.2 Every Local Authority must monitor the arrangements that they have made with a view to ensuring that they comply with these Regulations insofar as they regulate the procedure for the consideration of representations under Section 26 of the Act and must as soon as possible after the end of each financial year compile a report on the operation in that year of the procedure set out in these Regulations.
- 1.3 Please find attached Cambridgeshire's Children's Services Annual Report for 2020/21 in Appendix 1

2. Main Issues

- 2.1 The Annual Report details statistical data on the number of compliments, general public enquiries, Member of Parliament (MP) and Councillor (Cllr) enquiries and complaints received and responded to within 2020/21, as well as themes, learning and actions.
- 2.2 The COVID-19 crisis placed unique pressures on Local Authorities, whilst still required to respond appropriately to complaints received during this time of National emergency. Resources were stretched due to illness or social isolation, many staff had to be redeployed and were operating under emerging and fast changing rules and guidance. During 2020/21, the Local Government and Social Care Ombudsman issued several pieces of new guidance, including the publication of six principles of good administrative practice for Councils to follow when approaching Complaint Management.

Context

- 2.3 There were a total of 6483 children whom a safeguarding referral was received about within the year. This figure was taken from the 'Children in Need' (CIN) Census (our annual return to the DfE).
- 2.4 Despite mentioning last year in my 2019/20 report, following the migration of case records onto Liquid Logic, that we were hopeful at being able to report on the number of complaints received per family rather than per child, unfortunately this has not proved possible. As such the number of new Statutory Stage 1 complaints received remains at 3% of this total.
- 2.5 Immediately prior to the beginning of the new financial year 2020/21, COVID-19 lock down

restrictions had just come into effect which had an immediate effect on the number and type of feedback received.

- 2.6 The Local Government Ombudsman (LGO) temporarily suspended their complaint referral telephone line at the end of March 2020 and promptly produced guidance on how Local Authorities should approach the business of complaint handling with respect to COVID-19.
- 2.7 During Quarter 1 (April -June 2021), 1 enquiry and 9 complaint responses were delayed due to initial capacity issues as a direct result of the pandemic (that is, staff socially isolating due to COVID-19 related symptoms etc). 5 escalation requests for Statutory Stage 2s were suspended as we were unable to proceed due to an inability to facilitate investigations with external investigators. 12 complaints, representations, MP and general enquiries, were received specifically relating to changes in practice / services as a result of COVID-19.
- 2.8 As a result of the new LGO guidance on how Local Authorities should approach complaint handling and following initial lockdown restrictions over visitors accessing Council premises, preventing external investigators from reviewing case records, we suspended all Statutory Stage 2 investigations and Stage 3 Reviews.
- 2.9 As the quarter progressed and capacity increased, we were able to reinstate suspended Corporate Stage 2 investigations, meaning we were able to consider Statutory Stage 2 requests through this route as an alternative means of progression, subject to the complainant's consent, leading to two complainants accepting this option.
- 2.10 On a positive note, despite early capacity concerns, there was an improvement in Quarter 1 in Stage 1 complaint responses being sent within timescale, with only 23% (12) of Statutory Stage 1 and 9% (3) of Corporate Stage 1 being sent outside of timescale.
- 2.11 By the end of Quarter 2, Statutory Complaints had risen back to pre-COVID-19 lockdown rates and compliments exceeded previous levels. However, Corporate Complaints maintained a consistently high level throughout Quarter 1 and into Quarter 2.
- 2.12 As the LGO re-instated their complaint line at the end of Quarter 1 (on 29 June 2020), we started to investigate Stage 2 complaints again with staff interviews being facilitated virtually through Teams.
- 2.13 For a second successive quarter we noticed an improvement in Statutory Stage 1 complaint responses being sent out within timescale, with only 14% (23) being sent outside timescale, whether that be 10 or 20 working days. Unfortunately, there was some slippage in Corporate Stage 1 responses going out in timescale, from 91% to 83% going out on time.
- 2.14 During Quarter 3, due to increasing COVID levels and a tightening of restrictions on families' movements with the second National Lockdown, this resulted in a lack of access for some children to their special education provision, particularly those deemed to be critically vulnerable which caused additional pressures on these families. As a result, we received a series of complaints from parents of affected children, raising concern over respite provision and access to enhanced Personal Protective Equipment (PPE) for carers. To remedy this situation, the Council continued to work in collaboration with the Clinical Commissioning Group (CCG) to ensure concerns relating to PPE supplies and respite support were addressed.

- 2.15 Despite the tightening of COVID restrictions again, the LGO advised Councils to continue investigating complaints. Therefore, having reinstated Statutory Stage 2s, we continued to stagger initiating new investigations around our limited access to Council buildings to view children's records.
- 2.16 Also during Quarter 3, the LGO issued revised guidance to Local Authorities; 'Effective Complaint Handling for Local Authorities – October 2020' and as a result of this guidance we amended some of our working practices, for example we will no longer consider how the Council assesses families and prepares reports for Court in private proceedings (Section 7 or 37 reports) under the Statutory Procedure, instead these concerns will now be dealt with under the Council's Corporate complaint procedure.
- 2.17 The LGO also advised Councils to be cautious in deciding which is the most appropriate complaint procedure route to follow at the outset. As such, we have started to investigate more Children's Social Care complaints through the Corporate Complaint Procedure, particularly when the issues raised do not relate directly to or are not made on behalf of the child. As such, the reduction in Statutory Stage 1 complaints reported is partly due to this change in approach, rather than a reduction in complaints relating to Social Care per se.
- 2.18 In Quarter 4, we continued to address the backlog of Statutory Stage 2 complaints, resulting in our first virtual Stage 3 Review Panel. At year end we had two remaining Statutory Stage 2s suspended, both of which have been investigated in 2021/22.
- 2.19 Over the year the Customer Care Team have seen an overall 5% decrease in compliments (242), however, Special Education and Disability (SEND) Services received the most compliments at 34% of the total (83) (Appendix 2 refers).
- 2.20 We saw an overall decrease of 22% in the number of enquiries, with less than half of the previous year's Councillor enquiries and almost half the number of enquiries received via an MP.
- 2.21 There has been a 31% decrease in Statutory Stage 1 complaints (188) partially due to the change in working practices explained earlier, with the number of Statutory Stage 2 investigations worked on throughout the year staying the same as was seen in 2019/20 (8), and a reduction in Statutory Stage 3 Review Panel's held from four to one.
- 2.22 The highest District Service area for Statutory complaints was South Cambridgeshire Children and Assessment Teams at 18% (34) complaints, followed by Children in Care and Care Leaver (South) Teams with 14% (27) complaints received this year. The highest Function area for Statutory complaints was Children in Care and Care Leavers with 33% (62) complaints; followed by 30% (57) complaints relating to Children in Need.
- 2.23 Out of the 188 Statutory complaints received this year, 78% (146) were made by parents or step-parents and only 11% (21) were made by young people, the rest were received by extended family members or others.
- 2.24 Out of the 198 Statutory complaints concluded this year; 10 were upheld, 82 were partially upheld, 37 were not upheld, 4 were not determined (due to lack of supporting evidence either way), 13 were withdrawn, 11 were dealt with as enquiries and 41 received were deemed

outside of the complaint remit, as issues had already been investigated, were historic, or were being dealt with within the Court arena.

- 2.25 Due to the recent change in working practices, we have seen a 41% (179) increase in Stage 1 Corporate complaints throughout this year, with a 100% (16) increase in Corporate Stage 2s and a 67% (5) increase in Corporate Stage 3s.
- 2.26 The highest volume of Corporate complaints received for a fourth year in a row was regarding the Statutory Assessment process at 21% (38) followed closely by Children in Care and Care Leavers with 18% (33).
- 2.27 Out of the 173 Corporate complaints which concluded in this year; 29 were upheld, 54 were partially upheld, 50 were not upheld, 1 was not determined, 12 were withdrawn, 6 were dealt with as an enquiry and 21 did not qualify as they were outside of the complaints remit.
- 2.28 Positively, we saw a 11% (16) decrease in the number of complaints the Local Government Ombudsman worked on which was probably due to their complaint referral line being suspended between March and June 2020, 5 LGO enquiries remained ongoing as of the end of the year. Of those 11 investigated and concluded, 0 were fully upheld, 3 were partially upheld, 2 not upheld and 6 were deemed to be outside of remit.
- 2.29 The total number of Statutory and Corporate Stage 1 complaints in 2020/21 was 8% lower than the total number of these complaints in the previous year.
- 2.30 Also on a positive note, the rate at which Statutory complaints have re-opened due to dissatisfied feedback being received following an initial response, reduced again for a second year from 20% to 18%, however 36% of Corporate complaints were re-opened which is an increase on the previous year's rate of 16%.
- 2.31 Impressively, the number of Statutory complaint responses being sent outside of timescale in 2020/21, has significantly reduced from 42% to 18% compared with 2019/20, with the proportion of Corporate complaint responses going out late reducing also for a second year from 36% to 18%.

Themes, Learning and Actions

- 2.32 The issues and themes raised in complaints are inevitably similar at all three stages of both the Corporate and Statutory Complaints Process. Whilst there may be some common emergent themes, the majority are not indicative of systemic practice issues.
- 2.33 The largest areas of concern relate to Assessments, Reports and Plans (that is, accuracy and/or outcome) constituting 34% of all complaints and enquiries received throughout the year with Communication (such as lack of updates, reply following request) following in second place at 21%.
- 2.34 We also received 22 complaints specifically relating to COVID-19, which as mentioned earlier were largely from parents of disabled children struggling without respite support to care for their disabled child whilst home educating their other children but also related to the use of and supply of Personal Protective Equipment (PPE), changing supervised contact arrangements and parental participation in Child Protection Conferences.

2.35 Here are some of the outcomes/improvements to service delivery as a result of lessons learned;

- Changes to the application process for prospective adopters who will now be contacted within three working days of a negative decision to ensure that the decision and next steps are clearly understood.
- Core Group meetings to now offer separate dial-in numbers for parents to participate via, when they are unable to be present at the same time or to have contact with each other.
- Chronically Sick and Disabled Person's Act (CSDPA) plan wording to be updated to specifically state allocated hours must be used within timescale of plan and are not transferable or able to be carried forward to avoid misunderstanding.
- Change of Policy due to COVID-19 to allow parental participation in statutory meetings via teleconference calls.
- Changes to Threshold and Resource Panel (TARP) process, so when placements of birth parents are considered, the location of any previously removed children is checked first.
- Local Authority to use uplift following new Government guidance on weekly support payments due to COVID-19, to boost support to young people through grants and extra visits.
- A review to be held into the Adoption Service's arrangements for completing Carer allowance reviews, including ensuring that further Panels are scheduled to catch up with outstanding decisions. Business Support to upload these decisions onto the IT system and ensure that letters are promptly sent out confirming decisions made.
- Welcome (information) Pack for families to be reviewed with a view to including relevant information about what the Assessment Team does and the possible outcomes of our involvement.
- Residential Placement to review their allocations process and establish clear timeframes for response to requests that have been received from families. Topic of extended stays and approvals to be raised at the Children's Homes Update Meeting and discussed with all Registered Managers, with a view to improving communication about allocations

3. Alignment with corporate priorities

3.1 Communities at the heart of everything we do

There are no significant implications for this priority.

3.2 A good quality of life for everyone

There are no significant implications for this priority.

3.3 Helping our children learn, develop and live life to the full

There are no significant implications for this priority.

3.4 Cambridgeshire: a well-connected, safe, clean, green environment

There are no significant implications for this priority.

3.5 Protecting and caring for those who need us

There are no significant implications for this priority.

4. Significant Implications

4.1 Resource Implications

There are no significant implications for this priority.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications for this priority.

4.3 Statutory, Legal and Risk Implications

Following the suspension of all Stage 2 complaint investigations and Stage 3 reviews in March 2020, this resulted in a backlog of Stage 2s requiring investigation. As the LGO reinstated their complaint referral telephone line at the end of June 2020, we too reinstated investigations/reviews into Corporate Stage 2 and 3s but were unable to reinstate Statutory Stage 2s immediately due to building access issues. Whilst we have now reinstated Statutory Stage 2 investigations, some complainants have had to wait to several months as we cleared the backlog based upon priority of concern.

The Children Act 1989 Representations Procedure (England) Regulations 2006 suggests the following in relation to timescales:

3.1.5 Where a complaint is accepted at Stage 1, the complainant is entitled to pursue their complaint further through this procedure if that is the complainant's wish.

3.5.8 Where the matter is not resolved locally, the complainant has the right to request consideration of the complaint at Stage 2. The Local Authority is under a duty to operate expeditiously throughout the complaints handling process (regulation 10).

3.6.3 The Complaints Manager should arrange for a full and considered investigation of the complaint to take place without delay.

3.1.3 The regulations place a duty on the local authority to act expeditiously through the procedure; this is to ensure that the complaint is dealt with as swiftly as possible.

4.4 Equality and Diversity Implications

There are no significant implications for this priority.

4.5 Engagement and Communications Implications

There are no significant implications for this priority.

4.6 Localism and Local Member Involvement

There are no significant implications for this priority.

4.7 Public Health Implications

There are no significant implications for this priority.

4.8 Environment and Climate Change Implications on Priority Areas:

There are no significant implications for this priority.

Have the resource implications been cleared by Finance? Yes

Name of Financial Officer: Roger Brett

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona Mc Millan

5. Source documents

5.1 None

6. Accessibility

6.1 Accessible versions of Appendices 1 and 2 are available on request from [Jo Shickell](#).



Children's Customer Care Team Annual Report April 2020 – March 2021

Compiled by Jo Shickell
Customer Care Manager
April 2021

Executive Summary

- ↓ **Compliments** - In the period between April 2020 and March 2021, the Customer Care Team has received 242 (255)* compliments. **This constitutes a 5% decrease.**
- ↓ **Enquiries** - The Customer Care Team received 52 (42) Enquiries, 8 (20) Councillor Enquiries, and 37 (62) MP Enquiries this year. **This constitutes a 22% decrease when all enquiries are combined.**
- ↓ **Statutory Stage 1** - The Customer Care Team have received 188 (274) Stage 1 Statutory complaints throughout this year, of which 5 (14) are still ongoing and will be responded to in the next year. **This constitutes a 31% decrease.**
- ↑ **Corporate Stage 1** - The Customer Care Team have received 179 (127) Stage 1 Corporate complaints throughout this year, of which 14 (8) are still ongoing and will be responded to in the next year. **This constitutes a 41% increase.**
- ↔ **Statutory Stage 2** - Throughout the year, 8 (8) Stage 2 Statutory complaints were worked on. Of these, none (5) were initiated in previous year, and 4 (0) were ongoing as of the end of this year. **This % has remained the same.**
- ↑ **Corporate Stage 2** - Throughout the year, a total of 16 (8) Stage 2 Corporate complaints were worked on. Of these, 1 (2) was initiated in the previous year, and 3 (1) remained ongoing as of the end of this year. **This constitutes a 100% increase.**
- ↓ **Statutory Stage 3** - In this year, 1 (4) Stage 3 Statutory complaint was worked on, it was initiated in this year and remains ongoing as of the end of this year. **This constitutes a 75% decrease.**
- ↑ **Corporate Stage 3** - In this year, 5 (3) Stage 3 Corporate complaints were worked on, of these none (1) were initiated in the previous year, and none (1) remained ongoing as of the end of this year. **This constitutes a 67% increase.**
- ↓ **LGO enquiries** - In this year, 16 (18) Local Government Ombudsman enquiries were worked on. Of these, 4 (2) cases were initiated in the previous year, and 5 (4) remained ongoing as of the end of this year. **This constitutes an 11% decrease.**

To conclude, we have seen an 8% decrease in combined (Statutory/Corporate) Stage 1 complaints in 2020/21.

* Figures in brackets are for the preceding year: April 2019 – March 2020

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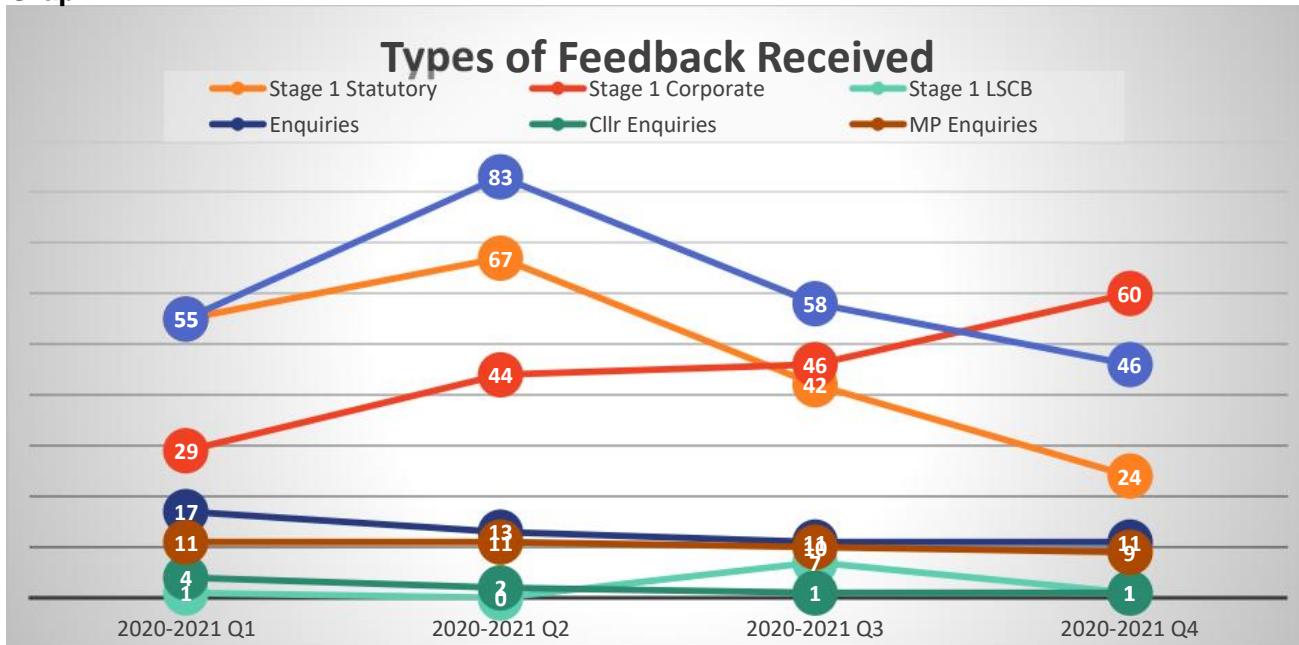
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1.0 Summary of Feedback

The Customer Care Team (CCT) are responsible for receiving and recording all forms of feedback regarding Children's Services across Cambridgeshire County Council. Graph 1 gives an indication of the volume of different types of feedback received throughout the past four quarters.

In addition to the types of feedback recorded in the graph, the CCT also dealt with 2 Comments, 17 Correspondences, 8 Representations, 2 Resolving Professional Differences, and 1 Social Work England enquiry in the period between April 2020 and March 2021, however given that these types of feedback are seldom received, they are not included in the graph.

Graph 1



1.1 Compliments

In the period between April 2020 and March 2021, the CCT received 242 (255) compliments. They are divided into compliments from young people, parents, other family members and foster carers; from external professionals; and other members of staff.

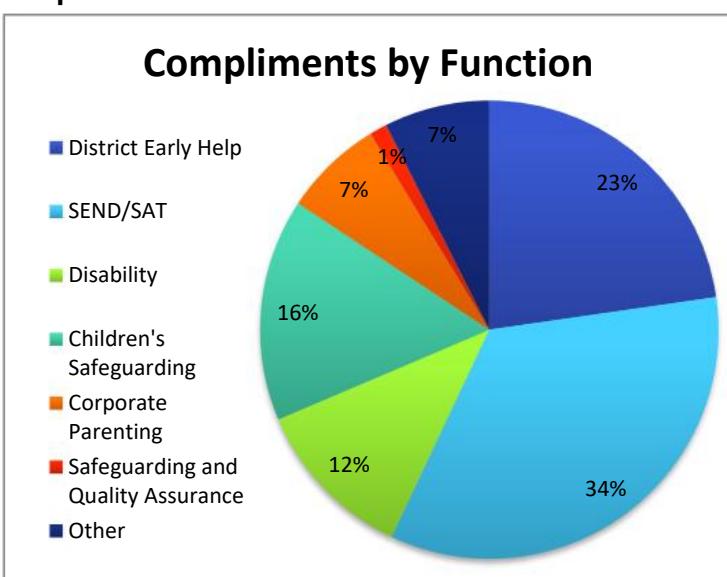
Graph 2 identifies compliments received by function.

While the Customer Care Team receives a range of compliments about Children's Services, we are aware that some parts of the service collect and report back separately and those compliments are not all reproduced here.

We have received 242 compliments in total this year which are available to view online at:

<https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures>

Graph 2



They have been anonymised both in terms of the children and families concerned and also in terms of those individual members of staff being praised. A variety of examples are included below:

Young Person said of an Early Help Transitions Advisor:

I'm not sure if you'll remember me but last year, you helped me enormously with getting accepted onto my Access to Medicine Diploma. I wanted to let you know that I did very well on the course, achieving straight distinctions. I also benefitted in many other ways. One being developing my self-confidence, which was greatly lacking before. Thank you so much for helping me back when I was very unsure of everything. You really have helped to change my life for the better.

Foster Carer said of Fostering Support Team and Children's Team:

I wanted to say a massive thank you for all your input and work this morning and our efforts working together to ensure that T has the planned move today !!

This is a successful day whereby we have achieved a child focused positive outcome, that would have made a massively positive experience for T. Hopefully T can move forward with the insight and trust that he has the positive support of professionals around him that are meeting his needs.

With thanks 😊

Parent said of Children's Assessment Team:

I was really frightened about the conference and was surprised about the level of support offered, thought they were out to get me and they are not, they want to help.

If another parent was coming to conference I would be happy to talk to them and tell them 'there is nothing to fear'.

Today has been an eye opener and a learning curve. I would like to thank you all.

I feel appreciated more now than I did last year. I recognise the concerns and I was cutting my nose off to spite my face.

I appreciate all the help given to me, you have given me hope and guidance.

Legal Advisor said of the Youth Offending Service's SAFE Team:

During these difficult times, I often find myself writing emails of concern or complaint about the broken Criminal Justice System within which we work, so it is perhaps even more important now, more than ever, to highlight the positives and communicate with each other when things are working well, and that is the reason I am writing to you.

I have witnessed first-hand the excellent work of the SAFE Team (Safer Relationships for Exploited Children) over the past 15 months. A member of the SAFE Team, B, has worked with a young client of mine throughout that period.

My client is a vulnerable child and if you can imagine the worst background you can and multiply it tenfold, then you might just be scratching the surface. It is difficult to put into words the difference that the SAFE Team's work has made to this child's life, but it was recognised recently in court.

The child appeared in custody before the Cambridge Magistrates' Court on [date]. I addressed the court at length as to the history over the past year, which includes a previous finding by the Home Office that he is the victim of modern slavery, and the important and meaningful work of the SAFE Team which would be lost if he were remanded into youth detention or placed outside of the Cambridgeshire area. The chair of the bench, Mr C, who I understand is a retired police officer, granted bail and commented "I wish I could meet B because she sounds like an amazing person."

I genuinely do not know where my client would be now if it were not for the involvement of B and the SAFE Team, so simply wanted to say thank you for all your hard work in making a real difference to some of the most vulnerable in society.

Parent said of an Early Help Family Worker:

I am writing in regards of family worker P of his outstanding dedication in his profession. P was our family worker for just over 12 months and within that period had undertaken a substantial amount of time in resolving issues with my children that in the past no other family worker had been that committed to their job. He went above and beyond including psychiatry appointments for my daughter, making sure my twins received the relevant help with SEN putting forward an EHCP, coordinating with paediatrics and school, liaising with both X District Council & Y District Council, Outreach and GP.

His efforts have been significantly appreciated and his patience has been put to the test on numerous occasions.

I would highly recommend him to any family not just for his pleasant and caring attitude but his ability to care for the family he works with. I was sad to see him leave my family and wish him all the best success for the future. He is a credit to his co workers and the district team.

1.2 General Enquiries

From April 2020 to March 2021, 52 (42) general enquiries were worked on, all of which were initiated and concluded in this year.

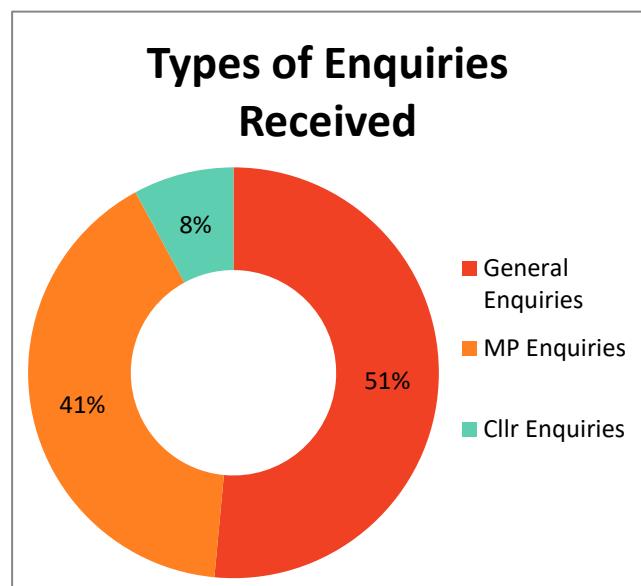
1.3 MP and Councillor Enquiries

Graph 3

The Customer Care Team facilitates responses to MP and Councillor enquiries relating to children, however these are not counted as complaints. In some, but not all cases, a complaint may already have been received or may be made subsequent to the enquiry from the MP or Councillor. Every care is taken with these responses, which are written in the expectation that they will be shared by the MP or Councillor's with their constituent.

From April 2020 to March 2021, 8 (20) Councillor enquiries were worked on, all of which were initiated and concluded in this year.

From April 2020 to March 2021, 41 (64) MP enquiries were worked on. Of these, 4 (2) were received in the previous year and carried forward into this year, and none (4) were still open at the end of this year and therefore ongoing.



1.4 Formal Complaints Procedure

Children's Social Care has a formal complaint procedure* offering three Stages, which is in line with Regulations and National Guidance. A detailed description of Cambridgeshire's procedure is available to members of the public on:

* <https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures/childrens-services-representation-and-complaint-procedure/>

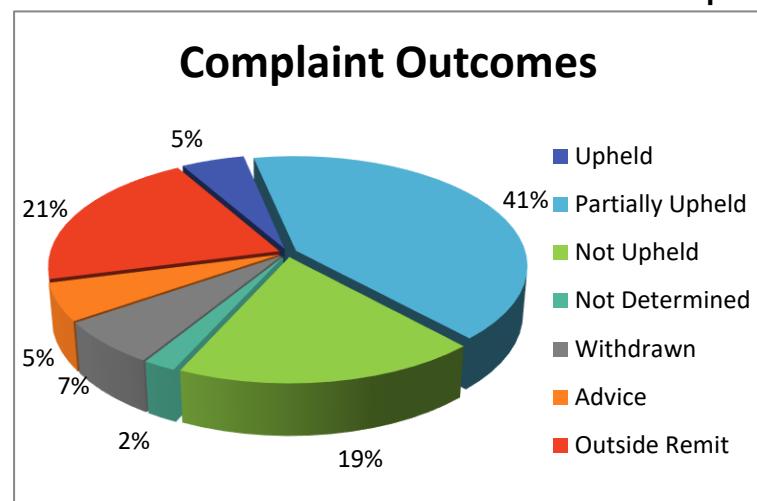
1.5 Stage 1 Statutory Complaints

From April 2020 to March 2021, the CCT worked on 203 (293) Stage 1 Statutory complaints. Of these, 15 (19) were received in the previous year and carried forward into this year. Out of the 203 complaints worked on, 198 (279) received a response, therefore 5 (14) cases were still open and thus ongoing at the end of this year.

Graph 4

Out of the 198 complaints concluded this year:

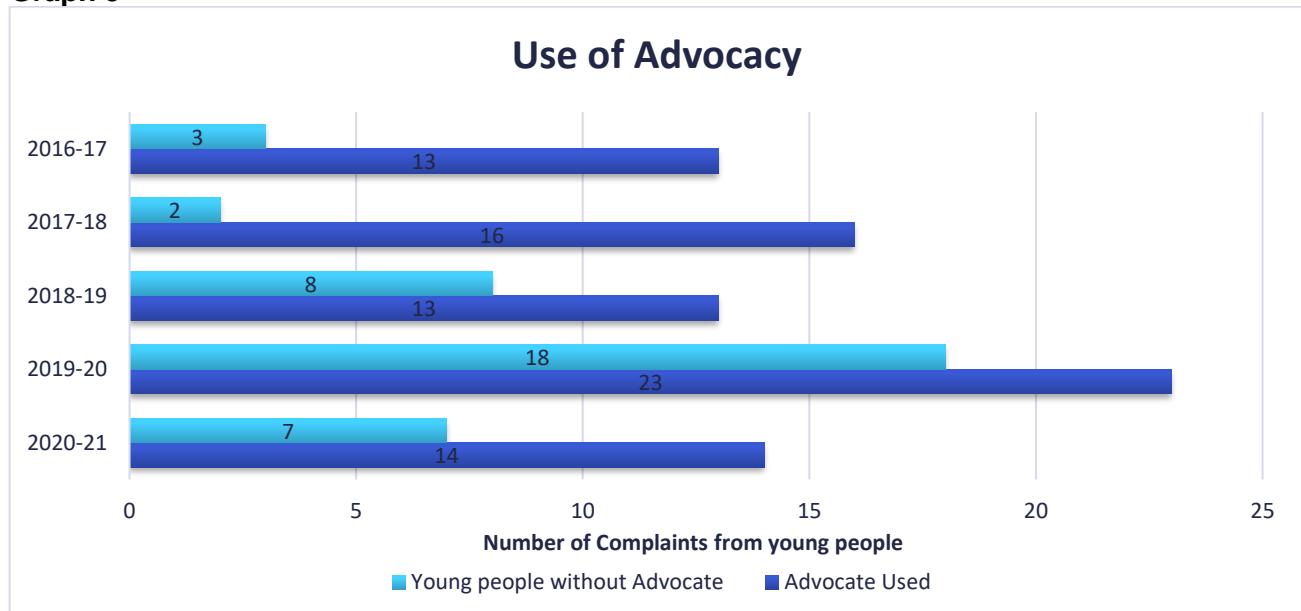
- ↓ 10 (26) were upheld
- ↓ 82 (139) were partially upheld
- ↓ 37 (50) were not upheld
- ↔ 4 (4) were not determined
- ↑ 13 (6) were withdrawn
- ↑ 11 (4) did not qualify, as advice was sought (enquiry)
- ↓ 41 (50) received were deemed outside of the complaint remit, as issues had already been investigated, were historic, or were being dealt with within the Court arena



Out of the 198 Statutory complaints for which responses were provided during this year, 35 (54) complainants returned with further concerns to their initial complaint, at which point their Stage 1 complaint was re-opened for investigation, which constitutes 18%. 3 (8) of these complainants re-opened their complaint multiple times at Stage 1.

Out of the 188 (274) complaints received this year, 109 (97) complaints had been submitted by complainants who had made at least one complaint previously which equates to 58%.

Out of the 188 Statutory complaints received this year, 146 (172) were made by parents or step-parents which equates to 77%, 21 (41) were made by young people which equates to 11%, 16 (37) were made by other family members which equates to 9%, and 5 (24) were received from a non-family member which equates to 3%. Advocates have been involved in 14 (27) complaints received this year, 10 (18) of these were supporting 'Children in Care', and 4 (4) were Care Leavers. 13 (23) of 14 advocates were from NYAS.

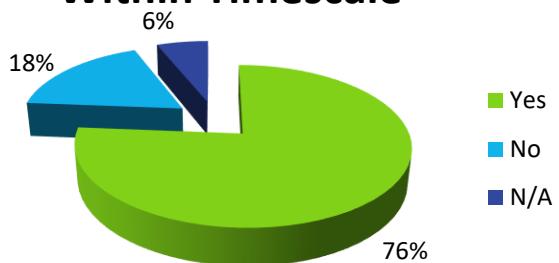
Graph 5

Graph 6

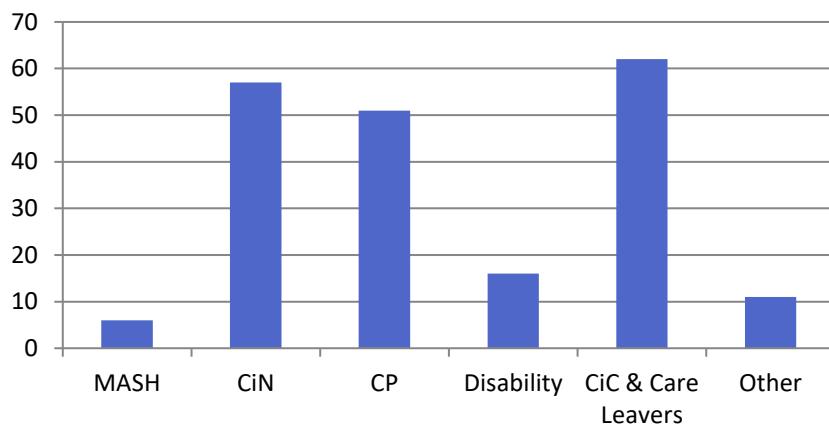
Out of the 198 Stage 1 statutory complaints responded to in this year, 38 (55) responses were extended from the initial 10-working-day timescale to a 20-working-day maximum which constitutes 19%.

35 (139) of all statutory complaints responded to were outside of the prescribed timescale (whether it was 10 or 20 working days) which equates to 18%.

Statutory Responses Within Timescale

**Graph 7**

Complaints by Function



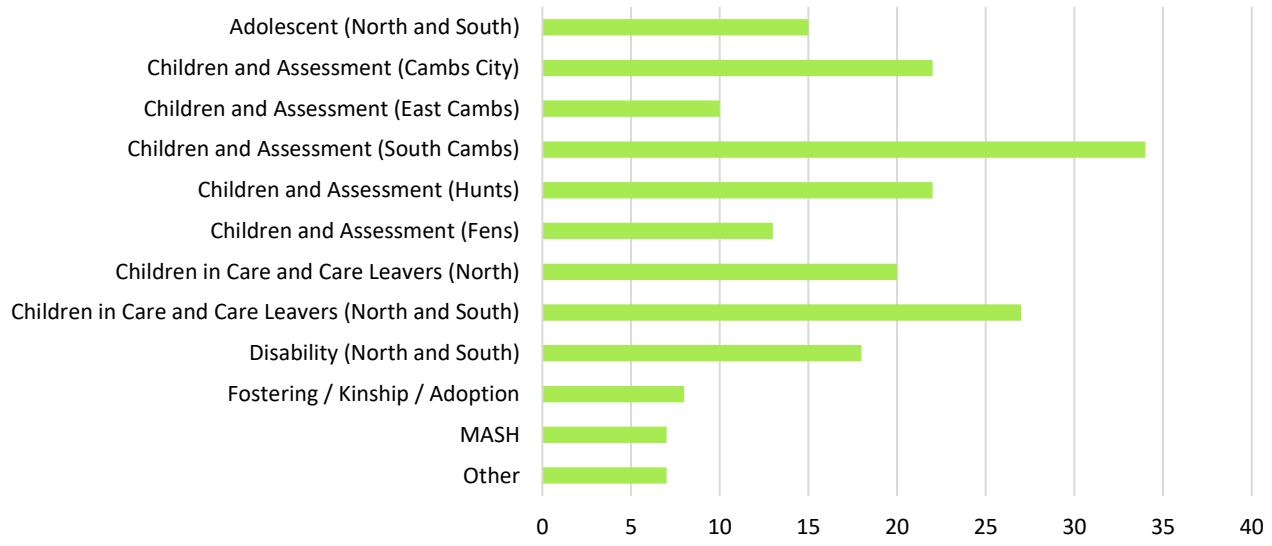
There was a wide range of issues raised within Statutory Stage 1 complaints.

The highest volume of complaints received were in relation to Children in Care and Care Leavers with 62 (112) complaints; followed by 57 (40) complaints relating to Children in Need.

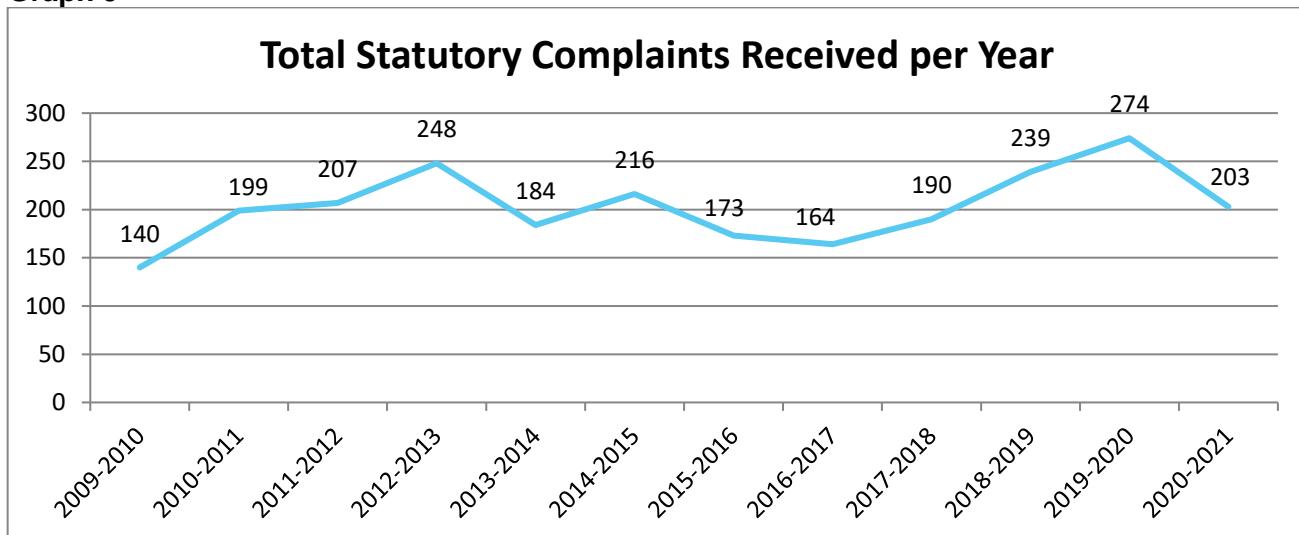
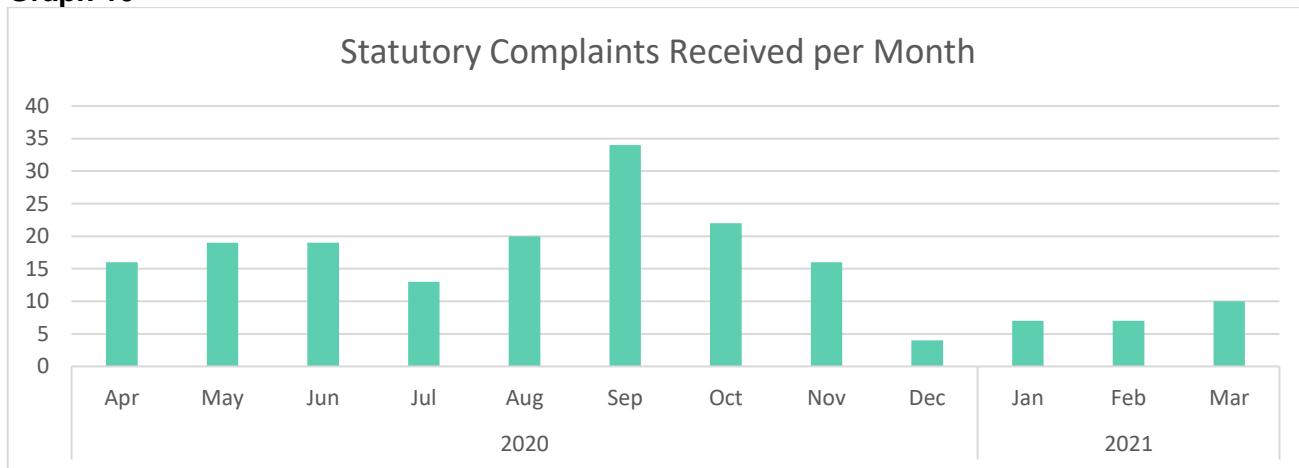
Under the category of 'Other' included complaints relating to Fostering and Adoption.

Graph 8

Complaints by District



The majority of Statutory Stage 1 complaints within the Service were received in relation to the South Cambridge Children and Assessment Teams with 34 (25) complaints, followed by Children in Care and Care Leaver (South) Teams with 27 (25) complaints received this year.

Graph 9**Graph 10**

1.6 Stage 1 Corporate Complaints

From April 2020 to March 2021, the CCT worked on 187 (134) Stage 1 Corporate complaints. 8 (7) of these were received in the previous year and carried forward into this year. 14 (8) cases were still open and therefore ongoing as of the end of this year.

Out of the 173 (126) complaints which concluded in this year:

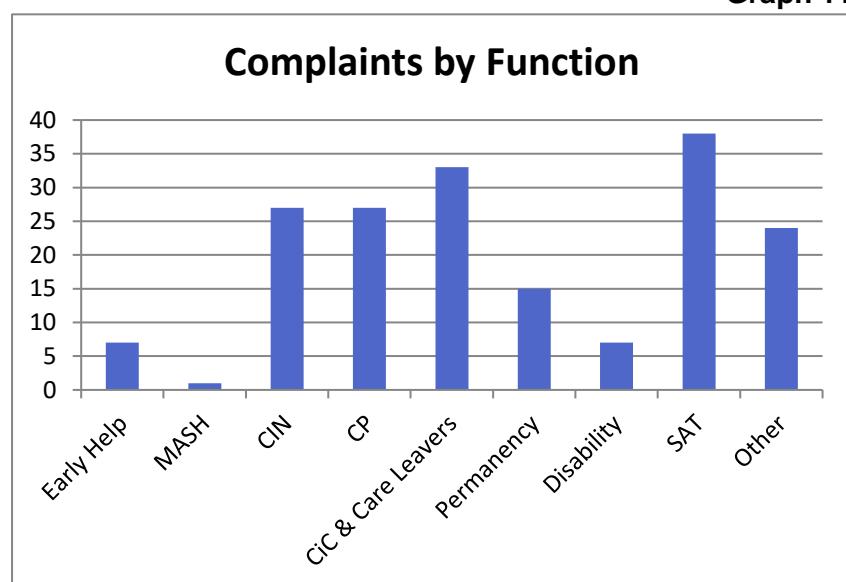
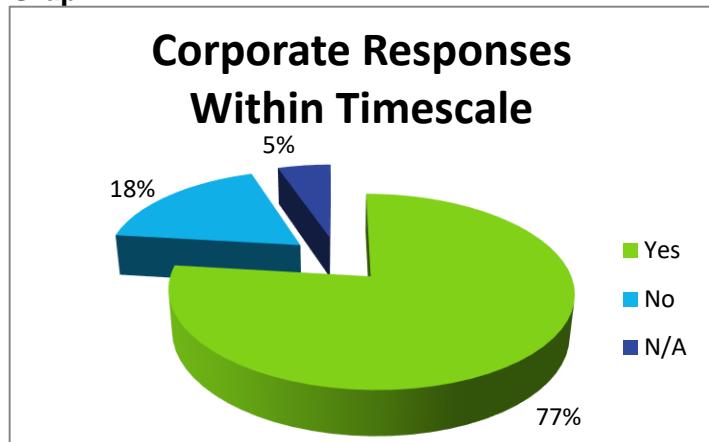
- ↑ 29 (24) were upheld
- ↑ 54 (52) were partially upheld
- ↑ 50 (27) were not upheld
- ↓ 1 (3) was not determined
- ↑ 12 (4) were withdrawn
- ↑ 6 (3) did not qualify as advice was sought (enquiry)
- ↑ 21 (13) did not qualify as they were outside of the complaints remit

Out of the 173 Corporate complaints for which responses were provided this year, 62 (16) complainants came back with further concerns to their initial complaint, at which point they were re-opened for investigation at Stage 1 equating to 36%. Out of the 179 (127) complaints received this year, 82 (39) complaints had been submitted by complainants who had made at least one unrelated complaint previously equating to 46%.

Graph 11

Out of the 179 complaints received this year, 120 (71) were made by parents or step-parents, 6 (4) were made by the young person themselves, 27 (21) were made by other family members, and 26 (31) were received from a non-family member.

The highest volume of Corporate complaints within a service-specific area was seen in relation to the Statutory Assessment Team (SAT) with 38 (31) complaints, followed by Children in Care and Care Leavers with 33 (24) complaints received this year.

**Graph 12**

Out of the 173 Corporate complaints responded to this year, 32 (23) responses were extended from the initial 10-working-day timescale to a 20-working-day maximum.

31 (52) were responded to outside of the prescribed timescale (whether it was 10 or 20 working days) which constitutes 18%.

Graph 13

1.7 Stage 2 Statutory Complaints

From April 2020 to March 2021, the Customer Care Team worked with 8 (8) Stage 2 Statutory complaints. None (5) of these were received in the previous year and carried forward into this year, and 4 (0) were still open or suspended and therefore ongoing as of the end of this year.

Out of the 4 (8) Stage 2 investigations which were concluded this year, 2 (7) were extended from the initial 25-working-day timescale to a 65-working-day timescale, with none (0) being responded to outside of the prescribed timescale.

- ↓ 1 (6) was partially upheld
- ↑ 1 (0) was not upheld
- ↑ 1 (0) did not qualify as it was outside of the complaints remit
- ↑ 1 (0) did not qualify as complainant was non-responsive

Of the 8 Stage 2 complaints received in this year, 6 (2) were made by a parent, 1 (0) was made by the Young Person themselves, and 1 (1) was made by another relative. 1 (0) was made in relation to a Care Leaver, 2 (1) were made in relation to a Child in Care, 1 (1) was made in relation to Child Protection, and 4 (0) was made in relation to a Child in Need.

1.8 Stage 2 Corporate Complaints

From April 2020 to March 2021, the CCT worked with 16 (8) Stage 2 Corporate complaints, 1 (2) of which was initiated in the previous year, and 3 (1) cases were still open and therefore ongoing as of the end of this year.

Within the 13 (7) complaints which concluded in this year:

- ↓ 1 (4) was upheld
- ↑ 5 (2) were partially upheld
- ↑ 3 (1) were not upheld
- ↑ 2 (0) was withdrawn
- ↑ 1 (0) did not qualify as it was outside of the complaints remit
- ↑ 1 (0) did not qualify as complainant was non-responsive

Out of the 13 complaints which concluded in this year, 6 (4) responses were extended from the initial 10-working-day timescale to a 20-working-day timescale. 5 (1) were responded to outside of the prescribed timescale which equates to 38%.

Of the 15 (6) Stage 2 complaints received in this year, 13 (5) were made by a parent, 1 (0) was made by another relative, and 1 (0) was made by a non-family member. 5 (4) of the complaints were made in relation to SAT services, 4 (1) were made in relation to Child Protection, 2 (0) were made in relation to a Child in Care, 1 (0) was made in relation to SEND services, 1 (0) was made in relation to Adoption, 1 (0) was made in relation to a Child in Need, and 1 (0) was made in relation to another service.

1.9 Stage 3 Statutory Complaints

From April 2020 to March 2021, the CCT worked on 1 (4) Stage 3 Statutory complaint, which was initiated this year, and remained ongoing as of the end of this year.

This complaint was made by a parent, and it was in relation to a Child in Need. The outcome of this complaint will be recorded in the next Annual Report.

1.10 Stage 3 Corporate Complaints

From April 2020 to March 2021, the CCT worked with 5 (3) Stage 3 Corporate complaints. All 5 (3) complaints were initiated this year, and none (1) remained open and ongoing as of the end of this year.

Within the 5 (2) complaints which concluded in this year:

- ↑ 1 (0) was upheld
- ↑ 3 (1) was partially upheld
- ↔ 1 (1) was not upheld

Of the 5 complaints received this year, 4 (3) were made by parents, and 1 (0) was made by another relative. 3 (3) complaints were made in relation to SAT services, 1 (0) was made in relation to Child Protection, and 1 (0) was made in relation to another service.

Of the 5 complaints which concluded this year, all 3 (2) were extended from the initial 10-working-day timescale to a 20-working-day timescale. 4 (1) were responded to outside of the prescribed timescale.

1.11 Local Government Ombudsman (LGO)

From April 2020 to March 2021, the CCT worked with 16 (18) Local Government Ombudsman (LGO) enquiries. 12 (16) enquiries were initiated this year. 11 (14) cases were closed this year, therefore 5 (4) cases were ongoing as of the end of this year.

Of the 11 enquiries which concluded this year:

- ↔ 3 (3) were partially upheld
- ↑ 2 (0) were not upheld
- ↓ 6 (10) were deemed outside of remit

Of the 12 enquiries received this year, 9 (11) were made by parents, and 3 (5) were made by another family member. 2 (1) complaint were made in relation to Child in Need services, 1 (5) was made in relation to Child Protection, 3 (5) were made in relation to Children in Care, 3 (1) were made in relation to Permanency, 2 (3) were in relation to SAT services, and 1 (1) was made in relation to another service.

2.0 Themes, Learning, and Actions

The issues raised in complaints are inevitably similar at all three Stages of both the Corporate and Statutory Complaints Process. While each point contains valuable learning, it should be remembered that the total number of complaints is low.

Please note that learning has been taken from all complaints including MP and Councillor enquiries, rather than just those that were upheld or partially upheld, and it should be noted that the examples presented are case specific. Whilst there may be some common emergent themes, the majority are not indicative of systemic practice issues.

2.1 Communication

- Unsuccessful prospective adopter applicants to be contacted within three working days of the decision to reject their application, to ensure that the decision and next steps can be clearly understood.
- The vulnerability of prospective adopters' financial circumstances needs to be addressed with them from the outset of the adoption assessment process.
- Workers reminded of the need to obtain consent from either the child or those who hold Parental Responsibility before divulging confidential information with extended family members.
- Core Group meetings should use separate dial-in numbers for parents to participate via, when they are unable to be present at the same time or to have contact with each other.
- Estranged Parents should not be excluded from participating in Conference based solely on allegations, decisions to exclude should be made based upon evidence to support claim.
- A review to be held into the Adoption Service's arrangements for completing Carers allowance reviews, including ensuring that further Panels are scheduled to catch up with outstanding decisions. Business Support to upload these decisions onto the IT system and ensure that letters are promptly sent out confirming decisions made.
- Prospective Adopters to be invited to attend disruption meetings, following concerns that the placement may breakdown.
- Welcome (information) Pack for families to be reviewed with a view to including relevant information about what the Assessment Team does and the possible outcomes of our involvement.
- When a parent is subject to a Non-Molestation Order, rather than excluding them from participating at their child's Conference, a second Conference should be convened.
- Workers reminded of the need to meet the Council's Customer Service expectations over returning requests for contact via phone, email, letter whereby staff will respond to telephone messages within two working days, respond to e-mail enquiries within five working days, and written correspondence within 10 working days.
- A response to a request for contact must be made, even if there is nothing new to update.
- Workers reminded that minutes of meetings should be sent out within practice standards timescales.
- Any delays in the completion or sharing of assessments or reports should be communicated to the family with an explanation provided due to the difficulties, and a timescale provided as to when the task will be completed by and by whom.
- Workers reminded to be cautious in falsely raising expectations that carers may receive a carers allowance, how much it might be and for how long they might receive it.

2.2 Assessments, reports and plans

- Both unannounced and scheduled visits should be conducted on children subject to Child Protection planning.
- Notice is required over scheduled contact sessions to ensure such sessions aren't missed.
- Caution should be taken in completing and signing off Assessments to identify any mistakes being made.
- Workers to be cautious in using labelling behaviour which is opinion based, and should prefix judgement with 'in my opinion based on...'
- Caution to be taken when completing Assessments with Carers who do not have Parental Responsibility to ensure consent is obtained from those who do.
- Thorough handovers to be undertaken when Workers leave the employment of the Local Authority.

- Chronically Sick and Disabled Person's Act (CSDPA) plan wording will be updated to specifically state allocated hours must be used within timescale of plan and are not transferable or able to be carried forward to avoid misunderstanding.
- Workers reminded of the importance of using the name the family member wishes to be referred to within formal reports.
- Workers reminded of the importance of fact checking with families to minimise the potential for misleading information being shared, leading to loss of faith and trust.
- Workers reminded of the importance of allowing families time to read and reflect upon the contents of assessments or reports in advance of Conference.

2.3 Worker Behaviour

- Workers reminded of importance of maintaining eye contact and building rapport when using a laptop to make notes during a home visit.
- Workers reminded of the need for personal space and to be cautious if using tactile reassurances.
- Conferencing Service to review how they distribute Child Protection Plan and minutes to identify where improvements can be made.
- Workers to be cautious when comparing parents with each other.
- Workers reminded of the need to seek consent before photographing children.
- Conference Chairs to ensure minutes are checked for accuracy.
- Workers to avoid drawing comparisons over own circumstances and that of others.
- Workers encouraged to check written communication to avoid misunderstandings or offence.
- Workers to avoid discussing their own personal life with families.
- Workers to check latest guidance on the use of Personal Protective Equipment (PPE) prior to conducting home visits.
- In neglect cases, any photos taken at the home address should be shared with a parent without delay.
- Workers are reminded of the need to provide handover details to families if leaving the employment of the Local Authority.
- Workers to take the time to explain the assessment process and the difference between meetings such as Family Network Meetings and Family Group Conferences.
- Workers are reminded of their responsibility to remain professional at all times and adhere to data protection guidelines when discussing families.
- Workers need to ensure any provision stipulated in an Education Health and Care Plan is arranged in a timely manner.

2.4 Policy

- Workers to be reminded there is no legal basis for refusing parents from recording meetings for their own personal use.
- Residential Placement to review their allocations process and establish clear timeframes for response to requests that have been received from families. Topic of extended stays and approvals to be raised at the Children's Homes Update Meeting and discussed with all Registered Managers, with a view to improving communication about allocations.
- Workers reminded of the need to explain 'setting up home allowance' with care leavers to avoid confusion.
- Work to be undertaken with partner agencies through the Safeguarding Children Partnership Board to promote sending Agency reports out prior to Conferences.

- Change to Policy due to COVID-19 to allow parental participation in statutory meetings via teleconference calls.
- Changes to Threshold and Resource Panel (TARP) process, so when placements of birth parents are considered, the location of any previously removed children is checked first.
- Local Authority to use uplift following new Government guidance on weekly support payments due to COVID-19, to boost support to young people through grants and extra visits.

2.5 Other

- All Business support have been reminded to double check email addresses, deleting the option for default addresses to be added to correspondence.
- Training to be organised for Statutory Assessment Team business support over processing Personal Budget payments.

3.0 Customer Care Team Update and Conclusion

Last year when writing the Annual Report, COVID-19 lock down restrictions had just come into effect, and we had no idea how long the restrictions would impact on Childrens Services Feedback and Complaints, little did we know that we would spend the next 12 months under such conditions.

We reported on how the Local Government Ombudsman (LGO) had temporarily suspended their complaint line at the end of March 2020, and how the Customer Care Team was approaching the business of complaint handling with respect to COVID-19. Therefore, I will start by providing an overview of the past 12 months and the impact of the pandemic on the complaint process, as well as emerging themes and trends arising.

Quarter 1

During Q1 (April-June 2021), one enquiry and nine complaint responses were delayed due to capacity issues as a direct result of staff self-isolating due to COVID-19 related symptoms. Five escalation requests for Statutory Stage 2s were suspended as we were unable to proceed due to an inability to facilitate external investigations at that time. 12 complaints, representations, MP and general enquiries, were received specifically relating to changes in practice / services as a result of COVID-19, these included complaints about parental participation within Conferences, workers interpretation and compliance with Government's lockdown instructions and social distancing rules, contact with those shielding, accessing respite support for a disabled child, education provision for child with an Education Health and Care Plan (EHCP) or weekly support payments for care leavers to be considered.

As mentioned earlier, during this quarter the LGO temporarily suspended their telephone line for new complaints and issued guidance to Local Authorities over how to deal with complaints during this period. As a result of this LGO guidance and following initial lockdown restrictions over visitors accessing Council premises (preventing external investigators from reviewing on-line case records), we suspended all Statutory Stage 2 investigations and Stage 3 Reviews. As the quarter progressed and staff capacity increased, we were able to reinstate suspended Corporate Stage 2 investigations, meaning we were able to consider Statutory Stage 2 requests through this route as an alternative means of progression (subject to the complainant's consent), leading to two complainants accepting this option.

On a positive note, despite early capacity concerns, there was an improvement in Q1 in Stage 1 complaint responses being sent within timescale, with only 23% (12) of Statutory Stage 1 and 9% (3) of Corporate Stage 1 being sent outside of timescale.

Quarter 2

By the end of this quarter, Statutory Complaints had risen back to pre-COVID-19 lockdown rates and compliments exceeded previous levels. However, Corporate Complaints maintained consistently high throughout Q1 and into Q2.

The LGO re-instated their phone line on 29 June 2020 (end of Q1) and started to investigate complaints again. Also, during this quarter we were able to initiate two previously suspended Statutory Stage 2 investigations, providing external investigators access again to children's records, with staff interviews being facilitated virtually through Teams.

For a second successive quarter we noticed an improvement in Statutory Stage 1 complaint responses being sent out within timescale, with only 14% (23%) being sent outside timescale, whether that be 10 or 20 working days. Unfortunately, there was some slippage in Corporate Stage 1 responses going out in timescale, from 91% to 83% going out on time.

Quarter 3

During quarter three as a result of increasing COVID levels and a tightening of restrictions on families' movements with the second National Lockdown, this meant a lack of access for some children to their special education provision, particularly those deemed to be critically vulnerable which caused additional pressures on these families. As a result, we received a series of complaints from parents of affected children, raising concerns over respite provision and access to enhanced Personal Protective Equipment (PPE) for carers. In order to remedy this situation, the Council continued to collaborate with the Clinical Commissioning Group (CCG) to ensure concerns relating to PPE supplies and respite support were addressed.

Despite the tightening of COVID restrictions, the LGO advised Councils to continue investigating complaints. Therefore, having reinstated Statutory Stage 2s, we continued to initiating new investigations around our limited access to Councils buildings to view children's records.

Also during this quarter, the LGO issued revised guidance to Local Authorities; 'Effective Complaint Handling for Local Authorities – October 2020' and as a result of this guidance we amended some of our working practices i.e. we will no longer consider how the Council assesses families and prepares reports for Court in private proceedings (Section 7 or 37 reports) under the Statutory Procedure, instead these concerns will now be considered under the Council's Corporate complaint procedure. The LGO also advised Councils to be careful in deciding which is the most appropriate complaint procedure to follow from the outset, so we have started to investigate more complaints relating to Children's Social Care through the Corporate complaint procedure, particularly when the issues raised do not relate directly to the needs of the child and the perceived injustice is to the parent or carer. As such, the reduction in Statutory Stage 1 complaints reported is partly due to this change in approach, rather than a reduction in complaints relating to Social Care per se.

In addition to the earlier mentioned pattern of complaints from parents of disabled children, we received a series of complaints from Special Guardians and Foster Carers about their eligibility and receipt of caring allowances either ceasing altogether or being reduced in line with the implementation of a Countywide change of policy in September 2020. We understand that all affected carers were written to at the end of 2019 to advise them of the forthcoming changes, however for some, these changes appear to have caught them off guard.

Quarter 4

In this final quarter of the year, we have continued to address the backlog of Statutory Stage 2 complaints, resulting in our first and only Stage 3 Review Panel of the year which was held entirely virtually via Teams. At year end we have two remaining Statutory Stage 2s suspended, both of which will be investigated in Q1 of 2021/211.

In conclusion, as the executive summary shows, the only increase in statistics we have seen across the year have been in Corporate Complaints, the reason for which I explained earlier. However, overall with both Statutory and Corporate complaints combined, there has been an 8% reduction.

The Annual Report for April 2020 – March 2021 is available to the public on the main County Council website through the following link:

<https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures>

4.0 Customer Care Team Contact Details

Please note our new address from May 2021:

Address:

Customer Care Team
Box BUT2401
Buttsgrove Centre
38 Buttsgrove Way
Huntingdon, Cambridgeshire
PE29 1LY

Telephone:

01223 714765

E-mail: Childrens.ServicesFeedback@cambridgeshire.gov.uk



Children's Services Feedback Cambridgeshire County Council

Compliments April 2020 – March 2021

All compliments passed to the Customer Care Team are presented here. They are divided into compliments from young people, parents, other family members and foster carers; compliments from professionals independent of Children's Services; and compliments from members of staff with no line management oversight of the individual cases. They have been anonymised both in terms of the children and families concerned, and also in terms of those individual members of staff being praised. Otherwise, compliments are presented below exactly as they were received.

We are aware that some parts of the Service collect and report back separately and those compliments are not reproduced here. This is by no means an exhaustive list of compliments that are received by Children's Services.

Young People, Parents, Adoptive Parents, Other Family Members and Carers/Guardians

Parent said of Early Help Family Worker:

I would just like to thank S for all her support with my son D in school also she was always at the end of the phone when I needed her she's a lovely lady and I'm sure she will make life much easier for many families in her path

Parent said of Early Help Family Worker:

A's support not only gave me courage and strength but her kindness and compassion made me feel safe whilst doing so. I am now separated and me and the 3 children are living happily and free from abuse. I can honestly say that without Anne's support things would be different. I have spent nearly a year debating with myself whether I have made the right choice and with the recent circumstances we are all facing, it's now clear. I dread to think what life for my family would be like right now if we had stayed and I am grateful to see my children happy and healthy. My son has come so far with the help of the council services that A referred him to and to see the light back in his eyes is a blessing I was giving up hope on.
Thank you for the amazing support that your family and child services provide.

Relative said of Fostering Team Social Worker:

I would like to say thank you for the professional, thoughtful and kind manner you have shown us during this process

Parent said of SEND Educational Psychologist:

I just wanted to thank you for that amazing report. Even given the very odd and difficult circumstances we are in you have done a fantastic job of seeing Michael and the support that he needs. I'm sure Michael will get support as a result of your hard work and both my husband and I are forever grateful.

Parent said of SEND Educational Psychologist:

I received your EP report last week and would like to offer my sincere thanks for doing such a fantastic job, you've captured J perfectly. Thank you for taking the time to really listen and paint a picture of J that represents the wonderful young man that he is.

Parent said of SEND Educational Psychologist:

Thank you for your report regarding Z, it was really thorough and really captured him well. Thank you so much for your support, and for taking the time to produce such a detailed report.

Parent said of SEND Educational Psychologist:

I've sat down to read the report this morning and I feel it builds a good picture of M. [...] Just wanted to thank you for being instrumental in this process.

Parent said of SEND Educational Psychologist:

The report reached us fine and can I thank you for the support you have shown. Your report along with the one from CAMHs were fantastic and completely captured all of S's issues. We will certainly let you know the outcome.

Once again a huge thank you from A and myself.

Parent said of CIC Social Worker:

Thank you! It's kind of you to send these on to us and very helpful. I don't feel 'bombarded' at all!

Parent said of Disability Social Worker:

L has had some lovely compliments from GW's parents thanking her for all the work she has completed with G (young person) and his transition to YAT.

Parent said of Disability Child Practitioner:

I am really grateful for all the team involved with my two children. Our family worker, R, has been a constant support. We as a family have benefitted from her support and kindness and understanding through a difficult recent time. Thank you, so grateful.

Parent said of Disability Senior Practitioner:

E has a real connection with A (child). Mr C said that the work E has done with A and the family is outstanding. He said as a whole Disability have been exceptional.

Parent said of Disability Early Help Coordinator:

Mum advised that after J was allocated to her son 3 months ago he has completely turned everything around, we feel supported and respected and couldn't ask for more than what J's done for us.

Parent said of Young Adults' Team Social Worker:

Thank you so much for your very helpful reply. Many thanks for your continued support.

Parent said of Community Support Service:

I really appreciate that workers are still working at this difficult time, I don't know what would happen if A (child) didn't have that to look forward to.

Parent said of Community Support Service:

I just wanted to write to say a massive thank you to your team for all of their support during this difficult time. We are so lucky to have had regular respite sessions with Carers who know J (child) really well. He has loved going out and it's given me a much needed break. It's been particularly invaluable this week. You really do have the best team, in particular A, N, D & L and we are really grateful for their support.

Parent said of SEND Teacher of the Deaf:

Just to say thank you so much for your support at the meeting on Friday it really helped a great deal and it was quite interesting as well what you was saying about a deaf child.

Parent said of SEND Teacher of the Visually Impaired:

I know we'll still be in contact, but I just wanted to say thank you to you for all your support, hard work and dedication while supporting L throughout her years at School. It has meant so much that you have stayed with her throughout her time there. I'm sad it's ending this way, but that doesn't erase all the hard work that L and the team have put in, and I've no doubt that will be reflected in L's results however they are decided!! At the end of the day, a pupils achievement isn't the result of a few hours worth of exams, but of the effort and dedication put in and all the achievements made over the years

Parent said of Early Help Family Worker:

Firstly I want to send a massive thank you for everything you have done, it has changed the way we are as a family and it's all because of you! I had hit a point where I thought I could no longer cope and wasn't sure how I would make it through but you've given me the confidence and the ability to see what a great family we have when boundaries are in place. I now no longer worry about what will happen when my baby arrives in 3 weeks as I'm now looking forward to them all being together, you've not only helped me with K's behaviour but all of theirs and because of you I can now communicate better with all my children. You're amazing and I really appreciate everything. Thank you for listening to all my worries and moans and reassuring me that I'm a good mum. I couldn't of done it without you.

Parent said of Child and Family Centre Worker:

I got in contact with A and she went first time last week to her [group] and will be going a few mornings this week.

We miss group so so much! Believe me!

I think you appreciate things even more when you don't have them anymore so for me it's been a real struggle and it highlights how you all were doing/are doing and hopefully will be back doing an amazing jobs not only for the children but also for the parents.

Parent said of SEND Educational Psychologist:

We received your report yesterday morning - many thanks for your prompt work!

You have captured a good picture about our lovely little boy T, the experiences and the many difficulties and challenges.

Hopefully, with your valuable input this can lead to a positive outcome in getting T the right sort of education and support needed. After all, all we want is for our little boy to be happy, healthy and to be given every opportunity to have a much brighter, educational future.

Thank you very much for your time, it was good for us both to talk to you to air our views and share our experiences so far.

Parent said of Child and Family Centre Worker:

I thought you were very professional and easy to talk to.

I felt very supported and not judged.

D had all the support and help he needed and I got all the help I needed to make sure he was supported well.

You are friendly and approachable making it easier.

You also made sure that we got all the support we needed as a family unit.
You gave us all the useful information we needed to hand so we could help with D's development.
That is everything I could think of hope this helps you.
I want to personally thank you for everything you have done you have been amazing and have made me more confident as a mum.

Parent said of Child and Family Centre Worker:

I have really enjoyed having C work with me and my daughter. She has been a great guide and has been very helpful and approachable from the day we meet. She has guided me to the right services and has also given some good advice and where to look for help when needed. She has always been available and always got back to me with whatever questions it was I had. It's a shame to part days but we no longer need the support I'm so grateful to have received it in the first place.

Parent said of Foster Carer:

M is a fantastic woman. She has been an absolute godsend and she is the best person that my son could have gone to. She has done amazing things with L and works well with him. I know she's not a big lady but she is firm when she needs to be and she can stand up to him if she has to. I have definitely seen a change in him, he is so mature now and his behaviour has really calmed down.

M and I have spoken on the phone and I feel like I've known her for 20 years. You know, it makes such a difference when you speak to people who are experienced. She doesn't speak down to you. I longed for him to have the opportunity to go back to M and I was just so pleased when she was able to have him back. She is like a right hand to him. I am so grateful to her

Parent said of SEND Educational Psychologist:

Thank you for your comprehensive report on our son J.
We feel you have captured what makes J tick and also his future needs extremely well.

Parent said of Child and Family Centre:

It was firstly great to see everyone and R enjoyed being able to interact with others. Really enjoyed having the sing along time and so did R. The time on the video gave us as parents time to discuss any worries or concerns that we seemed to all be having during this crazy time around our little ones development with them not being able to interact with others and it was reassuring that you were letting us know that we had been doing everything right to keep them entertained. Also appreciated you giving us more ideas on how to occupy them without time at groups. I had the health visitor call to do R's one year check and I mentioned we had been doing these and she thought it was an amazing idea and great that the children are still being able to see each other.

Parent said of Community Support Worker:

Mum was full of praise for A's worker, N – she said she has developed a lovely relationship with A and he really enjoys their sessions together.

Parent said of SEND Educational Psychologist:

We loved J's report. We appreciated greatly the time she took to understand A and his needs.
Thank you.

Parent said of Children & Assessment Team Social Worker:

R's professional, supportive, and patient approach made all the difference to us.
We're aware that the pandemic must have made her job much harder. Despite this, R found time to reassure us and talk us through every step of the process. She always went above and beyond.

We would like to thank her very much for all she has done for us, we are both extremely grateful.

Parent said of Disability Referral & Access Team Student Assessor:

I would like to express my gratitude to the student assessor C for all of her help. She was very thorough and listened carefully. D is so quick and lovely.

Parent said of SEND Sensory Support Team:

F benefits greatly from his respite and his brothers get 1:1 quality time with me and daddy too. It benefits the whole family greatly and the service understand F's changing needs and is very helpful.

Parent said of Disability Early Help Coordinator:

I have only just signed up to use this service & as we are currently going through lockdown, I would say the service is great. K has still contacted me to start this so all good.

Parent said of Disability Referral & Access Team:

As a mother of R I am very happy about the service I and my son received. The short break has really helped me and my son. R is a change person since I got short break.

Parent said of Early Help Family Worker:

S was very supportive and did her best to make sure both of us were heard. S was very good at spotting things and help me realised something was wrong with my behaviour on one visit. The regular visits from S created some sort of barrier, which meant the controlling and bullying behaviour was less often and not as bad. S has sent lots of emails, with ideas of educational and creative ideas for activities to do with my children during the lockdown, she got me access to Twinkl, which helped a lot with their home schooling and visual timetables, that helped with keeping W settled.

The regular phone calls during lockdown from S have really helped with my anxiety and its helped a lot to be able to talk to S about my concerns. S has been wonderful throughout and can't thank her enough.

Parent said of Statutory Assessment Team:

I feel that it's important to acknowledge that positive change is possible despite the challenges and discrimination of disability. The work that your team do is very appreciated and I can honestly say that we have never been supported with something that has actually worked until we started the process of a personalised education plan. We have had input from so many projects and professionals and nothing has worked!! You should all be very proud of what a special job you do because it changes kids lives who are otherwise marginalised. Reading through the guidelines of the aims and objectives for personalised EHCP plans, I can confidently say that my personal experience has reflected everything it should. I feel that it would be my pleasure to share this and S would also like to share from her point of view.

Parent said of Early Help Family Worker:

Thank you so very much for all your help. It is so very much appreciated. You have been amazing!

Parent said of Disability Early Help Coordinator:

C was efficient, thorough, and personable.

Parent said of Disability Early Help Coordinator:

C was really helpful, she listened carefully to what I said, and was positive and engaging throughout.

Parent said of Disability Early Help Coordinator:

C's Early Help Coordinator was excellent. C's renewal of his horse-riding lessons went extremely smoothly and he was awarded more money on his card to cover pony days and extras which is great.

Young Person said of Early Help Senior Transition Advisor:

Thanks for helping me get an apprenticeship L, wouldn't have got it if it wasn't for you, thanks.

Parent said of Children's Centre:

Thank you so much for your prompt response. That's really good information.

Young Person said of Early Help Family Worker:

Making myself talk about my anorexia I find really hard, but I did it and I just wanted to say this was all because of you. So really this email was to say a big thank you!

Parent said of Children & Assessment Team Child Practitioner:

I just wanted to say a big thank you for the support you have been giving my daughter, you are like a 'ray of sunshine' in her life. The cooker you have organised for her is wonderful and the emotional support and guidance you have been giving her is invaluable. I hope that you can continue helping her for as long as possible. Both she and the boys are benefiting hugely from your input.

Parent said of Early Help Family Worker:

I would love to give u some feed back on S and how she's changed mine and K's outlook I'm the current situation we're dealing with, when I first met her I found I could talk to her about anything and not feel like I'm being judged, she was assigned to me and K because of the bad choices K took, it was horrible and I felt powerless and kept blaming myself for everything that was happening as I felt out of control, but she helped me open up and face some demons and make me realise I am not to blame and K can get help she needed. S really is an amazing woman and I owe her so much. I just want to say thank you so much for helping us both and I know she will carry on helping others in the way she did for us.

Parent said of Children's Centre:

Just wanted to say thank you for the support and all your hard work. All the best for the future and thank you once again.

Parent said of Children & Assessment Team Social Worker:

Thank you so much for everything you have done for me, L and M. I will be sad to see you leave...but I can't thank you enough. Thank you for everything you've done for us. You're the only one who really believed in us.

Foster Carer said of CIC Social Worker:

So far we have found A very professional, proactive, reassuring and always has the child's best interests at heart. She has recognised times that we have needed a bit of support and offered many options to help. She has only been working with us for a short time and can already see that my eldest foster child needs much more support in school and is now looking into obtaining an EHCP which I have been asking for help for nearly 3 years. A has put herself out now visiting the home once a week. She has gone above and beyond in our opinion to support our family and we would like this recognised.

Young Person said of Community Support Worker:

E is lovely and lots of fun. She brings lots of toys for me to play with.

Parent said of Disability Early Help Coordinator:

I just want to say thank you to K who helped me understand short breaks more. She has been very friendly, helpful, and patient and I want to praise her excellent communication.

Parent said of SEND Educational Psychologist:

Thanks for these sessions. The sensory one was so helpful. Pennies dropping all over the place! I just wanted to feed back that I think having these sessions online is really helpful and I hope you keep it as an option after lockdown.

Parent said of SEND District Team:

Thank you for all the support you have provided me in the past couple of months with S. You have been an absolute joy to work with and have guided and supported me immensely and promptly through these months. On behalf of the whole family, I would like to say a big thank you! Thank you G for getting this initiated for us and for all the support and guidance that you have provided as well.

Parent said of Disability Early Help Coordinator:

D has been helpful and efficient in getting back to me over the last few weeks.

Parent said of Disability Early Help Coordinator:

Everyone is trying to help us as parents with a child with additional needs so that we can have some time for us as well. I appreciate the care and promptness of their answers by phone and email. I feel lucky and confident to not feel that I am alone.

Foster Carer said of Fostering Social Worker:

A was absolutely fantastic – fair in highlighting the strengths and weaknesses of everybody and also helped us to be reflective about the situation. A also helped us think about how things are going to be in the future and that it is all about keeping the children at the centre, no matter what our feelings are.

SGO Carer said of Fostering Social Worker:

OUR GREATEST GRATITUDE TO YOU S FOR ALL YOU HAVE DONE FOR OUR FAMILY TO MAKE THIS HAPPEN, WE WERE BLESSED TO HAVE YOU AS OUR ADVISOR AND ASSESSOR AND EVERY OTHER ROLL YOU HAVE DONE TO MAKE IT HAPPEN. WE THANK YOU WITH GREAT RESPECT AND WISH YOU WELL.

Parent said of Children & Assessment Team Domestic Abuse Practitioner:

Not only did B help me learn and understand, she took the time to listen to and understand what I had to say. Thank you, if it wasn't for this programme I wouldn't have the knowledge, understanding, and strength that I do now.

Parent said of SAT Casework Officer:

I was contacted within the 6 week time scale to be informed that an assessment will take place. As I'm sure you can imagine I was over the moon as I had been told that 90% are refused so we would need to appeal and we didn't need to. S was assessed by the EP via video link relatively quickly in May. And the provisional plan was sent to panel on the first week of June. I was advised by G that it could be refused but he will do his best. To my delight, it was agreed to issue. I've since received the final and S has been placed in the best school for her, she is happy to transition there and they will support all her needs. The whole process has been straight forward, smooth, and stress-free.

Foster Carer said of Foster Care Trainer:

Thank you for a very interesting course and well done for making it run so smoothly in difficult circumstances. There are not many people who could have done what you did

Parent said of Early Help Family Worker:

Thank you so much for your support and your belief in us, it helped so much and came at a time when we really needed it.

Parent said of Early Help Child and Family Centre Worker:

We are still so enjoying the videos, thank you so much. Not sure who enjoyed the big red bus song this morning more, me or A!

Parent said of Early Help Child and Family Centre Worker:

We look forward to the Rhyme Times every Monday morning. We love the Big Red Bus song, it's so catchy and easy to join in.

Parent said of SEND Educational Psychologist:

thankyou very much for this [letter] I have just read it out to S! He said its everything he said and more.

Parent said of Early Help Young People's Worker:

My son was supported by L when he was struggling with his mental health and at risk of becoming NEET. He was able to build a relationship with my son who does not trust adults as a rule. He was excellent at communicating with L (and me), was straightforward, friendly and professional.

Parent said of Disability Referral & Access Team:

I am really happy with overall process especially explaining everything. A was really good and patient in explaining. She send me correct links and documents.

Foster Carer said of Fostering Social Worker:

I can't find the right word to say how much F and I appreciated what you have done. I would like to say many thanks for everything without you we would be lost.

Parent said of Disability Early Help Coordinator:

I would like to praise J for his support. He is always responsive and helpful, getting back to us quickly if we have any problems. Well done - he is a credit to your team.

Parent said of SAT Casework Officer:

I've received our EHCO final plan and just wanted to say once again, thank you. It took a long time to accept the fact that I didn't have to fight for support for D, that we had in fact, won. I've spent so long fighting to get help and support for him that it didn't seem possible that I happened so easily. A lot of that is down to you and the other wonderful people we met along the way. So thank you.

You'll be pleased to hear that D is now looking forward to going back to school, knowing he has 'helpers' to support him. I know it's still only the start of the battle ahead, but we all feel so positive that it will make a huge difference to him.

Parent said of Early Help Family Worker:

M said she never thought she would be saying this, but she doesn't want the support to end, as having the support from everyone has really helped. M said that because of the bad experiences she's had with other workers, she never ever thought she would get anywhere, as she always felt judged and people jumped to conclusions about her. M said she now knows she can ask for help and there are people who will listen and look past her "loud mouth".

Parent said of Early Help Family Worker:

You're fantastic keep doing what you are doing!

Parent said of Early Help Family Worker:

Thank you so much for your support throughout, especially with the TAFMIS meetings. I honestly feel as though you're the main source of support and encouragement. Thank you

again for always being a continued help, even though this service has been withdrawn (which I understand it needed to be)

Parent said of Early Help Family Worker:

Thank you for your help I felt reassured from the meeting: (School commented that meeting was well led via Skype)

Parent said of Early Help Family Worker:

Thank you for all your help.

Parent said of Early Help Family Worker:

Really like to say how detailed your recording was and was so easy to understand what had happened during your visit and any concerns you had. Really easy to see A views and the support she was asking she needed to speak to her Mum. Really struggle these days, as some recording is so vague, so thank you for making it so clear.

Parent said of Early Help Family Worker:

Thank you B for all your help and support with A and us. It has been lovely having you there. I will talk to CHUMS tomorrow, thank you for that confidence. I'll try the chats and hopefully that will help him be more confident and get through his moments.

Parent said of SAT Casework Officer:

Thank you so much for taking S back. I'm really happy you're working with us again - what you helped me do has changed my child's life.

Parent said of SAT Team Leader:

Thank you so much for allowing J to take S back on. Your whole Team have been wonderful and the work they have done has literally changed my daughter's life. We are very grateful to your Team.

Parent said of Disability Early Help Coordinator:

We have found J extremely helpful and supportive.

Parent said of Children & Assessment Team Social Worker:

I wanted to compliment E as we have had various interactions with social care for our children and she has been the first worker to do what she said she would do in a timely matter. Thank you.

Parent said of Disability Early Help Coordinator:

C, R's early help coordinator was excellent. C's renewal of his horse riding lessons went extremely smoothly and he was awarded more money on his card to cover pony days and extras which is great.

Parent said of Disability Referral & Access Team:

Good communication from the tea and very understanding given the delay in returning signed forms

Parent said of Early Help Team:

I am very pleased with every aspect of the service. Everyone I have dealt with are always polite and friendly. A loves attending each week and has gained so much from what the youth club offers.

Parent said of Disability Referral & Access Team:

I am very pleased with the support I get from short break. The support has really really help my son (R and it has changed him.

Parent said of Disability Early Help Coordinator:

D in Disability and Social Care has been helpful and efficient in getting back to me over last few weeks. :)

Parent said of Disability Referral & Access Team:

the whole service we have received has been quick and positive. Very happy with everything.

Young Person said of Fostering Support Team:

Can I just take this opportunity to thank you and your team for the support I received during my last placement.

Parent said of Adolescent Team Social Worker:

I complete the joint visit to M and Mum yesterday with YPW. It was positive and they were thankful for my support (they gave me a card and some flowers!)

Foster Carer said of SEND Educational Psychologist:

I had a meeting with M's foster carer this morning. She asked me to thank you again for the time you spent with her and the suggestions you made which she found very helpful.

Parent said of SAT Casework Officer:

Just wanted to say a huge thank you to your team for guiding us through a difficult process. Our foster Daughter has experienced huge trauma in life, and we knew she needed to be given a different kind of education.

We are relatively new to fostering with little experience of children with special needs. When her social worker told us, we should apply for an EHCP it was a little overwhelming.

Firstly, we had the amazing S from Coates primary school contact us, saying we did not have to do this on our own.

We had a meeting and she explained the process to us. As our foster daughters' needs were linked to the trauma, we decided to ask for an independent review by a speech therapist, psychologist, and occupational therapist.

We were delighted with the results even though other problems were uncovered for our daughter but at least this confirmed we were doing the right thing for her.

Once the application went in, we were contacted by G who was our nominated case worker. Until then we had felt that we were the driving force behind the process, a process which was completely alien to us. This all changed when G became involved.

He explained all the processes and gave us the confidence to trust that he would do everything in his power to make sure our child had the right placement for her.

G immediately recognised that we had been ill informed by our social worker to decline the secondary school offered and set about correcting the problem.

We feel G went 'above and beyond' his remit. The communication was exceptional with emails and follow up phone calls. He kept us informed of the timescales and barriers we (and he) were up against and made it clear from the start that this case may well go over the standard timescale. But we all agreed it was important to get this right for her.

Sadly, his job was made even more difficult as our daughters' Local authority had vastly different systems that were over stretched and not particularly fit for purpose. But G worked around these hurdles in a professional but firm manner.

Frankly, before starting the application we saw many reports of how confusing and difficult the process can be. We were relieved when the LASW told us she would do the application, then frustrated when six weeks later we were informed she was too busy, and we should do it.

Despite not having the greatest of starts, we have nothing but praise for how well information was relayed back to us by G. Online meetings are far from ideal for effective communication, but were necessary due to Covid, but regular follow up phone calls were much appreciated and provided an increased depth of clarity, which was extremely reassuring.

Please feel free to pass on our praise to your team and please do include this for any future Ofsted visits.

Parent said of SAT Casework Officer:

I just want to Thankyou for all your help as despite covid L got some good results and has started his chosen course at Stamford - business level 3 extended diploma.[...] Thankyou again for helping him have that chance.

Parent said of Independent Reviewing Officer:

Our IRO J has been honest, helpful and shown a refreshing degree of integrity. Without her help and care, we would have litigated. She is a credit to the Council.

Parent said of SEND Teacher of the Deaf:

I would just like to take this opportunity to say thank you for your help and support with C, especially as I appreciate now you have so much to be dealing with. You are amazing and I really appreciate everything that you do to help and support C, and me!

Parent said of SEND Teacher of the Deaf:

S would like to send card for You :)

And I would like to say big big Thank You for whole support what I got from You, every good word and for that how amazing teacher You are! I really really will be miss You a lot! S of course too :)

Have an amazing summer!

Parent said of Early Help Family Worker:

All I can say really is wow, a truly good experience working with S, I always find it hard working with people who sugar coat things and need someone who is honest and straight talking without being rude or aggressive and S honestly was that person I feel so much more confident as a parent that I can and will manage even if times are hard sometimes I would really like to say thank you

Parent said of Early Help Family Worker:

Thanks for your help and for your lovely help on our main concern with L. We see him much better now and I reckon your sessions have been fundamental on his improvements. You has helped him and specially us, to understand and deal with his anxiety much better. It has been great to have your support during these months.

Young Person said of SEND Teacher of the Deaf:

You've been great: very clear, very patient and very understanding.

You've answered my many, many questions and provided encouragement with my Braille and along with the team helped me settle into SPF so well.

And I know you've done all this whilst having a million other things to do as well.

You've even potentially offered me a place to park!..... I'll let you know if I need to take you up on the offer, but don't worry if for some reason it doesn't work out.

So, again THANK YOU!

Parent said of Disability Referral & Access Team:

Thanks for your support. If you're not giving support, I never know how can I manage these things. I thank every time, every day for you all. Many thanks.

Parent said of Early Help Family Worker:

I'd like to thank you for everything that you've done for us. You've really helped the kids and myself, and C over the last few months, and I can't stress to you enough how much I have appreciated it. Keep up the good work, you do an amazing job.

Parent said of Early Help Family Worker:

I wanted to write to you and pass on our thanks for all the help and support that L has provided to my family.

When L first started working with us I honestly had very little expectation that anyone would be able to help us. We were at an all time low.

L came in and was able to expertly assess our situation and offer just the right amount of support. L was able to bring together the professionals that we needed to help our family and because of L we are in a far more positive position now.

L is an absolute credit to your team and deserves to be recognised for her work

Parent said of SAT Casework Officer:

A on Tuesday and so excited but wouldn't be possible without your support. Please have this recorded as a compliment that the process was so smooth and I felt that you always worked with A's best interests at heart, that he wasn't just another case or another number. You took his needs on board, not only from myself but other professionals to create the best EHCP possible. I felt that even with Covid you worked proficiently and effectively within effective timelines in preparation for his start into nursery and the EHCP was thorough and well thought out. You kept us fully informed throughout the entire process and we always felt well supported, which meant a lot to us.

Parent said of SEND Specialist Teacher:

L you are brilliant! My God you've put a spring in her step! She's reading , doing her folder, so happy. Just what she needed :)

Other Relative said of Adolescent Team Social Worker:

I also want you to know just how much myself, L and my Mum all appreciate the support you give to L and her family. We can see it's not easy and we struggle massively with it all but it's great that L is prepared to open up to you even when she won't engage with us.

Parent said of Early Help Family Worker:

I just wanted to say thank you to yourself and S. I was pretty surprised how a fair few strands of care wrapped around the girls and I soon after I contacted the police and my GP. I think I had just assumed that all would be done would be things noted and bare minimal help due to limited resources, austerity and the pandemic on top. I was really surprised with all the strands that got in touch with me, the sequential links between the various services and how at each and every stage I was made to feel safe, supported and in control of intervention options and next steps.

S was brilliant. She has been sensitive to my situation, the complex history and the intensity of it that occurred since lock down through the summer (after which I was flagged to your services). She was also really respective of my need for privacy due to home situation and accommodating that alongside accommodating my worries about the girls and wanting them to have support to process any impact that home situations may have had on them. She was also super helpful signposting me to some information and helping me understand the patterns of the past and what is normal/acceptable in a positive relationship and what isn't. I am really grateful for the interventions that S helped put in place at school for my eldest daughter- it's good to know she is being looked out for there and there is a safety net for her there. Although I appreciate she couldn't work as usual given current restrictions I didn't feel this affected anything for me.

All this, alongside my counselling sessions helped me rebuild emotionally and mentally. It has also been hugely reassuring to know that I can reach out again for support to your service should I need and to know that at every stage I the girls and my wellbeing were being valued....something that during several months this year at home had felt entirely the opposite. The work you and S do is so important and has made a big difference for the girls and I. I'm not sure thank you cuts it, or is enough, but genuinely sending a heartfelt thank you. I don't know what the future holds but I am in a much better place to be ready for it and adapt

accordingly to prevent or remove ourselves from the things we have experienced far too many times in the past.

Foster Carer said of CIC Social Worker:

My partner and I are very impressed with R. We find that she has a great deal of integrity; when she says she'll do something, it gets done. This efficiency is matched by her kindness and strong professional understanding of the impact on teenagers of being 'in care'. She has met D a number of times and clearly forged a good relationship with him. He listens carefully to her advice. Such that, today, he felt able to accept the offer of counselling support from his current college. Today, R made this happen.

I personally find her a pleasure to work with - honest, reliable, showing good sense. She is also clear about what she feels is best rather than compromising her views so as not to ruffle feathers.

I myself have been a co-foster parent for only a short time. Thus I've little experience of the demands on Social Workers. Nonetheless, I cannot help but feel that R works hard to exemplify and to deliver best practice.

Parent said of SEND Educational Psychologist:

Just dropping you a note to say thank you so much for the thorough and supportive report we received this weekend. I've never seen an EP work so fast! We will discuss it at the forthcoming Team Around The Family meeting and then again as part of the drafting meeting.

Parent said of SEND Teacher of the Deaf:

Thanks so much for today k really enjoyed it. Also I've just found the newsletter with K's video on. She loves it and wants me to forward it to everyone lol.

Parent said of SEND Teacher of the Visually Impaired:

Thank you again for all your support! You really are fantastic at your job.

Parent said of SEND Teacher of the Deaf:

Thank You for the report!

I wish to say big thank You from me and S for this hard work in this strange year, for support and patience. We are very grateful for the time You gave us.

We wish You very best for You.

Parent said of SEND Teacher of the Deaf:

I wanted to drop you a quick message to say how nice it was speaking with you earlier today and to thank you for all the support you give not only to C but myself as well. Thank you

Parent said of SEND Teacher of the Deaf:

You were a star coming out when you did, It was your perseverance that made them work and the fact you got straight back to us with such clear pictures to help us 😊. Thank you for all of your work behind the scenes.

Young Person said of Early Help Transition Advisor:

I'm not sure if you'll remember me but last year, you helped me enormously with getting accepted onto my Access to Medicine Diploma. I wanted to let you know that I did very well on the course, achieving straight distinctions. I also benefitted in many other ways. One being developing my self-confidence, which was greatly lacking before. Thank you so much for helping me back when I was very unsure of everything. You really have helped to change my life for the better.

Parent said of Children's Information and Advice Officer:

Thank you to two members of your team - D and S - they have both been extremely helpful, prompt and professional in getting back to me with as much information as possible.

Parent said of Children's Centre Worker:

I just wanted to pass on some feedback if possible but I absolutely apologies in advance as I have forgotten her name on my drive home (I am very cross with myself for this) I just attended the baby class in Sawtry, The lady that runs that class is absolutely incredible. In the one hour session I felt like I had known her for a lifetime. She is such a friendly and warm person and has left me feeling assured that despite a lockdown, there are better things to look forward to. Thank you for providing this service

Parent said of Early Help Family Worker:

Having someone like Vicki, who showed to be a respectful, caring, professional and non-judgemental worker, helped me and my daughter go through this process in a very 'smooth' and healthy way, (my situation on becoming a mum was not very usual).

Couldn't have done it without her support and commitment to us.

As a woman, knowing that there are out there women like Vicki to support us, is very refreshing and empowering.

Keep up the wonderful and warm work! We need more people like you to overcome challenging situations.

Parent said of SEND Access and Inclusion Coordinator:

Not sure if you remember me but we met in January when you visited my son's school to attend a meeting to discuss M.

I just wanted to say a massive thank you as without your input I'm not sure where we would be right now.

You were instrumental in making changes for M by suggesting the green, amber and red behaviours and the 1:1. By March, M was back in school almost full time and doing quite well. Then lockdown started!

His EHCP was successful and he now has funding for a 1:1 and is doing amazingly well at school. The five months at home with me really helped him. He loves school, his confidence is soaring, he loves helping other children and loves writing!

I just wanted to let you know as I'm not sure if you ever get to find out how students are doing. Please could you also let S know as I know she spent a number of weeks with M.

The school presented M with his sheets on mounted card after his first half term and are very supportive of him, he is also the curriculum champion for PE for the school.

Thanks again.

Parent said of SEND Specialist Teacher:

Thank you for everything you are doing to support J.

It is greatly appreciated.

Parent said of SEND Specialist Teacher:

I just wanted to thank you for attending meetings and supporting G over the years. There aren't many people I come across that I can say have truly helped me and the girls, you really have been there from the start for us. Since I've had G I can count on one hand how many people truly care about their job role, and who have massively helped to make my life easier and for G to feel accepted. I am truly grateful it was you who was the first person to come into our home and to follow us on our nursery/school journey. Who ever you work with is very lucky to have you on their journey. Thank you so much for everything.

Parent said of SAT Casework Officer:

Having spoken an awful lot for many months, we suddenly have an EHCP in place and I realised we'd never thanked you for all of the work you did to get us to this point.

Having been told we'd never get things from SLT to OT, let alone Farm Club, and having been told we'd never get to this point without going to tribunal, it really feels like a miracle to be at this point but I know you're the biggest factor in our miracle.

I'm sure you already know this but it's not just the difference you've made in J's life; if any family member is struggling, your whole family is struggling so in everything you've made happen for J, you've also been helping my poor, long-suffering daughter and saving my husband and me many extra grey hairs!

So thank you for everything you've done. Thank you for having so much compassion for J, having a vision for what we could do, explaining it all so very, VERY patiently and so many times and then pulling it all together. I can only imagine the frustrations of working in a system which is so limited and with families who need more help than is available.

Young Person said of CIC Team Manager:

But honestly, Thank you for all your help along the way, I would more than likely be in a big black hole of doom and debt if it wasn't for you. Thank you for believing in me! X

Parent said of Adolescent Team Senior Practitioner:

I wanted to pass on the parents', guardian's and court's thanks and compliments for the social worker's hard work on this matter and the mother said through her solicitor that she would not be where she is today without the work and support of the social worker. This was very much echoed by the guardian.

Parent said of Early Help Young People's Worker:

Wonderful support from S, we as a family would not have got through this difficult time without her. Our daughter had a special bond with her and it helped a lot for her support.

Parent said of Disability Social Worker:

G and the Team have been very supportive and accommodating and I know he is trying very hard to help us with limited resources.

Parent said of SEND Teacher of the Visually Impaired:

Just wanted to say a huge thank you for everything you are doing for D, his confidence is really coming on and he is enjoying reading books on the orbit reader.

He attended his first session at CEAL on Friday and really enjoyed it, thank you so much for sending in all of the braille labels and offering to sort out any paperwork required.

I just wish you could teach D other topics too as he really gets on with you and you have a great manner with him.

Hope you are having a restful weekend.

Parent said of SEND Teacher of the Deaf:

We will miss you, the help and support you have given both A and us over the years has been phenomenal and that clearly shows in his achievements.

Parent said of SEND Teacher of the Deaf:

Thank you so much for this feedback, C. Despite the new regime of working on the iPad I think these sessions are proving to be so valuable. We are learning a lot from your advice and input, C and K, you are doing a great job of making these sessions work and adapting your language (& hands 😊) to give K such constructive and positive input.

Who knew 12 months ago that we would find ourselves in the situation of giving a child an iPad and asking them to "take C into the library to play some games"!!

She is lucky to have you both and I am glad of the specific advice too.

Thank you and have a lovely half term.

Parent said of SEND Deaf Support Worker:

Thanks so much for meeting with F and his teachers and sending us on the report. F was buzzing with excitement to tell us all about his meeting with you and has since been able to share the Golden Rules with his class and has been supported to talk openly about his hearing aid with the rest of the class.

We are so pleased with all of the support F is getting, he feels quite special :-) Thanks!

Parent said of Youth Offending Officer:

I've just taken a call from R's mother H. She rang in and asked to speak to me. She rang simply because she wanted to tell me what a good job you are doing with R and how impressed she is with your work. She was complimentary about her experience with the YOS as a whole but particularly wanted me to be aware of the work you have done with R. She described you as being completely approachable and helpful across a range of issues. She explained R has been low at times and felt isolated, and how you have worked with him on this, supporting with help with a c.v. and 'lots of little things' to boost his confidence.

It's brilliant to get such positive feedback, particularly as it was unsolicited, and reflects even more the work you have done. Thanks from H and me for your work, a credit to you and our team.

Foster Carer said of Fostering Support Team & Children's Team:

I wanted to say a massive thank you for all your input and work this morning and our efforts working together to ensure that T has the planned move today !!

This is a successful day whereby we have achieved a child focused positive outcome, that would have made a massively positive experience for T. Hopefully T can move forward with the insight and trust that he has the positive support of professionals around him that are meeting his needs.

With thanks 😊

Parent said of Early Help Family Worker:

I just wanted to say you have a lovely way in your line of work, as soon as you left P said how lovely and kind you were, thank you for your support, have a lovely rest of the week and weekend, speak Wednesday x

Parent said of Family Safeguarding Team Specialist Practitioner:

N and S shared with me that C had restored their faith in working with children's services. N expressed that he felt C listened to him and had J's best interests at heart. He was very complimentary about C's approach and how she has helped them to move things forward. I know this has been a difficult case, good to have a positive outcome for J.

Parent said of Youth Offending Service's Safer Relationship Worker:

On behalf of me, M and L couldn't let this time go by without expressing our thanks and gratitude to you for what you have done with J over this past twelve months+, and also what you or who you have put him in touch with. He's done things he would never have considered before, you've pushed him, which was good.

He did listen to you, mostly, and it was reflected in his behaviour and manner. We have greatly enjoyed welcoming you into our home and getting to know you as well. It's been very difficult for us all in these difficult times caused by COVID.

You have been so good for J and he will greatly miss you and indeed I think we will. We wish you all the best in the future and hope you get to where you want to in life.

Young Person said of Youth Offending Service's Safer Relationship Worker:

Thank you for everything you have done for me. You have helped me so much I do really appreciate it and hope we can keep in touch so I can tell you how well I'm doing.

Parent said of Child Protection Chair:

Dear S

Thank you for your time, input and expertise in chairing the meeting today.

I came away with lots to think through and reflect on.

It felt like a powerful meeting with E very much at the centre.

Court Guardian said of Family Safeguarding Senior Practitioner:

There has been a further updated assessment of Mr L, completed by the Local Authority. The social worker consulted with me prior to, during and following the conclusion of the assessment to discuss what the assessment needed to address, how it was progressing and the conclusions and recommendations. In my view, this is an excellent, very thorough assessment, based on extensive interviews, observations and relevant research. The assessment clearly addresses the risks and concerns, highlighting the progress Mr L has made and the areas where he will need ongoing support.

Parent said of SEND Educational Psychologist:

I wanted to write to tell you how impressed I and M were with the quality and thoroughly of the report we received over the weekend. We feel the outcome measures are excellent and we have hope that T will get the funding he needs. I think with the report you submitted it is likely. I wish teaching assistants were around when I was T's age as I think I would have not had to repeat a year (I think it was year 3) as I would have had better support within my age group.

Parent said of Youth Offending Officer:

Hi

I just wanted to put in a compliment for the work S and your team have done so far with my son, B. S has been amazing and yet again has gone above and beyond in her work to try and not only help B but us as a family.

Regardless that this time round B is older and less susceptible to what he is being told and asked, S clearly still has a fantastic way in connecting with him and gains his respect even in his current situation.

We can only thank your team from the bottom of our hearts for agreeing to continue to work with him even though the original 10 weeks is over.

S is truly a wonderful person as well as fantastic in her work, she is still to this day a huge credit to your team and the work you guys do.

Parent said of Early Help Family Worker:

Just wanted to say thank you for all your help and support over the last year. It's been a long long road and without you I'm sure I would still be in the position I was with Z last year. Ur one in a million and we as a family will certainly miss you. Not only have you been there to help fight the battle with school, you have been a tower of strength for both me and Zac, uve listened with open ears, ur the person that we've been able to count on, the person that has supported us and the person that hasn't judged. You gave me the strength to carry on and get what Zac rightly needs in terms of help. A thank you doesn't seem enough for what you have done for Zac and I, but from the bottom of our hearts, thank you so much. We will forever be grateful to you, for all that you have done for us.

Parent said of SEND Educational Psychologist:

I just wanted to say a big thank you for the letter and booklet that you sent pre Christmas it was very thoughtful and kind.

[...]

I got your report around the 23rd and I have to say you were spot on I couldn't of written it better myself it gave my husband and I hope that finally after 3 years we have a professional who understands our situation.

I just wanted to take this time to say thank you, it means a lot.

Parent said of Connected Persons Social Worker:

I would like to say a big 'Thank You' to C for all her help she has given me recently. In 2017 I returned from Jamaica to become a Special Guardian to my 4 grandchildren but due to family circumstances my husband had to remain in Jamaica. Last year we had a change in circumstances so my husband could now come back to Britain, only his Immigration papers

had expired. C very kindly wrote us a letter to send in to the Home Office, with our application, stating how important it was for us as a family to have S back living in Britain. Our application was successful and I feel sure that the letter was a great help.

Parent said of Adolescent Team Child Practitioner:

I could have written pages but have tried to be concise. I really just want to say Thank you. We have worked together for approximately 2 years on V's case it's been fantastic to have you as the CIN contact you have supported V through everything the times when she has stormed out of meetings had issues with her dad and even issues with me you talk things through with her and understand her issues but also point her in the right direction to help her move forward with the problems that she has had. The support that you have given me can only be described as second to none there have been times when I have doubted how I should be dealing with my daughter and you have given encouragement reassurance and support to enable me to cope with the difficulties that we have faced.

There was a period of time when I became very frustrated when S join the team and we seemed to have to repeat everything we had been through there was also a couple of meetings with H Community College that you were unable to attend S attended and I think caused a lot of frustration with R the deputy head especially concerning the severity of the people that V was mixing with. whilst I appreciate that he was the boss, I certainly felt that when you were not present things did not move forward as quickly as usual.

I know V has now moved into semi independent living and has a new worker as she no longer sits under the child in need banner but was devastated to hear that you were no longer the point of contact I appreciate you have to move on and better yourself but this is such a sad loss for the existing team but a huge gain for your new team.

I would like to say a heartfelt thank you for everything you have done over the past two years and wish you every success in your future career you so deserve it.

Parent said of Early Help Family Worker:

After last nights announcement of 'lockdown three' I was reminded that I wanted to write to you and say thank you and praise L for the assistance she has provided me an my family. Being a single parent is incredibly challenging and L brought a calmness to a situation that rapidly appeared to be spiralling out of control.

I now have a better informed soon to be ex-husband, empowered children, a son who realises that being violent is not appropriate under any circumstances and a daughter who now feels she has a voice. L made me realise what I am and most definitely what I am not responsible for going forward.

No family is perfect and I may well need your assistance in the future I just however wanted to say a very big thank you to L.

Parent said of SEND Service:

All in all, it was one of the best experiences we have had re N's problems! All the information and help were fantastic and it was so good to meet other parents facing the exact same challenges! We only wish we would have been able to do the course a few years earlier - but then we had not had the ASD diagnosis.

Parent said of Early Help Family Worker:

D you were and are amazing. And I'm not just saying that. You made me feel confident and comfortable to talk to you about anything and be open and honest without any judgement from you. You gave me great advice, tips and strategies going forward. I never felt like you made me feel bad for things or inadequate, uncomfortable or awkward. You boosted my confidence as a mum. You reassured me I was good even at my lowest when I felt like the worst mum ever. You did an amazing job and I'm gutted our meetings had to come to an end. You're amazing at what you do. You're very kind, caring, genuine and honest. You get to the point when you need to. And take a soft approach when you feel you need to. You have a great

balance D, I couldn't have wished for a better family worker and I really honestly mean that. You helped me more than you will ever know. I can't thank you enough.

Parent said of Early Help Family Worker:

I wanted to send you a note thanking you for your wisdom and support this year.

When you have done has undoubtedly saved us as a family unit.

I am still in regular contact with A, and incredibly B has started to sit with myself and K at night occasionally.

Again, thank you for your help, I wanted you to know that you have made an incredible difference to us and we will always be grateful.

Happy New Year onward and upward from 2020 that's for sure.

Parent said of Early Help Family Worker:

When I asked for a referral to the early help team in order to have a family worker to engage with (due to my personal family circumstances at the time) I was not expecting as much help & support as I received from S. S instantly established a great rapport with me & my family. Throughout my engagement with S she has been incredibly professional, warm, kind & knowledgeable. S has listened to me & respected me throughout this process & has never left anything half done or unfinished. S goes above & beyond her job role & should be considered an absolute asset to her team. S has drawn knowledge from her personal experiences appropriately & if S had not made a suggestion to me about a medical issue my son was experiencing he would most likely still be in a considerable amount of pain & discomfort. The GP & Health Visitors missed this yet S's suggestion has now meant I have been able to contact the GP again & an urgent referral has gone into the surgeons at Addenbrookes. I am extremely grateful for S's time working with my family. In a way I am sad that S will no longer be working with my family however I am delighted to know that other families will now have the opportunity to engage with S.

Parent said of Early Help Team:

your Early Help Team reached out to me a few weeks ago and were beyond helpful. Apologies that I can't remember the ladies name (we speak to so many people these days) but she understood our situation, very quickly knew the services that could help and referred me for some support which has been amazing.

Parent said of Disability Referral & Access Team:

very helpful & kept us informed of the progress of our application

Parent said of Child and Family Centre:

I find it really useful having the sessions virtually as I work part time so would struggle to attend otherwise so I'm really pleased to be able to benefit. Thank you!

I actually had to multitask (tesco shop, dinner prep whilst little one napping) whilst the call was on so was really pleased I could listen and learn at the same time. Very helpful!

Parent said of Assessment Team:

I was really frightened about the conference and was surprised about the level of support offered, thought they were out to get me and they are not, they want to help.

If another parent was coming to conference I would be happy to talk to them and tell them 'there is nothing to fear'.

Today has been an eye opener and a learning curve. I would like to thank you all.

I feel appreciated more now than I did last year. I recognise the concerns and I was cutting my nose off to spite my face.

I appreciate all the help given to me, you have given me hope and guidance.

Parent said of Adoption Therapeutic Family Worker:

We are hugely relieved and looking forward to the next stage in L's journey. We wanted to give you a big THANK YOU for all the support you've given us to get to this point, and to let you know we had a successful outcome.

The help of Adoption Support has been extremely important to us, kept us sane and reassured us that we know our son the best.

Parent said of Child and Family Centre:

Thank you for conducting the story and craft session. My child enjoys it thoroughly and it's been more than a week, she still remembers the story. We did the alligator craft and she wants me to send you a photo of what she did.

[photo]

The alligator was painted and made from scratch by her. Thank you and your colleague for making her day!

Parent said of SEND Educational Psychologist:

I cannot express in words what a relief and joy this news is. Without your involvement, it would not have happened.

Thank you so much for everything you have done, incl. sending the finalised report to L on a day you weren't at work!

[...]

With all good wishes for a Merry Christmas and a Happy, healthy and successful New Year

Parent said of Early Help Family Worker:

A huge thank you for all your work. You have really helped me to see the best way to handle issues and co-parent in a more productive way.

The beauty of your work is that you are always impartial and a natural mediator who is very understanding. It's comforting to know that Children's Services are lucky enough to have such a wonderful and inspiring individual.

Good luck in everything you do and everyone you meet.

Parent said of SEND Teacher of the Visually Impaired:

Thank you A, and thank you for your wonderful support. I can honestly say we had some trepidation in taking on L and hoping we would get things right for her, so it is lovely to hear how positive she is about her experience here.

Parent said of SEND Educational Psychologist:

I just wanted to say thank you for your time last week, it was the most positive meeting I have ever had about M, it really helps when there are people who understand children like my son involved and not my lone voice.

It was lovely to hear kind things said about him and the proud book is a lovely idea which has been in place all week, I get to hear nice things everyday instead of lots of bad things 😊.

I feel getting the virtual school involved and having a new SENCO with experience has really turned things around recently and now they are moving forward to be a much more inclusive, trauma and attachment informed school.

I made a suggestion about 6 months ago that maybe they could get a 1-1 with SEN experience as thought it would be beneficial for M and the school. The head had never heard of this in a mainstream school but has looked into it and recruited someone with lots of SEN experience to be M's 1-1 who will start in March.

The fact she wants to come and work with M and will be used to more non conventional communication and behaviour, I believe this could be the difference between my son succeeding or not so I am very happy and relieved that the journey forward could be a bit smoother for him and us.

Parent said of Family Safeguarding Social Worker:

I would like to pass on my praise for what a lovely and amazing lady G is. She has been amazing and has helped my kids so much with their education I couldn't be more grateful. She also has helped me and had been so kind and understanding. I would have liked to send her some flowers for all her efforts but she has declined, but I think it's only fair to show my appreciation for all the help she has given my family as she has truly been wonderful

Parent said of Early Help Family Worker:

I am writing in regards of family worker P of his outstanding dedication in his profession. P was our family worker for just over 12 months and within that period had undertaken a substantial amount of time in resolving issues with my children that in the past no other family worker had been that committed to their job. He went above and beyond including psychiatry appointments for my daughter, making sure my twins received the relevant help with SEN putting forward an EHCP, coordinating with paediatrics and school, liaising with both X District Council & Y District Council, Outreach and GP.

His efforts have been significantly appreciated and his patience has been put to the test on numerous occasions.

I would highly recommend him to any family not just for his pleasant and caring attitude but his ability to care for the family he works with. I was sad to see him leave my family and wish him all the best success for the future. He is a credit to his co workers and the district team.

Parent said of Early Help Family Worker:

I hope it's not inappropriate for me to message now I'm no longer involved with my support (if it is, then please do ignore this email). I just wanted to reach out because me and G have made such an insane amount of progress since we last spoke and since you saw me through so many bad decisions and tried your hardest to guide me away from them (specifically, my ex) I would love for you to know how much I've changed my life around, something I think we both never saw happening.

I left my ex for good, I never ever thought I would but I did and it's been a year free. It was so hard at first but so worth it because I now have the best partner I ever could have hoped for. She's beyond amazing with G and treats me better than I've been treated in my entire life. I never thought a relationship like this was even possible. She will be officially moving in soon. There's no conflict and G now has such a loving and positive household which I think has helped his progress lots.

He suddenly started saying words and is now absolutely obsessed with learning and speaking, specifically obsessing over shapes and animals. He is so incredibly clever and he is such a happy child now because he has positive influences and two carers who adore him. My relationship with my mum is so much better too because she knows my girlfriend has turned my life around and we don't have the constant arguments regarding my ex.

My whole life is so so much better than it was back then when I was in the toxic cycle. I just wanted to say thank you for trying so hard to get me out of it and sorry that I couldn't have done it sooner. I thought that's what I deserved but now I realised how low my standards were. Yet again, I'm sorry for emailing if it's inappropriate to do so. It's just that whenever I think of how far I've come, I remember how hard you tried to get me out of it and kept wishing you could know how good a position we're in now.

Parent said of Early Help Coordinator:

Our Early Help Co-ordinator, D, has been very supportive and helpful, especially so during this part year of a global pandemic. During these unprecedented times, D has kept in touch regularly and it has been very much appreciated. Thank you

Parent said of Child & Family Centre Worker:

I'd like to say a special thank you for letting me do the last 4 weeks of baby sensory. My little one got so much out of it. Special thanks to J for being so helpful during the sessions.

Parent said of Child & Family Centre Worker:

Can you please pass on my sincere thanks and appreciation to all the team that's made these sessions possible - its been a lifeline for me & its really helped Evie's confidence being a lockdown baby, they've been great & something to look forward to on a monday! I think its J that's run the sessions so please pass on my thanks

Parent said of SEND Team Leader:

I am writing this email to express gratitude towards G who has supported us continuously throughout last year since we contacted him about our son, S.

S is 8 years old non verbal and on the autism spectrum.

We moved into the country from J in February last year and thought that getting school admission and medical care would be fairly straightforward however, the pandemic posed lots of challenges in this direction.

G helped us and guided us through the process of an EHCP, from arranging for someone to help with filling the application to setting up tuitions for S which really helped us keep him engaged till we got the EHCP approved.

He also sent required referrals for us on a timely manner.

School admission took a whole year and he supported us relentlessly through the entire process, following up and making sure we got the right support.

We really appreciate his proactive approach and empathy towards our situation.

I insisted on getting your details so I could send this appreciation for him as he truly deserves it.

I wish you and your team all success in helping families like us and truly believe that G is a role model for the SEND team.

Thank you so much G. Hope you continue making a difference in people's lives the same way you did in ours.

Parent said of SEND Specialist Practitioner:

Thanks so much for this. And for all of your help, you've been amazing. And well remembered in my life & Bs for all the tools you've given me to help her.

Parent said of Sensory Support Team Leader:

Just wanted to say thankyou for attending the meeting for the girls on Monday afternoon nd for all your help and support with making the right decision for the girls. I feel really confident that I have made the right decision and have 2 happy girls.

The girls were genuinely happy when I said we will have a zoom to say thankyou and bye to you :-(

A big thankyou for all your help and support over the years with the girls you have been a star. I will miss our catch ups and chats.

Parent said of SEND Teacher of the Deaf:

I just wanted to thank you all for yesterday's review - we smiled all the way through. It felt like you were all on S's side and that you very much want her at your school

Turns out "inclusion" in mainstream at all costs shouldn't be the goal. We're now "feeling the vibe of our tribe" and S is more included than she has ever been.

So thank you!

Parent said of Specialist Teacher of the Visually Impaired:

Thank you A, and thank you for your wonderful support. I can honestly we say had some trepidation in taking on L and hoping we would get things right for her, so it is lovely to hear how positive she is about her experience here.

Parent said of Educational Psychologist:

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The fact she wants to come and work with M and will be used to more non conventional communication and behaviour, I believe this could be the difference between my son succeeding or not so I am very happy and relieved that the journey forward could be a bit smoother for him and us.

Parent said of Children & Assessment Social Worker:

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Parent said of Statutory Assessment Team Leader:

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I insisted on getting your details so I could send this appreciation for him as he truly deserves it.

I wish you and your team all success in helping families like us and truly believe that G is a role model for the SEND team.

Thank you so much G. Hope you continue making a difference in people's lives the same way you did in ours.

Foster Carer said of Early Help Family Worker:

I just really wanted to email just to say how incredible, helpful and just generally brilliant M is. I've found myself in a situation I never thought I would be in and M has helped me support S (S is who I'm private fostering) and has always been there on hand for myself as well even if it was just a random question.

I honestly couldn't do this process without her support and just general presence I really trust M I know I will get the truth she's won't lie to me and that's what the world needs more off.

Please tell her how incredible grateful we are for her continued support.

Any family that is in need of support should all be able to have M (if only)

Parent said of Disability Children's Referral and Access Team:

Short brake plan - Very grateful for this service. Not only will it be amazing for C, but it will also be amazing for me to break our routine and take a break. Thank you.

Parent said of Early Help Family Worker:

We as a family cannot thank K our family worker enough. She has made such a difference to our family. She was professional, caring, considerate and everything we needed. Because of her my children live in a happier home. K is a person who does stuff

Parent said of Disability Children's Referral and Access Team:

Thank you to the team for fast response in emails or returning calls & dealing with any issues or equires that occurred
keep up the good work

Parent said of Early Help Coordinator:

I would like to leave great feedback for D. D is an amazing person with big heart. She is always helpful and tries to find the best solution. Thank you
[...] My son sleeps much better and he is calmer. Thank you

Professionals independent of Children's Services

CAFCASS Worker said of Children & Assessment Social Worker:

Both I, and the barrister for the child, thought E's evidence this morning was excellent. She was clear, thoughtful, fair and balanced. She held a clear position but was prepared to give credit to parents where due, which is a strength, but was also not intimidated by a barristers line of questioning.

Her written evidence was also of a very high standard and reflected entirely the conversations we had with one another and evidenced the thinking that had had clearly gone into making, what are not particularly easy, recommendations.

Solicitor said of Children & Assessment Social Worker and Team:

I would like to particularly extend thanks to D and E for all their hard work on this case, it is never easy to pick up a case once already underway but particularly on this matter where there were a number of complex issues to address and findings make in respect of one of the children sustaining non-accidental injuries. It has been really impressive to see all the hard work that has gone into identifying the right plan for each child. This has been a difficult case and I'm really pleased that the Court has fully endorsed all the recommendations of the Local Authority and I think the Social Work Team should feel proud of all the good work that has been done for the children on this case. I would also like to commend E for the composed and clear way in which she gave her oral evidence. Conducting hearings remotely is new for all of us and E was asked questions for just under 3 hours and answered in a clear and balanced way which really assisted the final hearing. Well done and a big thank you to E!

School Staff said of Adolescent Team:

I just wanted to check in with you and also to thank you and your team for all the fantastic work you have put together for the students in what have been unique and trying circumstances. i know the students have appreciated it, as have I.

CAFCASS Worker said of Children & Assessment Specialist Practitioner:

I just wanted to drop you a line to let you know that E's oral evidence in the final hearing relating to N, was excellent.

She was clear when cross examined about the harm N had suffered and the potential risks she would be exposed to if she were to return home.

She was not defensive at all and gave thorough and measured responses to what she was being asked, all the more impressive as it was done over Skype!
This definitely contributed to the right outcome for N.

Headteacher said of Children & Assessment ASYE Social Worker:

R is working with one of my families. She is new and I have been really impressed so far. Her care, commitment, passion and thorough approach has been noted.

School Staff said of Teacher of the Deaf:

Thank you so much for getting this out so quickly to us.

Also, thanks for the book and for all your time and expertise when we met on Tuesday.

Support Worker said of SAT Casework Officer:

L has been amazing, so efficient and the communication is absolutely brilliant. She has been so involved and has kept me in the loop about everything. The family is very lucky to have L working with them.

Teacher said of Specialist Teacher:

Thank you so much for my training. I really enjoyed the session and despite the ICT difficulties and not being able to complete it in the normal way, I feel that I have come away knowledgeable and inspired to try this with quite a few of our children. The handout and power point slides are great – to the point , detailed and clearly explained. Good to have them before with time to go through them.

School Staff said of Specialise Teacher:

Thank you for the great Social Stories training yesterday it was a great refresher for me. It was really helpful to know that there are some websites to help us with the COVID situation at the moment.

Community Midwife Team said of Child Practitioner:

Thank you so much for being so accommodating at this very strange time. It has been challenging in so many ways! We are just down to three team members currently. Being so short staffed has been hard, but you have made it so much easier by giving us all the freedom to use the centre so freely. It is very much appreciated by us and the families we're caring for.

Health Professional said of Child Practitioner:

P really appreciate our support : at recent CPA Dr Z commented how impressed she had been by C's input with J & dad.

Health Professional said of Specialist Teacher:

Just a quick line to say, thank you so much for your support and understanding with our special girl, it has meant a lot. I know she is going to miss her seeing you.

LGSS Legal said of Children & Assessment Social Worker:

I am happy to put into writing my appreciation of yet another extremely high quality piece of work undertaken by C within the PLO matter of the X children. Shortly after I had received it to read our team had a training session on the new Safeguarding Model introduced in February and the workbook system that has been implemented etc. It seemed evident that C's assessment of mother reflects the good practise that hopefully this new model will engender in all assessments being undertaken.

Her assessment was intelligently written, with appropriate professional curiosity and challenge of areas where the mother's progress is clearly in its early stages of change. It was a finely balanced outcome just erring on the positive and helped by the accompanying support plan that has been produced.

C should be complimented on her high standard of assessments.

Health Professional said of Child Practitioner:

On behalf of the CASUS Team I want to thank you for your support and help in taking M to the Hospital last week. I am also writing to provide some feedback from the team regarding our contact with you on some shared cases we have.

The team speak highly of your dedication and commitment in supporting vulnerable young people. It has been highlighted that you;

Have been extremely supportive to a number of young people the team are working with and this has been fed back to staff by young people.

That you go above and beyond to help the families you are supporting

That you are fantastic at joint working and keeping the team informed about situations that have occurred and it has been highlighted that your timely communication has been key in good partnership working.

Thank you again N, we look forward to continuing to work alongside you to best support the young people in our shared care.

Headteacher said of Children & Assessment Social Worker:

Your social work team were very professional and patient.

Good team effort all round.

Trust Counsellor said of Early Help Family Worker:

The initial conversation you had with SB following your assignment to her case had a profound effect on her. You listened to her with compassion when she was expecting to be reprimanded and as a result, you offered her validation. This resulted in a significant shift in her perspective and assisted in her engaging with calming activities. Thank you for supporting this family who are most deserving of your attention.

Health Professional said of Early Help Family Worker:

Great to hear from you S and that this has been a very positive end to a wonderful piece of work. I agree that our collaborative efforts and close working have been really successful in a case where there was limited hope of Mum being able to care for her infant. And I very much look forward to working with you again.

School Staff said of SAT Educational Psychologist:

I found my session extremely helpful. R made me feel completely at ease and thus I felt like I could open up to her. She let me drive the conversation as opposed to asking questions. You could tell she'd been well briefed on the situation so she could talk about things with ease. She had clear insights into me personally from the things I was saying and helped me to clarify things and come to conclusions that I was struggling to see myself. She was also completely non-judgemental. I left with some strategies that I think, going forward, I will be able to put in place because they were very reasonable and took into account my personal situation and time I did or didn't have. I was very grateful to be able to talk with her. Thank you for offering it to us.

Solicitor said of Children & Assessment Social Worker:

It is worth noting that C was commended by the judge and the children's guardian for his professionalism and commitment generally and in particular his tenacity in pursuing B's ECHP.

Charity Project Leader said of Children & Assessment Social Care Team:

I just wanted to send a quick email to highlight the positive partnership working I feel we have built over the last few months from the launch of the CAMBS DAP team between yourself as the DSM lead and Barnardo's. It's a challenge to take over a new area when the dynamics are not familiar to a service (or me! – having been mainly Peterborough based) it's been made easier with the support and direction you have shown enabling a smooth and positive experience, extending beyond the DAP service. Evidenced by Barnardo's being able to source

2 birth and onwards prams for families in the 'For Babies Sake programme' which will be delivered in the next few weeks.

South CAMBS as a team are excelling in embracing the new 'Adult Worker Approach' under the new Safeguarding Model, the district DAP is up to full capacity and has noted how supportive and welcoming the team have been in not just completing the referrals but engaging her in their plans and updates enabling her to have a full and clear understanding of the children's /families journey.

The approach that South are offering to the DAP service compliments the Barnardo's view and values of 'Right support, at the right time, in the right place for the family'. We look forward to building on this work in the future aiming to compliment both Social work teams and the Barnardo's DAP service

Keep up the good work! And please thank the team!

SENCO said of SEND Manager:

Many thanks for all your support during this period. It was extremely helpful being able to liaise with you as needed to ensure we were doing everything asked of us. I hope you and your team are heading towards something of a break!

Headteacher said of Educational Psychologist:

Just wanted to say THANK YOU for J's report! It was perfect!

School Staff said of Children & Assessment Social Worker:

Yesterday R chaired a CIN meeting and I would like to share that [school] felt this was completed very professionally. R listened to the parents was able to manage what could have been difficult conversations but ensured that the concerns that were raised at the strategy discussion were in the forefront of her reply.

There was also evidence of ensuring the lived experience of the child was also discussed.

Health Professional said of For Baby's Sake Team:

Thank you so much for your email and for the updates. I do my best to refer women and their partner's to you as I have found FBS to be such a valuable intervention for them and the team are all fantastic

CAFCASS Worker said of Children & Assessment Social Worker:

You did an amazing job for the girls and I'm glad that your professionalism was recognised by the Judge at the final hearing. It has been a pleasure working with you and I look forward to doing so again in the future.

LGSS Legal said of Children & Assessment Social Worker:

The fathers counsel commented that the parents were extremely grateful to the social worker and that he is confident in the plan due to the ongoing support from L and the positive working relationship that they have built - this was echoed by mothers solicitors. The solicitor for the child stated that the guardians view was that the assessment was very robust but fair and that the guardians "has a lot of confidence in the extremely competent social worker running the case". Judge Davies also acknowledged the amount of hard work that had gone into producing the transition/supervision plan.

SENCO said of Educational Psychologist:

Just wanted to say that your report was brilliant and particularly, the letter you write to B and posted. I'm not aware of that being something other EPs have done but you managed to bring her into the process in the most tactful and understanding way. The report itself was also excellent and really got to the heart of what she finds difficult. Just wanted to say thank you.

Partner Agency Worker said of Care Leaving Team:

I hope you don't mind; I am just emailing to compliment the team that you have. Since working at the YMCA which has been about 3 years, these are definitely some of the best PA's I have worked with. They are extremely responsive and proactive and I really enjoy working with them and I know the young people do too.

Headteacher said of SAT Casework Officer:

I'm not sure if you are the correct person to email but I just wanted to publicly say a big 'Thank you' to C our case worker, who has worked tirelessly to sort out some extra provision for a very tricky child at our school, at very short notice.

I'm very aware that we are all working hard in these trying times and we don't say 'thank you' enough, so I just wanted to make you aware that we as a school are very grateful for everything C & your team have done for us!

School Nurse said of Children & Assessment Social Worker:

I wanted to email you to say how well you managed the conference yesterday. It was a hard conference, but you remained professional and calm as you discussed your excellent assessment and the history of the case .

Headteacher said of Additional Needs Advisor:

Just a quick note to thank you for your input at the meeting the morning.

Your professional manner and in depth knowledge was very much appreciated when making reasonable challenges to representatives. It made a real difference to the outcome of the meeting and for this very vulnerable family.

Health Professional said of Children & Assessment Team:

I would also like to thank you all for keeping M at the forefront of your thinking over these challenging months. I know its been a very extended piece of work, as I was involved for just a relatively short time in supporting this case. [...]

A big thanks you too to our colleagues in CSC and J - please can you pass on my thanks to S and the rest of your wider team for the way you have all worked together with mental health. We often only look at cases when things don't work well, I just wanted to pause and acknowledge when we all have worked together to safeguard, especially in these very challenging cases in the most challenging of times that M found herself.

Teacher said of Teacher of the Deaf:

Thank you again for your time in our meeting this morning; we all found the information and guidance that you gave clear, detailed and very useful.

School Staff said of Teacher of the Deaf:

Thank you for all of this and our meeting yesterday.

I feel much more confident in providing the best for W now.

School Staff said of Teacher of the Deaf:

Valuable conversation and effective visual/ video resources to support the understanding of the experience of the deaf in general.

An addition, what was particularly valuable in this case was how C and A used their extensive experience of B to tailor the awareness training to an understanding of his specific needs, and how he could be best supported.

School Staff said of Teacher of the Deaf:

I just wanted to say a big, big thank you for the great teaching you've given me in the last 4 months on how to work with and on behalf of a VI student.

Support Worker said of SAT Casework Officer:

I just thought it necessary to let you know a big thankyou was needed for M in helping to secure a placement for SVV.

It just goes to show what can happen when all that co production/collaboration etc or in other words expertise gets together to support one another in a very difficult case. M was a great support to me and L Academy with this case and in some very difficult meeting we always presented as working together!

SENCO said of Early Help Family Worker:

SENDco at Hampton Gardens has spoken to me about D and the amazing support she has been to a family she is working with. The SENDco feels that D has been creative in her approach with the young person and mum and also appropriately challenged when needed.

Headteacher said of Specialist Teacher:

Can I say a huge thank you for your involvement and support, as you have clearly gone over and above your role. Personally I found our meeting yesterday hugely beneficial in many ways. It was extremely professional and expertly managed. You were able to signpost a wider range of support and strategies and many areas where we could tighten up some of our systems. Your person centred approach ties in with what we strive to achieve as a school. I shall certainly take on board the useful advice, support and suggestions you made to feed into what we do as a school on a day to day basis. As you know, we have already adopted your model learning plan. I really appreciate your time and the huge efforts you have both gone to, in turning this around in such a tight timescale. Thank you so much for your support with the meeting and I hope to have the pleasure of working with you both again on the future.

School Staff said of SEND Educational Psychologist:

I just wanted to say a big thank you for this morning. It was very reassuring to know you understood our difficulties, offered practical advice and just 'got where we were coming from'. Feeling more positive that we can attempt to put some things in place for L to hopefully improve the situation.

School Staff said of SEND Educational Psychologist:

I just wanted to say a big thank you for this morning. It was very reassuring to know you understood our difficulties, offered practical advice and just 'got where we were coming from'. Feeling more positive that we can attempt to put some things in place for L to hopefully improve the situation.

Headteacher said of Children's Practitioner:

I wanted to touch base with you to pass on my gratitude. I have had the pleasure of working with J to support a family over the past 18 months- 2 years. It has been such a strong partnership between agencies and this is down to J's professionalism and passion for the job she has. She has never shied away from difficult conversations and has always been supportive to the family and school. It is a wonderful example of how successfully schools can work with Social Care for a positive outcome. I hope that she can be recognised for her hardwork and dedication. I look forward to working with her again in the future.

Leadership Advisor said of LADO:

Thank you for all the work that you and colleagues put into chairing these meetings – I'm new to the LA, but can clearly see the high level of expertise you all bring to bear to ensure a thorough process is followed, leading to good decision making

School Staff said of Teacher of the Deaf:

I was so grateful when I saw your report that I nearly cried. We are all so short staffed at the moment I was so grateful when I saw that you had done the whole thing. I do apologise. I thought I was going to have to write it with your support. I really appreciate that you did it. I really miss meeting with you and just wanted to thank you so much.

SENCO said of Specialist Practitioner:

Very successful TAF meeting and helpful advice and targets set by C. P as finds it difficult to follow the more complex parts of the session and understand which part of Nursery is his bubble.

SENCO said of SEND Lead Teacher:

I just wanted to write to thank you both so much for helping me get through this course. You have both been thoughtful, sensitive and caring about all the situations we have faced. I really appreciate all the extra work and time you spent and how you adapted to online tutorials and learning.

I hope you have a lovely weekend and also enjoy some time off over the Christmas holidays.

Teacher said of Strategic Improvement Manager:

Just a short note to say thank you very much for the SENDCo briefing that I attended yesterday, it was very helpful and informative, as well as strangely reassuring to hear other schools discussing similar concerns.

[...]

I also wanted to say thank you for everything that you are all doing to support us, it is greatly appreciated.

Hope you have a happy and restful Christmas,

LGSS Legal said of Children & Assessment Social Worker:

Thank you C. Another very balanced parenting assessment, evidence based and with a robust analysis of areas of strength and vulnerability for mother in her parenting going forward.

Headteacher said of Early Help Family Worker:

B is completely and utterly wonderful, amazing with parents, and runs meetings beautifully.

Headteacher said of Early Help Family Worker:

I recently caught up with a family that L had worked with. They all reported how much calmer family life is now and how they feel 'safer' with each other. It was a difficult case with lots of parental conflict and unfortunately one of the children being very violent at home. I was pleased when I spoke with parents and one of the children that they felt they had the 'tools' to deal with whatever happened in the family and that the violent outbursts at home are much less serious and in fact have relatively calmed down. Parents have also been much 'calmer' in communicating with school. I was really impressed with this piece of work as I had been really stuck in moving the family along and now I feel they are making positive changes in the right direction.

I feel that it is worth noting the positives that happen as a result of the work that your team does – some often we challenge each other what hasn't gone right but I feel this piece of work has ended with a much safer and happier family. Please do pass on my thanks to L.

Nursery Manager said of SEND Educational Psychologist:

I would just like to say thank you so much for coming in to support the team here. All the team felt it really helped them, you were both very kind, warm and said just the right thing at the right time! Thank you for that it was really needed.

Headteacher said of SEND Educational Psychologist:

Thank you so very much for coming into our school yesterday-it was very much appreciated. You offered the staff team an important and much valued opportunity to reflect about E. They are very grateful and said they found the experience helpful and that you were both lovely. Thank you again for your support.

SENCO said of Specialist Teacher:

I have been meaning to pass on some lovely feedback about V that was shared verbally by the SENDCO at F during a consultation. I reflected that they had put lots of positive support into place for the child we were discussing, and the SENDCO said that they had really utilised the advice they had been given by V for previous cases and applied this with a number of children. I thought it was great evidence of V activating and enabling schools to support children beyond the individual level.

Solicitor said of SAFE Team:

During these difficult times, I often find myself writing emails of concern or complaint about the broken Criminal Justice System within which we work, so it is perhaps even more important now, more than ever, to highlight the positives and communicate with each other when things are working well, and that is the reason I am writing to you.

I have witnessed first-hand the excellent work of the SAFE Team (Safer Relationships for Exploited Children) over the past 15 months. A member of the SAFE Team, B, has worked with a young client of mine throughout that period.

My client is a vulnerable child and if you can imagine the worst background you can and multiply it tenfold, then you might just be scratching the surface. It is difficult to put into words the difference that the SAFE Team's work has made to this child's life, but it was recognised recently in court.

The child appeared in custody before the Cambridge Magistrates' Court on [date]. I addressed the court at length as to the history over the past year, which includes a previous finding by the Home Office that he is the victim of modern slavery, and the important and meaningful work of the SAFE Team which would be lost if he were remanded into youth detention or placed outside of the Cambridgeshire area. The chair of the bench, Mr C, who I understand is a retired police officer, granted bail and commented "I wish I could meet B because she sounds like an amazing person."

I genuinely do not know where my client would be now if it were not for the involvement of B and the SAFE Team, so simply wanted to say thank you for all your hard work in making a real difference to some of the most vulnerable in society.

School Staff said of Specialist Practitioner:

I wanted to leave feedback that C has been an amazing support for us at P. She has always made herself available for us to call whenever we have felt we have needed support or when we have had any questions regarding some of our children here with SEND. C is quite clearly very knowledgeable and is always very willing to share this knowledge with us when needed.

School Staff said of SEND Additional Needs Advisor:

Just wanted to say thank you! Excellently played there, Mum will feel so supported and reassured. A masterclass in handling tricky parents!! But the right outcome for the young adult.

School Staff said of Early Help Young People's Worker:

D has been an extremely important additional member of our school community. D not only supports the needs of the young people, but also the families and the staff at H. D has an in-depth knowledge of young people's work but is also skilled in the logistical elements of Early Help and Liquid Logic etc. D has not only maintained great communication with schools and families during this difficult time, but has also helped me with writing action plans that ensure the best outcomes for the young people and also following the LAs framework (something that Lead Professionals who work in schools are not shown how to do). Finally, D has gone out of her way to support me as a professional during challenging situations with families and signposted me to services that could support me when I was receiving no supervision from my school. Working alongside D reassures me that we are working together with the young person at the centre and I am reassured that the young person is always the priority, which I feel is not always achieved during multiagency working.

Link Worker said of CIC Social Worker:

In my view you have been an outstanding support to K and J. J and I have certainly found you very supportive, considerate, caring and a great SW to work with. Just the call today represents a level of dedication and consideration that is impressive so thanks for all that you have done. Say hello to K for me.

School Staff said of Teacher of the Visually Impaired:

Thank you for the VI courses, they were very interesting...

I wanted to thank you for all the support you have given me and our students, i have learnt a huge amount and i will be pushing VI and SEN in my new role, so you may still hear from me yet

School Staff said of Teacher of the Visually Impaired:

We are very lucky to have you to come in and speak so passionately and articulately around the issues facing our VI students. Thank you, from staff, students and I :)

Worker of another LA said of CIC Social Worker:

I just wanted to send a message to highlight how much I have enjoyed working alongside A. A has been extremely helpful throughout my work with S. A has always kept me updated and was always contactable should I need to discuss something with her. Considering we are at opposite ends of the country, I feel that A has been extremely easy to work with and always approachable. I feel she is a true asset to your team and has been a huge support for S throughout.

Judge said of Children & Assessment Social Worker:

Ms S is a committed SW who has worked with the parents' positives and this must be a rewarding case for her

SENCO said of Specialist Teacher:

T is a real diamond, I am really grateful for her help and support with A's EHCP application.

School Staff said of Early Help Family Worker:

The meeting went really well yesterday afternoon. That is the first time I have sat in a meeting with both parents present that has been productive, heres hoping for some consistency for J from them both.

I thought that you managed the meeting very expertly and negotiated well with both parents resulting in a joined up plan that both parents agreed to implement.

Compliments from Service Staff

Worker said of Commissioning Service Workers:

I just thought I'd send you a quick email to say thank you.

You were both kind and thoughtful when you joined the care leavers meeting on Friday 12th June to gain the Cs feedback on importance of good placements.

The Cs appreciated you allowing them time to answer the questions in their own way and also for not putting them under any pressure to answer then, reminding them they could provide their feedback in an email if they didn't feel they could share their feedback at that given moment.

The Cs and myself would like you to know how thoughtful and kind you were throughout the meeting.

Thank you

You professionalism is greatly appreciated

CP Chair said of Children & Assessment Social Worker:

Child's voice and lived experience is well reflected within the ICPC report.

SW has taken a lot of time effort in writing report which also refers to research and the impact of the concerns on the children.

SW has taken the time to thoroughly assess the concerns ensuring her assessment was comprehensive, ecological, collaborative and evidenced based.

Brilliant multi agency chronology complimenting the assessment.

Well done R! I can see the hard work that went into this assessment.

CP Chair said of Domestic Abuse Practitioner:

Wanted to formally say how impressed I was with the positive relationship you had both achieved with Ms S. The work that you were able to progress through the CP Plan is evidenced by the impact, not only for Ms S but in keeping N safe and now thriving in her mother's care.

CP Chair said of Children's Team:

I have just chaired a RCPC for a family with complex issues across parental mental health, domestic abuse and children with additional needs who have had periodic involvement with children's services over a number of years. I came away feeling uplifted by the work the social worker and the core group as a whole had managed to complete with the family. The social worker is V, she was only allocated the case in July but in a short space of time has managed to build a really positive working relationship with parents (who have had extensive CSC involvement historically and can be resistant to social workers) and they shared that they feel V listens to them and asked them what they felt would be helpful in terms of moving things forward for their family. A child practitioner A is working with parents on aligning their parenting to ensure the children are receiving consistent messages; but she has been really realistic in terms of what areas of the work need to be prioritised and how to best support Mum to engage with the work given that she has recently experienced fluctuations in her mental health stability. Parents were extremely complimentary about the support that A and V have offered. There is also a domestic abuse practitioner allocated to support Mum, and a domestic abuse officer is now in post to begin work with Dad – I really feel this case encapsulates the positive work that can be done under the family safeguarding model. The wider core group are completely on board with supporting these parents to improve things for the children and maintain the changes in the long term. V has co-ordinated a really secure and positive core group focussed on addressing all areas of the CP plan, and I am feeling positive that if all areas of the plan are addressed that the repeat cycle of children's services involvement could end for this family and real positive long term change could be maintained.

Family Worker said of Early Help Assistant Manager:

I'm sure you are aware that I've had quite a worrying and difficult 3 weeks and I would just like to highlight how amazing Ne has been throughout the whole ordeal. She has made a very difficult and worrying situation that little bit easier to manage knowing I had her full support for taking some time off, checking in with me regularly, attending meetings that I was worried about cancelling and just generally being really kind and supportive.

Thanks :)

CP Chair said of Children & Assessment Social Worker:

The report clearly outlined what work had been completed and what the outstanding areas of need were going forward. The strengths were well highlighted which is positive but the analysis clearly provided balance to this reflecting the outstanding areas of risk and history. The analysis made good reference to where parents are in the cycle of change, and recommendation was clear about need for sustained long term change. C had produced a very comprehensive draft plan for RCPC which encapsulated well the work that needs to be done moving forward. C appears to have developed a positive working relationship with these parents and it was really positive to hear her optimism in hoping to achieve sustained change for this family.

Social Worker said of Early Help Young People's Worker:

I have been working with E following her recent referral by H. I would just like to commend H for her work with this family and in particular:

- H's referral of mother to Adult Social Care which resulted in a Multi-agency Risk Assessment meeting being held to discuss support for mother's health and housing issues. This led to mother being offered concrete support from GP and HDC Housing to address longstanding issues which have been impacting directly on E;

- H has also been able to overcome mother's suspicion of professionals to build a trusting relationship with both mother and daughter who have expressed to me that they have found H's support helpful and would like her to continue supporting E as she prepares to return to school. The fact that the family are actively supporting E's return to education represents significant progress after an absence from education of over three years and I believe the confidence E and her mother have in H has contributed to them feeling able to take this step now.

Worker said of Senior Practitioner:

I just wanted to let you know how impressed I was with the way A handled the CORE Group meeting.

Social Worker said of Specialist Teacher:

T attended a CIN meeting for a family who are open to us and the child is currently at risk of permanent exclusion. T called me prior to the CIN meeting to have a discussion about the family and the situation from Social Care's perspective and when she attended the meeting was amazingly positive and non-judgemental. She was able to provide a great insight into how best to help this child, to see beyond the challenging behaviour into what we believe is a very anxious child and provide strategies to school to help him. T works in an holistic manner, she is positive regardless of the situation and provided some amazing options for the school and child.

People and Communities Risk Register

To: Children and Young People Committee

Meeting Date: 18 January 2022

From: Executive Director: People and Communities

Electoral division(s): All

Key decision: No

Forward Plan ref: n/a

Outcome: Committee members are briefed on the risks in relation to People and Communities.

Recommendation: The Committee is recommended to:
Note the People & Communities risk register

Officer contact:

Name: Denise Revens
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Member contacts:

Names: Councillors Bryony Goodliffe and Maria King
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1. Background

- 1.1 It is a requirement to present an annual Risk report to Committee every year. This year, this report captures the COVID risks in relation to operations, which has been integrated with the People & Communities Risk Register.

2. Main Issues

- 2.1 The People and Communities Risk Register contains the main strategic risks from across the whole Directorate which are reported to each of the relevant Committee's (Children and Young People, Adults and Communities & Partnership) on an annual basis and can be seen in Appendix 1.
- 2.2 The People & Communities Risk Register is regularly reviewed on a 6-weekly basis by People & Communities Senior Management and discussed bi-monthly at their Management Team meetings.
- 2.3 At the start and as expected, all COVID risks were rated red as they met or went over the Council's tolerable level of risk, however, in these extreme circumstances this was expected. Over time, alongside the recovery phases and business as usual the risks were amended as government guidance changes and as mitigating actions were being applied, which in the main brought the risks down to a much more tolerable level.
- 2.4 It should be noted that the rag rating of risks still does fluctuate slightly to reflect the current response to COVID and government announcement, as well as recovery phases. These are all generally within the Council's tolerable levels, with a small number being reported as RED rated. The risk register is reported in Appendix 1 and outlined below is a summary of the key changes and a summarised update on each risk.

No	Risk	Details	RISK RATING
1.	Financial pressures in P&C	Additional Covid funding has supported the Covid work during 20/21 & 21/22. There is some uncertainty about additional funding going forward which has made it difficult to forecast both demand, capacity and financial expectations.	16
2.	Failure of the Council's arrangements for safeguarding vulnerable children and adults	The national and regional shortage of experienced and qualified social workers, exacerbated by risks associated with staff sickness and self-isolation has impacted at the highest level of capacity at present. Services are still being delivered to ensure that clients are safe. However, please also see Risk 21 below.	15
3.	Increase of staff absence due to Covid	<ul style="list-style-type: none">Due to self-isolation requirements and the increase in Covid within our workforce, some staff highlighting exhaustion as a result of responding to the pandemic has meant that some critical services are facing a lack of staff.	16

No	Risk	Details	RISK RATING
		<ul style="list-style-type: none"> Schools closure will impact upon frontline staff who may have to stay at home with their children. Increase in staff turnover, placing more pressure onto services 	
4.	Capacity across the whole system to adequately support COVID activities and continue to deliver services	Covid continues to have an impact as we continue to deliver services and adequately support the response to Covid. Continuing fallout from the Covid-19 pandemic increases demand on wide range of services to levels which they cannot meet need currently.	16
5.	Impact of potential post COVID surge in Adults service demand and changes in demand	Latent demand for services is increasing after the covid lockdown period with more complex issues being seen.	15
6.	Failure of Communities and Partnerships-led interventions to manage Covid leading to an increase in transmission rates	This work has been essential in delivering additional services which included: <ul style="list-style-type: none"> - self-isolation support - support for CEV residents - logistics support for key operations - vaccine confidence and hesitancy - other targeted interventions as required 	8
7.	Lack of availability of appropriate equipment to continue services during covid	The Council has developed a central PPE hub (with 4 PPE spokes) to ensure all staff have access to appropriate PPE which the DHSC currently supplying all PPE to Local Authorities. DHSC LFT are supplied to Public Health and 'essential workers' have access to these as prioritisation has recently been agreed.	12
8.	Provider sustainability linked to financial Pressures has potential for provider failure	An increase in financial pressures for providers (i.e. PPE, Workforce and managing preventative controls) and workforce issues in terms of staff absence and recruitment, is making it difficult for providers to continue to provide capacity. Covid funding is due to cease at the end March 2022.	16
9.	Impact of the challenging financial position of key health partners	The challenging financial position of the CCG, increased tensions around targeting of financial resources, for example in some areas such as CHC and Learning Disability pooled budget. This risk might be further exacerbated by the temporary nature of D2A funding	12
10.	Insufficient availability and capacity of services at affordable rates	Covid has impacted on providers greatly which has led to Providers across the marketplace have increased rates: Home to school transport, Commissioned services, Children in Care costs, Learning Disability placements have increased. In addition, workforce has been an issue	16

No	Risk	Details	RISK RATING
	and provider sustainability	in terms of being able to provide enough capacity within the system to meet demand currently.	
11.	Insufficient Children in Care placements	There is a national shortage of placements for children in care, and particularly those older children and young people with more complex needs. We are continuing to work with our providers in order to seek to address this.	12
12.	Viability of Day Opportunities	Viability of Day Opportunities and challenges re Covid restrictions and IPC measures- due to low number of clients accessing the service, service capacity issues, provider affordability issues and increase in financial cost. This could result in an increase in the costs of care.	16
13.	Integrated Care System (ICS) being implemented by Health	The reorganisation of the health system in ICS, may impact on the way our services work with NHS services and current integrated arrangements. Members will be briefed during January 2022.	15
14.	Inadequate mental health provision	Now starting to see a significant increase in demand for mental health services and the increase in demand for the AMPH services. Child and Adolescent Mental Health Services are also experiencing a high level of demand which impacts on vulnerable children.	16
15.	Small increase in number of young people with most complex needs needing to come into care	Permanent re-opening of schools and partner agencies and end to lockdown to increase community support will help bring this back to pre-pandemic levels.	12
16.	Increased number of children in care	Ordinarily, an increased child protection population will be followed by an increase in numbers in care. We are seeing increased need from families where children are typically of mid-primary age - this is significant since this is the age range where children coming into care are most likely to remain in care through to age 18.	12
17.	Increase in Child Protection Plans	Sustained increase in numbers of children requiring child protection plans in order to manage risks in the community, increases workloads and reduces capacity to bring about effective change for families and their children	12
18.	Failure to work within regulation and/or regulatory frameworks	Currently able to meet regulations	12
19.	Increased demand on Domestic Abuse and Sexual Violence	Demand for services have increased and still dealing with latent demand	15

No	Risk	Details	RISK RATING
20	Increased Crime and Anti-Social Behaviour	Monitoring risk	8
21.	Failure to attract the right skills across the workforce	Recruitment and retention of staff across the board is significant across all areas of People & Communities. Currently unable to recruit the skill sets within each area particularly in Adults & Children's. Agencies are unable to meet requests currently and other arrangements are being put in place.	20
22.	Demand on Coroners Services	Recruitment has been successful and demand is currently being met	12
23.	Meeting demand for school places	There are currently sufficient school places in the county but we continue to have localised pressures.	12
24.	Unable to conduct adult care reporting due to business intelligence capacity	<p>The BI team have delivered a small number of reports but have encountered unanticipated complications meaning delivery is now forecast to be phased across the remainder of this financial year and into the following year. Further critical changes such as to implement Liberty Protection Safeguards and new legislation around self funders could impact timelines still further.</p> <p>A lack of day to day management reports impacts on management of day to day risks. Impacts on business planning and BCF plans, and statutory data returns. Inability to join in with regional and national benchmarking runs the risk of reputational damage to both Councils. Inability to run audit samples impacts ability to quality assure practice. Preparations for national inspection to be introduced in the near future are also likely to be impaired.</p>	20
25.	Insufficient capacity to manage organisational change	As changes across Covid continuously changes, so does the way our services need to operate.	12
26.	Failure of the Cambs Local / Peterborough Together Think Communities approaches	Covid response has accelerated the think communities approach and this has been positive. Now developing the approach further and how we can build on this work already across our partnerships	8

3. Alignment with corporate priorities

3.1 Communities at the heart of everything we do

There are no significant implications for this priority.

3.2 A good quality of life for everyone

There are no significant implications for this priority.

3.3 Helping our children learn, develop and live life to the full

There are no significant implications for this priority.

3.4 Cambridgeshire: a well-connected, safe, clean, green environment

There are no significant implications for this priority.

3.5 Protecting and caring for those who need us

There are no significant implications for this priority.

4. Significant Implications

4.1 n/a

5. Source documents

5.1 None

6. Accessibility

6.1 An accessible version of this report is available on request from the report author.

Appendix 1 - People & Communities Risk Register (January 2022)

5					
4				<u>1, 3, 4, 8, 10,</u> <u>12, 14</u>	<u>21, 24</u>
3				<u>7, 9, 11, 15, 16,</u> <u>17, 18, 22, 23,</u> <u>25</u>	<u>2, 5, 13, 19</u>
2				<u>6, 20, 26</u>	
1					
	1	2	3	4	5
IMPACT					

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
1	Financial Pressures in People & Communities	<p>COVID RELATED:</p> <p>A) COVID will impact on the forecast savings anticipated for 21/22 & 22/23</p> <p>There is a risk across the whole P&C, including Childrens, Adults, Mental Health, Public Health to deliver and manage budgets and make savings.</p> <p>It is recognized that key partners are also under significant financial strain, which may impact on P&C if demand management is not managed or increases.</p> <p>High Needs Block - demand continuing to exceed funding</p>	16	<p>COVID RELATED: A)</p> <p>Business Planning has assessed the potential impact on finances in related to P&C savings through People & Communities Recovery Plans.</p> <ol style="list-style-type: none"> 1. Review of SEND Provision and government's funding is being reviewed – SEND Action plan has delivered the majority but further are needed from Jan 2. Recruit alternatively qualified staff to support social workers, improved retention package 3. Delivery of the demand management programmes 4. Continue to raise with Central Government regarding additional funding required in Adults Services 5. SEND recovery plan is developed as pressures on home/school transport budget. Action plan developed on reducing demand – some activities not able to implement due to Covid and therefore savings target will not be reached. 6. Jointly funded packages of support 7. Early Help services are operating more effectively to meet demand 8. Transformation projects will contribute to making investment o save, this will include programmes such as the Adults Positive Challenge Programme / Demand Management (Think Communities work) / Front Door / Health and Social Care Integration 9. Work is ongoing on resolving issues with CCG over jointly funded packages of support (CHC, section 41 and section 117). Further action will be taken if back payments cannot be secured

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
2	Failure of the Council's arrangements for safeguarding vulnerable children and adults	<p>COVID Related:</p> <ul style="list-style-type: none"> a) Lack of staff in safeguarding - due to an increase of those self-isolating or covid sickness increase (including booster absence). b) Reduction in referrals to safeguarding due to lack of visibility of adults due to the social distancing mandate which could lead to individuals to emotional and physical harm - Adults health and Social Work professionals don't have the opportunities to identify safeguarding issues as they are not going into care settings as frequently c) Adults & Children's Care providers (i.e. children's residential homes, care homes, domiciliary care etc) impacted by Covid due to the inability to apply infection control - turnover of staff; physical environment doesn't enable individual isolation; lack of PPE or appropriate use of PPE; Lack of staff due to self-isolation / sickness d) The ability to implement the effective control measures for children with disabilities to have respite care e) Lack of Children in care placements due to Covid F) Our ability to continue to deliver business as usual services while diverting resources to support care providers 	15	<p>COVID RELATED A): To seek agency Social Worker cover as a last resort to ensure safeguarding is prioritise. Ongoing monitoring of staff sickness to intervene prior to rates increasing</p> <p>COVID RELATED: B)</p> <ul style="list-style-type: none"> * Safeguarding board regularly flooding social media with communications urging the public to report any safeguarding concerns and individuals suffering harm to make direct contact with Social care * Adults and children's social care have resumed face to face contact where possible Risk assessing when face-to-face visits are required, however, likelihood early intervention is reduced. * Care Home support team fully recruited to and supporting care homes directly * Making sure providers are briefed about Safeguarding issues * Liaising with CQC regarding any providers of need * Maintaining regular contact with local health team within adults to support early intervention <p>COVID RELATED: C)</p> <ul style="list-style-type: none"> * Additional government funding made available to support infection control measures, although this ends in March 2021. * Local Authorities reviewing options to help support this sector * Health and Social care Multi-disciplinary teams are established to support each care providers * Alternative online resources to maintain contact with service users <p>COVID RELATED: D)</p> <ul style="list-style-type: none"> * Reduced the number of children accessing the residential respite provision * Created bubbles of individual children and staff to reduce the spread of infection * Provided outreach support staff into the homes of children with disabilities where they are unable to access the respite provision

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
		<p>g) latent demand begins which increases workload and leads to potential capacity issues</p> <p>BAU RISKS:</p> <p>Children's Social Care:</p> <ol style="list-style-type: none"> 1. Children's social care case loads are too high in some areas 2. Some over optimism in relation to risk period posed by Parents 3. Serious case review is triggered <p>Adult Social Care (Inc. OPMH)</p> <ol style="list-style-type: none"> 1. Care homes, supported living or home care agency suspended due to (safeguarding investigation) 2. Outcomes of reported safeguarding concerns reveals negative practice 3. Increase in a notification of a concern 4. Decreased resource within adults <p>MASH and/or Locality Teams</p> <ol style="list-style-type: none"> 5. Lack of Resource in Contracts 6. Safeguarding Adult review 	Yellow	<p>COVID RELATED: E) * Developing alternative placement provision in case this is needed</p> <p>COVID RELATED: F) * Business cases to increase reablement capacity / social work capacity being applied for (Social work agreed)</p> <p>Business as usual:</p> <ol style="list-style-type: none"> 1. Multi-agency Safeguarding Boards and Executive Boards provides multi agency focus on safeguarding priorities and provides systematic review of safeguarding activity specific safeguarding situation between partners. 2. In Children's move to non-caseload team Managers has increased oversight and challenge. Skilled and experienced safeguarding leads and their managers. 3. Comprehensive and robust safeguarding training, ongoing development policies and opportunities for staff, and regular supervisions monitor and instil safeguarding procedures and practice. 4. Continuous process of updating practice and procedures, linking to local and national trends, including learning from local and national reviews such as Serious Case Reviews and safeguarding Adult Reviews 5. Robust process of internal Quality Assurance (QA framework) including case auditing and monitoring of performance 6. Audits, reviews and training provided to school staff, governors and settings. All schools must have child protection training every 3 years. Education CP Service supports schools and settings with safeguarding responsibilities 7. Whistleblowing policy, robust Local Authority Designated Officer (LADO) arrangements and complaints process inform practice. 7a Clear 'People in Position of Trust' policy and guidance in relation to Adults 8. Regular monitoring of social care providers and information sharing meetings with other local organisations, including the Care Quality Commission

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
				<p>9. Joint protocols, practice standards and QA ensure appropriate joint management</p> <p>10. Coordinated work between multi-agency partners for both Adults and Childrens. In particular Police, County Council and other agencies to identify child sexual exploitation, including supporting children and young people transitions to adulthood, with the oversight of the Safeguarding Boards</p> <p>11. Caseloads are reducing as the move away from the Unit model to specialist teams becomes embedded. Oversight & challenge from QA Service and the Local Safeguarding Board</p> <p>12. Adults regular meeting to monitor progress and risks with CQC regulator</p> <p>13. Family Safeguarding to keep families together and ensure children and adults services work jointly for the best outcome for the family</p> <p>14. Managing demand and ensuring adults and children receive right intervention at the right time</p>

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
3	Increase of Staff absence due to Covid	<ul style="list-style-type: none"> Due to self-isolation requirements and the increase in Covid within our workforce, some staff highlighting exhaustion as a result of responding to the pandemic has meant that some critical services are facing a lack of staff. <p>Potential Schools closure will impact upon frontline staff who may have to stay at home with their children.</p>	16	<ul style="list-style-type: none"> All staff are encouraged to take-up the vaccination and boosters at any opportunity All staff to access Lateral Flow Tests on every visit to minimise the spread of Covid Only essential staff are working within office bases Staff who are off are encouraged to follow government guidance (testing now on Day 6 & day 7) meaning they can return to work more timely Social distancing is continuing to be maintained PPE is being worn by key frontline services who require it Redeploying existing P&C staff as appropriate and temporarily
4	Capacity across the whole system to adequately support COVID activities and continue to deliver services	Covid continues to have an impact as we continue to deliver services and adequately support the response to Covid. Continuing fallout from the Covid-19 pandemic increases demand on wide range of services to levels which they cannot meet need currently.	16	<ul style="list-style-type: none"> Services are prioritised as best as possible to meet demand and continue to respond to Covid Business Continuity plans are reviewed regularly to ensure services continue during periods of disruptions Redeployment process in place, should there be a need to support services to continue key services Implementation of ISOS recommendation on re-modelling services 5-18 years old Continually success with think communities agenda and building community capacity
5	Impact of potential post COVID surge in Adults service demand and changes in demand	Latent demand for services is increasing after the covid lockdown period with more complex issues	15	<ul style="list-style-type: none"> Tracking of impact using Adults Positive Challenge flow metrics to identify changes in numbers of complexity. Analysis of the impact during 20/21 to forecast changes which is to be expected

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
6	Failure of Communities and Partnerships-led interventions to manage Covid leading to an increase in transmission rates	including: - self-isolation support - support for CEV residents - logistics support for key operations - vaccine confidence and hesitancy - other targeted interventions as required	8	<ul style="list-style-type: none"> Cambs Local approaches is currently being adopted by the Council and other partner agencies. Working together on key covid related activities and key strategic boards agreed to continue to ensure these approaches can be further embedded
7	Lack of appropriate equipment to continue services during covid	1. Low stocks of PPE and/or requirements changes 2. Lack of Lateral Flow Test (LFT) availability	12	<ul style="list-style-type: none"> The Council has developed a central hub (with 4 PPE spokes) to ensure all staff have access to appropriate PPE DHSC currently supplying all PPE to Local Authorities DHSC LFT are supplied to Public Health and 'essential workers' have access to these as prioritisation has been agreed Schools have agreed to issue LFT for professionals visiting the school

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
8	Provider sustainability linked to financial Pressures has potential for provider failure	<p>COVID RELATED:</p> <p>A) An increased in financial pressures for providers (i.e. PPE, Workforce and managing preventative controls)</p> <p>B) Providers unable to continue to operate, due to the increase costs to meet Covid measures:</p> <ul style="list-style-type: none"> - EARLY YEARS - Insufficient early years places available to meet demand - CARE PROVIDERS - Reduction in the number of providers able to provide care; Care costs increase as demand exceeds providers available; Financial warnings from providers <p>Business as usual:</p> <p>There is a risk that changes to legislation such as the sleep-in ruling, pension obligations and rises in minimum wage, combined with rates the Local Authority are able to afford will result in providers withdrawing from the market.</p> <p>Social care reforms present a financial risk to the LA</p> <p>Autumn Budget announce 6.6% National Living Wage (NLW) increase - which will present an inflationary risk to ASC provision</p>	16	<p>COVID RELATED: A)</p> <ul style="list-style-type: none"> • Although additional national covid monies made available to mitigate, it not enough to cover the costs and short-term measure. • Looking at additional funding to help providers with retaining workforce <p>COVID RELATED: B)</p> <ul style="list-style-type: none"> • Commissioning teams in place to retain a close contact with key providers • Local Authority to maintain a close contact with providers (i.e. fortnightly forums, weekly sessions with providers where needed etc) • Continuity planning to ensure the LA can support appropriately, subject to the options paper above • Regular contact with settings • Reviewing financial standings of settings • Sustainability grant established to allocate when necessary to settings • Looking the DSG to check to frontload payments • Overview report has been developed to keep under review the number of Early Years providers are opening/not opening and monitoring is continuing (i.e. childminders showing most at risk) • Adults LA services supporting where needed if capacity issues occur in key care providers • Children homes providers and disruption to placements – keeping a monitoring eye <p>Business as usual:</p> <p>Working with Providers to develop action plans</p>
9	Impact of the challenging financial position of key	The challenging financial position of the CCG, increased tensions around targeting of financial resources, for example in some areas such as CHC and LD pooled budget. This risk might be further	12	<p>Continue to work with CCG to track the impact of D2A changes</p> <p>Implement the joint funding tool</p> <p>Retain dedicated CHC workers</p>

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
	health partners	exacerbated by the temporary nature of D2A funding	Yellow	
10	Insufficient availability and capacity of services at affordable rates and provider sustainability	1. Average number of Adults Social Care (ASC) attributable bed-day delays per month is above national average (aged 18+) as identified by People & Communities (P&C) performance dashboard 2. Delayed transfers of care from hospital attributable to adult social care as identified by People & Communities performance dashboard 3. Home care pending list 4. Gap in alternative to care services 5. Provider organisation report not having capacity to deliver services when we need them 6. Length of time services users wait for appropriate services 7. Care home providers reduce the numbers of nursing beds (due to difficulty recruiting qualified nurses) 8. Increase in demand for interim beds for domiciliary care 9. Reablement capacity cannot be deployed for preventative place-based work due to need to cover gaps or bridging for home care 10. Shortage of operators at reasonable rates 11. COVID leading to increased costs for providers and therefore becoming unaffordable to either operate or commission	16	1. Data regularly updated and monitored to inform service priorities and planning 2. Maintain an effective range of preventative services across all age groups and service user groups including adults and OP 3. Think Communities strategy details vision for resilient communities 4. Directorate and P&C Performance Board monitors performance of service provision 5. Coordinate procurement with the CCG to better control costs and ensure sufficient capacity in market 6. Take flexible approach to managing costs of care 7. Market shaping activity, including building and maintaining good relationships with providers, so we can support them if necessary 8. Capacity Overview Dashboard in place to capture market position 9. Residential and Nursing Care Project has been established as part of the wider Older People's Accommodation Programme looking to increase the number of affordable care homes beds at scale and pace. 10. Development of a Home Care Action Plan 11. Regular engage with commissioners and providers to put action plans in place to resolve workforce issues 12. Robust Controlling and monitoring procedures 13. Active involvement by commissioners in articulating strategic needs to the market 14. Risk-based approach to in-contract financial monitoring 15. Continued work with VCS for preventative actions

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
11	Insufficient availability of affordable Children in Care (CIC) placements	COVID RELATED: A) Lack of Children in care placements due to Covid	12	Working with providers as much as possible Working on alternative provision should this be needed
12	Viability of Day Opportunities	<p>Viability of Day Opportunities and challenges re Covid restrictions and IPC measures- due to low number of clients accessing the service, service capacity issues, provider affordability issues and increase in financial cost. This could result in an increase in the costs of care.</p> <p>Low number of clients attending day opportunities</p> <p>Financial Risk – costing the organisation more and reduced sources of additional income (i.e. member subscriptions)</p> <p>Provider Risk – low numbers leading to affordability of provision to stay available</p> <p>Service risk – staffing capacity to keep the services running</p> <p>Carers who have been unable to access the breaks that day service provide might be unable to continue caring leading to urgent demand for more expensive care and support options.</p> <p>Impact of emotional wellbeing of service users due to lack of alternatives for social contact.</p>	16	<p>Regular provider forums to engage with services and early identification of risks and challenges, services are being supported.</p> <p>Where services are re-opened current levels of funding remain available even though capacity is reduced</p> <p>Ensuring Day Services have access to public health messages, risk management protocols and social care teams to prioritise returning service users and to ensure they are operating safely.</p> <p>Resourcing required to pick up urgent review for service users and carers to address emerging risks.</p> <p>Process to be put in place with providers to better track current attendance at a service user level in order to have a better overview of impact the 1000+ individuals affected.</p>
13	Integrated Care System (ICS) development	The reorganisation of the health system in ICS, may impact on the way our services work with NHS services and current integrated arrangements	15	<ul style="list-style-type: none"> • Close working relationships have been established and appropriate representation on key strategic meetings • Local Authority considerations will be discussed with Members in January 2022 further

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
14	Inadequate mental health provision	Increase in demand for mental health services increase in demand for the AMPH's services	16	<ul style="list-style-type: none"> National initiatives and support has been established and the CCC is promoting this where possible Local support continues to be offered where needed Services prioritising where possible Recruitment of staff is underway
15	Small increases in number of young people with most complex needs needing to come into care		12	Permanent re-opening of schools and partner agencies and end to lockdown to increase community support to pre-pandemic levels
16	Increased number of children in care	Ordinarily, an increased child protection population will be followed by an increase in numbers in care. We are seeing increased need from families where children are typically of mid-primary age - this is significant since this is the age range where children coming into care are most likely to remain in care through to age 18.	12	<ul style="list-style-type: none"> Family safeguarding model is shown to be more effective in working with families with complex needs Permanent re-opening of schools and partner agencies and end to lockdowns to increase community support to pre-pandemic levels
17	Increase in Child Protection Plans	Sustained increase in numbers of children requiring child protection plans in order to manage risks in the community, increases workloads and reduces capacity to bring about effective change for families and their children	12	<ul style="list-style-type: none"> Family safeguarding model is shown to be more effective in working with families with complex needs. Additional funding in place to increase social worker capacity as need

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
18	Failure to work within regulation and/or regulatory frameworks	<p>COVID RELATED: Not meeting statutory requirements and/or to the same level due to Covid-19 and the need to adapt to meet the current need for those most vulnerable - Government guidance can be inconsistent and announcements and changes made with little or no notice (i.e. the new DASV Legislation)</p> <p>BAU RISKS:</p> <ol style="list-style-type: none"> 1. Poor inspection and/or ombudsman results 2. Higher number of successful legal challenges to our actions/decisions 3. Low assurance from internal audit 	12	<p>COVID RELATED: Ensuring a link with public health to advise on changes as they are applied</p> <p>Business as usual:</p> <ol style="list-style-type: none"> 1. Legal team robust and up to date with appropriate legislation. 2. Service managers share information on changes in legislation by the Monitoring Officer, Government departments and professional bodies through Performance Boards 3. Inspection information and advice handbook available which is continually updated 4. Code of Corporate Governance 5. Community impact assessments required for key decisions 6. Programme Boards for legislative change (e.g. Care Act Programme Board) 7. Training for frontline staff on new legislation 8. Involvement in regional and national networks in children's and adults services to ensure consistent practice where appropriate 9. People & Communities have made arrangements for preparing within Inspections 10. Next Steps Board oversees preparation for Ofsted inspections of services for children in need of help and protection
19	Increased demand on Domestic Abuse and Sexual Violence	The number of referrals increase	15	Workforce and procedural changes enables us to focus on the highest harm cases. Additional investment from Government aligned to the new Domestic Abuse (DA) Act.

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
20	Increased Crime and Anti-Social Behaviour	There is a risk that broader social changes, financial pressures and national/international events lead to an increase in several crime types including Anti-Social Behaviour and an increase in community tensions. The consequence is increased costs across the public sector, increased fear of crime, reduced confidence in public sector and community tensions and conflict.	8	<p>1) Maintain strong focus on daily risk management and longer term performance monitoring.</p> <p>2) Continue to develop the Community and Safety model incorporating more partners where relevant.</p>
21	Failure to attract the right skills across the workforce	<p>Increase in staff leaving Unable to fill vacancies with Agency staff Recruitment of staff across the board is significant Unable to recruit the skillset's within each areas particularly in Adults & Children's</p> <p>COVID RELATED: A) Lack of Frontline capacity to meet the demand of post covid pressures B) Risk that a further surge over the summer if they remain required to self isolate when in contact with a covid positive person even when vaccinated - leading to capacity issues to deliver critical services</p> <p>There is a risk that the progress that has been made in relation to the recruitment of qualified social workers, team managers and senior officers slows down and the authority experiences a severe skill shortages again.</p> <p>Key NHS staff employed by CCC as part of the Learning Disability Partnership are</p>	20	<p>COVID RELATED: A)</p> <ul style="list-style-type: none"> * Update BCP's to include a contingency * Increase contact with agencies for workforce to step in as required * Increase recruitment to ensure appropriate cover is available * Agreement at JMT in place to over-recruit to ensure we have additional capacity as necessary * Teaching staff have a reporting mechanism which can be monitored by DFE – LA analyse data * Transport vulnerability in passenger symptoms and – lack of capacity within the operators to cover staff <p>COVID RELATED: B)</p> <ul style="list-style-type: none"> * Pre-determined bubbles (squads) of staff so limiting the number of staff needing to self-isolate * Update BCP's to include a contingency * Increase contact with agencies for workforce to step in as required * Increase recruitment to ensure appropriate cover is available * Ensuring appropriate PPE is provided and worn * Education testing facilities in situ – reviewed weekly * Education's capacity to support test and trace in education will require more capacity

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
		<p>in short supply (i.e. OT's, LD Nurses)</p> <p>The east of England memorandum on agency social worker charge rates is vulnerable at present as a number of authorities are seeking permission to exceed payment rates. Failure of this would increase likelihood of higher turnover among our employed staff</p> <p>Teacher recruitment</p>		
22	Demand on Coroners Service	<p>COVID RELATED</p> <p>An increase in caseloads has resulted due to Covid.19.</p> <p>Caseloads are increasing and are more complex. Leading to cost implications, time, capacity issues and possibly affecting the Council's reputation</p>	12	<ul style="list-style-type: none"> • Recruitment of staff and demand decreasing • Expecting some high complex caseloads • Ensuring the relevant expertise is in place • Ensuring there are enough resources in place to meet demand

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
23	Meeting demand for school places	<p>There is a risk that the authority will fail to meet its legal requirement for every child of statutory school age to access a school place and within a 'reasonable' distance from their home (less than 2 miles for 4 to 8 year olds and up to 3 miles for 9 to 16 year olds) This is as a result of the impact of further inward migration as EU borders open up, increasing demand and a cut in Government funding for school places.</p> <p>The consequences are:</p> <p>1) Significant additional costs incurred in terms of transport. 2) Impact on schools in terms of attendance, less engagement from parents and increased churn of pupils when places become available nearer to home - all having a significant impact on outcomes. 3) Potential legal action from parents for failure to meet legal requirements</p>	12	<ul style="list-style-type: none"> 1) Keep under review 2) Local and national lobbying (inc. EFA capital funding options, inc. Free Schools) 3) Continue to review options around reducing costs including modular technology, use of existing buildings and procurement savings 4) Plans for emergency places being developed including pulling forward schemes and additional mobiles 5) Continue to monitor in year admissions and trends around numbers leaving the city (new In Year admissions form being developed to improve data collection) 6) The School organisation plan and demographic forecast are regularly updated and reviewed by the council 7) Sufficient resources identified in the MTFS to support known requirements in the next three years if forecasts remain accurate. 8) Quality of relationships with schools means schools have over admitted to support the Council to meet identified need for places in this local area 9) Ongoing review of council's five year rolling programme of capital investment. Priority continues to be given to the identified basic need requirement for additional school places. 10) Annual school capacity review to the DfE completed in a way which aims to maximise the council's basic need funding allocation. 11) Admission Team run twice weekly cycle for allocated placements for families looking for places throughout the year
24	Unable to conduct adult care reporting due to business intelligence capacity	The BI team have delivered a small number of reports but have encountered unanticipated complications meaning delivery is now forecast to be phased across the remainder of this financial year and into the following year. Further critical changes such as to implement Liberty Protection Safeguards and new legislation around self funders could	20	Operational workarounds for operational data, although these take up front line worker and management time and impact productivity. Additional programme management and project management resource in order to scope clear roadmap and resourcing requirements.

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
		<p>impact timelines still further.</p> <p>A lack of today management reports impacts on management of day to day risks. Impacts on business planning and Better Care Fund plans, and statutory data returns. Inability to join in with regional and national benchmarking runs the risk of reputational damage to both Councils. Inability to run audit samples impacts ability to quality assure practice. Preparations for national inspection to be introduced in the near future are also likely to be impaired.</p>		
25	Insufficient capacity to manage organisational change		12	<ul style="list-style-type: none"> • People & Communities Management Team review business plans and capacity across services Programme and project governance in place with escalation process • Commissioning work plans established • Increased communications with staff <p>COVID: All Council services are seeing change to every part of the organization, allowing there to be a coherent approach to overcoming challenges and identifying new opportunities.</p>

No	RISK	TRIGGERS	RAG	Controls / mitigation actions
26	Failure of the Cambs Local / Peterborough Together Think Communities approaches	Failure of the Cambs Local / Peterborough Together Think Communities approaches to address inequalities, reduce social immobility, and manage and reduce demand for statutory services.	8	<ul style="list-style-type: none"> • Covid response has accelerated the think communities approach and this has been positive. Now developing the approach further and how we can build on this work already across our partnerships. • New unified Approach operating Model and business case developed and going through Scrutiny process alongside P&C Recovery plans • Demand Management Hub work being developed • Establishment and development of an integrated 'Think Communities' Strategy and plan • Think Communities approach being developed and implemented at pace, to create a new collaborative operating model that is place-based, enabling savings and demand management to be achieved across the system

Children and Young People Committee Agenda Plan

Published on 4 January 2022

Notes

The definition of a key decision is set out in the Council's Constitution in Part 2, Article 12.

- * indicates items expected to be recommended for determination by full Council.
- + indicates items expected to be confidential, which would exclude the press and public.

The following are standing agenda items which are considered at every Committee meeting:

- Minutes of previous meeting and Action Log
- Agenda Plan, Training Plan and Appointments to Outside Bodies and Internal Advisory Groups and Panels

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
18/01/22	1. Schools and Early Years Funding Arrangements 2021/22	J Lewis	2022/004	06/01/21	10/01/21
	2. Annual Customer Services Report	J Shickell	Not applicable		
	3. Risk Register	D Revens	Not applicable		
	4. Determined Admissions Arrangements	K Beaton	Not applicable		
01/03/22	1. Finance Monitoring Report	M Wade	Not applicable	17/02/21	21/02/22
	2. Fire Safety in Schools	I Trafford	TBC		

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
	3. Establishment of a New Primary School at Sawtry	C Buckingham	Not applicable		
	4. SeeSaw Preschool & East Barnwell	H Belchamber	Not applicable		
	5. Service Director's report: Children and Safeguarding	L Williams	Not applicable		
	6. SEND Children Awaiting Special Placement	C Buckingham	TBC		
	7. Tender Framework for Early Years and Childcare Provision	I Trafford	TBC		
	8. Children's Mental Health Services	L Williams	TBC		
	9. Corporate Parenting Annual Report	L Williams	Not applicable		
	10. Headteacher Report for the Virtual School	J Lewis	Not applicable		
	11. Annual Safeguarding Report	J Procter	Not applicable		
	12. Children's Collaborative	L Williams	Not applicable		
[19/04/22] Provisional Meeting				05/04/22	07/04/22
17/05/22	1. Transport to Area Special Schools	S Miller	TBC	05/05/22	09/05/22
05/07/22				23/06/22	27/06/22

Committee date	Agenda item	Lead officer	Reference if key decision	Deadline for draft reports	Agenda despatch date
[06/09/22] Provisional Meeting				24/06/22	26/08/22
11/10/22				29/09/22	03/10/22
29/11/22				17/11/22	21/11/22
17/01/23				05/01/23	09/01/23
14/03/23				02/03/23	06/03/23
[18/04/23] Provisional Meeting				04/04/23	06/04/23

Please contact Democratic Services democraticservices@cambridgeshire.gov.uk if you require this information in a more accessible format

Agenda Item No:8 – Appendix 1

Children and Young People (CYP) Committee Training Plan 2021/22

Below is an outline of dates and topics for potential training committee sessions and visits.

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
Member Induction Programme									
1.	Children & Young People Committee induction	To brief Members of the role and responsibilities of the Children and Young People Committee	High	15.06.21 12.00-2.00pm	Executive Director: People and Communities	Teams	All CYP Members	Cllrs Ambrose Smith Atkins Bywater Bradnam Bird Bulat Coutts Daunton Goodliffe Gowing Hay Hoy Prentice Kindersley M King J King Sharp Slatter Thompson Taylor van de Ven	63%

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
2.	Safeguarding	To brief Members on safeguarding issues and responsibilities	High		Director of Children's Services	Teams	All Members	Bulat Goodliffe Taylor Thompson Bird Bradnam Coutts Cox Condron Gowing Nethsingha van de Ven Meschini	36%
3.	Corporate Parenting and the Fostering Service		High	22.10.21 10.00am - 12.30pm	Assistant Director: Regional Adoption and Fostering	Virtual	All Members	Atkins Bulat Goodliffe Hay Slatter Taylor Kindersley Nethsingha van de Ven	27%
Suggested Additional training for CYP Members									
4.	ISOS report and Development of the Early Help Strategy and Children and Maternity Collaborative			TBC	Service Director: Children and Safeguarding				
5.	Meeting with - (Young People's Council)			TBC	Service Director: Children's	Virtual	All CYP Members invited		

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
6.	Place Planning 0-19; Admissions, Attendance, Elective Home Education (EHE), Children in Entertainment, Children in Employment			TBC	Head of Place Planning 0-19		All Members		
7.	Schools Funding			TBC	Service Director Education / Finance Business Partner		All CYP Members invited		
8.	Special Educational Needs - strategy, role and operational delivery			October (tbc)	Assistant Director: SEND		All CYP Members invited		
9.	Commissioning Services – what services are commissioned and how our services are commissioned across Children Services			Nov (tbc)	Service Director: Children's / Head of Children's Commissioning		All CYP Members invited		
10.	Ofsted – Inspection Framework – Key areas of focus in assessing quality	Cambridgeshire children's services will have a focussed visit from Ofsted at some time in 2022, and a graded inspection in 2023. The aim: Introduce to the framework for	Director of Children's Services	2/12/21 12pm – 1pm	Director of Children's Services	Virtual	CYP Members and Corporate Parenting sub committee		

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
		inspection used by Ofsted How we ensure that we are prepared for inspections.							
11.	Visit Family Safeguarding Team			(tbc)	Head of Safeguarding		All CYP Members invited		
12.	Understanding Educational Performance			(tbc)	Service Director: Education		All CYP Members invited		
13.	Children and Maternity Collaborative and Integrated Care System	to gain an understanding of the Best Start in Life and Strong Families, Strong Communities strategies and how they can support the development of the Maternity and Children's Collaborative.		Date to be re-arranged	Director of Children's Services and Assistant Director for Early Help and Children Services	Virtual	All Members		
14.	Supporting the mental and emotional health needs of children in care/on the edge of care	The aim of this session is to introduce CYP Members and the Corporate Parenting Sub Committee to the clinical framework and how it supports our foster carers and contributes to the emotional wellbeing of children and young people.		7 th April 1.30 – 2.30	Assistant Director Safeguarding and Quality Assurance	Virtual	CYP Members and Corporate Parenting Sub Committee		
15.	Journeys for children in care including types of			TBC May June	Assistant Director for	Virtual	All Members		

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
	placement, placement matching and seeking permanent placements				Fostering, Regional Adoption and Specialist your Peoples Service				
16.	Education - SEND	Outline of session: What is SEND? SEND Support in schools and settings Exclusions Education, Health and Care Plans (EHCP) High Needs Block and EHCP Demand in Cambridgeshire Cambridgeshire's SEND Transformation Programme		17 th January 12.30 – 2 pm	Assistant Director: SEND & Inclusion	Teams	All CYP Members		
17.	Education - FINANCE	Members gain a clear understanding of education funding and council decision making		10 th Jan 12.30 – 2pm	Service Director: Education & Strategic Finance Business Partner	Teams	All CYP Members		
18	Education - Place Planning	Members gain a clear understanding of 1. the Council's statutory responsibilities with regard to the		1 st March 12 – 1.30pm	Assistant Director: Education Capital & Place	Teams	All CYP Members		

	Subject	Desired Learning Outcome/ Success Measures	Priority	Date	Responsibility	Nature of Training	Audience	Attendance By	% of the Committee Attending
		<p>commissioning of educational provision and also of the Department for Education guidance which informs decisions in respect of design and build projects</p> <p>2. the respective roles and responsibilities of internal and external partner organisations, including the Department for Education, Multi-Academy Trusts and the Diocesan Boards for Education</p> <p>3. the business planning processes involved in the commissioning of educational provision</p>			Planning; Strategic Policy & Place Planning Manager & Education Capital Strategy Manager				
19	Education - Attainment	Members gain a clear understanding of the assessment system used in schools.		23 rd March 12 – 1.30 pm	Service Director: Education	Teams	All CYP Members		

An accessible version of this report is available on request from [Emma Nederpel](#)

Cambridgeshire County Council Children and Young People Committee

Appointments to Internal Advisory Groups and Panels

Name of body	Meetings per year	Reps appointed	Representatives	Contact details
Cambridgeshire Culture Steering Group The role of the group is to give direction to the implementation of Cambridgeshire Culture, agree the use of the Cambridgeshire Culture Fund, ensure the maintenance and development of the County Art Collection and oversee the loan scheme to schools and the work of the three Cambridgeshire Culture Area Groups. Appointments are cross party.	4	3	1. Cllr A Bulat (Lab) 2. Councillor Michael Atkins (LD) 3. Cllr Cox Condron (Lab)	Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk
Corporate Parenting Sub-Committee The Sub-Committee has delegated authority to exercise all the Council's functions relating to the delivery, by or on behalf of, the County Council, of Corporate Parenting functions with the exception of policy decisions which will remain with the Children and Young People's Committee. The Chairman/ Chairwoman and Vice-Chairman/Chairwoman of the Sub-Committee shall be selected and	6	n/a	1. Cllr A Bradnam (LD) - Chair 2. Cllr P Slatter (LD) – Vice Chair	Richenda Greenhill Democratic Services Officer 01223 699171 Richenda.greenhill@cambridgeshire.gov.uk

Name of body	Meetings per year	Reps appointed	Representatives	Contact details
appointed by the Children and Young People Committee.				
Educational Achievement Board For Members and senior officers to hold People and Communities to account to ensure the best educational outcomes for all children in Cambridgeshire.	3	4	1. Cllr Bryony Goodliffe (Lab) 2. Cllr M King (LD) 3. Cllr S Taylor (Ind) 4. Cllr S Hoy (Con)	Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk
Joint Consultative Committee (Teachers) The Joint Committee provides an opportunity for trade unions to discuss matters of mutual interest in relation to educational policy for Cambridgeshire with elected members.	2	6	1. Vacancy 2. Vacancy 3. Vacancy 4. Vacancy 5. Vacancy 6. Vacancy <i>(appointments postponed pending submission of proposals on future arrangements)</i>	Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk
Standing Advisory Council for Religious Education (SACRE) To advise on matters relating to collective worship in community schools and on religious education. In addition to the three formal meetings per year there is some project work which requires members to form smaller sub-committees. The SACRE Constitution calls for the appointment of four elected members based on political proportionality.	3 per year (usually one per term) 1.30-3.30pm	4	1. Councillor K Prentice (Con) 2. Councillor A Bulat (Lab) 3. Councillor Philippa Slatter (LD) 4. 1 vacancy (Con)	Amanda Fitton SACRE Adviser Amanda.Fitton@cambridgeshire.gov.uk

Name of body	Meetings per year	Reps appointed	Representatives	Contact details
SACRE meetings require the presence of an elected Member in order to be quorate.				
Virtual School Management Board The Virtual School Management Board will act as "governing body" to the Head of Virtual School, which will allow the Member representative to link directly to the Corporate Parenting Partnership Board.	Termly	1	1. Councillor A Bulat (Lab)	<p>Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk</p> <p>Edwina Erskine Business Support Officer – Administration Services Team Cambridgeshire's Virtual School for Looked After Children (ESLAC Team) 01223 699883 edwina.erskine@cambridgeshire.gov.uk</p>

Cambridgeshire County Council Children and Young People's Committee

Appointments to outside bodies, partnership liaison and advisory groups

Name of body	Meetings per year	Reps appointed	Representative(s)	Guidance classification	Contact details
Cambridgeshire Community Services NHS Foundation Trust Quarterly Liaison Group <i>The Adults and Health Committee has invited CYP to nominate up to three representatives to attend quarterly liaison meetings with Cambridgeshire Community Services NHS Trust. Any appointments will be made by the Adults and Health Committee.</i>	4	Up to 3	1. Cllr Goodliffe (Lab) 2. Councillor M King (LD) 3. Vacant	Other Public Body Representative	Kate Parker Head of Public Health Business Programmes Kate.Parker@cambridgeshire.gov.uk 01480 379561
Cambridgeshire Music Hub A partnership of school music providers, led by the County Council, to deliver the government's National Plan for School Music.	3	2	1. Councillor M Atkins (LD) 2. Councillor S Taylor (Ind)	Other Public Body Representative	Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk Matthew Gunn Head of Cambridgeshire Music 01480 373500/ 01480 373830 Matthew.Gunn@cambridgeshire.gov.uk
Cambridgeshire and Peterborough Federation of Young Farmers' Clubs To provide training and social facilities for young members of the community.	6	1	1. Cllr Bulat (Lab)	Unincorporated Association Member	Jess Shakeshaft cambsyoungfarmers@outlook.com
Cambridgeshire Schools Forum The Cambridgeshire Schools Forum exists to facilitate the involvement of schools and settings in the distribution	6	3	1. Cllr Bryony Goodliffe (Lab) 2. Cllr Claire Daunton (LD)	Other Public Body Representative	Tamar Oviatt-Ham Democratic Services Officer 01223 699715668

Name of body	Meetings per year	Reps appointed	Representative(s)	Guidance classification	Contact details
of relevant funding within the local authority area			3. Councillor S Taylor (Ind)		Tamar.Oviatt-Ham@cambridgeshire.gov.uk
East of England Local Government Association Children's Services and Education Portfolio-Holder Network The network brings together the lead members for children's service and education from the 11 strategic authorities in the East of England. It aims to: <ul style="list-style-type: none">• give councils in the East of England a collective voice in response to consultations and lobbying activity• provide a forum for discussion on matters of common concern and share best practice• provide the means by which the East of England contributes to the work of the national LGA and makes best use of its members' outside appointments.	4	2	1.Cllr M King (LD) 2 Cllr B Goodliffe (Lab)	Other Public Body Representative	Cinar Altun Cinar.altun@eelga.gov.uk
F40 Group F40 (http://www.f40.org.uk) represents a group of the poorest funded education authorities in England where government-set cash allocations for primary and secondary pupils are the lowest in the country.	As required	1 +substitute	Councillor Bryony Goodliffe (Lab) Substitute: Councillor M King (LD)	Other Public Body Representative	Jonathan Lewis Service Director: Education 01223 727994 Jonathan.Lewis@cambridgeshire.gov.uk

Name of body	Meetings per year	Reps appointed	Representative(s)	Guidance classification	Contact details
Local Safeguarding Children's Board LSCBs have been established by the government to ensure that organisations work together to safeguard children and promote their welfare. In Cambridgeshire this includes Social Care Services, Education, Health, the Police, Probation, Sports and Leisure Services, the Voluntary Sector, Youth Offending Team and Early Years Services.	4	1	Councillor Bryony Goodliffe (Lab) It is a requirement that the Lead Member for Children's Services sits on the Board.	Other Public Body Representative	Joanne Procter Head of Service Children and Adults Safeguarding Board Joanne.Procter@peterborough.gov.uk 01733 863765
Manea Educational Foundation Established to provide grants and financial assistance for people up to the age of 25 years living within the Parish of Manea.	2	1	Councillor D Connor (Con)	Unincorporated association member	
March Educational Foundation Provides assistance with the education of people under the age of 25 who are resident in March.	3 – 4	1 For a period of five years	Councillor John Gowing	Trustee of a Charity	
Needham's Foundation, Ely Needham's Foundation is a Charitable Trust, the purpose of which is to provide financial assistance for the provision of items, services and facilities for the community or voluntary aided schools in the area of Ely and to promote the education of persons under the age of 25 who are in need of financial assistance and who are resident in the area of Ely and/or are attending or have at any time attended	2	2	1 Cllr Whelan (LD) 2 Cllr Coutts (LD)	Trustee of a Charity	

Name of body	Meetings per year	Reps appointed	Representative(s)	Guidance classification	Contact details
a community or voluntary aided school in Ely.					
Shepreth School Trust Provides financial assistance towards educational projects within the village community, both to individuals and organisations.	4	1	1. Councillor P McDonald (LD)	Trustee of a Charity	
Soham Moor Old Grammar School Fund Charity promoting the education of young people attending Soham Village College who are in need of financial assistance or to providing facilities to the Village College not normally provided by the education authority. Biggest item of expenditure tends to be to fund purchase of books by university students.	2	1	Councillor M Goldsack (Con)	Unincorporated Association Member	
Trigg's Charity (Melbourn) Trigg's Charity provides financial assistance to local schools / persons for their educational benefit.	2	1	Councillor S van de Ven (LD)	Unincorporated Association Member	

For noting only:

Fostering Panel Recommends approval and review of foster carers and long term / permanent matches between specific children, looked after children and foster carers. It is no longer a statutory requirement to have an elected member on the Panel, but all county councillors are encouraged to	2 all-day panel meetings a month	1	Appointees: 1. Councillor S King (Con)	Ricky Cooper Assistant Director, Regional Adoption and Fostering 01223 699609 Ricky.Cooper@cambridgeshire.gov.uk
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consider whether this is something for which they might wish to be considered. More information is available from fiona.vandenhouw@cambridgeshire.gov.uk			
Appointees are required to complete the Panel's own application process.			

An accessible version of this report is available on request from [Richenda Greenhill](#)

LA Governor Nominations/Appointments

August 2021

- No nominations/appointments

September 2021

- Cambridge Nursery Federation – Lisa Bunyan (re-appointment)
- Eynesbury CofE Primary – Amanda Harrison (permanent GB from IEB – appointment January 2022)
- Granta School – Paul Ilott
- Littleport Community Primary – Amna Blake
- Wyton on the Hill Primary – Keith Lucas
- Shirley Primary – Saskia Edwards

October 2021

- Beaupre Community Primary – Joanna Pallett (re-appointment)
- Burrough Green CofE Primary – Alan Sharp
- Fowlmere Primary – Lisa Fitzpatrick
- Stukeley Meadows Primary – Katherine Southwood
- The Vine Inter-Church Primary – Vanessa Gething

November 2021

- Samuel Pepys School – Jennifer Knight
- Willingham Primary – Katy Stevenson (re-appointment)
- Waterbeach Community Primary – Lisa Wakley-Davies

December 2021

- Linton Infant – Philip Darke (re-appointment)

