

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE

**MONDAY 13 JUNE 2011
7.00 PM**

Bourges/Viersen Room - Town Hall

AGENDA

	Page No
1. Apologies for absence	
2. Declarations of Interest and Whipping Declarations	
<i>At this point Members must declare whether they have an interest, whether personal or prejudicial, in any of the items on the agenda. Members must also declare if they are subject to their party group whip in relation to any items under consideration.</i>	
3. Minutes of Meeting Held on 21 March 2011	1 - 8
4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions	
<i>The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of a Scrutiny Committee or Scrutiny Commissions. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee or Commission.</i>	
5. Introduction to Children's Services	9 - 10
6. Children's (Social Care) Services Statutory Complaints Process (Children act 1989) Annual Report 2010/11	11 - 18
7. Review of 2010/2011 and Work Programme for 2011/2012	19 - 26
8. Forward Plan of Key Decisions	27 - 44
9. Date of Next Meeting	

Monday 11 July 2011, 7.00pm



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Paulina Ford on 01733 452508 as soon as possible.

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Committee Members:

Councillors: S Day (Chair), Harper (Vice Chairman), F Benton, Nadeem, D Sanders, B Saltmarsh and Shearman

Substitutes: Councillors: P Kreling, J R Fox and E Murphy

Education Co-optees: Jane Austen (Roman Catholic Church Representative), Mr Frank Smith (Church of England Representative), Alastair Kingsley (Parent Governor Representative), Brian Opie (Parent Governor Representative)

The Revd Canon Tim Elbourne, (Director of Education & Training), Diocese of Ely

Further information about this meeting can be obtained from Paulina Ford on telephone 01733 452508 or by email – paulina.ford@peterborough.gov.uk

**MINUTES OF A MEETING OF THE CREATING OPPORTUNITIES AND TACKLING
INEQUALITIES SCRUTINY COMMITTEE
HELD AT THE BOURGES/VIERSEN ROOM - TOWN HALL
ON
21 MARCH 2011**

Present:	Councillors P Thacker (Chair), J Wilkinson (Vice-Chairman), S Day, Y Lowndes, B Saltmarsh and M Jamil	
Also present	Alastair Kingsley Councillor Seaton Councillor Walsh	Parent Governor Representative Cabinet Member for Resources Cabinet Member for Community Cohesion, Safety and Women's Enterprise
Officers in Attendance:	John Richards Jonathan Lewis Melanie Collins Jane Dullaghan Andrew Brunt Gheeta Pankhania Helen Edwards Paulina Ford Elaine Lewis	Executive Director - Children's Services Assistant Director Resources , Commissioning & Performance Assistant Director, Learning and Skills Assistant Director, Children's Community Health Assistant Director, Safeguarding, Families and Communities Public Health Specialist (Commissioning Lead Obesity & BME Health) Solicitor to the Council Performance Scrutiny and Research Officer Lawyer

1. Apologies for absence

No apologies were received.

2. Declarations of Interest and Whipping Declarations

There were no declarations of interest.

3. Minutes of meeting held on 24 January 2011.

The minutes of the meeting held on 24 January 2011 were approved as a correct record.

4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

There were no requests for call-in to consider.

5. Children's Trust Update – Be Healthy

The Executive Director of Children's Services introduced the report and informed members that the report covered information on the Be Healthy outcome of the Children's Trust. Included in the report was an update on the Targeted Mental Health in Schools Programme, the Healthy Weight - Cashless Catering Systems and the Healthy Weight - Carnegie Weight Management Programme. A key witness also attended and spoke to the committee about her experience of using the Carnegie Weight Programme to enable her children to lose weight and how successful this had been.

Members were informed that the Carnegie Weight Programme would continue for another year or more. Engagement work had been undertaken with different stakeholders and marketing of the programmes which had increased the number of referrals. There was more work to be done in schools and training GP's on raising the subject of obesity as it was a sensitive subject. The Carnegie Weight Programme ran for 12 weeks and a programme of Movers and Shakers had been designed to follow on from this.

Observations and questions were raised around the following areas:

- Is there a charge for attending the Carnegie weight programme? *No.*
- How many children have you got on the programme? *Approximately 25 children.*
- Can you provide information on how many children have access to the Carnegie Weight programme? *There were roughly 50 and 60 reception children who were classed as obese and their families would have been advised of the programme.*
- Of the 50 to 60 children have the families been contacted advising them of the help they can receive. *All families received a report on whether their child was obese or not and details of the Carnegie Clubs. There was also a dedicated support phone line they could contact and one to one support was available from a health trainer.*
- Who runs the clubs? *They were commissioned by NHS Peterborough and worked in partnership with Vivacity.*
- Do you get much resistance from parents? *Very few parents were negative about the programme.*

ACTION AGREED

That the Committee receive a further progress report in one years time.

6. Poverty Needs Assessment and Strategy

The Executive Director of Children's Services introduced the report and advised Members that the published report was missing a key document which was the Mapping Route: from Poverty to Possibility. The document was tabled at the meeting. This Mapping Route incorporated a Poverty Needs Assessment and Strategy in response to the Child Poverty Bill and central governments' commitment to eradicate child poverty by 2020. The purpose of the document was to identify the needs of children, young people and their families in relation to the reduction of poverty within Peterborough and inform Peterborough's Poverty Strategy. Child poverty could not be dealt with by one department and the Greater Peterborough Partnership had taken this on as part of the Single Delivery Plan and one of the priorities was to reduce poverty across the City. Embedded within the Needs Assessment was a responsibility to identify those families who sometimes found coping difficult and to understand the tipping points, also supporting families where there had been a legacy of worklessness and restricted aspirations. The poverty agenda supported transformation in the way front line services were delivered; it would establish relationships with families and ensure that each child in Peterborough had ambition and expectations for their future.

Members were informed that 25.35% of children living in Peterborough experienced poverty through childhood experiences in families suffering from:

- high levels of worklessness,
- in work poverty or reliance on benefits therefore restricting choices or imposing severe hardships;
- living in deprived neighbourhoods where opportunities to participate in society through social interaction, leisure, or support networks were undermined,
- low levels of attainment

There would be a new Matrix in place that would be a template for all agencies to use to measure whether a child was falling into poverty. The matrix covered four key contributors to poverty:

- Vulnerable Groups
- Vulnerable Lifestyles
- Vulnerable Moments
- Vulnerable Settings

Observations and questions were raised around the following areas:

- The number of households in temporary accommodation and the percentage of people receiving income based benefits living in homes with a low or high energy rating did not rate well for Peterborough. This must have an impact on childhood poverty. Does this information link into plans for housing and the growth strategy for Peterborough? *The Greater Peterborough Partnership would take this information into account.*
- Mary Cook from the Peterborough Pensioners Association was permitted to address the Committee by the Chairman and she made a statement regarding a report she had heard on the Child Line Service. It had reported an increase in calls from Children in Care and how often they were being moved from home to home. *The Executive Director of Children's Services responded that in Peterborough the stability of placements for children in care was critical to their improved outcomes. In Peterborough only 6% of Children in Care had 3 or more moves in the previous year. This was extremely good compared to the rest of the Country. The other measure was the number of children who had been in care for more than two years who had been in the same placement for the previous 2 ½ years. In Peterborough 78% of children in care were in this category which was extremely good. Placement support meetings were regularly held and reported on monthly.*

ACTION AGREED

That the committee approves the draft Poverty Needs Assessment and Strategy – Mapping the Route: From Poverty to Possibility and that it is brought back to the Committee after consultation had been completed.

7. Translation and Interpretation Requirements & Expenditure

The report presented information and detail on how much was being spent in individual departments on translation and interpretation services. The information provided covered the reporting period from 1 April 2010 to 31 December 2010. Members were informed that there was no statutory legislation to provide a translation and interpretation service. Translation and interpretation was a tool that professional officers employed to do a particular job and was used in certain circumstances to fulfil their statutory duties. The Translation and Interpretation Policy was compliant with the DCLG Guidelines and good practice nationally. The Commission of Integration and Cohesion had quoted Peterborough as examples of good practice for:

- Road Safety Team – its pictorial approach to road safety messages
- Primary Care Trust and Peterborough City Council (PCC) having a translation and interpretation partnership which was committed to ensuring that all users were communicated with effectively.

Under the recent Ofsted inspection of Contact, Referral and Assessment arrangements the PCC translation and interpretation services were seen as a key strength

Observations and questions were raised around the following areas:

- The Cabinet Member for Resources addressed the Committee stating that there was no desire to spend money in an ineffective way and asked the Committee for their views on whether there were any areas of expenditure that should not be incurred. An example of this might be in the registrar's office where two weddings had incurred a cost of £84 for translation services.
- The Cabinet Member for Community Cohesion, Safety and Women's Enterprise proposed that the Committee looked in the future at the ESOL provision in Peterborough.
- What checks were in place to ensure that the suppliers being used were the best suppliers for these services? *An EU competitive procurement process had been gone through to get the CINTRA and Language Line Contracts. NHS Peterborough, Peterborough & Stamford Foundation Health Trust and Cambridge & Peterborough Mental Health FT were working together to get a better and more effective service at a better price.*
- Is there a list of the categories that would be considered for translation services? *The summary of invoices included in the report for November 2010 was a typical month and gave a good indication of service areas using the translation and interpretation services. Appendix F and G in the report also gave a list of services using interpreting services and translation services from April to December 2010.*
- The report states that the authority has recently invested in the EMAS translation software and it was being used in Children's services, specifically within the classroom. Can this be used across other service areas? *The software would become more widely used in other areas where appropriate. It would be rolled out across other areas of Children's services first. There would still be a need for a formal translation service when dealing with legal and court proceedings.*
- In other countries it is usual to have to pay for translation services. Can we charge for the translation services? *People were not asked to pay for translation services. Other authorities have advised that they do not charge. In terms of equal access to services it would be discriminating against people who could not speak English to ask them to pay. There were circumstances when there was a need to communicate with people to get a message across and use translation services to do this. An example of this would be when communicating to someone who could not speak English about fly tipping. The report had highlighted that there was no charge for translation of marriage ceremonies. This was a service that the committee may wish to recommend introducing a charge.*
- How quickly will the software be rolled out across Children's Services and impact on the costs currently incurred? *The Executive Director of Children's Services would report back to the Committee in the next municipal year on the roll out of the EMAS translation software and its impact. The Assistant Director for Learning and Skills advised that it might be possible to provide a demonstration of the software to the Committee.*
- Can you advise if the total amount of spend as highlighted in the report from 1 April 2010 to 31 December 2010 of £79,630.22 will increase or was this a set budget. *It was not a set budget as the service had to be provided when required and the total amount of spend would therefore change accordingly.*
- Is the amount of spend growing with the changing demographics of Peterborough. *There were now 99 languages being spoken in the schools as apposed to 80 a year ago. Costs incurred related directly to what was happening in Children's services.*

ACTION AGREED

- I. That the Committee incorporate into their future work programme a report on the ESOL provision in Peterborough.
- II. The Executive Director of Children's Services to report back to the Committee in the next municipal year on the progress of the use of the EMAS Translation Software and look into providing a demonstration of its use.
- III. That a summary analysis of expenditure on translation and interpretation services by Directorate by month be provided to the Committee by email on a monthly basis.

RECOMMENDATION

It is recommended to the Cabinet Member for Resources that a policy of charging for the use of translation and interpretation services for marriage ceremonies be introduced.

8. Progress Report on Children's Service Development Plan

The report updated the Committee on the progress being made in addressing the recommendations made by Ofsted in their inspection of Safeguarding and Children in Care services. Members were also informed of two recent inspections. There had been an unannounced inspection of Contact, Referral and Assessment and the priority actions that were put in place previously were now no longer required and there were no further actions put in place. There had also been a recent Inspection of the Adoption Agency and this came out as satisfactory and had highlighted areas of good practice and the improvements that had been made. During both of the inspections the services were commended for the services given in relation to equality and diversity. There were no Social Workers with more than 30 cases and only four social workers with over 25 cases but this was being managed. There were currently 11 social work vacancies and there had been a positive response at a recent careers fair. All the posts were to be interviewed for over the next two months. The current vacancy rate was 2%. The Common Assessment Framework had been reported to the Safeguarding Project Team and this had showed that the quality assurance was good.

Observations and questions were raised around the following areas:

- Members commended the Executive Director of Children's Services on the noticeable improvements that had been made. *Members were advised that the Chief Executive was being provided with a regular report on where the pressure points were within the Social Care system to ensure transparency.*
- Is there a problem in recruiting social workers? *No.*
- Have you considered recruiting social workers who speak different languages? *There had been some initial discussions with specialist recruitment agencies to look at the feasibility and costs of recruiting people who could speak different languages.*

ACTION AGREED

The Committee to receive a further progress report on the Children's Service Development Plan in the new municipal year.

9. Portfolio Progress report from Cabinet member for Education, Skills and University

The Cabinet member for Education, Skills and University introduced the report which provided members with an update on progress made over the past year on the portfolio of Education, Skills and University. Members were advised that the Voyager and Orton Longueville Schools had now been approved as Academies and that the Hereward School would be opened up as a Free School. Confirmation had been received that one of the Universities that would come to Peterborough would be Cranfield University complimenting the university provision within the City.

Observations and questions were raised around the following areas:

- In the Key Stage 4 results there seems to be a clear split with secondary schools that have shown improvement and those that have not. Was there a reason for this? *The Cabinet member for Education, Skills and University paid tribute to the schools and their results and that consideration should be taken to the amount of languages that were being spoken in the schools. There were nine schools that were occupied with over 50% of new arrivals to the city. 25% of the population that took the exams were only in the education system for two years.*

Last year the Voyager school results remained static and Orton Longueville had not met their targets. Three other schools had remained static. St John Fischer had improved over the past three years. There were seven schools that were very high performing. There had been sustainable improvement over the year and those schools that were not performing had received massive intervention. The recent Ofsted inspection at Orton Longueville School had judged them as satisfactory overall recognising the capacity to improve.

- *Do you think that Academy status is the way forward? There was no option. The office of the schools commissioner visited recently and wanted to ensure that the Local Authority continued to go down the route of Academy status for schools. However there would be no change in the statutory functions that the Executive Director of Children's services held. A close leadership relationship would remain between the Local Authority and the schools.*
- *Do you get the results of the inspections of the Thomas Deacon Academy? There was a good working relationship with the Local Authority and Thomas Deacon Academy and there was an LEA presence on the Governing Board.*
- *Do the Thomas Deacon Exam results count in our figures? Yes.*
- *Are people going for one particular school as a preference on their admissions form and then being left with a school they don't want? There had been a change from choice to preference for admission to schools. Preference had led to more people opting for King's School and the Thomas Deacon Academy. The Academy had a fair banding approach which ensured that there was a spread of children with different abilities. King's School catchment was regional and was a specialist school and had limited intake. It was hopeful that more young people in 2012 would get their first preference.*
- *How many students do we currently have at the University and are they local? There were approximately 1000 students and they were all local apart from 75 places which came from outside of Peterborough. The business plan over the next five years was to bring 5640 students to the University.*
- *Has there been a problem with accommodation and are we planning to build a Halls of Residence. There had been a problem but accommodation had been found. A block of flats had been secured for next year and the Housing Strategy Manager would be putting proposals forward for student accommodation within the city centre.*
- *What provision had been made for school nurses going into the Academies? The Local Authority were commissioned to provide a service of School nurses and would provide the same service to Academies as they would to other schools.*
- *Councillor Holdich informed the Committee that Melanie Collins, Assistant Director for Learning and Skills would be leaving the Authority and that this would be a great loss to the Local Authority. He thanked her for Championing Education in Peterborough and the progress that she had made during her time with the Authority.*

ACTION AGREED

The committee noted the report.

10. Forward Plan of Key Decisions

The Committee received the latest version of the Council's Forward Plan, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the following four months. Members were invited to comment on the Plan and, where appropriate, identify any relevant areas for inclusion in the Committee's work programme.

ACTION AGREED

The Committee noted the Forward Plan and agreed that there were no items for further consideration.

The meeting began at 7.00 and ended at 9.05pm

CHAIRMAN

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CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 5
13 JUNE 2011	Public Report

Report of the Executive Director of Children's Services

Contact Officer(s) – John Richards, Executive Director of Children's Services
Contact Details – 01733 863601

INTRODUCTION TO CHILDREN'S SERVICES

1. PURPOSE

- 1.1 This report sets out the approach to be taken at the first Scrutiny Committee of the municipal year, during which Members will be presented with a comprehensive overview of the opportunities, priorities and challenges in Children's Services that fall within the remit of the Creating Opportunities and Tackling Inequalities theme, with the aim of establishing a work programme for the year.

2. RECOMMENDATIONS

- 2.1 That the Committee will discuss the detail contained in the presentation that will be given during the meeting, and to agree a scrutiny work programme for the year.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 Adopting this approach for the first Scrutiny meeting of the year will ensure that a scrutiny work programme is developed and agreed which directly contributes to the objectives and outcomes contained in the Sustainable Community Strategy.

This committee in particular most directly contributes to the 'Creating Opportunities and Tackling Inequalities' priority in the Sustainable Community Strategy.

4. BACKGROUND

- 4.1 The presentation that will be given at the meeting will serve to inform the committee about the different elements of children's services and the aspirations, successes and challenges that the department faces.

5. KEY ISSUES

- 5.1 The presentation that will be given to the committee will provide information on
- The different elements of children's services from universal to targeted and specialist areas and how they link together.
 - The Local Authorities relationship with schools and its' importance.
 - Information about the back office functions and the enabling side of the department.
 - The successes and challenges that the department faces.

The intention of the presentation is to ensure that all members of Scrutiny are as fully up to date as possible about the service for which they will be providing scrutiny.

6. IMPLICATIONS

6.1 Members will be provided with sufficient information and evidence to enable them to be confident about their role on this scrutiny committee, and to identify a work programme for the year.

7. NEXT STEPS

7.1 Following the committee meeting the committee will be able to highlight areas of work that they wish to scrutinise in more depth over the coming year.

8. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

8.1 N/A

9. APPENDICES

9.1 N/A

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 6
13 JUNE 2011	Public Report

Report of the Assistant Director of Children's Social Care

Report Author – Belinda Evans, Complaints Manager, Corporate Complaints Service

Contact Details – 01733 296324

CHILDREN'S (SOCIAL CARE) SERVICES STATUTORY COMPLAINTS PROCESS (CHILDREN ACT 1989) ANNUAL REPORT 2010/11

1. PURPOSE

This is the annual report submitted to Scrutiny Committee about Children's (Social Care) Services statutory complaints process.

2. RECOMMENDATIONS

Scrutiny Committee are requested to consider the report and make recommendations for further scrutiny if deemed appropriate.

3. LINKS TO SUSTAINABLE COMMUNITY STRATEGY

The annual complaints report is a fundamental part of the Sustainable Community Strategy.

4. BACKGROUND

4.1 The statutory complaints process covered by this report applies to complaints presented by or on behalf of 'children in need' or 'looked after' (meaning in the council's care) as defined by the Children Act 1989. Effectively this means those children in receipt of social care services.

4.2 The complaints process aims to provide additional safeguards for children and young people and to empower them to express their views about services they receive. A young person may make a complaint directly or an adult (parent, carer, relative or advocate) may act on their behalf. The city council provides an independent advocacy service, as required by law, and therefore a number of children are supported by that means.

4.3 There are three stages to the statutory complaints process:

- Stage 1, requiring a response within 10 working days and a maximum of 20 if a delay is acceptable
- Stage 2, requiring independent investigation within 25 working days and a maximum of 65 in exceptional circumstances

- Stage 3, requiring presentation to an independent complaint review panel within 30 working days.

Where a complaint is not resolved at Stage 3, the complainant may appeal to the Local Government Ombudsman who may choose to investigate and overturn the local authority's response.

- 4.4 Complaints data contributes evidence to the Annual Performance Assessment and Ofsted inspections of services. This information demonstrates how far the concerns of service users are reflected in changes to services which improve outcomes for children and young people. Evidence that children and families know how to complain and do make complaints is seen as positive evidence of their empowerment. Complaints therefore must always be investigated in a spirit of openness and learning, although of course not all complaints will be justified and upheld.
- 4.5 During 2010 a change was made to the complaint monitoring service due to the departure of the complaints manager within Children's social care who was operating as a stand alone service. A decision was taken for the administration of the Children' Social Care complaints function to be transferred to the Council's Corporate complaints team for a trial period of one year initially which has greater resource levels ensuring that the team can respond more quickly to complaints. There is also greater focus on the use of electronic record keeping which has resulted in a more accurate picture of complaints in progress. The team are able to provide performance data on a monthly basis to keep the senior management team within social care more informed of problems which may arise.

5. COMPLAINT VOLUMES AND PERFORMANCE

- 5.1 Statutory Complaints concerning Children's Social Care Services 2009

Total Complaints Received in 2010/11		
Informal Complaint	17	Resolved within 48 hours
Stage 1 complaint	63	Accepted as a valid complaint and investigated by team manager
Frozen	7	Not accepted due to Court action
Withdrawn	2	Customer decided to withdraw or Complainant did not meet criteria
TOTAL	89	

- 5.2 This year shows an increase in the complaint numbers recorded. This is partly due to more accurate recording of complaints. There was an increase of 25% in the number of complaints recorded at Stage 1 over the previous year.

- 5.3 Occasionally complaints are received that can be resolved very quickly, for example when a child or parent has been waiting to be contacted and a phone call by the team manager will resolve outstanding queries to the complainants satisfaction. If this is the case the complaint can be resolved within the first 48 hours and will then be recorded as informal. All formal complaints must be logged and a written acknowledgement sent within 3 working days.
- 5.4 Complaints where early resolution is not possible will be recorded and sent to the appropriate team manager on the day of receipt. The team manager will be given a deadline for response. Whilst waiting for response from the team manager the complainant will continue to have access to the complaints team if they are concerned or need to bring other matters to the attention of the department before the manager has contacted them.
- 5.5 On a few occasions during the year complaints have had to be frozen as the issues raised are likely to be addressed by or may prejudice pending legal proceedings. The complaints team will consult with the team manager and take legal advice to decide whether a complaint should be frozen. If this is decided the complainant is informed in writing and will be given the opportunity to raise the complaint after court proceedings are concluded; if the issue raised was not covered in court.
- 5.6 To use the Children's (Social Care) Services statutory complaints process the complainant must meet certain criteria. Only those people with sufficient interest in a child who is classified as a 'children in need' or 'looked after' or the child personally, can make a complaint under the policy. Sometimes complaints are received from interested parties who do not meet the criteria and the complaint has to be withdrawn. Alternatively a complainant may be the one who chooses to withdraw their complaint, but this is rare.

Table 2: Stage 1 Complaints Performance

Table 2: The Percentage Of Stage 1 Complaints Responded To Within 20 Working Day maximum			
	Complaints Received	No. Responded to within 20 days	No. responded to late or o/s a response at year end
Access to Resources	0	N/A	N/A
Adoption	6	4	2
Adoption support & kinship care	3	2	1
Assessment & Care Planning	13	5	8
Children in Need	8	5	3
Childs Integrated Disability Service	3	1	2
Education Team for Children in Care (ETCIC)	3	2	1
Family Assessment and Support Team	0	0	0
Fostering: Recruitment & Assessment	1	1	0
Fostering: Support & Supervision	0	N/A	N/A
Leaving Care	5	3	2
Multi Systemic Therapy Team	1	0	1
New Horizons	0	N/A	N/A
Permanency and In Care	3	3	0
Quality & Assurance	1	1	0
Referral & Assessment	16	8	8
Safeguarding	0	N/A	N/A
TOTALS	63	35	28 (11o/s at year end)

5.7 The aim is for complaints to be resolved at the lowest possible level and only to be escalated if not resolved in earlier stages or if investigations in earlier stages are unacceptably protracted. Complaints at stage 1 are investigated by the manager responsible for the team or service and in all cases, the manager is expected to engage with the complainant to clarify the nature of their complaint and seek resolution as swiftly as possible, making a formal adjudication on the complaint.

5.8 To make early resolution a reality the complaint must be given priority. As shown in table 2 above this is not always happening and nearly 50% of complaints are not being responded to within the statutory timescales of a maximum of 20 working days. Last December all managers in Children's Social Care attended a full day training that was delivered by the Local Government Ombudsman to ensure that the statutory complaints process was fully understood. At the same time a monthly performance report has been formulated by the corporate complaints team and this is now sent to the senior management team each month so that that the relevant service manager can address outstanding complaint responses with the team managers concerned. Both these changes have begun to have a positive effect and in the last quarter of 2010/11The average response time for Stage 1 responses decreased from 20 days to 16 days.

- 5.9 To improve the standards of complaint handling further a new set of guidance is being produced so that the officers responding to complaints know what is required and have an established framework to follow. A new quality assurance process will complement this guidance which is shortly to be introduced and will involve the checking of all formal complaint responses before they are sent to the complainant. It has also been agreed that a more robust escalation process will be put in place so that complaints not responded to within the earlier deadline of 10 days are brought to the attention of the relevant service manager and subsequently the Head of Service so they can be prioritised to ensure they meet the statutory deadline of 20 working days.
- 5.10 On reviewing the outcome of Stage 1 cases in table 3 below it is clear that of those cases which have so far received a response 44% of these cases have some merit and service improvements need to be identified to ensure lessons are learnt and the percentage of upheld & partially upheld complaints is reduced. As there were 11 cases outstanding a response at the year end it is not possible to provide a complete picture of the validity of complaints made in the year.

Table 3

OUTCOME OF STAGE 1 COMPLAINTS 2010/11		
Upheld	9	All aspects of complaint upheld
Partially Upheld	14	Some aspects of complaint upheld
Not Upheld	29	None of the complaint was justified
Outstanding a Response	11	No response yet been sent
Total Stage 1 complaints	63	

- 5.11 Complaints progressing beyond stage 1 of the process show an increase over the previous year. Where the complaint was escalated to Stage 2 it was generally the case that this could have been avoided if the complaint had been given an appropriate level of attention and expediency by the Stage 1 investigator. An improvement in Stage 1 performance will ultimately save the department from the expenditure of unnecessary Stage 2 investigations which currently cost around £2000 per case.
- 5.12 During the year six cases were escalated to Stage 2. Although only one of these cases was fully upheld, there were delays and poor service identified in several of the remaining cases.
- 5.13 During 2010/11 two complaints were escalated to Stage 3 of the process, and an Independent Complaint Review Panel was held in each case. The first case resulted in the complaint not being upheld and the complainant has

subsequently appealed to the Ombudsman who is currently considering the case. The other case was upheld by the panel and the Assistant Director concerned agreed to make a payment for missed respite care for the complainant's daughter. Stage 3 panels should be a last resort due not only to the cost involved but also the delay and stress this visits on the complainant. However the process requires a panel to be held in all but exceptional cases before a complainant can exercise their right to refer their case to the Ombudsman.

- 5.14 There are currently 2 cases which are being considered by the Ombudsman which both occurred before the year being reported. It is likely that the decisions in both these cases will be communicated to the Authority within the next few months.
- 5.15 A pool of (self-employed) Independent Persons required to meet the requirements of Stages 2 & 3 of the procedure needs to be reviewed following some poor decisions in a couple of Stage 2 cases. Research amongst other Local Authorities has been undertaken to ensure that the Authority can attract the correct calibre of person which in some part is reliant in paying competitive fees.

6. ACCESSIBILITY

Table 4. Who is making Complaints?								
TOTAL	Children	Parents/ Guardians	Carers	Foster Carers	Professionals	LAC (now Adult)	Friend (with sufficient interest	Relatives
89	6	60	1	3	1	1	3	14

- 6.1 All Council complaints and appeals procedures are documented in a complaints booklet which is displayed in the Council's main offices. . Table 4 (above) shows adults are more likely to use the formal process than children and young people themselves, so they are reminded of their right to questions, challenge or complain at each statutory child care review (for looked after children and young people) and/or Child Protection Conferences.
- 6.2 Independent Advocacy support is available for those meetings or for any young person considering a complaint

7 KEY THEMES

Table 5: Complaint Categories

Nature of Complaint	2010/11
About Policy	3
Breach of Confidentiality	8
Broken Promise/Appointment	3
Delay/Failed Service	21

Nature of Complaint	2010/11
Denial/Withdrawal/Change Service	7
Lack of /Incorrect Information	10
Not to Standard	4
Staff Attitude/Conduct	31
Other	2
Total	89

- 7.1 It is not possible to make a direct comparison regarding the most common reasons for complaints over the past year against previous years. Early in 2010 it was agreed between the then Children's Social Care complaint manager and the current Corporate complaint manager to rationalise the categories being used to record the complaints received by Children's Social Care. The decision was made to allow a direct comparison between the two complaints procedures as well as enabling clearer identification of trends by using fewer categories (there are now 11 categories in place as opposed to 26 previously).
- 7.2 As shown in table 5 above the most common category for complaints is currently staff attitude/conduct followed by delay/failed service. This is not unexpected in a service which has a lot of direct staff contact with customers. Customers' expectations can sometimes be unrealistic regarding how a service is delivered or the timescales involved. This is comparable to the corporate complaint trends where these 2 categories are also the most prevalent. Further analysis will be undertaken on the upheld complaints to confirm if further training or coaching needs to be provided or disciplinary action taken where complaints about staff attitude/conduct are upheld.

8. IMPLICATIONS

Implications arise for the continuous improvement of children's social care services and the annual performance assessment whereby it will be demonstrated that complaints are received and responded to in accordance with the statutory process and lessons learnt from complaints are fed into service improvements

9. EXPECTED OUTCOMES

It is expected that the panel will consider this report and the potential for further areas of scrutiny.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Statutory Instrument 2006 No.1738 The Children Act Representations Procedure (England) Regulations 2006

<http://www.opsi.gov.uk/SI/si2006/20061738.htm>

Getting the Best from Complaints – Social Care Complaints and Representations for Children, Young People and Others

[http://www.everychildmatters.gov.uk/resources-and-practice/IG00152/;](http://www.everychildmatters.gov.uk/resources-and-practice/IG00152/)

11. APPENDICES

None

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 7
13 JUNE 2011	Public Report

Report of the Solicitor to the Council

Contact Officer – Paulina Ford, Senior Governance Officer, Scrutiny
Contact Details – (01733) 452508 or email paulina.ford@peterborough.gov.uk

REVIEW OF 2010/2011 AND WORK PROGRAMME FOR 2011/12

1. PURPOSE

- 1.1 To provide the Committee with a review of the work undertaken during 2010/11 and to develop a work programme for 2011/12.

2. RECOMMENDATIONS

- 2.1 That the Committee considers the 2010/2011 year in review and makes recommendations on the future monitoring of these items where necessary.
- 2.2 That the Committee determines its priorities, and develops a work programme for the forthcoming year.

3. REVIEW OF 2010/11

- 3.1 The Creating Opportunities and Tackling Inequalities Scrutiny Committee was established by Council at its annual meeting on 18 May 2009. During the year 2010/2011, the Committee considered the following issues:

- Excellence in Partnership
- Safeguarding and Children in Care Services Action Plan
- Cessation of the Comprehensive Area Assessment
- Review of 2009/10 and Future Work Programme
- Children's Trust - Be Healthy Partnership
- The Big Debate – In the current economic climate and finite resources how best can we ensure that vulnerable adults and children are supported now and in the future
- Presentation of 2010 Examination Results, EYFS – Key Stage 4 – A Level
- Children's Trust - Enjoy and Achieve Partnership
- Personal Relationships Policy
- Peterborough Safeguarding Children's Board Annual report
- Children's Trust – Make a Positive Contribution Partnership
- Translation and Interpretation Policy
- Peterborough PCT Carers Strategy and Action Plan
- Budget 2011/12 and Medium Term Financial Plan
- Portfolio Progress report from Cabinet Members relevant to the committee:
- Portfolio Progress Report from the Cabinet Member for Children's Services
- Ofsted Annual Assessment of Children's Services
- Making a Positive Contribution – Reducing NEETS
- Re opening of Hereward School Site
- Safeguarding and Children in Care – Progress report on the Children's Service Development Plan
- Portfolio Progress report from the Cabinet Member for Education, Skills and University
- Child Poverty Strategy

- Translation and Interpretation Services
- Children's Trust - Be Healthy Partnership – Progress Report on Actions taken

3.2 For the information of the Committee, copies of the recommendations made during the year are attached at Appendix 1.

4. WORK PROGRAMME 2011/12

4.1 In accordance with the Constitution, the Committee is responsible for setting its own programme in line with the Council's key priorities and the Committee's remit.

4.2 The Committee's remit is:

To review and scrutinise the delivery of the Sustainable Community Strategy priority of creating opportunities, tackling inequalities. This will include reviewing and scrutinising the performance of other public bodies in their activities and performance in the delivery of Single Delivery Plan targets.

Hold the Executive to account for the discharge of functions in the following ways:

- by exercising the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive or key decisions which have been delegated to an officer.
- by scrutinising Key Decisions which the Executive is planning to take, as set out in the Forward Plan
- by scrutinising Executive decisions after they have been implemented, as part of a wider policy review.

To review and scrutinise the planning, decisions, policy development, service provision and performance relating to the following service areas:

- Adult Learning and Skills
- Children's Services
- Education
- Safeguarding Children

To assist and advise the Council and the Executive in the development of its budget and policy framework by in-depth analysis of policy issues in relation to the terms of reference of the committee.

Make recommendations to the Executive and/or Council arising from overview and scrutiny activity.

Establish ad-hoc Task and Finish Groups to investigate specific topics on a time-limited basis.

4.3 A draft work programme which shows the items which are currently scheduled along with items carried over from last year is attached at Appendix 2.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

5.1 Minutes of the Creating Opportunities and Tackling Inequalities Scrutiny Committee held on 21 June, 3 August, 20 September, 15 November 2010 and 6 January, 24 January, and 21 March 2011.

6. Appendices

6.1 Appendix 1 - Recommendations made during 2010/2011
Appendix 2 – Draft Work Programme 2011/12

ITEM	RECOMMENDATION	REFERRED TO	RESPONSE
<p>Meeting date 15 November 2010</p> <p>Translation and Interpretation Policy</p>	<p>The Committee:</p> <p>I. Endorsed the proposed Translation and Interpretation Policy; and</p> <p>II. Recommended the adoption of the Translation and Interpretation Policy to Cabinet with the proviso that;</p> <p>a. In the report to Cabinet it is noted that the Committee had concerns with regard to the level of spend on translation and interpretation services and that it was uncapped. The Cabinet report to include more detailed information about the spread of spend across the departments.</p> <p>b. The policy to include guidelines for officers on what were essential services.</p> <p>c. That a report be brought back to the Committee at a later date to monitor the ongoing costs of the translation and interpretation services. The report to detail cost by department and how it was spent.</p>	<p>Referred to Cabinet on 13 December 2010.</p>	<p>Cabinet approved the draft Translation and Interpretation Policy on 13 December 2010.</p>
<p>Meeting date 21 March 2011</p> <p>Translation and Interpretation Requirements & Expenditure</p>	<p>It is recommended to the Cabinet Member for Resources that a policy of charging for the use of translation and interpretation services for marriage ceremonies be introduced.</p>	<p>Referred to Cabinet Member for Resources on 1 June 2011.</p>	

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**CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE
WORK PROGRAMME 2011/12**

Meeting Date	Item	Progress
13 June 2011 <i>Draft report 26 May</i> <i>Final report 2 June</i>	Introduction to Children's Services To receive a report on aspirations and challenges within Children's Services. Contact Officer: John Richards	
	Children's (Social Care) Services Statutory Complaints Process (Children act 1989) Annual Report 2010 To scrutinise the Children's (Social Care) Services Statutory Complaints Process (Children act 1989) Annual Report 2010 and make any necessary recommendations. Contact Officer: Lyn Chesterton	
	Review of 2010/11 and Future Work Programme To review the work undertaken during 2010/11 and to consider the future work programme of the Committee. Contact Officer: Paulina Ford	
11 July 2011 <i>Draft report 23 June</i> <i>Final report 30 June</i>	Single Delivery Plan To scrutinise the Single Delivery Plan and identify areas for scrutiny which fall within the remit of the Committee. Contact Officer: John Richards	
	Safeguarding and Children in Care – Progress report on the Children's Service Development Plan To scrutinise and monitor the actions being taken in the Children's Service Development Plan and its impact. Contact Officer: John Richards	

Meeting Date	Item	Progress
12 September 2011 <i>Draft report 25 Aug</i> <i>Final report 1 Sept</i>	Presentation of 2011 Examination Results, EYFS – Key Stage 4 – A Level To scrutinise the 2011 examination results, assess the impact of the action plan to improve educational results and make any necessary recommendations. Contact Officer:	
	Portfolio Progress report from Cabinet Members relevant to the committee: <ul style="list-style-type: none"> • Cabinet Member for Children’s Services • Cabinet Member for Education, Skills and University To Scrutinise and comment on the progress of the portfolio of the Cabinet Member for Education, Skills and University and Cabinet member for Children’s Services.	
15 November 2011 <i>Draft report 27 Oct</i> <i>Final report 3 Nov</i>	Academies Contact Officer: John Richards	
5 January 2012 (Joint Meeting of the Scrutiny Committees and Commissions)	Budget 2012/13 and Medium Term Financial Plan To scrutinise the Executive’s proposals for the Budget 2011/12 and Medium Term Financial Plan. Contact Officer: John Harrison/Steven Pilsworth	

Meeting Date	Item	Progress
16 January 2012 <i>Draft report 29 Dec</i> <i>Final report 5 Jan</i>	Children in Care Contact Officer: John Richards	
12 March 2012 <i>Draft report 23 Feb</i> <i>Final report 1 March</i>	Children's (Social Care) Services Statutory Complaints Process (Children act 1989) Annual Report 2011 To scrutinise the Children's (Social Care) Services Statutory Complaints Process (Children act 1989) Annual Report 2011 and make any necessary recommendations.	

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CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 8
13 JUNE 2011	Public Report

Report of the Solicitor to the Council

Report Author – Paulina Ford, Senior Governance Officer, Scrutiny

Contact Details – 01733 452508 or email paulina.ford@peterborough.gov.uk

FORWARD PLAN – 1 JUNE TO 30 SEPTEMBER 2011

1. PURPOSE

- 1.1 This is a regular report to the Creating Opportunities and Tackling Inequalities Scrutiny Committee outlining the content of the Council's Forward Plan.

2. RECOMMENDATIONS

- 2.1 That the Committee identifies any relevant items for inclusion within their work programme.

3. BACKGROUND

- 3.1 The latest version of the Forward Plan is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) will be making over the next four months.
- 3.2 The information in the Forward Plan provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information.
- 3.3 If the Committee wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated within the work programme.

4. CONSULTATION

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

6. APPENDICES

Appendix 1 – Forward Plan of Executive Decisions

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**PETERBOROUGH CITY
COUNCIL'S FORWARD PLAN
1 JUNE 2011 TO 30 SEPTEMBER 2011**

FORWARD PLAN OF KEY DECISIONS - 1 JUNE 2011 TO 30 SEPTEMBER 2011

During the period from 1 June 2011 To 30 September 2011 Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. The dates detailed within the Plan are subject to change and those items amended or identified for decision more than one month in advance will be carried over to forthcoming plans. Each new plan supersedes the previous plan. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Alex Daynes, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 01733 452483). Alternatively, you can submit your views via e-mail to alexander.daynes@peterborough.gov.uk or by telephone on 01733 452447.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the papers listed on the Plan can be viewed free of charge although there will be a postage and photocopying charge for any copies made. All decisions will be posted on the Council's website: www.peterborough.gov.uk. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this plan.

NEW ITEMS THIS MONTH:

Key Theatre - Phase 3 Extension - KEY/07JUN/11
Termination of Transitions Contract - KEY/08JUN/11
Peterborough Preliminary Flood Risk Assessment (PFRA) - KEY/09JUN/11
Extension of Home to School Contracts - KEY/10JUN/11
Energy Supply Company (ESCO) - KEY/11JUN/11
Local authority Mortgage Scheme - KEY/12JUN/11
Orton Longueville School and Stanground College - KEY/13JUN/11
Manor Drive Managed Service – Procurement through the Services Competitive Dialogue Process - KEY/01SEP/11
Single Equality Scheme - KEY/02SEP/11

JUNE

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
<p>Delivery of the Council's Capital Receipt Programme through the Sale of Land and Buildings - Vawser Lodge Thorpe Road - KEY/04DEC/10</p> <p>To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Vawser Lodge</p>	<p>June 2011</p>	<p>Cabinet Member for Resources</p>	<p>Sustainable Growth</p>	<p>Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate</p>	<p>Sandra Neely Temp Capital Projects Officer Tel: 01733 384541 sandra.neely@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken</p>

<p>Security Framework Contract - lot 2 - KEY/09DEC/10 Award lot 2 of framework contract; cash collection and cash in transit services, delivering services for the council such as collecting cash from parking meters and banking it securely.</p>	June 2011	Cabinet Member for Resources	Sustainable Growth	Internal and external stakeholders as appropriate	Matthew Rains P2P Manager Tel: 01733 317996 matthew.rains@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is made
<p>Section 75 Variation 2011-12 - KEY/08FEB/11 To extend the existing partnership agreement under the National Health Act 2006 to pool funding from NHS Peterborough and PCC to commission drugs services by one year.</p>	June 2011	Cabinet Member for Community Cohesion and Safety	Strong and Supportive Communities	Internal and external partners	Karen Kibblewhite Safer Peterborough Manager - Cutting Crime Tel: 01733 864122 karen.kibblewhite@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken
<p>Refuse Derived Fuel - KEY/09FEB/11 To amend existing contract to enter into a 1 year agreement with HW Martin Waste Ltd to send material to Refuse Derived Fuel Facility</p>	June 2011	Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning	Environment Capital	Internal and external stakeholders as appropriate	Amy Nebel Recycling Contracts Officer Tel: 01733 864727 amy.nebel@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken

<p>Section 75 Agreements with Cambridgeshire Community Services, NHS Peterborough and Cambridge & Peterborough Foundation Trust - KEY/12FEB/11 Approval of s.75 Agreements with Cambridgeshire Community Services for the provision of Adult Social Care; with NHS Peterborough for the provision of Learning Disability Services; and with Cambridge & Peterborough Foundation Trust for the provision of mental health services.</p>	June 2011	Cabinet Member for Adult Social Care	Health Issues	Relevant internal and external Stakeholders	Denise Radley Executive Director of Adult Social Services Tel: 01733 758444 denise.radley@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Bayard Place - replacement of air-conditioning system (legislative works) - KEY/03MAR/11 To authorise the award of the contract for the replacement of the air-conditioning system at Bayard Place</p>	June 2011	Cabinet Member for Resources	Sustainable Growth	Consultation will take place with relevant internal stakeholders as appropriate	Steven Morris Partnership & Procurement Commissioning Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken

<p>Adult Drug Treatment Plan 2011-2014 - KEY/04MAR/11 To approve the plan.</p>	June 2011	<p>Cabinet Member for Community Cohesion and Safety</p>	Strong and Supportive Communities	Safer Peterborough Partnership Board; SPP Delivery Board; SPP Adult Joint Commissioning Group for Drugs; local service providers; and the local service user group, SUGA	<p>Karen Kibblewhite Safer Peterborough Manager - Cutting Crime Tel: 01733 864122 karen.kibblewhite@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken</p>
<p>Social Work Practice Pilot - KEY/01APR/11 Agree arrangements for the procurement and provision of Social Work Practice Pilots for children in care.</p>	June 2011	<p>Cabinet Member for Children's Services</p>	Creating Opportunities and Tackling Inequalities	Social work staff; children in care; corporate parenting panel members and Trade Unions	<p>Andrew Brunt Assistant Director - Families and Communities andrew.brunt@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is made.</p>
<p>Discovery Primary School Extension - KEY/03APR/11 To authorise the award of the contract for the extension to Discovery Primary School.</p>	June 2011	<p>Cabinet Member for Education, Skills and University</p>	Creating Opportunities and Tackling Inequalities	Consultation will take place with relevant internal stakeholders as appropriate.	<p>Alison Chambers Asset Development Officer alison.chambers@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken.</p>

<p>Extension of Organic Waste Composting Contract (Garden Waste) - KEY/04APR/11 Approval to extend the current contract for organic waste composting with Organic Recycling Ltd for 1 year</p>	June 2011	<p>Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>	Environment Capital	Consultation will take place with relevant internal stakeholders as appropriate.	<p>Amy Nebel Recycling Contracts Officer Tel: 01733 864727 amy.nebel@peterborough.gov.uk</p>	<p>A public report will be available from the Governance team one week before the decision is taken.</p>
<p>Welland Primary School - KEY/01MAY/11 To vary the Ormiston Bushfield Academy (OBA) Design and Build Contract with Kier Eastern to allow for the design and build of Welland Primary School.</p>	June 2011	<p>Cabinet Member for Education, Skills and University</p>	Creating Opportunities and Tackling Inequalities	Executive Director Children Services, Executive Director Resources, Solicitor to the Council, Ward Councillors	<p>Brian Howard PFI Project Manager Tel: 01733 863976 brian.howard@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the Decision is taken.</p>
<p>Museum Redevelopment Project - part 2 - KEY/02MAY/11 To approve the contract award for the fit-out and exhibition display element of the redevelopment works</p>	June 2011	<p>Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>		Consultation will take place with relevant internal stakeholders as appropriate	<p>Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 Steven.Pilsworth@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken</p>

<p>Opportunity Peterborough Business Plan - KEY/01JUN/11 To endorse the Opportunity Peterborough Business Plan.</p>	June 2011	Cabinet	Sustainable Growth	All relevant stakeholders as appropriate.	Gillian Beasley Chief Executive Tel: 01733 452302 gillian.beasley@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Refresh of the Statement of Community Involvement (SCI) and links to Neighbourhood Plans and Community Action Plans - KEY/02JUN/11 To agree draft revised SCI and issue it for public consultation</p>	June 2011	Cabinet	Sustainable Growth	Internal as appropriate leading up to Cabinet, then public consultation on the draft revised SCI after Cabinet consideration.	Richard Kay Policy and Strategy Manager richard.kay@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Village Design Supplementary Planning Document - KEY/03JUN/11 To adopt the Design and Development in Selected Rural Villages SPD</p>	June 2011	Cabinet	Sustainable Growth / Rural Communities	Internal and External as appropriate	Richard Kay Policy and Strategy Manager richard.kay@peterborough.gov.uk	A public report will be made available from the governance team one week before the decision is made

<p>Draft Housing Strategy - KEY/04JUN/11 To approve the draft Housing Strategy 2011-2014 for the purposes of public consultation.</p>	June 2011	Cabinet	Strong & Supportive Communities	Internal and External as appropriate	<p>Richard Kay Policy and Strategy Manager</p> <p>richard.kay@peterborough.gov.uk</p>	A public report will be made available from the governance team one week before the decision is made.
<p>Minerals and Waste: The Location and Design of Waste Management Facilities Supplementary Planning Document - KEY/05JUN/11 To adopt the Location and Design of Waste Management Facilities SPD.</p>	June 2011	Cabinet	Sustainable Growth	Internal and External as appropriate	<p>Richard Kay Policy and Strategy Manager</p> <p>richard.kay@peterborough.gov.uk</p>	A public report will be made available from the governance team one week before the decision is made.

<p>Collaboration agreement with Registered Providers of Affordable Housing - KEY/06JUN/11 Authorise the Chief Executive in consultation with the Cabinet member for Growth, Strategic Planning and Economic Development and the Cabinet member for Housing, Neighbourhoods and Planning to negotiate final terms allowing the Council to enter into a non-binding collaboration agreement with Register Providers of Affordable Housing</p>	June 2011	<p>Cabinet Member for Housing, Neighbourhoods and Planning</p>	Strong and Supportive Communities	Internal and External Stakeholders as appropriate	<p>Andrew Edwards Head of Peterborough Delivery Partnership Tel: 01733 452303 andrew.edwards@peterborough.gov.uk</p>	<p>A public report will be available from the governance team one week before the decision is taken.</p>
<p>Key Theatre - Phase 3 Extension - KEY/07JUN/11 To award the contract for the extension to house the following:- changing rooms, office accommodation, storage, rehearsal area and rewire to original building.</p>	June 2011	<p>Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>	Strong and Supportive Communities	With Vivacity, Enterprise and City Council officers	<p>Steven Morris Partnership & Procurement Commissioning Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken.</p>
<p>Termination of Transitions Contract - KEY/08JUN/11 To terminate the transitions contract due to budget constraints - the total contract value is over £500k.</p>	June 2011	<p>Cabinet Member for Children's Services</p>	Creating Opportunities and Tackling Inequalities	Consultation has been carried out with the Assistant Director for Education & Resources, Legal Services and the 8-19 service.	<p>Jonathan Lewis Assistant Director - Resources, Commissioning and Performance jonathan.lewis@peterborough.gov.uk</p>	<p>A public report will be available from the Governance Team one week before the decision is taken</p>

<p>Peterborough Preliminary Flood Risk Assessment (PFRA) - KEY/09JUN/11 To approve the Preliminary Flood Risk Assessment</p>	June 2011	Cabinet	Sustainable Growth	Relevant stakeholders.	Richard Kay Policy and Strategy Manager richard.kay@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Extension of Home to School Contracts - KEY/10JUN/11 To extend the current home to school contracts.</p>	June 2011	Cabinet Member for Education, Skills and University	Creating Opportunities and Tackling Inequalities	Internal departments as appropriate.	Cathy Summers Team Manager - Passenger Transport Contracts and Planning cathy.summers@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.
<p>Energy Supply Company (ESCO) - KEY/11JUN/11 To seek approval to establish an ESCO.</p>	June 2011	Cabinet Member for Resources, Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning	Environment Capital	Internal and external stakeholders as appropriate	John Harrison Executive Director-Strategic Resources Tel: 01733 452398 john.harrison@peterborough.gov.uk	A public report will be available from the Governance Team one week before the decision is taken.

<p>Local authority Mortgage Scheme - KEY/12JUN/11 To seek approval to a scheme to enable greater access to the housing market</p>	June 2011	<p>Leader of the Council and Cabinet Member for Growth, Strategic Planning, Economic Development and Business Engagement, Cabinet Member for Resources, Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning</p>	Sustainable Growth	Internal and external stakeholders as appropriate	<p>John Harrison Executive Director-Strategic Resources Tel: 01733 452398 john.harrison@peterborough.gov.uk</p>	A public report will be available from the governance team one week before the decision is taken.
<p>Orton Longueville School and Stanground College - KEY/13JUN/11 To vary the Ormiston Bushfield Academy (OBA) Design and Build Contract with Kier Regional Ltd (trading as Kier Eastern) to allow for the design and build of Orton Longueville School and Stanground College</p>	June 2011	<p>Cabinet Member for Education, Skills and University, Cabinet Member for Resources</p>	Creating Opportunities and Tackling Inequalities	Executive Director Children Services, Executive Director Resources, Solicitor to the Council, Ward Councillors	<p>Brian Howard PFI Project Manager Tel: 01733 863976 brian.howard@peterborough.gov.uk</p>	A public report will be available from the governance team one week before the decision is taken

JULY

There are currently no Key Decisions scheduled for July

AUGUST

There are currently no Key Decisions scheduled for August

SEPTEMBER

KEY DECISION REQUIRED	DATE OF DECISION	DECISION MAKER	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	REPORTS
Manor Drive Managed Service – Procurement through the Services Competitive Dialogue Process - KEY/01SEP/11 To approve contract award to preferred bidder.	September 2011	Cabinet Member for Resources	Sustainable Growth	Internal departments, Unions, Staff	Andrew Cox Senior Category Manager andy.cox@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken
Single Equality Scheme - KEY/02SEP/11 To approve the final scheme following consultation	September 2011	Cabinet	Creating Opportunities and Tackling Inequalities.	Public consultation via stakeholders and partnerships.	Denise Radley Executive Director of Adult Social Services Tel: 01733 758444 denise.radley@peterborough.gov.uk	A public report will be available from the governance team one week before the decision is taken.

CHIEF EXECUTIVE'S DEPARTMENT Town Hall, Bridge Street, Peterborough, PE1 1HG

Communications
Strategic Growth and Development Services
Legal and Democratic Services
Policy and Research
Economic and Community Regeneration
Housing Strategy
Drug Intervention Programme and Drug and Alcohol Team
HR Business Relations, Training & Development, Occupational Health & Reward & Policy

COMMERCIAL SERVICES DEPARTMENT Nursery Lane, Fengate, Peterborough PE1 5BG

Property Services
Building & Maintenance
Streetscene and Facilities
Finance and Support Services

STRATEGIC RESOURCES DEPARTMENT Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Finance
Internal Audit
Information Communications Technology (ICT)
Business Transformation
Strategic Improvement
Strategic Property
Waste
Customer Services
Business Support
Shared Transactional Services
Cultural Trust Client

CHILDRENS' SERVICES DEPARTMENT Bayard Place, Broadway, PE1 1FB

Safeguarding, Family & Communities
Education & Resources
Children's Community Health

OPERATIONS DEPARTMENT Bridge House, Town Bridge, PE1 1HB

Planning Transport & Engineering (Development Management, Construction & Compliance, Infrastructure Planning & Delivery, Network Management)

Commercial Operations (Resilience, Commercial CCTV, Strategic Parking, City Centre, Markets & Commercial Trading, Passenger Transport)

Neighbourhoods (Regulatory Services, Safer Peterborough, Strategic Housing, Cohesion, Social Inclusion)

Operations Business Support (Finance, Economic Participation)

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