

## CHILDREN AND EDUCATION SCRUTINY COMMITTEE

**MONDAY 6 NOVEMBER 2023**

**7.00 PM**

**Bourges/Viersen Room - Town Hall**

**Contact: Madia Afzal, Democratic Services Officer**

**[Madia.afzal@peterborough.gov.uk](mailto:Madia.afzal@peterborough.gov.uk), 01733 452509**

### AGENDA

**Page No**

**1. Apologies for Absence**

**2. Declarations of Interest and Whipping Declarations**

At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification" that has been disclosed to the Solicitor to the Council. Members must also declare if they are subject to their party group whip in relation to any items under consideration.

**3. Minutes of the Children and Education Scrutiny Meeting Held on 25 September 2023** **3 - 8**

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

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 three Members of a Scrutiny Committee. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee.

**5. Forward Plan of Executive Decisions** **9 - 26**

**6. Annual Children's Services Complaint Report 2022-23** **27 - 44**

**7. Children Services Improvement Board Arrangements** **45 - 58**

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9. **Date of Next Meeting**

15 January 2024 – Children and Education Scrutiny Committee

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<http://democracy.peterborough.gov.uk/ecSDDisplay.aspx?NAME=Protocol%20on%20the%20use%20of%20Recording&ID=690&RPID=2625610&sch=doc&cat=13385&path=13385>

**Committee Members:**

Councillors: A Shaheed (Chair), Hemraj (Vice Chair), Ahmed, Bisby, Asif, Cole, Fenner, S Lane, Rangzeb, Skibsted and Warren

Substitutes: Councillors: Bond, Sabir, Sharp, and B Rush

**Statutory Co-opted Members:**

Peter French, Statutory Education Co-opted Member Representing the Church of England  
Dr Andy Stone, Statutory Education Co-opted Member Representing the Roman Catholic Church

**Non-Statutory Co-opted Members:**

Parish Councillor Katie Howard, Independent Co-opted Member (non-voting)  
Sameena Aziz, Independent Co-opted Member representing the Muslim Communities (non-voting)

Further information about this meeting can be obtained from Madia Afzal on telephone 01733 452509 or by email – [madia.afzal@peterborough.gov.uk](mailto:madia.afzal@peterborough.gov.uk)

**MINUTES OF THE CHILDREN AND EDUCATION SCRUTINY COMMITTEE MEETING  
HELD AT 7.00PM, ON  
MONDAY 25 SEPTEMBER 2023  
BOURGES/VIERSEN ROOMS, TOWN HALL, PETERBOROUGH**

**Committee Members Present:** Councillors Shaheed (Chair), Hemraj (Vice Chair), Bisby, Cole, Fenner, Lane, Rangzeb, Skibsted, Warren and Parish Council Co-opted Member Katie Howard.

Statutory Co-opted Member Andy Stone.

Youth Councillor Daisy Blakemore-Creedon.

**Officers Present:** John Gregg, Executive Director Children and Young People's Service  
Alison Bennett, Service Director, Safeguarding and Quality Assurance  
Jodie Lefevre, Targeted Support Interim Head of Service,  
Lydia Bennett, Head of Family Safeguarding,  
Madia Afzal, Democratic Services Officer and  
Charlotte Cameron, Senior Democratic Services Officer.

**Also Present:** Councillor Jackie Allen, Cabinet Advisor for Children's Services.  
Councillor Over, Cabinet Advisor for Children Services and Education.

**11. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Ahmed, Lane, Asif and Statutory Co-opted Members Peter French and Sameena Aziz.

**12. DECLARATIONS OF INTEREST AND WHIPPING DECLARATIONS**

No declarations of interest or whipping declarations were received.

**13. MINUTES OF THE CHILDREN AND EDUCATION SCRUTINY MEETING HELD ON 20 JULY 2023**

The minutes of the Children and Education Scrutiny Meeting held on 20 July 2023 were agreed as a true and accurate record.

**14. CALL IN**

None were received for this meeting.

**15. SUPPLEMENTARY APPOINTMENT OF CO-OPTED MEMBERS 2023/24**

The Children and Education Scrutiny Committee received a report in relation to the appointment of Co-opted Members in accordance with the Council's Constitution Part 3, Section 4 – Overview and Scrutiny Functions.

The Senior Democratic Services Officer introduced the report and explained that the nominations for Parish Council Co-opted Members had been put forward by the Parish Council Liaison Committee (PCLC) and that the appointments would be reviewed annually.

The purpose of the report was to seek approval from the Committee to appoint Katie Howard as a Non-Voting Co-opted Member for the municipal year 2023/24 to the Children and Education Scrutiny Committee in accordance with Part 3, Section 4 – Overview and Scrutiny Functions.

The Committee unanimously agreed to the appointment of Parish Councillor Katie Howard as a Non-Voting Co-opted Member for the municipal year 2023/24.

The Chair welcomed the Co-opted Member who was in attendance and invited them to join the committee for the rest of the meeting.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the report and **RESOLVED** to make the following appointments:

1. Appoint Parish Councillor Katie Howard as a Co-opted Member with no voting rights for the municipal year 2023/2024. Appointment to be reviewed annually at the beginning of the next municipal year.

#### **16. FORWARD PLAN OF EXECUTIVE DECISIONS**

The Senior Democratic Officer introduced the report which included the latest version of the Council's Forward Plan of Executive Decisions containing decisions that the Leader of the Council, the Cabinet or individual Cabinet Members would make during the forthcoming month. Members were invited to comment on the plan and where appropriate, identify any relevant areas for inclusion in the Committee's Work Programme.

- Clarification the Werrington Fields decision was sought. The committee were advised that a letter would be written to the Department for Education (DfE).
- Members queried the Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) and whether there were sufficient resources in place to provide the required level of service. It was advised that discussions with CPFT were ongoing and alternative options were being explored with regards to the implementation of the family model in question.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the current Forward Plan of Executive Decisions and **RESOLVED** to note the report.

The Committee also requested that Officers:

- Write to the DfE to seek clarification on why the decision on the Werrington Fields process had taken so long.

## 17. CLARE LODGE UPDATE

The Children and Education Scrutiny Committee received a report in relation to the work of Clare Lodge.

The report sought to provide the Committee with an update on the recent Ofsted inspection, which was undertaken at Clare Lodge as well as the current financial position.

The Director for Safeguarding and Quality Assurance introduced the report and key points raised included:

- It was confirmed that residents were in receipt of very good care.
- Members were advised that Clare Lodge was working through the Programme Plan and striving to become a centre of excellence.
- It was hoped that income would be generated through the recently established charging model.

The Children and Education Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Officers were congratulated for their work in respect of Clare Lodge with an emphasis being placed on the impressive staff retention rates.
- Members queried the number of people residing at Clare Lodge, it was confirmed that 6 people were residing at the Children's Secure Home.
- Clarification on the number of employees was sought, it was advised that the Children's Home had 19 full-time employees.
- Attention was drawn to the positive staff retention rates and the Committee were advised that Clare Lodge was looking to increase staff numbers.
- The Officer was asked to elaborate on the operating model of Clare Lodge as well as the ongoing work with the DfE. The working DfE expert group was noted.
- Furthermore, Members were advised that the group was looking into various operating models and that an initial meeting had taken place.
- It was reiterated that management were keen to promote the Children's Home as centre of excellence for vulnerable young women and that inquiries in relation to availability from local authorities were being logged.
- Further information on the purpose of the programme plan was sought. The different stages of the programme plan were highlighted and the Centre's vision for excellence was detailed. Moving forward, the Committee were advised that the service area sought to prioritise health.
- In response to the question on the support for young women over the age of 17, it was advised that individual circumstances would be taken into consideration. For instance, some young women could be moved onto supported accommodation whilst others into foster care.
- Clarification on the age criteria was sought as Members queried whether the service area intended to extend the age limit for residents of the Secure Home. The Committee were assured that alternative arrangements would be put in place for vulnerable young women over the age of 17. However, legislation didn't permit the Children's Home to detain individuals over this age.
- In respect to the financial implications and the delays surrounding invoices and payments, it was advised that the deadline for submission had been reduced to 7 days to monitor financing and reduce exposure that related to money owed.

- The support for staff outside of Clare Lodge was queried. It was confirmed that work was underway and that headteachers were supported by an officer from the education department.
- Clarification on the ongoing workforce and recruitment challenges was sought. The Committee were advised that vacancies were attracting a high volume of applicants. However, challenges derived from the pursuit for the right candidate and the stricter recruitment process.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the report and **RESOLVED** to note:

1. The contents of the report.
2. Comment on any aspects of the report.

### **18. PERFORMANCE AND OUTCOMES OF EARLY HELP SUPPORT REPORT**

The Children and Education Scrutiny Committee received a report in relation to the performance and outcomes of Early Help support. The report was requested by the Children's and Education Scrutiny Committee following their group representative meeting.

The purpose of this report was to update the Committee on the performance and outcomes of Early Help support in Peterborough.

The interim Head of Services for Children's Services and Young People introduced the report. Key areas were highlighted, and it was confirmed that targets set by the Department for Levelling Up Housing and Communities for the financial year 2023/24 had been met. Changes to the Early Help Assessment Framework were also highlighted and the ongoing work in relation to the Supporting Families Fund – Family Hub was detailed.

The Children and Education Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Members queried the progress in terms of the acquisition of sites and numbers for the Family Hubs Two Year Programme to identify sites and grow existing hubs.
- It was advised that the authority was working closely with partner organisations to identify potential sites in the North and South.
- With regards to existing buildings and whether these could be used as hubs, the Officer was unable to provide a conclusive answer.
- Clarification on 4.7 of the report was sought. The Officer agreed to provide the Committee with a briefing note to confirm the percentage of children in Not in Education, Employment or Training (NEET), how the figures are calculated and details of comparison with our statistical neighbours.
- Members queried the referral element of the Supporting Families Programme. It was confirmed that referrals to the Programme were made by schools and other service areas.
- In terms of accessibility, it was confirmed that no accessibility issues had been identified and that families had full access to the hubs.
- Discussions also centred around the eligibility criteria for the Supporting Families Programme. It was noted that Officers would support families who were not eligible where applicable.
- Members sought clarification on the progress in respect of the Supporting Families Fund. The Officer confirmed that good progress had been made and a briefing note

would confirm the percentage of children Not in Education, Employment or Training (NEET). Information on how the figures were calculated would also be provided.

- Members further queried the eligibility criteria and the support in place for applicants with disabilities and English as a second language. The Committee were advised that Lead Professionals were at hand to guide families through the application process.
- In terms of support and numbers, it was noted that families were always welcome to reach out as a cap had not been placed on the number of applicants.
- The Executive Director thanked Officers and partners for their efforts in respect of this project.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the report and **RESOLVED** to note:

1. Comment on the report of the Performance and Outcomes of Early Help Support and make recommendations as they see fit for future service delivery.

The Committee also requested that Officers:

- Provide the Committee with a briefing note to confirm the percentage of children in Not in Education, Employment or Training (NEET), how the figures are calculated and details of comparison with our statistical neighbours.

#### **19. EXECUTIVE DIRECTOR CHILDREN SERVICES AND YOUNG PEOPLE'S SERVICES & PORTFOLIO HOLDER REPORT: INTERGRATED FRONT DOOR**

The Children and Education Scrutiny Committee received a report in relation to the progress made against the Ofsted improvement plan.

The purpose of this report was to update the Committee on the developments to date.

The Director for Children's Services and Safeguarding presented the report which detailed the progress made against the Ofsted improvement plan and key points raised included:

- The three overarching outcomes were detailed.
- The vision for the service area was highlighted; it was hoped that timeliness would improve, and risks would be managed effectively with none being missed.
- In terms of recruitment, the appointment of the interim Peterborough City Council Head of Service for Children's Services and Safeguarding and three social workers was noted. Furthermore, it was hoped that vacant managerial and senior practitioner posts would be filled in the coming weeks.
- The Officer talked Members through the completed audits which highlighted improvements in quality and consistency as well as areas for development. Members were assured that the service area had robust quality assurances in place.

The Children and Education Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Clarification on the Child Exploitation Hub was sought, with one Member querying its progress. It was advised that the Hub was in its development stage. However, work in

respect of protocols and processes was underway with partner agencies and Officers were keen to update Members at a future scrutiny meeting.

- In terms of health and the resources available to respond to Multi Agency Safeguarding Hub (MASH) enquires, challenges such as the high volume of work were highlighted. Members requested a briefing note on the planned breaches of statutory duties in the public health team regarding Multi Agency Safeguarding Hub (MASH).
- In response to the Member's query on backup IT systems should the current system go down, it was confirmed that contingency plans were in place – other channels of communication would remain open.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the report and **RESOLVED** to:

1. Review and comment on the progress update in respect of the Integrated Front Door against the Ofsted improvement plan.

The Committee also requested that Officers:

- Provide a briefing note on the planned breaches of statutory duties in the public health team regarding Multi Agency Safeguarding Hub (MASH)
- In future reports, include the reasoning for why the action points in the action plan had been rated as red, amber, or green.

#### **20. WORK PROGRAMME 2023/2024**

The Senior Democratic Services Officer presented the report which considered the relevant items presented in 2023/24 of the Children and Education Scrutiny Committee and looked at the work programme for the new municipal year 2023/24 to determine the Committees priorities. Members also noted the Terms of Reference for the Committee.

- The Committee requested a contribution from Family Voice. The Officer confirmed that the forthcoming report would incorporate this contribution.

#### **AOB:**

- Clarification on the recruitment of a permanent Officer for Children's Services and Safeguarding was sought, with one Member querying the number of applications received to date. The Officer was not able to confirm the exact number of applications due to them being managed externally. However, it was hoped that a permanent Officer would be appointed by the beginning of next year.

#### **AGREED ACTIONS:**

The Children and Education Scrutiny Committee considered the current Forward Plan of Executive Decisions and **RESOLVED** to note the report.

#### **21. DATE OF NEXT MEETING:**

The date of the next meeting was noted as being 6 November 2023.

CHAIR  
Meeting began at 7.00pm and ended at 8.23pm



<b>CHILDREN AND EDUCATION SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 5
<b>06 NOVEMBER 2023</b>	<b>PUBLIC REPORT</b>

Report of:	Adesuwa Omoregie, Interim Director for Legal and Governance (Monitoring Officer)		
Cabinet Member(s) responsible:	Councillor Coles, Cabinet Member for Legal, Finance and Corporate Services		
Contact Officer(s):	Madia Afzal, Democratic Services Officer	Tel. 01733 452509	

**FORWARD PLAN OF EXECUTIVE DECISIONS**

RECOMMENDATIONS	
<b>FROM:</b> Democratic Services Officer	<b>Deadline date:</b> N/A
<p>It is recommended that the Children and Education Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Considers the current Forward Plan of Executive Decisions and identifies any relevant items for inclusion within their work programme or request further information.</li> </ol>	

**1. ORIGIN OF REPORT**

1.1 The report is presented to the Committee in accordance with the Terms of Reference as set out in section 2.2 of the report.

**2. PURPOSE AND REASON FOR REPORT**

2.1 This is a regular report to the Children and Education Scrutiny Committee outlining the content of the Forward Plan of Executive Decisions.

2.2 This report is for the Children and Education Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3:

The Scrutiny Committees will:

(f) *Hold the Executive to account for the discharge of functions in the following ways:*

ii) *By scrutinising Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions.*

**3. TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	N/A
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**4. BACKGROUND AND KEY ISSUES**

4.1 The latest version of the Forward Plan of Executive Decisions is attached at Appendix 1. The

Forward Plan contains those Executive Decisions which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) can take and any new key decisions to be taken after **20 November 2023**.

4.2 The information in the Forward Plan of Executive Decisions provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these executive decisions, or to request further information.

4.3 If the Committee wished to examine any of the executive decisions, consideration would need to be given as to how this could be accommodated within the work programme.

4.4 As the Forward Plan is published fortnightly any version of the Forward Plan published after dispatch of this agenda will be tabled at the meeting.

## **5. CONSULTATION**

5.1 Details of any consultation on individual decisions are contained within the Forward Plan of Executive Decisions.

## **6. ANTICIPATED OUTCOMES OR IMPACT**

6.1 After consideration of the Forward Plan of Executive Decisions the Committee may request further information on any Executive Decision that falls within the remit of the Committee.

## **7. REASON FOR THE RECOMMENDATION**

7.1 The report presented allows the Committee to fulfil the requirement to scrutinise Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions in accordance with their terms of reference as set out in Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 N/A

## **9. IMPLICATIONS**

### **Financial Implications**

9.1 N/A

### **Legal Implications**

9.2 N/A

## **10. BACKGROUND DOCUMENTS**

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

10.1 None

## **11. APPENDICES**

11.1 Appendix 1 – Forward Plan of Executive Decisions

# **PETERBOROUGH CITY COUNCIL'S FORWARD PLAN OF EXECUTIVE DECISIONS**

PUBLISHED: 20 OCTOBER 2023

**PART 1 – FORWARD PLAN OF KEY DECISIONS**

<b>KEY DECISIONS FROM 20 NOVEMBER 2023</b>								
<i>KEY DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS REPORT AUTHORS</i>	<i>DIRECTORATE</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</i>
<b>Education IT System Award – KEY/20NOV23/01</b> To approve the award of the new IT system for Education Services.	<b>Councillor Jackie Allen,</b> Cabinet Member for Children’s Services and Education	<b>November 2023</b>	Children and Education Scrutiny Committee	N/A	N/A	Chris Stromberg <a href="mailto:Chris.stromberg@cambridgeshire.gov.uk">Chris.stromberg@cambridgeshire.gov.uk</a>	Corporate Services	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

**PREVIOUSLY ADVERTISED KEY DECISIONS**

<b>KEY DECISION REQUIRED</b>	<b>DECISION MAKER</b>	<b>DATE DECISION EXPECTED</b>	<b>RELEVANT SCRUTINY COMMITTEE</b>	<b>WARD</b>	<b>CONSULTATION</b>	<b>CONTACT DETAILS / REPORT AUTHORS</b>	<b>DIRECTORATE</b>	<b>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</b>
<p><b>1. Charging residents and developers for replacement bins – KEY/21NOV22/01</b> - Currently all replacement household bins are replaced for free, if implemented, if you lose your bin or damage, it you will be required to pay for a replacement.</p>	<p><b>Councillor Nigel Simons, Cabinet Member for Infrastructure, Environment and Climate</b></p>	<p><b>Published for Consideration</b></p>	<p>Climate Change and Environment Scrutiny Committee</p>	<p>All Wards</p>	<p>Via the budget setting last financial year and FSWG</p>	<p>James Collingridge, Assistant Director of Operations, 01733 864736, james.collingridge@peterborough.gov.uk</p>	<p><b>Place and Economy</b></p>	<p>A CMDN.</p>
<p><b>2. PCC/CCC Delegation Agreement for jointly procured Floating Support service - KEY/27FEB23/08</b> - Approval of Delegation Arrangements to allow CCC to implement and manage this contract on behalf of PCC.</p>	<p><b>Cllr Hussain, Cabinet Member for Adults and Public Health</b></p>	<p><b>October 2023</b></p>	<p>Adults and Health Scrutiny Committee</p>	<p>All Wards</p>	<p>Feedback sought from existing customers, staff and external partners/stakeholders prior to commencing re-procurement</p>	<p>Lisa Sparks, Senior Commissioner (ASC Commissioning), 07900163590, lisa.sparks@cambridgeshire.gov.uk</p>	<p><b>Adults</b></p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p><b>3. Delegation to Cambridgeshire County Council re. recommission of the Healthy Schools Support Service – KEY/13MAR23/01</b>                      "The Public Health Directorate are seeking to continue provision of the Healthy Schools Support Service for a further 19-month period, from 1st September 2023 - 31st March 2025. The service has been successfully operating across Peterborough and Cambridgeshire since 2018 at an annual value of £148,520 to Cambridgeshire and £58,680 to Peterborough. This new contract period will be used to provide officers sufficient time to review effectiveness, understand the evidence base and better evaluate the impact of current provision to inform future commissioning intentions. The total cost to PCC for this period will be £92,276.66."</p>	<p><b>Cllr Hussain, Cabinet Member for Adults and Public Health</b></p>	<p><b>October 2023</b></p>	<p>Adults and Health Scrutiny Committee</p>	<p>All Wards</p>	<p>A comprehensive consultation will be undertaken with service users, partners and key stakeholders as part of the required work needed to inform future commissioning intentions</p>	<p>Amy Hall, Children's Public Health Commissioning Manager, <a href="mailto:amy.hall@peterborough.gov.uk">amy.hall@peterborough.gov.uk</a></p>	<p><b>Public Health</b></p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p><b>4. Delegated partnership agreement for procuring independent advocacy services for children/young people across Cambridgeshire and Peterborough – KEY/24APR23/02</b>                      To enter into a Delegation Agreement (DA) with Cambridgeshire County Council for the provision of Independent Advocacy Services for children.</p>	<p><b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b></p>	<p><b>November 2023</b></p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>N/A</p>	<p>Zoe Redfern-Nichols, Senior Commissioning Manager, <a href="mailto:Zoe.Redfern-Nichols@peterborough.gov.uk">Zoe.Redfern-Nichols@peterborough.gov.uk</a></p>	<p><b>Children and Young People's Service</b></p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p><b>5. Contract Award for Peterborough Adult Advocacy Service – KEY/8MAY23/01</b> To award the Contract for the Peterborough Adult Advocacy Service starting in October 2023 and running for 3 years with an option to extend for 1 year.</p>	<p><b>Cabinet</b></p>	<p><b>13 November 2023</b></p>	<p>Adults and Health Scrutiny Committee</p>	<p>All Wards</p>	<p>N/A</p>	<p>Zoe Redfern-Nichols, Senior Commissioning Manager, <a href="mailto:Zoe.Redfern-Nichols@peterborough.gov.uk">Zoe.Redfern-Nichols@peterborough.gov.uk</a></p>	<p><b>Adults</b></p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DIRECTORATE	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES
<b>6. PCC SEND and AP expenditure – KEY/3JUL23/01</b> Approvement to authorise the future expected spend through Cambridgeshire County Council's Children's External Placements Dynamic Purchasing System (PDPS) until 31st March 2024 with providers for Alternative Education Provision – SEND and AP and Inclusion Team.	<b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b>	<b>October 2023</b>	Children and Education Scrutiny Committee	All Wards	N/A	Anna Wahlandt - <a href="mailto:anna.wahlandt@cambridgeshire.gov.uk">anna.wahlandt@cambridgeshire.gov.uk</a> 07881 426870	Children and Young People's Service	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>7. Draft Housing Strategy – KEY/3JUL23/04</b> Approval of draft Housing Strategy to commence public consultation	<b>Cabinet</b>	<b>December 2023</b>	Growth, Resources, And Communities Scrutiny Committee	All Wards	Internal consultation with key service stakeholders to inform development of the draft strategy. Public consultation with key external stakeholders and residents for 6 weeks once the draft is approved for consultation	Anne Keogh Housing Strategy and implementation Manager <a href="mailto:anne.keogh1@peterborough.gov.uk">anne.keogh1@peterborough.gov.uk</a> 07983343076	<b>Place and Economy</b>	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>8. Post-16 Framework for Alternative Education and Training – KEY/17JUL23/01</b> - Agreement for the Post-16 Framework for Alternative Education and Training to be able to call off this Framework which is Cambridgeshire led.	<b>Councillor Lynne Ayres, Cabinet Member Skills, Further and Higher Education including the University</b>	<b>October 2023</b>	Children and Education Scrutiny Committee	<b>All wards</b>	Family Voice, Young People representation groups (Access Champions), representatives of seldom heard groups	David Rhodes, Commissioning Manager, Email: <a href="mailto:david.rhodes@peterborough.gov.uk">david.rhodes@peterborough.gov.uk</a>	Children and Young People's Service	Paper from Children and Young People's Committee in Cambridgeshire
<b>9. Medgen Nursing Services Limited - KEY/17JUL23/02</b> - Approval for spend on a young person's placement for nine months.	<b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b>	<b>October 2023</b>	Children and Education Scrutiny Committee	<b>CENTRAL WARD</b>	No other consultation sought.	Ros Anderson, ART Support Officer, Email: <a href="mailto:ros.anderson@cambridgeshire.gov.uk">ros.anderson@cambridgeshire.gov.uk</a> Tel: 01733 863986	Children and Young People's Services	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<b>10. To award a contract to Milestone Infrastructure to undertake construction of active travel improvements on Thorpe Wood – KEY/31JUL23/02</b> "The Cambridgeshire and Peterborough Combined Authority have successfully been awarded a total of £3,896,59 Active Travel England as part of Active Travel Funding 4. Peterborough has been allocated a total of £2,986,590 of which £2,000,000 is for the construction of Thorpe Wood Cycleway Phase 3"	<b>Cabinet</b>	<b>13 November 2023</b>	Climate Change and Environment Scrutiny Committee	West	Consultation on detailed designs will be undertaken in Autumn 2023	Lewis Banks, Transport and Environment Team Manager, <a href="mailto:lewis.banks@peterborough.gov.uk">lewis.banks@peterborough.gov.uk</a>	<b>Place and Economy</b>	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DIRECTORATE	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES
<p><b>11. Peterborough Community Short Breaks for Children with Disabilities – KEY/28AUG23/03</b> Community Short Breaks Offer for children/young people with disabilities and/or complex needs in Peterborough from April 2024</p>	Cabinet	18 December 2023	Children and Education Scrutiny Committee	All Wards	Consultation with parent carers has been completed in the form of a questionnaire distributed on social media. A questionnaire was also shared with professionals within the 0-25 Disability Social Care Team. A soft market testing exercise was done as market engagement.	Issy Thomson - Senior Children's Commissioning Officer - <a href="mailto:isobel.thomson@peterborough.gov.uk">isobel.thomson@peterborough.gov.uk</a>	Children and Young People's Service	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<p><b>12. Extra Care Housing Tender in Peterborough – KEY/28AUG23/04</b> Approval to award the contract for three Extra Care Housing schemes in Peterborough; Friary Court, The Pavilions and The Spinney. The current contract is due to end 31 January 2024. Agreement is being sought to award all three services for a total of 5 years at a cost of £1,510,003 per annum, with a total contract value of £7,550,015.</p>	Cllr Hussain, Cabinet Member for Adults and Public Health	November 2023	Growth, Resources, And Communities Scrutiny Committee	All Wards	Limited due to timescales as existing provider gave notice to end contract, needing service in place by January 2024.	Ruth Miller, Senior Commissioner, <a href="mailto:ruth.miller@camb.ridgeshire.gov.uk">ruth.miller@camb.ridgeshire.gov.uk</a>	Adults	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<p><b>13. Peterborough Integrated Renewable Infrastructure (PIRI) - commercialisation options – KEY/28AUG23/06</b> To review the commercialisation routes for delivery of the PIRI project and determine the Council's preferred option to be developed further as part of the production of the Full Business Case.</p>	Cabinet	Published for call in	Climate Change and Environment Scrutiny Committee	East	Engagement has taken place with key project stakeholders and further consultation will take place in due course.	Charlotte Palmer 07920160728	Place and Economy	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<p><b>14. Children/Young People Home &amp; Community Support Pseudo Dynamic Purchasing System and Block Contracts – KEY/28AUG23/07</b> Approval to award for a Children/Young People Home &amp; Community Support Pseudo Dynamic Purchasing System and 3x block contracts.</p>	Cabinet	13 November 2023	Children and Education Scrutiny Committee	All Wards	Consultation and engagement in form of questionnaires and focus groups with parent carers and 0-25 professionals. Soft Market Testing for market engagement. Full tender exercise.	<a href="mailto:Issy.Thomson@peterborough.gov.uk">Issy Thomson, Senior Commissioning Officer, isobel.thomson@peterborough.gov.uk</a>	Children and Young People's Service	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DIRECTORATE	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES
<p>15. <b>Local Cycling and Walking Infrastructure Plan (LCWIP) - KEY/11SEPT2023/01</b> - Consider the final report of the Cycling and Walking Task and Finish Group and whether to endorse the recommendations contained within it as well as the recommendations of the Climate Change and Environment Scrutiny Committee.</p>	Cabinet	13 November 2023	Climate Change and Environment Scrutiny Committee	ALL	Public consultation will occur after Cabinet with usual stakeholders	Lewis Banks, Transport & Environment Manager, Tel: 01733 317465, Email: lewis.banks@peterborough.gov.uk	Place & Economy	<a href="https://democracy.peterborough.gov.uk/ieListDocuments.aspx?Cid=749&amp;Mid=4743&amp;Ver=4">https://democracy.peterborough.gov.uk/ieListDocuments.aspx?Cid=749&amp;Mid=4743&amp;Ver=4</a>
<p>16. <b>SHAP (Single Homeless Accommodation Programme) - KEY/25SEP23/03</b> Purchase of 25 units of self-contained accommodation to increase the supply of high-quality accommodation with accompanying support to address gaps in homelessness pathway provision for rough sleepers and those at risk of rough sleeping.</p>	Councillor Steve Allen, Deputy Leader and Cabinet Member for Housing and Communities	October 2023	Growth, Resources, And Communities Scrutiny Committee	All Wards	N/A	<a href="mailto:sarah.scase@peterborough.gov.uk">Sarah Scase - Housing Operations Manager - sarah.scase@peterborough.gov.uk</a>	Place and Economy	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<p>17. <b>Approval to extend day opportunities services for learning disabilities – KEY/25SEP23/04</b> Cabinet is being asked to approve an eight and a half month extension for day opportunity services for people with learning disabilities in Peterborough. The extension will be from 31st March 2024 to 15th December. The cost is £1,220,893</p>	Cabinet	13 November 2023	Adults and Health Scrutiny Committee	All Wards	Soft market testing and forums	<a href="mailto:ruth.miller@peterborough.gov.uk">Ruth Miller Senior Commissioning Manager 07484 520821 ruth.miller@peterborough.gov.uk</a> and <a href="mailto:harriet.rowe@peterborough.gov.uk">Harriet Rowe Commissioning Manager harriet.rowe@peterborough.gov.uk</a>	Adults	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
<p>18. <b>Joining the National Parking Platform – KEY/9OCT2023/01</b> - Peterborough City Council currently offers parking payments via electronic means (phone call, text message or smart phone app) with a sole supplier agreement with PayByPhone.</p> <p>This means any customers wishing to pay in this way must use PayByPhone. This sole supplier agreement will expire 1st Dec 2023 and the intention of this decision is to join a national trial backed by the DfT called the National Parking Platform. This is an open market model where any supplier approved to be on the platform can be used by customers to pay for parking in Peterborough City Council controlled areas. This offers benefits to the end users who have a broader choice, but also cost savings and operational advantages to the council. Part of this decision will see the convenience fee for using these services passed to the end user, whereas it is currently absorbed by the council. End users will be able to choose which payment supplier they wish to use based on their individual convenience fees and/or app features and usability.</p>	Councillor Nigel Simons, Cabinet Member for Infrastructure, Environment and Climate Change	31 October 2023	Growth, Resources, And Communities Scrutiny Committee	All Wards	Relevant internal and external stakeholders	Adam Payton, Operations Manager City Centre, adam.payton@peterborough.gov.uk	Place and Economy	National Parking Platform standard documents



**PART 2 – NOTICE OF INTENTION TO TAKE DECISIONS IN PRIVATE**

<b>DECISIONS TO BE TAKEN IN PRIVATE</b>								
<b>KEY DECISION REQUIRED</b>	<b>DECISION MAKER</b>	<b>DATE DECISION EXPECTED</b>	<b>RELEVANT SCRUTINY COMMITTEE</b>	<b>WARD</b>	<b>CONSULTATION</b>	<b>CONTACT DETAILS / REPORT AUTHORS</b>	<b>DIRECTORATE</b>	<b>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</b>
<b>None.</b>								

**PREVIOUSLY ADVERTISED DECISIONS TO BE TAKEN IN PRIVATE**

<b>KEY DECISION REQUIRED</b>	<b>DECISION MAKER</b>	<b>DATE DECISION EXPECTED</b>	<b>RELEVANT SCRUTINY COMMITTEE</b>	<b>WARD</b>	<b>CONSULTATION</b>	<b>CONTACT DETAILS / REPORT AUTHORS</b>	<b>DIRECTORATE</b>	<b>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</b>
1. <b>Locality Asset Review – KEY/3JUL23/02</b> Review of all Locality Assets	Cabinet	13 November 2023	Growth, Resources and Communities Scrutiny Committee	All Wards	CLT and CPF	Felicity Paddick, Head of Estates, 07801 910971, <a href="mailto:felicity.paddick@peterborough.gov.uk">felicity.paddick@peterborough.gov.uk</a>	Corporate Services	The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).
2. <b>Wellington Street &amp; Dickens Street Car Parks Disposal – KEY/31JUL23/04</b> Car park disposals	Cabinet	Published for call in.	Growth, Resources, And Communities Scrutiny Committee	East	Any further consultation will be planned and proceed if decision is agreed by Cabinet.	Nick Carter, Service Director Growth & Regeneration, 07950 854161, <a href="mailto:nick.carter@peterborough.gov.uk">nick.carter@peterborough.gov.uk</a>	Place and Economy	The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).
3. <b>Write-off of irrecoverable debts in excess of £10,000 (Biannual process) KEY/31JUL23/05</b> To authorise the write-off of irrecoverable debts in excess of £10,000 shown as outstanding in respect of Non-Domestic (Business) Rates, Council Tax, Accounts Receivable (sundry debt) accounts and Housing Benefit overpayments.	Cabinet	18 December 2023	Growth, Resources, And Communities Scrutiny Committee	N/A	N/A	Chris Yates, Acting Head of Finance for Corporate Services, <a href="mailto:chris.yates@peterborough.gov.uk">chris.yates@peterborough.gov.uk</a>	Corporate Services	The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. <b>Disposal of part of Peterborough City Council rural estate – KEY/23OCT23/01</b>	Councillor Coles, Cabinet Member for Legal, Finance and Corporate Services	November 2023	Growth, Resources, And Communities Scrutiny Committee	Newborough	CLT and CPF	Chris Pike, Principal Estates Manager, 07973929285, <a href="mailto:chris.pike@peterborough.gov.uk">chris.pike@peterborough.gov.uk</a>	Corporate Services	The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).

**PART 3 – NOTIFICATION OF NON-KEY DECISIONS**

<b>DECISIONS FROM OCTOBER 2023</b>								
<b><i>DECISION REQUIRED</i></b>	<b><i>DECISION MAKER</i></b>	<b><i>DATE DECISION EXPECTED</i></b>	<b><i>RELEVANT SCRUTINY COMMITTEE</i></b>	<b><i>WARD</i></b>	<b><i>CONSULTATION</i></b>	<b><i>CONTACT DETAILS / REPORT AUTHORS</i></b>	<b><i>DIRECTORATE</i></b>	<b><i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</i></b>
<b>None.</b>								

**PREVIOUSLY ADVERTISED DECISIONS**

<b>DECISION REQUIRED</b>	<b>DECISION MAKER</b>	<b>DATE DECISION EXPECTED</b>	<b>RELEVANT SCRUTINY COMMITTEE</b>	<b>WARD</b>	<b>CONSULTATION</b>	<b>CONTACT DETAILS / REPORT AUTHORS</b>	<b>DIRECTORATE</b>	<b>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</b>
<p><b>1. Approval of the Peterborough Sufficiency Strategy</b> Every top tier local authority is required to publish a sufficiency strategy. This must set out how we seek to avoid children coming into care through the provision of family support services, and identify steps that we are taking to ensure that we have sufficient placements for children in care in our area, so that as many children and young people in care can live locally, provided that this is in their best interests.</p>	<p><b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b></p>	<p><b>October 2023</b></p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>There has been widespread consultation including with children and young people in care.</p>	<p>John Gregg <a href="mailto:John.gregg@peterborough.gov.uk">John.gregg@peterborough.gov.uk</a></p>	<p>Children and Young People's Service</p>	<p>Scrutiny Report</p>
<p><b>2. Werrington Fields and Ken Stimpson Secondary School -</b> Following a public meeting held on 20 September 2021 at Ken Stimpson School, a decision needs to be taken on whether or not to proceed with plans to erect a fence to enclose part of the school's playing fields. The area is currently open access to the public. The school has not been using the area for over two years due to concerns over the safeguarding risk to the young people attending the school.</p>	<p><b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b></p>	<p><b>December 2023</b></p>	<p>Children and Education Scrutiny Committee</p>	<p>Werrington</p>	<p>Public meeting held on 20 September 2021 at Ken Stimpson School. Prior to this, a detailed background information document was circulated to interested parties.</p>	<p>Chris Baird <a href="mailto:Chris.baird@peterborough.gov.uk">Chris.baird@peterborough.gov.uk</a></p>	<p>Children and Young People's Service</p>	<p>Cabinet Member Decision Notice, Background Information Document</p> <p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p><b>3. Approval to enter into a Section 75 Partnership Agreement with Cambridgeshire and Peterborough NHS Foundation Trust</b> This agreement will ensure the provision of CPFT mental health specialist working with mental health practitioners who are part of multiagency Family Safeguarding teams working as part of children's social care safeguarding teams.</p>	<p><b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b></p>	<p><b>October 2023</b></p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Helen Andrews, Children's Commissioning Manager <a href="mailto:helen.andrews@cambridgeshire.gov.uk">helen.andrews@cambridgeshire.gov.uk</a></p>	<p>Children and Young People's Service</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p><b>4. Approval and Endorsement of a new countywide Infant Feeding Strategy -</b> Decision sought to approve and endorse a countywide Infant Feeding Strategy developed collaboratively between Public Health and the Cambridgeshire &amp; Peterborough Clinical Commissioning Group (CCG). This decision includes approval of overall strategy and underpinned action plans required to implement this.</p>	<p><b>Councillor Jackie Allen, Cabinet Member for Children's Services and Education</b></p>	<p><b>October 2023</b></p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Maternity Voices Partnerships, who are made up of service user representatives and key stakeholders spanning maternity, health visiting and the third sector have coproduced the strategy alongside Local Authority and CCG colleagues.</p>	<p>Amy Hall, Children's Public Health Commissioning Manager, <a href="mailto:amy.hall@peterborough.gov.uk">amy.hall@peterborough.gov.uk</a> , 07583040529</p>	<p>Public Health</p>	<p>Paper and Strategy to be submitted closer to the Cabinet meeting</p>

<b>DECISION REQUIRED</b>	<b>DECISION MAKER</b>	<b>DATE DECISION EXPECTED</b>	<b>RELEVANT SCRUTINY COMMITTEE</b>	<b>WARD</b>	<b>CONSULTATION</b>	<b>CONTACT DETAILS / REPORT AUTHORS</b>	<b>DIRECTORATE</b>	<b>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</b>
<p>5. <b>Approval to award a grant for a Mental Health Supported Living service.</b> - Approval to award a grant for revenue funding to Eastlands Mental Health Supported Living Services, for a period of 1 year period, from April 2023.</p>	<p><b>Cllr Hussain, Cabinet Member for Adults and Public Health</b></p>	<p><b>October 2023</b></p>	<p>Adults and Health Scrutiny Committee</p>	<p>All Wards</p>	<p>Consultation not required as seeking no change to existing service</p>	<p>Lisa Sparks - Senior Commissioner - lisa.sparks@cambridgeshire.gov.uk - 07900163590</p>	<p><b>Public Health</b></p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

**PART 4 – NOTIFICATION OF KEY DECISIONS TAKEN UNDER URGENCY PROCEDURES**

<b><i>DECISION TAKEN</i></b>	<b><i>DECISION MAKER</i></b>	<b><i>DATE DECISION TAKEN</i></b>	<b><i>RELEVANT SCRUTINY COMMITTEE</i></b>	<b><i>WARD</i></b>	<b><i>CONSULTATION</i></b>	<b><i>CONTACT DETAILS / REPORT AUTHORS</i></b>	<b><i>DIRECTORATE</i></b>	<b><i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT ANNEXES</i></b>
None.								

## FORWARD PLAN

### **PART 1 – KEY DECISIONS**

In the period commencing 28 clear days after the date of publication of this Plan, Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below in **Part 1**. 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.

If the decision is to be taken by an individual Cabinet Member, the name of the Cabinet Member is shown against the decision, in addition to details of the Councillor's portfolio. If the decision is to be taken by the Cabinet, this too is shown against the decision and its members are as listed below:

Cllr Fitzgerald (Leader of the Council), Cllr Steve Allen (Deputy Leader); Cllr Ayres; Cllr Cereste; Cllr Coles and Cllr Simons.

This Plan should be seen as an outline of the proposed decisions for the forthcoming month, and it will be updated on a fortnightly basis to reflect new key-decisions. Each new Plan supersedes the previous Plan and items may be carried over into forthcoming Plans. 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 philippa.turvey@peterborough.gov.uk, Democratic and Constitutional Services Manager, Legal and Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388039). Alternatively, you can submit your views via e-mail to or by telephone on 01733 452460. For each decision a public report will be available from the Democratic Services Team one week before the decision is taken.

### **PART 2 – NOTICE OF INTENTION TO TAKE DECISION IN PRIVATE**

Whilst most of the Executive's business at the Cabinet meetings listed in this Plan will be open to the public and media organisations to attend, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. In these circumstances the meeting may be held in private, and on the rare occasion this applies, notice will be given within **Part 2** of this document, 'notice of intention to hold meeting in private'. A further formal notice of the intention to hold the meeting, or part of it, in private, will also be given 28 clear days in advance of any private meeting in accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed (unless a notice of intention to hold the meeting in private has been given).

### **PART 3 – NOTIFICATION OF NON-KEY DECISIONS**

For complete transparency relating to the work of the Executive, this Plan also includes an overview of non-key decisions to be taken by the Cabinet or individual Cabinet Members, these decisions are listed at **Part 3** and will be updated on a weekly basis.

You are entitled to view any documents listed on the Plan or obtain extracts from any documents listed or subsequently submitted to the decision maker prior to the decision being made, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on the notice and relevant documents subsequently being submitted can be requested from Dan Kalley, Democratic and Constitutional Services Manager, Legal and Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388038), e-mail to [daniel.kalley@peterborough.gov.uk](mailto:daniel.kalley@peterborough.gov.uk) or by telephone on 01733 296334.

All decisions will be posted on the Council's website: [www.peterborough.gov.uk/executivedecisions](http://www.peterborough.gov.uk/executivedecisions). If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Democratic and Constitutional Services Manager using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this Plan.

## **DIRECTORATE RESPONSIBILITIES**

**Please note that all Directorates have been colour coded. Each decision will be colour coded in accordance with the below.**

### **CORPORATE SERVICES DEPARTMENT** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Financial and Resources

Internal Audit, Insurance and Investigations

Peterborough Serco Strategic Partnership (Business Support, Corporate Procurement, Business Transformation and Strategic Improvement, Customer Services, Shared Transactional Services)

Communications

Commercial & Property

Registration and Bereavement Services

Commercial & Property

Delivery and Transformation

Health & Safety

Human Resources & Workforce Development - (Business Relations, HR Policy and Rewards, Training and Development, Occupational Health and Workforce Development)

Digital, Data Analytics, Risk & IT Services

Transformation and Programme Management Office, Business Intelligence, Commercial, Strategy and Policy, Shared Services

Performance and Information (Performance Management, Systems Support Team)

### **CHILDREN AND YOUNG PEOPLE'S SERVICE** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Children's Services (Children's Social Care Operations, Children's Social Care Quality Assurance, Child Health, Clare Lodge (Operations), Access to Resources)

Education, (Special Educational Needs and Inclusion, School Improvement, City College Peterborough, Pupil Referral Units, Schools Infrastructure, Early Years and Quality Improvement)

### **ADULTS** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Adult Services and Communities (Adult Social Care Operations, Adult Social Care and Quality Assurance, Adult Social Care Commissioning, Early Help – Adults, Children and Families, Housing and Health Improvement, Community and Safety Services, Offender Services, Safeguarding Boards – Adults and Children's)

Business Management and Commercial Operations (Commissioning)

### **LEGAL AND GOVERNANCE DEPARTMENT** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Corporate Lawyers

Constitutional Services, (Democratic Services, Electoral Services, Executive and Members Services) - (Town Hall, Bridge Street, Peterborough, PE1 1HG)

Information Governance, (Freedom of Information and Data Protection)

### **PLACE AND ECONOMY DEPARTMENT** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Development and Construction (Development Management, Planning Compliance, Building Control)

Planning Growth and Environment (Strategic Planning, Housing Strategy and Affordable Housing, Climate Change and Environment Capital, Natural and Built Environment)

Housing and Homelessness

Highways and Transport(Network Management, Highways Maintenance, Street Naming and Numbering, Street Lighting, Design and Adoption of Roads, Drainage and Flood Risk Management, Transport Policy and Sustainable Transport, Public Transport)

Employment and Skills

Community Safety

Regulatory Services

Emergency Resilience & Planning

(Markets and Street Trading, City Centre Management including Events, Regulatory Services, Parking Services, Vivacity Contract, CCTV and Out of Hours Calls)

### **PUBLIC HEALTH DEPARTMENT** Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Health Protection, Health Improvements, Healthcare Public Health.



## **PETERBOROUGH CITY COUNCIL'S CABINET MEMBERS WOULD LIKE TO HEAR FROM YOU**

The Leader of Peterborough City Council is offering everyone a chance to comment or raise queries on the decisions highlighted on the Council's Forward Plan.

Your comments and queries can be submitted to the Council's Governance Team using the form overleaf, or alternatively by telephone or email. The Governance team will then liaise with the appropriate Cabinet Member and ensure that you receive a response. Members of the Cabinet, together with their areas of responsibility, are listed below:

Councillor Fitzgerald	Leader of the Council
Councillor Steve Allen	Deputy Leader and Cabinet Member for Housing and Communities
Councillor Hussian	Cabinet Member for Adults and Public Health
Councillor Jackie Allen	Cabinet Member for Children's Services and Education
Councillor Ayres	Cabinet Member for Skills, Further and Higher Education including the University
Councillor Simons	Cabinet Member for Infrastructure, Environment and Climate Change
Councillor Coles	Cabinet Member for Legal, Finance and Corporate Governance
Councillor Cereste	Cabinet Member for Growth and Regeneration

## **SUBMIT YOUR COMMENTS OR QUERIES TO PETERBOROUGH CITY COUNCIL'S CABINET**

Your comment or query:

How can we contact you with a response?

(please include a telephone number, postal and/or e-mail address)

Name .....

Address .....

.....

Tel: .....

Email: .....

Who would you like to respond? (if left blank your comments will be referred to the relevant Cabinet Member)

<b>CHILDREN AND EDUCATION SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 6
<b>6 NOVEMBER 2023</b>	<b>PUBLIC REPORT</b>

Report of:	John Gregg, Executive Director of Childrens Services	
Cabinet Member(s) responsible:	Councillor Jackie Allen, Cabinet Member for Childrens Services and Education	
Contact Officer:	Belinda Evans, Complaint Manager	Tel. 01733 296331

**ANNUAL CHILDRENS SERVICES COMPLAINT REPORT 2022-23**

<b>RECOMMENDATIONS</b>	
<b>FROM:</b> John Gregg, Executive Director of Childrens Services	<b>Deadline date:</b> N/A
<p>It is recommended that the Children and Education Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Consider the report and make recommendations for further scrutiny if deemed appropriate.</li> </ol>	

**1. ORIGIN OF REPORT**

1.1 This report has been requested as a recurring annual item for scrutiny.

**2. PURPOSE AND REASON FOR REPORT**

2.1 It is a regulatory requirement under the Children Act 1989 complaints procedures for children and young people for the council to prepare an annual report of Children's Statutory complaints and present it to the relevant committee for scrutiny.

2.2 This report is for Children and Education Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

*1. Children's Services including*

*a) Social Care of Children;*

*b) Safeguarding;*

*c) Children's Health and;*

*d) Targeted Youth Support (including youth offending).*

2.3 The Children in Care Pledge includes a promise to give children in care information on how to make a complaint or to give a compliment. This report provides evidence that children in care are being given the required information as complaints are being received from children in care and are being satisfactorily resolved.

### 3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	
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### 4. BACKGROUND AND KEY ISSUES

4.1 Detail of Report contained in Appendix A – Annual Childrens Services Complaint Report 2022-23.

### 5. CORPORATE PRIORITIES

5.1 Consider how the recommendation links to the Council's Corporate Priorities:

This report links to the following corporate priorities

**Our Places & Communities**

-Health and Wellbeing

**Prevention, Independence & Resilience**

-Children

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

### 6. CONSULTATION

6.1 N/A

### 7. ANTICIPATED OUTCOMES OR IMPACT

7.1 That the report will highlight areas for service review.

### 8. REASON FOR THE RECOMMENDATION

8.1 It is a requirement under the Statutory complaints process for an annual report to be produced each year to enable the relevant Scrutiny Committee to consider the report and make recommendations for further scrutiny if deemed appropriate.

### 9. ALTERNATIVE OPTIONS CONSIDERED

9.1 N/A

### 10. IMPLICATIONS

**Financial Implications**

10.1 Statutory Complaint investigations require the commissioning of Independent Investigators and there is an annual budget maintained for this purpose by the Finance Manager. There is a contract in place for this provision which is closely monitored by the Complaint Manager and the Finance manager. If complaints are not prioritised and properly considered at the first stage, they will escalate, and the budget could be exceeded. This is one amongst many reasons why Children's Social care managers must focus on early resolution of complaints to minimise the need for the commissioning of independent investigations.

**Legal Implications**

10.2 The processes used by the Complaints Team and Childrens Social care managers when investigating complaints need to fully comply with the Children Act 1989 Representations Procedure (England) Regulations 2006 and the statutory guidance (link below) which has been issued by the DfE under the Local Authority Social Services Act 1970.

## **Equalities Implications**

- 10.3 Processes used by the complaints service ensures that the service is accessible to all persons. The team make reasonable adjustments to ensure that all complainants can submit complaints via a method that they can access. Children and young people are also able to access Advocacy services to help them through the complaints process.
- 10.4 Childrens Social Care Statutory complaints process is aimed at ensuring that children in care and leaving care young people are supported to make complaints and that concerns they raise are comprehensively investigated. This report illustrates how the council performs against these requirements.

## **11. BACKGROUND DOCUMENTS**

- 11.1 Statutory Complaint process guidance - Children Social Care: getting the best from complaints:  
<https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints>

## **12. APPENDICES**

- 12.1 Appendix A – Annual Childrens Complaints Report 2022-23.

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# Appendix A – CSC Statutory Complaint Report 2022-23

## Introduction

This report is for the Children and Education Scrutiny Committee. It is a requirement of The Children Act 1989 Representations Procedure (England) Regulations 2006 that the local authority publishes an Annual Report, to provide a mechanism by which the local authority can be kept informed of the operation of its complaint's procedure for Children's Social Care (Regulation 13 (3)).

The Children in Care Pledge includes a promise to give children in care information on how to make a complaint or to give a compliment. This report provides evidence that children in care are being given the required information as complaints are being received from children in care and are being satisfactorily resolved.

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.

The Complaints Team provide data to the senior management team within social care monthly so that complaint performance can be monitored. Complaints officers receive complaints by letter, email and by telephone from children and their advocates, as well as parents and carers, providing guidance about the process.

If the customer is not happy at any stage of the complaints process the complaints team can provide help and support with the process. If a complaint cannot be resolved the complainant will have a final right of referral to the Local Government & Social Care Ombudsman.

## **The statutory Childrens Social Care Complaints Procedure**

This procedure is statutory and 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 children social care services.

A young person may make a complaint directly or an adult (parent, carer, relative with sufficient interest or advocate may act on their behalf). This council provides an independent advocacy service, as required by law, and therefore a number of children are supported through that service.

Only eligible people can use the Children's Social Care Statutory Complaints Process as mentioned above.

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 unavoidable
- **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 & Social Care Ombudsman who may choose to investigate and may support or dispute the local authority's response

## **Ineligible Complaints**

Under the statutory process there are only certain functions which can be subject to a statutory complaint and certain people that are eligible to use this process. A large proportion of complaints are rejected from the Statutory process each year.

Where a complaint is not accepted the complainant will be advised of the reason why they are not eligible to use the statutory complaints process and what other process may be open to them. If the person is not a category of person eligible to complain they may be advised there is no alternative process.

The numbers rejected and reasons are shown in Figure 1.



**Figure 1 – Complaints ineligible under the Statutory process**

<b>Complaints Not Logged</b>	<b>2021-22</b>	<b>2022-23</b>	<b>Example</b>
Court Related	23	18	Care decisions are under the court's jurisdiction
Insufficient Interest (explained below)	6	9	Complaint made by a friend or family member
Alternative Process (Legal/Corporate/GD PR)	13	24	There is an alternative process
General Enquiries	17	27	Anonymous enquiries/requests for data/questions
Out of Time/Jurisdiction (explained below)	9	23	Another LA/organisation has jurisdiction/ Complaint is historic
Consent not gained	1	2	Complainant does not have consent
S47/Child Protection	8	5	Child Protection and Section 47 exempt from process
Safeguarding referral	17	17	Passed to MASH
Other	8	6	Customer not engaging with complaints process/failing to provide detail
<b>Totals</b>	<b>102</b>	<b>131</b>	

### ***Out of Jurisdiction***

These are complaints that cannot be accepted as they have another statutory process to follow ie Police Investigation, Legal proceedings, or another organisation has jurisdiction.

There was an increase in these complaints in the past year as the team received some (9) complaints eligible to be considered by Cambridgeshire CC which had to be redirected.

### ***Sufficient Interest***

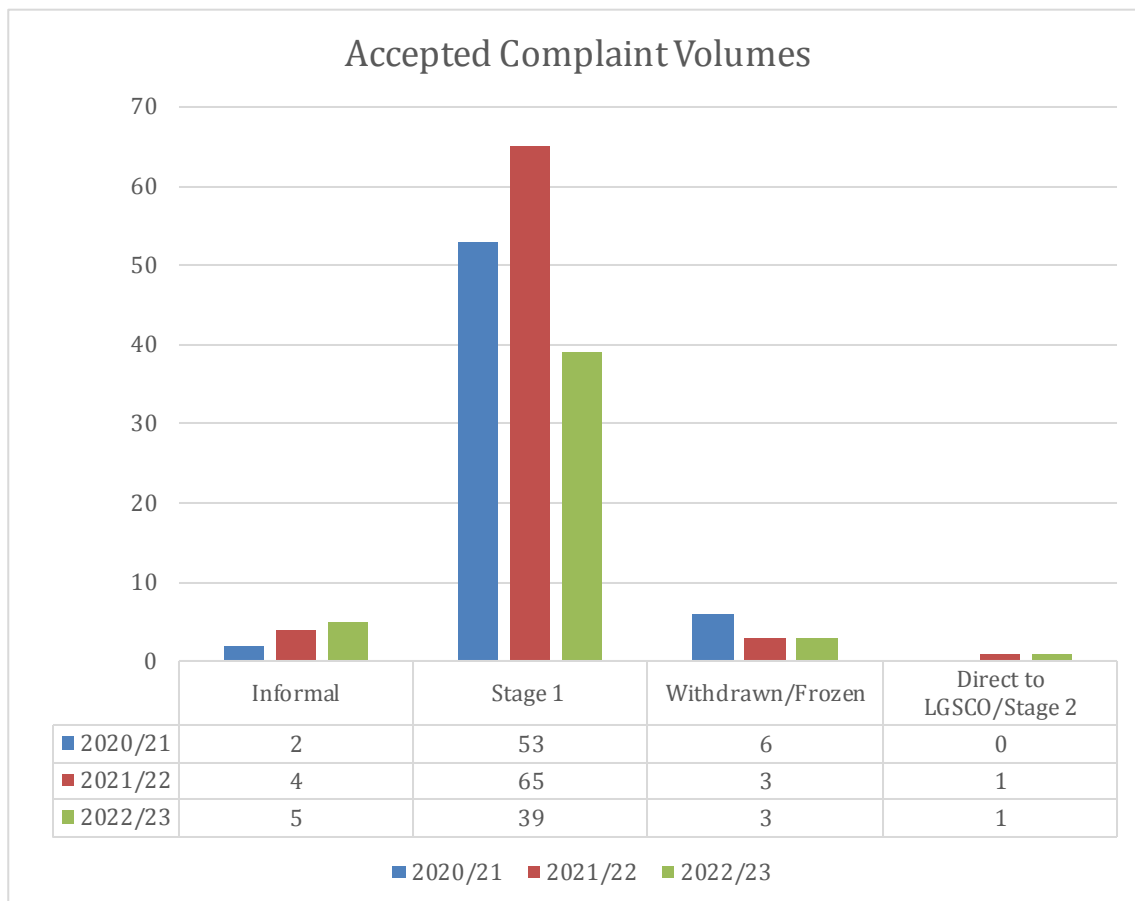
The statutory process defines who can make a complaint as follows: -

- any child 'in need' and/or 'looked after' by the local authority.
- their parent, or anyone with parental responsibility for such a child
- a foster carer
- a child leaving care.
- a Special Guardian or child (or their parent) who is subject to such an order.
- any person applying for a Special Guardian support service s14F(3) or (4)[1] or to adopt a child
- any child who may be adopted or their parent or guardian.
- any person covered by adoption services.
- people previously adopted, their parents, natural parents, or former guardians.
- anyone the local authority accepts has a sufficient interest in a child's welfare.

## Complaint Volumes & Performance

In 2022-23 there were 48 complaints which could be accepted under the statutory process. This was a significant decrease in the number of complaints registered against the previous year's (2021-22) total of 73 complaints. This was partly due to an increase in complaints received which were ineligible including an increase in complaints which were accepted under the corporate process.

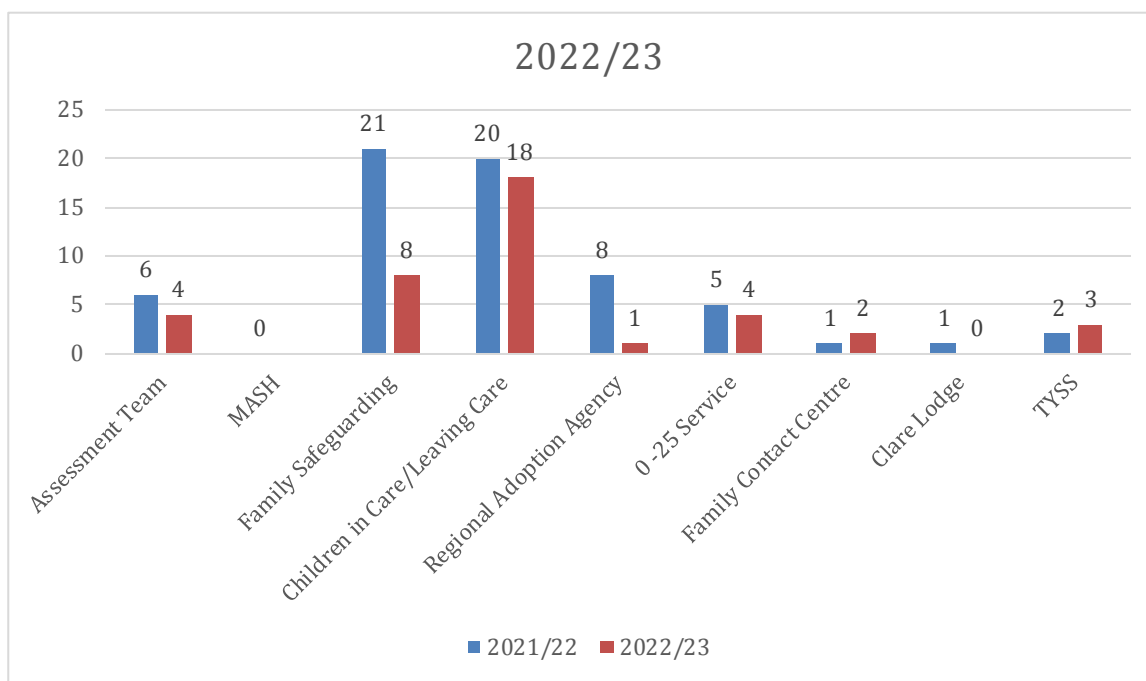
**Figure 2. Accepted Complaint Volumes 2022/23**



Most statutory complaints are logged formally as Stage 1 complaints. Relatively few complaints will be responded to informally which is when the complaint is answered verbally within 3 days and the complainant confirms they are satisfied with the outcome.

Sometimes complaints are made and then withdrawn/frozen before a response is made and this can be for a variety of reasons. On this occasion 3 complaints were withdrawn/frozen as the complainants decided not to proceed with their complaint or an alternative process had to take precedence.

**Figure 3 - Stage 1 Complaints investigated 2022/23 by Team**



The chart above illustrates that much of the reduction in complaints in 2022/23 is due to a steep fall in complaints received about Family Safeguarding and the Regional Adoption Agency.

In the previous year we received several complaints about review of Special Guardians allowances which we have not seen this year. Family Safeguarding complaints are less likely to be from children and are generally from parents who are unhappy with social care involvement and are more likely to follow the corporate process – where there has been an increase in complaints this year.

### **Stage 1 Complaint Outcomes**

Complaint outcomes currently fall into 3 categories.

#### ***Upheld, Partially Upheld, Not Upheld,***

The Ombudsman is recommending a move away from using partially upheld and makes determinations of either Fault found or not found.

In 2022/23 the Complaint Outcomes were as follows

**Figure 4 – Stage 1 outcomes**

	Complaints determined at Stage 1	Upheld	Partially Upheld	Not Upheld
2021/22	65	8	36	21
2022/23	44	13	22	9

This year this equates to an increase in fault found from 67.6% of complaints in 2021/22 to 79.5% of complaints in 2022/23. As the number of complaints have fallen significantly this year it is difficult to draw conclusions from this increase.

## **Complaint Escalations**

It is the aim of the Children’s statutory complaints process to reach a resolution on complaints at the earliest opportunity.

The factors which prevent escalation of complaints are

- Proactive contact with the complainant to discuss their complaint
- Quality of written responses
- Timeliness of response

There has been a further improvement in the number of cases where the team manager has proactively contacted the complainant to discuss their complaint this year.

56% of cases had contact compared to 41% the previous year.

Contacting the complainant to discuss their complaint can help to build trust and ensure the family feel heard and the importance of this is promoted by the complaints team when passing a complaint over to a team manager.

The quality of responses continues to improve also.

Complaints at Stage 1 are expected to be responded to within 10 working days on most occasions unless the matter is complex when the maximum timescale of 20 working days is permitted.

66% of the Stage 1 responses were sent within the permitted maximum timescale but a lower volume (34.1%) were sent a response within the standard timescale of 10 working days. A monthly report is sent to senior managers in Childrens Social Care to highlight complaints that are overdue.

The escalation rate for complaints this year was 5% (2 cases). The proactive contact by team managers and the generally high quality of responses are significant factors in maintaining a low escalation rate to Stage 2.

## **Stage 2 Investigations**

Due to the timescales involved in investigating Stage 2 complaints under the statutory process it is common for complaints made in one year to continue through the process in a subsequent year. There has also been a backlog of cases during 2020-2022 due to complaints being suspended for a period during the pandemic followed by a lack of investigators, this was resolved in September 2021 when a new contract for investigations commenced.

Stage 2 complaints involve the commissioning of an independent investigation service (contracted to Coram Voice) to investigate then produce a report with findings and recommendations. This is then adjudicated by a senior manager within Childrens Social Care.

In 2022/23 two of the 48 cases escalated to Stage 2. This represents 5% of the complaints received. This is within the anticipated parameters – in the past the annual escalation rate has been between 5 – 10%

But there were also five cases which commenced a Stage 2 investigation in 2022/23 where the original complaint was received in the previous year.

This resulted in a total of 7 complaints commencing investigation at Stage 2 in 2022/23, with six of these being finalised during the year and one was still under investigation at the end of the year.

Figure 5 shows the six completed cases and their outcomes.

**Figure 5: Stage 2 Outcomes during 2022/23**

<b>Case No.</b>	<b>Team</b>	<b>Stage 2 Outcome</b>	<b>Escalated Further</b>
1	CIC	Partially Upheld	No
2	Leaving Care	Partially Upheld	No
3	SGO	Upheld	Pending
4	SGO	Partially Upheld	Stage 3 panel then LGSCO
5	Family Safeguarding	Partially Upheld	No
6	SGO	Not Upheld	Stage 3 panel then LGSCO

## **Stage 3 Panels**

Stage 3 panels are the final stage of the process and can be requested by a complainant who is not satisfied with the outcome of the independent investigation which is conducted at Stage 2. The panel consists of three contracted panel members and all parties involved at Stage 2 to discuss the Stage 2 investigation outcomes.

**Figure 6 - Stage 3 panel outcomes in 2022/23**

Case No.	Team	Stage 3 Outcome	Escalated Further
1	0 – 25 team	Upheld	No
2	SGO	Partially Upheld	Yes (to LGSCO)

Two cases were escalated to a Stage 3 panel in 2022/23 – one was a Stage 2 investigation from the previous year and one from the current year.

### **Local Government and Social Care Ombudsman (LGSCO)**

At the end of Stage 3 the complainant can refer the matter to the LGSCO if they remain dissatisfied. The LGSCO concluded two investigations about Children's Social Care in 2022-23. Both these cases were from previous years.

As Childrens Social Care complaints can take longer than six months to conclude the statutory complaints process and due to waiting times for investigation at the LGSCO this will often be the case.

Fault was found in both cases and the full details of the cases can be viewed on the following links: -

<https://www.lgo.org.uk/decisions/children-s-care-services/other/22-000-753>

<https://www.lgo.org.uk/decisions/children-s-care-services/disabled-children/21-014-757>

### **Complaint Process Accessibility**

We continue to see a percentage of complaints from young people (25%) but a greater percentage continue to be from parents. If the complaint is not on behalf of the child or about the services provided to the child, then the complaint will not follow the statutory process. Most of the young people making complaints were supported by an advocate provided under the council's contract with the National Youth Advocacy Services (NYAS).

<b>Figure 7 Who is making Complaints?</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Children/Young People (not LAC)</b>	2	2	2
<b>Looked After Children/ Leaving Care</b>	14	16	12
<b>Parents/Guardians</b>	40	47	28
<b>Other Carers</b>	2	1	0
<b>Foster Carers</b>	1	3	0

<b>Prospective Adopters</b>	0	1	0
<b>Adoptive Parents</b>	0	1	1
<b>LAC (now Adult)</b>	1	2	3
<b>Friend</b>	0	0	0
<b>Relatives</b>	0	0	2
<b>Professionals</b>	1	0	0
<b>Total</b>	61	73	48

## Service Improvements

If an investigation establishes the service is at fault managers at every stage of the complaints process should be looking to identify Service Improvements which could prevent complaints of the same nature occurring in the future. Such changes may be a process or policy change or a training workshop.

**Figure 8 – Service Improvements Identified in 2022/23**

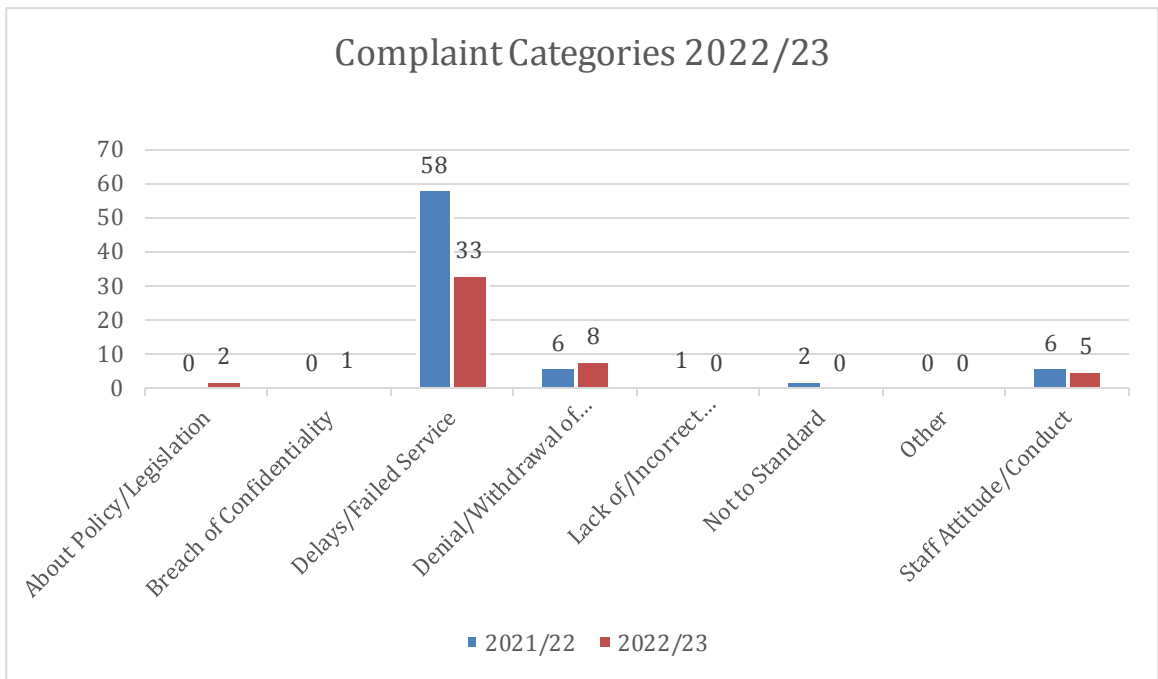
<b>Service Improvements 2022/23</b>		
<b>Team</b>	<b>Complaint Details</b>	<b>Service Improvements</b>
<b>Stage 1</b>		
Regional Adoption Agency	Support Plan did not cover tax status of foster carer and caused issues when claiming child benefit.	Direction given to workers that they must consider if Special Guardians may be in higher tax threshold as this will have tax implications in their claim for child benefit
Family Contact Centre	Worker breached confidentiality about a user of the service	Disciplinary procedure invoked to resolve this with the worker, importance of confidentiality being reiterated at staff briefing.
Leaving Care	Young person required to report homeless to obtain accommodation after placement ends post 18.	To provide more detailed housing information to young people to manage their expectations of social housing. To ensure that young people understand the alternative post 18 options available to them. To ensure that the Housing service are aware of any changes to a young person's circumstances in good time. To ensure that all housing applications are made by a young person's 17 and half year mark to avoid any delays in post 18 accommodation being allocated
Child in Care	Delays in obtaining a driving licence	Service manager will discuss with team ways to stop delays in obtaining identification documents
<b>Stage 2</b>		
Regional Adoption Agency	Dispute about calculation of	PCC to increasing the contribution towards payment of legal fees when there is

	allowances for Special Guardians	more than one child involved in a Special Guardianship Order. Review of council's allowance policy to be undertaken.
<b>Stage 3</b>		
0 – 25 service	Unhappy with 0-25 decision about payment for adaptations to a disability vehicle	Briefing note to staff about this issue. LA to organise a meeting with Health colleagues to discuss the eligibility criteria for a Continuing Care package of support Transfer tracker to be introduced to ensure the smooth transfer of cases between teams
Regional Adoption Agency	Dispute about calculation of allowances for Special Guardians	Review of Special Guardianship Order Financial Assistance arrangements to include consultation with Carer groups

**Complaint Categories**

Figure 9 below shows the category of complaints recorded in the current year using 10 nationally recognised categories. This helps with analysis of themes and trends.

**Figure 9: Complaints Logged by Category**





**Figure 10: Examples of Complaints by top 3 categories**

Category	Complaint Detail	Impact of Complaint
Delay/Failed Service	Delay in Bursary	Young Person leaving care had financial shortfall and lost a few weeks of payments until being re-imbursed
Delay/Failed Service	Delay in processing British Citizenship application	<i>Young Person could have missed holiday opportunity</i>
Delay/Failed Service	Short notice notification about a placement move	<i>Caused unnecessary stress and worry for Young Person</i>
Delay/Failed Service	Delays in workers returning calls	<i>Stress and frustration, lack of faith in worker</i>
Delay/Failed Service	Assessment Delays	<i>Anxiety caused regarding residency as assessment was not progressing. Relationship with worker became strained due to the delays</i>
Denial/withdrawal	Leaving Care grant not received	<i>Risk of financial debt causing instability in Leaving Care Arrangements</i>
Denial/withdrawal	Reductions in SGO allowances	<i>Financial strain causing risk of placement breakdown</i>
Staff Conduct	Alleged Impartiality	<i>Strain on mental well-being. Feels they are not being listened to or their feelings being considered</i>
Staff Conduct	Lack of empathy from worker	<i>Distress and concern caused by lack of understanding and empathy for situation</i>

**Compliments**

Children’s Social care record Compliments they receive so that they can share the positive feedback with staff.

Compliments are received both from young people and their families but also from other agencies who are involved in cases in a professional capacity, including teaching staff, health visitors, and police officers.

In 2022/23 there were 56 compliments recorded. This was lower than in the previous year when 86 compliments were received.

**Figure 11 – Examples of Compliments for Childrens Social Care in 2022/23**

Compliment	For Team	From
Thank you for all your hard work and guidance to make us the family we have become. 'X' will always be your first and we are immensely grateful. A social worker is someone who works tirelessly to help strangers, families and their entire community to become the best version of themselves through unconditional love. Thank you for being that person to us	Children In Care Team 1	Adoptive Family
We couldn't thank X enough for the support she offers with our foster child. She always works within a high professional friendly manner, she very flexible (even with a busy working schedule), she is very approachable and always acts within the child's best interest. X is a massive credit to Peterborough city council social care. If the council	Children In Care Team 1	Foster carers

could have 10 more X's working and managing their work loads, then Peterborough city council would never have a complaint ever again. She goes above and beyond all the time. We couldn't thank her enough for the ongoing support for our foster child and us as foster parents		
Just wanted to pass on that each YP I speak to who has X as their social worker, think he is great and want him to be their social worker forever!  I have found X to be proactive and conscientious in his decision making and he shows the right level of professional curiosity and challenge where necessary.	Children In Care Team 2	Independent Chair
Feedback from a care leaver when asked 'What plans do you have for the future?'  For my foreseeable I want to be a social worker like mine she is my inspiration and I want to have a family of my own."	Leaving Care	Young Person
I wanted to sing X praises after I's CCR yesterday. It was an extremely positive meeting, and lovely to hear how well I is doing. The icing on the cake was the news that I has now achieved permanency with his carers who he considers to be his family. I'm aware this was no mean feat for X due to I's level of need, and something she had been working on for some time in conjunction with the fostering agency. All parties at the review were thrilled with the news, in particular I's mum and nan who were full of praise for the carer with how well she meets I's needs. This was an excellent piece of work which has benefited I very much.	Children In Care Team 2	Independent Chair

## **Corporate Complaints for Childrens Services – 2022-23**

Whilst corporate complaints are reported to a different committee it was it was agreed in 2022 that this committee would also welcome the opportunity to comment on complaints for Childrens Social Care and Education teams that follow the corporate process.

### **Children Social Care Corporate Complaints 2022-23**

Corporate complaints for Children's Social Care are generally from parents or foster carers about matters that do not affect the child and are not eligible for the statutory process.

There were **20** complaints received about Children Social Care that followed the corporate process in 2022/23 (13 in 2022/23). The increased numbers were in Family Safeguarding and Early Help.

**Figure 12 – Childrens Social Care complaints following corporate process by Team**

Team	Number Received	Fault Identified	Escalated to Stage 2
Assessment Team	1	1	
0-25 Team	0	0	
Children in Care	3	3	1

<b>Fostering</b>	<b>3</b>	<b>3</b>	
<b>Family Safeguarding</b>	<b>6</b>	<b>6</b>	
<b>Early Help</b>	<b>6</b>	<b>2</b>	<b>1</b>
<b>Contact Centre</b>	<b>1</b>	<b>1</b>	
<b>LADO</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>TOTALS</b>	<b>21</b>	<b>17</b>	<b>3</b>

### **Service Improvements Identified**

There were a high number of service improvements identified in regard to these cases as follows:

- Team briefing to explain the importance that parents are promptly updated about changes of social workers and changes to dates/times of meetings.
- Reviewing internal processes to ensure more timely responses are made to families as part of the Early Help process.
- Reminding staff of the importance of correct matching between a child and a foster carer/placement to meet children's needs and ensure promotion stability and longevity of placements.
- Offer training to all Social Workers regarding benefits and when to claim or stop claiming.
- Reminder to the staff about the importance of promptly sharing and explaining assessments & how home visits should be arranged.
- Reminder to staff about impartiality.
- A review of the LADO policy to clearly outline the role of the LADO and offers specific guidelines relating to when a LADO outcome differs to the outcome agreed at a disciplinary hearing. A leaflet will also be devised and provided to individuals who are referred to LADO, clearly outlining the role of the LADO and their right to raise concerns and complain.

### **Education Complaints following the corporate process 2022-23**

The council are not responsible for complaints made about schools. Schools have their own complaints process and parents can also raise concerns with Ofsted. Also, many Education services have statutory appeals processes which require the complainant to use that process rather than making a complaint. This includes EHCP appeals, School Admission Appeals etc. Issues that arise for parents that do not carry a right of appeal can be considered under the corporate complaints process.

There were 21 complaints recorded for Education teams in 2022/23 (25 in 2021/22)

**Figure 13 – Education complaints following the corporate process by service**

<b>Team</b>	<b>Number Received</b>	<b>Fault Identified</b>	<b>Escalated to Stage 2</b>
<b>SEN</b>	<b>15</b>	<b>5</b>	<b>2</b>
<b>Attendance</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Admissions</b>	<b>2</b>	<b>3</b>	<b>1</b>
<b>School Transport</b>	<b>3</b>	<b>3</b>	<b>0</b>
<b>TOTALS</b>	<b>21</b>	<b>11</b>	<b>3</b>

## Service Improvements

There were no service improvements identified in regard to Education complaints but actions were taken in regard to the complaints where fault was identified including

- Apology for delays
- Reimbursement of transport costs

## LGSCO Decisions – Childrens Services Non-Statutory

There were 2 decisions made by the LGSCO in 2022-23 about non-statutory Childrens Services complaints.

Fault was found in both cases and the full details of the cases can be viewed on the following links: -

<https://www.lgo.org.uk/decisions/education/special-educational-needs/21-008-178>

<https://www.lgo.org.uk/decisions/education/special-educational-needs/22-008-825>

## Compliments for Education Teams 2022/23

The SEND & Inclusion teams record compliments that they receive both from parents they are working with and professionals such as school staff. They share this positive feedback with staff.

In 2022/23 there were 26 compliments recorded. Compliment numbers have been captured for the first time for this team but other Education teams are now being encouraged to keep a register of compliments they receive so these can be included in future reports.

**Figure 14 – Examples of Compliments for Education Teams in 2022/23**

Compliment	For Team	From
I just want to say thank you so much to xx for being there, for my family, she did a big job with my child, xx helped my son to walk and to be more confident on the road, so I just want to say thank you so much may God bless you. xx I will give you 10 out of 10 keep up with your job!	SEN & Inclusion	Parent
Good morning - I just did the survey and all I can say to you is a big thank you for everything, the support and the help you have been given to me and my child. Keep doing what you do because you are great . God bless you and your family. Have a lovely week xx	SEN & Inclusion	Parent
"Both of us wanted to say thank you very much for your professional help to our son & our family in regard to your home visits for xx. I appreciate your efforts to educate us that how we should engage xx & how we can help him in little things at home. I believe this help & involvement is definitely playing a role in xx's development & understanding. "	SEN & Inclusion	Parent
I would like to say what a pleasure it's been to work with you over the last 2 years & what a wonderful support & listening ear you've been when I've needed advice as to how to improve things for the children I work with & I've appreciated your support & enjoyed working with you!	SEN & Inclusion	Teaching Assistant

<b>CHILDREN AND EDUCATION SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 7
<b>6 NOVEMBER 2023</b>	<b>PUBLIC REPORT</b>

Report of:	John Gregg, Executive Director for Children, Education and Families	
Cabinet Member(s) responsible:	Councillor Jackie Allen, Cabinet Member for Children’s Services	
Contact Officer(s):	Gary Jones, Service Director, Children’s Social Care and Targeted Support	Tel: 01733 863624

**CHILDREN SERVICES IMPROVEMENT BOARD ARRANGEMENTS**

RECOMMENDATIONS	
<b>FROM:</b> John Gregg, Executive Director for Children, Education and Families	<b>Deadline date:</b> N/A
<p>It is recommended that the Children and Education Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Note and comment on the Children’s Services Improvement Board Arrangements.</li> <li>2. Considers items presented to the Children and Education Scrutiny Committee during 2023/2024 and makes recommendations on the future monitoring of these items where necessary.</li> <li>3. Determines its priorities and approves the Children’s Services Improvement Board Arrangements.</li> <li>4. Notes the recommendations and considers the legal implications of the committee report.</li> </ol>	

**1. ORIGIN OF REPORT**

1.1 This report is requested by the Children and Education Scrutiny Committee

**2. PURPOSE AND REASON FOR REPORT**

2.1 This report updates the Children and Education Scrutiny Committee on Children’s Services Independent Improvement Board Arrangements further to the Department for Education’s (DFE) Improvement Notice, dated 2 August 2023.

2.2 This report is for Children and Education Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

1. *Children’s Services including*
  - a) *Social Care of Children;*
  - b) *Safeguarding;*
  - c) *Children’s Health and;*
  - d) *Targeted Youth Support (including youth offending).*

2.3 How does this report link to the Children in care Promise?

The report does not link to the Children in Care Promise as Peterborough City Council’s Multi Agency Safeguarding Hub (MASH) is not aligned with service delivery for Children in Care.

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	
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4. **BACKGROUND AND KEY ISSUES**

4.1 The Children and Education Scrutiny Committee is asked to consider the arrangements in place for the Children’s Independent Improvement Board further to the February 2023 Ofsted Focused Visit. Ofsted notified Peterborough City Council in February 2023 of their intention to carry out a Focused Visit of Peterborough City Council’s arrangements of their multi-agency safeguarding hub (MASH) on 1 and 2 March 2023. Ofsted identified two priority actions and several improvement recommendations for Peterborough City Council MASH following the outcome of the Focused Visit.

In response to the outcome of the Ofsted Focused Visit in March 2023, the Local Safeguarding Partnership developed a multi-agency improvement plan which positively responds to the concerns identified by Ofsted inspectors during the two-day focused visit. The improvement plan captures contributions from the Local Authority and all partner agencies in addressing the priority actions arising from the Ofsted Focused Visit in March 2023. The MASH improvement plan has been presented to Children’s Overview and Scrutiny Committee in July 2023 and September 2023.

On 2 August 2023, Claire Coutinho MP, Parliamentary Under-Secretary of State for Children and Families wrote to Councillor Wayne Fitzgerald, Leader of Peterborough City Council confirming, on behalf of the Secretary of State, that the Department for Education will be issuing the Council with an Improvement Notice. The letter is annexed to this Committee Report for further perusal.

To oversee swift and decisive action to address the areas for improvement identified by Ofsted, an Independent Children’s Independent Improvement Board has been established. Sally Rowe has been confirmed as the independent improvement board chair. The first improvement board meeting is convening on 8 November 2023.

The purpose of the Children’s Improvement Board is to support, scrutinise and challenge the improvement of services delivered to vulnerable children, young people and their families by Peterborough City Council and their partners, ensuring that the priority areas identified during the Ofsted Focused Visit are effectively addressed.

To achieve this aim, the Board will develop terms of reference which may include the following:

1. Take ownership of the Improvement Plan with clear accountability, scrutiny, and reporting lines.
2. Work on a multi-agency basis to co-ordinate activities and responsibilities which address the Ofsted priority actions.
3. Challenge the delivery and direction of the priority actions contained within the Improvement Plan to ensure that improvements are timely and sustainable.
4. Scrutinise the delivery of the Improvement Plan to agreed quality standards and timescales.
5. Ensure that improvements can be evidenced to maintain high standards of performance across all agencies.
6. Give assurance that the culture of improvement is embedded across all those agencies beyond the life and work of the Improvement Plan.
7. Report progress against the Improvement Plan to the Cabinet committee on Performance Improvement and the Department for Education Improvement team and the Secretary of State.

## Accountabilities and Governance

The Independent Chair has been appointed by the Department for Education as the Children's Services Intervention Adviser to Peterborough City Council. The Chair is accountable to the Department of Education for the effective functioning of the Board and will report to them regularly on progress.

The Chair has the ultimate responsibility for decision making on all matters related to the functioning of the Board. The frequency of the Improvement Board meetings will be confirmed at the first meeting on 8 November 2023.

## Membership

The membership of the Board is being confirmed but will likely include:

- Independent Chair
- Leader of the Council
- Cabinet Member with responsibility for Children's Services
- Chair of Children and Education Scrutiny Committee
- One nomination from each of the two largest opposition groups
- Chief Executive
- Executive Director Children and Young People's Services
- Service Director, Children's Social Care and Targeted Support
- Service Director of Safeguarding & Quality Assurance
- Service Director, Financial Management & Deputy s151 Officer

Other members:

- Representative from the NHS CCGs
- Representatives from schools, representing the primary, secondary
- Chair of Peterborough City Council Local Safeguarding Children Board
- Representative from Department for Education
- Representative from Ofsted

## 5. CORPORATE PRIORITIES

5.1 *Consider how the recommendation links to the Council's Corporate Priorities:*

1. *The Economy & Inclusive Growth*
  - *Environment*
  - *Homes and Workplaces*
  - *Jobs and Money*
2. *Our Places & Communities*
  - *Places and Safety (including any rural implications)*
  - *Lives and Work*
  - *Health and Wellbeing*
3. *Prevention, Independence & Resilience*
  - *Educations and Skills for All*
  - *Adults*
  - *Children*
4. *Sustainable Future City Council*
  - *How we Work*
  - *How we Serve*
  - *How we Enable*

*The report contains no proposals for changes to service delivery and therefore there is no decision to take which may impact carbon emissions of the council or the city. The report makes no recommendations in terms of the Council's priorities 1,2 and 4.*

*The report contains proposals to oversee improvements in the Council's MASH, which supports priority 3 - Children and young people are safe from harm and lead healthy lives.*

*Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)*

## **6. CONSULTATION**

6.1 N/A

## **7. ANTICIPATED OUTCOMES OR IMPACT**

7.1 Children and Education Scrutiny Committee is updated on Children's Services Improvement Board Arrangements. Councillors can scrutinise progress being presented to the committee by Officers.

The updating reports for Children's and Education Scrutiny Committee will ensure that committee members are fully briefed on the areas of improvement identified in the Ofsted reports and further areas as identified by the Service and or the DfE Improvement Advisor are being progressed by officers.

## **8. REASON FOR THE RECOMMENDATION**

8.1 Education and Scrutiny Committee is asked to note the Children's Services Improvement Board Arrangements.

8.2 Education and Scrutiny Committee is asked that the Improvement Board progress is brought to future Education and Scrutiny Committee's as directed by the committee chair.

## **9. ALTERNATIVE OPTIONS CONSIDERED**

9.1 There were no alternative options to consider.

## **10. IMPLICATIONS**

### **Financial Implications**

10.1 There are no financial implications arising from this committee report for September 2023.

### **Legal Implications**

10.2 The legal implication arising from the report is if children's services are graded as inadequate in the full ILACS inspection are as follows:

A Council Children's Services department is likely to face Central Government intervention following an Ofsted inspection grading as 'inadequate', under the current Inspection of Local Authority Children's Services (ILACS) framework. This power is triggered under Section 497A of the Education Act 1996. The secretary of state (or the minister of state on their behalf) has a high degree of discretion but the choice of what type of intervention must be 'reasonable'.

There are different levels of intervention ranging from an Improvement Notice to a statutory Direction from the Department for Education (DfE), which can include directing the council to enter a contract with a third party to perform the function(s) on the council's behalf. There is no hard and fast rule about which level of intervention to use and the level of intervention will depend upon the individual circumstances of the council.



## **Equalities Implications**

10.3 No equalities implications resulting directly from this report.

## **Other relevant implications**

10.4 Children in Care and Care Leavers are not considered throughout this report, as the PCC MASH is responsible for triaging decisions for safeguarding referrals, so there are no implications.

## **11. BACKGROUND DOCUMENTS**

11.1 N/A

## **12. APPENDICES**

12.1 Appendix 1 - Draft Terms of Reference for Improvement Board  
Appendix 2 - Department For Education Improvement Notice 2 August 2023

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## Appendix 1

### Peterborough City Council CHILDREN'S SERVICES IMPROVEMENT BOARD

#### Terms of Reference November 2023

#### **Purpose of Board:**

To advise, support and challenge the City Council and its partners, including the Local Safeguarding Children Partnership (LSCP), to secure sustainable improvements and high-level performance in Peterborough Children's Services and the wider system to achieve improved outcomes for Peterborough's Children.

To ensure that all recommendations set out in the Ofsted reports are owned and implemented by the City Council and its partners, including the Local Safeguarding Partnership.

To ensure an unwavering focus from the City Council and its partners, including the Local Safeguarding Children Partnership, on the journey of the child.

To establish relevant links with the City Council and its partners' relevant scrutiny functions.

Meetings will take place six weekly.

#### **Scope of Board**

*As set out in the Improvement Notice, to address:*

- *The areas of improvement identified in the Ofsted reports and further areas as identified by the Service and or the DfE Improvement Advisor.*

#### **Further responsibilities:**

1. To deploy resources, bring decision makers together, in line with decisions taken at Board.
2. To assemble a range perspectives and experiences to help shape and drive improvements.
3. To ensure identified improvement actions are implemented in the timely manner set out in the Improvement Plan.

4. To ensure that all relevant partners contribute to, or produce, regular reports on the progress made on actions identified and agreed in the Improvement Plan.
5. To identify and agree key performance measures which will demonstrate impact.
6. To remove all barriers to agreed activity, pace, and performance.
7. To identify and agree further or different actions where necessary to accelerate improvement.
8. To agree and secure the reporting of progress on the Improvement Plan through Board member organisational governance arrangements.
9. To facilitate effective communication of responsibilities for, and progress on the Improvement Plan through Board member organisational governance arrangements (including schools).
10. Board Members to provide coaching and mentoring as required
11. To report progress and implementation by the Chair of the LSCB to Peterborough Safeguarding Children's Board and other relevant governance processes.
12. Routinely, report regularly to Council and Scrutiny after each Improvement Board meeting.

**Membership** – members should be at an executive level or have any decision-making powers delegated to them.

#### Independent Chair

Leader, Peterborough City Council  
Cabinet Member, Children and Young People  
Chair of Children's Scrutiny Committee  
Chair of the Corporate Parenting Board

#### Chief Executive

Executive Director Children and Young People  
Executive Director Corporate Services and 151 Officer  
Service Director Children's Quality Assurance  
Service Director Safeguarding and Targeted Support  
Service Director Education

Principal Social Worker

Chair of the Local Safeguarding Children Partnership  
LGA representative  
Department for Education (DfE) representative

Representative of the ICB  
Representatives from Health Provider Trusts  
Representative from the Police  
Representatives from Primary and Secondary Heads Partnership  
East of England ADCS DCS representative

**Children's Services Improvement Board Manager**

Penny Aubert

November 2023.

End.

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## Appendix 2

### **Improvement Notice**

To: Peterborough City Council ('the council')  
Town Hall  
Bridge Street  
Peterborough  
PE1 1HF

**This Improvement Notice is issued to Peterborough City Council on 2 August 2023 following the judgement that children's services have areas of priority action, as identified in the Ofsted Focused Visit report 'the report' published on 9 May 2023.**

1. This Notice is given to address all the areas for improvement identified in the report of the focused visit of children's social care services dated 9 May 2023.
2. To comply with this Notice, the following actions are required of the council, working with its partner agencies ("partners") as identified by the Children Act 2004 (Section 11).

### **Adviser arrangements**

3. The Secretary of State has chosen to appoint an Adviser to provide advice to the Department for Education and/or the council. The council will work with the Adviser until some such time that the Secretary of State is satisfied this is no longer required.

### **Improvement plan**

4. The council's improvement plan will deliver appropriate and sustainable improvement. The plan should cover the areas identified in the Ofsted report of 9 May 2023 as well as recommendations made by the Adviser appointed by the Department. The council will ensure that sufficient capacity is available to implement the plan in the timescales outlined.
5. To ensure there is clear evidence of progression:
  - a. the content of the improvement plan and a record of progress against it must be kept up to date;
  - b. the council must ensure that it establishes and maintains an improvement board, for which the council will be responsible for. The improvement board is to have an independent Chair who will oversee the implementation of the improvement plan and report to the improvement board on progress against the objectives in the plan, to a timetable agreed with the Department. It can commission updates from partners in order to do this;
  - c. reports to the improvement board should include data, analysis and recommendations supported by evidence of impact of improvements on the quality of practice and experience of children and families;

- d. the council should highlight those objectives which are slow to progress and highlight where contributions need to be strengthened (including where additional capacity is needed);
- e. the views of frontline staff and of children and young people will be taken into consideration in the development of practice and standards.

### **Department for Education reviews**

- 6. Officials or Advisers from the Department will undertake reviews of progress against the improvement agenda at least every six months and more regularly where appropriate.
- 7. These reviews may cover the following areas, while not being limited to them: culture; performance; leadership; management and governance; workforce and management oversight; assessments; the Multi-Agency Safeguarding Hub; and multi-agency arrangements.
- 8. From time to time, the Adviser may require that a diagnostic review or assessment of performance in a specific service area is undertaken by a local authority or other party agreed with the Department.
- 9. For any review or assessment, the council must provide the person(s) conducting it with:
  - a. access to, and time with, staff and leadership;
  - b. accurate and up to date data on performance and quality;
  - c. facilities to carry out the reviews;
  - d. access to case files, minutes of meetings, supervision records or any other relevant information.
- 10. Prior to any reviews, the council should provide its own assessment of improvement. This may reflect, but is not limited to:
  - a. progress against the improvement plan objectives;
  - b. involvement of safeguarding partners and the improvement board;
  - c. staff surveys;
  - d. staff supervision and the quality of feedback.
- 11. Taking account of the measures set out in this Improvement Notice and the Adviser's feedback, the council should aim for actions included in the improvement plan to be implemented by the end of November 2024 (within 18 months of the Ofsted inspection) or sooner, where appropriate.

### **Improvement against the above measures will be assessed as follows:**

- 12. The Department will be represented at the council's regular improvement board.



13. The Adviser will provide to the Department regular reports of progress or concern against the areas set out in this notice, improvement against the Ofsted requirements, and any other such information relevant to the council's improvement journey.

**Failure to comply with this Improvement Notice:**

14. Should the council be unwilling or unable to comply with this improvement notice, or should ministers not be satisfied with the council's progress at any stage, ministers may choose to invoke their statutory powers of intervention (s497A Education Act 1996) to direct the council to enter into an appropriate arrangement to secure the improvements required in children's services.

**Signed:** 

**Date:** 2 August 2023

**Emily Williams**  
**A senior civil servant in the Department for Education**

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## Children and Education Scrutiny Committee Work Programme 2023/24

Updated: 26/10/2023

Meeting Date	Item	Comments
<p><b>Meeting date: 20 July 2023</b></p> <p>Draft report deadline: 29 June 2023</p> <p>Final report deadline: 7 July 2023</p>	<p><b>Appointment of Co-opted Members 2023/24</b></p> <p>Contact Officer: Charlotte Cameron</p>	
	<p><b>Introductory report to work of Children’s and Education Services and presentation</b></p> <p>Contact Officer: Chris Baird and Gary Jones</p>	
	<p><b>Integrated Front Door</b></p> <p>Contact Officer: Gary Jones</p>	
	<p><b>Review of 2022/2023 and Draft Work Programme for 2023/24</b></p> <p>Contact Officer: Charlotte Cameron</p>	
	<p><b>Forward Plan of Executive Decisions</b></p> <p>Contact Officer: Charlotte Cameron</p>	

<b>Meeting date: 25 September 2023</b> Draft report deadline: 4 September 2023 Final report deadline: 12 September 2023	<b>Supplementary Appointment of Co-opted Members 2023/24</b> Contact Officer: Charlotte Cameron	
	<b>Forward Plan of Executive Decisions</b> Contact Officer: Charlotte Cameron	
	<b>Clare Lodge Update</b> Contact Officer: Alison Bennett	
	<b>Performance and Outcomes of Early Help Support Report</b> Contact Officer: Gary Jones/Jodie LeFevre	
	<b>Executive Director Children Services and Young People's Service &amp; Portfolio Holder Report: Integrated Front Door</b> Contact Officer: Lydia Bennett	
	<b>Work Programme 2023/2024</b> Contact Officer: Charlotte Cameron	

<b>Meeting date: 6 November 2023</b>  Draft report deadline: 16 October 2023 Final report deadline: 24 October 2023	<b>Forward Plan of Executive Decisions:</b> Contact Officer: Madia Afzal	
	<b>Annual Children’s Social Care Complaint Report</b> Contact Officer: Belinda Evans	
	<b>Children Services Improvement Board Arrangements</b> Contact Officers: John Gregg/Gary Jones	
	<b>Work Programme 2023/2024</b> Contact Officer: Madia Afzal	
<b>Meeting date: 15 January 2024</b>  Draft report deadline: 22 December 2023 Final report deadline: 2 January 2024	<b>Forward Plan of Executive Decisions</b>	
	<b>Corporate Parenting Annual Report</b>	
	<b>Annual report of Peterborough Virtual School for Children in Care</b>	
	<b>Cambridgeshire and Peterborough Safeguarding Children Board Annual Report</b>	
	<b>SEND Report</b> Contact Officers: Chris Baird/Emma Harkin	At the previous Group Reps meeting, it was noted that Officers were waiting on the DfE/NHS England letter regarding the Accelerated Progress Plan. (ICB and PCC)
	<b>Family Safeguarding Model Report</b> Contact Officer: Gary Jones	Sue Williams – Review of model, recommendations for improvement of model
	<b>Committee Start Time Report</b>	
	<b>Monitoring Scrutiny Recommendations Report</b>	
	<b>Work Programme 2023/2024</b>	

<b>Meeting date: 22 January 2024</b> <b>Joint Meeting of the Scrutiny Committees – Budget</b>		
<b>Meeting date: 11 March 2024</b>  Draft report deadline: 19 February 2024 Final report deadline: 27 February 2024	<b>Forward Plan of Executive Decisions</b>	
	<b>Cabinet Member Portfolio Update</b>	
	<b>Monitoring Scrutiny Recommendations Report</b>	