



City of York YorOK Board
13 January 2014

AGENDA ITEM: No

TITLE: Trust Update

This item relates to all CYPP priorities and outcomes.

1. Purpose of the Report

This is a standard item on the agenda of the YorOK Board that summarises actions and issues arising since the last Board meeting. It is provided for Board members' information to ensure that all parties are fully aware of the progress in implementing our children's trust arrangements and priorities. It may be supplemented on the day by a verbal update.

2 Family Information Service – National Award

York's Family Information Service (FIS) has won a national quality award. The FIS, which supports parents and carers across the city of children aged between 0-19 (and up to 25 years of age for young people with disabilities) has been awarded the National Association of Families Information Services (NAFIS) Family First Award for quality. The award comes from the Family and Childcare Trust, the leading UK charity campaigning on childcare and family life. It recognises and celebrates the quality of practice provided by the York Family Information Service.

In the recent press release, Councillor Janet Looker, Cabinet member for Education, Children and Young People, City of York Council, said: "It is always immensely satisfying when one of our services is recognised for its work at a national level. The Family Information Service provides essential support and advice to parents and carers across the city and I'm delighted that their hard work and commitment has been rewarded nationally as best practice."

Niall McVicar, Manager of York FIS, City of York Council, said "The Family Information Service is here for all families, be that supporting people to understand their childcare options, reduce their childcare bill, finding things to do in the holidays, returning to work, parenting and much more! We always say that people can ask us anything about family life. Being a parent is the most rewarding job there is but everyone needs some information or support at different times."

Since April, 97 per cent of people using the service rated their experience as "very good" or "good" and 95 per cent said they would recommend the service to a friend. Comments from families using the service, include:

"This is a great service which I wish I would have known about earlier. It is a credit to York and is giving parents useful information and helping with family life...Thank you FIS"

"I found a childminder which enabled me to find a job. Finding a nursery

enabled me to continue employment and through activities I have done with my son found new things he enjoys doing and strengthened our relationship.”
 “FIS has really made the introduction to childcare with my first child so smooth and hassle free. It has been an absolute blessing. Thank you. The staff are consistently excellent and supremely helpful. The best customer service I have had in York, in fact!”

For more information about York Family Information Service please visit www.yor-ok.org.uk/fis, email fis@york.gov.uk or call 01904 554444.

3. Child measurement / obesity data – York

The level of child obesity in the City continues to be of concern for the YorOK Board: the ‘percentage of children in year six who are recorded as being obese (as measured by health services)’ is a key performance indicator within our Children’ and Young People’s Plan Performance Scorecard. The latest figures for the National Child Measurement Programme (NCMP) for York were published during late December 2013.

Children in England in reception year and Year 6 have their height and weight measured as part of the NCMP. Nationally, the proportion of overweight and obese children (combined) was lower than in 2011/12 for both reception year and Year 6 children.

In York, the proportion of overweight and obese children (combined) remains lower than the national average for both reception year and Year 6 children, however, whilst there was a fall for reception year children there was a rise for year 6 children compared with 2011/12.

Reception % overweight & obese children (combined)	York	England
2011/12	22.0%	22.6%
2012/13	21.2%	22.2%
Year 6 % overweight & York England obese children (combined)		
2011/12	29.2%	33.9%
2012/13	30.5%	33.3%

The NCMP plays a key role in providing the evidence to inform action within York. This data helps City of York Council to target city-wide and school-specific programmes around healthy eating and physical activity alongside providing information to parents relating to the health of their child so that they consider any action they may want to take.

4. YorOK Board Membership

Tracey Ralph, Head Teacher at Westfield Primary School, has reluctantly resigned

her membership of the YorOK Board. Tracey has enjoyed real benefits from her involvement with the YorOK Board and working closely with colleagues across children's services. She has particularly welcomed the opportunities to consider the broader and strategic picture in relation to early help and vulnerable children. Tracey's passionate and informed contributions to the YorOK meetings will be missed.

Board members are asked to thank Tracey for her support, commitment and contribution to the YorOK Board and to the broader children's trust partnership.

The school community will be approached about replacing Tracey on the YorOK Board.

5. Briefing note for all partners: Developing Early Help / Strengthening Safeguarding – Important Developments

This briefing note is being circulated to all partners to advise about changes to the provision of support for children in need and the Troubled Families programme.

Introduction

In January 2014 we will change the way we provide support to children, young people and their families. These changes will improve the way safeguarding and early help services are provided.

Why are we changing?

Our key priority is to ensure that we get the right help to the right child at the right time. Working with our partners to better target our shared resources lies at the heart of the changes we are making.

The Changes

Children, their families and our partners will see three key changes to our local arrangements. These are:

- All services will be co-ordinated through the Children's Front Door - this will ensure that we have the best possible information about a child or young person's circumstances to inform an effective and proportionate response to their needs.
- Our Integrated Family Service [IFS] whilst continuing to provide high level support to children and young people in the community, will become a 'Child in Need' service. This change will see the current IFS teams targeting those families where without additional help and support children are at risk of becoming looked after or in need of safeguarding.
- The Troubled Families arrangements will be simplified and strengthened to ensure better identification, support and tracking of outcomes for those children, young people and families who fit the nationally specified profile. In a

nutshell, we will introduce a stand alone Family Focus Service to ensure we maximise the impact of our troubled families initiative in York and in conjunction with our partners.

Taken together, these three developments will see better targeting of more children and young people who need help and support.

Eoin Rush, Assistant Director, Children's Specialist Services

6. Her Majesty's Inspectorate of Probation Thematic Pilot Inspection: Youth Offending Team effectiveness and contribution to the Troubled Families agenda

This briefing paper gives an overview of the findings from the recent pilot inspection. The findings and recommendations are being addressed both within the YOT service and with the Family Focus (Troubled Families) Team, and at the YOT Management Board. For More information please contact Angela Crossland, Service Manager, Youth Offending Team.

Introduction:

Her Majesty's Inspectorate of Probation (HMIP) invited York Youth Offending Team to assist them in piloting the intended framework for conducting a national thematic inspection of YOTs into the their effectiveness and contribution to the Troubled Families agenda.

The pilot was conducted from 11th-13th November 2013.

Methodology:

- There were five inspectors from various bodies including HMIP, Her Majesty's Inspectorate of Constabulary and Ofsted (Social Care and Learning and Skills).
- An Evidence in Advance submission of key documents related to YOT and Troubled Families.
- 7 case files were reviewed including the quality of assessment, planning, intervention and multi-agency delivery of objectives.
- A case study group was conducted which included representatives form YOT, Integrated Family Service, Education and the Police.
- Key Managers known to YOT and/or involved in the Troubled Families Agenda were interviewed by the relevant inspectors.

Findings:

HMIP confirmed the framework test was successful to run the actual thematic inspection across 6 YOTs in the new year.

Their feedback is considered informal and will not be included within the formal report likely to be published by Autumn 2014. The message was clearly about using

the feedback received in a way that is constructive for local planning rather than as a response to a formal scrutiny of the YOT. Some limitations were highlighted by the team including the limited number of cases seen, and the short space of time over which the inspection was conducted, to draw significant conclusions.

The framework of feedback was as follows:

Outcomes for young people:

The YOT influences effective change for young people.

- Effective outcomes were considered to be:
 - ensuring the services were accessible (including where the young person or family then failed to engage)
 - chaotic or complex issues had been addressed and there was clear stabilisation in cases.

Clarity is needed as to how the YOT factored their assessment and intervention into Troubled Families specifically.

- There was no evidence in YOT assessments that the families were eligible for the initiative or how this impacted on managing outcomes.

There was no evidence that support packages included any kind of perspective on how the community benefits from service delivery with families.

- The inspectors were keen to identify the outcomes not only for the young person and family, but also the benefits to the community.

Service Delivery:

Staff are aware of, and know about, the Troubled Families programme.

There is a lack of leadership at case level. There needs to be one lead practitioner coordinating all multi agency activity.

Case files were not clear about what the priorities were for a young person or family, ie the objectives were not mapped out. From looking at this through YOT cases, there was consistent evidence that the assessments and planning were completed from a single-agency perspective.

Information sharing is good but does not influence planning.

- Case assessments and planning do not evidence joint working with Troubled Families. Co-location and increased communication because of this was highlighted as a positive.

Young people are getting a good service. There is a lot of activity taking place.

- The team saw a lot of very dedicated staff working very hard to improve outcomes for young people and their families. They were impressed by this and said it was clear that partnership working in York is valued. They felt that within this, there was a lot of activity, colleagues being well-informed about families, but that partner working required more clarity as to how assessments and intervention delivery was coordinated and scheduled by a Lead Practitioner.

The Lead Practitioner framework is there. However, the processes require some attention – we need to be clearer about how assessments and delivery align to a coordinated plan.

Clarity, priority, sequencing and direction were their summary descriptors.

Engagement of disengaged families:

YOT should be a part of influencing the development of sanction and reward systems through the agenda. (i.e. the care Vs control agenda).

- Particularly due to experience of work with involuntary clients in an effective way. There was no significant criticism about this but a message to have more 'stick' around keeping disengaged families on the radar and having differing methods to re-engage them and 'turn the heat up'!

Consider sanction/reward ideologies that already work.

- Ideas around how the Integrated Offender Management approach is a good model to learn from in maintaining pressure and influence with the hardest to engage people/families.

Agencies simply 'maintaining' problem families rather than turning them around.

- Similarly, practitioners were considered reluctant to challenge parents in case they "lose" them. The inspection team found some cases had been closed by services due to non-engagement, leaving the YOT in a single agency position.

Main focus areas for further consideration:

1. Better leadership and coordination will show joint assessment and planning. Consider starting with an outcomes agenda for the young person, their family and the community. At case level everyone should know the priorities and objectives.
2. Corporately, build on the current 'bones' of a Lead Practitioner framework to improve truly coordinated working.
3. Consider better how the scope of the Troubled Families agenda, (i.e what services will be offered and what consequences there will be for non engagement) can be improved and influenced by YOT practice.
4. Ensure the Troubled Families programme is not only supportive but challenging. Think creatively about how sanctions can be used but use them positively. Learn from ideologies such as the Integrated Offender Model.

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