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individuals, communities and businesses flourish

# Children's Services Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **6 January 2015**

**Committee Room 1, Civic Offices, New Road, Grays, Essex RM17 6SL**

## Membership:

Councillors Val Morris-Cook (Chair), James Halden (Vice-Chair), Charles Curtis, Tunde Ojetola, Martin Kerin and 1 UKIP vacancy.

Patricia Wilson, Roman Catholic Church Representative  
Reverend Darren Barlow, Church of England Representative  
Parent Governor Representative – vacancy  
Parent Governor Representative – vacancy

## Substitutes:

Councillors Mark Coxshall, Sue MacPherson, Jan Baker, Oliver Gerrish, Sue Gray and Yash Gupta (MBE).

## Agenda

Open to Public and Press

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To approve as a correct record the minutes of Children's Services Overview and Scrutiny Committee meeting held on 11 November 2014.	
<b>3 Items of Urgent Business</b>	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.	

<b>4</b>	<b>Declaration of Interests</b>	
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Agenda published on: **22 December 2014**

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# DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

## Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

## When should you declare an interest at a meeting?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

**What is a Non-Pecuniary interest?** – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

### **Pecuniary**

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

**Unless you have received dispensation upon previous application from the Monitoring Officer, you must:**

- **Not participate or participate further in any discussion of the matter at a meeting;**
- **Not participate in any vote or further vote taken at the meeting; and**
- **leave the room while the item is being considered/voted upon**

**If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps**

### **Non- pecuniary**

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



**You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.**

**Thurrock: A place of opportunity, enterprise and excellence, where individuals, communities and businesses flourish**

To achieve our vision, we have identified five strategic priorities:

**1. Create a great place for learning and opportunity**

- Ensure that every place of learning is rated “Good” or better
- Raise levels of aspirations and attainment so that local residents can take advantage of job opportunities in the local area
- Support families to give children the best possible start in life

**2. Encourage and promote job creation and economic prosperity**

- Provide the infrastructure to promote and sustain growth and prosperity
- Support local businesses and develop the skilled workforce they will require
- Work with communities to regenerate Thurrock’s physical environment

**3. Build pride, responsibility and respect to create safer communities**

- Create safer welcoming communities who value diversity and respect cultural heritage
- Involve communities in shaping where they live and their quality of life
- Reduce crime, anti-social behaviour and safeguard the vulnerable

**4. Improve health and well-being**

- Ensure people stay healthy longer, adding years to life and life to years
- Reduce inequalities in health and well-being
- Empower communities to take responsibility for their own health and wellbeing

**5. Protect and promote our clean and green environment**

- Enhance access to Thurrock’s river frontage, cultural assets and leisure opportunities
- Promote Thurrock’s natural environment and biodiversity
- Ensure Thurrock’s streets and parks and open spaces are clean and well maintained

## Minutes of the Meeting of the Children's Services Overview and Scrutiny Committee held on 11 November 2014 at 7.00 pm

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- Present:** Councillors Val Morris-Cook (Chair), Tunde Ojetola (from 7.50pm) and Martin Kerin
- Patricia Wilson, Roman Catholic Church Representative  
Reverend Darren Barlow, Church of England Representative
- In attendance:** Carmel Littleton, Director of Children's Services  
Andrew Carter, Head of Care and Targeted Outcomes  
Michele Lucas, Learning & Skills Manager  
Ruth Brock, School Improvement Manager  
Harminster Dhillon, Statutory Complaints & Engagement Manager  
James Henderson, Youth Cabinet Representative  
Kenna-Victoria Martin, Senior Democratic Services Officer
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Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

### **8. Apologies for Absence**

There were no apologies for absence declared.

### **9. Minutes**

The Minutes of Children's Services Overview and Scrutiny Committee, held on 15 July 2014, were approved as a correct record.

### **10. Items of Urgent Business**

There were no items of urgent business, however the Chair asked Members to note the Minutes from the Chairs and Vice-Chairs of Overview and Scrutiny Committees meeting which took place on Monday 27th October 2014.

The Chair also informed Members that item 5 was to be withdrawn from the agenda.

### **11. Declaration of Interests**

Reverend Barlow declared a non-pecuniary interest in the general business of the meeting as he had children attending St Thomas Primary School, Grays Convent and Palmer's College. He was also a trustee and corporation member at Palmer's College.

Councillor Kerin declared a non-pecuniary interest in the general business of the meeting as he was a Governor at St. Marys R.C Primary School.

## **12. Children's Social Care Complaints and Representations Annual Report 2013-14**

The Statutory Complaints and Engagement Manager introduced the report to the Committee explaining that the process for complaints was slightly different from the council's general complaints procedure in that it was a statutory requirement to produce an annual complaints report on children social care complaints.

Members were informed that during 2013/2014 a total of 203 representations were received and broken into the following categories:

- 62 Compliments
- 62 Stage 1 complaints received
- 3 Stage 2 complaints received
- 1 Stage 3 complaint received
- 34 Concerns and issues received
- 19 MP enquiries
- 20 Member enquiries
- 2 Ombudsman enquiries

The Committee were further notified that there had been a 26% decrease in stage 1 complaints received by the department compared to the number of complaints received in 2012/2013. Members were advised that a contributing factor could be that families are now provided with information on Children's Social Care processes and are more familiar with what to expect when their family are working with a social worker, the team also worked responsively to solve concerns and queries in an informal way before they escalate

It was explained to the Committee that an Ombudsman enquiry could be submitted during any part of the complaints process. During such time the Ombudsman would verify that the council had followed its complaint procedure.

Members of the Committee enquired as to whether officers had carried out any benchmarking with other Local Authorities. Officers informed the Committee that at the time the report was written, unfortunately officers didn't have that data to hand, however it should now be available.

The Chair of the Committee praised officers for the report and that the council was learning from previous errors. She queried as to how the team had improved. Officers explained that minor issues were being recorded as complaints, when in actual fact they were concerns being processed incorrectly.

Members of the Committee queried as to how Member and MP enquires were processed. The Committee were advised that Member Services were usually



the first point of contact for Members queries, the query would then be passed on the team for a response. It was explained to Members that occasionally enquiries were raised directly with the director who would work with the team to solve the issues raised.

It was raised by Members that of the Ombudsman cases, case one the Ombudsman found fault casing injustice, it was further enquired as to whether the case had been looked into by officers. The Committee were advised that the case had been looked into thoroughly and that there continued to be support to the family taking into account lessons learned.

**RESOLVED:**

- 1. That Scrutiny Committee consider and note the report.**
- 2. That Scrutiny Committee note the Ombudsman report.**

**13. Work Experience - Supporting Pathways into Work for Young People**

The Learning & Skills Manager introduced the report to Members explaining that plenty of employers enjoy assisting with work experience and evidence could be seen by the number of work experience placements and apprenticeships taking place.

It was explained to the Committee that the Council had been approached by local schools and academies regarding the processes in place for work experience placements. Members were notified that all schools within the borough were engaging with work experience placements and forming partnerships with Thurrock Council.

Members were advised that the key achievement of the scheme was to ensure that young people had high quality and safe work experience placements. As it developed, it would fund itself as schools were buying into the council's scheme. It was also noted that employers who employed young people for work experience placements were impressed and the scheme was encouraged not only at a local government level but also nationally.

The Youth Cabinet Representative addressed the Committee, expressing that in his opinion work experience was fundamental for young people within Thurrock. He continued to inform Members that it gave young people the opportunity to try out career choices. It was also explained that should work experience take place within the retail sector for example, it was easier for those young people to find work as it enabled them to have experience of the working environment.

The Chair of the Committee explained that she was in agreement with the recommendations to hold a Task and Finish Group, regarding work experience. She continued to inform the Committee that she felt that there should be two representatives from the Youth Cabinet sitting on the Task and Finish panel.

Through discussions Members agreed that the Task and Finished Group should be made up of five elected Members and two representatives from the Youth Cabinet. It was also agreed there was a lot for Thurrock to offer young people in the way of work experience from experience of hands on work to working within different teams at Council and even the Royal Opera House.

Members were informed that as part of the scheme officers and schools were working with young people offering them information, advice and guidance as well as speaking with young people to find out what they wanted to achieve. It was queried as to how many work experience placements were currently undertaken by Thurrock Council. Officers advised the Committee that the council currently had approximately 65 work placements per year. These roles could be with a variety of the directorates.

**RESOLVED:**

- 1. That the work already undertaken and the achievements over the last year in the development of a traded offer, supporting both employers and educational institutions, be noted.**
  - 2. That a Task and Finish group be established to identify further opportunities to support pathways into work for young people – with a view to addressing some of the sector specific opportunities locally.**
  - 3. That the Task and Finish group consist of five Members, appointed in accordance with political proportionality.**
  - 4. That the scope and terms of reference of the Task and Finish group be agreed, as outlined in draft in appendix 1.**
- 14. Child Sexual Exploitation and the Jay report – implications for Thurrock**

The Director of Children's Services addressed the Committee explaining that following the shocking findings of the Jay Report in Rotherham it was important that all local authorities repeatedly revisit the arrangements they had in place to address Child Sexual Exploitation. The report was being presented in many different forums in the council, including the Health and Wellbeing Board and the Children's Partnership Board to ensure that all were aware of the importance of the subject and could hold officers effectively to account.

The Head of Children's Social Care, informed the Committee that the remit of the Jay Report covered the period 1997- 2013 and it was believed that during this period 1400 children and young people had been sexually exploited in Rotherham. He explained that in 2008 the National Working Group for Sexually Exploited Children and Young People developed a definition (2.2.2 of the report), which was commonly used in government guidance and policy.

The findings of the Jay Report and failings across agencies and political processes were summarised. Members were encouraged to read the Jay Report if they had not already done so. The need for child sexual exploitation to be tackled across all the functions of the Council was stressed and steps already taken in relation to licencing and taxi cab operators.

Members were notified that the Council was working in partnership with Southend-on-Sea Council and Essex County Council as part of the SET (Southend, Essex and Thurrock) arrangements to develop strategies to address child sexual exploitation and support the needs of children not only within Thurrock but across Greater Essex.

It was explained that officers were exploring different ways to engage with communities to raise the awareness of sexual exploitation and to assist them in identify the signs. Within this the need to work with all communities was stressed and to avoid the dangers identified in Rotherham of failing to work effectively in relation to culture and diversity.

It was queried by the Committee as to how the Council was working with schools and academies in general to tackle child sexual exploitation and specifically to support children who had changed schools or were missing school.

Members were informed that in relation to any child or young person that the Council was aware that there is a potential risk of child sexual exploitation, that officers would be in contact with the school as part of safeguarding procedures. It was also advised that officers were working with schools and academies to assist them in identifying the potential signs of child sexual exploitation and referring to Children's Social Care.

Specifically in relation to children and young people who are missing from home, care or education, Members were advised that revised processes had been and were being put in place to ensure that this group of children could be identified, risk assessed and risk managed.

Members stressed, based on their reading of the Jay report, their concerns regarding children who are disengaged and underachieving within education and how this heightens the potential risk of sexual exploitation. Officers agreed with Members concerns and advised that training and risk assessment tools continue to be rolled out across Children's Social Care and partner agencies, which highlight the risks associated with disengagement.

Following discussions, it was enquired as to if secondary schools and academies were providing sexual awareness to pupils and how was the Council engaging with schools to provide support. Officers explained that such information would have to be included within the policies of the schools and academies.

Members debated the complexities of providing appropriate sex education and at what ages, while being mindful of the risks of sexual exploitation. The

need for those providing sexual education and health advice, to provide age appropriate services, while working across agencies to tackle exploitation was highlighted.

It was further acknowledged that the provision of sex education alone was not enough and that vulnerable young people needed to be assisted in recognising exploitation and being able to make appropriate choices regarding online safety and other aspects of their lives. Officers reported that the Council continues to work with schools, partner agencies, parents and young people to raise awareness regarding Internet Safety and the potential for children and young people to be groomed and sexually exploited online. Officers cited the Walk Online Roadshows which reached 5000 pupils and briefings rolled out to Head Teachers, as models of good practice which form part of the programme of work to raise awareness and building resilience in children about child sexual exploitation.

Members noted that the report mentioned whistle blowing and enquired as to how that it worked. Officers advised of the need for all agencies to have clear whistle blowing procedures and that the Local Safeguarding Children Board website had a page which gave advice on what to do if anyone had any concerns regarding the welfare of children and young people.

Members asked for clarification regarding the case audits within the CSE Action Plan and Officers confirmed the progression of a review / audits of all current cases and going back over a 5 year period (in conjunction with Southend-on-Sea Council and Essex Council) where potential concerns regarding child sexual exploitation are identified. The aim of the audits it was explained by Officers is to ensure that children and young people are safe and to ensure appropriate standards of practice.

**RESOLVED:**

1. **That the overview and scrutiny committee to note the contents of the report.**
2. **To recall the action plan to future O&S meetings for updates on implementation and to scrutinise the work in this area.**

**15. Report on Headline Key Stage Results Report on Headline Key Stage Results**

The Interim School Improvement Manager introduced the report explaining that Officers noted good progress in the results across key stages 1- 4. Ofsted judgements for primary schools now shows a considerable increase in the % of good or better judgements from 34% 5 years ago to 78% to date.

Members were notified that following support and training for early years teaching, Key Stage One and GCSEs, results were above national levels. There was also an apparent love for learning within nurseries but there is a

gap between achievement for boys and girls. However, by Key Stage Two this gap is reduced considerably narrowing with national level by 1.5%.

The Committee were advised that although nationally all Key Stage Four results dipped the results for Thurrock schools and academies were still above average for the second year running, increasing the percentage of students attaining the benchmark measure of 5A\*-C passes at GCSE including English and maths.

Officers informed the Committee that the council was looking forward to the inaugural Educational Awards ceremony this month to celebrate all achievement and individuals' good practice.

**RESOLVED:**

1. **That the Overview & Scrutiny Committee notes the provisional outcomes of the summer 2014 tests and examinations and commends pupils, schools and parents/carers on their achievements.**
2. **That the Committee recognises how the Education Commission recommendations and existing strategies have been best deployed to raise achievement and consider how these will raise still further across all key stages, especially at Key Stage 2, and key stage 5.**

**16. Work Programme**

Members noted the current work programme for the Committee.

**The meeting finished at 9.15 pm**

Approved as a true and correct record

**CHAIR**

**DATE**

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<b>6 January 2015</b>	<b>ITEM: 5</b>
<b>Children’s Overview and Scrutiny Committee</b>	
<b>2014/15 Savings - Libraries</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Key
<b>Report of: Cllr John Kent, Portfolio Holder, Libraries, Children’s Services</b>	
<b>Accountable Head of Service:</b>	
<b>Accountable Director:</b> Carmel Littleton, Corporate Director, Children’s Services	
<b>This report is Public</b>	

## Executive Summary

It was agreed at the Overview & Scrutiny meeting in July 2014 that a paper would be brought back to the group with proposed options to be consulted on with the community on how up between £400k and £569k of savings could be achieved in 2015/2016. A number of options for public consultation are put forward including a reduction in the number of libraries; partnering libraries where possible with community hubs building on a recent successful Transformation Challenge Award; and Community Partnered libraries without a Community Hub structure in place. The options are recommended for consultation and the final outcome could be a combination of the options subject to public and staff consultation.

## Recommendation(s)

**1.1 That members consider and comment on the options put forward.**

**1.2 That members agree for a public consultation to take place**

### **2. Introduction and Background**

2.1 The library services are highly valued by the communities they serve. In 2011 a public consultation in Thurrock on the future shape of library services showed strong support for library services and an understanding by the public that future financial constraints might mean community supported libraries would help libraries to stay open in the future. However, alongside other public sector services Thurrock is facing enormous financial challenges and libraries are not immune from the significant cuts in the resources available to the Council.

2.2 The library service went through a major restructure in 2011/12 when £350K savings were achieved. Library budgets are not at a minimal level with

regards staffing and resources for each library. To achieve the current requirement for £400k - £569k will mean some difficult decisions will need to be taken. A breakdown of budgets per library is shown in Appendix 2. The accountable budget for the directorate totals £1.46m. Therefore to take £400k would mean a reduction in accountable budget of 27%, while at the upper limit of budget savings of £569k this would amount to a 39% cut in budget. This is a significant reduction on an already pared down service. Thurrock is a low spending Authority with regard to the library service as can be seen in recent CIPFA data.

2.3 Whilst designing three options a set of principles were used which are as follows:

- Closures of libraries within 3 miles radius of each other
- Current usage
- Current footfall
- Current budgets
- Facilities offered in each library
- I.T provision
- Serving disadvantaged areas
- Alternative ways on keeping all libraries open
- Size of library

A matrix is attached in Appendix 4 which provides a breakdown of information relating to some of the above. All options include ceasing the mobile service as although highly thought of there is very low usage (Appendix 2) and investment would be required if it were to be retained. The mobile will need replacing in the near future. The mobile has also been off the road for a long period of time recently and there were very few complaints arising from this. The library service would continue to offer a home link service, where resources are delivered by volunteers to vulnerable residents that live in homes and are unable to visit libraries. A full equality impact assessment will be undertaken to ensure that any consequences for protected groups are taken into account.

2.4 The Council is under a legal duty to provide a library service under section 7 of the Public Libraries & Museums Act 1964. It is the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof.

### 3. **Issues, Options and Analysis of Options**

3.1 Three options are being put forward for consideration in Appendix 1

### 4. **Reasons for Recommendation**

4.1 As part of the overall savings that the Council is required to make due to reductions in funding the library service which sits within Children's Services are required to identify options to achieve savings totalling between £400k and £569k in 2015/2016.



## **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 Children's Overview & Scrutiny to consider the proposals in December. This was postponed from the earlier meeting in November owing to the pre-election guidelines taking into consideration the Aveley Council by-election. A public consultation will take place during January/February 2015. Consultation with staff during February/March 2015.
- 5.2 The outcomes of the consultation will be collated and fed back to O&S in 2015 In order for consideration to be given on the preferred option in order to achieve the savings.
- 5.3 There will be internal consultation with staff on specific proposals particularly where there is a re-structure which will be in line with HR policy and guidelines.

## **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 The proposals set out in this report have wide ranging implications for the council with regard to the provision of library services. The impact of implementing these savings will mean a reduction in library premises, staff and resources (physical books). This will have an impact on communities.
- 6.2 The Council has to commence a voluntary redundancy process with staff. The outcome from the process and full impact of the savings proposals on staff will be known over the next few months feeding into the implementation of management actions and decision making for savings proposals.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Sean Clark**  
**Head of Corporate Finance**

The council is required to make significant reductions to the operational costs of the library service in order to meet the reduced budget envelope for the coming years as a result of government spending targets. The service is required to make between £400k and £569k of savings for 2015/2016. This will be mitigated by looking at alternative means of delivering library services to communities as far as possible.

### **7.2 Legal**

Implications verified by: **Paul Field**  
**Senior Corporate Governance Lawyer**

As observed in the body of this report there is a legal obligation on the Council under the Public Libraries & Museums Act 1964 on the Council to provide a comprehensive and efficient library service for all persons who desire to make use of it. This matter has been subject to recent review by the High Court this year in Draper v Lincolnshire County Council [2014]. In that case the County Council was found in particular not to have taken proper account of the effect of withdrawal of on-line facilities to the community. The implication is that the Courts expect a thorough consultation with the community and that the response is properly considered by a local library authority before action is taken. Furthermore there will be other matters which need to be taken into account , which can be summarised as:

- any existing contractual obligations covering current service provision. Such contractual obligations where they exist must be fulfilled or varied with agreement of current providers
- any legitimate expectations that persons already receiving a service (that has been identified as potential savings area) may have to either continue to receive the service or to be consulted directly before the service is withdrawn
- any rights which statute may have conferred on individuals and as a result of which the Council may be bound to continue its provision.
- the impact on different groups affected by any changes to service provision as informed by relevant equality impact assessments
- having due regard to any consultation undertaken

7.2.2 In relation to the consultation, impact on different groups it should be noted that the Equality Act 2010 provides that a public authority must in the exercise of its functions have due regard to the need to eliminate discrimination and to advance equality of opportunity between persons who do and those who do not share a relevant 'protected characteristic'. This means an assessment needs to be carried out of the impact and a decision taken in the light of such information.

### 7.3 **Diversity and Equality**

Implications verified by: **Natalie Warren**  
**Community Development and Equalities  
Manager**

A full equality impact assessment is being carried out to take into account the impact of any reduction in service on people with protected characteristics.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

There are implications for staff identified within the body of the report.

**8. Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- Not applicable

**9. Appendices to the report**

- Appendix 1 – Options for Public Consultation
- Appendix 2 – Current services available in Libraries
- Appendix 3 – Budget breakdown per library

**Report Author:**

Janet Clark

Strategic Lead, Operational Resources and Libraries Unit

Children's Service

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### **Option 1**

Closure of libraries, ceasing the provision of a mobile library and looking to reduce the floor space in Grays Central Library.

As part of the consultation communities will be asked a series of questions with regards their preferences on usage, facilities, location of libraries to help determine if this is a viable option. This option would significantly reduce the number of libraries across the Authority.

### **Option 2 Community Hubs**

This option would build on the successful community hubs model operating in the South Ockendon Centre. The proposal would be not to close any library but to reduce opening hours to 20% of current timetable, with the exception of Grays Central Library, which will also work to a reduced timetable which will be 80%.

Consideration could be given to ensuring libraries within close proximity of each other do not close on the same day therefore giving residents the option of visiting another local library on the day their nearest library is closed.

This option would reduce premises costs but could pose a risk by having buildings unused for the majority of the week. This option will not achieve the full savings required and to meet the gap it is proposed to look at alternative uses for the premises when the libraries are shut which would generate income. This option would give consideration to partnering libraries with community led initiatives, like the successful Community hub model currently operating in the South Ockendon Centre (formerly the Belhus library).

Thurrock Council has made a successful bid to the Transformation Challenge Award. The bid is in support of service transformation, helping to channel services through community hubs. Community Hubs enable communities to play a key role in shaping and delivering services. With both open Hubs already based within Thurrock Libraries, we are keen to explore how Hubs can support a future library offer alongside other community support services. The fund totals £300k which would help explore new ways of working across all services with Hubs, including libraries.

This option gives the flexibility of retaining libraries and buildings until the transformation of services is known. We could release £200K in 2014/15 by reducing the opening hours of libraries. This will be achieved by closing all libraries on a Saturday afternoon, having no late nights and also those libraries that are currently opened for half a day during the week will close for the full day.

We would also look to reduce the footprint of Grays central library from two floors to one which would see a reduction in resources and staffing.

### **Option 3 Community Partnered Libraries**

By empowering communities to run their libraries and tailoring them for their local community. Individuals, Groups and organisations would be invited to put forward expressions of interest. This initiative is already in operation in a number of councils

and is working well. There is government funding available to support communities. The council would remain responsible for the buildings externally and would provide an annual allowance of approx. £6K to help with the running costs.

Support and training would be provided.

APPENDIX 2: SERVICES AND PROFILE OF LIBRARIES

	Aveley	South Ockendon				Corringham	East Tilbury	Grays	Stanford le Hope	Tilbury	Mobile
		Centre	Blackshots	Chadwell							
Housebound service "Home-Link"	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Information service and leaflets	Y	Y	Y			Y	Y	Y		Y	
International genealogical index - family history							Y				
Internet	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Language courses					Y		Y				
Local newspapers on microfilm							Y				
Local studies	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Meetings room		Y			Y		Y				
Microfiche/microfilm reader printer							Y				
Music scores							Y				
Newspapers and magazines	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Photocopies - colour	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Quick Reads	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Study Room		Y			Y		Y				
Word processing facilities	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Public Access PC's	7	18	8	15	10	8	43	8	14		
Public Access Scanners	1	2	1	1	2	1	3	1	1		
Self Service (books)		Y			Y		Y				
Wiser 4 IT Courses		Y		Y	Y		Y		Y		
Self Service (printing)		Y					Y				
Class visits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Reading Groups			Y		Y	Y	Y	Y			
Knit and Natter Groups	Y	Y		Y	Y	Y	Y	Y			
Chess club							Y				
Scrabble club								Y			
Read Aloud group							Y				
Bus passes	Y	Y	Y	Y	Y	Y	Y	Y	Y		
TUPS advice sessions							Y				
LAC sessions			Y		Y						
Community Builder sessions			Y		Y						
Councillor Surgeries	Y		Y	Y	Y						
Forum support (Items bought for library by local forum)	Y	Y	Y	Y	Y	Y					
Hours open to the public	27	42	30	45	38	21	48	32	30		
Issues per hour	19	29	30	20	46	22	58	17	15		
Visits per hour	21	57	43	35	53	24	165	19	22		
					C&F 5478 H 8507					TsC 6177	
Ward Population	8912	B 9780 O 9680	5770	9865	SE&C8607 88.8 89.5	6364		6379	TR&TP6878 50.1		
Owner occupied %	66.4	56.9 61.6	81.8	57.5	68.7	76.3		71.1	45.5		
Ethnic Profile %	14.6	18.7 15.6	10.1	12.7	3.9 6.3			7.8	19.5		
Deprivation Index ( out of 20)	7	3	13	5	15 18			14	1		
Unemployment %	12.4	6	9	15.8	5.8 5.1			8.4	18		
Children eligible for school meals %	20.9	13.9 21.7	11.3	24.6	7.3 7.3			16.8	29		
		25.5			17.1	14.8			31		

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1978554	DIRECT COSTS							INDIRECT COSTS				
Cost Centre	Employee s	Premises	Transport	Supplies & Services	Third Party Payments	Income	Total Direct Costs	Capital Financing Indirect	Recharge s Out Indirect	Support Costs Indirect	Total Indirect Costs	Grand Total
MB002 - Grays Library	334,230		2,400	3,360	0	-26,050	313,940			0	0	313,940
MB003 - Aveley Library	41,571	17,024	0	840		-2,280	57,155	2,933	0	0	2,933	60,088
MB004 - Belhus Library	64,277	10,790	0	0		-11,280	63,787	7,333			7,333	71,120
MB005 - Blackshots Library	39,850	12,529		600		-3,400	49,579	2,738	0	0	2,738	52,317
MB006 - Chadwell Information Centre	64,804	39,899	0	600		-9,500	95,803	8,800	0	0	8,800	104,603
MB007 - Corringham Library	75,604	30,499	0	600		-13,700	93,003	16,330	0	0	16,330	109,333
MB008 - East Tilbury Library	30,408	31,024	0	900		-2,300	60,032	1,100			1,100	61,132
MB009 - Stanford Le Hope Library	42,488	15,524	0	600		-4,800	53,812	5,604	0	0	5,604	59,416
MB010 - Tilbury Library	36,030	20,744	0	1,200		-6,000	51,974	1,907			1,907	53,881
MB011 - Mobile Library	31,389		8,152	550	1,800	0	41,891	14,063	0		14,063	55,954
MB012 - Library & Literature Development	0		0	2,800	0	-400	2,400			0	0	2,400
MB026 - Peak Relief staff	59,401						59,401				0	59,401
MB029 - Library Overheads	165,964	5,500	3,700	225,700	122,349	-3,100	520,113			454,856	454,856	974,969
MB035 - Book start	35,220		3,600	1,180		-40,000	0		0	0	0	0
<b>Totals</b>	<b>1,021,236</b>	<b>183,533</b>	<b>17,852</b>	<b>238,930</b>	<b>124,149</b>	<b>-122,810</b>	<b>1,462,890</b>	<b>60,808</b>	<b>0</b>	<b>454,856</b>	<b>515,664</b>	<b>1,978,554</b>

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<b>6 January 2015</b>	<b>ITEM: 6</b>
<b>Children’s Overview and Scrutiny Committee</b>	
<b>Early Offer of Help Commissioned Services</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Not applicable
<b>Report of:</b> Sue Green – Strategic Leader Service Transformation and Children’s Commissioning & Mark Livermore – Children’s Commissioning Officer	
<b>Accountable Director:</b> Carmel Littleton – Director of Children’s Services	
<b>This report is Public</b>	

## **Executive Summary**

A range of services were commissioned as a part of the Early Offer of Help Strategy, these were designed to provide support at an earlier stage to reduce the risk of needs escalating and to improve outcomes for those most in need of support.

These services are regularly evaluated to monitor the impact of them and all are making a positive difference for service users. Ongoing service evaluation and feedback from users also informs the review process which is refined to continually improve it.

### **1. Recommendation(s)**

**1.1 That members note the outcomes being achieved through the current commissioned services.**

### **2. Introduction and Background**

2.1 In 2013 following the development of the Early Offer of Help (EOH) Strategy Thurrock Council, in partnership with the Thurrock Clinical Commissioning Group commissioned a range of services aimed at providing support at an earlier stage to reduce the risk of needs escalating and to improve outcomes for those most in need of support.

2.2 To support the development of the strategy and inform the commissioning of services a needs analysis was undertaken and the following commissioning priorities were identified:

- Support for parents facing substance misuse
- Support for victims of domestic violence and sexual violence
- Support for perpetrators of domestic violence

- Parenting support
- Intensive family support
- Provision of Children's Centres

2.3 The impact of these services are regularly evaluated, this report provides an update to members on this impact.

### 3. Issues, Options and Analysis of Options

3.1 The EOH commissioned services are reviewed in several ways at different reporting frequencies. It should be noted that due to the nature of Children's Centres these are monitored in partnership with the School Improvement team through Accountability Boards and are therefore not included in this report.

3.2 Quarterly outputs and key performance indicator (KPI) outcomes are reported to the Commissioning Team by the provider. These comprise of the number of referrals, closed cases, waiting lists and times. In addition, service user self-declared outcomes are reported as a percentage of those who report being better able to manage the outcomes specified within the service design. A summary of this is reported below:

#### 3.3 One-to-one STEPS programme - domestic abuse service – quarter 1 and 2 - 2014.15 KPI's – Thurrock Women's Aid

% of Women reporting...	Q1	Q2
Better understanding of impact on children	100%	90%
Feeling safer	93%	95%
Improved emotional wellbeing and resilience	87%	85%
Confidence in ending abusive relationships	87%	90%
Confidence in working with Social Care	73%	80%
Confidence with legal, housing and finance	79%	76%

#### 3.4 Drop-in domestic abuse service – quarter 1 and 2 - 2014.15 - KPI's – Thurrock Women's Aid

% of Women reporting...	Q1	Q2
feeling supported in safety planning	100%	100%
Feeling more knowledgeable in welfare benefits & finance	89%	100%
Feeling more knowledgeable in legal matters	100%	100%

#### 3.5 Domestic Violence perpetrators programme – quarter 1 and 2 - 2014.15 - KPI's - DVIP

% of Women reporting...	Q1	Q2
Cessation of domestic abuse	100%*	71%

Feeling safer	100%*	71%
Improved relationships	100%*	43%
Improved relationships with children	100%*	43%
Better family communication	100%*	43%
Sustained changes post intervention	100%*	n/a

\*Please note that Q1 was based on 1 client.

### 3.6 Alcohol and substance misuse programme – quarter 1 and 2 - 2014.15 - KPI's – Open Door

% of Service users reporting...	Q1	Q2
Improved family routines / relationships	56%*	66%
Better able to manage debt / housing	44%*	55%
Better able to parent effectively	44%*	77%
Improved emotional wellbeing	33%*	55%
Confident working with Social care	33%*	66%
Confident in educating children on D&A	33%*	66%

\*Please note that Q1 had a high level of families that were not engaging – the satisfaction levels have increased in Q2 to levels more in line with expectations.

### 3.7 Parenting programmes – quarter 1 and 2 - 2014.15 - KPI's – Coram

<b>SFSC/Triple P programmes</b>	Q1	Q2
Better able to understand and manage children's behaviours	93%	95%
Better able to support children's feelings	93%	95%
Better able to improve children's self esteem	93%	86%
Better engagement with school	90%	92%
Children not involved in crime / ASB	83%	92%
Understanding how adults affect children	93%	95%
Better able to manage own emotions & stress	93%	84%
Improved aspiration	87%	86%
Better networks and community links	93%	86%
Better family communication	90%	86%
<b>Mellow parenting programmes only:</b>		
Better attachment to children	67%	100%
Better family communication	67%	100%
Understanding how adults affect children	67%	100%
Understanding how past r'ships affect children	67%	100%

### 3.8 Sexual violence service – quarter 1 and 2 - 2014.15 - KPI's – SERICC

% of Women reporting...	Q1	Q2
Better understanding impact of sexual violence on children	0%*	100%
Improved parenting capacity	0%*	100%
Feeling Safer	0%*	100%
Improved emotional wellbeing and resilience	0%*	100%
More confident working with Social Care	0%*	100%
Confident in educating children on grooming/online safety	0%*	100%

\*Please note that Q1 no case closures to score

### 3.9 Family Intervention Project (FIP) – quarter 1 and 2 - 2014.15 - KPI's – Catch22

% of Service users...	Q1	Q2
Who have obtained employment, training or education	73%	71%
Who have not found work but attended a work programme	50%	71%
Who have moved off of benefits	30%	0%
Who have had <3 fixed term exclusions in last 3 terms	100%	100%
Who have had <15% unauthorised absence in last 3 terms	50%	100%
With a 75% reduction in offending	100%	50%
With reduced/ceased incidence of domestic abuse	86%	100%
Who do not have any unplanned teenage pregnancies	100%	100%
Who reduced their substance and alcohol use	100%	50%
Who are in suitable housing with secure tenancies	86%	100%
Reporting improved emotional well-being	100%	90%
Reporting better understanding of impact of their behaviours	91%	80%
Reporting improved aspiration	91%	90%
Reporting better able to work with Children's Social Care	100%	100%
Reporting better able to manage debt	71%	83%
Reporting better able to understand and manage children's behaviours	91%	90%
Reporting better family communication and family routines	89%	90%

- 3.10 The formal reviews of services took place between November 2013 and February 2014 with the second year reviews commencing in November 2014 and being completed in February 2015. This review usually takes place over two days. Social workers have the opportunity to comment on performance of services they have utilised. These reviews seek evidence from providers on the delivery of all outcomes via conversations with managers and staff of the service, with case studies, and interviewing service users to understand what difference the intervention made for them.
- 3.11 The above processes form an effective picture of service delivery, however we do need to consider 'the journey of the child'. It is critical that we are able to track the progress of children and young people through the system of either statutory intervention or through the MAGS panels.
- 3.12 In this year's reviews (which will be reported on in a future paper) the views of children and young people within the family will also be taken account of, in addition to the interviews that take place with adult service users.
- 3.13 A feedback form for front line staff has been rolled out in December 2014. This will record front line team's perception of changes made by service users and how this has been sustained following the intervention of an EOH commissioned service, as well as qualitative assessment of services. Again, these will be reported in future reports.

3.14 The Commissioning Team have taken a small sample of cases from both the Multi Agency Group Panels (MAGS) and Social Care cases. Cases were reviewed between a set period as detailed below where an EOH commissioned service was in place.

### 3.15 **MAGS cases**

Sample of cases closed between November 2013 and April 2014 – reviewed between 7 months and 13 months after case closure

57 cases were identified between this period where an EOH commissioned service was put in place for the cases that were closed in that period.

Of these 57:

- 45 were never subsequently referred back to either MAGS or Social Care (79%)
- 3 were subsequently referred to Social Care (5%)
- 9 were referred back to MAGS (16%)

### 3.16 **Social Care cases**

Sample of cases between November 2013 and April 2014 where an EOH service was commissioned between this period – reviewed at date of this report (between 7 months and 14 months after services were put in place)

17 cases were identified where an EOH commissioned service was put in place between this period.

Of these 17:

- 6 evidenced an improved outcome:
  - 5 closures
  - 1 de-escalation from child protection to child in need
- 11 evidenced no change to case status
- No cases saw a negative change in case status

It should be noted that Social Care cases can often take longer to resolve and for matters to progress than MAGS cases do. The sample size is small but could indicate effective interventions at an earlier stage are preventing further escalation.

#### **4. Reasons for Recommendation**

- 4.1 This recommendation is made to ensure members are aware of the outcomes currently being achieved through the Early Offer of Help Commissioned services.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 Consultation with service users and other professionals is undertaken to inform the review process.

#### **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 This work has an impact on the following priorities:

Create a great place for learning and opportunity;  
Improve health and wellbeing

- 6.2 The community impact of this work is evaluated through the review process.

#### **7. Implications**

##### **7.1 Financial**

Implications verified by: **Kay Goodacre**  
**Finance Manager**

There are currently no direct financial implications regarding the commissioned services however members should be aware that this provision is dependent on continued funding, in a period of significant pressure on resources. Whilst direct savings are difficult to identify in early offer of help services, they can lead to significant long term saving by ensuring there is less need to access future costly Council Services.

##### **7.2 Legal**

Implications verified by: **Lindsey Marks**  
**Principal Solicitor Children's Safeguarding**

There are no direct legal implications. All commissioned services were entered into following a full procurement exercise and contracts are in place to govern the delivery of them.



### 7.3 **Diversity and Equality**

Implications verified by: **Teresa Evans**  
**Equalities and Cohesion officer**

A needs analysis and equality impact assessment were completed when the strategy was developed.

### 7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

### 8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- none

### 9. **Appendices to the report**

- Appendix 1 – EOH Services Quick Guide – for information

#### **Report Author:**

Mark Livermore  
Commissioning Officer  
Children's Services

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# Early Offer of Help commissioned services quick guide

Area of need...



The commissioning team oversee a range of early offer services. Details are contained on this page, with service descriptions and contact numbers. Should you require any further detail please do not hesitate to contact me or the team

## Domestic abuse

**Perpetrators programme (provider—DVIP)**

What does it do—25 week intensive weekly group programme addressing and correcting behaviours and attitudes around domestic abuse. Partner support is also available via phone

How do I refer to it— Generally only used when cases are in Social Care—call 020 7633 9181 or email— [vpp@dvip.org](mailto:vpp@dvip.org)—If in court proceedings contact Mandy Leeman (specialist DV practitioner—Thurrock Children’s Social Care)

**Domestic abuse support for women (Thurrock Women’s Aid)**

What does it do—one-to-one 8 week programme (weekly) known as the STEPS programme. Offers therapeutic recovery; understanding the dynamics of abuse; safety planning and practical advice around housing; debt; legal; employment etc.

In addition a universal drop-in service is available offering practical support and safety planning

How do I refer to it— call 01375 845899 or email—[eoh@thurrock-wa.org](mailto:eoh@thurrock-wa.org)—to access the 8 week programme

Women can access the drop-in direct by calling 01375 845899 or 07875 342015

## Sexual violence

**Support for survivors of sexual violence (SERICC)**

What does it do—Therapeutic programme to re-build confidence, resilience and recover parenting capacity for survivors of any form of sexual violence: rape; sexual assault; survivor of historic childhood sexual abuse and any other form of sexual violence

How do I refer to it— call 01375 381322 or [email—sericc@sericc.org.uk](mailto:email-sericc@sericc.org.uk)

## Substance misuse

**Family drug and alcohol support (Open Door)**

What does it do—Intensive (non-treatment) programme that aims to address alcohol/substance misuse in the family by co-ordinating service users to attend treatment; address the underlying issues around their use; understand the impact on children and use motivational techniques to cease/decrease use

How do I refer to it— call 01708 856850 or email—[familysupportservice@oasisopendoor.co.uk](mailto:familysupportservice@oasisopendoor.co.uk)

# Parenting

## Parenting programmes and one-to-one support (Coram)

What does it do— Offers three parenting programmes—Strengthening Families Strengthening Communities (SFSC); Triple P and Mellow parenting as well as one-to-one support where appropriate. Group programmes will be tailored to individual circumstances with the most appropriate programme selected by the provider

How do I refer to it— call 01375 485480 or [email—ttfs@coram.org.uk](mailto:ttfs@coram.org.uk)

# Family Intervention (FIP)

## Intensive family intervention (FIP) - (Catch22)

What does it do— Intensive family support over a period of between 6 and 18 months where families have complex and multiple issues such as: substance misuse; children out of school; neglectful parenting; poor housing; crime and ASB; mental health; worklessness

How do I refer to it— call 01375 656056 or email—[thurrock.fip@catch-22.org.uk](mailto:thurrock.fip@catch-22.org.uk)

# Children's Centres

## Children's Centres—mix of commissioned out to 4children and those operated by Thurrock Council

What does it do— Universal centre based services as well as Family Support Workers (Outreach)

Programme of service includes:

Health clinics including pre-natal checks and child clinics

Midwife

Breastfeeding support

Healthy child sessions

Parentcraft and positive birth

Speech and language sessions

Stay and Play

Parenting

Employment clinics / Benefit advice

Housing advice

Domestic Violence support

Other support i.e. substance misuse; mental health

Bookstart – reading

How do I access (these are universal—contact numbers are below)

East Tilbury – 01375 846617

Purfleet – 01708 863739

Chadwell – 01375 842216

Beacon (Chafford Hundred) – 01375 651034

Aveley – 01708 863954

Ockendon – 01375 413936

Thameside – 01375 387894

Stanford-le-Hope – 01375 673080

Tilbury – 01375 858243

<b>6 January 2015</b>	<b>ITEM: 7</b>
<b>Children’s Overview and Scrutiny Committee</b>	
<b>Emotional Well Being and Mental Health Services – Project Update</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Not applicable
<b>Report of:</b> Sue Green - Strategic Leader Service Transformation and Children’s Commissioning & Paula McCullough – Commissioning Officer – Emotional Health and Well Being	
<b>Accountable Head of Service:</b> Andrew Carter – Care and Targeted Outcomes	
<b>Accountable Director:</b> Carmel Littleton – Director of Children’s Services	
<b>This report is Public</b>	

## Executive Summary

Since 2013, lead commissioners from Essex County Council, Thurrock Council, Southend Council and all seven Essex NHS Clinical Commissioning Groups, have been working in partnership (C&YP EWMH Partnership) to develop a redesigned and comprehensive service model that integrates Tier 2 and Tier 3 children and adolescent mental health services. Permission to proceed to procurement was granted by Cabinet in February 2014.

The vision is to improve the emotional wellbeing and mental health of children and young people, aged 0-25, with these needs. The aim of the redesigned service (previously known as CAMHS) is to improve children and young people’s educational and social life chances by ensuring swift easy access and the provision of high quality services that use evidence-based effective interventions.

Many young people and emotional wellbeing and mental health professionals have already been involved in helping us shape and design this new service by telling us what their concerns are with the current service and their ambitions for the future.

### 1. Recommendation(s)

- 1.1 That members note the work that has been undertaken to commence the procurement of the redesigned service and its progress to date.

## **2. Introduction and Background**

- 2.1 Currently all seven NHS Clinical Commissioning Groups in Essex, Essex County Council, Southend Council and Thurrock Council are responsible for commissioning mental health and wellbeing services for children and young people who suffer from mental health problems. Currently these are delivered by a range of different organisations operating under multiple contracts. Feedback from a wide range of stakeholders, including children, young people, teachers and clinicians is that services need to modernise to offer more services in schools and in the community. The aim of this is to improve accessibility and ensure children are able to access services when they need them, with better signposting of provision, advice and support to professionals working with children and young people and placing greater emphasis on capacity building to support a greater range of children and young people in family and group settings. In addition to which it was identified that support to children and young people in crisis also needed to be strengthened.
- 2.2 It is intended that the changes will support universal services and organisations to maximise the support they can provide children and young people. The ultimate goal of the proposed service changes is that children and young people will get the right access to services, at an earlier stage than they do now, with early intervention leading to reduced complexity for children and young people later, delaying or avoiding the need for more costly, specialist interventions as they grow older, reducing demand for adult mental health services.
- 2.3 As part of the new model, the new service will be expected to ensure that the need for intensive services is prevented wherever possible, but that there is an effective pathway to tier 4 services (specialist paediatric psychiatric services which are commissioned separately by NHS England) when required and that transition between service tiers is managed effectively.
- 2.3 The aim of the service re-design is to deliver improved outcomes for children and young people by developing and procuring a new, unified model of service provision. This will create a single, comprehensive, integrated service which will focus on the needs of children, young people and their families by offering better access and early intervention in the community where possible. This is the first time the NHS and local authorities across the county have worked together at such a scale, to design one equal, integrated service.

## **3. Issues, Options and Analysis of Options**

- 3.1 The issues and options contained in this report are based on the joint strategic needs assessment (JSNA) commissioned by Essex County Council in partnership with Thurrock Council, Southend Borough Council and the Clinical Commissioning Groups covering these areas.
- 3.2 The JSNA is supporting commissioners in Thurrock working with Essex as Lead Commissioner, Southend Borough Council and the relevant Clinical

Commissioning Groups to redesign and remodel emotional well-being and mental services to address the inequalities in current provision for children and young people.

- 3.3 This work will help to commission an integrated emotional well-being and mental health service for children, young people and their families to ensure that the best quality of care and outcomes can be achieved.
- 3.4 National research highlights that good emotional and mental health is fundamental to the quality of life and productivity of individuals, families, communities and nations. Positive mental health is associated with enhanced psychosocial functioning; improved learning; increased participation in community life; reduced risk-taking behaviour; improved physical health; reduced mortality and reduced health inequality.
- 3.5 Poor emotional well-being and mental health can lead to negative outcomes for children, including educational failure, family disruption, poverty, disability and offending. These often lead to poor outcomes in adulthood, such as low earnings, lower employment levels and relationship problems which can also affect the next generation.
- 3.6 Half of lifetime mental illness arises by the age of fourteen and widespread research has shown that early intervention and preventative strategies are effective and crucial to improve the emotional wellbeing and mental health of populations. Resilience to poor psychological health can be developed at individual, family and community levels and interventions are most effective when they take a holistic, family centred approach
- 3.7 Research highlights that a child's experience in the first two years sets the foundation for the whole of life making a compelling case for investment in the early years. The most crucial influence upon a child's emotional wellbeing and mental health is parenting influence within the first years of a child's life. Maternal health during pregnancy affects the health and development of the unborn child: stress is associated with increased risk of child behavioural problems whilst alcohol, tobacco and drug use increase the likelihood of a wide range of poor outcomes that include long-term neurological and cognitive–emotional development problems. Early attachment and bonding between parents/carers and their babies is vital for a child's cognitive development.
- 3.8 A lack of appropriate stimulation in the early years can result in language delay whilst inappropriate child-rearing practices may lead to emotional or behavioural disorders. There is a strong correlation between communication difficulties and low self-esteem and mental health and as approximately 50% of children in socially disadvantaged areas have significant language delay on entry to schools, supporting language and communication in the early years is important. Universal services must be able to identify need at the earliest point and provide early effective evidence based support to parents, children and families.

- 3.9 Research has also shown that quick assessment and early intervention by the appropriate level of service can help ensure an issue is treated successfully. Research carried out in Essex has shown that pupils with poor emotional wellbeing have significantly less positive views about their lives than all pupils, including being twice as likely to say:
- they are afraid to go to school because of bullying
  - their school deals badly with bullying and
  - they have been a victim of crime.
- 3.10 They have the lowest average scores for overall wellbeing of all pupils and are significantly less likely to say that their views are listened to and taken seriously at home or at school. They are significantly more likely to say that they smoke regularly, have been drunk at least once in the last month or have taken drugs. They are also significantly less likely to enjoy school or try their best at school, and more likely to want more help from teachers. They are significantly less likely to agree there is enough to do in their area and less likely to say they have been to a park/playground or a sports club/class.
- 3.11 The case for the provision of effective emotional wellbeing and mental health services is compelling and by developing a joint approach to the commissioning of services better value for money can be achieved whilst securing a clear pathway to access services at different levels of need increasing take up and access.

#### **4. Reasons for Recommendation**

- 4.1 The recommendation is made to members to update them on the development of this work.

#### **5. Consultation**

- 5.1 Stakeholder engagement between 2011 – 2014, before and after the publication of the Joint Strategic Needs Assessment has influenced the procurement model.
- 5.2 Stakeholders included children, young people and families, clinicians and other professionals such as teachers as well as those working in the voluntary and community sector. The specification of the new service genuinely reflects what service users and professionals told us was important to them

#### **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 The new service model will aim to deliver an increase on the percentage of current demand being met and to improve emotional wellbeing, resilience and



self-esteem for children, young people, their families and carers in Thurrock. It will do this by:

- commissioning a joint approach across, Thurrock and Essex Southend local authorities and the seven Essex NHS CCGs with one provider, which will result in a reduction in provider management costs and estate costs - releasing more money for front line service delivery
- increasing the number of children and young people who receive a service by using evidence based interventions which are traditionally shorter, but more effective. This will enable practitioners to work with more children and young people annually
- providing easier access to services with quick responses and improved consultation, advice, support, training and guidance
- improving joint working with adult mental health services with a smoother transition into adult services for those 14-25 year olds who require it
- consistent admission criteria across Essex, Thurrock and Southend to meet needs in each area
- establishing consistent pathways across Essex, Thurrock and Southend, regardless of where people live
- more delivery at home and in local schools, health and community venues because early and convenient access can change people's lives
- Assessment prioritisation for vulnerable children (e.g. looked after children, children on child protection plan, or those with learning disabilities).

6.2 All seven Essex NHS Clinical Commissioning Groups, Thurrock Council Essex County Council and Southend Council are trail blazing a long term collaborative approach to planning and delivering better quality emotional wellbeing and mental health support in an empowering way to children and young people in Essex.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Kay Goodacre**  
**Finance Management**

There may be financial implications regarding funding of this new service model. Dedicated funding is available however to enhance and improve the service, consideration may need to be given to local schools offering a contribution to the service to support dedicated therapeutic provision within individual schools. This will be monitored closely.

## 7.2 Legal

Implications verified by: **Lindsey Marks**  
**Principal Solicitor Children's Safeguarding**

There are no direct legal implications for this report

## 7.3 Diversity and Equality

Implications verified by: **Rebecca Price**  
**Community Development Officer**

The implementation of a high quality Emotional Well Being and Mental Health service is key to ensuring equality of opportunity for the children and young people of Thurrock and the Diversity Team would want to ensure that access to Emotional Well Being and Mental Health services is available to those who require that support.

## 8. Appendices to the report

- Appendix 1 – Partnership Communication Update – for information

### Report Author:

Paula McCullough

Commissioning Officer – Emotional Well Being and Mental Health  
Children's Services

**WORK PROGRAMME**  
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**ITEM 8**

Conservative	Independent	Labour	UKIP	Co-opted
Cllr Halden (Vice-Chair)		Cllr Morris-Cook (Chair)	Cllr O'Keeffe-Ray	1. Mrs P Wilson (Roman Catholic Church Representative)
Cllr Ojetola		Cllr Kerin		
		Cllr Curtis		
<b>Substitutes</b>	<b>Substitutes</b>	<b>Substitutes</b>	<b>Substitutes</b>	
Cllr Coxshall		Cllr Gerrish	Cllr J Baker	2. Reverend D Barlow (Church of England Representative)
Cllr MacPherson		Cllr Gupta		3. To be nominated (Parent Governor Representative)
		Cllr Gray		
				4. To be nominated (Parent Governor Representative)

**Meeting Dates:** 15 July 2014, 7 October 2014 (Cancelled), 11 November 2014, 6 January 2015, 10 February 2015, 10 March 2015.

Topic Name	Description of areas to be explored	Why this should be scrutinised	Outcome	Lead Officer	Brought to Committee by (Officer/ Member/ Statutory Reason)	Expected Completion Date / Meeting
Budget Update and Proposals				Sean Clark / Carmel Littleton	Officer	15 July 2014
Education Commission Update				Mike Peters / Carmel Littleton	Member	15 July 2014
Troubled Families Initiative	Assessment of the success of the programme so far	To ensure the programme is on track and making a real difference to the lives of families in Thurrock.	Dissemination of good practice from the programme	Nicky Pace / Teresa Goulding	Officer	15 July 2014
MASH intervention update	Update on the project to date			Nicky Pace/ Chris Wade / Marisa de Jager		Briefing Note - completed
Work placements and the pathway into work for young people in Thurrock				Carmel Littleton	Member	11 November 2014
Children's Social Care – Statutory				Rhodri Rowlands	Officer	11 November 2014

Updated: 19 December 2014

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Complaints Annual Report						
Child Sexual Exploitation and the Jay report – implications for Thurrock.				Nicky Pace	Officer	11 November 2014
Budget Update and Proposals				Sean Clark / Carmel Littleton	Officer	11 November 2014
School Results/School Performance	An update on results at KS1, KS2, KS4 and post 16	To determine the progress of Thurrock schools and academies	Updated information and scrutiny of outcomes of national assessments and relative performance of schools	Carmel Littleton	Officer	11 November 2014
Budget Update – changes to Library Provision				Sean Clark / Carmel Littleton / Janet Clark	Officer	6 January 2015
Early Offer of Help Commissioned Services					Officer	6 January 2015
Emotional Well Being and Mental Health Services – Project Update					Officer	6 January 2015
Pupil Place Planning				Janet Clark / Carmel Littleton	Member	10 February 2015
Budget Update – Nurseries / Recommendations on the commissioning out of local authority				Sean Clark / Carmel Littleton, Ruth Brock	Officer	10 February 2015

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day nurseries in Tilbury						
Feedback on the consultation with young people on the future delivery of youth services				Michele Lucas		10 February 2015
School Capital Programme	A review of educational capital building works	Scrutiny will want to be advised of successfully completed projects, progress and other relevant updates	For noting and scrutiny of value for money	Janet Clark	Officer	Briefing Note TBC
Grangewaters Alternative Delivery Models	To consider options prior to presenting to Cabinet	To ensure all options have been fully explored	Agreement on recommendations to go to Cabinet	Malcolm Taylor	Officer	TBC
Annual report of the LSCB	An account of the activity and effectiveness of the Local Safeguarding Children Board over the past year	To ensure that the LSCB is effectively discharging its duties by contributing council scrutiny to the process	Understanding of the effectiveness of the LSCB in undertaking its safeguarding responsibilities	Alan Cotgrove		TBC
Youth Cabinet Report				Michele Lucas / Youth Cabinet		TBC
YOS annual report	An account of the activity and effectiveness of the Youth Offending Service over the past year	Members need to be satisfied that the Youth Offending Service is effective and making a positive difference to the lives of those referred to it	An analysis of the effectiveness of measures to reduce youth offending	James Waud	Officer	TBC

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Local Government Ombudsman – Report on an investigation into complaint numbers 12 012 268 and 12 005 756 against Thurrock Council	To consider learning. Referred from Cabinet in March 2014.			Rhodri Rowlands	Officer	TBC
Report of the next SCIE review	To ensure that any lessons are learned from a case examined under the Social Care in Excellence Framework	To ensure that these lessons are understood across Thurrock and shape future provision	Agree recommendations around dissemination of learning and practice	Nicky Pace / Alan Cotgrove	Officer	TBC