

16 September 2015

## Quality and Performance Monitoring

### Summary

The Committee is requested to consider further improvements to how the Committee monitors quality and performance of children's services.

### Detail

1. As part of the ongoing approach to strengthen oversight of the quality and performance of children's, adult and health services, an increasing range of information has been provided to the Adult Services and Health and Children and Young People Select Committees.
2. This includes considering a range of key reports at Committee (for example the performance reports, and Quality Accounts), circulation of inspection result information, and training programmes.
3. This was due to the recognised need to respond to the specific recommendations of the Francis Inquiry and other national developments including Winterbourne View). Subsequent national issues, particularly the Rotherham child abuse case, reinforced the need for strong oversight of these issues by scrutiny members.
4. More recently Sunderland Council's recent Ofsted Children's inspection found that elected Members scrutiny of such services was not rigorous enough to have an impact on outcomes.
5. The full range of activity is set out in Appendix 1.

### Training

6. In order to assist the Committee with the skills and background knowledge to fulfil this role, Members were provided with Questioning and Challenge training in June. All materials and further information are available on request. Members are also reminded that individual support is available on requested from the Scrutiny Team at any time.
7. To further enhance this approach it is proposed to increase the number of site visits, and enable a formal reporting through to Committee regarding inspection reports.

### Site Visits

8. It is recognised that Members benefit greatly from being able to visit services in person. These help inform in-depth scrutiny reviews and enable Members to acquire greater knowledge about the service areas within their remit.

9. To date, site visits have been undertaken to inform specific reviews. These will continue to be identified when appropriate.
10. In addition it is proposed to introduce a rolling programme of site visits to enable Members to experience frontline children's services.
11. It is suggested that two Members would attend with a relevant officer from CESC and /or scrutiny officer.
12. Although these visits will also not be formal inspections a pro-forma will be provided for Members to record any issue (positive or negative) that they identify (see Appendix 2).
13. Should the Committee support the proposal, a schedule of visits will be arranged. Members will then be asked to sign up to visits they wish to undertake.
14. In addition, it is proposed that CYP Select Committee receive feedback from Ward Member visits to Children's Homes and that the Chair and Vice Chair together with two/ three members of the Committee meet twice yearly with a group of looked after children to hear their views around the current service.
15. It is proposed that feedback from the visits will be presented at each Select Committee meeting.

#### **Ofsted Inspections**

16. It is also proposed that the CYP Select Committee (or a sub group of the Committee) receive feedback from schools/ heads after Ofsted inspections take place.

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## Quality and Performance Monitoring Framework

### Introduction

1. This paper sets out in one place the arrangements for the review of performance and quality of children's services by the committee. This includes a mixture of formal reports to Select Committee meetings, and a range of activity including site visits. This will be continually refreshed to reflect the up-to-date arrangements.

### Overview /Performance Reports/ Updates

2. Annual overview meetings for services relevant to their remit will be delivered in the Autumn for each scrutiny committee.
3. CYP Select Committee receives quarterly performance reports. These reports include key indicators, trend information, and complaint/satisfaction data. In addition, it is proposed to include details of Ofsted Inspections.

A number of other reports are now scheduled and these are set out in **Annex A**.

### Health Watch Enter and View Visits

4. Healthwatch have started to produce Enter and View Visit reports. Although not formal inspections, these should provide valuable insight into local services and experience of them.
5. Enter and View Reports will be reported to the relevant Committee when available.

### Ofsted Inspections

6. It is also proposed that the CYP Select Committee (or a sub group of the Committee) receive feedback from schools/ heads after Ofsted inspections take place.

### Site Visits to Frontline Services

7. It is recognised that Members benefit greatly from being able to visit services in terms of both informing in-depth scrutiny reviews, and acquiring greater knowledge about the service areas within their remit. Visits to inform specific scrutiny reviews will continue to be arranged as appropriate.
8. In addition it is proposed to introduce a rolling programme of site visits to enable Members to experience the Council's frontline services.
9. Interested Members will attend in conjunction with the relevant manager / scrutiny officer. There is not an expectation that all Committee Members will be able to attend every visit. These visits will also not be formal inspections, however, a pro-forma will be provided for Members to record any issue (positive or negative) that they identify (**Appendix 2**). Feedback from the visits will be presented at each Select Committee meeting.

10. In addition, it is proposed that CYP Select Committee receive feedback from Ward Member visits to Children's Homes and that the Chair and Vice Chair together with two/ three members of the Committee meet twice yearly with a group of looked after children to hear their views around the current service.
11. Feedback from the visits will be presented at each Select Committee meeting.

#### **Monitoring of Completed Scrutiny Reviews**

12. Agreed recommendations from completed scrutiny reviews will continue to be monitored by relevant Committee until signed off as complete.

#### **In-depth Review Work**

13. Quality and performance issues will continue to feature as part of the rolling programme of in-depth reviews. Consideration will be given to task and finish style working to enable the work programme to be completed.

## Annex A

### Scheduled Reports to Committee

The following tables set out the reports scheduled for formal CYP Committee meetings:

| <b>Children and Young People</b>                               |   |   |  |
|--|---|---|--|
| <b>What?</b>   | <b>When?</b>                              | <b>Who?</b>                                   | <b>Notes</b>   |
| Overview of CYP Services                                       | Annually in Autumn                        | Corporate Director / Heads of Service         |  |
| CYP Services Performance Report                                | Quarterly                                 | Corporate Director / Heads of Service         | Maintain current format for 2015-16 with the addition of feedback from Ofsted Inspections. |
| Child Health Profile   | Annual                                    | Director of Public Health                     | As part of the Overview Meeting  |
| Healthwatch Stockton Annual Report / Update                    | Annually in September                     | Healthwatch Chair / Manager                   |  |
| Ofsted Inspection Updates                                      | Quarterly (linked to performance reports) | Scrutiny Officer / Heads of Service           |  |
| Healthwatch Enter and View Reports – Children and Young People | As and when published                     | Scrutiny Officer / Healthwatch Representative |  |
| Feedback from Member Visits to Frontline Services              | Item on every Select Committee agenda     | Member/ Scrutiny Officer                      |  |

## Appendix 2

**Stockton-On-Tees Borough Council  
Children, Education and Social Care Services**

**Select Committee Member Visit Pro-forma**

|  |                       |
|--|-----------------------|
| <b>Service visited:</b>  |                       |
| <b>Date of visit:</b>  | <b>Time of visit:</b> |
| <b>Details of main contact during visit</b><br>Name:<br>Job Title:<br><span style="float: right;">Tel no:</span> |                       |
| <b>What did you see?</b>   |                       |
| <b>Who did you talk to – staff / service users / young people / parents / carers?</b>                            |                       |
| <b>What were the key issues arising from the visit?</b>  |                       |
| <b>Any recommendations / feedback for consideration?</b>   |                       |
| <b>Signed:</b>   | <b>Date:</b>          |