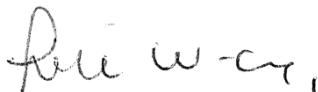


Date of issue: Tuesday 16th October 2018

MEETING	EDUCATION AND CHILDREN'S SERVICES SCRUTINY PANEL (Councillors Sharif (Chair), Kelly (Vice Chair), Brooker, N Holledge, Matloob, Minhas, D Parmar, A Sandhu and Strutton) <u>Education Non-Voting Co-opted Members</u> Paul Kassapian – Secondary School Representative <u>Non-Voting Co-opted Members</u> Alaa Fawaz – Slough Youth Parliament
DATE AND TIME:	WEDNESDAY, 24TH OCTOBER, 2018 AT 6.30 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
SCRUTINY OFFICER: (for all enquiries)	DAVID GORDON 01753 875411

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



JOSIE WRAGG
Chief Executive

AGENDA

PART 1

APOLOGIES FOR ABSENCE

CONSTITUTIONAL MATTERS

1. Declarations of Interest

All Members who believe they have a Disclosable Pecuniary or other Pecuniary or non pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.



AGENDA
ITEM

REPORT TITLE

PAGE

WARD

The Chair will ask Members to confirm that they do not have a declarable interest. All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

- | | | |
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| 2. | Minutes of the Meeting held on 17th July 2018 | 1 - 6 |
| 3. | Action Progress Report | 7 - 8 |
| 4. | Member Questions
<i>(An opportunity for Panel Members to ask questions of the relevant Director/ Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated).</i> | |

SCRUTINY ISSUES

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| 5. | Local Safeguarding Children Board Annual Report | 9 - 42 |
| 6. | Impact of Curve on Library Services | 43 - 48 |
| 7. | Slough Youth Parliament | 49 - 58 |
| 8. | Slough Youth Offending Team Update Report | 59 - 112 |
| 9. | Youth Service and Vulnerable Children | 113 - 210 |

ITEMS FOR INFORMATION

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| 10. | Children's Centres Task and Finish Group - Terms of Reference | 211 - 216 |
| 11. | Forward Work Programme | 217 - 220 |
| 12. | Attendance Record | 221 - 222 |
| 13. | Date of Next Meeting - 6th December 2018 | |

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Please contact the Democratic Services Officer shown above for further details.

The Council allows the filming, recording and photographing at its meetings that are open to the public. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings. Anyone proposing to film, record or take photographs of a meeting is requested to advise the Democratic Services Officer before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with the Democratic Services Officer.



Education and Children's Services Scrutiny Panel – Meeting held on Tuesday, 17th July, 2018.

Present:- Councillors Brooker, N Holledge, Kelly, Matloob, D Parmar, A Sandhu, Sharif and Strutton

Education Non-Voting Co-opted Members

Mercedes Hernandez Estrada – Secondary School Representative

Non-Voting Co-opted Members

Alaa Fawaz – Slough Youth Parliament

Apologies for Absence:- Councillor Minhas

PART 1

1. Declarations of Interest

Cllr Kelly declared his employment by Lynch Hill Primary Academy School. Cllr Brooker declared his positions as Governor at Churchmead and Ryvers Schools. He also declared his membership of Slough Borough Council's (SBC) Foster Panel and his position as Vice Chair of the Joint Parenting Panel (JPP).

2. Election of Chair for 2018 - 19

Cllr Brooker nominated Cllr Sharif as Chair for the Panel. This was seconded by Cllr A Sandhu.

Resolved: That Cllr Sharif be elected to the position of Chair of the Education and Children's Services Scrutiny Panel unanimously for the Municipal Year 2018 – 19.

(At this point, Cllr Sharif took the Chair).

3. Election of Vice Chair for 2018 - 19

Cllr Strutton nominated Cllr Kelly as Vice Chair for the Panel. This was seconded by Cllr Brooker.

Resolved: That Cllr Kelly be elected to the position of Vice Chair of the Education and Children's Services Scrutiny Panel unanimously for the Municipal Year 2018 – 19.

Education and Children's Services Scrutiny Panel - 17.07.18

4. Minutes of the Meeting held on 18th April 2018

It was agreed that the minutes for item 60 should be amended to remove references to Tier 1 and Tier 2, as these were not used in the area of special educational needs and disability.

Resolved: That, subject to the above amendment, the minutes of the meeting held on 18th April 2018 be approved as a correct record.

5. Action Progress Report

Resolved: That the Action Progress Report be noted.

6. Member Questions

No member questions were submitted prior to the meeting.

7. Joint Parenting Panel Quarterly Update

The update focused on the 19th April 2018 meeting, which had covered priority 1 of the Corporate Parenting Strategy (Our looked after children and young people will be supported by strong and effective corporate parenting). In relation to priority 1, the key points were:

- The corporate parenting strategy was thoroughly revised in 2016 and will be refreshed in 2018;
- The JPP was refocussed to ensure that the voice of the child is paramount;
- A JPP score card was introduced in October 2017 to facilitate scrutiny of Slough's corporate parenting role;
- Annual Member training on corporate parenting was introduced;
- A Trust commissioning and sufficiency strategy helped target priorities for children in care; and
- SBC introduced exemption from council tax for care leavers up to the age of 25 years.

SBC's housing strategy included a focus on housing pathways for care leavers; 7 internships for care leavers were created within the Council and its partners as a result of the Council's employment education and training strategy; the Council's Young People's Service worked collaboratively with the Trust to provide targeted "Life Skills" support to care leavers transitioning into independence; and Slough schools complemented the work of the Trust's Virtual School, helping to support children looked after.

The Panel raised the following points in discussion:

- Given that a significant proportion of JPP members were new, the first meeting of 2018 – 19 would recap key issues relating to corporate parenting. Training for all Councillors (not just JPP members) would be

Education and Children's Services Scrutiny Panel - 17.07.18

provided in September 2018 and new JPP members would continue to receive support in their duties throughout the meetings held this year.

- Members were reminded that corporate parenting was the responsibility of all Councillors, not just those on the JPP or the Education and Children's Services Scrutiny Panel. Equally, SBC officers needed to understand their responsibility on the matter.

(At this point, Cllr Matloob entered the meeting)

- Children in the care of SBC who had been placed outside of the Borough were treated the same as those who remained within Slough. Some councils which were now home to care leavers from Slough placed these individuals on their housing registers. However, it was recognised that a proposal to exempt such care leavers from Council Tax could be of benefit to those concerned and their cost could be calculated.
- The proportion of looked after children who were placed inside Slough or a 20 mile radius had risen from 69% to 72%. However, whilst a higher proportion was welcomed, it was almost impossible to maintain a figure of 100% for a variety of reasons (e.g. need to relocate away from gangs, specialist education).
- The independence of the voice of the child was respected through several mechanisms. The Reach Out! Scrutiny Forum was facilitated independently, whilst an independent advocacy charity was involved in holding discussions with children away from officers. Monitoring visits had commented on this aspect of improvement, whilst children themselves had raised it as a welcome development during the September 2017 training event mentioned earlier in these minutes.
- Areas such as life skills, support with entering the housing market and confidence were emphasised as SBC aimed to increase the independence of its children in care. The progress made on this was measured through the 'strengths and difficulties' questionnaire.

Resolved:

1. That a reference be made to Cabinet requesting that care leavers outside of Slough also be exempted from Council Tax in areas where reciprocal arrangements were in place. (NOTE: this is already SBC policy, so no reference to Cabinet will be required).
2. That information regarding the number of apprenticeships offered by SBC, the number of those which lead to permanent roles and the number of apprentices who found permanent roles elsewhere be circulated to the Panel.

8. Children's Social Care - Verbal Update

The recent Monitoring Visit had focused on looked after children and had been, overall, the most positive visit since the Trust had assumed responsibility for services. It had noted the major improvement in key areas since 2016, the implementation of the recommendations made at the previous inspection and the quality assurance in place under new arrangements.

Education and Children's Services Scrutiny Panel - 17.07.18

Audits had provided significantly better results and the cases assessed demonstrated an accurate picture of the child's progress was being recorded. The process for looked after children was also more secure and timely. However, in a small number of cases, changes in the situation of the child had not been reflected in records. The care planning process was also substantially improved, although could be slow in some instances. Staff morale had risen with the stability of social workers also having increased. Overall, children felt safe and secure in their placements.

In terms of areas to improve, managerial oversight still required further work. In addition, whilst data quality had improved it was still not at the desired standard.

The Panel raised the following points in discussion:

- The stability of placements had improved, although this had not historically been a weakness. Both the short term and long term measures used to adjudicate on provision here put Slough above the national average, although not in the top quartile.
- In cases where a handover was required, the policy was to allocate the case before the first worker left. A handover meeting would then be organised, including discussion of a plan for the individual concerned; however, it was recognised that this is not always the case. Children were also encouraged to be honest about their relationship with the social worker; forums for this included discussions with Independent Reviewing Officers, the Reach Out! Scrutiny Forum and email.
- Within the Children's Services Trust, the Senior Management Team were permanent with the exception of the Chief Executive and the Head of Improvement. Equally, the proportion of agency workers had fallen to approximately 20% in Child Protection teams; the figure was higher in the Front Door team but still lower than previously. The students recruited through the 'Step Up' programme had also now graduated to permanent positions in many cases.
- However, it was impossible to reduce agency worker levels to zero. Despite the fact that sick pay, annual leave and other benefits may be less for agency workers, the pay levels and flexibility offered by such an arrangement was preferable for them.
- The Trust's emphasis on 'deep impact' work (intended to make change permanent and children more resilient) was more labour intensive than previous approaches. Given this, workloads had been reduced; having previously been an average of 22 cases per social worker, this figure had now reduced to 13.
- Should a child ask about changing their social worker, an advocate would be appointed and the matter investigated. The Trust would then moderate the case; some withdrew the request, some pursued it and in these cases a worker may or may not be reassigned. In those cases where a change was required, the average turnaround was a matter of weeks.
- Intervention in cases was based on thresholds, rather than the number of referrals made to the Trust. The levels of children who had left the

Education and Children's Services Scrutiny Panel - 17.07.18

care of the Trust being readmitted was tracked, and statistics indicated that the 'deep impact' approach was increasing the level of permanent change in children's lives.

Resolved: That the update be noted.

9. Forward Work Programme

The Panel wished to record its thanks for the contribution of Mercedes Hernandez Estrada.

Resolved:

1. That the proposed work programme be approved, with the following additions:
 - 24th October 2018: Youth Offending Teams
Youth Service and Vulnerable Children
 - 6th December 2018: Section 11 Audits
Joint Parenting Panel
 - 17th April 2019: Joint Parenting Panel
2. That a Task & Finish Group on Children's Centres be commissioned.
3. That information regarding the number of unauthorised absences from schools, the fines issued and the percentage of fines unpaid be circulated to the Panel.
4. That information regarding home education be circulated to the Panel.

10. Date of Next Meeting - 24th October 2018

Chair

(Note: The Meeting opened at 6.30 pm and closed at 7.56 pm)

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Education and Children’s Services Scrutiny Panel – Actions Arising

17th July 2018

Minute:	Action:	For:	Report Back To: Date:
7	<p>Resolved:</p> <ul style="list-style-type: none"> That a reference be made to Cabinet requesting that care leavers outside of Slough also be exempted from Council Tax in areas where reciprocal arrangements were in place. (NOTE: this is already SBC policy, so no reference to Cabinet will be required). 	Scrutiny Officer	Cabinet Refer to note
	<ul style="list-style-type: none"> That information regarding the number of apprenticeships offered by SBC, the number of those which lead to permanent roles and the number of apprentices who found permanent roles elsewhere be circulated to the Panel. 	Scrutiny Officer	ECS Scrutiny Panel Email sent July 2018

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SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Betty Lynch

(For all Enquiries) (01753) 875075

WARD(S): All

PART I**FOR INFORMATION AND COMMENT****LOCAL SAFEGUARDING CHILDREN BOARD ANNUAL REPORT**1. **Purpose of Report**

The Local Safeguarding Children Board is a partnership board responsible to ensure that there is effective communication, co-ordination and challenge in relation to partners safeguarding responsibilities. The annual report is an account of the board's activities in the last financial year, April 2017-March 2018.

2. **Recommendation(s)/Proposed Action**

The Committee is requested to note the report.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

Safeguarding children and promoting their well being.

3a. **Slough Joint Wellbeing Strategy Priorities**

Protecting vulnerable children

3b. **Five Year Plan Outcomes**

Slough children will grow up to be happy, healthy and successful

4. **Other Implications**(a) **Financial**

A new business unit has been agreed with a team of one manager, one officer and one administrator providing management and administrative support to the Local Safeguarding Children, Safeguarding Adults and the new Slough Strategic Safeguarding Executive Board.

This has produced efficiencies and has reduced costs. It will be evaluated at the end of this financial year. Recruitment has been challenging. The manager has been appointed and currently recruiting to 2 additional posts.

(b) Risk Management

There are no risk management implications to this report.

(c) Human Rights Act and Other Legal Implications

The Local Safeguarding Children Board promotes the rights of children to live free of abuse, neglect and exploitation in accordance with the Human Rights Act and the UN convention on the rights of the child.

(d) Equalities Impact Assessment

The LSCB annual report does not adversely impact on Slough people in relation to race, gender, disability, age, religion and sexual orientation.

(e) Workforce

Members of the LSCB have a responsibility to ensure that the workforce have received the appropriate and relevant safeguarding training and this is referred to in the annual report.

5. **Supporting Information**

The annual report contains all supporting information.

6. **Comments of Other Committees**

The Local Safeguarding Children Board has considered and endorsed this Annual Report which will be presented to the Slough Well Being Board in November 2018. Partner agencies of the will also present the annual report to their respective Boards

7. **Conclusion**

The Panel is asked to consider and note the Annual Report of the SSAB

8. **Appendices Attached**

'A' - Local Safeguarding Children Board annual report

9. **Background Papers**

All relevant papers are in the annual report attached.



This is the SLOUGH LSCB ANNUAL REPORT;
*An account of the effectiveness of Slough LSCB
for the period 2017-2018*

Find out what we do on this link:
<https://sloughsafeguardingboards.org.uk>

CONTENT

- Forward by Independent Chair, Nick Georgiou
- About Slough
- Progress against objectives set in 2016/17 annual report.
- Child Protection Performance
- An account of the statutory functions of the LSCB
- Partners accounts
- Summary of strengths and areas for development
- Budget and finance

Foreword by LSCB Independent Chair Nick Georgiou

I hope that you find this Annual Report Interesting, Informative and Accessible.

The approach taken in writing it is to make extensive use of web links so that you are able to access a lot of data and information without being faced by a welter of pages.

A good deal of the focus in this year ending March 2018 has been on strengthening the support structure to both the Adult and Children's Safeguarding Boards. A major feature of this was the recruitment of a Safeguarding Partnership Manager, Betty Lynch, who has generated improved systems and processes.

These developments have enabled stronger partnership working, more clearly articulated strategic objectives and communications.

The new Slough Safeguarding Website is much more accessible, informative and well used. There is improved coordination of the range of contextual and specific issues that span both safeguarding boards and the Safer Slough Partnership.

A major development has been the establishment of the Slough Safeguarding Executive Board where senior managers from the core agencies, SBC, TVP and the CCG ensure common and coordinated approaches.

My comments here are applicable to both the Adult and Children's boards and illustrative of the greater coordination across the range of safeguarding concerns I am using this same foreword for both annual reports.

Nick Georgiou.

About This Document

- This document is meant to be read on line. Links to detailed information are referenced so that you can read the detail you need.
- You can print out the document and the on line supplementary documents if you prefer
- Please contact betty.lynch@slough.gov.uk if you have any queries

Slough population: Key Facts from Slough Joint Strategic Needs Assessment

<http://www.slough.gov.uk/council/joint-strategic-needs-assessment>

- Total Population of 148,768 including 41,406 children.
- Slough has a young population; 28% are aged under 20.
- Population predicted to grow to 169,600 by 2036
- It has a higher proportion of people aged 30-40, and a higher fertility rate than the rest of Berkshire.
- It is ethnically diverse; 40% of the population is Asian or Asian British and 36% are White British
- It has a highly transient population and high rates of refugees and asylum seekers.
- Slough is an attractive location for both European and global headquarters. Slough trading estate provides local employment opportunities.
- Slough is ranked 78th out of 152 upper-tier unitary authorities in England, where a ranking of 1 is the most deprived (based on the 2015 Indices of Multiple Deprivation average score).
- There are number of neighbourhoods in Slough that are among the most deprived in England,

2.0 LSCB Performance analysis: Progress on areas for development identified in the annual report 16-17

Objectives in annual report 2016/17	Progress	Next steps
<p>Objective 1: The LSCB will have a programme of effective monitoring and quality assurance of multi-agency safeguarding practice.</p>	<p>A new learning and improvement framework was agreed. 3 multi-agency audits have been carried out .Data provided by Children trust on child protection</p>	<p>The quality assurance sub-group will revise methodology to ensure work is effectively prioritised and as efficient as it can be</p>
<p>Objective 2: The LSCB will be informed by a robust approach to the analysis of data and information that is qualitative and quantitative and leads to ongoing improvement activity.</p>	<p>Annual report informed by analysis. Working with new Pan Berkshire CE group on performance data set. Case audit analysis provided to LSCB All of above informs the business plan</p>	<p>A new performance data set, including child exploitation data will be used by the LSCB in 18/19.</p>
<p>Objective 3: The LSCB will have oversight of the effectiveness of safeguarding across agencies and will hold partners to account where necessary</p>	<p>Agencies complete Section 11 audits and this is managed pan Berkshire. Accountability also via Partners' safeguarding annual reports and regular updates as requested by the LSCB chair.</p>	<p>Arrangements will be formalised and published in April 2019 in accordance with the new Working Together 2018 guidance.</p>

2.0 LSCB Performance analysis: Progress on areas for development identified in the annual report 16-17

Objectives in annual report 2016/17	Progress	Next steps
Objective 4: The LSCB will have clear mechanisms in place to communicate effectively with partners and stakeholders.	New website delivered. New business manager appointed and website regularly updated. Communications improving. Communications strategy agreed.	Recruit to business support team. Further develop communications strategy working with SAB and Safer Slough Partnership to deliver messages cohesively.
Objective 5: The LSCB will share learning and improve front line practice through an evidence informed learning and development programme.	Training needs analysis complete, informing new strategy and training programme for 2019/19.	Deliver training and evaluate impact in 2018/19. Plan curriculum for 2019/20 and publish in February 2019.
Objective 6: The LSCB will work closely with other partnerships to ensure individual accountability and shared responsibility for safeguarding and promote joint working around mutually agreed safeguarding priorities.	A new joint strategic safeguarding group was formed. See slide below. .	The group will work on a co-ordinated approach to business, e.g. communications and training. It will also support LSCB members local arrangements in accordance with new Working Together 2018 guidance.

3.0 CHILD PROTECTION PERFORMANCE ANALYSIS

An account of child protection performance data is provided by the Children's Trust in the link below . As well as accounting for the performance of the Children's Trust, this data is analysed to help us to understand the multi-agency implications specifically around thresholds.

The facts, analysis and conclusions are provided in the next two slides.

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/supporting-documents-for-lscb-annual-report>

Key Facts From This Data:

- On 31 March 2018 there were 161 children who were subject to a **CP Plan**, rate of 38.9 per 10,000

CONTACTS (*click below to see why this is important*)

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/spare/building-the-lscb-annual-report>

- The number of contacts to the Childrens Trust front door services has decreased modestly in this reporting period by 2.1 % which is not statistically significant.(9861 in 16/17 and 9645 in 17/18 a difference of 216). There were some in year fluctuations.
- The proportion of cases proceeding to referral decreased (*22.5% in 16/17 compared to 16.3% in 17/18 including monthly in year volume fluctuations*).
- The proportion of referrals that are repeat referrals has decreased by 1.4% from 20.4% in 16/17 to 19% in 17/18. This is not statistically significant and performance is consistent with statistical neighbours (20.2%), England averages (21.9%) and only 1 % higher than the performance target of 18%).

The analysis

Why do we see a large volume of contacts coming through to the Children's Trust front door and a low proportion proceeding through to the child protection system?

- There is a lot of work involved in looking at every case very carefully to establish whether the child needs social care intervention. Care must be taken to ensure that this does not impact on the time it might take to reach those children who most need social work services.
- There are too many inappropriate referrals and work needs to be done to support practitioners in making professional judgement about the level of need, referred to in the ***LSCB Threshold document***.
- It also suggests that professionals may be referring as they are unclear about what other services may best serve the child. There is therefore a need to ensure that **early help** arrangements are delivered and those arrangements are communicated widely and effectively to the professional and wider community.

THE CONCLUSION

- The board commissioned a review of the thresholds document which is in the final stages of completion at the end of this reporting period along with a communication strategy to ensure the document is widely understood. A review of multi-agency training (see below) will lead to more focus on the application of threshold criteria in practice and multi-agency communication and navigation skills. Seminars are planned for the summer and autumn of 2018 to support practitioners to apply the threshold document in practice and as a refresher on how to make high quality referrals.
- The LSCB will monitor this data and retrospective surveys of seminar attendees in 2018/2019 to ensure this work has impact.
- The LSCB has also received reports and updates from the Local Authority on the progress made on Early help and during this reporting period, significant progress has been made (see slide on early help).

Early Help; See the full strategy on the link below

<http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-multi-agency-early-help-strategy-for-children-young-people-and-their-families-2017-2021.aspx>

STRENGTHS	AREAS FOR DEVELOPMENT	NEXT STEPS FOR 18/19
<p>Investment by Local Authority in providing leadership and co-ordination function to support partners to deliver Early Help. Multi-agency early help board well established</p>	<p>LSCB multi-agency training will include early help Widespread communications including FIRST newsletter underway at time of writing-</p>	<p>Monitor impact in terms of reduction in the inappropriate demand for statutory social care services and more families being supported appropriately by services according to need and risk</p>
<p>Ambition and vision: A collaborative approach (early help) involving partners with the aim of reducing inappropriate demand for statutory social care services and more families being supported appropriately by services according to need and risk</p>	<p>Performance monitoring framework in design at time of writing-</p>	<p>Performance framework to be agreed by early help board. Regular accounts to LSCB.</p>

Early help; See the full strategy on the link below

<http://www.slough.gov.uk/council/strategies-plans-and-policies/slough-multi-agency-early-help-strategy-for-children-young-people-and-their-families-2017-2021.aspx>

STRENGTHS	AREAS FOR DEVELOPMENT	NEXT STEPS FOR 2018/19
<p>Family Information Resource Support Team (FIRST) established , with multi-discipline composition, including senior social worker to provide professional guidance on thresholds. FIRST line-managed by SBC and integrated with SCST “front door” to ensure coordinated early help.</p>	<p>Promote FIRST (early help) pathways and referrals through communications and training-</p>	<p>Subject to review of initial (schools) phase , early help model to roll out to all partners in Spring 2019-</p>
<p>FIRST launch on 25th June 2018, with initial phase focussed on early help pathway relating to schools-</p>	<p>Ongoing appointments and service reorganisations to establish full complement of team-</p>	

Child Sexual Exploitation in Slough Highlights of Multi-Agency Performance;

Strengths	Impact	Areas for development	Next steps 18-19
<p>Data on missing children improving and notification process is clear</p> <p>Well developed SEMRAC</p>	<p>More children taking part in return home interviews informing next steps for them and tactical intelligence.</p>	<p>Continue to develop to ensure intelligence informs tactical disruptive interventions.</p>	<p>Work underway to continue to improve on SEMRAC role in tactical local activities.</p>
<p>Over 900 taxi drives took part in CE training and are followed up with regular contact.</p> <p>“Hotel watch” scheme raising awareness in hotels.</p>	<p>Increased community awareness including businesses.</p>	<p>More widespread campaigning in the community in Slough</p>	<p>Deliver a communications strategy with SAB and SSP and specifically targeting parents.</p>
<p>Training well developed and agencies attending.</p>	<p>Increased awareness by partner agencies.</p>	<p>Specific training needs analysis in relation to CE.</p>	<p>Deliver further training and carry out training needs analysis.</p>
<p>Pan Berkshire CE group re-established.</p>	<p>Developing consistency around forms, training and performance indices.</p>		<p>Review current local CE group to ensure cohesion with pan Berkshire developments.</p>

Child Sexual Exploitation in Slough Highlights of Multi-Agency Performance;

Strengths	Impact	Areas for Development	Next steps 2018-2019
<p>Over 900 young people took part in a Safer Slough survey into criminal exploitation.</p> <p>Young people regularly feed back to the LA young people services on quality of provision.</p> <p>Work carried out with Mosques on "hurting touch" to raise awareness.</p> <p>LSCB young people's lay member meets with youth parliament.</p>	<p>Led to and influenced a Safer Slough partnerships gangs review and to the revision of the local child exploitation strategy.</p> <p>Leads to practice improvements.</p> <p>Awareness raising in mosques, support of local Imams.</p> <p>Youth parliament aware and engaging . Provided feedback on exploitation.</p>	<p>More work to ensure young people can see the influence they are having on planning.</p>	<p>Include in revised strategy</p>
<p>Leaders and managers aware of local challenges and work across the LSCB, the SAB and the Safer Slough Partnership to jointly agree on common issues in relation to exploitation.</p>	<p>Leaders working together strategically to drive the agenda and ensure a co-ordinated approach and clear governance.</p>	<p>Evaluate current arrangements against OFSTED criteria.</p>	<p>Consider working together on one strategy around exploitation across 3 partnership boards, explain the roles of each of the boards and how they relate to each other around exploitation.</p>

An Account of the Statutory Functions of the LSCB.

Regulation 5 of the Local Safeguarding Children Boards regulations 2006 sets out the functions of the LSCB in relation to its objectives under Section 14 of the Children Act 2004. The following slides are an account of those functions.

4.1 Policy Development (Regulation 5 1(a))

Slough LSCB gratefully acknowledges the leadership by Reading and Wokingham LSCB in managing the Pan Berkshire policy and procedures sub-group.

Key updates were as follows;

- *Responding to Abuse and Neglect -*
- *Bruising / Suspicious Marks on Children Not Independently Mobile*
- *Information sharing Data and Information Sharing Agreement for Agencies Working with Children and Young People*
- *Female Genital Mutilation*
- *Conflict Resolution –*
- *New Chapters were added on Dangerous Dogs and Modern Slavery*
- *Organised or Complex Abuse –*
- *Children affected by Gang Activity, Criminal Exploitation and Youth Violence -*
- *Faith related Harmful Practice -.*
- *Two New Chapters were added **Good Practice Supporting the Voice of the Child and Child Sexual Abuse in the Family Environment.***

The group provides reports to all LSCB's in Berkshire and communicates changes via a newsletter.

4.2 Training

Click the link below for data

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/training-data>

On the day training evaluations were positive with a high degree of learning from each course. Evaluating the impact on practice retrospectively was not carried out in this reporting period.

Instead a substantial training review and training needs analysis was carried out to provide a sound evidence informed strategy and curriculum over the next three years. The full review is available on the link below. The review found that data collection on training and evaluation needs improvement and the roles of agencies and the LSCB offer need to be more explicit. It also established consensus on the need to develop competencies around multi-agency working to enable practitioners to function effectively with partners. The full training needs analysis report is on the link below:

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/training-needs-analysis>

Training

(continued from previous slide)

Informed by the evidence in the training needs analysis, the LSCB agreed to prioritise the revised level 3 targeted course now renamed as “Working together to safeguard children” and CSE training. The LSCB will also promote MARAC and PREVENT training in this period. In addition, a series of seminars to help practitioners apply the new threshold document in practice will be delivered. The LSCB training sub-group will work on devising the curriculum for 2019-2020 which will include neglect particularly featuring domestic abuse, parental mental health and parental substance misuse.

The training strategy will be agreed by the training sub-group in the summer of 2018 and will specify the roles and responsibilities of the LSCB and individual partner member agencies in relation to safeguarding training. The LSCB will provide multi-agency training, enhancing the multi-agency workforce competencies referred to in the review such as communications, understanding the roles of agencies, negotiation, challenge and the application of thresholds in practice.

The LSCB will monitor the effectiveness of delivery of training by examining on the day and evaluations and carrying out 3 month retrospective surveys to assess impact on practice. Data will be improved by ensuring there are sound reports on individual agencies attending LSCB training.

The LSCB acknowledges the significant contribution of training sub-group members who have continued to provide training on behalf of the LSCB and this is a contribution in kind.

Managing Allegations

The Local Authority Designated Officer (LADO) has overall responsibility for the management of allegations of abuse against adults who work with children. 2 reports are provided each year to the LSCB. Highlights are as follows:

There were 178 referrals to the LADO in 2017-18, which is 14 more than in the previous year. Whilst LADO activity has continued to see a steady increase, the rate has slowed from previous years.

Analysis indicates that the highest number of allegations referred to the LADO relate to unsuitable behaviour and physical harm, followed by sexual/grooming/ICT concerns.

In respect of unsuitable adult behaviour this includes risk by association. These are cases whereby the spouse; partner or close family member has been subject to criminal investigation relating to children requiring their partner/family member's suitability to work with children to be evaluated.

Schools remain the highest employment sector to make referrals. Additionally Education staff have been subject to the highest number of allegations which has been an ongoing trend both locally and nationally due to the volume of education staff and direct and frequent contact with large numbers of children.

Managing Allegations *cont'd*

The LADO has been working with local organisations to raise the profile within the voluntary sector. There continues to have been a steady decline in referrals regarding this sector over the past year and the percentage of referrals still appears to be disproportionate given it is such a large employment sector.

Category	Q1/2	Q3/4	%
Substantiated	12	31	36%
Unsubstantiated	7	34	34%
Unfounded / False	2	23	21%
Malicious	0	2	2%
No outcome recorded	1	7	7%
Total	22	97	119

This is a similar pattern to other local authorities and indicates that the decision to proceed to a strategy meeting was appropriate and proportionate to enable the evidence to be examined.

Ongoing efforts to increase awareness across the Borough appear to be reflected in the number of agencies and groups contacting the LADO. The service has continued to evaluate all enquiries in order and provide consultation and support to agencies and employers.

The LADO process continues to ensure that allegations against those who work or volunteer with children are not seen in isolation and that the welfare needs of children are prioritised and coordinated.

The LADO has been working with the performance and analysis team to improve recording and tracking systems for managing allegations and it is anticipated that quality of reporting will be improved in the future.

Private Fostering

- During the year 2017/18 Slough Children's Trust received two new notifications of a private fostering arrangement bringing the total in the area to five. During the year four of the five private fostering arrangements ended.
- The Private Fostering Statement of Purpose was updated in 2017 and is published on the Trust website.
- An information sheet on Private Fostering has been written and has been circulated widely to a range of partners and stakeholders including all schools in Slough , Children's Centres and Early Years network and LSCB Board members for onward dissemination across partner agencies.
- More work will be done in 2018-2019 to raise awareness in the local and professional community about private fostering.
- Slough children's Services Trust website contains information about private fostering which can be accessed at:

<http://www.scstrust.co.uk/what-we-do/fostering/private-fostering/>

Communications

- The LSCB and the Safeguarding Adult Board have created a new website enabling professionals and the community to access information about safeguarding children and adults and this had over 6,000 views in the first six months. A communications strategy was agreed at the LSCB in February 2018. LSCB members will ensure that communications are cohesive and strategically planned. Partners agree that an approach involving working in collaboration between both boards and the Safer Slough Partnership would provide a more organised and cost efficient way of delivering communications. Currently, communications are effective in reaching the right professional groups but more work needs to be done to effectively ensure the right message reaches the community particularly vulnerable members of our community, at the right time.
- In 2018-2019 the various strands of communications from each of the boards will be brought together to establish a more efficient way of delivering communications.
- The LSCB and SAB have created one business function to support both boards. The newly appointed Business Manager will recruit to a new team in 2018.
- The LSCB communications strategy is on the link below:

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/lscb-supporting-document-communications-strategy>

4.7 Are We Making a Difference? (Monitoring Effectiveness/ Quality Assurance)

See the framework on this link;

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/slough-learning-and-improvement-framework>

The LSCB revised its learning and improvement framework in February 2018. It explains how the LSCB, and so its members and practitioners, learn from experience to improve outcomes for children and will contribute to the published safeguarding arrangements plan 2019-2021. The LSCB gathers evidence to inform learning from the following sources;

- Practitioners in both adults and children's services, through learning events and via their LSCB representatives,
- Feedback from young people and their families.
- Leaders and managers identifying operational challenge.
- Multi-agency case audit.
- Performance data
- "Section 11 audits" This is about partners informing the LSCB about individual agency safeguarding responsibilities under Section 11 of the Children Act 2004.
- Case review.
- National policy and research evidence.

4.7 Are We Making a Difference?

Three thematic multi-agency audits were carried out by the LSCB Quality Assurance sub-group on neglect, gangs and youth violence and child sexual exploitation.

A summary analysis of the audit reports and impact is on the link below. In short, the LSCB is responding to these audits and other evidence in this report and in 2018/19 will:

- Create new LSCB strategy on neglect
- Develop the local CE group to encompass broader exploitation issues affecting young people.
- Seek assurance from Safer Slough partnership to ensure impact from the planned new strategy on gangs and youth violence.

To look at the LSCB analysis, click on this link

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/lscb-annual-report-supporting-document-impact-analysis-case-audit>

4.8 Slough Strategic Safeguarding Executive Board

This board, made up of chairs of the LSCB, the Safeguarding Adult board and Safer Slough partnership co-ordinates the business of the boards, working together on future directions and problem solving and understanding the issues for children and vulnerable adults and the community in Slough.

In this reporting period, the group met on 3 occasions and began governance mapping. The group is clarifying governance issues and supporting the safeguarding boards in relation to exploitation, (including CSE and exploitation of children). Terms of reference are in the link below.

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/slough-strategic-safeguarding-executive-board>

4.9 Serious Case Reviews

The SCR sub-group is chaired by the LSCB independent chair. It met on 7 occasions and discussed 8 children. No SCRs were published and, at the time of writing (August 2018) there are no SCRs in progress.

Discussion of the cases by the SCR sub-group enabled detailed consideration of specific cases and the more generalised learning from them has been incorporated in business planning by the LSCB and the partner agencies.

Although the sub-group considered cases of significant concern none of the cases discussed met the criteria to carry out a SCR, there were however learning reviews in some of these cases. One learning review is underway at the time of writing. Learning from this is likely to impact on the new threshold document and planned seminars and the LSCB new training strategy.

One case, while not generating a learning or serious case review, gave rise to concern about parents awareness of appropriate supervision of young babies in the bath and a campaign to promote awareness on this, including a YouTube video (link below) was delivered. (you may need to cut and paste this in to your browser)

https://drive.google.com/open?id=0B5_LTEfun_oNV0c1ZEptdndrUVU

Next Steps for 2018/19: The SCR Sub-Group will

Consider the “Working together to safeguard children”(2018) guidelines in this area and explore future options, including joining with East Berks to combine scoping and advisory functions.

Carry out a retrospective analysis of action plans for the period 2017-2018 to ensure impact.

4.10 Child Death Overview Panel

Berkshire Child Death Overview Panel reviews the deaths of all children in Slough to find out why the child died and if there is anything we can do to prevent deaths in the future. This work is led by the Berkshire Director of Public Health who chairs the Pan-Berkshire CDOP Group. The full annual report from this group will be available in the Autumn and a link will be provided on this slide.

In 2018/2019 this function moves from LSCB's to the Department of Health. The Pan Berkshire group will consider new guidance on this although local arrangements are unlikely to change substantially.

The full CDOP report will be available on a link in this slide soon.

4.11 Children Missing Education

It is a Local Authority (LA) duty to identify as far as possible children missing education. These are children who are not on a school roll or being educated other than at school. Slough Borough Council operates a referral based system to identify these children.

If a member of staff considers that a pupil is missing education they make a referral to pupiltracking@slough.gov.uk. All referrals are investigated by the Attendance Team, liaising with other agencies as necessary, to establish whether or not the child is missing from education. If the child is missing from education, the Attendance Team will work with the School Admissions Team to ensure suitable education is provided as soon as possible.

In some cases pupils referred have moved to another LA area. The home LA will be informed by Slough's Attendance Team so that they can follow this up. If no information can be found about a pupil, the details are uploaded to a national database that all LAs can access. The number of children missing education is monitored by the School Admissions Team.

5.1 Partners' listed below have provided individual accounts to the LSCB and these are available on this link

<https://www.sloughsafeguardingboards.org.uk/lscb/lscb/learning-and-improvement-framework/lscb-supporting-documents-individual-agency-accounts-to-lscb>

- 5.2.** Slough Children's Trust
- 5.3.** Thames Valley Police
- 5.4 (a)** National Probation Service
- 5.4 (b)** Thames Valley Community Rehabilitation Company
- 5.5.** Schools and colleges account is provided by the chair of the education sub-group
- 5.6.** Berkshire Health Care Foundation Trust
- 5.7.** Frimley Health Care Foundation Trust
- 5.8.** East Berkshire Clinical Commissioning group
- 5.9.** Slough Early Years Service
- 5.10.** Slough Youth Offending Team
- 5.11.** Solutions4Health
- 5.12.** Health Watch

Budget and Spending

INCOME

Agency	Amount
Slough Children Trust	45,600
CCG	31,000
Schools Funding	30,000
Adult Social Care	50,000
Thames Valley Police	16,700
Income from Courses	17,000

SPENDING

Staffing, including recruitment costs:	95,000
Independent Chair	20,000
Training Post	17,000
Printing/Telephone	10,500
Project Work	47,800

SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Ketan Gandhi – Service Lead Communities and Leisure
Liz McMillan – Libraries and Culture Services Manager

(For all Enquiries) 01753 875500

WARD(S): All

PART I
FOR COMMENT AND CONSIDERATION

IMPACT OF THE CURVE ON LIBRARY SERVICES1. **Purpose of Report**

This report is to inform and highlight to the scrutiny committee the continuing positive impact on library services since moving to the Curve in September 2016. The Impact of The Curve on library services has been a positive one resulting in significant added value. The new building, the town centre location, the space, the co location with other services and the excitement generated by the Curve itself has enabled an improved and enhanced library offer to customers and the community.

2. **Recommendation(s)**

- The Panel is requested to note the report and the improved library service offer since The Curve opened in 2016

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

Libraries change lives for the better. They not only provide access to books and other literature but also help people to help themselves and improve their opportunities, bring people together, and provide practical support and guidance. As a locally accountable service, the library at the Curve is well placed to respond to local needs and issues.

The Library has a critical role in helping people realise their potential and especially those from disadvantaged backgrounds.

The Curve library is a vital community hub, bringing people together and giving them access to the services and support they need to help them live better.

3a. **Slough Joint Wellbeing Strategy Priorities**

The report highlights the links in supporting 3 of the priorities in the JSNA

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing

3b. **Five Year Plan Outcomes**

The Libraries and Culture service offer at the Curve contributes directly to Outcomes 1, 2 and 3

1. Slough children will grow up to be happy, healthy and successful
2. Our people will be healthier and manage their own care needs
3. Slough will be an attractive place where people choose to live, work and stay

4. **Other Implications**

(a) Financial

There are no financial implications to this report.

(b) Risk Management

There are no risk management implications to this report.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act or other legal implications arising from this report.

(d) Equalities Impact Assessment

The compilation of this report has not required an Equalities Impact Assessment.

5. **Supporting Information**

5.1 There is a very clear narrative and strong evidence on how moving the library service from the old library to the Curve has had nothing but a positive impact. The following information outlines the key highlights.

5.2 The move from the old library to the Curve was the catalyst for bringing back the service from an outsourced contract (Essex Council) to becoming an in-house service which is integral to delivering a broader and more holistic offer to our residents.

5.3 Usage of the library service at the curve has increased from 241,350 at the old library to 356,052 visits in 2017/18 an increase of 47.5%

- Active borrowers in 2015/16 were 10,734
- Active borrowers in 17/18 were 11,886, an increase of 11% since opening.

- 5.4 The Summer Reading Challenge, which is a national scheme for children and young people which helps prevent children's reading dipping in summer holidays and helps to support learning in a fun and creative way, has seen an increase from 1226 participants joining the scheme and 456 completing it at the old library to now 1777 joining (2128 in 2017) and 1077 completing.
- 5.5 The lay out and ambience of the curve has resulted in usage of certain areas becoming much more fit for purpose e.g. The second floor quieter space with desks and power points is ideal for studying and during exam times is packed with young people. The Ground floor allows for creative performances such as 'Empoword' delivering fantastic spoken word / poetry performances, whilst the children's area has created an environment allowing fun activities & creativity as well as being user friendly for parents with buggies etc.
- 5.6 Library service opening hours in The Curve have increased by 12% an annual increase of 331.5 hrs. This growth is against a background of decreasing opening hours and closures in other library across the region and nationally.
- 5.7 The move to the curve has led to the service moving from a stand alone library service to a Libraries & Culture Service. It has also enabled co-location with a range of services including Adult Education and Skills and the Registrars.
- 5.8 The redesigned Libraries and Culture service brings together library services, culture and arts delivery under one service, with an enhanced and wider arts and cultural offer, removing barriers to involvement in cultural activity and offering an increased range of free or low cost events for the communities in Slough to participate in. Participation in a cultural event from a young age shows that it has a lasting impact on people's lives.
- 5.9 The prominence of the curve building has been a key factor in developing partnerships with LEGO, Schools, Job Clubs and has also led to initiatives like 'Library After Dark' a joint project with Slough Children's Services Trust'.
- 5.10 The reputation of the library at the Curve is significantly better and it is now seen as a modern service which has also attracted interest from other library authorities and national bodies. These include visits from the National Libraries Taskforce, the Minister for Arts, Culture and Heritage, Arts Council, and the National Society of Chief Librarians (Libraries Connected). There was a national launch of a toolkit for babies and parents baby bump <https://ascel.org.uk/bump-booster> helping parents to give their child an early start by singing and talking to their bump. <https://ascel.org.uk/bump-booster>
- 5.11 Whilst there are many groups that have benefitted from the move to the Curve, it has seen a significant and positive impact for young people. The new building and the spaces have attracted young people to want to spend time in the Curve and they also see it as a place where they can now secure support for other services such as securing employment, education or training.

- 5.12 The creation of the Libraries and Culture Service has resulted in us being able to offer more events tailored to their interests, and provide a space for young people to showcase their talents including Beat Routes a music and art club, Ghetto Geek author event, comics workshop, 3d printing and debate mate involving secondary schools. Empoword have performed in the public spaces, XtraArt have exhibited in the Gallery and Youth Parliament often hold their meetings in the Curve.
- 5.13 There has been an increase in the numbers of young people wanting to be involved in volunteering opportunities at The Curve. This year we had 104 young people apply to volunteer during the Summer Reading Challenge compared to 52 last year and 24 the year before.
- 5.14 We have had 179 volunteers who have worked towards their Duke of Edinburgh Award aiming to achieve Bronze, Silver and Gold awards this is compared with a maximum of 25 in 2015/16. Many of these young people act as advocates highlighting library services and volunteer year after year. Some have gone on to be employed as Weekend Assistants in the library.
- 5.15 The Curve has a wide coverage of Wi Fi points with good speeds resulting in easy to access WiFi for customers in any area of the building. This extensive coverage and quality has resulted in a 49% increase in Unique users using WiFi at the Curve compared to previously
- 2015/16 - 13,574 unique users
 - 2017/18 20,270 unique users
- 5.16 In addition to the regular activities now on offer there is also a quarterly programme of events and activities for adults and children to get involved in, with over 25 in each quarter. These have included the Curve celebrates programme for the first year of opening, the first Black History month programme this year, a play about dementia, a performance about mental health, interactive author, craft and poetry and creative writing workshops.
- 5.17 Attending a cultural event or a regular activity as a child or adult helps to improve mental health, confidence and skills, and can reduce loneliness. The weekly seated exercise activity helps adults with their mobility and also helps them get to know other people in a relaxed setting and helps their wellbeing and mood.
- 5.18 The Curve has had a positive impact on the community libraries with an enhanced offer at each site. There has been a broader range of one-off events on offer since the Curve opened, and each of the 3 community libraries now has weekly Duplo and LEGO with the sessions linked to stories and school topics and enhancing learning through play. Cippenham also has a Lego session for adults too.
- 5.19 When a show/event is booked for the Curve, often there are extra performances at one or more of the branches which might not be feasible as stand-alone events, and offer greater choice for library users in the community libraries. Examples of these are Connie's Colander performance; a quiz night for World Book Night, both adult events offering more choice for users and both events received positive verbal feedback. Author events including Horrible Science, Guy Bass and Ross Montgomery have also increased choice and audiences.

5.20 The reorganisation of the Libraries Service into a Libraries and Culture Service will have been fully implemented by November 2018 with all vacancies having been filled by then. The reorganisation has created an opportunity to strengthen both the operational and management teams. In the next few weeks we will see the arrival of a new Operational manager and a Children's Young People and Outreach Manager, These and other changes leaves the service well placed to deliver meaningful and impact led outcomes for our residents, especially in relation to:

- Supporting the creation of stronger and more resilient communities,
- Helping our residents to achieve their full potential,
- Increased reading and literacy
- Improved digital access
- Supporting healthier and happier lives
- Creating greater prosperity
- And given the location of the Curve, the library is integral to enriching culture and creativity in the town centre.

Customer Feedback

5.21 The library at the curve has gone down exceptionally well with our customers and we regularly receive very positive feedback, the following are just an example:

“A great library in a lovely new modern building”

“it was amazing to see how 3d printing works; very clear and simple way of introducing kids to science”

“We have put pictures of our visit onto Facebook:

We have informed prep teachers and have recommended that they should visit, so you will be expecting our Year 1 and 2 classes visiting in the very near future.”

Highlights October – December 2018

5.22 The following events are planned for this autumn:

- Black History Month
- Beauty and The Beast panto
- Now Light the candles exhibition
- From Pop Art to Abstract exhibition
- Sundowning a play about love loneliness and guilt
- Great Austerity Debate
- Stories from Africa with Freshwater theatre
- LEGO build the change
- Big Draw along with Nick Sharratt
- Performing Arts workshop with Ameer Choudrie
- Developing an autism friendly area with autism lead including a sensory wall, collections of books and a Magic table to support dementia and autism

6. Comments of Other Committees

This report has not been discussed by any other committees of Slough Borough Council

7. **Conclusion**

The Curve has had a great impact on the library service enhancing the service offer enabling us to engage with new audiences and partners increasing usage and by being at the heart of this multi purpose centre enabling us to develop a service with much greater flexibility with greater appeal and relevancy.

8. **Appendices**

None

9. **Background Papers**

<https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021>

<http://www.slough.gov.uk/libraries/>

Responses below in survey from SRC volunteers to their experiences of volunteering

<https://www.surveymonkey.com/results/SM-9F8N2Q66L/>

<https://www.librariesconnected.org.uk/news/launch-growing-well-toolkit-help-combat-childhood-obesity>

(This was launched on the 6 September at the Public Libraries Health Group meeting with representatives from BookTrust, National Literacy Trust and the Child Poverty Action Group.)

SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Ketan Gandhi – Service Lead Communities & Leisure
Giovanni Ferri, Youth Worker-Youth Voice, Young Peoples
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(For all enquiries) 01753 875510

WARD(S): All

PART I

FOR COMMENT AND CONSIDERATION

SLOUGH YOUTH PARLIAMENT

1. **Purpose of Report**

To advise the Board on the structure and work of the Slough Youth Parliament (SYP).

2. **Recommendation(s)/Proposed Action**

That the Panel endorses the work being undertaken by the SYP and is recommended to note this report.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

The SYP 2017 / 2018 manifesto is broad in scope and helps to address and/or contribute to a number of areas of importance identified by the Wellbeing Board, including improving the mental health and wellbeing of residents (including young people), in Slough.

By providing young people with opportunities to have their voice heard and to shape service planning and delivery; Slough's Youth Parliament Manifesto makes significant contributions to delivery of the following Five Year Plan outcome:

- Slough children will grow up to be happy, helpful and successful

4. **Other Implications**

(a) **Financial**

Currently the work of the Youth Parliament is totally funded via the Council's Young People's Service. This may need reviewing if the work continues to grow.

(b) Risk Management

There are no risk management implications to this report

(c) Human Rights Act and Other Legal Implications

There are no legal implications to this report.

(d) Equalities Impact Assessment

No Equalities Impact Assessment has been necessitated by the compilation of this report.

5. Supporting Information

Background

- 5.1 In 2014 the Slough Children and Young People's Partnership Board (CYPPB) approved the implementation of an elected Youth Parliament for Slough. Building on the existing Youth Cabinet, which was made up of young people nominated to sit on the group, the CYPPB was keen for young people in Slough to have a truly representative group, democratically chosen by young people, which was able to influence decision making across the town.
- 5.2 The Young People's Service was charged with taking this forward as part of the wider Youth Voice agenda and worked closely with schools to implement the borough's first Youth Parliament.

Selection process

- 5.3 Any young person aged 11-19, living in Slough was able to nominate themselves to stand as a candidate on behalf of their school or college. Each participating school was an election ward, and held elections, where every student was able to vote. In the end over 120 young people put themselves up to stand for elections which first took place in January 2015.
- 5.4 Campaigning and elections took place across 12 secondary schools and East Berkshire College. Using the first past the post system, the two candidates with the highest number of votes at each school become Members of Slough Youth Parliament (SYP) for a two year term. 5,596 youngsters voted for their chosen representatives with some schools achieving over 90 percent turnout in their elections, and the average turnout for the borough was 61percent.
- 5.5 The second SYP elections took place in January 2017. Involvement from schools increased during this cycle resulting in participation from 17 local secondary schools, 95 young people stood for election and 8018 young people voting for their Youth representatives; some schools achieved over 90 per cent turnout in their elections and the average turnout for the borough increased to 78.6 percent. This compares favourably with national averages which usually are in the region of 23% turnout. (Median average based on 2012-14 figures from British Youth Council (BYC)).

- 5.6 The Young People's Service is currently working with 19 secondary schools plus Windsor Forest Group, Langley campus to raise awareness of and encourage young people to stand in next elections, due January 2019.
- 5.7 SYP is currently made up of 33 elected young people aged 12-19. As well as the members elected through schools and colleges, 4 representatives come from 'co-opted' groups from under represented young people. This includes lesbian, gay, bi-sexual and transgender young people, service users and young carers. SYP is currently working to build closer ties with the Children in Care Council group 'Reach Out'.
- 5.8 SYP usually meets at least twice a month, and host guest speakers from partner agencies to inform discussion and decision around pertinent issues. In addition to their monthly meetings, youth representatives participate in a range of training and enrichment activities including volunteering at community events, attending away days and residential. Youth Representatives also sit on a variety of strategic groups or community forums, these include the Safer Slough Partnership Board, Independent Police Advisory Group and local police forums, CAMHS Participation Group, Cultural Educational Partnership, secondary schools Personal Social Health Education (PSHE) network, Wellbeing Board, Education and Scrutiny Board and since 2018, the Local Safeguarding Children's Board. Members also have also had the opportunity to represent Slough on the national stage, for example at British Youth Council conventions, The All Parliamentary Group on Youth Affairs, Youth Select Committees and the UK Youth Parliament (UKYP).

Progress to date

- 5.9 Youth Representatives designed and hosted Slough Youth Awards in November 2016 & 2017, to profile young people in a positive way and celebrate their contribution to Slough. This has now become a regular event for the town. Slough Youth Awards has had 100 nominees and 500 attendees in total across both years. Over 70 nominations have now been received for 2018's awards, ceremony due 8th November 2018.
- 5.10 SYP recommended to Head Teachers in 2017 & 2018 to set up a schools' PSHE network aiming to map local delivery of the subject, share resources, align content and improve PSHE teaching. The network has been established and schools are now working together on this area for first time, it has already met twice this year with next meeting due in October 18.
- 5.11 Slough had one participant take part in Make Your Mark ballot (largest Youth consultation in UK) in 2013. In 2014, promoted by Young People's Service, 697 young people took part. In the first year of SYP, it was promoted by Youth Representatives for the first time and 6487 young people took part. Slough was awarded in Parliament for being the most improved L.A in UK.
- 5.12 In 2017, the turnout improved to 7883 participants with Slough getting the second highest % turnout in UK. This improved further to 9368 participants in 2017. Slough achieved the top % turnout in the UK with 80% and received another award in parliament. 2018 results due Oct 2018 with all our secondary schools registered to take part for the first time and youth representatives coordinating the consultation within their schools. SYP brought these results to the attention of local decision makers, including elected members, the MP for Slough and the Slough Association of Secondary Heads. The five issues with the most votes locally were:

- 1) Work experience hubs for 11-18 year olds
- 2) Making public transport cheaper
- 3) A curriculum to prepare us for life
- 4) Protecting school budgets from damaging cuts
- 5) Votes at 16

- 5.13 SYP designed and shared a young people's community safety questionnaire in 2015 which received over 300 responses. This provided data for the first time regarding young people's concerns and fed into the SSP's community safety strategy. The survey was updated and revisited in May 2018, this time receiving 976 responses. Key trends were shared with local decision makers at both SSP and Wellbeing Boards. The survey was followed up with 2 focus groups with SYP in Aug 2018 with further focus groups in the community planned for autumn 2018. The feedback is intended to inform the SSP gangs' strategy and the refresh of their priorities.
- 5.14 Youth Representatives also worked with East Berks Clinical Commissioning group (CCG). In 2017, they were consulted on the design of their health survey ensuring that it was young people friendly. The survey was launched on Oct 10th 2017 to mark World Mental Health day and SYP promoted it at school and social media with 974 responses collected from East Berkshire including almost half, 448 from Slough.
- 5.15 Survey results were followed up with focus group in January 2018 with key themes were presented by Youth Representatives at school head teachers' conference *Emotionally Healthy Schools: making the invisible visible* in February 2018. Rachel Cross (conference organiser) said "*it was excellent and really put the conference firmly back into reality for the delegates*". The key themes have also informed the refresh of the East Berks local CAMHS transformation plan due to be published in Oct 2018.
- 5.16 Since Feb 18, SYP designed and delivered 31 assemblies or presentations across their schools, challenging mental health stigma. SYP continue to lobby for every secondary school to provide access to a school counsellor, although this campaign has also resulted in universal counselling in the community being commissioned in Slough through provider Youth Talk and online through Kooth.com which they also continue to promote.
- 5.17 SYP has been actively involved in community cohesion and inter generational work most recently hosting Equaliteas community event to mark representation of peoples act through structured round table discussions and debate in July 2018 with youth groups, community groups and residents. Working with local charity Aik Saath , SYP have also held 9 young people Question time events since March 15, with a total of approx. 600 attendees across all 9 events, latest being a special with local MP Tan Dhesi in July 18.
- 5.18 Successfully lobbied elected members across parties to support votes at 16 in both 2015 & 2018. Full council passed a motion in April 18 and are now setting up a working group. Youth Representatives also continue to lobby for a change to adult fares on public transport for young people and are due to meet with senior managers from operator, First, in Oct 18.

Awards and national recognition

- 5.19 Slough has had strong representation at national events, for example during the last 3 years, Youth Representatives have spoken in UK Youth Parliament debate in House of Commons on issues such as curriculum for life, cheaper fares for young people on public transport and votes at 16, the latter was featured on Channel 4 news.
- 5.20 Youth reps were interviewed and featured across national news in May 2018 including BBC news at 10, speaking about gender equality following the statue unveiling of Millicent Fawcett in Parliament Sq. More recently they have appeared on BBC Berkshire radio discussing issues such as protecting youth work and votes at 16.
- 5.21 In autumn 2016, SYP were shortlisted in the youth volunteering and social action category at the Children and Young People Now Awards. At Slough Voluntary Sector Awards, individual youth reps were recognized for their hard work and have won the young volunteer of the year award in both 2015 and 2016. In 2017, SYP were awarded as the runner up in their community group of the year category.

6. Comments of Other Committees

Slough Youth Parliament is represented on a wide range of committee's including Education Scrutiny, Slough Safer Partnership and the Wellbeing Board. It is seen as a key and active contributor to a wide range of agendas.

7. Conclusion

Slough Youth Parliament has developed and is now fully embedded in to the wider workings of Slough. It is valued by young people and is seen as a critical influencer by a variety of agencies including the council, health, the police, SASH and Slough SCVS.

The Youth Parliament has also helped put Slough on the map nationally through its work on the UK Youth Parliament and the national Make Your Mark campaign.

In conclusion, the Youth Parliament is integral to the current and future development of Slough and its Members are fantastic ambassadors of the town.

8. Appendices Attached

'A' - Youth Parliament Manifesto 2017-2018

'B' - Make Your Mark Infographic 2017

9. Background Papers

None

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Manifesto

Slough Youth Parliament 2017 - 2018

SYP will campaign to reduce the stigma around young people's emotional and mental health needs and improve local support services



SYP will work to make Slough a more environmentally friendly town and support the case for alternatives to cars and better access to public transport



SYP will promote equality for all and empower young people to feel safer in their communities



SYP will enable young people to have a greater say by capturing their views in the annual UK-wide ballot 'Make Your Mark'



SYP will raise the profile of young people in a positive way by celebrating their achievements at Slough Youth Awards



UK Youth Parliament National campaigns 2017

**WHAT
WE
WILL DO
FOR
YOUTH**

Votes at 16 Give 16 and 17 year olds the right to vote in all elections/referendums



A Curriculum to prepare us for life. Schools should cover topics like finance, sex and relationship education and politics



SLOUGH
FOR
YOUTH

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Make Your Mark

The UK's largest youth consultation

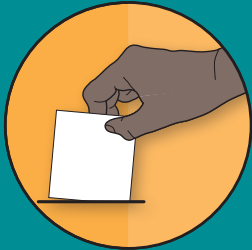


2017 RESULTS

954,766 votes

1 in 6

11-18 year olds vote



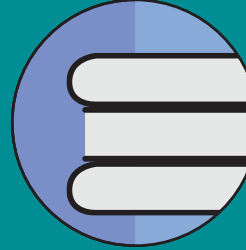
Over 550

young volunteers recruited to help consult their peers



894

schools, colleges and youth organisations supported the campaign and vote



ISSUES

A Curriculum to prepare us for life (Devolved) - **130,674**

Transport (Devolved) - **128,749**

Work Experience hubs for 11-18 year olds (Devolved) - **121,695**

Mental Health (Devolved) - **119,186**

Votes at 16 (UK wide) - **100,231**

Protect LGBT+ People (UK wide) - **99,817**

First Aid Education for All Young People (Devolved) - **83,220**

Protect schools budgets from damaging cuts (Devolved) - **59,609**

Make the Invisible visible (Devolved) - **54,495**

Support for Young Carers (Devolved) - **51,001**

The Make Your Mark ballot orders the top five issues, but those chosen for the UK wide priorities debate must include 2 UK wide topics and 3 reserved English only topics. Due to the devolved nature of the UK democracy and to ensure relevant representation of the issues from the all nations.

TOP 5s

Highest % turnout

1. Slough 79.61%
2. Oldham 71.79%
3. Harrow 67.02%
4. Hounslow 63.63%
5. Peterborough 63.60%

Top number of Votes/ Local Authority

1. Lancashire 24,894
2. Glasgow City 20,801
3. Manchester 20,668
4. Kent 19,292
5. Cumbria 18,750

Region/Nation Top % Turnout

East Midlands	Rutland	32%
East of England	Peterborough	64%
London	Harrow	67%
North East	Darlington	51%
North West	Oldham	72%
Northern Ireland	Strangford	14%
Scotland	Glasgow City	42%
South East	Slough	80%
South West	Plymouth	59%
Wales	Torfaen	48%
West Midlands	Wolverhampton	38%
Yorkshire and the Humber	North Lincolnshire	59%

Make Your Mark

2011-2017



Over
4.5 million
votes cast

RECURRING ISSUES

x5

- Curriculum for Life
- Transport
- Votes at 16

x4

- Living Wage/minimum wage
- Work experience/getting ready for work

x3

- Mental health

x2

- Bullying
- Tackling racism & religious discrimination

MYPs EQUAL OPPORTUNITY STATISTICS



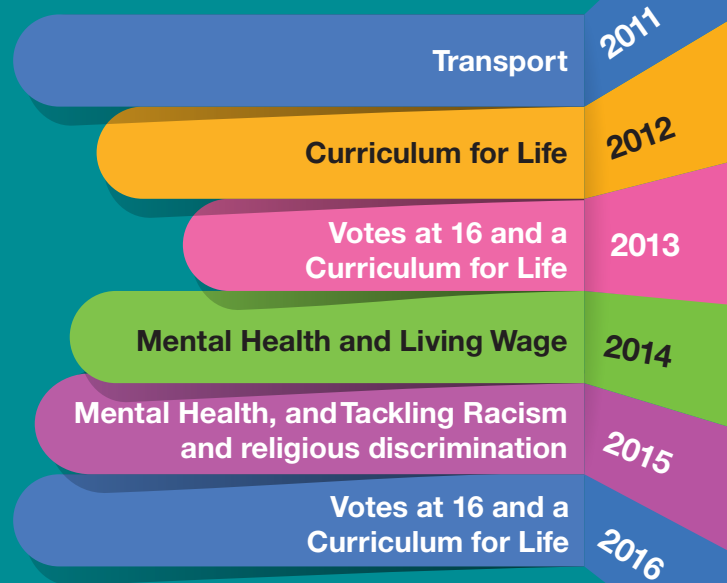
52% are Female

38% identify as Black, Asian or a Minority Ethnic group



14% tell us they have a disability

Campaigns chosen at the MYP House of Commons debate:



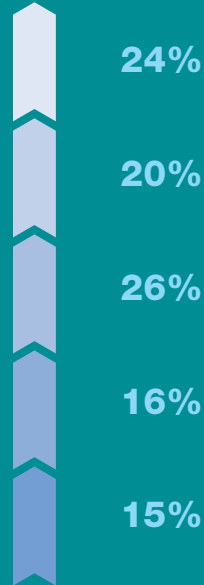
2017: MYPs will debate this years' top 5 issues, and decide 2 campaigns on 10th November

DIVERSITY IN 2017

MYPs IN ENGLAND

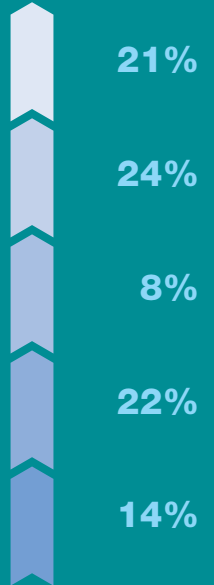
SCHOOL, COLLEGE & YOUTH GROUPS [registered to take part in Make Your Mark 2017]

Most Wealthy Ward



Most Deprived Ward

Most Wealthy Ward



Most Deprived Ward

Data: Index of Multiple Deprivation, DCLG, 2015. England only

SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Shelley LaRose
Head of Service, Slough Youth Offending Team
(For all Enquiries) 01753 522702

WARDS: All

PART I
FOR COMMENT & CONSIDERATION

SLOUGH YOUTH OFFENDING TEAM UPDATE REPORT1. **Purpose of Report**

This report is to provide an update on developments within the YOT and the Youth Justice arena since the last submission in October 2016 and covering June 2017 – June 2018.

2. **Recommendation(s)/Proposed Action**

The Panel is requested to note the report.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**3a. **Slough Joint Wellbeing Strategy Priorities**

Slough YOT's Youth Justice Plan dovetails into the Slough Wellbeing Strategy, 2016-2020, the priority to protect vulnerable children (Priority 1). This can be seen in the section of the Youth Justice Plan (Appendix A) around managing the risk of harm (particularly around the risk management panel which is multi-agency and focuses on young people at risk of harm, and safety and wellbeing where Children Looked After are concerned), and the voice of the child. Improving mental health and wellbeing (Priority 3) is also highlighted within the Youth Justice Plan and is evidenced by Slough YOT working with various partners within Slough to ensure that work with children with special educational needs and disabilities (SEND) was recognised – via attaining the SEND Quality Mark.

3b. **Five Year Plan Outcomes**

The work of the YOT and its priorities highlighted in the Youth Justice Plan, summarised under the heading Update on Slough YOT's achievements and priorities during 2017/18, helped to deliver the following from Slough Borough Council's Five Year Plan:

- Slough children will grow up to be happy, healthy and successful.
- Our people will be healthier and manage their own care needs.
- Slough will be an attractive place where people will choose to live, work and stay.

In respect of the first 2 areas work undertaken by the Child and Adolescent Mental Health Services (CAMHS) secondee supported this along with all staff participating in relevant training (particularly around trauma) and increased utilising of organisations such as KOOH (on-line counselling) and Daisy's Dream (bereavement/wellbeing). The final bullet point is supported not just by encouraging engagement in community activities, facilitating young people to give back to the community via indirect reparation by working with community groups for example, but also encouraging not just service users but also students, (particularly those on social work placements), volunteers, interns, individuals who have sought work experience etc to undertake work within Slough.

4. **Other Implications**

(a) Financial

There are no financial implications in respect of the priorities since the 2016 restructuring ensured that the YOT worked within the financial envelope given. In addition, the YOT obtains grants to support non statutory. Joint bidding is also looked at, not just within Slough but across the Thames Valley, an example of the latter being in respect of Speech and Language Therapy (SALT) provision which is shared with 2 other YOTs within East Berkshire.

Having delivered services over most of 2017 with several vacancies (as a result of the restructuring), Slough YOT had an underspend of £33,000 which contributed to the Trust savings.

(b) Risk Management

Part of the role of the YOT Management Board is to identify, consider, and as a collective reduce risks (outlined in the following Table) in respect of ensuring effective crime prevention services within Slough. This takes place at meetings and is on going. In respect of vacant / 'new' staff (12 plus over the year) posts, which put a strain on 'old' staff, who had to pick up additional tasks, members of the Board have individually, and collectively sought to resolve issues in a manner that would not result in an overspend. This was demonstrated with the Probation Service covering agency costs in respect of a vacancy related to their secondee. The current outstanding vacancy/financial risk is around a Heath secondee vacancy and this is being addressed by the Chair of the YOT Management Board.

In respect of seeing young people to address their offending and keeping them safe, there is a potential risk if limited / no accommodation is identified when SBC and the Trust relocate to central Slough. This is being addressed at YOT Management Board level.

Recommendation from section 2 above	Risks/Threats/ Opportunities	Current Controls	Using the Risk Management Matrix Score the risk	Future Controls
Health Vacancy in respect of secondment	Children and young people unable to access service speedily, hence additional workload strain on staff and external commissioning	Sending referrals to generic CAMHS and utilising other services	8 (Health & Safety and Economical/ Financial – Marginal impact)	Chair of YOT Management Board will be making an approach to Health with a view of re-establishing secondee
Accommodation to see young people	No where to work with young people when relocated	Utilising St Martins Place, Landmark Place	6 (Health & Safety and Economical/ Financial – Marginal impact)	Involvement with accommodation focus group to be established to highlight needs.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications in respect of the priorities and youth justice services.

(d) Equalities Impact Assessment

An Equalities Impact Assessment has not been required as there have not been any new or substantially revised policies, procedures or functions.

5. Supporting Information

Youth Offending Team progress

- 5.1 There is currently no change planned in primary legislation. As a result, the role and function of YOTs (as defined in the Crime and Disorder Act 1998) remain in force. The youth justice grant remains ring fenced and administered from the YJB.
- 5.2 The YOT priorities are outlined in the Youth Justice Plan 2018 - 2019 (Appendix A). These were submitted to and accepted by the YJB in line with the requirements of the Crime and Disorder Act 1998 (section 40). Progress on processing the priorities, which in the main are partnership priorities (linked to partner plans and priorities) are outlined in Appendix B. The priorities are reported to the YOT Management Board on a quarterly basis.
- 5.3 The Youth Justice Plan highlights the progress of the YOT over 2017/18 and also the fact that since the last report to this Panel the top 3 offences committed by young people within Slough has more or less remained the same (as will be highlighted later in the report). It is important to note that there has been a decrease in young people offending and that the national occurrence of young people being involved in moving drugs across the country (county lines) have not escaped Slough. However as highlighted in the Youth Justice Plan there is a lot of partnership work occurring around this.

- 5.4 The performance section of the plan shows that as hoped for in 2016/2017 the outturn in respect of the national and local indicators was solid with 4 out of 6 indicators (re-offending, custody, first time entrants and ethnicity) being achieved. However 2017/2018 saw a deterioration with only 2 out of the 6 indicators (custody and first time entrants) being achieved. Although there was a slight increase in the outturn of the local indicator around education, employment and training this still remained a 'weak' area, similar to 2016.
- 5.5 During 2017/2018, violence against the person and theft have been the most common offences with a noticeable drop in motoring offences - which had been one of the top three frequently committed offences the previous year. The third top offence now is drug offences followed by sexual offences. While noting that violence and theft were also within the top 3 during the report to Panel in 2016 it should be highlighted that the nature of the violence has changed to violence connected more to the movement of drugs. Hence there is a lot of partnership work being undertaken across Slough, regionally and nationally to protect, prevent and support young people and families caught up in the 'serious youth violence' agenda. The strength of this work is the sharing of information with relevant agencies and partners within and outside of Slough and a way of working where duplication is avoided where young people are working with a range of agencies.
- 5.6 In line with the Crime and Disorder Act the Police, National Health Service and Probation Services have a duty to work with the Council as part of the YOT. The composition and funding for the YOT is outlined in the Youth Justice Plan, highlighting how this occurs. Primarily under the partnership section the plan also highlights the relationships with housing, education, children services (particularly in regards to working with), police and crime commissioner etc. Where children looked after in children's homes are concerned there is a concordat that Slough has signed up to, and which partners follow, which means that these particular young people are not criminalised, but worked with. Notification and joint work with social care also takes part in respect of young people who are placed in custody, whilst in custody and leaving custody.
- 5.7 Following strong performance around CAMHS / health, the relocation of the secondee, and subsequent gap has left this area weaker particularly around the access and timeliness of assessments and treatment. As previously mentioned this is being addressed and hopefully there will be a positive outcome which supports children and young people within Slough.
- 5.8 When asked to produce the Scrutiny Report it was communicated that there were 3 specific queries. Answers to these are covered in both the Youth Justice Plan, this report. However to assist there is a succinct response in Appendix C under Questions and Answers. In respect of success of the work of the YOT Appendix D has Cases illustrating impact/outcomes.

6. **Comments of other committees**

- 6.1 Approval of the Youth Justice Plan was received from the Youth Justice Board 1st August 2018 indicating that the requirement as laid out in their guidance had been met and commending the YOT on the pilot with the Front Door, SEND Quality Mark and partnership work with county lines exploitation and vulnerable young people (Appendix E).
- 6.2 Quality Mark approval in respect of SEND where it was noted that there was a *“very solid base from which to push for Quality Lead status”* (Appendix F). The Quality Mark runs for 3 years.

7 **Conclusion**

- 7.1 Since the last appearance at Scrutiny Slough YOT has sustained progressed as highlighted in the Youth Justice Plan and comments from the Youth Justice Board. In addition the YOT has sought to develop areas which would support not just youth justice but also Slough overall e.g. around SEND, growing our own (students, volunteers etc). This is all during a period of recruiting to and embedding a new staffing group and ensuring that partnership working is maintained to ensure effective tackling of changing agendas.
- 7.2 The biggest risks remain around the lack of a health secondee and the local target of young people who are in the youth justice process not being in education, employment or training hence more at risk of offending, remain a concern. Both areas are being focused on. In conclusion while noting particular challenges it can be said that the strong partnership work, which includes sharing of information, has meant that Slough continues to not just work in ensuring that youth justice services are delivered in line with legislation but also that those at risk of offending are worked with, those who offend are supported to avoid future offending (and protected), and Slough YOT continues to be an effective service where the Youth Justice Board is concerned.

8 **Appendices Attached**

- A - Youth Justice Plan 2018/2019
- B - Priorities Plan Progress
- C - Questions & Answers
- D - Cases
- E - Youth Justice Plan Approval comments
- F - SEND Quality Mark comments

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Slough Youth Offending Team

Youth Justice Plan 2018/ 2019

Plan Summary

In accordance with section 40 of the Crime and Disorder Act 1998, this plan describes the arrangements for the delivery and funding of Youth Justice Services in Slough, and how the Youth Offending team (YOT) will fulfil its statutory functions in relation to reducing youth crime and anti-social behaviour.

Plan Owner: Shelley LaRose,
Head of Service
Slough Youth Offending Team

Version: Final v2.3

Date: 24 July, 2018



A hands-on approach to help children in Slough be
..... Safe, Secure and Successful

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Created by Slough YOT Young Person

**Helping
Everyone
Live
Positively**

1. Introduction

- 1.1 This updated Youth Justice Plan is produced in compliance with the Crime and Disorder Act 1998, Section 40 which stipulates the following:

It shall be the duty of each Local Authority (LA), after consultation with the relevant persons and bodies, to formulate and implement for each year a plan (a “youth justice plan”) setting out:

- a) How youth justice services in their area are to be provided and funded, and
- b) How the Youth Offending Team (YOT) or Teams established by them, whether alone or jointly with one or more other local authorities, are to be composed and funded, how they are to operate, and what functions they are to carry out.

It should be noted that within Slough, children’s services are delivered by Slough Children’s Services Trust (SCST), as highlighted in the 2016-19 Youth Justice Plan.

- 1.2 The produced plan also incorporates guidance from the Youth Justice Board (YJB) and must be submitted to the YJB for England and Wales and published in accordance with the directions of the Secretary of State.
- 1.3 Within Slough, YOT Board membership was stable until April/May 2018 when retirement resulted in a change of membership of the Trust representative and a secondment led to a change of membership to the Chair of the Board. It was anticipated that the Trust representative would change with the start of a permanent Trust Chief Executive taking up post September 2018. At the time of writing, membership was as outlined in Appendix 1. All the new Board members have been/will be inducted by the YOT Head of Service so that they are clear about their roles and responsibilities as a member of the Board. These requirements are also on the top of the agenda for meetings, as a prompt.
- 1.4 During the last 12 months, the YOT Board has looked at/supported the youth justice agenda addressing a range of areas including recruitment of volunteers, children looked after, serious youth violence, identifying and managing risks, speech and language, custody and resettlement, YOT budget/finances, first time entrants, education, training and employment, partnership working particularly around education, early intervention, supporting the community, accommodation to enable staff when working with young people, national standards audit plan, the Lammy (2018) review on black and minority ethnic young people in the criminal justice system, evidencing good YOT practice, the increase in preventative referrals/work, performance, re-offending (particularly predicting and preventing offending), court closures and the impact on practice and young people and their families (hence contributing to the court consultation), seeking the development of the YOT database (which included looking at if it was fit for purpose), maintaining secondees, YOT Inspection changes etc.

- 1.5 Due to the restructuring (following profiling of the YOT and services required undertaken by an independent consultant 2016/17), this year saw the YOT involved in a range of recruitment, while remaining staff covered the vacancies. By January 2018, Slough YOT had recruited and inducted over 10 new staff members in various roles. Having supported these staff members through their probationary periods (a few still to be completed), Slough YOT now looks forward to these new staff developing their practice. A Team Away Day in May 2018, involving all the Team, provided a learning opportunity for staff (including a significant number of new staff) to learn more about each others' roles, to work closer and also to focus on how accountability supports outcomes for young people. The day was described by a new staff member as ***"one of the best days I have been to."*** Achievements over the year noted by staff at the Team Away Day included the bonding of new staff, development of more practice policies and procedures aiming for consistency, increased number of volunteers to support work, increased understanding of ChildView and improved recording, introduction of the Serious Youth Violence "Switch Programme" etc.
- 1.6 A Tombola run on the Team Engagement Day (May 2018) raised over £75. This was donated to Daisy's Dream, a charity that supports children through bereavement. The donation was in recognition of the number of children the YOT works with who have had a bereavement in life contributing to their behaviour, and the increase in violence resulting in serious injury witnessed by young people who may then suffer post traumatic trauma.
- 1.7 Building on working together with social care, Slough YOT has began a three month pilot (started May 2018) by jointly staffing the 'Front Door' and focusing on giving advice and guidance related to 'triaging' referrals made where safeguarding is a possibility. Work with the Leaving Care Team has continued and includes looking at a range of elements which include care and support of children looked after in custody.
- 1.8 During the coming year the YOT will focus on a range of priorities related to preventing offending behaviour and taking into account a range of plans, such as the Youth Justice Board (YJB) strategic plan 2018-21, Safer Slough Partnership (SSP) Plan, Police and Crime Commissioners (PCCs) Plan, Local Safeguarding Children's Board (LSCB) Plan and aims/objectives linked to various other partners and community groups. Relationships will also be maintained with a range of partners who support the criminal justice agenda such as the High Sheriff of Berkshire, Housing etc.

2. Update on Slough YOT's achievements and priorities during 2017/18

- 2.1 Having improved in 2016/17, there was a dip in performance in respect of Local and National indicators for 2017/18, as was anticipated and highlighted in last years plan. Only one of the three National Indicators were met and one of the Local Indicators. This is explored in greater depth within the body of the Youth Justice Plan. The performance for Slough YOT is split in respect of the National Indicators (re-offending, custody and first time entrants) and Local Indicators (accommodation, education, training and employment and black and minority ethnic children in the criminal justice system).
- 2.2 Slough YOT continued to deliver services in line with the YJB grant conditions for Effective Practice, the Junior Attendance Centre (JAC) etc. Where the JAC was concerned the programme has become more structured with young people attaining certificates/qualifications. In-house auditing has been re-established and needs to be built on especially in regards to looking at performance compared to recommendations from Government Inspections.
- 2.3 In October 2017, the Out of Court Disposal Scrutiny Panel looked at cases from Slough YOT and fed back that the ***"quality of decision making for youth cases was... superior."*** Slough YOT also began to compare its work, and will continue to compare it work, with Out of Court Disposals recommendations from the thematic inspection in this area.
- 2.4 Slough YOT continues to work to its vision of **Helping Everyone Live Positively (HELP)**, working in a holistic manner, putting the child at the centre and encompassing the family. This dovetails into the Trust's vision to ensure children are Safe, Secure and Successful through systemic working. Feedback from a parent of a young person, which demonstrates that work with the YOT assists in understanding and changing behavior is as follows:

"I just wanted to say thank you for everything you've done for Zammie. I know it has been a bumpy ride but you always remained positive and been very fair with him even at times when he didn't deserve it. Thank you also for being there to answer my questions and for putting up with my many rants and moans. In a funny sort of way he will miss not coming to YOT. Zammie was made up with his birthday card. It was a lovely gesture."

- 2.5 Achievements over the year included two students passing their placements and obtaining posts within the Trust, the partnership with Brunel University continuing with staff contributing to the recruitment of social work students, canvassing and receiving a significant increase of preventative referrals (ensuring that those in need are receiving robust and targeted interventions etc). A significant achievement was

obtaining the Special Education Needs and Disability (SEND) Quality Mark, which covers the Slough area, for work undertaken with young people who have a range of special needs.

- 2.6 In respect of priorities from 2017/18 the majority of these were completed bar the ones related to accommodation, initial assessments, education commentary on records, screening Youth Restorative Disposals (YRDs), having a young apprentice and supporting social care in respect of remand fostering. Where accommodation is concerned partners were consulted but no alternative rooms, other than those currently used were identified. However taking on board communication in May 2018 that there are plans to relocate Slough Borough Council (SBC) and the Trust, and thus by default the YOT, it is possible that accommodation will be resolved long-term.
- 2.7 Due to the partnership work (locally and across borders) which involves sharing of information, disruption, joint safeguarding and public protection initiatives etc, there continues to be no critical incidents.
- 2.8 Slough YOT seeks to ensure that the voice of the child is expressed in a variety of ways which in addition to the areas that are mentioned later include encouragement of young people to complete Slough Clinical Commissioning Group consultation, having their say in respect of the closure of Maidenhead Youth Court survey etc.
- 2.9 With a near complete complement of staff (see Appendix 2), Slough YOT has begun, and will continue, to improve practice. It will also continue to raise its profile, using a range of mediums and networking which includes utilising the website, attending and supporting partners at various events/forums e.g. Freshers' Fairs, conferences etc.

3. Slough YOT 2018/19 Priorities

3.1 Taking into account the work that has taken place in respect of criminal justice over 2017/18 by the YOT and partners, it is intended to build on this during 2018/19 by way of the following partnership approach:

1. Continue to be involved in the outcomes of the Strategic Framework Review – Partnership Work related to violence and vulnerability
2. Continue to be involved in the outcomes from the Safer Slough Partnership consultation in regards to serious youth violence and county lines
3. Support various local and national agendas by focusing on areas such as counter terrorism, trauma-informed practice
4. Continue to monitor and where necessary address disproportionate representation of children and young people from Black and Minority Ethnic (BAME) backgrounds in the youth justice system – starting with work in respect of the increase of Roma young people who are entering the criminal justice system and are also not in education, employment or training
5. Address transitions between services
6. Monitor safety in custody
7. Participate in the Haybrook parenting bid/project if the application is successful
8. Ensure systems are in place to support young people within the criminal justice system who are also children looked after
9. Undertake at least two self assessments linked to government inspections and a review around the YOTs preventative work
10. In recognition of the increase of young people remanded into the care of the Local Authority the YOT Board looks at use of the remand spend, and if it is excessive support a request for an increase of additional funding
11. Revitalise restorative justice practice and increase reparation placements building on/developing current reparation projects with the support of partners
12. Consider the court duty rota if the local youth court in Maidenhead is closed
13. Manage an increase of preventative referrals identifying new opportunities/resources, increasing group work and maintaining partnership working.

4. Evidence of Performance

4.1 Slough YOT reports on its performance in two ways. It reports to the YOT Management Board on a local level about current cohorts, using in-house data and sources. The other reporting is by explaining its position when compared with the other Thames Valley YOTs, Family Comparison YOTs, the South East, and also nationally. The data for this latter report (National Indicators) is produced and published by the YJB and is broken down looking at the following:

- First Time Entrants (FTE) to the Police National Computer (PNC) rate per 100,000 of 10-17 age group population
- Use of custody rate per 1,000 of 10-17 age group population
- Re-offending rates after 12 months (focusing on approximately 18 months previous data)

Indicators		Q1 2017/18 (Apr-Jun)	Q2 2017/18 (Jul-Sep)	Q3 2017/18 (Oct-Dec)	Q4 2017/18 (Jan-Mar)	End of Year performance 2017/18	End of year performance 2016/17	Local Targets 2017/18
1	Rate of proven re-offending by young offenders NOTE: This is a measure time-delayed by 18 months	33.3% (11 of 33)	36.8% (7 of 19)	30.0% (6 of 20)	30.0% (3 of 10)	32.9% (27 of 82)	25.8% (33 of 128)	25.8% or less
2	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	0.0% (0 of 19)	9.1% (2 of 22)	6.3% (1 of 16)	17% (3 of 18)	8% (6 of 75)	5.1% (4 of 79)	5.1% or less
3	First time entrants to the Youth Justice System aged 10–17	15 Entrants	13 Entrants	13 Entrants	17 Entrants	58 Entrants	63 Entrants	62 Entrants
4	Young offenders engagement in suitable education, employment or training at end of their Order	58.3% (7 of 12)	35.3% (6 of 17)	52.0% (13 of 25)	50% (9 of 18)	48.6% (35 of 72)	31.0% (22 of 71)	70% or more
5	Young offenders access to suitable accommodation	91.7% (11 of 12)	88.2% (15 of 17)	96.2% (25 of 26)	89.5% (17 of 19)	91.9% (68 of 74)	83.3% (70 of 84)	95% or more
6	Ethnic composition of offenders on Youth Justice System disposals	34.6% (9 of 26)	48.1% (13 of 27)	51.9% (14 of 27)	59.1% (26 of 44)	50.0% (62 of 124)	46.5% (53 of 114)	63% or less

Table 1: Summary of 2017/18 Performance Indicators

4.2 Table 1 highlights Slough YOT’s performance for 2017/18. It shows that Slough did not meet two out of six of the Local and National Performance Indicators. The most significant improvement from the previous year was in the number of young offenders accessing suitable accommodation, rising from 83.3% in 2016/17 to 91.9% in 2017/18.

4.3 Rate of proven re-offending by young offenders: Slough YOT’s end of year performance is 32%. In respect of re-offending since 2014, this has fluctuated, as indicated in the following chart 1 (in-house data). Although the risk of re-offending has risen slightly, it should be noted that the cohort is smaller – with the number of children re-offending falling from 33 in 2016/17 to only 27 in 2017/18 (in-house data). It is also important to note that positive performance is reflected when compared with national re-offending figures, which were 42.6% in 2014/15 and 42% in 2015/16 (census data only available up to this period).

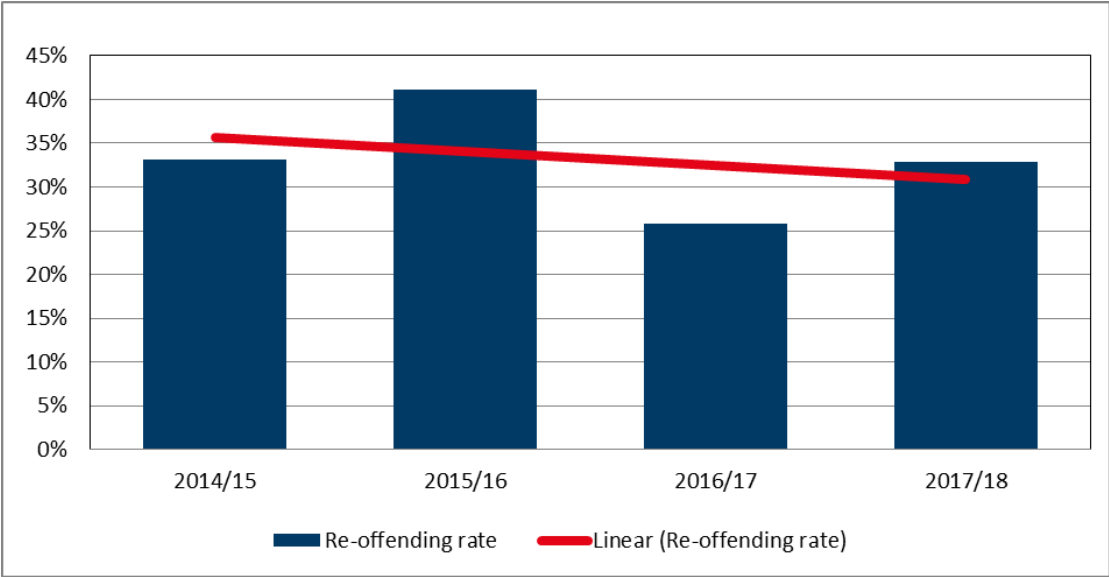
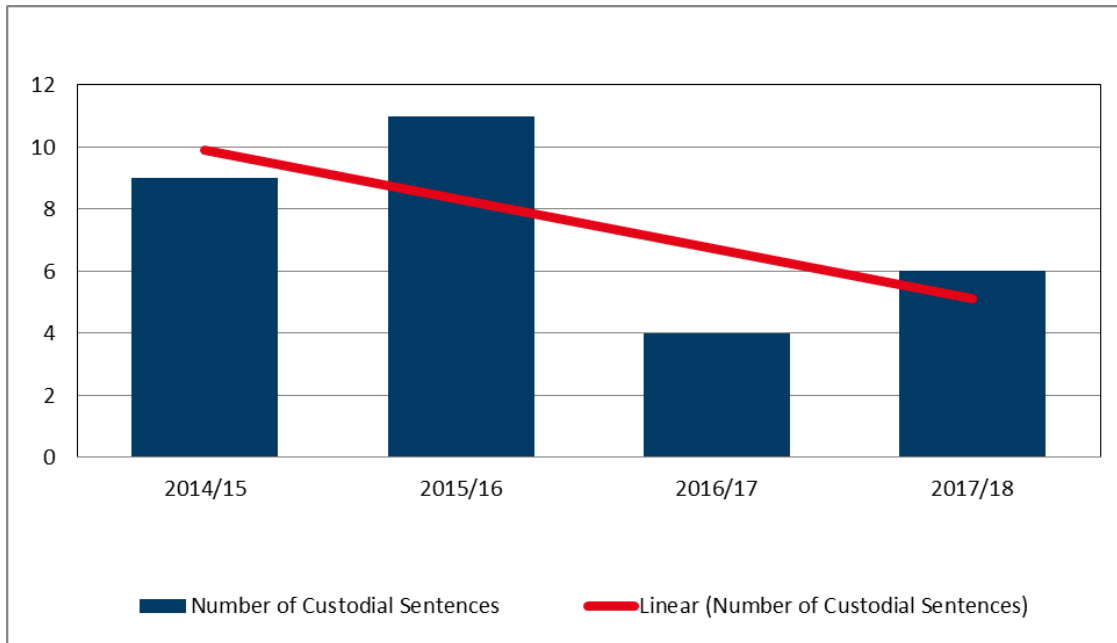


Chart 1: Re-offending from 2014 - 2018

4.4 During 2017/18 there was an increase, from four to nine young people who were remanded in custody, either in a Secure Training Centre (STC), Young Offenders Institution (YOI) or a custody status programme. All of the remands were for serious offences such as robbery, rape, grievous bodily harm, possession of a weapon etc. Due to the increase Slough YOT Board requested a ‘deep dive’ exercise to consider if offences committed could have been predicted and prevented. While there were recognised opportunities for earlier intervention and partnership working with some of the cases analysed the overall conclusion was that the offending committed in the cases looked at could not have been predicted, hence prevented. In regards to time spent on remand, due to the serious nature of offending and trials etc, this increased from 14 days to 80 days.

4.5 People within the Youth Justice System receiving a conviction in court who are sentenced to custody: A total of six young people received custodial sentences for offences including grievous bodily harm with intent and attempted rape. This demonstrated that custody tended to be given for serious offences.

Chart 2:



Custodial Sentences from 2014 to 2018

4.6 Chart 2 and Chart 3 show that the linear trend of custodial sentences fell year on year, with a relatively small increase of two in 2017/18 from the previous year. Despite this slight increase in the number of custodial sentences received this year to six, it is still much lower than the previous five years (nine in 2014/15 and 11 in 2015/16.) This trend also coincided with the increase in the number of violence against the person, drugs and sexual offences in the last few years that in the main received custodial sentences. When compared with national figures, Slough YOT has been performing better at closing the gap since 2014. This is evidenced when noting that in 2014 Slough’s custody rate was 0.96 while the national rate was 0.44, and by 2018 Slough’s custody rate was 0.45 while the national rate was 0.41.

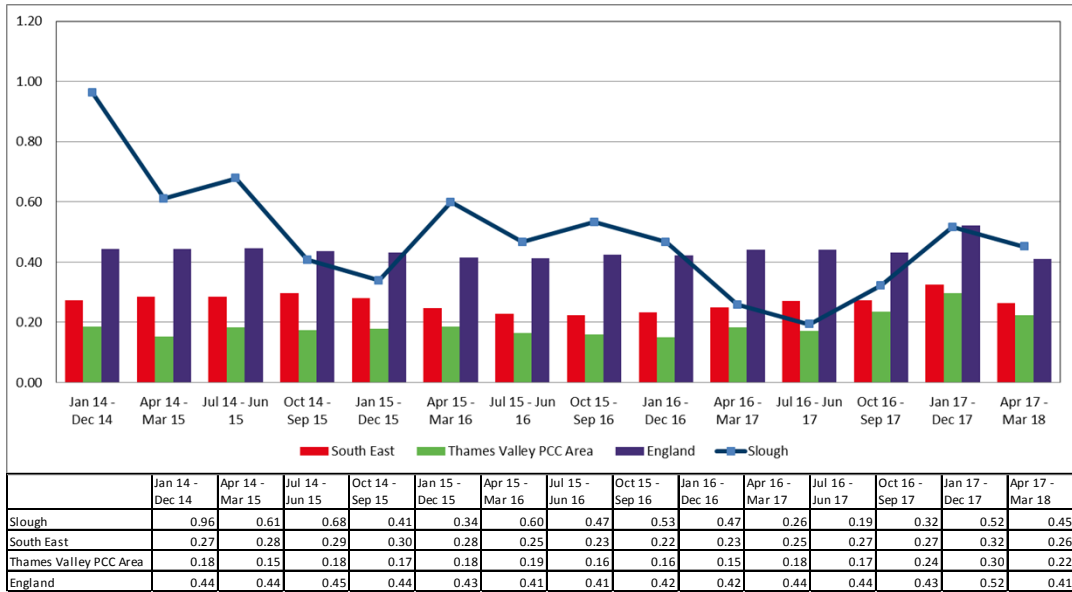


Chart 3: Custody Rate per 1,000 Young People from 2014 to 2018

4.7 First Time Entrants (FTEs) to the Youth Justice System aged 10-17: Chart 4 shows that since 2015, FTE figures have been on a steady decline and are at the lowest over the last three years and below the target of 62. In 2017/18, numbers fell to 58. The outreach work in schools resumed and continued to create awareness of the law and divert young people from committing offences thereby supporting this indicator.

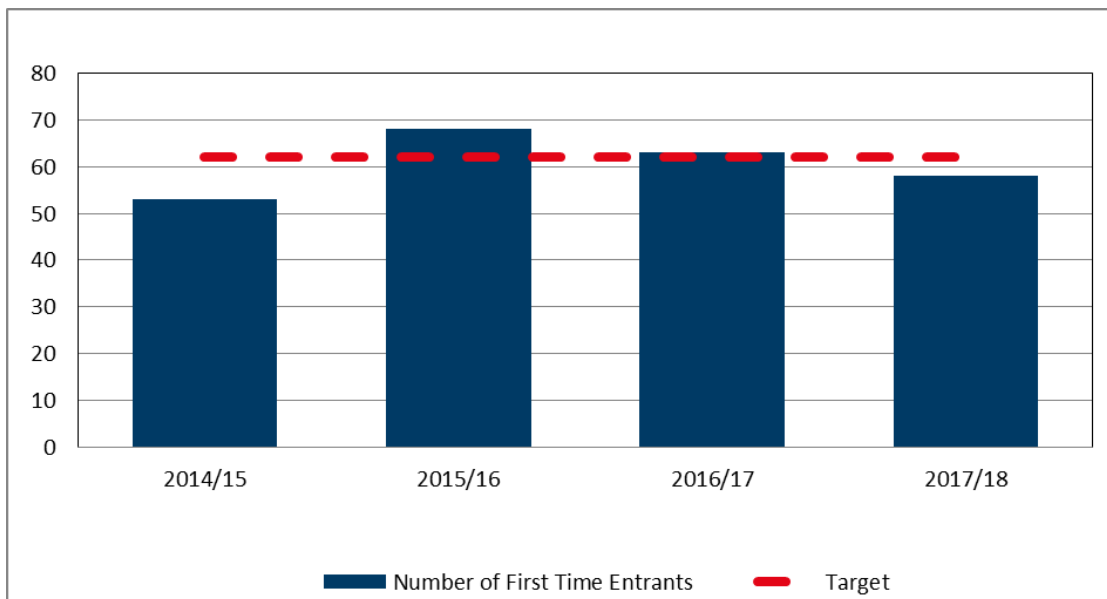


Chart 4: First Time Entrants from 2014 to 2018

4.8 Chart 5 represents the rate of First Time Entrants as per 100,000. This has remained relatively close to London statistics since 2014 with the gap gradually closing and nearly matching Slough figures towards the end of 2017.

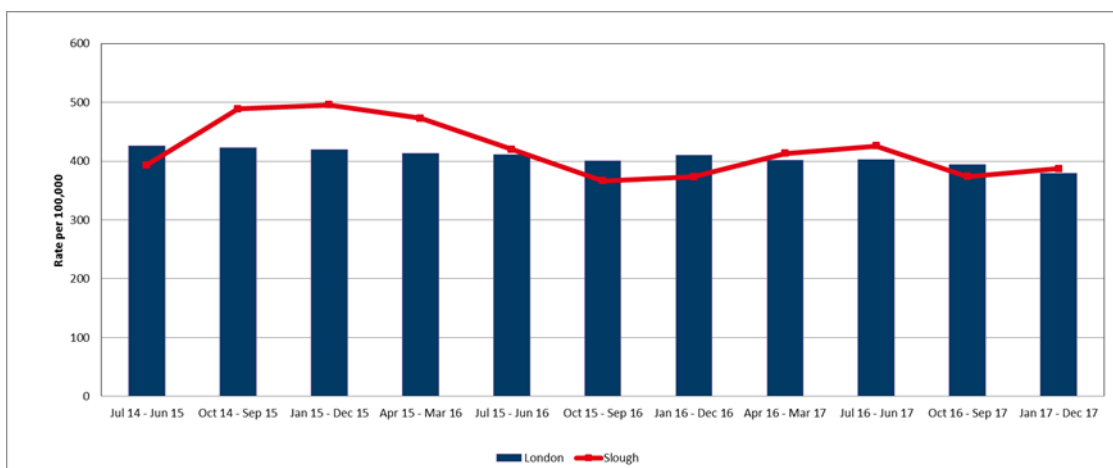


Chart 5: First Time Entrants rate per 100, 000

- 4.9 Summary of 2017/18 Performance against YJB National Indicators: Slough’s FTE rate of 387 per 100,000 of 10-17 age group population (January 17 to December 17) was above the national and YOT comparison groups; however there has been improvement from last years rate of 420. Regarding re-offending rates (July 15 to June 16), Slough’s binary rate of 47.8% was slightly above the national average of 42%, but still below the London average of 47.9%. In respect of the use of custody rate per 1,000 of 10-17 age group population (April 17 to March 18), Slough YOT’s custody rate of 0.45 was marginally higher than national statistics, which was 0.41.
- 4.10 Local/diagnostic performance indicators: As previously mentioned, this relates to young peoples’ engagement in suitable education, employment or training, BAME within the criminal justice system, and accommodation status of young people the YOT works with. Slough YOT has been actively addressing and tackling the issue of young people who are Not in Education, Employment or Training (NEET) over the year with some visible success.
- 4.11 Slough YOT is an active member of the LSCB Education Subgroup which has helped to support improvement in this area, and also attends the Pupils Educationally at Risk (PEAR) panel on a monthly basis to focus on children at risk and/or those who are not receiving the education they should. Slough YOT has built an enhanced working relationship with the local Pupil Referral Unit (PRU), Haybrook, and attending the PRU weekly to support the more complex needs of young people. Slough YOT has also been successful in re-establishing working relations with Services for Youth by attending bi-monthly meetings, increasing referrals to Services for Youth during the interventions with young people. To support transitions and ensure continuity, exit strategies are utilised. These also include referrals to Autism Berkshire (for those diagnosed with autism where support is needed for young people and parents), encouragement to make contact with the online counselling resource supporting well-being referrals to KOOTH, Daisy’s Dream etc.
- 4.12 Via the Virtual school, access for young people to numeracy and literacy support that help improve their skills is still set up. Work to enable Children Looked After (CLA) and Care Leavers (CLs) takes place via a range of ways, including the YOT being part

of the Education, Employment and Training (EET) Strategy Delivery Group which is a SBC and SCST collaboration.

- 4.13 Despite a range of partnership activities, development in this area continues to be slow. However, Slough YOT Management Board members and various partners continue to seek to support young people attaining either education, employment, or training. Examples of this includes the education representative taking young people Not in Education, Employment or Training (NEET) to the Fair Access Panel on behalf of the YOT, the Virtual School offering access to additional numeracy and literacy classes etc.
- 4.14 There has been recognition in the number of young people in the local PRU/Haybrook who would benefit from parental support to attain the education achievement, staying in education etc. Along with Haybrook, partners, and parents, the YOT is thus part of an Innovation Fund bid (April 2018) which, if successful, will focus on enabling parents to support young people at the unit to successfully move into EET.
- 4.15 During the year, Slough YOT has also worked with partners around the Children Looked After and Children Leaving Care story, related to EET. Although the majority of this cohort have been in custody, joint work has looked at how they are supported, and where there is a requirement for additional support, how this is identified and facilitated. Such work has resulted in an increase in visits to young people in custody from relevant partners (e.g. social care), Education Health Care Plans (EHCPs) checked and monitored etc. For the few young people being released, transitional meetings with Probation take place so that not just EET needs, but also accommodation needs, are addressed. This work is supported by the involvement Slough YOT has with Slough's Education, Employment and Training Strategy (2017-20) for Children Looked After and Care Leavers.
- 4.16 The proportion of young offenders who are BAME increased during 2017/18, from 46% of offenders to 50%, which is still below the target of 63% (2011 CENSUS). At the time of writing, there were no concerns related to disproportionality, as highlighted in Lammy's review (September 2017) looking at the treatment of, and outcomes for, BAME individuals within the criminal justice system. Although no concerns from the Lammy Review were apparent, what has been noted since March 2018 is an increase in Roma young people coming into the criminal justice system who are not in EET. Partnership work has thus begun, and will continue, to address this matter.
- 4.17 During 2017/18, violence against the person and theft have been the most common offences with a noticeable drop in motoring offences - which had been one of the top three frequently committed offences the previous year. The third top offence now is drug offences followed by sexual offences. Drug offences have continued to increase and targeted work is still being carried out alongside these young people with groups and universal sessions implemented this year. For those who receive custodial sentences, case managers ensure that resettlement into the community is seamless via attendance at review meetings within custodial institutions and partnership working with relevant agencies which includes Probation etc.

5. Safeguarding

- 5.1 With the increase of young people involved in the movement of drugs the LSCB has incorporated the YOT into the new thresholds. In addition, over the year, a range of safeguarding discussions at the LSCB, which Slough YOT is a member of, have taken place. In addition the YOT contributed to the Business Plan and priorities related to internet safety, Child Sexual Exploitation (CSE) etc. Slough YOT also contributes to the safeguarding agenda by being part of groups related to CSE and also contributing to the CSE audit of cases.
- 5.2 With the increase in serious youth violence the requests for attendance at child protection meetings has increased, as has requests for attendance at partnership meetings to tackle serious youth violence to prevent it becoming the norm. The sharing of information, in line with legislation, is also used to support this agenda. All staff continue to be up to date in respect of safeguarding and CSE training.
- 5.3 Discussions on safeguarding continue to take place within a range of meetings within the YOT and safeguarding remains a standard agenda item at Team Meetings, Senior Management Meetings, supervision and appraisal sessions with staff. All YOT staff are aware of how any safeguarding issues can be escalated and the YOT has contributed to the recent revised Thresholds process, as previously mentioned.
- 5.4 During 2017/18, Slough YOT, along with other Berkshire YOTs, maintained a strong relationship with the courts, attending biannual court user meetings and also contributing to the court's annual general meeting by delivering presentations. Unfortunately the former forum had to end due to a reduction in court resources, however, it is planned to maintain open communications and maintain positive working with the court on the agenda by utilising established methods of work etc. In anticipation of the closure of the local youth court, Slough YOT (following consultation which Slough YOT and YOT Board partners contributed to highlighting the detriment of such action for Slough families) has in partnership with the majority of Berkshire YOTs trialled a joint week day court duty system, similar to the weekend shared rota which has now been established for several years. In respect of providing a service to the courts, the following comment from one of the Judges, evidences that this occurs: ***“Helpful reports with reasonable proposals given the statutory obligation of the YOT to find credible alternatives to custody for children and young people.”***
- 5.5 In June, Cyber Prevent training was commissioned and delivered by Thames Valley Police. This was joint training (involving the YOT and partners from the Channel Panel – Health, Probation, Community Safety, Services for Youth, and Social Care) focusing on young people who could be drifting into cyber crime or at risk from their online cyber dependent activity. The team also undertook trauma training (which focused on development, attachment, emotional and mental health etc) in youth justice to support this area of work. Due to the integral part special educational needs plays and speech and language, the speech and language worker delivered training around identifying and supporting hidden communication needs for staff. The seconded

CAMHS worker was also utilised to support safeguarding, raise mental health awareness with staff, undertake joint assessments and also facilitate young people transitioning to community mental health adult services.

- 5.6 Attendance at the Sexual Exploitation and Missing Risk Assessment Conference (SEMRAC) continues along with use of the CSE indicator tool when making referrals. Similarly the sharing of information with the Multi-Agency Safeguarding Hub (MASH) in order to identify the correct services and who needs to be involved with individuals etc. in order to safeguard. Partnership working in these areas has enabled timely, relevant and appropriate responses/work by the right individuals/services. In addition Slough YOT is involved in a pilot working relationship with social care which involves working with 'First Contact' by supporting social workers with new referrals and assessments, triaging and identifying safeguarding/preventative pathways as well as when safeguarding thresholds are met.
- 5.7 At the time of writing there continued to be no identified safeguarding issues in respect of young people in custody where Slough YOT was concerned, and staff continued to discuss secure accommodation with the few people within, and exiting, custody. However, what has and continues to be noticeable within Slough is the increase of children and young people, from a younger age, involved in moving drugs and thus offending/knife related crime. While acknowledging the offending aspect of this behaviour the partnership within Slough YOT and also Slough locality recognise, and seek to address, the safeguarding aspect. Hence Slough YOT has been involved in planning a range of projects to occupy children and young people, particularly during holiday periods, and working closely with families to protect their child.

6. Managing the risk of harm

6.1 Within Slough, as highlighted in the safeguarding section, there has been recognition of the overlap between safeguarding/vulnerability and violence. While acknowledging the current lack of an overarching policy to address this Slough YOT and partners work collaboratively on this issue in a consistent manner. Examples of such include:

- Participating in the Thames Valley Police/Police Crime Commissioner strategic framework review into violence and vulnerability. Part of this was advocating an overarching strategy and also a toolkit that all partners could utilise
- Participating in the Safer Slough Partnership consultation to revisit the gangs/serious youth violence situation within Slough identifying need and advocating if possible a mentoring scheme and ways of exiting 'county lines' for those seeking to escape from risky and unsafe situations they find themselves in. This builds on the previous years work within Slough around this area, including the Slough Locality Review (2017) which sought to understand and look at the links between serious group offending, local 'drug markets' and vulnerable individuals
- Sharing good practice and 'in-house' tool kits such as a safety plan to use with young people
- Expanding the weapons awareness programme incorporating additional schools along with Slough and Eton, such as Wexham School (delivered to over 1,000 individuals) etc. This programme is supported with substance awareness sessions and workshops which are evaluated on an on-going basis with feedback from 87 out of 89 (98%) pupils in January 2018 rating the workshop they experienced as "ok," "good" and "great." Comments also included "***That was better than I expected... I actually learnt something.***" (CC17)
- Newly developed serious youth violence workshops which raise awareness of peer groups and gangs, county lines, social media, medical implications (delivered by Wexham Park Hospital) etc. The aim is that with education, support and guidance, children and young people will avoid serious offending

6.2 Slough YOT holds a Risk Management Panel which is multi-agency and focuses on young people at risk of harm, and safety and wellbeing (particularly Children Looked After). Risk levels considered stem from the YOT AssetPlus (assessment tool) where young people are coming out at a medium or high level where risk of harm and/or re-offending is concerned. At this panel, colleagues check that plans are robust enough and suggest elements that can support the young people and their families. Cases where custody is a potential are also considered and, more recently, cases where a Criminal Behaviour Order (CBO) is desired, along with cases where young people are believed to be involved in 'county lines' (moving drugs) have been on the agenda. To support the objectives of practice development within Slough YOT, elements of the signs of safety model supports risk management at this Panel.

6.3 Victim work decreased over the year, for a range of reasons, however, the worker continued to support victims of crime. The need for young people to repair the harm

caused by their offending by completing both direct and indirect reparation remained unchanged. Indirect reparation was centred on the allotment project and sessions at local community centres/Aik Saath. Britwell Library and community centre were also used. An internal evaluation, however, indicated that reparation placements would benefit from being developed further. With the retirement of the victims lead, victims work will also need to be focused on during the coming year. Prior to their departure, work had begun in respect of ensuring that all victims were contacted and interventions undertaken if requested.

- 6.4 Partnership working with agencies such as the Police, members of the Community Safety Partnership (CSP), Probation, and Schools etc. continues with a specific focus being on protecting the public. While all partnerships are of equal importance it is worth highlighting the intense training programme undertaken with East Berkshire College (aka Langley College, now known as Windsor Forest College Group) around drugs and weapons. This programme is linked to the work Slough YOT has been undertaking around serious youth violence and is linked to county lines. To support work in this area, various partnership training has taken place with consultants specialised in this area and Slough YOT producing a safety plan tool and sharing it with the YJB so that other YOTs can use it, similar to Slough YOT using it with young people and their parents who feel vulnerable and at risk.
- 6.5 Slough YOT is part of the Serious Youth Violence Forum (SYVF) meetings which focuses on young people involved in 'gangs'. Over the year, despite a range of partnership activities and a range of successful Police operations the level of serious youth violence, particularly violence involving weapons, has increased. This has been for a range of reasons, some contradictory, highlighted by a recent survey by Slough Youth Parliament. This 'Make your Mark' consultation highlighted that young people carried knives in order to offend and also in order to protect themselves from others. Attendance at the SYVF has ensured that preventative referrals, linked to serious youth violence, are targeted and identify those most at risk of being involved in crime or anti social behaviour in the locality. Slough YOT has completed Weapons Awareness training with college staff enabling them to recognise signs of serious youth violence and giving them the ability/knowledge to signpost individuals for safeguarding/targeted support.
- 6.6 The increase in youth violence has led to not only solutions being sought in the forums previously mentioned but also at the Organised Crime Group (OCG), set up in 2017, which in partnership focuses on young people at risk of becoming involved in organised serious crime. Meetings also take place regionally and nationally with the development of this agenda with everyone seeking to not just protect the public, but also safeguard, not just working together but also responding to the needs of children and young people, and their families, offering solutions where possible.
- 6.7 In recognition that offending linked to serious youth violence is not have a short term solution the YOT and its partners are committed to medium/long-term joint working, and learning from areas who have found solutions for this type of offending. Meetings with Thames Valley Headquarters, the YJB, and the Ministry of Justice (MOJ) etc have also taken place, to consider how various agencies can contribute to

stopping offending in this area, and will be on-going. Linked to serious youth violence the use of CBOs are being looked at as a solution to reduce offending. This is in line with guidance from the YJB and an agreed procedure (which underlines fairness and equality while promoting credible and realistic prohibitions and conditions to enable young people to avoid committing anti-social acts). The courts have also taken on board training linked to making CBOs. At the time of writing there are discussions around applications for CBOs which may result in them increasing over 2018/19.

- 6.8 In support of the Prevent Duty Guidance the Head of Service attends and works in line with the Prevent meetings/strategy which includes sitting on the Channel Panel. At the time of writing no young people on the YOT caseload had been convicted of an extremism related offence.

7. Structure and governance

- 7.1 Towards the end of the financial year, the Chair of the YOT Management Board was offered a secondment promotion at Thames Valley Police Headquarters. Hence, since April 2018, there has been a new Chair. Similar to the substantive YOT Management Board Chair this interim Chair is also the Local Police Area Commander. The only other change of the membership is in regards to the Chief Executive of the Trust who retired May 2018. Just prior to that her deputy sat on the Board and in June 2018 the interim Chief Executive attended. It is anticipated that when the permanent SCST Chief Executive comes into post in September 2018, she will be a regular attendee. Membership of the Management Board is indicated within Appendix 1.
- 7.2 The YOT Management Board fulfils its duties in line with the Crime and Disorder Act requirements, performance, completion of national standard audits etc. Topics covered on the Board agenda continues to not only enable the Board to hold the YOT to account, in respect of its practice, but also to challenge each others partnerships and agree how partners can together support the agenda of youth crime, overcoming barriers to effective multi-agency working and also making an effective contribution to delivering against key youth justice outcomes. The Board has a structured agenda which assisted it in doing business. It also looks at joint work/support for those at risk of offending.
- 7.3 Areas considered by the Board since June 2017 include a Speech and Language Therapy (SALT) presentation highlighting how the current SALT resource is used within the YOT, performance, finance/resourcing (always mindful of grant conditions), performance indicators, good practice/successes, resettlement etc. In respect of SALT it was noted in the preventative in-house evaluation in June 2018 that “**...continued referrals to the speech and language therapist had been effective and assisted in educational progress at school.**” Education has been a standing item on the agenda due to the Board’s recognition that it is a challenging area.
- 7.4 Slough YOT is part of the SSP, attending regular meetings and contributing to solutions related to crime within the community. The focus over the year has continued to deal with violence, building on the local assessment of gangs that took place in February 2017 which the YOT contributed to, submitting a report focusing primarily on serious youth violence. This work comes under the partnership priorities theme of Protecting People, encompassing young people and gang violence, modern slavery and criminal exploitation and child sexual and criminal exploitation. Work with the SSP overlaps that of the Local Safeguarding Children’s Board, Local Criminal Justice Board (LCJB) etc.
- 7.5 Slough YOT continues to seek to ensure that its work complements the work of partners wherever possible. This involves attendance at a range of meetings, under the umbrella of the Thames Valley Local Criminal Justice Board (TVLCJB). The purpose and vision is to reduce crime, harm and risk by increasing the efficiency, effectiveness and credibility of the Criminal Justice System, particularly by diverting children and young people from the criminal justice system. Slough YOT continues to work to

targets identified in plans such as Slough Borough's Council's plan that has a priority that all children and young people will have the best start in life and opportunities to give them positive lives. Slough YOT's Youth Justice Plan also dovetails into the Slough Wellbeing Strategy, 2016-20, the priority of which is to protect vulnerable children.

- 7.6 Work with Brunel University goes from strength to strength and Slough YOT has had two students over the year graduate as a result of undertaking a placement at the YOT. Reflecting on the work over the last five years with not just Brunel University but also other higher educational establishments such as Royal Holloway University, Slough YOT is pleased that at least seven of the students supported have gone on to work within Slough Social Care, mainly in the children's sector, and of those at least two have acquired management status.

8. Workforce development

- 8.1 A consequence of the independent 2016 profiling of risk and need of Slough YOT was that it had a restructure in May 2017 which resulted in the lost of some staff and recruitment of new staff. With the reduction in statutory work nationally and the profiling of the work of the YOT/needs, a new staffing structure was agreed and implemented began May 2017 with the majority of changes and new staff starting between the months of July 2017 and January 2018. Probation and induction periods for the various staff should be completed by the end of February 2019 (due to recruitment challenges). In respect of the new structure there are two vacant roles to recruit to at the time of writing.
- 8.2 Training continues to be used to improve practice within the YOT in a professional as well as personal manner. With the major restructuring that took place, and amount of new staff, an investment has been made to develop staff. This is supported via appraisals (focusing on preventing offending, safeguarding/risk to the public and diversity), supervisions, Team meetings, partnership working and partner liaisons. Hence during 2017/18 training took place in respect of exploitation and violence, General, Data Protection, Regulations (GDPR), Modern Slavery, AssetPlus, induction for new starters, trauma training (particularly to assist working with those involved in serious youth violence), gangs/county lines training (which partners were invited to), East Berkshire against violence etc. Slough YOT continues to be part of the London YOT training consortium which equips staff in respect of specialist criminal behaviour training which includes training linked to working with sex offenders – Desistance/Good Lives/Pathways and Planning, Quality Assurance – Effective Management Oversight, Unconscious bias, managing risk, Assessment Intervention Moving on (AIM) for young people who commit sexual offences etc. All staff can also access training from the Youth Justice Interactive Learning Space (YJILS) and Community Care Inform.
- 8.3 Following a needs analysis the YOT training strategy has been updated to cover 2018-20 and ensure that not only can staff in their first years at the YOT continue to develop but so too can those who have worked with the YOT for several years. The strategy aims to support consistency of practice as well as equip staff in regards to knowledge and skills linked to effective practice and performance in an area that is multi professional/multi-agency as well as forever changing.
- 8.4 In addition to receiving training staff within the YOT, Slough YOT also delivered training to colleagues, partners and young people. These included weapons awareness, substance misuse, what the YOT does etc. Young people attending the Junior Attendance Centre (JAC) have undertaken first aid training and received level 1 passes, as well as acquiring Assessment and Qualifications Alliance (AQAs) in various areas of competencies e.g. 6 young people received budgeting AQAs.
- 8.5 Concerns in respect of the YOT's recording system/database - AssetPlus/ChildView - has reduced due to ongoing work with the providers CACI and the YOT gaining two workers who are more familiar and skilled in working their way around the database

and supporting staff. Additional AssetPlus team training, undertaken by CACI, has also helped along with the re-establishing of an admin morning. Practice is also developed via attendance at monthly Practice forums, Risk Panels, Team Meetings, informal multi-professional discussions, reflective conversations and challenging conversations.

- 8.6 Staffing is in line with the Crime and Disorder Act 1998 which continues to demonstrate a contribution to the year on year reduction of youth crime nationally. In regards to statutory partner contributions via secondments this occurs with Health and the Police. Unfortunately Probation has advised a current inability to second due to staffing pressures. They thus currently fund 0.5 agency staff as their contribution and have agreed that the YOT can recruit a 0.5 worker to cover this vacancy. Specialists continue to be part of the team make-up to ensure that a holistic service is provided.
- 8.7 The staffing make-up for Slough YOT is outlined in Table 2 with Table 3 highlighting ethnicity and gender background and incorporating volunteers. During the year focus of work remained on the increased number of preventative cases being referred. However as of May/June 2018 a gradual increase in statutory cases can again be seen, related it is believed, to young people who were released under investigation now being processed. In addition, linked to the 'county lines' (where young people chose to or are coerced to move drugs around the country) there is an increase in young people coming into the criminal justice system for more serious crimes.

Type of Contract	Strategic Manager (PT)	Strategic Manager (FT)	Operational Manager (PT)	Operational Manager (FT)	Practitioners (PT)	Practitioners (FT)	Administration (PT)	Administration (FT)	Sessional	Students/Trainees	Total
Permanent		1	1	3	5	4	1	3	5		23
Fixed-term					3						3
Vacant					2	2					4
Seconded Probation											0
Seconded Police				1							1
Seconded Health (Mental Health)						1					1
Seconded Health (Speech & Language)					1						1
Total	0	1	1	4	11	7	1	3	5		33

Table 2: Number of staff at YOT by contract type (June 2018)

Staff	Ethnicity				Vacancy	Total
	Asian	Black	Mixed	White		
Female	4	4	2	6		16
Male	11	7	4	17		39
Vacancies					4	4
Total	15	11	6	23	4	59

Table 3: Number of staff at YOT by gender and ethnicity type (June 2018)

9. Children and young peoples' voice

9.1 The voice of the child and young person is integral to the work of the YOT to show progress, and impact is monitored not just within records but also programmes undertaken. In respect of this, evaluations are produced on a quarterly basis and staff are encouraged to seek feed back from young people, in order to assess impact and also identify good practice, practice that needs developing or changes in interventions. Feedback over the year has included:

Serious Youth Violence programme – ***“I never heard of debt bondage but some of my friends have definitely been sucked into that, I’d never accept nothing now,”*** and the programme helped me ***“understand more about crime, how I can stay out of trouble and keep safe”*** and plan for the future.

JAC – ***“I think the support is very good and educational and useful.”***

Drugs and Weapons Awareness – ***“Needed to be longer,” “very credible and knowledgeable,”*** and ***“would be good to include college procedures and how this relates to Langley College.”***

Offending work – ***“I need to think before I act because every action has a consequence,”*** liked the ***“positivity and enthusiasm of my worker to help me”***; ***“they were all very supportive ... they made me understand that my offence was very bad and made me reflect on my decisions due to the outcome.”***

9.2 The voice of the child was supported via attendance events such as Poetry in the Park, hosted by partners Empoword/Aik Saath which gave young people the opportunity to highlight issues important to them and their lives. With Empoword the regular Host is the Youth Ambassador who sits on Slough YOT Management Board.

9.3 Although it is not always articulated in writing it is important to note that via the holistic way Slough YOT staff work carers/parents also communicate their views on the work staff undertake with their child, how to work together, how their child can be helped etc. Examples of these communications are as follows:

- **TW – ‘More settled in himself with his behaviour and attitudes towards people in authority, got himself back into mainstream school, grateful for all the help from the YOT’**
- **RD – ‘The overall support offered by the YOT parenting worker was excellent and the service offered was outstanding’**
- **SF - Parenting sessions have “helped a lot” and “made a big difference with our son and how we parent him.”**

9.4 During the year Slough YOT has consolidated the work around special educational needs where young people are concerned, with the result that Slough Area Partnership was awarded a Quality Mark in acknowledgement of its joint working,

process and practice to secure better outcomes for young people with special educational needs in the youth justice system. In the awarding of this Quality Mark it was noted that **“Weaknesses in systems and process have been systematically addressed through joint action planning and change implantation programmes.”** In regards to seeking to ensure that resources meet the needs of young people and are understandable the SALT worker has not only supported the team with on-going training but also changed/produced specific young people friendly resources and been involved in strategies to increase the number of young people that are seen and therefore supported.

- 9.5 In conjunction with Bracknell Forest and the Royal Borough of Windsor and Maidenhead YOTs, and via the National Health Service (NHS) East Berkshire, Slough YOT has managed to retain provision of the afore-mentioned speech, language and communication therapy resource one day per week. Specifically, in addition to what was previously highlighted this worker assesses young people’s speech, language and communication needs providing direct targeted intervention and also up-skills the YOT staff in respect of recognising and supporting speech, language and communication needs (SLCN). Development needs in respect of this resource is linked to increasing the number of young people seen, so that support is more in line with the findings of the research that 42% of service users have speech, language and communication needs. Work in this area is linked to the Children and Adolescent Mental Health Service (CAMHS) Transformation Plan in East Berkshire, East Berkshire SEND Service development and the Prison Reform Report ‘In Care out of Trouble’.
- 9.6 Being part of the Autism Community Engagement Network enables the YOT to ensure that the voice of the child is heard by ensuring special educational needs and disabilities are met. Support for this agenda also occurs via the Liaison and Diversion programme which supports young people coming onto the criminal justice pathway by ensuring that they have the right services which have positive impacts that result in outcomes to prevent offending. The programme works by assessing needs, identifying partners to support the needs and where necessary fast tracking the provision of these services. The process is carried out in conjunction with the YOT. The foundation for working with children and young people in the criminal justice field is communication and the following comment from a young person highlights that this is the case at Slough YOT – **“Workers listen to me”**.

10. Resources and value for money

Agency	Staffing costs (£)	Payments in kind – revenue (£)	Other delegated funds (£)	Total (£)
Slough’s Children Services Trust	527,191		49,500	576,691
Police Service	52,632			52,632
National Probation Service	9,138		5,000	14,138
Health Service	51,408			51,408
Police and Crime Commissioner	72,022		18,090	90,112
YJB Good Practice Grant	225,214		37,495	262,709
Total	937,605		110,085	1,047,690

Table 4: Partner contributions to the youth offending partnership consolidated/pooled budget 2018/19

- 10.1 Following the restructuring, recruiting and then training of new staff (in excess of 10), for most of 2017/18 Slough YOT focused on confirming these individuals in post, coaching them and beginning to embed practice, while “still growing” the new staff. This will continue over 2018/19.
- 10.2 The YJB funding level 2018/19 (Table 4) continues at the same amount totalling £262,709 which includes funding for Junior Attendance Centre of £23,977 which ensures that the JAC programme is run in line with the Operational Procedures. It is anticipated that 2018/19 grant monies will be spent in line with current grant conditions, particularly focusing on the three national indicators, three local indicators, or programmes identified to support all the indicators and the current needs of young people. It will also be utilised to support work around the areas of prevention, victims, Restorative Justice (RJ)/reparation, substance misuse, serious youth violence, volunteers etc, thereby focusing on the intended purpose of ‘delivery of youth justice services’. The bulk of this is around prevention hence Slough YOT will continue to run Youth Inclusion Support Programmes (YISPs) for young people between 10 years and 18 years, ensure that workers build positive working relationships with other professionals and also sustain future referrals via demonstrating continued confidence in positive outcomes that can be achieved from the programmes provided. Hence, there will be a focus on the increased referrals that come from partners such as Social Care, the Police, and Schools etc. The in house evaluation will be used to gain feed back from clients, to enable the YOT to improve practice/ service delivery, supporting the journey of the child through the

criminal justice system, at the same time highlighting positive outcomes in respect of programmes delivered.

- 10.3 In respect of the JAC funding, as stated this is used in line with the JAC Operational Procedures. Over 2017/18 a dedicated worker was recruited and the focus was on recruiting dedicated staffing, devising a more robust programme and building on the educational element of JAC. It is anticipated that over 2018/19 these developments will be embedded to the point that the programme can be promoted more to the courts/and other YOTs.
- 10.4 Slough YOT had a Probation secondee for just under a year. The current situation is that within Thames Valley the National Probation Service have stopped providing secondees hence it has been agreed that Slough YOT will revert to the position pre October 2016 and use funding from Probation to recruit a professionally qualified worker who can work closely with the Probation Service. At the time of writing, the CAHMS secondee had taken up the secondee role in the West of Berkshire (remaining with YOTs thus continuing to utilise the knowledge and skills learnt at Slough, particularly around working with those who sexually offend). Hence the recruitment process with Health has begun for a replacement. The Police have maintained their secondment and Education and Children Services provide funding as has been the case for several years and is a national situation.
- 10.5 Funding from the Police and Crime Commissioners via SBC is constant. Work related to the PCC (which focuses on vulnerability, prevention and early intervention, reducing offending and serious organised crime and terrorism) is in line with the Police and Crime Plan for the Thames Valley 2017-21, focusing on Prevention and Early Intervention, Reducing re-offending and serious organised crime and terrorism. In respect of these priorities, Slough YOT has recently begun a serious youth violence programme, to supplement the work it already does with young people. While it is early days in respect of this programme it is stimulating awareness leading to comments such as ***“Some elders say its easy money but the jail sentences for it are much bigger than I thought”*** (BB 18).
- 10.6 Over the year Slough YOT focused on increasing the number of volunteers it worked with and has seen an increase from seven to 26 (Table 5), amassing over 720 hours over the last 12 months. There is a more robust ongoing training programme to encourage volunteers to remain with the YOT following training and volunteers are encouraged to participate in a range of arenas with young people via regular communications, volunteer events/supervision and newsletters.

Volunteers	Ethnicity				Total
	Asian	Black	Mixed	White	
Female	7	2	3	7	19
Male	4	1	1	1	7
Total	11	3	4	8	26

Table 5: Number of volunteers at YOT by gender and ethnicity type (June 2018)

10.7 In recognition of the fact that one of the volunteers has worked with Slough YOT for over 10 years she was nominated for a Butlers Award in June 2018. Comments from volunteers in respect of their work with the YOT include:

"I find it an extremely positive experience which allows me to give back to the community."

"The training is a valuable learning experience, along with the shadowing of staff."

"It helped improved practice in respect of restorative justice."

11. Partnership arrangements

- 11.1 The YOT has partnership arrangements with the National Probation Service, Health Services, Thames Valley Police, Courts, Services for Youth, Social Care etc. In respect of working with the Courts Slough YOT supported the Magistrates' Court Mock Trial Competition (March 2018), and by default young people from Slough who want to contribute positively to the community.
- 11.2 In early 2018 Slough YOT supported the social care element of the Trust by being involved in a pilot (20:20) looking at reducing the number of young people being referred to social care who should have been dealt with/referred to other agencies within the Early Help partnership. In recognition of the fact that young people who have offended and been subject to care do not automatically avail themselves of the local offer for care leavers Slough YOT has worked with social care advocating services on behalf of these young people and, in June 2018, identified how the YOT can contribute to the 'local offer' for care leavers. Slough YOT have also started an identification programme which will entail the tracking down of those young people who should have been entitled to the local offer and ensuring that they are aware of this fact and how to access entitlement.
- 11.3 In addition to receiving training staff within Slough YOT continue to deliver training to colleagues and partners. These included weapons awareness and substance misuse, particularly to schools and colleges, and coordinating partner training such as the cyber training, and gangs training.
- 11.4 In respect of partnership working these continue to remain fairly strong, with the relationship with Social Care growing with the increase of young people involved in serious youth violence. Partnership working also continues with Haybrook with the weekly attendance of meeting young people on site and engaging them/amending timetables to support greater engagement etc, commissioning activities that young people can be referred to such as The Arts Excite (photography and film) project, Aik Saath (focusing on community cohesion), Virtual School (advocates high aspirations for those looked after but not in school) etc. In respect of Haybrook PRU Slough YOT also contributed to their Pitstop Project thereby contributing to an overall rating of 'good' from Ofsted (March 2018) who commented "**Leaders and managers use productive partnerships with local external agencies very effectively to engage and support learners.**"
- 11.5 Strong working relations with the Head of the Virtual School have been sustained over the year with the YOT Head of Service continuing to be a governor, and a process for joint working agreed, communicated and worked to. This process includes ensuring that young people convicted or remanded to custody continue to receive a service from Slough around their educational needs and any assessed and identified special educational needs.
- 11.6 Slough YOT is part of Youth Engagement Slough (YES) Consortium which encourages healthy lifestyles for children and young people and fosters community safety and

cohesion, supports early help and contributes to the NEET and youth voice agenda. Connected to the work with YES the YOT works closely with Aik Saath (which support the YOT with a number of reparation hours with several young people) and has encouraged young people to volunteer for the YOT. Referrals are also made to Aik Saath and YES as exit strategies to support progress of young people when they end their intervention with the YOT. Daisy's Dream (therapeutic support for bereavements), Youth Talk (therapeutic support), Services for Young People, Autism Berkshire, social care etc are among the agencies young people are referred to as part of their exit strategies, along with the afore mentioned two.

- 11.7 Mentioned previously, in March 2018, the YOT ran an Engagement Day which sought to showcase not just what services the YOT provided within the community but also those of other agencies/community groups etc. Information and good practice was also shared. Feedback from participants, using the digital survey monkey, included the following:

School: **"Thank you for ... emailing me the Risk Assessment. I have had some good feedback from the staff who attended the event and they said the students really enjoyed themselves."**

Various comments received on what attendees liked about the day included the following: **"Networking amongst agencies and young people,"** raised awareness of **"Community Service providers and their engagement within Slough,"** **"Chance to meet with different partners and find ways that community development can work in partnership,"** **"Good range of activities and advice for the young people,"** **"Very interactive,"** **"Very engaging,"** **"It was fun,"** **"Sports and army engagement activities."** 100% of attendees rated the event as "good," "very good" or "excellent".

12. Risks to future delivery against the youth justice outcome indicators

12.1 At the time of writing risks related to delivery of performance indicators were:

- The released under investigation process is making it difficult to project what the outcomes would be in respect of young people who have entered the criminal justice system and their possible court outcomes/continued offending whilst the investigations are being processed. Hence there could be a possible adverse impact on all national indicators hence this cohort will be focused on
- The closure of Maidenhead Youth Court and court services being delivered from a distant location (Reading). There could be a possible adverse effect linked to young people becoming more mobile thereby impacting negatively on the re-offending indicator
- Relocation as a result of SBC relocating all staff to a central building within Slough – unknown in respect of provision to see children and young people in the new building.

12.2 With the pending new Inspection programme due to start in the autumn, Slough YOT will be looking at self-assessments and reviews of current practice, especially preventative services.

Glossary

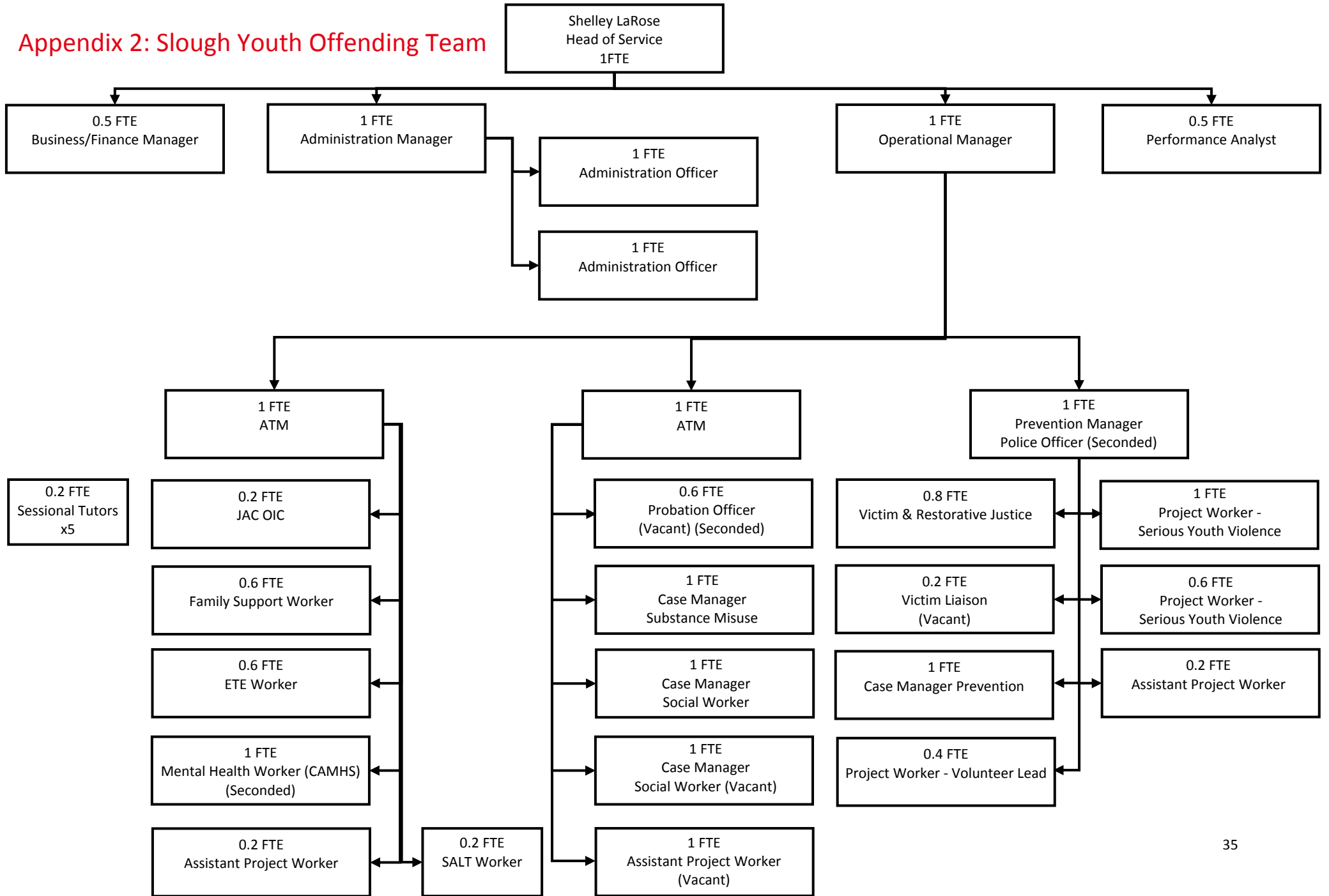
AIM	Assessment, Intervention, Moving On
AQA	Assessment and Qualifications Alliance
BAME	Black and Minority Ethnic
CACI	YOT Database IT system provider (ChildView)
CAMHS	Children and Adolescent Mental Health Service
CBO	Criminal Behaviour Order
CL	Care Leaver
CLA	Children Looked After
CSE	Child Sexual Exploitation
CSP	Community Safety Partnership
GDPR	General Data Protection Regulation
EET	Education, Employment and Training
EHCP	Education Health Care Plan
ETE	Education, Training and Employment
FTE	First Time Entrants
HELP	Helping Everyone Live Positively
JAC	Junior Attendance Centre
LA	Local Authority
LCJB	Local Criminal Justice Board
LPA	Local Police Area
LSCB	Local Safeguarding Children's Board
MASH	Multi-Agency Safeguarding Hub
NEET	Not in Education, Employment or Training

NHS	National Health Service
OCG	Organised Crime Group
PEAR	Pupils Educationally at Risk
PCC	Police and Crime Commissioner
PNC	Police National Computer
PRU	Pupil Referral Unit
RJ	Restorative Justice
SALT	Speech and Language Therapy
SBC	Slough Borough Council
SCST	Slough Children's Services Trust
SEMRAC	Sexual Exploitation and Missing Risk Assessment Conference
SEND	Special Education Needs and Disability
SLCN	Speech, Language and Communication Needs
SSP	Safer Slough Partnership
STC	Secure Training Centre
SYVF	Serious Youth Violence Forum
TVP	Thames Valley Police
TVLCJB	Thames Valley Local Criminal Justice Board
YES	Youth Engagement Service
YJILS	Youth Justice Interactive Learning Space
YJB	Youth Justice Board
YRD	Youth Restorative Disposal
YOI	Young Offenders Institution
YOT	Youth Offending Team

Appendix 1: YOT Management Board



Appendix 2: Slough Youth Offending Team



SLOUGH YOUTH JUSTICE PLAN -PRIORITIES FOR 2018 – 2019 (Working Document)

ITEM	ACTION	RAG	COMMENTS/EVIDENCE
1.	Continue to be involved in the outcomes of the Strategic Framework Review – Partnership Work related to violence and vulnerability.	Amber	Email sent to Garry T to remind need to be part of Strategy Group. Attending relevant government meetings.
2.	Continue to be involved in the outcomes from the Safer Slough Partnership consultation in regards to serious youth violence and county lines.	Green	Involved in the targeting of young people to undertake. “Reach Every Generation Summer” residentials, attending relevant meetings, encouraging children and young people as well as parents in respect of participation. Assisting with profiling.
3.	Support various local and national agendas by focusing on areas such as counter terrorism, trauma-informed practice.	Green	September involved in constructive resettlement roundtable. Continual participant of Channel and Prevent Board contributing to discussions around continued funding. Ensuring YOT staff undertake trauma informed practice / Prevent in order to support practice with young people. The majority of staff have been trained in these areas. Young people who have experienced trauma due to loss in their lives are also referred to Daisy’s Dream (bereavement service) for work and support.
4.	Continue to monitor and where necessary address disproportionate representation of children and young people from Black and Minority Ethnic (BAME) backgrounds in the youth justice system- starting with work in respect of the increase of Roma young people who are entering the criminal justice system and are also not in education, employment or training.	Amber	Education meeting took place 26.09.2018 with a range of partners to begin looking at children not in education, employment and training.
5.	Address transitions between services.	Amber	Part of constructive resettlement. Working with mental health services particularly in respect of exit strategies (include pen picture on Natasha’s young person).
6.	Monitor safety in custody.	Amber	All young people seen in cells if remanded sentenced to custody.
7.	Participate in the Haybrook parenting bid/project if the application is successful.	N/A	Advised in September that bid was unsuccessful.

ITEM	ACTION	RAG	COMMENTS/EVIDENCE
8.	Ensure systems are in place to support young people within the criminal justice system who are also children looked after.	Amber	Ensured that past and current CLA have received information about their rights and the Trust reach out services. Joint working with CLA section particularly in respect of children and young people who were not in education, employment and training (September 2018).
9.	Undertake at least two self assessments linked to government inspections and a review around the YOTs preventative work.	Red	
10.	In recognition of the increase of young people remanded into the care of the Local Authority the YOT Board look at use of the remand spend, and if it is excessive support a request for an increase of additional funding.	Red	
11.	Revitalise restorative justice practice and increase reparation placements building on/developing current reparation projects with the support of partners.	Amber	Began with 4 staff undertaking training in October. Need to start putting training into practice. Work taking place to increase the number of reparation projects following guidance from YOT Board members.
12.	Consider the court duty rota if the local youth court in Maidenhead is closed.	Amber	Following advice of definite closure of the Maidenhead Youth Court, seeking meeting to begin talks about a joint rota. Planning meeting scheduled to take place 09.10.2018.
13.	Manage an increase of preventative referrals identifying new opportunities/resources, increasing group work and maintaining partnership working.	Amber	Need feedback from RD and SM.

Questions & Answers

1. What are the characteristics of young people that the YOT work with?

The YOT works with young people 10-18 years of age of which 94% of our cohort are male and 6% female, 35% white, 20% Asian, 18% Black or Black British, 16% Gypsy / Roma, 10% Mixed Parentage.

2. How do they work with them to reduce re-offending?

The YOT works in two strands Prevention and Statutory (with specialist workers such as substance misuse, speech and language etc. providing support), with the theme of reducing anti social and offending behaviour.

Through detailed assessments and discussions with the young person and their family, the YOT will try to determine the causes of the offending behaviour and the specific issues involved in order to identify any risks they may pose to themselves and others. Steps will then be taken to facilitate a change of the offending lifestyle.

Slough YOT works closely with a number of other agencies in order to provide a full range of services for the young people. These include social care, health, education departments/organisations etc.

Our work includes:

- Supervision of young people who are sentenced to any statutory Order made by a Court.
- Supervision of young people who are subject to Out of Court disposals, delivered by Police.
- Delivery of the Youth Inclusion Support Programme (YISP) which is aimed at those young people who are at risk of becoming involved in anti social and offending behaviour.

- Acting as the appropriate adult during police interviews when a parent is not available
- Supplying bail information and bail support services
- Preparing reports for the Courts
- Conducting substance abuse assessments and referrals
- Sourcing and directing young people to leisure activities to enable them to use their free time constructively
- Assisting young people who are of school age and who are not in school to re-enter school, or find an alternative arrangement to meet their educational needs
- Providing through care and post-release supervision of young persons sentenced to custody
- Offering parental and family support through individual and group work
- Delivery of offending behavior programmes/workshops including focus of Serious Youth Violence. Utilising 121 and group work methods
- Delivery of prevention training and workshops to schools around Serious Youth Violence, Weapons Awareness and Substance Misuse
- Liaising with victims in order to obtain their opinions and give them an opportunity to participate in restorative conferencing
- Giving support to young people who are remanded to local authority care or custody
- Ensuring young people are safeguarded

How successful is the work?

Slough YOTs end of year performance for re-offending for 2017 - 2018 was at 32%. Although the rate of re-offending has risen from 2016 -2017 from 25%, it should be noted that the cohort was smaller meaning that fewer young people were responsible for the levels of re-offending.

Where the 'movement of drugs' etc is concerned improved working arrangements between partners including information sharing on young people has resulted in more crimes being detected with individuals subsequently being arrested and prosecuted. This is a

positive move forward and is being encouraged as a way to continually safeguard children and young people. Weapons awareness work has been delivered to Schools and East Berkshire College, with plans to continue this work following further requests.

The voice of the child highlighted in the Youth Justice Plan and in the cases appendix demonstrates success in positively supporting and enabling changed behaviours, as do comments from parents which include - *"I just wanted to thank you for everything you've done for Zammie"*.

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Cases

Statutory Case 1

AG - 16 year old white male

- In May 2017 AG was charged with carrying an offensive weapon in public, for which he pleaded not guilty. Following a trial he was found guilty in November 2017 and given a 9 month Referral Order as this was his first offence.
- There was a lot of intelligence to suggest that he was involved with gangs and drugs (which included him being shot with a pellet gun, selling drugs etc) and past work with social care (who undertook some family protective work), related to child protection, prior to the Referral Order being made.
- Due to the nature of AG's offences and intelligence the Referral Order plan included work around substance misuse, serious youth violence, weapons awareness and education. The latter was a focus as AG had been excluded from main stream school due to his substance misuse. At the time he was attending Sloughs' Pupil Referral Unit with attendance of only 51%.
- While subject to the Referral Order AG engaged with his case-worker and specialists related to the afore-mentioned areas of education, substance misuse, weapons awareness and serious youth violence. Offending behaviour work was also undertaken with him as well as work with his family. To safeguard him appointments were undertaken at home and his desire to change his lifestyle was focused on. Due to continued concerns around his safety work also took place with his family which resulted in him relocating to live with family outside of Slough and the YOT in that area 'caretaking' the case on behalf of Slough.
- AG continued to work positively with the 'caretaking YOT'. His case was permanently transferred out of area (August 2018) due the fact that he was settled in the new area. At this point he was settled and had also secured a summer job and had an education placement setup for September 2018. Although early days in his Order he had also not come to the notice of the Police or Courts again at transfer.

Preventative/ Statutory Case 2

GB – 16 year old of Pakistani heritage

Background:

- GB was first referred to Slough YOT by his father as a preventative case in February 2017 due to concerns around poor school attendance following an incident with another pupil in November 2016.

- At the time GB was only allowed to return to his school to complete his studies in isolation. He was permanently excluded in May 2017 for a minor matter and went to Haybrook College.
- He subsequently received a 12 month Referral Order in August 2017 for the offences of stalking, intimidating a witness and possession of an offensive weapon.
- GB's case was heard at the Fair Access Panel in September 2017 but he was denied a return to any mainstream school despite CAMHS and YOT's risk assessment stating that he didn't pose a risk.

Intervention:

- GB was referred to the YOT Education Training and Employment (ETE) Worker in October 2017 whilst attending the Pupil Referral Unit (PRU). Normally a child attending school would not be referred but there were concerns that his studies might suffer following the decision to permanently exclude him despite his case being presented at the Fair Access Panel.
- The ETE worker saw GB every 3 weeks at the PRU as part of his YOT intervention, focusing on his future plans linked to education.
- Assistance from the Risk of NEET Team (RONI) was also provided regarding his future destination (post 16) demonstrating good collaborative working.
- In March 2018 the YOT ETE worker nominated GB to be part of The Young Advisors Project in London which aims to give young adults aged 16-25 a voice in relation to the Criminal Justice System. The project is aimed at young adults who have had personal experience of the criminal justice system such as being arrested and appearing in court. It allows participants to develop their skills (especially leadership), gain experience and make a positive difference to support other young adults who enter the criminal justice system,
- GB was interviewed and despite only being 15 at the time, was accepted as the youngest participant.

Outcome:

- GB has now completed his GCSE's. His predicted GCSE grades are promising. He has now started attending a main stream School Sixth Form and his current attendance is 95% (3.10.18).
- He continues to actively participate in the Young Advisors programme in London.
- He has reported to his case manager that he has had two articles published in the Slough Observer linked to young people.
- To date he has not come before the Police or courts for any further offences.
- GB successfully completed his Referral Order in September 2018.



From: Patterson, Dunston (YJB) [<mailto:dunston.patterson@yjb.gov.uk>]
Sent: 01 August 2018 10:59
To: sarah.grahame@thamesvalley.pnn.police.uk; LaRose Shelley
Subject: Slough YJ plan approval

Dear Sarah / Shelley

Thank you for your 2018/19 YJ plan. We are pleased to say that the plan meets the requirements as laid out in our guidance.

We would like to commend the service on:

- The Joint Pilot with social care to triage young people and provide a 'Front Door' focusing on giving advice and guidance in safeguarding related referrals.
- Achieving the SEND Quality Mark to improve partnership working and service to the most vulnerable young people.
- Your work in partnership to identify and address the links between County Lines exploitation and vulnerable young people.

Regards

Dunston

Dunston Patterson
Youth Justice Partnerships Adviser
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For effective practice advice go to: <https://yjresourcehub.uk/>

<https://peoplefinder.service.gov.uk/people/dunston-patterson>

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YOT TEAM	DATE STARTED	DATE COMPLETED	Partnership Level	TARGET	Point Scores and Difference	Improvement Average	1	2	3	4a	4b	5	6	7	8	9	10
SLOUGH	Jul-17	Jan-18	1	QM	56	5.1	3	6	7	5	5	5	4	6	5	3	7
SLOUGH					71	6.5	7	6	8	6	6	6	6	7	6	6	7
QM standards reached		Feb-18			15	27%	4	0	1	1	1	1	2	1	1	3	0

A strong submission for QM with *lots* of supporting evidence: thank you for making the moderation process so easy!

Weaknesses in systems and processes have been systematically addressed through joint action planning and change implementation programmes

A very solid base from which to push for Quality Lead status?

Based on evidence submitted, and supporting evidence supplied, **QUALITY MARK STATUS** has been awarded, which will run for three years from 1st April 2018 until 31st March 2021 before re-designation is necessary... or is superseded by a Quality Lead submission.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Ketan Gandhi – Service Lead Communities
Andalina Kolsawala & Carly Price – Young People's Service

(For all Enquiries) 01753 875500

WARD(S): All

PART I**FOR COMMENT AND CONSIDERATION****SLOUGH YOUNG PEOPLE'S SERVICE**1. **Purpose of Report**

This report is to inform the Education Scrutiny Committee of the work of Slough Young People's Service (Youth Service) in relation to working with vulnerable young people (and where appropriate families).

2. **Recommendations**

The Panel is requested to note the report and the positive work of the Young People's Service.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

Youth services do a vital job in our communities. The benefits they provide for young people are real and long lasting.

A critical function of youth services is to ensure the personal and social development of young people. This work supports young people to make informed decisions about the health and well being as well as taking responsibility to become active citizens influencing and shaping the town in all aspects.

In Slough the Youth Service is an essential and integral part of Slough's Early help Offer.

3a. **Slough Joint Wellbeing Strategy Priorities**

The report highlights the links in supporting 2 of the priorities in the JSNA

1. Protecting vulnerable children
2. Improving mental health and wellbeing

Appendix A illustrates an example of areas within the JSNA that signify the importance of prevention work provided by the youth service.

3b. **Five Year Plan Outcomes**

Slough young people's services actively contributes to the following outcomes in the five year plan

Outcome 1: Slough children will grow up to be happy, healthy and successful

Outcome 2: Our people will be healthier and manage their own care needs

Outcome 3: Slough will be an attractive place where people choose to live, work and stay

It also has a bearing on outs 4& 5

4. **Other Implications**

(a) Financial

There are no financial implications of proposed action.

(b) Risk Management

There are no risk management implications to this report.

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act or other legal implications arising from this report.

(d) Equalities Impact Assessment

There are no Equalities Impact Assessment requirements as part of this report.

5. **Supporting Information**

5.1 Youth services do a vital job in our communities. The benefits they provide for young people are real and long lasting.

Statutory Functions

5.2 The Council has two key statutory functions it must meet in relation to youth services, the first is The Education and Inspections Act 2006 (s6) which places a statutory duty on local authorities to secure sufficient access to positive activities for young people, as well as seeking and taking account of their views in the development of services.

5.3 The second is The Education & Skills Act (ESA) (2008) which places a duty on all young people in England to participate in education or training until the age of 18. The provisions of the Act required that by 2015 young people must participate in education or training up to the age of 18. The intention is that young people will be able to participate in a way that suits them: for instance in full time education at school or college; through an Apprenticeship; or in part time learning if they are also working or volunteering full time.

Critical Impact of Service on Key Agendas

5.4 Over the past few years the Young People's Service in Slough has moved from operating in a silo to one which is now integral and critical to the following agendas:

- Economic Development
- Community Safety
- Early Help
- Education
- Skills

5.5 The service is highly valued by young people, families, wider communities, and a wide range of internal and external partners including the Police, Health, Schools, Slough Children's Services Trust, Slough CVS, Community Safety Team and Housing.

The Young People's Service

5.6 The Service is divided in to the following service areas:

- Universal Youth Provision – which has been commissioned out to YES (Youth Engagement Slough)
- Targeted Support – 1-1 and small group support based on referrals, primarily from Slough Children's Trust. This work incorporates the Engage Project which is a significant part of Slough's response to CSE, Return Home Interviews for children and young people returning from going missing and case work supporting young people with a wide range of issues / complexities they are facing.
- NEET Prevention and NEET Reduction (Not in Education, Employment and / or Training). This work also includes supporting our Children and Young People who are looked after / leaving care and live out of Borough.
- PHSE & Street based work – this work incorporates work with young people involved in or at risk of ASB, criminal activity and gangs. It also includes a Life Skills Programme for our Children and Young People who are looked after / leaving care.
- Youth Voice – this work supports a variety of youth voice mechanism including Slough youth Parliament and Young Inspectors.

5.7 **Universal youth provision** – appendix B outlines the work of the YES consortium in delivering a Universal Youth Offer. All quality assurance inspections of the work have rated the work as good or better. The attached report appendix A, only outlines work funded through the SBC commission, however it is important to note the YES offer is significantly greater than the commissioned contract and the commission enables the consortium develop and enhance voluntary sectors groups in Slough to develop, secure funding from other sources and grow Sloughs offer to young people wider.

- 5.8 **Targeted Support** - the team supports young people with a range of issues including; emotional well-being, healthy relationships and building confidence. Each young person referred to the service is allocated a youth worker to support them on a 1-1 basis. A Young People's service Assessment form is completed from which a bespoke action plan is developed in conjunction with the young people. On completion of the action plan recorded outcomes are evidenced and recorded on the YPS recording system and a feedback form is completed with the young person via survey monkey in order to ensure that the correct form of support has been put into place and learning gained from the feedback gathered to facilitate future positive support for young people assigned to one to one intervention.
- 5.9 The targeted support team is a valued recourse which receives regular positive feedback from professionals, young people and families for the support that has been put in place. The team are also championing areas including , Early help, DA, Autism, MASH with team members playing an active part in helping shape support in those areas.
- 5.10 Referrals into the service by Reason for Financial Year 2017 – 18 and quarter 1 18/19:

Referral Reason	Q1 2017-18	Q2 2017-18	Q3 2017-18	Q4 2017-18	Q1 2018-19
~Group Work	1				
CLA Career Guidance			1		
School - at risk of exclusion	3		1		
Positive Activities	3	1	1		
Self-Harm				3	4
Offending Behaviour				2	6
Family & Relationships	10			1	1
School Attendance	1	1	4	5	1
Anger Management	5		4	1	4
Domestic Violence		7	1	5	12
CSE	18	10	14	14	10
Challenging behaviour	10	12	19	20	19
Other	7	7	39	22	20
Emotional Well Being	23	21	32	35	36
MISSING PERSON	71	76	123	70	103
Grand Total	152	135	239	178	216

- 5.11 It is important to note that in many cases, the initial referral reason is not what is at core of the young person's scenario e.g. when young people are referred to the service as a result of challenging behaviour, there is often a more significant and embedded issue at the heart of why the young person is behaving in the way they do. It is the skill and the relationship youth workers have that enable young people to open up as well as taking responsibility for their actions, building resilience and developing skills to overcome their barriers. Appendix C provides a case study of targeted support.
- 5.12 **Child Sexual Exploitation (CSE)** - work on CSE is reported through mechanisms including the LSCB, as a result data on CSE is not provided here.

- 5.13 The Engage team offer tailored CSE specialist support following receipt of referral form, CSE indicator tool and available risk assessments. Each young person referred to Engage will be supported through a programme of interventions according to their individual needs. Mainly, this is through tailored sessions with one of the 3 Engage specialist CSE youth workers and group sessions enabling peer support and learning. Support may also be in the form of advocating for young people with police/social care and/or health involvement.
- 5.14 In addition to direct face to face work with young people (and often their families) the team are effective contributors to the following:
- Strategic CSE & trafficking sub group- support with the delivery of the CSE action plan.
 - Licensing splinter group- tackles initiatives to inform accommodation sector, taxi trade & other licensed premises about CSE.
 - SEMRAC (sexual exploitation risk assessment conference) - to provide updates and advice to support the care plans of young people involved in CSE/missing and to share intelligence with other outside agencies.
 - Joint Wellbeing Board- to give adhoc presentations on our contribution to the joint wellbeing strategy.
 - CSE audits in collaboration with SCST- multi agency audits of CSE cases to share good practice and look at lessons learnt.
 - LSCB training sub group- contribute and discuss the training offer to raise competency skills with practitioners.
 - Strategy meetings- Multi agency meetings to discuss recommendations to support young people directly at risk of CSE and to share intelligence in the form of mapping.
 - Raising awareness in schools
- 5.15 The Engage team have been recognised nationally as a team by receiving a runner up 'Working Together Award' by the National Working Group for our continued contribution to the CSE agenda. Appendix D provides a case study illustrating a CSE Intervention.
- 5.16 **Return Home Interviews** – the Young People's Service is responsible for undertaking Return Home Interviews for children / young people in Slough who have returned home after going missing. Data on this work is reported directly to SCST and the LSCB.
- 5.17 Return home interviews should be completed 72 hours from receiving a police referral that the young person has returned home. The reason why the Young People Service undertakes this work is that youth workers are seen by young people as neutral and trusted individuals. Young people are more likely to open and share information with youth workers than many other professionals especially those from statutory services. Appendix E outlines the return home interview process.
- 5.18 **Young Carers** – the Young People's Service leads and coordinate Slough's work in identifying and supporting young carers. Screening tools and clear pathways of support have been embedded and a multi agency steering group has been in place for two years.

5.19 Over the last year we have identified:

- 80 Young Carers identified
- 69 Young Carers Assessment Completed
- 11 require assessment action

5.20 The multi agency young carers group are currently awaiting outcomes of funding bids that will enable to secure sustainability for work with young carers.

NEET Prevention & NEET Reduction (Not in Education, Employment and or Training)

5.21 Slough performs in the top quintile in the country when it comes to having the lowest numbers of NEET / Destination unknown young people (up to cohort academic year 13).

5.22 **NEET prevention** – there is a very strong prevention programme (RONI – Risk of NEET Indicator) in place built on a foundation of identifying early and then supporting young people to make a successful transition to Education, Employment or training post year 11.

5.23 The RONI programme is delivered across Slough secondary schools, providing intensive support for year 10's and 11's across Slough. This ensures that the most vulnerable young people access positive Education, Employment and Training (EET) provision post 16 as part of the Raising Participation Agenda (RPA). This provision is also offered to Slough residents within Churchmead School and Burnham Park Academy; as we identify a proportion of Slough residents access both of these schools.

5.24 As part of the referral process all Slough Children Looked After (CLA) are prioritised within the first phase of the project if there is a need identified by the school or Virtual School.

5.25 RONI Project overview:

- Specialist Career's Information Advice & Guidance
- 1:1 and group work delivered over a 12 week phase focusing on reducing the barriers that young people face when at risk of becoming NEET
- 10 referrals per school per phase if a full day has been allocated within the provision or 5 referrals for schools providing a ½ day provision – Phase 1 & 2 – Year 11 prioritised and Phase 3 is year 10 as Years 11's are participating in exams during the summer term
- Outcomes per referral agreed at the beginning of the phase and mapped across to the Gatby Bench Marks
- Midway review between schools and practitioner to review progress
- Evaluation report completed - specifying outcomes achieved through programme and report given to SLT
- Report written per phase evidence delivery against Gatby Bench Marks

5.26 **Haybrook College RONI provision** – year on year a significant amount of young people that attend Haybrook College become NEET, which is often due to the significant barrier these young people face. Due to this intelligence we have relaunched our approach to work with Haybrook College to help reduce the number of young people becoming NEET from this provision.

- 5.27 There is a dedicated resource two days a week over an academic year supporting young people within the 6 sites with Haybrook College. This resource has been integrated into the support provision within Haybrook College ensuring that there is collaboration and no duplication.
- 5.28 Further to this we have established tracking mechanisms with Haybrook College of student's post 16 that will allow a joined up approach when trying to engage some of the hardest to reach young people within Slough.
- 5.29 **RONI Continuous improvement** – despite performing well nationally, we are committed to preventing all our young people from becoming NEET when they leave school.
- 5.30 In analysing our Intensive RONI programme we recognised that in previous years when students graded as low risk RONI they did not receive the necessary support from their school and as a result often by September of the following year they would become NEET. (Historically the YPS has supported high risk RONIs and schools have supported low risk RONIs).
- 5.31 Within the academic year September 2018-August 2019 schools will be able to access the following workshops as part of the RONI programme to reduce the number of low risk RONI's becoming NEET. We are also delivering workshop to the wider Year 10/11 cohort including:
- Workshop/Gatsby Benchmark
 - Lets Explore: Post 16 Opportunities/GB 2,4 & 8
 - Learn about Apprenticeships / GB3
 - Labour Market Trends/Information/GB 2, 4 & 8
 - Lets Talk about Skills – Identifying your skills strengths, Skills & Qualities/GB 4 & 5
 - Positive Progression: Building confidence, resilience and self esteem/GB 3
- 5.32 These workshops will provide opportunities to link both employer and schools together to help schools and young people understand their skills gaps.
- 5.33 In the Academic year 2016/17:

RONI data

- 205 young people across Slough in year 11 were identified as Risk of NEET
- support was provided to all of these and 185 successfully transitioned in to a EET destination
- 20 becoming NEET. All of these were allocated a NEET Reduction Youth Worker to help them support transition in to EET.

Appendix G provide case study examples of RONI work

- 5.34 NEET Reduction – absolutely critical to managing effective NEET Reduction services is identifying as soon as possible who is NEET and knowing as soon as possible that they have become NEET. It is with this in mind that we have two dedicated staff who track the education / employment status of all Slough residents post academic year 11 until the end of academic year 13.
- 5.35 This work not only enables us to respond at speed, but ensures our figures are accurate. Many authorities have moved away from this function which results in them reporting low NEET numbers but high levels of unknown destinations. This is why the combined figures of NEET and Unknown destinations are what the DfE pay most attention to. See report figures below.
- 5.36 Whilst Slough’s figures for young people who are NEET are relatively low, many of these young people have entrenched, complex and often multiple life issues they need to overcome before even thinking about employment or a return to education.
- 5.37 All young people who are NEET are allocated a youth worker who is either skilled in providing a high standard of careers education, information, advice & guidance or in supporting young people in overcoming complex life issues (And in some cases both).
- 5.38 Critical to the success of this work is perseverance. Often young people do not want to engage, they have more complex issues facing them and many are far away from either work readiness or even a return to education readiness. The role of the youth worker is to engage, inspire and motivate young people and then utilise their specialist knowledge of careers information and guidance to help the young person identify their pathways to a positive destination (and support them in getting there).
- 5.39 National/regional/Slough figures

NEET

- England – 2.9%
- South-east – 2.3%
- Slough – 2.1%.

EET destination Not Known

- England – 2.9%
- South-east – 3.8%
- Slough – 0.8%.

Combined

- England 5.8%
- South East 6.2%
- Slough 2.9%

- 5.40 Our NEET and Not Known figures are better than the national and regional figures. For NEET figures we are ranked 43rd out of the 152 LAs which is the 2nd quintile.
- 5.41 For Not Knowns we are ranked 15th out of 152 which is the 1st quintile. For the combined NEET/NK figure we are ranked 8th which is the 1st quintile. As mentioned above, the DfE pay significant attention to the combined figure as it provides the most accurate picture. Appendix H provides an example of NEET reduction intervention.
- 5.42 Young People Looked After / Leaving Care / or in the Youth Justice System –the service provides dedicated resource to ensuring that our young people who are NEET and are one of our looked after / leaving care cohort, are supported in securing meaningful and sustainable EET destinations. In terms of this cohort, we offer this support irrelevant of whether the young people live in or out of Borough.
- 5.43 The data on this is a significant part of the Ofsted Inspection and the work is one of our key areas of responsibility as corporate parents. This work is reported to the Joint Parenting Panel and will be on of the key themes reported at the December meeting of the panel.
- 5.44 We also provide a collaborative service working with the Youth Offending Team to ensure any young people who are in the Youth Justice System are effectively supported in securing meaningful and sustainable EET destinations. This work is reported through the YOT Board.

PHSE and Street Based Work

- 5.45 This small team currently focuses on the following:
- Gangs and Anti Social Behaviour
 - Life Skills Programme for Children and Young People looked after / leaving care
 - Responding to police intelligence about ASB
 - Targeted Community based responses
 - Targeted individual support
- 5.46 Gangs – t he Council with key partners have this year undertaken significant research and intelligence work to gain a better understanding of Slough’s situation in relation to Gangs. This work is driven through Slough Safer Partnership; however it’s important to highlight here, the key role the Young People’s Service has played in engaging those involved or at high risk of being involved in gangs. The team predominantly operate through a detached youth work method which means they operate on the streets and go and engage young people on their own ‘territory’.

- 5.47 The work includes project based work through which they engage with a cohort of young people meeting the criteria above and involve them in projects that put young people in a better position to make informed choices about their life choices. An example of this was a project over the summer that took away 14 young people over two 4-day residential projects to really home in on behaviour, consequences, aspirations and life choices. This project was an integral part of Sloughs informative work that will lead to a Gangs Strategy in the coming months.
- 5.48 **Responding to ASB** – a key part of the teams work is to respond to police intelligence on ASB and go and engage with the young people involved. This work succeeds on the ‘trust and respect’ relationship the team have with young people on the streets. Often the key to this work is to follow up engagement with individuals away from their peer group so that time can be spent on developing aspirations and pathways that lead to positive Education, Employment or training destinations or positive life choices.
- 5.49 **Life Skills** – the life skills programme for Children and Young People Looked After / leaving Care was developed with young people and came on the back of young people informing Slough’s key Agencies that there was a need for them to be better prepared for the transition to adult hood and independent living. This work is reported through the Joint Parenting Panel and is a key aspect of our corporate parenting responsibilities. Appendix I outlines the programme.
- 5.50 **Targeted Community based responses** – t he team are regularly called in to engage with young people in specific communities. An example of this is the substantive work being undertaken with Roma Young People as part of a wider community integration project. The team have been really successful in building up a honest, respectful, and trusting relationship with Roma Young People resulting in many of the young people developing new skills and more importantly helping them to understand and abide by behaviours more akin to ‘British Values’. This work is integral to dealing with a range of community issues.
- 5.51 **Targeted Individuals** – the team have developed a slough wide positive reputation for being able to engage with young people who won’t engage with others. This is very specific work that changes from individual to individual, but the key is to work with them so that they become receptive to engaging with other agencies.

Youth Voice

- 5.52 The most prominent work of this very small team is the Youth Parliament. A separate report on the Youth Parliament is being presented. However, it’s important to note that the team also undertake and support other youth voice activities, this includes:

- Young Inspectors
- Young Commissioner
- Spectrum
- Young People’s Question Time

5.53 **Young Inspectors** – the purpose of the Young Inspectors Programme is to:

- Place young people at the heart of inspecting services to ensure compliance against standards, analyse if they meet need and inform service improvements.
- Ensure the views and experiences of the Young Inspectors and children, young people and families are actively listened to, and acted upon to make a difference.
- Provide young people from across Slough with opportunities to develop their skills, raise their confidence and self-esteem; all of which can lead to improved life chances.
- Increase uptake and participation in services by those children and young people who have previously not engaged with Services and increase their participation in volunteering and social action.

Appendix J is an example of a young Inspectors Report.

Young Inspectors are committed to undertaking a minimum of two Inspections a year.

5.54 **Young Commissioners** – young commissioners are young people that have been trained to participate in commissioning processes. Most recently young commissioners have helped to secure the following:

- Integrated Sexual Health Services across East Berkshire
- Universal Youth provision in Slough

5.55 **LGBTQ (Spectrum)** - Spectrum is Slough's voice for its young people from the LGBTQ community. It's a very active group that not only acts as a peer support group but also raises key issues of importance. They have been instrumental in the move to the Council having a 'gender neutral toilet'. Key issues of importance that Spectrum is currently working on are:

- Sss
- Peer Support
- Equality Issues
- Challenging homophobia

Appendix K provides further information about Spectrum and their current programme.

5.56 **Young People's Question Time** – Young People's Question time takes place a minimum of 3 times a year. It is modelled on the BBC Question Time event. The initiative is jointly supported by the Youth Parliament, Young People's Service and Aik Saath one of the key partners within the YES consortium. YPQT as its known provides a fantastic opportunity for Slough's Young People to question and learn from panel members on a wide range of issues. Over the last 3 years panel members have included elected members, police commanders, senior business and education representatives, academics and activists.

The question time panel is always chaired by a young person, with a young person always on the panel as well.

6. **Comments of Other Committees**

No other committees at Slough Borough Council have received this report.

7. **Conclusion**

The Young People's Service has become an integral and critical part of Slough's Early Help Agenda as well as significantly impacting on both economic development and community safety.

The Service has built up a very good reputation for both impactful delivery and engagement with young people and key partners.

Key for young people is the trusting relationship and perseverance demonstrated by youth workers. For partners it is the knowledge and security of having a service that is reliable and able to effectively work with young people that many of them struggle to engage.

Demand on the Young People's Service is rising year by year and will continually need to be reviewed as resources are now at full capacity.

8. **Appendices Attached**

'A'	-	Joint Strategic Needs Assessment
'B'	-	Youth Engagement Slough Annual Report
'C'	-	Case Study – Targeted Support
'D'	-	Case Study – CSE
'E'	-	Return Home Interview Process Map
'F'	-	Young Carers Identification
'G'	-	RONI Case Study
'H'	-	NEET Case Study
'I'	-	Skills for Life Assessment
'J'	-	Young Inspector's Report – The Curve
'K'	-	Spectrum LGBT Group

9. **Background Papers**

None



Low birth weight

Babies born in 2016 with a low birth weight (<2500g)

BFBC:	● 21 babies (1.6%)
RBWM:	● 44 babies (2.8%)
SBC:	● 79 babies (3.4%)



Breastfeeding initiation

% mothers who breastfed their baby in first 48 hours after delivery in 2016/17

BFBC:	● 76.6%
RBWM:	● 83.0%
SBC:	● 76.2%



Health Visiting New Birth Visits

% of births that receive a face to face NBV within 14 days (2017/18 Q1-Q3)

BFBC:	● 1,023 NBVs (95.6%)
RBWM:	● 988 NBVs (78.4%)
SBC:	● 1,778 NBVs (95.3%)



Breastfeeding prevalence

% of all infants due a 6-8 week check that are totally or partially breastfed in 2016/17

BFBC:	● 51.2%
RBWM:	● Value unknown
SBC:	● 62.1%

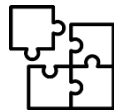


Flu vaccine (2 and 3 year olds)

% of children who received the flu vaccine from Sep-17 to Jan-18

	Aged 2	Aged 3
B&A	● 47%	● 52%
WAM:	● 44%	● 46%
Slough:	● 26%	● 28%

Compared against national target of 60%



Child development at 2 - 2 ½ years

% of children who received a review and who were at or above expected level in all 5 areas of development (2017/18 Q3)

BFBC:	● 313 children (91.8%)
RBWM:	● 201 children (82.0%)
SBC:	● Value unknown



MMR – 1st dose

% of children who received one dose of MMR vaccine by 2nd birthday (2016/17)

BFBC:	● 90.6%
RBWM:	● 88.5%
SBC:	● 84.8%

Compared against national target of 95%



Infant mortality

Rate of deaths in infants aged under 1 year per 1,000 live births (2014-16)

BFBC:	● 7 infants (1.6)
RBWM:	● 19 infants (3.8)
SBC:	● 33 infants (4.2)



MMR – 2nd dose

% of children who received one dose of MMR vaccine by 5th birthday (2016/17)

BFBC:	● 90.7%
RBWM:	● 82.8%
SBC:	● 79.0%

Compared against national target of 95%



A&E attendances (0-4 years)

Rate of attendances in children per 1,000 population (2016/17)

BFBC:	● 5,618 children (724.6)
RBWM:	● 3,668 children (409.6)
SBC:	● 7,073 children (535.3)



Hospital Admissions for injuries

Rate of admissions caused by unintentional and deliberate injuries in under 5s per 10,000 population (2016/17)

BFBC:	● 74 admissions (95.4)
RBWM:	● 82 admissions (92.6)
SBC:	● 152 admissions (115.0)

The latest available data is shown at a local authority or CCG level, dependent on the data type

This is compared against the England figure:

- Significantly better than England
- No significant difference to England
- Significantly worse than England
- Not comparable/ Value unknown

Where a national target has been set, data has been compared against this target.



School Readiness

% of children achieving a good level of development at end of Year R (2016/17)

	All	Free School Meals
BFBC:	73.4%	57.6%
RBWM:	76.6%	51.6%
SBC:	71.2%	59.9%



Tooth Decay

% of 5 year olds free from tooth decay (2014/15)

BFBC:	77.9%
RBWM:	81.5%
SBC:	58.7%



Obesity and overweight (Year R)

% of children in Year R who are obese and overweight (2016/17)

	Obese	Overweight
BFBC:	7.1%	19.2%
RBWM:	6.6%	17.1%
SBC:	10.4%	21.1%



Obesity and overweight (Year 6)

% of children in Year 6 who are obese and overweight (2016/17)

	Obese	Overweight
BFBC:	15.8%	30.0%
RBWM:	16.2%	30.5%
SBC:	26.0%	41.5%



Pupils with social, emotional and mental health needs

% of pupils identified as having social, emotional & mental health needs (2017)

BFBC:	312 children (1.75%)
RBWM:	536 children (2.51%)
SBC:	638 children (2.15%)



Uptake of free school meals

% of pupils eligible for and claiming free school meals who attend state funded school (2017)

BFBC:	1,357 children (7.6%)
RBWM:	1,356 children (6.3%)
SBC:	2,979 children (9.8%)



Hospital Admissions for injuries

Rate of admissions caused by unintentional and deliberate injuries in 0-14s per 10,000 population (2016/17)

BFBC:	489 admissions (82.2)
RBWM:	214 admissions (75.9)
SBC:	341 admissions (94.7)



HPV vaccination uptake – 1st dose

% of 12-13 year old girls who received first dose of HPV vaccine (2016/17)

BFBC:	95.5%	Compared against national target of 90%
RBWM:	93.8%	
SBC:	88.9%	



Key Stage 4: GCSEs & equivalent results

Average Attainment 8 score for pupils in 2016/17

	All	Free School Meals	SEN support
BFBC:	51.4	42.4 (62 pupils)	39.0 (98 pupils)
RBWM:	53.1	45.9 (95 pupils)	41.5 (178 pupils)
SBC:	54.9	45.4 (147 pupils)	43.1 (206 pupils)

The latest available data is shown at a local authority or CCG level, dependent on the data type

This is compared against the England figure:

- Significantly better than England
- No significant difference to England
- Significantly worse than England
- Not comparable/ Value unknown

Where a national target has been set, data has been compared against this target.

Children and Young People's Outcomes in East Berkshire

Health behaviours for 15 year olds (June 18)

Health behaviours for 15 year olds have been estimated based on the responses provided in the What About YOUth (WAY 2014) survey



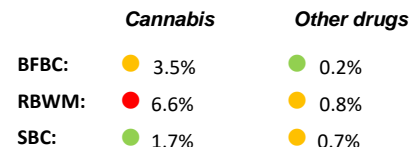
Smoking prevalence (current smokers)



Regular drinker of alcohol (every week)



Drug Use (in the last month)



% who think they're the right size



Sedentary for 7 hours or more per day



Physically Active (at least 1 hour every day in last week)



Eat 5 portion of fruit & veg a day (yesterday)



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Mental Wellbeing: Mean WEBWBS score



Reporting low life satisfaction



Reported that they were bullied (in past 2 months)

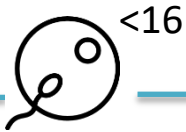


The latest available data is shown at a local authority or CCG level, dependent on the data type

This is compared against the England figure:

- Significantly better than England
- No significant difference to England
- Significantly worse than England
- Not comparable/ Value unknown

Where a national target has been set, data has been compared against this target.



<16

Under 16s conception rate

Rate of conceptions for females aged 13-15 per 1,000 population (2016/17)

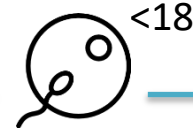
BFBC: ● Value not published
RBWM: ● Value not published
SBC: ● 8 conceptions (3.0)



NEET (16-17 year olds)

% of 16-17 year olds who are NEET or whose activity is not known (2016)

BFBC: ● 120 young people (5.2%)
RBWM: ● 1,140 young people (44.8%)
SBC: ● 130 young people (3.7%)



<18

Under 18s conception rate

Rate of conceptions for females aged 15-17 per 1,000 population (2016/17)

BFBC: ● 19 conceptions (8.3)
RBWM: ● 23 conceptions (8.5)
SBC: ● 32 conceptions (12.2)



First time entrants to Youth Justice System (10-17 year olds)

Rate per 100,000 population (2016)

BFBC: ● 27 young people (227.4)
RBWM: ● 29 young people (191.7)
SBC: ● 55 young people (366.4)

Page 2



Admissions due to substance misuse (15 to 24 year olds)

Rate of admissions as a result of self-harm per 100,000 population (2014/15-16/17)

BFBC: ● 23 admissions (57.1)
RBWM: ● 40 admissions (97.9)
SBC: ● 26 admissions (53.3)



Admissions as a result of self-harm (10 to 24 year olds)

Rate of admissions as a result of self-harm per 100,000 population (2016/17)

BFBC: ● 107 admissions (508.0)
RBWM: ● 84 admissions (379.1)
SBC: ● 75 admissions (298.7)



Admissions for mental health conditions (under 18s)

Rate of admissions for mental health disorders per 100,000 population (2016/17)

BFBC: ● 25 admissions (88.7)
RBWM: ● 18 admissions (52.7)
SBC: ● 11 admissions (26.6)



Admissions for alcohol-specific conditions (under 18s)

Rate of admissions for alcohol-specific concerns per 100,000 population (2014/15-16/17)

BFBC: ● 17 admissions (20.2)
RBWM: ● 17 admissions (16.8)
SBC: ● 20 admissions (16.4)



Hospital Admissions for injuries (15 to 24 year olds)

Rate of admissions caused by unintentional and deliberate injuries per 10,000 population (2016/17)

BFBC: ● 238 admissions (177.0)
RBWM: ● 177 admissions (118.8)
SBC: ● 237 admissions (144.4)

The latest available data is shown at a local authority or CCG level, dependent on the data type

This is compared against the England figure:

- Significantly better than England
- No significant difference to England
- Significantly worse than England
- Not comparable/ Value unknown

Where a national target has been set, data has been compared against this target.



Children in Care (under 18)

Children looked after per 10,000 population at 31st March 2017

BFBC:	● 115 children (41)
RBWM:	● 110 children (32)
SBC:	● 190 children (46)



Child Protection cases (under 18)

Rate of children who become subject of child protection plan during year per 10,000 population (2014/15)

BFBC:	● 144 children (51.8)
RBWM:	● 89 children (26.6)
SBC:	● 173 children (43.4)



LAC: emotional and behavioural health (5 to 16 year olds)

Average SDQ difficulties score for LAC on 31st March 2017

BFBC:	● 15.0	SDQ score of 14 is considered normal; 17 and over is cause for concern
RBWM:	● 14.5	
SBC:	● 14.9	



LAC: emotional and behavioural health – cause for concern (5 to 16 year olds)

% of LAC with SDQ score of 17 or above on 31st March 2017

BFBC:	● Value not published
RBWM:	● Value not published
SBC:	● 15 children (41.7%)



Hospital admissions for epilepsy (under 19s)

Rate of emergency admissions for epilepsy per 100,000 population (2015/16)

BFBC:	● 12 admissions (40.5)
RBWM:	● 22 admissions (62.1)
SBC:	● 47 admissions (110.9)



Hospital admissions for asthma (under 19s)

Rate of emergency admissions for asthma per 100,000 population (2016/17)

BFBC:	● 29 admissions (97.5)
RBWM:	● 33 admissions (91.5)
SBC:	● 117 admissions (271.2)



Pupils with social, emotional and mental health needs

% of pupils identified as having social, emotional & mental health needs (2017)

BFBC:	● 312 children (1.75%)
RBWM:	● 536 children (2.51%)
SBC:	● 638 children (2.15%)



Uptake of free school meals

% of pupils eligible for and claiming free school meals who attend state funded school (2017)

BFBC:	● 1,357 children (7.6%)
RBWM:	● 1,356 children (6.3%)
SBC:	● 2,979 children (9.8%)



Hospital admissions for diabetes (under 19s)

Rate of emergency admissions for diabetes per 100,000 population (2015/16)

BFBC:	● 17 admissions (57.4)
RBWM:	● 13 admissions (36.7)
SBC:	● 28 admissions (66.1)



Homeless young people (16 to 24 year olds)

Homeless households headed by applicant aged 16-24 per 1,000 total households (2016/17)

BFBC:	● 13 households (0.26)
RBWM:	● 11 households (0.18)
SBC:	● 28 households (0.51)



Child Mortality (1 to 17 year olds)

Rate of deaths for children aged 1 to 17 (2014-16)

BFBC:	● 4 deaths (Value unknown)
RBWM:	● 7 deaths (Value unknown)
SBC:	● 21 deaths (18.5)

The latest available data is shown at a local authority or CCG level, dependent on the data type

This is compared against the England figure:

- Significantly better than England
- No significant difference to England
- Significantly worse than England
- Not comparable/ Value unknown

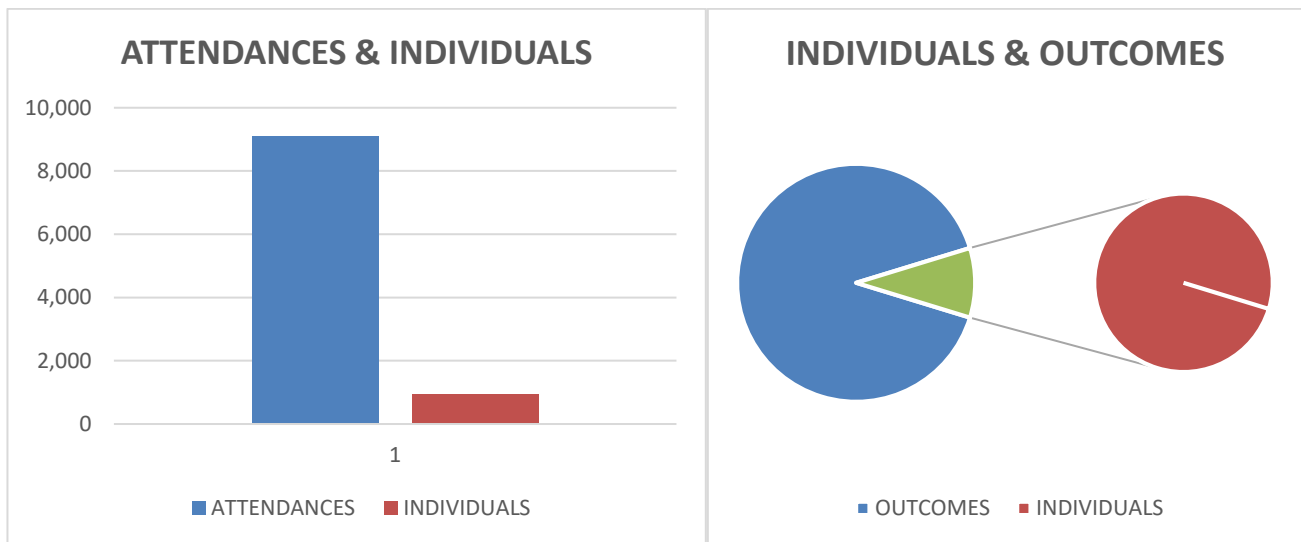
Where a national target has been set, data has been compared against this target.

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Annual Monitoring Report, Year 5, 01/04/2017 to 31/03/2018

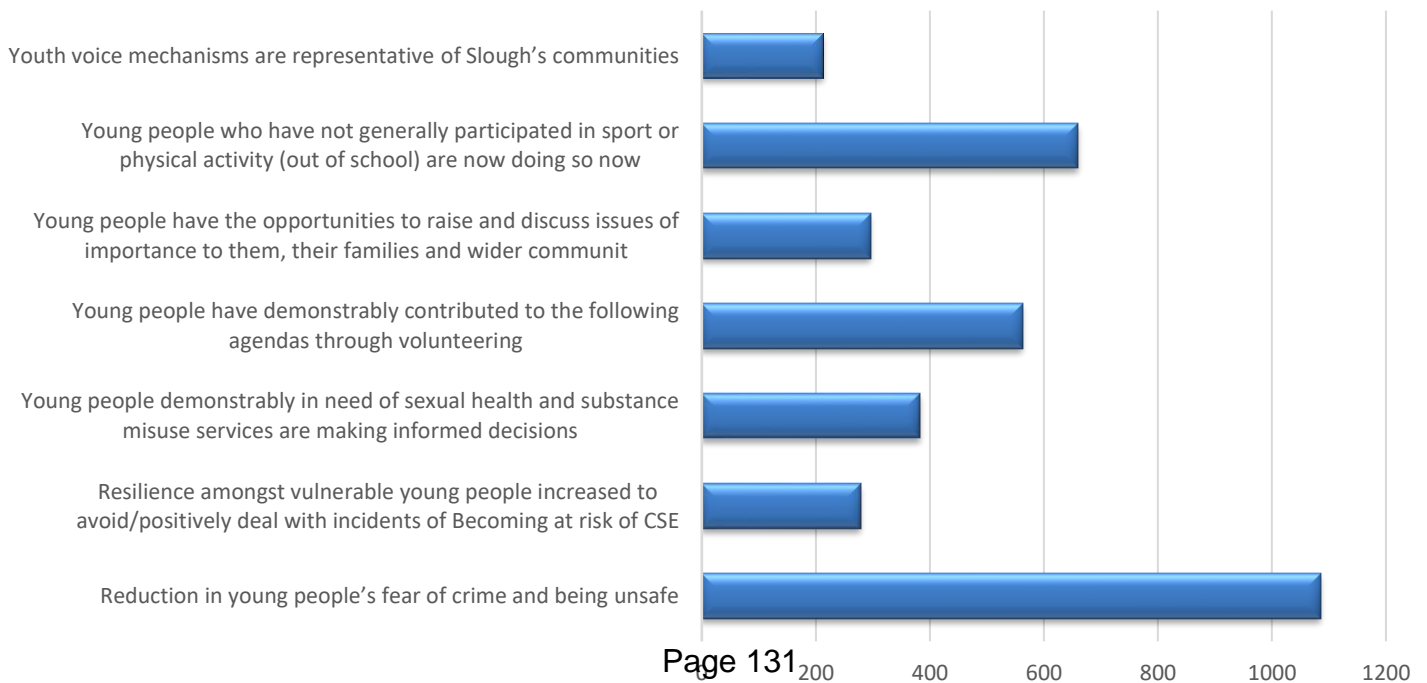
Outputs & Outcomes

Over the last year YES engaged with, tracked and monitored **925 individual young people**, who achieved **8472 measured outcomes** through **9073 recorded attendances**. Including registered anonymous participants we engaged with **1389 individuals** and estimate our actual reach to be **2500+**.



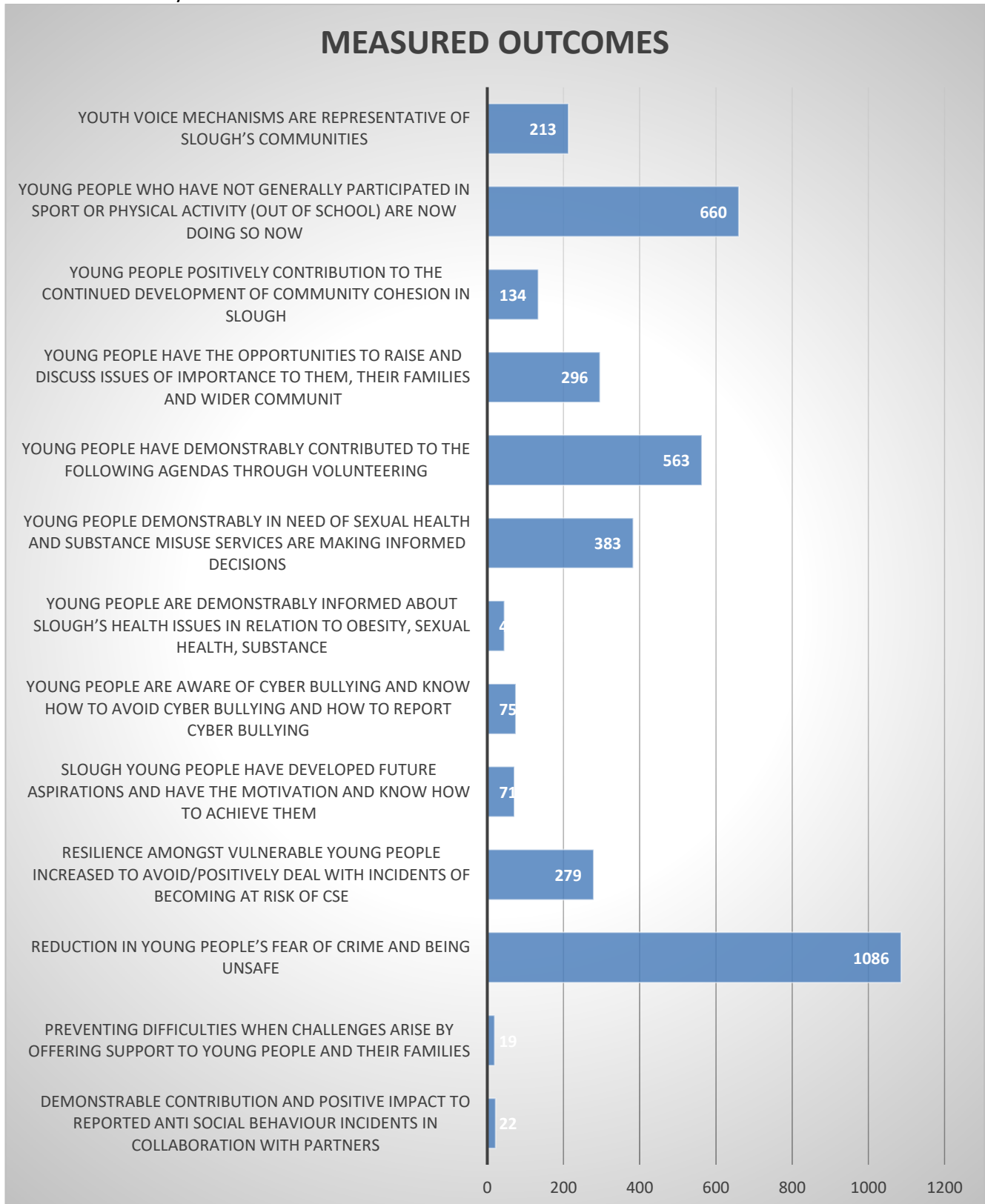
Out of the sixteen outcomes we are required to track, we have made the most impact on; reducing the perception of **crime**, participation in **sport, volunteering, making informed choices around sexual health and substance misuse, raising awareness of and discussing issues that are important to them, resilience** amongst vulnerable young people and **Youth Voice**.

TOP OUTCOMES



Additional Outcomes

Here is a summary of 13 out of 16 outcomes achieved 2017-18. Three further outcomes detailed later.

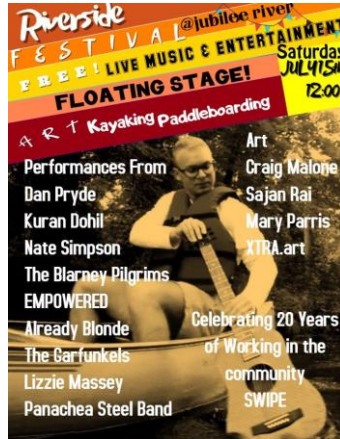


Activities & Impact

The Youth Engagement Slough consortium partners and its many Associates achieved the above impact, through the following range of activities...

A) Encouraging Healthy lifestyles

Outcome 1: Football, Rowing & Kayaking. 660 Young people who have not generally participated in sport or physical activity (out of school) are now doing so now.



Outcome 2: Youth Café (Chalvey). 383 Young people demonstrably in need of sexual health and substance misuse services are making informed decisions.



Outcome 3: YES shop drop in, SYPS, Beehive Foundation, Autism Berkshire & other groups. 45 Young people were demonstrably informed about Slough's health issues in relation to obesity, sexual health, substance misuse.



B) Fostering Community Safety & Cohesion

Outcome 4: Youth Club (Britwell). 1086 young people's fear of crime and being unsafe was reduced.



Outcome 5: We contributed to reducing entrants to the CJS by working closely with the YOS, taking on and engaging with 17 young people who had offended within the last 12 months and/or were engaged with YOS.

Outcome 6: More than 22 young people helped support events with partners, which resulted in a demonstrable contribution and positive impact to reported anti-social behaviour incidents in collaboration with partners.

Case Study, Partition Project.

Ten years ago, to mark the 60th anniversary of the Partition of British India into India and Pakistan, Aik Saath volunteers led a courageous oral history project to help their generation understand what had happened in 1947 and to reveal the suffering that took place, impacting on *all* communities. However, our 2007 exhibition was so focussed on reflecting the right mix of Sikh, Hindu and Muslim voices that women's perspectives were often overlooked.

In 2017 we created an exhibition about Partition purely focussed on women's voices. Partition: Women's Voices enabled young people to gain insight into the history of the project by Professor Sarah Ansari from Royal Holloway University and researched Partition at the National Archives. The young volunteers went on to interview eleven women that survived Partition and developed their testimonies into an exhibition, working with Sue Perks from Perks Willis Design to create a stunning piece of work. The exhibition was incredibly well-received when it was launched and led BBC Berkshire to spend a morning broadcasting from Aik Saath's offices.



Case Study, Chalvey Stories.

The majority of the young people accessing our provision in Chalvey are from Roma Gypsy backgrounds. During the last year we visited Babington Academy in Leicester to understand how they have gained a national reputation for meeting the needs of Roma learners. In Slough, Haybrook College requested training about Roma culture from Aik Saath, reflecting our organisation’s reputation locally for having an unrivalled knowledge of the community.

Our youth work sessions can provide vital support to young people struggling with a range of difficulties. With our partners from Youth Engagement Slough (YES), we organised a conference for staff from Slough Children’s Services Trust and the Local Authority so that they could develop their knowledge of the activities available to the young people and the families they are supporting.

The willingness of Aik Saath to explore new approaches and ideas, led to the inclusion of our work in the British Academy policy project on interventions and activities to improve social integration, *“If you could do one thing...” Local actions to improve social integration*. The report was launched at the House of Commons in December 2017 and can be downloaded here: www.britac.ac.uk/if-you-could-do-one-thing-local

Outcome 7: Youth Film Club. Through the delivery of ‘Get into Film’ digital literacy sessions, which enable young people to stay safe online, 75 Young people are aware of cyber bullying and know how to avoid and report it.



Our @YESSlough @getintofilm #FilmClub regulars @NicoRFerrari and @KieranWay present their film #Lost @TheCurveSlough #CurveFilms @FilmHubSE



Outcome 8: Girls Group. 279 vulnerable young people increased their resilience, to avoid/positively deal with incidents of Becoming at risk of CSE.

C) Engaging with Early Help

Outcome 9: Referrals. According to the Core+ database, we have prevented difficulties when challenges arise by offering support to 19 young people and their families. However, in addition we have received, followed up with and supported 371 ongoing referrals this past year from SYPS, YOS, SCST and a range of other agencies. We have received 51 new direct referrals this past year. We have managed to actively engage 46 referred young people and 23 are now participating in universal YES activities.

Case Study, Young Carers

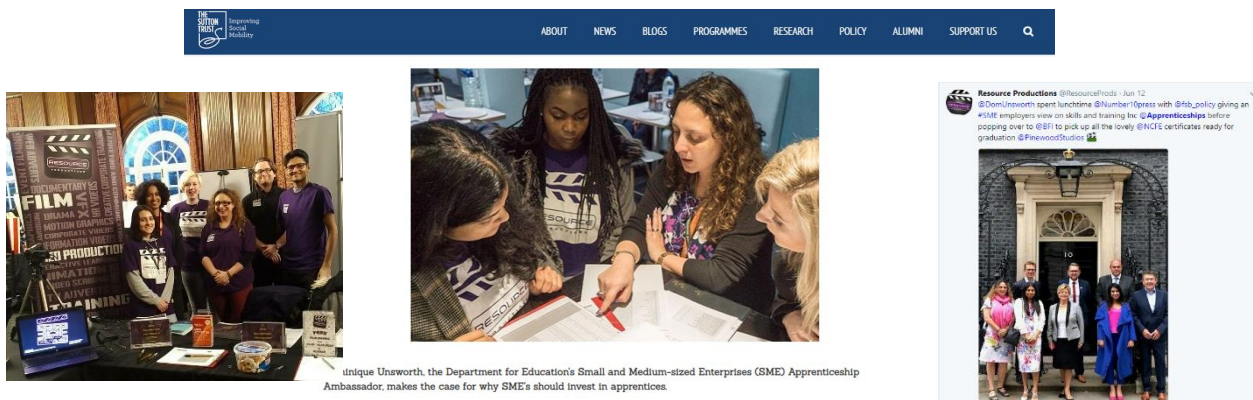
In recent years, Aik Saath’s work for young carers has become increasingly wide-ranging and effective. Our lead for young carers, Jemma Zaveri, has been recruited to work for the Local Authority on a part-time basis and this has been a hugely important development – she is able to support young people both in the community and with statutory assessments, ensuring some of the most vulnerable young people in our town have access to a seamless service between the community and the council.

Jemma has successfully integrated our young carers work with initiatives serving older carers, led by Slough Council for Voluntary Services, and organisations supporting families with children or young people that have Special Education Needs and Disabilities (SEND), such as Special Voices. This has involved participating in joint awareness-raising and celebratory activities, such as Carers Week and SEND Information Days. We have also undertaken our own targeted awareness-raising activities for Young Carers Day and provided assemblies for Burnham Park Academy, Langley Academy, Lynch Hill Primary School.

Our youth work sessions can provide vital support to young people struggling with a range of difficulties. With our partners from Youth Engagement Slough (YES), we organised a conference for staff from Slough Children’s Services Trust and the Local Authority so that they could develop their knowledge of the activities available to the young people and the families they are supporting.

D) Contributing to the NEET agenda

Outcome 10: Careers Fairs & Apprenticeships. 71 Slough young people now have developed future aspirations and have the motivation and know how to achieve them.



Outcome 11: We have helped ensure young people's post-16 destination is known, by updating the Core+ system when we identify a young person who has moved from NEET to EET or vice versa. Over the last year YES has taken on another Apprentice, moving a Slough resident (under 25) from NEET to EET. In addition we have hosted and supported several SBC Apprentices. As of 31st March 2018 we were engaging with 13 NEET young people.

E) Contributing to the Youth Voice agenda

Outcome 12: 925 individual young people, from across every ward in Slough, attended a wide range of activities and programmes, resulting in excess of 9073 attendances. Our programme is reviewed quarterly in partnership with the YES Young People's Steering Group and YES Associate Group. Current activities can always be viewed here: www.yesslough.com

Outcome 13: Youth Voice (Blagrove Project), YP Question Time, Youth Café (central) & YES YP Steering Group. 213 young people, who are representative of Slough's demographics, engaged with Youth voice mechanisms.

Outcome 14: Youth Café (Langley). 296 young people had the opportunities to raise and discuss issues of importance to them, their families and wider community, focused particularly this past year on the Langley area.

Outcome 15: 563 Young people have demonstrably contributed to the following agendas through volunteering: Community Cohesion, Safer Slough and Healthier Slough.

Case Study, Aik Saath Volunteers

Young people volunteered more than 660 hours of time by participating in Aik Saath activities each Tuesday and/or going out into school and other youth settings. The peer training team is our core group of young volunteers that give their time to our various initiatives. This year new volunteers were recruited through involvement in local events, such as the Slough Youth Offending Team's open day at Arbour Park Stadium; and outreach work at careers fairs by East Berkshire College and Learning to Work. Awareness raising activities also took place at Slough Older People's Forum and at Count Me In, a local partnership conference led by Slough Teaching School Alliance. In addition to accreditation from V-Inspired, some of our volunteers also gained Arts Awards, with five young people gaining awards at the Bronze level and two attaining the award at Silver level.

We also continue to use our weekly 'volunteer' session as a vehicle for delivering peer-led youth work and projects. During the last year we supported our volunteers to organise two Young People's Question Time events with Slough Youth Parliament. The first took place at The Curve, was chaired by Haajrah Ahmed and featured Keannah Shaw on the panel. The second took place at Slough and Eton C of E Business & Enterprise College and was chaired by Mary DeWind.

We are proud of our volunteers and many of them give so much of their time to our various projects. The work of nineteen-year-old Aneesa Hussain, was particularly prominent during the last year and in November she was highly commended at the Slough Council for Voluntary Services awards.

Outcome 16: Empoword & Script Saturday. 134 young people positively contributed to the continued development of community cohesion in Slough.

Case Study, Empoword

A more recently developed area of our work has involved supporting young people to share their views via spoken word poetry. Our young volunteers named the project, *Empoword* and over the course of the last year it has become an increasingly prominent part of what we offer. This prominence was reflected by Empoword winning ‘Best Arts Project’ at the Slough Youth Awards in November.

Empoword, continues to grow and develop. Most significantly, this year we have seen cross-over between our schools work and spoken word initiatives. We were invited by The Langley Academy to explore well-being through poetry with sixth form students. One of our leading poets, Banana Sharma, led on the facilitation and teachers later report myriad benefits from her sessions. Parlaunt Park Primary School invited us to explore kindness through poetry as part of their Friendly Fortnight. We transferred the children’s words onto helium balloons and their poems were later tied up around the school. It was a pleasure to see the children’s excitement at discovering each other’s work and reading other pupils’ reflections on how they should treat each other.

Empoword artists also provided performances at:

- The Riverside Festival, a celebration of twenty years of SWIPE;
- The Slough Children’s Services Trust staff conference;
- Happiness Matters: Well-being, achievement and cultural capital;
- Streets Alive, an arts festival in Slough High Street.

Poetry in the Park has become a widely anticipated event in the Slough calendar. For the second consecutive year, over one hundred people assembled in Salt Hill Park’s Skate Park to hear a diverse range of artists share their work. National Poetry Day was also marked for a second consecutive year, attracting a large audience to The Curve to hear a plethora of local poets.



Measuring Outcomes and Impact

At the start of this contract, Slough Borough Council asked us to focus on 16 Outcomes. We evidence these outcomes through quantitative output data and qualitative feedback, which enables us to measure impact.

Quantitative data:

- Registers
- Registration forms
- Referrals
- YES YP database
- YES referral database
- Early Help aka ECAF system
- Core+

Qualitative feedback:

- Session feedback from participants
- One to one
- Focus groups
- Surveys
- YES YP Steering Group
- YES Associate Group
- Input from the 24 groups and boards that engage with young people

Training

In 2017-18, Aik Saath, Resource Productions and SWIPE all held 'gold standard' as part of the Slough Quality Protects, quality assurance kite mark. This recognises the measures we have put in place to protect people accessing our services and within the consortium. There is a commitment across YES to constantly improving our procedures and the quality of our work. To these ends, staff training this year has included Signs of Safety (a new safeguarding framework being used by local social services); refresher training in first aid (all staff); working with gangs (delivered by Gangsline); a multisports activator course (delivered by Street Games) and; training on the interrelationships between arts, creativity and well-being at The Langley Academy.

Key Associates

Over the last year, we refined our core programme, in order to become more impact focused. We reduced the number of activities we provided and matched just one or two activities to each targeted outcome. In doing so, we identified that Britwell Youth and Community Project, in partnership with Beat Routes and the Beehive Foundation were essential to the core weekly provision. We continue to work with other associates including Destiny Support, Creative Junction and Berkshire Education and Youth Centre (BEYC) on a project by project basis.

Partnerships, Groups and Boards

A large amount of our time is spent, preparing for, attending and carrying out actions from a wide range of borough-wide, regional and national Boards, meetings and partnerships. YES and our three lead officers; Jamie Green, Rob Deeks and Dom Unsworth currently represent the needs of young people at;

1. Town Centre Partnership.
2. Prevent Board.
3. Safer Slough Partnership, Project Management Group.
4. Young Carers Steering Group.
5. Slough CVS Board (Jamie).
6. Thames Valley Police, Volunteer of the Year (Jamie) and receiving a Commendation (Rob).
7. Maidenhead to Teddington Catchment Partnership.
8. One Slough – Roma Group.
9. Serious Youth Violence Committee.
10. Early Help Champions Group.
11. Slough Strategic Skills & Employment Group.
12. Elevate Slough Steering Group.
13. HOME Slough Creative Connectors & Art Forum.
14. Slough Cultural Education Partnership.
15. Slough Wellbeing Partnership.
16. Slough Music Hub.
17. Thames Valley Berkshire Local Enterprise Partnership Forum, Community Sector Representative (Dom).
18. TVBLEP ESIF Sub-committee.
19. Thames Valley Apprenticeship Ambassador Network & Young Ambassador Network.
20. National Apprenticeship Ambassador Board.
21. OCR Creative qualification advisory Board
22. Screen Skills Bursary Group
23. Joint Commissioning Board CYP Health
24. Wellbeing East Berkshire

Moving forward

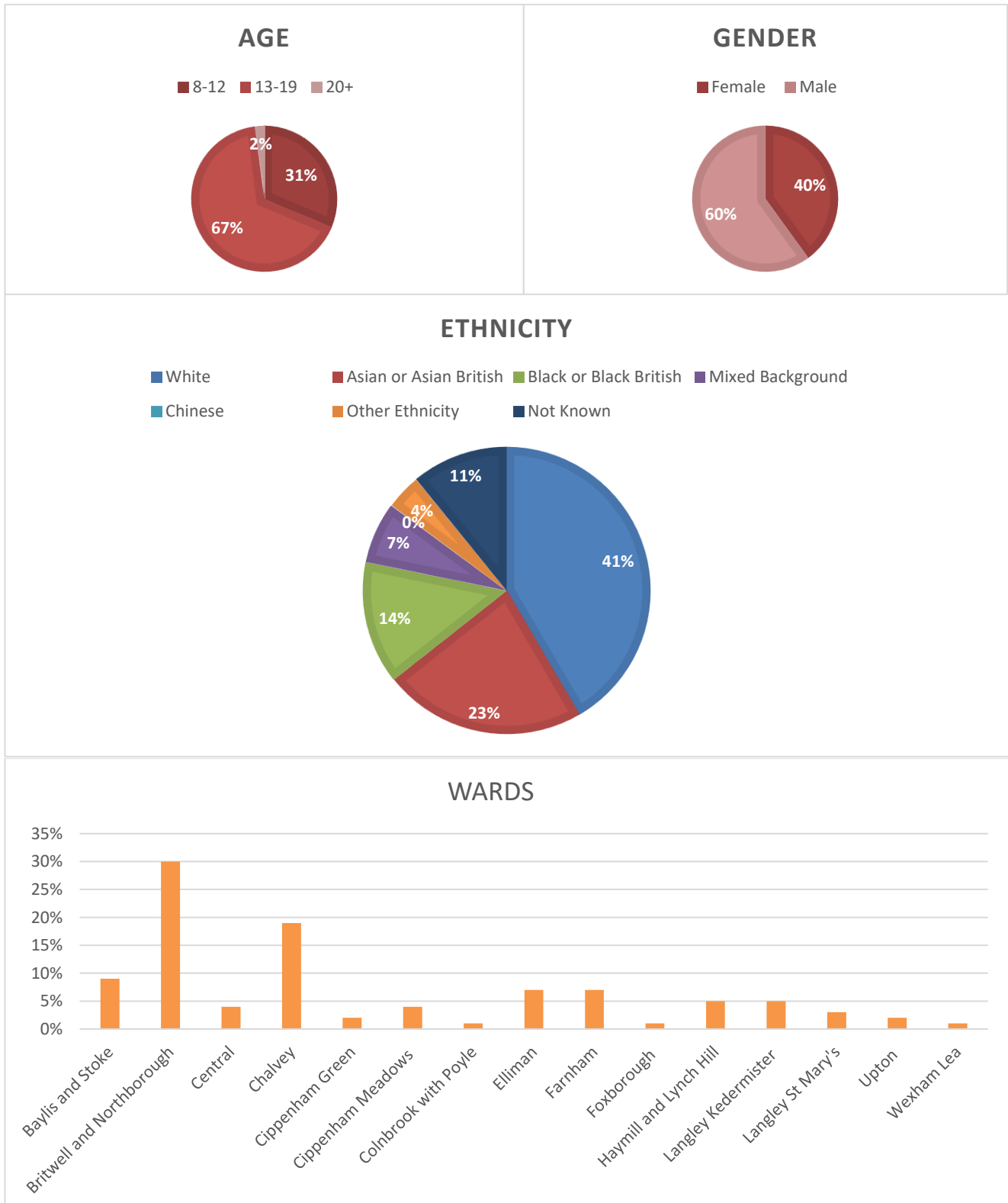
We intend to use the annual contact review meeting as an opportunity to review the number and range of outcomes. Trying to shift focus between sixteen ‘outcomes’, across five ‘agendas’ is a constant challenge and can impact on our ability to focus on and effect change.

With the support of Hardeep and Alison at SYPS we have been able to set up a much more streamlined monitoring process, which enables us to link into the Core+ database and gain a holistic view of the most vulnerable young people we work with. We are also working closely with SCST to support this.

We continue to work with SYPS, SBC and SCST to grapple with better identifying and measuring impact in a realistic and meaningful way. This is an ongoing challenge whilst also being tasked with providing universal services to more than 2500 participants each year.

Demographics

Here is a summary of some of the core participant demographics, which show that the majority of young people that we engage with are aged 13-19, predominately male and BAME.



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Young People's Service Case Study

Completed by:

Jason George

Reason(s) referred (what were the concerns):

Young Person referred to the 20:20 Pilot Program from the SCST, initially it was hard making contact with this young person as she was estranged from her parents and family. I first met with this Young person when she came to St Martins Place and declared that she was homeless. I introduced myself as 20:20 Project Youth Worker and offered support. She informed me that she was engaged in ongoing disputes with all her family members and had received serious threats from her Father. Young person is at risk of CSE, has previously been reported missing and has revealed she has been taken to hotels in London by older boys and also a penthouse in Manchester. Young Person smokes cannabis is at risk of HBV and has been mentioned at SEMRAC meetings.

Summary of work carried out (what worked well, what didn't)

I obtained data consent from SM and discussed her current situation. SM informed me that she attended her course run by the Princes Trust Programme her father arrived with her sister and was very aggressive towards her. He was shouting at her in Arabic using abusive language and stated that she wasn't to return to the family home and if she did she would be slaughtered like a goat, gesturing with his hands. I took a statement from SM and approached Slough Children's Services Trust with my concerns. They disagreed that SM was in any danger and refused to provide any accommodation for her. They insisted that SM return to the family home and made contact with Dad who stated that he had disowned his daughter. SCST had made an arrangement to place SM with a family friend, SM refused to go there and raised concerns that she would be taken to Somalia and forced to marry. She stated that Dad would also have access to her and that the family friend would indeed work in collusion with Dad.

I obtained more information from SM including a testimony with extremely graphic photo evidence and WhatsApp messages proving that she had been attacked by her sister on many occasions and hospitalised twice. She was slashed on her arm with a broken mirror producing a huge gash that needed several stitches. She also stated that she was sprayed in the eyes with cockroach killer and kicked down the stairs by her father. I again produced this evidence to the trust who insisted that CM was high risk of CSE and it was in her best interest she remained at home. I strongly disagreed and argued my concerns to no avail.

I was contacted by the Programme Leader at the Princes Trust who provided a safeguarding report on the incident involving Dads aggressive behaviour. I also conducted a CSE risk indicator and HBV indicator. I collated as much information as I could and made a referral to Padstones, they provide supported housing to young homeless people. I accompanied SM to an appointment in High Wycombe, unfortunately they only had an emergency room at sixty eight pounds a night and the SCST refused to pay. I showed Padstones all the information I had collated including the picture of SM's wound inflicted by her sister supported by messages on WhatsApp. The staff were very concerned by the evidence presented and contacted their branch at Burnham, who invited us to visit them straight away. SM was offered a place and signed an agreement. I negotiated for SM to stay at her friend's house until her room was available.

I was supported by the Targeted Support Manger to obtain a rehabilitation allowance and agree financial support until her claim for Under 18 Job Seekers Allowance was agreed. I accompanied SM to Argos where she chose items including bedding and cooking utensils to support her move to Padstones. I also issued her with a foodbank voucher and took her shopping for food. On a weekly basis I would meet with SM and hold

one to ones to discuss her concerns, monitor her progress and encourage her to prove her doubters wrong with success. I would also provide her with money from the Trust to support her with living and travel expenses.

What were the achieved outcomes

Secure supported Accommodation and has made a positive transition
 Successful income support and housing benefit claims
 Engaged in CSE Youth Worker
 Completed Princes Trust Course
 Young person apprenticeship at OH Parsons Legal Firm and will study Business Administration Level 2
 Young person offered temporary position at OH Parsons until her apprenticeship starts in September.
 Young person has resolved dispute with her family, Father has apologised and now enjoys an improved relationship.

What difference did your intervention make? (what happened as a result of your intervention)

I achieved positive engagement with SM supporting her transition to supported housing, encouraging her to pay her rent on time and focusing on life skill sessions. I have had a positive impact on SM supporting her to complete her Princes Trust Programme and attended her graduation. I have made a referral to the Engage team and transferred SM’s case to a CSE Youth Worker to continue engagement. SM has resolved her family disputes and has visited her family home re-establishing relationships whilst still living semi-independently. I believe my dedication to finding secure accommodation and providing one to one support made a difference and allowed stability to enable SM to achieve.

Young person’s feedback on support received (young persons voice)

Jason has helped me to not only complete my Princes Trust programme, but supported me through my work experience and helped me achieve my full potential.

I didn’t want to engage with any services, but Jason went out of his way to help me and has convinced me to access further services such as Engage. Without intervention I would have been homeless and not completed my course. I now start working as temporary cover on 4/05/2018.

Using the scale below please tell us where you feel you were when you first started working with your youth worker (where 1 is the lowest score and 10 is the highest score). **2**

Using the scale below please tell us where you feel you are now, (where 1 is the lowest score and 10 is the highest score). **9**

Supplementary information for future development of YPS intervention and community based services/resources

What (if anything) would have helped you to succeed earlier? (Be specific)

I believe funding for extreme circumstances being made available to young people’s Services instead of having to argue the case of the young person to provide emergency housing.

What community based services were available to the young person or you and were these accessed?

I accessed supported housing through Padstones.

Have you identified in gaps within current community based services?

I believe there is a gap in services in terms of supported housing for young people over sixteen. This particular young person was faced with the prospect of being homeless and vulnerable on the streets of Slough. She had been homeless previously and forced to sleep in a park and was subsequently robbed for her mobile phone, which is why it was hard to initially contact her. To my knowledge there are very few organisations that can accommodate young people estranged from their parents. This gap in community services can put young people at risk of CSE and exploitation from gangs and impact on their mental wellbeing.

Please comment on any learning which can enhance the continual improvement of the service

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Young People's Service Case Study

Completed by
Date

Gill Hewlett
23.08.2018

Reason(s) referred (what were the concerns)

What your worried about

- There have been two missing episodes for MS in a space of 14 days.
- CSE tool was undertaken with MS and she is not suspected to be at risk of CSE.
- MS could be associating with young people with CSE concerns.
- MS's emotional wellbeing in that she lacks self esteem.

What's working well

- MS is a child who is able and willing to talk and has been open in her communication
- MS is not beyond parental control
- Referral was made to CAMHS for MS
- Family have engaged in the social care process
- I will continue to see MS as requested until the case is closed.
- Both MS and Miss Swan have consented to referral to ENGAGE

What needs to happen to decrease risk and improve safety

- MS to gain insight into CSE
- MS to gain insight into risk taking behaviours which places her at risk
- MS to be spoken to about her friendship groups and whether these are helping relationships
- MS to be spoken to about the effects of drug substances and alcohol
- Risks for MS associated with Social media, in particular Instagram

Summary of work carried out (what worked well, what didn't)

- CSE indicator tool completed- discussed at SEMRAC
- Strategy meetings were held to discuss concerns and missing episodes
- RHI's completed on the 2 missing episodes.
- Completed CSE interventions on a weekly basis for a period of 5 months covering the following:
- What is CSE, risks and vulnerabilities, models of CSE using DVD resource and discussion
- Using resources have an understanding of each stage of the grooming line and relate it to their own experience.
- Discuss healthy/unhealthy relationships using power & control resources.
- Risk management using push & pull factors resources
- What is consent?
- CSE and the law, support networks & signposting
- Internet safety and sexting- personal safety on & off line, social media and minimizing risks.

What were the achieved outcomes

- Improved Self Esteem
- Improve Mental Health and Wellbeing
- Improve Resilience and Coping Strategies
- Reduced Risk of CSE Indicator
- Increased Awareness/Knowledge and Ability to Make Informed Choices (E-Safety)
- Support Exit from Social Care

What difference did your intervention make? (what happened as a result of your intervention)

MS stated that this is one things she feels she has improved on is the way she feels about herself and how she relies less

on what her peers think about her MS has distanced herself from peers that are not a good influence on her and she can see positives in the way teachers are responding to her which is making things calmer at school and MS feels more motivated. She has more knowledge to make better decisions in school and at home Mum also agreed with this and also stated their relationship has improved throughout my intervention.

MS has used techniques learnt on dealing with stress and anger and can use these skills to deal with situations as and when they occur now. She practises them and knows the ones that work well for her.

No longer discussed on the CSE agenda Closed from SEMRAC- Risk significantly reduced **Update I spoke to MS's step dad a few months after closing and he stated that MS had received inappropriate messages from a young man on social media MS agreed for her step dad to take the phone and inform the Police of these messages She didn't reply to them and stated he can show me if he felt it was appropriate This was a big shift in MS's usage of social media and showed maturity and didn't keep secrets from her parents**

MS has used information and knowledge appropriately regarding internet safety and feels she is more in control of situations and is more open with her parents and has a greater understanding of risks.

MS is no longer involved in CSE and has been closed from Social care

Young person's feedback on support received (young persons voice)

How would you rate service you received from your youth worker-
Excellent

Were you able to talk to youth worker
- Yes

Were you listened to by your youth

Have you had a positive impact from working with youth worker- Yes
What has improved for you as a direct result of working with your youth worker?
Personal safety, self esteem, physical health, confidence and relationships.

Using the scale below please tell us where you feel you were when you first started working with your youth worker (where 1 is the lowest score and 10 is the highest score): **2**

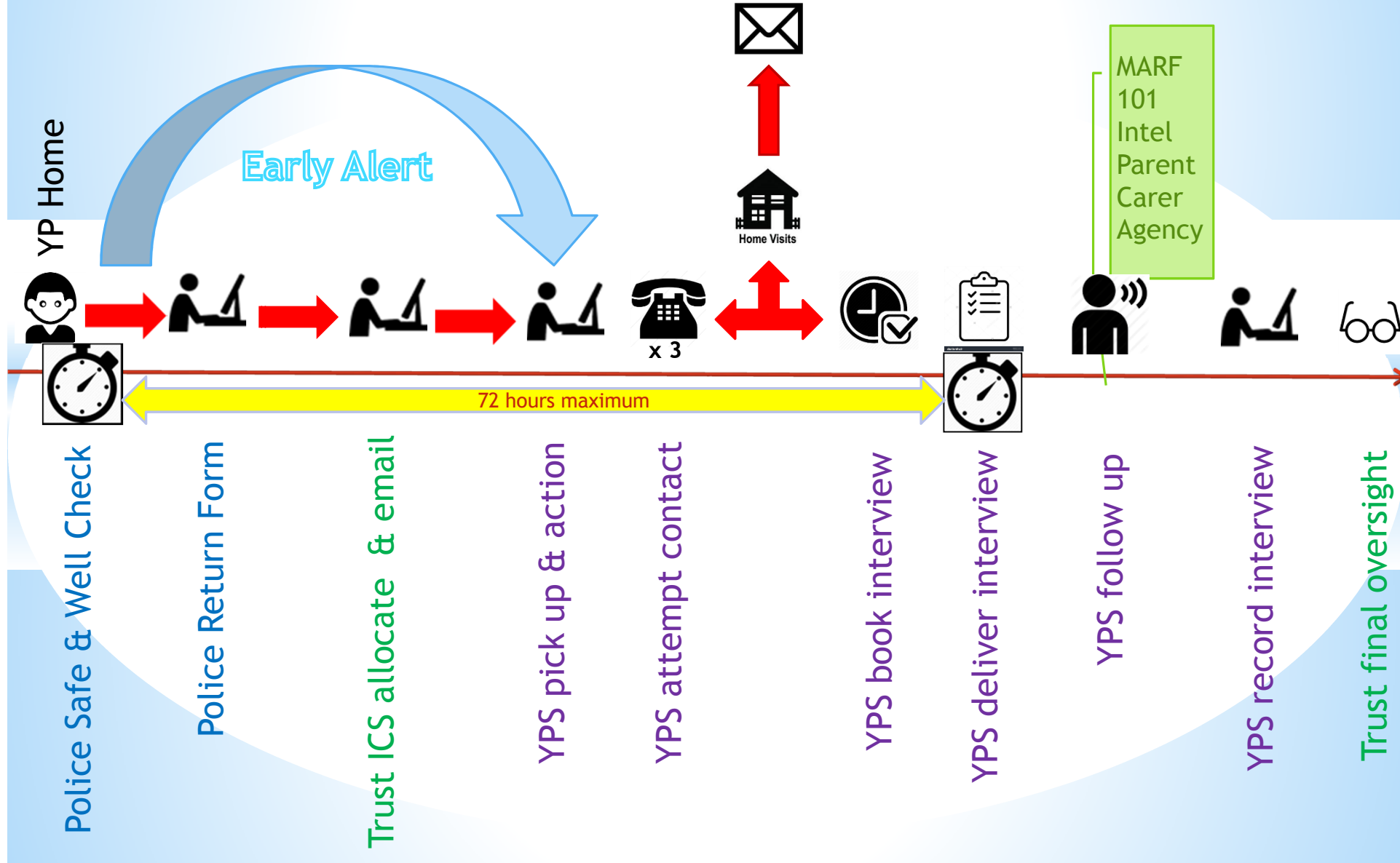
Using the scale below please tell us where you feel you are now, (where 1 is the lowest score and 10 is the highest score): **10**

Supplementary information for future development of YPS intervention and community based services/resources

For internal (SBC) use:	What (if anything) would have helped you to succeed earlier? (be specific)
	What community based services were available to the young person or you and were these accessed?
	Groupwork was offered to MS through the YES consortium activities but at the time she didn't feel she wanted to access this service
	Have you identified in gaps within current community based services?
	Please comment on any learning which can enhance the continual improvement of the service
Good communication and good working relationships are key when working with young people involved in CSE. Timely strategy meetings and the right people collaboratively working together improve outcomes for the young people in our care.	

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Slough Return Home Interviews



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Young Carers Identification process

Young carer is identified and tool completed and sent via

Youth Support in box or Young carers in box



If received via youth support in box Referral coordinator will upload tool to multi media and complete characteristic young carer to CORE.



Referrals coordinator will send all tools by email to Young carers Coordinator who will further assess what support is required by contacting young carer and signposting to relevant service (Targeted via referral, universal or SCST via MARF)



If received via young carers in box Young Carers coordinator will upload tool to multi media and complete characteristic young carer to CORE. Contact will be made with young carer to further assess need and signpost to relevant service (Targeted via referral, universal or SCST via MARF)

Referrals coordinator is collecting data via a spread sheet to track the young carers

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Young People's Service Case Study

Completed by
Date

Tina Coombe
30/4/18

Reason(s) referred (what were the concerns)

I have been working with a young person N, he is a young person that struggles to engage with any worker, but was able to work with me.

He had given up at school; this impacted on his education and left him with hardly any qualifications, low confidence and self esteem. In our first face to face N told me he did not want to apply for jobs in Slough as he was thinking of moving to Newcastle to live with his Auntie. He predicted he would be lured into criminal activity if he remained in Slough.

Summary of work carried out (what worked well, what didn't)

I have worked with N for the past 5 months; however he refused to engage for the first two months. I have helped him to believe in himself, assured him we could apply for jobs in Slough and Newcastle. We completed his CV, apprenticeship profile, application writing and interview prep. We also completed how to conduct your self in a professional setting intervention.

What difference did your intervention make? (what happened as a result of your intervention)

N recently secured an apprenticeship at Arvato in Customer Service, he did very well in his assessment and interview, feedback on the day was he came across very likeable.

Young person's feedback on support received (young persons voice)

When I asked N, how he felt about the support I have given him and whether he thought this had impacted on his life he replied 'I would be dealing drugs by now if you had not been so persistent in contacting me. I had given up in school and wasn't attending, ignoring your calls then I saw you on your bike, you stopped and remembered I had told you in group work (months before) I wanted to become a SBC apprentice. I was shocked as I didn't believe I was good enough to be an apprentice. You believed in me, you guided me and even went out of your way to arrange my application. I was accepted late as I was having trouble applying online. You supported me on assessment day and I cannot thank you enough. You boosted my confidence by believing in me. I am so proud I have secured an apprenticeship with Avarto and I will never have to deal drugs.'

Supplementary information for future development of YPS intervention and community based services/resources

For internal (SBC) use: What (if anything) would have helped you to succeed earlier? (be specific)

N/A

What community based services were available to the young person or you and were these accessed?

Have you identified in gaps within current community based services?

N/A

Please comment on any learning which can enhance the continual improvement of the service

N/A

Young People’s Service Case Study

Completed by
Date

Kuldip Rayat-Jones

Reason(s) referred (what were the concerns)

The young person was NEET. She had left school with below average GCSE’s passes. Having experienced a less than satisfactory experience at school; which left her despondent, low in confidence and self esteem, coupled with the difficult relationship with her mother at home, resulted in her not engaging with the staff at Young People Service. Despite applying for jobs was unsuccessful at the time of referral.

Summary of work carried out (what worked well, what didn’t)

Young person was allocated to me in November 2017. After several attempts of calling on her mobile, landline and a number of home visits; some more successful than others, she eventually responded. Contact was also made with the parent to try and work in partnership to support their young person.

Eventually, in January 2018 the young person started to engage. She was initially wary of the reason as to why she was being contacted, despite being given an explanation. This was understandable as based on the information that had been recorded, she felt she had been let down in the past. She also was reluctant to engage as she felt that she would be expected to write things. After further probing during the one to one guidance sessions, it emerged that her experience at school was not as positive as it should have been. This was because she was dyslexic; something that appeared not to have been identified early and led to frustration. This was part of the reason for her having anger management as well as having some personal issues. She was an articulate young person who was very aware of what she had to do to survive; so all the issues she was and had experienced resulted in low self esteem and confidence and prevented her from moving on.

Once contact was established, explanation of my role and how we would work together to help her achieve her goal was given; a positive and trusting rapport developed, the young person was more willing to seek help and make contact.

Over the course of the first two months; a significant amount of work was carried out in developing trust and good communication. This was demonstrated by following through mutually agreed action points, so that the young person could see that action was being followed through and within agreed timescale. In addition coaching, mentoring and at times challenging her perceptions and behaviours to change her mind-set and expectations were also demonstrated to ensure that she was prepared to achieve her goal. I regularly contacted her by phone and had one to one contact every week to develop the rapport and trusting so she felt and could see that genuine help and support was given; whilst mutual agreeing set goals and timescales. She was also encouraged to take responsibility for some action points empowering her to take ownership for her life. It was important that she felt she was being listened to, her needs were going to be met and working at a pace that she was comfortable with; all helped towards developing her confidence.

Within the first six weeks- a range of employability aspects were completed – CV, Supporting statement, interview preparation, work expectations through coaching was undertaken to help her to develop both her confidence and self esteem.

During this time; her home situation deteriorated, which resulted her in being homeless. The relationship with her mother had broken down following an argument. She found herself sofa surfing for a couple of nights and then sleep rough for three nights until she decided to drop by to the council to seek help on Monday morning. She was met by a member of staff from the young people’s service before I was informed of her arrival. She refused to eat despite having had not food for three days or any sleep. On this Monday morning, she was feeling helpless, tired, hungry and confused, unsure of what the next step was.

Referral was made to the Social services early intervention team, where the duty social worker proceeded to take details of the case to try and contact the parents; who were separated. Whilst the duty social worker was working on contacting the parent, I stayed with the young person and eventually encouraged her to eat, to which she agreed. I stayed with her at all times and updated her of what the duty social worker had to do. The young person was reluctant to go and stay with anyone else as she said that there was no one other than her mother, who was in a position to let her stay with them. I stayed with her for four hours; however I reassured her that something would be sorted by the end of the day. Contact was eventually made with the father and although not ideal she had a safe place to stay. I also contacted her at the end of the day as agreed to make sure that she had a safe place to stay. Regular communication and partnership working with social services resulted in her staying safe. Work continued to contact her mother with whom she normally resided.

To further support her in improving her home life; a referral was made to early help. This purpose of this joint working was to ensure that working with the whole family would help to sustain a more healthy family life.

During the two weeks, every effort was made to prepare the young person for employment, which was what she wanted and needed to become independent and self sufficient. After another incident at home, the young person rang me asking me to pick her up as she was unable to gain access to her belongings from her mother's house. She was distressed and panicking as some of the things she needed urgently included her documents for a potential job. I along with a colleague went to meet her and pick her up. I rang the young person once I was near her home. During this time I requested to speak to her mother to see if I could mediate between the two. Eventually her mother was willing to talk to me. I visited the house with my colleague. I listened to what her mother had to say and the reasons to why she had asked the young person to leave in the first place.

Mediation took place and setting some boundaries including mutual respect was discussed. Parent was encouraged to support young person as she had been offered an interview following submission of her CV to a new local retail store. The young person was encouraged to demonstrate a respectful attitude towards her mother and given strategies of how to manage her anger to avoid repeating the current situation. The partnership between early help, social services and me continued by me providing them with an update. This positive outcome resulted in no more intervention required for the family.

Once her CV had been submitted to the store, she was contacted the next day with an offer of an interview, three days later. I contacted her the day before her interview to ensure she was confident and to answer any questions that she may have had as well as to serve as a reminder of her interview. Following her interview on a Saturday, I contacted her to see how she felt it went. The young person had been successful and was given a start date of two days later. This, for the young person was a positive outcome.

Her willingness to engage and the trusting relationship developed over the months between us had paid off in her achieving her goal.

What difference did your intervention make? (what happened as a result of your intervention)

The interventions had a significant impact on not just moving the young person from NEET to EET but in developing her self esteem, confidence, ability to manage her anger and self belief alongside the independent skills, without the interventions the young person may still have been struggling to move forward. The young person achieved full time employment and has continued to sustain her post. Regular contact was made for a period of one month after her employment to ensure that she was continuing to be stable and happy both in her job and at home. Her relationship with her mother had continued to improve and the young person was more mindful of her own behaviour and actions.

Young person's feedback on support received (young persons voice)

Learnt that it was important to 'Listen to others'. **Having/achieving goals**
Employment or training,
Having my views heard
Confidence, Being involved

Youth worker was:
Interested,
Helpful,
Supportive,
Friendly

Using the scale below please tell us where you feel you were when you first started working with your youth worker (where 1 is the lowest score and 10 is the highest score): 3

Using the scale below please tell us where you feel you are now, (where 1 is the lowest score and 10 is the highest score): 9

Supplementary information for future development of YPS intervention and community based services/resources

For internal (SBC) use: What (if anything) would have helped you to succeed earlier? (be specific)

N/A

What community based services were available to the young person or you and were these accessed?

Slough Active, Aik Saath and YES consortium

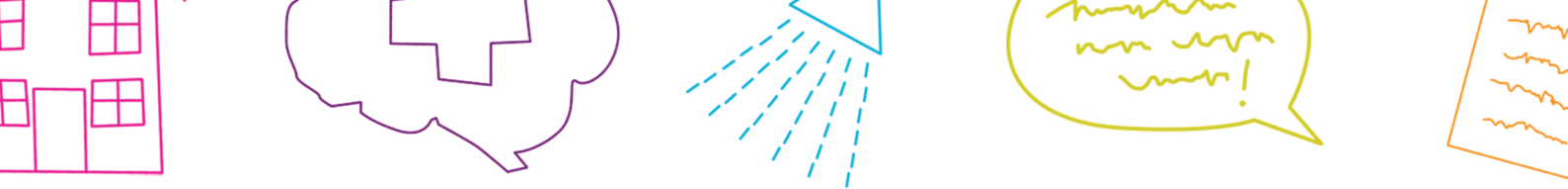
Have you identified in gaps within current community based services?

Employer engagement

Please comment on any learning which can enhance the continual improvement of the service

Liaising with Employers to get new opportunities for YP.

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SKILLS FOR LIFE



WHAT'S IN THE GUIDE



Housing



Money / Finance



Aspirations and Employability



Emotional First Aid



Healthier Lifestyles



Family & relationships



Looking after yourself



Keeping yourself safe



Legal rights



Have your say



Every day life skills



Cooking skills



Benefit entitlements



Sexual Health



Presentation / confidence building

HOW IT WORKS

Each page has four parts

1 Complete the check list to find out what you do and don't know about a topic

Make sure you're honest with your answers

2 Use the space provided to write an action plan for the areas you need to work on

Write down what you need to do, where you can get help and when you will achieve this

3 Follow our Top Tips for each area

4 Visit the websites listed on each page for more information and advice on the subject



Some great websites for general advice around a range of topics are

www.sloughadvicecentre.co.uk

www.becomecharity.org.uk

www.sloughforyouth.gov.uk

HOUSING



- Yes / No Do you know what kind of accommodation you can apply for when you leave care?
- Yes / No Do you know what to do when moving?
- Yes / No Do you know what utility bills you will have to pay?
- Yes / No Do you know what you'll need to set up your home?
- Yes / No Do you know how much it will cost to set up your home? (e.g. buying furniture)
- Yes / No Are you confident about budgeting to cover all your bills?
- Yes / No Do you know what a tenancy agreement is and what to look out for?
- Yes / No Are you good at basic DIY, like changing a light bulb, painting a wall, putting together flat-pack furniture?
- Yes / No Do you know how to keep your home clean?
- Yes / No Do you know how to save energy in your home?
- Yes / No If you are going to live alone, have you thought how you would deal with being lonely?
- Yes / No If something in your home needed fixing, would you know who to ask for help?
- Yes / No Do you know who can help you with accommodation issues?
- Yes / No Do you know what to do if you have a problem with your neighbour?
- Yes / No Do you know what the Environmental Health Agency is and what it can help you with?
- Yes / No Do you know what to look out for when undertaking a viewing?

Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

Make sure you're ready, leaving home is a big step **1**

If you don't feel confident ask for help **2**

Do your research to get the best options **3**

Make a list of all the things you'll need **4**

Plan for additional costs of moving **5**

www.destinysupport.org
www.shelter.org.uk



MONEY AND FINANCE

- Yes / No Do you have a bank account?
- Yes / No Do you know how to open a bank account?
- Yes / No Do you know how to budget your money?
- Yes / No Have you ever gone shopping for your weekly food?
- Yes / No Have you ever saved up to buy anything?
- Yes / No Do you have any savings?
- Yes / No Do you know what you spend your money on?
- Yes / No Do you know how much money you will get per week?
- Yes / No Have you had the chance to budget your money for the week?
- Yes / No Do you know how to read a bill eg. phone bill, utility bill?
- Yes / No Do you know where your income will come from when you leave care?
- Yes / No Do you know how to ensure bills are paid on time – Do you know what a Direct Debit is?
- Yes / No Do you know about different types of credit and the problems these can cause?
- Yes / No Do you know what could happen if you don't pay your bills?
- Yes / No Do you know what your credit rating is?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

- 1
- 2
- 3

TOP TIPS

- Keep an eye on your finances **1**
- Write a realistic and accurate budget **2**
- Try to save some money for unexpected costs **3**
- Look out for deals and bargains **4**
- Find ways to cut costs **5**

www.moneyforlife.org.uk
www.barclayslifeskills.com
www.moneyadvice.service.org.uk



ASPIRATIONS AND EMPLOYABILITY

- Yes / No Do you know what kind of job or career you would like?
- Yes / No Do you know where you can go for job or career advice?
- Yes / No Do you know how to write a CV?
- Yes / No Do you know where to go for help writing a CV?
- Yes / No Do you know where to go for education and training advice?
- Yes / No Do you feel confident about writing a job application?
- Yes / No Do you know where to get help with writing a job application?
- Yes / No Do you know what education or skills you will need to get the job you want?
- Yes / No Do you feel confident about going to a job interview?
- Yes / No Are you confident about using computers and the internet?
- Yes / No Do you know what the minimum wage is?
- Yes / No Do you know what apprenticeships are available?
- Yes / No Do you understand your own skills and potential?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

- 1
- 2
- 3

TOP TIPS

- Write a plan to achieve your career goals **1**
- Be realistic and have a back up plan **2**
- Make sure you're being treated fairly **3**
- Overcome set backs, they happen **4**
- Make your own choices **5**

www.nationalcareersservice.direct.gov.uk

www.plotr.co.uk

www.skillssupport.org.uk

www.getingofar.gov.uk



EMOTIONAL FIRST AID

- Yes / No Are you good at dealing with stress and worries?
- Yes / No Do you know where you can go for mental health advice?
- Yes / No Do you know the signs of anxiety and depression?
- Yes / No Do you sleep well most nights?
- Yes / No Do you have good self esteem?
- Yes / No Do you set yourself goals and plan for the future?
- Yes / No Do you manage your emotions effectively (anger, low mood etc.)?
- Yes / No Do you know how diet can affect your mood?
- Yes / No Do you engage in positive social activities?
- Yes / No Do you understand the risks of alcohol and drug misuse?
- Yes / No Do you know who to talk to about alcohol, drug and cigarette addictions?
- Yes / No Do you know who you can talk to if you are feeling down, worried or depressed?
- Yes / No Do you know about different coping methods?
- Yes / No Are you aware of your trigger points in relation to anger, anxiety, moods etc?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.



Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

- Talk about your feelings, don't bottle them up **1**
- Get plenty of exercise and sleep **2**
- Eat a healthy, balanced diet **3**
- Find time to relax and unwind **4**
- Set and achieve daily goals **5**

www.youngminds.org.uk
www.kooth.com
www.youthaccess.org.uk
www.mind.org.uk



HEALTHIER LIFESTYLES

- Yes / No Are you registered with a doctor and a dentist?
- Yes / No Do you know how to register with a doctor and a dentist?
- Yes / No Do you have a healthy and balanced diet?
- Yes / No Can you cook for yourself?
- Yes / No Do you get regular exercise?
- Yes / No Do you know what a healthy diet is?
- Yes / No Do you know what organic food is?
- Yes / No Do you know what to do to relax?
- Yes / No Do you know about STD's and contraception?
- Yes / No Do you know about the morning after pill?
- Yes / No Have you ever been for an eye test?
- Yes / No Do you know what the dangers are of eating too much, drinking alcohol and smoking?
- Yes / No Do you know who to talk to if you have concerns about your medication?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

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TOP TIPS

Eat 5 items of fruit and veg every day **1**

Have regular check ups with your dentist and GP **2**

Make time to relax and enjoy yourself **3**

Get at least 10 minutes daily exercise **4**

Drink plenty of water **5**

www.nhs.uk/livewell
www.healthtalk.org



FAMILY AND RELATIONSHIPS

- Yes / No Do you have good friends who you can trust?
- Yes / No Do you see your friends often enough?
- Yes / No Are you able to recognise a negative relationship?
- Yes / No Do you know how to maintain a positive relationship?
- Yes / No Do you have a good relationship with your family?
- Yes / No Do you see your family as often as you would like?
- Yes / No Do you know about your life before you came into care?
- Yes / No Do you know about your family, culture or religion?
- Yes / No Do you attend any youth groups?
- Yes / No Do you know who will be there to support you when you leave care?
- Yes / No Do you know who to ask about relationship issues?
- Yes / No Do you know about safe sex and contraception?
- Yes / No Do you know where to get advice about becoming or being a parent?
- Yes / No Do you have anyone you can talk to about very personal issues?
- Yes / No Are you able to identify and maintain boundaries within relationships?

Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1
2
3

TOP TIPS

- Make the effort to socialise and have fun **1**
- Be comfortable being you around others **2**
- Work at maintaining good relationships **3**
- Have clear boundaries in relationships **4**
- Be honest with friends and family **5**

www.relate.org.uk
www.themix.org.uk



LOOKING AFTER YOURSELF

- Yes / No Do you know how to care for your clothes?
- Yes / No Do you know what cleaning products you need?
- Yes / No Do you ever have any problems with your appearance?
- Yes / No Do you know what parts of your body you need to check regularly?
- Yes / No Do you know what you have to do to look after your body and keep clean?
- Yes / No Do you know who you can ask for help about any of the above questions?
- Yes / No Do you know how often you have to complete tasks like changing your bed?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1
2
3

TOP TIPS

- Make a rota for household chores **1**
- Always read product safety labels **2**
- Stick to a daily cleaning routine **3**
- Follow clothing label guidelines **4**
- Clean as you go to avoid a build up **5**

KEEPING YOURSELF SAFE

- Yes / No Do you know what to do to keep yourself safe when travelling?
- Yes / No Do you know how to stay safe and protect your identity online?
- Yes / No Do you know the risks and penalties of carrying weapons?
- Yes / No Can you recognise the signs of grooming and exploitation?
- Yes / No Are you resilient against peer pressure and negative influences?
- Yes / No Are you familiar with emergency contact numbers?
- Yes / No Do you have ICE contacts saved in your phone?
- Yes / No Are you able to resolve conflict calmly?
- Yes / No Do you know how to avoid having your drink spiked?
- Yes / No Are you aware of your surroundings when travelling around?
- Yes / No If you go out alone do you let someone know where you are going and when you'll be back?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

Plan your journeys in advance **1**

Never reveal your name, address or DOB online **2**

Identify and avoid negative associations **3**

Learn to manage your emotions **4**

Be confident in your choices **5**



LEGAL RIGHTS



- Yes / No Do you know your rights if you are arrested?
- Yes / No Do you know who to ask if you get into legal trouble?
- Yes / No Do you understand your rights during a stop and search?
- Yes / No Do you know which organisations you can contact about legal issues?
- Yes / No Do you know how to contact a solicitor or appropriate adult if you need one?
- Yes / No Do you know at what ages you can: Drive, have sex, join the army, get married?
- Yes / No Would you know what to do if somebody was treating you unfairly at work or college?
- Yes / No Do you understand the implications of associating with criminals and the term 'joint enterprise'?

Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

- 1
- 2
- 3

TOP TIPS

- Be aware of your legal rights **1**
- Understand and follow the law **2**
- Don't associate with criminal activity **3**
- If you're unsure seek legal advice **4**
- Speak out if you're treated unfairly **5**

HAVING YOUR SAY

- Yes / No Do you know your basic human rights?
- Yes / No Do you know your rights as a care leaver?
- Yes / No Do you know how to join a care leavers group?
- Yes / No Do you know how to make a complaint?
- Yes / No Do you know who to ask for help to speak on your behalf?
- Yes / No Do you know what you have to do to be able to vote?
- Yes / No Do you know how to access your file?
- Yes / No Do you feel confident enough to stand up and have your say?
- Yes / No Do you know who you can ask for help about any of the above questions?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.



Pick your three most important actions to complete as a priority

1

2

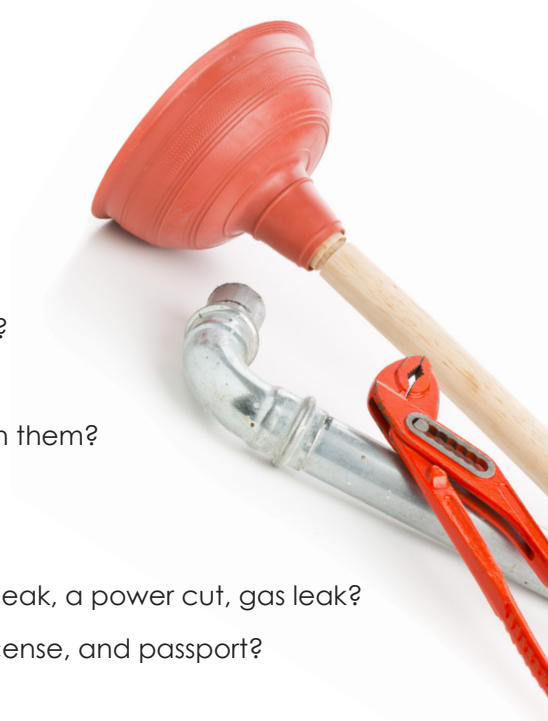
3

TOP TIPS

- Understand your basic human rights **1**
- Express yourself in a positive way **2**
- Don't be afraid to speak out **3**
- Research local groups you can join **4**
- Have confidence in your views **5**

EVERY DAY LIFE SKILLS

- Yes / No Are you confident using public transport?
- Yes / No Do you know how much public transportation will cost you?
- Yes / No Are you good at arriving on time for appointments?
- Yes / No Do you think you have a good attitude when dealing with people?
- Yes / No Can you assert yourself in a positive way?
- Yes / No Is it easy for you to sort things out with someone if you disagree with them?
- Yes / No Could you stick up for yourself in a difficult situation?
- Yes / No Do you know how to deal with problems?
- Yes / No Would you know how to deal with practical problems e.g. shower leak, a power cut, gas leak?
- Yes / No Do you know how to get a replacement birth certificate, driving license, and passport?
- Yes / No Would you know how to book a holiday and get insurance?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

- Communicate positively and confidently **1**
- Keep important documents in a safe place **2**
- Use a calendar for daily appointments **3**
- Plan your day and travel in advance **4**
- Look online for 'how to' videos **5**

COOKING SKILLS

- Yes / No Are you confident with basic cooking techniques?
- Yes / No Do you know what makes a balanced meal?
- Yes / No Do you plan your meals for the week?
- Yes / No Do you know how to eat on a budget?
- Yes / No Can you follow a recipe and measure ingredients?
- Yes / No Do you understand food and nutrition labels?
- Yes / No Do you know food hygiene information?
- Yes / No Do you know any simple and healthy recipes?
- Yes / No Do you know how different types of food should be stored?
- Yes / No Do you know how much items like bread and milk usually cost?
- Yes / No Do you have basic cooking equipment (e.g. saucepans, frying pan, utensils)?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

- 1
- 2
- 3

TOP TIPS

- Plan your meals for the week **1**
- Cook food in batches and freeze portions **2**
- Learn a few basic recipes **3**
- Get creative with your cooking **4**
- Find ways to use left overs **5**

BENEFIT ENTITLEMENTS

- Yes / No Do you know what housing benefits are available?
- Yes / No Do you know what education benefits are available?
- Yes / No Do you know the terms of your benefits?
- Yes / No Do you know what to do if your benefits stop or are incorrect?
- Yes / No Do you know how and when you receive benefits?
- Yes / No Do you know who to contact for advice around your benefits?
- Yes / No Do you know what benefits and income support you are entitled to



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

Complete all necessary steps required to receive your benefits **1**

Communicate in the event of a missed appointment **2**

Ensure contact details held are up to date **3**

Attend all scheduled appointments **4**

Open post promptly **5**



SEXUAL HEALTH

- Yes / No Do you know how to protect yourself from pregnancy and STI's?
- Yes / No Do you know the symptoms of different STIs?
- Yes / No Do you know the long term effects of different STIs?
- Yes / No Do you know what consent is?
- Yes / No Do you know the legal age of consent?
- Yes / No Do you feel pressure to be sexually active?
- Yes / No Do you know all the available forms of contraception?
- Yes / No Do you know where to get contraceptions?
- Yes / No Do you know the benefits, risks and effects of different forms of contraception?
- Yes / No Are you confident maintaining comfortable sexual boundaries?
- Yes / No Can you recognise negative and positive sexual relationships?
- Yes / No Do you know where to get sexual health treatment?
- Yes / No Do you know who to talk to for sexual health advice?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

- Make sure you're ready to be sexually active **1**
- Avoid having sex whilst intoxicated **2**
- Have regular sexual health check-ups **3**
- Make sure you trust sexual partners **4**
- Always use contraception **5**

www.brook.org.uk
www.ruclear.co.uk
www.safesexberkshire.nhs.uk



PRESENTATION AND CONFIDENCE BUILDING

- Yes / No Are you self conscious about the way you look?
- Yes / No Are you confident in your skills and abilities?
- Yes / No Are you comfortable in different environments?
- Yes / No Do you take pride in your appearance?
- Yes / No Do you have formal clothing?
- Yes / No Can you tie a tie and polish shoes?
- Yes / No Do you usually look clean and well presented?
- Yes / No Are you confident speaking in public?
- Yes / No Can you adapt your language for different conversations?
- Yes / No Do you know how to dress appropriately for different situations?



Look at the areas where you've circled 'No' and write down what you need to improve, what actions you could take to do this and who you could talk to for support.

Pick your three most important actions to complete as a priority

1

2

3

TOP TIPS

- Practice for interviews and public speaking **1**
- Maintain personal hygiene **2**
- Keep your clothes clean **3**
- Dress to impress **4**
- Be adaptable **5**



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Report of findings and recommendations of The Curve

Report Date: **MAY 2017**

Prepared By: **Zahid Amin**

Inspection Date: **12.04.2017**



The Background:

Our Youth Voice programme contributes directly to Outcome 1 and Outcome 3 in the Five year Plan and has already gained national recognition with Slough Youth Parliament (SYP) reaching the finals of 2016's Children and Young People Now Awards. In addition to this, Slough Borough Council (SBC) achieved the second largest percentage turnout across the UK for the Make your Mark Campaign which recently resulted in an award from Rob Wilson MP, the Minister responsible for youth policy and volunteering.

To build upon this success, our Young Inspectors Programme went live from March 2017; based on good practice from Rotherham Council, national good practice and previous experience from within our Young People's Services.

Alongside the work of SYP, our new Young Inspectors Programme will contribute to:

“Providing young people with opportunities to have their voice heard and to shape service planning and delivery” – Key Action for SBC from Outcome 1.

Young Inspectors aims to empower our young people locally and giving them the opportunity to be part of the decision making process for services that directly effect them.

This contributes to improving the direct engagement of children and young people; to ensure that the voices and experiences of the most vulnerable are heard, and they inform strategic planning and commissioning.

What is a Young Inspector?

A Young Inspector is a volunteer aged between 13-19 and up to 25+ with SEN who will inspect services that impact children, young people and their families within Slough.

Objectives for Young Inspectors:

- Place young people aged between 13 – 19 and up to 25+ with SEN at the heart of inspecting services delivered to children, young people and their families to ensure compliance against standards and inform service improvements.
- Ensure the views and experiences of the Young Inspectors and children, young people and families are actively listened to, and acted upon to make a difference.
- Provide young people from across Slough with opportunities to develop their skills, raise their confidence and self-esteem; all of which can lead to improved life chances.
- Increase uptake and participation in services by those children and young people who have previously not engaged with Young People's Services and increase their participation in volunteering and social action.

The 3 Key Standards for Young Inspectors:

The Young Inspectors are aware of the 3 Key standards when carrying out an inspection and this forms part of the inspection training prior to any inspection.

1. Confidentiality.

Young Inspectors understand the importance of confidentiality that even if information is not legally classified as confidential, if not handled tactfully can cause problems. Young Inspectors understand the importance of confidentiality and how to manage conflict of interests.

2. Health and Safety (Safeguarding).

Young Inspectors are told the importance of pairing up when doing an inspection and health and safety tips when carrying out an inspection.

3. Professionalism.

Young inspectors follow the following Key Principles in relation to professionalism.

- a. Young Inspectors are in a privileged position.
- b. Report findings accurately and truthfully.
- c. If Young Inspectors see something bad or negative they must be professional and allow a process to run and give the inspected service an opportunity to fix it.
- d. Consider the consequences of their work or its misuse for those they inspect and their users and that their methods or conduct will not adversely affect those they inspect

Introduction:

Dynamics of Young Inspectors: 12 in total.

Male:	4
Female:	7
Average Age:	14

Scope – The Curve Brief

Young Inspectors were instructed not to inspect the following areas:

- The café.
- The Museum pods.

General agreed areas that can be inspected at the Curve

- Registering at the Curve. Is this an easy process? Do Curve staff inform people at registration about the various activities on offer at the Curve?
- The Wi – Fi and electrical points. Are they in working order? Is it easy to use?
- The Curve website. Is this user friendly? Social Media presence? How can the Curve improve this? What is the best way to get information out to young people?
- Public computers. Do they work? Easy access?

In addition, The Curve welcomed more general feedback from each Young Inspector about what they knew about The Curve prior to the inspection and asked Young Inspectors to consider the following:

- Thought it was 'just a library'? Aware there was a venue and gallery? Aware of other services in The Curve?
- How easy it is to find in the town centre – signage etc.
- What media presence it has etc.

Inspection Techniques:

The Young Inspectors agreed on 3 inspection techniques from their training and development workshops which considered the scope and brief given by The Curve.

These are and included the following:

1. Mystery Shopping. 3 Young Inspectors Appendix 1

Registering as a new user at the library and using the public computers.

2. Questionnaire. 3 Young Inspectors Appendix 2

Set of 10 questions asked to a range of people on all levels of The Curve.

3. Observation on the Curve. 4 Young Inspectors Appendix 3

Overview of items about the physical space and building.

4. The Curve website 2 Young Inspectors Appendix 4

Set of 5 Key Areas about the accessibility of The Curve website.

How was the inspection carried out?

The inspections were all carried out on the same day with a diverse range of Young Inspectors.

The mechanism of how to carry out each inspection was agreed on the training and development day, with the Young Inspectors prior to the inspection. Each Young Inspector was given the brief from The Curve to consider for each type of inspection and this was handed out to them on the day in the form of a guidance document.

As The Curve website was only inspected on the day by 2 Young Inspectors. An inspection guidance document was emailed out to all Young Inspectors to report their key findings and recommendations on The Curve website and to email these in at a later stage

The inspection lasted for 2 hours and each type of inspection was carried out independently from each other. The Young Inspectors then met up to discuss the key findings and to draft a report and presentation to list the recommendations.

For this purpose of this report we have split the Key Findings into the 3 types of inspections that were carried out and then listed the overall recommendations at the end of this section, with specific recommendations for The Curve website. We have also listed what we have named 'Overall Positive Feedback' which highlights good practice by The Curve.

What did the Young Inspectors know prior to the inspection?

The Young Inspectors were aware of the services on offer at The Curve and had some communication through their respective schools. Young Inspectors were also aware of the venue and gallery space and universally agreed that the signage was good in Slough High Street with directions to The Curve.

However Young Inspectors were not aware of the adult education services that take place in The Curve.

Key Findings:

Mystery Shopping

- The staff at The Curve are warm and friendly.
- Registering for a library card was an easy process which only took a few minutes. The library cards were appealing and there was also staff that helped in how to use the library card.
- Information was given about the range of activities that The Curve offer.
- Public computers easy to access and use.

Questionnaire

- Over 50% of users are aware of the rules of The Curve.
- Users like the design and structure of the building
- Wi-Fi is regarded as excellent
- There needs to be more quiet study areas and can be difficult to revise at most times.
- Can get noisy due to a lot of activity happening at The Curve. Children crying in the building due to registration of births.
- Most people visit The Curve to study.
- Generally people found out about The Curve through Slough library, local newspapers, word of mouth and the internet

Observation on the Curve.

- Lack of revision space on the 2nd floor.
- Up to 3 people using desks at once due to lack of space.
- Library Rules not as visible around the building.
- Need more selection of books.
- Recycling of rubbish should be more visible.

Website:

- User friendly. It is very easy to use, and the tabs are clear.
- Easy to log on.
- Good opening page as it has the events displayed on the home screen which straight away captures user's attention.
- It is very easy to use, and the tabs are clear.
- Twitter social media presence is very good and clear, and the feed looks very vibrant with lots of pictures.
- It has a Facebook page.
- The sign in button is quite disguised on the background

Overall Positive Feedback

- The space is welcoming and inviting.
- Users have described the building as, 'bright and spacious'.
- Location is easily accessible by foot.
- Children's space is really good, parent's feel that they are in a safe environment.
- Lot of natural light in the building.
- People are aware of the food rules in The Curve.
- Wi-Fi is excellent.
- Tidy and clean.
- Website is very easy to use.

Overall Recommendations for The Curve

- The Curve to offer more activities for teenagers.
- Young Inspectors were directed to the Slough Borough Council website when asked about Information in regards to volunteering opportunities at The Curve. Volunteering opportunities at The Curve should also be listed on The Curve website.
- Instructions on how to use public computers should be available.
- Locating library books must be easier, without the guidance of staff.
- More quiet study signs around the building.
- Printing costs per sheet is should be lower. It is currently too expensive - £1 for an A4 Colour Sheet.
- Reading lists for people to access online and in the library. This should also be on The Curve website.
- More restrictions on certain websites for different age groups.
- Some issues when booking a public computer if a user has not been logged off. Users should be given a sign or notification that alerts them to log off. There should be an automatic time out session due to inactivity.
- Staff should recommend educational websites that children may be able to use to help with studying.
- More parking spaces needed at The Curve.
- Allow the classrooms that are used for adult learning to be opened up for quiet study space.
- The rules of The Curve should be on posters that are bright and colourful.
- Staff should be visible and available on all levels of The Curve.
- More revision guides.
- Lack of study space and computer space as it is consistently used by nearby schools.
- Cameras needed outside on the bike rack.
- Make more use of the space for study areas.
- A map of the Curve similar to theme parks for young people.
- Signs at both entrances about what is on offer on each floor.

Specific Recommendations for The Curve website:

- The Curve website should have events grouped into sections such as people//adults//children.
- The Curve website should have a bit more information about The Curve on the front page, as it is quite confusing as there is no obvious explanation as to what it is.
- Improvement on social media for young people would be to have another account for young people's events
- The curve Facebook page is good, but in terms of attracting young people Instagram would be better, as fewer young people use Facebook
- More publicity for the social media sites could be achieved through posters in schools and in the library
- Making the key features of the website stand out more, and be accessible from the first page. Possibly trying to get The Curve website higher on the search list on google.
- The best way to get information to young people would be through schools and social media, schools to inform people about social media and opportunities available (this could be posters) and social media for up to date news.
- Have a news section on the website
- Regularly monitor the website to see that all the links and URLs are working properly.

End of Report

The Young Inspectors would like to express our gratitude to The Curve for allowing us to inspect their services. The experience of has been excellent and we are grateful that we have had an opportunity to take part in the process of wider change in Slough.

We hope that you have found this report informative and are looking forward to our presentation soon.



Slough Young People's Service
Youth Voice – Young Inspectors

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Ilesha Allen
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End of Report

Appendix 1

The Mystery Shop



Team Name:

Young Inspectors:

.....

The Curve Brief

- Registering at the Curve. Is this an easy process? Do Curve staff inform people at registration about the various activities on offer at the Curve?
- Public computers. Do they work? Easy access?

The Key Standards

Confidentiality

What happens during the inspection process must not be discussed outside of the Young Inspectors team. Everything you see and hear must feedback only to this team for the report.

Remember we are the 'critical friend' and are inspecting to improve a service not to discredit the service. Our report will highlight areas for improvement.

Health and Safety - (Safeguarding)

5 Key Points to Keeping you SAFE

1. Everyone will be in pairs at all times.
2. Keep an eye on your personal belongings.
3. If using your mobile phone you are not to take pictures of people. Do not hand out personal information like your number.
4. Look confident and avoid confrontation.

5. If you come across a serious health and safety matter or you are made to feel uncomfortable, please speak to a member of staff immediately.

Professionalism

1. Use simple language and simple words and avoid jargon.
2. Be welcoming and approachable.
3. Always say Please and Thank You.
4. Remember you are in a privileged position

1. Registering for library card.

You should try and register at the Curve as a library user and will need to remember the key standards when carrying out your inspection.

Please pay attention to the following areas:

Was registering an an easy process?

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Was you told about the various activities on offer at the Curve?

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How were your queries dealt with?

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How did you rate your overall experience?

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Recommendations

From the training a number of recommendations were suggested. Now you have carried out your inspection, do you have any more that you want to add?

Please remember to add the things which you think the Curve is doing well. Highlight this good practice.

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2. Using the Public Computers.

You should try and ask to use the public computer as a member of the public. Remember the key standards when carrying out your inspection.

Please pay attention to the following areas:

Was getting onto a public computer an easy process?

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Do they work?

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How much time do you get on them – is this enough?

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.....

How did you rate your overall experience?

.....
.....

Recommendations

From the training a number of recommendations were suggested. Now you have carried out your inspection, do you have any more that you want to add?

Please remember to add the things which you think the Curve is doing well. Highlight this good practice.

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Appendix 2

Young Inspectors – The Curve Inspection



Team Name:

Young Inspectors:

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The Curve Brief:

- Thought it was 'just a library'? Aware there was a venue and gallery? Aware of other services in The Curve?
- How easy it is to find in the town centre – signage etc.
- What media presence it has etc.
- Do we need to change/expand the teen fiction books/is it in the correct physical space?
- Do young people know about the Curve? How did they find out about the Curve? What did they find out about the Curve from the school?
- Is there enough revision guides and books – a pre-visit inspection highlighted the need for these. What do young people think now that these have been bought into the library?

Important Point:

Please remember that if you wish to approach any members of the public on the 2nd floor, this is the quiet study area and therefore conversations in this area should be taken down on the first floor – many thanks.

The Key Standards

Confidentiality

What happens during the inspection process must not be discussed outside of the Young Inspectors team. Everything you see and hear must feedback only to this team for the report.

Remember we are the 'critical friend' and are inspecting to improve a service not to disapprove of it.

Health and Safety - (Safeguarding)

5 Key Points to Keeping you SAFE

6. Everyone will be in pairs at all times.
7. Keep an eye on your personal belongings.
8. If using your mobile phone you are not to take pictures of people. Do not hand out personal information like your number.
9. Look confident and avoid confrontation.
10. If you come across a serious health and safety matter or you are made to feel uncomfortable, please speak to a member of staff immediately.

Professionalism

5. Use simple language and simple words and avoid jargon.
6. Be welcoming and approachable.
7. If someone does not want to take part in the questionnaire/survey then do not force them!
8. Always say Please and Thank You.
9. Remember you are in a privileged position

Please circle below:

Male Female

Age:

Floor used at the Curve.

Please circle below:

- Ground
- First
- Second

1. How did you find out about the Curve?

.....
.....
.....

2. Why do you come to the Curve?

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.....
.....

3. Do you think there are enough quiet study places?

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.....

4. What do you think about the selection of books?

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.....
.....

5. If there was one thing you could change about the Curve what would it be?

.....
.....

6. How would you rate the WI-FI?

1 being the lowest. 5 being the highest

1 2 3 4 5

7. Are the public computers easy to use?

.....
.....
.....

8. Are there any rules that you are aware of about the Curve?

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9. What is the best thing about the curve?

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10. Any other comments/feedback

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Recommendations

From the training a number of recommendations were suggested. Now you have carried out your inspection, do you have any more that you want to add?

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Appendix 3

Building Observation



Team Name:

Young Inspectors:

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The Curve Brief:

- The WI – Fi and electrical points. Are they in working order? Is it easy to use?
- Do we need to change/expand the teen fiction books/is it in the correct physical space?
- Is there enough revision guides and books – a prevision inspection highlighted the need for these. What do young people think now that these have been bought into the library?

The Key Standards

Confidentiality

What happens during the inspection process must not be discussed outside of the Young Inspectors team. Everything you see and hear must feedback only to this team for the report.

Remember we are the ‘critical friend’ and are inspecting to improve a service not to discredit the service. Our report will highlight areas for improvement.

Health and Safety - (Safeguarding)

5 Key Points to Keeping you SAFE

1. Everyone will be in pairs at all times.
2. Keep an eye on your personal belongings.
3. If using your mobile phone you are not to take pictures of people. Do not hand out personal information like your number.
4. Look confident and avoid confrontation.
5. If you come across a serious health and safety matter or you are made to feel uncomfortable, please speak to a member of staff immediately.

Professionalism

1. Use simple language and simple words and avoid jargon.
2. Be welcoming and approachable.
3. Always say Please and Thank You.
4. Remember you are in a privileged position

Look at the building from different ages, point of views - child, teens, adult & elderly

Use of **physical space** - lay out, empty areas, crowed areas.

Comment:

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.....

Use of **wall space** - to much stuff, tool little art work, posters, gallery.

Comment:

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Rubbish - enough bins, enough recycling, in correct places, over full, is there litter inside/outside.

Comment:

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Bike racks - enough space, safe, do they have locks in the library.

Comment:

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Multi use spaces - is it good that rooms such as gallery is more than one thing, does it limit access to see art or improve access to building by having more available

Comment:

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.....

Areas to consider - gallery, event space, quiet/young peoples/children's/general library areas, outside spaces, meeting rooms, downstairs/seating areas.

Comment:

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Entrances (both back and front) - welcoming, security, help desk and info

Comment:

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Maps and floor plans and clear signage.

Comment:

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Access - ramps, lifts, large print books/signage, hearing loops, different languages. Look at it from different disabilities points of views.

Comment:

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Lighting - enough, lightbulbs working

Comment:

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Info - in a place where you will see it, tidy/messy, clear, out of date posters, enough info, events and courses publicised well.

Comment:

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Services - Is it clear what other services the library offers, do they offer activities & courses for young people

Comment:

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Health & safety - are spillages cleaned up, furniture in place, do you feel safe in there, supported by staff if there was someone making you feel uncomfortable.

Comment:

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Bookshelves - tidy, enough stuff & variety. Is there a diverse range of books? If they are not in? is there a long wait? Easy to understand where to find things/signs

Comment:

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Staff - friendly, easy to find, doing their job?

Comment:

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Wifi - does it work well in all areas of the building, easy to get on?

Comment:

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Temperature - good, cold, hot, draughty.

Comment:

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Toilets - clean, tidy, enough, good locations, one for disabilities.

Comment:

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Rules - are they clear what they are, are they enforced well

Comment:

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Quiet spaces - quiet enough, enough space to work

Comment:

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Hiring spaces - info is clear, cost, availability

Comment:

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Seating - clean, tidy comfortable, suitable for all, correct place, layout

Comment:

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Recommendations

From the training a number of recommendations were suggested. Now you have carried out your inspection, do you have any more that you want to add?

Please remember to add the things which you think the Curve is doing well. Highlight this good practice.

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Appendix 4

The Curve Website



The brief from the Curve:

The Curve website: <http://www.thecurveslough.com/>

Please pay attention to the following when accessing the website as part of the inspection.

Is this user friendly?

.....

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How is the Social Media presence?

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How can the Curve improve this?

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What is the best way to get information out to young people?

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Recommendations

From the training a number of recommendations were suggested. Now you have carried out your inspection, do you have any more that you want to add?

Please remember to add the things which you think the Curve is doing well. Highlight this good practice.

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SPECTRUM LGBTQ+ YOUTH GROUP

TIMETABLE 2017-18

Spectrum offers a variety of opportunities. There are 2 kinds of groups as well as events, trips and training opportunities put on throughout the year.

SPECTRUM - PEER SUPPORT & PSHE

This group will meet every 2 months on the 2nd Wednesday of the month (exact dates below). These sessions will incorporate peer support and tailored PSHE workshops on topics such as healthy relationships, staying safe & emotional wellbeing.

SPECTRUM – YOUTH VOICE

This group will meet monthly, on 4th Wednesday of the month (exact dates below), to work on campaigns, local events, youth-proof policies and will also feed into the work of the Slough Youth Parliament.

EVENTS

We run an event in Slough for LGBT History Month every year. There are other opportunities to get involved with events run by the Slough Youth Parliament and the Youth Voice group.

TRIPS

We run a summer away day in August. This year it's a yoga & meditation course followed by dragon boating at Longridge. We also support the group to attend Pride with Stonewall's youth group and attend a yearly day of activism in London called Equality 4 Us run by the British Youth Council. As well as these regular trips we have previously attended the theatre, Houses of Parliament and also visited LGBT+ youth groups out of the area. Other similar opportunities may be offered to the group.

	EVENTS	PEER SUPPORT AND PSHE	YOUTH VOICE
AUG	Away Day 30 th		
SEPT		Group 1 13th	Group 1 27th
OCT			Group 2 25th
NOV		Group 2 Healthy Relationships 15 th	Group 3 29th
DEC	Training: Mental Health First Aid tbc		Group 4 13 th Due to Xmas
JAN		Group 3 Gender 17 th	Group 5 31st

FEB	LGBT History Month Event		Group 6 28th
MAR		Group 4 14th	Group 7 28th
APR			Group 8 25th
MAY	Slough Equality event		Group 9 30th
JUNE	Stonewall Youth Pride event		Group 10 27th
JULY	Stonewall conference		Group 11 25th

We will send you updates of session themes, new dates & opportunities.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Education and Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Dave Gordon – Scrutiny Officer
(For all Enquiries) (01753) 875411

WARDS: All

PART I
FOR INFORMATION

CHILDREN'S CENTRES TASK AND FINISH GROUP – TERMS OF REFERENCE

1. **Purpose of Report**

For the Education and Children's Services Scrutiny Panel to review and approve the final version of the terms of reference for the Children's Centres Task and Finish Group.

2. **Recommendations/Proposed Action**

That the Panel note the agreed terms of reference for the Task and Finish Group.

3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

3.1 **Slough Joint Wellbeing Strategy priorities**

The proposed areas of activity for the Task & Finish Group will support the following priority:

- Protecting vulnerable children

3.2 **Five Year Plan Outcomes**

By improving the provision of services for children in Slough, the review will support the following outcome:

- Slough children will grow up to be happy, healthy and successful

4. **Other Implications**

a) **Financial**

The work to be undertaken by the Task & Finish Group will be covered within existing staff budgets. Any financial implications of the review's recommendations will be reported back in the final report to be taken by the Education and Children's Services Scrutiny Panel in 2019.

b) **Risk Management**

There are no corporate risks associated with the adoption of the Terms of Reference included as Appendix A. As above, any risks associated with the final recommendations will be reported to the Panel at the review's conclusion.

c) **Human Rights Act and Other Legal Implications**

The work of the Task & Finish Group will be fully conversant with the requirements of the Childcare Act 2006 and similar legislation affecting the policy area.

d) **Equalities Impact Assessment**

The adoption of the recommendations does not require an Equalities Impact Assessment. Should the final recommendations necessitate such an exercise, it will be carried out as required.

5. **Supporting Information**

5.1 The Task and Finish Group was first raised at the meeting of the Education and Children's Services Scrutiny Panel on 17th July 2018. At this meeting, the Panel established its work programme for 2018 – 19, and decided that children's centres should feature as an item. Furthermore, given the importance of the matter and the potential benefits of visiting the sites to see the service in action, it was decided to commission a Task & Finish Group on the matter.

5.2 The terms of reference for this review were adopted by the Task & Finish Group at its meeting on 25th September 2018. They have then been agreed by members of the Education and Children's Services Scrutiny Panel via e-mail. As a result, it is not necessary to take a decision to adopt this framework for the review at the meeting.

5.3 The Task & Finish Group has already commenced its series of visits to children's centres, and will continue its work throughout the rest of 2018 and early 2019. This will lead to the final report (including recommendations) being presented to the Education and Children's Services Scrutiny Panel on 7th February 2019.

Membership

5.4 The Task & Finish Group will be chaired by Cllr Sharif and will also include the following Councillors:

- Cllr Brooker
- Cllr A Sandhu
- Cllr Strutton

Timeframes and Work Programme

- 5.5 When the final report with recommendations is presented to the Panel, members will be asked to approve and adopt the recommendations. Following this, the Panel will then assume responsibility for monitoring the progress of these recommendations. Officers will update the Panel on this as appropriate.
- 5.6 In order to compile its final report, the Task & Finish Group will conduct a series of site visits to children's centres throughout October and November 2018. Once these have been completed, it will then hold a plenary session with officers to talk through their findings from the site visits and proposals for the future. This will then lead to the compilation of the final report and its recommendations for the future of the service.

6. **Comment of Other Committees**

This report has not been taken by any other committees at Slough Borough Council.

7. **Conclusion**

This report is intended to provide the Panel with information and guidance on the work to be undertaken by the Task and Finish Group. There will be flexibility for the Task and Finish Group to arrange meetings to suit its work; however, its focus on the work it has been commissioned to complete will remain resolute.

8. **Appendices Attached**

'A' - Terms of reference for the Children's Centres Task & Finish Group

9. **Background Papers**

Agenda papers and minutes of the Education and Children's Services Scrutiny Panel, 17th July 2018.

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Terms of reference – ECS Scrutiny Panel, Children’s Centres Task and Finish Group

The following terms of reference were proposed by the Task and Finish Group following a meeting on 25th September 2018.

To investigate and make recommendations on the following matters:

- 1.1 The current provision of children’s centre services across Slough
- 1.2 The delivery of children’s centre services
- 1.3 The potential range of delivery models
- 1.4 The alignment of any proposed models against the council’s statutory duties
- 1.5 The oversight of any review of children’s centres.

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SLOUGH BOROUGH COUNCIL

REPORT TO: Education & Children's Services Scrutiny Panel

DATE: 24th October 2018

CONTACT OFFICER: Dave Gordon – Scrutiny Officer
(For all Enquiries) (01753) 875411

WARDS: All

**PART I
TO NOTE****EDUCATION & CHILDREN'S SERVICES SCRUTINY PANEL
2018 – 19 WORK PROGRAMME**

1. **Purpose of Report**
 - 1.1 For the Education and Children's Services Scrutiny Panel (ECS Scrutiny Panel) to discuss its current work programme.
2. **Recommendations/Proposed Action**
 - 2.1 That the Panel note the current work programme for the 2018 – 19 municipal year.
3. **The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**
 - 3.1 The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Joint Slough Wellbeing Strategy priorities. The ECS Scrutiny Panel, along with the Overview & Scrutiny Committee and other Scrutiny Panels combine to meet the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.
 - 3.2 The work of the ECS Scrutiny Panel also reflects the priorities of the Five Year Plan, in particular the following:
 - Slough children will grow up to be happy, healthy and successful

4. **Supporting Information**

4.1 The current work programme is based on the discussions of the ECS Scrutiny Panel at previous meetings, looking at requests for consideration of issues from officers and issues that have been brought to the attention of Members outside of the Panel's meetings.

4.2 The work programme is a flexible document which will be continually open to review throughout the municipal year.

5. **Conclusion**

5.1 This report is intended to provide the ECS Scrutiny Panel with the opportunity to review its upcoming work programme and make any amendments it feels are required.

6. **Appendices Attached**

A - Work Programme for 2018 – 19 Municipal Year

7. **Background Papers**

None.

EDUCATION AND CHILDREN'S SERVICES SCRUTINY PANEL**WORK PROGRAMME 2018/19**

Meeting Date
6th December 2018
Children's Social Care <ul style="list-style-type: none"> • Corporate parenting • Section 11 Audits • Joint Parenting Panel – quarterly update
7th February 2019
Early Years <ul style="list-style-type: none"> • Slough Children's Centres – potential Task & Finish Group • Implementation of 30 hours free childcare • Early Years Workforce
13th March 2019
School Standards <ul style="list-style-type: none"> • Attainment for Slough children (including vulnerable groups) • Teacher recruitment and retention
17th April 2019
School Places and SEND <ul style="list-style-type: none"> • School Places – present situation and future demand • Implementation of SEND Reforms • Joint Parenting Panel – quarterly update

To be programmed:

- Impact of Slough Children's Services Trust

MEMBERS' ATTENDANCE RECORD

EDUCATION & CHILDREN'S SERVICES SCRUTINY PANEL 2018 – 19

COUNCILLOR	MEETING DATES					
	17/07/2018	24/10/2018	06/12/2018	07/02/2019	13/03/2019	17/04/2019
Brooker	P					
N Holledge	P					
Kelly	P					
Matloob	P*					
Minhas	Ap					
D Parmar	P					
A Sandhu	P					
Sharif	P					
Strutton	P					

P = Present for whole meeting
 Ap = Apologies given

P* = Present for part of meeting
 Ab = Absent, no apologies given

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