

People Scrutiny Commission Agenda



Date: Monday, 8 March 2021

Time: 2.00 pm

Venue: Virtual Meeting - Zoom Committee Meeting
with Public Access via YouTube

Distribution:

Councillors: Claire Hiscott (Chair), Celia Phipps (Vice-Chair), Eleanor Combley, Jude English, Carole Johnson, Tim Kent, Gill Kirk, Brenda Massey, Ruth Pickersgill and Steve Smith

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Date: Friday, 26 February 2021



Agenda

1. Welcome, Introduction and Safety Information

2.00 pm

(Pages 5 - 6)

2. Apologies for Absence and Substitutions

3. Declarations of Interest

To note any declarations of interest from the Councillors. They are asked to indicate the relevant agenda item, the nature of the interest and in particular whether it is a disclosable pecuniary interest.

Any declaration of interest made at the meeting which is not on the register of interests should be notified to the Monitoring Officer for inclusion.

4. Minutes of Previous Meeting

To agree the minutes of the previous meeting as a correct record.

(Pages 7 - 14)

5. Chair's Business

To note any announcements from the Chair

6. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to democratic.services@bristol.gov.uk and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest by **5pm on Tuesday 2nd March**.

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest by **12 noon on Friday 5th March**.



Register to Attend - Your intention to attend and speak to your Public Forum submission must be received 2 clear working days prior to the meeting. For this meeting, this means that your registration to attend must be received in this office at the latest by **5pm on Wednesday 3rd March**.

7. COVID-19 Update (For Information)

The Council aims to publish a COVID-19 bi-weekly Bristol statistics update twice a week, on Mondays and Thursdays. This may be delayed until the following day, depending on when data is made available. The up-to-date report will follow. Previous reports can be found at the link below;

[COVID-19 data: including cases in Bristol and R number for the South West - bristol.gov.uk](https://bristol.gov.uk/covid-19-data-including-cases-in-bristol-and-r-number-for-the-south-west)

8. Performance Report Q3

(Pages 15 - 29)

9. Risk Report Q3

(Pages 30 - 41)

10. Children In Care

To follow

11. Adult Social Care - Older people facing isolation

To follow

12. Alternative Learning Provision

(Pages 42 - 46)

13. Value For Money Report (For Information)

The Value for Money Report was brought to the Audit Committee on the 25th January 2021. Please find it at the link below;

[ModernGov - bristol.gov.uk](https://modern.gov/bristol.gov.uk)

14. Response to the People Scrutiny Working Group Report

(Pages 47 - 78)



15. Action Tracker (For Information)

To follow

16. Work Programme (For Information)

(Page 79)



Public Information Sheet

Inspection of Papers - Local Government (Access to Information) Act 1985

You can find papers for all our meetings on our website at <https://www.bristol.gov.uk/council-meetings>

Covid-19: changes to how we hold public meetings

Following changes to government rules, we will use video conferencing to hold all public meetings, including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny.

Councillors will take decisions remotely and the meetings will be broadcast live on YouTube.

Members of the public who wish to present their public forum in person during the video conference must register their interest by giving at least two clear working days' notice to Democratic Services of the request. To take part in the meeting, you will be required to register for a Zoom account, so that Democratic Services is able to match your named Zoom account to your public forum submission, and send you the password protected link and the instructions required to join the Zoom meeting to make your statement or ask your supplementary question(s).

As part of our security arrangements, please note that we will not permit access to the meeting if your Zoom credentials do not match your public forum submission credentials. This is in the interests of helping to ensure a safe meeting environment for all attending or observing proceedings via a live broadcast.

Please note: Members of the public will only be invited into the meeting for the duration of their submission and then be removed to permit the next public forum participant to speak.

Changes to Public Forum

Members of the public may make a written statement, ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to democratic.services@bristol.gov.uk. The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.
- Any statement submitted should be no longer than one side of A4 paper. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.
- **Your intention to attend the meeting must be received no later than two clear working days in advance. The meeting agenda will clearly state the relevant public forum deadlines.**



By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee, published on the website and within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- Public Forum will be circulated to the Committee members prior to the meeting and published on the website.
- If you have arranged with Democratic Services to attend the meeting to present your statement or ask a question(s), you should log into Zoom and use the meeting link provided which will admit you to the waiting room.
- The Chair will call each submission in turn and you will be invited into the meeting. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute, and you may need to be muted if you exceed your allotted time.**
- If there are a large number of submissions on one matter, a representative may be requested to speak on the group's behalf.
- If you do not attend the meeting at which your public forum submission is being taken your statement will be noted by Members.

For further information about procedure rules please refer to our Constitution <https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all virtual public meetings including Full Council and Cabinet meetings are now broadcast live via the council's [webcasting pages](#). The whole of the meeting will be broadcast (except where there are confidential or exempt items).

Other formats and languages and assistance for those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Bristol City Council Minutes of the People Scrutiny Commission

14 December 2020 at 10.00 am



Members Present:-

Councillors: Claire Hiscott (Chair), Celia Phipps (Vice-Chair), Eleanor Combley, Carole Johnson, Tim Kent, Gill Kirk, Brenda Massey, Steve Smith and Jon Wellington

Also in Attendance:-

Councillor Asher Craig, Deputy Mayor (Communities, Public, Equalities); Councillor Anna Keen, Cabinet Member (Education and Skills); Judith Brown (Bristol Older People's Forum Ambassador)

1. Welcome and Introduction

The Chair welcomed all attendees to the meeting.

2. Apologies for Absence and Substitutions

Councillor English and Pickersgill sent apologies; Councillor Wellington was substitute for Councillor Pickersgill.

Councillors Godwin and Holland sent their apologies.

3. Declarations of Interest

Councillor Kent declared that a member of his family had an Education Health Care Plan.

4. Election of Vice-Chair

Councillor Phipps was nominated by Councillor Massey and seconded by Councillor Kent.

There were no further nominations.



RESOLVED;

That Councillor Celia Phipps be Vice Chair for 2020-21.

5. Minutes of Previous Meeting

The minutes of the meeting held on 22nd October 2020 were agreed as a true record.

6. Action Tracker

The Action Tracker was noted.

7. Chair's Business

- The Chair formally noted the 3 Deputy Cabinet Members on the Commission;

They each confirmed their responsibilities;

- Councillor Carole Johnson, Deputy Cabinet Member to Asher Craig (Communities, Equalities, and Public Health).
- Councillor Brenda Massey, Deputy Cabinet Member to Anna Keen (Education and Skills).
- Councillor Celia Phipps, Deputy Cabinet Member to Helen Holland (Adult Social Care).

It was confirmed that the Deputy Cabinet Member would not take part in a scrutiny session where the item was within the remit of their responsibility.

- The Chair explained that there was a change of order for agenda items 8 and 9 (amended agenda was circulated and published)

8. Public Forum

The following Public Forum submissions were noted;



Questions

Ref	Name	Agenda item
Q1	Jenny Grinsted, BS5 Secondary Forum	10 – Temple Quarter free School Update
Qs 2-6	Hayley Hemming	11 – Review of SEND Evidence Day Findings and Recommendations
Q7	Tammi Clark	11 – Review of SEND Evidence Day Findings and Recommendations

Statements and Petitions

Ref	Name	Agenda item
S1	Jenny Grinsted, BS5 Secondary Forum	10 – Temple Quarter free School Update
S2	Jen Smith	11 – Review of SEND Evidence Day Findings and Recommendations
S3	Hayley Hemming	11 – Review of SEND Evidence Day Findings and Recommendations
S4	Tammi Clark	11 – Review of SEND Evidence Day Findings and Recommendations
S5	Catherine Vallejo Veiga	11 – Review of SEND Evidence Day Findings and Recommendations
S6	Councillor Mhairi Threlfall	13 – Work Programme
S7	Tortie Rye, Doula services & Birth preparation	13 – Work Programme
S8	Kay Galpin	11 – Review of SEND Evidence Day Findings and Recommendations

Written answers to the questions were published, accessed via the link below:

[People Scrutiny Commission 14 December 2020 Agenda](#)

RESOLVED;

- That the Public Forum be noted;
- That the statements about maternity services be referred to the Health Scrutiny Sub-Committee;
- That the EHCP complaints and communication process be reviewed.



9. The Disproportionate Impact of Covid-19 on Black, Asian, and Minority Ethnic Communities

The Health Equity Lead introduced the report. Dr Mamluk and Dr Jones from Bristol University also spoke to the report. Also present who spoke to the report were Cllr Craig, Deputy Mayor and Chair of the Bristol Race Equality Covid-19 Steering Group, and Dr Brooks, Sirona Health Care and Vice Chair of the Bristol Race Equality Covid-19 Steering Group.

- The Commission was advised that the report was based on national data and was published before the Public Health England report. There had also been local engagement which informed the report.
- It was agreed that the report was an important step forward; including the provision of mechanisms for understanding wards and local communities.
- The Commission noted that the disproportionate impact of Covid-19 on Black, Asian and Minority Ethnic communities was an important aspect of the findings of the Health Scrutiny Working Group.
- The Commission was advised that Black, Asian and Minority Ethnic communities who were dispersed around the city could be better supported by Covid Marshalls and leaders within communities; that there was a need for positive messages from trusted voices, with an understanding that communities were not homogenous; flexibility and an understanding of difference was needed.
- The Deputy Mayor said that there were communication tools readily available to share with councillors who had access to networks and communities and could help communicate information.
- The report was commended, and it was agreed it required wider dissemination. It was recommended that the report should be shared across the Council including other committees, across the organisation, and in the community via local networks.
- The Commission was advised that the Race Equality Covid-19 Steering Group had a set of policy recommendations with related actions and Councillors could engage with any appropriate actions.
- Members were told that although some aspects were driven by data and so could be easily measured, there were some aspects which were longer term which meant impacts might not be seen for a while. There had been evidence of impacts from local people and schools using qualitative data.
- The Deputy Mayor advised the Commission that there were daily ward figures which had been used to track impact of Covid-19; and that the next stage of work would be about vaccines and how uptake could be improved, including a need to overcome scepticism about it. There would be a piece of work, including communication about the vaccine to diverse communities.
- The Commission heard that although there was national policy on NHS charging, some local people able to access health care were not due to communication issues. The Council would bid for funding to research how national policy on health care charging could be implemented locally; this was an area of important focus to ensure equitable access to health care.



- The Deputy Lord Mayor commended the work of the Health Equity Lead and Drs Brooks, Jones and Mamluk; and stated that Covid had exposed racial disparities; that the report was evidence based; and that although uncomfortable, it should be embraced.
- The Deputy Mayor commended the work of the Community Cohesion and Equalities Officer, who had driven the work of the Race Equality Covid-19 Steering Group.
- The Commission was advised that the challenge now would be to encourage and provide information so people could make informed decisions; particularly for the Black Asian and Minority Ethnic communities there had been misinformation and mistrust. It was important to build public confidence by the provision of good robust clear information.
- The Chair commended the report; that it was positive to hear about practical actions which tackled issues such as social distancing in lifts and how to deal with laundry areas.
- The Chair stated that the report was important in that it captured early information that could be learnt from and built upon; this was the approach taken by the People Scrutiny Working Group which looked at, early on, the effect of Covid-19 on safeguarding children and young people, and which could be learnt from now. This approach with this rapid review meant that, as we moved to vaccination programme, we now had a great body of evidence to learn and build from.

RESOLVED;

That a copy of the Health Scrutiny Working Group final report be sent to the Health Equity Lead and the Race Equality Covid-19 Steering Group for information.

10. Temple Quarter Free School Update

The Director of Education & Skills introduced the report.

- The Cabinet Member for Education stated the advice had been that this would be a difficult site to bring forward. It was expected that the application may be called in by the Secretary of State, which had now happened.
- The Cabinet Member for Education advised the Commission that she had invited the BS5 Secondary Forum to meet with her last December and had worked with them closely since. There had been a real desire to engage, to keep parents informed and be open and honest throughout.
- The understanding of the Cabinet Member for Education was that Oasis had supported the plans for the school, but had reached a point in January 2020 where they halted the provision of a head teacher as a result of the fact there was no opening date and the post was not funded.
- The Commission was advised that the communication between the Department for Education and the Council had needed improvement.



- The Chair stated only Oasis had pitched for the school; that the plan was ambitious and difficult to manage; that it was important that Oasis provided their view on the status of the project.
- At the time it was thought the Free School route would be quicker. The Chair stated that she had experience as a parent who waited for a school, and that it was time to move forward and deliver for children.
- The Director of Education and Skills clarified that there had not been an opportunity to bring this matter to scrutiny earlier; it was in response to the risk of potential call in raised in August; and after the position was known from the DfE that the school would not open in temporary accommodation a solution had to be found very quickly before December Cabinet.
- The Commission was advised that it was confirmed the Year 7 cohort in 2021 would remain with CLF throughout, and there would not be a separate transition.
- There was still a risk that temporary accommodation would not be ready for Temple Quarter site for 2022, and so a 2 year response had been built in.
- The original plan was to place temporary accommodation on a CLF site. The Council was not responsible for temporary accommodation linked to Free Schools. It had been decided that, rather than use the £4.5M for temporary accommodation, this money should be ring-fenced and put to a longer-term strategic intent for the CLF.
- There was an agreement that MPs should be used more to ensure issues not in control of the local authority were brought to the attention of the DfE.
- The Commission was advised there was a risk and concern that the planning consent would not be given; and so part of the parallel planning was that if the planning consent was not granted or the DfE decided to not proceed, then there was a need for a separate solution. As the Council needed to wait for DfE direction, alternatives had been unclear. The Council could not place additional funding for an alternative solution whilst awaiting decisions from the DfE.
- Talks would need to be resumed with the DfE, and it was confirmed that communication had been positive over the last months. The new Regional Schools Commissioner had kept the Council informed.
- If the Free School solution was not pursued capital funding would need to be identified in order to make permanent expansions within the existing education estate. Any decisions to invest would not be able to take place before it was known the outcome of the considerations about the Silverthorne site.
- The Cabinet Member for Education and Skills confirmed Bristol MPs had engaged in meetings; and that having a second plan had costs associated, which included feasibility studies.

RESOLVED;

- That the Commission be provided with an update on the work done on alternative sites and related planning considerations;



- That the Cabinet Member for Education and Skills meet with the Director of Education, Chair and Scrutiny Group Leads, to consider the questions and points made in the Public Forum submissions; and review next steps, including communication to Robert Jenrick MP and an appraisal of the Learning City Partnership decisions before minutes were published.

11. Review of SEND Evidence Day Findings and Recommendations

The Director of Education & Skills introduced the report.

- The Commission was advised that the timing of the Evidence Day as good because the recommendations informed review of the actions in the Written Statement of Action (WSOA).
- The Commission was advised that as well as progress reviewed by scrutiny, including today, there was also a 4 monthly formal scrutiny of the Written Statement of Action by the DfE and NHS England.
- The WSoA responded to 5 areas of significant weakness; and so this was wider than the Evidence Day focus on EHCPs.
- Officers were thanked for their hard work and progress to improve the EHCP process.
- It was noted that it was unclear whether reports on the Portal were accessible to all, and Members' view was professional reports should be accessible by parents carers and children. The Director for Education and Skills advised the Commission that the Portal should be accessible for everyone; and that it was not known how wide access to reports would be; and as part of the co-production with families the view of the Commission would be considered.
- The ending of funding of EHCPs via top up was welcomed.
- The Commission was advised that the Council was on track to complete the EHCP 2019 backlog by the end of 2020.
- It was the intention to provide examples of BCC good practice for EHCPs after the Time for Change piece of work had been concluded. It was confirmed that each plan should be individual and not copy and pasted from templates.

RESOLVED;

- That the Commission would be updated on the status of the development of a Bristol Support Plan;
- That access to professional reports be considered as part of the co-production of the Portal;
- That it be confirmed whether there is an automatic communication process at 20 weeks for EHCPs.



12. People Scrutiny Working Group Report (Safeguarding children and young people within context of Covid-19)

RESOLVED;

That the report be noted, and a response to the findings and recommendations to be brought the Commission on the 8th March 2021.

13. Work Programme (for information)

RESOLVED;

That the work programme be noted.

Meeting ended at 1pm

CHAIR _____



People Scrutiny Commission

08 March 2021



Report of: Jacqui Jensen, People Executive Director

Title: Quarterly Performance Progress Report, (Quarter 3, 2020/21)

Ward: All wards

Officer Presenting Report: Jacqui Jensen

Contact Telephone Number: 0117 357 6390

Recommendation

That Scrutiny note the progress made by Directorate teams against the relevant Key Performance Indicators (Appendix A1) and that Scrutiny members and Directors discuss measures to address any performance issues.

The significant issues in the report are:

Highlighted in section 2 below, and noted within the suite of KPIs set out in appendix A1.

Of all People Directorate measures reported this quarter:

- 53% are on or above target
- 50% are performing better than at the same time last year

Note that all Performance Indicators carry something of a 'health warning' due to the impacts of Covid-19; some targets were re-profiled in Q1 to account for the significant impacts of Covid-19, and these targets will now remain for the duration of the year. However, some indicators have been more adversely impacted than others during both the Q1 lockdown and subsequent '2nd & 3rd waves', so the headline figures "% meeting target" do not give a full picture of the current situation. Further, it is to be expected that many indicators are reporting worse outcomes than last year.

1. Summary

This performance progress report and appendix is part of the standard reporting arrangements around the Bristol City Council (BCC) [Corporate Strategy 2018-23 and Business Plan](#) for 2020/21. A number of measures have been identified as Key Performance Indicators (KPIs) to demonstrate delivery for the People Directorate (set out in Appendix A1), including Business Plan measures (coded BCP) and others agreed with Directorate leadership teams and Cabinet Members.

Indicators are “RAG rated” alongside management comments indicating progress of actions underway or planned to bring performance in line with target.

BCC measures and City-wide measures - For 2020/21 we have differentiated between indicators that are wholly owned by BCC, so are direct measures of our performance, and those where BCC is a key player but performance is dependent on other partners or factors. Indicators are listed accordingly.

Impact of Covid-19 – Many indicators are significantly affected, and some suspended; where relevant, targets were adjusted to take account of this. Some indicators have data but are marked as exempt from performance status for Q3 due to severe impacts. Individual details are in the management comments (Appendix A1).

2. Context

This report and appendix is designed to standardise a set of Key Performance Indicators and reporting arrangements around the corporate strategy and Bristol City Council’s business plan. Some areas of Public Health also report to Communities Scrutiny Commission. In terms of performance in Q3, for the People Directorate, progress can be summarised as follows:

Performance summary

Taking the available KPI results for the entire People Directorate* this quarter, and noting the BCC / City-wide differentiation:

- **53% of all EDM measures** (with established targets) **are performing on or above target** (21 of 40)
 - 44% of BCC-only measures (4 of 9)
 - 58% of city-wide measures (18 of 31)
- **50% of all EDM measures** (with a comparison from 12 months ago) **have improved** (17 of 34)
 - 57% of BCC-only measures (4 of 7)
 - 48% of city-wide measures (13 of 27)

*Some People (Public Health) indicators are also reported to Communities Scrutiny Commission.

Seventeen measures have been suspended for this year due to the major impact of Covid-19 and 2 more are due to be reported at year-end.

Adult Social Care

- 3 x PIs have been suspended owing to C-19 and many others are affected because of the pandemic.
- The number of permanent admissions is a good example of the impact on the way services have had to adapt because of changed Hospital discharge arrangements during the C-19 pandemic. As indicated when reporting Q2 progress, the way this measure is reported will change for 2021/22 to give a better view of the way permanent admissions are managed.
- The reablement service, to help people to live a more independent life at their home, has demonstrated solid resilience during the pandemic and achieved the highest ever contact with service users at an average of 197 per week. It is hoped that this will reflect well on people not requiring re-admittance to hospital when reported next quarter.

Children & Families Service

- 1 x PIs has been suspended owing to C-19 and at least 2 others have been impacted.
- 66% of the performance indicators reported for this service improved on the same period last year.
- Whilst the percentage of Missing Children, offered a return interview is below target, it is anticipated that some further data cleansing should show marked improvements for Q4 reporting
- The percentage of Repeat Referrals to children's social work shows that there was an increase at the beginning of the year but the downward trajectory (improvement) has continued and we are now in line with the other LAs within the South West.

Educational, & Skills

- Since the latest Central Government lockdown, over half of the PIs have now been suspended owing to C-19 and almost all the others have or will be impacted because of the pandemic.
- The percentage of Educational Health Care Plans that are issued within timescales continues to improve steadily; Early indications are that this will improve still further for Q4.
- Oddly, the fact that people were under quarantine meant that contacting post-16 young people was made easier and had a positive impact on the 'unknowns' recording, but unfortunately there were fewer employment and educational places available.
- The spending of the Apprenticeship Levy is significantly lower than expected at this stage of the year and this is unlikely to change as the Council has not been able to take full advantage of the new scheme that was introduced in August '20.

Public Health

- 3 x PIs have been suspended owing to C-19 and at least 8 others have or will be impacted because of the pandemic.
- This quarter sees the publication of the Quality of Life (QoL) survey results and the key point here is that whilst most results are not as good as last year, they are mostly where anticipated. The only worrying result reflects the damaging effects on Mental Health throughout the repeated lockdowns in 2020.
- Most of the other performance indicators are recorded annually, through the Quality of Life Survey, further details will be provided as the data becomes available throughout the year.
- The rate of alcohol-related hospital admissions per 100,000 population presently reports the 12 month period ending 30 June 20 (there is a built in data lag). This reflects the data more readily associated with the 1st quarantine period.
- Percentage of people, aged 15 and over, presenting with HIV at a late stage of infection has reduced significantly (39.6%) and compares well to the national average (43.1%). This is partially to do with the fact that Fast Track Cities work continued despite Covid-19, and a new project Common Ambition Bristol is about to launch in February '21.

3. Policy

Performance is reported as part of quarterly governance process as soon as possible after gathering all the necessary data.

4. Consultation

a) Internal

Performance progress has been presented to the People Directorate leadership teams and Cabinet Members prior to the production of this report.

b) External

Not applicable.

5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
 - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to:
 - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
 - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
 - iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
 - tackle prejudice; and
 - promote understanding.
- 5b) Not applicable

Appendices:

Appendix A1: Quarterly Performance Progress Update

Appendix A2: A list of short definitions for each measure shown in Appendix A1

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers: None

People Directorate – Qtr3 2020/21 Performance Summary

OVERALL SUMMARY:

53% (21) PIs are On or Above target
50% (17) PIs are the same or better than Q3 last year


ADULT SOCIAL CARE		
Title	Target status	DoT
BCPB280: Increase the % of people who contact Adult Social Care and then receive Tiers 1 & 2 services	Below	↑
BCPB281: Average change in level of homecare following short-term assessment and reablement episode	Well Above	↑
BCPC276a: Reduce the permanent admissions aged 65+ to residential and nursing care, per 100,000 population	Well Below	↓
BCPC278: Percentage of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	Above	↑

CHILDREN & FAMILIES SERVICES		
Title	Target status	DoT
BCPC217: Improve the % of 17 - 18 year old care leavers in EET (statutory return - recorded around birthday)*	Below	n/a
BCPC248: Number of hate crimes	Above	n/a
DPEB014: Percentage of Missing Children, offered a return interview	Below	↓
DPEC016: Percentage of youths (aged 10-17) who reoffend in the last 12 months	Well Above	↑

EDUCATION & SKILLS		
Title	Target status	DoT
BCPB225: Increase the percentage of Final EHCPs issued within 20 weeks including exception cases *	Above	n/a
BCPB264: Increase the total number of apprenticeships created and managed by Bristol City Council	Below	↓
BCPC041: Improve the overall employment rate of working age population	Above	↓
BCPC263a: Reduce the % of young people of academic age 16 to 17 years who are NEET & destination unknown	Well Above	↑
BCPC268: Increase the number of adults in low pay work & receiving benefits accessing in-work support	Well Below	↓

PUBLIC HEALTH		
Title	Target status	DoT
BCPC250: Reduce the percentage of people in Bristol who report below national average Mental Wellbeing (QoL)	Well Below	↓
BCPC255: Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL)	Well Above	=
BCPC311: Levels of engagement with community development work	Well Above	↓
BCPC258: Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL)	Well Above	↑
BCPC258: Increase the percentage of people who feel they belong to their neighbourhood (QoL)	Above	↑

DoT = 'Direction of Travel' compared to this time last year


People EDM - Quarter 3 (1st April - 31 December '20) Performance Progress Report

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
Adult Social Care											
Bristol City Council (BCC) owned performance indicators:											
CV1	BCPB281	Average change in level of homecare following short-term assessment and reablement episode	Well above target	+	5.3 hrs	5.5 hrs	6.0 hrs	7.4 hrs	6.6 hrs	↑	The service continues to support people in maximising their independence. In December 2020 we worked with the most citizens per week ever achieved of 197.
EC3	BCPB280	Increase the % of people who contact Adult Social Care and then receive Tier 1 and 2 services	Below target	+	51.5%	60.0%	62.8%	53.8%	54.5%	↑	Q3 617 T1 / T2 outcomes / 1132 total outcomes = 54.50 Improved since last quarter due to increased contacts at Care Direct. We also know that the actual no of people accessing tier 1 and 2 is higher as people are supported directly via the voluntary sector, some services which are commissioned specifically by BCC to provide tier 2 services. We are looking for a better way of reporting this.
EC3	DPEB005a	Increase the percentage of adults receiving direct payments	Below target	+	25.9%	28.0%	26.7%	25.1%	25.2%	↓	Joint work between care management to improve processes and practise, and commissioning to increase market offer and availability of provision to support DP holders is actively working to increase take up. This includes close partnership working with external partners.
W1	BCPB279	Improve the monthly Delayed Transfers of Care for BCC (Delayed Days per 100,000 population)	Data not due	-	295.1 (11/12)	Not set	n/a	n/a	n/a	n/a	DTOCs are suspended under national guidance due to Covid-19
City Wide Performance Indicators that BCC contributes to:											
EC3	BCPC276a	Reduce the permanent admissions aged 65+ to residential and nursing care, per 100,000 population	Well below target	-	591.2	550	586.1	592.7	620.7	↓	The number for this indicator has increased in the last quarter. However the total no of people over 65 currently in residential/ nursing care has actually reduced by 94 people (10%) in the last 12 months. The reason for the discrepancy is the way this national indicator is recorded (for SALT return) as it includes every single incident of a new placement which can include temporary placements. There has been an increase in temporary placements due to the change in Hospital discharge arrangements and increase in people leaving hospital into temporary discharge to assess arrangements, many of who return home. We are proposing to replace this PI with a different indicator from April which provides a more accurate figure of total funded placements. Q3 (1,114/179,487) x 100,00 = 620.7
EC3	BCPC277	Percentage of adult social care service users, who feel that they have control over their daily life	Data not due	+	74.0%	78.0%	n/a	n/a	n/a	n/a	User Experience Survey suspended owing to C-19
EC3	BCPC278	% of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	Above target	+	86.4%	88.0%	84.1%	90.6%	See Q2	↑	This performance indicator is reported with a 3 month data lag. Improved performance this quarter over the summer period. Reablement continues to support people in maintaining their independence. This indicator does fluctuate due to seasonal variations impacting on peoples health.
EC3	DPEC004	Increase % of BCC regulated CQC Care Service providers, where provision is rated 'Good or Better'	Data not due	+	91.3%	91.0%	91.3%	91.3%	n/a	n/a	CQC has not been able to visit/ inspect regulated care services (except in exceptional circumstances) during Q3 due to the COVID 19 pandemic. There have been no exceptional circumstances requiring CQC inspections in Bristol. Therefore there have been no reports received by BCC and ratings are unchanged from Q4 19/20
Children & Families Services											
Bristol City Council (BCC) owned performance indicators:											
EC1	DPEB009	Percentage of Children in Need cases open for more than 2 years (snapshot figure)	On target	-	9%	8%	8%	8%	8%	↑	1,027 children in need aged under 18 were open to teams other than Through Care on 31/12/2020. Of these, 80 had been open for 2 years or more within the area social work teams and DCSS. A focussed piece of work has been undertaken to review these children and ensure there is no drift in their plans.
EC1	DPEB013	Child protection plans lasting 2 years or more	Above target	-	3.2%	1.1%	0.0%	0.0%	0.4%	↑	259 Child Protection Plans ended between 01/04/2020 and 31/12/2020. Of these, 1 had lasted for two years or more. This reflects the sustained focus of the child protection service and child protection social care teams on purposeful working. The 1 child with a plan lasting more than two years had close senior management oversight and specific changes to the family and sibling group which led the plan needing to be extended. This was an appropriate decision. The case has been audited by the CP Conference service and learning identified and shared.

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
EC1	DPEB014	Percentage of Missing Children, offered a return interview	Below target	+	90.3%	90.0%	87.1%	86.7%	81.9%	↓	For period 1 October to 31 December 2020. 276 episodes where children eligible for RHI. 226 offered. The data currently reported is incorrect. There was an issue with LCS worktray being incorrectly finalised. The team is currently resolving this recording issue. From auditing there are at least a further 39 missing episodes where the child has been offered a missing return conversation bringing the percentage to 96% offered.
City Wide Performance Indicators that BCC contributes to:											
EC1	BCPC216	Percentage children becoming the subject of a child protection plan for a second/subsequent time	Above target	-	27.4%	24.0%	21.6%	22.2%	23.3%	↑	206 Child Protection Plans started between 01/04/2020 and 31/12/2020. Of these, 48 had a previous plan at any time. This quarter shows a sustained positive reduction in repeat CP for the third quarter which reflects the impact of the improvement plan work and Strengthening Families agenda in Children's. We undertook an audit of these children's records in November to identify how it could be further improved. This highlighted that there was good oversight from managers and CP Chairs to prevent drift and delay for children. We identified some opportunities to strengthen sustainability through family networks and universal services after plans end. The service are working on improvements in these areas recognising the pressures on universal services through COVID.
EC1	DPEC007	Percentage of Pathway Plans are reviewed on a six monthly basis or less	Below target	+	75.3%	87.0%	85.3%	92.4%	80.8%	↑	There were 323 care leavers aged under 21 with open referrals on 31 December 2020, of these 261 have a pathway plan completed in the previous 6 months. Throughout 2019/20 the % of Pathway Plans completed in the last six months remained around 75%. Following a Spot Light on Pathway Plans and targeted work with personal advisers we saw an improvement and in quarter 2 exceeded the target at 92.4%. Quarter 3 has seen a fall to 80.8%. COVID and the lockdowns have seen an increased demand on Personal Advisers, however it feels that a return to a 'Spot Light on Pathway Plans' is required until we are confident we can maintain the performance.
EC1	DPEC010	Percentage of Repeat Referrals to children's social work	Well above target	-	27.0%	25.0%	27.7%	24.2%	20.4%	↑	744 referrals were received between 01/10/2020 and 31/12/2020. Of these, 152 had a previous referral in the preceding 12 months. There has been a targeted piece of work over the past 12 months to reduce the rate of re referrals which has been a combination of practice and process change. There was an increase at the beginning of Covid in Q1 but since then the downward trajectory has continued and we are now in line with the other LAs within the South West.
EC1	DPEC011a	Stability of placement of Children in Care: number of moves	Above target	-	9.3%	9.0%	9.1%	8.8%	8.9%	↓	639 children were looked after on 31/12/2020. Of these, 57 had 3 or more placements in the previous 12 months.
EC1	DPEC011b	Improve the stability of placement of Children in Care: length of placement	Above target	+	72%	72.0%	72.1%	74.9%	74.9%	↑	255 children had been looked after for 2.5 years or more on 31/12/2020. Of these, 191 had been in their current placement for 2 years or more.
EC1	DPEC018	Reduce the number of adolescents (aged 13-17) who need to enter care	Well below target	-	n/a	27	n/a	n/a	35	n/a	50 children aged 13 to 17 entered care between 01/04/2020 and 31/12/2020. The 4 children who were held on remand and the 11 children who are unaccompanied asylum seeking children are not included in the definition/calculation but are mentioned here for context. The recorded figure of 35 children entering care continues to be closely monitored by Heads of Service and the Service Director. We have now developed a Prevention of Care Panel and are developing an out of hours service to support children to remain living within their family and community.
FI3	BCPC217	Improve the % of 17 - 18 year old care leavers in EET (statutory return - recorded around birthday)*	Below target	+	73%	72.0%	71.0%	70.0%	See Q2	n/a	This performance indicator reports with a 3 month data lag. Of the 40 Care Leavers aged 17 and 18 whose birthdays fell in the report period 1 Apr 2020 to 30 Sep 2020, 28 were ETE at the time of the 'Birthday Contact'. This measure does not include 4 young people who are recorded as being Returned Home or Deceased. This performance is about stat neighbours and all England and although a small cohort is a result of the focussed work of the Through care Teams and Reboot in a very challenging climate.
FI3	DPEC019	Improve the % of 19 - 21 year old care leavers in EET (statutory return - recorded around birthday)*	Below target	+	62.2%	70.0%	57.0%	63.0%	See Q2	n/a	This performance indicator reports with a three month data lag. Performance in this area has improved since Q1 with a focus on individual plans in the new EET clinics chaired by the Service Manager. Bristol significantly outperforms its statistical neighbour average of 48%, and the national average of 52%.

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
FI4	BCPC248	Increase the number of hate crimes reported	Above target	+	1,902	1,950	490	1,142	1,521	n/a	This indicator looks at the number of Hate Crimes reported, and reflects current work to encourage people to report concerns; the actual figure remains higher than the target which indicates a continued rise in reporting which is considered as positive. The increase above this Quarters target is lower than the previous quarter (51 above in q1 & 162 above in q2). It is suspected that the impact of the pandemic and subsequent restrictions will be inhibiting exposure of those individuals who are vulnerable to hate incidents. We are underway with a Hate Crime/Hate Incident needs analysis which will assist in identifying emerging trends and inform on gaps in the service provided in Bristol – thus shaping future service delivery and the Keeping Bristol Safe Partnership Strategic plan
FI4	DPEC016	Percentage of youths (aged 10-17) who reoffend in the last 12 months	Well above target	-	38.2%	38.0%	25.6%	27.7%	31.1%	↑	This is a good result, partially driven through lockdown and response to the virus
FI4	DPEC017	Number of first time entrants to the youth justice system aged 10-17 (per 100,000 population)	Data not due	-	330	330	319	n/a	n/a	n/a	An update to FTE data is not available in YDS 105 due to MoJ's prioritisation of data gathering/analysis during the Covid-19 pandemic.

Education & Skills

Bristol City Council (BCC) owned performance indicators:

FI2	BCPB225	Increase the percentage of Final EHCPs issued within 20 weeks including exception cases *	Above target	+	1.5%	20.0%	7.4%	14.8%	19.3%	n/a	The service has seen an increase in the number of EHC Needs assessment being requested so the demands on the team are increasing year on year. Despite the increasing demand, the team have been able to improve their performance and 19.3% of EHCP were completed on time. At the same time the team have also been able to complete a significant number of cases where the families have been waiting for EHCP to be finalised. The commitment to significantly improve the quality and compliance to statutory timeframe for an EHCP remains. Between Jan - Sept 2020, 571 Education, Health and Care Plans were finalised, of these 110 were completed within the 20 week timescale.
FI2	BCPB264	Increase the total number of apprenticeships created and managed by Bristol City Council	Below target	+	527	527	487	483	489	↓	Need revised targets here for 2020/21 and beyond. Anticipated ongoing growth delayed due to COVID lockdown and cessation of new starts between March and September and a high % of apprentices are completing programmes. Predicted starts during quarter 3 of 50 or more reflects significant activity to raise awareness through Heads of Service.
FI2	BCPB265a	Increase the amount of Bristol City Council Apprenticeship Levy spent	Well below target	+	n/a	£1,000,000	£151,164	£318,496	£515,120	n/a	Contributions this year to date total £818,273 versus spend £515,120 (63%) which remains significantly lower than anticipated. This reflects the cessation of new apprenticeships starts until late autumn, delays in achievements and an increasing number of programmes that have ceased. The indicators for Q4 are that on programme spend will gradually increase as a % of contributions. Since 1st August an incentive scheme to assist new employees through apprenticeship training is in place but the Council has not yet been able to take full advantage of this scheme.

City Wide Performance Indicators that BCC contributes to:

CV1	BCPC245c	Improve the Bristol Schools' pupil attendance rate	Data not due	+	94.7%	n/a	n/a	n/a	n/a	n/a	Suspended owing to C-19 The DfE have recently classified this data as 'Official-Sensitive' and may not be published.
CV2	BCPC041	Improve the overall employment rate of working age population	Above target	+	76.7%	70.0%	76.3%	76.0%	75.6%	↓	There is a slight drop in the figures however there is a lag in the reporting of this, (currently showing Jun 2020 figures). There has been a rapid rise in unemployment across the City and as of Nov 2020, the claimant count is 19,905 or 6.3% of the working age population, rising from 2.7% in March 2020. We have received investments of £70,000 from the DWP Flexible Support Fund to launch a Rough Sleeper programme and £347,000 to launch a new "One Front Door" programme of employment support, bringing together the City's unemployed, those on low income, employers and support providers.
EC1	BCPC222	Increase the take-up of free early educational entitlement by eligible 2 year olds	Below target	+	64.0%	66.0%	62.0%	n/a	n/a	↓	The Early Years team has reviewed DWP information for 1,679 children who will be eligible in the autumn term. Through targeted support 64% of these families have now applied for places. Further work is on-going to increase this further. Fliers and information have been provided to key LA teams in education and social care to promote the offer. The offer has also been publicised on BCC Twitter and Facebook accounts as well as through the Family Information Service. The team have identified some localised hotspots are liaising with family support leads to target families and increase take-up. Inclusion officers have also worked with families where a child is receiving the Disability Living Allowance. Almost every child is now expected to access their place.

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
EC1	BCPC223	Percentage of children achieving a good level of development at Early Years Foundation Stage	Data not due	+	70.6%	n/a	n/a	n/a	n/a	n/a	This national assessment data has been cancelled for 2020/21 (Covid-19)
EC1	BCPC244	Key Stage 4: Improve the Average Attainment 8 score for Children in Care pupils	Data not due	+	16.0 points	n/a	n/a	n/a	n/a	n/a	This national assessment data has been cancelled for 2020/21 (Covid-19)
EC2	BCPC245	Improve the Bristol Schools' pupil attendance rate	Data not due	+	94.70%	n/a	n/a	n/a	n/a	n/a	Suspended owing to C-19
FI2	BCPC230a	KS2 - Increase the % of pupils achieving the expected standard in reading, writing and maths	Data not due	+	65%	n/a	n/a	n/a	n/a	n/a	This national assessment data has been cancelled for 2020/21 (Covid-19)
FI2	BCPC230b	KS2 - increase the % of disadvantaged pupils, at KS2, achieving the expected standard in RWM	Data not due	+	49%	n/a	n/a	n/a	n/a	n/a	This national assessment data has been cancelled for 2020/21 (Covid-19)
FI2	BCPC231a	Key Stage 4: Improve the Average Attainment 8 score per pupil	Data not due	+	45.3 points	46.0 points	n/a	n/a	n/a	n/a	It is not yet clear how the arrangements for awarding grades in 2020 will affect the attainment 8 score. However, as the OFQUAL standardisation process uses previous performance as part of the review of centre assessment grades, it is likely that attainment 8 will be similar to previous years.
FI2	BCPC231d	Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged	Data not due	-	16.4 points	17.0 points	n/a	n/a	n/a	n/a	The LA responded to the OFQUAL consultation on the approach outlined above and made a series of recommendations based on evidence and research, highlighting key considerations that could negatively impact on disadvantaged and vulnerable learners.
FI2	BCPC246	Increase percentage of schools and settings rated 'Good' or better by Ofsted (all phases) (OCP)	Data not due	+	n/a	80%	79%	79%	79%	n/a	Routine inspection of all schools and settings was originally paused until January 2021. However, this has now been extended until at least the summer term 2021. Therefore the proportion of settings judged good or better will not change by the end of the performance cycle. Support continues for those settings judged less than good to ensure they are well prepared for inspection when it resumes. Monitoring visits will take place for all inadequate schools and some schools that require improvement. These visits will not be inspections and will not be graded and will be held remotely up until February half term.
FI3	BCPC263a	Reduce the % of young people of academic age 16 to 17 years who are NEET & destination unknown	Well above target	-	15.0%	15.0%	14.5%	16.3%	11.3%	↑	There had been a reduction each month in this % from 17.3% in Oct to 7.1% in Dec. There has been a big focus on data cleansing with 300+ records transferred to the correct local authority or abroad who would otherwise have fallen in the Not Known category. Data cleansing continues to best use data from NCCIS (National Client Caseload Information System) and update EYES with correct data (addresses) provided by schools so that the cohort is accurate.
FI3	BCPC270	Increase experience of work opportunities for priority groups	Well below target	+	5,131	2,500	271	412	644	↓	Delivery has been impacted this quarter by the ongoing school closures, we continue to be guided by each school. Where possible the EofW sessions have been made virtual, with live employer Q&A sessions and workshops. One cohort have managed to redesign the schools green space with the support of the Avon Wildlife trust. Realising Talent, career coach and 16 delivery have blended some face to face and virtual session to keep the momentum of the projects running. BCC WEX was postponed from March 20, there is now a virtual offer being trialled in Jan 21, after evaluation to gauge the quality and impact, it is planned to share this 2.5 day offer more widely. The team are actively involved with the delivery of school staff CPD and the careers events in the local area. Despite the COVID challenges the work experience inspirational work is continuing as best it can.
WC3	BCPC266	Increase % of adults with learning difficulties known to social care, who are in paid employment	Below target	+	5.2%	6.0%	5.2%	5.2%	5.2%	↑	No change this quarter however we have been undertaking intensive work setting up the new £4.5m WE WORK for Everyone programme to improve the employment of people with learning difficulties. A successful project launch event was held in December attended by 98 stakeholders. With new project staff being appointed we are preparing for commencement of service delivery from February 2021.
WC3	BCPC268	Increase the number of adults in low pay work & receiving benefits accessing in-work support	Well below target	+	820	820	97	289	501	↓	With the launch of our New One Front Door Service in January 2020 we anticipate a significant rise in our final quarter client base, which has been impacted by the second Lockdown and our ability to deliver face to face and outreach services other than online.

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
Public Health											
Bristol City Council (BCC) owned performance indicators:											
W4	BCPB253	Increase the number of attendances at BCC leisure centres and swimming pools	Data not due	+	2,373,178	695,145	0	171,613	399,343	n/a	Although the actual numbers initially appeared to be exceeding the target, another national coronavirus lockdown in November and the announcement of Bristol being in "tier 3" following the lockdown has had a considerable impact on the totals going forward. The attendances however, were well ahead of target and remain ahead, without adding the November data. December will see a natural dip in attendances.
City Wide Performance Indicators that BCC contributes to:											
CV1	BCPC259	New COVID19 cases occurring in the final 7 days of the month per 100,000 population	No Target	-	New KPI 2020/21	Not set	2.2	38.2	343.3	n/a	The rate for the last week of Q3 (w/e 31st December 2020). Along with the rest of the country Bristol's case numbers have risen rapidly from just before Christmas.
EC4	BCPC311	Levels of engagement with community development work	Well above target	+	8,000	3,000	0	1,041	2,447	↓	This target was revised downwards from last year as we went into the first lock down. This reflects community building conversations we are continuing to have, much but not all related to Covid 19 community response. We are on track to hit the target of 3000. Please note this does not include the volunteer response.
EC4	BCPC312	Increase % respondents who volunteer or help out in their community at least 3 times a year (QoL)	Above target	+	47.6%	44.0%	n/a	n/a	47.2%	↓	Given the level of neighbourly and community led response to the pandemic we might expect this to be much higher. However, experience tells us helping out and being kind to neighbours is, for many people, just part of life and would not produce a 'yes' in response to this describe as helping out thier neighbours or it is also the case much of the usual activity has stopped or significantly reduced
EC4	BCPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	Below target	-	27.8%	28.0%	n/a	n/a	30.5%	↓	In the context of Covid 19 this is not surprising. Covid 19 has seen an increase in digital connection and information for some while others are feeling very cut off. In addition, community activity has, by necessity significantly reduced.
FI4	BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	Above target	+	62.0%	60.0%	n/a	n/a	62.8%	↑	There is no doubt that local communities have come together in the pandemic - neighbourly connections, community-led responses and local shops and amenities continue to play an important role in getting us through
FI4	BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	Above target	-	21.4%	25.0%	n/a	n/a	24.7%	↓	Negative effects tend to be increased living costs, house and rent prices and cultural disconnect/feeling excluded, changes in the local amenities. Covid 19 has increased neighbourly and community connections, possibly there has been less movement of people. This may correlate with the improvement in residents satisfied with where they live.
W1	BCPC250	Reduce the percentage of people in Bristol who report below national average Mental Wellbeing (QoL)	Well below target	-	14.7%	14.7%	n/a	n/a	19.7%	↓	The COVID-19 pandemic and lockdown measures have been extremely detrimental to mental health. A whole system response has been developed since April 2020, including public health measures with a focus on community resilience, workplaces and children and young people.
W1	BCPC251	Reduce the rate of alcohol-related hospital admissions per 100,000 population	Below target	-	916	839	919	881	864	↑	The number of alcohol admissions has reduced this quarter, but this may be down the effect of lockdown. We are currently reviewing the responses to the drug and alcohol strategy. The final strategy is due to be signed off in March.
W1	BCPC255	Increase % of people living in the most deprived areas who do enough regular exercise each week(QoL)	Well above target	+	55.3%	38.7%	n/a	n/a	55.2%	=	QoL 2020 data just out shows that this indicator is only 0.1% lower than the 19/20 target, and above the 20/21 target by 16.5% points. Targets for 20/21 (reaching 70% of previous target figures) were set based on the insight and predictions of the leisure industry in light of the Coronavirus pandemic. The Covid 19 pandemic has had a huge impact on people having access to sport and physical activity opportunities with the first national lockdown in March, and all leisure facilities being closed. The slight decrease is likely to be a combination of the restrictions in place to make leisure 'Covid safe' places for customers on reopening, not all facilities reopening and peoples personal circumstances. We are working closely with our leisure operators and Sport England to understand what we can do to support the recovery of leisure and physical activity for Bristol.
W1	DPEC123	Breastfeeding at 6-8 weeks as a percentage of all children with a known feeding status	Below target	+	69.9%	70.0%	69.9%	70.1%	69.6%	↓	There has been a slight reduction this quarter in the percentage of babies breastfed (exclusively or partially) at 6-8 weeks compared to last quarter (69.6% down from 70.1%). However, the rate is still well above the national average. Data completeness has risen to 90.2% from 87.8% last quarter. The two indicators may be connected; having data on more children in Bristol tends to mean we are more likely to pick up more of those who are not breastfed. This may partly explain the slight dip at 6-8 weeks this quarter compared to last.

Corp Plan KC ref	Code	Title	Status	+/-	2019/20 Outturn	2020/21 Target	Q1 Progress	Q2 Progress	Q3 Progress	Comparison over last 12 months	Management Notes
W1	DPEC126	Increase the percentage of target schools who have achieved one or more healthy schools awards	Data not due	+	27.8%	n/a	n/a	n/a	n/a	n/a	PI Suspended C-19
W1	DPEC130	Percentage of people, aged 15 and over, presenting with HIV at a late stage of infection	Above target	-	43.4%	42.4%	n/a	n/a	39.6%	↑	Lastest data (published December 20) gives a late diagnosis rate of 39.6% (national rate is 43.1%). Fast Track Cities work has continued despite Covid, and a new project Common Ambition Bristol is about to launch in February. This will aim to address HIV inequalities amongst people of African and Caribbean Heritage, including late diagnosis.
W1	DPEC135	Increase the percentage coverage of MMR vaccination coverage in 5 year olds	Data not due	+	86.0%	86.0%	n/a	n/a	n/a	n/a	The data is not available, the rates of uptake will have decreased dure to Covid 19. Much effort is being put in place to encourage continuing uptake of vaccinations but access to services an, lock downs and self isolation will have an impact on uptake.
W1	DPEC140	Reduce the Suicide Rate, per 100,000 population	Data not due	-	11	11	n/a	n/a	n/a	n/a	Data for 2020 will be available in Sept 2021. We are wortking with system partners (including Police and Coroner) to establish a new real time suicide surveillance system. This will help us take learning from the data and take preventative steps through multi agency working. A new suicide bereavement service is also being established for BNSSG to help reduce suicide risk factors to bereaved.
W3	BCPC249	Prevalence of child excess weight in 10-11 year-olds	Data not due	-	31.3%	34.0%	n/a	n/a	n/a	n/a	NCMP in Bristol has remained paused since March 2020 due to Covid 19, and has not been restarted in January 2021. National data for 2019/20 is however now available.
W3	BCPC257	Increase the number of food outlets holding a 'Bristol Eating Better Award' in priority wards	Data not due	+	29	35	n/a	34	n/a	n/a	(April - September) We have kept in contact with Bristol food outlets during the covid pandemic, inviting them to engage via webinars and offering support during lockdown and re-opening post July. Businesses have been encouraged to consider health and sustainability of their offers during this time, but many are struggling to survive and applying for BEB awards has not been a priority. Numbers have increased since last reporting mainly due to extensive work with Chartwells (school meal provider) who have been successful for all their Bristol Primary Schools. We will be revalidating many of the original BEB businesses prior to March 2021 and this may see numbers decrease as some may not be trading and others may not wish to revalidate for various reasons (Covid only being one of them). The Christmas period is also likely to create a dip in applications. Although diversion of Public Health work to Covid-19 duty response has reduced capacity to work on the award, we are working on a Coms strategy and further engagement is planned, linked to G4G. We hope to achieve 225 total by year end, with the number in priority areas on target for 35.
W3	BCPC258	Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL)	Well above target	-	5.0%	7.2%	n/a	n/a	4.2%	↑	While the Bristol average for people experiencing moderate and severe food insecurity appear to have reduced, it is likely that this is not true for all areas of the city, particularly the most deprived wards. Our partners working in emergency food support have seen a significant increase in need. In addition, those reporting to have been in receipt of food from a food bank or charity during the last 12 months increased from 1% to 2% between 2020 and 2021.
W4	BCPC256	Increase the % of adults in deprived areas who play sport at least once a week (QoL)	Well above target	+	33.1%	23.2%	n/a	n/a	27.5%	↓	QoL 2020 data just out shows that this indicator is 5.6% lower than the 19/20 target, and above the 20/21 target by 4.3% points. Targets for 20/21 (reaching 70% of previous target figures) were set based on the insight and predictions of the leisure industry in light of the Coronavirus pandemic. The Covid 19 pandemic has had a huge impact on people having access to sport and physical activity opportunities with the first national lockdown in March, and all leisure facilities being closed. The decrease is likely to be a combination of the restrictions in place to make leisure 'Covid safe' places for customers on reopening, not all facilities reopening and peoples personal circumstances. We are working closely with our leisure operators and Sport England to understand what we can do to support the recovery of leisure and physical activity for Bristol.
WC3	BCPC323	Increase % of people who see friends and family as much as they want to (QoL)	Above target	+	82.1%	70.0%	n/a	n/a	73.2%	↓	We would expect this to be down from last year. It is surprising it hasn't gone down further given the impact of Covid 19 on connections and the high levels of isolation and disconnection. The reason for this is not clear. Possible explanation is that some people are seeing their family and/or friends as much as they would like because of Covid 19 and facilitated by online platforms whilst others are seeing them far less. With other activity curtailed some people have more time to connect with others.



Progress Key
Well Above Target
Above Target
On Target
Below Target
Well Below Target

Improvement Key	
↑	Direction of travel IMPROVED compared to same period in the previous year
=	SAME as previous same period in the previous year
↓	Direction of travel WORSENERD compared to same period in the previous year

[Corporate Strategy - Key Commitments](#)

Empowering & Caring	
EC1	Give our children the best start in life by protecting and developing children’s centre services, being great corporate parents and protecting children from exploitation or harm.
EC2	Reduce the overall level of homelessness and rough sleeping, with no-one needing to spend a ‘second night out’.
EC3	Provide ‘help to help yourself’ and ‘help when you need it’ through a sustainable, safe and diverse system of social care and safeguarding provision, with a focus on early help and intervention.
EC4	Prioritise community development and enable people to support their community.
Fair & Inclusive	
FI1	Make sure that 2,000 new homes (800 affordable) are built in Bristol each year by 2020.
FI2	Improve educational outcomes and reduce educational inequality, whilst ensuring there are enough school places to meet demand and with a transparent admissions process.
FI3	Develop a diverse economy that offers opportunity to all and makes quality work experience and apprenticeships available to every young person.
FI4	Help develop balanced communities which are inclusive and avoid negative impacts from gentrification.
Wellbeing	
W1	Embed health in all our policies to improve physical and mental health and wellbeing, reducing inequalities and the demand for acute services.
W2	Keep Bristol on course to be run entirely on clean energy by 2050 whilst improving our environment to ensure people enjoy cleaner air, cleaner streets and access to parks and green spaces.
W3	Tackle food and fuel poverty.
W4	Keep Bristol a leading cultural city, helping make culture, sport and play accessible to all.
Well-Connected	
WC1	Improve physical and geographical connectivity; tackling congestion and progressing towards a mass transit system.
WC2	Make progress towards being the UK’s best digitally connected city.
WC3	Reduce social and economic isolation and help connect people to people, people to jobs and people to opportunity.
WC4	Work with cultural partners to involve citizens in the ‘Bristol’ story, giving everyone in the city a stake in our long-term strategies and sense of connection.
Workplace Organisational Priorities	
WOP1	Redesign the council to work effectively as a smaller organisation.
WOP2	Equip our colleagues to be as productive and efficient as possible.
WOP3	Make sure we have an inclusive, high-performing, healthy and motivated workforce.
WOP4	Be responsible financial managers and explore new commercial ideas.

Defintions and reporting timescales for Performance Indicators

2020/21 People: Adult Social Care

PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
BCPB279	Improve the monthly Delayed Transfers of Care for BCC (Delayed Days per 100,000 population)	Quarterly (Snapshot)	This measures the number of Delayed Days of care, during the reporting period, of Acute and Non-Acute, for NHS Organisations in England by the responsible organisation. (EXCLUDING NHS CASES AND WHERE BOTH were CULPABLE) Divided 100,000 population... Therefore, - Social Care delays ONLY. Occasionally the latest monthly data from NHS England is delayed and in those instances the month indicated in brackets.
BCPB280	Increase the percentage of people who contact Adult Social Care and then receive Tiers 1 & 2 services	Quarterly (Snapshot)	There is a count of count of requests for Adult Social Care support requests and also a record of how many were either signposted to alternate support or provided with lower level support. The inverse percentage being the percentage of requests for support that went onto receive the higher levels of support. Performance is reported on a quarter by quarter basis e.g. Q1 - 55%, Q2 58% etc
BCPB281	Average change in level of homecare following short-term assessment and reablement episode	Quarterly (Cumulative)	For cases where the service user completed an episode of STAR service during the month, the average change in level of homecare between the intial level of homecare in Short Term Assessment and Reablement (STAR) and the subsequent follow-on homecare package
DPEB005a	Increase the percentage of adults receiving direct payments	Quarterly (Snapshot)	This measures the proportion of service users who receive a direct payment either through a personal budget
City Wide Performance Indicators that BCC contributes to:			
BCPC276a	Reduce the permanent admissions aged 65+ to residential and nursing care, per 100,000 population	Quarterly (Snapshot)	This is a two part-measure reflecting the number of younger adults (part 1) and older people (part 2) whose long-term support needs are best met by admission to residential and nursing care homes relative to the population size of each group. The measure compares council records with ONS population estimates. Performance is reported on a quarter by quarter basis e.g. Q1 - 55%, Q2 58% etc
BCPC277	Increase the percentage of adult social care service users, who feel that they have control over their daily life	Annual (Survey)	Performance is recorded as a result of service users survey questionnaires, compiled throughout the year and reported at year end.
BCPC278	Increase the percentage of older people at home 91 days after discharge from hospital into reablement/rehabilitation *	Quarterly (Cumulative & 3 months in arrears)	Performance is reported with a 3 month data lag owing to the way the statutory measure is recorded. It records the proportion of older people aged 65 and over discharged from hospital to their own home or to a residential or nursing care home or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting), who are at home or in extra care housing or an adult placement scheme setting 91 days after the date of their discharge from hospital.
DPEC003	Average change in level of homecare following short-term assessment and reablement episode	Quarterly (Snapshot)	For cases where the service user completed an episode of STAR service during the month, the average change in level of homecare between the intial level of homecare in Short Term Assessment and Reablement (STAR) and the subsequent follow-on homecare package. The calculation is: $(x - y) / z$, where x is total hours in follow-on package, y is total hours at start of STAR and z is the number of cases, all applying to STAR episodes completed in the month
DPEC004	Increase % of BCC regulated CQC Care Service providers, where provision is rated 'Good or Better'	Quarterly (Snapshot)	This monitors on a quarterl snap-shot basis thise Adult Care Services regulated by CQC, in Bristol..eg: <ul style="list-style-type: none"> Care Homes Home Care Some Supported Living The formula is: $(X/Y) \times 100$ Where x = Number of registered Care Service providers whose CQC rating is good or better Where y = Total number of registered Care Service providers

2020/21 People: Children & Families Services

PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
DPEB014	Percentage of Missing Children, offered a return interview	Monthly (Snapshot)	The percentage of all children who went missing and were entitled to a Return Interview were offered a return interview and recorded accurately on the LCS database.
City Wide Performance Indicators that BCC contributes to:			
BCPC216	Percentage children becoming the subject of a child protection plan for a second/subsequent time	Quarterly (Cumulative)	The percentage of children who became subject to a Child Protection Plan at any time during the year, who had previously been the subject of a Child Protection Plan, or on the Child Protection Register of that council regardless of how long ago that was.
BCPC217	Improve the % of 17 - 18 year old care leavers in EET (statutory return - recorded around birthday)*	Quarterly (Cumulative & 3 months in arrears)	Performance is reported with a 3 month data lag owing to the way the statutory measure is recorded. The percentage of former care leavers aged 17 - 18 who were looked after under any legal status (excl V3 or V41) on 1 April in their 17th year, who were in education, employment or training. These figures also include those care leavers who we are not in contact with.
BCPC248	Number of hate crimes	Quarterly (Cumulative)	Hate Crime data recorded by Avon & Somerset Police
DPEC007	Percentage of Pathway Plans are reviewed on a six monthly basis or less	Quarterly (Cumulative)	Percentage of open pathway plans that are reviewed within 6 months of previous review of all open pathway plans.
DPEC010	Percentage of Repeat Referrals to children's social work	Quarterly (Snapshot)	The percentage is calculated as the number of referrals that were repeat referrals (within 12 months) for the last year / Number of referrals to children's social care for the last year.
DPEC011a	Stability of placement of Children in Care: number of moves	Quarterly (Rolling 12 month period)	X = Of the children looked after in the denominator, the number who had three or more separate placements during the year. Y = The total number of children who were looked after at 31 March, excluding any children who were looked after on that date under an agreed series of short term-placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991). A child being placed for adoption with their existing foster carers is not included as a change of placement for the purposes of this indicator.
DPEC011b	Improve the stability of placement of Children in Care: length of placement	Quarterly (Snapshot)	X = Of y, all who have been living in the same placement for at least two years, i.e. at 31 March they have been in the same placement continuously for more than 729 days inclusive of 31 March. Children who are placed for adoption at 31 March are now only to be included in the numerator if their previous care placement, plus the adoptive placement have together lasted more than 729 days. Y = All children aged under 16 on 31 March of the year of measurement who had been looked after for 2.5 years or more (i.e. for more than 912 days inclusive of 31 March) on 31 March of the year of measurement. Exclude children who had been looked after at any time during the 2.5 year period under an agreed series of short term-placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991).
DPEC016	Percentage of youths (aged 10-17) who reoffend in the last 12 months	Quarterly (Rolling 12 month period)	Youth re-offending rate is reported Qtly on a rolling year... 2 years in arrears (most up-to-date data). Therefore Q3 19/20 will report Q3 17/18.
DPEC017	Number of first time entrants to the youth justice system aged 10-17 (per 100,000 population)	Quarterly (Snapshot & 3 months in arrears)	Local targets to be set as a rate per 100,000 therefore the number of FTE per 100,000 = $x / y \times 100,000$ Where: x = number of first time entrants in a local area and y = local 10 - 17 population based on ONS stats
DPEC018	Reduce the number of adolescents (aged 13-17) who need to enter care	Quarterly (Cumulative)	Count of the number of children aged between 13 & 17 who are taken into care, for any reason.

PI ref	Measure	Frequency/period reported	Method of calculation
DPEC019	Improve the % of 19 - 21 year old care leavers in EET (statutory return - recorded around birthday)*	Quarterly (Cumulative & 3 months in arrears)	Performance is reported with a 3 month data lag owing to the way the statutory measure is recorded. The percentage of former care leavers aged 19 - 21 who were looked after under any legal status (excl V3 or V41) on 1 April in their 19th year, who were in education, employment or training. These figures also include those care leavers who we are not in contact with.
2020/21 People: Education & Skills			
PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
BCPB223	Percentage of children achieving a good level of development at Early Years Foundation Stage	Annual (Previous Academic year)	Percentage of children achieving a good level of development at Early Years Foundation Stage. The level of development is a measure of the average of the cohort's total point score across all the early learning goals.
BCPB225	Increase the percentage of Final EHCPs issued within 20 weeks including exception cases *	Quarterly (Cumulative & 3 months in arrears)	Number of Education Health Care Plans in the last quarter that were issued within 20 weeks, including exception cases, as a percentage of all such statements issued throughout the calendar year. The reported data aligns with the SEN Census reporting (ie a Calendar year).... This means that this KPI is reporting cumulatively and 3 months in arrears: Q1 reports Jan – Mar / Q2 reports Jan – June / Q3 reports Jan – Sept / Q4 reports Jan - Dec
BCPB264	Increase the total number of apprenticeships created and managed by Bristol City Council	Quarterly (Cumulative)	This measures the number of apprentices currently (at data capture date) receiving training support through and Education and Skills Funding Agency approved programmes (taken from ESFA ILR data) PLUS No. of BCC staff undertaking development through an apprenticeship scheme.(taken from Digital Apprenticeship Service record also known as Levy Account)
BCPB265	Increase the amount of Bristol City Council Apprenticeship Levy spent	Quarterly (Cumulative)	This measures the amount of apprenticeship levy spent throughout the year.
City Wide Performance Indicators that BCC contributes to:			
BCPC041	Employment rate of the working age population	Quarterly (Snap shot)	This is the proportion of the working age population (16-64) who are in employment according to the International Labour Organisation (ILO) definition. Using National Statistics: https://www.nomisweb.co.uk/Default.asp
BCPC222	Increase the take-up of free early educational entitlement by eligible 2 year olds	Annual (Previous Financial Year)	This measure reports on the percentage of take-up of free early educational entitlement by eligible 2 year olds. Performance is reported annually in July; owing to Department for Education (DfE) publication dates and it is for the previous financial year outturn i.e. the figure reported in 20/21 will be for the financial year 19/20.
BCPC230a	Key Stage 2 - Increase the percentage of pupils achieving the expected standard in reading, writing and maths	Annual (Previous Academic year)	Scaled scores help test results to be reported consistently from one year to the next. National curriculum tests are designed to be as similar as possible year on year, but slight differences in difficulty will occur between years. Scaled scores maintain their meaning over time so that two pupils achieving the same scaled score in different years will have demonstrated the same attainment. This performance indicator measures the percentage of children in Bristol Schools who achieved the expected standard in all three subject combined and is reported for the previous academic year.
BCPC230b	Key Stage 2 - increase the percentage of disadvantaged pupils, at KS2, achieving the expected standard in RWM	Annual (Previous Academic year)	This is the same measure as above, except the focus is on the attainment of disadvantaged pupils. Pupils are defined as disadvantaged if recorded as: • Eligible for Free Schools Meals (FSM) in the last six years • Looked After Children (LAC) continuously for one day or more • Post LAC: because of an adoption, a special guardianship order, a child arrangements order or a residence order.
BCPC231a	Key Stage 4: Improve the Average Attainment 8 score per pupil	Annual (Previous Academic year)	Attainment 8 was introduced in 2016 by the Department for Education (DfE) for pupils at the end of Key Stage 4 (age 16), to measure overall GCSE performance and encourage students to take at least 8 qualifications. A full DfE explanation of this measure is at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/583857/Progress_8_school_performance_measure_Jan_17.pdf
BCPC231d	Key Stage 4: Attainment 8 - Reduce the Points gap between the Disadvantaged and Non-Disadvantaged	Annual (Previous Academic year)	This is the same measure as above, except the focus is on the attainment of disadvantaged pupils. (definition of disadvantaged, two rows above). Except this measures the gap in attainment levels of Disadvantaged pupils and non-disadvantaged pupils and is reported for the previous academic year.
BCPC244	Key Stage 4: Improve the Average Attainment 8 score for Children in Care pupils	Annual (Previous Academic year)	Attainment 8 will measure the achievement of a pupil across 8 qualifications including mathematics (double weighted) and English (double weighted), 3 further qualifications that count in the English Baccalaureate (EBacc). This measures the small cohort of Children in Care (CiC) - ultimately trying to reduce the gap between the Bristol average and the CiC average.
BCPC245	Improve the level of Bristol Schools' pupil attendance	Annual (Previous Academic year)	Whilst there is in year reporting of attendance levels across the city; this performance measure uses the official DfE figures published in March of each year and records the previous academic year.
BCPC245c	School attendance (Covid-Recovery)	Quarterly (Snap shot)	This measures the percentage of Children attending schools across Bristol. This is a daily summary of school attendance (absence) starting at the beginning of the school year. Totals for Bristol. This is a crude measure and doesn't conform to the usual DfE methodology. All schools with zero attendance are excluded as the assumption is that they were closed due to non-Covid related reasons (e.g. INSET days)... The DfE have embargoed this data as 'Official Sensitive'
BCPC246	Increase percentage of schools and settings rated 'Good' or better by Ofsted (all phases)	Quarterly (Snapshot)	This records the present percentage of schools, across all phases, where the Ofsted inspection rating is 'Good' or better. The DfE published this information at: https://www.gov.uk/government/statistical-data-sets/monthly-management-information-ofsted-school-inspections-outcomes#history
BCPC263a	Reduce the percentage of young people of academic age 16 to 17 years who are NEET & destination unknown	Quarterly (Snapshot)	This measures the percentage of 16 to 17 year olds who are not in education, employment or training (NEET). AND Destination Unknown. Whilst this records data quarter by quarter, unusually the DfE return (and therefore the Q4 figure) is the snapshot for the 3 month period 1st December - last day of February.
BCPC266	Increase the percentage of adults with learning difficulties known to social care, who are in paid employment	Quarterly (Cumulative)	The measure shows the proportion of adults with a learning disability who are "known to the council", who are recorded as being in paid employment. The information would have to be captured or confirmed within the reporting period 1 April to 31 March. The definition of individuals 'known to the council' is restricted to those adults of working age with a primary support reason of learning disability support who received long term support during the year. The measure is focused on 'paid' employment. Voluntary work is excluded from the measure. Paid employment is measured using the following two categories: • Working as a paid employee or self-employed (16 or more hours per week); and, • Working as a paid employee or self-employed (up to 16 hours per week).
BCPC268	Increase the number of adults in low pay work & receiving benefits accessing in-work support	Quarterly (Cumulative)	This is a cumulative count to show the growth of the Future Bright in work support programme and the new Get Well - Get On programme which focusses on supporting people in work who have mental health of muscle, joint or bone conditions.
BCPC270	Increase experience of work opportunities for priority groups	Quarterly (Cumulative)	This measures the number of people who gain experiences of work for identified priority groups - Young people at risk of and currently not engaging in education, employment and training, Children in care or Care leavers (CiC/CL), people with a Learning difficulty and/or disability, people with a disability, Black, Asian and other non-white minority backgrounds (BAME), Returning to work, living in the 25% most deprived lower super output areas, over 55'.
DPEC041	Improve the overall employment rate of working age population	Quarterly (Snapshot)	This is the proportion of the working age population (16-64) who are in employment according to the International Labour Organisation (ILO) definition. These are National Statistics and can be accessed via https://www.nomisweb.co.uk/Default.asp

PI ref	Measure	Frequency/period reported	Method of calculation
2020/21 People: Public Health			
PI ref	Measure	Frequency/period reported	Method of calculation
Bristol City Council (BCC) owned performance indicators:			
BCPB253	Increase the number of attendances at BCC leisure centres and swimming pools	Quarterly (Cumulative)	This measures attendances at BCC leisure centres and swimming pools on a monthly cumulative basis. Occasionally the latest month is delayed and in those instances the month indicated in brackets.
City Wide Performance Indicators that BCC contributes to:			
BCPC249	Prevalence of child excess weight in 10-11 year-olds	Annual (1 year lag)	This performance data is measured by NHS Digital, National Child Measurement Programme and records 10-11 year olds Proportion of children aged 10-11 classified as overweight or obese. Children are classified as overweight (including obese) if their Body Mass Index (BMI) is on or above the 85th centile of the British 1990 growth reference (UK90) according to age and sex.
BCPC250	Reduce the percentage of people in Bristol who report below national average Mental Wellbeing (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC251	Reduce the rate of alcohol-related hospital admissions per 100,000 population	Quarterly (Rolling year 3 months in arrears)	This indicator measures the rate of alcohol related admissions per 100,000 population using Hospital Episode Statistics. The rate is calculated using data on those finished in-year admissions that are classified as ordinary or day cases and that have a primary or subsidiary diagnosis code. Q1 covers April to March, Q2 = July to June, Q3 = October to September, Q4 = January to December.
BCPC255	Increase the percentage of people living in the most deprived areas who do enough regular exercise each week(QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC256	Increase the percentage of adults in deprived areas who play sport at least once a week (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC257	Increase the number of 'Bristol Eating Better Awards' issued to food outlets in priority wards	Bi-annual cumulative	This is a count of the number of food outlets with a Bristol Eating Better Award in 10 priority wards (with high levels of deprivation and obesity) The Bristol Eating Better (BEB) award is a tool used to reward and support food businesses across the city to offer healthier food options and promote sustainability. The BEB award is awarded at Bronze, Silver or Gold level. There are 30 'core actions' to be met in order to achieve the Bronze Level. Progress is reported twice a year (Q2 & Q4)
BCPC258	Reduce the percentage of households which have experienced moderate or worse food insecurity (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC259	New COVID19 cases occurring in the final 7 days of the month per 100,000 population	Quarterly (Snap shot)	Using figures for the last 7 days of the month; 100,000 x number of positive covid cases with a specimen date falling between the last day of the month and 6 days before the last day of the month (inclusive) DIVIDED BY mid-2019 population of Bristol
BCPC311	Levels of engagement with community development work	Quarterly (Cumulative)	This measures the number of residents who actively engage in community building conversations throughout the year. This supports an approach which is based on Asset Based Community Development.
BCPC312	Increase the percentage respondents who volunteer or help out in their community at least 3 times a year (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC314	Reduce the percentage of people who lack the information to get involved in their community (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC323	Increase the percentage of people who see friends and family as much as they want to (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC324	Increase the percentage of people who feel they belong to their neighbourhood (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
BCPC327	Reduce the percentage of people who have noted "mainly negative effects" from gentrification (QoL)	Annual (Survey)	The Quality of Life (QoL) survey is carried out annually and asks Bristol residents about a wide range of topics such as health, lifestyles, community, local services and living in Bristol.
DPEC123	Breastfeeding at 6-8 weeks as a percentage of all children with a known feeding status	Annual (Previous Financial Year)	This is the percentage of infants that are totally or partially breastfed at age 6-8 weeks. Totally breastfed is defined as infants who are exclusively receiving breast milk at 6-8 weeks of age - that is, they are not receiving formula milk, any other liquids or food. Partially breastfed is defined as infants who are currently receiving breast milk at 6-8 weeks of age and who are also receiving formula milk or any other liquids or food. Not at all breastfed is defined as infants who are not currently receiving any breast milk at 6-8 weeks of age. The numerator is the count of the number of infants recorded as being totally breastfed at 6-8 weeks and the number of infants recorded as being partially breastfed. The denominator is the total number of infants due a 6-8 weeks check. Source:Public Health England National Child and Maternal Health Intelligence Network
DPEC126	Increase the percentage of target schools who have achieved one or more healthy schools awards	Quarterly (Snapshot)	This measures the number of target schools "engaged" as a percentage of all target schools. Engagement is defined as actively working towards a HSP badge. Definition of target schools = PRUs, special schools and secondary schools and 4th and 5th quintile primaries. Only schools that are holding one or more "in-date" awards are counted. "in-date" is defined as those schools that have achieved an award in the last 3 years (HS awards are only valid for 3 years).
DPEC130	% of opiate clients who successfully complete treatment and who do not re-present within six months	Quarterly (Rolling year)	This measures the percentage of opiate clients who successfully complete treatment and who do not present within six months. A completion is considered successful if the client is not using illicit drugs and/or not using problematically. The following National Treatment Agency (NTA) definitions are recorded for each client:- • i) Treatment completed – Drug free. The client no longer requires structured drug treatment interventions and is judged by the clinician not to be using heroin (or any other opioids) or crack cocaine or any other illicit drug. • ii) Treatment Completed - Occasional user (not heroin and crack). The client no longer requires structured drug treatment interventions and is judged by the clinician not to be using heroin (or any other opioids) or crack cocaine. There is evidence of use of other illicit drug use but this is not judged to be problematic or to require treatment.
DPEC135	Increase the percentage coverage of MMR vaccination coverage in 5 year olds	Annual	Percentage coverage of MMR vaccination coverage in 5 year olds... X = 5 Year olds with MMR vaccination Y - All 5 year olds (X / Y)*100
DPEC140	Reduce the Suicide Rate, per 100,000 population	Annual	Number of Suicides (Persons) / 100,000 population

People Scrutiny Commission

8th March 2021



Report of: Executive Director People

Title: People Directorate Risk Report Update

Ward: Citywide

Officer Presenting Report: Jacqui Jenson
Executive Director People

Contact Telephone Number:

Recommendation

The People Commission are asked to consider the quarter 3 2020-21 review of the People Directorate Risk Report and comment on any areas of interest.

Summary

The risks defined in this report are captured by service sections within the People Directorate:

The following represent the most the key risks for People as at January 2021:

Threats

- 1) Safeguarding Vulnerable Children
- 2) Safeguarding Adults at Risk with Care and support needs.
- 3) Adult and Social Care (ASC) Transformation programme 2020/21 – 2021/22
- 4) SEND
- 5) Adult and Social Care major provider/ supplier failure



1. Policy

- 1.1. The Audit Committee is responsible for providing independent assurance to the Council regarding the effectiveness of its strategic risk management arrangements. The Council has a Risk Management Assurance Policy which requires strategic risks to the Council, and details of how they are managed, to be recorded in the form of the Corporate Risk Report and Directorate Risk Report.
- 1.2. The Corporate Risk Report is scrutinised by the Audit Committee on a quarterly basis, it was agreed at Overview and Scrutiny Management Board, that the Directorate Risk Registers will also be scrutinised by each Directorate scrutiny quarterly. The Directorate Risk Reports will also be available to the Audit Committee to provide the Audit Committee with assurance that Directorate Risk Reports are in place and effectively scrutinised.

2. Risk Management and the Corporate Risk Report (CRR)

- 1.3. As part of good governance, the Council manages and maintains a register of its significant risks within the Service Risk Registers (SRR) assigning named individuals as responsible officers for ensuring the risks and their treatment measures are monitored and effectively managed.
- 1.4. The Corporate Risk Report (CRR) is a critical tool for capturing and reporting on risk activity, the organisations risk profile and an integral element of the Council's internal governance and performance frameworks. The attached Directorate Risk Report sets out a summary from the Service Risk Registers (SRR) which are the working documents. The data within the SRRs is used to inform the business of the threats and opportunities it faces in delivering outcomes and services to the Council. It is used to ensure the organisation operates effectively and Leadership Teams take assurance that all necessary steps are being taken to ensure the risks are managed to a level acceptable to them. The Corporate Risk Report was last reported to Cabinet on 26th January 2021 and was reported to the Audit Committee on 25th January 2021.

3. Consultation

- a. **Internal** - First to fourth tier managers, Leadership Team, Corporate Leadership Team, Cabinet Member, Finance, Governance and Performance.
- b. **External** - None

4. The People Directorate Risk Report (DRR)

- 4.1. The DRR informs the council on significant risks to the achievement of the People Directorate Objectives to ensure it is anticipating and managing key risks to optimise the achievement of the council's objectives and prioritise actions for managing those risks. The DRR provides assurance to management and Members that the People significant risks have been identified and arrangements are in place to manage those risks within the tolerance levels agreed.
- 4.2. The DRR is an important tool in managing risk. It aims to provide an overview of the significant risks facing People and how they are being managed. The DRR attached to this report at Appendix A is the latest formal iteration following a review by members of the council's People Executive Directors Management Team (EDM) in January 2021. The risk review has included managers from across the Council.
- 4.3. The DRR was reviewed by the People EDM in January 2021. The directorate reports quarterly to Members, ensuring that they are aware of the critical and high level risks facing the directorate and how the council are ensuring these risks are effectively managed.

- 4.4. As strategic planning, resource management and resilience processes are strengthened; the identification, management and communication of risk to the achievement of the Council’s strategic priorities and objectives will continue to embed.
- 4.5. The DRR was developed following:
- Risk identification and assignment of a risk owner who is responsible to ensure each risk is effectively managed; current mitigations and further strategies to manage risk are in place to ensure the risk is identified and interventions planned,
 - Review by EDM to ensure risk levels are correctly identified; and tolerance risk levels where stated are acceptable.
- 4.6. The People Directorate Risk Report is attached at Appendix A. The register is presented in the standard format agreed by CLB and uses the risk management methodology in the Risk Management Assurance Policy agreed by Cabinet in January 2019.
- 4.7. Appendix A the risk matrix, guidance parameters used to measure likelihood and impact and the supporting scoring criteria are set out on pages 6 and 7 and will assist Members in understanding risk levels recorded in the report.
- 4.8. The DRR sets out the critical and high rated risks. All other business risks reside on the People Service Risk Registers (SRR). The People Directorate Risk Report (DRR) as June 2020 contains:

Threat Risks
<ul style="list-style-type: none"> • 1 critical • 2 high

- 4.9. The following paragraphs summarise the key changes to the People Risk Register since its last presentation:

Critical threat risks

There is one critical threat risks:

- PDRR1: Safeguarding Vulnerable Children. The risk rating being 4x7 (28) critical risk

High threat risks

There are two high threat risks:

- PDRR2: Safeguarding Adults at Risk with Care and support needs. The risk rating being 3x7 (14) high risk
- PDRR5: Adult and Social Care major provider/ supplier failure. The risk rating being 2x7 (14) high risk

All identified risks were reviewed in light of the revised scoring and set the performance for future reviews. All risks on the People DRR have management actions in place.

As with all risks, it is not possible to eliminate the potential of failure entirely without significant financial and social costs. The challenge is to make every reasonable effort to mitigate and manage risks effectively, and where failure occurs, to learn and improve.

Further details are contained in Appendix A: The summary of the risks are set out on pages 1 to 4 including controls and management actions, a summary of risk performance on page 5, the risk matrix on page 6 and the risk scoring criteria on page 7. A more in-depth risk register is available on request.

5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following “protected characteristics”: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
 - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
 - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
 - encourage persons who share a protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
 - iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
 - tackle prejudice; and
 - promote understanding.
- 5b) No equalities assessment necessary for this report.

Appendices:

Appendix A – People Directorate Risk Report - The summary of the risks are set out on pages 1 to 4 including controls and management actions, a summary of risk performance on page 5, the risk matrix on page 6 and the risk scoring criteria on page 7.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

Risk Management Assurance Policy

Directorate Risk Register as at January 12 2021 – Threat Risks to the achievement of Bristol City Councils Objectives.									
Risk title and description	What we have done	Performance	Current Risk Level			What we are doing	Tolerance Risk Level		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
<p>PDRR1: Safeguarding Vulnerable Children. The council fails to ensure that adequate safeguarding measures are in place, resulting in harm or death to a vulnerable child.</p> <p>Key potential causes are:</p> <ul style="list-style-type: none"> Failure to meet the requirements of the Children Act and associated legislation. Inadequate controls result in harm. Demand for services exceeds its capacity and capability. Increase in complex safeguarding risks, criminal exploitation, serious youth violence and gang affiliation. During Covid-19, in line with Govt guidelines tiers, lockdown and infection control, there may be a reduction in the frequency of face to face visits to families. Risk assessments are required to assess whether a face to face visit is required. This is kept under review with services operating as near normal as is possible within the guidelines. Placement failure due to COVID infection across children’s home or fostering household. An increase in demand of up to 5% is anticipated as a result of Covid and economic downturn, with some children more vulnerable to exploitation and abuse as a result of lost safe, stable and nurturing relationships. Increased destitution in families, impacting on mental ill health, managing increased infection within children and young people population and their parents. 	<p>The Keeping Bristol Safe Board provides independent scrutiny of children’s safeguarding arrangements in the city and holds BCC and partner agencies to account. This includes delivery of Safer Communities and the Prevent Duty.</p> <p>BCC works with partners to effectively identify victims and perpetrators of extra-familial abuse including Child Sexual exploitation, Criminal Exploitation and Serious Violence, taking action to disrupt and protect.</p> <p>Bristol’s published policies and procedures, comprehensive training and development and monthly professional supervision help ensure safe practice and adequate control of risks.</p> <p>Bristol has invested in an integrated localities and team around the school and family approach aimed at meeting the needs of children and families at the earliest point.</p> <p>Children and Families’ Services invests in its workforce and provides career progression opportunities.</p> <p>Bristol has established Violence Reduction Unit focussing on prevention, disruption and recovery from serious youth violence and is working with the University of Bedfordshire to develop its approach to contextual safeguarding in the city.</p> <p>Activity continues as planned with partner engagement.</p> <p>Children and Coronavirus Amendment Regulations are understood and will be invoked when needed. There is Senior Officer sign-off for their use.</p>	↓	4	7	28	<p>Information sharing and analysis to improve our ability to understand and respond to children at risk of criminal exploitation and going missing.</p> <p>In response to identified and increasing risk of serious youth violence and criminal exploitation a multiagency plan is in place and will be monitored by the Serious Violence Exec Group.</p> <p>Service Delivery Plans for 2020-21 have been reviewed and set out further actions to mitigate risks identified and deliver on our ambitions for children and families.</p> <p>Response is to run services as near to normal as possible flexing to accommodate increased demand and potential gaps in workforce due to COVID impacting services.</p> <p>Implementing testing for care staff and prioritising in vaccine programme.</p>	1	7	7
Risk Owner: Executive Director People, Director Children’s and Families Services.	Action Owner: Director Children’s and Families Services.		Portfolio Flag: Children and Young People.			Strategy Theme: Our Organisation, Empowering and Caring, Wellbeing.			

Directorate Risk Register as at January 12 2021 – Threat Risks to the achievement of Bristol City Councils Objectives.									
Risk title and description	What we have done	Performance	Current Risk Level			What we are doing	Tolerance Risk Level		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
<p>PDRR2: Safeguarding Adults at Risk with Care and support needs.</p> <p>The council fails to ensure adequate safeguarding measures are in place, Adults at risk.</p> <p>Key potential causes are:</p> <ul style="list-style-type: none"> • Adequacy of controls. • Management and operational practices. • Demand for services exceeds capacity and capability. • Poor information sharing. • Lack of capacity or resources to deliver safe practice. • Failure to commission safe care for adults at risk. • Failure to meet the requirements of the 'Prevent Duty' placed on Local Authorities. • Increased destitution in families, impacting on mental ill health, managing increased infection within the population. (COVID19) • Increased isolation. (COVID19) • Care strain / resilience. (COVID19) • Absence of building based services whilst we have reduced community solutions. (COVID19) 	<p>The Adults Safeguarding Board has been reconstituted into the Keeping Bristol Safe Partnership (KBSP), which also covers Children and Community Safety. The Board has senior executive representation and will ensure a strong focus on matters of strategic concern. The Partnership has oversight of adult safeguarding priorities.</p> <p>Safeguarding improvement plans are in place for Older People, Physical Disability and Disabled Children and the Capability framework for safeguarding and the Mental Capacity Act have been introduced.</p> <p>The Adult Social Care Transformation programme has been established to implement policy objectives of delivering financial sustainability and 'right positioning' care delivery in the Bristol health, care and wellbeing system. (See PDRR23)</p> <p>An active strategy in place to attract, recruit and retain social workers through a variety of routes with particular emphasis on experienced social workers. The Adult South West Recruitment and Retention Strategy has been drafted, the risks and costs identified. Regular strategies and campaigns support the recruitment and retention of high calibre social workers and managers, with competent agency social workers and managers used on temporary basis to fill vacancies.</p> <p>All key staff working with people directly at risk are trained in the essentials of safeguarding and BCC has an ongoing awareness-raising 'Prevent' training programme.</p> <p>Regular reporting on safeguarding is taking place quarterly for Directors and Cabinet Members, with an annual report for Elected Members to allow for scrutiny of progress. The quality assurance framework and performance framework is routinely monitored and reported on.</p> <p>Focused work is being undertaken to address the backlog in safeguarding referrals and good progress has been made in bringing the number outstanding down to more manageable numbers.</p> <p>The Adults Delivery Group is up and running and a new Transitions theme has also been instituted.</p> <p>Activity continues as planned.</p>	↔	3	7	21	<p>Social workers working with multi-agency partners supporting adults and older people to live safely within their families and communities.</p> <p>Commissioning capacity has increased this to lead on monitoring and assuring quality in the care sector.</p> <p>Review of the Safeguarding Pathway.</p> <p>Transforming the Safeguarding Adults Board.</p> <p>Considering transformational approaches to home care recommissioning that may offer a more flexible employment offer.</p> <p>Planning placed based approaches to include working with micro providers.</p> <p>The Adults Delivery Group is up and running and a new Transitions theme has also been instituted. Whilst the Covid-19 'lockdown' situation has changed the complexion of adult safeguarding, it is anticipated that the likelihood and impact of incidence will be similar.</p> <p>Work plan will be signed off by KBSP in coming months.</p> <p>Response is to run services as near to normal as possible with increased demand and potential gaps in workforce impacting. Hence elevated risk rating.</p>	1	7	7
<p>Risk Owner: Executive Director People, Director Adult Social Care.</p>	<p>Action Owner: Director Adult Social Care.</p>	<p>Portfolio Flag: Adult Social Care.</p>	<p>Strategy Theme: Our Organisation, Empowering others and Caring, Fair and Inclusive, Well connected, Wellbeing.</p>						

Directorate Risk Register as at January 12 2021 – Threat Risks to the achievement of Bristol City Councils Objectives.									
Risk title and description	What we have done	Performance	Current Risk Level			What we are doing	Tolerance Risk Level		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
<p>PDRR3: Adult and Social Care (ASC) Transformation Programme 2020/21-2021/22</p> <p>Failure to deliver the required outcomes and savings from the new 2020/21 ASC Transformation Programme.</p> <p>Key potential causes are:</p> <p>Wider factors impacting on demand</p> <ul style="list-style-type: none"> Rapid increased demand and complexity due to COVID-19. Increase of needs due to more health services being delivered in the community without appropriate funding following the patient. Increased complex needs that must be met under the Care Act. <p>Wider factors impacting on supply</p> <ul style="list-style-type: none"> Financial pressures on an already vulnerable provider market during sustained changes forced on provider during COVID-19. Time to commission and embed genuine alternatives to Tier 3, long term care provision (ECH, supported Living, shared lives). Time to commission and develop genuine alternatives to Tier 3 long term care (Home first, VCSE, reablement for all). Ability to joint fund this supply through the use of the BCF with NHS partners working in an Integrated Care System model. <p>Corporate Support and understanding of the programme</p> <ul style="list-style-type: none"> Lack of corporate support priority from business support services or access to appropriate corporate investment to deliver service redesign and transformation effectively. Financial pressures on corporate budgets lead to immediate service ‘cuts’ being required rather than being able to make efficiencies through long term transformation programme Support with workforce reform and restructures becomes intractable. Support into ASC to build a knowledge function that can interrogate the data using POWERBI and is allowed to re-profile how departmental spend is viewed and understood using the Care Ladder. 	<p>The key areas of focus were developed by the DASS and ASC Transformation Team, and were presented to EDM and CLB in July 2020, as well as to the CEO and Director of Finance during their ‘Deep Dive’ into the ASC budget.</p> <p>All parties have given their support to proceed and are championing the work as a priority part of the wider corporate savings plans.</p> <p>The DASS is currently going out to Director Management Team / wider staff team meetings to take staff through the same slides that were presented to the CEO and Director of Finance to communicate the scale and priority of this work for the department.</p> <p>The green light for the initial five areas of work has been approved and ASC Transformation Team is formalising an action plan built on SMART objectives.</p> <p>Five areas.</p> <ul style="list-style-type: none"> Strength-based practice and reviews. In house service reviews. Commissioning and market position. Knowledge function. Monitoring and grip (debt recovery). <p>Set up ASC performance transformation board, chaired by Exec Dir People and attended by CEO, Lead member ASC, DASS</p> <p>Board will monitor all transformation activities and impact on budget</p>	↔	2	5	10	<p>Deputy Director (Transformation) has put the following in place.</p> <p>New transformation programme board to be chaired by Executive Director of People.</p> <p>Each work-stream will have a Senior Responsible Officer (SRO) to ensure ownership of progress. This will be at Deputy Director (DD) and Head of Service (HoS) level.</p> <p>Each area will have an operations and a commissioning lead to ensure alignment and that quality commissioning activity is driven by operational requirements.</p> <p>The ASC Transformation Team will take an overview and be prepared to actively work with leads at the DASS’ request when needed to inject pace, knowledge and provide solutions where there are blockers in the progress/outcomes.</p> <p>The ASC Transformation Team will oversee corporate business support services input (referred to as the ‘crack’ team), where their expertise in IT, HR, Finance and Legal is needed to assist us programme delivery. Additional support to scope and develop the programme will be sought should the ‘crack’ team not have the capacity to deliver.</p> <p>Governance will be stripped back and simple, with an action log to monitor progress including risks and issues.</p> <p>Each SRO / HoS will have to attend the programme board once a fortnight, to discuss progress.</p> <p>Progress to be monitored by People Executive Director Meeting and ASC Transformation Team programme manager will do the highlight reports to satisfy the PMO demands for clearly reportable progress.</p>	1	5	5
Risk Owner: Director Adult Social Care.	Action Owner: Director Adult Social Care.		Portfolio Flag: Adult Social Care.			Strategy Theme: Our Organisation, Empowering others and Caring, Fair and Inclusive, Well connected, Wellbeing.			

Directorate Risk Register as at January 12 2021 – Threat Risks to the achievement of Bristol City Councils Objectives.									
Risk title and description	What we have done	Performance	Current Risk Level			What we are doing	Tolerance Risk Level		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
<p>PDRR4: SEND Delivery of the recovery plan with agreed priorities and actions and clear milestones forming the Written Statement of Action (WSOA) following the SEND local area OFSTED inspection in October 2019.</p> <p>Key potential causes are:</p> <ul style="list-style-type: none"> • Covid-19 delaying ability to complete actions. • Increasing demands for services outweighing current capacity to clear the backlog on statutory assessments. • Judicial Review or similar legal actions causing attention to be diverted from BAU. 	<p>We are working in partnership with parent/carers, key partners including social care, health and schools to develop the Written Statement of Action, which is the comprehensive improvement plan for addressing the five priorities.</p> <p>Scrutiny SEND Deep dive (Evidence Day) 3 February 2020.</p> <p>WSOA was formally approved by Ofsted and CQC - April 2020.</p> <p>We have invested in priority areas - Appointed new staff in SEND and EP team. Refocused the work of the team.</p> <p>We have developed an Accessible City team.</p>	↔	2	5	10	<p>We are working with stakeholders and partners across the local area to improve services through the WSOA. The WSOA has a governance route and performance will be monitored by the SEND partnership group monthly and Children’s Improvement Board bi-monthly.</p> <p>Following the July 2020 formal monitoring visit from the Department of Education and NHS England further visits are planned for November 2020 and March 2021. A re-inspection visit is scheduled for Autumn 2021.</p>	1	5	5
Risk Owner: Executive Director People, Director Education and Skills.	Action Owner: Director Education and Skills	Portfolio Flag: Education and Skills.			Strategy Theme: Our Organisation, Empowering and Caring, Fair and Inclusive, Well Connected, Wellbeing				

CRR36 on the Corporate Risk Report

Directorate Risk Register as at January 12 2021 – Threat Risks to the achievement of Bristol City Councils Objectives.									
Risk title and description	What we have done	Performance	Current Risk Level			What we are doing	Tolerance Risk Level		
			Likelihood	Impact	Risk Rating		Likelihood	Impact	Risk Rating
<p>PDRR5: Adult and Social Care major provider/ supplier failure Failures or closures in the supply chain mean insufficient supply to source adequate appropriate support and meet Care Act needs.</p> <p>Key potential causes could be as follows:</p> <ul style="list-style-type: none"> • Major national care home provider goes into liquidation or starts to sell care homes. • Major local provider/unable to meet demand due to recruitment / workforce/ or organisational issues. <p>Major providers become financially sustainable due to economic context. (COVID-19) Additional costs and pressures on market arising from additional impact on supply.</p>	<p>Multi agency support for providers to address impact of pandemic. Regular review of supply and sustainability issues part of weekly SITREP provided by commissioning. Strong contract and performance management including quarterly corporate reporting. Financial sustainability process provides evidenced understanding of issues for strategically important providers. Work on managing market prices based on open book cost of care processes.</p>	↔	2	7	14	<p>Business cases reviewing appropriate investment to ensure supply key provision. Leading role in work across BNSSG re provider market. Continuing other work with providers, including use of infection control monies. Support VCSE to work alongside formal supply. Following internal audit reviewing provider collapse processes.</p> <p>This is a live issue and will be impacted by COVID outbreak. The risk will be reassessed in coming weeks.</p>	2	7	14
Risk Owner: Executive Director People, Director Adult Social Care.	Action Owner: Director Adult Social Care.	Portfolio Flag: Adult Social Care.			Strategy Theme: Our Organisation, Empowering others and Caring, Fair and Inclusive, Well connected, Wellbeing.				

CRR39 on the Corporate Risk Report

Threat Risk Performance Summary				Quarter 4 Jan – Mar 19/20		Quarter 1 Apr – Jun 20/21		Quarter 2 Jul - Sept 20/21		Quarter 3 Oct - Dec 20/21		Quarter 4 Jan - Apr 20/21	
Page	Risk ID	Risk	Risk Owner	Rating	Travel	Rating	Travel	Rating	Travel	Rating	Travel	Rating	Travel
1	PDRR1	Safeguarding Vulnerable Children	Executive Director People Director Children’s and Families Services	2x7=14	↔	2x7=14	↔	3x7=21	↓	4x7=28	↓		
2	PDRR2	Safeguarding Adults at Risk with Care and support needs	Executive Director People Director Adult Social Care	2x7=14	↔	2x7=14	↔	3x7=21	↓	3x7=21	↔		
4	PDRR5	Adult and Social Care major provider/ supplier failure	Executive Director People Director Children’s and Families Services					2X7=14	New	2X7=14	↔		
4	PDRR4	SEND	Executive Director People Director Education and Skills			2x5=10	New	2x5=10	↔	2x5=10	↔		
3	PDRR3	Adult and Social Care (ASC) Transformation programme 2020/21 – 2021	Executive Director People Director Adult Social Care			2x5=10	New	2x5=10	↔	2x5=10	↔		

Risk Scoring Matrix

		Threat Impact (Negative risks)					Opportunity Impact (Positive Risk)						
Threat Likelihood	Almost certain	4	4 (Low)	12 (Medium)	20 (High)	28 (Critical)	28 (Significant)	20 (High)	12 (Medium)	4 (Low)	4	Almost certain	Opportunity Likelihood
	Likely	3	3 (Low)	9 (Medium)	15 (High)	21 (High)	21 (High)	15 (High)	9 (Medium)	3 (Low)	3	Likely	
	Unlikely	2	2 (Low)	6 (Medium)	10 (Medium)	14 (High)	14 (High)	10 (Medium)	6 (Medium)	2 (Low)	2	Unlikely	
	Rare	1	1 (Low)	3 (Low)	5 (Medium)	7 (Medium)	7 (Medium)	5 (Medium)	3 (Low)	1 (Low)	1	Rare	
			1 Minor	3 Moderate	5 Major	7 Critical	7 Exceptional	5 Significant	3 Modest	1 Slight			

Threat Level	Opportunity Level	Level of Risk	Actions Required
1-4	1-4	Low	May not need any further action / monitor at the Service level.
5-12	5-12	Medium	Action required, manage and monitor at the Directorate level.
14-21	14-21	High	Must be addressed - if Directorate level consider escalating to the Corporate Risk Report, if Corporate consider escalating to the Cabinet Lead.
28	28	Critical / Significant	Action required - escalate if a Directorate level risk, escalate to the Corporate Level, if Corporate bring to the attention of the Cabinet Lead to confirm action to be taken.

Current and Tolerance risk ratings: The 'Current' risk rating for both threats and opportunities refer to the current level of risk taking into account any strategies to manage risk - management actions, controls and fall back plans already in place. The 'Tolerance' rating represents what is deemed to be a realistic level of risk to be achieved once additional actions have been put in place. On some occasions the aim will be to contain the level of the risk at the current level.

Positive Risks (Opportunities): Where the risk is an opportunity, a cost benefit analysis is required to determine whether the opportunity is worth pursuing, guided by the score for the matrix, e.g. an opportunity with a score of 28 would be pursued as it would offer considerable benefits for little risk.

LIKELIHOOD AND IMPACT RISK RATING SCORING

Likelihood Guidance

Likelihood	Likelihood Ratings 1 to 4			
	1	2	3	4
Description	Might happen on rare occasions.	Will possibly happen, possibly on several occasions.	Will probably happen, possibly at regular intervals.	Likely to happen, possibly frequently.
Numerical Likelihood	Less than 10%	Less than 50%	50% or more	75% or more

Severity of Impact Guidance (Risk to be assessed against all of the Categories, and the highest score used in the matrix).

Impact Category	Impact Levels 1 to 7			
	1	3	5	7
Service provision	Very limited effect (positive or negative) on service provision. Impact can be managed within normal working arrangements.	Noticeable and significant effect (positive or negative) on service provision. Effect may require some additional resource, but manageable in a reasonable time frame.	Severe effect on service provision or a Corporate Strategic Plan priority area. Effect may require considerable /additional resource but will not require a major strategy change.	Extremely severe service disruption. Significant customer opposition. Legal action. Effect could not be managed within a reasonable time frame or by a short-term allocation of resources and may require major strategy changes. The Council risks 'special measures'. Officer / Member forced to resign.
Communities	Minimal impact on community.	Noticeable (positive or negative) impact on the community or a more manageable impact on a smaller number of vulnerable groups / individuals which is not likely to last more than six months.	A more severe but manageable impact (positive or negative) on a significant number of vulnerable groups / individuals which is not likely to last more than twelve months.	A lasting and noticeable impact on a significant number of vulnerable groups / individuals.
Environmental	No effect (positive or negative) on the natural and built environment.	Short term effect (positive or negative) on the natural and or built environment.	Serious local discharge of pollutant or source of community annoyance that requires remedial action.	Lasting effect on the natural and or built environment.
Financial Loss / Gain	Under £0.5m	Between £0.5m - £3m	Between £3m - £5m	More than £5m
Fraud & Corruption Loss	Under £50k	Between £50k - £100k	Between £100k - £1m	More than £1m
Legal	No significant legal implications or action is anticipated.	Tribunal / BCC legal team involvement required (potential for claim).	Criminal prosecution anticipated and / or civil litigation.	Criminal prosecution anticipated and or civil litigation (> 1 person).
Personal Safety	Minor injury to citizens or colleagues.	Significant injury or ill health of citizens or colleagues causing short-term disability / absence from work.	Major injury or ill health of citizens or colleagues may result in. long term disability / absence from work.	Death of citizen(s) or colleague(s). Significant long-term disability / absence from work.
Programme / Project Management <i>(Including developing commercial enterprises)</i>	Minor delays and/or budget overspend but can be brought back on schedule with this project stage. No threat to delivery of the project on time and to budget and no threat to identified benefits / outcomes.	Slippage causes significant delay to delivery of key project milestones, and/or budget overspends. No threat to overall delivery of the project and the identified benefits / outcomes.	Slippage causes significant delay to delivery of key project milestones; and/or major budget overspends. Major threat to delivery of the project on time and to budget, and achievement of one or more benefits / outcomes.	Significant issues threaten delivery of the entire project. Could lead to project being cancelled or put on hold.
Reputation	Minimal and transient loss of public or partner trust. Contained within the individual service.	Significant public or partner interest although limited potential for enhancement of, or damage to, reputation. Dissatisfaction reported through council complaints procedure but contained within the council. Local MP involvement. Some local media/social media interest.	Serious potential for enhancement of, or damage to, reputation and the willingness of other parties to collaborate or do business with the council. Dissatisfaction regularly reported through council complaints procedure. Higher levels of local or national interest. Higher levels of local media / social media interest.	Highly significant potential for enhancement of, or damage to, reputation and the willingness of other parties to collaborate or do business with the council. Intense local, national and potentially international media attention. Viral social media or online pick-up. Public enquiry or poor external assessor report.

People Scrutiny Commission

8th March 2021



Report of: Alison Hurley

Title: Alternative Learning Provision (ALP), including Hospital Education – Key Findings of the 2020 Independent Review

Ward: All

Officer Presenting Report: Alison Hurley

Contact Telephone Number: 0117 9224682

Recommendation;

That the Commission note the report.

The significant issues in the report are:

Overview of Alternative Provision and Hospital Education, including key findings from the 2020 independent review of alternative learning.

The Independent review is much welcomed as the improvements are integral to the wider priorities outlined in the Special Educational Needs and Disabilities (SEND) Written Statement of Action (WSOA), and the Education Transformation Programme (ETP). Plans to deliver these improvements are under development and delivery of actions will start from April 2021. The full report and Action Plan will be presented to Schools Forum on 30th March 2021.



1. Summary

An independent review of Alternative Learning Provision (ALP), including Hospital Education, was undertaken in the Autumn Term 2020. The purpose of the review was to fully understand the strengths and areas for development across this sector, in order to make the necessary improvements to Bristol’s system. The review responded to the following brief:

- To gain a full understanding of how Alternative Learning Provision (ALP) is currently being used in Bristol and enable transparent decision making for future placements and consistency across settings
- To inform the collaborative approach to specialist education to agree what Bristol would like to achieve with ALP and how it will be used in the future
- To inform future ALP recommissioning

2. Context

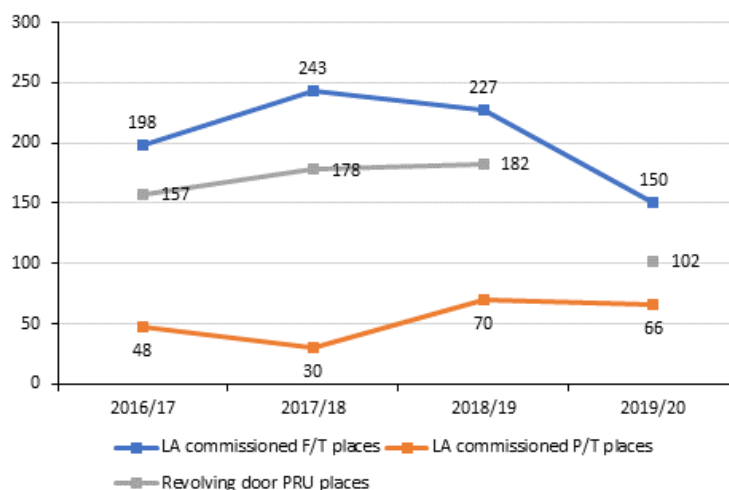
Alternative Learning Provision (ALP)

ALP is education outside of school arranged by local authorities and schools for children in KS1, 2, 3 or 4 who are permanently excluded, at risk of exclusion, or for whom mainstream education is inappropriate. Alternative Learning Provision is for Children and Young People of school age who are unable to attend mainstream or special educational settings because of health, emotional or behavioural reasons. It is something in which the pupil participates as part of their regular timetable away from the site of the school and not led by school staff. Schools can use ALP to prevent exclusions or to re-engage students in their education. Schools remain responsible for the students while they remain on their roll. It includes:

- Pupil referral units
- Hospital education
- Education for children in custody
- Schemes providing full-time or part-time alternative education outside of schools
- Preventative programmes working with individuals or groups of pupils to prevent them from being excluded from school

ALP placements

ALP places 2016/17 - 2019/20



This table shows Bristol’s ALP placements from 2016-2020. Although commissioned full-time places had started to decrease, the significant reduction from 2019-20 is predominantly a COVID-19 related issue. The Bristol Inclusion Panel was paused between March and June 2020 and there have been fewer referrals from schools, due to the reduced attendance.

ALP Review

The independent review has provided a detailed overview of the key areas to address in order to provide a robust strategic direction for the use of alternative learning in Bristol, bring greater parity to funding arrangements and ensure children and young people have appropriately supported routes back into mainstream education.

The full report details 31 recommendations for improvement, which have all been accepted. These are currently being developed into an operational action plan, which will commence in April 2021. The recommendations have been grouped into nine themes for delivery. The themes are:

- Special Educational Needs and Disabilities (SEND)
- Schools
- Data
- Governance
- Finance
- Commissioning
- Information Sharing
- Careers
- The Meriton Provision

ALP and **SEND** refers to the current inter-dependency between SEND and ALP with actions to clarify and strengthen processes and relationships between these two areas. There are extremely high numbers of SEND pupils with education, health and care (EHC) plans and in the process of having EHC Plans in ALP. High numbers of pupils going to ALP are then assessed with un-met needs, particularly Social, Emotional and Mental Health (SEMH), Speech and Language and low literacy and maths skills.

ALP and **Schools** is concerned with supporting and challenging schools with the aim of implementing a graduated response to prevent exclusions and reliance on ALP.

ALP and **Data** indicates improvement is necessary in data capture to facilitate accurate planning and reporting.

ALP and **Governance** links ALP to actions in progress with respect corporate themes such as the SEND Written Statement of Action and the Belonging Strategy, which will be launched in Spring 2021. There is also the need for clear system-wide strategic leadership of ALP as the ALP Hub has been working in isolation, with insufficient direction or accountability built into structures.

ALP and **Finance** shows ALP is used to cover a deficiency in the number of appropriate SEND placements and links to the current review of element 3 funding. While both the ALP and SEND budgets are from the ‘High Need’ block, different LA Officers are making different placements.

A protocol of SEND and ‘high cost’ placements needs to be agreed.

ALP and **Commissioning** mandates a joint ALP and SEND commissioning strategy along with joint quality assurance processes. This links to the recommissioning of ALP in progress.

ALP and **Information Sharing** covers the strengthening of systems for sharing key information between school and ALP, social and mental health support along with capturing the pupil and parent voice.

ALP and **Careers** will improve careers advice and guidance to young people.

ALP and the **Meriton** is concerned with moving post-16 support from Education and Skills Funding Agency (ESFA) funding back into the Local Authority.

Many of the recommendations in the report have been identified as having strong links to Bristol Inclusion Panel (BIP) The City’s fortnightly secondary Fair Access and access to ALP (to avoid PEX) placement decision making forum. Delivery of these recommendations will be joined up through the governance of the project.

Working groups have been formed to develop delivery plans for each of the recommendations within the report. These delivery plans will be published at Schools Forum in March 2021. Delivery of actions not yet in progress will commence in April 2021.

The ALP action plan will be a project within phase two of the Education Transformation Programme (ETP). The Programme Board will be accountable for timely delivery of milestones within the project. This will also enable the Board to ensure opportunities between the wider programme, Directorate, BIP and Written Statement of Action are exploited.

Bristol Hospital Education Service (BHES)

Bristol Hospital Education Service (BHES) is a Local Authority Maintained Pupil Referral Unit. BHES makes education provision for children who are too ill to attend school. This is done in line with statutory guidance from the DfE. The service is highly individualised and based on the wide range of health needs experienced by children living in Bristol and in some instances children from other local authorities. Broadly, the BHES makes education provision in one of four ways for children at:

Further and specific information about all forms of provision can be found on the [BHES website](#). The school makes full and part-time alternative education provision for children who are too ill to attend their main school.

BHES provides education for pupil in Years 7 to 11. Some pupils begin with one-to-one tuition and then progress to attending classes. Many pupils join late in their secondary education and remain at the centre until they leave at the end of Year 11. Some pupils attend one of two hospital settings. Pupils in the Bristol Royal Hospital for Children are often there for just a few days.

Teachers liaise with the pupils’ school to provide appropriate teaching and learning. Pupils in The Riverside are there for longer periods because of the nature of their illness. Pupils in the two hospital

settings receive one-to-one tuition and/or attend group sessions aimed at minimising the disruption to education caused by admission to hospital.

The Meriton

Prior to 2017, The Meriton was a registered PRU which supported young women between the ages of 13-19 to gain an education other than at school. Alongside the educational courses offered, the Meriton provided advice and guidance with housing, benefits, job and college applications.

It had teaching and support staff as well as learning mentors, sexual health support and advice, links with health and social care and a 0-3 years nursery provision on site. The Meriton was transferred under the management of the BHES provision and re-organised in 2017 due to falling number on roll. The service review plan was drawn up as a consequence of significant changes in the needs of school students in Bristol. Specifically, the significant reduction in pre-16 young parents due to the pregnancy prevention strategies implemented in schools, increased inclusive practice by education providers and also budgetary constraints due to changes in funding streams available to meet the costs of providing the service to post 16 students at The Meriton.

These factors led to the review of the service provision and staffing structure. As a consequence, The Meriton was de-registered as a PRU and staff redeployed. The plan agreed to leave an allocation of 1.6 full time learning mentors with 0.2 management within the BHES.

The present service is mainly a post-16 support service, with a different funding stream coming from ESFA. It does not appear to be appropriately aligned with the remit of the BHES. The work links more directly to that of Children's Centres and community services. It is not an ALP provider service and while the Head of BHES has efficiently managed the service to the best delivery, this is a situation that needs to be resolved.

3. Policy

The activity within this report links strongly to the Corporate Strategy 2018-23.

Improve educational outcomes and reduce educational inequality, whilst ensuring there are enough school places to meet demand and a transparent admissions process.

People Scrutiny Commission

8th March 2021



Report of: Executive Director, People

Title: Response to the People Scrutiny Working Group Report

Ward: All

Officer Presenting Report: Jacqui Jensen

Contact: Jacqui.jensen@bristol.gov.uk

Recommendation;

That the Commission note the report.

Summary;

The report provides responses to all recommendations in the People Scrutiny working Group report, it details ongoing work to mitigate the negative effects Covid-19 has had on Children and Young People and it explains the measures we will continue to take as we move into the next phase of recovery.

The disproportionate affects Covid-19 has had on different communities across Bristol is acknowledged within the report, particularly how we are tackling digital poverty. The local authority is maintaining contact with local education settings to identify the level of unmet needs; to enable every household and child to have equal access to the internet.

Appendices:

Appendix 1 - Response to the People Scrutiny Working Group Report 'Safeguarding children and young people within the context of Covid-19 response and recovery planning'

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

[The Future of Youth Services in Bristol – September 2020 Cabinet Report](#)

[Bristol's One City Plan – 2020](#) (a new version to be published on 12th March 2021)

Appendix 1

Response to the People Scrutiny Working Group Report ‘Safeguarding children and young people within the context of Covid-19 response and recovery planning’

Below are the recommendations as outlined in the People Scrutiny Working Group Report and our response to them.

Recommendations

The People Scrutiny Working Group recommends that;

- 1. The Council has an excellent record of working with partners and experts to tap into and share best practice and develop innovation, including the contextual safeguarding work with Dr Firmin. The Council should continue to ensure the rich resource and knowledge across the sector for training and support is utilised; including being informed by expertise and insight of local youth organisations and engage with national support and advice, including from the Association of Child Protection Professionals.**

We will continue to work across multi-disciplinary partnerships as a continual source of support and building of mutual resilience. No anticipation that this will be undermined

Safeguarding board training is cross-sector and available to all partners. We lead a Bristol Health Partner’s Health Improvement Team (HIT) on Adverse Childhood Experiences, this is a multi-organisational, cross border, life course HIT which aims to improve practice and therefore outcomes for children and adults who have experienced trauma in childhood. We have developed a comprehensive web-based development resource and held a Webinar based conference in November 20 in which 500+practitioners took part. There is an Education ACE subgroup which has developed trauma informed practice in education settings.

Bristol is engaged locally and nationally in sector led improvement, training and development activity. Training and workshops have continued on-line when it has not been possible to bring people together in person. To illustrate, in September 2020 Children’s Services second cohort of social workers, frontline managers and leaders began their training in systemic practice, Bristol’s predominant practice methodology, with the national Centre for Systemic Social Work. Our work with the University of Bedfordshire to develop contextual safeguarding approaches has continued and we are engaged in research with Research in Practice and the University of Huddersfield considering approaches to working with domestic abuse in child protection. Children’s services are working with Stockport LA children’s services to promote our learning in high level children’s residential practice including learning through Covid.

- 2. The extra pressure on the Children’s Services and Education and Skills Directorates since March has been highlighted, and the Council should consider ways to offer extra support for the work force. This is noted within the context of welcoming the growing satisfaction with support and leadership in the survey of children’s professionals and practitioners, which should be acknowledged and built on to ensure each member of staff, from operational practitioners to senior leaders, feel able to manage the expected increase in demand for support as children return to school with continued uncertainty.**

There has been a strong focus on wellbeing across the Council, with lists of available resources compiled by the BCC Health and Safety team shared in the weekly blogs on the source, in management briefs, at management team meetings, and cascaded through internal emails.

Teams have stayed in touch and offices remain open both to enable services to continue to run and enable workers to attend in support of their wellbeing. In addition to the corporate offer, webinars focussing on wellbeing and mood boosting have been delivered and regular communication through a director's newsletter and staff webinars have been maintained. Staying connected is important and does not all focus on work, 'distraction events' have been offered with interesting local guest speakers alongside what have become usual team events sharing 'news', quizzes, meals together, competitions and other on-line events.

The People's Directorate have continued to have our PELT (people extended leadership team) meetings virtually quarterly as always. These have covered sharing information, business as usual items, innovation and resilience based activities. PELT enables us to test the pressure in the management system and their views on staffing pressures, learn from our managers and leaders about how we best provide support and try together to keep our optimism up.

Resilience is now a standing item on all Divisional Management meeting agendas and Extended Leadership team meetings to support staff.

The Employee Assistance Programme, a resource available to all staff, has been utilised by staff since the start of the pandemic.

The People Directorate commissioned and developed an Ethics Group, with key practice leaders in each division taking responsibility. The group consider key ethical considerations which have included the impact on staffing and resilience.

- 3. The positive increase in networking and close partnerships facilitating big changes quickly and efficiently should be captured and built upon; and networks such as the Designated Safeguarding Leads Network, brought together and supported by the Education and Skills directorate, should be encouraged, developed and incorporated into collaborative plans to help utilise expertise and build capacity and resilience.**

Work is ongoing and continues to be strengthened. There are regular deep dives in specific areas such as the initial semi closure of schools – this is an ongoing piece of work as we adapt to the ongoing lockdown restrictions.

Networks:

The Safeguarding in Education Team have been able to move their work online and have continued to deliver regular professionals network meetings to provide forums for Governors, Senior leadership and Designated Safeguarding Leads to be kept up to date with national developments, reflect on practice and feedback to our statutory Local Safeguarding Partnerships.

Despite the pandemic, the team have been able to respond to key changes in statutory guidance Keeping Children Safe in Education and develop a forum and infrastructure to increase communication with the workforce which compliments the council's values of **collaboration**, **ownership** and **respect**. Despite the education workforce being under significant pressures and competing priorities, moving to an online forum has increased engagement significantly in terms of accessibility.

This work is supplemented by monthly safeguarding briefings. The team are currently working on a website which will ensure that resources are more accessible to support development of a community of practice.

Training and building up capacity within the workforce:

The Safeguarding in Education team have trained nearly 300 colleagues to date since the beginning of the pandemic (March 2020). This was with a view to ensure that settings were able to build up continuity planning and respond robustly to an ever-increasing vulnerable cohort.

The team have also launched a new course for LA officers to be able to support collaborative work and understand, the often complex, systems that some frontline professionals are encountering. This is aimed at developing better working together practices and facilitating effective partnership work between education and social care teams. Safeguarding has a high profile in all meetings.

Under the auspices of the Keeping Bristol Safe Board, the Children's Partnership Delivery Group and Safer Communities Delivery Group continue to meet weekly/ bi-weekly to consider system response and recovery.

Responding to deficits in practice:

The 'Safeguarding in Education Team' work in partnership with other Local Authority officers (LADO, school improvement officers) to ensure that any deficits in practice are responded to. In relation to qualifying complaints this academic year to date (from Ofsted, Parents, and other professionals). These trigger a safeguarding review around practice, process and support for settings which have received a complaint against them. This allows the LA to fulfil their duty to ensure that children remain safe, and that support and resource is offered to review and strengthen practice which may have led to a complaint.

We have continued to support settings to reflect on and consider how best to meet the needs of vulnerable children and when to refer to Children's services including consideration of the factors that impact when a referral is not progressed to a social work allocation. The school safeguarding advisors provide support, guidance and supervision to professionals to consider improving their information and analysis provided, consider alternative actions or route for support to the family or support the setting to draft professional challenge depending on the circumstances.

Supporting the effectiveness of safeguarding within education settings:

The Safeguarding in education Team also coordinate the annual S. 175 Audit. This has been a challenging piece of work for settings this academic year, the workforce remains vulnerable with competing priorities. The team have resourced additional support for colleagues who have required it to ensure that they continue to fulfil their statutory duties in relation to safeguarding re: S.175.

- 4. The Council, in consultation with partners and communities, should investigate how to produce clear child-friendly advice and guidance about keeping safe and well during lockdown restrictions with a focus on mental health. It could explain the effects of Covid-19, how people may be affected and react, what support is available, and how to access that support. Any guidance should be adaptable and reactive to a fast-changing environment, and be available for all school settings, youth networks, and community groups.**

Children and young people's mental health services have continued to be delivered during lockdown. They are frequently reviewed and adapted for the changing situation. These services have always been promoted through school channels and this has continued during lockdown. The Public Health consultant for children and young people meets regularly with the Director of Education to ensure that evidence based Public Health messages are consistently delivered to schools.

In addition, a business case of proposals was developed by the CCG and other partners, including BCC, to mitigate against the risks to mental health from the COVID-19 pandemic. The proposals relating to children and young people cover three areas:

1. additional Primary Mental Health Specialists
2. a new project providing support for Black young people
3. increased CAMHS capacity, focusing on earlier intervention and access to treatment, as well as an improved CAMHS crisis offer including a 24/7 free crisis line

These proposals are currently being implemented.

Webinars/ online developed by the Education Psychology service for families, this has delivered the Mental Health DfE funded programme for staff to directly support children and young people in school settings. Schools continue to ensure they have site of the most vulnerable children if not in attendance – schools have a wide reach into the community, which has improved throughout the pandemic (supporting families & children)

Children centres continued to deliver parenting programmes through the pandemic, whilst there is some face-to-face work with children and families at highest risk, there has also been a move to deliver programmes virtually.

- 5. The Council, with city partners, should explore more ways to support parents, carers and families cope with the extra stress and strains Covid-19 has, and continues to, put them through. This may include family and household guidance in the form of tips, advice and coping strategies to help prevent and diffuse stressful circumstances escalating into unmanageable and harmful situations.**

(Incorporated in the above)

- 6. It is welcomed that the Council has continued to commission detached youth work across the city. This should continue and be built on as a priority; and its value should continue to be considered by the Council when planning for future commissioned services.**

Youth Services have continued to support young people throughout the pandemic, reaching out into our communities with activities and targeted support to the most vulnerable. In February, Bristol strengthened its support of voluntary organisations and the delivery of community based mentoring through the award of a new community mentoring framework.

The development of a Belonging Strategy for the city, focuses on equality and inclusion for children, young people and their families has a Belonging in Community pillar as one of its four pillars. This specifically focusses on what it means for young people to Belong in their community, what services and support help them to feel safe, engaged and to develop into adulthood. The configuration and delivery of youth services is key to this.

Young people have contributed their views as part of a Belonging Survey and focus groups. Their views will help us shape future commissioned arrangements including a Youth Zone for the south of the city. A cabinet paper approved in September 2020 set out Bristol's vision and intentions to continue to commission youth services

A Youth Zone in the South of the City signals our ambition and aspiration for children and young people where current indicators and outcomes are below that in other areas of Bristol. The Youth Zone delivery model has been nationally validated as delivering benefits within the community including the reduction in

crime and anti-social behaviour, an increase in school attendance, in feeling more prepared for the future and in young people reporting that they are healthier, happier and more resilient. We know that children and young people face a huge challenge through their experiences of Covid-19 and through the changing economic landscape that they will have to navigate. The Youth Zone, alongside our continuing youth work provision in all areas of the City will be central to providing the confidence and support that young people need in order to meet these challenges and reach their potential.

Youth Zones are delivered in partnership with a third sector organisation, Onside. The partnership brings 50% of the build costs of this exciting project and 70% of revenue running costs so that this is a sustainable model creating value for the residents of Bristol.

As part of our recovery a new initiative is being developed with Youth Service partners for future recovery is providing a link Youth Worker to each of our Residential Children's Homes. This will support our young people in care to engage in normative activities and reduce the risk of contextual harm.

7. The positive role of volunteers and mutual aid groups during this period should be learnt from and the Council should explore further ways of supporting them. Social Prescribing within community settings should be encouraged and further developed, helping to provide much needed local information and signposting for families and young people

Volunteers, the voluntary and faith sector have continued to provide much needed support in our communities. Bristol's Neighbourhoods & Communities teams and VOSCUR are instrumental in continuing to support the coordination of volunteers. Growing the Power of Communities is an action learning approach in two neighbourhoods - Hartcliffe and St. Pauls/ St. Judes. The aim is to identify how/if closer placed based collaboration across the city council system and embedding community building principles can achieve better outcomes for citizens and communities over time. The first part of the process is bringing together people who work in the same place and developing a shared understanding of community building behaviours and practice. Feeding Bristol has worked with the council and local organisations to ensure children get a decent meal in the school holidays. Further, the faith sector and leaders in the city are working closely with Children's Services to support wellbeing as children return to school, one example being developing their Transforming Lives for Good mentoring and support offer into schools.

8. The Council should work with city partners to place a greater focus on tackling the digital divide, and explore options that would enable every household and child to have equitable access to the internet.

The government has agreed to supply digital devices and data to all children and young people directly through primary, school and college settings – however the roll out is slow and the local authority is maintaining contact with local education settings to identify the level of unmet needs; the education and skills directorate have worked within the context of the policy to direct devices to date, to schools, children and young people.

The Children's commissioning team together with Creative Youth Network sourced funding and issued tablets to all young carers.

Through the Government scheme 1750 devices have been allocated to children with a social worker.

WECA have committed £1.5m funding for digital skills as part of their Economic Recovery plan including a focus on both basic and mid/higher level skills. The first call for applications for basic digital kit/data has been issued to existing Adult Education Budget providers, aiming for release of funds to be used with adult learners from Feb/March. As part of this scheme, Bristol City Council Community Learning Service has

submitted an application for devices/data to enable people experiencing digital poverty to continue to access local learning opportunities.

Bristol City Council has agreed to recycle 3000 laptops and to target these to residents most impacted by Covid 19 who are experiencing digital poverty. BCC devices will be targeted at NEET young people and adults 19+ that are experiencing digital poverty. The Bristol Waste Company (BWC) is providing a laptop cleansing, preparation and distribution service, and also provision of a 1-year warranty and IT support service. The Council is working to secure funding to cover the cost of this service, plus data and to provide free short digital skills courses with tutor support through the Community Learning Service.

The City Council is also facilitating a One City Digital Inclusion Taskforce to work with key stakeholders and other providers to map local needs and to develop a more co-ordinated digital inclusion system and quality framework for impact.

- 9. The Council, building on the existing positive work including #wearebristolkids and the developing 'Belonging' strategy by the Youth Council, should continue to explore how services to help children and young people stay safe and foster well-being could be more accessible. This could include building on the existing community outreach by inviting more co-design of provision, increasing cultural competency with stronger involvement of grass roots community organisations and with focussed training, investigating how Council services could be accessed in different ways and at different times, and listening to and learning from children's and young people's voices.**

Our commitment to co-production and co-construction with children and young people continues to be developed and enacted across Children's services. Opportunities for participation has been achieved through virtual platforms and digital feedback. E.g. #wearebristolkids has been used to survey views from younger children for the Belonging Strategy.

Working collaboratively Childrens Service and the Bristol Old Vic (BOV) has embarked on a programme of activity in connection with the Belonging Strategy. Beginning in Feb 2021, BOV have started planning activity and attending the BCC Belonging steering group to build our collaborative plans. There is a proposed film collaboration and engagement work with children and young people with the intention of commencing activity after February half term. After the Easter Holidays school sessions will commence where possible to reach as wide a group of young people as possible across the community to work together to produce a documentary film. There is also the potential to link to summer schooling.

The Keeping Bristol Safe Partnership and Shadow Board (Young People's Board) recently held a conference attended by 80 young people talking Mental Health, Safeguarding and Safety through Covid. Further child friendly materials will be produced as a result of contributions from this conference.

The Children and Young People's board has been established under the One City Plan, includes the youth Mayor and will work in partnership to deliver on its priorities with the Young People's Board.

- 10. This report should be considered by the Executive and the senior leadership team, and that all findings should be taken into account when planning to mitigate both the continuing negative effects of Covid-19 on children and young people, and the risks of pandemics causing similar issues in the future.**

The People Directorate have continued to learn from these sessions and the subsequent lockdowns and take all the recommendations into account when mitigating the negative effects of Covid-19 on children and young people.

In addition, the People Directorate take opportunities to learn from Core Cities DCS's, ADCS (the association of Directors of Children's Services, the SW ADCS region activities, partners in the Avon and

Somerset Strategic Safeguarding Group; the Regional Schools Commissioner, Ofsted and the 'communities of practice' leaders in the directorate engage in routinely.

The Communities Recovery Board was established at the start of the second lockdown as a vehicle to monitor aims to build resilience in our communities by bringing together oversight and prioritisation of all our community activity: Our preventative projects, our services that build local resilience, our work with the Voluntary, Community and Social Enterprise sectors, our service interventions that delay the need for formal long term council services and our work with partners – health and police to delay and prevent needs escalating.

The Board's aims will be achieved by ensuring that transformative activity is delivered according to programme expectations, ensuring that voice and engagement are paramount, keeping partners involved and engaged, overcoming barriers, containing costs, monitoring timelines and making sure targets are met, and bringing in:

- residual elements of the Better Lives and Strengthening Families programmes; community capacity building including infrastructure; Integration into localities for children and adult services
- Innovation through infrastructure and build: options for care leavers; complex LD and autism; frail elderly; capital for community capacity infrastructure build

10a. This report should be considered at the appropriate partnership groups and boards (including but not restricted to the following):

- **Health and Wellbeing Board**
- **Keeping Bristol Safe Partnership (Keeping Children Safe)**
- **Children and Families Programme Board**
- **Learning City Partnership Board**
- **Race Equality Covid-19 Steering Group**

10b. The development of plans to keep children and young people safe within the context of the impact of Covid-19 and to build resilience for the future should be considered by the People Scrutiny Commission at the scheduled meeting on 14 December 2020, and there should be a review in the 2021-22 work programme.



Safeguarding children and young people within the context of Covid-19 response and recovery planning

Report of the People Scrutiny Commission

Foreword

In July 2020, Bristol City Council's scrutiny commissions were given the opportunity to convene cross-party scrutiny working groups to focus on the effect of Covid-19 on Council services, communities and individuals across Bristol. The People Scrutiny Commission Working Group agreed to focus on 'Safeguarding vulnerable children within the context of Covid-19 response and recovery planning', concentrating on what practices worked well, and where improvements could be made.

The aim was to capture reflections and learning while the issues were still fresh in people's memories. However, ensuring the correct timing of this has meant finding the right balance between capturing initial reflections and learning as opposed to waiting until the whole impact of lockdown became apparent. It was felt that capturing thoughts and ideas early was imperative and useful for ongoing policy development to support the hard work and dedication of the Council's Children's Services and wider City partners. At the time of writing this foreword, the issue around timing has been brought into sharp relief as we, once again, face a period of lockdown restrictions; it is of course too early to implement all learning for this coming difficult phase, but it is hoped the content could inform and assist the Council and its partners.

The Working Group has taken note of and reported solely on the evidence gathered during the scrutiny sessions or from written submissions by invited partners. It is expected that wider and interconnected issues and policies, which were not within the remit of the Working Group and so not directly addressed, should also be considered and taken into account alongside this report.

The Working Group would like to formally recognise the high level of commitment, flexibility and insight shown by the Council's leadership team and the whole workforce during the Lockdown phase of the pandemic. Their work, as well as that of all City partners - youth organisations, schools, Bristol's community groups and volunteers, Police and community safety partners - has been exemplary during one of the most challenging times in our recent history. It was also inspiring to hear from the children and young people themselves, who have needed to adapt and support each other. We would like to extend our sincere thanks to all those who have worked so tirelessly to keep Bristol's children and young people safe during the COVID-19 pandemic.

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Executive summary

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The People Scrutiny Working Group, a cross-Party group of elected Members, Chaired by Councillor Claire Hiscott, was convened in July 2020 to focus on what effect Covid-19 has had on safeguarding children and young people in Bristol, what the city-wide response has been, and what learning there is to help inform and build resilience for the ongoing challenges and for risks of future pandemics. In August 2020 evidence was heard from 22 participants and the Working Group also considered 5 further submissions.

The issues, reflections and responses that came out of the evidence sessions can be organised across 6 key areas: (i) Identifying who needed support and assessing risk, (ii) School attendance during lockdown, (iii) Family tensions and stress, (iv) Community support, detached youth work and contextual safeguarding, (v) Children's and young people's mental health, (vi) Back to school; and underpinned by issues of Communication & Messaging, Service Provision & Joint working, and Equality & inclusion.

Significant findings were:

- Members felt it essential, firstly, to commend the exceptional work of all youth and child services practitioners in the Council and across partner organisations during the period of lockdown and after.
- Members heard that misunderstandings about what practitioners from the Council and youth organisations could and couldn't do within lockdown restrictions created some gaps in services, and so agreed there should be clear and standardised guidance that would be easily available for all practitioners and organisations. Members also felt that there should be an increased profile and positive messaging about youth services as a trusted point of contact and engagement for young people and their families, and that the Council ought to further utilise the rich resource and knowledge across the sector for training and sharing good practice, including taking up the direct offer from the Association of Child Protection Professionals of support.
- Although it was found that when lockdown restrictions came into force the Council acted quickly and appropriately, Members heard that it was at times unclear how to access support for those young people who would not have previously considered themselves vulnerable, but who came to be so due to the extra stresses and pressures associated with Covid-19 and lockdown restrictions. Members recognised suitable provision of guidance, including in schools, although found there was a need for clearer messaging and also that child-friendly advice and guidance should be made available.
- Members were told that young people are experiencing what's described as 'Covid anxiety' with increases in mental health issues; and that a renewed focus on mental health and wellbeing has placed it fully within the remit of safeguarding concerns. Members felt that this refocussed approach should be encouraged and developed within the Council, youth organisations and across school settings. Members commended the young people who contributed to Barnardo's report, ['Mental Health and Covid-19: In Our Own Words'](#), and

thought these documented experiences should be referred to, learnt from, and similar projects encouraged and developed.

- School attendance figures were found to be low amongst the eligible cohort during lockdown. Members thought clearer messaging was required as schools reopened, providing reassurance that the option of school attendance was a good one, and ensuring messages from schools and partners were aligned to avoid confusion. Members heard that the Designated Safeguarding Leads Network was well utilised and was a positive and invaluable resource, and so agreed the Network should be supported and be front and centre in ongoing recovery planning.
- Members heard that whilst online service provision and connectivity rose out of necessity due to reduced face to face contact, many families were unable to access the internet. It was noted that most schools knew students who were unable to access digital platforms and worked hard to provide hard copies of resources to them. However, despite distribution of devices with connectivity by the Council and youth organisations, it was recognised that there were still gaps across the city where families were unable to connect virtually. Members thought greater focus should be placed on tackling the 'digital divide', and the Council and all its partners should aim to ensure every household had equitable access to the internet.
- Assumptions and perceptions about young people involved in street conflict, serious violence and/or drug related offending were flagged as potential barriers to support and safeguarding, including societal perceptions of some young Black people as offenders rather than victims of criminal exploitation. Therefore, Members thought that the culturally competent responses within the Council's child-centred services were welcome and should be built upon by way of appropriate training and utilising more local organisations that already had close relationships in Black Asian Minority Ethnic (BAME) communities to help co-produce services.
- Members heard about the importance and value of detached youth work and a contextual safeguarding approach which would provide for an understanding of extra-familial factors; and felt the Council, whilst being at the forefront of collaborative working arrangements to utilise these methods, should investigate ways to increase the use of detached youth work and a contextual safeguarding approach across the city.
- It was noted that the usual 9-5 office hours could prevent or delay access and support where it was needed, and so Members agreed that the Council should investigate how its service delivery could be more balanced with the work in voluntary and community organisations, including infrastructure outside those usual office hours.
- Members found that the City had strong existing networks and partnerships. However Covid-19 had shown that they need to be built on and arrangements should be put in place enabling them to be utilised even more, which would create firmer resilience for future pandemics.
- It was recognised that Covid-19 shone a light on structural inequalities, including that economically deprived households required extra support including food parcels, which placed children under further stress and risk of harm. Members commended the role of mutual aid groups who had stepped up during the crisis, and Social Prescribing services were highlighted as valuable for supporting and signposting young people and families; and that there should be more investment and development of Social Prescribing in communities.

Introduction

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As in every workplace and household, the Council saw big changes as a result of lockdown in March 2020, including how day to day work was carried out, how partnerships across the city were maintained (and in most cases developed), and how elected Councillors (also known as Members) carried out their duties. Rules were amended to enable 'virtual council meetings' with public participation; and processes, plans and priorities were refocused to ensure safety and that support was available where it was needed.

Finally, relevant questions and discussions were had to enable learning so as to build confidence and resilience for the future. This included ensuring that, in line with the [Centre for Public Scrutiny guidance](#)¹, the Council's scrutiny function was maintained and utilised to act as a [critical friend](#) to the administration in terms of supporting the Covid-19 response and recovery planning. With that in mind, the Chairs of the Council's scrutiny commissions convened Working Groups, overseen by the Overview & Scrutiny Management Board, with the remit to focus on the effect of Covid-19 on Council services, communities and individuals across Bristol.

Safeguarding children within the context of Covid-19 response and recovery planning was prioritised by the People Scrutiny Commission. This focus was based on Scrutiny Members' views that, at this time of crisis, Bristol's children and young people's safety and wellbeing are of top concern and so the scrutiny function was best placed to help reflect and learn from the response, and inform recovery planning and future policy with regard to keeping children and young people safe.

The purpose of the Working Group

Reflection and Learning

The Working Group would like these findings and recommendations to support the Council and city partners reflect and learn from the experience of lockdown so as to:

1. Build resilience should Covid-19 remain for the foreseeable future or increase again, and also for the risk of future pandemics and other city emergencies;
2. Inform ongoing recovery planning to support the protection of vulnerable children as we experience the rolling back of some lockdown restrictions;
3. Inform ongoing policy development across the city, gaining improvements for:
 - identification of risk and vulnerable children and families;
 - support and preventative measures available for vulnerable children and families;
 - equitable access to prevention and support services for all vulnerable children and families from different backgrounds, with all protected characteristics, and for those with economic disadvantages.

¹ The name has now changed to [Centre for Governance and Scrutiny](#)

How the Working Group investigated and collected evidence for this report

The 3 aims above were framed around the following key questions which were referred to when collecting and reviewing evidence;

1. What were the most successful methods, and what has been found to be unsuccessful, in identifying risk and safeguarding vulnerable children during lockdown?
2. What are the lessons learnt and what new methods can be implemented to identify, support and protect vulnerable children, young people and families coming out of lockdown period?

“The questions you ask will probably be an exam question for public servants in years to come”

Jacqui Jenson, Executive Director, People, Bristol City Council

Participants and submissions

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Members of the People Scrutiny Working Group heard from 22 participants in person, and received a further 5 written submissions;

Session 1: Council & City Partners

Jacqui Jenson Executive Director, People, Bristol City Council

Alison Hurley Director, Education and Skills, Bristol City Council

Ann James Director, Children, Families and Safer Communities, Bristol City Council

Ivan Powell Independent Chair, Keeping Bristol Safe Partnership

Jim Bowyer Head, Bristol Hospital Education Services

Henry Chan Safeguarding in Education Team Manager; Chair, Education Reference Group

Victoria Caple, Lighthouse Safeguarding Unit Partnership Manager, Avon & Somerset Police

Gerry Bates Head of Children's Services, Sirona Care & Health

Cllr Asher Craig Deputy Mayor, Communities, Equalities & Public Health

Session 2: National picture

Dr. Carlene Firmin Social Researcher, University of Bedfordshire

Wendy Thorogood Chair, Association of Child Protection Professionals

Fiona Carnie, Educationalist

Evidence not in person

DCI Larisa Hunt Operation Topaz, Avon & Somerset Police

Androulla Nicolaou Prevention Officer and Coordinator, Topaz, Avon and Somerset Police

Empire Fighting Chance

Royal College of Paediatrics and Child Health

Office of the Children's Commissioner

Session 3: Children & young people

Rob Farrow, Head of Service (Young People) Learning Partnership West

Kate Gough, Head of Bristol Youth Services, Creative Youth Network

Jack Beech Chief Operating Officer, Creative Youth Network

Anthony Hill Service Manager, Helping Young People Engage (HYPE), Barnardo's

Ella Remes Service Manager, Barnardo's Against Sexual Exploitation (BASE), Barnardo's

Maya Mate-Kole Golden Key/ The Call In; Commissioner, Commission on Race Equality

Tom Owen Chief Executive Officer, The Green House

Molly Flitcroft Member of UK Youth Parliament; Bristol Youth Council

Cllr Helen Godwin Cabinet Member, Women, Families and Homes (Lead Member for Children's Services)

Cllr Helen Holland Cabinet Member, Adult Social Care; and Co-Chair of the Health & Wellbeing Board

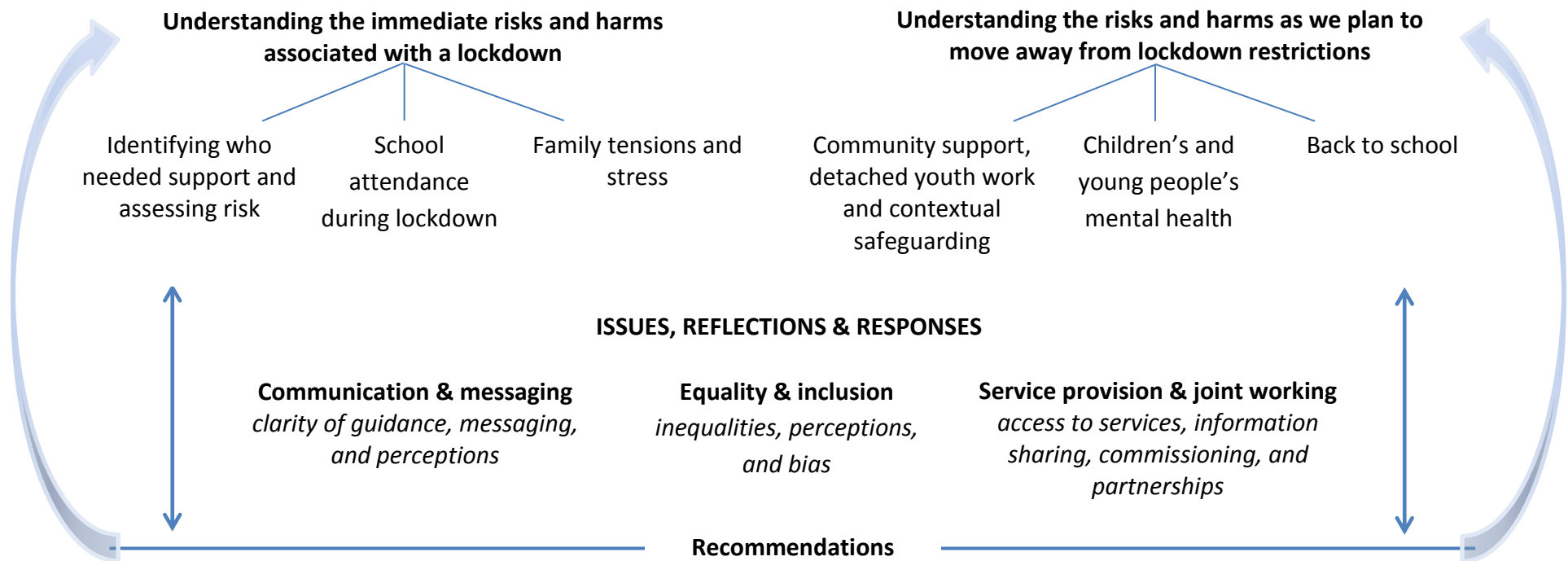
Findings

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The diagram below is a visual representation of the Working Group’s findings. Members organised the issues, reflections and responses that arose from the evidence sessions into 6 key areas: (i) Identifying who needed support and assessing risk; (ii) School attendance during lockdown; (iii) Family tensions and stress; (iv) Community support, detached youth work and contextual safeguarding; (v) Children’s and young people’s mental health; (vi) Back to school. The first 3 areas were with regard to ‘*Understanding the immediate risks and harms associated with a lockdown*’ and the second group of 3 areas were informed by ‘*Understanding the risks and harms as we plan to move away from lockdown restrictions*’ (with the understanding guidance and rules may change quickly).

Members appreciated the relationships and interconnectivity between them all, demanding a holistic approach to analysis. Recommendations are framed and informed by 3 overarching themes: (i) Communication & messaging; (ii) Service provision & joint working; (iii) Equality & inclusion.

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Understanding the immediate risks and harms associated with the lockdown period

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ISSUES	REFLECTIONS & RESPONSES
<p>Identifying who needed support and assessing risk</p> <ul style="list-style-type: none"> • Risks of intra-familial harm exacerbated by lockdown. • Some children and young people affected may not have been known to social services. • Less availability of safe spaces led to difficulties in contacting young people. • Groups of children and young people disproportionately affected by lockdown, including low income and Black, Asian, Minority Ethnic communities. • Risks of transmission of Covid-19 to unwell and vulnerable children. • Lack of digital access for some children and young people. 	<ul style="list-style-type: none"> • Risk assessments were undertaken and plans put in place for every vulnerable child known to the Council at the earliest stage. • Participants raised concerns in relation to `hidden harm`; as children and young people were not able to disclose to trusted professionals, there were less opportunities to safeguard and reduce risk. • The Council pointed to good data analytics with the ability to identify risks of harm so as to reach out to families. There is ongoing developmental work with government. • Face to face contacts were prioritised by the Council based on a risk analysis of families and Council workforce. • There was a focus on harm in the home - outside spaces may have been perceived as less problematic, and so it is unclear how much was missed in extra-familial contexts. • The Council had a focus on providing cultural competent services, and the positive connections with community organisations could be built upon in future coproduction opportunities. • System-wide response was required with the purpose to keep the most unwell and vulnerable children out of hospital - the Lifetime team moved to 7 days a week. • Laptops with connectivity have been distributed by the Council, Hope Virtual School and youth network groups to families without online access; although there are still gaps across the city where families are unable to connect virtually. <div data-bbox="1541 587 2063 948" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p><i>“Every child had a Covid-related risk assessment with a contingency plan should their main carer not be able to continue to care for them”.</i></p> <p>Ann James, Director of Children, Families and Safer Communities, Bristol City Council</p> </div>

ISSUES	REFLECTIONS & RESPONSES
<p>School attendance during lockdown for eligible cohort of children</p> <ul style="list-style-type: none"> Centralised school attendance reporting meant there was a week’s time-lag with the data with risks of missing non-attendance of vulnerable children. Children and young people not having contact with professionals, including pastoral care at school, meant subtleties could not be spotted in the same way. There was low take-up of school places for vulnerable children during the period of lockdown, especially in low income areas. 	<ul style="list-style-type: none"> The Council created a local reporting system; the Education Reference Group focussed on attendance; there were integrated working arrangements including Hope Virtual School, Social Workers and education and skills colleagues – all working together to wrap around those families eligible for school during this period. The Designated Safeguarding Leads Network was the main way of checking and monitoring. The importance of the post was flagged. It was noted that there was, in general, historically less contact with households in mainstream practice, meaning a larger adjustment was needed to ensure continued education during lockdown period. Some children and young people who found mainstream settings challenging reported feeling safer online. The sector developed local partnerships with other settings when capacity and continuity were identified as risks and concerns. Many schools took on children temporarily during the lockdown period. Food packages and free school meals were provided to identified families who needed them. Schools worked together to provide a ‘Think Family’ response if children from the same family attended different settings. <div data-bbox="1547 368 2063 719" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“The environment we were in at that time was very much about the fear of Covid and everyone was in lockdown and being asked to remain in their homes”.</i></p> <p>Alison Hurley, Director of Education & Skills, Bristol City Council</p> </div> <div data-bbox="1603 802 2063 1190" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“For some young people in-person school bullying is the main concern as well as feeling unsafe on the school journey, so we need to think how to support those children back into education”.</i></p> <p>Dr. Carlene Firmin, Social Researcher</p> </div>

ISSUES	REFLECTIONS & RESPONSES
<p>Family tensions and stress</p> <ul style="list-style-type: none"> • Tensions in households and other factors have led to teenagers leaving, or being asked to leave, the family home. • Scarcity of foster placements exacerbated by Covid across the wider region with some foster placements breaking down (not specific to Bristol’s experience). 	<ul style="list-style-type: none"> • The Council invoked the amendments in the Children’s Act needed to speed up assessment and approval of foster carers to meet the needs of children. • Increased anxiety and tensions were reported in many families already under pressure. • Use of placement stability plans with family work was identified as important, including providing extra emotional and practical support to families. • There was a positive response in Bristol, with many additional carers stepping forward, which increased the carer base by 20. <div data-bbox="1335 300 2063 691" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><i>“Talking to young people how to keep calm, how to keep well, how to remove themselves from situations and resolve conflict before it escalates has been really important. Family work has been important - reaching out, providing extra emotional and practical support to family members in order to keep calmness and safety at home wherever possible”.</i></p> <p>Ella Remes, Service Manager, BASE Barnardo’s</p> </div> <div data-bbox="1525 767 2063 1018" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><i>“There has been increased anxiety and tensions in many families already under pressure”.</i></p> <p>Tom Owen, CEO, The Green House</p> </div>

Understanding the risks and harms as we plan to move away from lockdown restrictions

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ISSUES	REFLECTIONS & RESPONSES
<p>Community support, detached youth work and contextual safeguarding</p> <ul style="list-style-type: none"> • Coming out of lockdown saw an increase in risks of criminal exploitation, including teenagers’ involvement in organised crime, street conflict and serious violence. • More children in Bristol are victims of ‘County Lines’ which involve organised crime networks trafficking children to deal drugs. • Economic disadvantage has come more into focus during this period, with the risk of it becoming worse within the context of an expected economic downturn. 	<ul style="list-style-type: none"> • Increased youth worker and community presence was noted as beneficial for enabling young people to feel safe. • Training in adolescence development was raised as important for focus on child welfare in communities. • There was a need to understand extra-familial factors; and a contextual safeguarding approach. • Detached youth work could reach the most vulnerable young people – it was described as the most successful way of understanding how young people are coping. • Relationships could be built through detached work, enabling referrals to services where necessary. • Agreement across participants that street detached work was important to build relationships, gain intelligence and identify groups and locations of harm. • Collaborative working arrangements between Police, Council and Youth networks has enabled detached work to make positive impacts - Safer Options, noted as a positive culturally competent partnership, is the Council’s programme that supports young people in partnership with youth organisations, the Youth Offending Team, Police and other community safety partners. • There were examples of positive stories from youth groups of young people helping each other and neighbours; and helping out at foodbanks. <div data-bbox="1281 707 2060 959" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p><i>“Our work is all about relationships; we need to be able to see young people and be able to act at the right time”.</i></p> <p>Ann James, Director of Children, Families and Safer Communities, Bristol City Council</p> </div>

ISSUES	REFLECTIONS & RESPONSES
<p>Children’s and young people’s mental health</p> <ul style="list-style-type: none"> • There were reports of a lot of ‘Covid anxiety’ among young people, e.g. deep concern about the ability to socially distance, what to do about needing to travel by bus, and fear of mixing at school – especially for those from families with health issues. • With the increase of online platforms enabling visual contact, body image and presentation was affecting some young people’s mental health. • The children who were hard to reach during lockdown became isolated and may present with increasing mental health issues. 	<ul style="list-style-type: none"> • Linking children’s services, mental health services and schools more closely to deliver effective and confidential mental health support to young people was raised as important, and that young people should be involved in co-designing those services. • Participants reported a renewed focus on mental health and wellbeing during lockdown which is being maintained during the recovery period; a focus that has placed mental health fully within the remit of safeguarding concerns. • Young people set up a blog to support other young people. Young people co-authored a report about their experiences, ‘Mental Health and Covid-19: In Our Own Words’. • There have been Council-led initiatives to provide a voice to children and young people including #wearebristolkids and the developing ‘Belonging’ strategy by the Youth Council. • Online skills of youth workers have been raised; with a focus on art/backgrounds rather than faces within online engagement, which has helped to overcome some anxieties about being online. • There were reports of children and young people with anxiety and mental health issues feeling supported online as it was less daunting and more accessible for them. • The Working Group was told to expect an increase in demand for mental health services when schools return. <div data-bbox="1603 272 2063 520" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“Young people are reporting an increase in mental health concerns”.</i></p> <p>Anthony Hill, HYPE Barnardo’s</p> </div> <div data-bbox="1603 831 2063 1254" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“Schools should treat mental health as a safeguarding responsibility. This corresponds to the wider work around trauma informed approaches to behaviour”.</i></p> <p>Henry Chan, Safeguarding in Education Team Manager, Bristol City Council</p> </div>

ISSUES	REFLECTIONS & RESPONSES
<p>Back to school</p> <ul style="list-style-type: none"> • Risk of low attendance. • Concerns from young people about confidentiality if they disclose any concerns and issues. • Schools’ difficulties accommodating pupils due to social distancing rules and concerns and anxiety from parents and children. • Children and young people finding it difficult to disclose issues and concerns to teachers and other professionals. 	<ul style="list-style-type: none"> • It was reported that some young people don’t feel safe going to school. • The Working Group was told some parents felt frightened about sending children back to school; refugees and asylum seekers being particularly concerned. This required proactive work to engage marginalised groups. • A point was made that schools’ issues, including concerns about accommodating pupils safely could be partially addressed by outdoor learning where possible. • Return to school was seen as an opportunity to identify those who need support, such as if there is truancy. • It was noted that Hospital Education has smaller classes and a higher student to staff ratio, and extra support being available with stronger links with families than main stream. • Live virtual lessons went ahead in some settings. • There needed to be support for young people to support their peers – requiring clear messaging: <i>“what to do if a friend tells you something in confidence.”</i> <div data-bbox="1525 545 2063 943" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“Outdoor learning can be restorative, and can address mental health needs. In Orkney GPs prescribe outdoor activity to boost mental health. Using outdoor spaces can also help meet distancing requirements. Weather doesn’t need to be a barrier”.</i></p> <p>Fiona Carnie, Educationalist</p> </div> <div data-bbox="1525 1015 2063 1267" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“Clear messaging to peers is important – one of the best ways to identify support and safeguarding need”.</i></p> <p>Dr. Carlene Firmin, Social Researcher</p> </div>

Communication and messaging

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ISSUES	REFLECTIONS & RESPONSES
<p>Clarity of guidance; types of messaging; and perceptions</p> <ul style="list-style-type: none"> • Generally, guidance highlighted vulnerabilities for those who had social workers, so people prioritised those - others may have been left behind. • Families were worried about being in breach of lockdown if they reported missing children. • Information and guidance for young people wasn't clear enough. • Young people found it difficult to access appropriate information. • Messages about Covid-19 were frightening for some children. • Young people at risk of exploitation have been perceived as causing harm. 	<ul style="list-style-type: none"> • It was reported that some young people were unaware of available support – there was a need better communication. • A need for clear messaging for all parents whose children are missing during a lockdown – including the need to contact social services. Strong message required, including <i>'we can support parents support their children'</i> • It was highlighted that there was a need for positive messaging about youth services, including cementing the idea that youth workers are a critical service, being a trusted point of contact and engagement for young people and their families. • Participants advised that there was a need for child friendly advice and guidance. • Training and clear messaging required about extra-familial harm and contextual safeguarding, building on the innovative work the Council has undertaken with Dr Firmin. • There had been positive and innovative responses to the need for virtual communications, including extra training and information for professional practitioners and members of the public as a result of expanding the online usage, including Association of Child Protection Professionals' podcasts. <div data-bbox="1503 489 2063 777" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>"The pandemic has brought this into focus - locally there is not enough clarity over the availability of support for young people".</i></p> <p>Anthony Hill, Service Manager, HYPE Barnardo's</p> </div> <div data-bbox="1590 850 2063 1246" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>"The effect of lockdown with the associated messages has left some children and young people feeling like a burden as there is so much going on in society".</i></p> <p>Rob Farrow, Head of Service (Young People), Learning Partnership West</p> </div>

Service provision and joint working

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ISSUES	REFLECTIONS & RESPONSES
<p>Equitable access to services; information sharing, commissioned services, and partnerships</p> <ul style="list-style-type: none"> • It is not known how many children, young people and families have not been able to access appropriate services. • Safeguarding and confidentiality concerns with online services, not knowing who else could be in the room with the young person. • Myths about what professionals could do during lockdown. • Some misunderstanding of youth worker’s rights and responsibilities during lockdown created a gap in provision. • Funding mechanisms were described as complicated - “Currently a jigsaw”. 	<ul style="list-style-type: none"> • The Council’s Children and Families services continued to work through lockdown and children still had face to face visits from Social Workers and other practitioners on a risk assessed basis. • It was noted that some children who weren’t connected to Social Workers (who may have become vulnerable due to effects of Covid-19) would not necessarily have received all available support. • Sharing more information with Police meant detached workers could identify hotspot areas and contact young people. • Access to statutory services are mainly 9-5 – this could prevent or delay support; services should be more balanced with community work, meaning a need for infrastructure outside usual office hours. • Most provision went online; access to IT devices, although there was some distribution, was not available for all. • Face to face provision for vulnerable children and young people should be maintained as much as possible. • Information had been shared more openly across the youth sector with statutory organisations. • Age range of the Council’s current youth services commissioning was discussed, that it could include over 18’s. • The city already had strong relationships and partnerships, with the Council’s Children’s and Education services being a key part. Covid-19 had shown that this needs to be built on and utilised even more. <div data-bbox="1529 807 2063 1161" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p><i>“Online support usually only works if there is already a relationship between the young person and the youth worker – it’s difficult to start relationships over a computer”.</i></p> <p>Molly Flitcroft, Member of UK Youth Parliament and Bristol Youth Council</p> </div>

Equality and inclusion

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ISSUES	REFLECTIONS & RESPONSES
<p>Structural inequalities; Perceptions and assumptions</p> <ul style="list-style-type: none"> Groups of children and young people have been disproportionately affected by lockdown, specifically low income and Gypsy Roma Traveller backgrounds. Assumptions and perceptions about young people involved in street conflict, serious violence and/or drug related offending were raised as barriers to support and safeguarding. Stigma and perceptions surrounding mental health and also lack of cultural competent mental health services prevent young people accessing appropriate support. 	<ul style="list-style-type: none"> The digital divide had been highlighted by Covid-19; equality of access to digital connectivity was raised as a priority. Focus was required on young people with additional needs; and young carers who maybe caring for someone still shielding. Culturally competent service provision to support complex needs of young people from diverse backgrounds was raised as essential. The Council’s Safer Options and Children & Young People’s services have a partner approach based on cultural competent practice led by young people, informed by communities. This positive approach should be built upon with more coproduction with community organisations. A focus was needed on Gypsy Roma Traveller young people and children from disadvantaged backgrounds in general, ensuring they received essentials such as food parcels. Social prescribing services were highlighted as valuable for supporting and signposting young people and families. Positive messaging and communication about mental health is helpful for young people. <div data-bbox="1570 405 2024 756" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“There was some success in getting IT equipment to young people during lockdown, this brought into focus a need to fully recognise and act on digital poverty”.</i></p> <p>Jack Beech, Chief Operating Officer, Creative Youth Network</p> </div> <div data-bbox="1375 842 2024 1265" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>“Lots of organisations refer to young Black people as offenders, and that narrative makes it really hard for those young people to be supported as victims of exploitation. We need to think about those organisations who already have close relationships in BAME communities and how they can be utilised and co-production can take place”.</i></p> <p>Maya Mate-Kole Golden Key/ The Call In; Commissioner, Commission on Race Equality</p> </div>

Summing up

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Understanding immediate risks and harms associated with a lockdown

With less ability for professionals and youth workers to make face to face contact visits, the Working Group heard evidence about hidden harm. Some children and young people were not able to disclose to trusted professionals who would usually be in a position to make referrals to the Council, and so there were less opportunities to safeguard and reduce risk. The Council acted quickly and appropriately, undertaking risk assessments and prioritising face to face contacts with the most vulnerable families. Those children open to Social Workers still received face to face visits which mitigated the risk of hidden harm. The Council, with partners, acted speedily to focus on school attendance where centralised reporting mechanisms didn't hit the mark. Members heard that the Designated Safeguarding Leads Network was well utilised and is a positive and invaluable resource.

Poor school attendance during lockdown for the eligible cohort of children was a concern, especially as the vast proportion were the most vulnerable in the city. Members heard that fear of Covid-19 and communication to stay at home was a strong factor over-riding the messaging that the option of school was a good one.

Members were advised that risks of intra-familial harm were likely to have been exacerbated by lockdown – this, together with less availability of safe spaces, with the extra pressure and stress young people and families were under, meant the issue of hidden harm extended to children and young people the Council and services were not aware of – those who would not have previously considered themselves vulnerable came to be so. Evidence was heard that it was unclear for this cohort how to access support. More than that, some children and young people felt burdened with a sense of responsibility about the issues of wider society which meant feeling as though they wouldn't meet any criteria for support anyway.

Whilst safe spaces for young people diminished due to closures and lockdown, Members heard that this did not mean all young people retreated to the home and so all outside spaces were less problematic. This perception may have led to missed opportunities to safeguard young people who for different reasons needed to be in different environments. These perceptions extended to determining the support available for different cohorts, including the perception of whether young people are victims or perpetrators when involved in drugs and street conflict. Members heard that arrests of young people increased during this period and drove activities underground making it more difficult to identify those vulnerable young people at risk of criminal exploitation.

Another issue regarding identifying those needing support during lockdown which brought structural inequalities into focus was that of access to online activities and contacts. Members heard that schools knew who the students were who were unable to access digital platforms and worked hard to provide resources and learning packs, and also that there was a mass-distribution of devices with connectivity which involved close sophisticated

“Connectivity is something we really do need to crack across the city”.

Alison Hurley, Director of Education & Skills

joined up working across youth networks, the Hope Virtual School and the Council. But, Members heard there are still gaps across the city where families are unable to connect virtually.

Members heard evidence that the extra tensions and stresses associated with lockdown led to some young people leaving the family home and, in some areas, foster placements breaking down, although this was not the experience in Bristol. Despite the scarcity of foster placements being exacerbated by Covid-19 in some areas, Bristol saw a significant rise in people applying to be foster carers, and with that an actual increase of 20 carers. Evidence was heard that the Council responded by using the amendments in the Children’s Act needed to speed up assessment and approval of foster carers which Members agreed was the appropriate thing to do and commended officers and Bristol’s foster carers who all stepped up to ensure looked after children were kept safe. Placement stability plans were cited as good practice, linked to family work providing extra emotional and practical support to families.

Understanding risks and harms as we plan to move away from lockdown restrictions

Enabling and building relationships was a thread running through the evidence heard about young people in the community; and increased youth worker presence across communities was cited as beneficial to children and young people’s well-being and sense of safety. Members heard, therefore, that where possible extra face to face contact should be prioritised and resourced; and also good communication and education to workers and communities about adolescence development would be beneficial to child welfare in communities.

Members heard evidence of the benefits of increased detached youth work during this period; it was described as “the most successful way of understanding how young people are coping.” Evidence was heard that good relationships can be built through detached work, at which point valuable intelligence could be gathered to help identify those in need of support; and more successful referrals to appropriate services could be made.

“Detached youth work needs to remain a key part of any service offer in the future”.

Rob Farrow, Head of Service (Young People), Learning Partnership West

Evidence was heard that the Council, in collaboration with Police and Youth networks, follows a contextual safeguarding approach to identify and support young people, and that it was an important focus coming out of lockdown. Members heard that during the lockdown period Safer Options, the Council’s programme that supports young people at risk of criminal exploitation in partnership with youth organisations and community safety partners including the Police, had an increase in referrals, and continued to have a positive impact as lockdown restrictions relaxed. Safer Options was noted as a positive culturally competent partnership which should be developed further.

There was evidence provided of positive stories of young people helping each other and neighbours, including helping out at foodbanks; although there was also troubling evidence of some children struggling though poverty and mental health issues.

As the pandemic has brought into sharp focus the stresses and strains of family life, especially with the worries and restrictions associated with it, Covid-19 has also shone a light on mental health. Evidence was provided of Covid-anxiety among children (including deep concerns about how children can effectively social distance when on buses and at school, and, relating to this, a fear of transmitting the virus to vulnerable family members) - this affecting mental health and could be a factor in school attendance as they re-open. Members heard evidence of the renewed focus on mental health and wellbeing during lockdown being maintained and placed fully within the remit of safeguarding concerns. There was advice that there should be an expectation of increased demand for children and young people's mental health services as schools reopen.

"The Designated Safeguarding Lead Network has been invaluable; I think having that post in a mainstream school with somebody with that responsibility is fantastic. Having that DSL Network is useful all the time, during lockdown it was essential".

Jim Bowyer, Head Bristol Hospital Education Services

Members were told that the reasons underlying the risk of low school attendance as they reopen extends to some parents feeling frightened about sending children back to school. Evidence was provided that concerns of parents and professionals about accommodating pupils safely could be addressed by outdoor learning, which was described as restorative – with weather not needing to be a barrier.

As schools reopen, this time was highlighted as an opportunity to identify those who need support, such as if there is truancy. Members heard that Hospital Education has smaller classes and a higher student to staff ratio, and extra support is available; and that there are also stronger links with families than in main stream.

"There have been much better conversations around multiagency working, hosted by the Council, with school nurses; and also with mental health services".

Kate Gough, Head of Bristol Youth Services, Creative Youth Network

Finally, Members heard that some children and young people may not disclose concerns to a teacher due to lack of reassurance that they will be treated in confidence; and so clear messaging was needed to help young people support their peers, Dr Carlene Firmin describing this as "one of the best ways to identify support and safeguarding need".

"We need to explore technological benefits - the way we engage with young people will change and should change, we need to ensure anything we do is co-produced with those children, young people and their families to make change effective and meaningful to communities in Bristol".

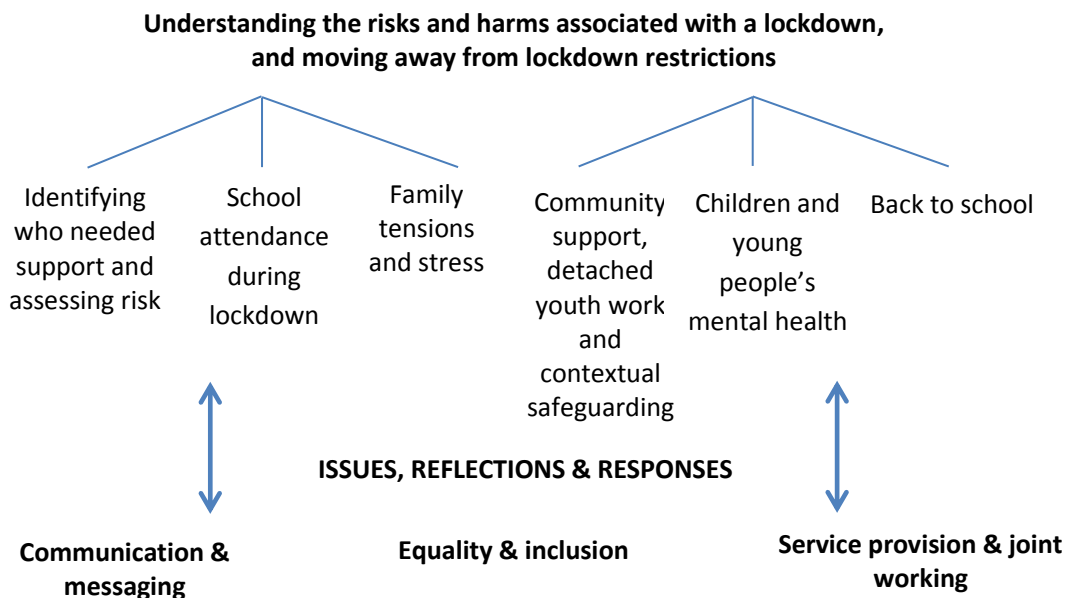
Victoria Caple, Lighthouse Safeguarding Unit Partnership Manager, Avon & Somerset Police

Recognising the relationships and interconnectivity across organisations, partnerships and people

The Working Group has taken a holistic approach to the evidence, recognising the relationships and interconnectivity across organisations, partnerships and people involved in safeguarding children and young people.

This approach provides an insight into the need to understand the underlying arrangements, structures and views we generally don't see which lead to negative outcomes that we react to and need to manage on a daily basis.

The evidence presented to Members has highlighted the key themes of (i) Communications and messaging; (ii) Service provision and joint working arrangements; (iii) Equality and inclusion. They influence reflections and responses (positive and negative) relating to all 6 areas detailed in the findings.



“The lockdown period reinforced the protective benefits of a universal health visiting and service”.

Gerry bates, Head of Children’s Services, Sirona Care & Health

“Due to lack of capacity in many areas during this period, it was important to pull together expertise and share best practice to tackle complex issues that practitioners were raising”.

Wendy Thorogood, Chair, Association of Child Protection Practitioners

Communications and messaging; Service provision & joint working; Equality & inclusion

The findings show that the way guidance and communication is presented informs people's responses. For example, Members heard how families delayed reporting missing children as they were worried about breaching lockdown rules; and messaging about Covid-19, so as to be strong, came across as frightening for some children, causing anxiety and in some cases a feeling of being a burden due to the focus on crisis in society.

Participants called for clear and 'child-friendly' messaging and clarity surrounding where and how support can be accessed, and who it is for. Evidence was heard how there were myths and misunderstandings about what practitioners would and could do; and it was highlighted that reinforcing the importance of youth workers to the system would help with much needed information sharing, and afford confidence leading to trust and stronger relationships with young people and their families.

Training and clear messaging around extra-familial harm and contextual safeguarding, including challenging perceptions of young people who are criminally exploited was also called for.

"Our approach should be how do we ensure a person-centred psychologically informed approach required to overcome challenges associated with perceptions of, for example, a young person as offender rather than exploited and at risk of harm".

Maya Mate-Kole Golden Key/ The Call In; Commissioner, Commission on Race Equality

Evidence was heard that partnership working, although well-established across the city, improved in some areas, including closer working relationships and communications across agencies (for example between schools and Social Workers); and Covid-19 has shown how important collaboration and intelligence sharing across the system is.

The collaboration that led to distribution of laptops with connectivity was an example of the 'art of the possible', although Members heard that virtual working practice requires consideration around confidentiality and safety and, despite the successful distribution to many families, the continuing digital divide means there is work to do to ensure fair and equitable access for all.

"Better connections across partnerships have developed with short focused meetings, and, in terms of success and learning, it is those very quick concentrated sharing of ideas and experiences that people have found very helpful to understand the challenges in other bits of the system".

Ivan Powell, Independent Chair, Keeping Bristol Safe Partnership

Members heard that the funding mechanisms for commissioned services were over-complicated, described as a 'jigsaw puzzle', and there was a discussion as to whether the age range for commissioned youth services should be raised.

Members heard how the pandemic had shone a light on structural inequalities across society, which all make the task of keeping children and young people safe more difficult, and so a focus on bias, cultural competency, economic disadvantage and health inequalities was called for.

Recommendations

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The People Scrutiny Working Group recommends that;

1. The Council has an excellent record of working with partners and experts to tap into and share best practice and develop innovation, including the contextual safeguarding work with Dr Firmin. The Council should continue to ensure the rich resource and knowledge across the sector for training and support is utilised; including being informed by expertise and insight of local youth organisations and engage with national support and advice, including from the Association of Child Protection Professionals.
2. The extra pressure on the Children's Services and Education and Skills Directorates since March has been highlighted, and the Council should consider ways to offer extra support for the work force. This is noted within the context of welcoming the growing satisfaction with support and leadership in the survey of children's professionals and practitioners, which should be acknowledged and built on to ensure each member of staff, from operational practitioners to senior leaders, feel able to manage the expected increase in demand for support as children return to school with continued uncertainty.
3. The positive increase in networking and close partnerships facilitating big changes quickly and efficiently should be captured and built upon; and networks such as the Designated Safeguarding Leads Network, brought together and supported by the Education and Skills directorate, should be encouraged, developed and incorporated into collaborative plans to help utilise expertise and build capacity and resilience.
4. The Council, in consultation with partners and communities, should investigate how to produce clear child-friendly advice and guidance about keeping safe and well during lockdown restrictions with a focus on mental health. It could explain the effects of Covid-19, how people may be affected and react, what support is available, and how to access that support. Any guidance should be adaptable and reactive to a fast changing environment, and be available for all school settings, youth networks, and community groups.
5. The Council, with city partners, should explore more ways to support parents, carers and families cope with the extra stress and strains Covid-19 has, and continues to, put them through. This may include family and household guidance in the form of tips, advice and coping strategies to help prevent and diffuse stressful circumstances escalating into unmanageable and harmful situations.
6. It is welcomed that the Council has continued to commission detached youth work across the city. This should continue and be built on as a priority; and its value should continue to be considered by the Council when planning for future commissioned services.
7. The positive role of volunteers and mutual aid groups during this period should be learnt from and the Council should explore further ways of supporting them. Social Prescribing within community settings should be encouraged and further developed,

helping to provide much needed local information and signposting for families and young people.

8. The Council should work with city partners to place a greater focus on tackling the digital divide, and explore options that would enable every household and child to have equitable access to the internet.
 9. The Council, building on the existing positive work including #wearebristolkids and the developing 'Belonging' strategy by the Youth Council, should continue to explore how services to help children and young people stay safe and foster well-being could be more accessible. This could include building on the existing community outreach by inviting more co-design of provision, increasing cultural competency with stronger involvement of grass roots community organisations and with focussed training, investigating how Council services could be accessed in different ways and at different times, and listening to and learning from children's and young people's voices.
 10. This report should be considered by the Executive and the senior leadership team, and that all findings should be taken into account when planning to mitigate both the continuing negative effects of Covid-19 on children and young people, and the risks of pandemics causing similar issues in the future.
- 10a. This report should be considered at the appropriate partnership groups and boards (including but not restricted to the following):
- Health and Wellbeing Board
 - Keeping Bristol Safe Partnership (Keeping Children Safe)
 - Children and Families Programme Board
 - Learning City Partnership Board
 - Race Equality Covid-19 Steering Group
- 10b. The development of plans to keep children and young people safe within the context of the impact of Covid-19 and to build resilience for the future should be considered by the People Scrutiny Commission at the scheduled meeting on 14 December 2020, and there should be a review in the 2021-22 work programme.

Cllr Hiscott and all the Members of the People Scrutiny Working Group (listed below) would like to thank all those who submitted evidence and participated in the Evidence Sessions, sharing their knowledge and experience, which has helped provide valuable scrutiny.

People Scrutiny Working Group

Cllr Claire Hiscott (Chair)

Cllr Celia Phipps (Vice-Chair)

Cllr Eleanor Combley

Cllr Carole Johnson

Cllr Tim Kent

Cllr Gill Kirk

Cllr Cleo Lake

Cllr Brenda Massey

Cllr Ruth Pickersgill

Cllr Tim Rippington

Cllr Steve Smith



People Scrutiny Working Group Report

Safeguarding children and young people within the context of Covid-19 response and recovery planning - Report of the People Scrutiny Commission, Bristol City Council

28th October 2020

Foreword added 6th November 2020

Contact: scrutiny@bristol.gov.uk

People Scrutiny Commission work programme 2020-21

22 October, 2pm
Annual Business Report
Public Health Update – for information
Mental Health Strategy update
Performance Report
Risk Report

14 December, 10am
Public Health - The impact of Covid-19 on Black, Asian, and Minority Ethnic communities
People Scrutiny Working Group 2020 Report (Safeguarding children and young people within the context of Covid-19 response and recovery planning)
Review of SEND Evidence Day Findings and Recommendations
Temple Quarter Free School Update
Quarterly Performance Report

8 March 2021, 2pm
COVID-19 Update
Response to the People Scrutiny Working Group Report
Children in Care
Adult Social Care – Older People facing Isolation
Alternative Learning Provision
Quarterly Performance Report – Q3
Risk Report – Q3

Health Scrutiny Committee (Sub-Committee of the People Scrutiny Commission)

25th February 2021, 2pm
Public Health Update
Drug and Alcohol Strategy
Health Scrutiny Working Group Report – Response from the Clinical Commissioning Group Governing Body
Delivery of the BNSSG Mass Vaccination Programme - Update
Carers accompanying patients for outpatients appointments
Specialist Children's Mental Health Inpatient Beds in Bristol