

## Minutes

### CHILDREN, YOUNG PEOPLE AND LEARNING POLICY OVERVIEW COMMITTEE

27 September 2017

Meeting held at Committee Room 4  
Civic Centre, High Street, Uxbridge UB8 1UW



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|     | <p><b>Committee Members Present:</b><br/>Councillors Jane Palmer (Chairman), Nick Denys (Vice-Chairman), Dominic Gilham, Becky Haggar, John Oswell, Jan Sweeting, Tony Little, Judith Cooper and Jem Duducu</p> <p><b>Also Present:</b><br/>Joan Veysey (Deputy COO Hillingdon Clinical Commissioning Group)<br/>Jain Hainstock (Head of Mental Health &amp; Community Commissioning, Hillingdon Clinical Commissioning Group)<br/>Jackie Shaw (Service Director for CAMHS from Central North West London NHS Foundation Trust)</p> <p><b>LBH Officers Present:</b><br/>Dan Kennedy (Deputy Director, Housing, Environment, Education, Health &amp; Wellbeing), Tom Murphy (Assistant Director of Early Intervention Prevention &amp; SEND), Ian Anderson (Business Manager, Complaints and Enquiries), Tirzah Bagnulo (Inclusion Team Manager) and (Anisha Teji (Democratic Services Officer)</p> |
| 23. | <p><b>APOLOGIES FOR ABSENCE</b> (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Councillor Kauffman with Councillor Duducu substituting, and Councillor Dheer.</p>  |
| 24. | <p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THE MEETING</b> (<i>Agenda Item 2</i>)</p> <p>None.</p>  |
| 25. | <p><b>MATTERS NOTIFIED IN ADVANCE OR URGENT</b> (<i>Agenda Item 3</i>)</p> <p>None.</p>  |
| 26. | <p><b>TO CONFIRM THAT ITEMS OF BUSINESS MARKED PART 1 WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART 2 WILL BE CONSIDERED IN PRIVATE</b> (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items were in Part 1 and would be heard in public.</p>   |
| 27. | <p><b>TO AGREE THE MINUTES OF THE MEETING HELD ON 31 JULY 2017</b> (<i>Agenda Item 5</i>)</p> <p>The minutes from 31 July 2017 were agreed as an accurate record subject to the following additions:</p>   |

1. In relation to agenda item 8, the Committee asked for further information on how the Fair Funding Formula would affect the Borough's individual schools when it becomes live next April; and
2. In relation to agenda item 6, the Committee was concerned that the agencies involved in safeguarding issues may rather than would provide funding to allow work to be carried out in order to ensure that safeguarding procedures were set to the highest quality.

28. **CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAHMS) UPDATE**  
(Agenda Item 6)

The Committee considered the report on the current position of Child and Adolescent Mental Health Services (CAMHS).

Joan Veysey, Deputy COO at the Hillingdon Clinical Commissioning Group (HCCG), addressed the meeting. She provided the Committee with a handout entitled 'Hillingdon's Child and Adolescent Mental Health Policy Overview Committee Performance' and in summary, made the following points:

- Jane Hainstock has been appointed as a substantive member of staff.
- Areas of concerns included waiting times and access. Central North West London NHS Foundation Trust (CNWL) was working on a number of transformation projects such as brief treatment and intervention, redesign of core CAMHS, T4 New Models of care, development of a 24/7 intensive community support service and piloting child wellbeing practitioners.
- The backlog had been reduced and planned targets had been achieved. NHS England had provided Hillingdon CCG with £64, 00 in the first tranche of funding to be released and further £64, 00 was the second tranche in 17/18.
- It was predicted that the waiting times to meet the 18 week target would be met by November 2017.
- The exception report gave reassurance that risks were being mitigated by ongoing monitoring and the additional funding being received by NHS England to deal with the demand and capacity issues.
- 29 out of 136 referrals were from Hillingdon in relation to Eating disorders service. Some of the interventions offered were family based intervention (anorexia) and systemic family therapy. Individual goals were set with families and outcomes from evaluation included reduction in tier 4 admission to ED units.
- In relation to out of hours referrals for children and young people, there were 653 referrals to the CNWL service from 1 April 2016 to 31 March 2016 (referrals received and seen). Since July 2017 the service had changed its name to the 'Crisis and Liaison service' which operated 24/7.
- There were 3 Hillingdon CYP in tier 4 beds which was a reduction from 15/16 and 16/17 figures. There was also a reduction in the number of people placed many miles from home from 40% to 17%.

The Chairman welcomed the representatives from CAMHS however expressed that there had been some dissatisfaction with the service in the past. Although there appeared to be progress, the Committee still needed reassurance that action was being undertaken in order to support residents and non residents.

The Committee was of the view that this area involved high risk patients and it was crucial that the service was in a strong position to assess and support these users, who were often in a lot of distress. If children were not accessed from an early stage, the

mental health concerns would mostly likely escalate.

The Committee noted the point that some Boroughs received more funding which was why waiting times were more reduced in comparison with Hillingdon. Children waiting times of 4.5 months - 18 weeks was a long time. The Committee was told that the type of intervention varied and to reduce this waiting time length, children were being prioritised in terms of what issues they had. For example, children with anxiety could be prioritised as they may not be able to function at school. Generally the service was changing the way it worked with families whilst taking into account national evidence.

It was reported to the Committee that national evidence demonstrated that males were less willing to talk and seek help whilst women felt more comfortable about approaching for help.

The Committee was informed that implementing an Integrated, Child & Adolescent Mental Health Pathway without tiers (THRIVE model), ongoing co-production with children, young people, schools and families, a greater focus on early intervention and prevention - through advice and support, establishing peer support programmes and commissioning evidence based service responses and testing their efficiency were the ways that were going to be used to improve outcomes for children and young people in Hillingdon.

Priorities for 2017 - 2019 included early intervention, having a range of practitioners offering advice and support, core training intervention, clear information and signposting services and a core point of referral for specialist CAMHS and other specialist services.

**RESOLVED -**

- 1. That the representatives from CAMHS be thanked for their attendance;**
- 2. Members should email their questions to Democratic Services who will send them to representatives for answers; and**
- 3. That a CAMHS update be placed on the work programme for March 2018.**

**29. MAJOR REVIEW - SUPPORTING CHILDREN WITH SPECIAL NEEDS AND DISABILITIES IN THEIR EARLY YEARS - WITNESS SESSION 1 (Agenda Item 7)**

Officers introduced the revised scoping report and explained that the review had been scoped to focus on three key areas; identification, intervention and transition.

The Committee heard from the witnesses below.

Witness 1 - Zoe Sargent Head of Children's Services and Operations, Hillingdon Central and North West London NHS Foundation Trust

- The Health Visiting Service comprised of three teams including health visitors, community staff nurses, nursery nurses and administrative staff.
- This service was provided to children from the ages of 0 - 5 and staff worked closely with children's centres, social care and other health care professionals as well as General Practitioners.
- Support and guidance was offered from an early stage including 1:1 support.
- The type of support included antenatal contact between 28 - 32 weeks of pregnancy assessing family needs, home visits 10 - 14 days after birth, health reviews for children between eight months to a year and two - two and a half

years and child health drop ins.

- The service worked alongside children to safeguard families and provided additional support for a family if their child had a disability.
- Some of the steps taken to support families involved advice and guidance and referrals to the Child Development Centre in Hillingdon, if there were social communication concerns.

Witness 2 - Tirzah Bagnulo, Inclusion Team Manager, Disabilities Service

- The services provided by the Borough's Inclusion Team to schools, parents and colleagues fell in to different categories focussing on different areas.
- The first category, training, support, information, advice and guidance services, provided specialist training to teachers and early years practitioners on tools that would enable detailed assessments or observation directly informing the identification of skills, abilities or special education needs and disabilities (SEND).
- The second category, links with other services involved working with advice and guidance for referral routes, children's Centre staff, early years practitioners, SEND Team and CAMHS.
- The third category involved shared pathways.
- Some of the challenges of the service included the amount of children on the waiting list for health services following referral, communications between health services and education professionals, children not always being identified and services not being accessed by families, due to a lack of information.
- Areas for recommendations could include a central database where information on a child is stored in one place and easily accessible by a range of users, an integrated review at two years old and effective communications between health visiting staff and day care providers.

**RESOLVED -**

- 1. Witnesses be thanked for their attendance, evidence and recommendations; and**
- 2. The evidence be noted as part of the major review.**

30. **ANNUAL COMPLAINTS REPORT 2017/2018 FOR CHILDREN AND YOUNG PEOPLE'S SERVICES** (*Agenda Item 8*)

Officers introduced the report and provided an oral summary of complaints and Members Enquiries received between 1 April 2016 and 31 March 2017.

The following key points were made in discussion:

Children and Young People Services

- Informal complaints remained similar to the figures from 2015/16 of 104 complaints and 2016/17 of 103 complaints.
- 33 Stage 1 complaints were registered in 2016/17, which was slightly more than the 2015/16 figure of 32. The average time taken to conclude a stage 1 complaint was 10.63 working days against the statutory target of 10 working days.
- There were no stage 2 or 3 complaint investigations as many had been resolved informally.
- 4 complaints were considered by the Local Government Ombudsman - one was

upheld and the remaining three were not investigated.

- The number of Stage 1 complaints responded to within 10 working days had fallen from 94% in 2015/16 to 76% in 2016/17. The committee was advised that the target was missed in 3 cases because other departments had to be consulted for a contribution and this delayed the response.
- Training was commissioned and delivered for all managers and officers within the children and young people service handling complaints.
- The service had received a high amount of positive feedback and compliments.

#### Education and School

- Informal complaints are down 22% (5) when comparing the 2015/16 figure of 23 with the figure for 2016/17 of 18.
- Six complaints were registered at Stage 1. They were all from parents concerning the way their children had been dealt with by the school. In all complaints we raised this issue directly with the Head Teacher but advised the complainant that this was a matter for the school to consider under their own complaints procedure. The Local Government Ombudsman investigated one complaint. The complaint was not upheld.

#### Members Enquiries

- There had been a 7% increase in enquiries from Elected Members when comparing the figure for 2015/16 of 8,611 complaints and the figure for 2016/17 of 9,185 complaints.
- The Committee suggested a way simplify Member Enquiries such as drop down menus categorising difficult complaints. Officers indicated that they would take it away and look into this area.

The Committee was pleased with the report and commended officers for their hard work. The Committee commented that the results were great and that it was a good report.

#### **RESOLVED -**

- 1. That the content of the annual complaint report be noted; and**
- 2. That officers be commended for the positive results.**

31. **CABINET FORWARD PLAN - REVIEW FORTHCOMING DECISIONS** (*Agenda Item 9*)

#### **RESOLVED -**

- (1) The Cabinet Forward Plan was noted.**

32. **WORK PROGRAMME - REVIEW THE WORK PROGRAMME FOR THE COMING YEAR** (*Agenda Item 10*)

The Committee requested that an update on the service improvement plan; information request for fair funding formula and an update on school planning be provided at the next meeting on 18 October 2017.

#### **RESOLVED -**

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|  | <b>(1) That the work programme be noted.</b>                |
|  | The meeting, which commenced at 7.00 pm, closed at 8.42 pm. |

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.