

Lancashire County Council

Corporate Parenting Board

**Minutes of the Meeting held on Thursday, 26th July, 2018 at 1.30 pm in
Committee Room 'C' (The Duke of Lancaster Room) - County Hall, Preston**

Present: Members

County Councillor Ian Brown	- Lancashire County Council
Councillor Bernard Dawson	- Lancashire County Council
Amanda Hatton	- Director of Children's Services, LCC
Iqra	- LINX Representative
Beth	- LINX Representative
Tash	- LINX Representative
Nathan	- LINX Representative
Lee	- LINX Representative
Brad	- LINX Representative
Kris	- LINX Representative

Co-opted members

Nicola Bamford	- Designated Doctor and Consultant Paediatrician, representing CCG
Lorraine Moody	- Barnardo's
Roxanne McAllister	- Leaving Care, LCC
Dylan Williams	- Barnardo's
Tracy Corban	- Leaving Care, LCC
Rebecca King	- Barnardo's

Other Attendees

Jane Hylton	- Leaving Care, LCC
Barbara Bath	- Fostering, Adoption, Residential and YOT Team, LCC
Tracy Corban	- Leaving Care, LCC
Ralph Rushworth	- LCC Apprentice
Aaron Walmsley- Fishwick	- LCC Apprentice
Reece Hobin	- LCC Apprentice
Dillan McLardy	- LCC Apprentice
Lucy Parry	- LCC Apprentice
Sam Gorton	- Democratic Services, LCC

1. Welcome and Introductions

County Councillor Ian Brown welcomed everybody to the meeting especially Amanda Hatton.

County Councillor Ian Brown updated the Board that he is still liaising with Timpsons. Following a recent meeting with the Permanence and Corporate Parenting Board where County Councillor Ian Brown raised concerns as to why young people could not use their setting up home allowance to purchase items from the YMCA or British Heart Foundation stores, it was explained that the reasons why was due to procurement rules, however, officers would look at ways to amend the rules and feedback to the Corporate Parenting Board.

Action: Permanence and Corporate Parenting Board to report back to the Corporate Parenting Board on the setting up home allowance being viable for young people to spend at YMCA or British Heart Foundation stores.

The previous Chair of the Board Sue Prynn, had requested if two care leavers would be willing to talk to the Department of Work and Pensions with regards their experience with them. Dylan Williams agreed to liaise with County Councillor Ian Brown who would then inform Sue Prynn.

Action: Dylan Williams, Barnardo's to speak with County Councillor Ian Brown with regards two young people meeting with the Department for Work and Pensions.

Amanda Hatton thanked the young people from LINX for their well wishes during her recent absence and informed them it was good to be back.

The Corporate Parenting Strategy would be going to Cabinet in October and at the next meeting there would be a focus on the strategy and the local offer.

Action: Sam Gorton to ensure that the Corporate Parenting Strategy and the Local Offer was on the agenda for the meeting in September.

Following this brief update, County Councillor Brown then handed the meeting over to the young people and Barnardo's.

2. Become Policies

In the absence of the young person, this item would be carried forward to the next meeting in September.

Action: Barnardo's to ensure that the Become Policies item be added to the young people's element of the next Board meeting.

3. LINX Update

LINX presented the attached PowerPoint to the Board on all the activities they had been involved in since the last meeting in May 2018.

4. Activity - Transition from Social Worker to Personal Advisor

In groups the Board were asked to discuss what the transition from social worker to Personal Advisor should look like. Feedback from the groups is attached.

Young people also commented that:

They felt it was important for the Social Worker to introduce them to their Personal Advisor.

Pathways should start at 14 rather than 16 like they currently do.

A young person gave feedback on his experience and at 16 years of age he felt it was very rushed and also at that time he was dealing with a breakdown in placement, as well as GCSEs. His Personal Advisor was approaching retirement, so he would be getting a new one and would have to reiterate everything again. At 16 he did not want to engage. At 17 years of age, he met a new Personal Advisor who took the gentle approach with him and met in a neutral place and had a general chat and the Personal Advisor shared things about herself too, which made the young person feel comfortable and had stuck by him and he felt that this worked.

Young people agreed that there was no one way for transitioning as each young person are their own individual.

Young people were thanked for their frank and honest opinion on sharing their experiences with the Board.

Lorraine Moody agreed to take the feedback and use it when training new Social Workers at the Academy.

Action: LINX and Barnardo's to use the feedback when delivering training to new Social Workers at the Social Work Academy and for the Permanence and Corporate Parenting Board to action.

5. Young Inspectors Update

The Young Inspectors presented the attached PowerPoint to the Board.

Amanda Hatton requested that one of our residential homes be inspected.

Young Inspectors confirmed that they arranged their visits with the homes, however the Board felt that they should turn up just like other inspections that take place and not give prior warning.

A query was raised as to whether this could be rolled out to supported accommodation and Barnardo's agreed to take this to the next Care Leavers Forum for discussion and report back to the Board at the next meeting in September. Roxanne McAllister agreed to send details of supported accommodation contacts to Barnardo's.

- Action:**
- i) Young Inspectors to consider inspecting with prior arrangements.
 - ii) Amanda Hatton to send details to Dylan Williams on her request for a residential home to be inspected by the Young Inspectors.
 - iii) Young Inspectors/Barnardo's to discuss with the Care Leavers Forum the possibility of inspecting Supported Accommodation.
 - iv) Roxanne McAllister to forward details of supported accommodation contacts to Barnardo's.

6. Young People's Benchmarking Forum

Ralph Rushworth tabled a feedback report from the National Leaving Care Benchmarking Forum which is attached to the minutes. At the event questions were raised about access to care records and the support to understand them and deal with some of the emotions raised by reading them. Ralph asked the Board if the following questions could be discussed at the next Board meeting in September:

- i) What is the process for care leavers accessing records in your local authority?
- ii) What effect can accessing records have on care leavers and why is it important to have support in place?
- iii) Who provides support to care leavers around accessing in your local authority?
- iv) Is there enough training and awareness for staff – Leaving Care Team and partner organisations around care leaves accessing records?

The Board agreed that the questions could be discussed at the next meeting.

- Action:** Sam Gorton to ensure that there was an item on the next agenda to discuss the four questions as detailed above.

7. Care Leavers Local Offer

Dylan McLardy and Aaron Walmsley-Fishwick, LCC Apprentices, updated the Board on the Local Offer and what had been happening since the last meeting. A meeting had been held with the Communications Team to discuss the website and to categorise issues that Care Leavers face into 12 sections. The Board were asked to look at the attached list of categories and ensure they had captured everything. The Board felt that ASDAN – Preparing for Independence should appear on the list.

Care leavers were also asked to fill out the attached Personas which would be used to get a snapshot of the audience for the Local Offer, eg what type of device would they be using – phone, iPad, laptop, what type of information would they be searching for, and the responses would aid the Communications Team to develop a more young person friendly website for the Local Offer.

If there were any further updates, the Board were asked to contact Aaron or Dylan on the details provided on the document attached to the minutes.

8. Update from Care Leavers Forum

The following headings have arisen from the Care Leavers Forum for the attention of the Corporate Parenting Board. Members of the Board commented on issues raised.

Council Tax

Some Care Leavers had received letters from District Councils with regards non-payment of Council Tax. As Council Tax was now exempt for Care Leavers this had raised concerns. Roxanne McAllister informed the Board that there had been a communication error in the process and letters had been written to all District Councils to correct this.

Action: Roxanne McAllister agreed to follow this up and to ensure this had now been rectified.

Housing (Rent)/Universal Credit – Waiting List

Young people raised issues with regards housing benefit and that it was not being backdated and that they were expected to pay for rent up front.

This needed raising with Department for Work and Pensions.

Jane Hylton informed the Board that there was a piece of work being carried out by The Children's Society which still needed to go through Treasury to extend the single room rate from 22 years to 25 years old.

Young people felt that the Local Authority should pay up front and also forward to the Department for Work and Pensions regular information on young people who were turning 18 years of age within the next 10 weeks, this would then enable everything to be in place on the young person's 18th birthday, so they were not losing out.

Support for Single Parents

Feedback from young people was that they were not aware of anything available in the Central area on supporting single parents. This was something that came under the Children and Family Wellbeing Service and the Board felt that Debbie

Duffell, Head of Service, should be invited to a future meeting of the Board to raise awareness of support for single parents that was available.

Action: Sam Gorton to ensure this was added to the forward plan and raised at a future agenda setting meeting.

Pathway Plans

Young people asked if the wording on pathway plans did not refer to they/them, instead be more personalised ie he/she. Roxanne McAllister agreed to feedback to Personal Advisors and include in their training.

Action: Roxanne McAllister to request that personal wording was used on pathway plans and referred to young people as he/she not they/them by the Personal Advisors and include in training packages.

Contact between siblings

Some children in care felt that they were being punished if they were not allowed to have contact with siblings. If there was a reason as to why contact was not allowed, then this should be explained, so they can understand why. This needs be raised at the Social Worker Academy, and with Social Workers that answers need explaining to the young people.

Action: To include in training at the Social Work Academy that young people need to be given a reason if sibling contact is not allowed and explained to them so they understand.

9. Activity - Mental Health

It was agreed that this item be deferred to the next Board meeting in September.

Action: Barnardo's to ensure that the Mental Health activity be added to the young people's element of the next Board meeting.

10. Last 12 months Update

Young people updated the Board on two big activities that took place in the last 12 months at the Corporate Parenting Board.

Taking Young People Out of School Lessons for Meetings

Young people raised the issue about being taken out of lessons at school for meetings by Independent Reviewing Officers/Social Workers and that they were unhappy with this as they felt they were missing out on education and that they were being singled out and made to feel different to other pupils in the classroom. An activity was carried out at the Corporate Parenting Board meeting on 25 January 2018, where young people presented a quiz and whilst this was

happening, members of the Board were removed from the room, then brought back in, then were engaged in conversation with other young people who wanted to know where they had been and what for.

Following this activity, Amanda Hatton wrote to all Social Workers and Independent Reviewing Officers, asking them to avoid meeting with young people in school time and removing them from lessons.

Feedback from the young people was that this had now stopped and young people were not removed from lessons.

Young people were reminded that if this started to happen again, then they should raise it as soon as possible.

Care Leavers Sanctions

At the Corporate Parenting Board meeting on 27 July 2017, a representative from the Department of Work and Pensions attended and the young people carried out an activity and also raised concerns with regards benefit sanctions. Following this meeting, the Department for Work and Pensions had worked closely with Lancashire County Council and Barnardo's to support Care Leavers and Dylan Williams reported that they had been liaising with Barnardo's on a regular basis to ensure that the young people had no issues.

11. Date and Time of Next Meeting

The next scheduled meeting will take place on Wednesday, 26 September 2018 at 6.00pm in Committee Room 'C', County Hall, Preston, PR1 8RJ.

County Councillor Ian Brown thanked the young people for their hard work in chairing and presenting the meeting.

5 young people took part in a Make over and Pampering Session

1 young person attended the Independent Reviewing Officers Meeting

3 young people attended the West Regional Conference Planners Meeting

8 young people attended the Media Group

5 young people attended the LINX East Meeting

2 young people attended the Real Love Rock session



2 young people attended the Designated Teacher Event in Preston

2 young people attended CRAE Meeting

5 young people attended the care Leavers Forum

1 young person attended the Designated Teacher event in Burnley

6 young people attended the West Regional Conference Day

3 young people attended the RISE Awards

13 young people attended the LINX Combined Meeting

2 young people
attended the Social
Work Academy
Training

10 young people
attended the care
Leavers Forum

2 young people
attended the BDU
Conference

2 young people
attended a
workshop in
Facebook HQ to co-
design a webpage
for young people

4 young people attended
the Social Work Academy 3
month review



2 young people
attended the NW
CiCC meeting

4 young people
attended the young
inspectors meeting

2 young people
attended the LINX
East Meeting

Transition from Social Worker to Personal Advisor – Feedback

Group work on what the Board thought the transition from social worker to Personal Advisor should look like and then listen to the Care Leavers who would share their experiences when they transitioned from social worker to Personal Advisor.

- Joint handover.
- All localities should mirror each other.
- Consistency.
- Personalisation of contact with co-worker.
- Building up a relationship.
- Get to know since 16 (nothing personal).
- Get young people aware of services earlier.
- Better lead up to transition.
- Set responsibilities for each worker to prevent gaps in work or work overlapping.
- Social worker to deal with anything that's currently happening.
- Social worker and Personal Advisor not communicating enough – questions not being answered.
- Need better links with each other, especially between areas.
- Big difference in standards between workers. One young person said her Personal Advisor did not put the same effort in as another.
- "I never saw my Personal Advisor and Social Worker at the same time".
- Young people would rather have met both together.
- Personal Advisor asked a young person what she wanted from her/what she wanted the outcome to be.
- Young people never saw her pathway plan.
- Foster carer did all the work with preparing a young person for independence.
- Two young people said they did not understand the importance of her pathway plan. This is vital to understanding.
- Personal Advisor helped a young person with issues and was there for a young person.
- Personal Advisor and Social Worker should meet together to prevent miscommunication and agree actions and responsibilities.
- One young person said his Personal Advisor only got involved at 17.5 years.
- Personal Advisor/Social Worker just turned up one day, no warning given.
- I needed longer to get to know Personal Adviser before Social Worker pulled out. Personal Advisor did not know anything about young person before meeting.
- Use Solihull Pathway Plans as a good example and follow their leads.



Children Looked After Young Inspectors Update July 2018



Since the last Corporate Parenting Board Meeting the young inspectors have trained 6 young people to be young inspectors.



The young inspectors are now in the process of arranging their revisits and are planning on inspecting new providers.



The young people will
feed this back to
Lancashire County Council
and the CPB with their
reports after the follow up
inspetcions.

NATIONAL LEAVING CARE BENCHMARKING FORUM

FEEDBACK REPORT

THE HEADLINES!

The main points I brought back from BMF events.

Birmingham thematic event-

Duncan, a care experienced youth worker From carefree cornwall had a section with nlcbf at the thematic event in Birmingham. Duncan generated a lot of positive

conversation with his question that he had raised at the APPGC- all party parliament group for

children, Duncans question was about access to care records and the support to understand them and deal with some of the emotions raised by reading them, he had a small task for each of the tables to answer 4

questions around this subject.- I would like to bring these questions to the corporate parenting board to answer so we can continue the ripple effect Duncan has started and hopefully in the future we will

IT IS NOT WHAT WE DO
FOR YOUNG PEOPLE, IT IS
WHAT WE TEACH THEM TO
DO FOR THEMSELVES THAT
WILL MAKE THEM
SUCCESSFUL HUMAN
BEING'S- YPBMF

be able to support care leavers accessing files and reduce the mental impact on

them as sometimes the mind hides things in boxes and we forget about them and having your biography from care posted through the door one day can throw your whole life off.

QUICK POINTS SECTION

>CARE LEAVERS AND THE HOMELESS REDUCTION ACT- 3 KEYS AREA- PREVENTION, INTERVENE RAPIDLY & SUPPORT.

>ISSUES FOR LOCAL OFFER- WHAT IS LANCASHIRE'S ACCOMMODATION OFFER?

>YPBMF ACCESS TO FILES.

>ISSUE FOR THE LOCAL OFFER- HAVE WE GOT SUPPORT IN THE RIGHT PLACE WHEN ACCESSING FILES?

CARE LEAVER COVENANT

Short feedback

The care leaver covenant will mean a commitment from creating opportunities for care
be published in national care businesses and organization's leavers. EG internships, discounts,
leavers week, in a nutshell this will from around the country will be mentoring and sponsorship.

LEAVING WELL- SOCIAL FINANCE ARE WORKING WITH 3 LOCAL
AUTHORITIES TO CREATE A DIGITAL TOOL FOR PATHWAY PLANS, THIS
IS BEING TRIALLED BY PERSONAL ADVISORS AND CARE LEAVERS. THE
OBJECTIVE IS TO PROVIDE BETTER SUPPORT FOR YOUNG PEOPLE AND
TO IMPROVE THE OUTCOMES AT INDEPENDENCE. **WOULD IT BE
USEFUL TO INVITE SOCIAL FINANCE TO A CORPORATE PARENTING
BOARD MEETING TO DEMONSTRATE?** YOU CAN READ THEIR REPORT
LEAVING CARE, LEAVING WELL.

Useful links.

<http://www.careleavers.com/what-we-do/access-to-records/>

<http://www.socialfinance.org.uk/projects/leaving-well>

Rushworth, Ralph
Feedback report
Ralph.Rushworth@lancashire.gov.uk

QUESTIONS FROM THEMATIC EVENT—ACCESS TO RECORDS

1:What is the process for care leavers accessing records in your local authority?

2:What effect can accessing records have on care leavers & Why is it important to have support in place?

3:Who provides support to care leavers around accessing in your local authority?

4:Is there enough training and awareness for staff - Leaving care team and partner organizations around care leavers accessing records?

Is it possible to have a session at the next corporate parenting board on this?

Minute Item 7

About the local offer/What is the local offer?	Purpose of the local offer
	Animation
Education, employment and training	Funding to re-sit GCSE's, A Levels or AS Levels
	16-19 Bursary Fund
	Education, employment or training support (contact number)
	Advice about education, employment and training opportunities
	Informing you about voluntary work that we think you may be interested in
	Offering work experience with our councillors
	Council apprenticeship schemes
	Careers advice and help preparing for and finding a job
University	Vacation Accommodation during your degree
	Higher Education Bursary
	University tuition fee and maintenance support from the government
	University information events
	Support at university
	Graduation Bursary
	Funding for university course equipment
	UCAS (external link)
	Student finance (external link)
	Propel (external link)
	GOV.uk - Higher education courses: find and apply (external link)
Finance	Housing options when you turn 18
	Citizens Advice Bureau (external link)
	Birthday allowance
	Leaving Care Allowance
	Leaving Care Allowance Enhancement
	Clothing allowance
	Junior ISA
	Exceptional financial support in emergencies
	Driving lessons
	Funding for your hobbies, leisure activities, talents or skills
	Benefits calculators (external link)
Preparing for independence	Staying Put
	Leaving care before turning 18
	Support to get your National Insurance number
	Support to open a bank account
	Pathway plans
	Funding for a driving licence or passport
	Support to gain important identification documents, such as a passport and/or provisional driving licence, before your 18th birthday
	Encouraging and helping you to enrol on the Electoral Register, so you can vote in elections
Health	Information on getting help to pay for prescriptions
	Counselling services
	Sexual health clinics

	Information on healthy living
	Health drop-in centres
	Subsidised leisure centre membership
	Health costs
	Your 'health passport'
	Help with costs for transport to health appointments
	Designated doctors/nurses (contact details)
	Drug/alcohol support
	Supporting you to move from CAMHS to adult services
Support	Supporting you to register with a GP
	Giving you advice and helping you to challenge any discrimination you face as a care leaver.
	Advice and support from a personal adviser
	Help to maintain or regain contact with people special to you or who cared for you in the past.
	Youth Offending Team
	Support to re-connect with family.
	Personal adviser contact details
	Care leaving team contact details
	The care leavers association (external link)
Support if you have special educational needs or a disability	Become (external link)
	Support if you have special educational needs or a disability
Unaccompanied asylum seeking young people	Unaccompanied asylum seeking young people
Returning care leavers 21-25	Returning care leavers 21-25
Participation	Information on groups and clubs you may wish to join
	Mentor/peer mentor
	Care leavers' forum - contact
	Independent advocates
	Parenting support groups
	Help for young parents
	Youth clubs/groups/activities
	Informing you about relevant awards, schemes and competitions you can enter, in line with your talents and interests
	Rees: The care leavers foundation (external link)
Housing	Setting Up Home Allowance
	Accommodation advice and support 18+
	Supported accommodation
	Your first TV licence
	Rent deposit, bond and administrative fees
	Council Tax grant
	Rent costs
	Starter pack for setting up home
	Removal costs
	Housing advice – contact
	Shelter (external link)
Compliments, complaints and comments	Complaints
	Access your records

	Local authority leadership e.g. the director of Children's Services, Lead Member – contact details
	Coram Voice (external link)

Contact us :	If you feel like there is anything we have missed out or you would like to be updated in the future please feel free to email us at.	
Jane Hylton Leavening care development officer	Jane.Hylton@lancashire.gov.uk>	
Aaron Walmsley-Fishwick care leaver apprentice	Aaron.Walmsley-Fishwick@lancashire.gov.uk>	
McLardy, Dillan Care leaver apprentice	<Dillan.McLardy@lancashire.gov.uk>	

Care leaver user



Persona type:

Name:

Age:

Location:

Web confidence:

Job Title:

Image source: https://unsplash.com/@the_alp_photography

Back story

Tell us a bit about their lives (main interests, hobbies, education etc).

Digital habits

End goals

Focuses on goals that the user has for using the solution such as completing tasks successfully.

Experience goals

Motivations

What concerns do they have? Why do they need this website/service? How have they found or heard about the website?

Frustrations

What's stopping them from choosing the service/website or annoying them?

Their ideal experience

Their story including features and content which will help them have a great experience.

Appendices

Appendix 1

No of eligible, relevant, former relevant and qualifying care leavers (snaphot at this point in time is fine)

Appendix 2

Location of care leavers

Appendix 3

Top 5 services or types of information requested by care leavers noted by personal advisers

Appendix 3

Any relevant information gathered from the participation event or survey?