

# Minutes

## Advisory Board

Tuesday 18<sup>th</sup> September 2013  
 1.00-2:45pm

### Beacon Heath Children's Centre

In Attendance	Simon Bowkett (C) Janine Broomes Anne-Marie Summerfield Tony Barnes Christine Cottle Catherine Hill Jonathan Cordery Debbie Jones Calendula Bowen Ann Brandrick Richard Cummings Cllr Ian Martin Mandy Lane	Chief executive Exeter CVS Children's Centre Family Support & Safeguarding Lead Business Support Officer/Monitoring Children's Centre Finance Officer Children's service manager Volunteer Coordinator Volunteer admin assistant Volunteer and Business Support Officer for Family Support Children's Centre advisor – Exeter, East & Mid Devon Children's Centre Operational Lead Isca church community worker Exeter City Councillor Children's Centre Operational lead
Apologies	Tom McCulloch Corinna Marvin Sophie Cook Jo Darke Health Woolven Adam Daley Jackie Jackson	Action for Children operational director manager Cedars NNI manager Home Start Home Start Beacon Health team lead Business support officer (BHCC) Willowbrook primary school head teacher

<b>Minutes of last meeting</b>	Minutes of 18 <sup>th</sup> June 2013 were agreed to be a true and accurate account.
<b><u>ITEM</u></b>	<b><u>COMMENT</u></b>
Matters Arising	<ul style="list-style-type: none"> <li>• SB welcomed members. Very pleased to see new parent members, SB would be interested to hear any feedback parents have with regards to these meetings and centres.</li> <li>• Anne-Marie made contact with Emma Morse and she would like to come and join a meeting.</li> <li>• SB thanked Ann Brandrick and Calendula Bowen for their input to the centres and these meetings, on behalf of the board wishing them both good wishes for their futures.</li> <li>• SB has passed on contact details for Exeter University research project. Exeter University are holding an event on Wednesday 9<sup>th</sup> October which would be a great opportunity to network at the University, and discuss possible research project ideas.</li> <li>• SB also passed on contact details for the link at the Student Guild responsible for volunteering.</li> <li>• CC and CM had a discussion regarding Cedars presence at the advisory board and it was agreed that CM does need to attend to discuss the Cedars but may attend to discuss 2gether.</li> </ul>

Children's  
services manager

Staffing:

- Ann Brandrick will be leaving Friday 20<sup>th</sup> September. Ann has been with the centres for 17yrs, she will be taking up her new post as cluster manager of Flying Start, Countess Wear and Chestnut children's centres. Ann will continue 1 day a week with our centres to organise and deliver Here's Looking at You training,
- Mandy Lane is currently Operational for our East Devon cluster, Mandy will become Operational Lead of Beacon Heath, Heavitree & Polsloe and Whipton centres as well.
- 2 New support worker roles. (1 for East Devon, 1 for Exeter).
- Corinna Marvin will manage 2gether.

2gether:

- Incident at WCC on the last day of term in July. 1 child managed to leave the centre unaccompanied by following another family. Thankfully the child wasn't in any danger having been stopped by the parent he followed and also his own mother who was coming to collect him. This is a serious safeguarding issue, reportable to Ofsted. Policies and procedures have been changed to prevent another incident happening. With representatives from DCC children's centre management have discussed and implemented changes which will involve some training. 2 childcare staff will be leaving at the end of September; Cedars staff will back fill the staffing shortage until new staffs have been recruited.

Ofsted:

- New Ofsted framework. All cluster inspections that have taken place so far across Devon have received inadequate. New framework has a greater focus on engagement, drilling down into data for evidence of service impact to children, adult education, and challenge from Advisory Boards. Senior Leadership Team working hard to ensure all preparation work is completed and all staff are aware of the new framework. The SEF, Service Plan, monitoring and evaluation information will be available shortly for scrutiny from the Advisory board. Our Exeter centres are not expecting an Ofsted visit yet.

Advisory board:

- New advisory board information packs to be given to all members. There is a clear expectation that the Advisory board will provide a challenging role and give focus and direction to the centres.
  - Centres are thinking about buying in some training for Advisory board members.
- ACTION:** AMarie to forward advisory board information pack to all new parent members.
- Childcare has been reinstated to assist parents to be part of the advisory board.

Targeted family support:

- Christine is the chair for the targeted family support programme in Exeter.
- Additional funding for children's centre to work with targeted families in our area.

Funding:

- CC explained the different funding levels for each of the centres. IM - why does Whipton receive higher funding? CC – Original sure start area in Beacon Heath has expanded to Stoke Hill / Pennsylvania which has diluted the funding, Whipton area remained the same size.
- The funding approximately divides into 1/3 - front line, 1/3 - back room, 1/3 - managing buildings, buying items.
- CB – funding formula is being revised to take into account distances travelled.

CH – will 2gether staff be replaced? HT – very important 2gether sessions continue as helping her to attend training and return to work. CC assured all that 2gether will continue to deliver high quality childcare, staff cover will come from the Cedars.

CH – Can parents attend Operations meeting to assist with the decisions of timetables and services? CC – This can be discussed further in Senior Leadership Team (SLT) meetings.

<p>Safeguarding &amp; Family Support (Janine Broomes)</p>	<ul style="list-style-type: none"> <li>• Target of 46 CAF's this year.</li> <li>• CAF stands for Common Assessment Framework, which is an assessment of what needs the child has; it is very child focused and encourages the parents to lead the assessment. If parents request they can have TAC (Team around the child) meeting as well to help draw up a plan, this involves joint agency input.</li> <li>• 15 CAF's completed so far. Unlikely to reach CAF target. This is due to huge increase in CP initial meeting invitations, 19 initial meetings attended across the cluster so far this year. CP meeting can last 2-4hrs, then 1-2hr monthly meetings. Each child protection case will receive additional 6 individual contacts to help with 'bridging in' to centre services.</li> <li>• 42 Level 3 (CIN / CP)</li> <li>• 25 level 2 (CAF)</li> <li>• No CAF's at Heavitree &amp; Polsloe centre area.</li> <li>• SB - Any fallout from DCC recent Ofsted affecting the centres? JB – More MASH enquiries received, centre does have a waiting list for families to receive initial home visits after referral is received.</li> <li>• CYPS have been asked to revisit cases with a 'no further action' decision; some of these revisited cases are now meeting the threshold.</li> <li>• If centres refer a family to MASH, family support staff will support the family through the whole process.</li> <li>• SB – do DCC have an idea of what needs to be improved to speed things along? CB – MASH is information gathering process, afterwards is where the issues lie.</li> <li>• CB does centres have waiting lists for CAF'S? JB – yes centres are prioritising level 3 families.</li> <li>• IM how long are delays? CC – difficult to give time scale, every family need is different. JB explained that whilst families are on the waiting list they do receive telephone/written correspondence from the centres, they receive timetable of services and a letter. Those with a lower need may wait 2 months. Family Project worker team in Exeter is now back to full staff with a newly appointment administrator for 2 days per week.</li> <li>• The counselling service is currently being reviewed; Exeter has 1 counsellor and 1 volunteer counsellor. Process has changed so that a family project worker will now do a home visit to the person requesting counselling sessions to assess if our service is appropriate for their need. Mental Health referrals are signposted on to the mental health team.</li> <li>• SB has requested that Children's centres keep him and IM 'in the loop' with any systematic problems the children's centre come across with the MASH. Need to keep safeguarding children as a priority and also let them know of any trends.</li> </ul>
<p>Operational Report (Ann Brandrick)</p>	<p>Activities &amp; Groups:</p> <ul style="list-style-type: none"> <li>• This term children's centre has tried to target group services according to identified need for the children living in our LSO areas.</li> <li>• New spread sheet introduced to capture S &amp; L referrals.</li> <li>• Stay &amp; Play sessions have been evaluated. Report cards created clearly show the value of advice &amp; guidance given, the support for home learning. Stay &amp; Play isn't a quick thrown together group; a lot of preparation goes into each session to ensure children get the maximum enjoyment and learning experience, activities are set out in line with the Early Years curriculum.</li> <li>• Breastfeeding groups have seen an increased attendance.</li> <li>• New flooring laid and new children's sink at Heavitree &amp; Polsloe, Money kindly donated by Cllr Richard Westlake. This has enabled the 2 delivery rooms to swap. Baby Oasis now has a bigger delivery area for the group to thrive. JH – Great to know the centres listen to parents requests.</li> </ul> <p>2gether:</p> <ul style="list-style-type: none"> <li>• 47 children in total placed across Exeter - 43 children placed between centres and cedars, 4 children placed at other settings. Demand still very high.</li> </ul>

	<ul style="list-style-type: none"> <li>• New system in place for families to apply for places. Families apply on line or by telephone. They will receive a letter if they are eligible for a place, they can then take this letter to their preferred provider.</li> <li>• Awful incident end of last term; taken huge action to ensure this will never happen again. All 2gether parents were notified. All risk assessments have been rechecked. Exit from the playroom has been reorganised to include a small holding area so parents will only leave with their own children and to stop escapees.</li> </ul> <p>Training:</p> <ul style="list-style-type: none"> <li>• SH is now licensed as a practitioner in the THRIVE approach which supports emotional development.</li> </ul> <p>Staff:</p> <ul style="list-style-type: none"> <li>• As CC mentioned AB will be leaving the centres 20<sup>th</sup> September.</li> </ul>
Finance (Tony)	<ul style="list-style-type: none"> <li>• The budget means the amount of money the centres has to spend.</li> <li>• Reports to DCC are now submitted on a cluster basis and Action for Children's accounting practices has been amended accordingly.</li> <li>• This year confident the centres will meet their targets.</li> <li>• Next year 2014/2015 the centres estimate a loss of approx. 15% (70 – 80K).</li> <li>• CB – thanks TB for attending, will be useful for answering finance questions.</li> <li>• CH – What are project support costs? CC – They are an agreed cost going to central Action for Children that was agreed at the tendering process.</li> <li>• RC – What other incoming money do the centres get? TB – Only other incoming money is through parent's contributions which understandably have dropped quite a lot. RC – Can the centres do more fundraising and pay into a separate account? 'Friends of St James' organise charity car washes, cake sales etc. Can the centres set up a parent forum again? SB – if the centres set up a separate forum they will be able to apply for separate grants and funding through health and targeted families Police and crimes commissioner.</li> </ul> <p><b>ACTION:</b> SLT to discuss possibility of a parent forum.</p> <p><b>ACTION:</b> Fundraising / grants funding to be added to next meetings agenda.</p>
Monitoring	<ul style="list-style-type: none"> <li>• AS explained to the parents what figures are used for, what the terms 'reach' and 'volume' mean.</li> <li>• Targets set by DCC – 75% of all children under the age of 5yr are registered with their children's centre.</li> <li>• Increase reach to the most deprived LSOA's (Lower Super Output Areas) to a minimum of 65%.</li> </ul> <p>Current figures this term:-</p> <p><u>Beacon Heath</u></p> <p>89% registered 44% children seen (reach) 9.60 contacts per child</p> <p>LSOA's - E01019990 – 67.74% reach E01019991 – 66.92% reach E01020000 – 54.17% reach E01020005 – 55.25% reach</p> <p><u>Heavitree &amp; Polsloe</u></p> <p>93% registered 39% children seen (reach) 8.80 contacts per child</p> <p>LSOA's - E01019987 – 58.82% reach E01020036 – 59.55% reach</p> <p><u>Whipton</u></p> <p>87% registered 47% children seen (reach) 14.49 contacts per child</p> <p>LSOA's - E01020039 – 73.28% reach E01020037 – 56.58% reach</p>

	<ul style="list-style-type: none"> <li>• Registration is slowly increasing in BHCC and HPCC areas, figures show WCC as decreasing, due to an error WCC has always shown a registration rate of over 100% therefore the figures aren't actually decreasing but have remained stable up until this year Q1 when they did decrease. A reason for this could be because the population figure has increased.</li> <li>• We will continue to monitor to ensure we do not see any further decreases.</li> <li>• CB – Our centres have always been very good at using our data to form and shape our services.</li> <li>• Groups / services this term have been targeted more according to the need within the LSOA's, some sessions have been reintroduced.</li> <li>• We have started to think differently about extra advertising and using what is available in there communities already to advertise our services.</li> </ul>
Participation team Inc. Volunteers	<ul style="list-style-type: none"> <li>• 4 main areas of participation role: <ul style="list-style-type: none"> <li>➢ Volunteering</li> <li>➢ Parent Voice</li> <li>➢ Outreach</li> <li>➢ Facebook/Website</li> </ul> </li> <li>• Volunteering hour's displays a decrease during last month this is due to the summer holidays.</li> <li>• Action for Children internal communications wanted to include Exeter centres volunteering on their latest communications DVD, this was filmed in June. All the volunteers that took part were fantastic – a big thanks to you all. Thanks to JC for organising the event.</li> <li>• New database launched end of September, this is a database for staff and volunteers to use. It is web based so volunteers can access from home, enabling them to upload their details, manage their hours worked.</li> <li>• Facebook page launched during July – already 125 fans. Using Facebook is not about the likes though it is about us reaching more families.</li> <li>• Website has been revamped and looks fantastic – <a href="http://www.surestartexeter.org.uk">www.surestartexeter.org.uk</a></li> <li>• SB - Volunteering hours equates to £5369.00 in wages for last quarter.</li> </ul> <p>Outreach</p> <ul style="list-style-type: none"> <li>• CH has received feedback about our timetables and environment. Lots of feedback from childminders.</li> </ul> <p><b>ACTION:</b> Outreach reports to be setn out with the meeting minutes.</p> <ul style="list-style-type: none"> <li>• CH has feedback to share with Noel Quinn</li> </ul> <p><b>ACTION:</b> Invite Noel Quinn to attend advisory Board meetings.</p> <ul style="list-style-type: none"> <li>• Centres need to remember to speak to community groups if we plan major changes to our timetables, recent changes to our stay &amp; play sessions did lower comminuty groups attendance.</li> <li>• SB is intersted to know how CH feeds back information received from attednign outreach groups. CH – has a standard form she completes and discuss with SLT and will submit all reports to the advisory board.</li> </ul>
Partner agency updates	<ul style="list-style-type: none"> <li>• None</li> </ul>
AOB	<ul style="list-style-type: none"> <li>• None</li> </ul>

**Next Advisory Board meeting**  
**Wednesday 12<sup>th</sup> February 2014**  
**10.00am – 12.00pm**  
**Beacon Heath Children's Centre**