

BIRMINGHAM CITY COUNCIL

EDUCATION AND CHILDREN'S SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

**WEDNESDAY, 13 OCTOBER 2021 AT 10:00 HOURS
IN ON-LINE INFORMAL MEETING, MICROSOFT TEAMS**

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's meeting You Tube site (www.youtube.com/channel/UCT2kT7ZRPFCXq6_5dnVnYlw) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded that they must declare all relevant pecuniary and non pecuniary interests arising from any business to be discussed at this meeting. If a disclosable pecuniary interest is declared a Member must not speak or take part in that agenda item. Any declarations will be recorded in the minutes of the meeting.

1 - 20

4 CABINET MEMBER FOR SOCIAL INCLUSION, COMMUNITY SAFETY AND EQUALITIES (10.00 – 10.30)

Councillor John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities, and Waqar Ahmed, AD for Community Safety and Resilience in attendance.

21 - 46

5 SEND (10.30 - 11.30)

Kevin Crompton, Interim Director, Education & Skills and Pauline Maddison, Interim AD, SEND & Inclusion in attendance.

47 - 56

6 **HOME TO SCHOOL TRANSPORT (11.30 - 12.00)**

Mary Jefferson, Head of Service for Home to School Transport, and Deborah Brooks, Transformation Director for Commissioning, Education and Skills in attendance.

57 - 64

7 **WORK PROGRAMME**

For discussion.

8 **DATE OF NEXT MEETING**

The next meeting is scheduled on Wednesday, 24 November 2021 at 1000 hours.

9 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.

Title	Young People & Crime; Birmingham Community Safety Partnership
Date	
Report Author	Cllr John Cotton (Chair - Birmingham Community Safety Partnership/Cabinet Member - Social Inclusion, Community Safety and Equalities)

1. Purpose

- 1.1 To provide an overview of Birmingham Community Safety Partners' response to hate crime, youth crime and knife crime in relation to the young people of our city.
- 1.2 To provide examples of how Birmingham Community Safety Partners engage with young people, providing support in relation to climate, BLM and increase in racism, Palestine, MeToo campaigns, etc.

2. Background – Hate Crime

2.1 For the purposes of Hate Crime, the law currently recognises just five protected characteristics:

- race
- religion
- sexual orientation
- disability
- transgender status

However, we aim to tackle all hate, regardless of criminal act or protected characteristic. We aim to protect and support victims of prejudice.

2.2 Last year Birmingham Community Safety Partnership established a *Tackling Hate; Taking Action* partnership, with representation from a wide range of organisations and communities, including education and youth providers. We now have over 100 partners contributing to this agenda. We have identified numerous partner interventions and we are addressing gaps. One of our key deliverables is around young people and education. This was the topic of our last meeting in June 2021; we provided an overview of interventions currently being delivered in schools and welcomed feedback.

2.3 Hate is often influenced by National and International events. For example, we remain cognisant around the Black Lives Matter (BLM) and MeToo campaigns, events in Palestine and recent social media posts relating to Afghanistan and refugees amongst many others. Those delivering our education and youth services programmes constantly adapt to these emerging concerns, and the current views of pupils help shape each cycle of activity.

3. Hate Crime & Young People – Key Delivery

3.1 Birmingham Community Safety Partnership's *Tackling Hate; Taking Action* Strategy & Delivery Plan 2020-2024 (Appendix 1) includes this outcome: "Young people are provided with the resources to identify hate crime and challenge the beliefs that can lead to it". Our delivery:

- Using sport/sports clubs and associated social media to connect with young people on hate crime. Counter Extremism delivered sessions with Erdington Rugby Football Club as a result of our Hate Crime Partners' meeting. Also engaging with Aston Villa and Birmingham City Football Clubs to deliver hate crime sessions, especially to their youth groups.
- "Stand By Me" – workshops by West Midlands Police around peer support.
- A number of educational resources via theatre productions, such a Yizkor (to share stories of the Holocaust), and 'Spots and Stripes', as well as partners, such as the Core Education Trust, Anne Frank Trust and the charity Remembering Srebrenica - to safeguard children and young people from being drawn into divisive narrative.
- Birmingham Schools offer: CORE Education Trust's Echo Eternal is a commemorative arts engagement programme inspired by Holocaust survivor testimony to promote respect and understanding between different communities. We also offer The UNICEF UK Rights Respecting Schools Award embeds children's human rights in their ethos and culture. It puts the UN Convention on the Right of the Child (CRC) at the heart of the school. The Award is based on principles of equality, dignity, respect, non-discrimination and participation.
- Ad hoc Young people's sessions to Primary and Secondary Schools – as a response to incidents.

3.2 We are now setting out to deliver on race equality within a wider curriculum context, provide training and support for schools to understand the social constructs of race, understanding the differences between individual bias, structural and systemic racism and privilege and to develop an integrated curriculum offer.

3.3 The Community Safety Team led a robust response to the school protests around LGBT educational resources. We gained an Injunction prohibiting protests directly outside a particular school. Our wider Team provided mediation to the schools and parents in order to address misinformation, identify solutions and to promote a strong sense of tolerance, at least, for difference.

3.4 Birmingham Youth Service engage with and support young people with issues affecting their daily lives – these include BLM, racism and perceived links and the way young black people are treated with regards to youth violence. Examples of these include:

- The Youth City Board are leading on engaging young people and sharing those views with other professionals (EmpowerU, IAG, Birmingham Community Safety Partnership).
- Concord Youth Centre in Sparkbrook are piloting a Podcast Project where young people express their views around topics that are important and relevant to them.
- Developed an app where young people's views can be captured on any issues.
- Every youth centre runs a programme/project around anti-oppressive behaviour – this could be about racism, black life matters, challenging misogyny and positive masculinity.

4. Background - Youth Crime & Knife Crime

- 4.1 The West Midlands experienced a level of violence in line with the national trend. Knife crime rose nationally from 1,558 incidents in 2014/15, to more than 3,400 in 2019/2020.
- 4.2 The Government responded with a Serious Violence Strategy. The West Midlands Violence Reduction Unit (WMVRU) was one of 18 Units established. It partners with public health, criminal justice, sports, education, policing and others, delivering a public health approach to violence reduction.
- 4.3 In April 2021 the WMVRU published its Strategic Needs Assessment (SNA) with a focus on serious youth violence, violence against the person and knife crime. The SNA reflects the WMVRU understanding that prevention and early intervention are a more effective means of tackling violence. This means not just looking at data about violence but looking at the risk factors too - the early indicators that increase the likelihood that people may become involved with violence in the future. <https://westmidlands-vru.org/data-insights/strategic-needs-assessment/>
- 4.4 The Birmingham Community Safety Partnership established a Strategic Gangs, Violence and Serious Organised Crime Board, which is a multi-agency partnership working on critical areas of business to put in place interventions to disrupt gangs, serious violence and organised criminality, as well as identifying measures to safeguard and promote the welfare of children, young people, and vulnerable adults.

5. Youth Crime & Knife Crime – Key Delivery

5.1 Key deliverables tackling Serious Violence and Exploitation in Birmingham:

- Collaborative multi agency partnership working
- Identification of and services for children vulnerable to exploitation
- Children Act requirements (duty)
- Preventative work/awareness raising
- Intervention /Victim support
- Disruption of perpetrators
- Vulnerable Adults Team
- Early Help Teams

5.2 The Strategic Gangs, Violence and Serious Organised Crime Board helps identify interventions. One example is the VRU place-based pilot programmes in the key impact areas of Lozells and Three Estates. Activity includes: Detached youth work; Intensive projects working with vulnerable young people; Trauma informed workshops for young people and families; Increased safe spaces for young people to take part in activity; Delivery of a Say No to Violence Campaign event, Promotion of the Eyes Open campaign to raise awareness of serious and organised crime within the community; Delivery of Trauma informed training in early years and school settings; Development of a consolidated local directory of youth provision.

5.3 Some Key Highlights from the Place-Based Pilots in Lozells:

- A local stakeholder network was launched in October 2020 to focus on violence prevention and reduction. There are over 20 members of the network currently. The network meets monthly
- Detached youth workers have engaged with 385 young people
- Before the pandemic up to 50 young people a week were engaging with the new sports activities

- Early years settings have received trauma informed practice training
- 20 staff in youth service settings and 8 community champions received training in County Lines, trauma, exploitation and contextual safeguarding
- 60 people attended sessions to raise awareness of the issues affecting local young people

5.4 Some Key Highlights from the Place-Based Pilots in Three Estates:

- A local stakeholder network has been operational since December 2019, takes place fortnightly and currently has 16 members
- 870 households across Three Estates were invited to community events, 120 attended before the pandemic
- 91 young people attended a new school holiday program in the area
- Trauma informed practice workshops have taken place involving local police, fire service and youth services
- Contact made 651 times with young people through detached youth work since September 2020.

5.5 Other VRU / Office of the Police and Crime Commissioner include - Precious Lives Programme in schools around the consequences of carrying and /or using a knife ; #lifeorknife campaign - encouraging children to talk about knife crime with parents, teachers and peers ; Weapon Surrender Bins across the city; WMVRU Mentors in Violence Prevention (MVP); Redthread based in A&E departments to engage with young people who are knife/violence victims at a point of strong influence.

5.6 Another positive example of partnership working is the contextual safeguarding hub; “EMPOWER U”, which tackles exploitation amongst young people.

- This is a Multi-agency team co located within the front door to children's services
- Has a Focus on exploitation – criminal and sexual
- Seeks to connect services for Children Missing from home and care
- Provides a mechanism for Intelligence and Information sharing
- Facilitates Disruption planning
- Undertakes Mapping
- Supports partnership work at a local and regional level

Appendix:

1. BCSP Hate Strategy & Delivery Plan 2020-2024 V5

BIRMINGHAM COMMUNITY SAFETY PARTNERSHIP

TACKLING HATE: TAKING ACTION 2021-2025

INTRODUCTION

As partners, we seek to address hate. This includes definitions of **hate crime**, **hate incidents** and **hate motivation**. We aim to protect and support victims who feel they, or someone else, have been targeted because of prejudice. This is prejudice against a particular group of people, of which the perpetrator appears to think the victim is a member of, represents or with whom they are assumed to affiliate.

Definitions of hate crime, hate motivation and hate incidents are in Appendix A. Colloquially, these terms are often used interchangeably or under the banner of “hate crime”. We will remove confusion by providing appropriate pathways, signposting and support to those experiencing hate, regardless of the legal definitions, whilst concentrating our efforts towards the greatest need. We will simplify reporting routes and mechanisms.

This Hate Crime Action Plan has been created following the coming together of 50 partners on 04 September 2020. The views of, and action already being taken by, participants proved invaluable in helping us focus our delivery as a wider partnership. This action plan replaces a previous version created by the City’s former Hate Crime Reduction Partnership in March 2017.

OUR VISION

“Birmingham will be a place where people live free of hate and we embrace the rich diversity of the city. Birmingham will be a place where we get it right first time. Our hate reporting mechanisms are simple, accessible and appropriate. Victims are satisfied with the outcome of the service they receive and the support they are given.”

OUR MISSION

“As a group of partners in Birmingham, we seek to prevent hateful events and to protect and support victims of hate. We will address hate crime, hate incidents and hate motivation, whilst continuing our focused engagement around the five protected characteristics.”

For the purposes of Hate Crime, the law currently recognises five protected characteristics:

- race
- religion
- sexual orientation

- disability
- transgender status

OUR OBJECTIVES

This plan is focused around five key objectives, mirroring those outlined by Government in *Action against Hate: the UK government's plan for tackling hate crime* (2016 and 2018):

1. PREVENT Preventing hate crime by challenging beliefs and attitudes;
2. RESPOND Responding to hate crime within our communities;
3. REPORT Increasing the reporting of hate crime;
4. SUPPORT Improving support for victims of hate crime; and
5. UNDERSTAND Building our understanding of hate crime.

DELIVERY AND MONITORING

This plan will be supplemented with a living document. It outlines partner activity now and for the future. It is envisaged it will be regularly discussed with wider partners and amended to reflect new activities, concerns, and ambitions.

FIRST PARTNERS

Our initial meeting on 04 September 2020 was attended by over 50 people representing the following organisations. We are keen to widen involvement:

- Birmingham City Council (Chair, Cllr John Cotton) including:
 - Birmingham Community Safety Partnership*
 - Counter-Extremism*
 - Prevent (Preventing Violent Extremism)*
 - Adult Commissioning*
 - Housing Management*
 - Birmingham Adults Safeguarding Board*
 - Adult Social Care*
- West Midlands Police
- Birmingham Social Housing Partnership (BSHP)
- Romani Uniti din Anglia (R.U.D.A.)
- Birmingham and Solihull Women's Aid
- Aston Villa Football Club
- Spring Housing Association
- Sign Solutions
- Church Without Walls
- Refugee Action
- West Midlands Anti-Slavery Network
- DWP
- The Big Issue Foundation

- Citizens UK
- Sandwell Council
- School of Geography, Earth and Environmental Sciences, University of Birmingham
- Sandwell Deaf Community Association
- Migration Policy and Practice
- Erdington Rugby Football Club ERFC(CLTR)
- Birmingham LGBT Centre
- Remedi
- Birmingham Social Housing Partnership (BSHP)
- WM Office of the Police & Crime Commissioner

GOVERNANCE

Partners will meet quarterly to review delivery and to refine this plan. This meeting will be hosted and supported by the Birmingham Community Safety Partnership (BCSP) under the BCSP Chair, Councillor John Cotton.

OUR ACTION PLAN

1. PREVENT Preventing hate by challenging beliefs and attitudes			
Outcome	Action	Lead Partner(s)	Timescales
Build understanding and resilience in our communities	Housing Managers to review the Wards with highest occurrence and work with our engagement arm, as well as partners, to work on communications/education	Birmingham City Council (Housing)	October 2020
	Develop funding capacity under the Building a Stronger Britain Together (BSBT) programme and the Places of Worship (POW) of funding to tackle division, hatred and religious hate crime. This will be achieved by making partners aware of BSBT and POW training on funding to strengthen our response to hateful extremism.	Birmingham City Council (Counter-Extremism)	Beginning Hate Crime Awareness Week October 2020 – then onwards
	Build resilience in communities by providing counter narratives and promoting messages of community cohesion, respect and tolerance of differences within the diverse communities in Birmingham and surrounding areas via conferences and workshops.		



	Develop a robust outreach and training service that raises awareness about Hate Crime when linked to extremism (notably focusing on religious hate crime (Islamophobia and anti-Semitism, as well as misogyny). Targeting of outreach work in Hate Crime hotspot areas?	Victim Support - training Remedi/PCC - outreach WMP SBMUK	Apr-Sept 2021 and ongoing
	Building an understanding of how social media platforms can be used to spread divisive and hateful narratives. Thereby encourage responsible use of social media	BCC and WMP All	Ongoing
	Encourage peer ambassadors and sharing victim stories to help people understand the impact of hate crime	WMP (Videos)	2022
	Holocaust Memorial Day, Srebrenica genocide and linked activities Throughout the year interfaith conversations are held with colleagues from religious groups, allowing strengthened conversations and ensuring all communities are represented.	All	Ongoing
	We will utilise aggregated data on Islamophobic and anti-Semitic hate crimes to engage across Mosques, synagogues and religious organisations and communities to increase confidence and awareness of reporting. Birmingham city council adopts the below definition of anti-Semitism as set out by the International Holocaust Remembrance Alliance, adding the definition to the council's Equality Objectives. "Anti-Semitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of anti-Semitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities." The Council adopts the All-Party Parliamentary Group definition of Islamophobia:	BCC (Counter-Extremism)	Early 2021



	<p>Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness. Promote positive narratives around all protected characteristics.</p>		
<p>Young people are provided with the resources to identify hate crime and challenge the beliefs that can lead to it</p>	<p>Using sport/sports clubs and associated social media to connect with young people on hate crime</p> <ul style="list-style-type: none"> - Counter Extremism liaising with Erdington Rugby Football Club to deliver sessions as a result of the Hate Crime Partners meeting 	<p>Birmingham City Council (Counter-Extremism) Erdington Rugby Football Club</p>	<p>Late 2020</p>
	<p>Engage with Aston Villa and Birmingham City Football Clubs to deliver hate crime sessions, especially to their youth groups.</p>	<p>Birmingham City Council (Counter-Extremism)</p>	<p>Early 2021</p>
	<p>Deliver “Stand By Me” – workshops by WMP on peer support</p>	<p>West Midlands Police Birmingham City Council (Counter-Extremism)</p>	<p>Ongoing</p>
	<p>Following the delivery of a number of educational resources delivered via theatre productions, such as Yizkor (to share stories of the Holocaust), and ‘Spots and Stripes’, as well as partners, such as the Core Education Trust, Anne Frank Trust and the charity Remembering Srebrenica - to safeguard children and young people from being drawn into divisive narrative, we will continue to work with education services and other agencies with key safeguarding responsibilities to consider what additional support might be required to strengthen the education response to hateful extremism.</p>	<p>Birmingham City Council (Counter-Extremism)</p>	<p>Ongoing and responsive</p>



	<p>We are now setting out to deliver on race equality within a wider curriculum context, provide training and support for schools to understand the social constructs of race, understanding the differences between individual bias, structural and systemic racism and privilege and to develop an integrated curriculum offer.</p>	<p>Birmingham City Council (Education)</p>	<p>Ongoing</p>
	<p>Delivery in Birmingham Schools: CORE Education Trust's Echo Eternal is a commemorative arts engagement programme inspired by Holocaust survivor testimony to promote respect and understanding between different communities.</p>	<p>Birmingham Schools BCC (Education)</p>	<p>Ongoing</p>
	<p>Delivery of Young people's sessions: Primary and Secondary School Areas covered in schools session:</p> <ul style="list-style-type: none"> • What is Hate crime? • 5 protected characteristics • Who can be a victim • Impact of hate crime • How to access support. 	<p>BCC (Counter-Extremism)</p>	<p>Early 2021</p>
	<p>Delivery in Birmingham Schools: The UNICEF UK Rights Respecting Schools Award to embed children's human rights in their ethos and culture. The Award recognises achievement in putting the UN Convention on the Right of the Child (CRC) at the heart of a school's practice to improve wellbeing and help all children and young people realise their potential. The Award is based on principles of equality, dignity, respect, non-discrimination and participation.</p>	<p>Birmingham Schools BCC (Education)</p>	<p>Ongoing</p>
	<p>The Community Safety Team leads a robust response to the school protests around LGBT educational resources. We successfully gained an Injunction prohibiting protests directly outside the school. Our wider Team provided mediation to the schools and parents in order to address misinformation, identify solutions and to promote a strong sense of tolerance, at least, for difference.</p>	<p>Birmingham Community Safety Partnership/Education Advisor</p>	<p>2020 and ongoing response</p>



	<p>Engage and support young people around issues that affect their daily lives – these include BLM, racism and in particular the perceived links and the way young black people are treated in with regards to youth violence.</p> <p>Examples of these include:</p> <ul style="list-style-type: none"> ○ The Youth City Board are leading on in engaging young people and sharing those views with other professionals (EmpowerU, IAG, Community Safety). ○ Concord Youth Centre in Sparkbrook are piloting a Podcast Project where young people express their views around topics that are important and relevant to them ○ Developed an app where young people’s views can be captured on any issues. ○ Every youth centre runs a programme/project around anti-oppressive behaviour – this could be about racism, black life matters, challenging misogyny and positive masculinity 	Birmingham Youth Service	2021 and ongoing
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2. RESPOND Responding to hate within our communities

Outcome	Action	Lead Partner(s)	Timescales
Policy and procedure is fit for purpose and action is taken in response to individual reports. Ensure feedback forms part of this.	Ensure policy and procedure is fit for purpose and encourages officers to take legal action where appropriate evidence is available. Share any positive examples with the ASB Focus Group	Birmingham City Council (Housing)	2021 and ongoing
	Each individual area to run fortnightly collective review of live Hate Crime cases		2021 and ongoing
	Enable ASB Focus Group to review on regular basis and adopt continuous improvement (incl. monthly report)		2021 and ongoing



	Share best practice with other Housing Providers	Birmingham City Council (Housing) & BSHP	2021 and ongoing
	Toolkit to help organisations navigate a best practice response (pathways)	BCC/All	2022
	Respond to emerging trends which may lead to a rise in Hate Crime. E.g. Covid, BLM, Brexit, terrorist offences. Hate crime support to form part of our response to local, national and global threats. Threats: Brexit: a renewed challenge we need to be mindful of in framing our responses and actions.	All	Ongoing
	Police & School Panels liaison around issues including Hate Crime	West Midlands Police	Ongoing
	Birmingham Community Safety Partnership (BCSP) Local Partnership Delivery Groups (LPDG) to review and tackle incidences of Hate Crime in their areas as standing agenda items.	Birmingham Community Safety Partnership	2021 and ongoing
Frontline officers are equipped with an understanding and the tools to respond effectively to potential reports of hate crime, incidents and motivation	Victim Support providing FREE training to any groups in Birmingham including staff (Lottery Funded)	Victim Support	Pre-October 2021
	Birmingham Housing Teams: Ensure all officers (incl. Contact Centre staff) understand the definition of Hate Crime.	Birmingham City Council (Housing)/Victim Support	2021
	Victim Support: Provide training input to BCC Housing Officers regarding Hate Crime and protected characteristics		
	Identify Hate Crime champions locally to monitor situation	Birmingham City Council (Housing)	2021 and ongoing
	Safeguarding Adults Board: working with MENCAP on hate crime awareness raising.	Safeguarding Adults Board/MENCAP	2021
	Directory of Services supporting victims of hate	Partners/The Waiting Room	2022
Perpetrators understand their behaviour is not acceptable and are tackled effectively	Work with Crown Prosecution Service to understand how we may better support criminal justice	Crown Prosecution Service	2021
	Explore how we may use civil orders to deal with perpetrators when criminal justice is not an option	Birmingham City Council - BCSP	Ongoing



	Identify best practice examples of dealing with individuals and groups of extremists by effectively tackling their views	Birmingham City Council - Counter-Extremism	Ongoing
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3. REPORT Increasing the reporting of hate

Outcome	Action	Lead Partner(s)	Timescales
Existing Hate Crime Reporting Centres are nurtured and increase in number. Utilise existing buildings/services which already serve communities from the five protected characteristics. Reporting is easily accessed and continuing training/support is provided to their frontline staff.	Hate Crime Reporting Centres: Map and promote (The Waiting Room/WMP/TrueVision/Chinese Community Centre/LGBT+ centre)	BCSP	2021 and ongoing
	Build strong reporting mechanisms that encourage reporting of hate crime by signposting and sharing partner information and details of third-party reporting centres	Birmingham City Council (Counter-Extremism)	
	Training being provided to Chinese Community Centre as a hate crime reporting centre (Victim Support)	Victim Support	November 2020
	Identify areas where there is particular under-reporting: Eastern European communities, Chinese Community and increase engagement with/number of reporting centres.	All	
	Increase accessibility: Materials and reporting mechanisms in community languages. Organisations, e.g. Chinese Community Centre willing to assist in translating materials	Remedi/PCC	2021
	Encourage businesses associated with communities from the protected characteristics to become hate crime reporting centres. Provide them with appropriate guidance, training and support to do this.	Partners	
	Increase the number of Hate Crime reporting centres by encouraging/training/supporting existing community/cultural centres/asylum	Remedi/PCC	2021



	centres/schools/places of worship/etc to adopt this. Ensure hate crime reporting centres are representative of the protected characteristics. Look at the gaps/support/advice around reporting centres – some report on behalf of the victim, some encourage direct reporting.	BSAB/WMP/All	2021/22
	Communications – Change any perceptions that nothing happens when hate crime is reported. Safeguarding Adults Board and others will promote on web and social media platforms. Campaign that hate and abuse are not part of normal daily life but unacceptable. Awareness raising to those in protected characteristics is key, especially reporting mechanisms.		
Wider access to the reporting of hate crime, hate incidents and hate motivated events is improved and simplified whilst retaining the emphasis around the five protected characteristics.	Create videos of different victims/examples and their experiences in reporting hate – people don't know what is going to happen to them as a result of reporting.	Partners/WMP	2022
	Put resources into libraries and other public facing outlets.	Partners	TBC
	Peer review of WMP on-line reporting – website and app. Share App in community languages. Using pictorial signposting to make things easy to understand. Provide links and advice for wider signposting if the event if the legal classification is outside "hate crime".	WMP and All?	2022
	Work with Night Time Economy door staff, bar staff, taxis to encourage reporting/challenge. Help businesses develop their own policies and practices around Hate Crime.	Partners	2021 and ongoing
	<i>At point of contact</i> we will move away from legal definitions of hate crime to something more victim-centred and victim-defined and provide a supportive collective response to all "hate crime/incident/motivation" reports. It will be the responsibility of WMP and other agencies to categorise a hate "crime", "incident" or "motivation", not victims and witnesses, and signpost accordingly. This will not detract from our emphasis to	West Midlands Police/BCC/ALL	2022



	increase reporting for the five protected characteristics and our targeted promotion and engagement around these definitions will increase.		
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4. SUPPORT Improving support for victims of hate

Outcome	Action	Lead Partner(s)	Timescales
There is appropriate support and signposting in the workplace for potential victims of hate.	Hate Crime in the workplace; our responsibilities as employers, trade unions and the labour market in general. Links also with the Equality Act. Support businesses/organisations to develop their own policies and practices around hate crime. Develop common principles for each organisation to adopt/adapt.	Partners/All	Ongoing
Wider groups are assisted to consider issues relevant to hate incidents and hate crime	Representation across the protected characteristics/communities on governance and scrutiny groups	BCC/WMP/Public Sector?	Ongoing
All victims of hate are supported	Evaluate the victim journey when reporting a hate crime or hate incident. Identify further support if required. Establish pathways to this support. Provide Service Level Agreements so each agency is clear of their role and that of other agencies.	Partners/WMP	2022
	Identify channels of support where the hate event sits outside the five protected characteristics. Establish pathways to this support. Provide Service Level Agreements so each agency is clear of their role and that of other agencies.	Partners/BCSP	2022

5. UNDERSTAND Building our understanding of hate

Outcome	Action	Lead Partner(s)	Timescales
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Our recording of hate crime, incidents and motivation is fit for purpose	Birmingham Housing Team: provide a breakdown types of Hate Crime for reporting purposes	Birmingham City Council (Housing)	2020 and ongoing
	Police to systematically record nationalities so hate crime against all groups is identified (NC: Is this relevant? Can it be done re protected characteristics?)	WMP	Check
	WMP and other agencies to record and analyse hate incidents against women/gender and "other" (e.g. age, non-belief, alternative sub-cultures).	WMP	Late 2021/2022
We interpret and analyse our shared data to inform trends, hotspots and our response	Hate Crime Intelligence document to be prepared and updated.	Birmingham Community Safety Partnership/WMP	September 2020
Upcoming threats around hate crime are predicted	Predict emerging trends which may lead to a rise in Hate Crime. E.g. Covid, BLM, Brexit, terrorist offences.	WMP/BCSP/All	Ongoing
We respond quickly to emerging threats around hate crime	Work closely with internal BCC departments (Birmingham Community Safety Partnership, Housing) to ensure hate crime community tensions are monitored and victims and communities supported.	BCSP	Ongoing
Barriers to hate crime reporting are removed	Develop a greater understanding of barriers to hate crime reporting and for different groups of people, e.g. country of origin, ethnicity, transgender, age groups.	Remedi/PCC	2021 and ongoing
Good Practice: Learning from, sharing and implementing	Continue to link in with WM OPCC around Hate Crime. Learn from the Hate Crime reporting centre pilot. Share best practice from across WM and elsewhere; national and international.	Partners	Ongoing



Funding for projects is maximised	Utilise partnership structures to inform, and take advantage of upcoming funding opportunities and lobby for such.	Partners	2020 and ongoing
We share our knowledge and resources. We influence at a national level	Develop robust partnership with central Government (Home Office Hate Crime Team, MCHLG, EAU) and local partners via the police partnership meetings, CPS scrutiny panels, and civic society groups to better understand risks, vulnerabilities and criminal Justice responses to hateful extremism.	Birmingham City Council (Counter-Extremism)	Ongoing
The city has the best possible infrastructure in place to ensure partners can collaborate on tackling hate crime	Quarterly meeting of partners to work together on hate crime. Facilitated by Birmingham Community Safety Partnership; Victims & Vulnerability Theme. Ensure Hate Crime is a priority in the BCSP Strategy.	Birmingham Community Safety Partnership	2020 and ongoing
	Encourage representation from partners contributing to this plan is widened. Ensure participation is as inclusive and effective.	BCSP/All	2020 and ongoing

APPENDIX A

DEFINITIONS

HATE CRIME

“Hate Crime” per se has a strict definition: 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

The law currently recognises **five protected characteristics**:

- **race**
- **religion**
- **sexual orientation**
- **disability**
- **transgender status**

A typical crime may include:

Harassment; Graffiti Damage to property; Assault; Verbal Abuse; Bullying; Threats; Offensive Mail, Literature or Phone Calls; Nuisance and Disturbances, incitement to hatred.

These can all be crimes regardless of the motivation. However, if they are identified as a Hate Crime then this can attract stronger criminal justice, such as an uplift in sentencing. Monitoring hate crime also helps inform trends in offending and threats.

Examples of Hate Crime:

- A man leaving a bar in Southside is assaulted by a group of males causing cuts and bruises. The man feels he was targeted for being gay and for being in this specific area. (Whether the man is gay or not is irrelevant to the definition of hate crime).
- An Asian family living on an estate have their house burgled and the words 'Go back to your own country' sprayed on the walls.

HATE INCIDENT

A hate incident is any non-crime incident which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards one of the **five protected characteristics**. Examples of hate incidents:

- A wheelchair user is refused entry into a night club.
- A laundrette refuses to let a member of the gypsy travelling community use their facilities.
- Sale of memorabilia in shops such as golliwogs.
- A Muslim woman wearing a veil asked to remove her veil when entering a shop.

These are not criminal offences as no crime has been committed. These are hate incidents. These are hate incidents as one or more of the protected characteristics was involved.

HATE MOTIVATION

If a crime or incident motivated by hate does not fall into one of the five protected characteristics, it is not classed as a hate crime but as hate motivation. A hate motivated crime or hate motivated incident may be directed at a person for a number of other reasons e.g. age, gender, subculture, street community and so forth.

Examples of hate motivation

- A young male has his car vandalised by a group because he is perceived to be an "emo" or a "goth".
- A perpetrator carries out a series of knife attacks. All his victims are women.
- Jess Phillips MP receives 600 online "rape threats" in one evening



- Islamophobic slurs such as “Muslim bitch,” and “Muslim whore” (where the religion *is* a protected characteristic but not the gender)
- Terms used such as “slut”, “bitch” or “slag”
- Anti-social behaviour directed towards an older person because of their perceived vulnerability
- A rough sleeper experiencing verbal or physical harassment because of their rough sleeping status

The Law Commission are calling for other protected characteristics, such as gender, along with a number of other reforms.

The Home Office definitions of Hate Crime, Hate Incidents and Hate Motivation can be accessed here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/927673/2016_Hate_Crime_Action_Plan.pdf

Education and Children's Social Care Overview and Scrutiny Committee

13th October 2021

Update on Progress since the May 2021 Special Educational Needs and Disabilities (SEND) Revisit undertaken by Ofsted and the Care Quality Commission (CQC)

This is the first of what are planned to be regular updates on progress to improve our services for children and young people with SEND since the inspection revisit in May 2021. In these updates we will commit to giving:

- A transparent update on progress that has been made as well as on areas where we have not made as much progress as we might have liked
- A 'You Said, We Did' update that gives an update on feedback we have received and what we have done about it
- Information on priorities for the next term
- Information on opportunities for co-production or feedback so that we can hear from children and young people, families, schools and other stakeholders

Birmingham City Council and the CCG take the findings of the Local Area revisit extremely seriously and is working hard to address all issues raised in order to deliver an improved service for families. It is important that all stakeholders understand that achieving the progress required to improve SEND services is going to take time and to achieve a good service it is probably a 3 year journey. This is because of the need to tackle the legacy of the past – there is a backlog of reviews; recruitment of staff is against the backdrop of a national and regional shortage of skilled and experienced case workers; it will take time for the developing local provision project to impact on outcomes for children and young people; IT systems need improving; and Birmingham is not currently seen as a good place to work in SEND. Nevertheless, the plans that are being put in place can address all these and deliver an improved service if given time to undertake the improvement journey required.

Inspection Revisit and Immediate Next Steps

The Inspection Revisit took place in May 2021 and identified that insufficient progress had been made by the local area in all but one of the thirteen areas of weakness identified.

As a result of the findings of the May 2021 revisit, the Department for Education (DfE) have appointed a Commissioner to hold the local area to account in the required SEND improvements.

As a result of the revisit, the Department for Education (DfE) has appointed a Commissioner to hold the Local Area to account to deliver the required improvements. The Commissioner's first task is to write a report for the Education Minister which will consider the Council's ability to ensure that SEND services will improve – this must be completed by 31st December.

Accelerated Programme Plan

The DfE, in conjunction with NHS England, have also requested that the local area prepare an Accelerated Progress Plan (APP), which will have to demonstrate how the local area will resolve the 12 outstanding areas of significant weakness identified in the original inspection in 2018. The latest draft is attached as Appendix A.

The APP will be approved by the Improvement Board which will be chaired by the DfE Commissioner.

The APP will have clear targets and milestones and will be regularly monitored by the Improvement Board in order to ensure that it is having the planned impact and improving the experience of children, young people and their families and improving outcomes.

We began work on the APP by holding 4 parent/carer events during August and September which were attended, in total, by over 150 people both in person and online. The events allowed parents and carers to feedback on their experience and express their feelings. We will include all this feedback in the APP and are grateful to the PCF for their help with these events.

Some issues which require more urgent attention are already being addressed. In particular, the restructure of the Special Educational Needs Assessments and Review Service (SENAR) operations team where we are appointing more case workers currently. This will enable case work to be done more quickly and give greater access for parents and carers to individual officers who know their child well. This will also enable better communication between the service and schools.

Together We CAN!

In order to deliver the actions in the APP, a new improvement programme is being launched. Following feedback from the SEND Youth forum/RISE Youth Forum - that they do not feel the term SEND represents them - they have asked that we join their campaign to replace it with Children with Additional Needs (CAN). The partnership have agreed to this and we will begin to use CAN in all appropriate situations including the Improvement programme. We will though continue to use SEND where it is currently required under the Code of Practice and as required by the DfE.

The name of our programme also highlights the fact that improving the experiences of our children and young people with SEND and their families is a priority for all of us and something we all need to work together to deliver. It also highlights our commitment to co-production and to ensuring that the voice of children and young people and their families is at the heart of all we do.

We have heard strongly from parents and carers the message ' Nothing About Us Without Us and will commit to ensuring parent and child voice is heard, valued and informs our work.

Local Authority Progress Update

Since May 2021, the Local Authority has been working on improving the Special Educational Needs Assessments and Review Service (SENAR). In September 2021, we asked families what the most important improvements they would like to see were. From what families fed back, we did:

You Said	We Did/ Are Doing
Improve communication: answer calls and emails	<ul style="list-style-type: none"> ▪ We have appointed a Head of SENAR Operations to work alongside the current Head of Service to transform the SENAR service, by improving processes, increasing the service capacity and working more closely with families and professionals. ▪ We have received significant investment from Cabinet in July, which means that we are able to hire more people to work in the SEND Service and carry out vital casework. Whilst the recruitment of experienced staff in the current market is difficult we have worked with a number of agencies. As a result 22 out of the extra 30 posts agreed have been filled and most will start work in late October / early November when DBS and other checks are completed. We are still carrying a high number of vacancies at present, so we are recruiting both internally and externally to cover this. Until the new structure of SENAR is designed and approved most of the appointment will be of agency staff but we are considering permanent recruitment options. ▪ We are working on a comprehensive accurate communication plan to all young people, families and schools so you know who to contact and where to go. We will publish this information as soon as it is finalised. ▪ We are reducing the number of contact points into the service by closing unnecessary email accounts and aligning the new contact points to our communications strategy ▪ We have realigned all the interim staff to permanent senior case officers and team managers.
We need a named, accessible plan co-ordinator for Education Health and Care Plans (EHCPs)	<ul style="list-style-type: none"> ▪ We have moved the SENAR team back into locality teams – North, South, East & West – with a clear management structure in each team. The area teams have been allocated schools and young people dependent upon postcodes. This will ensure that there is ownership of cases within the service. We will communicate this to families and education settings soon. ▪ Additional staff have been recruited (see above) ▪ We have aligned our Parent Link service alongside our resolutions team to provide further support to parents and young people when they have an issue – we are looking at how parents can use the service to find resolutions to their issues as quickly as possible. ▪ We have realigned our business support structure to facilitate better support to the service and we are in the process of recruiting for support staff.
Professionals need better data, so that errors happen less frequent	<ul style="list-style-type: none"> ▪ We are reviewing the case management system (NEXUS) to establish new more streamlined processes. A project is underway and will conclude in April 2022. This will also include a parent portal and schools' portal. More information will be shared in our next update on dates for these.
Ensure that there is timely and appropriate provision and support	<ul style="list-style-type: none"> ▪ We are working through the internal processes around reviews and assessment to ensure that we streamline the work to help us achieve 100% compliance with the timelines set in the SEND Code of Practice and have a more positive outcome for families and young people.

	<ul style="list-style-type: none"> We are developing our decision-making process to ensure consistency of outcomes are managed by professionals and experts within the SEND arena – working in partnership with Health & Social Care. Giving autonomy for smaller decisions back to the senior case workers who know the young person rather than everything being held up in a multi-agency panel.
We need coproduced fit for purpose EHCP plans	<ul style="list-style-type: none"> We have recruited an expert in the SEND Code of Practice to ensure that all staff are acting within the guidelines set within the code – this officer is building a comprehensive training programme for all current officers alongside an induction programme for all new starters.

Health (CCG) Progress Update

In Birmingham Healthcare services work together, alongside their partners to best support Children, Young People/Adults and their families and improve Health services across the City. From what families fed back, we did:

You Said	We Did/ Are Doing
Waiting lists are too long for Community Therapy services and Autism Assessments.	<ul style="list-style-type: none"> Extra resources have been used to support with reducing all waiting lists Transformation work is taking place to support Speech, Language and Communication Needs (SLCN) services There is active involvement in progressing a whole system autism pathway Services are using virtual ways of assessing for autism and offering therapy appointments Trialling a faster way of completing assessments for autism for children under 7yrs Services are completing reviews of the children on the autism waiting lists All waiting lists are regularly monitored to try and make sure the plans are working The average waiting times for Speech and Language Therapies initial assessments have reduced from 24.1 weeks (March 2021) to 7.6 weeks (August 2021). The maximum waiting times for Speech and Language Therapies intervention have reduced from 128 weeks (March 2021) to 95 weeks (August 2021).
What support is available for families that are waiting?	<ul style="list-style-type: none"> Advice lines are available for families whilst on the waiting list for all therapy services Information advice and guidance is available online Linking with the iKnow project to make intervention / support packages available for families during their wait (link with Birmingham university) https://www.bhamcommunity.nhs.uk/childrens-healthcare/services/
We need better access to Autistic Spectrum Disorder (ASD) support services.	<ul style="list-style-type: none"> A Pre-Post Autism Diagnosis support offer is in development Health are working with the Communication and Autism Team (CAT) and a few mainstream primary schools in the city to pilot 'Autism in schools project'

We need more support post diagnosis	
Out of hours support for Mental Health crisis does not always meet the needs of Children and Young People with Learning Disabilities and Autism.	<ul style="list-style-type: none"> ▪ Forward Thinking Birmingham (FTB) offer 24/7 Mental Health crisis support to 0-25 year olds in Birmingham ▪ They are currently reviewing how their out of hours Crisis provision supports people with Autism and Learning Disabilities ▪ Work is happening with partner agencies to ensure that all children and young people are supported well at the right time by staff who have the right knowledge and expertise ▪ During weekday hours (9-5) FTB teams have duty lines. The number to contact is 0300 300 0099.
Invest more in MH support for parents and children	<ul style="list-style-type: none"> ▪ Investment in Mental Health Services has taken place and is ongoing ▪ NHS, voluntary and other services are working together to make sure investment leads to better outcomes for children, young people and adults in Birmingham and Solihull
<p>What is the update on health appointments and social distancing guidance?</p> <p>How much is virtual now and what can parents expect?</p>	<ul style="list-style-type: none"> ▪ Most Health providers in Birmingham are offering a mix of face to face and virtual or telephone appointments ▪ The type of appointment offered to a child or young person and their family is typically based clinical need, whether it is possible for it to be virtual and if it is safe for it to be face to face. ▪ Many providers still have a one visitor/parent/carer policy for appointments however; if this is not suitable it is often possible to request for others to attend by getting in touch ahead of time.

Birmingham Children's Trust Progress Update

Birmingham Children's Trust (BCT) have invited the Local Authority and Health partners into the SEND Early Help hub, that is being established and want to deliver early November – this is where professionals can sign post families, offer EHCP advice and the help with navigating the local offer.

Also, please follow the link <https://vimeo.com/600112846/645c6b4225> to hear a podcast from Alison Montgomery, Assistant Director – Disabilities, on the redesign of the Disabled Children's Service.

How Can You Feed in Your Views?

If you would like to comment on any of the above, please complete this survey monkey below. We very much want to hear from you.

SEND Improvement Programme

DRAFT Accelerated Progress Plan

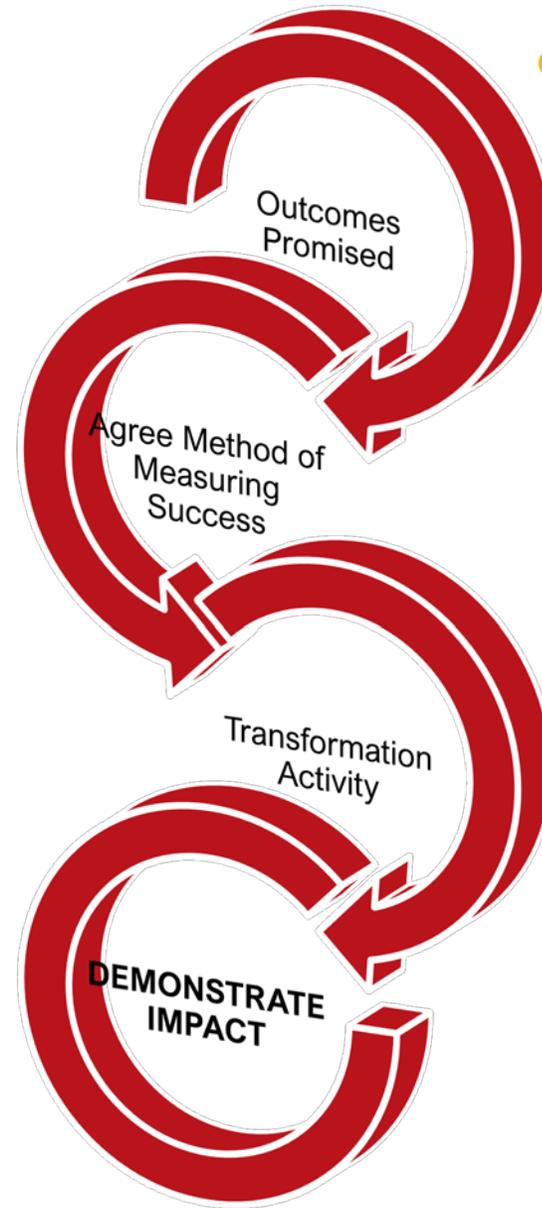


Introduction

- The focus of this presentation is to present the proposed methodology and put forward a proposal for how the SEND Improvement Programme (SIP) could be structured, managed and monitored. This in effect will be the Local Area's Accelerated Progress Plan.
- The Local Area accepts that insufficient progress has been made against 12 out of the 13 Areas of Significant Weakness identified in the 2018 Local Area SEND Inspection.
- This outcome was due to insufficient co-production, engagement and accountability since the Written Statement of Action (WSOA) was approved in January 2019.
- The Local Area is committed to fully co-produce a new SEND Improvement Programme (SIP) based on identifying desired outcomes, which will be appropriately scrutinised by an Improvement Board chaired by the DfE appointed Commissioner.

Methodology

- The Local Area has identified 4 Objectives for CYP with SEND in Birmingham.
- As the Objectives are now agreed, the workplans will be aligned to be able to meet those objectives, and to measure the progress against achieving the desired benefits.
- Each Objective will have its own sponsor, project plans and benefits to be realised.
- The Programme will be held accountable by a multi-partnership Board who has the DfE Commissioner as chair.



Feedback received from young people (RISE Youth Forum)

We are Additional Needs,
not Special.
#additionalnotspecial

Prefer mini-assessments,
helps with preparation
and managing our anxiety

We would like support
with work experience.

We want tailored
support for exams

Provide support
on how to revise
for exams.

We need
alternative ways of
learning

Improve support for
anxiety and mental
health

We want professionals
to talk to each other

We need more awareness
in schools on what
“additional” means

Don't want to be
defined by my
additional need.

We want more
opportunities for extra-
curricular activities.

We are all individuals
with different needs
and abilities.

We would like the SEND
Improvement
Programme to be called
“Together we CAN”
(Children with Additional
Needs)

Feedback received from parents/carers

Have more opportunities for parents to meet professionals

Have a clearly explained process that we all understand

Be transparent on funding and ensure education settings provide the right support

Ensure that there is permanent staff working for our children

Provide coproduced fit for purpose EHCP plans

Provide genuine multi agency working

Speedy access to diagnosis and treatment

Ensure that there is timely and appropriate provision and support

Improve communication: answer calls and emails

Stop sending EHCPs to the wrong people

Appropriate social care respite and support

Apprenticeship for autism school leavers

Having a named, accessible plan co-ordinator

Reduce waiting times for services like S&L, OT, etc.

Invest more in MH support for parents and children

More specialist training for mainstream schools

Feedback received from education settings

We would like more of these reflective conversations to keep the momentum going

Need to ensure professionals understand their remit

We need to keep SEND Support Provision Plans

Need better transition planning from one phase to the next.

The authority needs permanent staff

We need interim emergency funding to be able to support pupils

Need a fair and transparent funding system

We need clarity on top-up funding for EHCPs

Need to ensure that we decrease the number of children awaiting placements

We need support, so that we reduce part-time timetables

Feedback received from the voluntary and community sector

We would like to be more involved

We need more support for 14-19 olds

Focus on Early Intervention

The processes for parents and professionals need to be clearer

We need more respite provision in Birmingham

Invest more in Art Therapy

Parents come to us when the professionals are not responsive

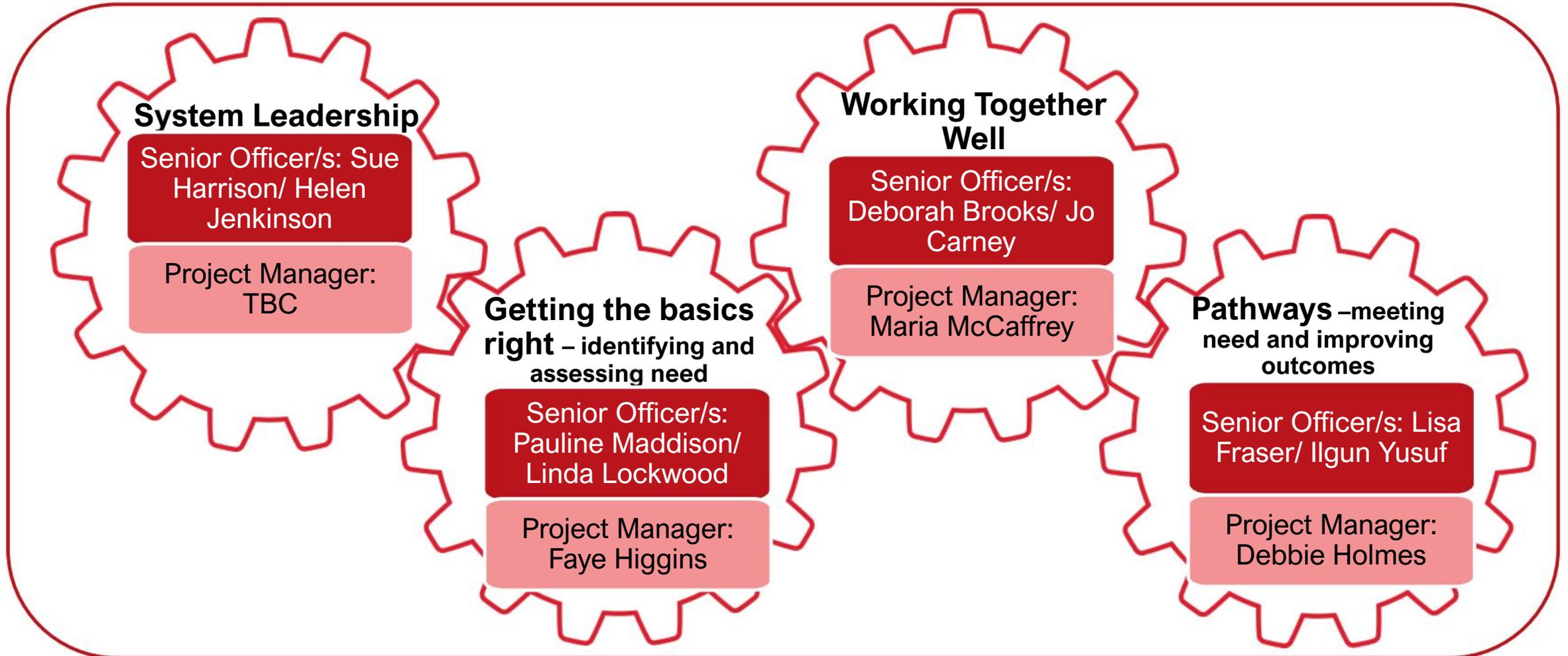
The process to get support needs to be shorter

Support education settings to understand needs better

Proposed Objectives and Projects

Theme	Area of Significant Weakness	Improvement Projects at a glance
System Leadership	<ul style="list-style-type: none"> • Strategy • Inter-agency working • Local Offer 	<ul style="list-style-type: none"> • Refresh the SEND Strategy • Develop a Joint Working Protocol with Standard Operating Procedures across the partnership • Develop and Implement a Learning and Development Strategy across the partnership • Improve the Local Offer Website • Improve Data Management
Getting the basics right – identifying and assessing need	<ul style="list-style-type: none"> • Coordination of Assessments • Quality of EHCPs • Waiting Times 	<ul style="list-style-type: none"> • Build a sustainable SENAR service • Improve the EHNCA and Annual Review Processes • Upgrade the Case Management System • Agree a Quality Assurance Framework • Improve waiting times for Therapies and Neuro-Developmental Pathways
Working Together Well	<ul style="list-style-type: none"> • Co-Production • Parental Engagement • Parental Satisfaction 	<ul style="list-style-type: none"> • Develop and implement a co-production and engagement framework and plan • Set up a Voluntary Sector Partnership Group • Develop and implement a communications strategy • Launch Parent Portal as part of the SENAR Case management System Upgrade • Agree and sign a Partnership Compact • Review and Strengthen the role of SENDIASS
Pathways – meeting need and improving outcomes	<ul style="list-style-type: none"> • Academic Progress • Attendance and Exclusions • Employment 	<ul style="list-style-type: none"> • Develop an Inclusion Strategy • Deliver the Developing Local Provision project • Review the Children Out of School Process for CYPs with EHCPs • Review the allocation of the HNB • 14-19 Review of Employment Pathways for YP with SEND • Review of age 16 processes to ensure that CYPs pathways are correctly tracked

Objectives



Governance



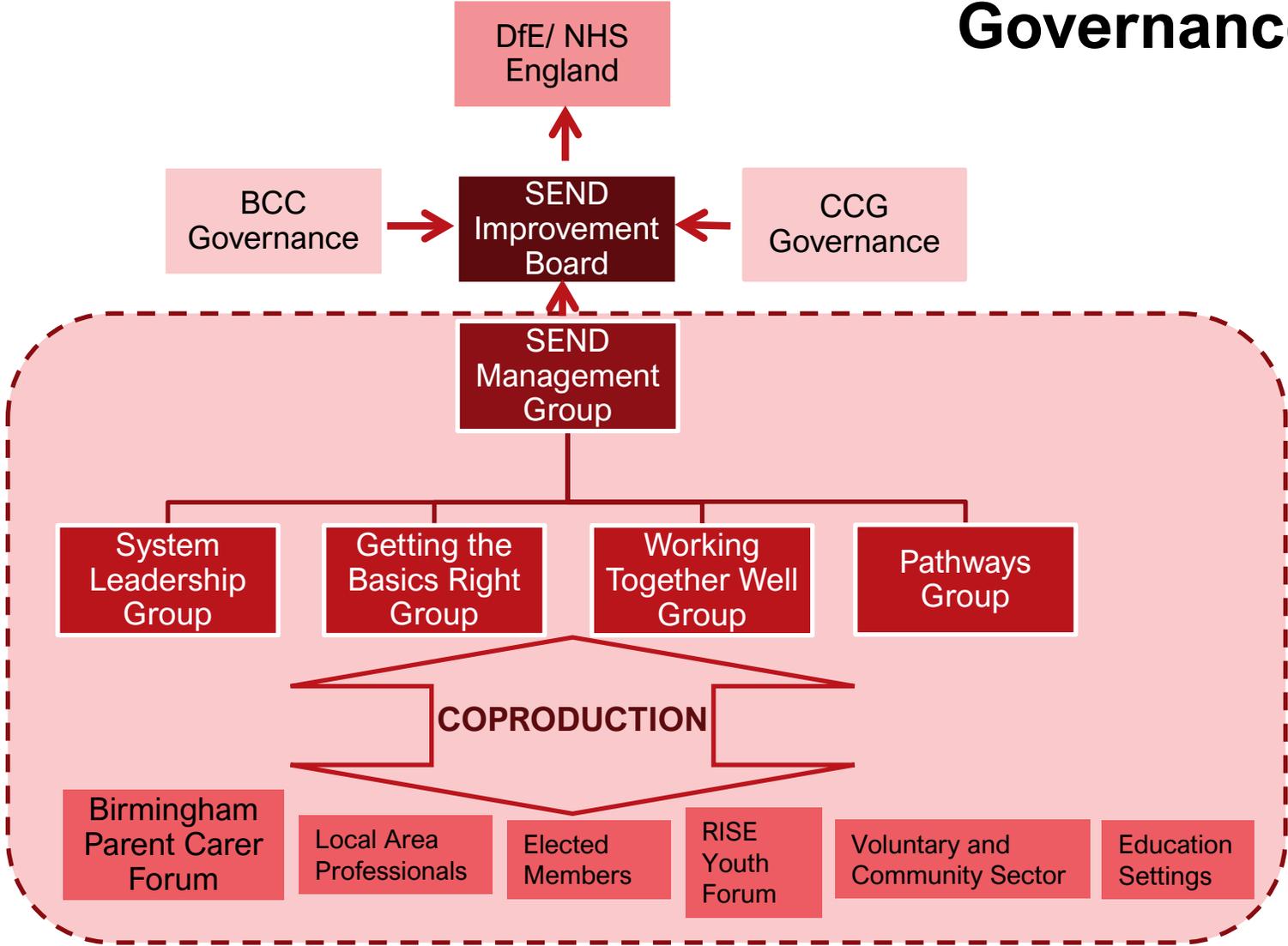
Birmingham RISE Youth Forum



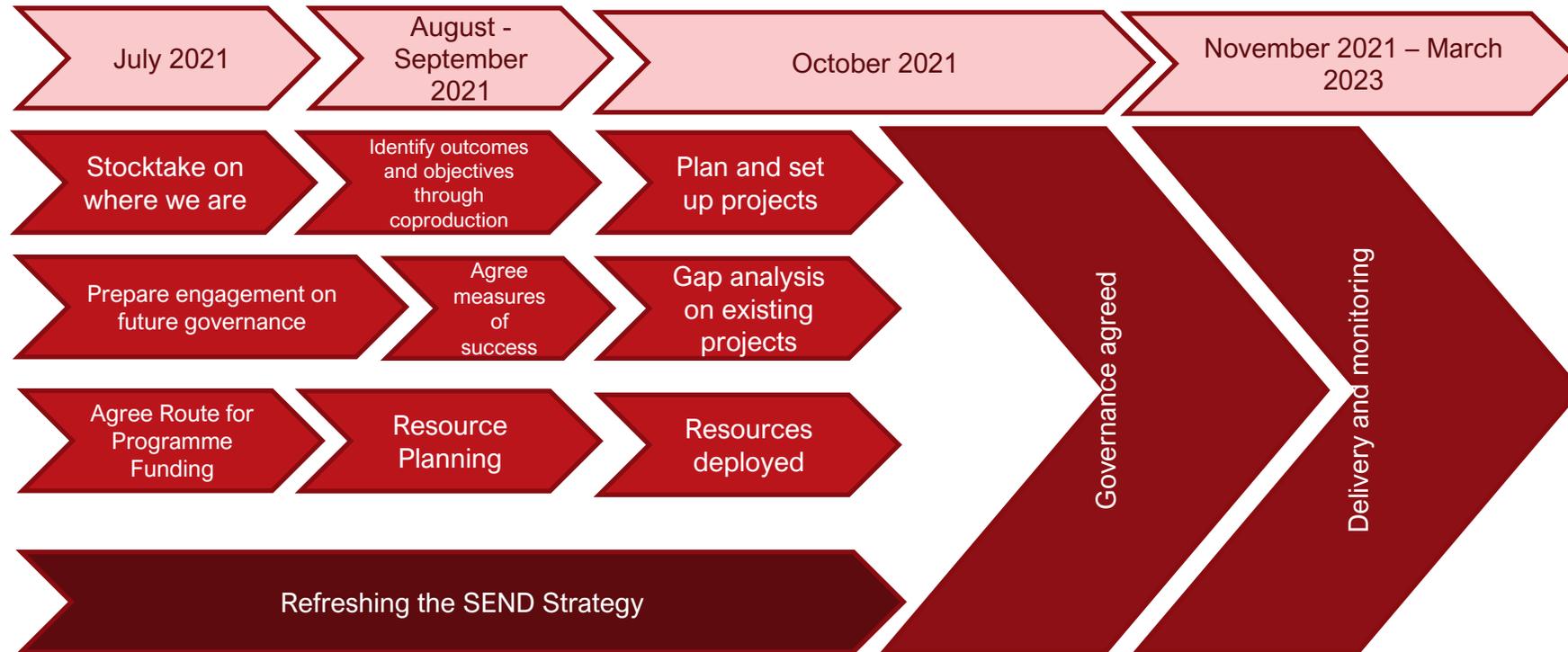
BIRMINGHAM CHILDREN'S TRUST



Birmingham and Solihull Clinical Commissioning Group



Timescales



Objectives/ Projects/ Key Measures of Success

Objective 1 - System Leadership (SEND Strategy, Inter-agency Working, Local Offer)

Project	Responsible officers	By When
Develop a new SEND Strategy	AD Commissioning	30 Aug 2022
Develop a Joint Working Protocol with Standard Operating Procedures across the partnership	AD SEND, Inclusion and Wellbeing/ Director of Nursing and Quality/ Director of Practice	1 Mar 2022
Develop and Implement a Learning and Development Strategy across the partnership	AD SEND, Inclusion and Wellbeing/ Director of Nursing and Quality/ Director of Practice/ HR&OD Departments	1 September 2022
Develop a Workforce Strategy	Director of Education and Skills	1 April 2022
Improve the Local Offer Website	AD SEND, Inclusion and Wellbeing/ Director of Nursing and Quality	31 December 2022 (ensuring compliance with COP15) 1 September 2022
Review of Data Management and Introduction of New Data Management and Performance Policy	Transformation Director, Education and Skills	31 Mar 2022

Objective 1 - System Leadership (SEND Strategy, Inter-agency Working, Local Offer)

Impact measures and KPIs	Area of Significant Weakness that it relates to
% of professionals in the partnership that understand the vision	SEND Strategy
% of pupils with EHCP educated in mainstream environment	SEND Strategy
% EHCNA advice received within 6 weeks	Inter - Agency Working
Attendance monitoring at mandatory SEND training	Inter - Agency Working
Satisfaction rates Local Offer Website through a dedicated survey	Local Offer
Local Offer Website Traffic monitoring	Local Offer

Objective 2 - Getting the basics right – identifying and assessing need (Coordination of Assessments, Quality of EHC Plans)

Project	Responsible officers	By When
Improve EHCNA process by looking at: <ul style="list-style-type: none"> - Coproducing the 20 week process - Coproducing the templates and letters 	AD SEND, Inclusion and Wellbeing	31 Mar 2022
Improve Annual Review process <ul style="list-style-type: none"> - Coproduce the general annual review process - Coproduce the phase transfer processes 	AD SEND, Inclusion and Wellbeing	31 Mar 2022
Upgrade SENAR Case Management System <ul style="list-style-type: none"> - Update the system - Launch the schools portal - Deliver training to staff and partners - Complete data cleansing activity 	AD SEND, Inclusion and Wellbeing	22 Apr 2022
Build a sustainable SENAR service capable of delivering good outcomes for CYP with SEND, in accordance to the CFA14 and COP15.	AD SEND, Inclusion and Wellbeing	31 May 2022
Agree a Quality Assurance Framework	AD SEND, Inclusion and Wellbeing/ Director of Nursing and Quality/ Director of Practice	1 Mar 2022

Objective 2 - Getting the basics right – identifying and assessing need (Waiting times)

Project	Responsible officers	By When
Develop recovery trajectory planning to support the robust management of waiting lists (for all therapy services)	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	Ongoing
Continue to improve the process for monitoring and managing waiting lists	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	Ongoing
<u>Speech, Language and Communication Needs (SLCN) transformation to the Balanced System - reduce waiting times and embed a system wide approach to SLCN, developing an integrated approach to continuous monitoring of wait times during the transition period.</u>	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)/ AD SEND, Inclusion and Wellbeing	Phased transformation commencing Sept 2021 – March 2024
<u>Joint Commissioning arrangement for SLCN – Continue to monitor impact resulting from the formalised arrangement between BSol CCG and Birmingham City Council.</u>	Director of Joint Commissioning (CCG) / AD SEND, Inclusion and Wellbeing	ongoing
<u>Increase capacity to support autism assessments (over 7year olds) - Commission additional capacity from Healios (phase 3) for autism assessments – Healios will be able to see a further 850 children.</u>	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	November 2021
<u>Improve the ASD assessment process and wait times to ensure children under 7yrs old are assessed in a timely manner – development of a new timetable for under 7-year-old waits (ASD assessments).</u>	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	Jan 2022 (linked to 0-16 pathway below)
<u>Improve timeliness of ADHD assessments - continue to monitor implementation of a new tool and upskilling of staff (CDC and ND staff) to support utilisation of the tool in order to speed up the assessment process for ADHD and reduce waiting lists.</u>	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	New process commenced Oct 2020 ongoing
<u>Development of a 0-16year old ND pathway - including recruitment strategy in line with national staff shortage issues e.g., clinical psychology and working on an exit plan for Healios.</u>	Director of Joint Commissioning (CCG)/ Divisional Director (BCH)	Implementation Jan 2022

Objective 2 - Getting the basics right – identifying and assessing need (Coordination of Assessments, Quality of EHC Plans, Waiting Times)

Impact measures and KPIs	Area of Significant Weakness that it relates to
%EHCPs issued within 20 weeks	Coordination of Assessment
Family Satisfaction with the EHCNA process	Coordination of Assessment
SENCO Satisfaction with the EHCNA process	Coordination of Assessment
% Annual Reviews actioned within 4 weeks of the meeting	Coordination of Assessment
% of EHCPs rated good and outstanding	Quality of EHCPs
% of CYP who complete their secondary phase transfer by the 15 th of February	Coordination of Assessment Quality of EHCPs
% of EHCPs NEET	Quality of EHCPs
Average and longest wait for OT	Waiting Times
Average and longest wait for SLT	Waiting Times
Average and longest wait for PT	Waiting Times
Average and longest wait for ND	Waiting Times

Objective 3 - Working Together Well (coproduction, parental engagement, parental satisfaction)

Project	Responsible officers	By When
Design a co-production and engagement framework and plan	Coproduction Officer	31 Dec 2021
Set up a Voluntary Sector Partnership Group	Director of Education and Skills	31 Dec 2021
Design and implement a communications strategy	Comms from BCC, CCG and BCT	1 Feb 2022
Launch Parent Portal as part of the SENAR Case management System Upgrade	Transformation Director, Education and Skills	1 Feb 2022
Agree and sign a Partnership Compact	Coproduction Officer	31 Dec 2021
Review and Strengthen the role of SENDIASS	Director of Education and Skills	31 Mar 2022

Objective 3 - Working Together Well (coproduction, parental engagement, parental satisfaction)

Impact measures and KPIs	Area of Significant Weakness that it relates to
% of parental surveys returned	Coproduction Parental Engagement Parental Satisfaction
% of parental satisfaction measured through the parental surveys	Coproduction Parental Engagement Parental Satisfaction
% of education settings responding positive to surveys	Coproduction
% of partner organisations responding positive to surveys	Coproduction
Number of appeals lodged at SENDIST	Parental Satisfaction
Number of Complaints	Parental Satisfaction
% of Complaints that were satisfactorily dealt with	Parental Satisfaction

Objective 4 - Pathways – meeting need and improving outcomes (academic progress, attendance and exclusions, employment)

Project	Responsible Officer	By When
Develop an Inclusion Strategy	AD SEND, Inclusion and Wellbeing/ AD Education and Early Years	1 Sept 2022
Deliver the Developing Local Provision project	AD SEND, Inclusion and Wellbeing	1 Sept 2021 – Start 31 Jul 2022 – Review First Year 31 Jul 2023 – Review Second Year
Review the Children Out of School Process for CYPs with EHCPs	AD SEND, Inclusion and Wellbeing/ AD Education and Early Years	1 May 2022
Review the allocation of the HNB	AD SEND, Inclusion and Wellbeing	31 Dec 2021
14-19 Review of Employment Pathways for YP with SEND	AD Employment and Skills	1 Sept 2022
Review of Internal Processes to ensure that CYPs pathways are correctly tracked	Director of Education and Skills/ Chief Nurse/ Director of Commissioning and Corporate Parenting	31 Dec 2021

Objective 4 - Pathways – meeting need and improving outcomes (academic progress, attendance and exclusions, employment)

Impact measures and KPIs	Area of Significant Weakness that it relates to
Attainment and Progress data EHCPs	Academic Progress
Attainment and Progress data SEN Support	Academic Progress
Attendance for SEN Support and EHCPs	Attendance
% of the Unknowns in the NEET category	Attendance Exclusions
% of Special Schools rated Good or Outstanding	Academic Progress
% of Mainstream Schools rated Good or Outstanding	Academic Progress
% of Early Years rated Good or Outstanding	Academic Progress
% of CYP with EHCPs that attend settings rated Good or Outstanding	Academic Progress
% of Take up of 2 Year Old Offer	Attendance
% of permanent exclusions and fixed term exclusions for EHCPs	Exclusions
% of permanent exclusions and fixed term exclusions for SEN Support	Exclusions
% young people with LD in paid employment or apprenticeship	Employment

Home to School Transport Service Update

Education & Children's Social Care Overview & Scrutiny
Committee
13th October 2021
V1.0





Agenda

Approximate timings

1	Welcome and Introductions	 2 mins
2	Return to School Performance & latest SITREP position	 5 mins
3	Ensuring safeguarding – enforcing contractual compliance	 5 mins
4	New Provider (HATS Group) Mobilisation	 5 mins
5	Mobilisation Lessons Learned	 5 mins
6	365 Implementation Update & Current Position	 5 mins

Start of new Academic Year 2021 - 2022 Headlines

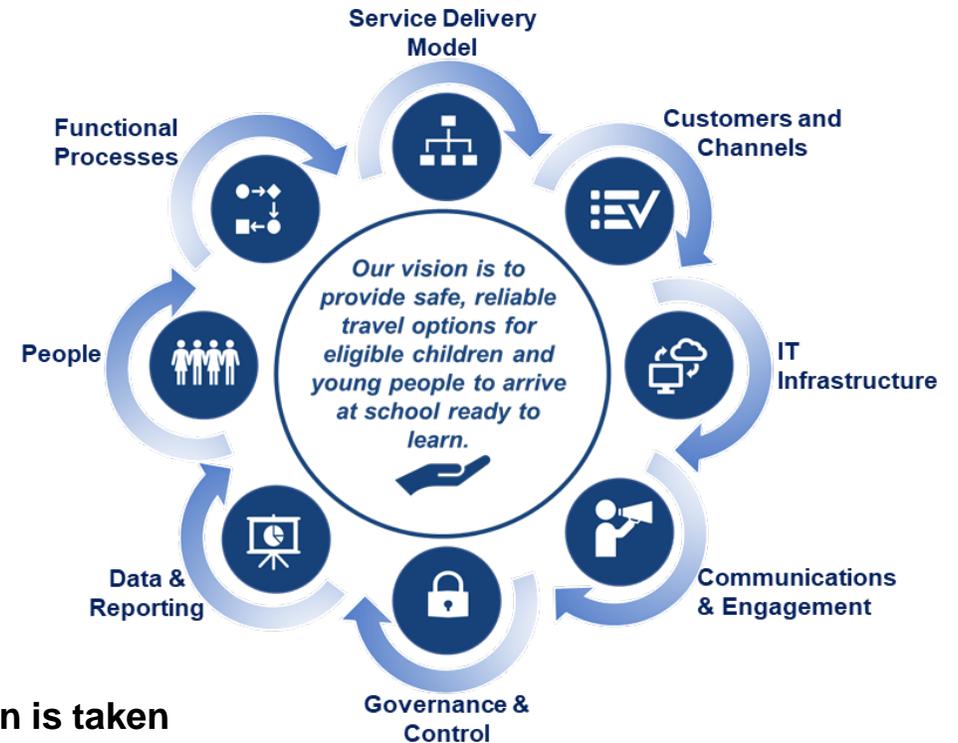
- Intense Mobilisation and Operational Readiness activities undertaken throughout summer
- Some letters and communications were sent out later than we would have wanted due to problems with data
- Schools returned through staggered starts from 3rd Sep; all schools are now returned
- Operational readiness and existing compliance checks identified the need to terminate a transport provider and then commission a new provider just weeks before start of term to safeguard our service users
- Mobilising a new provider at short notice led to a downturn in performance which is now stabilising
- Overall service performance has continued to improve daily and has been operating within tolerance for the few weeks
- The HTS service has mobilised successfully (**week ending 24th Sep**):
 - 1052 daily routes operating (99.17%)
 - 3517 pupils who needed to travel were transported (99.82% - note that not all pupils travel every day)

Summary of Key Progress

- **Safeguarding** – there are **5 safeguarding cases**:
 - 3 relate to incorrect drop-off details; all were resolved at school and pupils were safe at all times
 - 2 new safeguarding issues raised identified this period are under review
- **Complaints** – **34 complaints with none overdue as at 24th Sep**
 - As is usual at this time of year, there is an increase in complaints and these are dealt with as part of normal operational service and tracked through the Complaints process following which a Complaints Response is issued
- **Telephone calls**
 - **95% of calls answered on Fri 17th Sep**, for the whole of the week 88.5% of phone calls were answered (**831** answered out of **939** received); on average the service receives 600 calls a week.
 - Week ending **Fri 24th Sep**, **93.59%** calls answered throughout the week (**over 96% achieved each day Tues to Fri**).
 - The service doubled its call handling capacity for the start of term, which included both service resource and also support from other areas of the council
- **Routes** – **99.17%** of routes were **delivered** and **99.82%** of **pupils transported**, that needed to be. **99.13%** of routes delivered were delivered **on time**.
- **Bus pass applications** – As is normal for this time of year and despite encouraging parents to apply early, the service is receiving an increase in applications for mainstream Bus Passes after the start of term.
 - Significant work undertaken to eliminate outstanding bus passes, including late applications and the current number awaiting assessment is 291 (at the same time last year this was 1106).

Providing safe, reliable travel options

- Participation in Safeguarding Stocktake forum
- HTS Safeguard Review
- Establishment of the Compliance team and processes
- Clear Governance & Controls
- Regular gateway reviews to check and challenge DBS status
- Our systems and processes work to safeguard our service users
- Termination of non-compliant transport provider
- **The service does not run until we are appropriately assured**
- **If issues are highlighted following mobilisation then compliance action is taken**



Providing safe, reliable travel options

- Compliance team identified issue with existing transport provider during review of Operational Readiness/ Management information.
- Decision taken to terminate this contract to protect safeguarding standards
- Immediate and robust procurement exercise undertaken - HATS Group awarded contracted just over 2 weeks before start of term
- Expediated mobilisation of vehicles, staffing, and route information undertaken – HATS have undertaken this process numerous times without issue (but this time had to proceed with an uncooperative predecessor)
- However, due to compressed timescales a number of challenges emerged:
 - 55 trained drivers did not arrive for work on Day 1 and 2 of the new operation
 - Current contact information for all parents/carers needed to be checked and where not available supplied by schools to be able to advise all parents of new arrangements (not all families share this information with the Service as a matter of course)
- Impact of these challenges led to pause of HATS mobilisation on Wed 8th Sep
- Daily calls commenced with HATS Group to resolve issues and check progress of phased reintroduction of service
- Impact of these issues did have some impact on the ability of parents using other contractor services to immediately contact the Service in first few days (which improved in the days after the mobilisation pause).
- Ongoing improved service levels and transition to operational BAU

HATS Performance Fri 24th Sep:
100% routes ran to 6 schools: 123 routes with 756 pupils transported

Providing safe, reliable travel options

- HTS is on a journey to improve its services and we've already commenced an internal review of how we performed
- We have recently sent out a survey to schools to ask them about the service last year to help us improve the service this year
- We held an event for parents impacted by the mobilisation of the new provider
- Head of Service is engaging with schools directly to review and support resolution of issues
- Staff have two sessions planned from October to review lessons from this period
- We will use the knowledge and understanding from this experience to inform continuous improvement, key actions include:
 - Improving our annual service plan
 - Developing annual communications and engagement plan – to mitigate unclear or inaccurate information via social media channels
 - Improving our data and functional processes
 - Ensuring sufficient staff available for call-handling



Benefits of 365 Implementation:

- **Safeguarding** of our children at the centre of all activities on 365
- **Better information** for leaders and senior management teams
- Single source of the truth
- Joined up working practices
- Real time data on transport of children and operators transporting our children for parents and schools

Current Activities:

- Formal Decision Points introduced which evaluate testing take place before next activity can start
- Validation of new academic year pupil and route information prior to transfer into 365
- Implementing a route change control process to ensure the information remains accurate at all times
- Correct data is being loaded and maintained in 365
- Operators and their drivers are being engaged about use of 365
- Monitoring system performance to ensure it delivers BCC contracted requirements

Providing safe, reliable travel options

- Review and refresh of original implementation plan undertaken
- Constrained resources were redirected over summer to support the start of academic year
- Significant data validation undertaken and upload to the system progressing to support extended pilot
- Whilst this impacted project delivery timeline, it has also provided opportunity to understand upstream dependencies for 365 on data quality
- Regular engagement activities now scheduled with supplier
- Project undertaking assurance checks against available functionality and its performance to support HTS service requirements
- Phased release of functionality subject to rigorous testing
- Exploring opportunities to harness other product modules to exploit system fully



Education and Children's Social Care O&S Committee: Work Programme 2021–2022

Chair:	Cllr Narinder Kaur Kooner
Deputy Chair:	Cllr Kerry Jenkins
Committee Members:	Cllrs: Olly Armstrong, Charlotte Hodiola, Katherine Iroh, Saddak Miah, Kath Scott and Alex Yip Education Representatives: Omar Hanif, Parent Governor; Adam Hardy, Roman Catholic Diocese; Rabia Shami, Parent Governor and Sarah Smith, Church of England Diocese
Officer Support:	Acting Group O&S Manager: Ceri Saunders (303 2786) Scrutiny Officer: Amanda Simcox: (675 8444) Committee Manager: Mandeep Marwaha (303 5950)

1 Terms of Reference

- 1.1 As per City Council on 25th May 2021 the Committee's Terms of Reference is 'to fulfil the functions of an Overview and Scrutiny Committee as they relate to any policies, services and activities concerning schools and education, the Children's Trust, vulnerable children, corporate parenting, children and young people's health and wellbeing and other child social care and safeguarding functions of the council'.
- 1.2 The Overview and Scrutiny Committee dealing with education matters shall include in its membership the following voting representatives: a) Church of England diocese representative (one); b) Roman Catholic diocese representative (one); and c) Parent Governor representatives (two, who are on the Committee until April 2022).

2 Meeting Schedule

Date & Time	Items	Officers / Attendees
9 June 2021 at 10am Informal Meeting	To discuss priorities for 2021/22 work programme.	



Date & Time	Items	Officers / Attendees
<p>21 July 2021 at 10am</p> <p>In the Birmingham & Midland Institute (BMI)</p> <p>Deadline for Send Out: 12 July 2021</p>	<p>Councillor Kate Booth, Cabinet Member for Children's Wellbeing Update (last discussed 10 Jul 2019). To include:</p> <ul style="list-style-type: none"> • Early Years (this has been included in the written report). • SEND and EHCPs including the health aspect e.g. waiting times etc (regular SEND updates programmed). • Birmingham Youth Justice Strategic Plan 2021/22 (this is now scheduled for Cabinet 7 September 2021 rather than 29 June 2021 & will be picked up by the Children's Trust update). 	<p>Suman McCartney, Cabinet Support Officer</p> <p>This item was included within the SEND update at the committee meeting.</p>
	<p>SEND Ofsted Inspection Outcome (SEND & WSoA last discussed 28 Oct 2020).</p> <p>To include: EHCPs including the health aspect (waiting times etc).</p>	<p>Kevin Crompton, Interim Director, Education & Skills / Director of Children Services (DCS), and Deborah Brooks, Transformation Director, Commissioning, Education and Skills</p>
	<p>Hunters Hill College Update.</p>	<p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture, Jaswinder Didiyally, Head of Service, Education and Skills, and David Bridgman, Head of Service, SENAR</p>
	<p>Councillor Jayne Francis, Cabinet Member for Education, Skills and Culture update (last discussed 11 Sep 2019). To include:</p> <ul style="list-style-type: none"> • Youth Engagement and Youth Service (Youth voices – to include how the different forums are supported and how they can support each other; and the resources to support these). • Personal, Social and Health Education (PSHE) provided in schools. • Education of Children and Young People and the difficulty with the school system being set up for young people to be job ready, however there is a lack of jobs and universities are expensive. 	<p>Rose Horsfall, Cabinet Support Officer</p> <p>Lisa Fraser, AD, Education and Early Years, Ilgun Yusuf, Acting AD, Skills and Employability and Alan Michell, Head of School Admissions and Fair Access</p>



Date & Time	Items	Officers / Attendees
	<ul style="list-style-type: none"> Schools Forum and monitoring schools on how they are spending the money they are allocated. 	
<p>1 September 2021 at 10am in the BMI</p> <p>Deadline for Send Out: 20 August 2021</p>	<p>Children's Trust to include:</p> <ul style="list-style-type: none"> Youth Justice Strategic Plan Children in Care Independent Advocacy Service / Rights and Participation Service Missing Children 	<p>Andrew Christie, Chair and Andy Couldrick, Chief Executive, Children's Trust</p>
	<p>Cllr Sharon Thompson, Cabinet Member for Vulnerable Children and Families</p>	<p>Suman McCartney, Cabinet Support Officer</p>
	<p>SEND</p>	<p>Kevin Crompton, Interim Director, Education & Skills and Pauline Maddison, Interim AD, SEND and Inclusion</p>
<p>13 October 2021 at 10am Online</p> <p>Deadline for Send Out: 4 October 2021</p>	<p>Cllr John Cotton, Cabinet Member for Social Inclusion, Community Safety and Equalities to include:</p> <ul style="list-style-type: none"> Rise in hate crime, youth crime and knife crime. Engagement of young people and how they are supported in relation to climate, BLM and increase in racism, Palestine, Me too campaigns etc. 	<p>Waqar Ahmed, AD, Community Safety and Resilience</p> <p>Marcia Wynter, Cabinet Support Officer</p>
	<p>SEND</p>	<p>Kevin Crompton, Interim Director, Education & Skills</p>
	<p>Home to School Transport (HTST) Update</p>	<p>Mary Jefferson, Head of Service, Home to School Transport, and Deborah Brooks, Transformation Director, Commissioning, Education and Skills</p>
<p>24 November 2021 at 10am in the BMI</p>	<p>SEND</p>	<p>Kevin Crompton, Interim Director, Education & Skills</p>



Date & Time	Items	Officers / Attendees
Deadline for Send Out: 15 November 2021	Young People and Mental Health (to include Aquarius – children and young people substance use)	TBC Karl Beese, Commissioning Manager - Adult Public Health Services, and John Freeman, Commissioning Manager – Adult Social Care
	Youth Service	Ilgun Yusuf, Acting AD, Skills and Employability and, Soulla Yiasouma, Joint Head of Youth Service
12 January 2022 at 10am in the BMI Deadline for Send Out: 30 December 2021	Birmingham Safeguarding Children's Partnership Annual Update to include: FGM	Penny Thompson, Independent Chair, BSCP and Simon Cross, Business Manager
	SEND	Kevin Crompton, Interim Director, Education & Skills
	School Attainment and School Attendance TBC	Lisa Fraser, AD, Education and Early Years
	Integrated Transport Unit (ITU) TBC	Deborah Brooks, Transformation Director, Commissioning, Education and Skills, and Sonia Davidson-Grant, Programme Manager, Education & Skills
16 February 2021 at 10am in the BMI Deadline for Send Out: 7 February 2022	SEND	Kevin Crompton, Interim Director, Education & Skills
30 March 2022 at 10am in the BMI Deadline for Send Out: 21 March 2022	SEND	Kevin Crompton, Interim Director, Education & Skills
6 April 2022 at 10am in the BMI Deadline for Send Out: 28 March 2022	SEND	Kevin Crompton, Interim Director, Education & Skills



3 Items to be Programmed

3.1 The above bullet points are issues that were identified at the June 2021 meeting.

3.2 In addition to the above bullet points, Children's and Young People's health and wellbeing was identified. This is to be discussed with Co-ordinating Overview and Scrutiny Committee to ensure there is no duplication. However, the following could be joint piece of work with the Health and Adults Social Care O&S Committee regarding mental health due to the pandemic.

- The impact on children's and young people's mental health and how this is being supported.
- To include an update on the development of the footprint as a response to the pandemic to provide support to children with mental health, emotional neglect, domestic abuse (early help hubs). Early Help: Nigel Harvey-Whitten, AD, Children's Services (Commissioning) & Richard Selwyn, Birmingham Children's Partnership have now left and the contact is Garath Symonds.
- How children and young people and mainstream schools coped with the return to school and the resulting pressures (including missed education and anxiety regarding returning to school).
- Forward Thinking Birmingham.
- An update on Preparation for Adulthood which should include data that allows for comparison, tracking and monitoring (attended 20 January 2021).
- Youth Justice.

3.3 Young People and Mental Health has been discussed previously by the former Learning, Culture and Physical Activity O&S Committee:

5 Sep 2018	<p>Forward Thinking Birmingham</p> <p>Erin Docherty Senior Nurse Lead, Forward Thinking Birmingham, Birmingham Women's and Children's NHS Foundation Trust</p> <p>The Birmingham School Health Advisory Service (BSHAS)</p> <p>Joanne Thurston, Chief Operating Officer and Karen Hansford, Head of Universal Children's Services 5-19, Birmingham Community Healthcare NHS Foundation Trust.</p>
14 Nov 2018	<p>Educational Psychology Service Birmingham</p> <p>Amanda Daniels, Principal Educational Psychologist.</p> <p>Visit to Pause, Digbeth</p> <p>Karen Woodfield, Area Manager, Pause, Forward Thinking Birmingham & Sandwell Beam and Leroy McConnell, Mental Health, Youth Work/Participation Lead, The Children's Society.</p>



6 Feb 2019	Anna Robinson, Birmingham Education Partnership (BEP) Mental Health/Emotional Wellbeing Lead and Sarah Finch, Assistant Head, Colmers Secondary School and Sixth Form.
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3.4 Councillor Alex Yip to send a draft TOR for Hunters Hill College.

4 Other Meetings

- Call in Meetings: None scheduled
- Petitions: None scheduled
- Petitions: None scheduled
- Councillor Call for Action Requests: None scheduled

5 Report to City Council / Pieces of Work

5.1 The Committee's Home to School Transport report was debated at City Council on 15th September 2020 and the following motion was agreed:

That the Executive provide an assessment of progress against the outcomes set out above, and the key areas listed in Section 7 in this report, to the Education & Children's Social Care Overview & Scrutiny Committee in March 2021.

That the Chief Executive at Birmingham City Council:

- a) Take steps to ensure that immediate changes will be made to the most pressing issues within the Travel Assist service, including [but not limited to] safeguarding of children, cancelled routes, guide changes, bus lateness, and telephone lines going unanswered;
- b) Commission an external and independent inquiry into the Full Travel Assist Service that fully addresses the concerns laid out by Parents, Carers, Schools and other users of the service as listed in section 7 and listed in paragraph number a.) above, by providing clear recommendations, lines of accountability together with an open and transparent timetable for sustainable improvement;
- c) Commission an external and independent investigation into the assurances that have been given to Members about the safety of the service and the status of improvements at meetings of Overview and Scrutiny, City Council and Audit Committee since January 2020

The investigations referred to in paragraphs b) & c) will report by 1 November 2020.

6 Forward Plan for Cabinet Decisions

6.1 The following decisions, extracted from the Cabinet Office Forward Plan of Decisions, are likely to be relevant to the Education and Children's Social Care O&S Committee's remit.



ID Number	Title	Proposed Date	Date of Decision
008943/2021	Birmingham Youth Justice Strategic Plan 2021/22	7 Sep 21	7 Sep 21
009043/2021	Proposed In-Year Variation to Admission Arrangements for Community and Voluntary Controlled Schools and the Co-Ordinated Scheme 2021/22 and 2022/23 and Approach to Fair Access Protocol	27 Jul 21	27 Jul 21
009054/2021	Skilts School conversion from Community School to Academy Status	27 Jul 21	27 Jul 21
009301/2021	Education and Skills Transformation Funding – Request for 2 years One-off Funding to Support Transformation Activity in the Education and Skills Directorate	12 Oct 21	

