

**Notice of meeting of  
Learning & Culture Overview & Scrutiny Committee**

**To:** Councillors Reid (Chair), Fitzpatrick (Vice-Chair), Scott, Cunningham-Cross, Levene, Jeffries, Brooks, Taylor, Mrs Barber (Co-opted Statutory Member) and Mrs Widdowson (Co-opted Statutory Member)

**Date:** Wednesday, 18 July 2012

**Time:** 5.00pm

**Venue:** Guildhall

**AGENDA**

**1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

- 2. Minutes** (Pages 3 - 10)  
To approve and sign the minutes of the meeting held on 13 June 2012.

**3. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak on an item on the agenda or an issue within the committee's remit can do so.

Anyone who wishes to register or who requires further information is requested to contact the Democracy Officer for this meeting, details of whom are listed at the foot of this agenda.

The deadline for registering to speak is 5.00pm the working day before the meeting, in this case **5.00pm on Tuesday 17 July 2012.**

- 4. York Museums Trust Partnership Delivery** (Pages 11 -  
**Plan: 2011/12 End of Year Performance Update** 44)  
This report updates Members on the current progress of the York Museums Trust (YMT) towards meeting the targets agreed in the Partnership Delivery Plan.
- 5. Proposed Scrutiny Review on Public Parks -** (Pages 45 - 72)  
**Supporting Information**  
This report presents feedback information on the work of the Young Inspectors who recently carried out a review of several of City of York Council's public Parks. This information is being provided to inform Members consideration of whether a review of the inequalities within the city's public parks is required.
- 6. 2011/12 Year End Financial Monitoring** (Pages 73 - 80)  
**Report - Lifelong Learning & Culture and**  
**Children & Young People's Services**  
This report analyses the outturn performance for 2011/12 and the financial outturn position by reference to the service plan and budgets for all of the relevant services falling under the responsibility of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods.
- 7. Update on Implementation of** (Pages 81 -  
**Recommendations from Previously Completed** 108)  
**Scrutiny Review on Libraries**  
This report provides Members with an update on the implementation of the recommendations arising from a previous scrutiny review on Libraries carried out in 2005, and information on the forthcoming public Explore Vision and Community Consultation.
- 8. Ofsted Feedback Report on Safeguarding and** (Pages 109  
**Looked After Children Services** - 150)  
Members are asked to note the recent Ofsted inspection on Safeguarding and Looked After Children Services.
- 9. Learning and Culture Overview and Scrutiny** (Pages 151 -  
**Committee Workplan for 2012/13** 152)  
Members are asked to consider the Committee's workplan for the 2012-13 municipal year

## 10. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

### Democracy Officers

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email [catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [louise.cook@york.gov.uk](mailto:louise.cook@york.gov.uk)

(If contacting by email, please send to both Democracy officers named above).

For more information about any of the following please contact the Democracy Officers responsible for servicing this meeting, as listed above.

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

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interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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### **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

### **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

### **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

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MEETING	LEARNING & CULTURE OVERVIEW & SCRUTINY COMMITTEE
DATE	13 JUNE 2012
PRESENT	COUNCILLORS REID (CHAIR), FITZPATRICK (VICE-CHAIR), SCOTT, LEVENE, JEFFRIES, BROOKS, TAYLOR, BARBER (CO-OPTED STATUTORY MEMBER) AND WATSON (SUBSTITUTE)
APOLOGIES	COUNCILLOR CUNNINGHAM-CROSS AND WIDDOWSON
IN ATTENDANCE	CLLR WISEMAN AND CLLR LOOKER

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#### 1. **DECLARATIONS OF INTEREST**

At this point in the meeting Members were asked to declare any personal or prejudicial interests they might have in relation to the business on the agenda or any other general interests they might have within the remit of the Committee, other than those already listed within the agenda papers. No further interests were declared.

#### 2. **MINUTES**

RESOLVED: That the minutes of the meeting of the Learning and Culture Overview and Scrutiny Committee held on 30 April 2012 be approved and signed by the Chair as a correct record.

#### 3. **PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

#### 4. **YORK MUSEUMS TRUST SCRUTINY REVIEW - INTERIM REPORT**

Members considered an interim report which provided them with an update on the ongoing scrutiny review of York Museums

Trust and asked them to agree a method for progressing the review and a timeframe for its completion.

The Task Group provided the committee with a verbal update on work they had undertaken since the last meeting. With regard to their visit to the Fulford Cross storage facility they reported that the facility appeared to be run down and there were problems with damp. They raised concerns that the majority of items were not protected and nothing was being done to prevent their decay and if they were allowed to deteriorate they could never be useful for display. However they agreed that there were many interesting items stored at this facility, including a hearse and a car which appeared to be worthy of rescue.

The Task Group had suggested to YMT that there may be interest groups who may be willing to take on responsibility for refurbishing specific objects and an open day should be held. However YMT expressed concern about security issues. Any decision to allow access would have to be carefully managed. The Committee agreed that the issue of security would be negated once the whole collection had been catalogued, as groups would be able to access details of the collection on the internet rather than requiring physical access.

The Task Group agreed it had been a very useful and interesting exercise seeing the various storage areas which YMT uses and agreed that, in the main part, they were happy with procedures in place. However they did have concerns about the current procedures for how items were disposed of. They agreed that there were a lot of items which needed to be disposed of but noted that this process needed to be undertaken in line with national guidance. They also recognised it was important that the disposals policy which was due to be updated in had yet to be revised.

The Committee commended the work of both the task group and the officers on putting together what they felt was a good interim report. The acknowledged the work which was required in order to complete the review, as listed within paragraphs 74 to 76 of the report including meeting with curators and volunteers.



- RESOLVED:
- (a) That the findings to date be noted by the Committee.
  - (b) That it be agreed that the Task Group be reformed with the same membership in order to complete the review on behalf of the Committee
  - (c) That the issues listed in paragraphs 74-76 be investigated by the task group in order to complete the review.
  - (d) That a final report be presented to the Committee at its meeting on 19 September 2012.

REASON: In order to progress the review.

**5. DRAFT WORKPLAN INCLUDING LIST OF PROPOSED TOPICS FOR 2012/13 & ASSOCIATED DOCUMENTS**

Members considered a draft workplan for the forthcoming municipal year as well as a list of proposed topics for which had been submitted at the Scrutiny Work Planning Event which had taken place in May.

The Committee had been asked to consider undertaking a review into how to make local libraries work for communities and the Head of Libraries and Heritage was in attendance at the meeting. Members were provided with a copy of the final report of Leisure and Heritage Board who in 2005 had undertaken a review titled "Putting Libraries at the Heart of the Community". They also received a copy of the update on the implementation of recommendations arising from this review as at January 2007.

The Head of Libraries and Heritage reported that libraries have progressed greatly since 2007 including:

- Self issue machines and free Wi-Fi in place at all libraries. Staff now have more time to be more interactive with customers.
- Self service machines have led to increase in collection of fines – due to anonymity of using machines and use of chip and pin machines to pay fines. Also looking at

extending services offered though self issue machines including paying for printing/photocopying and possibly in future using to pay for other council services

- Staffing – 2 restructures have taken place since 2005 and another is due to take place in near future. Staff all have clear job descriptions and there have been improvements in line management and use of appraisals etc
- Transformation of Central Library into York Explore – Phase 1 now complete and hailed a great success. It is a flexible space which can be used for a variety of purposes.
- A bid has been submitted to the Heritage Lottery Fund to renovate upstairs area of York Explore and build additional wing to house archive store – this will fit in with YMTs plans for the Art Gallery and provide a world class local history archive centre.
- Refurbishment of Library Square – now a social place used for a number of purposes including protests!
- Libraries Asset Management Plan is now in place – looking at updating it – looking at each community and its library to see what it can offer.
- Partnership with Adult Education is working well – since last summer people have been able to enrol at local libraries onto courses as a local alternative to enrolling online.
- Public Consultation – a lot has already taken place with more planned for the next few months including undertaking a review asking communities what they want to see in local libraries

Members noted that there were now five Explore Centres in York. One Member stated that York and Acomb both offered an exceptional experience but raised concerns that the customer experience was not the same in all centres.

Members agreed it would be useful to have a further update on changes which had taken place since the publication of the January 2007 update on the implementation of recommendations from the previously completed review so members could see what work was undertaken in 2007-08 and since then. They suggested it may also be useful for the library service to be asked to provide an annual update report to the committee in future.

Members agreed it would be also be useful to receive a report detailing what consultation had taken place to date, and what

actions have taken place as a result of this consultation, as well as what consultation is planned for the future. In regard to the forthcoming review, they asked to look at the consultation questionnaire before it was finalised in order that they could comment on it.

The Committee then considered the other topics which had been put forward at the Scrutiny Work Planning Event:

- Members agreed that two of the topics which had been put forward were very similar as they both related to what issues were faced by, and what support was available to, parents with learning difficulties to help them be effective parents. Members noted that this issue had been raised at a recent Valuing People meeting. The Director of Adults, Children and Education (ACE) advised members that this topic potentially crossed the remits of both this committee and the Health Overview and Scrutiny Committee and that if they decided to undertake a review on this subject, it could potentially become a joint review between the two committees. The Director of ACE agreed to work with Councillor Jeffries to clarify the issues in question with a view to providing an update to the Committee at its meeting on 19 September.
- Councillor Reid explained that she had put forward the suggestion to look at Ofsted feedback report on safeguarding looked after children as the question of how the process was scrutinised had been raised during the review. The Director of ACE advised the Committee that the independently chaired Local Safeguarding Board had undertaken some work on sexual exploitation of children and the risks to children surrounding the use of new IT technologies. Members agreed that the Committee should be provided with a copy of the Ofsted report in order that it could decide what work needed to be done. It was also agreed that the independent chair of the Safeguarding Board should be invited to attend the next meeting.
- Members agreed that the topic put forward by Councillor D'Agorne looking at the impact and implications of changes to careers guidance provision in secondary schools in York could be a good topic to look at in a structured way. The Director of ACE agreed to provide a presentation to the Committee at a future meeting in order

that the Committee could decide whether it needs to undertake a formal review or instead take on a monitoring role. It was agreed that Councillor D'Agorne should also be invited to attend this meeting.

- The proposed topic regarding the decline in the youth service had been put forward due to concerns that primary age children with behavioural problems were being housed in separate provision at the Danesgate Centre.
- In relation to a possible review on the inequalities within the city's public parks, at a previous meeting, a visit to both Hull Road Park and Rowntree Park had been discussed and it had been agreed that this would take place when the new Explore Centre at Rowntree Park opened. The Head of Arts and Culture advised this was due to open at the end of July and that the Young Inspectors had undertaken some work on York's parks. It was suggested that the Head of Parks and Open spaces and the young inspectors should be invited to attend the next meeting of the committee on 18 July to obtain their views on the two parks. The intention was then to undertake a visit to both parks in early September where Members would have the opportunity to speak to the park attendants and look at the programme of activities for the parks. Members also agreed they would like to hold their formal meeting in September at the new Explore Centre in Rowntree park.

The Scrutiny Officer advised the Committee that Corporate and Scrutiny Management Committee were due to receive a report at their next meeting asking them to consider whether the quarterly financial monitoring and performance reports should continue to be presented to individual scrutiny committees.

Members were reminded that they currently received this information not to undertake a performance/financial management role, but to enable them to identify possible issues of concern, suitable for scrutiny review. She advised Members that if the decision was taken not to provide them, this did not prevent the committee from receiving this type of information in a different format. The Chair and other members agreed that it was important that some monitoring continued to take place and asked that this item remained on the workplan in some format.

RESOLVED:

That the draft workplan be agreed subject to the following amendments:

- (a) That with regard to the topic “Making libraries work for communities”, for the meeting on 18 July 2012, the Head of Libraries and Heritage to provide:
  - (i) a further update on the previously completed scrutiny review on libraries.
  - (ii) a report detailing what public consultation has already taken place and what forthcoming public consultation is planned.<sup>1</sup>
- (b) That with regard to the two proposed topics in respect of what support was available to parents with learning disabilities to help them be effective parents, the Director of ACE liaise with Cllr Jeffries to clarify the issues and provide an update at the meeting on 19 September 2012.<sup>2</sup>
- (c) That with regard to the topic on the Ofsted Feedback Report on Safeguarding, Members be provided with a copy of the report at their next meeting on 18 July 2012 and the independent chair of the Safeguarding Board be invited to attend this meeting.
- (d) That with regard to the topic proposed by Cllr D’Agorne, on the impact and implications of changes to careers guidance provision in secondary schools, it be agreed that at its meeting on 19 September 2012,
  - (i) the Director of Adults, Children and Education be asked to provide a presentation to the Committee.<sup>3</sup>
  - (ii) Councillor D’Agorne be invited to attend this meeting as the proposer of this topic.
- (e) With regard to work being undertaken in relation to parks,
  - (i) The Head of Parks and Open Spaces and the Young Inspectors be invited to attend the next meeting on 18 July.

- (ii) That a visit to Hull Road Park be arranged to take place in early September prior to the scheduled meeting of the Committee on 19 September.
- (iii) That the meeting on 19 September be held at the Explore Centre at Rowntree Park

REASON: To progress the work of the Committee.

Action Required

- |  |    |
|--|----|
| Provide a further update at the next meeting, on the previously completed scrutiny review on libraries and provide a report detailing what public consultation has already taken place and what forthcoming public consultation was planned. | FW |
| To provide a report to the 19th Sept meeting on "What support was available to parents with learning disabilities to help them be effective parents.   | PD |
| Provide a presentation at the meeting on 19th Sept on the Impact and implications of changes to careers Guidance provision in Secondary Schools.   | PD |

Councillor A Reid, Chair

[The meeting started at 4.30 pm and finished at 6.05 pm].



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## **Learning and Culture Overview and Scrutiny Committee**

18<sup>th</sup> July 2012

Report of the Assistant Director (Communities, Culture & Public Realm)

### **York Museums Trust Partnership Delivery Plan: 2011/12 End of Year Performance Update**

#### **Summary**

1. This report updates Members on the current progress of the York Museums Trust (YMT) towards meeting the targets agreed in the Partnership Delivery Plan.

#### **Background**

2. The Partnership Delivery Plan (PDP) approved by Members in December 2007 outlined the key targets and objectives which the Council requires YMT to work towards over the period 2008-13. Progress reports are usually made to members six monthly at the half year point and at the end of the financial year. This report covers the year to March 2012 with particular emphasis on the second half of the year.
3. YMT was set up in August 2002. The background to this decision was:
  - The increasing decline in visitor numbers – an average of 37,000 visits per year lost over the previous ten years
  - The increasing gap between income and expenditure with the service costing an extra £120k every year
  - A large backlog of inadequately catalogued objects and poor storage conditions
  - Buildings requiring extensive maintenance and upgrading including the need to make them accessible
  - A need to modernise the display methods at all sites

- A need to improve the effectiveness of the management of the service
4. YMT was set up as an independent trust in order to achieve business turnaround. The key target areas reflected in the PDP related to:
    - Stabilising visitor figures
    - Delivering new income streams
    - Creating new exhibitions and interpretative services
    - Creating an education strategy
    - Increasing use and involvement by residents
    - Achieving high visitor satisfaction
    - Cataloguing of the collection
  5. The report from YMT (Annex 1) sets out how they have been addressing these issues in the period to March 2012, and also gives an outline of what they will be developing moving forward. It should be noted that the YMT has been successful in receiving revenue funding from the Arts Council: England as one of sixteen museum services nationally chosen to improve services to their region. They have also been successful in their application to the Arts Council: England for £3.5M capital support for the refurbishment of the Art Gallery.
  6. YMT will shortly be submitting a draft business plan for the period 2013-2018. Following on from that the new Partnership Delivery Plan for this period will be received by the Cabinet member for Leisure, Culture, and Tourism.

### **Options**

7. This report is for information and there are no options to consider.

### **Council Plan**

8. YMT contributes to a number of corporate objectives including developing opportunities for residents and visitors to experience York as a vibrant and eventful city, improving opportunities for learning, and in strengthening York's economy through investment in the tourism infrastructure.



### Implications

9. Finance: The Council makes an annual grant to YMT. It has received stable funding since 2002 with inflation uplifts. In 2011/12 the grant was £1,506,710. The current financial arrangements extend to 2013. The Council now fixed the grant for 2013 to 2018 at a level reduced by 20%. A revised PDP will be considered by the Cabinet Member for Leisure, Culture and Tourism.
10. The report has no implications relating to: Human Resources, Equalities, Legal, Crime and Disorder, Information Technology, Property.

### Risk Management

11. This report is for information and there are no risks to consider.

### Recommendations

12. That Members note and comment upon the performance of the York Museums Trust.

Reason: To fulfil the Council's role under the partnership delivery plan.

### Contact Details

#### Authors:

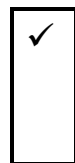
Gill Cooper  
Head of Arts, Heritage and  
Culture  
Tel No.4671

Janet Barnes  
Chief Executive YMT  
York Museums Trust

#### Chief Officer Responsible for the report:

Charlie Croft  
Assistant Director Communities,  
Culture and Public Realm

**Report  
Approved**



**Date**

#### Wards Affected:

**All**



**For further information please contact the author of the report**

**Annex 1: York Museums Trust Performance report to March 2012.**

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## York Museums Trust Performance Report: April 2011 – March 2012

### Executive Summary

1. The major news is that York Museums Trust has become one of only 16 museum services in England to become a Renaissance Major Partner Museum. This is government funding through Arts Council England, who have now taken on the role of museum funding after the demise of the Museums, Libraries and Archives council (MLA), who previously funded Renaissance in the Regions. This is very important news for York and shows how the museums and collections we look after on behalf of the people of York are recognised nationally as truly special. The funding, £3.6m over three years, will enable us to improve the quality of the museum visit by investing in the museums and their displays. Among the criteria for the funding, which 49 museum services applied for, sustainability was key, and without City of York Council's ongoing commitment to York Museums Trust, we would have been unlikely to have been successful.
2. Outside of this reporting period we have also recently become successful in a bid to Arts Council England for Museum Development Funding amounting to £850,000. This will see YMT leading on supporting and offering advice to smaller museums and galleries across the Yorkshire and Humber region until 2015. This work was previously carried out by the MLA. This is a major step change for YMT, broadening our role and raising our profile enormously, positioning YMT as a leading museum organisation regionally and nationally.
3. As reported previously York Museums Trust is currently progressing with two major capital developments, at York Art Gallery and at York Castle Museum. We have long recognised that the key to YMT's financial future is the continually popular York Castle Museum, and the reason this remains so popular is that we refresh the visitor offer so that it remains a 'must see' attraction. The highlight for most visitors to the Castle Museum is Kirkgate, the recreated Victorian street. We have refreshed this over the years, and we feel now is the time to extend the street, and introduce visitors to 'real' people who tell us more about life in the Victorian age. The £300,000 refurbishment will also feature authentic York businesses on the street, including Banks and Leak and Thorpe Drapers. The 'Rowntree snicket' will feature the poorer side of

Victorian life informed in part by Seebohm Rowntree's work on poverty. This work has involved public consultation and partnership working with the two universities, local interest groups and businesses and the Rowntree Society. This has been funded by Renaissance in the Regions and the Joseph Rowntree Foundation and is due to open in May 2012.

4. The second Castle Museum project has been to open up the green and riverside areas behind the museum, comprising the medieval Castle, the River Foss and Raindale Mill. This includes a walkway along the river, a flexible event space, an area promoting wildlife conservation, and a suitable 19<sup>th</sup> century garden. Visitors now have the opportunity to see areas of York Castle that have been 'out of bounds' that will be fully interpreted for the first time. This project is also funded by Renaissance in the Regions and will be completed by April 2012. A lot of the work on this has been achieved with the Community Payback team.
5. The third and most ambitious part of the Castle Museum capital project is to create new gallery spaces across the whole of the first floor of the Debtors Prison. This will involve moving the current office, meeting and learning spaces to the second floor. The project is called Changing Spaces. The first exhibition in this new space will be **1914: When the World Changed Forever** and will look at how life changed during the period 1914 - 1918 due to the impact of the First World War. As well as new galleries with flexible display cases and spaces being created, we will also install a lift, which will be the first lift in the building, allowing a much more accessible museum. This project will cost more than £2m, and we are pleased that the Heritage Lottery Fund have accepted the bid for this project at round one stage, meaning that the money has been earmarked, though we do still need to clear round two. This project will open in spring 2014. We will also manage a regional marketing campaign to support Yorkshire's celebrations of the anniversary of WWI, as we did for the very successful **Art in Yorkshire, supported by Tate**.
6. At York Art Gallery we aim to expand the exhibition space of the Gallery as well as improving the public facilities such as learning studios, café, shop and toilets, all within the current footprint of the building. This will involve expanding into the part of the building occupied by York City Archives, by creating a new gallery above the Main Gallery, into the previously hidden roof space, and also above the South Gallery; we will also develop spaces within the 1952 extension

to the rear of the gallery. This will have the potential to position York Art Gallery as one of the top art galleries in the North. The additional gallery spaces will enable us to display the internationally important collection of 20th and 21st Century ceramic collections and the designated picture collections as well as having a suite of ground floor galleries to mount major exhibitions. This also gives us the opportunity to charge for major shows as appropriate. We have been very fortunate in being left a substantial private legacy of £2m to seed-corn this project along with £510,000 from City of York Council. We have also been awarded £3,500,000 capital funding from Arts Council England, £250,000 from the Garfield Weston Foundation and £50,000 from the Feoffees of St Michael Spurriergate. This means we have secured £6.7m of the £8m project so far and we will be contacting other trusts for further funding. As it is a major project we expect that the gallery will close at the beginning of 2013 and reopen Easter 2015. Creating new gardens to the rear of the gallery with new access and connectivity across the whole of the St Mary's Abbey site are an integral part of the development, and the recent demolition of the unstable hutments to the rear of the gallery brings this one step further. We have also been talking to the University of York regarding the 'opening up' of Kings Manor, further integrating the St Mary's Abbey site.

7. ***Art in Yorkshire, supported by Tate*** continued through the summer and proved to be very popular. This was an YMT initiative and involved a marketing campaign for 18 partner galleries across Yorkshire. In essence, over 100 works from Tate's historic and contemporary collections were displayed in galleries throughout Yorkshire. These included Yorkshire Sculpture Park, Leeds Art Gallery, Hull's Feren's Art Gallery and Hepworth Wakefield, and most galleries saw a rise in visitor figures. Featured artists included Damian Hirst, Barbara Hepworth, John Atkinson Grimshaw and John Martin. York Art Gallery visitor figures exceeded all expectations, largely due to the extreme popularity of David Hockney's ***Bigger Trees near Warter***. The project was funded by MLA, Arts Council England and supported by Welcome to Yorkshire. We are continuing the project in 2012 with 27 galleries as ***Art in Yorkshire goes Modern***.
8. Through 2011 YMT continued its staff reorganisation due to the funding cuts. We have reduced the staff numbers by 17 posts, 6 of these by not filling vacant posts, 6 voluntary redundancies and 5 compulsory redundancies. These posts included Curator of Social History, 2 Assistant Curators of Social History, Curator of Costume and

Textiles and an Enabler. We are pleased to confirm that we have been able to retain the post of Display Care and Storage Assistant.

9. As ever, our partnership work remains vital to delivering our objectives. The major partnership work over this period and through 2012 will be our work on the **York Mystery Plays 2012**, working with York Theatre Royal and Riding Lights Theatre Company to bring the Mystery Plays back to the Museum Gardens for the first time since 1988, for what promises to be a spectacular event. This will form our part of the **York 800** celebrations as well as **1212: the Making of the City** exhibition at the Yorkshire Museum. We have also continued to work with the University of York, City of York Council, York St John and Science City York on the **Science and Innovation Grand Tour**, a celebration of York's achievements in science and innovation, just launched, that features images and information displayed across the city during summer 2012. We were again also involved in Illuminating York and once again the main strand of the event was based at one of our sites, with '*Envisions*' being projected onto York Castle Museum. Over the summer we also helped set up the Tansy Beetle Action Group with the University of York and City of York Council to introduce this iconic species to the Museum Gardens. The beautiful, iridescent green, flightless Tansy Beetle is a flagship for species conservation; formerly more widespread in the UK, it is now only found along the banks of the river Ouse around York. The science, gardens and learning team will be working with volunteers to create habitats that add to the beetle's range, and to enable visitors to learn about, and help protect, this species.
10. The transformed Yorkshire Museum has been nominated for several awards. At the Visit York Tourism Awards in April, the museum won Visitor Attraction of the Year; the museum was also longlisted for the major Art Fund Museum Prize and among the judges who visited were Michael Portillo, artist Jeremy Deller and the journalist Charlotte Higgins. Unfortunately we did not make it on the shortlist and the British Museum eventually won it for its *A History of the World in a Hundred Objects*. In October we were nominated for the Large Visitor Attraction of the Year award at the Welcome to Yorkshire White Rose Awards. The museum was also nominated for the prestigious European Museum of the Year award 2012.
11. As mentioned above **1212: the Making of the City** is the Yorkshire Museum's contribution to **York 800**, a transformed medieval exhibition celebrating the people, places and events that have contributed to the

ctiy's medieval heritage. The exhibition features items from our own collections and important works from York Minster. We were delighted to welcome the Queen, the Duke of Edinburgh and Princess Beatrice to a tour of the exhibition on 5 April and city Councillors were also invited to a private view.

12. The BBC's Antiques Roadshow was hosted in the Museum Gardens on 28 July 2011 and attracted over 3,000 people. So many exciting items were brought by members of the public that the BBC screened two programmes worth of material, in March and April 2012.
13. In December we began fundraising for two important Iron Age gold torcs that were recently found in Yorkshire. They are significant in that they are the first Iron Age gold jewellery to be found in the north of England. After an appeal and a very successful fundraising event held in the Hospitium, where people were able to handle the torcs and some other items from the collection, we successfully raised the full amount for the first torc in February. We will aim to acquire the second torc when it is officially declared treasure.
14. We were delighted that Anthony Shaw, a major collector of contemporary ceramics, has agreed to lend to us on long term loan his outstanding collection. This complements and expands our collection of British Studio Ceramics, which is undoubtedly the finest collection in the UK. Items from the Shaw collection are on display as part of ***Gordon Baldwin: Objects for a Landscape*** that opened in February.

## **Analysis of Performance**

15. The Partnership Delivery Plan (PDP) sets out a number of key targets relating to the Council's core objectives. The following paragraphs summarise the progress towards the 7 major targets outlined in the PDP.

### *a) Stabilising visitor figures*

16. Overall visitor figures have continued to grow, increasing to 659,893 for 2011/12 from 641,160 last year, an increase of 3%. As there was no new offer at the Castle Museum over this period visitors did drop slightly, emphasising the need for the new offers at the museum as highlighted above. Entering YMT's 10<sup>th</sup> year it is worth noting that over

that time total visitors across the sites have increased by a massive 67%. (Total visitor figures for 2002/3: 394,602; 2011/12: 659, 893).

17. The Yorkshire Museum continues its success after its major development, showing a 20% increase in visitors year on year. The new exhibition mentioned above and the Mystery Plays bringing people to the Museum Gardens should help increase visitor figures further. York Art Gallery visitor numbers continue to grow, with both the Hockney and Ety exhibitions far exceeding expectations. One of our main areas of concern is how to hold on to the awareness of the gallery whilst it is closed for development. We will be developing an interim programme to keep awareness in the city through loans to Fairfax House and galleries throughout the region, and an extended contemporary art programme at York St Mary's.
18. What is clear is that continued investment and effective marketing are crucial to increasing visitors and encouraging repeat visits, hence the plans for improving the displays and buildings described above. One area that we do not count visitors on a regular basis is the number of people enjoying the Museum Gardens which at the last count we believe are somewhere in the region of over 1.3million per annum.  
  
b) Delivering new income streams
19. The most significant news is clearly the achievement of the Arts Council Major Partner Museum award of £3.6m over the next three years which will benefit York residents through improvements in the museums and additional learning and public programmes.
20. Beyond that, other income sources have also seen growth. Admissions income is currently 7% higher than last year and YMT's Trading Subsidiary Company has shown a particularly strong performance through the year. We are forecasting that Retail, Catering and Venue Hire will deliver a profit of £219,000, up from £130,000 in the same period last year. This income feeds back in to support the Charity under a tax-free Gift Aid arrangement.
21. Our Development Group has continued to meet and the group are currently working on long term plans for events and initiatives to support the York Art Gallery development. This follows their first major fundraising event, the Yorkshire Dinner that saw four top Yorkshire chefs produce a unique dinner raising £17,526.67 for the Yorkshire Museum development.



c) New exhibitions and interpretative service

## **York Art Gallery**

### 22. ***Honest Pots***

9 October 2010 – 9 October 2011

This exhibition, the third to be held in the Gallery of Pots, was a display of handmade, functional pots, from the medieval period till the present.

### 23. ***Games People Play***

8 October 2011 – 15 April 2012

This small exhibition, curated by members of the community, shows the games people have played over the years and the way these have been depicted by artists.

### 24. ***Excitations***

15 October 2011 -

***Excitations*** is an exhibition of ceramics from York Museums Trust's collections chosen by Gordon Baldwin. It features a range of works from across the ceramics collections of York Museums Trust, all chosen by Baldwin to show the type of pottery that influenced him when he was a student, bringing about the moment he gave up painting in favour of working in clay.

### 25. ***David Hockney: Bigger Trees Near Warter***

12 February 2011 – 12 June 2011

David Hockney's ***Bigger Trees Near Warter*** comprised fifty canvasses which created the largest work Hockney has ever produced, measuring 40 x 15 feet. This was the first time that the work, owned by Tate, was seen outside of London. This quickly became the most popular exhibition we have shown at the gallery since YMT was created, and created a lot of media coverage. We were thrilled that Hockney himself visited the gallery for the launch of the exhibition and ***Art in Yorkshire, supported by Tate***, along with Tate Director Sir Nicholas Serota.

Total visitors – 143,365

26. ***Austin Wright: Sculpture and Drawings***

16 April 2011 – 2 October 2011

This Little Gallery exhibition celebrated the 100<sup>th</sup> anniversary of Wright's birth and featured small scale sculptures and drawings.

27. ***William Etty: Art and Controversy***

25 June 2011 – 22 January 2012

This, our first major researched exhibition in partnership with the History of Art department at the University of York, was the first since 1955 to focus on this neglected York-born artist. The exhibition, including works lent from the Tate, the Royal Academy, Manchester Art Gallery and the Royal Collection, filled the whole ground floor of the gallery and proved to be very popular, becoming the second most popular exhibition we have staged. A scholarly catalogue was produced that sold well, and for the first time Friends of York Art Gallery gave Saturday tours which also proved to be popular. This was also part of ***Art in Yorkshire, supported by Tate***. We also held a symposium 'Unpacking Etty', which was attended by 22 academics and many museum and gallery professionals.

Total visitors – 115,620

28. ***Gordon Baldwin: Objects for a Landscape***

11 February 2012 – 10 June 2012

Gordon Baldwin is a sculptural potter who has been very influential in moving ceramics towards sculptural forms and away from traditional functional pots. This major touring exhibition, the first major exhibition of Baldwin's work, showcases more than 100 works by one of the world's most distinguished ceramic artists, and is accompanied by a new full-colour book detailing his career.

**York St Mary's**

29. ***Thirty Pieces of Silver***

28 May 2011 – 30 October 2011

Since 2004 we have used York St Mary's as a contemporary art venue, and this year we displayed Cornelia Parker's work made from

crushed silver objects suspended from the ceiling. The work was lent from Tate as part of **Art in Yorkshire, supported by Tate**. The installation proved very popular with a 71% increase in visitors from last year's exhibition.

Total visitors: 39,932

## **Museum Gardens**

30. The public have been responding very well to the horticultural improvements in the Museum Gardens; the Garden Guides often get praise for how the gardens look. Summer bedding plants have been planted in June and we have placed a number of specimen plants in pots near Museum Street and Marygate entrances to add to the sense of entering a garden. This summer has also saw new plant labels sited in the gardens, and we plan to keep momentum and add more labels to plants. We have cleared out the remains of St Leonard's Hospital and interpretation panels have been installed so that visitors can understand the history of what was a rather neglected place. The Gardeners have also planted thousands of new bulbs in November for a colourful display in the spring. Emphasis this year is on colour through tulips and bulbs to naturalise through daffodils. The weekend garden tours delivered by the Garden Guides continue and have proven to be well attended. We have also now produced a leaflet for the gardens, a positive contribution to their being positioned as our fifth site. On a busy summer day we have over 10,000 people visit the gardens. We have also recruited a new Garden Manager, who previously was Head Gardener at the National Trust property Craggside.
31. The **Learning Team** has seen an increase in York and non York school audiences through this period (see complete figures below). Links with York schools are very important and 5,305 York school children came to all our sites through the year, an increase of 13% over last year.
32. **Formal Learning:** Total numbers have kept up well and improved on last year; they link very well to renewed public interest in homemade crafts which has featured in the media; for instance, the two day course traditional Christmas decoration making by willow weaving was fully booked.  
Other highlights have included: a special session for Scarcroft School arranged with us by the Friends of Rowntree Park, focusing on drawing

woodland animals from specimens from the Yorkshire Museum's natural history collection, and included seeing ***Bigger Trees Near Warter***. The children's drawings will be used as inspiration in a project being run by the Friends of Rowntree Park to create new signage in the park; we collaborated with the Yorkshire Air Museum and North Yorkshire Business and Education Partnership to run workshops for primary school children on World War II as part of their 'Flightpath' day; the popular Early Years Week – 'Bull in a China Shop!' using Joshua Turner's China shop on Kirkgate as inspiration was also successful. We also delivered our re-worked WWII schools workshop featuring the actor Chris Cade as an air aid warden with pupils using and making bomb shelters, bomb scoops, and gas masks. We also piloted the new workshop on Victorian life; 'Earth & Beyond' has proved to be the most popular workshop during September and October, which may reflect the additional information that has been sent out to schools recently regarding our forthcoming astronomy training day for teachers. A new popular session at the Yorkshire Museum has been 'Who Were You', a forensic science session.

33. The Friends of York Art Gallery have kindly agreed to co-sponsor an MA studentship in History of Art from the University of York. The student will spend one day a week at the Gallery researching the collections, leading to a dissertation and possibly informing a future display at the Gallery. A representative from the Friends and Laura Turner have selected the student, Emma Double, who started work at the Gallery in September.
34. We have hosted the second week of the Settings Other Than Schools placement (SOTS). 3 trainee teachers from York St John's University worked with us for the week, and we signed off their 'competencies' in order for them to pass the module. They observed workshops, helped with visitor consultation, prepared learning resources and completed various tasks for their course. There was very positive feedback from York St John's and the students. York College brought a group of 8 Creative & Media Diploma students for a tour of the gallery, in preparation for a module involving working with the community.
35. **Informal Learning:** we have held Family Saturdays at York Art Gallery, as well as Easter and half term activities in the Studio looking at stained glass, ceramics and landscapes. Other activities at York Art Gallery included making collages and mobiles from silver papers and foils inspired by Cornelia Parker's ***Thirty Pieces of Silver***; Territories sessions have included sessions for Adults with Moderate Learning

Difficulties led by artist Griselda Goldsborough; a session for members of York Carers' Forum, sessions for pre-school children and their carers led by Thea Jacob of Song Box, looking at the Hockney exhibition; 12 days of drop-in art workshops for families in the Studio over the summer holidays focussing on William Etty where visitors created 6 statues out of junk materials inspired by the statue of Etty outside the gallery. Christmas at the Castle featured an adaptation of *A Christmas Carol*, as well as staff in period costume and a look at the development of mince pies and mincemeat through the ages. We also celebrated the 50<sup>th</sup> anniversary of Carols in Kirkgate.

36. At the Yorkshire Museum Easter holiday activities focussed on astronomy, with a 'star trail' around the museum, families drew cartoons of the gods they found on the star trail, made little models of planets with Super Clay and drew starry pictures with coloured chalks on black paper. Tours of the geology behind York's buildings have proved very popular, with several more sessions now booked on request. Curator's talks were also been well attended. Half term holiday activities focussed on prehistoric marine reptiles. Two Wild Wednesdays were held in August with the themes *Heaven* and *Earth*. These proved as popular as ever with well over 500 people attending each event. Vikings were the theme for February half term events.

37. At York Castle Museum, the highlight was *Knights at the Castle* which ran everyday for the whole of the summer holidays. Young children could practice archery, make a replica helmet, meet the armourer demonstrating how armour is made and have a go on the quintain. This took place in the exercise yard that was decorated with swathes of coloured fabric and heraldic shields and was very well received by the public. A play area for small children was set up in the costume gallery. Three medieval swords showing the development of sword design were also made available for visitors to handle in the military studio.

Around 300 visitors to the YMT Learning Team stand at the Great Yorkshire Show contributed to 2 large acrylic paintings on canvas based on 2 paintings from the fine art collection. These were on display in the Studio throughout the summer.

38. Talks have been given to, amongst others, the Bilton Local History Society, Arup Archaeology of York conference, Radio York, Keynote Speech at the Rare Book and Special Collection Libraries conference, Dringhouses Historical Society, All Saints School and the Pocklington Art Society.

39. **Adult Learning:** highlights have included *Easter Icons*, a 2 day workshop during which participants created their own small egg tempera icon painting using medieval materials and techniques. It included tours of the York Art Gallery's medieval hang and the Yorkshire Museum's medieval galleries. 2 adult learning sessions were delivered by the Open College of the Arts and a talk on David Hockney was given to the University of the 3rd Age. To complement the William Etty exhibition we hosted a weekend of life drawing sessions which were led by artist Jo Pullar of Space 109. These proved popular, with 32 adults attending sessions and producing some excellent drawings. The delivery of term-long, supported learning courses for adults with additional needs has continued throughout spring and summer, led by City of York Council's Adult & Community Education Team. Ofsted inspectors visited one of the sessions in June, when the sessions finished.

During Illuminate York we held our annual Adult Learning Evening. This year, in addition to a carousel of talks, including one given by the Friends of York Art Gallery, Jo Pullar of Space 109 came with sculptor Brian Coleman to promote the artists' workshops which they are now running, allowing us to support this vital and creative, community centre.

October half term saw the first of our astronomy events funded by a grant from the Science & Technologies Facilities Council. Astronomer, Martin Lunn delivered a lunch time talk and spent the afternoon in the Observatory showing visitors the telescope. He then trained a group of students from the University of York, Department of Physics, to host an evening opening of the Observatory. Despite the overcast conditions, 182 adults and 50 children visited the Observatory that evening.

*e) Increase use and involvement by residents*

40. The YMT monthly book club has discussed *The Coral Thief*, *Wolf Hall*, *I Claudius*, *Vinland*, *How to Paint a Dead Man* and *As Meat Loves Salt*; around 10 people attend each month. The sessions are led by Vicky Hoyle from City of York Archives and incorporate a handling session.

41. After the success of ***Celebrating Severus***, Precious Cargo, our project to involve young people in the work of the museum includes the making of a film exploring the medieval world involving over 25

young people and over 30 Adults. The Media students taking part spent an intensive week over half term filming numerous people and locations in York to help capture York's medieval heritage. In addition to the film crew, a cast of young actors performed specially written short dramatised scenes about the life of monk's at St Mary's Abbey for the film. The project has made the shortlist for the prestigious Art Fund Clore Award, the winner will be announced at an awards ceremony at the British Museum in June.

42. This project has strengthened existing partnerships with York College, by using their Media students for the project, with York Theatre Royal, by working with the Mystery Plays producer to help cast the actors and put forward community writers, and also with York Minster, whose vergers have loaned us their robes as part of the wardrobe for the dramatised scenes. Many other local people, organisations, and businesses have given up their time to be involved in this film. York College 3rd year BA Fashion Design students designed contemporary catwalk outfits inspired by our medieval collections. The students have also been participating in the accompanying documentary film about their work. The degree module this project is for is titled Precious Cargo

The partnership with York Theatre Royal and Riding Lights Theatre Company is a major collaboration for YMT which will result in York Mystery Plays returning to Museum Gardens in August 2012. Central to the success is the involvement with York residents who are volunteering in all aspects of back stage and performance. To date we have recruited over 1,025 volunteers.

43. Other current projects include *Pocket Money*, a film and exhibition involving local people's thoughts on money, linking to the Yorkshire Museum's coin collections, and also *Coins*, a photography and image manipulation project with service users of a mental health charity, also relating to our coins collection.
44. The impact of Precious Cargo is evidenced by Mr Barry Foster, Head of Media at All Saints RC Secondary School in York contacted us to say that "the students and I really enjoyed the project last year and the enhanced real world element of filming on location etc has really benefited them, this has also been reflected in the grades for certain assessment criteria".
45. The following York Schools, Nurseries, Colleges & Universities have visited YMT through the reporting period:

**Nurseries**

Daisy Chain Day Nursery  
Ducklings Nursery  
Elvington Pre-School  
Happy Jays Nursery  
Huntington Pre-School  
Joseph's Day Nursery  
Little Green Rascals Day Nursery  
Smartypants Nursery  
The Crescent Nursery

**Primary students**

Acomb Primary School x 2  
Archbishop of York's Junior School  
Badger Hill Primary School  
Burton Green Primary School x3  
Carr Infant & Junior School  
Clifton Green Primary School  
Clifton with Rawcliffe Primary x2  
Copmanthorpe Primary School x2  
Fishergate Primary School  
Haxby Road Primary School x4  
Headlands Primary School x2  
Hempland Primary School x2  
Hob Moor Community Primary School  
Huntington Primary School x4  
Knavesmire Primary School x4  
Lakeside Primary School x2  
New Earswick Primary School x2  
Osbalwick Primary School  
Our Lady's RC Primary School  
Park Grove Primary School  
Poppleton Ousebank Primary School x2  
Poppleton Road Primary School x2  
Robert Wilkinson Primary School

Scarcroft Primary School  
St Barnabas Primary School  
St George's Roman Catholic Primary School x6  
St Oswald's CE Primary School  
St Lawrence's Primary School x2  
St Paul's C of E Primary School x4  
St Wilfrid's RC Primary School x4  
Tang Hall Primary School  
Warthill Primary School  
Westfield Community School  
Wigginton Primary School  
Woodthorpe Primary School  
Yearsley Grove Primary School x2

**Secondary and A-level students**

All Saints RC School x2  
Archbishop Holgate School x2  
Huntington School x2  
Millthorpe School x2  
Joseph Rowntree School x4  
York College x10  
Askham Bryan College x

**Independent Schools**

Bootham School x5  
Clifton Preparatory x2  
Minster School  
The Mount School x6  
Queen Ethelberga's College x3

**Universities**

York St Johns University x11  
University of York x14

**SEN Schools**

Applefields School x3



46. As at the end of this reporting period we had 202 active volunteers across all of our sites. We have expanded volunteer teams in our public facing projects (Castle Museum Studios, Raindale Mill and York Observatory), to enable us to open on more weekday occasions through the summer in line with rising weekday visitor numbers.
47. We replaced the axle in Raindale Mill which enabled us to get the mechanism working again after a break of several years. This was a landmark occasion for Mill volunteers who have supported the project since 2009, always working towards this point when we would be able to operate the mechanism and waterwheel for visitors.
48. We had a small team of volunteers working with us on the installation and de-installation of ***Thirty Pieces of Silver*** at York St Mary's. These roles are always very sought after as there are few opportunities in the city for volunteers to get hands on with such prestigious works, so it is always particularly pleasing to be able to work with volunteers at York St Mary's.
49. The Yorkshire Museum Library project continued to enjoy the support of NADFAS who train and work alongside the volunteers as they work on books in need of refurbishment.
50. We have hosted 10 placements in total during the reporting period with the archaeology, natural sciences, social history and learning teams as well as with the Museums Development officer.
51. Some of our Castle Studios volunteers helped to clear scientific instruments from their store in the Castle Museum in preparation for the work starting on extending Kirkgate. Under the guidance of the Curator of History, the volunteers helped to check, record and repackage objects before they went to the Riccall store. We hope that there will be many other ad-hoc volunteer roles arising from this project as it gets underway.
52. The Observatory team continued to grow, enabling us to plan for a varied programme of evening activities through the winter months. Volunteers also helped with the BBC's Stargazing Live event held in January.
53. The photography volunteers established themselves as part of the visitor offer at the Castle Museum, opening up the Collections Studio

every Wednesday, chatting to visitors about their work with the social history photographic collection.

f) *Achieve high visitor satisfaction*

54. We have recently successfully retained the Visitor Quality Assurance Standard at York Art Gallery, York Castle Museum and the Yorkshire Museum. All three sites have also been inspected for and awarded the Sandford Award for Heritage Education and the Learning Outside the Classroom Award. The LOTC assessor summarised as follows:

*“This is an outstanding organisation offering high quality experiences for its users - every aspect of the requirements for the Learning outside the classroom quality award is in place and evidence is readily available to support all statements. Staff are totally committed to their work and show a comprehensive understanding of how to provide learning experiences of the highest quality in a superb location“*

55. Visitor surveys carried out in September 2011 by Spirul Research showed that at York Castle Museum:

- 100% of visitors were either satisfied or very satisfied with their visit
- 99% would recommend the museum to others
- 89% would visit again

At Yorkshire Museum:

- 97% of visitors were either satisfied or very satisfied with their visit
- 96% would recommend the museum to others
- 84% would visit again

At York Art Gallery:

- 99% of visitors were either satisfied or very satisfied with their visit

- 96% would recommend the museum to others
- 91% would visit again

56. Some recent visitor comments have included:

### ***William Etty: Art and Controversy***

“The Etty exhibition was fabulous. The gallery is much better since the refurbishment.”

“Truly lovely paintings hung and displayed very well. The way the exhibition not only shows the paintings but the controversy that surrounds them, and includes reactions from the press and quotes adds further interest to the whole thing. I sort of feel I am rooting for Etty- the poor guy!”

“I didn’t know much of William Etty but I do now! A wonderful collection.”

“Truly an enriching experience. I heard about this exhibition and flew all the way from Ohio to see it! It is beautiful. Thank you York. It’s been an exquisite visit and I will be back again soon!”

### ***Thirty Pieces of Silver***

“I am most impressed with this exhibition. It is probably the cleverest piece of modern art I have seen.”

“One of my favourite art venues in the North – always fantastic installations here. A wonderful use of the space.”

### ***Honest Pots***

“I came with low expectations and am utterly smitten! What a fine powerful unforgettable exhibition! I shall never overlook a pot again”

“Brilliant exhibition I liked that the old and functional pots were included with the artists pots”

*g) Ensure the cataloguing of the collection*

57. After some discussion with Arts Council England, who have now taken on responsibility for Museum Accreditation, all YMT sites be taken through the re-accreditation procedure in April 2014. York Art Gallery is likely to be closed at the time and so could be awarded only provisional Accreditation. However the length of the gallery refurbishment means this is unavoidable.
58. At York Art Gallery, there was a push to complete documentation of the works on paper as the documentation assistants contract came to an end and she added images to 432 records in this period, with the assistant curator creating an additional 10 retrospective records,
59. At the Castle Museum, 25 records for female accessories, and 310 retrospective records for objects going on display were added.
60. At the Yorkshire Museum, the request to borrow material for research on the Teesdale cave material prompted a review to check and refine records for this important collection with 473 records having images added, while a further 1,377 geology records were added retrospectively.
61. The collections management team was expanded by the addition of the two collections technicians working on archaeology collections and in this 6 month period they added records or updated locations for 1,321 objects, including those moved from the Marygate hutments. They then switched in September to working on the Kirkgate project and created a further 97 records for Social History objects being retrospectively recorded as they were taken out of stores in advance of building work.
62. The Registrar continued to check and edit records in preparation for printing accession registers, checking the validity and consistency of terminology and she cleaned and edited 34,862 pieces of data, including scientific names, object names, locations and acquisition sources.
63. The collections management co-ordinator continued to work on clarifying data connected to images so that copyright information is accurate; she edited 1,542 records to ensure their images were named correctly and checked the work of the volunteers working on photo recording at the Castle Museum.

**Janet Barnes  
Chief Executive  
York Museums Trust  
June 2012**

## Detailed Visitor Numbers

### Visitor Numbers

12 months from April 2011 to March 2012  
(excluding conference visitors)

	Actual	Last year	% Change
Castle Museum	295,661	307,241	-4%
York Art Gallery	229,513	231,351	-1%
York St Mary's	39,932	23,292	+71%
Yorkshire Museum	94,787	79,276	+20%
<b>Grand Total</b>	<b>659,893</b>	<b>641,160</b>	<b>+3%</b>

#### Notes:

64. Yorkshire Museum reopened in August 2010. York St Mary's was open from June in 2010, and from May in 2011.

### Financial Stability

65. YMT broke even in 2011-12
66. The Major Partner funding from ACE, plus anticipated growth in admissions income mean that a surplus is forecast for 2012-13. This will allow YMT to deal with the proposed 20% cut in revenue funding from CYC from 2013 to 2018.

<b>April 2011 – March 2012</b>	<b>Castle Museum</b>	<b>Yorkshire Museum *</b>	<b>York Art Gallery</b>	<b>Observatory</b>	<b>York St Mary's</b>	<b>Total all sites</b>	Figures from same period last year
<b>Visiting children in York school groups (Ages 0-16)</b>		(including outreach workshops)		(Schools included with YM)			
• <b>Nursery</b>	43	12	32	0	0	<b>87</b>	519
• <b>Primary</b>	1,806	804	1,018	0	0	<b>3,628</b>	3,197
• <b>Secondary</b>	302	24	52	0	0	<b>378</b>	385
• <b>Other</b>	214	811	187	0	0	<b>1,212</b>	578
<b>Total</b>	<b>2,365</b>	<b>1,651</b>	<b>1,289</b>	<b>0</b>	<b>0</b>	<b>5,305</b>	4,679
<b>Visiting children in non-York school groups (Ages 0-16)</b>							
• <b>Nursery</b>	162	29	14	0	0	<b>205</b>	215
• <b>Primary</b>	6,603	2,415	1,129	0	0	<b>10,147</b>	11,206
• <b>Secondary</b>	4,949	610	459	0	0	<b>6,018</b>	6,277
• <b>Other</b>	3,789	899	214	25	0	<b>4,927</b>	2,170
<b>Total</b>	<b>15,503</b>	<b>3,953</b>	<b>1,816</b>	<b>50</b>	<b>0</b>	<b>21,322</b>	19,868
<b>Student Educational visits HE + FE (Ages 17+)</b>	64	9	11	0	0	<b>84</b>	129
<b>Students on a general visit HE + FE (Ages 17+)</b>	749	265	194	0	0	<b>1,208</b>	2,375
<b>Events (Extra activities taking place on site for the general visitor)</b>	59	100	46	15	1	<b>221</b>	123
<b>Number of visitors to events</b>	88,528	10,492	3,581	3,637	62	<b>106,300</b>	110,669

<b>April 2011 – March 2012</b>	<b>Castle Museum</b>	<b>Yorkshire Museum *</b>	<b>York Art Gallery</b>	<b>Observatory</b>	<b>York St Mary's</b>	<b>Total all sites</b>	Figures from same period last year
<b>Outreach events</b> (does not include outreach workshops)	3	6	8	0	0	<b>17</b>	25
<b>Number users of outreach events</b>	430	612	430	0	0	<b>1,472</b>	5,627
<b>Educational Activities (Workshops)</b>	238	128	56	0	0	<b>422</b>	416
<b>Informal Learning Groups on site (For example Territories etc...)</b>	17	26	38	1	0	<b>82</b>	189
<b>Users of informal Learning on site</b>	1,060	1,871	447	384	0	<b>3,762</b>	6,697
<b>Number of instances of teachers in contact with museums, excluding visits with school parties</b>	59	13	0	0	0	<b>72</b>	49

\* Includes Great Yorkshire Show.



## Collections

## April 2011 – February 2012

	Transactions	Objects	Notes
Acquisitions	23	155	<p><b>Art</b> – A print 'Minster and Magpies' by York artist Mark Hearld was presented by the Friends of York Art Gallery. 'Portrait of Anna Wilmersdoerffer' by Alfred Wolmark, circa 1905. The Art Fund, Friends of York Art Gallery and the MLA/V&amp;A Purchase Grant Fund also provided grants for the purchase of 'Yellow Open Form' by Merete Rasmussen, a stoneware sculpture. A number of other ceramic and 2D pieces were acquired as gifts, and three studio pottery pieces by the potters Gordon Baldwin, Eric Mellon and Doug Fitch were donated. Two watercolours by Keith Vaughan were gifted through the Contemporary Art Society.</p> <p><b>History</b> - A range of objects was acquired including a silk theatre poster dating from 1850, a newspaper handcart for use in Kirkgate and two contemporary rag rugs. A 1920s seal embossing press was donated by Sessions printing company following the closure of their business.</p> <p><b>Science</b> – Two gifts of wasps totalling 101 were donated to the science collection.</p> <p><b>Archaeology</b> - A gold finger ring set with a blue sapphire and red glass cloisonné dating from the 10th - 11th centuries was purchased with the aid of grants from the Art Fund, MLA/V&amp;A Purchase Grant Fund, Headley Museums Archaeological Acquisitions</p>

			Fund and the Yorkshire Philosophical Society.
Archaeological sites	2	2	One accession number was issued to the University of York Department of Archaeology Excavations for work on the University campus and another to Pre Construct Archaeology a site at Northallerton.
Disposals	6	173	<p><b>Archaeology</b> – 160 pieces of archaeological stonework were de-accessioned; these were from the Marygate store which has been cleared. They were incomplete, duplicates and from unknown sources; the objects have been transferred for use in Museum Gardens.</p> <p><b>History</b> – Two duplicate pistols were transferred to North Yorkshire Police Firearms &amp; Explosives Licensing Department for safe disposal. Three items of military kit were transferred to the Kent and Sharpshooters Yeomanry Museum as they are outside the YMT Collecting Policy. A KitKat that could not be located following display was formally de-accessioned.</p> <p><b>Science</b> - Seven animal skins that are outside the collecting policy were transferred to National Museums Scotland.</p>
Loans In	42	1,212	<p><b>Archaeology</b> – An animal mummy has been borrowed from Manchester Museum for the Learning Level at the Yorkshire Museum. Two Iron Age gold torcs discovered near Towton have been borrowed for fundraising to enable them to be purchased.</p> <p><b>Art</b> – 51 objects have been borrowed</p>

		<p>for 'Austin Wright: Sculpture and Drawings'. As part of Art in Yorkshire, 'Thirty Pieces of Silver' by Cornelia Parker has opened at York Saint Mary's. A total of 31 works have been borrowed from 12 lenders for the William Etty exhibition. 1,018 items have been packed and collected from the Anthony Shaw British studio ceramic art collection which has just begun a 15 year loan to YMT. Sculptures by William Turnbull and Eduardo Paolozzi were among the incoming loans for the exhibition 'Gordon Baldwin: Excitations'. Other loans were made for the Burton Gallery, re-display of the South Gallery and 'Gordon Baldwin: Objects for a Landscape'.</p>
Loans Out	20 114	<p><b>Art</b> – Works have been loaned to the following venues and exhibitions: Wallace Collection, 'Esprit et Vérité: Watteau in the Wallace Collection'; Wellcome Collection, 'Dirt: The Filthy Reality of Everyday Life'; Victoria &amp; Albert Museum, 'The Cult of Beauty: The Aesthetic Movement 1860-1900' (the first of a three venue tour); Penlee House Museum and Gallery, 'The Talented Garstins'; Shizuoka Art Gallery, Japan, 'Hans Coper Retrospective: Innovation in 20th Century Ceramics' (the last of six venue tour); Bowes Museum 'Henri Fantin-Latour and the Impressionists: Still Life Paintings in the 19th Century'; the Millennium Galleries, Sheffield, 'John Martin' (the second of three venues); Djanogly Art Gallery, Nottingham 'L.S. Lowry 1920–1950'.</p>

		<p>Other works were on display in the following exhibitions: 'Autumn: The Waning Year' by David Murray in 'The London, Midland and Scottish Railway Company's Royal Academy Poster Campaign of 1924' and 'Silver Dollar Bar' by Edward Burra in 'Edward Burra' at Pallant House Gallery and Djanogly Art Gallery, Nottingham. 'The New Terrace Walk' by Nathan Drake was loaned to the Mansion House. A portrait of Sir Herbert Read by Bryan Kneale was loaned for the exhibition 'Herbert Read: Yorkshire Modern'.</p> <p><b>Archaeology</b> - The Vale of York Hoard was loaned to the Mercer Art Gallery.</p> <p><b>History</b> - Objects were loaned to Fairfax House for 'Revolutionary Fashion' and The Captain Cook Memorial Museum, Whitby for 'Eating the Exotic: A Voyage to Polynesia with Captain Cook'.</p> <p><b>Science</b> - 53 hawkweed specimens were loaned for research.</p>
Conservation	19 100	<p><b>Art</b> – Works went for conservation in preparation for the exhibitions 'William Etty: Art and Controversy' and 'Austin Wright: Sculpture and Drawings'. Works on paper were conserved ready for display in the Burton Gallery Community Chest: 'The Art of Appearance' and 'Games People Play'. One work on paper, an oil painting and sun dial went for conservation prior to display; Four frames went for conservation prior to exhibition in the new South Gallery display and two frames were sent for woodworm treatment. Works have</p>

been sent for conservation and mounting in preparation for the exhibitions '1212: Making of the City' and 'Art and Music'.

**History** – A clock has gone for conservation before being placed on display in Terry's sweetshop, Kirkgate. Other objects have been sent for preparation for the new displays in Kirkgate.

**Fundraising**

We have been successful in securing funds between April 2011 and March 2012 for the following:

<b>Funding Body</b>	<b>Reason for Application/funds</b>	<b>Amount</b>
Arts Council England	Renaissance Major Grants Programme	£3.6m
Arts Council England Grants for the Arts	Thirty Pieces of Silver installation at York St Mary's	£9,950
The Headley Trust	contribution towards the purchase of a C10th-11th gold finger-ring	£10,000
V&A Purchase Grant Fund	contribution towards the purchase of a C10th-11th gold finger-ring	£10,000
The Art Fund	contribution towards the purchase of a C10th-11th gold finger-ring	£10,000
Yorkshire Philosophical Society	contribution towards the purchase of a C10th-11th gold finger-ring	£1,000
Arts Council England	funding towards the Gordon Baldwin exhibition	£113,900
Noel G Terry Charitable Trust	contribution to the William Etty exhibition	£1,000
The Art Fund	Renew funding for the purchase of works of contemporary fine art focussing on flesh and the human body	£100,000
Heritage Lottery Fund	Stage One approved funding for Castle Museum	£1.3m
Arts Council England	funding for Mystery Plays	£100,000
Patricia & Donald Shepherd Charitable	funding for Mystery Plays	£500

Trust		
Joseph Rowntree Foundation	funding for Mystery Plays	£5,000
York Common Good Trust	funding for Mystery Plays	£500
Patricia & Donald Shepherd Charitable Trust	Funding towards the purchase of an Iron Age gold torc	£12,500
Noel G Terry Charitable Trust	Funding towards the purchase of an Iron Age gold torc	£2,000
York Common Good Trust	Funding towards the purchase of an Iron Age gold torc	£250
Sylvia and Colin Shepherd Charitable Trust	Funding towards the purchase of an Iron Age gold torc	£500
Yorkshire Architectural and Archaeological Society	Funding towards the purchase of an Iron Age gold torc	£300
Yorkshire Philosophical Society	Funding towards the purchase of an Iron Age gold torc	£1,000
Various	Individual Donations towards the purchase of two Iron Age torcs	£850
Joseph Rowntree Foundation	Funding for Kirkgate development	£10,000
	<b>Total Funding</b>	<b>£5,289,250</b>

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**Learning & Culture Overview & Scrutiny Committee****18 July 2012**

Report of the Assistant Director ICT &amp; Governance

**Proposed Scrutiny Review on Public Parks – Supporting Information****Summary**

1. This report presents feedback information on the work of the Young Inspectors who recently carried out a review of several of City of York Council's public Parks. This information is being provided to inform Members consideration of whether a review of the inequalities within the city's public parks is required.

**Background**

2. At a meeting in April 2012 Members discussed the possible inequalities within the city's public parks, in particular the disparity between Hull Road Park and Rowntree Park. At that time, Members agreed they would like to carry out a visit to both those parks once the new Explore Centre at Rowntree Park had opened.
3. At a meeting in June 2012, Members were informed that the Explore Centre was due to open at the end of July 2012. Also that a group of Young Inspectors had undertaken some work on York's parks and as a result produced a number of feedback reports on their findings.
4. Members agreed they would like to invite the Young Inspectors to attend this meeting to discuss their findings, and carry out their visit to both parks in early September 2012 to meet with the park attendants and look at the programme of activities available at each park. At the same time, Members agreed to hold their formal meeting in September 2012 at the new Explore Centre in Rowntree Park.
5. Unfortunately, as a consequence of CYC's Young People's Service going through a restructure, the Young Inspector's project has been temporarily halted until the end of August 2012, and the particular set of Young Inspectors who carried out the reviews have all moved on.

However the reports they produced on the parks have been provided at Annex A – D for Members consideration.

6. The plan is to train up a new set of Young Inspectors once the Young People's Service is back up and running.

### **Consultation**

7. The attached reports detail the consultation that took place in support of the Young Inspectors review of each park.

### **Analysis**

8. Each of the reports attached contains an analysis of the Young Inspectors findings.

### **Council Plan**

9. City of York Council recognises that strong communities are the foundation of a thriving city and is aiming to ensure the city is made up of active and self-reliant communities where everyone has an effective voice in local issues and where there is a strong sense of belonging. In planning for our communities the Council aims to work in a more joined up way in order to better meet the infrastructure needs of each neighbourhood. This includes ensuring the provision of appropriate local infrastructure including housing, leisure and schools and consulting with young people to build communities that reflect their needs.

### **Implications**

10. There are no known legal, financial, HR or other implications associated with this information only report. If the Committee choose to proceed with a review on the inequalities in CYC's public parks, full consideration will be given to the implications associated with any recommendations arising from the review.

### **Risk Management**

11. There are no known risks associated with the information provided in this information only report.

## Recommendations

12. Members are asked to note the information provided in this report and its annexes.

Reason: To support their future consideration of whether a scrutiny review is required of 'The inequalities in public park provision across the city'

## Contact Details

### Author:

Melanie Carr

Scrutiny Officer

Scrutiny Services

Tel No.01904 552054

### Chief Officer Responsible for the report:

Andy Docherty

Assistant Director ICT & Governance

**Report Approved**  **Date** 11 July 2012

**Specialist Implications Officer(s)** N/A

**Wards Affected:** *List wards or tick box to indicate all*

**All**



**For further information please contact the author of the report**

**Background Papers:** N/A

### Annexes:

**Annex A** – Westbank Park Report

**Annex B** – Acomb Green Report

**Annex C** – Glen Rd Park Report

**Annex D** – Hull Rd Park Report

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Name: York YI	Date 20/08/10
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<b>What service you inspected</b>
<b>Name of the service:</b> West Bank Park.
<b>Type of service:</b> Leisure
<b>Location of Service:</b> Acomb in York.
<b>What did you find?</b>
<b>Did you do an observation, interview, survey or mystery shopper?</b> Observation, interview and survey.
<b>How did you do it (Where, when, who with, how record?)</b> Visited West bank Park, 20/08/10, Chelsea Bass, Leah Hall, Chloe Bond and Celine Kilvington. Video, voice record and questionnaires.
<b>Which inspection questions were you trying to answer?</b>
Question 1 Is the service accessible - YES
Question 2 Is the service welcoming - YES
Question 3 Is it clear what the service does? - YES
Question 4 How satisfied are you/do other young people seem to be with the service? NO
Question 5 How are young people involved in the development, delivery and evaluation of the service? NO
<b>Strengths:</b> It was accessible to all. A variety of things to do ie Bowles, play areas, benches, dog walking. Very clean tidy no rubbish because there were lots of bins. Plenty of open space and very big.
<b>Areas for development:</b> There was lot for young children to do and they had a wide variety of activities on there play area but on the older play area there weren't as many things to go on. They have a group for younger children that meets weekly at the park but nothing for older ones.
<b>General impressions and comments</b> We felt that if we lived in the area we would go there because it had a lot of space and was quiet and peaceful. We felt that if it had more activities on for young people we would go to them because it is a nice space. We liked that the park is used by all ages of the community.

Other
Who you observed, spoke to or surveyed
Age: ?
Sex: Male
Any other information: Park Keeper.
<b>What you found:</b>
<p>Summarise what you found linking back to the inspection questions and any other important information. Include and tables or figures here too.</p> <p>Question 1 Is the service accessible –  Yes the service is accessible for all ages and disabilities. There was an area that wasn't accessible for wheelchair users in the wooded area and it was clearly marked on a map that it wasn't accessible.</p> <p>Question 2 Is the service welcoming –  Yes the service is welcoming. We felt that we were accepted by other park users and no one seem to have any issue with us being there. This lead us to believe that other young people would be treated the same.</p> <p><b>Question 3 Is it clear what the service does? –</b>  Yes it clearly sign posted over the gates when you walked in and there was a park map telling you about where you could go and what areas of the park there were.</p> <p>Question 4 How satisfied are you/do other young people seem to be with the service?  We can't really answer this question as we did not see any young people in the park. This was due to the weather not being very nice. Adults with smaller children who were in the park said that they had seen young people using the park and felt that young people respected the area. The park keeper said that young people do use the park but felt the park wasn't used enough in general.</p> <p>Question 5 How are young people involved in the development, delivery and evaluation f the service?  Again we couldn't really answer this question as there were no young people in the park but the park keeper said that they didn't ask people there views and opinions.</p>
<p><b>Strengths:</b> As above.</p> <p><b>Areas for improvement:</b> As above.</p> <p><b>General impressions:</b> As above.</p>

**Important points:**

Big open space, quiet and peaceful no litter or Graffiti. A nice layout with lots of different areas ie flower garden woodland trail and bird feeding area. Activity groups for younger ones but not for older one. A park for everyone in the community. We found coming up with recommendations hard as we only had own opinions on this inspection because we didn't see any young people due to the weather and possibly the times.

**What the service should do to make things better:**

Recommendations including clear action points: (Taken from actions above.)

- Get young peoples opinions, do a proper survey of young people and get there views. Possibly ask all the community that use the park what they think.
- Sign post at each of the play areas telling you where the other one is, so that young people don't come in and see that they can't use the under 13's area but don't know where the area for them is.
- Activity groups for young people, Sports, arts and crafts, orienteering
- Young persons trail through the woodland area.

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**Young Inspectors Report** - Acomb Green Park.**Date of Inspection** - 31<sup>st</sup> August 2011**Inspection Team Members** - Sophie Allenby & Jade Copping.**What we were inspecting and how we did it**

We went to Acomb Green park on the 31/08/11 to observe and also ask young people to take part in our survey. We went to the park for 11:00am and stayed until 12:30. The day was bright and dry and people were using the park for dog walking and playing.

We hope that our inspection of Acomb Green park helps with the development and we look forward from you on our recommendations.

**Important points**

We thought the park was good for lots of young people. We felt that some of the equipment could be improved and this would increase the number of young people visiting the park. Adults that we spoke with also said that it was about time some improvements were made and they would like some more places to sit.

**Recommendations.**

Recommendations including clear action points:

- If funding allows, look at freshening up/updating play area for young children and creating an area for young people. Possibly some goal posts.
- More seating around the green area and in the play area. Possibly picnic benches.
- Notice board telling of activities that are on in the park and who to contact if any problems.
- Continue with the family fun days at regular intervals.
- Address the issue of access for disabled young people.

**Strengths:**

- Plenty of equipment for young children.
- Dog walkers lots of room and dog bins.
- Lots of litter bins that are used.
- Is open all the time.
- Global hold events and evening stuff there.
- Held a family fun day in the summer.
- We like that it is a green area for with trees.

**Areas for improvement:**

- Possibly some seating on the park and around the green area, maybe some picnic benches.
- Equipment and fencing around the area could do with freshening up or possibly updating.
- Make an area for young people with appropriate equipment for them.
- Where the tree's are they could do with being looked at as people could walk in to branches and be injured.
- Lots of bins around the area but not one in the play area, so there was lots of litter in that area.
- Need to survey people who are using the park.

**What we found:****Physical.**

- Not accessible for people in wheelchairs.
- Only one path going through the park and at either end of it there are stairs.
- Equipment for young children to play on.
- Tree's and flowers around the area.

**Atmosphere.**

- Friendly people, chatted with us when we asked questions for the survey.
- Memorial kept nice and respected by all.
- No signs that lead us to believe young people are not welcome, ie No ball games.
- Young people we talked to all liked the park.

**Information.**

- No notice board or information about the park.
- 1 poster about a family fun fair that had happened over the weekend.

**Involvement.**

- The people that we asked all said that they had never been asked for there opinions on the park.

**Acomb Green survey results**

**Gender:** 3 Male & 4 Female.

**Age:** 8,10,11,12.

- 1) How often do you come?  
- 1 everyday, 4 once a week, 3 not often.
- 2) What do you use the park for?  
- 6 play, sport 1, walk dog 2.
- 3) Is the equipment suitable for young people?  
- 2 No, 3 Yes, 2 sometimes
- 4) Do you get bored of the equipment?  
- 2 No, 3 Yes, It gets trashed.
- 5) Are there spaces to sit?  
- 5 No, 1 Yes, should be more.
- 6) Are the sitting areas nice to eat/sit on?  
- 5 No, 1 Yes.
- 7) What do you like about the park?  
- 3 Nice that it is local, 1 space for dogs, 3 big area/space, 2 slide, 2 fun, 1 hills.
- 8) How do you know about the park?  
- 3 live close, 3 walk past, 2 Mum.
- 9) How do you know what goes on in the park?  
- 2 global, 4 adverts/posters, 2 parents/mates, don't 2.
- 10) Do you ever get surveyed about what goes on in the park?  
- 8 No.

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Name: York Young Inspectors.	Date 05/10/10
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What service you inspected

**Name of the service:** Glen Gardens.

**Type of service:** Leisure services.

**Location of service:** Heworth.

What did you find?

**Did you do an observation, interview, survey or mystery shopper?**  
Observation, interview and survey.

How did you do it (Where, when, who with, how record?)  
Took place at Glen gardens, 05/10/10, Harry, Rebecca, Celine and Ashleigh. Video, Dictaphone and survey questions and answers.

Which inspection questions were you trying to answer?

Question 1 Is the service accessible YES.

Question 2 Is the service welcoming YES.

Question 3 Is it clear what the service does? YES.

Question 4 How satisfied are you/do other young people seem to be with the service? YES.

Question 5 How are young people involved in the development, delivery and evaluation of the service? YES.

**Strengths:**

- A place for young people to meet.
- Quiet place around the Bowling Green to sit and chill.
- Very family orientated.
- It's a busy place.
- Its location is very good because it is surrounded by houses and flats.

**Areas for development:**

- Play area is not accessible for all because of the woodchip pathways. Young people in wheelchairs might find it hard to go on.
- Grass around play area is too long so young people find it hard to play football.
- The play area is very one colour and very green to look at.

**General impressions and comments**

Most of the young people commented on the swings and slide being the thing that they liked but we felt that from other parks we have seen there could be some more better equipment.

We felt that the garden part is more looked after than the other areas and the courts are looking a bit worn out and neglected.

#### Who you observed, spoke to or surveyed

Age: Young people aged between 8 –15 and Adults.

Sex: both male and female.

Any other information: We interviewed Barry Dyson the evening park keeper.

#### What you found:

Summarise what you found linking back to the inspection questions and any other important information. Include and tables or figures here too.

Question 1 Is the service accessible – Yes the gardens are accessible to all but we felt that people in wheelchairs might have issues in the play area.

It is used by lots of people from all ages and different groups.

Question 2 Is the service welcoming – Yes 23/26 people surveyed said that they felt welcome in the gardens. 16/17 young people felt welcomed in the gardens. We all felt welcome in the park.

**Question 3 Is it clear what the service does?** – Yes. It's a very visual place and everything is around you. The signs are clear and opening and closing times are displayed.

Question 4 How satisfied are you/do other young people seem to be with the service? Yes. 22/26 people that we surveyed said that they used the park on a regular basis. 14/17 young people said that they used the park often. 16/17 young people said that they felt welcomed and liked the service that was offered.

Question 5 How are young people involved in the development, delivery and evaluation of the service? Most of the young people said that they didn't get asked or have a say on what goes on in the park. They said that most of the stuff is sorted by the council.

**Strengths:** as above.

**Areas for improvement:** as above.

**General impressions:** We really liked the who of the gardens and felt it offered something for everyone but we did feel that the play park could be more colourful and some more equipment added.

**Important points:**

- Good place for all people young and old and it is accessed by all.
- Notice boards and signs telling you what you can and cant do plus opening and closing times of the park.
- Play park is used a lot but could do with a revamp.

**What the service should do to make things better:**

**Recommendations including clear action points: (Taken from actions above.)**

- Maintain grass around the play park.
- Look at making the play park more disability friendly.
- Organise some sporting activities on the courts or even skateboard/scooter sessions like they do at school sometimes.
- Consult with young people on the play park, about what they would like and how it could be revamped.

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## **Youth4U Young Inspectors Report.**

### **Inspection Report**

Hull road park.

### **Date of Inspection**

28<sup>th</sup> October 2010.

**Inspected for  
Mr Dave Meigh.**



## **Youth4U Young Inspectors Programme.**

### **What we were inspecting and how we did it.**

The place we have inspected is Hull road park in Tang Hall York.

- Observation.
- Survey.
- Interview.

We have also looked at the inspection which other groups of young inspectors carried out during the summer. We wanted to look at these again and give you a better idea of what we think young people feel about the 3 parks.

### **Inspection Team Members.**

- Chelsea Bass.
- Leah Hall.
- Kane Heald.
- Harry Radcliffe.
- Crew Elliotte.



### Youth4U Young Inspectors Programme.

#### Overall view of Hull road park and an attachment of Westbank and Glen gardens.

##### Hull road park.

It's a really big park but there is too much open space and not enough equipment. There's tennis courts, a bowling green and mud ramps that are all good but it would be good to have somewhere to play football and extend some of the play areas. There's not enough seating areas but the park-keeper was very friendly and most of the young people we spoke to said that they felt welcome and they all knew Sean's name. Overall, we felt that it was popular with young people who mostly told us they enjoyed being there, but there's quite a lot of things that could be done to improve the layout of the park equipment. The young people said that sometimes they could have a go on the bowling green something they all enjoyed.

##### Westbank park.

Had a kids park and a teenagers bit, big open space. Had like a flower garden that you could walk through. A information point what shows you what was on and when and where. It had a bowling green for older people and didn't look like they would have let young people. There were toilets but they were locked. I thought that Westbank park was better than Hull road because it was as big but the space was used better.

##### Glen gardens.

There was spaces to sit all round the park near the bowling green. There were more things to do in the play area. It looked nice because of the flowers and the gardens and the paths were better than Hull road because they weren't muddy. There's more space in Hull road park, Glen gardens is much more compact with everything closer together. Park-keepers in both parks were really friendly.



**Youth4U Young Inspectors Programme.**

**Observation Questions.**

1. Is it wheelchair and pushchair accessible?
2. Is there a lot of things for people to do?
3. Are there good things to do?
4. Do you think the size of the park is acceptable?
5. Is it well looked after?
6. Are dog walkers allowed on here?
7. Is there places for people to sit?
8. Are the toilets open?
9. Are the toilets clean?
10. Is someone always available?
11. Are the opening and closing times appropriate for the young people?



### Youth4U Young Inspectors Programme.

#### Observation Results.

1. Yes it is accessible to all.
2. Yes for younger children but not really for older youths, 14 up.
3. Not really for 15 and above.
4. Yes a good size park.
5. Yeah definitely, it seems very looked after.
6. Yeah dogs walkers are allowed and dog bins are provided.
7. Yes there are some benches.
8. There are toilets and they were open.
9. And the toilets are clean.
10. The park-keeper and at times the gardeners.
11. Yes for this time of year but we felt that if they had some lighting in certain areas they could be used better.



**Y4U – Young Inspectors Programme.**

**Interview Questions.**

1. How many people use the park?
2. What are the ages of people in the park?
3. How do you treat young people and is it different to how you treat the older generation?
4. Do young people get a say in what happens or what gets built in the park?
5. Is the park enjoyable for young people with disabilities and is it easy accessible?
6. Are there any organised activities in the park and how do people find out about them?
7. Do you get the same regular young people coming to the park?
8. How do you think the park can be approved?



### **Youth4U Young Inspectors Programme.**

#### **Interview Results - Sean the park keeper.**

1. Per-day about 100, depending on the weather.
2. Ages are wide ranging from babies to pensioners.
3. Yes, try to keep the young people and older people separate. The reason why is because older people complain about some of the young people swearing.
4. Yes they do get a say but nothing really gets put in to place.
5. Enjoyable yes and it is easy accessible.
6. Yes there are some organised activities and they usually get posted on the notice boards.
7. Same kids from the local area.
8. There should be more stuff for the young people and some improvements to things.



### Youth4U Young Inspectors Programme.

#### Survey Questions.

1. How old are you?
2. Do you like the park?
3. What do you like about the park?
4. Are the people at the park friendly?
5. Do you feel welcome?
6. How do older people in the park treat young people?
7. Do you get to say what goes on in the park?
8. Are there activities planned in the park and how do you find out about them?
9. How often do you come to the park?
10. Is it obvious what you can do in the park?
11. How do you think the park could be improved?





### Y4U – Young Inspectors Programme.

#### Survey Results.

1. Age range: 10-20 year old.
2. 8 yes, 3 No's.
3. In order of popularity.
  - 1<sup>st</sup> Water.
  - 2<sup>nd</sup> Wide open spaces.
  - 3<sup>rd</sup> Play area swings and mud ramps.
  - 4<sup>th</sup> Ducks.
  - 5<sup>th</sup> Can just sit.
4. 2 yes, 5 no's, 3 some people and 1 don't know.
5. 6 yes, 5 no's.
6. 6 badly, 2 okays, 1 look at you funny, 1 ignored.
7. 6 no's, 2 yes, 2 not really, 1 don't know.
8. 2 didn't know, 3 friends & park keeper – posters, 1 Global, 3 yes.
9. 5 everyday, 2 2-3 times a week, 1 twice a month, 1 first time.
10. 10 obvious, 1 no not obvious.
11. ideas for improvements.

- Spiderman net.
- Can't be improved.
- Cleaner water.
- Longer opening hours.
- More play area.
- Goal posts.
- 3 x more for young people to do.



### **Inspection Conclusions.**

- In our opinion Hull road park seemed very friendly. When talking with the young people were chatty and open to questions. The park-keeper who we interviewed answered the questions and appeared to be friendly and all the young people know his name.
- It was good that it's so big so there's lots of space for people to be.
- It's in the middle of Tang Hall which means people can easily get there and it's very popular as there were lots of young people there and the park-keeper said they had loads of young people in during the day.
- There is too much wasted space which could be put to better use. They could have separate park area for young people 15+ with equipment for them. Somewhere to play football as it says you cant play ball games.
- The water needs cleaning and there was loads of litter in the river.



### **Inspection Recommendations.**

- Update the play area by having more things for older young people to do (like swings) perhaps at separate ends of the park.
- Extending opening hours and putting some more lighting on in the evenings and more security to stop things being vandalised.
- There needs to be more places to sit (benches etc) all round the park including play areas.
- The field by Alcuin ave, could be a good place to put a football pitch because its not too close to the water and there are railings.
- The water was really unclean and had litter in it. It would improve the park if this was cleaner because litter gets caught up at the edges of the river and it might be dangerous for the ducks.



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## **Learning & Culture Overview & Scrutiny Committee    18 July 2012**

Report of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods

### **2011/12 Year End Financial Monitoring Report - Lifelong Learning & Culture and Children & Young People's Services**

#### **Summary**

- 1 This report analyses the outturn performance for 2011/12 and the financial outturn position by reference to the service plan and budgets for all of the relevant services falling under the responsibility of the Director of Adults, Children & Education and the Director of Communities & Neighbourhoods.

#### **Financial Analysis**

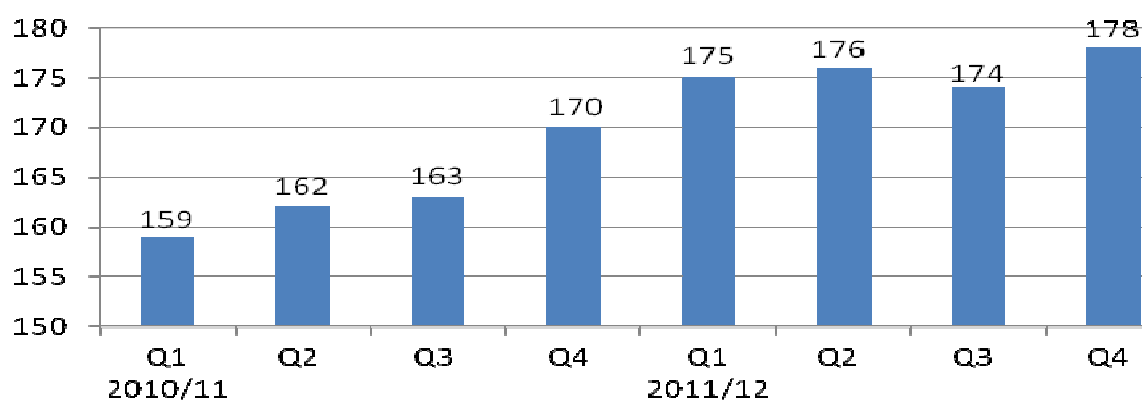
- 2 Communities & Neighbourhoods have reported an underspend within Lifelong Learning & Culture of £289k, compared to an underspend of £100k at the last monitor. Underspends have occurred in the majority of service areas due to actions taken to reduce spend, including the Library Service (£111k) and Sport and Active Leisure (£65k).
- 3 Within Children & Young People's budgets a net underspend of £138k has occurred, made up of the following significant variations:
- 4 The number of children currently under the care of the Council is considerably higher than predicted when the 2011/12 budget was set and as a result is contributing to the directorate's financial pressures. This increased caseload has resulted in additional in-year staffing costs (£403k) and increased legal costs (£184k). There are also currently 29 Special Guardianship Orders in place creating a financial pressure of £119k. The table below demonstrates the year-on-year increase in Looked After Children and associated financial costs.

## Numbers and average cost of Looked After Children in York

Year	No of LAC	% change	Budget	Actual	Cost per Child	% change
2006-07	157	12%	£1,972,780	£2,998,715	£19,100	N/A
2007-08	168	7%	£3,083,130	£3,345,742	£19,915	4%
2008-09	199	16%	£3,468,020	£3,833,682	£19,265	-3%
2009-10	223	11%	£3,578,760	£4,501,280	£20,185	5%
2010-11	236	6%	£4,759,490	£4,666,303	£19,772	-2%
2011-12	256	8%	£4,326,600	£5,069,875	£19,804	0%

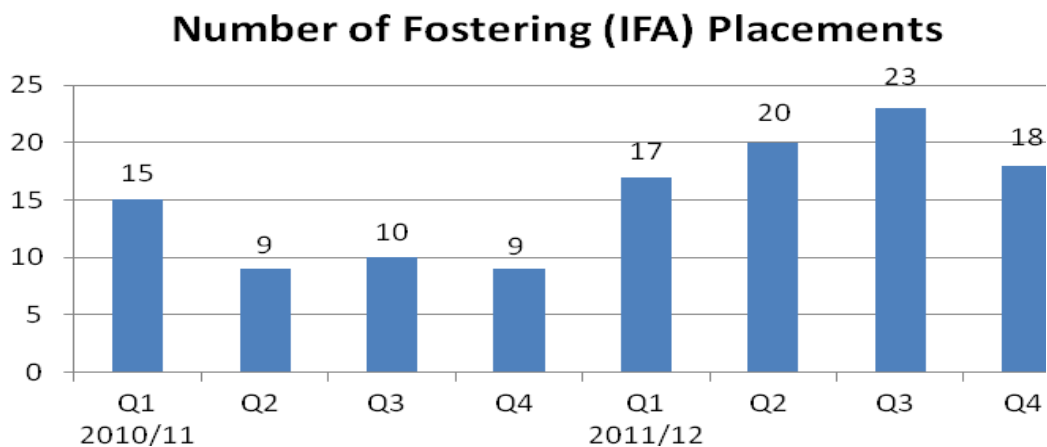
- 5 The number of children in local foster placements has increased from 162 when the budget for 2011/12 was set, to the present figure of 183, which is creating a pressure of £224k. A comprehensive programme of prevention to address growing LAC population was launched at a directorate event in December 11. Programme boards have been established to deliver changes. The table below shows the increase on a quarter by quarter basis.

### Number of Local Foster Placements



- 6 There is an ongoing need for 20 Independent Fostering Agency beds which is expected to exceed that provided for in the budget creating a pressure of £256k. A weekly review of the children in these placements by the senior management team has been initiated to expedite their return to local placements as soon as possible. Any moves are always

for the child's benefit. The table below shows the increase on a quarter by quarter basis.



- 7 A number of posts are currently being kept vacant across a number of teams in order to mitigate some of the overspends highlighted above, generating a saving of £319k. In addition, underspends on some previous year grant allocations were carried forward from 2010/11 and this income can now be used to offset expenditure pressures in 2011/12 (£1,245k).
- 8 ACE DMT undertook action during the year to help mitigate some of the overspends that were being projected. In particular a moratorium on all non essential discretionary expenditure was continued throughout the year and has generated savings of £221k within Children's Services budgets.

### Performance Analysis

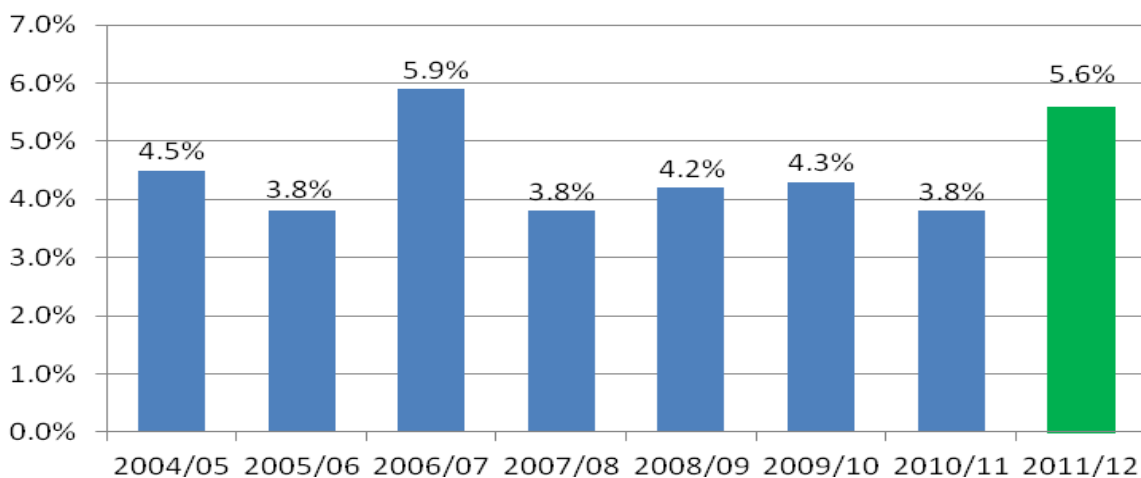
- 9 *Children's Services*: The council has retained its 'excellent' rating for services to safeguard children in York and support young people who are in the council's care.

Inspectors from Ofsted carried out a two-week inspection in March to assess how the council and its partner organisations ensure that children and young people are safe from harm and to evaluate the quality of care and support for looked after children and care leavers. Their report describes how safeguarding requirements are not only met in York but are often exceeded, with no child being found to be at risk of significant harm during the inspection. York scores higher in almost every service area than other similar authorities and councils across the country, and Ofsted described the quality of strategic and operational partnership working in York as exceptional. However, there are some areas where

performance is lower than the target, due to the impact of change initiatives and increasing service volumes.

- 10 *Educational attainment:* York continues to improve in the attainment areas of key stage 4 (GCSEs) and key stage 2:
  - 62.0% of pupils achieved 5+ A\*-C grades, including English & Maths (+3% from 09/10).
  - 27.8% of pupils achieved Level 5+ in both English and Maths (+3.6% from 09/10).
  
- 11 *The attainment gap* between children on free school meals (FSM) and those who are not, at KS4 has reduced. This is due to significant improvements in the results across a number of schools, especially *York High* where more than half of FSM children achieved 5+A\*-C grades. The KS2 attainment gap has however increased this year after a significant improvement last year and is a major priority for school improvement work in the coming year.
  
- 12 *NEETS:* Whilst showing a rise in numbers of NEET compared to last year which was our most successful year to date, this is still an excellent performance finishing below the target set for this year. Still issues with progression, retention and rising NEETs amongst young people who are Learners with Learning Difficulties or Disabilities (LLDD) particularly those who have emotional and behavioural difficulties. Whilst no like for like comparators are available yet, other NEET indicators show York is second just under NYCC in % of NEET in the region, and placed 4th in the North.

**% of 16-18 year olds who are NEET**



- 13 York is maintaining its downward trend with an under 18 conception rate of 26.5 (112) and a rate of 6.5 for the under 16's. The most recent ward



data relating to 2006-8 suggests the conception rate in our traditional hotspot wards is also decreasing.

14 *Child Social Care:*

- The number of child protection plans (CPP) lasting 2 years or more has reduced to 1.6% compared to 3.9% in 2010/11.
- Re-registrations of CPP cases has performed below target level, services are confident that appropriate decision making at point of deregistration was undertaken, and significant and unpredictable causes / circumstances leading to re-registration could not have been foreseen. However, continuation of trend merits further analysis.
- However, for both these areas, it should be noted that this small cohort is made up of some large sibling groups, and as such changes to numbers do have a significant impact upon the percentages.
- Total numbers of out of authority placements reduced to 25 from 31 due to enhanced local provision.

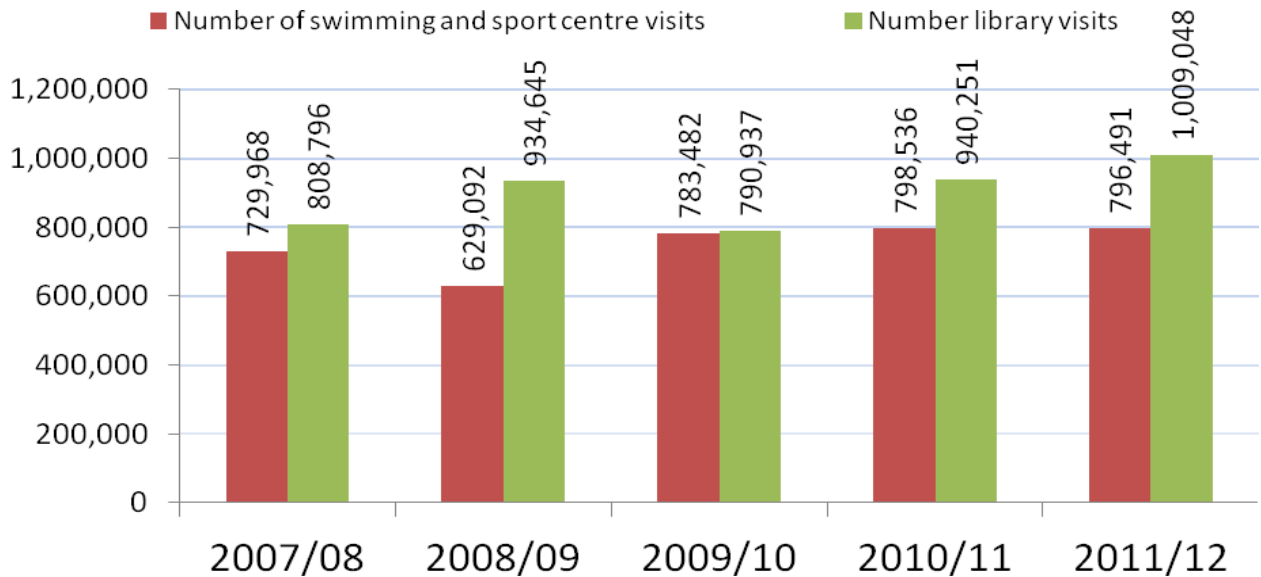
15 *Parenting programmes:* The highest numbers of families attending targeted Parenting programmes was achieved this year, with 479 attending. A new online referrals process has ensured parents/carers access the most appropriate programme for their needs and developmental stage of child. A Family Links programme specifically for parents of teens has been piloted and has worked well too.

16 *The York Education Partnership* has been established to develop the overall strategic direction of 0-19 education policy in York, replacing the existing Schools Forum arrangements. £1,200k savings have been generated through the restructure of the School Improvement Service, as part of the development of the new partnership.

17 *Cultural and sports:* The number of visitors to libraries this year has increased by 7% on last year and exceeded 1 million for the first time, but fall short of this year's ambitious target (1,196,600). Visitor numbers have increased at York, Strensall and Acomb, but the increase at York Explore has not matched the increase projected in the target (518,511 against a target of 700,000).

18 The overall number of visits to swimming and sport centres is fairly stable, even with a decline in swimming visits which is in line with the significant national trend for a decline in swimming participation. The opening of the new competition standard swimming pool at York Sports Village in partnership with York University is expected to significantly boost participation.

## Library and Sports Centre Visits



### Council Plan

- 19 The information included in this report demonstrates progress on achieving the council's corporate priorities for 2011-2015 and in particular; priority 1 'Create jobs and grow the economy'; priority 3 'Build strong communities'; 4 'Protect Vulnerable People'.

### Implications

- 20 The financial implications are covered within the main body of the report. There are no significant human resources, equalities, legal, information technology, property or crime & disorder implications arising from this report.

### Risk Management

- 21 A number of budgets are under pressure, particularly within Children & Young People's Services. On going work within the directorate has identified efficiency savings in services that have been used to offset these cost pressures before the end of the financial year.

### Recommendations

- 22 As this report is for information only there are no specific recommendations.

Reason: To update the committee on the final financial and performance position for 2011/12.

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**Chief Officers Responsible for the report:**

Peter Dwyer  
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**Report  
Approved**

**Date** *03 July 2012*

**Specialist Implications Officer(s)** None

**Wards Affected:** *List wards or tick box to indicate all*

**AI**  
**I**

**For further information please contact the authors of the report**

**Background Papers**

2011/12 Finance and Performance Outturn, Cabinet 17 July 2012

**Annexes**

None

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**Learning & Culture Overview & Scrutiny Committee**  
Report of the Assistant Director, Governance & ITT

**18 July 2012**

**Update on Implementation of Recommendations from Previously Completed Scrutiny Review on Libraries**

**Summary**

1. In order to inform Members consideration of a proposed scrutiny topic on 'Making local libraries work for communities', this report provides Members with an update on the implementation of the recommendations arising from a previous scrutiny review on Libraries carried out in 2005, and information on the forthcoming public Explore Vision and Community Consultation.

**Background**

2. The recommendations arising from the previous Libraries review were approved by the Executive in December 2005. In January 2007 an update on the implementation of the approved recommendations was provided and the recommendations were signed off.
3. At a meeting of this committee in June 2012, in order to inform their consideration of the new Libraries scrutiny topic, Members considered the final report from the 2005 review and the January 2007 implementation update. Recognising there have been many changes to the library services since that time, Members requested a further update – see Annex A.

**Forthcoming Explore Vision and Community Consultation**

4. In addition, Members requested a copy of the documentation associated with the forthcoming Explore Vision and Community Consultation. The Head of Libraries & Heritage has provided this, and will be present at this meeting to answer any questions arising - see Annexes B & B1.

### Options

5. Having considered the information provided, Members may choose whether or not they wish to proceed with the proposed scrutiny review on 'Making local libraries work for communities'.
6. If a decision is taken to proceed, Members will need to agree a remit for the review and a timeframe for its completion.

### Council Plan 2011-15

7. Any review of Libraries would support the Council Plan aim to build strong communities as it is recognised that strong communities are the foundation of a thriving city. Through its libraries, the Council provides ways for residents to interact with the council using new technologies which in turn improves communications. The Council also aims to improve access to the city's leisure and culture services.

### Implications

8. There are no known Financial, Human Resources, Equalities, Legal, ITT or Other implications associated with this report.

### Risk Management

9. In compliance with the Council's risk management strategy, there are no known risks associated with this report.

### Recommendations

10. Members are asked to note the contents of this report and agree a way forward on the proposed scrutiny review on 'Making local libraries work for communities'.

Reason: To progress the work of this Overview & Scrutiny Committee in line with scrutiny procedures and protocols.

### Contact Details

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**Report Approved**  **Date** 12 July 2012

**Wards Affected:**

**All**



**For further information please contact the author of the report**

**Background Papers:** None

**Annex A** – Update on Previous Libraries Scrutiny Review

**Annexes B & B1** – Forthcoming Public Consultation Documentation

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Board and Topic	Rec No.	Recommendations as approved by the Executive on 6 December 2005	Update on Implementation of Recommendations as at January 2007	Update on Implementation of Recommendations as at July 2012
<b>Leisure &amp; Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005)</b> Contact: Charlie Croft	1	The Council will reorganise working arrangements (including the use of self-service technology) to ensure safe and effective working arrangements	Staffing restructure has reduced single staffing. The possibility of self issue is being investigated and costed	Self issue and free WiFi is now up and running at every library apart from the mobile library.
	2	The Council will review the core capabilities and skill profiles of all posts	The staffing restructure has provided a radical new structure with new job descriptions for all staff	The service undertook another restructure in 2011 and another is planned later this year. Restructuring allows the service to respond to national and local priorities and ensure that we remain relevant to our communities
	3	The Council will clarify the roles and responsibilities of all staff	The staffing restructure clarifies roles and responsibilities of all staff. There will be inductions for all staff in their new roles from April 07	We have developed a number of volunteer roles to support delivery of the service. These are not to replace paid staff, but rather to enhance and offer additional services
	4	The Council will review recruitment and selection procedures to encourage a wider range of people to apply for vacant posts	This will be investigated in April 07 once the new structure is up and running	We have worked with Adult Education colleagues to trial work experience with ALDD. This has been very successful. We are also now taking a number of apprentices in the cafe and library. We plan to have six from September 2012. We are however still waiting for CYC as a whole to adopt a more flexible recruitment process to allow a wider range of applicants
	5	The Council will institute staff training in: · Cultural diversity· Working with children and young people· Supporting people's use of ICT· Leadership and management · Supporting lifelong learning· Reader development· Customer focus · Possibility thinking	Cultural diversity training has taken place - delivered through Future Prospects key staff have been on the national leadership course.All staff have taken part in a cultural change programme delivered by Go MAD - which is about business improvement through transformed thinking. future Prospects are delivering stage 2 of IAG training to key staff which will lead to NVQ level 2 in Advice and Guidance. We plan to deliver training to all staff in 07/08 around working with children based on the national programme Their Reading Futures.	We now have a Learning and Development plan for the service listing training needed for delivery of the service and for individual need. The individual need is identified through the PDR system

6	The Council will develop a plan to replace the Central Library	A group has been set up with library staff and some critical friends looking at how the space in the central library is used.	The first phase of York Explore Library Learning Centre was opened in May 2010. This was made possible through a private public partnership with Aviva. Phase one included the ground floor, opening up what had been office space for public use, a cafe and complete refurbishment and new furniture. We have a working group set up to review all aspects of our service from York Explore.
7	The Council will implement the library asset management plan after consultation and when approved by EMAP	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	The Big Lottery bid was unsuccessful. However we did secure £300k from Aviva to transform York Library into our flagship Explore Centre. Phase one - the ground floor was completed in May 2010 and has been very successful. The transformation of Library Square to a more pedestrian friendly space has also greatly improved access to the building. Phase two will be the submission of a bid to the Heritage Lottery Fund to complete the move of the City Archive to the Explore Centre and create a world class Archive and Local History Centre. This would be complete in 2014. We are also looking at our community libraries to see how we can work with the communities to deliver our service in different ways. For instance, we are discussing a proposal to have a presence in the community stadium in addition to our library at Huntington. This would allow us to reach non traditional library audiences. This week we are opening a reading cafe in Rowntree Park. This is a business venture and will serve as a model for a sustainable service and will reach new audiences.
8	The Council will develop a plan to implement the concept of library learning centres	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	See above
9	The Council will undertake consultation with users and with the different communities the library serves, both geographic and interest as well as age.	This will happen in 07/08	See attachments
10	The council will write a comprehensive stock policy that identifies the gaps in	This will happen in 07/08	The stock policy was written and approved in 2008. This year we have reviewed and updated it
11	The Council will investigate innovative use of IT – such as RFID technology to improve service delivery.	This will happen in 07/08	RFID self issue is now in every library. We are lending ebooks and audiobooks through our website and have active Facebook and Twitter accounts.

	12	The Council will design service delivery around the promotion of reading rather than books.	The new staffing structure sets out staff roles in this area - 07/08 will be about delivering it. Refurbishment at Acomb will incorporate this into the design of the layout	We have done a lot of work to promote the joy of reading. We support about 100 reading groups across the city. We now have a very successful programme of author events through the year. Every summer we hold the Big City Read where we give away copies of a chosen book and wrap a programme of events and activities around the book. For children and young people we held the Summer Reading Challenge.
<b>Leisure &amp; Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005)</b> Contact: Charlie Croft	13	The Council will further develop the partnership with ACE to deliver the concept of library learning centres.	This work is ongoing and fits into the new building at Acomb with both staffs working together	Adult Ed now have a base in York Explore and are enrolling onto their courses from it. Family Learning use Dringhouses Library and Tang Hall Explore Centre as bases. They have a full range of courses at York and Acomb, using the learning rooms. We work very closely with them to develop a library learning offer of direct provision and on digital inclusion learning. We have also developed a full cost learning offer - Inspire - with Adult Ed. This offers courses in special places e.g
	14	The Council will identify key partners and build strategic partnerships.	We have identified Youth Services as a key partner and we will be developing that relationship. The new structure identifies other key partners and allocates responsibility for building partnerships	It has been difficult to develop a partnership with Youth Services. However, we have developed a strong partnership with the University of York, hosting author events for them. Other strong partnerships are with Aviva and with CYC IT department. We are working with Sport and Active Leisure to develop a health and wellbeing hub at York Explore and with the Play Team to deliver more soft play events in libraries
	15	The Council will further develop partnership working with other libraries in York	We are a member of York Libraries Forum and will be taking a more active role in 07/08	The Forum is no longer in existence. We are now developing a good partnership with York St John University Library to put in a bid to host the national Women's Library
	16	The Council will put in measures to increase access to the Library Service. This will benefit the City as well as meeting key performance indicators regarding number of visitors and opening hours.	This will happen in 07/08	We now have Changing Places Facilities at Acomb and at York. These offer full toilet facilities for people with severe disability. Now everyone can access our library service and adult education courses. We are commissioning an access audit of York Explore and then all libraries to identify areas for improvement. These will be completed in 2012. All of our buildings are featured on the disability go website. All of our libraries are accessible, but we seek to continually improve.

17	The Council will demonstrate how the library service can contribute to the Council's 8 corporate aims	This will happen in 07/08 - once the new structure is in place.	The library service contributes greatly to the new CYC objectives - especially to the building strong communities outcome. We have contributed to the new Community Contracts outlining what we offer
SMC Comments of 26 Feb 2007: It is recommended that this review is signed off as the update information appears to address all of the agreed actions			

### **General overview of progress**

In 2005 we began a process of improvement and modernisation – following our clear vision. We have created efficiencies in our procurement of stock – we are part of a trans regional stock consortium which drives out the best discounts and enables us to buy more books with the same money. Buying more paperbacks also helps us to maximise our stock. In 2009 we got rid of the back room department that bought the stock. This was achieved through using electronic ordering, supplier selection and direct delivery of books to libraries.

We have worked hard to make York Libraries a high performing and efficient service. CIPFA's VFM Toolkit 2010 puts us in the cheapest 10% of library authorities and the highest performing 10%. Furthermore:

- We have received national recognition as an example of good practice for our vision and performance.
- We are bucking the national decline in library use – both visits and book issues
- Over half the population in York uses libraries – highest in the region
- We have relatively low staff costs having removed our back room functions
- We deliver about 4,000 volunteer hours a year – which puts us in the top 7 performing authorities
- We have fewer books than other authorities, but our books work harder
- York Library is the 26th highest issuing library in the country (151 authorities)

### **The Role of a modern library service**

Public Libraries are a statutory service under the 1964 Museums and Libraries Act. A modern library service fulfils a range of roles both in its buildings and outside in the wider community:

**Reading and Literacy:** We promote the joy of reading as well as supporting adult and child literacy

**Digital Inclusion:** Around 30% of York residents are not using the internet. York is a UK Online Champion Centre committed to Race Online 2012. We get people online for free and provide them with free, supported access to the internet through PCs and increasingly through WiFi.

**Learning and Skills:** Learning is at the heart of the service. We support and provide learning in a wide variety of ways –family history, archive, study space, IAG, work clubs, learning rooms, access to the world’s knowledge and ideas.

**Access to Information:** The cornerstone of a public library service is free, neutral access to information for all. We work with both national and local government to provide access to services e.g. DoH, DWP, JCP

**Community Anchors:** Libraries are community anchors – safe, neutral spaces where people can come together in a range of activities or just to read, have a coffee.

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**Cabinet Member for Leisure, Culture &  
Social Inclusion**

13 September 2011

Report of the Assistant Director (Communities and Culture)

**The Explore Vision and Community Consultation**

**Summary**

1. This report proposes a programme of community consultation in order to guide the roll out of the Explore Library Learning Centre model across the city.

**Background**

2. In March this year the then Executive Member agreed to roll out the Explore Library Learning Centre model across the city including implementation of the innovative Explore Gateways. The incoming Executive Member has requested a comprehensive programme of community consultation and equality impact assessment to underpin this roll out, in order to ensure that the service meets the needs of all York's residents, before implementing new arrangements in each community.
3. The key principles agreed in March were:
  - **Explore Centres** will be: York, Acomb, Tang Hall, Clifton and Haxby
  - **Explore Gateways** will be: Bishopthorpe, Copmanthorpe, Dunnington, Dringhouses, Fulford, Huntington, Poppleton, New Earswick and Strensall
  - The mobile library will be reviewed later in the year as a new vehicle is planned. The mobile library will continue to provide services to those people unable to easily reach a static library.
  - The Library at Askham Grange Prison will continue to be run and the Home Library Service will be developed to include more people.
  - Digital services will be developed with free Wi-Fi offered from every building and the People's Network PCs will be upgraded

The E Library will continue to be developed as a virtual branch – providing an online service to York’s digital community.

- Each Gateway will have self issue terminals.
  - Gateways will be grouped around Explore Centres to provide support. The full range of services will be available at Explore Centres and through Gateways.
  - Specialists will work more closely with frontline staff providing expertise
  - There will be more community involvement through the establishment of Friends groups and the use of volunteers.
  - A process improvement project will be undertaken to support this model, working with EDRMS to set up a new system for sharing information across the service
  - We will be actively looking at other possibilities for the provision of Gateways including an Explore Book Café in Rowntree Park.
  - During 2011/12 we will begin to consider shared use of our buildings by both other council services and community groups
4. Since March the self-issue machines and free wi-fi have been installed.

### **The Equality Impact Assessment (EIA)**

5. In order to create an effective and focused community engagement plan we have begun the process of carrying out an Equality Impact Assessment. The first stage of this is a screening exercise which draws on our knowledge of who currently does and does not use the service and how they use it. This focuses on people with protected characteristics and will guide us in designing our community engagement and subsequently in creating an action plan to address any barriers to accessing the service.
6. We have used a number of sources of information:
- Feedback from customers and user groups
  - Experian data, looking at categories of households
  - Talkabout surveys relating to York Explore
  - Equalities monitoring information from our ongoing re-registering of users

Detail about the customer insight data can be found in Annex B1.



7. The key issues identified from customer feedback are:
  - There are a number of barriers for disabled people including:
    - inaccessible signage
    - little adaptive technology e.g. for visually impaired users
    - poor service for customers who are unable to leave their homes to choose their own books and access information
  - Spaces are not allocated for breastfeeding mothers in all libraries
  - There is little provision in languages other than English
  - There is little recognition of the needs of carers, e.g. in relation to the timing of events
  
8. Encouragingly, all the data shows that our users are broadly representative of York's communities; however, there are areas for improvement. By combining all the information we can draw the following conclusions regarding potential target groups that we must particularly engage with:
  - Those aged 80 plus, about 10,000 people. Our home library service which takes books to housebound people is currently only serving just over 100 people. This is clearly not good enough and we need to develop a plan to improve this service to vulnerable people
  - Younger adults 15 – 34, about 63,000 people. This may be due to a lack of knowledge about the service and so we will need to find ways to engage more effectively with them.
  - The BME communities particularly Indian, Pakistani, and Black African
  - Disabled people

### **Next Steps – A Community Engagement Plan**

9. The next step in progressing the EIA to the action plan stage will be the development of a comprehensive consultation programme with each community in York, both geographic communities and communities of interest. The timescale for this work will be October 2011 to March 2012. Areas for consultation will be based around the core statutory duty and individual local offers e.g. opening hours, stock, use of buildings. Key elements will be:
  - **A User Committee** will be set up for each library. These are used successfully in other authorities and we have been looking at how South Gloucestershire operate theirs. The committees

would help us to develop and deliver the service ensuring it reflects the needs of the local community. We will ensure that the committees are representative of local communities and include local city and parish councillors. We will begin with Strensall and Copmanthorpe.

- An **Explore Friends Group** will be set up with different levels of membership depending on how much or how little people want to be involved. This will also be a Friends Group for Adult Learners, enabling people to influence the development of learning programmes. We are in discussions with Northamptonshire Libraries to learn how their successful Friends groups work and we are looking at New York Public Library as an example of international good practice
- **Volunteers** – we have developed a number of roles for volunteers e.g. storytelling for under fives, IT buddies, summer reading challenge, big city read. We are working with our partners Aviva to promote these opportunities amongst their staff as well as the general population
- Work with **special interest groups** in the areas of disability, BME, older people and faith to discuss how we can better meet their needs

### **Options**

10. The options open to the Executive Member are:
  - to agree a Community Engagement Plan
  - not to engage with users and communities

### **Analysis**

11. Our statutory responsibility includes ensuring that the service reflects the needs of local communities. These proposals offer a greater degree of community involvement through the establishment of Friends groups and roles for volunteers and will allow us to better understand and respond to local need.

### **Corporate Priorities**

12. The proposal relates to all the strands of the Council Plan. The provision of safe, free spaces open to all in local communities is important to community cohesion and enables the Council to deliver a range of services that will particularly contribute to Building Stronger Communities.

### **Implications**

13. **Financial:** The costs of the consultation exercise can be met from within the current Libraries budget. Any future proposals brought to Cabinet Member Decision Sessions arising from the consultation will identify their financial implications.
14. **Human Resources:** The implementation of self-issue machines means that a reduction can be made in the number of Reading and Information Advisors. It is proposed that the Head of Service delivers this working in consultation with staff and Unison to agree to requests for voluntary redundancy and avoiding the need for any compulsory redundancy.
15. To achieve the above the Head of Service will, under delegated authority, set out revised arrangements that:
  - ensure that existing staffing resources are most effectively allocated across the service
  - provide for a revised post of Gateway Manager
  - allocate staffing resources to create an improved home library service
16. **Equalities:** The equality implications are as set out above. Once the action plan associated with the EIA has been developed and implemented it will be essential to monitor its success through usage statistics and customer feedback, through further Talkabout surveys, and through constant engagement with user and representative groups.
17. There are no additional Legal, Crime and Disorder, Information Technology, or Property implications arising from this report.

### **Risk Management**

18. The risk/s associated with the recommendation of this report are assessed at a net level below 16.

### **Recommendations**

19. The Executive Member is asked to comment on the proposals and to instruct the Head of Service to:
  - Develop a community engagement plan along the lines set out in paragraph 9

- Implement revised staffing arrangements to deliver the proposed approach as set out in paragraph 13 and 15

Reason: so that the library service can continue to develop its Explore vision

### Contact Details

**Author:** **Chief Officer Responsible for the report:**

Fiona Williams                      Charlie Croft  
Head of Libraries and              Assistant Director (Culture and  
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Ext. 3316                                  Ext. 3371

Report Approved       Date

Specialist Implications Officer(s)

**Wards Affected:** **All**

**For further information please contact the author of the report**

### Background Papers:

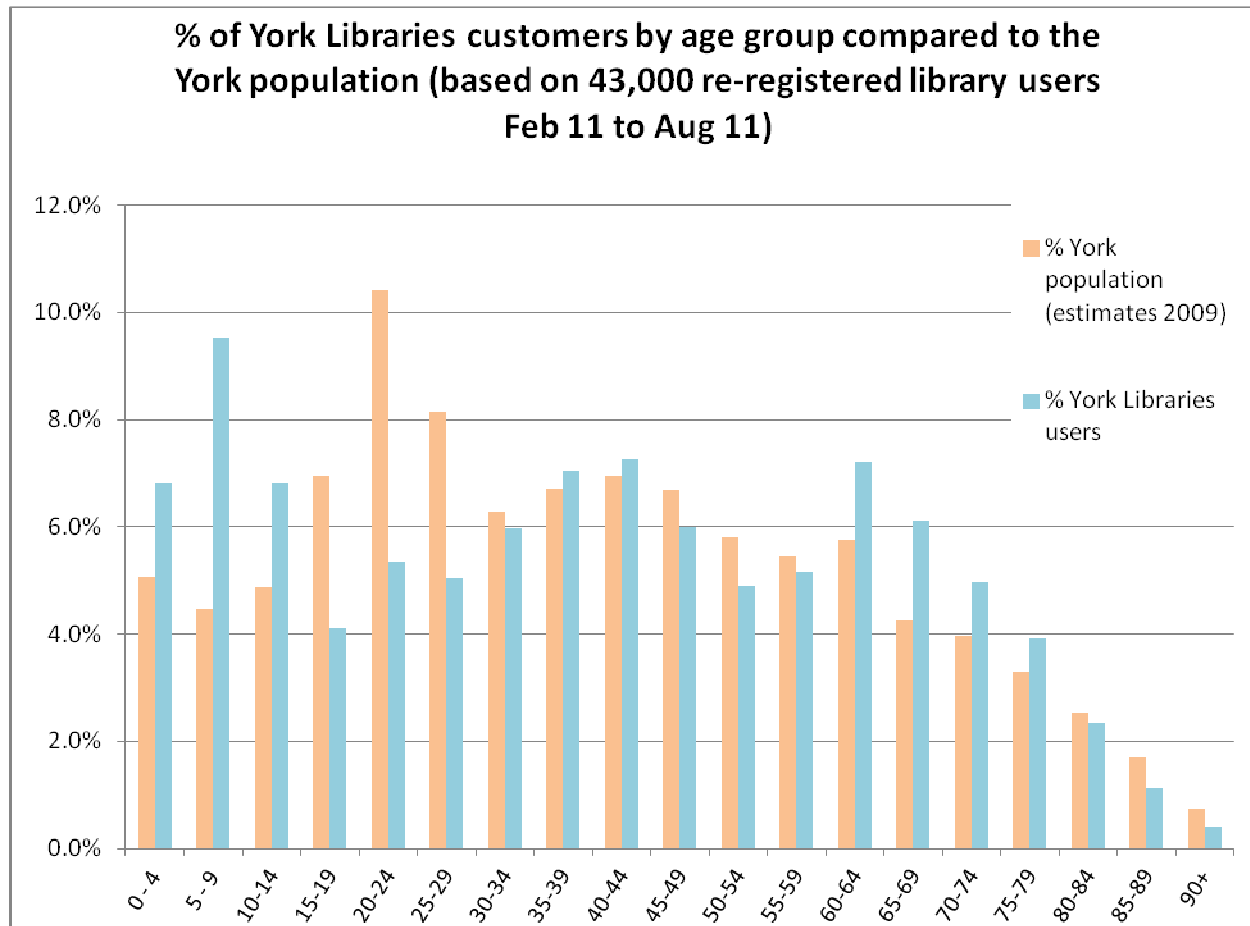
*Development of the Explore Vision in Libraries*, report to the Executive Member of Leisure, Culture and Social Inclusion: 8 March 2011

### Annexes

B1 - Customer Insight Data

## Customer Insight Data

### Age:



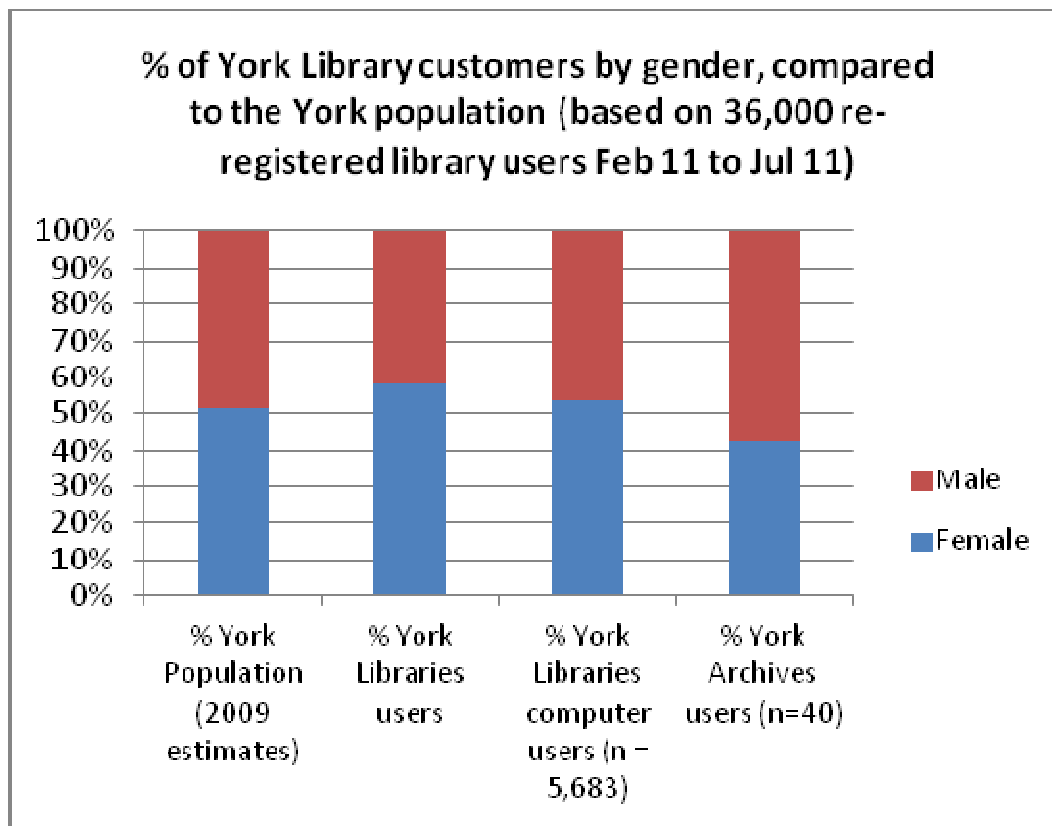
We have customers of every age from 0 to 103. The largest number of users fall in age groups 5 – 9, 40 – 44, and 60 – 64. In the graph where the orange exceeds the blue this age category is under-represented in our user group, and where the blue exceeds the orange this age category is over-represented in our user group.

York Libraries have great success attracting children and the middle-aged, but are less successful at reaching out to younger adults (15 to 34), and the very elderly (80+).

We recently ran a Talkabout residents survey following the York Explore refurbishment - the young respondents (age 17 to 34)

were less likely to be aware of the refurbishment than residents as a whole (63% compared to 73%); and the young non-users were more likely to agree that the reason for their non-use was “I don’t know what’s available to me at York Explore” (45% of young non-users, compared to 31% of non-users overall).

**Gender:**

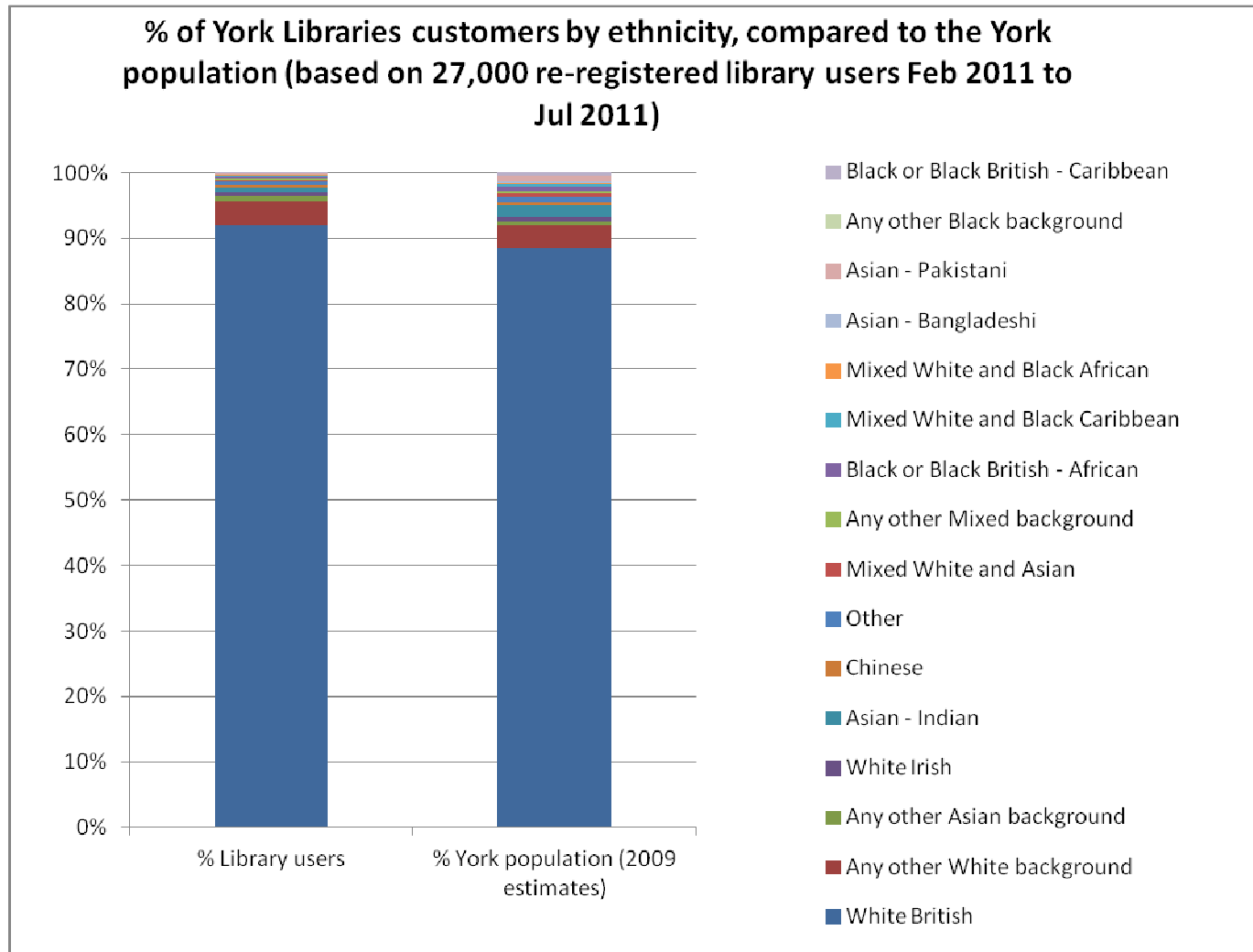


Library use is a little skewed towards females rather than males, although this trend is less pronounced among computers users, and actually reversed among Archives users.

In the Talkabout residents’ survey, we found that men were on the whole a bit less enthusiastic about York Explore. They seemed to be more interested in using the library for practical reasons rather than simply enjoying the space e.g. they were a bit more interested in using the library to gain new skills, and were more interested in taking advantage of the free wi-fi.

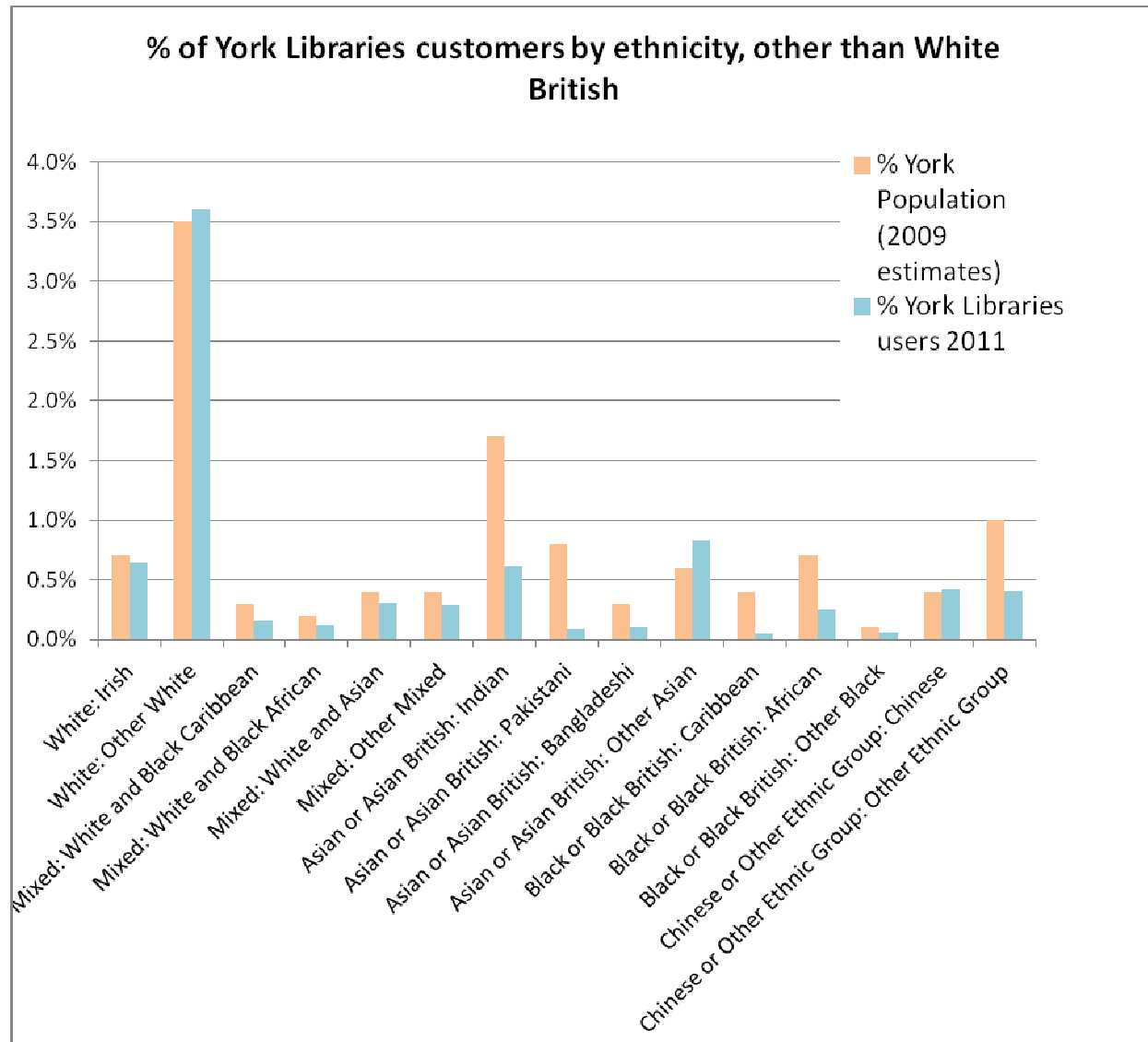
On the subject of **Transgender**: the majority of re-registering York Libraries customers (65%) chose not to divulge this information, but of the 7,000 who did, 48 individuals reported identifying as trans.

## Ethnicity:



Again, York Libraries users are broadly representative, but with some areas for possible attention. White British people account for 89% of the York population, but 92% of library users, so our users are slightly less ethnically diverse than the York population.

The graph below shows the other ethnic groups (other than White British) in more detail.



Any ethnic groups where the orange exceeds the blue are under-represented in our user group. Looking at this graph there are four ethnic groups which stand out as being possible target groups: Indian, Pakistani, Black African and “other”. Interesting, these four categories are all ones where the York population has increased significantly from 2001 to 2009, so this suggests that York Libraries are a little behind in keeping up with the ethnic make-up of the city.



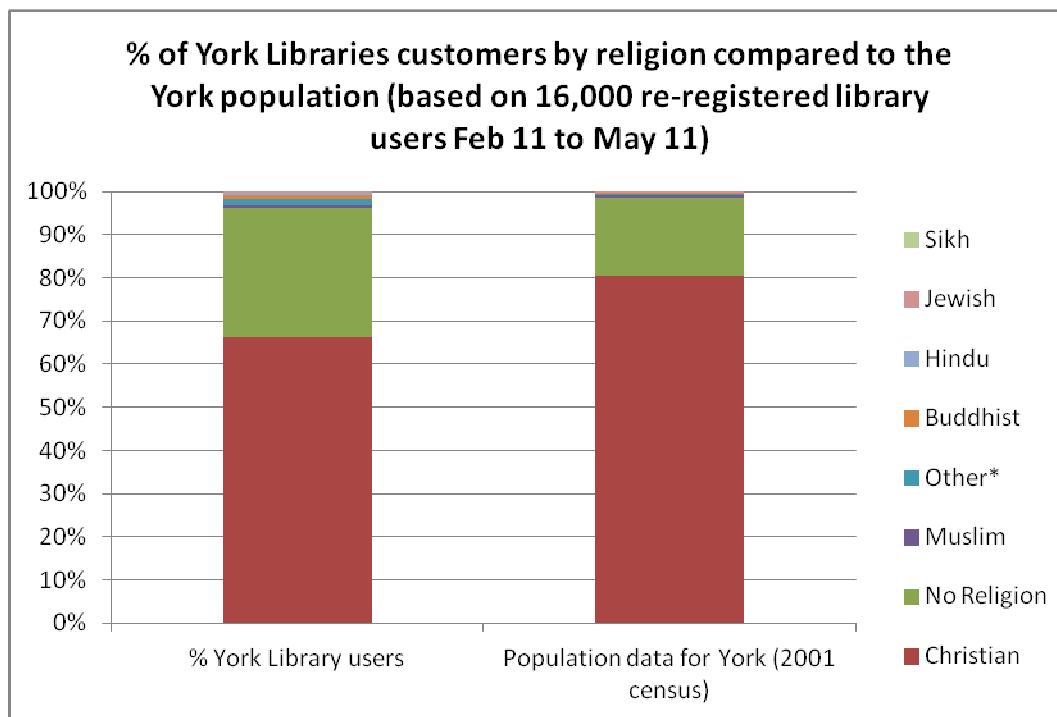
## **Disability:**

Our re-registration exercise indicated that, of the 26,000 people who shared the information, 6.5% of library customers re-registering considered themselves to be disabled. Most of these people reported a physical disability or long-term illness, rather than a mental illness, learning difficulty or sensory impairment. This proportion is less than the York figure of 16.6% (latest figures are census figures from 2001).

The Talkabout before and after survey indicated that the amount of disabled people using York Library has not increased since the building became accessible. 38% of disabled users on the Talkabout panel were active users before the refurbishment, and 38% were active users one year after the refurbishment. Whilst 38% is not a poor figure it is disappointing that the figure didn't increase - we believe that there is a marketing job to do in letting disabled people know that the building is now more accessible.

## **Sexuality:**

43% of York libraries customers chose not to divulge this information, but of the 12,000 who did 1.2% reported that they were lesbian or gay, and 0.7% bisexual. This roughly correlates with the ONS Integrated household survey in 2010 which said that 1% UK residents consider themselves gay or lesbian, and 0.5% bisexual (there are no figures for York alone). On the other hand, Yorkshire Mesmac estimates that 9% of the population is LGBT, in which case gay people are under-estimated among our figures. Essentially the available data isn't good enough to draw firm conclusions.

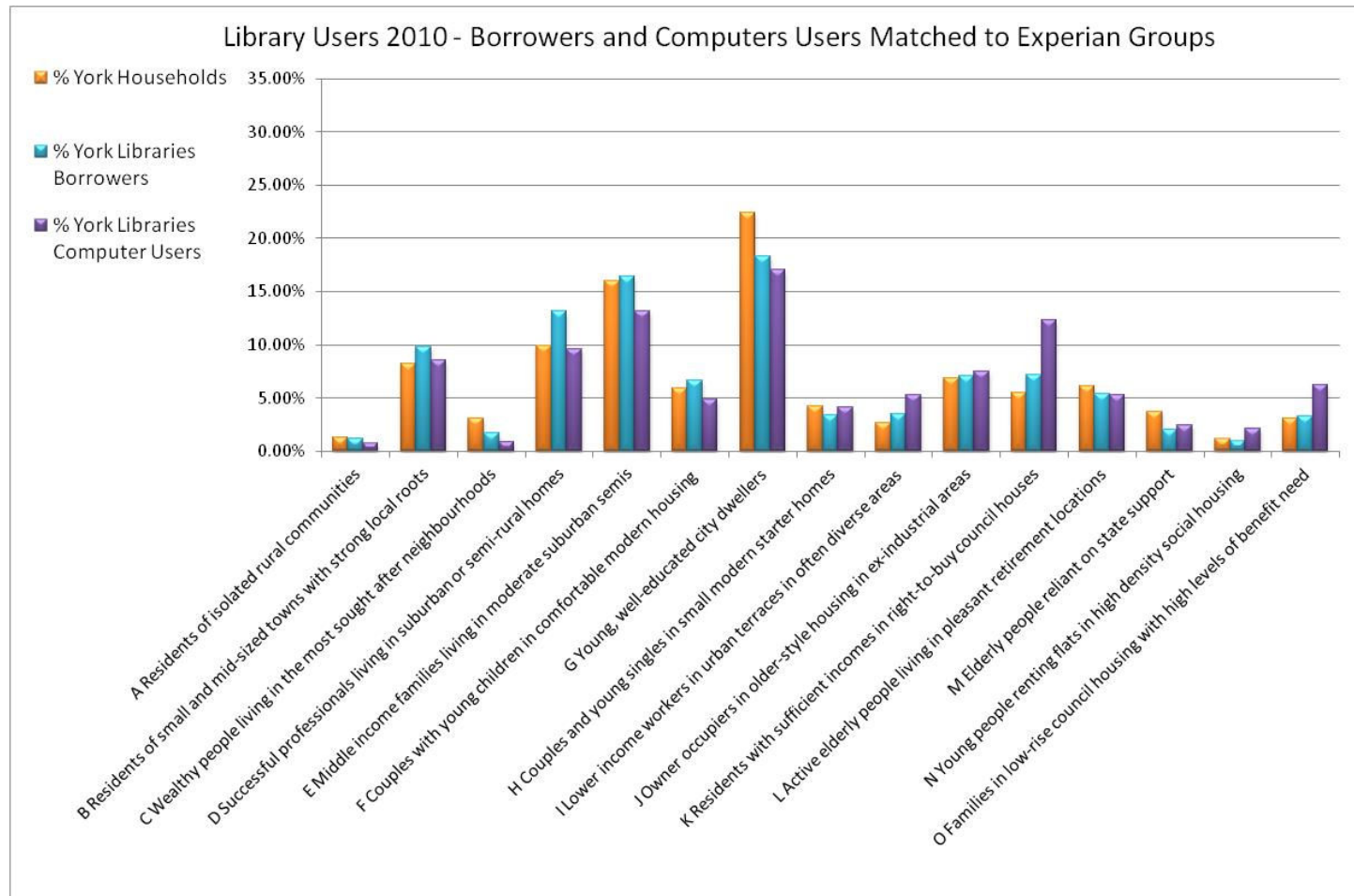


**Religion:**

York Libraries customers represent a number of different faiths including Christadelphians, Rastafarians, Falun Dafa and many more faiths besides. At re-registration 37% of library customers chose not to give us this information, but of the 16,000 who did we found that we had a lot more non-religious people and fewer Christians, than the most recent York population figures would lead us to expect.

The only available figures for the York population are from the 2001 census. This is not particularly meaningful any more for several reasons, including the increase in the

size of the BME community since 2001. Our re-registration exercise coincided with the 2011 census, when there was a popular campaign to stop non-religious people entering “Christian” on forms. So, whilst the proportion of Christians in our figures is much smaller than the proportion in York’s 2001 population, we may well find that it matches the York 2011 census data when this becomes available.



## Experian groups

Having matched our user data against the Experian categories, we can see that our users are broadly representative of York communities.

Contrary to what people may perceive, libraries are well used by all sectors of the community including those from less affluent backgrounds towards the right hand side of the graph – a disproportionately large amount of people from low-rise council housing use library computers, for

example.

In the graph above, where the orange bar is above the other bars, these groups are under-represented in the library customer base. Breaking the results down into smaller categories, these are the Experian sub-categories where we've identified that there are a large number of people in the York community who are not engaging in libraries:

Possible target groups:

- **Experian Group 29** “Young professional families settling in better quality older terraces” – 4075 households in York. These account for 4.8% of York households but only 3.7% of our library users.
- **Experian group 54** “Retired people of modest means commonly living in seaside bungalows” – 2904 households in York. These account for 3.4% of York households but only 3.1% of our library users.
- **Experian group 33** “Transient singles, poorly supported by family and neighbours” – 2097 households in York. These account for 2.5% of York Households but only 2.1% of our library users
- **Experian group 11** “Creative professionals seeking involvement in local communities” – 1937 households in York. These account for 2.3% of York households but only 1.3% of our library users
- **Experian group 56** “Older people living on council estates with limited budgets” – 1090 households in York. These account for 1.3% of York households but only 0.7% of our library users.

Experian gives us information about these people and how we might reach them. Please note that by targeting these Experian groups we would simultaneously pick up on the target groups categories highlighted in the age and ethnicity sections above:

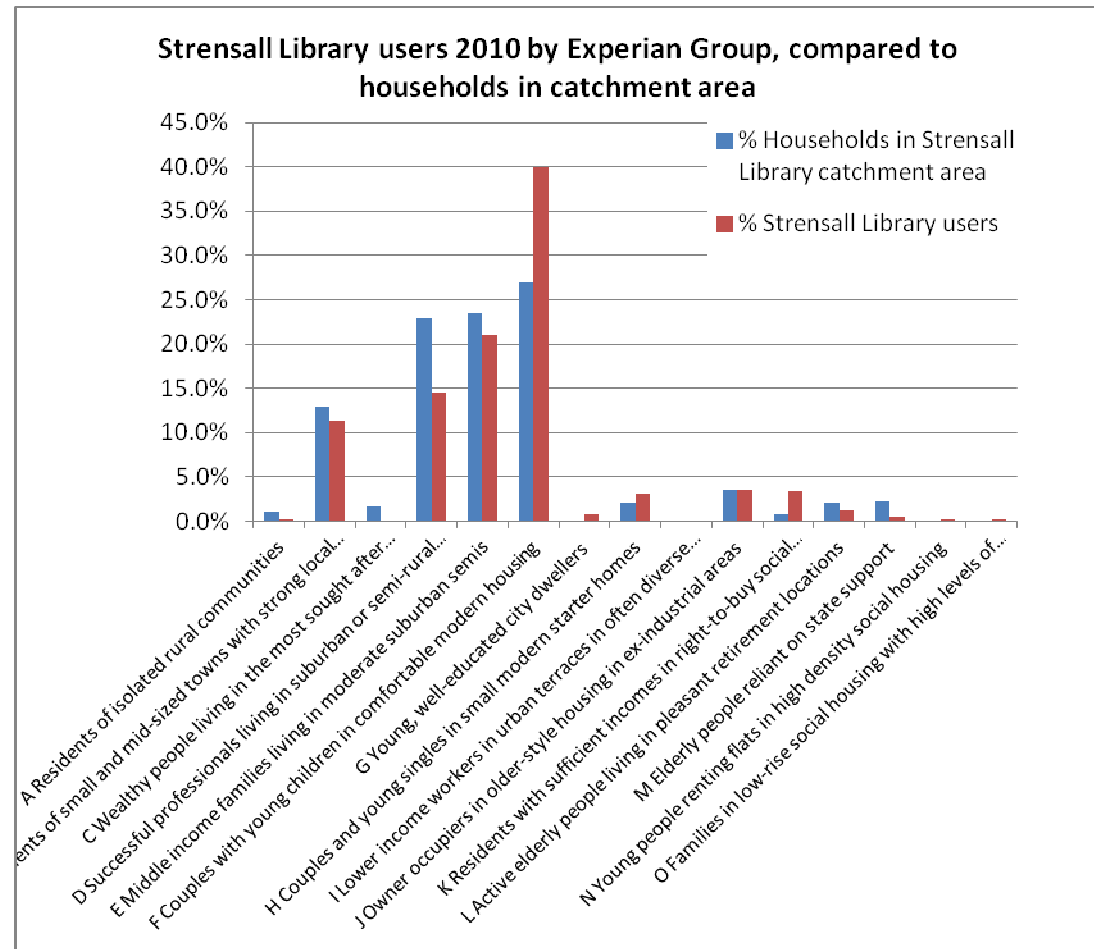
<b>Experian Group</b>	<b>Brief Description</b>	<b>Communication channels</b>	<b>Other relevant information</b>
29. “Young professional	Highly educated, late 30s / early 40s, on comfortable	Internet, telephone, national	These people are far more likely than the general population most to be eco-

<b>Experian Group</b>	<b>Brief Description</b>	<b>Communication channels</b>	<b>Other relevant information</b>
families settling in better quality older terraces”	incomes. Quite diverse in terms of ethnicity and religion.	newspapers.	evangelists and to shop at Waitrose. They read the Guardian and the FT, and they are far more likely to read classics than the rest of the population. They hold liberal opinions.
54 “Retired people of modest means commonly living in seaside bungalows”	Older retired couples, on modest incomes, with conservative tastes. Almost exclusively white British, and left school young.	Face to face, local papers	They go on coach holidays and cruises, and they hold traditional opinions. They are likely to have health complaints. They like to read crime novels, and home and gardening books
33 “Transient singles, poorly supported by family and neighbours.”	Mainly young people, living in fairly low quality accommodation and house-shares. Not particularly well educated, often unemployed. Very diverse in terms of ethnicity.	SMS messaging, national newspapers	They are more likely than the rest of the population to be unemployed, or to do seasonal work, or work in the service industry. They go to night-clubs, they smoke, and they use the library internet connection.
11 “Creative professionals seeking involvement in local communities”	Older professionals with grown up children and good qualifications. Quite ethnically diverse.	Internet, telephone, magazine	They are interested in the environment, they read broadsheet newspapers. They are spiritual. They are more likely to enjoy reading than the general population and are more likely to enjoy travel books and classics than the general population.
56 “Older people	State pensioners who left	Face to face, local	They hold traditional opinions and have

<b>Experian Group</b>	<b>Brief Description</b>	<b>Communication channels</b>	<b>Other relevant information</b>
living on council estates with limited budgets”	school early, and are often lifelong council tenants. Almost exclusively white British.	newspapers	health complaints. Very unlikely to be internet users. They enjoy reading crime books even more than the rest of the population.

This information can be drilled down to individual library levels and we would propose adding this to our community profiles. We have our own community profiles based around libraries and their catchment areas which often cut across ward boundaries and can include one or more wards.

We have used Strensall as an example



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# Inspection of safeguarding and looked after children services

City of York Council

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**Inspection dates:** 19 to 30 March 2012  
**Reporting inspector:** Mary Varley HMI

**Age group:** All  
**Published:** 14 May 2012

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## About this inspection

1. The purpose of the inspection is to evaluate the contribution made by relevant services in the local area towards ensuring that children and young people are properly safeguarded and to determine the quality of service provision for looked after children and care leavers. The inspection team consisted of four of Her Majesty's Inspectors (HMI) and one inspector from the Care Quality Commission. The inspection was carried out under the Children Act 2004.
2. The evidence evaluated by inspectors included:
  - discussions with more than 45 children and young people receiving services, 23 parents and carers, front-line staff and managers, senior officers including the Director of Children's Services and the Chair of the Local Safeguarding Children Board, elected members and a range of community representatives
  - interviews and focus groups with front-line professionals, managers and senior staff from NHS North Yorkshire and York, York Teaching Hospital NHS Foundation Trust, Harrogate and District NHS Foundation Trust and Leeds and York Partnership Foundation Trust
  - analysing and evaluating reports from a variety of sources including a review of the Children and Young People's Plan, performance data, information from the inspection of local settings, such as schools and day care provision and the evaluations of serious case reviews undertaken by Ofsted in accordance with *'Working Together To Safeguard Children'*, 2010
  - a review of over 90 case files, assessments or reports for children and young people with a range of need. This provided a view of services provided over time and the quality of reporting, recording and decision-making undertaken
  - the outcomes of the most recent annual unannounced inspection of local authority contact, referral and assessment services undertaken on 16 and 17 November 2010.

## The inspection judgements and what they mean

3. All inspection judgements are made using the following four point scale.

Outstanding (Grade 1)	A service that significantly exceeds minimum requirements
Good (Grade 2)	A service that exceeds minimum requirements

Adequate (Grade 3)	A service that only meets minimum requirements
Inadequate (Grade 4)	A service that does not meet minimum requirements

## Service information

4. York is a distinctive city with an impressive history and heritage and a strongly performing economy. The city has successfully adapted from being a railway and confectionery manufacturing city into an international destination and hub for science and technology, and a national centre for financial and business services. Average incomes are just below the national average. The unemployment rate has risen since 2005, although it is lower than the national average. While 40% of York's population live in areas that are in the least deprived 20% in England, 7% of York's population live in areas classified as being in the 20% most deprived areas in the country.
5. There are approximately 37,700 children and young people aged 0 to 18, which is 19% of the total population of the area. In 2012, 9% of the school population was classified as belonging to an ethnic group other than White British compared to 22.5% in England overall. Some 5% of pupils speak English as an additional language. Polish, Chinese and Turkish are the most recorded commonly spoken community languages.
6. At the time of the inspection there were 250 looked after children. This comprises 61 children less than five years of age, 148 children of school age and 41 young people aged over 16. Some 164 children were the subject of a child protection plan, 41% of whom were aged five or younger.
7. The YorOK Children's Trust was set up as a national pathfinder in 2003. The trust includes representatives from the council, schools, health agencies, the police, voluntary and community sector, early years, further and higher education and other independent organisations.
8. The City of York Safeguarding Children Board (CYSCB) was established and became independently chaired in 2006, bringing together the main organisations providing safeguarding services for children, young people and families in the area.
9. Early years provision is delivered predominantly through the private and voluntary sector in over 84 settings including school nurseries, nurseries, playgroups, 208 childminders and 56 out-of-school clubs. The nine children's centres are all based on school sites. There are 65 schools comprising 52 primary schools, 10 secondary schools, including two academies, two special schools and an all-age pupil referral unit which includes an outreach service and work-based learning provision. Post-16 provision is made through five school sixth-forms, the secondary special

school and two further education colleges. Looked after children's education is overseen and coordinated through a virtual school system.

10. Social care services for children and young people and their families are provided by six practice units as well as the children's advice and assessment service, adoption and fostering teams, the pathway service for care leavers and the health and disability team. The North Yorkshire and York emergency duty team provide the out of hours services. There are 126 local fostering households and two children's homes, one of which provides short-break care. Other family support services are delivered through children's centres and extended services in schools.
11. The police service is provided by the North Yorkshire Police. Services to children and young people who are at risk of offending or who have offended are provided by the council's multi-agency youth offending service.
12. The planning and commissioning of health services and primary care are carried out by North Yorkshire and York Primary Care Trust (PCT). The main provider of acute hospital and community child health services is the York Teaching Hospital NHS Foundation Trust. Emergency services for children are provided by York Teaching Hospital NHS Foundation Trust, and for minor ailments, the GP practice or the walk-in centre. Community-based and in-patient child and adolescent mental health services (CAMHS) are provided by Leeds and York Partnership NHS Foundation Trust. Maternity and newborn services along with universal health services, such as health visiting, school nursing and paediatric therapies are provided by York Teaching Hospital NHS Foundation Trust. Children and families access primary care services through one of 21 GP practices and one walk-in centre.

## Safeguarding services

### Overall effectiveness

### Grade 2 (good)

13. The overall effectiveness of the council and its partners in safeguarding and protecting children in the City of York is good. Safeguarding requirements are met and often exceeded; no child was found to be at risk of significant harm during the inspection. Visible, child-centred and effective leadership by senior managers is sustaining and further improving already good outcomes. Almost all performance indicators are better than the averages for similar areas and nationally. The quality of strategic and operational partnership working is exceptional. The YorOK Children's Trust and the City of York Safeguarding Children Board (CYSCB) work well together. An embedded culture of support and challenge is also reflected in excellent joint commissioning arrangements. The council has sustained its financial commitment to the most vulnerable children in challenging financial circumstances and resources are very well used to underpin this priority.
14. Demonstrable improvements in the quality and range of provision have been secured in relation to early intervention with vulnerable children, including those whose emotional health and well-being gives cause for concern, and children experiencing domestic abuse. Good progress has been made in developing a workforce strategy and offering access to high quality training. However, the strategy does not as yet reflect the changing ethnicity of York's communities.
15. Children's social care services have been effectively reorganised to improve continuity of social work support as children progress through the system. Front-line capacity within children's social care has been strengthened and this has supported well an effective children's advice and assessment service. Children at risk of serious harm are promptly identified and enquiries are thoroughly undertaken. The overall quality of assessments is good. Staff across all agencies receives good support.
16. Child in need and child protection planning contributes to improved outcomes for children and young people but practice is not yet fully consistent. In particular, some written plans are underdeveloped. The records of multi-agency meetings to review plans do not always reflect discussions that have been held. Quality assurance, including the use of regular case audits within children's social care, is effective.
17. The council and its partners have a good understanding of any shortfalls in practice and in the vast majority of instances have implemented plans to address these. The council is aware that the quality of elected members' engagement in the child protection agenda, including their involvement in scrutiny, is an area for development. Supervision within social care has been strengthened. However, in relation to safe

recruitment risk assessments, in respect of a small number of local authority employees do not meet the standards contained in the council's policy.

## **Capacity for improvement**

## **Grade 1 (outstanding)**

18. The capacity for improvement is outstanding. The good outcomes achieved in relation to performance against national indicators and planning for individual children, together with very high levels of critical self awareness across the partnership and a strong track record of improvement, result in an excellent capacity for further improvement.
19. Children's views are keenly sought and inform strategic planning and service development very well. Children, young people and their parents seen by inspectors, along with those completing the council's surveys all felt safe and were highly appreciative of the collective efforts of all agencies to improve their lives.
20. Over a number of years very ambitious leaders have created and sustained excellent partnerships at all levels so that there is a high degree of shared ownership of York's vulnerable children. This is equally applicable to the YorOK Children's Trust and the CYSCB. Consequently quality of provision is good and safeguarding judgements across inspected provision are all good or better.
21. The council has an excellent track record of identifying areas for improvement and using the expertise of all partners to tackle these. There are numerous examples of the council and partners collectively committing the necessary resources to ensure and successfully sustain change with evidence that this has improved outcomes for children and young people. Thus numbers of young people not in education, employment or training are low and focused effort is improving engagement of young people with a learning disability. The relatively recent innovative children's advice and assessment service has significantly increased the numbers of vulnerable children receiving support packages and has appropriately reduced referrals to children's social care which has released capacity to undertake more in-depth assessments. This is a very significant contribution to ensuring that the safeguarding and protection needs of all children are recognised and responded to effectively. The CYSCB rigorously responded to the learning emerging from serious case reviews through an excellent thematic review of neglect which has identified crucial areas where local practice will be strengthened.
22. Very robust action has been taken to respond to the findings from external inspection. The two areas for development arising from the last unannounced inspection of contact, referral and assessment have been addressed well. The council commissioned a peer review during 2011. All the findings from this have been turned into a detailed action plan and



inspectors were able to identify that this work had produced further improvements in a range of areas. The council and partners are not in any way complacent and are fully aware of those areas in which further progress is needed, such as offering children and young people a stronger voice in child protection planning and increasing their involvement with the CYSCB.

## **Areas for improvement**

23. In order to improve the quality of provision and services for safeguarding children and young people in the City of York, the local authority and its partners should take the following action.

### **Immediately:**

- review risk assessments for children's services staff employed for longer than three years to ensure that these have been completed and are recorded on staff files
- ensure that social workers who are suitably qualified and experienced in child care work are consistently available to deal with emergencies arising out of hours and at weekends.

### **Within three months:**

- accelerate progress to ensure that all child in need and child protection plans consistently identify desired outcomes, clear actions and timescales together with the contingency arrangements in place should the desired outcomes not be achieved
- review scrutiny arrangements within the council to ensure that they include a clear and regular focus on safeguarding and child protection management and practice.

### **Within six months:**

- implement systems to ensure that outcomes for children subject to early intervention, child in need and child protection plans are collated and aggregated so that the factors which contribute to successful outcomes are known and fully understood.

## Safeguarding outcomes for children and young people

### Children and young people are safe and feel safe

#### Grade 2 (good)

24. Safeguarding outcomes for children and young people are good. The council effectively meets its statutory responsibilities for the management and delivery of safeguarding services. Protecting children from harm or neglect and helping them to stay safe is judged as good or better in Ofsted inspections across all providers, including children's centres, fostering, adoption and youth offending services.
25. The very large majority of children and young people who completed the council's 'Stand up for Us' survey in 2011 said that they felt safe at school. A similar proportion completing the latest 'Tell Us' survey also felt very or quite safe in their local area. Effective action is taken to monitor and deal with instances of bullying in York's schools, including racist and cyber bullying. The 'Stand up for Us' survey indicates that once reported bullying stopped for almost all the children and young people who said they were bullied on a daily basis.
26. Children and young people seen during the inspection were all very positive about the quality of help and support they received. They thought that staff across agencies listened carefully and that their views and feelings were considered well and made a difference when decisions were made. Children and young people have access to a well established statutory complaints procedure and all are offered an advocate to assist them in making representations. Complaints are suitably monitored and themes arising from complaints are identified to support improvements in practice.
27. A good range of provision provides additional support for those children who are potentially vulnerable or at risk and those who are in danger of becoming disengaged from education. This includes a highly valued mentoring scheme which is particularly effective where children and young people are reluctant to engage with services. The Travellers education service has worked well to support young Travellers receiving elective home education and to support young people not in education, employment and training (NEET). Between 2005 and 2011 the overall proportion of 16 year olds that were NEET reduced from 80% to zero.
28. Robust action by children's social care to investigate risk of harm through timely assessment and case planning also ensures that children feel safe and are safe. Out of hours arrangements are provided through a shared service with North Yorkshire County Council and are satisfactory. Communication between day time services is appropriate and in cases

seen during the inspection information was appropriately shared. However, social workers experienced in child protection are not always available to respond to emergencies and the service is currently being reviewed.

29. Multi-agency arrangements to identify and meet the needs of children missing from home, education or care are good. The police rigorously investigate reports of missing children. Information is monitored to identify patterns and trends and known addresses where children may be harboured. Timely 'safe and well' visits are undertaken on their return and children's needs are assessed to determine if additional support is required.
30. Current processes to ensure that safe recruitment practices meet statutory requirements are satisfactory. Each personnel file reviewed during the inspection contained evidence of a police check on appointment. However, there was no evidence of completion of a risk assessment in relation to one long-standing member of staff.
31. The role and function of the local authority designated officer (LADO) in dealing with complaints made against staff working with children is well embedded and effective. Allegations are rigorously and swiftly followed up any learning points arising from these are incorporated into multi-agency training courses. The council effectively promotes the importance of prevention through safe recruitment and safe care training.

### **Quality of provision**

### **Grade 2 (good)**

32. The quality of provision is good. The Early Intervention Partnership is enabling strong strategic and operational cohesion. Each service understands what others have to offer and families and, as a result of clear protocols for information sharing and referral, individuals are quickly directed to the agencies that are most likely to be able to help them. The YorOK and the Family Information Service websites provide good quality information for workers, families and children.
33. Individual early intervention programmes are monitored rigorously. Among the examples of successful practice seen is the strong collaboration between Catalyst (Family Intervention Project) and other agencies in supporting troubled families. Another is the use of the RONI (Risk of NEET Indicator) to ensure a shared focus on increasing the number of young people who progress to education, employment or training.
34. Services work closely together to tackle potential problems that are common across the authority. Notable examples of such work include the recently developed 'Minding the Baby' and 'Building Family Bridges' programmes that are designed to support young fathers as well as mothers and to help separated couples to take a shared responsibility for the upbringing of their children. Another is the close collaboration between

schools, the police and health services in tackling all forms of bullying. The impact of this is regularly reviewed through research conducted in association with York St John University.

35. Multi-agency early support for vulnerable children, young people and their families is coordinated through the common assessment framework (CAF) process which is well understood. All agencies are actively engaged in initiating and overseeing the services provided. Most of the CAF assessments and plans reviewed during the inspection included appropriate analysis, identified relevant sources of support and had led to improved outcomes. However, parents' and children's views are not consistently recorded. Where concerns for children's safety arose while they were receiving this support these were quickly referred to children's social care. Parents who met with inspectors were very positive about the help that they had received and the improvements that had been made to their own and their children's lives.
36. Effective partnership working between key agencies has led to the development of the innovative advice and assessment service which responds to concerns about a child or young person, whatever their level of vulnerability or need and supports other agencies to initiate a CAF assessment if necessary. These activities are recorded using the electronic E-Trak system which builds a full picture of the preventative work undertaken with individual children and young people.
37. The large majority of referrals to the children's advice and assessment service are appropriate and timely. Staff across all agencies reported that as a result of readily available advice from the service they felt more confident to carry out their safeguarding responsibilities. All referrals at the boundary of early help and specialist social care involvement are reviewed in a daily meeting which includes representatives from social care, health, the police and the youth offending team. Multi-agency decision-making in those cases viewed during the inspection was based on a thorough appraisal of risks and was clearly recorded. The impact of this service has been a significant increase in the number of CAFs undertaken from 194 in 2009 to 500 at the end of 2011. Specialist resources have been more precisely targeted, leading appropriately to fewer referrals to children's social care and fewer initial assessments. This has released resources to undertake more in-depth core assessments which increased from 147 to 224 during 2011-12.
38. Effective management in the children's advice and assessment teams ensures that social work assessments are allocated promptly. The majority of initial and core assessments seen during the inspection were of a good quality. Risks and protective factors were clearly identified and the views of staff from other agencies were effectively included. Children are routinely seen during assessments and their views are clearly evidenced but it is not always clear if reports are shared with children and their

parents. Needs in relation to racial, cultural, religious and linguistic backgrounds are appropriately considered.

39. Child protection enquiries are managed well. They are allocated promptly to qualified and experienced social workers. Strategy discussions always include the police and children's social care and often benefit from wider agency involvement. Decisions reached during these meetings are appropriately recorded. Child protection enquiries are effectively undertaken with children routinely seen alone. Decision-making at the conclusion of enquiries is robust and where there is evidence of significant harm timely initial child protection conferences are held.
40. Work with children in need, including those with disabilities, who are assessed as requiring further support is managed effectively by social workers or family support workers who are supervised by experienced practice managers. Children are regularly seen and direct work is undertaken according to need. Other agencies are actively involved in visiting families and provide a good range of support. Information is appropriately shared on a day to day basis and, in most instances, through 'child in need' meetings.
41. Multi-agency child protection planning is effective. Information sharing at well attended initial and review child protection conferences is robust. Reports and assessments prepared for these meetings are of sound quality. Parents receive good support to participate and their views are clearly understood and recorded. However, the voice of the child or young person is not always clearly reflected and this is recognised as an area for improvement. All agencies are actively engaged in implementing child protection plans and most plans progress well through regularly held and well attended core groups. Outcomes for children improve as a result of this work. Child protection planning is appropriately overseen by experienced independent reviewing officers (IROs) who are able to demonstrate that plans are not discontinued until risks have been suitably reduced. Conference decisions are distributed to partner agencies within one working day. However, there are delays in distributing the full records and this has been suitably tackled through the recruitment of an additional IRO.
42. The quality of recording is adequate or better. A small proportion is not produced in a timely manner and some delays in the recording of completed work in the children's social care teams are due to competing work pressures. Summaries of work with children in need are not available on all children's case records. Outline written protection plans are routinely agreed at initial child protection conferences. However, these are not consistently translated into outcome focused plans that identify clearly the required actions, timescales and contingency arrangements should the plan not be successful. Progress against plans is regularly reviewed at core group meetings but this activity is not consistently reflected in the

recording and this means that the child's record contains limited information about the impact the plan is having on reducing risk.

43. Management oversight is evident on most case files and decisions made in supervision are regularly recorded on children's files. In some instances the basis on which the decision has been made is not recorded. When children are subject to court proceedings, reports are of a good standard and written care plans are comprehensive.
44. Case transfer arrangements within children's social care are known and well understood. Outcomes of assessment are promptly passed through to the longer-term teams to ensure that children continue to receive an appropriate level of service to meet their identified need.

### **The contribution of health agencies to keeping children and young people safe** **Grade 2 (good)**

45. The contribution of health agencies is good. Health partners demonstrate compliance with statutory guidance. Robust safeguarding and child protection policies and procedures are in place in commissioning and provider trusts. Health staff at all levels seen during the inspection demonstrated a clear understanding of their safeguarding and child protection responsibilities.
46. All staff have received basic child protection training. Rolling programmes of higher levels of child protection training are in place and are suitably monitored by the safeguarding children teams. All staff have access to individual child protection supervision. Community and key groups of staff in acute services, such as those working in the emergency and midwifery departments, receive formal reflective group supervision, which staff reported as working very well. This system is being introduced for the remainder of acute hospital staff whose work brings them into contact with children and young people.
47. Advice and support provided to health staff, including primary care, from designated and named professionals in both commissioning and provider trusts is strong and very well regarded. Designated and named professionals regularly attend the CYSCB. The safeguarding teams within the two trusts are active in the multi-agency risk assessment conference (MARAC) process.
48. The engagement of GPs in safeguarding arrangements is good and improving. All GPs have enhanced criminal record bureau checks and have received basic training with at least one GP in each practice having received further child protection training in line with professional guidelines. Some GPs attend child protection conferences and guidance is in place to ensure that reports to conferences contain the necessary

information and are consistent. Other primary care staff are trained to minimum requirements.

49. Robust safeguarding processes are in place in the emergency department at York Teaching Hospital NHS Foundation Trust including good quality arrangements to recognise, assess and refer children who may be at risk of abuse. The recording of children's individual attendances is consistently completed. Procedures to ensure parental consent to treatment are appropriate. Health staff demonstrated a good awareness of potential risk indicators. The electronic system alerts staff to those children on a child protection plan and is being developed to include looked after children. Referral pathways are in place to identify safeguarding risks such as domestic violence and substance misuse. The safeguarding children team make daily visits to the emergency department to discuss any issues or concerns in respect of children's welfare or safety that may require further action. Some nursing staff in the department are dual trained for both children and adults but there are insufficient numbers to ensure children's specialists are available on each shift.
50. The emergency department has adequate facilities to treat children and young people including a separate waiting area near to the main reception. There is suitable access to play equipment and play specialists based in paediatrics. Plans to improve the provision are about to be implemented with the addition of children's treatment bays in the urgent care centre/walk-in centre.
51. York Teaching Hospital NHS Foundation Trust has a special care baby unit which is well regarded by parents. Two neonatal outreach nurses visit families at home to provide medical advice and emotional support; good joint working with health visitors is reported. Recommendations following a recent serious case review in respect of staff awareness of risks to babies have been implemented.
52. The Healthy Child Programme is delivered to good effect with improved outcomes for children and young people. Participation in the 'Be a Star' campaign has increased breastfeeding initiation rates in York which are above the regional average. York has achieved 95% coverage of the primary vaccination course by a child's first birthday, which is better than the national average and the average for similar areas. By the age of five, the percentage of children who have received their second dose of the measles, mumps and rubella immunisation is higher than the national average.
53. Health visitors work well with community nurses, nursery nurses and clinic nursing staff to deliver a good range of services to children under the age of five years. Positive feedback has been received from parents along with areas for improvement which the team has acted upon. School nurses provide an effective service to all mainstream schools. Staff numbers in



the school and health visiting teams are sufficient to meet the demands of core and targeted work. Workloads are subject to appropriate management oversight and this is reported by staff as working well.

54. A range of effective sexual health services together with a robust teenage pregnancy strategy have resulted in a significant reduction in under-18 conceptions by 21.7% between 1998 and 2009 which is better than the national average. Sex and relationship education is provided in all schools and as a result of involving parents it has now been adapted for children with disabilities. Effective sexual health services are provided by YorSexual Health which has received the 'You're Welcome' accreditation in February 2011 which is given in recognition of young people's involvement in planning and evaluation. There is very good access for young people to contraception advice and support through the Castlegate Centre, which is held in high regard by young people, and the nurse-led young people's sexual health outreach team. However, although the percentage of young people screened for Chlamydia has improved, it remains below the national average and the work to improve uptake continues.
55. Support for young people who misuse substances is good. The rate of young people under 18 years who were admitted to hospital because they have a condition wholly related to alcohol is similar to the England average. Parents with significant drug and alcohol problems who have children on child protection plans or whose children are in care are effectively supported by the city's drugs and alcohol action team (DAAT). The service is the second most improved DAAT area nationally in relation to adults receiving treatment for opiate use. Young people are supported very well through the Castlegate Centre and through First Base, the young people's drug and alcohol treatment service.
56. Children and young people in York have access to, and benefit from, an exceptional CAMHS that delivers a comprehensive range of high quality services including those for eating disorders, learning difficulties, bereavement and the in-patient facility at Lime Trees. York has a very effective primary mental health team who are able to provide a service to approximately 75% of referrals, which demonstrates an effective use of resources as more specialist CAMHS support can be better directed to more complex work. They are involved in the targeted mental health in schools scheme (TaMHS) which is led by the Educational Psychology Service. Emotional literacy support assistants have good links with schools to ensure that support is swiftly provided and the scheme has demonstrated positive outcomes for targeted vulnerable pupils. Children and young people also benefit from the strong national CAMHS for children and young people who are deaf which is based in York. Staff reported that they exceed performance targets for access to this service.
57. A good range of health services for children and young people with disabilities, including the child development centre, specialist therapy staff



and a valued portage service is held in high regard by parents seen during the inspection. Children with life limiting illnesses have access to a palliative care service that is effectively supported by CAMHS. The two special schools are suitably supported by trained nurses and health care assistants. The co-location of health staff in children's centres enables good communication with school and social care staff. Multi-agency transition to support the move to adult services are very focused on children's needs and include a health passport to assist young people to take control of their health needs. Health professionals are very well integrated into the service.

58. Arrangements for children and young people who have been subject to sexual assault are in place and are excellent. The Acorn Unit is a purpose built sexual assault referral centre that complies with the standards for paediatric forensic medical services. Young people who are looked after were involved in the development of the service and the choice of name.

### **Ambition and prioritisation**

### **Grade 2 (good)**

59. Ambition and prioritisation are good. The well established YorOK Children's Trust has worked very effectively to break down barriers between agencies. Consequently integrated working is well embedded both strategically and operationally. Partners demonstrate a strong shared responsibility for the welfare of all children and young people. The trust board engenders a climate of self critical reflection which is sharply focused on improvement and this approach is also reflected well in the work of the strategic planning groups that report to it. Relationships between the trust and the CYSCB are strong; the independent Chair of the safeguarding board provides effective external challenge.
60. Partners' ambitions for all children are clearly expressed in a strong children and young people's plan (CYPP) and by senior managers across all agencies. The outcome of this ambition is seen in the comments made by children and young people during the inspection who, without exception, highly valued the levels of care and support they receive to make positive progress in their lives.
61. Very child-centred senior leaders provide strong and focused leadership across key agencies. The Director of Children's Services (DCS), along with the Chief Executive of the council drive forward key priorities for the development of early intervention, including the involvement of schools in supporting vulnerable children and young people. Current ambitions form a solid basis on which to develop new arrangements. Plans to implement the new strategic frameworks across health and social care are well advanced and the DCS is a member of the new Clinical Commissioning Group. Children's issues are included in the joint strategic needs assessment. However, it is recognised that there is a need to more explicitly incorporate safeguarding related matters. The needs of all children are championed by a committed and well informed lead member.

Elected members receive regular safeguarding briefings and training. However, the need to strengthen the active engagement of a wider group of members in safeguarding issues is acknowledged by the council.

62. Local priorities are clear, well understood by front-line staff and their impact is examined well. Senior managers collectively plan and manage change effectively. For example, early intervention is a key shared local priority that has been carefully executed to ensure that an increasing number of children who need additional help are identified and supported. The extensively evaluated social care transformation strategy is well owned across key partners. Open and reflective strategic relationships generally lead to problems being identified at an early stage and collective action being taken to address them. Senior managers in children's social care have a good understanding of the strengths and areas for development and acknowledge that further work is needed to fully embed consistently high quality work in some areas of practice.

## **Leadership and management**

## **Grade 2 (good)**

63. Leadership and management are good. Effective planning has ensured that there are sufficient numbers of qualified and experienced social workers and other staff to deliver services. Workloads in children's social care are generally reasonable and a formal management system enables pressures to be suitably monitored. Additional social workers have been appointed so that case loads in the children's advice and assessment service have significantly reduced; this was an area for development at the last unannounced inspection. All children subject to child protection plans are allocated to qualified social workers. Vacancy rates for most health posts are in line with national averages.
64. The 2009-12 workforce strategy is an effective response to a recommendation from the joint area review of 2008. Local priorities in respect of integrated working have been clearly progressed. For example, the commitment to provide good quality learning is reflected in the specialist foundation degree and the 'top up' degree for the children's workforce, including staff from voluntary and community sector agencies, which are delivered in partnership with York St John University. Shared children's induction standards which provide a framework for newly appointed staff across partner agencies to understand their roles are in place, although the use and impact of these has not been evaluated. There is recognition that the children's workforce and plan does not reflect the city's current diversity. The council has produced a new corporate strategy which tackles these issues but making the necessary changes is at an early stage of development.
65. Collectively the CYSCB and the council have developed a good range of well targeted training that reflects the views of front-line staff about their needs as well as strategic priorities. Learning opportunities, including the 'No Wrong Doors' annual event for the children's workforce, are very well

regarded by staff across all sectors. Partners make their training available to staff from other agencies. Gaps in training provision are responded to effectively; for example, the training of lead practitioners in peer supervision methods. However, it is recognised that further progress needs to be made to measure the impact of learning on the quality of practice.

66. Joint commissioning through the integrated commissioning group is excellent and well embedded. It reflects the high quality of partnership working and the robust processes that characterise the strategic approach taken in the city. Needs are very clearly identified and include the views of children and young people by means of a strong engagement strategy with them.
67. Effective joint commissioning has led to a range of positive outcomes for children. The re-commissioning of drug and alcohol treatment services has contributed effectively to protecting children as parents have significantly increased access to drug rehabilitation and their children benefit from direct work to meet their needs. Resources were effectively redirected from the attendance-focused education welfare service into the children's advice and assessment service. The savings made from reducing the number of external placements have been used to strengthen the outcome-based commissioning of early intervention provision. Safeguarding arrangements within this provision are well monitored and the processes are well regarded by the voluntary and community sector as thorough and fair. However, funding has been provided on a year-on-year basis which makes it difficult for providers to forward plan.
68. Agencies also take prompt corrective action through joint commissioning when they collectively identify weaknesses or gaps in resources. For example, although there is a low number of young people not in education, employment or training (NEET), agencies, in partnership with further education colleges, have developed a number of flexible packages to support young people to maintain their attendance. As a result there is a 51% increase in participants taking entry level courses thus reducing their longer term vulnerability. Agencies also responded well to findings from a recent peer review, and strengthened the holistic support for homeless young people by developing the 'Place of Change' residential facility for homeless 16/19 year olds that also supports their re-engagement in education.
69. Resources are managed very well. Compared to other unitary authorities York receives a low level of national funding. Key services have been protected well through the council's budget management process. The recently initiated independent and non political Fairness Commission recommended that social care services for the most vulnerable were protected and this was accepted by elected members. Although savings

have been made across children's services, the council has not reduced expenditure for children's social care in 2012-14.

70. Very strong strategic partnership working and an intelligent use of grant funding has created efficiency savings while improving the quality of provision. For example, the recent re-commissioning of transport contracts produced a saving of £200,000 and a higher quality service with all drivers completing safeguarding training. At a time of national and local budget reductions financial resources have been used very effectively to maintain services such as Catalyst, and children's centre provision for vulnerable children. Resources are redirected from areas where good progress has been made, such as in reducing obesity, to sustain other provision and assets are efficiently used, for example through the co-location of services. Very good multi-agency action to review provision has led to investment in redesigned and highly valued services such as the integrated transitions service and the Castlegate Centre which provides support to 16-18 year olds. Schools, through the schools partnership, have contributed significant resources to support work with vulnerable children.
71. Children's views inform service improvement well. Their priorities are clearly reflected in the CYPP. The youth council's priority to de-stigmatise free school meals is well supported by the YorOK Children's Trust. Parents of disabled children are particularly well engaged in service planning, delivery and training through the parents' forum CANDI (Children AND Inclusion). Feedback from children and their parents is collected by some services, for example by CAMHS and TaMHS and the children's advice and assessment service has improved the process for informing families of what they should expect from an assessment as a result of their feedback. However, partners recognise that further work is needed to systematically collect, analyse and use feedback as the basis for improved service delivery.

## **Performance management and quality assurance**

### **Grade 2 (good)**

72. Performance management and quality assurance processes for safeguarding are good. There is a strong emphasis on using the findings to improve service delivery and front-line practice.
73. Clear and challenging targets are set in relation to performance against national indicators. Progress in service development is systematically monitored by the YorOK Children's Trust and senior managers and has led to significant improvements. For example, information from lead practitioners about the impact of common assessment processes has been periodically collected and the most recent review shows that outcomes for individual children are improving. However, the council and partners recognise the need to identify qualitative indicators to record and

aggregate outcomes across groups of children so that the factors contributing to successful practice may be better understood.

74. The CYSCB maintains a strong focus on monitoring safeguarding performance. The board receives annual reports on specific aspects of the council's and partner agencies' activities including private fostering, and missing children arrangements. Audits conducted in relation to compliance with safeguarding duties across partner agencies were last undertaken during 2008-9 and the board is in the process of repeating these audits.
75. Young people make an important contribution to quality assurance through the young inspectors programme. Using observations, interviews and mystery shopping they have evaluated the quality of provision from the young person's perspective. Agencies, such as Relate, report that the recommendations arising from these visits are invaluable. Young inspectors also identify that their self confidence has increased by taking part in this programme.
76. Scrutiny arrangements undertaken by elected members are adequate. This was identified as an area for improvement following the joint area review and a more recent peer review found it to be still underdeveloped. The scope of the scrutiny function is wide and includes cultural services as well as children and education. Members are updated in relation to safeguarding performance. However, it is recognised that there is a need to further clarify the role of the group and to accelerate the development of priorities and plans.
77. Performance management is well embedded within children's social care including through the use of external challenge. Service plans are robust and reflect well areas for improvement emerging from inspection and internal and external audit and they are well monitored and evaluated. Plans are very well advanced to provide up to date individual performance information to assist front-line social workers in managing their workloads and targets.
78. A monthly cycle of robust case file audits undertaken by service managers is driving improvements in social work practice, for example in recently improving the quality of core group meetings. Where the audits identify practice shortfalls, effective action is taken to address these. However, in the case file audits undertaken prior to this inspection not all the shortfalls in practice were fully identified by auditors.
79. Staff across all key agencies receive regular supervision. Within children's social care decisions are routinely signed off by managers; this was an area for improvement at the last unannounced inspection of contact, referral and assessment. Supervision arrangements in children's social care have been robustly reviewed and the positive impact of this is now evident. Supervision is subject to annual audit, the latest of which found that most staff receive regular case supervision and have access to

management support when needed. This was confirmed by this inspection where front-line staff reported that they highly valued the availability and visibility of managers, including senior managers, and that they receive good quality reflective supervision. However, this level of support was not consistently reflected in the recording of supervision in the files reviewed.

## **Partnership working**

## **Grade 1 (outstanding)**

80. Partnership working is outstanding. Effective leaders across all agencies have a clear shared strategic vision. They use collective resources well through very effective joint commissioning of provision. Competent managers have developed clear policies and protocols to support joint working over a wide range of areas. The impact of this is reflected in strongly cohesive service provision and a very strong commitment by staff to multi-agency working. Inspectors found that front-line staff share a very good understanding of each other's services and effectively, and sometimes very imaginatively, undertake a range of successful joint interventions as a result.
81. There are numerous examples of very effective partnership working described in this report. Schools are very successfully engaged in providing support to vulnerable children and those in need of protection. The schools partnership funded the post of safeguarding officer and this has strengthened safer recruitment, responses to allegations against staff and safeguarding training. The pupil premium is effectively used and monitored to extend children and young people's experiences. Young people seen during the inspection highly appreciated the enrichment opportunity provided by the youth services' use of outdoor learning through activities such as wild deer tracking, bush craft and survival skills. The police are particularly well involved in partnership working both strategically and operationally, including in relation to sexual exploitation. Operation Hindsight, a partnership between the police and schools, is well focused on issues of extremism and involves parents well.
82. Local responses to domestic abuse exemplify the very good partnership working that exists in the city. A multi-agency programme supported and overseen by the CYSCB has strengthened provision well. Robust awareness raising, training and the consolidation of assessment and risk management across agencies have resulted in increased reporting rates and a significant fall in repeat incidents from 33% in 2009-10 to an average of 22% in the first seven months of 2011. MARAC arrangements work well to identify high risk cases. Multi-agency service provision has been considerably expanded and innovative work is undertaken including with children and young people and with male victims of abuse. Families affected by domestic violence are offered support to safely rebuild relationships. Advocacy services currently support 49 children aged between five and 13 and evaluation shows that they feel safer as a result of the support. Perpetrators are challenged to change their violent



behaviour and have appropriate access to emergency accommodation through the 'Making Safe' project.

83. Good use is made of the partnership with the voluntary and independent sectors. This is reflected in the current restructuring of the youth service. The authority's own resources are being increasingly targeted on vulnerable children. However, the use of additional resources from partner agencies is ensuring that the universal offer is not eroded as a result.
84. The strategic co-location of partner agencies makes an important contribution to joint working. Social work teams are co-located in children's centres on school sites, alongside health visiting staff. Specialist police officers, education welfare staff and the specialist child protection nurse are well integrated into the work of the advice and assessment service. Inspectors observed a culture of respect operating among staff and managers at all levels across all agencies.
85. This culture of respect is also reflected in the work of the highly effective CYSCB. The board discharges its statutory duties well and provides effective leadership, support and challenge. Partner agencies are highly committed to the work of the board and its sub-groups. Any variation in attendance by agencies is swiftly addressed. The voluntary sector is well represented and exerts effective influence. Two lay members have also been appointed. The thematic review of neglect is an example of the partnership's collaborative and robust approach where complexities are firmly and effectively tackled. It is based on a thorough examination of national research and local practice through case audit and testing the thresholds for responding to neglect.
86. The board retains an effective oversight to monitor developing practice in high risk areas of work. The LADO is responsible for overseeing strategy meetings that consider the needs of children and young people who have been or are at risk of being harmed by other children. Therapeutic needs of child perpetrators are also identified and strategies such as placement changes and exclusion zones are put in place.
87. The work of the CYSCB and its key priorities are effectively communicated and as a result the board's priorities are understood and implemented across the partnership. The lessons from serious case reviews have been very effectively disseminated through a series of briefings and presentations. Front-line staff identify with the work of the CYSCB and some staff were able to explain to inspectors how findings from serious case reviews have been used to improve their practice.
88. Child death overview arrangements are suitably managed through the North Yorkshire and York panel with York well represented on the panel. The annual report is presented to the CYSCB and the findings are analysed to inform practice and interventions. For example, a 'safe

sleeping' campaign to raise awareness of the risks involved was launched following the panel's response to local child deaths.



## Services for looked after children

### Overall effectiveness

### Grade 2 (good)

89. The overall effectiveness of services for looked after children is good. Outcomes for looked after children are good across all areas. Effective care planning and very good multi-agency working benefits children and young people who progress well. All children and young people spoken to reported a consistently high level of satisfaction with their placements. They felt very well cared for by committed and loving foster carers or very well supported in their move to independence. All felt safe in their placements and in the community. Parents seen during the inspection strongly appreciated the support they and their children received.
90. Outcomes from regulatory inspection of adoption, fostering and children's homes are good or better. Performance against national indicators is better than the national average in most instances. The adoption service has delivered some of the best performance in England in 2010-2011 and 2011-2012. Where performance is below what the local authority considers desirable, for example in relation to placement stability, good action is taken to understand the issues and robustly respond.
91. Looked after children and young people's need are prioritised effectively in the children and young people's plan (CYPP) and in the work of the YorOK Children's Trust. Local leaders have an intelligent and in depth understanding of reasons children and young people become and remain looked after and this is reflected in a well articulated plan to reduce numbers safely. The looked after children strategy is an excellent reflection of children and young people's views and priorities and the council's and its partners' ambitions for them.
92. The quality of care planning is good. Front-line staff at all levels work well together to support children and young people in the high number of local foster placements. Sufficient skilled and committed staff from all agencies offer children regular and sensitive support, although it is acknowledged that the ethnicity of the workforce does not reflect the make-up of local communities. Health agencies, including in particular CAMHS and the virtual school are very well involved in sustaining fragile placements. Multi-agency commissioning of the small number of external placements is very good. A particularly positive feature of multi-agency practice is the attention given to offering 'second chances' which is a reflection of what good parents offer their own children.
93. Local resources are used well to make significant improvements in the quality of provision. For example, to enable young adults to live with their foster carers after the age of 18. Resources have been very effectively used so that a significant number of children on the edge of care, including children with severe and challenging disabilities, have been

successfully diverted from becoming looked after. Numbers of children or young people placed externally or living more than 20 miles from the city are very low and consequently individual placement costs have reduced over the last three years.

94. There remain some challenges to improve and sustain aspects of performance and management and senior managers are very aware of these. The involvement of a wider group of elected members in corporate parenting and scrutiny requires strengthening and the impact of this demonstrated. The number of completed personal educational plans (PEPS) is lower than the authority would wish and their quality is variable. Although staff report that they receive regular supervision, the quality of supervision provided for staff within the fostering and adoption service and children's homes has not been audited. Recent improvements have been made to performance against national indicators in respect of timeliness of annual health assessments and the review of children's cases. However, these improvements need to be further sustained.

## **Capacity for improvement**

## **Grade 1 (outstanding)**

95. Capacity for improvement is outstanding. Performance against the large majority of national indicators is good and in the case of adoption is outstanding. Planning for individual children is effective; children, young people and parents seen during the inspection strongly appreciated the care and support they received. Children and young people only become looked after when this is the option most likely to meet their needs. Safeguarding of looked after children is good and the CYSCB takes an active interest in their welfare and protection. The local authority and its partners have a robust track record of improvement together with the leadership, ambition and resources to drive forward good services. Taken together all these factors result in an excellent capacity for further improvement.
96. Very child-centred senior managers set high aspirations for looked after children and young people. Targets are focused on improving already good performance, such as in relation to school attendance and educational achievement. The council has effectively maintained high quality services in several key areas of provision such as the adoption and fostering services, the pathway service for care leavers and the CAMHS for looked after children. The local authority and its key partners have an excellent record of achieving timely permanent placements, including through adoption and special guardianship. Multi-agency partnership working is excellent and partners have worked very well together to strengthen provision including responses to children and young people missing from care. Young people are listened to very well during this process and their voice is strongly reflected in an excellent strategy which sets correct and ambitious priorities for the next three years.

97. Local resources are collectively used very well in commissioning arrangements. Where additional resources are demonstrated as necessary there is strong political support to provide these. Very robust action has been taken to respond to the findings from external inspections which are translated into appropriately detailed action plans. For example, the peer review's recommendations have been or are in the process of being effectively implemented.

### **Areas for improvement**

98. In order to improve the quality of provision and services for looked after children and young people in City of York, the local authority and its partners should take the following action.

#### **Immediately:**

- ensure that every looked after child has an up to date personal education plan (PEP) of high quality and that reviews of these plans are timed so that every young person is able to attend.

#### **Within three months:**

- bring together information about the educational progress of individual looked after children and young people that is held separately, to give a clear aggregated picture of trends and priorities and to better understand what needs to be achieved to further improve their achievement
- ensure that the quality of supervision for staff working in the adoption and fostering services and children's homes is included in the local authority's audit arrangements
- York Teaching Hospital NHS Foundation Trust and Harrogate and District NHS Foundation Trust should ensure that the recent improvements in the timeliness of initial and review health assessments are sustained
- NHS North Yorkshire and York should ensure that arrangements are in place to provide timely health assessments for looked after children and young people who live in external placements or whose placement address is outside of the city boundary.

## **How good are outcomes for looked after children and care leavers?**

### **Being healthy**

### **Grade 2 (good)**

99. Health outcomes for looked after children are good. The proportion of children with up to date immunisations and having a dental check is well above the England average and the average for similar areas. Effective

leadership by the designated doctor and designated nurse in partnership with children's social care has led to sizeable improvements in the proportion of looked after children receiving their annual assessment, which was significantly below the national average in the previous year. Robust new processes have improved timely notification of children becoming looked after and the capacity of clinics has been increased to include school holiday periods. Local data for 2012-13 shows that health assessments are now delivered within required timescales. However, this early progress is yet to be sustained.

100. Local audit data shows the quality of health assessments is good; this was also the case for health assessments reviewed during this inspection. The purpose-built Acorn Unit provides exceptional facilities for the completion of initial health needs assessments. In order to reduce duplication, when children are medically examined due to concerns about neglect or abuse, the opportunity is taken to include information that would inform a looked after initial health needs assessment. This is good practice.
101. Quality monitoring systems of health assessments for looked after children placed out of the city have been strengthened. However, these are not systematically completed in a timely way by the relevant health agency. This issue has been suitably raised with the regional commissioning network in order that this issue can be resolved by health organisations within the region.
102. The specialist CAMHS team for looked after children and care leavers provides an outstanding service. Very good support is provided to children and their foster carers that enables local placements to be sustained and children's behaviour to be confident and socially acceptable. Foster carers and social workers can refer children directly into the service and there are no waiting lists for support. Foster carers highly value the support they receive. Looked after children with disabilities benefit well from the joint clinic arrangements between clinicians from CAMHS and paediatricians and from the highly regarded FIRST (Family Intervention Rapid Service Team) programme. FIRST has provided intensive support to a small number of families of severely disabled children whose behaviour is challenging and young people have been supported to remain with their families and have been diverted from out of home placements. The CAMHS is well integrated into strategic planning and placement monitoring arrangements.
103. Targeted health promotion services work well. All young people are screened for substance misuse and a pathway is in place to ensure prompt access. All looked after children and young people have access to sex and relationship education in schools and there are good links with the young people's sexual health outreach team which provides very helpful support to young people. Therapeutic support is provided through the NSPCC to looked after children who have been sexually abused and their carers; as

a result young people's emotional well-being has improved and they perform better at school.

104. It is recognised that the health care provision for care leavers is inconsistent. Young people over the age of 16 all have access to their GP. However, over and above this, care leavers are offered annual health assessments only if they remain in education. This gap has been recognised and has been tackled through new commissioning arrangements that have just come into place.
105. There are very few children living in the city who have not been placed by the City of York as there are no independent foster care agencies or children's homes within the local authority boundary. Those children who have been placed with carers from other local authorities living in the city have appropriate access to the full range of health care services.

### **Staying safe**

### **Grade 2 (good)**

106. The arrangements to safeguard looked after children and young people are good. Those spoken to during the inspection showed a very high level of satisfaction with the support they received. They were unstinting in their praise for their foster carers. Social workers and pathway workers were also described very positively. Of the looked after children and young people completing the 'Care4Me' survey carried out for the purpose of this inspection, nearly all thought they were living 'in the right place', were receiving good or very good care and felt safe or very safe where they lived.
107. Work with children and young people on the edge of care is effective. Over the last year good work with vulnerable children has reduced the number of referrals to children's social care and this has released capacity to undertake more in-depth assessments of need. There is a good range of provision. The Catalyst project works with families in serious difficulty and as a result of high quality multi-agency action 40 of the 199 children supported since April 2010 were prevented from becoming looked after. The council and its partners are further developing targeted services such as the 'Minding the Baby' project which works with vulnerable young mothers and their babies. Drug and alcohol services also make an effective contribution.
108. Risk is managed well at the threshold for admission to care through robust management oversight, good cross-agency understanding of thresholds, and effective liaison with the council's legal services. During the inspection all looked after children whose cases were examined were appropriately looked after.
109. A high proportion (80%) of children and young people, including 74% of looked after 15-17 year olds, are provided with good quality care by local foster carers who have high aspirations for them. The children, young

people and care leavers seen during the inspection gave high praise for the quality of the care they received commenting that carers 'made me feel I belonged' and that they received 'loads of support and love'. As one said: 'I wouldn't be where I am today without them'.

110. The local authority has undertaken extensive research into recent patterns of placement stability. The number of children with more than three moves in the last 12 months is well understood and includes very well planned moves to return children home and care leavers progressing towards independence. It also reflects the council's success in achieving timely permanent placements; 82% of the children experiencing placement moves in the last year are in adoptive placements. Contingency plans are in place for every young person should the additional support offered to and by their second placement prove insufficient to enable them to remain in that placement.
111. The recent stability of longer-term placements, although in line with the national average, has reduced and is not at the level to which the council aspires. The council is vigilant and working hard to improve performance. Senior managers understand well the reasons for recent variations, including the number of teenagers in the looked after population and 'late entries' to care. Robust tracking systems are in place. The multi-agency joint agency panel works very well to provide a good range of additional targeted support to prevent unplanned placement endings for those in local foster homes. In the cases reviewed during the inspection no child or young person was subjected to an inappropriate change of placement.
112. Risk is managed well through good systems to ensure that children and young people are protected. All looked after children and young people are allocated to qualified social workers who see them regularly. Local agencies are very actively engaged in providing support. Good quality mentoring is particularly valuable for young people who find it difficult engaging with some professionals. Suitable consideration is given to ensuring that children's cultural and language needs are met when a link is being made. The independent visitors scheme is effective and held in high regard by those who use it. Children are linked to an appropriate adult and through positive relationships are supported in making representations and having their voice heard.
113. Arrangements for monitoring care placements are good. Statutory visits and care plan reviews for looked after children and care leavers are carried out at least in accordance with statutory requirements. Where circumstances indicate, children's plans are reviewed more often. As a result, in those cases seen during the inspection, children and young people made good progress and outcomes such as engagement in education and emotional well-being were improving. The safety and quality of external placements are extensively evaluated before they are used through the advice and expertise of partners represented on the



joint agency panel. The vast majority of those children placed externally are in provision judged good or better by Ofsted.

114. Agencies work well together to prevent looked after children and young people going missing from care. The protocol was revised in August 2011 and foster carers have been appropriately consulted about this work. The police make regular visits to the authority's longer stay children's home and intelligence is shared well in relation to the risks that young people may be exposed to while missing from care.

## **Enjoying and achieving**

## **Grade 2 (good)**

115. The impact of services on enabling looked after children and young people to enjoy and achieve is good. Almost two thirds of those placed in local provision or externally are in schools that are good or better and none attends an unsatisfactory school. The authority works hard to minimise disruption to children's education, even when there are several changes in their placements. In admitting pupils, schools give the first priority to looked after children. Figures for 2011 show that the large majority stayed in the same school in the year leading up to their GCSE examinations.
116. In 2010/11, the Key Stage 2 results for looked after children were above the averages for their counterparts in similar authorities and nationally. Over the last two years, the gap between the results for looked after children and those for all children locally and nationally has narrowed. Over the same period, there was a considerable rise in the proportion of children in care who achieved A\* to C grades in five or more GCSE subjects, including English and mathematics. Results in 2011 were significantly higher than for looked after children in similar authorities and across the country. The achievement gap between 16-year-olds who are looked after and all children locally and nationally is narrowing.
117. Last year, the Key Stage 2 English targets for looked after children were exceeded. The same was true at GCSE. The value added to the performance of looked after children, as they progress through school, is higher than the average for such children nationally. Of the random sample of cases examined on the virtual school's database, the majority were making at least satisfactory progress. Officers and schools recognise the need to define clearer targets and timescales for fulfilling their ambition to raise attainment of looked after children and young people.
118. Through regular visits from improvement partners, all schools, including academies, are challenged to raise attainment. Additional resources and help are provided for schools and individuals when progress is lower than expected. The performance of looked after children placed outside the authority is also carefully monitored.
119. The school attendance of looked after children is better than for their counterparts in similar authorities and across the country and the most

recent figures show that it continues to improve. In the last two years, no child in care has been permanently excluded from school. The number of fixed term exclusions has more than halved over the last three years but is still considerably higher than for all children in the authority. The very strong partnership between the authority, schools and a wide range of agencies ensures that children who are at risk of exclusion receive appropriate and timely support. The Danesgate Centre and other projects have had a clear impact in helping children who have become disengaged with education to resume their learning.

120. The proportion of looked after children with an up to date PEP has fluctuated over the last four years. In 2010/11 the figure was 78.8%. The PEPs examined during the inspection did not consistently include full information on educational attainment and action plans did not always give precise details of targets and timescales for their completion. The timing of PEP reviews during the school day means that young people are sometimes reluctant to participate because they do not want to miss lessons or to be identified as being looked after.
121. Looked after children are provided with a wide range of leisure activities. They have free entry to the city's leisure centres and sports clubs and through the restructuring of the youth service they have access to an increasing variety of activities specifically designed for them. The provision made by the authority is further enhanced through close collaboration with the voluntary sector. Those providers who have clear safeguarding and quality assurance systems are allowed to advertise their activities in the 'Shine' magazine which is distributed to all schools. As a result, young people, including those looked after, have the opportunity to experience a wide range of artistic, sporting and cultural activities that help to enrich their lives.

## **Making a positive contribution, including user engagement**

### **Grade 2 (good)**

122. Opportunities for looked after children and young people to make a positive contribution are good. They are helped to present their ideas clearly and succinctly and a memorable aspect of this inspection was the quality of the contributions that they made. They are provided with several means of speaking out on issues that matter to them. These include PEP and care plan reviews, membership of school councils and authority-wide fora. The most recent figures show that 98% of looked after children over the age of four contribute to the reviews of their care plans although, in most cases, this is done indirectly.
123. Appropriate opportunities for looked after children to influence decisions made by the local authority are provided through the children in care council, 'Show Me that I Matter', and the 'I Matter 2' group for 12- to 15-year-olds. Members of both groups liaise with senior officers and elected



members and the children in care council reports directly to the YorOK Children's Trust. The groups made an important contribution to the development of the Pledge. A concerted effort is being made to increase the participation of young people who have learning difficulties and/or disabilities. There is no formal link between the children in care council and the youth council.

124. The effect of these groups on the shaping of services is reflected in a number of ways. For example, through extensive consultation with young people, parents, carers, GPs and other health care representatives, the children in care council succeeded in bringing about a reduction in the number of formal medical examinations that looked after children have to undergo. They persuaded the Mayor to make the Mansion House available for the care leavers' Christmas party and were responsible for planning a major event which celebrated a very wide range of achievements by looked after children, in order to combat negative images in the press. They have also organised events to celebrate the work of their carers.
125. The 'I Matter 2' group recently conducted a survey of young people's experiences in care. The results are used by officers and elected members to identify areas for improvement, such as increasing young people's understanding of the role of independent reviewing officers. This group helped to revise the format of the PEP and is preparing a DVD to help young children understand the council's Pledge.

## **Economic well-being**

## **Grade 2 (good)**

126. The impact of services in enabling children and young people in care to achieve economic well-being is good. The proportion of care leavers in education, employment and training has fluctuated over the last five years. It has been consistently lower than the averages for care leavers in similar areas and nationally. The most recent in-year figures indicate there has been a significant improvement to 81.3%, which is higher than the authority's target of 77%. The authority is able to identify precise reasons for non-engagement by any young person.
127. In close collaboration with a range of employers and other agencies, the Danesgate Centre has devised a wide range of programmes for young people who are disengaged from education. Case studies show that these are having a considerable impact in re-kindling care leavers' interest in learning and improving their life chances.
128. There is a strong 14-19 partnership which includes the academies, as well as schools maintained by the authority. A two-year pilot programme provides young people, including care leavers, with personalised programmes that include significant work placements. The council's own apprenticeship and pre-apprenticeship programmes give priority to care leavers and are proving popular with young people.

129. Four care leavers are currently at university, each of which has a kite mark for care. These students are provided with appropriate financial support. They are also supported emotionally through regular contacts from their social workers. Close liaison with pastoral care providers within the universities ensures that the needs of these young people are recognised and met. There are similar protocols for sharing information with further education colleges attended by care leavers. A voluntary post-16 PEP is being developed to strengthen this work.
130. The pathway team provides an effective integrated service for care leavers. A single point of access in the city centre ensures that all services are readily available. Different levels of support and an extensive range of information and advice are available to help care leavers deal with issues in their lives. Those who choose not to engage with services are provided with a 'continuous offer letter' which identifies the range of support which would be most beneficial to them. If the young person eventually contacts any one of the named services, information can be shared and a coherent programme of inter-agency support quickly put in place. Young adults over the age of 21 not in education or training continue to be supported if there is a need for this. All the care leavers who met with inspectors had a pathway plan to which they had contributed. The plans seen were of a good quality and young people make an important contribution to their development and review.
131. All care leavers are suitably housed. The young people who spoke to inspectors were happy with where they lived and felt safe there. The pathway service provides access to a wide range of accommodation and the 'Staying Put' scheme ensures stability in the lives of young people, especially those who wish to continue with their education or who are in the armed forces.

## Quality of provision

## Grade 2 (good)

132. The quality of provision for looked after children and care leavers is good. All local agencies are actively engaged in promoting their safety and well-being. This reflects the high priority accorded to looked after children by the council and its partners. The council's fostering and adoption services together with a children's home are judged as good in the latest inspections. The short breaks care unit for children with a disability is outstanding.
133. The majority of assessments completed in respect of looked after children are of good quality, take appropriate account of their history and contain a clear analysis of risk. Children are routinely seen during assessment and their wishes and feelings are established. Risks to siblings posed by looked after young people are assessed well. Assessments prepared for the Family Proceedings Court in respect of family members' parenting abilities and their capacity for protecting children from further risks are of a high quality. Written agreements are used effectively for children at risk of

entering care due to abuse or neglect after discussion at legal planning meetings and following family group conferences which have discussed the extent to which children could remain within their wider family network.

134. Changing needs of children and young people are routinely monitored and support to placements is effectively harnessed. There are a significant number of front-line staff and managers in children's social care who are able to provide consistency and a historical perspective about the children. The virtual school, local health services, CAMHS and family support workers all contribute well to meet the needs of looked after children and young people. The inspection found examples of outstanding direct work with looked after children and young people.
135. Children's racial, cultural and linguistic identity are considered well overall through work tailored to individual needs. Work with looked after children who have a disability is of a high standard. Examples were seen of sensitive life story work with birth fathers to enable children to understand their heritage and of effective work with disabled parents. The needs of the small number of non-White children in York's care population are suitably taken into account in care planning.
136. The good quality support is appreciated by the children and young people seen by inspectors. All children and parents reported that they are treated with dignity and respect. They explained that they are very well listened to and their views make a difference most of the time. Parents were also very appreciative of the quality of care and support given to their children and to themselves. One commented that the intensive support offered had 'saved my life'.
137. Care planning is soundly undertaken. The majority of care plans reviewed during the inspection were of good quality. Reviews of children's care are appropriately attended by professionals with a meaningful connection to the child. The independent reviewing officer (IRO) team are strongly committed to overseeing the quality of care and to listening to looked after children and young people's voices. They make appropriate challenge to care plans, act to halt emerging delay and effectively ensure that actions to manage risk are followed through. The inspection found clear evidence of listening and taking seriously the views and wishes of parents and children, even if the plan for the child was not in accord with those wishes. Appropriate action has been taken to tackle a lack of capacity in the IRO service due to the increased number entering care. Their caseloads are now as recommended and they have recently been able to undertake the full range of duties as required by statutory guidance.
138. There is very effective consideration of plans to enable children and young people to live in permanent placements or to return home safely. Specialist fostering and adoption staff meet children's social workers very

regularly and the progress of plans is diligently tracked by managers. As a result of this work younger children who cannot return home are speedily placed in permanent placements by means of adoption or placement with connected persons subject to a special guardianship order. The council's adoption performance is very strong. During 2008-11, 19% of children were adopted from care compared to 12% nationally. Additionally the number of children who waited less than 21 months between entering care and moving in with their adoptive family is very significantly higher at 83% than the national average of 58%.

139. Case recording is generally up to date. Overall the quality is satisfactory and a proportion is of good quality. Training to improve the quality of records as a tool for practice and for care planning is on offer for all social workers.

### **Ambition and prioritisation**

### **Grade 2 (good)**

140. Ambition and prioritisation is good. Partners across all agencies have high aspirations for looked after children and care leavers which are demonstrated in the priority accorded to narrowing the achievement gap between looked after children and all children in York. The Children's Trust has developed a well established culture of integrated working within which the needs of, and performance in relation to, looked after children is well embedded and sharply focused on improving already satisfactory or good performance.
141. Priorities are well articulated within the CYPP 2009-12 and are clearly focused on fluctuations in performance such as placement stability. The council and its partners have achieved good success in some key service priorities such as consistency of social work support before, during and after children become looked after. There is an increased number of good quality local foster care placements, fewer children are placed externally and a recent improvement in the timeliness of reviews of care plans is reflected in the performance against national indicators which is generally in line or better than similar authorities.
142. Senior managers within the city council provide strong direction and leadership in relation to the looked after children's agenda. For example, in understanding the make-up of the looked after children population and how their needs may be best met. This robust management is illustrated by the current exceptionally good multi-agency strategy. It is child-focused, well informed by local and national research and, most importantly, by the views and concerns of children and young people. It explains how the council and partners will respond positively to their wishes and feelings in practical ways. Children and young people met during the inspection confirmed that they felt heard by senior managers.
143. There is good cross-party support for corporate parenting. The recently appointed lead member is well informed of current pressures and

challenges. A very small number of elected members meet regularly with the 'Show Me that I Matter' group. Other members visit the two children's homes and sit on the fostering and adoption panels. All members have access to training in relation to their responsibilities as corporate parents. However, it is recognised that further work is needed to increase elected members' understanding of and involvement in corporate parenting and a new corporate parenting group has been developed although it is yet to have its first meeting. It is also recognised that there is scope to develop the involvement of other departments in the city council within the corporate parenting agenda.

## **Leadership and management**

## **Grade 2 (good)**

144. Leadership and management are good. The rate of looked after children has increased and is above the national average and the rate in similar areas. The reasons for this rise are well understood as arising from young children who require protection along with the outcome of effective work to ensure that a higher than average proportion of older young people remain in care between the ages of 16 to 18 and beyond. Twelve young adults have remained in their foster placements after the age of 18. The council is predicting a reduction in numbers as young people who have been looked after for some time move on from their care settings. Inspectors found no examples where children who should have been looked after did not enter care.
145. In recognition of this, key local priorities are to reduce the rate of looked after children and increase placement stability. Senior managers have invested significant resources in developing and commissioning effective early intervention and edge of care services. Commissioning processes are well regarded by local voluntary and community sector agencies.
146. Joint commissioning and review of external placements by the joint agency panel is excellent. It is exceptionally well managed and monitored by managers who understand the needs of each individual child and young person in depth. Due to a good supply of local foster carers there are few children needing commissioned placements so that these are individually agreed on the basis of specific need. Only seven children are placed externally in independent foster care placements compared to 178 placed with local carers. Good attention is paid to safeguarding needs when seeking placements and a robust process of checking against inspection outcomes and other available information takes place prior to placement. Despite significant recent financial pressures the council took the decision to ensure children remain in external placements if these continue to meet their needs.
147. Weaknesses in services and resources are very well understood and effective action is taken to address these. Strenuous efforts to expand the number of local foster carers have produced a good recent increase in the number of fostering households from 95 in January 2010 to 126 in March

2012. Forty four 'special scheme' carers offer placements to children and young people with challenging behaviour. As a consequence the council can meet the statutory sufficiency duty. Clear improvements in service delivery have been made using the skills of voluntary and community sector providers. For example, providing additional accommodation and one to one and group support to strengthen emotional resilience and self esteem as care leavers move into independence.

148. The workforce strategy clearly prioritises the development of an integrated children's workforce and training. For example, the introduction of induction standards and the opening up of training opportunities within partner agencies to the wider children's workforce. The workforce plan does not yet reflect the diversity of the local population and action has been taken at a corporate level to tackle this. Foster carers are highly valued in York as members of the children's workforce and are included in key strategic planning fora. The local foster care association is also used well by the council to canvass the views of a wider group of carers. Carers enjoy access to the same local benefits package as council employees. Although parents' views are effectively taken into account in care planning for their own children, opportunities for them to be connected to strategic and service planning are limited.
149. Training and learning opportunities for staff across all agencies and carers are varied and well targeted; this was confirmed by staff seen during the inspection. Care planning training is offered annually and there is a regular programme of in-depth training on attachment delivered by local CAMHS as well as training in relation to PEPs and briefings about educational attainment. Foster carers' learning is enhanced through the development of the accredited foundation certificate in partnership with York St John University.
150. All looked after children's cases are allocated to qualified social workers. Senior managers have prioritised the reduction of workloads and have developed a workload weighting system to assist in this. As a result caseloads are generally manageable and have resulted in a greater equity of work across teams. However, balancing the competing demands of child protection, court work and care planning for children in stable placements is reported by social workers to be challenging on occasions.
151. Financial resources for looked after children have been used very effectively. Average placement costs per child have reduced between 2007-8 and 2011-12 by £299 through increased use of local foster carers, including for older children, and a low use of independent agencies and children's home placements. As well as reducing costs this has been beneficial for looked after children by the greater use of family placements and local resources. At a time of financial stringency the council has increased the budget for children's social care by an additional £500,000 for 2012-13 in recognition of the additional demands placed on services by



increased numbers of looked after children. Strong commissioning and effective service delivery has also produced savings while significantly improving the quality of services to families where children are at risk of entering care. For example, the FIRST project has avoided a projected expenditure of around £500,000 against placements that would otherwise have been made.

152. Statutory guidelines in relation to the small number of complaints made by looked after children and young people are followed well. The complaints process is well managed and child-focused. However, the quality of work is not reflected in a separate complaints report that focuses on children's issues. The service works effectively with the children's rights and advocacy services and IROs. All complaints are resolved at the earliest stage. Children can make complaints using a variety of media and each child making a complaint is personally visited by the children's rights service. There is a close working relationship with IROs who are effective advocates for children. Statutory guidelines in relation to complaints made against staff working with children are followed effectively.

## **Performance management and quality assurance**

### **Grade 2 (good)**

153. Performance management is well established across the partnership and agencies are effectively held to account through the work of the strategic management group, the joint agency panel and the CYSCB. Recent work using an external consultant to clarify the roles and responsibilities of practice managers and service managers is helping to improve the efficiency and effectiveness of front-line performance management.
154. Performance against national and local indicators is systematically and comprehensively monitored by the YorOK Children's Trust and by senior managers within children's social care. Most performance targets are met. Service plans are robust. The progress of action to tackle weaker areas of performance is monitored closely and this information, together with national and local research, is used effectively to inform improvements to practice. The outcomes achieved by looked after children are appropriately identified and recorded in individual care planning but the local authority recognises that there is further progress to be made in developing outcome-related evaluation measures of children's progress and in aggregating outcomes for the whole looked after population.
155. Audits of looked after children's cases are routinely undertaken in children's social care and are used well to improve practice. Audits include work undertaken in the fostering and adoption services. Senior managers have a limited role in auditing although they have a good detailed knowledge of individual children whose situations are causing concern. The multi-agency audits undertaken in connection with this inspection did

not consistently deliver a holistic picture of the work audited and the outcomes of the auditing process were not specified.

156. Social workers overseeing the case of looked after children and care leavers benefit from regular management oversight and supervision. Management decisions are routinely evidenced on children's case recording. Inspectors identified some good examples of the appropriate intervention and oversight by senior managers in very complex cases. The quality of supervision is audited annually but does not include staff working in the adoption and fostering service and in the children's homes and this is an omission.



## Record of main findings:

<b>Safeguarding services</b>	
Overall effectiveness	Good
Capacity for improvement	Outstanding
<b>Safeguarding outcomes for children and young people</b>	
Children and young people are safe and feel safe	Good
Quality of provision	Good
The contribution of health agencies to keeping children and young people safe	Good
Ambition and prioritisation	Good
Leadership and management	Good
Performance management and quality assurance	Good
Partnership working	Outstanding
Equality and diversity	Good
<b>Services for looked after children</b>	
Overall effectiveness	Good
Capacity for improvement	Outstanding
<b>How good are outcomes for looked after children and care leavers?</b>	
Being healthy	Good
Staying safe	Good
Enjoying and achieving	Good
Making a positive contribution, including user engagement	Good
Economic well-being	Good
Quality of provision	Good
Ambition and prioritisation	Good
Leadership and management	Good
Performance management and quality assurance	Good
Equality and diversity	Good

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## Learning & Culture Overview & Scrutiny Committee Work Plan 2012-13

Meeting Dates	Work Programme
13 June 2012 @ 4:30pm	<ol style="list-style-type: none"> <li>1. YMT Collections Scrutiny Review Interim Report</li> <li>2. Draft Workplan – Including List of Proposed Topics for 2012/13 &amp; Associated Documents</li> </ol>
18 July 2012 @ 5pm	<ol style="list-style-type: none"> <li>1. York Museums Trust – Partnership Delivery Plan Bi-annual Update Report</li> <li>2. Feedback Reports from Young Inspectors Work on Parks (Carole Pugh)</li> <li>3. Year End Finance &amp; Performance Monitoring Report</li> <li>4. Update on previous Libraries Scrutiny Review, &amp; Forthcoming Public Consultation on Libraries (Fiona Williams)</li> <li>5. Ofsted Feedback Report on Safeguarding (Pete Dwyer)</li> <li>6. Workplan</li> </ol>
19 Sept 2012 @ 5pm To be held at Rowntree Park Cafe	<p><i>Tour of Hull Rd Park &amp; Rowntree Park, followed by Formal Meeting</i></p> <ol style="list-style-type: none"> <li>1. York Theatre Royal – SLA Performance Bi-annual Update Report</li> <li>2. First Quarter Finance &amp; Performance Monitoring Report</li> <li>3. Presentation on Careers Advice in support of Scrutiny Topic Submitted by Cllr D’Agorne</li> <li>4. Briefing on Learning Disability Issues in support of proposed Scrutiny Topics</li> <li>5. YMT Collections Scrutiny Review Draft Final Report</li> <li>6. Workplan</li> </ol>
21 Nov 2012 @ 5pm	<ol style="list-style-type: none"> <li>1. Second Quarter Finance &amp; Performance Monitoring Report</li> <li>2. Attendance of Cabinet Member for Education, Children &amp; Young People's Services – Update on priorities and challenges</li> <li>3. Workplan</li> </ol>
23 January 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. York Theatre Royal – Service Level Agreement Performance Bi-annual Update Report</li> <li>2. Attendance of Cabinet Member for Leisure &amp; Culture – Update on priorities and challenges</li> </ol>
20 March 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. First Quarter Finance &amp; Performance Monitoring Report</li> <li>2. York Museums Trust – Partnership Delivery Plan Bi-annual Update Report</li> <li>3. Workplan</li> </ol>
1 May 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. Draft Workplan for 2013/14 – Discussion re Possible Topics for Scrutiny Review in coming Municipal Year</li> </ol>

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