

Annual Governance Statement: Progress on Addressing 2018/19 Significant Issues

Issue	2018/19 Issue/Actions to be taken	Responsible officer(s)	Half Year Progress Update – November 2019
<p>1. Children's Services Financial Position</p>	<p>Whilst the financial pressures are on-going actions were put in place in 2018/19 to mitigate these. The Children's Services budget position continues to face demand pressures in 2019/20 due to an increase in the volume of work being referred to the Social Work Service and sustained pressure on the out of borough budget due to the number of placements and complexity of needs. The number of social workers with higher than the recommended caseload is also a concern. These issues have led to a need for an increase in social workers to manage demand.</p> <p>The new Director of Children's Services is reviewing caseloads and demand management strategies and an action plan has been developed and reviews of services provided are ongoing to mitigate against demand and financial cost pressures, as far as possible.</p>	<p>Director of Children's Services</p>	<p>In the financial year 2018/2019 Children's Services faced increasing demand pressures and as a result the portfolio reported a final overspend.</p> <p>During 2019/2020 these demand pressures have continued and the current projected position has increased from the 2018/19 outturn. Whilst the anticipated overspend includes a number of extensions of externally commissioned placements it does not factor in potential increases in demand during the remainder of the year, nor does it include any further potential extensions to placements. If current placements were to be extended to the end of the year then an additional £732k would be incurred.</p> <p>The Portfolio continues to mitigate demand pressures as far as possible and is utilising underspends on other areas of activity to offset placement pressures where possible. These areas of underspend are included in the forecasts detailed above. The portfolio has implemented a new Duty and Advice (CADS) service to manage the "front door" and assessment activity</p>

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			<p>more effectively. This alternative model is in its infancy but is beginning to show a positive impact. The portfolio continue to explore options to re-focus, and build capacity, in our more cost-effective ‘in-house’ services. However, these strategies will take time to implement in order to affect real change and before we see fewer numbers of ‘looked after’ children and a resultant reduction in the cost pressures. Therefore, it is unlikely that the portfolio will be able to contain the commissioned placements pressures in this year.</p>
<p>2. Compliance with GDPR</p>	<p>The Council has not achieved compliance with the minimum requirements of the General Data Protection Regulations 2016 for subject access requests due to the nature of the requests and limited resources available for this area. This has led to a significant backlog of requests. The number of complaints received by the Council relating to this area has increased and cases have been referred to the Information Commissioner’s Office.</p> <p>The risks of further referrals may cause the ICO to undertake a mandatory inspection of our processes which in turn could lead to enforcement action.</p> <p>There are plans in place to ensure the</p>	<p>Director of Digital and Business Change/ Director of Children’s Services.</p>	<p>Approval was received to recruit an Information Governance Analyst to support the work with funding for a 12-month period. Securing funding beyond this period is still to be confirmed to be able to fully address the backlog and maintain compliance. The vacancy has been filled on a secondment basis with the start date of 2 December 2019.</p> <p>Support has been received to address the backlog from the corporate Information Governance Team when their workload allows and this is ongoing.</p> <p>A requirement to digitise information to</p>

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	necessary resource is provided to deal with the backlog and the demand moving forward. These plans include a request for additional resource.		create a single child record has been identified during work carried out by an IT Business Analysts. This requirement has also been fed into the digital roadmap planning.