

		<b>AGENDA ITEM 4</b>
		<b>PAF/17/18</b>
<b>Committee:</b>	<b>People and Families Policy and Scrutiny Committee</b>	
<b>Date:</b>	<b>2 August 2018</b>	
<b>Enquiries to:</b>	<b>Name: Graham Hughes</b>  <b>Designation: Senior Democratic Services Officer</b>  <b>Contact details:</b> 033301 34574 <a href="mailto:Graham.hughes@essex.gov.uk">Graham.hughes@essex.gov.uk</a>	

### **Pre-Birth to 19 contract (now known as the Essex Child and Family Wellbeing Service)**

During work planning discussions the committee agreed that it wished to review the performance of the Pre-Birth to 19 Contract placed with Virgin Care which commenced 1 April 2017.

The Committee had a private preparatory briefing from Essex County Council officers on the background, context and aspirations of the new contract on 11 July (the original Cabinet decision paper from June 2016 can be accessed here for background - [Cabinet Decision Paper](#) )

The session today is intended to focus on actual performance under the contract. As a result of the private session, the Committee has instructed that it wished to restrict representation today to the following:

- Cabinet Member;
- Lead Commissioner
- Virgin Care;
- Barnardo's;

The other sub-contractors under the contract have not been invited to attend this meeting. The Committee has indicated that it anticipates engaging with them separately at a future date.

The provider has been requested to provide the following information today:

- An assessment of performance against the contractual KPIs indicating via RAG the measures where underachieving;
- To indicate what is not (to date) working under the contract;

- Evidence how outreach has been extended under the contract and how they have reached 'hard to reach' groups;
- Views on the KPIs and if some need amendment or are not achievable/appropriate;
- To indicate what is being done to engender a good staff culture for new ways of working, maintain wellbeing, mechanisms for staff engagement, training and retention;
- To indicate what mechanisms there are for user feedback.

Appendix 1 to this report is a short overview from the Cabinet Member and Lead Commissioner.

Appendix 2 to this report is the information provided by Virgin Care. This comprises:

1. Paper / report with update on Essex Child and Family Wellbeing Service (ECFWS)
2. Attachment i) ECFWS Annual Quality Account for 2017-18
3. Attachment ii) ECFWS Staff Newsletter for June 2018

Action required:

- (i) To consider the update to be provided by both the commissioner and provider and the subsequent discussion.
- (ii) To consider any further information and other witnesses required and how any further work on this issue should be structured.