

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**  
**FAMILY AND CHILDREN'S SERVICES SCRUTINY COMMITTEE -**  
**8 SEPTEMBER 2010**

**REPORT FROM EXECUTIVE DIRECTOR**  
**FOR FAMILY AND CHILDREN'S SERVICES**

**VISITS**

This reports sets out proposals for a programme of site visits, as part of the Family and Children's Services Scrutiny Committee's 2010-11 work programme.

**1. INTRODUCTION**

- 1.1 The Committee has expressed the intention to develop a programme of visits to various sites across the borough. Officers were asked to provide a list of sites that were likely to be of interest.

**2. BACKGROUND**

- 2.1 The following suggestions for visits have been selected to reflect a balance of age range and need amongst service users.
- Statutory services provided to care leavers
  - Library services (Brompton Library, to observe the new layout and self service arrangements, or Central Library)
  - Discretionary services for children with complex needs and disabilities (St Quintin's)
  - A primary school to observe the language development service
  - Lancaster Youth Centre / Youth Club
  - Cremorne Riverside Centre
  - Youth Offending Team
  - Pupil Referral Unit
  - Play Service (Little Wormwood Scrubs adventure playground)
- 2.2 In addition, it is suggested that value may be added by approaching the visits in the context of wider economic considerations and the difficult funding decisions that are likely to be required in Family and Children's Services and elsewhere. To this end, a draft questionnaire has been developed, based on a model already in use by the Housing, Environmental Health and Adult Social Care Scrutiny Committee for their programme of visits,

but tailored to reflect a new financial focus. If adopted, this questionnaire would help ensure standardised questioning across all visits, thus enhancing the ability to compare services, whilst still allowing room for additional questions that are uniquely relevant to a particular service. The draft questionnaire is set out in the appendix.

### **3. RECOMMENDATIONS**

- 3.1 That the Committee identify four or five key visits from the list set out in section 2.1, or advise officers of Members' preferred alternatives.
- 3.2 That the Committee indicate a rough schedule for these visits and nominate Members to attend.
- 3.3 That the Committee adopt the draft questionnaire in the appendix for use in all visits.

ANNE MARIE CARRIE  
Executive Director for Family and Children's Services

**Background papers:** None.

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**FAMILY AND CHILDREN'S SERVICES SCRUTINY COMMITTEE -  
SITE VISIT QUESTIONNAIRE**

*If you would like an electronic copy of this form please contact  
Ivor Quinn, Governance Services on 020 7361 2306.*

<p><b>Visit to:</b></p> <p><b>Address:</b></p>  <p><b>Visit undertaken by:</b></p> <p><b>Time and date of visit:</b></p>
<p><b>Is this</b></p> <p>a) a directly managed Council service <input type="checkbox"/></p> <p>or</p> <p>b) an independent sector service? <input type="checkbox"/></p>
<p><b>Client group (e.g. 0-5 years):</b></p>
<p><b>Which staff members did you meet?</b></p>
<p><b>Which / how many service users did you meet?</b></p>
<p><b>Roughly how many service users were present?</b></p> <p><b>What is full capacity?</b></p>

**What services were being provided for users?**

***For managers/staff:***

**If faced with a 10% budget reduction, where would you look to make savings and why?**

**What would be the impact in terms of current services?**

**Which aspects of the service do you believe are most important to protect and why?**

***For service users:***

**What are the most important services for you?**

**What would reductions in the level of service mean to you?**

**Do you have any ideas for improving services?**

**Other comments:**

**Response from Centre Manager (where applicable):**

**Director/Head of Service comments:**