

Committee Name and Date of Committee Meeting

Improving Lives Select Commission – 30 January 2024

Report Title

Update on Post CSE Support Services

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

Report Author(s)

Lisa Elliott, Strategic Commissioning Manager
01709 334480 or lisa.elliott@rotherham.gov.uk

Ward(s) Affected

Borough-Wide

Report Summary

This report provides an update on the Post CSE Support Services in response to the actions and recommendations from the last Improving Lives Select Committee Paper 31 January 2023.

Recommendations

1. That members of the Improving Lives Select Committee note the update on commissioned Post CSE Support Services, following the transition to Adult Care, Housing and Public Health.
2. That members of the Improving Lives Select Committee note the proposed next steps in completing a revised needs analysis in collaboration with key partners.

List of Appendices Included

Non

Background Papers

[ILSC report. Updated response to Scrutiny Review Post-CSE support Jan 23.pdf \(rotherham.gov.uk\)](#)

[Decision - Decision to extend the 19-161 Post CSE Support Contracts for an additional 24 months - Rotherham Council](#)

Consideration by any other Council Committee, Scrutiny or Advisory Panel

Name of Committee – Click here to enter a date.

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Council Approval Required

No

Exempt from the Press and Public

No

Update on Post CSE Support Services

Update on Post CSE Support Services

1. Background

- 1.1 In accordance with the Cabinet Paper of 14th February 2022, the Post CSE Services transferred from Children and Young People's Services (CYPS) to Adult Care, Housing and Public Health (ACH&PH). This transfer occurred on the 1st December 2022, which has included budget transfer. Upon transfer, the commissioning team undertook visits to providers to aid understanding and build relationships.

The Post CSE Support Services are provided by GROW, Rotherham Abuse Counselling Service (Rothacs), and Rotherham Rise.

After discussion with the providers about their issues and concerns, the first decision to be made was to secure some stability for the providers and people using the services, as the initial term for the contracts that were transferred ended in December 2023. Contracts for the Post CSE Support Services have now been extended, utilising the permitted contract extension clause, for an additional 2 years, and will now end on the 31st December 2025 as defined in the [Officer Decision 16 May 2023](#) . A timeline has now been put in place for future commissioning activity.

During initial visits and meetings with the providers there was also feedback about how the information being reported could better collect information to inform about what the services deliver. Performance reporting systems have now been updated to enable further outcomes to be demonstrated.

- 1.2 The services link to the following themes and outcomes detailed on the Council Plan:
Every Neighbourhood Thriving
People are Safe, Healthy and Live Well

2. Key Issues

- 2.1 The current contracts for the Post CSE Support Services will now end in December 2025.

In order to ensure the provision beyond this date is able to continue to meet the needs of people who have experienced CSE, a needs analysis will need to take place to shape the recommissioning.

- 2.2 A project board has been set up to oversee this needs analysis, which includes a co-production sub-group comprising of the service providers, the Trauma Resilience Service RDaSH , and other key stakeholders.

This work will also include feedback from service users which will be obtained by building on the work previously undertaken by Dr Rebecca Hamer, Sheffield Hallam University. Dr Hamer is to commence a second

project, capturing the voice of survivors, the findings from which will be used in the development of services. This work is supported by the service providers GROW, Rothacs and Rotherham Rise.

- 2.3 Alongside this, the Council has also introduced new ways of capturing data around service delivery, working alongside the commissioned providers, GROW, Rothacs and Rotherham Rise. The Post CSE Support Services report quarterly on activity in the services through a co-produced performance workbook, alongside a quarterly case study and service user feedback to capture service user voice. This will enable the Council to see thorough data that can feed directly into the future development of the services.
- 2.4 The Post CSE Support Services continue to work with the Trauma Resilience Service (TRS) through the weekly partnership hubs. Data provided at the point where people leave the service in Q1-Q2 23/24, shows that between 25-29% of the cases had been presented at the TRS Hub. This is consistent with findings from July and September 2019 where 25.71% were referred via the TRS Pathway (Needs Analysis, 2020)

2.5 Numbers in Service:

The latest quarterly report, Q2 23/24, showed that across the 3 services there were 65 open cases. The number of open cases has remained at a similar level since Q1 21/22, however referrals and waiting lists have varied throughout the contract and fluctuate for example this reportedly increases in line with court proceedings and NCA investigations.

The time spent on the waiting list for support varies between the type of service required and current demand. As of October 2023, the waiting list time to access services varied from no waiting time to a maximum of 4 months. For counselling through Rothacs that is not included in the Post CSE Support Service pathway, the waiting time increased to 11 months. Following a loss of funding for counselling services at Rothacs, through the Ministry of Justice, the Council has awarded a grant to Rothacs, the reporting figures from the additional grant will be included in future data collections. It is noted that waiting times will fluctuate over time, however the presence of a waiting list indicates a continued demand for the services, this will be further explored within the needs analysis.

Across 22/23, the Post CSE Support Services received 317 referrals for support across GROW, Rotherham Rise and Rothacs. Referrals are received via a multitude of sources, including self-referrals, ISVA team, RMBC Social Care, Mental Health Services and from the other Post CSE support providers as well as the Trauma Resilience Hub.

2.6 Outcomes:

To build upon the findings of the ILSC Sub-Group Report on Post CSE Support Services, December 2021, that identified the flexible way in which services supported around individual needs, the 3 providers worked with

CYPS commissioning (prior to transfer to ACH&PH) to create and implement measurable outcomes of the post CSE Support Service that are consistent across all provision. Reporting commenced in quarter 1 of 23/24.

For the people leaving the service where outcomes were captured (81% of all leavers had outcomes recorded) in Q1 and Q2:

- 82% rated their mental health & wellbeing as maintained or improved (A1),
- 83% rated their feelings/thoughts about themselves as maintained or improved (A2)
- 88% rated the effect of their trauma as maintained or improved (A3)
- 72% rated their relationship with family and or social network as maintained or improved (A4)

Additional optional outcomes have been recorded for both Rotherham Rise and GROW for the trauma stabilisation part of the service, these are individually tailored to people's needs. Where there is a need identified, 76% of the needs have been achieved.

2.7 Service User Voice and Feedback:

The Post CSE Support Services regularly collect feedback from Service Users throughout their experience in the service and, where appropriate, use the feedback and comments to help improve the services.

Feedback provided to a Counsellor at Rotherham Rise (Q2):

"Thank you for seeing me these past few months, your time and questions with that special space to think and reflect is invaluable. The work you do is amazing. By helping me think about the different parts of myself, I've understood my behaviours and that understanding has had an effect on my relationships... I'm calmer. I've developed a skill of stepping out and noting how I feel – showing interest in myself, and not being frightened of my feelings"

Feedback provided to Rothacs (Q2):

"X made me feel at ease, I felt comfortable talking to X throughout the whole process this helped me to be open, honest and true to myself. I feel like a massive weight has been lifted. I have been trapped inside my own head reliving trauma for pretty much all of my life. I now feel free to be my own self. Using this service gave me a safe space to explore my thoughts, feelings and flashbacks. I never felt judged by X, she has helped me so much."

Feedback provided to GROW (Q2):

"Before coming to GROW I had no hope and couldn't believe in myself. Even though some days are still difficult, I've learnt to love myself and gained so much more confidence"

Service User Voice is also collected to implement changes to services.

For example, at Rothacs suggestions were made to ensure there is access to Fidget Toys, and Rothacs ordered and offered fidget toys in response. Additionally, at Rotherham Rise counsellors made suggestions to order a high backed rocking chair as there are benefits for clients when processing trauma, therefore Rotherham Rise purchased the relevant chair.

3. Options considered and recommended proposal

3.1 Recommended proposal:

- 1. That members of the Improving Lives Select Committee note the update on commissioned Post CSE Support Services, following the transition to Adult Care, Housing and Public Health.
- 2. That members of the Improving Lives Select Committee note the proposed next steps in completing a revised needs analysis in collaboration with key partners.

4. Consultation on proposal

- 4.1 The Strategic Director – Adult Care, Housing and Public Health has been consulted regarding the recommendations.
- 4.2 The Cabinet Member for Adult Social Care and Health has been consulted with regarding the report and its recommendations.
- 4.3 A Project Board has been established to oversee the needs analysis and next steps in commissioning of the post CSE services, including representation from stakeholders across Adults and Children’s Commissioning and Social Care, along with finance and procurement colleagues and partners from the South Yorkshire Integrated Care Board. The Project Board will make final recommendations to Cabinet in September 2024. This is being chaired by the Head of Public Health Commissioning.
- 4.4 A sub-group reporting into the project board has also been established to lead on co-production, this includes internal colleagues alongside representatives from the voluntary sector; GROW, Rothacs and Rotherham Rise and partners from the Trauma Resilience Service.

5. Timetable and Accountability for Implementing this Decision

5.1

Date	Activity
July 2024	Completion of Needs Analysis and proposals on future commissioning of services
September 2024	Cabinet Paper Recommendations for route to market - how contracts will be awarded
December 2025	End of current contracts and new services in place

6. Financial and Procurement Advice and Implications

- 6.1 There are no immediate financial implications. When the needs analysis is complete any new proposals will be assessed at that time for financial implications.
- 6.2 There are no specific procurement implications as a result of this report, subject to any procurement requirements arising from the recommissioning activity this would need to be undertaken in compliance with the Councils Financial and Procurement Procedure rules.

7. Legal Advice and Implications

- 7.1 As stated in the body of the report, the extension of the contracts referred to is allowed for within the terms of contracts. The outcomes of the needs analysis and service review described will inform the requirements of the intended procurement and as such future contracts to be awarded.
- 7.2 Other than the above there are no direct legal implications arising from the recommendations within the report.

8. Human Resources Advice and Implications

- 8.1 There are no associated HR implications associated with this document.

9. Implications for Children and Young People and Vulnerable Adults

- 9.1 The Services support Children, Young People and Vulnerable Adults. The implications are documented in the main body of the report.

10. Equalities and Human Rights Advice and Implications

- 10.1 Equalities and Human Rights Advice and Implications will be presented in the upcoming Cabinet Paper via an equality impact assessment (EIA) to detail key equalities issues and any mitigations identified.

11. Implications for CO₂ Emissions and Climate Change

- 11.1 There are no direct implications arising from this report. A carbon emissions assessment will be submitted alongside the cabinet paper.

12. Implications for Partners

- 12.1 The Council is working with the voluntary sector providers and representatives from Voluntary Action Rotherham through the co-production sub-group, which will oversee the co-design of services.

12.2 The Council is also working closely with the Trauma Resilience Service, through its involvement on the Co-production sub-group to ensure that services are aligned.

13. Risks and Mitigation

13.1 The voluntary sector providers delivering the Post CSE Support Services all report challenges faced in recent years around rising costs associated with the cost of living and rising staffing costs, it is becoming difficult to sustain the service levels at the contract price. Charities are also experiencing heavy competition for external grants or other public sector contracts, the process for sourcing and applying for funding can often draw away much needed resource from the management and delivery of the services.

13.2 The Council, through the Post CSE project board, is looking at all viable procurement options, recognising that the open tender process can be time and resource intensive, adding further strain to the voluntary sector. Recommendations will be presented to Cabinet in September 2024.

Accountable Officer(s)

Lisa Elliott, Strategic Commissioning Manager
Anne Charlesworth, Head of Public Health Commissioning.
Approvals obtained on behalf of:

	Name	Date
The Strategic Director with responsibility for this report	Ian Spicer, Strategic Director of Adult Care, Housing and Public Health	15/01/24
Consultation undertaken with the relevant Cabinet Member	Cabinet Member for Adult Social Care and Health - Councillor Roche	08/01/24

*Report Author: Lisa Elliott, Strategic Commissioning Manager
01709 334480 or lisa.elliott@rotherham.gov.uk*

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