

Responses to questions raised at 28 November 2024 Corporate Policy Committee

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Agenda Item	Question	Response
Performance Report Q2	There had been an increase in the levels of staff turnover during Q2. The committee noted that within the Children and Families Directorate, the staff turnover rate was 10.3% during Q2. The committee requested more information on this along with comparative statistics from previous years. Officers committed to providing a written response.	See below.
Six Monthly Complaints Report	Concerns were raised in relation to the Fix My Street / Confirm API system and automated messaging not providing residents with updates. Officers committed to exploring this issue further and providing a written response.	There are known issues with the current digital offering. And these cannot be resolved in the current platform. We have listened to customer feedback regarding this. Automated messaging should see measurable improvement once the new digital offering is introduced in 2025.
Six Monthly Complaints Report	It was noted that a number of complaints received related to adult social care. The committee queried if this related to changes in the way the service operated as a result of transformation initiatives or a reflection of the private care market where there was often a lack of understanding around responsibilities. Officers committed to providing a written response.	The majority of Adults complaints are not as a result of transformation or a lack of understanding of responsibilities by providers, but rather disagreements with financial assessments and increase in charges together with concerns regarding the quality of care provided by care providers. While people can, and the majority do, complain about care homes direct to the care home/provider, they can complain to the Council if it is a commissioned service. Usually these will involve a safeguarding investigation.
Strategic Risk Update	SR0 Failure to Protect Vulnerable Children – concerns were raised in relation to staffing within the Contextual Safeguarding Team, which was currently led by a single	Contextual safeguarding refers to harm, exploitation and abuse that takes place in the community. It is a

	<p>member of staff. The committee requested an update on plans to reduce the risk that this posed to the organisation and to its vulnerable children, Officers committed to providing a written response.</p>	<p>significant risk faced by all local authorities and their partners.</p> <p>In addition to the allocated social workers of children and young people, their managers, and senior leaders, the service has the following staff to assist in managing and responding to this type of work. This includes the following:</p> <ul style="list-style-type: none"> • A Head of Service for Provision and Contextual Safeguarding. • Three manager posts; a contextual lead manager, a dedicated team manager and a contextual safeguarding co-ordinator. • Three missing co-ordinators. • Six workers who provide targeted interventions to children, young people, and their families. <p>The above resources are subject to improvement activities, and we continue to review all of our resources to ensure we meet the requirements of our children and young people.</p>
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Table 1 provides turnover information for 2021/22 to 2024/25 (up to and including Q2) for Cheshire East as a whole and for Children’s and Families Directorate. This information is calculated using FTE figures. Please note that Q3, 2021/22 information is not available.

Table 1: Quarterly turnover for Cheshire East and Children’s and Families Directorate

Directorate Category	Unit	Q1	Q2	Q3	Q4
Cheshire East 2021 - 2022	%	9.7	10.5	Not available	9.7
Children's 2021-2022	%	10.5	11.9	Not available	14.8
Cheshire East 2022 - 2023	%	4.9	6.6	4.3	3.2

Children's 2022 - 2023	%	6.2	8.8	5.6	3.8
Cheshire East 2023 - 2024	%	6.1	3.9	3.5	3.2
Children's 2023 - 2024	%	7.4	6.8	5.0	3.9
Cheshire East 2024 - 2025	%	3.8	5.5	Not yet available	Not yet available
Children's 2024 - 2025	%	3.7	10.3	Not yet available	Not yet available

In this period, the rate of turnover for Children's and Families has always been at a higher rate than the CEC as a whole. In Q4, 2021/22 and in Q2, 2024/25, there was a significant spike in the turnover rate.

The reasons for staff leaving in Q1 and Q2 2024/25 are provided in Table 2. In Q2, 31% of leavers (26) were due to school catering staff being TUPE'd out from Cheshire East Council. The next main reason was due to resignation for career advancement at 15.6%. The number of staff leaving due to TUPE has skewed the underlying turnover figure. More school catering staff will be TUPE'd out in Q3 and Q4.

Table 2: Reasons for leaving within Children's and Families in Q1 and Q2 (1 April - 30 Sept 2024)

Leave Reason	Q1 Headcount	Q2 Headcount
Compulsory / Voluntary Redundancy	0	4
Dismissal – Absence/Performance	1	2
Dismissal - Gross/Misconduct	0	3
Mutual Termination	0	5
Mutually Agreed Resignation Scheme (MARS)	6	0
Resignation – reason unknown	7	8
Resignation - career advancement	6	13
Resignation - did not return from Maternity Leave	0	1
Resignation - dissatisfaction with work	3	0
Resignation - family reasons	3	3
Resignation - move to private sector	3	2
Resignation - moving from area	1	4
Resignation - personal/domestic reasons	6	3
Retirement - Age Retirement	2	9
Transfer - TUPE	0	26

TOTAL	38	83
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We continue to monitor the reasons for leaving as well as feedback from exit interviews to inform our workforce strategy including career pathways and succession planning.