

## HERTFORDSHIRE COUNTY COUNCIL

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### REPORT OF THE CHILDREN, SCHOOLS AND FAMILIES SCRUTINY COMMITTEE 22 JANUARY 2003

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**NOTE:** A copy of the report mentioned below has been sent to all members of the Children, Schools and Families Scrutiny Committee and other members who have requested it. Further copies are available from Julia Harries, Room 222, County Secretary's Department, County Hall, Hertford.  
(Telephone: 01992 555563)

#### EFFECTIVENESS OF QUADRANTS

##### 1. Background

The Scrutiny Committee considered a report requested by David Billing giving an overview of progress in delivering direct services to children and families since 2001 and setting out more detailed information on child protection, special educational needs and attendance.

##### 2. Information

Hertfordshire was the first Local Authority to set up a completely integrated Education and Social Care Service, centred on the needs of the child. The three drivers were to:

- Develop a Unified Casework Service
- Develop local preventative strategies
- Develop capability in schools

One of the components of the new service was the establishment of a multi-professional local service bringing together a range of specialist skills and knowledge; this service is managed on the basis of four Quadrants, each Quadrant being co-terminus with two or three District and Borough Council boundaries, and with the newly formed Primary Care Trusts.

Professionals from different professions are co-located in Quadrant bases (Porters Wood, County Hall, Langleybury and the Old Grammar School). Quadrant Managers meet with Headteachers in their Quadrants regularly.

One of the underlying principles of CSF is to provide a single point of access for referrers. All new referrals go through the Call Centre at Kings Court in Stevenage, comprising two teams for Customer Service and the Client Services.

### **3. Conclusion**

Having discussed this issue, the Committee agreed that CSF officers would arrange for all members of the County Council and of the Scrutiny Committee to attend a scrutiny session at their local Quadrant. The October meeting of the Committee would then receive a report outlining more focussed areas for consideration and further scrutiny.

Tanis Kent  
Chairman  
County Hall  
Hertford

22 January 2003