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AGENDA

Committee	CORPORATE PARENTING ADVISORY COMMITTEE
Date and Time of Meeting	TUESDAY, 21 MARCH 2017, 2.00 PM
Venue	COMMITTEE ROOM 4 - COUNTY HALL
Membership	Councillor Lent (Chair) Councillors De'Ath, Evans, Goddard, Merry and Sanders

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 **Minutes** (*Pages 1 - 2*)

To approve as a correct record the minutes of the meeting on the 22 November 2016 (to follow) and 17 January 2017.

4 **Staff Workload Presentation**

This item was deferred from the meeting on 17 January 2017.

Finn Madell (Team Manager, Looked After Children & Leaving Care) will be in attendance to make the presentation on behalf of Children's Services and answer Members' questions.

5 **Advocacy and Independent Visiting 6 monthly Report** (*Pages 3 - 20*)

Elly Jones (Project Leader, National Youth Advocacy Services) will be in attendance to present the report and answer Members' questions.

6 Corporate Parenting Advisory Committee Membership *(Pages 21 - 26)*

This item was deferred from the last meeting on 17 January 2017.

Irfan Alam (Assistant Director, Children's Services) will be in attendance to present the report and answer Member's questions.

7 Quarter 3 Complaints & Compliments Report *(Pages 27 - 34)*

Kim Brown (Service Manager, Policy & Performance) will be in attendance to present the report and will be available to answer Member's questions.

8 Quarter 3 Performance Report *(Pages 35 - 48)*

Kim Brown (Service Manager, Policy & Performance) will be in attendance to present the report and will be available to answer Member's questions.

9 Education Report

Gillian James will be in attendance provide Members with an update on Education matters and will answer Member's questions.

10 Member Visits

A verbal update on Members visits will be provided.

Exclusion of the Public

11 Regulation 32 Reports *(Pages 49 - 104)*

The report and appendices are confidential and not for publication by virtue of paragraph 12 of Parts 4 and 5 of Schedule 12A of the Local Government Act 1972. The public will be excluded from the meeting for the presentation of this item in accordance with the same legislation.

Debbie Martin-Jones (Operational Manager, Specialist Services) will be in attendance to present the report and answer Members' questions.

12 Date of next meeting

To note that the next meeting of the Corporate Parenting Advisory Committee will be included in the Schedule of Meetings agreed by Full Council in May 2017.

**This meeting will be followed by a Forum Meeting to discuss
and review the last year and to prepare the Draft Annual
Report for 2016/17 for Council**

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 15 March 2017

Contact: Mandy Farnham, 02920 872618, Mandy.Farnham@cardiff.gov.uk

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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CORPORATE PARENTING ADVISORY COMMITTEE

17 JANUARY 2017

Present: County Councillor Lent(Chairperson)
County Councillors

39 : APOLOGIES FOR ABSENCE

Apologies for Absence were received from:
Councillor Evans, Councillor Goddard, Councillor Merry, and Councillor Sanders.

On the basis of the apologies received, the Chairperson declared that as there was not a quorum present, the meeting was not quorate. The Chairperson adjourned the meeting to 21st March 2017.

40 : DECLARATIONS OF INTEREST

The meeting was not quorate; therefore, this item was adjourned.

41 : MINUTES

The meeting was not quorate; therefore, this item was adjourned.

42 : STAFF WORKLOAD PRESENTATION

The meeting was not quorate; therefore, this item was adjourned.

43 : CORPORATE PARENTING ADVISORY COMMITTEE MEMBERSHIP

The meeting was not quorate; therefore, this item was adjourned.

44 : EDUCATION REPORT

The meeting was not quorate; therefore, this item was adjourned.

45 : MEMBER VISITS

The meeting was not quorate; therefore, this item was adjourned.

46 : DRAFT WORK PROGRAMME FOR MARCH 2017 MEETING

The meeting was not quorate; therefore, this item was adjourned.

47 : REGULATION 32 REPORT

The meeting was not quorate; therefore, this item was adjourned.

48 : DATE OF NEXT MEETING

The meeting was not quorate; therefore, this item was adjourned.

The meeting terminated at 2.20 am

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



NYAS

Children Services six monthly Narrative Report

1st August – 31st January 20017

Cardiff Advocacy Team

1. Overview of service this period

- NYAS worked with a total of 151 new referrals this period.
- NYAS provided advocacy representation in relation to 174 issues.
- 87 issues were carried over from previous months.
- A total of 261 issues were supported by the advocacy service this quarter.
- 153 cases were closed within this period.
- The majority of referrals were to work with children in the child protection. Service, followed closely by looked after children and young people. We have experienced an increase in referrals from unaccompanied asylum seeking young people for advocacy and/or appropriate adult representation in the age assessment process.

2. Promotion, development and training

We have continued to actively promote and develop the advocacy service within children's services as well as the private and voluntary sector this quarter.

- At the last contract monitoring meeting it was agreed that an operational group would be set up to address specific areas of development to ensure accessibility of nyas services to all children and young people. Two meetings have taken place within this period. It was agreed that meetings would take place bi-monthly. Initial key areas of development have been agreed which include taking forward the creation of advocacy champions within service areas, lunch and learn sessions for staff, a nyas awareness day, raising awareness of the participation service and devising and implementing a referral process and raising awareness of the independent visiting service and implementing an outcomes framework to evidence value of the service. It was also agreed that other wider issues (identified by the service through our direct work with children and young people) could be addressed through small task and finish groups which would result in improvement of services to children and young people within these specific areas.

- Training to children's services staff in Cardiff and the Vale took place in December. Twenty participants were booked on to training but only six actually attended which was disappointing. Despite the small number, the session went well and feedback was positive, one participant fed back that they would have liked more focus on children's rights, Nyas will discuss further with children's services the wider learning needs of their staff in relation to children's rights and how we may be able to assist in meeting these. We have a further training session scheduled for March, which will need to be promoted widely with children's services if we are to secure attendance of greater numbers of staff.

3. Participation, visiting Advocacy , wider Consultation and Research

Participation. Work included:

- Corporate Parenting Advisory Committee listening event. Nyas worked in partnership with children's services and housing to run a participation event for care leavers to provide them with the opportunity to give their views on the planning, delivery and evaluation of leaving care services. Nyas produced a report on the event which made several recommendations as to how leaving care services could be developed and improved, which was presented to the committee in June. The committee held a feedback session with young people in September whereby the report's recommendations were agreed in full or in part
- Bright Sparks Awards. Nyas worked jointly with Cardiff Children's Services to plan and deliver yet another successful awards ceremony which took place on December 9th 2016 at Cardiff City Hall. Several planning sessions with young people were held to organise the event, which was on a bigger scale than usual due to this being the awards 10th anniversary. It was indeed an inspiring and heart-warming event, which celebrated the many achievements of looked after young people and care leavers within several areas of their lives. The Children's Commissioner for Wales Sally Holland was in attendance and spoke at the event which was hosted by our participation workers and three young people from our participation group, the event also showcased the talents of children and young people across the city of Cardiff with singing from Rhymney Primary School choir and Sound in Motion dance group.
- Our participation group has continued to meet on a fortnightly basis at our Nyas office base in Cardiff. Group membership has remained stable but we wish to recruit newer members to the group, including young people from other service areas which are currently underrepresented such as care and support, in order to achieve this it is essential for us to work collaboratively with children's services to raise awareness of the group and encourage and support children and young people to get involved. We intend to take this forward at the next operational meeting. The group has also embarked on other work within this period, including consultation on young people's involvement and membership of the Corporate

Parenting Advisory Committee , finalising the design of the fostering handbook and working with Children in Wales on their views on health issues for looked after young people .

- A number of care experienced young people from Cardiff have been recruited as peer advocates and peer mentors/mentees with nyas. They have recently undertaken accredited training with us and are currently completing their induction before being matched up with a peer mentor/mentee or being placed within local agencies and organisation to gain work experience as peer advocates.
- Nyas have been a co-opted member of the Corporate Parenting Committee since May 2015. The committee is currently reviewing its membership and attendance and with this it has been recommended that nyas step down from their position due to the recruitment of two young people and the forthcoming recommissioning of the advocacy service. Nyas are concerned about the impact of such a decision on the wider voice of children and young people and feel that the committee will lose an important children's rights perspective from a professional independent body. We have put together a paper highlighting our concerns and made the request that these representations be heard by committee members before any decision is made.
- Nyas in Cardiff are offering a social work placement for the second year running. Our student was placed with us in the September of this reporting period and she finishes placement in March this year. We wish to extend our involvement with social work training this year and input further on the social work degree courses within South Wales.
- We have continued to visit Crosslands Residential Unit on a monthly basis. The advocate has engaged well with the children and young people. 1 referral was received via visiting advocacy this quarter.
- NYAS has continued to have a strategic presence in Wales through regular attendance on the Advocacy Providers Group and through attending the task and finish group within the Welsh Government that will look to take forward the national approach to statutory advocacy in Wales. Nyas welcomed the opportunity to present evidence to the Welsh Government as part of their enquiry into the commissioning of advocacy.

4. Themes / Issues/recommendations this period.

- Nyas has been undertaking the appropriate adult role within the age assessment process since May 2016, the role of the appropriate adult is to ensure that unaccompanied asylum seeking young people have an independent person to ensure that their rights are upheld, their welfare safeguarded and a fair process is adhered to. We are concerned about the

often substantial delay some young people are experiencing in being age assessed, these young people have had to wait several weeks from when they are first referred to children's services for an age assessment, many of these young people are left under the support of National Asylum Support and living in accommodation with older adults. There also appears to be an inconsistency in practice in relation to whether young people are accommodated by social services whilst the assessment is ongoing and a decision on age is pending. Some of these young people are then later assessed as children, and have not been in receipt of looked after services whilst other unaccompanied asylum seeking young people are accommodated pending assessment and get the full ambit of services, such a practice also raises safeguarding issues for this vulnerable group of young people who find themselves placed in adult accommodation.

We wish to ascertain whether the local authority have an internal policy which clarifies working practices in relation to the age assessment of unaccompanied asylum seeking children and young people, and would welcome the opportunity to work with the local authority to improve systems and processes for this client group, which could be achieved through our operational meetings.

- Niyas are also aware of the need to improve upon the referral process to the appropriate adult service so we have the necessary information needed to effectively act in this role, which again can be taken forward within our operational meetings.
- Wider issues have also become apparent through our advocacy casework with unaccompanied asylum seeking young people. We have made representations on behalf of one young person who has felt unsupported by children's services in relation to support with his asylum claim. We have received feedback from the service that there is a capacity issue in supporting young people with aspects of their claim such as attending solicitors appointments, support in court when exercising rights to appeal as well as support if detained in an immigration and removal centre. Whilst we recognise that children's services have limited resources they have a duty of care for this extremely vulnerable group who urgently require robust intervention and support at this difficult and traumatic point in their lives.
- The service has experienced ongoing issues with the complaints process this period, which has been highlighted in previous reports and within Corporate Parenting Committee. Children and young people have continued to experience substantial delay in having their complaints dealt with within the prescribed timescales within regulations, we have also raised issues in respect of team managers being tasked with the investigation of complaints where they have been involved in the decision making that the actual complaint relates to, resulting in a lack of impartiality within the process. We welcomed the opportunity to highlight these and other issues within the local

authorities internal review of their complaints process which has been led by someone independent from social services. Concerns have also been discussed at operational level whereby we felt feedback was taken on board and assurances given that these issues are being addressed, we will continue to monitor and make representations on behalf of children and young people and work with the local authority in a bid to improve the complaints process.

5. Is anyone better off?

Nyas aim to achieve 100% feedback from children and young people at the point of case closure. This quarter NYAS Cardiff closed 61 cases and received feedback from children and young people by way of feedback forms, feedback 1-5 scale and verbal feedback from children and young people.

The following feedback has been received from children and young people, carer's, parents and professionals.

Direct feedback from Young people

CYP 1 – “Thank you for helping me”

CYP 2 – “Nice to be listened to”

CYP 3 – “All good”

CYP 4 – “I feel good, I’m happy with things”

CYP 5 – “I like you. You helped me”

CYP 6 – “Really good”

CYP 7 – “Feel ok, a bit better about things

CYP8 – “I want you to always be my advocate, I am still happy and sad but happy more”

CYP9 – “Thank you , if it wasn’t for you I wouldn’t have been paid the money by social services”

CYP10 – “Thank you x, I feel better having you there when I speak with social services, thank you have really helped me and been there for me”

Feedback scale 1-5

A total of 49 young people were asked on a scale of 1-5 how they felt about the issue affecting them at the outset of the advocacy intervention and then again at the end of the advocacy intervention, to ascertain distance travelled. 59% of children and young people had said that their situation had improved and 41% reported that it had stayed the same.

6. IV Service Outcomes

Active IV Cases

At time of writing nine young people are currently in receipt of an IV service from nyas in Cardiff. A total of thirty five recorded visits were made to children and young people within this period. Two new IV relationships commenced and appear to be going well

Two matches came to an end within this period. Both have been long term matches , one young person was an older care leaver and the relationship came to a natural end whilst the other young person and independent visitor have agreed that they will maintain contact with one another although the official IV relationship has come to an end

Two referrals were closed this quarter due to the young people deciding they no longer felt a need for the service.

Waiting and New referrals

We currently have five young people waiting to be matched:

Male/female	area	referral status
Female	Cardiff	matching questionnaire to be completed
Female	Cardiff	matching questionnaire to be completed
Female	Cardiff	matching questionnaire to be completed
Female	Cardiff	matching questionnaire to be completed
Male	Cardiff	matching questionnaire to be completed
Male	North England	Matching questionnaire completed. Targeted recruitment taking place.

Six new referrals were received within this period, one referral was received for an unaccompanied asylum seeking young person but was then closed due to him being reunited with his birth father in England. We have received very few applications from people wishing to become IVs with the service and the service coordinator is currently undertaking a recruitment drive to attract volunteers to the service. One young person waiting to be matched has profound disabilities and will therefore require an Iv who has the necessary experience/skills to form a befriending relationship.

We have continued to promote the service amongst child care practitioners within the local authority, and are currently devising an outcomes reporting framework which will be able to feed into the looked after reviewing process and evidence the value of the service. The operational group is currently addressing both this issue of awareness raising of the service as well as well as improving interface between Children's services and nyas. Nyas has also being actively involved in the All Wales Independent Visitor Network , a professional forum which meets three times a year to for IV Coordinators to share common issues and best practice in order to improve standards and consistency of IV services. The overall aim is to improve standards and reach of IV services for children in care.

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ADVOCACY Report Card: Performance Accountability
Reporting period: Six Months - 1st August 2016 to 31st January 2017

How much did we do?	Target	6 Months 1 st August 2016 to 31 st January 2017	6 Months 1 st February 2017 to 31 st July 2017	Result (Quarterly, unless otherwise stipulated)	Accumulative
Quarterly breakdown statistics New referrals for six months from 1st August 2016 to 31st January 2017 (number of young people worked with) Issues worked on for six month period Ongoing issues from previous quarter Total worked on this period		154 182 35 217			154 182 35 217
Breakdown of new referrals this quarter:					
1 Statistics by age - 0-10 11-16yr olds 17+ Not known Total		37 89 23 5		Male – 19 Female – 18 Male – 54 Female – 35 Male – 15 Female – 8 Male - 3 Female - 2	37 89 23 5 154
2 Number of referrals received, broken down by source.		114 14 8 4 2 1 2 2 2 1 1 3		Social Worker Self-referral Advocate Parent/Guardian Residential Worker Support Worker Other Agency Foster Carer Education/School P.A. – L.C. Health & Wellbeing Wkr C.P. Officer - School	

3	<p>Number of cases closed</p> <p>Number of cases carried forward to next quarter</p>	<p>Cases to be monitored and closed within 3 months of initial referral</p>	<p>113</p>		<p>113 cases were closed during this period.</p> <p>NYAS will enter next six months 41 open advocacy cases</p>
4	<p>Page 12</p> <p>status of referrals (as at submission date)</p> <ul style="list-style-type: none"> Accepted Declined (reason why declined) 	<p>No target</p>	<p>93%</p> <p>7%</p>		<ul style="list-style-type: none"> 143 cases referred were accepted and allocated to an advocate for action. Of these referrals 11 received this period were declined by the advocacy service. This was due to issue resolved before Advocacy intervention; young person had no issues; young person did not require Advocacy; young person did not meet criteria and young persons did

	<ul style="list-style-type: none"> Undergoing assessment 	No target	0%		<p>not engage.</p> <ul style="list-style-type: none"> There are no cases currently 'on hold' awaiting allocation. 	
5	Legal status of young people (some young people may have more than 1 recorded legal status)		62 CP 59 LAC 1 CL 8 Care & Support 15 UASC 7 Unknown 1 Disabled 1 RICLA-LA		Of the Looked After population worked with: <ul style="list-style-type: none"> 22 were S74 31 were on Full Care Orders 6 were on Interim Care Orders 	
	Children and Young People with Disabilities		6		Referred by Social Worker and Family Support Worker. Young persons required support with: <ul style="list-style-type: none"> Where YP would like to live Placement – Move Relationship-LA/SW Transfer to Adult Services Communication LAC Review & C.P.C. Contact-Family Members 	6
	Out of County Referrals		20		Areas included: <ul style="list-style-type: none"> Bridgend x 4 Carmarthen x 1 Ebbw Vale x 1 Liverpool x 2 Llantwit Major x 1 	20

				<ul style="list-style-type: none"> • Merthyr Tydfil x 1 • Newport x 1 • Penarth x 2 • Sully x 3 • Swansea x 1 • Tonyrefail x 1 • Usk x 1 • Wrexham x 1 		
Page 14	Ethnicity of children and young people		29 17 5 16 1 4 3 3 0 0 1 3 7 1 2 2 2 7 1 0 1 3 1 0 1 1		White UK White Welsh Unknown Dual Parentage White Western European White Eastern European Asian UK Pakistani White Other White Irish Afghani Bangladeshi Black African Black African Caribbean Black UK Black Other Black Somali Other Ethnicity Iraq Iranian Indian Yemeni Arab Egyptian Albanian Vietnamese	29 17 5 16 1 4 3 3 0 0 1 3 7 1 2 2 2 7 1 0 1 3 1 0 1 1
	Complaints to Local Authority		4		There were 4 complaints that needed to be dealt during this period. 1 which was ongoing from previous quarter was dealt with and	0

				the other ongoing 1 is still ongoing.	
4	Issues presented for advocacy support		182		
	Issues a child/young person needed advocacy representation on. Some young people may have been supported with more than one issue.				
	Contact-Family Members/Significant Others		19	<p>Young people were supported to voice their views, wishes and feelings in respect of contact with family members and significant others.</p> <p>One young person did not feel that the time was right to discuss this now as she had other pressing issues to deal with. Also another young person did not engage with Advocacy.</p>	19
Page 15	Social Worker		11	<p>Of the issues concerning Local Authority/Social Worker, these were in relation to:</p> <ul style="list-style-type: none"> • YP not happy with decision made by LA • LA not aware of YP's wishes and feelings on issues • Meeting with 14+ Team 	11
	Carer		2	Met with young persons to gain their wishes and feelings as to where they wished to live.	2
			31	Of the 31 issues referred 17 young people wanted to	31

				move placement, 1 young person felt placement was unsuitable, 1 young person wanted to stay in placement and 12 young people had issues within their placements.	
	Child Protection Plan/process		19	Meetings held with young people to ascertain their views, wishes and feelings in respect of their Care Plan and also to inform young people what the process was.	19
	Information, Support, preparation and attendance for LAC reviews, CIN meetings, Core Groups & CP conference and a strategy meeting.		74	Considerable advocacy hours were spent this quarter representing children and young people or supporting them to self-advocate within a range of decision making forums.	72
Page 16	Pathway Planning		1	Discussion taken place with Manager.	1
	Disability – Communication		1	Supported young person to express his wishes and feelings in respect of this issue.	1
	Access to Children’s Services		4	Supporting young people to have access to Children’s Services.	4
	Lack of support in Prison		1	Ongoing support for young person who has been placed in prison.	1
	Communication		1	Supported young person to make known his wishes and feelings at placement.	1
	Homelessness		1	Tried to meet with young	1

				person who at that time was in prison but each time visited he refused to see Advocate.	
	Complaint C.P.S.		1	Supporting young person who wishes to make a complaint to C.P.S.	1
	Transfer to Adult Services		1	Supported young person to understand the process of transferring to Adult Services.	1
	Other Immigration issues		3	<p>Issues were in relation to:</p> <ul style="list-style-type: none"> • Placement • Referred to another agency as young person did not meet our criteria <p>There are a number of issues regarding young person's placement which are being dealt with.</p>	3
Page 17	Leave to remain		1	Supported young person to access Migrant Legal Project.	1
	Age Assessment		9	Young people supported through the Age Assessment process.	9
	Education – unsuitable placement		1	Supporting young person regarding issues in school.	1
	Total issues supported by advocacy this period		182	Total issues supported year to date	182
	Representation at meetings		17	Initial Case Conferences attended	17
			17	Case Conferences	17
			12	Core Group meetings	12
			36	LAC Reviews	36
			17	Case Conference Review	17

		1		Education meeting	1
		9		CIN meeting	9
		23		Planning	23
		4		Family Group Meeting	4
		4		Age Assessment	4
		2		Anti-Disruption	2
		1		Complaints Officer	1
	Reports written and presented to social worker/IRO/Conference Chair	26		26 reports prepared for presentation to Initial Child Protection Conferences, Core Groups, and Review Child Protection Conferences.	16
	Total number of meetings attended	143			143
	How well did we do it?				
	U				
1	85% cases where case was allocated to Advocate within 1 working day	75%			
2	75% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation	75%			
3	92% children matched to Advocate within 5 working days	92%			
9	Is anyone better off? Did we make a difference? Based on Advocacy Standards and core aims				

	<p>Number of feedback forms completed and returned.</p> <p>Forms score from '1 - means very bad 😞 and 10 means very good 😊'</p>				<p>NYAS closed 113 cases this period and received 38 completed feedback forms from young people. Due to age of some young people 'smiley faces' were completed by them.</p> <p>The following figures are calculated from the feedback forms completed.</p> <p>Further information on feedback including quotes can be found on the narrative report.</p>	
1	How happy were YP in the support that they received from NYAS?				84% of feedback scored 10 16% of feedback scored 9	
2	Did young people get enough information on what was happening from NYAS?				84% of feedback scored 10 12% of feedback scored 9 4% of feedback scored 8	
3	How well did YP understand what was happening?				96% of feedback scored 10 4% of feedback scored 9	
4	How well did YP feel listened to?				96% of feedback scored 10 4% of feedback scored 9	
5	Were YP treated fairly by NYAS?				100% of feedback scored 10	
6	Would the YP recommend NYAS?				100% of feedback said yes	
7	Did NYAS make the situation better/worse?				88% of feedback reported that advocacy made their situation better and 12% did not know	
8	How did YP hear about NYAS?				84% x Social Services 8% x Parent/Carer 8% x Previous User	

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**CITY AND COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**

CORPORATE PARENTING ADVISORY COMMITTEE

17 January 2017

Corporate Parenting Advisory Committee membership and attendance at meetings

Reasons for the Report

1. To enable the Committee to consider its membership and meeting attendance arrangements to ensure that there is appropriate provision for the inclusion of all relevant advice, views and information.

Background

2. This report has arisen from discussion at the November 2016 Corporate Parenting Advisory Committee meeting, where it was agreed that young people and Health services should be represented at the Committee's meetings.
3. Currently the Committee consists of nine Elected Members nominated by Council. Seats on the Committee are allocated to reflect the political composition of the Council.
4. The following officers regularly attend Committee meetings to present reports, provide professional advice and information:
 - The Director of Social Services
 - The Assistant Director Children's Services
 - The Operational Manager for Specialist Children's Services
 - The Education Achievement Leader for Outcomes & Partnerships
 - The National Youth Advocacy Service representative.
5. The Committee's 2015-16 annual report included recommendations to co-opt new members on to the Committee in order to build upon the year's consultation experience and to extend participation beyond Council Members and Officers. It was proposed that those individuals would represent:

- Cardiff and Vale University Health Board
 - The Child and Adolescent Mental Health Service (CAMHS)
 - Academic advisors
6. At the 13 September 2016 meeting the Committee requested that officers seek the nomination of a Health representative and subsequently Cardiff and Vale University Health Board nominated the Head of Operations and Delivery for the Community Child Health Directorate.
 7. The annual report also recommended increased engagement with young people at meetings. Further to the presentation of findings from the 2016 care leavers listening event the Committee requested that two young people were sought to attend meetings.
 8. Two young people who attended the Committee's listening event during March 2016 expressed an interest and attended the November 2016 meeting to observe.

Issues

9. Further consideration has been given to the possible co-option of new members to ensure that the Committee's decisions are properly informed by all relevant views, advice and information. As Members may recall, the law allows full Council to appoint non-elected Members as Co-opted Members of an Advisory Committee, with or without voting rights. However, the Committee may also invite any individuals or organisations with an interest in its work to attend Committee meetings to contribute views, advice or information to inform the Committee's decisions.
10. In determining the Committee's approach to this issue, factors to be considered include the following:
 - (i) The Committee must ensure that any organisation represented on the Committee or advising the Committee has no conflicting interest.

(ii) The statutory disqualification rules which apply to elected Members (under section 80 of the Local Government Act 1972) also apply to Co-Opted Members. Under these rules, any Council employee is disqualified from being a co-opted member of the Committee.

(iii) Committee members are usually elected members who have full decision making rights and are accountable for their decisions to the electorate.

(iv) It is the usual role of officers to advise, assist, present information and answer questions for the Committee.

(v) Care is needed to ensure that any confidential, exempt or personal information is not improperly disclosed to third parties; and that DBS checks are carried out as necessary.

(vi) A Co-Opted Committee Member would be entitled to claim expenses under the Members' Remuneration Schedule (set out in the Constitution, Part 6); would be bound by the Members' Code of Conduct if they were given voting rights; and should be offered any appropriate training opportunities.

(vii) Careful consideration should be given to identifying which individuals and organisations should be invited to contribute to the work of the Committee, with a fair and transparent selection process if necessary, in particular, for individuals who are to be appointed as Co-Opted Committee Members.

(viii) The roles and responsibilities of Advisors to the Committee should be clear, along with a clear procedure for their contribution to Committee meetings. Members may wish to instruct officers to prepare a draft protocol for this purpose.

Proposed Way Forward

11. The views of children and young people have until now been informally represented at Committee meetings by a representative of the National Youth Advocacy Service (NYAS). NYAS is a commissioned service provider under contract to the Council. The current contract is due for renewal during 2017. In view of the potential conflict of interest or perceived preferential treatment of NYAS as a current and prospective contractor, and given that there are now two young people to present the perspective of young people to the Committee, it is recommended that NYAS should not be invited to continue in this role. It is important to note that the value of having two young people as advisors is to allow the Committee to seek a young person's perspective on any matter discussed.

12. Whilst the young people who attended the November 2016 meeting are appropriate representatives by virtue of their maturity and experience (being over 18 years of age, former looked after children and care leavers), they are currently employed by the Council as Corporate Apprentices, and cannot therefore be formally Co-Opted onto the Committee (please see statutory disqualification provisions referred to in paragraph 10 (ii) above. It is therefore recommended that these young people be formally invited to act as Advisors to the Committee. Members may wish to specify a suitable time period for this, with provision for subsequent renewal.

13. In relation to the role of the nominated Health Service representative it is recommended that this individual be given the same status to that of any other professional advisor to the Committee, e.g. the Education Advisor.

14. As the Committee routinely receives sensitive and confidential information pertaining to the Council's registered children's home, it is recommended that all Advisors except the Operational Manager and Assistant Director from Children's Services, who will present and take questions on this item, be asked to withdraw from the Committee meeting during discussion of such items.

15. The Committee may wish to instruct officers to bring a further report on this issue to a future Committee meeting following the May 2017 elections, to review

the arrangements and include potential future options for the selection and co-option of young people onto the Committee, a draft protocol for Advisors to the Committee and a review of best practice in other authorities.

16. The Committee may also wish to take this opportunity to reflect on how effectively the Committee is discharging its role, as set out in its terms of reference (attached at **Appendix A**), and any other improvements that may be recommended for the Committee to take forward after the May elections.

Financial Implications

17. There are no financial implications arising directly from this report.

Legal Implications

18. The relevant legal provisions are set out in the body of the report.

RECOMMENDATION

The Committee is recommended to:

19. Agree that the two young people referred to in paragraph 8 of the report be invited to act as Advisors to the Committee for a specified period, subject to renewal.

20. Agree that the following officers be requested to attend Committee meetings in an advisory role:

- The Director of Social Services
- The Assistant Director Children's Services
- The Operational Manager Children's Services, Specialist Services
- The Education Achievement Leader Outcomes & Partnerships
- Head of Operations and Delivery for the Community Child Health Directorate of Cardiff and Vale University Health Board

21. Instruct the Assistant Director for Childrens Services to report back to a future meeting of the Committee on the issues set out in paragraph 15 of this report.

22. Comment on how effectively the Committee is discharging its role, as set out in the Committee's terms of reference (**Appendix A**), and any suggested improvements that may be made.

IRFAN ALAM
Assistant Director of Children's Services

11 January 2017

APPENDICES:

Appendix A - Terms of Reference

Background Papers:

Corporate Parenting Advisory Committee Annual Report 2015-16

Minutes of the 22 November 2016 Corporate Parenting Advisory Committee meeting

Minutes of the 13 September 2016 Corporate Parenting Advisory Committee meeting

**CITY AND COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**

CORPORATE PARENTING ADVISORY COMMITTEE

21 March 2017

**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT
QUARTER 3 2016-17**

Reason for the Report

1. The Committee's terms of reference state that it will receive Children's Services Complaints reports.
2. This Quarter 3 report covers complaints and representations from 1st October 2016 through to 31st December 2016.

Introduction

3. The current Welsh Government guidance and regulations in relation to social services complaints and representations came into being on 1st August 2014.
4. The procedure places the emphasis on the initial local resolution stage – Stage 1 - with complainants being offered a discussion to resolve the matter. The second formal stage (Stage 2) provides for independent investigation. If the outcome of Stage 2 does not satisfy the complainant s/he has recourse to the Public Services Ombudsman for Wales.
5. Citizens making complaints have a right to be listened to properly and have their concerns resolved quickly and effectively. Children's Services emphasis is on listening to concerns and using this learning to improve services for everyone who uses them.
6. Complaints should be handled in such a way that the complainant is the focus, not the process, and that the particular circumstances of the complainant are taken into account (including their age or disability). Where the complaint relates to a looked after child, a child in need or a care leaver the local authority has a duty to provide an advocate as required. All children or young people who make complaints are offered a meeting and all children and families will receive a written response to the

concerns they have raised.

7. The Social Services and Wellbeing (Wales) Act 2014 devotes Part 10 to complaints and this reflects Welsh Government guidance and regulations and Council procedures. The Council is mindful that the Act will further promote people's rights and collaborative working will be actively encouraged.

Summary of Complaints Activity During the Period

8.

Item	Q3 2016-17
Number open at start of period	50
Number received (overall)	41
Number received directly from children and young people	8
Number closed	64
Number outstanding at end of period	27
% acknowledged within 2 working days	36 / 41 = 88%
% concluded within 15 working days of acknowledgement	23 / 64 = 36%

9. During this quarter the number of complaints received by Children's Services has remained stable at 41 (42 in Quarter 2 2016-17).
 - a. 76% (31) of the complaints received were in relation to the Social Worker or the service received. 12% (5) of the complaints received were in relation to finance. 5% (2) of the complaints received were in relation to contact. The remaining 7% (3) of complaints were in relation to other issues including decision making and foster carer.
 - b. 6 complaints were received about the Intake & Assessment Service, which is stable from 5 in Quarter 2. 19 complaints were received regarding the Child in Need Service (2 from young people) compared with 17 in Quarter 1; 12 complaints were received about the Looked After Children Service (6 complaints from looked after children / care leavers) compared with 12 in Quarter 2. The remaining 4 complaints were in relation to the Multi-Agency Safeguarding Hub, Fostering, the Personal Adviser Service and the

Protection of Vulnerable Adults.

10. Example of complaints concluded during the quarter are:

A complaint where we were able to put things right

An advocate assisted in a complaint on behalf of a young person who felt that support and communication from the Personal Adviser Service were lacking. The young person raised issues about the accommodation he was in, that the Personal Adviser (PA) had not visited him following an incident of distress, rent arrears which he has to pay back and the lack of responses to telephone calls and emails left for the PA.

A meeting with the young person took place in which apologies were given for the lack of responses and reassurance was given that improvements would be made. It was agreed that if the arrears could not be overturned, Children's Services would meet the cost as it was clear that a lack of liaison with the Housing Department had caused the overpayment. It was agreed that the PA Service would discuss this with Housing and highlight the young person's desire to move from his current accommodation and offer support with this. Further issues became apparent during the meeting and financial assistance was provided on the same day as the young person had no telephone or cash for gas and electricity.

A complaint where we had no case to answer

A relative of a person serving a prison sentence wrote expressing the view that her relative should be receiving contact with the children at the prison as well as regular updates about them and photographs.

A response letter was issued advising the relative that due to Data Protection, Children's Services could not respond to the complaint. Advice was given that the person should seek legal advice to pursue physical or postal contact.

Stage 2 Independent Investigations

11. If complainants remain unsatisfied at the conclusion of the informal Stage 1, they are entitled to seek a formal Independent Investigation under Stage 2 of the procedure.

12. At 30th September 2016 there were 7 complaints open at Stage 2, 4 of which were resolved during Quarter 3.

13. 3 new Stage 2 investigations were initiated during the quarter, so at 31st December 2016 there were 6 complaints being investigated under Stage 2 of the complaints procedure.

Ombudsman Investigations

14. There was Ombudsman activity in relation to 2 complaints during the quarter, of which 1 remains live:

- a. Children's Services are finalising their response to recommendations received from the Ombudsman in relation to one complaint in Quarter 1.
- b. The Ombudsman liaised with Children's Services to assess one complaint and it was agreed that a Stage 2 investigation would be undertaken.

Learning from Complaints

15. Stage 2 reports undertaken by Independent Investigators and reports from the Ombudsman include recommendations if required. In response, an Action Plan is initiated to ensure that the recommendations are implemented and lessons are learned.

Themes Emerging During the Quarter

16. Quarterly complaints reports are shared with managers so any emerging themes can be considered and actions can be taken to improve practice.

17. No patterns emerged from the complaints received during the quarter that suggest there are any new thematic issues that need to be addressed.

Update on Progress from Themes Identified in Previous Periods

18. The previously noted issue of social workers not returning calls continues to be the cause of, or an element of, complaints received. The strong message regarding the importance of returning calls continues to be reiterated by senior managers who follow up individual issues that are brought to their attention. As noted in Quarter 1,

the new agile / mobile working arrangements have provided social workers with more flexibility and the right kit to enable them to respond to messages in a more timely way. In addition to this we have revised how messages are sent to social workers so we have a system that is auditable. This will be implemented in Quarter 4.

19. Another theme that has previously emerged is father's involvement in assessments. As noted in Quarter 1, this theme has not re-emerged, and is not expected to as a result of the following:

- a. Senior managers have more of an oversight into casework (e.g. by chairing the Legal Surgery) and challenge practice where it is considered that both parents have not been consulted.
- b. In preparation for the implementation of the Signs of Safety approach (which maps out a safety network for children considered to be at risk), social workers routinely consider every relationship linked to the child and this will include both parents and extended family.
- c. The re-introduction of Family Group Conferences in April 2016 reinforces the whole family approach as they also involve both parents and extended family.

Early Resolution

20. Children's Services place an emphasis on resolving issues at the earliest possible opportunity, and where these concerns are dealt with immediately they are not opened as a formal complaint. On these occasions, the issues are brought to the attention of relevant Team or Operational Managers who acted promptly to address the issues raised to the satisfaction of the individual. There is 1 example of this during Quarter 3.

Review of Complaints in Social Services

21. An external independent review of the arrangements for receiving, managing and resolving complaints in Social Services as a whole has been undertaken and the recommendations are currently being considered by the Directorate Management Team. This commission in part stems from learning that has arisen as a result of complaints made in relation to Children's Services at Stage 1 and Stage 2 during the last 12 months.

Summary of Compliments

22. Teams are more readily sharing the compliments they receive from a variety of sources, e.g. service users and professionals, although it is recognised that further work is required to ensure that all compliments are captured and reported.

23. 9 compliments were received in Quarter 3, which is the same as in Quarter 2. A breakdown of compliments by team is provided below. This will help Children's Services build upon positive work and could identify improvements.

Team	No. of Compliments
Targeted Services	7
Specialist Services	1
Other	1

24. Example of a compliment received during the quarter:

During the quarter, the following feedback was received from a young person about her Family Support Worker:

"... is really helping my dad- she's making so many things better".

"Me and my dad used to stay in a lot but she told him that I need to be active and now we go out all the time to do stuff and we do cookingme and dad".

"He's so much fun now, I watch English TV if I want to, we go out ... honestly ... I never used to like staying with him much but now I do. I want to stay with my dad. Can I stay with him?"

"I love her, she is so much fun".

"When is she coming to see me again? Can you ask her to come soon?"

Responses to AM / MP / Councillor Enquiry Letters

25. 11 AM / MP / Councillor enquiry letters were received by Children's Services during the quarter. An example of these enquiries is from a gentleman requesting assistance in relation to delays in building works to his property for his paralysed son.

Subject Access Requests

26. A Subject Access Request is a request from an individual to see a copy of the information an organisation holds about them, or their children. These requests should be responded to within 40 calendar days of receipt. Some types of personal

data are exempt from the right of subject access and so cannot be obtained by making such a request. On receipt of the request work is undertaken to ensure that individuals are only provided with information that they are entitled to receive.

27. Children's Services undertook the following activity in relation to Subject Access Requests in Quarter 3 2016-17:

- a. 6 were responded to on time.
- b. 3 were completed outside of the statutory time frame.
- c. 1 was closed because no identification was received.
- d. 1 new request is are in process at the time of writing.

28. In addition to this, Children's Services received:

- a. 32 requests from the Police under the 2013 Protocol and Good Practice Model re: Disclosure of information in cases of alleged child abuse and linked criminal and care directions.
- b. 15 requests from other Councils, solicitors and Insurance for access to records under Section 35 of the Freedom of Information Act. These requests relate to cases in legal proceedings.

Financial Implications

29. There are no direct financial implications arising from the report.

Legal Implications

30. There are no legal implications arising from this report.

RECOMMENDATION

31. The Committee is recommended to:

- i. To endorse the report.

TONY YOUNG
Director of Social Services

24th February 2017

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**CITY AND COUNTY OF CARDIFF
DINAS A SIR CAERDYDD**

CORPORATE PARENTING ADVISORY COMMITTEE

21st March 2017

**Corporate Parenting Advisory Committee Performance Summary – Quarter 3
2016-17**

Reasons for the Report

1. The purpose of the report is to provide the Committee with information and performance data in respect of Quarter 3 2016-17 to enable the Committee to:
 - a. Understand the factors that impact on outcomes for looked after children.
 - b. Consider opportunities for improving outcomes for looked after children.
2. This is the latest attempt at a more strategic approach to reporting to Committee. It will be used as the basis for developing future reports that will give Members an understanding of cross cutting issues relating to looked after children both within the Council and wider partnerships.
3. The Quarter 3 report covers the period from 1st October 2016 to 31st December 2016.
4. The performance report attached at **Appendix A** has been constructed to highlight the progress made in delivering the key objectives, associated performance indicators, and commentaries that help to identify progress, issues and actions planned where the trend in performance is falling. To make the information in the performance report clearer, each indicator is accompanied by an arrow, and in some cases, a happy, indifferent or sad face.
5. For your information, these symbols represent the following:

- The face symbol shows whether performance is likely, unlikely to, or may meet the target set for the year.
 - The arrow direction shows whether performance has declined, has been sustained or improved when compared with an appropriate previous period.
6. The new Social Services & Wellbeing (Wales) Act 2014 that came into force on 6th April 2016 provides the legal framework for improving the wellbeing of people who need care and support, and carers who need support, and for transforming social services in Wales. The Council is working on the implementation of the Act and the associated National Outcomes Framework during 2016-17.

Overview of Quarter 3 Performance

7. Performance during Quarter 3 is mixed with improvements in some key areas, but some declines in other areas. For example, performance in relation to timeliness of statutory visits to looked after children increased again from 95% to 96%. This is a notable improvement on the 2015-16 annual outturn figure of 87%. The percentage of social worker vacancies reduced slightly from 25% to 23%. Performance in relation to timeliness of initial and review child protection conferences remains good despite the decline from 97% to 89% and 100% to 97% respectively. In relation to initial child protection conferences, 7 conferences for 3 sibling groups were late in December. 2 were rescheduled to enable the parents / children to attend and the other was due to a delay in requesting the conference. Performance was 100% for October and November. In relation to review child protection conferences, 3 conferences were late during the quarter for a sibling group for whom the Court has instructed that no further conferences should be held. A further conference in relation to a sibling group of 4 was late in November as it had to be rescheduled. All late conferences that can be held, have since been held.

8. Work to progress the Directorate's commitments in the Corporate Plan has continued and key areas of progress include:

- a. **Child Sexual Exploitation (CSE) Strategy** – has enabled significant progress to be achieved in ensuring that children and young people are protected from CSE. The strategy has impacted as follows:
 - Drawn all key partners together with a common objective and action plan.
 - Enabled an audit and analysis of service effectiveness.
 - Drawn more effectively on the voices of children and their families.
 - Promoted city wide awareness raising in the night economy.

- b. **Multi Agency Safeguarding Hub (MASH)** - Threshold meetings held weekly to quality assure referrals and decision making. Remedial actions are identified and addressed by the relevant agency as appropriate.

- c. **Corporate Parenting Strategy** –
 - During the quarter, 2 young people attended the Corporate Parenting Advisory Committee for the first time and made a positive contribution to the meeting. Further consideration is being given to how the Committee can formally engage young people on an ongoing basis.
 - Between March and December 2016, 47 families have been supported and family breakdown has been prevented for 93 children by the Safe Families for Children initiative; just one child has been accommodated. This is a new prevention service that works with Children's Services to link families in need with local volunteers who can offer them help and support through a crisis.
 - Between April and December 2016, 57 children from 26 families have received services from the preventative Family Group Conferences initiative. Accommodation as a result of family breakdown has been avoided for 9 of these children with an estimated cost saving of £72k. Family Group Conferencing utilises

the strengths of family / friends to make their own plan to support and safeguard the children.

- The number of children supported by the Looked After Children traineeship scheme is currently 5 (with a further 2 working with the tutor), and an additional 7 apprentices within the Council.

d. **Specialist training regarding the Social Services and Wellbeing**

(Wales) Act 2014 – From April to September a total of 1,071 attendees across Cardiff and the Vale have received Social Services & Wellbeing (Wales) Act 2014 training at an appropriate level. Changes in practice due to the implementation of the Act are becoming evident across teams in the region, however it is a long process and it is too soon to measure the impact of these changes.

9. There has been some slippage in progress against some of the milestones in the Corporate Plan relating to:

- a. **Recruitment and retention of children’s social workers** - The percentage of social worker vacancies in Children’s Services has reduced slightly during the quarter to 23.3% (from 24.8% in Quarter 2) and recruitment initiatives are ongoing. Vacancies rates have not reduced further due to internal promotions and transfers. Job creation has commenced in relation to the pool of additional social workers and it is anticipated that 6 social work posts will be filled in Quarter 1 2017-18. As a result of work to improve recruitment and retention, a more stable workforce across the service is emerging and except where essential maternity cover is required, there is less reliability on agency staff. There are some good examples of staff achieving promotional appointments, thereby supporting career development and staff retention.
- b. **Effectiveness of Transition** - A successful £2.54 million Intermediate Care Fund (ICF) bid is now supporting the new “Disability Futures Programme” to transform services for disabled children and learning disabled adults with complex needs. This has included the creation of

two transition worker posts in the Adult Learning Disabilities team to work within the complex needs service supporting young adults from the age of 16.

10. In relation to the Directorate Plan, there has been progress in relation to:

- a. **Early Help Strategy** – The Joint Assessment Family Framework (JAFF) pilot is ongoing and subject to regular monitoring and review. The first supervision session for staff involved in the pilot was held and was led by a senior practitioner within the Team Around the Family (TAF) team. Supervision takes the form of a practice exchange, providing an opportunity for practitioners who are using the JAFF to discuss their experience and raise any issues that they are encountering. Further advice and guidance is given in response to issues raised.
- b. **New model for the delivery of children’s social services** - Progress with Signs of Safety Project Plan continues – training is ongoing; engagement with Team Managers, Principal Social Workers and lead officers from partner agencies has been successfully undertaken and engagement sessions with front line staff will commence in Quarter 4.
- c. **When I Am Ready Scheme** - Training sessions continue to be held and the rolling programme of awareness has been completed. Recruitment of a When I Am Ready Support Worker is underway and it is anticipated that the Support Worker will be in post in Quarter 4.
- d. **Remodelling of services for disabled children, young people and young adults** – Progress includes:
 - Work to review and monitor the pilot services continues.
 - Cardiff Disability Index continues to deliver alongside the Vale Disability Index to create a regional approach. The number registered since the Index became active in September 2016 is 90. The Index will be formally launched on 17th March 2017.
 - New service specification for integrated respite has been drafted - consultation with families and providers will take place in Quarter 4.

- Funding secured towards the development of a regional Integrated Autism Service.
- e. **Regional Workforce Development Partnership** – Website demonstration took place at the Regional Workforce Board and was endorsed.
- f. **Health and wellbeing of the Social Services workforce** – Flexitime was rolled out across the Directorate from the 1st September in line with the Council’s ‘Work Life Balance’ Policy. The Chief Executive together with Director of Social Services and other senior managers met with staff to update them on key areas of progress at a corporate level.
- g. **Agile / Mobile Working Strategy** – Approximately 550 Social Services staff have been mobilised through the Agile Mobile Working project. Positive feedback from a survey undertaken of Phase 1 staff included: *“More time to complete recordings and paperwork = less stress”* and *“This has definitely had an effect on people’s health & wellbeing which in turn increases productivity and performance”*.
- h. **Strategic Approach to Commissioning** - Cardiff and Vale of Glamorgan Regional Partnership Board established to meet the Social Services & Wellbeing (Wales) Act 2014 requirements. This includes a project to develop key joint commissioning strategies with the University Health Board and Vale of Glamorgan Council. Data collation across the region is continuing to inform a Cardiff and Vale of Glamorgan Integrated Market Position Statement. This will also be informed by the Population Needs Assessment which is due for completion in Quarter 4.
- i. **Collaborative working** – Cabinet paper completed seeking agreement to progress the development of a detailed operational model for a Regional Social Care Workforce Development Training Unit with Cardiff taking the lead on progressing the developments.

- j. **Benchmarking** – Available all Wales performance indicators for 2015-16 were identified and included in relevant target setting exercises for 2017-18.

11. There has also been some slippage in progress against some of the milestones in the Directorate Plan relating to:

- a. **Adolescent Resource Centre (ARC)** – Staff started taking up post during the quarter and recruitment to remaining positions is ongoing. The site has been secured, the final plan for the building has been agreed and a planning application is in development.
- b. **Joint working protocol between the Health Service and Children's Services** – A psychologist continues to be available to social workers with consultations being held on a 'surgery' basis. This continues to have a positive impact but as it is limited to advice and guidance, it means that costs for alternative therapy continue to rise.
- c. **Social Services Workforce Strategy** – work has commenced on the development of a Social Worker Traineeship Scheme within the Directorate.
- d. **Bilingual Services** - The Directorate continues to work towards increasing capacity to deliver bilingual services as there is a current lack of capacity in the teams that is reflected in the small number of Welsh speakers Council wide. Staff are encouraged to enrol on Welsh language lessons and use any existing Welsh that they have. Increasing the number of Welsh speakers is proving difficult under the current recruitment process and it is hoped that Linguistic Assessments will be integrated into the Human Resources recruitment process in order to begin making a difference. To date only one post has been advertised as Welsh essential and, unfortunately, no applications were received.
- e. **Budget and savings proposals** – The Month 8 (November) monitoring position for Social Services shows an overspend of £5.741m against a

budget of £146.352m. This is an increase of £160,000 compared to the position for October 2016. The overspend of £3.056m reflects a savings shortfall of £1.507m plus significant projected cost growth (£1.3m) in relation to external fostering. Fostering placements increased by 30 in the first 8 months of 2016-17, a reflection of the overall growth in the number of looked after children (+51) in the same period. There has also been cost growth in relation to new residential placements (after offsetting savings in relation to the return of children in out of county placements is taken into account). The position also reflects overspends in support costs for care leavers and external legal costs, reflecting the ongoing high level of expenditure in these areas. The ongoing use of agency staff is also impacting on staffing budgets in certain areas such as Safeguarding and Looked After Children 14+, though the position should improve if agency numbers reduce, as anticipated, in the remainder of the year.

- f. **Quality Assurance Framework (QAF)** – funding has been identified for a full-time Quality Assurance Officer post across the Directorate. The recruitment process is underway in anticipation of the post being taken up in Quarter 1 2017-18. Case management audits continue to be undertaken (although numbers are low). An analysis of the audits and identification of emerging themes is considered by the Children’s Management Team on a quarterly basis. Themes emerging from complaints are also considered on a quarterly basis and presented to the Corporate Parenting Advisory Committee.

Progress in relation to the Education of Looked After Children

- 12. Seven schools in Cardiff have started action research under the ‘Promoting the Achievement of Looked After Children’ programme. This is overseen by University College London. The outcomes of this research project will be shared with other schools in the Local Authority and Consortium. The aim is to establish evidence of good practice to improve the achievement and attainment of looked after children.

13. The majority of the Pupil Deprivation Grant (PDG) for 2016-17 has been given directly to schools via the Consortium (Cardiff, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff and the Vale of Glamorgan). This decision has implications for the small team supporting schools in Cardiff as some posts were funded from the grant. As a result, the Looked After Education team (which currently consists of an Achievement Leader and a Looked After Children's Education Co-ordinator) are struggling to meet demand. There are now 690 looked after children, many of whom have complex education needs and are educated outside Cardiff. Discussions with the Consortium and Cardiff schools are required to ensure some of the Pupil Deprivation Grant is retained centrally to undertake non statutory work with Looked After Children to enhance their provision.

14. The Achievement Leader and Looked After Education team are having pupil progress meetings to discuss pupils that appear to be underachieving and to ensure that the school puts in additional support and intervention.

15. Multi-agency meetings are far more focussed and are half termly. The Looked After Education team are also attending social worker team meetings to ensure good communication and timely intervention where there are concerns from either side.

16. The end of year report was presented to the Corporate Parenting Advisory Committee in November and demonstrated improvements at each key stage.

Detailed Commentary – Quarter 3 2016-17

17. The number of children who were looked after at 31st December 2016 (not including those children being looked after as part of a respite care arrangement) was 690 compared with 701 at 30th September 2016 (CS LAC 3e). This represents a rate of 9.4 children per 1,000 in Cardiff, which is above the all Wales rate of 8.8 per 1,000 as at 31st March 2015.

18. The percentage of children supported to remain living within their family (SSWB 25) was 56.6% (899 / 1,589) compared with 57.3% (942 / 1,643) in Quarter 2.

Of the 1,589 children with a Care and Support Plan at 31st December 2016, 899 were being supported to live at home (i.e. were not being looked after).

19. The percentage of looked after children returned home from care during the year (SSWB 26) was 9.9% compared with 6.2% in Quarter 2. Of the 893 children who have been looked after during the year to date, 88 have returned home. This PI is cumulative, and performance will improve as we progress throughout the year.
20. The latter two PIs are a welcome measure of the effectiveness of the service in supporting children and young people within their families.
21. 73.8% (386 / 523) of looked after children were placed with agency providers at the end of Quarter 3 (CS LAC 44), stable from 74.0% (388 / 524) in Quarter 2. The number of children placed in agency residential placements has reduced to 47 from 50 at the end of Quarter 2.
22. 61.6% (322 / 523) of children in regulated placements were placed in Cardiff at the end of Quarter 3 compared with 60.9% (319 / 524) at the end of Quarter 2 (CS LAC 58). A further 85 children placed outside Cardiff were within 20 miles of their home address. 8 of the children not placed in Cardiff are placed with relative carers. For some children placement outside the authority is in their best interests, examples include children placed with family members who live outside Cardiff, children placed in specialist placements and children who are placed in areas that are closer to their home address than some parts of the city.
23. 94.6% (454 / 480) of statutory reviews for looked after children were held within prescribed timescales in Quarter 3, an improvement from 93.8% (499 / 532) in Quarter 2 (SCC/021). Of the 26 reviews that were not held on time, 14 were held within a week, 5 within 2 weeks, 6 within 4 weeks and 1 at 5 weeks. All late reviews have since been held. 96.3% (462 / 480) of statutory visits were held in accordance with regulations in Quarter 3 showing a continued increase from 95.3% (507 / 532) in Quarter 2 (SCC/025).

24. All looked after children were allocated to a social worker at 31st December 2016.

25. As at 31st December 2016, 47 children were in external residential placements. Children's Services were solely responsible for funding 29 of these placements with the remaining 18 receiving contributions from Education, Health, or both. The average weekly cost per child was £3,393, although this ranged from £1,800 to £5,300. Contributions from Education range from 4% to 31% and Health range from 1% to 16% of the weekly cost - the percentage of the contribution is based upon factors such as how much the provider charges for education and therapy costs, the number of weeks in the school terms, the period of therapy, continuing health care needs and whether the child is statemented.

Financial Implications

26. There are no direct financial implications arising from the report.

Legal Implications

27. There are no legal implications arising from this report.

RECOMMENDATION

The Committee is recommended to:

- Consider the contents of the report and report any comments to the Cabinet Member.

TONY YOUNG

Director of Social Services

24th February 2017

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Quarter 3

Indicator Ref	Indicator Title	PI Type	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16	2015-16	Q1 2016-17	Q2 2016-17	Q3 2016-17	2016-17	Current Progress	Status	2016-17 Target	Level Triggering Mgt Action	Comments
Children are protected from significant harm and are empowered to protect themselves																								
Contacts 1 Local PI	Number of Contacts / Referrals Received	Local	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	7,558	7,950	6,927		Target setting not appropriate	N/A	Target setting not appropriate	Target setting not appropriate	New indicator introduced for 2016-17 in response to changes implemented as a result of the Social Services & Wellbeing (Wales) Act 2014. Contacts and referrals are no longer recorded separately - since 6th April 2016 they have been recorded on a single "Contact & Referral" form.
Children and young people are supported to live safely within their families with the lowest appropriate level of intervention																								
SSWB 25 National PI	The percentage of children supported to remain living within their family	CP- 2.1 DDP														59.0%	57.3%	56.6%		Baseline year	▼	Baseline year	Baseline year	899 / 1,589 Of the 1,589 children with a Care & Support Plan at 31.12.16; 899 were being supported to live at home (i.e. were not being looked after). No RAG rating has been applied as 2016-17 is the first year that this PI has been reported. A baseline will be established during the year to inform target setting for 2017-18.
SSWB 26 National PI	The percentage of looked after children returned home from care during the year	CP - 1.2 DDP														3.2%	6.2%	9.9%		Baseline year	▲	Baseline year	Baseline year	88 / 893 Of the 893 children who have been looked after during the year to date, 88 have returned home. This PI is cumulative, and performance will improve as we progress throughout the year. No RAG rating has been applied as 2016-17 is the first year that this PI has been reported. A baseline will be established during the year to inform target setting for 2017-18.
Looked after children experience the best care and support to help them recognise their abilities, have aspirations and achieve their full potential																								
CS LAC 3e Local PI	LAC caseload (not including respite care arrangements for disabled children)	Local	521	520	530	521	568	557	611	650	662	630	625	644	644	678	701	690		Target setting not appropriate	N/A	Target setting not appropriate	Target setting not appropriate	Cardiff rate at 30.06.16 = 9.4 per 000 Wales rate at 31.03.15 = 8.9 per 000
CS LAC 58 Local PI	Percentage of children in regulated placements who are placed in Cardiff	Local	New for 2008-09	61.4%	64.8%	67.0%	65.6%	62.2%	62.0%	60.7%	60.4%	61.6%	60.9%	62.5%	62.5%	61.2%	60.9%	61.6%		☺	▲	65.0%	58.5%	322 / 523 The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. 17.4% (35) of children not placed in Cardiff are placed within 10 miles of their home address. 8 of the children not placed in Cardiff are placed with a relative carer. Planning always takes account of placement location for children. Some children need a specialist placement that is not available in the city or need to live away from families, communities or individuals that could present risks for them.
SCC/021 Local PI	The percentage of looked after children reviews carried out within statutory timescales during the year	Local	92.3%	95.9%	96.2%	96.4%	95.2%	95.2%	92.4%	88.3%	93.2%	96.0%	95.9%	92.7%	94.5%	96.1%	93.8%	94.6%		☺	▲	100%	70.0%	454 / 480 Of the 26 reviews that were not held on time, 14 were held within a week, 5 within 2 weeks, 6 within 4 weeks and 1 at 5 weeks. All late reviews have since been held. All Wales average 2014-15 = 95.5%

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Quarter 3

Indicator Ref	Indicator Title	PI Type	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Q1 2015-16	Q2 2015-16	Q3 2015-16	Q4 2015-16	2015-16	Q1 2016-17	Q2 2016-17	Q3 2016-17	2016-17	Current Progress	Status	2016-17 Target	Level Triggering Mgt Action	Comments
SCC/025 Local PI	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Local	69.3%	79.5%	88.2%	83.9%	85.1%	89.5%	87.7%	88.9%	85.1%	85.3%	85.3%	91.1%	86.6%	94.1%	95.3%	96.3%		😊	▲	90.0%	81.0%	462 / 480 All Wales average 2015-16 = 88.1%
Cardiff is the destination of choice for committed social work professionals																								
Staff 1 Local PI	Percentage of social work vacancies in all teams	CP- 2.1	22.1%	26.1%	15.2%	14.7%	15.9%	14.5%	20.8%	27.2%	23.5%	21.4%	21.6%	22.2%	22.2%	22.9%	24.8%	23.3%		😞	▲	18.0%	19.8%	107.4 / 461.1 MASH 27.8% I&A = 30.5% CIN = 25.5% LAC = 14.7% The percentage of social worker vacancies in Children's Services has reduced slightly during the quarter to 23.3% (from 24.8% in Quarter 2) and recruitment initiatives are ongoing. Vacancies rates have not reduced further due to internal promotions and transfers. Job creation has commenced in relation to the pool of additional social workers and it is anticipated that 6 social work posts will be filled in Quarter 1 2017-18. As a result of work to improve recruitment and retention, a more stable workforce across the service is emerging and except where essential maternity cover is required, there is less reliability on agency staff. There are some good examples of staff achieving promotional appointments, thereby supporting career development and staff retention.
Children's Services are provided on the basis of the most efficient and effective use of resources																								
CS LAC 44 Local PI	Percentage of LAC placements with independent sector providers	Local	56.4%	56.6%	58.9%	62.0%	64.2%	68.6%	67.4%	71.8%	70.3%	70.3%	70.0%	72.0%	72.0%	73.6%	74.0%	73.8%		😊	➡	70.0%	77.0%	386 / 523 Of the 386 placements with agency providers, 172 started within the last 12 months.

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