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## AGENDA

Committee	CORPORATE PARENTING ADVISORY COMMITTEE
Date and Time of Meeting	TUESDAY, 2 APRIL 2019, 2.00 PM
Venue	COMMITTEE ROOM 2 - COUNTY HALL
Membership	Councillor Merry (Chair) Councillors Bowden, Driscoll, Hinchey, Jenkins, Lent. Lister, Molik and Weaver.

### 1 Membership

To note that Council at its meeting on 28 February 2019 appointed Councillor Sean Driscoll to replace Councillor Tim Davies.

### 2 Apologies for Absence

To receive apologies for absence.

### 3 Declarations of Interest

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

### 4 Presentation from National Youth Advisory Service *(Pages 3 - 16)*

Emma Phipps-Magill will provide a presentation.

### 5 Safe Reduction of Looked After Children: A Verbal Update on the Ministerial Advisory Group

Deborah Driffield and Phil Bradley to provide verbal update.

### 6 Briefing Paper: Social Services and Well-being (Wales) Act 2014, Part 6 - Looked After and Accommodated Children *(Pages 17 - 24)*

Deborah Driffield will present this item

**7 Members' Work Streams Updates** *(Pages 25 - 26)*

Members to provide an update on their own Work Streams

**8 Members' Visits** *(Pages 27 - 28)*

**9 Review of Terms of Reference** *(Pages 29 - 32)*

**10 Forward Plan** *(Pages 33 - 34)*

**11 Briefing Reports** *(Pages 35 - 102)*

These reports are provided for information purposes, officers will be in attendance to answer any questions Members may have in relation to the reports.

**Items 11 (c) is exempt from publication as they contain exempt information of the description contained in paragraph 12 of Part 4 and paragraph 21 of Part 5 of Schedule 12A Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A (4) of the Local Government Act 1972 during discussion of these items.**

- (a) Performance Quarter 3
- (b) Complaints Quarter 3
- (c) Registered Individual reports (formerly called Reg 32 reports): Ty Storrie
- (d) Update re: Ty Storrie transferred in-house 1st April – verbal update

**12 Urgent Items (if any)**

**13 Date of next meeting**

The next meeting will be confirmed at the Annual meeting of the Council 23 May 2019.

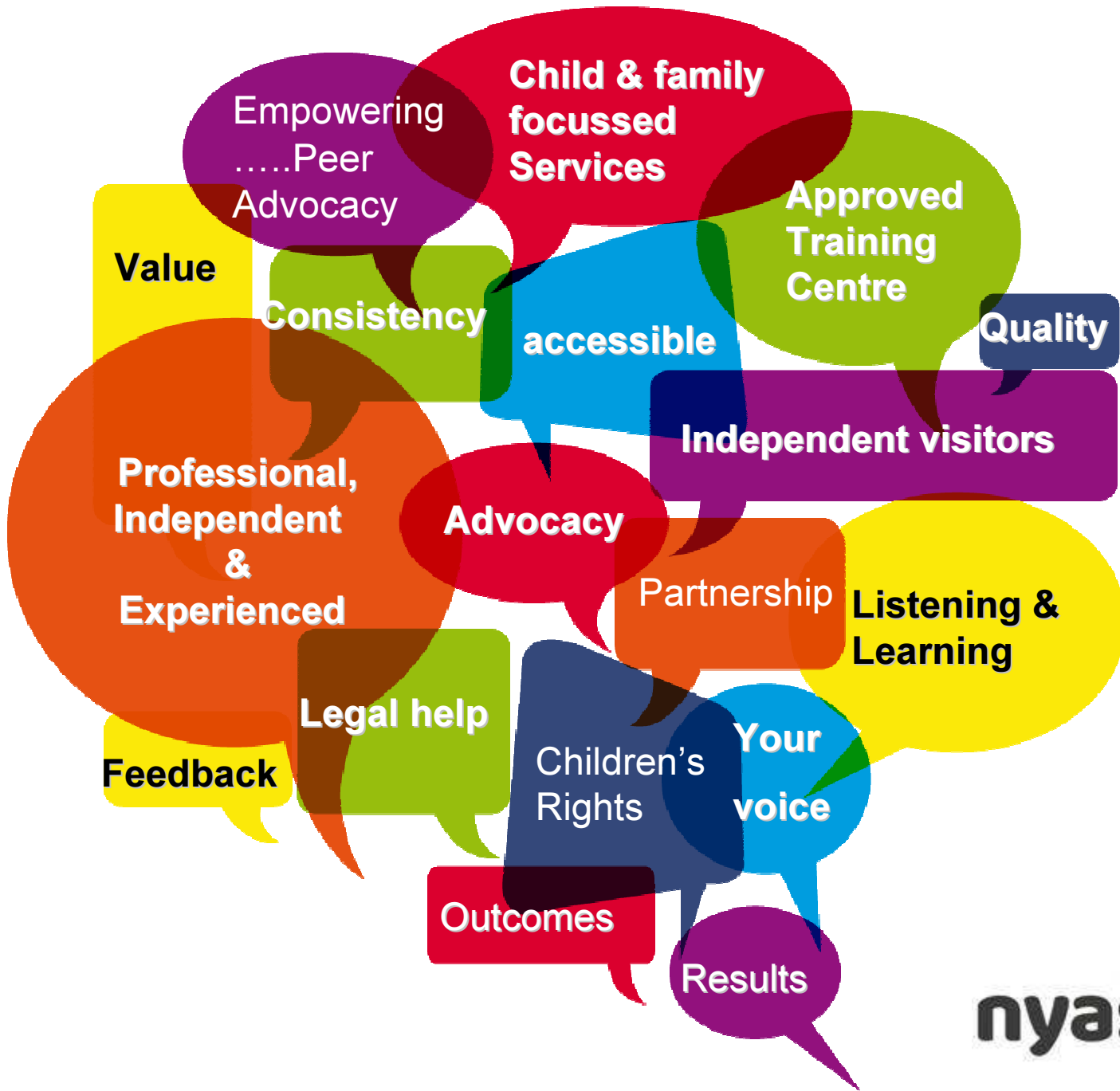
**Davina Fiore**

**Director Governance & Legal Services**

Date: Wednesday, 27 March 2019

Contact: Mandy Farnham,

02920 872618, [Mandy.Farnham@cardiff.gov.uk](mailto:Mandy.Farnham@cardiff.gov.uk)



# NYAS

Emma Phipps-Magill  
**Operational Manager  
Wales**

Elly Jones  
**Service Manager - Cardiff and Vale**

## Mission Statement

“A society where every child, young person or vulnerable adult’s voice is heard and their rights are respected and where they can achieve their potential”

# Service Outline



- Professional independent advocacy service
- Active offer
- Independent visiting service
- Appropriate adult service
- Participation
- Additional NYAS Services

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**‘The child has the Right to express his or her opinion freely and to have that opinion taken into account in any matter or procedure affecting the child’. UNCRC Article 12.**

# Referrals

**350** referrals received from April 18 – March 19

## Referral breakdown:

284 issue based advocacy referrals

130 Active offer referrals

21 Appropriate Adult referrals

15 Independent Visiting service

Additional to above NYAS has undertaken a number of Independent persons at secure reviews

# Themes and issues

- Support and representation at meetings
- Placement
- Contact
- Leaving care
- Education
- Health



# A Young Persons Advocacy Journey

## Background

Looked after young person with a physical and learning disability , referral made by social worker for advocate to ascertain young persons views about proposed changes to contact with parents

## Agreed Action

Advocate had previously worked with young person and had good rapport . Advocate worked creatively with young person , taking into account his communication needs . They worked together using pictures and symbols to discuss his views, wishes and feeling about contact with his parents . The advocate also actively listened to verbal feedback from the young person who had speech difficulties . With the young person's agreement the advocate shared the work they had done with his social worker



gwasanaeth eirolaeth  
ieuenctid cenedlaethol  
national youth  
advocacy service

## Outcome:

The young persons views were taken forward by the social worker and new contact arrangements put in place

The advocate met with the young person to check that he was happy with the plan . The young person fed back that they were on the whole happy with the changes that had been made, but expressed to the advocate that they felt somewhat let down by their parents and was happy for the advocate to feed this back to their social worker .

The advocate received positive feedback from the social worker who stated that the young person was "really pleased" and was looking forward to the newly introduced overnight stays with mum and dad . The social worker was very complimentary of the way the advocate had been able to engage the young person and undertake this very important piece of work placing the young person at the very centre .

# Feedback from A Young Person

“My situation is moving forward thanks to the service I was provided. I feel everything is as it should be and running smoothly. I feel a lot more confident in myself and also with my local authority. NYAS has really helped me feel settled within myself, I really feel I can accomplish anything I focus on. I feel that I am able to continue studying which I have been wanting to do for ages and live the life that other teenagers my age get to live. I feel more normal and ready to take each day as it comes !!! I won't hesitate to contact my advocate in the future if needed !!!” (Care leaver age 18)

# Development

- Active offer processes need to be fully embedded.
- Awareness raising with teams
- Induction and training for Children's Services on advocacy
- Awareness raising within education /health/other sectors
- Accessibility for children detained
- New National Advocacy reporting template being piloted
- Systematic change , processes and mechanism

# Participation

## The Bright Sparks Club

- ARCF annual Event
- Welsh Government IV Service development
- Children Looked after resources
- Child friendly City
- Cardiff and Vale health Board consultation
- Amnesty Children's Rights Leaflet

# Additional NYAS work/development

- NYAS Cymru
- IV Standards
- Mental Health and Well-Being Project
- Unity Project
- Peer Advocacy /Peer Mentoring
- Parent Advocacy

Thank you  
Any questions?



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## **Briefing Paper**

### **Social Services and Well-being (Wales) Act 2014**

#### **Part 6: Looked After and Accommodated Children**

##### **Introduction**

Local authorities operate within the overall policy framework set by the Welsh Government. The Welsh Ministers' policy intentions in relation to looked after children, include seeking to de-escalate the need for formal intervention in their lives, and to strengthen the capacity of families to care for their children wherever it is safe to do so.

It is the Programme for Government along with the Social Services and Well-being (Wales) Act 2014 which establish the importance of improving the lives and well-being of children who become looked after.

##### **Part 6 of the of the Social Services and Well-being (Wales) Act**

The Social Services and Well-being (Wales) Act came into force on 6 April 2016 and has reformed social services law. It provides the statutory framework for improving the well-being of people who need care and support, carers who need support, and for transforming social services in Wales. It has transformed the way that social services are delivered, primarily through promoting people's independence to give them stronger voice and control.

Part 6 of the Act is the legislation which provides for looked after and accommodated children in Wales, including children and young people who are leaving or who have left care.

The principal duty of a local authority in looking after any child, is described (in section 78) as:

- to safeguard and promote the child's well-being
- to make such use of services available for children cared for by their own parents as appears to the authority reasonable in the child's case.

The overall purpose of Part 6 is:

- to safeguard and promote the well-being of looked after and accommodated children and care leavers,
- to enable each child or young person to achieve recovery and healing from past harm,
- to enable each child or young person to achieve personal well-being outcomes.

A child or young person's personal wellbeing outcomes must relate to national well-being outcomes. Decisions about what those outcomes are and how they can be achieved for individuals, will reflect the particular circumstances, needs and aspirations of the child or young person, their views, wishes and feelings and (where appropriate) those of their parents. The extent to which a child or young person can contribute to, and participate in defining and achieving those outcomes will depend upon their age and understanding, and they should be supported in this by a range of professionals and other people, including (as appropriate) their parents, family and friends, social workers, independent reviewing officers, independent visitors and advocates.

In general, the personal well-being outcomes for a child or young person will come under the following headings:

- protection from abuse and neglect
- promotion of physical and mental health and emotional well-being
- promotion of physical, intellectual, emotional, social and behavioural development
- maintenance or development of family or other significant personal relationships
- involvement in education, training and recreation activities
- development and maintenance of social relationships and involvement in the local community
- social and economic well-being (including not living in poverty)
- living in suitable accommodation.

## **The Code of Practice on the exercise of Social Services functions in relation to Part 6**

Local authorities, when exercising their social services functions, must act in accordance with the requirements contained in the associated code of practice. This provides guidance on the duties. Chapters of the code address the following subjects:

- **Chapter 1: Care and support planning duties** - including health and education.
- **Chapter 2: Placements** - the ways in which looked after children are to be accommodated and maintained.
- **Chapter 3: Keeping in touch** - visits to looked after children, children in detention, and the role of independent visitors.
- **Chapter 4: Review of cases** - The role and functions of the Independent Reviewing Officer.
- **Chapter 5: Leaving care** - Arrangements for leaving care, personal advisers, pathway plans and assessments, suitable accommodation and support for higher education.
- **Chapter 6: Post-18 living arrangements** - to continue living with their former foster carers.
- **Chapter 7: Secure accommodation.**
- **Chapter 8: Children in other types of establishment** - Children accommodated by health and education authorities, or in care homes or independent hospitals.
- **Chapter 9: Death of a looked after child** - Notification and other arrangements.

Any person exercising any functions in relation to a looked after or accommodated child or young person, or in relation to those leaving or who have left care must:

- ascertain and have regard to the child or young person's views, wishes and feelings, so far as is reasonably practicable.
- have regard to the importance of promoting and respecting the child or young person's dignity.

- have regard to the characteristics, culture and beliefs of the child or young person (including, for example, language).
- have regard to the importance of providing appropriate support to enable the child or young person to participate in decisions that affect them (to the extent to which this is appropriate in the circumstances, particularly where the child or young person's ability to communicate is limited for any reason)

Any person exercising functions under any part of the Act in relation to a child who has, or may have, care and support needs, or in respect of whom functions are exercisable under Part 6, must also:

- have regard to the importance of promoting the upbringing of the child by the child's family, in so far as doing so is consistent with promoting the child's well-being.
- where the child is under the age of 16, ascertain and have regard to the views, wishes and feelings of those with parental responsibility for the child, in so far as doing so is consistent with the well-being of the child, and reasonably practicable - Section 6(4)

### **United Nations Conventions**

In exercising their functions relating to looked after and accommodated children, local authorities are required by section 7, to have regard to Part 1 of the United Nations Convention on the Rights of the Child. Individuals must feel that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network, but professionals and individuals must ensure that judgements about the needs for independent professional advocacy are integral to the relevant duties under this code. When a child or young person believes that concern or problem is not being resolved and they intend to, or are, considering making a representation, local authorities must ensure that these children are advised of the availability of independent advocacy services and support to access those services.

When exercising social services functions in relation to disabled people who need care and support and disabled carers who need support, local authorities must have due regard to the United Nations Convention on the Rights of Disabled People.

### **Exceptional circumstances**

There may be exceptional circumstances in which a local authority will have to exercise its powers in relation to a looked after child in a way which is not consistent with these duties. A local authority is allowed to do this, but only for the purpose of protecting members of the public from serious injury.

### **Appendix A**

The full list of section headings in Part 6 of the Act are as follows:

#### ***PART 6 of the Social Services and Well-being (Wales) Act 2014***

#### ***LOOKED AFTER AND ACCOMMODATED CHILDREN***

#### ***Interpretation***

*74 Child or young person looked after by a local authority*

#### ***Accommodation duties***

*75 General duty of local authority to secure sufficient accommodation for looked after children*

*76 Accommodation for children without parents or who are lost or abandoned etc*

*77 Accommodation for children in police protection or detention or on remand etc*

#### ***Duties of local authorities in relation to looked after children***

*78 Principal duty of a local authority in relation to looked after children*

*79 Provision of accommodation for children in care*

*80 Maintenance of looked after children*

*81 Ways in which looked after children are to be accommodated and maintained*

*82 Review of child's case before making alternative arrangements for accommodation*

*83 Care and support plans*

*84 Regulations about care and support plans*

*85 Contributions towards maintenance of looked after children*

*86 Children's homes provided, equipped and maintained by the Welsh Ministers*

### **Regulations about looked after children**

*87 Regulations about looked after children*

*88 Regulations about conditions under which a child in care is allowed to live with a parent etc*

*89 Regulations about placements of a kind mentioned in section 81(6)(d)*

*90 Regulations about placements out of area*

*91 Regulations about the avoidance of disruption in education*

*92 Regulations about the placing of children with local authority foster parents and prospective adopters*

*93 Regulations providing for approval of local authority foster parents*

*94 Regulations about agency arrangements*

### **Contact and visits**

*95 Promotion and maintenance of contact between child and family*

*96 Family visits to or by children: expenses*

*97 Duty of local authority to ensure visits to, and contact with, looked after children and other children*

*98 Independent visitors for looked after children*

### **Review of cases**

*99 Appointment of independent reviewing officer*

*100 Functions of the independent reviewing officer*

*101 Referred cases*

*102 Review of cases and inquiries into representations*

### **Leaving care, accommodation and fostering**

*103 Befriending, advising and assisting looked after children*

*104 Young people entitled to support under sections 105 to 115*

*105 Keeping in touch*

*106 Personal advisers*

*107 Pathway assessments and plans: general*

- 108 Pathway assessments and plans: post-18 living arrangements*
- 109 Support for category 2 young people*
- 110 Support for category 3 young people*
- 111 Cessation of duties in relation to category 3 young people*
- 112 Support for category 4 young people*
- 113 Cessation of duties in relation to category 4 young people*
- 114 Support for category 5 young people and former category 5 young people*
- 115 Support for category 6 young people and former category 6 young people*
- 116 Supplementary provision about support for young persons in further or higher education*
- 117 Charging for provision under sections 109 to 115*
- 118 Information*

### **Secure accommodation**

- 119 Use of accommodation for restricting liberty*

### **Children accommodated in certain establishments**

- 120 Assessment of children accommodated by health authorities and education authorities*
- 121 Assessment of children accommodated in care homes or independent hospitals*
- 122 Visitors for children notified to a local authority under section 120 or 121*
- 123 Services for children notified to a local authority under section 120 or 121*

### **Moving looked after children to live outside the jurisdiction**

- 124 Arrangements to assist children to live outside England and Wales*

### **Death of a looked after child**

- 125 Death of children being looked after by local authorities*

Detailed commentary on each section can be found at

<http://www.legislation.gov.uk/anaw/2014/4/notes/division/2>.

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**CYNGOR CAERDYDD  
CARDIFF COUNCIL**



**CORPORATE PARENTING  
ADVISORY COMMITTEE:**

**2 APRIL 2019**

**WORK STREAM UPDATE – CLLR LISTER**

As you will be aware from previous meetings I believe that the Terms of Reference for our Committee no longer fully reflect the work undertaken by our membership. In some circumstances expectations set in the ToR have not been met, whilst areas which are not reflected within the Tor flourish.

Under my work stream I met with Cllr Hinchey, Clare Marchant, Deborah Driffield, Gill Nurton and Mandy Farnham, to discuss potential amendments to the Committee's Terms of Reference, which will be discussed during the course of our meeting on Tuesday 2 April 2019.

I have also continued to champion the need for Elected Members across the political spectrum to understand and respect their role as Corporate Parents. It is my understanding that Democratic Services will be arranging training with Children's Services for those Elected Members who require it in the coming months.

With approximately a third of Elected Members being compliant with this training requirement, I would urge you to encourage your colleagues to undertake the training at the earliest opportunity.

As ever, my thanks to Council Officers for supporting me in my role on this Committee.

Councillor Ashley Lister

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**Report of Director or Elected Member Visit to Front-line Service within Children's Services (VCI Recommendation 41)**

<b>Matters to be considered</b>	<b>Visit details and outcomes</b>	<b>Additional Comments including any follow up action required or taken</b>
<b>Individual(s) visiting setting</b>	Fenella Bowden	Visit with Cllr Sarah Merry
<b>Author of report</b>	Fenella Bowden	
<b>Date of Visit</b>	5.2.19	
<b>Date of Report</b>	5.2.19	
<b>Date reported to CPAC</b>		
<b>Setting Visited</b>	Hywel Dda School	
<b>General description of visit – e.g. number of staff (approx) involved in meeting visitor; number spoken to and engaged in discussion; whether the visit involved service users and/or carers</b>	<p>I met with the HT &amp; was introduced to the Deputy Head &amp; other members of staff at the school as we toured the classrooms.</p> <p>The purpose of our visit was to see for ourselves the work that the school is doing, and has been recognised for, around CLA &amp; children on the edge of care</p>	.
<b>Positive messages gathered from visit</b>	<p>I was deeply impressed by the way in which the HT and her staff created an environment of care &amp; support for the children; that each child is known &amp; tracked. We saw the impact that deprivation can have on YP &amp; the challenges that the school faces. I was very impressed by the resources &amp; interventions that are being used to engage</p>	

	with YP & help them achieve better outcomes. From what we saw, I was encouraged by the quality of work that the YP were producing. The model that has been established at the school is one I feel should be shared with other schools as a basis for further development in Cardiff schools..	
<b>Concerning messages gathered from visit</b>	Deprivation within the local community & the impact this has on the outcomes for YP & the challenges they face	
<b>Were there any safeguarding concerns and if so what were they?</b>	None that I could detect.	
<b>Were there any concerns regarding the level of service being provided and if so what?</b>	None	
<b>Were there any other concerns?</b>	None	

Copy to team, establishment, manager, worker, etc

Date: 5.2.19

Visitors Position and Signature

Date Sent to Manager of Setting:

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**



**CORPORATE PARENTING  
ADVISORY COMMITTEE:**

**2 APRIL 2019**

## **REPORT OF DIRECTOR OF GOVERNANCE & LEGAL SERVICES**

### **REVIEW OF TERMS OF REFERENCE**

#### **Reason for this Report**

1. To provide the Committee with the opportunity to consider the draft revised Committee Terms of Reference so that any further changes can be made prior to their submission to Annual Council on 23 May 2019 for approval and adoption for the next Municipal Year.

#### **Background**

2. The Children and Young People Scrutiny Committee and the former Corporate Parenting Panel in the spring 2014 undertook a joint inquiry to review the role and status of the Corporate Parenting Panel ("the Joint Inquiry" or "the Inquiry").
3. The Council on 24 July 2014, approved the following recommendations of the Constitution Committee 11 June 2014: -
  1. the establishment of a Corporate Parenting Advisory Committee (pursuant to section 102(4) of the Local Government Act 1972), to replace the current Corporate Parenting Panel;
  2. the terms of reference of the Corporate Parenting Advisory Committee.
  3. approved the recommendations in respect of membership of the Corporate Parenting Advisory Committee
4. The Council at the Annual Meeting 25 May 2017, added the following requirement for all Committees of the Council:
  - All Members of the Committee will be required to undertake relevant<sup>1</sup> training to enable them to properly discharge their duties.

<sup>1</sup> *Relevant Training* relates to Essential Induction and ongoing learning for Elected Members who sit on this Committee to ensure they have an understanding of the duties of the Committee. This was agreed by Democratic Services Committee.

## **Issues**

5. The Committee at its meeting in 16 October 2018 agreed that a Sub Group be arranged to review the current Terms of Reference.
6. The Sub Group of Councillor Hinchey and Lister, Director of Social Services, Acting Assistant Director of Children Services and officers of Democratic Services met to review the terms of reference, and following further consultation with the Director and Assistant Director the Draft Terms of Reference attached (**Appendix 1**) were prepared for consideration by the Committee.

## **Legal Implications**

7. The Corporate Parenting Advisory Committee is empowered to advise or make recommendations to the Cabinet and or the Council on any matter relating to the discharge of its functions, as set out in its approved terms of reference (pursuant to s.102(4) of the Local Government Act 1972).
8. Any changes which the Committee may wish to make to its approved terms of reference or membership arrangements should be recommended to full Council for approval.
9. There are no direct legal implications arising from the recommendations of the report.

## **Financial Implications**

10. There are no financial implications directly arising from this report. In the implementation of any proposed changes to the Committee the financial costs will need to be identified and found from within existing financial resources.

## **RECOMMENDATIONS**

The Committee is request to consider the draft Terms of Reference of the Corporate Parenting Advisory Committee as set out in Appendix 1 and make any further changes to enable the Terms of Reference to be adopted by Annual Council on 23 May 2019

**DAVINA FIORE**

**Director of Governance and Legal Services**

26/03/19

## **Appendix**

Appendix 1 Draft Corporate Parenting Advisory Committee Terms of Reference s

### **Background papers**

Minutes of the Constitution Committee on 15 January 2015

Constitution Committee report 'Role and Status of Corporate Parenting', 11 June 2014

Minutes of the Constitution Committee on 11 June 2014

Joint Report of the Children and Young People Scrutiny Committee and the Corporate Parenting Panel, 'A Review of the Status and Roles of Corporate Parenting in Cardiff Council', May 2014

Minutes of the Constitution Committee on 19 March 2014

Minutes of Ordinary Council 19 December 2013

## CORPORATE PARENTING ADVISORY COMMITTEE – DRAFT TERMS OF REFERENCE

- (a) To champion the life chances and rights of Children Looked After; Children in need; Care Leavers and children and young people in the criminal justice system across the Council, with Elected Members and partners.
- (b) To actively promote real and sustained improvements by ensuring that there are mechanisms in place to:
- ascertain and have regard to the child or young person's view, wishes and feelings, so far as reasonable practicable;
  - have regard to the importance of promoting and respecting the child or young person's dignity;
  - have regard to the characteristics, culture and beliefs of the child or young person;
  - have regard to the importance of providing appropriate support to enable the child or young person to participate in decisions that affect them;
  - have regard to the importance of promoting the upbringing of the child by the child's family, in so far as doing so is consistent with promoting the child's well-being;
  - Where the child is under the age of 16, ascertain and have regard to the views, wishes and feelings of those with parental responsibility for the child, in so far as doing so is consistent with the well-being of the child, and reasonably practicable
  - That there is a follow on provision for young people leaving care that meets the need of young adults
- (c) To develop and undertake a programme of consultation, listening and engagement events with Children Looked After, Children in Need and Care Leavers as well as visits to services providing support and advice to those children and young people.
- (d) To recommend ways in which more integrated services can be developed across all Council directorates, schools and other stakeholders to lead towards
- Improved education attainment and achievement for Children Looked After, Children in need and Care Leavers;
  - Emotional and Mental Health and Well-being Support for Children Looked After, Children in Need, and Care Leavers;
  - Improvements in services for children with disabilities
  - To encourage Looked After Children, Children in need and Care Leavers to become active citizens.
- (e) To ensure performance monitoring systems are in place, and regularly review performance data to ensure sustained performance improvements in outcomes;
- (f) To benchmark and learn from best practice of other Local Authorities

- (g) To receive all relevant Children's Services inspection and annual reports, including: Children's Homes Quality of Care Report; Case Practice Reviews, Fostering Annual Quality of Care Report; Adoption Fostering Annual Quality of Care Report; 4C's Commissioning; Out of Area Annual Report; Annual Report of Brighter Futures (with education); Children's Complaints reports; and Advocacy Annual Report;
- (h) To develop, monitor and review a corporate parenting strategy, and ensure its effective implementation through work plans and corporate parenting training programmes;
- (i) To submit an annual progress report to the Cabinet and make recommendations where responsibility for that function rests with the Cabinet;
- (j) To report to the Children and Young People's Scrutiny Committee as necessary;
- (k) To recommend the appointment of co-opted members to the Committee for approval by Council;
- (l) To submit an Annual Report on the work of the Committee to full Council.
- (m) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.



# Corporate Parenting Advisory Committee 2019 to 2020 Forward Plan

(Version draft 0.2 March 2019)

\*Please note that the plan starts from April, when the new bimonthly scheduling begins, however annual reporting will be May to May in line with Municipal schedule

	2nd April 2019	June 2019	TBC	Meeting 3	Meeting 4	TBC	Meeting 5	Meeting 6
<b>Reporting Required by the Terms of Reference</b>		<b>CPAC Progress report to Cabinet</b>			<b>CPAC Annual Report for Council – N.B. published annual performance data isn't available until October</b>			
<b>Presentations</b>	Safe reduction of looked after children: An update on the Ministerial Advisory Group – Phil Bradley / Deborah Driffield  Introduction to part 6 Compliance requirements – Deborah Driffield.	UNICEF Child Friendly City strategy (-Lee Patterson presenting) and how it relates to our work* (- Member's discussion) (Requested by Cllr Merry).	<b>Listening event*</b> Event linked to <b>Bright Spots</b> . (Requested by Cllr Lister) (Timing needs to be before 22 July end of school term?)	Child Placement Board (re residential and fostering review) – Kate Hustler <b>tbc</b>	Education Consortium: to hear about the emphasis they are placing on CLA & use of PDG* – Gill James to arrange speaker Siriol Burford. (Requested by Cllr Bowden)	<b>Bright Sparks Award Ceremony</b>	Youth Offending Service: to hear about the work they are doing with looked after children & how they are linking in with other parts of Children's Services* - Kate Hustler (Requested by Cllr Bowden)	Wellbeing of Future Generations* - presenter to be identified. (Requested by Cllr Bowden)
	NYAS presentation: Headlines, good practise on the delivery of partnership working to achieve the implementation of the active offer and the work of the bright sparks group – Emma Phipps-Magill.	UHB Emotional and Mental Health Development work – Rose Whittle (Arising from CPAC recommendations in previous years)			Out of Area Annual Report (Required by the terms of reference).		Review of All Wales framework for provision of residential care - 4Cs representative <b>tbc</b> (4Cs report required by the terms of reference).	Traineeship scheme - Nicola Wood. <b>tbc</b>
<b>Page 6</b>	Terms of Reference – Gill Nurton  Forward plan	Corporate Parenting Strategy – review of the last version before the next is written* (Requested by Cllr Lister)		Corporate Parenting Strategy – signoff new version (December deadline for Council / Cabinet signoff).	St David's Day Fund – report submitted to Welsh Government and what has been put in place since 2019 <b>tbc</b>		Plans / work to develop new Children's homes <b>tbc</b>	
<b>Part 6 compliance</b>	See item above.	item		item	item		item	item
<b>Participation of children and young people</b>	See Presentation above.	Participation of Children and Young People - Deborah Driffield		Feedback from Bright Spots engagement*				
<b>Annual Reports</b>				Ty Storrie annual report <b>tbc</b> .	Crosslands annual report <b>tbc</b> .		VVC Adoption annual report (Scrutiny papers)	Fostering Annual Report <b>tbc</b> .
<b>Inspection reports</b>	Tbc	tbc		tbc	tbc		tbc	tbc
<b>IRO Report</b>	-	-		IRO 6 month report.	-		-	IRO 6 month report.
<b>Education</b>	Education report	Education report		Education report	Education report		Education report	Education report
<b>Children's home quality of care: Registered Individual (reg 32) reports</b>	• Crosslands – none available. • Ty Storrie – Dec, Feb, Jan. • Update re: Ty Storrie transferred in-house 1 <sup>st</sup> April.	• Crosslands • Ty Storrie		• Crosslands • Ty Storrie	• Crosslands • Ty Storrie		• Crosslands • Ty Storrie	• Crosslands • Ty Storrie
<b>Performance</b>	Quarter 3	Quarter 4,		-	Quarter 1 & Annual outturn		Quarter 2	-
<b>Complaints</b>	Quarter 3	Quarter 4,		-	Quarter 1 & Annual outturn		Quarter 2	-
<b>Member's Work Programme</b>	Cllr Ashely Lister	tbc		tbc	tbc		tbc	tbc
<b>Member visits</b>	Cllr Bowden – Hywel Dda School	Member visits		Member visits	Member visits		Member visits	Member visits
<b>Any other business</b>								

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# Children's Services Performance Report

Quarter 3 2018-19



### What's working well?

- Good performance in managing sickness absence – Children's Services are the only service area across the Council exceeding sickness absence targets
- Positive engagement with workforce and partners to understand priorities
- Workforce strategy developed
- Care planning and decision making panels implemented
- Signs of Safety refreshed and embedded – positive Signs of Safety Celebration Event highlighting progress across all Children's Services teams
- Positive relationship and feedback received from Child and Family Court Advisory and Support Service (CAFCASS) and Judiciary
- Soft launch of the Prevention Service in Youth Offending Services has nearly doubled the prevention case referrals received
- Recruitment of agency social workers to permanent positions
- Developing a more coherent approach to Children Services and working as a team

### What are we worried about?

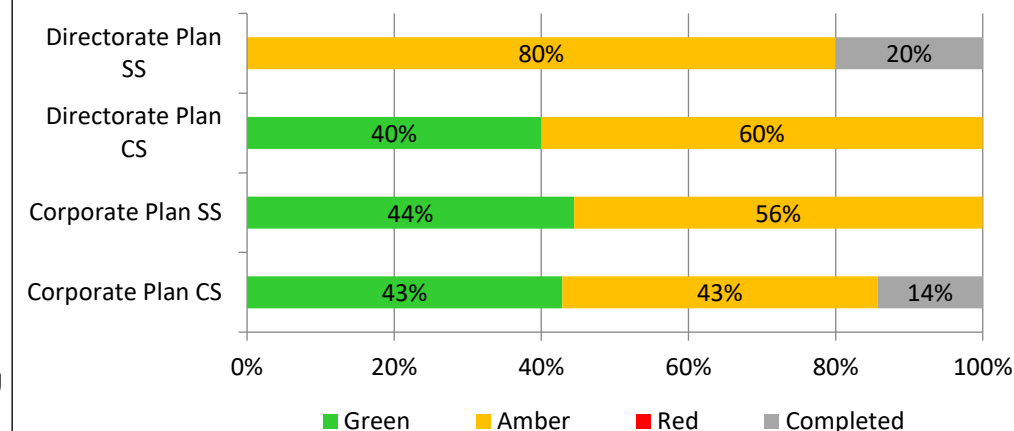
- Management of demand and complexity of caseloads
- Over reliance on agency workers
- High numbers of looked after children and low numbers of children looked after returned home from care during the year
- Lack of appropriate placement provision and over reliance on independent foster carers
- Low rate of child protection registrations
- Numbers of children waiting for adoption 12 months after Placement Order made
- Performance of Independent Reviewing Officer service
- Fitness for purpose of current staffing structures
- Oversight of actions from Child Practice Reviews (CPRs)
- Policies and procedures require updating
- Threat of judicial review in relation to age assessments for unaccompanied asylum seekers
- Finance system for fostering payments is at end of life and needs supporting

## What do we need to do?

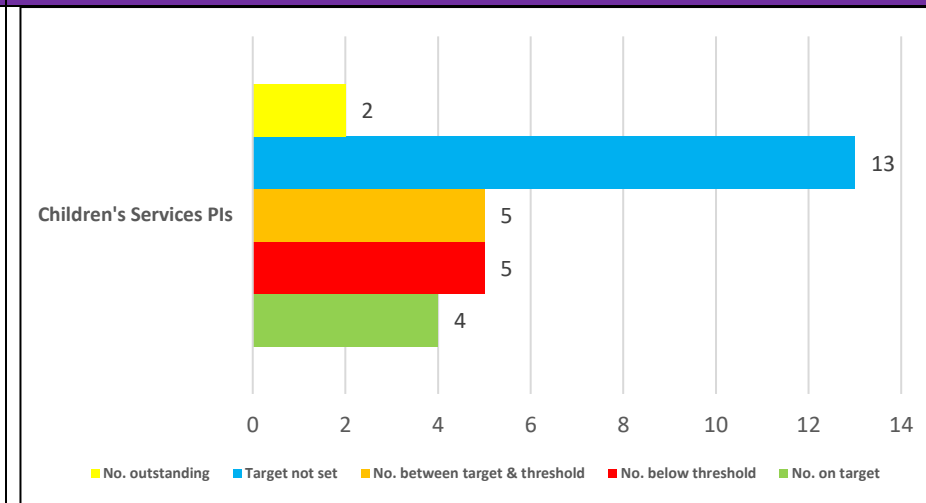
- Develop a 3 year strategy and implementation plan “Improving outcomes for all our children” and associated work streams to ensure clear vision and actions in place to address all areas of improvement
- Deliver a recruitment and retention strategy to retain, recruit and develop a suitably experienced and knowledgeable workforce
- Implement Early Help Gateway with an emphasis on prevention
- Develop the Commissioning and Market Position Strategy
- Create a culture that is strength based, rights based and outcome focused with the child at the centre of all that we do
- Continue embedding Signs of Safety
- Implement a quality performance framework that evidences strengths and areas for improvements
- Develop a clear pathway for the “Children’s Journey” in Cardiff
- Evidence that all activities make a positive difference to the lives of the children and young people
- Improve oversight of Child Practice Reviews (CPRs) action plans
- Independent review Independent Reviewing Officer and Looked After Children’s Services
- Update policies and procedures
- Robust plan in place to address age assessments
- Implement the finance module of the current case management system
- Develop local safeguarding arrangements to ensure effective multi-agency working

## Quarterly Performance

### Progress against Corporate Plan & Directorate Delivery Plan Actions



### Performance Indicator Overview Quarter 3



13 no target = 11 not appropriate; 2 new indicators, baseline being set

### What's working well?

- **Improved engagement with communities re: safeguarding** - the Safeguarding team have been working in partnership with local churches, mosques, our partners in Communities and the Vale of Glamorgan Council to advise on safeguarding policies with regard to Community Sponsorship schemes for refugees. The re-settlement programmes for Syrian refugees and their families in Cardiff and the Vale of Glamorgan provides an opportunity for Community sponsors including local charities, community businesses and faith groups to help build a home and stable life in the UK.
- The Report on 'A New Delivery Model for Family Help and Support in Cardiff' was agreed by Cabinet in October. It sets out a new delivery model **for integrated early help and prevention services** for families, children and young people in line with the Council's Capital Ambition commitment to have an enhanced Early Help provision. We are on target for phased implementation from April 2019.
- Welsh Government (WG) approved the Cardiff and Vale Regional Partnership Board transformation proposals '**Me My Home, My Community**', securing a £6 million investment into well-being, social care and health services in one region to deliver seamless services in line with 'Healthier Wales' (WG's health and social care plan). A second transformational proposal has been developed which includes additional proposals around children, young people and workforce. The regional partnership is on track to deliver the transformational change.

- **Increase in Demand in Children's Services:**

Significant increase in demand for residential and foster care placements for looked after children with insufficient range and availability of placements both in house and within the area resulting in an increased number of children being placed outside of Cardiff and neighbouring authorities. Children's Services is currently projecting an overspend of £4.206 million at Month 9. There are projected overspends of £4.5 million in respect of external placements for looked after children, and this is after taking into account an assumed drawdown of £950,000 contingency budget set aside for this specific purpose.

- **Average caseloads in Children's Services:**

The average social worker caseload increased to 19.5 in December 2018, from 16.9 in September 2018. There is no caseload weighting system within the service to support caseload measurement according to complexity.

- **Children's Services Social Work Vacancies:**

The percentage of vacancies stands at 30.9% despite a long standing target of 18%, identified as being a corporately significant indicator for achieving outcomes in the service area. It is important to note that vacancies are being covered by agency workers.

- **Increase in Demand in Childrens' Services:**

- Action plan in place to address demand at the front door.
- Appropriately “step down” cases to Early Help Services.
- Fostering and residential placement projects to increase local availability of placements.
- Developing a Commissioning and Market Position Strategy to map future demand and availability and help us shape the market.

- **Average caseloads in Children's Services:**

An action plan to address these high caseloads is being delivered, including assessment of the ability to move non case holding social workers / case holding social workers who are not at capacity to Intake & Assessment. Permission has been given for all parts of Children's Services to go outside MATRIX to recruit agency workers and to recruit additional agency workers over and above establishment levels. Systems and processes are being amended to ensure cases can be closed down in a timely way. A caseload weighting system to understand the complexity of cases is being developed.

- **Children's Services Social Work Vacancies:**

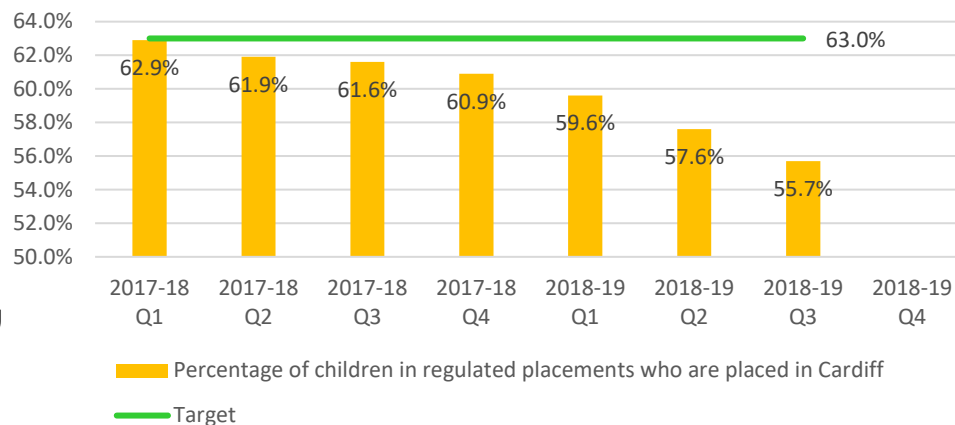
To address our concerns regarding Social Worker vacancies, a Workforce Project Group is in place, working to an action plan which includes timeframes, progress reporting responsibilities and issues. The group meets monthly with tasks undertaken in-between meetings. The plan is divided into three priorities: Recruitment, Retention and Career Development and includes a number of approaches:

- Increasing exposure in the market place with a targeted recruitment programme.
- Development of a website to promote Social Work in Cardiff and improve the application process.
- Development of a strategy of Recruitment, Retention and Reward - a draft is currently at the consultation stage, with a launch due in the new year.
- A wider range of student placements and commitment to the First Three Years in Practice.
- Improved and transparent developmental opportunities for existing staff.
- A consistent approach to tasks with clear expectations and measurements.
- Clear and consistent induction and supervision processes and policies.
- Gain a clearer understanding of turnover to input into workforce planning.

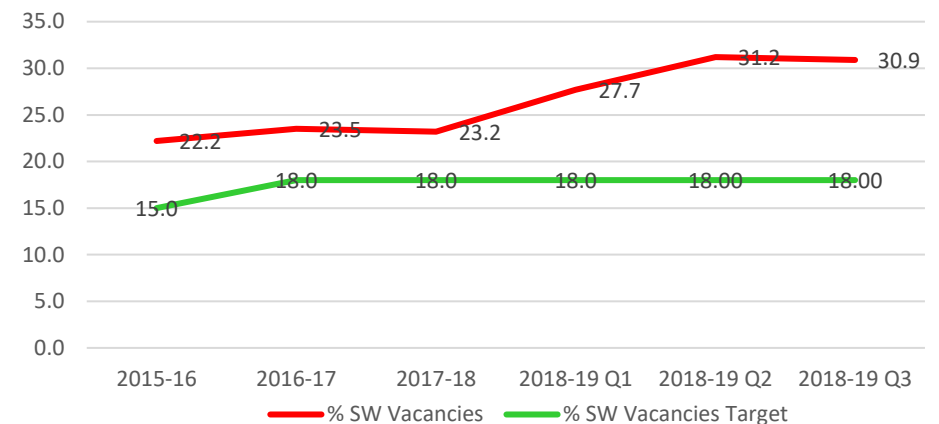


## Key Performance Indicators – Corporate Plan

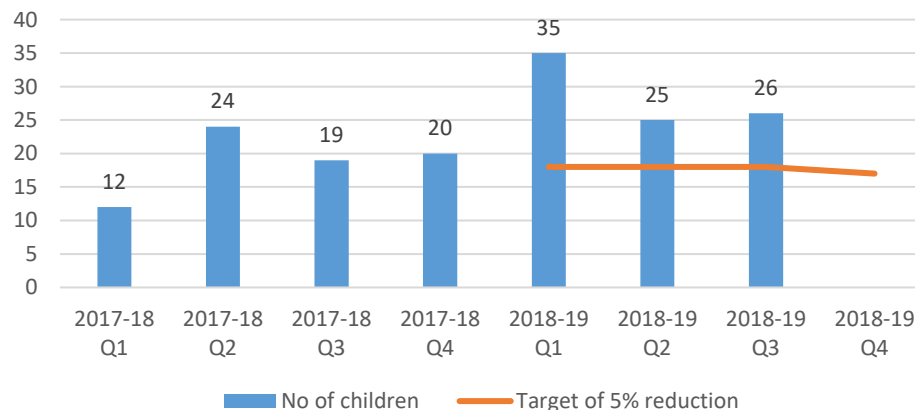
### CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



### Staff 1 The percentage of social worker vacancies in all teams



### YOS 1 The number of children entering the criminal justice system.



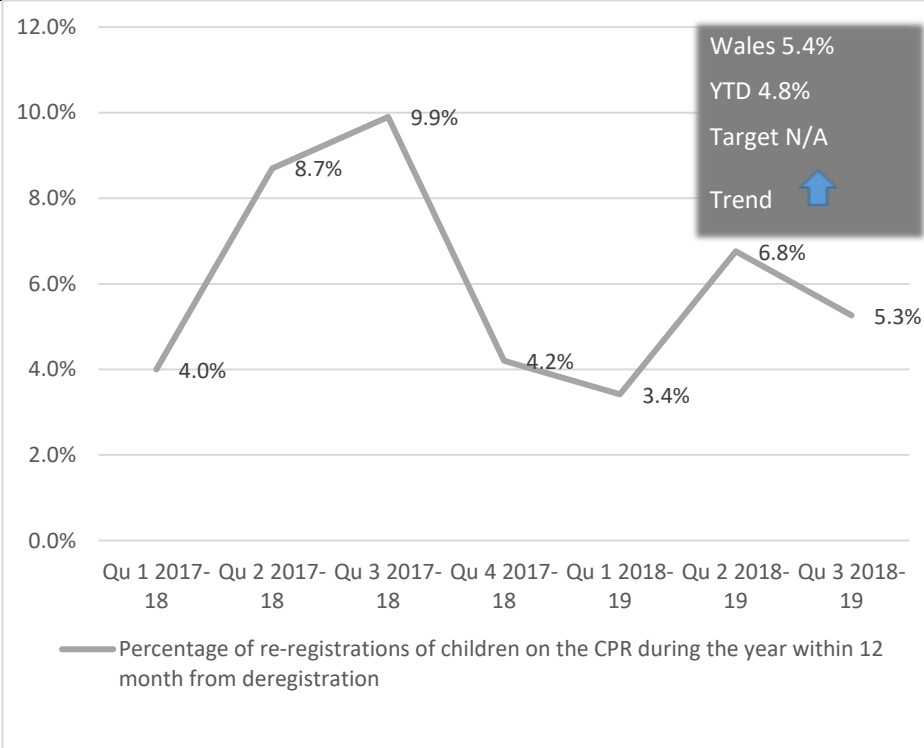
CS LAC 58 % of children in regulated placements who are placed in Cardiff = 55.7% (371 / 666) The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. Please see page 23 for a breakdown of placements.

Staff 1 – **Vacancies** – please see Workforce section page 25.

YOS 1 - The total **number of FTEs** during Q3 is 26, compared to 25 in Q2, indicating the number of first time entrants may be stabilising as the changes to the procedures have been embedded. 20 cases could not be diverted from becoming an FTE because they had previously been referred to the Divert Service or the offences committed were either too serious or for an offence that is automatically sent to court such as motoring offences. 5 young people were eligible for a referral to Divert but 3 cases were convicted in courts outside of our local area and 2 cases were sent to the Crown Court having been charged with adult co-defendants committing serious offences.

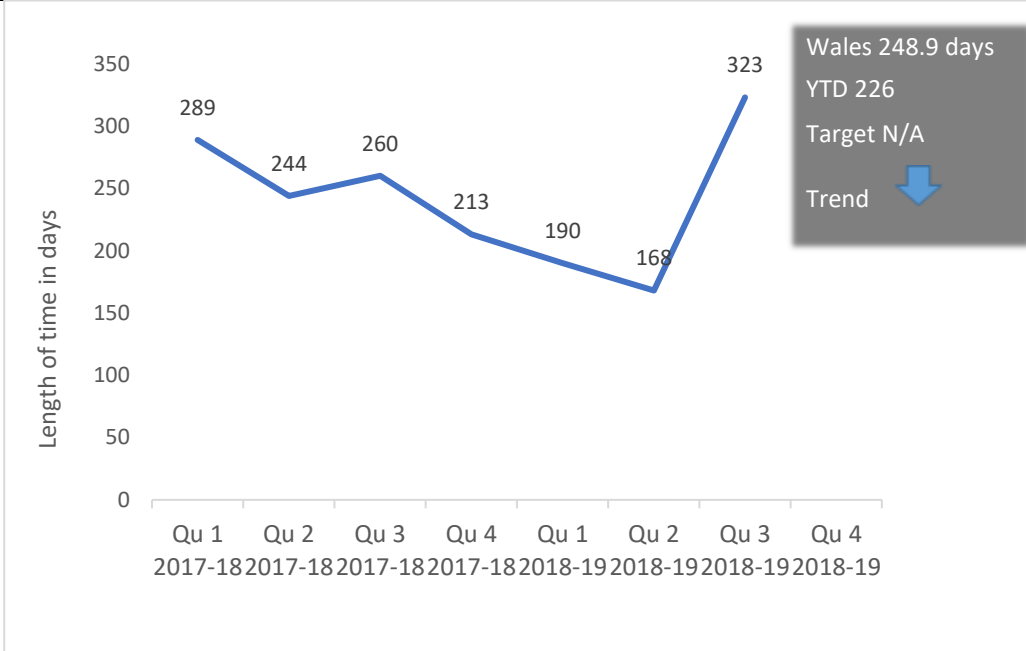
Strategic Directorate Priority 1 - Safeguarding

SSWB 27 Percentage of re-registrations of children on Child Protection Register during the year and within 12 months from deregistration



3 / 57 = 5.3%. 3 of the 57 children registered during the quarter had been on the CPR within the previous 12 months. The 3 children were siblings.

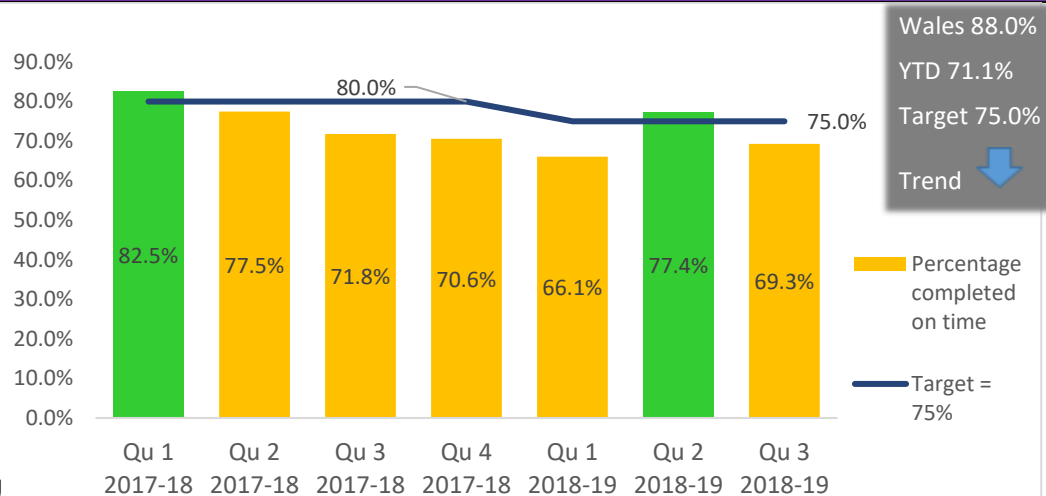
SSWB 28 Average length of time for all children who were on the Child Protection Register during the year.



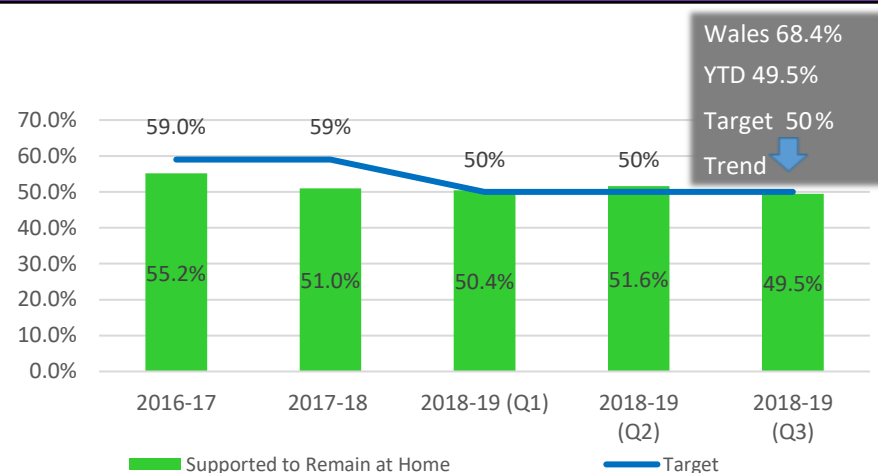
The average length of time on the CPR for the 89 children who were deregistered during quarter 3 was 323 days. Higher than previous quarters this is mainly due to a couple of large sibling groups being deregistered together.

## Strategic Directorate Priority 2 - Prevention & Independence

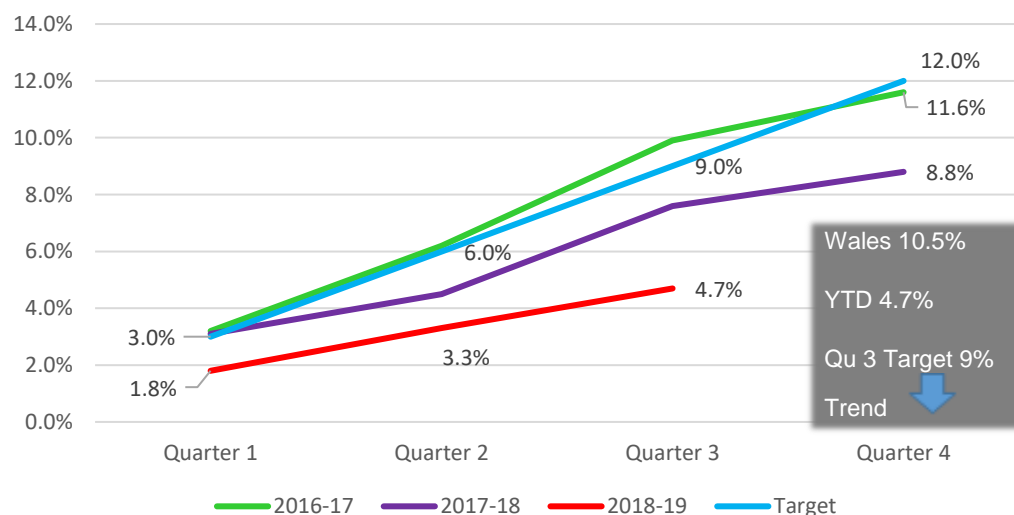
### SSWB 24 Percentage of Well-being assessments completed within statutory timescales



### SSWB 25 Percentage of children supported to remain living within their family



### SSWB 26 Percentage of looked after children returned home from care during the year



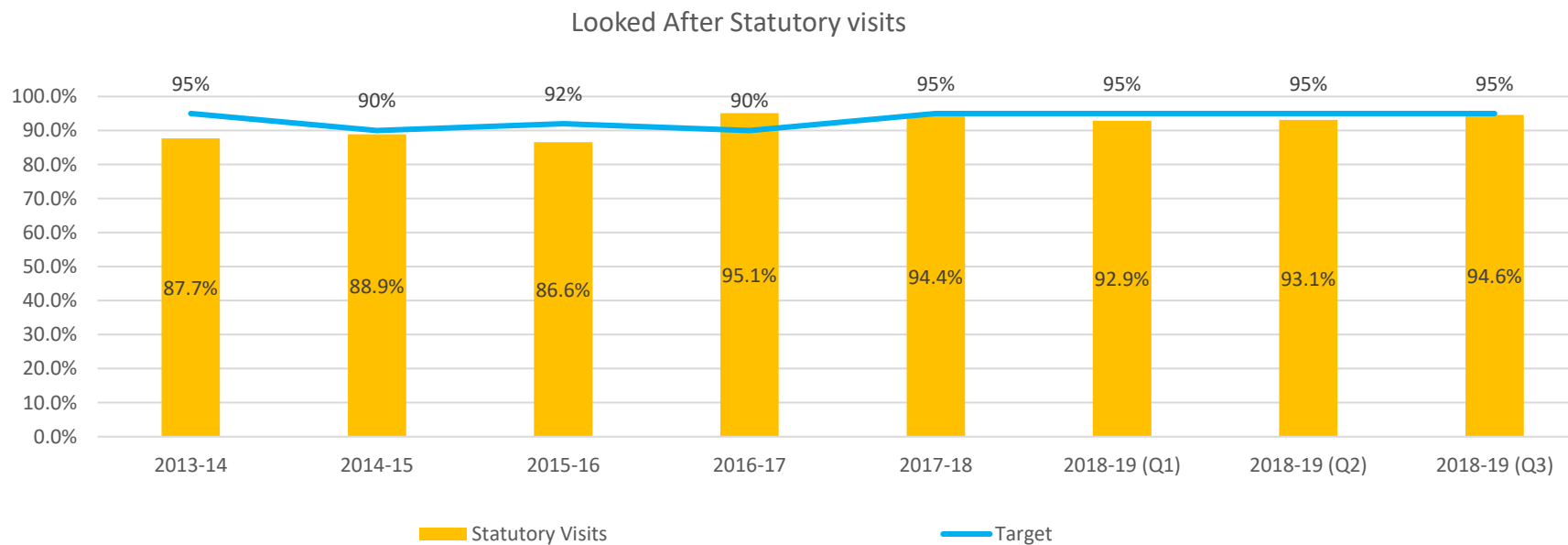
SSWB 24 = 69.3% (451 / 651) of **well-being assessments** were completed within 42 days, during quarter 3. There has been a 17% decrease in the number of assessments that were completed this quarter, 651 compared to 786 during quarter 2. This is in the context of a 23% increase in the number of contacts requiring assessment, 806 compared to 654 in Quarter 2. The number of wellbeing assessments that were incomplete at the end of Quarter 3 was 528; an increase of 65.5% from 319 at the end of quarter 2, of which 64 and 31 were respectively out of time. All Well-being assessments that come in are screened for priority and acted upon accordingly.

SSWB 25 = % of **children supported to remain living within their family** = 868 / 1,753 = 49.5%. Of the 1,753 children with a Care and Support Plan at 31st December 2018, 868 were being supported to live at home (i.e. were not being looked after).

SSWB 26 = % of **looked after children returned home from care** during the year = Of the 1,022 children who have been looked after during the year, 48 have returned home. This PI is cumulative, and the % will increase as we progress throughout the year. In addition to the 48 children who were returned home from care, 130 children were in the care of their parents, but remain subject to a Care Order, and 96 children were placed with relative carers. It is noted that our judiciary have indicated a reluctance to discharge Care Orders, and continue to make new Care Orders as opposed to other orders, e.g. Supervision Orders.

Strategic Directorate Priority 3 - Care & Support (including transitions)

SCC/025 The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations

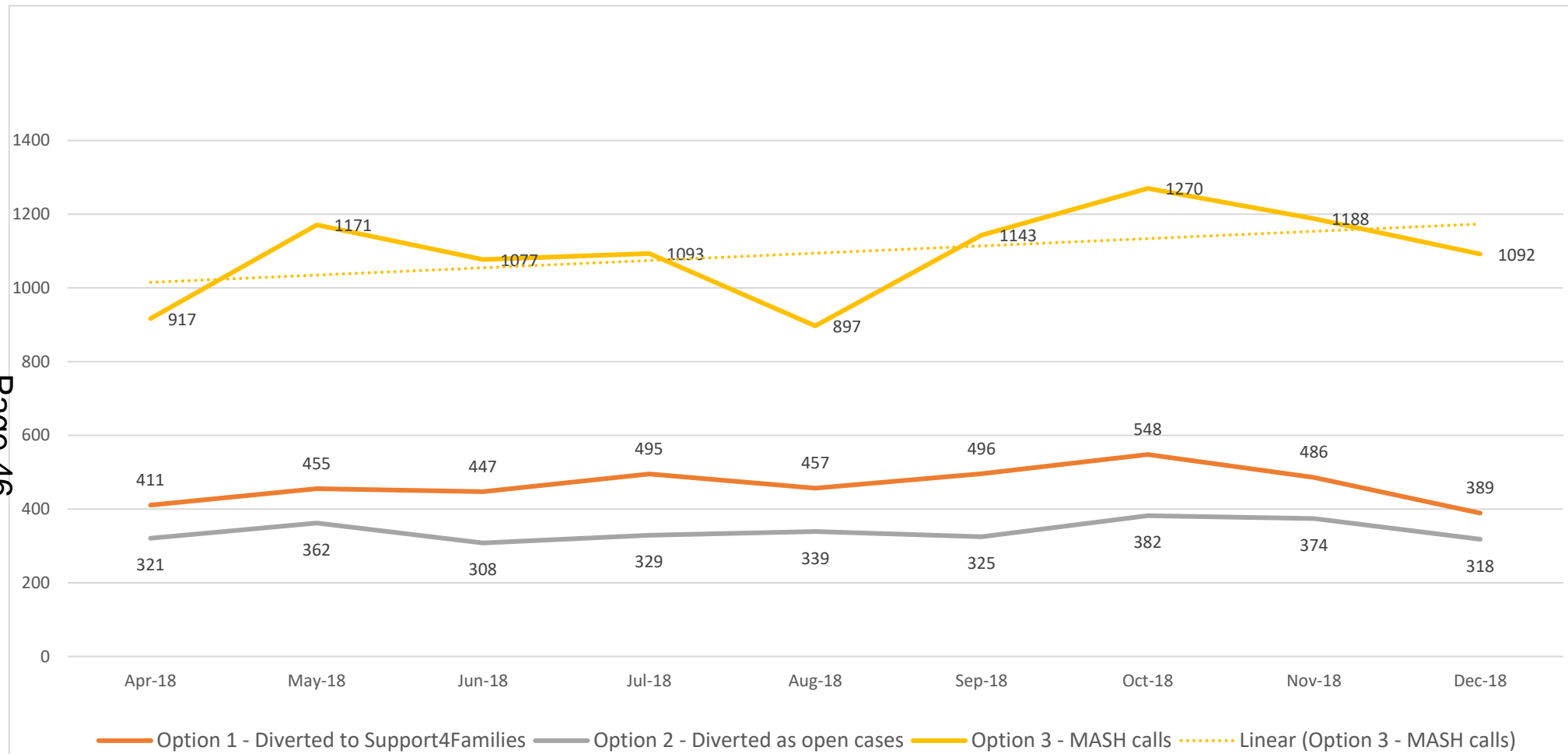


N.B. Quarter 3 2018/19 data is provisional

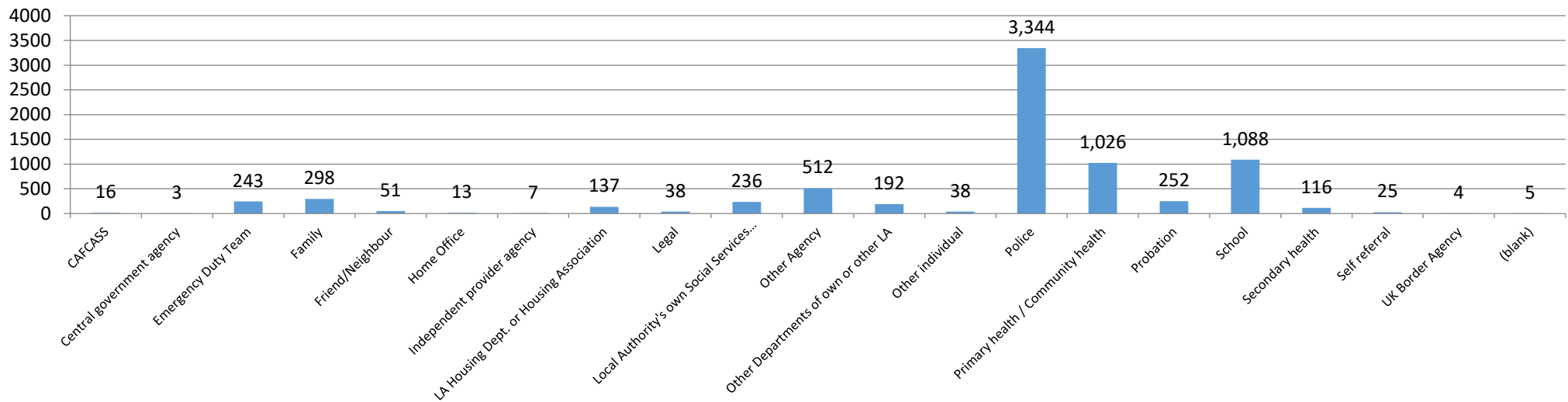
What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Rapid Response Workers - engage in crisis situations with children who are on the edge of care and intervene in a timely way.</li> <li>• Family Intervention Support Workers - work with families so that children can remain at home.</li> <li>• Positive intervention with children and families in an increasing number of complex cases including across borders.</li> <li>• Panels at key points of the children's journey to support signs of safety decision making.</li> <li>• Admission to care prevented for 47 children and young people during the year by the Adolescent Resource Centre.</li> <li>• Assessment of need document in place in the Multi Agency Safeguarding Hub and will be extended to cover Early Help.</li> </ul>	<ul style="list-style-type: none"> <li>• High numbers of looked after children and low numbers of children looked after returned home from care during the year.</li> <li>• The high and complex caseloads of social workers in the Intake &amp; Assessment teams and transition of cases between Multi Agency Safeguarding Hub (MASH) and Intake &amp; Assessment.</li> <li>• Recruitment and retention of social workers in MASH &amp; Intake &amp; Assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Independent analysis of the reasons for child / young person becoming looked after.</li> <li>• Early Help - work towards phased implementation of Gateway in April and consider impact on MASH and Intake &amp; Assessment.</li> <li>• Implementation of recruitment and retention plan.</li> </ul>

## Support4Families and MASH diverted calls

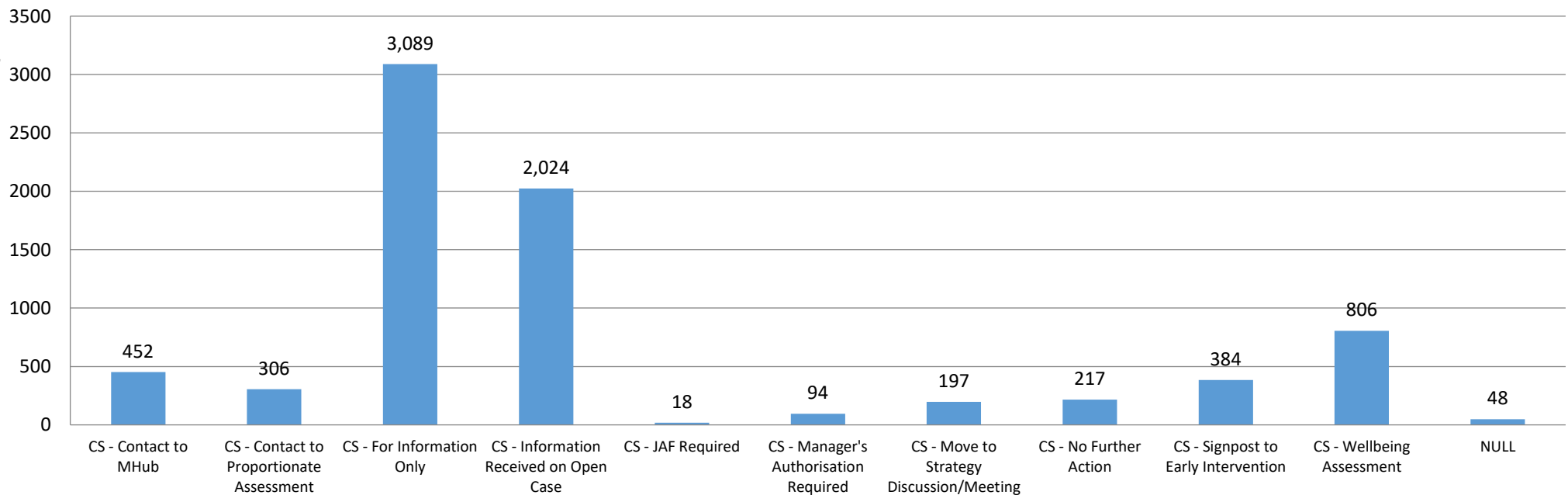
Page 46



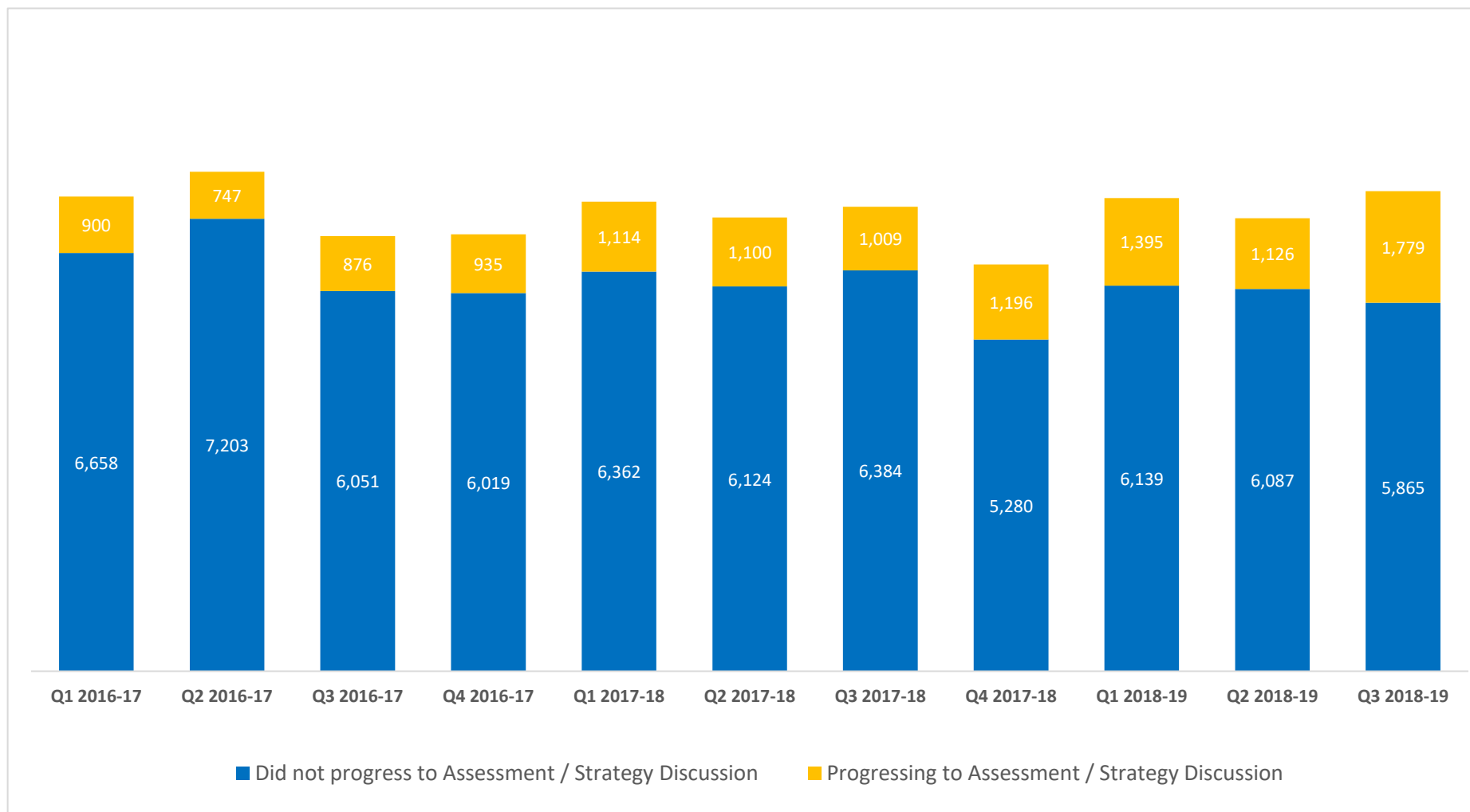
## Source of Well-being Contacts / Referrals during Quarter 3



## Outcome of Well-being contacts / referrals during Quarter 3



## Proportion of Contacts requiring assessment



During Quarter 3 more contacts have progressed to assessment / strategy discussion.



## Assessment and outcome focused care planning

What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Signs of Safety Reflection Meetings identify a number of Next Steps in line with the Signs of Safety "Dashboard", and include Sharing Danger Statements, creating Safety Goals and identifying safe adults in the family, Family Network meetings and Safety Planning. Direct work with children is also identified in a majority of cases.</li> </ul>	<ul style="list-style-type: none"> <li>Low number of contacts resulting in an assessment – although more have progressed to an assessment this quarter.</li> <li>No procedure in place for care planning.</li> </ul>	<ul style="list-style-type: none"> <li>Review decision making through quality assurance framework.</li> <li>Consult on and finalise care planning document.</li> <li>Review the quality of care planning via the audit framework and independent review (Institute of Public Care).</li> <li>Continue with the refreshed Signs of Safety Implementation Plan.</li> <li>Agree key performance targets.</li> <li>Launch Public Law Outline (PLO) Panel, Resource Panel and Reunification Panel.</li> </ul>

## Key Stats

Percentage of well-being assessments completed within statutory timescales = 69.3% (451 / 651)

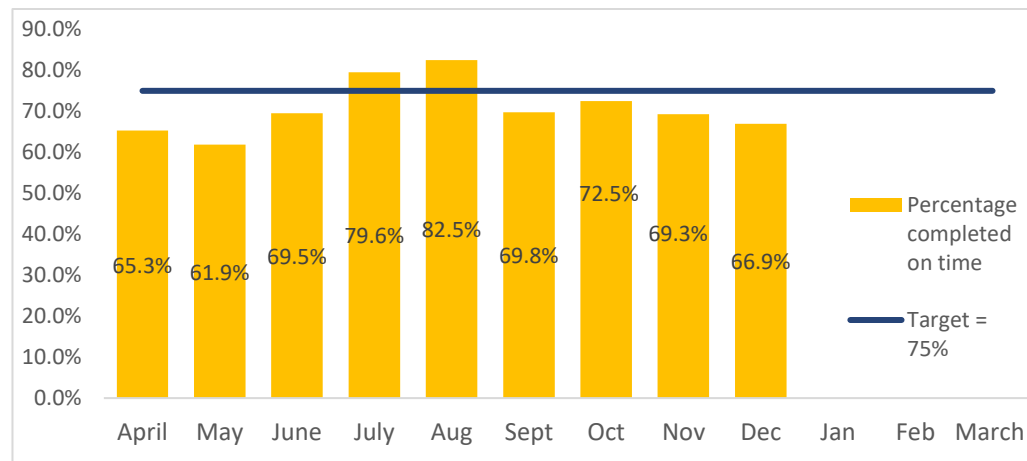
Target = 75%

The number of incomplete well-being assessments at end of Quarter 3 was 528, 64 of which were out of time.

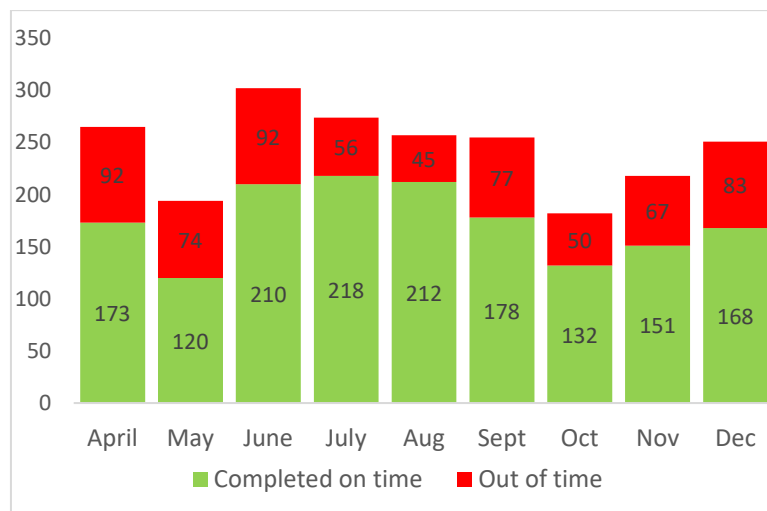
No. of children and young people in receipt of Direct Payments during Quarter 3 = 164.

Number of children and young people working towards Direct Payments at Quarter 3 = 10.

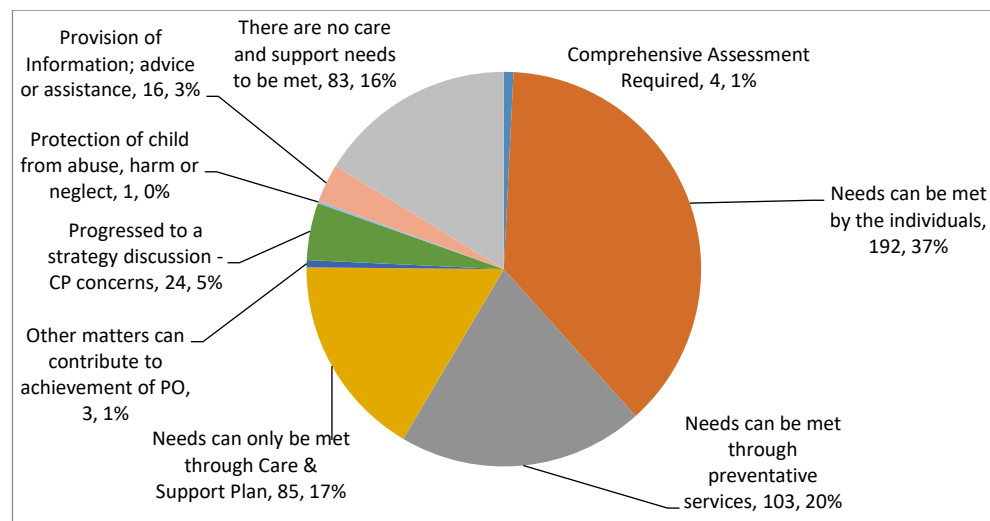
## Percentage of well-being assessments completed within statutory timescales



## Number of well-being assessments completed during the month

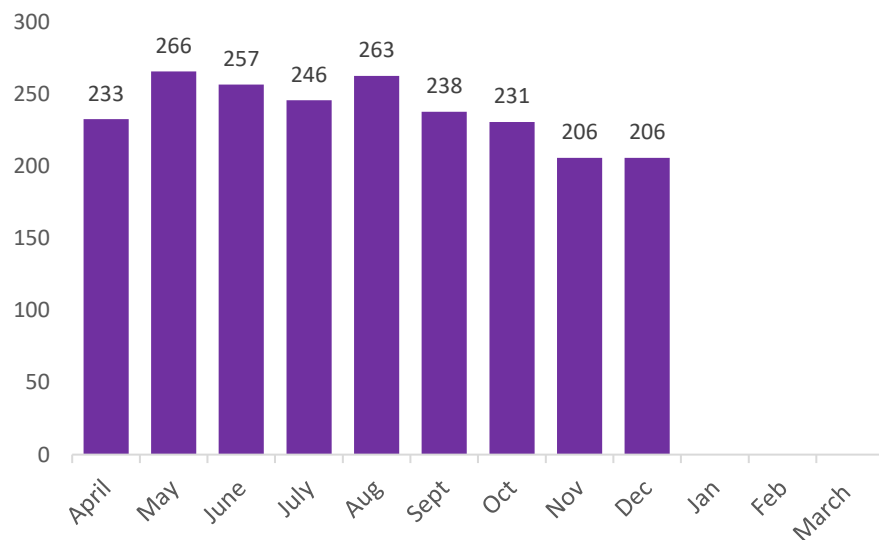


## Well-being assessments completed by outcome during Quarter 3.

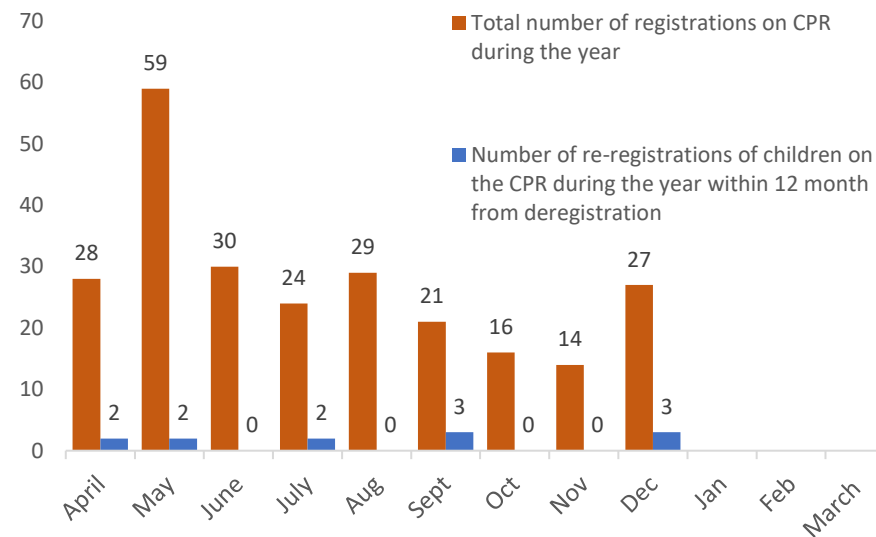


What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>100% of children on the Child Protection Register allocated a social worker.</li> <li>Signs of Safety is used as a framework for the Child Protection Conferences.</li> <li>Institute of Public Care (IPC) identified that once a child or young person is involved in the Child Protection process there are robust systems in place.</li> </ul>	<ul style="list-style-type: none"> <li>Delayed recording of reviews.</li> <li>There appears to be a low number of children and young people on the Child Protection Register compared to the number of looked after children.</li> <li>The percentage of Initial Case Conferences held on time has fallen to 79.7% this quarter against a target of 94%.</li> <li>Ensure closer links between Regional Safeguarding Children's Board and local safeguarding arrangements.</li> <li>We don't know enough about outcomes for children who have been on the Child Protection Register.</li> </ul>	<ul style="list-style-type: none"> <li>Address delays in minutes being completed for Child Protection reviews.</li> <li>Review decision making processes to ensure children and young people are supported via Child Protection plans where appropriate prior to becoming looked after.</li> <li>Undertake an audit to better understand the reasons for conferences being late and take remedial action as required.</li> <li>Develop local safeguarding arrangements and ensure that action plans from safeguarding audits and Child Practice Reviews are implemented.</li> <li>Develop a performance framework that captures more meaningful information regarding outcomes.</li> </ul>

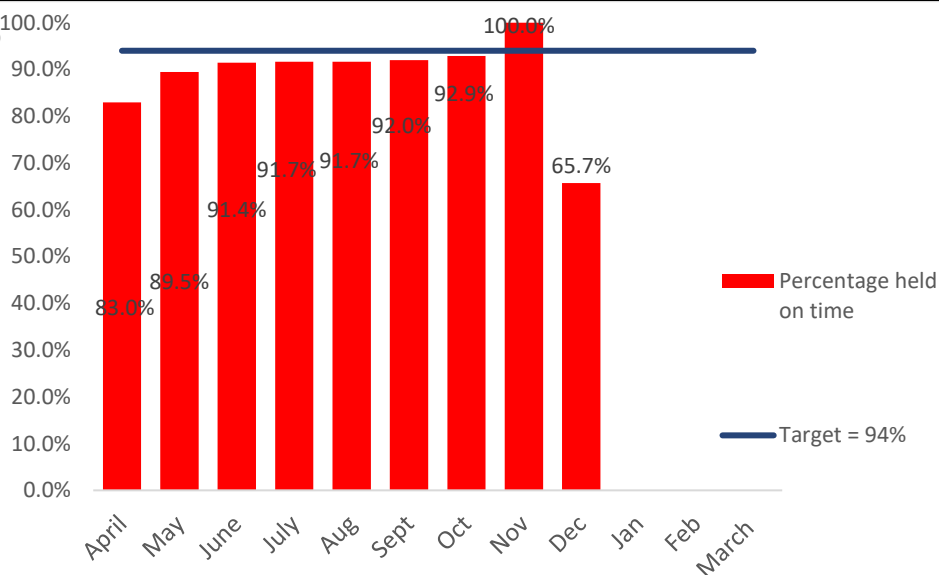
## Number of children on the Child Protection Register



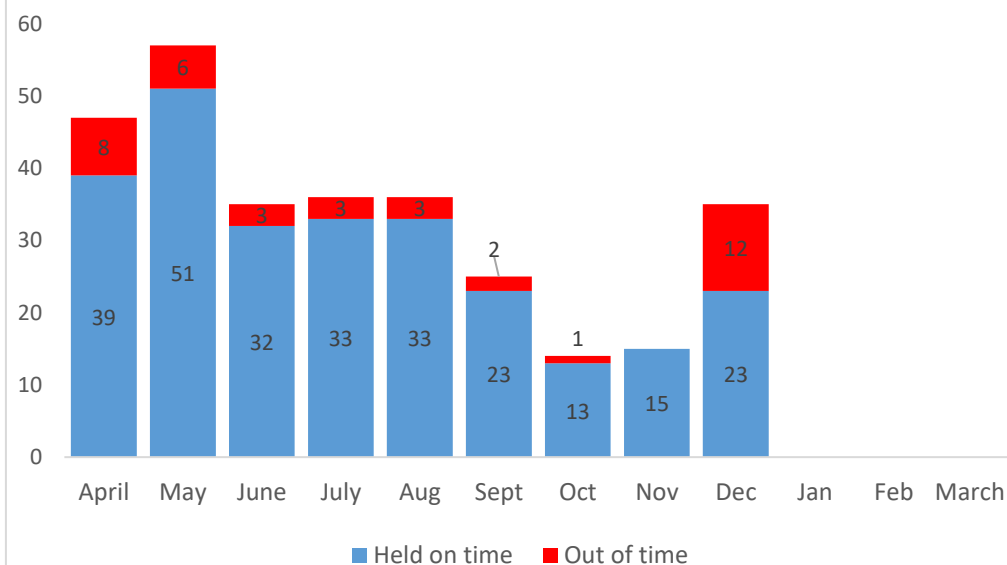
## Number of children registered and re-registered onto the Child Protection Register



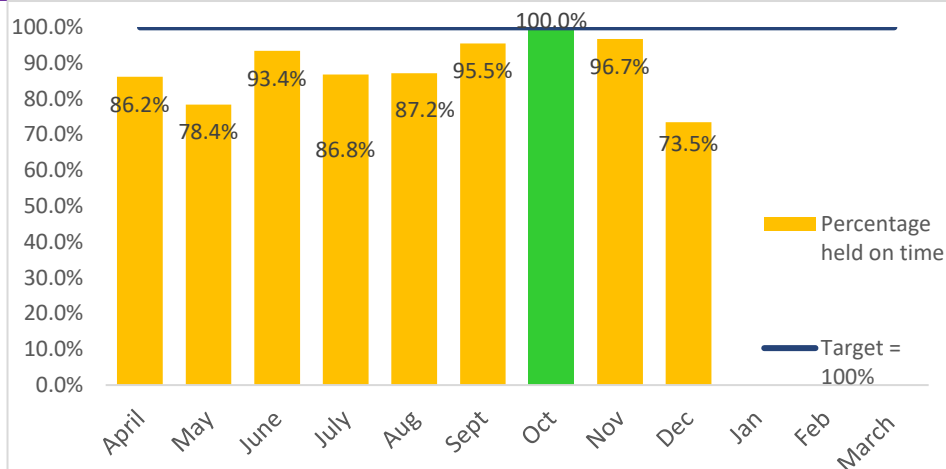
## Percentage of Initial Case Conferences held on time



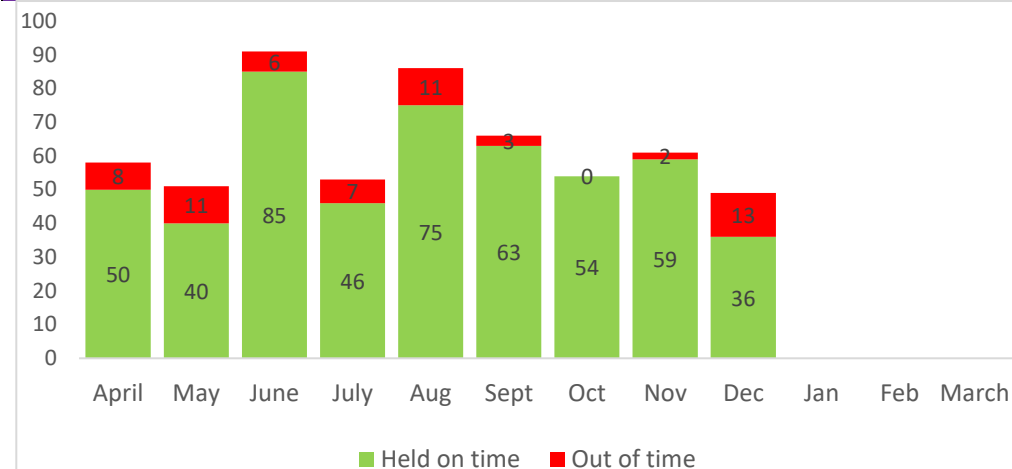
## No of initial case conferences held during the month



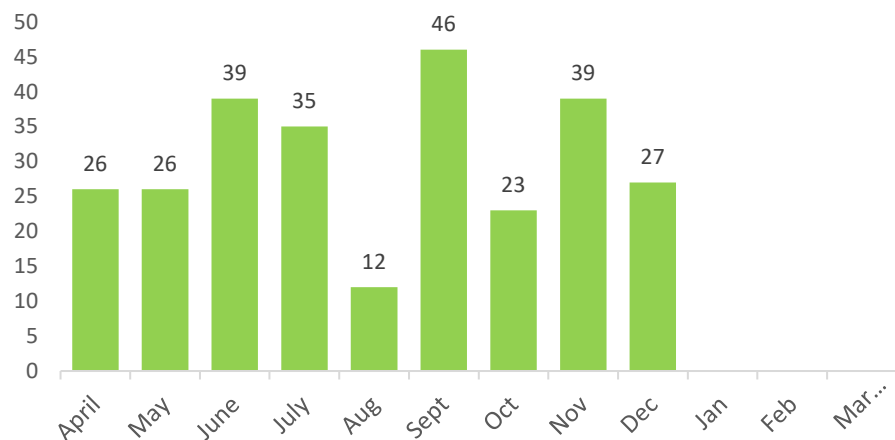
### Percentage of Review Case Conferences held on time



### Number of review case conferences due and held on time during the month



### Number of children removed from the Child Protection Register



% of Initial Case Conferences held on time = 79.7% (51 / 64).

All of the 13 late conferences, which included 3 sibling groups, have since been held. An audit will be undertaken to better understand the reasons for conferences being late and we will take remedial action as required.

% of Review Case Conferences held on time = 90.9% (149 / 164)

15 conferences for 4 sibling groups and 2 individuals were late during the quarter, mostly due to the children becoming looked after, essential persons being unable to attend and 3 were transfer in conferences. All conferences have since been held.

What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>100% of looked after children allocated to a social worker.</li> <li>Signs of safety is evident in recordings.</li> <li>We are starting to capture children and young people's positive stories of their experience of care.</li> <li>Independent Reviewing Officers include a celebration at the end of each review where professionals say something that they admire about the child or young person.</li> <li>Signs of Safety being used to include child / young person's voice at looked after reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Processes to step child / young person down from being looked after needs further development.</li> <li>The high number of children and young people placed out of area.</li> <li>Low numbers of kinship carers.</li> <li>Low numbers of Local Authority foster carers.</li> <li>High numbers of looked after children placed with parents.</li> <li>Permanency planning for children and young people is under developed.</li> <li>High number of children entering care and low number of children leaving care.</li> </ul>	<ul style="list-style-type: none"> <li>Develop reunification plan.</li> <li>Systematically review out of area placements; also a Commissioning and Market Position Strategy is under development which will increase local residential provision.</li> <li>Review systems in place to ensure all opportunities for family placements are explored.</li> <li>Implement the plan to increase the number of foster carers recruited.</li> <li>Systematically review placements with parents.</li> <li>Develop robust permanency planning arrangements.</li> <li>Shift the balance of care by developing a suite of report cards to monitor progress.</li> </ul>

- |  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The following are unavailable this quarter:             <ul style="list-style-type: none"> <li>• % of Looked After Child Reviews held on time (provisional result available)</li> <li>• % of statutory visits to looked after children held as required (provisional result available)</li> <li>• % of parent / person with PR who were engaged regarding their child's looked after review</li> <li>• % of children/ young people who were engaged regarding their looked after review</li> </ul> </li> <li>• Low numbers of children and young people taking up the offer of Advocacy.</li> </ul> | <ul style="list-style-type: none"> <li>• Address delays in minutes being completed for looked after children reviews.</li> <li>• Develop a clear plan around how we intend to engage with children and young people and their families and how we can support meaningful participation. We can link this into the Child Friendly Cities programme.</li> <li>• Review how the active offer of Advocacy is made and reported.</li> </ul> |
|--|--|--|

## Key Stats

885 looked after children.

198 starts of being looked after year to date 31.12.18.

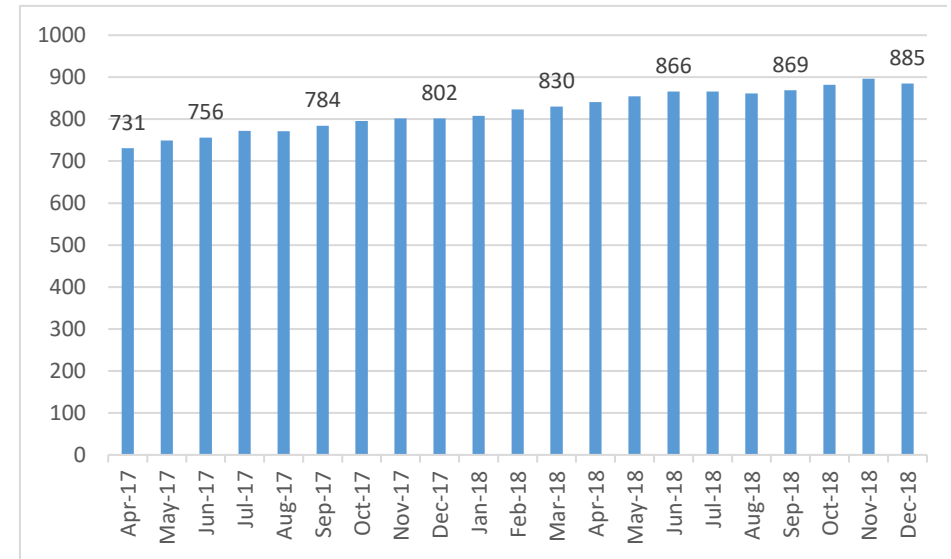
137 ends of being looked after this year to date 31.12.18.

371 / 666 (55.7%) looked after children in regulated placements are placed within Cardiff.

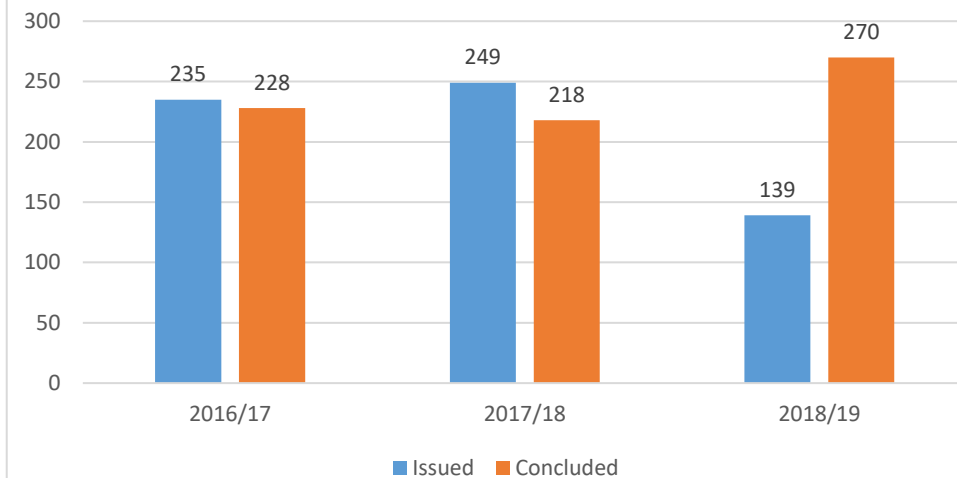
100% of looked after children allocated to a social worker.

Permanence secured for 30 children through adoption, so far this year.

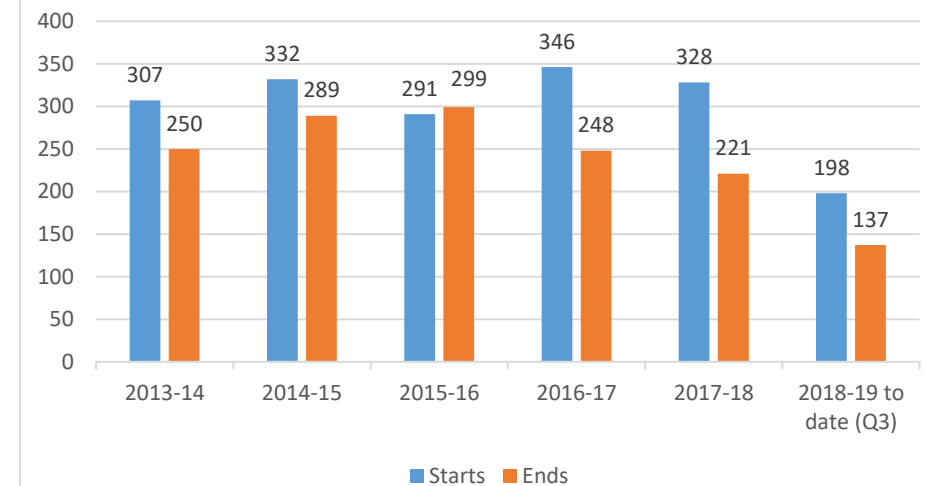
## Number of looked after children



## Care Proceedings so far this year

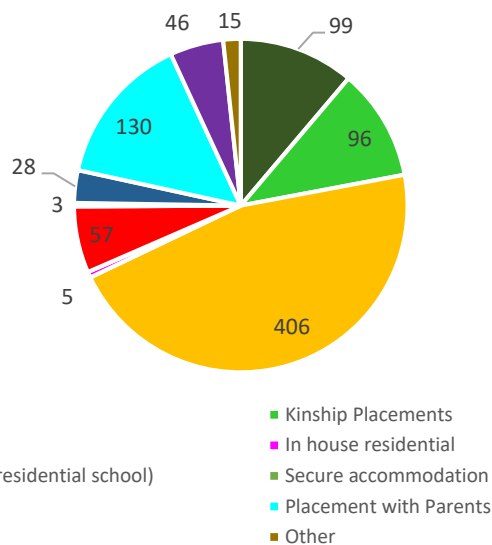


## Starts and ends of being looked after

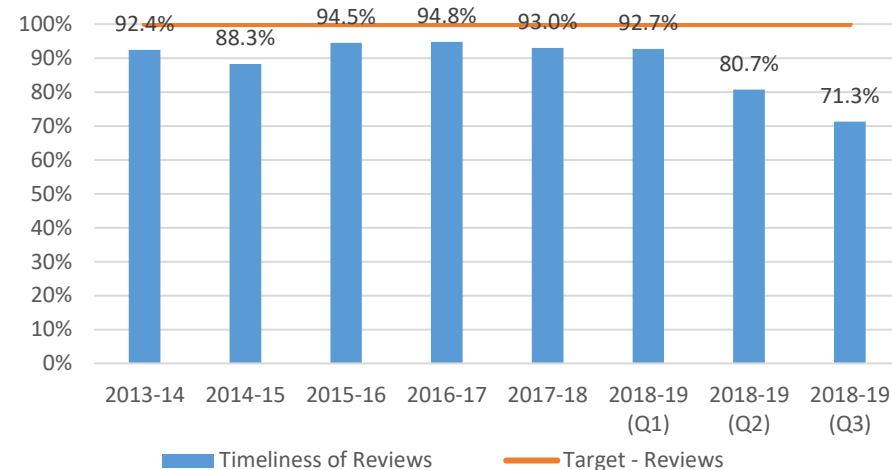




## Breakdown of placements by type

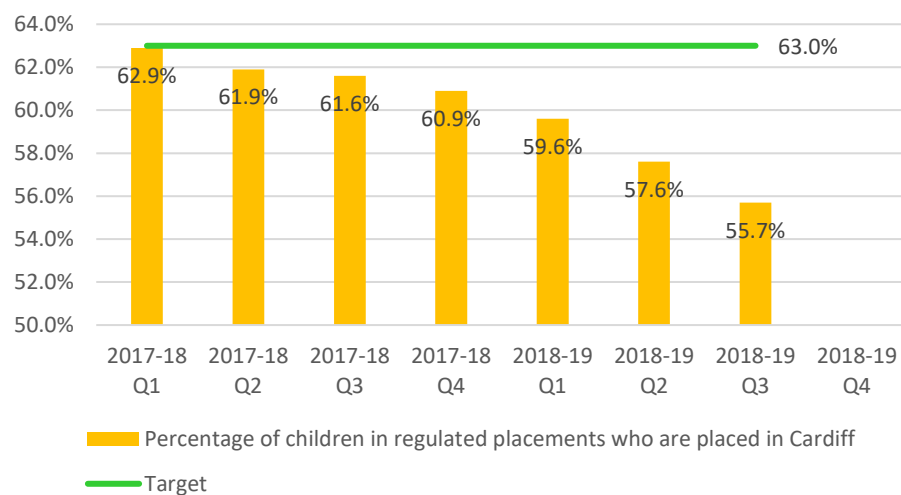


## Timeliness of Children Looked After Reviews

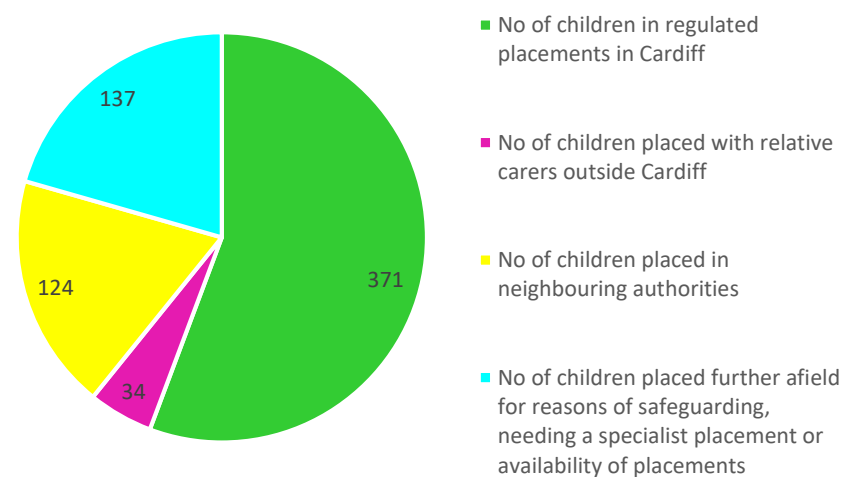


N.B. Quarter 3 2018/19 data is provisional

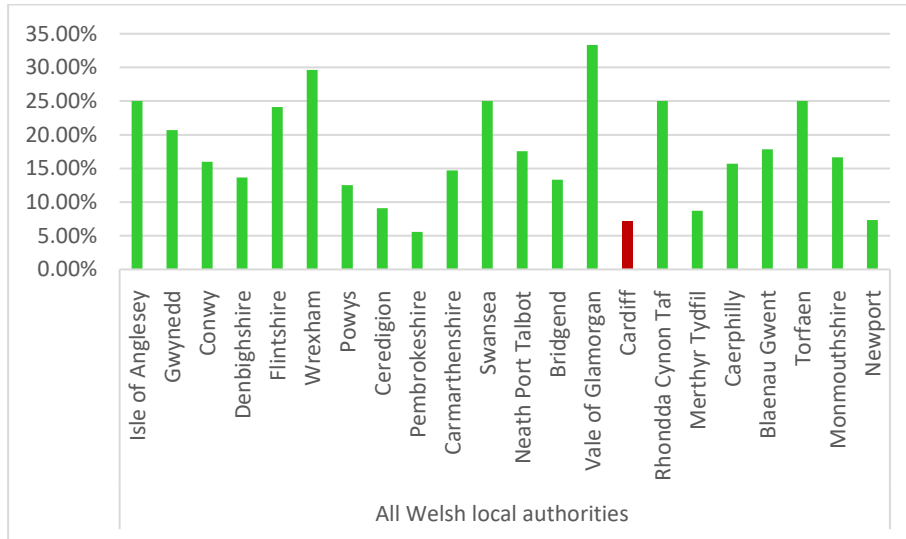
## Percentage of children in regulated placements who are placed in Cardiff



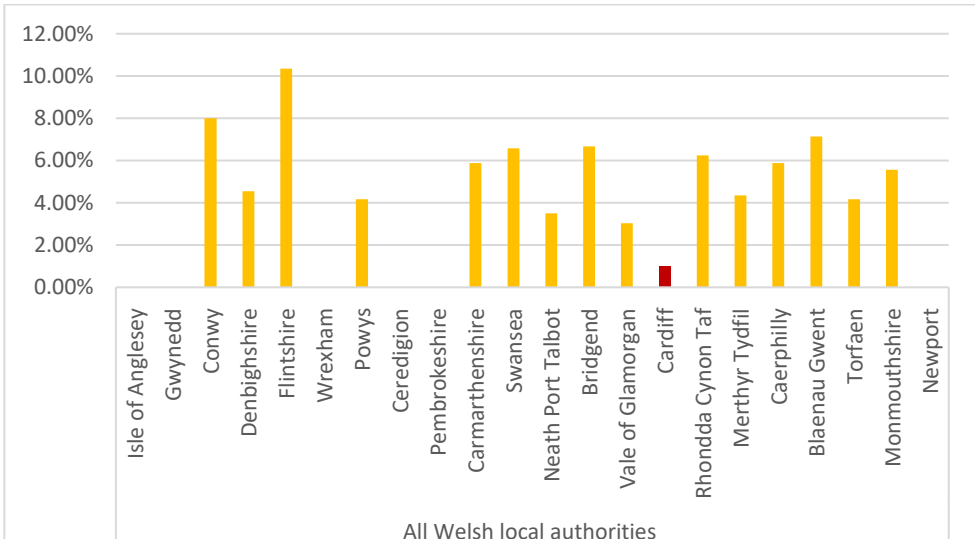
## Breakdown of all children in regulated placements



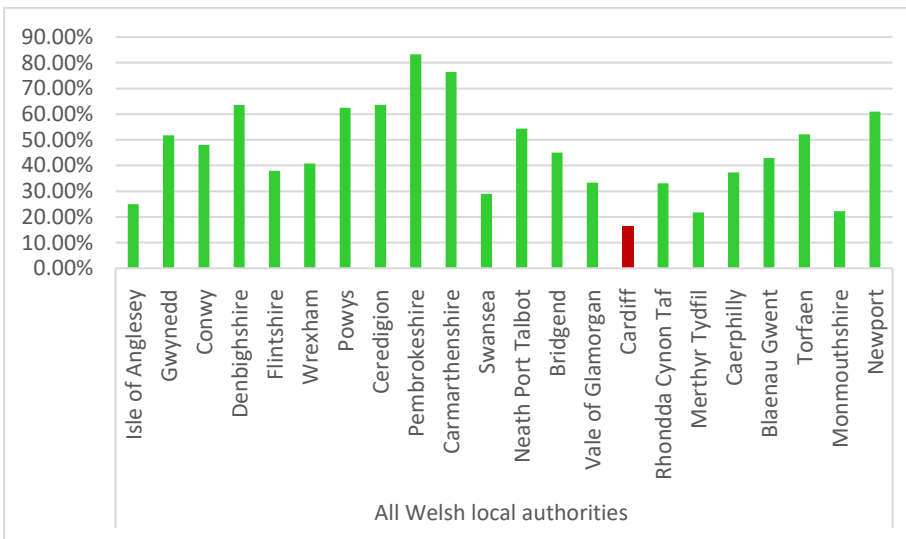
### Foster placement with relative or friend inside Local Authority



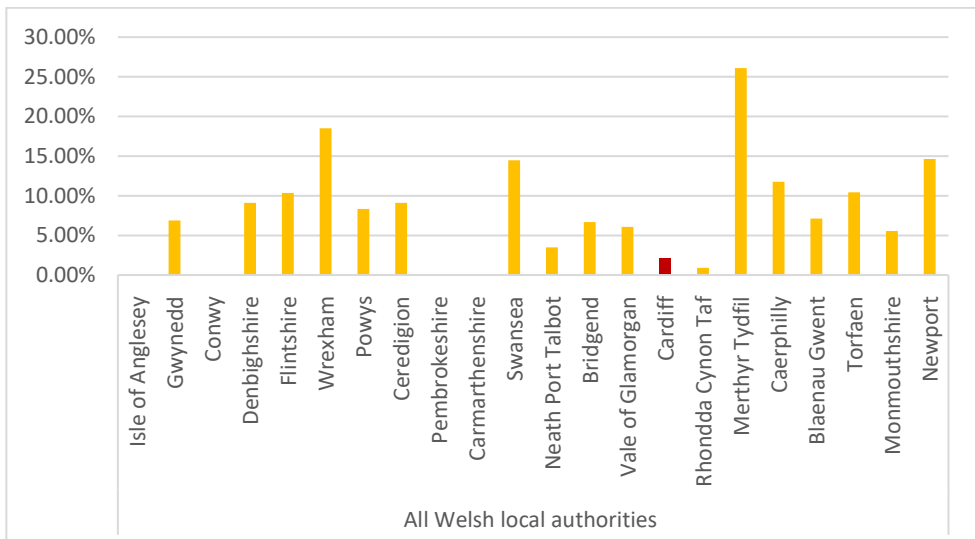
### Foster placement with relative or friend outside Local Authority



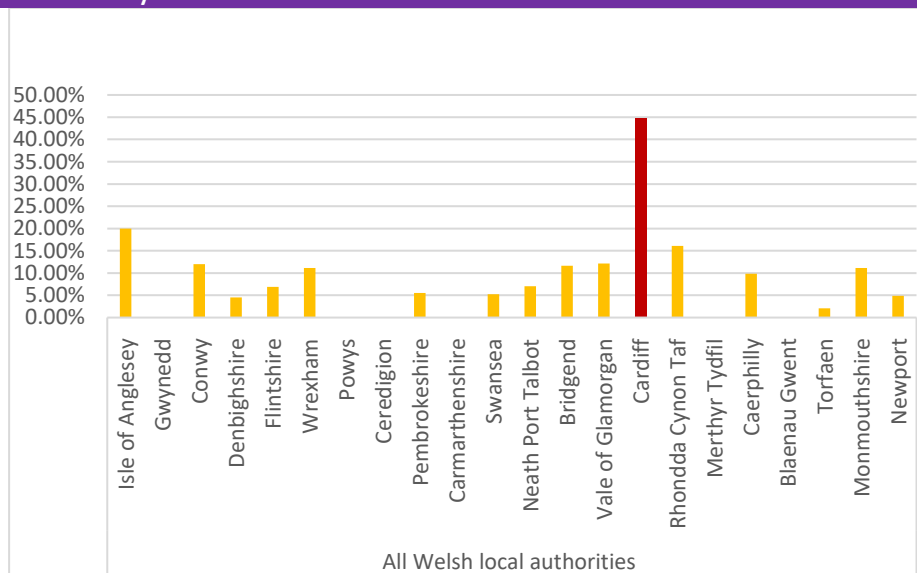
### Foster placement in house foster carer inside Local Authority



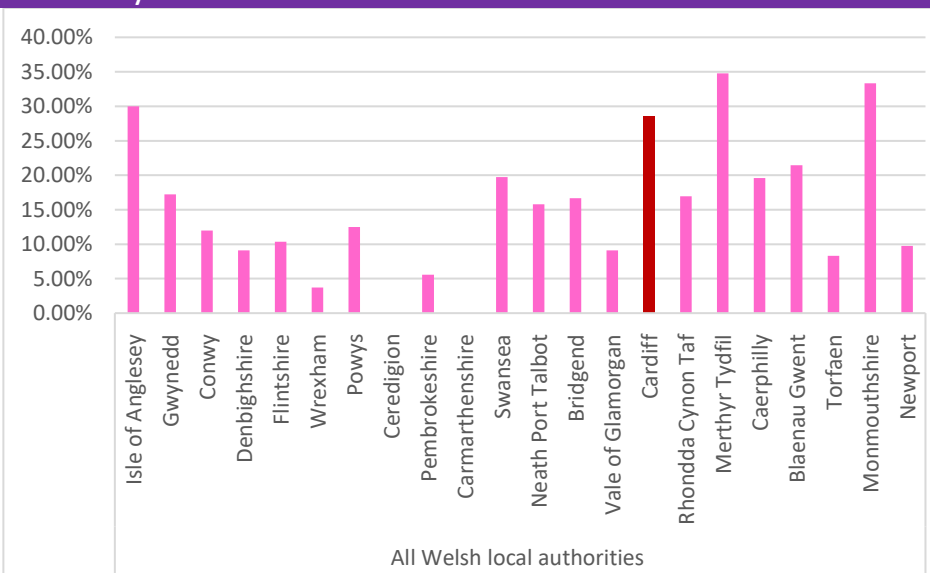
### Foster placement in house foster carer outside Local Authority



### Foster placement with agency foster carer inside Local Authority



### Foster placement with agency foster carer outside Local Authority



## Management, People, Resources System and Processes – Workforce

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What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Recruitment of agency social workers to permanent positions.</li> <li>Internal promotion of social workers.</li> <li>Some teams in specialist services enjoy good levels of retention which results in a stable workforce.</li> <li>Sickness levels have not exceeded the acceptable level agreed and positive sickness management.</li> <li>Number of students who stay with Cardiff upon qualifying.</li> <li>Working well with marketing and media colleagues.</li> <li>Mentoring staff during their first three years of practice.</li> <li>18 staff are being supported to follow the Continuing Professional Education + Learning (CPEL) pathway during 2018/19.</li> </ul>	<ul style="list-style-type: none"> <li>The number of Social Work vacancies = 51.8 as at end of December 2018. 28.8% against a target of 18%</li> <li>Over reliance on agency Social Workers = 48 agency Social Workers = 27% of Social Workers are agency staff.</li> <li>Need to improve exit interview data.</li> <li>Need to improve supervision data.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop and support the workforce by: <ul style="list-style-type: none"> <li>Implementing the Recruitment and Retention Strategy</li> <li>Improving Marketing</li> <li>Reviewing 'the offer'</li> <li>Developing relationships with Universities</li> <li>Improving data collection</li> <li>Plan in place to reduce over reliance on agency social workers</li> <li>Implement a management development programme</li> </ul> </li> <li>Systems in place to capture and understand the reasons why people are leaving.</li> <li>Supervision audit to be undertaken in Quarter 4 2018/19.</li> <li>Training matrix to be developed to set out mandatory training requirements for each role.</li> <li>Develop a Children's Service's Strategy with improvement plans for each stage of the child's journey and associated report cards to monitor progress.</li> </ul>

## Key stats

167.0 vacancies / 540.6 posts over the quarter = 30.9% vacancy rate.

As at the end of quarter 3: 128 Social Worker posts filled.

51.8 vacancies.

During quarter 3:

11 new Social Workers recruited.

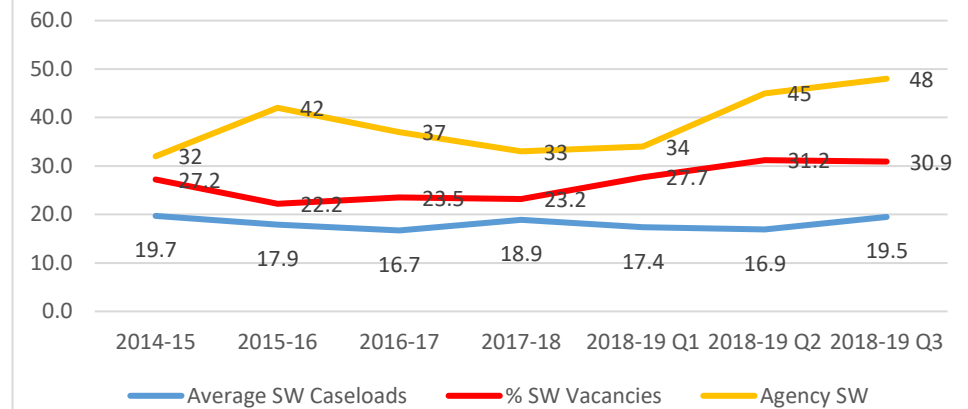
5 Social Workers left the Local Authority.

As at end of quarter 3: Average caseload 19.5 cases.

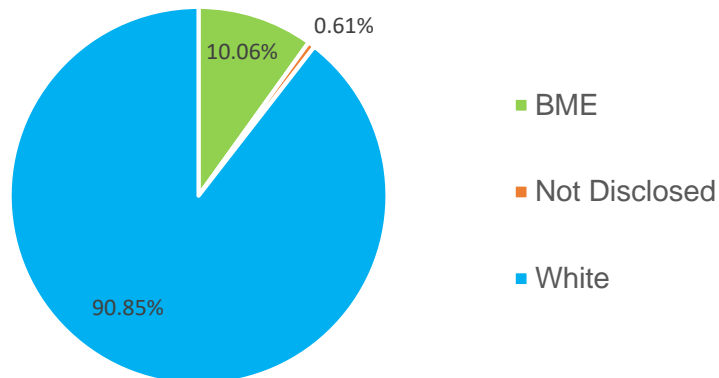
Maximum caseload = 39 cases. Minimum caseload = 6 cases.

5 seconded staff were on the Social Work degree course during the year. 18 staff were supported to follow the Continuing Professional Education + Learning (CPEL) pathway during 2018/19.

## Social Worker vacancies and agency numbers

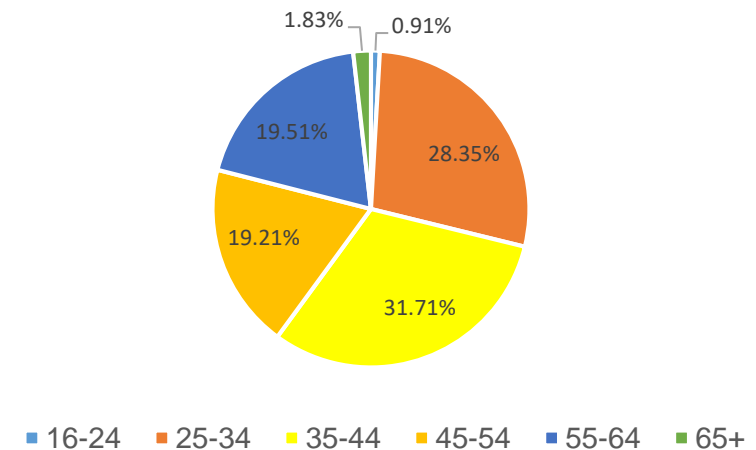


## Ethnicity of Children's Services workforce



Data provided by HR

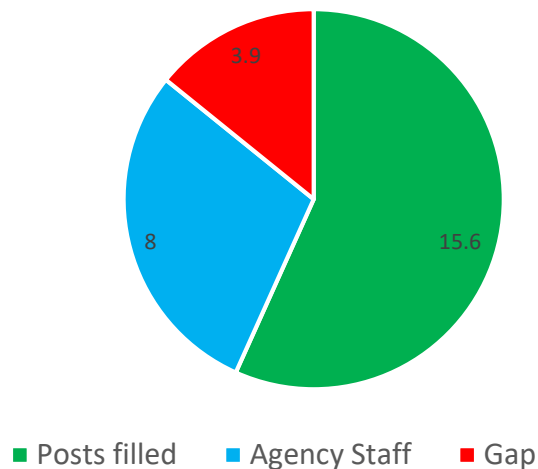
## Age profile of Children's Services workforce



Data provided by HR

## Intake & Assessment Social Worker vacancy position

Average Social Worker caseload is 30 cases



	Establishment	Posts filled	Vacancies	Agency Staff	Gap
I&A	27.5	15.6	11.9	8	3.9

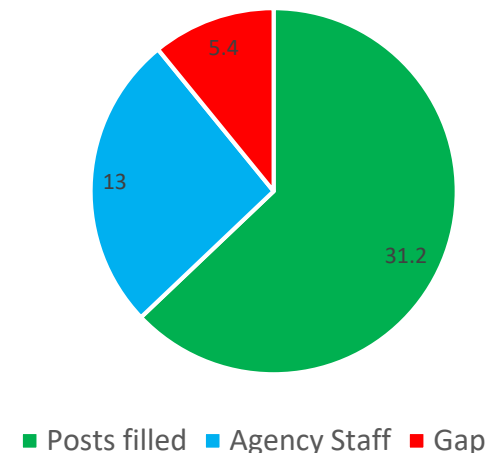
Average caseload	Maximum caseload	Minimum caseload
30	39	11

Posts and social workers have been moved to other parts of Targeted Services decreasing I&A's establishment by 3 to 27.5 posts. All 11.9 vacancies are in the process of shortlisting/interviewing and 8 are being covered by agency staff.

Average caseload increased from 24.3 to 30 cases. Maximum caseload decreased from 53 to 39 cases. Minimum caseload increased from 5 to 11.

## CIN 1 – CIN 6 Social Worker vacancy position

Average Social Worker caseload is 15.4 cases



	Establishment	Posts filled	Vacancies	Agency Staff	Gap
CIN 1-CIN 6	49.6	31.2	18.4	13	5.4

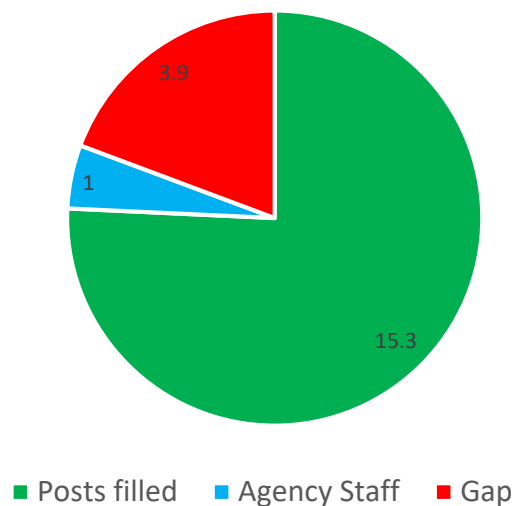
Average caseload	Maximum caseload	Minimum caseload
15.4	25	6

Of the 18.4 vacancies, 2 were created within December, 1 by a grade 9 social worker achieving promotion to Team Manager and 1 by a grade 8 social worker leaving the LA. 2 Grade 8 posts have been offered, 16 social worker posts are in the process of being shortlisted/awaiting interview. 2 vacancies were filled this quarter by new Social Workers.

Average caseload decreased over the quarter from 15.7 to 15.4 cases. Maximum caseload decreased from 27 to 25 cases. Minimum caseload increased from 4 to 6.

## CIN 7 & CIN 8 Social Worker vacancy position

Average Social Worker caseload is 17 cases



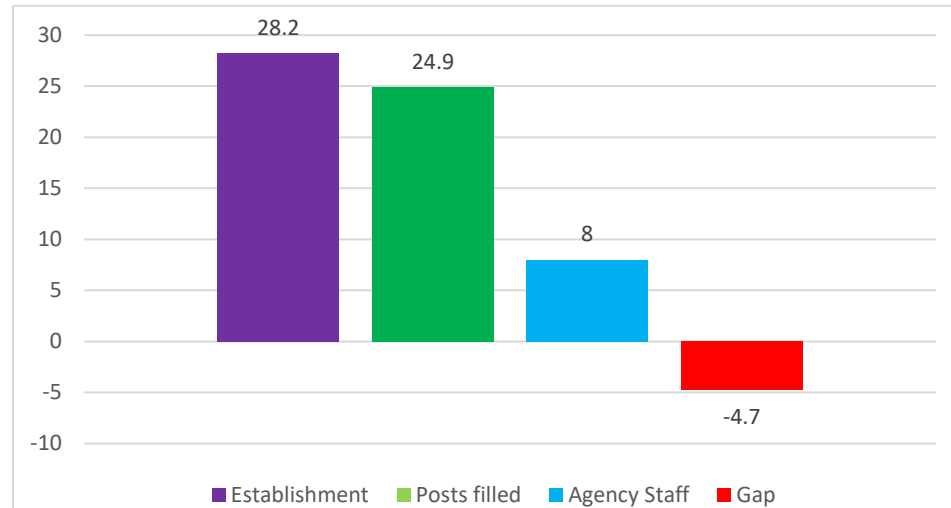
	Establishment	Posts filled	Vacancies	Agency Staff	Gap
CIN 7 & CIN 8	20.2	15.3	4.9	1	3.9

Average caseload	Maximum caseload	Minimum caseload
17	31	9

4 new social workers have started this quarter in the Child Health and Disability Team. Two vacancies are being advertised and two posts have been offered. The average caseload has decreased from 19.6 cases to 17 cases. The maximum caseload has increased from 25 cases to 31 cases and the minimum caseload has decreased from 14 to 9 cases over the quarter.

## LAC 0-14 Social Worker vacancy position

Average Social Worker caseload is 19.8 cases



	Establishment	Posts filled	Vacancies	Agency Staff	Gap
LAC 0-14	28.2	24.9	3.3	8	-4.7

Average caseload	Maximum caseload	Minimum caseload
19.8	26	11

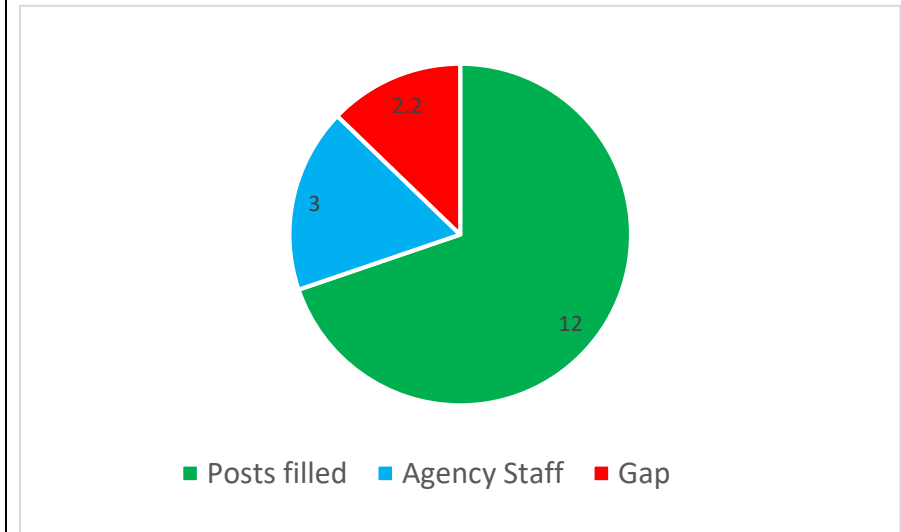
3 new posts have been created and filled this month, 2 with new social workers, 1 with a social worker who transferred from Targeted Services.

1 other vacancy has been filled with 1 new grade 8 Social Worker this month. Agency staff are covering other situations such as maternity leave, not just vacant posts, hence there are more agency staff, 8, than vacancies, 3.3, which means that there are 4.7 more agency staff than posts available in the establishment of this team.

The average caseload has increased slightly from 18.7 to 19.8 cases. The maximum caseload has decreased slightly from 27 to 26 cases and the minimum caseload has increased from 4 to 11 cases this quarter.

## LAC 14+ Social Worker vacancy position

Average Social Worker caseload is 18.8 cases



	Establishment	Posts filled	Vacancies	Agency Staff	Gap
LAC 14+	17.2	12	5.2	3	2.2

Average caseload	Maximum caseload	Minimum caseload
18.8	20	16

1 vacancy created after 1 Social Worker left the Council.

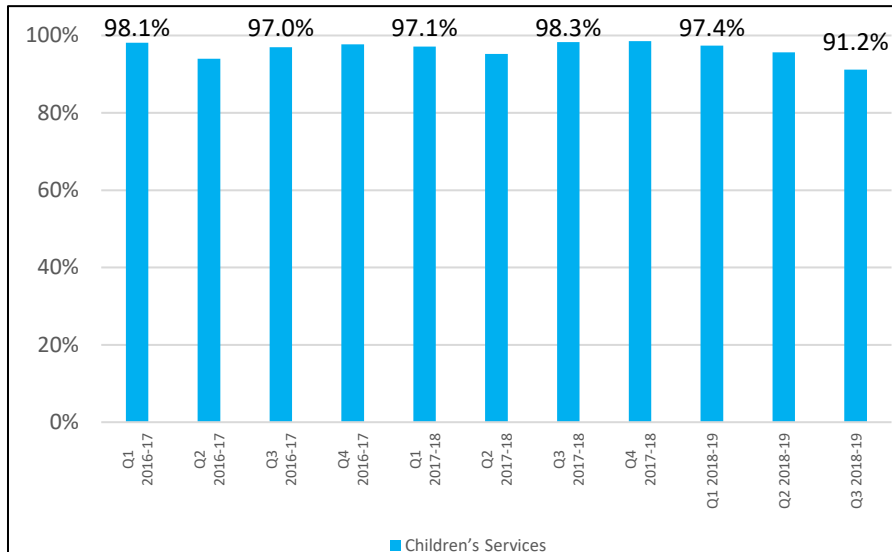
3 posts have been offered, 1 is now at the shortlisting/interviewing stage, and the remainder are currently being advertised.

During the quarter average caseloads have increased from 18.9 cases to 21.4 cases and returned back to 18.8 cases as at 31.12.18. Maximum and minimum caseloads has remained stable at 20 and 16 cases respectively.



## Sickness

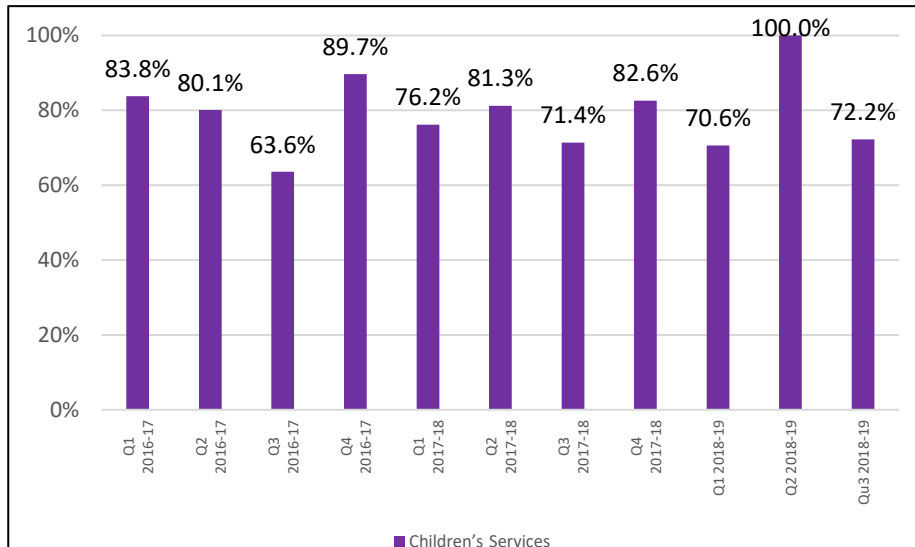
### Return to work interviews



As at Quarter 3, 62 / 68 return to work interviews held, 6 pending.

FTE Target = 13	Q1 2018-19	Q2 2018-19	Q3 2018-19
CS Sickness FTE	3.6	6.63	10.04
CS Sickness FTE forecast	15.48	14.59	14.06

### Sickness stage interviews completed



As at Quarter 3, out of 18 triggers hit, 13 stage interviews were held. 1 missed, 0 not conducted, 4 pending.

## Social Worker's given reasons for leaving employment:

	2016-2017			2017 -2018			2018-2019*		
Exit Reasons	PRINCIPAL SOCIAL WORKER	SOCIAL WORKER	Total	PRINCIPAL SOCIAL WORKER	SOCIAL WORKER	Total	PRINCIPAL SOCIAL WORKER	SOCIAL WORKER	Total
Alternative Employment	3	10	13	2	11	13	0	10	10
Dismissal - Long Term Absence	0	1	1	0	1	1	0	1	1
Following Maternity Leave	0	0	0	0	0	0	0	1	1
Mutually Agreed Termination - No Severance - Agreed Reference	0	0	0	0	0	0	0	1	1
No Reason Given	0	3	3	0	2	2	0	4	4
Normal Retirement	0	2	2	0	2	2	0	1	1
Personal Reasons	1	2	3	2	4	6	1	5	6
<b>Total</b>	<b>4</b>	<b>18</b>	<b>22</b>	<b>4</b>	<b>20</b>	<b>24</b>	<b>1</b>	<b>23</b>	<b>24</b>

\*01/04/2018 – 31/01/2019

Data provided by HR

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**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT  
QUARTER 3 2018-19**

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**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 1<sup>st</sup> October 2018 through to 31<sup>st</sup> December 2018.

**Introduction**

3. The current Welsh Government guidance and regulations in relation to social services complaints and representations came into being on 1<sup>st</sup> 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.

<b>Item</b>	<b>Q3 2017-18</b>
Number open at start of period (30.06.17)	2
Number received (qtr. 3)	40
TOTAL complaints	42
Number received directly from children and young people	4
Number closed	29
Number outstanding at end of period (31.12.18)	13
% acknowledged within 2 working days	100%
% concluded within 15 working days of acknowledgement	50%

9. During this quarter the number of complaints received by Children's Services was exactly the same as Q2 in which there were also 40 complaints.
  - a. Of the 40 complaints received, 30% 12 of the complaints received were in relation to the Social Worker or the service received a decrease from Q2. 7.5% 3 of the complaints received were in relation to finance, a slight increase from Q2. 12.5% 5 of the complaints received were in relation to contact, a significant increase from Q2. A new category 'Lack of Communication' has identified 5% 2 complaints. The remaining 45% (18) of complaints were in relation to other issues including decision making and foster carer.

- b. 11 Complaints were received about the Intake & Assessment Service, which is a slight increase from 7 in Quarter 2. 16 Complaints were received regarding the Child in Need Service a large increase from 5 in Q2 (4 from young people) none were received from young people in Q2. 10 Complaints were received about the Looked after Children Service compared with 4 in Quarter 2. The remaining 3 complaints were in relation to Safeguarding and one for Data loss.

Examples of complaints concluded during the quarter are:

***A complaint where we were able to put things right***

*A young person who was previously looked after was unhappy when informed that a social worker would need to accompany him to purchase a new mobile telephone. This complaint was resolved with an apology and a bank transfer for the amount provided was given.*

***A complaint where we had no case to answer***

*A child's relative felt that the allocated social worker was failing to safeguard the child. The social worker had spoken to the relative at length whilst the assessment was being undertaken. A safety plan was put in place to minimise any future risks. The relative was fully aware of the plan and was updated on a regular basis.*

**Stage 2 Independent Investigations**

10. 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.
11. 2 stage 2 complaints were resolved during Quarter 3.
12. There were no S2 complaints initiated during Q3

### **Ombudsman Investigations**

13. There was no Ombudsman activity in relation complaints during this quarter.

### **Learning from Complaints**

14. Action Plans are initiated after each Stage 2 investigation to ensure that the recommendations are implemented, lessons are learned and themes recognised.

### **Themes Emerging During the Quarter**

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

16. During this quarter there was an increase in contact from Advocacy on behalf of children and young people, who contacted Childrens Services to discuss new complaints or complex issues in regards to a complaint.

### **Update on Progress from Themes Identified in Previous Periods**

17. The previously noted issue of social workers not returning calls continues to be highlighted to all Social Services staff.

### **Early Resolution**

18. 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. During this quarter there were 22 enquiries, the issues in these were brought to the attention of the relevant Team or Operational Managers who acted promptly to address the issues raised to the satisfaction of the individual. This prevented 22 complaints being formally opened as stage 1 complaints and resolved the issue for the complainant at the earliest opportunity.

## Summary of Compliments

19. 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.

20. 32 compliments were received in Quarter 3, which is an increase of 19 compliments 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	22
Specialist Services	6
Other	4

## Example of a compliment received during the quarter:

21. A local councillor for Cardiff sent a compliment to a Social Worker who assisted his constituents with their child by intervening at a time of considerable stress. The situation improved and was resolved

## Summary for Quarter 3

22. As at the 31<sup>st</sup> December 2018, the service were working with 2,717 children and young people and of these:

- a. In total, we received 40 complaints, of which, 4 related to Looked after Children (10%). One was directly from the young person.
- b. Two of the Looked after Children complaints related to communication with the social worker which were upheld and full apologies were provided and accepted. One complaint related to contact visits being increased. The other was a looked after child wanting to return to Mothers care.
- c. In total, we received 32 compliments

### **Responses to AM / MP / Councillor Enquiry Letters**

23. 18 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter. An example of these enquiries is a request 'wishing to gain child arrangements order for the five children in the family'.

### **Subject Access Requests**

24. 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.

25. Children's Services undertook the following activity in relation to Subject Access Requests in Quarter 2 2017-18:

- a. 10 were responded to on time.
- b. 2 were completed outside of the statutory time frame.
- c. 11 were closed because no identification was received or fee was not paid.
- d. 1 request was withdrawn
- e. 1 new request is in process at the time of writing.

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

- a. 37 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, an increase from 29 in Qtr 3 (18-19).
- b. 67 requests were processed in relation to access to requests from other Councils, Probation, Solicitors or Insurance, an increase from 35 in Qtr 3 (18-19)



**Financial Implications**

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

**Legal Implications**

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

**RECOMMENDATION**

29. The Committee is recommended to:

- i. To endorse the report.

**Deborah Driffield**  
**Assistant Director Children's Services**  
**15<sup>th</sup> March 2019**

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