

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref: CM41882

Dyddiad / Date: 14th August 2019



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Councillor Lee Bridgeman  
Chairperson: Joint Meeting of CYPSC and CASSC  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl / Dear Lee,

**Re: Joint Children & Young People and Community & Adult Services  
Scrutiny Committee Meeting – 26<sup>th</sup> June 2019**

Thank you for your letter of 5<sup>th</sup> July following our attendance with the Director at the Joint Scrutiny Committee on 26<sup>th</sup> June to consider the Local Authority Social Services Annual Report for 2018-19.

We would like to thank members for their constructive comments and we are pleased to provide the following response to your queries below.

In reply to your comments, observations and recommendations please see enclosed briefing notes in relation to Children's Services complaints (Appendix A) and Families First (Appendix B).

With regard to staff retention; reasons for leaving are captured via exit interviews where staff are willing to give them. A recent analysis of exit questionnaires and formal exit interviews found that the predominant exit reason over the last 3 years has been due to finding alternative employment, followed by personal reasons and normal retirement. Staff are often reluctant to give an exit interview, and the reason for leaving is not always given by those who do. This analysis was followed up by a post exit telephone review in June 2019 which supported previously recorded exit reasons, these being money – cost of living / transport.

**ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall  
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW  
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**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Benchmarking work has been undertaken to understand how Cardiff's Social Worker salaries compare to those in other neighbouring Local Authorities and development work is underway to consider the most appropriate way of addressing the findings, understanding that whilst salary levels are key to recruitment and retention, other key elements must also be addressed such as support, supervision and mentoring; particularly as a small number of social workers cited high caseloads and work-related stress as a reason for leaving.

Whilst no interviews to date have cited cultural changes as the reason for leaving, recent anecdotal feedback suggests that there has been some staff turnover as a result of this. Work is being undertaken to better understand whether this applies to directly employed staff or agency staff and action will be taken to support workers through the changes by ensuring regular, transparent communication, opportunities for staff to provide feedback and ask questions (e.g. through the Ambassador Group) and working to ensure that changes are embedded with minimal disruption for staff. A social worker staff survey has recently been issued and the feedback from this will be used to inform recruitment and retention strategies going forward.

The Director looks forward to meeting with you to develop CYP's work programme for the next 12 months.

Yn gywir / Yours sincerely,



**Councillor / Y Cynghorydd Susan Elsmore**  
**Cabinet Member for Social Care, Health & Well-being**  
**Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles**



**Councillor / Y Cynghorydd Graham Hinchey**  
**Cabinet Member for Children & Families**  
**Aelod Cabinet dros Blant a Theuluoedd**

**Cardiff Council  
Social Services**

**Appendix A - Children's Services Complaints**

We are pleased to enclose a briefing note which provides a breakdown of the stage one Children's Services complaints received during 2018/19.

Table 1, below, defines complaints by category and the number of categories reflects the variety of complaints made to the service.

A complainant 'disputing a decision' made by the Local Authority (for example, the outcome of an assessment or child placement) was the most dominant theme within complaints and accounted for over a quarter (25.9%) of complaints made during the year.

'Staff attitude / behaviour' and 'poor communication' were also common themes as they accounted for just under a quarter (23.3%) of complaints made whereas a complainant's 'relationship with a social worker' accounted for 14.1% of complaints. Over a third of complaints therefore relate to a perceived lack of customer care from a staff member. General 'standard of service' (overall rather than a specific staff member) accounted for 9.2% of complaints.

Table 2 shows the number of complaints received by team. 65 complaints were received regarding the Child in Need Service whereas 43 were received about the Children Looked After Service and 34 about the Intake & Assessment Service. In relation to Child Health & Disability Services, there were 15 complaints during 2018/19.

Finally, table 3 displays the outcome of complaints during 2018/19. 41.6% of Children's Services complaints were not upheld whereas only 1 in 4 complaints (25.9%) were upheld in part. Just over 1 in 5 complaints (22.1%) were upheld.

**Table 1 – Complaint by Category**

<b>Category</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Disputing decision (eligibility / assessment outcome / child placement etc.)	13	15	8	12	<b>48</b>
Staff Attitude / behaviour / standard of service (individual) / poor communication	12	5	12	14	<b>43</b>
Relationship with social worker	5	7	5	9	<b>26</b>
Standard of service (general rather than specific staff member)	1	1	7	8	<b>17</b>
Objection to change / closure	0	0	5	3	<b>8</b>
Data Protection / Inappropriate information sharing	0	2	4	1	<b>7</b>
Delay	1	3	2	1	<b>7</b>
Multi	2	2	0	2	<b>6</b>
Lack of available service provision	2	1	0	1	<b>4</b>
Procedures not followed	1	2	1	0	<b>4</b>
Complaint about charging / finance	2	0	2	0	<b>4</b>
Impact of application of policy	1	0	1	0	<b>2</b>
Inaccurate recording / information on file	0	2	0	0	<b>2</b>
Withdrawn	2	0	0	0	<b>2</b>
Other	4	1	0	0	<b>5</b>
<b>Total</b>	<b>46</b>	<b>41</b>	<b>47</b>	<b>51</b>	<b>185</b>

**Table 2 – Complaint by team**

<b>Team</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
MASH	0	0	1	1	2
Intake & Assessment	8	10	10	6	34
Child in Need	13	15	16	21	65
Child Health & Disability	8	4	2	1	15
11+	1	0	0	0	1
Children Looked After	8	5	12	18	43
Fostering	1	0	0	0	1
NFA via LA	1	0	0	0	1
Adoption	1	1	1	0	3
Personal Advisor Services	0	0	0	1	1
Safeguarding	1	1	3	1	6
Finance	1	0	0	0	1
Various	3	5	2	2	12
<b>Total</b>	<b>46</b>	<b>41</b>	<b>47</b>	<b>51</b>	<b>185</b>

**Table 3 – Complaint Outcome**

<b>Outcome</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Not upheld	14	21	20	22	77
Part upheld	10	10	10	18	48
Upheld	13	6	11	10	40
Issues considered in court arena	6	2	3	1	12
No PR so unable to answer complaint	1	2	3	0	6
Out of time	2	0	0	0	2
<b>Total</b>	<b>46</b>	<b>41</b>	<b>47</b>	<b>51</b>	<b>185</b>

**Cardiff Council**  
**Social Services**  
**Appendix B - Families First Update 2018/19**

Families First is a Welsh Government funding stream that provides help and support for families children and young people across the City. The services funded are designed to provide locally-based advice, information and support to help families who need it most by tackling difficulties early and stopping them escalating.

Welsh Government has identified 2 population outcomes for the programme to report against as critical indicators of success. They are that;

- 1. Children, young people and families are healthy and enjoy well-being*
- 2. Families are confident, nurturing, resilient, and have healthy relationships*

2018/19 has been a transitional year, with a suite of new services commissioned at the end of 2017/18 which commenced on 1<sup>st</sup> April 2018. The service offer for 2018/19 comprised of:

- **Cardiff Team Around the Family plus a Support for Families** (Delivered by Tros Gynnal Plant and Children's Services) Offering a gateway to services for families and family support with improved links to Social Services delivery improving the step up and step down process.
- **Cardiff Parenting Service** (Delivered by Communities and Housing Directorate) – This service is now delivered alongside Flying Start Provision which has seen benefits in the number of parents able to access provision. Delivering evidence based programmes in groups and a 1-1 home visiting service.
- **Disability Focus Package** (Delivered by Action for Children) This is a continuation of the previous programme and has delivered well throughout the year offering key working, parenting and youth support for families where the key need involves a child with a disability.
- **Disability Welfare Benefits Advice** (Delivered by Cardiff Council within Cardiff Advice Service) Offering support to individuals looking for advice and support with accessing benefits. This service supports individuals through the tribunal process.
- **Family Wellbeing Service** (Delivered by Barnardos) Offering counselling and wellbeing support to families including counselling for young people.
- **Cardiff Youth Support** (Delivered by Cardiff Education Directorate) Delivering pre and post 16 youth mentoring support and support to those Educated Other than at School.
- **Healthy Relationships Service** (Delivered by YMCA) Delivering support in relation to relationships and sexual health both in a 1-1 and group setting.
- **Youth Homelessness and Family Mediation Service** (Delivered by Llamau) Supporting young people who have experienced family relationship issues through mediation and advice.
- **Youth Information Service** (Delivered by Promo Cymru) Provision of a youth information website and associated social media, produced by young people through workshops at schools and youth settings.
- **Volunteer Based Family Support** (Delivered by Home Start Cardiff) Supporting families with young children with low level advice and support through volunteers in the home.

## Families First Outcomes

In addition to these services a contribution was made to the new RISE project to support a pregnant women's Independent Domestic Violence Advocate (IDVA).

In 2018/19 the Families First funding enabled 12,509 families, young people and parents, to access support. This includes over 2,738 families affected by a disability that accessed specialist support through the Disability Focus package.

The below highlights some of the key outcomes in relation to the impact services have had on the families and individuals they worked with.



# Cardiff Families First



## 2018-19 Performance

### How is anybody better off?



**94%**  
(61 of 65)

reported their financial situation had stabilised or improved



**99%** participant parents reported an improved ability to support their child's learning and development needs  
(253 of 256)

**919**

parents took part in a parenting intervention



**93%**

(109 of 117)

participant parents completed 75% or more of sessions in an evidence based parenting programme



**87%**

reported an improvement in resilience  
(3,853 of 4,415)

**£36,900** saved and an additional **£5,352** benefits claimed through the Welfare Benefits Advice Service

reported improved emotional / mental wellbeing  
(4,118 of 4,865)

**85%**



families affected by a disability reported an improvement in family resilience

(81 of 81)



**100%**

secondary school children improved their school attendance

(91 of 139)



**65%**



**93%**

(223 of 241)

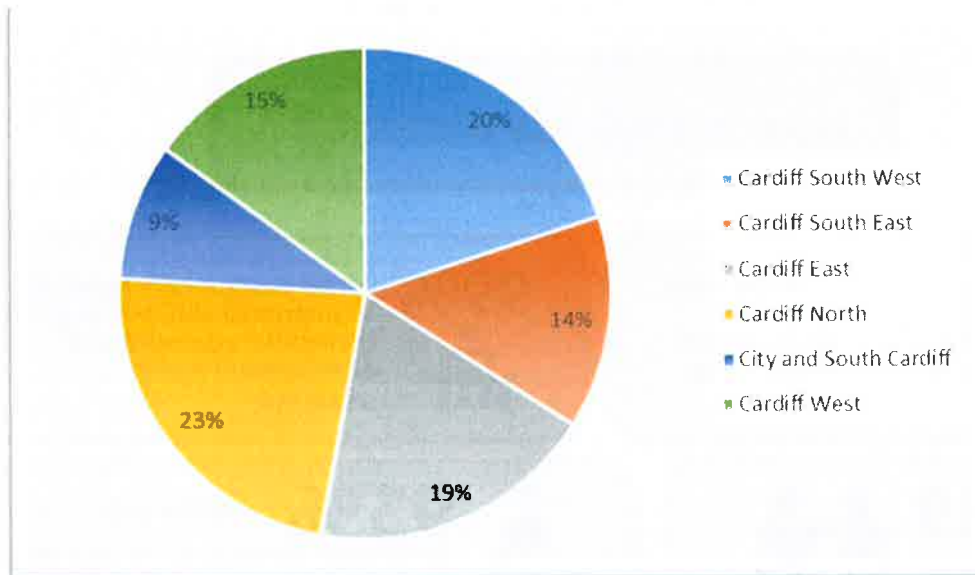
families reported an improvement in family resilience



**94%**

reported they could contribute to changes in their lifestyles behaviours  
(522 of 554)

Based on data received to date, the below table highlights the areas of the city where families who benefitted resided. As illustrated, the services provided benefit all areas of the city.



### Next steps

Further to a cabinet report on 11<sup>th</sup> October 2018 the Cardiff Family Advice and Support service is now operational having commenced on 1<sup>st</sup> April. This innovative new service comprises of three key areas:

- A Family Gateway service responding to all referrals and enquiries and offering information and advice.
- A closely linked Family Help service to respond promptly to families who need some short term support, including signposting, practical assistance and help with parenting.
- A Family Support Service which is able to work with families with more complex problems where there is a risk that without intensive support a more significant intervention would be needed.

A full launch of the service is to take place in the autumn.