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## SUPPLEMENTARY PAPERS

|                                 |  |
|---------------------------------|--|
| <b>Committee</b>                | CORPORATE PARENTING ADVISORY COMMITTEE   |
| <b>Date and Time of Meeting</b> | TUESDAY, 17 OCTOBER 2017, 2.00 PM  |
| <b>Venue</b>                    | COMMITTEE ROOM 4 - COUNTY HALL   |
| <b>Membership</b>               | Councillor Merry (Chair)<br>Councillors Davies, Hinchey, Jenkins, Lent, Lister, Molik, Walker and Weaver |

The following papers were marked 'to follow' on the agenda circulated previously

**7 Cardiff Short Breaks at Ty Storrie CSSIW Inspection (Pages 1 - 68)**

**Appendices C, D & E of the Report are confidential and not for publication by virtue of paragraphs 12 and 21 of Parts 4 and 5 of Schedule 12A of the Local Government Act 1972. The public will be excluded from the meeting for the presentation of this item in accordance with the same legislation.**

Report of the Assistant Director Children's Services  
Bridgette Gater (Director, Action for Children) will be in attendance at the meeting.

**10 Draft Annual Report (Pages 69 - 100)**

Report of the Director Social Services

**11 Corporate Parenting Advisory Committee Overview/Work Programme - Discussion Item (Pages 101 - 110)**

To provide Members with a Committee overview, work programme and Member Visits

**Davina Fiore**

**Director Governance & Legal Services**

Date: Wednesday, 11 October 2017

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

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

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**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**Corporate Parenting Advisory Committee**

**17 October 2017**

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**CARDIFF SHORT BREAKS AT TY STORRIE: CSSIW INSPECTION REPORT,  
REGULATION 33 REPORT AND REGULATION 32 REPORTS**

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**Appendices C, D & E of this report are confidential and exempt from publication by virtue of paragraphs 12 & 21 of Parts 4 & 5 of Schedule 12A of the Local Government Act 1972**

**Reasons for the Report**

1. The terms of reference for the Corporate Parenting Advisory Committee require that the Committee receives all Children's Home Quality of Care Reports and all relevant Children's Services Inspection Reports.
2. Relevant reports for the Cardiff Short Breaks service at Ty Storrie are attached at **Appendix A, B, C, D and E**. A representative of the organisation which provides the service will present the reports at the meeting.
3. The Committee's terms of reference require its members to ensure that the life chances of looked after children, children in need and care leavers are maximised to aid their transition to a secure and productive adulthood. Children who attend this service are children in need of care and support.

**Background**

**Cardiff Short Breaks at Ty Storrie**

4. Cardiff Short Breaks provides planned regular overnight stays for children and young people with autistic spectrum conditions, learning disabilities or physical disabilities. The service is registered with the Care and Social Services Inspectorate Wales (CSSIW) to be provided by Action for Children from the Ty Storrie children's home. The home is a bespoke two storey building on the edge of the Ty Gwyn Special school campus.
5. The registration permits short breaks to be provided to a maximum of 8 children during any one session. Around 31 children are on the rota to receive overnight stays at Ty Storrie. The frequency of each child's stays depends on their individual needs and care plan.

6. Towards the end of October 2016, Children's Services identified a number of concerns about staffing and practice issues as well as concerns around inconsistent management / leadership of the home. Consequently, senior managers from Action for Children and Cardiff Children's Services have worked closely together to develop and implement a robust improvement plan to address the concerns and positive progress has been made since that time.

### **The Care and Social Services Inspectorate Wales (CSSIW) Inspection Report**

7. All children's homes must be registered with the Care and Social Services Inspectorate Wales (CSSIW) who regulate and inspect adult care, childcare and social services for people in Wales.
8. CSSIW inspectors inspect registered services to check:
  - That the service provides safe care;
  - That people's rights are being respected;
  - That people's quality of life is being enhanced;
  - That the Children's home (Wales) Regulations 2002 and National Minimum Standards for Children's Homes are being complied with. The provider is also itself required under regulations 32 and 33 to produce reports which demonstrate compliance with the Children's Home Regulations and associated schedules.
9. CSSIW undertook an inspection at Ty Storrie on the 15/03/2017-17/03/2017 – 21/03/2017 and 30/03/2017. The inspection report was published on the 27 June 2017 and is attached at **Appendix A**. As anticipated, the inspection report identified concerns but equally acknowledges the progress made since October 2016.
10. Action for Children's CSSIW Improvement Plan to respond to the findings of the inspection is attached as **Appendix B**.
11. I want to reassure the committee that senior officers from the council have worked very closely with senior managers from Action for Children to ensure that immediate action was taken to improve the service for children receiving care and support at Ty Storrie.
12. A follow up inspection took place on the 17 August 2017. The report is due to be published on the 17<sup>th</sup> of October.

## **Regulations 33 Report**

13. Regulation 33(1) of the Children's home (Wales) Regulations 2002 states that the registered person shall establish and maintain a system for—
  - (a) Monitoring, and reviewing at appropriate intervals, the matters set out in Schedule 6 of the regulations; and
  - (b) Improving the quality of care provided in the children's home.
14. Regulation 33(3) states that the system referred to in part (1) of the regulation shall provide for consultation with children accommodated in the home, their parents and placing authorities.
15. Regulation 33(2) further states that the registered person shall provide to the appropriate office of the National Assembly a report in respect of each review conducted for the purposes of regulation 33(1), and make a copy of the report available on request to children accommodated in the home, their parents and placing authorities.
16. A copy of Cardiff Short Breaks' Regulation 33 report for the 2016/17 year is attached at **Appendix C**.
17. Regulation 33 reports are confidential by virtue of paragraph(s) 12 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972 and should not be published nor submitted beyond the agreed readership.

## **Regulations 32 Reports**

18. Regulation 32 (1) of the Children's home (Wales) Regulations 2002 states that where the registered provider of a children's home services is an individual who does not manage the children's home, he or she shall visit the home in accordance with this regulation.
19. Regulation 32 (2) states that where the registered provider is an organisation, the home shall be visited in accordance with this regulation by—
  - (a) The responsible individual;
  - (b) Another of the directors or other persons responsible for the management of the organisation who is suitable to visit the home; or
  - (c) An employee of the organisation who is not directly concerned with the conduct of the home who is suitable to visit the home.
20. Regulation 32 (5) further specifies that where the registered provider of a children's home is an organisation, copies of written reports on the conduct of the home shall be supplied to each of the directors or other persons responsible for the management of the organisation.

21. As an externally contracted service, regulation 32 quality of care reports relating to Cardiff Short Breaks have not previously been presented to the Corporate Parenting Advisory Committee.
22. During the last year Action for Children have been asked to provide copies of the regulation 32 reports to officers of the Council as part of the contract monitoring process.
23. Regulation 32 reports will be presented to future Corporate Parenting Advisory Committee meetings.
24. It is specified in part 4 of the regulation, that the person carrying out the visit shall:
- (a) interview, with their consent and in private, such of the children accommodated there, their parents, relatives and persons working at the home as appears necessary in order to form an opinion of the standard of care provided in the home;
  - (b) inspect the premises of the children's home, its daily log of events and records of any complaints; and
  - (c) prepare a written report on the conduct of the home.
25. A copy of regulation 32 reports conducted since July 2017 are attached at **Appendix D and E**.
26. Regulation 32 reports are confidential by virtue of paragraph(s) 12 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972 and should not be published nor submitted beyond the agreed readership.
27. The committee is invited to note these reports and is invited to visit Ty Storrie to see the progress made.

### **Financial Implications**

28. There are no direct financial implications arising from this report.

### **Legal Implications**

29. There are no legal implications arising from the report.

## **RECOMMENDATION**

30. The Committee is recommended to note the information contained in the reports and make any observations or comments.

**Irfan Alam**

**Assistant Director of Children's Services**

10 October 2017

### **List of Appendices:**

Appendix A: CSSIW Inspection Report

Appendix B: Action for Children's CSSIW Improvement Plan

Appendix C: **(Confidential)** Regulation 33 Report

Appendix D: **(Confidential)** Regulation 32 Report

Appendix E: **(Confidential)** Regulation 32 Report

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Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Inspection Report on

**Ty Storrie Children`s Home**

**Cardiff**

## **Date of Publication**

**Tuesday, 27 June 2017**

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*You must reproduce our material accurately and not use it in a misleading context.*

## **Description of the service**

Ty Storrie is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide short breaks for up to 8 children at any one time. The registered manager is Sian Jones; the registered provider is Action for Children and a responsible individual has been nominated.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we found that the welfare and well being of children is not consistently promoted and that the care of children has been adversely affected by the absence of permanent and qualified staff; the employment of inexperienced staff and inconsistent management and leadership.

### **2. Improvements**

We did not identify any improvements in the well being or the care and support of children or in the leadership and management of the home. Some new sensory equipment and pictures have been fitted.

### **3. Requirements and recommendations**

During this inspection, we identified areas where the registered provider is not meeting legal requirements and that this is adversely affecting the experience and well being of children. Therefore, we have issued non compliance notices in relation to the welfare and the care and supervision of children and the staffing of the home. Details of the actions required are set out in a non compliance report attached to this report.

We also identified non compliance in relation to staff employment checks, information about the staffing of the home, staff support and supervision and the availability of copies of the relevant regulations and national minimum standards. No non compliance notices are issued on this occasion, in relation to these areas of non compliance, as no immediate impact was identified for children. We expect the registered person to address all non compliance as a matter of priority and this will be followed up at the next inspection.

We have made recommendations in regard to; the management of the home, the management of risks and compatibility between children, placement planning and reviewing processes and record keeping. These are included later in this report

# 1. Well-being

## Summary

The welfare and well being of children is not consistently promoted and evidence of how they benefit from staying at the home is limited.

## Our findings

Children cannot be confident they will consistently receive responsive care from staff that know them well and are familiar with their needs. We saw children that appeared confident as they went about their routines and that staff were intuitive in communicating with them. We saw children receiving emotional warmth and affection from staff and responding well to their cues to calm 'excitable' behaviour. Feedback from staff, however, indicates that some non permanent staff have not had relevant experience and that children have not been confident and able to relax when with them.

Children are treated with dignity and respect. We saw a child responding well to the discrete and affectionate way staff supported them when they needed personal care.

Compatibility between children was not consistently good. We saw staff ensuring that children were not unduly affected by other children's behaviour but feedback from staff indicated that some children had been quite unsettled when staying together at the home. They said that managers had made decisions that some children would share short breaks when it had previously been agreed this was not appropriate. They said this had resulted in children becoming anxious and stressed and that some staff had been injured attempting to manage their presenting behaviour.

Children are not consistently supervised and protected from avoidable risks. For example; we saw that there was a piece of broken plastic on the floor where a child was playing. This was a piece of electrical cable trunking which was about six inches long and had a pointed end. We had drawn staff attention to the risk from sharply pointed plastic trunking earlier in the week.

The purpose of children staying at the home is not made adequately clear and monitored. Children's files hold lots of information but have not been structured to correspond with legal requirements. We could not see 'placement plans' that included the specific objectives for children staying at the home and records of 'service reviews', included only a brief summary of their experience during short breaks. Some of these 'reviews' had no dates to indicate the period they related to or signatures to know who had participated in them. We recommend, as we did at the last inspection, that placement planning and reviewing processes are improved; provide greater clarity about the purpose of children staying at the home and better evidence of how they benefit from doing so. This evidence should include, for instance, the activities they have been involved in; whether they are happy and content or distressed or unsettled. It would be helpful to see evidence that staff monitor their relationships with others and how they respond to being away from their families.

## **2. Care and Support**

### **Summary**

The care and support of children is compromised by the absence of permanent staff; low staff morale and the employment of some inexperienced and unqualified staff.

### **Our findings**

A sufficient number of suitably qualified and experienced staff has not consistently been employed to safeguard and promote the well being of children.

Managers said that the home employs eleven permanent staff and that ten of these held relevant qualifications. However, they acknowledged that two of these staff had left; two had been on long term absence and two had been seconded to other positions. Staff said that the two seconded staff had not been replaced and that several of the remaining permanent staff had been under pressure. Most of the staff we spoke with said they no longer enjoyed working at the home; some said they had looked for new jobs and one said they were due to take up a new position elsewhere.

Agency staff have been employed to cover staff absences and feedback from staff indicates that this has impacted on the quality of care children receive. They told us that some short breaks have been cancelled at short notice and that this has caused considerable inconvenience for children's parents. We were told that some agency staff had simply not turned up for work, resulting in agreed staffing ratios to support children not being provided. We were told by staff that some trips out had been cancelled because of staff shortages and that new staff were not familiar with the children or the home's approach to caring for them. Permanent staff said they had not been consistently able to focus on caring for children when inducting and supporting new staff.

Staff told us there had been occasions when agency staff had turned up to work when there were already enough staff on duty and that 'sessional staff' that were more familiar with the children had been sent home. They said they were told this was because agency staff had to be paid, whilst sessional staff shifts could be rearranged. Managers said that all staff vacancies had been advertised and that some agency staff had since become regular employees and had applied for permanent positions at the home.

Records for the employment of agency staff did not include all of the information necessary to comply with regulations. These did not include details of their previous experience or whether they were registered with the Care Council for Wales (now renamed 'Social Care Wales').

### **3. Environment**

#### **Summary**

The premises were not considered in detail at this inspection.

#### **Our findings**

The home is suitably spacious and equipped but décor and paintwork looked tired and in need of refreshing in some areas. Some new sensory equipment and wall murals have been installed.

The garden area provides security and privacy for children playing and we were told that a local business is intending to pay for new outside play equipment.

## 4. Leadership and Management

### Summary

The leadership and management of the home has not consistently ensured that it has made proper provision for the welfare and supervision of children and that sufficient qualified and experienced staff have been employed to meet their needs.

### Our findings

The registered manager has been absent from the home since October 2016 and has not been replaced by a full time and suitably qualified manager. An interim manager was appointed for an initial period of six weeks but the absence of the registered manager became extended. Management arrangements have included a part time registered manager from another similar home and support from another 'Action for Children' manager. A new person has been appointed to manage the home from 3<sup>rd</sup> April 2017 and will make application to the CSSIW to be registered as the home's manager.

Staff were not confident about the management and leadership of the home. Many said they felt under valued and criticised by managers, who they felt had little insight into their work. Some said that managers' priorities had shifted and that they had created a culture where staff were insecure and afraid of losing their jobs. They said that some managers had a greater interest in identifying poor practice than improving the service and that some seemed more interested in soft furnishings than children. Staff said they felt generally under scrutiny but had not received regular supervision where any apparent concerns could be discussed. Staff raised concern that training certificates had appeared in their files for training they had not attended and have since told us that managers had said this had been as a result of an error.

Managers were unable to locate a copy of the Children's Homes Regulations or the National Minimum Standards during the inspection or an up to date statement of purpose; children's guide or quality of care review report. A statement of purpose has since been provided but needs improving in some areas. It does not make sufficiently clear the home's arrangements for dealing with the review of children's placement plans. It seems to make reference to a review of the service more than a review of the experience of children using the service and the degree to which individually agreed placement objectives are fulfilled. It makes reference to the role of CSSIW in regard to complaints that could be misleading.

Records confirm that visits have been made to monitor the standard of care provided at the home and that consultation has taken place with children and staff. However, the reports indicate that the focus of consultation was not always about the care provided at the home; the records of several conversations with children being about their school day and not about their care at the home. These reports provided evidence of feedback from staff about management changes that was much more positive than that provided during this inspection and did not conclude with a stated opinion about the standard of care provided at the home. A quality of care review report, dated April 2015 to March 2016, showed evidence of the monitoring and reviewing of the service and plans for its ongoing development but was now, not current. A review report, for April 2016 to end of March 2017, should be completed and provided to CSSIW as a matter of priority and we recommend that it includes evidence of the level of compliance with the objectives set out in the home's statement of purpose and in the placement plans for children.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

No areas of non compliance were identified at the last inspection.

#### **Areas of non compliance identified at this inspection**

During this inspection, we identified areas where the registered provider is not meeting legal requirements and that this is adversely affecting the experience and well being of children. We have issued a non compliance notice in relation to the welfare and the care and supervision of children and the staffing of the home. Details of the actions required are set out in a non compliance report attached below.

We also found that the home was not compliant with:

- Regulation 28 (4) Schedule 4 (2). This is because the home was unable to provide a record of all persons working at the home and evidence of their experience, qualifications and suitability. As a result; it was not clear whether some staff working at the home were suitable.
- Regulation 26 (2) (d). This is because full and satisfactory information or documentation was not available for all staff. As a result; it was not clear whether some staff working at the home were suitable.
- Regulation 34. This is because managers were unable to make available a copy of the children's homes regulations and National Minimum Standards. As a result, staff and managers would not be able to refer to these to understand the requirements of regulations and standards and ensure the home was complying with them.
- Regulation 27 (4) (a). This is because not all staff had received regular and formal supervision. As a result, staff felt in fear of losing their jobs and uncertain about their managers' expectations or views about them. Managers had not optimised the performance of the home's workforce.

No enforcement action is being taken at this time in relation to these areas of non compliance because no specific or immediate impact on children was identified. The registered provider is expected to take any necessary action to address these issues.

### **5.2 Recommendations for improvement**

We recommend that;

- a suitably qualified and experienced manager makes application to CSSIW to register as the manager of the home as a matter of urgency;
- placement planning and reviewing processes provide clarity about the purpose of children's placements and evidence of how they benefit from attending short breaks at the home;



- written compatibility and risk assessments are implemented to improve 'matching' and reduce any potential risks between children;
- children are at all times safeguarded from avoidable risks in their environment;
- case records are maintained on behalf of children's placing authorities that include all information and records specified in Schedule 3 and
- an up to date quality of care review report is provided to the CSSIW as a matter of priority and includes evidence of the monitoring and reviewing of the service for the previous twelve months and includes an improvement plan for any areas of improvement identified as necessary.

## **6. How we undertook this inspection**

The methodology for this inspection was informed by concerns raised with CSSIW.

These included concerns that children were not consistently safeguarded and that managers and staff were not sufficiently skilled, experienced and qualified to ensure the safe care of children and the effective delivery of the service.

- Observation of the quality of life and well being of children.
- Observation of the quality of engagement between staff and children.
- Observation of the supervision of children.
- Verbal consultation with residential support staff and managers.
- Consultation via questionnaires with staff and children's parents.
- Viewing written records and documentation.
- Viewing the premises.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

|  |  |
|--|--|
| Type of care provided                                      | Childrens Home                                   |
| Registered Person  | Action for Children                              |
| Registered Manager(s)                                      | Sian Jones                                       |
| Registered maximum number of places                        | 8  |
| Date of previous CSSIW inspection                          | 08 June 2016                                     |
| Dates of this Inspection visit(s)                          | 15/03/2017-17/03/2017– 21/03/2017 and 30/03/2017 |
| Operating Language of the service                          | English  |
| Does this service provide the Welsh Language active offer? | No   |
| Additional Information:                                    |  |



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

### **Non Compliance Notice**

#### **Childrens Home**

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

**The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.**

Further advice and information is available on CSSIW's website  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

#### **Ty Storrie Children`s Home**

Cardiff

Date of publication: **Tuesday, 27 June 2017**

## Quality of leadership and management

### Non-compliance identified at this inspection and action to be taken

| Description of Non Compliance / Action to be taken   | Timescale for completion | Regulation number |
|--|--------------------------|-------------------|
| The registered person must ensure that the service is at all times compliant with regulations; that the care and support needs of children are consistently provided for and that there is better evidence of their experience of staying at the home. | 01-Aug-2017              | 11 (1) (a)        |
| The registered person must ensure that no less than 80% of staff hold relevant qualifications  | 01-Aug-2017              | 25 (1A)           |
| The registered person must ensure that no less than 90% of the home's staff are permanent employees.   | 01-Aug-2017              | 25(2A)            |

#### **Regulation 11 (1) (a)**

This is because the home has not been conducted so as to consistently promote the welfare of children.

Evidence of this includes;

- feedback from all staff consulted with indicated that the management and leadership of the home had been inconsistent. They said that the priorities of managers had changed as well as their approach to staff management and that temporary managers did not have the necessary experience to manage the home.
- feedback from all staff consulted with indicated that they felt demotivated and insecure
- the manager and staff told us that some children's short breaks had been cancelled because of staff shortages or because of a lack of suitably experienced staff
- staff told us that the manager had made decisions that some children would share short breaks despite previous agreements that this was not appropriate. They said that the behaviour of some children impacted on the well being of children they shared short breaks with and that staff had struggled to manage the behaviour that resulted between some children. One staff member told us they had been hurt when trying to manage such behaviour.

- we saw there was insufficient clarity in children's placement plans about the purpose and objectives of their short breaks and a lack of evidence about how they benefit from staying at the home.

The impact of this is that some children have been less confident and secure when attending short breaks and some children's behaviour has been challenging as a result.

Children and staff have been exposed to avoidable risks; staff commitment and motivation has reduced and there is little evidence to demonstrate a clear purpose to children's short breaks or that any objectives set out in their placement plans have been met.

**Regulation 25 (1a).**

This is because the registered person has not ensured that at all times, having regard to its statement of purpose, and the number and needs of the children, and the need to safeguard and promote their welfare, that there were sufficient number of suitably qualified, skilled and experienced staff working at the home.

Evidence of this includes;

- The manager confirmed that ten of the eleven permanent staff held relevant qualifications. However, they confirmed that two had recently left, two had been absent on a long term basis and two had been temporarily seconded to other positions.

The impact of this is that children had not been cared for by staff who knew them well and were familiar with their needs; and are not confident in temporary staff that do not understand or respond consistently to their needs and behaviours.

**Regulation 25 (2A).**

This is because the registered person has not ensured that no less than 90% of staff working at the home are permanent employees.

Evidence of this includes the frequent employment of sessional and agency staff. This was confirmed by managers and seen in staffing rotas.

The impact of this is that staff are not consistently familiar with the needs of the children and the home's approach to caring for them. Permanent staff have not consistently been able to focus on the care and support of children because of providing support and induction to non permanent staff.

**Action for Children CSSIW Improvement Plan 22.06.17 – updated 17.08.17**

**Dates of CSSIW Inspection visit(s) 15/03/2017-17/03/2017– 21/03/2017 and 30/03/2017**

Date of publication: **Tuesday, 27 June 2017**

| 1. <b>Wellbeing:</b> <i>The welfare and well being of children is not consistently promoted and evidence of how they benefit from staying at the home is limited.</i>  |  |   |                           |
|--|--|---|---------------------------|
| <b>Action</b>  | <b>How will we know it is done</b>   | <b>Deadline</b>   | <b>Who is responsible</b> |
| <p>Link workers have been involved in planning the allocations of overnight sessions to promote compatibility of children and young people for July, August and September this has been balanced with parent's requests for specific dates that meet their needs.</p> <p>Allocation recordings evidence which CYP are not compatible</p> | <p>Compatibility of children</p> <p>Reduction in incidents between children</p> <p>Written compatibility and risk assessments are implemented to improve 'matching' and reduce any potential risks between children.</p> <p>Children are at all times safeguarded from avoidable risks in their environment.</p> | <p>Completed for July, Aug, Sept stays</p> <p>Completed</p> | <p>RM</p>                 |
| <p>New staff cover a minimum of 3 shadow shifts with experienced staff covering:</p> <ul style="list-style-type: none"> <li>• 7-10am</li> <li>• 2pm – 10pm</li> <li>• Waking night</li> </ul>  | <p>CYP feel confident and relaxed during their stay at Ty Storrie</p>  | <p>Completed</p>  | <p>RM</p>                 |
| <p>Updated Risk Assessments and Behaviour Management Plans for all CYP</p>   | <p>File check/audit</p>  | <p>Completed</p>  | <p>RM</p>                 |
| <p>To evidence the purpose of children staying at the home and how they benefit from doing so</p> <p>Placement Plans in place that include the specific objectives for CYP staying at Ty Storrie</p>   | <p>Evidence in working files that outcomes are being measured and reviewed - File check/audit</p> <p>Placement planning and reviewing processes provide clarity about the purpose of children's placements and evidence of how they benefit from attending short breaks at the home.</p>                         | <p>Completed</p> <p>Completed</p>                           | <p>RM</p> <p>RM</p>       |
| <p>Service Reviews up to date and signed by participants in the review</p>   | <p>All link workers are undertaking case reviews to update information.</p>  | <p>Ongoing</p>  | <p>Link Workers</p>       |

|  |   |           |                     |
|--|---|-----------|---------------------|
|  | Case records are maintained on behalf of children's placing authorities that include all information and records specified in Schedule 3  | Completed | RM                  |
| <i>Parents/carers are made aware of the activities CYP have been involved in; whether they are happy and content or distressed or unsettled.</i> | <p>As a result of parent's feedback we have developed and started to use a <b>What I did at Ty Storrie</b> form which is completed following CYP's stays this has improved our communication with parents/carers and informs them of:</p> <ul style="list-style-type: none"> <li>• <b>Activities I took part in:</b></li> <li>• <b>What I had to eat.....and any new foods I tasted:</b></li> <li>• <b>How I slept</b></li> <li>• <b>How I behaved</b></li> <li>• <b>What I liked</b></li> <li>• <b>Anything I didn't like</b></li> </ul> | Completed | RM<br>Shift leaders |

**Further evidence:**

**02.05.17 CCC Improvement Meeting** - *The inspector had noted to Cardiff County Council Manager that staff had raised concerns about the matching of children but Staff Member A (Child Health & Disability Team Manager) confirmed that this has not been an issue.*

**Evidence of how the welfare and wellbeing of children is consistently promoted at Ty Storrie:** Following a multi-agency meeting for Child1 the Registered Manager updated his plan to reflect the need for a healthy eating programme. Staff and the young person have reacted positively to this, we have used 'certificates' as positive reinforcement.

Feedback available from parent and social worker evidences:

- *A clear and appropriate plan for Child 1, this is clearly written up and is being used by all staff.*
- *The 'very significant and positive changes made'. This is so significant as this support is vital for him to remain at home.*



**2. Care and Support:** *The care and support of children is compromised by the absence of permanent staff; low staff morale and the employment of some inexperienced and unqualified staff.*

| <b>Action</b>   | <b>How will we know it is done</b>   | <b>Deadline</b>  | <b>Who is responsible</b> |
|---|--|--|---------------------------|
| Employment of suitably qualified and experienced staff  | <p>Recruitment procedures followed and robust induction of new staff</p> <p>Reduction in the use of Agency staff</p> <p>No cancellations of CYP's stays<br/>The only cancellations have been due to</p> <ol style="list-style-type: none"> <li>1) emergency repair work being carried out</li> <li>2) 30.07.17 cancelled due to the shift leader having a family emergency</li> </ol> <p>All stays replaced with new dates</p>               | <p>01.08.17</p> <p>Reduction noted</p>   | <p>RM<br/>CSM</p>         |
| <i>Staff able to consistently focus on caring for children when inducting and supporting new staff</i>  | <p>Children's Services Practitioners will continue to line manage and undertake induction and line management of new staff, however to prevent this impacting on their ability to care for CYP this will be undertaken in a planned manner with time allowed outside of direct service delivery or that does not impact on direct service delivery e.g. through mentoring/buddying/planning shadow shifts with experienced/skilled staff</p> | <p>Process in place, this will be greatly supplemented with the Team leader post taking on a supervisory role for staff (22.08.17)</p> | <p>RM</p>                 |
| <i>Records for the employment of agency staff will include all of the information necessary to comply with regulations e.g. details of their previous experience and Care Council for Wales</i> | <p>This information will now be requested for every agency member of staff who is used for cover at Ty Storrie and kept in the Agency Staff file.</p>  | <p>Immediately</p>   | <p>RM</p>                 |

|                                     |  |  |  |
|-------------------------------------|--|--|--|
| (Social care Wales)<br>Registration |  |  |  |
|-------------------------------------|--|--|--|

| <b>3. Environment</b>   |                                    |                 |                           |
|---|------------------------------------|-----------------|---------------------------|
| <b>Action</b>   | <b>How will we know it is done</b> | <b>Deadline</b> | <b>Who is responsible</b> |
| Garden – area improved with new equipment and planter beds                          | Observation                        | Completed       | CSM<br>RM                 |
| New downstairs shower room installed  | Observation                        | Completed       | CCC                       |
| Fundraising - Dining room decorated to reflect our Healthy eating Programme for CYP | Observation                        | October 2017    | RM                        |

| <b>4. Leadership and Management:</b> <i>The leadership and management of the home has not consistently ensured that it has made proper provision for the welfare and supervision of children and that sufficient qualified and experienced staff have been employed to meet their needs.</i> |   |                 |                           |
|--|---|-----------------|---------------------------|
| <b>Action</b>  | <b>How will we know it is done</b>  | <b>Deadline</b> | <b>Who is responsible</b> |
| An experienced and qualified Registered Manager in place   | Application and successful registration   | Underway        | RI<br>CSM                 |
| Staff supported to feel confident about the management and leadership of the home.   | Evidence of regular supervision<br><br>Evidence of annual appraisals<br><br>Extracts from staff supervision:<br><br><ul style="list-style-type: none"> <li>• <i>Feeling positive and looking forward to work again</i></li> <li>• <i>Feel confident and feel supported</i></li> <li>• <i>.... happy with how the changes are being managed</i></li> </ul> | Completed       | RM                        |

|   |  |           |                                |
|---|--|-----------|--------------------------------|
|   | <ul style="list-style-type: none"> <li>• .... <i>Feels supported and feels she could approach the RM with any concerns</i></li> <li>• ....<i>feels positive</i></li> <li>• <i>No concerns re secondment of RM</i></li> </ul> <p>Minutes of team meetings</p> <p>Feedback from all staff that indicates that they felt motivated and secure</p>   |           |                                |
| Review and confirm training certificates  | Audit of training files  | Completed | CSM                            |
| <p><i>Copies of:</i></p> <p><i>the Children's Homes Regulations</i></p> <p><i>National Minimum Standards available and accessible</i></p> <p><i>Statement of Purpose - Review of Statement of Purpose that clarifies</i></p> <ul style="list-style-type: none"> <li>• the home's arrangements for dealing with the review of children's placement plans.</li> <li>• a review of the experience of children using the service</li> <li>• the degree to which individually agreed placement objectives are fulfilled.</li> <li>• how to make a complaint</li> </ul> <p><i>Children's Guide</i></p> <p><i>Quality of Care Review</i></p> | <p>Observation that these are All available and accessible to staff.</p> <p><b>What I thought of my stay at Ty Storrie</b> captures CYP's views of their stay.</p> <p>Monthly Reg 32 visits evidence positive feedback from staff about management changes</p> <p>Updated quality of care review report covering April 2016 to March 2017 which includes an improvement plan for areas of improvement.</p> | Completed | <p>RM</p> <p>CSM</p> <p>RI</p> |

## Quality of leadership and management

### Non-compliance identified at this inspection and action to be taken

| Description of Non Compliance  | Action   | Timescale for completion | Regulation number |
|--|--|--------------------------|-------------------|
| <p>The registered person must ensure:</p> <p>that the service is at all times compliant with regulations;</p> <p>that the care and support needs of children are consistently provided for and that there is better evidence of their experience of staying at the home.</p> | <p>Supervision records evidence 100% supervision and positive feedback from staff</p> <p>Team meeting minutes</p> <p>Number of cancelled stays (cancelled stays due to emergency electricity maintenance – all stays replaced with new dates)</p> <p>Allocations and mix of CYP – link workers actively and meaningfully involved in matching CYP for allocations of stays July, Aug, Sept.</p> <p>Risk Assessments updated to reflect this.</p> | 01.08.2017               | 11 (1) (a)        |
| <p>The registered person must ensure that no less than 80% of staff hold relevant qualifications.</p>  | <p>See below</p> <p>60% of staff are qualified – however the remaining 40% are within timescales for completion of appropriate qualification.</p>  | 01-Aug-2017              | 25 (1A)           |
| <p>The registered person must ensure that no less than 90% of the home's staff are permanent employees.</p>  | <p>20 of 20 staff are permanent, however including on average 3 regular Agency staff this percentage is 86%</p>  | 01-Aug-2017              | 25(2A)            |
| <p>SOP to be updated</p>   | <p>Statement of Purpose</p>  | 01.08.17                 | RM<br>RI          |

|  | <b>Staff</b>                               | <b>Qualification</b>  | <b>Deadline</b>          |
|--|--|---|--------------------------|
| 1  | Staff Member B – Registered Manager        | Dip SW<br>PGCSSM  | N/A                      |
| 2  | Staff Member C– Team Leader                | QCF Level 3<br>QCF Level 5  | N/A                      |
| 3  | Staff Member D – Link Worker               | QCF Level 3   | N/A                      |
| 4  | Staff Member E – Link worker               | QCF Level 3   | N/A                      |
| 5  | Staff Member F – Link worker               | QCF Level 3   | N/A                      |
| 6  | Staff Member G – Link Worker               | QCF Level 3   | N/A                      |
| 7  | Staff Member H – Support Worker            | QCF Level 3   | N/A                      |
| 8  | Staff Member I – Support worker            | QCF Level 3   | N/A                      |
| 9  | Staff Member J– Support worker             | QCF Level 3   | N/A                      |
| 10   | Staff Member K– Support Worker             | QCF Level 3   | N/A                      |
| 11   | Staff Member L – Support Worker            | QCF Level 3 - commenced   | 06.03.2019               |
| 12   | Staff Member M – Support Worker            | SCIF – Induction<br><br>QCF Level 3 - TBC   | 01.12.17<br><br>01.06.19 |
| 13   | Staff Member N – Support Worker            | S/NVQ Level 3   | N/A                      |
| 14   | Staff Member O – 11.09.17 - Support Worker | CSIF - Induction<br><br>QCF Level 3 - TBC   | 01.11.17<br><br>01.05.19 |
| 15   | Staff Member P– Casual<br>22.04.16         | SCIF – completed<br><br>BN (Hons)Nursing<br>Learning Disabilities                 | N/A                      |
| 16   | Staff Member Q – Casual<br>01.05.17        | SCIF – Induction<br><br>QCF Level 3 - TBC   | 01.11.17<br><br>01.05.19 |
| 17   | Staff Member R – Casual<br>01.05.17        | SCIF – Induction<br><br>QCF Level 3   | Long-term sick           |
| 18   | Staff Member S – Casual<br>01.05.17        | SCIF – Induction<br><br>Currently undertaking<br>QCF Level 5                      | 01.11.17<br><br>01.05.19 |
| 19   | Staff Member T – Casual<br>01.07.17        | SCIF – Induction<br><br>QCF Level 3<br>Currently undertaking MA<br>in Social Work | 01.01.18<br><br>01.07.19 |
| 20   | Staff Member U – Casual<br>01.08.17        | Currently undertaking<br>QCF Level 3  | 01.08.19                 |
| <p>20 staff /12 qualified = 60% qualified</p> <p>20 permanent staff</p> <p>20 permanent staff plus 3 Agency staff on average = 20/23 = 86%</p> |  |   |                          |

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**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**CORPORATE PARENTING ADVISORY COMMITTEE**

**17 October 2017**

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**CORPORATE PARENTING ADVISORY COMMITTEE DRAFT ANNUAL REPORT**

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**Reason for the Report**

1. For agreement of the Committee's draft Annual Report prior to submission to Council.

**Background**

2. The Corporate Parenting Advisory Committee has a remit:
  - To advise and make recommendations to the Cabinet or Council (pursuant to s.102 (4) of the Local Government Act 1972) with regard to the discharge of corporate parenting functions.
  - To ensure that Corporate Parenting has a role and status within the Council.
3. The attached draft Annual Report summarises the activity and findings of the Committee during 2016-17. A copy is attached at **Appendix A**.

**Financial Implications**

4. There are no direct financial implications arising from this report.

**Legal Implications**

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

**RECOMMENDATION**

6. The Committee is recommended to endorse the attached draft report prior to submission to Council.

**TONY YOUNG  
Director of Social Services  
10 October 2017**

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# The City of Cardiff Council

## Corporate Parenting Advisory Committee

### Annual Report 2016/17

**DRAFT**

Chair's Foreword

**Councillor Sue Lent**  
Chair, Corporate Parenting Advisory Committee

Executive Summary

**Tony Young**  
Director of Social Services



# Background

## Corporate Parenting

The term “corporate parenting” indicates that the local authority has the same interest in the progress and attainment of looked-after children as a reasonable parent has for their own child.

The Welsh Local Government Association Corporate Parenting Workbook states:

*“...good corporate parenting only happens when elected members and officers are working together to protect and promote the interests of looked-after children”.*

The overarching objective of the Corporate Parenting Advisory Committee as stated in the terms of reference is:

*“To seek to ensure that the life chances of looked after children, children in need and are leavers are maximised in terms of health, educational attainment, and access to training and employment , to aid the transition to a secure and productive adulthood”.*

## Children’s Rights

The rights of children and young people must be upheld in accordance with the Social Services and Wellbeing (Wales) Act 2014, the Children Act 2004, Children Act 1989, the United Nations (UN) Convention on the Rights of the Child 1991, and the Human Rights Act 1998.

The UN Convention on the Rights of the Child states that:

- ✓ All departments and all levels should put children’s interest first (article 3).
- ✓ Special attention should be given to any children who are suffering discrimination (article 2).
- ✓ The active and informed participation of children as citizens and rights holders should be promoted (article 12.)

These principles are central to Corporate Parenting.

## Governance

A Corporate Parenting Panel was established in Cardiff during 2007 as a good practice mechanism to support the discharge of the Council’s responsibilities. That Panel had no statutory role or formal decision making powers.

In 2014 the Corporate Parenting Panel and the Children and Young People Scrutiny Committee undertook a joint Inquiry to consider:

- ✓ Ways to raise the profile of corporate parenting.
- ✓ The role of the Panel.
- ✓ Lines of accountability.

As a result of the recommendations arising from the inquiry, a formal Corporate Parenting Advisory Committee was created to replace the Panel. The Committee met for the first time on the 8th of October 2014.

As a Committee, the Corporate Parenting Advisory Committee has a remit:

- ✓ To advise and make recommendations to the Cabinet or Council (pursuant to s.102 (4) of the Local Government Act 1972) with regard to the discharge of corporate parenting functions.
- ✓ To ensure that Corporate Parenting has a role and status within the Council.

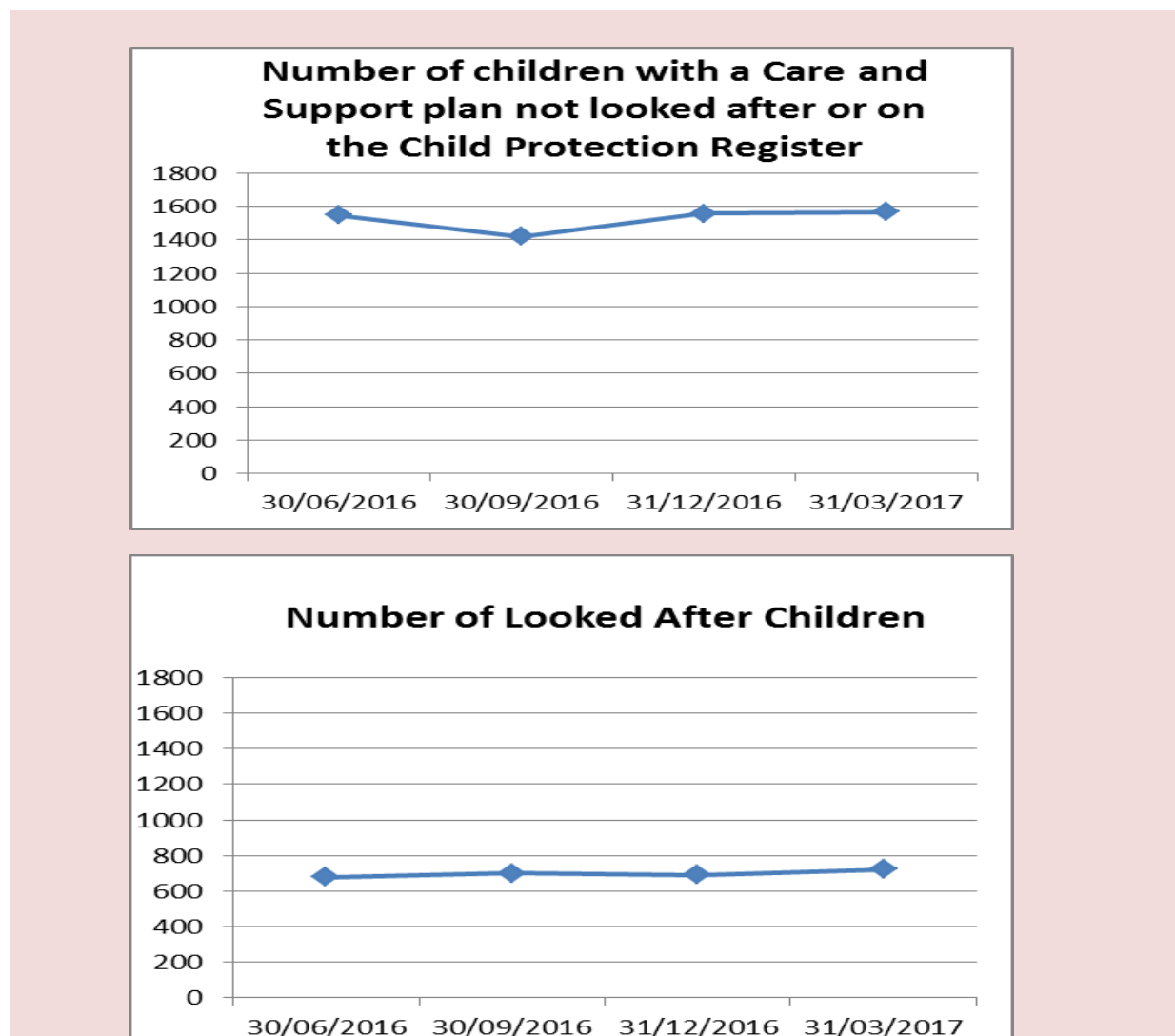
### Terms of Reference

The Committee operates within the following terms of reference, first approved by full Council on the 24 July 2014:

- |  |  |
|--|--|
| <p>a) To actively promote real and sustained improvements in the life chances of Looked After Children, Children in Need, Care Leavers and children and young people in the criminal justice system and to work within an annual programme to that end;</p> <p>b) To develop, monitor and review a corporate parenting strategy, and ensure its effective implementation through work plans and corporate parenting training programmes;</p> <p>c) To seek to ensure that the life chances of Looked After Children, Children in Need and care leavers are maximised in terms of health, educational attainment, and access to training and employment, to aid the transition to a secure and productive adulthood;</p> <p>d) To recommend ways in which more integrated services can be developed across all Council directorates, schools and other stakeholders to lead towards better outcomes for Looked After Children, Children in Need and care leavers;</p> <p>e) To ensure that mechanisms are in place to enable Looked After Children, Children in Need and care leavers, to play an integral role in service planning and design, and that their views are regularly sought and acted upon;</p> <p>f) To ensure performance monitoring systems are in place, and regularly review performance data to ensure sustained performance improvements in outcomes for Looked After Children, Children in Need and care leavers;</p> | <p>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 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;</p> <p>h) To report to the Cabinet at least twice a year;</p> <p>i) To make recommendations to the Cabinet where responsibility for that function rests with the Cabinet;</p> <p>j) To report to the Children and Young People's Scrutiny Committee as necessary;</p> <p>k) To recommend the appointment of co-opted Committee Members for approval by Council;</p> <p>l) To develop and undertake a programme of consultation, listening and engagement events with Looked After Children and care leavers, as well as visits to services providing support and advice to Looked After Children, Children in Need and care leavers;</p> <p>m) To submit an Annual Report on the work of the Committee to Full Council.</p> |
|--|--|

### The Population

The following charts show the scale of the Committee’s responsibility in terms of the number of children with Care and Support Plans, and looked after children during 2015-16.



The number of children with a **Care and Support plan not looked after or on the Child Protection Register** was 1566 on the 31<sup>st</sup> of March 2017.

**55.5%** of the **children with a Care and Support Plan** on the 31<sup>st</sup> of March 2017 were **being supported to live at home** (i.e. were not being looked after).

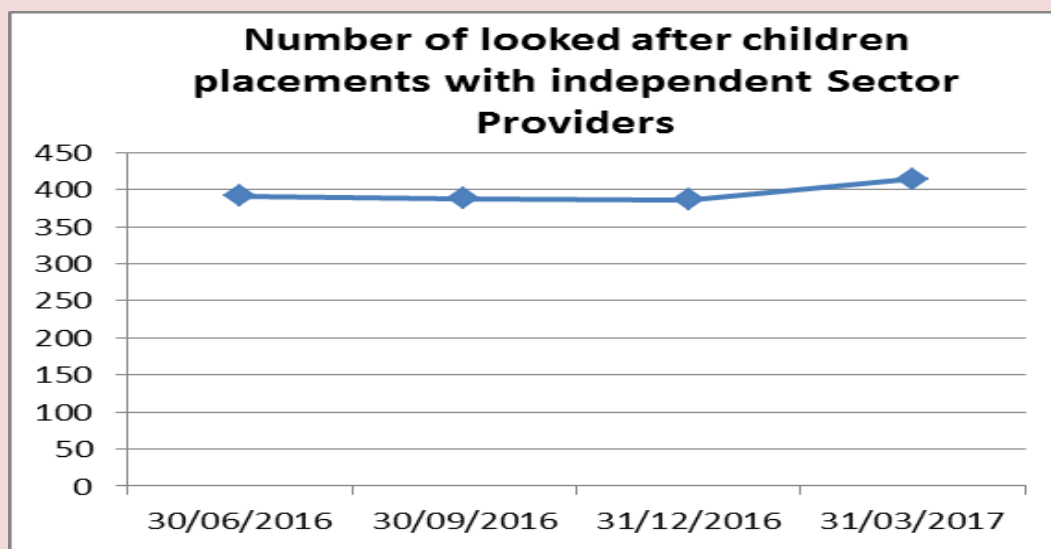
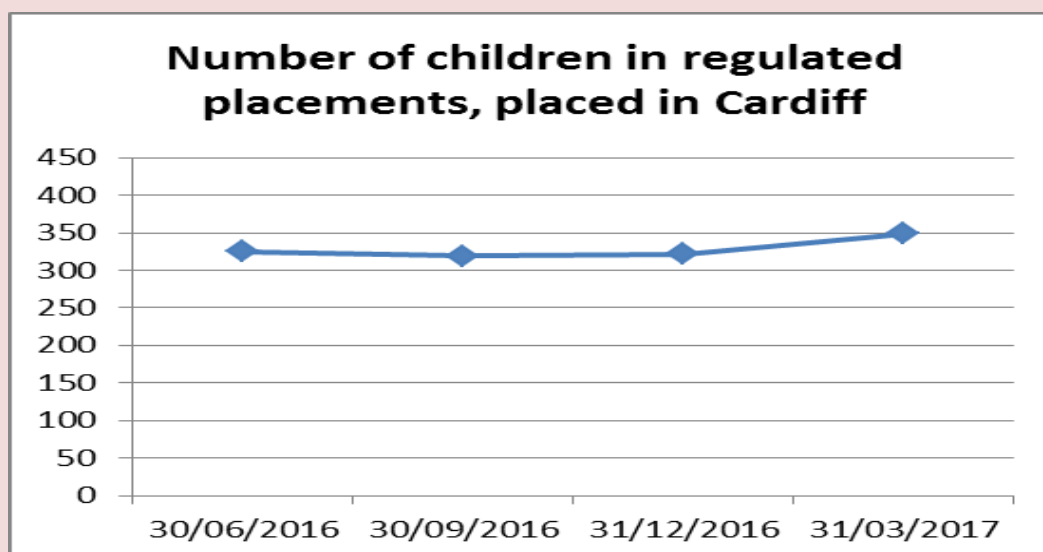
The **number of looked after children** rose from 644 at the 31<sup>st</sup> of March 2016 to **721** at the 31<sup>st</sup> of March 2017 (not including those children being looked after as part of a respite care arrangement).

This represents a **rate of 9.8 children per 1,000** in Cardiff, which is above the all Wales rate of 9.0 per 1,000 as at the 31<sup>st</sup> of March 2016.

The number of children **placed with relatives or being looked after under Placement with Parents regulations** rose from 112 at 31<sup>st</sup> of March 2016 to **134** on the 31<sup>st</sup> of March 2017.

11.5% of looked after children returned home from care during 2016/17.

The following charts show the circumstances of looked after children.



The number of **children in regulated placements, placed in Cardiff** was 349 on the 31st of March 2017. This was 63.5% of children in regulated placements.

For some children a placement outside Cardiff is in their best interest. 85 of the children **placed outside Cardiff** were within 20 miles of their home and 5 were placed with relative carers.

The number of **looked after children placements with independent Sector Providers** was 414 on the 31<sup>st</sup> of March 2017. This was 75.3% of looked after children.

At the 31 March 2017, 52 children were **in external residential placements**.

Children's Services were solely **responsible for funding 33** external residential children's home placements with the remaining 19 receiving contributions from Education, Health or both. The average weekly cost per child was **£3,459**, although this ranged from £1,800 to £5,300. Contributions from Education range from 3% to 14% and Health range from 1% to 15%.

**11%** (79 / 721) of looked after children experienced **more than 3 placement moves** in 2016/17, which was within the 12% target. This figure was partly a result of concerted efforts to ensure that all children were suitably placed and returned from out of area placements where appropriate.

**13%** (56/421) of looked after children experienced **non-transitional school moves** in 2016/17, which was within the 16% target.

**Primary school attendance** for looked after children was **96.9%**, just short of the 98% target.

**Secondary school attendance** for looked after children was **94.5%**, just short of the 96% target.

**35%** of **Personal Education Plans** (PEPs) were in place compared with 27.6% in 2015/16.

The percentage of looked after children achieving the **Core Subject Indicator at Key Stage 2** (reaching Level 4 in Science, Mathematics and English or Welsh) was **73.1%** (19 / 26) compared with 50.0% (39 / 78) of all children who need care and support.

The percentage of looked after children achieving the **Core Subject Indicator at Key Stage 4** (achieving GCSE grades A\* - C in Science, Mathematics and English or Welsh) was **18.2%** (8 / 44) compared with 18.4% (16 / 87) of all children who need care and support.

Of the **children who left care** in 2016/17, **86.09%** (99/115) were **in suitable accommodation** at the time they left care.

Of the total number of **care leavers**, **17.3%** (56/324) experienced **homelessness** during the year. This is a new performance indicator so we do not have comparator data. The figure is thought to be related to the wider increase in homelessness.

Of the children who were **care leavers** in 2015/16, **58.5%** (55/94) were engaged in **education, training or employment** one year after leaving care. This is a new performance indicator so we do not have comparator data. The Traineeship scheme is being expanded and links are being made to broader Council opportunities. This should lead to improvement in future years.

# Attendance

## Meetings

The Corporate Parenting Advisory Committee had an agreed schedule of meetings during 2016/17. The Committee met on the following dates:

- ✓ 24 May 2016, 19 July 2016, 13 September 2016, 22 November 2015, 21 March 2017.
- The scheduled 17 January 2017 meeting did not proceed due to insufficient attendance.

## Membership

Membership of the Committee was decided by full Council. There were potentially 9 seats, but not all were filled. Seats were allocated on a politically proportionate basis, and included 3 Cabinet members. Membership and attendance are detailed in the following table:

| COUNCILLOR REPRESENTATIVE   |  | ATTENDANCE                |                     |
|---|--|---------------------------|---------------------|
|   |  | Meeting<br>s:<br>Possible | Meetings:<br>Actual |
| <b>Sue Lent<br/>Chair</b>   | Deputy Leader. Cabinet member for Early Years, Children and Families. Labour | 6                         | 6                   |
| <b>Daniel De'Ath</b>  | Cabinet member for Skills, Safety & Engagement. Labour                       | 6                         | 2                   |
| <b>Jonathan Evans</b>   | Labour   | 6                         | 3                   |
| <b>Susan Goddard</b>  | Labour   | 6                         | 1                   |
| <b>Heather Joyce</b>  | Labour   | 6                         | 0                   |
| <b>Sarah Merry</b>  | Cabinet member for Education<br>Labour                                       | 6                         | 3                   |
| <b>Eleanor Sanders</b>  | Independent  | 6                         | 3                   |
| <b>Susan White</b><br>*Resigned from the<br>Council 28<br>November 2016 | Labour   | 3                         | 3                   |

Meetings were also attended by a core group of senior managers from Children's Services and Education along with a representative from the commissioned Advocacy Service provider. They attended in the capacity of advisors to respond to questions. Invited guest speakers presented to the Committee. Individual young people were invited to attend meetings during the latter part of the year to observe and advise whilst the Committee considered how best to routinely obtain the views of young people at meetings on an ongoing basis. Further information is provided on those discussions and decision in the following section of this report.

# Summary of Business

A diagram which depicts the relationship between Committee activity and the terms of reference during 2016-17 is presented in Appendix A. The following sections relate to that structure.

## Engagement

The Committees' terms of reference require its members to hold events and undertake visits. Also to ensure mechanisms are in place to enable looked after children, children in need and care leavers to play an integral role in service planning and design and to act upon feedback. The Committee may also recommend the appointment of co-opted Committee Members for approval by Council. The following table lists the engagement mechanisms used during 2016-17. Further details on each item are provided below.

| Mechanism  | Dates                      | Detail  |
|--|----------------------------|---|
| 1. NYAS representative advisor   | April 2016 – March 2017    | Attended meetings to advise the Committee.  |
| Care leaver representative advisor   | November 2016 – March 2017 | Attended meetings to observe.   |
| Agenda item. Title: “Corporate Parenting Advisory Committee membership and attendance of advisors” | 21 March 2017              | Report including legal advice to inform the Committee’s decision.   |
| 2. Events  | 19 July 2016               | Feedback to the Committee from the 12 March 2016 listening event.   |
|  | 9 December 2016            | Bright Sparks award ceremony.   |
| 3. Member visits   | 11 April                   | • Out of County Children’s Home (Ynys y Bwt House).   |
|  | 1 November 2016            | • Targeted Services including Child Health and Disability Team and Agile Working (3rd floor County Hall). |
|  | 4 October 2016             | • Rumney Primary School.  |
|  | 16 November 2016           | • The Youth Offending Team.   |

### 1. Attendance of advisors at meetings

The Committee’s 2015-16 annual report included recommendations to increased engagement with young people at meetings and co-opt new members on to the Committee in order to build upon the previous year’s consultation experience and to extend participation beyond Council Members and Officers.

Further to the already regular attendance of a representative of the Council’s commissioned children’s advocacy service provider (NYAS) and ongoing discussion about the need to

engage young people in meetings, two young people attended the November 2016 committee meeting to observe.

This attendance of young people arose from the presentation of findings from the 2016 care leavers listening event, and discussion at the November 2016 meeting where it was suggested that young people and Health services should be represented at meetings in the future.

A report was presented at the March 2017 meeting (deferred from January), including legal advice to inform the Committee. The purpose of the report was to enable the Committee to formally consider its membership and meeting attendance arrangements to ensure that there is appropriate provision for the inclusion of all relevant advice, views and information.

It was proposed that two young people should replace the representative from the commissioned advocacy service as regular advisors, and that a nominated representative from the University Health Board should also be invited to supplement the existing range of advisors to take forward the implementation of recommendations from the 2016-17 annual report. The recommendation was endorsed.

## 2. Events

The Committee received feedback at the July 2016 meeting on the 12 March 2016 listening event. The event was attended by:

- ✓ 13 young people aged between 14-25
- ✓ 3 Councillors from the Corporate Parenting Advisory Committee
- ✓ The Director of Social Services
- ✓ Children's Services Operational Manager for Targeted Services
- ✓ Education Achievement Leader
- ✓ Housing representatives
- ✓ Looked After Traineeship Coordinator
- ✓ Personal Advisor
- ✓ 2 Staff from Crosslands Children's Home
- ✓ A facilitator from NYAS

The report detailed a number of recommendations including a request to improve access to advice and support services, financial support and housing / accommodation, to which Officers provided Members with a response. Members raised the following themes as a result:

- ✓ Ensuring that there are sufficient numbers of and access to Personal Advisors and Social Workers.
- ✓ The desire to have young people to represent looked after children and care leavers at Committee meetings.

Members of the Committee were pleased to attend the Bright Sparks ceremony where young people were awarded with certificates and medal in recognition of their achievements. The event was planned by 6 young people who presented awards to winners aged between 5 and 23 who had been nominated by their Social Worker or Personal Advisor. Awards for best service provider, best foster carers and most supportive school were also given. Bright Sparks started in 2006 and has been an annual event since.

## 3. Member visits



Between April 2016 and March 2017 visits were made to the following services by Committee Members:

- ✓ Out of County Children's Home (Ynys y Bwt House).
- ✓ Targeted Services including Child Health and Disability Team and Agile Working (3rd floor County Hall).
- ✓ Rumney Primary School.
- ✓ The Youth Offending Team.

The range of visits represented a cross section of services and reflected developments during the year. Visitors were impressed with the children's home, commenting on the commitment of staff, their approach and the family environment. Visitors were also impressed with the passion and commitment of the school they visited, which was an example of good practice. Visitors felt that whilst they had a good range of discussions with Children's Services staff during their visit to the Targeted Services teams at County Hall there was scope to spend further time with these teams in the future.

# The Annual Programme

The Committee's terms of reference require it to develop and work within an annual programme to actively promote real and sustained improvements in the life chances of looked after children, children in need, care leavers and children and young people in the criminal justice system. The following items were presented to the Committee during 2016-17 and constitute its programme.

| Presentations                                  | Dates presented   | Guest speaker  |
|--|-------------------|--|
| 1. Trainee Scheme for looked after children    | 22 April 2015     | Project Manager  |
| 2. Looked After Children Education Team (LACE) | 22 April 2016     | Acting LACE coordinator. Youth Mentor for looked after children. |
| 3. When I'm Ready (WIR) Scheme                 | 13 September 2016 | Care Leavers Accommodation Service Team Leader.                  |
| 4. Staff Workload                              | 21 March 2017     | Team Manager Looked After Services.                              |

## 1. The Trainee Scheme for looked after children

The Committee received a presentation from the Traineeship Co-ordinator and two young people who gave an account of their experience of the scheme. In response to the request of young people and comments made at the Committee's March 2016 listening event, the scheme was rebranded during the year to remove the words 'Looked After Children' from the title, and the Committee were informed that an online launch and app were planned.

A support worker was recruited to work alongside the co-ordinator during the year, and that support worker attended a Committee meeting to observe proceedings as part of their induction programme.

Discussion at the Committee meeting identified that there needs to be greater follow up / support to ensure that young people remain on the scheme since only half of those referred had actively engaged in the process. A protocol for appropriate referral was being developed and decisions were being made about how young people should be prioritised. A greater focus on minority groups was planned to improve diversity. Approaches to Council Directorates that hadn't offered placements were continuing.

### Key achievements of the service

During 2016/17 there were 56 looked after children referred to the Traineeship scheme and 48 young people went on to engage with the scheme.

Of the 48 young people, 31 started in a traineeship placement and 7 accepted an apprenticeship.

Currently there are a total of 8 Apprentices, one having started prior to the beginning of the year.

## 2. The Looked After Children Education Team (LACE)

At the May 2016 meeting, Members were provided with a presentation outlining the work of the team, education funding for looked after children, attainment data and designated teacher training days. The Pupil Deprivation Grant and the process for setting education attainment levels were discussed. This scheme will give young people the time and support to develop the necessary skills and resilience to make a successful transition to adulthood.

#### Key challenge

The majority of the Pupil Deprivation Grant (PDG) for 2016/17 was given directly to schools via the Education Consortium (Cardiff, Bridgend, Merthyr Tydfil, Rhondda Cynon Taf and the Vale of Glamorgan).

This had implications for the small Looked After Children Education (LACE) team supporting schools in Cardiff as there were previously additional posts funded from the grant. The team is now struggling to meet demand.

### 3. The When I'm Ready (WIR) Scheme

The When I am Ready (WIR) scheme is part of the local authorities new legal duties under the Social Services and Well Being (Wales) Act 2014, which came into force during April 2016. The scheme enables young people in foster care to continue to live with their former foster carers under a different arrangement either after they turn 18, until the age of 21 or until the young person ends an agreed programme of education or training after their 21st birthday.

#### Key achievements of the service

The pilot phase of the When I am Ready scheme ran between January 2016 and the 31st March 2017. Work to embed the When I am Ready service into ongoing service delivery continues. The service has been re-located and is now managed within the Fostering Service.

Since January 2016, 32 young people between the ages of 15.9 years and 18 years were referred for information regarding a possible When I'm Ready arrangement with their carers. So far, 17 young people/carers have been taken onto the WIR scheme. 9 are planning to remain in education and go on to university. 4 young people have moved on from the When I'm Ready scheme in a positive way to alternative accommodation.

Numbers of referrals continue to rise and there are at least 6 more When I'm Ready assessments planned before the end of 2017/18.

Members received a presentation at the September 2016 meeting and sought clarification on the situation if a young person does not want to remain in foster care and for young people in residential care. Officers advised that looked after children including homeless young people can be provided with supported lodgings from the age of 16. Young people in residential care have to move to foster care if they wish to participate in the scheme. It was clear that one model does not fit all young people and consideration was being given to creating a preparation programme to assist young people making the transition.

### 4. Staff workload

A Team Manager from the Looked After Service attended the 21 March 2016 meeting. They presented examples of cases which illustrated the pressures that social workers face. The

examples provided assisted Members in understanding some of the issues that had arisen during discussions of other items during the year. Details are not for publication in accordance with paragraphs 12 and 13 of Part 4, and paragraph 21 of Part 5 of Schedule 12 Local Government Act.

DRAFT - no status

# Inspection & Annual Reports

The Committee's terms of reference require all relevant Children's Services inspection reports and annual reports to be presented to the Committee. The reports are specified in the terms of reference. The following table lists the reports presented during 2016-17. Further details on each item are provided below.

| Inspection Reports and Annual Reports                                       | Meeting   | Subject   |
|---|---|---|
| 1. Children's Services and Education Services inspection and annual reports | 19 July 2016<br><br>19 July 2016<br><br>13 September 2016                             | CSSIW Children's Services Inspection January 2016.<br><br>Estyn monitoring visit January 2016.<br><br>Estyn Report – raising attainments, achievements and aspirations. |
| 2. Children's Homes Quality of Care Reports                                 | 24 May 2016<br>19 July 2016<br>13 September 2016<br>22 November 2016<br>21 March 2016 | Regulation 32 visits  |
| 3. Annual Quality Assurance Report for Crosslands Children's Home           | 22 November 2016  | A review of the quality of care in accordance with Regulation 33 of the Children's Homes (Wales) Regulations 2002.  |
| 4. Case Practice Reviews  | None  | None were published during the year.  |
| 5. Fostering Annual Quality of Care Report                                  | None  | -   |
| 6. Regional Adoption Service Annual Report                                  | 22 November 2016  | Vale, Valleys & Cardiff Regional Adoption Service Annual Report for period 1 April 2015 -31March 2016   |
| 7. 4C's Commissioning   | None  | -   |
| 8. Out of Area Annual Report  | 19 July 2016  | 2015/16   |
| 9. Annual Report of Brighter Futures (with education)                       | None  | Brighter Futures was disbanded prior to the 2015-16 year.   |

## 1. Children's Services and Education inspection reports

Cardiff Children's Services underwent a focused Inspection by the Care and Social Services Inspectorate for Wales (CSSIW) between the 11th and 25th of January 2016. The findings were published on the 23<sup>rd</sup> of March. The Corporate Parenting Advisory Committee was briefed on the findings during July 2016. The inspection looked at access for children and

young people and families who require a wellbeing assessment or care and support, and a review of the effectiveness of the interface between preventative and statutory services.

### Key achievements of the service

Members were advised that the findings of the Children's Services inspection were positive and that the recommendations would be incorporated into business planning.

Cardiff School Services was subject to an Estyn monitoring visits on the 25<sup>th</sup> and 29<sup>th</sup> of January 2016. The Committee was briefed on the findings during July 2016.

### Key achievements of the service

Estyn found that Cardiff had made specific progress against the recommendations of the February 2014 visit and was no longer in need of significant improvement or further follow up activity.

A more detailed presentation was made to the Committee in September 2016 summarising rising attainments, achievements and aspirations for looked after children. Members were pleased to receive the presentation and noted the positive references to the work undertaken by the authority.

## 2. Children's homes quality of care reports (Regulations 32 visits)

Crosslands Children's home is the only children's home directly delivered by the City of Cardiff Council. Regulation 32 of the Children's home (Wales) Regulations 2002 requires monthly visits by an independent person and written reports on the conduct of the home. The Corporate Parenting Advisory Committee received the Regulation 32 reports by virtue of its role in representing the responsibility of the authority as a corporate parent.

The reports outlined visits which included interviews with residents, managers and staff, inspections of the premises, inspection of the daily log of events and inspection of the record of complaints.

### Key achievements of the service

No significant issues were raised during 2016-17. The Committee resolved in May 2016 to send a letter to staff at the Children's Home to acknowledge the good work being done.

Details are not for publication in accordance with paragraphs 12 and 13 of Part 4, and paragraph 21 of Part 5 of Schedule 12 Local Government Act.

## 3. Annual quality assurance report for Crosslands children's home

The report provided a review of the quality of care offered by Crosslands Children's Home during the period 1 April 2015 to 31 March 2016, in accordance with the requirements of Regulation 33 of the Children's Homes (Wales) Regulations 2002. The Registered Manager operates and maintains a system for monitoring, reviewing and evaluating the quality of care as set out in the regulations. The aim of producing the report was to inform and drive improvements in the quality of care provided to the young people living in the home. There were no questions from the Committee.

## 4. Case practice reviews

No Child Practice Reviews were reported to the Committee during 2015-16.

## 5. Fostering annual quality of care report

This item was deferred from the draft programme.

## 6. Regional adoption service annual report

The requirement to provide an annual review of the Adoption Service is set out in Regulation 22 of the Local Authority Adoption Service (Wales) Regulations 2007 and section 15 (c) of the Adoption and children Act 2002 (Joint Adoption Arrangements) (Wales) Directions 2015. Whilst the report provided to the Committee was for the 2016-17 year, the narrative and some of the data applied to the period from the formation of the Collaborative on the 1<sup>st</sup> of June 2015 to the 31 March 2016.

### Key achievements of the service

The Regional Adoption Service annual report concluded that at the end of the reporting period there was emerging evidence to demonstrate that collaborative working was beginning to enable a unified, consistent approach to service delivery and easier identification of need and gaps in provision. Overall the region had performed well in certain key areas and managed a large volume of work and demand for services during its first year. Positive outcomes could already be seen in the timely placement of children, the recruitment of adopters and an improved service to birth parents.

The Committee's discussion centred on the need to improve life story work. Cardiff specific data will be requested by the Assistant Director for the 2017-18 agenda item.

## 7. 4C's commissioning

No reports were presented during 2016-17.

## 8. Out of area annual report

The 2015-16 Out of Area Annual Report was presented to the July 2016 meeting. This report was presented to comply with the requirements of The Placement of Children (Wales) Regulations 2007 and the associated statutory guidance 'Towards a Stable Life and a Brighter Future'. Local authorities are required to have an inter-agency panel, comprising of senior representatives of Education, Health and Children's Services to consider any proposals to place children out of area. The report provided information about the circumstances in which out of area placement arrangements had been made to meet children's needs.

The report stated that out of area placements can be divided into three broad categories:

- ✓ Placements that address shortcomings in the local placement availability.
- ✓ Placements that provide a level of specialist care not available in Cardiff.
- ✓ Placements for children whose needs are such that they need to be located away from their local area.

### Key achievements of the panel

In the 12 months covered by this report the panel considered 294 placements.

Over the year:

2 placements were funded on a tripartite basis by Children's Services, Education Services and the University Health board.

17 placements were funded on a bipartite basis between Children's Services and Education.

10 placements were funded on a bipartite basis between Children's Services and the University Health Board.

The remainder of the placements were funded by Children's Services.

The report provided a profile of the children considered by the panel:

87 children and young people for whom the Panel considered Out of Area Placements had a Statement of Special Educational Needs.

37 of the children and young people were identified as requiring Child & Adolescent Mental Health Services (CAMHS). 7 placements were made outside the local CAMHS area. 3 young people needing out of area placements were receiving CAMHS services from the Cardiff based Community Intensive Treatment Team (CITT) immediately prior to the placement being proposed. The CITT is a consultant psychiatrist led service for children who would otherwise be placed in a specialist hospital.

The Panel dealt with placements for 11 children whose needs met the criteria for continuing health care.

The report indicated 79 fostering placements, 19 respite placements and 26 residential placements were presented retrospectively to the Panel. Retrospective requests to fund placements was identified as the main issue in the report.

The committee was invited to comment, raise questions or seek clarification. Members sought reassurance around the retrospective agreement of some placements and were reassured that those placements were appropriately scrutinised and only made in urgent circumstances. The challenge of meeting the need for increasing numbers of residential placements was discussed, and officers advised that there are currently no plans for the authority to increase in house residential provision. The local authority's only in-house residential children's home, Crosslands Children's Home, was continuing to provide a high standard of care. Members were keen to ensure that advocacy is available to looked after children who are placed out of county.

## 9. Annual report of Brighter Futures

Having achieved its objective of improving the relationship between Children's Services and Education Services, The Brighter Futures group was disbanded before 2015-16.

Alternative arrangements have been in place since before the start of 2016-17. Those arrangements now include:

- ✓ Regular joint Education and Children's Services senior management meetings.
- ✓ Education representatives sit on the Out of Area Panel.
- ✓ Education representatives attend a Social Services Managers Meeting to review Out of Area placements.
- ✓ Monthly meetings between managers in the Looked After Children Service and the Looked After Children Education Team.
- ✓ Termly training sessions for Looked After Children Designated Teachers.



# Monitoring Performance

The terms of reference for the Committee require the Committee to regularly review performance data and ensure performance monitoring systems are in place to achieve sustained improvements. The following table lists the reports presented during 2015-16. Further information on the reports is provided below.

| Performance reports                                       | Dates presented   | Subject  |
|---|---|--|
| 1. Regular Education report                               | 24 May 2016<br>19 July 2016<br>13 September 2016<br>22 November 2016<br>21 March 2017 | Looked After Children Education Team (LACE) – see above.<br>Estyn monitoring visit – see above.<br>Estyn Report – see above.<br>Outcomes 2015/16<br>Promoting the Achievement of Looked After Children (PALAC) |
| 2. Independent Reviewing Officer (IRO) Performance Report | 24 May 2016<br>22 November 2016   | The role, function and activity of the Independent Reviewing Officer Service   |
| 3. Children’s Services Performance report                 | 19 July 2016<br>13 September 2016<br>22 November 2016<br>21 March 2016                | Quarter 4 of 2015/16<br>Annual Outturn 2015/16<br>Quarter 2 of 2016-17<br>Quarter 3 of 2016/17   |
| 4. Children’s Complaints and Compliments reports          | 24 May 2016<br>13 September 2016<br>22 November 2016<br>21 March 2017                 | Quarter 4 of 2015/16<br>Quarters 1 of 2016/17<br>Quarter 2 of 2016/17<br>Quarter 3 of 2016/17  |
| 5. Advocacy Report  | 13 September 2016<br>21 March 2017  | Monitoring service provision and findings of the provider.   |

## 1. Education report

An Education report was presented at each of the five Committee meetings. The report either formed part of the Committee’s programme (e.g. the Looked After Children Education Team presentation), part of a combined Children’s Services and Education update (e.g. inspection findings) or a monitoring update (e.g. Outcomes 2015/16 and PALAC). The performance of Education Services was considered to be an essential component in meeting the needs of looked after children.

## 2. Independent Reviewing Officer performance report

The report included information about the role, function and activity of the Independent Reviewing Officers (IRO) service. The function of the IRO service is to provide robust challenge to social work teams regarding cases where the quality of care plan is not good enough or has gone into drift. It was noted that the IRO’s have specific responsibility to escalate concerns about Looked After Children through a dispute resolution process which can lead to the involvement of the Children and Family Court Advisory and Support Service

(CAFCASS Cymru) and legal action. There were a number of significant developments in the period leading up to the second report of the year. Those included:

- ✓ A change in legislation i.e. the introduction of the Social Services and Wellbeing (Wales) Act.
- ✓ The permanent appointment of a new Operational Manager for Safeguarding.
- ✓ The introduction of the Signs of Safety framework for social work practice.
- ✓ A significant increase in the number of looked after children entering the system.
- ✓ The receipt of unaccompanied asylum seeking children from Calais.
- ✓ The number of children placed for adoption doubled.

### Key achievements of the service

The reports indicated that:

Work was underway to develop reviews for Young Adults 18+ years in response to the When I'm Ready requirements, which facilitates young adults to remain in their foster placement to continue in full time education or training.

The service is keen to further strengthen children's participation in reviews. The IROs are currently communicating with other Local Authorities and gathering examples of good practice in effective communication and engagement with Looked After Children.

Lunch and learn sessions for IROs and the CAFCASS team had a positive impact on the relationships and communication between IROs and Children Guardians.

In an effort to raise awareness and a better understanding, the IRO service would be attending social work team meetings.

Regular IRO and Manager forums were to take place to discuss cases and general practice with the aim of achieving better partnership working.

The trends in performance were discussed along with developments intended to make the service more responsive, for example dispute resolution protocol and agile working. Committee members sought reassurance that the increase in numbers of looked after children and number of out of county placements were appropriate and received an explanation and reassurance from the presenting officer.

### 3. Children's Services performance report

The purpose of this report was to help the Committee to understand the factors that impact on outcomes for children in need, looked after children and consider opportunities for improving outcomes.

Members scrutinised the figures and commentary presented in performance reports over the year and asked for explanations around specific areas of performance. Members were advised that there had been some continued progress but also some slippage and some recording issues.

2016/17 was a unique transitional year for performance management, due to the introduction of new performance reporting requirements and the National Outcomes Framework associated with the Social Services and Wellbeing (Wales) Act 2014. The new reporting requirements created a number of completely new performance indicators (PIs) whilst some

of the previous PIs were retained. This made year on year comparison more complex and more difficult to reach conclusions.

The Directorate's view was that overall performance has been positive during the year in the context of increasing demands and complexity:

The increase in demand was from 644 looked after children at 31<sup>st</sup> of March 2016 to 721 at the 31<sup>st</sup> of March 2017.

There was an improvement in the timeliness of statutory visits to looked after children from 87% (1,537 / 1,774) in 2015/16 to 95% (1,933 / 2,033) in 2016/17, which is in excess of the 90% target.

94.8% of statutory reviews for looked after children were held within prescribed timescales during the year.

There was a small decrease in the timeliness of child protection reviews from 100% (1,017 / 1,019) in 2015/16 to 99% (1,000 / 1,012) in 2016/17 overall. However, the timeliness of initial and review child protection conferences had returned to 100% by the end of the 4<sup>th</sup> quarter 2016/17.

### Key achievements of the service

Work to progress the Directorate's commitments in the Corporate Plan:

The Child Sexual Exploitation (CSE) Strategy had enabled significant progress to be achieved in ensuring that children and young people were protected, were supported to break away from sexual exploitation and recover from their experiences, along with disrupting people and places of concern and creating better awareness of the issue in the night economy. The work had raised the profile of Cardiff across Wales and the UK as a beacon of good practice.

The Multi-Agency Safeguarding Hub (MASH) was established as a new arrangement for managing referrals. Early indications was that this response to safeguarding children and adults was more effective.

The new Social Services and Wellbeing (Wales) Act 2014 came into force on the 6th of April 2016. It provides the legal framework for improving the wellbeing of people who need care and support, carers who need support, and for transforming social services in Wales. The Council is working on the implementation of the Act and the associated National Outcomes Framework during 2016/17. Specialist training on the Act was completed by 1,183 members of staff during the year. Changes in practice are becoming evident across teams, but it is too early to be able to objectively determine the impact.

### Key challenges

The percentage of social worker vacancies in Children's Services increased slightly from 22.2% in 2015/16 to 23.5%, however work to improve recruitment and retention resulted in a more stable workforce with less need to rely on agency staff.

Members expressed concern that whilst vacancy rates remain stable, the rate is quite high. They asked questions to understand the position in relation to recruitment and retention of children's social workers. Officers advised that some of the vacancies had been created by internal promotions and transfers which supported career development and staff retention. Recruitment initiatives remain ongoing.

Members stressed the importance of ensuring that budgets are protected and sought reassurance that savings were both reasonable and realistic. Discussion highlighted that there must be a commitment to providing the best placements for children at the same time as recognising the importance of Early Help.

#### 4. Complaints & representations report

Reports summarised complaints, compliments, subject access requests and representations activity, including details of independent investigations, ombudsman investigations, identified themes and learning.

##### Key achievements of the service

Children's Services received 31 compliments during 2016/17.

Children's Services received 128 complaints during 2016/17, a 5% decrease on the 135 complaints received during 2015/16. 9 complaints were received direct from children and young people (or an advocate) during the year compared with 20 in 2015/16.

Stage 1 complaints are resolved effectively which meant that only a small percentage of complaints (8%) proceed to Stage 2 or the Public Service Ombudsman for Wales.

There were 6 Stage 2 investigations initiated in 2016/17 compared with 9 in 2015/16. There were 6 referrals to the Public Service Ombudsman for Wales, compared with 4 in 2015/16.

The following themes were identified:

- ✓ Staff not returning calls / responding to messages / poor communication.
- ✓ Complaints around quality of care, e.g. service delivery / missed calls.
- ✓ Case management and review e.g. unhappy with service provided by social worker, delay in responding to service request and / or assessment outcome.
- ✓ Financial matters, e.g. needing to repay overpayments of Housing Benefit.
- ✓ Issues relating to contact between looked after children and their families.

Members asked questions and sought clarification. They were advised that measures are in place to resolve issues. The difficulty in attributing reasons to the fluctuation in rates of complaints over time was attributed to normal fluctuation rather than any underlying cause.

#### 5. Advocacy quarterly report

The Cardiff Advocacy and Independent Visiting Service (provided by NYAS Cymru) reported to the September 2016 and March 2016 meetings.

The reports focussed on the promotion and development of the service, emerging themes, issues, recommendations made to Children's Services, participation and consultation work, feedback from children and young people and delivery of the independent visiting service.

Details of the reports were not published in accordance with paragraphs 12 and 13 of Part 4, and paragraph 21 of Part 5 of Schedule 12 Local Government Act.

#### **Key achievements of the service**

The majority of referrals were to work with children in the child protection service, followed closely by looked after children and young people. A smaller number of referrals were received to work with children in receipt of Care and Support, and Care Leavers. There were referrals from unaccompanied asylum seeking young people for advocacy and/or appropriate adult representation in the age assessment process.

DRAFT - no status

# Integrating Services

The Committee's terms of reference require it to recommend ways in which more integrated service can be developed across Council directorates, schools and other stakeholders.

## Key achievements

A regional Partnership Board (RPB) was established under the requirements of the Social Services and Wellbeing (Wales) Act 2014. The Board analysed existing work streams and agreed future priorities.

The Cardiff and Vale of Glamorgan Population Needs Assessment was published.

Cardiff and Vale of Glamorgan Councils approved a recommendation to merge their Training and Development Teams into a Regional unit.

Integrating services was also taken forward under aspects of the Corporate Parenting Strategy, which is detailed in the following section of this report.

# The Corporate Parenting Strategy

The terms of reference require a corporate parenting strategy.

A Corporate Parenting Strategy was drafted by Mangers in Children's Services in consultation with colleagues in Education and the University Health Board during 2015-16. The strategy was formally endorsed by the Council's Cabinet on the 19<sup>th</sup> of May 2016, and published as paper documents as well as a separate summary document, both available in English and in Welsh during 2016-17. The Strategy will be formally launched to the new Council during 2017-18.

The Strategy is structured around nine principles. Progress against each is summarised as follows:

## 1. Effective early intervention and prevention

Effective early intervention and prevention enables more children to remain at home. The Cardiff Partnership launched the Early Help Strategy in October 2015. The strategy sought to ensure that children receive help at the lowest level of intervention that is safe and effective, and to maximise the impact of social work intervention and family support.

### Key achievements of the strategy

33 people from schools and third sector organisations were trained as part of the Joint Assessment Family Framework (JAFF) pilot during 2016/17.

Families First commissioned work to engage with families about the kind of support and services they want, with the aim of improving early help arrangements and co-produce a 'step down' service that will reduce the amount of time families are open to Children's Services.

The JAFF continues to be refined and developed. The intention is that it will be used by the Early Help Service as a form of proportionate wellbeing assessment.

The pilot identified issues which mean that it will be difficult to roll out the JAFF in schools as first envisaged. However, this information helped to inform a schools working group which then started to explore alternative ways to establish a clear 'graduated response' to the needs of children and their families.

The findings from the research are being used alongside information from other stakeholder engagement and the JAFF pilot to inform service development and plans for commissioning the new Families First programme.

Families First started to work with Children's Services to develop plans for an Early Help Front Door through an extension of the current Team Around the Family and Families First Freephone arrangements. This is intended to provide an alternative, earlier point of entry to support for families which will reduce the numbers of contacts to the MASH assessed as 'no further action' for Children's Services. This will be a central element in the provision of Information, Advice and Assistance under the Social Services & Well-being (Wales) Act 2014. It will also incorporate new step down arrangements.

## 2. Safely reducing the number of looked after children

The Strategy acknowledges that there is a difficult balance to strike between ensuring children are safeguarded with their needs being met by their families and the need to intervene effectively when children are in need of protection.

Cardiff Children's Services is committed to delivering the Signs of Safety risk assessment model to underpin its practice. The approach is a relationship-grounded, safety organised, child protection framework designed to help families demonstrate strengths over time.

#### Key achievements of the strategy

Implementation of Signs of Safety continues to progress at a pace with timely achievement of milestones.

Cardiff Children's Services has developed an Adolescent Resource Centre (ARC) service. The ARC provides intensive support for young people at risk of becoming looked after, who present such challenges that they would otherwise be placed in costly external agency placements. A feature is integrated support from a range of partners, such as the Youth Service, Youth Offending Service, Education, Health and Housing.

#### Key achievements of the strategy

The Adolescent Resource Centre (ARC) team has been recruited and undertaken a comprehensive 6 week induction programme. The team is working from Youth Service centres until a permanent base can be secured.

### 3. Promoting permanency

During 2016/17 there was a rapid and sustained increase in placements of children with parents following Court decisions. Children who are placed with their parents require a high level of support that is different to the support required by children in other placement types.

#### Key achievements of the strategy

Funding was secured through a financial pressures bid to create a team of social workers to work with children placed at home and subject to Care Orders under Placement with Parents Regulations.

Success in supporting more looked after children to live with their parents means cost is reduced significantly compared to placements away from their home.

### 4. Providing high quality placements

#### Key achievements of the strategy

The in-house Fostering Recruitment Campaign was refreshed with the launch of the 'Count Yourself In' campaign in February 2017.

This campaign targeted single people, same sex couples and disabled people who think they would not be eligible to foster.

Joint working between Children's Services and Education is focussing on the return of looked after children from out of area placements, planning future provision.



## 5. Continuing to improve services for children with disabilities, including short break care

There is evidence that children with disabilities are more likely to become looked after, remain in care for longer and have a higher risk of being placed inappropriately compared to non-disabled children. To address this, an integrated multi-agency programme of work is underway to reshape services for children and young people with disabilities across Cardiff and the Vale of Glamorgan.

### Key achievements of the strategy

- ✓ Launch of the Disability Index.
- ✓ Scoping of opportunities to regionally recommission services for disabled children across the Families First programme.
- ✓ Developing an all age regional Integrated Autism Service.
- ✓ Developing a model to support integrated respite provision between Cardiff and Vale University Health Board and Cardiff Council.
- ✓ Securing an additional 2.54 million from Integrated Care Funding to progress the integration of services for children with complex needs and adults with learning disabilities across the region
- ✓ Commissioning regional pilot services to support early intervention approaches for children with neurodevelopmental conditions (ASD/ADHD)
- ✓ Commissioning regional pilot service to support parents with a learning disability to reduce the number of children in care proceedings for this group.

## 6. Improving the education, attainment and achievement for all looked after children

### Key achievements of the strategy

Seven schools in Cardiff are undertaking action research with the University College London under the 'Promoting the Achievement of Looked After Children programme'. The aim is to establish evidence of good practice to improve the achievement and attainment of looked after children. Results will be available in 2017/18.

The Achievement Leader and Looked After Education team have pupil progress meetings to discuss pupils that appear to be underachieving and ensure that schools put additional support and intervention in place.

## 7. Improving and supporting the emotional health and mental wellbeing of looked after children

It is more likely that looked after children are more likely to experience emotional and mental health issues than children living with their birth families. Young people can be let down by a system that does not always recognise their behaviour as a sign of distress and fails to provide them with support to develop secure attachments to their carers.

### Key achievements of the strategy

Funding has been identified by the Council and University Health Board to employ a dedicated full time psychologist for looked after children.

The emotional health and mental wellbeing of looked after children has been identified as an area for the corporate Parenting Advisory Committee to focus on in 2017/18.

## 8. Providing young people leaving care with appropriate preparation for adult life, taking account of all of their needs including their well being

The Council is committed to supporting young people who remain in foster placement post 18 in line with the When I'm Ready guidance. Further details on When I'm Ready are provided in the Annual Programme section of this report.

For young people who are not able to remain in foster care, either because their foster carers do not wish to participate in When I'm Ready or because the young person needs an independent living experience, the Council provides a Supported Lodgings scheme. The scheme offers emergency placements for up to two weeks as an alternative to a hostel during a crisis, and long-term placements for young people who are looked after or homeless for up to a year. The scheme helps young people develop skills for independent living and move on to independence. Supported Lodgings provides a safe, family environment for young people to mature emotionally and practically as they begin to take on greater responsibility.

### Key achievements of the service

The Supported Lodgings scheme has increased capacity from 13 providers to 19 over the last year, providing 26 placements, with 2 more being assessed. There are an additional 12 Supported Lodgings arrangements for specific individuals. These are either ex foster carers (from prior to When I'm Ready coming into place), or connected persons who have offered supported accommodation to a young person they know.

Further recruitment of carers is planned using marketing and social media over the summer and autumn months.

## 9. Strengthening the role of the Corporate Parenting Advisory Committee.

The Committee's terms of reference require it to make recommendations where appropriate. During March 2017, at the end of the Committee's term, committee members met to decide upon the legacy statement they wished to leave the new administration.

Members stated that the main aspiration of the Corporate Parenting Advisory Committee had been:

- ✓ To raise the profile of looked after children across the Council.
- ✓ To make sure that the Council's responsibility to looked after children was acknowledged, owned and acted upon.
- ✓ To draw in professionals who would not otherwise be involved.

Reflecting on performance against the vision, members felt that they had:

- ✓ Familiarised themselves with the needs of and resources available to looked after children.
- ✓ Listened.
- ✓ Identified appropriate challenges.
- ✓ Acted as a critical friend.
- ✓ Celebrated progress.
- ✓ That the awareness of Cabinet had been increased by having three of its members participating in the Committee, including the Deputy Leader as Chair.

- ✓ That the Education Services representative had acted in concert with Children's Services and become a valued advisor to the Committee. They could see that joint working had improved.
- ✓ Plans were in place to further extend the number of advisors to include young people and representatives from the University Health Board.

### Key achievements against the previous year's recommendations

Committee members were conscious to adhere to the role of the Advisory Committee as set out in its terms of reference during the year. They were conscious to avoid duplicating the activity of the Scrutiny Committee.

Minutes of meetings were forwarded to the Scrutiny Committee chair to strengthen communication.

Child and adolescent mental health was identified as a desirable area for future focus, and decisions were made to invite young people and a representative of the University Health Board to be regular advisors at future meetings.

However there was room for improvement. Member felt that:

- ✓ The Committee had been unable to act on a cross-party basis because of vacancies not being filled.
- ✓ That the Committee was over dependent on Members with knowledge or experience of the subject area.

Looking to the future, the following suggestions were made:

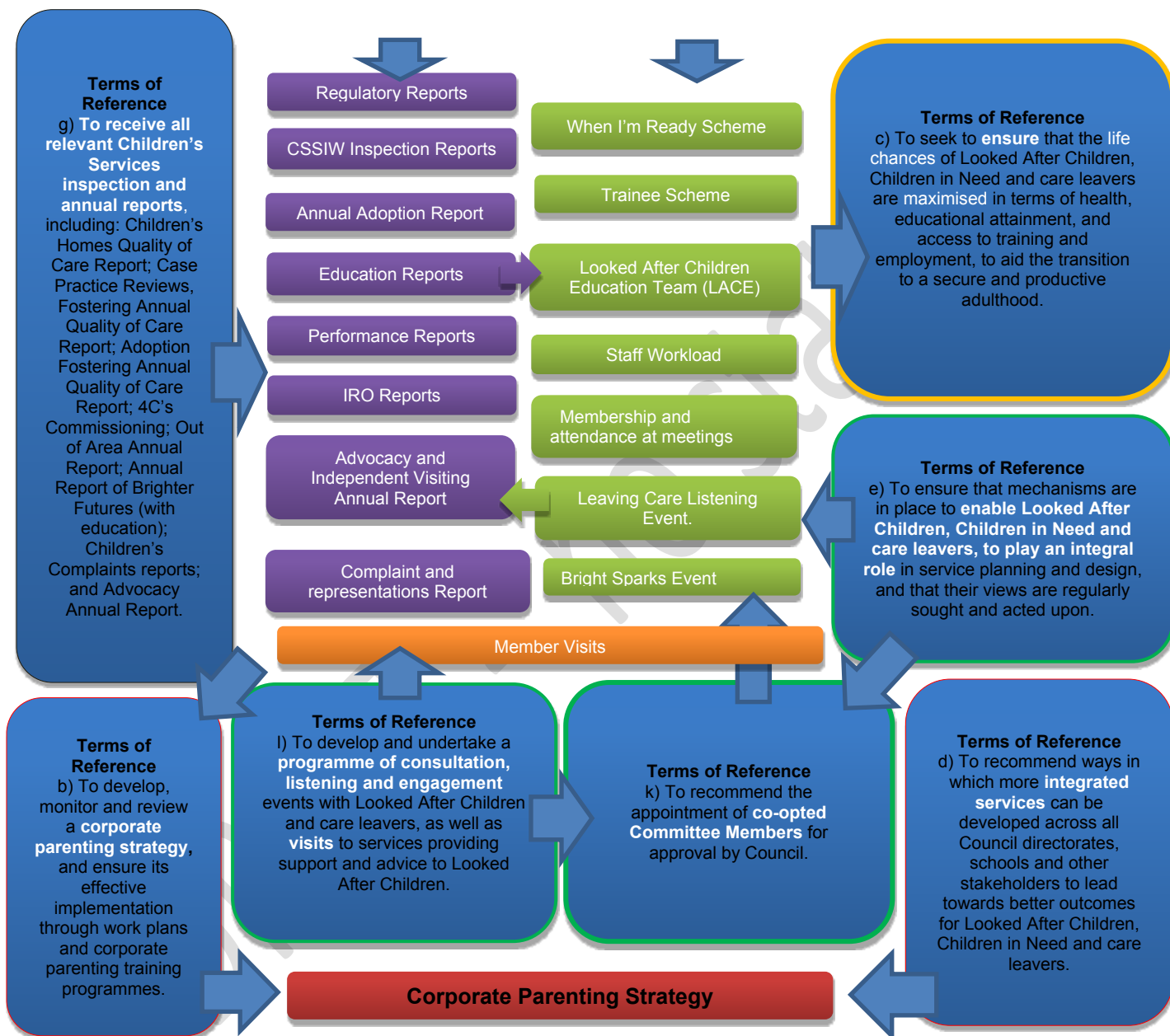
- ✓ Attendance of members from across political parties.
- ✓ Greater emphasis on promoting wider understanding among elected members that the lives of looked after children are enhanced by partnership working.
- ✓ Greater emphasis on all elected members understanding and committing to their responsibilities as corporate parents.

## Appendix A

### The relationship between Corporate Parenting Advisory Committee activity and the terms of reference during 2016-17

**Terms of Reference**  
f) To ensure **performance monitoring systems** are in place, and regularly review performance data to ensure sustained performance

**Terms of Reference**  
To actively promote real and sustained improvements in the life chances of Looked After Children, Children in Need, Care Leavers and children and



CARDIFF COUNCIL  
CYNGOR CAERDYDD

CORPORATE PARENTING ADVISORY COMMITTEE

17 October 2016

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**CORPORATE PARENTING ADVISORY COMMITTEE: WORK PROGRAMME**

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**Reason for the Report**

1. To fulfil the requirements of the Committee's terms of reference and ensure that Committee Members are actively involved in key areas of corporate parenting.

**Background**

2. The role of the Committee is outlined in its terms of reference. The terms of reference may be divided into four categories of activity:
  - i. **Category 1: To receive information.**
    - To ensure performance monitoring systems are in place, and regularly review performance data to ensure sustained performance improvements in outcomes for Looked After Children, Children in Need and Care Leavers.
    - To receive all relevant Children's Services inspection and annual reports, including: Children's Homes Quality of Care Reports; Case Practice Reviews, Fostering Annual Quality of Care Reports; 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 Reports.
3. A provisional schedule of reports is attached at **Appendix A**. This schedule will be subject to change according to the availability of reports and or emerging needs of the Committee.
  - ii. **Category 2: To actively be involved in corporate parenting.**
    - To actively promote real and sustained improvements in the life chances of Looked After Children, Children in Need, Care Leavers and children and young people in the Criminal Justice system and to work within an annual programme to that end.
    - To seek to ensure that the life chances of Looked After Children, Children in Need and Care Leavers are maximised in terms of health, educational attainment, and access to training and employment, to aid the transition to a secure and productive adulthood.

4. It is suggested that to fulfil this function, members of the Committee take responsibility for themes arising in the Corporate Parenting Strategy. The themes are outlined in **Appendix B**. A senior officer will be assigned to support Members in exploring each theme. Members may suggest alternative themes if they prefer.

**iii. Category 3: To engage with children and young people and act upon their views.**

- To ensure that mechanisms are in place to enable Looked After Children, Children in Need and Care Leavers, to play an integral role in service planning and design, and that their views are regularly sought and acted upon.
- To develop and undertake a programme of consultation, listening and engagement events with Looked After Children and Care Leavers, as well as visits to services providing support and advice to Looked After Children, Children in Need and Care Leavers.

5. It is suggested that members of the Committee engage in a series of visits and events to fulfil this function. It is suggested that the schedule of visits is developed to meet the information needs arising from the work programme. The template attached at **Appendix C** will be completed as visits are scheduled.

**iv. To oversee strategic developments, to report and to make recommendations.**

- To develop, monitor and review a corporate parenting strategy, and ensure its effective implementation through work plans and corporate parenting training programmes.
- To recommend ways in which more integrated services can be developed across all Council directorates, schools and other stakeholders to lead towards better outcomes for Looked After Children, Children in Need and Care Leavers.
- To report to the Children and Young People's Scrutiny Committee as necessary.
- To report to the Cabinet at least twice a year.
- To make recommendations to the Cabinet where responsibility for that function rests with the Cabinet.
- To recommend the appointment of co-opted members to the Committee for approval by Council.
- To submit an annual report on the work of the Committee to full Council.

6. It is suggested that these activities will be the culmination of the Committee's activity and that Committee members should keep these objectives in mind during the year. Theme 9 of **Appendix A** will provide a forum for their discussion.

### **Financial Implications**

7. There are no direct financial implications arising from this report.

### **Legal Implications**

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

### **RECOMMENDATION**

9. The recommendations are:

- Agree the provisional schedule of reports.
- Agree the proposed structure for the work programme / themes proposed.
- Agree who is leading on each theme.
- Agree to plan a schedule of visits to meet emerging information needs.

**TONY YOUNG**  
**Director of Social Services**  
**10 October 2017**

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## Appendix A

### Provisional schedule of reports

| Theme  | 17 October 2017  | 16 January 2018   | 24 April 2018           | 17 July 2018                        |
|--|--|---|-------------------------|-------------------------------------|
| <b>Significant developments, Strategic reports, or other</b> | 2016-17 draft annual report.<br>Pupil Development Grant.   | tbc   | tbc                     | tbc<br>2017-18 draft annual report. |
| <b>Inspection reports</b>                                    | Ty Storrie children's home.<br>Crosslands children's home. | tbc   | tbc                     | tbc                                 |
| <b>Annual Reports</b>  | Fostering Service.<br>Ty Storrie.                          | Adoption Service.<br>Crosslands.<br>Corporate Safeguarding. | Traineeship scheme.     | Out of county placements.           |
| <b>Independent Reviewing Officer</b>                         | -  | 6 month report.   | -                       | 6 month report.                     |
| <b>Advocacy</b>  | -  | Update.   | Annual report.          | Update.                             |
| <b>Education</b>   | Education performance.                                     | Education report.   | Education report.       | Education report.                   |
| <b>Children's home quality of care: Reg 32</b>               | Crosslands, Ty Storrie.                                    | Crosslands, Ty Storrie.                                     | Crosslands, Ty Storrie. | Crosslands, Ty Storrie.             |
| <b>Complaints</b>  | Quarter 4.<br>Annual outturn.                              | Quarter 2.  | Quarter 3.              | Quarter 4.<br>Annual outturn.       |
| <b>Performance</b>   | Quarter 4.<br>Annual outturn.<br>Quarter 1.                | Quarter 2.  | Quarter 3.              | Quarter 4.<br>Annual outturn.       |

This schedule may be subject to variation according to the availability of reports and or emerging needs of the Committee.

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## Appendix B

### Proposed structure for the work programme

The following proposed themes arise from clusters of principles outlined in the Corporate Parenting Strategy. It is suggested that members of the Committee take on the role of champions, and are supported by senior officers to fulfil that role.

| Theme  | Member | Officer |
|--|--------|---------|
| <b>Prevention</b><br>1. Effective early intervention and prevention.<br><br>2. Safely reducing the number of looked after children.  |        |         |
| <b>The experience of looked after children and outcomes</b><br>3. Promoting permanency<br><br>4. Providing high quality placements.<br><br>5. Provide young people leaving care with appropriate preparation for adult life, taking account of all of their needs including their wellbeing. |        |         |
| <b>Specialist services</b><br>6. Continue to improve services for children with disabilities, including short break care.<br><br>7. Improve and support the emotional health and mental wellbeing of looked after children.  |        |         |
| <b>Education</b><br>8. Improve the education attainment and achievement for all looked after children.   |        |         |
| <b>The role of the Corporate Parenting within the Council</b><br>9. Strengthening the role of the Corporate Parenting Advisory Committee within the Council.   |        |         |

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## Appendix C

### Template for schedule of Member visits

| Visit / service | Members names | Date |
|-----------------|---------------|------|
|                 |               |      |
|                 |               |      |
|                 |               |      |
|                 |               |      |
|                 |               |      |
|                 |               |      |
|                 |               |      |

To be completed as visits are identified.

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