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AGENDA

Committee	CORPORATE PARENTING ADVISORY COMMITTEE
Date and Time of Meeting	TUESDAY, 22 SEPTEMBER 2015, 4.00 PM
Venue	COMMITTEE ROOM 4 - COUNTY HALL
Membership	Councillor Lent (Chair) Councillors De'Ath, Evans, Goddard, Joyce, Sanders, White and Merry

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

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

3 **Minutes** (*Pages 1 - 4*)

To approve as a correct record the minutes of the meeting held on 16 June 2015.

4 **Quarterly Complaints and Representations Report - Quarter 1 2015-16** (*Pages 5 - 10*)

5 **Regulations 32 Report - Confidential Item** (*Pages 11 - 30*)

6 **Education Matters - Exam Results of Looked after Children - Report to Follow**

7 **Members Visits - Verbal Update**

8 **Draft Work Programme/Forward Plan** (*Pages 31 - 34*)

9 **Corporate Parenting Strategy - Update to Follow**

10 **Date of next meeting**

The next meeting of the Corporate Parenting Advisory Committee is scheduled for 17 November 2015, Committee Room 4, County Hall, Cardiff.

Marie Rosenthal

Director Governance and Legal Services

Date: Wednesday, 16 September 2015

Contact: Andrea Redmond A.Redmond@cardiff.gov.uk Tel: 02920 872434

CORPORATE PARENTING ADVISORY COMMITTEE

16 JUNE 2015

Present: County Councillor Lent (Chairperson)
County Councillors De'Ath, Goddard, Sanders, White and Merry

Also: Tony Young (Director Childrens Services), Gillian James (Achievement Leader, Closing the Gaps, Education), Bethan Davis (Complaints Manager, Children's Services), Debbie Martin Jones (Operational Manager Looked After Children), Elly Jones, NYAS and Mandy Farnham (Committee clerk)

25 : APPOINTMENT OF CHAIRPERSON

It was noted that at the Annual meeting of Council held on 21 May 2015, Councillor Sue Lent, Deputy Leader, was appointed as Chairperson of this Committee.

26 : MEMBERSHIP OF COMMITTEE

It was noted that at the Annual meeting of Council held on 21 May 2015, Councillors Lent (Chairperson), Dan De'Ath, Jonathan Evans, Sue Goddard, Heather Joyce, Sarah Merry, Eleanor Sanders and Susan White were appointed as Members of this Committee.

27 : TERMS OF REFERENCE

RESOLVED: To agree the Terms of Reference of the Corporate Parenting Advisory Committee.

28 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Evans and Councillor Joyce. Apologies were also received from Marie Rosenthal.

29 : DECLARATIONS OF INTEREST

No declarations of interest were received.

30 : MINUTES

The minutes of the meeting held on 22 April were agreed as a correct record and signed by the Chairperson.

31 : CHILDREN'S SERVICES - COMPLAINTS AND COMPLIMENTS REPORT

The Chairperson welcomed Bethan Davis Complaints Officer Children's Services to the meeting.

Members were provided with an update on Cardiff's Children's Services Complaints and Representations between 1 January 2015 and 31 March 2015 (Quarter 4).

The Chair invited questions and comments from Members:

- Members were pleased to note that the information provided in respect of complaints and representations would be provided in tabular form in readiness for the next quarterly report.
- Members were advised that at the present time it is too early to provide details of any improvements made in relation to the review of, and amendment to, the audit tool used to capture information on whether assessments demonstrate that fathers were included/consulted as part of the assessment process and whether that information had been shared with them appropriately.
- Members discussed the procedures in place which enable young people to make contact with their social workers. Members were advised that Officers were trying to capture the various issues raised by those young people. Some teams have message books and the switchboard could also email messages, however Social Workers do not yet have the technology to access emails remotely as yet.

Members were advised that there is always a Social Worker on duty, either to be able to assist directly with issues raised or certainly make contact with the Social Worker involved.

- Officers advised that Social Workers have a busy case load which is increasing. There are still a number of vacancies – there are 10 in the Children in Need team and 10 in the Intake and Assessment Team. The increasing caseload is being monitored closely.
- Members queried whether a summary kept of any complaints recorded by staff. Members were advised that there was no avenue of complaint for staff. There is only the grievance procedure. Issues could be raised at the time of any exit interview. Staff are automatically offered an exit interview within Children's Services. A report had previously been sent to the Management Team. Members requested sight of that report.

32 : REGULATION 32 REPORTS

This item was not for publication by virtue of Paragraph 12 of Part 4 of Schedule 12A of the Local Government Act 1972 as amended and pursuant to paragraph 21 of Part 5 of Schedule 12A. It was RESOLVED that the public be excluded for consideration of this item.

Debbie Martin Jones Operational Manager Looked After Children was in attendance to present this item.

The meeting was 'closed' to review the confidential information regarding residents at the Cardiff Children's Residential Home.

33 : EDUCATION MATTERS INC. FORTHCOMING INSPECTION OF LAC ATTAINMENT

The Chairperson welcomed Gillian James – Achievement Leader, Closing the Gaps, Education to the meeting.

Members were provided with updated information in relation to the raising of ambitions and attainment of Looked After Children in Wales and the thematic inspection to be carried out by Estyn. Details of the remit and the information required were provided. Officers advised that the manner in which the Pupil Deprivation Grant was being distributed is to be changed. It will come through the consortia and then directly to schools. The grant in Cardiff for Looked After Children was £352,000

Members made specific reference to minute 19, minutes of 22 April 2015 which related to their request for information about the attainment of Looked After Children. Members again wanted to ensure that information was provided to them. Officers advised that the Virtual Schools, Tracking, Training and Personal and Educational plans were still moving forward and that there was likely to be a Virtual School from September. The tracking of children will be on a termly basis to include attendance, progress and exclusions.

34 : MEMBERS VISITS - UPDATE

Members were provided with an update on Member Visits.

A visit had been arranged for Members to attend a 'Dragons Den' style event on 13 June. Members who attended were very positive about the event and the information provided by the young people who had attended together with a number of Officers.

Attendees felt that they should be more involved in the consultation before decisions are made about them; they would like to be represented on this Committee and they felt that being referred to as 'LAC' children was derogatory term.

Concern was raised by Members that an attendee also described the difficulties they faced when leaving the care system and managing their very limited finances, namely £57.50 per week when they were charged £7.50 for laundry and ended up living on pasties and pot noodle.

Members discussed representation by young people on the Committee. Elly Jones confirmed that Care Leavers have been sitting on similar panels. Participation in the group was growing and the issues from the group could be raised via the committee. Elly Jones stated she would consider the type/nature of representative to attend the Committee.

It was hoped that all Members would be in a position to attend events like this, or others to be arranged in the future. Members believed that there should be further visits to the Looked After Children Service and Foster Carers.

Members were advised that visits could be arranged to Crosslands as long as they were planned visits, further arrangements are to be made for the Manager or Deputy Manager to attend to provide a presentation.

Members were advised that it would be difficult to change the Looked After Child name as it is encompassed in the legislation.

RESOLVED – that a programme of visits would be arranged over the coming weeks/months with the Looked After Children Service and Foster Carers.

35 : SAFEGUARDING REPORT

Tony Young, Director Children’s Services updated Members in relation to the Safeguarding arrangements.

The Director provided Members with an outline of the main points contained in the Draft Cabinet Report. That report was scrutinised by the Children and Young People Scrutiny Committee recently and will now go to Cabinet for approval on 14 July 2015.

Members discussed the Corporate Training and Development Programme for Staff. Officers referred Members to the training provided through the Local Safe Children Board and further that it was important frontline staff in the public domain were aware of safeguarding practice and requirements in relation to both children and vulnerable adults.

36 : CORPORATE PARENTING ADVISORY COMMITTEE ANNUAL REPORT - UPDATE

Tony Young, advised Members that the Annual Report has not yet been prepared and will be available by the meeting in September 2015.

37 : DATE OF NEXT MEETING

A date for the meeting in September has not yet been confirmed, however, Members felt that the meetings should continue to take place on a Tuesday at 2.00 pm although the first Tuesday of the month should be avoided.

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

CORPORATE PARENTING ADVISORY COMMITTEE

22 September 2015

**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT
QUARTER 1 2015-16**

Reason for the Report

1. The Committee's terms of reference state that it will receive Children's Services Complaints reports.
2. This Quarter 1 Report covers complaints and representations from 1st April 2015 through to 30th June 2015.

Introduction

3. New Welsh Government guidance and regulations in relation to social services complaints and representations came into being on 1st August 2014. This guidance replaced "Listening and Learning" which was introduced in 2006. Under "Listening and Learning" there were 3 stages to the consideration of a complaint:
 - a. Stage 1 – Local resolution
 - b. Stage 2 – Formal consideration via an Independent Investigation
 - c. Stage 3 – Independent Panel Hearing
4. The major difference between the previous procedure and the new arrangements is the removal of the Stage 3 panel.
5. The new procedure places the emphasis on the initial local resolution stage – Stage 1 - with complainants being offered a discussion to resolve the matter. The second formal stage (Stage 2) provides for independent investigation. If the outcome of Stage 2 does not satisfy the complainant s/he has recourse to the Public Services Ombudsman for Wales.
6. Citizens making complaints have a right to be listened to properly and have their concerns resolved quickly and effectively. Children's Services emphasis is on listening to concerns and using this learning to improve services for everyone who uses them.

7. Complaints should be handled in such a way that the complainant is the focus, not the process, and that the particular circumstances of the complainant are taken into account (including their age or disability). Where the complaint relates to a looked after child, a child in need or a care leaver the local authority has a duty under the Children Act 1989 to provide an advocate as required. All children or young people who make complaints are offered a meeting and all children and families will receive a written response to the concerns they have raised.
8. The Social Services and Wellbeing (Wales) Act 2014 devotes Part 10 to discussion of complaints and this reflects Welsh Government guidance and regulations and the Councils procedures. The council is mindful that the Act will further promote people's rights and collaborative working will be actively encouraged.

Summary of Complaints Activity During the Period

9.

Item	Q4 2014-15	Q1 2015-16
Number open at start of period	22	28
Number received (overall)	47	45
Number received directly from Children and Young People	6	4
Number closed	41	45
Number outstanding at end of period	28	28
% responded to within 17 working days	25 / 41 = 61%	26 / 45** = 58%*

* The remaining 42% were extended with the agreement of the complainant.

** 1 complaint was resolved at Stage 3.

10. 58% (26) of the complaints received were in relation to the social worker or the service received. 9% (4) of the complaints received were in relation to finance. 7% (3) of the complaints received were in relation to contact. 7 of the 45 complaints (16%) received during the quarter related to looked after children compared with 6 in Quarter 4. 20 complaints were received regarding the Child in Need Service compared with 18 in Quarter 4. The number of new complaints regarding the Intake & Assessment Service has remained the same at 11.

11. An example of a complaint received and resolved during the quarter is:

With the help of an advocate a young person complained about the lack of communication and clarity about his future plans. The social worker met with the young person and advocate and provided an understanding of his options, entitlements and future support. The young person was clearer about his future planning and the social worker liaised with others to ensure that everything was in place for him upon leaving care. The young person was assured that a Personal Adviser would be appointed alongside the social worker to work directly with them.

Independent Investigations

12. If complainants remain unsatisfied at the conclusion of the informal Stage 1, they are entitled to seek a formal Independent Investigation under Stage 2 of the procedure. At 30th June 2015 there were 6 complaints being investigated under Stage 2 of the complaints procedure, of which 1 has the potential to proceed to a Stage 3 Panel meeting as the complaint was made prior to the introduction of the new Welsh Government guidelines.

Stage 3 Review Panels

13. Prior to the end of July 2014 when the Welsh Government introduced new guidelines, complainants were also entitled to ask for a Stage 3 Independent Panel to consider their complaint if they remained unsatisfied at the conclusion of Stage 2. New guidance introduced on 1st August 2014 abolished Stage 3 Panels, and complainants can now seek resolution by complaining to the Ombudsman if they remain unsatisfied at the conclusion of Stage 2. As mentioned in the Quarter 4 report, a Stage 3 Panel was held on 19th March 2015. The Panel addressed 2 complaints from the same family where the issues were similar. The complainants were satisfied with the outcome and measures taken by the Operational Manager and the complaints were closed in Quarter 1.

Themes Emerging During the Quarter

14. While there are no new themes emerging from complaints received during the quarter, Children's Services have continued to receive complaints about communication issues, difficulties in contacting social workers and the manner in which complainants have been treated by social workers. Team Managers

and Operational Managers are aware of all complaints and issues with individual workers are addressed as appropriate.

Update on Progress from Themes Identified in Previous Periods

15. The theme emerging from complaints received during Quarter 4 was around social workers not responding to messages and returning calls. This was discussed with Team Managers at a case management meeting early in Quarter 2 and the need for social workers to respond to messages in a timely manner was emphasized. Any issues with individuals will be dealt with through internal Council procedures.

Summary of Compliments

16. Teams are more readily sharing the compliments they receive from a variety of sources, e.g. service users, professionals etc. All compliments are recorded electronically.

17. 10 compliments were received in Quarter 1 compared with 15 in Quarter 4. A breakdown of compliments by team is provided below. This will help Children's Services build upon positive work and could identify improvements.

Team	No. of Compliments
I&A	1
CiN	5
LAC	3
Business Support	1

18. An example of a compliment received during the quarter is:

A father who has been very critical of social workers complimented the way in which a principal social worker provided a service to his children and acknowledged the excellent relationship she had developed with his young daughter.

Responses to AM / MP / Councillor Enquiry Letters

19. 9 AM / MP / Councillor enquiry letters were received during the quarter. These included concerns raised by a landlord about the safety of his tenant and two young children following a fire at an adjoining property. A clear process is in place and is managed by the Director of Children's Service PA. During the

PA's absence, issues raised by Members or MPs are dealt with by the Complaints & Access to Records Officer.

Subject Access Requests

20. A Subject Access Request is a request from an individual to see a copy of the information an organisation holds about them, or their children. These requests should be responded to within 40 calendar days of receipt. Some types of personal data are exempt from the right of subject access and so cannot be obtained by making such a request. On receipt of the request work is undertaken to ensure that individuals are only provided with information that they are entitled to receive.

21. Children's Services received 21 Subject Access Requests in Quarter 1 2015-16. Work is ongoing between Children's Services and the corporate Improvement and Information Management Team to determine the arrangements for managing this work due to the high level of requests and the capacity required to respond in a timely manner.

22. In addition to this, Children's Services received 28 requests from the Police and 3 requests from Legal Services or other Councils for access to records.

Financial Implications

23. There are no financial implications arising from the report.

Legal Implications

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

RECOMMENDATION

The Committee is recommended to endorse the report.

MARIE ROSENTHAL
Director Governance and Legal Services
16 September 2015

TONY YOUNG
Director of Social Services

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CITY AND COUNTY OF CARDIFF DINAS A SIR CAERDYDD

CORPORATE PARENTING ADVISORY COMMITTEE:

22 September 2015

REPORT OF THE DIRECTOR OF SOCIAL SERVICES

FORWARD PLAN 2015/16

Reason for this Report

1. To consider the Forward Plan of matters for consideration by the Corporate Parenting Advisory Committee in 2015/16.

Background

2. The Corporate Parenting Advisory Committee's Terms of Reference provide the Committee with responsibility in the following areas:
 - 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;
 - b) To develop, monitor and review a corporate parenting strategy, and ensure its effective implementation through work plans and corporate parenting training programmes;
 - 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;
 - 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;
 - 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;

- 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,
- g) To receive all relevant Children's Services inspection and annual reports, including: Children's Homes Quality of Care Report; Case Practice Reviews, Fostering Annual Quality of Care Report; Adoption Fostering Annual Quality of Care Report; 4C's Commissioning; Out of Area Annual Report; Annual Report of Brighter Futures (with education); Children's Complaints reports; and Advocacy Annual Report;
- h) To report to the Cabinet at least twice a year;
- i) To make recommendations to the Cabinet where responsibility for that function rests with the Cabinet;
- j) To report to the Children and Young People's Scrutiny Committee as necessary;
- k) To recommend the appointment of co-opted Committee Members for approval by Council;
- 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;
- m) To submit an Annual Report on the work of the Committee to Full Council.

Issues

- 3. The proposed work programme for the Committee reflects the Committee's terms of reference and the Council's Corporate Parenting Strategy (currently being finalised).

RECOMMENDATION

The Committee is recommended to consider the suggested work programme 2015/16, as set out in **Appendix A**, and advise officers how it wishes to progress the various items or topics contained therein.

Tony Young

Director of Social Services
16 September 2015

Suggested Corporate Parenting Advisory Committee Work Programme 2015 – 2016

22 September 2015	17 November 2015	26 January 2016	24 May 2016	19 July 2016
Workshop	Journey of a looked after child	Health and Education profile of looked after children	Care leavers	Annual Report
Corporate Parenting Strategy	Children Placed out of County	Disabled children	Traineeship for looked after children	
	National Adoption Service Annual Report 2014-2015			
Complaints report	Complaints report	Complaints report	Complaints report	Complaints report
Regulation 32 report	Regulation 32 report	Regulation 32 report	Regulation 32 report	Regulation 32 report
-	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance
Correspondence	Correspondence	Correspondence	Correspondence	Correspondence

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