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AGENDA

Committee	CORPORATE PARENTING ADVISORY COMMITTEE
Date and Time of Meeting	TUESDAY, 1 MARCH 2016, 2.00 PM
Venue	COMMITTEE ROOM 2, COUNTY HALL
Membership	Councillor Lent (Chair) Councillors Kirsty Davies-Warner, De'Ath, Evans, Goddard, Merry, Sanders and White

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 - to follow**

To approve as a correct record the minutes of the meeting of 26 January 2016.

4 **The Needs of Adopted Children in School**

Anne Bell, Director Wales, Adoption UK will provide the Committee with a presentation.

5 **Education Report/Item**

6 **Quarter 3 Complaints and Representations Report 2015/2016 (Pages 1 - 8)**

The Report provides the Committee with details of the complaints and representations from 1st October 2015 through to 31st December 2015.

- (a) Kim Brown, Service Manager, Policy and Performance will present the report and will be available to answer any questions Members may have.

7 Quarter 3 Performance Update (Pages 9 - 16)

This report provides the Committee with information and performance data in respect of Quarter 3 2015/2016.

- (a) Kim Brown, Service Manager, Policy and Performance will present the report and will be available to answer Members questions.

8 Member Visits - Verbal Update

Debbie Martin-Jones, Operational Manager Looked After Children to provide the Committee with an update.

EXCLUSION OF THE PUBLIC

9 Regulation 32 Report (Pages 17 - 26)

The item, report, and appendices are confidential and not for publication by virtue of paragraph 12 of Part(s) 4 and 5 of Schedule 12A, Local Government Act 1972.

10 Date of next meeting

The next meeting of the Corporate Parenting Advisory Committee is 24 May 2016 @ 2.00 pm.

This meeting will be followed by a Forum Meeting to discuss and review the last year and to aid preparation of the Draft Annual Report for 2015/16 for Council

Marie Rosenthal

Director Governance and Legal Services

Date: Wednesday, 24 February 2016

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

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

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

CORPORATE PARENTING ADVISORY COMMITTEE

01 March 2016

**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT
QUARTER 3 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 3 Report covers complaints and representations from 1st October 2015 through to 31st December 2015.

Introduction

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

7. The Social Services and Wellbeing (Wales) Act 2014 devotes Part 10 to 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

8.

Item	Q2 2015-16	Q3 2015-16
Number open at start of period	28	29
Number received (overall)	25	34
Number received directly from children and young people	4	8
Number closed	24	41 (39 Stage 1)
Number outstanding at end of period	29	22
% responded to within 17 working days	6 / 24 = 25%	15 / 39 = 38%

9. During this quarter Children's Services has seen an increase in the number of complaints received (25 to 34).
 - a. 59% (20) of the complaints received were in relation to the Social Worker or the service received. 15% (5) of the complaints received were in relation to decision making. The remaining 26% (9) of complaints were in relation to other issues including communication, finance and placement.
 - b. 7 complaints were received about the Intake & Assessment Service, compared with 5 in Quarter 2. 11 complaints were received regarding the Child in Need Service compared with 7 in Quarter 2; 1 of which was received from a child in need via an advocate. 10 complaints were received about the Looked After Children Service compared with 9 in Quarter 2; 6 of which were received direct from looked after children or

an advocate. The remaining 6 complaints were in relation to Fostering, the Personal Adviser Service, Safeguarding & Review, Transition and Protection of Vulnerable Adults.

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

An advocate from NYAS represented a young person who was in a foster placement. The young person did not wish to meet with the Complaints Officer and was happy for his views to be represented by his advocate.

The young person's complaint was in relation to decision making. He recognised that he was much younger when the decisions about his future were made, but was reflecting on his earlier years and wanted an understanding of who had made the decisions and why. The young person did not feel that his wishes were listened to at the time he was removed from his parent's care as he had wanted to remain at home.

The Team Manager and Complaints Officer agreed that the young person's concerns would best be addressed by undertaking Life Story Work with him. The young person has been in care for 7 years and has remained in the same placement. It was agreed that the young person's social worker would visit the young person to discuss Life Story Work and what this would entail, i.e. going through all information held about the young person and putting together a chronology with an emphasis on decision making and why he could not remain living at home.

The young person was in full agreement with this plan and felt that his complaint could be properly addressed with this course of action. He was made aware that the process may take some time and that he would be fully involved during all stages.

Work on the young person's Life Story continues. He is now fully aware of the reasons why he could not remain living with his parent and understands why his views were not taken into account.

Stage 2 Independent Investigations

11. If complainants remain unsatisfied at the conclusion of the informal Stage 1, they are entitled to seek a formal Independent Investigation under Stage 2 of the procedure.
12. At 30th September 2015 there were 6 complaints open at Stage 2. During Quarter 2, 2 of these complaints were closed.
13. 1 new Stage 2 investigation was initiated during the quarter so at 31st December 2015 there were 5 complaints being investigated under Stage 2 of the complaints procedure.

Learning from Complaints

14. Stage 2 reports undertaken by Independent Investigators include recommendations if required. In response, an Action Plan is initiated to ensure that the recommendations are implemented and lessons are learned. An example recommendation from one of the Stage 2 reports that was received during Quarter 2 was that Children's Services have a view on the use of audio recordings in Child Protection cases and that this is translated into a written policy. In response to this, Children's Services are currently exploring the available options.

Ombudsman Investigations

15. Following on from a previous Ombudsman investigation, a referral for Child Practice Review was not accepted, however an Independent Management Review has been undertaken and the report is being finalised. The Public Service Ombudsman is currently investigating one complaint and liaising with Children's Services in relation to two other complaints.

Themes Emerging During the Quarter

16. There are no new themes emerging from complaints received during the quarter.

Update on Progress from Themes Identified in Previous Periods

17. No new themes emerging from complaints were identified during Quarter 2.

Early Resolution

18. Eight individuals have contacted the Children's Services Complaints Officer to share concerns. By placing an emphasis on resolving issues at the earliest possible opportunity, these concerns have been dealt with immediately and therefore have not been opened as a formal complaint. On these occasions, the issues have been brought to the attention of relevant Team or Operational Managers who have acted promptly to address the issues raised to the satisfaction of the individual.

Summary of Compliments

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

20. 13 compliments were received in Quarter 3 compared with 12 in Quarter 2. A breakdown of compliments by team is provided below. This will help Children's Services build upon positive work and could identify improvements.

Team	No. of Compliments
I&A	1
CiN	6
LAC	1
Other	5

21. Example of compliments received during the quarter are:

A father who had previously declined to attend child protection conferences and core groups contacted Children's Services to praise the Independent Reviewing Officer saying that he felt listened to and that his views were discussed around the table. He will now attend future core groups as a result. The individual had previously made several complaints which were considered independently and he said that without the process he would not have made these beneficial changes. He was thankful to the complaints staff for their assistance and

understanding throughout the process.

A social worker in the Child in Need Service received feedback from a Judge acknowledging that she was a committed and conscientious social worker and that the paperwork provided for the proceedings were of an exceptionally high standard. This court documentation is now available to all staff as a best practice example and to assist newly qualified social workers.

Responses to AM / MP / Councillor Enquiry Letters

22.9 AM / MP / Councillor enquiry letters were received by Children's Services during the quarter. These included reference to Flying Start catchment areas and destitute circumstances in which a mother and her 4 children were living.

Subject Access Requests

23. 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.

24. Children's Services received 10 Subject Access Requests in Quarter 3 2015-16. 3 were responded to on time, 4 were closed because no fee was received, 2 are on hold awaiting receipt of identification / fee and 1 is in process. Work has been undertaken by 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. An arrangement for this work to be managed corporately is currently being piloted. The pilot has been successful and agreement has been reached that the arrangement will be made permanent.

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

- a. 3 Subject Access Requests that related to more than one Directorate.
- b. 17 requests from the Police under Section 29 of the Freedom of Information Act. These requests relate to the prevention or detection of crime, or the apprehension or prosecution of crime.
- c. 16 requests from other Councils, Solicitors, Court, Insurance and other agencies (Domestic Homicide Review) for access to records under Section 35 of the Freedom of Information Act. These requests relate to cases in legal proceedings.

Financial Implications

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

Legal Implications

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

RECOMMENDATION

28. The Committee is recommended to:

- i. To endorse the report.

MARIE ROSENTHAL

Director Governance and Legal Services

TONY YOUNG

Director of Social Services

16 February 2016

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

CORPORATE PARENTING ADVISORY COMMITTEE

1st March 2016

Corporate Parenting Advisory Committee Performance Summary – Quarter 3

Reasons for the Report

1. The purpose of the report is to provide the Committee with information and performance data in respect of Quarter 3 2015-16 to enable the Committee to:
 - a. Understand the factors that impact on outcomes for children in need and looked after children.
 - b. Consider opportunities for improving outcomes for children in need and looked after children.
2. This is the second attempt at a more strategic approach to reporting to Committee. It will be used as the basis for developing future reports that will give Members an understanding of cross cutting issues relating to looked after children both within the Council and wider partnerships.
3. The Quarter 3 report covers the period from 1st October 2015 to 31st December 2015.

Overview of Performance

4. Quarter 2 was a particularly strong quarter for Children's Services and while there has been progress in Quarter 3, there has also been slippage in some areas.
5. Work to progress the Children's Services business plan has continued and key areas of progress include:

- a. Implementation of Multi Agency Safeguarding Hub (MASH) - there has been significant progress during Quarter 3 including:
 - Project Board / Team established and Project Brief signed off.
 - Governance arrangements agreed; project plan being implemented.
 - MASH accommodation agreed as Cardiff Bay Police Station.
 - Information Sharing Protocol development underway.
 - Operating model agreed.
 - Staff composition agreed for MASH (met with Trade Unions).
 - Vetting process for staff commenced.
 - ICT infrastructure agreed.
 - Information sharing platform / IT solution developments are in process.
- b. Early Help Strategy - launched during Quarter 3 and is being implemented. The Prevention & Partnership Improvement Project Manager is in post and the following developments made:
 - A pilot of the Joint Assessment Family Framework (JAFF) has commenced which will shape the future JAFF and Family Plan.
 - The Rapid Response pilot was reviewed with a decision to continue the service and expand capacity.
 - Work has commenced with Strategic Estates to identify accommodation for the Adolescent Resource Centre (ARC).
 - Questionnaire has been developed for a market sounding exercise on the respite care element of the ARC.
- c. Single gateway for young people aged 16 or above to access direct housing, advice and support - went live in Quarter 3, the impact of which will be monitored in Quarter 4.
- d. Remodelling of Children's Services - decision taken to work with families adopting a Restorative Approach which is consistent with our partners who work within early intervention and prevention services, but to compliment this approach with the Signs of Safety Framework. Proposed structure developed and OM roles are with Hay for evaluation. In relation to services for disabled children – the Change Manager is in post and the project documentation has been developed.

6. The operational plan developed by the Looked After Children Education team in partnership with the Central South Consortium (CSC) has been amended and updated and continues to focus on increasing the capacity and expertise in schools to support looked after children. The plan builds on existing good practice across the five local authorities (Cardiff, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff and the Vale of Glamorgan).
7. There are evaluative systems in place to inform these planning arrangements. A large proportion of the Pupil Deprivation Grant (PDG) is delegated to schools to support the education and inclusion of looked after children. The criteria for eligible spend ensures a targeted approach and the regional plan demonstrates how schools and local authorities are held to account for how they use the grant. Schools submit bids for the PDG funding and approximately £143,000 has been distributed to schools to focus on specific activities to improve their capacity to meet the needs of looked after children, especially their wellbeing and emotional needs. Schools have been asked to keep files with evidence of activities and impact on pupil outcomes.
8. A “virtual school” data tracking system for all looked after pupils is in place and provides a profile of every looked after child to include end of Key Stage attainment data, attendance and exclusions. The virtual school is being improved further to hold more detailed information - by April 2016 the profile for each child will include national test results and termly assessment data.
9. Further development of Multi Agency Meetings (MAG) and identification of underachievement / barriers to learning is planned. The intention is for MAGs to be more solution focussed and more focussed on targeting additional support more effectively. Discussion will take place on a termly basis and support / referral will be targeted appropriately. Schools will be fully involved in this process. Progress after additional input will be assessed and if necessary further intervention put in place until there is evidence that the child is back on track and making progress.
10. There has been some slippage in progress against some of the milestones in the Corporate Plan relating to the Child Sexual Exploitation (CSE) Strategy,

work with Education to improve educational outcomes for looked after children and care leavers and the Workforce Strategy. The CSE Strategy has been drafted in readiness for sign off by Cabinet in Quarter 4. An interim CSE manager and permanent CSE co-ordinator have been appointed and are in post. Once approved, the interim CSE manager will lead on the implementation of the CSE Strategy. The training needs analysis for Children's Services and partner agencies has been extended to include consideration of the volume of CSE cases, categories of risk and an analysis of perpetrators. This is to ensure that the training provision reflects the complexity of the issues. In relation to work with Education, following concerns raised in Quarter 2 regarding performance in relation to timeliness of Personal Education Plans for looked after children, information available in Quarter 3 shows no improvement to date. New arrangements have been established to provide Operational and Team Managers with information that enables them to proactively monitor PEPs. It is too early to say whether these new arrangements have resulted in improved performance. Work on the Children's Services Workforce Strategy is ongoing and is on target to be signed off and an implementation plan agreed in Quarter 4.

11. There has also been some slippage in progress against some of the milestones in the Children's Services Plan relating to:

- a. Improving the quality of referrals - the review of the Multi-Agency Referral Form planned for Quarter 2 has been integrated with work being undertaken in relation to the Social Services & Wellbeing (Wales) Act. Consideration is being given to adopting the Cwm Taf form which takes account of the National Minimum Core Data Set.
- b. Safeguarding monitoring requirements - work on the development of a suite of performance measures and mechanisms for reporting continues and is due for completion early in Quarter 1 2016-17.
- c. YOS collaborative working - the absence of any certainty about the future of Local Authority boundaries until the recent publication of the Local Government (Wales) Bill has been an obstacle to progress. Added

to which, the Youth Offending Service (YOS) was subject to a comprehensive external inspection during Quarter 3. The Chief Executive and Police & Crime Commissioner commissioned a review of YOS governance which has now made recommendations for improvement. A refresh of the governance arrangements is now underway with the Chief Executive as Chair of the Management Board. Progress in relation to the merger will be considered in that context.

- d. Corporate Parenting Strategy - will be considered by Cabinet in Quarter 4 and the launch will follow shortly after.
- e. Re-commissioning of the Supervised Contact Service - evaluation completed and tender exercise undertaken – decision to award contract expected early in Quarter 4. Currently on target for revised launch date in Quarter 1 2016-17.
- f. Enhanced Fostering Scheme - following concerns raised in Quarter 2 regarding the capacity of the provider to deliver on its commitments, the decision was taken in Quarter 3 to end the contract due to a lack of suitable placements. The following actions are being taken as a result:
 - o Identification of alternative placements for young people to facilitate return to Cardiff.
 - o Review of future arrangements to meet the needs of this cohort.
 - o Review the financial impact arising from withdrawal of the scheme.
- g. Welsh bilingual service - operational pressures have made the completion of the Linguistic Assessments more difficult. Managers will focus on completing them in Quarter 4.
- h. Savings - the month 9 position for Childrens Services shows an overspend of £1.59m (3.4%) against a budget of £46.6m. As in previous years, there is ongoing pressure on external commissioning budgets, notably in relation to fostering placements. The position also reflects current projections in relation to the savings targets set for the service in 2015/16. The latest position shows an anticipated shortfall of £1.1m in

relation to the savings target, although work is ongoing to reduce the number of high cost out of area placements.

- i. Quality Assurance Framework - milestones associated with the development of the Quality Assurance Framework have been revised due to capacity issues. A Quality Assurance Officer post has been established and the recruitment process is underway. Implementation of the Framework is planned for Quarter 1 2016-17.

Detailed Commentary – Quarter 3 2015-16

12. The number of children who were looked after at 31st December 2015 (not including those children being looked after as part of a respite care arrangement) was 625 compared with 630 at 30th September 2015 (CS LAC 3e). This represents a rate of 8.6 children per 1,000 in Cardiff, which is lower than the all Wales rate of 9.1 per 1,000 as at 31st March 2014
13. Initial care plans were in place prior to children becoming looked after in 77.8% (49 / 63) of cases during Quarter 3, compared with 81.3% (52 / 64) in Quarter 2 (SCC/001a). Performance against this indicator has reduced slightly in Quarter 3 and will be kept under close review by managers.
14. 74.1% (40 / 54) of permanence plans were in place by second looked after review in Quarter 23, compared with 96.6% (57 / 59) in Quarter 21 (SCC/001b). The reasons for this decrease are currently being investigated.
15. 70.3% (359 / 511) of looked after children were placed with independent sector providers at the end of Quarter 3 (CS LAC 44), showing no change from 70.3% (359 / 511) in Quarter 2. The number of children placed in independent sector residential placements remained stable at 55.
16. 60.9% (296 / 486) of children in regulated placements were placed in Cardiff at the end of Quarter 3 compared with 61.6% (315 / 511) at the end of Quarter 2 (CS LAC 58). A further 82 children placed outside Cardiff were within 20 miles of their home address. 2 of the children not placed in Cardiff are placed with

relative carers. For some children placement outside the authority is in their best interests, examples include children placed with family members who live outside Cardiff, children placed in specialist placements and some children who are placed in areas that are closer to their home address than some parts of the city.

17. 95.9% (397 / 414) of statutory reviews for looked after children were held within prescribed timescales in Quarter 3 compared with 96.0% (458 / 477) in Quarter 2 (SCC/021). 85.3% (353 / 414) of statutory visits were held in accordance with regulations in Quarter 3 – showing no change from 85.3% (407 / 477) in Quarter 2 (SCC/025 – PAM).

18. All looked after children were allocated to a social worker at 31st December 2015.

19. As at 31st December 2015, 55 children were in external residential placements. Children's Services were solely responsible for funding 29 of these placements with the remaining 26 receiving contributions from Education, Health, or both. The average weekly cost per child was £3,449, although this ranged from £1,900 to £6,144. Contributions from Education range from 5% to 33% and Health range from 2% to 50% of the weekly cost - the percentage of the contribution is based upon factors such as how much the provider charges for education and therapy costs, the number of weeks in the school terms, the period of therapy, continuing health care needs and whether the child is statemented.

Financial Implications

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

Legal Implications

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

RECOMMENDATION

The Committee is recommended to:

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

MARIE ROSENTHAL

Director Governance and Legal Services

16th February 2016

TONY YOUNG

Director of Children's Services

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