



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

<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) Councillors Davies, Hinchey, Jenkins, Lent, Lister, Molik, Walker and Weaver

### 1 **Apologies for Absence**

To receive apologies for absence.

### 2 **Chairperson**

To note that Council at its meeting on 28 September 2017 elected Councillor Sarah Merry as Chair of this Committee for the Municipal Year 2017-2018.

### 3 **Membership and Term of Reference**

To note that Council at its meeting on 28 September 2017 reaffirmed the following Membership:

Councillors Davies, Hinchey, Jenkins, Lent, Lister, Merry, Molik, Walker and Weaver.

To note that Council at its Annual Meeting on 25 May 2017 agreed the following Terms of Reference:

- (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 members to the Committee 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.
- (n) All Members of the Committee will be required to undertake relevant training to enable them to properly discharge their duties.

#### **4 Nomination and Election of Deputy Chair**

To nominate and elect a Deputy Chairperson

#### **5 Declarations of Interest**

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

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

To approve as a correct record the minutes of the previous meeting.

**7 Cardiff Short Breaks at Ty Storrie CSSIW Inspection**

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

**8 St David's Day Fund - Award of Funding** (*Pages 5 - 32*)

Report of the Director Social Services

**9 Education Item**

Gillian James (Achievement Leader, Closing the Gap) will be in attendance to provide any updates.

**10 Draft Annual Report**

(Report to follow)

**11 Corporate Parenting Advisory Committee Overview/Work Programme - Discussion Item**

To provide Members with a Committee overview, work programme and Member Visits (to follow)

**EXCLUSION OF THE PUBLIC**

**Information item 13 is 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.**

**INFORMATION ITEMS**

The following 5 items are provided to the Committee as information items. An opportunity will be provided to submit questions about reports presented for information, if answers will be included as part of the minutes at the next meeting.

**12 Crosslands CSSIW Inspection** (*Pages 33 - 48*)

Report of the Director Social Services

**13 Regulation 32 Reports** (*Pages 49 - 100*)

**This report and appendices are not for publication in accordance with Paragraph 12 and 21 of Parts 4 and 5, Schedule 12A of the Local Government Act 1972 and the public will be excluded for consideration of this item.**

- 14 **Fostering Service, Annual Quality Assurance Report** (*Pages 101 - 124*)
- 15 **Performance Report: Q4 and annual outturn** (*Pages 125 - 142*)
- 16 **Complaints Report: Q4 and annual outturn** (*Pages 143 - 150*)
- 17 **Date of next meeting**

The next scheduled meeting of the Corporate Parenting Advisory Panel is 16 January 2018.

**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***

CORPORATE PARENTING ADVISORY COMMITTEE

21 MARCH 2017

Present: County Councillor Lent(Chairperson)  
County Councillors Evans, Merry and Sanders

49 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor De'Ath.

50 : DECLARATIONS OF INTEREST

No declarations of interest were received.

51 : MINUTES

The minutes of the meetings on the 22 November 2016 and 17 January 2017 were agreed as a correct record of those meetings and signed by the Chairperson.

52 : STAFF WORKLOAD PRESENTATION

The Chairperson welcomed Finn Madell (Team Manager, Looked After Children & Leaving Care) to the meeting to provide Members with an overview on the current staff workload.

- Members were advised that currently there is still a vacancy for a principal social worker. The deadline for applications is this week, the position is currently being covered by agency staff.
- The Officer outlined the nature of the varied caseload managed by her team; examples of which were Assessments; Child Protection Investigations and risk management.
- Members were then provided with information in relation to two specific cases which demonstrated the competing demands, pressures and complexities social workers manage and respond to on a daily basis.
- Because of the nature and complexities of some of the cases it is often difficult to prioritise timescales when there is a pressing need to respond to a child.

The Assistant Director, Children's Services advised that a case load of approximately 18 cases for each social worker is on the higher side, however the recent investment in social work posts will go some way to reduce the number of cases allocated to social workers provided that the number of looked after children remains stable.

53 : CORPORATE PARENTING ADVISORY COMMITTEE MEMBERSHIP

The Chairperson welcomed Irfan Alam (Assistant Director, Children's Services) to the meeting to present the report in relation to Membership of the Corporate Parenting Advisory Committee.

- Members were advised that nomination had been sought for a Health representative and that Rose Whittle, Head of Operations and Delivery for the Community Child Health Directorate had been nominated by Cardiff and Vale University Health Board.
- Members discussed the current position in relation to the National Youth Advocacy Service who are a commissioned service provider under to contract to the Council. That contract is due for renewal during 2017. Concern was raised as to whether there was a potential conflict of interest or perceived preferential treatment of NYAS as a current and prospect contractor. It was noted that NYAS had not been co-opted onto the Committee.
- Members were also informed that whilst two young people had previously been nominated to attend the Committee to present the perspective of young people to the Committee, one of those, Jessica Smith was no longer able to fulfil that role and was to be replaced by Sureen Kutube.

#### RESOLVED:

- I. That two young people referred to paragraph 8 of the report be invited to act as Advisors to the Committee; and
- II. That the following officers be requested to attend Committee meetings in an advisory role
  - a. Director of Social Services
  - b. Assistant Director, Children's Services
  - c. Operational Manager Children's Services, Specialist Services
  - d. Education Achievement Leader Outcomes & Partnerships
  - e. Head of Operations and Delivery for the Community Child Health Directorate of Cardiff and Vale University Health Board
  - f. A representative of Cardiff Council's Advocacy Service

#### 54 : QUARTER 3 COMPLAINTS & COMPLIMENTS REPORT

The Chairperson welcomed Kim Brown (Service Manager, Policy and Performance) to the meeting to present the report. The Quarter 3 report covers complaints and representations from 1<sup>st</sup> October through to 31<sup>st</sup> December .

The Committee were invited to comment, raise questions or seek clarification on the information received. Those discussions are summarised as follows:

- Members raised concern that there remains an issue of social workers not returning calls and what is being done to improve the situation. A query was raised as to whether the figure referred to related to Looked After Children but Members were advised that it was across the board and that analysis can be done to ascertain to the figures for Looked After Children only.

- Members were advised that currently both social workers and personal advisors do have phones, there is admin support to ensure that a message can be taken and the social worker/personal advisor can be emailed immediately providing details of the message.

RESOLVED: To note the content of the report.

#### 55 : QUARTER 3 PERFORMANCE REPORT

The Chairperson welcomed Kim Brown (Service Manager, Policy and Performance) to the meeting to present the report, the purpose of which was to enable the Committee to understand the factors that impact on outcomes for children in need and looked after children and also to enable them to consider opportunities for improving these outcomes.

The Committee were invited to comment, raise questions or seek clarification on the information received. The discussions are summarised as follows:

- Members expressed concern that the launch of the Corporate Parenting Strategy had not yet taken place and were advised that officers are currently working on an implementation plan.
- Members were advised that as of today the number of children being looked after is 720.
- Members noted with concern that LACE team are struggling to meet demand; Looked After Children need to be prioritised. It is often difficult getting these children into school in other areas. Members felt that they should be Corporate Parents across Wales to enable a collaborative approach between authorities.

RESOLVED: To note the contents of the report.

#### 56 : EDUCATION REPORT

The Chairperson welcomed Gillian James (Achievement Leader, Closing the Gap) to the meeting.

Members were provided with some information about PALAC (Promoting the Achievement of Looked After Children). It is a bespoke programme for Cardiff schools supported and delivered in collaboration with UCL Institute of Education and Cardiff Council to support professionals to enhance the achievement and wellbeing of looked after and adopted children and young people in school.

#### 57 : MEMBER VISITS

Members noted that there had been a number of visits over the last months; Rumney Primary School; an Out of County Placement visit and Targeted Services.

58 : REGULATION 32 REPORTS

This item was not for publication in accordance with paragraph 12 and 21 of parts 4 and 5 of Schedule 12A of the Local Government Act 1972.

RESOLVED: that the public be excluded for consideration of this item.

59 : DATE OF NEXT MEETING

It was noted that the next meeting of the Corporate Parenting Advisory Committee will be included in the Schedule of meetings agreed by Full Council in May 2017.

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



**CARDIFF COUNCIL  
CYNGOR CAERDYDD****Corporate Parenting Advisory Committee**

17 October 2017

---

**Award of Funding in relation to the St David's Day Fund for young people who have experienced care 2017 - 2019**

---

**Reasons for the Report**

1. Following a successful application, up to £134,710 has been awarded to The City of Cardiff Council for each of the years 2017-18 and 2018-19.
2. The Purpose of the Funding is to support young people who are or have been in local authority care to access opportunities that will lead them towards independent and successful lives.
3. Letters from the Welsh Government and Guidance on use of the grant are attached in **Appendix A, B and C**.
4. Guidance on the administration of the fund states, that through their corporate parenting boards or leaving care teams, local authorities should promote the fund to their 16-25 population, encourage funding requests and work within the set of guiding principles set out in the following section.
5. The fund is to be used flexibly and local authorities are encouraged to work in a co-productive way with the children and young people in their care concerning the fund's arrangements.

**Award of Funding in relation to the St David's Day Fund for young people who have experienced care 2017 - 2019**

6. Young people are often disadvantaged because they do not receive the same support to which their peers living with birth parents have access. That support includes guidance about education choices, funds to maintain social contact with peers and advice on living independently covering issues such as how to budget, pay bills and buy household goods.

7. This fund is to be available to young people to address that gap.
8. The Cabinet Secretary for Communities and Children has clearly stated that the fund is not to support the implementation of national strategies but is to go directly to care experienced young people in sums of money which can be used as a catalyst to advance independence, development and progression.
9. Neither is the fund been established to duplicate other sources of financial assistance in the form of bursaries, financial support for further or higher education or through the provision of services. Where there are already sources of financial support, they should continue to be accessed. This new funding should be in addition.
10. Local authorities should administer the fund flexibly and creatively to meet the needs of their young people in the same way that birth parents support their children, including the 'bank of mum and dad' role. Local authorities are encouraged to make care leavers and those approaching care leaver status aware of the fund through Pathway Plan discussions and review meetings.
11. Young people aged between 16-24 as set out in Section 5, Part 6 Code of Practice for Looked After and Accommodated Children plus those aged 21-24 who are not defined as being in education or training but require financial support to aid their transition towards independent living are eligible to receive the fund.
12. The Local Authority should work within the following set of principles:
  - Recognise and embrace the unique relationship between the child/young person and the local authority as their corporate parent. This relationship is not replicated anywhere else in the many relationships that exist between citizens and their local authority.

- Be responsible corporate parents by promoting their organisation as a family business, offering all care leavers opportunities for work experience and apprenticeships.
- Support and nurture young people's aspirations and help them to work towards achieving their goals so they can flourish and achieve

13. Where care leavers request support to enable them to undertake an activity that will improve their wellbeing, maintain their independence or contribute to their development, local authorities should consider such requests on a case by case basis.

14. The Welsh Government has not prescribed in detail how local authorities should administer the funds. This is deliberate as they wish to give local authorities flexibility and discretion so that they can distribute the money to young people in a way that maximises opportunities and improves outcomes.

15. The team allocated responsibility for the grant will be expected to set out how the fund will be administered and may decide priorities for its use depending on particular local needs of their care leaver populations. Local authorities are strongly encouraged to engage with young people and care leavers to agree priorities in a co-productive manner. Details such as whether the amount which can be requested is capped at an upper limit and the number of draws an individual can make on the fund in any given period are to be determined locally to allow organisations to respond flexibly and according to demand

16. It is proposed that the fund is used primarily but not exclusively for care leavers over the age of 18. The Managers of the Looked After Children's Service – 14+ Team, and Personal Advisor Team have worked with the Operational Manager to agree on the use of the fund. We have also consulted with young people who are in agreement with our plans,

17. Each Team Manager will have a proportion (£15K each, a total of £45K) of the fund allocated to enable them to approve expenditure that will be paid directly to young people, on a case-by-case basis. Managers will need to exercise

professional judgement when making decisions and will need to take account of any previous payments to the young person and the efficacy of the request.

18. Such payments might be made to cover, for example, driving lessons, furniture, clothing for interviews/starting work, and foreign travel for work experience. We will be able to consider financial support to young people over 18 where we have not previously been required to or been in a position to.

19. We have also decided to award the Bright Sparks Club (young people's consultation and support group) a budget of £10K in order that they can plan events for the group and other young people. It will also give them the experience of planning and managing a budget, for which they have to account.

20. We are going to set aside sufficient funds to ensure that each young person over 18 can receive a payment of £40 for their birthday and for Christmas or Eid (approx. £30K). This is an increase from the £10 they currently receive at Christmas or Eid only.

21. We plan to award at least £35K to establish the Traineeship Scheme for looked after children and care leavers on a permanent basis and to offset the cost to the service. Last year we spent just over £26K on the scheme from the base budget and want to be able to maintain payments to young people and develop the scheme

22. In order to uphold the spirit of the grant in acting as the 'bank of mum and dad', we will make one off payments of £500 to each young person starting University. Historically, young people leaving care to attend University received a Bursary from the Education department, but this is no longer available.

23. We have also set aside a sum of £10k to be used on a digitalisation project to develop a website/social media group/ App or similar for young people to access information. This was a direct request from young people.

24. A separate budget code has been created by the Service Area Accountant to assist with monitoring spend.

25. Any change to the purposes for which the fund is used will require written consent from the Welsh Government.

26. The grant will be moved into the RSG from April 2019.

27. The Service area is pleased to receive this additional funding and is committed to upholding the spirit of the grant. Our legislative responsibilities to financially support young people cease at the age of 18, but this is a time when they need more support so the majority of this grant will go straight 'into the hands of young people'. The remainder we will use to provide sustainability for services that directly support all young people.

### **Financial Implications**

28. The grant sum of £134,710 represents an additional funding resource for the Council. It is important however that any costs associated with the proposals for its use are contained within the overall grant limit and represent eligible expenditure under the terms and conditions of the grant. Note should also be made of the monitoring and reporting requirements relating to the grant award'.

### **Legal Implications**

29. The guidance set out in the letter and its schedules to Tony Young from Alistair Davey at Welsh Government dated 16th June 2017 must be adhered to along with the Guidance contained in the letter to Tony Young from Deborah Marshall at Welsh Government dated 16th June 2017.

### **RECOMMENDATION**

The Committee is recommended to:

- Accept and support the plans proposed by the management team, which have been created in line with the spirit of the award of the Grant.

### **TONY YOUNG**

**Director of Social Services**

10 October 2017

This page is intentionally left blank



Llywodraeth Cymru  
Welsh Government

Tony Young  
Statutory Director of Social Services  
Cardiff Council  
County Hall  
Atlantic Wharf  
CARDIFF  
CF10 4UW

16 June 2017

Dear Tony,

**Award of Funding in relation to the St David's Day Fund for young people who have experienced care 2017 - 2019**

**1. Award of Funding**

- (a) We are pleased to inform you that your Application has been successful and funding of up to £134,710 (*one hundred and thirty four thousand, seven hundred and ten pounds*) is awarded to you in each of the two years 2017-18 and 2018-19 for the Purposes (as defined in Condition 4(a)).
- (b) The Funding relates to the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2019 and must be claimed in full by 30<sup>th</sup> March 2019 otherwise any unclaimed part of the Funding will cease to be available to you.
- (c) If you have any queries in relation to this award of Funding or the Conditions please contact the Welsh Government Official who will be happy to assist you.

**2. Statutory Authority and State Aid**

- (a) This award of Funding is made on and subject to the Conditions and under the authority of the Cabinet Secretary for Communities and Children, one of the Welsh Ministers, acting pursuant to sections 70 and 71(1) of the Government of Wales Act 2006 and the Social Services and Well-Being (Wales) Act 2014.
- (b) You must comply with the European Commission's State Aid Rules.

### 3. Interpreting these Conditions

Any reference in these Conditions to:

**'you', 'your'** is to Cardiff Council, County Hall, Atlantic Wharf,  
CARDIFF, CF10 4UW

**'we', 'us', 'our'** is to the Welsh Ministers;

**'Welsh Government Official'** is to

Richard Thomas  
Crown Buildings  
Cathays Park  
Cardiff  
CF10 3NQ  
Tel: 03000253481  
Email: Richard.Thomas@Wales.gsi.gov.uk

or such other Welsh Government official as we may notify you.

**'Project Manager'** is to

Irfan Alam  
Interim Assistant Director of Children's Services  
Cardiff Council  
County Hall  
Atlantic Wharf  
CARDIFF  
CF10 4UW

**'Conditions'** is to the terms and conditions set out in this letter;

**'Schedule'** is to the schedules attached to this letter;

**'Personnel'** is to your management/employees and suppliers or any other person appointed or engaged by you in relation to the Funding;

**'Costs Incurred'** is to the cost of goods and services you have received regardless of whether you have paid for them by the date of your claim.

**'Notification Event'** is to any of the events listed in Schedule 2;

**'State Aid Rules'** is to the rules set out in Articles 107 to 109 of the Treaty on the Functioning of the European Union (or in those Articles that may succeed Articles 107 to 109), secondary legislation such as frameworks, guidelines and block exemptions produced by the European Commission derived from Articles 107 to



109, case law of the European Courts and decisions of the European Commission regarding the application of Articles 107 to 109; and

**any legislation** will include all amendments to and substitutions and re-enactments of that legislation in force from time to time;

#### **4. What you must use the Funding for**

- (a) You must use the Funding solely for the purposes set out in Schedule 1 (the “**Purposes**”).
- (b) Any change to the Purposes will require our written consent which must be obtained from us in advance of implementing any change. Please note that we are not obliged to give our consent but we will consider all reasonable written requests.
- (c) You must not use any part of the Funding for: (1) party political purposes; (2) the promotion of particular secular, religious or political views; (3) gambling; (4) pornography; (5) offering sexual services; (6) purchasing capital equipment (other than as specified in the Purposes); (7) your legal fees in relation to this letter; (8) Costs Incurred or costs incurred and defrayed by you in the delivery of the Purposes prior to the period referred to in Condition 1 (b); (9) any kind of illegal activities; or (10) any kind of activity which in our opinion could bring us into disrepute.

#### **5. Funding Pre-Conditions**

- (a) We will not pay any of the Funding to you until you have provided us with the following information and documentation:
  - i) documentary evidence that the signatories who have signed this letter on your behalf are duly authorised to do so;
  - ii) documentary evidence that you have appropriate systems in place to undertake due diligence before utilising any part of the Funding to provide a grant to or procure any goods or services from third parties;
- (b) Where you are required to provide information and documentation to us as evidence that you have satisfied a particular pre-condition, Condition or in support of a claim, the information and documentation must be in all respects acceptable to us. We reserve the right to reject any information and documentation which is for any reason not acceptable to us.

## **6. How to claim the Funding**

- (a) The Funding will be paid to you in two equal instalments:
  - (i) the first on receipt of the signed grant award letter and documentation to meet the pre-funding conditions; and
  - (ii) the second on receipt of your mid year monitoring report.
- (b) Any unspent Funding from the previous payment period will be offset against the next payment of Funding even if this results in you not receiving the total amount of Funding.

## **7. Your general obligations to us**

You must:

- (a) safeguard the Funding against fraud generally and, in particular, fraud on the part of your management, employees and/or suppliers and notify us immediately if you have reason to suspect that any fraud has occurred or is occurring or is likely to occur. You must also participate in such fraud prevention initiatives as we may require from time to time.
- (b) comply with all applicable laws or regulations or official directives whether derived from domestic, EU or international law;
- (c) put in place and maintain adequate insurances to cover against the risks which may arise in connection with any property or any activity undertaken in delivery of the Purposes. We reserve the right to require you provide proof of your insurance;
- (d) put in place and maintain appropriate systems to undertake due diligence before utilising any part of the Funding to provide a grant to or procure any goods or services from third parties;
- (e) co-operate fully with the Welsh Government Official and with any other employee of the Welsh Government or consultant appointed by us to monitor your use of the Funding and your compliance with these Conditions.

## **8. Declarations**

You declare that:

- (a) you have the power to enter into and to perform the obligations set out in these Conditions and you have taken all necessary action to

authorise the entry into and performance of the obligations under these Conditions;

- (b) no litigation or arbitration is current or pending or, so far as you are aware, threatened, which have or could have an adverse effect on your ability to perform and comply with any of these Conditions;
- (c) the information contained in your Application is complete, true and accurate;
- (d) you have disclosed to us all material facts or circumstances which need to be disclosed to enable us to obtain a true and correct view of your business and affairs (both current and prospective) or which ought to be provided to any person who is considering providing funding to you;

## **9. Notification Events and their consequences**

- (a) You must notify us immediately if a Notification Event has occurred or is likely to occur but we also reserve the right to notify you where we believe a Notification Event has occurred or is likely to occur.
- (b) If we consider it appropriate, taking into account both the seriousness of the Notification Event and whether or not in our opinion it can be remedied, we will seek to discuss the Notification Event with you and to agree a course of action to be taken to address the Notification Event.
- (c) We will be entitled to take any of the actions listed in Condition 9(d) if:
  - (i) despite our reasonable efforts we have been unable to discuss the Notification Event with you, or
  - (ii) we notify you that the Notification Event is not capable of remedy, or
  - (iii) a course of action is agreed with you but you fail to follow it, or any conditions attached to it are not met (including without limitation the timescale for such course of action), or
  - (iv) the course of action fails to remedy the Notification Event to our satisfaction.
- (d) If any of the circumstances set out in Condition 9(c) occurs we may by notice to you:
  - (i) withdraw the award of Funding; and/or require you to repay all or part of the Funding immediately; and/or
  - (ii) suspend or cease all further payment of Funding; and/or
  - (iii) make all further payments of Funding subject to such conditions as we may specify; and/or

- (iv) deduct all amounts owed to us under these Conditions from any other funding that we have awarded or may award to you; and/or
  - (v) exercise any other rights against you which we may have in respect of the Funding.
- (e) All repayments of Funding must be made to us within 28 days of the date of our demand. You must pay interest on any overdue repayments at a rate of 1.5% per annum above the Bank of England Bank Rate from time to time or at such other rate as may be required by the State Aid Rules. Interest will accrue on a daily basis from the date the repayment is due until actual repayment of the Funding, whether before or after judgment. You must pay the interest together with the overdue repayment.

## **10. Monitoring Requirements**

You must:

- (a) provide us with such documents, information and reports which we may reasonably require from time to time in order for us to monitor your compliance with the Conditions including without limit:
  - i) a mid year report, using the template we provide, which provides details of spend.
  - ii) An end year report, using the template we provide, providing examples of how the grant funding has benefitted individuals and a statement of expenditure.

## **11. Audit Requirements**

(a) You must:

- (i) maintain clear accounting records identifying all income and expenditure in relation to the Purposes;
- (ii) without charge, permit any officer or officers of the Welsh Government, Wales Audit Office or European Commission at any reasonable time and on reasonable notice being given to you to visit your premises and/or to inspect any of your activities and/or to examine and take copies of your books of account and such other documents or records as in such officer's reasonable view may relate in any way to your use of the Funding. This undertaking is without prejudice and subject to any other statutory rights and powers exercisable by the Welsh Government, Wales Audit Office or the European Commission or any officer, servant or agent of any of the above;

- (iii) retain this letter and all original documents relating to the Funding until we inform you in writing that it is safe to destroy them;
  
- (b) Under paragraph 17 of Schedule 8 to the Government of Wales Act 2006 the Auditor General for Wales has extensive rights of access to documents and information relating to monies provided by the Welsh Government. He and his officials have the power to require relevant persons who control or hold documents to give any assistance, information and explanation that they may require; and to require those persons to attend before them for such a purpose. The Auditor General and his staff may exercise this right at all reasonable times.

## **12. Third Party Obligations**

- (a) Nothing in the Conditions imposes any liability on us in respect of any liability incurred by you to any third party (including, without limit, employees and contractors).
  
- (b) You must indemnify us against any liabilities, claims, proceedings, demands, losses, costs and expenses suffered or incurred by us directly or indirectly arising as a result of or in connection with any failure by you to perform fully or in part any obligation you may have to a third party.

## **13. Intellectual Property Rights & Publicity**

- (a) Nothing in these Conditions transfers to us any rights in any intellectual property created by you as a result of the Purposes.
  
- (b) You must acknowledge our support on all publicity, press releases and marketing material produced in relation to the Purposes. Such acknowledgement must be in a form approved by us and must comply with the Welsh Government's branding guidelines.
  
- (c) You agree that from the date of this letter until 5 years from the date of the final payment of Funding we may include details about your organisation and business, the Funding and the Purposes in Welsh Government promotional materials and you further agree to cooperate with our reasonable requests to achieve the production of such materials.

#### 14. Access to Information

- (a) You acknowledge that we are subject to the requirements of the Freedom of Information Act 2000 (the "FOIA"), the Environmental Information Regulations 2004 (the "EIR") and the Data Protection Act 1998 (the "DPA").
- (b) You acknowledge that we are responsible for determining in our absolute discretion whether:
  - (i) to disclose any information which we have obtained under or in connection with the Funding to the extent that we are required to disclose such information to a person making a disclosure request under the FOIA or the EIR; and/or
  - (ii) any information is exempt from disclosure under the Code, the FOIA or the EIR.

#### 15. Buying Goods and Services

If you decide to buy any goods and/or services to deliver the Purposes, they must be purchased in a competitive and sustainable way so as to demonstrate that you have achieved best value in the use of public funds.

#### 16. Giving Notice

- (a) Where notice is required to be given under these Conditions it must be in writing (this does not include email but may include a letter attached to an email) and must prominently display the following heading:

***"Notice in relation to the St David's Day Fund for young people who have experienced care 2017 - 2019."***

- (b) The address and contact details for the purposes of serving notice under these Conditions are as follows

You: the Project Manager at the address stated in Condition 3.

Us: the Welsh Government Official at the address stated in Condition 3.

- (c) A notice will be deemed to have been properly given as follows:-

Prepaid first class post: on the second working day after the date of posting.

By hand: upon delivery to the address or the next working day if after

4pm or on a weekend or public holiday.

By email attachment:

upon transmission or the next working day if after 4pm or on a weekend or public holiday.

## **17. Equal Opportunities**

You must apply a policy of equal opportunities as employers, as users of volunteers, and as providers of services, regardless of race, gender/gender identification, sexual orientation, religion and belief, age or any disability.

## **18. Welsh Language**

Where the Purposes include or relate to the provision of services in Wales they must be provided in such a way as to not treat the Welsh language less favourably than English, in line with the Welsh Language Measure (Wales) 2011.

## **19. Sustainability**

Your use of the Funding must (where reasonably practicable) meet the Welsh Government's current agenda for sustainable development and the environment.

## **20. Welsh Ministers' Functions**

You acknowledge that the Welsh Ministers have a range of functions which will continue to accrue and be amended and that decisions in relation to each such function are obliged to be taken in the light of all relevant and to the exclusion of all irrelevant considerations. You agree that nothing contained or implied in , or arising under or in connection with, these Conditions will in any way prejudice, fetter or affect the functions of the Welsh Ministers or any of them nor oblige the Welsh Ministers or any of them to exercise, or refrain from exercising, any of their functions in any particular way.

## **21. General**

- (a) If at any time any of these Conditions is deemed to be or becomes invalid, illegal or unenforceable in any respect under any law, the validity, legality and enforceability of the remaining provisions will not in any way be affected or impaired.

- (b) No failure or delay on our part to exercise any power, right or remedy under these Conditions will operate as a waiver of any such power, right or remedy or preclude its further exercise or the exercise of any other power, right or remedy. The powers, rights or remedies hereby provided are cumulative and not exclusive of any powers, rights or remedies provided by law.
- (c) Any amendment or variation to these Conditions must be in writing and signed by us and you in the same manner as this letter.
- (d) You may not assign or otherwise dispose of in any way your rights, benefits, obligations or duties under these Conditions.
- (e) Conditions 7, 9, 11, 13, 14, and 21(e) and such other Conditions which by implication need to continue in force beyond the final payment of Funding will so continue in full force and effect.
- (f) The award of the Funding is to you alone and no one else is entitled to make any claim in respect of the Funding or seek to rely on or enforce any of these Conditions.
- (g) These Conditions are to be governed by and construed in accordance with the laws of Wales and England as applied in Wales and the parties hereto submit to the exclusive jurisdiction of the courts of Wales and England.

## **22. How to accept this offer of Funding**

- (a) To accept this award of Funding you must sign and return a copy of this letter to the Welsh Government Official. None of the Funding will be paid to you until we have received your signed letter.
- (b) We must receive your signed letter within 14 days of the date of this letter, or this award of Funding will automatically be withdrawn.

Yours faithfully,



Signed by Alistair Davey, Deputy Director, Enabling People, Social Services and Integration Directorate under authority of the Cabinet Secretary for Communities and Children, one of the Welsh Ministers



## **SCHEDULE 1 The Purposes**

The Purpose of the Funding is to support young people who are or have been in local authority care to access opportunities that will lead them towards independent and successful lives.

Local authorities are corporate parents for children and young people in their care. We have heard from young people that they are often disadvantaged because they do not receive the same support to which their peers living with birth parents have access. That support includes guidance about education choices, funds to maintain social contact with peers and advice on living independently covering issues such as how to budget, pay bills and buy household goods.

This fund is to be available to young people. Local authorities should administer it flexibly and creatively to meet the needs of their young people in the same way that birth parents support their children, including the 'bank of mum and dad' role. Local authorities are encouraged to make care leavers and those approaching care leaver status aware of the fund through Pathway Plan discussions and review meetings.

The Cabinet Secretary for Communities and Children has clearly stated that the fund is not to support the implementation of national strategies but is to go directly to care experienced young people in sums of money which can be used as a catalyst to advance independence, development and progression. Through their corporate parenting boards (or equivalent) or leaving care teams, local authorities should promote the fund to their 16-25 population, encourage funding requests and work within the following set of guiding principles.

- Recognise and embrace the unique relationship between the child/young person and the local authority as their corporate parent. This relationship is not replicated anywhere else in the many relationships that exist between citizens and their local authority.
- Be responsible corporate parents by promoting their organisation as a family business, offering all care leavers opportunities for work experience and apprenticeships.
- Support and nurture young people's aspirations and help them to work towards achieving their goals so they can flourish and achieve.

There will be other sources of help for young people whether through financial assistance for example bursaries or other financial support for further and higher education, or through the provision of services,. This fund has not been established to duplicate these. Where there are already sources of financial support, these should continue to be accessed. It is the intention that the new funding should be in addition to existing funding streams and

schemes to ensure young people and care leavers can access or maintain opportunities.

Where care leavers request support to enable them to undertake an activity that will improve their wellbeing, maintain their independence or contribute to their development, local authorities should consider such requests on a case by case basis.

We are aware the Welsh Government has not prescribed in detail how local authorities should administer their funds. This is deliberate as we wish to give local authorities flexibility and discretion so that they can distribute the money to young people in a way that maximises opportunities and improves outcomes.

The fund is to be used flexibly and local authorities are encouraged to work in a co-productive way with the children and young people in their care concerning the fund's arrangements. Below are suggestions put forward by young people who are or have been in local authority care. This is not an exhaustive list but is designed to provide some ideas to stimulate thinking.

#### Education

- One off payments for course equipment
- Help with travel arrangements and expenses

#### Employment

- Guidance on accessing work experience, training and apprenticeship schemes
- Help to look for and prepare for work including interview coaching and interview clothes
- Support with travel expenses and arrangements to get to and from work
- Help to start own business
- Driving Lessons

#### Health and Well-Being

- Help for young people to access health services including GPs, dentists and opticians
- Financial help so that young people can maintain social contact with their peers and be at less risk of isolation and loneliness
- Financial support to enable care leavers to take part in hobbies, sport, leisure and extra curricular activities.
- Promotion of healthy lifestyles: learning, for example how to buy nutritious ingredients on a budget, cook healthy food and be physically active
- Peer networks to share experience and provide support

#### Housing

- Financial support for setting up home including bonds/deposits and advice on how to budget and pay bills

- Equipment and/or furniture for accommodation

Access to on-going advice and support

- Money for Passports, Birth Certificates or other forms of ID.
- Financial skills e.g budgeting

Eligibility

- Young people aged between 16-24 as set out in Section 5, Part 6 Code of Practice for Looked After and Accommodated Children plus those aged 21-24 who are not defined as being in education or training but require financial support to aid their transition towards independent living.
- The fund is accessible to those eligible as set out above from 1 April 2017.

Young people to access the fund through their home local authority (this may be different to the local authority area in which they live). If a young person is leaving Wales for work, education purposes or similar, these young people should also access the fund through their home local authority.

## **SCHEDULE 2**

### **Notification Events**

The Notification Events referred to in Condition 9 are listed below:

1. repayment of any part of the Funding is required under European Law (whether under State Aid Rules or otherwise);
2. you fail to comply with any of the Conditions;
3. the Funding, in full or in part, is not being used for the Purposes;
4. there is unsatisfactory progress towards completing the Purposes;
5. you fail to provide information about the Purposes requested by us, the European Commission or the European Court of Auditors, or any of their auditors, agents or representatives;
6. there is any suspicion that you and/or any of your Personnel is/are involved in fraudulent activity or has/have been involved in fraudulent activity whilst the Purposes are/were being carried out;
7. we have made an overpayment of Funding to you;
8. any declaration made in Condition 8 is incorrect in any respect or, if repeated at any time with reference to the facts and circumstances then existing, would be incorrect;
9. any petition is presented or resolution passed or other action taken for your bankruptcy or winding-up or a petition is presented for an administration order against you;
10. a receiver or an administrative receiver is appointed in respect of you or in respect of all or any part of your assets;
11. a moratorium in respect of all or any of your debts or a composition or an agreement with your creditors is agreed, applied for, ordered or declared;
12. you are unable, or admit in writing your inability, to pay your debts as they fall due;
13. any distress, execution, attachment or other process affects any of your assets;
14. a statutory demand is issued against you;
15. you cease, or threaten to cease, to carry on all or a substantial part of your business;

16. there is a change in your constitution, status, control or ownership and/or your external auditors resign;
17. there is a change in your shareholders, directors, trustees or partners;
18. any event occurs or circumstances arise which in our opinion gives reasonable grounds for believing that you may not, or may be unable, to perform or comply with any of your obligations under these Conditions.

**TWO SIGNATORIES ARE REQUIRED**

We hereby accept the award of Funding in relation to the St David's Day Fund for young people who have experienced care 2017 – 2019 and the Conditions relating to the Funding

\_\_\_\_\_ Signature  
An authorised signatory of Cardiff Council

\_\_\_\_\_ Name

\_\_\_\_\_ Job Title

\_\_\_\_\_ Date

\_\_\_\_\_ Signature  
An authorised signatory of Cardiff Council

\_\_\_\_\_ Name

\_\_\_\_\_ Job Title

\_\_\_\_\_ Date

Y Grŵp Iechyd a Gwasanaethau Cymdeithasol  
Health and Social Services Group



Llywodraeth Cymru  
Welsh Government

Tony Young  
Statutory Director of Social Services  
Cardiff Council  
County Hall  
Atlantic Wharf  
CARDIFF  
CF10 4UW

16 June 2017

Dear Tony,

**Award of Funding in relation to the St David's Day Fund for young people who have experienced care 2017 - 2019**

Please find enclosed two copies of the grant award letter for this two year grant (2017-18 and 2018-19) from Alistair Davey. Please can you arrange for one copy of the letter to be signed by two people authorised to do so, and returned to me.

The grant award letter includes at Schedule 1 the purpose of the grant and for completeness we attach a copy of the full Guidance for St David's Day Fund for young people who have experienced care.

We have already received information to meet the pre-funding requirements at section 5. Unless this information has changed since you last provided it to us you do not need to submit this information again.

The first instalment of the grant (50%) will be paid to you on receipt of the signed grant award letter. The second instalment will be paid to you on receipt of the mid year monitoring report using the template we will provide in due course

Please contact our mailbox

[HSS-SocialServicesSupportingDeliveryTeam@wales.gsi.gov.uk](mailto:HSS-SocialServicesSupportingDeliveryTeam@wales.gsi.gov.uk) if you have any questions

Yours sincerely,

Deborah Marshall  
Supporting Delivery Team  
Social Services and Integration Directorate  
Health and Social Services Group

Cc Irfan Alam, Interim Assistant Director of Children's Services, Cardiff Council

This page is intentionally left blank



## **Guidance for St David's Day Fund for young people who have experienced care**

### **Purpose**

The fund is to support young people who are or have been in local authority care to access opportunities that will lead them towards independent and successful lives.

Local authorities are corporate parents for children and young people in their care. We have heard from young people that they are often disadvantaged because they do not receive the same support to which their peers living with birth parents have access. That support includes guidance about education choices, funds to maintain social contact with peers and advice on living independently covering issues such as how to budget, pay bills and buy household goods.

This fund is to be available to young people. Local authorities should administer it flexibly and creatively to meet the needs of their young people in the same way that birth parents support their children, including the 'bank of mum and dad' role. Local authorities are encouraged to make care leavers and those approaching care leaver status aware of the fund through Pathway Plan discussions and review meetings.

The Cabinet Secretary for Communities and Children has clearly stated that the fund is not to support the implementation of national strategies but is to go directly to care experienced young people in sums of money which can be used as a catalyst to advance independence, development and progression.

Through their corporate parenting boards (or equivalent) or leaving care teams, local authorities should promote the fund to their 16-25 population, encourage funding requests and work within the following set of guiding principles.

- Recognise and embrace the unique relationship between the child/young person and the local authority as their corporate parent. This relationship is not replicated anywhere else in the many relationships that exist between citizens and their local authority.
- Be responsible corporate parents by promoting their organisation as a family business, offering all care leavers opportunities for work experience and apprenticeships.
- Support and nurture young people's aspirations and help them to work towards achieving their goals so they can flourish and achieve.

There will be other sources of help for young people whether through financial assistance for example bursaries or other financial support for further and higher education, or through the provision of services,. This fund has not been established to duplicate these. Where there are already sources of financial support, these

should continue to be accessed. It is the intention that the new funding should be in addition to existing funding streams and schemes to ensure young people and care leavers can access or maintain opportunities.

Where care leavers request support to enable them to undertake an activity that will improve their wellbeing, maintain their independence or contribute to their development, local authorities should consider such requests on a case by case basis.

We are aware the Welsh Government has not prescribed in detail how local authorities should administer their funds. This is deliberate as we wish to give local authorities flexibility and discretion so that they can distribute the money to young people in a way that maximises opportunities and improves outcomes.

The fund is to be used flexibly and local authorities are encouraged to work in a co-productive way with the children and young people in their care concerning the fund's arrangements. Below are suggestions put forward by young people who are or have been in local authority care. This is not an exhaustive list but is designed to provide some ideas to stimulate thinking.

### **Education**

- One off payments for course equipment
- Help with travel arrangements and expenses

### **Employment**

- Guidance on accessing work experience, training and apprenticeship schemes
- Help to look for and prepare for work including interview coaching and interview clothes
- Support with travel expenses and arrangements to get to and from work
- Help to start own business
- Driving Lessons

### **Health and Well-Being**

- Help for young people to access health services including GPs, dentists and opticians
- Financial help so that young people can maintain social contact with their peers and be at less risk of isolation and loneliness
- Financial support to enable care leavers to take part in hobbies, sport, leisure and extra curricular activities.
- Promotion of healthy lifestyles: learning, for example how to buy nutritious ingredients on a budget, cook healthy food and be physically active
- Peer networks to share experience and provide support

## **Housing**

- Financial support for setting up home including bonds/deposits and advice on how to budget and pay bills
- Equipment and/or furniture for accommodation

## **Access to on-going advice and support**

- Money for Passports, Birth Certificates or other forms of ID.
- Financial skills e.g. budgeting

## **How Welsh Government will administer the £1m fund**

### **2017/18 and 2018/19**

Welsh Government will provide each local authority with a grant apportioned according to Local Government Finance's Children in Social Services formula (this is a well used formula which takes into account a number of factors including child population and deprivation and has been agreed by local authorities). The scheme will be subject to the Welsh Government's Grants for Excellence requirements and procedures.

Local administration of the grant will be through each local authority head of children's service. The team allocated responsibility for the grant will be expected to set out how the fund will be administered and may decide priorities for its use depending on particular local needs of their care leaver populations. Local authorities are strongly encouraged to engage with young people and care leavers to agree priorities in a co-productive manner. Details such as whether the amount which can be requested is capped at an upper limit and the number of draws an individual can make on the fund in any given period are to be determined locally to allow organisations to respond flexibly and according to demand.

Six monthly reports from each local authority will be collated and submitted to the Welsh Government for consideration by the Ministerial Advisory Group. Grant offer letters will set out the reporting arrangements in more detail. Reports will demonstrate the effectiveness of the grant in supporting care leavers maintain independence and realise ambitions. Learning from the reports will be used to influence how the fund works in future years.

### **From 2019 onwards**

It is recognised that it is good practice to move small grants to local authorities into the RSG and it is our intention to do so with this grant from April 2019. A system of

checks will be put in place to ensure the grant continues to be used for its original purpose and to maintain clear lines of accountability.

## Eligibility

- Young people aged between 16-24 as set out in Section 5, Part 6 Code of Practice for Looked After and Accommodated Children **plus** those aged 21-24 who are not defined as being in education or training but require financial support to aid their transition towards independent living.
- The fund is accessible to those eligible as set out above from 1 April 2017.
- Young people to access the fund through their home local authority (this may be different to the local authority area in which they live). If a young person is leaving Wales for work, education purposes or similar, these young people should also access the fund through their home local authority.

**CARDIFF COUNCIL  
CYNGOR CAERDYDD****Corporate Parenting Advisory Committee**

17 October 2017

---

**CSSIW Inspection of Crosslands Children's Home**

---

**Reasons for the Report**

1. The Committee's terms of reference require that the Committee receive all relevant Children's Services inspection reports.
2. Crosslands Children's Home was inspected by the Care and Social Services Inspectorate Wales (CSSIW) on the 8th of June 2017 and the report is attached at **Appendix A**.
3. The Committee's terms of reference require its members to ensure that the life chances of looked after children are maximised to aid their transition to a secure and productive adulthood.

**Crossland's Children's Home**

4. Crosslands children's home is currently the only children's home directly provided by The City of Cardiff Council.
5. All children's homes must be registered with the Care and Social Services Inspectorate Wales (CSSIW).
6. Crosslands is registered with CSSIW to accommodate up to 6 young people aged 11 to 17 years.

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

7. CSSIW regulate and inspect adult care, childcare and social services for people in Wales.
8. CSSIW inspectors inspect registered services to check that they provide safe care, that people's rights are being respected and their quality of life enhanced.

9. The inspection of Crossland's Children's Home was unannounced and took place on the 8<sup>th</sup> of June 2017 between 2:30 pm and 7:00 pm. The inspection employed the following methodology:
- Viewing the premises and gardens and selected records and documentation.
  - Consultation with young people, residential support staff and managers.
  - Observation of the engagement between young people and staff.
10. The report was published on the 17<sup>th</sup> July 2017.

### **Findings from the Inspection**

11. The findings are summarised in the report as follows:

#### **“Overall Assessment**

Overall we found that overall the young people are safe, confident and engaged in constructive lifestyles and activities. They are encouraged to express themselves and to develop self-responsibility and the three young people we spoke with, said they like the staff and feel assured by the support they provide them. They enjoy placement stability; staff continuity and consistency and are encouraged to develop relationships and attachments with their carers. 'Normalisation' is promoted along with the rights of the young people to thrive and feel valued.

The premises provide well for their purpose; there are a sufficient number of skilled and experienced staff and the arrangements for the management and leadership of the home are robust.

#### **Improvements**

Consultation with staff and managers indicate that improvements have been made in relation to key working practices and the general empowerment of young people to self-reflect and develop self-responsibility.

### **Requirements and recommendations**

No areas of noncompliance were identified and no recommendations are made for improvement.”

12. Details are provided in the full report attached as Appendix A.

### **Financial Implications**

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

### **Legal Implications**

14. There are no direct legal implications arising from this report.

### **RECOMMENDATION**

15. The Committee is recommended to:

16. Note the information contained in the report and make any observations or comments.

### **TONY YOUNG**

#### **Director of Social Services**

10 October 2017

**Appendix A:** CSSIW Inspection report on Crosslands children’s home Cardiff; published 17 July 2017.

This page is intentionally left blank





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

## **Inspection Report on**

**Crosslands Children`s Home**

**Cardiff**

**Date of Publication**

**Monday, 17 July 2017**

**Welsh Government © Crown copyright 2017.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*

## **Description of the service**

Crosslands is registered with the Care and Social Services Inspectorate Wales (CSSIW) to accommodate up to 6 young people aged 11 to 17 years. The registered manager is Siobhan Teague; a responsible individual has been nominated and the registered provider is the City of Cardiff Council.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we found that the young people are safe, confident and engaged in constructive lifestyles and activities. They are encouraged to express themselves and to develop self responsibility and the three young people we spoke with, said they like the staff and feel assured by the support they provide them. They enjoy placement stability; staff continuity and consistency and are encouraged to develop relationships and attachments with their carers. 'Normalisation' is promoted along with the rights of young people to thrive and to feel valued.

The premises provide well for their purpose; there a sufficient number of skilled and experienced staff and the arrangements for the management and leadership of the home are robust.

### **2. Improvements**

Consultation with staff and managers indicate that improvements have been made in relation to key working practices and the general empowerment of young people to self reflect and develop self responsibility

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

No areas of non compliance were identified and no recommendations are made for improvement.

## **1. Well-being**

### **Summary**

Young people feel safe; respected, positively motivated and confident. They are encouraged to voice their wishes, feelings and opinions; to believe in themselves and to have fun.

### **Our findings**

We visited the home during an afternoon and early evening and three of the four young people that were present were happy to talk with us about their experience of living at the home. They had quite diverse backgrounds and support needs.

Young people are suitably placed. Staff members told us that each of the young people are unique but they get on well together. Young people told us that they live together and get on ok but they live their lives as individuals. The manager said that processes for referral and matching are well developed to ensure young people's needs can be met and that existing young people are not unduly affected when new young people come to live at the home. 13 young people have lived at the home since the last inspection.

Young people are encouraged to develop relationships and attachments. We observed interactions between young people and between young people and staff and saw their relationships to be friendly and informal. We saw the routine exchange of emotional warmth and we saw staff giving young people positive reinforcement and affection. The young people told us that they receive good support to maintain relationships with family members and friends and some maintained contact with ex foster carers. The manager told us about the home's role in safeguarding young people when making new friends and in particular; when contacting people via social media. They told us about visiting the family of a young person; as their parents might; and about assessing any identified risks.

Young people have a sense of belonging. It was clear that effort was made to minimise 'institutionalisation' and staff were seen to co exist with the young people and not to be 'supervising' them. We observed that the young people seemed confident; in themselves, in talking with us and confident in the support and encouragement they receive from their carers. They told us they have opportunities to cook their own meals and that they enjoy various social and leisure activities; eating out and celebrating special occasions at the home. Young people told us they would be confident approaching staff about anything that troubled them and that they would listen and take the issues they raised seriously. They also said they were confident that the manager would address any issues they raised about the staff or the running of the home.

Young people are supported to attend school. One of the young people was currently sitting GCSE examinations and said they were looking forward to their school 'prom'. They said they had missed some education but they had received good support at the home to revise and to prepare for their 'exams'. They told us they were not sure if the home would pay for a prom dress but one of the managers said they had actually already been to try dresses on and that the home would of course ensure they looked special for this occasion. One young person was being transported to attend a school in a nearby local authority, in response to

their particular circumstances. Overall, evidence indicated that young people are valued; treated with respect and are self assured and content at the home.

## **2. Care and Support**

### **Summary**

Young people receive individually targeted care and support from staff that understand their needs.

### **Our findings**

Young people are safeguarded from avoidable risks. When we asked staff what their priorities were with the young people; they all said their priority was to keep them safe. Managers and staff demonstrated a clear and detailed understanding of their individual needs and of the risks that can affect their welfare and development. We saw that risk assessments were in place to assess and manage any known risks and the managers said they have good access to well established multi agency support networks. Feedback from young people and staff indicated that the most effective means of influencing the behaviour, attitudes, confidence and motivation of the young people, was the quality of their relationships. The three young people provided extremely positive feedback about their relationships with their carers. One of them told us about the very positive way that a particular staff member approached things and that they admired this about them. It was evident that they had been influenced by the role modelling behaviour of a staff member and that this would influence their own development.

Young people receive support from staff that are committed to them and understand their needs. When we asked the young people what is best about the home; they told us that the best thing about the home is the support they receive from staff. When asked what they meant by that; they told us that staff always find time to be with them; to listen to them and generally; 'to be there for them'. We saw that children's placement plans reflected their particular needs and developmental goals and we saw monthly reports of their progress that had been compiled by their key workers. Staff and managers told us that each of the young people are making good progress. They told us that the role of key working is being developed further to provide 'wrap around' support for young people and a newer staff member told us that this was providing them the opportunity to 'key work' alongside more experienced staff. One young person told us that as well as the individual support they get from their key worker, they also went out to eat with them and that they had a trip planned to visit London together.

Young people and staff 'co exist' comfortably. We saw staff showing empathy with the young people and we saw staff and young people having fun. 'Friendly banter' appears well developed. Not one of the young people made reference to inconsistency between staff and this suggests they have been consistent in their approach with them; notwithstanding the diverse nature of their needs.

Two young people told us about their experience of living at foster placements and said they prefer living at this home. They acknowledged the challenges of seeing young people being admitted and then leaving but said they were used to this and that they just got on with their own lives. They told us they still enjoy seeing their ex foster carers and that staff actively support them in doing this.

There were 27 staff members employed to work at the home and 25; (92.5%) held relevant qualifications. Two newer staff members were undertaking the necessary training. Staff said that team meetings take place regularly to enable effective communication about the needs and progress of young people and that managers provide regular staff support and supervision.

Overall, evidence indicates that young people receive targeted and individualised care and support to encourage and motivate them to be safe and happy as they prepare for adulthood. The qualifications and experience of staff reflects good practice as does the feedback about them from young people.

### **3. Environment**

#### **Summary**

The premises provide spacious and homely accommodation that positively supports the well being of young people.

#### **Our findings**

The ground floor has two main living rooms which were seen to be comfortable and to have good quality carpets, curtains, settees and televisions etc. These rooms provide space for young people to spend time together or to be separate. A young person told us that they had settled well since coming to the home but they also enjoyed spending time alone in their room. They said their room was comfortable; that they had everything they needed and that the staff respected their wish to have time alone in their room on occasions. The staff and managers' offices are also on the ground floor.

The dining room and adjoining kitchen were seen to be well equipped and maintained. Staff told us that mealtimes are a focal point for young people and staff to come together and we were invited to join them for the evening meal. We saw young people being 'drawn' to the dining room as they returned from school and we saw them chatting happily with staff as they prepared food. Feedback from young people about the quality of their meals was good and we were informed that the 'chicken pie' one of the staff members had just cooked was 'legendary'. One young person told us they have particular dietary preferences and that they sometimes cook their own meals. We ate with the young people and staff and observed very comfortable relationships between them as they chatted and made plans for the evening. The chicken pie was very good; the atmosphere was very pleasant and the young people made us welcome.

There are three bathrooms plus additional toilets and these appeared to be clean and in good order. The most recently 'updated' bathroom looked stylish and modern and the young people liked that and said that the bathrooms are always clean and tidy. We did not view young people's bedrooms but the three young people we spoke with said their rooms are comfortable and that they have everything they need. One young person told us 'the staff make sure we get anything we need'. There are many pictures on walls to reflect a homely environment and the gardens were seen to be well maintained and well presented.

Young people have access to computers in one of the living rooms but said they said they feel aggrieved that they do not have WIFI. The manager said that the young people's computers are linked to the network provided by the local authority and that they can access the internet but 'parental' safeguards are in place. They said they provide financial support for the young people's mobile phones but there are restrictions in place in line with the home's internet safety and recently revised safeguarding policies. They indicated that they are not 'risk averse' and that any restrictions imposed on the use of electronic devices are for specific individual reasons and subject to individual risk assessment.

Overall, the home provides comfortable; homely accommodation for young people to have fun and to relax and feel valued. The standard of accommodation reflects good practice and we saw no signs of damage or disrepair.



## **4. Leadership and Management**

### **Summary**

The day to day management of the home is good.

### **Our findings**

The registered manager is very experienced; has been at the home for many years and is supported by two assistant managers. Evidence indicates that they are committed to the young people; the staff and the continuing improvement of the home.

We met with the registered manager and one of the assistant managers and they told us that they receive good support from the local authority to provide the service. They confirmed they are able to make decisions about the suitability and compatibility of young people who live at the home and that some young people have been discharged if considered to be having an adverse affect on the progress or well being of others.

The 2017 statement of purpose has recently been updated and provides comprehensive information about the operation and resourcing of the home.

We saw that the reports of visits undertaken on behalf of the registered provider to monitor the standard of care provided at the home included evidence of consultation with young people and staff as required and reflected their views. These visits are made by a number of 'operational managers' employed by the authority who also undertake quality assurance checks that are 'additional' to those specified by regulations.

A comprehensive system has been established to monitor, review and improve the quality of care provided at the home. A report of the review dated 1 April 2016 to 31 March 2017 has recently been completed and is available, where appropriate; upon request from the home. This review process has been subject to ongoing development and the manager said that it provides a voice for young people and stakeholders and assists them in evaluating the performance of the home in meeting the needs of the young people; the objectives of the statement of purpose and to plan for its ongoing development.

Feedback from young people and staff indicate that they receive good support from the home's managers and staff told us that the authority is committed to their training and development; the maintenance of the accommodation and most of all; to ensuring that young people receive any support they need to thrive.

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

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

No areas of non compliance were identified.

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

No areas of non compliance were identified.

### **5.3 Recommendations for improvement**

No recommendations are made for improvement.

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

This unannounced inspection took place on 8/06/2017 between 2.30m and 7.00pm and employed the following methodology;

- Viewing the premises and gardens and selected records and documentation
- Consultation with young people, residential support staff and managers
- Observation of the engagement between young people and staff

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

## About the service

<b>Type of care provided</b>	<b>Childrens Home</b>
<b>Registered Person</b>	<b>The County Council of the City and County of Cardiff</b>
<b>Registered Manager(s)</b>	<b>Siobhan Teague</b>
<b>Registered maximum number of places</b>	<b>6</b>
<b>Date of previous CSSIW inspection</b>	<b>29 March 2016</b>
<b>Dates of this Inspection visits</b>	<b>08/06/2017</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No</b>
<b>Additional Information:</b>	

By virtue of paragraph(s) 12, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 12, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



By virtue of paragraph(s) 12, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 12, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 12, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

CARDIFF COUNCIL  
CYNGOR CAERDYDD

CORPORATE PARENTING ADVISORY COMMITTEE

17 October 2017

---

**The Annual Quality Assurance Report for Cardiff Council Fostering Service  
2016/17**

**(Regulation 34 Report)**

---

**Reason for the Report**

1. The terms of reference for the Corporate Parenting Advisory Committee require that the Committee receives the annual quality of care report of The City of Cardiff Council's foster care service 'Foster Care Cardiff'. The report is attached at **Appendix A**.
2. The terms of reference also require that the Committee works within its annual programme to actively promote real and sustained improvements to maximise the life chances of looked after children.

**Background**

3. The purpose of the attached report is to provide a review of the quality of care offered by Foster Care Cardiff during the 2016/17 year in accordance with the requirements of Regulation 42 of the Fostering Services (Wales) Regulations 2003.
4. Regulation 42 of the Fostering Services (Wales) Regulations 2003 specifies that:
  - 1) *The registered person must establish and maintain a system for—*
    - (a) *Monitoring the matters set out in Schedule 7 (of the regulations) at appropriate intervals, and*
    - (b) *Improving the quality of foster care provided by the fostering agency.*

- 2) *The registered person must supply to the appropriate office of the National Assembly a report in respect of any review conducted by the registered person for the purposes of paragraph (1) and make a copy of the report available upon request to the persons mentioned in regulation 3(2).*
- 3) *The system referred to in paragraph (1) must provide for consultation with foster parents, children placed with foster parents, and their responsible authority (unless, in the case of a fostering agency which is a voluntary organisation, it is also the responsible authority).*
5. The Introduction section of the report summarises the background and improvements made during 2016/17.
6. Part 1 of the report provides feedback from children, young people, social workers, foster carers, and foster carer applicants. This part of the report also provides evidence of outcomes achieved.
7. Part 2 of the report provides an overview of the service.
8. Part 3 provides information of performance in relation to the monitoring of the matters detailed in Schedule 7 and Schedule 8 of the Fostering Services (Wales) Regulations 2003.
9. This Report has been written with contributions from children and young people, foster carers, social workers, and managers from across Children's Services.
10. The report is produced to provide children, parents, foster carers, elected members, staff and other professionals with a review of the Cardiff Fostering Service.

### **Financial Implications**

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

### **Legal Implications**

12. There are no direct legal implications arising from this report.



## **RECOMMENDATION**

13. The Committee is recommended to note the information contained in the attached report and make any observations or comments.

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

This page is intentionally left blank

## **ANNUAL QUALITY ASSURANCE REPORT FOR CARDIFF COUNCIL FOSTERING SERVICE (01.04.2016 – 31.03.2017)**

### **Introduction and background**

The purpose of this report is to provide a review of the quality of care offered by the Cardiff Fostering Service during the period 01.04.16 – 31.03.17 (in accordance with the requirements of Regulation 42 of the Fostering Services (Wales) Regulations 2003).

The report provides information regarding quality and the monitoring of matters set out in Schedule 7 and Schedule 8, and the quality of the services being delivered. The report is produced to provide children, parents, foster carers, elected members, staff and other professionals with a review of the Cardiff Fostering Service.

**This Report has been put together with contributions from Children and Young People, Foster Carers, Social Workers, and Managers from across Children's Services**

### **Contents:**

**Part 1:** Feedback from Children and Young People, Social Workers, Foster Carers, and Applicants, Evidence of Outcomes.

**Part 2:** Service Overview

**Part 3:** Information of performance in relation to the monitoring of the matters detailed in Schedule 7 and Schedule 8 of the Fostering Services (Wales) Regulations 2003.

### **Improvements made during 2016 – 2017:-**

- We have relaunched the website and now provide further information to our carers and to the general public via this medium;
- We engaged with our carers starting the year with a training needs analysis, which then informed the program of training and development for the year. This included Team and Panel training, and a series of Lunch and Learn workshops attended by both staff and carers. Subjects included Sexual Exploitation and Internet Safety.
- The carers were supported to start their own Foster Care Association.
- Staff and carers undertook Train the Trainers training, and completed the Welsh Assembly-backed twelve week Confidence in Care Program.
- Carers also commenced the QCF program.
- A panel attendees' booklet was produced.
- Cardiff engaged in a robust recruitment campaign, and a series of retention initiatives to celebrate Foster Care in Cardiff.
- We engaged with NYAS to produce a Children's Guide.
- We are looking at different ways of capturing feedback and outcomes.

## PART 1

Part 1 of this report provides information in relation to the way in which the Fostering Service ensures that a quality service is being provided.

### 1 Quality of life of children, promoting quality of care within the child's placement

#### 1.1 Children's Views

"I'm lucky to have my carers and it's a pretty house, the best bedroom in the house is mine"!!

"Foster Carers help me to cope with my feelings and to understand things"

"My foster carers are kind and supportive and we have lots of opportunities to do fun activities, living in my foster home, it's very comfortable and homely"

"Since living with my carer I feel safe, happy and it's nice she cares about me and I now like going to school"

A young person recently having come into care ' things are much better now for me, I like my carer she makes jokes all the time and is funny, her little grandson hugged me and I think we are friends'

*"Living in a fostering household I have been able to find myself a family and safety/security. I have been able to feel a sense of belonging and the ability to be able to move on from past events without them affecting my future"*

*"I find it good in foster care in this home as I feel more loved and cared for and I feel more secure in this home. I love living in this safe environment, it is like my home"*

"My Carer is helping me to gain asylum status in the UK"

"My foster carers are kind, caring and good listeners. The best things about where I live are Christmas, my birthday and going out."

'Happy in placement and get on with everyone'

## **1.2 Examples of Outcomes:**

**Carer successfully worked with a birth parent to enable the baby to be returned to her care.**

**Carer has helped a six year old to proceed through six book reading bands in a year and to walk without a walking frame.**

**Attends a special school, however has excelled in maths, and will be put forward for GCSE math and may achieve a C grade. When initially placed young person could not read or write.**

**Since starting, she has gained performer of the week, performer of the term. Also attends Trinity College London and Trinity musical Theatre in Production, where she has gained a Grade 3 Distinction.**

**Doing exceptionally well in school and, when the SSW attended a LAC review for her yesterday, the school has said that they view her as being “gifted” and an A\* pupil.**

**I was very pleased to hear that a young person had achieved so well in school that he was able to assist teaching staff in helping his peers in class; foster carers are supporting this young person to achieve his goal in becoming a doctor.**

**Has recently passed her driving test on her first attempt, carer has bought her a little Fiat car to get around in.**

**Attends St Johns Ambulance and during the holidays, he was one of only 17 young people selected to work at the Big Cheese in Caerphilly.**

**Child’s Social Worker was very impressed by the way carer had attended the hospital for an initial contact meeting, with flowers and a small box of chocolates and a photo of the baby for the mother. This act by carer had made the relationship easier.**

**From a child’s social worker “can I say how amazing the carers have been, they are so attuned to his needs and dedicated to promoting his wellbeing, especially given his sensitive and fractious nature, and this hard work has meant that he is developing as best he can. They have also worked very well with the parents and professionals, showing no judgement against the parents given their situations.”**

**A young person placed with a relative is now better behaved in school, and is attending lessons, going to extra revision sessions after hours and has been revising for exams in placement.**

Of those young people in the WIR arrangements, there are four young people hoping to have university places, 5 continuing in further education and 3 undertaking training programmes. Referrals for the scheme continue to be active and there is positive interest from young people and foster carers.

The foster carer has given them a really good start in life and has loved them like her own. We are really grateful to her and her husband and children.

The foster carers have been absolutely fantastic and have put the child's needs before their own and been so supportive and helpful with the transition back home. They're amazing

A young person living with our foster carer achieved 11 GCSE's and passed her driving test first time.

Has been offered a place in three Universities to study in September 2017

It was a very positive outcome for him who was placed with adopters last week as was able to attach well to adopters and they stated that they thought this was because of all the love and stability that the foster carer and her family gave.

The school have seen a significant improvement in attendance, punctuality and behaviour since he moved to the foster placement. His current attendance is 98.5%. His attendance last academic year before he came into placement was 71.4%. He has 328 achievement points and only 21 behaviour points.

## **2. Applicant's and Foster carer's views in relation to the service provided**

Foster Carer wanted us to know that the morning after the Christmas party at County Hall, the two children in placement said, "Nan, I wish we could go to more parties like that, it was the best party we have ever been to".

"I just wanted to say we all had a wonderful night at the pantomime the little girl I am fostering had never been to the theatre and she is on cloud nine!! The Hoff was amazing! 😊 Thank you again for the tickets it was a real treat".

### **2.1 Feedback from Foster care Reviews:**

**20.04.16**

*We feel the level of support that we get ranges from very good to excellent.'*

**17.05.16**

*'The Fostering Service is excellent and we are very happy with everything that is needed to provide a good service for the young people and enjoy working with the service.'*

**30.10.17**

***'Coffee mornings need to be spread across the city rather than all being held in St Mellons. As an Ely carer it is difficult to attend due to the travel involved.'***

**29.05.16**

***'I want to compliment the Fostering Service for the excellent support I receive from my support worker; she has been my support worker for over 6 years and has been a great support to me. Nothing has been much trouble for her, e.g. helping me to fill in forms, attending LAC reviews and offering to go with me on training courses. She makes us feel appreciated for what we do for the Fostering Service. On the occasions I need to call on her, I know it will be sorted quickly and efficiently.'***

The feedback we receive demonstrates positive outcomes for children and young people; but also demonstrates that the service puts a high value and focus on services to Foster Carers and applicants.

Cardiff Fostering Service strives to engage with children and young people on an individual basis to ensure their wellbeing. We work in partnership with our carers and promote a high quality service. .

## **PART 2**

### **Over view of Services delivered**

#### **Recruitment:**

The process of recruiting foster carers to the service begins from the moment a prospective foster carer 'discovers' the service. Through the various stages of the process there is a need to be 'customer-focused' to build confidence in the agency from the outset and enhance the likelihood if approved, that foster carers will advocate for the service. In January 2017 the 'Count Yourself In' Foster Campaign was launched which aimed to reposition the communication messages, and challenging a number of misconceptions surrounding who can foster. With the growing need for potential foster carers to come forward to provide loving and stable homes for the City's children in care, the focus was to provide messages busting the most common fostering myths. The Campaign focus was specifically aimed at people who might rule themselves out as possible foster carers unnecessarily including single people, LGBT people, under 30s, over 50s and people from different ethnic backgrounds with a view to generating more interest in fostering for the City of Cardiff Council.

Recruitment materials were produced including posters, information leaflets and promotional materials such as pens, travel mugs, sports bottles, trolley fobs, pop ups for use at events. Promotional posters and leaflets were distributed to all Council venues such as Hubs, Leisure Centres, Libraries as well as being distributed to other settings including all G.P. practices. All Senior Managers in the Directorate and Fostering Staff have branded electronic signatures that contain the Cardiff Carers

Foster a Child call to action and regular internal communications now take place including articles prompting fostering on the Intranet homepage, Inbox, Staff App, Our News and Core Brief. There was also targeted marketing mix utilising a number of different marketing channels including posters advertising fostering displayed on Council bus shelters across the city, Bus backs and the Hayes and Central Library screens. Paid advertising features were published in the We Are Family online magazine, Primary Times and Cardiff Times. All 75 City of Cardiff Council Cabinet Members was briefed and encouraged to support the campaign and to share information amongst their wards. Staff and our Foster Carer were also regularly involved in attending events to try to generate potential foster carers enquiries including manning information stands at the Jobs Fair and community events such as the Ely and Caerau and Rhiwbina Festival. Scheduled Social Media using fostering adverts and foster carer videos to share on Twitter/Facebook was undertaken throughout 2016-2017 supporting the Recruitment Events and the Campaign with targeted messaging e.g. tweets in March 2017 during LGBT Adoption & Fostering Week.

Website and Social Media is increasingly someone's first experience of a service as evidenced in 2016 – 2017 the trend in enquiry routes markedly changed with 156 of 186 enquiries being via online contacts. In terms of Marketing Data 44 enquirers indicated that they became aware about fostering for the Service through the Council website, 4 Facebook/ Twitter and 38 were via internet searches. The Service has recognised that the website is crucial to our recruitment business and is part of the wider marketing mix, the websites look and content has been refreshed and continues to be an area of ongoing development to ensure that the site remains dynamic, user friendly and up to date. A new Foster Care Cardiff video was commissioned and uploaded to the website as well as internet platforms including YouTube. The video features current foster carers telling their story and explaining why they foster and how rewarding it. Additionally there are interviews from Senior Children's Services Managers and members of the Fostering Team.

Positively, there is a seamless gateway where online enquiry forms are completed which are then sent directly to the team to enable timely responses including providing information booklets. Telephone enquiries are dealt with on the day of contact and initial online enquiries are passed to the Duty Worker to follow up within 24 hours or the next working day after a weekend / bank holiday with phone contact or email contact and information booklets being sent via post / electronically as requested. An initial enquiry form is completed for all contacts and if the outcome is positive the enquirer is offered an initial assessment visit on a date / time convenient for them where ever possible. Following initial assessment if the enquirer and the Service wish to proceed forward in the assessment process a place will be offered on the next available Skills to Foster programme. In 2016-2017 the Service ran Five Skills to Foster Programmes May 2016, August 2016, October 2016, January 2017, and March 2017; with a sixth programme postponed due to limited attendance numbers. Following attendance of Skills to Foster, 11 enquires withdrew following consideration of the 3-day information as they did not feel it was the right time for



them to start their fostering journey. Following attendance at the Skills to Foster programme, a Social Worker is identified to commence a full form F Assessment with a view to the assessment being completed within six months wherever possible. In 2016-2017 three of the full form Fs commenced after the Skills to Foster Programme were ceased at varying points in the assessment; one due to a change in circumstances; two due to concerns identified during the further assessment period; and one IFA transfer assessment which was placed on hold in response to a complaint.

## **2. Training:**

A Training Needs Analysis Workshop for Foster Carers and Fostering team was facilitated in January 2016 to review 2015 – 2016 training, and to influence the style and topics for 2016 -2017. Lunch and Learn workshops were facilitated covering a range of topics by a diverse group of guest speakers/ trainers. All mandatory training e.g., Safeguarding, Paediatric First Aid and Safer Caring continued to run on a rolling programme. Our 2nd group of carers will start the Confidence in Care course, a 13 week programme facilitated by Action for Children – the first cohort will continue to reflect on this learning experience by attending support group meetings. A 3 Day Skills to Foster course is run throughout the year for potential new carers. A group of carers and staff who attended Skills to Foster Train the Trainer continue to receive support and develop in the shape of interactive workshops, with a view to co delivering future training. A joint induction programme will run twice alongside new carers of the Vale authority. This is a 3 day programme for our mainstream carers, covering Looked After Children's Process, Child Development and Attachment, and Allegations training. We have launched a bespoke Kinship/Connected Carers Induction day, which is delivered in house. Carers will continue to be offered the opportunity to work towards the QCF Level 3 in Caring for Children and Young People.

## **3. Connected Persons/ Kinship:**

Kinship foster care is a formal arrangement where a child is looked after by the Local Authority and placed with a relative, friend or connected person. 'Relative of Friend' is defined as a: grandparent, brother, sister, uncle or aunt (whether of the full blood or by marriage), step-parent, or friend of the child; A 'Connected Person' is anyone who has a pre-existing connection to a child through his or her extended network.

Recent case law has led to an increase in the assessment of a large group of kinship carers looking after Cardiff children and subsequent directives from the family courts to complete assessments in shrinking timescales has had a significant impact on Cardiff's foster panel and supervisory capacity in the Fostering Service. Kinship carers are a major growth area due to PLO and the requirement to look within a Child's own family network when initiating proceedings.

Resource's to undertake assessments were moved from within the fostering service due to capacity issues but the supervision of approved 'connected persons' remains within our service and a main area of activity during the year has been dealing with a significant increase in the number of kinship cases.

#### 4. WIR / Supported Lodgings:

##### WIR

Previously, young people have continued to live with their foster carers under a person specific supported lodgings arrangement. However, under new law in Wales 'When I am ready' ('WIR') is a scheme to enable care leavers to continue to live with their former foster carers once they turn 18 years of age. Cardiff County council currently have 11 such arrangements.

##### Supported Lodgings

Supported lodgings are primarily a housing scheme for vulnerable young people. Providers are assessed and approved by Cardiff Council to provide safe and friendly accommodation within a family home for young people aged between 16 to 21 years of age.

Number of Supported Lodgings Providers & Beds	
<b>Providers</b>	
Mainstream S.L. Providers	20
Person Specific S.L. Providers (these arrangement predates WIR arrangements)	12
<b>Total number of S.L. Providers</b>	<b>32</b>
<b>Beds</b>	
Person Specific Supported Lodgings Places (these arrangement predates WIR arrangements)	12
Long-term S.L. Places	20
Emergency S.L. Places	7
<b>Total number of beds</b>	<b>39</b>

#### 5. Private Fostering:

Once a Private Fostering notification is received by the Multi Agency Safeguarding Hub, this is processed as a contact record and the Targeted Services Team become responsible for the Well Being Assessment. Following the completion of a Well Being Assessment by the Targeted Service Team the matter is referred to the Cardiff

Fostering Service who then has the responsibility for then completing the full assessment of Private Foster Carers and the subsequent on-going monitoring of the arrangement. Responsibility for the full private fostering assessment and ongoing monitoring has been the responsibility of the fostering service in Cardiff since September 2006.

#### **Pertinent Statistics for period 01.04.16 to 31.03.17**

- 8 young people began residing in new private fostering arrangements during the year 01.04.16 to 31.03.17
- As of the 31st March 2017 there were seven children under private fostering arrangements open to the Fostering Service.
- As of the 31st March 2017 there are four known Private Fostering homes open to the Fostering Service. One private fostering home cares for four unrelated privately fostered children, and an exemption is in place.

The number of notifications received by Cardiff Local Authority remains low. Efforts have continued to raise awareness about private fostering with the public and professionals in Cardiff, both via published literature and via the internet. Raising awareness is an ongoing process and within the last 12 months information made available on the website to the public had been updated. The service will also continue to consider further means for awareness raising initiatives.

#### **6. Retention:**

Retention of approved Foster Carers is a key priority for the Service. Positively, the Service has not lost any carers through them seeking to transfer to another Agency. The Service in terms of retention is aware that for post approval support packages it is crucial to communicate directly, to be involved in decision making and carers have therefore been actively involved on the basis of partnership and consulted on the future service design e.g. involvement with the Services Training Needs Annual Training Needs Analysis held in January 2017. The Service aims to ensure that all looked after children in Cardiff receive the best possible care, so they can make the most of their opportunities, now and in the future. It recognises and values the demanding and highly significant role that Foster carers play in providing excellent care and support to our looked after children. We want to strengthen our partnership with registered foster carers to ensure they are fully involved in the development of the fostering service for the benefit of all Stakeholders.

The Service has a Fostering Mentor scheme where it seeks to link all newly approved foster carers or carers facing a new area of challenge with an experienced carer who acts as a Mentor who will be 'on hand' to offer primarily, telephone support. The aim is to enhance the support package provided to new carers with the mentor playing a crucial role on helping to a new carer into both the formal and informal fostering network. Mentees have commented that they have valued being linked with a mentor and mentors have commented that they have felt it rewarding to be involved in supporting new carers to try to improve the outcomes for children.

In 2015 the Service introduced Welcome to Cardiff Sessions pre induction training for all newly approved foster carers giving an opportunity to welcome them to the City of Cardiff Fostering Service, to share information, introduce key staff team members and to discuss ongoing foster carer development. In 2016 the Service ran 2 Welcome Sessions with these viewed as important as they provide an opportunity to meet other newly approved foster carers. A key development in 2016 was the development of the Cardiff Foster Carers' Association (CFCA) and within the first year they have with the support of funding from the Service successfully organised a number of activities including Parc Play, Climbing at Boulders with events being enjoyed by the children and carers who attended. Additionally the Fostering Service held events including St Fagan's Summer Activity; funded Pantomime tickets; hosted a Christmas party; and regularly held coffee mornings which continue to provide a safe environment in which to meet other carers and staff.

#### **7. Performance Indicators In house Cardiff Carers**

19.6% of Children returned home from care during the year (Cardiff LAC total 11.5%)

90% were placed in Cardiff (Cardiff LAC total 63.5%)

46.15% were placed within 10 miles of their home address (Cardiff LAC Total 17.2%)

55.36% were seen by a dentist within 3 Mths (Cardiff LAC total 48.4%)

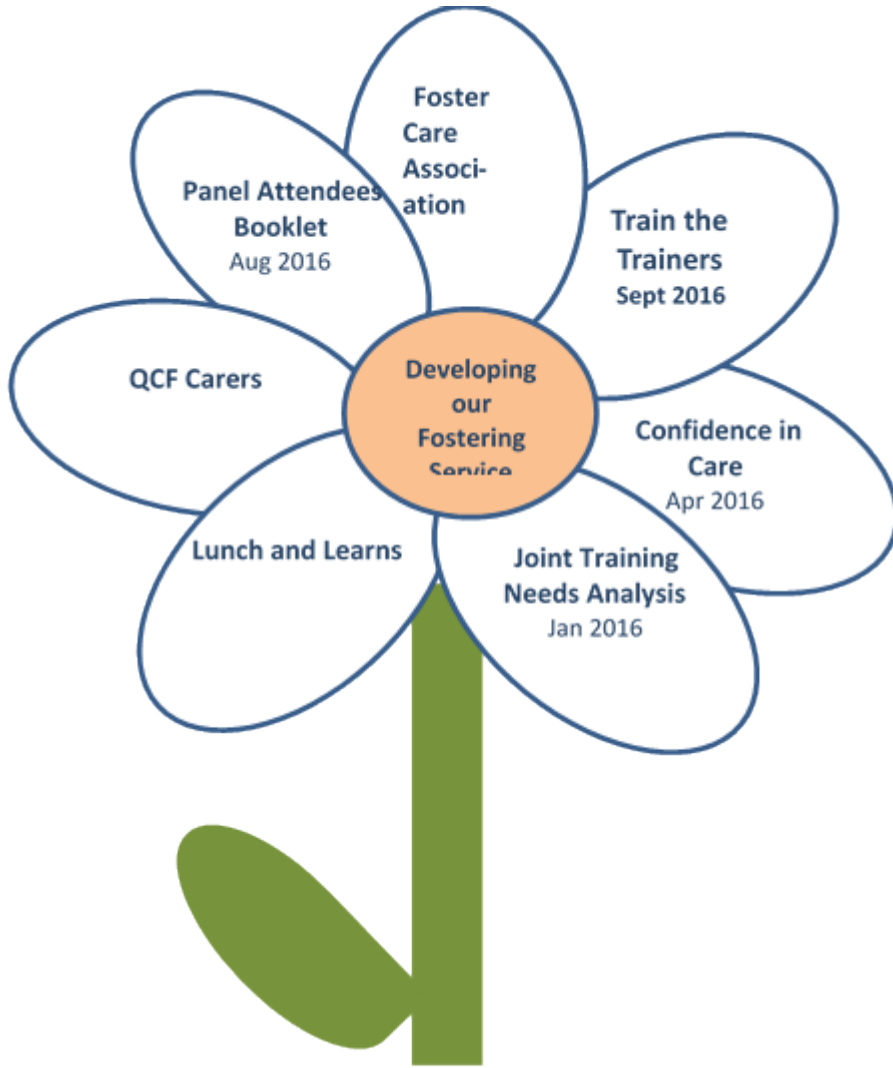
94.29% were registered with a GP within 10 working days (Cardiff LAC total 84%)

11.4% experienced one or more change of school (Cardiff LAC total 13.3%)

**Hence Indicators demonstrate quality care when placed with In house carers.**

#### **ACHIEVEMENTS 2016/17**

22 New Carers



**Developments and improvements planned for 2017 / 2018**

During 2017 /2018 there are plans to further develop and improve the service and some specific areas that have been identified:-

- **Recruitment:** Publishing the Children's and Young People's Guide to Foster Care, Continued profile raising of the service involving Foster carers, various Council departments and councillors. E.g. 100+ runners wearing orange Cardiff Fostering tee shirts in the Cardiff half marathon including Care leavers, Foster carers, staff from across the Council and the Leader of the Council. Numerous events publicising the service, featured on social media and continually reviewing and updating the new website. We have a leading role in the Welsh Fostering Framework initiative.
- **Training:** Promotion of Confidence in Care, QCF and bespoke training for carers delivered at times and venues for ease of access to our carers.
- **Foster Carers Association:** We are proud that our Foster carers have started their own Foster care Association, following consultations undertaken facilitated by Fostering Network. The FCA have agreed to I organise social events and act as a Consultation group.
- **Celebration event:** Each year we hold a Celebration of Foster carer and Service Achievements , we also take the opportunity to Launch the next Confidence in Care program
- **Assessment Practice Group:** Improving practice in Assessment revising templates to ensure safety and quality. Implementing Signs of Safety. Improving Foster carer's recording and reporting at LAC Reviews ,
- **Consultation :** Use of Survey Monkey

## PART 3

This section provides information and analysis of performance in relation to the monitoring of the matters detailed in Schedule 7 and Schedule 8 of the Fostering Services (Wales) Regulations 2003.

### Monitoring service delivery

There are structures and systems in place to ensure accountability of service provision and these include regular management meetings, team meetings, and the collation of performance data and feedback for example:-

- Monitoring monthly recruitment statistics;

- Monitoring information about placements and producing monthly reports related to placement / occupancy figures;
- Monitoring via monthly budget reports;
- Monitoring the regular supervisory activities of the workers and managers via supervision, files audits, etc.
- Gaining feedback from the views or comments expressed through the Statutory Reviews of children in placement and via Foster Carer Annual Reviews;
- The work of the Fostering Panel;
- Monitoring of compliments and complaints;
- Issues raised by carers through Consultations and Feedback forms;
- Producing a Quality of Care report on an annual basis (a copy of which can be obtained on making a request to the service).

All of this information is used to assist in monitoring how well the needs of Cardiff's Looked After Children (LAC) are met by the services being provided. The information provided in these reports also assists the service in identifying areas for improvement.

In addition to our in-house monitoring, the Fostering Service provides data, reports & presentations to the Children's Services Management Team and Council's Corporate Parenting Advisory Committee as requested / required.

**Compliance in relation to each child placed with foster parents, with the foster placement agreement and the responsible authority's plan for the care of the child.**

### **1 Foster Placement Agreements**

Compliance in relation to fostering placement agreements for children is currently monitored through:-

- formal supervision sessions;
- file audits / file spot checks undertaken by the Managers/Senior Social Workers;
- Utilising a monitoring system which we've implemented on our CareFirst computer system i.e. when the Fostering worker completes a Foster Carer Visit they are able to log that a Fostering Placement agreement is required and the system will generate an automatic reminder ('Activity') so that the worker is prompted to chase up the agreement.

### **2 All accidents, injuries and illnesses of children placed with foster parents.**

Accidents, injuries and illnesses are monitored through the 'Register of significant incidents' that is held/maintained by the Fostering Service. The Fostering Service monitors this area utilising 2 categories:-

- **Serious illness or serious accident of a child placed with foster parents (these incidents are reported to the CSSIW)**

Between 01.04.16 – 31.03.17 there were **0** incident(s) of this nature recorded.

- **All Other Accidents, Injuries, Illnesses (these incidents are not reported to the CSSIW)**

Between 01.04.16 – 31.03.17 there were **4** incidents of this nature recorded.

The incidents reported reflect that foster carers and social workers understand the need for reporting incidents and illnesses and any concerns for a child's welfare. The majority of the incidents required no more than low level medical treatment.

### **3 Complaints about the service**

In addition to the information held on the 'Register of significant events' the service keep a Complaints Register to monitor all complaints received. Serious complaints about a foster parent are reported to the CSSIW.

Between 01.04.16 – 31.03.17 there were **0** complaints about the service recorded:-

The move to managers chairing reviews has meant that carers are raising issues more informally. Also the Fostering Service has strived to be more accessible via direct contact and newsletters.

### **4 Any allegations or suspicions of abuse in respect of children placed with foster parents and the outcome of any investigation.**

Between 01.04.16 – 31.03.17 there **0** incidents of this nature were recorded.

### **5 Staff recruitment records are held and record of required checks for new workers (re: 01.04.16 – 31.03.17) No new appointments made, staff group remained stable.**

Relevant checks are undertaken in relation to all staff appointed to the service e.g. DBS, references, relevant qualifications and evidence of social work registration.

### **6. Notifications of the events listed in Schedule 8**

Compliance is monitored through the '**Register of significant incidents**' that are held/maintained by the Fostering Service.

The Fostering Service maintain the register in relation to the events listed in **Schedule 8** but also keep registers in relation to some additional categories/events that it was felt useful for the Service to record/monitor:-



Nature of Event	No. of incidents in relation to this type of event recorded between 01.04.16 – 31.03.17
Death of a child placed with foster parents	0
Referral to the Secretary of State pursuant to section 2(1)(a) of the Protection of Children Act 1999 (1) of an individual working for a fostering service	0
Serious illness or serious accident of a child placed with foster parents	0
Outbreak at the home of a foster parent of any infectious disease which in the opinion of a registered medical practitioner attending the home is sufficiently serious to be so notified	0
Involvement or suspected involvement of a child placed with foster parents in prostitution	0
Serious incident relating to a child placed with foster parents necessitating calling the police to the foster parents' home	2
Any serious complaint about any foster parent approved by the fostering service provider	1
Instigation and outcome of any child protection (CP) enquiry involving a child placed with foster parents	0
Allegation that a child placed with foster parents has committed a serious offence	0
Absconding by a child placed with foster parents	3
All accidents, injuries and illnesses of children placed with foster parents (in addition to serious illness or accidents which are reported to CSSIW)	4
Use of any measures of control, restraint or discipline in respect of children accommodated in a foster home	1
Incidents of bullying	1

The number of incidents equates to less than a quarter of the total Cardiff Foster Carer population and more than half were low level day to day incidents, that did not require reporting to CSSIW.

The reporting of incidents is discussed at each foster carer visit this needs to remain robust.

#### **7. Any unauthorised absence from the foster home of a child accommodated there.**

Between 01.04.16 – 31.03.17 there are **3** incidents of this nature recorded, each was reported to the Police and EDT and the child returned safely.

**8. Use of any measures of control, restraint or discipline in respect of children accommodated in a foster home.**

Between 01.04.16 – 31.03.17 there 1 incident of this nature recorded, the matter was Investigated and considered as a Part 4 Child Protection Process in the following year. .

**9. Medication, medical treatment and first aid administered to any child placed with foster parents.**

All children and young people placed with foster carers are registered with a GP, dentist and optician (if required). Cardiff’s foster carers receive training on meeting the health needs of children and young people in their carer, and First Aid training is mandatory for all carers. All Foster Carers should have a copy of the Foster Carer Handbook which provides information and general guidance on health issues. Furthermore, health issues are discussed as part of the supervising social workers regular visits to carers.

Carers are also required to complete a Health Record for all children placed. The Local Authority has performance indicators to monitor health outcomes for Looked After children.

Carers are required to record all details of a child in placement’s health (including medication, medical treatment and first aid administered to any child placed with foster parents). Regular medication / medical treatment would therefore be expected to be recorded by the carer in the child’s Health Record.

However, in addition to the carer recording all health related information in the child’s Health Record they are also expected to record any irregular occurrences of medication, medical treatment and first aid being administered in their log (duplicate) books.

**10. Where applicable, the standard of any educational provision provided by the fostering service.**

The Fostering Service does not provide any formal educational provision in relation to children and young people.

However, the Local Authority does monitor the educational performance of Cardiff’s Looked After Child population.

**11. Recruitment / Assessment data**

Please see table below for information in respect of the new applications that were received by the Fostering Service during 2016 / 2017:-

<b>OVERVIEW OF FOSTERING RECRUITMENT ENQUIRES / ASSESSMENTS 2016/2017</b>	
<b>Total No. of Mainstream enquiries =</b>	<b>186</b>
<b>Total No. of Kinship enquiries =</b>	<b>30</b>
<b>Total No. of enquiries that proceeded to Initials Assessments =</b>	<b>43</b>
<b>Total No. of enquiries that proceeded to Full assessments =</b>	<b>33</b>

Total No. Mainstream applicants / carers approved	5
Total No. Kinship applicants / carers approved	20

## 12. Records of Fostering Panel meetings

The Fostering Panel generally meets every two weeks (unless there are exceptional circumstances that lead to it being cancelled or if an exceptional panel needs to be held). Records of all Foster Panel minutes are held on the Fostering Services computer system (and hard copies are placed on the files of applicants and carers).

In the period 01.04.16 – 31.03.17 minutes are held for the following dates (in accordance with all the Fostering Panels held during that period):-

April 13th and 27th, May 11th and 25<sup>th</sup>, June 8th and 22<sup>nd</sup>, July 6th and 20<sup>th</sup>, August 3rd, 17th and 31<sup>st</sup>, September, 14th and 28<sup>th</sup>, October 12th and 26<sup>th</sup>, November 9th and 23<sup>rd</sup>, December 7th and 14<sup>th</sup>, January 2017, 4th and 18th  
February 2017, 1st and 15<sup>th</sup>, March 2017 1st, 15th and 29<sup>th</sup>.

The figures for 2016 -2017 show that 26 panel meetings were held during the year. A total of 69 cases were presented at the panel during 2016 – 2017 (8 of which were initial reviews of newly approved carers) and of the 61 recommendations made, the Agency Decision Maker (ADM) upheld 95% of the recommendations (which provides evidence that the panel are effective in their role).

The average time take for the ADM to provide a decision after the Panel date was 2.33 working days which evidences efficiency and timely decision making in relation to the running of the panel.

The Panel Chair and the Fostering Managers / Panel Advisors ensure that the Fostering Panel continues to operate in line with the requirements of the Fostering regulations and Cardiff's policies and procedures.

There are some very positive messages about the efficiency of the Panel and the Decision making. The panel functions well and meets Regulatory requirements. The panel completed training focusing on analysis of risk in complex situations. The figures reflect that the service continues to facilitate approximately two panels a month, with sufficient number of carers are presented with the necessary information in order that timely decisions can be made.

## Consultation about Fostering Panel

Another way in which the service consults with applicants / carers is via a feedback questionnaire for people who have attended the Fostering Panel.

	No. of Responses	Rating of Panel experience on a scale of 1 to 10 (with 10 being the most positive)									
		1	2	3	4	5	6	7	8	9	10
Foster Carer	0										
Applicants	9								x		
<b>Totals =</b>	<b>9</b>										

In addition to the above data, some examples of the comments received via these questionnaires:-

### What was your experience of Panel?

23.06.17

*'Everyone was friendly and made us feel more relaxed. Everything was much organised from showing us profile pictures of everyone on the panel first so we knew who was there. We were made to feel comfortable and relaxed.'*

### What could Panel do better to improve your experience of Panel?

*'Nothing.'*

29.03.17

*'The members were warm, welcoming and really listened. The sequence of events was explained well. I was impressed by the fact I was accompanied before and after my time with the panel and offered refreshments. Thank you.'*

18.11.16

*'Very relaxed and friendly atmosphere'*

03.05.16

*'Applicants made to feel relaxed, and were re-assured. SW good and provided support'*

20.03.17

*'Thank you for giving us this opportunity. We are very excited to hear of our 1st placement.'*

The information gained via these new questionnaires are reviewed and shared to ensure that feedback (both positive and negative) given is addressed appropriately (and that appropriate action is taken) any issues raised by applicants, carers, panel members / advisors or the ADM are also discussed during the 'any other business' section of the panel and / or at Panel Business meetings.

### **13 Duty rosters of persons working for the fostering agency, as arranged and as actually worked**

The staff in the Fostering Service are able to utilise a flexi time system; their flexi sheets are submitted to their supervisor's to be checked / approved at the end of each flexi cycle and if they are requesting over 3hrs of flexi leave.

In relation to the Fostering Duty system (within office hours) there are monthly rotas for the Duty Workers circulated to the team and any amendments to these rotas need to be agreed by the Managers.

Out of hours support to carers is provided via our Emergency Duty Team (EDT), there is always a senior manager on call that EDT can access to provide advice and guidance if required regarding matters that arise out of hours in relation to foster carers and the children placed with them.

### **14. Records of staff appraisals.**

The procedure for Personal Performance & Development Plans (PPDP) is that they should be undertaken / completed annually but that they are then reviewed on a 6 monthly basis i.e. a Personal Performance & Development Review (PPDR) is undertaken on a 6 monthly basis.

A copy of the PPDP should be held on the relevant staff members supervision file and a record of when they have been completed is also recorded centrally i.e. all staff PPDPs / PPDRs are recorded on the 'Digi Gov' computer system and compliance is monitored by Human Resources (HR) and Senior Management.

During 2016 – 2017 the Fostering Service was **100%** compliant in respect of undertaking and completing staff PPDPs / PPDRs.

### **15. Minutes of staff meetings.**

Team Meetings are held once a month; minutes are produced and held on file.

This page is intentionally left blank

**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**CORPORATE PARENTING ADVISORY COMMITTEE**

**17 October 2017**

---

**Corporate Parenting Advisory Committee Performance Summary  
Quarter 1 2017/18**

---

**Reasons for the Report**

1. The purpose of the report is to provide the Committee with information and performance data in respect of Quarter 1 2017/18 to enable the Committee to:
  - a. Understand the factors that impact on outcomes for looked after children.
  - b. Consider opportunities for improving outcomes for looked after children.
2. This is the latest 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. Quarter 1 covers the period from 1<sup>st</sup> April 2017 to 30<sup>th</sup> June 2017.
4. The performance report attached at **Appendix A** has been constructed to highlight the progress made in delivering the key objectives, associated performance indicators, and commentaries that help to identify progress, issues and actions planned where the trend in performance is falling. To make the information in the performance report clearer, each indicator is accompanied by an arrow, and in some cases, a happy, indifferent or sad face.
5. For your information, these symbols represent the following:

- The face symbol shows whether performance is likely, unlikely to, or may meet the target set for the year.
  - The arrow direction shows whether performance has declined, has been sustained or improved when compared with an appropriate previous period.
6. The new Social Services & Wellbeing (Wales) Act 2014 that came into force on 6<sup>th</sup> April 2016 provides the legal framework for improving the wellbeing of people who need care and support, and carers who need support, and for transforming social services in Wales.

### **Overview of Performance**

7. 2016/17 was a unique, transitional year in terms of performance management and measurement due to the introduction of new performance reporting requirements and the National Outcomes Framework following implementation of the Social Services & Well-being (Wales) Act 2014. Although the new reporting requirements created a number of completely new performance indicators (PIs), some of the PIs from the previous performance regime were retained. This makes year on year comparison more complex and it is difficult to reach firm conclusions about whether performance has improved or declined.
8. Within Quarter 1 performance was good, however there are some areas for improvement. Performance in relation to timeliness of wellbeing assessments improved to 83% in Quarter 1, which is in excess of the 80% target despite an increase in the complexity of cases. Performance in respect of statutory visits to looked after children increased to 96% from 95% in Quarter 4. This is despite the increase in both the overall population of looked after children and in the number of children placed at home with their parents who require a higher level of statutory visiting.
9. However, performance in relation to initial and review child protection conferences reduced to 93% and 99% respectively from 100% for both in Quarter 4. Although this is a decline, in view of the volume of work the current



performance in considered to be good.

10. Performance in relation to allocation of children on the Child Protection Register to social workers remained at 100%.

11. Work to progress the Directorate's commitments in the Corporate Plan has continued and key areas of progress include:

- a. **Safeguarding Vision and Strategy** – The development of a Vision and Strategy for Safeguarding in Cardiff will commence following recruitment to vacancies in the Safeguarding Unit in Quarter 2.
- b. **Improve engagement with faith communities** - The Muslim Council of Wales have been identified as a key stakeholder and successful engagement has occurred to develop effective partnerships with mosques across Cardiff. A draft 'Safeguarding Children in Mosques and Madrassas' policy was shared with Muslim Council of Wales for discussion and comment. A Steering Group will be established to agree and ratify the policy.
- c. **Young carers** - The regional young carers' action plan that was agreed in Quarter 4 is now being implemented and will facilitate better awareness raising during the year. Young carers who request an assessment from Children's Services currently receive social work input and a wellbeing assessment is undertaken. We are not currently able to disaggregate these assessments to identify young carers who have had a wellbeing assessment. The purpose of the change is to provide young carers with a specific assessment that will be more proportionate and applicable to their needs.
- d. **Signs of Safety** - Implementation of the Signs of Safety approach within Children's Services is ongoing and is on target to meet the milestones set out in the Directorate Plan. Advanced training has been identified and has commenced for six Practice Leaders - further training scheduled to take place in Quarter 3. We have engaged with Swansea Council to

learn lessons and share best practice on implementation of Signs of Safety approaches. A Signs of Safety project milestone has been successfully achieved with the development of an electronic Resource Hub for staff to access. Dedicated Signs of Safety posts are currently being evaluated in preparation for the recruitment process to commence in Quarter 2.

12. There has been some slippage in progress against some of the milestones in the Corporate Plan relating to:

- a. **Direct Payments** – A total of 173 children were in receipt of Direct Payments at some point during Quarter 1. The recent recommissioning of this service from a third party provider has been completed and the new contract commences on 31<sup>st</sup> July 2017; an interim contract has been secured with the incumbent. This provides a solid platform for improving performance in keeping with the target. The transition to the successful provider is being undertaken; full plans and actions are being implemented. Service users in receipt of direct payments have received letters and questionnaires relating to the new provider and the new Direct Payment options. Training for Social Services and Communities staff has been completed.
  
- b. **Disability Futures** - Although there has been some slippage against the milestones set out in the Directorate Plan, work in this area is ongoing and progress is being made. Of particular note in the allocation of £104,000 additional funding for 2017/18 through the Integrated Care Fund, to support the development of regionalised service delivery in relation to transitions. This will be used to support additional transition workers in the Adult Learning Disabilities transition team in Cardiff and the development of transition services across the ages and the region. An appointment to the Operational Manager for Learning Disability Services post was made on 16<sup>th</sup> June 2017. In light of the additional services being developed and the advent of a new Integrated Autism Service, as required by Welsh Government, project and change capacity within the programme is stretched which could lead to delays within

project throughout the year. The Officer Decision Report (ODR) in relation to Integrated Respite for Children is due to be finalised and signed off in Quarter 2.

- c. **Corporate Parenting Strategy** – The Corporate Parenting Strategy implementation plan has been delivered and operational during the past 12 months with the majority of the actions having been met in full. The new Corporate Parenting Advisory Committee will be considering how best to consolidate and extend the implementation of the Strategy during the course of the administration. New members of the Corporate Parenting Advisory Committee (CPAC) have been identified following the recent elections and a new Chair appointed. Training for new members is planned for early Quarter 2. Re-evaluation of membership roles will be undertaken following the Strategy launch. Two young people remain as advisors to the Committee.

During Quarter 1 2017/18, there were 34 referrals to the **Looked After Children Traineeship scheme**. Of the 34, 20 have engaged and 15 have started in a Traineeship Placement with 5 completing taster days. 1 young person was offered and accepted an Apprenticeship. At the end of the quarter there were a total of 5 Trainees and 6 Apprentices (as some of these arrangements commenced in previous years). During the quarter, 1 Apprenticeship was completed successfully in ICT and 1 Apprenticeship in Communities was converted to a Trainee placement due to non-attendance at college by the young person.

A **Participation and Consultation Steering Group** for looked after children is to be established within Specialist Services (Looked After Children, Personal Advisers and Advocacy) that will give some governance and meaningfulness where young people are involved in participation and consultation exercises.

- 13. **Recruitment and retention of children's social workers** - The rise in vacancies during the quarter was the equivalent of 4 posts. The Assistant Director has analysed the increase in vacancies and has found that 2 vacancies

have arisen as a result of proactively managing long term sickness absence and 2 from workers leaving the authority for personal reasons. Nevertheless, the underlying factors affecting recruitment and retention in children's social work remain a challenge across the UK. We also understand that an authority in some difficulty has appointed an agency to recruit a significant number of social workers at enhanced salary and this has destabilised the market for permanent and agency staff. An analysis of anticipated growth across the service has been completed and new posts from growth bid allocated in response. The Human Resources process and Trade Union consultation are expected to be concluded in Quarter 2, at which time recruitment will commence.

14. In relation to the Directorate Plan, there has been progress in relation to:

- a. **Emerging areas of risk** - Work to establish a dedicated Think Safe service in relation to trafficked children, children subject to Deprivation of Liberty considerations and children vulnerable to exploitation.
- b. **Further embed First Point of Contact / Information, Advice and Assistance functions –**
  - Work to develop an **Early Help Front Door** with the Team Around the Family (TAF) has commenced. The purpose will be to enable referrers to have greater understanding of current services and their accessibility prior to contacting statutory services. The first phase of the plan will be to extend the current TAF service to give the team additional capacity to provide Information, Advice and Assistance (IAA) in the context of early help, using the freephone number as the main contact point. The team will also have additional capacity to provide key working support for families who are being stepped down from Intake & Assessment
  - **Regional arrangements for pilot front door delivery for disabled children** within the Integrated Care Fund have continued during the quarter with the service specification having been agreed with the Vale of Glamorgan.

- There is evidence of improved communication between the **Multi Agency Safeguarding Hub (MASH)** and referrers, particularly in light of the Signs of Safety model being introduced.
- c. **Youth Offending Service (YOS)** – The numbers of First Time Entrants (FTEs) to the Youth Offending Service (YOS) has decreased slightly during Quarter 1 to 14 (from 15 in Quarter 4). The 14 young people committed 42 offences, averaging 3 offences per young person, however 3 of the 14 young people committed 40% of the offences.

Restructuring proposals have been presented to Trade Unions and staff and newly created posts are currently going through the Job Evaluation process prior to advertisement. The outcome from consultation and Job Evaluation will inform the Implementation Plan for the restructuring of YOS services.

Work with stakeholder agencies to further improve partnership working is currently being developed through:

- Outreach work around anti-social behaviour being jointly delivered with Youth Services.
  - YOS staff member attending the weekly Child Sexual Exploitation meetings.
  - Joint delivery of preventative programmes with the newly opened Adolescent Resource Centre.
  - Ongoing discussions with Health regarding appropriate mental health provision for young people in the YOS system.
- d. **Promoting Family Stability** – The Adolescent Resource Centre (ARC) team is now operational with referrals being received from 1<sup>st</sup> April 2017. Work is currently being delivered from a number of premises whilst building work on the ARC base is completed. Research on Step-Down services was completed and published and key messages were incorporated into service specifications. A step down service is now in

development.

e. **Support Services to Care Leavers**

- **Pathway Plan** updated to be compliant with the Social Services & Well-being (Wales) Act 2014 and Signs of Safety.
- Plans to develop a procedure for the **transition of vulnerable care leavers** from Children's to Adult Services were revisited during the quarter. This work is to be undertaken as part of a strategic piece of work that will encompass all issues related to transitions across Social Services. A project group is being established.
- Work in partnership with Housing in relation to the **Preparation Programme** is close to completion with the potential for the programme to be launched in Quarter 2. This is a programme in which young people can engage to improve and develop their skills. It will support the development of a model of assessing young people's life skills in partnership with Housing so that a coordinated approach can be implemented across all providers.
- **Personal Education Plans (PEPs)** – redesigned and updated by task and finish partnership group that included Looked After Children Education Team, Independent Reviewing Officer and Specialist Services.

- f. **Effectiveness of the current partnership arrangements for the delivery of Child & Adolescent Mental Health Services** – Initial engagement commenced. Funding identified (in Quarter 4 2016/17) to match the funding offer from University Health Board will enable a dedicated psychologist to be available full time for looked after children from Quarter 2.

**Recommission Families First Services** – Stakeholder workshops that consisted of current Families First providers and other providers who have an interest in Families First were held at range of different community venues (e.g. community centres, hubs) across Cardiff. These were well attended with representation from a good range of

organisations that provide services to children and families. The Cardiff 3<sup>rd</sup> Sector Council (C3SC) Children and Young People's Network consultation was a separate engagement event that consisted of key stakeholders from organisations that deliver services to children and young people across the city. Consultation has also been undertaken with parents in a specific event that was co-hosted by Barnardo's.

15. There has also been some slippage in progress against some of the milestones in the Directorate Plan relating to:

- a. **Integrated Finance and Service Strategy** – A further review of progress and reconsideration of the challenges associated with identifying the 2018/19 Directorate savings, has concluded that the longer term Integrated Financial Strategy (and as part of that 2018/19 proposals) will require substantial additional capacity and a further period of time if it is to provide a reliable platform for cost reduction over time. The new Cabinet also wishes to better understand the direction of travel and the underlying pressures at work. Key in this will be the Adult Services element of the strategy and the need to ensure that it is effectively underpinned by greater certainty at a granular level. This means that a revised target for the production of the Integrated Financial Strategy is now end of Quarter 3 or earlier if achievable. The Director of Social Services has commissioned the Institute of Public Care and Professor John Bolton to assist with the development of a financial strategy for the delivery of sustainable adult social services. It is anticipated that the strategy will be completed in readiness for consultation with Cabinet during the third quarter.

### **Progress in relation to the Education of Looked After Children**

16. Seven schools in Cardiff have completed action research under the 'Promoting the Achievement of Looked After Children' programme. They shared their action research projects with each other on 10<sup>th</sup> July 2017. The research will be written up by University College London and learning from the projects will be

shared with other schools across the region.

17. A regional co-ordinator for Looked After Children has been appointed and will take up post in September. A Looked After Children consortium action plan is now in place. The Pupil Deprivation grant has been pooled and the proposal is that the money will be spent across the region as outlined below:

Regional Lead Co-ordinator	£50,000
Outside of Wales Commitment	£28,750
Regional training	£350,000
Regional school to school working	£100,000
Cluster/Transition Training	£150,000
Bursary (for in year needs)	£143,000
Targeted Support	£702,000

18. The Achievement Leader and Looked After Education team are having pupil progress meetings to discuss pupils that appear to be underachieving and to ensure that the school puts in additional support and intervention. We have liaised with the Literacy and Numeracy team in Cardiff who will give input to those children who haven't reached age expectations at the end of Foundation phase and Key Stage 2.

19. The Looked After Education team are also attending social worker team meetings to ensure good communication and timely intervention where there are concerns from either side. The Achievement Leader attends the Children's Services Managers' meeting where placement moves are discussed so that education can be considered at the earliest possible opportunity.

20. During the quarter, Education trained key staff in Children's Services on person-centred planning and Individual Development Plans. This preparation work has been undertaken in advance of updating Personal Education Plans (PEP) in the Autumn term. This group will work alongside the national training group that is looking at the possibility of a National PEP.

21. Data is in the process of being collected to inform the Autumn term performance report. Welsh Government have produced a new recording template that they are asking all authorities to use.



## Detailed Commentary – Quarter 1 2017/18

22. The number of children who were looked after at 30<sup>th</sup> June 2017 (not including those children being looked after as part of a respite care arrangement) was 756 compared with 721 at 31<sup>st</sup> March 2017 (CS LAC 3e). This represents a rate of 10.2 children per 1,000 in Cardiff. Whilst this is above the all Wales rate of 9.0 per 1,000 as at 31<sup>st</sup> March 2016, the rise is consistent with national trends across Wales and the UK.
23. The percentage of children supported to remain living within their family (SSWB 25) was 53.0% (854 / 1,610) compared with 55.2% (894 / 1,619) in Quarter 4. Of the 1,610 children with a Care and Support Plan at 30<sup>th</sup> June 2017, 854 were being supported to live at home (i.e. were not being looked after).
24. The percentage of looked after children returned home from care during the year (SSWB 26) was 3.1% compared with 3.2% in Quarter 1 2016/17. Of the 812 children who have been looked after during the year, 25 have returned home. This PI is cumulative, and performance will improve as we progress throughout the year. In addition to the 25 children who were returned home from care, 93 children were in the care of their parents, but remain subject to a Care Order, and 51 children were placed with relative carers.
25. The latter two PIs are a welcome measure of the effectiveness of the service in supporting children and young people within their families and are in line with our Corporate Parenting Strategy which seeks to promote family placements.
26. 73.7% (431 / 585) of looked after children were placed with agency providers at the end of Quarter 1 (CS LAC 44), decreasing from 75.3% (414 / 550) in Quarter 4. The number of children placed in agency residential placements has decreased to 50 from 52 at the end of Quarter 4.
27. 62.9% (368 / 585) of children in regulated placements were placed in Cardiff at the end of Quarter 1 compared with 63.5% (349 / 550) at the end of Quarter 4 (CS LAC 58). A further 100 children placed outside Cardiff were within 20 miles of their home address. 14 of the children not placed in Cardiff are placed with a

relative carer. 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 children who are placed in areas that are closer to their home address than some parts of the city.

28. 95.8% (544 / 568) of statutory reviews for looked after children were held within prescribed timescales in Quarter 1, increasing from 94.9% (483 / 509) in Quarter 4 (SCC/021). Of the 24 reviews that were not held on time, 13 were held within a week, 2 within 2 weeks, 2 within 3 weeks, 1 within 4 weeks, 1 within 5 weeks, 1 within 6 weeks and 2 within 8 weeks. 2 were not held as they ceased to be looked after, prior to their review being held. 96.0% (545 / 568) of statutory visits were held in accordance with regulations in Quarter 1 showing an increase from 94.7% (482 / 509) in Quarter 4 (SCC/025).

29. 100.0% (747 / 747) looked after children were allocated to a social worker at 30<sup>th</sup> June 2017.

30. As at 30<sup>th</sup> June 2017, 50 children were in external residential placements (including one young person in a secure placement). Children's Services were solely responsible for funding 35 of these placements with the remaining 15 receiving contributions from Education, Health, or both. The average weekly cost per child was £3,528, although this ranged from £1,800 to £7,056. Contributions from Education range from 9% to 28% and Health range from 1% to 9% 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**

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

### **Legal Implications**

32. 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.

**TONY YOUNG**

**Director of Social Services**

**2<sup>nd</sup> August 2017**

This page is intentionally left blank

Quarter 1

Indicator Ref	Indicator Title	PI Type	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	Q1 2016-17	Q2 2016-17	Q3 2016-17	Q4 2016-17	2016-17	Q1 2017-18	Current Progress	Status	2017-18 Target	Level Triggering Mgt Action	Comments
<b>Children are protected from significant harm and are empowered to protect themselves</b>																						
Contacts 1 Local PI	Number of Contacts / Referrals Received	Local	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	New for 2016-17	7,558	7,950	6,927	6,954	29,389	7,476	Target setting not appropriate	N/A	Target setting not appropriate	Target setting not appropriate	New indicator introduced for 2016/17 in response to changes implemented as a result of the Social Services & Wellbeing (Wales) Act 2014. Contacts and referrals are no longer recorded separately - since 6th April 2016 they have been recorded on a single "Contact & Referral" form. 7.5% increase in Contacts / Referrals to 7,476 in Quarter 1 from 6,954 in Quarter 4.
CS CPR 4 Local PI	CPR caseload	Local	207	213	283	272	255	372	314	255	342	336	279	196	191	191	202	Target setting not appropriate	N/A	Target setting not appropriate	Target setting not appropriate	Figure does not include 20 temporary registrations where case management responsibility for the children is retained by their home authority.
SSWB 27 National PI	The percentage of re-registrations of children on local authority Child Protection Registers	CP- 2.1 DDP										3.1%	5.6%	2.0%	3.9%	3.8%	4.1%	☺	👉	4.0%	4.4%	4 / 97 4 of the children registered during the quarter had been on the CPR within the previous 12 months.
SSWB 28 National PI	Average length of time for all children who were on the CPR during the year	DDP										206	200	271	259	230	289	Target setting not appropriate	▼	Target setting not appropriate	Target setting not appropriate	24,814 / 86 The average length of time on the CPR for the 86 children who we de-registered during Quarter 1 was 289 days.
SCC/014 Local PI	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion	Local	48.9%	73.5%	72.7%	86.3%	82.6%	84.6%	83.8%	90.7%	94.4%	91.2%	96.5%	89.1%	100.0%	94.2%	93.4%	☹	▼	94.0%	84.6%	113 / 121 Performance has reduced in the context of a 48% increase in the number of conferences due. 8 conferences for 5 sibling groups were late during the quarter. All late conferences have since been held. All Wales average 2014-15 = 92.6%
SCC/034 Local PI	The percentage of child protection reviews carried out within statutory timescales during the year	Local	98.9%	99.2%	99.5%	99.2%	98.5%	98.0%	98.5%	99.8%	99.8%	98.4%	100.0%	96.9%	100.0%	98.8%	98.8%	☺	▼	100.0%	70.0%	163 / 165 1 conference for 2 siblings was late during the quarter. The conference has since been held and the children were de-registered as they became looked after during the quarter. All Wales average 2015-16 = 98.0%

Quarter 1

Indicator Ref	Indicator Title	PI Type	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	Q1 2016-17	Q2 2016-17	Q3 2016-17	Q4 2016-17	2016-17	Q1 2017-18	Current Progress	Status	2017-18 Target	Level Triggering Mgt Action	Comments
<b>Children and young people are supported to live safely within their families with the lowest appropriate level of intervention</b>																						
SSWB 24 National PI	The percentage of assessments completed for children within statutory timescales	DDP										99.2%	86.3%	88.3%	77.3%	86.3%	83.0%	☺	▲	80.0%	72.0%	523 / 630
SSWB 25 National PI	The percentage of children supported to remain living within their family	CP- 2.1 DDP										59.0%	57.3%	56.6%	55.2%	55.2%	53.0%	☹	▼	59.0%	53.1%	854 / 1,610 Provisional result. Actual end of year result is populated from Looked After Child Census. Of the 1,610 children with a Care and Support Plan at 30th June 2017, 854 were being supported to live at home (i.e. were not being looked after).
SSWB 26 National PI	The percentage of looked after children returned home from care during the year	CP - 1.2 DDP										3.2%	6.2%	9.9%	11.6%	11.6%	3.1%	☺	◀	12.0%	10.8%	25 / 812 Quarter 1 target = 3% Provisional result. Actual end of year result is populated from Looked After Child Census. Of the 812 children who have been looked after during quarter 1, 25 have returned home this quarter. This PI is cumulative, and performance will improve as we progress throughout the year. In addition to the 25, 93 looked after children were Placed with Parents as at 30th June 2017.
<b>Looked after children experience the best care and support to help them recognise their abilities, have aspirations and achieve their full potential</b>																						
CS LAC 3e Local PI	LAC caseload (not including respite care arrangements for disabled children)	Local	521	520	530	521	568	557	611	650	644	678	701	690	721	721	756	Target setting not appropriate	N/A	Target setting not appropriate	Target setting not appropriate	Cardiff rate at 30.06.17 = 10.2 per 000 Wales rate at 31.03.16 = 9.0 per 000
CS LAC 58 Local PI	Percentage of children in regulated placements who are placed in Cardiff	Local	New for 2008-09	61.4%	64.8%	67.0%	65.6%	62.2%	62.0%	60.7%	62.5%	61.2%	60.9%	61.6%	63.5%	63.5%	62.9%	☺	▼	63.0%	56.7%	368 / 585 The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. 17.8% (39) of children not placed in Cardiff are placed within 10 miles of their home address. 14 of the children not placed in Cardiff are placed with a relative carer. Planning always takes account of placement location for children. Some children need a specialist placement that is not available in the city or need to live away from families, communities or individuals that could present risks for them.
SCC/021 Local PI	The percentage of looked after children reviews carried out within statutory timescales during the year	Local	92.3%	95.9%	96.2%	96.4%	95.2%	95.2%	92.4%	88.3%	94.5%	96.1%	93.8%	94.6%	94.9%	94.8%	95.8%	☹	▲	100%	70.0%	544 / 568 Of the 24 reviews that were not held on time, 13 were held within a week, 2 within 2 weeks, 2 within 3 weeks, 1 within 4 weeks, 1 within 5 weeks, 1 within 6 weeks and 2 within 8 weeks. 2 were not held as they ceased to be looked after, prior to their review being held. All Wales average 2014-15 = 95.5%

Page 1 of 10

Quarter 1

Indicator Ref	Indicator Title	PI Type	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	Q1 2016-17	Q2 2016-17	Q3 2016-17	Q4 2016-17	2016-17	Q1 2017-18	Current Progress	Status	2017-18 Target	Level Triggering Mgt Action	Comments
SCC/025 Local PI	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	DDP	69.3%	79.5%	88.2%	83.9%	85.1%	89.5%	87.7%	88.9%	86.6%	94.1%	95.3%	96.3%	94.7%	95.1%	96.0%	☺	▲	95.0%	85.5%	545 / 568 All Wales average 2015-16 = 88.1%
<b>Cardiff is the destination of choice for committed social work professionals</b>																						
Staff 1 Local PI	Percentage of social work vacancies in all teams	CP- 2.1	22.1%	26.1%	15.2%	14.7%	15.9%	14.5%	20.8%	27.2%	22.2%	22.9%	24.8%	23.3%	23.3%	23.5%	26.0%	☹	▼	18.0%	19.8%	120.3 / 463.5 MASH = 0% I&A = 22.6% CIN = 32.5% LAC = 20.1% The rise in vacancies during the quarter was the equivalent of 4 posts. The Assistant Director has analysed the increase in vacancies and has found that 2 vacancies have arisen as a result of proactively managing long term sickness absence and 2 from workers leaving the authority for personal reasons. Nevertheless, the underlying factors affecting recruitment and retention in children's social work remain a challenge and this is becoming an emergent challenge across Wales. We also understand that an authority in some difficulty has appointed an agency to recruit a significant number of social workers at enhanced salary and this is destabilising the market for permanent and agency staff.
<b>Children's Services are provided on the basis of the most efficient and effective use of resources</b>																						
CS-LAC 44 Local PI	Percentage of LAC placements with independent sector providers	Local	56.4%	56.6%	58.9%	62.0%	64.2%	68.6%	67.4%	71.8%	72.0%	73.6%	74.0%	73.8%	75.3%	75.3%	73.7%	☹	▲	72.0%	79.2%	431 / 585 Of the 431 placements with agency providers, 197 started within the last 12 months.

Page 14

This page is intentionally left blank



**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE**

17 October 2017

---

**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT  
QUARTER 1 2017-18**

---

**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 1<sup>st</sup> April 2017 through to 30<sup>th</sup> June 2017.

**Introduction**

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

offered a meeting and all children and families will receive a written response to the concerns they have raised.

7. The Social Services and Wellbeing (Wales) Act 2014 devotes Part 10 to complaints and this reflects Welsh Government guidance and regulations and Council procedures. The Council is mindful that the Act will further promote people's rights and collaborative working will be actively encouraged.

### Summary of Complaints Activity During the Period

8.

Item	Q1 2017-18
Number open at start of period	16
Number received (overall)	36
Number received directly from children and young people	1
Number closed	23
Number outstanding at end of period	13
% acknowledged within 2 working days	29 / 36 = 80%*
% concluded within 15 working days of acknowledgement	12 / 23 = 52%

\*The directorate does not accept that 80% acknowledgement is satisfactory and will investigate to seek an improvement in this area.

9. During this quarter the number of complaints received by Children's Services has seen a reduction in complaints to 20 (24 in Quarter 1, 2016-17).
  - a. 80% (16) of the complaints received were in relation to the Social Worker or the service received. 10% (2) of the complaints received were in relation to finance. 5% (1) of the complaints received were in relation to contact. The remaining 5% (1) of complaints were in relation to other issues including decision making and foster carer.
  - b. 8 complaints were received about the Intake & Assessment Service, which is a slight increase from 5 in Quarter 1 (16-17). 5 complaints were received regarding the Child in Need Service (1 from young people) a reduction compared with 14 in Quarter 1 (16-17); 6 complaints were received about the Looked After Children Service compared with 3 in

Quarter 1 (16-17). The remaining 1 complaint was in relation to Fostering

Example of complaints concluded during the quarter are:

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

*A citizen received social work involvement due to concerns raised about the children by a concerned person. The Intake and Assessment Team visited and shared what concerns were raised. Intervention centred on ensuring the parent was effective in keeping the children safe. A Written Agreement was drawn up by the social worker and parent and some 3 months later concerns were no longer evident and involvement ceased.*

*Following involvement the parent telephoned to complain that she never received a copy of the Written Agreement and said she had not received notification that a social worker would no longer be involved.*

*The responsible Team Manager made immediate telephone contact to apologise for the lack of communication and explained that the risks included in the initial referral were no longer identified therefore involvement was no longer necessary. The complainant had not received a letter informing of closure because the social worker was absent from work.*

*A letter was written to the parent to confirm what had been shared in the telephone discussion and a copy of the Written Agreement enclosed which resolved the complaint to the citizen's satisfaction.*

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

*A complainant had raised the same issues in previous quarters. Similar to previous themes, a relative of a person serving a prison sentence wrote expressing the view that her relative should be receiving contact with the children at the prison as well as regular updates about them and photographs.*

*A response letter was issued advising the relative that due to Data Protection, Children's Services could not respond to the complaint. Advice was given that the person should seek legal advice to pursue physical or postal contact.*

## **Stage 2 Independent Investigations**

10. If complainants remain unsatisfied at the conclusion of the informal Stage 1, they are entitled to seek a formal Independent Investigation under Stage 2 of the procedure.

11. At 31<sup>st</sup> March 2017 there were 5 complaints open at Stage 2, 3 of which were resolved during Quarter 1.

12. 1 new Stage 2 investigation was initiated during the quarter, so at 30<sup>th</sup> June 2017 there were 3 complaints being investigated under Stage 2 of the complaints procedure.

## **Ombudsman Investigations**

13. There was Ombudsman activity in relation to 3 complaints during the quarter, of which 1 remains live:

- a. Children's Services are finalising their response to recommendations received from the Ombudsman in relation to one complaint in Quarter 1.
- b. The Ombudsman liaised with Children's Services to assess one complaint and it was agreed that a Stage 2 investigation would be undertaken.

## **Learning from Complaints**

14. Stage 2 reports undertaken by Independent Investigators and reports from the Ombudsman include recommendations if required. In response, an Action Plan is initiated to ensure that the recommendations are implemented and lessons are learned.

## **Themes Emerging During the Quarter**

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

16. The only patterns that emerged related to complaints which were in court proceedings so we were unable to answer the complaint. No other patterns emerged that suggest there are any new thematic issues that need to be addressed.

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

17. The previously noted issue of social workers not returning calls continues to be the cause of, or an element of, complaints received. The strong message regarding the importance of returning calls continues to be reiterated by senior managers who follow up individual issues that are brought to their attention. The new agile / mobile working arrangements have provided social workers with more flexibility and the right kit to enable them to respond to messages in a more timely way and this will continue to be monitored to seek an improvement in this area.
18. As a result of the following, there is an improved oversight and overall a reduction in the number of complaints being received
- a. Senior managers have more of an oversight into casework (e.g. by chairing the Legal Surgery) and challenge practice where it is considered that both parents have not been consulted.
  - b. In preparation for the implementation of the Signs of Safety approach (which maps out a safety network for children considered to be at risk), social workers routinely consider every relationship linked to the child and this will include both parents and extended family.
  - c. The re-introduction of Family Group Conferences reinforces the whole family approach as they also involve both parents and extended family.

## **Early Resolution**

19. Children's Services place an emphasis on resolving issues at the earliest possible opportunity, and where these concerns are dealt with immediately they are not opened as a formal complaint. On these occasions, the issues are brought to the attention of relevant Team or Operational Managers who acted promptly to address the issues raised to the satisfaction of the individual. There were 2 examples of this during Quarter 1

## **Review of Complaints in Social Services**

20. An external independent review of the arrangements for receiving, managing and resolving complaints in Social Services was completed in January 2017 and the recommendations were accepted by the Directorate Management Team. This will result in a combined social services complaints unit for both Adults and Children's

complaints and work will be underway during quarter 3 to develop joint processes and undertake recruitment to a newly created post to support this work.

### **Summary of Compliments**

21. 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.
22. 13 compliments were received in Quarter 1, which is an increase from 9 in Quarter 1 (16-17). A breakdown of compliments by team is provided below. This will help Children's Services build upon positive work and could identify improvements.

<b>Team</b>	<b>No. of Compliments</b>
Targeted Services	11
Specialist Services	2
Other	0

#### **Example of a compliment received during the quarter:**

During the quarter, the following feedback was received from 'Pathway Care Fostering' in respect of a young mum:

*Pathway Care have been working along with a Parent and Child placement. We are often quick to make comment when something doesn't go right due to the competing priorities of our agencies so it is good to be positive.*

*Working alongside social workers has been a positive experience, they have been responsive to all concerns we have raised and worked closely with the agency to manage the safety and well-being of baby whilst placed alongside his mother. At the same time they have been considerate towards the carer's role and dealt with mum in a fair and open manner. I look forward to working with this team again.*

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

23. 15 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter. An example of these enquiries is from a family asking for respite care for their child whom has severe behavioural problems

### **Subject Access Requests**

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

25. Children's Services undertook the following activity in relation to Subject Access Requests in Quarter 1 2017-18:

- a. 3 were responded to on time.
- b. 2 were completed outside of the statutory time frame.
- c. 7 were closed because no identification was received.
- d. 2 we held no information
- e. 2 were denied access to information
- f. 1 new request is in process at the time of writing.

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

- a. 29 requests from the Police under the 2013 Protocol and Good Practice Model re: Disclosure of information in cases of alleged child abuse and linked criminal and care directions.
- b. 35 requests from other Councils, solicitors and Insurance for access to records under Section 35 of the Freedom of Information Act. These requests relate to cases in legal proceedings.

### **Financial Implications**

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

### **Legal Implications**

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

## **RECOMMENDATION**

29. The Committee is recommended to:

- i. To endorse the report.

**TONY YOUNG**  
**Director of Social Services**

**17<sup>th</sup> October 2017**