



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

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

## AGENDA

<b>Pwyllgor</b>	PWYLLGOR YMGYNGHOROL RHIANTA CORFFORAETHOL
<b>Dyddiad ac amser y cyfarfod</b>	DYDD MAWRTH, 24 EBRILL 2018, 2.00 PM
<b>Lleoliad</b>	YSTAFELL BWYLLGORA 4 - NEUADD Y SIR
<b>Aelodaeth</b>	Cynghorydd Merry (Cadeirydd) Cynghorwyr Davies, Hinchey, Jenkins, Lent, Lister, Molik, Walker a/ac Weaver

### 1 Ymddiheuriadau am Absenoldeb

Derbyn ymddiheuriadau am absenoldebau.

### 2 Datgan Buddiannau

Dylid gwneud hyn ar ddechrau'r eitem agenda dan sylw, yn unol â'r Cod Ymddygiad Aelodau.

### 3 Cofnodion (*Tudalennau 3 - 8*)

Cymeradwyo cofnodion y cyfarfod a gynhaliwyd ar 16 Ionawr 2018 fel gwir gofnod.

### 4 Cynllun Hyfforddi Bright Start (*Tudalennau 9 - 14*)

Bydd Nicola Wood, Cydlynnydd Rhaglen Hyfforddi Plant Sy'n Derbyn Gofal yn rhoi cyflwyniad i'r Aelodau a bydd ar gael i ateb cwestiynau'r Aelodau.

### 5 Perfformiad Plant Sy'n Derbyn Gofal Caerdydd 2016-2017 (*Tudalennau 15 - 20*)

Bydd Gillian James, Arweinydd Cyrhaeddiad (Cau'r Bwlch) yn bresennol i gyflwyno'r adroddiad ac i ateb unrhyw gwestiynau'r Aelodau.

### 6 Diweddariad ar y Rhaglen Waith/Ymweliadau Aelodau (*Tudalennau 21 - 22*)

Rhoi diweddariad i Aelodau ar eu Llifau Gwaith a thrafod ymweliadau sy'n dod.

## **7 Eitem i'w Thrafod: Adroddiad Blynyddol Drafft 2017 - 2018**

- Rhoi cyfle i'r Aelodau drafod oedi cyflwyno'r Adroddiad Blynyddol i'r Cyngor.

## **8 Eitem i'w Thrafod: Pythefnos Maethu (14 – 25 Mai 2018)**

## **9 Adroddiadau Briffio**

Bydd swyddogion ar gael i ateb unrhyw gwestiynau ar yr Adroddiadau Briffio amrywiol.

Mae'r adroddiad a'r atodiadau mewn perthynas â'r Adroddiadau Briffio yn Eitemau 9c a 9d wedi'u heithrio o'u cyhoeddi gan eu bod yn cynnwys gwybodaeth wedi'i heithrio o'r disgrifiad sydd ym mharagraff 14 o Ran 4 a pharagraff 21 o Ran 5 o Atodlen 12A Deddf Llywodraeth Leol 1972. Gallai'r cyhoedd fod wedi'i wahardd o'r cyfarfod drwy benderfyniad y Pwyllgor yn unol ag Adran 100A(4) Deddf Llywodraeth Leol 1972 wrth i'r eitem hon gael ei thrafod.

- a** Adroddiad Perfformiad Chwarter 3 (*Tudalennau 23 - 26*)
- b** Adroddiad ar Gwynion a Chanmoliaeth Chwarter 3 (*Tudalennau 27 - 32*)
- c** Adroddiadau Rheoliad 32: Crosslands (*Tudalennau 33 - 56*)
- d** Adroddiadau Rheoliad 32: Ty Storrie (*Tudalennau 57 - 96*)

## **10 Dyddiad y Cyfarfod Nesaf**

Mae cyfarfod nesaf y Pwyllgor Ymgynghorol Rhianta Corfforaethol ddydd Mawrth, 17 Gorffennaf 2018 am 2.00pm yn Ystafell Bwyllgor 4.

**Davina Fiore**

**Cyfarwyddwr Llywodraethu a Gwasanaethau Cyfreithiol**

Dyddiad: Dydd Mercher, 18 Ebrill 2018

Cyswllt: Mandy Farnham, 02920 872618, [Mandy.Farnham@caerdydd.gov.uk](mailto:Mandy.Farnham@caerdydd.gov.uk)

CORPORATE PARENTING ADVISORY COMMITTEE

16 JANUARY 2018

Present: Councillor Merry(Chairperson)  
Councillors Davies, Hinchey, Jenkins, Lent, Molik, Walker and  
Weaver

77 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Lister and Tony Young

78 : DECLARATIONS OF INTEREST

None received.

79 : MINUTES

The minutes of the meeting held on 17<sup>th</sup> October 2017 were agreed as a correct record and signed by the Chairperson subject to the inclusion of Councillor Tim Davies in the apologies listed.

80 : WORK PROGRAMME/VISITS UPDATE

Committee were updated on the work programme and visits, and informed of details of the meetings that had been diarised and those that had already taken place.

Members discussed how the feedback from the meetings would be reported back to Committee and the Chairperson suggested that this be established once all the meetings had taken place.

RESOLVED: to note the information and decide on the reporting back once all meetings had taken place.

81 : EDUCATION ITEM - PUPIL DEVELOPMENT GRANTS

Members were provided with a presentation on Pupil Development Grants from Siriol Burford (Education Consortium) which outlined information on her employment background; The Grant; The Grant for 17/18; Outcomes and Objectives.

The Chairperson invited questions and comments from Members:

- Members asked what was being asked of Children's Services in Cardiff and were advised that the Consortium already has a positive relationship with Education and work with social care, it was considered that education and social care needed to be more collaborative and have a partnership across Wales but Cardiff was very nearly there.
- Members asked how the Consortium and Welsh Government measure the effectiveness of the Grant. Members were advised that there had been

improvements in attendance, behaviour issues, exclusions and exam results, all wellbeing measures that Estyn use.

- Members asked if these pupils are more likely to get bullied and is there was data to evidence this. Members were advised that apparently yes they were, this had been identified by Public Health Wales.
- Members asked if Schools apply for money for training and if they are able to club together to do this and were advised that in EAS there was already a cluster approach, meetings happen regularly and it was hoped that there could be a National model. Schools do already apply as clusters.
- Members noted that the results showed that Looked After Children outside of Cardiff for education performed less well than those in Cardiff and asked for the reasons for this. Members were advised that it was down to relationships, when these break down and pupils are moved, it causes stress and makes them vulnerable thus effecting their education and performance.
- Members asked if the Grant would now be used for a wider group of people and not just for Looked After Children and were advised that it would be used for Looked After Children and formerly Looked After Children but not adopted children who have been Looked after. Officers offered to provide information on former Looked After Children who have been adopted for Cardiff and the Vale.
- Members asked how much difference is because the children are Looked after of because there are special needs. Officers advised that Looked After Children would have priority in all schools, children with special needs would have to go through panel which slows the process from local authority to local authority.

The Chairperson thanked Siriol Burford for her presentation.

## 82 : DEVELOPMENTAL TRAUMA SERVICE FOR LOOKED AFTER CHILDREN

Members were provided with a presentation on the Developmental Trauma Service for Looked After Children from Dr Libby Erin Service Lead and Clinical Psychologist and Laura McGuinness which outlined information on the Service So Far; Consultation; Service Model; Nurturing Attachment Group; Hopes & Challenges and an example of the work undertaken.

The Chairperson invited questions and comments from Members;

- Members asked if the aim was that in long-term cases, the children would not need the service anymore, as they would be able to cope more independently. Dr Erin stated that yes they want to front load and provide the service much earlier, build resilience to help them cope; the children have often had a very difficult early life and were likely to need therapeutic services at some point. As the service is developing people are thinking of the service earlier and providing better direction. Laura McGuinness added that Dr Erin comes in

monthly, names are put on a board and forward plans are established, the service is no longer just being used in crisis.

- Members asked if there was a gender difference in the preparedness to come forward and use the service. Members were advised that the young people are generally professionally identified as needing the service rather than self-identifying the need, the gender divide was generally equal.
- Member asked about the scale of the need for the service, and were advised that there were 803 Looked After Children and most would need some part of the service at some point in their life.
- Members were advised that this was a specialised service and depended on the presenting problem, CAHMS only have certain boxes and if the presenting problem doesn't fit it can make things more difficult. There was a need to understand trauma and how it fits with other presentations. Officers added that the work prevents placement breakdowns too by supporting the foster carers etc.
- Members asked if there was any work on the preventative side and were advised that this was currently only through ARC and Edge of Care as there was no capacity to do more at the moment.
- Members asked how the service links with Education Psychologists in Cardiff and were advised that currently it links poorly and on a needs basis. Over the next 6 months there was a hope that the links would be strengthened and a formal relationship established but again this was a capacity issue.

The Chairperson thanked Dr Libby Erin and Laura McGuinness for the presentation.

#### 83 : OUT OF COUNTY PLACEMENTS TASK & FINISH INQUIRY UPDATE

This item was deferred to a later meeting.

#### 84 : TOGETHER OR APART? ASSESSING SIBLINGS FOR PERMANENT PLACING

Members were advised that this report was presented in response to a request from Councillor David Walker for clarification on the policy relating to siblings being separated or kept together during fostering. The response from the Assistant Director was appended to the report for Members' information.

The Chairperson invited questions and comments from Members;

- Members considered that more information on when to place siblings together or not would be useful. The Assistant Director stated that he would provide information on the lack of placement capacity on a 12 monthly period if Members would find this useful. Officers added that groups of 2 or 3 siblings are not an issue generally, but more recently there have been groups of 5 and

8 which were more difficult to place. Generally siblings are kept together if appropriate.

- Members considered it would be helpful to have the criteria used to determine the decisions. Officers explained that when placing large sibling groups, social workers are aware of the need to support and maintain relationships if the siblings are separated. There were also issues to be considered if some but not all siblings are fostered/adopted.
- Members asked if this information was available to the child at a later date and were advised that the decision making information would be available.
- Members asked how officers deal with situations such as when an older sibling wants contact with the parent but the younger sibling does not. Officers advised that this would depend on the care plan for the younger child, if there was a no contact order in place then that would inform the decision.

RESOLVED: to note the report.

## 85 : IRO 6 MONTHS REPORT

Members were advised that the Corporate Parenting Advisory Committee's terms of reference require the Committee to regularly review performance data and ensure performance monitoring systems are in place to achieve sustained improvements. The Committee receives a report from the IRO service twice a year.

Members noted that the Independent Reviewing Officers (IROs) have a responsibility to act directly as corporate parents. Local authorities are required by law to appoint an IRO to every child who is looked after. They monitor care plans, convene and chair reviews for children subject to care orders, accommodated voluntarily, placed with foster carers, in residential or secure establishments, living with kinship carers or placed for adoption. Their role is to ensure that each care plan clearly sets out the help, care and support each child needs and takes full account of each child's wishes and feelings.

Independent Reviewing Officers have specific responsibility to escalate concerns about Looked After Children through a dispute resolution process. If the concern cannot be resolved within the line management structure, the process allows escalation to the Chief Executive and ultimately to the Children and Family Court Advisory and Support Service (CAFCASS Cymru) to consider legal action if necessary.

The Chairperson invited questions and comments from Members on the report;

- Members noted that the workload had significantly increased and asked what the cause of this was. Officers advised that there had been an increase in the number of Looked After Children over the past 2 years brought about by a number of factors such as Poverty, Deprivation, Abuse and Neglect. There was also the recognition that reporting had increased.

- Members asked about the impact of the Social Services Wellbeing Act on the workload of the IRO's and were advised that the role and function remains the same as the 1999 Act; there was however the wider impact of the general capacity of demand.
- Members discussed escalations and the related processes and noted that the service was fully stretched currently, the Service Manger post had been filled on an interim bases on secondment; there was a pressure bid in for 2 more IRO posts.

RESOLVED: to note the information contained in the report.

86 : BRIGHT SPOTS PROGRAMME AND THE 'YOUR LIFE, YOUR CARE' SURVEY

Information Report

RESOLVED: To note the content of the report

87 : AMW SOCIAL CARE PHONE ISSUE REPORT

Members were pleased to note that this issue had been resolved and the technical issues addressed.

RESOLVED: to note the content of the report.

88 : VALE, VALLEYS & CARDIFF REGIONAL ADOPTION SERVICE ANNUAL REPORT

Members were provided with the Vale, Valleys and Cardiff (VVC) Regional Adoption Collaborative's Annual Report for 2016/17. The report set out the key information about the regional services together with quarterly performance information for the period 2016 – 2017.

Members noted that the Corporate Parenting Advisory Committee's Terms of Reference require the Committee to ensure that performance monitoring systems are in place, and regularly reviews performance data to ensure sustained performance improvements in outcomes for looked after children, children in need and care leavers. The Committee was required to receive the Adoption Annual Quality of Care Report each year.

The Chairperson invited questions and comments from Members on the Annual Plan:

- Members asked how fast Cardiff was in processing adoptions compared to the rest of the UK, noting that there had been a report written 5 years ago on this issue. Members were advised that there was no benchmark in terms of speed but timescales were well within the 26 weeks guideline and that the process continues on from that point.
- Members asked what work was being done to attract new adopters and were advised that there was a regional and National recruitment campaign ongoing

mostly all of the time. Officers stressed that people do come forward all the time but are sometimes put off when then realised that some children have complex issues. The assessment process has to be very robust due to the children being the most vulnerable; this process could not be curtailed as it is as comprehensive as it needs to be.

RESOLVED: to note the information contained in the report.

89 : PERFORMANCE SUMMARY REPORT QUARTER 2

Members noted the number of complaints acknowledged in timescale and were pleased to see this had been taken seriously and acknowledged.

Members were also pleased to see the strengthened links with the Community and considered an even more proactive approach could be taken to engaging with other communities.

RESOLVED: to note the content of the report.

90 : COMPLAINTS REPORT QUARTER 2

Information Report

RESOLVED: To note the content of the report.

91 : REGULATION 32 REPORTS - CROSSLANDS CHILDREN'S HOME

Information Report. The item was not for publication in accordance with paragraph 12 of Part 4 of the Local Government Act 1972.

RESOLVED:

- To exclude the public for consideration of the report
- To note the content of the report.

92 : REGULATION 32 REPORTS - CARDIFF SHORT BREAKS - TY STORRIE

Information Report. The item was not for publication in accordance with paragraph 12 of Part 4 of the Local Government Act 1972.

RESOLVED:

- To exclude the public for consideration of the report
- To note the content of the report.

93 : DATE OF NEXT MEETING

24 April 2018 at 2.00pm

Councillor Lent provided her apologies for the next meeting.



# BRIGHT START

TRAINEESHIP SCHEME  
CYNLLUN HYFFORDDEIAETH



## Strategy 2018-2019

### Foreword by Counsellor Graham Hinchey

Cardiff should be a great city for all our children to grow up in, which is why this Administration is committed to investing in aspiration and life chances from an early age, particularly for those children from our city's most deprived communities or troubled families.

The Bright Start Scheme, formally the Looked After Children's Traineeship Scheme, enhances the support for young people when they leave local authority care. We are committed to making sure that our most vulnerable citizens are given the opportunities and tools needed to succeed. This scheme could not happen without Cardiff Council staff and with dedication from all of us; we can make a positive change for those young people that are within our care.

By using existing resources within the local authority and with assistance from the Welsh Government we are investing in the future of our young people, our staff and our organisation

### Context

- **Capital Ambition**

Capital Ambition is the Council's new 5-year plan. The Leader has stated "Tackling poverty and inequality will be at the heart of this Administration. We will hold a relentless focus on education and jobs, resolute in our belief that securing an equality of opportunity can help people lift themselves out of poverty."

One of the Key priorities of the Capital Ambition is a strategic focus on job creation acknowledging the fact that is too many people face too many barriers to finding and keeping a good job. Care leavers face multiple barriers, which leaves them at a significant disadvantage compared to their peers.

The Bright Start Traineeship Scheme will help us in our efforts to tackle these barriers and I will be expecting cross directorate support for our Bright Start Trainees.

- **Corporate Parenting Strategy 2016-2019**

“A child who is cared for by the Council has the right to expect everything from a corporate parent that would be expected from a good parent” and one of the ways we can do this is by “narrowing the gap’ so that looked after children achieve their potential. We know that education and employment play a vital role in improving life chances, which is why the Looked After Children’s Traineeship was set up in 2015 and has been a key part of our planning ever since.

The rebranding will now remove the stigma that young people can sometimes face as a care leaver and will differentiate our scheme from the Corporate Trainee Scheme. The branding and the communication campaign will reflect our core values within Children’s Services and the logo represents an open door of opportunity.

- **Cardiff Council Values** of being open, fair and working together are embedded within the scheme.
- **Cardiff Councils Equality Objectives 2016-2020** set out our priority to provide support to those who may experience barriers to achieving their full potential.

### **What is the Bright Start Strategy?**

“**Where ability meets opportunity**” is the tag line of the scheme. We believe this perfectly represents what we do and was suggested by a young person in a focus group. Our Trainees are full of unrealised potential, and with the right support, at the right time, they can flourish.

We have devised a coherent approach outlining our efforts to improve educational and employment outcomes for looked after children and care leavers through a range of interventions. We want to improve our offer even more over the next 12 months and beyond, to provide a sturdy platform from which our young people can jump and land safely, armed with the skills and experience needed to make a success of their lives.

### **Our vision**

- We want to provide unique employment opportunities to the young people in our care regardless of ethnicity, gender or sexual orientation.
- We will work in line with Children’s Services Signs of Safety approach.
- We will offer bespoke placements, taking into consideration each Trainees abilities and aspirations.
- We will prepare young people who face multiple barriers for the opportunities taken for granted by many.
- We will upskill our Trainees to compete with their peers for employment and educational opportunities within the city.
- We will provide opportunities for personal growth and resilience.
- We will offer young people opportunities to gain confidence and hope in the future, through knowledge of themselves, expectations of the workplace, and a clear understanding of what they can offer an employer.

**We will do this by focusing on our three sub strands, the ABCs.**

### **A is for Ambition**

Bright Start: **Ambition**

Our scheme aligns with the aims of the Capital Ambition plan and we will continue our work to find quality Council placements and training in partnership with all directorates.

We will introduce a Bright Start “leading light” mentor role. This will recognise the hard work from Council Staff that goes into each placement and will encourage people to become ambassadors and advocates of the scheme.

### **B is for Business**

Bright Start: **Business**

Trainee placements within industry and business outside the Council. We will continue to build positive relationships with outside agencies for the benefit of Trainees and Staff of Cardiff Council.

We will offer the same level of training to businesses as to Council staff in order to provide a consistency of mentorship and guidance wherever the young person’s placement may be.

Our new branding will help to introduce us to outside agencies with a clear message and focus they can believe in.

### **C is for Creativity**

Bright Start: **Create**

Cardiff is a cultural and creative hub and we want to tap into this rich seam running through our city. For those young people who want to create and innovate, we have developed a programme of creative workshops led by local artists and entrepreneurs. We believe **you cannot be what you cannot see.**

We want to empower young people to start their own creative businesses and introduce them to the thriving creative industry sector in Cardiff. For those young people who have been inspired by Creative Schools this is an opportunity to follow their passions but with a focus on employability.

We will work in partnership with the Cardiff Academy to offer the opportunity to complete the Introduction to Entrepreneurship skills qualification (formally Pitch Perfect) which is ILM accredited.

We will host an end of year exhibition with the hope of assisting young people in either setting up their own business, or securing internships or Traineeships within the creative industries.

We hope that by taking part in creative endeavours we will provide opportunities to create, be mindful, and gain confidence. All artists and mentors will have the opportunity to access the training available to Council staff and businesses.

## The Benefits

### What we can offer Cardiff Council

- The opportunity to fulfil corporate parenting responsibilities
- A new rewards scheme will be implemented for staff from April 2018:
  - **Bright Start Gold Award** – given to teams that have shown dedication to three or more Trainees within a 12 month period
  - **Bright Start Silver Award** – given to teams that have shown dedication to two or more Trainees within a 12 month period
  - **Bright Start Bronze Award**- Dedication to one or more Trainee in a 12-month period
  - **Bright Start “Leading Light” Award** – given to a mentor that has shown dedication and commitment to their role, they will receive a £25 love to shop voucher
- Training to all staff on safeguarding of children and adults
- Trainees who can add value to the workplace
- Staff development through mentoring opportunities
- Links to the Council’s paid Trainee scheme so that there is opportunity to invest further in the young people within their teams

### What Cardiff Council can offer young people?

- A unique opportunity to gain skills and experience in Cardiff Council
- Investment in them by staff across the Council
- A competitive training allowance as well as a linked up service between their support staff and their employer
- Greater understanding within the workplace of barriers to engagement
- Full support from a trained and dedicated Traineeship scheme

## Workforce Development

### Staff

The successful **1 day mentor training course** currently available to staff and delivered by Full Circle Education will continue and we are enhancing this training by offering a half day training course on **maintaining personal boundaries in the workplace**.

We have listened to staff in training, and in the workplace, and this new training will provide practical advice for those hosting Trainees to ensure everyone's safety. We will start rolling this out in April and six sessions will be available throughout the year.

We have also designed an **online mentoring module** that incorporates child safeguarding and complements the one-day Mentoring training course, so that all teams are trained and prepared before accepting a Trainee within their workplace.

### **Young People**

The Traineeship Team recently worked with our Personal Advisor Team and the Into Work team to deliver three weeks of bespoke training, including an overnight stay in Brecon before a week's work experience in Admiral. Feedback from participants was overwhelmingly positive and we will look to develop this for different teams over the course of 2018/19.

We will continue to encourage Trainees to use the Into Work's training as well as the Cardiff Academy's training.

Full Circle Education will provide training on maintaining boundaries in the workplace, which will complement the adult training providing a clear message and understanding from both sides on workplace relationships. Four sessions have been planned for 2018/19.

### **How will the strategy be taken forward?**

#### **Corporate branding**

A communication plan has been developed including the new branding campaign, which was developed in partnership with young people.

It ties into Cardiff Council's branding for fostering – the logo in fostering is a house, the Bright Start Scheme keeps this branding but shows an open door – signifying the opportunities available.

A launch and a promotional video will explain and promote the scheme, the new branding, and our vision to staff within the Council and to outside businesses.

#### **Funding**

Welsh Government funding has made a host of activities possible. The Scheme has a budget of £35,000 to pay for placements as well as programmes of work and events.

#### **Cardiff Commitment**

Our approach ties in with the Cardiff Commitment and our links with Education made it possible to meet with Admiral and develop a positive relationship with them. We would like to continue a positive relationship with Education teams, and this year will be contacting all school leavers who fall within our service to make them aware of the opportunities we have available.

#### **Partnership working**

We work with many teams both within the Council and outside and will continue to do so in the coming years. Collaboration is key in ensuring the success of the scheme. We will continue to work with:

DWP, CAVC, ACT, Full Circle Education, all Cardiff Council Directorates, Llamau and Base Support, among others.

We will continue our close links with all agencies, colleges and third sector partners to ensure a joined up approach. The Traineeship Team will make the pathway plan integral to the planning for each Trainee to ensure that all professionals are pulling in the same direction.

### **Signs of Safety**

We will embed this approach into our service and everything we do. The Traineeship Team is designed to focus on what young people can do in a strength-based way will work closely with social care staff to align our documents and positively contribute to pathway planning, to ensure a joined up approach

DRAFT

**CARDIFF COUNCIL**

**CYNGOR CAERDYDD**

**CORPORATE PARENTING ADVISORY COMMITTEE**

**24 April 2018**

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**EDUCATION ITEM: THE PERFORMANCE OF CARDIFF LOOKED AFTER CHILDREN 2016-2017**

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**Reason for the Report**

1. This report provides an analysis of the educational outcomes for the academic year 2016-2017 of Cardiff Council Looked After Children in years 2, 6, 9 and 11:
  - Cardiff Council Looked After Children educated in Cardiff Schools
  - Cardiff Council Looked After Children educated in schools or settings that are out of county

The children identified as Looked After for the purposes of this report are those identified by Children's Services at the time of PLASC return in January 2017. The cohort is constantly changing due to adoption and children moving in and out of care.

**Overview of outcomes of Cardiff Looked After Children**

2. Whilst there have been some improvements for children who are looked after in Cardiff, the results remain too low when compared with their peers. Outcomes for children who are looked after and who are educated in a Cardiff School are higher than if they are educated out of county at all key stages.

	Cardiff Corporate Parent 2016	Cardiff Corporate Parent 2017	Direction of travel	Cardiff CLA In Cardiff Schools 2016	Cardiff CLA In Cardiff Schools 2017	Direction of travel	Wales CIN Census 2016
<b>Foundation Phase Outcome Indicator</b>	<b>71.4%</b> (15 out of 21 pupils)	<b>53.8%</b> (14 out of 26 pupils)	↓	<b>84.6%</b> (11 out of 13 pupils)	<b>68.8%</b> (11 out of 16 pupils)	↓	<b>64%</b>
<b>Key Stage 2 Core Subject Indicator</b>	<b>70.4%</b> (19 out of 27 pupils)	<b>76.7%</b> (23 out of 30 pupils)	↑	<b>68.4%</b> (17 out of 19 pupils)	<b>80.9%</b> (17 out of 21 pupils)	↑	<b>66%</b>
<b>Key Stage 3 Core Subject Indicator</b>	<b>57.1%</b> (20 out of 35 pupils)	<b>52.9%</b> (27 out of 51 pupils)	↓	<b>50%</b> (8 out of 16 pupils)	<b>73.3%</b> (22 out of 30 pupils)	↑	<b>57%</b>
<b>Key Stage 4 Level 2+ Threshold</b>	<b>15.2%</b> (7 out of 46 pupils)	<b>0%</b> (cohort 53 pupils)	↓	<b>12.5%</b> (4 out of 32 pupils)	<b>0%</b> (cohort 19 pupils)	↓	<b>23%</b>

3. The results for the 2016-2017 academic year in some groups, especially at the end of Key Stage 2 (Year 6), build on the improvements seen last year. (may need to reword as it may be noted that 5 out of 8 indicators above didn't improve) They indicate that the actions put in place to address longstanding shortcomings in provision are starting to have positive impact on improving outcomes for Cardiff Looked After Children. These actions included:

- A focus on increasing the transparency of data and a central robust tracking system. Information is gathered from schools on a termly basis and added to the central Virtual tracker. This was highlighted by Estyn as excellent practice.
- A stronger working relationship between the local authority and the Challenge Advisors in the Consortium ensuring that schools receive the appropriate degree of challenge.
- Stronger, effective partnerships with Children's Services have meant quicker responses to concerns and removal of barriers impeding pupil progress.
- Discussion in Team Around the School meetings focusses on the progress of and provision for Looked After Children.



**Comparative performance of Looked After Children  
Foundation Phase (FPh)**

4. There were twenty-six children who were looked after by Cardiff LA in year 2 at the time of PLASC (January 2017). Eleven of these children were educated outside of Cardiff in mainstream schools, fifteen in Cardiff schools, fourteen mainstream and one in a special school. The proportion of Cardiff Looked After Children reaching the expected level was greater if in a Cardiff school than if educated in a school in another area. The overall percentage for all Cardiff Looked After Children reaching the expected level was 17.6 ppt below the previous year and 10.2 ppt below the All Wales census figure for 2016 ( latest published).

**Special Educational Needs in Corporate parenting Year 2 cohort**

<b>SEN status</b>	<b>Foundation Phase Total SEN</b>	<b>Statement</b>	<b>School Action Plus</b>	<b>School Action</b>
<b>2016/17</b>	<b>40% (10)</b>	<b>12% (3)</b>	<b>20% (5)</b>	<b>8% (2)</b>

**Key Stage 2 (KS2)**

5. There were thirty children who were looked after by Cardiff LA at the time of PLASC (January 2017). Nine of these children were educated outside of Cardiff in mainstream schools, twenty-one in Cardiff mainstream schools. Twenty-three of the thirty children achieved the CSI, 6.3 ppt increase on the previous year. The children who were educated in Cardiff schools did better than children educated out of county with 80.9% achieving the CSI. When compared to the latest published Children in Need (CIN) Cardiff children are doing well at this key stage with attainment 10ppt above this all Wales average figure of 66%.

**Special Educational Needs in Corporate parenting Year 6 cohort**

<b>SEN status</b>	<b>Key Stage 2 Total SEN</b>	<b>Statement</b>	<b>School Action plus</b>	<b>School Action</b>
<b>2016/17</b>	<b>53% (16)</b>	<b>13% (4)</b>	<b>20% (6)</b>	<b>20% (6)</b>

**Key Stage 3 (KS3)**

6. There were fifty-one children looked after by Cardiff in Year 9 at the time of PLASC. Twenty-one children were educated out of county and thirty educated in Cardiff schools. There was an overall decrease of 4.2ppt of Cardiff Looked After Children achieving the CSI. However, there was a significant increase in those children achieving this indicator if educated in a Cardiff school. In 2015/16, 50% of children achieved this indicator if in a Cardiff school and in 2016/17, 73.3%. This figure is 16.3ppt above the latest CIN published All Wales figure of 57.1%.

## Special Educational Needs in Corporate parenting Year 9 cohort

SEN Status	KS3 Total SEN	Statement	School Action plus	School Action
2016/17	69% (35)	25% (13) (2 under assessment) (13)	19.6% (10)	19.6% (10)

### Key Stage 4 (KS4)

7. Fifty-three children were looked after at the time of PLASC in (January 2017). This compared to forty-six in the previous year. Thirty-four of these children were living and educated out of Cardiff many in specialist settings with only nineteen educated in Cardiff schools.
8. Wales introduced a new set of GCSE qualifications for mathematics, numeracy, English Language, Welsh language, English literature and Welsh literature in 2017. New rules for reporting school performance measures were also introduced in 2017. These changes have made a significant difference to the results at Key Stage 4, particularly at L2+ and Level 2 thresholds. It is therefore not possible to compare the outcomes in 2017 with previous years.
9. However, the results were very poor and there weren't any children who achieved the L2+ threshold. The cohort was very complex. 81% were on the SEN register and 53% of them had a Statement of SEN. 25% of them had become Looked After in the last two years. The number of children placed out of county is another indicator of the complexity of this cohort of children.

Year	Total pupils	L1	L2	L2 +
2016/17	53	18 36%	6 11%	0 0%

SEN Status	KS4 Total SEN	Statement	School Action plus	School Action
2016/17	81% (43)	53% (27, 1 under assessment)	13.2% (7)	15% (8)

### Further actions to improve performance

10. There will be robust discussion re the arrangement with the consortium about PDG LAC funding 18/19 to ensure Cardiff Looked after Children benefit from this additional funding.

11. The LACE team in Cardiff will work closely with the Consortium Lead for Looked After Children to ensure schools in Cardiff benefit from additional support and training from the region.
12. Joint meetings with the Education EMT and Children's services EMT will focus on driving up standards and improving provision in Cardiff schools and ensuring robust monitoring of provision of children educated outside the LA. We know that Looked After Children educated in Cardiff achieve better educational outcomes so we need to be jointly planning for this to be possible for more children.
13. Further commitment from all Education teams will be formalised to ensure they have looked after Children as a priority on team plans and they are clear about their role in improving their outcomes. All children who didn't achieve the CSI are being followed up by the appropriate specialist teams.
14. There will be continued focus on linking more closely with schools through termly designated teacher forums. Forums will have clear agendas focussed on promoting good practice through school-to-school support and on improving attainment outcomes for Looked After Children.
15. The Looked After Education Co-ordinator (LACE) will attend social worker team meetings on a regular basis to ensure good communication of important issues.
16. Working with partners such as Admiral will be increased to provide additional mentoring support for Looked After Children in Cardiff schools.
17. We will gather the views of school age looked after children to share with schools and improve understanding of the needs of this extremely vulnerable group.
18. We will analyse in greater depth the reasons behind KS4 lack of achievement and identify changes that can be made.
19. We will bench mark our performance against English core cities as well as authorities in Wales who have a similar number of Looked After Children to identify any good practice which could enhance Cardiff's practice.

### **Key Factors**

20. To continue to ensure that there are excellent process and systems in place for joint working between Education and Children's Services.
21. To continue to improve the provision available in Cardiff schools to meet the needs of children with a range of additional learning needs (ALN).
22. To place children in Cardiff where possible.

## **Financial Implications**

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

## **Legal Implications**

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

## **RECOMMENDATIONS**

- To consider the report, actions to improve performance and key factors.
- To identify any further actions the Committee may wish to recommend.

**Gillian James**  
**Achievement Leader (Closing the Gap)**

**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**CORPORATE PARENTING ADVISORY COMMITTEE**

**24 April 2018**

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**Corporate Parenting Advisory Committee: Work programme**

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**Reason for the Report**

1. To update the committee on progress in developing their allocated strands of the work programme.

**Background**

2. Progress to date includes:

- The Committee has agreed a structure for the annual work programme.
- Lead Members have stepped forward to lead and take responsibility for each work-strand.
- Managers have been identified to brief and support Members.
- Members have met with the managers associated with their work-stream.

<b>Theme</b>	<b>Member</b>	<b>Officer</b>
<b>Prevention</b> 1. Effective early intervention and prevention.  2. Safely reducing the number of looked after children.	Cllr Bablin Molik	Jan Coles  Sarah Woelk/Dan Jones /Alys Jones
<b>The experience of looked after children and outcomes</b> 3. Promoting permanency  4. Providing high quality placements.  5. Provide young people leaving care with appropriate preparation for adult life, taking account of all of their needs including their wellbeing.	Cllr Graham Hinchey	Debbie Martin Jones and Team Managers
<b>Specialist services</b> 6. Continue to improve services for children with disabilities, including short break care.  7. Improve and support the emotional health and mental wellbeing of looked after children.	Cllr Sue Lent	Sarah Woelk  Jan Coles

<b>Education</b> 8. Improve the education attainment and achievement for all looked after children.	Cllr David Walker	Gill James
<b>The role of the Corporate Parenting within the Council</b> 9. Strengthening the role of the Corporate Parenting Advisory Committee within the Council.	Cllr Ashley Lister	Dan Jones

3. It is anticipated that lead members will update the Committee at the meeting on plans to progress their work-strands.

### **Financial Implications**

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

### **Legal Implications**

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

### **RECOMMENDATION**

6. To note the information received from other members of the Committee and identify next steps.

**Irfan Alam**  
**Assistant Director Children's Services**  
**18 April 2018**

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

**CORPORATE PARENTING ADVISORY COMMITTEE**

**24 April 2018**

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**Corporate Parenting Advisory Committee Performance Summary  
Quarter 3 2017/18**

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**Reasons for the Report**

1. The terms of reference require the Committee 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.

**Background**

2. The layout of the report has been changed to provide the Committee with the relevant performance information in a more visual and user friendly format. The report provides an overview of progress generally, and information about performance indicators with analysis to put performance in context. It is intended that the new format will better facilitate discussion about performance and improvement activity in the Directorate. The dashboard is attached at **Appendix A**.

**Financial Implications**

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

**Legal Implications**

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

**RECOMMENDATION**

5. The Committee is recommended to note the report.

**Irfan Alam  
Assistant Director Children's Services  
18 April 2018**

Appendix A: Children's Services Performance Overview – CPAC. Quarter 3 2017-18

Mae'r dudalen hon yn wag yn fwriadol

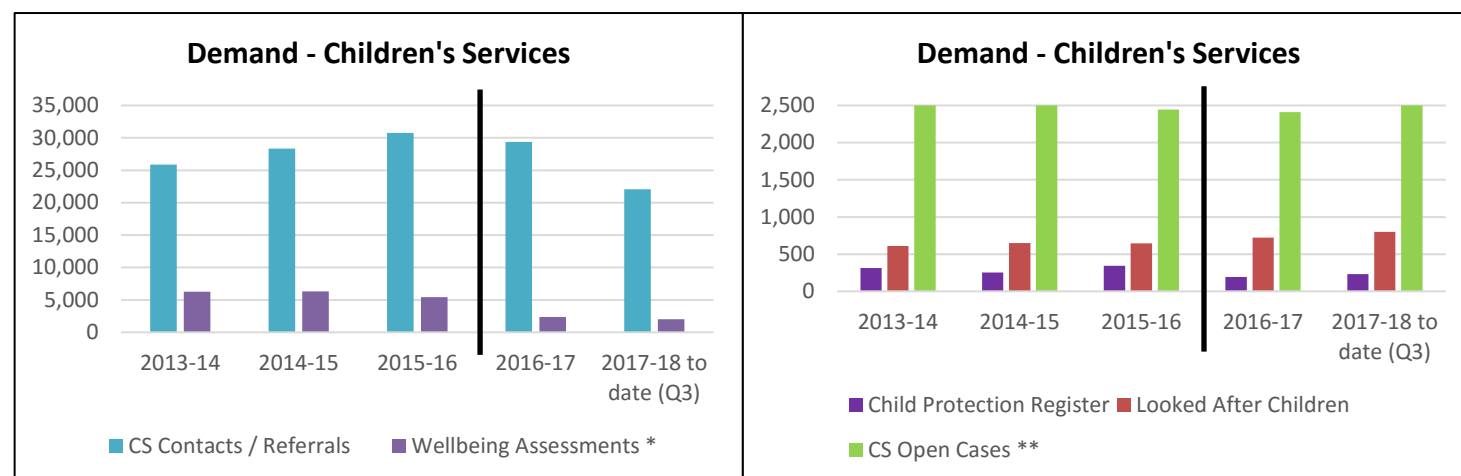


## CHILDREN'S SERVICES PERFORMANCE OVERVIEW - CPAC QUARTER 3 2017-18

### Budget update

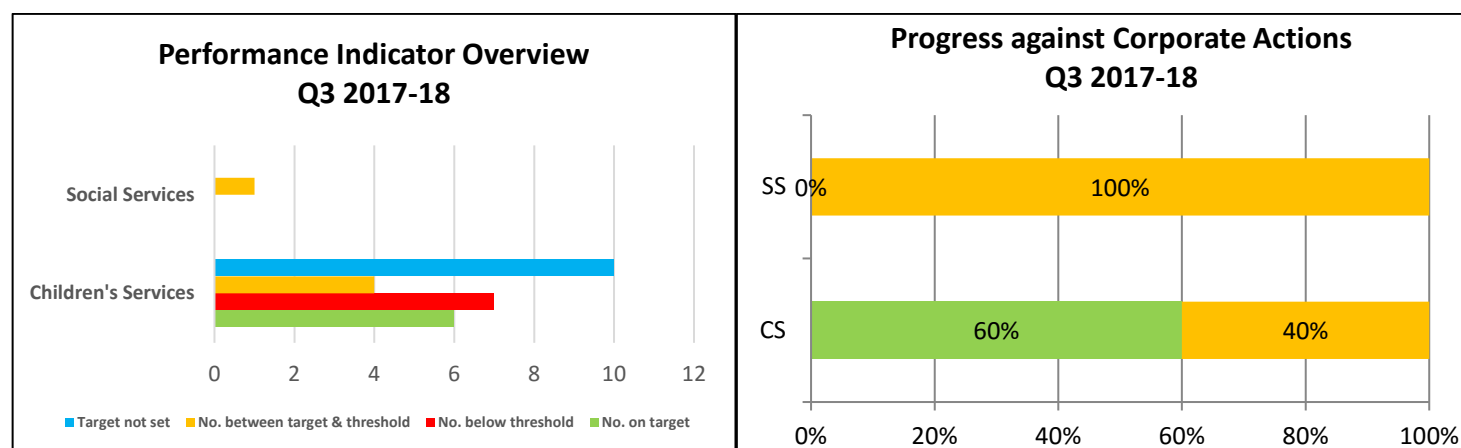
Service	Budget £000	Outturn £000	Variance £000	Savings Shortfall £000
Children's Services	£48,707	£52,797	+\$4,090	£867

Children's Services are projecting a £4.090 million overspend at month 9. This continues to be a challenge, particularly in view of the need to protect children and the associated costs of children being looked after. We currently have 1 young person placed in high cost secure accommodation, subject to a Secure Order and likely to remain so for the foreseeable future, and 2 young people on the edge of secure accommodation who are currently subject to care proceedings. The anticipated savings shortfall of £867,000 largely relates to the phasing of early help initiatives. Also, the savings proposals linked to preventative measures are only serving to restrict further growth (cost avoidance) rather than producing the actual cost reductions that would have been assumed in the budget.



\* Not including advice & assistance only or S47s from 2016-17 (567 S47s in Q3); \*\* Not including YOS open cases

The above charts illustrate the level of demand that the service is experiencing now, compared with the last 4 financial years. The number of Contacts / Referrals received stabilised in 2016/17 following the introduction of the Social Services & Wellbeing (Wales) Act 2014. It is, however, difficult to make comparisons pre-and post-Act due to the change in landscape. Based on demand during the year to date, the number of Contact / Referrals received during the year is on course to be on a par with, or slightly exceed, the number received in 2016/17. It is anticipated that the impact of Support4Families will be to reduce the number of Contact / Referrals as people are signposted to appropriate early help services, however it is too soon to measure the impact yet as the service was introduced part way through Quarter 3. Further information on the impact of Support4Families will be provided at the next committee. The service has seen an increase in all types of cases from March 2017, however the cases progressing for a wellbeing assessment continue to be appropriate for Social Services intervention – some should have been referred earlier.



The above graphs set out progress in relation to performance indicators and actions from the Corporate Plan.

An overview of Corporate Plan actions where progress is being made, albeit not at the pace originally intended, is provided in the following table alongside a summary of PIs where Quarter 3 performance is below threshold.

PIs where performance is at target level, or between target and threshold, include:

- Allocation of children on the CPR and looked after children to social workers (100%)
- Timeliness of child protection reviews (98%)
- Looked after children placed in Cardiff (62%)

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

- Safeguarding faith communities
- Corporate Parenting
- Implementation of the Signs of Safety risk assessment framework.

Red PIs:	Red / Amber Actions (Corporate Plan):	
	Social Services	Children's Services
Initial child protection conferences		
Wellbeing assessments	Safeguarding Vision	Social Worker Vacancies
Children supported to remain at home	Disability Futures	
Looked after children returned home from care	Direct Payments	
Children engaged in their looked after review		
Parents engaged in looked after reviews		
Social worker vacancies		

In relation to child and parent engagement in looked after review - children, where appropriate, are offered the option to attend their reviews, but some may choose not to. Where they choose not to attend the Independent Reviewing Officer will make arrangements to visit them either prior to the review or immediately afterwards. The option of getting their advocate to discuss any issues with them before or after the review is also offered to ensure nothing is overlooked. The timing of the visit is dependent on when it becomes known that the child has chosen not to attend, as this can sometimes happen on the morning of the review. The location of the review meeting can also deter children, e.g. many children won't attend reviews held in school as they don't want the stigma of having to leave class in front of their peers.

Similarly parents are invited and encouraged to attend reviews where it is appropriate, but again they may choose not to attend.

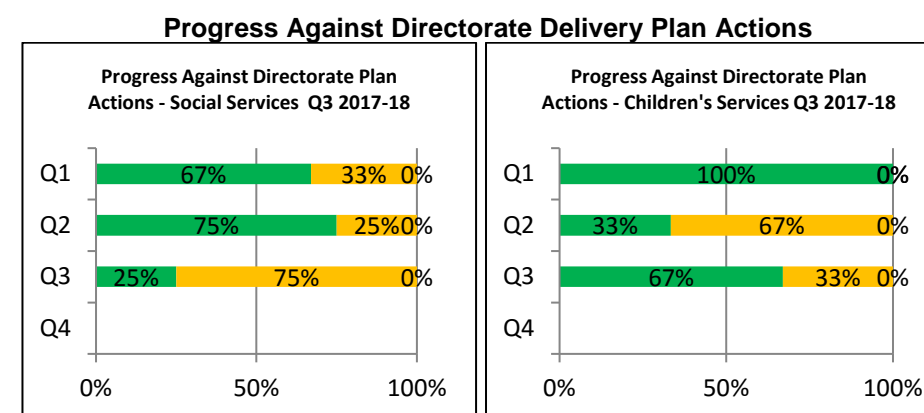
The aim is to ensure that all children, where possible, are supported to attend their own reviews, and we are also eager to proceed to a situation where children can be supported to chair and actively participate in their own reviews. We will continue to promote the choice to both children and parents.

Please note that key actions being taken to improve performance in relation to other PIs are included in the relevant section of this report.

The graphs below provide an overview of progress against Directorate Delivery Plan actions. Work to progress the Directorate Plan has continued and key areas of progress include:

- Emerging areas of risk - Think Safe service
- Promoting family stability
- Support services for care leavers (Preparation Programme / Youth gateway)
- Recommissioning Families First
- Signs of Safety

An overview of Directorate Plan actions where progress is being made, albeit not at the pace originally intended, is provided in the following table.



### Red / Amber Actions (Directorate Plan):

Social Services	Children's Services
Financial Strategy	Youth Offending Service
Quality Assurance	CAMHS
Directorate Posts	

## CHILDREN'S SERVICES PERFORMANCE OVERVIEW - CPAC QUARTER 3 2017-18

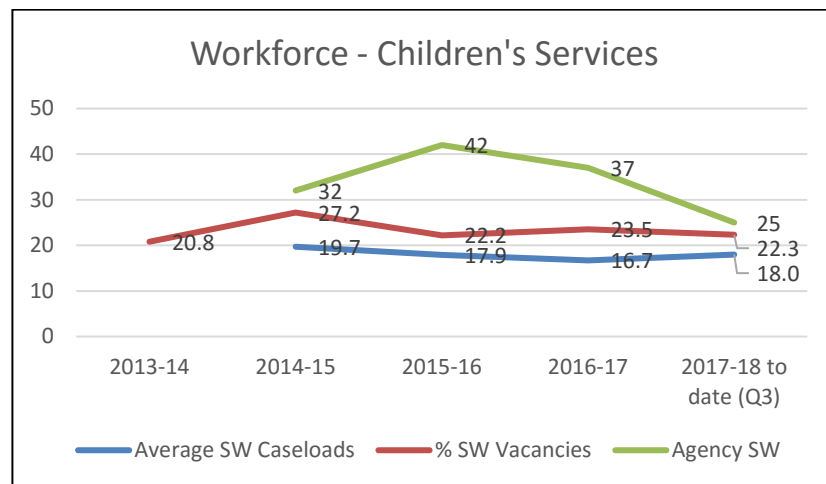
### Workforce Data:

Sickness FTE	2013-14	2014-15	2015-16	2017-18	2017-18 to date (Q3)	2017-18 Target
Children's Services	17.2	13.7	13.8	14.4	10.0	13.0

PPDR compliance	CS
Closure (2016-17)	98%
Initiation (2017-18)	91%
Half Year Review	95%

Total agency staff cost to date - Q3 (Including Cardiff Works)	£1,994,000 (£273,000)
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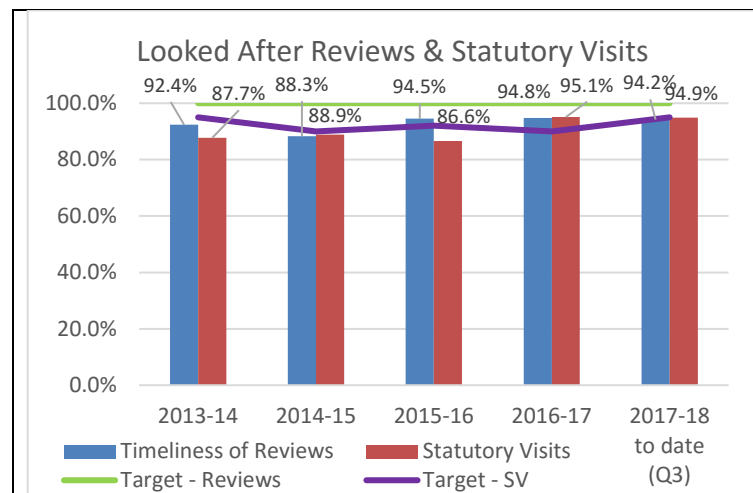
Date	25-29 cases	30+ cases
28.02.14	32	16
30.09.17	11	8
31.12.17	9	4



Children's Services have an FTE workforce of 415. Following a period where average social worker caseloads steadily decreased, there was an increase at the start of the year (to 19.7 in June 2017). During Quarter 3, caseloads decreased to 18.0 and the position continues to be closely monitored. Social workers with particularly high caseloads are known and arrangements have been put in place to address this - using support from other teams within the service to finalise pending case closures and / or address performance issues.

Whilst it would appear that the improving social worker vacancy position shown in Quarter 2 has not been maintained in Quarter 3, closer examination shows that some existing staff have been appointed to newly created posts, leaving their substantive posts vacant. This is, however a good news story as it reflects career progression for, and retention of, existing staff. If these posts were excluded, the PI result would be 21.1%. Addressing the vacancy position continues to be a priority and a refreshed social worker recruitment campaign is currently being developed in partnership with the communication team. The new campaign will capitalise on the recent developments which will no doubt highlight Cardiff Children's Services as an attractive place to work for social workers because:

- There is a high level of support and supervision;
- There is a consistent risk management framework supported by Signs of Safety;
- Social workers will have access to the latest technology and ICT kit;
- Investment in the service will result in manageable caseloads;
- Social workers will be supported to undertake direct work with children;
- There is a consistent and stable leadership team;
- Access to professional development and training will be encouraged;
- Staff are encouraged and supported to seek promotional opportunities.

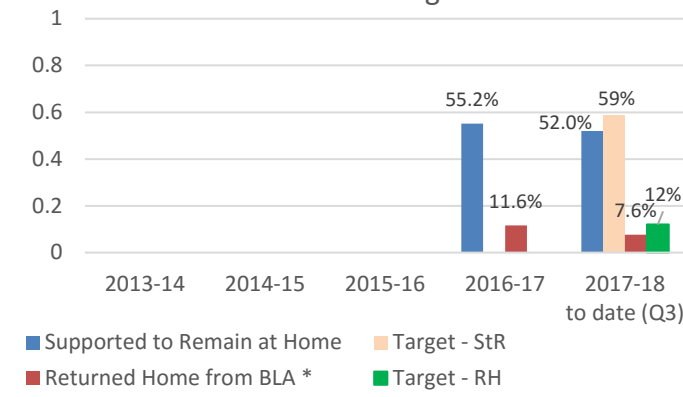


Performance in relation to timeliness of looked after children's reviews decreased during the quarter to 90% from 96% in Quarter 2.

As with initial child protection conference, performance reflects the expectation on all Independent Reviewing Officers to attend 5 day Signs of Safety training. It is also the case that resource from looked after reviews is sometimes diverted to child protection conferences to ensure that the latter proceed as planned. Of the 53 reviews that were not held on time, 21 were held within a week, 12 within 2 weeks, 5 within 3 weeks, 3 within 4 weeks, 5 within 5 weeks, 4 within 6 weeks, 2 within 7 weeks and 1 within 9 weeks.

Performance in relation to statutory visits to looked after children, however, improved to 95%, from 94% in Quarter 2. This level of performance is considered to be good in the context of the increasing number of looked after children

### Children Supported to Remain at Home & Returned Home from Being Looked After

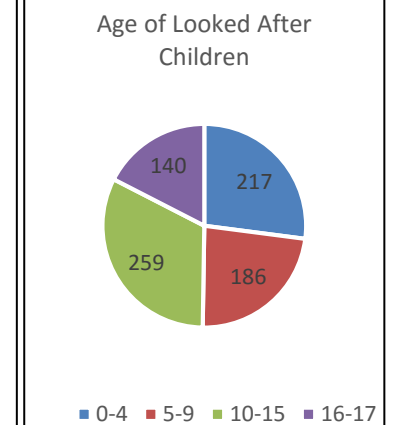
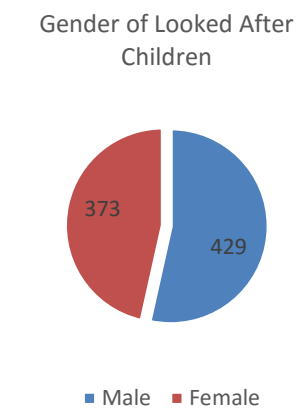
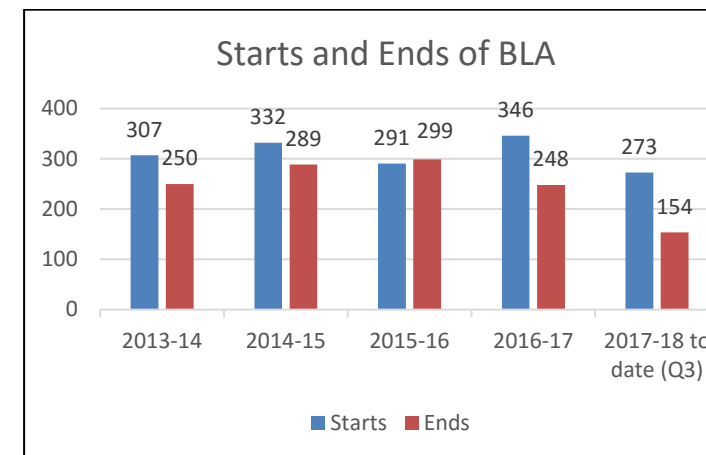


Of the 1,672 children with a Care and Support Plan at 31st December 2017, 870 (52%) were being supported to live at home (i.e. were not being looked after). Of the 964 children who have been looked after during the year, 73 have returned home. This PI is cumulative, and performance will improve as we progress throughout the year.

The reduction in children being supported to live at home in part reflects the impact of early help on the landscape of the Children's Services caseload. Children who previously would have received services from Children's Services are now being diverted to Early Help with the more complex cases receiving Children's Services interventions. This results in a "thickening of the soup" with Children's Services managing higher levels of risk.

In addition to the 73 children who were returned home from care, 108 children were actively placed in the care of their parents, but remain subject to a Care Order, and 66 children were placed with relative carers. These figures reflect the strong emphasis we have in placing children within the family but with sufficient safeguards of a Court Order. A Placement with Parents team is being established to focus on the management of these cases, and to revoke Care Orders when this is appropriate. In addition to this, a dedicated worker from the Adolescent Resource Centre has been identified to work directly with looked after children who are considered to be ready for rehabilitation home.

52 Care Proceedings were initiated in Quarter 3, and 65 were concluded. A more detailed update on the activity surrounding care proceedings will be provided at the next committee.



All looked after children were allocated to a social worker at 31st December 2017.

As at 31st December 2017, 45 children were in external residential placements. Children's Services were solely responsible for funding 32 of these placements with the remaining 13 receiving contributions from Education, Health, or both. The average weekly cost per child was £3,462.45, although this ranged from £1,800 to £5,300. Contributions from Education range from 9% to 26% and Health range from 6% 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.

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

**CORPORATE PARENTING ADVISORY COMMITTEE**

**24 April 2018**

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**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT  
QUARTER 3 2017-18**

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**Reason for the Report**

1. The Committee's terms of reference state that it will receive Children's Services Complaints reports.
2. This Quarter 3 report covers complaints and representations from 1<sup>st</sup> October 2017 through to 31<sup>st</sup> December 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	Q3 2017-18
Number open at start of period	17
Number received (overall)	20
Number received directly from children and young people	0
Number closed	22
Number outstanding at end of period	15
% acknowledged within 2 working days	20 / 20 = 100%
% concluded within 15 working days of acknowledgement	16 / 20 = 80%

9. During this quarter, the number of complaints received by Children's Services has seen a slight increase in complaints to 20 (18 in Quarter 2, 2017-18).

- a. 60% (12) of the complaints received were in relation to the Social Worker or the service received. There were no complaints in relation to finance. 10% (2) of the complaints received were in relation to contact. The remaining 30% (6) of complaints were in relation to other issues including decision-making.
- b. 11 complaints were received about the Intake & Assessment Service, which is an increase from 7 in Quarter 2 (17-18). 6 complaints were received regarding the Child in Need Service (1 from a young person) which compared with 5 in Quarter 2 (17-18); 2 complaints were received about the Looked After Children Service compared with 4 in Quarter 2 (17-18). The remaining 1 complaint was in relation to Family Intervention Support Services.

Example of complaints concluded during the quarter are:

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

The Advocate of two young siblings, who are looked after and placed with foster carers, contacted the complaints officer and shared their concerns. Both siblings were unhappy that the plan for their rehabilitation home appeared lengthy, they had concerns about a relative who had initially cared for them, feeling they should have not been in the individuals care and remained unhappy about the unplanned way in which they were removed from their mother's care.

A Senior Manager responded to all Issues raised in a response to the siblings, explaining why they were removed from the care of the person who had initially cared for them, stating the relative would not be given the opportunity to care for them or any other relative again. A clear plan, involving the parents, themselves and social worker was initiated and timescales agreed. Time was spent with the young people explaining why they removed in an unplanned way. The Senior

Manager provided apologies and offered her empathy and time to meet again with the siblings in the future if they wished.

The issues they raised covered a number of service areas, Safeguarding, LA Services and the CIN Team, despite this the youngsters received a response within timescale. As with all complaints received from young people, feedback about the complaints process was obtained, both siblings and their Advocate were complimentary about the response and felt the investigation was thorough. They were satisfied with the outcome.

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

A gentleman who is serving a prison sentence due to risks he poses to children wrote to complain that he was not being granted physical or letterbox contact with his children and stated that the social worker did not respond to his telephone calls. The appropriate Manager wrote to inform the individual that the social worker had spent time with his children and they did not want any contact with their father. It was agreed the complainant would contact the social worker on an agreed day and time every two weeks for updates.

### **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. 1 stage 2 complaint was resolved during Quarter 3. Investigations continue in relation to the other cases.
12. 6 new Stage 2 investigations were initiated during Quarter 3 (17-18) which remained open at 31<sup>st</sup> December 2017.

### **Ombudsman Investigations**

13. There was Ombudsman activity in relation to 1 complaints during the quarter –
  - a. The Ombudsman recommended 'No further action' following the review of a complaint case that had been referred to them.

### **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 Care Planning Meetings) and challenge practice where it is considered that both parents have not been consulted.
- b. In 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.

### **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 3

### **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 3/4 to develop joint processes. Recruitment to a newly created post has been completed.

### **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. 17 compliments were received in Quarter 3, which is an increase from 7 in Quarter 2 (17-18). 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	13
Specialist Services	3
Other	1

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

The police passed on a compliment regarding the removal of a child by a social worker commenting that the manner and conduct in which the social worker handled themselves was exemplary. Another was from a young person regarding Greenfarm hostel saying "It was the best family hostel they had ever been in, with staff making it feel like home, always trying to help with any issues, making the 'kids' happy with loads of activities....and that they will miss living there".

**Summary for Quarter 3**

23. As at the 31<sup>st</sup> December 2017, the service were working with 2606 children and young people and of these:

24.

- a. In total, we received 20 complaints (0.7%), of which, 2 related to Looked after Children (0.07%). None were directly from the young person.
- b. 1 of the Looked after Children complaints related to decision making regarding a child being returned to the mother. This was not upheld, although apologies were given if there was not clear communication in relation to this. The remaining complaint related to contact visits being cancelled at short notice but when investigated the reasons were inevitable and the response provided accepted by the complainant.
- c. In total, we received 7 compliments (0.2%).

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

25. 7 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter. An example of these enquiries is to become a special guardian to the grandchildren.

**Subject Access Requests**

26. 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.

27. Children's Services undertook the following activity in relation to Subject Access Requests in Quarter 3 2017-18:

- a. 7 were responded to on time and within the statutory time frame.

- b. 5 were closed because identification was not received or the fee was not paid.
- c. We achieved 100% compliance (40 day deadline)

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

- a. 36 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, a slight decrease from 37 in quarter 2 (17-18).
- b. 83 requests were processed in relation to access to requests from other Councils, Probation, Solicitors or Insurance, an increase from 67 in Quarter 2 and 35 in Quarter 1 (17-18).

### **Financial Implications**

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

### **Legal Implications**

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

### **RECOMMENDATION**

31. The Committee is recommended to:
- i. To endorse the report.

**Irfan Alam**  
**Assistant Director Children's Services**  
**18 April 2018**



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