



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, 16 OCTOBER 2018, 2.00 PM
<b>Venue</b>	COMMITTEE ROOM 4 - COUNTY HALL
<b>Membership</b>	Councillor Merry (Chair) Councillors Bowden, Davies, Hinchey, Jenkins, Lent, Lister, Molik and Weaver

### 1 **Apologies for Absence**

To receive apologies for absence.

### 2 **Declarations of Interest**

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

### 3 **Minutes** (*Pages 3 - 6*)

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

### 4 **Looked After Children Inclusion at St Teilo's Church in Wales High School**

Ian Lloyns, Deputy Headteacher of St Teilo's will provide a presentation.

### 5 **Child Practice Review**

Alys Jones (Operational Manager, Safeguarding) will be in attendance to provide a presentation

### 6 **Education Update - Provisional 2018 Results** (*Pages 7 - 8*)

Gillian James (Senior Achievement Leader, Closing the Gaps) will be in attendance to answer Members' questions in relation to the provisional 2018 results.

By receiving this Agenda Pack electronically you have saved the Authority approx. £3.25 in printing costs

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

**7 Review of Terms of Reference and Meeting Frequency** *(Pages 9 - 24)*

The Committee to consider whether it wishes to review the current Terms of Reference.

**8 Member Work Stream Updates** *(Pages 25 - 26)*

Members to provide an update on their own Work Streams.

**9 Member Visit Updates** *(Pages 27 - 28)*

**10 Briefing Reports**

The reports are provided for information purposes, officers will be in attendance to answer any questions Members may have in relation to the reports.

**Items 10c and 10d are exempt from publication as they contain exempt information of the description contained in paragraph 12 of Part 4 and paragraph 21 of Part 5 of Schedule 12A Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of these items.**

**10a** Quarter 1 Performance Report Presentation *(Pages 29 - 48)*

**10b** Quarter 1 Complaints and Compliments Report *(Pages 49 - 56)*

**10c** Crosslands Regulation 32 Reports *(Pages 57 - 82)*

**10d** Ty Storrie Regulation 32 Reports *(Pages 83 - 114)*

**11 Annual Report 2017/18**

**12 Urgent Items (if any)**

**13 Date of next meeting**

The date of the next meeting of the Corporate Parenting Advisory Committee is on Tuesday 29 January 2019 at 2.00 pm.

**Davina Fiore**

**Director Governance & Legal Services**

Date: Wednesday, 10 October 2018

Contact: Mandy Farnham,

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

## CORPORATE PARENTING ADVISORY COMMITTEE

18 SEPTEMBER 2018

Present: Councillor Merry(Chairperson)  
Councillors Bowden, Davies, Hinchey, Lent, Lister, Molik and Weaver

## 121 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Sureen Kutubi (Advisor) and Councillor Hinchey had advised that he would be late.

## 122 : DECLARATIONS OF INTEREST

No declarations of interest were received.

## 123 : MINUTES

The minutes of the meeting of the Committee on 17 July were agreed subject to one amendment, which is appears in italics and bold within the minutes, minute 4 bullet point 4 has been deleted and replaced with *Members will note the increased funding allocated into the current 2018-19 Social Services budget of £7.2m to help with the increased demand for services to vulnerable people. The majority of this extra funding (£5.6m or 11.8% increase) was specifically allocated to Children Services to assist with the significant rise in the number of LAC being seen across Wales and throughout the UK.*

They were signed by the Chairperson.

## 124 : BRIGHT SPOTS - YOUR LIFE YOUR CARE FINDINGS AND NEXT STEPS

The Chairperson welcomed Debbie Martin-Jones (Operational Manager, Specialist Services), Jane Jansen (Team Manager and Principal Social Worker), Steve Jenkins (Principle Social Worker), Lisa Kenniford (Team Manager, Looked After Children 14 plus team), Kayleigh Knox (Principle Social Worker) and Cara Birch (Principal Social Worker, Looked After Children 0-14 team) to the meeting to present the response to the 'Bright Spots' Survey 2018 provided by way of [presentation](#).

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

- Members referred to the survey findings - girls have lower well-being and suffer more bullying than boys, and noted that this related to young people generally and not only to looked after children. It was important that the individual needs of the young person are considered, within the team there are some very strong female role models who lead by example and are capable of offering very real support. It is also important to develop an understanding of what form the bullying takes, for example why they feel bullied, and how that bullying is manifested.

- Members expressed concerned in relation to the number of placement changes and were advised that changes are not always to the detriment of the young person; there are those that start in some form of secure accommodation, move to a children's home and thereafter to a foster placement. They are positive changes.
- Members noted 22% of young people indicated that they had had three or more social workers in the previous year. Members were advised that whilst there is high moral within the Looked After Service there are still difficulties with the recruitment and retention of social workers. Information is being considered as a result of exit interviews to try and understand why social workers are leaving and putting in place mechanisms to increase the retention of staff.

Members were advised that 38 new posts have been created within the service, however, it is accepted that the case load of a social worker is far higher than it should be. Currently the case load for social workers is 18, however, it is 28 within the looked after children service. The recommendation provided by Lord Laming is 15.

- Members were saddened by the information provided about second chances, and were advised that staff do offer chance after chance. However, it is accepted there are still areas for improvement, particularly within schools.
- Members asked what more they, as Members of the Committee and Elected Members, could do to help support looked after children. Officers advised that more appropriate foster placements were needed so as to provide as normal a life as possible, a better range of accommodation provision and more Social Workers as there has been an increase of just over 300 in looked after children numbers in the last 3 years. Councillor Hinchey to provide Members with an update on behalf of the Cabinet in relation to resource provision.
- Members discussed the well-being of 8-11 year olds, in particular the reference to a child not having friends and the support that needs to be provided. It is important that there is an acknowledgement that the child does have concerns and that there is support is given to make a network of friends, for example groups, brownies or guides.
- Members noted the figures provided by children and young people requiring further information as to why they were in care. It is accepted that greater effort needs to be made in communicating with younger children; Social Workers have to have very difficult conversations with young people, it may be that a decision is made not to explain straight away for a variety of reasons. There is now

a psychologist within the team who provides assistance to Social Workers to be able to have, and help through, those difficult conversations.

- Members were advised that the whole Your Life, Your Care Survey is to be published and Cardiff have agreed to be named within that survey. Members stated that a further Your Life, Your Care survey should be conducted in 2 years.
- Members discussed the need for an event to be held to talk to young people about their responses to the survey, the recommendations and also the implementation of those recommendations.

125 : URGENT ITEMS (IF ANY)

There were no urgent items.

126 : DATE OF NEXT MEETING - TUESDAY 16 OCTOBER 2018 AT 2.00 PM

The meeting terminated at 3.00 pm

This page is intentionally left blank

	Cardiff Corporate Parent 2016	Cardiff Corporate Parent 2017	Cardiff Corporate Parent 2018	Direction of Travel	CLA In Cardiff Schools 2016	CLA In Cardiff Schools 2017	CLA In Cardiff Schools 2018	Direction of Travel	Wales CIN Census 2016	Wales CIN Census 2017	Cardiff All Pupils 2018
<b>Foundation Phase Outcome Indicator</b>	71.4% (15 out of 21 pupils)	53.8% (14 out of 26 pupils)	69.4% (25 out of 36 pupils)	2018 FP outcomes not comparable to previous years	84.6% (11 out of 13 pupils)	68.8% (11 out of 16 pupils)	75.0% (18 out of 24 pupils)	2018 FP outcomes not comparable to previous years	64%	61%	85.2%
<b>Key Stage 2 Core Subject Indicator</b>	70.4% (19 out of 27 pupils)	76.7% (23 out of 30 pupils)	84.2% (32 out of 38 pupils)	↑	68.4% (17 out of 19 pupils)	80.9% (17 out of 21 pupils)	91.2% (31 out of 34 pupils)	↑	66%	69%	90.2%
<b>Key Stage 3 Core Subject Indicator</b>	57.1% (20 out of 35 pupils)	52.9% (27 out of 51 pupils)	70.7% (29 out of 41 pupils)	↑	50% (8 out of 16 pupils)	73.3% (22 out of 30 pupils)	71.9% (23 out of 32 pupils)	↓	57%	60%	87.3%
<b>Key Stage 4 Level 2+ Threshold</b>	15.2% (7 out of 46 pupils)	0% (cohort 53 pupils)	14.3% (7out of 49 pupils)	↑	12.5% (4 out of 32 pupils)	0% (cohort 19 pupils)	25.0% (6 out of 24 pupils)	↑	23%	12%	60.3%

### Key Stage 4 – Looked After Children

% of pupils achieving the	2016/17 53 in cohort	2017/18 49 in cohort
Level 2+ threshold	0% (0)	14.3% (7)
Level 2 threshold	11% (6)	22.4% (10)
Level 1 threshold	36% (18)	63.3% (31)

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**



**CORPORATE PARENTING  
ADVISORY COMMITTEE:**

**16 OCTOBER 2018**

**REPORT OF DIRECTOR OF GOVERNANCE & LEGAL SERVICES &  
MONITORING OFFICER**

**REVIEW OF TERMS OF REFERENCE & MEETING TIMES**

**Reason for this Report**

1. To provide the Committee with the opportunity to consider whether they wish to review the Committee's Terms of Reference adopted by Council 24 July 2014 to ensure they are fit for purpose.
2. To respond to matters raised at the meeting of the Committee 17 July 2018 on frequency of meetings.
3. To be notified of the outcome of the Democratic Services Committee 1 October 2018 consideration of Elected Member Role Description.

**Background**

4. The Children and Young People Scrutiny Committee and the former Corporate Parenting Panel in the spring 2014 undertook a joint inquiry to review the role and status of the Corporate Parenting Panel ("the Joint Inquiry" or "the Inquiry").
5. The Constitution Committee is responsible for reviewing the Council's Constitution including the establishment of Committees; their Terms of Reference and number of Members and recommend any changes to Council.
6. The Constitution Committee also makes recommendations to Council on the frequency of meetings.
7. The Democratic Services Committee makes recommendations on support to Elected Members, and reports to Council annually.

**Issues**

Terms of Reference

8. The Council on 24 July 2014, approved the following recommendations of the Constitution Committee 11 June 2014: -
  1. *the establishment of a Corporate Parenting Advisory Committee (pursuant to section 102(4) of the Local Government Act 1972), to replace the current Corporate Parenting Panel;*

2. *the terms of reference of the Corporate Parenting Advisory Committee as follows:*

- 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.*

3. *approved the recommendations in respect of membership of the Corporate Parenting Advisory Committee as follows: -*

*Total number of seats for elected Members to be 9, allocated on a politically proportionate basis (but excluding any members of the Children and Young People's Scrutiny Committee), as follows:*

- 3 Cabinet Members, to include the Deputy Leader (as Chair of the Committee), the Cabinet Member for Children's Services and the Cabinet Member for Education
- 3 backbench Labour Group Members
- 2 Liberal Democrat Group Members
- 1 Conservative Group Member
- 1 Independent Member (depending on other group nominations)

9. The Council at its meeting in March 2017, added the following training requirement to the Committee's terms of reference:

(n) All Members of the Committee will be required to undertake relevant<sup>1</sup> training to enable them to properly discharge their duties.

<sup>1</sup> *Relevant Training* relates to Essential Induction and ongoing learning for Elected Members who sit on this Committee to ensure they have an understanding of the duties of the Committee. This was agreed by Democratic Services Committee.

10. The Committee is invited to consider the current Terms of Reference (as set out in paragraphs 8.2 and 9 above) and whether they meet the needs of the Committee currently and going forward, and how it would wish to proceed with a review.
11. **Appendix A** is a summary of the terms of reference from the Corporate Parenting Committees of Core Cities. It should be noted that different authorities may adopt different types of committee structures to undertake their corporate parenting functions and the terms of reference adopted will reflect this. An advisory committee (set up under the provisions of section 102(4) of the Local Government Act 1972) may only advise or make recommendations to Cabinet or full Council in relation matters within its remit.
12. The next meeting of the Corporate Parenting Advisory Committee is scheduled for 29 January 2019.

### Scheduling of Meetings

13. The Constitution Committee on 15 January 2015 concluded its review of the frequency of meetings of Council and Committees in response to concerns raised in the Elected Member Survey around increasing time pressures and challenges and the diverse role of Elected Members in supporting their communities, attending meetings and undertaking learning and development.
14. Elected Members were committed to ensuring that the governance of the Council was conducted efficiently and effectively and this includes the work of its Committees & Task and Finish Groups.
15. The Constitution Committee's recommendations did not have direct financial implications for service areas, however it was reported that any proposal to change the frequency of meetings would require a review of resources.

16. The Corporate Parenting Advisory Committee was programmed to meet each quarter (i.e. 4 meetings a year), rather than previous bi-monthly meetings (i.e. 6 meetings a year).

#### Elected Member Role Descriptions

17. The Democratic Services Committee at its meeting 1 October 2018, considered a report on Elected Member Role Descriptions and the suite of model Role Descriptions developed by the Wales Local Government Association (WLGA) and adopted by this Council in December 2013.
18. The Democratic Services Committee was of a view that some Role Descriptions could be updated to include specific references to the requirements of Cardiff Council and also to reflect the Cardiff Undertaking signed by all Elected Members annually which was updated in 2016 to include reference to Elected Members responsibilities as Corporate Parents and for Safeguarding matters.
19. The Democratic Services Committee resolved to set up a Working Group of 3 to 4 Members to review the Role Descriptions and also to develop a role description for the Chair and Members of the Corporate Parenting Advisory Committee which wasn't included in the suite of model Role Descriptions.
20. The Democratic Services Committee agreed to liaise with the Corporate Parenting Advisory Committee on the draft model Role Description to ensure it meets the requirements of the Committee and its terms of reference.
21. It is proposed that a Democratic Services Committee Member Group be established to include Members of the their Committee and these be invited to a meeting in early November.
22. It is noted that the next meeting of this Corporate Parenting Committee is 29 January 2019.

#### Legal Implications

23. The Corporate Parenting Advisory Committee is empowered to advise or make recommendations to the Cabinet and or the Council on any matter relating to the discharge of its functions, as set out in its approved terms of reference (pursuant to s.102(4) of the Local Government Act 1972).
24. Any changes which the Committee may wish to make to its approved terms of reference or membership arrangements should be recommended to full Council for approval.
25. There are no direct legal implications arising from the recommendations of the report.

## **Financial Implications**

26. There are no financial implications directly arising from this report. In the implementation of any proposed changes to the Committee the financial costs will need to be identified and found from within existing financial resources.

## **RECOMMENDATIONS**

The Committee is requested to:

1. confirm whether it wishes to review the Terms of Reference of the Corporate Parenting Advisory Committee;
2. subject to (1.) above, agree how the Committee will undertake the review of its Terms of Reference;
3. note that the final terms of reference will need to be agreed by the Committee prior to submission to Full Council for ratification;
4. note and consider the frequency of meetings which are covered within existing within the Children's Services and Democratic Services resources;
5. note that the Democratic Services Committee is undertaking a review of Elected Role Descriptions to include developing a Role Description for both the Chair and Members of the Corporate Parenting Advisory Committee

## **DAVINA FIORE**

**Director of Governance and Legal Services**

08/10/18

## **Appendices**

Appendix A Terms of Reference of Corporate Parenting Committees in Core Cities

### **Background papers**

Draft minutes of Democratic Services Committee 1 October 2018

Minutes of the Constitution Committee on 15 January 2015

Constitution Committee report 'Role and Status of Corporate Parenting', 11 June 2014

Minutes of the Constitution Committee on 11 June 2014

Joint Report of the Children and Young People Scrutiny Committee and the Corporate Parenting Panel, 'A Review of the Status and Roles of Corporate Parenting in Cardiff Council', May 2014

Minutes of the Constitution Committee on 19 March 2014

Minutes of Ordinary Council 19 December 2013

This page is intentionally left blank

## DATA FROM CORE CITIES – CORPORATE PARENTING COMMITTEES &amp; TERMS OF REFERENCE

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
<p><a href="#">Bristol</a> Corporate Parenting Panel Chaired by Cabinet Member Children and Young People <a href="#">Corporate Parenting Strategy</a></p>	<p>Established in 2007 the Corporate Parenting Panel operates as a Panel of Full Council to ensure that the Council effectively discharges its role as corporate parent of children in care and care leavers. It meets five times each year and is an effective cross party working group of elected members, senior officers, partner agencies and children in care, care leavers and foster carer representatives.</p> <p>The Panel undertakes its work by championing children in care and care leavers across the council and evaluating how well the corporate parenting responsibility is discharged. It will act to hold all parts of the City Council to account for the delivery of improved outcomes in every area of a child or young person's life by:</p> <ul style="list-style-type: none"> <li>• Overseeing the implementation of the Corporate Parenting Strategy and the development of integrated services for children in care and care leavers</li> <li>• Progressing the implementation of national and local policy for children in care and care leavers, including maintaining a focus on prevention and services supporting children in their birth families and particularly those on children on the edge of care.</li> </ul>	A Panel reporting to Full Council	<i>Not available</i>

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
	<ul style="list-style-type: none"> <li>• Scrutinising performance reports on the City Council and partners' key performance indicators for children in care and care leavers, taking action where necessary to drive improvement.</li> <li>• Producing the Annual Corporate Parenting Report to Full Council, including an analysis of city council and partner's performance in respect of corporate parenting and developing an action plan for the following year.</li> <li>• Taking lead responsibility for ensuring effective participation arrangements for children in care and care leavers in City Council and partnership work.</li> <li>• Considering regular reports on the way in which the Local Authority discharges its parental responsibility in practice through residential, family placement, adoption and case holding services provided or procured by the Local Authority.</li> <li>• Taking an active role in ensuring effective quality assurance arrangements are in place for children in care and care leaver services, including a robust representation, compliments, complaints and independent reviewing arrangements.</li> <li>• Identifying specific areas for exploration in order to engage in areas of specific interest and improvement.</li> </ul>		

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
<p>Birmingham City Council  <a href="#">Birmingham Children's Trust</a> –            Corporate Parenting Panel – run under contract by the Birmingham Children's Trust on behalf of the Council</p>	<p>The Corporate Parenting Board is a strategic board which meets every three months. The board considers issues for children and young people in Care and champions how these issues can be addressed. It oversees the Corporate Parenting Strategy to ensure the responsibilities are fulfilled through delivery of services and the achievement of outcomes for children and young people.</p> <p>The CPB reports to the Quartet, Scrutiny Committee and the Children &amp; Young People's Scrutiny Group.</p> <p>The CPB receives an overview of how services are working with Children in Care through reports from the CP Working Group. Task and finish groups will work on specific themes and report to the CP Working group.</p> <p>The views of children and young people are represented by CiCC presentation to the Board and young people as board members; participate in decisions about their care and the shaping and delivery of future services and to report on this progress</p> <p>The role of the CP Board will involve:</p> <ul style="list-style-type: none"> <li>Meeting and talking to children in care and young people on a regular basis to inform the work of the Board.</li> </ul>	<p>Reports to the Quartet, Scrutiny Committee and the Children &amp; Young People's Scrutiny Group.</p>	<p>Quarterly meetings</p>

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
	<ul style="list-style-type: none"> <li>• Ensuring the corporate parenting role is understood by all elected Members, officers working in the Council and in partner agencies.</li> <li>• Monitoring and oversee plans, strategies or policies for children in care, young people and care leavers to ensure performance is maintained.</li> <li>• Monitoring and implementing the Corporate Parenting Strategy.</li> <li>• Reviewing Children in Care data set, identifying issues, then driving and monitoring how these are addressed.</li> <li>• Deciding where focused work is required and communicating this to the Corporate Parenting Board via the Corporate Parenting Business Manager.</li> <li>• Provide support by attending events, such as celebration events for children and carers, achievement events, foster carers and adopter recruitment events, Children in Care Council meetings and Birmingham Association for Foster Care meetings.</li> </ul>		
<p>Glasgow City Council  <a href="#">Glasgow City Health and Social Care Partnership</a> – City Council’s            Champion’s Board &amp; Young Persons            Champion’s Board (2 Boards)</p>	<p>Champions’ Board meets to receive reports from the senior managers on arrangements for planning, monitoring and evaluating the work of all departments in fulfilling the council’s corporate parenting responsibilities and the council’s progress in improving the outcomes for all of Glasgow’s children and young people. The Council Champions Board also supports elected members in fulfilling their responsibilities to looked after children.</p>	<p><i>Not specified</i></p>	<p>6 meetings a year</p>

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
	<p>Young person's Champions' Board – the aim of the Board will be empowering and supporting young people to help create a strong platform for their voices, one they are proud to be part of. Young people will feel confident, included and valued through connected links with local corporate parents and other partners to make change happen.</p>		
<p>Liverpool City Council  <a href="#">The Children &amp; Families' Trust</a></p>	<p>The purpose of the Children &amp; Families' Trust is a partnership leadership forum that provides strategic direction, oversight and accountability for collaborative ways of working in support of children and families in Liverpool.</p> <p>The guiding principles for the Children &amp; Families' Trust are:</p> <ul style="list-style-type: none"> <li>• How, working as a partnership, we make things better for children and their families</li> <li>• How, working as a partnership, we add value to the work of our home organisations.</li> </ul> <p>The role of the Children &amp; Families' Trust will be:</p> <ul style="list-style-type: none"> <li>• To demonstrate collective leadership and determine the <b>priorities, ambition and outcomes</b> for the partnership work programme;</li> <li>• To promote <b>effective communications</b> and consultation with children and their families, within respective organisations, with external partners and providers;</li> </ul>	<p><i>Not specified</i></p>	<p><i>Not available</i></p>

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
	<ul style="list-style-type: none"> <li>• To ensure <b>accountability</b> for the work programme and the resources assigned to it, championing delivery of the agreed outcomes and ensuring any barriers to progress are highlighted and addressed and that <b>evidence of impact</b> is robust;</li> <li>• To provide strategic guidance on organisational priorities and issues of national and local policy;</li> <li>• To make <b>recommendations</b> regarding future service design, development and procurement based on the evidence and learning from the work programme;</li> <li>• To promote the joint <b>commissioning</b> of integrated service delivery in support of improving children and family outcomes;</li> <li>• To sponsor an <b>action learning</b> approach to the work programme, ensuring that learning and evidence is fed into the JSNA and strategic intelligence documents and used in the future design and development of public services.</li> </ul>		
Newcastle City Council <a href="#">Corporate Parenting Advisory Committee</a>	<ol style="list-style-type: none"> <li>1. To develop a cadre of councillors with the knowledge and expertise in issues relating to Looked After Children</li> <li>2. To advocate the interests of Looked After Children within the Council</li> <li>3. To monitor the work of the Council and other related agencies in contributing towards positive outcomes for Looked After Children</li> <li>4. To provide advice to decision makers in relation to Looked After Children issues.</li> </ol>	(a) Cabinet (b) the Children and Young People's Scrutiny Panel (c) the Council (d) Children and Young people Looked After by the Council	6 meetings a year

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year
	<p>5. To provide formal comments on all proposals and to be consulted about all policy decisions affecting Looked After Children.</p> <p>6. To promote involvement by all councillors in the corporate parenting role</p> <p>7. To consult with and listen to Looked after Children and to respond to their views and to take into account the issues they raise when acting on their behalf.</p> <p>8. To establish links with similar bodies in other Local Authorities to benchmark good practice.</p> <p>9. To ensure that the Council, as the corporate parent meets the diverse needs of Looked After Children.</p> <p>10. To develop and implement an annual work programme which will include:-</p> <ul style="list-style-type: none"> <li>• Participation where possible in the programme of member visits to children’s homes and other similar programmes;</li> <li>• Consideration of the reports of the councillors who undertake such visits;</li> <li>• Consideration of the regular reports on Children in Need reports prepared for the Children and Young People Scrutiny Panel;</li> <li>• Consideration of regular reports on the interests of children looked after including those produced through Viewpoint;</li> <li>• Discussion of matters of concern with officers, foster carers and others as considered appropriate by the Group;</li> </ul>		

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year								
	<ul style="list-style-type: none"> <li>• Discussion of matters of interest with Looked After Children</li> <li>11. To make annual reports regarding the Group's activities and annual work programme to               <ol style="list-style-type: none"> <li>(a) Cabinet</li> <li>(b) the Children and Young People's Scrutiny Panel</li> <li>(c) the Council</li> <li>(d) Children and Young people Looked After by the Council.</li> </ol> </li> </ul>										
Nottingham City Council <a href="#">Corporate Parenting Board</a>	<p><b>Corporate Parenting Board</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 5%; text-align: center; vertical-align: middle;">(a)</td> <td>To secure councillor and cross-departmental involvement and commitment throughout the Council to deliver better outcomes for children in our care;</td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">(b)</td> <td>to ensure that Nottingham City Council enables children in its care to:               <ul style="list-style-type: none"> <li>• have safe and stable care;</li> <li>• be well looked after;</li> <li>• be prepared for adult life;</li> <li>• to grow into emotionally balanced and resilient young people;</li> </ul> </td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">(c)</td> <td>to raise the profile of looked after children and their carers, and act as champions for the needs and rights of looked after children in the Council's various service areas, political groups and settings;</td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">(d)</td> <td>to invite people other than City Councillors and officers to attend meetings of the</td> </tr> </tbody> </table>	(a)	To secure councillor and cross-departmental involvement and commitment throughout the Council to deliver better outcomes for children in our care;	(b)	to ensure that Nottingham City Council enables children in its care to: <ul style="list-style-type: none"> <li>• have safe and stable care;</li> <li>• be well looked after;</li> <li>• be prepared for adult life;</li> <li>• to grow into emotionally balanced and resilient young people;</li> </ul>	(c)	to raise the profile of looked after children and their carers, and act as champions for the needs and rights of looked after children in the Council's various service areas, political groups and settings;	(d)	to invite people other than City Councillors and officers to attend meetings of the	Committee of Cabinet	6 times a year
(a)	To secure councillor and cross-departmental involvement and commitment throughout the Council to deliver better outcomes for children in our care;										
(b)	to ensure that Nottingham City Council enables children in its care to: <ul style="list-style-type: none"> <li>• have safe and stable care;</li> <li>• be well looked after;</li> <li>• be prepared for adult life;</li> <li>• to grow into emotionally balanced and resilient young people;</li> </ul>										
(c)	to raise the profile of looked after children and their carers, and act as champions for the needs and rights of looked after children in the Council's various service areas, political groups and settings;										
(d)	to invite people other than City Councillors and officers to attend meetings of the										

Council	Terms of Reference		Reporting	Number of meetings in a Municipal Year
		Board, on a regular or occasional basis, to act in an advisory role and to feed in the views of children and young people in care;		
	(e)	to make a commitment to prioritising the needs of looked after children and their carers;		
	(f)	to report regularly to the Children's Partnership Board (acting as the Children's Trust) on matters relating to partnership;		
	(g)	to report annually to full Council on progress and to consider matters referred to it by full Council and the Executive Board.		
	(h)	to make recommendations through the Executive Board on potential strategic change required within the Council to embed this agenda;		
	(i)	to have the ambition to raise the standards of core services to looked after children;		
	(j)	to promote achievement and help build aspirations;		
	(k)	to listen to the views of looked after children and young people and their carers and to involve them in the development and assessment of services;		
	(l)	to encourage looked after children to become active citizens;		
	(m)	to monitor the Council's provision for looked after children;		
	(n)	to oversee the provision of work placements and apprenticeships for looked after children by the City Council;		

Council	Terms of Reference	Reporting	Number of meetings in a Municipal Year		
	<table border="1" data-bbox="786 268 1543 344"> <tr> <td data-bbox="786 268 875 344">(o)</td> <td data-bbox="875 268 1543 344">to identify best practice in other Councils, and to import these ideas as appropriate.</td> </tr> </table> <p data-bbox="786 344 1543 564">The Corporate Parenting has 10 members, and is politically balanced. The membership will include the Portfolio Holder with a remit covering Children or Early Years.</p>	(o)	to identify best practice in other Councils, and to import these ideas as appropriate.		
(o)	to identify best practice in other Councils, and to import these ideas as appropriate.				
<a href="#">Sheffield City Council</a>	<i>Information to be shared at the meeting.</i>				

## Progress report on Work Programme for CPAC

Since the last meeting of the CPAC I have been concentrating on finding out more about the Council's role in supporting the young people in its care. I have been given the area of education as my work stream for the committee.

To date :

1. I have visited the Crosslands Home for Children with Debbie M-J & found the visit very insightful.
2. I have met with Debbie M-J & Irfan Alam.
3. I have met with Gill James to discuss the issues which affect the outcomes in education of our young people in care; and what we could do to improve them. I was pleased to hear that work is in progress to make provision for girls that is similar to that at Greenhill School & that it will be brought into County. We looked at the data on the performance of CLAC 2016/17 & discussed the difference in achievement between those young people being educated within County, and those Out of County; the latter performing significantly less well. Looking at the KS4 results revealed the percentage of young people with SEN was very high, needs were complex, and results needed to be set within context. I am looking forward to seeing the 2017/18 results and analysis however, I feel it's important that we focus our attention on establishing baselines & the progress from them.
4. I have met with Sarah Woelk & been given an introduction to the work of her team. I was struck by the vast range of cases that her team has to deal with. I have visited with SW the SWAN centre & had a cursory visit to Ty Storrie.
5. I sent Cllr Merry an article about what another LA was doing in association with its local universities in terms of mentoring, and providing summer schools to enable young people in care to 'catch up' with their peers in mainstream education. Cllr Merry has asked the Director of Education to investigate whether we could organise something similar – we have the opportunity to work with all 3 universities in Cardiff & I would be keen to see this happen. I need to follow up on progress with this.
6. I am planning to meet with the Lead within the CSC Consortium, Siriol Burford. This will be organised by Gill James for me. The issue of governors, (including Chairs of Governors) not attending training on CLA is a concern & I have suggested that it is made a Mandatory Training Course for all Governors. There is the opportunity to undertake training in CLA from Level 1-3. I shall investigate doing this training as well. I shall be undertaking a visit with Cllr Merry to St Teilo's & Rumney Primary School to look at the good practice in supporting CLA after half term.
7. I am hoping to arrange a meeting with Ameila Trust Farm to see for myself the work that they are doing with young people who are not engaging well with

Education, some of whom are CLA. I am hoping that Cllr Merry will be able to join me on this visit.

8. I am planning to meet Cllr Lee Bridgeman to talk about the role of the consortium, and what improvements can be made to ensure that CLA are being given greater attention in terms of progress & attainment. I will also enquire about why the T&F for the Out of County Report did not interview anyone from the Achievement team in Education.
9. I have raised concerns about the issue of some School Breakfast Clubs in Cardiff not operating a comprehensive eligibility criteria, and which could adversely affect CLA.
10. I have written to David Melding about the issue of inequality between those young people leaving residential care at 18 & those in foster care being able to remain until they are 21. I have received a copy of the report from Cognition that was published in April 2018 & some very useful background & timescales from David Melding's office. Further work will be commissioned in the autumn to develop options for working with residential providers on new models of follow-on support. This work will be completed by April 2019. Consideration will then be given to how best to support implementation of those options.
11. I am in the process of arranging a meeting with Kate Hustler to get some understanding of the work that is being done with CLA who are in the justice system, & what impact this has on their education. According to the Terms of Reference for CPAC we should be receiving regular reports on this aspect of CLA. Cllr Lister will be joining me for this meeting as it crosses over into his own Work Programme.
12. On behalf of CPAC, I did raise the issue at Democratic Services Committee of the absence of a Role Description for the Chair of CPAG & that of Member for CPAC. All other Role Descriptions for other roles had been included & I felt that in view of the Council's commitment to being a child friendly city that CPAC, on behalf of corporate parents & its commitment to CLA, should be among them. Cllr Merry is in agreement with my view on this.

Fenella Bowden  
6 October 2018



**Report of Director or Elected Member Visit to Front-line Service within Children's Services (VCI Recommendation 41)**

<b>Matters to be considered</b>	<b>Visit details and outcomes</b>	<b>Additional Comments including any follow up action required or taken</b>
<b>Individual(s) visiting setting</b>	Fenella Bowden	Visit as a Member of CPAC with SW.
<b>Author of report</b>	Fenella Bowden	
<b>Date of Visit</b>	13.8.18	
<b>Date of Report</b>	13.8.18	
<b>Date reported to CPAC</b>		
<b>Setting Visited</b>	Swan Centre. Cowbridge Rd West	
<b>General description of visit – e.g. number of staff (approx) involved in meeting visitor; number spoken to and engaged in discussion; whether the visit involved service users and/or carers</b>	I met with SW of CCC & the manager of Swan Centre. I was given a detailed explanation of the work of the Swan Centre & a tour of the building (as far as was possible). I did not engage with service users as this would have been inappropriate but briefly met one of the Foster Carers with a small child.	I was very taken with the brightness of the building, and the careful attention to the décor & furnishing. The environment felt relaxed but was clearly very well organised, & security was evident, given the number of visits that take place each day. 40 were due on the day of my visit. I was able to ask a lot of questions of both SW & the Manager about how the visits were organised, observed, and the detailed records of the visits.
<b>Positive messages gathered from visit</b>	I was impressed by the way in which staff respond to the needs of the child & the parents. They are mindful of the need to treat each case individually & make every effort to provide the stimulus or activity appropriate to the age of the child. This is a very challenging area in which to work & I was glad that our yp	As mentioned above, the attention to detail is a key priority at the Centre. I was taken by the range of activities that the children have at their disposal & recognised the skills that the staff have to enable them to understand the varied, & sometimes complex, needs of families. I found it reassuring that staff knew these children by name & could use their historical knowledge of the child to good advantage.

	had a facility such as this.	
<b>Concerning messages gathered from visit</b>	None.	
<b>Were there any safeguarding concerns and if so what were they?</b>	None that I could detect.	
<b>Were there any concerns regarding the level of service being provided and if so what?</b>	None	
<b>Were there any other concerns?</b>	None	

Copy to team, establishment, manager, worker, etc

Date: 13.8.18

Visitors Position and Signature



Councillor Fenella Bowden

Date Sent to Manager of Setting:



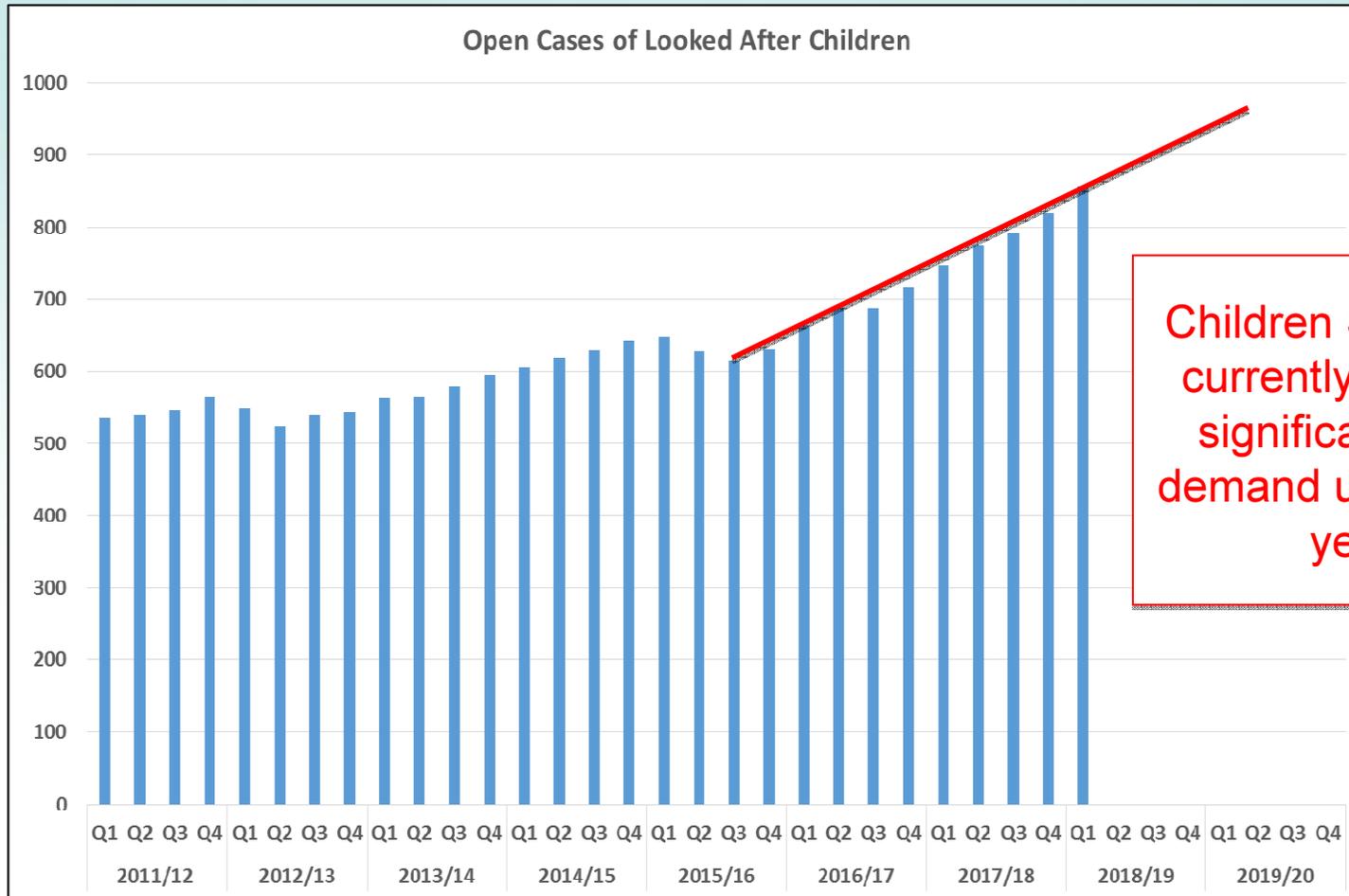
# Children Services Q1 Performance



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



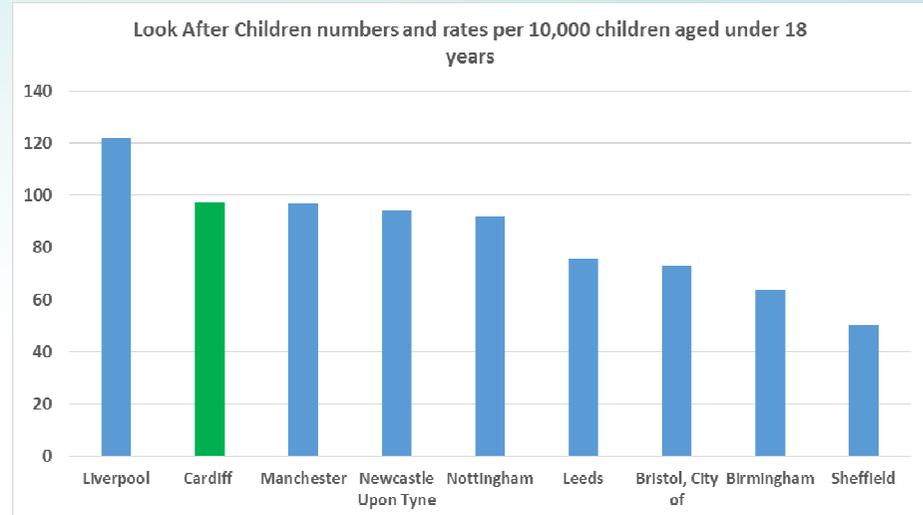
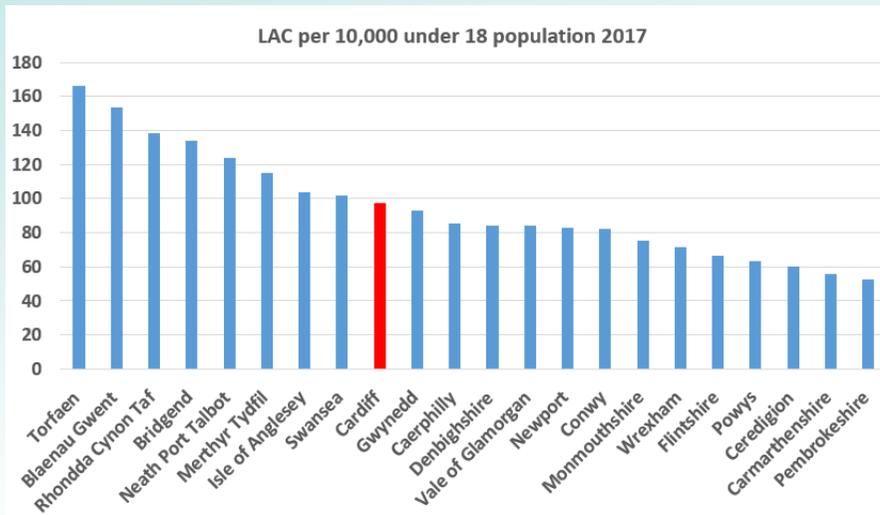
# Children Services : Demand and cost pressures



Children Services is currently receiving significant rise in demand up 29% in 2 years



# How do we compare?



Cardiff is NOT an outlier in terms of the proportion of Looked After Children



# How does this compare?

	numbers and rates per 10,000 children aged under 18 years					4 year change
	rates <sup>4</sup>					
	2013	2014	2015	2016	2017	
<b>Wales</b>	91	91	89	90	95	4%
Torfaen	153	152	150	142	166	9%
Blaenau Gwent	96	102	98	139	154	60%
Rhondda Cynon Taf	124	130	124	125	138	11%
Bridgend	134	142	135	131	134	0%
Neath Port Talbot	176	168	156	135	124	-29%
Merthyr Tydfil	145	140	131	113	115	-21%
Isle of Anglesey	59	57	65	80	104	77%
Swansea	125	114	109	108	102	-19%
Cardiff	78	84	89	88	97	25%
Gwynedd	85	78	81	88	93	10%
Caerphilly	77	71	70	72	85	10%
Denbighshire	83	84	83	89	84	1%
Vale of Glamorgan	66	68	69	72	84	26%
Newport	84	86	86	88	83	-1%
Conwy	74	75	72	78	82	11%
Monmouthshire	55	56	60	73	75	38%
Wrexham	67	71	60	67	72	8%
Flintshire	61	66	68	65	66	9%
Powys	59	59	54	60	63	7%
Ceredigion	59	61	62	63	60	2%
Carmarthenshire	71	66	64	58	56	-22%
Pembrokeshire	59	50	47	52	52	-11%

	numbers and rates per 10,000 children aged under 18 years					4 year change
	rates <sup>4</sup>					
	2013	2014	2015	2016	2017	
Liverpool	106	111	110	114	122	15%
Cardiff	78	84	89	88	97	25%
Manchester	117	122	114	107	97	-17%
Newcastle Upon Tyne	100	100	89	88	94	-6%
Nottingham	90	91	89	90	92	2%
Leeds	88	86	78	76	76	-14%
Bristol, City of	80	77	76	73	73	-9%
Birmingham	68	64	70	64	64	-6%
Sheffield	47	47	46	46	50	6%

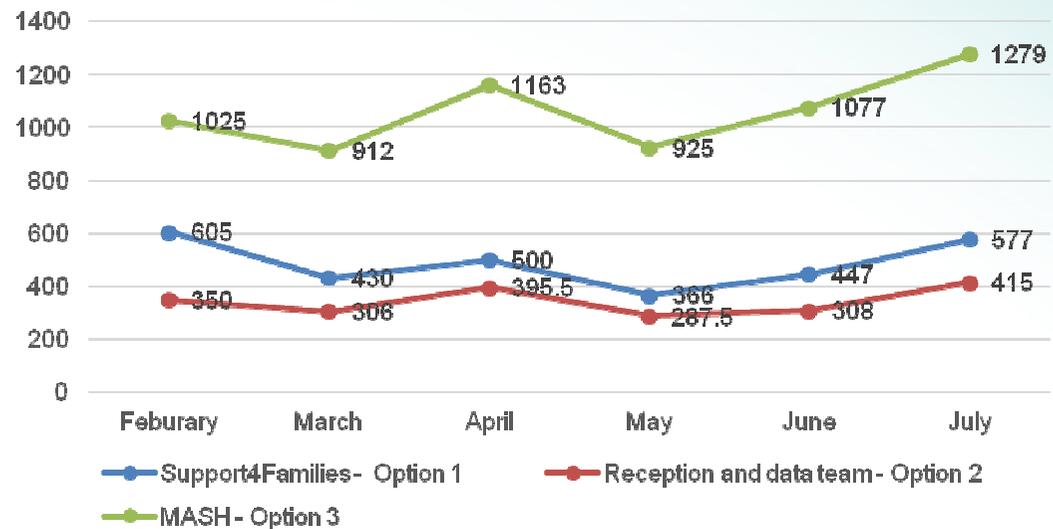


# MASH Divert Phone Number Analysis - Monthly

- MASH Divert Phone Number introduced in December 2017 (\*data from w/c 29<sup>th</sup> Jan – w/c 30<sup>th</sup> July 2018)
- Total volume of calls through the MASH divert line during this period:

MASH Divert Number

Month	Support 4 Families - Option 1	Reception and data team - Option 2	MASH - Option 3	Total (per month)
February	605	350	1025	<b>1980</b>
March	430	306	912	<b>1648</b>
April	500	395.5	1163	<b>2058.5</b>
May	366	287.5	925	<b>1578.5</b>
June	447	308	1077	<b>1832</b>
July	577	415	1279	<b>2271</b>
<b>Total</b>	<b>2925</b>	<b>2062</b>	<b>6381</b>	<b>11368</b>



Note – February incl. w/c 29<sup>th</sup> Jan 2018

\*data for December and January does not exist



# MASH Data

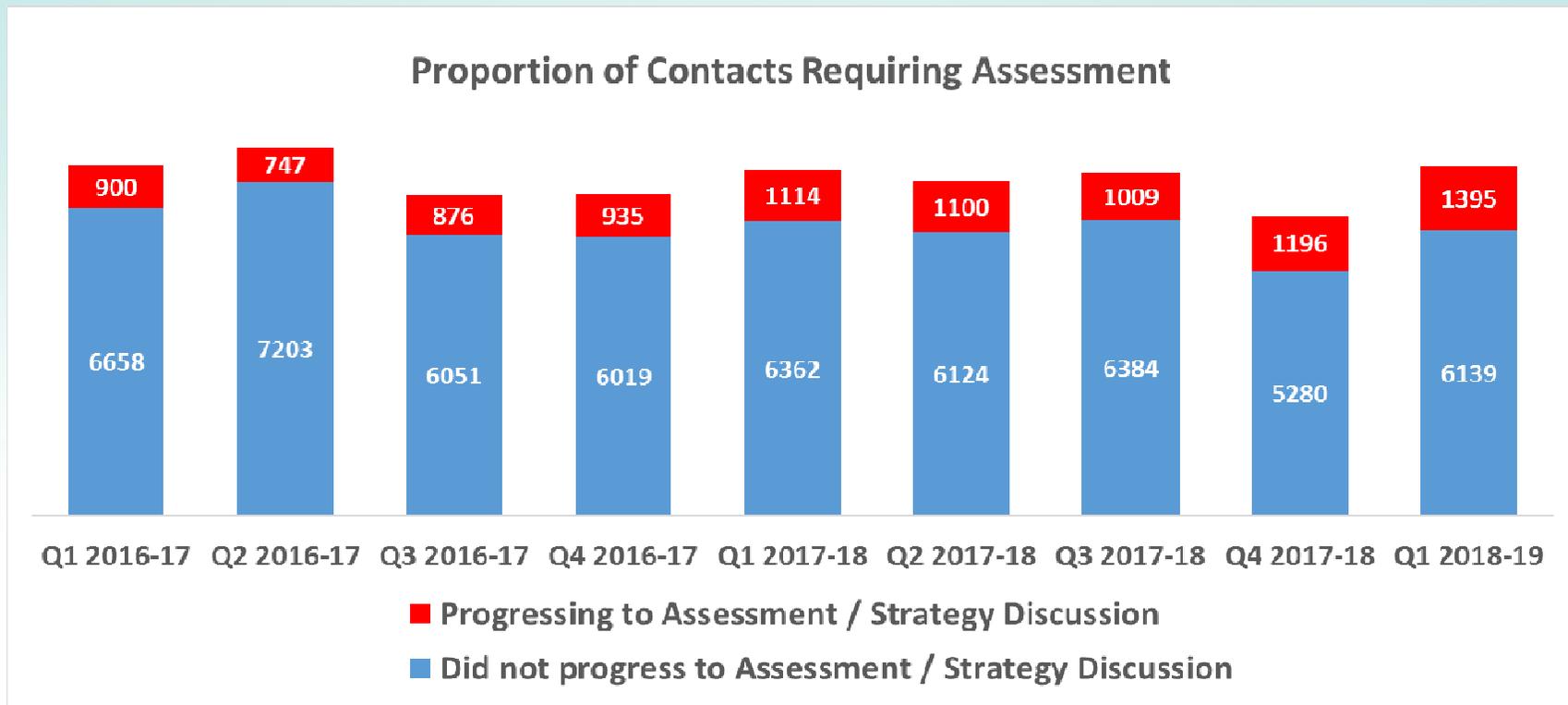
## Referrals Per Organisation

Quarter 1 18/19



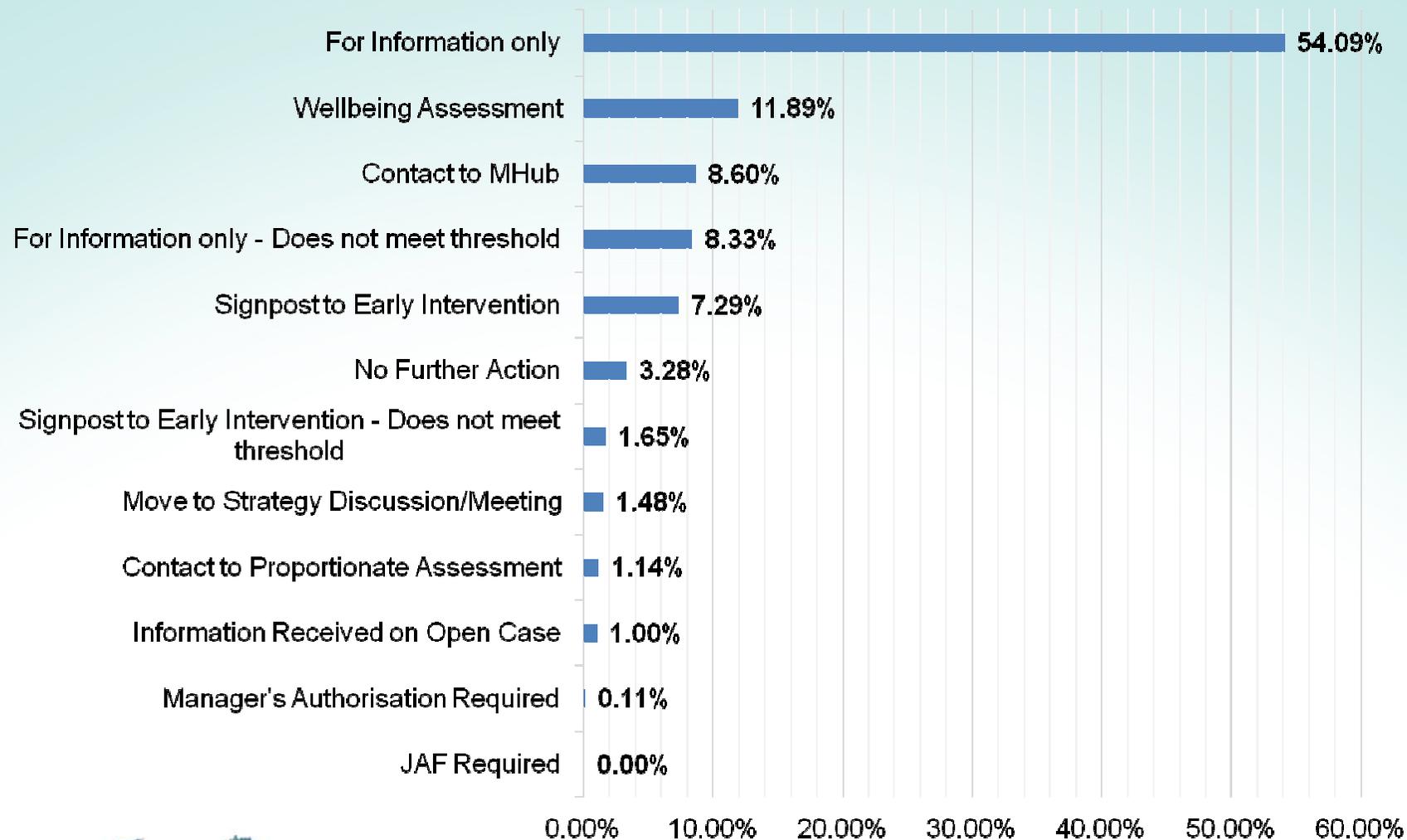
# MASH Demand – Contacts / Referrals

## Proportion of Contacts Requiring Assessment

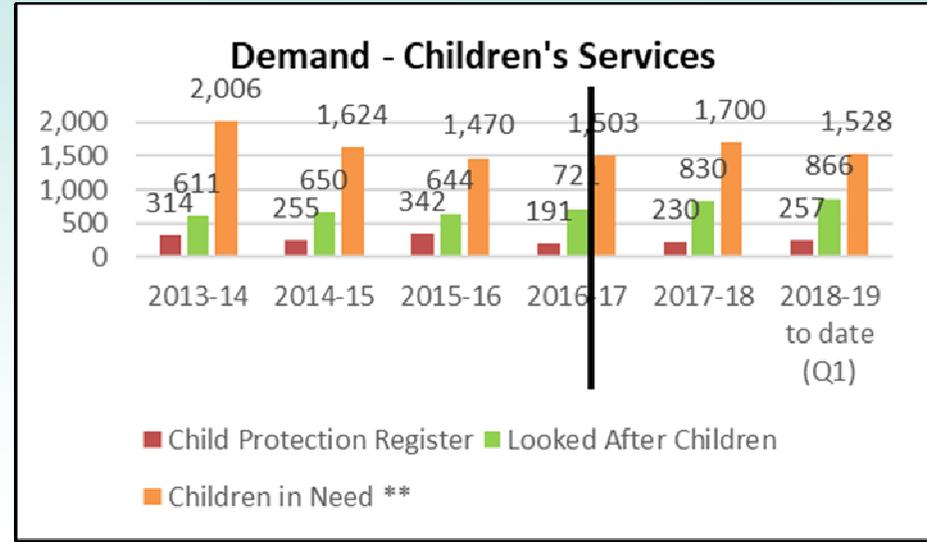
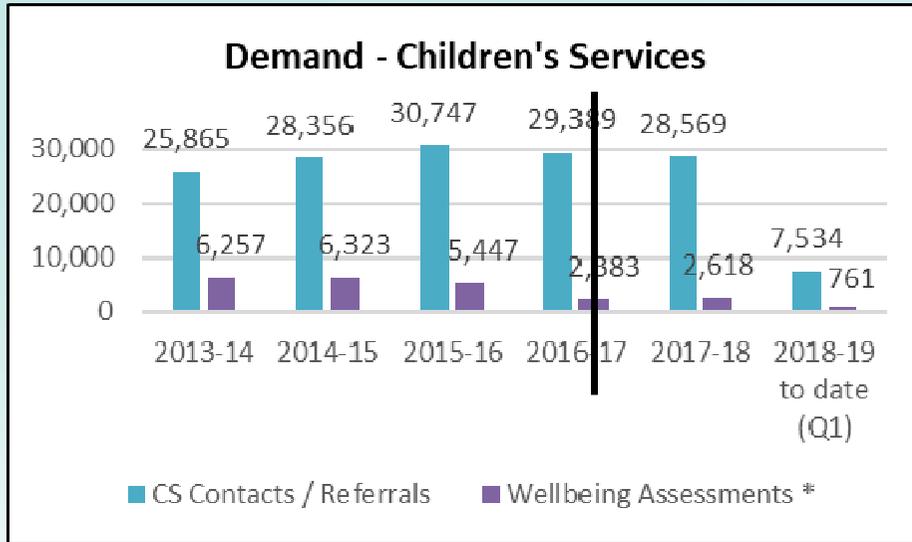


# Outcomes from MASH referral

## Quarter 1 2018/19



# Demand – Contacts / Referrals



The above charts illustrate the level of demand that the service is experiencing now, compared with the last 5 financial years. The number of Contacts / Referrals received stabilised in 2016/17 following the introduction of the Social Services & Wellbeing (Wales) Act 2014

The number of Contact/Referrals received in Quarter 1 was 7,534 – a 16.3% increase from the 6,476 received in Quarter 4.



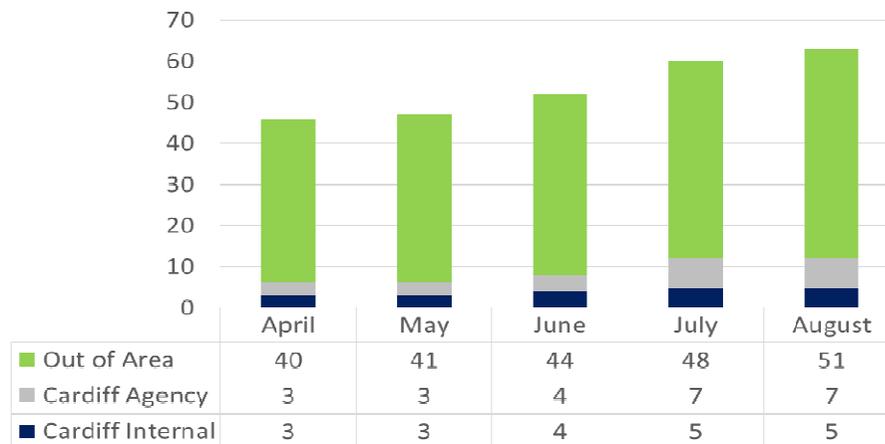


# Project : Child Placements - Residential

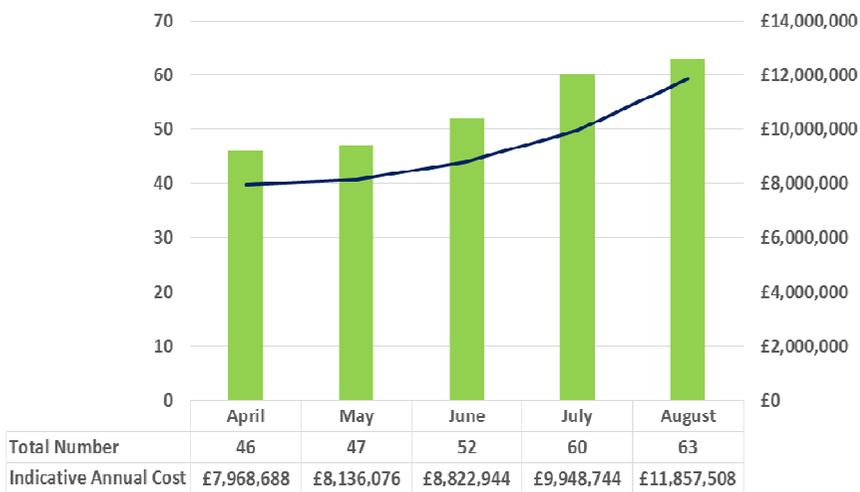
Average Cost of Residential Placement per week



Total Children Currently Placed in Residential Care



Total Residential Looked After Children in Month



There are 63 children living in residential homes

- 12 live in homes in Cardiff
- 51 live in homes out of area

The Council owns and runs 1 home in Cardiff – Crosslands

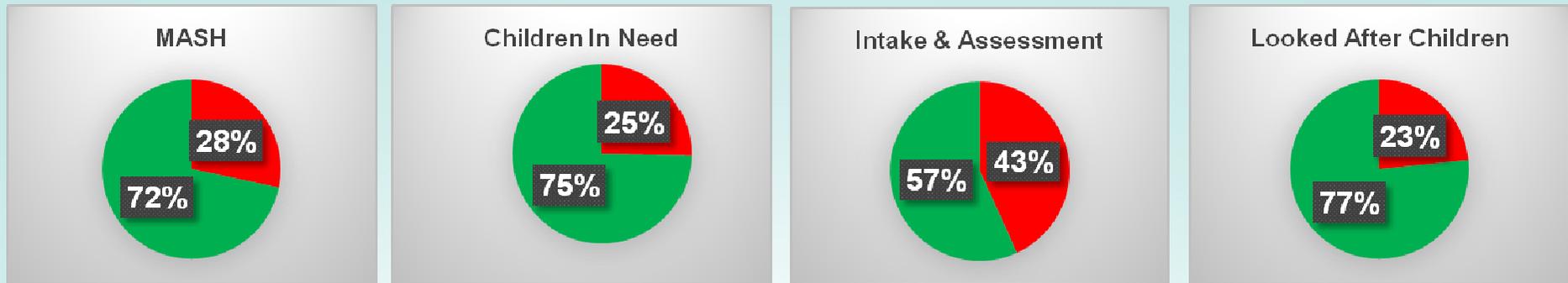
Council officers have supported an external provider to open a home in Cardiff in the last 6 months

Residential placements these are now up 37% over the 1<sup>st</sup> 5 months

•The indicative annual extra cost is c£4million



## Main areas to update: Social Work Vacancies



28.2% (137.3 / 487.7) Vacancy Rate in Children Services Social Worker Posts



Page 40

### Current Vacancy Rate by Post



During quarter 1 there were:

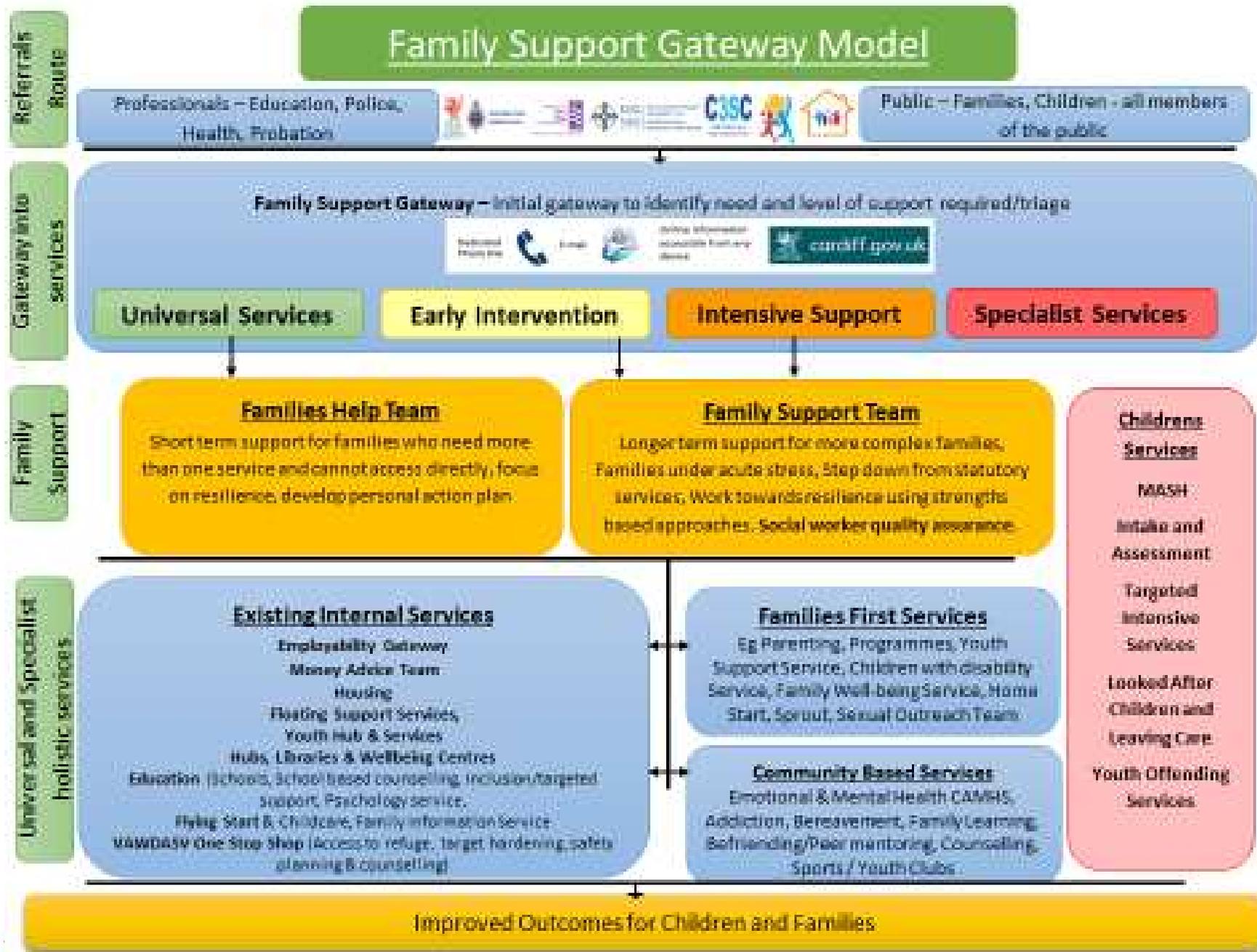
- 11 Vacancies Filled
- 48 vacancies open (17 created this quarter)
- 4 Social workers given starting date next quarter
- 7 Social Workers going through the recruitment process



## Main areas for development

- Early Help / Support for Families New Model
- Signs of Safety Development
- Placements Project – Fostering & Residential





# Early Help Support for Families

## Next Steps

➤ In August Institute of Public Care (IPC) has been commissioned to :

- Understand the effectiveness of our current family support arrangements including demand and referral patterns at the front door of our services.
- Analyse how demand into services is managed, including mapping the early help offer.
- Drawing on best evidence to consider what development or improvement opportunities there might be for the future.

➤ **Cabinet Report - Review of Family Support Arrangements - 11<sup>th</sup> October**

- Following a review of the early help arrangements for families and children, proposals for a new family support services have been developed to provide comprehensive information, advice and assistance to families.
- **Draft Recommendation** - To agree the future arrangements for early help for families and children through the introduction of new family support arrangements.

➤ Aim for the new service to be operational from April 2019



## Children's Services

### *Signs of Safety (Remodelling Children's Services)*

In response to challenges facing social work practice, Cardiff Children's Services embarked on the implementing a single risk assessment framework by adopting the Signs of Safety model - a solution focused approach to social work.

Embedding the Signs of Safety approach will also assist in helping to achieve both local and national well-being outcomes as defined by Cardiff's Single Integrated Plan, 'What Matters 2010 – 2020', and the 'Well-being of Future Generations (Wales) Act 2015'



#### Advantages of the Signs of Safety approach

Enables practitioners to focus on the strengths, whilst considering actual and potential harm experienced by the child(ren)

Encourages a strong emphasis in creating opportunities for children to be involved in the process

Promote the need for children and families to remain together where it is safe for them to do so



## Child Placements Project : Fostering Review

The **Fostering Service Review Project** aims to improve the Fostering Service in Cardiff. It is assumed at this early stage that we will work towards 3 main phases:

- **The development of the Fostering Services Business Model for Cardiff**
- **The development of a Fostering Services Offer for the marketing, recruitment, support and development of Foster Carers**
- **A review of the current Fostering Services structure in Cardiff to support the implementation and delivery of the new business model**



# Child Placements Project : Fostering Review

## Benefits of the new model

- Increase the number of children who can be placed in Cardiff
- Continuity of schooling (where appropriate) following being looked after or a placement breakdown
- Reduce the reliance on residential placements, where a child's needs can be met in foster care (with potential additional wrap around support)
- Additional assistance for in-house foster carers

£ Save money £



# Child Placements Project : Residential in Cardiff

Undertake a full review into residential placements fully understand the demand

- The current numbers in residential, their ages, their needs on entry into residential, their current needs, and their progression out of residential

This will inform the new model for Cardiff which will consider providing the following to meet the identified need:

- Increasing the general residential provision
- Specialist high needs provision
- Creation of crisis unit to deescalate/prevent breakdown/enable sourcing of best value placements

The model running of these will consider; in-house, council owned and tendered, private run.



Any questions?



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

**CORPORATE PARENTING ADVISORY COMMITTEE**

**October 2018**

---

**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT  
QUARTER 1 2018-19**

---

**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 2018 through to 30<sup>th</sup> June 2018.

**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 One - with complainants being offered a discussion to resolve the matter. The second formal stage (Stage Two) provides for independent investigation. If the outcome of Stage Two 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 2018/19
Number open at start of period	22
Number received (overall)	52
Number received directly from children and young people	4
Number closed	63
Number outstanding at end of period	11
% acknowledged within 2 working days	47/52 = 90%
% concluded within 15 working days of acknowledgement	41/63 = 65%

9. During this quarter, the number of complaints received by Children’s Services has seen an increase in complaints to 52 (41 in Quarter 4, 2017-18).

- a. 25% (13) of the complaints received were in relation to the Social Worker or the service received. There were no complaints in relation to finance. 15% (8) of the complaints received were in relation to contact. The remaining 60% (31) of complaints were in relation to other issues including decision-making.
- b. 8 complaints were received about the Intake & Assessment Service, which is an increase from 7 in Quarter 4 (17-18). 22 complaints were received regarding the Child in Need Service (4 from young people) which compared with 18 in Quarter 4 (17-18); 14 complaints were received about the Looked After Children Service compared with 11 in Quarter 4 (17-18). In relation to Child Health & Disability Services there were 2 complaints. The remaining complaints weren’t in relation to a specific team or were handled via the councils corporate complaints procedure.

Examples of complaints concluded during the quarter are:

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

We received a complaint from a Foster Carer who has been fostering a sibling group for several years. It was advised that they take out special guardianship of the children to prevent them being adopted, this happened two years ago. It was agreed that the Child in Need team would remain involved as the parent of the children was volatile and contact needed to be supervised by two people, the parent then moved very close to the Foster Carer which left them feeling vulnerable. Another part of the complaint was that the Carer had not received any reviews of their carer's allowance for some time, one of the children had reached an age where the allowance should have gone up but this had not happened, the Carer was struggling to look after the growing children on the allowance that she was receiving.

The Carer was given advice and support on how to deal with the parent should they meet. A full review of the Carer's allowance was undertaken. The outcome of this was that the allowance was increased and payments were backdated.

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

We received a complaint from a parent that called MASH to make a referral their child disclosed that they had been punched by a step parent. The parent was complaining as they had been told that the referral would not be put on the child's file and that the police should be called for the incident to be put on the child's records.

On looking into this we discovered that the referral had been placed on the child's file and was being looked into by social services. We called the parent to advise this and we gave appropriate advice on reporting child protection issues. The parent was apologetic and believes the wrong number was called in the first instance and withdrew the complaint.

**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. There were 3 Stage Two complaints resolved during Quarter 1. Investigations continue in relation to the other cases.
12. There were 2 new Stage Two investigations initiated during Quarter 1 (18-19) which remained open at 30<sup>th</sup> June 2018.

### **Ombudsman Investigations**

13. The Ombudsman was not investigating any complaints during the quarter.

### **Learning from Complaints**

14. Stage Two 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 that 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. This remains an issue and continues to be monitored.

## Early Resolution

18. 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 a number of examples of this during Quarter 1.
19. The low number of Stage Two investigations comparable to the total number of complaints received is a result of the proactive work that takes place to ensure that complainants are routinely offered initial meetings to conclude their complaint.

## Review of Complaints in Social Services

20. The social services complaints team and the corporate complaints team are now co-located and work is taking place to introduce a case management system to improve the processes. Additional, weekly monitoring reports are presented to the Director of Social Service's management team to monitor compliance and identify and address any emerging issues.

## Summary of Compliments

21. There were 46 compliments received in Quarter 1, which is an increase from 22 in Quarter 4 (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	23
Specialist Services	1
Other	22

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

'Thank you so much for everything you have done for me X and my children I really respect you XX (Social worker) and I hope one day I can show you a new me as I know I can do it I'm just not in the right place at the moment, I feel really emotional and sad that you are going to be leaving our case I know this is what must happen as the children are going to be officially adopted, I wish I could stay in touch with you as you really have been there for me whenever I needed you thank you for everything take care love X'

## **Summary for Quarter 1**

22. As at the 30<sup>th</sup> June 2018, the service were working with 2,643 (2,787 in Q4) children and young people and of these:

- a. In total, we received 52 complaints (2%), of which, 14 related to Looked after Children (0.5%). 4 were directly from the young person.
- b. One of the complaints was from a young person who was living in a residential home, he wanted to be moved into a foster home as he didn't feel that the residential placement was working for him.
- c. In total, we received 46 compliments (1.7%).

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

23. 17 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter. An example of these enquiries was financial assistance for respite care.

## **Individual Rights (Previously Subject Access Requests)**

24. Individual Rights - Access 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 30 calendar days of receipt. Erasure and Rectification requests can now be made and are dealt with in the same way. Some types of personal data are exempt from Individual Rights 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 Individual Rights in Quarter 1 2018-19:

- a. 3 requests were received, all were responded to on time and within the statutory time frame.
- b. We achieved 100% compliance (30 day deadline)

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

- a. 47 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 decrease from 57 in quarter 4 (17-18).
- b. 196 requests were processed in relation to access to requests from other Councils, Probation, Solicitors or Insurance, an increase from 142 in Quarter 4 and 83 in Quarter 3 (17-18).

### **Financial Implications**

27. There are no direct financial implications arising from the 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.

**Irfan Alam**  
**Assistant Director Children's Services**

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

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