



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>	MONDAY, 18 NOVEMBER 2019, 2.00 PM
<b>Venue</b>	COMMITTEE ROOM 4 - COUNTY HALL
<b>Membership</b>	Councillor Merry (Chair) Councillors Bowden, Driscoll, Hinchey, Hopkins, Jenkins, Lent and Lister

### 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.

## Presentations

### 3 Mind of My Own App *(Pages 3 - 12)*

### 4 Fostering Wellbeing Programme Presentation *(Pages 13 - 32)*

### 5 Locality Working Presentation Update *(Pages 33 - 36)*

## General Items

### 6 NYAS Residential Review

To follow

### 7 Corporate Parenting Advisory Committee Annual Report 2018-19

To follow

## **Member Items/Engagement**

- 8 Member Visits**
- 9 Member Work Streams** (*Pages 37 - 38*)
- 10 Forward Work Programme** (*Pages 39 - 40*)

## **Information/Briefing Reports**

- 11 Quarter 1 Children's Services Performance Report** (*Pages 41 - 50*)
- 12 Quarter 1 Children's Services Complaints Report** (*Pages 51 - 56*)
- 13 Urgent Items (if any)**
- 14 Date of next meeting**

The date of the next scheduled meeting of the Committee is on Tuesday 28 January 2019 at 2.00 pm

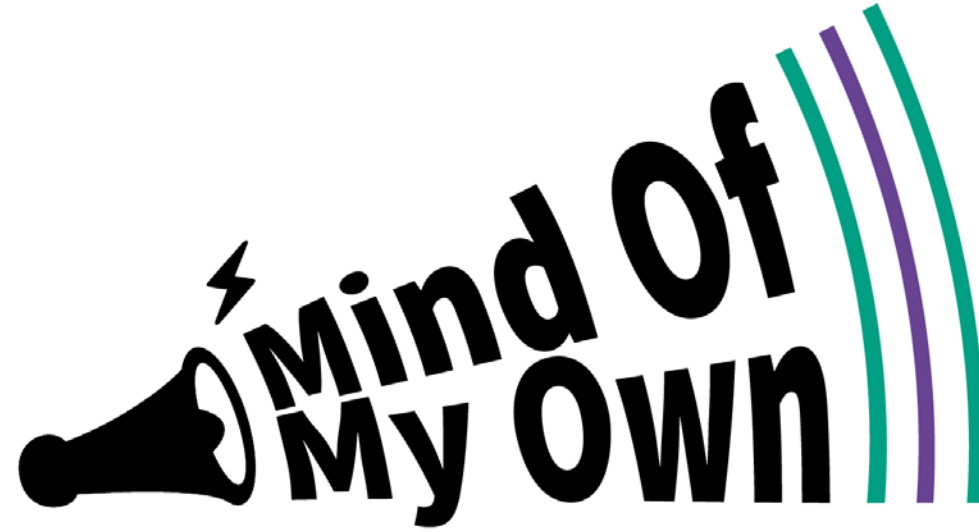
**Davina Fiore**

**Director Governance & Legal Services**

Date: Tuesday, 12 November 2019

Contact: Mandy Farnham,

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

 Mind Of My Own





The Mind Of My Own suite of products is made up of the One app, Express and the Service portal. These are all conscientiously co-produced with users and enable services to reimagine the way they work using real time feedback from the young people in their organisation.

Page 5



Young people can create their own accounts on the one app, which can be used on any device 24 hours a day. The One app helps young people communicate their views in a way that suits them.

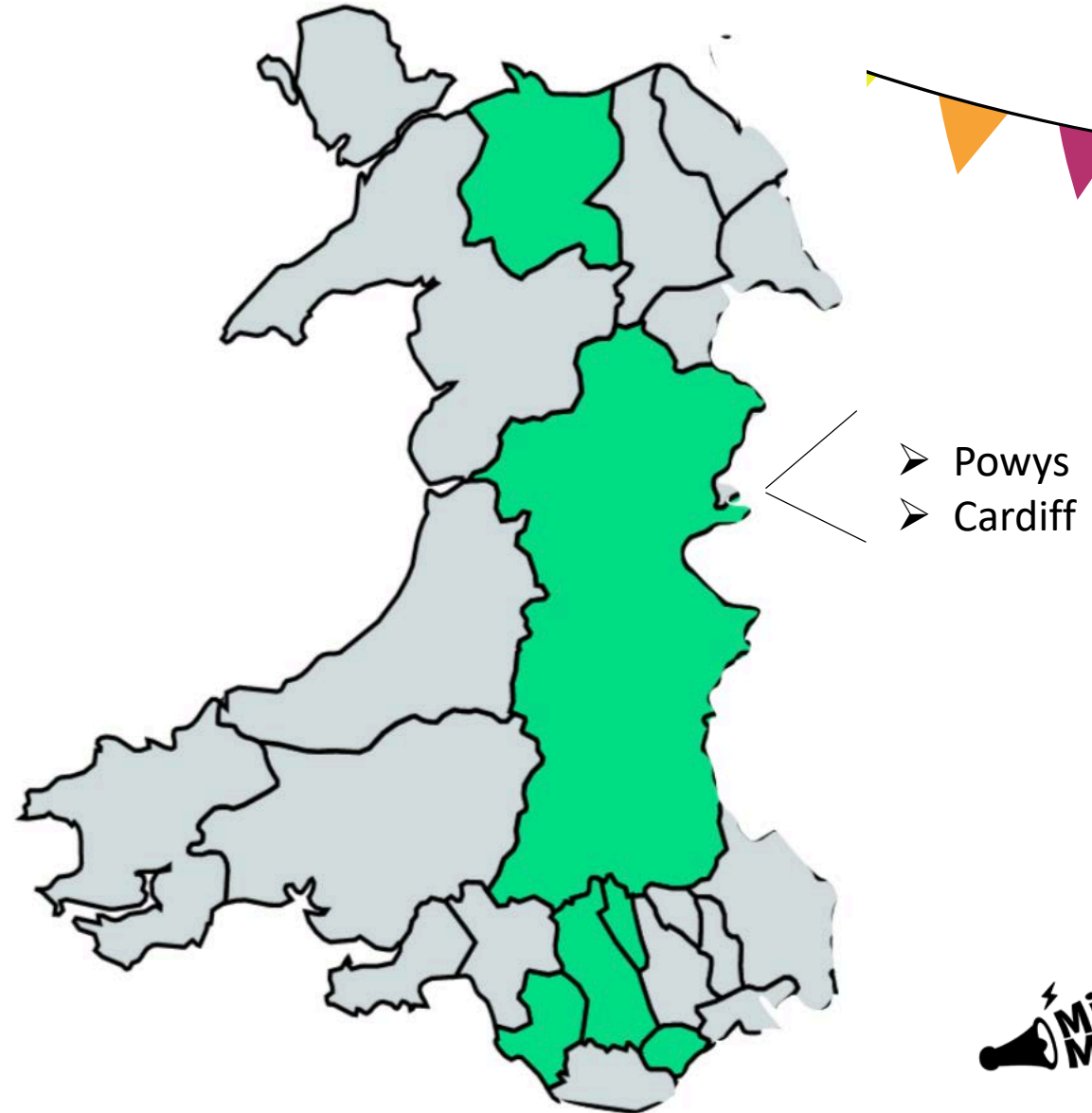


Younger children and those with additional needs sometimes struggle to make themselves heard clearly. Express helps them share their views, wishes and feelings in a fun way that's easy for workers to understand and evidence.



The Service portal is a comprehensive reporting portal, the data from which reflects the real thoughts of young people collected in real time. This is information that can revolutionise your decision making, whether at an individual, service or organisational level.

- **75+** councils, large organisations and NGOs
- Powys are our first Welsh authority with Cardiff close to follow, additionally **18%** have indicated they are joining the community too
- Over **30,000** children's views heard
- **44%** use the One app more than 5 times
- **1 in 10** have used it over 20 times





## **Kyle, 11 years old, CIN Plan**

Kyle completed a “My Worker is Visiting” scenario and under ‘What I’d like to be different’ he wrote: “...for my mum to stop drinking and for me to lose more weight.” He further explained that, “he feels like he has to stay in his room to avoid seeing his mum like that.”

With his permission, Kyle’s statement was shown to his mum, and she was at a loss for words as she thought that things were okay. By doing this, the social worker said that it improved his working relationship with Kyle’s mum which had an impact on actions.

He now has a Child in Need Plan with a different Social Worker in the Safeguarding Team. That worker can see Kyle’s views evidenced on his case record.



## **Sabrina, 15 years old, sexual exploitation**

We had very strong reason to believe a young woman was being sexually exploited.

Even when asked outright she was unable to say what was happening to her. We gave her Mind of My Own and she gave a clear indication that she was being exploited by an older man. She expressed emotions like hopelessness and she said she felt ashamed and that's why she couldn't go back to school.

She told us all of this on the app. We had a strategy meeting and were able to safeguard her. We would not have been able to act as quickly without it.



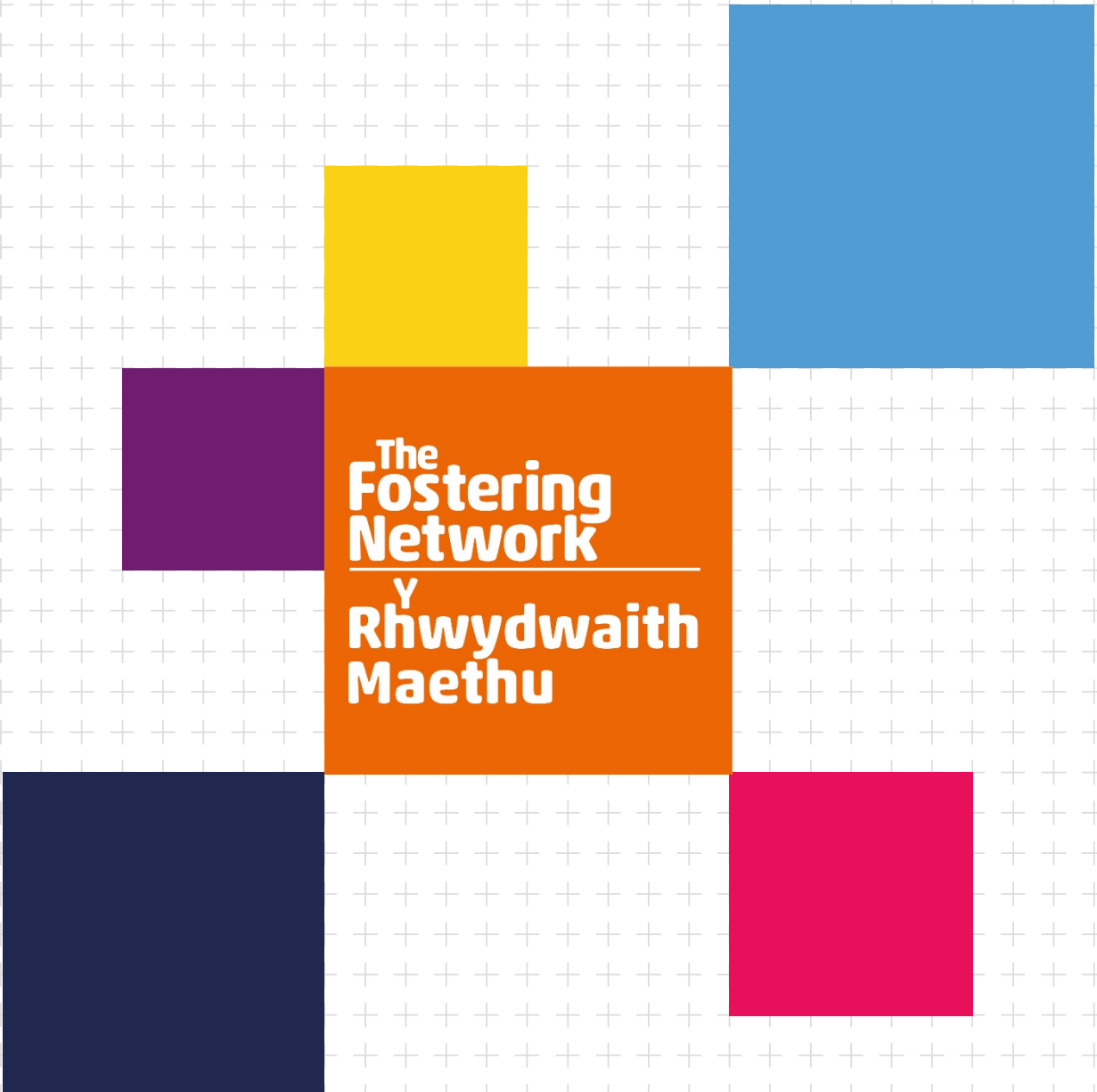


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# Fostering Wellbeing

# Programme Aims

The aims of the Fostering Wellbeing Programme are for all participants and sponsors to:

- Page 15
- identify and share the core values and principles which will help children and young people who are looked after to thrive
  - develop skills and competencies in common which will help equip children and young people who are looked after to fulfil their potential

# Programme Aims

- become confident in a shared and consistent approach to meeting the needs of children and young people who are looked after which, in turn, will fire ambition and help them to find success
- be active advocates for the children and young people for whom they have a responsibility, be it individual or corporate.

# Programme Deliverables

- Delivery of themed masterclasses
- Recruitment and training of Fostering Wellbeing Pioneers
- Service support

# Masterclasses

The Masterclass programme enables foster carers and co-professionals to:

- gain the skills, competence and confidence needed to help inspire children and young people to fulfil their potential
- build upon knowledge, understanding, skills, confidence and strategies to use in working with each other and with the children in their care
- equip participants with theories, practical tools and additional materials that can be used straight away to enhance practice.

# Masterclasses

Masterclass 1: Knowing and meeting needs

Page 19 Masterclass 2: Living and growing

Masterclass 3: Me, you, us and them

Masterclass 4: Hands on

Masterclass 5: Working as one

# Wellbeing – a working definition

Page 20  
A standard definition of wellbeing is “the state of being comfortable, healthy, or happy”. In this sense, “wellbeing” is, self-evidently, ‘the state of being well’. In the Fostering Wellbeing Programme we are seeking an holistic approach to wellbeing which can be considered in terms of what a person needs to be comfortable or healthy or happy. In this broad sense

**wellbeing is when a person’s basic needs are being met**



## Basic needs

Page 21

S

Social

P

Physical

E

Emotional

C

Cultural

L

Learning

# The 10 wellbeing principles

1. All the child's needs have to be met i.e. it is essential to understand and respond to the **whole child**/young person to improve his/her wellbeing.
2. Each person's **view of life** and the wider world will differ, arising from their background, experiences and own mindset.
3. What has happened cannot be undone but can be understood and provide **lessons for the future.**

# The 10 wellbeing principles

4. Encouraging **aspiration** and ambition is essential in the development of positive attitudes.
5. Good **relationships** are at the centre of a person's wellbeing.
6. Those working with a child/young person being looked after need to know the difference between the behaviours of the professional self, personal self and private self and in what situations the **appropriate behaviour** applies.

# The 10 wellbeing principles

7. Positive values and attitudes are best nurtured through **practical activities** shared between child/young person and carer.
8. Learning to **help oneself** is just as important as learning to build relationships with others.
9. The shared **values and attitudes** of all those involved with a child/young person being looked after need to be made explicit and underpin decisions about their wellbeing.
10. All those involved with a child/young person being looked after, including the foster carers and the children/young person, have **equality of status** in the relationship.

# Key Speakers

Social services - directors

Social workers

Health professional (CAMHS)

Education – school-based professionals

Foster carers – mainstream and kinship

Care experienced young people

Local authority family solicitor

Educational psychologists

Speech and Language therapist

Emotion coaching specialists

# Masterclass feedback

“Great listening to young care leaver and talk from foster carer.”

Page 26  
“Everyone is working towards improving the best outcomes for our children, not feeling like you are on your own.” (Foster Carer)

“Once again, as with last week, the whole day was both useful and enjoyable.”  
(Social Worker)

“Focus on real practice experience.”  
(Senior Social Worker)

“Excellent speaker about loss and trauma left me wanting more.”  
(Social Worker)

## Masterclass feedback

“Emotion coaching – a really useful tool I can use going forward”  
(Foster Carer)

Page 20  
“Inspirational...time out from office to pause and reflect on current practice and how we can do things differently.”  
(CLA Team Manager)

“The variety of speakers all bring a wealth of information and experience.”  
(Headteacher)

“hearing from a range of agencies....importance of reflection were all really useful.”  
(Deputy headteacher)

# Masterclass sustainability

- ‘Train the trainer’ sessions so that regional teams can deliver masterclass content
- Development of a masterclass resource pack to enable continuation of the learning following completion of the funded programme



# Fostering Wellbeing Pioneers

Experienced foster carers who have received bespoke training developed by The Fostering Network in:

- peer mentoring and support
- counselling skills
- team around the child
- recording and reporting
- emotional coaching – taking care of self.

# Fostering Wellbeing Pioneers

Pioneer activities could include:

- raising awareness of the programme
- working with co-professionals to deliver local plans and initiatives
- providing one-to-one support to foster carers
- co-facilitating training and cascading learning from regional masterclasses.

# Service Support

- Use masterclasses to identify key areas of focus for service planning stage
- Support region to develop service-led activities that:
  - cascade learning
  - identify sustainable models for developing learning and embedding wellbeing principles

**Thank you**

[thefosteringnetwork.org.uk](http://thefosteringnetwork.org.uk)



[/thefosteringnetwork](https://www.facebook.com/thefosteringnetwork)



[@fosteringnet](https://twitter.com/fosteringnet)

# Proposed Children Services Locality

Following the Social Services Senior Management Restructure a new locality model was agreed. As part of this 3 Locality Operational Manager Posts were created. A decision is required on where their areas of responsibility would be.

To inform this, the following was considered:

- Existing ways in which the council and partners split the city
- current caseload
- the geography of the city
- transport links
- education provision
- areas of deprivation
- children population

As the city grows and the population density changes the proposed areas will need to be periodically reviewed.

Next steps following agreement:

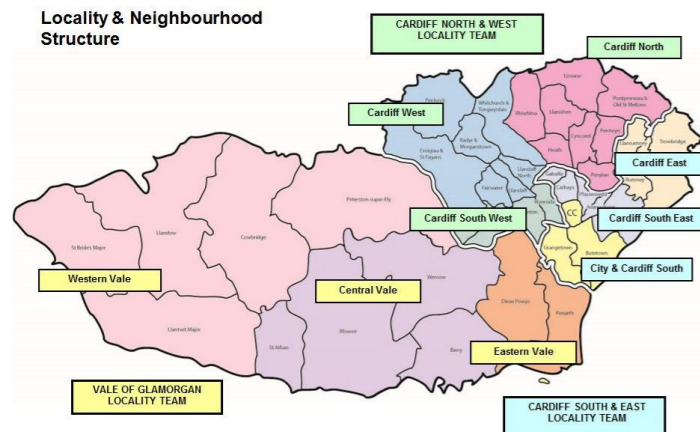
- Consultation with staff on the transition to the new teams
- To ensure continuity for families and children cases will be transitioned as and when it is sensible to do so
- Further work to identify appropriate buildings in that locality – may need short and long term options

## Council & Partner Areas

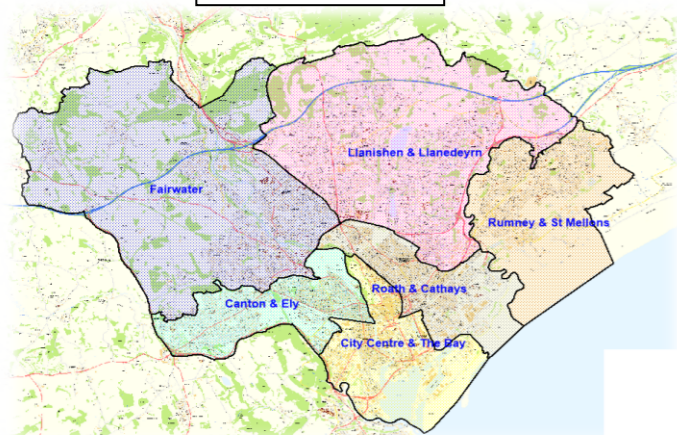
Council Neighbourhood Partnerships



Cardiff & Vale Localities/GP Clusters

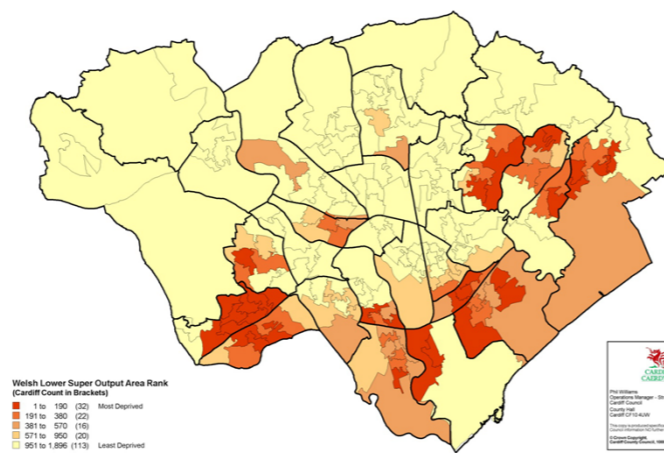


Police Unit Areas

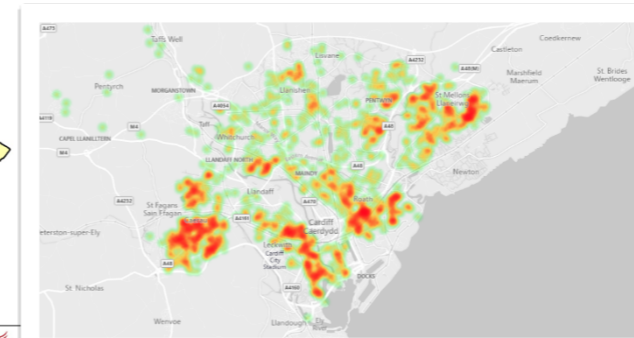


## The data....

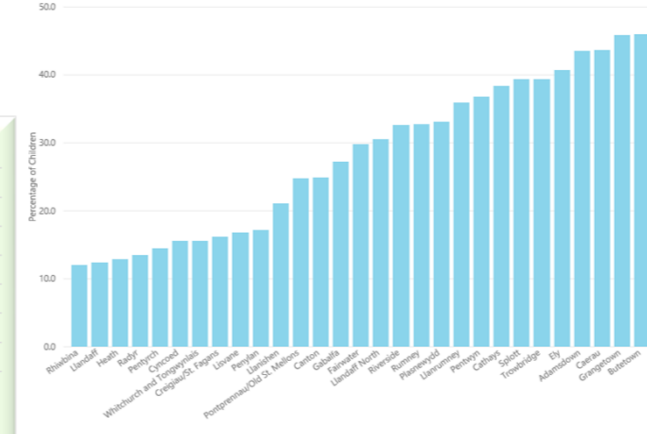
Deprivation



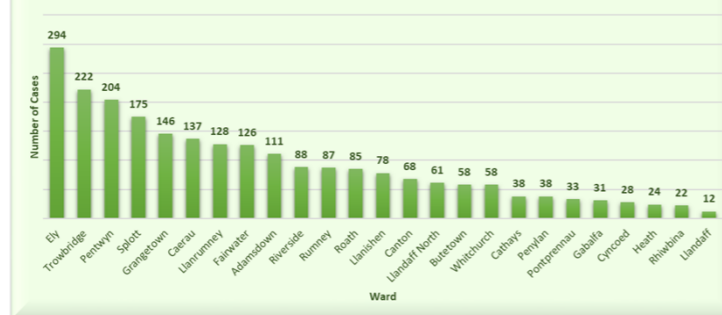
All Case Data Plotted as Heat



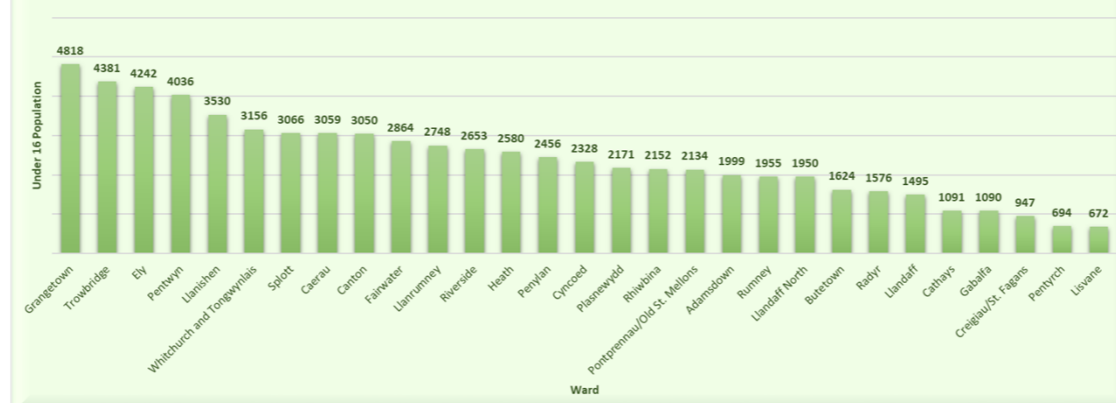
Percentage of Children Living in Poverty (After Housing) by Cardiff Ward, 2017/18



Open Children's Services Cases by Ward

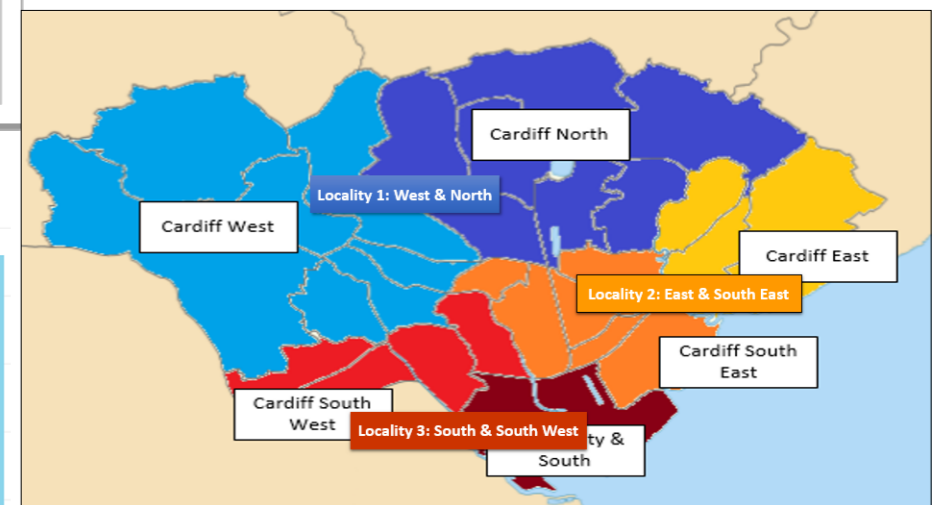


16 & under Population by Ward: 2017 Estimates



## The proposal

OM Locality	Map Key	Areas	Case Volume
#1	Blue	North + West	718
#2	Orange	East + South East	877
#3	Red	South West + South	791



Schools by Locality



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# Children Services new locality working model

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**North Locality**  
Temp OM : Natasha Hilderley

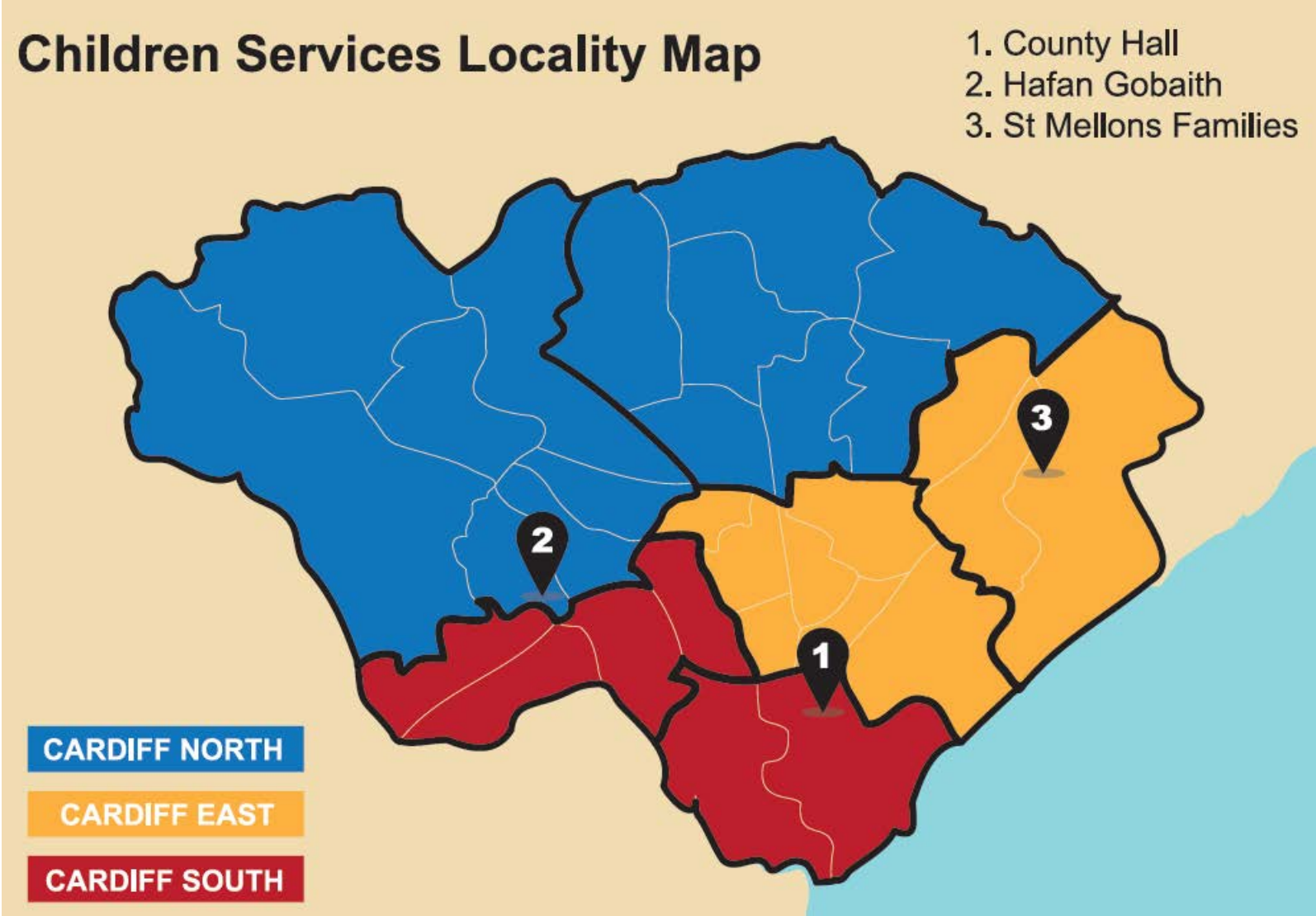
Team Managers  
Hayley Price  
Jane Jansen  
Elizabeth Hale

**East Locality**  
Temp OM : Natasha Hilderley

Team Managers  
Lisa Kenniford  
Angela Hart  
Catherine Neil

**South Locality**  
Temp OM : Shirley Saunders

Team Managers  
Gail Smith  
Julie Gregory  
Laura Harper



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Elected member	Work stream	Associated activity
	Education	Visit to schools Visits to PRU Community tuition venues
	Placements(residential)	Visiting in house and external provisions Visiting out of county
	Participation children	Attending participation groups
	Participation parents	Attending parents participation groups
	Promoting equality and social inclusion	Visiting locality hubs, Department for work and pension interwork services and cardiff works
	Shifting the balance of care	Visiting kinship Visiting reflect Visiting placement with parents with team.
	Restorative edge of care	Southwark team Visit ARC
	Developing fostering service	Meet with the fostering team Meet with placement team Meet with IFA
	Workforce development recruitment and retention	Meet with Liz beg Meet with university
	Adoption	Meet with the VVC
	Supporting families early help	Meet with Avril early gateway Meet with support for families
	Leaving care and pathway planning	Meet with the personal advisors service
	Children with additional needs	Meet with CHAD

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# Corporate Parenting Advisory Committee 2019 to 2020 - Forward Plan

Version 12.11.19

Meeting Date	18 November 2019	28 January 2020	17 March 2020	19 May 2020	21 July 2020	
Reporting Required by the Terms of Reference	Annual Report 2018-9			Progress Report to Cabinet (ensure on Cabinet forward plan for July)		
Presentations	1. Mind of My Own App - Digital Engagement (Matt Osbourne) 2. Fostering Wellbeing Programme (Fostering Network) 3. Locality Working Update (Natasha Hidderley)	1. Life Journey Work (Natasha Hidderley)	1. Wellbeing of Future Generations (TBC) (Requested by Cllr Bowden) 2. Traineeship scheme (Nicola Wood)	1. Child Placement Board (regarding residential and fostering review) (Kate Huster) - need to confirm with Kate as date changed		
General Agenda Items	NYAS presentation: Headlines, good practise on the delivery of partnership working to achieve the implementation of the active offer and the work of the bright sparks group – Ellie Jones (NYAS)	1. St David's Day Fund - intended use (TBC) 2. YOS - to hear about the work they are doing with CLA & linking in with others parts of Children's Services (Kate Hustler) 3. 4C's Commissioning - required by ToR (Angela Bourge)	1. Care Leavers - mental health, drugs, alcohol, number who have children removed impact of benefit sanctions, links with Housing & Communities, criminality (Finn Madell) 2. Disabilities Futures Programme	1. Progress on deliverng excellence Children Strategy (DD)	1. Plans / Work to develop new Children's Homes (Angela Bourge) 2. Themes from CPR's (Alys Jones)	
Part 6 compliance		1. Care & Support Plans (NH)				
Participation of children and young people		1. Bright Sparks Award Ceremony Feedback 2. Young People's Consultation Update	Planning next Listening Event			
Annual Reports	Draft Annual Report 18/19 (ToR)	1. Out of Area Brighter Futures Residential Report 2. VVC Adoption Annual Report	Fostering Annual Report (ToR)	1. Progress Report 2. High Risk Panel		
Inspection reports						
IRO Report		IRO Report (Matt Osbourne)				
Education	Education report (Gill James)	Education report Integrated Services (ToR)	Education report 3 reports (milestones required by 'CP12CS' in Directorate Plan	Education report (Gill James)	Education report (Gill James)	Education report (Gill James)
Children's home quality of care: Registered Individual (reg 32) reports		Crosslands & Ty Storie		Crosslands & Ty Storie		
Performance	Quarter 1	Quarter 2	Quarter 3			
Complaints	Quarter 1	Quarter 2	Quarter 3			
Member's Work Programme	New Work Streams Forward Plan					
Member visits	Parc Prison					
Any other business						

Bright Sparks Award Ceremony

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Agenda Item 10

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# Children's Services Performance Report – Children Looked After Quarter 1 2019-20



### What's working well?

- Soft launch of **Early Help Gateway** in April - recruitment process for Family Support element of the Cardiff Family Advice Service completed and staff training and development is in progress. Staff morale is good and positive feedback has been received from families. Care Inspectorate Wales (CIW) visited the Family Support Service in April 2019. The feedback received in their annual letter noted that "early help preventative measures had undergone significant development over the past 12 months ... We observed a team culture where the voice of the child is central to practice. We heard about work with families where positive outcomes were achieved, and saw examples of extremely positive feedback from families who had received interventions."
- **Children's Services Strategy "Delivering Excellent Outcomes"** developed with engagement with children and young people from the Bright Start Forum, 11 Plus Team and the Adolescent Resource Centre in readiness for consideration by Cabinet early in Quarter 2.
- **Fostering Fortnight** was held during Quarter 1 to raise awareness of the in house fostering service and recruit new foster carers to Cardiff. At present, the number of children in in house fostering remains relatively stable, although the number of enquiries has increased - there were 15 full assessments ongoing at 30<sup>th</sup> June 2019.

### What are we worried about?

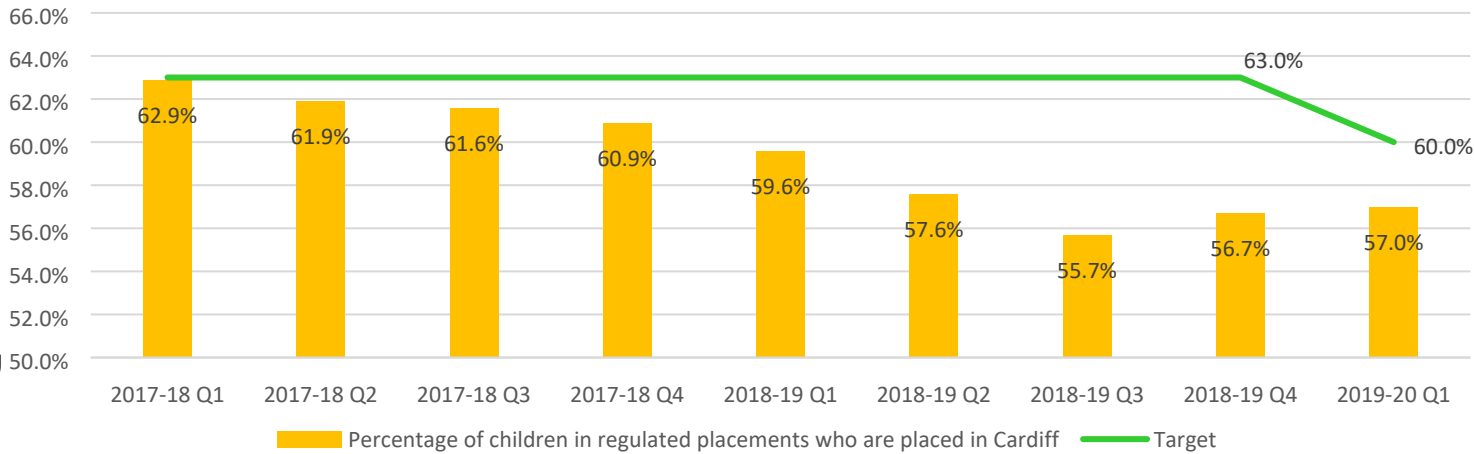
- The **interface and relationship between MASH / Support4Families and Family Help / Gateway** needs strengthening to ensure consistent and correct step up and step down mechanisms.
- More work to do fully embed **rights and participation** in everything we do from practice to strategy and to communicate effectively.
- Supply of the **right type of services** for our most vulnerable children, including the lack of appropriate placement provision, scarcity of residential and foster care provision in a timely way to meet the needs of children and young people with more complex needs.
- **Social Worker vacancies in Children's Services** - for Quarter 1 stand at 31.6% and result in an over reliance on agency social workers.
- Capacity within the **Independent Reviewing Officer Service** to complete timely children looked after review reports is challenging.
- **Challenges in the Children Looked After Service** as the service prepares to move into a locality model.
- Management of **demand and complexity** of caseloads.
- Numbers of **children waiting for adoption** 12 months after Placement Order made (51, 31 of whom are not yet placed).

## What do we need to do?

- Continue to work with the Institute of Public Care to explore **best practice procedures** and embed these into the service.
- Implement the **Mind Of My Own app** which will give young people an instant and convenient way to express their views, wishes and feelings, and social workers a smart way to record them.
- Implement the priorities in the **Commissioning Strategy**, including development of emergency placement options.
- A post to drive forward **recruitment and retention** was recruited to during Quarter 1 and a second post that will focus on workforce planning activities was also appointed to in the same recruitment process. Staff will be in post in Quarter 2 to support the delivery of the recruitment and retention strategy. New **secondment scheme** has been introduced with very good progress made - additional places have been offered and taken up by unqualified staff wishing to undertake the social work degree.
- **Independent Reviewing Officer service** action plan under review.
- Proposal being developed to address **challenges in the Children Looked After Service** by bringing in a targeted team to take cases of workers who are on sick or maternity leave or otherwise not covered. This will relieve the pressure on duty and support social workers to ensure that existing care plans are up to date and reflect the needs of the young person.
- Continue embedding **Signs of Safety**.
- Adoption Services now have a clearer understanding of the **children on Placement Orders** where plans need to be reviewed. We also are now more effectively utilising early linking and matching tools to ensure harder to place children can be placed within families earlier.
- Implement **new staffing structure and locality working**.

# Key Performance Indicators

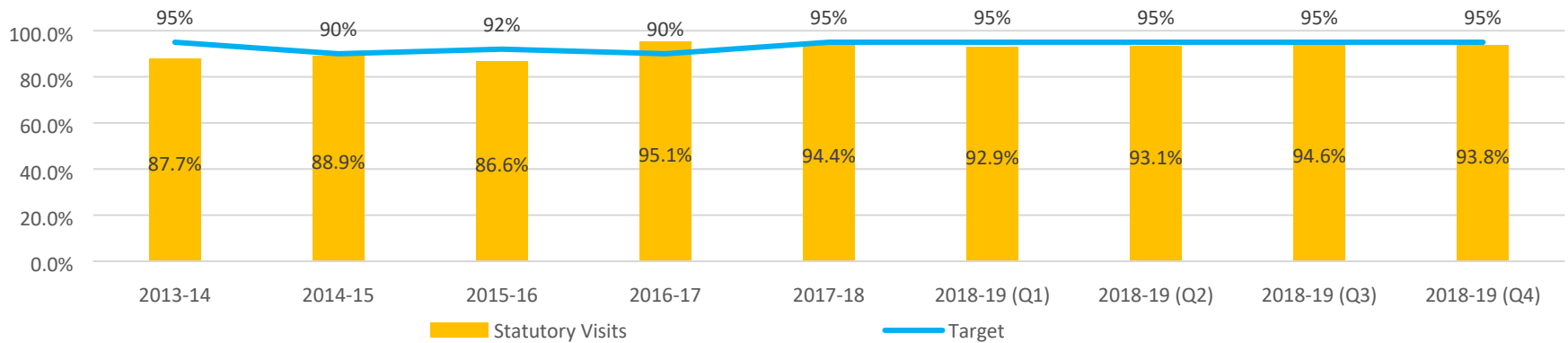
## CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



CS LAC 58 The percentage of children in regulated placements who are placed in Cardiff = 57.0% (385 / 676) The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. Please see page 23 for a breakdown of placements.

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## SCC/025 The percentage of statutory visits to children looked after due in the year that took place in accordance with regulations



N.B. Quarter 4 2018/19 data is provisional, Quarter 1 2019/20 is pending



## Children Looked After

What's working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Children Looked After (CLA) service has started operating as one service, no longer 0-14 and 14+, this gives them more cohesion and removes the transfer of young people to a new social worker at age 14.</li> <li>Expertise is developing within the CLA service in readiness for the move to locality teams. Workers are starting to specialise in areas such as working with young men on the edge of homelessness, Child Sexual Exploitation and supporting children to know how to protect themselves, and adoption / life story work. These specialist workers will work alongside case managers to enrich the team and support case managers to have confidence with challenging work. Also intended that this will support targeted interventions to expedite safe return home for CLA.</li> <li>Cardiff are the lead authority for a new Personal Adviser group that has been started up in the Vale, Valleys and Cardiff area to share good practice across the region. The group was set up by Cardiff to facilitate discussion with other Local Authorities to explore best practice. The</li> </ul>	<ul style="list-style-type: none"> <li>Delay in updating CareFirst when children become looked after / change placement. This needs to be resolved to ensure whereabouts of child are up to date and accurate and to support the development of real time reporting.</li> <li>Supply of the right type of services for our most vulnerable children, including scarcity of fostering and residential provision for children and young people with more complex needs. This has resulted in a high number of children and young people placed out of area and children being placed in inappropriate provision, e.g. 14 out of 36 new agency residential placements from January – June 2019 were because no fostering placements were available. This has a significant impact on the Children's Services overspend.</li> <li>Processes to step children down from being looked after need further development.</li> <li>High numbers of children looked after placed with parents.</li> </ul>	<ul style="list-style-type: none"> <li>Practice guidance for social workers under development. Management instruction to be issued.</li> <li>Implement the priorities in the Commissioning Strategy, including development of emergency placement options.</li> <li>Systematically review out of area placements, agency placements and in house fostering placements.</li> <li>Shift the balance of care to ensure that children's needs are met with the lowest safe level of statutory intervention.</li> <li>Review systems in place to ensure all opportunities for family (kinship) placements are explored.</li> <li>Senior managers to meet with providers to shape the market.</li> <li>Implement reunification planning – work scheduled to start in Quarter 2.</li> <li>Dedicated team to review placements with parents will be at full complement in Quarter 2.</li> </ul>

other authorities are looking to Cardiff who have made some really positive developments in this area recently, including:

- Group of care experienced mums supported to set up their own Mother and Baby group.
- Work being undertaken with the Department for Work and Pensions regarding Universal Credit and entitlements for young people.
- Work to teach life skills and support independence for care leavers; currently using limited facilities available at Hafan Gobaith; hoping to expand this work when PA Service moves to the Adolescent Service.

Corporate Comms supporting the recruitment of foster carers with increased media activity on various social platforms (15 full assessments ongoing at the end of Quarter 1).

- Improved performance management of Fostering Services via monthly performance reports.

- Permanency planning for children and young people is under developed.
- Numbers of children waiting for adoption 12 months after Placement Order made (51, 31 of whom are not yet placed).
- Delay in obtaining Adoption Orders for children placed for adoption.
- A number of children with significant needs are not receiving the right education provision - this is more problematic for children placed out of county.
- Links need to be made with learning development and training academy to further promote the educational and vocational attainment potential of every care leaver.
- Challenges in the Children Looked After Service as the service prepares to move into a locality model resulting in the percentage of children looked after allocated to a social worker falling from 100% to 97.7% at 30<sup>th</sup> June 2019.
- Need to ensure correct recording of school information on CareFirst in readiness of

- Develop robust permanency planning arrangements.
- We now have a clearer understanding of the children on Placement Orders where plans need to be reviewed. We also are now more effectively utilising early linking and matching tools to ensure harder to place children can be placed within families earlier.
- Systems are under development to capture this information at review to reduce drift.
- Joint Children's Services and Education Management meetings to be introduced to dovetail education into our planning at earlier stages within the child's journey and support effective monitoring of this.
- A strategy to engage and disseminate what needs to happen will be formulated to ensure that educational and training need and unmet need are addressed at the earliest opportunity.
- Proposal being developed to address challenges in the Children Looked After Service by bringing in a targeted team to take cases of workers who are on sick or maternity leave or otherwise not covered. This will relieve the pressure on duty and support social workers to ensure that existing care plans are up to date and reflect the needs of the young person.

transfer responsibility for PEPs to Education in September.

- The following are unavailable this quarter:
  - % of parent / person with PR who were engaged regarding their child’s looked after review.
  - % of children/ young people who were engaged regarding their looked after review.

- Address delays in minutes being completed for children looked after reviews.
- Develop a clear plan around how we intend to engage with children and young people and their families and how we can support meaningful participation. We can link this into the Child Friendly Cities programme.

**Key Stats**

**Number of children looked after**

934 children looked after.

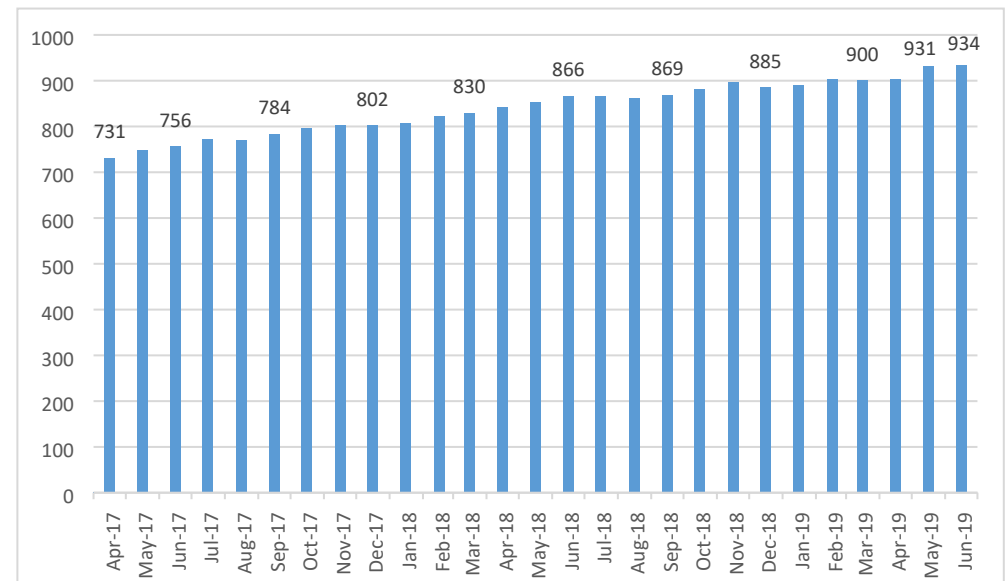
71 starts of being looked after this quarter.

39 ends of being looked after this quarter.

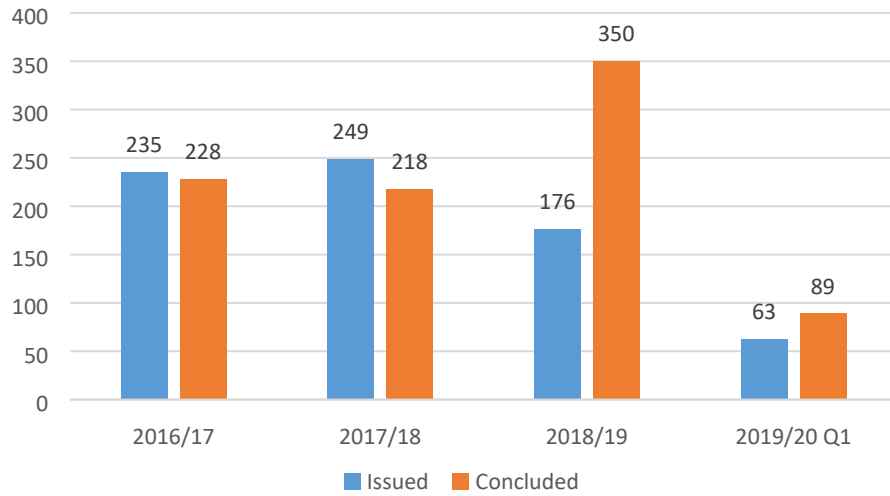
385/ 676 (57.0%) children looked after in regulated placements are placed within Cardiff, increasing to 78.1% when taking neighbouring authorities into consideration.

97.7% of children looked after allocated to a social worker.

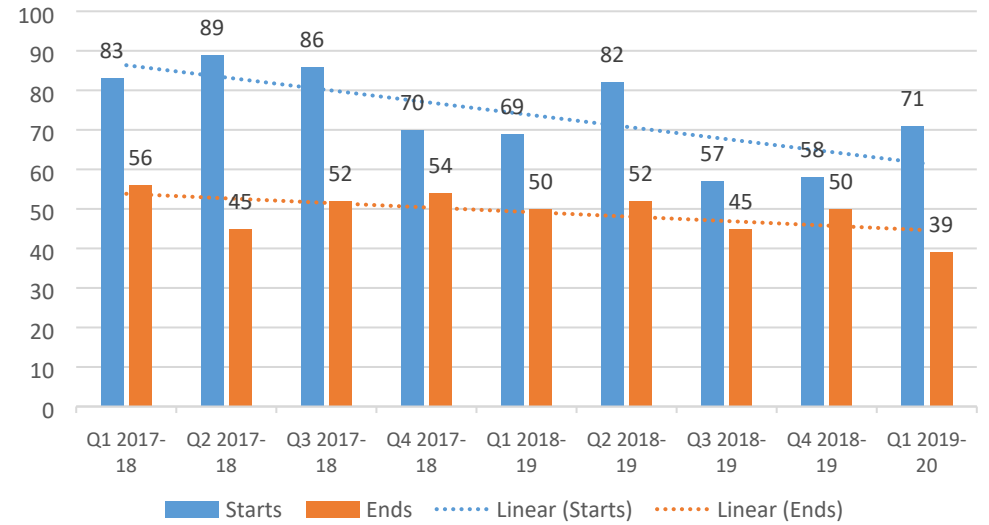
Permanence secured for 7 children through adoption since 1<sup>st</sup> April 2019.



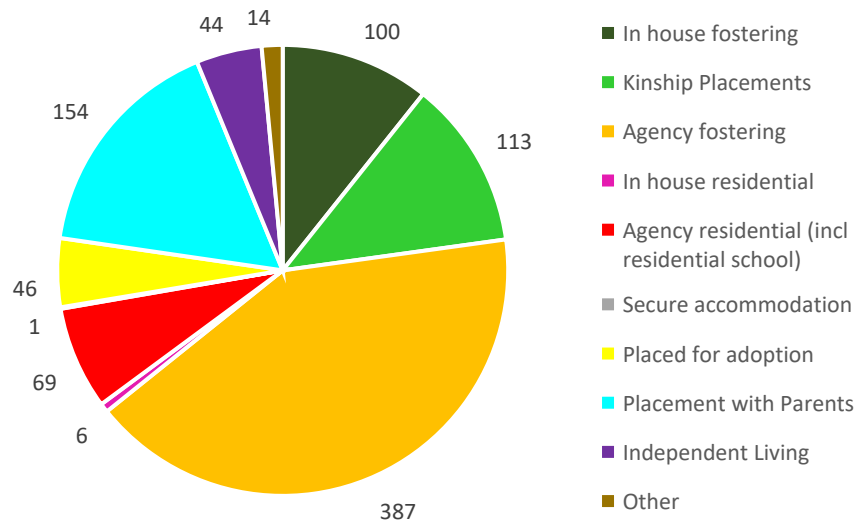
### Care Proceedings issued and concluded during year



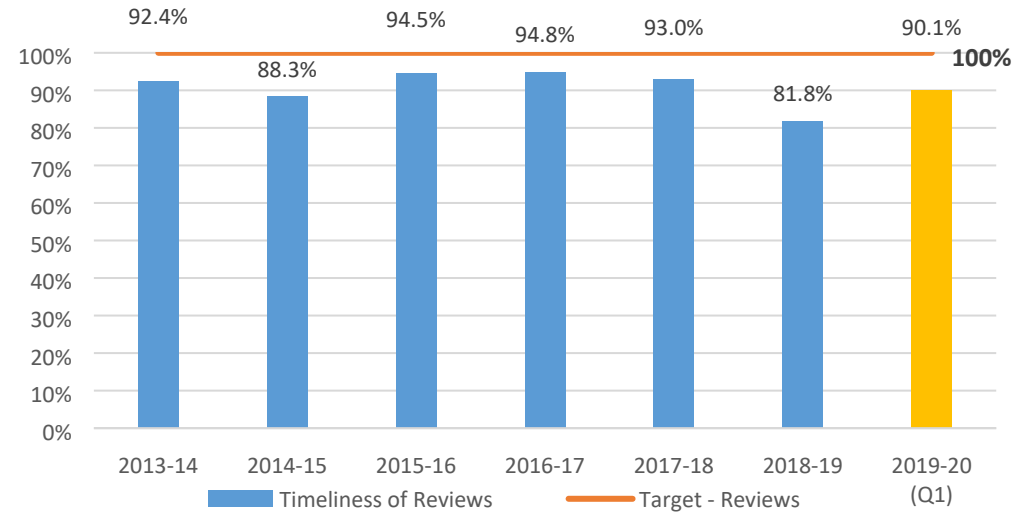
### Starts and ends of being looked after



### Breakdown of placements by type

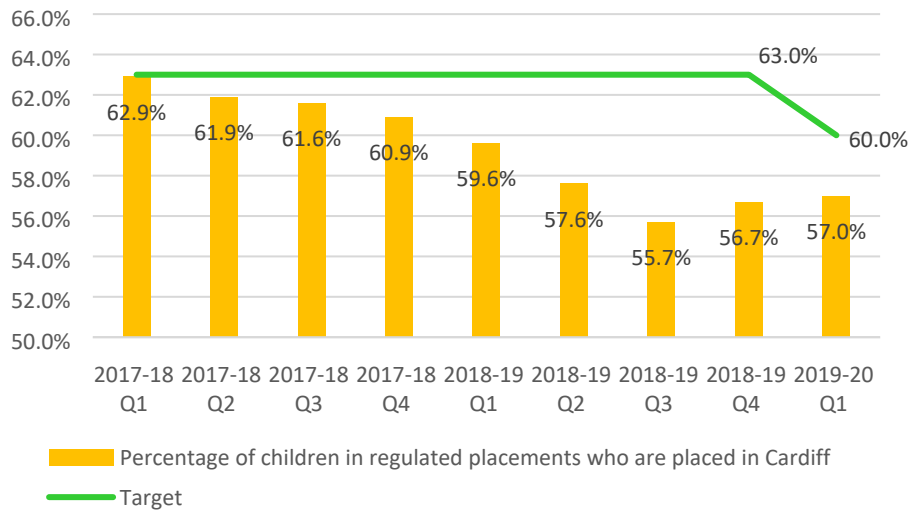


### Timeliness of Children Looked After Reviews

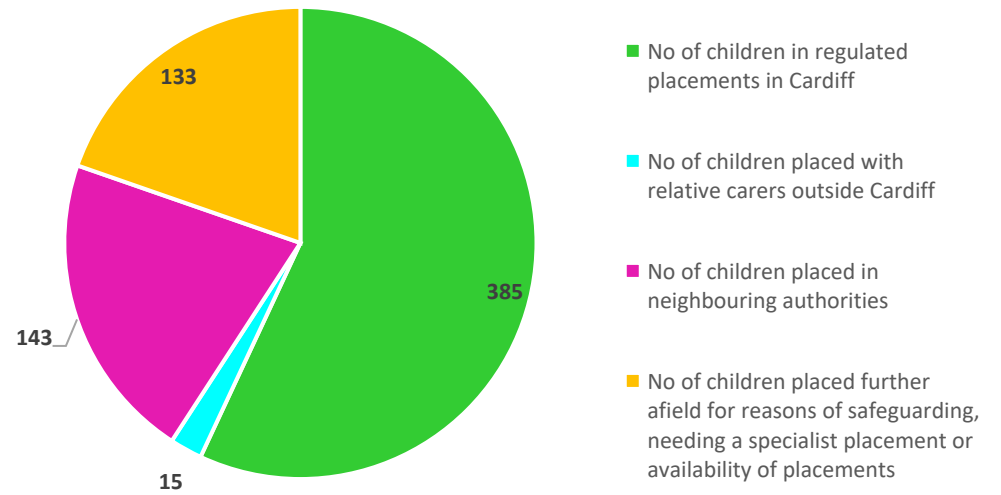


N.B. Quarter 1 2019/20 data is provisional

## Percentage of children in regulated placements who are placed in Cardiff



## Breakdown of all children in regulated placements



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**CYNGOR CAERDYDD  
CARDIFF COUNCIL****CORPORATE PARENTING ADVISORY COMMITTEE: 18 NOVEMBER 2019**

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**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT  
QUARTER 1 2019-20**

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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 1 report covers complaints and representations from 1<sup>st</sup> April to 30<sup>th</sup> June 2019

**Introduction**

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

duty to provide an advocate as required. All children or young people who make complaints are offered a meeting and all children and families will receive a written response to the concerns they have raised.

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

### Summary of Complaints Activity during the Period

8.

Item	Q1 2019-20
Number open at start of period (01/04/2019)	14
Number received (qtr. 1)	39
TOTAL complaints	39
Number received directly from children and young people	5
Number closed (30/06/2019)	37
Number outstanding at end of period (30/04/2019)	2
% acknowledged within 2 working days	100%

9. During this quarter, the number of complaints received by Children's Services was 39, a decrease of 17 from Q4.
  - a. Of the 39 complaints received, 20 of the complaints received were in relation to the Social Worker or the service received, an increase from Q4. 1 complaint related to placements and 4 regarded a lack of communication, 3 were in relation to contact, a slight decrease from Q4. 11 were about decision making.
  - b. 7 complaints were received regarding the Intake & Assessment Service, which is a decrease from Q4. 14 complaints were received regarding the Child in Need Service, a slight decrease from Q4. There was 1 complaint regarding the PA service, 1 for Safeguarding and 15 complaints were



received regarding the Looked after Children Service compared with 18 in Quarter 4. There was 1 corporate complaint.

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 felt that they were not getting the support they needed for their foster child.

The Operational Manager discussed the issues with the foster carers. An assessment was planned with a specialist assessment in relation to the emotional and psychological wellbeing of the child.

A request was made to Health and Education for an assessment of needs to ensure that the correct provision was in place regarding the child's additional needs. The Social Worker also arrange regular respite for the family.

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

We received a complaint from a parent who was unhappy about the number of times their family had been referred to Children's Services.

We explained that, while we are aware that being referred to Children's Services can be distressing, Children's Services are required by law to act on all referrals that are made to them regarding the wellbeing of a child.

**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.

11.3 Stage 2 complaints were initiated during Quarter 1.

### **Ombudsman Investigations**

12. There was 0 Ombudsman activity in relation complaints during this quarter.

### **Learning from Complaints**

13. Action Plans are initiated after each Stage 2 investigation to ensure that the recommendations are implemented, lessons are learned and themes recognised. Issues about staff conduct are sent to an Operational Manager to consider.

### **Themes Emerging During the Quarter**

14. Quarterly complaints reports are shared with managers so any emerging themes can be considered and actions can be taken to improve practice. Outside of this avenue the Complaints Manager can highlight issues to an Operational Manager (as above).

15. There were no specific themes that emerged during this quarter.

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

16. In Quarter 4 there was an increase in complaints from young people via advocates. This theme did not continue in Quarter 1, there were just 5 complaints from young people.

### **Early Resolution**

17. 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. During this quarter there were 27 enquiries, the issues in these were brought to the attention of the relevant Team or Operational Managers who acted promptly to address the issues raised to the satisfaction of the individual. This prevented 27 complaints being formally opened as stage 1 complaints, resolving the issue at the earliest opportunity.

### **Summary of Compliments**

18. 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.

19.25 compliments were received in Quarter 1. A breakdown of compliments by teams is provided below. This will help Children's Services build upon positive work and can assist in identifying improvements

<b>Team</b>	<b>No. of Compliments</b>
Targeted Services	16
Specialist Services	6
Other	3

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

From Llamau to Personal Adviser

*Recently we have been working with XX XXX (PA) supporting a YP at our Fields Park Road project. I would like to make you aware how impressed I have been with XX and the way that she has worked in partnership with Llamau. I thought it was important to highlight good practice and it is a great example of how multi agency works to support a YP at a time of crisis.*

**Summary for Quarter 1**

20. As at the 30<sup>th</sup> June 2019, the service were working with 3,103 children and young people and of these, we received:

- a. 39 complaints. 5 were directly from the young person, a decrease from Q4 when 10 were recorded.
- b. 25 compliments.

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

21.21 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter, an increase of 7 from Q4.

22. Requests for Information from statutory agencies:

- a. 177 requests were received and responded to on time, this compares to 156 received in Q4.
- b. 0 were completed outside of the statutory time frame.
- c. 0 requests were withdrawn
- d. There are no new requests in process at the time of writing.

23. The turnover has to be rapid due to the nature of the enquiries. Of these:

- a. 90 requests were from the Probation Service asking if there are children living in a household with individuals who have been bailed or will be etc. and wanting background information
- b. There were 23 requests from different Council's Children's Services Departments
- c. 64 requests were received directly from other services such as HMRC, Education and Health Services.

### **Financial Implications**

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

### **Legal Implications**

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

### **RECOMMENDATION**

26. The Committee is recommended to:

- i. To endorse the report.

**Deborah Driffield**  
**Assistant Director Children's Services**  
**12 November 2019**