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## AGENDA

<b>Committee</b>	CORPORATE PARENTING ADVISORY COMMITTEE
<b>Date and Time of Meeting</b>	TUESDAY, 18 MAY 2021, 2.00 PM
<b>Venue</b>	REMOTE MEETING VIA MS TEAMS
<b>Membership</b>	Councillor Merry (Chair) Councillors Bowden, Hinchey, Jenkins, Lent, Lister, Naughton and Parkhill

*Time  
approx.*

- |          |   |         |
|----------|---|---------|
| <b>1</b> | <b>Apologies for Absence</b>  | 2.00 pm |
|          | To receive apologies for absence.   |         |
| <b>2</b> | <b>Declarations of Interest</b>   |         |
|          | To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.                  |         |
| <b>3</b> | <b>Minutes</b>  |         |
|          | To approve as a correct record the minutes of the previous meeting ( <i>to follow</i> )                                   |         |
| <b>4</b> | <b>Corporate Parenting Protocol and Corporate Parenting Advisory Committee Terms of Reference</b> ( <i>Pages 5 - 14</i> ) | 2.10 pm |
| <b>5</b> | <b>Regional Health &amp; Social Care Partnership Update</b> ( <i>Pages 15 - 28</i> )                                      | 2.20 pm |
| <b>6</b> | <b>Resilience Project Update</b> ( <i>Pages 29 - 32</i> )   | 2.35 pm |
| <b>7</b> | <b>Bright Sparks/Participation Update</b> ( <i>Pages 33 - 38</i> )  | 2.50 pm |
| <b>8</b> | <b>Assessment and Therapy Pilot Update</b> ( <i>Pages 39 - 46</i> )   | 3.05 pm |
| <b>9</b> | <b>Corporate Parenting Strategy Action Plan Update</b> ( <i>Pages 47 - 60</i> )   | 3.20 pm |

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

- |    |  |         |
|----|--|---------|
| 10 | <b>KPI Dashboard Proposal</b> ( <i>Pages 61 - 68</i> )                             | 3.35 pm |
| 11 | <b>Corporate Parenting Performance Information Report</b> ( <i>Pages 69 - 72</i> ) | 3.50 pm |
| 12 | <b>Complaints and Compliments Information Report</b> ( <i>Pages 73 - 82</i> )      | 4.00 pm |
| 13 | <b>Forward Work Programme</b> ( <i>Pages 83 - 92</i> )                             | 4.00 pm |
| 14 | <b>Urgent Items (if any)</b>   |         |
| 15 | <b>Date of next meeting</b>  |         |

The date of the next meeting of the Corporate Parenting Advisory Committee is on Tuesday 20 July 2021 at 2.00 pm

**Davina Fiore**

**Director Governance & Legal Services**

Date: Wednesday, 12 May 2021

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

## **WEBCASTING**

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**CYNGOR CAERDYDD  
CARDIFF COUNCIL**

**CORPORATE PARENTING ADVISORY COMMITTEE 18 MAY 2021**

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**PROPOSED CORPORATE PARENTING PROTOCOL AND  
CORPORATE PARENTING ADVISORY COMMITTEE TERMS OF  
REFERENCE**

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**Reasons for the Report**

1. To consider the proposed:
  - a. Corporate Parenting Protocol; and
  - b. Terms of Reference (ToR) for the Corporate Parenting Advisory Committee (CPAC); and
  - c. To identify relevant learning and development opportunities for members of the committee.

**Background**

2. At an Extraordinary meeting of Council on 20<sup>th</sup> January 2020, full Council approved a Motion which welcomed the appointment of an independent expert by the then Director of Social Services, in consultation with the Cabinet Member for Children & Families and the Chief Executive, to undertake a review of the Member Safeguarding Protocol. This review was completed and approved by Council on 26<sup>th</sup> November 2020.
3. The Council also approved the proposed extension of the remit of the independent expert to include various specific issues, including the 'Development of a protocol on the corporate parenting role of Councillors, which aligns with the Member Safeguarding Protocol. This will include a review of the existing terms of reference and operation of the Council's Corporate Parenting Advisory Committee and make recommendations on how the role of the committee can be strengthened.'

**Issues**

4. The independent expert held a series of discussions with Cabinet Members, Group Leaders, Scrutiny Committee Chairs and offered workshops for all Elected Members to enable them to have their views considered as part of the development of a Corporate Parenting Protocol. The proposed Corporate Parenting Protocol is attached at **Appendix A.**
5. These discussions also provided the opportunity to review the ToR to improve the clarity and focus of the Committee when championing the interests of Children Looked After and Care Leavers.

6. These proposals were subsequently restructured into an appropriate format for adoption and implementation but which retained the relevant wording developed during the Elected Member consultations. The proposed revised Corporate Parenting Advisory Committee ToR at **Appendix B**.
7. The ToR also identifies that “Each member of the Corporate Parenting Advisory Committee will undertake relevant training, to enable them to properly discharge their duties. The committee is invited to give its views on learning and development opportunities that should be undertaken to enable Members to properly discharge their duties on the committee. This will assist in ensuring that suitable opportunities can be incorporated into the Member Development programme and in the Member Induction programme following the Local Government Elections in 2022.
8. Following its consideration of **Appendices A and B**, it is recommended that the Committee should submit them to the Children and Young People Scrutiny Committee and Cabinet for their views.
9. Any feedback received from these bodies is intended to be considered as soon as possible. The Committee is requested to authorise the Chair of the Corporate Parenting Advisory Committee, in consultation with the Director of Children’s Services and the Director of Governance and Legal Services to amend Appendices A and B to reflect any relevant feedback as appropriate.
10. The finalised documents will be submitted to Annual Council on 27<sup>th</sup> May 2021 for consideration and approval.

### **Financial Implications**

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

### **Legal Implications**

12. The Corporate Parenting Advisory Committee (CPAC) is an Advisory Committee established (under section 102(4) of the Local Government Act 1972) to advise and make recommendations to the Cabinet and Council with regard to corporate parenting matters. The Committee may advise the Cabinet and Council on any matters relating to the discharge of their respective functions, within the Committee’s approved terms of reference.
13. Any amendment to the Committee’s terms of reference requires the approval of full Council.

### **RECOMMENDATIONS**

14. To consider the proposed:
  - a. Corporate Parenting Protocol (Appendix A); and
  - b. Revised draft Terms of Reference (ToR) for the Corporate Parenting Advisory Committee (Appendix B).

15. To provide views on any relevant learning and development opportunities which should be undertaken by the members of the committee to ensure that they are properly able to discharge their Corporate Parenting responsibilities.
16. Appendices A and B be submitted to the Children and Young People Scrutiny Committee and Cabinet for consultation and comments.
17. To authorise the Chair of the Corporate Parenting Advisory Committee in consultation with the Director of Children's Services and the Director of Governance and Legal Services to amend Appendices A and B to reflect any relevant feedback received from CPAC members or during the consultation with the Children and Young Peoples Scrutiny Committee and Cabinet, prior to submission to Council.
18. That the Corporate Parenting Protocol (**Appendix A**) and revised draft CPAC Terms of Reference (**Appendix B**) be submitted to Council for approval and inclusion in the Constitution.

**DEBORAH DRIFFIELD**  
**Director of Children's Social Services**

**11 May 2021**

Appendices:

Appendix A - Proposed Corporate Parenting Protocol  
Appendix B - Revised Draft Terms of Reference for the Corporate Parenting  
Advisory Committee

**Background Documents -**

[Minutes of the Extraordinary, Council - Monday, 20th January, 2020](#)

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## **PROTOCOL**

### **THE ROLE OF ELECTED MEMBERS IN CORPORATE PARENTING**

#### **1. Purpose of the Protocol**

To provide guidance and advice to Elected Members on:

- Their role and responsibilities in relation to corporate parenting and services to children looked after and care leavers.
- How Members should contribute to effective corporate parenting and receive assurance about services to meet the needs of children looked after.

#### **2. Introduction and Context**

The voice of children looked after and care leavers should drive and influence the council's corporate parenting policies, strategies and responsibilities by being an integral part of the Corporate Parenting Advisory Committee's work.

The law and guidance about children looked after and care leavers is substantial and complex. Part 6 of The Social Services and Well-being (Wales) Act 2014 is the central part of legislation, and Section 78 identifies the duty of the Council is to safeguard and promote the welfare of each child it looks after, and every care leaver.

Children under the age of 16 may be in the Council's care by agreement of those who have parental responsibility for them, or by order of the court. Capacious children of 16 and over can be accommodated without the agreement of those who have parental responsibility for them if the Local Authority considers their well-being is likely to be seriously prejudiced if the child is not provided with accommodation. They may also be looked after by virtue of a court order. The council becomes responsible for children looked after when it is not possible or in their best interests for them to be with their family.

Article 12 of the United Nations Convention on the Rights of the Child is clear that "children have the right to participate in discussions which affect their lives".

The Children's Commissioner for Wales has been clear that "Councillors, as corporate parents, have an important role to play in ensuring that every child in their Council's care receives the best care possible".

The Social Services Improvement Agency 2016: Corporate Parenting Work Book advises "You can be an effective Corporate Parent without having to know individual children looked after and care leavers personally".

Councillor's key contribution to effective corporate parenting is to work constructively and effectively with the key professionally qualified staff to:

- Make sure parental responsibilities for children looked after by the Council, are being fulfilled.

- Make sure the Council knows how well the children looked after are doing.
- Identify where things need to improve and to make a difference for good.

### 3. Councillors Responsibilities

To achieve effective corporate parenting requires strong political (and professional) leadership together with robust performance management arrangements. Maintaining engagement with, and the participation of children looked after in delivering relevant and dynamic services is essential.

Corporate Parenting is not the sole responsibility of the children's social work service. It is the responsibility of the whole Council, including Councillors. Statutory partners; education, health and the police have a critical role in supporting the council, and children looked after, to deliver the best possible care and support.

Whilst all Elected Members have corporate parenting responsibility, the tasks that need to be undertaken will differ according to the roles of individual councillors. Responsibilities can be summarised as follows:

- Understand why children need to be looked after, and the legal and policy framework that governs this.
- Ensuring there are sound mechanisms and arrangements within the Council for listening and responding to the views of children looked after, and care leavers.
- Have access to both qualitative and quantitative information on the children looked after service, and have sufficient knowledge and insight to understand and evaluate this information.
- Ensure there are effective governance arrangements in place.
- Understand how well the Council is doing in comparison with other Councils who have a similar demographic profile.
- Be aware of the governance arrangements for corporate parenting within the Council.
- Know the profile of the children in care of the council, and the outcomes they are achieving compared with other local children.
- Understand the Council's corporate parenting strategy and its key points.
- Take responsibility for promoting the welfare of children in care and care leavers in their work with the Council.
- Understanding what the most important issues are for children in care and care leavers.
- Influencing the Council when necessary, to review its structures and systems in order for the Council to be an effective corporate parent.
- Ensure key statutory partners are engaged in delivering effective corporate parenting.
- Listening to children looked after to understand whether their needs are being met, and where the Council is failing to meet those needs.
- Ensuring there is an action plan across the Council and partner agencies to improve the service.

#### 4. Officer Responsibilities

The role of officers is crucial to ensure services are developed and delivered to high standards and that they inform Elected Members on the progress of delivering safe and good quality services for and to children looked after. Officers are responsible for advising the Corporate Parenting Advisory Committee and ensure that agreed actions are carried out. Officers will:

- Report on the performance of services related to children in care and care leavers.
- Provide and report on key children looked after information, for example; fostering, residential, adoption, kinship, and special guardianship.
- Ensure the Corporate Parenting Advisory Committee has all relevant information to ensure it is able to monitor in detail the services provided to children in care.

#### 5. Governance and the Role of the Corporate Parenting Advisory Committee

The Corporate Parenting Advisory Committee through its Terms of Reference will seek to ensure the corporate parenting strategy is successfully implemented, monitored, and reviewed.

The Corporate Parenting Advisory Committee will engage with relevant Children Looked After forums.

The Corporate Parenting Advisory Committee will provide an Annual Report to the Council's Cabinet, and full Council.

The Corporate Parenting Advisory Committee will engage and develop a shared dialogue with the Children and Young People's Scrutiny Committee

The Corporate Parenting Advisory Committee will report to the Regional Partnership Board every six months.

Each member of the Corporate Parenting Advisory Committee will undertake relevant training to ensure they properly discharge their corporate parenting responsibilities. The Council will provide Corporate Parenting training for members of the Council who are not directly involved in the Corporate Parenting Advisory Committee.

The Corporate Parenting Advisory Committee will focus on key performance indicators for services for children looked after, for example:

- Rate, number, and profile of Children Looked After (CLA).
- Placement profile; fostering, residential, adoption, kinship, special guardianship.
- Timeliness of Statutory Visits.
- Timeliness of Statutory Reviews.
- Health Assessments of Children Looked After.
- Education: Achievements at key stages, benchmark CLA against non CLA, Exclusions.

The Corporate Parenting Advisory Committee's priorities will be determined by the Committee's Terms of Reference.

## 6. Raising Concerns

This section should be read in conjunction with the - Protocol: Role of Elected Members in Safeguarding Children and Vulnerable Adults.

**If a Member is concerned that a child looked after may be at risk of harm, this should be reported immediately to:**

- **Multi Agency Safeguarding Hub (MASH)**
- **Out of Hours: The Emergency Duty Team (EDT)**

### **CONTACT DETAILS:**

The Multi Agency Safeguarding Team (MASH)	<b>029 2053 6490</b>
Emergency Duty (out of hours) Team (EDT)	<b>029 2078 8570</b>
Director of Children's Services	<b>029 2087 3803</b>
Director of Social Services	<b>029 2083 7601</b>

## REVISED DRAFT TERMS OF REFERENCE - CORPORATE PARENTING ADVISORY COMMITTEE

1. The Corporate Parenting Advisory Committee is responsible for advising the Council and for advocating on the collective behalf of all care leavers and children looked after by Cardiff Council, to ensure that they receive the best possible care and support.
2. To achieve the best outcomes for children looked after and care leavers the Corporate Parenting Advisory Committee will:

### **Actively Promote:**

- a. and operate collective responsibility between the Council, Social Services, Health, Education and other statutory agencies to achieve good parenting for all children in the care of Cardiff Council and to ensure that they are appropriately safeguarded to achieve the best possible chances in life.
- b. real and sustained improvements by ensuring that mechanisms in place take full account of:
  - the importance of promoting and respecting the child or young person's dignity.
  - the characteristics, culture and beliefs of the child or young person.
  - the importance of promoting the upbringing of the child by the child's family, in so far as doing so is consistent with promoting the child's well-being.
  - Where the child is under the age of 16, the views, wishes and feelings of those with parental responsibility for the child, in so far as doing so is consistent with well-being of the child and is reasonably practicable.

### **Identify key priorities by:**

- c. engaging with relevant children looked after forums, as determined by the young people, to drive the committee's priorities.
- d. ensuring that the committee agenda focuses on what children looked after identify as relevant for their growth and development.

### **Co-ordinate and collaborate to:**

- e. seek to ensure that coordinated services are delivered across all statutory and voluntary sector organisations.
- f. engage and develop a shared dialogue with the Children and Young People's Scrutiny Committee to avoid agenda duplication, whilst working together to exploit detailed analysis of key performance data.
- g. engage with, and embrace future Welsh Government plans and expectations to extend corporate parenting responsibilities across Public Services.

**Monitor Outcomes and Performance to:**

- h. ensure that performance monitoring systems are in place, and to regularly review performance data to ensure that good outcomes for children looked after and care leavers are being delivered consistently.
- i. review the quality and effectiveness of:
  - Children Looked After Services
  - Education Services
  - Health Services
3. To provide an Annual Report to the Council's Children and Young People's Scrutiny Committee, Cabinet, and full Council.
4. To ensure the corporate parenting strategy is implemented effectively, reviewed and revised as necessary, to meet the needs of children looked after and care leavers.
5. To recommend the appointment of co-opted members to the Committee for approval by Council.
6. To make recommendations to Cabinet and Council in respect of any matters within the remit of the Committee.
7. Each member of the Corporate Parenting Advisory Committee will undertake relevant training, to enable them to properly discharge their duties.

**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**REGIONAL HEALTH & SOCIAL CARE - STARTING WELL  
PARTNERSHIP UPDATE**

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**Reasons for the Report**

1. This report provides the Committee with information in relation to the newly established Starting Well Partnership and the revised governance arrangements of the Regional Partnership Board. The report aims to inform the Committee on the purpose of the partnership, an overview of priorities being established and provide an update on how the partnerships will interface with sovereign organisations priorities and existing work plans.

**Background**

2. The Cardiff and Vale Regional Partnership Board (RPB) has been in place since 2016 as a statutory response to Part 9 of the Social Services and Well Being Act and brings together partners across Health, Social Care, Housing, and Third Sector services. More recently Education and citizens are represented on the Regional Partnership Board.
3. The purpose of the RPB is to direct and enable delivery of the health and social care priorities for the population of Cardiff and the Vale of Glamorgan.
4. The RPB governance has been reframed to support the new approach and we are in the process of establishing Starting Well, Living Well and Ageing Well Partnerships to define and drive forward transformational change aligned to the delivery of population health outcomes. The programmes that have been set out in this report will be major planks of the Starting Well partnerships.

5. In 2018 the Children and Young People's Partnership was established to bring focus to the partnership priorities for Children, young people and their families and to take forward opportunities to deliver against these priorities as a partnership.
6. A series of projects that support development of services for children and young people at risk, and children and young people with complex needs were overseen by the Children and Young People's Partnership and Disability Futures Programme (now closed)
7. A number of priorities were developed by the Children and Young People's Partnership where areas of development are required across all partner members, including the third sector.
8. The projects are Welsh Government Funded through the Integrated Care Fund and the Transformation Fund and are targeted at delivering transformational change across the region and developing sustainable models of integration. These projects include;
9. Children at Risk
  - a. Regional Family Group Conferencing
  - b. Regional Adolescent Resource Centre
  - c. Therapeutic intervention service for Children Looked After and Adopted
  - d. Reunification Framework and Delivery (Cardiff)
  - e. Reunification Framework and Delivery (Vale of Glamorgan)
10. Children with complex Needs
  - a. Transition (Children and Learning Disability)
  - b. Continuing Care and Joint Equipment
  - c. Positive Behaviour Support development
  - d. Enhancing Health Services to support integration
  - e. Enhancing Education Services – ASD



11. Children and Young People's Mental Health

- a. Early Help Plus – Primary Mental Health
- b. Resilience Project 6

12. Capital Project developments

- a. Ty Gwyn expansion to include additional classrooms and adult day support
- b. Ty Deri redesign to deliver additional classrooms and adult day support
- c. Redevelopment of Ely & Caerau Childrens Centre – colocation and changing place

13. In September 2020 members of the partnership across health, social services, education and the third sector have been revisiting the existing projects and activities that span across the region and partners, to establish the key priorities for delivery within 2021/22 and shifting our thinking from services and organisations to people and places.

14. The Regional Partnership Board has agreed to establish a Starting Well Partnership to;

- a. accelerate delivery of the RPB's ambitions for *A Healthier Wales*
- b. make a step-change in the scale of our ambitions as a partnership
- c. improve health and wellbeing outcomes for local people
- d. drive integration of services to improve quality, experience and value
- e. challenge the status quo where it isn't currently achieving the best for citizens of Cardiff and the Vale of Glamorgan

15. The delegated powers and responsibility of the Starting Well Partnership will be;

- a. To develop and recommend priorities for action to the RPB
- b. To deliver the programme of work on behalf of the RPB
- c. Provide accountability for programme spend within agreed budgets
- d. Provide accountable for delivery of agreed partnership benefits and outcomes

16. All operational delivery is currently continuing whilst the partnership moves from previous sets of arrangements within the Children and Young Peoples Partnership into new arrangements. The Children and Young Peoples Partnership stood down in March 2021.
17. The Starting Well Partnership will formally launch on 13<sup>th</sup> May 2021 and a series of meetings will follow in June, July in establishing arrangements and forming a set of recommendations for presentation to the RPB with a view to agreeing priorities for the Starting Well Partnership.

#### STARTING WELL EMERGING FUNCTION

18. 2021/22 represents a transition year across the partnership with a number of grant streams ending in March 2022
19. During this transition year, the Starting Well Partnership will set out priorities to take forward. These are proposed as follows and will be ratified in the first meetings of Starting Well.
  - a. Development and delivery of an integrated models of care for Children and Young People with Emotional Health and Well Being needs
  - b. Development and delivery of an integrated care model for children and young people with complex health needs and disabilities
20. These two major programmes would bring together preceding work and projects and provide a direction of travel for partnership priorities as part of the transition year delivery
21. The ambition is to move away from multiple project management to orientating our efforts towards delivering population health outcomes, explicitly aligning programmes, strategic enablers and funding to deliver this.

#### **Issues**

22. There has been delay in establishing new governance arrangements as a result of the COVID pandemic.

## **Financial Implications**

23. The programme team across the Integrated Health and Social Care Partnership (Cardiff and Vale UHB and Cardiff Council hosted staff) are resourced to support the programme.
24. Transitional year funding has been secured to support the delivery of transition year activity.

## **Legal Implications**

25. There are no legal implications arising from the report

## **RECOMMENDATION**

The Committee is recommended to:

- a. Note the development of the Starting Well Partnership
- b. Receive updates on the progress of work streams at regular intervals and when requested

**DEBORAH DRIFFIELD**  
**DIRECTOR CHILDREN'S SERVICES**  
11 May 2021

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# Cardiff & Vale – Regional Partnership Board

## Development of the Starting Well Partnership

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**Cath Doman**

**Director of Health and Social Care Integration**

**18<sup>th</sup> May 2021**



# Integrated Care – focused on people and places and the health and wellbeing of the population



**People and places:** supporting communities to build their capacity and resources to support people to create their own solutions. People’s homes support them to thrive and keep them safe. Information is easy to access. Prevention and early intervention is prioritised and valued.

Schools, general practice, libraries and leisure resources are critical elements of the community infrastructure.

The voluntary, community and faith sectors have a fundamental leadership role in part of our system.

Starting well

Living well

Ageing well

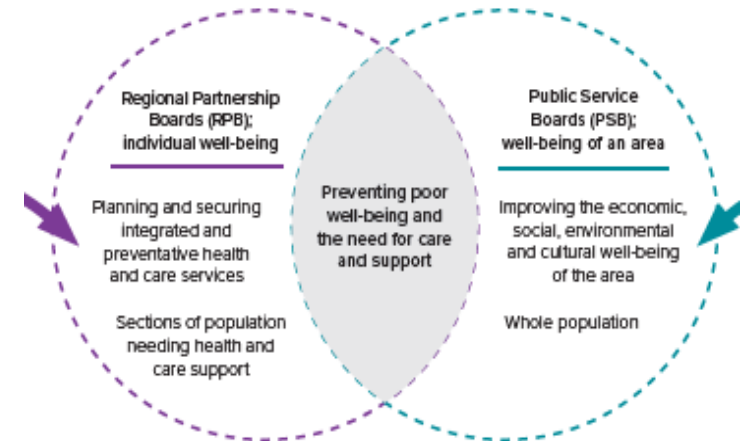
## Home first:

When it’s needed, care and support is joined up and delivered at home, by default. It is organised around neighbourhoods. It is anticipatory and preventive as well as being able to respond to a crisis, around the clock. Digital solutions help put people in control.

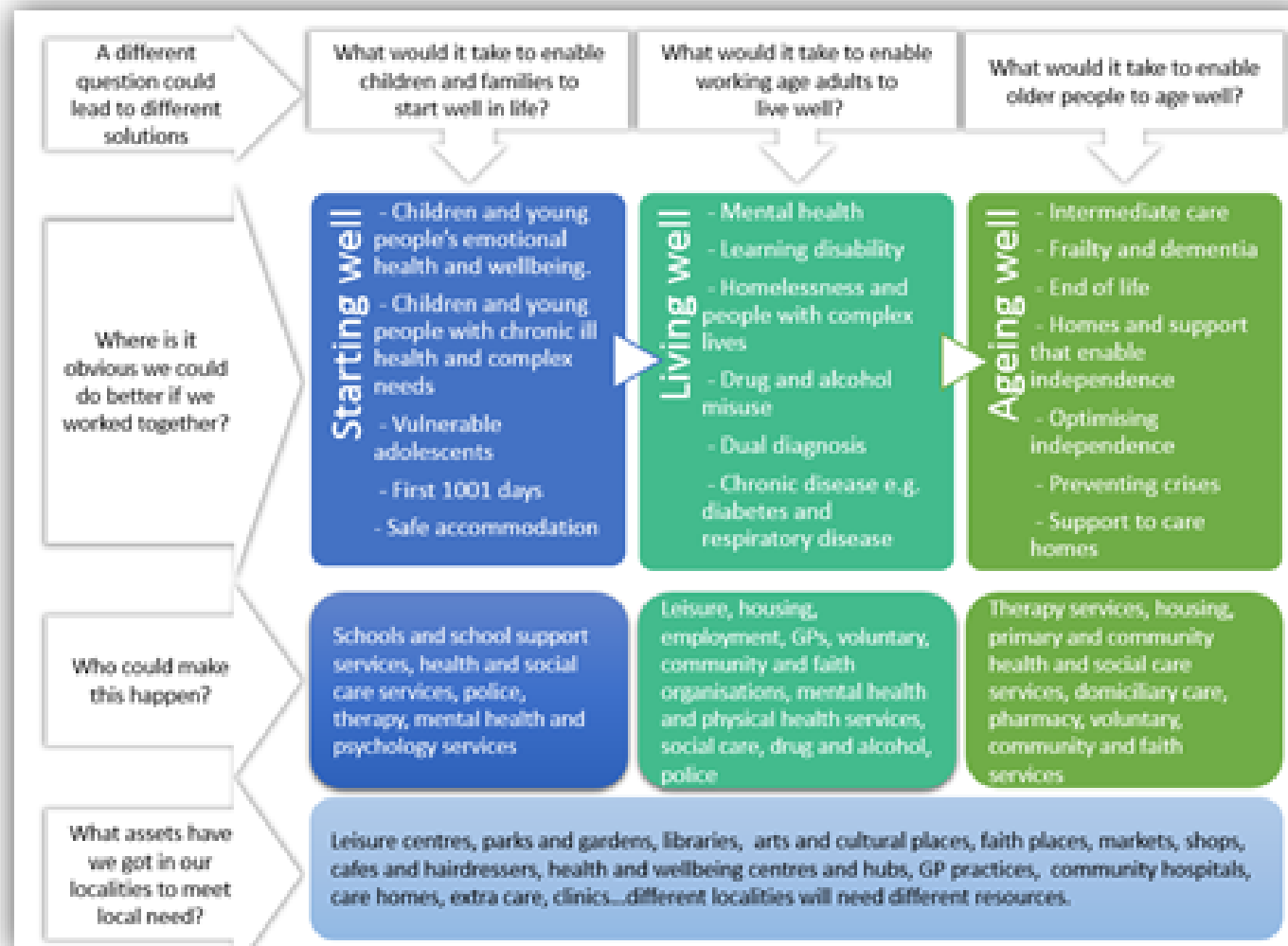
**Specialist care and support** is there when needed, e.g. hospital care, specialist children’s services etc. Much more of this is delivered in communities.

This is a shared agenda across the RPB and PSBs:

PSB priorities of economic, social, environmental and cultural well-being create the conditions for RPB partners to support people with additional health and wellbeing needs.



If we ask the question, *'what would it take to enable children and families to have a better start in life?'* it leads us to different solutions. It helps us move away from what we can do separately as organisations, based on what we have always done, to a shared endeavour, recognising that no single organisation holds the answer, but together we do, especially with closer involvement of the users of our services.



Strategic direction as a partnership and interpretation of national policy. The Board accomplishes its work through the structures below.

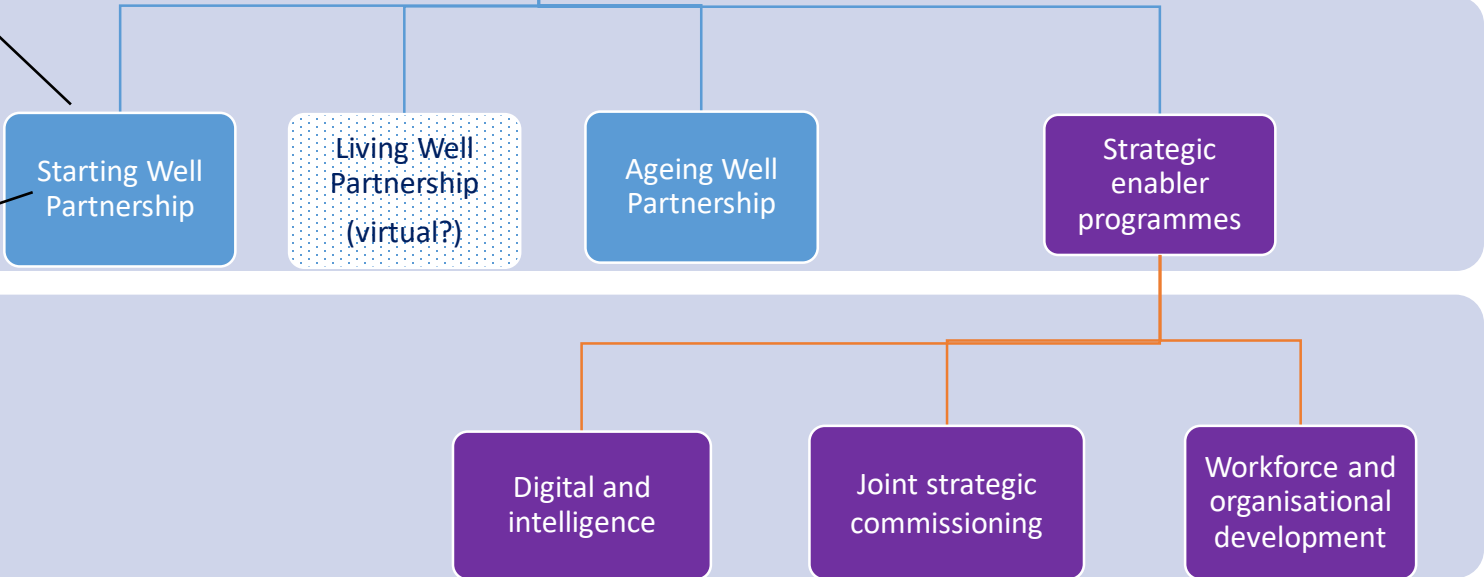


Purpose

- To **accelerate delivery** of the RPB's ambitions for *A Healthier Wales*
- To make a **step-change in the scale of our ambitions** as a partnership
- To **improve health and wellbeing outcomes** for local people
- To **drive integration** of services to improve quality, experience and value
- To **challenge the status quo** where it isn't currently achieving the best for citizens of Cardiff and the Vale of Glamorgan

**Delegated powers and responsibility:**

- To develop and recommend priorities for action to the RPB
- To deliver the programme of work on behalf of the RPB
- Accountability for programme spend within agreed budgets
- Accountable for delivery of agreed partnership benefits and outcomes





# Integrated Care – a step-change in ambition

This programme will bring projects already delivered by the Regional Partnership Board together into **3 programmes of work**, underpinned by a **single programme delivery approach**.

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Original Transformation Fund and ICF feeder projects plus wider context e.g. housing, community services

P1 & P2  
Wellbeing matters and social prescribing

P3: GP triage

P4 & P5:  
Get Me Home

ICF project feeders to be defined

Wider services and initiatives beyond H&SC focus

P6 Developing an ACE Aware Approach to Resilient Children and Young People

ICF project feeders to be defined

Wider services and initiatives beyond H&SC focus e.g. education



## Looking ahead 21-22

1. Place-based integrated care model

Vale locality model

Cardiff localities model

2. Integrated care model for children and young people's care and support

Emotional wellbeing and mental health

Complex health and disability needs

Single programme approach across the RPB

# Starting Well Partnership priorities

## Transitional year programme: Integrated care model for children and young people's care and support

Deliver a multi-agency, integrated model of care for children and young people with emotional wellbeing and mental health needs

Deliver a multi-agency and integrated model of care for children and young people with complex health and disability needs

Starting Well Partnership focus

Page 26  
Existing contributory partnership work (Operational delivery group)

Safe accommodation	A healthy schools approach	Integrated service delivery
<ul style="list-style-type: none"><li>• <u>Enfys</u> service: therapeutic support to children looked after</li><li>• Family group conferencing and reunification: early intervention to support families to stay together and prevent placement breakdown</li><li>• Adolescent resource development: wrap around support to reduce the risks of breakdown and edge of care requirements</li></ul>	<ul style="list-style-type: none"><li>• Implementation of the draft framework for a Whole School Approach to emotional health and wellbeing</li></ul>	<ul style="list-style-type: none"><li>• Transformation Fund Resilience project supporting children in schools</li><li>• ICF prevention: enhanced early help, targeted primary MH support and third sector support to parent carers</li><li>• Delivery of a single point of access</li></ul>

Integrated services for children with disabilities	Integrated planning for children with ALN	Choice and flexibility
<ul style="list-style-type: none"><li>• Continuing Care/joint Equipment integrated approach</li><li>• Regional integrated early years pathway</li><li>• <u>Ty'r Bont</u>: transitional support to adult services in a school setting</li></ul>	<ul style="list-style-type: none"><li>• Transition service development – regional protocol for multi agency planning</li><li>• Positive behaviour support with children with disabilities</li></ul>	<ul style="list-style-type: none"><li>• 5 year regional commission strategy</li><li>• Learning disability and psychology services review to inform workforce development</li><li>• Respite feasibility study for overnight respite support for children with complex health needs and disabilities</li></ul>

RPB partners: schools, social care, specialist mental health services, primary care (GPs), third sector agencies, housing

# Enablers

- **Enablers**
- Integrated assessment and care planning supported by integrated care records
- Workforce and organisational development
- Digitally-enabled care/support
  - Self-assessment
  - Shared record view
  - Engagement and involvement
  - Information, advice, guidance and resources
- Intelligence and measures (how are we doing?)
  - Quality and performance reporting
  - Capacity and demand modelling
  - Needs analysis
- Joint commissioning
- Front door/access to services arrangements

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**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**Resilience Project Update**

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**Reasons for the Report**

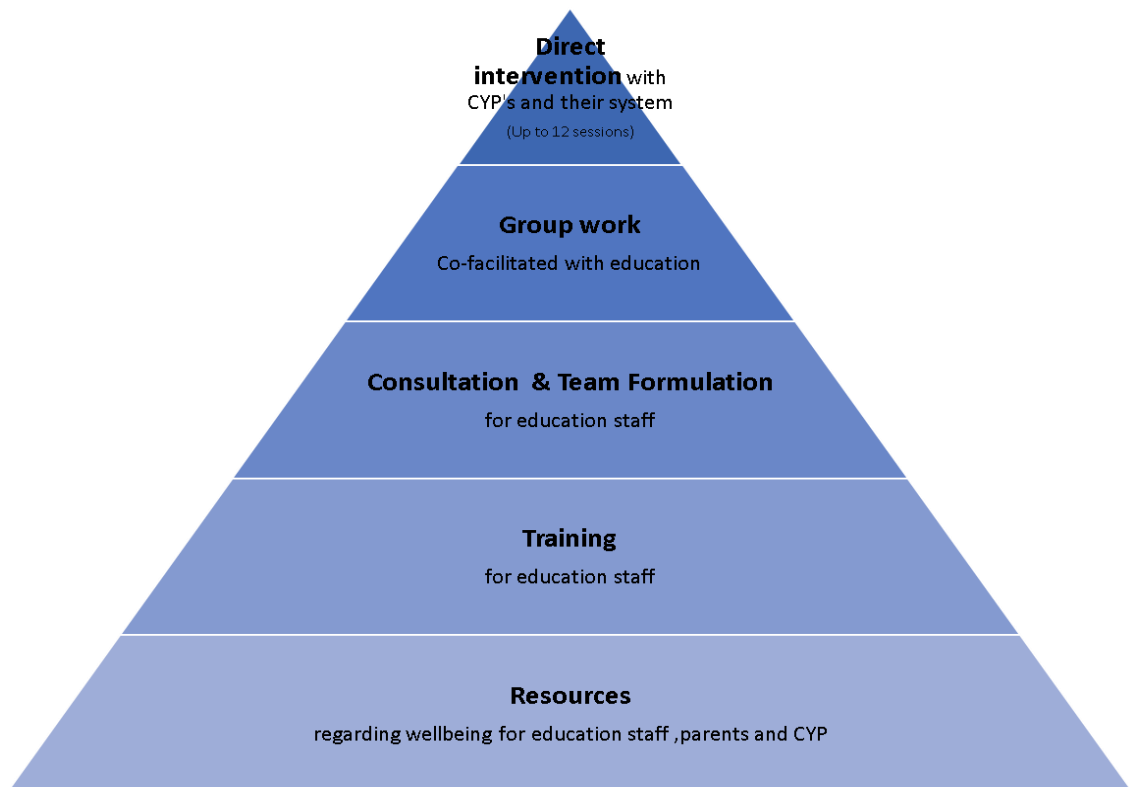
1. The report aims to inform the Committee on the current work that is undertaken by The Resilience Project to build greater capacity, expertise and mental health resilience for Children and Young People (CYP) in educational settings across Cardiff and the Vale.

**Service Information**

2. The Resilience Project is a project of led by Cardiff and Vale Health board, in partnership with the Mental Health Foundation, education and children's service funded by the Welsh Government's 'A Healthier Wales' Transformation Fund. The aims of the Resilience Project are:
  - To enhance joint working between education and health to improve mental well-being of Children and Young People (CYP)
  - Increase mental well-being support and interventions for CYP through supporting education staff
  - Increase the confidence of all those working with CYP in relation to mental health
  - Decrease inappropriate referrals to Child and Adolescent Mental Health Services by providing support to the 'missing middle'
3. The Resilience Project is a psychology-led service that draws on a range of psychological approaches, including Dyadic Developmental Psychotherapy, Cognitive Behaviour Therapy, Dialectical Behavioural Therapy, Acceptance and

Commitment Therapy and systemic approaches. As per Figure 1, the service's needs-led approach incorporates:

- Developing mental health and resilience resources for staff, young people and families. These are housed on the UHB website: Resilience Project - Cardiff and Vale University Health Board (nhs.wales)
- Providing training for education staff,
- Clinically led consultation for education staff regarding specific CYP with complex presentations,
- Group work to promote CYP's resilience and wellbeing
- Clinically-led direct intervention for CYP and families most in need who do not meet the criteria to access other services (up to 12 sessions).



*Figure 1: The Resilience Project service model*

4. The staffing model for the Resilience Project is 1 WTE Band 8b Clinical Lead, 0.3 WTE 8a Clinical Psychologists, 0.8 Band 7 Occupational Therapist, 0.6 Band 7 Art Psychotherapist, 6.8 WTE Band 5 Graduate Mental Health Workers. The project receives external evaluation support from The Mental Health Foundation.
5. There is a broad acceptance criteria for support from the Resilience Project. Access to the service in Cardiff is via submission of an Additional Learning

Needs referral to the Emotional Health and Wellbeing Team, or the Educational Psychology Service.

6. Exclusion criteria:

- CYPs open to existing NHS Child and adolescent mental health teams (including: Primary Mental Health Service (CAMHS), Child and Adolescent Mental Health Service (CAMHS), Community Child and Family Psychology, Enfys).
- Special schools due to levels of needs likely to afford access to existing additional services
- CYPs in crisis or with current active suicidal ideation or self-harm who are likely to need mental health assessment
- Those with a diagnosis of ASD

### **Financial Implications**

7. This report is for information only and does not, in itself, lead to any new financial commitments. The Resilience Project is funded by Welsh Government's Transformation fund through to 31<sup>st</sup> March 2022. The Resilience Project are exploring options and developing a business case for funding beyond this time.

### **Legal Implications**

8. There are no legal implications arising from this report

### **RECOMMENDATION**

9. The Committee are recommended to note the Resilience Project update and to make any observations or comments.

**DEBORAH DRIFFIELD**  
**DIRECTOR OF CHILDREN'S SERVICES**

11 May 2021

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**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**BRIGHT SPARKS/PARTICIPATION UPDATE**

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**Reasons for the Report**

1. This report has been prepared to provide the committee with an update on the Bright Sparks Club. Bright Sparks is the primary participation mechanism for Cardiff Children Looked After and Care Leavers. This update will inform the committee of the activities that Bright Sparks has undertaken in relation to the first of the 5 Priorities outlined in the Corporate Parenting Strategy – Emotional Wellbeing, in addition to other activities in which the group has participated.

**Background**

2. National Youth Advocacy Service (NYAS) is a UK charity offering information, advice, advocacy and legal representation to the most vulnerable children, young people and adults. The core work undertaken by NYAS is an advocacy service for care experienced children and young people. NYAS are commissioned by Cardiff Children's Services to deliver a participation service to children and young people aged 11-25 who are receiving care and support from them, with the principle objective of ensuring that Children and Young People (CYP) are afforded a voice and are active participants in shaping policy and service provision within the council and within a wider external context.
3. In addition, Bright Sparks is a peer support forum for care experienced children and young people, providing them with opportunities to take part in social activities, other participation opportunities and avenues of support. The NYAS Cymru Participation Officer facilitates fortnightly group sessions which have been online since the Covid 19 pandemic. Previously meetings were held at

children's services offices, with social activities taking place in the community at venues accessible to children and young people.

## **Issues**

4. Priority 1 – Emotional Wellbeing - The following work has taken place in relation to this priority.
5. Bright Sparks have been creating resources for The Fostering Network which will be the youth participation element of its wellbeing masterclasses. These classes are to be delivered to professionals across Wales, including CAMHS, Education, Children's Services, Foster Carers and third sector groups. The online event which encompasses a series of five masterclasses will explore the importance of good mental health and wellbeing for children and young people and will consider how a shared learning approach and framework between service providers can be encouraged to create better outcomes for those who are looked after. Members of the group have created videos and contributed to a PowerPoint presentation that explores the lives of care experienced young people, what wellbeing means to them; how their dreams and aspirations have been shaped through their experiences over time.
6. Other work in conjunction with the Fostering Network was Bright Sparks representation at a Young Peoples Care Forum meeting, which the network facilitated. The young people shared their views to help support a piece of research on mental health and wellbeing support for CYP in care. The group were also consulted on potential themes that the Fostering Network should focus on this year.
7. Bright Sparks has supported a PHD research project at Cardiff University, through CASCADE: Children's Social Care Research and Development Centre. The research is examining mental health services in Wales for care experienced young people, looking at what's working, where the gaps are and identifying ways in which the gaps can be closed. The young people used

creative toolkits to express themselves and it was an excellent opportunity for them to have their voices heard.

8. Participated in a Welsh Government and DECIPHer, Cardiff University funded consultation on young peoples' views and thoughts on statutory school and community counselling services.
9. Bright Sparks members have been attending a series of NYAS In-House mental health and wellbeing workshops on Resilience which are being delivered by a multi-award winning training consultant. This has been an opportunity for the young people to address their individual needs in a safe environment.
10. Bright Sparks members have been instrumental in the development of two resources being created by specialist IT students from Cardiff University. The first being a guide to being in care for CYP and the second a digital resource/document wallet to store important information and memories from before and during their care experience. Before work was started the students consulted the group on what information, guidance and advice they would like to see in the guide. In relation to storing memories they shared what documents and memories they would like to keep safe and are important to them from before and during their time in care.
11. The students met with the group again for feedback on their progress where the young people made suggestions of additional information that could be added and gave suggestions about design. They have now finished all stages of research and design and are in the process of implementation. The document wallet (including memory storage and a journal) are complete and the next stage is to get the existing version hosted as well as creating some new content from the discussions had with the groups. The guide to being in care application has a lot of the structure finished and it is ready for the addition of finished content and design work. By the end of April the students will test and give feedback before any final amends are made.

## **Other Work Undertaken**

12. Alongside the Cardiff Advocacy Project Co-ordinator, the Participation Officer has co-hosted virtual monthly Drop-In sessions for Children's services staff. This has provided staff with an opportunity to learn more about Bright Sparks and to have questions answered directly which it is hoped will generate referrals to the project.
13. The YPAG with support from the NYAS Policy and Research Department compiled a report from the results of the 'What matters to you?' survey. This report contained a five point plan which called on candidates in this year's Senedd/Welsh Parliament elections to take action for care experienced children/young people when they create their policies/manifesto's. The launch of the report was followed by NYAS hosting a Hustings event for care experienced young people which gave them the opportunity to ask politicians from all main political parties in Wales questions relating to care experience. The event was attended by CYP throughout Wales.
14. In relation to Votes@16, young people have been provided with information on how to register to vote, what the Senedd is and the work it does. Discussions also took place on why it's important to vote in the Senedd elections.
15. Members took part in a Hustings on Youth Work organised by CWVYS (Council for Wales of Voluntary Services). They put forward questions which were answered at the event to ensure that issues relating to care experienced CYP were on the agenda and acknowledged by the politicians that were present.

## **Young Person Interview Panels**

16. Bright Sparks members have received training and support to sit on Young Person's interview Panels for a new and an established Residential Childrens Homes in Cardiff. These roles being recruited for have ranged from senior roles to night staff and the panel provides a young care experienced persons perspective on applicants who reach interview stage.

17. The panel is facilitated by the NYAS Participation Officer and contains two or three young people, they take place after each candidate has been interviewed by the staff panel. Both panels then meet to share feedback on the suitability of candidates. The young people have enhanced their own interview skills whilst undertaking this role and in 2021 they have spent four full days and three half days interviewing.

### **Peer Advocacy Training**

18. To effectively represent care experienced CYP the group have received this training which also gives them the opportunity to receive an OCN qualification. The areas covered within the training includes communication skills, confidentiality and representing views, wishes and feelings.

### **Future Work: Priority 2 – Better Connections – Improved Relationships**

19. The group have been looking towards this second outcome and have produced a shortlist of areas which they would like to explore. This list is as follows:

- Advocacy and its role in improving relationships
- Relationships with Children's Services staff and Foster carers
- Relationships with other professionals e.g. Healthcare staff
- Increasing Social Networks
- Social Media
- Communication skills-understanding the individuals and others behaviour
- Maintaining relationships
- Promoting understanding of the issues that affect care experienced CYP
- Healthy Relationships with friends, families and partners
- Resilience
- Independent Volunteers

## **Financial Implications**

20. There are no financial implications directly arising from this report, with all activities referred to within the report being funded from within existing resources.

## **Legal Implications**

21. There are no legal implications arising from this report

## **RECOMMENDATION**

22. The Committee is recommended to note the Participation update and to make any observations or comments.

**DEBORAH DRIFFIELD**  
**DIRECTOR CHILDREN'S SERVICES**  
**11 May 2021**

**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**ASSESSMENT AND THERAPEUTIC INTERVENTIONS**

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**Reasons for the Report**

1. This report provides the Committee with information in relation to the commissioning of assessments and therapeutic interventions within Children's Services. The report aims to inform the Committee on the current activity being undertaken in this area in line with Priority 1 of the Corporate Parenting Strategy – Improving Emotional Wellbeing and Physical Health.

**Background**

2. Prior to the establishment and involvement of the Children's Commissioning Team, Assessments and Therapeutic Interventions were commissioned on an individual case by case basis led by the Social Worker.

**Short to Medium Term Actions**

3. All short-medium term actions have been completed and are under review as part of the pilot process, these are:
  - The commissioning of all independent assessments and therapeutic interventions including safeguarding and procedural checks has been centralised within the commissioning team
  - The commissioning of the Assessment element of the pilot has been implemented
  - A Quality Assurance process for commissioned assessments has been developed and recently launched

- A Therapy Pathway has been developed (**Appendix A**) to reduce duplication for Social Work teams and provide an efficient process where therapy is identified as a requirement for a child / young person
  - The Therapy Pathway has been enhanced through the alignment of the process with the ENFYS service to ensure the provision of therapy for children and young people is consistently considered and consulted on in conjunction with Health Board colleagues and expertise
  - Communication with ENFYS has been strengthened to include collaborative working on process and data collation across all therapies being delivered within Enfys and externally
  - The Therapy element of the pilot has been implemented
  - Planning has commenced for tender activity
  - Initial Market engagement has been undertaken with Assessment and Therapy providers / professionals
4. ENFYS (previously developmental trauma service) is referenced within the Corporate Parenting Strategy. The Assessment and Therapies process has been aligned with the service provided by ENFYS to enable consultation with Health Professionals for all children and young people who are identified by the Social Work team as requiring Therapeutic Interventions. This has widened the understanding within the Social Work Teams as well as the options available to support long term sustainable outcomes for our children and young people through the identification of the appropriate type of therapy as well as the appropriate time for the child or young person to engage in therapy. Where therapy is not recommended by Enfys they are able to suggest alternatives which would better meet the emotional wellbeing needs of the child at the time.
5. The pilot therapy pathway (**Appendix A**) is currently being piloted and has so far been found to be a streamlined process which provides easier access to therapeutic interventions where this is the right action for the child or young person at the time. This process ensures all commissioned activity is fully informed and appropriate interventions are provided, delivered at the right time for that child / young person.



6. The therapy pathway also aligns with the Brighter Futures Panel where all commissioned activity in relation to therapeutic interventions are subject to review and approval and the Health Funding Panel. The pilot therapy pathway (**Appendix A**) is intended to result in Social Work Teams having the information available to them to understand the expectations and present requests to these panels. As the therapy element of the process evolves through the pilot this area will require further actions and amendments.

### **Medium and Long Term Plans**

7. As a pilot, a project group is in place to review and embed the process. The process is evolving on a regular basis with a focus on removal of duplication and increased streamlining to ensure any delays in the process are removed to ensure children and young people are able to access identified therapeutic interventions in an appropriate and timely manner.
8. The next steps / medium to long term plans also include:
  - Increased market engagement events to increase the professionals available to undertake this work
  - Increased market knowledge and evaluation to ensure high quality therapeutic interventions are being accessed
  - Development of a Quality Assurance process for Therapeutic interventions
  - Increased data collection and analysis including wider gap analysis related to the data produced from the commissioning arrangements
  - Increased activity in relation to Value for Money including analysis of spend and costs against Legal Aid Agency Rates
  - Increased access to Health Board funding for therapies through the provision of appropriate interventions to meet the needs and evidence available on the professionals completing the interventions to assist with funding application to panel
9. Consultation will be undertaken with children and young people who have experienced assessments or therapeutic interventions to enhance the

specification and ensure commissioning for assessments and therapeutic interventions is informed by the experiences and requirements of our children and young people and adaptations are made to ensure potential for engagement through for example alternative models of delivery.

## **Issues**

10. The volume of work is very high in comparison to the capacity within the team.
11. There is currently limited professionals and available capacity within the market as COVID has increased demand across all Local Authorities, Further market engagement events are required to engage the market and develop a provider base alongside the gap identification and consideration of further development of Health Board Services, including Enfys.
12. Enfys are an ICF commissioned Service and therefore funding for this element of the service is currently due to end 31<sup>st</sup> March 2022. Work will need to be undertaken to review this service and determine future funding options if appropriate.

## **Benefits**

13. All children looked after in Cardiff who have a need identified for therapeutic intervention by their Social Worker will have their needs discussed at an Enfys Consultation. This ensure consistency in approach and ensures that we are working in conjunction with our Health Board colleagues in determining need in this area.
14. All commissioning of therapeutic interventions is informed by Health Board expertise through Enfys (what intervention, when the intervention is appropriate and what expertise is required to deliver)
15. Where therapy is not recommended Enfys will make recommendations for alternatives. This process has aligned and strengthened the links with the service and ensure that prior to instigating therapeutic interventions Health Board expertise is obtained.

16. As well as benefiting the children and young people through the delivery of appropriate interventions at the appropriate time and access being simplified the process supports the Social Work and Legal Teams in the identification of the appropriate professional to meet the identified needs removing the searching and contractual requirements from the Social Work responsibilities.
17. The process centralises the commissioning of these professionals, ensuring safeguarding and procedural checks are completed efficiently and in line with standing orders and procurement legislation and data is collated to inform future requirements.

### **Financial Implications**

18. The Assessment and Therapies process includes the centralisation and increased detail surrounding financial information and therefore will increase our understanding of spend in this area and ensure value for money is being obtained. It is envisaged that the staff costs of running the pilot will be covered through the savings achieved through appropriate commissioning in this area.

### **Legal Implications**

19. There are no legal implications arising from the report

### **RECOMMENDATION**

The Committee is recommended to:

- a. Consider the report and identify how the committee would like to monitor progress in the development and roll out of the Assessment and Therapies pilot process and the outcomes that are anticipated to be achieved from its roll out.
- b. Note the development of the Assessment and Therapies process and the alignment of this process to other services and work key to Priority 1 within the Strategy

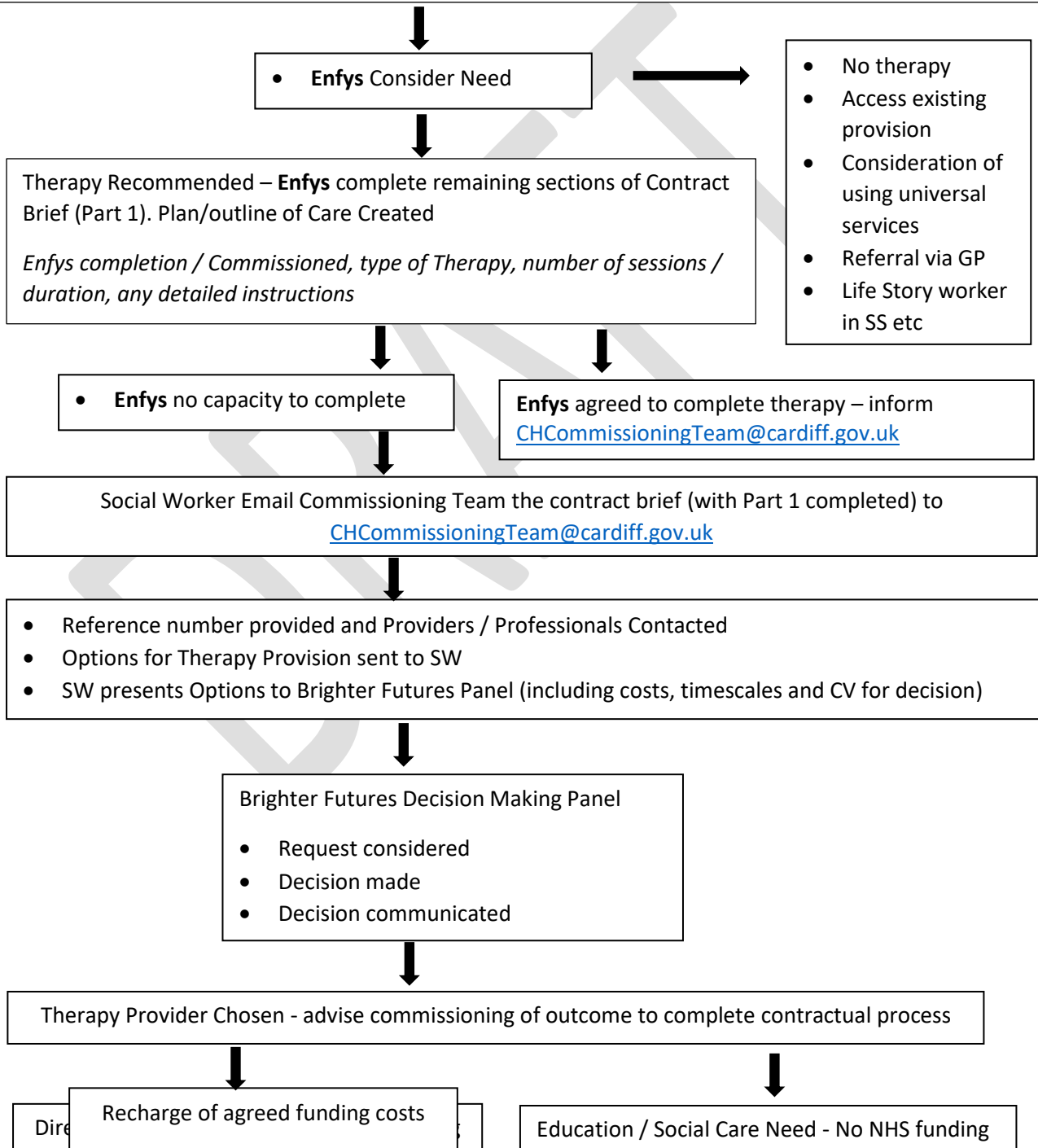
**DEBORAH DRIFFIELD**  
**DIRECTOR, CHILDREN'S SERVICES**  
**11 May 2021**

**APPENDIX A – Therapy / Commissioning Pathway**

**Enfys / Commissioning Pathway**

For individual children and young people supported by Children’s Services, where therapeutic care may be required. Consideration process to enable effective identification and decision making.

**CS Social Worker** identifies potential need – Contact [CHCommissioningTeam@cardiff.gov.uk](mailto:CHCommissioningTeam@cardiff.gov.uk) for a contract brief. Book Enfys Consultation and complete Therapies Contract Brief (Part 1) SW elements  
*Child behaviours, impact on child, worries and concerns, outcomes required*



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**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**CORPORATE PARENTING STRATEGY ACTION PLAN**

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**Reasons for the Report**

1. This report is seeking approval of the Corporate Parenting Strategy Action Plan (as provided at Appendix A.) and the intention to provide the Committee with Corporate Parenting Strategy Action Plan progress reports Biannually.

**Background**

2. The Corporate Parenting Strategy Action Plan builds on the priorities outlined in the Corporate Parenting Strategy. These priorities have been developed based on the views, aspirations and issues impacting Children Looked After and Care Leavers in Cardiff :

**Priority 1:** Improving emotional well-being and physical health

**Priority 2:** Better connections, improved relationships

**Priority 3:** A comfortable safe stable home whilst in care and after

**Priority 4:** Educational achievement, employment and training

**Priority 5:** Celebrating our children and young people

3. The Corporate Parenting Strategy Action Plan been developed in line with each of the priorities outlined in the Corporate Parenting Strategy. The Action Plan outlines a series of measurable, aspirational and achievable actions that both internal departments within Cardiff Council and external agencies can achieve in order to improve the lives of care experienced young people and care leavers.

## **Corporate Parenting Operational Group**

4. In order to ensure that the outcomes within the Corporate Parenting Strategy Action Plan are being achieved a Corporate Parenting Operational Group will be established. This group will oversee the developments and key outcomes outlined in the Corporate Parenting Strategy Action Plan. Membership of the group will include senior officers from a variety of agencies and organisations including representation from Children Services, NHS, Education, Housing and other relevant departments and organisations that will have a pivotal role to play in improving the life outcomes of Children Looked After and Care Leavers.
5. As members of the Corporate Parenting Operational Group senior officers will champion the action plan which help to galvanise and encourage members of staff in their relevant department or organisation to report on how their day to day work is contributing to making a positive impact for Children Looked After and Care Leavers.
6. It is proposed that the initial meeting of the Operational Group be held May 2021 with the group continuing to meet each quarter. It will provide an opportunity for them to monitor the activities being undertaken to support the action plan and to ensure that the objectives are being met. The Group will also identify the challenges there have been faced and determine how the group can work in partnership to overcome these challenges. It will also provide an opportunity for the group to discuss service development opportunities that can help improve the life outcomes of Children Looked After and Care Leavers.
7. The Corporate Parenting Operational Group will have a full Terms of Reference outlining officer's responsibilities, frequency of meetings and reporting structure.

## **Reporting to the Corporate Parenting Advisory Committee**

8. It is proposed that a progress report be completed showing how the action plan is being implemented across service areas and partners and how the Corporate Parenting Strategy is making a positive difference to the life outcomes of Children Looked After and Care Leavers.



9. In order for actions to be implemented, measured and aligned with the scheduled meetings of the Corporate Parenting Advisory Committee, it is proposed that a progress report be presented to the Corporate Parenting Advisory Committee Biannually with the first progress report being presented to the Corporate Parenting Advisory Committee in October 2021.

### **Financial Implications**

10. There are no financial implications directly arising from this report, with the activities referenced within the Action Plan being funded from within existing resources. Should there be additional costs arising from any further actions, these will need to be met from within existing budgets or offset by savings.

### **Legal Implications**

11. There are no legal imps arising from this report

### **RECOMMENDATIONS**

12. The Committee is recommended to:

- a. Note the formation of the Corporate Parenting Operational Group
- b. Approve the Corporate Parenting Strategy Action Plan as provided at Appendix A
- c. Approve that the Corporate Parenting Strategy progress report be considered by the Committee biannually with the first report being presented to CPAC in October 2021.

**DEBORAH DRIFFIELD**  
**DIRECTOR, CHILDREN'S SERVICES**

**11 May 2021**

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**Priority 1 : Improving emotional health and wellbeing**

Our children and young people have the same core health needs as all children, but their backgrounds and experiences mean they may be particularly vulnerable to poorer health outcomes.

Action	Responsibility	Timeline	Progress Update	RAG Status
Develop a multi-agency Key Performance Indicator dashboard to identify gaps to improve outcomes for Children Looked After and Care Leavers	Children Services Cardiff and the Vale Health Board Education Housing Into Work Services South Wales Police	June 2021		
Implement a Participation Framework to improve how we listen to our children, young people and care leavers	Children Services	August 2021		
Scope referrals for medicals, consent and timing/delays in achieving health assessments	Cardiff and the Vale Health Board	August 2021		
Develop a mechanism for paediatrician to be notified of all children looked after who present to the emergency	Cardiff and the Vale Health Board	August 2021		
Strengthen the offer for outdoor play, sport, leisure and cultural activities to improve well being	Sport, Leisure and Development Directorate. Children Services	September 2021		

## CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
Revise the Brighter futures panel and undertake work to develop transition planning from placements to independence	Children Services	July 2021		
Develop an accessible care guide for Children Looked After and Care Leavers to support them to understand what services are available to them and navigate them through their care journey.	NYAS Cardiff Commitment Youth Service Children Services	June 2021		
Develop a scorecard to capture the progression of care leavers/ care leaver experiences	Children services Housing Into Work Services DWP	November 2021		
A coherent assessment and discharge pathway to be developed for children and young people admitted to acute hospital and aftercare	Cardiff and the Vale Health Board  Children Services	July 2021		

**Priority 2 : Better connections and improved relationships**

We know a trusted adult has been shown to be the main factor in helping children recover from traumatic events. We also know our children and young people want better connections and improved relationships in their lives.

## CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
Further develop the Kinship Team to provide greater support for family placements, increased support for children making the transition to family carer placement, and develop a kinship service (assessment and supervision of carers)	Children Services	Ongoing		
Develop peer support groups to build resilience and provide better connections including establishing a special guardian peer support group , young parents care experienced young parents	Children Services	October 2021		
Strengthen information for Kinship Carers including updating Cardiff Council website updated with links for kinship carers, and potential cares to obtain information and advice.	Children Services	October 2021		
Implement Reunification Framework across Children Services. The framework supports practitioners and managers to apply structured Professional judgement to decisions about whether and how a child should return home from care	Children Services	September 2021		
Launch of Mind of my Own – a digital participation app to support Children and young people to have their say and promote Children’s rights.	Children Services	July 2021		

## CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
Implement a Restorative approach to managing challenging behaviours to reduce criminalisation of Children Looked After including policy, training, access to early support and joint working practices	Youth Justice Service South Wales Police Children's Services	June 2021		
Connect care leavers to the Early Help Services to access early parenting advice if appropriate- strengthen support and advice to care leavers	Children Services	July 2021		
Review support available to care leaver parents to prevent escalation at the targeted and specialist stage	Children Services	October 2021		
Strengthen the safeguarding response to Adolescent including CLA and Care leavers through utilising the model of managing exploitation risk (SAFE )	Children Services Police Health Education Youth Services	September 2021		

**Priority 3 : A comfortable, safe and stable home whilst in care and after**

No matter where a child lives, they must be supported to have positive outcomes and reach their full potential. Each setting must be chosen and matched to meet our children and care leavers' individual needs.

Action	Responsibility	Timeline	Progress Update	RAG Status
Continue to work to the shared vision and priorities outlined in our Social Care Commissioning Strategy - "The Right Home and Right Support for Children Looked After"	Children Services- Commissioning	Ongoing		
Launch Oakway , Falconwood and age assessment centres (emergency placement and assessment centre) for young people and UASCs	Children Services and partners	Ongoing		
Increase the number of smaller supported accommodation projects in the Young Person's Gateway, to respond to the increased number of care leavers ready to move on from Children's Services accommodation	Housing Directorate	September 2021		
Recruit a manager to develop pathways for care leavers out of Children's Services accommodation and into independent accommodation	Housing Directorate Children Services	June 2021		

CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
Continue to work in partnership to prevent homelessness amongst our care leavers	Housing Directorate Children services	Ongoing		
Develop workshops to inform staff and stakeholders about how to plan for independence for young people leaving care, support staff to understand options and how they can further work with the leaving care services.	Children Services	June 2021		

**Priority 4 : Educational Achievement, Employment and Training**

We want our children and care leavers to achieve the best possible educational and employment outcomes so that they can lead fulfilled and successful lives. Our children and young people told us this is their aspiration. Having a good job with a good income was seen as a means to obtaining their own home, income, fulfilment and to have the things they never had.

Action	Responsibility	Timeline	Progress Update	RAG Status
Extend the entitlement of the Personal Advisor Service up until 25 years to provide consistency in quality and standards of the service.	Children Services	Ongoing		
Establish a post that will make links with young people and the Department of Work	Children Services DWP	May 2021		



## CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
and Pensions. To support the Care Leavers involved in having regular engagement with the Job Centre Plus case manager who will support them in identifying the most appropriate activities to undertake for their needs / aspirations.				
Create 4 youth mentor posts to support Looked After Children in Education aged 11-17 to improve attendance, attainment and engagement and support young people in their transition to post-16 education, employment or training	Education Directorate	September 2021		
Develop a virtual communication channel specifically for Looked after Children to host events, and information about careers, learning pathways and provide an opportunity for young people to provide feedback and make requests.	Education Directorate Children Services NYAS	September 2021		
Education teams across the Local Authority have made pledges to Looked After Children. Review the pledges to incorporate the priorities outlined in the Corporate Parenting Strategy	Education Directorate	October 2021		
Restart the Bright Start Work Placement Programme with the aim of expanding the	BRIGHT Start work placement scheme	June 2021		

CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
variety of placements on offer – (subject to Health and Safety review)				
Create a Participation and Communications Officer Kickstart Corporate Trainee role to enhance service delivery by gaining the true voice and to encourage the active participation of young people and families.	Children Services	June 2021		

**Priority 5 : Celebrating our children and young people**

Many of our young people have had a difficult start in life and are likely to have faced barriers. It is vital our children and young people feel valued and their achievements are celebrated. It is important that they are treated with the dignity and respect that they deserve and our contact with children and care leavers reinforces this.

## CORPORATE PARENTING STRATEGY ACTION PLAN

Action	Responsibility	Timeline	Progress Update	RAG Status
Work with our children and young people to develop their own version of the Corporate Parenting Strategy	NYAS	June 2021		
Establish stronger links the Bright Sparks group and national forums for Children Looked After	NYAS	May 2021		
Strengthen participation for our children, young people and care leavers in the Bright Sparks group	NYAS	Ongoing		
Develop stronger links between Corporate Parenting Advisory Committee and our children, young people and care leavers.	Children Services	Ongoing		
Develop a corporate parenting network of stakeholders to champion corporate parenting and meet the aims of this Strategy	Children Services	June 2021		
Challenge negative stereotypes and educating others as to the reality of care experience	Education/ Children Services	Ongoing		
Work collaboratively with NYAS to recognise and celebrate the employment & educational achievements of Bright Futures participants at the Bright Sparks Awards	Bright start work placement scheme	December 2021		
Work with partners and young people to develop this priority based on the views and needs of our Children Looked After and Care Leavers	NYAS Children Services Education	Ongoing		

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**CARDIFF COUNCIL  
CYNGOR CAERDYDD**

**CORPORATE PARENTING ADVISORY COMMITTEE: 18 May 2021**

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**Key Performance Indicator Dashboard Proposal**

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**Reasons for the Report**

1. This report seeks approval from the committee on the proposal for a draft Key Performance Indicator Dashboard to help monitor and understand the services that support Children Looked After and Care Leavers (as provided in **Appendix A**).

**Background**

2. Previously the Committee have received a number of Key Performance Indicators from predominately Children Services and Education Directorate, however we know that Children Looked After and Care Leavers have support and involvement from a range of services and agencies.
3. It is proposed that the Key Performance Indicator Dashboard will show a range of key data from internal departments and outside agencies that have an impact on the lives of Children Looked After and Care Leavers.
4. From engagement with partners it is proposed a number of key performance indicators will be obtained from :
  - Cardiff and Vale Health Board
  - Children Services
  - Bright Futures
  - Housing Directorate
  - Education Directorate

- Criminal Justice System
  - Adolescent/ leaving care services
5. In order to provide context and to understand how services are impacting the lives of Children Looked After and Care Leavers a narrative and an anonymised case study relevant to the service area of organisation will also provide as illustrated as an example in Appendix B
  6. Where Key Performance Indicators for Children Looked After and Care Leavers have not been developed Children Services will work with the relevant organisation to increase the monitoring of Children Looked After and Care Leaver outcomes. Children Services and Cardiff and the Vale Health Board will be working in partnership to develop further mechanisms to capture information specifically to Children Looked After and will submit to the Committee in July 2021.
  7. The Head of Democratic Service is collating topics for inclusion in the Member Development programme for 2021-22 in order to support Members with KPI dashboard it is proposed that members may find it beneficial to undertake some learning to develop their ability to analyse performance information and that analyse of performance information training be added to the Member Development programme
  8. In line with the Committees Terms of Reference an Education Performance of Children Looked After Information report will be submitted annually. This report will provide further Key Performance Indicators including the number and percentage of Children Looked After with Additional Learning Needs, annual attainment data and Education Otherwise than at School information.

## **Financial Implications**

9. This report outlines the proposal for a KPI dashboard to be collated utilising existing information and resources. Therefore, there are no financial implications arising.

## **Legal Implications**

10. There are no legal imps arising from this report

## **RECOMMENDATIONS**

11. The Committee is recommended to approve the proposed Key Performance Indicator Dashboard as provided in Appendix B and approve to add performance analyse training to the Member Development Programme 2021-2022

**DEBORAH DRIFFIELD**

**DIRECTOR, CHILDREN'S SERVICES**

**11 May 2021**

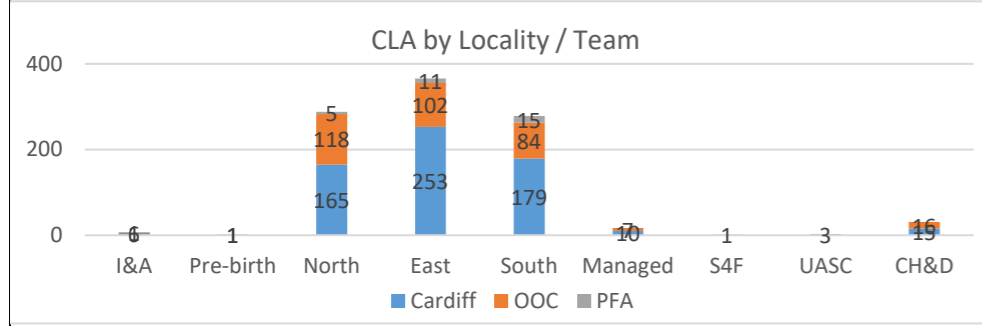
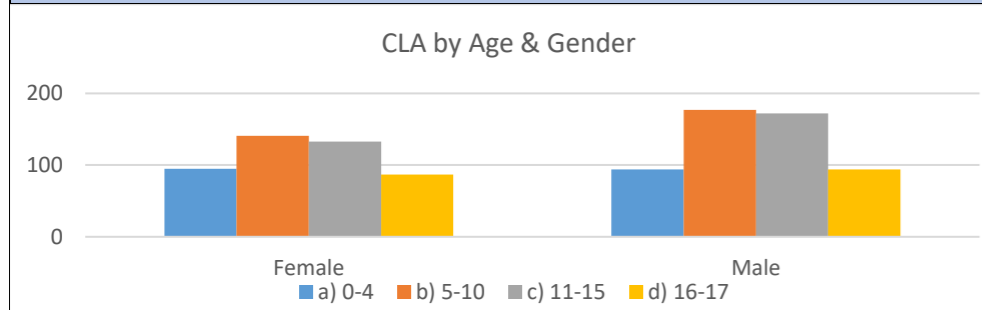
Appendices:

Appendix A – Draft Key Performance Indicator Dashboard

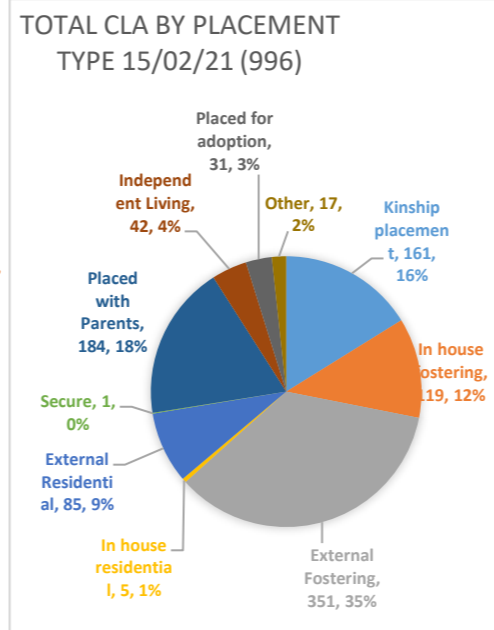
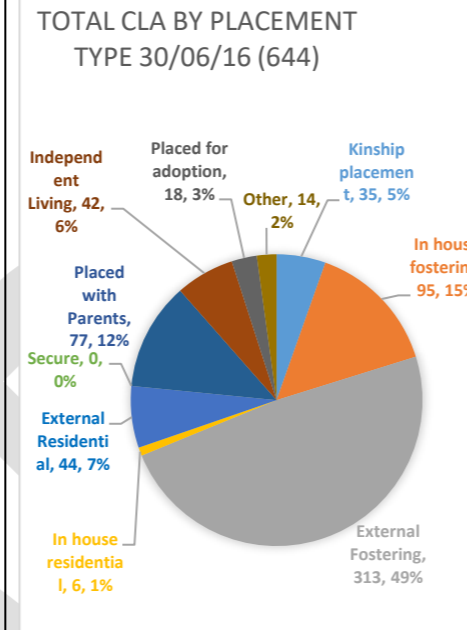
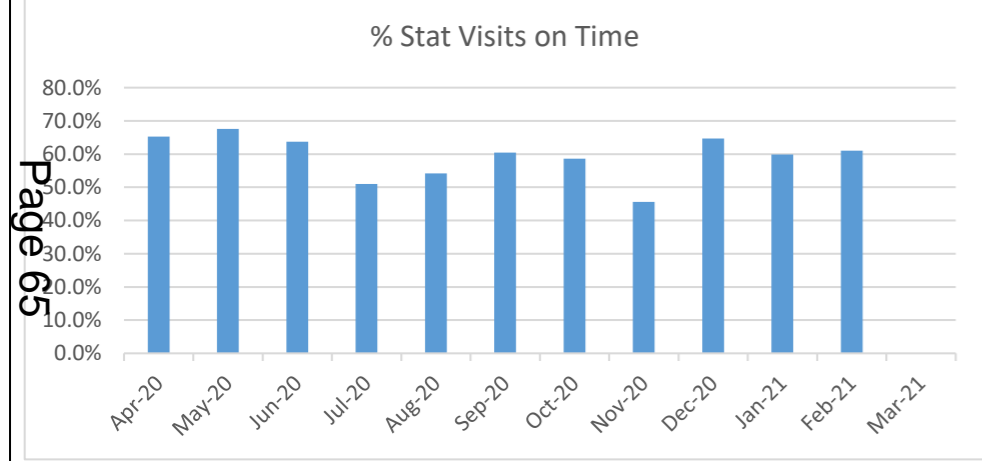
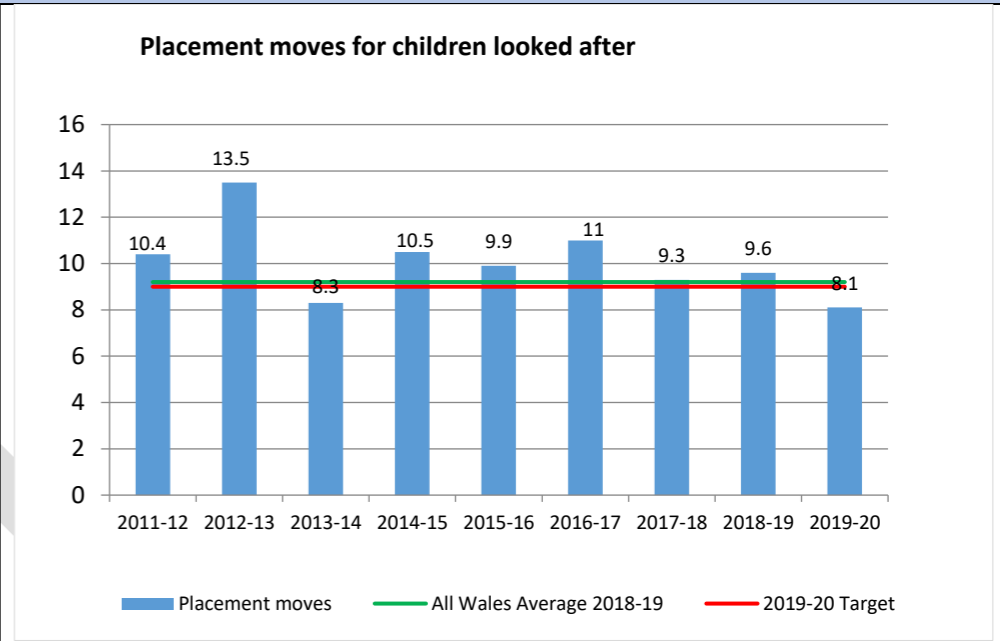
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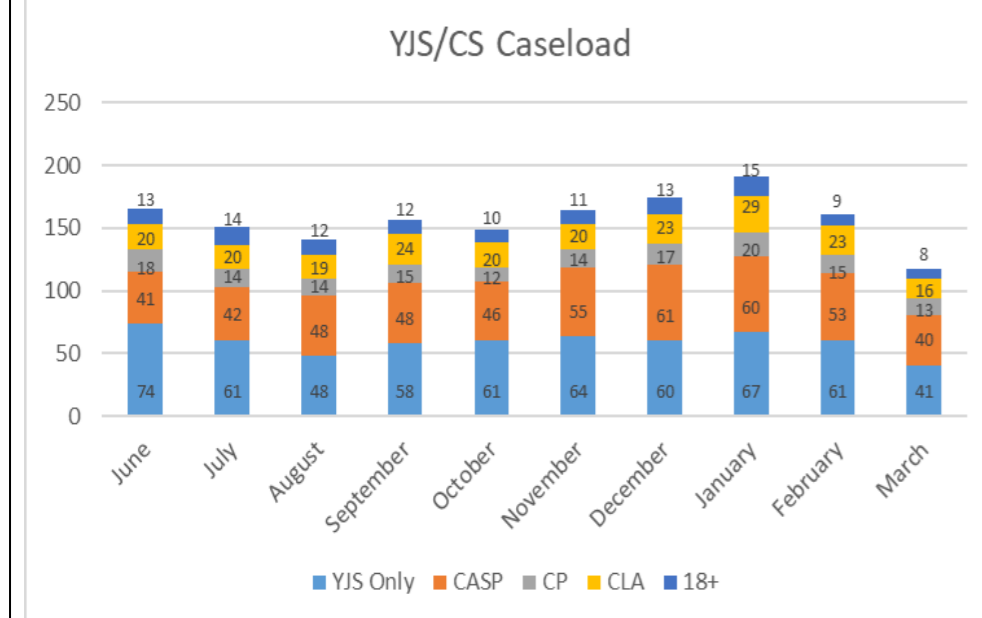
CHILDREN'S SERVICES



Graph showing number of placement ends by month – showing placement move and BLA end



Data development: Number of children in care proceedings and outcome i.e. Supervision Order, Care Order, Special Guardianship Order, and Placement with Parent – including demographics age, gender, ethnicity, and locality.



**Case Study**

**Background:**

Young person

- Had a history of severe neglect and abuse with significant ACES
- Moved to a placement specifically to meet the needs of the YP with therapeutic intervention
- Had a history of self-harm

**Now**

- Regularly undertakes positive outdoor activities that build self esteem
- Positively engages with therapy
- Developing independent skills and is enjoying

**Commentary**

EDUCATION

**The number of looked after children:**

- In a Cardiff school or setting
- In an out of county school or setting
- Not in provision

**Exclusions:**

- Number and % of LACE with one or more fixed term exclusion (Sept to date)
- Number and % of LACE permanently excluded this year (Sept to date)

**Attendance:** Only Summer Term can be reported this year

- % attendance at school - Cardiff

**LACE Not in Provision (NIP):**

- To include regular reporting on timescales, reasons and actions
- Number of LACE NIP living in Cardiff
- Av Weeks NIP (Cardiff)
- Number of LACE NIP living in OOC
- Av Weeks NIP (OOO)

**Personal Education Plans:**

- Total number and % of LACE with a PEP this academic year
- Total number and % of LACE with a PEP this academic year (Cardiff Schools)
- Total number and % of LACE with a PEP this academic year (OOO Schools)

**Case Study**

**Commentary**

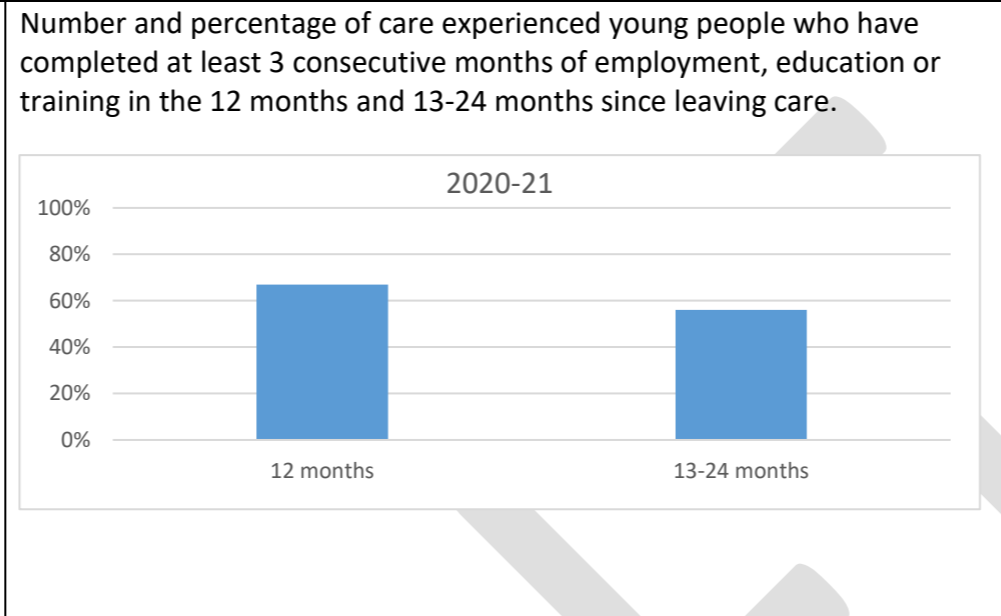
**Draft Corporate Parenting KPI Dashboard Reporting Period**

**ADOLESCENTS**

**Bright Future/ NEET** - 16-24 year olds, NEET, who are care experienced. Cardiff Council project

- New Employment
- Enter Employment
- Entered Education
- Bright Start Work Placements
- Current number of young people receiving pre engagement support

Contrast with leaving care whole cohort



**Housing / Young person Gateway**

**KPIs:**

- % of care leavers prevented from becoming homeless (target is 90%)
- Number of care leavers housed in supported accommodation in the Young Person’s Accommodation & Support Gateway
- Number of care leavers housed permanently in social housing through the Training Tenancy scheme
- # of care leavers successfully maintaining their social housing tenancy through the Training Tenancy scheme (target 95%)
- # of additional units of supported accommodation in the Young Person’s Accommodation & Support Gateway (target is 16 units by Autumn 2021)

**HEALTH**

Number of children LA in Cardiff (split into those who are “in house” and those “out of area”) (split into adoptions also)

Number of new referrals

Graph showing Health assessments completed (in and out of time) and ongoing:

Page 67

**OTHER**

More health data will be provided , Children Services is working with Cardiff and the Vale Health board to help capture data in relation specifically to CLA.

Mind of my own/ participation data- in development

DV – peer to peer in relationship CLA/CL  
CLA/CL child to adults

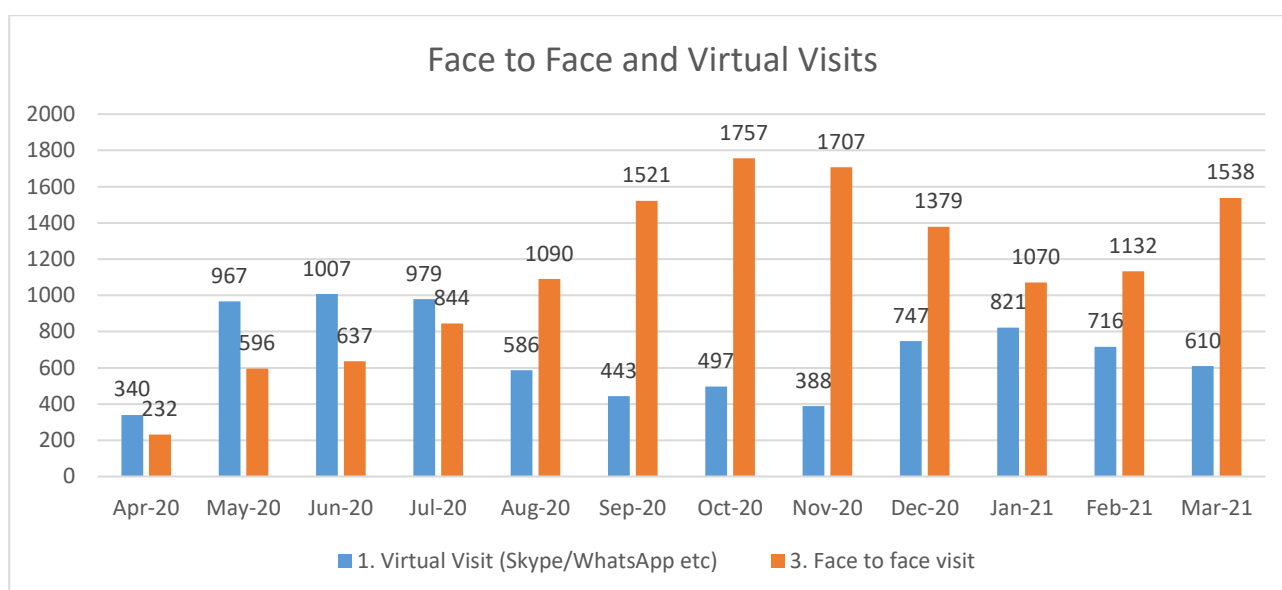
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**Cardiff Council  
Children's Services**

**Update for Corporate Parenting Advisory Committee May 2021**

**Updates to Children's Services Operating Model and Structure**

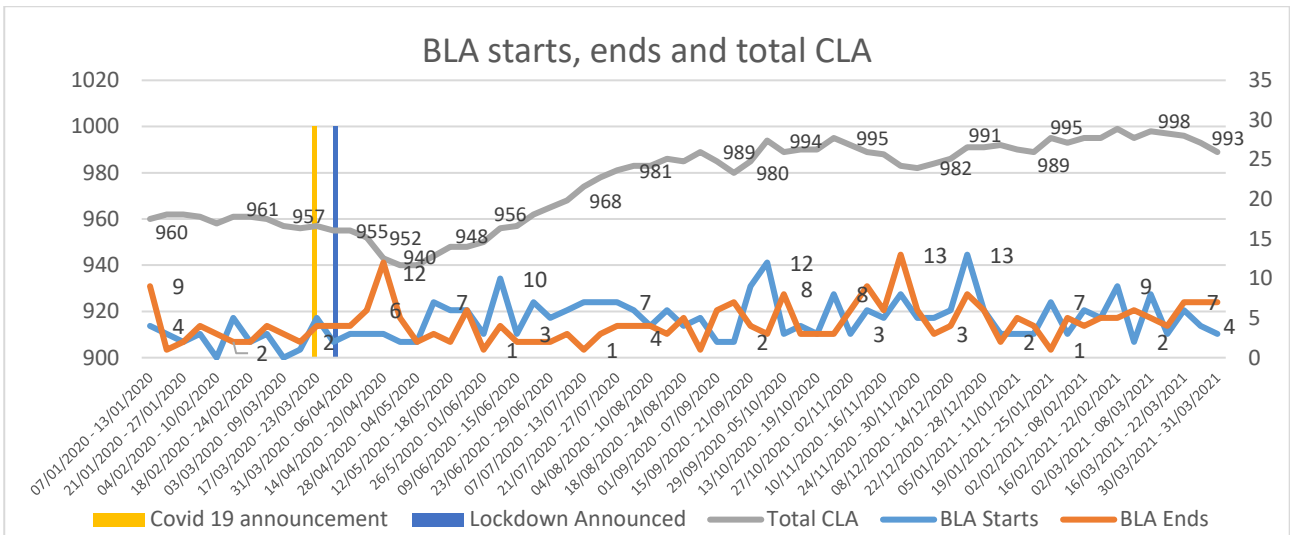
- Face to face visits reinstated for all children.
- Initial risk assessments need to be completed prior to face to face visits and updated to reflect any change of circumstance.
- Face to face supervised contact for all children looked after has resumed, with priority given to children who have not had face to face contact for some time.
- Up to date risk assessments are required before face to face contact can go ahead.
- The graph below demonstrates the proportion of face to face and virtual visits over time.



- Commitment to recruiting to permanent social worker posts remains a priority.
- Exit strategy for the departure of the Managed Team implemented - remaining staff have transferred to locality teams, taking their caseloads with them.
- Specialist 11+ services also integrated into the locality teams.
- Recruitment to temporary posts to support locality teams to develop robust delivery of multi disciplinary services to develop a wraparound response to children and families in crisis is ongoing.

**Children Being Looked After**

After a decrease in the number of children looked after in the early days of lockdown, a subsequent increase in new admissions led to a gradual increase from 939 at 27<sup>th</sup> April 2020 to 993 at 31<sup>st</sup> March 2021 (provisional). The number of children looked after has been relatively stable since October, but is being closely monitored. 111 of the 277 children (40%) who started being looked after during 2020/21 were placed with parents on a Care Order, with family / friends or in parent and baby placements.

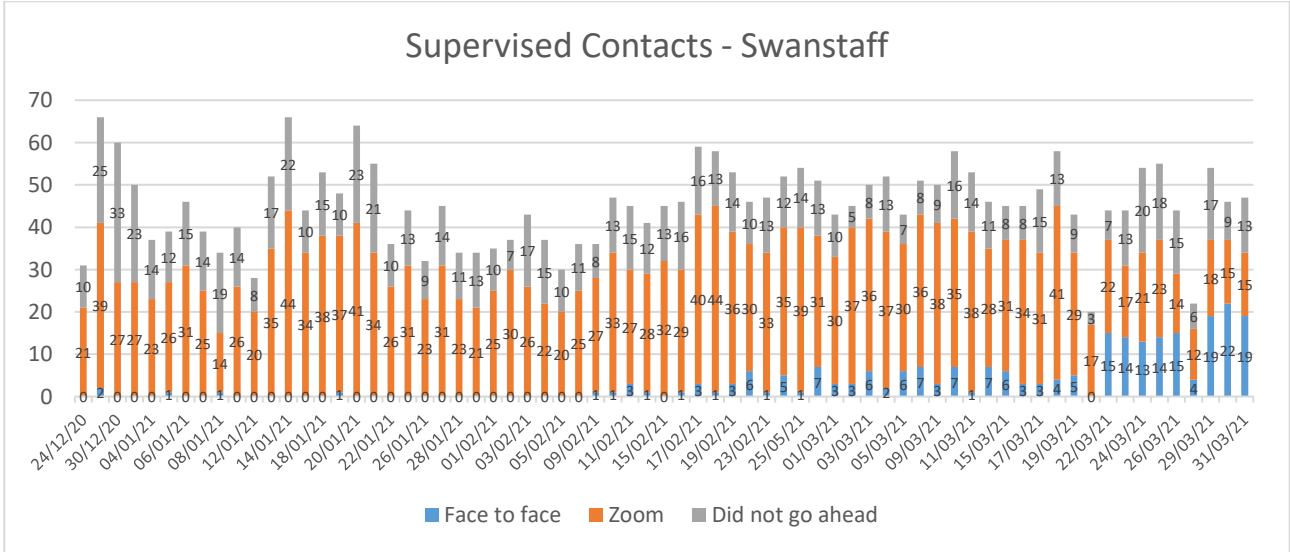


**Contact**

On 27<sup>th</sup> February Welsh Government announced a change to COVID-19 rules allowing households with a child aged under 1 to bubble with another household. In light of this, kinship carers are able to support contact with families where they are in a bubble and where this is in accordance with the child’s plan. 16 and 17 year olds living alone or with young people of the same age, but no adult, are also able to form a bubble with another household so are able to use this as an opportunity to have contact with their families or a significant other to support their emotional health and wellbeing. Going forward, contact can be a mixture of face to face and virtual in line with COVID-19 guidance and the child / young person’s needs.

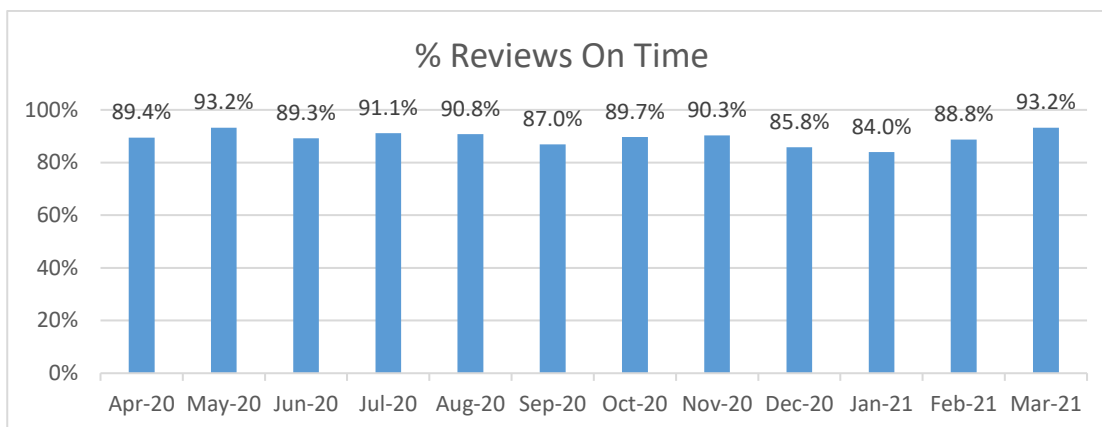
**Supervised Contact**

Following the return of all primary school age children to school, face to face contact was reinstated for all children aged 0-5 with effect from 22<sup>nd</sup> March 2021. Supervised contact for other children has also resumed, with priority given to children who have not had contact for some time. Up to date risk assessments are required before face to face contact can go ahead. Contact will be undertaken in line with health and safety guidance and with the recognition that length and frequency will be effected by the need to follow this guidance. The graph below sets out the proportion of contacts undertaken on a face to face and virtual basis, and those that did not proceed.



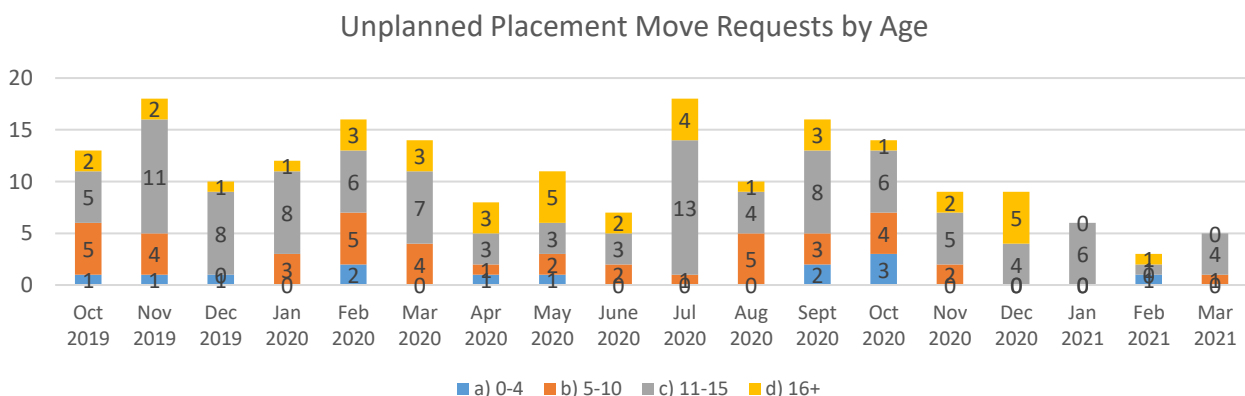
## CLA Reviews

The process for children who are looked after continues as indicated in previous briefings - reviews continue to be held virtually using Microsoft Teams. To enhance and support these meetings, as well as to help ensure we are effective in reviewing plans, Independent Reviewing Officers (IROs) contact children and young people, as well as carers and family members before and/or after a review to ensure that there is an input. Children are spoken to separately to ascertain their views and wishes. A hybrid model is being developed to build on the positive elements of virtual working identified during the COVID-19 crisis. The implementation of this will take account of the latest Welsh Government position and with the Children's Services operating model. Provisional figures on children looked after reviews show that the majority of reviews are taking place on time. The small dip in timeliness in December and January noted in the last report has recovered. IROs continue to do informal work to monitor plans, including reviewing CareFirst, having virtual contact with children / young people and carers and having discussions with social workers. A small number of face to face IRO visits have taken place, where this was deemed necessary or virtual visits were impractical. COVID government guidelines have been followed. IROs have also introduced an optional midpoint review for many of the children and young people they are working with, to better track their plans.



## Placements - Unplanned Placement Moves

After an increase in the number of unplanned placement move requests in the immediate aftermath of the COVID-19 announcement, the situation stabilised during Quarter 1. After an increase during Quarter 2 and the early part of Quarter 3, numbers have since fallen and remain relatively low. The majority of unplanned placement move requests are for children aged 11-15.



## Providers

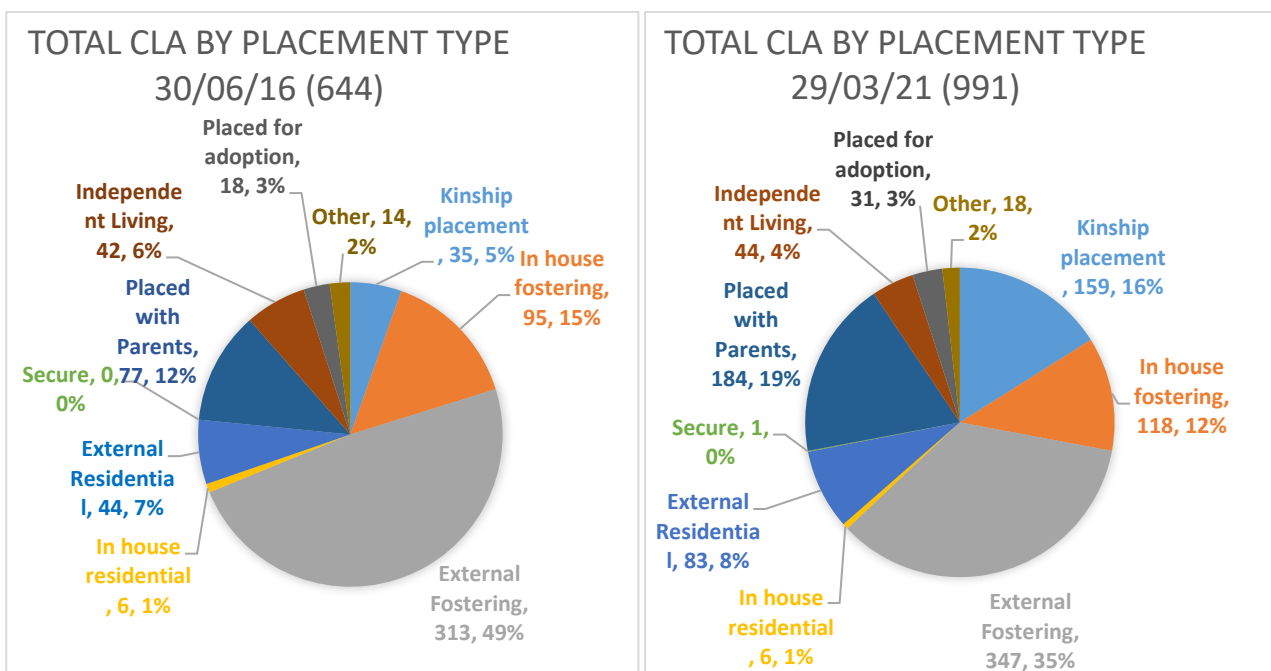
We are continuing to closely monitoring placements to ensure we are aware of those that are at risk of breaking down. Decision making in relation to placements continues to be undertaken by the Children’s Management Team so all OMs have oversight of placement arrangements and arising issues.

An emergency residential provision for 11-18 years “Oakway” is being established – the registration application has been submitted to Care Inspectorate Wales alongside the registration application for the Assessment Centre, Falconwood. The building for the Assessment Centre has been purchased and work to prepare for opening is underway. The Manager and Deputy Manager are in post, recruitment to other posts is ongoing and the multi disciplinary assessment model is being developed. The purpose of the provision will be to support a 10 week assessment to identify a young person’s needs to enable the right placement to be made going forward. This will include rehabilitation home as appropriate or move on to a fostering or residential placement. We are working with partnerships to develop and agree the multi agency approach to this assessment. Residential placements are monitored closely by the Children’s Management Team on a weekly basis and the Residential Panel is being reinstated to support proactive planning for children and forecasting accommodation needs.

A mechanism is in place to monitor future demand for Gateway provision / plans for young people aged 15.5+. We currently have 7 young people in agency fostering and residential placements who are waiting for a Gateway placement or tenancy, costing in excess of £13.5k per week. Work with Housing to increase provision has secured additional properties – the first of which are due to come on stream early in Quarter 1 2021/22. A deep dive exercise to better understand the needs of these young people to inform the development of provision has been undertaken – the report is pending.

Work is being undertaken to develop reporting and monitoring process to support CMT to monitor and track placements and demonstrate a shift in the balance of care.

The pie charts below show the growth in proportion of children placed with parents on a Care Order or in kinship arrangements with family members in recent years:







# Cardiff Council

## Children's Services

### Complaints and Compliments

### Quarter 4 - 2020/21



# Social Services Quarter 4 Feedback Report

## 1. Introduction

This report covers Social Services complaints & compliments for the period 1st January 2021 to 31st March 2021.

It is a statutory requirement under the following items of legislation for Local Authorities to have in place a Representations and Complaints Procedure for Social Services.

- ✓ Representation Procedure (Children) (Wales) Regulations 2014
- ✓ Social Services Complaint's Procedure (Wales) Regulations 2014

Statutory complaints relate to the provision of social care and are handled in line with the national regulations referred to above.

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.

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.

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.

### How were complaints received during Quarter 4?

During Quarter 4, 53 complaints were received by Children's Services. The four methods by which Children's Services received are detailed below with a comparison to previous months.

Contact Method	2019/20	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
Email	26 (17.8%)	5 (41.7%)	13 (48.1%)	24 (50.0%)	23 (43.4%)
Letter / Complaints Form	32 (21.9%)	2 (16.7%)	3 (11.1%)	4 (8.3%)	4 (7.55%)
Online Form	34 (23.3%)	3 (25.0%)	8 (29.6%)	10 (20.8%)	14 (26.42%)
Telephone	54 (37.0%)	2 (16.7%)	3 (11.1%)	10 (20.8%)	13 (24.53%)
Total	146 (100.0%)	12 (100.0%)	27 (100.0%)	48 (100.0%)	53 (100.0%)



## 2. Quarter 4 Feedback Summary

During Quarter 4, there have been 110 cases of feedback recorded for Children’s Services. These 110 cases consist of:

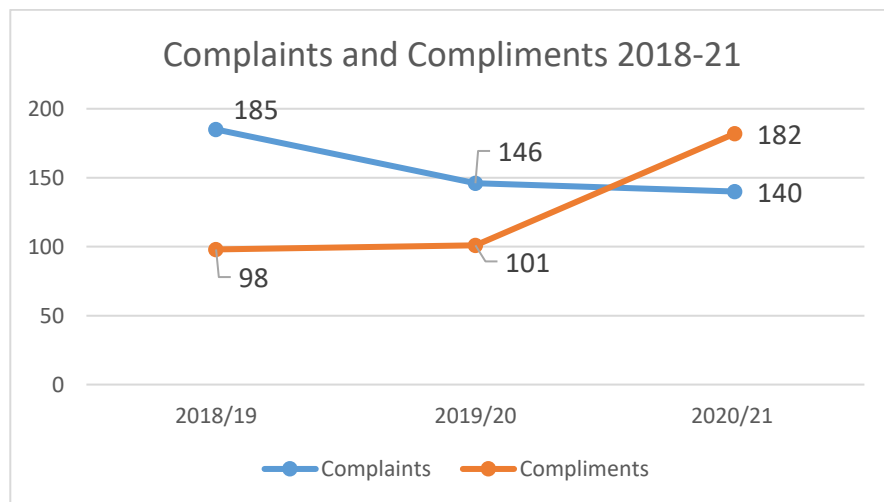
- ✓ **53 complaints**
- ✓ **57 compliments**

**There were more complaints received during Quarter 4 (53)** when compared to the other quarters of the year. **However, Children’s Services have received fewer complaints for 2020/21 (140) compared to 2019/20 when 146 complaints were received.** It should also be noted that complaints for Children’s Services have decreased for two consecutive years in a row (185 in 2018/19, 146 in 2019/20 to 140 in 2020/21). This ongoing decrease is a positive reflection on the service, particularly when considering the ongoing challenges faced during the COVID-19 pandemic.

Complaints Received					
2019/20 TOTAL	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2020/21 TOTAL
146	12	27	48	53	140

Compliments have also continued to increase as 57 compliments were received during Quarter 4. For 2020/21 as a whole, compliments have seen a 80.2% increase when compared to the previous year.

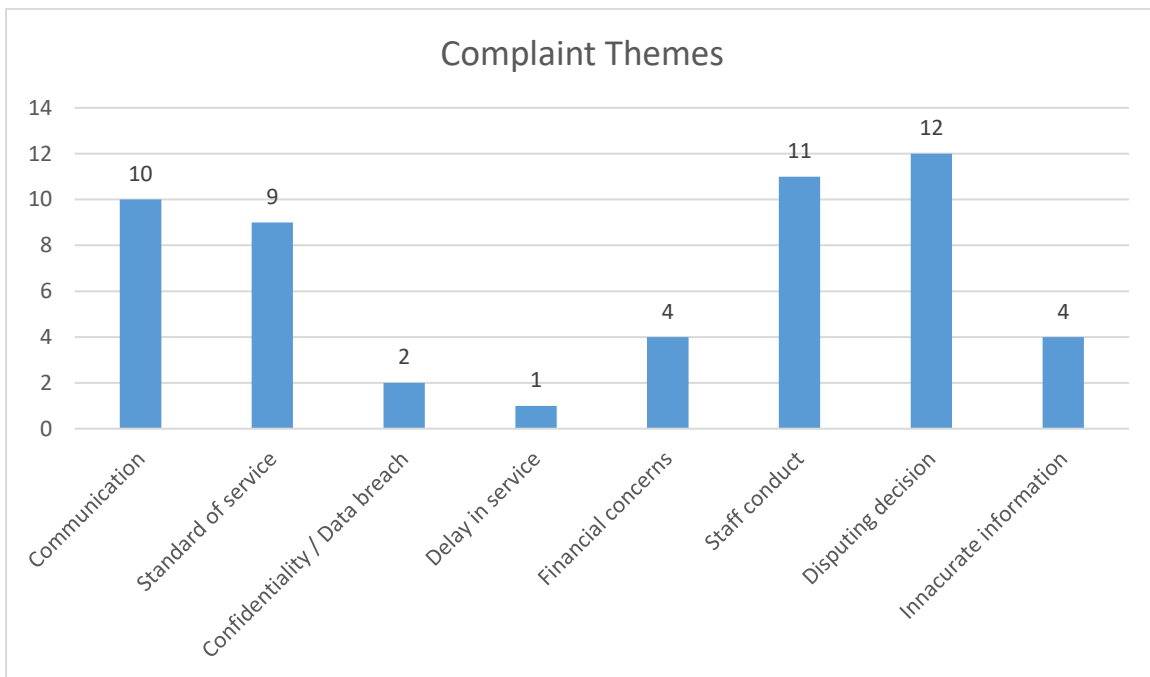
Compliments					
2019/20 TOTAL	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2020/21 TOTAL
101	30	41	54	57	182



### 3. Complaint analysis

#### Complaint themes

An analysis of complaints received during Quarter 4 suggests that our complaints are becoming increasingly complex as there is usually more than one point that a complainant will like us to consider. It is often difficult therefore to pick out an overarching ‘theme’ to some complaints. However, during Quarter 4, there were specific themes that accounted for more complaints than others.



**Disputing decisions** has been the most dominant theme within complaints during quarter 4 and has accounted for 22% of complaints made during the quarter.

**THEME 1 – Disputing decisions** is perhaps not a surprising theme as due to the nature of the work in Children’s Services, decisions must be made in the best interest of the young person, often without the consent of families. These complaints frequently link to the outcome of decisions following an assessment. However, of those complaints closed, 0% of these complaints were upheld during quarter 4 (2 are still open, 1 was closed with a meeting arranged and 1 was withdrawn) which suggests that professional decisions are being made in line with legislation and policies.



Complaints regarding **staff conduct** includes staff behaviour, attitude and complainants' relationship with social workers. This has been the second most dominant theme within complaints during quarter 4 and has accounted for 20% of complaints made in quarter 4.

**THEME 2 – Staff conduct** often links to poor communication but it is harder to gather evidence in this area as it revolves around perceptions about the individual behaviour of a staff member towards a complainant. Whilst there will always be a push to strengthen relationships, due to the difficult messages that must be delivered by social workers, this will always be a subjective theme.

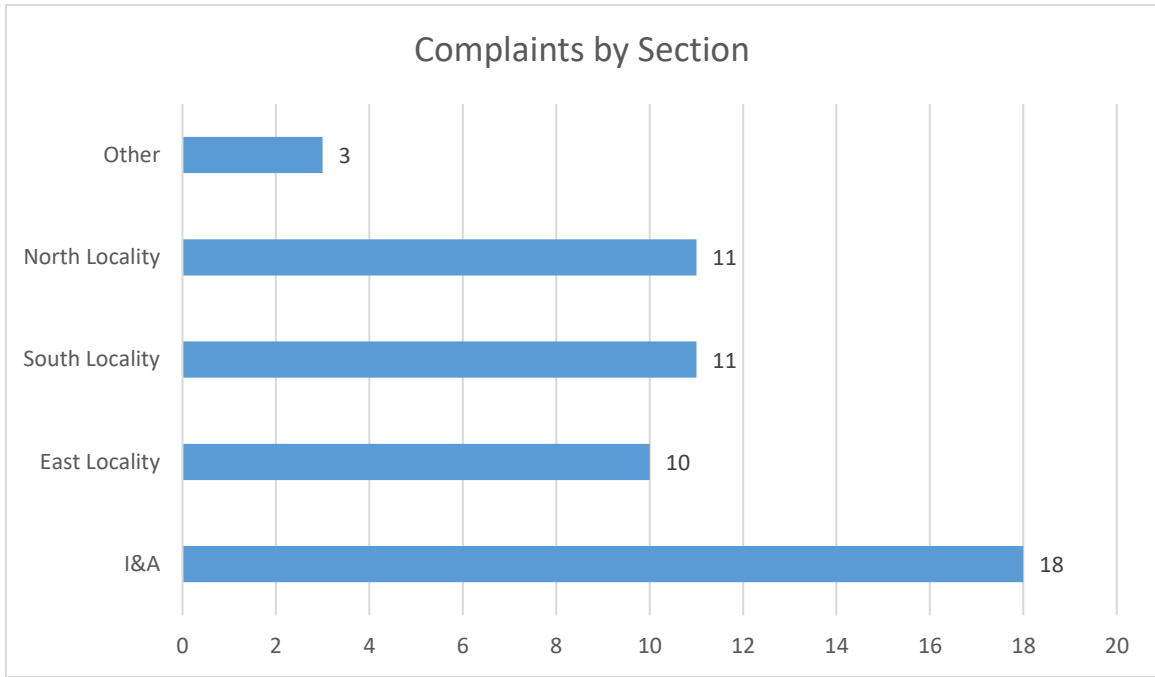
Complainants alleging poor **communication** (18%) and regarding **standard of service** (16%) were the other dominant themes within the complaints made in quarter 4.

**THEME 3 - Communication** was a common theme in quarter 4 and also made part of complaints about staff and disputing decisions. Some of the points raised included an alleged lack of support, not returning messages, complainants not receiving reports, and contact issues especially during Covid-19 when contact was limited to virtual only during periods of lockdown.

### Complaints by section

When comparing complaints by section, we see that Intake & Assessment accounted for 33.96% of complaints made during Quarter 4. They were closely followed by our North (20.75%), South (20.75%) and East localities (18.87%)





## Complainants

Complaints are made by a variety of people including young people, parents, foster carers and family members. There are also complaints that are made through agencies, advocates and councillors on behalf of others. Of the 53 complaints made during Quarter 4, 36 (67%) complaints were made by parents, 5 (9%) were made by carers/foster carers, 5 (9%) were made by wider family members such as grandparents, aunts and uncles, 3 (5%) were made by young people and 3 (5%) complaints were made by others; a neighbour, a friend and a Councillor on behalf of their constituent.

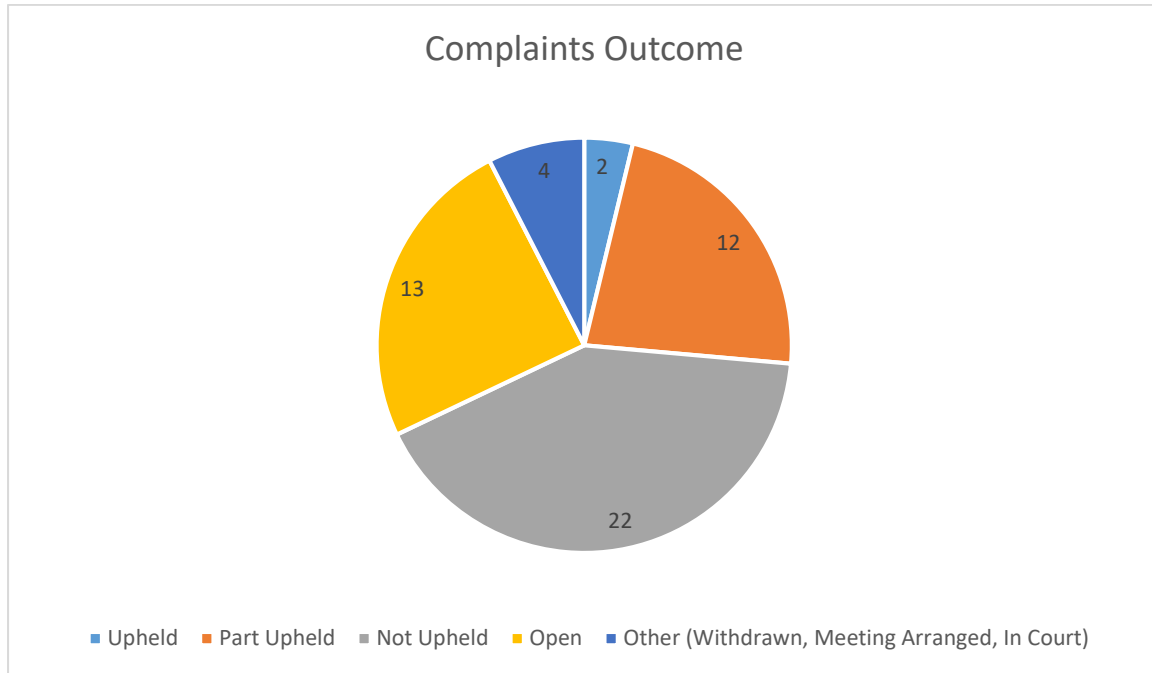
## Complaint outcomes

At the time of publication, 40 of the 53 complaints received for Children’s Services during Quarter 4 have been closed. The COVID-19 pandemic continues to have an impact on the service’s ability to respond to complaints within statutory timescales as all Council officers have been concentrating on making sure that vital services are available to those residents who need them the most. Complainants receive regular updates on the status of their complaint if, for any reason, we are unable to respond to a complaint within our statutory timescales.

Of those complaints that were completed, just 5% were upheld and 30% were partly upheld. **More than half (55%) of Children’s Services complaints were not upheld.** 1 complaint was closed after it was found the complainants was trying to revisit issues



that had already been considered in the court arena. 1 complaint was closed as meetings were arranged to resolve the issues and 1 complaint was withdrawn.



### Stage 2 Complaints

In addition to understanding the outcome of stage 1 complaints, it is important to consider how many complaints progress beyond stage 1. The number of complaints that have proceeded to Stage 2 has remained relatively static during when comparing 2019/20 and 2020/21 as 10 Stage 2 complaints were made in both years.

6 complaints proceeded to Stage 2 during Quarter 4.

2019/20	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4
10	0	1	3	6





## 4. Compliment analysis

Children's Services received 57 compliments during Quarter 4.

Examples of the compliments recorded are shown below.

From a young person 'Great news from the University, I finally received my results for my Master's degree in Cyber Security. So after another tough year, I'm now a master in Cyber Security. I got 4 MERITS and 3 PASS, I think overall 2:1 still waiting for overall certificate. I will never forget what you did to me. I will never forget. Thank you very very very much for everything again and again.'

From a residential provider 'he said that Jessie Jo Fuge and Nina Richards were brilliant social workers and couldn't praise them highly enough.

From a young person and family 'couldn't praise you enough for the work you did with them. She told me she doesn't think she'd be coping now with the 4 kids if it wasn't for the help you put in with her. She described how you were really good at listening and you seemed to understand exactly where she was coming from which made it easy for her to accept the advice you gave. She also said the changes you helped make are long lasting and mum literally described the work you did as changing their lives for the better.

From a judge to a social worker 'Judge Coates has just complimented Joel's S37 in court. Well done Joel – well written.'

From an IRO 'In a very short space of time, the newly allocated SW has managed to build a trust and rapport with A that was clearly evident during discussions prior to start of meeting. That was nice to see as there have been a number of changes of SW over the last few years and A has not had a similar response to all of them.'

From a care leaver 'Just a quick one Sian just wanted to say how much I appreciated you speaking up for me in the meeting you really helped me get my point across and to be honest I'm very much thankful'

From Cheka Safeguarding 'his s47 was a wonderful example of Signs of Safety! It was extremely child focussed and friendly. I praised him for this in Conference, (he was a little embarrassed) but I also wanted to let you know.'

From a Barrister 'finally I would like to thank you all for making this case an easy one to present for the LA. your responses to emails and directions of the court has been exemplary and shows your commitment to the well being of Z.'





## 8. Quarter 4 Comparison – Children’s Services

In summary, a comparison with data for other quarters highlights the following:

### **Number of complaints – increase (quarterly), decrease (annually)**

There has been a slight increase of complaints during Quarter 4. 53 complaints were received during Quarter 4, compared to Quarters 1, 2 and 3 when 12, 27 and 48 complaints were received respectively.

However, despite this increase, we have received fewer complaints for 2020/21 (140 complaints) when compared to 2019/20 (146 complaints). As previously noted, complaints for Children’s Services have decreased for two consecutive years in a row (185 in 2018/19, 146 in 2019/20 to 140 in 2019/20).

### **Number of compliments – increase**

In previous reports, there has been a concern that the good service provided every day by Children’s Services is not being represented with the number of compliments received. The complaints team have looked at ways of updating our recording procedure to ensure our compliments are captured and that we are continuing to take on board what our customers want.

Compliments have increased in quarters 3 and 4 (111 compliments) in comparison to quarters 1 and 2 (71 compliments). Children’s Services have received a sizeable increase of compliments recorded when compared to the previous year. There have been 182 compliments recorded for Children’s Services in 2020/21 compared to 101 compliments in 2019/20.

### **Nature of complaints – similar challenges**

‘Disputing decision’, ‘Staff conduct’ and ‘communication’ have remained one of the dominant themes within Children’s Services complaints.

### **Outcome of complaints – Fewer complaints have been upheld**

Finally, 55% of Children’s Services complaints were not upheld during Quarter 4. This compares favourably to quarter 3 when 50% of complaints were not upheld.

### **Complaints Progressing Beyond Stage 1 – slight increase**

During Quarter 4, there were 6 requests to progress to stage 2 of the Social Services complaints process. This is a slight increase from previous quarters. However, that such relatively few complaint cases have progressed beyond stage 1 suggests good complaint handling at stage 1. The number of complaints that have progressed beyond stage 1 has also remained static when compared to the previous year – 10 being received for both 2019/20 and 2020/21.



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**CARDIFF COUNCIL  
CYNGOR CAERDYDD****CORPORATE PARENTING ADVISORY COMMITTEE: 18 MAY 2021**

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**FORWARD WORK PROGRAMME**

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**Reasons for the Report**

1. This report seeks approval of the committee's Forward Work Programme (FWP) as provided at Appendix A.

**Background**

2. The FWP for the Corporate Parenting Advisory Committee sets out the committee business that will be considered during the period identified in the programme. The proposed programme has been developed to enable the committee to monitor the progress being made to support the children looked after by the authority.
3. Previously, the Committee identified that the agenda for its meetings should be driven by looked after children in Cardiff and that a greater emphasis should be placed on the participation of young people in the work of the Committee.

**Issues**

4. The structure the Corporate Parenting Strategy is divided into a number of themes and these will be mirrored in the FWP to effectively plan the work of the committee for the forthcoming municipal year. This will ensure that the agenda and issues considered at the committee will reflect the needs of our young people.
5. The themes that are contained in the Corporate Parenting Strategy and which are planned to be reflected in the Committee's FWP are as follows:
  1. Improving emotional well-being and physical health
  2. Having better connections and improved relationships

3. A comfortable stable home
  4. Education, employment and training
  5. Celebrating our young people
6. Each meeting of the Committee will focus on one of these themes with relevant reports and updates being provided by the service areas and partners.

#### Committee Engagement with Young People

7. A number of workshops, meetings and events will be planned with Elected Members which will enable young people to discuss and raise any issues in a more informal setting. The option of attending committee meetings to young people will continue to be made available and with officer support.

#### Performance Monitoring

7. The programme includes an opportunity at each committee meeting to consider timely and relevant performance information. This will inform the committee of progress being made in respect of the Corporate Parenting Strategy and the delivery of the services to our children looked after and young people.

#### The Member Development

8. The FWP identifies a range of topics which committee members may be unfamiliar with. Committee members are requested to identify any learning opportunities which support them in their role and would be beneficial to be added to the Member Development Programme.

### **Financial Implications**

9. The report and accompanying appendix provide an overview of the planned work programme for the Corporate Parenting Advisory Committee. As the committee fulfils an advisory role, there are no financial implications directly arising from this report. Any activities referenced within the report or programme are to be funded from within existing available resources.

### **Legal Implications**

10. There are no legal implications arising from the report.

## **RECOMMENDATIONS**

11. The Committee is recommended to

- a. consider the FWP including the identification of member development topics for inclusion in the Member Development Programme.
- b. approve the committee's Forward Work Programme (FWP) as at Appendix A.

**DEBORAH DRIFFIELD**  
**DIRECTOR, CHILDREN'S SERVICES**  
**11 May 2021**

Appendices:

Appendix A - Corporate Parenting Advisory Committee Forward Work Programme 21 - 22

**Background Documents** - None

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**WORK PROGRAMME CORPORATE PARENTING ADVISORY COMMITTEE 2021 -2022 – v.1**

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
<b>Committee Date: 18 May 2021</b>				
<b>(Draft) Corporate Parenting Strategy Priority 1:  Improving Emotional Wellbeing and Health</b>	1.	Young person participation around Health and Well-being	To receive an update on work that has been undertaken by young people based on the theme improving Emotional Well-being and Health and to make any observations or comments.	NYAS
	2.	Assessment and Therapy update	To receive an update on assessment and therapy interventions for Children looked after	NHS/ Children' Services
	3.	Health and Social care partnership board update	To receive an update on Health and Social Care Partnership	NHS/ Childrens
<b>Governance</b>	4.	Corporate Parenting Protocol	To receive the draft Corporate Parenting protocol for comment prior to wider circulation to CYP and Cabinet and before being presented to Council for approval	Children's Services
	5.	CPAC Terms of Reference	To receive the draft Corporate Parenting Protocol for comment prior to wider circulation to CYP and Cabinet and before being presented to Council for approval	Children's Services
<b>Performance Management</b>	6.	Performance Monitoring – Proposed Key	To receive the proposed KPI's and other performance related information to effectively monitor the delivery of the (Draft) Corporate Parenting Strategy.	Children's Services

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
		Performance Indicators (KPIs)		
	7.	Draft Corporate Parenting Strategy Action plan	To receive the (Draft) Corporate Parenting Strategy Action Plan and to provide any feedback to Cabinet.	Children's Services

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
<b>Committee Date: 20 July 2021</b>				
<b>(Draft) Corporate Parenting Strategy Priority 2:  Better Connections, Improved relationships</b>	1.	Young person Participation – Connection and trusting relationships	To receive an update on work that has been undertaken by young people based on the theme for better connections, improved relationships and to make any observations or comments.	NYAS
	2.	Independent Reviewing Officers update	To receive an update on work that has been undertaken by the Independent Reviewing officer's team and to make any observations or comments.	Children's Services
	3.	Enfys ( previously developmental trauma service)	To receive an update on the child psychology NHS service and to make any observations or comments.	Cardiff and the Vale Health Board
	4.	Mind of my own app	To receive an update on the Mind of my own app and to make any observations or comments	Children's Services.



	5.	Recovery Plan	To receive an update on Children Services and Education Recovery plan	Children Services/ Education
	6.	Foster Wales	To receive an update on Foster Wales Service	Children Services
<b>Performance Management</b>	7.	Fostering Annual Quality of Care Report	To receive the Fostering Annual Quality of Care Report and to make any observations or comments.	Children's Services - Fostering team
	8.	Adoption Fostering Annual Quality of Care Report	To receive the Fostering Annual Quality of Care Report and to make any observations or comments.	Regional Adoption Service

<b>Topic type</b>	<b>Agenda Item</b>	<b>Agenda topic</b>	<b>Description</b>	<b>Responsible Service Area and Additional Invitees</b>
<b>Committee Date: October 2021 (TBC)</b>				
<b>(Draft) Corporate Parenting Strategy Priority 3:  A comfortable safe and stable home whilst in care and after</b>	1.	Young person participation around a stable home	To receive an update on work that has been undertaken by young people based on the theme for better connections, improved relationships and to make any observations or comments.	NYAS
	2.	Social care commissioning strategy	To receive an update on the Social Care Commissioning strategy and to make any observations or comments.	Commissioning team
	3.	Young person accommodation gateway update	To receive an update on young person accommodation gateway – homelessness	Housing Directorate

			support and provision and to make any observations or comments.	
	4.	Kinship	To receive an update on the development of the Kinship service and to make any observations or comments.	Children's Services
<b>Performance Management</b>	5.	Children's Homes Quality of Care Report	To receive the annual Childrens Home Quality of care report	Children's Services
	6.	Ty Storrie, Oakway and Crosslands annual report	To receive Ty Storrie and Crosslands, Oakway annual report and to make any observations or comments.	Children's Services
	7.	Corporate Parenting Strategy progress report	To receive an update on the progress of the Corporate Parenting Strategy	Children's Services

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
<b>Committee Date: January 2022 (TBC)</b>				
<b>(Draft) Corporate Parenting Strategy Priority 4: Educational Achievement, Employment &amp; Training</b>	1.	Young people participation around Education / training	To receive an update on work that has been undertaken by young people based on the theme Education, achievement , employment and training	NYAS
	2.	Bright futures update- Traineeship programme	To receive an update on the Bright futures work programme and to make any observations or comments.	Education/ Community Directorate

	3.	The Cardiff Commitment	To receive an update on the Cardiff Commitment and to make any observations or comments.	Education/ Community Directorate
<b>Governance</b>	4.	(Draft) CPAC Annual report	To receive the draft Corporate Parenting Advisory Committee annual report and to make any recommendations or comments	Children's Services
<b>Performance Management</b>	5.	Education – Performance of Cardiff looked after children report 2021- 2022	To receive the Education report for looked after children and to comment, seek clarification or raise questions on the information received.	Education Directorate

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
<b>Committee Date: Early March 2022 (TBC)</b>				
<b>(Draft) Corporate Parenting Strategy Priority 5:  Celebrating our Children and Young People</b>	1.	Bright Sparks event update	To receive an update on the annual Bright Sparks Celebration Event.	NYAS
	2.	Advocacy and Participation Update	To receive an update on Advocacy and Participation work undertaken throughout the year.	Commissioning
	3.	Anti-bullying Policy – schools	To receive an update on whole school approach anti bullying policy and to make any observations or comments.	Education Directorate
	4.	Child Friendly Cities update	To receive an update Child Friendly cities programme and to make any observations or comments.	Education Directorate
<b>Performance Management</b>	5.	Corporate parenting strategy progress report	To receive a progress report on the implementation of the Corporate Parenting Strategy.	Children's Services
	6.	4C's Commissioning; Out of Area report	To receive the report from the Childrens Commissioning Consortium Cymru and to make any observations or comments.	Children's Commissioning Consortium Cymru