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AGENDA

Committee	CORPORATE PARENTING ADVISORY COMMITTEE
Date and Time of Meeting	TUESDAY, 20 JULY 2021, 2.00 PM
Venue	REMOTE MEETING VIA MS TEAMS
Membership	Councillor Merry (Chair) Councillors Bowden, Hinchey, Jenkins, Lent, Lister, Naughton and Parkhill

Time approx.

- 1 Apologies for Absence** 2.00 pm
To receive apologies for absence.
- 2 Declarations of Interest**
To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.
- 3 Appointment of Chair and Committee**
To note that Council, at its Annual Meeting on 27 May 2021, appointed Councillor Sarah Merry as the Chairperson and the following Members to the Committee for the municipal year 2021/2022:

Members of the Committee:
Councillor Bowden, Hinchey, Jenkins, Lent, Lister, Naughton & Parkhill (one vacancy)
- 4 Terms of Reference (Pages 5 - 6)**
To note that Council, at its Annual Meeting on 27 May 2021 agreed the Terms of Reference for the Committee.
- 5 Minutes (Pages 7 - 12)**
To approve as a correct record the minutes of the meeting on 18 May 2021.

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

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|----|--|---------|
| 6 | ENFYS Service Update <i>(Pages 13 - 16)</i> | 2.15 pm |
| 7 | Voices from Care Cymru - Welsh Government Review of Corporate Parenting Update <i>(Pages 17 - 22)</i> | 2.30 pm |
| 8 | Mind of My Own Project Update <i>(Pages 23 - 26)</i> | 2.45 pm |
| 9 | Vale, Valleys and Cardiff Adoption Collaborative Performance Report 2020-21 <i>(Pages 27 - 46)</i> | 3.05 pm |
| 10 | Bright Sparks Participation Update <i>(Pages 47 - 54)</i> | 3.20 pm |
| 11 | Delivering a Child Friendly Recovery <i>(Pages 55 - 82)</i> | 3.35 pm |

Briefing Reports

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| 12 | Performance Report (Dashboard) <i>(Pages 83 - 86)</i> | 3.50 pm |
| 13 | Complaints and Compliments Report <i>(Pages 87 - 94)</i> | 3.55 pm |

Committee Business

- | | | |
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| 14 | Forward Work Programme <i>(Pages 95 - 104)</i> | 4.00 pm |
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Confidential Business

- | | | |
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| 15 | Quality of Care Review Reports <i>(Pages 105 - 230)</i> | |
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Appendices 16a (A-E) and 16b (A-C) of the report are exempt from publication as they contain exempt information of the description contained in paragraph 12 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

Ty Storrie Respite Children's Home: October 2020 – March 2021

Crosslands Children's Home: October 2020 – March 2021

- | | | |
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| 16 | Urgent Items (if any) | |
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- | | | |
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| 17 | Date of next meeting | |
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The date of the next meeting of the Corporate Parenting Advisory Committee is on Tuesday 19 October 2021 at 2.00 pm via MS Teams

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 14 July 2021

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

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Agenda Item 4

Corporate Parenting Advisory Committee Terms of Reference (as approved by Annual Council on 27 May 2021)

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:
 - 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.

CORPORATE PARENTING ADVISORY COMMITTEE

18 MAY 2021

Present: Councillor Merry(Chairperson)
Councillors Hinchey, Jenkins, Lent and Naughton

Advisors Deborah Driffield (Direction, Children's Services)
Present: Gillian James (Achievement Leader (Key Groups), Education)

144 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Bowden and Lister, and from Ely Jones (NYAS) and Rose Whittle (Cardiff & Vale UHB, Child Health) (Committee Advisors). Councillor Lent advised that Chair that she would be late in arriving.

145 : DECLARATIONS OF INTEREST

No declarations of interest were received in accordance with the Members Code of Conduct.

146 : MINUTES

The minutes of the meeting held on 9 March were approved as a correct record.

147 : CORPORATE PARENTING PROTOCOL AND CORPORATE PARENTING ADVISORY COMMITTEE TERMS OF REFERENCE

The Chair welcomed Gary Jones, Head of Democratic Services, to the meeting to present the Protocol and the revised Terms of Reference for feedback to be provided prior to submission to Council for approval and inclusion in the Council's Constitution.

Members noted that the Terms of Reference also identified the need for each member of the Corporate Parenting Advisory Committee to undertake relevant training, to enable them to properly discharge their duties.

Members referred specifically to having the confidence to ask questions and an understanding of the work of the Committee.

RESOLVED:

- 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;
- 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; and

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.

148 : REGIONAL HEALTH & SOCIAL CARE PARTNERSHIP UPDATE

The report provided Members with an update in relation to the newly established Starting Well Partnership and the revised governance arrangements of the Regional Partnership Board.

The Chair welcomed Cath Doman, Director of Health and Social Services, who provided the Committee with a presentation.

The Starting Well Partnership was formally launched this month with a series of meetings to follow in June and 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. It brings together two major programmes, together with previous work and projects. The ambition is to improve the impact of the Regional Partnership Board, and joining up services to wrap around the need of both children and their families.

Members considered the work of the RPB very complex and discussed the need for it to be finessed.

RESOLVED:

- Note the development of the Starting Well Partnership
Receive updates on the progress of work streams at regular intervals

149 : RESILIENCE PROJECT UPDATE

The Chair welcomed Amy Brown, Resilience Project Practitioner, to present an update on this project. The project aims to build greater capacity, expertise and mental health resilience for children and young people in educational settings across Cardiff and the Vale. The Committee were provided with details of the work of the project over the last 18 months.

The Chair thanked Amy for her presentation and invited questions from Members.

- Members were advised that the project works closely with partners such as CAMHS and 3rd sector services to ensure continuing support. Mental Health intervention is often required, but it is engagement with youth services and other activities that will continue to build resilience for young people. Members noted the importance of smooth and timely transition between different interventions.
- Officers advised which schools were involved in group work within the project. Members were also advised that the project has been extended to March 2022 and is fully staffed. In Cardiff the project works alongside the Emotional Wellbeing Service and specialist teachers in schools, but is gradually being introduced into individual schools. A report by the Mental Health Foundation

covering the first part of the project up to March 2021 is being published and will be circulated to Members.

- Members were advised about how direct intervention works. It is led by developmental psychotherapy with the involvement of teachers. There is a focus on supporting parents to support children with things such as therapeutic parenting, especially if there has been a trauma in the child's early life, and looking at how that might impact on their development. Different models and strategies are used such as PACE, regulation strategies, anxiety management, CBT, DBT, ELSA. The key is making sure home and school support the child in ways that match.
- Members were advised that the project is expanding into 3-4 schools every half term. Staff are identified for training. The project facilitates the 1st round and it is then expected that the staff will continue with further rounds to build resilience in that school.

RESOLVED:

To note the update.

150 : BRIGHT SPARKS/PARTICIPATION UPDATE

The Chair welcomed Samantha Anderson, Participation Officer, National Youth Advocacy Service, Cymru (NYAS Cymru) to the meeting to provide Members with an update on Bright Sparks and the progress that has been made on addressing the first two of the five priorities identified after consulting with care experienced children and young people in Cardiff.

The Chair thanked Samantha for her update and invited questions from Members.

- Members sought information about the why children and young people felt they were overly consulted and how this could be addressed. Members were advised that there was duplication in surveys and there was a need for more partnership between organisations to reduce the number of surveys. Young people also need to feel that the information they supply is important and the benefit and impact of surveys need to be explained.

RESOLVED:

To note the update provided by NYAS

151 : ASSESSMENT AND THERAPY PILOT UPDATE

The Chair welcomed Marie Reed, Commissioning Manager, to provide Members with a high-level overview of progress on the Assessment and Therapy Pilot. The pilot is conducting gap analysis, quality assurance and market engagement to identify commissioning needs and possibilities.

The Chair thanked Marie for her update and invited questions from Members.

- Members were advised that updates on the pilot could be provided on a 6-monthly basis if required. Members endorsed the requirement to programme further feedback in 6 months.
- Members were advised in relation to outcomes of the pilot that within 6 months the pilot would have a handle on the data and the process would be fully embedded and aligned with the Health Board. Within 18 months it would be possible to report back on the themes coming through from the data.

RESOLVED:

- To note the update
Receive an update in 6 months time

152 : CORPORATE PARENTING STRATEGY ACTION PLAN UPDATE

The Chair welcomed Jade Harrison and Leigh Vella to provide Members with an update on the Corporate Parenting Strategy Action Plan.

The committee were advised that the Action Plan is not finalised, the draft will be considered by the Steering Group. There is buy-in from partners with strategic leads identified. A meeting has been scheduled to ratify and finalise actions. There is room for further adaptation of the Plan, which has a focus on understanding outcomes.

The Chair thanked Jade for her update and invited questions from Members.

- Members were advised that challenges were expected in setting up another steering group, but key partners have already committed the staff and resources to attend including Health, Police, Education, and other partners. It is proposed to hold quarterly meetings to drive things forwards. Without a strategic lead there is a danger partners won't work together to achieve the strategy.
- Members noted that David Melding who was leading the Young Persons Ministerial Advisory Group had stepped down and queried who was taking on the role. Mary Ellen Jones had been expected to take over but has announced as the Presiding Officer.

RESOLVED:

To note the update.

153 : KPI DASHBOARD PROPOSAL

The Chair welcomed Jade Harrison and Leigh Vella to provide information on the KPI Dashboard Proposal. The dashboard is a draft and will be refined. The aim is to support the Council to understand outcomes for children and veteran care leavers across lifetimes and agencies, in terms of CPAC's oversight and driving forward the work of Corporate Parenting, and will feed into annual reports and plans.

The dashboard is critical to understanding the impact of services and to provide strong, robust and forward facing corporate parenting. Various partners are providing input, and Health is working with us to develop the dashboard.

The Chair thanked Jade for her update and invited questions from Members.

- Members were advised that Health do not collate data in the same way but are working proactively to populate the dashboard. They have appointed a manager who will driving this forward. Other partners are working to supply data.
- Members queried whether it would be possible to compare young people in schools in Cardiff and those out of area. They were advised there is little that can be done this year. Going forward it will be possible to do more comparisons.
- Members wished to commend Officers on the work done on the Proposal.

RESOLVED:

To note the update

154 : CORPORATE PARENTING PERFORMANCE INFORMATION REPORT

RESOLVED:

To note the information contained in the report.

155 : COMPLAINTS AND COMPLIMENTS INFORMATION REPORT

The Chair welcomed Deborah Driffield (Director, Children's Services) to the meeting to answer any questions Members might have on the report.

Members noted that complaints were down in the first two quarters but had returned to normal in the last two, and queried whether this was down to Covid. They were advised that this appeared to be the case and the understanding was that they would not continue to rise but would plateau. There has been an increase in complaints related to Covid. Now things are returning to more normal conditions people are making retrospective complaints.

RESOLVED:

To note the information contained in the report.

156 : FORWARD WORK PROGRAMME

The Chair welcomed Leigh Vella, Corporate Parenting Officer, to present the Forward Work Programme.

Members considered it made more sense to have a programme of interesting subjects and to move away from individual projects.

RESOLVED:

To approve the Committee's Forward Work Programme.

157 : URGENT ITEMS (IF ANY)

No urgent items were received.

158 : DATE OF NEXT MEETING

The next meeting of the Corporate Parent Advisory Committee is on Tuesday 20 July 2021 via MS Teams.

The meeting terminated at 3.30 pm

**CARDIFF COUNCIL
CYNGOR CAERDYDD****CORPORATE PARENTING
ADVISORY COMMITTEE:****20 JULY 2021**

Enfys service update

Reasons for the Report

1. The report aims to inform the Committee on the current work that is undertaken by the Enfys service. A psychology led service for Children Looked After in Cardiff and the Vale of Glamorgan.

Background

2. Enfys is an NHS-based service for children and young people who are 'looked after', adopted and on the 'edge of care' that live in, or are 'looked after' by Cardiff and the Vale. The service was established 5 years ago with a part-time Clinical Psychologist and have grown to a core team of 12 team members with trainee clinical psychologists on rotation (3 currently). The team comprises of clinical psychologists, graduate mental health workers, an administrator and occupational therapist. Two members of the team are funded solely by Vale of Glamorgan Local Authority so work only with children in their care.
3. The Enfys service is a non- diagnostic DDP- informed service, and uses a whole system approach. Dyadic Developmental Psychotherapy is a psychological therapy and framework for the service which has core values that helps families be better equipped to survive the impacts of trauma and heal. The Service Lead has supervision from a DDP Practitioner.
4. Enfys work comprises of consultation, training and therapeutic support to the whole system around a child. Universal interventions are offered such as the Nurturing Attachments Group through to specific therapies such as DDP, EMDR

(Eye Movement Desensitisation and Reprocessing – a specialist trauma therapy) and DBT (Dialectical Behaviour Therapy – a therapy focused on interpersonal and coping skills).

5. The Enfys team are currently completing research looking at: how effective the Nurturing Attachments Group has been during covid (delivered online); trans-racial placements; the experiences of lockdown for children in foster care; and an evaluation into work of the service with Vale Children's Services. Enfys staff are also taking part in the Blueprint Study which is a national piece of research looking at models of service delivery in children's mental health services.
6. One of the main values of Enfys is working collaboratively with partner agencies and services. The team work collaboratively with nurses for children looked after, paediatrics, primary mental health, specialist CAMHS, Child Psychology Services in Cardiff and the Vale. The Enfys team also work closely with colleagues in the Local Authorities and education including ARC the edge of care Local Authority service and the Post-Adoption Team.
7. Each year a number of trainees from the Clinical Psychology Training course at Cardiff University join the team for their placements.

Issues

8. The main challenge that the team experiences is accommodation. Currently based in open-plan offices, the team are unable to meet with families and children on site. There is very little clinical space for work to be completed, however the team continue to be creative in trying to find space to complete therapy and deliver groups, training.
9. The number of children going becoming looked after has increased during the covid-19 pandemic. In addition, the huge pressures on families has meant that many of the children and families supported by the Enfys service are in crisis. This places a huge demand on the service alongside the crisis work already taking place with children already in care, increasingly the service is seeing a need to support children still residing with their birth families.

10. Another major challenge is planning for the service in the long-term. The majority of posts are funded in the short-term (many ending March 2022) which impacts on service development and staffing.

Requests for support

11. Enfys receive requests for support (not referral forms) from any adult supporting a young person in care. This starts with an Advice and Support consultation that always involves the child's social worker. We jointly decide on our substantive pieces of work with our partners in Social Services at a monthly Psychology Panel Meeting.

12. In the past year (July 2020 – July 2021) 92 pieces of substantive work have been completed with families. This includes direct therapy with children in this same time period, Enfys have completed 316 consultations

13. In the past year, the Enfys service have ran 18 Nurturing Attachment groups (average of 15 attendees per group), 3 Calmer Llama Groups, and 23 workshops on common topics that children in care and their adults struggle with (including regulation, food, coping skills, carer burnout, wellbeing).

Financial Implications

14. This service is fully funded through the Integrated Care Fund and hosted by the Health Board. The Integrated Care Fund is currently scheduled to end in March 2022 and in the event of this service being identified as a priority to continue then alternative external funding needs to be identified or consider reallocation of funding within the existing budgetary allocation for the directorate.

Legal Implications

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

RECOMMENDATION

16. The Committee are recommended to note the Enfys service update and to make any observations or comments.

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES
14 JULY 2021

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

**CORPORATE PARENTING
ADVISORY COMMITTEE:**

20 JULY 2021

Voices From Care Cymru: Welsh Government Review of Corporate Parenting

Reasons for the Report

1. The report aims to provide the Committee with an update on Voices From Care Cymru's involvement on Welsh Governments Corporate Parenting work programme

Background

2. Voices From Care Cymru's journey on corporate parenting has been ongoing for the last 10 years. Working with Local Authorities to develop Corporate Parenting pledges, supporting care experienced young people to attend & present to their corporate parenting panels, alongside young people we deliver training to corporate parents and within 4 local authorities we facilitate participation / social action groups.
3. Since 2016 Voices From Care Cymru have been working with Welsh Government on extending the duties of corporate parenting to all public bodies in Wales and for this to be enshrined in legislation.
4. We have received a commitment for Welsh Government that Corporate Parenting will be strengthened in statutory guidance, clarifying roles and responsibilities and extending duties across the public sector.

Moving Forward

5. Over the next year, Welsh Government will be embarking on an extensive programme of work and engagement activity to take forward a new 'refreshed' approach to corporate parenting.
6. The new approach is about doing things differently and to organisations' best abilities including the charter referred to below. Whilst other elements will be about strengthening what is already in place by raising awareness and increasing knowledge about organisations' roles and responsibilities.

Corporate Parenting Charter

7. The consultation will also seek to identify a better and more commonly understood term than 'corporate parenting', and what this could mean for bodies outside of local authorities.
8. Welsh Government and Voices From Care Cymru will engage with care experienced children to identify what corporate parenting means to them and their expectations from the services they routinely engage with. We will look to co-produce a voluntary Charter that organisations can sign up to setting out their commitment and unique offer to care experienced children.
9. This voluntary Charter will enable all stakeholders, across the public and private sector and the devolved and non-devolved spheres, to sign up to a common statement of improved support and action when working with care experienced children.
10. It is anticipated the Charter will allow signatories to describe how they engage with care experienced children and what they propose to do differently or offer in addition to care experienced children in the future.

Strengthening Legislation

11. Welsh Government are look to use their existing legislative powers to strengthen statutory guidance, clarifying roles and responsibilities and extending duties across the public sector.

This will be achieved by:

- Developing a new 'corporate parenting' chapter within Part 6 Code under the Social Services and Wellbeing (Wales) Act 2014, providing clear statutory guidance to all departments within local authorities about their responsibilities and duties towards care experienced children.
- Update our Part 9 Code under the Social Services and Wellbeing (Wales) Act 2014, providing statutory guidance to Regional Partnership Boards on the issue of corporate parenting and enabling improved partnership working between local authorities and Local Health Boards. A more detailed description of the legal implications of amendments to Parts 6 & 9 are included in Annex A.
- Seek to embed the concept of corporate parenting beyond that of local authorities. Existing powers are available to us under the Children Act 2004 and Education Act 2002 to develop statutory guidance to embed corporate parenting beyond local authorities. It is anticipated this element will take up to 2 years.

Corporate Parenting task & finish group

12. Consisting of Welsh Government representatives, care experienced young people and sector representatives, this task and finish group will advise on the extension of corporate parenting principals to public bodies in Wales.

Supporting consultations

13. Working with Welsh Government partners and care experienced young people to co-produce a Corporate Parenting Charter for Wales. This charter will enable all stakeholders, across the public and private sector and the devolved and non-devolved spheres, to sign up to a common statement of improved support and action when working with care experienced children.

14. It is anticipated the Charter will allow signatories to describe how they engage with care experienced children and what they propose to do differently or offer in addition to care experienced children in the future. We will be work with Welsh Government to support national conversation and public engagement on corporate parenting at awareness raising/consultation events to ensure young people's perspective and views are heard. Dates have yet to be set for the working group or young person consultations.

Partnership Working: Cardiff & Voices From Care Cymru


15. Voices From Care Cymru would welcome support during the consultation phase on Corporate Parenting. Though involvement in the national conversation, young person's consultation and potentially the task and finish group.

16. Voices From Care Cymru's Wellbeing, Participation and Influencing project would welcome any referrals from care experienced young people in Cardiff. Opportunities include 'Sing Proud Cymru' our choir, Peer Support Café's, Social Action work and VFCC's Advisory Group. Any care experienced young people is welcome to become a member of Voices From Care.

17. Voices From Care Cymru are developing a 'Guide to Growing up in Care' Padlet, an online information resource, for care experienced young people created by care experienced young people. There are opportunities for young people to become involved as guide editors who will help create the content. This is due to go live in January 2022.


Voices From Care 'Care Experienced Symbol'

This symbol represents the power of connectivity & positive relationships for care experienced people in Wales.



Mae'r symbol hwn yn cynrychioli pŵer cysylltedd a pherthnasoedd cadarnhaol i bobl a phrofiad gofal yng Nghymru.

By wearing this knot you proudly stand as a care experienced person or an ally who is committed to empowering care experienced children and young people from across Wales to connect together, claim their rights and lead change.



VOICES FROM CARE CYMRU

Trwy wisgo'r cwlmwm yma rydych chi'n falch o sefyll fel person â phrofiad gofal neu gynghreiriad sy'n ymrwymo i rymuso plant a phobl ifanc â phrofiad gofal o bob rhan o Gymru i gysylltu gyda'i gilydd, honni eu hawliau ac arwain newid.

18. Voices From Care Cymru have been working on developing a symbol that care experienced young people and their allies can wear to show their commitment to empowering the voices care experienced children and young people. Current role out is limited, the pin badge is being currently being distributed to young people through our membership packs.

Financial Implications

19. The financial resources used in working with Voices from Cymru and Welsh Government are found from within the overall existing budgetary allocation of the Care Directorate

Legal Implications

17. Whilst there are no legal implications at the time of this report, there are likely to be when any changes referenced in paragraph 11, “strengthening legislation” come into force.

RECOMMENDATION

18. The Committee are recommended to note the Voices from Care Cymru update and to make any observations or comments.

DEBORAH DRIFFIELD
DIRETOR OF CHILDRENS SERVICES
14 JULY 2021

**CARDIFF COUNCIL
CYNGOR CAERDYDD****CORPORATE PARENTING
ADVISORY COMMITTEE:****20 JULY 2021**

Mind Of My Own Project update

Reasons for the Report

1. This report provides the Committee with information in relation to the Mind of My Own Project (MOMO) which is currently being implemented across Children's Services. The report aims to inform the Committee of what services the MOMO apps will offer to both staff and children and young people along with an update on the progress thus far in its implementation.

Background

2. Mind of My Own is a set of accessible apps that provide a unique digital solution to advancing children's rights. The Mind of My Own digital apps help children and young people express themselves freely and communicate with Social Workers and other professionals who regularly work with them. The apps have been designed and co-produced with young people for young people and unlike traditional surveys, the apps will allow staff to receive organic and authentic feedback from the children and young people using our services.
3. Mind of My Own will allow for a more dynamic approach when working with children and young people. There are two features to the Mind of My Own apps – the One app and the Express app. The One app allows young people to communicate their views in a way that suits them. Young people create their own account on the One app, which can be used on any device (Mobile phone, laptop, tablet etc) at any time. Express is an accessible app for younger

children and those with additional needs and as such can only be accessed through a workers account.

4. Once a child or young person has used either the One or Express app to share their views, wishes or feelings, Mind of My Own creates a clear statement of their views that can be attached to case records. Once a young person has completed a statement on the app it will automatically be sent to the service portal. This will be monitored by a team of 3 portal administrators who will manage it and send the statements on to the relevant social worker.
5. Social workers will then download the statement and save it in the child or young person's case file. As an additional safeguard, any child reporting that they feel unsafe or unhappy where they live will come up in a designated safety link list in the portal. The administrators monitoring the portal will then be able to easily identify any children which may need attention.
6. Not only will the statement of views help prepare for meetings with the young person but also give extra understanding of that young persons lived experience and assist in identifying any possible safeguarding risks.
7. Staff information emails have been sent to all staff in Children's Services with a brief outline of what Mind of My Own is and urging staff to book one of the training sessions available. Going forward we will use targeted reporting to ensure all relevant staff are trained.
8. There is a plan in place to inform Foster Carers, Residential Staff, Schools Staff and staff from Health of the implementation of Mind of My Own so that they can be aware of and support children and young people with the app as and when needed. All foster carers with children placed from Cardiff are also eligible, and will be encouraged, to attend free e-learning supported by Mind of My Own.
9. Training for staff across Childrens Services involves a 2 hour virtual session with a specialist trainer from Mind of My Own with dates scheduled between the 6th and the 15th July. Sessions will give an in depth view into how the apps

work, how to set up an account with a young person as well as with how to use the apps. Staff will also be shown how the young peoples completed statements will be sent to them along with learning how the information can be stored and used meaningfully.

10. In order to ensure business continuity trainers are being identified following the scheduled training sessions to embed the training within children's services.
11. The information that children are sharing will be monitored and reviewed closely and this will include:
 - Number of statements that reported a 'Problem'
 - Number of statements that 'Shared Good News'
 - Collate any feedback or comments from staff and children and young people
12. Mind of My Own hold ISO 27001 certification, which means that all of the systems and processes are designed to safeguard information collected through the apps.

Issues

13. Currently MOMO training has to be delivered online via Microsoft Teams rather than face to face. The course was designed to be delivered in person however has been adapted to be undertaken virtually. Initial feedback from other Local Authorities is that it has been very successful and will likely remain virtual.
14. It was important to ensure that training sessions were accessible for all staff. Due to the nature of duty worker shifts, training sessions were booked over a two week period to ensure there was a suitable session for staff to attend.

Financial Implications

15. Any costs that have previously arisen or will arise in the future, in connection with the delivery of Mind of My Own, have been, or will be, met from existing Council resources, supplemented by external resources, wherever possible.
16. The initial cost of £42,000 for the purchase of the Mind of My Own Apps for two years was offset with monies received from the Integrated Care Fund. This includes all training, implementation and resources. Cardiff Children's Services also worked with Mind of My Own to ensure the inclusion in the contract of opportunities for children and young people in Cardiff to be involved in participation and development groups with Mind of My Own.

Legal Implications

17. Whilst there are no legal implications arising from this report, it's important that any statements are saved on the child/young person's file as they will form part of their records.

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 Mind of My Own Project and the outcomes that are anticipated to be achieved from its roll out.
- b) Note the development of the Mind of My Own Project.

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES
20 July 2021

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

**CORPORATE PARENTING
ADVISORY COMMITTEE:**

20 JULY 2021

**VALE, VALLEYS & CARDIFF REGIONAL ADOPTION SERVICE – Performance
Report 2020 – 2021**

Reasons for the Report

1. The purpose of this report is to provide the Committee with a copy of the Vale, Valleys and Cardiff (VVC) Regional Adoption Collaborative performance Report 2020/21. A copy is attached at **Appendix A**

2. As a key part of the implementation of the Social Services and Well Being Act (Wales) 2014, the National Adoption Service for Wales was created to bring together existing local government services into a three tier system, with partnership arrangements for services provided in other sectors, to coordinate and deliver adoption services in a different way. These tiers are:
 - Local authority level – where all local authorities will continue to identify and meet needs of children for whom adoption is the most appropriate plan;

 - Regional level – where five local authority collaboratives have been created to deliver agreed adoption functions and develop operational links, as appropriate, with voluntary sector and other services to develop and improve service delivery; and

 - National level – a small team to co-ordinate and drive improvement and consistency, while maintaining strategic and planning links with Voluntary Adoption Agencies (VAAs) and the delivery of certain national functions.

3. The Vale, Valleys & Cardiff Adoption Collaborative (VVC) brings together the adoption services of the Vale of Glamorgan Council, Merthyr Tydfil County Borough Council, Cardiff Council and Rhondda Cynon Taff County Borough Council. It is one of the five regional Collaboratives which form part of the National Adoption Service in Wales (NAS). The Vale of Glamorgan Council host the Regional Collaborative.

4. In March 2015, Welsh Government published the (Joint Adoption Arrangements) (Wales) Directions 2015, known as “The Directions Powers”, which prescribe the regional areas and the governance structure for the service at a national and regional level. The merger of the adoption services within the region in June 2015 was the culmination of much co-ordinated effort and joint working on the part of all partners in progressing the plan to implement the service.

VVC Priorities for 2020/21

5. There were a number of priorities for the Vale, Valleys & Cardiff Adoption Collaborative and the information below contains an update in respect of each of them
 - The need to continue to recruit more adoptive parents to meet the needs of children requiring placements will remain constant features of the service we provide. Considerable improvement in both these areas was achieved during the reporting period which hopefully can be built upon year on year

 - The ongoing challenge for the service is being able convert more (prospective adopters) enquiries into applications to ensure that they continue to build on its existing pool of adopters and to improve placement choice.

- Following successful recruitment into specialist roles. These posts will continue to be evaluated in terms of service improvement and therefore will need to be further embedded across the region to ensure that performance targets are met. This is particularly important in respect of the provision of life journey work for the region due to the large amount of the investment secured for this work.
- Just prior to the end of the reporting period the impact of the pandemic and national lockdown was beginning to take effect with staff working from home and key services temporarily halted. The service however adapted quickly to the challenges presented and has been able to deliver its core business partly on a virtual basis or via risk assessed face to face contact. This has enabled key functions to continue to be delivered although it is too early to assess the impact upon overall performance during this year. Going forward the service will need to continue to evaluate the effect upon services and develop plans to mitigate the overall impact upon service delivery.

Financial Implications

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

Legal Implications

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

RECOMMENDATION

8. The Committee are recommended to note the Vale, Valleys and Cardiff Adoption Collaborative (VVC) performance report and to make any observations or comments.

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES

14 JULY 2021

Appendix A - Valleys and Cardiff (VVC) Regional Adoption Collaborative performance Report 2020/21.



Vale, Valleys and Cardiff Adoption Collaborative

Performance Report 2020-21

Position as at 31 March 2021

Introduction

This report provides an overview of Vale, Valleys and Cardiff Adoption Collaborative (VVC) performance against key indicators in respect of children and adopter as agreed by the Regional Management Board.

Raw data held by the four local authorities and the regional collaborative has been utilised to provide an overview of performance in the reporting period 2020-2021. The report looks specifically at the performance priorities for children, life-journey work and adopters.

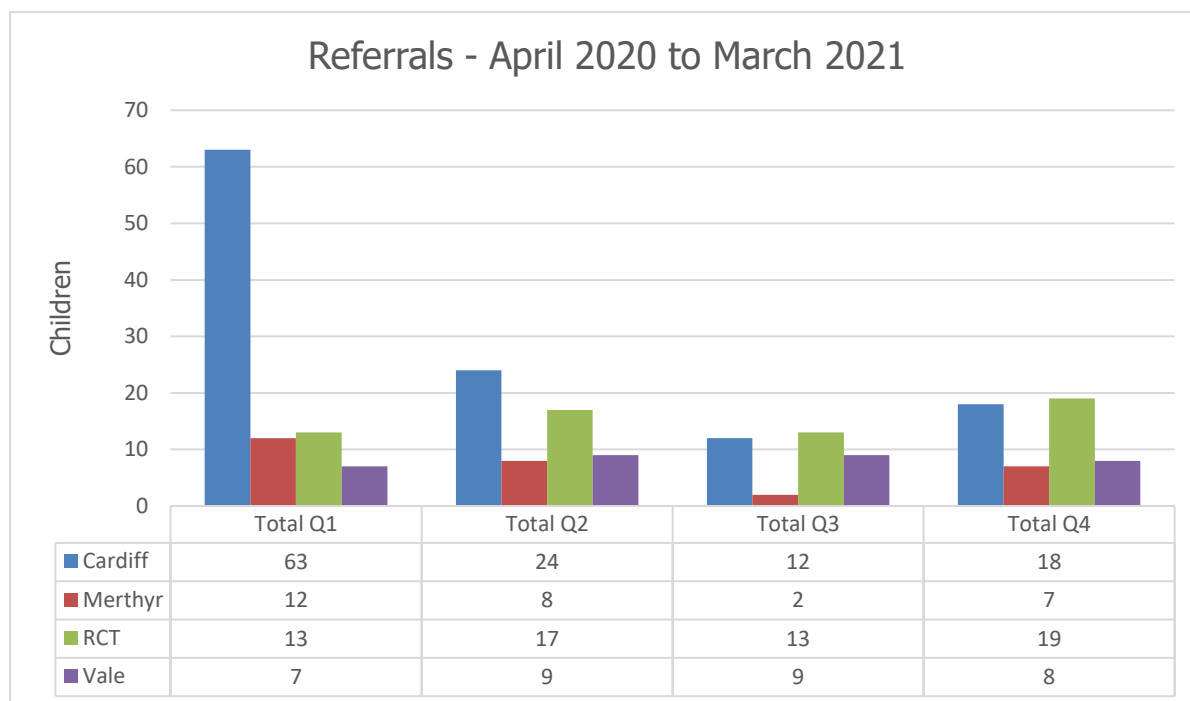
Key strengths of performance:

- ❖ Continued increase in the number of referrals to the service
- ❖ 65 children were placed in year to date
- ❖ 77% of children have been placed within the region
- ❖ Increase in the number of enquiries from prospective adopters
- ❖ 69 adopters approved to adopt in year to date

Children

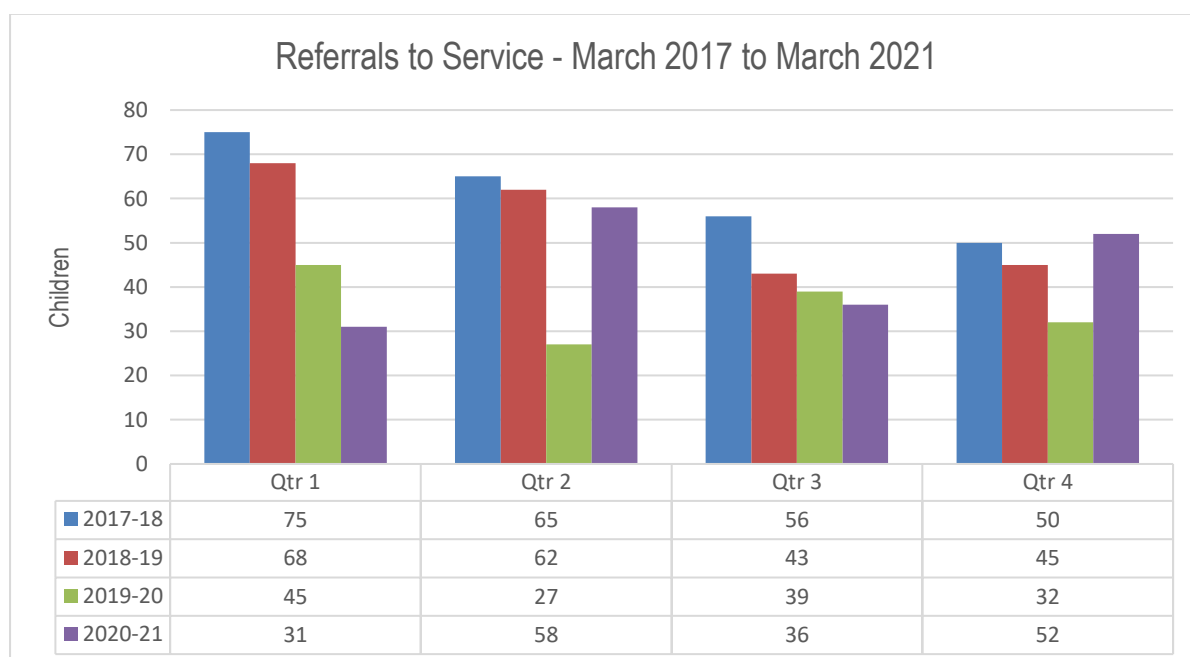
Referrals

241 children were referred to the service during the period April 2020 to March 2021. When compared to previous year, a **68.5%** increase in the number of referrals is noted.



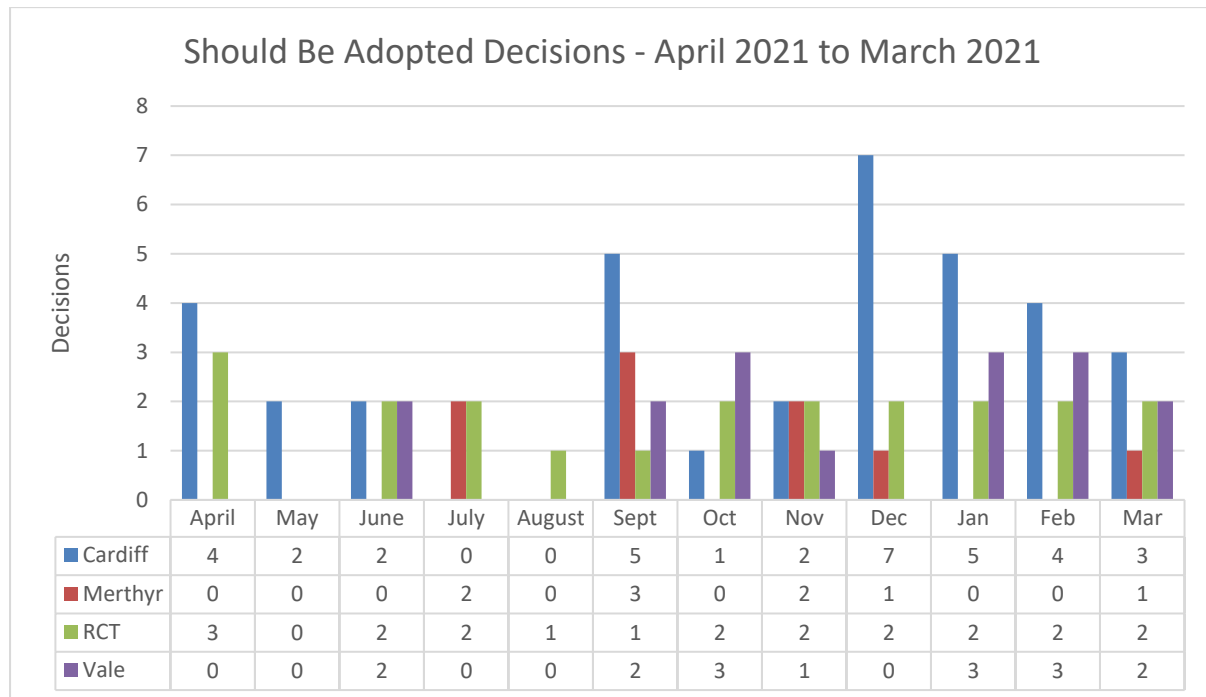
Comparative Data

Comparative data of previous four years continues to demonstrate a downward trend in referrals, which is in line with national trends.



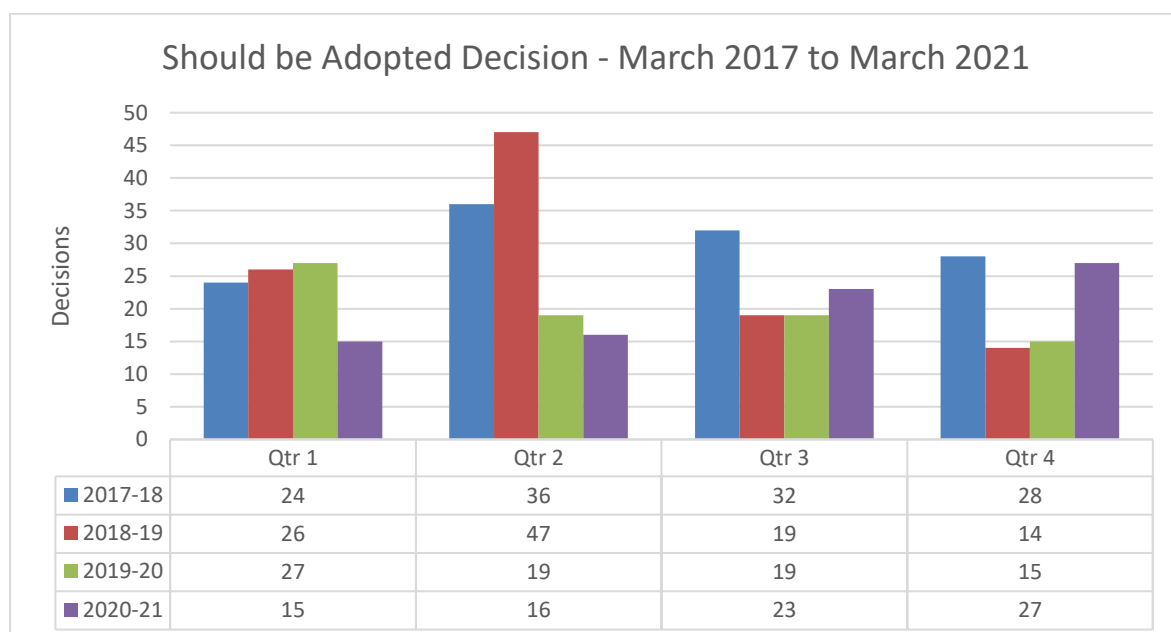
Should be Adopted Decisions

81 SBA decisions were made during the period April 202 to March 2021. This is consistent with previous year.



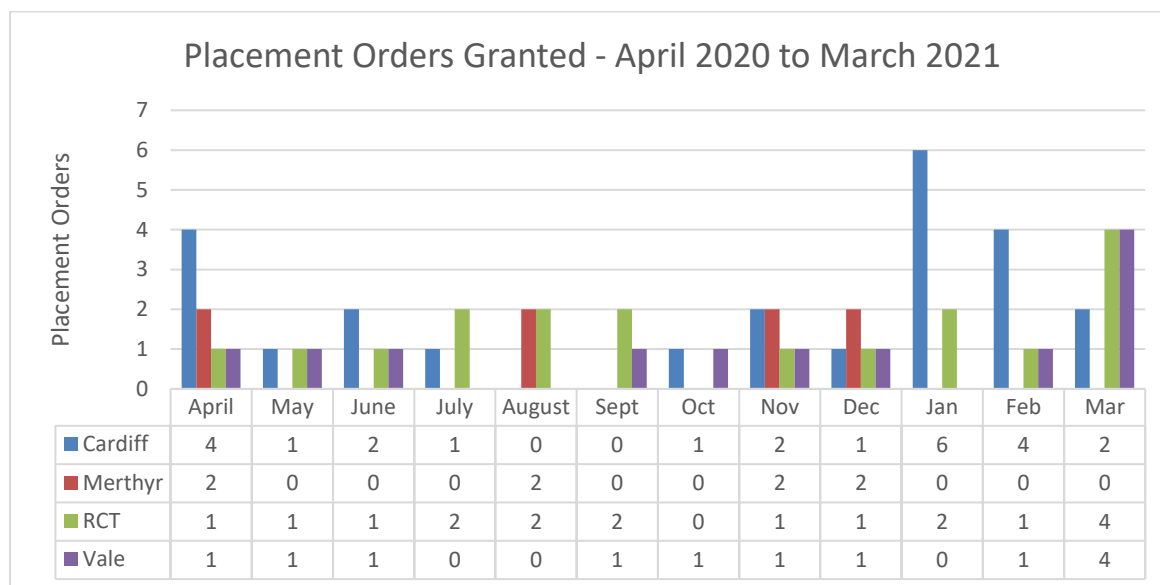
Comparative Data

A continuing decrease in the number of SBA decisions is observed over the 4-year period and could be indicative of the commitment to find alternative permanency plans for children. A slight increase is noted in the number of SBA decisions in Q4 and this is likely due to a greater number of care proceedings reaching their conclusion now than during the earlier stages of the coronavirus pandemic.



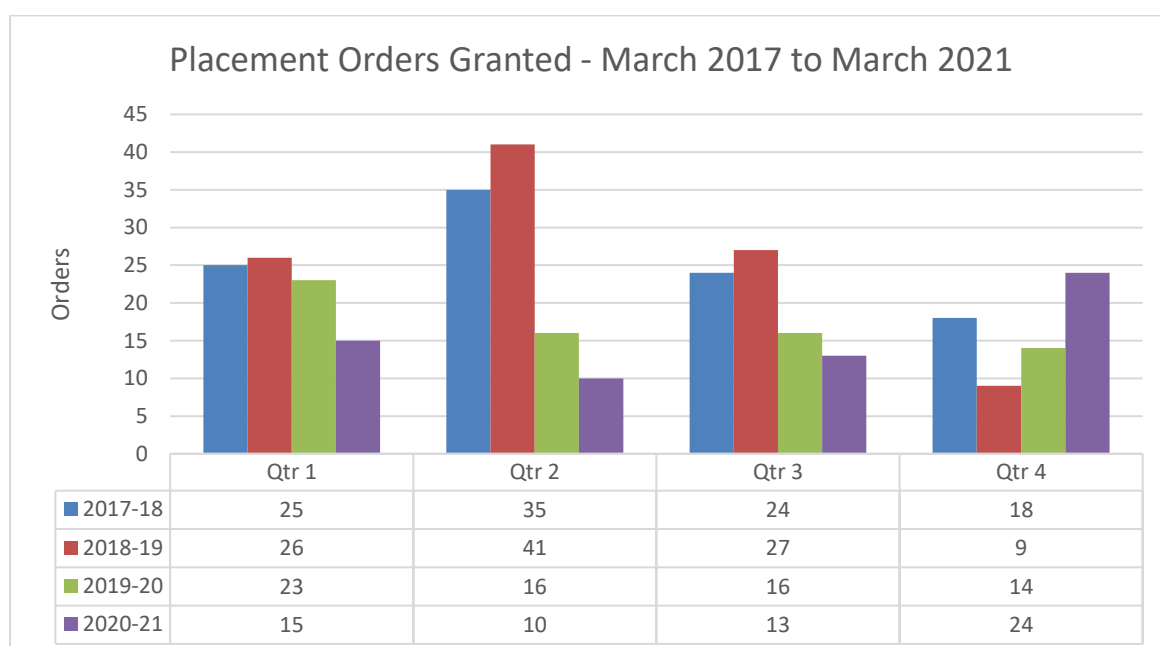
Placement Orders

62 Placement Orders were granted in the first half year, which is 13% lower than the same period in previous year, however we are slowly seeing an increase in the number of Placement Orders being granted and data for the start of Quarter 4 already is showing a further increase. The active family finding data monitored by Welsh Government shows 53 children with a Placement Order who are as yet not linked, matched or placed and whose care plan remains one of adoption. This number of children 'waiting' has significantly reduced through a combination of increased adopter recruitment, utilisation of specialist family finding measures and the reduction in Placement Orders over the past two years.



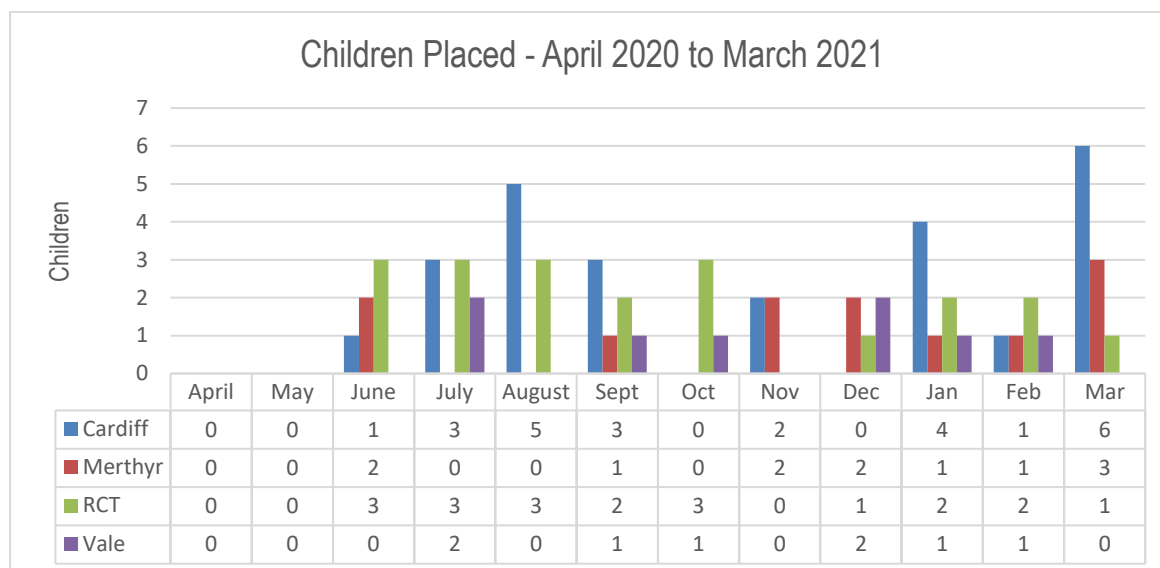
Comparative Data

As with SBA decisions, the number of Placement Orders granted when compared to previous years have decreased and are in line with the number of SBA decisions made.



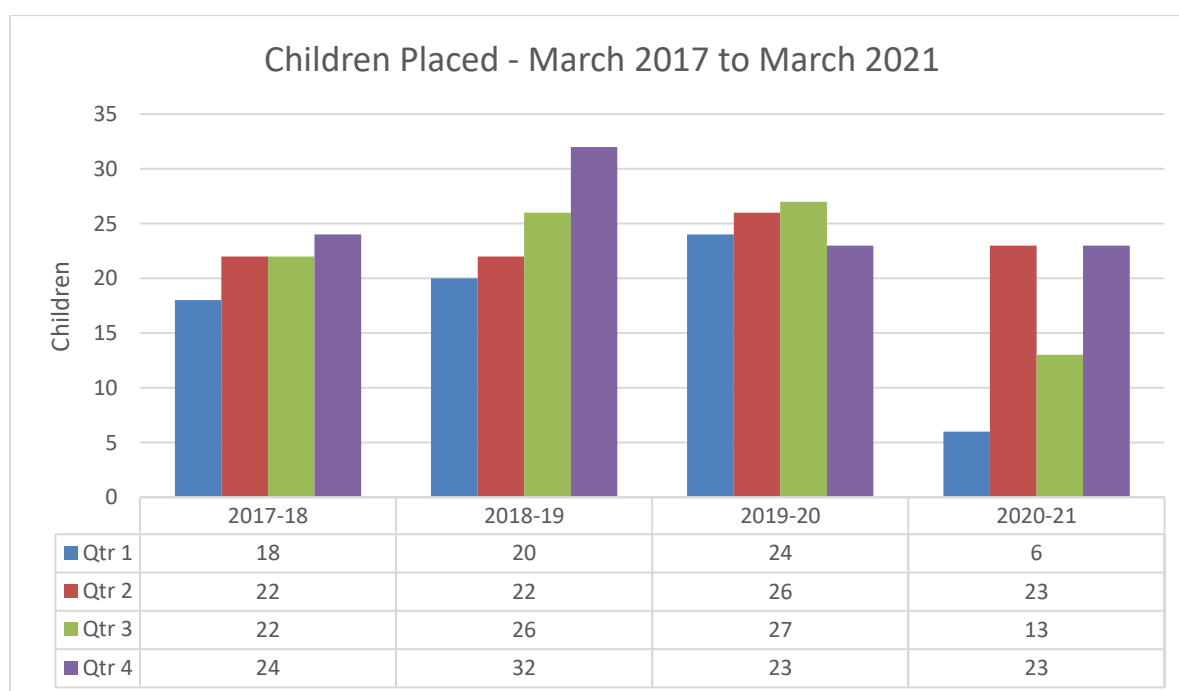
Children Placed

65 children were placed between April 2020 and March 2021. Whilst there was an initial delay in being able to place children early on due to the coronavirus pandemic, there have been no ongoing delays as a result of this and the transitions risk assessment process is enabling placements to continue. The number of children placed is lower than in previous years, in line with the overall reduction in the number of children requiring adoptive placements observed over the past two years.



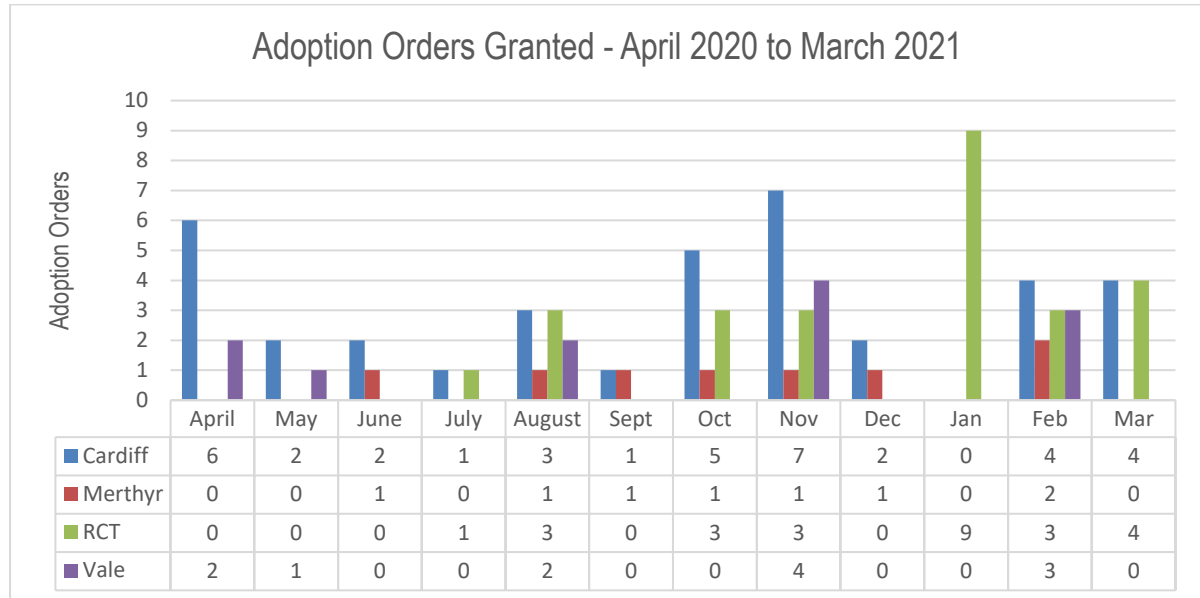
Comparative Data

Comparative data in previous years demonstrates a reduction in the number of children being placed, however must be viewed in line with the reductions in Placement Orders granted in 2019-20 and 2020-21 compared with previous years.



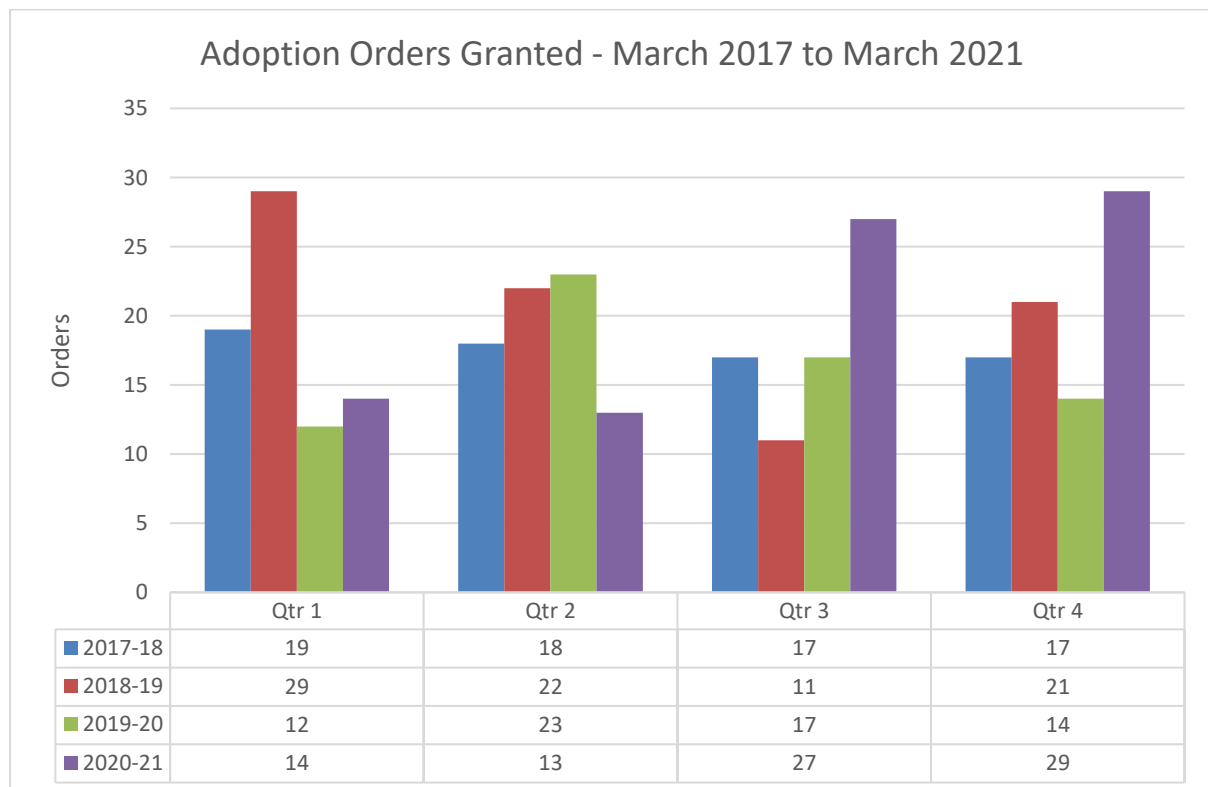
Adoption Orders

83 Adoption Orders were granted in the reporting period. There has been a significant increase from the first two quarters to the end of quarter 4 in line with an increasing number of final adoption order hearings which have been able to take place following the initial delays earlier in the pandemic.



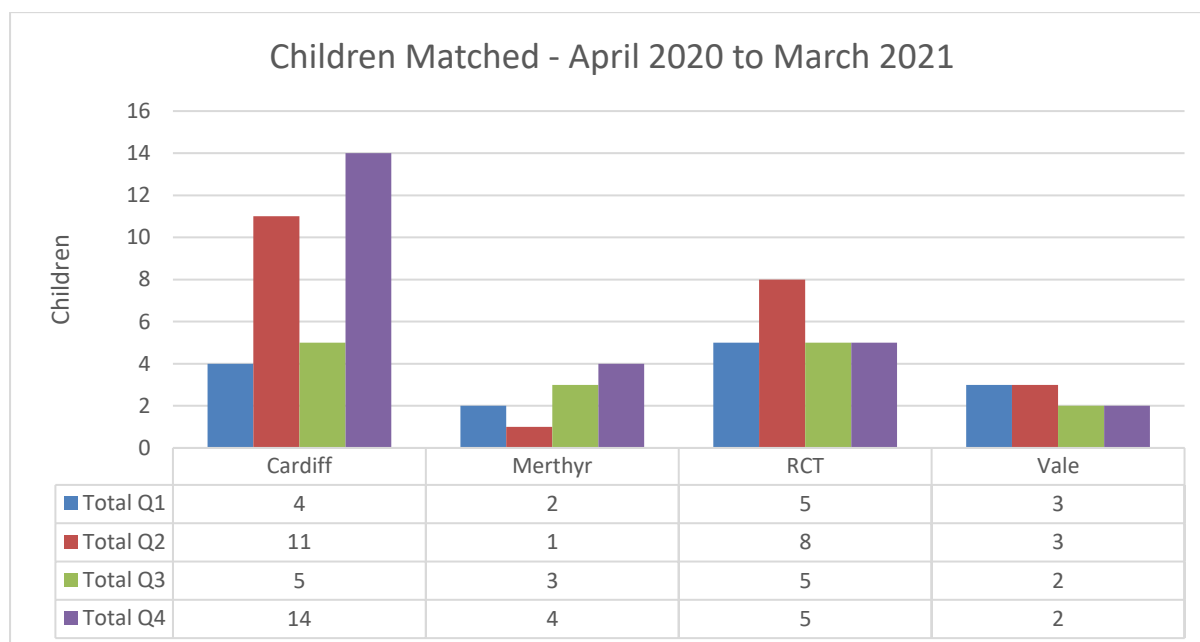
Comparative Data

There is a significant increase in the number of Adoption Orders granted when compared with the same period in the previous year.



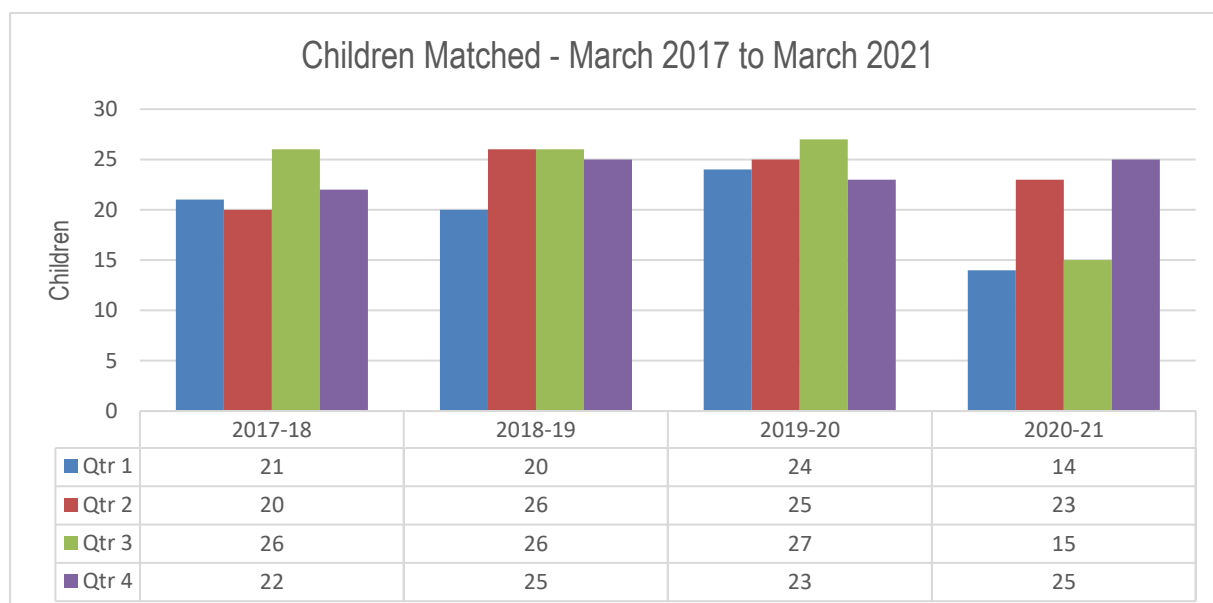
Children Matched

65 children were matched to adopters during the reporting period. This figure is 35.64% lower when compared to the same period in previous year.



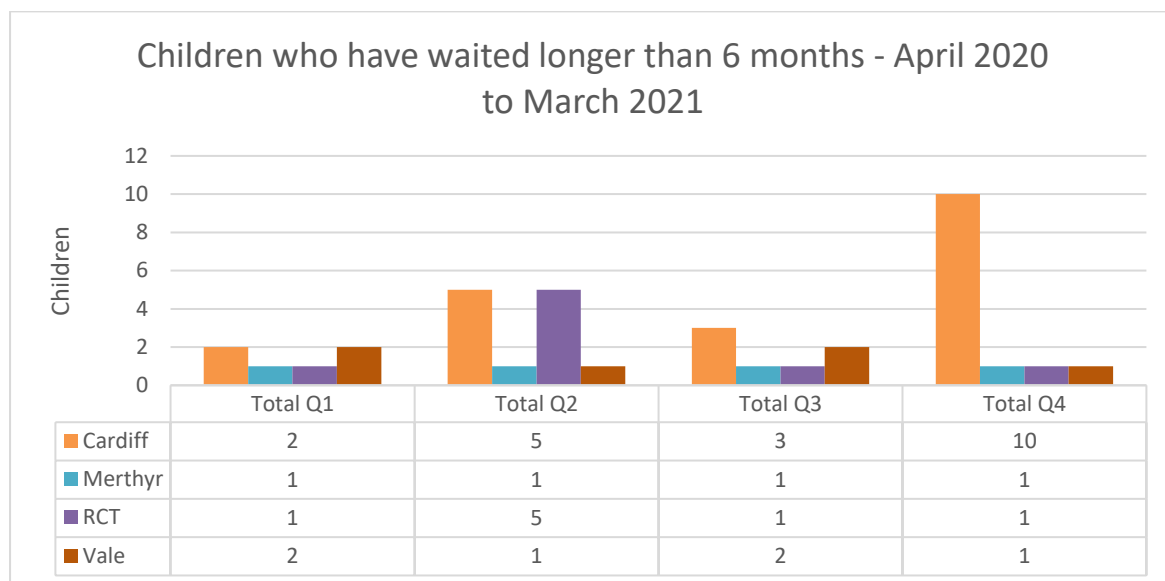
Comparative Data

The reduction in the number of children being matched must be viewed in the context of a reduction in the number of Placement Orders granted. 2019-20 saw a 30% reduction in the number of POs compared with the previous year (sustained at similar levels in 2020-21) and in turn a similar rate of reduction is now being seen in children being matched and placed this year.



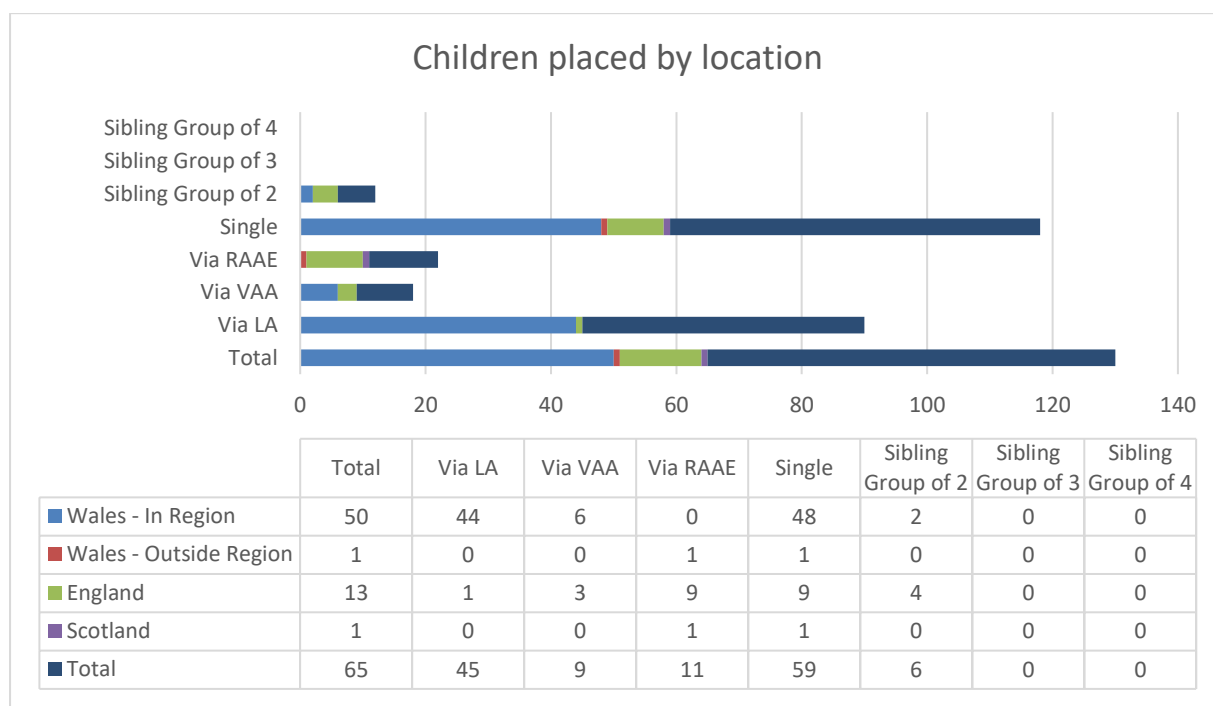
Number of children Matched since April 2020 who have waited longer than 6 months (or 3 months for a relinquished child under 6 months of age) to progress from “Should be placed for Adoption” decision to approve to Match

38 (50.65%) children matched in 2020-21 have waited longer than six months to progress from SBA to approve to match. This includes a number of children with additional/complex needs whose adoption searches have taken time but also whose matching with adopters has been drawn out over a longer period to ensure both that adopters have had sufficient time and information to proceed and that children have been able to be prepared.



Type of placement

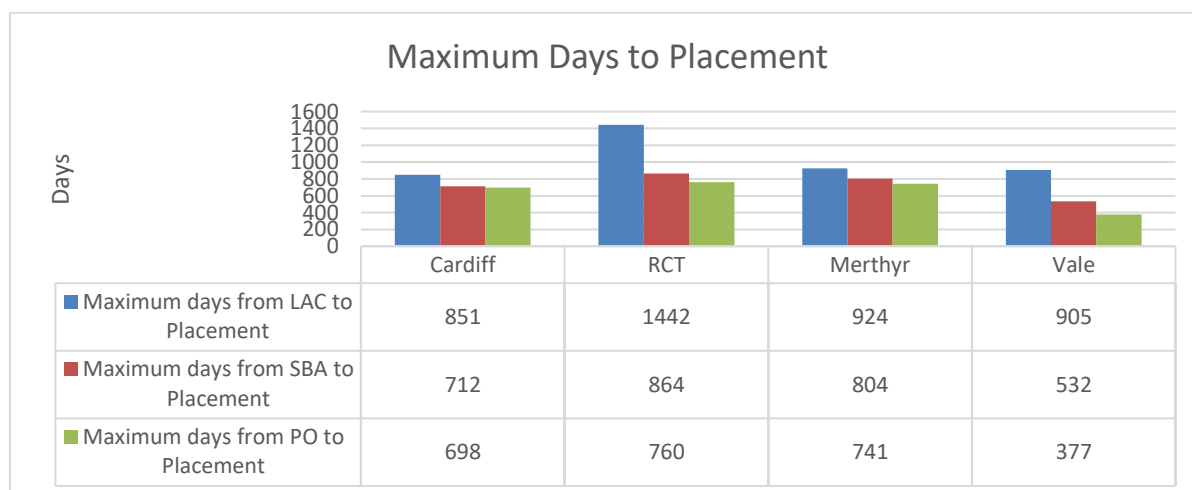
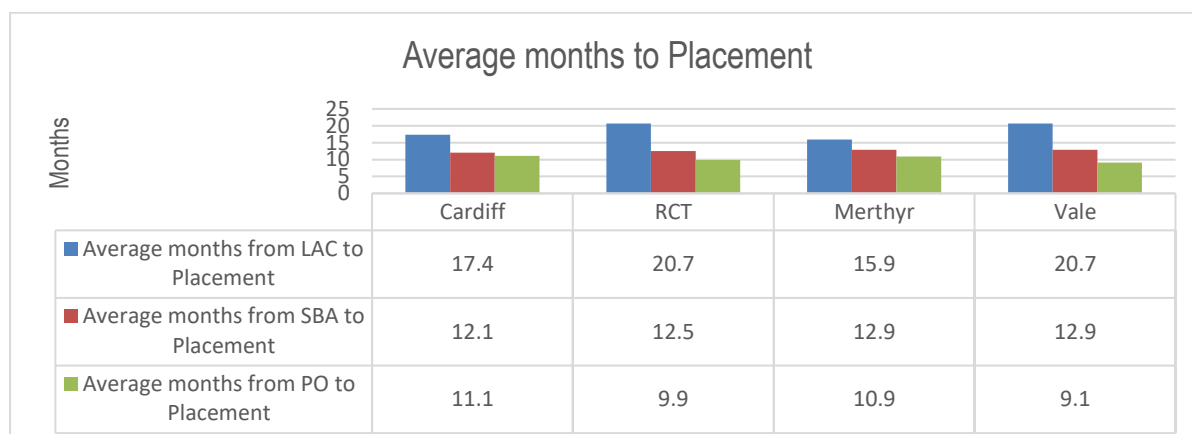
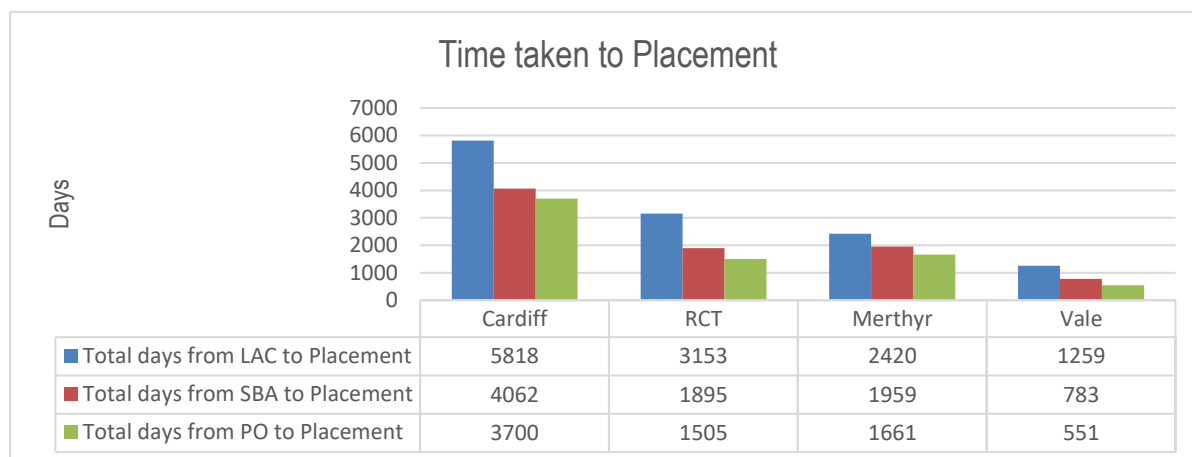
76.92% of the children have been placed with VVC adopters



Conversion Rates

This data shows the analysis of time taken to placement for children placed in 2020-21.

Note: Given the overall small number of children placed by the Vale, the data relating to one child being placed in Quarter 3 has significantly skewed averages. This child had a combination of additional health needs, placement at a considerable distance away which was delayed due to difficulties posed by Covid-19, followed by a late legal challenge by birth parents to the Placement Order, all of which resulted in significant delay in being able to place them for adoption.



Life Journey Work

Amendments to the performance indicators for Life Journey work came into effect on 1st April 2020.

M20A The number of children during the quarter where life journey material has been provided by the time of matching panel. **Life Journey material at matching panel has been defined as: draft later life letter; and draft life storybook.**

M20 The number of children for whom life journey material has been provided to adopters by the time of the second adoption review.

M21 The number of children during the quarter who had their second adoption review.

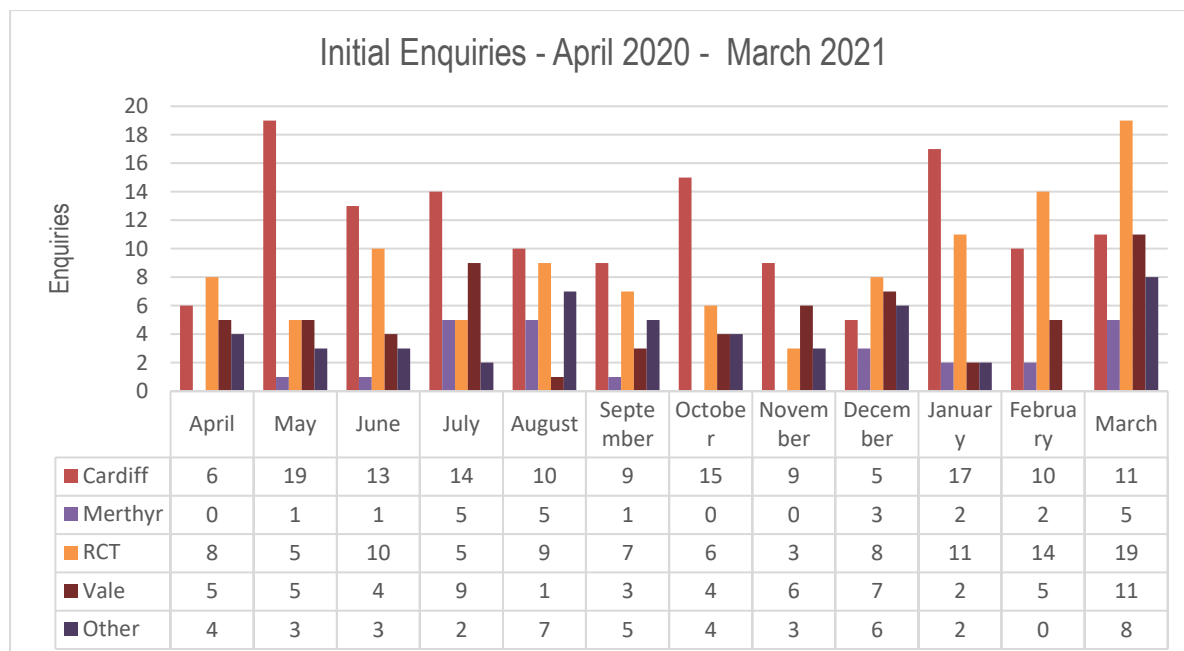
Quarter on quarter we can see a steady increase in performance with most local authorities achieving 100% compliance. Given the relatively small numbers of children involved in both measures, just 1 child can show a significant impact on the overall %.

M20, M20A and M21 - Life Journey - Accumulated Data						
	Matches	LJ Materials	2nd Review	LJ Materials	Panel %	2nd Review %
Quarter 1	14	2	16	9	14.29	56.25
Quarter 2	21	14	8	7	66.67	87.5
Quarter 3	15	14	23	22	93.33	95.65
Quarter 4	25	25	10	10	100	100
Total	75	55	57	48	73.3	84.2

Adopters

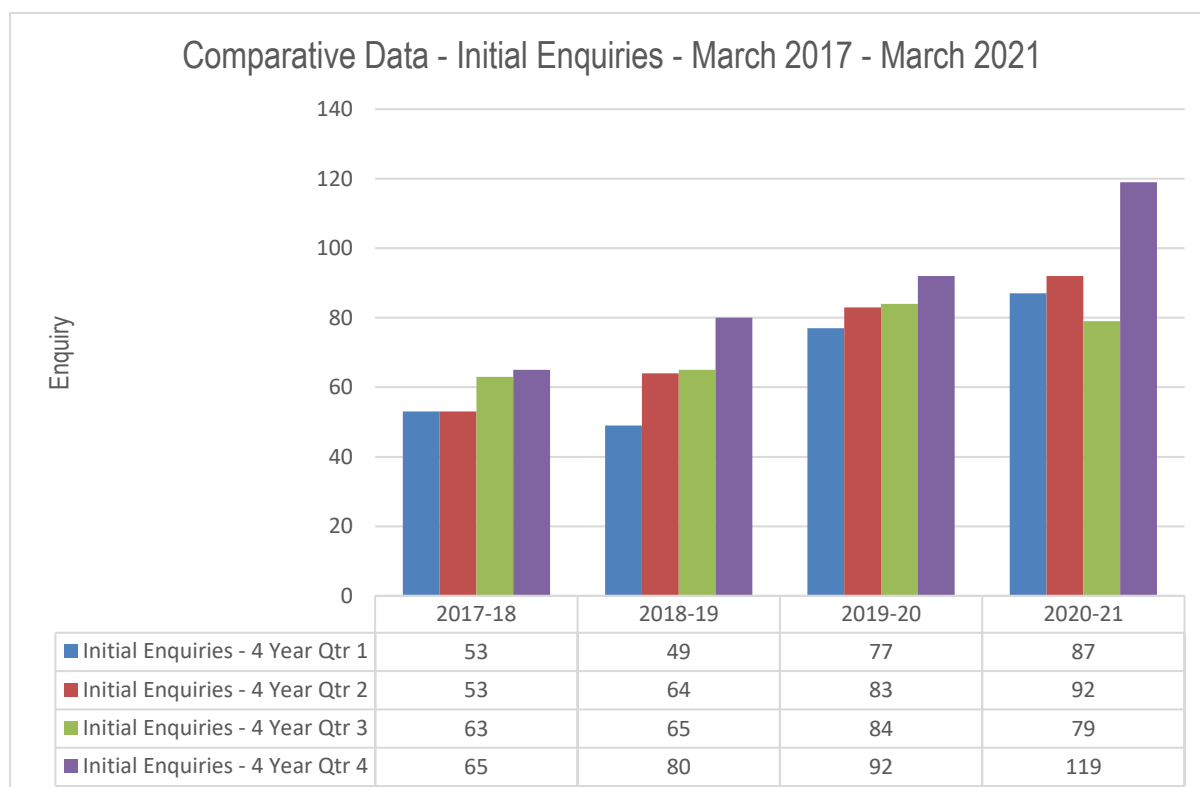
Initial Enquiries

377 initial enquiries have been received during the reporting period. 100% of enquiries received a response by phone, e-mail or letter within 5 working days.



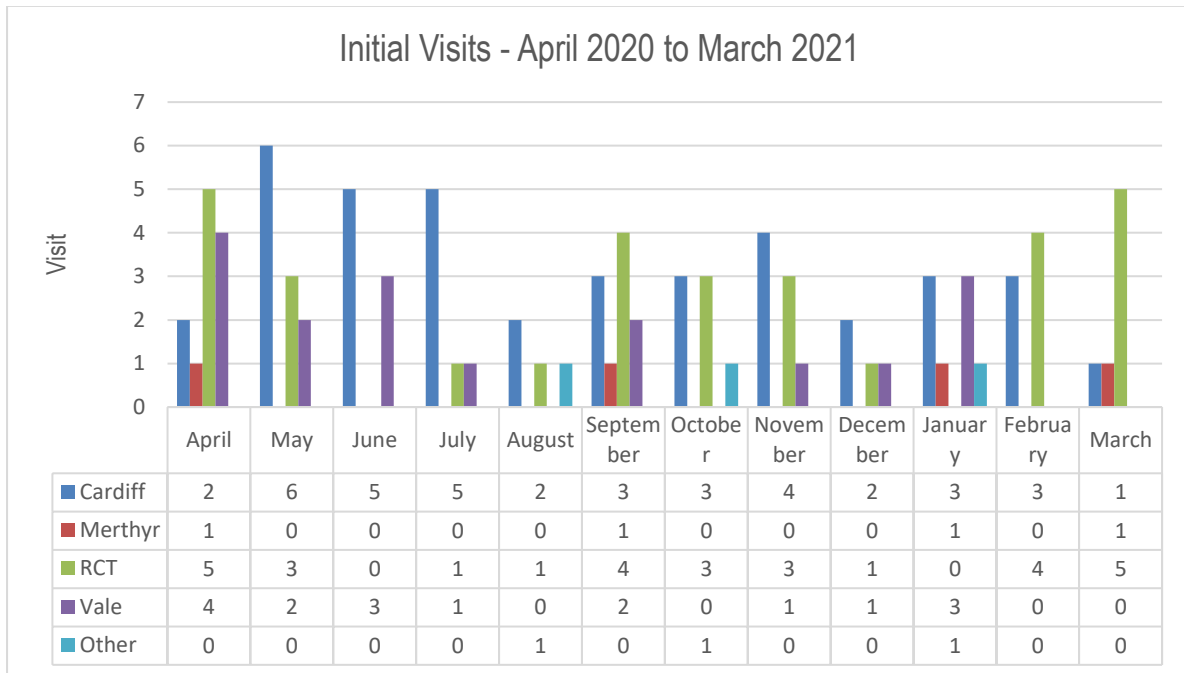
Comparative Data

Data over a four-year period demonstrates a consistent increase in the number of enquiries received.



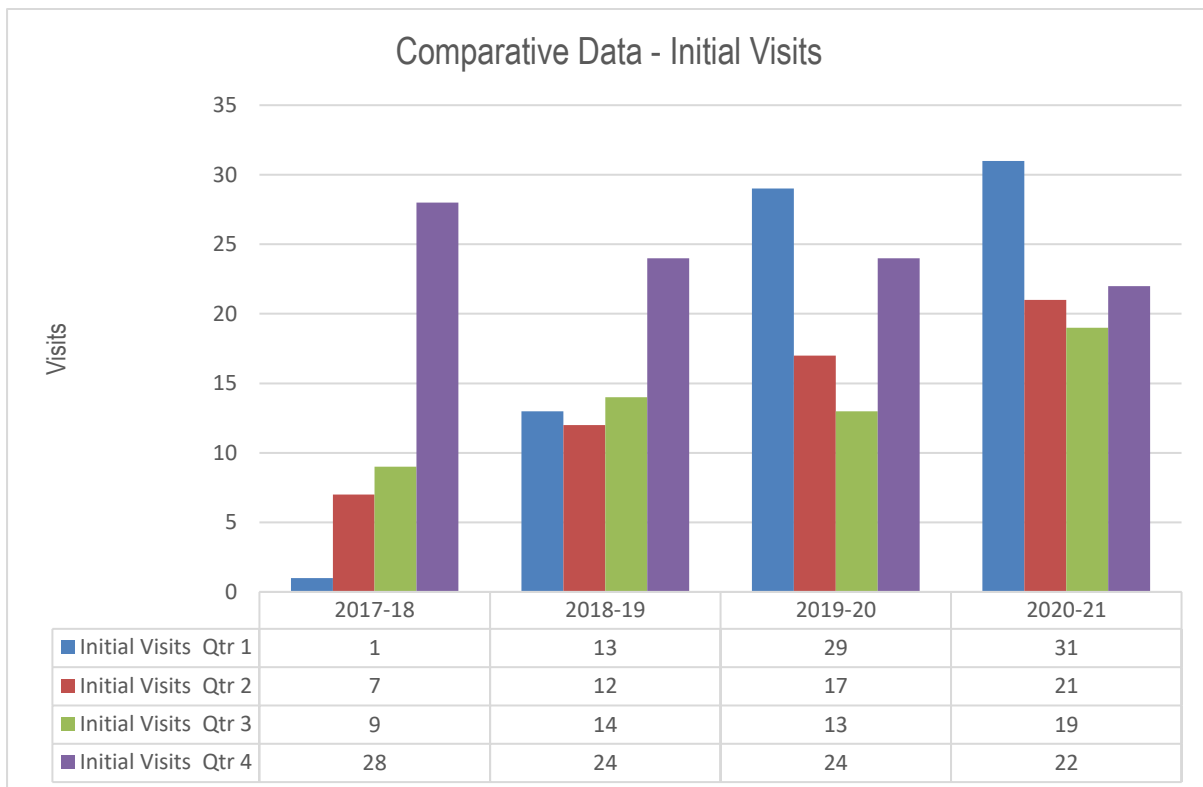
Initial Visits

93 initial visits took place during the reporting period.



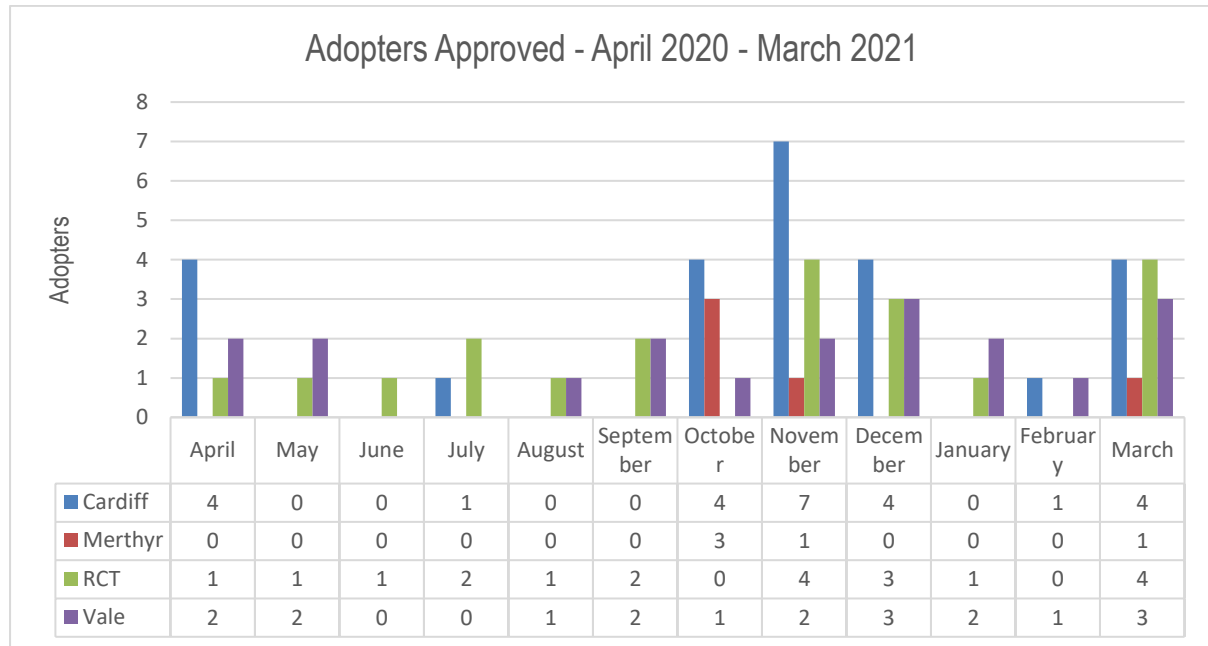
Comparative Data

When compared to previous years, a consistent increase in the number of initial visits carried out is observed.



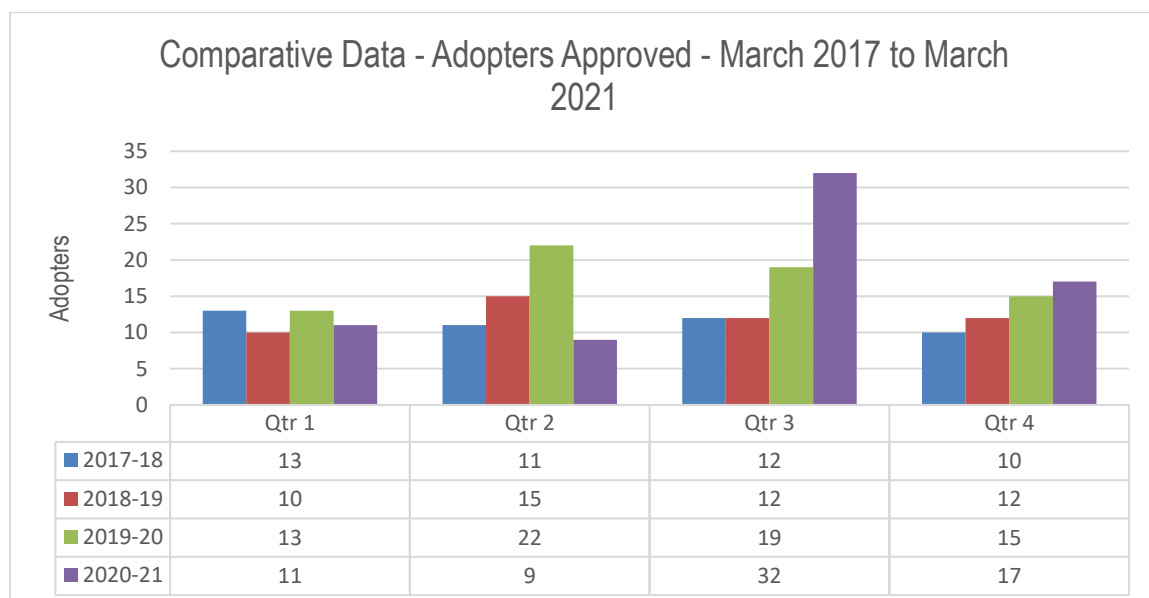
Adopter Approvals

69 adoptive households have been approved to adopt in 2020-21. There has been a significant increase in adopter approvals in the last two quarters of the year when compared the first two quarters of the year. It has been possible enable face-to-face assessment visit opportunities with a risk assessment process in place and to overcome difficulties experienced earlier in the pandemic with obtaining adoption medicals for adopters.



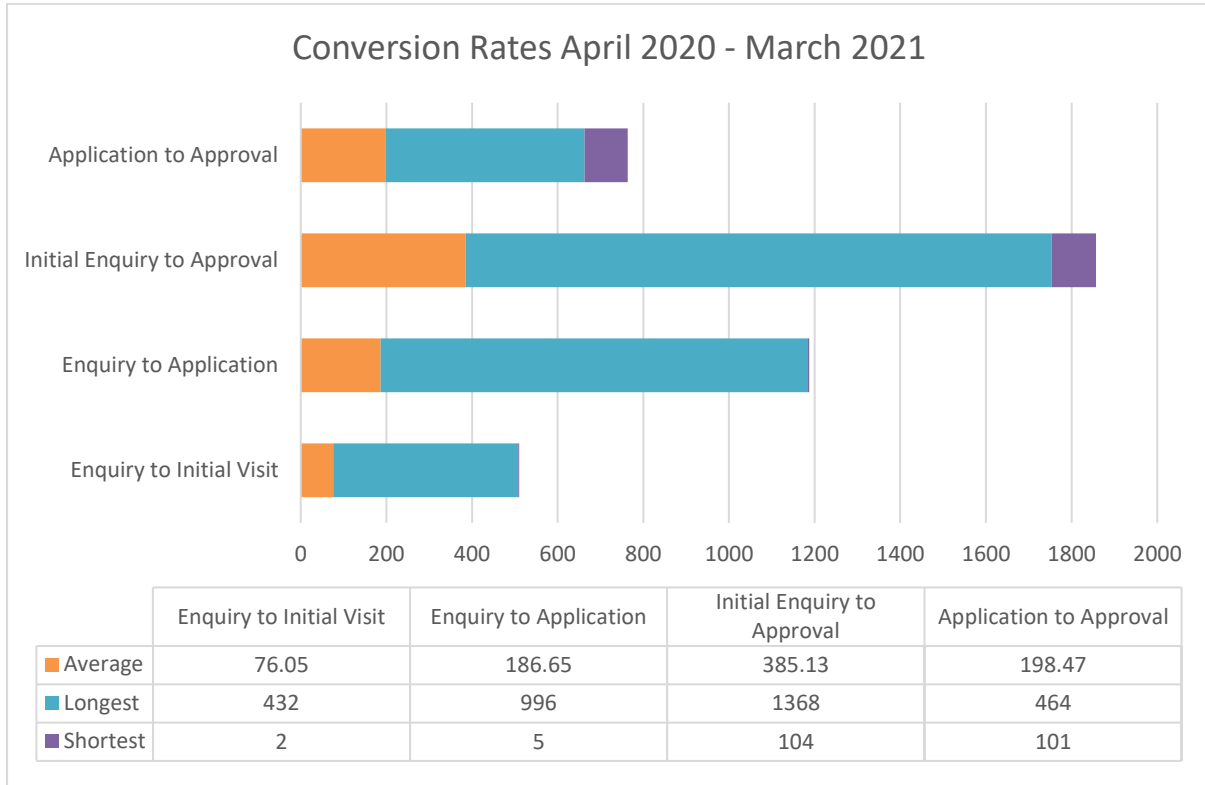
Comparative Data

A significant improvement in adopter approvals is observed over the past four years and approvals are currently at a similar rate to the previous year, despite the challenges and restrictions posed by Covid-19.



Conversions

The Service continues to demonstrate its commitment to process applications within NAS guidelines.



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**CARDIFF COUNCIL
CYNGOR CAERDYDD****CORPORATE PARENTING
ADVISORY COMMITTEE:****20 JULY 2021**

Participation update

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 second 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 2 – Better Connections – Improved Relationships - The following work has taken place in relation to this priority.
5. The young people are putting together their stories for “What’s your story?” NYAS would like to hear directly from children and young people about their experiences of living in care. The concept is to challenge what the media often shows- stereotypes of children and young people in care as lost causes. These stories will address the stigma that can affect people with care experience in all areas of life. Bright Sparks are using this opportunity to tell their story in their own way. Bright Sparks members were involved in the development of the promotional materials that are being used to promote “What’s your story?”, sharing their thoughts on poster design and content.
6. Bright Sparks assisted in a review of the recruitment of volunteers to the Independent Visitor Project. An Independent Visitor (IV) is an adult volunteer who befriends and develops a long-term friendship with a young person in care. They provide CYP with continuity, which is something not always possible with changing carers and social workers.
7. This relationship can also involve helping young people develop new interests, skills and hobbies or going on outings such as to the cinema, bowling or a park walk. Bright Sparks members have reviewed and revised the interview questions to assist in ensuring that those who undertake the role have a good understanding of care experience and are able to be effectively matched with a child or young person in their local area who shares similar interests.
8. The young people expressed the importance of their peers being involved in the recruitment process at the point of interview. IV Co-ordinators had queried whether a question asking the candidates thoughts on the life experiences of CYP in care was pitched correctly and suggested alternative wording. They also suggested other changes to wording which would elicit more in-depth responses

and provide a sense of the applicant's personality. The feedback from this meeting was shared with Co-ordinators throughout NYAS and changes have been made in relation to CYP now sitting on the interview panel with staff. The changes to interview questions are awaiting consideration by national IV Co-ordinator Manager

9. Bright Sparks members have been involved in new developments regarding Advocacy work in Cardiff and ensuring that NYAS complies with RISCA (The Regulation and Inspection of Social Care (Wales) Act 2016). Work undertaken in relation to this has involved:

- Ensuring the feedback on the Advocacy service is able to be given in a child and young person-centred way.
- Looking at the content, style and format of the Advocacy Service Guide
- Writing up a case study to go in the RISCA service guide.
- Redesigning the content and design of the Advocacy Plan

10. Young People involved in Bright Sparks have continued to sit on multiple interview panels for the Advocacy service in NYAS. This is an integral part of the recruitment process at NYAS.

11. Bright Sparks has provided feedback to the Child Friendly Cardiff Team on the draft Cardiff Anti-Bullying Guidance. The Participation Officer has also provided information on Bright Sparks and Advocacy which will be added to the Anti-Bullying guidance document.

12. The Anti Bullying guidance was well received with the group finding the language to be relatable and the wording clear. The group felt that the content of these documents was particularly important/relevant to care experienced pupils who have another "label" to be bullied about in addition to those described.

- The definition of bullying is considered to be clear and the Children and Young People could relate to the description, expressing surprise that there was not a legal British or Welsh definition in place already.
- The group felt that the forms and motivation of bullying were very clear and relatable.

- The group were pleased to see the emphasis put on schools having the power “to discipline learners for incidents taking place off the premises and powers to search or confiscate mobiles as a disciplinary penalty where learners have contravened the school behavioural policy and/or anti-bullying policy.” This had not been a reality for them and incidents taking place off school premises were not taken seriously.
- The information related to Hate Crimes and Hate Incidents was described as particularly important and that these categories were very well illustrated.
- The form to report Hate Crime was considered very accessible and easy to use.

13. The young people also shared their experiences of bullying to be shared with you. They described pupils taunting by pupils, with a common theme being that they were told that their parents did not want them. They also described incidents such as pupils at school listening outside doors whilst they were having meetings with Social Services about their care. Also, incidents were described where teachers made assumptions about their background and intelligence based on their care experience.

14. The young people attended a workshop on Digital Friendships & Relationships that was facilitated by Brook. Brook are specialists in educating and empowering young people to make informed decisions about their sexual health and wellbeing and this session enabled to young people to consider the safety of all relationships that they form online.

15. For many of the group it was an opportunity to consider how to deal with different scenarios and to share information. The feedback was very positive and the group shared their thoughts on activities that Brook should incorporate into their plans for the next few years. The Participation is awaiting receipt of this plan to share with the group.

16. Bright Sparks members have been working with PhotoVoice on their Care Leavers in Focus project. The project develops advocacy materials with care experienced young people to inform and improve services and support for young people leaving care. To ensure the voices of care-experienced young people are

central in championing change, participants shared their views of what is working and what could be improved in their support by engaging in photography and storytelling workshops.

17. These findings from the Workshops are being used to directly influence new resources, based on the insights and information provided. The workshops produced the thematic areas below which are directly influencing resources that are being developed:

- **Identity**-care leavers should have a mix of opportunities which are not always related to their care-experience. There should be more acknowledgement of their other identities.
- **Belonging**-there should be consistency in support, regular contact with family and friends and a range of support networks should be available.
- **Ongoing support**-Earlier intervention for young people as soon as they enter care and tailored individual support for as long as is needed.
- **Being Prepared**-There should be clear information within local offers and pathway planning and there should be emotional preparation as well as support with the practical elements of living independently.
- **Voice**-young people should be supported to develop values based on what they really need, they should be heard and have their views responded to with actions.
- **Looking forward**-Professionals and wider society to look beyond negative stereotypes and support provisions should be ambitious and not see limits to achievement.

18. PhotoVoice are consulting with young people to test the resources ahead of them being launched later in 2021. Bright Sparks members are awaiting a date to do the testing and have become Ambassadors for the project.

19. Bright Sparks members have completed the course of “Resilient Me” workshops, which in addition to giving an understanding of the individuals emotional health, provided strategies for resilience that enable young people to then help others. All of those who attended have received a Toolkit which captures the information provided in the workshop for them to refer to and reflect on.

20. Bright Sparks will shortly be launching a group on Facebook. In addition to providing an opportunity for care experienced peers to connect, the Facebook page could be an opportunity for CYP who are interested in joining to find out more about the group with a view to joining. Alternatively, they may wish to keep up to date with developments with the group and future topics that interest them and decide not to meet physically or virtually.

21. The group would also be a way to communicate information and share resources. Posts would include the agenda for future meetings, relevant information and details of previous work completed by the group.

22. Instagram and Twitter are also being used to raise awareness of Bright Sparks and to promote work being undertaken.

Other Work Undertaken

23. Bright Sparks have been updated on the Welsh Youth Parliament and advised on how members can register to vote. The role and responsibilities of members of the Youth Parliament has been shared and children and young people will be supported to apply for the role.

24. 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.

25. Trained Bright Sparks members continue to sit on Young Person's interview Panels for Residential Childrens Homes in Cardiff. The roles being recruited for have ranged from senior roles to night staff and the panel provides a young care experienced persons perspective on interviewees. 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.

Future Work: Priority 3 – A comfortable, safe and stable home whilst in care and after

26. The group have been looking towards this third outcome and have produced a shortlist of areas which they would like to explore.

This list is as follows:

- Life Skills
- Independent Living Skills
- Feeling unsafe at home
- Support after Leaving Care services end
- Transitioning out of care
- Understanding different forms of care e.g. kinship, foster care, residential homes and special guardianship
- Homelessness
- Complaints about unsafe environments

Bright Sparks Participation with the Committee

27. Bright Sparks members concluded that rather than attending a Corporate Parenting Advisory Committee meeting they would prefer to meet members of the Committee in a less formal environment. Venues are currently being explored that are easily accessible. An “in person” meeting would be dependent on Covid regulations as the safety of all in attendance is paramount. It would be preferable to wait until this is possible rather than to meet virtually but outside venue options are also being explored.

28. The meeting would last approximately two hours and would begin with a fun icebreaker exercise and would include a quiz. This will be an opportunity for Bright Sparks to update on the work that they have been doing on the 5 Priorities which helped inform the Corporate Parenting Strategy. An additional plan is that Committee members and Bright Sparks will together create a shield describing what Corporate Parenting means to each individual, this will be combined to create one piece of art which will be a lasting reminder of Corporate Parenting

responsibilities. They would like to share food with the Committee members during the gathering.

Financial Implications

29. The financial resources used to contribute to this participation work are found from within the overall existing budgetary allocation of the Directorate. In the event of any additional work being required then funding needs to be secured prior to implementation from within the existing overall budgetary allocation of the directorate

Legal Implications

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

RECOMMENDATION

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

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES

14 JULY 2021

**CARDIFF COUNCIL
CYNGOR CAERDYDD****CORPORATE PARENTING
ADVISORY COMMITTEE:****20 JULY 2021**

Delivering a Child Friendly Recovery

Reasons for the Report

1. This purpose of this report is to share the recent Cabinet report entitled '*Recovery & Renewal: Delivering a Child Friendly Recovery*' of 20th May 2021, with the Corporate Parenting Advisory Committee. The report is attached at Appendix A. The report was submitted as part of a suite of reports that provided an overview of the Council's approach to recovery and renewal and outlined how the Council will seek to adapt to the challenges and opportunities of the new operating environment as the city emerges from the current phase of the Covid-19 pandemic.

Scope of Child Friendly Recovery report

2. The report provides the committee with the opportunity to consider the information shared with and the recommendations that were accepted by Cabinet in relation to a Child Friendly Recovery, including:
 - Shared responsibility
 - The Impact of Covid-19 on Children & Young People: Update Position
 - Short Term – A Graduated Response to Need
 - Universal Response – Short Term (9-12 months)
 - Targeted Response – Short Term (9–12 months)
 - Medium to Longer Term Response - Refresh of the Child Friendly Cardiff Strategy

3. The specific areas identified in the Cabinet Report are:

A Child Friendly Recovery – a shared responsibility (*paragraphs 11 - 15*)

- Child Friendly Cardiff Strategy and its 5 key goals to provide the framework for delivery
- Positive messaging and communications, to champion children and young people
- Parity of engagement of children and young people in delivering city recovery and renewal plans

The Impact of Covid-19 on Children & Young People: Update Position

(*paragraphs 16 – 28*)

- Return to school by all pupils
- Impact of the pandemic on vulnerable children and young people; and children and young people with disabilities
- Data in relation to COVID cases
- Update on COVID testing and vaccinations
- HSE Inspections
- Demands on specialist services, including CAMHS

Short Term – A Graduated Response to Need (*paragraphs 29 – 31*)

- Council will work with school leaders to support children and young people to re-engage in the daily routine of attending school, with a sharp focus upon learner wellbeing, confidence, self-esteem and happiness.

Universal Response – Short Term (9-12 months) (paragraphs 32 – 61)

- Health & Safety
- Re-engagement and wellbeing
 - A Citywide Children and Young People’s Festival – ‘Summer of Smiles’
 - Enhanced Youth Service Provision
 - A Children’s University
- Maintaining learning
- Pathways to Progression
 - School Leavers 2021
 - Cardiff Commitment – Work Experience
 - UK Kickstart Scheme
 - Entrepreneurship & Innovation Spaces

Targeted Response – Short Term (9–12 months) (paragraphs 62 – 92)

4. It is important for this Committee to note that the report recognises that whilst a universal response is crucial, that the disruption of the last year has had a disproportionate impact on the most vulnerable families. Structural inequalities have been further exposed and highlighted by the pandemic and children and young people facing vulnerabilities risk falling further behind and are likely to be most disadvantaged in terms of educational outcomes, health & wellbeing and future life chances.
5. Hence, a joined up targeted approach, to ensure the most vulnerable children and young people are able to access and benefit from support services is key. This is crucially important for our Looked After Children.

The themes of focus are:

- Safeguarding and Wellbeing
- Ambition, Opportunities and Progression
- Integrated Youth Support Services and Community Wellbeing

Medium to Longer Term Response - Refresh of the Child Friendly Cardiff Strategy (paragraphs 93 – 98)

6. The report outlines the need to refresh our commitments to becoming a 'Child Friendly City' by publishing a new post covid Child Friendly Strategy that makes clear how we will continue to work together to embed children's rights, in particular for our most vulnerable groups.

Financial Implications

7. The Financial implications are set out in paragraph 94 of the Recovery and Renewal CYP Cabinet report (Appendix A)

Legal Implications

8. There are no legal implications arising from this report

RECOMMENDATION

9. The Committee are recommended to note the Child Friendly Recovery report, and the recommendations that were accepted by Cabinet, and to make any observations or comments regarding action that should be driven forward and monitored to support the interests of Looked After Children.

MELANIE GODFREY
DIRECTOR OF EDUCATION AND LIFELONG LEARNING
14 JULY 2021

CABINET MEETING: 20 MAY 2021

**RECOVERY AND RENEWAL: DELIVERING A CHILD FRIENDLY
RECOVERY**

LEADER (COUNCILLOR HUW THOMAS)

AGENDA ITEM: 5

Reason for this Report

1. To consider proposals to deliver a Child Friendly Recovery in response to the COVID-19 pandemic as part of the proposed Capital Ambition: Recovery and Renewal agenda.

Background

2. On 25 February 2021, the Cabinet agreed to a series of approaches to respond to the urgent issues facing the city as lockdown restrictions are eased. These included ensuring the safe reopening of schools to all learners and re-engaging pupils; maintaining access to learning and building the physical, emotional and mental wellbeing of children and young people; and continuing to support businesses and workers most greatly impacted by the pandemic, particularly young people.
3. Recognising the impact of the pandemic on children and young people's education, rights, wellbeing, and future pathways into employment the Cabinet also committed to putting a programme of activity in place to ensure that Cardiff's recovery and renewal post-Covid-19 has the voice, rights and interests of children and young people at its centre.
4. This report sets out the Council's plans for a Child Friendly Recovery in Cardiff where:
 - Children and young people are at its heart, and the voices, needs and rights of all children and young people are respected.
 - Children and young people, regardless of belief, ethnicity, background or wealth are safe, healthy, happy and able to share in the city's success.
5. In doing so, it identifies the short and medium to longer term actions that will be delivered across Council service areas and with partners in the public, private, higher education and community sectors. These actions address the needs of all children and young people in Cardiff, from those who will access enhanced universal services through to those requiring specialist safeguarding and mental health services.

6. In addition to services for young people, securing a Child Friendly Recovery will also require ensuring that the voice of young people is heard in all aspects of recovery and renewal. The report therefore also sets out how children and young people will engage with the 'Greener, Fairer, Stronger: City Recovery and Renewal' strategy and the 'One Planet Cardiff' response to the climate emergency.
7. Over the medium to longer term, the Council will work in partnership with children, young people and families to refresh and publish a new, post-pandemic, Child Friendly Strategy in the autumn of 2021, inclusive of detailed shared commitments and a 3-year plan.

Introduction

8. This report represents the Child Friendly Recovery element of the Capital Ambition: Recovery and Renewal Programme and provides an overview of the shared responsibility for delivering a Child Friendly Recovery. It also identifies the short and medium to longer term actions that will be delivered in partnership as we move forward as a city to ensure that Cardiff is a 'Great Place to Grow Up':
 - A city with children and young people at its heart, where the voices, needs and rights of all children and young people are respected.
 - A city where all children and young people, regardless of belief, ethnicity, background or wealth are safe, healthy, happy and able to share in the city's success.
9. To achieve this, the Recovery and Renewal Programme will address specifically the needs of all children and young people in Cardiff, from those who will access enhanced universal services through to those requiring specialist safeguarding and mental health services.
10. This report is one of a series of reports to be considered by the Cabinet on 20 May 2021, which will contribute to the *Capital Ambition: Recovery and Renewal Programme* and inform a refresh of the *Cardiff 2030 Vision for a Capital City of Learning and Opportunity*.

A Child Friendly Recovery – a shared responsibility

11. In November 2018, the Cardiff Public Services Board launched the Child Friendly Cardiff Strategy setting out Cardiff's ambition to be recognised as a Child Friendly City and five key goals to provide the framework for delivery:
 - Every child and young person is valued, respected and treated fairly.
 - Every child and young person has their voice, needs and priorities heard and taken into account.
 - All children and young people grow up in a safe and supportive home.
 - All children and young people access high quality education that promotes their rights and helps them to develop their skills and talents to the full.

- Children and young people have good physical, mental and emotional health and wellbeing.
12. In January 2021, the Cabinet received an update report which outlined the positive progress being made towards these goals, as recognised by UNICEF UK. The Cabinet also committed to continue to drive a council wide commitment to action to embed a child's rights approach across all council services and to maintain a meaningful approach to the participation of children and young people in policy, strategy and decision making where changes will impact upon their lives.
 13. To ensure that the city's Recovery and Renewal Programme is child friendly, our stated child friendly ambitions will be considered throughout the development and delivery of plans, ensuring joint efforts and purposeful partnerships across Cabinet portfolios, Council departments, public services and partners across the city region to take account of children's rights.
 14. An important feature of a Child Friendly Recovery will be positive messaging and communications, to champion children and young people, to celebrate their resilience and generate a sense of optimism and opportunity about positive futures. The Council will lead a joint communications strategy with city partners, commencing in the early summer of 2021 to bring these messages to life, in line with the city's Capital Ambition that 'Cardiff is a Great Place to Grow Up'.
 15. The Child Friendly Cardiff team will provide leadership to ensure that there is parity of engagement by children and young people in developing city recovery and renewal plans across all themes of the programme. The voices from seldom heard groups of children and young people will be key and appropriately targeted engagement will be carefully enabled. The team will also support the creation of child friendly versions of plans, access to child right's impact assessments and evaluation programmes of work as required. Where it will add further value, UNICEF UK will also directly support the programme.

The Impact of Covid-19 on Children & Young People: Update Position

16. Schools welcomed back pupils in all age groups from 12 April 2021, following the phased return of foundation phase, primary and examination year groups prior to Easter during February and March 2021.
17. As children and young people across all year groups have commenced their return to school, school leaders are reporting a widespread eagerness for 'normality' amongst pupils, a genuine aptitude for learning and noticeable happiness and contentment as pupils get to socialise again with their friends. The vast majority of children and young people are settling back into school well and re-adjusting to school life, albeit with ongoing COVID safety restrictions.
18. Children and young people continue to be generally less clinically vulnerable to COVID-19 than the adult population, with infection rates

much lower in the younger population. Over the last fourteen months, since March 2020, we have witnessed the remarkable resilience of children and young people, the majority of which have coped extremely well with the significant disruption of COVID-19 to their daily lives. Children and young people have experienced substantial changes to education with several extended periods of school closures and a switch to online learning, separation from friends and extended families, and a lack of access to recreation, sport and leisure activities that they previously enjoyed.

19. All schools have maintained learning as far as possible, through blended learning options and now that pupils are back in the classroom, targeted support and intervention is being provided as teachers deem necessary to enable pupils to progress their education and prioritise aspects of the curriculum as required.
20. For the city's most vulnerable children and young people however, the impact of the pandemic has been greater, with the disruption of the last year highlighting and exacerbating existing inequalities in our communities. Support for these groups is being prioritised and will form a key feature of the Council's recovery plans.
21. From the beginning of the calendar year to 27 April 2021, 123 positive COVID-19 cases were reported by schools in Cardiff. Isolation rules continue to apply and, as a result of these cases, a total of 1,328 children and 159 staff were advised to isolate by Public Health Wales. The Local Authority and Public Health Wales will continue to support schools to keep schools COVID safe and to manage positive cases should they occur.
22. During the period from 23 February 2021 to 23 April 2021, school staff have been provided with the option to self-test using Lateral Flow devices at home. Over 38,000 tests have been recorded with only 6 positive cases leading to a PCR test. Lateral Flow tests are also now available to pupils in Year 7 and above but as these are reported using the national recording portal, we cannot provide figures on outcomes.
23. All special school, specialist resource base and wellbeing class staff have been prioritised for the COVID-19 vaccine. Staff providing intimate care to children with medical needs in our mainstream classes have also been prioritised. Whilst Head teachers and Trade Unions have called for the education workforce to be prioritised for vaccines, this has not been agreed nationally.
24. Health and Safety guidance has continued to be updated in line with the latest Welsh Government and Public Health Wales advice. Monitoring visits are undertaken where required to review infection prevention and control measures in place at individual schools. The Health and Safety Executive (HSE) visited 10 Cardiff schools during the Autumn term 2020, providing positive feedback on the controls in place with no issues identified at any of the schools inspected. Regular deliveries of PPE and cleaning materials are well established with orders in place until the end of the Summer term 2021. Enhanced cleaning arrangements continue to

reduce the risk of transmission from high contact surfaces, this arrangement will remain in place until the end of the Summer term and will be reviewed prior to September 2021.

25. In recognising the challenges facing children and young people in Cardiff, it is important to understand the demands on specialist services and how they have changed over the past 12 months, which includes:
- An increase in referrals to our front door to children services:
 - The Family Gateway service saw an increase of 13.4% (from 4,256 to 4,917)
 - The Multi-Agency Safeguarding Hub saw an 9% increase (from 4,839 to 5,531)
 - An 81% increase in children on the Child Protection Register (from 253 to 458) over the last 12 months
 - A 22.6% increase in children open to Children's Services requiring a Care and Support Plan (CASP) (from 1,819 to 2,230)
 - A 4% increase in the numbers of Children Looked After (from 955 to 993).
26. Coinciding with the reopening of schools following the latest lockdown there has been a significant rise in the Children and Young People presenting with emotional and mental health issues, with a rise in in-patient admissions and referrals to both Child Adolescent Mental Health Service (CAMHS) and Children's Services. In addition, the numbers of young people engaging with street based youth work citing health as a concern are high.
27. The impact of lockdown has been particularly difficult for children and young people with disabilities and their families, with many vital support structures and networks closed for a significant amounts of time including some schools, health services, respite and community facilities.
28. Recent reports suggest that 4 and 5 year olds who commenced school during September 2020 are displaying a greater delay in acquiring basic speech, language and communication skills. In some areas this is as much as a 25% increase in delayed skills compared with previous years.

Short Term – A Graduated Response to Need

29. The report considered by the Cabinet in February 2021 provided an early insight to the immediate issues facing children and young people and made clear that, in the short term, the Council will work with school leaders to support children and young people to re-engage in the daily routine of attending school, with a sharp focus upon learner wellbeing, confidence, self-esteem and happiness.
30. This approach will remain to be of paramount importance as society anticipates the further lifting of restrictions, whilst remaining resilient and ready for any future waves of the pandemic. However, it is evident that actions in the short term need to ensure that the very most vulnerable

children, young people and families can readily access targeted support and intervention alongside the universal response.

31. Hence, our developing approach to supporting children and young people differentiates more clearly between the Universal response for all children and the Targeted response for more vulnerable groups. A graduated response will be provided to meet identified needs, underpinned by strong buoyant universal services, narrowing to specialist services for the very most vulnerable children and young people.



Universal Response – Short Term (9-12 months)

32. The universal response for all children and young people in Cardiff will continue to follow the pattern outlined in the prior report, covering four specific areas of focus:

- Health & Safety
- Re-engagement and wellbeing
- Maintaining learning
- Pathways to Progression

Health & Safety

33. Further guidance will be provided on safe restart of school facilities including swimming pools, hydrotherapy pools and hiring of premises to community groups. In addition, further advice will be issued to support off-site activities and educational trips and support will be provided for the safe operation of summer clubs/activities provided. Risk assessments will be reviewed prior to return to schools in September 2021, taking into account any revised COVID-19 guidelines. The Council's Health and Safety team will resume normal school support services from September 2021, with enhanced support for school estates staff to recover lost ground on

building and school environment safety matters due to the impact of the pandemic.

Re-engagement and wellbeing

34. An inclusive, innovative and joined up response to the re-engagement and wellbeing of children and young people is at the core of the Council's Child Friendly Recovery agenda. Children, young people, families, schools and support services have consistently advised that in the short term, there must be opportunities for children and young people to recover lost social, recreational, sport and leisure experiences, to simply 'be' with their friends and to enjoy some return to life as it was before the pandemic. In partnership, the Council will deliver three key areas of activity to mobilise this renaissance:

- **A Citywide Children and Young People's Festival – 'Summer of Smiles'**

The Summer of Smiles festival will see the city open up to offer a broad range of experiences and opportunities for children and young people, including:

- City centre festival sites and themed activities such as Adrenalin and Adventure, Technology, Sports/Physical, Creative Arts & Culture and Inspirational.
- The School Holiday Enrichment Programme (SHEP) offering Food and Fun at school locations, extended to include communities beyond the traditionally Welsh Government funded targeted areas.
- Community based activities, led by community organisations in partnership with the Council through a grant scheme.

The festival will ensure that priority groups, such as care experienced children and young people, young carers and those with disabilities are able to access activities with appropriate support.

- **Enhanced Youth Service Provision**

The Youth Service will provide a range of enhanced open access youth provision, to respond to emerging needs and to help tackle any inequalities due to poverty or disadvantage. A variety of options are being explored and could include:

- Virtual Youth Clubs offering live access to youth workers, activities, signposting and direct support and content for common interest groups.
- Pop-Up Youth Clubs utilising the youth bus, a mobile kitchen and tents.
- Extra sessions and nights at existing youth centres.
- An extension of the Youth Innovation Grants to enable partners to offer extra provision in different parts of the city.
- Establishing new open access provision in partnership with a city 'Hyb'.

The Youth Service will connect open access provision with appropriate targeted support for more vulnerable groups.

- **A Children's University**

In partnership with the Children's University charity, Cardiff University, schools and city organisations, the Education & Lifelong Learning Directorate will be offering a '*Passport to Learning*' programme for children and young people to provide access to and recognition of engagement in a wide range of extra-curricular activities. This builds upon the '*Passport to the City*' commitment made in the Cardiff 2030 vision for education and will bring together partners to create and offer activities which optimise the use of the city's resources.

Maintaining Learning

35. All schools reopened to provide onsite learning for all pupils on 12 April 2021 in accordance with Welsh Government advice. Schools will lead the re-integration of their pupils into learning, developing their priorities and focus for learning, deciding what is important for learners now and in the longer term and acknowledging the situation of each learner following the disruption of the pandemic. Schools will ensure that personalised assessments of learning enable pupils to make meaningful progress as they return to school, and will design learning that supports the increasing depth and sophistication of learning over time.

36. Early years practitioners and Health Services will work together to tackle any emerging delays in early years development. Joint programmes will involve support for all practitioners to increase their capacity to meet the needs of all learners commencing full time education to develop their social and communication skills.

37. Welsh Government has advised that learning should include:

- Health and wellbeing
- Literacy, numeracy and digital competence
- Broad and balanced learning experiences that span the curriculum.

and that learning should continue to be co-constructed with parents, carers and learners building upon the progress seen during the pandemic, where parents and carers have worked closely with schools to achieve blended learning at home. We will work with schools to ensure the appropriate progression of literacy, numeracy and personal and social skills for every learner within a school.

38. It has also been made clear that the purpose of assessment for learning is to support each individual learner to make progress at an appropriate pace and that assessments should not be about 'testing' in an attempt to 'catch-up' and cover everything that they would have done before the COVID-19 outbreak. It should help develop a holistic picture of the learner – their strengths, how they learn and areas for development – in order to enable them to be ready to learn and to agree their next steps.

39. To create greater space and flexibility for this more individualised approach to assessment, Welsh Government will be disapplying the

requirements for end of key stage assessments (Foundation Phase, Key Stages 2 and 3) and the associated moderation requirements this year. Welsh Government Policy on requirements around personalised assessments and continuous assessment of the Foundation Phase and Key Stage 2 and 3 is that they will continue on a reasonable endeavours basis to enable teachers to understand and support individual learner needs.

40. In addition, in order to minimise burdens on schools and local authorities, the National Data Collections (Foundation Phase, Key Stage 2 and Key Stage 3 assessments) and Attendance Collections have been cancelled for 2021.
41. Learners undertaking GCSE, AS and A levels approved by Qualifications Wales will have their qualifications awarded through a Centre Determined Grade model in 2021. This means that grades will be determined by their school or college based on an assessment of the learner's work. Schools and colleges will be able to use a range of evidence to determine the grades to be awarded to their learners. There will be no formal external assessments.
42. Learners can appeal to their school or college if they are unhappy with their grade, and to WJEC if they are unhappy with the process. This Centre Determined Grade approach puts trust in teachers' and lecturers' commitment to prioritise teaching and learning in the time available, and their knowledge of the quality of their learners' work.
43. This process of assessments and the management of appeals will place significant pressure on secondary schools during the summer term of 2021 and will undoubtedly cause anxiety and stress for many learners as they await their final grades in August 2021. There is also some concern regarding the available options for learners who do not achieve the grades that they were capable of this summer due to the extended disruption of the pandemic since March 2020. There will be no resits for Centre Determined Grades as the process was not examination led. Options are being explored with Welsh Government to ensure that appropriate support and choices are available for all learners.
44. Alongside the return to on-site classroom based learning, all schools in Cardiff have continued to develop their remote and blended learning offers, some of which have been celebrated in "Snippets of Success" updates for regional Directors of Education and Diocesan Directors. Some Cardiff schools have also produced case studies, lead School Improvement Briefings to Central South Consortium staff and "By schools, for schools" Webinars for the region's schools on a variety of themes including:
 - Equity in remote learning
 - Engaging learners and ensuring progress in online lessons
 - Developing remote learning
 - Maintaining standards in remote teaching and learning
 - A whole school approach to remote and blended learning

- Engaging our community during a pandemic
45. There will continue to be a dependency on a blended learning offer as schools manage instances of pupil isolations when positive COVID-19 cases are reported, and ensure readiness for any future waves of the pandemic.
 46. Additional funding has been agreed for the Youth Service to deliver programmes that enhance the curriculum of the Pupil Referral Unit thereby strengthening the offer for young people who require Education Other than at School due to emotional and mental health needs.
 47. The Council will continue to work towards its target of equipping every learner with a digital device and connectivity. Since March 2020, 20,017 end user devices and 2,500 4G mobile broadband devices have been distributed to schools for their learners. A further 6,800 Chromebooks will be supplied over the next few weeks.
 48. Welsh Government funding of data contracts for the 4G devices has now come to an end and has been replaced with a Cardiff Local Authority funded scheme. Unfortunately, it remains the case that only around 500-600 of the 2,500 4G devices, which were distributed to pupils have actually demonstrated any data usage.

Pathways to Progression

School Leavers 2021

49. Building upon the achievements of the summer of 2020, Schools, the Youth Service, Into Work Services and wider Cardiff Commitment partners will work together throughout the summer period, to ensure that all young people leaving school and EOTAS (education other than at school) in 2021 secure a positive destination into further education, employment or training.
50. Welsh Government has announced transition funding for Sixth forms and Further Education Institutions to provide transition support for learners in year 11, and learners in year 12 and 13 studying AS/A2 level qualifications who are transitioning to the next steps in their educational journey. This additional funding has been provided in recognition that learners have experienced disruption to their education during the pandemic.
51. Schools and education providers will be encouraged to collaborate to ensure that as many Post-16 options as possible are made available to young people whilst the job market remains so volatile post pandemic. Additional capacity has been added to the Cardiff Commitment team to build a partnership portal creating visibility of Post-16 education options in Sixth Forms and Colleges across the city. A Social Value Officer has also been added to the Cardiff Commitment team to drive up opportunities for young people, secured via community benefits procurement and planning by the Council.

52. The Youth Service will use the vulnerability assessment profile, to identify any young people in need of additional mentoring and support, and will work with schools and providers to ensure that the appropriate support is put in place. An additional Identification & Tracking Officer and two Post-16 Mentors have been added to the Youth Service to support this work.
53. As part of the corporate apprentice and traineeship programme, the Youth Service has recruited 12 young people who will receive experience and training, which could lead to employment with the service. Into Work Services have also enhanced their universal offer to young people seeking employment to include:
- A further six Youth Mentors;
 - Youth specific drop in sessions with Job Centre Plus;
 - Weekly virtual drop in sessions with Citizens Cymru Wales; and
 - Partnership with Cardiff and Vale College to support college leavers.
54. Schools will be supported and encouraged to ensure that the progression of all their learners is used as a measure of success in their School Improvement Plans in line with the expectations of the emerging new Accountability and Assessment Framework from Welsh Government. Improvement Partners from the Central South Consortium will challenge and support schools in this respect and provide join up with the Youth Service as required to support the summer transition programme.
55. Through the Cardiff Commitment networks, a positive communications campaign will run throughout the summer and early autumn 2021 to alert young people and youth support services to emerging opportunities, and also importantly to maintain positive, assertive messages that champion the futures of young people in Cardiff.

Cardiff Commitment – Work Experience

56. Whilst COVID-19 continues to restrict face to face access to work experience for children and young people, a range of approaches will take place to ensure that they are able to keep in touch with the world of work, to understand where job opportunities may arise and to continue building aspirations. These approaches will include:
- Virtual ‘Open your Eyes’ weeks, commencing in mid-June, accessible to all Year 5 and Year 6 pupils.
 - A Growth Sector communications strategy and training for teachers, developed in partnership with the Cardiff Capital Region Skills Partnership, highlighting new, emerging or thriving employment sectors and skill shortages across the region.
 - Information events for Youth Support Services and recruitment roadshows with employer partners.

UK Kickstart Scheme

57. As set out in the report considered by the Cabinet in February 2021, the Council is prioritising the promotion and uptake of the UK Kickstart

scheme, which provides funding to create new six month traineeships for 16 to 24 years olds on Universal Credit who are at risk of long-term unemployment. The Council itself will be supporting 30 Kickstart places and has also launched a Cardiff communications campaign to promote the scheme to employers, young people and youth support services.

58. The Council's Into Work Services will work with the UK Government Department for Work and Pensions (DWP) to promote the appropriate uptake of Universal Credit by young people, where this is in their interest, in order to open up the Kickstart scheme to young people who may not otherwise be eligible.
59. To increase the range of Kickstart traineeships available, where possible, the Council will apply for further Kickstart trainee places to support the range of activity planned for children and young people over the summer period, for example as 're-engagement ambassadors with youth services' and to support the 'Summer of Smiles'.

Entrepreneurship & Innovation Spaces

60. A key area for development, in response to economic uncertainty, inclusive growth and the increasing interests of young people to innovate in creating their own employment options, is Youth entrepreneurship. Empowering young people to succeed in running their own business is part of the mixed economy that the city requires as it recovers and renews post pandemic. Young entrepreneurs can create new jobs, help shape local economies and in doing so, develop the skills needed to better navigate the challenges of the ever changing labour market.
61. Working together with the Council's Economic Development team, the Child Friendly Cardiff team will explore the possibilities of utilising empty spaces across the city, for social enterprise and innovation. 'Innovation Spaces' will be a series of 'out of the box' pop-up spaces, designed for young people, established entrepreneurs and business mentors to collaborate and create. Individuals, teams of future leaders and future change makers will utilise the knowledge and expertise of entrepreneurs and mentors in residence to help bring their ideas to life. We will also look at how existing facilities like the Butetown Youth Hub can support entrepreneurial activity

Targeted Response – Short Term (9–12 months)

62. Whilst a universal response is crucial, we are acutely aware that the disruption of the last year has had a disproportionate impact on the most vulnerable families. Structural inequalities have been further exposed and highlighted by the pandemic. Children and young people facing vulnerabilities risk falling further behind and are likely to be most disadvantaged in terms of educational outcomes, health & wellbeing and future life chances.
63. A joined up targeted approach, to ensure the most vulnerable children and young people are able to access and benefit from support services is key.

One of the positives from the pandemic has been the successful partnership working with all partners coming together to respond to the crisis. There is now the opportunity to build on that as part of our recovery with Council, Health, Police and the Third Sector continuing to unify.

64. The priorities for the short term aim to achieve co-ordination of services and sufficiency to meet demand and will be evidence led and duly informed by the voice of the child, parents/carers and communities. The key areas of focus, all inter-related, are:
- Safeguarding and Wellbeing
 - Ambition, Opportunities and Progression
 - Integrated Youth Support Services and Community Wellbeing

Responses will be graduated as indicated to respond to individual need.

Safeguarding and Wellbeing

65. The Council and its partners offer a broad range of support services, many of which, especially preventative services, have of necessity due to COVID restrictions been withdrawn or very limited over the last year. Whilst virtual services, and some face-to-face provision has been enabled in the highest risk scenarios, normal services have been challenging to maintain in lockdown phases.
66. As the city begins to re-open, including the full re-opening of schools, it is imperative that we fully restart all Council support services and work with partners to re-instate the services required by our most vulnerable children, young people and families. It is widely recognised that as a result of the COVID-19 pandemic the wellbeing of some children and young people has been negatively affected. Certain children and young people have experienced bereavement of close family members. Others, as a result of social isolation have developed increased feelings of low mood, depression and anxiety leading to increased levels of self-harm and suicidal ideation.
67. The Education directorate has implemented a safeguarding identification and recording system across all schools, the Youth Service and EOTAS provision to ensuring consistency and the ability to target resources based upon reports that summarise geographical and issue based need.
68. Council led support services including Education Welfare, Specialist Teacher teams, Inclusion Services, School Based Counselling and Youth Services will assess demand and prioritise requests for support, escalating to statutory services as necessary.
69. Where possible, purpose led grant funding such as the Additional Learning Needs Recovery grant will be used to add capacity to front-line teams. For example, additional Education Psychologist time and Teaching Assistants will be added to develop and deliver psychology-led targeted interventions.

70. Schools will be supported to complete an assessment tool as part of the implementation of the Welsh Government 'Framework on Embedding a Whole School Approach to Emotional and Mental Well-being' and to identify actions for development. This will be done initially through a pilot number of schools, and will later be rolled out to all schools across Wales.
71. Additionally, as part of the Whole School Approach to Emotional and Mental Wellbeing funding provided by Welsh Government, enhanced training will be provided to schools to support children and young people who are bereaved and who are expressing increased thoughts of suicide.
72. The Council has in recent years developed a proven, effective 'Team around the Family' approach to services, at the core of which is the successful Early Help model and the new Cardiff Family Advice and Support Service. To ensure that Early Help services are able to respond to increased demand and assess the needs of families at the earliest possible opportunity, and to reduce waiting times for a range of parenting support, the service will be:
- Utilising an increase in Welsh Government grant funding to recruit additional practitioners into the Cardiff Parenting Service, Cardiff Flying Start and Cardiff Family Advice and Support to provide support to vulnerable children, young people and their families.
 - Delivering a targeted publicity campaign to raise awareness of the Early Help Services.
 - Continuing to engage with schools and other partners to ensure that they are familiar with the Early Help offer and how to make a referral on behalf of the family for information, advice or assistance.
 - Extending the "Let's Play Every Day", A 5 week virtual play and stimulation course that equips families with the knowledge and resources to continue to support their child with their speech and language development during and beyond the intervention.
73. As schools work with their whole school populations to reassess and recharge learning, school leaders urgently need and are calling for 'hands on' support to re-engage their hardest to reach pupils. In addition to the collaboration that achieves the 'Team around the Family' approach in Cardiff, in the short term, to support schools in some of our most challenged communities, we will also consider 'Team in the School' - the co-location of services in secondary school clusters. Such locality based delivery models will assist schools to readily access support for their pupils, and to seamlessly engage with families in school settings.
74. In the short term, this approach will add crucial capacity to school teams as they recover from the pandemic. It will also contribute to the medium to longer aims to further Cardiff's community focused school approaches, whereby schools are recognised for the central role that they play in providing support for their pupils, families and wider communities. The community dimension of schools has never been so evident as it has been in the last year as schools and the local authority have built strong partnerships with parents to facilitate home learning, to ensure free school meal entitlements are honoured, to equip pupils with digital devices and

connectivity and to keep school doors open for the children of keyworkers and vulnerable children.

75. Pilot locality working is already underway with Cardiff West Community High School, with consideration being given to integrated support for vulnerable pupils, offers of council services such as Into Work Advice and Adult Learning for parents onsite, better and awareness of and join up between the School and the Council's Community Hub and links with Third Sector groups.
76. As part of the pilot, one of the Children's Services Locality teams has been working closely with Cardiff West Community High School and there has been real benefit from this joint working. Due to the need and demand outlined in this report, it is proposed that this approach is quickly rolled out across all secondary school clusters. This will mean that all secondary schools will have a named Social Services Team Manager to work closely with to address the needs for those more vulnerable children.
77. Whilst the numbers of pupils eligible for Free School Meals continues to increase, there is clearly much more scope to ensure that all families are maximising access to all the benefits to which they are entitled. With the risks of economic insecurity escalating post pandemic, the Council's Into Work Services will be leading on a number of initiatives to ensure Advice and Support is accessible to the families that need it the most including:
 - Using additional funding to increase capacity in the Money Advice team and further publicising the help that can be provided.
 - Including specific support for families with children with disabilities, families affected by the benefit cap and Food benefits.
 - A pilot of providing Advisors in school settings for parents to access money, Into Work and housing advice.
 - A wide reaching campaign to promote the uptake of Free School Meals with schools.
78. Pressures in Primary care Community and Mental Health Services (CAMHS) continue with an increase in referral rate of 36% over the same 3 month period last year. There are plans in place to reduce the length of time children and young people wait for a first assessment and work with 3rd sector organisations to provide support to children who are waiting for CAMHS intervention.
79. Through the Regional Partnership Board (RPB), there is a programme of work underway focused on improvements in three key areas, support to schools, links to Early Help services, and support for safe accommodation.
80. Welsh Government have recently published their Whole School Approach plan, and locally there is a working group to support schools in taking this forwards. The resilience transformation programme is providing support material and training for schools to support emotional wellbeing and has produced specific COVID-19 recovery information, which can be found at: <https://cavuhb.nhs.wales/our-services/children-young-people-family->

81. Joint working across Health and Children's Services has commenced to address this critical rise and the phased delivery of the work to address the significant issues. It has been agreed that we will jointly:
- Immediately – ensure that there are joint care plans in place for all Children and Young People in hospital with the aim to better support the children and their families for their safe discharge.
 - Medium term – set up a task and finish group with the aim of reviewing the current provision and identifying how any gaps in provision can be addressed, with the alignment of social work and support staff working closely with the CAMHS.
 - Longer term – develop joint commissioning plans and joint arrangements for assessment care and treatment plans.
82. Further to increasing reports of domestic violence in households with children, a range of interventions are planned by Council led support services, including:
- Further work with schools including targeted awareness campaigns, adoption of prevention policies and whole school approaches.
 - An increased number of specialist Independent Personal Advocates via the Rise partnership between Cardiff Women's Aid and BAWSO Women's Aid.
 - Continuing to support staff to manage disclosures through further roll-out of the mandatory Welsh Government National Training Framework.
83. Operation Encompass have recorded 2,254 Public Protection Notices (relating to domestic violence in households with children) from the Police in the period September 2020 to the end of March 2021, which is a significant increase on the same period last year when there were 1,043 notices.
84. In the critical area of housing, council teams will be running a range of initiatives to support children, young people and families including:
- Focused homeless prevention activity for young people through specialist youth homelessness prevention officer in homelessness services.
 - Enhanced support for young people who become homeless by expanding services through the young person's accommodation and support gateway.
 - Expansion of the gateway will also support the step down of young people from residential care, whilst providing a clear pathway to independence post 18.
 - Integrating homeless services within the Hubs, ensuring families have easy access to homelessness prevention services in their local communities.

- Continuing to deliver remote access to homelessness services post-pandemic, to ensure families have the option of receiving services digitally or over the telephone.
 - Introducing rapid rehousing for families, aiming to reduce times spent in temporary accommodation and minimise disruption for children.
 - Developing family homelessness centres.
85. Children's Services, with partners, are delivering a range of new projects for those children and young people who require specialised and high level targeted support. Some of these projects were planned but are either increasing their scope or the timeframe is being brought forward to support the recovery response:

Residential Assessment Centre

Falconwood House is a 3-bed home, which has been developed as our new short-term assessment provision. The provision is designed to provide multi-disciplinary assessment and support over the course of a young person's 10-week residence at the home, with input from Children's Services, Health, Education, and other agencies as required, to ensure that young people's next move, whether back home to family or on to a new placement, is as suitable as possible for their needs and wellbeing.

Young carers

Working in partnership with the YMCA Cardiff, support for young carers is available and from national research this is a group that has been impacted by the pandemic. The service has recently added a specialist social worker to support young carers and this will be reviewed to ensure that it meets the demand.

Mind of My Own App

Cardiff will launch the Mind of My Own App in Summer 2021. The app enables young people to be more actively involved in their own lives. An accessible and empowering way for young people to tell their workers about things that are important to them. The app will initially be used for Children Looked After, but has the potential to be rolled out further to wider groups of young people including those with additional educational needs or even whole schools.

Enhanced Support and Respite for Families

To support children and young people to remain supported within their family home Children's Services will soon be able to offer a new type of care at home and sessional respite. The early intervention support will be commissioned and will offer a range from practical household tasks and meal preparation to providing respite via activities based sessions.

Youth Justice Service – Resettlement Panel

The new Resettlement Panel has been introduced to ensure that planning for a young person's release into the community commences from the moment that they enter custody or become at risk of entering custody. This is based on a partnership approach involving Children's Services, Housing, Health, Police, Education and Secure Estate who will propose and then support the resettlement plan. Constructive resettlement is about

ensuring the resettlement plan is created entirely in conjunction with the young person – co-created, co-produced, co-ordinated, consistent and customised – allowing for a child's identity shift from pro-offending to pro-social.

Enhanced Personal Advisor Service

During the pandemic the service had to change the way it has operated, this has included a more flexible approach from the Personal Advisors increasing the times that staff are available outside of core hours. Other changes have included the payments to care leaving through BACS or directly to housing providers to give to the young people. The service is now looking how it can further support care leavers as part of the recovery, ensuring all have access to employment support and for the team to begin working with Children Looked After from 16 years of age, beginning the transition from leaving care.

Unaccompanied Asylum Seekers

The service is undertaking a review of all cases and is reinstating the age assessment process to ensure that appropriate support is provided.

Corporate Parenting Strategy

The Corporate Parenting Strategy has recently been approved and the draft action plan, which will include many of the same projects included in this report. The Council's Corporate Parenting Advisory Committee is responsible for advocating for all care leavers and Children Looked After by Cardiff Council, to ensure that they receive the best possible care and support.

Children with disabilities

As part of the recovery it is important that as many support services recommence as soon as it is safe to do so, including:

- Community support packages back to full hours
- Support to attend mainstream holiday opportunities and developing of specialist holiday clubs where required
- Work with local schools regarding after school clubs and transition planning for further education
- Respite provision to increase, including the maximising of facilities such as Ty Storrie.

Ambition, Opportunities and Progression

86. Building on the successful 'Cardiff Commitment' to the futures of children and young people in the city, we will combine new, innovative approaches with extensions of highly effective existing services to continue to build ambition and create opportunities for our most vulnerable. These will include:

- An inspirational life-coaching programme targeted in the first instance at a Secondary School cluster in the west of the city, and, Children on the Edge of Care, Children Looked After, Children in the Pupil Referral

Unit or Educated Other Than At School (EOTAS) and those young people being supported by the Youth Justice Service.

- Enhanced Into Work Services, including specific youth co-ordinators for the Southern Arc and care experienced young people, liaison with the Prince's Trust, partnership with Cardiff and Vale College for early college leavers and laptop gifting schemes in hostels and supported accommodation.
- Additional Children Looked After in Education Mentors and targeted careers and work related experiences for this group.
- Enhanced identification and tracking methods and additional Post-16 Mentors in the Youth Service to support young people who may have disengaged from education, employment and training.
- Careers and Work related experiences for young people supported by the Youth Justice Service.
- Increased access to work related opportunities for children with Additional Learning Needs including a 'Project Search' pilot with Cardiff and Vale University Health Board.
- Targeted employability programmes secured via social value secured via Council procurement.

Integrated Youth Support Services and Community Wellbeing

87. With partners, the Youth Service will continue to work towards an integrated model of youth support services to ensure that all 11 to 25-year-olds have access to the variety of services, support and experiences they require. Through quality youth work approaches and trusted relationships, the most vulnerable and hard to reach young people will be supported to improve their wellbeing and to access citywide opportunities as society gradually opens back up post pandemic.
88. The Youth service will continue its street based and outreach youth work programme, including weekends and holidays; and its children/young people and families engagement programme via remote activities and competitions.
89. The Youth Service will continue to fund third sector partners to deliver additional open access provision for young people in targeted areas and review the impact of these interventions in the autumn. These partnerships allow shared good practice, joint working and greater reach along with added value to communities. The Youth Action Groups will be extended and strengthened to build on existing examples of strong community cohesion.
90. The Welsh language youth offer is under review and will be enhanced to ensure that staff and young people have greater opportunities to access youth support via the Welsh language.
91. Children's Services and the Youth Service are working together to deliver a Young Person Safeguarding Strategy and approach to prevent and intervene to address adolescent harm, promote resilience and enable young people to live safely in their families and /or communities wherever possible.

92. The Community Safety Partnership is also testing and beginning to implement a range of approaches to support community wellbeing through social and developmental programmes for young people. These include:
- Multi-agency area based problem solving approaches for complex localised issues, including tackling youth anti-social behaviour. Actions emerging from the problem solving groups include measures to change public spaces, coordinate police/council/partner resources and ensure there are preventative service interventions and support in place- for example the placement of Street Based Youth Workers and engagement with local schools.
 - A youth anti-social behaviour review with the Youth Justice Board which will evaluate the referral process for young people, record an agreed escalation process with intervention and support pathways and refresh the focus on early intervention and prevention.
 - A strategic review in response to youth violence, which will consider the existing referral process for youth involved in serious violence and provide recommendations on how to address any gaps identified in service provision. This will include an understanding of multi-agency risk assessments, improvements to information sharing, enhancing communication with partners, and ensuring appropriate support services are available.
 - Accessing the Youth Endowment Fund to introduce a Neighbourhood Fund Award with a focus on diversionary provision which will offer support and development opportunities relevant to a range of vulnerabilities.
 - Ad-hoc sports and mentoring interventions to respond to shared intelligence, co-ordinating partnership work with youth providers such as Cardiff City Foundation, the Princes Trust and local boxing clubs for example.

Medium to Longer Term Response

Refresh of the Child Friendly Cardiff Strategy

93. 'Child Friendly Cardiff' was launched in November 2018 and sets out the vision for Cardiff to be a Child Friendly city where all children and young people have an equal chance to thrive and reach their potential. The values and commitments made in this strategy set the direction for future Council policies and strategies, including Cardiff 2030, the vision for education and learning that was launched in November 2019.
94. However, the COVID-19 pandemic has brought about unprecedented change, to an extent and pace, not witnessed before and has shone a spotlight on the lives of children, young people, families and communities. We are presented with an opportunity now to reflect on not just the experience of the last year, but of our Child Friendly journey to date and to consolidate the lessons learned before setting out our future missions.
95. Our ongoing evaluation will deepen in readiness for the new calendar year and will test the sustainability of the values, principles and practices we

have embedded together as a city. The evaluation will include considerations of how to manage the long term impact of the pandemic on the mental health of children and young people. Within a framework of children's rights and in direct partnership with children, young people and families, we will work towards the publication of a refreshed Child Friendly Strategy in the autumn of 2021 inclusive of detailed shared commitments and a 3-year plan.

96. It will incorporate all key areas of reforms to education as outlined in the Education in Wales: Our National Mission and will incorporate Curriculum for Wales 2022, Additional Learning Needs Reform whilst taking account of the new accountability & performance frameworks for Education. It will maximise all opportunities provided by the schools 21st Century schools investment programme, and the Cardiff Commitment, alongside a cohesive Post 16 strategy, integrated and locality based models of support for Vulnerable children and young people, an integrated model of Youth Support Services and a clear education workforce development strategy.
97. The further development of the 'Greener, Fairer, Stronger' – City Recovery and Renewal Strategy will ensure that the voices of children and young people are heard, and that these views directly influence the key missions and priorities for action. The One Planet Cardiff Strategy is also being developed in partnership with children and young people, being an area of specific interest to this demographic in responding to the climate emergency. Young people are represented on the One Planet Cardiff Board, and education strategies including the 21st Century Schools programme and the Curriculum for Wales 2022, will provide key contributions to realising the One Planet Cardiff vision.
98. 'Child Friendly' versions of all the city recovery and renewal strategies will be designed and published with children and young people.

Scrutiny Consideration

99. The Children & Young People Scrutiny Committee considered this issue on 11 May 2021. The letter from the Chair is attached at Appendix 1.

Reason for Recommendations

100. The following recommendations are made to ensure that the Council's Recovery and Renewal programme takes full account of the Council's commitment to Children's Rights and the city's ambition to be recognised as a 'Child Friendly City'

Financial Implications

94. This report sets out a series of projects, with the majority having already identified the level of funding required either through securing additional external funding or from identified budgets as allocated as part of the 2021/22 budget process. Potential challenges associated with progression routes for young people who will not be able to access end of Key Stage 4 and 5 resits this year to enable access to preferred Post 16 options, will

require continued dialogue with Welsh Government in order to establish the quantum of any required additional WG financial support and any associated terms and conditions in order to ensure that all young people can be appropriately supported.

Legal Implications

95. The report provides an overview of actions being taken and proposed, to support delivery of a Child Friendly Recovery as part of the Capital Ambition: Recovery and Renewal Programme. Legal advice will be required throughout the planning and implementation of specific proposals within the Programme, with regard to legal processes, consultation and formal decisions required.
96. The Council must be mindful of its public sector equality duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment, (c) Sex, (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation, (i) Religion or belief – including lack of belief.
97. The Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010), and must demonstrate how it has discharged this duty.
101. Equalities Impact Assessments will be required to identify the equalities implications of specific proposals, including inequalities arising from socio-economic disadvantage. The Council's decisions must have due regard to the outcomes of any Equalities Impact Assessments.
102. The Well-being of Future Generations (Wales) Act 2015 places a 'well-being duty' on the Council, aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible. This requires the Council to consider how its decisions will contribute towards meeting its well-being objectives (set out in the Corporate Plan). The well-being duty also requires the Council to act in accordance with a 'sustainable development principle', which requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. This means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must: Look to the long term; Focus on prevention by understanding the root causes of problems; Deliver an integrated approach to achieving the 7 national well-being goals; Work in collaboration with others to find shared sustainable solutions; and Involve people from all sections of the community in the

decisions which affect them. The decision maker should be satisfied that the proposals set out in this report accord with the principles above.

100. The Council must also be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards and consider the impact of its proposals upon the Welsh language.

HR Implications

101. The report refers to the creation of new posts to support the recovery plan. These posts will need to be created in accordance with the Council's agreed evaluation processes and subject to consultation prior to formal creation. Appointments must be made in accordance with the Council's Recruitment & Selection Policy and Procedure. Trade unions should be briefed on the content of this report.

Property Implications

102. There are no specific property implications in respect of the Child-Friendly Recovery report. The Strategic Estates Department will assist where necessary in supporting recovery in relevant areas. Where there may be property transactions required to deliver any proposals, such as for provision of Innovation Spaces, they should be done so in accordance with the Council's Asset Management process and in consultation with Strategic Estates and relevant service areas.

RECOMMENDATIONS

Cabinet is recommended to:

1. Adopt shared responsibility across all Cabinet portfolios to enabling a Child Friendly approach to city recovery and renewal.
2. Agree the short term response for the next 12 months which comprises an appropriate balance of both universal and targeted solutions to meet the needs of all children and young people.
3. Endorse the proposed focus upon the re-engagement and well-being of children and young people, in particular to support multi-agency partnership working and community inclusion to successfully deliver the 'Summer of Smiles' festival across the city.
4. Support a positive communications campaign that champions children and young people and continues to build trust in schools to promote children's best interests, well-being and individual potential.
5. Delegate responsibility to the Chief Executive and Senior Management Team, in consultation with the relevant cabinet members, to deliver the actions identified within the report, and ensure that resources are appropriately prioritised to address the needs of the most vulnerable and at risk children and young people.

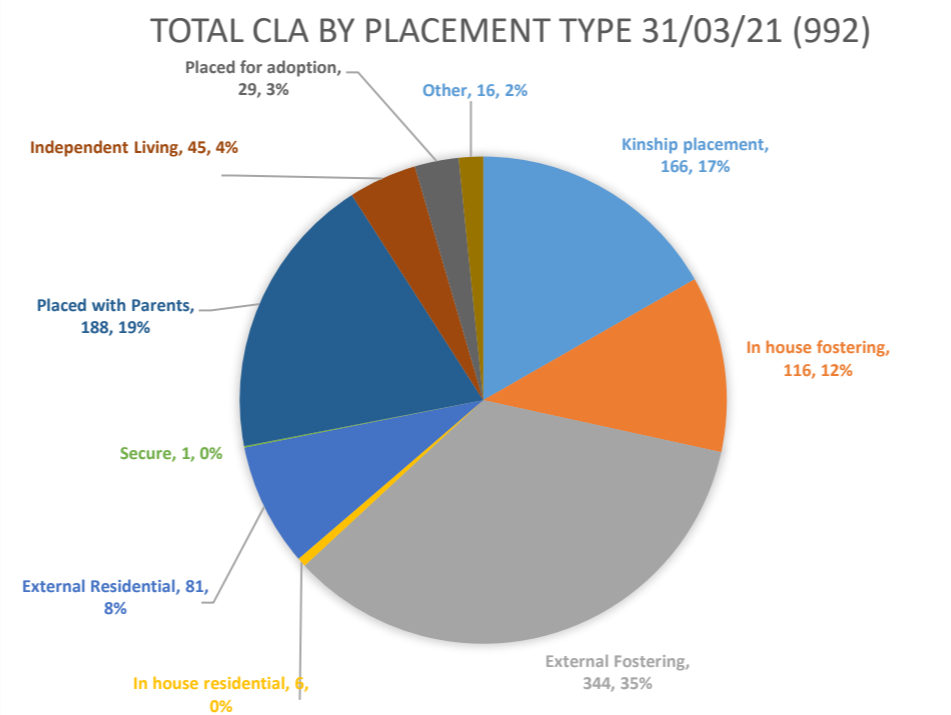
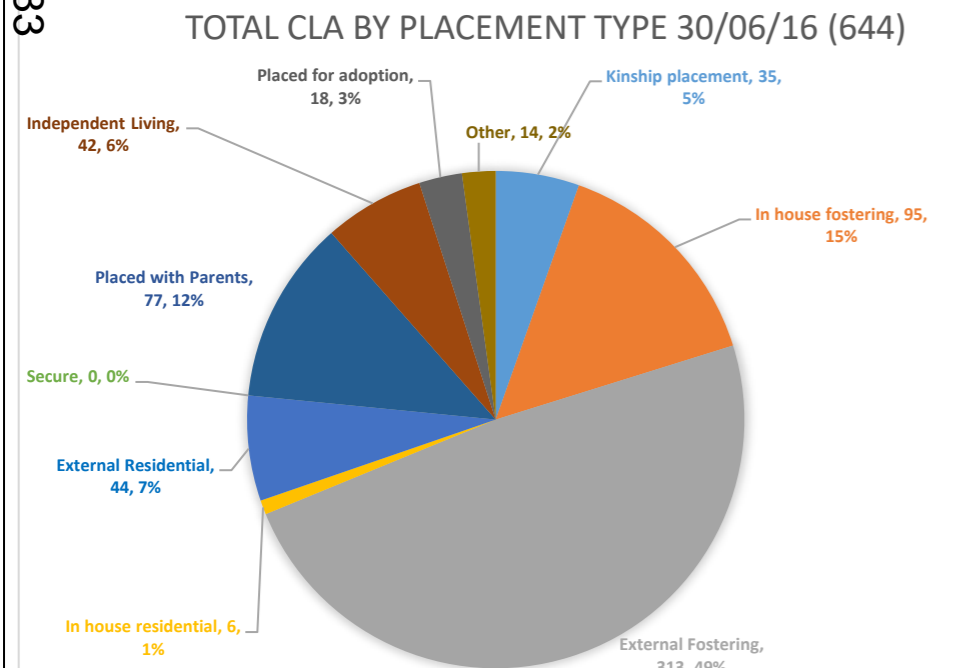
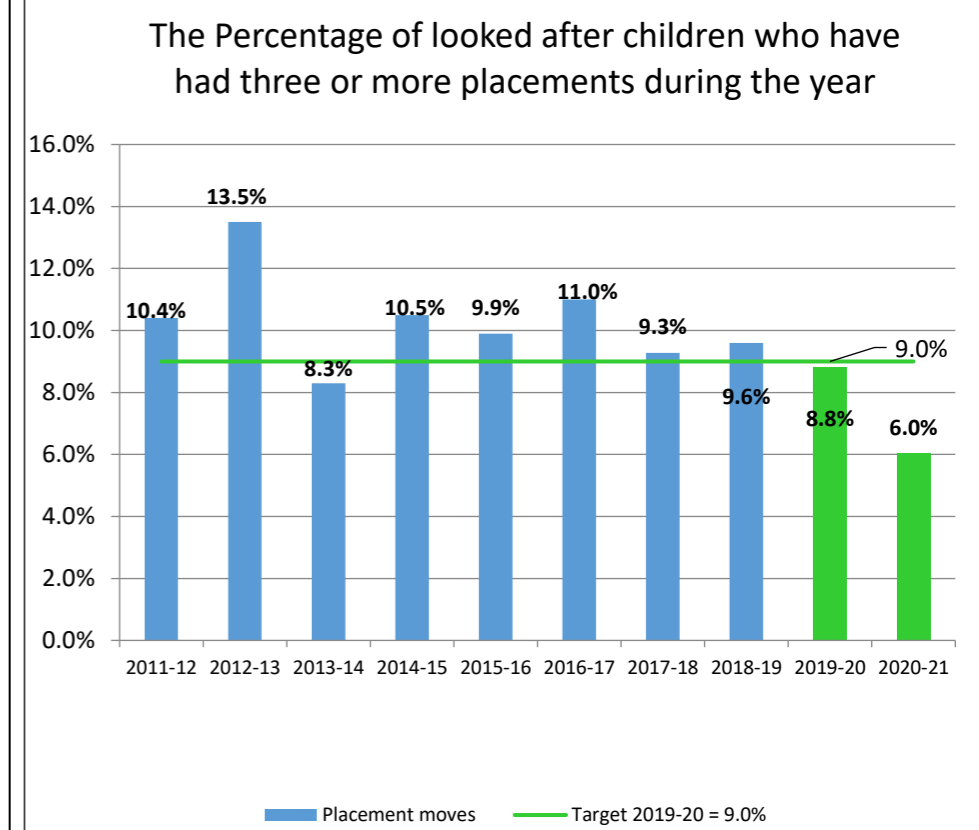
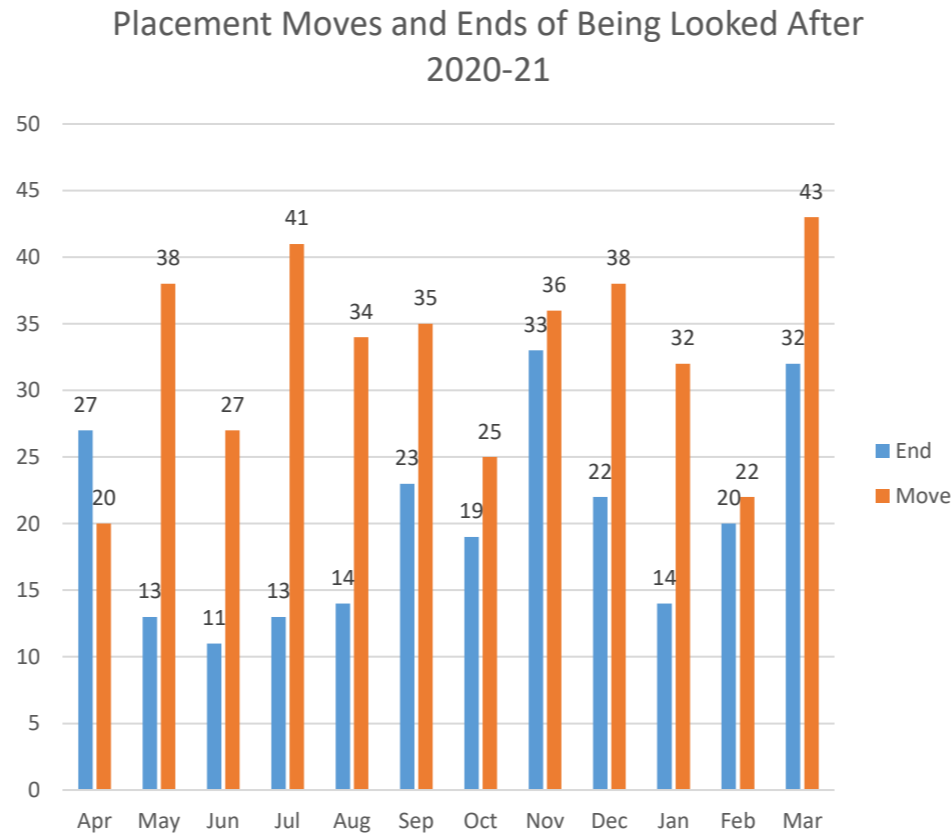
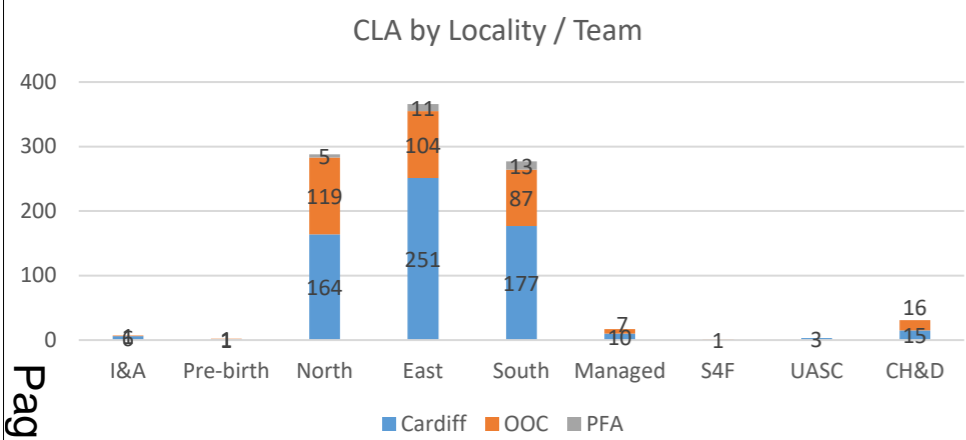
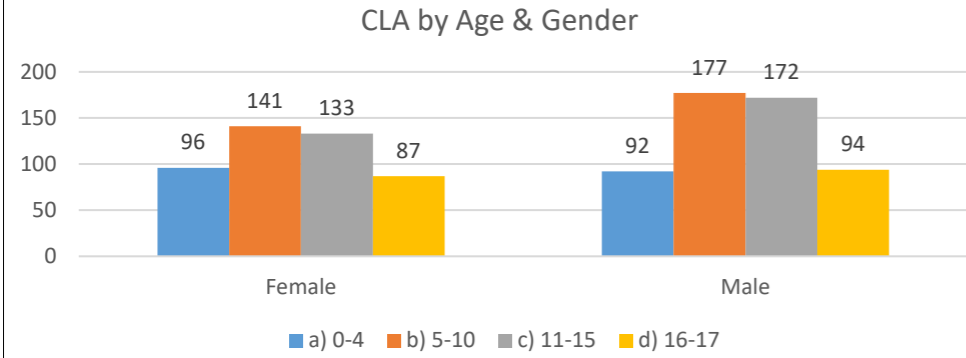
6. Delegate responsibility to the Director of Education and Lifelong Learning, in consultation with the relevant cabinet members, to work with partners to refresh the Child Friendly Cardiff Strategy by the end of 2021.

SENIOR RESPONSIBLE OFFICER	Melanie Godfrey Director of Education and Lifelong Learning
	14 May 2021

The following Appendix is attached

Appendix 1- Letter from Chair of Children & Young People's Scrutiny Committee

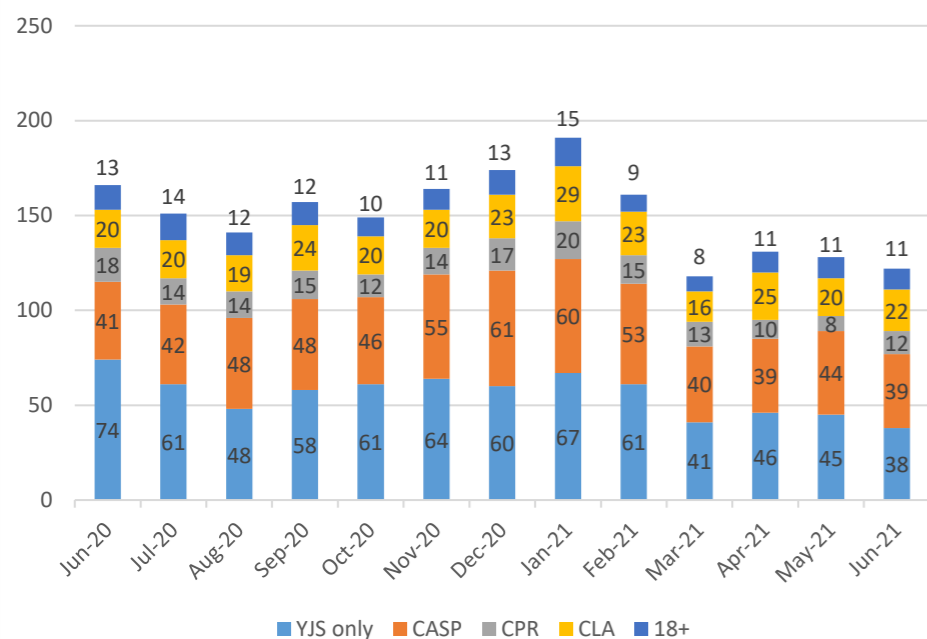
CHILDREN'S SERVICES



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.

CPAC Dashboard Quarter 4 2020-21

YJS / CS Caseload



YJS Data Development

Over the next few months the YJS will be collecting data specific to their CLA cohort...this will include ages and gender of the young people open to the service, what stage they are at within the service – Prevention, Out of Court or Statutory intervention, along with offence types, any reoffending data and education specific data including any identified learning needs.

EDUCATION

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	Q1	Q2	Q3	Q4
	Jun	Sep	Dec	Mar
1 The number of looked after children:	686			
In a Cardiff school or setting	424			
In an out of county school or setting	222			
EOTAS (not on roll at a school)	37			
Not in provision	3			

Exclusions:

	Q1	Q2	Q3	Q4
	Jun	Sep	Dec	Mar
2 Schools Exclusions: Cardiff schools only				
Number of LACE with one or more fixed term exclusion (Sept to date)	23			
%	3%			
Number of LACE permanently excluded this year (Sept to date)	0			
%	0%			

Attendance:

	Q1	Q2	Q3	Q4
	Jun	Sep	Dec	Mar
3 Attendance: Cardiff schools only				
Attendance cannot be reported as data would be skewed and not an accurate representation because of the isolating of year groups/classes. There wasn't a code for 'not required to attend' before November so all children were marked as absent.				

CPAC Dashboard Quarter 4 2020-21

LACE Not in Provision (NIP):

		Q1	Q2	Q3	Q4
		Jun	Sep	Dec	Mar
4	Time spent Not in Provision (NIP) academic year to date:				
	Number of LACE NIP this academic year living in Cardiff	2			
	Av Weeks NIP (Cardiff)	7.3			
	Number of LACE NIP this academic year living in OOC	7			
	Av Weeks NIP (OOO)	18.4			

Personal Education Plans:

		Q1	Q2	Q3	Q4
		Jun	Sep	Dec	Mar
5	Personal Education Plans:				
	Total number of LACE with a PEP this academic year	667			
	%	97%			
	Total number of LACE with a PEP this academic year (Cardiff Schools)	416			
	%	98%			
	Total number of LACE with a PEP this academic year (OOO Schools)	217			
	%	98%			
	Total number of LACE with a PEP this academic year (EOTAS / No School)	34			
	%	85%			

			Q1	Q2	Q3	Q4
			Jun	Sep	Dec	Mar
6	Successful Transition to Employment Education or Training:	# Y11	Y11s with intended EET destination*	Y11s with intended EET destination*	Confirmed in EET	Confirmed in EET
	Total number of LACE in EET on October 31st	78	64			
	%		82%			
	Total number of LACE in EET on October 31st (Cardiff)	47	40			
	%		85%			
	Total number of LACE in EET on October 31st (OOO)	18	17			
	%		94%			
	Total number of LACE in EET on October 31st (EOTAS)	13	7			
	%		54%			

Please note this against Education's table 6 above
 *this information is based on information provided by schools and social workers about intended destinations and this changes frequently. This is a snapshot for information purposes only and will not necessarily correspond or be comparable with confirmed destinations reported on in October
 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

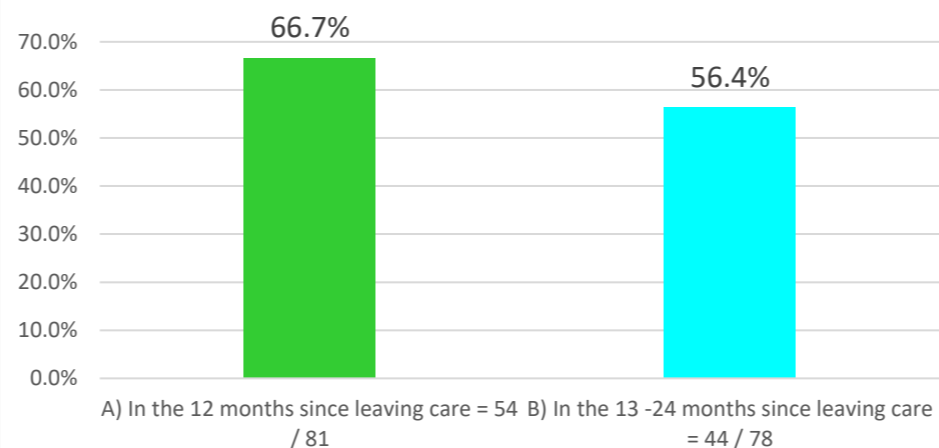
CPAC Dashboard Quarter 4 2020-21

ADOLESCENTS

Into Work Service

MONTHLY CASELOAD - June 2021	69
TRAINING OUTCOMES (Project Cumulative)	81
WORK EXPERIENCE/ VOLUNTEERING (Project Cumulative)	26
FULL TIME EDUCATION (Project Cumulative)	49
JOB OUTCOME (Cumulative)	73
JOB OUTCOME (April - June)	21
EARLY LEAVER (April - June)	12

During 2020-21, the percentage of care leavers in categories 2,3 and 4 who have completed at least 3 consecutive months of employment, education or training in:



Source: Children's services

Housing / Young person Gateway

KPIs for Quarter 1:

- **86%** of care leavers prevented from becoming homeless (target is 90%)
- **7** care leavers housed in supported accommodation in the Young Person's Accommodation & Support Gateway
- **4** care leavers housed permanently in social housing through the Training Tenancy scheme
- **103 (99%)** care leavers successfully maintaining their social housing tenancy through the Training Tenancy scheme (target 95%)
- **4** 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:
All Health data is in Development, the aim is for Q1 to be ready by Q2.

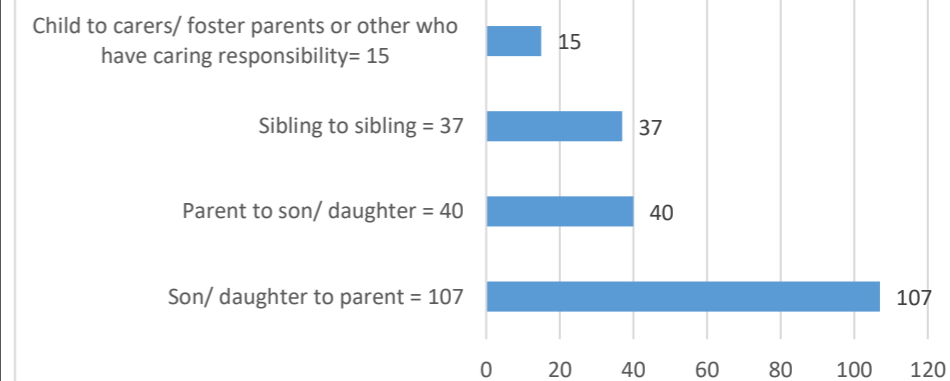
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OTHER

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

Reported incidents of abuse / violence during Q1 2021-22



Source: Police



Cardiff Council

Children's Services

Complaints and Compliments

Quarter 1 - 2021/22



1. Introduction - Social Services Quarter 1 Feedback Report

This report covers Social Services complaints & compliments for the period 1st April 2021 – 30th June 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 1?

During Quarter 1, 64 complaints were received by Children's Services. The four methods by which Children's Services received complaints are detailed below with a comparison to previous months.

Contact Method	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
Email	13 (48.1%)	24 (50.0%)	23 (43.4%)	22 (34.4%)
Letter / Complaints Form	3 (11.1%)	4 (8.3%)	4 (7.55%)	3 (4.7%)
Online Form	8 (29.6%)	10 (20.8%)	14 (26.42%)	17 (26.6%)
Telephone	3 (11.1%)	10 (20.8%)	13 (24.53%)	22 (34.4%)
Total	27 (100.0%)	48 (100.0%)	53 (100.0%)	64 (100%)



2. Quarter 1 Feedback Summary

During Quarter 1, there have been 101 cases of feedback recorded for Children's Services. These 102 cases consist of:

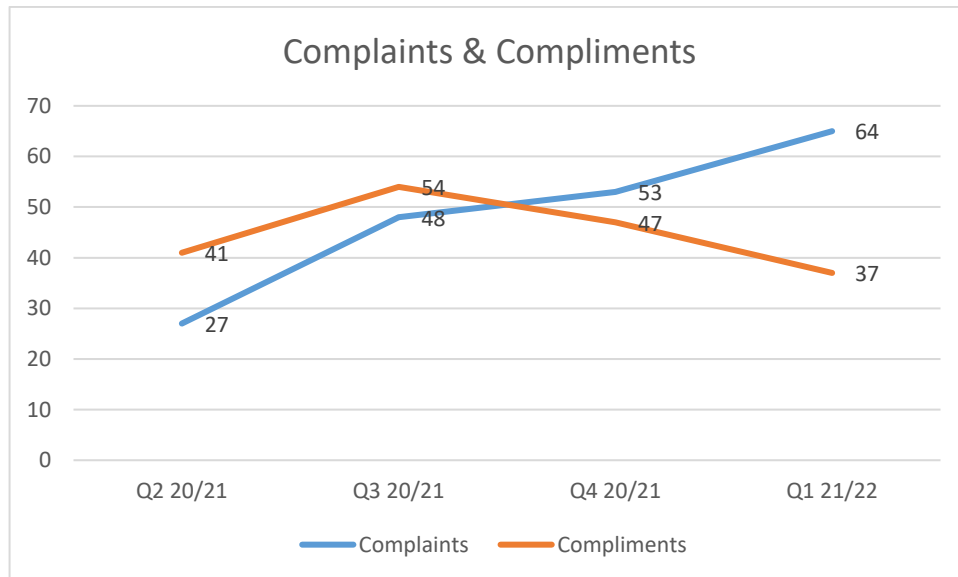
- ✓ **64 complaints**
- ✓ **37 compliments**

The number of complaints received has increased when compared to previous quarters, as demonstrated by the below table.

Complaints Received			
2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/2022 Q1
27	48	53	64

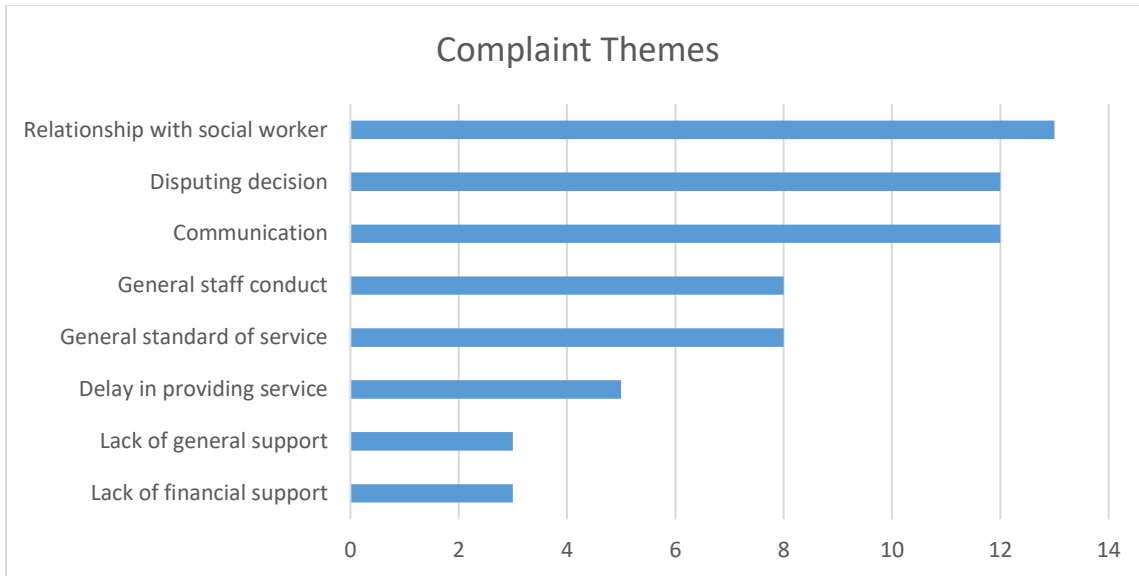
There has been a decrease in compliments during Quarter 1, when compared to last year's Quarters 3 and 4.

Compliments Received			
2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
41	54	47	37



3. Complaint analysis

Complaint themes



'Relationship with social worker' has been the most dominant theme within complaints during quarter 1 and has accounted for 20% of complaints made during the quarter.

THEME 1 – Relationship with social worker. Due to the nature of the work in Children’s Services, decisions must be made in the best interest of the young person and sometimes this is difficult for the person who is making the complaint to recognise. Of the complaints that have been closed about this topic, 60% have been not upheld and 30% part upheld.

'Disputing decision' and **'communication'** were the second most dominant themes, accounting for 18.8% of complaints made during the quarter.

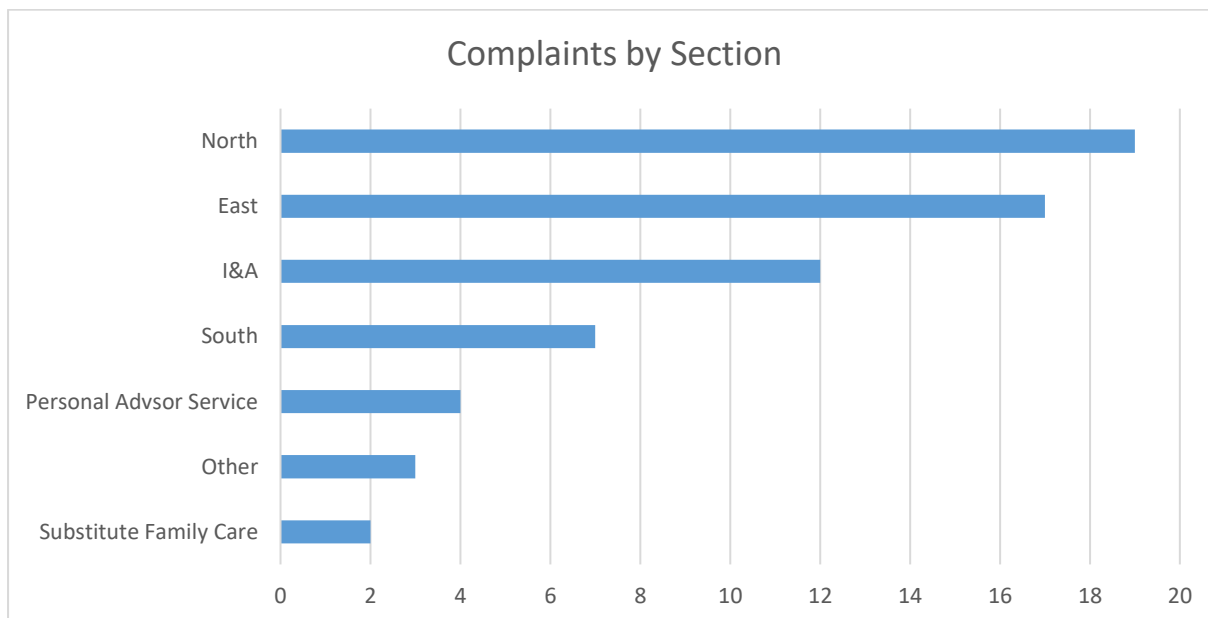
THEME 2 –Disputing decisions. Again, due to the nature of the work in Children’s Services, decisions must be made in the best interest of the young person, often without the consent of families. These complaints frequently link to the outcome of decisions following an assessment. Of those complaints closed, 0% of these complaints were upheld during quarter 1 which provides evidence that professional decisions are being made in line with legislation and policies.

THEME 3 - Communication was a common theme in quarter 1 and also made part of complaints about staff and disputing decisions. Some of the points raised included an alleged lack of support and messages not being returned.



Complaints by section

When comparing complaints by section, we see that North Locality accounted for 30% of complaints made during Quarter 1. They were closely followed by East Locality (26%), Intake & Assessment (18%) and South Locality (11%).



Complainants

Complaints are made by a variety of people including young people, parents, foster carers, family members, friends, neighbours. Some complaints are made through agencies/advocates/councillors on behalf of others. Of the 64 complaints, 41 (64%) complaints were made by parents, 9 (14%) complaints were made by wider family members such as grandparents and siblings, 3 (5%) complaints were made by young people, 5 (8%) complaints were made through an Advocate (4 of which were on behalf of young people) and 4 (6%) complaints were made by a carer and 2 (5%) complaints were made by others; Child Commissioner Wales and through a Solicitor.

Complaint timeframes

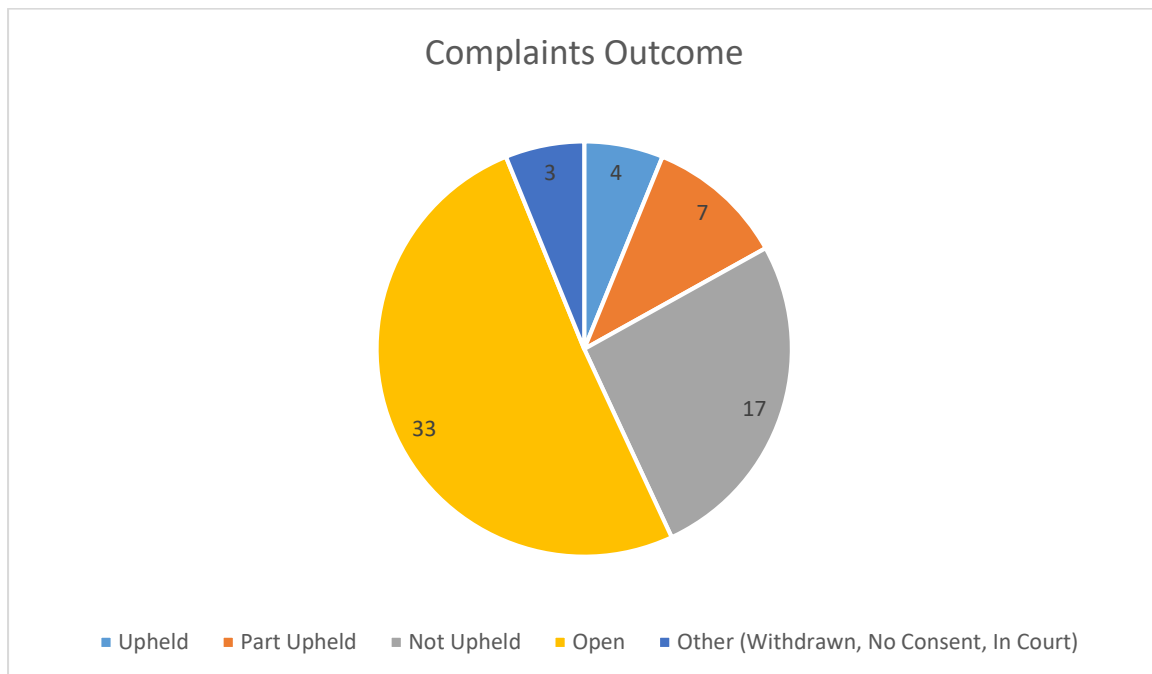
At the time of publication, 32 of the 64 complaints received for Children’s Services during Quarter 4 have been closed. Of the 64 complaints, 8 (13%) were responded to within the timeframe, 23 (36%) were responded to within 3 months and 32 (51%) remain open.



Complaint outcomes

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 32 complaints that were completed, just 4 (12.5%) were upheld and 7 (21.8%) were partly upheld. **More than half 17 (53%) of Children’s Services complaints were not upheld.** 2 complaints were closed after it was found the complainants were trying to revisit issues that had already been considered in the court arena. 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. During Quarter 1 of 2021/22 so far, just 2 complaint cases have progressed beyond stage 1. This suggests effective handling of complaints at stage 1.

2020/21 TOTAL	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1
10	1	3	6	2



4. Compliment analysis

Children's Services received 37 compliments during Quarter 1. Examples of the compliments recorded are shown below.

- **From a young person** - Dear X, where do I begin? You have been supporting me doing probably the most hectic times of my life. I can't ever thank you enough. You encourage me to try and recognise my worth and set boundaries. Despite my hesitance you were perpetually patient with me. I have never met someone so determined, reliable and caring as you (probably why you're so good at your job). Whenever I reached a low point this year I would remind myself how I wouldn't want to waste your efforts as well as considering how far I had come. Thank you believing in me when it felt like nobody else did. Sincerely, X. thank you for rekindling my old love of hot chocolate.
- **From a judge** - Just wanted to let you know that the Judge was really positive about X's assessment today and thanked her for her work.
- **From the court** - 'The court is grateful to X, the social worker, who has taken on the task of completing the risk assessment at relatively short notice. It is a thorough and comprehensive document and reflects on the information which the local authority has gained, not only in the original proceedings but during the life of the care order.'
- **From a young person** - "Just wanted to share that I visited C today who, together with his foster carer, spoke very highly of the support C receives from SW. C is very happy that SW has been so 'on the ball' and always contactable. Just wanted to say a huge thank you really for all your hard work SW. C is becoming more independent every time I see him!"
- **From guardian and Court** - "an extract from the Guardian's final analysis for X, shared with court...'X is fortunate, in my view, to have SW as his allocated Social Worker. The court will note from her various reports that she has a detailed understanding of X's needs and a fondness for him. It is vitally important for children, such as X, when parents and relatives are not championing his corner, that there are professionals taking on that role.'
- **From a family** - "Hiya I am emailing you regarding one of your colleagues X! I just wanted to say how absolutely blown away by the support me and my family received from her few months ago...X did so much over the last few months than any other support we have had over the years she rang once a week without fail every problem that I had she seemed to of sorted it keeping me updated regular having talking to her on the phone every week not only helped my son but also helped me as a parent and I didn't feel lonely and I could speak to X about anything she really was my rock and kept me going! (Son's) mental health is improved so much I really can't thank her enough and families can definitely benefit from your services and make a huge difference! I'm not sure what the circumstances are with coming out to peoples homes but with Coronavirus easing now I would love X to come visit our new home so me and my children could meet and thank her in person I would really appreciate it if we could organise that to happen. Many thanks again for the fantastic job you provide for people that need it"



5. Quarter 4 Comparison – Children’s Services

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

Number of complaints – increase (quarterly).

There has been a slight increase of complaints during Quarter 1 when compared to previous quarters. 64 complaints were received during Quarter 1, compared to Quarters 2, 3 and 4 of 2020/21 when 27, 48 and 53 complaints were received respectively.

Number of compliments – decrease

Compliments have decreased in Q1 of 2021/22 in comparison to previous quarters. 37 compliments were received during Quarter 1, compared to Quarters 2, 3 and 4 of 2020/21 when 41, 54 and 47 compliments were received respectively. 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 will continue to look 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.

Nature of complaints – similar challenges

‘Relationship with social worker’ has remained one of the dominant themes within Children’s Services complaints as well as ‘lack of communication’ and ‘disputing decision’.

Outcome of complaints – Fewer complaints have been upheld

Finally, (of the complaints that have been closed) 53% of Children’s Services complaints were not upheld during Quarter 1. This has remained relatively static when compared to Quarter 4 2020/21 (55% not upheld) and Quarter 3 2020/21 (50% not upheld).

Complaints Progressing Beyond Stage 1 – 2 so far during 2021/22

There were 2 requests to progress to stage 2 of the Social Services complaints process during Quarter 1 of 2021/22. There were 10 requests to progress to Stage 2 in 2019/20 and 2020/21 respectively so the 2 received this quarter is relatively small.



**CARDIFF COUNCIL
CYNGOR CAERDYDD**

**CORPORATE PARENTING
ADVISORY COMMITTEE:**

20 JULY 2021

FORWARD WORK PROGRAMME

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 imps 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 OF CHILDRENS SERVICES

14 JULY 2021

APPENDIX A Forward Work Programme (July 2021)

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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
Committee Date: 18 May 2021				
(Draft) Corporate Parenting Strategy Priority 1: Improving Emotional Wellbeing and Health	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/ Children's Services
Governance	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
Performance Management	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
Committee Date: 20 July 2021				
Corporate Parenting Strategy Priority 2:	1.	Enfys service update	To receive an update on the child psychology NHS service and to make any observations or comments.	Cardiff and the Vale Health Board
Better Connections, Improved relationships	2.	Welsh Government Review of Corporate Parenting – Voices from Care Cymru	To receive an update on work of Voices from Care Cymru work programme and to make any observations or comments	Voices from Care Cymru
	3.	Mind of My Own Project update	To receive an update on the Mind of my own app and to make any observations or comments	Children's Services/ Mind of My Own team

	4.	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
	5.	Child Friendly Recovery plan	To receive an update on Children Services and Education Recovery plan and to make any observations and comments	Education/ Children's Services
Performance management	6.	Vale, Valleys and Cardiff Adoption Collaborative - Performance Report 2020-21	To receive an update on the VVC adoption service and to make any observations or comments	Children's Services
	7.	Ty Storrie & Crosslands Quality of Care Report	To receive Ty Storrie & Crosslands Quality of Care Report and to make any observations or comments	Children's Services

Topic type	Agenda Item	Agenda topic	Description	Responsible Service Area and Additional Invitees
Committee Date: October 2021 (TBC)				
(Draft) Corporate Parenting Strategy Priority 3: A comfortable safe and stable home whilst in care and after	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.	Young person accommodation gateway update	To receive an update on young person accommodation gateway – homelessness support and provision and to make any observations or comments.	Housing Directorate

	3.	Resettlement programme	To receive an update on resettlement programme	Community Safety Partnership
	4.	UASC NTS	To receive an update on Unaccompanied Asylum Seeker Children and the National Transfer scheme	Policy, Partnership and Community engagement
	5.	Kinship service	To receive an update on the development of the Kinship service and to make any observations or comments.	Children's Services
	6.	IRO service update	To receive an update on the Independent Review Officer Service and to make any observations or comments	Children's Services
Performance management	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
Committee Date: January 2022 (TBC)				
(Draft) Corporate Parenting Strategy Priority 4: Educational Achievement, Employment & Training	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.	Children Looked After detained	To receive an update on children looked after detained	South Wales Police / Children's Services

	4.	Care Leavers report	To receive an update on the Care Leavers service including NEET and Care Leavers as Parents, Care Leavers going to University and entering employment	Children's Services
Governance	5.	(Draft) CPAC Annual report	To receive the draft Corporate Parenting Advisory Committee annual report and to make any recommendations or comments	Children's Services
	6.	Fostering Annual report	To receive the Fostering Annual Quality of Care Report and to make any observations or comments.	Children's Services
Performance Management	7.	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
Committee Date: Early March 2022 (TBC)				
(Draft) Corporate Parenting Strategy Priority 5:	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.	NYAS

Celebrating our Children and Young People	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
Performance Management	5.	Corporate parenting strategy progress report	To receive a progress report on the implementation of the Corporate Parenting Strategy.	Children's Services
	6.	ICSR Findings	To receive findings from Independent enquiry into sexual abuse	Children's Services
	7.	NRM- National Referral Mechanism	To receive and update on National Referral Mechanism scheme	Policy, Partnership and engagement



Summary of Quality of Care Reviews for Crosslands & Ty Storrie October 2020 – March 2021s

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Agenda Item 15

Context: Regulatory Requirements for Quality of Care Reviews Undertaken By The Responsible Individual (RI).

- **Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)**
- **Regulation 9** – Requirements in relation to the RI
 - Effective management of the service
 - Effective oversight of the service compliance with the requirements of the regulations
 - Monitoring, reviewing and improving the quality of care and support provided by the service
- **Regulation 73** – visits (3 monthly)
 - Meet with staff and individuals
- **Regulation 80** – Quality of Care Review
 - Consider the outcome of engagement with individuals
 - Analysing aggregated data on incidents, safeguarding matters, complaints etc,
 - Review actions taken
 - Consider outcome of audits of the accuracy and completeness of recordings
 - Prepare a report to the service provider



Crosslands Quality of Care Review October 2020 – March 2021

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People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

- I observed evidence that young people are empowered to have a voice and that they feel that their voices are being heard. Feedback from the surveys undertaken suggest that young people are given appropriate choices and that communication between Crosslands and family members / Social Workers is on the whole positive.
- The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the young people living at Crosslands.
- Although there is a visiting advocacy service in place, advocates have not visited the home throughout the pandemic. Instead they made weekly phone calls to the home but staff confirmed that it is rare that a young person wishes to speak to an advocate when they call. The role of advocacy in the home has been weakened during the pandemic when advocates have stopped face to face visits.
- Managers need to give consideration to the decrease in satisfaction levels of the staff team and to undertake work with the staff team to try to understand why this has happened and to work with staff to identify what needs to be done to increase the satisfaction levels across the team.



People are happy and supported to maintain their ongoing health, development and overall well-being.

- There is evidence that young people are listened to and concerns are taken seriously. Incidents are dealt with appropriately and support / advice is sought from external services as the need arises. Managers at the home are able to escalate concerns appropriately when they determine that the home is no longer able to meet the needs of a young person and there is evidence that appropriate action is taken to support the general well-being of young people, which includes support with relationships using Restorative Approaches to seek resolution in situations of conflict.

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During my visit I observed positive relationships between staff and young people and supportive conversations between staff and managers.

It was difficult to see from the recording of the complaint I reviewed, what the desired outcome was for the young person making the complaint and whether overall, the young person was satisfied with the outcome of the complaint. There is also no evidence that the young person was made aware that she could access the support of an advocate to make the complaint. The format for recording complaints should be reviewed to address these matters.

- Young people should be routinely reminded of their right to engaged with an advocate to support them to raise a concern at the point that they wish to formally make a complaint.



People feel safe and protected from abuse and neglect

- There is evidence that staff are alert to safeguarding issues and the training matrix shows that new staff have received safeguarding training as part of their induction. There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.
- There is a need to review and update the personal plan template. The manager has identified that the format of the plan could be more user friendly for the young person and it should have more of an outcome focus.
- The minutes of the last team meeting reflect a discussion about the Safeguarding App encouraging staff to access this.
- An audit should be undertaken to ensure all staff have access to the Safeguarding App on their mobile phones and that they know how to use it.



People live in accommodation that best supports their well-being and achievement of their personal outcomes

- During my visit I observed good practice around infection prevention and control. As a professional visitor I went through all of the necessary Covid -19 checks (LFDT and Covid questionnaire completed prior to visit, temperature check, advice on donning and doffing of PPE on arrival) and throughout my visit I observed staff's use of PPE to be appropriate whilst also physically distancing where feasible. For example, limiting the number of people in the office at a time.
- The building was spotlessly clean, but very comfortably and homely. Furniture continues to be in good condition and the décor is modern, bright and cheery. The garden is well maintained.
- There is evidence around the home of equipment for young people to use to support their leisure activities as well as education (computers, books, games).
- There is an on-going issue regarding the installation of wifi at the home for young people to use. This is something that continues to be a feature of young people's feedback. The manager continues to work with ITC to try to find a safe solution that will provide the necessary safeguards to protect young people.
- Work is ongoing to try to find a solution to enable Crosslands' refurbishment of the kitchen and dining room to proceed. I understand that an options appraisal is currently being undertaken to agree an appropriate way forward
- In summary , the home provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure time.



Examples of Good Practice

The home has managed well during the pandemic despite the considerable challenges that Covid-19 has posed and the impact these have had on both staff and young people. Their infection prevention and control measures are good and they have robust risk assessments in place.

Despite gaps in the staff team, the home continues to cover gaps without the reliance on agency staff and maintain good levels of supervision at all times.

The ability and willingness for staff to support young people who move out of Crosslands is good practice.

Managers are able to appropriately identify when the home can no longer safely meet a young person's needs and appropriately escalate this to senior managers.



Outstanding Actions Arising from Previous Review & CIW Inspection

- There has been no CIW Inspection since the previous Quality of Care Review was undertaken.
- 3 recommendations remain outstanding from the previous Quality of Care Review

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Recommendation	Manager's Update on Progress
<p>Discuss opportunities for staff succession planning with the Training Unit and develop proposals that seek to ensure that we have suitably trained, qualified and experienced staff who are able to be considered for internal promotion opportunities when they arise in our LA children's home.</p>	<p>Update: This is still outstanding however new staff are registered with Social Care Wales as soon as possible to start their qualification which has been very successful. Once qualified staff are suitably trained and have the necessary experience they will be encouraged to apply for internal promotion opportunities when they arise.</p>
<p>Undertake work to clearly set out the roles and responsibilities of every grade of staff within the team – including specialist areas of work that key individuals undertake as part of their substantive roles (e.g. lead for Education / Health etc).</p>	<p>Update: All staff have Job descriptions which outline their role and responsibilities. Due to Covid 19 pandemic staff have not attended specific keywork training but in-house training is being planned and will be made available going forward. The focus has been on new staff undertaking their diploma level 2 and attending training with their assessor and online training with college</p>
<p>Explore opportunities for holding a team development session in the future in light of the fact that there has been significant staff changes over the last year and that whilst most staff are experienced, the team is still forming and developing.</p>	<p>Update: Currently the focus is on staff undertaking their training to complete their diploma qualification. Opportunities for team development session will be part of the teams' development going forward.</p>





Ty Storrie Quality of Care Review October 2020 – March 2021

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People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

- The surveys demonstrate that staff, parents, social workers and young people are on the whole satisfied with the service they receive, that they feel listened to and their feedback is acted upon. My observations of the staff interaction with young people during my visit indicated that staff give young people appropriate choices in relation to activities, what they eat, and where they spend time in the building.
- The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the young people who receive overnight stays at Ty Storrie. However, it is appreciated that some staff members feel that the home would benefit from additional staff and that the demands placed on them are inappropriate. Further work needs to be undertaken with the staff team to unpick why some staff feel this way and what the team can do collectively to address these concerns so that it feels less fragmented and more unified.
- Work needs to progress to introduce visiting advocacy to the service when the necessary risk assessments are in place to support this.
- The home would benefit from being fully staffed. The absence of a deputy and second senior has put considerable pressure on the senior and manager and the development of a strong management team must be a key priority going forward.
- The manager needs to find alternative ways to ensure that young people's feelings about their stays can be collected in a more reliable and meaningful way.
- Ty Storrie needs to move towards being able to offer more planned consistent stays that better meet the needs of parents and young people, balancing this against the need to offer emergency stays on occasions when the need arises. However, this should not be the norm but the exception.



People live in accommodation that best supports their well-being and achievement of their personal outcomes

- The home provides a good standard of accommodation for young people. It is well furnished and maintained and young people have access to a range of resources to support their development and leisure time. However, the garden would benefit from some attention to get it ready for the summer with the introduction of some colour and some new equipment for the young people to play with.
- During my visit I observed good practice around infection prevention and control. As a professional visitor I went through all of the necessary Covid -19 checks (LFDT and Covid questionnaire completed prior to visit, temperature check, advice on donning and doffing of PPE on arrival) and throughout my visit I observed staff's use of PPE to be appropriate whilst also physically distancing where feasible. For example, limiting the number of people in the office at a time.
- The building was spotlessly clean, and the accommodation continues to improve each time I visit. During my visit I observed young moving freely from the large play room into the garden and enjoying time outdoors. It is also lovely to see the sensory room open and young people being able to move in and out of it as they choose. The refurbishment of this room has made a huge difference to the quality of the living space downstairs and it is now well used by young people throughout their stays.
- Work continues to be undertaken to consider options for the building going forward. During the period, surveys were undertaken on the building to inform architects plans that are currently being developed to consider how the available space in the building can be maximised to benefit the young people who attend. The manager and some staff members have been involved in a virtual workshop to explore what is required from the accommodation in the future.



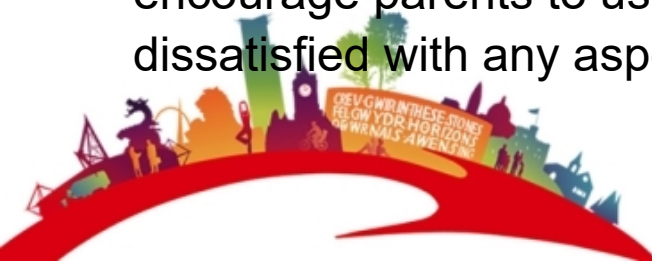
People are happy and supported to maintain their ongoing health, development and overall well-being.

- There is evidence that young people are achieving their goals and that behaviour support plans and personal plans have an outcome focus that support young people to maintain their ongoing health development and well-being.
- There is also evidence that staff are supported to be able to develop the tools they need in order to provide young people with the support they need to achieve their goals. Plans for young people have a strong outcome focus.
- The clinical support is seen as a positive addition to the service and it is pleasing that this will continue.
- It would be helpful if individual young people's outcomes could be charted for the period during reviews so that a visual representation of the distance travelled can be seen at a glance when considering the overall impact that Ty Storrie is having on young people.



People feel safe and protected from abuse and neglect

- There is evidence that staff are alert to safeguarding issues and the training matrix shows that new staff have received safeguarding training as part of their induction. There are appropriate staffing levels in place to keep young people safe. Staff use the lowest level of intervention to provide behaviour support when required.
- Staff would benefit from undertaking specific training on safeguarding in relation to disabled children.
- Consideration should be given to whether more can be done to raise awareness with parents of how they make a complaint if they are unhappy with the service. Feedback received via the parent surveys would suggest that parents are generally satisfied with the service they receive. However, the fact that no complaints have been received about the quality of the service since June 2019 does give rise to the question of whether enough is being done to encourage parents to use the complaints process to raise concerns if they are dissatisfied with any aspect of the service.



Examples of Good Practice

- Staff were observed to be warm, patient and respectful of the young people wishes, providing the young people with a range of activities.
- Staff make great efforts to communicate with young people using a range of different communication methods and young people are encouraged to make choices throughout their stays.

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Staff are aware of safeguarding procedures and records show staff raise concerns in the appropriate way.



Outstanding Actions Arising from Previous Review & CIW Inspection

- There were no outstanding actions arising from the previous Quality of Care Review
- An unannounced inspection took place in March 2021. The report has been circulated to CPAC for information.
- The inspector found that staff are warm and attentive, and promote fun enjoyable stays for the young people. Parents and social workers spoken with told CIW they are happy with the service and value the support provided.

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The ongoing issues around staff recruitment were noted. It was also noted that a small number of staff do not share the view of the majority that Ty Storrie is an enjoyable place to work. This echoes the feedback in the staff survey where there are inconsistencies in the level of satisfaction that some staff have compared with others. The recommended follow up actions required to address these issues are contained in Section One of the Quality of Care Report.

- The draft inspection highlighted one area that required improvement – “Staff do not receive supervision”. This was challenged as evidence was presented that all staff had received regular supervision in line with regulatory requirements. The challenge was upheld and the action removed from the final version of the report.
- There final version of the report had no areas where priority action was required and no improvement actions..

**Ty Storrie Respite Children's Home- Quality of Care Review Report
October 2020 – March 2021**

Reasons for the Report

1. The report aims to inform the Committee on Quality of Care Review Report for Ty Storrie Respite Children's Home as provided in Appendix A and to make any observations or comments.

Background

2. The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, (amended 2019) provides the requirement of Quality of Care Review
3. Regulation 80 of the Regulated Services (Service Providers and Responsible individuals (Wales) Regulations 2017 (amended 2019) states that:
 - (1) The responsible individual must put suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by the service.
 - (2) The system established under paragraph (1) must make provision for the quality of care and support to be reviewed as often as required but at least every six months.
 - (3) As part of any review undertaken, the responsible individual must make arrangements for— (a) considering the outcome of the engagement with individuals and others, as required by regulation 76*; (b) analysing the

aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints; (c) reviewing any action taken in relation to complaints; (d) considering the outcome of any audit of the accuracy and completeness of records.

- (4) On completion of a review of the quality of care and support in accordance with this regulation, the responsible individual must prepare a report to the service provider which must include (a) an assessment of the standard of care and support provided, and (b) recommendations for the improvement of the service.
- (5) But the requirement in paragraph (4) does not apply where the service provider is an individual.

Financial Implications

4. In considering this report and the accompanying appendices where actions have been identified as needed then funding needs to be identified prior to implementation from within existing directorate budgetary allocation

Legal Implications

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

RECOMMENDATION

6. The Committee are recommended to note the Quality of Care Review Report and supporting documents (Appendices A – E) and to make any observations or comments.

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES
14 JULY 2021

Appendices (ALL CONFIDENTIAL):
Appendix A – (TS) Quality of Care Review Report
Appendix B – (TS) Children’s Survey
Appendix C – (TS) Social Worker Survey Summary
Appendix D – (TS) Parents Survey
Appendix E – (TS) Staff Survey

By virtue of paragraph(s) 12, 13, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

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**Crosslands Children's Home- Quality of Care Review Report
October 2020 – March 2021**

Reasons for the Report

1. The report aims to inform the Committee on Quality of Care Review Report for Crosslands Childrens Home covering period October 2020- March 2021 as provided in Appendix A

Background

2. Under the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, (amended 2019) provides the requirement of Quality of Care Review
3. Regulation 80 of the Regulated Services (Service Providers and Responsible individuals (Wales) Regulations 2017 (amended 2019) states that :
 - (1) The responsible individual must put suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by the service.
 - (2) The system established under paragraph (1) must make provision for the quality of care and support to be reviewed as often as required but at least every six months.
 - (3) As part of any review undertaken, the responsible individual must make arrangements for— (a) considering the outcome of the engagement with individuals and others, as required by regulation 76*; (b) analysing the

aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints; (c) reviewing any action taken in relation to complaints; (d) considering the outcome of any audit of the accuracy and completeness of records.

- (4) On completion of a review of the quality of care and support in accordance with this regulation, the responsible individual must prepare a report to the service provider which must include (a) an assessment of the standard of care and support provided, and (b) recommendations for the improvement of the service.
- (5) But the requirement in paragraph (4) does not apply where the service provider is an individual.

Financial Implications

4. In considering this report and the accompanying appendices where actions have been identified as needed then funding needs to be identified prior to implementation from within existing directorate budgetary allocation

Legal Implications

5. There are no legal implications arising from this report

RECOMMENDATION

6. The Committee are recommended to note the Quality of Care Review Report and supporting documents (Appendices A – C) and to make any observations or comments.

DEBORAH DRIFFIELD
DIRECTOR OF CHILDRENS SERVICES
14 JULY 2021

Appendices (All Confidential):

Appendix A: Crosslands Quality of Care Report March 2021

Appendix B: Crosslands Parents Survey

Appendix C: Crosslands Staff Survey

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