

CORPORATE PARENTING ADVISORY COMMITTEE

13 SEPTEMBER 2016

Present: County Councillor Lent(Chairperson)
County Councillors Evans, Merry and White

12 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Sanders, Councillor De'Ath and Councillor Goddard.

13 : DECLARATIONS OF INTEREST

No declarations of interest were received.

14 : MINUTES

The minutes of the meeting on 24 May 2016 were agreed as a correct record and signed by the Chairperson.

15 : WHEN I AM READY (WIR) SCHEME PRESENTATION

The Chairperson welcomed Eleri John (Specialist Services) to the meeting. The Officers was invited to deliver a presentation on the scheme.

The Chairperson thanked the Officer for her presentation. Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows.

- Members sought clarification of the position should a young person not want to remain in foster care. Officers and were advised that young people can go into supported lodgings at the age of 16 years and those homeless can also go into supported lodgings.
- Whilst is clear is that one model does not fit all and consideration is being given to creating a preparation programme to assist young people making the transition.
- Members queried whether the WIR scheme was open to those young people currently in residential care and were advised there can be a move to foster care and then WIR.

RESOLVED: To note the content of the report and presentation.

16 : QUARTER 1 COMPLAINTS & COMPLIMENTS REPORT 2016-17

The Chairperson welcomed Irfan Alam (Assistant Director, Children's Services) to the meeting who presented the report, the purpose of which was to enable the Committee to understand the factors that impact on outcomes for children in need and looked after children and also to enable them to consider opportunities for improving those outcomes.

The Chairperson thanked the Officer for the presentation. Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members expressed concern that one of the ongoing complaints is that calls are not being returned by Social Workers. Officers advised that a system is in place whereby the Duty Social Worker should return calls if the Social Worker or Personal Advisor is not available. Currently an extension to the notice period of Senior Social Workers and Team Managers is being canvassed to help maintain the level of staffing and staff are advised to notify young people if they are taking annual leave or are leaving. Officers also advised that all young people will be provided with the contact numbers they require to be able to make contact.
- Elly Jones suggested a consultation with young people in relation to their dealings with both Social Workers and Personal Advisers.
- Members requested an explanation of what is meant by mobile working. They were advised that staff would have access to portable devices; a laptop or tablet and a mobile phone, they would be able to access desk space in the office when required which will lead to a more efficient and flexible way of working.
- Elly Jones queried who is responsible for ensuring that complaints continue to be dealt with when the Complaints Officer is absent, despite having being reassured by staff previously that there is a system in a place. Officers advised that an independent review is being conducted, officers also have to provide managers with a monthly spreadsheet of complaints to ensure that all information is accurately captured and complaints investigated.

RESOLVED: To note the content of the report.

17 : QUARTER 1 PERFORMANCE UPDATE & ANNUAL OUTTURN

The Chairperson welcomed Irfan Alam (Assistant Director, Children's Services) to the meeting who presented the report.

The Chairperson thanked the Officer for his presentation. Members were asked to comment or raise questions on the information received. Those discussions are summarised as follows:

- Members had been provided with examples of indicators that had declined during the year as percentages and asked for the actual figures be provided.
- Officers advised that there remained some recording issues one of which was the registration of looked after children with a General Practitioner.
- Members queried the vacancy position for Social Workers, and were concerned to note that, whilst it remains reasonable stable, it is still quite high at 23%.

RESOLVED: To note the content of the Report.

18 : EDUCATION ITEM/UPDATE

The Chairperson welcomed Nicola Holder, Achievement Service to the meeting to deliver a presentation summarising the recent Estyn Report in relation to the raising of attainments, achievements and aspirations of children who are looked after in Wales.

Members were pleased to receive the presentation and noted the positive references to the work undertaken by authority.

19 : NYAS CHILDREN'S SERVICES QUARTERLY REPORT

The report and appendices were not for publication in accordance with paragraphs 12 and 13 of Part 4, and paragraph 21 of Part 5 of Schedule 12A, Local Government Act (as amended).

Elly Jones, (Project Leader, National Youth Advocacy Service) was in attendance to present the report and to answer Members questions.

RESOLVED: To note the information contained in the Regulation 32 Report

20 : REGULATION 32 REPORT

The report and appendices were not for publication in accordance with paragraphs 12 and 13 of Part 4, and paragraph 21 of Part 5 of Schedule 12A, Local Government Act (as amended).

Debbie Martin-Jones (Operational Manager, Specialist Services) was in attendance to present the report and to answer Members questions.

RESOLVED: To note the information contained in the Regulation 32 Report

21 : DRAFT ACTION PLAN FROM ANNUAL REPORT

Members discussed the draft action plan which had been produced as a result of recommendations from the Corporate Parenting Advisory Committee Annual Report.

It was noted that a letter would be written to Dr Clare Bull and 2 young people would be invited to the next meeting of the Committee on 22 November 2016.

22 : WORK PROGRAMME/MEMBER VISITS

Members noted the schedule of visits arranged.

23 : DATE OF NEXT MEETING

The next meeting of the Corporate Parenting and Advisory Committee is 22 November 2016.

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