

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



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

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

Copy to team, establishment, manager, worker, etc

Date: 13.8.18

Visitors Position and Signature



Councillor Fenella Bowden

Date Sent to Manager of Setting: