

Shifting the Balance of Care - Place

What's Working Well	What We Are Worried About	What We Need To Do To Make The Necessary Change
Interventions Hub	Loss of Rapid Response Team	Reconsider placement of Rapid Response staff in the Interventions Hub
Family Group Conferences (FGC) – where used	Consistency of use of FGC Capacity to respond to FGC referrals	Embed use of FGC
Reunification process and dedicated team	Improved outcome focus for Reunification Framework required	Embed Reunification framework across service Develop guidance for families in relation to all processes
Increase in kinship arrangements	Ability to complete Viability Assessments in timeframe	Do parenting assessments earlier in the process
Increase in use of Special Guardianship Orders (SGO) and timeliness of process	Consistency of approach across the service Timeliness of kinship to SGO conversions	Support packages for carers wanting to step down to SGO Embed kinship to SGO framework
Family Drug and Alcohol Court (FDAC)	Arrangements for FDAC when pilot ends	Plan for end of FDAC pilot
Discharge of Care Orders for children Placed With Parents		
Foster carer recruitment strategy and campaign, and support for in house carers	Length of time taken to recruit foster carers and lack of carers for children with exploitation concerns	Upskill existing carers Targeted recruitment campaign Review offer to in house carers
Increased in house residential provision	Sufficiency of accommodation Use of residential care for younger children Use of unregulated placements	Develop support for families to reduce use of residential care Develop in house services
Adoption good practice – and timeliness in particular		
	Impact of out of area placements on families and likelihood of children going missing	



Shifting the Balance of Care – People / Workforce

What's Working Well	What We Are Worried About	What We Need To Do To Make The Necessary Change
Reduction of permanent social worker vacancy rate	Decline in applications to social work degree course Staff turnover Recruitment and retention of experienced social workers and business support Timeliness of recruitment process, e.g. DBS Different pay scales across Wales Media portrayal of social work profession Pressure on social workers / no time to pause and reflect Unallocated cases and impact on children and other teams Changes of social worker	Team building days Review offer to staff / rewards Consider structure of support services Improve comms and share good news stories Increase use of other roles and ensure prudent social work Improve engagement
Developing opportunities with universities		
OM and social worker resource assistants	Clarity around role / remit	Improve consistency of approach across service
Social Work Assistants (SWA)	Complexity of cases held by SWAs	Triangulation / learning loop
Use of technology / hybrid working	Availability of informal support when working from home Level of face to face interaction with children	Agree hybrid working model requirements for teams
Induction Support for newly qualified social workers / practice leads Principal social workers	Induction	Improve consistency of induction across the service
Supervision / reflective discussions	Supervision	Ensure consistency of supervision across the service
Locality working	Awareness of other service provision – e.g. Housing and charities Are we creative enough or too risk averse ?	Improve communication Produce an A-Z of services. Workshops for teams to showcase what they do Develop / improve links with other services – e.g. Money Advice Team Community profiling
	Overspend Cost of care and support for children with disabilities	Take accountability for spending, follow process, improve financial modelling



What's Working Well	What We Are Worried About	What We Need To Do To Make The Necessary Change
	Expertise in service to respond to specialisms - loss of 11+ service / UASCs	Upskill workforce
	Impact of complexity Understanding of thresholds Need for emotional support for staff / vicarious trauma	Develop resilience of workforce
	Transfers from Intake & Assessment to localities	Review transfer policy
	Delay with Eclipse	Continue work with provider
	Developing Health & Safety – e.g. lone working	Ensure lone working reflects hybrid model Complete roll out of lone working devices whole service
	Work required on buildings	Continue work with corporate colleagues



Shifting the Balance of Care – Practice

What's Working Well	What We Are Worried About	What We Need To Do To Make The Necessary Change
Mind of My Own app - where implemented	Consistency of implementation of Mind of My Own app	Raise awareness and continue implementation.
Safeguarding Adolescents From Exploitation (SAFE) Model and exploitation toolkit	Loss of expertise in localities and sharing of intelligence	Raise awareness of SAFE Continue work with partners re: information sharing
Transition to adulthood	Transition for young people who have experienced exploitation Supporting young people to stay where they are post 18 Transition for young people with substance misuse issues	Ensure transition process considers future risks Improve involvement of young people in future planning Develop links with other councils to support young people to stay out of area
Joined up working with Youth Justice Service (YJS)	Rise in knife crime Exclusions and disenfranchised children	Develop partnership response Develop YJS links with early help Weapons awareness Develop links with youth clubs
Care planning	Current care plan template Permanence / drift Delay in developing pathway plans	Improve care plan for Eclipse Apply systems that are in place
Engagement with young people / hearing voice of child	Participation of children in meetings where parents are / may be in attendance	Consider role of Education in core groups
Child Health & Disability Needs Panel	Too many panels	Streamline panel processes Develop process maps
Relationships with parents in difficult circumstances	Awareness of what information can / cannot be shared	Review terminology, e.g. "parenting support" Therapeutic support for parents Whole family approach
Trauma Informed Practice training	Trauma Informed Practice training Time to attend training	Develop structure of training, including provision of workflows Improve consistency of approaches across service
Reviewing Hub	Placement breakdowns	Increase / improve training and development opportunities for foster carers Improve chronologies Improve timeliness of visits
Advocates	Understanding of Active Offer of Advocacy and use of terminology "issue based"	Review process for arranging advocacy



What's Working Well	What We Are Worried About	What We Need To Do To Make The Necessary Change
	Internet and social media	Empower parents re: online safety
	Timeliness of life story work	Improve consistency across service
	Waiting lists for CAMHS / Enfys Length of Enfys forms	Improve process to access services
	Data sharing	Systems need to talk to each other

