

Record of Staff Consultation

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 |
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| 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 |

