

Appendix 2

Local Authority Social Services Annual Report 2022/23 Cardiff Council

Appendix 2 - Overview of Challenge / Consultation

Feedback	Response	Amendment
Scrutiny		
I think the presentation of the headings/priorities diagrams is useful and helps set the scene for the rest of the chapter	Noted.	N/A
I think the typeface/font in the adult sections service is helpful in identifying what each of the paragraphs is covering	Noted.	N/A
I do think some of the challenges is not always immediately obvious and can be lost in the narrative sometimes – sometimes the priorities and challenges achieving those priorities aren't always clearly linked.	Agree that the structure of the report does not enable us to set out our evaluation in the way that we would prefer. We are in the process of responding to a national consultation regarding changes to the report going forward – and we will include this feedback about the importance of connectivity between challenges and priorities in our response.	N/A
Partnership working is sometimes lost in the narrative.	We agree that reflecting the partnership working that we do on the ground to meet people's needs is critical – this is reflected in the relevant sections of the report. There is a proposal for a separate section to address “partnership and integration” in the new format, however there is a danger that this will duplicate the content of other chapters in the report.	N/A
I think the priorities section should be moved upwards in the document.	These are the priorities for 2023/24 and follow the evaluation of 2022/23 so, on reflection, will remain where they are currently placed. For future reports we will consider how we can better structure this within the constraints of the new national format.	N/A

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Trade Unions		
It was really emotive to hear stories about how Young People have benefitted from the care of our staff and it would be good to include similar messages for adult services – as I know now there has also been a really big focus on supporting adults particularly with dementia which must have a hugely positive impact on families caring for relatives.	Further information regarding dementia and case studies added.	p.35
Staff		
We thought it was well written, easy to read and very informative! One person feedback that it would have been good to include how each of the priorities were to be met. I explained that there is an alignment with these priorities and the DDP but this may not have been obvious from the report so may be worth including something about how these priorities will be taken forward and monitored.	Addition to report made to clarify – via quarterly reporting to the Council’s Senior Management Team and Scrutiny Committees.	p.2
We felt it was factually correct, achieved the right balance between identifying what went well balanced against the areas that we need to improve on / areas for further development.	Noted.	N/A
The report appropriately identifies examples of positive partnership working.	Noted.	N/A
Yes – for Adult Services, the areas of improvement reflect the key priority areas that we know we have to address this year and they are summarised appropriately providing enough information so that it is clear what we need to do.	Noted.	N/A
Yes and they align with our DDP objectives	Noted.	N/A
Overall it’s well presented – a good balance with narrative, diagram and	We understand the perspective, however, the young people that we	

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<p>a lovely use of photographs. It's nice that there is a mixture of stock photographs and photos from our services. The only one that I think may need reviewing is the one of the child on P43 – all of the other photos are very upbeat and provide a positive image but this one seems a bit out of place as it doesn't portray a positive image. It made for a very enjoyable and informative read!</p>	<p>work with have experienced significant trauma, so we think it is important that the report reflects this.</p>	
Children and Young People		
<p>The report has been very well put together and the young people required some explanation about some of the terminology used, but on the whole felt that it was written very clearly. A dyslexic young person was very happy with the format of the report, lay-out and presentation of the report and the PowerPoint presentation.</p>	<p>Noted.</p>	<p>N/A</p>
<p>There should be information about how and to whom Children's Services will be held accountable for the completion of the objectives.</p>	<p>Addition to report made to clarify – via quarterly reporting to the Council's Senior Management Team and Scrutiny Committees.</p>	<p>p.2</p>
<p>The CYP were positive about all of this information and in particular were very encouraged by the reduction in children being convicted for criminal offences. The increased number of children who returned or remained home and are cared for within their families was also a highlight.</p>	<p>Noted.</p>	<p>N/A</p>
<p>In relation to children remaining with their families it was felt strongly that Children's Services should do more to support young parents with parenting skills and that this should be an important part of future priorities.</p>	<p>Agreed – work to be done to raise awareness of Parenting Service in Early Help and how to refer young parents to them for support.</p>	

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It would be good to have further information about actions to be taken to address the points in this category [Key Risks & Challenges].	Further detail is included in the Directorate Delivery Plan.	N/A
There was disappointment but also not surprise that mental health continues to be a challenge due to the trauma that usually leads to involvement of Social Services.	Noted.	N/A
To address the negative representation of Childrens Services there was a suggestion that there is a campaign to raise awareness in the media and local communities of positive outcomes related to intervention by Childrens Services.	Work with Council Comms team to be undertaken.	N/A
Aiming for a higher number of adoptions can be negative due to young people having their children removed permanently and adopted when they may not have been given the support that could have produced a positive outcome for the parent.	We always strive to keep children within their family network; when this isn't possible we aim to find alternative homes for those children to ensure they have stability and somewhere safe and nurturing to live. When children are very young this is often achieved via adoption and we try our best to make sure those children find forever families as quickly as possible. We agree completely that there shouldn't be targets set for the number of children adopted.	N/A
There should be further emphasis on the positive work completed by Children's Services.	Work with Council Comms team to be undertaken.	N/A
Mental Health concerns are linked to the majority of negative issues experienced by young people such as a lack of employment and struggling to live independently. Therefore if more resources were put into mental health it would decrease the need for Childrens Services to be involved in the lives of so many children and young people. This would also mean that less people had need to access	We are working closely with colleagues in Health to improve pathways for referrals so people are able to access support with mental health as early as possible and at the right time. However, this remains an area of very significant challenge with increasing demand and complexity.	N/A

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Adult Services for mental health concerns.		
The category of “Trauma Informed” felt like a very positive inclusion and the acknowledgement of the effects of trauma was appreciated. There was emphasis on the fact that care experience and the trauma relating to it can last far into adulthood.	Noted.	N/A
Children’s Services should be advocating with the Government for those who fit into the NEET category. Low wages make it very difficult for young people to come off benefits, “you get less money than you get on benefits”.	Advice is available from the Money Advice Line [029 2087 1071]. You can also contact the Into Work Team via the online form available here: Get in touch - Into Work (intoworkcardiff.co.uk) and the Money Advice Team via the online form available here: Contact us - Cardiff Money Advice Service . These services work to ensure that people are helped into better employment and supported to secure in-work benefits. The Personal Advisor Service has recently transferred to Adult Services to improve links between these services.	N/A