



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Panel Perfformiad Craffu - Gwasanaethau Plant a Theuluoedd

Lleoliad: Cyfarfod Aml-Leoliad - Siambr y Cyngor, Neuadd y Ddinas / MS Teams

Dyddiad: Dydd Llun, 22 Mai 2023

Amser: 3.00 pm

Cynullydd: Y Cynghorydd Paxton Hood-Williams

Aelodaeth:

Cynghorwyr: A M Day, K M Griffiths, Y V Jardine, S M Jones, E T Kirchner, W G Lewis a/ac C L Philpott

Agenda

Rhif y Dudalen.

- 1 Cadarnhau Cynullydd**
- 2 Ymddiheuriadau am absenoldeb**
- 3 Datgeliadau o fuddiannau personol a rhagfarnol**
www.abertawe.gov.uk/DatgeluCysylltiadau
- 4 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 5 Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 9**
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 6 Cwestiynau gan y cyhoedd**
Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eite mau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.
- 7 Adroddiad Blynyddol am Gwynion i'r Gwasanaethau Plant a Theuluoedd 2021-22** **10 - 44**
Sarah Lackenby, Pennaeth y Gwasanaethau Digidol a Chwsmeriaid
- 8 Cyflawni Blaenoriaethau Corfforaethol / Ymrwymadau Polisi mewn perthynas â'r Gwasanaethau Plant a Theuluoedd** **45 - 52**

Gwahoddwyd:

Louise Gibbard, Aelod y Cabinet dros Wasanaethau Gofal

David Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol

Julie Davies, Pennaeth y Gwasanaethau Plant a Theuluoedd

9 Adolygiad Panel y Flwyddyn 2022-23

53 - 55

Cyfarfod nesaf: Dydd Mawrth, 20 Mehefin 2023 am 4.30 pm



Huw Evans

Pennaeth y Gwasanaethau Democrataidd

Dydd Llun, 15 Mai 2023

Cyswllt: Liz Jordan 01792 637314

Agenda Item 5



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Child & Family Services**

Multi-Location Meeting - Gloucester Room, Guildhall / MS

Teams

Tuesday, 7 March 2023 at 4.30 pm

Present: Councillor P R Hood-Williams (Chair) Presided

Councillor(s)

W G Lewis
E T Kirchner

Councillor(s)

C A Holley

Councillor(s)

Y V Jardine

Co-opted Member(s)

T Beddow

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Julie Davies
Phillipa Elliott
Amy Hawkins
Liz Jordan
Kelli Richards
Helen Williams

Head of Child & Family Services
Youth Justice Practice Manager
Head of Adult Services & Tackling Poverty
Scrutiny Officer
Principal Officer – Early Help and Single Point of Contact
Principal Officer – Adolescent and Young People Services

Apologies for Absence

Councillor(s): A M Day, K M Griffiths, S M Jones and C L Philpott

1 Disclosure of Personal and Prejudicial Interests

No disclosures of interest were received.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the minutes of the meeting on 24 January 2023 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Update on Support for Carers

Cabinet Member and relevant officers attended to update the Panel on this issue and answer questions.

Discussion Points:

- Officers suggested Panel receive a presentation by young carers in the future.
- Panel queried geographic spread across Swansea of caring need and how it links to facilities and accessibility of services. Heard in terms of young people, geographical data is not currently available but would be beneficial to collect. However, there is a young carers ID scheme and looking to create some sort of list or register within each school which will help the service understand geographically if there is any difference between one part of Swansea and another. In terms of adults, geographical spread of caring needs is not currently mapped.
- Panel noted 96 assessments currently open, and queried what stage these assessments are at and if the same assessments are available for adults. Heard the timescale for a carers assessment in CFS is the same as a single assessment, that is 42 days from point of referral. Adult Services is very similar to CFS in terms of questions in carers assessment but no requirement for timescales.
- Panel queried if Service is satisfied the majority of carers is being picked up. Heard in Adult Services a high number of carers are being identified but a high number of these do not take up the offer of a carers assessment. In terms of CFS, they do not think they have identified the majority, but it is something they are continuing to progress.
- In terms of respite, Panel wanted to know if the Service is able to provide as much as it would like, and how it is provided. In terms of adults, heard they have not been able to catch up with the backlog from the pandemic but they are providing residential respite and since the pandemic have been able to provide more and more weeks of availability in internal care homes. For CFS, there are also a range of different options available for carers and parents.
- Panel queried is there is a definition of a carer. Definitions will be shared with the Panel following the meeting.

Actions:

- Presentation by young carers to be scheduled on future work programme.
- Definitions of carer to be shared with the Panel.

6 Performance Monitoring

Julie Davies, Head of Child and Family Services briefed the Panel on the Performance Monitoring Report for December 2022 and answered the Panel's questions.

Discussion Points:

- Numbers of looked after children are likely to rise due to concerns with some children being able to remain safely at home and it is becoming harder to recruit foster carers due to the cost of living crisis and Welsh Government's Eliminate Programme causing disruption.
- Regarding staff vacancies, two areas continue to present concerns – Early Help and Care and Support Services. Area teams have a high number of social work vacancies, some of which are covered by alternatively qualified staff. The Service currently has a low number of agency workers and there is a growing interest in the social work academy.
- Panel queried if there was concern about an increase in the numbers registered previously on the child protection register and heard it is normally due to circumstances having changed.
- Panel noted number of adoptees is increasing. Heard there has been an increase in number of children getting placement and care orders and being adopted, and an increase in number of unborns who have then been placed for adoption.

7 Briefing on Youth Offending Service

Officers updated the Panel on progress since the inspection in October 2021, when the service required improvement, recommendations have now been actioned and the Service has a full complement of staff.

Discussion Points:

- Panel queried if a young person's journey might be seen as the transition to adulthood problem. Heard a huge focus of the Service's work is thinking about the future and what it will look like for an individual post-18 as they do not want a young person to stay in a cycle of offending. In order to understand this, any young person who comes through the Service has a holistic assessment undertaken.
- Panel asked when the transition to adulthood begins and was informed can't know when the transition to adulthood starts as different for every child, but the Service can learn lessons from what it knows and can maybe avoid for lots of young people.
- Currently some wards have problems with off road bikers and Panel wanted to know what can be done. Heard that if a young people cannot be identified it is difficult to work directly with them. If the police are aware of who they are, there are avenues to refer them to the Youth Justice Service on a prevention basis.
- Panel noted there is funding for more training for staff to work with youngsters who are committing sexually violent behaviours. Informed the funding mentioned is not specifically to deliver training around this issue but if the Service identified a young person who is presenting behaviours they are concerned about, they would look to support that young person in the best way possible.
- Panel felt overall things are moving forward and will look at performance figures more closely next time it receives an update so the Service can demonstrate this.

8 Work Programme Timetable 2022-23

Panel considered the work programme and noted items for the next meeting.

The meeting ended at 6.10 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

BY EMAIL

cc Cabinet Members

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 29 March 2023
Dyddiad:

Summary: This is a letter from the Child and Family Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 7 March 2023. It covers Support for Carers, Performance Monitoring and Youth Offending Service.

Dear Cllr Gibbard

The Panel met on 7 March 2023 to receive an update on Support for Carers including Assessments, the Performance Monitoring Report for December 2022 and a briefing on the Youth Offending Service.

We would like to thank you and relevant officers for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Update on Support for Carers

Amy Hawkins, Head of Adult Services and Tackling Poverty, Julie Davies, Head of Child and Family Services and Kelli Richards, Principal Officer Early Help and Single Point of Contact attended to present this item and answer the Panel's questions. Members of the Adult Services Panel were also invited to attend for this joint item.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE
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I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

We noted officer's suggestion to receive a presentation by young carers in the future and will add this to the future work programme.

We queried the geographic spread across Swansea of caring need. We were interested in how it links to facilities and accessibility of services, and queried if the age profile is linked to schools. We heard, in terms of young people, this geographical data is not currently available but would be beneficial to collect. However there is a young carers ID scheme, which started a couple of years ago with funding from Welsh Government. If young carers agree to be identified, it gives information of young carer by school. We noted you are also looking to create some sort of list or register within each school which will help the service understand geographically if there is any difference between one part of Swansea and another. In terms of adults, we heard that geographical spread of caring need is not currently mapped.

We noted 96 assessments are currently open in Child and Family Services (CFS), and queried what stage these assessments are at and if the same assessments are available for adults. We heard the timescale for a carers assessment in CFS is the same as a single assessment, that is, 42 days from point of referral. From there a plan is developed and is reviewed every 8 weeks as a minimum. From Adult Services perspective, it is very similar to CFS in terms of questions in the carers assessment, but it does not have the same timescale as it is not a requirement, but you try and do them in a timely manner.

We asked if you are satisfied that the majority of carers are being picked up. We heard that in Adult Services a high number of carers are being identified, but a high number of those identified do not take up the offer of a carers assessment. In terms of CFS, you do not think you have identified the majority, but it is something you are continuing to progress. For parent carers of children, because an active offer is now being made at the front door the reach is greater. However, same as for Adult Services, sometimes parent carers decline the offer for varying reasons. We feel it is very important to reach as many as possible.

In terms of respite, we wanted to know if the Service is able to provide as much as it would like, and how it is provided. We heard that for adults there are numerous different offers, you are providing residential respite and since the pandemic have been able to provide more and more weeks of availability in internal care homes. You also commission some services, with some grants available for this, and a day service is provided by the Carers Centre. For CFS, we heard there are also a range of different options available for carers and parents, but more could be done if more funding was available and there are also things communities can do for themselves.

We queried if there is a definition of a carer and were informed that young carers have come up with a definition for themselves as part of the work with YMCA. For adults the West Glamorgan Partnership has a definition which has been co-produced and there is one under the Social Care and Wellbeing Act. Officers agreed to share these with the Panel.

Performance Monitoring

Julie Davies, Head of Child and Family Services briefed us on the Performance Monitoring Report for December 2022 and answered questions.

We heard numbers of looked after children are likely to rise due to concerns with some children being able to remain safely at home and that it is becoming harder to recruit foster carers due to the cost of living crisis and Welsh Government's Eliminate Programme causing disruption.

Regarding staff vacancies, we were informed that two areas continue to present concerns – Early Help and Care and Support Services. We heard that area teams have a high number of social work vacancies, some of which are covered by alternatively qualified staff. We were pleased to hear the Service currently has a low number of agency workers and there is a growing interest in the social work academy. We had expressed concern at a previous meeting about numbers of agency staff and were pleased to see a big improvement since then.

We queried if you had concerns about an increase in the Numbers Registered Previously on the Child Protection Register and heard it is normally due to circumstances having changed, there may have been another child or one of the parents got into another relationship etc.

We noted the number of adoptees is increasing and heard there has been an increase in the number of children getting placement and care orders and being adopted, and an increase in the number of unborns who have then been placed for adoption. We were pleased to hear you are seeing more interest in people becoming adopters.

Youth Offending Service

Helen Williams, Principal Officer Adolescent and Young People Services attended to update the Panel on progress since the inspection in October 2021, when the service required improvement. We heard that the recommendations have been actioned and the Service now has a full complement of staff. Phillipa Elliott, Youth Justice Practice Manager also attended for this item.

We queried if a young person's journey might be seen as the transition to adulthood problem and the many signs that tell us there is a need for certain actions and support to turn them into reasonably good citizens. We heard a huge focus of the Service's work is thinking about the future and what it will look like for an individual post-18. In order to understand this, any young person who comes through the Service has a holistic assessment undertaken.

We asked when the transition to adulthood begins and heard that as a Service you are trying to map a young person's case from the day they were born or known to a service to develop a chronology over time, and from that pick out opportunities where you could have intervened better. We heard the beginning of the transition to adulthood is different for every child, but lessons can be learnt from what you know and can maybe avoid for lots of young people.

We asked about youngsters and the risk of offending as currently some wards have problems with off road bikers. We wanted to know what can be done about children out there on the road at risk and causing problems. We heard that if the young people cannot be identified it is difficult to work directly with them. However, if the police are

aware of who they are, there are avenues to refer them to the Youth Justice Service on a prevention basis and you also receive referrals through Child and Family Services.

We noted there is funding for more training for staff to work with youngsters who are committing sexually harmful behaviours and heard that over the last few months there has been an increase in offences related to this and that this is not typical. We were informed the funding mentioned is not specifically to deliver training around this issue but if a young person who has come to the service is presenting behaviours you are concerned about, you would support that young person in the best way possible. We heard you are looking to develop confidence within the staff group so you can work with these young people effectively and that you do outreach work in schools and deliver programmes about the work you do to try and raise awareness.

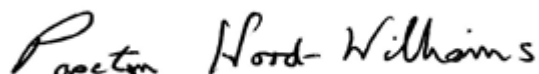
We feel that overall things are moving forward and will look at performance figures more closely next time we receive an update so the Service can demonstrate this.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, please provide a formal written response by 19 April 2023 to the following:

- Definitions of carer to be shared with the Panel.

Yours sincerely



PAXTON HOOD-WILLIAMS
CONVENER, CHILD & FAMILY SERVICES SCRUTINY PANEL
CLLR.PAXTON.HOOD-WILLIAMS@SWANSEA.GOV.UK

Cllr.Paxton Hood-Williams

By E-mail

Please ask for: Councillor Louise Gibbard
Direct Line: 01792 636141
E-Mail: cllr.louise.gibbard@swansea.gov.uk
Our Ref: LG/WN
Your Ref:
Date: 27th April 2023

Dear Cllr. Hood-Williams,

Thank you to the Panel for your invitation to talk about the important topic of carers at the Child and Family Services Scrutiny meeting held 7th March, and thank you for the letter which followed, dated 29th March. I apologise for the lateness of my response which was delayed due to leave over the Easter period. The key issue on which you asked for further information was a definition of a “carer”.

The West Glamorgan Carers’ strategy, which was developed co-productively with carers, states that a carer” is “a person who provides, or intends to provide care for an adult or disabled child”. The term “carer” can be associated with paid professionals who provide care to people. Unpaid carers are usually family or friends that give their time to support a person who need support. However, “unpaid” does not necessarily mean that they do not receive any financial support for carrying out this role. Some carers can claim allowances and benefits to support them.

In addition to this, a young carer is someone under the age of 18 who provides or intends to provide care to someone due to a disability, long term illness, mental health condition or dependence on substance use. This definition was developed by young carers themselves.

I hope this answers your question sufficiently, if you have any further queries please do not hesitate to contact me.

Yours faithfully,



Cllr. Louise Gibbard
Cyd-aelod y Cabinet dros Gwasanaethau Gofal
Cabinet Member for Care Services

Agenda Item 7



Report of the Cabinet Member for Care Services

Child and Family Services Scrutiny Performance Panel – 22nd May 2023

COMPLAINTS REPORT 2021-22

Purpose	To present the Annual Complaints Report for 2021-22
Content	This report provides a summary of complaints performance across both Corporate and Social Services including complaints, comments, and compliments.
Councillors are being asked to	Discuss the Council's complaints performance for 2021-22 and the comments and compliments received from service users
Lead Councillor	Cabinet Member for Care Services – Councillor Louise Gibbard
Lead Officer	Sarah Lackenby
Report Author	Sarah Lackenby
Legal Officer	Debbie Smith
Finance Officer	Ben Smith
For Information	

1. Introduction

- 1.1. This report highlights the number of complaints received by the Council and the Public Services Ombudsman Wales (PSOW) during 2021-22.
 - 1.2. The Council recognises that complaints are a valuable resource, helping us to understand the needs and concerns of members of the public and to improve services. All complaints are taken very seriously and provide valuable customer insight.
- 1.1 The impact of the pandemic on services continued to be seen throughout 2021-22, including:
- The increased complexity of cases across all Social Services teams
 - Recruitment pressures across social care leading to staffing issues with providers
 - The reduction of available staff due to sickness absence
 - A delay in launching the new IT system, as the Council prioritised payments and support to residents and businesses. The new system will make the process easier for the public and more efficient for staff with improved reporting functionality. The aim is to go live with staff trained for the start of the new financial year, starting with Corporate Complaints.

2. Requests for Service (RFS)

- 2.1 A request for service is not a complaint (e.g., a request for service could be a request to repair an unlit lamp post, or missed bin collection). A complaint would only arise should the request for service not be properly dealt with.

3. Corporate Complaints

Appendix 1 contains all statistical tables referring to corporate complaints, comments, and compliments in this report.

- 3.1. Stage 1 Complaints (informal)
Informal complaints are defined as Stage 1 complaints and are dealt with by the relevant service areas. When a complaint spans several different service areas, the Complaints' Team will coordinate the handling of the complaints and provide a single, substantive response. All stage 1 complaints should be responded to within 10 working days.

1,274 Stage 1 complaints were received (see Appendix 1), which is an increase of 8% compared with the previous year (1,274 compared to 1,171 in 2020 - 2021).

3.2. Stage 2 Complaints

If a complainant is dissatisfied with the outcome of a Stage 1 complaint, they may request that the matter be investigated by the Complaints' Team, which is independent of the service department.

The Complaints Team will carry out an investigation, re-examining those issues with which the complainant remains aggrieved. This investigation will include a review of all relevant correspondence, often incorporates separate discussions with both the complainant and relevant officers from the service department(s) concerned, and should be responded to within 20 working days.

Complainants who remain unhappy with the outcome of the Stage 2 investigation by a Complaints Officer can refer their complaint to the Public Services Ombudsman for Wales (PSOW).

Of the 1,274 Stage 1 Complaints received only 154 (12%) disagreed with the original investigation and appealed to Stage 2. 115 (74%) were not justified and 25 (16%) were either justified or partially justified. In addition to this, six were not pursued and eight were withdrawn.

3.3. Welsh Language Complaints

Seven (0.55%) of the corporate complaints received were made through the medium of Welsh, or related to Welsh Language issues. All of these were handled at stage one and none escalated to stage two.

3.4. Comments

The "Comments" section relates to cases where an individual has made a comment regarding a service as opposed to a complaint, which is then passed on to the relevant service unit for information. These comments may be negative or positive. Examples of comments and compliments have been included in the appendices. 31 corporate comments were received, which is a 38% increase compared with 19 for the previous year.

3.5. Compared to the previous year:

- Stage 1 complaints increased by 8% (1,274 compared to 1,171 in 2020 - 2021) of which 407 were justified
- Stage 2 complaints increased by 16% (154 compared to 129 in 2020-21) of which 25 were justified
- Requests for service increased by 24% (851 compared with 644 in 2020-21)
- The Council received 38% more comments (31 compared with 19 in 2020-21).

4. **Social Services Complaints**

Appendix 2 (Adult Services) and Appendix 3 (Child & Family Services) contain further details referring to Social Services complaints, comments, and compliments in this report.

- 4.1. Swansea Council's Social Services complaints procedures seek to empower service users, or those eligible to speak on their behalf, to voice their concerns in relation to the exercise of Social Services functions. The Social Services Complaints Policy can be viewed online at: <https://www.swansea.gov.uk/sscomplaints>
- 4.2. Swansea Council's Social Services teams are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.
- 4.3. Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.
- 4.4. Where someone has been deemed 'not eligible' to utilise the social services complaints procedure in accordance with guidance/legislation, their complaints may be dealt with under the corporate complaint procedure. This ensures that everyone is able to voice their concerns and that a complaints mechanism is accessible to everyone.
- 4.5. For Adult Services, the total number of Stage 1 complaints received this year increased by 11% in comparison with figures for the previous year (139 compared with 123 for 2020-21). Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints this year has increased from 10 to 11.
- 4.6. For Child and Family Services, the number of Stage 1 complaints received this year has decreased by 19% compared to the previous year (114 compared with 141 for 2020-21). Fifteen of which were justified. Under the Social Services complaints policy, both the old and new legislative framework allow complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints this year has reduced to six compared with seven in 2020-21.
- 4.7. The number of justified complaints in Adult Services increased by 53% (20 to 43) in 2021-22. The majority of these are related to delays in arranging assessments or packages of care due to staff pressures, including in external providers.

5. Cases reported to the Ombudsman

- 5.1. Should a complainant remain dissatisfied following completion of the two internal complaint stages, they can take their complaint to the Ombudsman's office for independent investigation.

- 5.2. The Ombudsman publishes an Annual Report and sends an annual letter to the Council every year. Full details of this report and letter for Swansea Council for 2021-22 can be viewed at Appendix 4.
- 5.3. In summary, Appendix 4 shows the Ombudsman received 71 complaints. This is a slight decrease (2.7%) compared with 73 in 2021-22.
- 5.4. Some Ombudsman complaints can carry across different financial years. 76 Ombudsman complaints were closed in 2021-22, ten of which received intervention including: six early resolution / voluntary settlement and four which were upheld. There were 73 Ombudsman complaints in 2020-21, nine of which received early intervention including: five early resolution / voluntary settlement and four which were upheld.

6. Service improvements

- 6.1. Lessons can be learned from complaints received where complaints are upheld. Redress measures have included the issuing of apologies, small payments, additional training for staff, and the introduction of new procedures.
- 6.2. Where a complaint was upheld by the PSOW, the findings were discussed with the Head of Service and relevant Principal Officer. The Complaints Officer responded to the PSOW on the actions undertaken by Swansea Council and any lessons learned. Once actions were completed, the complaint was closed on the system, recording the outcome and any lessons learned
- 6.3. The Complaints Service receives an Internal Audit every three years to ensure it is undertaking its functions correctly. The last Audit took place in October/November 2019 and received a substantial rating.

7. Compliments

- 7.1. When compliments are received they are acknowledged and forwarded to the Head of Service for the relevant service area. A selection are highlighted for the staff newsletter, The Weekly. This has a positive impact on staff morale and allows departments to recognise good practices. Examples of the many compliments received are shown in the appendices.
- 7.2. 360 corporate compliments were received during 2021-22. Social Services compliments include 96 for Adult Services and 100 for Child and Family Services over the period.

8. Conclusion

- 8.1. Based on the statistical evidence provided, there are no trends to cause concern.

9. Financial Implications

- 9.1. During 2021-22, the Council spent £15,551 on complaints investigations in social services and paid £12,187 in financial redress. £8,600 of which relates to one case following a re-assessment. During 2020-21, the Council spent £22,700 on complaints investigations in social services and paid £3,633 in financial redress.

11. Legal Implications

- 11.1 There are no specific legal implications arising from this report.

Background papers: None

Appendices:

Appendix 1 - Corporate Complaints and Compliments 2021-22

Appendix 2 - Adult Social Services Complaints and Compliments 2021-22

Appendix 3 - Child and Family Services Complaints and Compliments 2021-22

Appendix 4 - PSOW Annual Letter 2021-22

Appendix 1: Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2021 to 31 March 2022 by Service Department

Service Area	Stage 1 Complaints 2020/21	Stage 1 Complaints 2021/22	Stage 2 Complaints 2020/21	Stage 2 Complaints 2021/22	Requests for Service 2020/21	Request for Service 2021/22	Comments 2020/21	Comments 2021/22
Commercial Services	0	0	0	0	0	0	0	0
Communications & Customer Engagement	23	45	0	2	8	19	1	3
Corporate Building & Property Services	187	170	9	16	27	47	0	2
Cultural Services	15	44	1	6	24	18	2	5
Economic Regeneration & Planning	34	54	19	19	16	25	1	0
Education	27	21	0	3	11	21	0	0
Financial Services	46	43	8	6	42	54	1	1
Highways & Transportation	296	277	44	55	176	279	5	4
Housing & Public Protection	204	260	30	32	158	153	4	4
HR & OD	8	3	1	0	1	5	0	0
Information & Business Change	0	1	0	0	4	1	0	0

Service Area	Stage 1 Complaints 2020/21	Stage 1 Complaints 2021/22	Stage 2 Complaints 2020/21	Stage 2 Complaints 2021/22	Requests for Service 2020/21	Request for Service 2021/22	Comments 2020/21	Comments 2021/22
Legal & Democratic Services	4	11	1	2	9	18	0	1
Poverty, Wellbeing & Communities	0	0	0	0	0	0	0	0
Waste Management & Parks	527	345	16	13	168	211	5	11
Totals	1171	1274	129	154	644	851	19	31

TABLE 2: Comparison of total enquiries received with the Previous Year

	1 April 2020 to 31 March 2021	1 April 2021 to 31 March 2022	Difference (+ or -)
Stage 1	1171	1274	+103
Stage 2	129	154	+25
Requests for Service	644	851	+207
Comments	19	31	+12

Table 3 – Examples of Compliments Received	
Teams	Compliments Received
Waste, Parks & Cleansing	Thank you so much for leaving unmown parts of Dunvant Park, the southern marsh orchid is beautiful and plentiful this year. Great job.
Cultural Services	An interesting selection of contemporary art with a really nice collection of more classic drawings and pottery. The cafe was brilliant and reasonably priced. Had a great time.
Education	None for Education last year
Highways	I would like to pass on the thanks of the committee of The Friends of De la Beche Park for the excellent job that has been done making the footpaths safe.
Libraries	I just wanted to express my appreciation and thanks for the 1st class service I have received from a member of the library staff in Killay, namely Lynne Joyce.
Revenues and Benefits	I have had to call Housing Benefit three times over the last few weeks, and each time Donna Marie has answered me, and dealt with the enquiry swiftly and easily, There is a wait for the service and she obviously has had to deal with a lot of people moaning, as I used to work there I understood how difficult her role is in these times, I did joke with her today and said is she the only one working down there as i have had her every time I have phoned!!
Housing	Please could you thank and praise the man from Swansea Housing Department Repairs who came yesterday afternoon to repair the garage door that had jammed and cable broken at Garage 13 Laurel Place. He came very quickly and rang me and made the repair. I was very impressed. I was worried in case the door fell on my car
Customer Services	I'd like to compliment Kim Bowden -Customer Services Advisor for her excellent customer service issuing my visitor parking permit. It wasn't clear on the form what your processing time was and I'd already requested my permit to start the next day thinking it would be an electronic doc I could print. Kim contacted me early morning with the option to collect from the reception desk which I was happy to do. A big thank you to Kim for her efforts and forward thinking. Much appreciated

APPENDIX 2: Adult Services Complaints and Compliments

1. Total Complaints received during the reporting period.

- 1.1 **Table 1** shows total complaints received by the complaint team for 2021-22 in respect of Adult Social Services with the previous three years of figures for comparison. The total number of Stage 1 complaints received increased by 11% in comparison with figures for the previous year.
- 1.2 Under the Social Services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Though efforts to resolve complaints internally are made wherever possible, the number of stage 2 complaints for 2021-22 increased from 10 to 11.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days. In 90.5% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, this is higher than the previous year at 82%.
- 2.2 Complaints have been broken down by individual service teams this year, in order to provide greater clarity on specific areas where complaints are being received.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent person is commissioned for a Stage 2 investigation and a formal report is produced. Finding resolutions and applying lessons learned is the prime objective of the complaint's procedure.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.
- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant. This may be due to the complexity of a case or where enquiries could be extensive. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services.

In 2021-22, two stage 2 investigations were subject to extended periods of time with the Director's consent.

- 3.6 Whether the complaint is upheld or not, staff maintain confidence and a good working relationship with the service user or their representatives. There have been 11 complaints taken to Stage 2 in this reporting period compared to the 10 last year. Of the 11 complaints taken to stage 2, three were not pursued. Below is a summary of stage 2 complaints which have been upheld.

3.7 **Summary of Stage 2 complaints**

Hospital social work team

Due to family disagreements a social work capacity assessment was carried out on the complainant's husband without notifying her. The reason for this was that other family members were alleging undue influence by her on the husband. This was found not to be the case and an apology was offered that she was not made aware of the visit to her husband until after it had been carried out.

Partially Justified

Lifeline

A relative complained that her mother who was living in warden controlled accommodation had activated her lifeline and had not received a response from lifeline. There was an ongoing fault from another unit, which came through just before her mother activated the alarm. As both calls come through from the scheme, the first call had to be dealt with before moving onto the next call, causing an additional line delay of 1.19 minutes.

Justified

Community Long Term Social Work Team

Two parts to this complaint, one in relation to the lack of a carer's assessment meant that complainant had unmet needs as a carer.

Justified

The second in relation to disability related expenses.

Not Justified

Direct Payments

The delay in direct payments being made to a service user's account caused financial hardship. The findings from the investigation were used to improve processes and procedures.

Justified

Direct Payments

Complaint in respect of the service user's Direct Payments being stopped. The stage 2 complaint process did not proceed as there was an ongoing criminal matter being investigated by the police who were prosecuting for fraud.

Concurrent investigation stage 2 process closed.

Financial Issues

Complainant's mother was sent an invoice after she had passed away. Complaint withdrawn.

Withdrawn

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at <http://www.ombudsman-wales.org.uk>

4.2 The council received 12 queries from the Ombudsman in relation to Adult Services. Eight of these were not investigated, two complaints were referred to health, one was referred to the Council to be investigated via Stage 2 of the complaint process and one is still ongoing.

5. Reasons for complaints and their outcome

5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.

5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 34.5% of complaints were justified/partly justified this year, an increase compared to last year at 27%.

6. Advocacy

6.1 Advocacy services exist to represent service recipients' views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure the welfare of clients with mental health and learning disability needs where capacity is compromised and provide signposting to other organisations providing such services for all clients.

6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

7.1 Adult Services have received in excess of 96 compliments over the course of the year. At the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment

process. Set out in **Table 5** are examples of some of the compliments which have been passed to the complaints team in relation to Adult Services. The individual staff members have been made aware of the compliments concerning them, as has the Head of Service. The Director of Social Services reported compliments throughout the pandemic via mid-week briefing emails.

7.2 Compliments received are an equal reflection of individual and team efforts and Adult Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

8.1 All costs incurred in dealing with complaints have to be covered within existing budgets.

8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Authority of providing this service in 2020/21 for Adult & Directorate Services was **£4,532.50** (down by £7,393.75 on the previous year).

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Year	2018/19	2019/20	2020/21	2021/22
Service Requests	27	48	32	48
Stage 1 Corporate	25	21	17	24
Stage 2 Corporate	0	0	0	0
Stage 1 Social Services	135	150	106	115
Stage 2 Social Services	4	6	10	11
Ombudsman	13	14	9	12
Totals	204	239	174	210

	Total
Bonymaen Residential Home	2
CAP MDT	3
Central Hub	1
CLDT 1	3
CLDT 2	2
CMHT 1	1
Community Initial Assessment Team	16
Contracting	28
Direct Payments	8
Financial issues	5
Financial assessments	8
Hospital social work team	6
Lifeline	2
Long term care and complex team	17
Maesglas Residential Service	2
North Hub	1
Occupational Therapy	3
Older People Team	1
Older People Community MH	1
Referred to Other Agency	4
Rapid Discharge Team	3
Safeguarding	3
Transition Team	1
Transport	1
Ty Waunarlwydd Residential home	1
Unknown	14
West Hub	2
Total number of Stage 1 complaints (includes corporate)	139

Table 3 – Stage 2 Social Services complaints by Service Area		Total
Service	Outcome	ID
CLDT 1	Not upheld	262406
Direct Payments	Concurrent investigation (criminal)	264674
Direct Payments	Upheld	263139
Financial Assessments	Not upheld	262004
Financial Assessments	Partially upheld	262670
Financial Assessments	Not Pursued	261910
Hospital social work team	Partially upheld	260819
Lifeline	Upheld	262262
Finance Team	Withdrawn	260768
Safeguarding	Not Pursued	259180
Safeguarding	Not Upheld	262296

Table 4 Main Reason for Complaints and their outcome	Justified	Not Justified	Partially Justified	Not Pursued	Local resolution (within 24 hours)	Impasse	Dept to Respond Outcome unknown	For Information	Withdrawn	Not Eligible	Referred to NHS	For info	Directed to another Forum	Referred to another Agency	Referred to POVA	Referred for New Assessment	Escalated to Stage 2	Not investigated Historical	Matter in court	Referred to provider
Breach of Confidentiality	1																			
Change in Care Plan																				
Delay in hospital discharge	3		1																	
Delay in assessment	5	1									1					1				
Delay in care package	1																			
Delay in financial assessment	1																			
Delay in service after assessment	3		1	1							1									
Deviating from care plan	1																			
Direct Payments	5			2	1											1				
Disagree with info held																				
Dissatisfaction with assessment	1	1		3					1											
Eligibility Criteria																				
Excessive waiting time																				
Financial Errors	1																			
Financial issues	4	2		1						1										
Lack of carers																				
Lack of consultation/involvement																				
Lack of support				1					1	1										
Misconduct of staff															1					
Not following procedure/policy	1													1						

Poor Communication	4	1	1		2															
Poor standard of care	1									1										
Request for placement move																				
Safeguarding concerns																				
Staff attitude		2																		
Unhappy with action taken	5		3	3			1		2	5	1			1			1	1		
Unhappy with charges levied		4	1					1	1											
Unhappy with decision		2	2			2					1			1					1	
Unhappy with level of service	6	2	2	2	1	1		1				1		1					1	
Unhappy with response																				
Unknown				14								4								
Withdrawal of service																				
Totals	43	15	11	27	4	3	1	2	5	6	5	5	0	3	2	2	1	2	0	2

Table 5 – Examples of Compliments Received

Teams	Compliments Received
Common Access Point	CAP MDT have been praised by the daughter of a gentleman they have been supporting. The daughter said: "A huge thank you for all your help last week with my dad - I am enormously grateful for all your hard work in pulling off what felt like a miracle! And for being so lovely and supportive and understanding."
Hospital Social Work Team	Social Worker in the Hospital Social Work Team at Morriston has been praised by a family member for her work supporting a gentleman at the end of this life. The son wrote: "I will always be very grateful for all the efforts you made before Christmas, at a busy time for you, in getting him discharged and into the care home so that he could come up to see us at Christmas time. It was the last time I saw him and without your help, it would not have been possible".
Community Initial Assessment Team	Social Worker in the Community Initial Assessment Team has been praised by the son of a service user she was working with. The son said: "SW has been absolutely brilliant and took all the worry away from me". Sandra, you did an excellent job in extremely time-limited circumstances! Well done.
Direct Payments	Direct Payment advisor in the Direct Payments Team has received the following message from a son of one of our DP recipients: "Thank you very much A, your service has been brilliant, and we could not praise you enough".
Homecare	A daughter has contacted us to thank Community Care Assistant M and the Homecare Team for the excellent care they have been providing to her mother.
Safeguarding	A gentleman has written to thank H in the Safeguarding Team for supporting him to care for his wife at home. The gentleman wrote: "I am writing with great sadness and devastation to let you know that my dear wife recently passed away at home. You probably know but I still want to write to say that I will never ever find words to express my gratitude to you. Your help and support have been immeasurable. Setting us up so professionally on the right course from the very beginning and the support you kindly and generously provided throughout our ordeal were incredible. I thank you from the bottom of my broken heart. Very best wishes for a bright future at work and very happy family life".

APPENDIX 3: Child and Family Services Complaints and Compliments

1. Total Complaints received during the reporting period

- 1.1 **Table 1** shows total complaints received in 2021-2022 by the complaints team in respect of Child and Family Services with the previous two years' figures for comparison. The number of Stage 1 complaints received for 2021-2022 has decreased by 19% compared to the previous year's figure.
- 1.2 Under the social services complaints policy, the legislative framework allows complainants to immediately request a stage 2 investigation. Through efforts to resolve complaints internally wherever possible, the number of stage 2 complaints in 2021-2022 is six, slightly less of the previous year's figure of seven received.

2. Stage 1 Complaints

- 2.1. A detailed breakdown of the Stage 1 Complaints received by service area is shown in **Table 2**. Complaints need to be acknowledged within 2 working days, and in 82% of cases where complaints proceeded to conclusion, discussions took place within 10 working days, a decrease of 12% on the previous year.
- 2.2 Complaints have been broken down by individual service teams. However, due to continuing changes in the structure of Child and Family Services it is possible that the teams shown below have since been reorganised and may no longer exist as set out. Adjustments will be made to the team names year on year as required to reflect any such changes.

3. Stage 2 Complaints

- 3.1 Complaints are considered at Stage 2 of the complaints procedure either where the Council has not been able to resolve the issues to the complainant's satisfaction at stage 1, or the complainant has requested that the matter be immediately considered at Stage 2.
- 3.2 The social services complaint regulations give an eligible complainant a statutory right to request Stage 2 of the process. Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish and is not dependent on having been investigated at stage 1 or the outcome at stage 1.
- 3.3 An independent investigator is commissioned for a Stage 2 investigation, overseen by an independent person to ensure the investigation is carried out in a fair and proper way. A formal report is produced and suggests ways to move forward.
- 3.4 **Table 3** provides a summary of the complaints handled at Stage 2 of the complaints process.

- 3.5 The timeframe for dealing with Stage 2 complaints is 25 working days under the Social Services complaints policy, or within a reasonable time agreed with the complainant and with the Director's consent. This may be due to the complexity of a case, or where enquiries could be extensive in order to provide a comprehensive review. Where an extension of time is sought this will normally only be granted with the permission of the Director of Social Services. All investigations in 2021-2022 were subject to extended periods of time.
- 3.6 Whether the complaint is upheld or not, staff work to maintain confidence and a good working relationship with the service user or their representatives.
- 3.7 There were six complaints received in this reporting period that went to investigation at Stage 2. One of these was via the corporate complaint process.
- 3.8 **Summary of Stage 2 complaints:**

Case 1 Child Disability Team

There were 9 complaints made in respect of poor communication, delay in a carers assessment and allocation of social worker amongst other matters. Only one complaint was upheld which was in relation to the delay in a carers assessment.

Case 2 Child Disability Team

There were three complaints made, in relation to CHC funding not being raised sooner, a carer's assessment not being carried out, and not being informed Direct Payments were stopping. All complaints were upheld.

Case 3 BAYS

Six complaints were made by a young person who felt that Social Services did not provide him with the support he needed when leaving school in addition to lack of social work support. Four complaints were upheld in relation to the College not being informed he was a looked after child, delay in notifying a young person advisor, and two problems with communication.

Case 4 Townhill

The complaint was from a mother, via an advocate, about the way in which Children's Services carried out their duties in relation to her children. There were six complaints made, three complaints were upheld which were regarding foster carers not being made aware of mother's medication, a number of different social workers, and poor communication.

Case 5 West Team

This complainant had made several complaints this year regarding Child and Family Services. There were 15 complaints that were investigated, mostly in relation to communication. Two were upheld, which were not replying to emails within the Swansea standard timeframe and inaccurate minutes.

Case 6 Foster Swansea

The complaint was looked at via the corporate complaint route. A foster carer was unhappy with the actions of Foster Swansea. There were eight complaints in total. Only one complaint was upheld in relation to comments made that were not relevant to the family being mentioned in a report.

- 3.9 Where complaints are upheld that information is shared with relevant teams and used to improve services.

4.0 Complaints made to the Public Services Ombudsman for Wales (PSOW)

- 4.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration, or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the Ombudsman accepts. Section 27 of the Ombudsman's legislation details when a report could be made public. Further details of the role of the PSOW can be found at: <http://www.ombudsman-wales.org.uk>

- 4.2 The PSOW has produced the Annual Letter for 2021-2022, containing details of complaints across Wales. Six Children Services cases were referred to the Ombudsman this year, none of which were investigated by the Ombudsman.

5. Reasons for complaints and their outcome

- 5.1 Further analysis of the reasons for complaints is shown in **Table 4**. Whilst service users have unique and complex individual circumstances, complaints have been grouped under 'best fit' generic headings for reporting purposes.
- 5.2 Wherever possible, lessons are learnt and improvements are made to service delivery when a complaint is upheld. 15% were found to be justified/partly justified this year, which is 17% lower than the equivalent figure for 2020-21, though the number of complaints received has decreased slightly.
- 5.3 This year the figures for the Penderry and Valley team both have a high amount of complaints. With regard to the Penderry team, 11 relate to the same case. With regard to the Valley team there were a number of parents who submitted additional complaints after each one had been resolved.

6. Advocacy

- 6.1 Advocacy services exist to represent children's views and feelings when dealing with organisations. Social Services engage in statutory arrangements to ensure that Looked After Children or Care Leavers have access to an advocate. National Youth Advocate Services are available to provide the support.
- 6.2 The Complaints Officer will work with groups and organisations providing advocacy services, to address issues and promote the provision of assistance to service-users through the complaints process. Effective engagement with

advocacy services empowers more individuals and groups to make use of the complaints process at the earliest opportunity.

7.0 Compliments

- 7.1 Child and Family Services have received around 100 compliments over the course of the year. Set out in **Table 5** are some examples of the compliments which have been passed to the complaints team this year in relation to Child and Family Services. The individual staff members have been made aware of the compliments concerning them as has the Head of Service and the Director.
- 7.2 As well as substantial acknowledgements of thanks from service users that are given to staff at the point of service delivery, service users, relatives or friends can convey their appreciation more formally through the Comment or Compliment process.
- 7.3 Many complaints are often accompanied by compliments for other elements of service provision.
- 7.4 Compliments received are an equal reflection of individual and team efforts and Child and Family Services teams should be encouraged by their successes having regard to compliments received.

8. Financial Implications

- 8.1 All costs incurred in dealing with complaints are covered within existing budgets.
- 8.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Council of providing this service in 2021-2022 for Child and Family Services was £11,018.75, similar to 2020-2021 costs.

Appendices: Appendix A – Statistical Data Tables

Appendix A – Statistical data in Tables

Table 1 - Total number of complaints received by Complaints Team				
	Year	2019/20	2020/21	2021/22
Service Requests		12	19	18
Corporate Social Services Stage 1		13	33	23
Social Services Stage 1		123	108	91
Corporate Social Services Stage 2		0	4	1
Social Services Stage 2		7	3	5
Ombudsman		11	12	6
Totals		166	179	143

Table 2 – Stage 1 Social Services complaints by Service Area	Total
Bays	6
CCARAT-IAA	9
Child Disability Team	1
Contracting	1
Evolve	1
Family Support	1
Foster Swansea	2
Friends & Family	4
LAC	10
Other agency	4
Penderry Team	15
Safeguarding Team	2
Swansea East	1
Swansea Valley Team	8
Swansea West Team	10
Townhill Team	14
Ty Nant	1
Unknown Teams	21
Western Bay Adoption Agency	3
Total	114

Table 3 – Total Stage 2 complaints by Service Area		
Service	Outcome	ID
Child Disability Team	Partially Justified	00257728
Child Disability Team	Justified	00259651
BAYS	Partially Justified	00258933
Townhill	Partially Justified	00260298
Swansea West Team	Partially Justified	00263780
Foster Swansea	Partially Justified	00256338


Table 4 Reason for Complaints and their outcome Stage 1	Totals	Justified	Not Justified	Partially Justified	Not Pursued	Not Eligible	Withdrawn	Refer to Safeguarding	Local Resolution	Impasse	Concurrent Investigation	Directed to another forum	For Information Only	Matter in court	Department to action / monitor	Referred for a new assessment	Not taken up	Escalated to stage 2	Unknown	Not investigated -historical
Breach of confidentiality	1											1								
Child protection conference	0																			
Child protection concerns	2							2												
Delayed assessment	3	1	1											1						
Delay in service after assessment	1	1																		
Disagree with rules set	2		1		1															
Dissatisfaction with contact	9		2				1							6						
Dissatisfaction with assessment	5	1	0	1										3						
Excessive waiting time	2	1	1																	
Failing to respond to correspondence	1																			
Failure to action info	2		2																	
Financial errors	1				1		1													
Financial issues	0				1															
Lack of consultation	1				1															
Lack of support	5	1	2		1							1								
Not following policy/procedure	0																			
Poor Communication	6	2	3										1							
Staff Attitude / Misconduct	3		1									2								
Unhappy with action taken	47	3	17	1	9	6	1	1				4	1	4						
Unhappy with decision	2	1												1						
Unhappy with level of service	11	4	4		2							1								
Unknown complaints	10				10															
	114	15	33	2	26	6	3	3	0	0	0	9	2	15	0	0	0	0	0	0

Table 5 – Examples of Compliments Received from service users and outside agencies

Teams	Nature of Compliment
LAC	X has been praised for supporting some very complex and tricky contact needs for two children. The mum was very complimentary of x, said how "lovely" she was and how well she felt she was doing a good job as the children's social worker. She was pleased that the children liked her and that she got involved with the games and fun at the children's contact with her.
Valley	A Primary School Headteacher has shared her thanks for X's support and work on a particularly difficult case. Her input with the family has made a huge difference. Thank you for making such a positive difference with this family.
East Team	A note written by 10- and 11-year-old siblings to Social Worker X who worked with the girls initially through a very difficult child protection process, supported the family to enable them to be reunited safely in line with their wishes. They said: "Thank you so much for helping us. We will never forget about you. We really like you. It was really nice meeting you."
Penderry	A hospital Consultant Community Paediatrician shared special thanks to Child and Family Services Practice Lead X saying "I wanted to thank you all for your valuable contribution to our work. You are all highly valued members of our team safeguarding children living in our patch.
East team	Message of praise sent to Child and Family social worker X at the point of case closure and how what you do for families shows social work to be a caring profession there to help and support families through difficult times. The family member said: "Thank you for being a lovely social worker and showing me that lots of horror stories you read about Social Services are not true. Thank you for your help."
West Team	X has received thanks from a member of the support network of a family she is working with. There are some complex dynamics within this family, which make it difficult to engage and support. The family were really impressed with her approach and commitment to developing positive working relationships and by how creative she is in her thinking around this.
Safeguarding	Project Lead with Parent Advocacy PAN West Glamorgan has thanked X for taking part in the PAN conference. Your suggestion in the panel about the active offer of parent advocacy at the earliest stages for parents made a strong impact. We can see today the example of professionals supporting parents to play their part. We're building the foundations for the future and are most appreciative of your support."

Townhill	Social Worker X received a direct address from the Judge in a recent Final Hearing. The Judge complimented her on her well written, in-depth statements, Family Network Meetings, Safety Plans, and contact trajectory over the last year.
Single Point of Contact	X and X have been praised for their work with a child. The child's dad said thanks for your working so well with this family. At times, contact has been difficult, and you have remained professional and shown great understanding throughout. Your hard work has clearly paid off and shines through in dad's email to you.
IRO	X has been praised by a mum with a longstanding history of social services. She said: "I wanted to thank you for your advice and support yesterday - it totally did seem everything you said was from an angle that I hadn't experienced before with talking to a social worker. It felt as if I was talking to a family member. So, thank you once again it means a lot."
IIAA Domestic Abuse Hub	X and X have been praised for the life changing work they are doing through the Domestic Abuse Hub Equilibrium programme. A service user said: "The Equilibrium course changed my life. Myself and my children are now thriving as a result of this turn around in our lives."

Ask for: Communications

 01656 641150

Date: August 2022

 communications@ombudsman.wales

Cllr. Rob Stewart
City of Swansea Council
By Email only: cllr.rob.stewart@swansea.gov.uk

Annual Letter 2021/22

Dear Councillor Stewart

I am pleased to provide you with the Annual letter (2021/22) for City of Swansea Council which deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Councillors and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and local authorities continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for Local Authorities also remained at a similar level – 14% compared to 13% in recent years.

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Complaints relating to the Code of Conduct for Councillors

We also received a high number of Code of Conduct complaints last year, relating to both Principal Councils and Town and Community Councils. A record number (20) were referred to either the Adjudication Panel for Wales or local standards committees, due to evidence of a breach of the Code.

Supporting improvement of public services

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The data for 21/22 showed:

- Over 15,000 complaints were recorded by Local Authorities
- 4.88 for every 1000 residents.
- Nearly half (46%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 8% of all complaints closed ended up being referred to PSOW.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage City of Swansea Council to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Council is attached, along with a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

In light of the new duties on political leaders and standards committees to promote and maintain high standards of conduct of their members, we look forward to working with you, your Monitoring Officer and standards committees to share any learning from the complaints we receive and to support your authority's work.

I would also welcome feedback on your Governance & Audit Committee's review of your authority's ability to handle complaints effectively so that we can take this into account in our work and support its work on the handling of complaints.

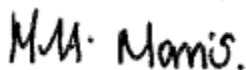
Finally, can I thank you and your officials for the positive way that local authorities have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Council takes the following actions:

- Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council's performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 September.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,



Michelle Morris

Public Services Ombudsman

cc. Martin Nicholls, Chief Executive, City of Swansea Council.

By Email only: chiefexecutive@swansea.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	14	0.20
Bridgend County Borough Council	55	0.37
Caerphilly County Borough Council	60	0.33
Cardiff Council*	182	0.50
Carmarthenshire County Council	54	0.29
Ceredigion County Council	52	0.72
Conwy County Borough Council	27	0.23
Denbighshire County Council	34	0.36
Flintshire County Council	99	0.63
Gwynedd Council	39	0.31
Isle of Anglesey County Council	29	0.41
Merthyr Tydfil County Borough Council	27	0.45
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	45	0.31
Newport City Council	40	0.26
Pembrokeshire County Council	39	0.31
Powys County Council	55	0.42
Rhondda Cynon Taf County Borough Council	51	0.21
Swansea Council	71	0.29
Torfaen County Borough Council	18	0.19
Vale of Glamorgan Council	61	0.46
Wrexham County Borough Council	71	0.52
Total	1143	0.36

* inc 17 Rent Smart Wales

Appendix B - Received by Subject

Swansea Council	Complaints Received	% Share
Adult Social Services	7	10%
Benefits Administration	0	0%
Children's Social Services	6	8%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	9	13%
Covid19	1	1%
Education	0	0%
Environment and Environmental Health	5	7%
Finance and Taxation	3	4%
Housing	10	14%
Licensing	0	0%
Planning and Building Control	15	21%
Roads and Transport	10	14%
Various Other	5	7%
Total	71	

Appendix C - Complaint Outcomes (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Swansea Council	13	12	41	6	0	0	4	0	76
% Share	17%	16%	54%	8%	0%	0%	5%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	13	0%
Bridgend County Borough Council	7	54	13%
Caerphilly County Borough Council	7	58	12%
Cardiff Council	45	159	28%
Cardiff Council - Rent Smart Wales	1	16	6%
Carmarthenshire County Council	7	49	14%
Ceredigion County Council	13	46	28%
Conwy County Borough Council	2	24	8%
Denbighshire County Council	4	33	12%
Flintshire County Council	15	94	16%
Gwynedd Council	6	41	15%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	26	8%
Monmouthshire County Council	2	21	10%
Neath Port Talbot Council	5	45	11%
Newport City Council	4	36	11%
Pembrokeshire County Council	2	40	5%
Powys County Council	7	55	13%
Rhondda Cynon Taf County Borough Council	3	45	7%
Swansea Council	10	76	13%
Torfaen County Borough Council	2	20	10%
Vale of Glamorgan Council	9	62	15%
Wrexham County Borough Council	4	67	6%
Total	160	1108	14%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Swansea Council	2	10	0	0	0	0	12

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Clydach Community Council	0	1	0	0	0	0	1
Gowerton Community Council	0	1	0	0	0	0	1
Mumbles Community Council	0	10	0	0	0	0	10
Port Eynon Community Council	1	0	0	0	0	0	1
Three Crosses Community Council	-	-	-	-	-	-	0

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2021/2022. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

Agenda Item 8



Report of the Cabinet Member for Care Services

Child and Family Services Scrutiny Performance Panel 22nd May 2023

DELIVERY OF CORPORATE PRIORITIES/POLICY COMMITMENTS IN RELATION TO CHILD AND FAMILY SERVICES

Purpose	To update scrutiny panel on the delivery of the corporate priorities and policy commitments in relation to Child and Family Services
Content	This report provides an update for each relevant policy commitment on the activity undertaken and progress made during 2023/24.
Councillors are being asked to	Consider the report as part of their routine review of performance and improvement in Child and Family Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Julie Davies, Head of Child and Family Services
Report Author	Julie Davies Julie.davies10@swansea.gov.uk

1. Background

- 1.1 The Council's policy commitments statement for 2022-2027 covers a broad range of topics, along with outlining commitments that will deliver against specific objectives within the first one hundred days of term. These were adopted by Swansea at its full council meeting on 7 July 2022.
- 1.2 The commitments reflect the priorities of the people of Swansea and the priorities the council is committed to delivering through the corporate plan. The report agreed by Council also pledged to make progress on many of those commitments within 100 days of the commitments being adopted.
- 1.3 The Council's corporate plan [Corporate plan 2023 / 2028 - Swansea](#) provides the strategic framework for the transformation that is needed to achieve the council's vision while ensuring it is able to respond to the challenges of the present and the future.
- 1.4 Six well-being objectives are prioritised in order to meet the challenges ahead. These objectives include safeguarding people from harm, so that our citizens are free from harm and exploitation. The ambitions behind this objective are detailed below:
 - Swansea is a fair and equal city in which children can have the best start in life to be the best they can be, safe within their families.
 - Swansea is a healthy city in which all people can expect to live happy, healthy, fulfilling lives; to achieve their own wellbeing outcomes and age well.
 - Swansea is a human rights city committed to enhancing the health, wellbeing, safety and to promoting the rights of vulnerable adults, children, and families.
 - We aim to prevent and intervene early, where a person or child is at risk of harm, abuse, neglect or exploitation, and to ensure the right care and support at the right time.
 - We will continue to promote safeguarding vulnerable people as everyone's business, across the council, through a skilled and professional workforce, our elected members and any organisation or person who undertakes work on our behalf.
- 1.5 The policy commitments cover education, better care, climate change, communities, housing, regeneration and attractions. For Child and Family Services, the relevant commitments for Child and Family are:

Better Care:

- Swansea Council will commit to investing £750 million for better care in Swansea.

- The Council will commit to fairer pay for care workers.
- Swansea Council will strive to provide new children's care facilities within Swansea.

100 days target – Better Care

- We will progress a new children's care facility.

An overview of the activities delivered, and progress made against the Council's corporate objectives and also its policy commitments, relevant to Child and Family Services, is given in the following sections of this report.

2. Safeguarding people from harm, so that our citizens are free from harm and exploitation

- 2.1. The priorities for the service are focused on three critical areas, in support of the corporate safeguarding objective:
- Prevention and early intervention
 - Placement sufficiency
 - Workforce

Prevention and Early Intervention

- 2.2. Introducing Senior Lead Workers aligned to specific schools, as part of the Early Help Hub model, means that multi-agency discussions are able to take place when needed, involving families, and enabling the right support to be accessed at the right time. Children, young people, their families and professionals are able to receive the right information, advice and assistance at the earliest opportunity and means that needs can be met at the lowest level of the continuum of need, and without the need for statutory intervention.
- 2.3. Support for parents and carers has been enhanced and strengthened through a number of new and different ways of working, these include:
- (a) Neuro diversity - Early Help has had a significant increase in the number of referrals received for families where neuro diversity is presenting as a significant issue for both children, young people and their parents to understand and manage. Quality assurance work highlighted opportunities to develop the skills of our workforce to be able to support all aspects of neuro diversity. A new Lead Worker dedicated to the development and delivery of interventions for families, providing workforce development opportunities and staff consultations, was created. This will ensure we have robust offers in place whilst building on a whole service response to all aspects of neuro diversity.

- (b) Out of court disposal - A specialist role has been created within our Early Help Hubs to help support parents outside of the court process as a result of the Welsh Government's removal of reasonable chastisement. This role works with parents to manage behaviour in a different way to prevent the need for prosecution. The role delivers child development programmes and behaviour management programmes on both an individual and group basis.
- (c) Parental conflict - Since the pandemic the Single Point of Contact and Early Help have had a significant increase in the number of referrals received for families whereby parental conflict is a significant issue, impacting on the behaviour of children of all ages. A Lead Worker post dedicated to the development and delivery of interventions for families, providing workforce development opportunities and staff consultations, was introduced. This will ensure targeted support can be provided, whilst building on a whole service response to parental conflict.
- (d) Parental advocacy network - we have worked with Neath Port Talbot to support the further development of a parental advocacy network. This provides peer support for those who might be experiencing the child protection process. The work includes parent cafes, run by parents for parents. The cafes are able to provide ad-hoc, relational support to other parents in similar positions. The cafe's also gives us the opportunity to support parents into volunteering roles within the network. The scheme was awarded funding by Welsh Government for 2 years from April 2023.
- (e) Carer assessments - A new carers hub has been developed within the Single Point of Contact as a result of an increase in demand for carers assessments. This work is being prioritised within The Academy so that newly qualified workers can deliver these assessments.
- (f) Family network project - This team supports families to develop their networks to help them achieve safety for their children and to exit safely out of social services by developing their own plan, supported by their naturally occurring network. This has enabled children to be removed from the child protection register, and also prevented children needing to become looked after.

Contextual safeguarding and supporting young people

- 2.4 The blended approach to youth work in Swansea has continued to go from strength to strength over the last year. Numbers of young people positively engaging via youth clubs, outreach work, targeted group work, schoolwork and access to online support, have grown significantly and remain on an upward trend. Multi-agency working with a range of partners, and involvement in the Police's problem-solving groups, is assisting in finding positive solutions to anti-social behaviour through whole community approaches.

2.5 Our Contextual, Missing, Exploited and Trafficked (CMET) work is acknowledged as an exemplar of best practice in working with young people who are at risk of exploitation. Of particular note is:

- The creation of a CMET panel of young people including those who have experienced extra familial harm
- Over 5,500 young people have engaged with our work
- More than 80 detached youth work sessions and 182 group sessions focused around safety
- Trained 60+ adults working in supported accommodation on the risks associated with extra familial harm
- Ran 72 community engagement events and 28 pop-up youth club sessions
- City Rangers have updated their procedures to include guidance on child welfare approaches
- Young people developing a language guide for professionals

Edge of care and supporting care experienced children and young people

2.6 Born into care - Following research across the UK into the population of unborn children being 'born into care' Swansea Child and Family Services has been part of a UK-wide group of local authorities considering how best to address the recommendations and develop a road map for implementation of the draft guidelines alongside our existing services. We have created a new, early assessment panel which includes multi-agency, reflective discussions within 10 days of allocation. Family network meetings are also being used to ensure that the whole family are involved in supporting the safety of the wider network and the future safety planning. This development work means staff can access support for families of unborn children prior to the 12-week scan which allows additional time to work directly with families and support them to remain together once the baby is born.

2.7 Special Guardianship Orders - Recognising there are potentially unmet care and support needs for children and their guardians, where Special Guardianship Orders have been granted, work has progressed to identify opportunities to improve the support available to families, whatever age the child may be. This includes updating policies and reviewing financial arrangements, working directly with guardians and children and young people to co-design different approaches.

2.8 Foster Wales Swansea – in line with the strategic aims and ambitions of the National Adoption Service, Foster Wales Swansea is on a drive to increase the number of local authority foster carers, thereby reducing the need to use independent fostering agencies, and to strengthen the support available to foster carers. Specific achievements over the last year include:

- Targeted recruitment campaigns for adolescents, and parent and child carers.

- Securing additional funding from Welsh Government to expand our recruitment and assessment capacity.
- Commissioning Homes for Good to attract foster carers via faith-based organisations.
- Developing therapeutic support services with support from our internal therapy service.

2.9 Supported accommodation – we have created regional offer for unaccompanied asylum seeking children in partnership with Neath Port Talbot LA, working in partnership with a local provider to acquire 3 homes, using grant funding, offering up to 10 placements. We are exploring the development of move on accommodation when these young people reach the age of 18, in line with their care leaver entitlements.

2.10 We have been re-thinking the current supported accommodation pathway process for young people aged 16+ to improve the type of accommodation that is available as well as the support that is provided to them. The aim is to ensure young people are able to develop independent living skills and engage in employment, education or training on their journey into adulthood.

Workforce

2.11 We are proud of our approach to supporting staff wellbeing, which came into its own during Covid and gave us a roadmap of better supporting all of our workforce during challenging times, alongside celebrating and raising awareness of the excellent practice in Swansea.

2.12 To build our workforce of the future and acknowledging the ongoing challenges of there not being sufficient social workers in Wales, we have implemented our Social Work Academy in the front door. This has been spotlighted at the ADSS Spring Seminar and seen by Social Care Wales as exciting workforce development.

2.13 Our Social Work Academy is now fully operational, and a number of recently qualified workers have been recruited to fill the vacant positions in those teams. The Academy is preventing demand in work within our statutory teams and providing opportunities for the newly qualified social workers to develop their skills in a nurturing environment. The first cohort of newly qualified social workers will be moving into the area social work teams from May 2023 onwards, with the second cohort of workers coming on stream over the coming months.

3. Better care (including 100 days target)

3.1 The availability of suitable placements in Wales for looked after children continues to be an on-going challenge. The Welsh Government programme for change to eliminate profit and radically

reform services for care experienced children will require local authorities to rapidly expand their in-house provision (residential and fostering) in the next 3 years.

- 3.2 There are a number of ongoing pieces of work designed to expand our in-house residential provision by creating new children's homes. Over the last year we have secured an existing Council property and converted this into a 2-bedded children's home. This is in the final processes of being registered by Care Inspectorate Wales. The home will provide short to medium term placements to support transition into longer term accommodation.
- 3.3 We have purchased another property, which is an adjoining semi-detached house. Capital funding has been secured from the Regional Partnership Board to convert this into a residential children's home. Various building surveys are near completion, with a planning application hoping to be submitted in the next couple of months. A comprehensive engagement plan has been developed, which will include the involvement of local councillors, the local community and care experienced young people.
- 3.4 Our commissioning team has been working tirelessly with our externally commissioned providers to ensure all of their staff are receiving a fair pay. We have been part of the whole directorate approach to reviewing and quality assuring current commissioned services so that there is transparency in individual contracts to reflect the costs associated with delivering the contracted services.

4. Conclusion

- 4.1 Despite the challenges and pressures Child and Family Services have faced on its post pandemic recovery, it has continued to not only deliver a safe and effective service, but also to co-design improvements and service change with key stakeholders. The increase in and different types of demand that is being presented is probably indicative of the impact that Covid has had on people of all ages, leading to negative changes in family dynamics and the behaviours of individuals.
- 4.2 This is inevitably adversely affecting the lives and lived experiences of vulnerable children, young people and their families. There are opportunities over the next 2-3 years to utilise Welsh Government's programme for change grant funding to further innovate and re-design services so that we are able to best meet the changing demands and needs of children, young people and families.

5. Legal implications

- 5.1 None

6. Finance Implications

- 6.1 All of the budgetary implications associated with the service delivery, improvement and transformation are costed into the forecasted budget for Child and Family Services, as agreed at Full Council.

7. Integrated Assessment Implications

- 7.1 None.

Background papers: None

Appendices: None

Agenda Item 9

Report of the Convener

Child and Family Services Scrutiny Performance Panel – 22 May 2022

Panel Review of the Year 2022-23

Purpose:	As the municipal year ends, it is good practice to reflect on the Panel's work, experience, and effectiveness over the past year.
Content:	Summary of the Year's work 2022-23.
Councillors are being asked to:	<ul style="list-style-type: none">• Reflect on the past year's work• Share ideas to improve the effectiveness of Child and Family Services Scrutiny.
Lead Councillor:	Paxton Hood-Williams, Convener Child and Family Services Scrutiny Performance Panel
Lead Officer & Report Author:	Liz Jordan, Scrutiny Officer Tel: 01792 637314 E-mail: liz.jordan@swansea.gov.uk

1.0 Background

1.1 As this is the first meeting of this municipal year, the Panel is invited to reflect on the past year's scrutiny work, experience and effectiveness. Any ideas that will improve the effectiveness of the scrutiny of Child and Family Services, and scrutiny generally, are welcome.

1.2 Some of the questions the Panel may want to consider:

- What went well?
- What, if anything, could be done better?
- Has the Panel's work focused on the right things?
- What have we learnt that will help us to improve and develop future scrutiny?

1.3 To aid Panel Members, a summary of the year's work 2022-23 has been included at 3.0.

2.0 Overview

2.1 The purpose of the Panel is to provide ongoing challenge to performance in Child and Family Social Services to ensure that as the Service is undergoing major change, performance is maintained and that further improvements are made across all areas of the Service.

- 2.2 The lines of enquiry - to regularly review performance in Child and Family Services including asking questions about performance and improvement, focusing on outcomes, provision and leadership. To look at relevant data, commissioning reviews and anything that impacts on Child and Family Services in Swansea.
- 2.3 The Panel has a core membership of 8 councillors. Overall Councillor attendance at the Panel for the year has been 65%.
- 2.4 In accordance with the agreed Scrutiny Work Programme, the Panel has met every six weeks. During the 2022/23 municipal year, there have been 5 Panel meetings and 1 Joint Social Services Panel meeting. Meeting discussions have regularly been reported on by the local press, indicating the Panel has been focussed on issues of public interest.
- 2.5 The Panel has written to relevant Cabinet Members, to convey its views including suggested action, arising from meeting discussions. Letters, and responses where requested, were reported back to the Panel for comments and discussion as necessary.

3.0 Child and Family Services Work Programme 2022-23

Date	Items Discussed
11 October 2022	<ol style="list-style-type: none"> 1. Role of the Child and Family Services Scrutiny Performance Panel 2. Overview of Child and Family Services in Swansea (including key priorities and challenges and performance monitoring report) 3. Draft Work Programme 2022-23
1 November 2022	<ol style="list-style-type: none"> 1. Residential Care Services (including Ty Nant) 2. Corporate Parenting Board Update
5 December 2022	<ol style="list-style-type: none"> 1. Update on Child and Family Improvement Programme and Performance Monitoring 2. Update from Regional Safeguarding Board 3. Safeguarding Quality Unit Annual Report
24 January 2023	<ol style="list-style-type: none"> 1. Update on progress with Child and Adolescent Mental Health Services (CAMHS) 2. Update on Child Disability Services
13 February 2023 Joint Social Services Meeting	Draft Budget Proposals for Child and Family Services / Adult Services
7 March 2023	<ol style="list-style-type: none"> 1. Update on Support for Carers (including assessments) 2. Performance Monitoring 3. Briefing on Youth Offending Service

4.0 The Future Work Programme

- 4.1 The future work programme for 2023-24 will be discussed and agreed at the Child and Family Services Scrutiny Performance Panel meeting on 20 June 2023.