



**Dinas a Sir Abertawe**

**Hysbysiad o Gyfarfod**

Fe'ch gwahoddir i gyfarfod

## **Panel Perfformiad Craffu - Gwasanaethau Plant a Theuluoedd**

**Lleoliad:** Cyfarfod Aml-Leoliad - Ystafell Gloucester, Neuadd y Ddinas / MS Teams

**Dyddiad:** Dydd Mawrth, 11 Hydref 2022

**Amser:** 4.00 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 H M Morris

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### **Agenda**

**Rhif y Dudalen.**

- 1 Ymddiheuriadau am absenoldeb**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol**  
[www.abertawe.gov.uk/DatgeluCysylltiadau](http://www.abertawe.gov.uk/DatgeluCysylltiadau)
- 3 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 15**  
Derbyn Nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 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.
- 6 Rôl Panel Craffu Perfformiad y Gwasanaethau Plant a Theuluoedd** **16 - 24**
- 7 Trosolwg o'r Gwasanaethau Plant a Theuluoedd yn Abertawe** **25 - 68**  
Gwahoddwyd:  
*Y Cynghorydd Louise Gibbard, Aelod y Cabinet - Gwasanaethau Gofal*  
*David Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol*  
*Julie Davies, Pennaeth y Gwasanaethau Plant a Theuluoedd*
- 8 Rhaglen Waith ddrafft 2022-23** **69 - 71**

**Cyfarfod nesaf:** Dydd Mawrth, 1 Tachwedd 2022 am 4.30 pm

*Huw Evans*

**Huw Evans**  
**Pennaeth y Gwasanaethau Democrataidd**  
**Dydd Mawrth, 4 Hydref 2022**  

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**Cyswllt: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

Remotely via Microsoft Teams

Wednesday, 9 March 2022 at 4.00 pm

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

### **Councillor(s)**

C Anderson  
C A Holley  
W G Lewis

### **Councillor(s)**

A M Day  
Y V Jardine  
D W W Thomas

### **Councillor(s)**

M Durke  
E T Kirchner

### **Other Attendees**

Eve Davis  
Elliott King

Superintendent, South Wales Police  
Cabinet Member – Children’s Services

### **Officer(s)**

Julie Davies  
David Howes  
Liz Jordan  
Jay McCabe  
Kate Phillips  
Helen Williams

Head of Child & Family Services  
Director of Social Services  
Scrutiny Officer  
Principal Officer - Adolescent and Young People Services  
Head of Vulnerable Learners  
Youth Justice Practice Manager

### **Apologies for Absence**

Councillor(s): K M Griffiths

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## **1 Disclosure of Personal and Prejudicial Interests**

No disclosures were received.

## **2 Prohibition of Whipped Votes and Declaration of Party Whips**

No declarations were received.

## **3 Minutes of Previous Meeting(s)**

Panel agreed the minutes of the meeting on 25 January 2022 as an accurate record of the meeting.

## **4 Public Question Time**

No questions were received.

## **5 Presentation - Briefing on Independent Inquiry into Child Sexual Abuse (IICSA) Report: Child Sexual Exploitation by Organised Networks**

Julie Davies, Head of Child and Family Services attended to present this item and answer the Panel's questions. Eve Davies, Superintendent of South Wales Police and Kate Phillips, Head of Service for Vulnerable Learners in the Education Department also attended for this item.

### Discussion Points:

- Department fully supports the recommendations of the Report.
- Superintendent stated that from a policing perspective, they acknowledge the Report and its findings and are making some headway in terms of the learning identified and action planning to respond to it.
- Annual Report is being produced for Exploitation and Safeguarding. Officers suggest this is added to next year's work programme.
- Panel concerned about outcomes and asked if the Department was confident that as much as possible is in place to identify and deal with these cases, and if cases are coming forward that may not have been expected in the past. Informed the Department is confident they focus on outcomes once they have addressed the risks. Also informed things are being referred in and the Department is very busy.
- Panel queried if Covid has caused further problems i.e., with lockdown children have not been in school and whether this has exacerbated the problem in this area. Informed some of the risks around criminal exploitation were removed as people were not allowed out but there was more online exploitation. Head of Vulnerable Learners added that the pandemic was a really difficult time. It was hardest when had partial opening of schools and had period of time when certain year groups were out of school.
- Panel stated that for familial exploitation some families are not going to want to report this, and the child will do what the family wants. Panel felt there is a need to take into account what the child thinks, but ultimately do what is best for the child. Officers responded that abuse within the home is not a feature of the Report but in relation to this, children may be afraid to come forward. It is when children feel safe, often in school, that they start to tell people.
- Panel stated that the Authority has a working partnership with EYST (Ethnic Minorities and Youth Support Team) but this is only one organisation so think this is not a true representation. Panel queried who will sit on the new BAME group mentioned in the presentation. Officers agreed that in terms of the BAME group, it is important to look at who sits on it and there needs to be multiple voices and no one organisation can represent everyone.
- Panel added that there is a need to just deal with the person in front of you irrespective of race etc. Officers agreed that we should look at the person and not their colour, gender etc but also felt the Department's workers in the Front Door help them to understand different cultures which is really important.
- Panel felt that in terms of solutions, some of the most successful interventions are about multi-agency working and when communities understand the mind of the abuser and stated that for years Social Services promoted training which was about understanding the mind of the offender and what they can

do about it. Panel queried if the Department is looking to continue this type of training and to cascade it. Officers agreed to provide details of training for staff in particular, and multi-agency training following the meeting.

- Panel queried a figure in the presentation of 6 cases of exploitation in the last 18 months and asked if this was correct and was informed that it was 6 cases of a particular type and was an attempt to provide the Panel with some reassurance. Officers suggested a broader report around performance data is brought to a future Panel meeting, so the Panel has an understanding of the picture across Swansea and what this is saying about the risks across Swansea.
- Panel was assured by the measures that have and are being put in place now.

Actions:

- Panel to consider adding Annual Report on Exploitation and Safeguarding to next year's work programme.
- Details of any training, for staff and multi-agency, on understanding the mind of the abuser and what to do about it and information on if it will be cascaded to be provided to the Panel.

## **6 Presentation - Youth Justice Inspection Report**

Jay McCabe, Principal Officer Adolescent and Young People Services attended to present this item and answer the Panel's questions. Helen Williams, Youth Justice Practice Manager also attended for this item. Panel heard the regional arrangement was inspected in October 2018 by Her Majesty's Inspectorate of Probation (HMIP) and received an 'Inadequate' rating. Significant improvement has been made over the three years since and the Swansea arrangement has moved to a 'Requires further improvement' rating.

Discussion Points:

- Improvement Plan fully endorsed by HMIP. Officers requested it come back to Scrutiny in six months-time for Panel to receive an update. Panel felt the Service has come a very long way over three years and will continue to monitor the improvement going forward.
- Systems review of the whole of the Service will be taking place from March 2022. Children and young people will be involved in helping to shape and redesign the Service.
- Officers emphasised an important point about HMIP comments on the Bureau. They had no concerns with the outcomes of the cases they looked at.
- Youth Justice Board Members being invited to visit the Service and speak to staff and young people. Offer extended to Scrutiny Panel Members to visit the Service.
- Youth Justice Service (YJS) is investing in purchasing a new building in Swansea to help support delivery of co-located services and increase capacity.
- Press statement was put out when HMIP published their inspection report. Director of Social Services to share this press statement with the Panel.

Actions:

- Panel to consider adding YJS Improvement Plan to work programme for next municipal year.
- Panel Members to inform Scrutiny Officer if interested in visiting the Service.
- Press statement to be circulated to the Panel for information.

## 7 Verbal Update on Emergency Staffing

Julie Davies, Head of Child and Family Services updated the Panel on the current position.

Little change with position on employing social workers apart from a slight positive trend. Decision taken to recruit more support workers which has had a positive benefit of social workers being less pressured. In longer term, if issue with social workers continues will need to decide what to do strategically at Swansea and Welsh Government level.

Panel informed that full performance reporting to Scrutiny will recommence in new municipal year.

## 8 Panel Review of the Year 2021-22

Panel Members reviewed the year 2021-22 and discussed the following questions.

### What went well?

- Most important aspect of public service is supporting the work of CFS. Panel has never been complacent. Very proactive and robust focus with all Panel Members and supported by officers. Difficult to think how can improve this.
- Panel hasn't shirked from dealing with difficult issues and being challenging.
- Direct engagement with client groups worked well – videos with young mums and talking to children and young people directly. It was very powerful and helped Panel see what the Department is actually doing in the most challenging circumstances. Would like this to continue in future.
- Department is working better now than it would otherwise because of this Scrutiny Panel. The fact the Panel has been here going over different aspects of CFS and having the Service at the top of its mind has made a difference to the efficiency of the Department. If this has made a difference to a child out there, the Panel has been successful.
- It has been a very strong scrutiny panel. Credit to the Chair who doesn't criticise and tries to ask good questions. Panel's strength has been looking at difficult things and seeing the reality because it wants to make a difference to children and families.
- What the Panel does is useful. It has seen the situation where the Department has gone from dire straits to where it is now. This is and has always been down to the management and staff. The Panel's role has been as a critical friend.
- Thanks and appreciation to everyone who has contributed on the Panel and thanks to Scrutiny Officer and all Scrutiny team for all the hard work they do.

What did not go so well?

- Nothing that did not go well.

Has the Panel focussed on the right things?

No comments noted.

What have we learnt that will help us with future CFS Scrutiny?

- Think there should be more CFS Panel meetings in future, as it is so important and there is so much ground to cover.
- Outcomes are the most important – what impact is all this having on the lives of children and young people for whom we have a responsibility.
- Seeing linkages between CFS and Education. Very useful and positive.
- Don't celebrate enough all the cases we see closed every month due to the brilliant intervention from CFS. These lessons coming out more would be very useful.

The meeting ended at 5.50 pm



**To:**  
**Councillor Elliott King, Cabinet Member for  
Children's Services**

Please ask for: Scrutiny  
Gofynnwch am:  
Scrutiny Office 01792 637314  
Line:  
Llinell  
Uniongyrchol:  
e-Mail [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
e-Bost:  
Date 28 March 2022  
Dyddiad:

**BY EMAIL**

**CC Cabinet Members**

**Summary:** This is a letter from the Child & Family Services Scrutiny Performance Panel to the Cabinet Member for Children's Services following the meeting of the Panel on 9 March 2022. It covers Independent Inquiry into Child Sexual Abuse, Youth Justice Inspection, Emergency Staffing and Panel Review of the Year.

Dear Cllr King,

The Panel met on 9 March to receive a presentation on the IICSA Report into Child Sexual Exploitation by Organised Networks, a presentation on the Youth Justice Service Inspection Report, a verbal update on Emergency Staffing and to discuss the Panel's Annual Review of the Year 2021-22.

We would like to thank you, Dave Howes Julie Davies, Kate Phillips, Jay McCabe, Helen Williams and Eve Davis of South Wales Police for attending to present these items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

### **Independent Inquiry into Child Sexual Abuse**

We heard that the Inquiry was a snapshot of practice between 2015 and 2019, that Local Authorities were chosen at random to give a spread of types of local authorities across Wales, that the learning is intended for all local authorities, and that the focus of the inquiry was the sexual exploitation of children by organised networks. We also heard that the Department fully supports the recommendations of the Report.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**  
**SWANSEA COUNCIL / CYNGOR ABERTAWE**  
GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE  
[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)



Superintendent Eve Davis stated that from a policing perspective, they acknowledge the Report and its findings and are making some headway in terms of the learning identified and action planning to respond to it.

We were informed that an Annual Performance Report is being produced for Exploitation and Safeguarding and it was suggested that this is added to the Panel's work programme for the next municipal year. We also heard that a quarterly report and annual report will be produced going forward.

We expressed concern about outcomes and asked if the Department was confident that as much as possible is in place to identify and deal with these cases, and if cases are coming forward that may not have been expected in the past. We were informed that the Department is confident it focuses on outcomes once it has addressed the risks and that safety will come first but then you look beyond that and think about the journey the child can go on to be the best they can be, and that is where multi-agency working comes into the fore. We heard there is a team around the child which is very focussed on outcomes. We were also informed that things are being referred in and the Department is very busy, and that you never know if everything is coming in as its about people feeling safe to come forward, but you do have a very good relationship through the CMET (Contextual Missing, Exploitation and Trafficking) operational group where people share intel which you can take action on.

We queried if Covid has caused further problems i.e., with lockdown children have not been in school and whether this has exacerbated the problem in this area. We heard that some of the risks around criminal exploitation were removed as people were not allowed out but there was more online exploitation, so the Department had to rethink its approach. Now people are out and about forms of exploitation have changed again and you have to stay alert to the changing picture. The Head of Vulnerable Learners added that the pandemic was a really difficult time and that it was hardest when there was partial opening of schools and there was a period of time when certain year groups were out of school. We were informed that this was when partnership working between Education, Child and Family Services and the Police was critical and was hugely beneficial in how children and young people were supported. We heard some examples of this which included: quickly developing a system to monitor some of Swansea's most vulnerable children and young people, they were able to get a shared assessment across all services through partnership working. Also, they were able to develop a response quickly through blended learning and check-in approaches which enabled them to give children and young people a point of access with a trusted adult. This was done in partnership with C&FS. Also, during the period of re-opening of society, different places became quite challenging for some young people and shared intelligence between schools, CFS, police and youth workers enabled them to work collaboratively to target interventions.

We noted that in the presentation it talked about 'what matters to the child' but we felt the fact is overlooked that for familial exploitation some families are not going to want to report this, and the child will do what the family wants. We felt there is a need to take into account what the child thinks, but ultimately do what is best for the child. We were informed that abuse within the home is not a feature of the Report but in relation to this, children may be afraid to come forward. We heard that it is when children feel

safe, often in school, that they start to tell people and it is important a sensitive approach is taken to work through that and at the same time help them to continue to feel safe.

We mentioned that the Authority has a working partnership with EYST (Ethnic Minorities and Youth Support Team) but that this is only one organisation, so we think this is not a true representation. We therefore queried who will sit on the new BAME group mentioned in the presentation. Officers agreed that in terms of the BAME group, it is important to look at who sits on it and there need to be multiple voices and no one organisation can represent everyone. We added that there is a need to just deal with the person in front of you irrespective of race etc. Officers agreed that we should look at the person and not their colour, gender etc and they noted that in the report it says there is a real drive to collect data around this, but also felt the Department's workers in the Front Door help you to understand different cultures which is really important.

We felt that in terms of solutions, some of the most successful interventions are about multi-agency working and when communities understand the mind of the abuser and stated that for years Social Services promoted Faithful Foundation training linked to the 'Stop It Now' campaign, which was about understanding the mind of the offender and what they can do about it. We queried if the Department is looking to continue this type of training and to cascade it. Officers agreed to provide details of training for staff in particular, and multi-agency training following the meeting. The Principal Officer from the Youth Justice Service added that there is a slight interlink around the assessment of sexualised risk and that within the YJS they will be commissioning Aim 3 Sexual Risk Assessment training specifically for Youth Justice staff and will be looking to roll this out across CFS. We also heard that in relation to communities, the approach you are taking, particularly through partner agencies, is a huge opportunity to help communities understand and recognize what to look out for and you want to build on this and work with communities and young people.

We queried a figure in the presentation of six cases of exploitation in the last 18 months and asked if this was correct. We heard that it was six cases of a particular type and was an attempt to provide the Panel with some reassurance. We asked for the overall incidence and if the Department is confident it is going down. Officers suggested a broader report around performance data is brought to a future Panel meeting, so the Panel has an understanding of the picture across Swansea and what this is saying about the risks across Swansea.

We informed you that we were assured by the measures that have and are being put in place now.

### **Youth Justice Inspection Report**

Jay McCabe attended to present this item. We heard the regional arrangement was inspected in October 2018 by HMIP (Her Majesty's Inspectorate of Probation) and received an 'Inadequate' rating. Significant improvement has been made over the three years since and the Swansea arrangement has moved to a 'Requires further improvement' rating. We were pleased to hear this.

We were informed that the Improvement Plan has been fully endorsed by HMIP and officers requested it come back to Scrutiny in six months-time for us to receive an update. We felt the Service has come a very long way over three years and will continue to monitor the improvement going forward.

We heard that a systems review of the whole of the Service will be taking place from March 2022 and that children and young people will be involved in helping to shape and redesign the Service.

Officers emphasised to us an important point about HMIP's comments on the Bureau – that they had no concerns with the outcomes of the cases they looked at. We were reassured to hear this.

We heard that Youth Justice Board Members are being invited to visit the Service and speak to staff and young people and that this offer is extended to Members of the CFS Scrutiny Panel. You encouraged us to take up this offer and we will let the Service know of any interested Members.

We heard that the Service is investing in purchasing a new building in Swansea to help support delivery of co-located services and increase capacity.

The Director of Social Services informed us that a press statement was put out when HMIP published their inspection report and he agreed to share this press statement with us.

### **Verbal Update on Emergency Staffing**

Julie Davies, Head of Child and Family Services updated the Panel on the current position. We heard that there has been little change with the position on employing social workers apart from a slight positive trend and that a decision was taken to recruit more support workers which has had a positive benefit of social workers being less pressured. We also heard that in the longer term, if the issue with social workers continues you will need to decide what to do strategically at a Swansea and Welsh Government level.

We were informed that full performance reporting to Scrutiny will recommence in the new municipal year.

### **Panel Review of the Year 2021-22**

Panel Members reviewed the year 2021-22 and discussed four questions. The comments are noted below for your information:

#### What went well?

- The most important aspect of public service is supporting the work of CFS. Panel has never been complacent. Very proactive and robust focus with all Panel Members and supported by officers. Difficult to think how can improve this.
- Panel has not shirked from dealing with difficult issues and being challenging.

- Direct engagement with client groups worked well – videos with young mums and talking to children and young people directly. It was very powerful and helped Panel see what the Department is actually doing in the most challenging circumstances. Would like this to continue in future.
- Department is working better now than it would otherwise because of this Scrutiny Panel. The fact the Panel has been here going over different aspects of CFS and having the Service at the top of its mind has made a difference to the efficiency of the Department. If this has made a difference to a child out there, the Panel has been successful.
- It has been a very strong Scrutiny Panel. Credit to the Chair who does not criticise and tries to ask good questions. Panel's strength has been looking at difficult things and seeing the reality because it wants to make a difference to children and families.
- What the Panel does is useful. It has seen the situation where the Department has gone from dire straits to where it is now. This is and has always been down to the management and staff. The Panel's role has been as a critical friend.
- Thanks and appreciation to everyone who has contributed on the Panel and thanks to the Scrutiny Officer and all Scrutiny team for all the hard work they do.

What did not go so well?

- Nothing that did not go well.

Has the Panel focussed on the right things?

No comments noted.

What have we learnt that will help us with future CFS Scrutiny?

- Think there should be more CFS Panel meetings in future, as it is so important and there is so much ground to cover.
- Outcomes are the most important – what impact is all this having on the lives of children and young people for whom we have a responsibility.
- Seeing linkages between CFS and Education. Very useful and positive.
- Don't celebrate enough all the cases we see closed every month due to the brilliant intervention from CFS. These lessons coming out more would be very useful.

**Your Response**

We hope you find this letter useful and informative. We would welcome your views and comments on any of the issues raised, but in this instance a formal written response is required by 18 April 2022 to the following:

1. Details to be provided to the Panel of any training, for staff and multi-agency, on understanding the mind of the abuser and what to do about it and information on if it will be cascaded.
2. Press statement by HMIP on Inspection to be circulated to the Panel for information.

Yours sincerely

*Paxton Hood-Williams*

**PAXTON HOOD-WILLIAMS  
CONVENER, CHILD & FAMILY SERVICES SCRUTINY PANEL  
[CLLR.PAXTON.HOOD-WILLIAMS@SWANSEA.GOV.UK](mailto:CLLR.PAXTON.HOOD-WILLIAMS@SWANSEA.GOV.UK)**

Councillor Paxton Hood-Williams  
Convener, Child and Family Services  
Scrutiny Panel

***Sent by email***

*Please ask for:* Councillor Elliott King  
*Direct Line:* 01792 63 7438  
*E-Mail:* [cllr.elliott.king@swansea.gov.uk](mailto:cllr.elliott.king@swansea.gov.uk)  
*Our Ref:* EK/JW  
*Your Ref:*  
*Date:* 12 April 2022

Dear Councillor Hood-Williams

Thank you for your letter following the Child and Family Services Scrutiny Performance Panel meeting held on 9<sup>th</sup> March 2022. This provides a very comprehensive overview of the main issues discussed by the panel, covering the ICCSA report into child sexual exploitation by organised networks, the Youth Justice Service inspection report and the verbal update on emergency staffing.

It is very helpful to read all of the points raised and discussed by the panel, particularly in relation to the IICSA report and the developments and improvements that have taken place since 2019 in Child and Family Services, Education and South Wales Police. Panel members provided a range of insights and observations which will assist the strategic and operational Child Missing, Exploited and Trafficked (CMET) groups in their work going forward.

The review of the panel's work over 2021-22 evidences the critical role that they play in supporting the work of Child and Family Services, alongside asking challenging questions when needed. It is clear to see the difference that panel not only strives to make but can also evidence it is making to achieving the best outcomes possible for children, young people and their families in Swansea.

In relation to the points raised by panel that require a response, please find attached to my letter a copy of the press statement from HMIP following the publication of the Swansea Youth Justice Service inspection report.

With regard to training on understanding the mind of the abuser, the most important training for all staff (Council and our partners) is to complete the safeguarding eLearning to give them the basics. Exploitation is covered within many of our training courses available internally, regionally and on a multiagency basis, including :

- Contextual safeguarding
- Online-harm
- Child protection and safeguarding (e-learning level 1 and face to face level 2/3/4)
- Working with perpetrators of domestic violence

## Page 2

We also commission the following specialist training:

- Barnardos - Identifying harmful sexual behaviour
- Stop it Now - Understanding sexual exploitation of children and young people
- Lucy Faithful - Promoting positive pathways for young people who exhibit harmful sexual behaviour

Learning from child and adult practice reviews is shared through learning events and should any team have specific needs these can be commissioned and arranged via the Social Services Training Team.

I hope the above information sufficiently addresses the responses requested by the Panel.

Yours sincerely



**Y Cynghorydd/Councillor Elliott J King**  
**Aelod Y Cabinet dros Wasanaethau Plant/ Cabinet Member for Children's Services**

Enc.

**Under embargo until 00:01 15 February 2022**

## **Swansea Youth Justice Service 'Requires improvement'**

Swansea Youth Justice Service (YJS) has received an overall rating of 'Requires improvement' following an inspection by Her Majesty's Inspectorate of Probation.

Swansea YJS formed in 2019 following the disaggregation of Western Bay Youth Justice and Early Intervention Service (YJEIS). The Western Bay service had previously been subject to a joint inspection in 2019 and was then rated as 'Inadequate', with significant concerns about service delivery.

Chief Inspector of Probation Justin Russell said: "The creation of Swansea YJS has resulted in improvements for the benefit of the service, children under their supervision and the local community. The rating of 'Requires improvement' is a sign that Swansea YJS is addressing previous issues and has made progress in a relatively short space of time, although there is plenty of work still to do."

Swansea YJS work with children aged 10 to 17. The majority of children under their supervision are aged 15 to 17 (83%), male (80%) and white (83%). The YJS supervise children with complex needs and some in the care of the local authority (Looked After Children).

The inspection looked at standards of organisational delivery (leadership, staffing and facilities), their management of children serving court sentences (court disposals) and children serving cautions or community resolutions (out-of-court disposals). We also inspected the quality of resettlement policy and provision, which was separately rated as 'Requires improvement'.

Inspectors felt Swansea YJS now has a clear strategy for the service and what they can offer. The management board is more proactive and supportive and there was better provision for children – highlighting that specialist services are now in place to support children's speech, language and communication. However, the board need to do more to raise the profile of Swansea YJS with other organisations locally and its partners need to improve the integration of their services with the YJS.

Mr Russell added: "The management board, and the service, need to look closely at disproportionality and diversity. Girls (20 per cent of the cohort) and Black, Asian and minority ethnic children (17 per cent of the cohort) are overrepresented in its caseload, and the YJS has not identified this as a key priority in their youth justice plan. This has impacted all elements of service delivery and is one of the reasons why the service was not rated higher than 'Requires improvement'."

However, inspectors found that each child at Swansea YJS is actively involved in how the service develops. It was evident that they are a learning organisation that is child-centred



and conducts regular reviews to identify areas for improvement. This is be commended, but the inspection concluded that there is still some inconsistency in service provision.

For example, out-of-court disposals are having positive outcomes and children have access to a number of up-to-date interventions, including education, training and employment. But, over half of the work done on out-of-court disposals we inspected was insufficient in its delivery to ensure the safety of other people. This needs to be a key priority for the service to address.

Similarly, Swansea YJS is working with partners to improve and embed resettlement guidance and provision, but this was not yet in place at the time of the inspection and provision was not meeting the needs of all children and young adults.

Mr Russell concluded: "Swansea YJS have made a promising start to life as a new service. Change takes time, and they have shown intention and ambition in this inspection, and some improved work in each area we inspected. Consistency will be important for them over the coming years, and we look forward to seeing them develop further and address the key areas for improvement in our recommendations."

This inspection made seven recommendations to Swansea YJS, including to provide training to staff so that they are confident in working with children who have engaged in sexually harmful behaviour; improve the quality of planning to address risks to and from the child, ensure that actual and potential victims have been considered and that there are effective contingency arrangements.

In addition, Swansea Youth Justice Board should work with the YJS to develop an understanding of diversity and disproportionality within its cohort of children and identify how the needs of these children will be met.

## **ENDS**

### **Notes to editor**

1. The report is available at [www.justiceinspectorates.gov.uk/hmiprobation](http://www.justiceinspectorates.gov.uk/hmiprobation) on 15 February 2022 00.01.
2. HM Inspectorate of Probation is the independent inspector of youth offending and probation services across England and Wales.
3. The Inspectorate uses a four-point scale: 'Outstanding', 'Good', 'Requires improvement' and 'Inadequate'. The Inspectorate rates specific aspects of each service and also gives an overall rating.
4. Fieldwork for this inspection took place in October 2021.
5. For media enquiries, please contact Corporate Communications Manager Diane Bramall 07929 790 564 or [media@hmiprobation.gov.uk](mailto:media@hmiprobation.gov.uk)

# Agenda Item 6



## Report of the Convener

### Child and Family Services Scrutiny Performance Panel – 11 October 2022

### Role of the Child and Family Services Scrutiny Performance Panel

|  |   |
|--|---|
| <b>Purpose:</b>                          | As it is the first meeting of the municipal year (and Council term) this report has been written to help give clarity and ensure understanding of the role of the Child and Family Services Scrutiny Performance Panel. It is also designed to aid discussion on effective working. |
| <b>Content:</b>                          | A description of the role of Performance Panels is provided, the focus of the Child and Family Services Panel, and link to relevant Council Priorities / Policy Commitments.  |
| <b>Councillors are being asked to:</b>   | Discuss the role of the Panel and effective working   |
| <b>Lead Councillor:</b>                  | Councillor Paxton Hood-Williams, Convener of the Child and Family Services Scrutiny Performance Panel   |
| <b>Lead Officer &amp; Report Author:</b> | Liz Jordan, Scrutiny Officer<br>E-mail: <a href="mailto:liz.jordan@swansea.gov.uk">liz.jordan@swansea.gov.uk</a>  |

#### 1. Introduction

- 1.1 Within the Council's arrangements for Overview & Scrutiny, the Scrutiny Programme Committee is responsible for developing a Scrutiny Work Programme and managing the overall work of scrutiny to ensure that it is as effective as possible.
- 1.2 The broad aim of the scrutiny function is to engage non-executive councillors in activities to:
  - provide an effective challenge to the executive
  - help improve services, policies, and performance
  - engage the public in its work.
- 1.3 At the same time the Committee must ensure that the work of scrutiny is:
  - manageable, realistic and achievable given resources available to support activities
  - relevant to council priorities
  - adding value and having maximum impact

- coordinated and avoids duplication.
- 1.4 In order to discharge the work of Scrutiny, the Scrutiny Programme Committee can establish informal Scrutiny Panels and Working Groups.
- There are two types of Panel:
- Inquiry Panels will undertake discrete in-depth inquiries into significant areas of concern on a task and finish basis.
  - Performance Panels will undertake provide ongoing in-depth monitoring and challenge to particular services / service areas
- 1.5 The Committee has established six Performance Panels, each with a specific focus:
- Service Improvement & Finance
  - Education
  - Adult Services
  - **Child & Family Services**
  - Development & Regeneration
  - Climate Change & Nature.
- 1.6 Panel meetings will typically involve consideration / assessment of service performance reports from Cabinet Members, with support from lead officers, and discussion of issues arising. Where necessary, Panels will drill down into specific matters. Panels may request relevant reports on activities, performance and information that will help it to assess progress regarding the Council's work, commitments, and implementation of agreed plans.
- 1.7 Performance Panels are expected to have on-going correspondence with relevant Cabinet Members in order to share views and recommendations, arising from monitoring activities, holding them to account for service performance, quality and improvement.
- 1.8 The Committee also determines the frequency of Performance Panel meetings that can be supported within the overall Scrutiny Work Programme. Performance Panels will meet on an on-going basis during the Council term until otherwise agreed by the Committee. Accordingly, Panels will develop a work plan for meetings that effectively discharge their responsibilities and Committee expectations.
- 1.9 Non-executive councillors who are not members of the Committee have the opportunity to participate in Panels and other informal task and finish groups. The membership of Panels and Working Groups is determined by the Committee. The Committee will appoint Panel Conveners in the first year of a Council term, however, has agreed for Performance Panels to then re-confirm / appoint their Convener at the start of every subsequent municipal year. There are no fixed number of seats on Panels, however, more than one political group should be represented on each and should be of a manageable size in terms of team working and effective questioning. A minimum of 3 members should be present at all meetings.

- 1.10 Performance Panel Conveners are required to provide the Scrutiny Programme Committee with regular progress reports on the work and impact of their Panels. Performance Panel conveners can attend meetings of the Scrutiny Programme Committee as co-opted members.
- 1.11 Panels and Working Group meetings are accessible to the public, just as the Scrutiny Programme Committee. Agendas, reports, letters relating to scrutiny activities are published on the Council's modern.gov online platform:  
<https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0>

## 2. The Child and Family Services Scrutiny Performance Panel

- 2.1 The Child and Family Services Scrutiny Performance Panel provides ongoing challenge to performance in Child and Family Social Services and Poverty and Prevention 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 Panel currently has a membership of 8 councillors.
- 2.3 In accordance with the agreed Scrutiny Work Programme, the Panel meets every six weeks.
- 2.4 The Panel has received relevant performance reports to monitor and challenge assessments on service performance and quality in respect of Children's Social Services. This provides a regular 'health check' on Child and Family Services activity to facilitate challenge by the Panel. The Panel has then, where necessary, drilled down on specific work, to provide a more in-depth level of scrutiny. It has monitored delivery of the Council's work, commitments and implementation of agreed plans, and assessed progress. For example, during 2021/22 this included discussion on: Wales Audit Office Reports, CIW Inspection Reports, Safeguarding, the Regional Adoption service and CAMHS. The Panel has also received updates at each meeting on the effects of COVID on the Service.
- 2.5 The Panel will write to the relevant Cabinet Members, to convey its views including suggested action, arising from meeting discussions. Letters, and responses where requested, are reported back to the Panel for comments and discussion as necessary.
- 2.6 Link to Corporate Objectives as set out within the Corporate Plan 2022/23:
- **Safeguarding** people from harm – so that our citizens are free from harm and exploitation.

The Council's Corporate Plan, pages 14-17, relate specifically to Safeguarding People from Harm and have been **appended to this report**.

- 2.7 Link to Policy Commitments 2022-2027 (taken from Council report 7 July 2022):

#### 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.
- We will seek to provide better day care opportunities and respite services across the City.
- Swansea Council will continue to develop and operate a network of Local Area Co-ordinators (LAC) to cover the whole of Swansea.

100 days target:

#### Better care

- The Council will undertake a review of post-pandemic care provision.
- We will begin options appraisal and move to increase council direct delivery of care.
- Swansea Council will engage with Health to ensure care plans align with health recovery.
- We will progress a new children's care facility.

### **3. Support**

3.1 Performance Panels have the dedicated support of a member of the Council's Scrutiny Team. For the Child and Family Services Scrutiny Performance Panel it is currently Liz Jordan, [liz.jordan@swansea.gov.uk](mailto:liz.jordan@swansea.gov.uk) This lead Scrutiny Officer will assist with work planning and project-manage scrutiny activities and help to ensure that things run smoothly, for example by:

- directly supporting meetings
- liaison with Cabinet Members, departments, partners and the public
- contacting and arranging witness sessions
- carrying out research and arranging evidence gathering
- carrying out and assisting with any consultation and public engagement exercises
- helping to keep the work to time
- capturing and reflecting back the ideas, evidence gathered and any key issues that have been highlighted
- assisting in the drafting of scrutiny letters and reports
- promoting work using social media and other methods of communication.

3.2 The Corporate Management Team and Service Departments are also an essential source of advice and support. Engagement with departments will be important in providing context for areas of work, knowledge about policies and service delivery, and technical expertise.

3.3 The Committee should recognise that resource constraints may have an impact on the scrutiny activity and delivery of work plans. Being focussed, proportionate and flexible will be important as we carry out scrutiny.

#### **4. Effective Working**

4.1 The Panel is encouraged to consider how it can work more effectively, for example in its preparation for meetings, and think about its approach to issues including the following:

- Developing Questions and Questioning Strategy
- Use of short Pre-meetings / Post meetings
- Team / Inclusive Working and Communication
- Decorum at meetings
- Meeting times / length
- Any other practical considerations.

**Background Papers:** None

**Appendices:** Extract from Corporate Plan 2022/23 on 'Safeguarding People from Harm'.

## **Safeguarding people from harm**

### **Why this priority is a well-being objective.**

- 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 vibrant city in which all people can together live happy, healthy, fulfilling lives, achieve their own wellbeing outcomes and age well.
- We are 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.

### **The longer-term challenges this well-being objective will help address.**

- Managing the impact of COVID-19 and looking forwards with the help of the Council's Recovery plan will be a key focus going into 2022/23 and beyond, as we carry on with transformation programmes to modernise social care services. An ageing population with increased health needs and overall greater demands on the health and social care system requires a more preventative, sustainable approach.
- We are working in partnerships to improve health wellbeing outcomes and safety of our most vulnerable citizens.
- Through coproduction we are involving people in everything we do, focusing on 'what matters most' to them as citizens, placing them at the centre of their own care and support and by coproducing services to achieve better outcomes
- By ensuring there is better quality and more accessible health and social care services for adults children and families who need our care and support.
- Swansea is engaged in work on a regional strategic approach to support the wellbeing needs of carers and young carers, this needs to translate into a clear approach locally to make a difference in the lives of individuals.

### **The steps we will take to meet this well-being objective.**

- **Safeguarding as Everyone’s business** - safeguarding our most vulnerable people, prioritising services and contact during the Covid-19 response and beyond, continuing to ensure that safeguarding is ‘everyone’s business’ across the Council, within schools, with partners and through West Glamorgan Safeguarding Board and partnerships.
- **Prevention and early intervention** - working preventatively with partners to address social isolation, adverse childhood experiences and domestic violence. By extending local area coordination, offering support to families and promoting well-being opportunities to enhance our quality of life in supportive communities and within Swansea as a Healthier City.
- **High quality and resilient statutory services** - continue to ensure that Adult and Child & Family Services are robust, resilient and effective in getting right care and support to the right person, at right place and at the right time.
- **Improving outcomes for children and young people** - by promoting rights of children, young people, and improving outcomes of looked after children and care leavers, and to reduce number coming into our care through a new ‘Supporting children and young people to be safe with family’ strategy, by implementing Child and Family service improvements and through the Corporate Parenting Strategy to help them achieve a better life.
- **Transforming Care and Support to vulnerable adults** - Supporting our most vulnerable adults to remain safe and independent at home, with access to joined up Health and Social Care services to improve outcomes for the most vulnerable Swansea citizens, and by rebalancing our service offer to focus on prevention, reablement and recovery.
- **Support to unpaid carers, parent carers and young carers** - recognising the vital contribution of unpaid carers, parent-carers and young carers to supporting vulnerable people; by coproducing new approaches to improve access to a range of support to help achieve their own well-being outcomes.
- **Building a skilled, professional workforce** – to ensure we can recruit and retain a workforce that receives the leadership and professional support they need to be resilient and the best they can be in safeguarding the most vulnerable people, delivering high quality services, promoting better health and wellbeing outcomes for citizens, and in working with partners to achieve a sustainable, zero net carbon, integrated health and social care system.

**The contribution this well-being objective makes to the national goals.**



|                    |                   |                                     |                                      |  |                                     |                              |
|--------------------|-------------------|-------------------------------------|--------------------------------------|--|-------------------------------------|------------------------------|
| A prosperous Wales | A Resilient Wales | A more equal Wales                  | A Wales of more cohesive communities | A Wales of vibrant culture and thriving Welsh language | A healthier Wales                   | A globally responsible Wales |
|                    |                   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>  |  | <input checked="" type="checkbox"/> |                              |

**How we will maximise our contribution to the national goals through the way in which we work.**

- *Preventing problems from occurring or from getting worse* – developing preventative services to help citizens achieve their own wellbeing outcomes and to reduce the need for people to access statutory services.
- *Addressing long-term challenges* – working preventatively, in a rights-based way, co-producing care and support plans with citizens to help plan to address future care and support outcomes, and identify solutions for tackling new and rising demands on local health and social care services.
- *Working in partnership with others* – to tackle complex well-being and society issues such as adverse childhood experiences, domestic violence, homelessness and helping people to live and age well with partners through the Public Service Board.
- *Avoiding conflicts between public body objectives* – working collaboratively with partners through Western Bay regional health and social care partnership board, regional safeguarding board and through the Public Service Board.
- *Involving people* – involving all citizens, including carers, young carers and victims of domestic abuse and looked after children and their families in coproducing their own care and support plans, and by focussing on their rights, their strengths and assets and what they can bring to their own family networks and communities.

**How we will measure progress<sup>1</sup>.**

- Total number of reablement packages completed and the need for support.
- Adult care and support plans reviewed within statutory timescales.

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<sup>1</sup> Provisional pending review and data development.

- Carers assessments completed for adults.
- Children on the Child Protection Register, looked after, supported and visits not overdue.
- Children and young people supported.

**The contribution this well-being objective makes to the Public Service Board Well-being Objectives.**

|   |                                     |                     |                                     |
|---|-------------------------------------|---------------------|-------------------------------------|
| Children have the best start in life to be the best they can be | People live well and age well       | Working with nature | Strong communities                  |
| <input checked="" type="checkbox"/>                             | <input checked="" type="checkbox"/> |                     | <input checked="" type="checkbox"/> |

# Agenda Item 7



## Report of the Cabinet Member for Children's Services

### Child and Family Services Scrutiny Performance Panel – 11 October 2022

#### OVERVIEW OF CHILD AND FAMILY SERVICES IN SWANSEA

|                                       |   |
|---------------------------------------|---|
| <b>Purpose</b>                        | To provide an overview of key priorities and challenges and to present the Child and Family Services monthly performance report for August 2022.  |
| <b>Content</b>                        | <p>This report includes highlights against Welsh Government, Care Inspectorate Wales and local indicators. The information covers an overview of Child and Family Services across the continuum of need and also includes the Family Support Service, Fostering Service, the Regional Adoption Service and the Youth Justice Service.</p> <p>Alongside current performance information and data, this report provides an overview of the priority improvement areas that are being taken forward by CFS during 2022/23.</p> |
| <b>Councillors are being asked to</b> | Consider the report as part of their routine review of performance and improvement in Child and Family Services.  |
| <b>Lead Councillor(s)</b>             | Cllr Louise Gibbard, Cabinet Member for Care Services   |
| <b>Lead Officer(s)</b>                | David Howes, Director of Social Services<br><br>Julie Davies, Head of Child and Family Services   |
| <b>Report Author</b>                  | Julie Davies, Head of Child and Family Services<br>01792 633812<br><a href="mailto:Julie.davies10@swansea.gov.uk">Julie.davies10@swansea.gov.uk</a>   |

## **1. Current performance across Child and Family Services**

- 1.1 The qualitative and quantitative content of the monthly report continues to be added to and refined since the introduction of WCCIS. As can be seen from the August report, there are areas that continue to be developed so that a full picture across the whole service and continuum of need is able to be provided.
- 1.2 Capability charts have been added by the Learning and Innovation team which are helpful management tools from both an operational and strategic level. These show demand against predicted highs and lows, and prompt timely discussions about use of resources where there are changes in anticipated or expected demand.
- 1.3 The service continues to deliver its statutory requirements despite the immense pressures being faced, in particular social worker recruitment difficulties and the lack of suitable placements for looked after children and care leavers:
  - children are being seen on time
  - more assessments are being completed in timescale
  - timely safeguarding responses are being provided
  - reviews of statutory plans are taking place when they need to
- 1.4 Key highlights from the August report:
  - More children and families are being supported through early help.
  - There are less children on the child protection register compared to the same time last year.
  - The number of looked after children has remained in the low 480s for some time, which is lower than 12 months ago.
  - Multi-agency reviews evidence good compliance with practice standards.
  - Staff are more consistently receiving regular supervision and support.

## **2. Improvement priorities for Child and Family Services**

- 2.1 Swansea Child and Family Services is facing a number of challenges and pressures on its road to recovery post-pandemic. These are not dissimilar to those faced in other Local Authorities – increase in and different types of demand; social work recruitment crisis; the expectations from Welsh Government as articulated in their programme for change, and more recently the impact of the cost of living crisis on our vulnerable children, young people and their families and carers.
- 2.2 The improvement priorities for the service are focused on three critical areas, with more detail provided below on key actions to deliver the necessary change:
  - Prevention and early intervention
  - Placement sufficiency
  - Workforce
- 2.3 Targeted support is being developed via the Early Help Hubs to support parents and carers in relation to parental conflict and also understanding and responding to neurodiversity. Parental advocacy is also being developed both at a local and

regional level to help parents engage with Child and Family Services and understand how they can better support and parent their children.

- 2.4 The youth service, through the 5 Early Help Hubs, is responding to the changes in demand from young people in how best to engage with them in their communities and will be offering an expanded and responsive service across Swansea. There is also work planned to co-produce a consistent response in relation to carer's assessments, use of direct payments and support for young carers.
- 2.5 There are a range of actions being developed or underway to ensure the Local Authority is able to meet its sufficiency duty, along with enabling stability in placements to avoid children and young people needing to move on:
- Targeted recruitment of foster carers (adolescents, parent and child) and creating a therapeutic hub in the fostering team to support the retention of foster carers.
  - Creating a new regional model of care for complex young people (including step down from and preventing the need for secure accommodation) through the Regional Partnership Board.
  - Exploring the setting up of new provision with providers who are confident they can work with the Welsh Government expectations, so that children and young people are able to remain living in Swansea.
  - Expanding the local and regional supported accommodation for young people aged 16+ (including unaccompanied asylum seeking children) with existing local and new providers.
  - Growing at pace the in-house residential provision with the aim of having 4 homes. One existing home (Ty Nant), the purchase of two properties to convert to children's homes (one was acquired earlier in 2022) and repurposing a former Council home and registering as emergency provision (CIW registration process for this is almost complete).
- 2.6 Our workforce is our greatest asset and the strategy for Child and Family Services is one of nurturing and developing staff at all levels across the service, along with growing our workforce of the future and offering opportunities for professional development:
- Create and recruit more alternatively qualified staff to support the social work teams.
  - Supporting the All-Wales approach and drive to managing social worker recruitment agencies.
  - Increasing the number of CFS staff recruited to the OU social work course to 11 in 2022.
  - Implementing the social work academy to nurture and develop newly qualified social workers.
  - Planning for the future by developing a whole service career progression pathway encompassing role profiling, qualifications and training in a 3 to 5 year plan.
  - Developing a reward and recognition scheme with and for staff building on the well-being strategy.

# Child & Family Services

## Monthly Well-being Report

### August 2022

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Integrated Information, Advice & Assistance  
Emergency Duty Team  
Domestic Abuse Hub  
Early Help Hubs  
Family Wellbeing Team  
Integrated Safeguarding Hub  
CMET

## Supported Care Planning

### Fostering & Adoption

Family & Friends  
Foster Wales Swansea  
Western Bay Adoption

## Support Services

Family Support Service

## SQU & CPCU

## Professional Abuse Enquires

## Youth Offending Service

## Staff Wellbeing

# Head of Service Overview

Another remarkable month of performance across Child and Family Services. There has been no respite in the staffing pressures due to on-going high level of social worker and early help vacancies, with the level of demand through our front door only slightly dropping compared to July.

The number of contacts to the Domestic Abuse Hub remains at a similar level to the previous month with the majority closed after information has been provided. The number of strategy discussions held is twice as high as those held in July although less proceeded to a Section 47 investigation and initial child protection conference.

We continue to have waiting lists in our Early Help Hubs due to the high number of staff vacancies – positively these are mainly due to staff moving on and progressing their career within Child and Family Services. We are hopeful of recruiting to the majority of these posts during September.

Now we are able to identify referrals specifically for CMET, we are beginning to see and understand the demand in this area. Due to the very high number of independent children’s homes in Swansea the team are kept very busy with strategy meetings and child protection investigations for other local authority looked after children. The pressures and demands are exacerbated when local authorities do not notify us they have placed a child in Swansea, which prevents CMET from planning and assessing risk in a proactive rather than reactive way.

Caseloads across the supported care planning teams are showing a downward trend; although this could be seen as positive it does not reflect the extreme pressures the teams are under due to social worker vacancies, the higher number of newly qualified social workers in post and the level of complexity of the cases that are open. A detailed analysis of the caseloads of different workers across the continuum of need will be undertaken to inform and shape a caseload policy for Child and Family Services.

Child protection registration numbers have seen an increase in August, after a continued downward trend in recent months. We remain within the predicted range of 160-200. The regular auditing led by the Learning and Innovation Team provides assurances that safe decisions are being made and there is consistency in applying thresholds.

Looked after children has seen a slight increase to 484; with the availability of placements continuing to be a challenge. Our sufficiency has been and continues to be affected by Welsh Government’s programme to eliminate profit, which is leading to some providers pausing their expansion plans, taking other Local Authority children rather than Welsh children and/or deciding to move out of Wales. Our recruitment strategy for foster carers needs to be implemented at pace in response to this on-going demand for short and longer term periods of care, and over the medium to longer term, the expansion of our in-house residential provision will improve our sufficiency.







Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

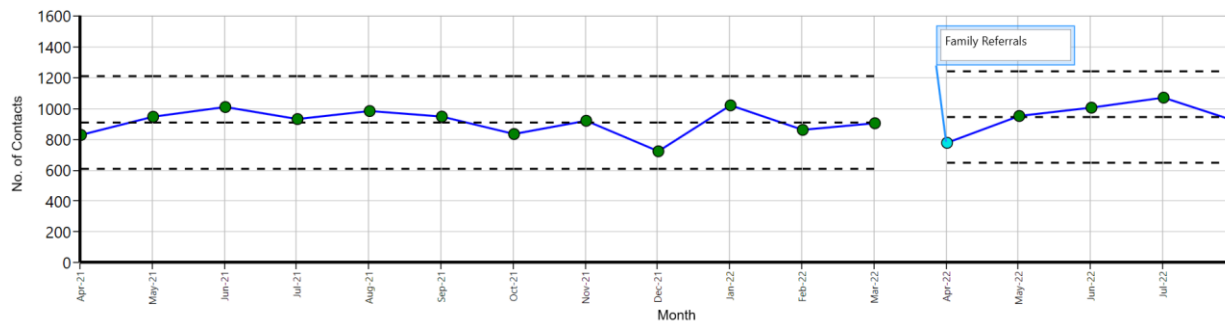
Youth Offending Service

Staff Wellbeing

# Single Point of Contact

| Contacts   | August 2022 | July 2022   |
|--|-------------|-------------|
| The total number of contacts received by Child & Family Services during the month: | <b>921</b>  | <b>1074</b> |
| The number of contacts closed Information only during the month:                   | <b>502</b>  | <b>625</b>  |
| The number of contacts closed with Advice or Assistance during the month:          | <b>69</b>   | <b>55</b>   |

Contacts Received by SPOC



|      | Apr-21  | Apr-22  |
|------|---------|---------|
| UCL  | 1213.57 | 1244.59 |
| Mean | 912.75  | 948     |
| LCL  | 611.93  | 651.41  |

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Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

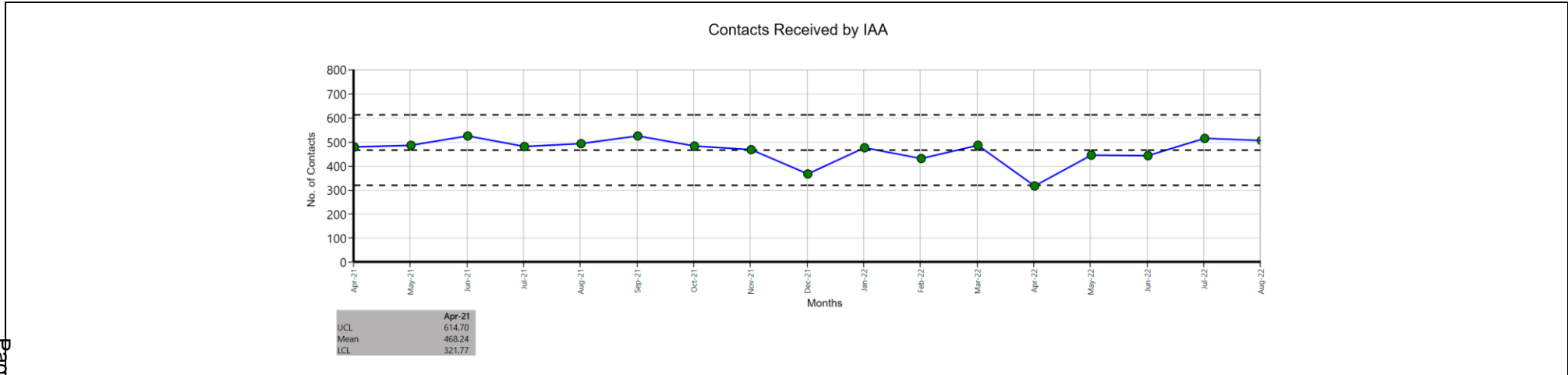
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Integrated Information, Advice & Assistance Hub

| Contacts & Closures  | August 2022                   | July 2022  |
|--|-------------------------------|------------|
| The number of contacts received by the Integrated Information, Advice and Assistance Hub during the month:   | <b>508</b>                    | <b>517</b> |
| The number of contacts received during the month where Advice or Assistance has been provided within 12 months:  | <b>Report To Be Developed</b> |            |
| The number of contacts closed Information only during the month:   | <b>269</b>                    | <b>314</b> |
| The number of contacts closed with Advice or Assistance during the month:  | <b>57</b>                     | <b>37</b>  |
| The number of contacts passed to preventative services during the month:   | <b>9</b>                      | <b>18</b>  |
| The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month:<br>(includes individuals, contextual areas and peer groups) | <b>11</b>                     | <b>8</b>   |
| The number of contacts passed to the Integrated Safeguarding Hub during the month:   | <b>42</b>                     | <b>20</b>  |
| The number of contacts passed to Supported Care Planning during the month:   | <b>37</b>                     | <b>30</b>  |
| The number of contacts passed to the Independent Carers Assessment Team  | <b>0</b>                      | <b>0</b>   |
| The number of contacts received during the month, which were being supported by the Integrated Information, Advice and Assistance Hub at the end of the month:           | <b>83</b>                     | <b>90</b>  |



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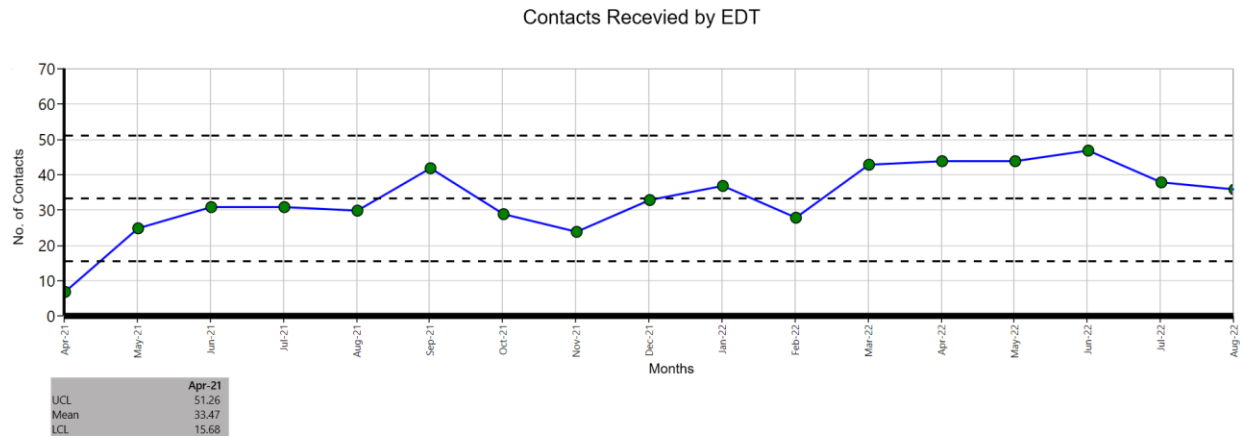
### Emergency Duty Team

| Contacts & Closures  | August 2022 | July 2022 |
|--|-------------|-----------|
| The number of contacts received by the Emergency Duty Team during the month:   | <b>36</b>   | <b>38</b> |
| The number of contacts closed Information only during the month:   | <b>5</b>    | <b>2</b>  |
| The number of contacts closed Advice or Assistance during the month:   | <b>5</b>    | <b>11</b> |
| The number of contacts closed with another reason during the month:  | <b>4</b>    | <b>3</b>  |
| The number of contacts passed to preventative services during the month:   | <b>4</b>    | <b>1</b>  |
| The number of contacts passed to the Integrated Information, Advice & Assistance Hub:  | <b>12</b>   | <b>17</b> |
| The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month:<br>(includes individuals, contextual areas and peer groups) | <b>1</b>    | <b>0</b>  |
| The number of contacts passed to the Integrated Safeguarding Hub during the month:   | <b>4</b>    | <b>3</b>  |



|  |          |          |
|--|----------|----------|
| The number of contacts received during the month, which were being supported by the Emergency Duty Team at the end of the month: | <b>1</b> | <b>1</b> |
|--|----------|----------|

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| Child Protection Investigations   | August 2022 | July 2022 |
|---|-------------|-----------|
| The total number of Strategy Discussions / Meetings recorded during the month:          | <b>3</b>    | <b>3</b>  |
| The number of Strategy Discussions / Meetings which require a Section 47 enquiry:       | <b>0</b>    | <b>2</b>  |
| The number of Strategy Discussions / Meetings where no further CP action is required:   | <b>2</b>    | <b>1</b>  |
| The total number of Section 47 enquires recorded during the month:                      | <b>0</b>    | <b>1</b>  |
| The number of Section 47 enquires which require an Initial Child Protection Conference: |             | <b>1</b>  |
| The number of Section 47 enquires where there is no further CP action required:         |             | <b>0</b>  |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

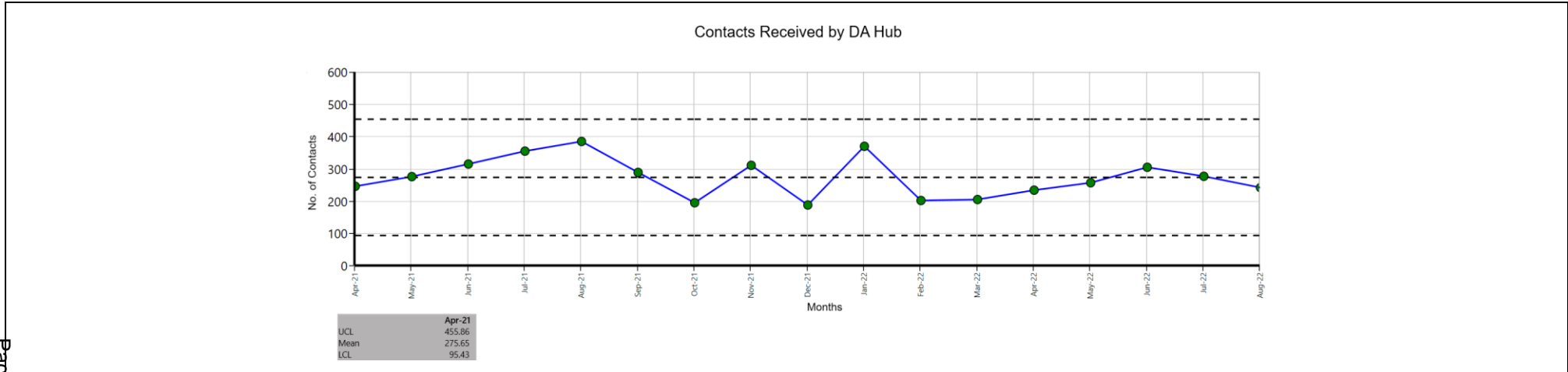
Youth Offending Service

Staff Wellbeing

## Domestic Abuse Hub

| Contacts & Closures   | August 2022            | July 2022 |
|---|------------------------|-----------|
| The number of contacts received by the Domestic Abuse Hub during the month:   | 244                    | 279       |
| The number of contacts received during the month where Advice or Assistance has been provided within 12 months:                           | Report To Be Developed |           |
| The number of contacts closed Information only during the month:  | 207                    | 252       |
| The number of contacts closed Advice or Assistance during the month:  | 4                      | 7         |
| The number of contacts closed with another reason during the month:   | 0                      | 1         |
| The number of contacts passed to preventative services during the month:  | 5                      | 0         |
| The number of contacts passed to the Integrated Information, Advice & Assistance Hub or the Integrated Safeguarding Hub during the month: | 1                      | 2         |
| The number of contacts passed to Supported Care Planning during the month:  | 2                      | 0         |
| The number of contacts received during the month, which were being supported by the Domestic Abuse Hub at the end of the month:           | 25                     | 17        |

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### Early Help Hubs

| Contacts & Closures   | August 2022                   | July 2022  |
|---|-------------------------------|------------|
| The number of contacts for the Early Help Hubs received during the month:                                       | <b>133</b>                    | <b>240</b> |
| The number of contacts closed Information, Advice or Assistance during the month:                               | <b>24</b>                     | <b>57</b>  |
| The number of contacts agreed for Early Helps Hubs support during the month:                                    | <b>92</b>                     | <b>139</b> |
| The number of contacts awaiting allocation at the end of the month:   | <b>205</b>                    | <b>185</b> |
| The number of contacts received during the month where Advice or Assistance has been provided within 12 months: | <b>Report To Be Developed</b> |            |
| The number of referrals received during the month where support ceased in the last 12 months:                   | <b>Report To Be Developed</b> |            |
| The number of referrals closed during the month:  | <b>109</b>                    | <b>169</b> |
| The number of referrals closed with a positive outcome during the month:  | <b>59</b>                     | <b>103</b> |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

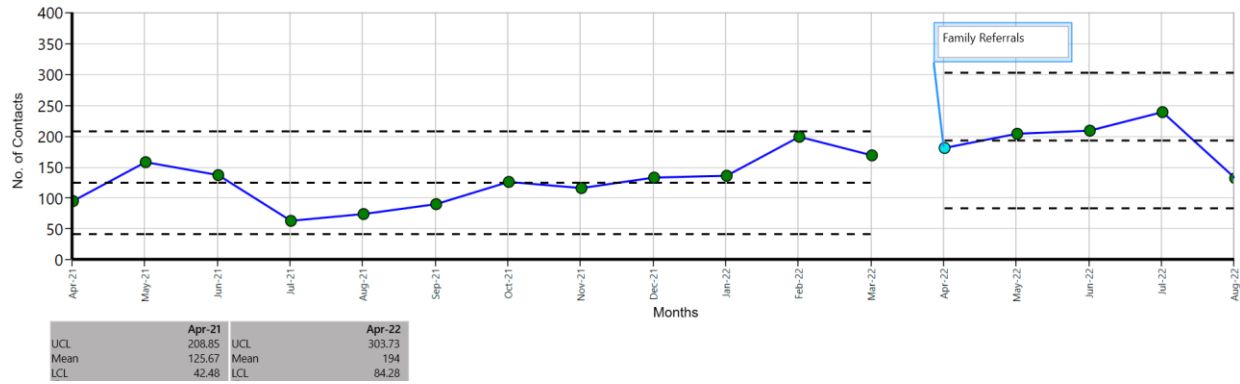
SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Contacts Received by Early Help Hubs



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**Caseload**

The number of children and young people supported at the end of the month:

**August 2022**

**1189**

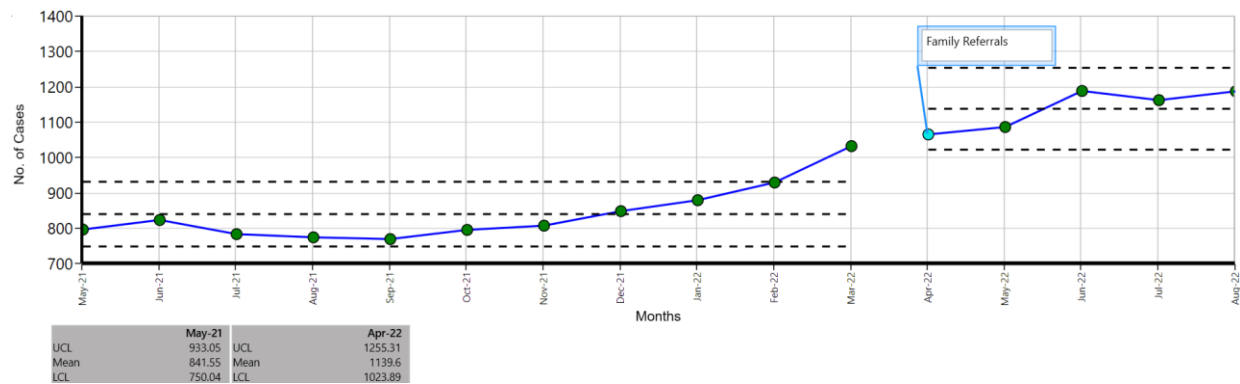
**July 2022**

**1164**

The number of children and young people with a Family Plan / Review at the end of the month:

**Report To Be Developed**

Caseload Trend - Early Help Hubs





- Single Point of Contact
- Supported Care Planning
- Fostering & Adoption
- Support Services
- SQU & CPCU
- Professional Abuse Enquires
- Youth Offending Service
- Staff Wellbeing

| Wellbeing Assessments   | August 2022                   | July 2022 |
|---|-------------------------------|-----------|
| The number of Wellbeing Assessments due during the month:       | <b>Report To Be Developed</b> |           |
| The number of Wellbeing Assessments completed during the month: | <b>41</b>                     | <b>68</b> |

| Family Plans   | August 2022 | July 2022  |
|--|-------------|------------|
| The number of Family Plan / Review's completed during the month: | <b>173</b>  | <b>192</b> |





Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

Support Services

SQU &amp; CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Family Wellbeing Team

| Contacts, Caseloads & Closures  | August 2022            | July 2022 |
|---|------------------------|-----------|
| The number of referrals agreed for Family Wellbeing Support during the month:                           | Report To Be Developed |           |
| The number of referrals closed to the Family Wellbeing Team during the month:                           | Report To Be Developed |           |
| The number of children and young people supported by the Family Wellbeing Team at the end of the month: | Report To Be Developed |           |

## Integrated Safeguarding Hub

| Contacts & Closures  | August 2022            | July 2022 |
|--|------------------------|-----------|
| The number of contacts that were passed to the Integrated Safeguarding Hub during the month:   | 47                     | 24        |
| The number of contacts received during the month where Advice or Assistance has been provided within 12 months:  | Report To Be Developed |           |
| The number of contacts closed Information only during the month:   | 4                      | 0         |
| The number of contacts closed Advice or Assistance during the month:   | 2                      | 1         |
| The number of contacts passed to a preventative service during the month:  | 4                      |           |
| The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month:<br>(includes individuals, contextual areas and peer groups) | 2                      |           |
| The number of contacts passed to Supported Care Planning for a comprehensive assessment during the month:  | 10                     |           |
| The number of contacts received during the month, which were being supported by the Integrated Safeguarding Hub at the end of the month:                                 | 25                     | 23        |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

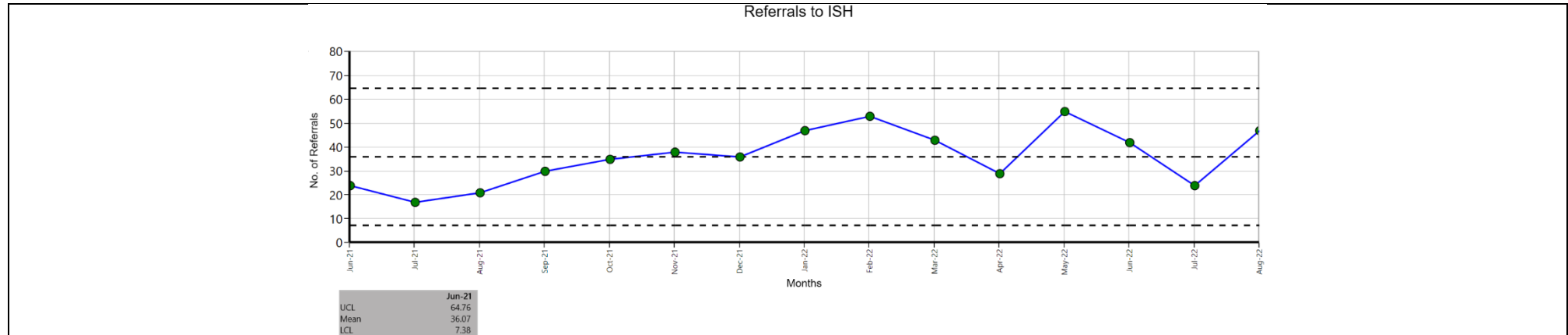
Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing



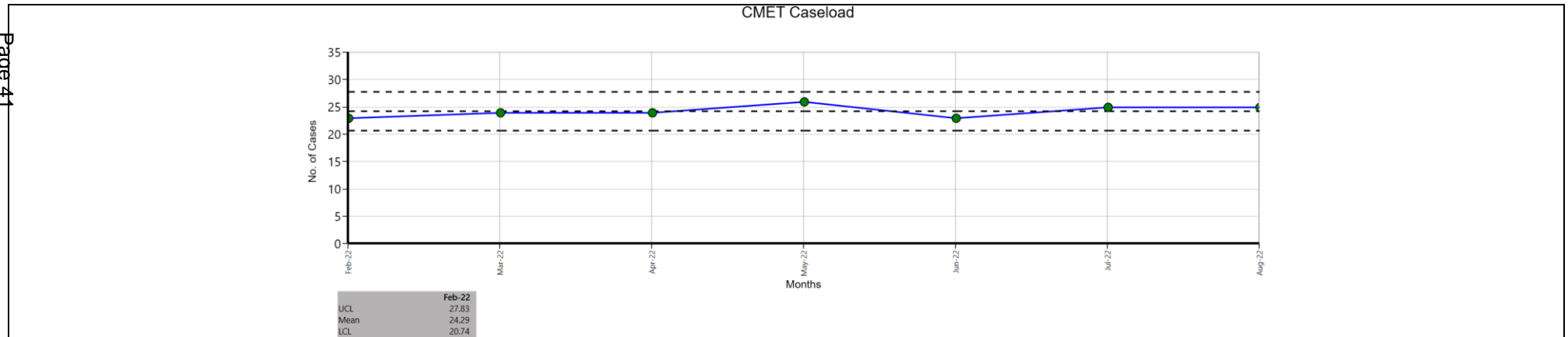
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| Child Protection Investigations   | August 2022 | July 2022 |
|---|-------------|-----------|
| The total number of Strategy Discussions / Meetings recorded during the month:          | <b>45</b>   | <b>22</b> |
| The number of Strategy Discussions / Meetings which require a Section 47 enquiry:       | <b>25</b>   | <b>15</b> |
| The number of Strategy Discussions / Meetings where no further CP action is required:   | <b>11</b>   | <b>4</b>  |
| The total number of Section 47 enquires recorded during the month:                      | <b>25</b>   | <b>14</b> |
| The number of Section 47 enquires which require an Initial Child Protection Conference: | <b>12</b>   | <b>9</b>  |
| The number of Section 47 enquires where there is no further CP action required:         | <b>11</b>   | <b>4</b>  |



## CMET

| Contacts, Caseload & Closures  | August 2022 | July 2022 |
|--|-------------|-----------|
| The number of contacts relating to contextual areas and peer groups that were passed to CMET during the month:                         | 5           | 2         |
| The number of contacts relating to contextual areas and peer groups that were closed by CMET during the month:                         | 4           | 0         |
| The number of contacts relating to contextual areas and peer groups that were closed by CMET during the month with a positive outcome: | 3           |           |
| The number of contextual areas and peer groups supported by CMET at the end of the month:  | 25          | 25        |



| What is working well?   | What are we worried about?   | What do we need to do? |
|---|--|------------------------|
| Child and Family recorded <b>921</b> contacts during the month; this is a reduction compared with July and to be expected given the time of year. The number of contacts recorded remains within the predicted range ( <b>651-1245</b> ). | There has been an increase in the number of children supported ( <b>1189</b> ) by the Early Help Hubs. The overall caseload has increased month on month, with the exception of July, which is likely due to the introduction of the family referrals. |                        |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Despite fewer contacts to the Early Help Hubs during August (**133**), a high proportion were agreed for support (**69.17%**).

The rise in referrals to the Integrated Safeguarding Hub has increased the level of child protection activity undertaken during the month – although the proportion proceeding to a Section 47 (**55.55%**) has reduced compared with July (**68.18%**); with a smaller proportion proceeding to an Initial Child Protection Conference (**48%**) compared with the previous month (**64.29%**).

During August, a higher number of referrals for contextual areas and peers groups, were received by CMET (**5**). The number of cases supported remains stable (**25**) and within the predicted range (**20-28**). However, similarly to the CapChart for the Integrated Safeguarding Hub the data is open to interpretation as there are currently insufficient data points to fully understand predictability.

A large proportion of cases closed by CMET (**75%**), during August, closed with a positive outcome.

During August, more cases were closed (**109**) compared to the number of referrals agreed to support (**92**) – however we continue to see a high number of cases awaiting allocation in the Early Help Hubs (**205**), which is unlikely to reduce until staff are recruited into vacant posts however the delay in start dates, inductions and training will further delay allocation of work.

Fewer Wellbeing Assessments (**41**) and Family Plans (**173**) were completed during August, compared with July – however this is expected given the time of year, and also impacted by the number of new cases awaiting allocation.

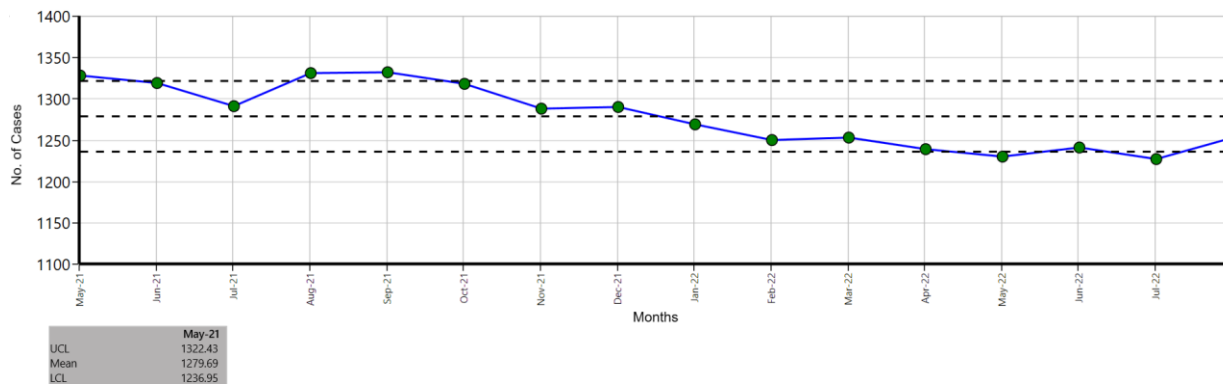
During August, a high number of referrals were passed to the Integrated Safeguarding Hub (**47 – 27 families, 11 sibling groups and 16 individuals**) – which is comparable with the number passed during May. The number passed during August is above average (**36**), but has caused an increase in the predicted range (**7-65**). Currently, the predicted range is open to interpretation as there are insufficient data points to fully understand predictability. We also need to be mindful of the recording errors when WCCIS was introduced which will have impacted the monthly figures early on.



# Supported Care Planning

| Contacts, Caseload & Closures  | August 2022                   | July 2022     |
|--|-------------------------------|---------------|
| The number of referrals received for a comprehensive assessment during the month: (referrals passed from the Integrated IAA Hub) | <b>43</b>                     | <b>32</b>     |
| The number of referrals received during the month where support ceased in the last 12 months:                                    | <b>Report To Be Developed</b> |               |
| The number of referrals closed in Supported Care Planning during the month:  | <b>44</b>                     | <b>51</b>     |
| The number of referrals closed with a positive outcome during the month:   | <b>Report To Be Developed</b> |               |
| The number of referrals passed to Family & Friends during the month:   | <b>Report To Be Developed</b> |               |
| The number of referrals stepped down to preventative services during the month:  | <b>Report To Be Developed</b> |               |
| The number of children and young people supported by Supported Care Planning at the end of the month:                            | <b>1254</b>                   | <b>1228</b>   |
| Of these, the percentage that represent complex cases (CP & LAC):  | <b>51.75%</b>                 | <b>50.98%</b> |

Caseload Trend - Supported Care Planning

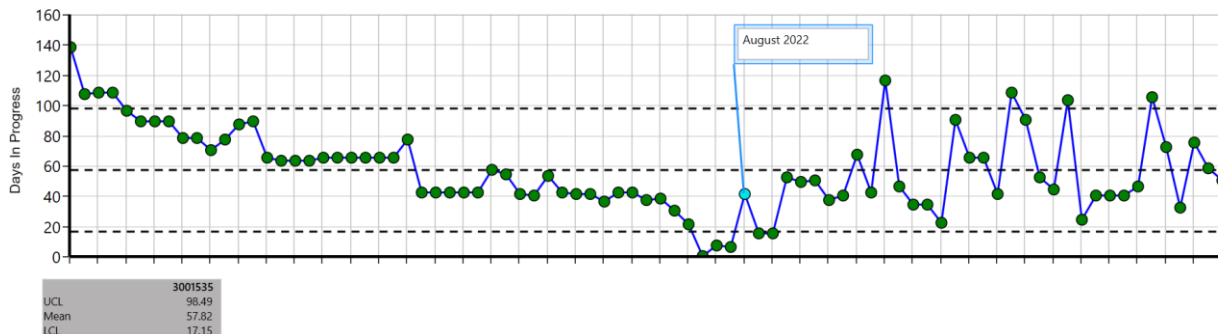


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| Case Supervision   | August 2022       | July 2022         |
|--|-------------------|-------------------|
| The percentage of Case Supervision sessions which are on time or not overdue at the end of the month:                | <b>72.88%</b>     | <b>81.64%</b>     |
| Care & Support Plans   | August 2022       | July 2022         |
| The number of children and young people with a Care and Support Plan at the end of the month:                        | <b>970</b>        | <b>945</b>        |
| Single Assessments   | August 2022       | July 2022         |
| The number of Single Assessments due at the end of the month:  | <b>206</b>        | <b>153</b>        |
| The number of Single Assessments that are overdue at the end of the month:   | <b>102</b>        | <b>83</b>         |
| The number of Single Assessments completed during the month:   | <b>38</b>         | <b>48</b>         |
| The number of Single Assessments carried out within timescales during the month:                                     | <b>15, 39.47%</b> | <b>12, 25%</b>    |
| The percentage of children seen during the period of assessment, who were born at the time the assessment concluded: | <b>62.50%</b>     | <b>74.42%</b>     |
| The average number of days to complete a Single Assessment during the month:   | <b>56 Days</b>    | <b>60 Days</b>    |
| The number of Single Assessments which indicate direct work has been undertaken (Children aged 5 and over):          | <b>20, 86.69%</b> | <b>33, 91.67%</b> |

Days to complete Single Assessment - Quarter 2





Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

Support Services

SQU &amp; CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

| Child Protection Investigations   | August 2022 | July 2022 |
|---|-------------|-----------|
| The total number of Strategy Discussions / Meetings recorded during the month:          | 36          | 38        |
| The number of Strategy Discussions / Meetings which require a Section 47 enquiry:       | 23          | 25        |
| The number of Strategy Discussions / Meetings no further CP action is required:         | 5           | 4         |
| The total number of Section 47's recorded during the month:                             | 20          | 22        |
| The number of Section 47 enquires which require an Initial Child Protection Conference: | 13          | 11        |
| The number of Section 47 enquires where no further CP action is required:               | 6           | 9         |

| Child Protection   | August 2022                   | July 2022 |
|--|-------------------------------|-----------|
| The number of children on the Child Protection Register at the end of the month:   | 187                           | 165       |
| The number of unborns to be added to the Child Protection Register at birth at the end of the month:   | 16                            | 8         |
| The number of children on the Child Protection Register that have been registered previously:  | 59                            | 44        |
| The number of children added to the Child Protection Register during the month:  | 28                            | 25        |
| The number of children added to the Child Protection Register, within 12 months of de-registration:  | 0                             | 7         |
| The number of children added to the Child Protection Register, within 12 months of de-registrations who've been re-registered under the same category: | <b>Report To Be Developed</b> |           |
| The number of children removed from the Child Protection Register during the month:  | 6                             | 41        |
| The number of children removed from the Child Protection Register at their first review, who were not Looked After:                                    | 0                             | 2         |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

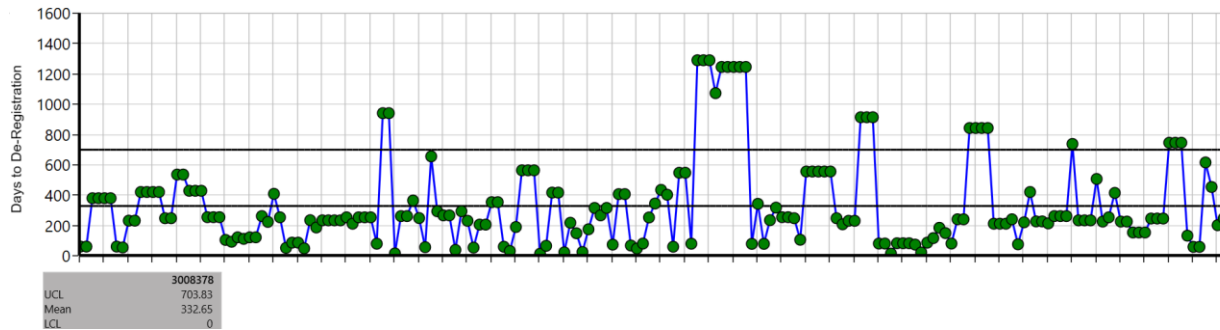
SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Days to De-Registration - January to August 2022



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## Qualitative Auditing – Multi Agency Safeguarding Reviews

### De-Registration at First Review

*During July, 2 children's names (1 sibling group) were removed from the Child Protection Register at the first Review Child Protection Conference who were not Looked After by the Authority or transferring in/out of another Authority. Since de-registration, the decision has been reviewed in a multi-agency setting.*

*Professionals had mixed views as to whether de-registration was the appropriate decision at the first Review Child Protection Conference. Professionals agreed however that at the time of conference, threshold was not met to continue registration as the individual posing a risk was incarcerated. Professionals felt more long term, clear safety planning was needed for when this individual is released as there were concerns that upon release, safety risks for these children could escalate very quickly and professionals wanted to be assured that this could be mitigated. Learning taken forward was to ensure partner agencies are made aware of the potential risks to ensure they report concerns knowing the family's history and vulnerabilities. Learning around long term safety planning is also being shared amongst teams.*

*Positively in this case views of children and family had been captured well, along with views of partner agencies. Probation involvement was not included; communicating with probation has been highlighted as an area for improvement in other reviews and case reflections. Work is underway to consider how communication and relationships can be improved with our partners in Probation moving forward.*





Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

Support Services

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Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

| Initial Core Groups  | August 2022                   | July 2022     |
|--|-------------------------------|---------------|
| The number of Initial Core Groups due during the month:  | <b>32</b>                     | <b>27</b>     |
| The number of Initial Core Groups held within timescales:  | <b>27</b>                     | <b>26</b>     |
| Statutory Visits   | August 2022                   | July 2022     |
| The percentage of visits to children on the Child Protection Register that were on time or not over due at the end of the month:                                 | <b>85%</b>                    | <b>84.39%</b> |
| The number of children on the Child Protection Register who have been visited at least twice during the month:   | <b>Report To Be Developed</b> |               |
| Dual Status  | August 2022                   | July 2022     |
| The number of children who are on the Child Protection Register and are Looked After:  | <b>23</b>                     | <b>18</b>     |
| Legal Proceedings  | August 2022                   | July 2022     |
| The number of children in PLO at the end of the month:   | <b>46</b>                     | <b>38</b>     |
| <i>During August, Public Law concluded for 5 children; of which the Local Authority issued care proceedings for 4 and concluded pre-legal proceedings for 1.</i> |                               |               |
| The number of children in Public Proceedings at the end of the month:  | <b>60</b>                     | <b>61</b>     |
| <i>During July, Public Proceedings concluded for 3 children; the Local Authority was granted Care and Placement Orders for 2 and a Full Care Order for 1.</i>    |                               |               |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

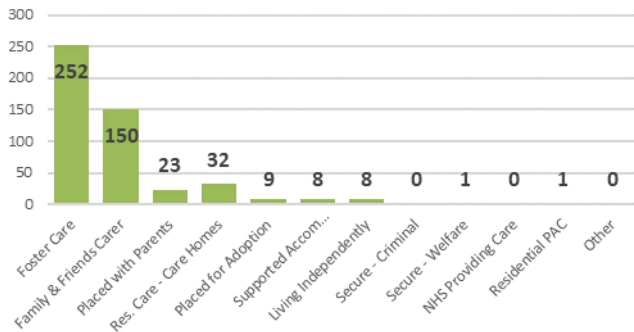
Youth Offending Service

Staff Wellbeing

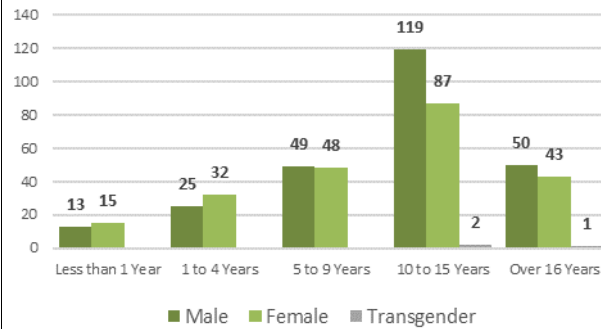
| Looked After Children   | August 2022 | July 2022      |
|---|-------------|----------------|
| The number of children who were Looked After at the end of the month:                                       | <b>484</b>  | <b>482</b>     |
| The number of children becoming Looked After during the month:  | <b>11</b>   | <b>7</b>       |
| The number of Initial PEP's due within 20 school days of becoming Looked After during the month:            | <b>0</b>    | <b>6</b>       |
| The number of Initial PEP's received within 20 school days of becoming Looked After:                        | <b>N/A</b>  | <b>6, 100%</b> |
| The number of Looked After children, with an unaccompanied asylum status supported at the end of the month: | <b>2</b>    | <b>3</b>       |
| The number of children ceasing to be Looked After during the month:   | <b>9</b>    | <b>9</b>       |

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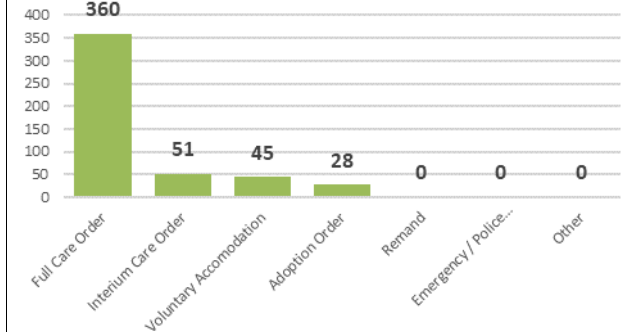
Looked After Children - Placement Type



Looked After Children - Age and Gender

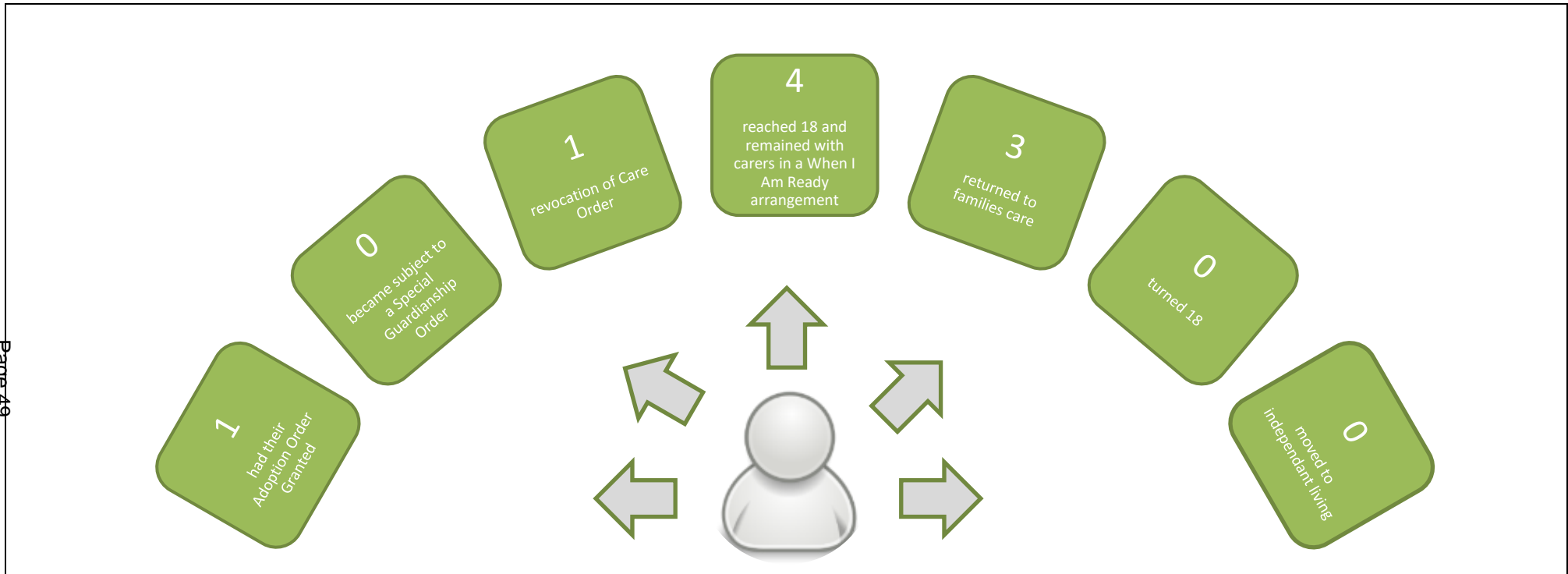


Looked After Children - Legal Status





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### Bays Plus

|  | August 2022 | July 2022 |
|--|-------------|-----------|
| The number of young people presenting as homeless, placed in a bed & breakfast, during the month (under 18's only): (includes Air B&B and Hotels)  | 2           | 1         |
| The total number of young people residing in a bed & breakfast at any time during the month (under 18's only):   | 2           | 1         |
| The number of young people presenting as homeless, placed in emergency accommodation, during the month (under 18's only): (includes Jennings, Emergency SLS, SPOT Purchasing Provisions) | 4           | 2         |



|  |          |          |
|--|----------|----------|
| The total number of young people residing in emergency accommodation at any time during the month (under 18's only): | <b>5</b> | <b>5</b> |
|--|----------|----------|

**Appreciative Enquiry – Bays Plus**

*In June an appreciative enquiry was undertaken with a Young Person, a care leaver who's supported by the YPA Service, to hear about their experience during our involvement.*

*The young person recently turned 19, and first became involved with Social Services at the age of 8.*

*The young person had an understanding of why Social Services became involved, and recalled several professionals who they felt supported by and who understood them.*

*The young person tells us they were placed in over 20 placements across South West Wales and would often try breaking down placements as they thought they'd be returned home.*

*On reflection, the young person felt social workers need to discuss contraception, substance use and street safety (explaining how young people are vulnerable to exploitation) from a younger age, as this is often discussed when it's too late.*

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| What is working well?   | What are we worried about?   | What do we need to do?   |
|---|--|--|
| <p>Despite staffing challenges we continue to see a high number of children and young people with an active Care and Support Plan (<b>970</b>).</p> <p>At the end of August there were more Single Assessments outstanding (<b>206</b>), but fewer were overdue (<b>49.51%</b>), compared to July (<b>54.25%</b>).</p> <p>We continue to see a high proportion of assessments where there is evidence that direct work has been undertaken for children aged 5 and older (<b>86.69%</b>).</p> | <p><b>38</b> Single Assessments were concluded during August; of these, <b>15</b> were completed within timescales. Staffing challenges continues to have an impact on Single Assessment timescales in addition to resource issues resulting in staff undertaking other work (such as transport runs).</p> <p>The number of children on the Children Protection Register has increased (<b>+22 – 1 family of 4, 3 families of 3 – all others individual children</b>) since July (<b>165</b>); however there are still fewer</p> | <p>During August the number of closures (<b>44</b>) marginally exceeded the number passed from IAA for a comprehensive assessment (<b>43</b>). Further report development is underway to understand the number of cases transferred to other service areas from Supported Care Planning – we will then work towards capturing the number of referrals passed from the Integrated Safeguarding Hub and CMET into Supported Care Planning.</p> |



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

During August there were more Registrations (**28 – 12 families, 9 sibling groups and 3 individual children**) than De-Registrations (**6**). Of those registered during the month, none had been de-registered within the last 12 months. In addition, no de-registrations at first review during August.

We continue to see high compliance with the number of Initial Core Groups held in timescales (**84.38%**).

children on the Child Protection Register when compared with the same period last year (**203**).

**4** young people presented as homeless aged 16 and 17 (x3). All accessed Jennings for accommodation.

**2** young people accessed Emergency accommodation (B&B, Hotels, or air BnB staffed) as a result of being unable to access SAP due to behaviours. Significant waiting lists for SAP and providers 'closing their waiting lists' due to no vacancies. Continued challenges moving young people out of spot purchasing provisions due to shortage of accommodation.

The average number of days on the Child Protection Register has reduced (**304 days**) compared with July (**343 days**) – with only 2 children registered in excess of 400 days, who were de-registered during August. Despite a reduction in the average, there is an increase in the upper control limit (**0-704 days**) which remains significantly above our optimal range (**180-270 days**).

In recent months, we have seen a reduction in compliance with Child Protection Statutory Visits being on time or not overdue (**85%**).



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

During August there has been an increase **(8)** in the number of unborns added to the register at birth.

At the end of August, there was a reduction in the proportion of case supervision which was on time or not over **(72.88%)** – this is likely due to staff leave during the summer period, maternity, staffing vacancies and sickness.



Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

Support Services

SQU &amp; CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

# Fostering & Adoption

## Family & Friends

| Family & Friends Carers   | August 2022            | July 2022 |
|---|------------------------|-----------|
| The number of referrals requesting Initial Family & Friends Carers assessments (IFFCA's) received during the month: | 5                      | 7         |
| The number of IFFCA's allocated during the month:   | 5                      | 15        |
| The number of Unified Assessments (UA's) allocated during the month:  | Report to be developed |           |
| The number of Carers approved at panel during the month:  | 4                      | 1         |
| The number of approved carer status' terminated at panel during the month:  | 6                      |           |
| The number of approved carer households at the end of the month:  | 113*                   | 114       |
| The number of Carer Review's due during the month:  | Report to be developed |           |
| The number of Carer Review's completed within timescales during the month:  | Report to be developed |           |

\*Figure reported by Family & Friends

| Family & Friends Placements   | August 2022 | July 2022 |
|---|-------------|-----------|
| The total number of children placed with a Family & Friends carer at the end of the month:                | 134         |           |
| The number of children placed with unapproved Family & Friends carers at the end of the month:            | 11          | 8         |
| The number of Placement Stability Meetings completed during the month:                                    | 0*          |           |
| The number of children who moved from an approved placement during the month, due to placement breakdown: | 0           | 0         |
| The number of children who moved from an emergency (Regulation 26) placement during the month:            | 1           | 0         |

\*Figure reported by Family & Friends



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

| Children Subject to Special Guardianship & Child Arrangement Orders   | August 2022 | July 2022 |
|---|-------------|-----------|
| The number of children, subject to a Special Guardianship or Child Arrangement Order, who transferred to Family & Friends during the month:   | 1           | 11        |
| The number of children, subject to a Special Guardianship or Child Arrangement Order, whose care circumstances changed during the month:      | 2           | 1         |
| The number of children, subject to a Special Guardianship or Child Arrangement Order, supported by Family & Friends, at the end of the month: | 300         | 301       |
| The number of SGO Reviews due during the month:   | 15*         |           |
| The number of SGO Reviews completed during the month:   | 14*         | 37*       |
| The number of Family Stability Meetings held and Stability Plans produced during the month:   | 3*          |           |

\*Figures reported by Family & Friends in the absence of a report from WCCIS

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### Number of requests for assessment received per month (IFFCA)

| Month  | Number of requests |
|--------|--------------------|
| Apr-22 | 11                 |
| May-22 | 6                  |
| Jun-22 | 12                 |
| Jul-22 | 7                  |
| Aug-22 | 5                  |

### Average number of LAC, of which are placed with Family & Friends compared with children subject to SGO/CAO

| Period       | Total LAC Average | Of LAC, Placed with Kinship Carers (Average) | Subject to SGO/CAO (Average) |
|--------------|-------------------|--|------------------------------|
| Oct-Dec 2021 | ~500              | ~150   | ~350                         |
| Jan-Mar 2022 | ~500              | ~150   | ~350                         |
| Apr-Jun 2022 | ~500              | ~150   | ~350                         |

### Overview of SGO Endings

During August, 2 SGO care circumstances ended. Both young people have turned 18.





| What is working well?   | What are we worried about?   | What do we need to do?  |
|---|--|---|
| <ol style="list-style-type: none"> <li>1. 3 Family Stability Meetings avoided breakdowns and all young people subject to Special Guardianship Orders remain within their family home.</li> <li>2. There were <b>0</b> Placement Stability Meetings in August.</li> <li>3. There were <b>0</b> children moved from approved placements due to placement breakdowns.</li> <li>4. During August, there were <b>5</b> assessment requests and <b>5</b> were allocated.</li> <li>5. The Family and Friends team continue to support other teams with more acute staffing difficulties. Agency workers have been recruited to assist with a new referral process, which should mean a more pro-active role for FAFT to support social workers during the screening process, as well as Family Network Meetings either at point of second Review Conference or in Public Law Outline (PLO).</li> </ol> | <ol style="list-style-type: none"> <li>1. FAFT are currently working between WCCIS, paper files and children's files making reporting accurately challenging.</li> </ol> | <ol style="list-style-type: none"> <li>1. The Learning and Innovation Team are currently supporting the team to further develop system recording. This will also support development of more accurate reporting.</li> <li>2. New processes around stability meetings are being embedded as well as other process around Special Guardianship Orders (SGO).</li> <li>3. SGO development work is ongoing. A new SGO database has been established.</li> <li>4. The Family Stability Meeting process is being developed with FAFT attending the AFA Cymru conference in November as speakers.</li> <li>5. The team are aware and have a plan in place to make the foster carer records more cohesive in future, starting with audits of carer files in September.</li> </ol> |

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Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

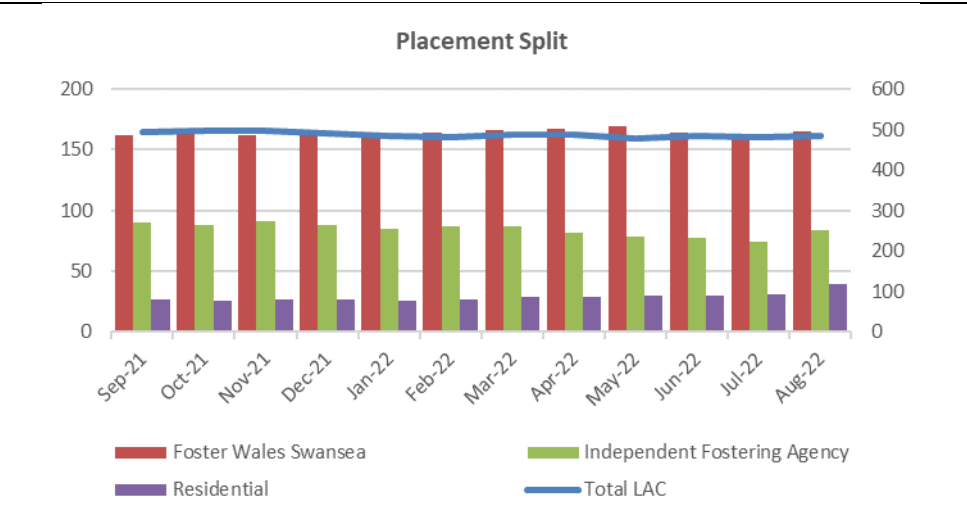
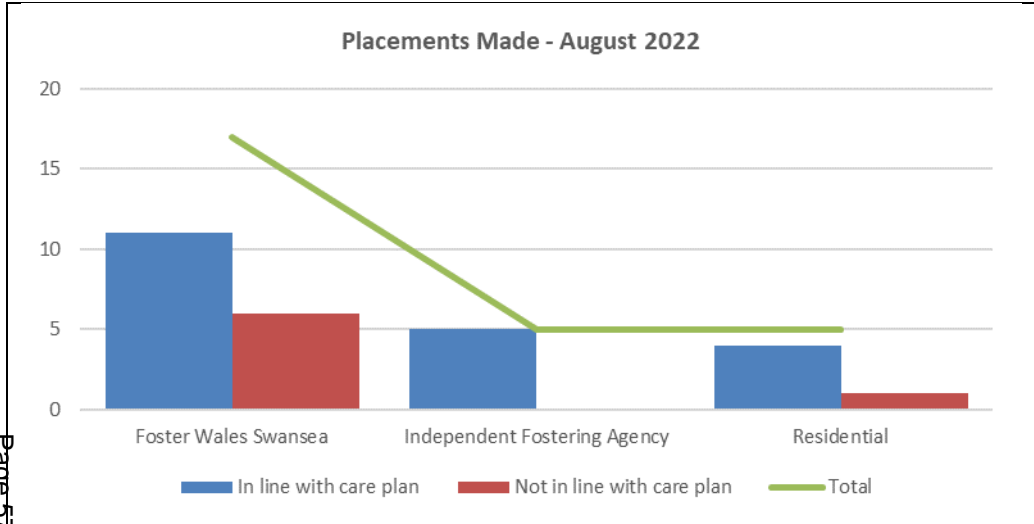
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Foster Wales Swansea

| <b>Recruitment</b>   | <b>August 2022</b> | <b>July 2022</b> |
|--|--------------------|------------------|
| The number of Registrations of Interest to foster received during the month:                                 | <b>11</b>          | <b>14</b>        |
| The number of full assessments allocated during the month:   | <b>0</b>           | <b>3</b>         |
| The number of carers approved at panel during the month:   | <b>2</b>           | <b>0</b>         |
| The number of approved carer status' terminated at panel during the month:                                   | <b>1</b>           | <b>3</b>         |
| The number of carer reviews during the month:  | <b>4</b>           | <b>4</b>         |
| The number of carer reviews completed within timescales during the month:                                    | <b>1</b>           | <b>1</b>         |
| <b>Placements</b>  | <b>August 2022</b> | <b>July 2022</b> |
| The total number of children placed with a Foster Wales Swansea carer at the end of the month:               | <b>165</b>         | <b>161</b>       |
| The number of Placement Stability Meetings completed during the month:                                       | <b>2</b>           | <b>2</b>         |
| The number of children who changed placement during the month, due to placement breakdown:                   | <b>2</b>           | <b>7</b>         |
| The number of children moving from a Foster Wales Swansea carer to a Residential placement during the month: | <b>0</b>           | <b>2</b>         |
| The number of children moving from a Residential placement to a Foster Wales Swansea carer during the month: | <b>0</b>           | <b>0</b>         |



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| What is working well?  | What are we worried about?  | What do we need to do?  |
|--|---|---|
| <ol style="list-style-type: none"> <li>During August 11 enquiries were received despite this usually being a quieter month due to the school holidays.</li> <li>2 fostering households were approved and successfully matched and placed a sibling group of two straight away.</li> <li>Our use of IFAs continues to be relatively low. Out of the 27 new admissions and moves, only 5 children were placed in an IFA – 3 of which were a sibling group, which we managed to keep together.</li> <li>77% of the fostering requests for August were placed with Foster Wales Swansea carers.</li> <li>There were only 2 placement breakdowns in August, compared to 7 in July.</li> </ol> | <ol style="list-style-type: none"> <li>Requests for residential placements continues to be significant. There were 5 placements made in residential settings. There continues to be a large number of residential placement searches.</li> <li>No children moved from residential care into a fostering placement.</li> <li>There continues to be a high number of unavailable vacancies amongst the current carer cohort.</li> <li>Due to annual leave of staff and availability of carers, the number of annual reviews completed despite being due were low. This should be rectified in future months.</li> </ol> | <ol style="list-style-type: none"> <li>Explore all unavailable vacancies to assess what the issues are and whether there is any support we can provide carers so vacancies can become available.</li> <li>Develop a well-being offer for our foster carers.</li> <li>Improve recruitment process so applicants are moving through it in a timely manner.</li> <li>Continue promoting fostering in line with the recruitment and retention strategy and working with Foster Wales nationally to recruit more foster carers and improve the 'offer'.</li> <li>Continue to improve the retention offer for carers in line with the recruitment and retention strategy and working with Foster</li> </ol> |



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Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

|   |   |   |
|---|---|---|
| <p>6. <b>3</b> IFA/LA carers have expressed a wish to transfer over. An Extra Skills to Foster training course has been arranged for September so the process can be expedited.</p> | <p>5. <b>2</b> young people are currently in unregistered placements as we have been unable to identify a provision that will meet their needs whilst also matching them alongside others. Formal notifications have been sent to CIW in line with their Operating Without Registration (OWR) policy.</p> | <p>Wales nationally to retain current foster carer cohort.</p> <p>6. An extra Skills to Foster training course has been arranged for September to improve the time for IFCA carers to transfer over.</p> <p>7. We are hopefully that over the coming weeks the 2 young people currently in an unregistered placement will be moved to registered provision.</p> |
|---|---|---|



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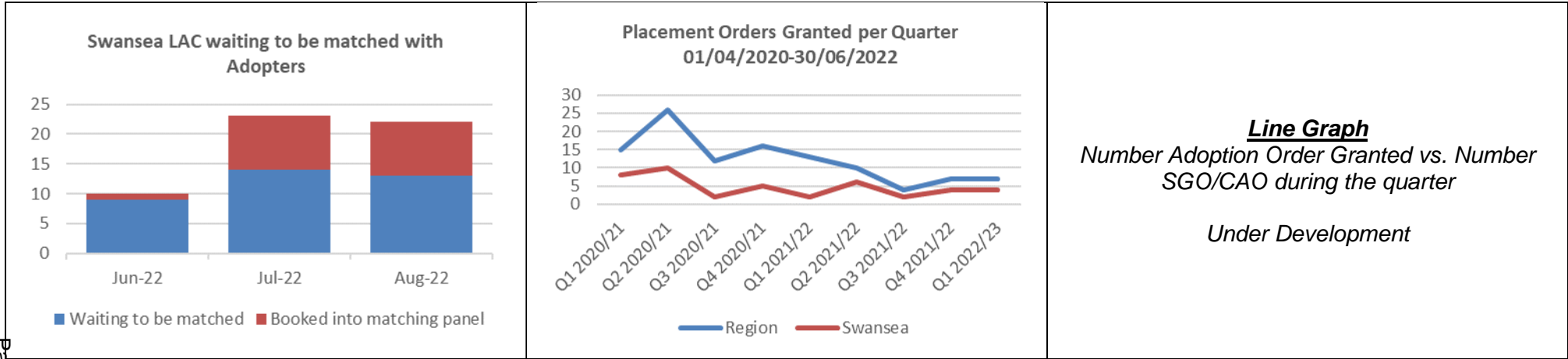
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Western Bay Adoption Service

| Recruitment  | August 2022  | July 2022                            |
|--|--|--------------------------------------|
| The number of Registrations of Interest to adopt received during the month:                                      | 2  | 2                                    |
| The number of full assessments allocated during the month:   | 1  | 2                                    |
| The number of adopters approved at panel during the month:   | 2  | 4                                    |
| The number of approved adopters who have withdrawn from Western Bay Adoption Service during the month:           | 3  | 2                                    |
| The number of adopter reviews due during the month:  | 2  | 2                                    |
| The number of adopter reviews completed within timescales during the month:                                      | 2  | 2                                    |
| Western Bay Adoption Placements  | August 2022  | July 2022                            |
| The number of Swansea Looked After Children placed with Western Bay Adopters during the month:                   | 0  | 1                                    |
| The total number of Swansea Looked After Children placed with Western Bay Adopters at the end of the month:      | 9  | 9                                    |
| The number of Swansea Looked After Children waiting to be matched with adopters:                                 | 13<br>(9 booked into matching panel, 4 links being explored) | 14<br>(9 booked into matching panel) |
| The number of Swansea Looked After Children who have been matched with adopters but not yet placed for adoption: | 0  | 0                                    |
| The number of Swansea Looked After Children whose plan for adoption has changed:                                 | 0  | 0                                    |



**Line Graph**  
 Number Adoption Order Granted vs. Number SGO/CAO during the quarter  
 Under Development

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| What is working well?   | What are we worried about?  | What do we need to do?  |
|---|---|---|
| 1. Pool of waiting adopters is good in terms of placement choice. | 1. Slow activity during August in relation to matching and placement, however between June and August 9 children were made subject of a Placement Order and these will achieve matching in placement over the next two months.<br>2. Enquiries and adopter approvals are down, returning to levels pre pandemic. The cost of living crisis will undoubtedly further impact this area. | 1. Continue to ensure that the service is ready and able to meet the demands of each of the LAs in relation to number of children referred and those whose eventual plan is adoption. Consider the gap between our most complex children and prospective adopters being assessed.<br>2. Focus on the early intervention and preventative support to adopted children and their families.<br>3. Consider with the LAs the need for respite support for adopted children.<br>4. Embed the good practice guides in relation to contact, adoption support, birth parent support and transition. |

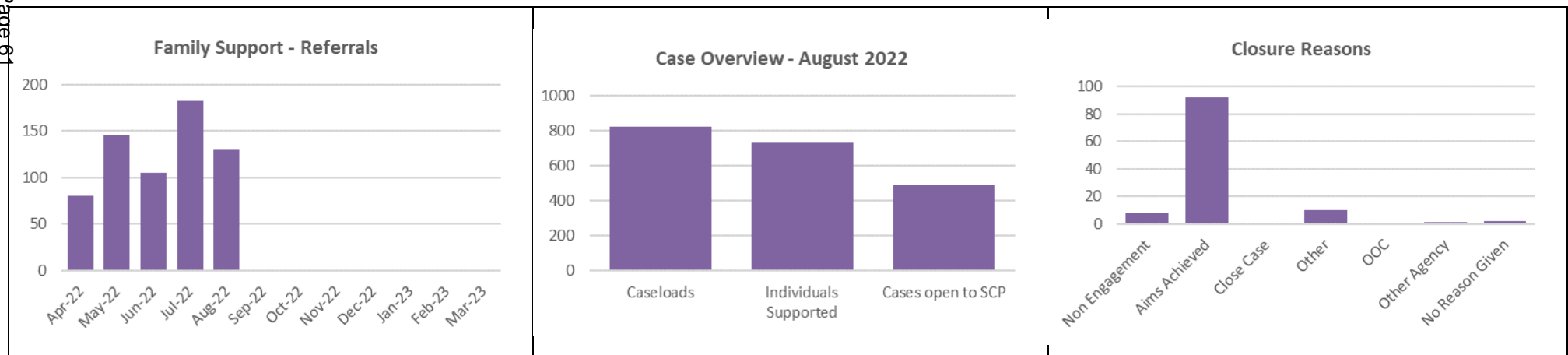


# Support Services

## Family Support Service

| Referrals, Caseload & Closures  | August 2022 | July 2022  |
|---|-------------|------------|
| The total number of referrals received by Family Support Services during the month:           | <b>130</b>  | <b>183</b> |
| The total number of individuals supported by Family Support Services at the end of the month: | <b>824</b>  | <b>772</b> |
| The total number of individuals closed by Family Supported Services during the month:         | <b>113</b>  | <b>98</b>  |
| The number of individuals closed with an improved outcome during the month:                   | <b>92</b>   | <b>75</b>  |

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| What is working well?  | What are we worried about?   | What do we need to do?   |
|--|--|--|
| 1. Although referrals are lower than last month, this is to be expected given the time of year and the number of workers on leave. The reduction of referrals has also mirrored in the | 1. We are still working on the best way to capture the measures in line with them being universal to the complexity of the cases and | 1. Continue to develop the measures in line with the SPOE experiment.<br>2. Develop mechanisms to be able to 'check' with families that the support they are |



Single Point of Contact

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Fostering & Adoption

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SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

|   |  |  |
|---|--|--|
| <p>Single Point Of Entry (SPOE) experiment for the same reasons.</p> <ol style="list-style-type: none"> <li>The number of cases supported has increased. A proportion of this is directly linked to the Post 16 team, whose cases have increased by <b>29</b>; this is to be expected given the Year 11 leaver's transition and the destinations survey.</li> <li>Positive closures have increased this month and are back within the expected range of <b>60%+</b> and this month is over <b>80%</b>.</li> </ol> | <p>circumstances of the SPOE discussion in family support.</p> <ol style="list-style-type: none"> <li>Although the number of cases awaiting allocation at the end of the month has reduced from <b>83</b> to <b>62</b>, we still have some cases awaiting allocation from June / July – this may need exploring over the next few months to ensure capacity is managed.</li> </ol> | <p>receiving assists to achieve 'what matters' to them.</p> <ol style="list-style-type: none"> <li>The continuation of developing WCCIS for the post 16 transition.</li> <li>Continue to explore the types of outcomes that Family Support want to capture, in particular distance travelled or end to end data and to work with WCCIS to build these within the form set up.</li> </ol> |
|---|--|--|





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SQU & CPCU

Professional Abuse Enquires

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Staff Wellbeing

## Service Quality Unit & Child Protection Conference Unit

| Child Protection Conferences  | August 2022 | July 2022 |
|---|-------------|-----------|
| The number of Initial Conferences held during the month:                          | 41          | 23        |
| The number of Initial Conferences held within timescales during the month:        | 41*         | 23*       |
| The number of Review Conferences held during the month:                           | 20          | 61        |
| The number of Review Conferences held within timescales during the month:         | 20*         | 60*       |
| LAC & Pathway Plan Reviews  | August 2022 | July 2022 |
| The number of LAC & Pathway Plan Reviews carried out during the month:            | 79          | 105       |
| The number of LAC & Pathway Plan Reviews held within timescales during the month: | 79*         | 105*      |
| Adoption Reviews  | August 2022 | July 2022 |
| The number of Adoption Reviews carried out during the month:                      | 4*          | 2         |
| The number of Adoption Reviews held within timescales during the month:           | 4*          | 2*        |

*\*Figures reported by SQU and CPCU in the absence of a report from WCCIS*

| What is working well?  | What are we worried about? | What do we need to do? |
|--|----------------------------|------------------------|
| <p>Decrease in review conferences however this is expected during the school holidays.</p> <p>There has been an increase in Initial case conferences with an increase in the number of unborns who were placed on the register. This may be an impact of the Born into Care work underway and cases being referred at an earlier stage for preventative support.</p> |                            |                        |



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Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Professional Abuse Enquires

|  | August 2022 | July 2022 |
|--|-------------|-----------|
| The number of ongoing investigations at the end of the month:                        | <b>16</b>   | <b>14</b> |
| The number of enquires received during the month:                                    | <b>15</b>   | <b>18</b> |
| The number of enquires re-directed to Adult Services:                                | <b>3</b>    | <b>1</b>  |
| The number of enquires which met threshold for an investigation:                     | <b>4</b>    | <b>12</b> |
| The number of enquires closed with no further investigation:                         | <b>6</b>    | <b>3</b>  |
| The number of enquires passed onto a different Local Authority:                      | <b>2</b>    | <b>2</b>  |
| The number of Professional Abuse Strategy meetings held during the month:            | <b>10</b>   | <b>22</b> |
| The number of Initial meetings held during the month:                                | <b>4</b>    | <b>12</b> |
| The number of Review meetings held during the month:                                 | <b>6</b>    | <b>10</b> |
| The number of investigations which concluded during the month:                       | <b>3</b>    | <b>10</b> |
| <b>2 investigations concluded with a Substantiated outcome; and 1 was Unfounded.</b> |             |           |

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| What is working well? | What are we worried about? | What do we need to do? |
|-----------------------|----------------------------|------------------------|
|                       |                            |                        |



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Professional Abuse Enquires

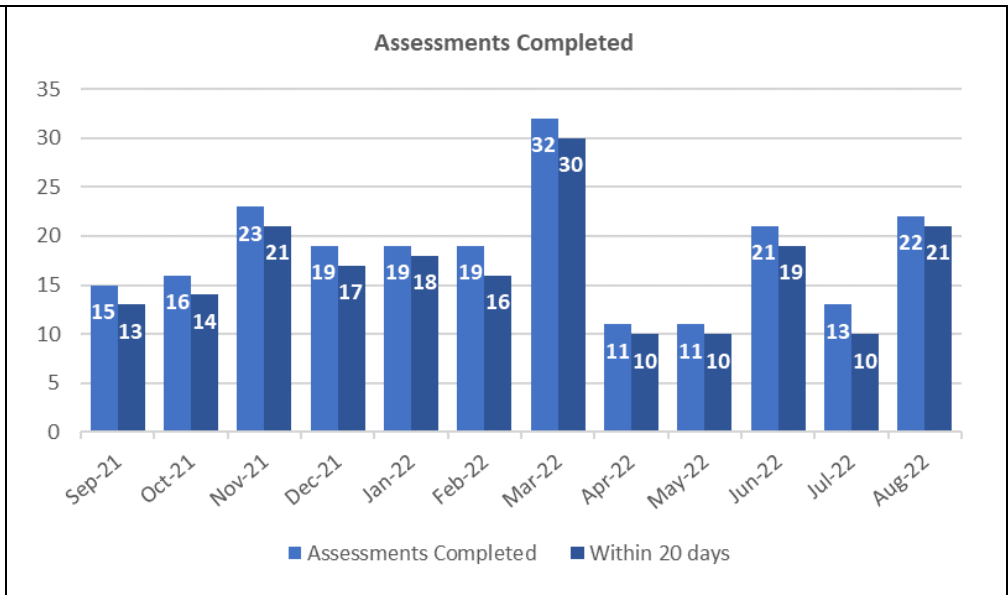
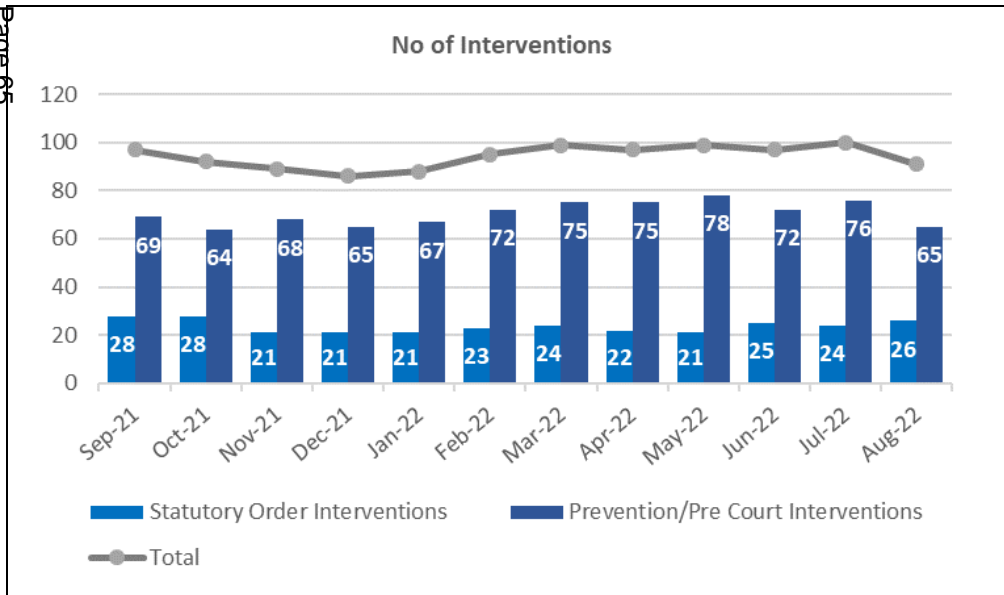
Youth Offending Service

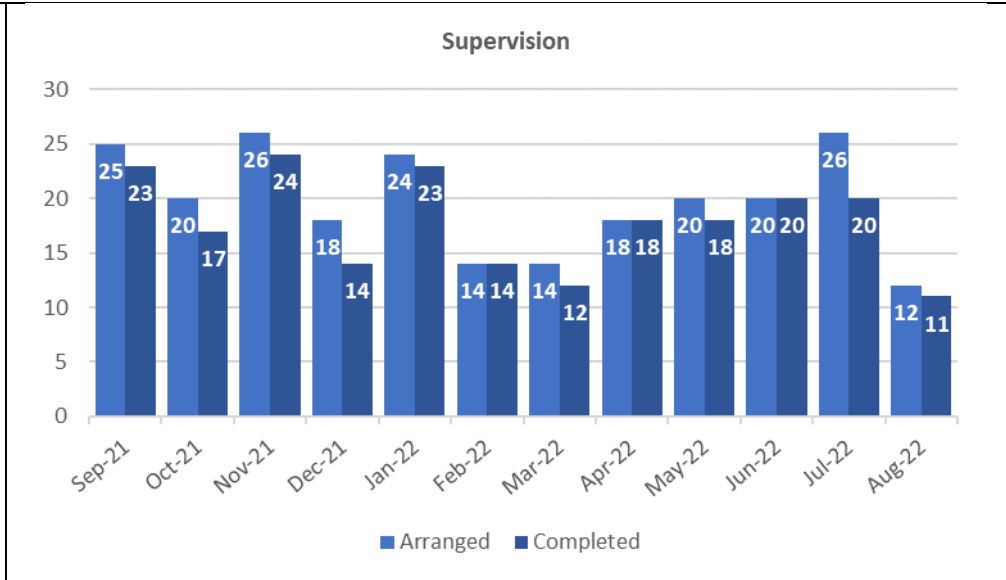
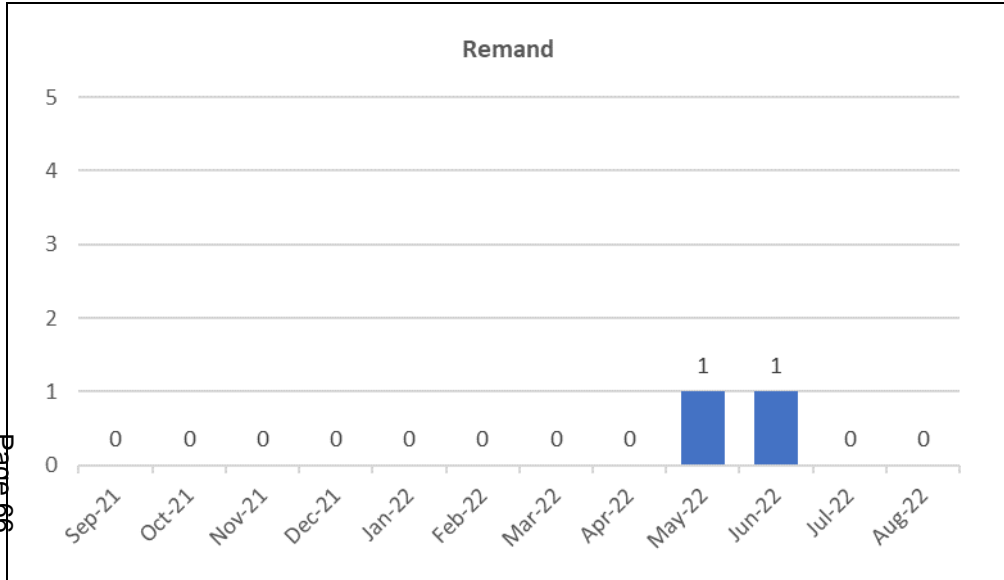
Staff Wellbeing

## Youth Offending Service

|   | August 2022 | July 2022  |
|---|-------------|------------|
| The total number of young people with an open intervention at the end of the month: | <b>91</b>   | <b>100</b> |
| The number of young people on remand at the end of the month:                       | <b>0</b>    | <b>0</b>   |
| The number of Asset Plus Assessments completed during the month:                    | <b>22</b>   | <b>13</b>  |
| The number of Asset Plus Assessments completed within 20 days:                      | <b>21</b>   | <b>10</b>  |
| The number of supervisions that took place during the month:                        | <b>11</b>   | <b>20</b>  |

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| What is working well?  | What are we worried about?  | What do we need to do?  |
|--|---|---|
| <p>Numbers of young people open on intervention continues to remain at a consistent level. There has been a slight drop in prevention interventions. This is likely to be accounted for by the summer period with schools not referring in, additionally to the natural ending of interventions.</p> <p>The service has seen an increase in assessments during August, however the numbers of assessments remain within the usual rate for the service. Only one assessment went over timeframe.</p> <p>There have been no remands during this period.</p> | <p>Supervisions during this month are lower than usual for the service. This can be attributed to staff summer leave during this period.</p> <p>There have been some staff changes in August, one of the Practice Leads in the service has left and the Team Manager began picking up additional duties owing to moving into the role of Principal Officer for this area. Both posts have been advertised however were not filled which has had an impact on the remaining Practice Leads within the service.</p> | <p>Focus on vacant posts, an agency Team manager has been identified and will start with the service on the 3<sup>rd</sup> October. Options to fill the Practice Lead role are currently being explored with some interest from staff within the wider service.</p> |



Single Point of Contact

Supported Care Planning

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SQU & CPCU

Professional Abuse Enquires

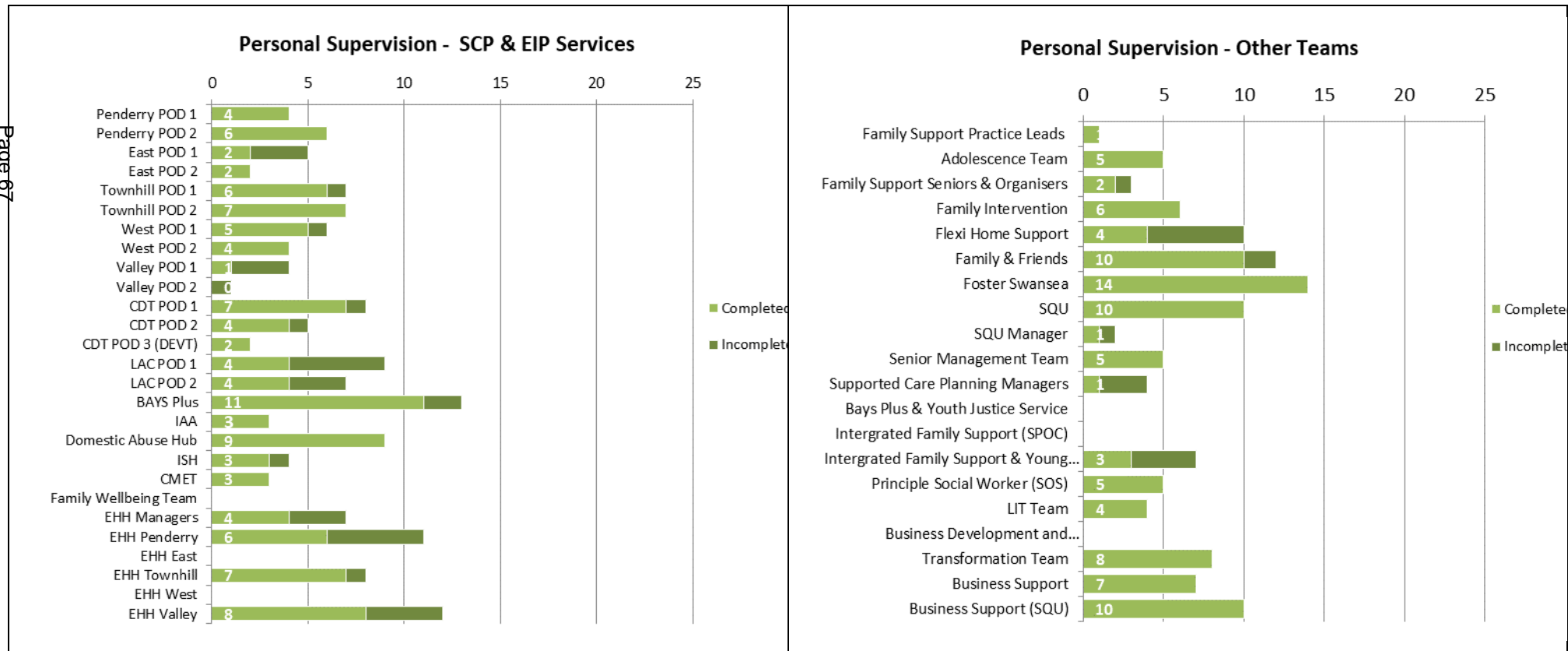
Youth Offending Service

Staff Wellbeing

# Staff Wellbeing

## Supervision

| Personal Supervision   | August 2022 | July 2022 |
|--|-------------|-----------|
| The percentage of Personal Supervision sessions that took place within timescales: | 80%         | 93.06%    |





## Complaints

| Complaints – Stage 1  | August 2022 | July 2022 |
|---|-------------|-----------|
| The number of complaints received during the month:   | <b>14</b>   | <b>8</b>  |
| The number of complains closed during the month:  | <b>11</b>   | <b>7</b>  |
| <i>During August, 2 partially justified, 2 not eligible, 2 in court therefore will not proceed, 1 referred to NPT, 1 not justified, 2 not pursued, 1 historical and not taken up.</i> |             |           |
| The number of ongoing complaints received during the month:   | <b>3</b>    | <b>1</b>  |

| Complaints – Stage 2                                | August 2022 | July 2022 |
|---|-------------|-----------|
| The number of complaints received during the month: | <b>2</b>    | <b>2</b>  |
| The number of complaints closed during the month:   | <b>2</b>    | <b>3</b>  |
| The number of ongoing complaints:                   | <b>2</b>    | <b>3</b>  |

| What is working well? | What are we worried about?            | What do we need to do? |
|-----------------------|---------------------------------------|------------------------|
|                       | Increase in complaints during August. |                        |

# Agenda Item 8

## CHILD & FAMILY SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2022/23

|  |  |
|--|--|
| <p><b>Meeting</b><br/><b>20 September</b><br/><b>2022</b></p> <p>4pm</p> | <p><b>CANCELLED</b></p>  |
| <p><b>Meeting 1</b><br/><b>11 October 2022</b></p> <p>4pm</p>            | <p><b>Role of the Child and Family Services Scrutiny Performance Panel</b></p> <p><b>Overview of Child and Family Services in Swansea</b><br/>(including key priorities and challenges and performance monitoring report)<br/><i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Draft Work Programme 2022-23</b></p>  |
| <p><b>Meeting 2</b><br/><b>1 November 2022</b></p> <p>4.30pm</p>         | <p><b>Progress on Child and Family Improvement Programme</b><br/><i>Julie Davies, Head of Child and Family Services</i><br/><i>Gemma Whyley, Principal Officer, Transformation</i></p> <p><b>Corporate Parenting Board Update</b><br/><i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Residential Care Services (including Ty Nant)</b><br/><i>Chris Griffiths, Principal Officer, Residential Services</i></p>         |
| <p><b>Meeting 3</b><br/><b>5 December 2022</b></p> <p>4pm</p>            | <p><b>Performance Monitoring</b><br/><i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Update from Regional Safeguarding Board on how regional arrangements are working TBC</b><br/><i>Rebecca Shepherd, Business Manager, Regional Safeguarding Board</i><br/><i>Chris Frey-Davies</i></p> <p><b>Safeguarding Quality Unit Annual Report</b><br/><i>Damian Rees, Principal Officer, Safeguarding and Performance</i></p> |
| <p><b>Meeting 4</b><br/><b>24 January 2023</b></p> <p>4pm</p>            | <p><b>Update on progress with Child and Adolescent Mental Health Services (CAMHS)</b><br/><i>Rep from West Glamorgan University Health Board</i><br/><i>TBC</i><br/><i>Julie Davies, Head of Child and Family Services</i></p>   |

|   |  |
|---|--|
|   | <p><b>Update on Support for Carers</b> (including assessments)<br/><i>Julie Davies TBC / Amy Hawkins TBC</i></p> <p><b>AS Panel Members to be invited for this item</b></p> <p><b>Update on Child Disability Services</b><br/><i>Julie Davies, Head of Child and Family Services</i><br/><i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p>                    |
| <p><b>BUDGET MEETING</b><br/><b>February 2023</b></p> <p><b>JOINT SOCIAL SERVICES MEETING</b></p> | <p><b>Draft Budget Proposals for Child and Family Services / Adult Services</b><br/><i>Louise Gibbard / Dave Howes</i></p>   |
| <p><b>Meeting 5</b><br/><b>7 March 2023</b></p> <p>4.30pm</p>                                     | <p><b>Performance Monitoring</b><br/><i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Briefing on Youth Offending Service</b><br/><i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p> <p><b>Adolescent Strategy and Action Plan</b><br/><i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p>                      |
| <p><b>Meeting 6</b><br/><b>25 April 2023</b></p> <p>4pm</p>                                       | <p><b>Delivery of Corporate Priorities in relation to Child and Family Services</b><br/><i>Louise Gibbard / Dave Howes</i></p> <p><b>Update on Regional Adoption Service</b><br/><i>Nichola Rogers, Regional Adoption Manager, Western Bay Adoption Service</i></p> <p><b>Child and Family Complaints Annual Report 2021/22</b><br/><i>Sarah Lackenby</i></p> <p><b>End of Year Review</b></p> |

**Future work programme items:**

- Supported Living for Young People (from Work Planning Conference)  
TBC



- Update on Quality Assurance (suggested following the CIW Assurance Visit June 2021) - **Will cover in Performance Monitoring report**
- Wales Audit Office Reports (dates to be confirmed)
- Case Studies on Edge of Care (date TBC)