



## City and County of Swansea

### Notice of Meeting

You are invited to attend a Meeting of the

## Scrutiny Performance Panel – Child & Family Services

**At:** Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

**On:** Tuesday, 12 March 2024

**Time:** 4.00 pm

**Convenor:** Councillor Paxton Hood-Williams

#### Membership:

Councillors: A M Day, K M Griffiths, V A Holland, Y V Jardine, S M Jones, S Joy, E T Kirchner, W G Lewis and M S Tribe

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### Agenda

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|----------|--|----------------|
| <b>1</b> | <b>Apologies for Absence</b>   |                |
| <b>2</b> | <b>Disclosure of Personal and Prejudicial Interests</b><br><a href="http://www.swansea.gov.uk/disclosuresofinterests">www.swansea.gov.uk/disclosuresofinterests</a>  |                |
| <b>3</b> | <b>Prohibition of Whipped Votes and Declaration of Party Whips</b>   |                |
| <b>4</b> | <b>Minutes of Previous Meeting(s)</b><br>To receive the minutes of the previous meeting(s) and agree as an accurate record.  | <b>1 - 7</b>   |
| <b>5</b> | <b>Public Question Time</b><br>Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period. |                |
| <b>6</b> | <b>Child and Family Services / Adult Services Complaints Annual Report 2022-23</b><br><i>Louise Gibbard, Cabinet Member for Care Services</i><br><i>Sarah Lackenby, Head of Digital and Customer Services</i>                        | <b>8 - 40</b>  |
|          | <b>(Adult Services Panel Members invited for this item)</b>  |                |
| <b>7</b> | <b>Briefing on Youth Offending Service</b><br><i>Helen Williams, Principal Officer Adolescent and Young People Services</i><br><i>Phillipa Elliott, Youth Justice Practice Manager</i>   | <b>41 - 74</b> |

- |          |   |                  |
|----------|---|------------------|
| <b>8</b> | <b>Performance Monitoring</b><br>Julie Davies, <i>Head of Child and Family Services</i> | <b>75 - 121</b>  |
| <b>9</b> | <b>Work Plan 2023-24</b>  | <b>122 - 124</b> |

**Next Meeting:** Wednesday, 1 May 2024 at 4.00 pm

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Wednesday, 6 March 2024**

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**Contact: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

**Multi-Location Meeting - Gloucester Room, Guildhall / MS**

**Teams**

**Tuesday, 23 January 2024 at 4.30 pm**

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

**Councillor(s)**

A M Day  
V A Holland  
E T Kirchner

**Councillor(s)**

M S Tribe  
S M Jones  
W G Lewis

**Councillor(s)**

K M Griffiths  
S Joy  
M Jones

**Other Attendees**

Louise Gibbard  
Claire Norman

Cabinet Member – Care Services  
Lead Nurse, Child and Adolescent Mental Health Services

**Officer(s)**

Louise Beckett  
Julie Davies  
David Howes  
Liz Jordan  
Josh Price

Policy and Strategy Officer, Child and Family  
Head of Child & Family Services  
Director of Social Services  
Scrutiny Officer  
Participation and Children's Right Officer, Child and Family

**Apologies for Absence**

Councillor(s): Y V Jardine

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**1 Disclosure of Personal and Prejudicial Interests**

No disclosures of interest were received.

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

No declarations were made.

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

Panel agreed the Minutes of the meeting on 5 December 2023 as an accurate record of the meeting.

**4 Public Question Time**

No questions were received.

## **5 Presentation - Update on Progress with Child and Adolescent Mental Health Services (CAMHS)**

Claire Norman, Lead Nurse CAMHS, Swansea University Health Board attended to update the Panel on progress over the last year stating there has been a more focussed attempt to work more within the community and with reorganisation of the Service there is one pathway route for interventions.

Discussion Points:

- Panel asked if there is a link between the increase in referrals among certain age groups and school absence during the pandemic. Heard it is difficult to know but they would be surprised if there was not a link.
- In terms of the graph on page 11, Panel felt that referrals are beginning to drop off from the peak and asked if this is likely to continue. Informed they do not expect there to be a big peak again.
- Panel queried the routes for referral, who can refer and if it has remained fairly constant. Heard it has remained fairly constant because there have not been any significant changes in terms of referral access routes over the years. However, in November 2023 they extended it so school-based counsellors can refer in as well.
- In terms of the graphs on page 13 and 14, the Panel felt they are showing the improvement they would like to see but they do not understand how the trajectories are developed, as they do not seem to make sense compared with the actual figures. Heard when CAMHS moved over to the Health Board it was agreed that a conservative approach be taken in terms of trajectory.
- Panel made an observation about the second graph on page 13. They acknowledged the improvements in the general trend of the curve but felt it would be helpful if both axes started at zero so the true trajectories can be seen. Heard they will take this point forward and make sure they are accurate moving forward.
- Cllr Mary Jones who chaired the original scrutiny inquiry on CAMHS congratulated the HB on all their work. She feels it is a different service now to what it was when it started out, was pleased to hear there are now referrals through Education professionals but felt the one negative issue is access to the actual service which is difficult because of where it is located in the centre of Swansea. Panel agreed it has seen a massive increase in improvement in CAMHS and is hopeful to see it continue.
- Panel informed on 9<sup>th</sup> February 2024 there will be a children's mental health event. They hope some of the Panel will want to attend and will provide further information.

Actions:

- Further information on children's mental health event to be circulate to the Panel.

## **6 Corporate Parenting Board Update**

Louise Gibbard, Cabinet Member for Care Services and Julie Davies, Head of Child and Family Services attended to provide an update and answer questions.

### Discussion Points:

- Panel heard Welsh Government launched a Corporate Parenting Charter in September 2023. Swansea was one of the first to sign up to this.
- Panel heard young people have shared their thoughts in a series of podcasts which will be available on the Council website. The links to these will be shared with Panel Members.
- On page 22 paragraph 1.4, Panel noted there were 479 looked after children but could not get the numbers to add up to 479. Informed the numbers do not add up because only some of the main categories of where children are living have been included.
- Panel queried how many out of county placements there are and were pleased to hear that less than a handful are living in England.
- Panel noted the number of looked after children in November 2023 was 479 and asked if this was going up or down. Informed it has stayed roughly the same.
- Regarding the Destination of Care Experienced, Panel asked if Department is happy they are going on to something which is supported. Heard every child and young person up to the age of 21 has an allocated young person advisor, and up to age 18 has a social worker as well, so will have a pathway plan in place. Full report to be brought to the Panel.
- Panel stated it had concerns previously about outcomes looked after children are achieving and asked when it could see further information on this. Officers agreed to check with Education when a presentation on 'virtual schools' can be brought to the Panel in the new municipal year.

### Actions:

- Link to podcasts to be circulated to Panel Members
- Item on 'Destination of Care Experienced' to be added to future work plan.
- Presentation on 'Virtual Schools' to be added to work plan for next municipal year.

## **7 Work Plan 2023-24**

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

The meeting ended at 5.15 pm



**To:**  
**Councillor Louise Gibbard**  
**Cabinet Member for Care Services**

**BY EMAIL**

**cc Cabinet Members**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrchol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 09 February 2024  
*Dyddiad:*

**Summary:** This is a letter from the Child and Family Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 23 January 2024. It covers Child and Adolescent Mental Health Services and Corporate Parenting Board. A formal written response is not required.

Dear Cllr Gibbard

The Panel met on 23 January 2024 to receive a presentation updating on Child and Adolescent Mental Health Services (CAMHS) and to discuss the Corporate Parenting Board.

We would like to thank you, David Howes, Julie Davies, Josh Price, Louise Beckett and Claire Norman from the Health Board for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

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

### **Child and Adolescent Mental Health Services**

Claire Norman, Lead Nurse CAMHS, Swansea University Health Board attended to update the Panel on progress over the last year stating there has been a more focussed attempt to work more within the community and with reorganisation of the Service there is one pathway route for interventions, which we were pleased to hear.

**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)**

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod  
To receive this information in alternative format, or in Welsh please contact the above

We asked if there is a link between the increase in referrals among certain age groups and school absence during the pandemic and heard it is difficult to know but they would be surprised if there was not a link. We were informed there was a decrease in referrals during the pandemic but when the pandemic dropped off and the Service was accessed again, they were seeing young people that were much more unwell because they had not accessed services when they needed them, which has long term implications. We noted that evidence shows a worsening of young people's health across the UK, which may have happened anyway but is potentially worse.

In terms of the graph on page 11, it appears that referrals are beginning to drop off from the peak and we asked if this is likely to continue. We were informed they are hopeful that with the early intervention model that is being put in for utilisation of the school 'in reach' model, working in partnership with other agencies and bringing in other pilots in terms of supporting early access that can get consistency, they do not expect there to be a big peak again.

We queried the routes for referral, who can refer and if more have been coming through for example, from schools, self-referrals or GPs, or has it remained fairly constant. We heard it has remained fairly constant because there have not been any significant changes in terms of referral access routes over the years. However, in November 2023 they started linking in with school-based counsellors and have extended it so they can refer in as well. We noted this is a pilot for a year, but they envisage it will continue moving forward. We were really pleased to hear this. We also heard there can also be an unofficial referral route in from the School Language Service.

In terms of the graphs on page 13 and 14, we feel they are showing the improvement we would like to see but we did not understand how the trajectories are developed, as they do not seem to make sense compared with the actual figures. We heard when CAMHS moved over to the Health Board it was agreed that a conservative approach be taken in terms of trajectory.

We made an observation about the second graph on page 13. We acknowledged the improvements in the general trend of the curve but expressed concern that the axis starts at 100 and not zero, so it is a little misleading, and feel it would be helpful if the axes were the same so the true trajectories can be seen. We heard they will certainly take the point forward about the axes and make sure they are accurate moving forward.

Cllr Mary Jones who chaired the original scrutiny inquiry on CAMHS thanked the Panel for inviting her to the meeting for this item. Cllr Jones congratulated the Health Board on all their work. She stated she has heard very good things about it and knows it works. She feels it is a different service now to what it was when it started out as it had been appalling then. Cllr Jones was also pleased to hear there are now referrals through Education professionals. Cllr Jones feels there is one negative issue, which is access to the actual service, it is very difficult where it is located on the Kingsway in Swansea. We agreed there has been a massive increase in improvement in CAMHS and the service is fantastic. We are hopeful to see it continue.

We were informed that on 9<sup>th</sup> February 2024 there will be a children's mental health event, which will bring all the services available together for people to come and see

what is available. The Health Board hope some of the Panel will want to attend and they agreed to provide further information. [This information has been provided and circulated to Panel Members.]

### **Corporate Parenting Board**

You provided an update and stated that Welsh Government launched a Corporate Parenting Charter in September 2023 and Swansea was one of the first to sign up to this. We heard the eleven principles in the Charter echo the Corporate Parenting Pledges developed in Swansea and which went to full Council on 25<sup>th</sup> January 2024.

We heard young people have shared their thoughts in a series of podcasts which will be available on the Council website, and you offered to share the links to these with Panel Members.

We noted that on page 22 paragraph 1.4 of the report, it states there were 479 looked after children but we could not get the numbers to add up to 479. We heard the numbers do not add up because only some of the main categories of where children are living have been included.

We queried how many out of county placements there are and were pleased to hear that less than a handful are living in England.

We noted the number of looked after children in November 2023 was 479 and asked if this was going up or down and were informed it has stayed roughly the same.

Regarding the Destination of Care Experienced, we asked if the Department is happy they are going on to something which is supported. We heard every child and young person up to the age of 21 has an allocated young person advisor, and up to age 18 has a social worker as well, so will have a pathway plan in place. We were informed the current challenge is having suitable accommodation when they become independent and the availability of appropriate employment opportunities and that you would like to see priority access to CAMHS for care experienced children and young people who need it. It was agreed that a full report on this issue be brought to the Panel.

We mentioned that we had concerns previously about outcomes looked after children are achieving and asked when we could see further information on this. We were informed 'Virtual Schools' is a good way of tracking how our young people are achieving educationally and the progress they are making. We heard in relation to the implementation of 'virtual schools', it is still being piloted across Wales and Swansea is a part of this pilot. Officers agreed to check with Education when a presentation on 'virtual schools' can be brought to the Panel in the new municipal year.

### **Your Response**

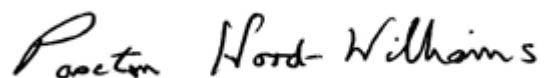
We hope you find the contents of this letter helpful and would welcome comments on any of the issues raised within. On this occasion we do not require a formal written response but please provide the following information:

- Link to podcasts.



We will add items on 'Destination of Care Experienced' and 'Virtual Schools' to the future work programme.

Yours sincerely

A handwritten signature in black ink that reads "Paxton Hood-Williams". The signature is written in a cursive style with a large initial 'P'.

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

# Agenda Item 6



## Report of the Cabinet Member for Service Transformation and Cabinet Member for Care Services

Child & Family Services Scrutiny Performance Panel – 12<sup>th</sup> March 2024

### Annual Complaints & Compliments Reports 2022-23

<b>Purpose:</b>	To present the Complaints and Compliments report for 2022-23. Councillors are invited to discuss the Council's performance and the comments and compliments received from service users.
<b>Policy Framework:</b>	Corporate Complaints Policy Social Services Complaints Policy Transformation & Financial Resilience Well-being Objective of the Corporate Plan Successful and Sustainable Swansea
<b>Consultation:</b>	Finance and Legal.
<b>Report Author:</b>	Sarah Lackenby
<b>Finance Officer:</b>	Ben Smith
<b>Legal Officer:</b>	Stephen Holland

#### 1. Background and Context

- 1.1 These two reports at appendices A and B detail performance on the operation of the Corporate Complaints Policy and Social Services Complaints Policy between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.
- 1.2 This year the Complaints reports have a new format in response to a request from the Governance & Audit Committee. The Annual Reports are also presented to the Governance & Audit Committee as it has a responsibility to consider the Authority's ability to handle complaints effectively, so assurance is provided to it on the complaints handling process.

- 1.3 The Council recognises that complaints are a valuable resource, helping us to understand the needs and concerns of members of the public and to improve services. All complaints are taken very seriously and provide valuable customer insight.
- 1.4 An internal audit of Complaints began at the end of 2022-23 and concluded in 2023-24 with the overall assurance level of substantial.

## **2. Integrated Assessment Implications**

- 2.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
  - Deliver better outcomes for those people who experience socio-economic disadvantage.
  - Consider opportunities for people to use the Welsh language.
  - Treat the Welsh language no less favourably than English.
  - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 2.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.
- 2.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- This report is for information only. Any activities following this report will be subject to the IIA process as required.

## **3. Financial Implications**

- 3.1 The additional cost of running the service in 2022-23 includes:
- £11,013 in financial redress for Adult Services, compared with the £12,016 in 2021-22.

- £250 in financial re-dress for Child & Family Services, which was the first payment made in the past four years.

#### **4. Legal Implications**

- 4.1 Part 5 of The Social Services Complaints Procedure (Wales) Regulations 2014, prescribes the records required to be kept in relation to social service specific complaints, and the publication of information relating to the same.

##### **'PART 5 LEARNING FROM COMPLAINTS**

##### **Monitoring**

20. Each local authority must keep a record of—

- (a) each complaint it receives;
- (b) the outcome of each complaint;
- (c) whether the local authority has complied with the time limits specified in regulations 16 to 19;

with the intention of monitoring its compliance with these Regulations.

##### **Annual Report**

21.—(1) Each local authority must prepare an annual report, which must include details of the records kept in accordance with regulation 20, on its performance in the handling and investigation of complaints for the purposes of—

- (a) monitoring compliance with these Regulations; and
- (b) improving the handling and consideration of complaints.'

**Background Papers:** None

#### **Appendices:**

- Appendix A Corporate Complaints Annual Report 2022-23
- Appendix B Social Services Complaints Annual Report 2022-23



# **Annual Corporate Complaints & Compliments Report**

**2022-23**

## **1. Purpose of this Report**

- 1.1 This report details performance on the operation of the corporate complaints procedure between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023. The report highlights complaints, comments and compliments received from the public and provides the latest position of the key performance indicators.
- 1.2 The Council recognises that complaints are a valuable resource, helping us to understand the needs and concerns of members of the public and to improve services.

## **2. Our Complaints Procedure**

### **2.1 Stage 1 Complaints**

- 2.1.1 To begin with, complaints will be dealt with by the Service Department concerned and hopefully resolved.
- 2.1.2 The Service Department will aim to provide a response to the complaint within 10 working days.

### **2.2 Stage 2 Complaints**

- 2.2.1 If the Service Department has not responded within 10 working days without good reason, or a complainant remains dissatisfied, then the complaint will be referred to the Corporate Complaints Team.
- 2.2.2 The Complaints Team will investigate the complaint on behalf of the Chief Executive.
- 2.2.3 The complaint will be logged and the complainant will receive a response within 20 working days. Sometimes it may take longer, but the complainant will be kept informed if this is likely to be the case.

### **2.3 Public Services Ombudsman (Wales)**

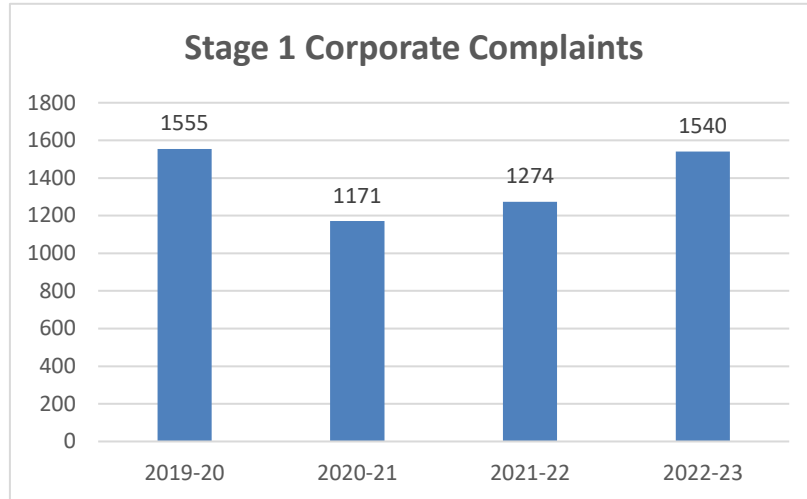
- 2.3.1 If the complainant remains dissatisfied with the outcome of the complaint having pursued it through the various stages with the Council, the complainant may wish to refer the matter to the Public Services Ombudsman (Wales).

### **2.4 Requests for Service**

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

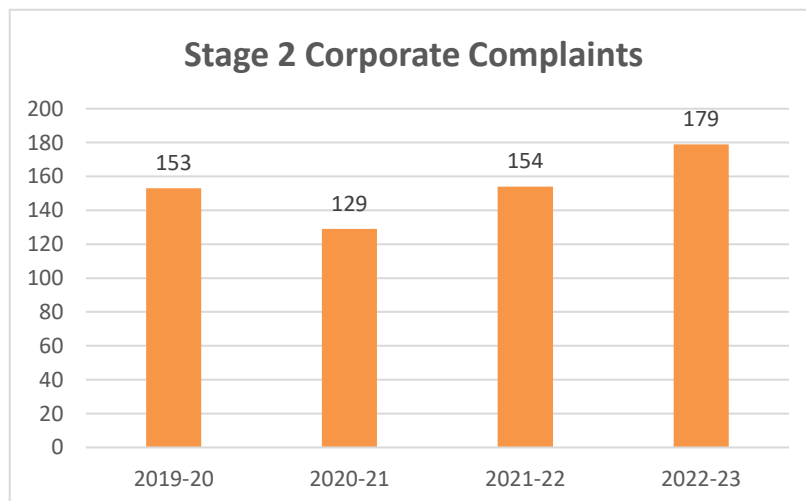
### 3. Corporate Complaints to Swansea Council 2022-23

3.1 A total of **1,540** Stage 1 corporate complaints were recorded for 2022-23. This is a 20.9% increase on the previous year when 1,274 were recorded.

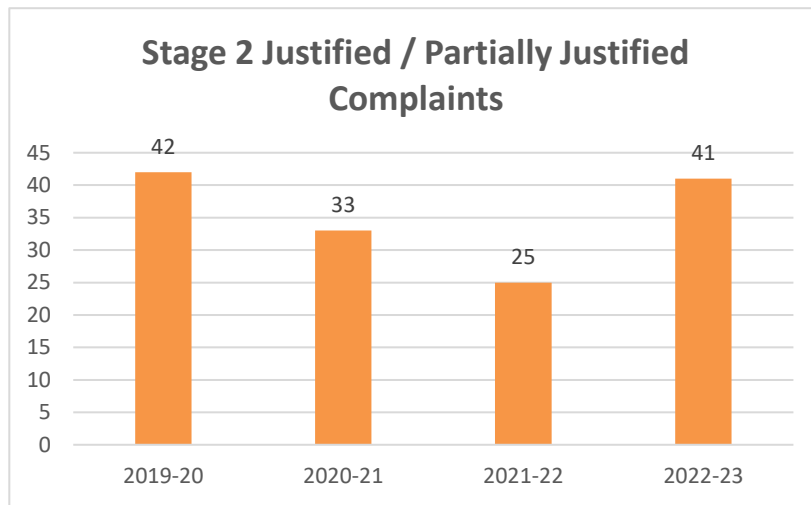


3.2 A total of **467 (30.3%)** Stage 1 complaints were justified, which is a 15.3% increase on the 405 justified the previous year.

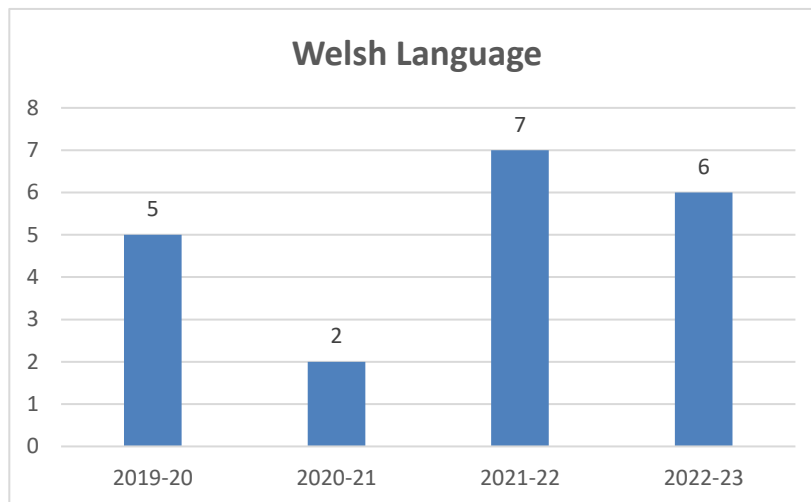
3.3 A total of **179** Stage 2 corporate complaints were recorded for 2022-23. This is a 16% increase on the previous year when 154 were recorded.



3.4 Of all the stage 2 complaints received, **41** were justified or partially justified compared with 25 for the previous year.



3.5 There were 6 Welsh Language complaints received in 2022-23 compared with 7 received in 2021-22.





#### 4. Complaints Breakdown by Service for Swansea Council 2022-23

4.1 The table below shows the stage 1 and stage 2 corporate complaints by service area. Corporate Building & Property Services, Highways & Transportation, Housing & Public Protection, and Waste Management & Parks are the Council's main frontline service areas and further detail around these services is provided at section 8 later in the report.

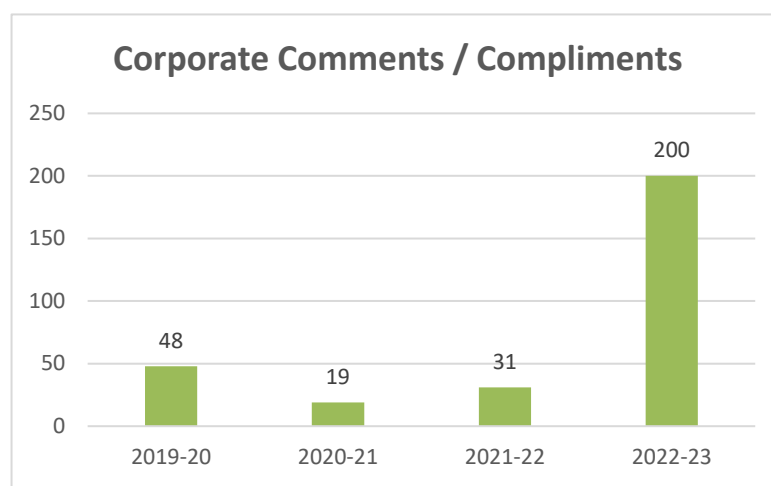
Service Area	Stage 1 Complaints 2022/23	Stage 2 Complaints 2022/23	Request for Service 2022/23
Commercial Services	0	0	0
Communications & Cust. Engagement	29	1	3
Corporate Building & Property Serv.	336	44	64
Cultural Services	78	6	24
Economic Regeneration & Planning	49	21	19
Education	33	3	18
Financial Services	61	8	79
Highways & Transportation	322	38	226
Housing & Public Protection	278	47	162
HR & Organisational Development	3	0	11
Digital & Customer Services	2	0	0
Legal & Democratic Services	15	1	20
Poverty, Wellbeing & Communities	0	0	0
Waste Management & Parks	334	10	222
<b>Totals</b>	<b>1,540</b>	<b>179</b>	<b>848</b>

4.2 This can be compared with stage 1 and stage 2 complaints for the previous year 2021-22:

Service Area	Stage 1 Complaints 2021/22	Stage 2 Complaints 2021/22	Request for Service 2021/22
Commercial Services	0	0	0
Communications & Cust. Engagement	45	2	19
Corporate Building & Property Serv.	170	16	47
Cultural Services	44	6	18
Economic Regeneration & Planning	54	19	25
Education	21	3	21
Financial Services	43	6	54
Highways & Transportation	277	55	279
Housing & Public Protection	260	32	153
HR & Organisational Development	3	0	5
Digital & Customer Services	1	0	1
Legal & Democratic Services	11	2	18
Poverty, Wellbeing & Communities	0	0	0
Waste Management & Parks	345	13	211
<b>Totals</b>	<b>1,274</b>	<b>154</b>	<b>851</b>

## 5. Compliments Breakdown by Service for Swansea Council 2022-23

- 5.1 When positive comments and compliments are received from the public they are acknowledged and forwarded to the Head of Service for the relevant service area. A selection of those compliments are then highlighted for the staff newsletter. This has a positive impact on staff morale and allows departments to recognise good practices.
- 5.2 In 2022-23 the Council received **200** compliments compared with 31 the previous year. This increase is largely down to reporting changes as not all compliments were logged.



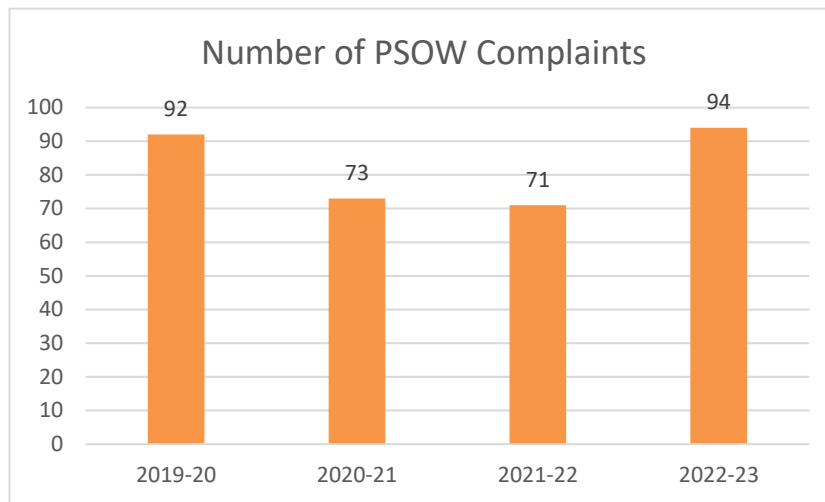
- 5.3 The breakdown of compliments by service area is shown in the table below with Cultural Services, Highways & Transportation, Housing and Public Protection and Waste Management & Parks receiving the most positive comments and compliments.

Service Area	Comments / Compliments 2021/22	Comments / Compliments 2022/23
Commercial Services	0	0
Communications & Customer Engagement	3	3
Corporate Building & Property Services	2	35
Cultural Services	5	26
Economic Regeneration & Planning	0	1
Education	0	2
Financial Services	1	4
Highways & Transportation	4	20
Housing & Public Protection	4	19
HR & Organisational Development	0	1
Digital & Customer Services	0	0
Legal & Democratic Services	1	1
Poverty, Wellbeing & Communities	0	0
Waste Management & Parks	11	88
<b>Totals</b>	<b>31</b>	<b>200</b>

**6. Complaints Closed by the Public Services Ombudsman for Wales 2022-23**

6.1 The Public Services Ombudsman for Wales (PSOW) publishes the annual letters to all Councils on its website. The letter highlights activities undertaken by the Ombudsman’s office during the year and the Council’s performance.

6.2 In 2022-23 the Ombudsman received **94** complaints and closed **99** cases relating to Swansea Council (71 in 2021-22), which represents 6% of Swansea Council’s overall complaints and 9% of all complaints received across Wales. The table below shows complaints over the past four years.



6.3 The table below highlights the reasons for closing the 99 complaints:

Considered by the Ombudsman to be ‘out of jurisdiction’	29
Considered to be premature because the Council’s Complaints procedures had not been exhausted	28
Cases closed where the Ombudsman was satisfied by the actions the Council had taken	32
Cases closed by Voluntary Settlement. These are redress proposals which enable a case to be closed without a full investigation, e.g. providing and apology, changing ways of working, and/or financial redress	10
<b>TOTAL</b>	<b>99</b>

6.4 Of the 99 complaints received and closed, 24% (23) complaints related to Housing. These were across a range of issues with no particular trend. Housing has seen an increase in complaints due to clearing the Covid backlog of internal repairs, and the transition period to the new Oracle Field Services system.

6.5 Of the 99 complaints received and closed, only ten complaints required intervention. All of these reached an early resolution / voluntary settlement and these related to:

- Eight Corporate Complaints including: the Contact Centre (1), Housing Repairs (4), Rats (1), Council tax (1), and Housing (1)
- Two Social Services including: Child and Family (1), Adult Services (1).

## **7. Learning from Complaints**

7.1 Swansea Council uses complaints, comments, and compliments from the public to continuously improve processes and services.

7.2 Complaints via the Ombudsman are discussed with Heads of Service and the relevant Principal Officer. The Complaints Officer responds to the PSOW on the actions undertaken by Swansea Council and any lessons learned. Once actions were completed, the complaint is closed on the system, recording the outcome and any lessons learned.

7.3 The Complaints Service receives an Internal Audit every three years to ensure it is undertaking its functions correctly. The internal audit of Complaints began at the end of 2022-23 and concluded in 2023-24 with the overall assurance level of substantial.

## 8. Complaints by Service Area

8.1 The charts included for each area compares performance across the last four years.

### 8.2 Corporate Building & Property Services

8.2.1 The chart below shows that Corporate Building & Property Services complaints across the board compared with the previous year. Requests for service relate to first time requests that were not complaints.

8.2.2 The general reason for the rise in Corporate Building & Property Services complaints during 2022-23 is mostly due to increased demand, clearing the Covid backlog of internal housing repairs, and the transition period from the old Orchard repairs system to the new Oracle Field Services.

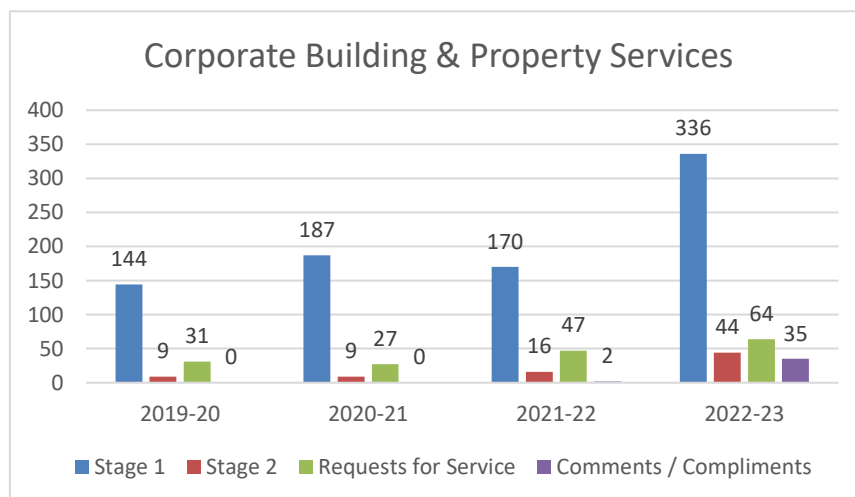
8.2.3 Timescales on complaints handling has significantly improved since the new complaints system was introduced.

8.2.4 Building Services complete in excess of 70,000 repairs annually, so the number of complaints received 380 (stage 1 and 2) equates to 0.54%.

8.2.5 Examples of the compliments received:

*“I just wanted to compliment the boys who were sent to my property at X to do some painting work. The boys did a brilliant job I'm really impressed. Think their names were A and B and also their boss D who was such a nice guy, great to talk to and very helpful with questions I had. I would highly recommend them.”*

*“I have just had a young lad out to fix my outside door. He worked non-stop and was so polite and well mannered. It gives you faith in the Council workers, but to be honest I can't remember getting a bad worker. He asked me if I needed more help or if there was anything he could do for me. It is nice to have our young this nice and hard working”.*



	Stage 1 Complaints Closed Within Timescales				Complaints Outcome	
	10 Working Days	After 10 Working Days but within 3 Months	After 3 Months but within 6 Months	After 6 Months	Upheld	Not Upheld
2021-22	89	24	3	0	51	56
2022-23	136	69	20	5	137	85

### 8.3 Waste Management, Parks & Cleansing

8.3.1 The chart below shows that Waste Management, Parks & Cleansing stage 1 and stage 2 complaints reduced compared with the previous year. Stage 2 complaints have reduced each year for the past four years. Requests for service relate to first time requests that were not complaints.

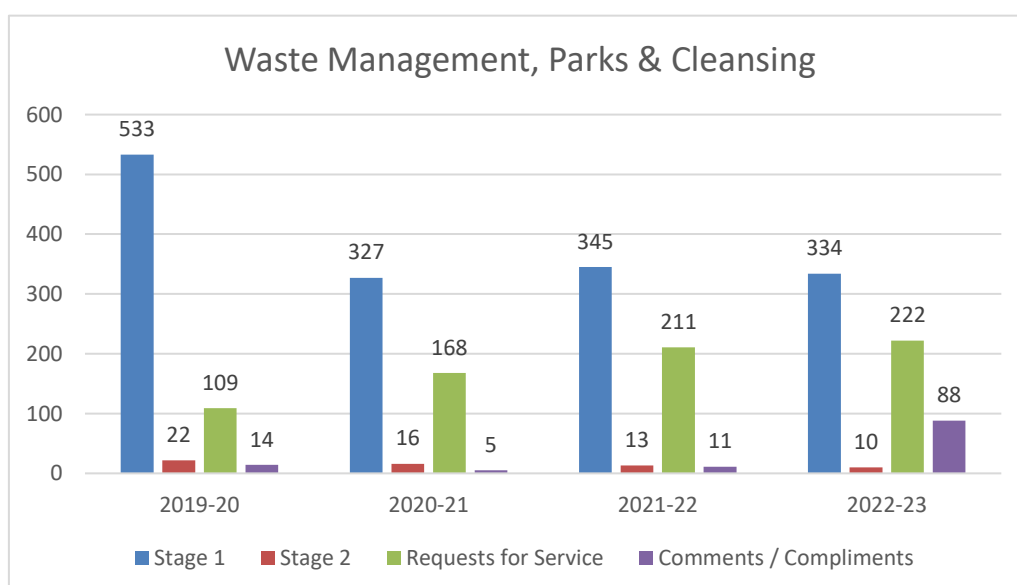
8.3.2 Generally, the complaints mostly relate to missed collections.

8.3.3 Timescales on complaints handling has significantly improved since the new complaints system was introduced.

8.3.4 Examples of the compliments received:

*“We are all too fond of complaining when things go wrong but I want to give praise to the person responsible for the maintenance of Tir Canol playing fields. I have used them for 40 years and they are looking the best they ever have. He obviously takes pride in his work and is a credit to you.”*

*“Thank you for my beautiful hanging basket delivered today, it is fabulous”.*



	Stage 1 Complaints Closed Within Timescales				Complaints Outcome	
	10 Working Days	After 10 Working Days but within 3 Months	After 3 Months but within 6 Months	After 6 Months	Upheld	Not Upheld
2021-22	263	23	1	0	179	99
2022-23	248	30	0	0	167	100

#### 8.4 Highways & Transportation

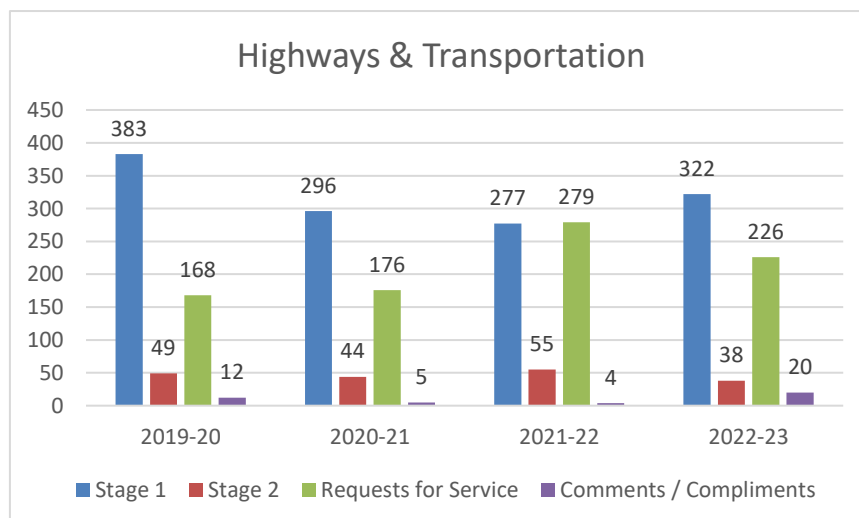
8.4.1 The chart below shows Highways & Transportation stage 1 complaints increased compared with the previous year. However, stage 2 complaints were the lowest for the past four years. Requests for service relate to first time requests that were not complaints.

8.4.2 There are no overall trends, several complaints were received relating to parking tickets.

8.4.3 Timescales on complaints handling has significantly improved since the new complaints system was introduced.

8.4.4 Examples of the compliments received:  
*“Hi there, I'd like to thank your pothole team for your prompt service, well done to all involved many thanks X.”*

*“I reported a streetlight not working in Killay and within a couple of days it has been repaired. I am very impressed with this speed and efficiency.”*



	Stage 1 Complaints Closed Within Timescales				Complaints Outcome	
	10 Working Days	After 10 Working Days but within 3 Months	After 3 Months but within 6 Months	After 6 Months	Upheld	Not Upheld
2021-22	206	51	4	0	69	174
2022-23	242	25	0	0	61	176

## 8.5 Housing & Public Protection

8.5.1 The chart below shows Housing & Public Protection stage 1 and stage 2 complaints increased during 2022-23 compared with the previous year.

8.5.2 Requests for service and positive comments and compliments also increased.

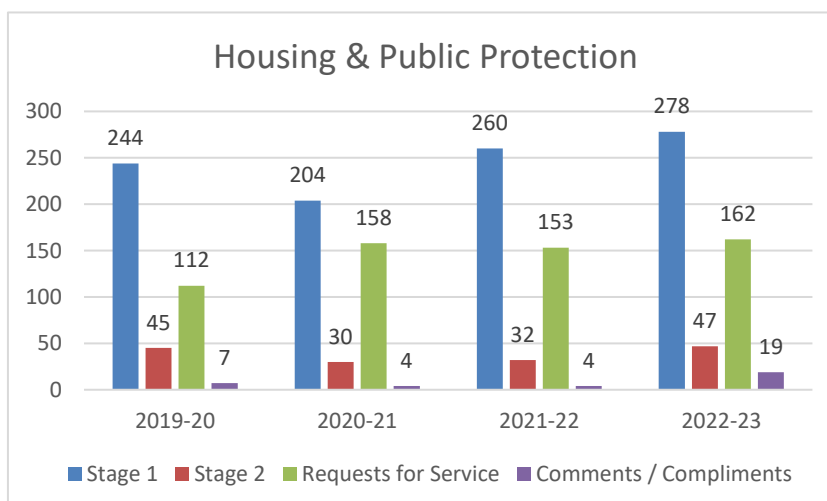
8.5.3 There are no overall trends across the complaints.

8.5.4 Timescales on complaints handling has significantly improved since the new complaints system was introduced

8.5.5 Examples of the compliments received:

*“The Environmental Health Team, Specifically Empty Property Officer and Pest Control, exceptionally high level of service and care which impacted on my property and my wellbeing.”*

*“Town Centre AHO – Mr X underwent lifesaving surgery over the weekend. His sister called to thank us for the care we displayed towards her brother”.*





	Stage 1 Complaints Closed Within Timescales				Complaints Outcome	
	10 Working Days	After 10 Working Days but within 3 Months	After 3 Months but within 6 Months	After 6 Months	Upheld	Not Upheld
2021-22	180	29	2	0	48	113
2022-23	203	22	0	0	55	151

## 9. Key Performance Indicators

- 9.1 The table below shows overall performance on responding to complaints within the timescales stipulated in the Council's Corporate Complaints Policy.
- 9.2 The response times, particularly on Stage 1 corporate complaints, has significantly improved since the new complaints system went live in July 2023.

Key Performance Indicator	Comment / Management Actions
<b>65.4%</b> (1,008 of 1,540) of stage one corporate complaints responded to within 10 clear working days	<p>Building Services responded to 37.2% (125) complaints within 10 working days. These delays are due to many repairs involving complex elements and take more than 10 days to resolve i.e. Disrepair claims where tenants will not allow repairs to be completed as instructed by their claims lawyer. Access issues where appointments being made to complete the work are either not being kept or are arranged beyond the 10 days as requested by the tenant.</p> <p>22/23 Stage 1 justified 467 (30.3%)</p> <p>21/22 Stage 1 justified 405 (31.8%)</p>
<b>77.6%</b> (139 of 179) of stage two corporate complaints responded to within 20 clear working days, or within any	<p>One case relates to a request to move a pelican crossing in a Ward and was delayed due to a by-election.</p> <p>One case was not responded to as the tenant was waiting to decant so that work could be carried out on property.</p>

<p>extension agreed with the customer.</p>	<p>One case picked up by Social Services complaints officer was not responded to.</p> <p>Between July and December, several delayed due to workload and sickness within the Complaints team.</p> <p>22/23 Stage 2 justified 41 (22.9%) 21/22 Stage 2 justified 25 (16.23%)</p>
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# **Annual Social Services Complaints & Compliments Report**

**2022-23**

## **1. Background and Context**

- 1.1 Social Services aims to provide quality services to the public of the City and County of Swansea. There may be, however, times when things go wrong and a service user or someone sufficiently concerned with their welfare, may wish to complain.
- 1.2 Swansea Council's Social Service Complaints Policy has been established in accordance with The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.
- 1.3 The above regulations are made under the Social Services and Well-being (Wales) Act 2014. They bring the complaints handling process for Social Services in line with the Welsh Government Model Concerns and Complaints Policy and Guidance, and the NHS Complaints Procedure Putting Things Right.
- 1.4 This policy also encompasses the requirements of the Children Act 1989, the Adoption of Children Act 2002, the Community Care Act 2014 and is in accordance with guidance issued under Section 7 of the Local Authority Social Services Act 1970.
- 1.5 Each Local Authority is required to produce and publish an annual report regarding the operation of their Social Services Complaints Procedures. This report contains statistical information and analysis relating to complaints, comments and compliments dealt with during the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

## **2. Our Complaints Procedure**

- 2.1 The law says that you have a right to get your views heard about Social Services.
- 2.2 The following people can use the procedure:
  - People using social care services provided by the Council.
  - People using social care services purchased or contracted by the council.
  - A representative, relative or friend, properly nominated by a service user or acknowledged as appropriate to act in a service user's best interest when they lack capacity or have died.
- 2.3 Firstly, you should tell the staff member who provides support about what you feel is wrong so they can try to put things right for you.
- 2.4 Stage 1 – Local Resolution
  - 2.4.1 When we receive your complaint, you will get an acknowledgement within 2 working days. We will contact you to discuss your complaint within

10 working days. This could be via phone or if you prefer we can have a face-to-face meeting. Once we have discussed your complaint and the matter has been resolved, we will write to you within 5 working days of the resolution date, confirming the outcome.

2.4.2 Most complaints are resolved at this stage, and it is usually the quickest and most straightforward way to deal with issues.

## 2.5 Stage 2 – Formal Consideration

2.5.1 If the complaint cannot be resolved at the informal stage, your complaint will progress to stage 2. This stage will be carried out by someone not directly involved with the service you are complaining about. During the investigation the Complaints Officer will keep you advised and informed of developments.

2.5.2 You are not obliged to take up the offer of a discussion at local resolution stage; you have the right to request a formal investigation from the very beginning if you wish. However, as this is a longer process than local resolution, we recommend trying to resolve matters through local resolution first.

2.5.3 When your complaint is investigated at stage 2, we will write to you within 5 working days of receiving your request for a formal investigation, to make sure we understand all the details of your complaint and the outcome you would like to achieve. We will ask you to confirm that this is accurate and will also give you details of the Independent Investigator.

2.5.4 The date on which you confirm the detail of your complaint is called the 'start date' and we have 25 working days from this date to complete the investigation and send you a written response.

2.5.5 If we are unable to achieve this deadline, we will write to you and tell you why there is a delay and when you will receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received your complaint.

## 2.6 Public Services Ombudsman for Wales

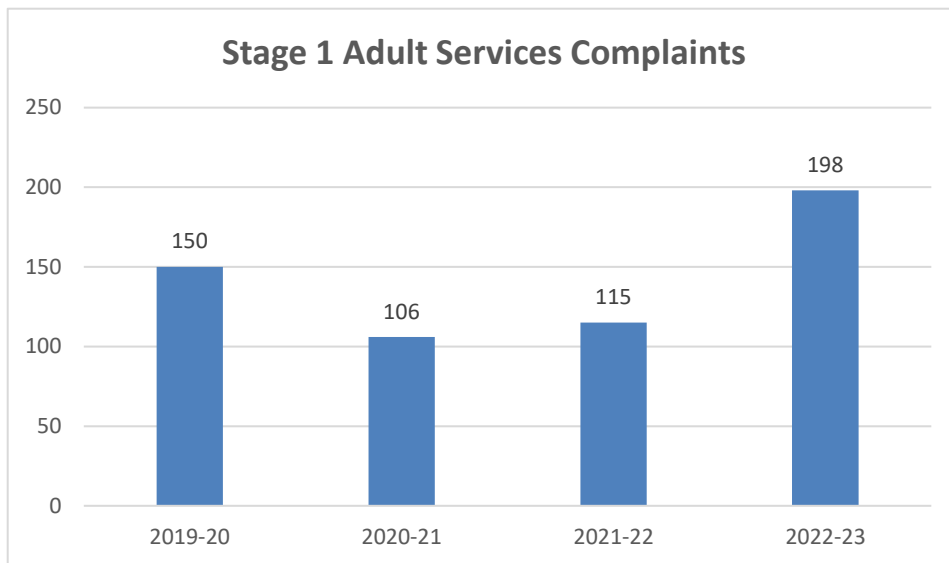
2.6.1 If you are still unhappy after the conclusion of the Council process you can complain to the Ombudsman.

## 2.7 Advocates

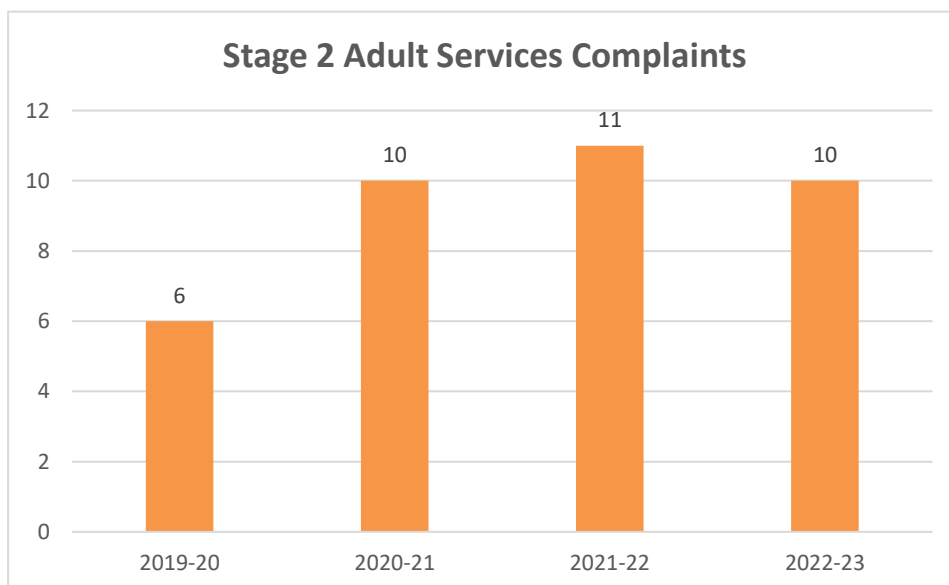
2.7.1 Our staff will aim to help you to make your concerns known to us. If extra assistance is needed, we will try to put you in touch with someone who can help.

### 3. Adult Services Complaints to Swansea Council 2022-23

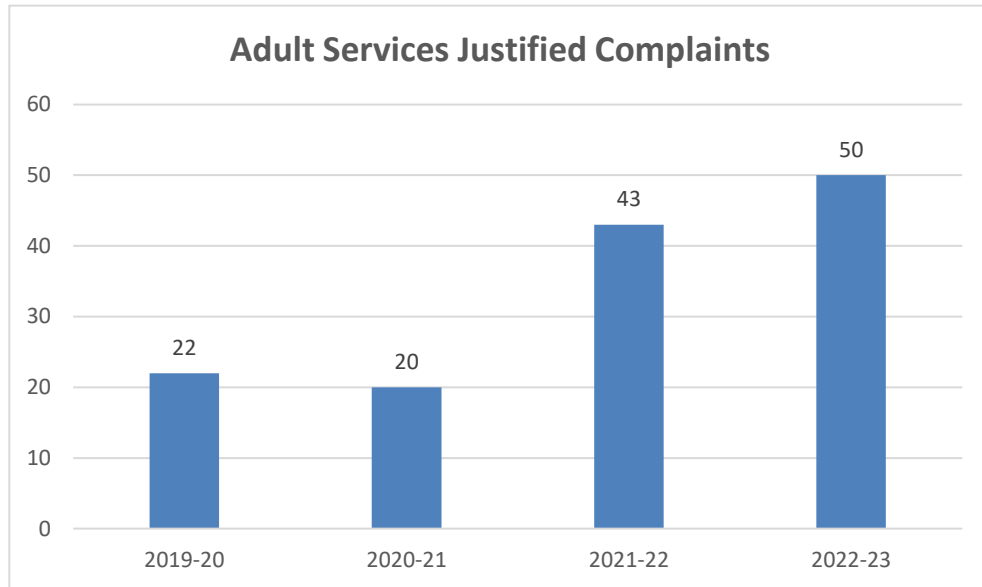
3.1 A total of **198** Stage 1 Adult Services complaints were recorded for 2022-23. This is a 72% increase on the previous year when 115 were recorded and a 32% increase on pre-pandemic levels. 27% (54) complaints were all from the same complainant. The level of stage 1 complaints is mainly due to the increasing demand and the pressure on services, leading to delays in the provision of care. This increase is also being seen across other Councils in Wales.



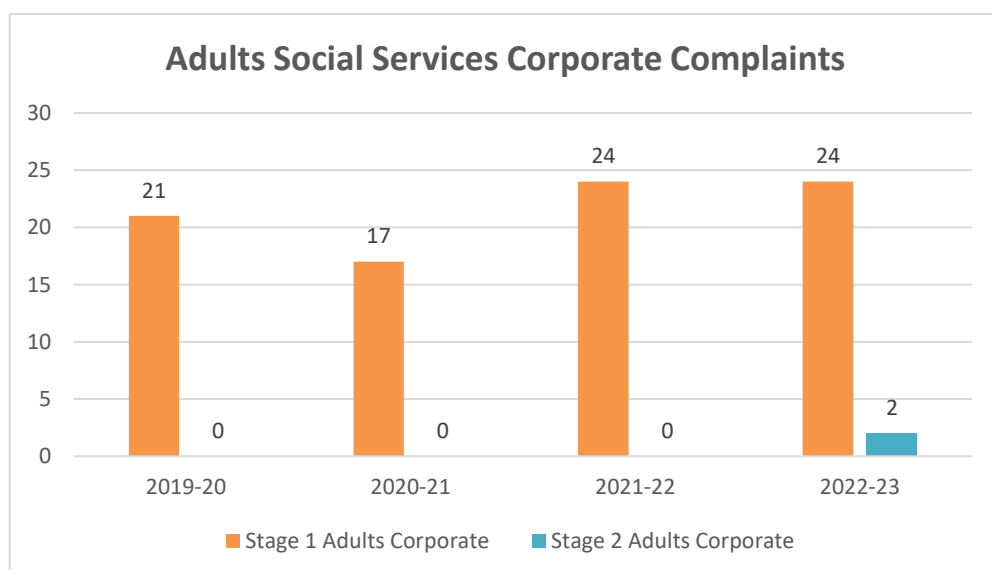
3.2 A total of **10** Stage 2 complaints were recorded for 2022-23. This is one fewer than last year and the same number received in 2020-21.



3.3 Of all complaints received, **50** were justified compared with 43 for the previous year.



3.4 Corporate complaints relate to the business administration within Adult Services as opposed to Social Care Services. **24** stage 1 Corporate Complaints relating to Adult Services were received, which is the same number as last year. Two further stage 2 complaints were Corporate Complaints.



#### 4. Outcomes of Stage 2 Complaints for Adults Services 2022-23

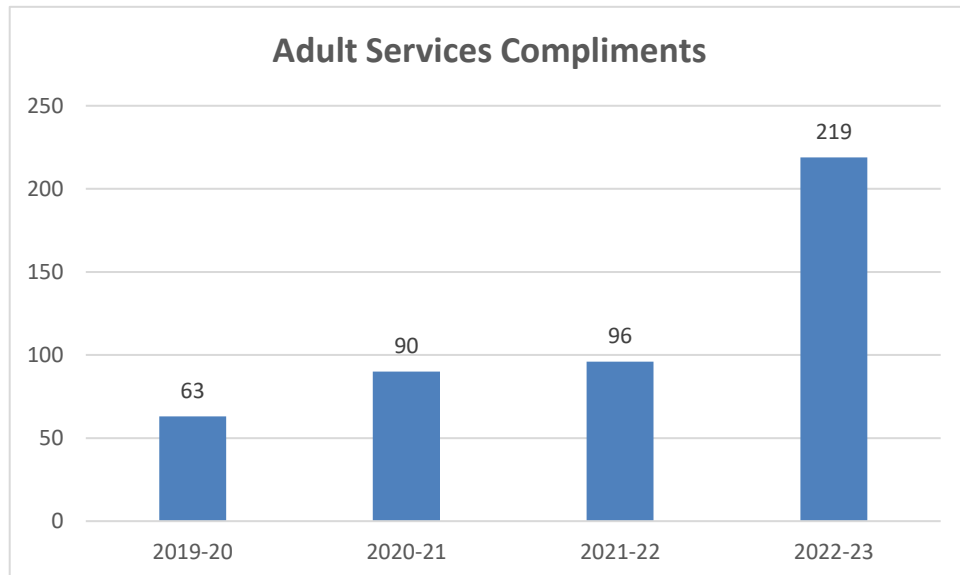
4.1 The table below provides the outcomes for the ten stage 2 complaints and two stage 2 Corporate Complaints:

Complaint	Outcome
<b>Adult Services</b>	
Contracting: Unhappy with care costs levied due to care of Dad in home	Justified
Community Initial Assessment Team (CIAT): Social worker not advising of care costs in relation to third party fees	Not Justified
Contracting: Poor practice and failings in the duty of care by care home	Not Justified
Direct Payments Team: Complainant not informed that contribution to care had increased and allowed a huge debt to accrue	Not Justified
Contracting: Joint complaint with Carmarthenshire – neglectful care of wife at care home.	Not Justified
Maes Glas Residential Services: Various complaints regarding son's care management at placement	Partially Justified
Maes Glas Residential Services: Various complaints regarding son's care management at placement	Partially Justified
Transition Team: requested respite facility not able to provide medical care for son	Partially Justified
Financial Assessments/Safeguarding: Financial matters regarding capital, income and house sale. Discontinued as the investigating Officer was unable to confirm the specific detail of this complaint	Discontinued / out of remit
Learning Disability Team / Contracting / Safeguarding: Numerous complaints regarding safeguarding, supported living management and the social work team care management	Ongoing
<b>Adult Services Corporate Complaints</b>	
Community Long Term Social Work Team: Breach of confidentiality	Not Upheld
Common Access Point: Poor communication from CAP with concerns of a neighbour	Partially Upheld



## 5. Compliments Adult Services 2022-23

5.1 Adult Services saw a significant **128%** increase in compliments in 2022-23.



5.2 These are some examples of compliments received by the Adult Services teams:

**Common Access Point Social Workers:** received special thanks from the partner of a service user eager to show their gratitude. The partner said: "Over the last six months, I have had a lot of contact with Social Services over the care of my partner. I want to thank all those involved, especially the workers I cannot praise highly enough - They could see I was at the end of my mental and physical strength and did all they could to help me. So, thank you once again."

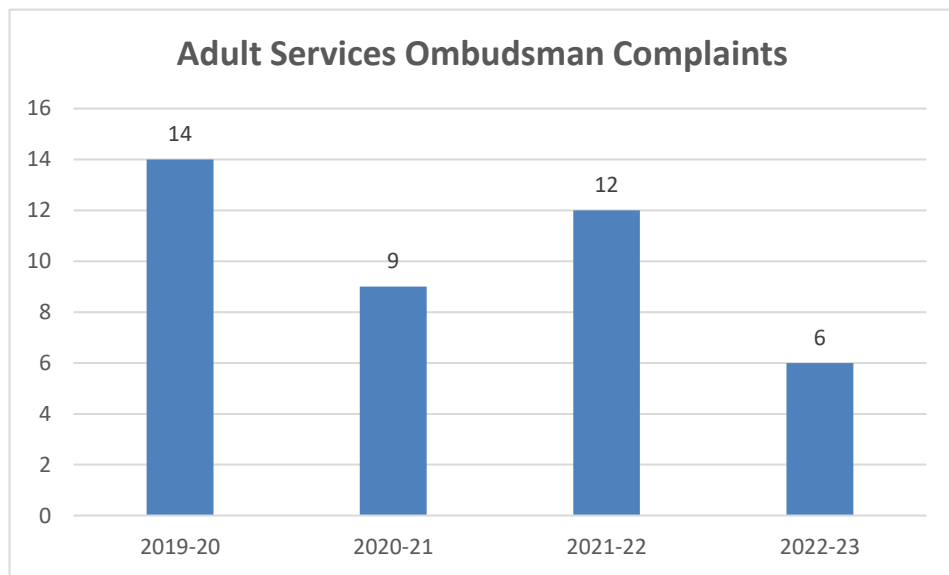
**Social worker from the Community Initial Assessment team:** The daughter said: "We have read your Assessment and have nothing to add other than what an extremely insightful synopsis of our family. I humbly thank you again for all your help and kindness in this difficult time for my mother and me."

**A Social Worker** received terrific feedback from the daughter of a service user going through a difficult transition to a care home. The daughter said: "I want to let you know how well my family and I have been supported by my mum's Social Worker, X. Mum is now settled happily in Hengoed Park. The stress of mum's situation was extremely difficult to cope with, but X calmly and efficiently supported us through it. Also, care home staff said they had great confidence in X to bring the situation to a positive conclusion. We can't thank her enough."

**6. Complaints Closed by the Public Services Ombudsman for Wales for Adult Services 2022-23**

6.1 The Public Services Ombudsman for Wales (PSOW) publishes the annual letters to all Councils on its website. The letter highlights activities undertaken by the Ombudsman’s office during the year and the Council’s performance.

6.2 In 2022-23 the Ombudsman annual letter showed the PSOW received and closed six Adult Services complaints, which is a 50% reduction on last year and the lowest figure for the past four years.



6.3 Not all the Ombudsman figures in the annual letter relate to the year in which they were received, as investigations can take time to complete. In 2022-23 the Council received 14 enquiries about Adult Services complaints from the Ombudsman’s office. Eleven were not investigated, one was referred to Health, one was able to be resolved quickly and one was withdrawn.

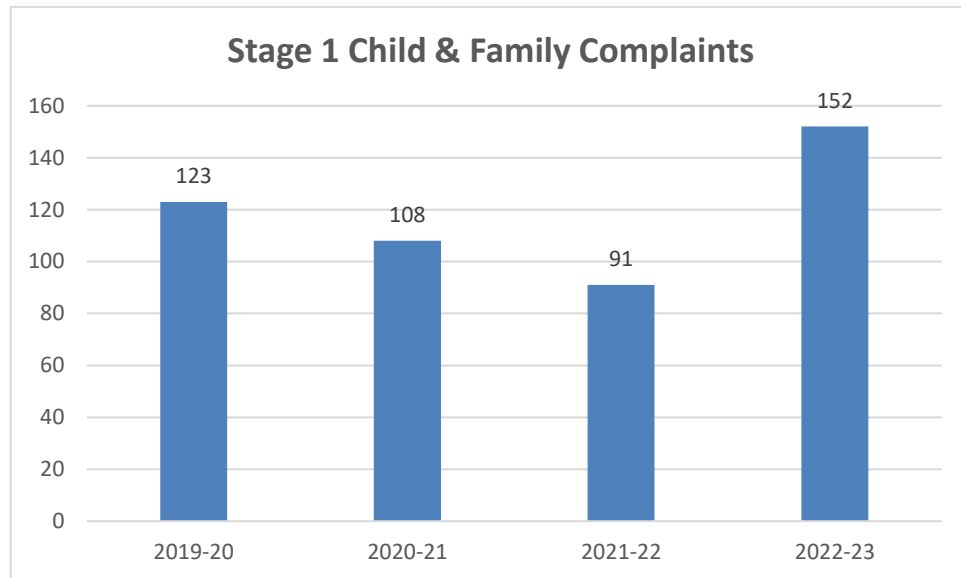
**7. Adult Services Complaints Key Performance Indicators 2022-23**

- 7.1 The table below shows overall performance by Adult Services on responding to complaints within the timescales stipulated in the Council’s Corporate Complaints Policy.
- 7.2 Despite the pressure of increasing demand on both Adult Services and the Complaints Team, delays are kept to a minimum wherever possible and within the Council’s control.

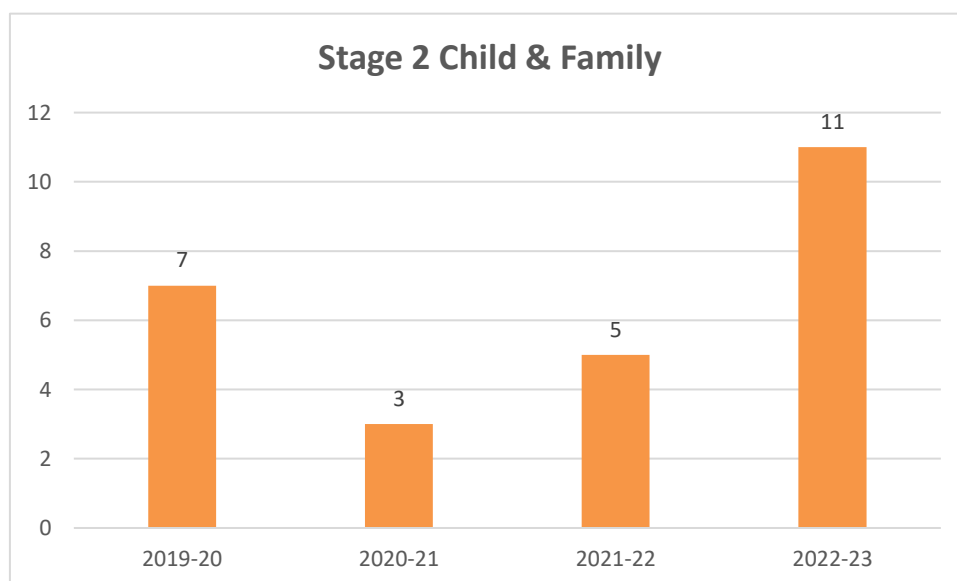
<b>Key Performance Indicator</b>	<b>Comment / Management Actions</b>
<b>96%</b> (189) of stage one social services complaints acknowledged within 2 working days	9 complaints not acknowledged within 2 working days
<b>77.27%</b> (153) of stage one social services complaints discussed with complainants, i.e. appointments with a Social Services Officer or Complaints Officer within 10 working days of acknowledgement	Delays due to capacity within the teams
<b>88%</b> (158) of stage one responded to within 5 working days of discussion	Delays due to capacity within the team. Some delays also due to being unable to reach complainants
<b>100%</b> (10) of stage two complainants receiving a written summary of the complaint within 5 working days	No delays – or within agreed timeframe with complainant
<b>80%</b> (8) of stage two complaints responded to within 25 working days, or within any extension approved by the Director of Social Services.	All extensions agreed with Director of Social Services One is still ongoing and has exceeded the timeframe the Director can agree to.
<b>95.8%</b> (23) stage 1 corporate complaints responded to within 10 clear working days (no requirement for a discussion)	Delay due to capacity within service department
<b>50%</b> (1) stage two corporate complaints responded to within 20 clear working days, or within any extension agreed with the customer.	Delay due to staff capacity in Complaints Team

## 8. Child & Family Services Complaints to Swansea Council 2022-23

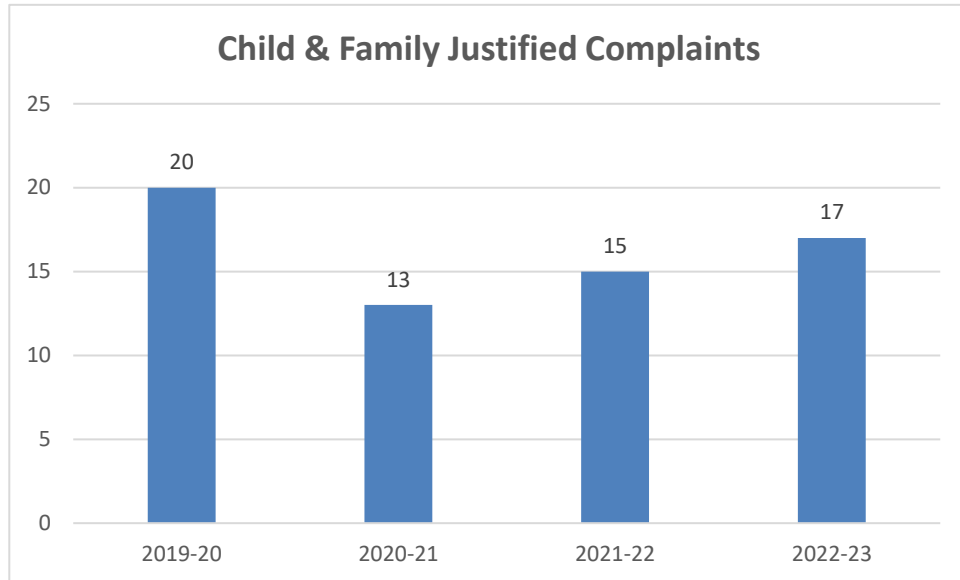
8.1 A total of **152** Stage 1 Child & Family Services complaints were recorded for 2022-23. This is a 67% increase on the previous year when 91 were recorded and a 23% increase on pre-pandemic levels. This is the highest number of stage 1 complaints in the past four years mainly due to the increasing demand and the pressure on services. This increase is also being seen across other Councils in Wales. There were ten complaints from the same complainant.



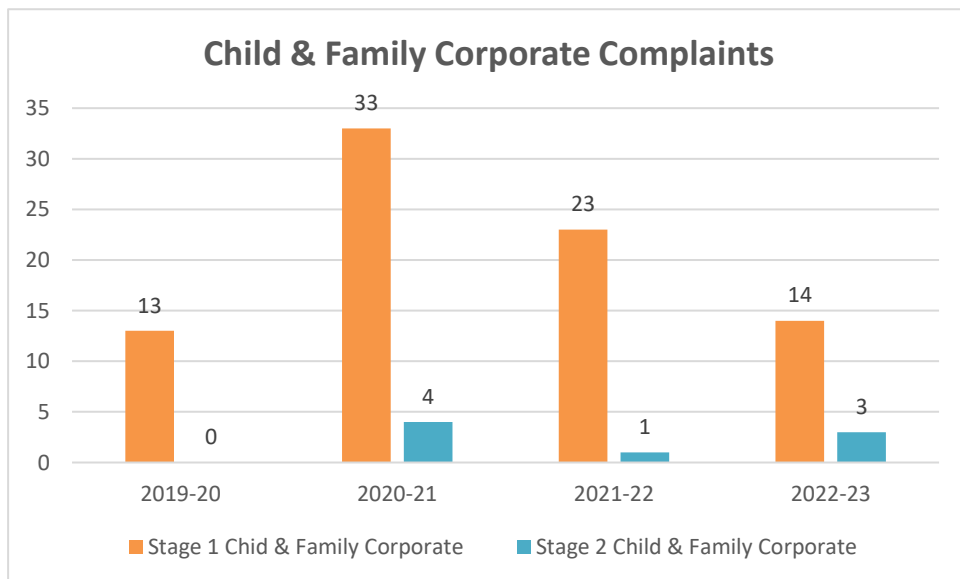
8.2 A total of **11** Stage 2 complaints were recorded for 2022-23. This is six more than last year and the highest number over the past four years.



8.3 Of all complaints received, **17** were justified compared with 15 for the previous year.



8.4 Corporate complaints relate to the business administration within Child & Family Services as opposed to Social Care Services. **14** stage 1 Corporate Complaints relating to Child & Family Services were received, which is a 39% reduction compared with last year and the lowest number in the last three years. Three further stage 2 complaints were Corporate Complaints.



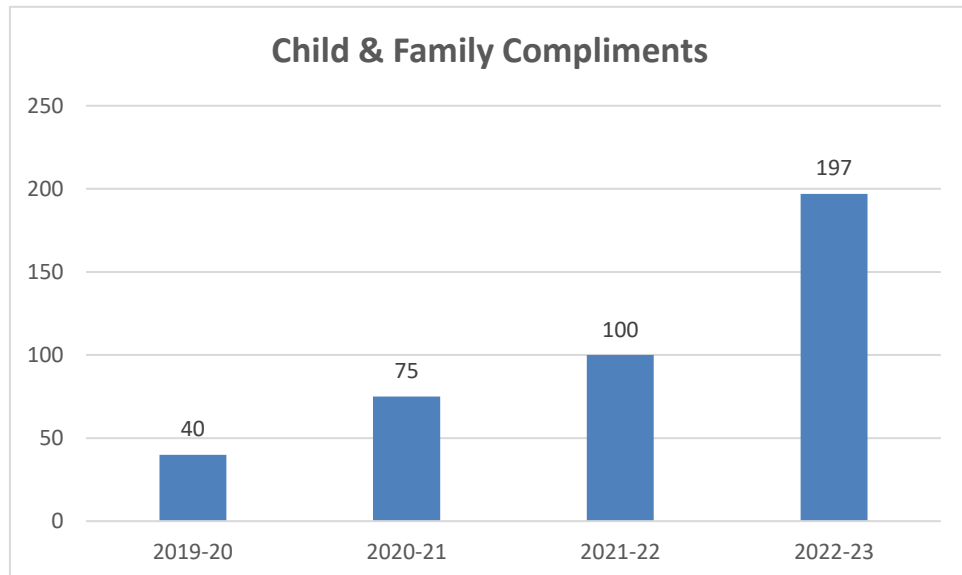
**9. Outcomes of Stage 2 Complaints for Child & Family Services 2022-23**

9.1 The table below provides the outcomes for the eleven stage 2 complaints and three stage 2 Corporate Complaints:

<b>Complaint</b>	<b>Outcome</b>
<b>Child &amp; Family Services</b>	
Looked After Children Team: IRO notes being incorrect and stage 1 response did not address concerns.	Justified
BAYS: Request to move not granted, unhappy with social work assessment.	Not Justified
Child and Family general: Historical complaint - Social Services did not act to safeguard her when in LA care	Not Justified
Independent Review Officer Team: Poor communication from the team and not invited to reviews.	Not Justified
Friends and Family: Disagreed with the lack of financial support	Not Justified
BAYS: Via an advocate - young person unhappy with the actions taken by Social Services	Not Justified
IAA: Disagreement with Social Services decision not to allow family contact.	Not Justified
Child Disability Team: Via an advocate - Delay in receiving passport.	Not Justified
Looked After Children Team: Unhappy with accusations and contact not promoted.	Partially Justified
Friends and Family: Unhappy with contact/ placement breakdown and factually incorrect minutes.	Partially Justified
Child and family general: Historical complaint regarding parent returning to family home. Discontinued as legal action taken.	Discontinued
<b>Child &amp; Family Services Corporate Complaints</b>	
Penderry Team: Concerns not being listened to and poor communication.	Partially Justified
Penderry Team: Checks carried out without consent	Justified
Penderry Team: Inappropriate comments made by social worker.	Not Justified

## 10. Compliments Child & Family Services 2022-23

10.1 Child & Family Services saw a significant **97%** increase in compliments in 2022-23.



10.2 These are some examples of compliments received by the Child & Family Services teams:

**The Supervised Contact team** received a lovely poem in a Christmas card and a box of chocolates from a grateful family. The card read: "I don't know how to thank you enough. For me, this time has been so tough. But you listen to me, and you understand, and are always there with a helping hand. So, thanking you is a must. The depth of gratitude you must trust. Thank you all so very much." Another family member added: "Thank you all for being the best."

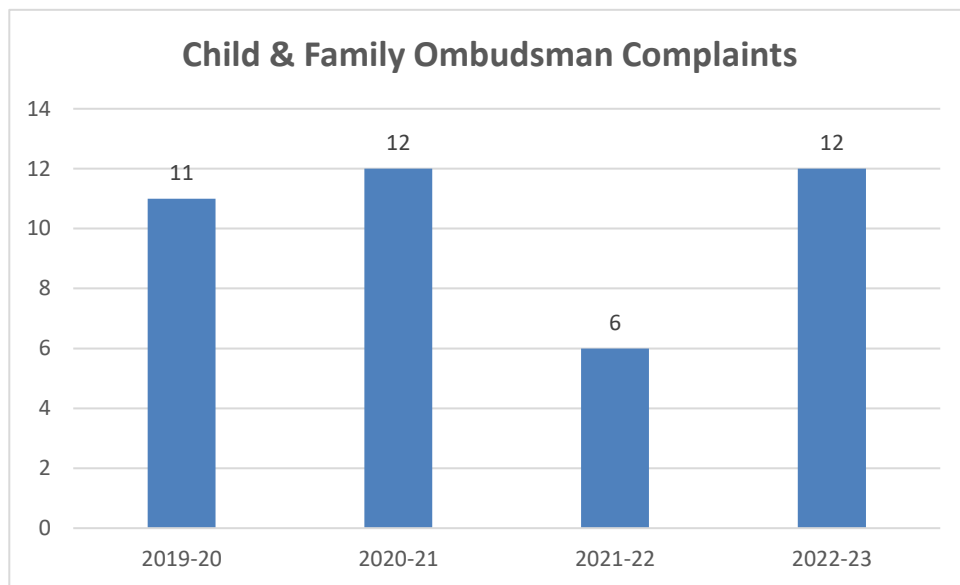
**An Independent Domestic Violence Advocate** received positive feedback from South Wales Police regarding their great working relationship in response to domestic abuse incidents. The South Wales Police representative said: "Thank you for your massive support and all the knowledge from listening to you speak to the victim about the situations she has been put into. I can now better understand the sheer number of domestic abuse cases I attend."

**Newly Qualified Social Worker X** has received praise from the solicitor of a mother she is working with to support her son. The solicitor complimented X on her patience and hard work, resulting in a positive outcome.

**11. Complaints Closed by the Public Services Ombudsman for Wales for Child & Family Services 2022-23**

11.1 The Public Services Ombudsman for Wales (PSOW) publishes the annual letters to all Councils on its website. The letter highlights activities undertaken by the Ombudsman's office during the year and the Council's performance.

11.2 In 2022-23 the Ombudsman received and closed twelve Child & Family Services complaints, which is double last year's figure of 6 and the same number closed in 2020-21.



11.3 Not all the Ombudsman figures in the annual letter relate to the year in which they were received, as investigations can take time to complete. In 2022-23 the Council received 15 enquiries about Child & Family Services complaints from the Ombudsman's office, none of which were investigated.



## 12. Child & Family Services Complaints Key Performance Indicators 2022-23

12.1 The table below shows overall performance by Child & Family Services on responding to complaints within the timescales stipulated in the Council's Corporate Complaints Policy.

12.2 Despite the pressure of increasing demand on both Child & Family Services and the Complaints Team, delays are kept to a minimum wherever possible and within the Council's control.

Key Performance Indicator	Comment / Management Actions
93% (141) stage 1 social services complaints acknowledged within 2 working days .	A small number of delays due to the volume of workload and capacity within the team
76% (118) of stage one social services complaints discussed with complainants, i.e. appointments with a Social Services Officer or Complaints Officer within 10 working days of acknowledgement.	Delays due to capacity within the team. Some delay also due to being unable to reach complainants
75% (115) of stage 1 Social Services complaints responded to within 5 working days of discussion.	A small number of delays due to the volume of workload and capacity within the teams
100% (10) of stage two complainants receiving a written summary of the complaint within 5 working days	No delays – or within agreed timeframe with complainant
100% (10) of stage two complaints responded to within 25 working days, or within any extension approved by the Director of Social Services.	All extensions agreed with the Director
79% (11) stage 1 corporate complaints responded to within 10 clear working days (no requirement for a discussion)	Delay due to responding officer
100% (4) of stage two corporate complaints responded to within 20 clear working days, or within any extension agreed with the customer.	

### **13. Learning from Complaints across Social Services**

- 13.1 Adult Services and Child & Family Services both use complaints, comments, and compliments from the public to continuously improve processes and services.
- 13.2 Complaints via the Ombudsman are discussed with Heads of Service and the relevant Principal Officer. The Complaints Officer responds to the PSOW on the actions undertaken by Swansea Council and any lessons learned. Once actions were completed, the complaint is closed on the system, recording the outcome and any lessons learned.
- 13.3 Adult Services undertake quality reviews through a Quality Improvement Group and Continuous Improvement Group to understand where learning and changes can be made as a result of complaints.
- 13.4 The Child & Family Services Learning and Innovation Team routinely takes the learning from complaints to inform the content of briefings, peer learning sessions, and content of training; as well as regularly sharing themes in the Child & family newsletters.
- 13.5 The Complaints Service receives an Internal Audit every three years to ensure it is undertaking its functions correctly. The internal audit of Complaints began at the end of 2022-23 and concluded in 2023-24 with the overall assurance level of substantial.

# Agenda Item 7



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel 12<sup>th</sup> March 2024

#### Youth Justice Service

<b>Purpose</b>	<ul style="list-style-type: none"><li>• To provide an update on the developments within Swansea Youth Justice Service (YJS)</li></ul>
<b>Content</b>	<ul style="list-style-type: none"><li>• This report includes a summary of the recent developments and progress within the Youth Justice Service</li><li>• The report includes the Swansea Youth Justice Service Performance Report for quarter 3</li></ul>
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"><li>• Endorse the report and its conclusions</li></ul>
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard, Cabinet Member for Care Services
<b>Lead Officer(s)</b>	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services
<b>Report Author</b>	Helen Williams, Principal Officer for Adolescent and Young People Services  <a href="mailto:Helen.williams3@swansea.gov.uk">Helen.williams3@swansea.gov.uk</a>
<b>Legal Officer</b>	N/A
<b>Finance Officer</b>	N/A
<b>Access to Services Officer</b>	N/A

## **1. Background**

- 1.1 Swansea Youth Justice Service is a multi-agency statutory service made up of staff from the Local Authority, Police, National Probation Service and Health. The service supports children and young people between the ages of 10 and 17 who are subject to statutory Court Orders or are on the periphery of becoming involved in the criminal justice system.
- 1.2 Approximately 80% of the work undertaken by the Youth Justice Service sits within Prevention and Early Intervention. The service works closely with partner agencies to engage relevant children and young people at the earliest opportunity. Proportionate assessments are undertaken for every child or young person to ensure interventions are specific and focused on identified individual needs.
- 1.3 The service is required to regularly report performance data to the Youth Justice Board and Swansea Youth Justice Management Board, chaired by the Director of Social Services and attended by key stakeholders. The most recent performance report is added as **Appendix 1**, for reference.
- 1.4 Since the last update to scrutiny in March 2023, the Youth Justice Services has been continually developing and part of the development process has been a system review. The focus of the review has been to understand better the experiences of children and young people who engage with the service and whether the service is effective in understanding what matters to them and whether they are supported to achieve positive outcomes. The review has primarily focused on the prevention work undertaken by the service.
- 1.5 The service continues to improve practice and performance in line with the action and improvement plan developed from the recommendations following the HMIP inspection in 2021.
- 1.6 Following an inspection by HMIP in October 2021, the service has been continuing to improve practice and performance in line with the action and improvement plan developed from the recommendations made.
- 1.7 The following report will outline the progress and developments of the Youth Justice Service in line with the system review and action and improvement plan.

## **2. Briefing**

- 2.1 Over the past 12 months the system review has continued to provide the opportunity for evaluation of the Youth Justice Service and is enabling us to understand the service better from the perspective of the

children/young people, parent/carers and victims who access the service. From our learning, we are piloting a new process for receiving referrals for prevention interventions. This process involves a consultation with the referrer, young person and their parent/carer with a view to determine that the YJS is the right service and to understand what matters to the young person at the earliest opportunity as well as what they hope to achieve from accessing the service. This process also allows for consideration to be given to who the right person would be to work with the young person, dependant on needs and the outcomes that are hoped to be achieved.

2.2 Early indications are that this new process is having a positive impact in identifying need which in turn is enabling work to begin in a timely way. Where it is identified that the YJS is not the right service to meet the need, signposting is also undertaken immediately, resulting in less delay in the right service being provided. Additionally, having referrers involved in the consultation is providing the opportunity for partner agencies to have a clearer understanding of the work the YJS do and a clearer understanding of when it is appropriate to refer in. This pilot will continue, and our hope is that we will start to gather data to evidence the positive impact this new process is having.

2.3 In addition to the system review, the service has continued to develop its work in a number of areas. One of these is the development of the Turnaround project following the additional funding from the Ministry of Justice to enhance the prevention work already in place and to focus on supporting children and young people involved in or on the cusp of anti-social or offending behaviour. The team have a dedicated project worker assigned to this project as well as oversight from our Prevention and Early Intervention Practice Lead. The service is required to work with a total of 97 children and young people through the duration of the project (November 2022-March 2025).

To date, we have worked with 42 young people over the 2023/24 period. We have been successful in achieving outcomes for young people outlined by the project and engaging them in support. Specifically, group sessions encompassing outdoor pursuits, diversionary activity and offending interventions have run for each cohort during each quarter. Each young person has also benefited individually with ten gym passes being issued, support with transport, sport equipment/clothing being provided for young people part of football or rugby teams and other items provided for sport related activity. Photography and music equipment has also provided creative sessions for young people in group and one to one interventions.

Vocational support has also been a main focus of the project, for individuals working towards a YAA in woodwork; tools, equipment and safety wear has been provided with the view of young people achieving valued qualifications. Safety work wear and other equipment has been provided for young people on vocational training or college courses.

Intake criteria has primarily included those involved in repeated ASB and those released under investigation or receiving bail support. Recordable outcomes achieved have mainly included sports-based recreation, education and vocation, music and arts-based recreation, mentoring and supportive relationships and practical life skills.

- 2.4 As part of our ongoing work in relation to anti-social behaviour, the service is working closely with our partners in education and have recently been involved in a pilot programme within six Primary Schools. The focus of this programme was to deliver targeted anti-social behaviour sessions to year 5 and 6 pupils to educate them as early as possible. The sessions delivered were interactive and educative. Feedback is currently being gathered from the schools with a view of this programme being rolled out to all primary schools across the Authority. Anecdotal feedback from the pilot schools was that the programme was successful and welcomed by the schools.
- 2.5 In addition to the work being undertaken within prevention, the service has also continued to develop in the work within early intervention. The service has seen an increase in recent months in the number of children and young people attending Youth Bureau. Young people attend the Bureau following a first offence or low-level offence where they have accepted their involvement and are remorseful for their actions. The process enables children and young people to receive support from the YJS without the need to attend Court. Children and young people going through this process are involved in an assessment to determine areas of need and an intervention plan will be developed to meet this need and to seek to divert away from any further offending behaviour.
- 2.6 The service is currently looking at how the Bureau process can be developed to enhance multi agency involvement in the decision-making process. The Bureau panel is currently made up of Police, Youth Justice Service and an independent volunteer, the hope is to have a multi-agency panel where all relevant agencies can contribute to the intervention planning and provide holistic support to children and young people in the areas that may impact on their risk of offending. This is being considered on a regional basis in line with our police force area.
- 2.7 A further recent development has been the Drive for Change programme which has been developed regionally from partnership working between South Wales Police, South and Fire Service and the Youth Justice Services in Swansea and Neath/Port Talbot, with the support of Swansea Magistrates Court. The programme is specifically designed to educate children and young people involved in motoring offences, of which there has been an increase evidenced in the data over the past few quarters. Until recently, all motoring offences had to be heard before the Court, meaning that children and young people were unable to be considered at Bureau and in many cases were receiving fines which did not provide the opportunity to work with the

Youth Justice Service. These young people are now able to be considered at Youth Bureau to access this programme. Elements of the programme are also available to children and young people who are open under statutory interventions and this forms part of their intervention plans.

- 2.8 The Safeguarding Lead has developed a Knife Crime awareness questionnaire. This is now being rolled out to gather a thematic understanding of young people's experiences around this issue. The information collected will be reviewed, and if appropriate individual/group discussions will be held with young people to further understand what it is currently like for young people living in Swansea. This information will help to develop the interventions run in the service and can also feed into the multi-agency response around this issue.
- 2.9 Where contextual risk is identified, the team work closely with agencies as part of the Contextual, Missing, Exploited and Trafficked Team (CMET) to develop a multi-agency response. With our contextual work, we focus, not just on working with children, young people and agencies, but also with families and wider support networks. How we involve families in processes and planning is key to developing safety and achieving change. We continually work in partnership in relation to this area of practice to ensure that the correct support is available at the right time to safeguard children and young people.
- 2.10 The service has continued to develop participation of our children and young people in service development. Feedback from children and young people is gathered at all stages of service operation. The service now has a Youth Participation Forum, which gives young people a voice in the planning of activities and programmes the service develop and deliver. The service feel that it is integral to provide young people an opportunity to share their views to those who fundamentally make decisions that affect their lives.
- 2.11 A few of the young people have been supported to develop a pod cast which they have used to share their stories and experiences of working with the service. The young people are hoping to be able to develop this further through undertaking interviews with key staff across the service in respect of how young people who have been involved in offending behaviour can be supported to access positive opportunities.
- 2.12 The Youth Justice Service continues to build upon and develop positive working relationships with partner agencies. The service holds fortnightly drop-in sessions with Careers Wales and three weekly consultations with the NEET (Not in Employment, Education or Training) team to identify and target young people who are at risk of or who are currently NEET. The team also has positive links with local colleges and training providers.

- 2.13 The service has a Speech and Language and CAMHS provision shared regionally with Neath/Port Talbot Youth Justice Service. Both provide an invaluable resource and support to both children and young people and staff within the service and enable interventions to be better tailored to meet individual need.
- 2.14 The Youth Justice Service continues to work out of two separate buildings in two different areas of Swansea. Over the past 12 months efforts have been made to identify a building within Swansea where the whole service could be located in one place. This would be more conducive to team development and would be significantly better for the children and young people we work with. To date we have been unsuccessful in identifying an alternative building however efforts are ongoing.

### **3. Conclusions/Key Points Summary**

- 3.1 There have been continued positive developments within the Youth Justice Service, the system review has provided the opportunity for developments within prevention work which seek to improve the experience for children and young people as well as improving understanding of the service across partner agencies.
- 3.2 Key developments in direct work continue to be evidenced and the participation of children and young people in developing the service is prioritised and progressing.
- 3.3 The service is currently working on improving the process in respect of Bureau to include more effective multi agency working. Overall partnership working is positive and close connections with our NEET team, SALT services and Careers Wales is proving effective in engaging young people.
- 3.4 Ongoing efforts will be made to secure a new building for the service which allows the whole service to be located in one place.

### **4. Legal implications**

- 4.1 None

### **5. Finance Implications**

- 5.1 None

### **6. Integrated Assessment Implications**

- 6.1 None



***Glossary of terms:* None**

**Background papers: None**

**Appendices:**

**1. Swansea Youth Justice Service Performance Report, Quarter 3**



# SWANSEA YOUTH JUSTICE SERVICE

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PERFORMANCE REPORTING 2023/24

Quarter 3

Oct – Dec 2023

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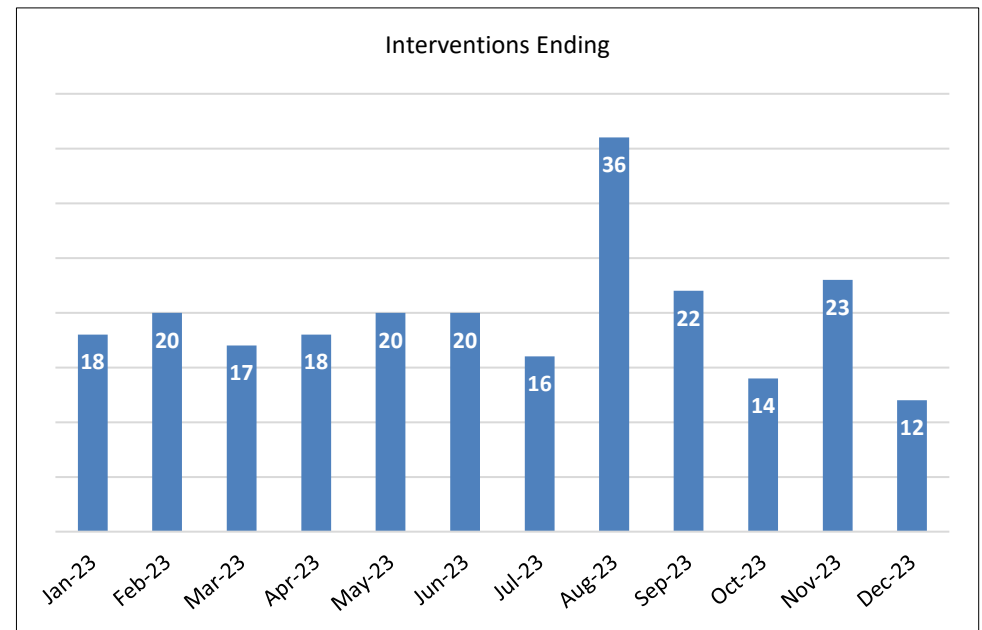
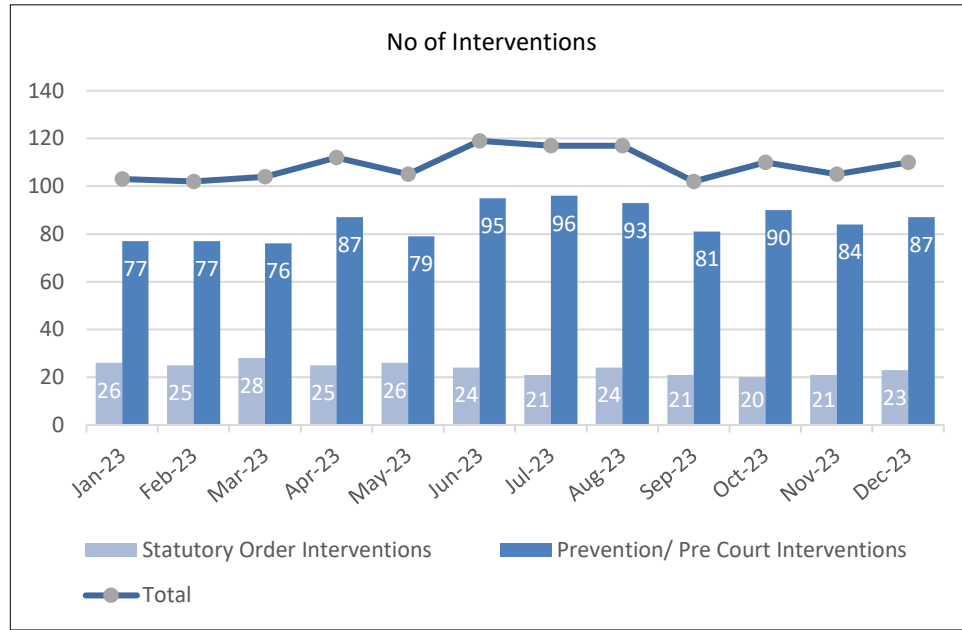
### SERVICE PERFORMANCE

This table shows the number of interventions ongoing within the quarter.

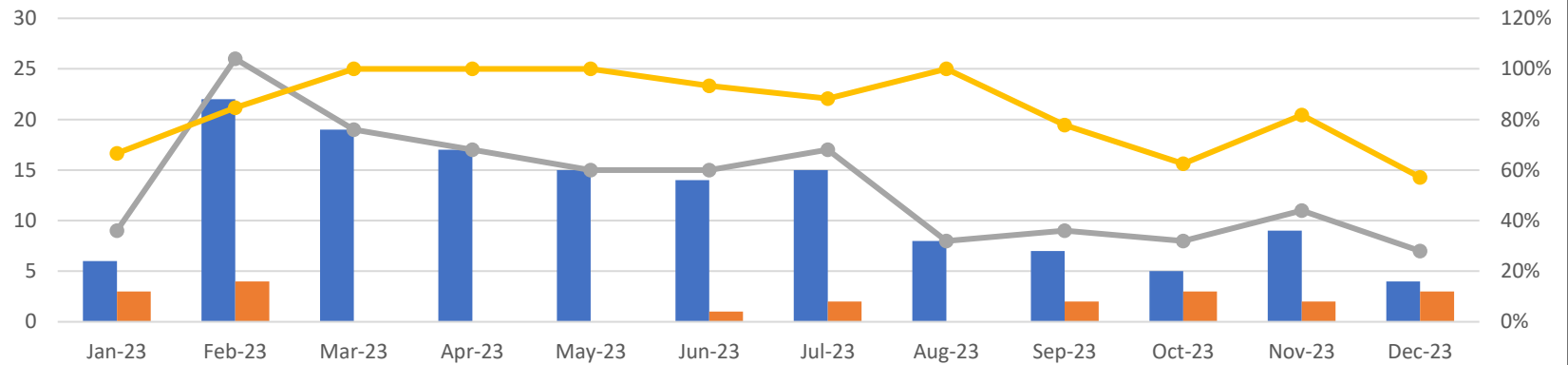
No of Interventions	Jan - Mar 2022	Apr - Jun 2022	Jul - Sept 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
Prevention (inc. Bail Support/Voluntary Support/Turnaround)	64	60	69	60	83	81	77	62
Pre Court (Bureau)	39	40	36	36	40	52	62	69
Court	28	32	37	37	39	35	35	31
<b>TOTAL</b>	<b>131</b>	<b>132</b>	<b>142</b>	<b>133</b>	<b>162</b>	<b>168</b>	<b>174</b>	<b>162</b>

#### Comments

- The quarter (Oct-Dec) shows a drop in the Prevention interventions from 53 to 34, however there is an increase in referrals to the Turnaround project (3 referrals), bail support has remained consistent (15 new interventions) and voluntary support interventions have increased by 2. All of these interventions fall under the prevention by early intervention strand of the service. There has been a slight decrease in interventions starting, which is attributed to project workers picking up Youth Bureau cases, which has therefore had an impact on prevention by early intervention cases being allocated.
- Pre-Court interventions have increased again this quarter by 7 overall, with Outcome 22 increasing by 2. Youth Restorative Disposals have increased by 4 and Youth Cautions decreased by 2. Youth Conditional Cautions have increased by 3.
- Court interventions have decreased by 4 with the main area of reduction being in YRO interventions.



### Assets completed

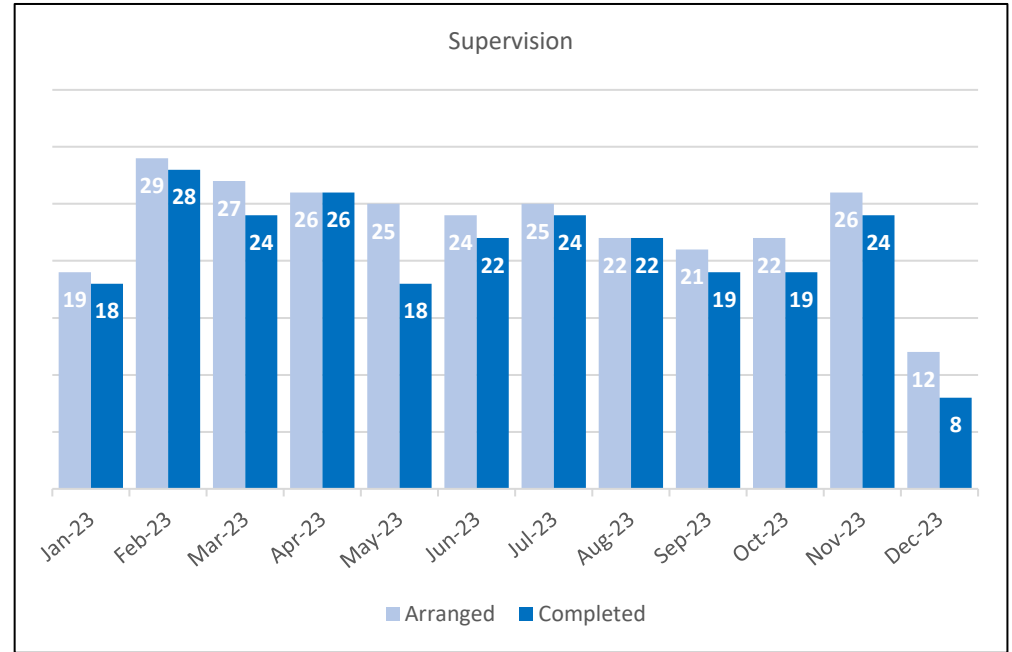
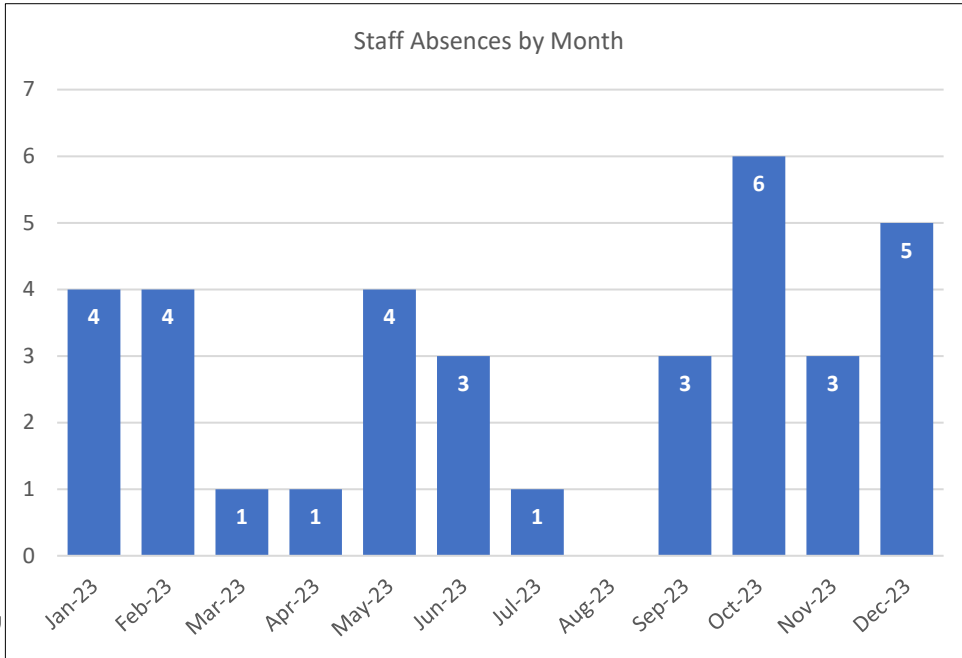


	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
20 days or less	6	22	19	17	15	14	15	8	7	5	9	4
21-49 days	3	4	0	0	0	1	2	0	2	3	2	3
Grand Total	9	26	19	17	15	15	17	8	9	8	11	7
% Completed on time	67%	85%	100%	100%	100%	93%	88%	100%	78%	63%	82%	57%

### Comments

There were 26 Asset assessments completed within this quarter, which again is less than the last quarter. This is due to the increased use of the Prevention and Diversionary assessment tool. This tool is due to be compulsorily rolled out in the next year, and the electronic version that will follow will allow data to be drawn from the system. Currently, assessments are being completed manually (on Word) and saved to the case management system. In total, 32 prevention and diversion assessments completed in the last quarter.

A total of 26 asset plus assessments (across all stages) were completed during the last quarter. Six of the Asset plus assessments completed were either Pre-Sentence Reports or Referral Order reports. There was one Pre-Sentence Report which was **not** all options. In total, 8 assessments completed within this quarter fell outside of the 20 day timeframe for completion. That said, 24 days was the longest shortfall. Reasons for delay relate to service pressures; staff shortages and Practice Leads taking on case management tasks such as assessments, in order to relieve service pressures.



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Despite service pressures, the team continue to ensure that children and young people are supported through pre and post court processes.</li> <li>There is a positive uptake in bail and voluntary support interventions.</li> <li>All 32 prevention and diversion assessments were completed within timescales.</li> <li>Whilst some asset plus assessments fell outside of the 20 day preferred timescale, the longest shortfall was 4 days (1 assessment). Five were signed off on 21 days, one was at 22 days and one at 23 days.</li> </ul>	<ul style="list-style-type: none"> <li>Staff supervision declined considerably during December. This is reflective of staff absences and general pressures across the Christmas period, which is a shorter month. We would expect supervision sessions to increase to normal figures following.</li> <li>Staff absences increased during the last. Staff absences were attributed to physical illness.</li> </ul>	<ul style="list-style-type: none"> <li>We need to ensure that supervisions take place regularly for all staff.</li> <li>We continue to try and work more closely with police colleagues to increase opportunities to engage young people with bail support interventions.</li> <li>Now that our staffing levels are in line with what is normal, we'd expect project worker staff to support less with Youth Bureau assessment/support, allowing them to focus more on prevention by early intervention cases.</li> </ul>

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## NATIONAL KEY PERFORMANCE INDICATORS

### First Time Entrants

#### Local Data

There were 7 first time entrants into the youth justice system in this quarter, in the previous quarter there were 13, however the quarter before that was 6.

Breakdown of First Time Entrants;

Gender	
Male	5
Female	3

Ethnicity	
White	6
Black	1

Age							
10	11	12	13	14	15	16	17
0	0	0	0	3	0	3	1

### Comments

3 of the 7 young people were known to the service previously, 2 had previous YRD's and one young person was referred back to court from Youth Bureau.

Of the first time entrants,

- 1 young person had 3 x motoring offences and received a Referral Order. This young person was not previously known to the service. The aggravating factors associated to the offences meant that this person was not eligible to be referred back to Youth Bureau for the Drive for Change programme.
- Two young people had Referral Orders for violence against the person offences (related to the same offence). These young people are engaging positively with support and recently attended a community engagement event.
- One young person had two offences, one for possession of cannabis and for possession of a bladed article. This young person was not previously known to the service, however the seriousness of the two offences led to the Youth Caution outcome.
- One young person received a Referral Order for two offences, concerned in the supply of cannabis and assault. He was known to the service previously having been referred to prevention by early intervention and Youth Bureau. The behaviours/offences that resulted in these referrals being made relate to anti-social behaviour and being in possession of a weapon. However, at the time of these offences there was considerable instability in the young person's life. This young person is part of a peer group that the service is engaging with, known to frequent areas where anti-social behaviour is reported. Work is being delivered with this young person and their peers to break the cycle.
- Another young person received a Referral Order for a criminal damage offence. This young person was initially referred to Youth Bureau, having been referred from Youth Court. Because the young person did not attend Youth Bureau panel, at Youth Court the following day the Crown Prosecutor was



unwilling to adjourn again (which is often agreed to allow the young person another opportunity to attend Youth Bureau panel) and instead the young person was given a 9 month Referral Order. This was appealed in Court by the Court Officer, however the sentence was given.

- 1 young person had a conditional caution for a violent disorder offence. This young person was known to the service, having previously engaged with the Youth Bureau process. This young person is known and is part of a peer group where there are concerns around criminal exploitation. The aggravating factors and gravity of the offence led to the Youth Conditional Caution outcome.

### YJB Data

The first time entrants is also reported as a rate per 100,000 of 10-17 population. The latest reported rate for is Oct 22 – Sept 23 which was 191. This is a 4.7% reduction compared to the previous year.

This data is now collected from the case level data sent from the YJS to the YJB and is no longer taken from PNC data. The last 12 months of data has been overwritten but year on year comparisons need to be made with caution until all the data has been reconciled.

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• There is a positive reduction in first time entrants during this last quarter.</li> <li>• Whilst some young people were previously known, there is positive evidence of work to address needs, being provided. With these cases, often peripheral factors (instability at home, extra familial concerns) present that appear to have had an influence on behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• The service recognise that any first time entrants where a young person was previously known to the service, requires exploration of work completed to address possible gaps in practice.</li> </ul>	<ul style="list-style-type: none"> <li>• We will continue to review cases where young people were previously known to the service.</li> </ul>

### Use of Custody and Remand

Local Data

#### Remand

There were no new remands in this quarter and there are no ongoing remands.

#### Custody and Licence

There are two ongoing licence interventions. These young people continue to be supported by the YJS and one has reached a reduction in his contact due to his positive engagement with his licence conditions.

Three custodial sentences ended in the quarter, two of which were 18 years old at the time of release and therefore their licences will be supervised by the National Probation Service. There was a positive handover of both cases to probation over the Christmas period, for both young people who were release leading up to and just after Christmas.

The other young person has successfully completed their licence intervention.

### YJB Data

The latest youth data summary from the YJB is reporting custody figures for the period Oct 22 – Sep 23. The custody rate is 0.33 per 1,000 of 10-17 age population of Swansea. The previous year the reported rate was 0.09 so there has been an increase of 0.23 based on these rolling yearly figures. The rate for the South Wales is 0.14.

The table shows the actual number of custodial sentences given each year. This data is reconciled to local data on a quarterly basis.

2023/24 (Apr-Dec) *	3
2022/23	5
2021/22	5
2020/21	3
2019/20	6

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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• There were no new remands during this quarter.</li> <li>• There is positive work being completed with young people who are released from the secure setting. Neither of the young people released have committed any further offences. One of those on licence is doing incredibly well in a work placement.</li> </ul>	<ul style="list-style-type: none"> <li>• There were significant challenges for the young people released over the Christmas period, particularly regarding housing. Agencies worked together in the months leading up to release to secure the best possible options available. However, housing options are limited and evidences the housing challenges faced by young people released from custody. In one case, the young person had legal advice to challenge the accommodation situation, and accommodation was identified by Housing Options shortly prior to release. However, the other 18 year old was released with emergency (bed and breakfast) accommodation, which is not</li> </ul>	<ul style="list-style-type: none"> <li>• We will continue to meet with partners across all agencies to discuss and plan for the release of young people who enter a custodial setting. There is always learning to take from the cases of the two 18 year olds, and these situations reflect the importance of early planning. However, these situations do also reflect some of the incredible challenges that face young adults coming out of custody, particularly with regard to accommodation. The YJS will reflect upon and consider how we can develop the Y2A handover for young people who turn 18 while maintained on the youth wing.</li> </ul>

a suitable option for any young person, particularly this young person who was very vulnerable.

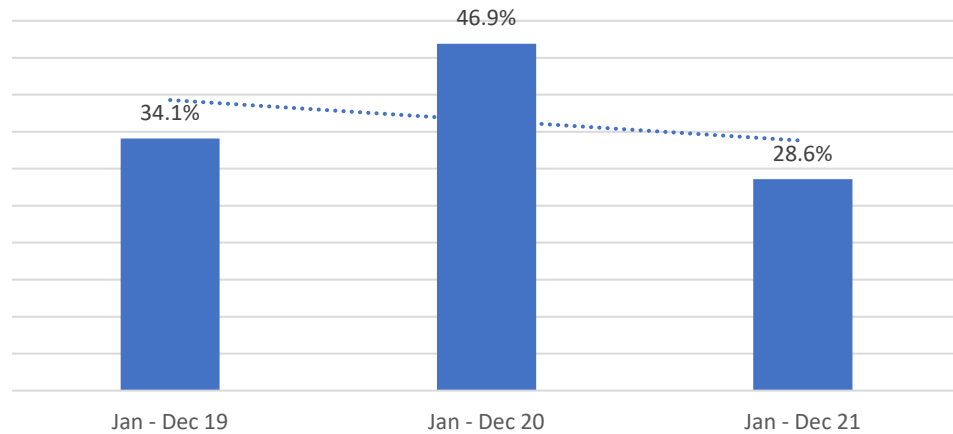
### Reoffending

#### PNC data published by the YJB. No local data

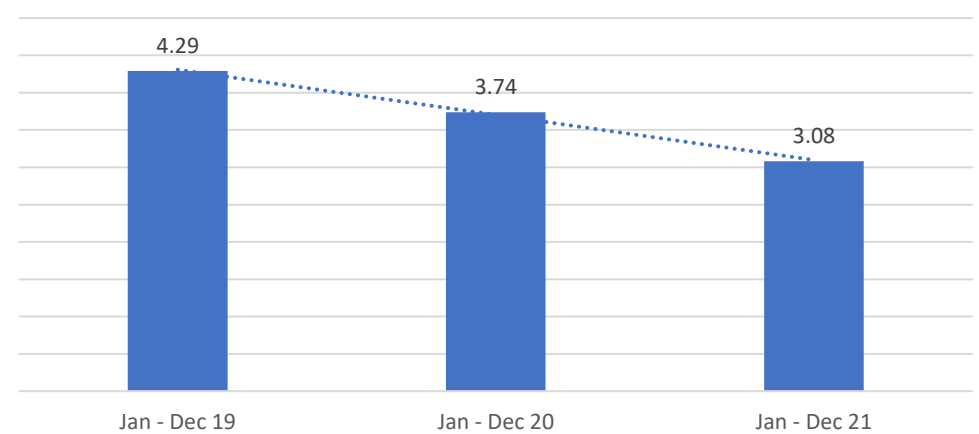
This measure tracks a cohort of young people who have received a youth caution, youth conditional caution or court outcome, known as substantive outcomes, within the period to see if they commit a further offence that also receives a further substantive outcome.

The way this is calculated is that it tracks a three month cohort instead of a 12 month cohort. The cohort is tracked for 12 months and then an extra 6 months is allowed for the conclusion of any court proceedings. This is why this data will always be reported sometime after the initial outcome has been given. The 4 quarterly figures are then added together to give a yearly figure.

Yearly Reoffending Rate



Yearly Reoffending Frequency Rates



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Quarter	Percentage	Quarter	
Jan – Mar 21	16.7%	Jan – Mar 21	3.00
Apr – Jun 21	14.3%	Apr – Jun 21	7.00
Jul – Sept 21	37.5%	Jul – Sept 21	2.00
Oct – Dec 21	62.5%	Oct – Dec 21	2.20

The first graph shows the yearly percentage rates. This is also known as the binary rate. The graph shows a downward trend of reoffending within the cohort. This table shows the breakdown by quarter for the latest reported year (Jan-Dec 21), which does show that there is one quarter that is significantly higher than the others.

In addition to the binary rate there is also the frequency rate which is the number of further offences committed by young people (who have already committed an offence). This graph shows the yearly frequency rates.

The table shows the breakdown by quarter for the latest reported year (Jan – Dec 21), which shows that there is one quarter that is higher than the others. This information is all produced using PNC data. The cohort information is not currently able to be shared therefore we cannot do any data reconciliation on these figures.

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>There is a downward trend in the overall reoffending rate, furthermore, from the data we can see that when a young person reoffends, they are doing so less frequently (frequency rate).</li> </ul>	<ul style="list-style-type: none"> <li>As this information is drawn for PNC data, we are unable to determine the specific detail, which prevents us from being able to assess performance and to consider ways in which to improve practice.</li> <li>The length of time it takes to attain this data means that the learning is often out of date.</li> </ul>	<ul style="list-style-type: none"> <li>As a service we need to consider how we use our processes to capture more up to date information on reoffending and utilise this to inform practice, thereby reducing rates of recidivism.</li> </ul>

## PREVENTION & EARLY INTERVENTION

### Prevention/ Turnaround/ Bail Support

The Prevention offer has expanded to now include the Turnaround Project, as well as the traditional prevention intervention. Therefore, the data has been updated to reflect this. This section will continue to be monitored and improved.

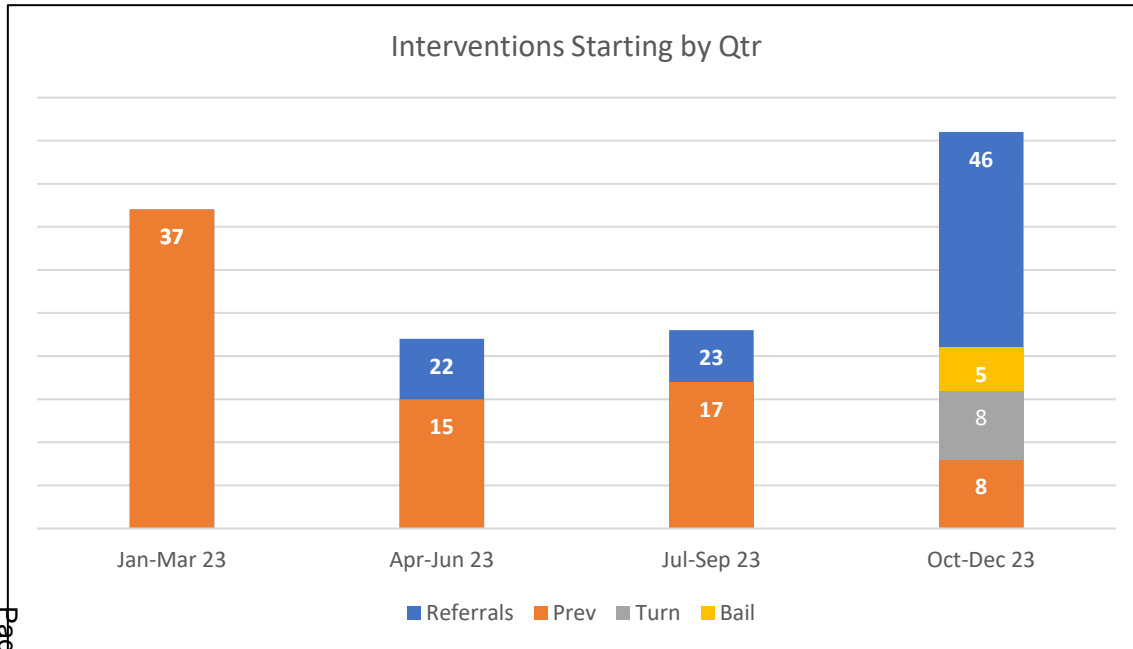
During Quarter 3 (Oct-Dec 23) there were referrals made for early intervention support.

The referrals for this quarter were received from the following agencies.

REFERRING AGENCY	PREVENTION	TURNAROUND
C&FS - CMET	4	0
C&FS - EHH	0	1
C&FS - IAA	6	0
C&FS - SCP	9	4
Education	9	0
Health	1	0
Police	2	1
Safer Swansea	1	4
Third Sector	1	0
YJS	1	0

The most referrals came from Child and Family services overall (54%) with the main referring team being Supported Care Planning this quarter. The main area of concern is broken down below;

	PREVENTION	TURNAROUND
Anti-Social Behaviour	15	10
Domestic Abuse	2	0
Early Help Hubs	2	0
Hate Crime	2	0
Sexually Harmful Behaviour	4	0
Theft	1	0
Youth Violence	8	0



There were 21 new interventions started in the quarter,

This cohort was made up of:

Gender	
Male	14
Female	7

Ethnicity	
White	20
Mixed	1

Age							
10	11	12	13	14	15	16	17+
0	0	1	4	6	6	4	0

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Our new consultation is streamlining the prevention referral process, allowing us to provide the right support to the right young people, at the right time. As part of the consultation, meeting with young people and the important people in their lives is allowing us to establish early on what young people hope to achieve from accessing the service.</li> <li>• We have also found that this process has opened up avenues for us to share resources/advice, with colleagues in other services.</li> <li>• Following the Anti-Social behaviour Scrutiny Panel, YJS Practice Lead</li> </ul>	<ul style="list-style-type: none"> <li>• Though we recognise the success of Youth Bureau in keeping young people from entering the criminal justice system, in meeting this demand our project worker staff have been required to pick up these cases, which led to a slight delay (for a month) in allocating prevention cases.</li> <li>• Referrals for anti-social behaviour related referrals appear to have increased. We do often observe this across this quarter because of the time of year. Young people who meet with friends are looking to get out of the bad weather, frequenting areas that bring them into contact with the public – bus shelters,</li> </ul>	<ul style="list-style-type: none"> <li>• We hope to further roll out our ASB Programme and offer to more Primary Schools with this opportunity.</li> <li>• As part of the thematic review of Youth Bureau cases, we are working on enhancing our targeted work to deliver to Secondary Schools, addressing the key themes found at Youth Bureau.</li> </ul>

Amanda Wilson and Prevention Co-ordinator Tom Minshall met with Helen Howells and Becki Benney from Education, to propose a pilot programme in six Local Authority Primary Schools. The aim of the programme was to deliver targeted ASB sessions to Year 5 & 6 pupils that were interactive, informative and engaging. YJS are currently gathering feedback from the pilot schools before looking to roll the programme out to Primary Schools across the Local Authority, though anecdotal information from school suggests that this programme was a success and has been welcomed by schools.

- The team has now set up a regular review processes to ensure that support remains on track. Due to a reduction in 'drift' cases, the prevention waiting list has reduced so that targeted support is being offered early on.

shops etc. This is something we will monitor and work closely with out colleague to address and support.

- It is positive that young people are being diverted away from Court to Youth Bureau, however, the Prevention by Early Intervention Practice Lead and Prevention Coordinator are looking at whether young people are entering the service at a slightly higher stage than prevention.

## Contextual Safeguarding

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• The YJS continue to work in partnership with colleagues within and external to the Local Authority. One Project Worker from the YJS will be the named YJS worker for the new pilot project developed by CMET. CMET United is a multi-agency 'team around the young person' and is a project funded by the Youth Endowment Fund. Its aim is to prevent youth violence outside of the home.</li> <li>• The Youth Justice Practice Manager and the Practice Manager for CMET have met with colleagues in National Probation Service and have discussed how the CMET united project can link in with the Y2A transition process for young people who turn 18 years old.</li> <li>• One of the young people open on protocol has recently been released from custody and has finished his Detention and Training Order. He is being supported by the YJS ETE worker and is actively looking for employment. Concerns in relation to exploitation, have reduced. The family engage well with the YJS which has increased safety and reduced CCE concerns for the young person.</li> <li>• The service have delivered group work sessions to a peer group of 6 and another smaller group with two brothers, where</li> </ul>	<ul style="list-style-type: none"> <li>• Of the 9 young people currently open on protocol, all are open to the YJS on a statutory (Court) basis.</li> <li>• 7 young people who are males are open due to concerns with criminal exploitation, and the 2 young females are open due to child sexual exploitation.</li> <li>• When young people enter the YJS where there are concerns around CCE and CSE, there can often be initial barriers to engagement. When we are working with young people where these issues have been identified, it is important that we adapt our practices to build on engagement, as often there are barriers to young people working with us. This can sometimes prove more challenging for young people on Court Orders, however, we have positive relationships with Youth Court colleagues who have a good understanding of best practice with CCE/CSE.</li> </ul>	<ul style="list-style-type: none"> <li>• The Safeguarding Practice Lead is developing internal processes to identify, earlier on, who are at risk of exploitation. Indicators of risk will be identified and current processes enhanced (case mappings, interventions, staff training) to ensure that the team are always thinking of new and innovative ways to reduce the risk of young people at risk of/being exploited.</li> <li>• With our contextual work, we recognise that we need to be working, not just with young people and agencies supporting young people, but we need to be better at involving families in this work. Again, how we involve families in processes and planning is key to developing safety and achieving change.</li> <li>• We recognise that whilst we are delivering individual/group work with young people who have been identified as being at risk of/having experienced CCE/CSE, we need to improve how we evaluate and report on outcomes for these young people. The Safeguarding Practice Lead is developing a mechanism to be able to capture outcomes so that we can bring case examples to the next Board meeting.</li> </ul>



<p>CCE concerns have been identified. The focus of work has been to address issues in context with the lived experiences of the groups; exploitation, carrying weapons, youth violence etc. The groups are also competing the Youth Achievement Award, an accredited award which will give the young people GCSE equivalent qualifications. Whilst concerns remain for some of the young people, some young people have moved away from these groups and where concerns remain for others, targeted 1:1 work remains ongoing.</p>		
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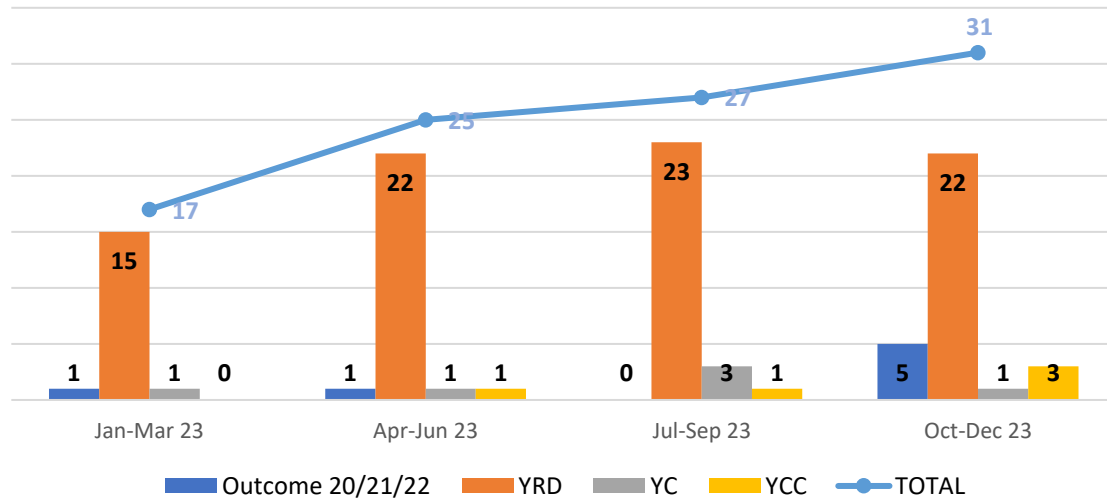
**PRE COURT OUTCOMES**

Pre court outcomes are given at the Bureau. The Bureau decision can be that the young person will receive a Youth Restorative Disposal (Non-Criminal), a Youth Caution or a Youth Conditional Caution.

The service is also continuing to make use of outcome 22, this is a no further action (NFA) outcome which is often used in conjunction with YJS intervention/education. There is also outcome 20/21 which is also a NFA outcome but also with a YJS intervention.

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Pre Court Outcomes by Quarter



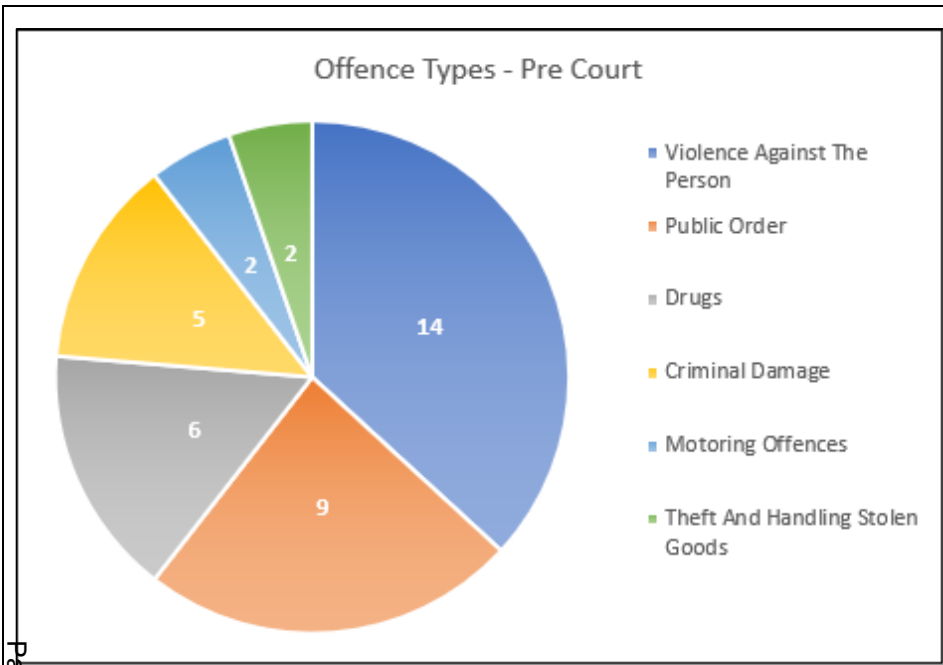
During Oct – Dec 23 there were 31 outcomes given at Youth Bureau to 31 young people. This is a slight increase overall. There is also an increase in the use of outcome 22, and youth conditional cautions this quarter. However, the rationale for the YCCs given to 3 young people, was that seriousness and aggravating factors to these offences meant this was the only likely outcome at Youth Bureau level. The offence related to violent disorder, which involved the families of the young people.

The cohort for this quarter was made up of

Gender	
Male	9
Female	22

Ethnicity	
White	30
Mixed	1

Age							
10	11	12	13	14	15	16	17+
0	0	1	3	5	10	4	8



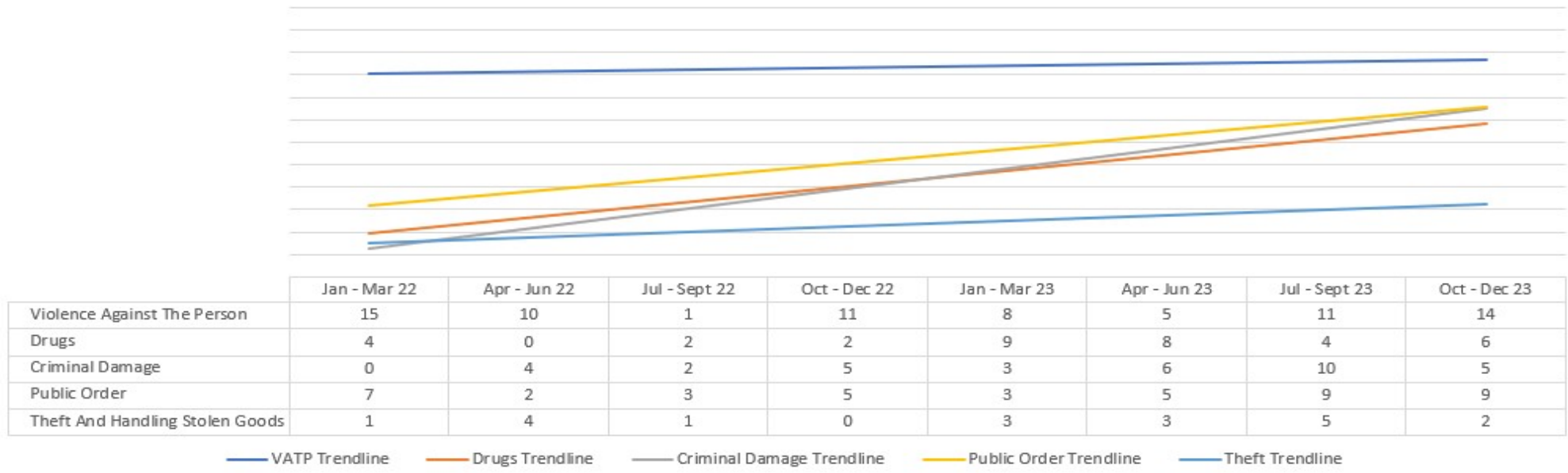
The 31 young people in the cohort committed 38 offences, broken down by type in the chart.

The highest offence type is Violence against the Person, followed by criminal damage. Motoring offences is lower this quarter with 2 offences.

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This chart is looking at the trends in the offence types over a rolling 2 year period. These are the 5 offence types that had the highest numbers in total over the time frame.

### Pre Court Offence Type Trends



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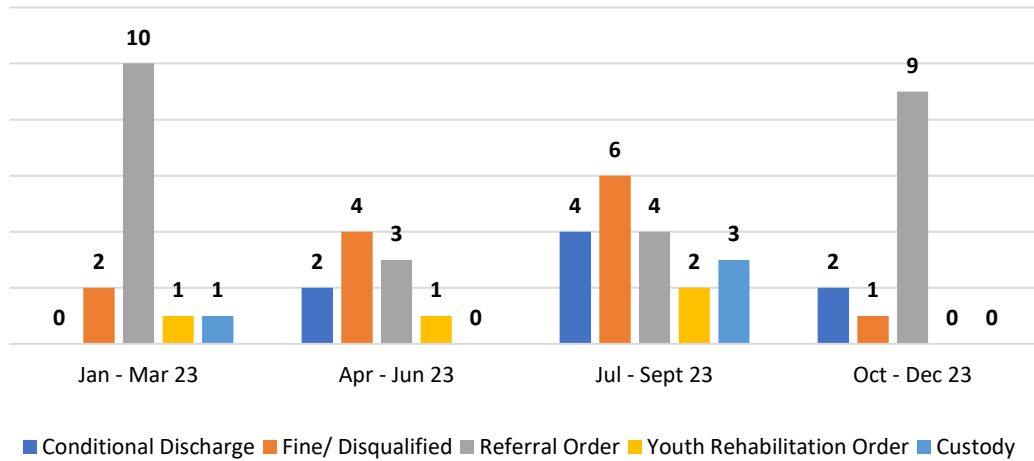
This chart indicates that there has been an upward trend in all offence types apart from theft offences.

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Of the cohort of young people who have been supported through the Youth Bureau process, 5 young people received Outcome 22. This is a deferred prosecution, for low level (often, but not limited to, first time offences), that also allows the YJS to offer young people an opportunity to engage in educative offending behaviour work.</li> <li>• For violence against the person offences, all young people received either Outcome 22 or a Youth Restorative Disposal, both non-criminal outcomes. For these young people, neurodiversity, trauma, instability were issues taken into consideration when the outcomes were agreed.</li> <li>• Of the six drug related offences, five received Youth Restorative Disposals and four were not previously known to the service. One young person received a Youth Caution as he was also found to be in possession of a bladed article. Four young people accepted and engaged in support with the substance misuse worker.</li> <li>• The one young person involved in the two motoring offences was diverted from Court and engaged positively in the Drive for Change programme of work.</li> </ul>	<ul style="list-style-type: none"> <li>• The drugs offences were all related to possession of cannabis, and in one case Ketamine. One young person was open previously (in the last 12 months – poor school attendance and substance use) however, he did not engage.</li> <li>• Another young person, previously known for working on a prevention basis with the service, has a number of ACEs and was out late in the evening in the city centre where they were arrested for possessing cannabis and a bladed article. Given the circumstances of this case, this young person was not identified as being at risk of exploitation, rather the focus (due to immediacy) was home life and education.</li> </ul>	<ul style="list-style-type: none"> <li>• The Practice Managers from Swansea and Neath Port Talbot are working closely together to develop the Policy in relation to Out of Court Disposals.</li> <li>• Our Youth Bureau process continues to work well as is evidenced by the proportion of young people that receive the lowest level outcome. Our starting point now is always Outcome 22, and discussions that follow need to balance aggravating and mitigating factors before reaching an agreed position on the most suitable outcome. Our next steps in developing the Youth Bureau process is to enhance multi agency involvement in the discussion process, as recommended in our last inspection. This will be guided by the new policy. And will be agreed on a regional basis in line with our police force area.</li> </ul>

## POST COURT OUTCOMES

During quarter 3 there were 12 outcomes given at Court given to 11 young people, broken down as shown below.

Post Court Outcomes by Quarter



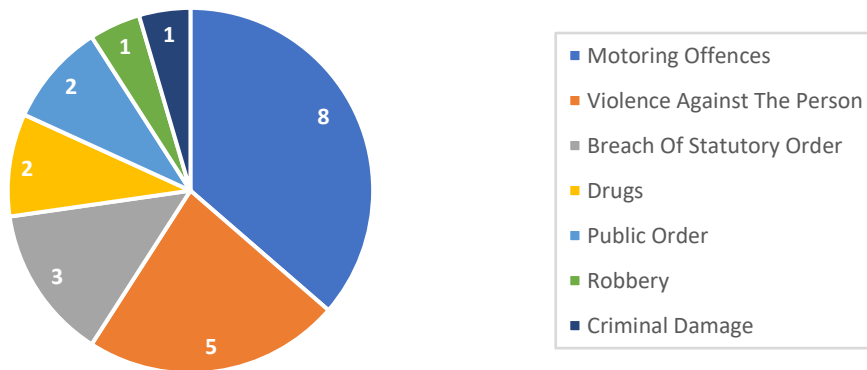
The cohort was made up of:

Gender	
Male	8
Female	3

Ethnicity	
White	9
Asian	1
Black	1

Age							
10	11	12	13	14	15	16	17+
0	0	0	0	1	3	4	3

Offence Types - Post Court

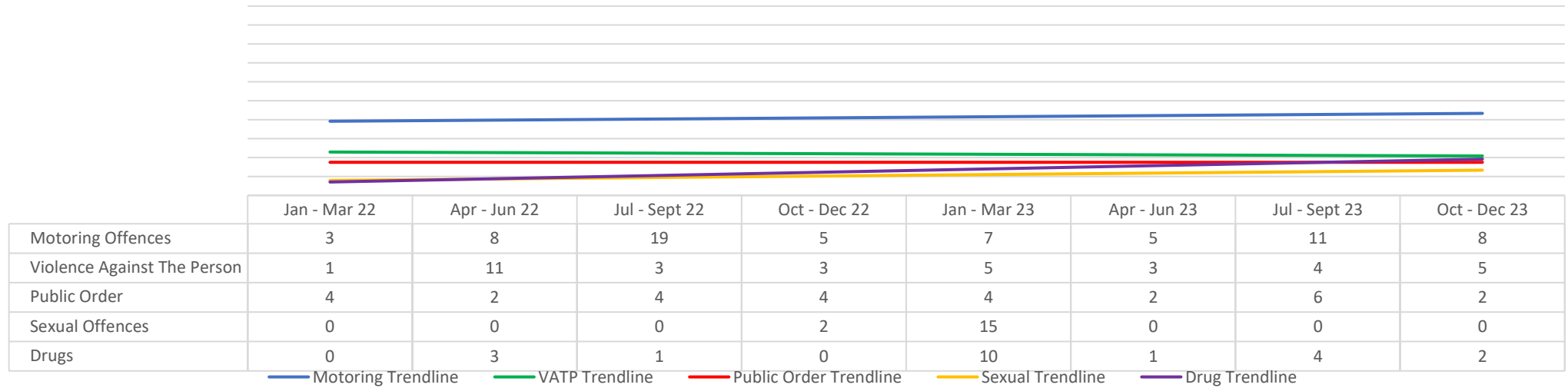


The 11 young people committed 22 offences broken down by type in the chart.

Following trends seen in recent quarters, motoring offences are higher than violence against the person. Whilst the new Drive for Change programme of work is now an option at Court, it only applies where there are no aggravating factors, which applied to both young people in this cohort. That said, those that receive a Statutory Order are still able to access this programme of work, this being part of their intervention plan.

This chart looks that the trends within the offence types where the young person has received and outcome at court. This chart includes the offences with the highest totals over the 2 year period.

Post Court Offence Type Trends



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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>It is positive that statutory offences have reduced during this quarter.</li> <li>The two young people sentenced to the eight motoring offences are still able to access aspects of the Drive for Change programme, particularly the work with Mid and West Wales Fire Service, which is very impactful. This will form part of their plan of intervention.</li> </ul>	<ul style="list-style-type: none"> <li>The breach of a statutory order relates to one young person. This young person has a Community Protection Notice not to attend certain areas of Swansea. This young person has developmental issues, and continues to breach this notice.</li> <li>The eight motoring offences related to two young people. Due to the aggravating factors (driving with no licence, leaving the scene of an accident) neither of the young people were eligible for Youth Bureau on this basis.</li> <li>The young person who is 14 years old was sentenced to a Referral Order after he failed to attend Youth Bureau. The</li> </ul>	<ul style="list-style-type: none"> <li>The YJS have been liaising with the Crown Prosecution Service in respect of the young person breaching the CPN, who are in agreement that this order is not in the interest of public protection, and that other ways of breaking the cycle needs to be considered. As it is, the young person continues to return to Court with no longer term effect. The YJS continue to support this young person, trying to find effective ways of developing their understanding around this issue.</li> </ul>

	YJS were asking the Court for an adjournment to offer the young person (who had engaged in the Bureau assessment process) another opportunity, however this was declined.	<ul style="list-style-type: none"> <li>The Practice Leads are working with staff across the service to consider the current framework of intervention for females.</li> </ul>
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### DISPROPORTIONALITY

Disproportionality helps the service to look if those of an ethnic minority background are overrepresented within the youth justice system, and also to examine whether this cohort receives higher penalty outcomes than those not of a minority background.

Using the data gathered above for those who have either commenced an intervention or had an outcome in this quarter, there is very little diversity at all. In the previous quarter there was a small amount of diversity in the pre-court cohort. Whereas in this quarter there is a small amount of diversity within the prevention cohort, this quarter this is seen in the court cohort.

Ethnicity - Prevention	
White	20
Mixed	1

Ethnicity – Pre Court	
White	30
Mixed	1

Ethnicity - Court	
White	9
Asian	1
Black	1

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#### YJB Toolkit

This has not been updated since the last report.

Using the disproportionality toolkit\* provided by the YJB, it tells us that of the young people that were sentenced or received cautions at pre-court bureau, 88% of them were of a white background. White young people are more likely to commit serious offences and that white children are more likely to be sentenced at court rather than receive an out of court outcome.

The table below shows the percentage of ethnic minorities within the 10-17 population in comparison to the percentage represented in the offending cohort. This would suggest that no particular ethnic group is significantly overrepresented within the Swansea youth justice cohort.

Ethnic group	2022 Offending Population	Share of total <sup>(1)</sup>	2021 Census 10-17 population by ethnic group	Share of total % <sup>(2)</sup>	% Point Difference	Over-represented and Significant cohort size
Asian	2	4%	1,266	6%	-2%	No
Black	1	2%	287	1%	1%	No
Mixed	1	2%	656	3%	-1%	No



Other	2	4%	421	2%	2%	No
Ethnic minority groups <sup>(3)</sup>	6	12%	2,630	12%	-1%	No
White	45	88%	18,757	88%	1%	No

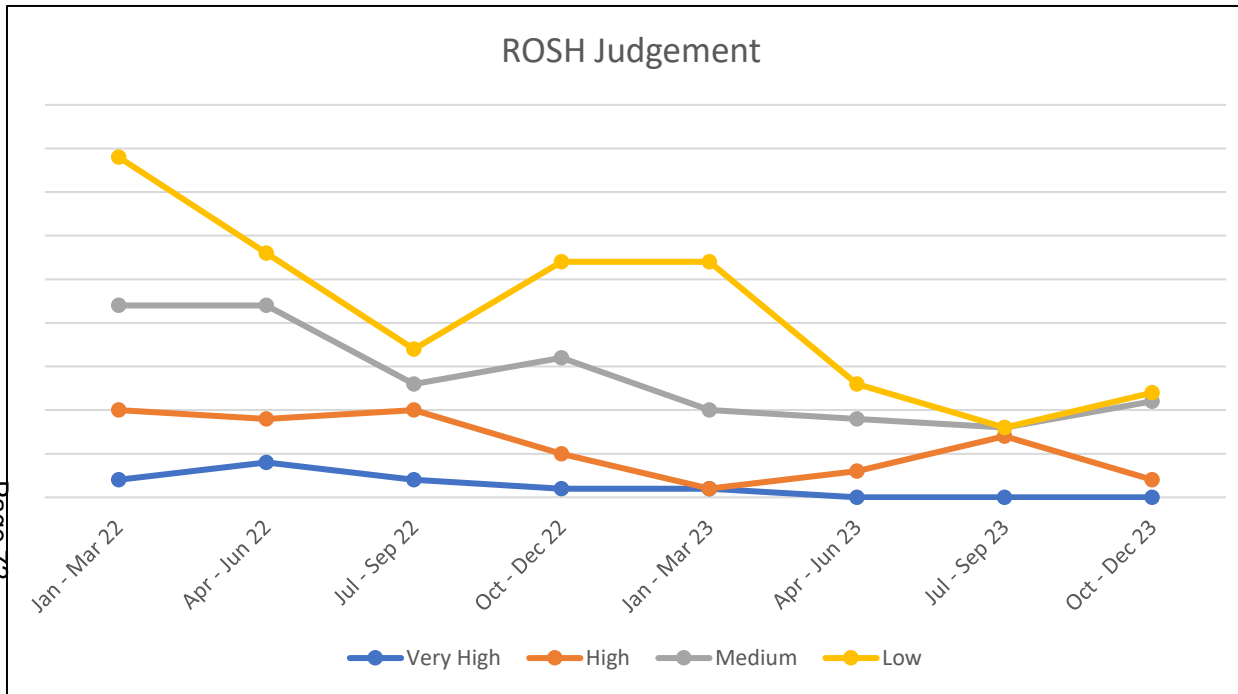
\*bespoke analysis from YJ application framework to March 2022

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Staff are being guided by the next steps of the Disproportionality Policy and the Practice Managers from both Swansea and Neath Port Talbot have developed Pre-Sentence Report training, which places a greater emphasis on how we represent individual needs of young people who are disproportionately represented in the youth justice system.</li> </ul>	<ul style="list-style-type: none"> <li>We recently had one young person from this current cohort of young people, who was a victim of exploitation, recognised with a positive National Referral Mechanism. However, The Crown Court did not accept this as a defence and the young person was sentenced alongside the adults responsible for exploiting him.</li> </ul>	<ul style="list-style-type: none"> <li>The service has also been enlisted in a YJB research programme on how Pre Sentence Reports report on disproportionality within the BAME community. We hope that by being a part of this, we can share how we currently practice in this area, and take learning from this work to improve how we practice moving forward.</li> <li>The YJS and CMET are planning on meeting with Youth Court and Crown Court colleagues to discuss exploitation and the experiences of exploited children.</li> <li>By the YJS linking the young person in with the Howard League for Penal Reform, the young person mentioned has been given advice on how to appeal his sentence.</li> </ul>

## SAFEGUARDING

### Risk Levels

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Since Jan 22 there has been 10 initial assessments completed where the ROSH level was judged to be Very High.

As the graph shows most of the initial assessments are judged to be of a Medium ROSH level.

In this quarter, there were 12 initial assessments completed, of these;

Very High = 0

High = 2

Medium = 9

Low = 1

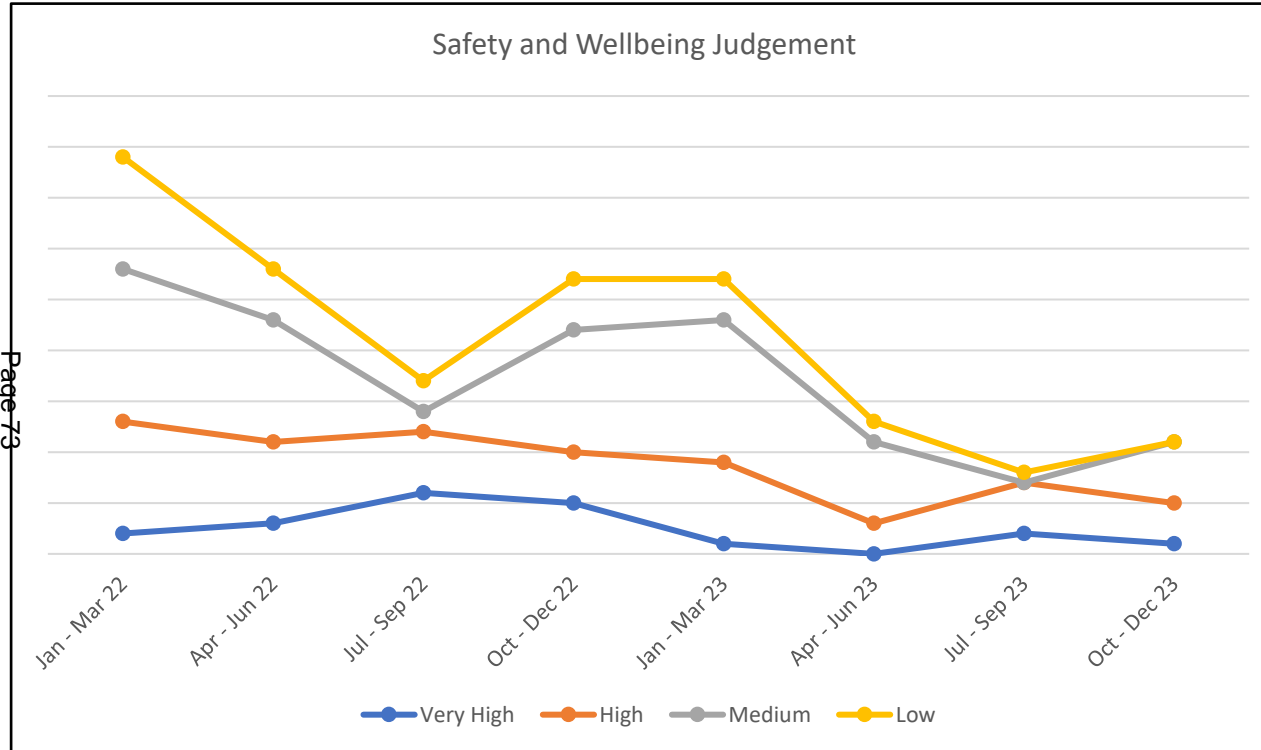
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>The two young people identified as being high risk of serious harm are engaging well with their Court Orders, and are completing work specific to the risks associated to them potentially reoffending. Since being sentenced, neither young person has reoffended.</li> <li>There is a positive multi-agency response in respect of many of the young people</li> </ul>	<ul style="list-style-type: none"> <li>Whilst those assessed as High are done so, in part due to the nature of their offences (s18 wounding with intent; aggravating driving offences) they are also assessed as such due to 'other behaviours associated to them being at risk of/identified as being victim of exploitation – and therefore the other</li> </ul>	<ul style="list-style-type: none"> <li>We continue to hold regular risk management meeting for all cases scoring (higher) medium to high RoSH. This allows all supporting the young people, including the young person, to discuss their needs and consider next steps to appropriate support.</li> </ul>

assessed as high/medium RoSH and regular meeting take place with the young people's involvement to discuss their plans.

behaviours include supply of substances and weapons).

- 70% of the cohort of young people are known to services and there are many concerns in respect of them potentially being victims of exploitation.

### Safety and Wellbeing Levels



Since Jan 22 there have been 20 initial assessments completed that have been judged to have a Very High Level of Safety and Wellbeing concerns. Generally however, most assessments have a judgement of Medium.

During this quarter, there were 11 initial assessments completed and the majority of assessments were judged to have a high Level of Safety and Wellbeing Concerns.

The breakdown is;  
 Very High = 1  
 High = 4  
 Medium = 6  
 Low = 0

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Since being sentenced to a Referral Order, the person scoring very high, has built a positive relationship with his case managing Social Worker and project worker staff, who have a plan of support in place for him. He has not reoffended since sentencing.</li> <li>• Of all young people scoring high, there are regular case discussions and support plans are in place to address need. All young people scoring high are working well the service.</li> <li>• Where we identify CSE and CE concerns within our assessments of young people, the Safeguarding Practice Lead holds discussions with case managers to ensure that planning considers the immediate and peripheral factors to address need. Support takes into consideration the barriers that we may also face when working with this cohort (though this can also be said for any young person in the service). These cases are reviewed to ensure that plans are sufficient in reducing safety and wellbeing concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• The one young person scoring very high was done so as there have been considerable concerns regarding this young person (who is soon to turn 18 years old). They have been identified as a victim of exploitation and were also a victim of a stabbing, which is possibly related to supply of substances.</li> <li>• Three of the young people scoring high were identified in the contextual safeguarding section as young people where there are concerns in relation to extra familial harm. These young people also experience instability within a family context.</li> <li>• One young person who is scoring high is open to Prevent due to concerns around extremist views. This young person is very vulnerable (ASD) and is isolated. He was also suspected of being influenced by another (older young person) who shared similar views.</li> </ul>	<ul style="list-style-type: none"> <li>• The Safeguarding Lead has finalised the Knife Crime awareness questionnaire, which is being rolled out to gather young people's experiences of this issue. This will inform the work that we complete with young people moving forward.</li> <li>• Where contextual risk is identified, the team work closely with agencies as part of CMET to develop a multi-agency response.</li> <li>• The Practice Leads are delivering a direct work workshop with case managers. This session will look at themes and how to best tailor such with young people as we recognise that this is an area of development.</li> </ul>

# Agenda Item 8



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel – 12<sup>th</sup> March 2024

#### WELLBEING REPORT

<b>Purpose</b>	<ul style="list-style-type: none"><li>To present the Child and Family Services monthly highlight performance report for January 2024.</li></ul>
<b>Content</b>	This report includes highlights against Welsh Government, Care Inspectorate Wales and local indicators. The information covers an overview of child and family's contact from the front door (the Integrated Information, Advice and Assistance Service), the Supported Care Planning and Looked After Children's teams as well as Bays+, and the Youth Justice Service.
<b>Councillors are being asked to</b>	Consider the report as part of their routine review of performance 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  Julie Davies, Head of Child and Family Services
<b>Report Author</b>	Julie Davies, Head of Child and Family Services 01792 633812 <a href="mailto:Julie.davies10@swansea.gov.uk">Julie.davies10@swansea.gov.uk</a>
<b>Legal Officer</b>	N/A
<b>Finance Officer</b>	N/A
<b>Access to Services Officer</b>	N/A

#### 1. Background

The report is the monthly Child & Family Services January 2024 Wellbeing Report. The purpose is to provide an overview of performance and wellbeing within Child & Family.

**2. Briefing/Main Body of Report**

2.1 Please refer to Appendix 1

**3. Conclusions/Key Points Summary**

3.1 Please refer to Appendix 1

**4. Legal implications**

4.1 None

**5. Finance Implications**

5.1 None

**6. Integrated Assessment Implications**

6.1 None

***Glossary of terms:*** Please add glossary of terms if you are using acronyms

**Background papers:** None

**Appendices:**

Appendix 1 – Child & Family Services Wellbeing Report, January 2024

# Child & Family Services

## Monthly Well-being Report

### January 2024

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# Contents

## Single Point of Contact

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

## 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

The trend is usual for January. There has been a drive in the early help hubs to reduce the waiting lists and staff are continuing to keep in contact with families who are waiting.

The Learning and Innovation team are looking at the complex cases in supported care planning (currently 65%) to understand the level of need and how demand is being managed.

Children in Public Law Outline remains the same average as for the last 12 months (55); in addition to this there are 23 unborn children being tracked and supported through Born into Care.

The numbers of children dual registered (on the child protection register and looked after) has reduced to 35. The local process and practice for dual registrations is being reviewed to reduce the bureaucratic burden on practitioners, families and children.

The percentage of child protection visits showing as not overdue (76%) has not changed since the last report. Team managers confirm, via their manual trackers, that visits have been undertaken. The Head of Service is meeting with business support managers in February to agree how information can be recorded in a timely way on WCCIS.

Child Protection Registration has decreased to 201 and the Looked After Children population has slightly increased to 483. There are 26 Unified Assessments underway in the Family and Friends Team; and Foster Wales Swansea received 31 registrations of interest in January compared to 5 in December. 17 fostering assessments (Form Fs) are being completed, with the plan for these to be considering at Fostering Panel over the next 4-8 weeks.

Professional Abuse Strategy Meetings have decreased; there are 29 ongoing cases with 19 meetings held in January - 8 concluded as substantiated and 4 concluded as unsubstantiated





Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

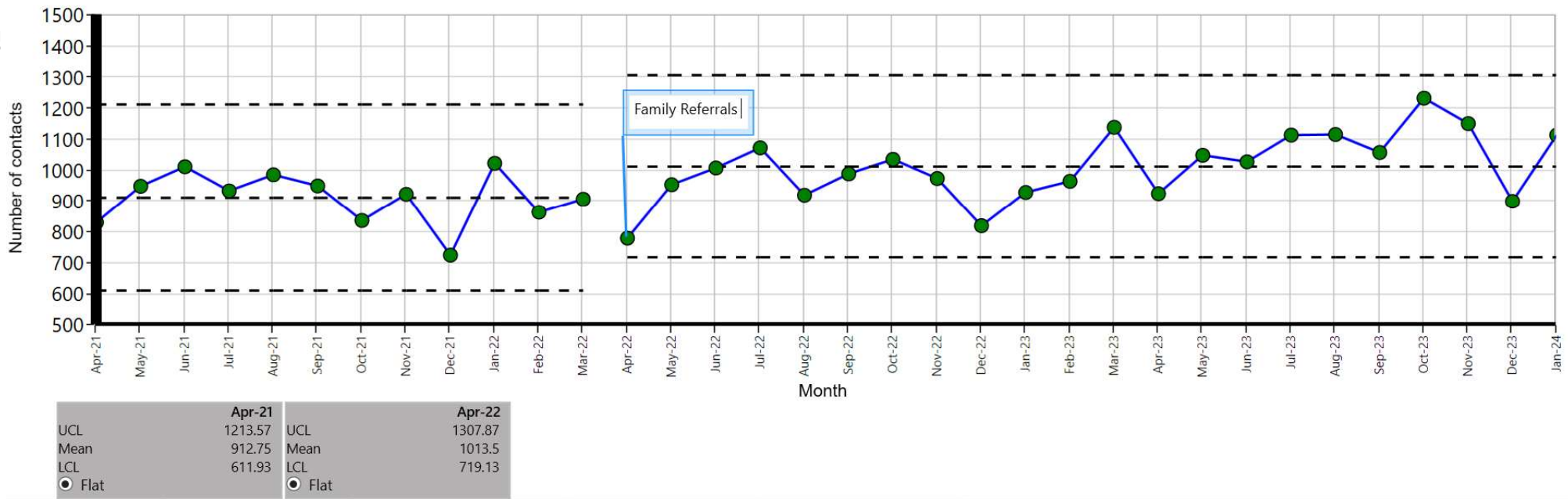
Staff Wellbeing

# Single Point of Contact

Contacts	December 2023	January 2024
The total number of contacts received by Child & Family Services during the month:	<b>901</b>	<b>1115</b>
The number of contacts closed Information only during the month:	<b>542</b>	<b>683</b>
The number of contacts closed with Advice or Assistance during the month:	<b>83</b>	<b>70</b>

Contacts received by SPOC

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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	December 2023	January 2024
The number of contacts received by the Integrated Information, Advice and Assistance Hub during the month:	547	568
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:	360	365
The number of contacts closed with Advice or Assistance during the month:	52	19
The number of contacts closed with another reason during the month:	0	0
The number of contacts passed to preventative services during the month:	31	21
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: <small>(includes individuals, contextual areas and peer groups)</small>	6	10
The number of contacts passed to the Integrated Safeguarding Hub during the month:	25	20
The number of contacts passed to Supported Care Planning during the month: <small>(includes the Academy)</small>	23	17
The number of contacts passed to the Family & Friends Team:	1	0
The number of contacts passed to the Independent Carers Assessment Team:	0	0
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:	49	116



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

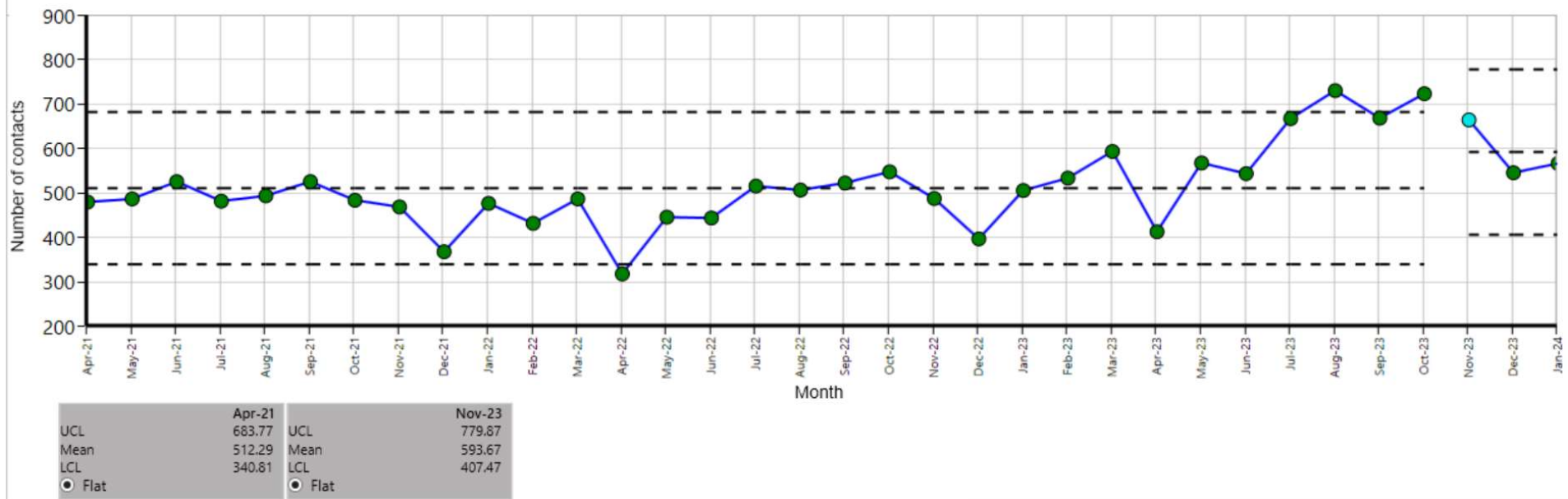
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

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Contacts received by IAA



## Emergency Duty Team

Contacts & Closures	December 2023	January 2024
The number of contacts received by the Emergency Duty Team during the month:	<b>39</b>	<b>33</b>
The number of contacts closed Information only during the month:	<b>8</b>	<b>1</b>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

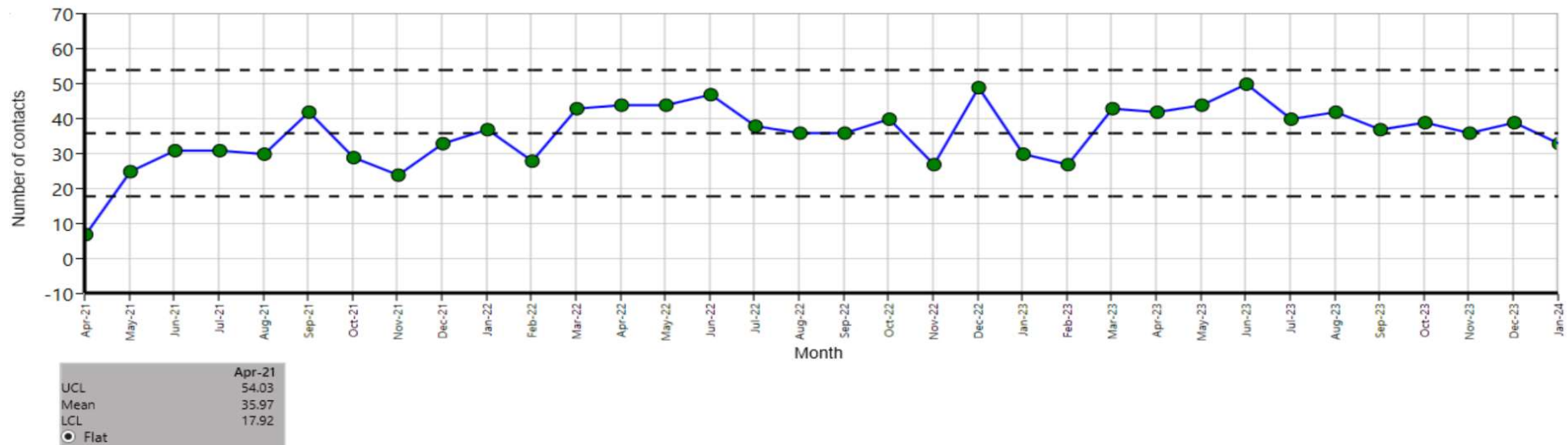
Youth Offending Service

Staff Wellbeing

The number of contacts closed Advice or Assistance during the month:	<b>1</b>	<b>0</b>
The number of contacts passed to preventative services during the month:	<b>0</b>	<b>4</b>
The number of contacts passed to the Integrated Information, Advice & Assistance Hub:	<b>23</b>	<b>24</b>
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: (includes individuals, contextual areas and peer groups)	<b>0</b>	<b>2</b>
The number of contacts passed to the Integrated Safeguarding Hub during the month:	<b>5</b>	<b>2</b>
The number of contacts passed to Supported Care Planning during the month: (includes the Academy)	<b>2</b>	<b>0</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>0</b>	<b>0</b>

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Contacts received by EDT





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*	December 2023	January 2024
The total number of Strategy Discussions / Meetings recorded during the month:	13	2
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	0	1
The number of Strategy Discussions / Meetings where no further CP action is required:	4	0
The total number of Section 47 enquiries recorded during the month:	1	0
The number of Section 47 enquiries which require an Initial Child Protection Conference:	0	0
The number of Section 47 enquiries where there is no further CP action required:	1	0

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## Domestic Abuse Hub

Contacts & Closures	December 2023	January 2024
The number of contacts received by the Domestic Abuse Hub during the month:	221	396
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:	163	302
The number of contacts closed Advice or Assistance during the month:	26	35
The number of contacts passed to preventative services during the month:	0	0
The number of contacts passed to the Integrated Information, Advice & Assistance Hub or the Integrated Safeguarding Hub during the month:	4	12
The number of contacts passed to Supported Care Planning during the month: (includes the Academy)	8	17
The number of contacts received during the month, which were being supported by the Domestic Abuse Hub at the end of the month:	20	30



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

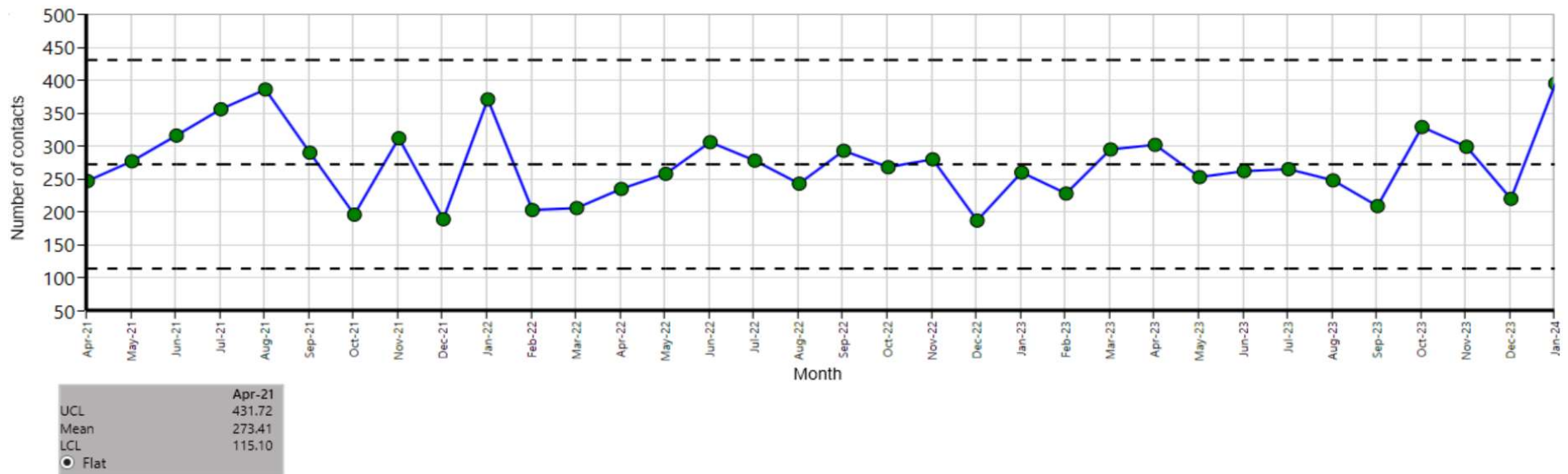
SQU & CPCU

Professional Abuse Enquires

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Staff Wellbeing

Contacts received by DA Hub



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### Early Help Hubs

Contacts & Closures	December 2023	January 2024
The number of contacts for the Early Help Hubs received during the month:	<b>94</b>	<b>118</b>
The number of contacts closed Information, Advice or Assistance during the month:	<b>16</b>	<b>31</b>
The number of contacts agreed for Early Helps Hubs support during the month:	<b>36</b>	<b>80</b>



Single Point of Contact

Supported Care Planning

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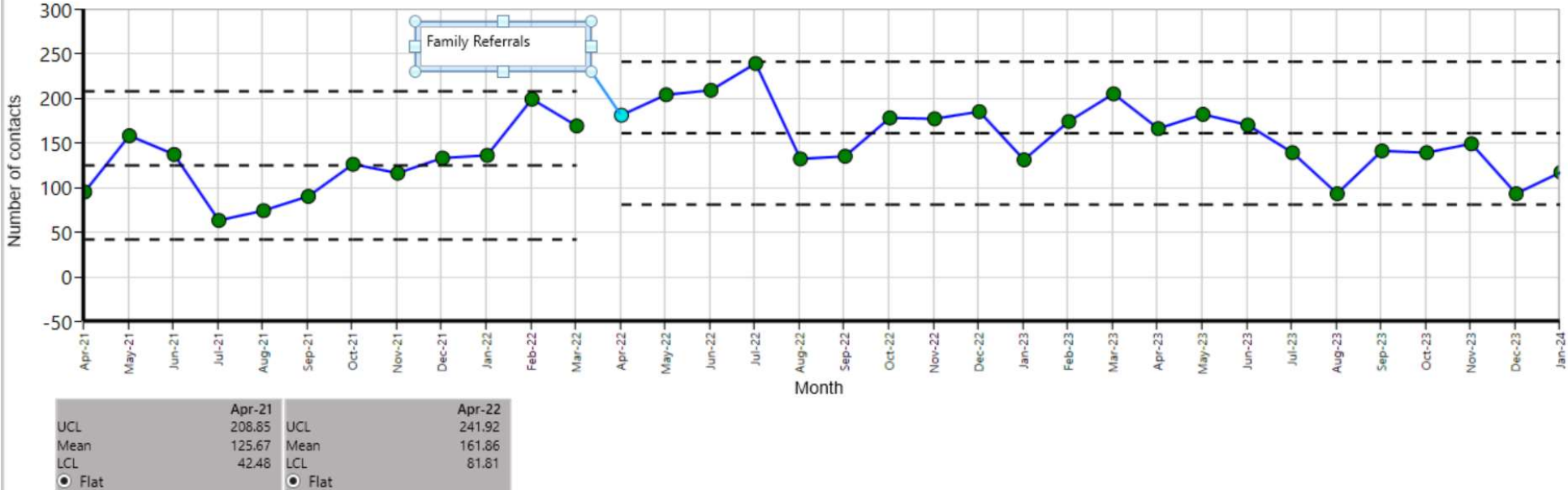
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Staff Wellbeing

The number of contacts awaiting allocation at the end of the month:	<b>228</b>	<b>146</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>136</b>	<b>133</b>
The number of referrals closed with a positive outcome during the month:	<b>70</b>	<b>84</b>

Contacts received by EHH

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Single Point of Contact

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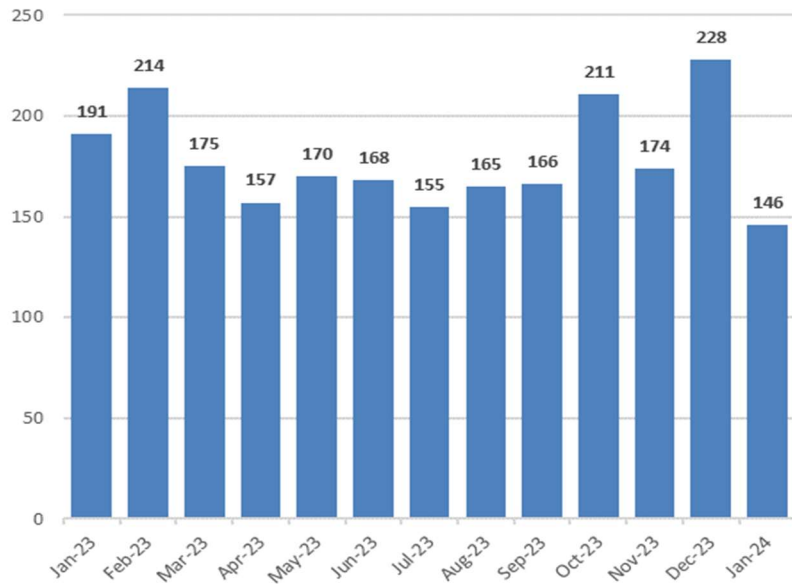
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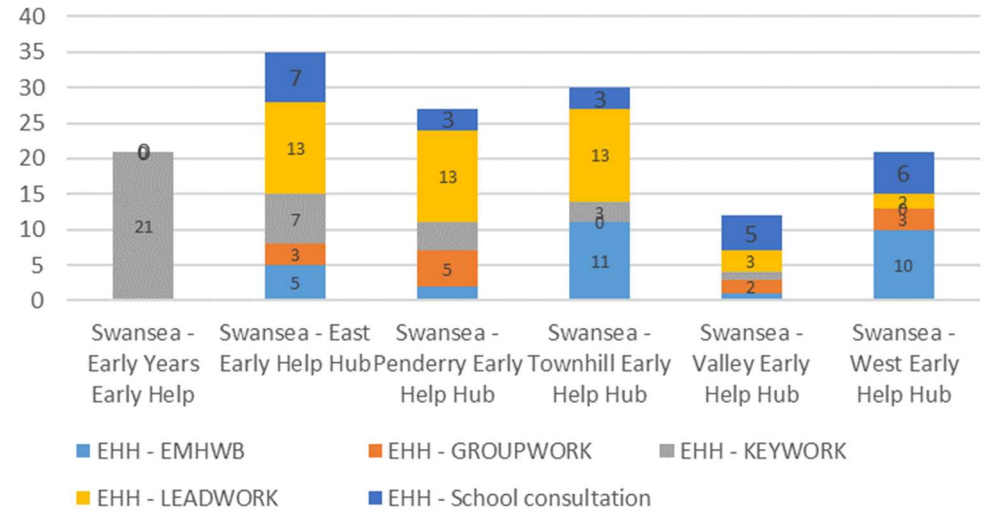
Staff Wellbeing

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Cases awaiting allocation - Early Help - Monthly Snapshot



Cases awaiting allocation by type January 2024



**Caseload**

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

**December 2023**

**964**

**1038**

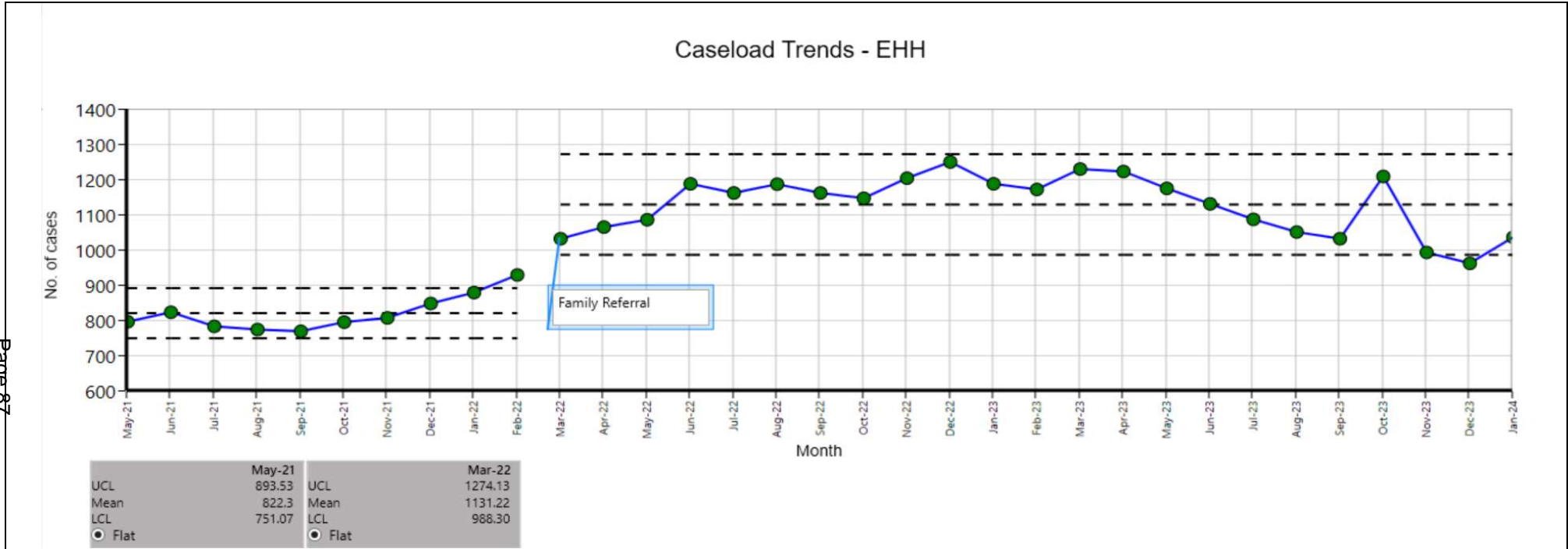
The number of children and young people with a Family Plan / Review at the end of the month:

**Report To Be Developed**





Caseload Trends - EHH



Page 07

Wellbeing Assessments	December 2023	
The number of Wellbeing Assessments due during the month:	Report To Be Developed	
The number of Wellbeing Assessments completed during the month:	29	25

Family Plans	December 2023	
The number of Family Plan / Review's completed during the month:	116	112



Single Point of Contact

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## Family Wellbeing Team

Contacts, Caseloads & Closures	December 2023
The number of referrals agreed for Family Wellbeing Support during the month:	<b>Report To Be Developed</b>
The number of referrals closed to the Family Wellbeing Team during the month:	<b>Report To Be Developed</b>
The number of children and young people supported by the Family Wellbeing Team at the end of the month:	<b>Report To Be Developed</b>

## Integrated Safeguarding Hub

Contacts & Closures	December 2023	January 2024
The number of contacts that were passed to the Integrated Safeguarding Hub during the month:	<b>30</b>	<b>32</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>0</b>	<b>1</b>
The number of contacts closed Advice or Assistance during the month:	<b>3</b>	<b>5</b>
The number of contacts closed with another reason during the month:	<b>2</b>	<b>1</b>
The number of contacts passed to a preventative service during the month:	<b>0</b>	<b>5</b>
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: <small>(includes individuals, contextual areas and peer groups)</small>	<b>0</b>	<b>0</b>
The number of contacts passed to Supported Care Planning for a comprehensive assessment during the month: <small>(includes the Academy)</small>	<b>3</b>	<b>1</b>
The number of contacts received during the month, which were being supported by the Integrated Safeguarding Hub at the end of the month:	<b>22</b>	<b>19</b>

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Single Point of Contact

Supported Care Planning

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Support Services

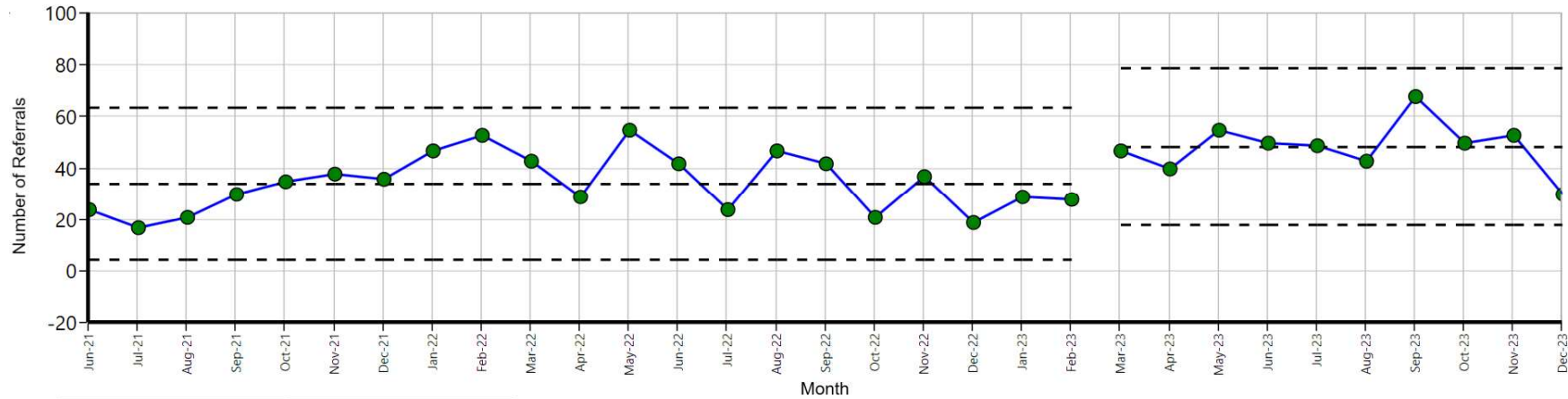
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Referrals Passed to ISH



	Jun-21	Mar-23
UCL	63.67	78.94
Mean	34.14	48.5
LCL	4.62	18.06
● Flat		

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Child Protection Investigations (ISH)	December 2023	
The total number of Strategy Discussions / Meetings recorded during the month:	<b>23</b>	<b>22</b>
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	<b>5</b>	<b>12</b>
The number of Strategy Discussions / Meetings where no further CP action is required:	<b>16</b>	<b>8</b>
The total number of Section 47 enquiries recorded during the month:	<b>5</b>	<b>11</b>
The number of Section 47 enquiries which require an Initial Child Protection Conference:	<b>2</b>	<b>2</b>
The number of Section 47 enquiries where there is no further CP action required:	<b>3</b>	<b>9</b>



Single Point of Contact

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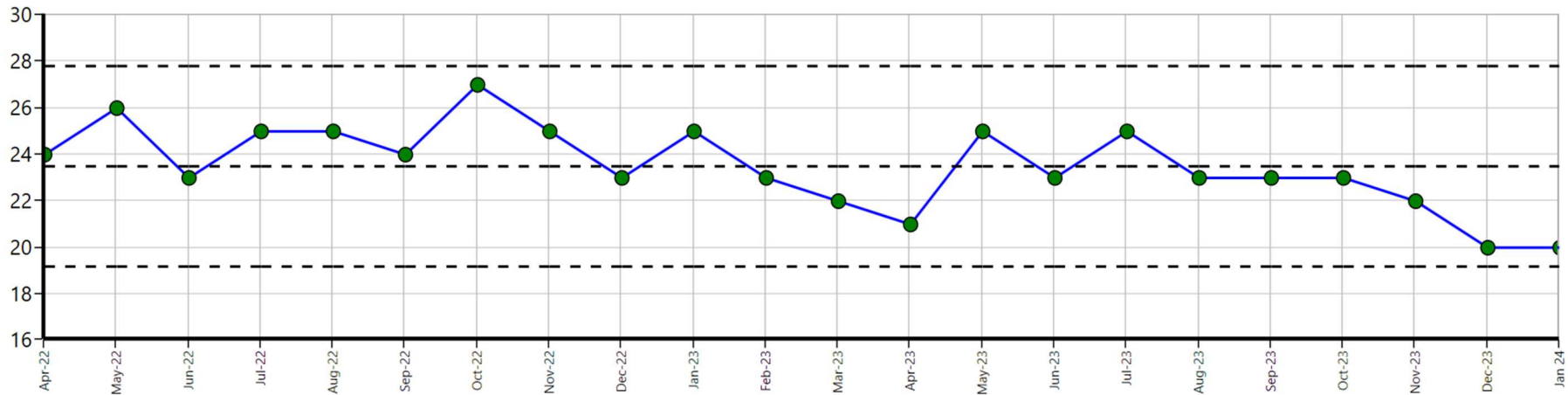
Staff Wellbeing

## CMET

Contacts, Caseload & Closures – Contextual	December 2023	January 2024
The number of contacts relating to contextual areas and peer groups that were passed to CMET during the month:	3	2
The number of contacts relating to contextual areas and peer groups that were closed by CMET during the month:	1	2
The number of contacts relating to contextual areas and peer groups that were closed by CMET during the month with a positive outcome:	0	2
The number of contextual areas and peer groups supported by CMET at the end of the month:	20	20

Caseload Trends CMET

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	Apr-22
UCL	27.81
Mean	23.5
LCL	19.19



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Supported Care Planning

Fostering &amp; Adoption

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Contacts, Caseload & Closures – Protocol	December 2023	January 2024
The number of Protocol cases that were started to CMET during the month:	4	8
The number Protocol cases that were closed by CMET during the month:	1	9
The number of Protocol cases considered by CMET during the month:	1	2
The number of Protocol cases open to CMET at the end of the month	28	22

Child Protection Investigations*	December 2023	January 2024
The total number of Strategy Discussions / Meetings recorded during the month:	15	34
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	1	2
The number of Strategy Discussions / Meetings where no further CP action is required:	3	7
The total number of Section 47 enquiries recorded during the month:	1	2
The number of Section 47 enquiries which require an Initial Child Protection Conference:	0	0
The number of Section 47 enquiries where there is no further CP action required:	0	2

## Independent Carers Assessment Team

	December 2023	January 2024
The number of referrals received by the Independent Carers Assessment Team during the month:	0	0
The number of referrals for parent carers awaiting allocation at the end of the month:	0	0
The number of parent carers supported by the Independent Carers Assessment Team at the end of the month:	7	3



The number of Independent Carers Assessments due during the month:	<b>Report To Be Developed</b>	
The number of Independent Carers Assessments completed during the month:	<b>0</b>	<b>0</b>
The number of referrals closed by the Independent Carers Assessment Team during the month:	<b>3</b>	<b>4</b>

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>As per the yearly trend, January saw an increase in contacts into the service across the board. The number of contacts closed and passed on are comparable with the percentages of previous months.</li> <li>Within Early Help Hubs (EHH), there has been a significant reduction in the waiting lists as the caseloads increase across the service.</li> <li>The Academy continues to develop with its Newly Qualified Social Workers (NQSWS) working through their cohort. Skills and experiences continue to be developed.</li> <li>The Contextual Missing Exploited Trafficked team (CMET) saw an increase in strategy discussions which was to be expected following the Christmas period. Of these strategy discussions none proceeded to Initial Child Protection Conference (ICPC). In March the team are piloting managing cases with extra familial risks.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing grant funding concerns in regards to EHH and the impact this has on capacity of our preventative offer</li> <li>Experience within the Academy remains limited and demand is beginning to exceed capacity. Team managers have been requested to support the Academy to consider how to manage the increase in demand.</li> <li>Narrative from CMET is that the demand into the team continues to grow. There remains a learning need for partners and communities in respect of contextual risks and extra familial harm.</li> </ul>	<ul style="list-style-type: none"> <li>Academy discussion on Team manager monthly meeting agenda for the upcoming month.</li> <li>CMET continue to undertake training across the partners to support with contextual understanding and joint risk management.</li> </ul>



Single Point of Contact

Supported Care Planning

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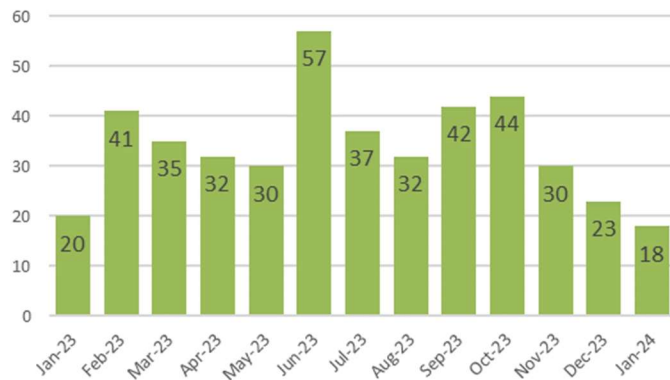
Staff Wellbeing

## Supported Care Planning

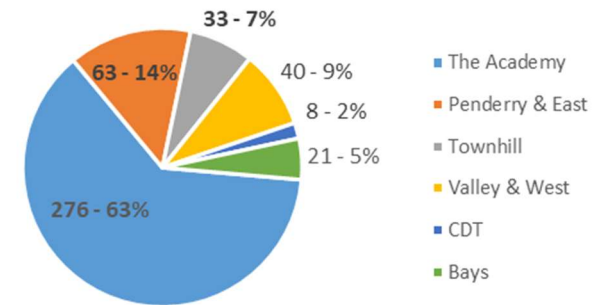
Contacts, Caseload & Closures	December 2023	January 2024
The number of referrals received for a comprehensive assessment during the month: (referrals passed from the Integrated IAA Hub, and includes the Academy)	23	18
The number of referrals received during the month where support ceased in the last 12 months:	Report To Be Developed	
The number of referrals closed in Supported Care Planning during the month:	47	28
The number of referrals closed with a positive outcome during the month:	Report To Be Developed	
The number of referrals passed to Family & Friends during the month:	Report To Be Developed	
The number of referrals stepped down to preventative services during the month:	Report To Be Developed	
The number of children and young people supported by Supported Care Planning at the end of the month: (Includes the Academy)	1188	1230
Of these, the percentage that represent complex cases (CP & LAC):	55.22%	51.63%

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Referrals passed from IAA to SCP

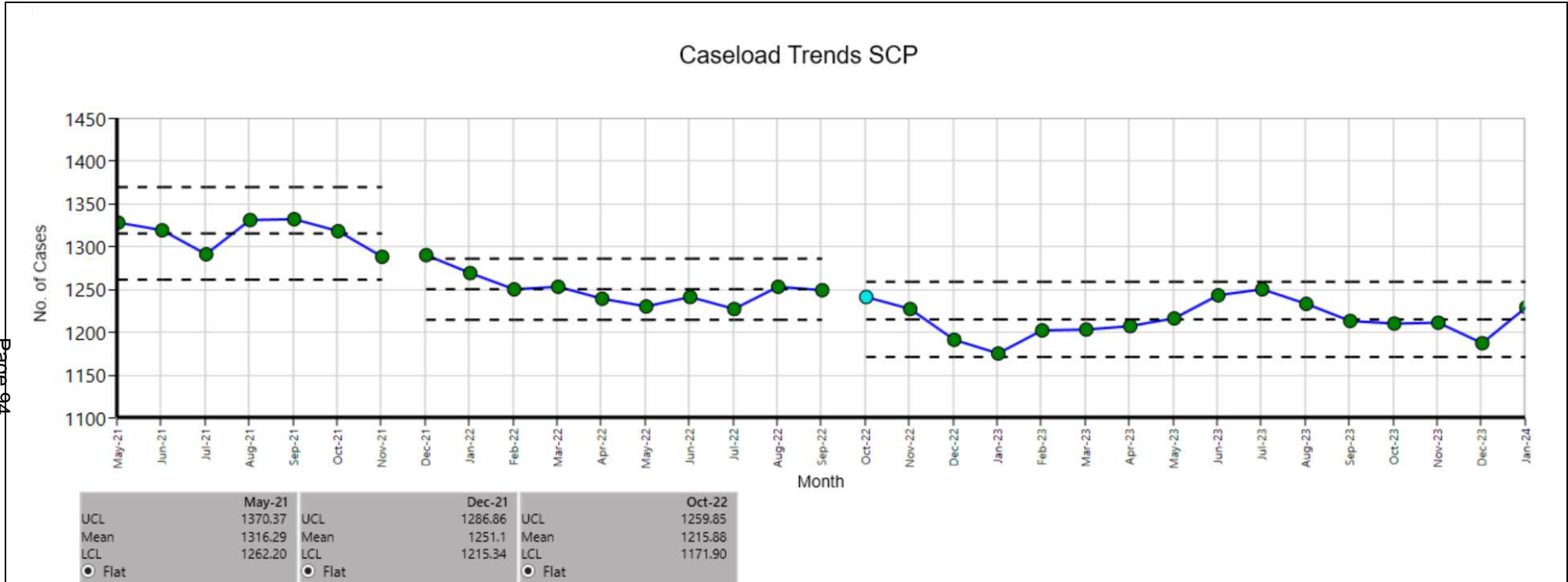


Referrals passed from IAA to SCP January 2023 to January 2024 (West Pod 1 included in Valley figures)





Caseload Trends SCP



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<b>Case Supervision</b>	<b>December2023</b>	<b>January 2024</b>
The percentage of Case Supervision sessions which are on time or not overdue at the end of the month:	<b>62.43%</b>	<b>68.76%</b>
<b>Care &amp; Support Plans</b>	<b>December2023</b>	<b>January 2024</b>
The number of children and young people with a Care and Support Plan at the end of the month:	<b>979</b>	<b>958</b>
<b>Single Assessments</b>	<b>December2023</b>	<b>January 2024</b>
The number of Single Assessments due at the end of the month: (*Figure includes the Academy hubs)	<b>208</b>	<b>291</b>





Single Point of Contact

Supported Care Planning

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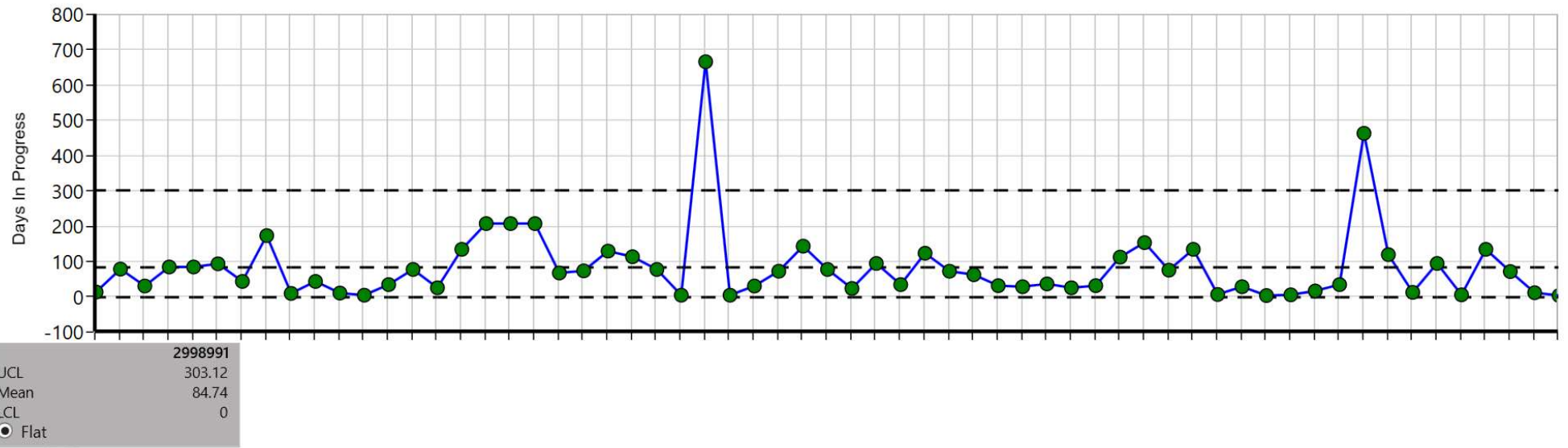
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Staff Wellbeing

The number of Single Assessments that are overdue at the end of the month:	<b>129</b>	<b>186</b>
The number of Single Assessments completed during the month:	<b>35</b>	<b>62</b>
The number of Single Assessments carried out within timescales during the month:	<b>13, 37.14%</b>	<b>28, 45.16%</b>
The percentage of children seen during the period of assessment, who were born at the time the assessment concluded:	<b>81.82%</b>	<b>89.83%</b>
The average number of days to complete a Single Assessment during the month:	<b>80 Days</b>	<b>83 Days</b>

Days In Progress

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Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

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Staff Wellbeing

Child Protection Investigations*	December2023	January 2024
The total number of Strategy Discussions / Meetings recorded during the month:	14	22
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	6	15
The number of Strategy Discussions / Meetings no further CP action is required:	1	1
The total number of Section 47's recorded during the month:	5	11
The number of Section 47 enquires which require an Initial Child Protection Conference:	5	11
The number of Section 47 enquires where no further CP action is required:	0	0

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Child Protection	December 2023	January 2024
The number of children on the Child Protection Register at the end of the month:	217	201
The number of unborns to be added to the Child Protection Register at birth at the end of the month:	14	14
The number of children on the Child Protection Register that have been registered previously:	73	65
The number of children added to the Child Protection Register during the month:	21	11
The number of children added to the Child Protection Register, within 12 months of de-registration:	0	0
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:	Report To Be Developed	
The number of children removed from the Child Protection Register during the month:	21	27
The number of children removed from the Child Protection Register at their first review, who were not Looked After:	3	0



Single Point of Contact

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Support Services

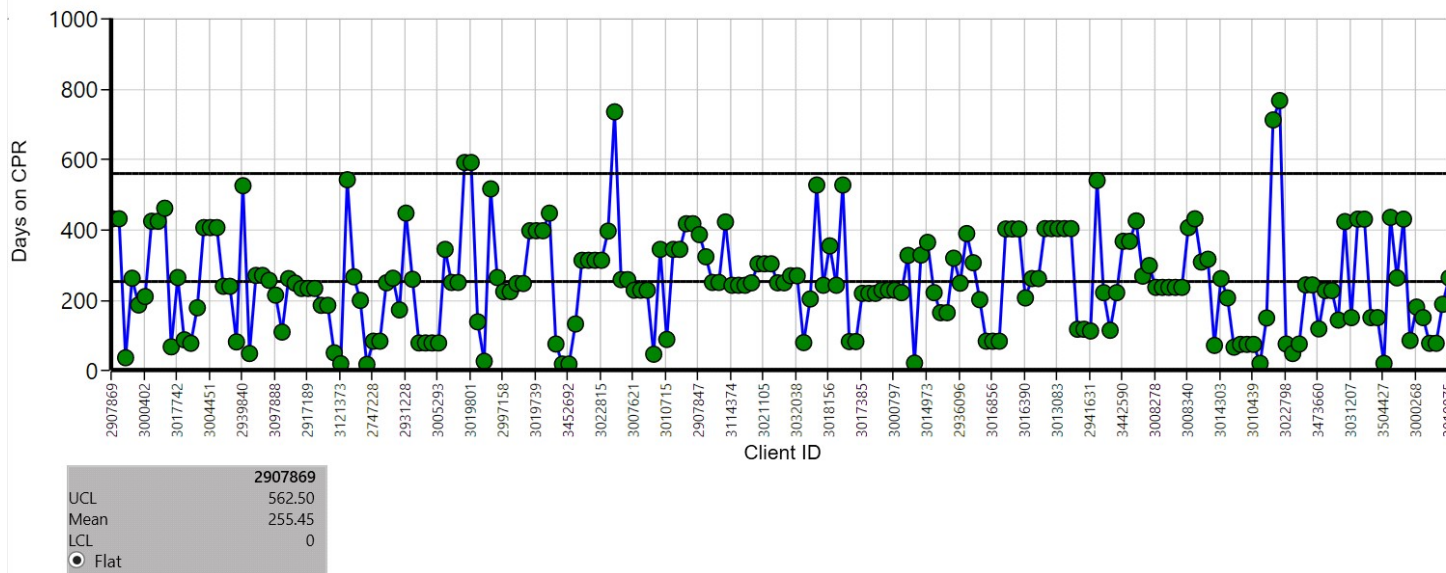
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Staff Wellbeing

Days to De-Reg



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Initial Core Groups	December2023	
The number of Initial Core Groups due during the month:	22	22
The number of Initial Core Groups held within timescales:	11	8
Statutory Visits	December2023	
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:	78%	76%



Single Point of Contact

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Staff Wellbeing

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>	
<b>Dual Status</b>	<b>December2023</b>	<b>January 2024</b>
The number of children who are on the Child Protection Register and are Looked After:	<b>42</b>	<b>35</b>
<b>Legal Proceedings</b>	<b>December2023</b>	<b>January 2024</b>
The number of children in PLO at the end of the month:	<b>62</b>	<b>55</b>
<i>During January, Public Law Outline concluded for 2 children; the Local Authority issued care proceedings for 4 children. A decision to issue care proceedings for another child has also been agreed at LGM in January; this will be listed in February.</i>		
The number of children in Public Proceedings at the end of the month:	<b>52</b>	<b>53</b>
<i>During January, Public Proceedings concluded for 2 children; the Local Authority was granted Care Orders for 2 children.</i>		
<b>Looked After Children</b>	<b>December2023</b>	<b>January 2024</b>
The number of children who were Looked After at the end of the month:	<b>482</b>	<b>483</b>
The number of children placed in an unregulated placement at the end of the month:	<b>2</b>	<b>2</b>
The number of children awaiting placement at the end of the month:	<b>15</b>	<b>20</b>
The number of children becoming Looked After during the month:	<b>13</b>	<b>7</b>
The number of Looked After children, with an unaccompanied asylum status supported at the end of the month:	<b>9</b>	<b>11</b>
The number of children ceasing to be Looked After during the month:	<b>11</b>	<b>6</b>

06.09.24



Single Point of Contact

Supported Care Planning

Fostering & Adoption

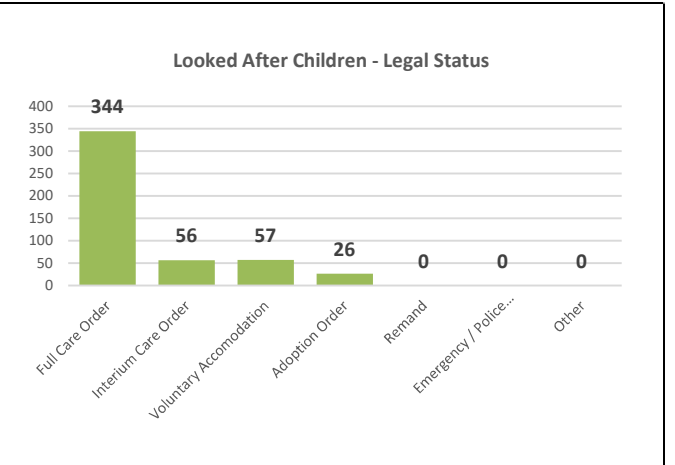
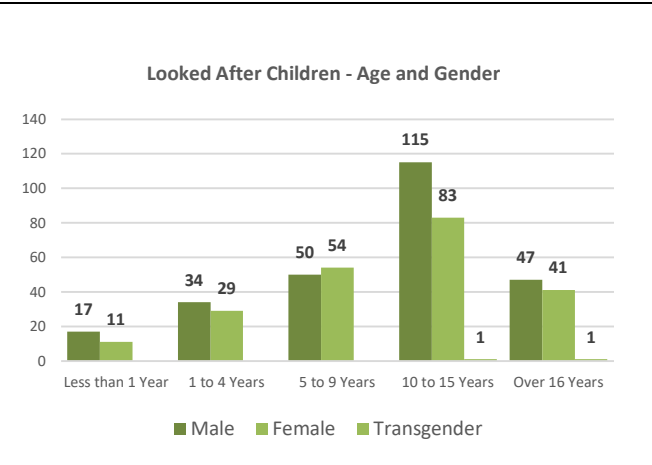
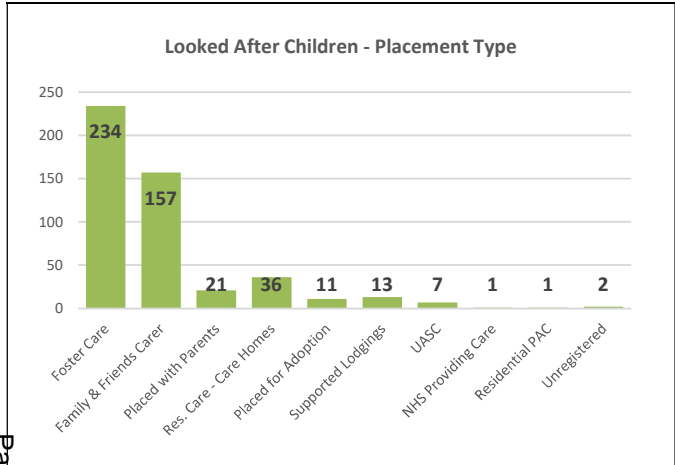
Support Services

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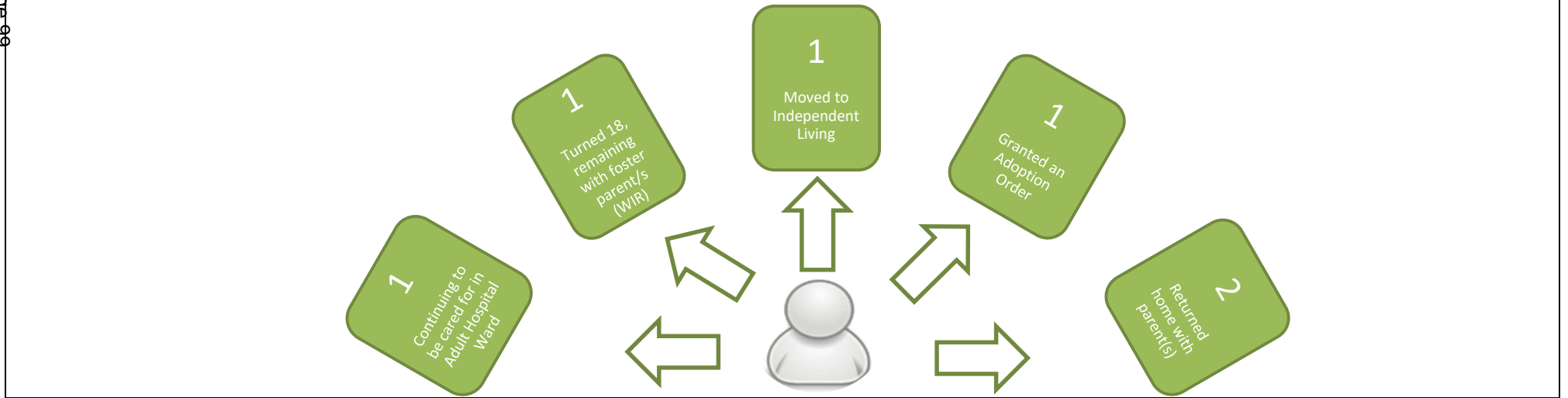
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Staff Wellbeing



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Initial Personal Education Plan	December 2023	
The number of Initial PEP's due within 20 school days of becoming Looked After during the month:	6	3
The number of Initial PEP's received within 20 school days of becoming Looked After:	6	2

What is working well?	What are we worried about?	What do we need to do?
<p>- In line with previous trends, Supported Care Planning (SCP) saw an increase in demand during January which correlates with the trend in the front door (IAA) which resulted in a rise in caseloads.</p> <p>- Complex caseloads remain consistent across the service</p> <p>- Child Protection registration numbers reduced to 201 this month; the number of cases ceasing to be on the register remain consistent with previous months (14 are unborns)</p> <p>- Looked after children figures are also stable at 483 with an increase of 1 in January.</p> <p>- Dual Registration cases (on the Child Protection Register and Looked After) reduced to 35.</p> <p>- Public Law Outline figures reduced to 55 (however the LA issued proceedings on 4 cases this month).</p>	<p>- Single assessment timeliness remains lower than expected at 45% being completed on time. Current approximate timescales of completion are around 83 days.</p> <p>- Further discussion is required to understand how the wider Local Authority can better meet its corporate parenting responsibilities.</p>	<ul style="list-style-type: none"> <li>• Further work is needed to how we are able to make the complex case measure more intelligent as currently complex only represents Child Protection, Looked After Children and dual status.</li> <li>• Supporting team managers to understand the barriers to completing Single Assessments in timescales and piloting pre-validation to help support the teams to plan work that is due.</li> <li>• Ongoing work being completed by the Safeguarding Quality Unit (SQU) to understand the qualitative data behind the dual registration cohort.</li> <li>• Work with corporate parenting board to understand how we can work together to meet our corporate responsibility for our care experienced children.</li> </ul>

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Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

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Staff Wellbeing

## Bays Plus

	December2023	January 2024
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)	0	0
The total number of young people residing in a bed & breakfast at any time during the month (under 18's only):	0	0
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)	0	1
The total number of young people residing in emergency accommodation at any time during the month (under 18's only):	4	4

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Child Protection Investigations/Protocol Meetings (Bays Plus)	December2023	January 2024
The total number of Strategy Discussions / Meetings recorded during the month:	1	1
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	1	0
The number of Strategy Discussions / Meetings where no further CP action is required:	0	0
The total number of Section 47 enquiries recorded during the month:	1	0
The number of Section 47 enquiries which require an Initial Child Protection Conference:	0	0
The number of Section 47 enquiries where there is no further CP action required:	1	0



Single Point of Contact

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Fostering & Adoption

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Staff Wellbeing

# Fostering, Residential Care & Adoption

## Family & Friends

Family & Friends Carers	December 2023	January 2024
The number of referrals/screening assessments commenced by FAFT during the month:	12	5
Number of the above referrals that were screened out by FAFT with no IFFCA required:	6	2
The number of IFFCA's ongoing as at the end of the month:	5	4
The number of Unified Assessments (UA's) ongoing as at the end of the month:	26	26
The number of carer households approved at panel during the month:	2	2
The number of approved carer households status' terminated at panel during the month:	3	3
The number of approved carer households at the end of the month:	98	97
The number of Carer Reviews due during the month:	8	6
The number of Carer Reviews completed within timescales during the month:	5	6

\*Post manual data cleanse

Family & Friends Placements	December2023	January 2024
The total number of children in a kinship carer placement at the end of the month:	130	130
The number of children placed with Reg 26 kinship carers at the end of the month:	32	27
The number of Placement Stability Meetings completed during the month:	0	2
The number of children who moved to a Family & Friends Carer during the month, due to placement breakdown:	0	1
The number of children who moved from a Family & Friends placement during the month, due to placement breakdown:	0	1





The number of planned moves from Family & Friends placement during the month:	<b>1</b>	<b>0</b>
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Children Subject to Special Guardianship & Child Arrangement Orders	December 2023	January 2024
The number of children, subject to a Special Guardianship or Child Arrangement Order, accepted by Family & Friends during the month:	<b>0</b>	<b>5</b>
The number of children, subject to a Special Guardianship or Child Arrangement Order, whose care circumstances changed during the month:	<b>3</b>	<b>0</b>
The number of children, subject to a Special Guardianship or Child Arrangement Order, supported by Family & Friends, at the end of the month:	<b>328</b>	<b>333</b>
The number of SGO Reviews due during the month:	<b>22</b>	<b>28</b>
The number of SGO Reviews completed during the month:	<b>25</b>	<b>27</b>
The number of Family Stability Meetings held and Stability Plans produced during the month:	<b>3</b>	<b>5</b>

\*WCCIS Figure post data-cleanse



Single Point of Contact

Supported Care Planning

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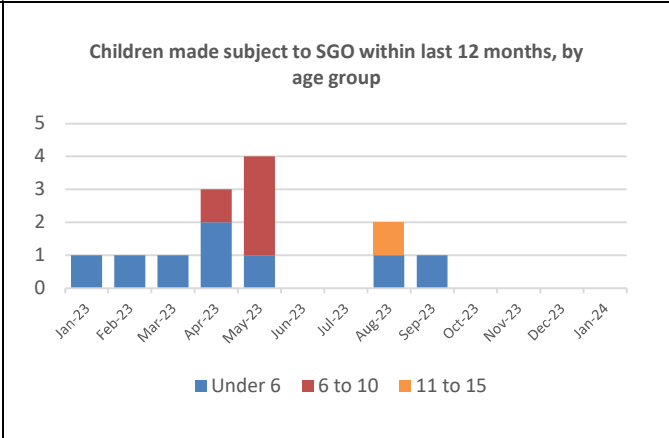
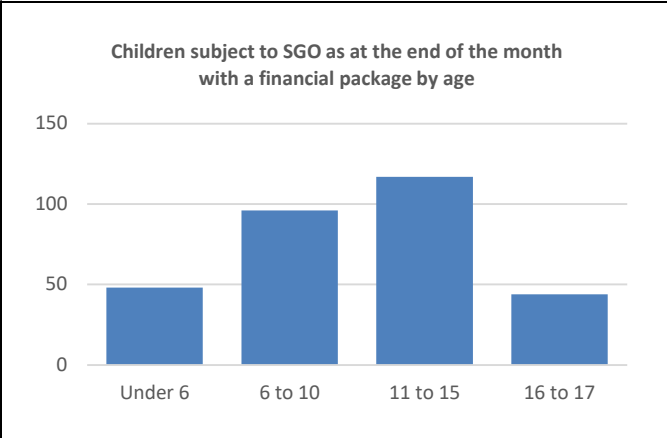
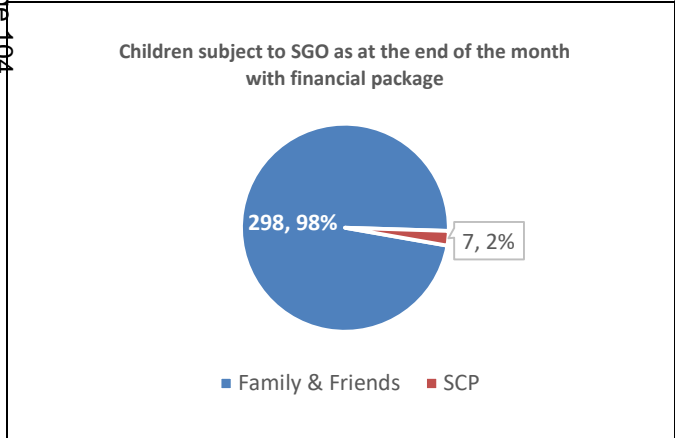
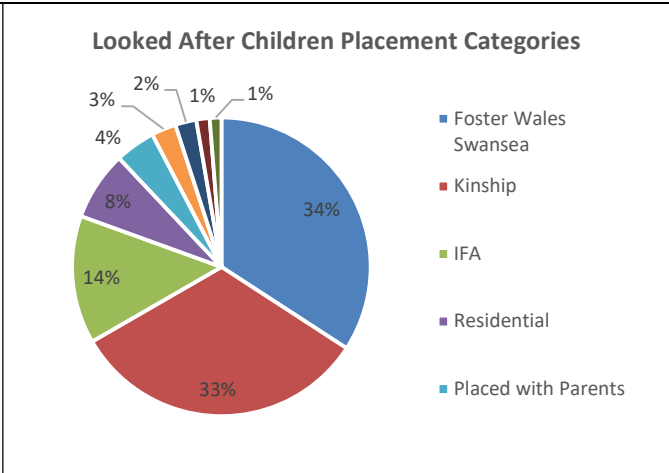
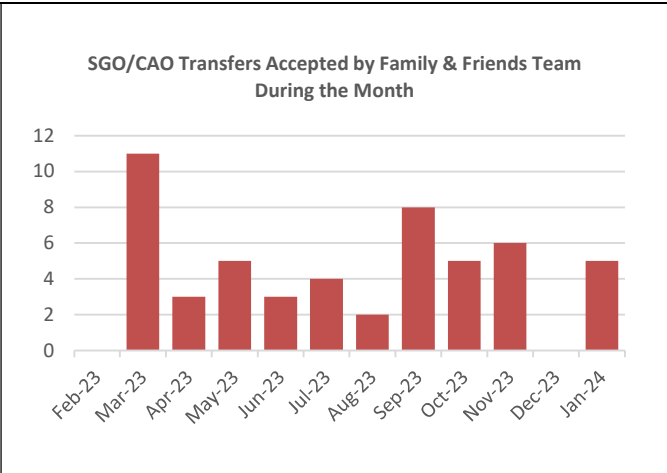
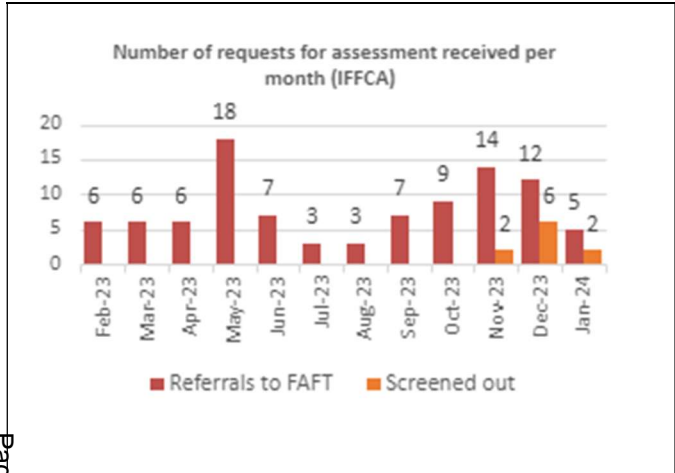
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Professional Abuse Enquires

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Staff Wellbeing

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**What is working well?**

- Number of SGO annual reviews completed is comparable with reviews and this reflects the fact that SGO reviews now occur on time and that there is no longer a backlog.

**What are we worried about?**

- Social Worker and Business Support capacity in the team could be impacted by the amount of Unified Assessments (UA) that are being completed and being

**What do we need to do?**



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Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

What is working well?	What are we worried about?	What do we need to do?
<p>2. Five stability meetings have occurred with all children remaining in the Special Guardianship Order (SGO) family arrangement. None have been escalated and none have resulted in breakdown with the child needing to be accommodated</p> <p>3. The Family And Friends Team (FAFT) are progressing with SGO development of co-production and have a further young person's participation event planned for February half term</p> <p>4. The internal therapy service has allocated a member of staff to work with FAFT and Foster Swansea as a link person.</p>	<p>presented to Panel. Additional Panels have been arranged to manage the increase in UAs.</p>	

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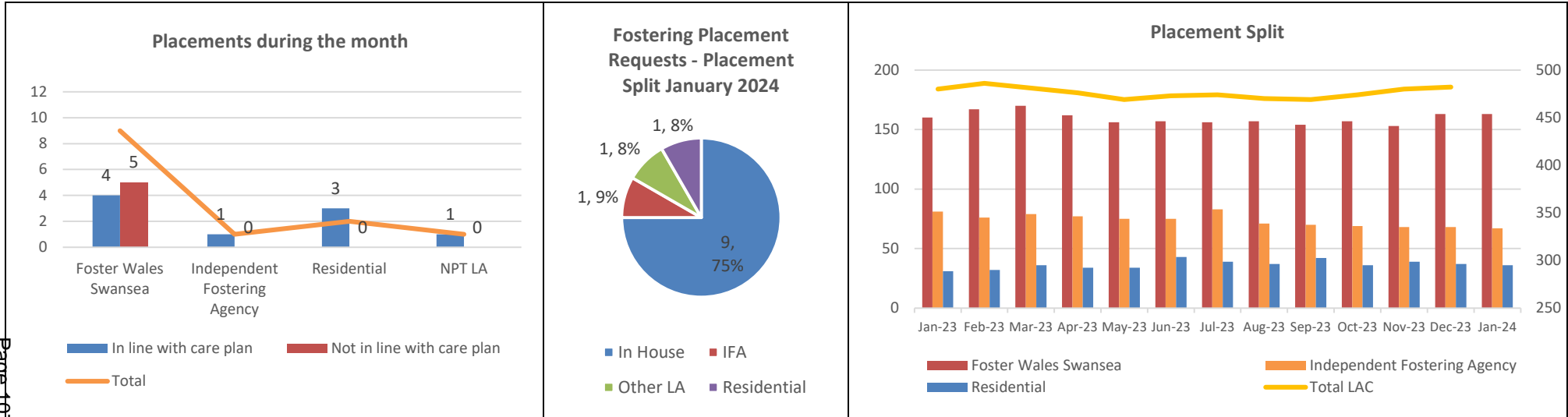
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## Foster Wales Swansea

Recruitment	December 2023	January 2024
The number of Registrations of Interest to foster received during the month:	5	31
The number of full assessments allocated during the month:	0	7
The number of carers approved at panel during the month:	3	1
The number of approved carer status' terminated at panel during the month:	1	1
The number of carer reviews during the month:	6	12
The number of carer reviews completed within timescales during the month:	1	1
Placements	December 2023	January 2024
The total number of children placed with a Foster Wales Swansea carer at the end of the month:	163	163
The number of NEW Placement Stability Meetings completed during the month:	1	1
The number of children who changed placement during the month, due to placement breakdown:	1 x IFA, 2 x FWS	0 (fostering placements)
The number of children moving from a Foster Wales Swansea carer to a Residential placement during the month:	0	0
The number of children moving from a Residential placement to a Foster Wales Swansea carer during the month:	0	0



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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>75% of fostering referrals were made in-house.</li> <li>100% of fostering referrals were achieved.</li> <li>The number of available vacancies slightly increased in January from 12 to 18.</li> <li>There was a significant increase in enquiries – it rose from 5 to 31 which is 520% increase.</li> <li>There was also an increase in home visits in January. In total, there were 8 home visits, with another 4 booked in for early February. To-date, only two haven't proceeded onto the Skills to Foster training stage.</li> <li>The % split between children placed in-house and with IFA carers is currently 71% and 29% respectively.</li> <li>Currently there are 21 active Form F assessments and 4 that are on hold temporarily (some of the reasons for these on hold include applicants health, and change in personal circumstances).</li> </ol>	<ol style="list-style-type: none"> <li>The number of available in-house vacancies continues to be low in comparison to need.</li> <li>We only have 1 active Parent and Child (PAC) household.</li> <li>Due to the low number of vacancies available, matched placements are not always possible.</li> <li>The number of available Independent Fostering Agency (IFA) fostering placements continues to be low.</li> <li>The service is struggling to identify matched placements for those young people who need to move from residential to a foster placement (step down).</li> <li>There are at least another 6 babies due to be born between now and June.</li> </ol>	<ol style="list-style-type: none"> <li>Specifically target IFA carers living in Swansea (bolder campaign)</li> <li>Continue to increase our presence in local communities i.e. information stands.</li> <li>To continue monitoring and reviewing the unavailable vacancies.</li> <li>To continue to research and explore ideas to improve the 'package' for both new and existing carers. It needs to be more attractive to recruit and retain i.e. encourage local businesses to become fostering friendly</li> <li>To continue monitoring the recruitment process to ensure that applicants are moving through it in a timely manner and where relevant, IFA carers and previous Foster Wales Swansea carers are fast tracked.</li> </ol>



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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>6. Continue to promote the need for foster carers internally.</li> <li>7. Target local employers to encourage them to become fostering friendly.</li> <li>8. To continue to improve the retention offer for existing foster carers in line with the recruitment and retention strategy and working with Foster Wales nationally to retain more foster carers and improve the 'offer' i.e. council tax, free car parking, wellbeing offer, expansion of support groups, foster carer charter, foster carer association etc.</li> <li>9. Create a retention plan which will incorporate the feedback received at the recent carer consultation event e.g. upskill staff, develop information booklets for foster carers on support and services available.</li> </ol>

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## In-House Residential

	December 2023	January 2024
The number of people receiving in-house residential support as at the end of the month:	2	1 (Ty Nant)
The number of planned admissions during the month:	0	0 (Ty Nant)
The number of emergency admissions during the month:	0	0 (Ty Nant)
The number of children/young persons that have completed a personal plan during the month:	1	1 (Ty Nant)
The average number of days children/young persons have spent residing in Ty Nant:	288	319
The average number of days children/young persons have spent residing in Heol Tir Du:	619	
The number of children/young persons with a move on plan completed as at the end of the month:	0	0 (Ty Nant)
The number of emergency strategy meetings held during the month:	1	1 (Ty Nant)
The total number of available vacant beds as at the end of the month:	1	1 (Ty Nant)
The number of requests/impact assessments completed for in-house residential support during the month:	1	2 (Ty Nant)
The number of reportable ROIs during the month:	4	0 (Ty Nant)

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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Staff team continue to complete training well and embed in practice.</li> <li>Staff team have worked flexibly to support another placement external to our regulated provisions.</li> <li>Working with our in-house therapy team to ensure work plans and strategies are correct for young people</li> <li>Working flexibly with families to ensure we support them in a measured way</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of new posts to support Residential services growth.</li> <li>Our young people accessing education packages.</li> <li>Ensuring that the team in times of change and challenge are fully supported</li> </ul>	<ul style="list-style-type: none"> <li>Complete robust induction for new recruits</li> <li>Revise policies and procedures</li> <li>Continue with induction.</li> <li>Supervise and support our additional staff and agency workers.</li> <li>Ensure in house whole service systems are consistent across the homes</li> </ul>



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## Western Bay Adoption Service

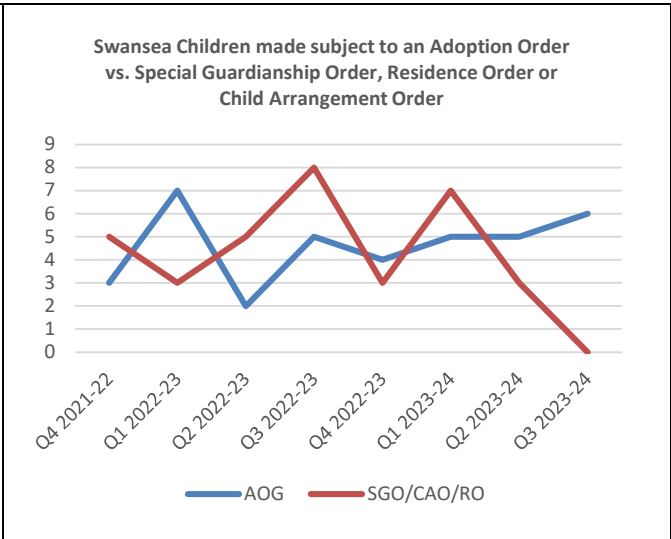
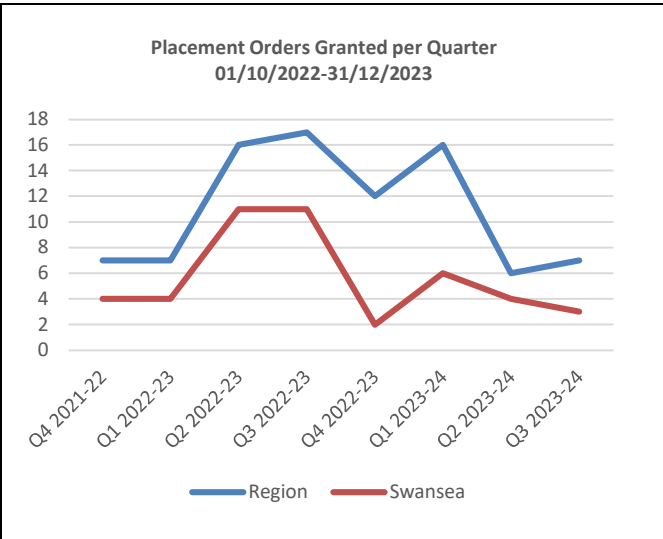
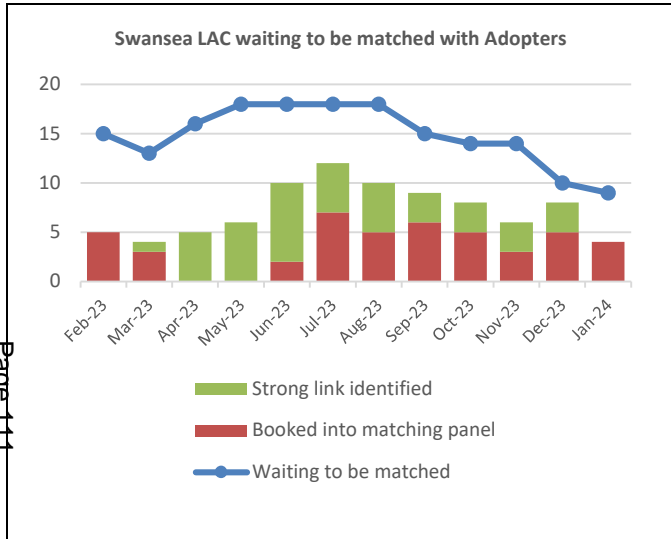
Recruitment	December2023	January 2024
The number of Registrations of Interest to adopt received during the month:	3	7
The number of full assessments allocated during the month:	3	7
The number of adopters approved at panel during the month:	3	5
The number of approved adopters who have withdrawn from Western Bay Adoption Service during the month:	1	2
The number of adopter reviews due during the month:	0	1
The number of adopter reviews completed within timescales during the month:	0	1
Western Bay Adoption Placements	December2023	January 2024
The number of Swansea children with a positive Should Be Placed outcome by the Agency Decision Maker during the month	0	2
The number of Swansea children made subject of a Placement Order during the month:	0	0
The number of Swansea Looked After Children placed with Western Bay Adopters during the month:	1	4
The total number of Swansea Looked After Children placed with Western Bay Adopters at the end of the month:	10	13
The total number of Swansea Looked After Children matched with adopters during the month:	0	1
The number of Swansea Looked After Children waiting to be matched with adopters:	10 (3 booked into matching panel, 5 with strong links proceeding to SW visit, 2 with no link)	9 (4 booked into matching panel, 4 with no link, 1 with a link being considered)
The number of Swansea Looked After Children who have been matched with adopters but not yet placed for adoption:	3	0
The number of Swansea Looked After Children whose plan for adoption has changed:	3 (1 sibling group)	0





The number of Swansea Looked After Children placed, whose placement was disrupted:	<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>Really good response in relation to adopters entering the assessment process this month</li> <li>Two complex sibling groups placed this month</li> </ol>	<ol style="list-style-type: none"> <li>The needs of children are becoming increasingly complex</li> </ol>	<ol style="list-style-type: none"> <li>Continued marketing activity across the region</li> </ol>



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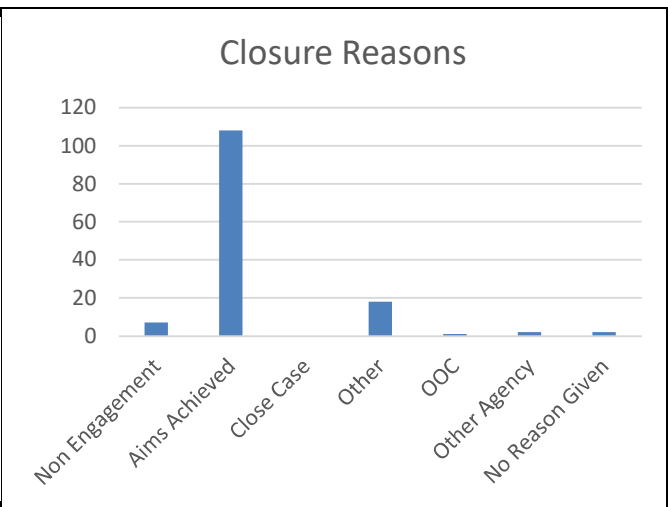
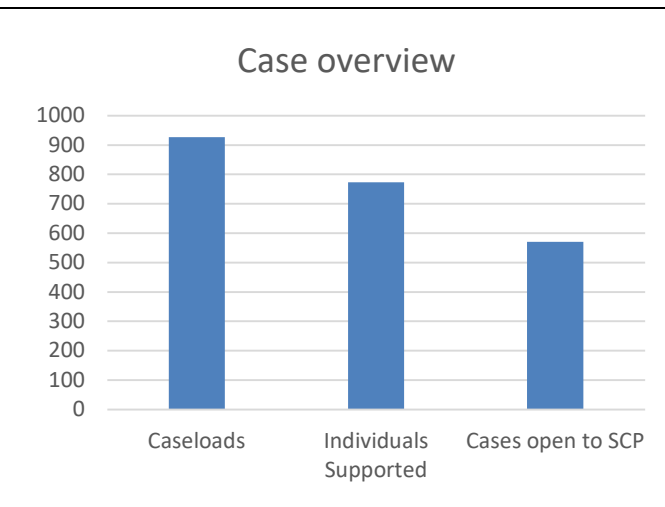
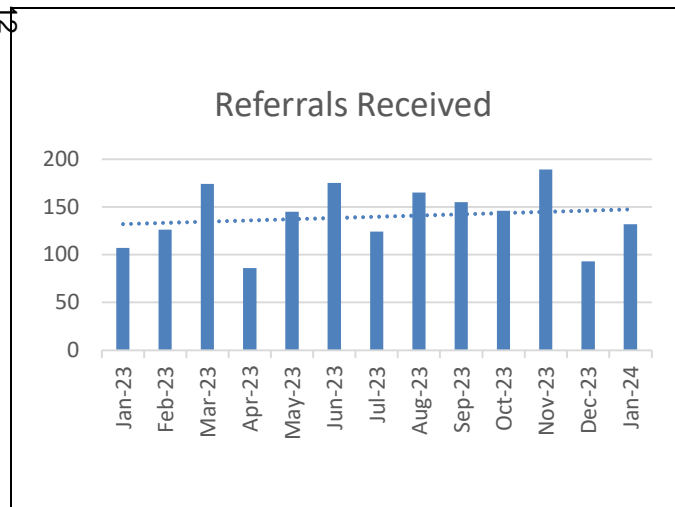
# Support Services

## Family Support Service

Referrals, Caseload & Closures	December 2023	January 2024
The total number of referrals received by Family Support Services during the month:	93	133
The total number of individuals supported by Family Support Services at the end of the month:	973	927
The total number of individuals closed by Family Supported Services during the month:	107	138
The number of individuals closed with an improved outcome during the month:	69	108*

\* 78.3% of closures were closed with a positive closure reason.

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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>• Demand remains consistent – overall numbers in some areas increase includes with the new home support team and parent and child team as they get up and running.</li> <li>• January saw a slight decrease in numbers going through to Jigso from health due to changes in eligibility (cases only being accepted that are open to supported care planning teams).</li> <li>• Ongoing work ensuring the Born into Care includes the substance use representatives to ensure joined up working to understand the demand.</li> <li>• January saw a decrease in demand from the bespoke placement and unborn rotas compared to December.</li> </ul>		<ul style="list-style-type: none"> <li>• Work continues with WCCIS to capture positive outcomes</li> </ul>

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## Service Quality Unit & Child Protection Conference Unit

Child Protection Conferences	December 2023	January 2024
The number of Initial Conferences held during the month:	20	11
The number of Initial Conferences held within timescales during the month:	20	11
The number of Review Conferences held during the month:	60	60
The number of Review Conferences held within timescales during the month:	60	60

LAC & Pathway Plan Reviews	December2023	December2023
The number of LAC & Pathway Plan Reviews carried out during the month:	96	128
The number of LAC & Pathway Plan Reviews held within timescales during the month:	96	128

Adoption Reviews	December2023	December2023
The number of Adoption Reviews carried out during the month:	5	2
The number of Adoption Reviews held within timescales during the month:	5	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?
<ul style="list-style-type: none"> <li>Of the 201 children on the Child protection register the highest category of registration is neglect (9)3, followed by emotional harm (58), 44 children registered under physical and 6 for sexual harm.</li> <li>14 review conferences were brought forward and de-registration agreed for the dual registered cases</li> </ul>	<ul style="list-style-type: none"> <li>2 children subject to dual registration where there are court orders in place</li> <li>19 dual registered cases are in the Public Law Outline process</li> <li>24 children and young people being on the Child Protection Register longer than 15 months; this is an increasing trend which links to the challenges that most Local Authorities are experiencing due</li> </ul>	<ul style="list-style-type: none"> <li>Continue to review and monitor dual registration cases and cases where there has been child protection registration over 15 months</li> <li>Continue to review our residential placements 3-monthly</li> </ul>



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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>All meetings were held within timescales</li> <li>Increase in numbers of looked after children review meetings due to changes in placement.</li> <li>We continue to consult with our care experienced children and young people on how we share written information with them. A young person (aged 12) who regularly attends their review meeting said <i>"I like them as they are better at explaining the meeting and I like that they get sent to me as I don't usually get anything in the post"</i></li> </ul>	<p>to length of time needed to complete assessments and the courts reintroducing the 26-week deadline for matters to be concluded.</p>	



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## Professional Abuse Enquiries

	December 2023	January 2024
The number of ongoing investigations at the end of the month:	31	29
The number of enquiries received during the month:	19	18
The number of enquiries re-directed to Adult Services:	1	2
The number of enquiries which met threshold for an investigation:	15	8
The number of enquiries closed which did not meet threshold for an investigation:	3	5
The number of enquiries passed onto a different Local Authority:	0	1
The number of enquiries still open as a query (requiring further investigation):	0	2
The number of Professional Abuse Strategy meetings held during the month:	19	19
The number of Initial meetings held during the month:	13	6
The number of Review meetings held during the month:	6	13
The number of investigations which concluded during the month:	10	12
8 investigations concluded with Substantiated outcome and 4 Unsubstantiated.		

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>12 out of the 13 review Professional Abuse Strategy Meetings (PASM) were concluded this month</li> <li>From the 18 enquires received in the month 8 of the referrals did not proceed to an initial</li> </ul>	<ul style="list-style-type: none"> <li>Continue to receive a high level of enquires on a monthly basis</li> </ul>	<ul style="list-style-type: none"> <li>PASM process currently under review with joint working with adult services and looking at both following the same processes.</li> </ul>



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PASM (5 did not meet threshold, 1 was for a different Local Authority and 2 were referred to adult services)		
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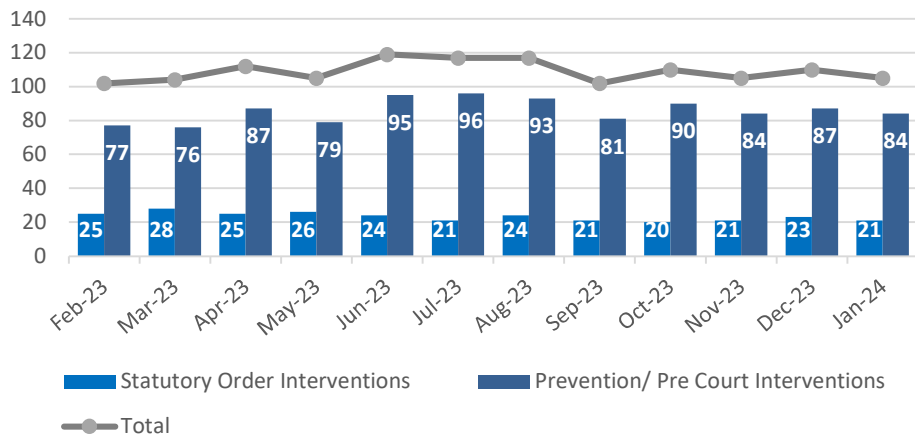
Staff Wellbeing

## Youth Offending Service

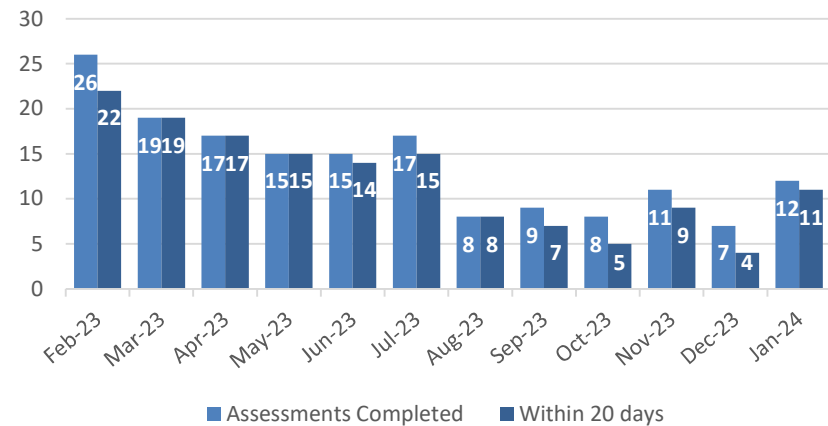
	December2023	December2023
The total number of young people with an open intervention at the end of the month:	<b>110</b>	<b>105</b>
The number of young people remanded during the month:	<b>0</b>	<b>0</b>
The number of Asset Plus Assessments completed during the month:	<b>7</b>	<b>12</b>
The number of Asset Plus Assessments completed within 20 days:	<b>4</b>	<b>11</b>
The number of supervisions that took place during the month:	<b>8</b>	<b>24</b>

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No of Interventions



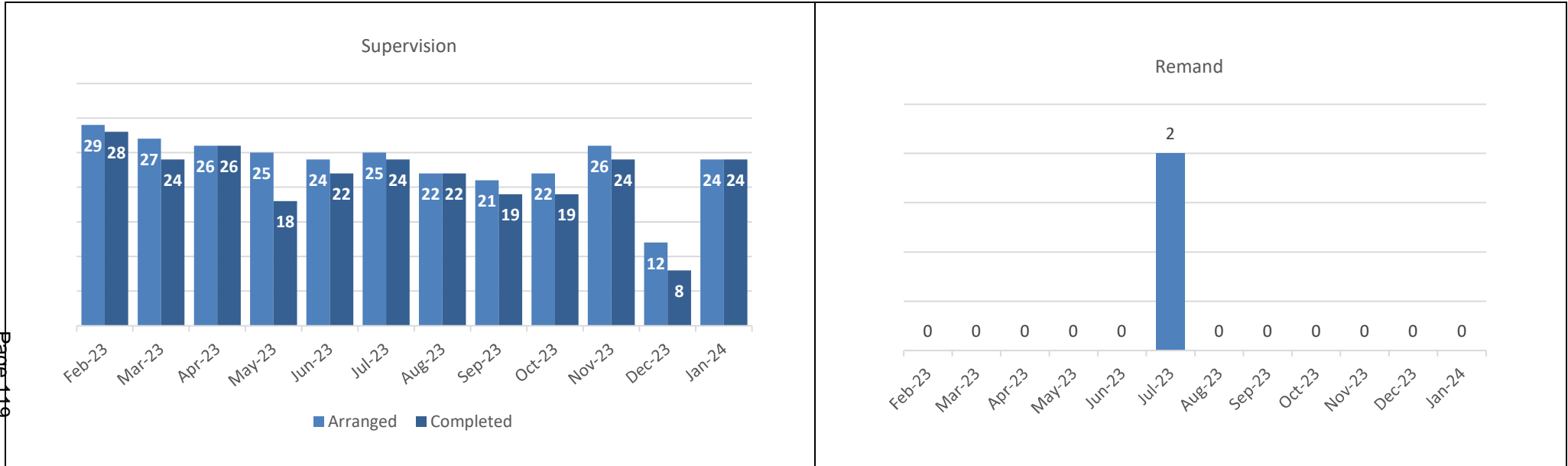
Assessments Completed







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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>The number of interventions for the month remain consistent to previous months.</li> <li>There were no new remands.</li> <li>Asset Plus assessments have increased from the previous month.</li> <li>Supervisions have increased in line with typical numbers from previous months.</li> </ul>	<ul style="list-style-type: none"> <li>Asset plus assessments being signed off in line with Youth Justice Service (YJS) recommended timescales has dipped. However, there were staff from the Social Work team off, including one Practice Lead, which would have impacted on capacity across January.</li> </ul>	<ul style="list-style-type: none"> <li>As a management team, we use the data provided to consider areas where performance has dipped, and why. We use this information to put in measures to increase overall performance, however, we also need to take into consideration additional pressures that impact on performance, such as leave and staff sickness.</li> </ul>



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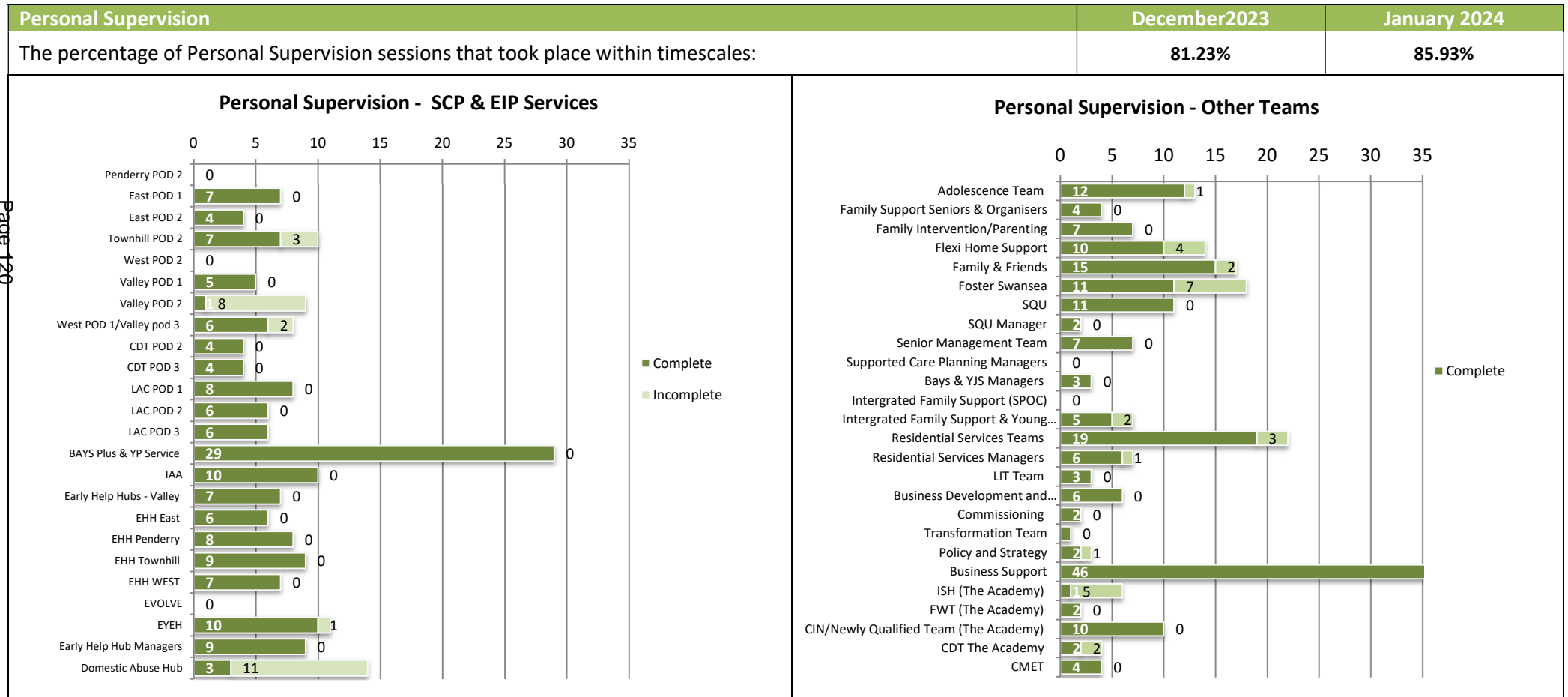
Professional Abuse Enquires

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Staff Wellbeing

# Staff Wellbeing

## Supervision



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# Agenda Item 9

## CHILD & FAMILY SERVICES SCRUTINY PERFORMANCE PANEL WORK PLAN 2023/24

<p><b>Meeting 1</b> <b>22 May 2023</b></p> <p>3pm</p>	<p><b>Confirmation of Convener</b></p> <p><b>Child and Family Complaints Annual Report 2021/22</b> <i>Sarah Lackenby, Head of Digital and Customer Services</i></p> <p><b>Delivery of Corporate Priorities / Policy Commitments in relation to Child and Family Services</b> <i>Louise Gibbard / David Howes / Julie Davies</i></p> <p><b>Panel Review of the Year 2022-23</b></p>
<p><b>Meeting 2</b> <b>20 June 2023</b></p> <p>4.30pm</p>	<p><b>Performance Monitoring</b> <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Update on Regional Adoption Service</b> <i>Nichola Rogers, Regional Adoption Manager, Western Bay Adoption Service</i></p> <p><b>Draft Work Plan 2023-24</b></p>
<p><b>Meeting 3</b> <b>2 August 2023</b></p> <p>4.30pm</p>	<p><b>Annual Wellbeing/Performance Report</b> <i>Julie Davies, Head of Child and Family Services</i> <i>Damian Rees, Principal Officer Safeguarding and Performance</i></p> <p><b>Residential Care Services (including update on Ty Nant)</b> <i>Chris Griffiths, Principal Officer Residential Services</i></p>
<p><b>Meeting 4</b> <b>13 September 2023</b></p> <p>4.30pm</p>	<p><b>Presentation by Young Carers</b> <i>Gavin Evans, Principal Officer Family Support Services</i></p> <p><b>Adolescent Strategy and Action Plan</b> <i>Helen Williams, Principal Officer Adolescent and Young People Services</i></p>
<p><b>Meeting 5</b> <b>24 October 2023</b></p> <p>4pm</p>	<p><b>Update from Regional Safeguarding Board</b> <i>David Howes, Director of Social Services</i> <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Service Quality Unit Annual Report</b> <i>Linzi Margetson, Principal Officer Safeguarding Quality and Performance</i> <i>Alison Mathias, Team Manager Service Quality Unit</i></p>

	<p><b>Commissioning Reviews Progress Update</b>  <i>Jane Whitmore, Strategic Lead Commissioner</i>  <i>Claire Edwards, Principal Officer Commissioning and Care Services</i></p>
<p><b>Meeting 6</b>  <b>5 December 2023</b></p> <p>4.30pm</p>	<p><b>Performance Monitoring</b> (including session on qualitative auditing)  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Update on Child and Family Improvement Programme</b>  <i>Julie Davies, Head of Child and Family Services</i>  <i>Linzi Margetson, Principal Officer Safeguarding Quality and Performance</i></p> <p><b>Update on Contextual Missing Exploited &amp; Trafficked (CMET)</b>  <i>Kelli Richards, Early Help &amp; Single Point of Contact</i></p>
<p><b>Meeting 7</b>  <b>23 January 2024</b></p> <p>4.30pm</p>	<p><b>Update on Progress with Child and Adolescent Mental Health Services (CAMHS)</b>  <i>Michelle Davies, Head of Strategic Planning, Swansea Bay University Health Board</i>  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Corporate Parenting Board Update</b>  <i>David Howes, Director of Social Services</i>  <i>Julie Davies, Head of Child and Family Services</i></p>
<p><b>BUDGET MEETING</b>  <b>12 February 2024</b></p> <p><b>JOINT SOCIAL SERVICES MEETING</b></p> <p>2pm</p>	<p><b>Draft Budget Proposals for Child and Family Services / Adult Services</b>  <i>Louise Gibbard, Cabinet Member for Care Services</i>  <i>David Howes, Director of Social Services</i></p>
<p><b>Meeting 8</b>  <b>12 March 2024</b></p> <p>4pm</p>	<p><b>Performance Monitoring</b>  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Briefing on Youth Offending Service</b>  <i>Helen Williams, Principal Officer Adolescent and Young People Services</i></p> <p><b>Child and Family Services / Adult Services Complaints Annual Report 2022-23</b>  <i>Louise Gibbard</i>  <i>Sarah Lackenby, Head of Digital and Customer</i></p>

	<p><i>Services</i></p> <p>Adult Services Panel Members invited for this item</p>
<p><b>Meeting 9</b> <b>1 May 2024</b></p> <p>4pm</p>	<p><b>Delivery of Corporate Priorities / Policy Commitments in relation to Child and Family Services</b> <i>Louise Gibbard / David Howes / Julie Davies</i></p> <p><b>CIW Inspection Report on Ty Nant</b> <i>Julie Davies, Head of Child and Family Services</i> <i>Chris Griffiths, Principal Officer Residential Services</i></p> <p><b>Panel Review of the Year 2023/24</b></p>

**Future work programme items:**

- Wales Audit Office Reports (dates to be confirmed)
- Briefing on Supported Living for Young People TBC
- Holiday provision for disabled children in the Swansea area (short item for new municipal year (May/June 2024))
- Destination of Care Experienced (date TBC)
- Virtual Schools (date TBC)