



Dinas a Sir Abertawe

## **Nodiadau'r Panel Perfformiad Craffu - Gwasanaethau Plant a Theuluoedd**

Ystafell Bwyllgor 5 - Neuadd y Ddinas, Abertawe

Dydd Llun, 30 Ebrill 2018 am 4.00 pm

**Yn Bresennol:** Y Cyngorydd P R Hood-Williams (Cadeirydd) oedd yn llywyddu

**Y Cyngorydd(wyr)**

C Anderson  
Y V Jardine  
D W W Thomas

**Y Cyngorydd(wyr)**

M Durke  
S M Jones

**Y Cyngorydd(wyr)**

K M Griffiths  
A Pugh

**Swyddog(ion)**

Owen Davies  
Val Jones

Liz Jordan  
Andrew Taylor  
Julie Thomas

Rheolwr Perfformiad, Y Gwasanaethau Cymdeithasol  
Rheolwr Mabwysiadu Rhanbarthol, Gwasanaeth  
Mabwysiadu Bae'r Gorllewin  
Swyddog Craffu  
Rheolwr Cwynion Corfforaethol  
Pennaeth y Gwasanaethau Plant a Theuluoedd

**Ymddiheuriadau am absenoldeb**

Y Cyngorydd(wy): P K Jones a/ac I E Mann

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**1 Datgeliadau o fuddiannau personol a rhagfarnol.**

Datgeliad o gysylltiadau - Mike Durke ac Alyson Pugh

**2 Nodiadau Cyfarfod 26 Chwefror 2018**

Cytunodd y panel ar y nodiadau fel cofnod cywir o'r cyfarfod.

**3 Cwestiynau'r Cyhoedd**

Ni ofynnwyd unrhyw gwestiynau.

**4 Adroddiad Blynyddol Cwynion Gwasanaethau Plant a Theuluoedd 2016/17**

Aeth Andrew Taylor, Rheolwr Cwynion Corfforaethol, drwy'r adroddiad, gan dynnu sylw at y prif faterion ac ateb cwestiynau.

Pwyntiau trafod:

- Perthynas waith dda rhwng y Tîm Cwynion, Pennaeth y Gwasanaethau Plant a Theuluoedd a swyddogion y Gwasanaethau Cymdeithasol.

- Dim ond 3 cwyn a ymchwiliwyd iddynt yng ngham 2 y broses gwynion yn 2016/17
- Nid oedd unrhyw ganfyddiadau o gamweinyddu gan yr Ombwdsmon mewn perthynas â Gwasanaethau Plant Abertawe yn 2016/17
- Canmolwyd y Gwasanaethau Plant sawl gwaith yn ystod y cyfnod ac mae'r aelodau staff yn ymwybodol o'r ganmoliaeth sy'n ymwneud â hwy.
- Diolchodd y panel a Phennaeth y Gwasanaethau Plant a Theuluoedd i'r Rheolwr Cwynion Corfforaethol am ei holl waith caled dros y blynyddoedd a dymunodd yn dda iddo yn ei swydd newydd.

## 5 **Monitro Perfformiad**

Aeth Val Jones, Rheolwr Mabwysiadu, drwy'r adroddiad ar ddeunydd Taith Bywyd a gyflwynwyd i'r panel yn dilyn ymholiad gan y Bwrdd Magu Plant Corfforaethol.

Pwyntiau trafod:

- Mae swm ac ansawdd Deunydd Taith Bywyd yn peri pryder ond disgwylir iddo wella wrth weithredu Fframwaith Deunydd Taith Bywyd o fis Ebrill.
- Roedd y Panel yn bryderus bod hyn yn dasg ychwanegol i weithwyr cymdeithasol y mae ganddynt eisoes lwyth gwaith trwm iawn. Cadarnhaodd y Pennaeth Gwasanaeth fod ganddynt bob amser gyfrifoldeb i wneud hyn ond bod angen sicrhau bod ganddynt lwythi achosion hylaw fel y bod ganddynt y gallu i wneud hynny.
- Pob rhanbarth yng Nghymru wedi rhannu arfer ac wedi gweithio gyda'i gilydd i lunio'r fframwaith.
- Mae'r adroddiad terfynol ar y gwasanaeth mabwysiadu i'w arolygu wedi'i dderbyn.

Cam Gweithredu:

- Ychwanegu adroddiad ar Archwilio'r Gwasanaeth Mabwysiadu at y rhaglen waith ym mis Awst 2018.

Aeth Julie Thomas, Pennaeth y Gwasanaethau Plant a Theuluoedd ac Owen Davies, Rheolwr Perfformiad, drwy'r Adroddiadau Perfformiad ar gyfer mis Mawrth 2018 a chwarter 4 ac atebodd gwestiynau'r panel.

Pwyntiau trafod:

- Mae Gofal Cefnogol ar ei newydd wedd wedi'i lansio. Fel rhan o hyn mae nifer o achosion wedi'u cau ac mae nifer yr achosion wedi gostwng islaw 1600. Mae'r adran yn teimlo ei bod mewn sefyllfa dda i gynyddu a gwella safon y gwaith.
- Bydd DPA Llywodraeth Cymru newydd yn 2019/2020 ar gyfer Gwasanaethau i Oedolion a'r Gwasanaethau Plant a Theuluoedd
- Drws Blaen - Nifer yr ail-atgyfeiriadau yn ystod y mis wedi cynyddu.

- Nifer yr asesiadau a gynhaliwyd o fewn 10 niwrnod gwaith wedi cynyddu yn ystod y mis ac mae ar darged. Nifer yr asesiadau a gynhaliwyd mewn 42 o ddiwrnodau wedi gwella ond mae'n dal i fod yn is na'r targed.
- Dim graddfa amser eto ar gyfer symud i system rheoli gwybodaeth newydd (System Wybodaeth Gofal Cymunedol Cymru) yn hytrach na PARIS. Panel yn hapus bod y datblygiad i gynhyrchu'r paramedrau ar gyfer y system newydd yn cael ei arwain gan reng flaen yr awdurdodau lleol yn hytrach na Llywodraeth Cymru.
- Bydd yr adran yn cadw llygad ar yr hyn sy'n digwydd, gyda gwasanaethau cymorth cynnar o fis Mehefin 2018 a bydd yn gallu adrodd ar hyn o fewn y flwyddyn ariannol hon.
- Pwysleisiwyd nad yw hyn yn ymwneud ag ymyrryd yn gynnar yn unig, mae'n ymwneud â nodi'n gynnar, ac mae'r adran wedi gallu gweithio gyda chymorth cynnar wrth fynd o amgylch hyn gyda llwybrau i wasanaethau gofal cynnar.
- Amddiffyn plant - Y panel yn bryderus bod canran y plant sydd ar y Gofrestr Amddiffyn Plant y maent eisoes wedi'u cofrestru'n uchel, er ei bod wedi lleihau ychydig. Nododd y panel nad yw plant yn dychwelyd am yr un rhesymau ond bod angen monitro hyn yn agos.
- Plant yn gadael gofal - bydd gwybodaeth yn cael ei chynnwys yn yr adroddiad monitro perfformiad nesaf am gyrchfan pobl sy'n gadael gofal pan maent yn cyrraedd 18 oed.
- Bwrdd Cyfiawnder Bae'r Gorllewin - gofyn i gynrychiolydd ddod i gyflwyno i'r panel unwaith y bydd ffigurau diwedd y flwyddyn ar gael.

#### Camau Gweithredu:

- Ychwanegu cyflwyniad gan Fwrdd Cyfiawnder Bae'r Gorllewin i raglen waith 2018/19.

Cyflwynodd Owen Davies adroddiad ar 'Ddadansoddiad Thematig o blant sy'n derbyn gofal'. Yn 2017/18 roedd cynnydd o 8.24% yn niferoedd y plant sy'n derbyn gofal yn Abertawe. Nid oedd yr adran yn disgwyl cynnydd mor uchel mewn cyfnod amser mor fyr ac felly cynhaliwyd adolygiad thematig er mwyn cael dealltwriaeth well o'r ffactorau sy'n gyfrifol am gynyddu niferoedd ac i'w caniatáu i gynllunio a chyflwyno gwasanaethau'n fwy effeithiol.

#### Pwyntiau trafod:

- Mae materion ynghylch faint o ddylanwad y gall y llys ei gael ar waith y gwasanaethau cymdeithasol.
- Mae'r adran eisoes wedi dechrau gweithredu rhai o'r pethau y soniwyd amdanynt yn yr adroddiad a fydd yn gwneud gwahaniaeth.
- Mae'r panel yn teimlo bod hyn yn ddarn arbennig o waith
- Mae'n bwysig iawn cynnwys pob gwasanaeth ar lefel gymunedol - cynnwys gwasanaethau - dim ond hyn a hyn y mae'r Gwasanaethau Plant a Theuluoedd yn gallu ei wneud a dim ond hyn a hyn y mae'r cyngor yn gallu ei wneud. Dyma'r unig ffordd y gallwn fod yn gynaliadwy wrth fynd ymlaen.

**6 Adolygiad o'r flwyddyn a chynllun ar gyfer y 12 mis nesaf yn y Pwyllgor Craffu  
Gwasanaethau Plant a Theuluoedd**

Nid oedd gan y panel ddigon o amser i gynnal adroddiad o'r flwyddyn.

Camau Gweithredu:

- Ychwanegu adroddiad o'r flwyddyn i'r rhaglen waith ar gyfer y cyfarfod nesaf ym mis Mehefin 2018
- Aelodau'r panel i roi gwybod i'r cynullydd os oes unrhyw eitemau y mae angen eu cynnwys yn y rhaglen waith ar gyfer 2018/19.

Daeth y cyfarfod i ben am 6.25 pm



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Health & Wellbeing**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
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*e-Bost:*  
*Date* 24 May 2018  
*Dyddiad:*

**Summary:** This is a letter from the Child & Family Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 30 April 2018. It covers Child and Family Services Complaints Annual Report 2016/17 and Performance Monitoring.

Dear Cllr Child

The Panel met on 30 April and received and discussed the Child and Family Services Complaints Annual Report 2016/17, the performance monitoring report for March 2018 and quarterly performance monitoring report for the fourth quarter 2017/18.

We would like to thank Julie Thomas, Owen Davies, Val Jones and Andrew Taylor for attending to go through the reports and answer our questions. We appreciate their engagement and input.

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

### **Child and Family Services Complaints Annual Report**

We heard that there is a good working relationship between the Complaints team, Head of Child and Family Services and officers in Social Services.

It was good to hear that only 3 complaints went for investigation at stage 2 of the complaints process in 2016/17 and that there were no findings of maladministration by the Ombudsman in relation to Swansea Children's Services in 2016/17

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Regarding compliments, we noted that a number were received in relation to Children's Services during the period and individual staff members have been made aware of the compliments concerning them.

The Panel and Head of Child and Family Services thanked the Corporate Complaints Manager for all his hard work over the years and wished him well in his new role.

### **Performance Monitoring**

We were informed that the report on Life Journey Materials (LJM) had been brought to the Panel following a query from the Corporate Parenting Board.

We heard that the quantity and quality of LJM is a concern but it is expected to improve with the implementation of the LJM Framework from April. We were pleased to hear that all regions in Wales shared practice and worked together to produce the Framework.

The Panel expressed its concern that this is an additional task for social workers to do when they already have a very heavy workload. Julie Thomas confirmed social workers have always had responsibility for doing this but that there is a need to ensure they have manageable caseloads so they have the capacity to do it.

We noted that the final report on the inspection of the adoption service has been received and we will be adding a briefing on this to our work programme in August 2018.

Regarding the performance reports for March 2018 and the fourth quarter of 2017/18, we noted there has not been any significant change from the previous month in terms of overall numbers. It remained a generally healthy picture of performance.

We heard that the redesign of Supportive Care had been launched and that as part of this a number of cases have been closed with the number of cases coming down to below 1600. We were pleased to hear the Department feels it is well placed to increase and improve the quality of work.

We noted that there will be new Welsh Government KPIs in 2019/20 for Adult Services and Child and Family Services.

Regarding the Front Door, we heard that the number of repeat referrals during the month has increased. We will continue to monitor this closely.

We heard that the number of assessments carried out within 10 days has markedly increased during the month and is on target. The number of assessments carried out in 42 days has improved but is still below target. We are pleased to see this improvement.

The Panel was informed that there are no timescales yet for moving over to a new management information system (Welsh Community Care Information System) instead of PARIS. The Panel feels encouraged that the development is being led by the front line in Local Authorities instead of the Welsh Government to produce the parameters for the new system.

We heard that the Department will be tracking what happens with early help services from June 2018 and will be able to report on this within this financial year. It was emphasised that it is not just about early intervention, it is about early identification and the department has to be able to work with Early Help around this with routes into early help services.

Regarding Child Protection, we were concerned that the percentage of children on the Child Protection Register that have been registered previously is high although it has come down slightly. The Panel was informed that children are not coming back for the same reason but that there is a need to monitor this closely.

We heard that information on children leaving care will be included in the next performance monitoring report on the destination of people leaving care when they reach 18 years of age. The Panel feels it is important to monitor this.

We will be asking a representative of the Western Bay Justice Board to come and present to the Panel once the end of year figures are available.

A handout was provided showing the 'Thematic Analysis of children becoming looked after'. We heard that in 2017/18 there was an increase of 8.24% in numbers of Looked After Children in Swansea. The Department did not expect such a dramatic rise in such a short space of time and therefore a thematic review was undertaken to give a better understanding of some of the factors involved in increasing the numbers and to allow them to plan and deliver services more effectively.

We noted that:

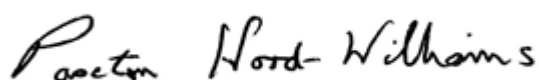
- There are issues around the amount of influence the court can have in the work of social services
- The Department has already started to implement some of the things mentioned in the report that will make a difference
- It is really important to get all services involved at a community level – integration of services – there is only so much CFS can do and only so much the Council can do. This is the only way we can be sustainable going forward.

The Panel felt that this was an excellent piece of work.

## **Your Response**

We hope you find this letter useful and informative. We would welcome your views and comments on any of the issues raised and please note that in this instance, a formal response is required. Could we have your reply by 14 June 2018.

Yours sincerely



**PAXTON HOOD-WILLIAMS**  
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