

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

Please ask for: Councillor Mark Child
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Our Ref: MC/CM
Your Ref:
Date: 18 June 2018

BY EMAIL

Dear Councillor Hood-Williams

Child and Family Service Scrutiny Performance Panel April 30th 2018

Thank you for your letter of 24th May and I would respond as follows.

Child and Family Services Complaints Annual Report

Overall this was a very positive story and undoubtedly the management of complaints has become more professional, with the Performance Hub being a single point to collate learning opportunities and co-ordinate workshops to develop best practice. As you say it is particularly pleasing that the number of stage two complaints reduced through the year and there were no findings of maladministration by the Ombudsman. There is a system in place where staff receive feedback relating to compliments from the HOS.

Performance Monitoring

Work to improve performance around Life Journey work is included in WB Adoption Service action plan and there are early signs of improvement in this area. The final report of the inspection of the Adoption Service is now available and is a positive report with no surprises in terms of areas for improvement.

Whilst the redesign of SCP has been launched it will be important to allow time for the new system to embed and careful monitoring of performance will be necessary, particularly around the areas identified for improvement. Work on assessment triggers is taking place to enable a reduction in the duplication of assessment activity within the service. Work with the Judiciary and CAFCASS runs alongside this work to ensure any changes are acceptable across the system.

I can confirm that the deployment order will shortly be signed with an 18 month lead in time for the move to WCCIS.

The front door of CFS and the link with early help services is a priority going forward. The work is led by the Family Support Continuum Steering Group, with a systems thinking review taking place in July which will support development in this area. Scrutiny might wish to consider a presentation, in the autumn, on the difference this is making to improve the lives of children and families in Swansea.

An audit is being undertaken within the Service Quality Unit of CP reregistration and this will be available in August, 2018. I can confirm that the additional information regarding the destination of children leaving care at 18yrs will be made available to the next Panel. The number of children looked after in Swansea remains a challenge, but one most CFS are facing. The safe LAC reduction strategy has been reviewed and additional measures have been put in place to ensure that children are in safe arrangements and achieve permanence at the earliest opportunity. If the Panel would find it useful a presentation on the changes and impact could be provided later in the year.

Thank you for the very positive feedback relating to the thematic review. I am confident this piece of work will have supported Scrutiny's understanding of this complex situation.

I hope this is helpful

Yours sincerley

A handwritten signature in black ink, appearing to read 'Mark Child', written in a cursive style.

Councillor Mark Child
CABINET MEMBER FOR CARE, HEALTH & AGEING WELL