



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: Monday, 5 December 2022

Time: 4.00 pm

Convenor: Councillor Paxton Hood-Williams

Membership:

Councillors: A M Day, K M Griffiths, Y V Jardine, S M Jones, E T Kirchner, W G Lewis, H M Morris and C L Philpott

Agenda

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| 2 | Disclosure of Personal and Prejudicial Interests
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Prohibition of Whipped Votes and Declaration of Party Whips | |
| 4 | Minutes of Previous Meeting(s)
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 1 - 14 |
| 5 | Public Question Time
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. | |
| 6 | Update on Child and Family Improvement Programme and Performance Monitoring
<i>Julie Davies, Head of Child and Family Services</i>
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Next Meeting: Tuesday, 24 January 2023 at 4.00 pm

Huw Evans

Huw Evans
Head of Democratic Services
Tuesday, 29 November 2022

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, 11 October 2022 at 4.00 pm

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

Councillor(s)

A M Day

Councillor(s)

S M Jones

Councillor(s)

W G Lewis

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Julie Davies

Head of Child & Family Services

David Howes

Director of Social Services

Liz Jordan

Scrutiny Officer

Apologies for Absence

Councillor(s): K M Griffiths and E T Kirchner

1 Disclosure of Personal and Prejudicial Interests

No disclosures of interests 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 9 March 2022 as an accurate record of the meeting.

4 Public Question Time

No questions were received.

5 Role of the Child and Family Services Performance Panel

Members discussed the role of the Panel. The Convener raised a number of points. He felt it would be good to see more members on the Panel, but it is a major strength

that many of the Members are experienced. He stated the Panel will continue to hold the Department to account in a constructive manner.

6 Overview of Child and Family Services in Swansea

Louise Gibbard, Cabinet Member for Care Services presented an overview of Child and Family Services in Swansea, including challenges and priorities. The Head of Service went through the Performance Report.

Discussion Points:

- Panel informed lots of pressures on the Service particularly recruitment of social workers and placements. However key statutory requirements are all being carried out and some positives in the August performance report. Priorities continue to be around prevention and early intervention.
- Panel heard local lead inspector very pleased with progress of the performance report and that the Department had taken on board findings from last inspection a couple of years ago.
- Panel queried if the additional detail provided any further guidance for the Department in terms of planning for the future and allocation of resources. Informed data is used to inform and influence how the Department targets resources.
- Panel asked about Alternatively Qualified Staff – how they are likely to be recruited; appropriate salary levels; how much flexibility the Council has in the package offered to make it attractive. Panel informed Council is a living wage employer and a real strength in Swansea is it offers a chance for career progression. Workforce Development Lead for Social Services is helping to develop a progression pathway for all parts of the Service. Council offers flexible and agile working conditions and supports wellbeing very positively.
- Panel queried if there is any scope for doing something with foodbank volunteers, many of whom would appreciate guidance on what to do if they come across a family where they have concern. Informed SCVS offers safeguarding training to volunteers and there may be value in enhancing this offer through SCVS to help them understand the Service's continuum of need, which may help them to understand what to refer into Social Services. The Service can also connect them to its Early Help Hubs. It has Early Help Hub locality meetings, which would be a good place to have this sort of conversation to help with understanding and assurance.
- Panel pleased WCCIS system is continuing to develop and felt the new performance data presented was quite impressive. Director agreed.
- Panel queried if Foster Care with Family Contact extended to grandparents or just immediate family. Informed it can but depends on individual circumstances of the child concerned.
- Panel informed the Council could potentially have four children's homes across Swansea in the next 12 months.
- Panel heard privately run homes in Swansea create a level of demand within the Service and with Police and Health.

Actions:

- Officers to follow up with SCVS regarding helping to enhance safeguarding training for volunteers, and report back to the Panel.
- Officers to arrange for volunteers to be connected to Early Help Hubs.

7 Draft Work Programme 2022-23

Panel agreed the work programme for 2022-23.

Discussion Points:

- Child disability item at January's meeting to encompass the whole range of children with disabilities.
- Performance Monitoring Report to include key data from more detailed workforce report. Panel particularly interested in supervision, percentage of agency staff, sickness levels, wellbeing of staff.

The meeting ended at 4.55 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

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e-Bost:
Date 08 November 2022
Dyddiad:

BY EMAIL

cc Cabinet Members

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 11 October 2022. It covers Overview of Child and Family Services in Swansea and draft Work Programme.

Dear Cllr Gibbard

The Panel met on 11 October 2022 to discuss the Role of the Child and Family Services Panel, receive an Overview of Child and Family Services in Swansea and agree the draft Work Programme 2022-23.

We would like to thank you, Dave Howes and Julie Davies for attending to present the Overview 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.

Overview of Child and Family Services in Swansea

We were informed that there are lots of pressures on the Service particularly recruitment of social workers and placements. However key statutory requirements are all being carried out and there are some positives in the August performance report. Key priorities continue to be around prevention and early intervention.

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We were very pleased to hear that at the six-monthly catch up with the local lead inspector two weeks prior to the Panel meeting, he was very pleased with the progress of the performance report and pleased to see the Department had taken on board findings from the last inspection a couple of years ago.

We heard that the performance report continues to evolve and I stated I was pleased with this report, and thought it is a big improvement. The Director agreed.

We queried if the additional detail provided any further guidance for the Department in terms of planning for the future and allocation of resources and were informed that data is used to inform and influence how the Department targets resources. For example, Early Help where they identified a high number of referrals coming in around points of conflict and parents contacting the Council looking for support around neuro diversity. The Department was able to put in a bid for grant funding to get some additional posts in that Service.

We asked about Alternatively Qualified Staff – how they are likely to be recruited; appropriate salary levels; how much flexibility the Council has in the package offered to make it attractive. We heard that the Council is a living wage employer and that a real strength in Swansea is it offers a chance for career progression. We were informed the Workforce Development Lead for Social Services is helping to develop a progression pathway for all parts of the Service, and that the Council is a fantastic employer to work for and offers flexible and agile working conditions and supports wellbeing very positively. We also heard that of the small number of agency staff the Department has, over half want to work for Swansea, and this is very positive.

We mentioned referrals and that we would expect the Health Service and Police to be fully aware of what needs to happen if they come across any cases of concern. We queried if there was any scope for doing something with foodbank volunteers, many of whom do not have a background in health or social care and would appreciate guidance in terms of what to do if they come across a family where they have concern. You stated that SCVS offer safeguarding training to volunteers and that there may be value in enhancing this offer through SCVS by offering a conversation to help them understand the Service's continuum of need, which may help them to understand what to refer into Social Services. Officers offered to take this away and have a follow up with SCVS colleagues. We added that whilst volunteers may be aware of training on safeguarding, what do they do if they have a question or concern or may be fearful of raising something which turns out to be nothing, it's giving them the assurance that it's more important to raise the issue. We heard the Service can also connect them to its Early Help Hubs and that it has Early Help Hub locality meetings, which would be a good place to have this sort of conversation, not about individual families but helping with understanding and assurance.

We stated we were not sure about WCCIS system initially but are now seeing the results coming out of it and are glad it happened. We stated that we were pleased that the WCCIS system is continuing to develop, and that the new performance data presented was quite impressive at this stage. We added that we were looking forward to the continued development of the system.

We queried if 'Foster Care with Family Contact' extended to grandparents or just immediate family and were informed it can but depends on the individual circumstances of the child concerned.

We asked how many children's homes the Authority is running in addition to Ty Nant and were informed the Council could potentially have four children's homes across Swansea in the next 12 months.

We queried if privately run homes in Swansea are causing any concern and heard it does create a level of demand within the Service and with Police and Health. We also heard the Service in Swansea would not choose to place some of its children in these homes for various reasons.

Draft Work Programme 2022-23

We agreed the work programme for 2022-23 and confirmed the following:

The Child Disability item at January's meeting will encompass the whole range of children with disabilities.

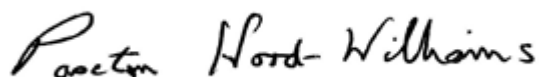
The Performance Monitoring Report is to include the key data from a more detailed workforce report. We are particularly interested in supervision, percentage of agency staff, sickness levels and wellbeing of staff.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, but on this occasion please provide a formal written response by 29 November 2022 to the following:

- Officers to follow up with SCVS regarding helping to enhance safeguarding training for volunteers, and report back to the Panel.
- Officers to arrange for volunteers to be connected to Early Help Hubs.

Yours sincerely



PAXTON HOOD-WILLIAMS
CONVENER, CHILD & FAMILY SERVICES SCRUTINY PANEL
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City and County of Swansea

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

Multi-Location Meeting - Gloucester Room, Guildhall / MS

Teams

Tuesday, 1 November 2022 at 4.30 pm

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

Councillor(s)

K M Griffiths
W G Lewis

Councillor(s)

S M Jones
H M Morris

Councillor(s)

E T Kirchner
Cheryl Philpott

Other Attendees

Louise Gibbard

Cabinet Member for Care Services

Officer(s)

Julie Davies
Chris Griffiths
Liz Jordan

Head of Child & Family Services
Principal Officer Residential Services
Scrutiny Officer

Apologies for Absence

Councillor(s): A M Day

Officer(s): David Howes

1 Disclosure of Personal and Prejudicial Interests

No disclosures were made.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Public Question Time

No questions were received.

4 Residential Care Services

Louise Gibbard, Cabinet Member for Care Services and relevant officers attended to give an overview of Children's residential services in Swansea.

Discussion Points:

- Panel informed the Service is in a very challenging position with a lack of suitable placements for children, but it is working very hard to develop its own provision and reports show good progress being made.
- Panel noted Statement of Purpose was for 12 weeks and queried what this meant as far as Care Inspectorate Wales (CIW) is concerned and more importantly for the young people involved. Informed this is an arbitrary figure and depends on if there is a more appropriate transition for the young person to move on to more stable provision within the 12 weeks. The Service is working closely with the CIW regulations and inspections team on this, and they are fully aware of the challenges.
- Panel Members understood why children are not happy for a profit to be made out of them and agreed with going forward with non-profit. Panel queried if there is any negativity with foster placements because they are paid. Panel informed it is never a cause for a placement to breakdown, but it can become an issue if talked about in the wrong way.
- Panel noted there is currently residential care capacity for 3 children in Swansea and that the Service is looking to increase this to 7 but felt that this still seems very low for an area the size of Swansea. Panel queried if the Authority is in a situation where it is having to place children in residential care outside of Swansea and what the numbers are for this. Panel heard some are placed in Swansea and neighbouring authorities and the majority are in Wales.
- Panel expressed concern that Home 3, where children are coming from secure units, and Home 4 which is for emergency provision will be situated next to each other. Informed it will be 2 separate homes and one will be semi-secure.
- Panel asked if it was economically beneficial for the Authority to have its own facilities or facilities provided by external providers. Heard there are still benefits to a local authority having its own in-house services in terms of cost savings, but also value for children and young people to stay local and keep their identity which is of equal value to the cost saving to the local authority. Also, the Authority has a better training offer for staff.
- Panel queried if a child living outside the Authority area has the same standard of care as the Council's services. Panel heard the Authority has a contract and monitoring officer who quality assures all the children and young people placed outside the Authority's provisions. CIW regulators also inspect the provision and share this information with the local authority whose children are based there.
- Panel informed that all children and young people currently requiring care and support are with registered providers.
- Panel queried if there was any local opposition to the new residential homes planned. Informed it is currently in the early stages but the Service does not anticipate any concerns. The plan is to make contact with the local community, in partnership with local councillors, to explain what it is all about before planning signs go up so hopefully then there will be community resilience.
- Panel pleased to hear what children and young people have said about Ty Nant.

- Officers confirmed that life skills are included in the timetable at Ty Nant. They want to try and make young people as self-sufficient as possible.
- Panel wanted to know why staff keep getting admissions paperwork wrong at Ty Nant, as there are so few people it must be completed for. Panel heard it seems simple, but the guidance is quite complicated and there is a lot of information that needs to be on the admissions paperwork that has to be correct. The Service is working with CIW to identify the best models to use so paperwork is not as complicated to complete. Panel very interested to see outcome following further focused inspection of Ty Nant in December 2022.

Actions:

- Add 'Briefing on Focused Inspection of Ty Nant' to future work programme.

5 Corporate Parenting Board Update

Julie Davies, Head of Child and Family Services attended to give the Panel an overview of the work plan for the Corporate Parenting Board over the next year and progress to date.

Discussion Points:

- Panel mentioned that they previously had concerns about the difference in performance of looked after children between year 6 and year 11. Heard the Virtual School will allow the Service to interrogate this in a more joined up way which is good for attainment and progression. Welsh Government has offered to pilot the Virtual School and Swansea is part of the pilot. Effectiveness of the virtual school will be judged using data on attendance, progress, exclusions, progression and feedback from children and young people about meeting their aspirations. Panel interested to see how these outcomes are reported.
- Panel informed development of software for the virtual school is on track with the implementation plan. Head of Service will confirm if it has been completed and update Panel.
- Panel noted from report that care leavers team had been brought back in house and queried how successful this has been particularly in terms of covid and staff shortages which must have been difficult. Informed the transfer of staff happened with no difficulties and recruitment of staff was successful, as moving over to the Authority improved people's pay and conditions. Heard it was very challenging during covid, young people struggled as not able to have face-to-face contact with people but this has improved now there are more face-to-face interactions.
- Panel queried how many children are currently living in bed and breakfasts and was informed that currently there are none. Over a period of three months there have been between two and five. The Service tries to keep their stay there as short as possible, but the challenge is move on options as there is a lack of availability in Swansea of independent accommodation.

Actions:

- Head of Service to confirm if development of software for the Virtual School has been completed.

6 Work Programme Timetable 2022-23

The Panel discussed the work programme and noted items for the next meeting.

The meeting ended at 5.40 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

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BY EMAIL

cc Cabinet Members

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 1 November 2022. It covers Residential Care Services and Corporate Parenting Board.

Dear Cllr Gibbard

The Panel met on 1 November 2022 to discuss Residential Care Services including Ty Nant and to receive an update on the Corporate Parenting Board.

We would like to thank you, Julie Davies and Chris Griffiths 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.

Residential Care Services

You informed the Panel that the Service is in a very challenging position with a lack of suitable placements for children, but that the Service is working very hard to develop its own provision and reports show good progress being made. We were pleased to hear this.

We noted the Statement of Purpose was for 12 weeks and queried what this meant as far as CIW is concerned and more importantly for the young people involved and their feelings of surety and further abandonment at being moved on again. We were

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informed that this is an arbitrary figure and depends on if there is a more appropriate transition for the young person to move on to more stable provision within the 12 weeks. If there is not, you will use the evidence you have to delay it until it is the right time. We also heard the Service is working closely with the CIW regulations and inspections team on this, and they are fully aware of the challenges. We noted that the main point of having a timeline stipulated is not for it to drift if it is best for the young person to move on.

We stated that we understood why children are not happy for a profit to be made out of them and that we agreed with going forward with non-profit. We queried if there is any negativity with foster placements because they are paid. We were informed that it is never a cause for a placement to breakdown and heard that through Foster Wales the Service has spoken to young people about the best way to put across that foster carers are not in it for the money, as there are costs for people who foster children, and it can become an issue if talked about in the wrong way.

We noted that there is currently residential care capacity for three children in Swansea and that the Service is looking to increase this to seven, but we felt that this still seems very low for an area the size of Swansea. We queried if the Authority is in a situation where it is having to place children in residential care outside of Swansea and what the numbers are for this. We heard that some are placed in Swansea and neighbouring authorities and the majority are in Wales, and this includes private residential care. We were informed that the exact figures will be in the next performance monitoring report presented to the Panel in December.

We expressed concern that Home Three, where children are coming from secure units, and Home Four which is for emergency provision, will be situated next to each other. We were informed it will be two separate homes and one will be semi-secure.

We asked if it was economically beneficial for the Authority to have its own facilities or for them to be provided by external providers. We heard that a recent report by the Competition Markets Authority showed a greater differential between private fostering and local authority fostering in terms of their price saving. We also heard there are still benefits to a local authority having its own in-house services in terms of cost savings and the Authority has a better training offer for staff, but also value for children and young people to stay local and keep their identity which is of equal value to the cost saving to the local authority. You stated that the stability of the market adds an extra level of complexity. We agreed that it is a very difficult balance.

We queried if a child living outside the Authority area has the same standard of care as the Council's services. We heard the Authority has a contract and monitoring officer who quality assures all the children and young people placed outside the Authority's provisions, which is done by quarterly visits and reports on each of the placements as well as recommendations on what they need to improve going forward. CIW regulators also inspect the provision and share this information with the local authority whose children are based there. We were informed that all children and young people currently requiring care and support are with registered providers and we were very pleased to hear this.

We asked if there was any local opposition to the new residential homes planned and were informed it is currently in the early stages but the Service does not anticipate any

concerns. We heard that the plan is to make contact with the local community, in partnership with local councillors, to explain what it is all about before planning signs go up, so hopefully then there will be community resilience. We felt the Service needs to be careful about the communication process.

In the briefing on Ty Nant we were pleased to hear what children and young people have said about it. We queried and officers confirmed that life skills are included in the timetable at Ty Nant and that you want to try and make young people as self-sufficient as possible.

We wanted to know why staff keep getting admissions paperwork wrong at Ty Nant, as there are so few people it must be completed for. We were informed that it seems simple, but the guidance is quite complicated and there is a lot of information that needs to be on the admissions paperwork that has to be correct. We heard that the Service is working with CIW to identify the best models to use so paperwork is not as complicated to complete and that it is a work in progress and you hope to see improvement when the further inspection of Ty Nant is carried out in December 2022. We are very interested to see the outcome following this further focused inspection and will add it to the future work programme.

Corporate Parenting Board Update

We mentioned that we previously had concerns about the difference in performance of looked after children between year 6 and year 11 and heard that the Virtual School will allow the Service to interrogate this in a more joined up way which is good for attainment and progression. We also heard that the Welsh Government has offered to pilot the Virtual School and Swansea is part of the pilot. Effectiveness of the virtual school will be judged using data on attendance, progress, exclusions, progression and feedback from children and young people about meeting their aspirations. We are interested to see how these outcomes are reported.

We were informed the development of software for the Virtual School is on track with the implementation plan and heard that the Head of Service will confirm if it has been completed and update us.

We noted from the report that the care leavers team had been brought back in-house and queried how successful this has been particularly in terms of covid and staff shortages which must have been difficult. We were informed that the transfer of staff happened with no difficulties and recruitment of staff was successful, as moving over to the Authority improved people's pay and conditions. We heard it was very challenging during covid, young people struggled as they were not able to have face-to-face contact with people but this has improved now there are more face-to-face interactions. Also heard it is aligned to Infonation in Swansea where young people have access to a lot more services.

We queried how many children are currently living in bed and breakfasts and were informed that currently there are none but over a period of three months there have been between two and five. We heard the children have regular contact from a personal advisor and are supported by other agencies. The Service tries to keep their stay there as short as possible, but the challenge is move on options as there is a lack

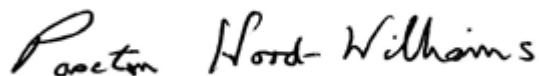
of availability in Swansea of independent accommodation. We also heard they are mainly people aged 18+ so the Authority does not have as many rights to intrude on their lives, so it is their choice if they want to see officers from the Authority or not.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is not required but please provide the following:

- Confirmation if development of software for the Virtual School has been completed.

Yours sincerely



PAXTON HOOD-WILLIAMS
CONVENER, CHILD & FAMILY SERVICES SCRUTINY PANEL
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Agenda Item 6



Report of the Cabinet Member for Care Services

Child and Family Services Scrutiny Performance Panel – 5 December 2022

Child and Family Services Improvement Programme Update

Purpose	To update scrutiny panel on the improvement and intervention programme within Child and Family Services.
Content	This report provides an update against the priority improvement areas that are being taken forward by CFS during 2022/23.
Councillors are being asked to	Consider the report as part of their routine review of performance and improvement in Child and Family Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Gemma Whyley, Principal Officer for Transformation Julie Davies, Head of Child and Family Services
Report Author	Gemma Whyley Gemma.whyley@swansea.gov.uk

1. Improvement Priorities for Child and Family Services

1.1. Swansea Child and Family Services is facing a number of challenges and pressures on its road to recovery post-pandemic. These are not dissimilar to those faced in other Local Authorities – increase in and different types of demand; social work recruitment crisis; the expectations from Welsh Government as articulated in their programme for change, and more recently the impact of the cost-of-living crisis on our vulnerable children, young people and their families and carers.

The improvement priorities for the service are focused on three critical areas, with more detail provided below on key actions to deliver the necessary change:

- Prevention and early intervention
- Placement sufficiency
- Workforce

This report will provide an update as to some of the work ongoing to support the improvement of the service under these three themes.

2. Prevention and Early Intervention

2.1. FAMILY SUPPORT SERVICES – SINGLE POINT OF ENTRY

The Family Support service is currently piloting a new way of receiving and allocating work into this service. The Single Point of Entry (SPOE) has been operational for a number of months and recent progress has enabled the service to think and respond differently to what matters. It means working with the social worker to respond more appropriately to what matters at an earlier stage so that the right people can be tasked with the right work and at the right time for the family. Initial feedback suggests that this way of working is helping the service to tailor its support packages to meet what matters more holistically to the children and young people that need they help. Feedback from staff who are working in this new way has been positive with the majority reporting it has had a positive or extremely positive impact on their moral. Likewise, stakeholders that access this provision have suggested that it “Saves social workers 'hours of time’”, that it is, “Much quicker and much easier to get support” and that the, “Family get support quicker”.

2.2. THERAPY SERVICES

Our therapeutic service underwent a review in 2021 and have designed a new model as a result of their learning. This new model incorporates the therapeutic recovery model and supports staff in understanding basic emotional needs such as safety and relationships before progressing on to building emotional resilience and reflection.

These basic skills are needed before a child, young person or family can fully engage in group or one to one therapeutic intervention. The model aims to understand what matters from the perspective of the service user by identifying need early on and building more robust plans with the Social Worker to support the child or young person through the therapeutic model. It is hoped that this will enable us to provide more meaningful and longer lasting therapeutic interventions at an earlier stage of the care plan. The model is in its initial scoping stages and a test of this way of working is being set-up to measure success in this area.

An additional element of therapeutic work is ongoing within our Foster Wales service. The service has recently acquired Welsh Government funding via the regional partnership board to support a therapeutic foster hub. This hub aims to support children and young people to step down from residential care with a more effective model of support to help their foster carers understand and respond to their therapeutic needs. This involves offering wrap around support for the foster carers of each young person as they step down from residential care to allow the foster carers to understand their trauma nurture timeline in order to respond more appropriately. This hub will also support in wider development, training and upskilling of our foster carers as well as targeted recruitment of foster carers, who will be provided with an enhancement to their funding, to care for children with more complex needs.

2.3 CONTINUUM OF NEED

Our work at the early stages of the continuum of need is progressing and schools across Swansea now have Senior Lead Workers within their buildings. This means that workers from our Early Help Teams are more closely aligned to schools so that multi-agency discussions, which can also include the family, can happen more effectively during the referral process. The purpose of piloting this way of working was so that children, young people, their families and professionals are able to access the right information, advice and assistance at the earliest opportunity and not have to go through lots of different processes before they get the right help at the right time from the right people.

Support does not always have to be from services. It might be better from people around them like family or friends. They might need it to come from other organisations or charities. To support this, school-based professionals are also able to have conversations with our Senior Lead Workers without consent of the family. These conversations happen anonymously without the need to disclose identifying factors. This helps school professionals with their own reflective practice supporting them to exhaust their own support before the need for more professional support which is available after obtaining consent.

2.4 YOUTH WORK

In November 2021 we undertook a review of our youth service and sought the views of young people, parents/carers, community stakeholders and staff, in order to determine whether we would return to the model of 5 youth clubs or continue with the blended approach introduced through the pandemic. This concluded in February 2022.

Through this process, young people and staff told us that they liked the blended approach and in light of the fact that the reach of the open access youth service in Swansea increased from 493 sessions reaching 891 young people in 2019/20 (when our offer was restricted to youth clubs) to 297 sessions reaching 4286 young people in 2020/21 (when we offered a blended approach of youth club, outreach, targeted group work, school work and access to online support) the review concluded that we would continue with the blended model of open access youth provision in Swansea.

In order to enable us to deliver on this blended model of youth work in Swansea, a number of staffing changes were made. As well as the additional capacity in the open access youth service, Child and Family Services have developed a new team that sits under the same Principal Officer's portfolio.

Our Contextual, Missing, Exploited and Trafficked (CMET) panel have been continuing to work with young people who are at risk of these exploitations. So far, the success they've achieved through our detached youth work model and multi-agency work includes;

- The creation of a CMET panel of young people including those of have experienced Extra Familial Harm
- Over 5,500 young people have engaged with our work
- More than 80 detached youth work sessions and 182 group sessions focused around safety
- Trained 60+ adults working in supported accommodation on the risks associated with Extra Familial Harm
- Ran 72 community engagement events and 28 pop-up youth club sessions
- City Rangers have updated their procedures to include guidance on child welfare approaches
- A number of professionals from different organisations across Swansea have attended our CMET panel and are committed to working in partnership with us

3. ENHANCED SUPPORT FOR PARENTS

3.1. NEURODIVERSITY LEAD WORK

Early Help has had a significant increase in the number of referrals received for families whereby Neuro Diversity is presenting as a significant issue for both children, young people and their parents to understand and manage. Quality assurance work undertaken with

managers of the hubs has highlighted that a large number of the current workforce are not skilled or equipped to deal with issues around all aspects of Neuro Diversity.

Appointing a new Lead Worker dedicated to the development and delivery of interventions for families, providing work force development opportunities and staff consultations will ensure we have robust offers in place whilst building on a whole service response to all aspects of Neuro Diversity.

3.2. OUT OF COURT DISPOSAL

A specialist role has been created within our Early Help Hubs to help support parents outside of the court process as a result of the Welsh Governments removal of reasonable chastisement. This role will work with parents to manage behaviour in a different way that to prevent the need for prosecution. The role will deliver child development programmes and behaviour management programmes on both an individual and group basis.

3.3. PARENTAL CONFLICT

Since the pandemic SPOC and Early Help have had a significant increase in the number of referrals received for families whereby parental conflict is a significant issue impacting on the behaviour of children of all ages. Quality assurance work undertaken with managers of the hubs has highlighted that a large number of the current workforce are not skilled or equipped to deal with issues around parental conflict whereby parents co-parent but live independent of each other.

The creation of a Lead Worker post dedicated to development and delivery of interventions for families, providing workforce development opportunities and staff consultations will ensure we have a robust offer in place whilst building on a whole service response to parental conflict.

3.4. PARENTAL ADVOCACY NETWORK

Additionally, the parental advocacy network has been developed to provide parental peer support for those who might be experiencing the child protection process. This work includes parent cafes that are ran exclusively for parents by parents. The volunteers who run these cafes have often experienced these processes themselves and are able to provide ad-hoc, relational support to other parents in similar positions. This also gives us the opportunity to support parents into this voluntary role which helps to develop their skills and experiences. This scheme is currently funded by Welsh Government, and it is hoped that the provision will be commissioned in future to sustain this work.

3.5. CARERS ASSESSMENTS

A new Carers Hub has been developed within the Single Point of Entry as a result in an increase in demand for carers assessments. This

work will now be prioritised within The Academy so that newly qualified workers can deliver these assessments.

3.6. FAMILY NETWORK PROJECT

This pilot has been underway since December 2021 and supports families to develop their networks to help them achieve safety for their children and to exit safely out of social services by developing their own plan, supported by their naturally occurring network. Since the beginning of this project the team have worked with 27 children, 25 of which were on the child protection register. This work has avoided the additional cost associated with children becoming looked after but more importantly, has supported children to remain at home with their families.

3.7. BORN INTO CARE

Following research across the UK into the population of unborn children being 'born into care' a report has been published which includes guidelines for local authorities to consider. As a result, a group of practitioners from across Child and Family Services came together to consider how best to address the recommendations and develop a road map for implementation of the draft guidelines alongside our existing services.

Initial work for this project team has included the creation of a new, early assessment panel for unborn work which includes multi agency, reflective discussions within 10 days of allocation. Family network meetings are also being used within this process to ensure that the whole family are involved in supporting the safety of the wider network and the future safety planning. The information collated as part of this assessment process is pulled together and discussed as part of a case conference which will inform the future intervention or support offered.

This development work means that staff can access support for families on unborn children prior to the families 12-week scan which will allow us additional time to work directly with families and support them to remain together once the baby is born.

Initial feedback obtained from service users who have accessed this support has been extremely positive with many families now successfully caring for their young children at home. This has had a direct impact on those families whose needs may have escalated into more intensive statutory support.

4. Placement Sufficiency

- 4.1 The availability of suitable placements in Wales continues to be an ongoing challenge. The Welsh Government programme for change will require local authorities to rapidly expand their in-house provision (residential and fostering) in the next 3 years.

The direction of travel from Welsh Government is to restrict the market to local authority and not for profit providers. Their intention is to legislate to prevent local authorities from commissioning for profit providers; and to introduce changes to the regulatory body (CIW) which will mean that for profit providers will not be able to secure registration.

There are a number of ongoing pieces of work designed to support the pressure in this area.

4.2 SGO DEVELOPMENT WORK

The Family and Friends Team (FAFT) are leading a specific piece of work to understand and respond to the needs of our young people and carers who are subject to a Special Guardianship Order. From a policy perspective, we are looking at:

- mapping the current process and flow relating to assessment and creation of SGO arrangements to understand the current system and identify opportunities to further develop to ensure that families in SGO arrangements are receiving the right information and support at the right time.
- development of an updated SGO Financial Arrangements Policy to ensure consistent payment arrangements for Special Guardians and outline an eligibility criteria for requesting enhanced payments.
- Development of updated overarching policy, process and practice guidance to ensure accessible information is available for all stakeholders, including children, young people and families.
- The Participation and Children's Rights Officer (PCRO) is further supporting this work by working alongside FAFT to understand what matters about SGO processes and arrangements from the perspective of both carers and children and young people.

4.3 FOSTER WALES

The work within our foster teams to continue to attract and retain foster carers is ongoing. Some key highlights include;

- Targeted recruitment campaigns for adolescents, and parent and child carers.
- Attract carers from Independent Fostering Agencies (IFAs) to move across to Foster Wales Swansea
- Foster Wales bid to Welsh Government for additional funding to expand local authority recruitment and assessment capacity (employing alternatively qualified staff).
- Commissioned Homes for Good to attract foster carers via faith-based organisations

- National fostering campaign to attract more carers from a range of backgrounds to meet the needs of unaccompanied asylum-seeking children.
- Exploring community-based support service for parent and child placements (subject to securing grant funding).
- Explore collaborative approach with not-for-profit IFAs

4.4 ADOPTION

The adoption service has continued to develop significant areas of its work. Key priorities for the service identified at the end of 2021-22 are in progress, significant areas of the Good Practise Guides have been developed. Supporting the development of the WCCIS adoption module continues with all of the adoption processes being mapped and National templates being agreed. Good progress has been made in respect of addressing the waiting list for non-agency cases and access to records. The service has been able to allocate all adoption support assessments in a timely way with no waiting list for these assessments.

Areas and priorities for future development for the rest of this year have been considered within the body of the report, however the key priorities for the service are:

- Further embedding of the GPG's utilising the new adoption support workers to embed the check-ins and birth parent support.
- Offer all children over three an UTC day
- Redevelopment and launch of the website to improve online offer to adopters, birth parents and children and young people
- Birth parent support groups to be further developed across the region
- The service has a vast array of workshops being offered, need to ensure that the service can start to be able to report the impact of this work.

4.5 SUPPORTED ACCOMMODATION PATHWAYS (SAP)

We are reviewing our supported accommodation pathways to enable us to find appropriate placements for our young people that can meet their complex needs. An example of this work includes;

- Created regional offer for UASC in partnership with NPT LA, working in partnership with a local provider to acquire 3 homes, using grant funding, offering up to 10 placements.
- Reached out to Swansea based providers to expand their residential and supported accommodation locally
- Exploring a new model of care (LA, health and education) via the Regional Partnership Board for children and young people with complex needs
- Acquiring a further property (Home 5) for the in-house residential home portfolio

- Expanding edge of care offer for adolescents (subject to securing grant)

Due to the challenges in accessing provision for young people we are re-thinking the current SAP process, this includes running a workshop with SAP providers to consider a more strength-based approach to information sharing. Currently the referral form focuses on risks and concerns and this does not present a fair and balanced view of the young person. We want to focus more on providing a picture of the young person identifying how risks/concerns can be effectively and appropriately managed.

In addition we are looking at changing the SAP allocation meeting and moving away from presenting all young people who require accommodation to all providers, instead focusing on identifying which providers would be best suited to the young person and holding a multi-agency meeting to consider how best the placement could be supported. There is an appetite to support this approach by SAP providers.

4.6 RESIDENTIAL CARE HOMES AND EMERGENCY PLACEMENTS

As part of WG programme to eliminate profit from residential provision within our capital development programme we have made provision to purchase and develop homes. There are currently an additional three homes in the process of being developed;

- Tir Du is in the initial stages of registration with CIW. The home will provide a short to medium term placement to support semi-independent living and/or as a transition into supported accommodation.
- Home 3 is one of our new properties, we received the keys in late June. The plan for this home, after adaptations, is to support step up/step down from secure accommodation, meeting the requirements of children and young people who have more complex needs.
- Home 4 is the adjoining semi-detached property. The plan for this home is to support emergency/crisis placements for children and young people. In these situations, the placement move is not likely to be as planned as we would expect and usually needs to be available, with appropriately trained and the right number of staffing levels, to support the children and young people in very short time scales.

5. Workforce

- 5.1 We know that our staff are our greatest asset and that they want to be front and centre in the lives of the families they support to help them achieve what matters. Our staff love making a difference and when they can achieve what matters to a family, they feel a huge sense of satisfaction and value.

To support with some of the immediate workforce issues, a number of pieces of work are ongoing.

5.2 STAFF REWARD AND RECOGNITION

The workforce programme continues to focus its efforts on the presenting capacity issues faced by our front-line services. The programme recently agreed to deliver a reward and recognition programme which would see staff rewarded with vouchers and additional praise from senior officers to recognise their efforts.

Additionally, the service held two staff days through October and November. These were opportunities for the workforce to come together as a whole to celebrate the work to date and share learning and practice across the continuum of need. The days included thank you's to the workforce from the Head of Service and Directors as well as appreciative enquiry videos from a number of service areas. This gave the service a chance to reflect on the excellent work that continues to be done and the wonderful outcomes that are achieved as part of our daily work. It is hoped that this event, along with a reminder of some wellbeing tools, will help staff to feel valued, appreciated and maintain a healthy wellbeing throughout this winter period.

5.3 THE ACADEMY

Our Social Work Academy is now fully operational and a number of recently qualified workers have been recruited to fill the vacant positions in those teams. The Academy is now able to take new Child in Need of Care and Support (CINCS) cases and work with these families intensively. This will support a decrease in work within our statutory teams allowing staff in those areas a more appropriate workload. The Academy will also give us the opportunity to work quickly with families to prevent them from needing more intensive support.

The staff within the Academy are made up of newly qualified workers who have often completed their placement with us. These Newly Qualified workers will start their Social Work career with us and be nurtured and developed within the Academy. Having the time and space to develop their practice with less complex cases will help them build their confidence and skills. They will then be able to transfer their skills across the service as they move into the more complicated world of Child Protection cases. This is the beginning of our career progression pathway that will see these members of staff move on to different areas of the service in future, thus growing our own future workforce that are aligned to the values and principles of us as a Local Authority. To support this work, we are committed as a service in supporting our own staff to become qualified workers and are sponsoring a number of them to complete their qualifications through the Open University.

5.4 RECRUITMENT AND AGENCY STAFFING

The All-Wales approach to managing social worker recruitment agencies is ongoing and the Heads of Children's Services are working towards a set of principles that will guide this. Amongst those is the promise that local authorities will consider a collective response to the use of agency workers. Of course this is the very beginning of this work and will require a cohesive response from across Wales to be successful. We are hopeful that this work will continue to support the ongoing pressures faced by our social care staff.



Report of the Cabinet Member for Care Services

C&FS Scrutiny Performance Panel – 5th December 2022

WELLBEING REPORT

Purpose	To present the Child and Family Services monthly highlight performance report for October 2022
Content	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.
Councillors are being asked to	Consider the report as part of their routine review of performance in Child and Family Services.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services
Report Author	Julie Davies, Head of Child and Family Services 01792 633812 Julie.davies10@swansea.gov.uk
Legal Officer	N/A
Finance Officer	N/A
Access to Services Officer	N/A

1. Background

The report is the monthly Child & Family Services October 2022 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 A

3. Conclusions/Key Points Summary

3.1 Please refer to Appendix A

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 A – Child & Family Services Wellbeing Report, October 2022

Child & Family Services

Monthly Well-being Report

October 2022

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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

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Head of Service Overview

The service is able to evidence its continued compliance with statutory duties, despite the ongoing shortage of social workers in the area social work teams and increasing, more complex demand coming in through the front door.

There is more work being passed to the early help teams, which is positive, however there is a waiting list of families to be allocated pending newly appointed staff coming into post. There is oversight on a weekly basis from the early help manager with support from the learning and innovation team, to help prevent escalation into statutory services.

There wasn't the usual dip in contacts to the Single Point of Contact in October, alongside contact to Early Help increasing by 32%. There are 219 families awaiting allocation in early help, with the highest number waiting for the Early Years Early Help team. More wellbeing assessments and family plans were completed during the month.

CMET team continues to be busy with responding to and supporting other Local Authority looked after children who go missing or are pulled into criminal activity.

New this month is the inclusion of data about carers assessments. There were 20 carers requesting an assessment, with this area of work being supported by Newly Qualified Social Workers in The Academy.

More strategy discussions were initiated by the area team (+92%) with a high percentage requiring a section 47 and nearly 50% progressing to an initial child protection conference. Children on the Child Protection Register increased by 16 (now at 200) with no children being removed at first review. There has been a significant improvement in core groups being held on time.

The Local Authority issued care proceedings for four out of the 7 children who were subject to a Public Law Outline assessment; and of the children before the Court, these all concluded with orders that kept the children living at home with their family or on the pathway to adoption.

There has been a slight reduction in the number of children who are looked after (down to 479) and 18 ceased being looked after (with 6 turning 18). One young person is living in a home that is operating without registration (the registration with CIW is well advanced). No young people presented as homeless, although 7 remain living in emergency accommodation (due to lack of supported accommodation).

Vacancy rates in the area social work teams are between 35% and 48%. We are challenging other local authorities who are accepting permanent social workers moving to them on an agency basis. Informal case supervision and support has increased now the teams are spending more time in the office.



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

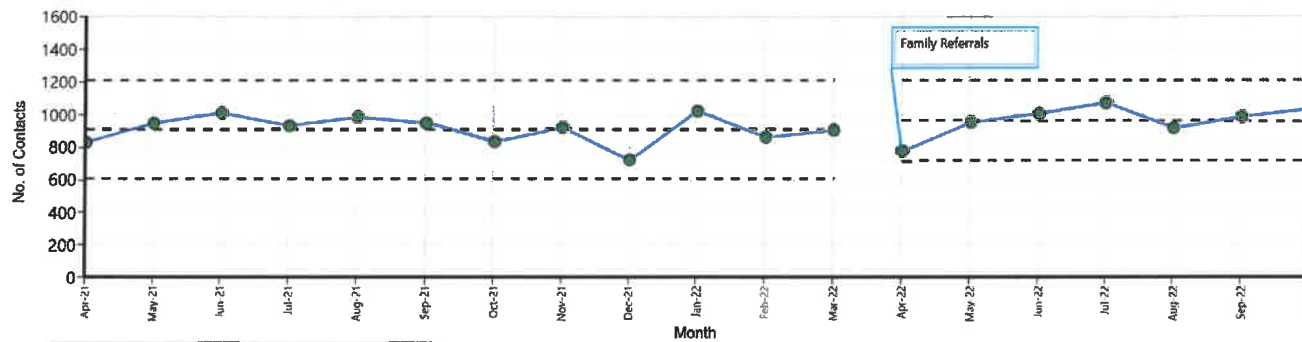
Youth Offending Service

Staff Wellbeing

Single Point of Contact

Contacts	October 2022	September 2022
The total number of contacts received by Child & Family Services during the month:	1037	990
The number of contacts closed Information only during the month:	538	541
The number of contacts closed with Advice or Assistance during the month:	147	117

Contacts Received by SPOC



	Apr-21	Apr-22
UCL	1213.57	1215.87
Mean	912.75	966.71
LCL	611.93	717.56



Single Point of Contact

Supported Care Planning

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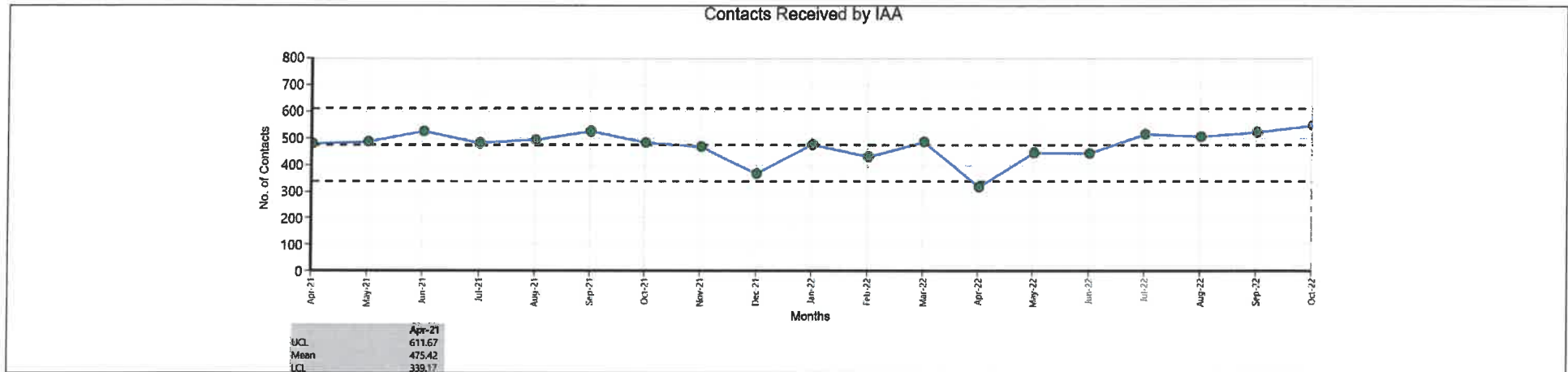
Professional Abuse Enquiries

Youth Offending Service

Staff Wellbeing

Integrated Information, Advice & Assistance Hub

Contacts & Closures	October 2022	September 2022
The number of contacts received by the Integrated Information, Advice and Assistance Hub during the month:	549	524
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:	288	274
The number of contacts closed with Advice or Assistance during the month:	104	98
The number of contacts passed to preventative services during the month:	29	21
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: (includes individuals, contextual areas and peer groups)	10	13
The number of contacts passed to the Integrated Safeguarding Hub during the month:	15	31
The number of contacts passed to Supported Care Planning during the month:	19	19
The number of contacts passed to the Independent Carers Assessment Team	1	1
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:	83	67



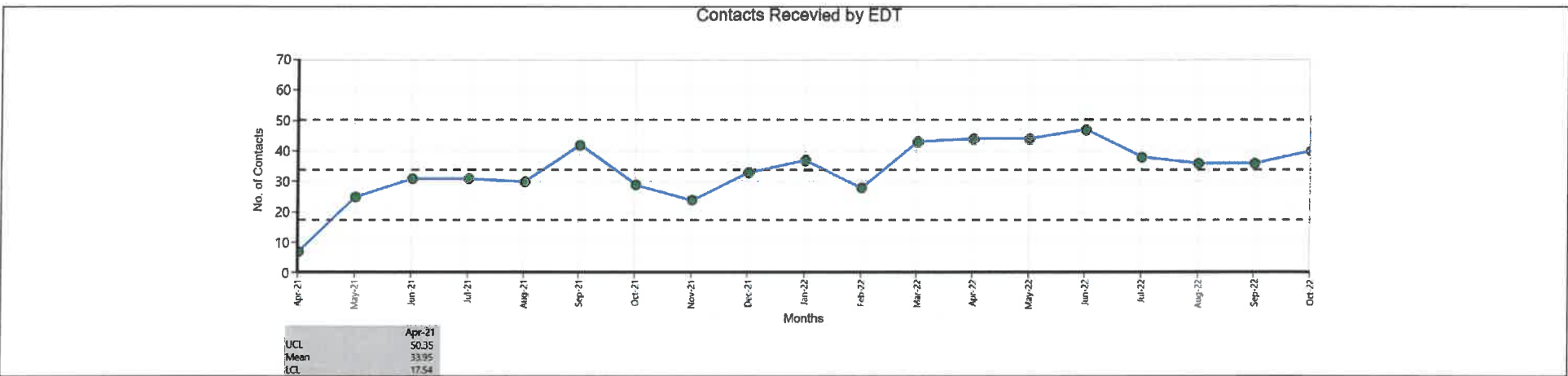
Emergency Duty Team

Contacts & Closures	October 2022	September 2022
The number of contacts received by the Emergency Duty Team during the month:	40	36
The number of contacts closed Information only during the month:	7	5
The number of contacts closed Advice or Assistance during the month:	7	6
The number of contacts closed with another reason during the month:	1	0
The number of contacts passed to preventative services during the month:	4	2
The number of contacts passed to the Integrated Information, Advice & Assistance Hub:	15	13
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: (includes individuals, contextual areas and peer groups)	1	0
The number of contacts passed to the Integrated Safeguarding Hub during the month:	5	10



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The number of contacts received during the month, which were being supported by the Emergency Duty Team at the end of the month:	0	0
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Child Protection Investigations	October 2022	September 2022
The total number of Strategy Discussions / Meetings recorded during the month:	6	6
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	4	5
The number of Strategy Discussions / Meetings where no further CP action is required:	0	1
The total number of Section 47 enquires recorded during the month:	4	1
The number of Section 47 enquires which require an Initial Child Protection Conference:	0	0
The number of Section 47 enquires where there is no further CP action required:	4	1



Single Point of Contact

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Domestic Abuse Hub

Contacts & Closures	October 2022	September 2022
The number of contacts received by the Domestic Abuse Hub during the month:	269	294
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:	223	239
The number of contacts closed Advice or Assistance during the month:	30	13
The number of contacts closed with another reason during the month:	0	0
The number of contacts passed to preventative services during the month:	1	1
The number of contacts passed to the Integrated Information, Advice & Assistance Hub or the Integrated Safeguarding Hub during the month:	1	2
The number of contacts passed to Supported Care Planning during the month:	0	5
The number of contacts received during the month, which were being supported by the Domestic Abuse Hub at the end of the month:	14	34



Single Point of Contact

Supported Care Planning

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Support Services

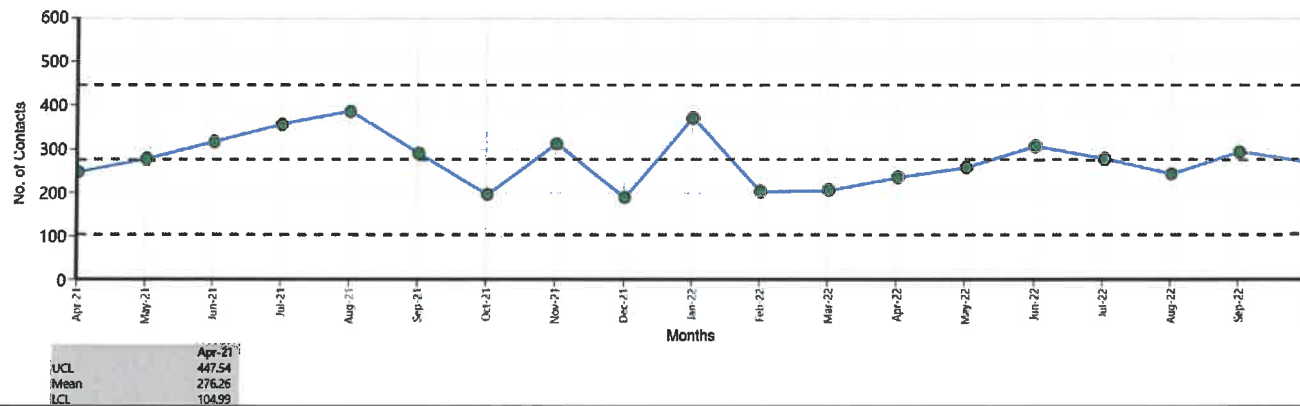
SQU & CPCU

Professional Abuse Enquires

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Staff Wellbeing

Contacts Received by DA Hub



Early Help Hubs

Contacts & Closures	October 2022	September 2022
The number of contacts for the Early Help Hubs received during the month:	179	136
The number of contacts closed Information, Advice or Assistance during the month:	26	23
The number of contacts agreed for Early Helps Hubs support during the month:	90	80
The number of contacts awaiting allocation at the end of the month:	219	209
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 referrals received during the month where support ceased in the last 12 months:	Report To Be Developed	
The number of referrals closed during the month:	153	131
The number of referrals closed with a positive outcome during the month:	90	83



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

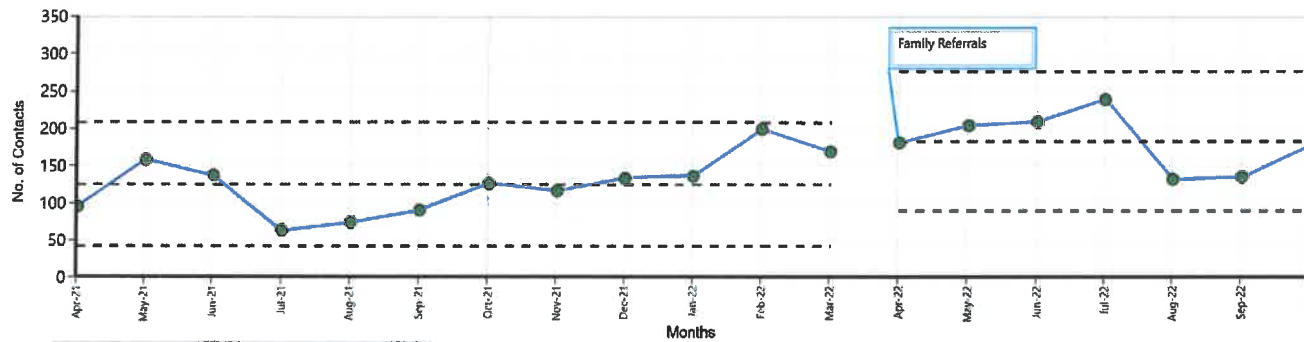
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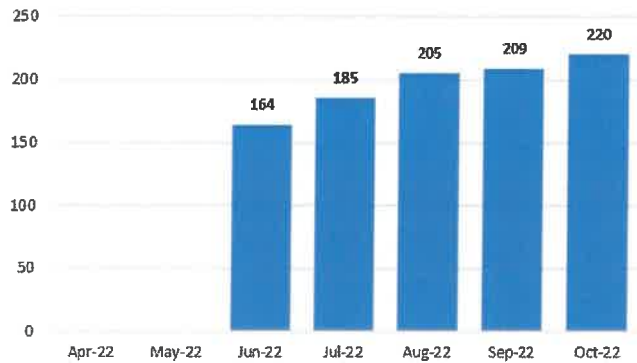
Staff Wellbeing

Contacts Received by Early Help Hubs

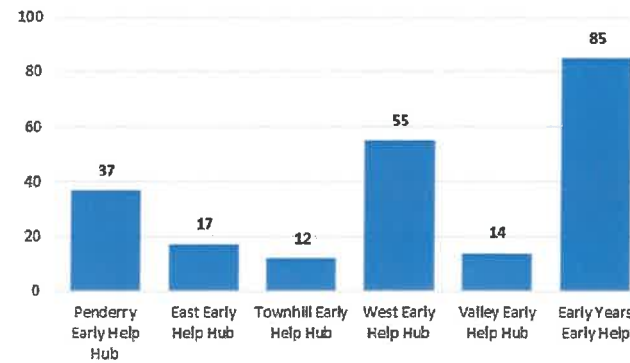


	Apr-21	Apr-22
UCL	208.85	277.12
Mean	125.67	183.57
LCL	42.48	90.03

Cases awaiting allocation - Early Help - Monthly Snapshot



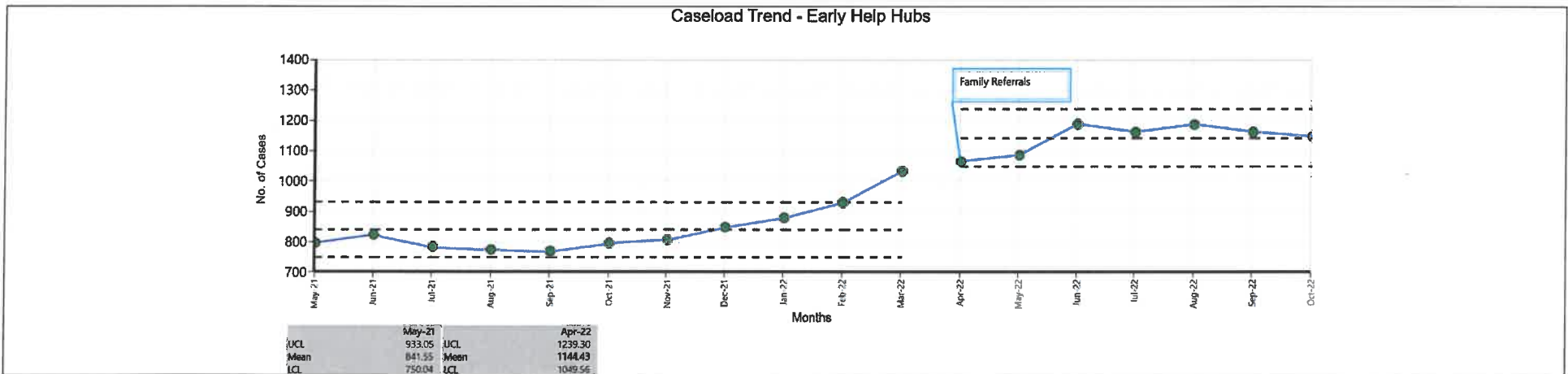
Cases awaiting allocation - Early Help - October 2022





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Caseload	October 2022	September 2022
The number of children and young people supported at the end of the month:	1149	1164
The number of children and young people with a Family Plan / Review at the end of the month:	Report To Be Developed	



Wellbeing Assessments	October 2022	September 2022
The number of Wellbeing Assessments due during the month:	Report To Be Developed	
The number of Wellbeing Assessments completed during the month:	60	34

Family Plans	October 2022	September 2022
The number of Family Plan / Review's completed during the month:	231	136



Single Point of Contact

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Family Wellbeing Team

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

Integrated Safeguarding Hub

Contacts & Closures	October 2022	September 2022
The number of contacts that were passed to the Integrated Safeguarding Hub during the month:	21	42
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:	0	0
The number of contacts closed Advice or Assistance during the month:	4	0
The number of contacts passed to a preventative service during the month:	1	0
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the month: (includes individuals, contextual areas and peer groups)	0	0
The number of contacts passed to Supported Care Planning for a comprehensive assessment during the month:	6	7
The number of contacts received during the month, which were being supported by the Integrated Safeguarding Hub at the end of the month:	10	35



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

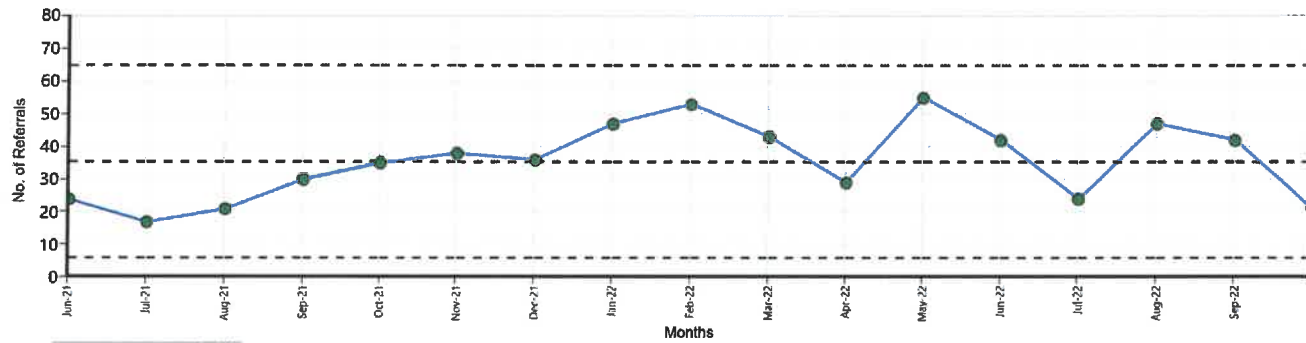
SQU & CPCU

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Staff Wellbeing

Referrals to ISH



Jun-21
 UCL 64.96
 Mean 35.53
 LCL 6.10

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Child Protection Investigations	October 2022	September 2022
The total number of Strategy Discussions / Meetings recorded during the month:	27	46
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	9	10
The number of Strategy Discussions / Meetings where no further CP action is required:	5	15
The total number of Section 47 enquires recorded during the month:	10	11
The number of Section 47 enquires which require an Initial Child Protection Conference:	5	5
The number of Section 47 enquires where there is no further CP action required:	5	1



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

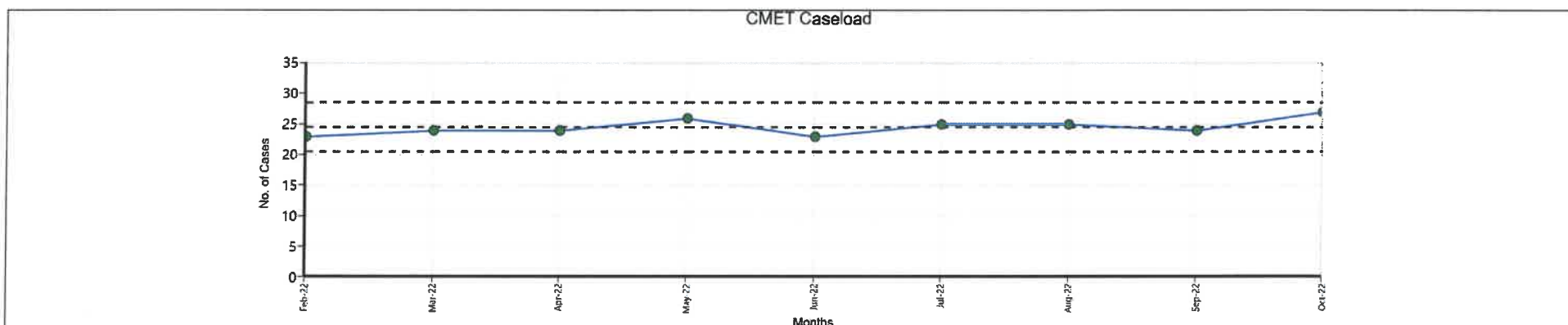
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

CMET

Contacts, Caseload & Closures	October 2022	September 2022
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:	0	3
The number of contacts relating to contextual areas and peer groups that were closed by CMET during the month with a positive outcome:		3
The number of contextual areas and peer groups supported by CMET at the end of the month:	27	24



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Independent Carers Assessment Team

	October 2022	September 2022
The number of referrals received by the Independent Carers Assessment Team during the month:	9	5
The number of referrals for parent carers awaiting allocation at the end of the month:	20	
The number of parent carers supported by the Independent Carers Assessment Team at the end of the month:	42	



Single Point of Contact

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The number of Independent Carers Assessments due during the month:	Report To Be Developed	
The number of Independent Carers Assessments completed during the month:	2	1
The number of referrals closed by the Independent Carers Assessment Team during the month:	1	2

What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> We have seen an increase in referrals passed from Information Advice and Assistance Team to a prevention service (29) and a reduction in those passed to the Integrated Safeguarding Hub (15) and CMET (10 – 3 contextual areas and 7 young people) compared with September. During October, there was a further increase in contacts to the Early Help Hubs (179) – although the number is lower than those reported between May and July. A high number of referrals were closed (153) during October and over half achieved a positive outcome (58.82%), however the number awaiting allocation (219) continues to exceed the numbers closed. Throughout October, fewer referrals were passed to the Integrated Safeguarding Hub (21 – 15 families, 4 sibling groups and 11 individuals). The Integrated Safeguarding Hub completed 4 proportionate assessments, and passed 6 	<ol style="list-style-type: none"> Child and Family recorded 1037 contacts during October, with a further increase in those supported with advice or assistance (14.18%) compared with September (11.82%). During October, Integrated Advice and Assistance Team received a higher number of contacts (549) and we can see the number has remained above average since July 2022 and is moving towards the higher end of our predicted range (339-611); however, the number of monthly contacts remains significantly below the numbers recorded by Information, Advice and Assistance team pre-pandemic. Although we are seeing a higher number of families being passed to prevention before coming over to Supported Care Planning there remains challenges around waiting lists in the Early Help hubs. HR processes continue to create a block to filling posts quickly to prevent waiting lists occurring. At the end of October, there was a 	<ol style="list-style-type: none"> Reduce waiting list in Early Help through pushing forward new starters. Weekly multi-agency reviews will review Child Protection referrals into the Integrated Safeguarding Hub and Supported Care Planning to identify learning and continue to develop a shared threshold across the service. The Learning and Innovation Team will work with Early Help to identify how we can understand if we are achieving what matter to families via a feedback form accessible to all.



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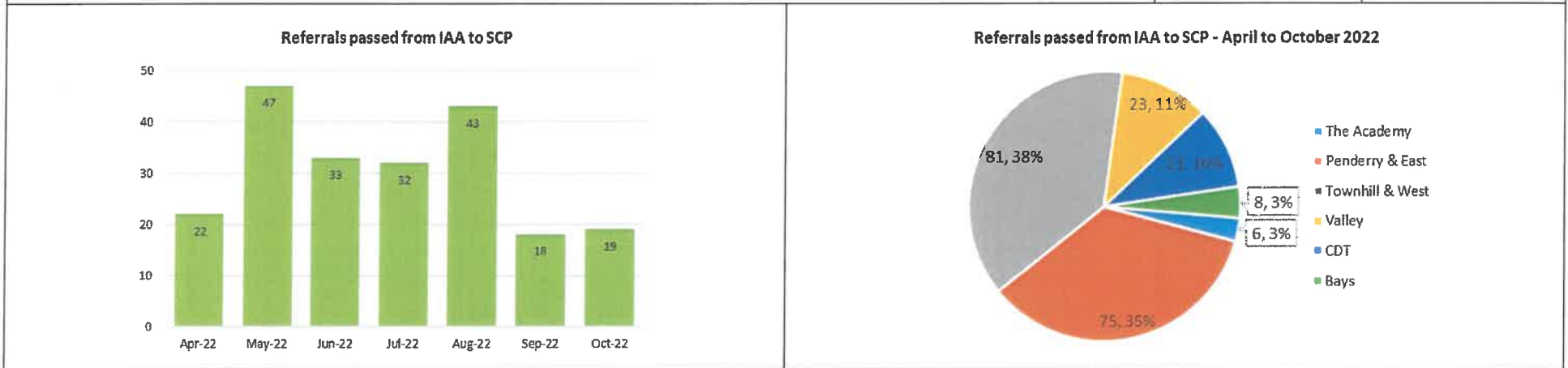
What is working well?	What are we worried about?	What do we need to do?
<p>referrals to Supported Care Planning for further support during the month.</p> <p>5. Unsurprisingly, the reduction in referrals had led to fewer Child Protection enquires – although a greater proportion required a Section 47 (33.33%) compared with September (21.74%), with a comparable percentage proceeding to an Initial Child Protection Conference (50%).</p> <p>6. During October, Children Missing, Exploited and Trafficked Team received 3 referrals for contextual areas and peer groups resulting in an increased caseload (27) as there were no case closures during the month.</p>	<p>further increase in cases awaiting support (219) which is a concern as the children and families need may escalate if they are unable to access the right support.</p> <p>4. At the end of the month, more contacts were awaiting an outcome in Information, Advice and Assistance Team (83) – which could be linked to the increase in contacts received and capacity within the team.</p>	



Supported Care Planning

Contacts, Caseload & Closures	October 2022	September 2022
The number of referrals received for a comprehensive assessment during the month: (referrals passed from the Integrated IAA Hub)	19	19
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:	50	50
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:	1242	1250
Of these, the percentage that represent complex cases (CP & LAC):	54.19%	53.04%

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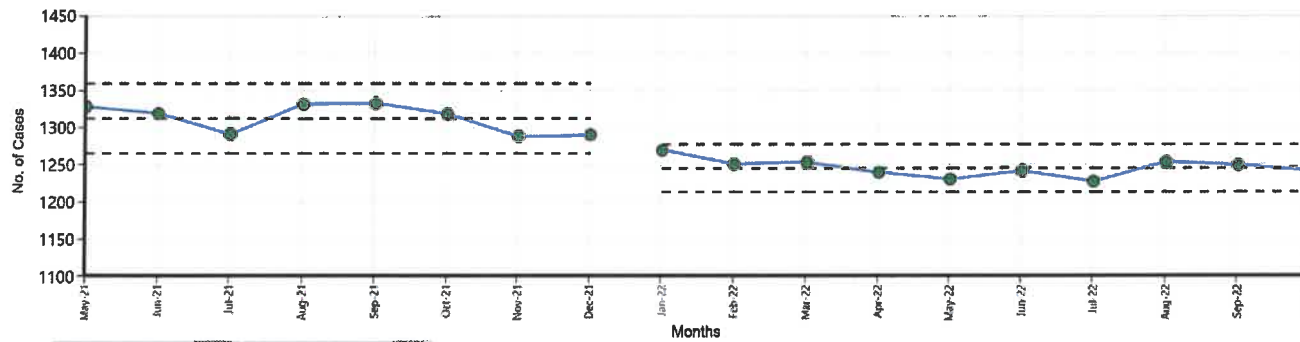
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Caseload Trend - Supported Care Planning



Case Supervision

The percentage of Case Supervision sessions which are on time or not overdue at the end of the month:
(*Figure excludes the Academy, who are tracking case supervision whilst trialling recording methods)

October 2022

September 2022

74.19%

79.62%

Care & Support Plans

The number of children and young people with a Care and Support Plan at the end of the month:

October 2022

September 2022

993

976

Single Assessments

The number of Single Assessments due at the end of the month:
(*Figure includes the Academy hubs)

October 2022

September 2022

159*

197

The number of Single Assessments that are overdue at the end of the month:

93

93

The number of Single Assessments completed during the month:

86

41

The number of Single Assessments carried out within timescales during the month:

13, 15.12%

1, 2.44%

The percentage of children seen during the period of assessment, who were born at the time the assessment concluded:

83.33%

75.61%

The average number of days to complete a Single Assessment during the month:

86 Days

70 Days



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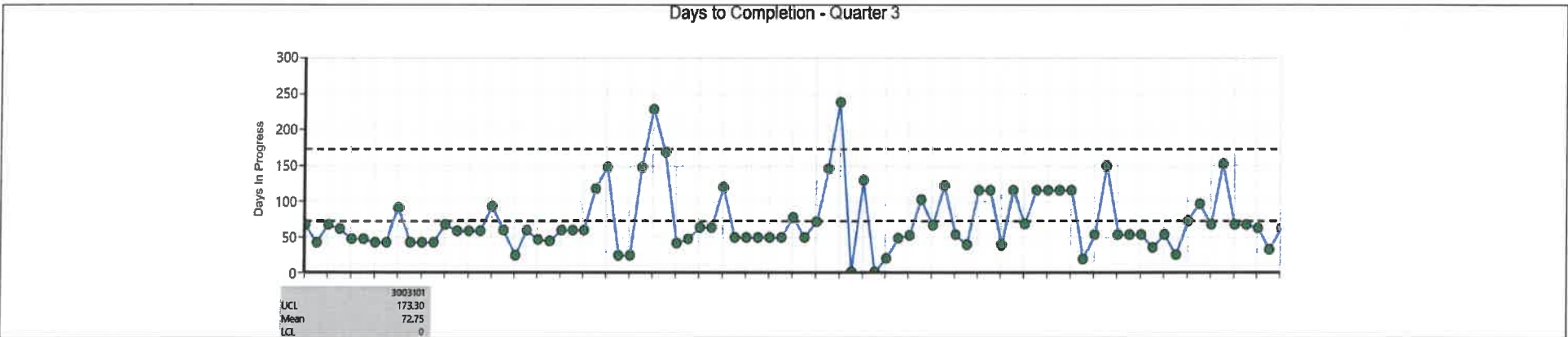
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Single Assessments	October 2022	September 2022
The number of Single Assessments which indicate direct work has been undertaken (Children aged 5 and over):	54, 84.38%	30, 83.33%



Child Protection Investigations	October 2022	September 2022
The total number of Strategy Discussions / Meetings recorded during the month:	52	27
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	35	16
The number of Strategy Discussions / Meetings no further CP action is required:	5	3
The total number of Section 47's recorded during the month:	26	20
The number of Section 47 enquires which require an Initial Child Protection Conference:	16	8
The number of Section 47 enquires where no further CP action is required:	5	8



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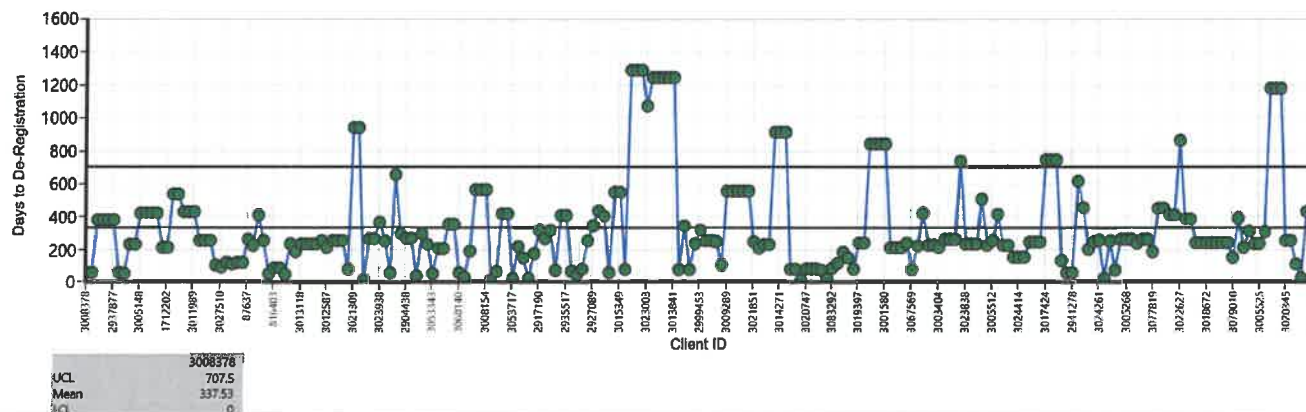
Professional Abuse Enquires

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Staff Wellbeing

Child Protection	October 2022	September 2022
The number of children on the Child Protection Register at the end of the month:	200	184
The number of unborns to be added to the Child Protection Register at birth at the end of the month:	17	16
The number of children on the Child Protection Register that have been registered previously:	64	63
The number of children added to the Child Protection Register during the month:	32	22
The number of children added to the Child Protection Register, within 12 months of de-registration:	1	2
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:	16	25
The number of children removed from the Child Protection Register at their first review, who were not Looked After:	0	1, 4.00%

Days to De-Registration - January to October 2022





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Staff Wellbeing

Qualitative Auditing – Multi Agency Safeguarding Reviews

De-Registration at First Review

During September, 1 young person's name was removed from the Child Protection Register at the Initial Review Child Protection Conference who was not Looked After by the Authority or transferring in/out of another Authority. Since de-registration, the decision has been reviewed in a multi-agency setting.

The young person has had significant involvement with the Youth Justice Service (YJS), a representative from which was able to attend and support the agencies in understanding the context of recent involvement. Agencies felt encouraged by the psychological assessment providing guidance on how to engage more suitably with the young person and they also felt re-assured that a social worker within YJS is continuing to work with the young person on a voluntary basis. However, significant concerns remained in relation to the young person's safety and professionals agreed with the Chair of the Conference who expressed that the safety plan remained untested and not evidenced as being sustainable. On this basis, professionals disagreed with the decision to de-register at the initial review.

Positively agencies views were well represented and it was evident that professionals had attempted to engage and invite family members and the young person to the conference; however they declined to attend. There was also a list of clear strategies the young person could use as part of a safety plan detailed within the analysis. Professional observations of family relationships were also well documented throughout. The learning from this review will be shared with managers in SCP and YOS.

Exploitation Case Reviews

During October, the multi-agency safeguarding review evaluated three protocol cases. In the cases reviewed, professionals felt threshold had been met to convene a strategy discussions and while strengths, safety, worries and risks were evident, they felt more detail was needed in all areas.

In two of the cases supported by Swansea Children's Services, safety plans were reviewed which addressed the worries around exploitation but professionals felt more detail was needed.

Professionals agreed with the protocol category in all three cases, and felt appropriate language had been used throughout. There was also clear evidence of multi-agency working with the right agencies in place to support the young people at risk.

Both cases managed by Swansea Children's Services were considered good case examples, with professionals highlighting the positive work undertaken by the CMET Team - who engaged the young people to feel able to tell their story. Professionals felt the recordings brought the young person to life using their voice, and created a picture of a victim of exploitation.

In addition, one of the cases reviewed was a looked after young person placed in Swansea by another Local Authority. In discussion, 'gaps' were identified as there is no requirement for Local Authorities to share information regarding exploitation, and consider it best practice. From reviewing the case, several learning opportunities were identified in how we share information with other Local Authorities, how we assess and manage risk, and the importance of placement matching. These themes have been shared with the Principal Officer for Safeguarding.



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Staff Wellbeing

Initial Core Groups	October 2022	September 2022
The number of Initial Core Groups due during the month:	21	28
The number of Initial Core Groups held within timescales:	20	14
Statutory Visits	October 2022	September 2022
The percentage of visits to children on the Child Protection Register that were on time or not over due at the end of the month:	87.04%	81.50%
The number of children on the Child Protection Register who have been visited at least twice during the month:	Report To Be Developed	
Dual Status	October 2022	September 2022
The number of children who are on the Child Protection Register and are Looked After:	23	21
Legal Proceedings	October 2022	September 2022
The number of children in PLO at the end of the month:	55	53
<i>During October, Public Law concluded for 7 children; of which the Local Authority concluded pre-legal proceedings for 3 and issued care proceedings for 4.</i>		
The number of children in Public Proceedings at the end of the month:	57	53
<i>During October, Public Proceedings concluded for 4 children; the Local Authority was granted Care and Placement Orders for 1, a Supervision Order for 1 and a Child Arrangement / Special Guardianship Orders were granted for 2.</i>		
Looked After Children	October 2022	September 2022
The number of children who were Looked After at the end of the month:	479	484
The number of children placed in an unregulated placement at the end of the month: <i>*Figure reported by PO in the absence of a report from WCCIS</i>	1*	1*
The number of children becoming Looked After during the month:	13	9
The number of Looked After children, with an unaccompanied asylum status supported at the end of the month:	3	3
The number of children ceasing to be Looked After during the month:	18	9



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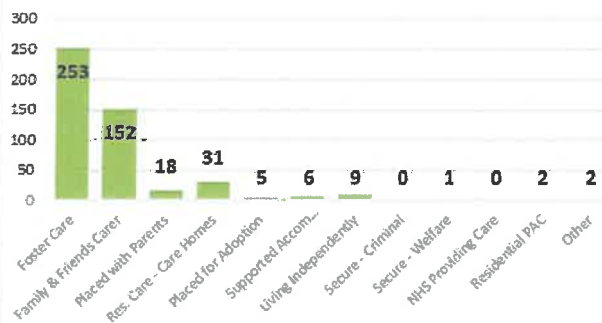
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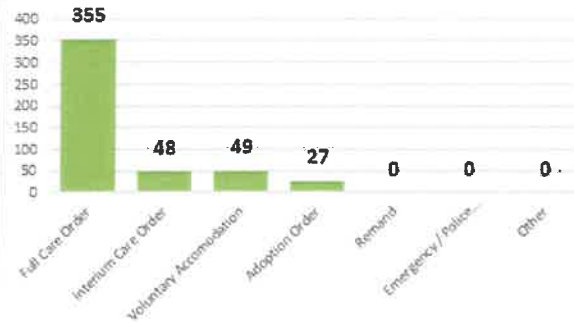
Looked After Children - Placement Type



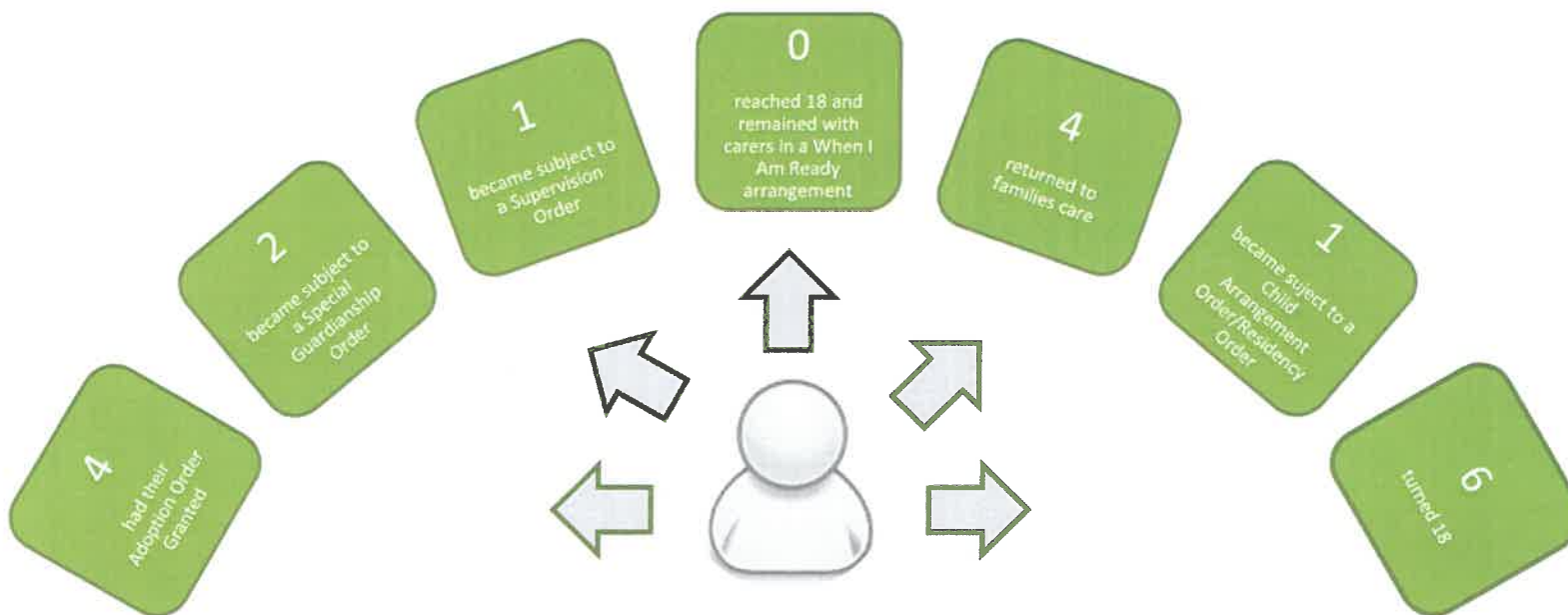
Looked After Children - Age and Gender



Looked After Children - Legal Status



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Initial Personal Education Plan	October 2022	September 2022
The number of Initial PEPs due within 20 school days of becoming Looked After during the month:	7	7
The number of Initial PEPs received within 20 school days of becoming Looked After:	5	6

Qualitative Auditing

Appreciative Inquiry

Andy Jones, Practice Lead in the Learning and Innovation Team met with a father of a baby who was subject to care proceedings to ask some questions around what he felt went well, what could have been done better and how we could improve in future:

Context:

Baby G could not live with his birth mum and lived in foster care, initially, during care proceedings. Contact was made with Baby G's father and Baby G transferred to his care. Baby G is now living with his dad on a care order. The plan is that the care order will end and Baby G will continue living with his birth father and have contact with his birth mum supported by his dad's friends / network.

Strengths:

Consistent Social Worker; relationship with Foster Carer; Foster Carer support; Social Worker aiding communication; financial support; Jigso; WhatsApp support network; introductory visits; involvement in meetings.

Areas for Development:

Financial support delays; DBS checks; Jigso/Social Worker communication; staffing changes (Jigso)

Suggestions:

Shadowing with Foster Carers; timescales for finances and DBS; more directness re worries; prep and de-briefs re meetings

Key Learning:

The baby's social worker persisted in her curiosity in finding out who the baby's father was including in the context of care proceedings. She acted as a conduit for communication, in the early days, between the foster carer and baby's biological dad which helped him think about what it might mean becoming a dad. The Foster Carer was involved in the planning process for rehabilitation which stood out as good practice. The case network created a WhatsApp group and used this to offer the Dad a 24/7 support service. Dad also appreciated valuable support from Jigso and having access to a parenting group.

"I have rarely heard of this level of commitment to supporting a parent and the father himself and the staff who know him all saw a remarkable journey from a nervous and cautious parent to a man with growing confidence." – Andy.



Bays Plus

	October 2022	September 2022
The number of young people presenting as homeless, placed in a bed & breakfast, during the month (under 18's only): (includes Air B&B and Hotels)	0	2
The total number of young people residing in a bed & breakfast at any time during the month (under 18's only):	0	2
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)	3	4
The total number of young people residing in emergency accommodation at any time during the month (under 18's only):	7	5

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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"> Supported Care Planning continue to close (50) more cases than those passed from IAA (19) for a comprehensive assessment. We envisage the number of closures to be higher than reported, as we're currently unable to reflect the number of cases transferred to other service areas. At the end of October, there was a marginal reduction in the number of children and young people supported by the statutory service (1242), despite a downward trend since August 2022 we continue to be mindful of the pressures the service is under and the ongoing capacity issues. Despite staffing challenges, we continue to see higher numbers of children and young people with an active Care and Support Plan (993). 	<ol style="list-style-type: none"> 86 Single Assessments concluded during October, and of these 13 (15.12%) were completed within statutory timescales. The timeliness of Single Assessments is impacted by ongoing staffing challenges which is unlikely to improve until capacity in the service improves. During October there is a notable increase in Child Protection enquires undertaken by the statutory service, with a high proportion requiring a Section 47 (67.31%) and progressing to an Initial Child Protection Conference (61.54%). At the end of October, 2 young people are placed in accommodation categorised as 'other'. 1 of these young people is placed in an unregulated placement, while the other is considered a hybrid of Independent Living and Family & Friends. 	<ol style="list-style-type: none"> The Supported Accommodation Pathway process is currently under review to identify how best we can support young people who are facing challenges in being offered appropriate accommodation. Managers are currently reviewing how we support the teams through December and January given the current staffing difficulties and leave often taken during this time. The Learning and Improvement Team will be working with WCCIS and Bays Plus to determine if we can develop a recording mechanism for different placement scenarios.



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What is working well?	What are we worried about?	What do we need to do?
<p>4. Although there are ongoing challenges with the timeliness of Single Assessments, we continue to see a high proportion of assessments where there is evidence that direct work has been undertaken for children aged 5 and older (84.38%) and continue to see children during the period of assessment (83.33%).</p> <p>5. Of the Child Protection registrations, 1 (3.12%) has been re-registered within 12 months of a previous de-registration. In addition, there were no de-registrations during October at the first review.</p> <p>6. The number of children on the Child Protection Register has increased (+16) since September (184); which is similar to the Child Protection Population at the same period last year (200). Although this is an increase it would be more at a level we would expect to see for our population.</p> <p>7. There has been a reduction in the average number of days on the Child Protection Register (259 days) for those de-registered during the month, compared with August and September (+300 days). During October, only 4 children were de-registered after a registration period in excess of 400 days – with the remaining 14 registered for</p>	<p>4. During October we have seen an increase in the number of young people who are residing in emergency accommodation. 4 young people have been existing young people who have remained in emergency accommodation since September. 3 new young people have presented homeless and have had to access emergency accommodation although one has since returned home. Of the 3 young people, all are receiving support under CINCS with 2 accessing Jennings and 1 via an unregulated arrangement due to refusal of Jennings.</p> <p>5. While there was an improvement in case supervision during September (79.62%), there has since been a reduction in cases with supervision which is on time or not overdue at the end of October (74.19%) which may reduce further given the ongoing staffing challenges.</p> <p>6. At the end of October notably fewer Single Assessments were outstanding (159) compared with previous months, however the proportion overdue has increased (58.49%).</p> <p>7. On 31st October 479 children and young people had a looked after status, of these 184 (38.41%) were placed outside of Swansea (the figure</p>	



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What is working well?	What are we worried about?	What do we need to do?
<p>less than 1 year, which reduces the average number to be within our optimal time period.</p> <p>8. There has been a significant improvement in Initial Core Groups held within timescales (20, 95.24%), compared with 50% during September; and a marginal improvement in the compliance with Child Protection Statutory Visits being on time or not overdue at the end of the month (87.04%).</p>	<p>excludes children placed in pre-adoptive placements).</p> <p>8. Of those placed outside of Swansea, 112 were placed in a neighbouring Local Authority (Neath Port Talbot or Carmarthenshire), 52 were placed within another Local Authority in Wales and 20 were placed in England or Scotland (the one in Scotland is living with a kinship carer).</p>	



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Family & Friends

Family & Friends Carers	October 2022	September 2022
The number of referrals requesting Initial Family & Friends Carers assessments (IFFCA's) received during the month:	9	4
The number of IFFCA's allocated during the month:	6	4
The number of Unified Assessments (UA's) allocated during the month:	Report to be developed	
The number of Carers approved at panel during the month:	3	2
The number of approved carer status' terminated at panel during the month:	3	3
The number of approved carer households at the end of the month:	113	115
The number of Carer Review's due during the month:	Report to be developed	
The number of Carer Review's completed within timescales during the month:	Report to be developed	

Family & Friends Placements	October 2022	September 2022
The total number of children placed with a Family & Friends carer at the end of the month:	140	142
The number of children placed with unapproved Family & Friends carers at the end of the month:	11	10
The number of Placement Stability Meetings completed during the month:		1
The number of children who moved from an approved placement during the month, due to placement breakdown:	1	0
The number of children who moved from an emergency (Regulation 26) placement during the month:	2	0




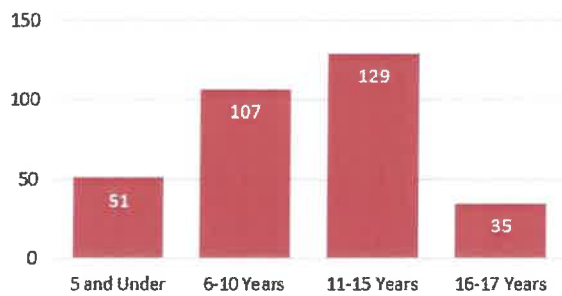

Children Subject to Special Guardianship & Child Arrangement Orders	October 2022	September 2022
The number of children, subject to a Special Guardianship or Child Arrangement Order, accepted by Family & Friends during the month:	6	7
The number of children, subject to a Special Guardianship or Child Arrangement Order, whose care circumstances changed during the month:	2	3
The number of children, subject to a Special Guardianship or Child Arrangement Order, supported by Family & Friends, at the end of the month:	301	299
The number of SGO Reviews due during the month:	18	31
The number of SGO Reviews completed during the month:	8	11
The number of Family Stability Meetings held and Stability Plans produced during the month:	1	6

*Figures reported by Family & Friends in the absence of reporting from WCCIS

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<p>Number of requests for assessment received per month (IFFCA)</p> <table border="1"> <caption>Number of requests for assessment received per month (IFFCA)</caption> <thead> <tr> <th>Month</th> <th>Requests</th> </tr> </thead> <tbody> <tr><td>Apr-22</td><td>11</td></tr> <tr><td>May-22</td><td>6</td></tr> <tr><td>Jun-22</td><td>12</td></tr> <tr><td>Jul-22</td><td>7</td></tr> <tr><td>Aug-22</td><td>5</td></tr> <tr><td>Sep-22</td><td>4</td></tr> <tr><td>Oct-22</td><td>12</td></tr> </tbody> </table>	Month	Requests	Apr-22	11	May-22	6	Jun-22	12	Jul-22	7	Aug-22	5	Sep-22	4	Oct-22	12	<p>SGO/CAO Transfers Accepted by Family & Friends Team During the Month</p> <table border="1"> <caption>SGO/CAO Transfers Accepted by Family & Friends Team During the Month</caption> <thead> <tr> <th>Month</th> <th>Transfers</th> </tr> </thead> <tbody> <tr><td>Apr-22</td><td>4</td></tr> <tr><td>May-22</td><td>8</td></tr> <tr><td>Jun-22</td><td>4</td></tr> <tr><td>Jul-22</td><td>1</td></tr> <tr><td>Aug-22</td><td>7</td></tr> <tr><td>Sep-22</td><td>6</td></tr> <tr><td>Oct-22</td><td>6</td></tr> </tbody> </table>	Month	Transfers	Apr-22	4	May-22	8	Jun-22	4	Jul-22	1	Aug-22	7	Sep-22	6	Oct-22	6	<p>Overview of SGO Endings</p> <p>During October 2 SGO care circumstance ended. Both children have reached the age of 18.</p> <p><i>*There continues to be data cleansing with regard to SGO so figures are subject to change until such a time as a system-based SGO database is established.</i></p>
Month	Requests																																	
Apr-22	11																																	
May-22	6																																	
Jun-22	12																																	
Jul-22	7																																	
Aug-22	5																																	
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Sep-22	6																																	
Oct-22	6																																	



<p>Children subject to SGO/CAO/RO whereby the Guardians are in receipt of a financial package - Oct-22</p>  <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>FAFT only</td> <td>292</td> </tr> <tr> <td>SCP only</td> <td>16</td> </tr> <tr> <td>FAFT & SCP</td> <td>4</td> </tr> </tbody> </table>	Category	Count	FAFT only	292	SCP only	16	FAFT & SCP	4	<p>Age Demographic of Children Subject to SGO/RO/CAO in receipt of financial package - Oct-22</p>  <table border="1"> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>5 and Under</td> <td>51</td> </tr> <tr> <td>6-10 Years</td> <td>107</td> </tr> <tr> <td>11-15 Years</td> <td>129</td> </tr> <tr> <td>16-17 Years</td> <td>35</td> </tr> </tbody> </table>	Age Group	Count	5 and Under	51	6-10 Years	107	11-15 Years	129	16-17 Years	35	<p>Children becoming subject to SGO/CAO</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>5 and Under</th> <th>6-10 Years</th> <th>11-15 Years</th> </tr> </thead> <tbody> <tr> <td>Nov</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>Jan</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>Feb</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Apr</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>May</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Jul</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Sep</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>Oct</td> <td>3</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Month	5 and Under	6-10 Years	11-15 Years	Nov	3	0	0	Dec	1	1	1	Jan	3	0	0	Feb	2	0	0	Apr	1	0	0	May	2	0	0	Jul	2	0	0	Sep	3	0	0	Oct	3	0	0
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<p>What is working well?</p> <ol style="list-style-type: none"> Two children who were placed in an emergency (Reg 26) placement have returned home. Only 1 Family Stability Meeting was required during October which successfully prevented breakdown. 6 referrals for assessment have been allocated to a Supervising Social Worker during the month. 6 Annual Reviews were completed for Carers. 18 Annual Reviews were completed for Special Guardians. 	<p>What are we worried about?</p> <ol style="list-style-type: none"> One child moved placement from a Friends and Family Carer to a Foster Wales Swansea placement as a result of an unplanned move. 1 referral request for an Independent Family and Friends Carers Assessment (IFFCA) was sent through for an individual not wishing to be assessed; this has since been closed. 1 referral request for an IFFCA was incomplete at the time of creation; this is now a Regulation 26 assessment. 	<p>What do we need to do?</p> <ol style="list-style-type: none"> Continue to develop SGO database. Continue to develop Carer database. 																																																										



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Foster Wales Swansea

Recruitment	October 2022	September 2022
The number of Registrations of Interest to foster received during the month:	9	14
The number of full assessments allocated during the month:	4	0
The number of carers approved at panel during the month:	1	2
The number of approved carer status' terminated at panel during the month:	2	3
The number of carer reviews during the month:	12	10
The number of carer reviews completed within timescales during the month:	3	0
Placements	October 2022	September 2022
The total number of children placed with a Foster Wales Swansea carer at the end of the month:	168	167
The number of Placement Stability Meetings completed during the month:	1	3
The number of children who changed placement during the month, due to placement breakdown:	2	1
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



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

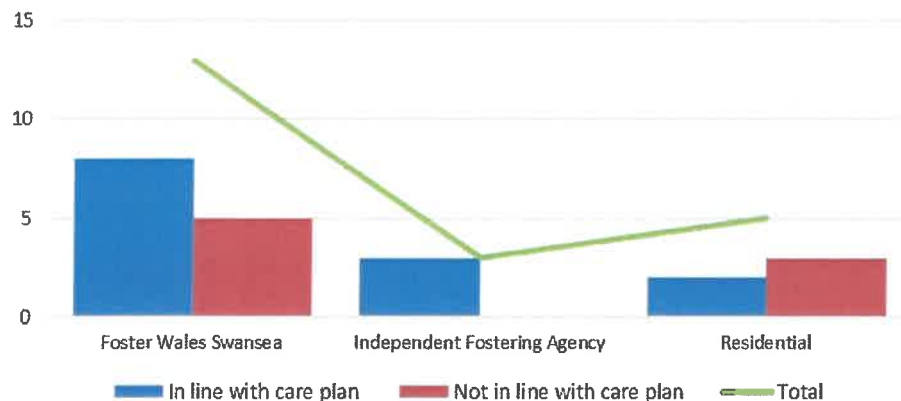
SQU & CPCU

Professional Abuse Enquires

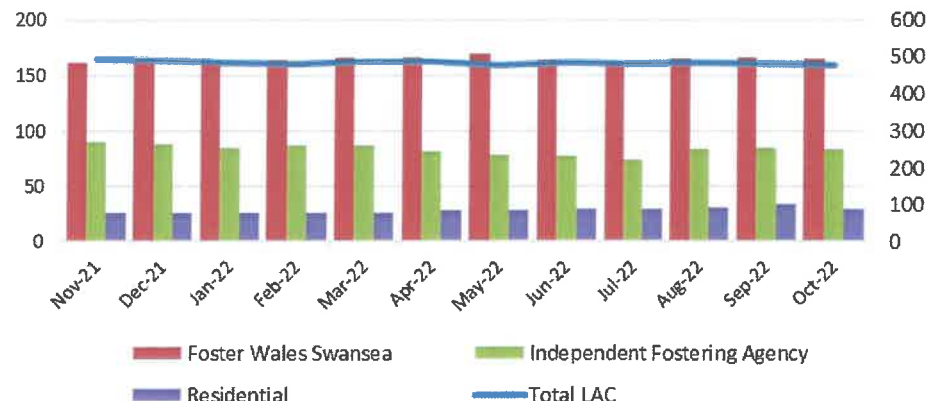
Youth Offending Service

Staff Wellbeing

Placements during the month



Placement Split



Page 58

What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> We are still generating initial enquiries despite the current cost of living crisis. We approved another fostering household. Our use of IFAs continues to be relatively low. Only three children were placed with an IFA this month – it was a sibling group. 76.5% of the fostering requests for October were placed with Foster Wales Swansea carers. Placement stability continues to improve, with only 1 placement stability meeting taking place in October. We have allocated four households for a Form F assessment. Several of the unavailable vacancies will become available over the next month or two. 	<ol style="list-style-type: none"> The number of enquiries which resulted in a Register of Interest form being completed and then a home visit arranged has decreased. People still appear to be in the information gathering stage and not in a position to proceed any further. The number of available vacancies is extremely low. No children moved from residential care into a fostering placement. The number of Parent and Child referrals has increased significantly. The number of referrals for unborns has also increased. 	<ol style="list-style-type: none"> Continue to monitor and review the unavailable vacancies. Research and explore ideas to improve the 'package' for both new and existing carers. It needs to be more attractive to recruit and retain. Target IFA carers to move to Foster Wales Swansea. Continue to monitor the recruitment process to ensure that applicants are moving through in a timely manner and where relevant, IFA carers are fast tracked. Continue promoting fostering in line with the recruitment and retention strategy and working with Foster Wales nationally to recruit more foster carers and improve the 'offer'.



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Staff Wellbeing

What is working well?	What are we worried about?	What do we need to do?
		<p>6. 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'.</p> <p>7. The reasons for the 9 annual reviews not completed in October are:</p> <ul style="list-style-type: none"> - 1 x on hold due to house renovations - 3 x awaiting new social worker due to theirs retiring - 3 x booked for November - 2 x cancelled and rebooked for November



Single Point of Contact

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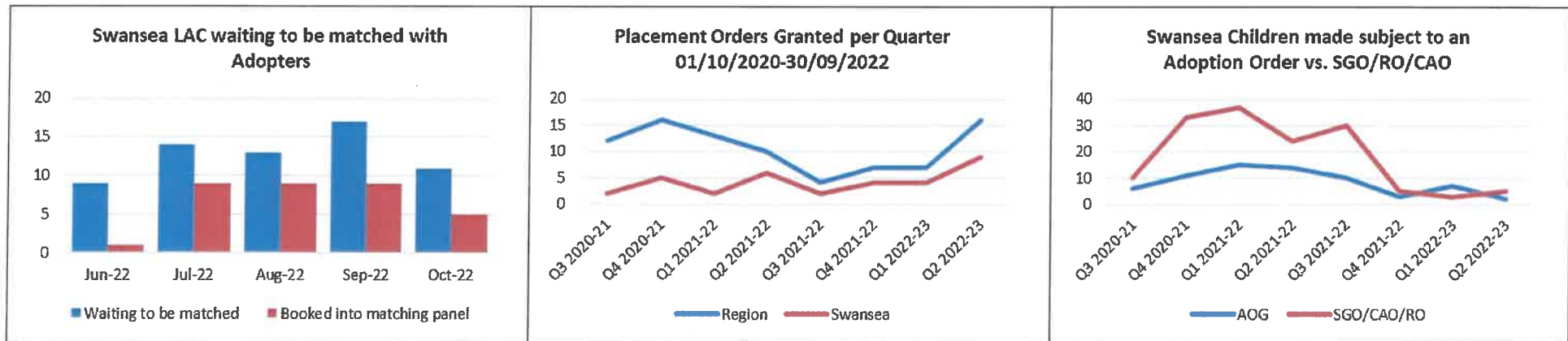
Professional Abuse Enquiries

Youth Offending Service

Staff Wellbeing

Western Bay Adoption Service

Recruitment	October 2022	September 2022
The number of Registrations of Interest to adopt received during the month:	3	1
The number of full assessments allocated during the month:	3	1
The number of adopters approved at panel during the month:	1	3
The number of approved adopters who have withdrawn from Western Bay Adoption Service during the month:	0	0
The number of adopter reviews due during the month:	0	3
The number of adopter reviews completed within timescales during the month:		3
Western Bay Adoption Placements	October 2022	September 2022
The number of Swansea children with a positive Should Be Placed outcome by the Agency Decision Maker during the month	6	2
The number of Swansea children made subject of a Placement Order during the month:	1	2
The number of Swansea Looked After Children placed with Western Bay Adopters during the month:	0	0
The total number of Swansea Looked After Children placed with Western Bay Adopters at the end of the month:	5	8
The total number of Swansea Looked After Children matched with adopters during the month:	5	2
The number of Swansea Looked After Children waiting to be matched with adopters:	11 (5 booked into matching panel, 3 with links being explored, 2 on hold and 1 with no links identified)	17 (9 booked into matching panel, 1 on hold, 2 with strong links and 6 links being explored)
The number of Swansea Looked After Children who have been matched with adopters but not yet placed for adoption:	5	2
The number of Swansea Looked After Children whose plan for adoption has changed:	1	0



What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> Pool of waiting adopters is good in terms of placement choice (28 families). Increase in cases achieving a Placement Order, although numbers remain lower than pre pandemic times. Children coming through on a Placement Order have predominately been linked and matched with regional adopters, there has been increased matching activity which will lead to more placements in November and December Although adoption support remains busy, the team are managing the referrals and work with the additional resources in place. 	<ol style="list-style-type: none"> Enquiries and adopter approvals are down returning to levels pre pandemic. The cost of living crisis will undoubtedly further impact this area. 	<ol style="list-style-type: none"> Continue to ensure that the service is ready and able to meet the demands of each of the LAs in relation to the number of children referred and those whose eventual plan is adoption. Focus on the early intervention and preventative support to adopted children and their families Consider with the LAs the need for respite support for adopted children Embed the good practice guides in relation to contact, adoption support, birth parent support and transition.

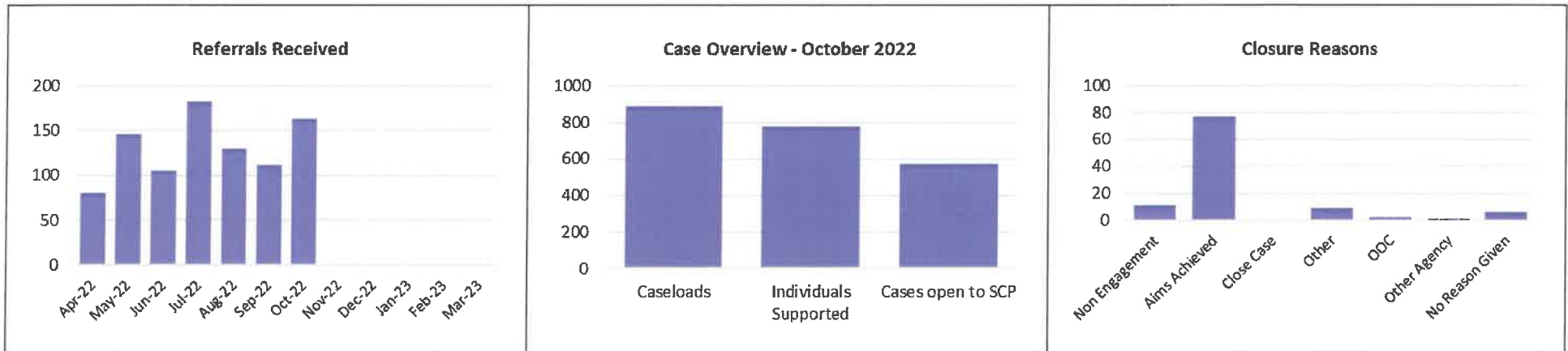


Support Services

Family Support Service

Referrals, Caseload & Closures	October 2022	September 2022
The total number of referrals received by Family Support Services during the month:	163	112
The total number of individuals supported by Family Support Services at the end of the month:	889	824
The total number of individuals closed by Family Supported Services during the month:	106	81
The number of individuals closed with an improved outcome during the month:	77	66

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What is working well?	What are we worried about?	What do we need to do?
1. Positive closure reasons remain high and consistent following some updated	1. There is no standardised system to 'check' whether we are achieving 'what matters' to children and families.	1. To develop a 'check' system at point of allocation to individuals within teams that captures whether we have achieved 'what matters' or not.



What is working well?	What are we worried about?	What do we need to do?
<p>advice/guidance to managers/seniors with case closure responsibilities.</p> <p>2. The Single Point of Entry test phase is ongoing and shaping access to the services, sequential planning for families and allocation decisions based on understanding enough of 'what matters' to children and families.</p> <p>3. The WCCIS build for a Family Support distance travelled form is underway.</p> <p>4. The Single Point of Entry flows and systems have been reviewed and updated.</p>	<p>2. There is a lack of qualitative data to understand children and families experiences of Family Support.</p> <p>3. Some teams have waiting lists due to staffing pressures and transitions to new structures.</p>	<p>2. Continue with Not in Employment Education or Training WCCIS build.</p> <p>3. Continue with the development of a generic Family Support (but specific to each service area) distance travelled form.</p> <p>4. Continue to monitor and evaluate the effectiveness of the Single Point of Entry with a view to including other test areas.</p>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquiries

Youth Offending Service

Staff Wellbeing

Service Quality Unit & Child Protection Conference Unit

Child Protection Conferences	October 2022	September 2022
The number of Initial Conferences held during the month:	34	22
The number of Initial Conferences held within timescales during the month:	33*	22*
The number of Review Conferences held during the month:	58	71
The number of Review Conferences held within timescales during the month:	58*	70*
LAC & Pathway Plan Reviews	October 2022	September 2022
The number of LAC & Pathway Plan Reviews carried out during the month:	120	127
The number of LAC & Pathway Plan Reviews held within timescales during the month:	120*	124*
Adoption Reviews	October 2022	September 2022
The number of Adoption Reviews carried out during the month:	1	1
The number of Adoption Reviews held within timescales during the month:	1*	1*

**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?
During October, there is a notable increase in the number of Initial Child Protection Conferences (34), which reflects in the increased Child Protection activity within the service. A high proportion were held within timescales (33, 97.06%). Fewer Review Conferences were held during October (58), although this is to be expected as July and September are often busier due to the school holidays – all of which were held within statutory timescales.		



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Professional Abuse Enquires

	October 2022	September 2022
The number of ongoing investigations at the end of the month:	12	13
The number of enquires received during the month:	29	19
The number of enquires re-directed to Adult Services:	1	2
The number of enquires which met threshold for an investigation:	16	8
The number of enquires closed with no further investigation:	8	9
The number of enquires passed onto a different Local Authority:	2	0
The number of enquires waiting further investigation to determine if threshold is met:	2	0
The number of Professional Abuse Strategy meetings (PAsMs) held during the month:	26	24
The number of Initial meetings held during the month:	16	11
The number of Review meetings held during the month:	10	13
The number of investigations which concluded during the month:	14	21
9 investigations concluded with a Substantiated outcome; 2 were Unsubstantiated, 2 Unfounded and 1 Malicious.		

What is working well?	What are we worried about?	What do we need to do?
PAsMs are in the expected range but at the upper limit. PASM activity is often variable and unpredictable but over the next 3 months we will monitor to see if there is an overall upward trend.		



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

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Professional Abuse Enquires

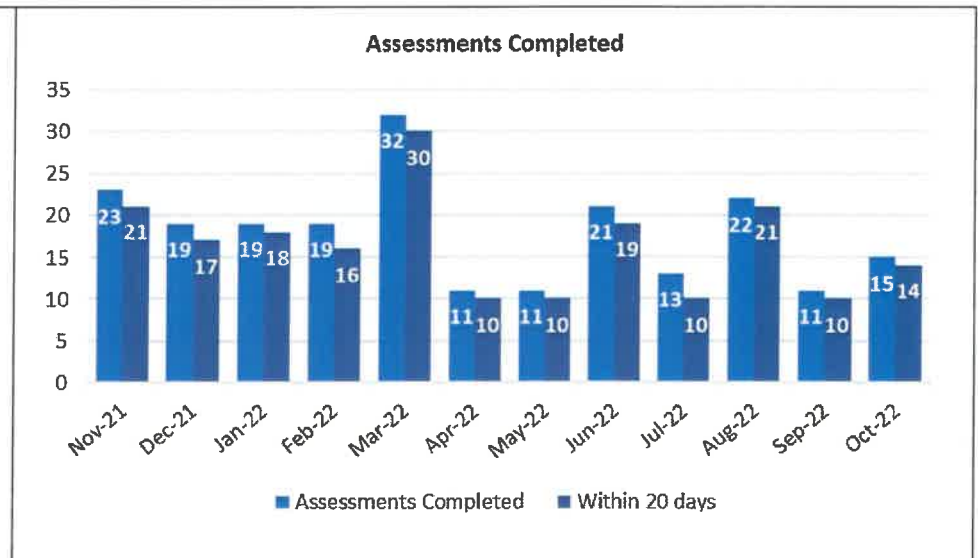
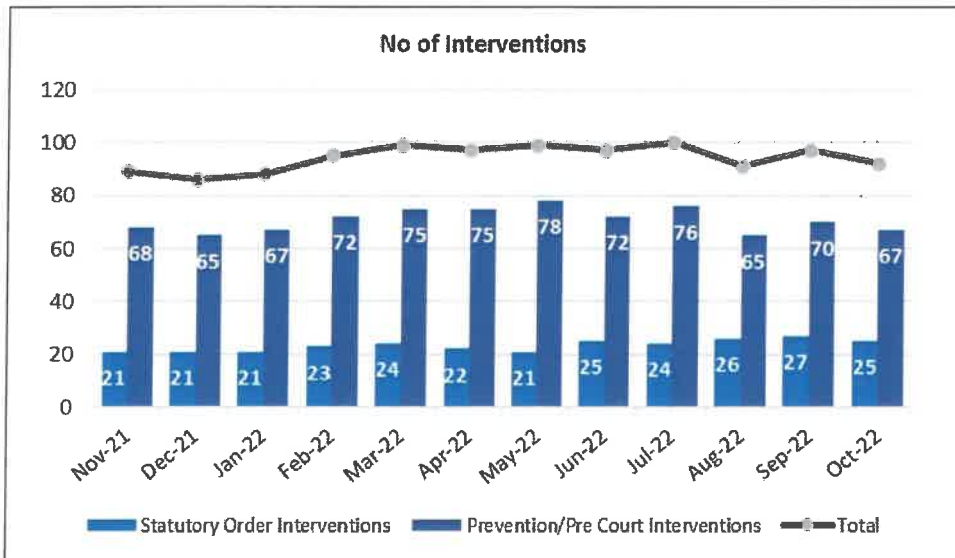
Youth Offending Service

Staff Wellbeing

Youth Offending Service

	October 2022	September 2022
The total number of young people with an open intervention at the end of the month:	92	97
The number of young people on remand at the end of the month:	0	0
The number of Asset Plus Assessments completed during the month:	15	11
The number of Asset Plus Assessments completed within 20 days:	14	10
The number of supervisions that took place during the month:	19	17

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Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

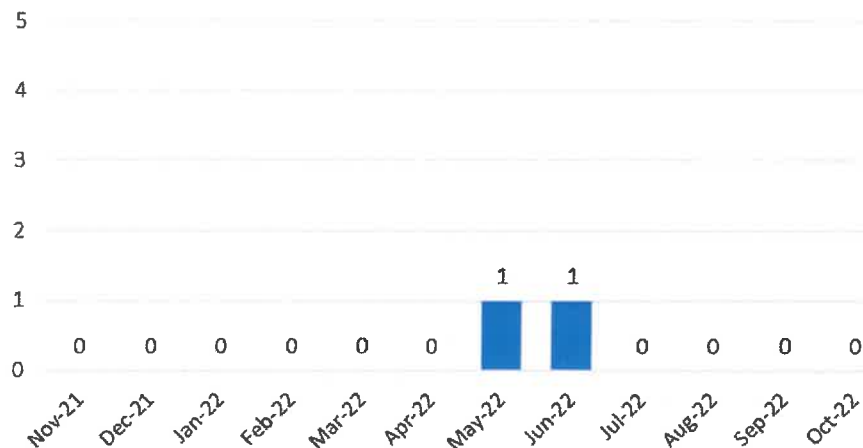
SQU & CPCU

Professional Abuse Enquires

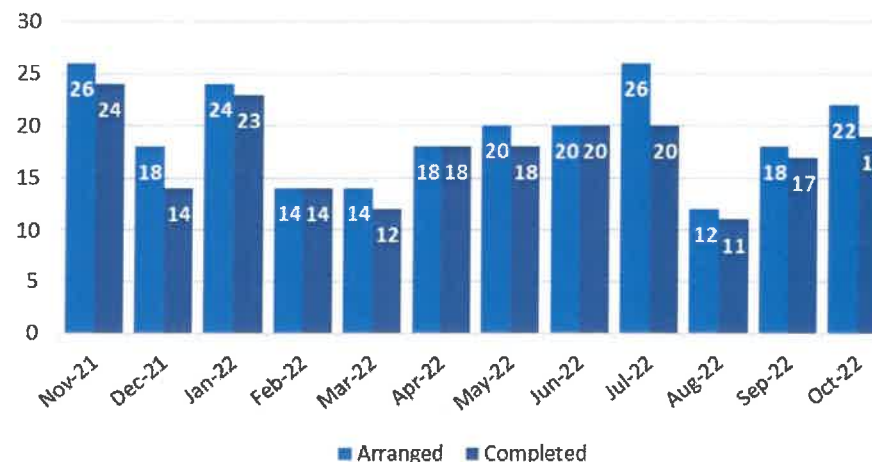
Youth Offending Service

Staff Wellbeing

Remand



Supervision



Page 67

What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> 1. There has been a very slight reduction in young people open on interventions during the month however, the numbers remain consistent with previous months. 2. 15 assessments were completed within the month which is a slight increase from last month. 14 of these assessments were completed within timeframe. The overall numbers remain within the usual expected numbers for the service. 3. There have been no children remanded into custody, this is consistent with the preceding 3 months and in line with the majority of 2022 	<ol style="list-style-type: none"> 1. Staff sickness has been an issue over the last month and this has particularly had an impact in terms of the allocation of prevention cases. It is anticipated that all prevention cases (9) currently awaiting allocation will be allocated within the next week. 2. The service has continued to be without a practice lead for prevention and early intervention during this period which has meant pressure on the remaining practice leads, particularly in relation to supervision and supporting staff, has continued. 	<ol style="list-style-type: none"> 1. The service now has an interim team manager who began in post at the start of October. It is hoped that this will provide some stability for the service moving forward. We have also been able to appoint into the vacant practice lead role which will provide some additional stability at management level and will allow for reduced pressure on the two practice leads currently in post. 2. The service began a systems review at the beginning of November. Updates relating to this review will be shared with the wider service as it



What is working well?	What are we worried about?	What do we need to do?
<p>which has seen only 1 young person remanded. This remand period spanned over two months.</p> <p>4. Supervisions have remained high during this month. Currently the service has a few staff members off work due to sickness, and there has also been a change of Manager and change of line management of some staff due to this. It is positive to see that despite this, supervision numbers remain high.</p>		<p>progresses. It is hoped that this will enable us to consider how we improve performance reporting.</p>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

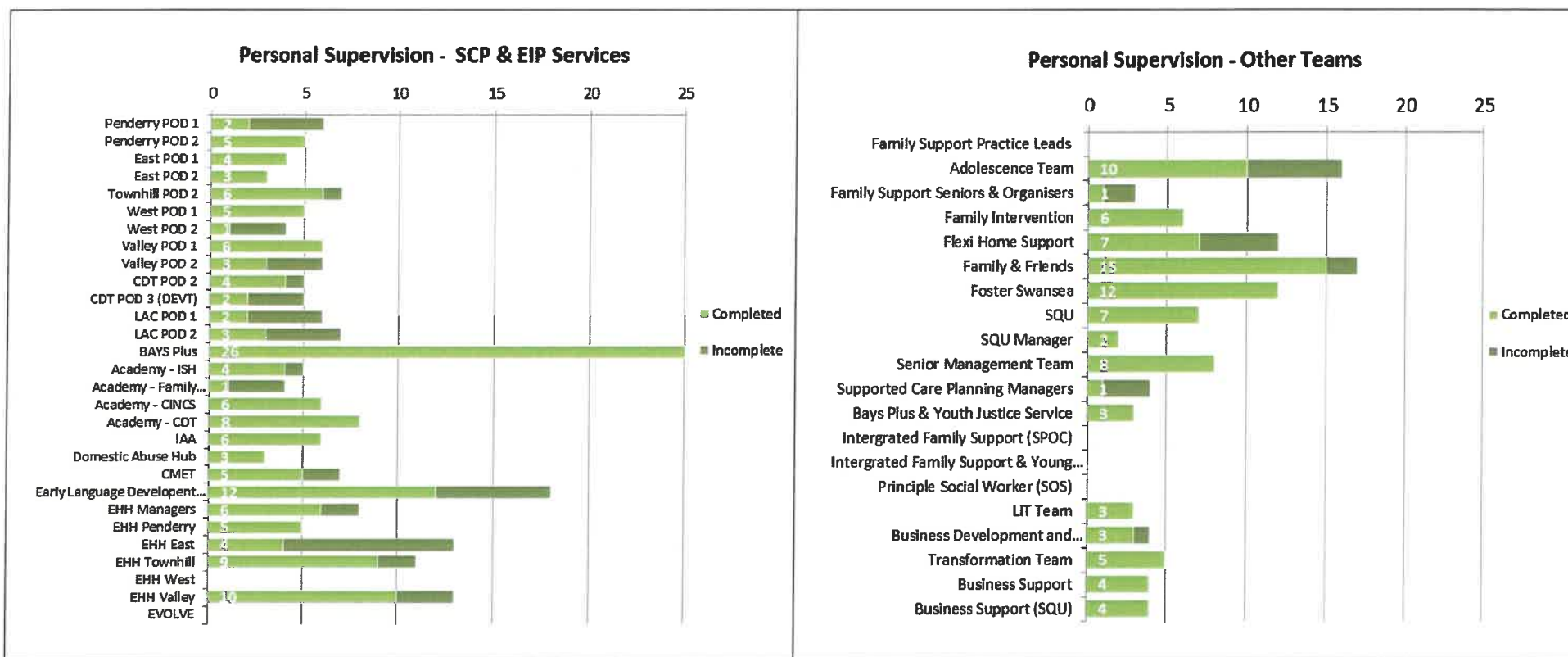
Staff Wellbeing

Staff Wellbeing

Supervision

Personal Supervision	October 2022	September 2022
The percentage of Personal Supervision sessions that took place within timescales:	77.56%	86.46%

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Complaints

Complaints – Stage 1	October 2022	September 2022
The number of complaints received during the month:	25	16
The number of complains closed during the month:	19*	15
<i>During October, 2 complaints were justified, 1 partially justified and 3 not justified; 6 were not pursued, 2 were referred to another agency, 2 matters were in court, 1 was not eligible, 1 concurrent, 1 for information and 6 are ongoing.</i>		
The number of ongoing complaints received during the month:	6	1
<i>The ongoing complaints were received at the end of October, and are still within timescales for investigation.</i>		

*Figure include ongoing complain received in September.

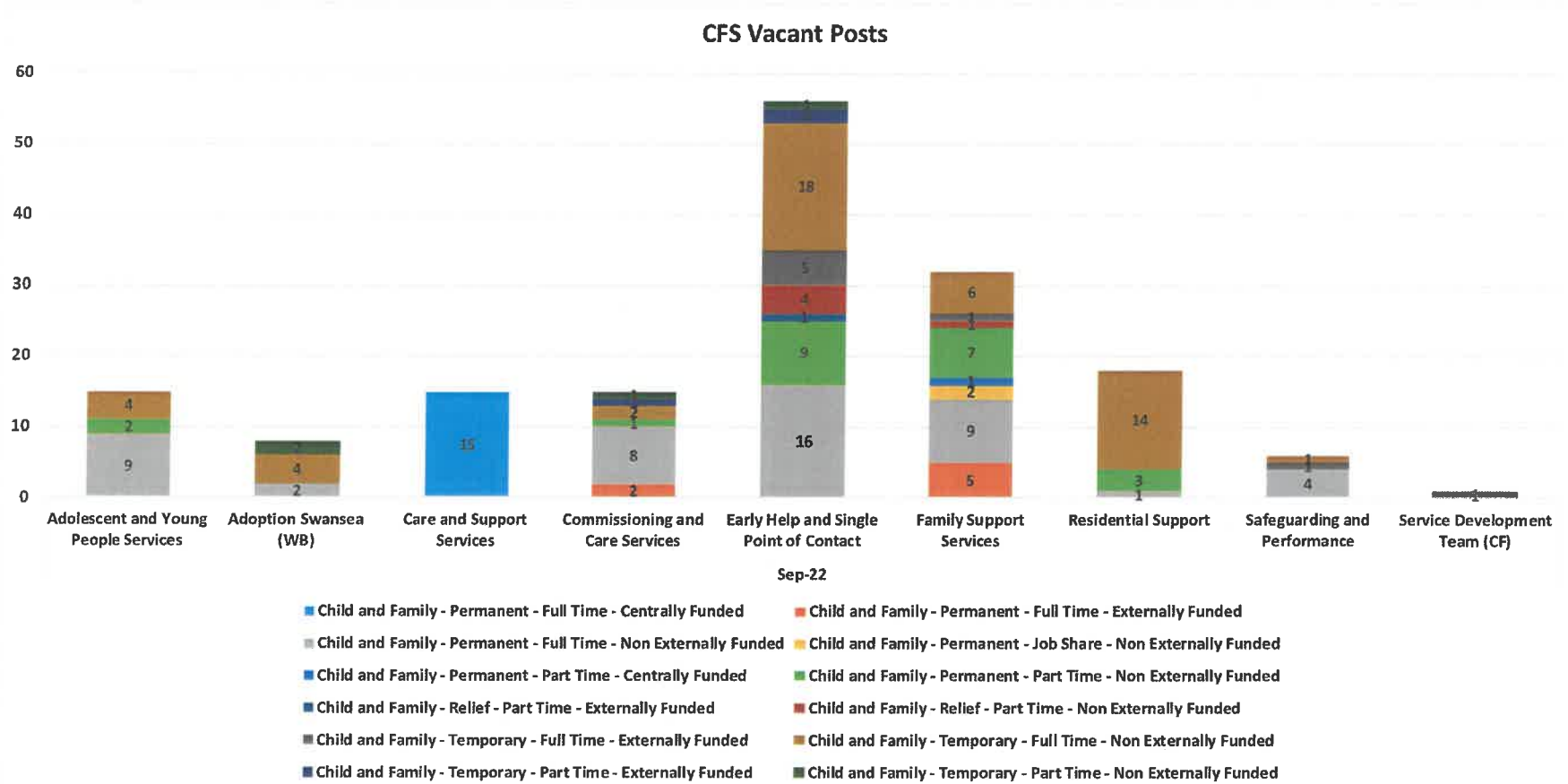
Complaints – Stage 2	October 2022	September 2022
The number of complaints received during the month:	1	0
The number of complaints closed during the month:	2	0
The number of ongoing complaints:	1	2
<i>The ongoing complaint was received during October and currently under investigation.</i>		

Complaints – Ombudsman	October 2022	September 2022
The number of complaints received during the month:	1	0
The number of complaints closed during the month:	1	0

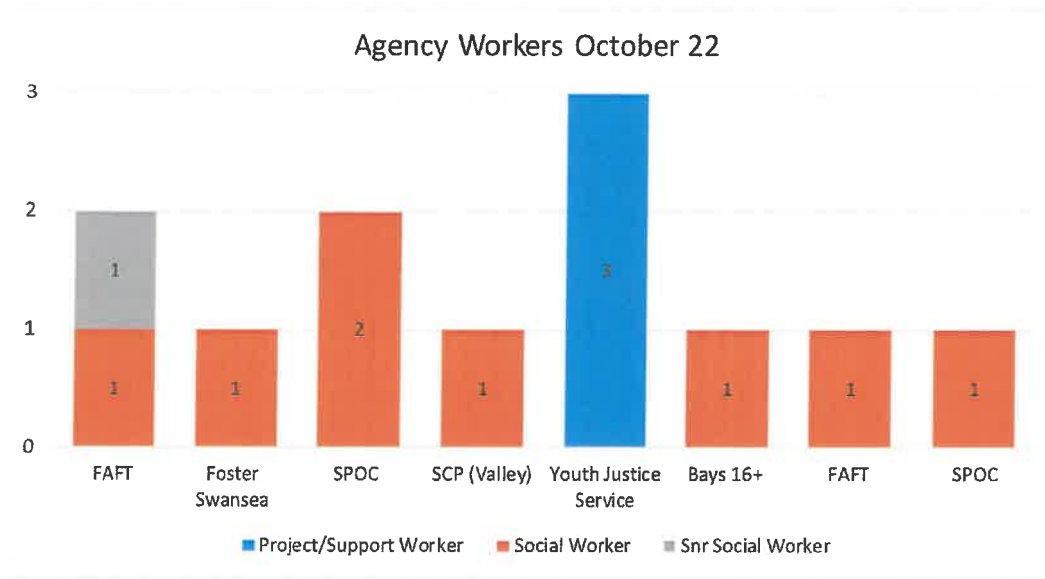
What is working well?	What are we worried about?	What do we need to do?
	During October a higher number of complaints were received by the department.	Learning and Innovation Team will work with the complaints department to identify a process to identify trends or themes around the complaints received – and reflect this in the monthly SMT report.

CFS Vacant Posts

Table below shows number of vacancies that have been identified in each CFS area however all information is being validated and is likely to change



CFS Agency Staff



Agenda Item 7



Report of the Cabinet Member for Care Services

C&FS Scrutiny Performance Panel – 5th December 2022

Update from Regional Safeguarding Board

Purpose	To present the annual plan and 2021/22 annual report of the West Glamorgan Safeguarding Board.
Content	<p>The annual plan provides an overview of priorities that the Safeguarding Board is looking to achieve over the financial year. The annual report reflects on the work of the board for the previous year.</p> <p>A highlight report has been produced below to give an overview of both reports</p>
Councillors are being asked to	Receive and consider these reports.
Lead Councillor(s)	Cllr Louise Gibbard
Lead Officer(s)	Dave Howes – Director of Social Services Julie Davies – Head of Child & Family Services
Report Author	West Glamorgan Safeguarding Board – Damian Rees Rebecca Shepherd
Legal Officer	N/A
Finance Officer	N/A
Access to Services Officer	N/A

1. Background

- 1.1 The Social Services and Wellbeing Act (Wales) regulations and codes of practice issued under part 7 (Safeguarding) clearly set out the requirements of a Safeguarding Board to produce an Annual Plan and an Annual Report each year. The Annual plan is published on the 31st March each year and the Annual Report on the 31st July each year.
- 1.2 The West Glamorgan Safeguarding Board (WGSB) was established to promote, inform and support multi agency safeguarding for Children and Adults across Neath Port Talbot and Swansea.

The WGSB is a multi-agency forum, which brings together representatives of each of the main agencies and professionals who are responsible for helping to protect Children and Adults from abuse and neglect.

The WGSB is the key statutory mechanism for agreeing on how the different services and professional groups should co-operate to safeguard children and Adults, and for making sure that arrangements work effectively in bringing about better outcomes for Children and Adults in West Glamorgan.

2. Briefing/Main Body of Report

2.1 Actions taken to achieve our outcomes

The Board uses a programme management approach to achieve the outcomes set out in their business plan. The Board acts as a representative group at strategic level holding overarching responsibility for safeguarding within their organisations and across the regional partnership. In order to achieve the outcomes required the Board developed a structure to ensure it is best placed to fulfil its requirements. The Boards and their management groups have terms of reference which are reviewed annually to ensure they are fit for purpose and aligned with legislation. The Chairs of the Boards also hold the statutory director roles in one of the local authorities within the Board area. All Board members have a role profile, which they are required to sign at the point of induction so as to ensure they understand their agency's commitment to the work of the Board.

The WGSB operate joint management group meetings – The Board has a Policy Procedure Practice Management Group (PPPMG) and a Quality Performance and Monitoring Management Group (QPMG). There is a Joint Training Management Group (JTMG) and a Joint Practice Review Management Group (PRMG). The PRMG group ensures a consistent and timely approach to practice review referrals,

identifying reviewers, panel members and Chairs. The group operates on behalf of both boards to fulfil Board functions and has a quality assurance role in scrutinising practice review reports and action plans to ensure smooth sign off, completion and publication. Agencies represented on the Board take lead responsibilities by chairing management groups, which encompass chairs from local authority, health board and police.

The Board has a joint business plan where overarching desired outcomes are set alongside what action is required to achieve the outcomes. Each of the identified actions are allocated to either one of the Management Groups or to an individual who are then held to account via a monitoring process. This strategic plan is then broken down into individual management group work plans which are reviewed at each meeting, milestones checked and achieved and risks/issues and achievements reported to Board meetings using status report templates.

Due to the pandemic, it was recognised that the Board needed to take a pragmatic approach because it was identified that it may not be able to set priorities as it has done in previous years. As a consequence, it was agreed we continued this year once again with a covid-related approach.

2.2 Safeguarding Priority Outcomes 2021/22

During 2020 – 2021 the Safeguarding Board entered into uncharted waters: a global pandemic. As a result of this, the Board changed its intended Plan for 2020 – 2021 developing a plan to respond to uncertainty. The pandemic dictated the need for a flexible approach, whilst reinforcing the need for Safeguarding to remain a priority for all agencies and organisations across the region. Much has been learnt over the course of the last year with agencies and organisations being pushed and tested to their limits in response to these unprecedented times. There will undoubtedly be much more to learn moving forward and it is not yet possible to know what impact the pandemic has had on individuals, families and communities across the region. As we will remain in pandemic status for some time to come, it is important that we continue to view safeguarding through the lens of uncertainty and this is reflected in our plan for 2021/2022. The priorities for 2021-2022 were as follows:-

- To develop a clear picture of the impact Covid 19 is having across the Region i.e. For individuals, communities, the work force and partner agencies.
- To oversee and review the efficacy of measures taken by agencies as they realign governance, processes and practice to respond to Covid 19.

- To ensure the response to Covid 19, across the region, is measured, legal and consistent and that safeguarding remains the golden thread.

2.3 **How have we made a difference? Quality Performance Management Group (QPMG)**

The QPMG was established to ‘...monitor and evaluate the effectiveness of the West Glamorgan Safeguarding Board (WGSB) and local organisations, individually and collectively...’ (QPMG ToR, dated 2021). The aims of this group being:

- Promote high standards of safeguarding work, in line with the Boards Strategic Priorities
- To foster a culture of continuous improvement and learning
- Identify and act on areas for improvement
- Identify good practice to inform learning
- Provide direction to local audits in respect of specific themes to be subject of the audit process
- Co-ordinate senior regional response to high risk providers, business continuity and safeguarding issues
- Look at themes of strategic issues which will then be fed back to the Board.
- Ensure the consistency of policy and practice throughout the two local authorities.

The group is well established with good attendance from across the partnership over the past year, despite the pressures brought about by a global pandemic, subsequent post-pandemic pressures and the current cost of living crisis, which has and will undoubtedly continue to impact upon safeguarding practices locally, regionally and nationally as more individuals, families and communities are plunged deeper into poverty.

2.4 **Summary of the work undertaken by QPMG over the year 2021 – 22.**

Over the course of the last year, the QPMG has continued to monitor and seek assurance from matters arising pandemic and post-pandemic. The key assurance the group has sought is in respect of each agencies capacity and capability to fulfil its safeguarding functions. Whilst pressures are notably acute across Health and Adult Social Care, no agency has reported these pressures to be undermining the delivery of their safeguarding duties and responsibilities.

2.5 Policy Procedure & Practice Management Group (PPPMG)

The Policy, Procedure and Practice Management Group (PPPMG) has a key role in achieving the West Glamorgan Safeguarding Board's (WGSB) overall objectives and functions which are:

'Ensuring that effective policies and working practices are in place to protect children and Adults and that they are properly coordinated remains a key role for Safeguarding Boards. Only when these are in place should Boards look to their wider remit of safeguarding and promoting the welfare of all children and Adults.'

The PPPMG have continued to focus on reviewing their policies to ensure they are in line with the new procedures, and have sought assurance from partner agencies that they have done the same.

The PPPMG ensure that as a group it is interconnected with the other subgroups within the Safeguarding Board to support the Board meeting its objectives.

The aim of WGSB Policy, Procedure & Practice Management group is to –

- Coordinate and ensure the effective development of multi-agency Policy, Procedure and Practice documents (PPP) for the purpose of safeguarding and promoting the welfare of children and Adults in the Swansea and Neath Port Talbot local authority areas.
- Receive, review and facilitate consultation of All Wales and Regional forums PPPs developed for the purpose of safeguarding children
- Develop and maintain a shared library function for all WGSB ratified documents.

2.6 Practice Review Management Group (PRMG)

Part 7 of the Social Services and Wellbeing (Wales) Act 2014 sets out the provisions for Safeguarding Adults and Children for all partner agencies. Volumes 2 & 3 clearly sets out the statutory guidance, which requires Safeguarding Boards to undertake Child Practice Reviews and Adult Practice Reviews as, identified. The West Glamorgan Safeguarding Board's Practice Review Management Group (PRMG) has a key role in achieving these functions of learning, reviewing and improving safeguarding practice. The Practice Review Management Group is the platform from which these reviews will be undertaken on behalf of the West Glamorgan Safeguarding Children Board and the West Glamorgan Safeguarding Adults Board.

The PRMG has an appointed chair and co-chair and engagement across all agencies remains high.

Decision making and monitoring of referrals and reviews is well embedded into the PRMG. This process is now consistent across Child and Adult Practice Reviews. The group continue to meet bi-monthly as a joint management group and challenge is welcomed as part of expected practice to ensure that any decision making will stand scrutiny. We encourage a learning culture and even when a referral does not meet the criteria for a specific review either a MAPF or a single agency review will be considered and the group updated accordingly with the learning.

The pandemic caused a need to change the way we managed Practice Reviews and learning events moved to a virtual platform via Microsoft Teams. These events have proved to be a success and attendees have engaged well with the new process.

All reviews continue to be presented to Board with a report, action plan and seven minute briefing. The seven minute briefing has proved an effective tool for cascading the learning from reviews.

During 2021-22, the West Glamorgan Safeguarding Board PRMG received:-

- 2 Child Practice Review (CPR) Referrals – 1 progressed into a concise CPR, and 1 Multi Agency Professional Forum (MAPF).
- 3 Adult Practice Review Referrals – 1 progressed into a MAPF, 1 didn't meet the criteria and 1 didn't have enough information and would be delayed until the next meeting, which is out of the scope of this report.
- During the last financial year, the West Glamorgan Safeguarding Board published 2 Adult Practice Reviews.

2.7 Training and Learning

In 2021-22 the WGSB has continued to deliver training on the Wales Safeguarding Procedures 2019, across Children and Adult Services. Learning events in relation to child and adult practice reviews has continued to take place and good practice disseminated.

Specialist training in Child Sexual Abuse was commissioned from the Lucy Faithful Foundation on the following topics:

- Assessing the protective skills of mothers, partners and adult carers
- Promoting positive pathways for young people who have exhibited harmful sexual behaviour
- Understanding child sexual abusers
- Understanding child sexual abusers and the internet

Training was also delivered on Sexual Violence Disclosures by local specialist services:

- An Introduction to Domestic Abuse
- The Edge Project: Domestic Abuse Awareness, Equality & Inclusion
- Sexual exploitation awareness
- The Effects of Domestic Abuse on Survivors (Adult & CYP)

Exploitation training

Safeguarding Children and Adults at Risk of Exploitation has been completed by a total of 200 individuals in 2021/22 This includes a WGSB regional multiagency group co-delivered with CVS. Additionally, Exploitation e-learning has been completed by 30 staff.

A group have been set up to address delivery of multi agency training. The group have agreed to deliver Exploitation training and will be compiling a list of multi- agency training, which can be co-delivered. The Group will pull together joint experiences of delivery into a new pack, which can be delivered either face-to-face or virtually over one day or several sessions, as different formats work better for different agencies.

Junior Safeguarding Board

The Junior Safeguarding Board (JSB) is a platform for children and young people from across Neath Port Talbot and Swansea to have a voice regarding safeguarding issues in their communities. The JSB actively promotes the United Nations Convention on the Rights of the Child through workshops, events and campaigns to promote positive change in our communities.

The West Glamorgan Safeguarding Board and Officers supporting the Junior Safeguarding Board work closely to ensure the issues that are deemed important by children and young people across West Glamorgan are addressed. It has been a priority of officers supporting the JSB to establish joint ways of working to facilitate the participation of children and young people, and a feedback mechanism between children and young people in West Glamorgan and the West Glamorgan Safeguarding Board, and vice versa. The JSB comprises of children and young people from schools across West Glamorgan including schools that cater for Additional Learning Needs and Complex Needs and community groups.

Throughout 2021-2022 the work of the JSB has had to adapt. Restrictions, due to Covid have limited face to face meetings and school visits. However, officers have continued to work behind the scenes to champion safeguarding issues for children and young people in Swansea and Neath Port Talbot in a number of ways.

In June 2021, the Junior Safeguarding Board were presented an award at the WGSB Safeguarding Recognition Awards for Inspirational Contribution made by Young People.

West Glamorgan Safeguarding Board priorities for 2022-2023

Our Strategic Plan sets out how the WGSB will work towards achieving their Vision for West Glamorgan. Our Plan is based around four key priority areas that will guide our work:

1. Learn from experience to improve how we work (Create a synergy between the four points to drive the three year plan)
2. Improve awareness of safeguarding across all communities and partner organisations
3. Develop and deliver citizen-led approaches to safeguarding
4. Develop and deliver regional approaches to safeguarding practice

3. Conclusions/Key Points Summary

3.1 Please see attached report

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 A: Annual Report 2021/22

Appendix B: Joint Annual Plan 2022-25



West Glamorgan Safeguarding Boards

Annual Report

2021 – 2022

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Foreword & Introduction

Welcome to the Annual Report for the West Glamorgan Safeguarding Board.

This annual report presents an overview of the work the Board has undertaken over the last twelve months as part of our annual plan.

2021 – 2022 has remained a challenging time for all agencies as the Coronavirus has continued to impact the work of all our partners. In addition to this society is experiencing a cost of living crisis, whilst the war in Ukraine and a pending environmental crisis poses further challenges for society and a renewed effort from partners and agencies to ensure people are kept safe. However whilst we experience uncertainty on numerous fronts we are resolute in our aim to make the West Glamorgan Region the safest region in Wales. We recognise that to do this our traditional approach to partnership working must extend to engaging more routinely with the communities across the West Glamorgan region and to achieve this we have set ourselves an ambitious three year plan which can be accessed through this link <http://www.wgsb.wales/media/17530/west-glamorgan-safeguarding-board-joint-annual-plan-2022-2025-year-1.pdf?v=20220517163152>

As always, we would like to thank the members of the West Glamorgan Safeguarding Board, and many others for their engagement during the last year. We are still in difficult times and 2022-23 is likely to bring new challenges but with the continued commitment and energy of our partners, we are confident that we will continue to meet the high standards and priorities we set for the Board.

Andrew Jarrett

Director of Social
Services – Neath Port
Talbot Council



David Howes

Director of Social
Services Swansea
Council



Eve Davis

Temporary
Superintendent
South Wales Police



Paul Stuart Davies

Assistant Director of
Nursing, Corporate
Services – Swansea Bay
University Health Board



About the West Glamorgan Safeguarding Board

The West Glamorgan Safeguarding Board (WGSB) was established to promote, inform and support multi agency safeguarding for Children and Adults across Neath Port Talbot and Swansea.

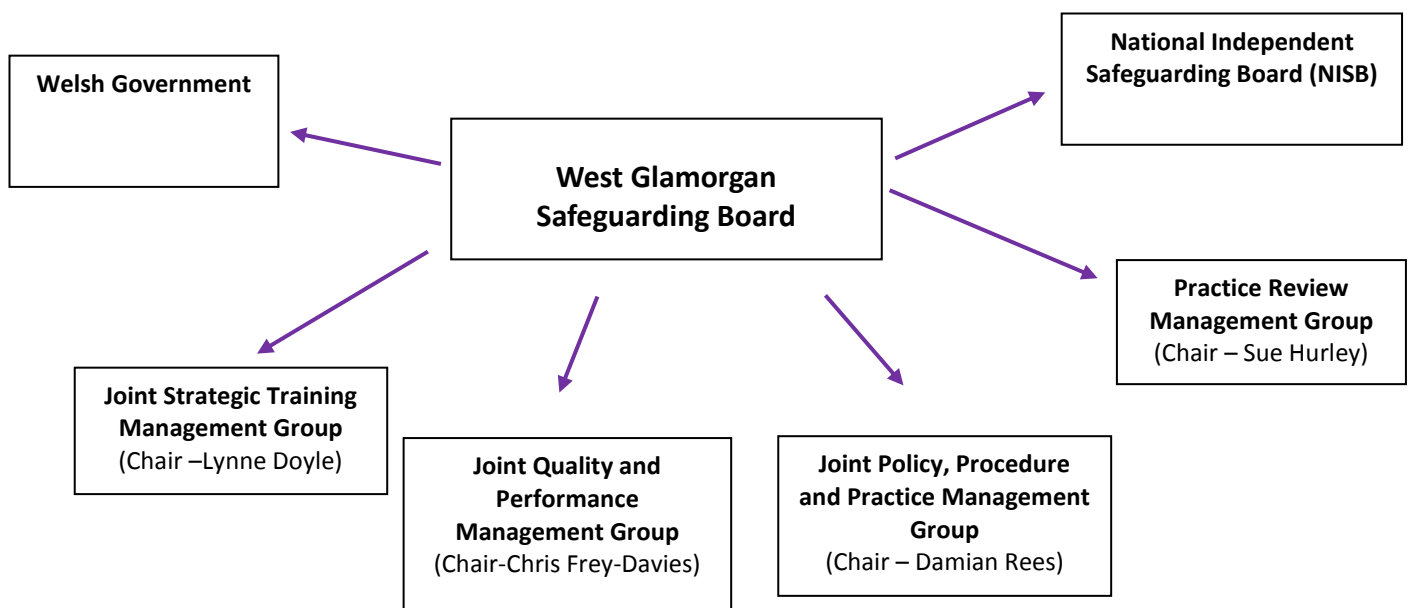
We are the key statutory mechanism for agreeing how organisations will co-operate to safeguard and promote the welfare of Children and Adults living in the region.

The WGSB is a multi-agency forum, which brings together representatives of each of the main agencies and professionals who are responsible for helping to protect Children and Adults from abuse and neglect.

The WGSB is responsible for agreeing on how the different services and professional groups should co-operate to safeguard children and Adults, and for making sure that arrangements work effectively in bringing about better outcomes for Children and Adults in West Glamorgan.



Organisational Chart



Membership

Regional Safeguarding Children Board Membership during 2021-22

NAME	POSITION
Chair	
Andrew Jarrett	Director of Social Services Neath Port Talbot CBC
Mark Brier	Chief Superintendent, South Wales Police
Local Authority	
David Howes	Director of Social Services Swansea Council & Chair of Adult's Board
Andrew Thomas	Director of Education Neath Port Talbot CBC
Keri Warren	Head of Children's Services Neath Port Talbot CBC
Helen Morgan-Rees	Director of Education Swansea Council
Julie Davies	Head of Child and Family Services Swansea Council
Kate Phillips	Head of Achievement and Partnership Swansea Council
Chris Frey-Davies	Principal Officer Safeguarding Adult & Child Services & Quality Assurance Neath Port Talbot CBC
Damian Rees	Principal Officer for Safeguarding and Performance Quality Swansea Council
Chris Millis	Head of Participation Education Neath Port Talbot CBC
Lynne Doyle	Learning, Training & Development Manager Neath Port Talbot CBC
Swansea Bay University Health Board	
Nicola Edwards	Head of Nursing Safeguarding
Public Health Wales	
Debbie Pachu	Designated Nurse – National Safeguarding Team
South Wales Police	
Sue Hurley	Independent Protecting Vulnerable Person Manager
Police and Crime Commissioner	
Siriol Burford	Police and Crime Commissioner
Probation Service	
Deanne Martin	Assistant Chief Officer, Head of Swansea and Neath Port Talbot
Early Intervention & Youth Justice Service	
Alison Davies	Principal Officer EIYJS Neath Port Talbot CBC
Jay McCabe	Principal Officer Bays+ & YJS Swansea CC
Secure Estates	
Sian Coffey	Manager Hillside Secure Unit
Welsh Ambulance Service Trust	
Wendy Herbert	Assistant Director of quality and nursing
Third Sector	
Clare Hopkins	Volunteer Services Manager - SCVS

Regional Safeguarding Adult Board Membership during 2021-22

NAME	POSITION
Chair	
David Howes	Director of Social Services Swansea CC
Paul Stuart Davies	Assistant Director of Nursing, Corporate Services
Local Authority	
Andrew Jarrett	Director of Social Services Neath Port Talbot CBC & Chair of Children's Board
Angela Thomas	Head of Adult Services Neath Port Talbot CBC
Amy Hawkins	Head of Adult Services Swansea CC
Lynne Doyle	Learning, Training & Development Manager Neath Port Talbot CBC
Chris Frey-Davies	Principal Officer Safeguarding Adult & Child Services & Quality Assurance Neath Port Talbot CBC
Swansea Bay University Health Board	
Nicola Edwards	Head of Nursing Safeguarding
Public Health Wales	
Debbie Pachu	Designated Nurse – National Safeguarding Team
South Wales Police	
Sue Hurley	Independent Protecting Vulnerable Person Manager
Beth Aynsley / John Lane	Independent Protecting Vulnerable Person Manager
Probation Service	
Deanne Martin	Assistant Chief Officer, Head of Swansea and Neath Port Talbot
Third Sector	
Danielle Lock	Volunteer Services Manager - SCVS
Prison Service	
Rob Denman / Brian Ward	Her Majesty's Prison and Probation Service
Wales Ambulance Service Trust	
Rhiannon Thomas	Senior Professional Safeguarding Children and Adults
Care Home Providers	
Dianne Purnell	Home Mangers/RI/Providers
Jaqueline Orrells	Home Mangers/RI/Providers
Chris Rees	Home Mangers/RI/Providers
Christian Heinrich	Home Mangers/RI/Providers
Inti Zirga	Home Mangers/RI/Providers

Actions taken to achieve our outcomes

The Board uses a programme management approach to achieve the outcomes set out in their business plan. The Board acts as a representative group at strategic level holding overarching responsibility for safeguarding within their organisations and across the regional partnership. In order to achieve the outcomes required the Board developed a structure to ensure it is best placed to fulfil its requirements. The Boards and their management groups have terms of reference which are reviewed annually to ensure they are fit for purpose and aligned with legislation. The Chairs of the Boards also hold the statutory director roles in one of the local authorities within the Board area. All Board members have a role profile, which they are required to sign at the point of induction so as to ensure they understand their agency's commitment to the work of the Board.

The WGSB operate joint management group meetings – The Board has a Policy Procedure Practice Management Group (PPPMG) and a Quality Performance and Monitoring Management Group (QPMG). There is a Joint Training Management Group (JTMG) and a Joint Practice Review Management Group (PRMG). The PRMG group ensures a consistent and timely approach to practice review referrals, identifying reviewers, panel members and Chairs. The group operates on behalf of both boards to fulfil Board functions and has a quality assurance role in scrutinising practice review reports and action plans to ensure smooth sign off, completion and publication. Agencies represented on the Board take lead responsibilities by chairing management groups, which encompass chairs from local authority, health board and police.

The Boards have a joint business plan where overarching desired outcomes are set alongside what action is required to achieve the outcomes. Each of the identified actions are allocated to either one of the Management Groups or to an individual who are then held to account via a monitoring process. This strategic plan is then broken down into individual management group work plans which are reviewed at each meeting, milestones checked and achieved and risks/issues and achievements reported to Board meetings using status report templates.

Due to the pandemic, it was recognised that the Board needed to take a pragmatic approach because it was identified that it may not be able to set priorities as it has done in previous years. As a consequence, it was agreed we continued this year once again with a covid-related approach.

Safeguarding Priority Outcomes 2021/22

The last year (2020 – 2021) led the Safeguarding Board into uncharted waters: a global pandemic. As a result of this, the Board changed its intended Plan for 2020 – 2021 developing a plan to respond to uncertainty. The pandemic dictated the need for a flexible approach, whilst reinforcing the need for Safeguarding to remain a priority for all agencies and organisations across the region. Much has been learnt over the course of the last year with agencies and organisations being pushed and tested to their limits in response to these unprecedented times. There will undoubtedly be much more to learn moving forward and it is not yet possible to know what impact the pandemic has had on individuals, families and communities across the region. As we will remain in pandemic status for some time to come, it is important that we continue to view safeguarding through the lens of uncertainty and this is reflected in our plan for 2021/2022.

Therefore, looking forward into the new financial year our priorities will remain unchanged and will be carried forward, our focus sharpened by our experiences of 2020/21 and our motivation, commitment and resolve undeterred as we navigate the adaptive phase.

Safeguarding Priority: To ensure a robust, resilient and consistent approach to safeguarding practice during the Covid 19 pandemic

Priority Area/Focus	What do we want to achieve?	What are the outcome indicators?	Respective Subgroup
<p>To develop a clear picture of the impact Covid 19 is having across the Region i.e. For individuals, communities, the work force and partner agencies.</p> <p>To oversee and review the efficacy of measures taken by agencies as they realign governance, processes and practice to respond to Covid 19.</p>	<p>An understanding of how Covid 19 is impacting upon Practice, Services, Families and Communities</p>	<p>A suite of data to allow the virus to be tracked across the region to inform response and to pre-empt safeguarding issues arising.</p>	<p>QPMG</p>
		<p>A suite of data to ensure changes to practice are monitored, understood and responded to by the Board</p>	<p>QPMG</p>
<p>To ensure the response to Covid 19, across the region, is measured, legal and consistent and that safeguarding remains the golden thread.</p>	<p>A clear message to the public, communities, professionals and partner agencies that safeguarding at these times remains a priority.</p>	<p>Ensure our communities reduce the spread of the virus through supporting and encouraging self-isolation, social distancing and updating public and staff when guidance changes</p>	<p>Communication & Engagement subgroup</p>
		<p>The Safeguarding Board will ensure factual information from Public Health Wales, Welsh Government and others is distributed to keep the regional population – citizens and workforce - well informed, whilst seeking to reduce the risk of abuse i.e. online abuse and individuals being scammed/abused i.e. financial etc.</p>	<p>Communication & Engagement Subgroup</p>
		<p>The Safeguarding Board to encourage reviewing and developing use of technology to safeguard both staff and communities to ensure safeguarding messages are cascaded in an effective manner</p>	<p>Business Unit and Communication & Engagement Subgroup</p>

		Develop training resources and online information for volunteers and all staff working at this time	JSTG
		To coordinate training on safeguarding, emergency medication and manual handling training for social workers and other appropriate employees who can be re-deployed to support home care with direct care calls	JSTG
		Develop and review regional policy, procedures and guidance on how services will continue to operate during the pandemic. This document will be circulated to all Safeguarding Board partners	PPPMG
		To provide a forum to support multi agency partners for the duration of these unprecedented times	Safeguarding Board Meetings
		To continue to undertake reviews (Adult/Child Practice/Multi Agency Professional Forums) in accordance with the guidance. Reviews/Learning will extend to identifying early learning, in respect of abuse and neglect arising over the course of the pandemic	Business unit and PRMG
		Junior Safeguarding Board to ascertain, for example, via an online survey, how children and young people are managing at home.	JSB/QPMG
		To link in with regional groups (VAWDASV, CSP, APB etc.), including those set up across the region to respond to the pandemic i.e. Gold, Silver, Bronze, thus keeping the Board abreast of developments and assurances in respect of safeguarding per se.	Safeguarding Board members

How have we made a difference?

Quality Performance Management Group (QPMG)

The QPMG was established to ‘...monitor and evaluate the effectiveness of the West Glamorgan Safeguarding Board (WGSB) and local organisations, individually and collectively...’ (QPMG ToR, dated 2021). The aims of this group being:

- Promote high standards of safeguarding work, in line with the Boards Strategic Priorities
- To foster a culture of continuous improvement and learning
- Identify and act on areas for improvement
- Identify good practice to inform learning
- Provide direction to local audits in respect of specific themes to be subject of the audit process
- Co-ordinate senior regional response to high risk providers, business continuity and safeguarding issues
- Look at themes of strategic issues which will then be fed back to the Board.
- Ensure the consistency of policy and practice throughout the two local authorities.

The group is well established with good attendance from across the partnership over the past year, despite the pressures brought about by a global pandemic, subsequent post-pandemic pressures and the current cost of living crisis, which has and will undoubtedly continue to impact upon safeguarding practices locally, regionally and nationally as more individuals, families and communities are plunged deeper into poverty.

Summary of the work undertaken by QPMG over the year 2021 – 22.

Over the course of the last year, the QPMG has continued to monitor and seek assurance from matters arising pandemic and post-pandemic. The key assurance the group has sought is in respect of each agencies capacity and capability to fulfil its safeguarding functions. Whilst pressures are notably acute across Health and Adult Social Care, no agency has reported these pressures to be undermining the delivery of their safeguarding duties and responsibilities. The group does not currently receive any data from CAMHS, although the Health Board do report¹ on CAMHS referrals by LA, Child attendance at ED by presentation (overdose, self-harm, other etc.) and by age of presentation. The respective EDT teams also keep data on the use of S136², which has shown an increase in the number of children being detained and taken to a place of safety by police. The data set in respect of Mental Health (Child and Adult) is under-developed and this needs to be considered moving forward as we become increasingly concerned for the emotional well-being and mental health of young people³ and adults across the region post-pandemic and as we find ourselves in the midst of a cost of living crisis. Both Local

¹ Corporate Safeguarding Annual Report 2021 – 22.

² S136 Mental Health Act 1983 gives police emergency powers if they think a person has a mental disorder, they are in a public place and need immediate help. They can take the person to, or keep them in a place of safety, where their mental health will be assessed.

³ <https://www.theguardian.com/society/2022/may/22/record-420000-children-in-england-treated-for-mental-health-problems>

Authorities are beginning to see an increase in referrals for children who are suffering emotionally and mentally and assurances are required as to the response and support available for all. We must however treat with caution the data (patterns and trends) presented as many of these issues were present and acute pre-pandemic and it may well be sometime before we fully understand the true impact of the pandemic across society.

Few Professional Differences were raised over the course of the last year, two in total. Both related to challenging the effectiveness of Child Protection (CP) plans: both neglect cases. One was raised by the CP Chair and the other Education. Both were resolved at Stage 1. The CP conference complaints process was triggered following a parent complaining about the outcome of a conference: specifically the registration category. This led to a review being undertaken of said decision. The complaint was upheld and the conference re-run. Whilst it is pleasing to see some challenge in the system, for the amount of activity that is undertaken across Children Services, the level of challenge seems too low (0.02% based solely on CP reports received, thus significantly lower again if one were to factor in open cases: Child in Need and Children Looked After). It is acknowledged, albeit anecdotal, that challenge does take place at an informal level, which leads to resolution, but this then results arguably in lost learning. There are also other forums within which partners may challenge practice, for example, peer review, MA QA activity, CPR, APR & MAPF. But there is a need for organisations and the Safeguarding Board to consider how feedback loops are developed and subsequently built into the system to elicit learning more easily and routinely.

The group identified a gap in the response to vulnerable dependent drinkers following which a presentation was received specifically looking at 'How to use legal powers to safeguard highly vulnerable and dependent drinkers in England and Wales'⁴. This work has been shared with the Chairs of Safeguarding Boards across Wales, Welsh Government and the Wales Safeguarding Project Board with each invited to consider the aforementioned report and distil and convert into Practice Guidance to compliment the Wales Safeguarding Procedures (2019).

The group has overseen the work set out in the CSA National Action Plan and this, now complete, is to be returned to Welsh Government. The group will continue to monitor and seek assurances on all work undertaken in respect of CSA. For example, the group will undertake further work on Objective 8: Action 26 of the aforementioned plan, 'Consider the implications of the findings of the research Exploring the scale of CSA in social care records: Wales File Study in reviewing the likely prevalence of CSA in the region' and seek assurance from education in response to the recent report published by Estyn, 'We don't tell our teachers – Experiences of peer-on-peer sexual harassment among secondary school pupils'⁵. This work crosses over into recent local and national findings in respect of CSA and harm outside the family home.

The group has received regular updates and assurances from the Youth Justice teams across the region following recent Inspections. We have also received an update from NPT and Swansea LA following recent Inspection and Inquiry: JICPA and IICSA respectively. The group will next seek assurance from all partners following the IICSA publication, 'Child Sexual Exploitation by Organised Networks'⁶ and the anticipated final IICSA report (yet to be published). The group is sighted on the work of the Corporate

⁴ <https://alcoholchange.org.uk/publication/how-to-use-legal-powers-to-safeguard-highly-vulnerable-dependent-drinkers>

⁵ <https://www.estyn.gov.wales/thematic-report/we-dont-tell-our-teachers-experiences-peer-peer-sexual-harassment-among-secondary>

⁶ <https://www.iicsa.org.uk/reports-recommendations/publications/investigation/cs-organised-networks>

Safeguarding Team at Swansea Bay University Health Board. The Partnership Boards continue to provide quarterly updates on their work and this has led to collaborations across practice within the region and beyond.

The Self-Assessment has been reviewed and stood-down pending the trial of the Safeguarding Maturity Matrix across Gwent Safeguarding Board and a steer from the NISB and Welsh Government as to what this may look like moving forward. There is currently no clear direction from guidance or either of the above bodies as to how the Safeguarding Boards across Wales should embark on Self-Assessment activity consistently on a pan-Wales footing. The Welsh Safeguarding Boards are behind the curve in relation to self-assessment when one looks at how advanced, mature and embedded self-assessment is across the English Safeguarding Boards. Ultimately, there is no means of measuring or comparing the performance of the safeguarding boards across Wales.

Whilst there has been some audit activity (Exploitation, Strategy Discussions and Meetings) this work has been thwarted by the groups focus on the pandemic response and post-pandemic related issues (staffing difficulties). The annual plan for 2022 – 2025, coupled with the proposed development day will refocus the group and the Board and will undoubtedly shape the QPMG work-stream. The Board will need to ensure moving forward that it has line of sight on practice from a rolling programme of audits, to include⁷:

- Children who have been on the child protection register for more than 2 years
- Children who have been deregistered in the last 12 months
- Children subject of child protection conferences but not registered
- Children with repeat registration within 12 months
- Children on the register who were subject to a Child in Need Plan up to 12 months prior to registration (likely to be neglect due to parental problems)
- Working with uncooperative service users
- Children who regularly go missing
- Looked after children subject to a strategy meeting
- Children on the register, or deregistered within the last 2 years, subject to repeat referrals relating to abuse or neglect

The group continues to over-see those actions to fall-out of the Child- and Adult Practice Reviews, including MAPFs.

The work of the group covers over a vast area of practice: child and adult, such is the ever growing world that is safeguarding. The data is limited to that held by the Local Authorities and this needs to be further developed to ensure the line of sight held by the Board meaningfully captures the breadth, complexity, uncertainty and unpredictability of the safeguarding system. This then needs to be married with lived experience. The latter, qualitative data capture, is significantly under-developed across the partnership and therefore it is difficult to measure impact and difference made. The Annual Plan (2022 – 2025) provides us with an opportunity to remedy this and focus the partnership to develop a more granular suite of broader data.

⁷ SSWBA 2014 Working Together to Safeguard People, Volume 2 – Child Practice Reviews <https://gov.wales/safeguarding-children-guidance-child-practice-reviews>

As to data more generally, this requires further deliberation as to what is meaningful data and how the Board and partners identify it, mine it and use it: collectively. The report is light on data from: probation, housing, CAMHS, mental health, prison service, Education (Swansea & Private), FE/HE, Universities, voluntary and third sector and faith organisations. The Board is well placed to direct and co-ordinate multi-agency data capture and the Multi Agency Safeguarding Tracker (MAST) proof of concept will give rise to further conversations in respect of digital solutions. The Board must embrace big data and the change this will undoubtedly bring about but this introduces new challenges i.e. ethical considerations.

And finally, the work of the QPMG would not be possible without the commitment and dedication of its members who attend routinely to contribute to the work outlined above. The work of the group is reliant on all to undertake QA tasks but this is undermined by some organisation not having established QA teams/arrangements, which result in delays or incomplete audit activity. Organisational pressures also need to be factored into the additional work asked of the Board, hence the importance of aligning future QA work across the partnership. It is anticipated that a forthcoming development day will assist to streamline future QA programmes and that the discussions and observations that stem from this QA report will now drive the future work of the Board. We recognise as a group that, "Most great learning happens in groups. Collaboration is the stuff of growth." (Ken Robinson).

Policy Procedure & Practice Management Group (PPPMG)

The Policy, Procedure and Practice Management Group (PPPMG) has a key role in achieving the West Glamorgan Safeguarding Board's (WGSB) overall objectives and functions which are:

'Ensuring that effective policies and working practices are in place to protect children and Adults and that they are properly coordinated remains a key role for Safeguarding Boards. Only when these are in place should Boards look to their wider remit of safeguarding and promoting the welfare of all children and Adults.'

The PPPMG have continued to focus on reviewing their policies to ensure they are in line with the new procedures, and have sought assurance from partner agencies that they have done the same.

The PPPMG ensure that as a group it is interconnected with the other subgroups within the Safeguarding Board to support the Board meeting its objectives.

The aim of WGSB Policy, Procedure & Practice Management group is to -

- Coordinate and ensure the effective development of multi-agency Policy, Procedure and Practice documents (PPP) for the purpose of safeguarding and promoting the welfare of children and Adults in the Swansea and Neath Port Talbot local authority areas.
- Receive, review and facilitate consultation of All Wales and Regional forums PPPs developed for the purpose of safeguarding children
- Develop and maintain a shared library function for all WGSB ratified documents.

Review of progress against the annual plan 2021/22

Safeguarding Priority – To ensure the response to Covid-19, across the region is measured, legal and consistent and that safeguarding remains the golden thread.

The PPPMG's main focus during this year remained the same as the previous year - to develop and review regional policy, procedures and guidance on how services would continue to operate during the height of the ongoing pandemic. The West Glamorgan Safeguarding Guidance during COVID 19 was created and circulated to all Safeguarding Board partners.

What work we have undertaken in 2021/22

WGSB Memorandum of Understanding – This memorandum has been developed for WGSB members. It provides a clear framework for Board members to escalate significant safeguarding practice issues, which impact not only the citizens of West Glamorgan but also Board partner agencies.

Adult At Risk (AAR) Decision making tool – The Adult at Risk (AAR) Decision Making Tool is to support decision making alongside practitioners using their professional judgement. This document is used in conjunction with the Wales Safeguarding Procedures.

WGSB Non-Recent Historical Abuse – This document is to help organisational responses to allegations made by an adult of abuse experienced as a child.

Adult Self-Neglect Protocol – The purpose of this protocol is to aim to prevent serious harm or death of a person where self-neglect has been identified. It will provide guidance to a range of professionals to enable them to recognise self-neglect and encourage multi-agency working and practice

WGSB Interim DoLS Guidance pending LPS 2022 – This document is to provide guidance about the Deprivation of Liberty Safeguards, whilst also providing details regarding how these safeguards link into the Mental Capacity Act 2005. It provides information about the specific roles in these processes, their responsibilities and how they should be applied when a resident or a patient is situated in, or is due to be situated within a care home or hospital in a way that is or may be deemed a deprivation of liberty.

Protocol for the management of complaints relating to child protection conferences – This document will ensure compliance with safeguarding procedures in respect of challenge and complaints made in respect of child protection registration and child protection processes

Information Sharing Protocol – The protocol will provide staff from partner organisations with confidence to share relevant information where the purpose is to safeguard children, young people and adults

Practice Review Management Group (PRMG)

Part 7 of the Social Services and Wellbeing (Wales) Act 2014 sets out the provisions for Safeguarding Adults and Children for all partner agencies. Volumes 2 & 3 clearly sets out the statutory guidance, which requires Safeguarding Boards to undertake Child Practice Reviews and Adult Practice Reviews as, identified. The West Glamorgan Safeguarding Board's Practice Review Management Group (PRMG) has a key role in achieving these functions of learning, reviewing and improving safeguarding practice. The Practice Review Management Group is the platform from which these reviews will be undertaken on behalf of the West Glamorgan Safeguarding Children Board and the West Glamorgan Safeguarding Adults Board.

The PRMG has an appointed chair and co-chair and engagement across all agencies remains high.

Decision making and monitoring of referrals and reviews is well embedded into the PRMG. This process is now consistent across Child and Adult Practice Reviews. The group continue to meet bi-monthly as a joint management group and challenge is welcomed as part of expected practice to ensure that any decision making will stand scrutiny. We encourage a learning culture and even when a referral does not meet the criteria for a specific review either a MAPF or a single agency review will be considered and the group updated accordingly with the learning.

The pandemic caused a need to change the way we managed Practice Reviews and learning events moved to a virtual platform via Microsoft Teams. These events have proved to be a success and attendees have engaged well with the new process.

All reviews continue to be presented to Board with a report, action plan and seven minute briefing. The seven minute briefing has proved an effective tool for cascading the learning from reviews.

The group has strengthened the links between the other subgroups of the safeguarding board to ensure robust and efficient monitoring of the action plans falling out of the recommendations in the commissioned reviews.

In March 2022, the WGSB commissioned Practice review training with Barbara Firth. This training was commissioned as there was a lack of trained reviewers and chairs to allocate to reviews. It was delivered to extend skills and competence and build confidence in undertaking the role of the reviewer or chair in practice reviews. The training was well received and has increased our pool of trained staff to be able to support the reviews.

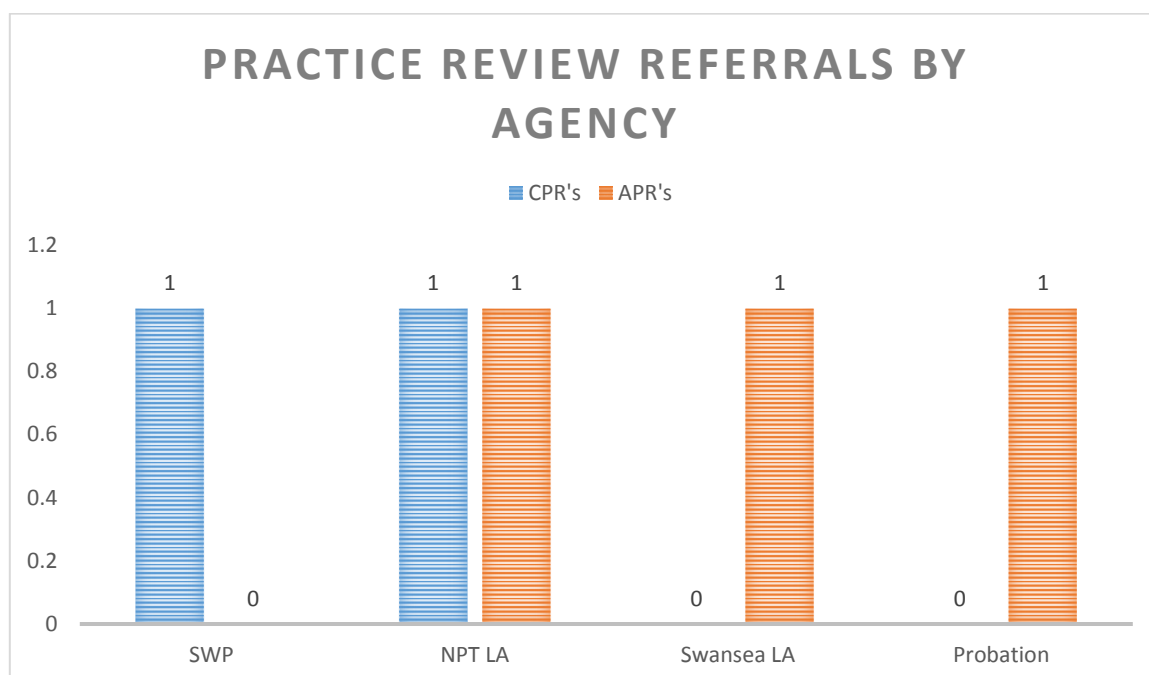
During 2021-22, the West Glamorgan Safeguarding Board PRMG received:-

2 Child Practice Review Referrals – 1 progressed into a concise CPR, and 1 Multi Agency Professional Forum (MAPF).

3 Adult Practice Review Referrals – 1 progressed into a MAPF, 1 didn't meet the criteria and 1 didn't have enough information and would be delayed until the next meeting, which is out of the scope of this report.

During the last financial year, the West Glamorgan Safeguarding Board published 2 Adult Practice Reviews.

Practice Review referrals by agency



South Wales Police

Swansea, Neath and Port Talbot BCU has a dedicated Safeguarding Department that covers Swansea and Neath Port Talbot Local Authority areas. It is managed by a Detective Chief Inspector who has overarching responsibility for three portfolio areas:

1. Adult Safeguarding

Domestic Abuse Unit, Adults at Risk (Safeguarding) and Modern Slavery Human Trafficking (Safeguarding). Officers from these departments engage in a number of important forums, such as Domestic Abuse, Sex Work and Modern Slavery Multi-agency risk assessment conferences and work alongside Independent Domestic Violence Advisors.

2. Child Safeguarding

Child Abuse Conference and Referral Unit. Missing Persons Team, supported by a Missing Persons Coordinator and advocate from Barnardo's. Child Sexual Exploitation Team and Youth Offending Team.

3. Offender Management

Management of Sex and Violent Offenders (MOSOVO) Unit, Integrated Offender Management (IOM) Unit, Wales Integrated Serious and Dangerous Offender Management and Domestic Abuse Offender Managers (DAOM).

The above portfolio areas are managed by three dedicated Detective Inspectors, who manage a number of accredited Detectives, Police Officers and Police Staff, who are committed in delivering the priorities of the Chief Constables Delivery Plan, in particular;

'Protecting Against Exploitation' and working with partners to deliver ***'Early Intervention and Prevention'*** Initiatives.

To enhance the identification and response to Criminal Exploitation of Children and in recognising the vulnerabilities of young offenders, the Youth Offender Team, now sit under the Child Safeguarding Portfolio, ensuring a holistic response to offending behaviour.

Swansea Neath and Port Talbot BCU Safeguarding Department ensures Detective Chief Inspector representation on all West Glamorgan Safeguarding Board sub-groups and the Superintendent overseeing Safeguarding and Community Safety in Swansea Neath and Port Talbot BCU is co-chair of the West Glamorgan Safeguarding Board. This ensures a high degree of strategic oversight of portfolio areas that cover both Public Protection and Community Safety.

Safeguarding Board Sub-group activity remained constant and responsive to the changes brought by the Pandemic, with a seamless transition to video conferencing, allowing South Wales Police to provide a high-level service throughout the many challenges that the pandemic posed.

Between April 2021 and March 2022, Swansea, Neath and Port Talbot BCU Public Protection Unit has been involved in several programs of work, which have contributed towards the West Glamorgan Safeguarding Board Strategic Priorities.

It was recognised that the impact of the Pandemic could result in further isolation of our most vulnerable so there was not only a determination to ensure business continuity but progress and innovation including:

Supporting the continued role out of 'Operation and Strategic Contextual Risk Panels' and enhancing early help provision.

Engaging in the formation of Suicide Rapid Response Group, which aims to support those affected by suicide and prevent contagion with an acute appreciation of the potential impact on mental health caused by the pandemic.

Ensuring that offender management cohorts better reflect the local priorities, investing in two Domestic Abuse Offender Managers.

Engaging in a number of forums, to ensure that no child or vulnerable adult at risk is hidden or hindered from accessing the support they need during the Pandemic, prioritising those most at risk.

South Wales Police have maintained face to face contact in all critical roles, and officers wearing Personal Protection Equipment have continued to visit our most vulnerable and those that present a risk to the vulnerable.

Officers from the Management of Sex and Violent Offender Unit, continued to conduct Home Visits to all registered sex offenders, ensuring appropriate risk management.

Visits by specialist domestic abuse officers continued to survivors of domestic abuse, who could be further isolated by the Pandemic, ensuring enhanced victim engagement.

Child Sexual Exploitation and Missing Person Team, continued to visit children at risk of exploitation, conducting home visits ensuring all safeguarding, disruption and investigative opportunities were explored.

There has been timely strategy discussions / meetings and case conferences ensuring no delay in child and adult and risk protection proceedings and evidence of enhanced vigilance of professional abuse, with a number of high-profile cases in court.

There has been enhanced victim contact during the pandemic in recognition of protracted timescales in the court process, ensuring victims were kept up to date and engaged.

Greater sensitivity and an enhanced response to the National Referral Mechanism has ensured that children exploited by County Lines are identified earlier and there has been a significant rise in the use of the statutory defence offered by section 45 of the modern slavery, ensuring children are not unduly exposed to the criminal justice system.

Swansea Neath and Port Talbot BCU rose effectively to the challenge presented by COVID-19, and as we now look beyond the pandemic, we seek to improve our response across the Safeguarding arena with efficient and effective working strategies and interventions.

In terms of investment, a further uplift in resources is planned in the coming year and a determination to deliver on the Chief Constable Delivery Plan, to work with partners at the earliest opportunity to prevent exploitation of the most vulnerable, providing a robust and comprehensive response to those involved in the exploitation of citizens within Swansea, Neath and Port Talbot.

South Wales Police have continued to support the chairing arrangements for the Safeguarding Board, in February 2022 Mark Brier stepped down as Vice Chair of the Children's Board and the role was taken over by Temporary Superintendent Eve Davis.

Swansea Bay University Health Board

Over the past year, Swansea Bay University Health Board Corporate Safeguarding Team has remained committed to supporting staff to ensure that Safeguarding remains everybody's business. Due to the pandemic this has been a time of significant uncertainty for colleagues and the public and we have worked together to ensure that Safeguarding remained at the forefront of our work.

Safeguarding is everyone's responsibility and being able to access relevant information quickly and easily ensures staff are able to carry out their Safeguarding duties. The Health Board Safeguarding SharePoint, has been added to the Quick Links section of the Intranet providing staff with a central "go to" point, and enabling staff to find all the relevant information needed to ensure our patients are Safeguarded. Safeguarding is also included in the Consultant Connect Telephone Advice & Guidance service providing healthcare professionals in Primary and Secondary Care with a means to access Safeguarding advice and support Monday Friday 8am-8pm (excluding bank holidays). A Guide to Safeguarding Processes during the COVID-19 pandemic was developed for staff. The Guide has been reviewed and updated regularly.

SAFEGUARDING MATURITY MATRIX (SMM)

NHS Wales has an essential role in ensuring that all adults and children receive the care, support and services they need in order to promote a healthy, safer and fairer Wales. Measuring the effectiveness of health services in the contribution to Safeguarding adults and children is difficult and complex.

The Safeguarding Maturity Matrix (SMM) is a self-assessment tool which addresses the interdependent strands regarding Safeguarding: service quality improvement, compliance against agreed standards and learning from incidents and reviews. The self-assessment tool is completed by each NHS Health Board and Trust annually and the Improvement Plans and scores submitted to the National Safeguarding Team to inform the national report through the NHS Wales Safeguarding Network to the Chief Nursing Officer in Welsh Government. The aim of capturing and collating a national SMM is to provide assurance, share practice and drive improvements towards a 'Once for Wales' consistent approach to Safeguarding across Wales.



A Peer Review process is in place to further strengthen the assurance process and aims to help partner agencies reflect on and improve Safeguarding services in partnership with their colleagues in neighbouring Health Boards and Trusts. It ensures that learning is embedded across Wales by giving opportunity to share issues and areas of success.

Swansea Bay UHB completed SMM Improvement Plan was submitted to the National Safeguarding Team, Public Health Wales in October 2021. Swansea Bay UHB were paired with Cardiff & Vale UHB for the Peer Review process, which was completed in November. The SMM 2021 report and the Network Work Plan for 2022/2023 is presented to the Chief Nursing Officer/Nurse Directors Forum for approval.

JOINT INSPECTORATE REVIEW OF CHILD PROTECTION ARRANGEMENTS (JICPA)

On 17th May 2021, SBUHB and their respective partners were issued with a notice for a Joint Inspectorate Review of Child Protection Arrangements. Care Inspectorate Wales (CIW), Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), Her Majesty's Inspectorate of Probation (HMI Probation), Healthcare Inspectorate Wales (HIW) and Estyn undertook a Joint Inspectorate Review of Child Protection Arrangements (JICPA) 28th June- 2nd July 2021. This was the second pilot inspection utilising this joint approach in Wales, the first was completed in Newport in December 2019.

The Health Board received the JICPA findings letter on the 16th September and contributed to the multi-agency response led by Neath Port Talbot Local Authority. The multi-agency JICPA Action Plan was submitted to Care Inspectorate Wales on the 14th October 2021. The Joint Inspection of Child Protection Arrangements final letter and Joint Action Plan was presented to Neath Port Talbot Social Care, Health and Wellbeing Committee/Cabinet on the 9th December. The progress against the Action Plan has been monitored by the Health Board Safeguarding Committee.

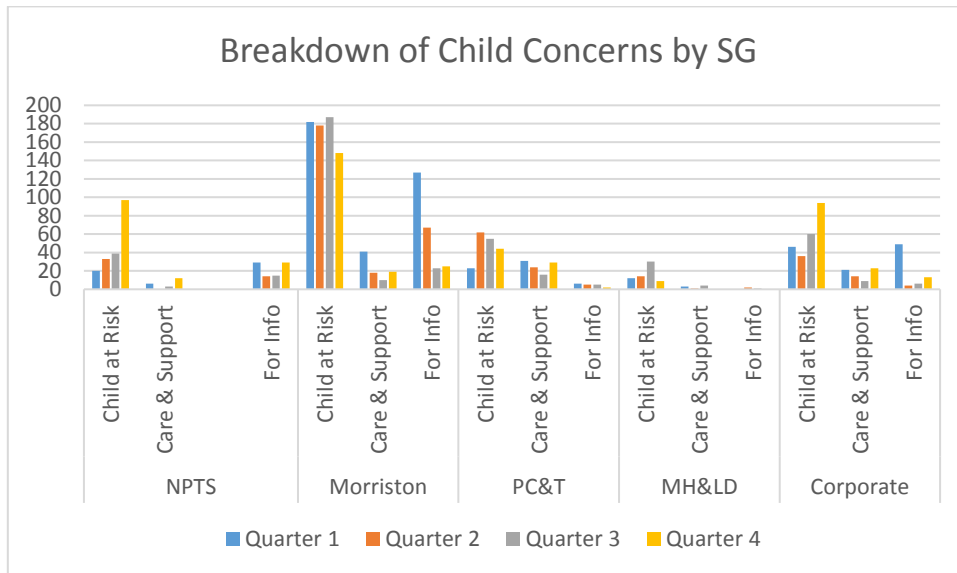
SAFEGUARDING REPORTS/ REFERRALS

In accordance with the Social Services and Well-being (Wales) Act 2014, the Children Act 1989, 2004 and the Wales Safeguarding Procedures, 2019, the Health Board has a statutory obligation to report children and adults who are at risk of abuse and neglect.

Reports made in respect of suspected adult and child abuse/neglect are sent to the relevant Local Authority and it is the responsibility of the Local Authority to investigate. However, Health Board employees are engaged through making the Report, attending Strategy Meetings and Case Conferences as well as contributing to and actioning any Adult/Child Protection Plans. The Corporate Safeguarding Team request a copy of all Reports submitted in order to collate and monitor the Health Board Safeguarding activity.

Safeguarding Children Reports to Local Authority

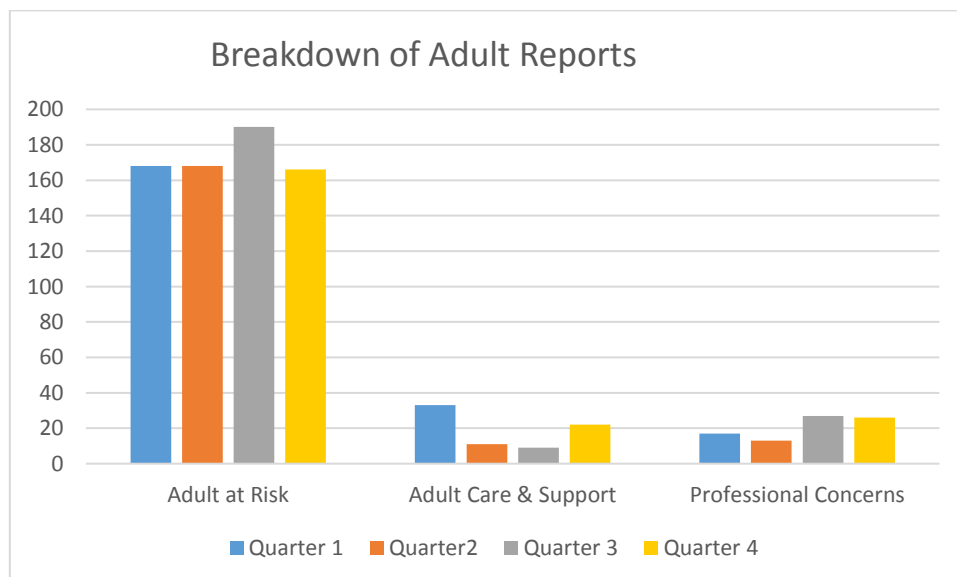
The Table below demonstrates the breakdown of Children Reports submitted to Local Authority and copied to the Corporate Safeguarding Team.



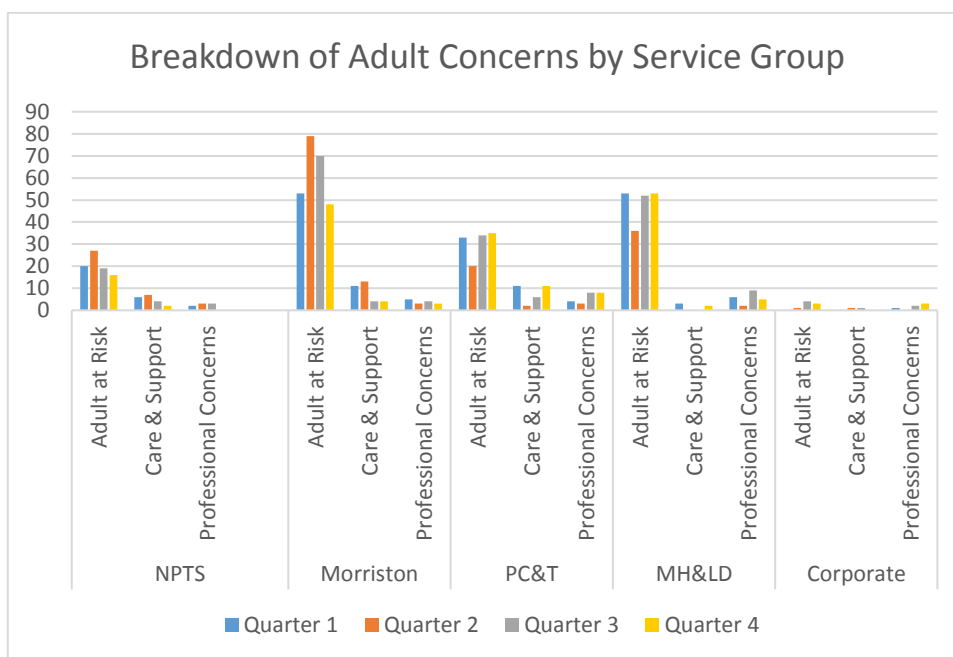
Morriston Service Group completes the majority of Safeguarding Children Reports. This is attributed to the number of children that are seen in the Emergency Department (ED). Safeguarding Children Reports completed by CAMHS colleagues are reported under Corporate in the above Table. It should be noted that Morriston Service Group and CAMHS submit reports to the Local Authority for “information only” purposes. The sharing of reports for “information only” has been questioned by the Corporate Safeguarding Team. Morriston and the Corporate Safeguarding Team continue to work with staff to provide training and awareness raising to address this issue and to ensure the appropriateness of Reports to Local Authority. It should be noted the numbers of reports shared for “information only” has reduced significantly since Quarter 1 as training continues with staff. A referral form specifically for ‘information only’ purposes has been developed and agreed with Local Authorities and this will be introduced in July 2022.

Safeguarding Adult Reports

The Table below demonstrates the breakdown of Adult Reports submitted to Local Authority and copied to the Corporate Safeguarding Team.



The table gives a breakdown by Service Group of the number of reports made. Numbers of reports submitted remains; however, there are occasions when there has been a notable increase. These increases are usually attributed to a known concern that the Corporate Safeguarding Team are supporting the Service Group with. Such as an increase in the number of reports submitted by Primary, Community & Therapy Service Group in May 2021, attributable to residents in Care Homes where Safeguarding concerns were identified in relation to indicators of neglect. The Corporate Safeguarding Team continue to monitor and report on themes identified.



It is a legal requirement of the Social Services and Well-being Act (2014) that initial enquiries into Adult at Risk Reports are completed within seven working days. Breaches are monitored by the Safeguarding Committee and the Service Groups are required to provide an explanation for any breach and to identify action to reduce the risk of future occurrence. This is essential as Local Authorities are required to submit monitoring forms to Welsh Government and require justification from the Health Board regarding any delays in cases where the initial enquiries have been delegated to the Health Board.

MENTAL CAPACITY ACT/DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS) /LIBERTY PROTECTION SAFEGUARDS (LPS)

The Mental Capacity Act 2005 (MCA) was implemented in October 2007, with the Deprivation of Liberty Safeguards (DoLS) subsequently coming into effect in Wales and England on the 1st April 2009. Changes to the Mental Capacity Act were made in 2019, resulting in the Mental Capacity (Amendment) Bill becoming an Act of Parliament – the Mental Capacity (Amendment) Act 2019. As part of this, the Liberty Protection Safeguards (LPS) were introduced to replace DoLS, having the same goals, but intended to make the authorisation process more efficient thereby ensuring compliance with the law, and aiming to keep the cared-for person at the centre of the decision-making process. SBUHB supports a significant number of patients who may lack capacity and therefore having impaired decision-making abilities, therefore it is essential that arrangements are in place.

Liberty Protection Safeguards implementation arrangements

A NHS Wales Task & Finish group was established in 2019 as a sub-group of the Safeguarding Network, Public Health Wales with the aim to:

“Develop a ‘Once for NHS Wales’ approach in understanding, shaping and supporting the implementation of the Mental Capacity Act and Liberty Protection Safeguards to increase awareness of best practice, safe care and less restrictive options for some of the most complex client groups”

The Welsh Government have indicated that an all Wales training package will be developed. Work is underway to review a draft workforce plan and training framework. Bespoke training has been commissioned with Swansea University supporting this work and areas are asked to nominate between key individuals who will provide assessments and support the development of this work.

SAFEGUARDING ALLEGATIONS/ CONCERNS ABOUT PRACTITIONERS AND THOSE IN POSITIONS OF TRUST

The Health Board recognises every staff member has a duty to Safeguard and promote the welfare of children, young people and adults at risk and protect them from abuse by staff. All allegations of abuse of children or adults at risk by a Health Board employee are taken seriously and treated in accordance with the appropriate policies and legislation. Action within a multi-agency approach is taken against those who deliberately abuse children or adults at risk (or any person in our care) including prosecution, disciplinary action and notification to professional regulators. Support is offered to staff within this process.

The Table below identifies the number of Professional Concern allegations involving Health Board employees reported to Local Authority. During the reporting period, 136 cases have been referred and reported to the Corporate Safeguarding Team and Local Authority. 53 have not met Local Authority threshold and are being managed through Health Board internal processes.



Of the cases that have progressed to a Professional Strategy meeting under the Wales Safeguarding Procedures, 2019. As of the 1st April 2022 seventeen cases were open with ongoing meetings planned due to internal disciplinary and police investigations being conducted.

Outcomes for the closed cases are as follows:

Substantiated: 37

Unsubstantiated: 25

Unfounded: 2

No outcome: 1

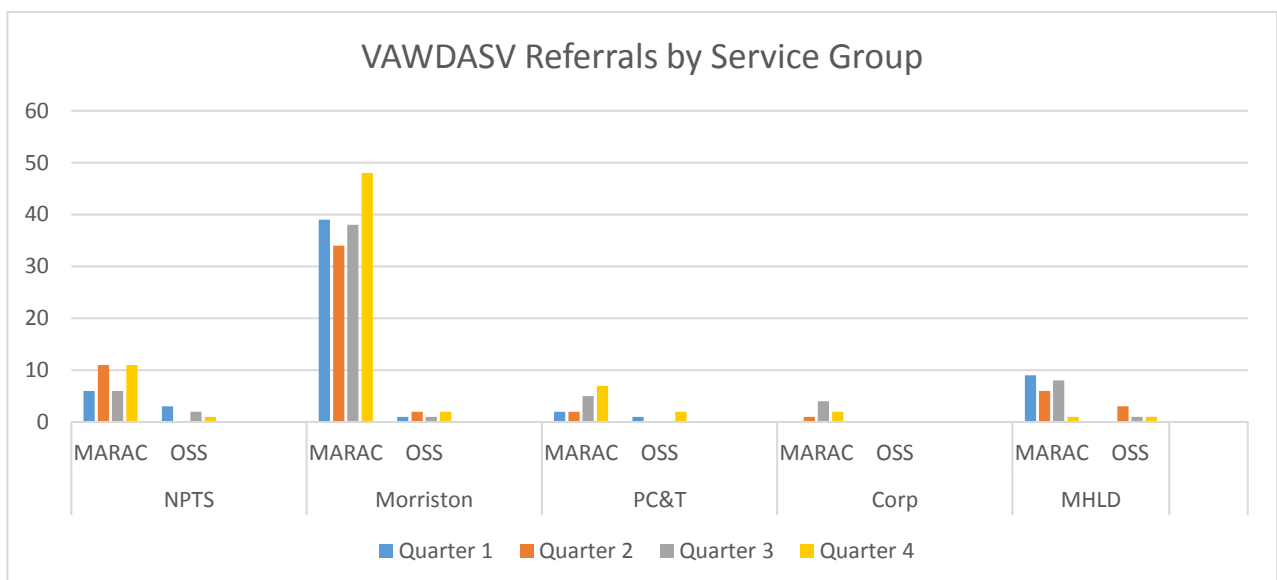
Inappropriate referral: 1

The main themes relating to the concerns that led to a Professional Strategy Meeting being convened by the Local Authority within the reporting period are:

- Conduct issues
- Police investigations relating to an employee of the Health Board
- Domestic abuse

Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)

The Violence against Women Domestic Abuse and Sexual Violence (VAWDASV) (Wales) Act 2015 sets out statutory requirements for NHS bodies and other relevant authorities; one of the key mechanisms for delivering the Act is the National Training Framework (NTF).



During the reporting period, there have been 240 MARAC referrals, and 21 referrals have been made to the One Stop Shop, across the HB MARAC referrals have doubled since the last reporting period. Morriston Service Group continues to complete and submit the majority of referrals and Safeguarding Specialists continue to promote the “Ask and Act” Pathway. The Corporate

Safeguarding Team have been supporting the Domestic Abuse Unit's (DAU) implementation of an online reporting tool for MARAC referrals. There were initially a number of technical issues reported, however the reporting tool is now working as intended. Early indications suggest police response times have improved which increases the safety of the victim, however as the online tool does not automatically send a notification of the referral to the Corporate Safeguarding Team which has raised some concerns that they are not being received. The team have worked with the DAU to ensure notification is sent to the HB so that referral trends can be monitored and any concerns addressed in a timely manner. Notifications have improved and the team continue to monitor referrals.

Funding has been secured for the HB to employ a Health Independent Domestic Violence Advocate (IDVA). The funding is available until March 2025 and an IDVA has been appointed and commenced in post April 2022 providing support to patients and staff through advocacy and training.

FEMALE GENITAL MUTILATION (FGM)

Female Genital Mutilation (FGM) is illegal in the UK under the Female Genital Mutilation Act 2003 and the Serious Crime Act 2015. It is mandatory for NHS staff to report all cases of FGM in children to the Police and Social Services. The All Wales FGM Clinical Pathway gives staff guidance and has been incorporated into the Health Board's FGM Policy.

There have been 33 FGM cases reported during the period, all cases relate to adults. There has been an increase in disclosures to almost pre-pandemic levels, which is thought to be due to services resuming face-to-face consultations. FGM is included in Safeguarding training to raise awareness of the issue.

CONTEXTUAL SAFEGUARDING

The Corporate Safeguarding Team continue to engage with the Contextual Safeguarding multiagency work in Swansea. The Health Board is represented at the Strategic Contextual, Missing, Exploitation and Trafficking (CMET) meetings. Members of the Extended Safeguarding Team attend the Operational Group and feed back to the Corporate Safeguarding Team if there are any concerns to be escalated. When Safeguarding concerns are identified regarding individual children and young people discussed in these meetings the relevant health professionals/services are notified including ED, Sexual Health, School Nursing, LAC and CAMHS to increase practitioners' awareness. Within ED, strategies have been developed for a number of the Children and Young People who are "regular attendees" and deemed potentially at risk.

PROCEDURAL RESPONSE TO UNEXPECTED DEATH IN CHILDHOOD (PRUDiC)

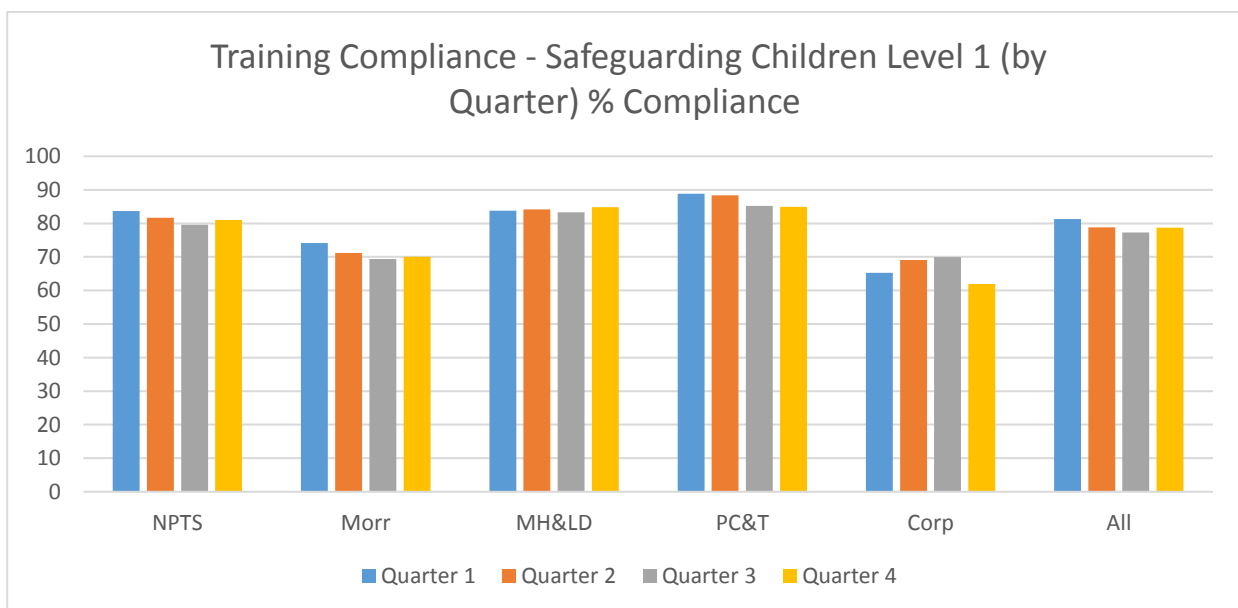
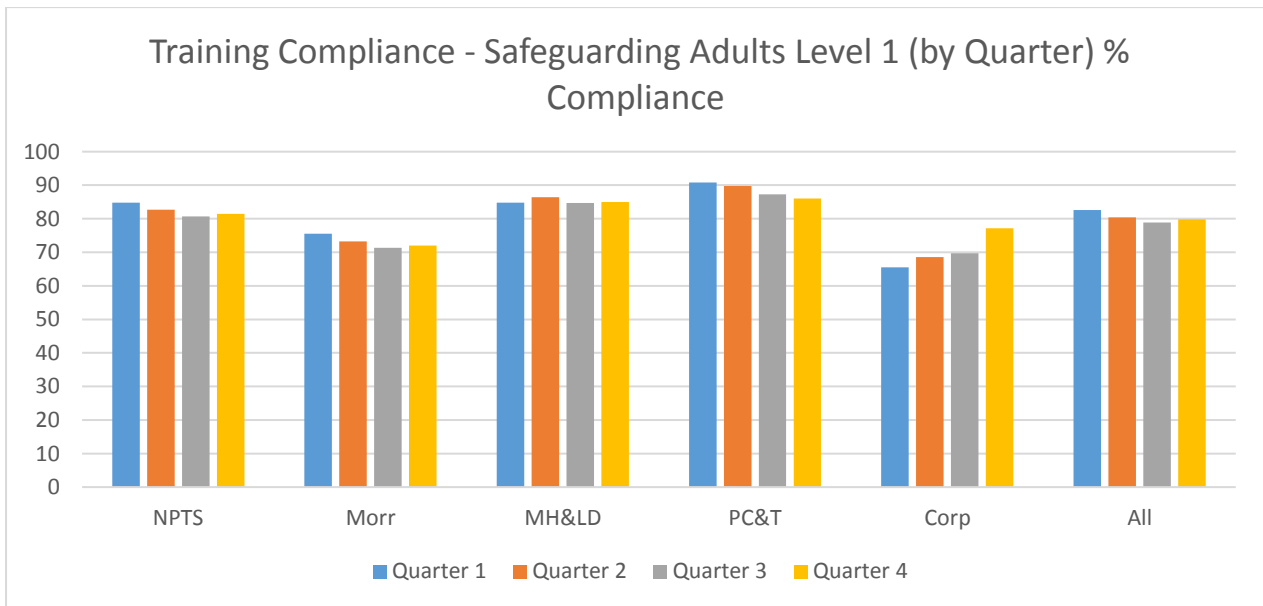
PRUDiC is a multiagency response to the unexpected death of a child and is a process of communication, collaborative action and information sharing in order to determine patterns and trends and identify opportunities for further prevention. In addition to this the PRUDiC aims to ensure families and staff involved are adequately supported.

During this reporting period there have been four unexpected child deaths. PRUDiC meetings were convened and chaired by South Wales Police, the deaths are reported to the National Child Death Review Programme, Public Health Wales. No themes have been identified due to the low number.

SAFEGUARDING TRAINING

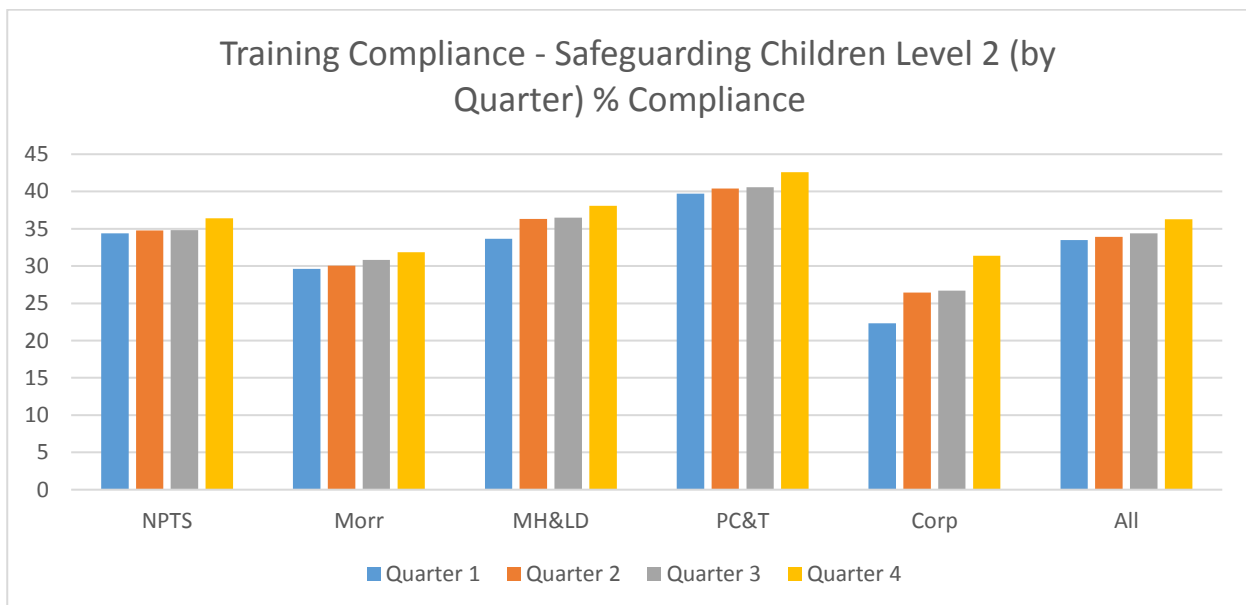
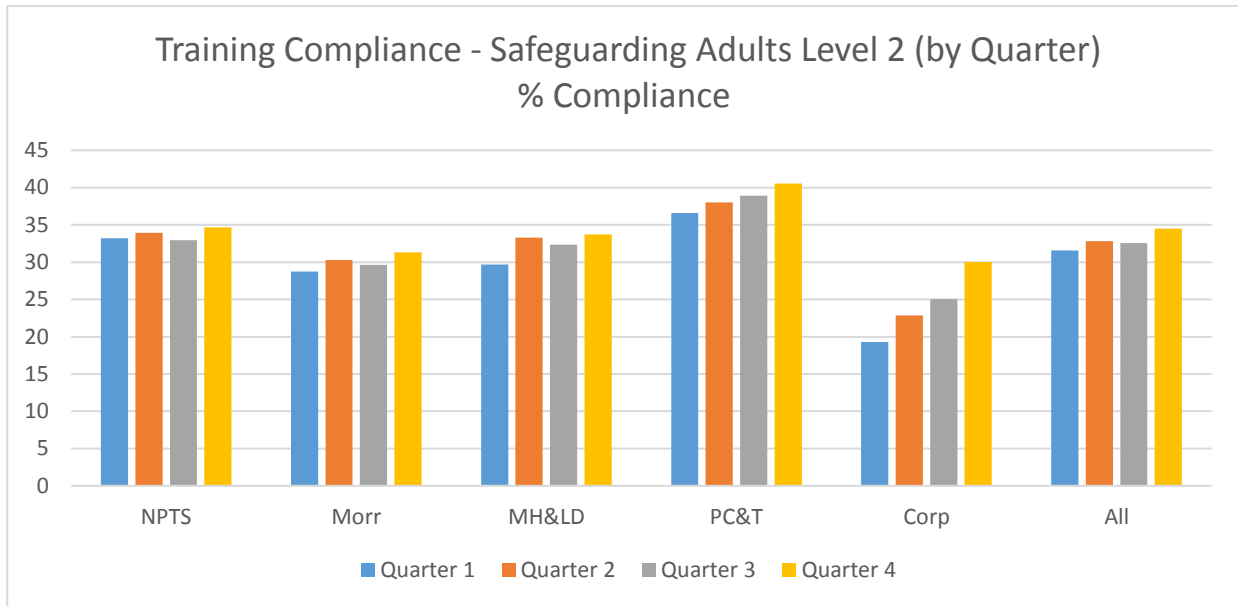
Level 1 & 2 Safeguarding Adult and Children Training

Level 1 and 2 Safeguarding Adult and Children training is provided via e-learning. Compliance is monitored by the Safeguarding Committee via information provided quarterly to the Committee by each Service Group (SG).



Most of the SGs have maintained their Safeguarding training compliance around the Health Board total average training compliance throughout the year, as evidenced in the Tables above. Morriston and Corporate SGs compliance with Safeguarding Children Level 1 has remained below the Health Board average across the reporting period. It is important to acknowledge the impact of the pandemic and the number of changes to staffing levels across all SGs within this reporting period.

Level 2 Training



All SGs have maintained their Level 2 Safeguarding training compliance around the Health Board’s total average during the reporting period. Corporate SG was below the Health Board average in both

Safeguarding Adults and Safeguarding Children Level 2, and Morriston SG also being below the Health Board average in Safeguarding Children Level 2. Staffing changes and the pandemic have impacted on training compliance.

Level 2 Safeguarding Children and Level 2 Safeguarding Adult training is now mandatory for all SBU staff and it is expected that compliance at Level 2 Safeguarding Adults and Level 2 Safeguarding Children will improve as a result.

Level 3 Safeguarding Training

Level 3 Safeguarding People Training and “Ask and Act” Training continues to be delivered in a blended format, via Microsoft Teams as well as face to face, whilst adhering to all social distancing measures. As well as Health Board wide training, the Emergency Department at Morriston Hospital, Paediatric Nursing and NICU receive in-house Safeguarding training, delivered by the Extended Safeguarding Team.

In total 53 Level 3 Safeguarding People Training sessions have been delivered in the reporting period with 1037 staff attending. This includes training delivered to staff on Nurse Induction. The Corporate Safeguarding Team will continue to monitor attendance at Level 3 Safeguarding People training.



In the reporting period, a total of 526 staff attended “Ask and Act” Group 2 training. This includes sessions delivered as part of the Nurse Induction Programme. Additional dates have been advertised via the Safeguarding and Learning and Development pages on the Health Board Intranet including additional dates provided by third sector specialists as part of additional Welsh Government funding allocated to support the Health Board in its delivery of this specific training.

In addition to Group 2 “Ask and Act” training, the roll out of Group 3 Champion training has commenced. This is being delivered on a multi-agency basis across West Glamorgan. Sessions are attended by Health Board and Local Authority staff. These sessions are co-facilitated by trainers from

the Health Board, Local Authority and third sector specialists. Feedback from attendees has indicated that having multi-agency attendees is beneficial to the learning.

Female Genital Mutilation (FGM) Training

FGM training and updates continue to be delivered to staff in priority areas: Paediatrics; Neonates; Midwifery; Gynaecology; Health Visiting; Integrated Sexual Health and Primary Care. FGM is included on the Level 3 Safeguarding People training, as well as Ask and Act Group 2 Training. These sessions aimed to raise awareness of the data reporting tool and the All Wales Clinical Pathway (FGM), thus ensuring that Health Board staff are aware of their roles and responsibilities in relation to FGM.

CSE Training

Identified priority areas (Midwifery, School Health Nurses, Paediatrics and Integrated Sexual Health Services) continue to receive CSE training and updates within their Service Groups. In addition the West Glamorgan Safeguarding Board developed multi-agency Exploitation Training which includes CSE training for key professionals. As a response to the pandemic and the need to deliver training in a safe way, this training was been split into 4 smaller sessions and 6 Health Board staff attended a pilot, delivered by Health Board and Local Authority trainers. From April 2022 Exploitation Training will resume as a one full day training, co-facilitated by Health Board trainers as a multiagency training.

SAFEGUARDING SUPERVISION

Safeguarding Supervision and support is an essential component of clinical governance (Welsh Government Health and Care Standards 2015. Safe Care 2.1, Effective Care 3.1, Individual Care 6.3 Staff and Resources 7.1). The Health Board has a duty under section 28 of the Children Act to safeguard and promote the welfare of children. Effective supervision is important in promoting good standards of practice and to supporting individual staff members. In addition the Health Board has a responsibility to ensure staff feel supported in their safeguarding children role (Working Together to Safeguard Children, 2013, All Wales Safeguarding Supervision Policy 2017).

The Corporate Safeguarding Team continues to contribute to supervision arrangements as follows:

- Daily *ad hoc* Safeguarding advice and support for children and adults;
- One to one individual planned Safeguarding supervision for Safeguarding Children Specialists across the Health Board;
- Peer group review - monthly for Safeguarding Children practitioners
- Support groups for Safeguarding Adult practitioners

A review of Child and Adult Practice Reviews undertaken by Public Health Wales in 2018 highlighted the lack of appropriate supervision as a contributing factor in the failings of staff in recognising and responding to signs of abuse. Health Inspectorate Wales report into the handling of the allegations against Mr W emphasised the need for robust Safeguarding supervision. As a result of this the Corporate Safeguarding Team completes an annual audit of Safeguarding Supervision arrangements

within the Health Board to ensure these standards are being met. The findings of this audit and recommendations are reported to the Safeguarding Committee.

The Corporate Safeguarding Team have facilitated Safeguarding Supervision Training with attendees from Swansea Bay UHB, Cwm Taf Morgannwg UHB and Cardiff & The Vale UHB. A training package, that had been developed by the National Safeguarding Team Public Health Wales, was reviewed and enhanced, enabling a full training day to be facilitated, covering all forms of Safeguarding Supervision. Two separate training days have been held and a total of 17 staff from across the three Health Boards attending.

MULTI-AGENCY WORKING

Information sharing is key to successful outcomes for both adults and children and has often found to be lacking by Practice Reviews. The Head of Nursing – Safeguarding (Named Nurse) and the Assistant Director of Nursing, Corporate Services both attend and contribute to the West Glamorgan Safeguarding Board. There are a number of sub-groups associated with this Board to which members of the Corporate Safeguarding Team actively contribute. Examples of multi-agency work are illustrated below:

- Review work has included multi-agency guidance and updates on case law;
- Review of many policies and participation in joint audits;
- Participation in Adult and Child Practice Review processes and Domestic Homicide Reviews as panel members, chair and reviewers;
- Involvement in Learning Reviews and Extraordinary Board Meetings and the facilitation of learning outcomes/recommendations;
- Participation through Regional Board Policy, Procedure and Practice (PPP) sub-group and contribution to consultations
- Involvement in JICPA Neath Port Talbot Local Authority

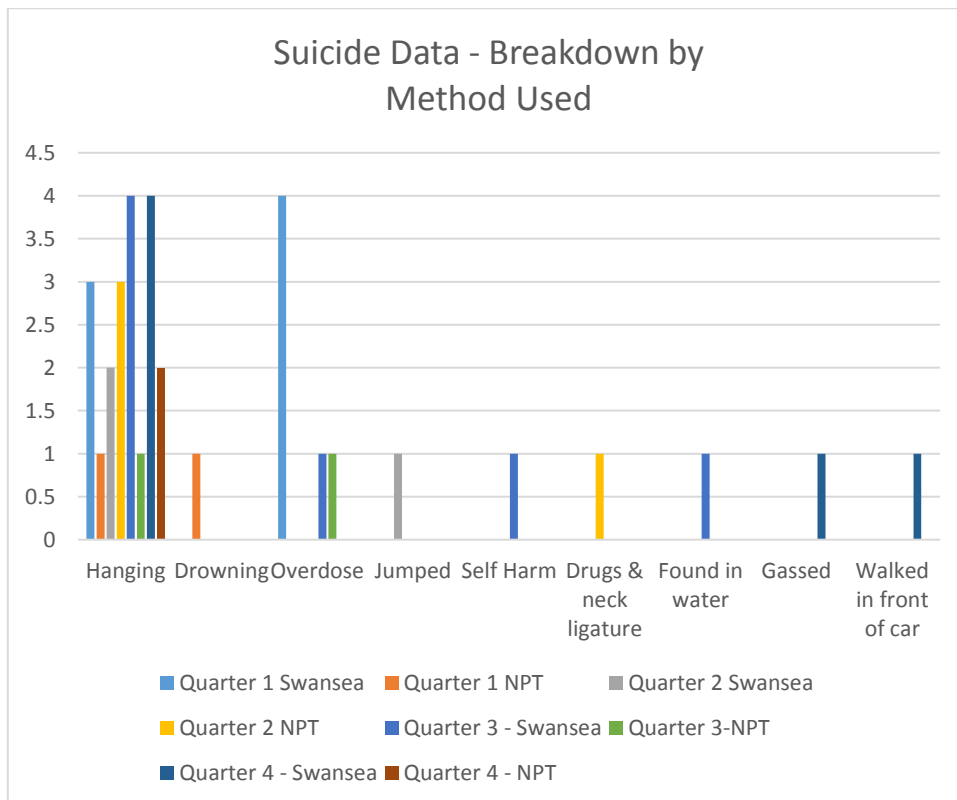
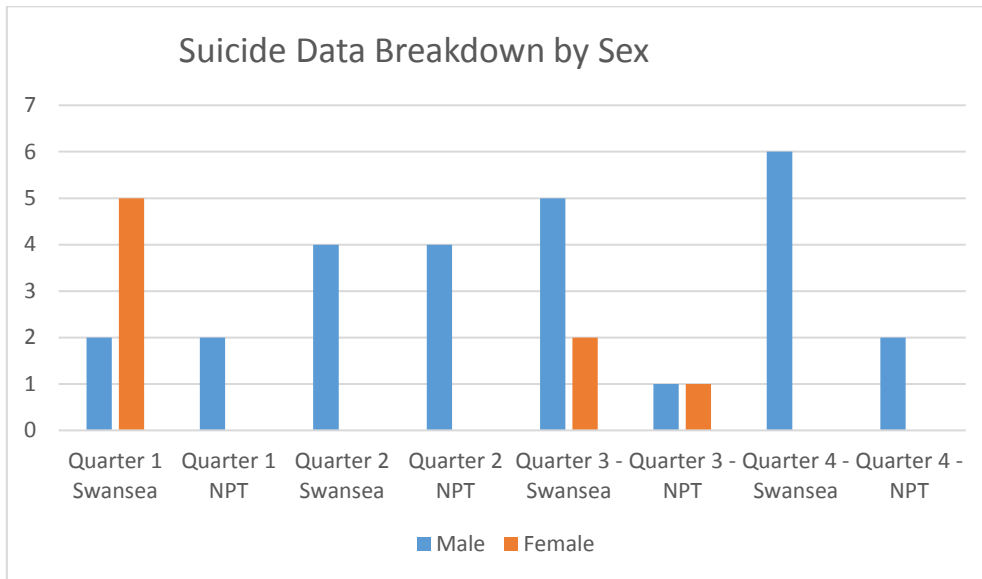
SUICIDE AND SELF-HARM PREVENTION

The Wales National Suicide Prevention Strategy ‘Talk to me 2’ developed by the National Advisory Group (NAG) on Suicide and Self-Harm sets out the strategic aims and six key objectives to prevent and reduce suicide and self-harm in Wales. Three Regional Fora, (North Wales, South East Wales and South & West Wales) have responsibility for their Local Suicide Prevention Strategies. The South & West Wales Regional Forum is attended by a member of the Corporate Safeguarding Team.

Rapid Response to a Suicide of an Adult

The Corporate Safeguarding Team and the Mental Health & Learning Disability SG, as appropriate, contribute to the regional Rapid Response to Suicide Meeting process led by Local Authority. The below tables indicate details of the Rapid Response to an Adult Suicide meetings that the Health Board have

been invited and contributed to in the reporting period. It is proposed that the Rapid Response to a Suicide of an Adult Meeting Terms of Reference be amended to include significant suicide attempts and the sudden death of a person under the age of 21 years.



Training and Learning

In 2021-22 the WGSB has continued to deliver training on the Wales Safeguarding Procedures 2019, across Children and Adult Services.

In NPT, the Social Care Wales basic awareness of safeguarding e-learning was rolled out to all staff. In Swansea, Safeguarding Adults' level 2 and level 3 has been updated to reflect the changes to the safeguarding process in light of the implementation of the Wales Safeguarding Procedures. Virtual or face-to-face training at a higher level has been delivered to social care frontline staff and has been updated to reflect the changes.

Learning events in relation to child and adult practice reviews has continued to take place and good practice disseminated.

Specialist training in Child Sexual Abuse was commissioned from the Lucy Faithful Foundation on the following topics:

- Assessing the protective skills of mothers, partners and adult carers
- Promoting positive pathways for young people who have exhibited harmful sexual behaviour
- Understanding child sexual abusers
- Understanding child sexual abusers and the internet

Training was also delivered on Sexual Violence Disclosures by local specialist services:

- An Introduction to Domestic Abuse
- The Edge Project: Domestic Abuse Awareness, Equality & Inclusion
- Sexual exploitation awareness
- The Effects of Domestic Abuse on Survivors (Adult & CYP)

Specialist training on Sexual Violence Disclosures was attended by regional multiagency workers and volunteers.

Rationale for training:

- To update on the Wales Safeguarding Procedures (WSP) 2019
- To ensure that all partners follow rigorous and consistent safeguarding practices in response to Welsh Audit Office recommendations
- To achieve consistent and quality safeguarding practice across children and adult services
- Contribute to raising awareness of abuse, neglect and harm and to the delivery of safe and effective safeguarding measures across the sector.
- To respond to the 2020 recommendations of the Centre of Expertise on Child Sexual Abuse
- To develop a robust response to exploitation across children and adult services
- To support contextual safeguarding, extra familial harm and the following:
 - Modern Slavery Act 2015
 - County Lines Violence,
 - Exploitation & Drug Supply. National Briefing Report 2017
 - Safeguarding and

- Promoting the Welfare of Children who are at Risk of Abuse through Sexual Exploitation All Wales Protocol 2013
- Counter-Terrorism and Security Act 2015
- The Prevent Duty

We have continued to deliver an interactive training pack that covers awareness of county lines, child sexual exploitation, trafficking, radicalisation and hate crime for both adults and children. This includes the common themes of vulnerabilities, risk factors, grooming, methods of coercion and control and ACEs across all these issues and also emphasises their links with 'safeguarding'. It also meets the requirements of the workshop to raise awareness of Prevent (WRAP).

Specific training was also delivered on modern slavery and first responders across the region.

Partners: NISB; Social Care Wales; ADSS; Police; Health; Regional Safeguarding Board; WCVS; local authorities. Statutory services such as education, youth service, youth offending, health, police, probation and housing. Third sector partners such as Calan DVS, Thrive Women's Aid, Hafan Cymru and New Pathways West Glamorgan Safeguarding Board, Neath Port Talbot, Swansea, South Wales Police, Health, probation, and third sector partners. Western Bay Regional Ask and Act Steering Group; National Ask and Act Steering Group.

Other Activity:

Swansea continued to offer regular virtual training days for Child Protection/Safeguarding Levels 2 & 3 and Named Safeguarding Person. These full day training sessions were accessible to both in house staff and multi-agency partners.

All of the CP/Safeguarding training dates offered had a high level of attendance. Swansea Adults Services have delivered internal Safeguarding Level 2 training to internal and external staff on a monthly basis. Swansea continue to offer interactive virtual Exploitation training sessions, which are available to both in house staff and our multi-agency partners.

In Swansea 1,167 staff have completed the Level 1 mandatory Safeguarding Children e-Learning, developed by Swansea training department. 29 Child Protection/Safeguarding virtual training courses Level 2-4 were delivered to a multi-agency audience. A total of 395 professionals from various settings have been trained in Levels 2-4. 17 courses were delivered on Child Protection Level 2 and were open to LA staff and multi-agency partners with 264 attendees. Nine courses were provided for Child Protection Level 3 training and were again open to LA staff and multi-agency partners to attend with 124 attending. Three Named Safeguarding Person training days were provided, and a total of 7 LA and multi-agency staff completed the training.

In addition to these, a further four half day training courses 'Safeguarding adults and children at risk of exploitation' have been delivered.

In NPT, prior to Safeguarding Group A eLearning module being released, internal and external staff completed the NHS eLearning Safeguarding Level 1 – total 12 staff. Safeguarding Level 2 – total 57 staff. A total of 1474 staff have now completed the Mandatory Safeguarding Group A e-learning module. Group C Assessment in Child Protection Practice for NPT CYPS social workers (11)

Specific sessions have been provided on:

- WECTU briefing on incels
- WGSB Practice Review Multiagency Event
- Women and problem gambling

Enhanced Understanding of Violence Against Women, Domestic Abuse & Sexual Violence for Organisation Champions was completed by five accredited trainers in NPT.

Training officers contribute to the national group for the development of national safeguarding training standards and this work has progressed during 2021-22 to the production of training standards and learning outcomes for the workforce.

Exploitation training

Safeguarding Children and Adults at Risk of Exploitation has been completed by a total of 200 individuals in 2020/21. This includes a WGSB regional multiagency group co-delivered with CVS. Additionally, Exploitation e-learning has been completed by 30 staff.

A group have been set up to address delivery of multi agency training. The group have agreed to deliver Exploitation training and will be compiling a list of multi- agency training, which can be co-delivered. The Group will pull together joint experiences of delivery into a new pack, which can be delivered either face-to-face or virtually over one day or several sessions, as different formats work better for different agencies. They will then run another refresher for trainers to share the new pack and can then be rolled out by the Board. Sessions will ideally be jointly delivered by different agencies to a multiagency audience and will help meet the recommendations of the recent Joint Inspection into Child Protection Arrangements for Exploitation.

All Wales Safeguarding Procedures (AWSP) – Role of the Lead Practitioner. One workshop was delivered virtually for 30 staff specifically responsible for undertaking the role of lead practitioner to upskill knowledge in relation to this role and the AWSP.

VAWDASV Act 2015

The aim of the National Training Framework is to increase identification and support for those who experience violence against women, domestic abuse and sexual violence. ‘Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors’.

Welsh Government has funded a third partner (Welsh Women’s Aid) to develop and deliver the “Ask and Act” training programme. The training programme included the development of a “train the trainer” programme and the delivery of this to a team of local trainers who would further roll out local training on “Ask and Act”.

Elearning through the All Wales Academy, NHS Wales Elearning portal has been promoted. In NPT, a 2-hour face-to-face pack has been developed to support staff, who cannot or would prefer not to undertake the e-learning module. The modules meet the requirements set out in Group 1 of the National Training Framework and work has commenced towards meeting the targets set out. Due to

the Covid pandemic 2020-21, all Group 1 training for staff has been via e-learning: 619 NPT workers and 756 in Swansea in 2021-22.

Priority groups of frontline staff have been identified for Group 2 and Group 3 Champions for “Ask and Act”. Training rollout for Group 2 has commenced on a regional basis and agency trainers will continue to be identified and accredited over the coming year. Training will be co-delivered with partner organisations. The Training Plan has been further developed to include regional roll out of Group 2 Ask and Act training with Swansea and Swansea Bay University Health Board and a regional Ask and Act steering group with Swansea and SBUHB guides the roll out of Group 2 and 3 training. Local support services are promoted as part of training. Staff are advised on where to refer those who need support and on the new regional Ask and Act pathway for referral. Live training is continually updated to include the latest information on campaigns, services and changes to legislation, where appropriate.

Eight staff members have achieved accreditation to deliver Group 2 and 3. Trainers have also been upskilled with further sessions on specialist VAWDASV areas by our local partners. Adapted virtual delivery of Group 2 Ask and Act with specialist partners has been jointly delivered to 161 participants from Swansea and 226 from NPT in 2021-22.

Group 3 Workplace Champions training is delivered regionally in partnership with Swansea, Swansea Bay UHB and specialist partners. To date the region has 15 champions.

A ‘Strengthening Leadership’ workshop for Group 6 was attended by 47 managers across the region.

Additional “Lunch and Learn sessions have been held to complement VAWDASV training for staff and partners. These have been attended by 38 staff. Training has continued to be evaluated to ensure a high standard and consistency of delivery.

National Safeguarding Week



The theme for National Safeguarding week was Community Safeguarding, Reset, Renew, Recover. Due to the pandemic, National Safeguarding Week 2021 took place virtually once again. All service areas worked together and produced a large programme of events, which proved to be another successful year.

The programme contained many events including:-

- Ending Physical Punishment Seminar – Hosted by Welsh Government
- County Lines Awareness session hosted by South Wales Police
- SCVS Volunteer consultation session
- Online safety hosted by Digital Communities Wales
- Healthy relationships sessions run by Thrive Women’s aid

West Glamorgan Safeguarding Board - Practice Review Learning event

On the 16th November 2021, the WGSB hosted an online event where 3 practice reviews were presented to share the identified learning in order to improve systems and practice. The event ran successfully with 61 professionals in attendance via Microsoft Teams. The event also received positive feedback and it has been requested that these online learning events continue in the future.

A copy of the full programme of events can be found by clicking the attached links below:-



1. English PDF WGSB
Programme of events



1. Welsh PDF WGSB
Programme of events

Collaboration

How we have collaborated around safeguarding

The West Glamorgan Safeguarding Board have a large network of organisations and partnerships who are engaged with nationally, regionally and locally. There are structures in place to work alongside the National Independent Safeguarding Board and Welsh Government to ensure a strategic function and national collaboration.

Swansea Council Education (Children Board only)

The pandemic has continued to impact schools and pupils' education through 2021/2022 and although restrictions were being lessened in the community Swansea Education Directorate had determined that alert levels remained high in schools with high staff and pupil absences due to COVID-19. This meant that our schools continued with restrictions based on risk assessments and monitoring of class/year group closures was set up to ensure vulnerable groups were responded to and monitored. A period of close communication between the single point of contact for Education and Social Services continued so that when schools moved classes to online learning or needed to close year group's children on the Child Protection Register and Children Looked After were identified and additional safeguards put into place. The LA was able to apply the recommendations from the previous year's evaluation of safeguarding practice through the Pandemic to ensure visibility of pupils at all times.

The Education Directorate continued to support and manage schools throughout the period alongside reviewing and preparing for the implementation of the new ALNET legislation. The Child Protection and Safeguarding Officer for Education Swansea worked closely with colleagues across Wales to develop a single suite of Designated Safeguarding Person training for schools and offered virtual delivery to DSPs, deputies, other senior school leaders as well as pastoral and ALNCo staff. This was alongside the standard delivery of Safeguarding Awareness training that was being offered virtually or face to face if risk assessments allowed.

In April 2021, we were alerted to the Everyone's Invited Website, which raised the profile of peer on peer sexual harassment in schools. An early evaluation of the website identified that the testimonies being submitted and published could not be dated and many testimonies identified experiences outside of school and therefore beyond reasonable knowledge or intervention from schools. However, when the site published the names of schools across the UK the Education Directorate in Swansea supported the 5 schools identified (including 1 primary) to cooperate with Welsh Government's requests for information. With LA assistance, schools were able to provide information on how they respond to peer on peer sexual harassment, violence and abuse against women and girls and healthy relationships. The intention to develop a whole school approach to VAWDASV was agreed and throughout this period, a draft whole school approach was produced.

The focus on domestic abuse and how schools can better support pupils has been enhanced with the full implementation of Operation Encompass. This has been very successful throughout lockdown as well as in usual circumstances. Schools are able to access additional information about what is happening in a pupil's home life enabling a proactive nurturing response to pupils who may have experienced police interventions due to domestic abuse related matters. The model Child Protection

and Safeguarding Policy was revised to include information on Operation Encompass ensuring transparency for families.

Swansea LA were also at the fore front of a new approach to safeguarding with the pilot and subsequent implementation of Contextual Safeguarding recognising the risk to young people from Extra Familial Harm. The multi-agency CMET (contextual, missing, exploited, trafficked) approach was established with a strategic and operational CMET groups to roll out a new way of responding to harm outside of the family home. In particular – anti social behaviour, experimental substance misuse, gang culture, exploitation into criminal behaviours including distribution of illegal substances, knife crime and serious youth violence. A programme of training is being developed and schools are being supported individually with contextual safeguarding in mind when seeking advice. Schools have been encouraged to consider peer group safety, safe spaces in and outside schools, contexts/situations which may pose a risk to young people’s safety and are supported to complete a contextual safeguarding referral for response from the operational CMET team.

The Child Protection and Safeguarding Officer works closely with the Principal Social Worker for CMET and has developed a self-assessment tool for schools to complete to help them consider how safe their school is from a contextual aspect. This work remains ongoing.

In May 2021, there was a significant disturbance in the Mayhill area of the city. The coordination of CMET operational colleagues were fundamental in responding to the safeguarding and trauma following this incident all local schools were identified and worked with CMET staff to ensure pupils and staff were supported and the appropriate safeguards applied. Due to the level of impact the incident had across the whole city the Education Directorate took a proactive approach in sending a critical incident bulletin out to all schools signposting for support, assuring the wider school community that any identified pupils and their schools were being responded to and given access to crime reference numbers so that information could be shared appropriately. This approach was extremely welcomed by our schools enabling a fully coordinated and tiered response.

Autumn Term 2021 offered new challenges as pupils attempted to settle back into school life and the Covid Recovery Plan was put into action. Throughout this term pupil absences remained high and in addition increasing staff sickness placed more pressure on our schools. It also became evident that pupils were struggling to settle and a rise in behaviour related exclusions and permanent exclusions required close monitoring. An increase in school related professional concerns was also highlighted this term and the LA are developing strategies in collaboration with schools to promote attendance and inclusion.

In December 2021, Estyn published their “We Don’t Tell our Teachers” report following a thematic review across Wales on Peer on Peer Sexual Harassment. A working group was set up to review the recommendations made within the report to local authorities in Wales and a formal response to Estyn and Welsh Government was required by the Director by May 2022. The working group has established an action plan and work is ongoing.

In February 2022, a group of young people were involved in a serious incident in the community which resulted in one person being stabbed and requiring hospitalisation. A coordinated and timely intervention ensured youth workers and local schools affected worked together to provide support to pupils impacted during this incident. This work remains ongoing.

The Education Directorate in Swansea has been in a period of restructure. Changes in leadership and vacancies within the Directorate have impacted on attendance at WGSB sub groups however directorate remains committed to safeguarding and the work of the Safeguarding Board and the capacity and resilience achieved via the restructures will enable greater representation going forward.

Neath Port Talbot Education, Leisure and Lifelong Learning Directorate

The Directorate continues to prioritise its safeguarding responsibilities and as such takes a proactive role in the work of the Board. The Head of Education Development is a board member and ensures all relevant business and updates are disseminated with the Directorate staff and schools via the Education Safeguarding Officer.

The Head of Education Development chairs a fortnightly Safeguarding Reference Group (SGRG) attended by the School and Family Support Manager, Education Safeguarding Officer, senior HR officer for ELLLS, Principal Officer for Safeguarding Children and Adults, SPOC team manager and a Health and Safety representative. The group monitors the progress of allegations against staff in schools/Directorate, considers and approves safeguarding peer review reports, identifies any areas of concern and considers appropriate action, and shares safeguarding information and updates.

The Head of Education Development Chairs the Regional Contest Board meetings. Either the Head of Education Development or the Education Safeguarding officer attend Channel panel meetings and ensure any actions are undertaken and that the vital information from education is shared. Since January 2021, the Partnership and Community Cohesion Team now sit within ELLL.

The Directorate's Education Safeguarding Officer is an active member in the Policy, Procedure and Practice Management Group; Quality and Performance Management Group, Joint Strategic Training Management Group and Practice Review Management Group.

The Education Safeguarding Officer has been co-chair of the Practice Review Management Group and is now the chair of this group. Education identified a significant number of staff to undertake training for reviewers and chairs so that going forward the Education Safeguarding officer will have the ability to identify staff to participate fully in reviews. As a co-chair/chair she has also been involved in work to develop the Boards business plan and the corresponding work plans of the management groups.

As part of the various management groups the Education Safeguarding officer ensures information is disseminated to all schools and education directorate managers. This may be information on training opportunities, new or updated policies or information and findings as a result of practice reviews or participation in audit activity.

The Board's business priorities and the promotion of safeguarding awareness topics are included as part of the Directorate's peer review school safeguarding reviews that every school in Neath Port Talbot is required to undergo every two years. Peer reviewers consider all elements of safeguarding and action plans are developed at the end of every review. Follow up to check on the implementation of actions is undertaken on a termly basis. The review process had been stalled by COVID-19 but has now resumed with a full timetable of reviews planned for the academic year 22/23.

The Education Safeguarding Officer updates the basic safeguarding training that is delivered by designated leads to the all school staff annually. The new Safeguarding Procedures feature throughout

the revised training. Training for Designated Safeguarding Leads has been developed by the Safeguarding in Education Group (SEG) for a consistent training pack across Wales. The Safeguarding Officer has delivered this training virtually to a further 100 staff this academic year. The Education Safeguarding Officer continues to remind schools of the training requirements around Prevent and Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) and has attended 'train the trainer' sessions linked to VAWDASV and has started the roll out of group 2 training to schools and directorate staff.

The Education Safeguarding Officer attends meetings of the All Wales Safeguarding in Education Group (SEG) and participates in a variety of working groups as part of this group's workplan.

The Directorate maintains its high level of commitment to, and engagement with, Board Priorities and activities. In line with the Board's Workplan 21-22 schools have worked tirelessly to find new and innovative ways to manage the day to day running of schools and provide a high quality of learning for pupils. Risk assessments have been subject to continuous review to ensure they are compatible with changes to legislation and guidance.

The Education Safeguarding Officer has worked, in all of the management groups, to meet the requirements laid out in the Board's workplan. This has included ensuring practice reviews are able to continue and any learning shared; reviewing and updating any policies and guidance and participating in training and audit work.

In July 2021 a Joint Inspection of Child Protection Arrangements (JICPA) was undertaken with a focus on exploitation. Estyn, the education inspectorate, was one of the inspection bodies participating. The feedback was excellent with acknowledgement of the Education Directorates commitment to safeguarding and child protection. It highlighted that there was close working with other agencies with an ethos that was child-centred with the LA promoting a high level of inter-agency working across schools. There was evidence of close working relationships across services in supporting the needs of highly complex young people and their families.

There was additionally recognition of the work undertaken by the Wellbeing team and Cynnydd workers; the school based counselling service; the vulnerable Learners Service; the Education Welfare Service and the Youth Service. The level of support and training to schools from the directorate combined with the peer review process were also acknowledged as areas of excellent practice.

The preparation for the JICPA highlighted the extent that schools were utilising part-time timetables and external provisions. Often for pupils with associated safeguarding risks. As a result an identified need for a Deputy Education Safeguarding Officer was put forward and agreed by the Director and senior managers. This role would have a primary focus involved in monitoring the use of reduced timetables to ensure they were used appropriately and with clear plans in place for reintegration back to full-time attendance. The new officer would also work with schools to produce and maintain a database of external provisions. This would include details of any safeguarding checks undertaken by schools and safeguarding checks undertaken by the Deputy Education Safeguarding Officer. This will include visiting provisions with a safeguarding audit focus. In addition the Deputy Education Safeguarding Officer will deputise at Safeguarding Board management group meetings and other safeguarding meetings in the absence of the Education Safeguarding Officer.

Neath Port Talbot Youth Justice and Early Intervention Service

The service:

The principle aim of the Youth Justice Service is to prevent offending and re-offending by Children and young people who are under 18 years of age. Section 39 (1) and Section 38 (1,2) of the Crime and Disorder Act requires that statutory partners which includes the Local Authority, Police, National Probation Service and Health co-operate to provide multi-agency Youth offending services to prevent offending by children and young people.

HMIP Inspection

Our HMIP inspection took place week beginning 13th of December 2021 This was the follow on inspection from the previous inspection which lead to the disaggregation of the Western Bay management board, and was the first inspection to include the new NPT YJS management board. The final inspection report (May 12) has been disseminated Our overall rating was good.

Action plan

The action was compiled following the development day held in April and the preliminary inspection report. HMIP have confirmed that the action plan is fit for purpose and feel that we the YJS have responded very well to the points raised in the plan. Today we need to be clear that we are happy with the 5WH (who what where why when and how) responsibilities of the plan and confirm the named officer/ organisations who will be responsible for the objectives. Monitoring arrangement will also need to be discussed.

Andrea Brazier Head of youth Inspections wrote;

'The Post Inspection Plan is a thorough and detailed response to the recommendations, and I am sure that with the excellent leadership and the commitment of all YJS staff and partners it will be achievable. I have no doubt that progress is already being made.'

We have been approached by professor Carlene Firmin of Durham university to be one of the Youth Justice service in the UK to be involved in the evaluation of Contextualised risk approaches in Youth Justice, We have agreed with Children services that this would be an excellent opportunity and have responded that we would be interested in taking part.

The Youth Justice plan 2022 /2023

Local authorities have a statutory duty to submit an annual youth justice (YJ) plan relating to their provision of youth justice services. Section 40 of the Crime and Disorder Act 1998 sets out the youth offending partnership's responsibilities in producing a plan. It states that it is the duty of each local authority, after consultation with the partner agencies, to formulate and implement an annual youth justice plan. A Youth Justice Strategic Plan is required under the provisions of the Crime & Disorder act 1998. Standard requirements are outlined annually and the Plan should be approved locally by the Youth Justice Management Board prior to submission to the Youth Justice Board. The new Youth Justice Strategic Plan will run from 2021-2024 and will be refreshed annually. It links with and contributes to the principles and priorities of the strategic Service plans of key partner agencies.

The first draft of the annual YJ plan has been distributed. The plan takes a prescribed format this year which aims to provide consistency and a uniform across the YOS areas of the UK.

This Youth Justice Plan equally addresses the functions assigned to the NPT youth justice service, including how services prevent offending behaviour and reduce reoffending. It reflects on how our service takes a strength based approach towards delivering a Child First justice system. It is positive to note that The Youth Justice Board recognises the remarkable response of the sector to the effects of the pandemic on delivery and the support that has been provided to children and young people. The YJB advocates that the importance of partners working together to put plans in place to mitigate the impacts of the pandemic are more crucial than ever. Andrew Jarret chair of the Youth Justice Management Board writes:

‘I write as chair NPT YJS management board. I am pleased to ratify the 2022/23 Youth Justice plan and present it to the YJB as the road map for the service out of the pandemic and for the next year. You will be aware that the NPT YJS disaggregated from the Western Bay Youth Justice service in 2019. Since then we have been in the throes of a two year global pandemic and have been following a post inspection action plan (2018).

A new multi-agency management board has been re-convened and oversees the governance of the YJS. A new resource centre has been funded and refurbished and the YJS are very proud to have a community resource for young people called BASE 15. The YJS has demonstrated resilience, consistent and continued improvement, high quality interventions, excellent organisational delivery, good quality out of court disposal work and outstanding governance and leadership. This of course means improved outcomes for children and young people, the communities of NPT and the victims of crime.

As a result of the dedicated work of our young people, the management board, senior managers, the team and our multi-agency partners, two inspectorates: HMIP and the JICPA have recognised that significant progress has been made to move Neath Port Talbot YJS from the lowest rating in its last inspection to the good rating where it sits now.

In effect the service has moved through two of the inspectorate’s ratings boundaries in a short space of time (and through a pandemic) and that is to be commended. It is clear the YJS have taken the findings from the last inspection seriously and have prioritised setting up a new and child focused Youth Justice Service (Early Intervention and Prevention). Thus, securing the relevant resources required for children known to the service, and have also developed robust performance management and quality assurance systems. This has been achieved with the engagement of staff and young people, and is testament to the effective governance and leadership arrangements that are in place for the YJS, which were recognised and graded as ‘outstanding’ by the inspectorate.

COVID 19 proved challenging for everyone The YJS has worked closely with Education and Children Services, professionals from South Wales Police, Probation and Health, to ensure that children and their families continue to be supported during the Covid-19 pandemic and beyond. As chair of the management board, and director of social services, I am very proud of the improvements made and sustained, and look forward to building on the identified strengths which will further enhance our NPT YJS. “

NSPCC

The NSPCC are full members of the main board. The NSPCC representative shares information with the board as appropriate and disseminates all relevant information within their own agency. The NSPCC

representative will continue to support the work of the board by undertaking specific tasks as required. In the past year the NSPCC board member has contributed to the review and development of policies, procedures and guidance to support effective safeguarding practice. When appropriate the NSPCC has also contributed to practice reviews and ensured the effective dissemination of learning within agency. The NSPCC has recently undertaken a transformational change programme and the outcome of this is now being implemented. The changes that are being taken forward will it is hoped better support the work of the Board with the broadened portfolio of the schools service, direct services and local campaigns now within the role of the Assistant Director in Wales. This along with the combined offer of Childline, Helpline, Training and Consultancy provision and learning resources will enable the whole NSPCC to be utilised to support effective safeguarding.

Swansea Council for Voluntary Service

Swansea Council for Voluntary Service (SCVS) continues to prioritise safeguarding and ensure this ethos remains at the forefront of its work. We have trustee, staff and volunteer teams raising issues and concerns however big or small. We supported the work of the West Glamorgan Safeguarding Board with regular attendance at meetings, representation on sub groups and supporting Board priorities for the year 2021/2022 in the following ways:

SCVS

- SCVS continues to report to Regional Partnership Board on staff capacity and our ability to meet the demand for service.
- SCVS had weekly and now fortnightly whole team meetings where Covid and emergency response is an agenda item and remains so. This enables us to look at current threats and also make a planned response as we did in November when Omicron began to impact in December. Safeguarding updates, training opportunities or developments are also discussed in the meetings.
- SCVS has an internal communications app with a dedicated channel for safeguarding. This is used to share information internally such as slides from training attended, safeguarding articles, alerting to updated policies and so on.
- During National Safeguarding Week 15th -19th November 2021, using its internal communications app safeguarding channel, Designated Safeguarding Persons chose a theme for each morning and afternoon and shared podcasts, videos, learning sheets on the particular theme to raise the profile of various forms of abuse. Topics covered during the week were: safeguarding, faith and religion, hate and mate crime, county lines, exploitation, modern slavery, domestic abuse, radicalisation & Prevent Duty, FGM & breast ironing, spiking, ACES and suicide. SCVS held a support session for its volunteers with a focus on how their role has changed/ their views on the future of volunteering and what they would like to see/what has worked well, what has been a challenge/ what would they like to see in the future/what have been the gaps.
- SCVS has ensured its kept abreast of messages from Welsh Government and Public Health Wales in relation to covid and ensured its services and staff conduct have continued to run in line with these messages.
- To ensure members of the community were not isolated, SCVS via its Our Neighbourhood Approach (ONA) has worked in partnership with Digital Communities Wales and Community Calling to offer IT equipment and mobile phones to those in need to allow them to access health

appointments online, shopping or just stay in touch with family and friends or call for help if needed.

- Existing volunteers and staff have received safeguarding training and know how to escalate their concerns and when necessary, these are escalated to Social Services, Police or the Mental Health Crisis team.
- New volunteers recruited complete an induction and safeguarding training prior to commencing their role.
- SCVS continues to support the local community with its emergency response provision of telephone befriending and allowing those needing to isolate or have hit crisis, access to necessities such as support, food and medication.
- SCVS continue to attend a monthly meeting of those services providing support to people seeking asylum and refuge in Swansea to ensure a continued coherent delivery response.
- SCVS attended Swansea Council Community Response meetings when running during this reporting year.
- SCVS continues to have representation on Community Silver meetings.
- SCVS Communications Officer continues to attend the Test Trace & Protect (TTP) Regional Communications Group.
- SCVS continues to deliver Social Prescribing across Swansea.
- Where SCVS staff are based in GP surgeries, SCVS staff have met with surgery staff to discuss how safeguarding issues will be managed so both parties are aware of the concern and meet their safeguarding obligations and prioritise the needs of the individual concerned.
- SCVS is part of the Health & Social Care Subcommittee with the Better Hiring Institute which is working in partnership with the DBS, NHS, Reed and other partners to improve safe recruitment in the sector by developing a toolkit which when rolled out can be used by organisations. SCVS has contributed to this work over time by meeting with staff who are developing the resources.

SCVS and the Sector as a whole

- In January 2021, the West Glamorgan Regional Partnership was awarded a Welsh Government Coronavirus Recovery Grant to support volunteering activity throughout the region. SCVS coordinated the work to develop a suite of training materials and information sheets and toolkits to be used by volunteer involving organisations as part of their induction of volunteers. Partners involved in the work included: Neath Port Talbot CVS, Swansea CVS, Swansea Bay University Health Board, Neath Port Talbot Council and Swansea Council amongst others.

The toolkits developed were:

- Diversifying your Volunteers
- Friends of park & allotment groups
- Individual Action to Community Action
- Volunteer Co-ordinator Guide Toolkit
- Volunteering in Primary Care/GP Practices Toolkit
- The Green Recovery

The training packs for Volunteer Coordinators included:

- Introduction to volunteering,
- Understanding the role of the volunteer
- Volunteering Basics
- Communication skills

- Dealing with difficult situations
- Introduction to Safeguarding

The information leaflets included:

- All you need to know about volunteer expenses
- Developing Flexible Volunteering Opportunities
- First Steps to volunteering
- Is it volunteering?
- Measuring the impact of volunteering
- Policies and Procedures Checklist for Volunteer involving organisations
- Recognition and Rewarding Volunteers
- Top tips for developing Welsh Language volunteering opportunities
- Undertaking Volunteer Risk Assessments
- Volunteer for a Career
- Volunteering Safely – For Organisations
- Volunteering Safety – For Individuals
- Work Experience vs Volunteering
- Placement or Volunteering

This pack was launched in April 2021.

- SCVS has raised the profile of safeguarding with Grant Awarding bodies and organisations and groups applying for funding that SCVS holds and via the Regional Partnership Board. As part of the due diligence, an organisation now has to provide a copy of their safeguarding policy. If the policy is not up to date or does not cover the pertinent information, the organisation are asked to update the policy as a requirement of receiving the grant.
- Our SCVS Safeguarding Policy Development Guidance sheet continues to be offered to organisations and groups needing to develop their safeguarding policy. It has also been shared with organisations applying for funding.
- SCVS offers support to organisations and groups with development. This support includes supporting them to access DBS checks, consider safe recruitment, support, review or support them to begin writing a safeguarding policy amongst other things.
- During National Safeguarding Week 15th -19th November 2021, SCVS and NPTCVS organised a regional Volunteer Managers Forum meeting using the theme “Community Safeguarding - Reset, Renew and Recover”. We discussed the following in relation to safeguarding “How has our volunteer management practice change since the pandemic? What changes were made to projects in order to support beneficiaries/community? What are your thoughts about the pace of the change? What would we wish to keep doing and why? Are there things we want to return back to? If so, what? How did / do we improve volunteers’ wellbeing and avoid burn out?” The event allowed various organisations in attendance to understand the work of WGSB, raise the profile of safeguarding and allow organisations to ask questions they may have. During this week SCVS delivered the All Wales Basic Safeguarding Awareness training for the sector. We also delivered our own volunteer induction training which ensures volunteers are equipped to deal with any issues that arise during their volunteering.
- We continue to direct organisations to WGSB website for information and always ensure we emphasis the need for robust safeguarding procedures.

- SCVS negotiated with Swansea Council Social Services department continued access to their eLearning safeguarding and other relevant training for ourselves and other Third Sector Organisations/Groups.
- SCVS has shared training and information that has come from WGSB within our own service and the Sector.
- SCVS has continued to share the information sheets it produced: SCVS Overview for Informal Volunteering on Safeguarding & Confidentiality and SCVS Keeping Safe & Healthy as needed in the community.
- SCVS attends the various WCVA Safeguarding sessions sharing safeguarding knowledge and practice. Sessions are held for CVC staff as well as a wider Third Sector group.
- SCVS and NPTCVS continue to be the referral route for Hospital Discharge for Swansea Bay University Health Board for Community Wellbeing Referrals. SCVS is also part of the virtual ward meetings. The services carry out a wellbeing assessment and referral on to other third sector services based on need eg Swansea Carers Centre, British Red Cross etc. SCVS staff are alert to safeguarding issues and where necessary, follow procedure and raise concerns.
- SCVS continues to offer the All Wales Basic Safeguarding Awareness training to the sector both through it's own open programme of training and where required bespoke sessions for individual organisations.

NPTCVS

Neath Port Talbot Council for Voluntary Service

Supporting, promoting and developing the local voluntary sector

- Continued to support partners across the region to share consistent messages around COVID-19 and provide guidance on how to engage with harder to reach individuals.
- Attended the Multiagency Oversight of Vulnerable Children and Young People group meetings to monitor vulnerable people in Neath Port Talbot during the COVID-19 pandemic.
- Joined the Local Operational Safeguarding Group which aims to ensure a line of sight on all safeguarding activity across the Local Authority.
- Attended Suicide Rapid Response meetings to review suicides and attempted suicides in Neath Port Talbot which helped to identify individuals who may be affected and ensure support is put in place for them.
- Continued to deliver the Community Wellbeing Service, ensuring patients are discharged from hospital quickly and safely where community support can be provided.
- Supported health services by attending virtual wards and providing a social prescribing service to individuals.
- Provided induction training to all our volunteers, including safeguarding training.
- Worked with funders to deliver safeguarding awareness sessions for groups likely to apply for funding and who need to demonstrate up to date safeguarding policy and procedures in order to meet due diligence requirements.
- Arranged safeguarding training for staff and trustees.
- Revised our Safeguarding policy and appointed a lead trustee for safeguarding,
- Worked with Neath Port Talbot Council to plan for the recovery of local flooding in Skewen.
- Attended Community Safety Partnership meetings which aims to tackle antisocial behaviour and criminal activity in Neath Port Talbot.

- Promoted a range of safeguarding training sessions to our staff, volunteers and members.

Her Majesty's Prison and Probation Service – Swansea and Neath Port Talbot Probation Service

The year 2021/2022 has focussed on the continued prioritisation of safeguarding by the Probation Service, through the context of the pandemic and towards Service Recovery. The COVID-19 pandemic required a move to an Exceptional Delivery Model across all forms of probation delivery in 2020. In Swansea, NPT the Probation Service embarked on recovery to pre-pandemic operational delivery requirements from late 2021. In the main this has been through the implementation of National Standards, the minimum set of national guidelines which set out the operational requirements for the delivery of probation in the local community. The Probation Service in Swansea and Neath Port Talbot are currently working in a Green status, meaning that all the National Standards are embedded locally.

Throughout the pandemic the safeguarding of vulnerable adults and children has remained the absolute priority for Probation Practitioners and the Probation Delivery Unit. The strength of our local partnership working and guidance from Welsh Government and WGSB has enhanced our ability to respond quickly to risk issues using established frameworks around Child Protection, MAPPA, MARAC and other forums. Service Recovery has supported this further, as all people under probation have now resumed face to face contact and other critical activities to safeguarding, such as home visiting, are now fully in operation.

The Wales Safeguarding Procedures 2019 are now fully embedded in the Probation Delivery Unit and the HMPPS Child Safeguarding Policy (March 2022) has been launched with all operational staff briefed. Furthermore, H&S and safeguarding audits have also been undertaken in response to strategic priorities to and provide assurances at executive level.

The unification of the Probation Service across Wales and England in June 2021 has meant that all Accredited Programmes delivery, Unpaid Work delivery and an enhanced Resettlement Model for those leaving prison have become the responsibility for a single, unified Probation Service. Over 2022/2023, we will finalise the implementation of our revised Target Operating Model, which reinforces safeguarding as a key priority for our most vulnerable within our communities.

Barnardo's Cymru

Barnardo's Cymru continues to engage with and contribute to the work of the board, ensuring information and learning is distributed across the organisation at a National and Regional level. Barnardo's is also a member of the Policy, Procedure & Practice Management sub-group contributing to the development of policy and practice guides. Barnardo's uses a variety of forums to distribute information from the board such as internal strategic performance reviews, operational managers meetings and practitioners annual Safeguarding events. Learning from CPR/APR's are shared both at a strategic and practitioner level across the organisation and there is a dedicated Safeguarding Practice group chaired by the safeguarding lead for Barnardo's Cymru which seeks to embed any

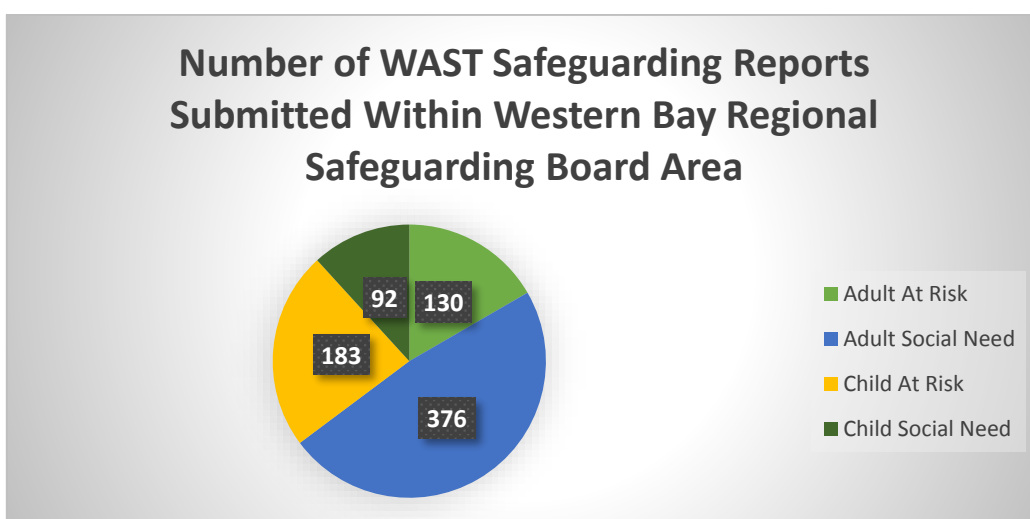
recommendations into practice tools and guidance. Barnardo's Cymru has also ensured that specialist pan Wales services such as Better Futures and Reflect have contributed to boards sub-groups and ensured reports and learning events have been disseminated to partner agencies and board members. Barnardo's Cymru continues to provide a blended offer of both classroom and digital learning spaces to ensure the workforce (including volunteers) is appropriately trained and supported and in respect of service provision, Barnardo's has fully returned to face to face provision although there remains opportunity for children, young people and families to engage in digital support as per their preference.

Welsh Ambulance Service NHS Trust (WAST)

The Welsh Ambulance Services NHS Trust (WAST) achieves the Safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with our service within the Board Region.

Our activity during 2021-22 to prevent, protect and support individuals and their families has indicated that pan Wales there has been a consistent increase in WAST staff submitting safeguarding reports. For the first time WAST are now able to provide the Board with data that is specific to the region.

The following graph illustrates WAST Safeguarding activity during the period 1st April 2021 - 31st March 2022 within the Board Region:



WAST have maintained collaborative working and there has been a sustained increase in enquiries from Local Authorities and other partner agencies within the Board Region. We continue to provide representation at all statutory meetings as required. This has continued to strengthen our engagement and partnership going forward.

Learning from the Reviews is coordinated by WAST Safeguarding Strategic Group to ensure dissemination throughout the organisation. All learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate. WAST also utilises 7-minute briefings, bulletins, and

staff are able to access this information via the Safeguarding hub, Trust intranet site and WAST internal social platform Yammer to further disseminate learning.

During the pandemic, WAST safeguarding training has continued to be delivered both virtually and face to face. We continue to review the training packages to ensure suitability for both virtual and face to face delivery depending on needs of staff group within the organisation.

Following on from last year's successful implementation of an electronic safeguarding reporting system (Docworks). WAST have been able to expand the functionality of the system by introducing two additional referral pathways which demonstrates collaborative working across the public and third sector.

Firstly, we have digitalised the Live Fear Free referral pathway which has improved the mechanism of facilitating contact between the Live Fear Free helpline and victims/survivors who may be patients, service users and WAST employees.

In addition to this, we have implemented a pan Wales referral pathway between WAST and the Fire & Rescue Services across Wales. The new system allows ambulance crews to e-refer patients/service users to fire and rescue service home safety teams across North, Mid and West and South Wales for a Safe and Well check.

Both of these pathways were launched during National Safeguarding Week.

Area Planning Board (APB)

Transformation Project

The Western Bay Area Planning Board (APB) in partnership with key stakeholders embarked on the start of its Transformation Project. In April 2021 the APB contracted Figure 8 Consultancy to begin to develop an independent advisory panel which is to be called the Western Bay Substance Use Truth Commission (SUTC). Co-chairs have been recruited and it is envisaged that Commission members will be in place by August 2022.

The SUTC will investigate the key causes and consequences of drug use and drug deaths for individuals and their families; and subsequently recommend robust and realistic policy and practical measures to address these. It will also use, and adapt where necessary, the independent Dundee Drugs Commission Model, incorporating its strengths and good practice, including; research (i.e. identify and investigate the key causes and consequences of drug use and drug deaths for individuals, families, and communities; consider evidence of what has worked locally and elsewhere to combat problematic drug use and drug deaths); community engagement (i.e. seek the views and involvement of all relevant 'community' stakeholders); user perspective (i.e. seek the views and involvement of individuals and families with lived experience); a partnership approach (i.e. assess the effectiveness of the strategic planning and delivery of services co-ordinated across community planning partners as relevant); and focus on practical recommendations for action (i.e. prepare a report for the Western Bay APB and its partners, with recommendations on additional priorities for practical and achievable action to tackle and reduce drug use and drug deaths across the area).

There will be an official launch of the Commission during the summer of 2022 and at this launch event an 'Initial call for Evidence' will be made available via an online survey.

The results of the initial call for evidence, along with evidence gathered from a set of early focus groups and key informant interviews, will be considered by the SUTC at its first meeting following the formal launch in order to agree a set of 'key lines of inquiry'. Subsequent meetings will be held to hear evidence.

The final phase of the SUTC will be the reporting phase where Figure 8 will lead in synthesising all the evidence gathered and write-up a draft of the findings for the SUTC to discuss. The draft report will be shared (for comment) with the Western Bay APB and its partners including Swansea Council, Neath Port Talbot Council, Swansea Bay Health Board, and the South Wales Police Crime Commissioner. Feedback will be considered by the SUTC and a final report produced and submitted to the Western APB and its partners. The report will outline recommendations on additional priorities for practical and achievable action to tackle and reduce substance use and drug deaths across the region.

It is envisaged that there will be significant political interest in the work of the SUTC as the findings will be relevant not just to Western Bay, but also for the rest of Wales

Alongside the work of the SUTC the APB Team will be working with commissioning partners to deliver on interim recommendations arising from the Commission as well as developing an Alliance approach to commissioning a brand new Integrated Public Health model for substance use services across the region.

Service User Involvement

In January 2022 the APB Team welcomed a new member of staff funded by the Home Office via project ADDER. The Service User Engagement and Communications Officer will support the implementation of the ADDER project across Swansea Bay and will scope and review existing opportunities across the partnership landscape, with a view to ensuring opportunities to develop the involvement of Service Users, their families and communities in review of existing and development of new Substance Misuse services.

The post holder will be key in ensuring that Service user voice is integrated in to service provision and development and engage with partners in finding opportunities to effectively engage the community and support people to access services and reduce stigma.

Working in Partnership

The APB Team continues to work in partnership by attending the Local Operational Safeguarding meetings, SV Maracs and participated in the WGSB MAPF relating to substance use prescribing in pregnancy and work will be undertaken with substance use agencies to deliver on recommendations made from the Forum. There is also representation on the APB from key members of the WGSB, however it is hoped that cross-representation can be strengthened.

Harm Reduction

During the year the APB continued to lead the way in Wales with its programme of Harm Reduction initiatives to keep people safe. Western Bay has been recognised for best practice in the following areas:

- Developing a peer to peer naloxone programme

- Being the first police force to carry nasal naloxone
- Being the first A&E department to give out naloxone
- Distributing high numbers of clean injecting equipment
- Delivering a 72 hour outreach programme where services make contact with people who have suffered an overdose to offer harm reduction advice, guidance and interventions.
- Establishing an independent review panel to learn lessons from drug related deaths in the region

Service Developments

During the year the following developments in service provision were achieved:

- The AADAS single assessment service was decommissioned and a brand new Newid First Point of Contact service was developed. The service started on 4th April 2022. The service increases opportunities for people to access substance use services by offering Freephone number, email, website and drop-in to speak to a professional who will then provide appropriate help and support into the appropriate services
- Treatment providers offering a new long lasting opiate substitute medication called Buprenorphine, which was rolled out during the pandemic.
- Services continue to deliver in alternative ways that were adopted during the pandemic and proved to be beneficial for service users

Safeguarding Policies and Procedures

The APB's performance management of services has been amended to ensure that information about how services deal with safeguarding issues is captured quarterly and monitored so that the APB can feel confident that providers have the appropriate policies and procedures in place and have an understanding of what constitutes a safeguarding concern and how to make a referral. Thematic audits around safeguarding by the monitoring officer did not take place in 21/22 as planned but they will take place during 22/23.

Participation

The West Glamorgan Safeguarding Board routinely invites people to participate in its work through engagement of families subject to Practice Reviews. A high proportion of families invited to contribute meet with the reviewers and give a view on how services and intervention could have been improved but also what went well.

Junior Safeguarding Board

The Junior Safeguarding Board is a platform for children and young people from across Neath Port Talbot and Swansea to have a voice regarding safeguarding issues in their communities. The JSB actively promotes the United Nations Convention on the Rights of the Child through workshops, events and campaigns to promote positive change in our communities. Some of the rights chosen by JSB members that are the foundations of the Junior Safeguarding Board are as follows;

- Article 12: You have the right to say what you think should happen and be listened to.
- Article 15: You have the right to have fun, make friends and join groups.
- Article 19: You should not be harmed and should be looked after and kept safe.

The West Glamorgan Safeguarding Board and Officers supporting the Junior Safeguarding Board work closely to ensure the issues that are deemed important by children and young people across West Glamorgan are addressed. It has been a priority of officers supporting the JSB to establish joint ways of working to facilitate the participation of children and young people, and a feedback mechanism between children and young people in West Glamorgan and the West Glamorgan Safeguarding Board, and vice versa. The JSB comprises of children and young people from schools across West Glamorgan including schools that cater for Additional Learning Needs and Complex Needs and community groups.

Throughout 2021-2022 the work of the JSB has had to adapt. Restrictions, due to Covid have limited face to face meetings and school visits. However, officers have continued to work behind the scenes to champion safeguarding issues for children and young people in Swansea and Neath Port Talbot in a number of ways.

In June 2021, the Junior Safeguarding Board were presented an award at the WGSB Safeguarding Recognition Awards for Inspirational Contribution made by Young People.

Equali-Tea

The main issue of focus throughout 2021-2022 has been Equality and Discrimination and in particular raising awareness of the safeguarding concerns of the LGBTQIA+ community and their allies. During this period JSB Officers organised and delivered children and young person consultations, fun events for members, feedback opportunities, school visits, collaboration with community groups, resource development, pilot and delivery.

JSB members engaged in participation events to develop a resource pack for schools and community groups to help raise awareness of LGBTQIA+ issues and educate our communities to be more understanding, supportive and respectful. The initial concept, design, draft and completion of the

resource 'Equali-Tea with the JSB' was undertaken during two fun activity days during the summer. Margam Park hosted the first event where young people enjoyed stand up paddle boarding, orienteering, picnic and a consultation workshop. The drafted resource was further improved at Port Eynon where young people engaged in beach art, human hungry hippos, a BBQ and further consultation work.

EQUALI-TEA WITH THE JSB

THE JUNIOR SAFEGUARDING BOARD ARE WORKING HARD TO HIGHLIGHT LGBTQIA+ ISSUES & MAKE OUR COMMUNITY A SAFER & HAPPIER PLACE TO GROW UP & LIVE. HERE'S OUR PLAN

LISTEN TO CHILDREN & YOUNG PEOPLE
LETS GET YOUNG PEOPLE TALKING ABOUT LGBTQIA+ ISSUES & SHARING THEIR THOUGHTS WITH THE JSB
MISSION COMPLETE

DEVELOP A SUPER RESOURCE
USE YOUR AWESOME IDEAS TO CREATE A RESOURCE THAT YOUNG PEOPLE CAN ENGAGE IN & TALK ABOUT LGBTQIA+. THERE'LL BE LOTS OF ADULT SUPPORT TOO
MISSION COMPLETE

WE NEED GUINEA PIGS!
SUPERSTARS LIKE YOU CAN TEST THE RESOURCE & TELL THE JSB IF IT'S GOOD OR NEEDS IMPROVING
MISSION COMPLETE

GET IT OUT THERE!
SHARE OUR RESOURCE WITH SCHOOL COUNCILS & COMMUNITY GROUPS ACROSS NPT & SWANSEA & COLLECT THEIR VIEWS
MISSION COMPLETE

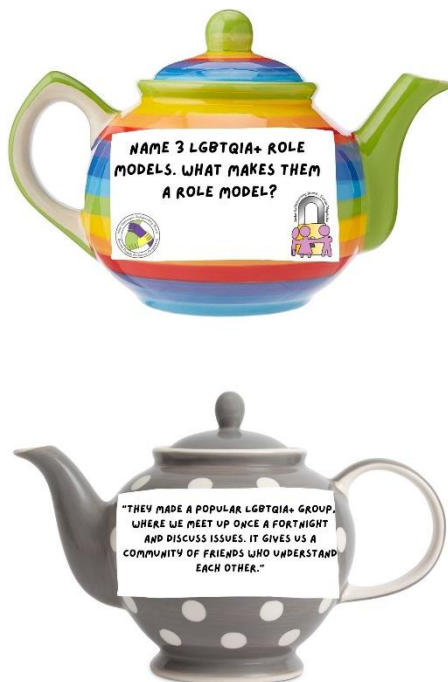
MAKE A CHANGE
TIME FOR ACTION. THE JSB WILL RAISE THESE ISSUES WITH PEOPLE WHO CAN MAKE CHANGE

FOR FURTHER DETAILS EMAIL WGSB@NPT.GOV.UK

EQUALI-TEA WITH THE JSB

LGBTQIA+ QUIZ

1. WHAT DOES LGBTQIA+ STAND FOR?
2. WHAT COLOURS ARE ON THE RAINBOW PRIDE FLAG?
3. WHAT % OF LGB PEOPLE THOUGHT THEY WERE LGB BEFORE THEY WERE 11?
4. WHAT COUNTRY HOLDS THE RECORD FOR THE BIGGEST PRIDE PARADE EVER?
5. WHO WON SEASON 2 OF DRAG RACE UK 2021?
6. WHAT % OF LGBTQIA+ YOUNG PEOPLE HAVE AN ADULT AT HOME THEY CAN TALK TO ABOUT BEING LGBTQIA+?
7. WHAT % OF TRANS PEOPLE KNEW THEY WERE TRANS BEFORE THEY WERE 11?
8. WHAT DOES OUTED MEAN?
9. WHAT % OF LGBTQIA+ PUPILS IN WALES HAVE EXPERIENCED BULLYING IN SCHOOLS?
10. HOW DOES SINGER DEMI LOVATO IDENTIFY THEMSELVES?



USE THIS SCRIBBLE PAD TO HIGHLIGHT ISSUES FACED BY THE LGBTQIA+ COMMUNITY. TELL US HOW WE CAN IMPROVE THINGS. ISSUES YOU'D LIKE TO CAMPAIGN ON AND ANY OTHER AWESOME IDEAS! TAKE A PIC & EMAIL TO WGSB@NPT.GOV.UK
AGE RANGE OF GROUP - _____ NAME OF GROUP - _____

ONLINE

MY COMMUNITY



Margam Park



SUP Boarding on Margam Lake



Beach Art on Port Eynon Beach



One of two sessions at Climbing Hangar Swansea

During February and March 2022 the JSB held 3 online workshops. Cllrs and senior management from across Swansea and Neath Port Talbot were invited to attend the Equal-Tea session delivered by young people. The purpose of the sessions was to provide an update on the work the JSB had been undertaking, raise awareness of the Equal-Tea resource, and engage with professionals and decision makers to inspire them to think about the issues young people face in relation LGBTQIA+, and their role in making a difference. The sessions were extremely well received by attendees.

JSB Newsletter

In order to maintain engagement with school pupils and members of the JSB, online newsletter updates on safeguarding issues have been produced and sent out to schools. The newsletter content includes school events and special speakers, projects undertaken by young people, awareness days held by schools, support information and contact details and more.

Link to JSB Newsletter <https://sway.office.com/WsAHKpNT0oeJTy4K?ref=Link>

'Preparing to be a board member' training

Members of the JSB were given the opportunity to attend **ONLINE** 'Preparing to be a board member' training delivered by Neath Port Talbot Children's Rights Unit. Young people from the Junior Safeguarding Board attended the training in July and August 2021 and on external verification of their workbooks they all achieved a **Level 1 CQFW** qualification (Accredited by Agored Cymru). The qualification provides young people with the skills and knowledge to undertake their role; it will empower them to develop a sense of ownership; enable them to realise their potential to participate in decision-making; and give them the confidence to speak up. It will also equip them with the knowledge and skills to become a trustee in the future.

National Safeguarding Week

Members of the JSB played a key role in planning National Safeguarding Week November 2021. The JSB raised awareness of LGBTQIA+ issues and promotional campaign to launch the Equal-Tea resource to school councils and forums. The resource was hand delivered to schools and community groups and an e-copy provided.

'Stay Safe in Sport' Campaign

In 2020 members of the JSB championed the right to enjoy sport safely and launched their 'Stay Safe in Sport' social media campaign and aimed to:

- raise awareness of the issues children and young people face in relation to safeguarding in sport and side line behaviour
- provide marketing assets for key stakeholders to use to spread the word
- encourage coaches, parents, referees, children and young people to speak up

This message is still relevant in 2021-22 as children and young people continue to participate in sports every weekend, so it's as important as ever that they can have fun and feel safe and supported. The campaign was shared again in National Safeguarding Week in November 2021.



Collaborative working

Officers from Neath Port Talbot Council and Swansea Council meet regularly to discuss projects and collaborative working. Priorities that are specific to each local authority are identified, and joint projects are agreed with clear timescales and responsibilities. Regular joint updates are provided to the West Glamorgan Safeguarding Board.

Emergency Services Project

The JSB have highlighted the need for Emergency Service personnel to be better equipped to communicate with children and young people with complex needs. Working alongside complex needs school Ysgol Maes Y Coed in Bryncoch, the JSB are producing a training video to teach front line Emergency Service personnel how to communicate in British Sign Language. Children and young people with complex needs will be filmed teaching how to communicate essential phrases in the event of an emergency. This project has been a collaboration between Children's Rights Unit Neath, South Wales Police, Mid & West Wales Fire & Rescue Service and Welsh Ambulance Service. Once completed the video will be circulated to training departments and used accordingly.

Board Members and agency contributions

The West Glamorgan Safeguarding Board partners have a responsibility to ensure the Board is functioning effectively. Attendance at Board meetings is monitored against the role profiles which members sign up to. The role profile indicates that members agree to attend 75% of Board meetings.

The chairing arrangements for the Board and sub groups are as follows:-

WBSAB Swansea Social Services SBUHB	WBSCB Neath Port Talbot Social Services South Wales Police
Practice Review Management Group (Joint) South Wales Police Education - Neath Port Talbot CBC	Joint Strategic Training Group Training Department – Neath Port Talbot CBC Training Department – Swansea CC
Policy, Practice and Procedure Management Group (Joint) Social Services – Swansea CC SBUHB	Quality & Performance Management Group (Joint) Social Services – Neath Port Talbot CBC SWP

During 2021-22 the WGSB met on 4 occasions. There was good attendance from our partners as detailed below:

West Glamorgan Safeguarding Children & Adult Board

Agency	16 th June 2021	15 th September 2021	1 st December 2021	14 th March 2022
Neath Port Talbot LA	✓	✓	✓	✓
Swansea LA	✓	✓	✓	✓
SBUHB	✓	✓	✓	✓
South Wales Police	✓	✓	✓	✓
NSPCC				✓
Neath Port Talbot LA - Education	✓	✓	✓	✓
Swansea LA - Education	✓	✓	✓	
National Probation Service (NPS)	✓		✓	✓
Public Health Wales (PHW)	✓	✓	✓	
Barnardo's	✓	✓		✓
SCVS	✓	✓	✓	✓
Youth Justice Early Intervention Service (YEIS)				
WAST		✓		
HMP Swansea	✓	✓	✓	✓
NISB		✓	✓	✓

In 2021/22 the West Glamorgan Safeguarding Board used the national formula for financial contributions from statutory partner agencies as follows:-

Agency	
<i>City & County of Swansea</i>	60%
<i>Neath Port Talbot CBC</i>	
<i>SBUHB</i>	25%
<i>South Wales Police</i>	10%
National Probation Services	5%
Total Funding £	

Resources

The above contributions fund the Regional Safeguarding Boards business management unit which consists of a Business Manager, Adult Co-ordinator and Children's Co-ordinator and a part time administrator. The specific costs for the unit are set out below:-

Total costs –	£168,109
Staffing	£146,783
Training / Development	£10,031
Supplies / Service	£11,295

It is acknowledged that resources used to support the work of the Regional Safeguarding Board are not confined or restricted to financial contributions from statutory partner agencies. The Regional Safeguarding Board Chairs, Executive Board Members, Sub Group Chairs and members provide a significant amount of their time to support the Board and its work. This is often in addition to their professional roles and day to day responsibilities. The diverse nature of the Boards work makes this difficult to report on within a quantifiable and measurable resource context and is not always visible to other professionals and agencies. The process, management and publication of child and adult practice reviews, as well as the development of regional policies and protocols are just some examples of Safeguarding Board work and projects that require high levels of professional input, knowledge and expertise.

Other Board Activities

Adult Protection Support Orders

Adult Protection and Support Orders (APSOs) have been developed within Part 7 of the Social Services and Wellbeing Act to improve the ability to protect adults who may be at risk.

The purpose of an APSO are:

- (a) To enable the authorised officer and any other person accompanying the officer to speak in private with a person suspected of being an adult at risk
- (b) To enable the authorised officer to ascertain whether that person is making decisions freely, and
- (c) To enable the authorised officer properly to assess whether the person is an adult at risk and to make a decision as require by section 126(2) on what, if any actions should be taken

Regulations specify that Safeguarding Board annual reports should include information on the number of APSO's applied for, how many were made and how affective they were.

To date the West Glamorgan Safeguarding Board or its partner agencies have not applied for an Adult Protection Support Order.

Guidance and advice received from Welsh Government and National Independent Safeguarding Board

The Safeguarding Board has actively responded to Welsh Government consultations.

The Board would also like to thank the NISB for their support and attendance at our meetings and we look forward to continuing this work in future.

Section 137 Requests for information

Section 137 of the SSWA provides a Safeguarding Board with the power to request specific information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions. A "qualifying person or body" must be likely to have a real possibility that they hold information which enable the Board to fulfil its functions.

Since enactment the West Glamorgan Safeguarding Board have not formally used their powers under Section 137 of the Act. The Boards and their management groups have been able to request information using the agreements within the terms of reference for each and has therefore made many requests for information to support its work in audits, quality assurance and practice reviews. These requests for information have always been acknowledged and the information supplied.



WEST GLAMORGAN SAFEGUARDING BOARD (WGSB) JOINT ANNUAL PLAN 2022 – 2025 (Year 1)

This document is available in alternative formats.
Please contact: West Glamorgan Safeguarding Board –
Business Management Unit

Telephone: 01639 686049
Email: r.shepherd@npt.gov.uk

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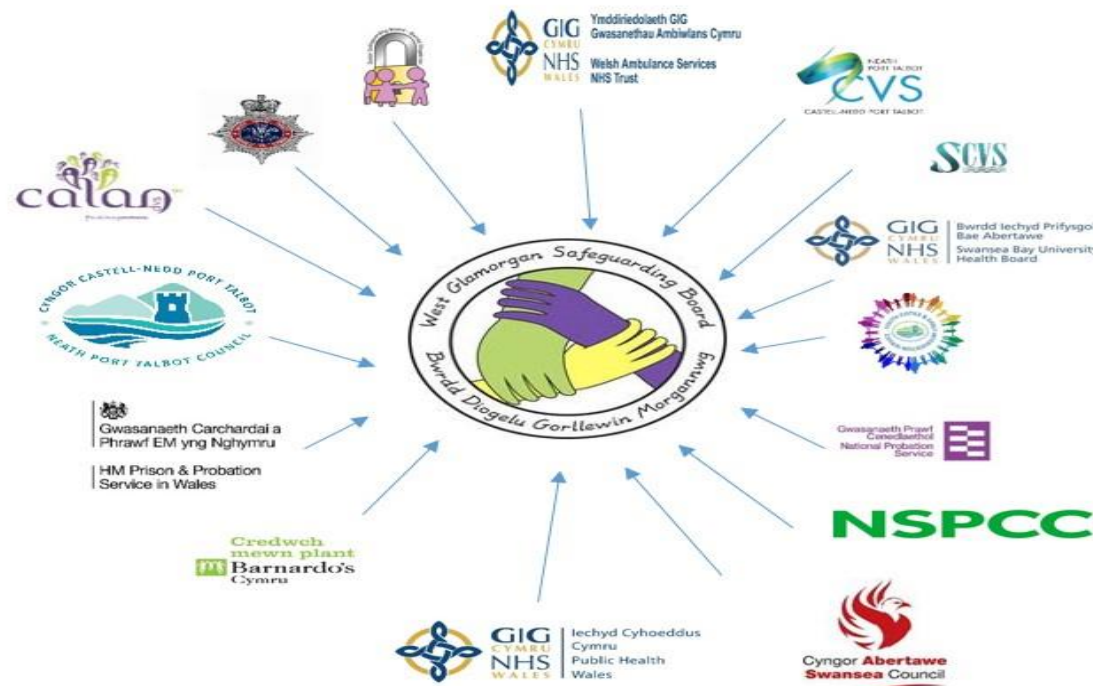
Introduction

The West Glamorgan Safeguarding Board (WGSB) was established to promote, inform and support multi-agency safeguarding for Children and Adults across Neath Port Talbot and Swansea.

We are the key statutory mechanism for agreeing how organisations will co-operate to safeguard and promote the welfare of Children and Adults living in the region.

The WGSB is a multi-agency forum which brings together representatives of each of the main agencies and professionals who are responsible for helping to protect Children and Adults from abuse and neglect.

The WGSB is responsible for agreeing on how the different services and professional groups should co-operate to safeguard Children and Adults and, for making sure that arrangements work effectively in bringing about better outcomes for Children and Adults in West Glamorgan.



Our Vision

To ensure that Children, Young People and Adults in West Glamorgan are protected and prevented from becoming at risk of abuse, neglect or other kinds of harm. The Boards' will engage with, listen to and hear the views of Children, Young People and Adults.

The responsibilities and functions of the Boards' are set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014 (SSWBWA). They have an overall responsibility for challenging relevant agencies so that;

- There are effective measures in place to protect Children and Adults at risk who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- There is effective inter-agency co-operation in planning and delivering protection services and in sharing information

For further information contact wgsb@npt.gov.uk

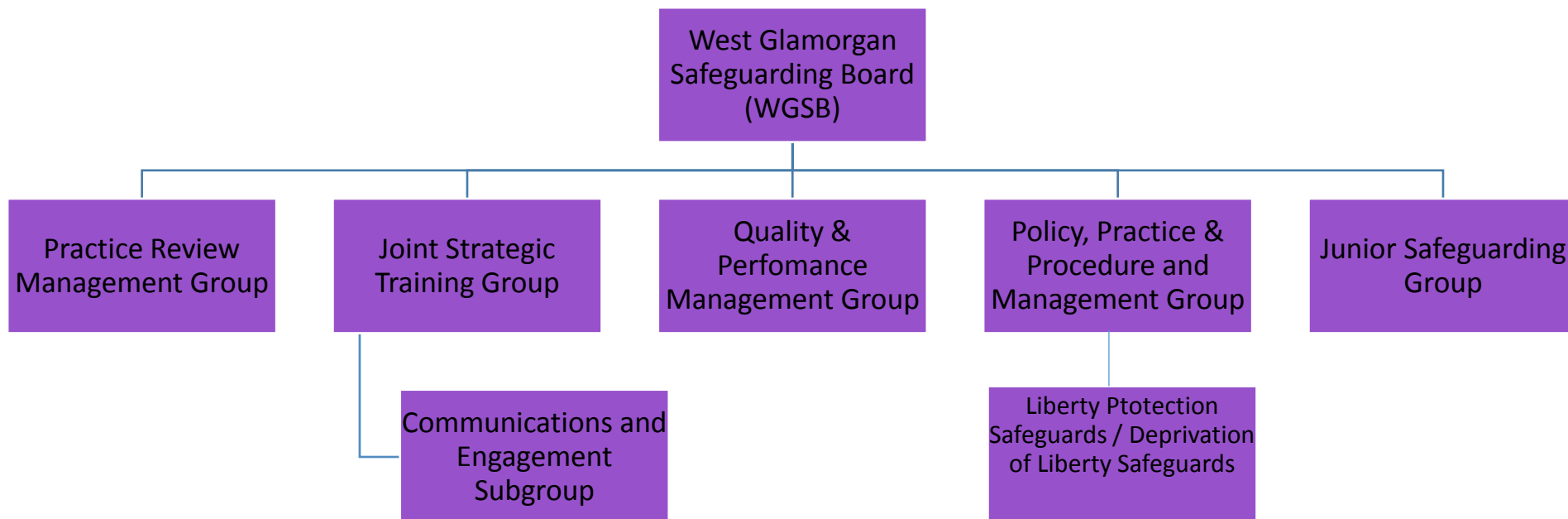
Safeguarding is everyone's business.

Core Business

This Annual Plan is written pursuant to Section 134 – 141 (Part 7) of the SSWBWA 2014 and is for both the West Glamorgan Safeguarding Children and Adult Board. Figure 1 below sets out the structure of the Board, including sub-groups with the addition of a newly established Junior Safeguarding Group. Membership and structures are regularly reviewed and updated within the Safeguarding Board arrangements and work plans for each sub-group are aligned with this Business Plan and include strategic priorities, actions to achieve and success measures to enable us to monitor effectiveness. The sub-groups' work plans also include mechanisms on how they will engage and include people who may be affected by the work of the WGSB. These plans are regularly reviewed and amended throughout the year with status reports outlining progress against the Annual Plan presented to the WGSB on a quarterly basis.

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Figure 1



Members of the Safeguarding Boards

Membership of the WGSB is compliant with Chapter two of the Guidance under Part 7 section 139(3) of the Social Services and Wellbeing (Wales) Act 2014.

For West Glamorgan Safeguarding Adult Board the membership and their area of responsibility is set out below:

Organisation	Post	Area of Responsibility	Name
Swansea Council	Director of Social Services	Chair of Adult Board Local Authority representative for City & County of Swansea	David Howes
Swansea Bay University Health Board	Assistant Director of Nursing, Corporate Services	Vice Chair of Adult Board Swansea Bay University Health Board representative	Paul Stuart Davies
NPT County Borough Council	Director of Social Services, Health & Housing	Chair of Children Board & Local Authority representative for Neath Port Talbot CBC.	Andrew Jarrett
South Wales Police Swansea/Neath Port Talbot BCU	Superintendent	Co-chair Children Board & South Wales Police representative	Eve Davis
Wales Probation Trust NPS	Assistant Chief Executive Head of Swansea, Neath Port Talbot and Bridgend	National Probation Service representative	Deanne Martin
Swansea Council	Head of Adult Safeguarding	Adult Services representative	Amy Hawkins
NPT County Borough Council	Head of Adult Services Service	Adult Services representative	Angela Thomas
Public Health Wales	Designated Nurse	National Safeguarding Team representative	Debbie Pachu
Swansea Bay University Health Board	Head of Nursing – Safeguarding (Named Nurse)	Co-chair Quality & Performance Management group	Nicola Edwards

Swansea Council	Principal Officer for Safeguarding and Performance Quality	Policy, Practice and Procedure Management Group Chair	Damian Rees
Swansea Council	Principal Officer for Safeguarding Adults	Adult Safeguarding Swansea Council	Ffion Larsen
NPT County Borough Council	Principal Officer Safeguarding Child and Adult	Quality & Performance Management group Chair	Chris Frey-Davies
NPT County Borough Council	Education Safeguarding Officer	Practice Review Management Group Chair	Sam Jones
South Wales Police	Independent Protecting Vulnerable Person Manager	Practice Review Management Group Chair South Wales Police Public Protection Unit	Sue Hurley
South Wales Police	Detective Chief Inspector	South Wales Police Public Protection Unit	Dean Llewellyn
Swansea Bay University Health Board Mental Health	Mental Capacity Act and Deprivation of Liberty Safeguards	Representative for IMCA Service	Karen Williams / Richard Jones
Swansea Council for Voluntary Services	Support Services Team Leader	Representative for SCVS	Danielle Lock
Secured Estate	Director/ Governor	HMP Swansea Secure Estate representative	Emyr Evan / Andy Phillips
NPT County Borough Council	Learning, Training & Development Manager	Joint Strategic Training Group Chair	Lynne Doyle
Wales Ambulance Service Trust	Senior Professional Safeguarding Children and Adults	WAST representative	Rhiannon Thomas

For West Glamorgan Safeguarding Children Board, the membership and their area of responsibility is set out below:

Organisation	Post	Area of Responsibility	Name
NPTCBC	Director of Social Services Health & Housing	Chair Children Board & Local authority representative	Andrew Jarrett
South Wales Police Swansea Neath Port Talbot BCU	Superintendent	Vice Chair Children Board & South Wales Police representative	Eve Davis
Swansea Council	Director of Social Services	Chair of Adult Board Local Authority representative for City & County of Swansea	David Howes
Swansea Bay University Health Board	Assistant Director of Nursing, Corporate Services	Vice Chair of Adult Board Swansea Bay University Health Board representative	Paul Stuart Davies
NPT County Borough Council	Director of Education	Local Authority representative	Andrew Thomas
NPT County Borough Council	Head of Education Development	Local Authority representative	Chris Millis
National Probation Service	Assistant Chief Executive Head of Swansea, Neath Port Talbot and Bridgend	National Probation Service representative	Deanne Martin
Swansea Bay University Health Board	Head of Nursing – Safeguarding (Named Nurse)	Co-chair Quality & Performance Management group	Nicola Edwards
NPT County Borough Council	Head of Children and Young People’s Services	Children’s Services Representative NPTCBC	Keri Warren
Swansea Council	Head of Child and Family Services	Children’s Services representative Swansea Council	Julie Davies

Swansea Council	Principal Officer for Safeguarding and Performance Quality	Policy, Practice and Procedure Management Group Chair	Damian Rees
NPT County Borough Council	Principal Officer Safeguarding Child and Adult	Quality & Performance Management group Chair	Chris Frey-Davies
NPT County Borough Council	Education Safeguarding Officer	Practice Review Management Group Chair	Sam Jones
South Wales Police	Detective Chief Inspector	South Wales Police Public Protection Unit	Dean Llewellyn
NPT County Borough Council	Learning, Training & Development Manager	Joint Strategic Training Group Chair	Lynne Doyle
Hillside Children's Secure Unit	Principal Manager	Children's Secure Unit representative	Sian Coffey
Swansea Council	Director of Education	Local Authority representative Swansea Council	Helen Morgan - Rees
Swansea Council	Head of Achievement and Partnership	Local Authority representative	Kate Phillips
NSPCC	Services Manager	Voluntary sector representative	Tracey Holdsworth
Barnardo's	Strategic Manager	Voluntary sector representative	Kelly Ahern
CVS	CCoS CVS	Local Voluntary Sector representative across WB	Clare Hopkins
Youth Justice and Early Intervention Service	Youth Offending Services Manager	Youth Justice Early Intervention Services	Jay McCabe (Swansea) /Ali Davies (NPT)
Public Health Wales	Designated Nurse	National Safeguarding Team representative	Debbie Pachu
Wales Ambulance Service Trust	Senior Professional Safeguarding Children and Adults	WAST representative	Rhiannon Thomas
Police and Crime Commissioner		Safeguarding	Siriol Burford

What we propose for the coming 3 years (2022-2025)

Our Strategic Plan sets out how the WGSB will work towards achieving their Vision for West Glamorgan. Our Plan is based around four key priority areas that will guide our work:

- 1. Learn from experience to improve how we work (Create a synergy between the four points to drive the three year plan)**
- 2. Improve awareness of safeguarding across all communities and partner organisations**
- 3. Develop and deliver citizen-led approaches to safeguarding**
- 4. Develop and deliver regional approaches to safeguarding practice**

Safeguarding Priority 1

Priority Area/Focus	What do we want to achieve?
<p>Learn from experience to improve how we work</p>	<ul style="list-style-type: none"> • Produce an Annual Quality Assurance Report – inclusive of all member agency data / intelligence and citizen experience to inform our work and priorities • Undertake a multi-agency Quality Assurance programme in relation to agreed and emerging areas of practice • Undertake Adult and Child Practice Reviews and Multi Agency Professional Forums (MAPF) in line with the legislation and statutory guidance • Ensure learning from Quality Assurance programme, including practice reviews and MAPF's is disseminated across organisations in West Glamorgan • Assurance to be sought from partners as to how their workforce development provision promotes best practice in respect of Safeguarding • Develop learning resources for practitioners that support a regional approach.

Safeguarding Priority 2	
Priority Area/Focus	What do we want to achieve?
Improve awareness of safeguarding across all communities and partners organisations	<ul style="list-style-type: none"> • Develop understanding of equality and diversity issues in West Glamorgan and the impact on access to and delivery of safeguarding services • Advise the WGSB on strategies/ approaches that may improve communities' access to safeguarding services • Promote positive safeguarding messages to individuals, families and communities so that they can build trusting relationships with services that can help them stay safe and create safe spaces • Participate in National Safeguarding Week to raise awareness of safeguarding adults and children, supporting wider partnership safeguarding campaigns • WGSB partners to promote safeguarding awareness across their service and networks • Continue to develop our website that enables the WGSB to promote its work and share safeguarding resources • Undertake a programme of engagement activities to promote safeguarding across diverse community groups in West Glamorgan

	<ul style="list-style-type: none"> • Establish and develop methods for participation and engagement with partners, citizens and communities • Engage with NISB to develop an All Wales Self-assessment for Safeguarding boards, to be completed an annually • Ensure service providers know and understand their safeguarding responsibilities and their approach is ethical
Safeguarding Priority 3	
Priority Area/Focus	What do we want to achieve?
Develop citizen-led approaches to safeguarding	<ul style="list-style-type: none"> • Revise Board Governance document in-line with citizen-led principles • Consider introducing a citizen representative to the WGSB • Review induction programme/ handbook for Board Members • Ensure citizens are made aware of their opportunity to provide feedback on their experiences of Safeguarding practices

Safeguarding Priority 4:

Priority Area/Focus

What do we want to achieve?

Develop and deliver regional approaches to safeguarding practice

- Ensure the WGSB is sighted on the impact of Covid-19 across the Region in relation to Safeguarding changing practices or responses required
- Monitor through Board meetings the impact of Covid-19 on the prevalence of abuse, neglect, and the actions of member organisations in response
- Ensure WGSB is sighted on the impact of the Ukrainian humanitarian crisis and the potential implications for Safeguarding across the partnership
- The WGSB to monitor all anticipated or arising future crises (domestic and international i.e Poverty and Environmental) and be sighted on response

Expenditure

The West Glamorgan Safeguarding Board is funded by contributions from partner organisations using the funding formula set out in the ***Working Together to Safeguard People – Volume 1***. The Safeguarding Board is supported by a central Business Management Unit consisting of a Business Manager, 2 Business Co-ordinators and a part time Business Support Administrator.

Projected Budget for 2022/23 Is as follows:

Item	Type	Allocated budget
Staff	1 x Board Manager, 2 x Coordinators 1 x Administrator	£155,240
Conferences/Awareness raising/Practice Reviews	1 x annual conference, 6 x multi agency learning events	£9,000
Training	Various	£10,000
Admin	Travel, subsistence, mobiles, printing, Licences	£5,370
	TOTAL:	£179,610

Collaboration

The role of collaboration and participation for the WGSB is twofold. The SSWBA Part 7 Volume 1 outlines the work of the WGSB; to provide children and adults an opportunity to participate in its functions. In addition the WGSB has an assurance role in ensuring partner agencies are engaging with people and the voice of the adult or child at risk is heard across safeguarding practice. This will inevitably look different across agencies and the WGSB has a role in the continuous audit and review of this area. The Core Business should ensure that each Management Group 'Work Plan' captures the voice of the people.

The West Glamorgan Safeguarding Board acknowledge the links between local, regional and national partnerships and the safeguarding themes that run through them. The WGSB will continue to forge strong working relationships with partners and organisations locally, regionally and nationally to ensure Safeguarding is on everyone's agenda. These include, Public Service Boards, Community Safety Partnerships, other Safeguarding Boards, National Independent Safeguarding Board and Welsh Government.

Agenda Item 8



Report of the Cabinet Member for Care Services

C&FS Scrutiny Performance Panel – 5th December 2022

SERVICE QUALITY UNIT ANNUAL REPORT (2021/22)

Purpose	<ul style="list-style-type: none">• To present the annual review of SQU (Service Quality Unit) work over the period of April 21 to March 22.• This will include the progress made over this period of time and impact of the work carried out on Looked After Children and Children on the Child Protection Register.• It will also highlight next steps and actions that will be taken into the 2022/23
Content	There is a report included which presents an overview of the statutory work carried out in this service area.
Councillors are being asked to	Endorse the report and its conclusions.
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services
Report Author	Damian Rees, Principal Officer for Safeguarding and Quality Damian.rees@swansea.gov.uk
Legal Officer	N/A
Finance Officer	N/A
Access to Services Officer	N/A

1. Background

This is the 2021/22 report for the Service Quality Unit with the purpose of providing an overview of Looked After Children in Swansea and children on the Child Protection Register.

2. Briefing/Main Body of Report

2.1 Please refer to Appendix A

3. Conclusions/Key Points Summary

3.1 Please refer to Appendix A

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 A – Service Quality Unit Annual Performance Report

Annual Report 2021-22

Service Quality Unit





Service Overview

Looked After Children

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Qualitative Reviews

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Introduction

Purpose

This annual report is an analysis of the activity within the Service Quality Unit (SQU) in Swansea Local Authority between April 2021 and March 2022. It provides an overview of the team profile, Child Protection Conferences, Looked after Children Reviews and Adoption reviews. In addition, it captured views of children/young people and families experiences of the service.

The team focuses their work on “what matters” to each individual child/YP whilst valuing the importance of building long term relationships with them.

“Every child deserves a champion: an adult who will never give up on them, who understands the power of connection and insists they become the best they can possibly be” (Rita Pierson).

This report provides an opportunity to highlight areas of good practice, areas for improvement and emerging themes and trends to help focus on the future service development in the coming twelve months within the Service Quality Unit.

Team Profile

- Principal Officer
- Team Leader and Assistant Team Leader
- Child Protection Conference chair/ Independent Reviewing Officer – 10 full time & 4 part time (14 full time equivalent)
- Business Support Supervisor
- Child Protection Pannel Support Secretary – 3 full time & 3 part time (4.5 full time equivalent)
- Team Clerical Officer - 2 full time
- Service Quality Unit Business Support Assistant - 3 full time
- Additional support from the Child and Family Panel Support team – 1 full time



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Role of the Independent Reviewing Officer (IRO):

‘The IRO’s role is to monitor, that is keep an overview, of the child’s case, not just at formal review meetings, but in between review meetings as well. However, the IRO does not make final decisions about a child’s case; that is for the child’s social worker and managers. The ‘decisions’ made during a review are, in fact, ‘recommendations’ to the local authority. The IRO will want to develop a good working relationship with the child’s social worker, and, in some circumstances, be able to advise the social worker. The IRO has a duty to look at how the child has been looked after and how the care plan is progressing, but the IRO does not make care planning decisions; the care plan is ultimately the decision for the social worker and manager as they are the representatives of the local authority who either have parental responsibility for the child or young person or are acting with birth parents’ consent under s76 SSWB(W)A. (PRACTICE STANDARDS AND GOOD PRACTICE GUIDE Reviewing and monitoring of a child or young person’s Part 6 Care and Support Plan, 2015)

Under the Social Services and Wellbeing Wales act 2014:

‘The functions of the IRO are to:

- *monitor the local authority’s performance in relation to the child’s case*
- *participate in the child’s review in line with the regulations*
- *ensure that the child’s wishes and feelings are taken into consideration*
- *perform any other function prescribed in the regulations’. (p74)*

This will also include ensuring compliance of timescales for reviews, reviewing the Personal Education and Health plan and raising any concerns and challenge through the escalation process or despite resolution protocol.



Service Overview

What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> 1. Numbers of Looked After Children has reduced during this time by just under 50 children. 2. 3 new members of staff have been recruited, and staff retention has been maintained. 3. Safe Lac Operation Group has developed themes for how we can progress children/young person care plans going forward to ensure they achieve permanence as quickly as possible. 4. A greater number of children have exited care, compared with the number who have entered. 5. A high proportion of Looked After Children chaired, attended or participated in their review. 6. During the year, there has been a reduction of the number of children on Child Protection Register. 7. More children have been de-registered compared to the number registered. 8. All reviews and child protection conferences were held within timescales. 9. Cockett house has been refurbished and re-opened 10. There is an ongoing service review-taking place. 11. We continue to save for all Looked after children to support them financially when leaving care. 12. Facilitated training to some Supported Care Planning teams on Child Protection. 13. Quality assured all Child Protection reports and Lac reviews. 	<ol style="list-style-type: none"> 1. More Looked After Children and those subject to Child Protection registration than expected did not accept the active offer of an independent advocate. 2. Independent Reviewing Officer's (IRO) have found it can be harder to engage with younger children via Teams etc. as they lose interest very quickly 3. Some IRO's have found that young people find it easier not to answer your calls and disengage. 4. Whilst IT has allowed us to continue to practice within the pandemic at times, Wi-Fi internet connections have been problematic, as well as some families not having access to the technology. 5. Virtual Child Protection Conferences have taken longer than in person. 	<ol style="list-style-type: none"> 1. Understand why children and young people are not taking up the offer of advocacy. This will include speaking to young people as well as professional to boost the offer of an independent advocacy. 2. Contribute to the care and support plans "task and finish group" to allow our plans to be more child focused. 3. Develop links with the new participation officer to increase engagement with looked after children. 4. Revise the information packs we give out to families on both Child Protection and Looked after children. 5. Undertake a system review of the Service Quality Unit. 6. We will start to develop tools and process to gain feedback from families in relation to their experience of the child protection processes we are reviewing.



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<p>14. We have listened to children and families and returned to face to face reviews and conferences where possible.</p> <p>15. IRO's worked with Fosters Carers to support younger children to better engage and participate in reviews.</p> <p>16. Introduced weekly Qualitative Reviews of Child Protection decision making.</p>		
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Service Overview

Looked After Children

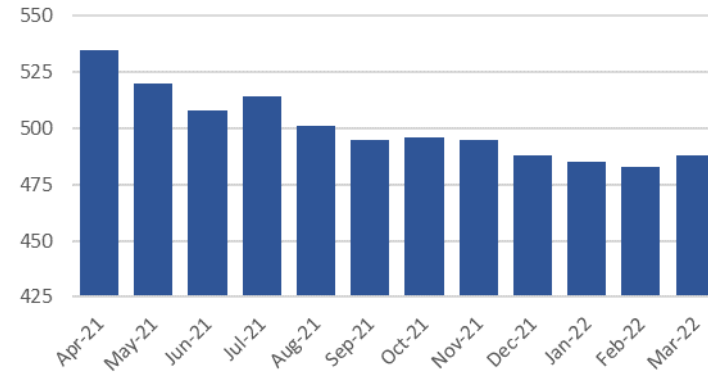
Child Protection Register

Qualitative Reviews

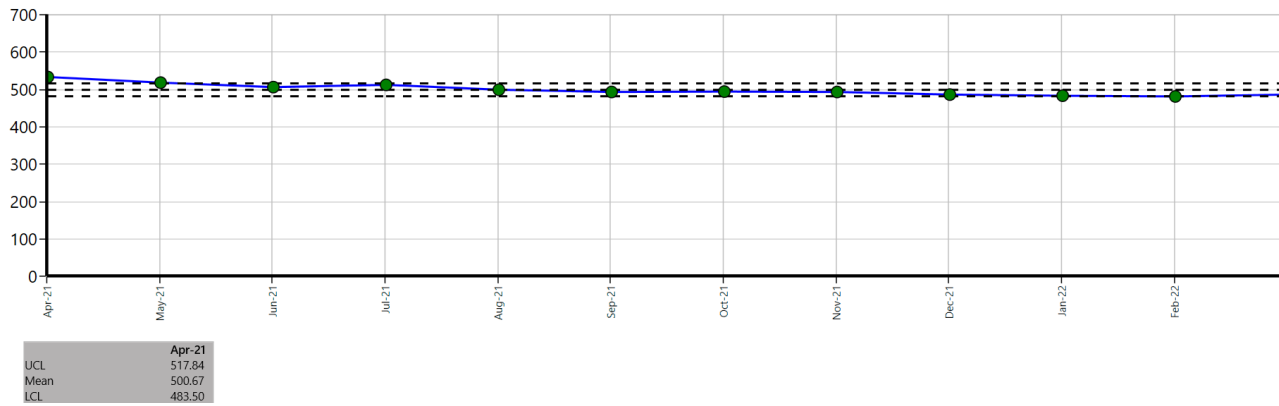
Looked After Children

Population Trend 2021-22

	Looked After Children (LAC) Population
Apr-21	535
May-21	520
Jun-21	508
Jul-21	514
Aug-21	501
Sep-21	495
Oct-21	496
Nov-21	495
Dec-21	488
Jan-22	485
Feb-22	483
Mar-22	488



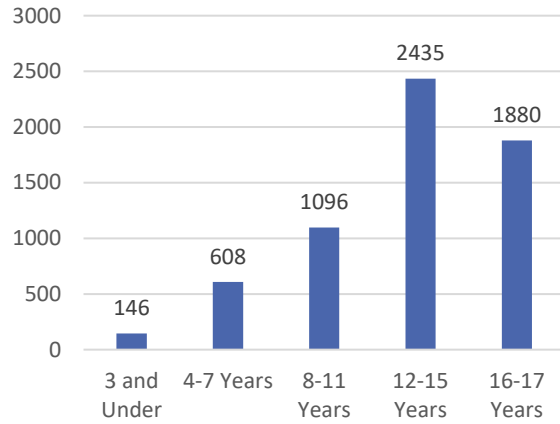
LAC Population



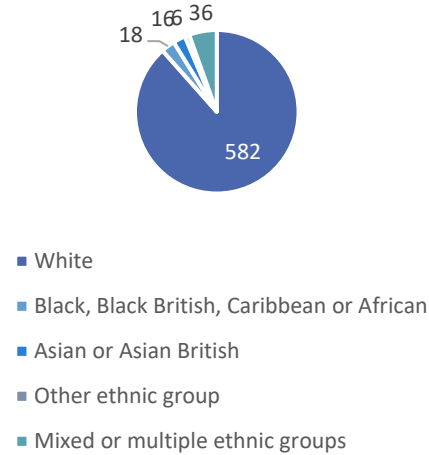


Looked After Children Demographics

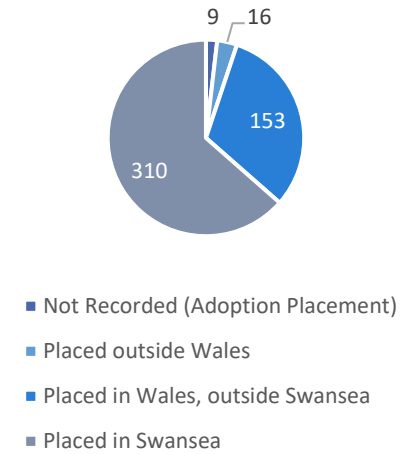
All Children Looked After between 1 April 2021 and 31 March 2022, by Age as at 31/03/2022 (or as at date ceased LAC)



All Children Looked After Between 1 April 2021 and 31 March 2022, by Ethnicity

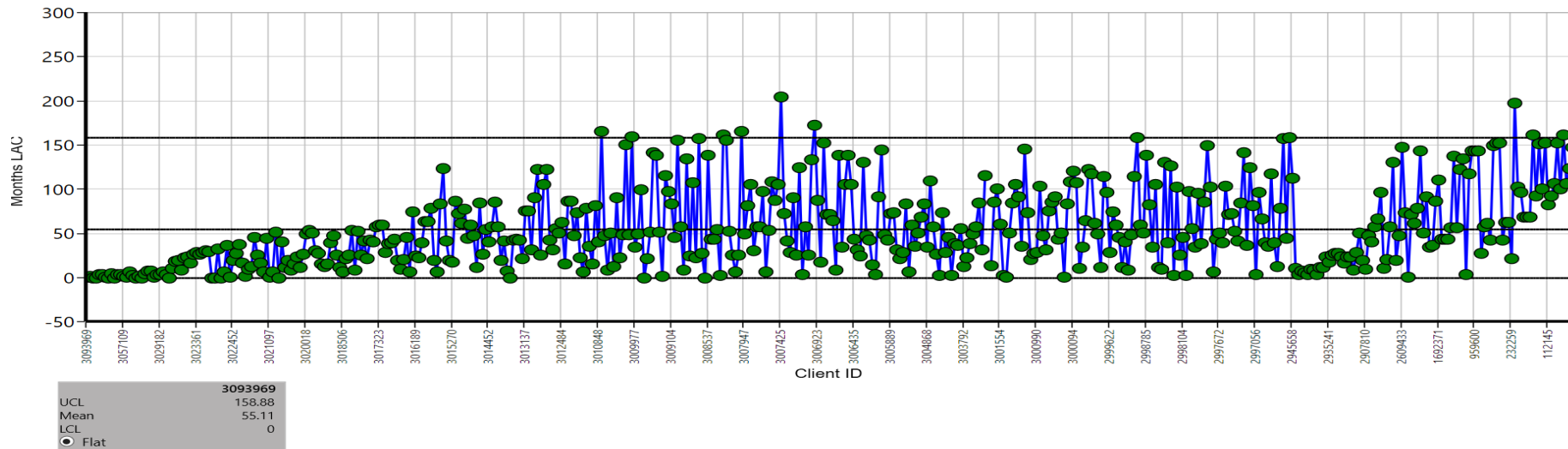


Children Looked After Placements as at 31 March 2022



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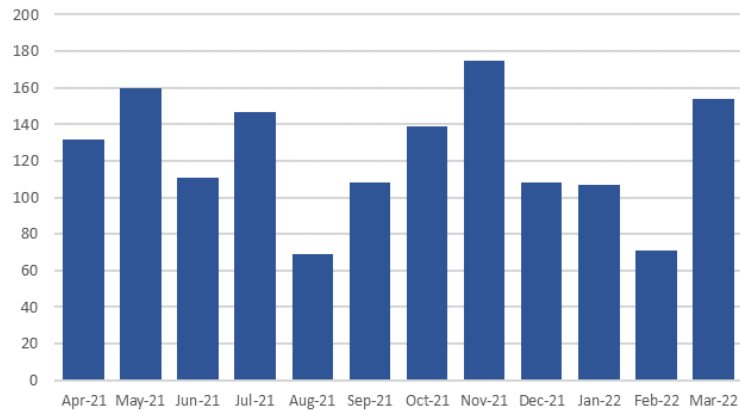
Children Looked After as at 31 March 2022: Total Months Looked After to Date



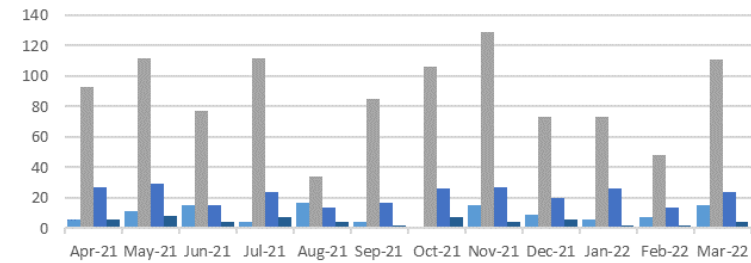


Reviews Held 2021-22

Number of Reviews Held

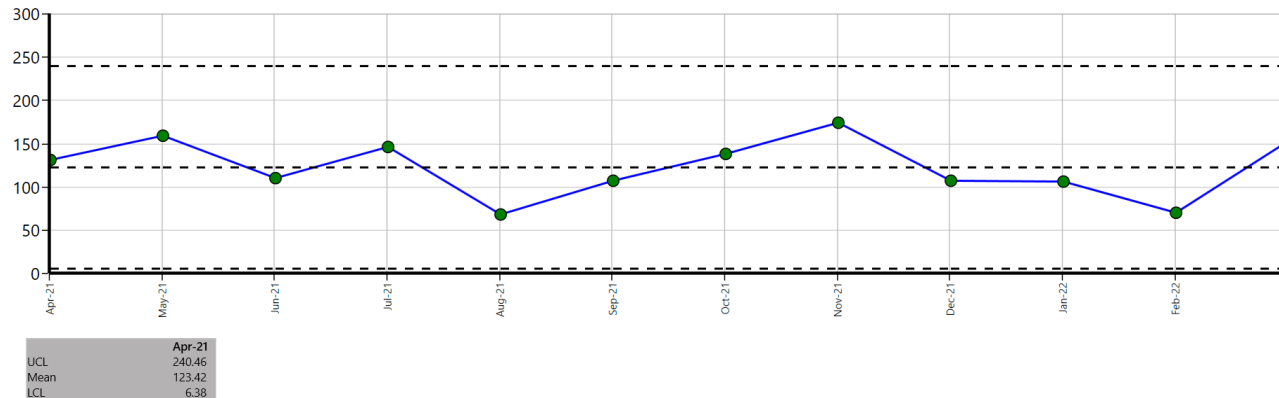


Type of Review by Month



	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Initial Review	6	11	15	4	17	4	0	15	9	6	7	15
LAC Review	93	112	77	112	34	85	106	129	73	73	48	111
Pathway Plan Review	27	29	15	24	14	17	26	27	20	26	14	24
Adoption	6	8	4	7	4	2	7	4	6	2	2	4

Adoption, LAC & Pathway Plan Reviews

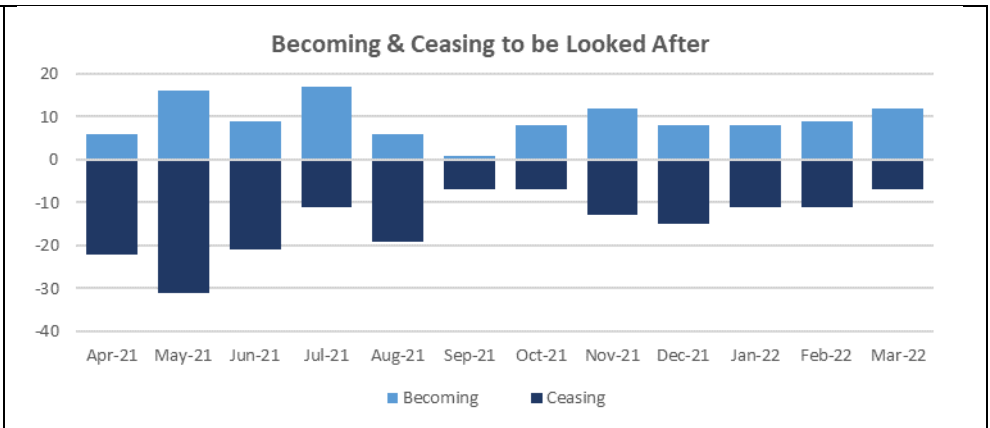
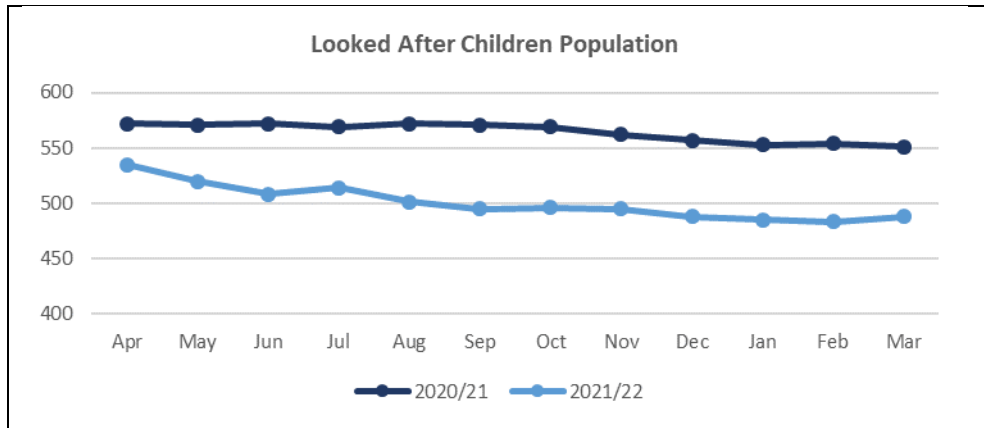




Annual Performance and Measures

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Measure	2021/22
The number of children Looked After at the end of the year:	488
The total number of children who became Looked After during the year:	112
The total number of children who ceased to be Looked After during the year:	175
The total number of Looked After Children Reviews for Looked After Children held during the year:	1162
The total number of Pathway Plan Reviews for Looked After Children held during the year:	263
The total number of Adoption Reviews for Looked After Children held during the year:	56





Service Overview

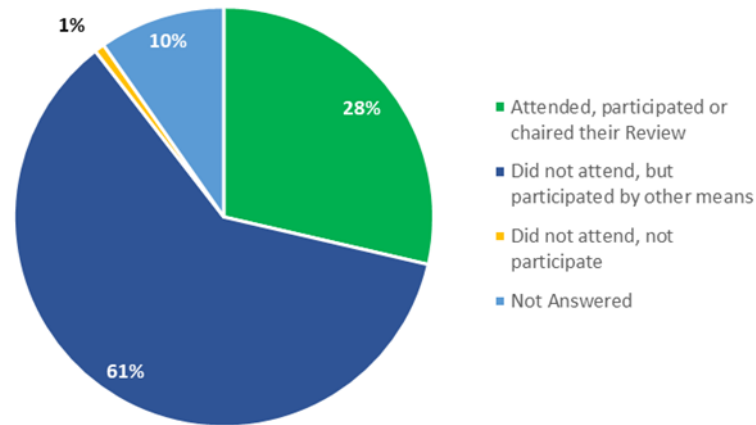
Looked After Children

Child Protection Register

Qualitative Reviews

IRO Monitoring - Participation	2021/22
The total number of reviews carried out during the year, for children aged 5 and over:	1163
The percentage of children, aged 5 and over, who attended, participated or chair their Review during the year:	333, 28.63%
The percentage of children, aged 5 and over, who did not attend their Review but participated by other means:	708, 60.88%

Participation at Reviews - 2021/22





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Qualitative Reviews

Independent Reviewing Officer Monitoring – Advocacy (Active Offer)

2021/22

The total number of reviews carried out during the year, for children aged 5 and over:

1163

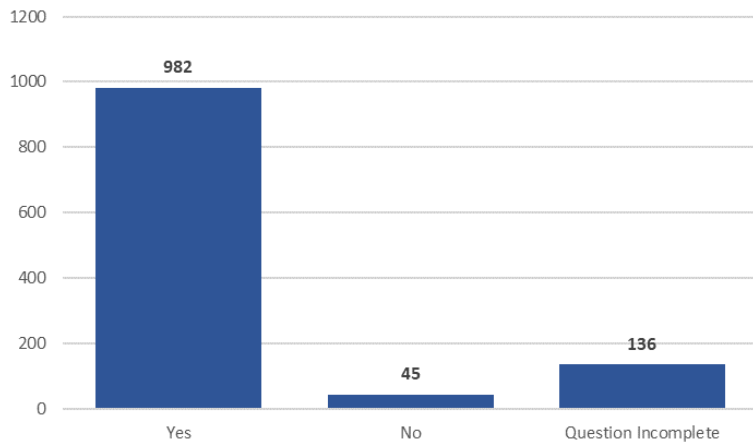
The percentage of children, aged 5 and over, who knew what an Independent Advocate is and how they can help:

982, 84.44%

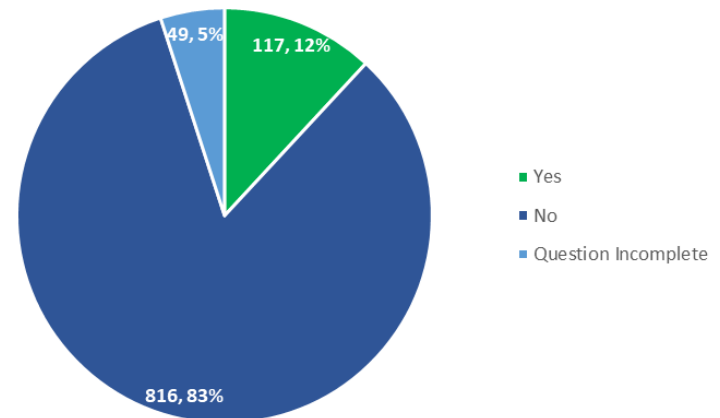
Of the children who knew what an Independent Advocate is, the percentage who accepted the offer of an Independent Advocate:

117, 11.91%

Do I know what an Independent Advocate is, and how they can help?



Was the offer for an Independent Advocate accepted?





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Service Review feedback on “What Matters” in Looked After Children (LAC) Reviews

- LAC reviews are balanced, everyone has a chance to give their view.
- Young people feel listened to by their Independent Reviewing Officer (IRO) more than anyone else.
- Reviews are really productive as discussions include all the important people in the child’s life together in one meeting.
- IRO’s listen to the children about the little things not just the big things. Children feel the IRO and LAC Review gives them a voice.
- Parents, children and carers have said they feel that their opinions are valued.
- Parents and young people felt that they were involved a lot, decisions not forced on you and involves young person and parents.
- Some children felt little decisions were very important to them but not to adults and the IRO helped make sure the little things sorted out for them too.

“I felt it was nice that the IRO told me what was happening, they would ask me what I thought and take into consideration my view before and in the review.”

“Instead of really important people making decisions, speak to the kids first, decisions are not always in their best interest even though adults think they are, adults need to ask the kid. My IRO has always done that, all the time but not everyone has.”

“I like to have a catch-up. It’s nice to have everybody who is important in the meeting.”

“The IRO is special, she comes to all our meetings. She is supportive.”

“It is someone we can talk to if we have problems, she’s there for all of us”

“Makes you feel relaxed and don’t feel threatened that your not getting listened to. Very considerate.”

“I have been at every meeting. I know I can ring my IRO myself if I need a problem solving”

Young People



Service Overview

Looked After Children

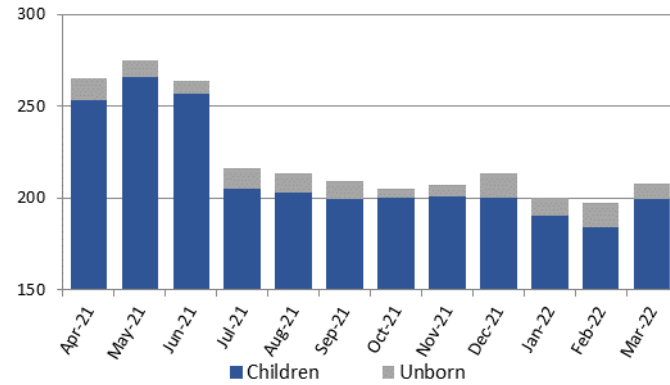
Child Protection Register

Qualitative Reviews

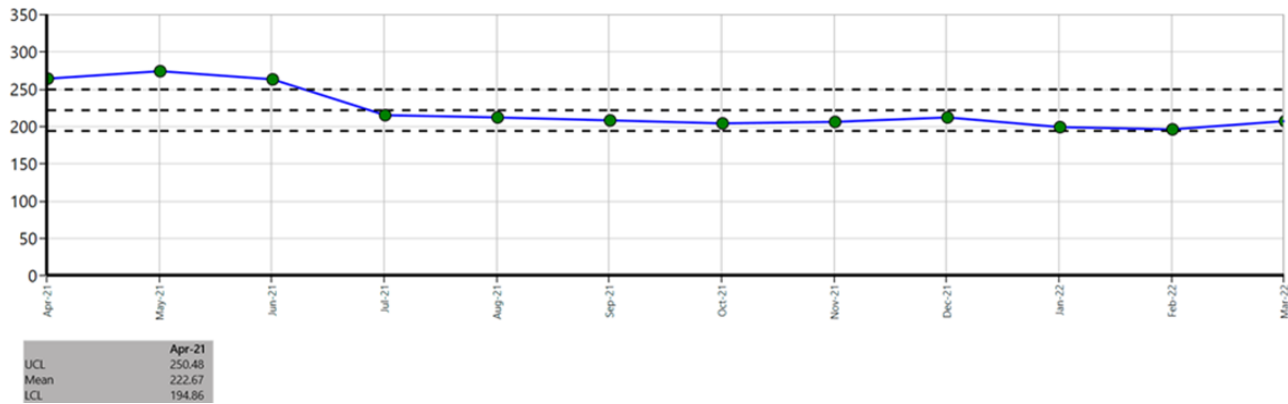
Child Protection Register

Population Trend 2021-22

	Children	Unborn
Apr-21	253	12
May-21	266	9
Jun-21	257	7
Jul-21	205	11
Aug-21	203	10
Sep-21	199	10
Oct-21	200	5
Nov-21	201	6
Dec-21	200	13
Jan-22	190	10
Feb-22	184	13
Mar-22	199	9



CP Population (Inc. Unborns)





Service Overview

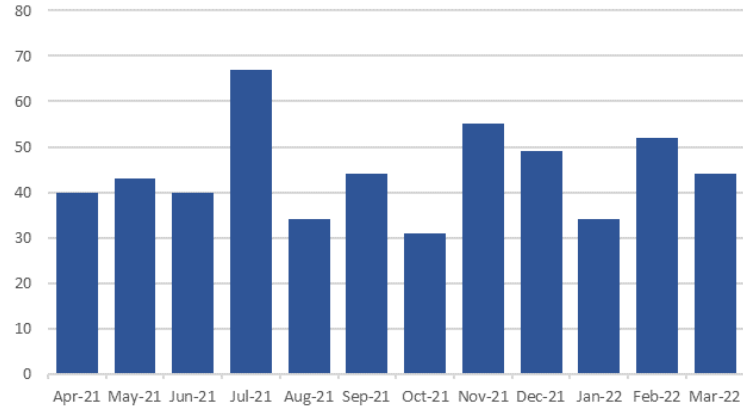
Looked After Children

Child Protection Register

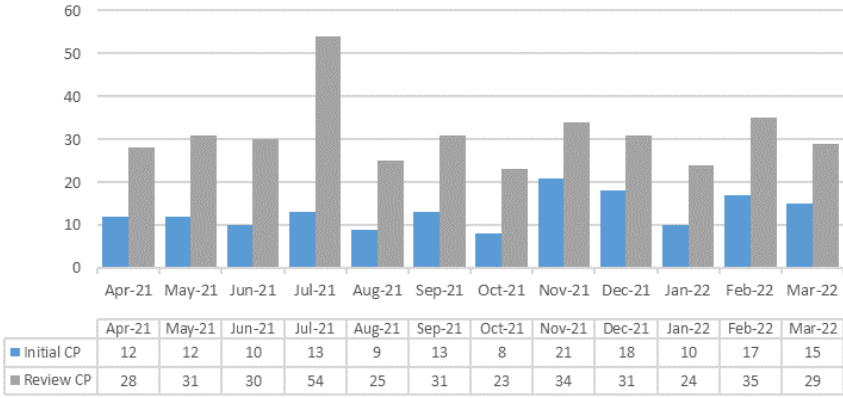
Qualitative Reviews

Reviews Held 2021-22

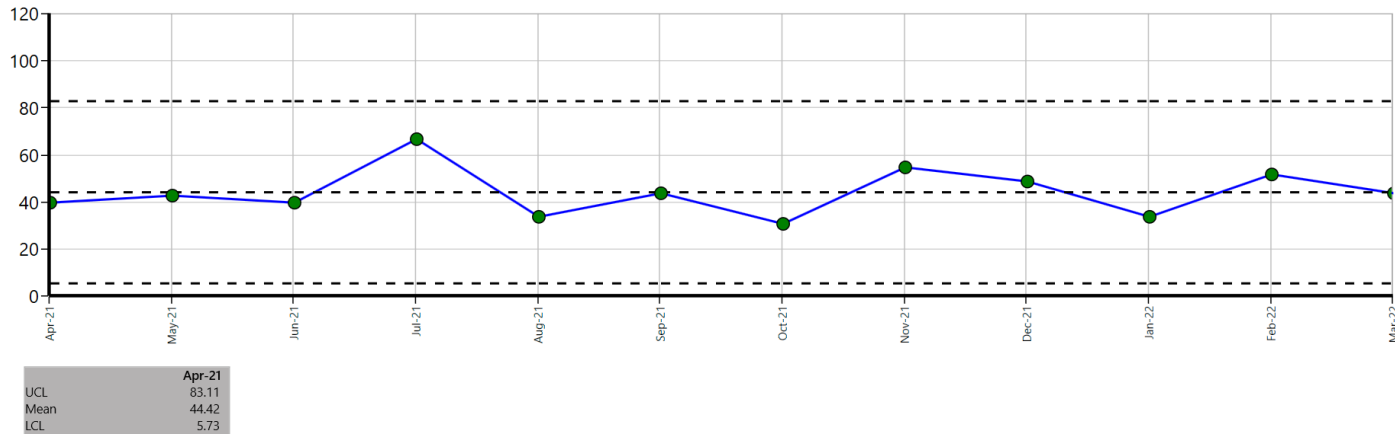
Number of Reviews Held



Type of Review by Month



Initial & Review Conferences





Service Overview

Looked After Children

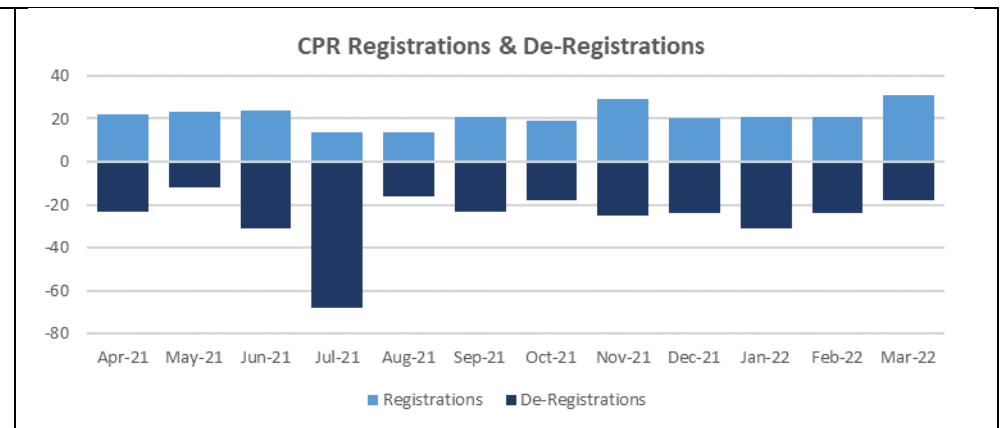
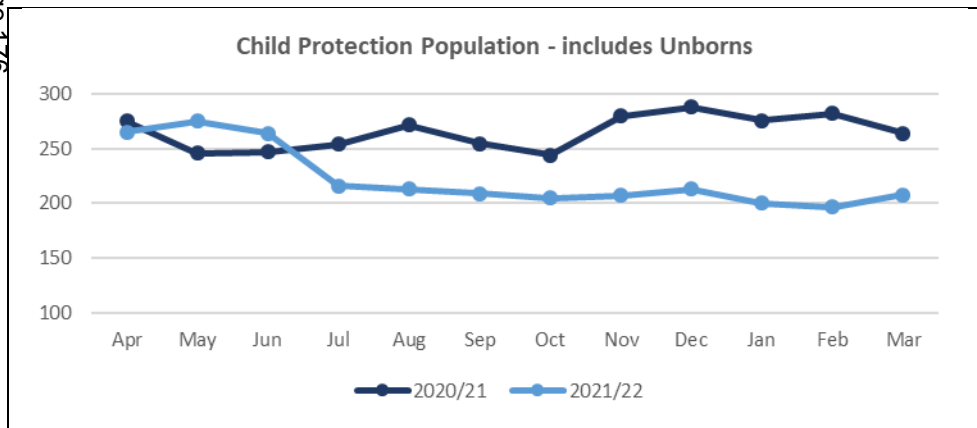
Child Protection Register

Qualitative Reviews

Annual Performance and Measures

Measure	2021/22
The number of children on the Child Protection Register at the end of the year:	199
The percentage of children on the Child Protection Register at the end of the year, that have been registered previously:	18.09%
The total number of registrations to the Child Protection Register during the year:	259
The total number of de-registrations from the Child Protection Register during the year:	313
The total number of Initial Child Protection Conferences carried out during the year:	158
The total number of Review Child Protection Conferences carried out during the year:	375

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Child Protection Chair Monitoring – Advocacy (Active offer)

2021/22

The total number of Child Protection Conferences carried out during the year, for children aged 5 and over:

529

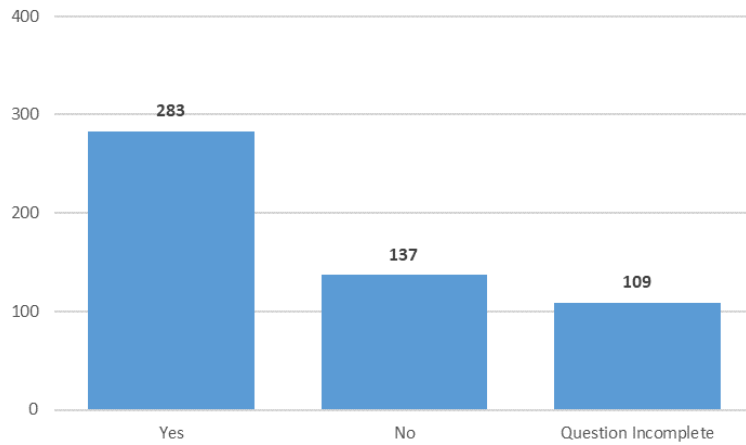
The percentage of children, aged 5 and over, who knew what an Independent Advocate is and how they can help:

283, 53.5%

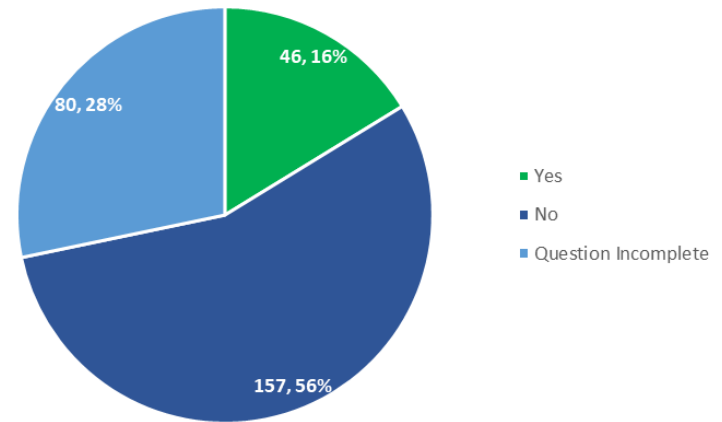
Of the children who knew what an Independent Advocate is, the percentage who accepted the offer of an Independent Advocate:

46, 16.25%

Do I know what an Independent Advocate is, and how they can help?



Was the offer of an Independent Advocate accepted?





Service Overview

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Service Review feedback on “What Matters” in Child Protection Conferences

The voice of young people, their families and carers telling us what is important to them during a conference;

- Parents and young people really appreciate talking to the chair before the meeting – helps put them at ease, chair can put their point of view across in conference without parents feeling threatened.
- Young people feel being listened to is most important.
- Parents feel equally respected to professionals. Child Protection (CP) chairs are honest and make sure young person is safe and children’s needs are considered.
- One young person who did not want to attend meeting would write things down and pass to IRO so knew his voice was heard.
- Involved in scaling and asked for their view regarding registration - even though they don’t get a vote it is important they give their view
- Parents feel equally respected to professionals. CP chairs are honest and make sure the young person is safe and children’s needs are considered.

“CP chair makes sure we feel safe”

“ Not just letting adults take over and make decisions about me”

“Understand tricky situations, everyone had an open mind, say our true feelings and have this listened to”

“I know that this (going to conference) would help me and my sister to be able to stay home with our mum and I knew that my mum would be able to get help and support”

Young People



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Qualitative Reviews of Child Protection

91 Child Protection Process Audits Apr21-Mar22

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What is working well?	What do we want to improve?
Process has been improved to schedule cases in to be discussed, providing opportunity to invite relevant case workers and managers to reviews.	The number of staff who are able to attend these meetings and benefit from the learning.
A new database was created to capture various measures including child’s voice, views of family and views of professionals which aided the LIT team in producing a 6 month report.	Develop an online audit tool to capture this information which can provide opportunity to identify good practice for shared learning.
The weekly meetings have improved working together with our key partner agencies.	Have more succinct data which can tell us whether specific family members views have been included as well as specific agency views for example.
Next Steps	
<p>Ensure identified good practice is shared with the service.</p> <p>Continually improve the recording of data collected at the discussions to enable us to reflect and share areas for improvement as well as good practice.</p>	

“I have found these extremely valuable, and they highlighted the importance of: Effective multi-agency working. Questions could be asked and answered in a timely fashion. How important the voice of the child is, and how you seek to hear it in every report. The reviewing of the cases, which can highlight any gaps in training needs.” – *Student Social Worker*

“I found it really useful, it’s strange being under the spotlight and seeing other’s reactions to case management when they only see a snapshot. However, I appreciate the feedback from those who participated.” - *Senior Social Worker*

Agenda Item 9

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

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

	<p>AS Panel Members to be invited for this item</p> <p>Update on Child Disability Services <i>Julie Davies, Head of Child and Family Services</i> <i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p>
<p>BUDGET MEETING 13 February 2023</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Draft Budget Proposals for Child and Family Services / Adult Services <i>Louise Gibbard / Dave Howes</i></p>
<p>Meeting 5 7 March 2023</p> <p>4.30pm</p>	<p>Performance Monitoring <i>Julie Davies, Head of Child and Family Services</i></p> <p>Briefing on Youth Offending Service <i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p> <p>Adolescent Strategy and Action Plan <i>Helen Williams, Principal Officer, Adolescent and Young People Services</i></p>
<p>Meeting 6 25 April 2023</p> <p>4pm</p>	<p>Delivery of Corporate Priorities in relation to Child and Family Services <i>Louise Gibbard / Dave Howes</i></p> <p>Update on Regional Adoption Service <i>Nichola Rogers, Regional Adoption Manager, Western Bay Adoption Service</i></p> <p>Child and Family Complaints Annual Report 2021/22 <i>Sarah Lackenby</i></p> <p>End of Year Review</p>

Future work programme items:

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