



**Dinas a Sir Abertawe**

**Hysbysiad o Gyfarfod**

Fe'ch gwahoddir i gyfarfod

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

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

**Dyddiad:** Dydd Mercher, 2 Awst 2023

**Amser:** 4.30 pm

**Cynullydd:** Y Cynghorydd Paxton Hood-Williams

**Aelodaeth:**

Cynghorwyr: A M Day, K M Griffiths, Y V Jardine, S M Jones, S Joy, E T Kirchner, W G Lewis, C L Philpott a/ac M S Tribe

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### **Agenda**

**Rhif y Dudalen.**

- 1 Ymddiheuriadau am absenoldeb**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol**  
[www.abertawe.gov.uk/DatgeluCysylltiadau](http://www.abertawe.gov.uk/DatgeluCysylltiadau)
- 3 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 6**  
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 Cwestiynau gan y cyhoedd**  
Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eite mau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.
- 6 Adroddiad Lles/Perfformiad Blynyddol** **7 - 41**  
*Julie Davies, Pennaeth y Gwasanaethau Plant a Theuluoedd*  
*Damian Rees, Prif Swyddog Diogelu a Pherfformiad*
- 7 Gwasanaethau Gofal Preswyl (gan gynnwys diweddariad ar Dy Nant)** **42 - 49**  
*Julie Davies, Pennaeth y Gwasanaethau Plant a Theuluoedd*  
*Chris Griffiths, Prif Swyddog y Gwasanaethau Preswyl*

Cyfarfod nesaf: Dydd Mercher, 13 Medi 2023 am 4.30 pm

*Huw Evans*

**Huw Evans**  
**Pennaeth y Gwasanaethau Democrataidd**  
**Dydd Mercher, 26 Gorffennaf 2023**  

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**Cyswllt: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

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

**Teams**

**Tuesday, 20 June 2023 at 4.30 pm**

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

**Councillor(s)**

Y V Jardine

**Councillor(s)**

E T Kirchner

**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

Nichola Rogers

Regional Adoption Manager, Western Bay Adoption Service

**Apologies for Absence**

Councillor(s): A M Day, K M Griffiths, S M Jones and C L Philpott

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**1 Disclosure of Personal and Prejudicial Interests**

No disclosures of interest were received.

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

No declarations were made.

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

Panel agreed the minutes of the meeting on 22 May 2023 as an accurate record of the meeting.

**4 Public Question Time**

No questions were received.

**5 Performance Monitoring**

Julie Davies, Head of Child and Family Services briefed the Panel on the Performance Monitoring Report for April 2023 and answered the Panel's questions.

Discussion Points:

- In April, Care Inspectorate Wales undertook a rapid review of child protection in Swansea. Feedback was positive.
- Panel noted numbers in residential care have gone up slightly. Heard this links to lack of foster carers. There was a recruitment drive in May with Foster Care Wales.
- Panel queried step increase shown on the graph for people going to Early Help Hubs in April 2022. Informed this was due to a change in recording between March and April 2022.
- Panel queried if the Independent Carers Assessors Team is in-house, and if so, how it is independent. Heard it is because they look at just the carers in their own right, as opposed to a parent/child assessment.
- Panel stated they would be concerned if someone came back on to child protection register less than a year after being taken off it. Officers agreed to include this for future analysis for the performance report.
- Panel queried if there were problems with rolling out the new form and if the Department was satisfied with it. Heard it has progressed as anticipated and continues to evolve.
- Panel noted there was no indication of staffing levels in the report, particularly numbers of agency staff. Informed at last count they were down to four agency social workers but would welcome more currently and are trying to recruit two more.

Actions:

- Data to be included for future analysis for performance report - 'number of children added to Child Protection Register, within 12 months of de-registration who've been re-registered under the same category'.

## **6 Update on Regional Adoption Service**

Nichola Rogers, Regional Adoption Manager attended to brief the Panel and answer questions.

Discussion Points:

- Panel queried how the Service generates income. Heard during pandemic years the Service had more adopters waiting than children available. Many adopters went onto adoption register for Wales and looked at children available for adoption across the UK. The regional adoption service gained a placement fee for those placements.
- Panel queried what is meant by 'twin tracking' referrals? Informed that when a local authority decides it needs to issue care proceedings and look for the best plan for the child, if adoption is a likely option, they will refer it to the regional adoption service at that point. Not all regions do this.
- Panel asked if there are currently enough adopters for number of children needing to be adopted. Informed the Service has a pool of waiting adopters,

and through the market share project has additional placements it can use, so thinks this year it will break even.

- Panel noted reduction in the number of approvals and asked if this was a concern. Heard it is a concern and has become a national problem. Panel will need to monitor this.
- Panel asked about the current situation with life stories. Informed Wales is making improvements in this area. Regionally, developed a small team within the Service which looks at life journey work offered to adopters.

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

Panel discussed and agreed its work plan for 2023-24.

The meeting ended at 5.20 pm

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

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrchol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 12 July 2023  
*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 20 June 2023. It covers Performance Monitoring and Regional Adoption Service.

Dear Cllr Gibbard

The Panel met on 20 June 2023 to receive a briefing on the Performance Monitoring Report for April 2023 and an update on the Western Bay Regional Adoption Service.

We would like to thank you and relevant officers 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.

### **Performance Monitoring**

Julie Davies, Head of Child and Family Services briefed us on the Performance Monitoring Report for April 2023 and answered questions.

We heard that in April CIW undertook a rapid review of child protection in Swansea and that feedback was positive. There will not be a formal report for Swansea but there will be a national report.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**  
[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

We noted that numbers in residential care have gone up slightly. We heard this links to a lack of foster carers. We were pleased to hear that you anticipate a rise when we see the next report, following a recruitment drive in May with Foster Care Wales, but you need to ensure this is converted into applications and timely approvals.

We queried the step increase shown on the graph for people going to Early Help Hubs in April 2022. We were informed that this was due to a change in recording between March and April 2022 and that it now shows a more accurate reflection of caseloads and demands in this area.

We queried if the Independent Carers Assessors Team is in-house, and if so, how it is independent. We heard that it is because you look at just the carers in their own right, as opposed to a parent/child assessment.

We noted 'number of children registered previously' was about one third of the number on the register and thought this seemed high. We were informed the main reason is change of circumstances. We stated we would be concerned if a child came back onto the child protection register less than a year after being taken off it. Officers confirmed you look at this and have a specific indicator for it and agreed to include 'number of children added to Child Protection Register, within 12 months of de-registration who've been re-registered under the same category' in future analysis for the performance report.

We queried if there were problems with rolling out the new forms for reporting of child protection activity and if the Department was satisfied with them. We heard it has progressed as anticipated and continues to evolve and that getting the system right is an ongoing piece of work.

We noted there was no indication of staffing levels in the report, particularly numbers of agency staff and were informed at last count you were down to four agency social workers but would welcome more currently and are trying to recruit two more.

## **Update on Western Bay Regional Adoption Service**

Nichola Rogers, Regional Adoption Manager attended to brief the Panel and answer questions.

We were informed that following covid it had been a challenging two years for the Service in terms of performance. We heard there was a huge reduction in the number of placement orders granted, that this is increasing now, but it is unlikely to increase to pre-covid levels.

We were pleased to hear the Service is able to continue placing the majority of children with regional adopters and about the development in its adoption support service, which the Service is most proud of and ensures the Service is caring for everyone in the process.

We queried how the Service generates income and heard that over the covid years the Service had more adopters waiting than children available. Many adopters therefore went onto the adoption register for Wales and looked at children available for adoption

across the UK. Western Bay Regional Adoption Service gained a placement fee for these placements and used this money to put into the adoption service.

We queried what is meant by 'twin tracking' referrals. We heard that when a local authority decides it needs to issue care proceedings and look for the best plan for the child, if adoption is a likely option, it will refer it to the regional adoption service at that point and the service starts its work with birth parents and childcare social workers, and not all regions do this.

We discussed how four or five years ago the Service did not have enough adopters for the number of children needing to be adopted. We felt that during covid this was more or less in balance and asked about the situation currently. We were informed the Service still has a pool of waiting adopters, and through the market share project has additional placements it can use, so thinks that this year it will break even. However, if the number of inquiries and adopters coming through does not increase it could find itself in a similar position next year.

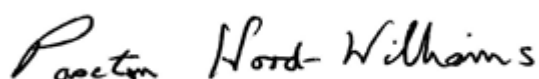
We noted the reduction in the number of approvals and asked if this was a concern. We heard it is a concern, has become a national rather than a regional problem and is on the national agenda. This is an issue the Panel will need to monitor.

We asked about life stories, which the Service was struggling to get done in the past, and what the situation is currently. We were informed Wales is making improvements in this area. From a regional perspective, a small team has been developed within the Service which looks at life journey work offered to adopters and childcare social worker workshops in achieving the best life journey work for children. We heard the Service's check in process is also influential and that in addition, the Western Bay Regional Adoption Manager chairs the National Life Journey Sub-Group which looks at best practice.

## **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.

Yours sincerely



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



# Agenda Item 6



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel – 2<sup>nd</sup> August 2023

#### **ANNUAL WELLBEING REPORT**

<b>Purpose</b>	To present the Child and Family Services Annual Wellbeing Report for 2022/23.
<b>Content</b>	This report includes highlights against Welsh Government, Care Inspectorate Wales and local indicators. The information covers an overview of child and family's contact from the front door (the Integrated Information, Advice and Assistance Service), the Supported Care Planning and Looked After Children's teams as well as Bays+, and the Youth Justice Service.
<b>Councillors are being asked to</b>	Consider the report as part of their routine review of performance in Child and Family Services.
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard, Cabinet Member for Care Services
<b>Lead Officer(s)</b>	David Howes, Director of Social Services  Julie Davies, Head of Child and Family Services
<b>Report Author</b>	Julie Davies, Head of Child and Family Services 01792 633812 <a href="mailto:Julie.davies10@swansea.gov.uk">Julie.davies10@swansea.gov.uk</a>
<b>Legal Officer</b>	N/A
<b>Finance Officer</b>	N/A
<b>Access to Services Officer</b>	N/A

**1. Background**

The report is the Annual Child & Family Services Wellbeing Report for 2022/23. The purpose is to provide an overview of performance and wellbeing within Child & Family.

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

2.1 Please refer to Appendix 1

**3. Conclusions/Key Points Summary**

3.1 Please refer to Appendix 1

**4. Legal implications**

4.1 None

**5. Finance Implications**

5.1 None

**6. Integrated Assessment Implications**

6.1 None

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

**Background papers:** None

**Appendices:**

Appendix 1 – Child & Family Services Annual Wellbeing Report, 2022/23

# Child & Family Services

## Annual Well-being Report

April 2022 - March 2023

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## Contents

### Single Point of Contact

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

### Supported Care Planning

### Fostering & Adoption

Family & Friends  
 Foster Wales Swansea  
 Western Bay Adoption

### Support Services

Family Support Service

### SQU & CPCU

### Professional Abuse Enquiries

### Youth Offending Service

### Staff Wellbeing

## Head of Service Overview

The year 2022/23 will be remembered by many in Child and Family Services as a time of severe staffing shortages – both social workers and alternatively qualified staff. It was also a year that saw a number of creative solutions being implemented; some in response to the workforce challenges; others in recognition of the need to improve our services as we implement our vision of ‘Doing what matters to make things better for children, young people and families’.

This innovation can be seen right across our continuum of need – from a redesigned youth service on our journey of recovery from the pandemic, our nationally acclaimed work on contextual safeguarding, reshaping of support for special guardians and our complete rethink about the way parents are supported when there is a risk their child may be born into care.

All this against a backdrop of a very busy service, with high demand in our early help hubs and single point of contact. The introduction of a social work academy in the single point of contact (a new way of supporting, nurturing and developing newly qualified social workers) has had a positive impact on slowing down cases and preventing escalation of need, requiring intervention from the supported care planning teams. This has been a very welcome addition to the service for two key reasons – growing our future social workers and also preventing some cases transferring across into teams where there is an acute shortage of social workers.

We ended the year with less children on the child protection register and less children looked after – positive indicators of a system that is seeking to prevent children and young people needing statutory intervention. However, we also had a number of placement breakdowns and not enough foster carers to move children on to, which has meant we were placing more children in residential children’s homes.

Staff from every part of Child and Family Services have pulled together to support other teams and each other, going above and beyond their role on many occasions, which has ensured we have been able to provide a safe and effective service to children, young people and their families. In spite of all of the pressures across every part of the service, we have also been able to introduce and get off the ground a number of new projects and initiatives. I am very proud to be the Head of Service with such dedicated and passionate staff – every single one of them is truly awesome.



Single Point of Contact

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SQU & CPCU

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Staff Wellbeing

## Annual report overview

This report contains the accumulated well-being report figures or as at end of year figures for 2022/23. This report is unable to compare to those figures of 21/22 as several areas of reporting were being developed throughout that year 21/22 and as such the majority of the data is not comparable. Those figures which are available have been added in **green**.

What we see in this report are more accurate figures and as such next year's annual report will be able to compare more intelligently helping our service to understand it's demand, throughput, areas of good practice and improvement.

Within this report we can see that demand across the service has been busy and predicted ranges have increased for both Single Point Of Contact and Early Help Hub contacts. Of the yearly contacts received the majority are *information only* or *closed with advice and assistance*. We can clearly see within the report the figures entering the Integrated Safeguarding Hub, which are comparable to those moving into Supported Care Planning for support. As such the Integrated Safeguarding Hub are currently taking half of the demand that would have previously gone directly into Supported Care Planning.

As a new service, the Contextual Missing Exploited Trafficked team (CMET) figures grow steadily over the year and increase month on month as education of exploitation and contextual safeguarding is shared across the directorate and with partner agencies.

Alike the Integrated Safeguarding Hub, the Academy intake continues to support those within Supported Care Planning and allows for the Child In Need of Care and Support cases to be worked as a priority as child protection, looked after children and court cases remain the priority of Supported Care Planning. It will be interesting to consider this data next year in comparison to this to see how effective the Integrated Safeguarding Hub and the Academy are on supporting families and ensuring they are getting the right service at the right time easing the rates of re-referrals.

The figures for the Emergency Duty Team (EDT) for the year do not reflect the full demand into the service as we only capture contacts in relation to Child and Family Services. In 23/24 EDT will be working with the Learning and Innovation Team and WCCIS to develop reports that help our understanding of their demand across the directorate.

During 2022/23 we have seen a steady increase in demand for the Early Help Hub service and as such the predicted range increased. The waiting lists remain stable and work is underway to understand caseloads and throughput in the service to help us understand the nature of the demand and how we can meet it effectively.





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Child Protection stats across the service reflect an even split between Section 47 enquiries and Strategy discussions taken place in the Integrated Safeguarding Hub and across Supported Care Planning, with a small amount undertaken by the Emergency Duty Team out of hours. As expected due to the nature of the cases, more cases are being closed with No Further Child Protection action by the Integrated Safeguarding Hub as these cases are new to the service and are managed by the Integrated Safeguarding Hub without previous involvement. Supported Care Planning however have a greater number requiring ongoing child protection action and this is expected due to these cases usually being open to the service with current child protection needs.

Within the caseload trend for Supported Care Planning in 2022/23 we have seen a reduction in the predicted range with caseloads decreasing. This will likely be due to the introduction of the Academy and the ongoing work of the Integrated Safeguarding Hub. It is important to note here however staffing numbers in 2022/23 remain lower than previous years and therefore the service is not at full capacity in relation to its social worker workforce.

Within the Looked After Children service, there have been several placement breakdowns and on the ground the pressures that come from identifying new foster placements is outstanding. There is pressure on the Social working teams directly involved in case management alongside pressures in management in identifying appropriate and safe placements. The lack of fostering availability has been significant over 22/23 and has seen the number of unregulated placements required increase as the year has gone by. This is something to be mindful of moving into 23/24 and as such a more robust recording process for these young people will be developed to ensure we are accurately reflecting the number of placements that are breaking down and are requiring Operating Without Regulation status.

## **2023/24**

Looking forward to 23/24, in addition to the above, it is our best hopes that within our Well-being Annual Report 23/24 we will be able to understand our service needs greater as our data will be more accurately comparative. To support this there is a need for teams to take more ownership of their data cleaning throughout the year, through the resource of the Team Clerical Officers alongside support from the Learning and Innovation team by identifying those anomalies. This will support the service to reflect data that is more accurate and help us to understand our services needs greater. In turn ensuring the service provided to Children, Young People and their Families is effective, relevant and meeting their needs at the right time.

In addition to this the Learning and Innovation Team will also be introducing Peer Learning Sessions (in addition to the Weekly Safeguarding Review), which will take place routinely throughout the year, focussing on themes such as Protocol/CMET, Born into Care and those children's names on the Child Protection Register 15+ months. Born into Care processes have been embedded for almost one year and development is planned to consider how we can best measure success in this area and how this has improved outcomes for our families, children and young people.



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All Peer Learning Sessions will consider how well we are embedding the fundamental principles from the Social Services and Well-being (Wales) Act 2014; namely Voice and Control, Prevention and Early Intervention, Wellbeing and Co-production. It is also hoped, feedback from children, young people and families as well as others involved in cases such as social workers and partner agencies can be obtained alongside these thematic reviews.

In September 2023 Workforce will join the Learning and Innovation Team in understanding the directorates needs in relation to Personal supervision whilst there are working groups within Child and Family services who are developing supervision check lists to help our supervision evidences decision making and distance travelled within our cases to bring about more clarity.

Residential services will also begin to be represented in the Well-being reports as we move into 23/24. Work is underway to support the in house residential services in capturing the outcomes of children and young people who come through the service alongside capturing data on how effective interventions are at achieving positive outcomes for those children and young people they work with.

The Learning and Innovation Team will continue leading on the development of the Special Guardianship Order (SGO) database and supporting with overall development of the SGO processes within the service. Once complete, a dashboard will be available to all teams to identify children subject to Special Guardianship Orders and their Guardians. This will also serve to greatly improve data capture for this area of the service.

We also recognise that report development will continue to be a challenge as processes and forms are updated in a fast paced environment. The impact on the introduction of change needs to be considered with regard not only to reporting but to staff wellbeing. Timing of changes needs to be considered over the long term, embedding time for consultations, testing and preparing bottom-line reporting.



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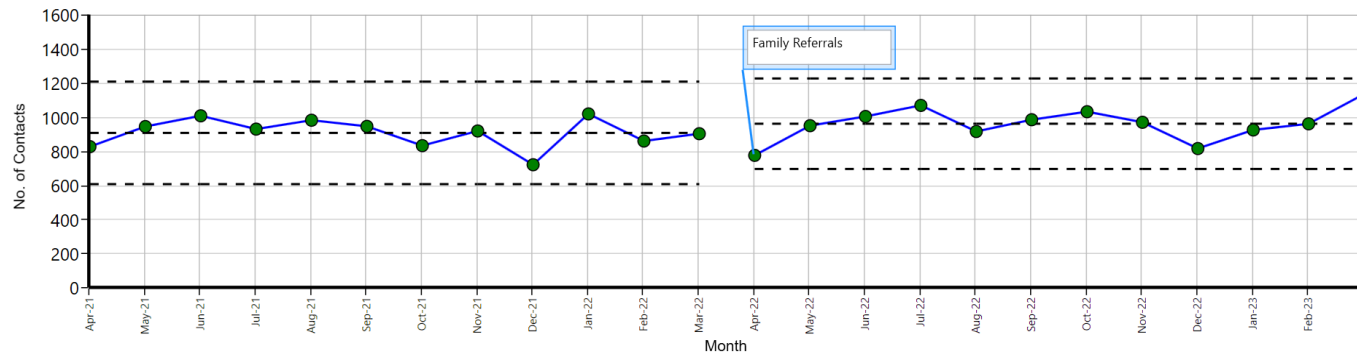
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# Single Point of Contact

Contacts	April 2022 - March 2023
The total number of contacts received by Child & Family Services during the year: <i>*2021/22 figure - excludes contacts to the Domestic Abuse Hub, and contacts where there is no proportionate assessment undertaken by a preventative service</i>	<b>11,498 (8119)</b>
The number of contacts closed Information only during the year:	<b>6030</b>
The number of contacts closed with Advice or Assistance during the year: <i>*2021/22 figure – this also includes those closed information only</i>	<b>1185 (2148)</b>

Contacts Received by SPOC



	Apr-21	Apr-22
UCL	1213.57	1231.86
Mean	912.75	966.58
LCL	611.93	701.31





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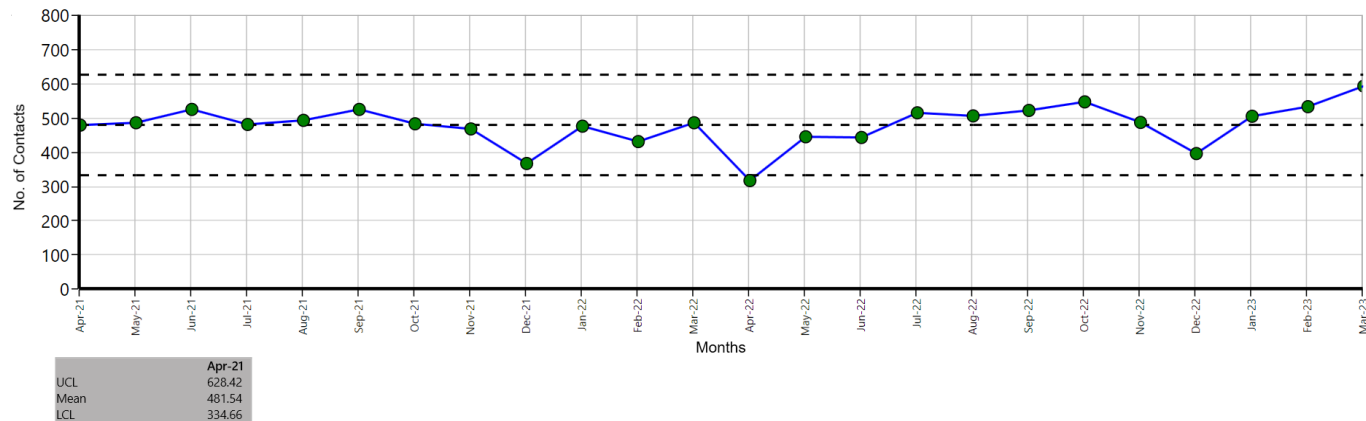
Staff Wellbeing

## Integrated Information, Advice & Assistance Hub

Contacts & Closures	April 2022 - March 2023
The number of contacts received by the Integrated Information, Advice and Assistance Hub during the year:	<b>5832</b>
The number of contacts closed Information only during the year:	<b>3104</b>
The number of contacts closed with Advice or Assistance during the year:	<b>829</b>
The number of contacts passed to preventative services during the year:	<b>253</b>
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the year: (includes individuals, contextual areas and peer groups)	<b>120*</b>
The number of contacts passed to the Integrated Safeguarding Hub during the year:	<b>330</b>
The number of contacts passed to Supported Care Planning during the year: (includes the Academy)	<b>328</b>
The number of contacts passed to the Independent Carers Assessment Team:	<b>9*</b>

\*Data included is from July 2022 – March 2023 only

Contacts Received by IAA





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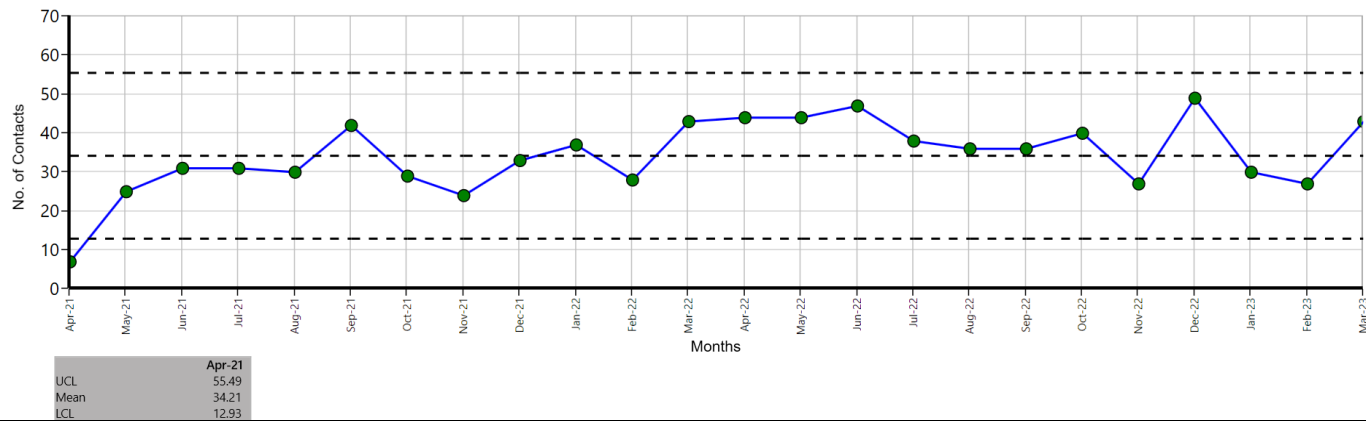
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## Emergency Duty Team

Contacts & Closures	April 2022 - March 2023
The number of contacts received by the Emergency Duty Team during the year:	<b>471</b>
The number of contacts closed Information only during the year:	<b>75</b>
The number of contacts closed Advice or Assistance during the year:	<b>72</b>
The number of contacts closed with another reason during the year:	<b>20</b>
The number of contacts passed to preventative services during the year:	<b>29</b>
The number of contacts passed to the Integrated Information, Advice & Assistance Hub:	<b>213</b>
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the year: (includes individuals, contextual areas and peer groups)	<b>6*</b>
The number of contacts passed to the Integrated Safeguarding Hub during the year:	<b>49*</b>

\*Data included is from July 2022 – March 2023 only

Contacts Received by EDT





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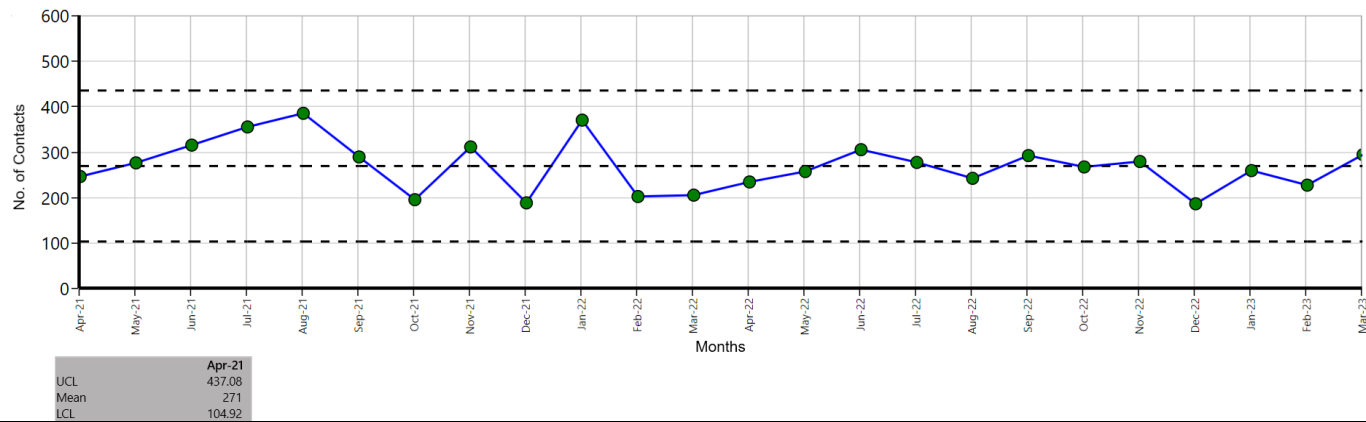
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## Domestic Abuse Hub

Contacts & Closures	April 2022 - March 2023
The number of contacts received by the Domestic Abuse Hub during the year:	<b>3143</b>
The number of contacts closed Information only during the year:	<b>2620</b>
The number of contacts closed Advice or Assistance during the year:	<b>233</b>
The number of contacts passed to preventative services during the year:	<b>21</b>
The number of contacts passed to the Integrated Information, Advice & Assistance Hub or the Integrated Safeguarding Hub during the year:	<b>31</b>
The number of contacts passed to Supported Care Planning during the year: (includes the Academy)	<b>28</b>

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Contacts Received by DA Hub





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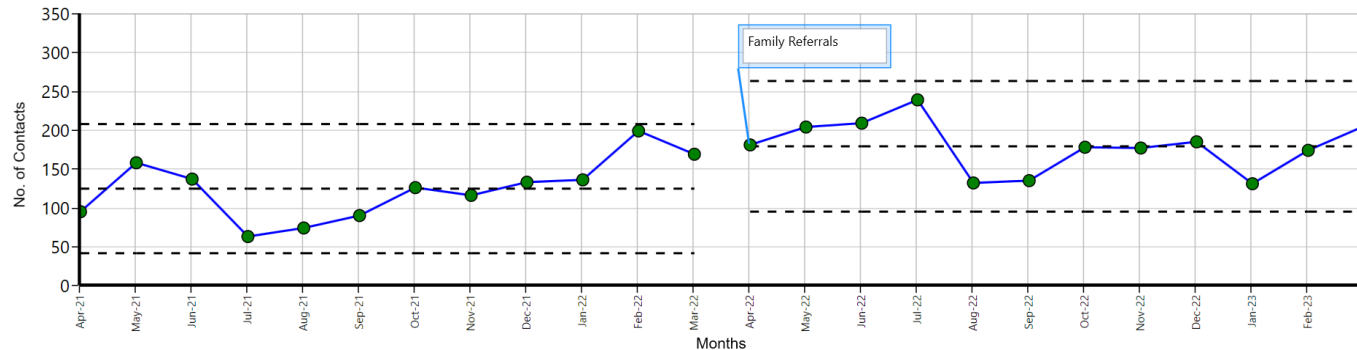
Youth Offending Service

Staff Wellbeing

## Early Help Hubs

Contacts & Closures	April 2022 - March 2023
The number of contacts for the Early Help Hubs received during the year:	<b>2162</b>
The number of contacts closed Information, Advice or Assistance during the year:	<b>348</b>
The number of contacts agreed for Early Helps Hubs support during the year:	<b>1339</b>
The number of referrals closed during the year:	<b>1650</b>
The number of referrals closed with a positive outcome during the year:	<b>966</b>

Contacts Received by Early Help Hubs



	Apr-21		Apr-22
UCL	208.85	UCL	264.32
Mean	125.67	Mean	180.17
LCL	42.48	LCL	96.01



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

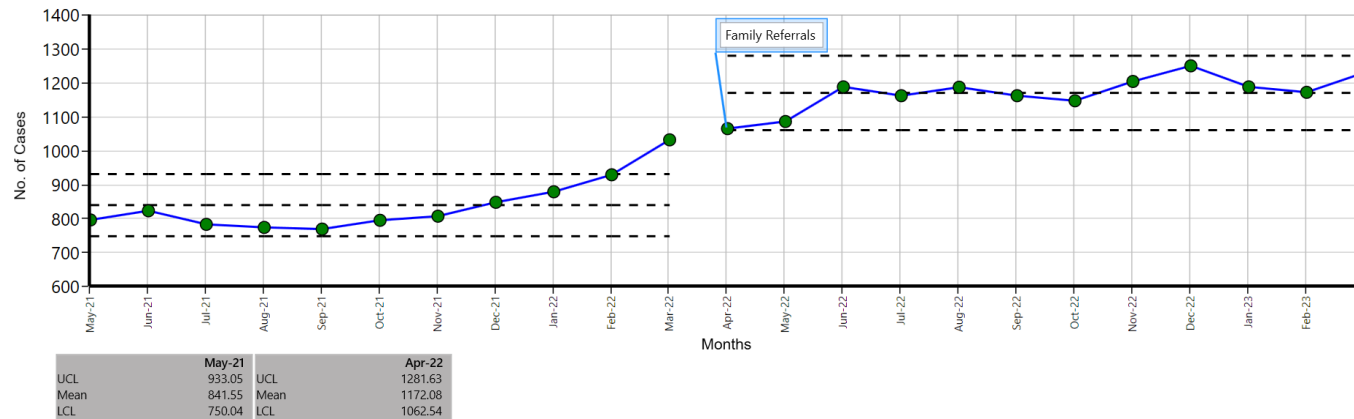
**Caseload**

**31 March 2023**

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

**1232**

Caseload Trend - Early Help Hubs



Page 19

**Wellbeing Assessments**

**April 2022 - March 2023**

The number of Wellbeing Assessments completed during the year:

**617**

**Family Plans**

**April 2022 - March 2023**

The number of Family Plan / Reviews completed during the year:

**2050**



Single Point of Contact

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Professional Abuse Enquires

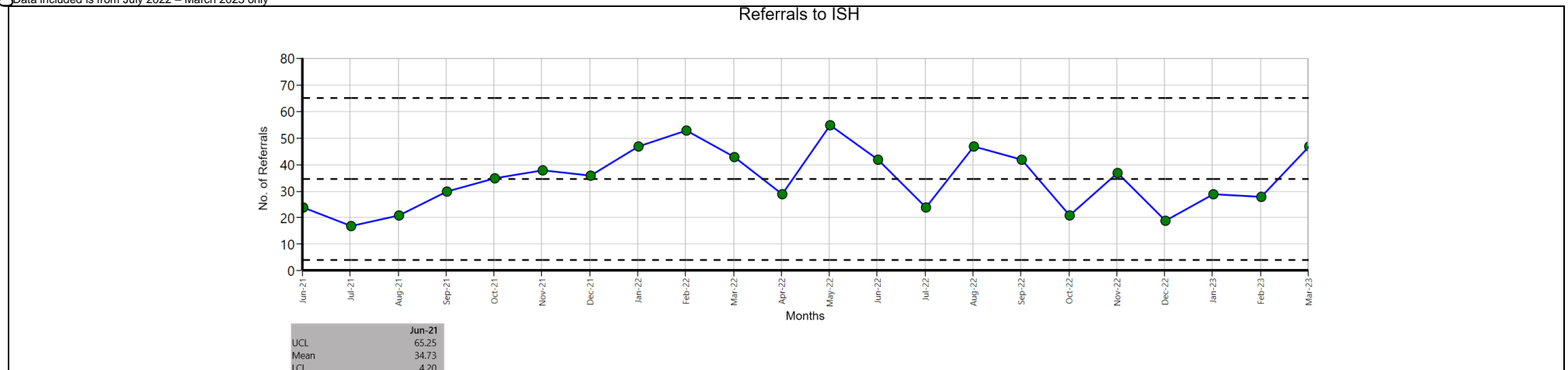
Youth Offending Service

Staff Wellbeing

## Integrated Safeguarding Hub

Contacts & Closures		April 2022 - March 2023
The number of contacts that were passed to the Integrated Safeguarding Hub during the year:		<b>420</b>
The number of contacts closed Information only during the year:		<b>10</b>
The number of contacts closed Advice or Assistance during the year:		<b>45</b>
The number of contacts closed with another reason during the year:		<b>11</b>
The number of contacts passed to a preventative service during the year:		<b>8</b>
The number of contacts passed to Contextual, Missing, Exploited and Trafficked (CMET) Team during the year: (includes individuals, contextual areas and peer groups)		<b>2*</b>
The number of contacts passed to Supported Care Planning for a comprehensive assessment during the year:		<b>41</b>

Data included is from July 2022 – March 2023 only





Single Point of Contact

Supported Care Planning

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Professional Abuse Enquires

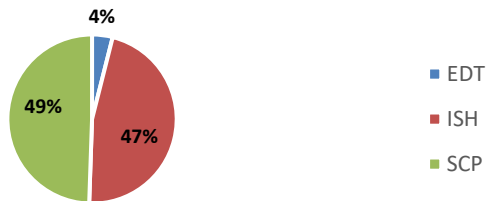
Youth Offending Service

Staff Wellbeing

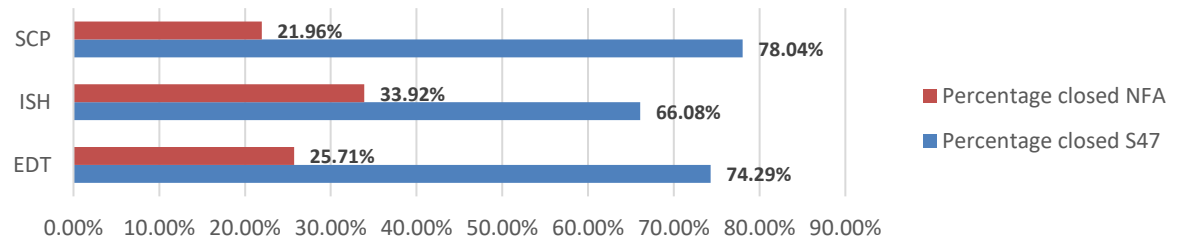
Child Protection Investigations	EDT	ISH	SUPPORTED CARE PLANNING
The total number of Strategy Discussions / Meetings recorded during the year:	40	473	502
The number of Strategy Discussions / Meetings which require a Section 47 enquiry:	26	226	263
The number of Strategy Discussions / Meetings where no further CP action is required:	9	116	74
The total number of Section 47 enquiries recorded during the year:	10	211	235
The number of Section 47 enquiries which require an Initial Child Protection Conference:	1	84	107
The number of Section 47 enquiries where there is no further CP action required:	9	103	83

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**Total Strategy Discussions Recorded 2022-23**  
(SMT Monthly Figures)



**Total Strategy Discussions Concluded 2022-23** (SMT Monthly Figures)





Single Point of Contact

Supported Care Planning

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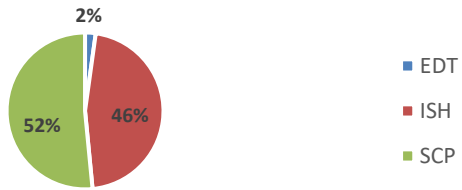
Professional Abuse Enquires

Youth Offending Service

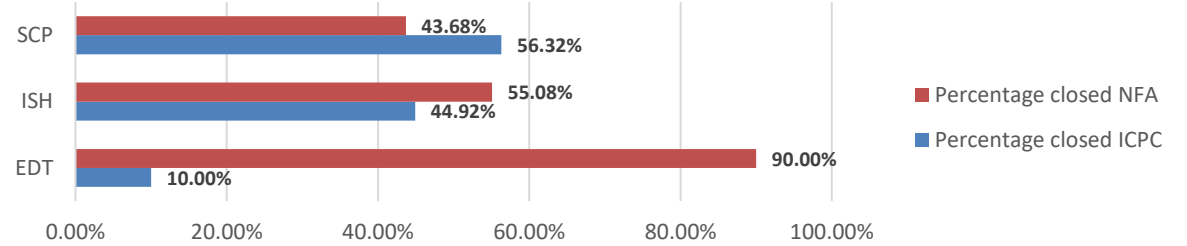
Staff Wellbeing

### Total S47 Enquiries Recorded 2022-23

(SMT Monthly Figures)



### Total S47 Enquiries Concluded 2022-23 (SMT Monthly Figures)



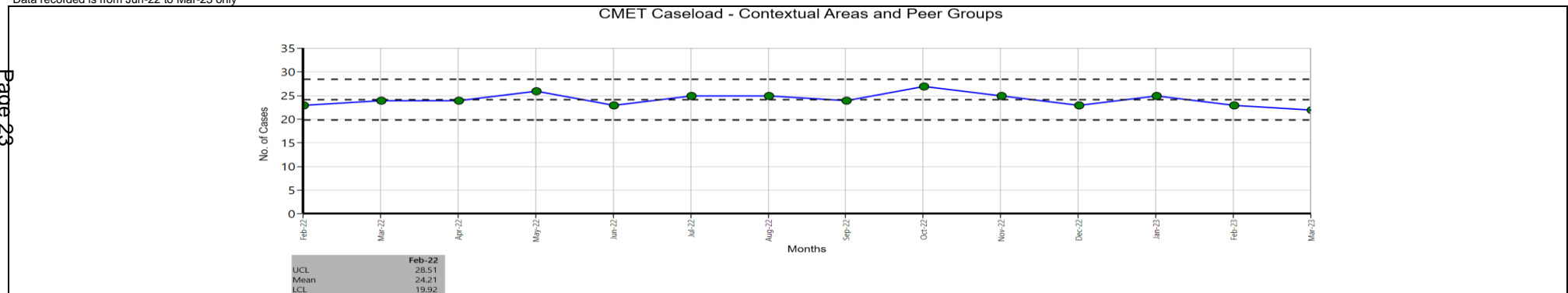




## CMET

Contacts, Caseload & Closures*	April 2022 - March 2023
The number of contacts relating to contextual areas and peer groups that were passed to CMET during the year:	<b>34</b>
The number of contacts relating to contextual areas and peer groups that were closed by CMET during the year:	<b>34</b>
The number of contacts relating to contextual areas and peer groups that were closed by CMET during the year with a positive outcome:	<b>28</b>
The number of contextual areas and peer groups supported by CMET as at the end of the year (31 <sup>st</sup> March 2023):	<b>22</b>

\*Data recorded is from Jun-22 to Mar-23 only



## Independent Carers Assessment Team

	April 2022 - March 2023
The number of referrals received by the Independent Carers Assessment Team during the year:	<b>36</b>
The number of parent carers supported by the Independent Carers Assessment Team at the end of the year (31 <sup>st</sup> March 2023):	<b>43</b>
The number of Independent Carers Assessments completed during the year:	<b>17</b>
The number of referrals closed by the Independent Carers Assessment Team during the year:	<b>44</b>

\*Data recorded is from September 2022 to March 2023 only.



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

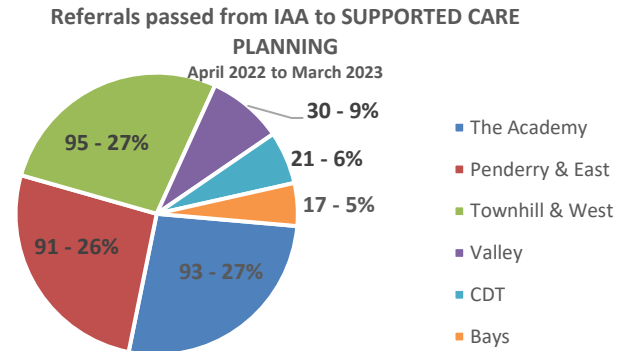
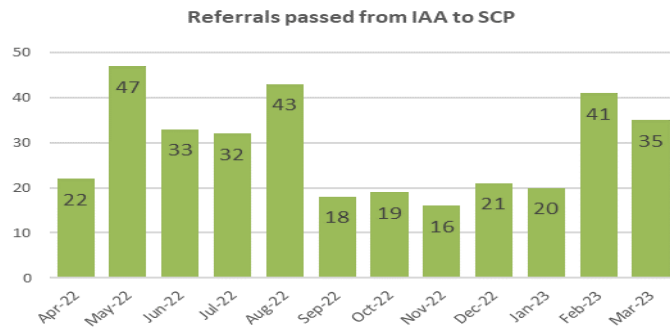
Youth Offending Service

Staff Wellbeing

# Supported Care Planning

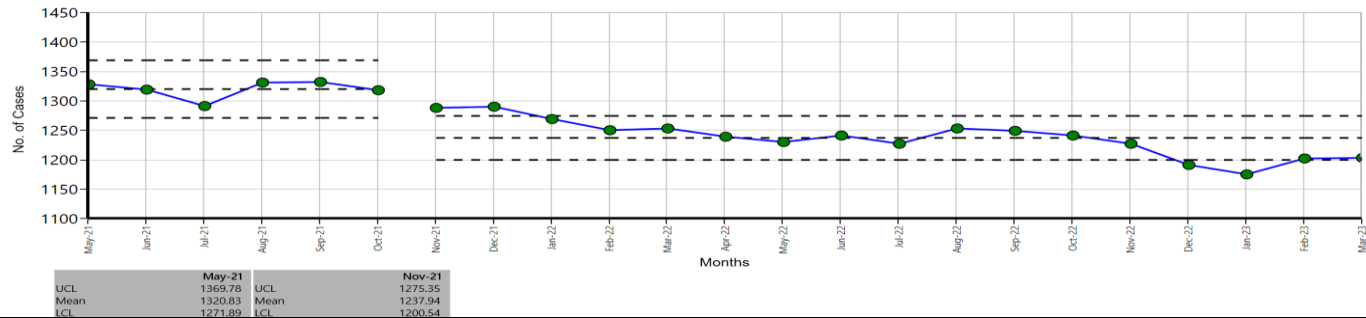
Contacts, Caseload & Closures		April 2022 - March 2023
The number of referrals received for a comprehensive assessment during the year: (referrals passed from the Integrated IAA Hub, and includes the Academy) <i>*2021/22 figure – comprehensive assessments were only being completed within Supported Care Planning in 2021/22</i>		<b>348 (575)</b>
The number of referrals closed in Supported Care Planning during the year:		<b>612</b>
The number of children and young people supported by Supported Care Planning at the end of the year (31 <sup>st</sup> March 2023): (Includes the Academy)		<b>1204</b>
Of these, the percentage that represent complex cases as at end of year (31 <sup>st</sup> March 2023) (CP & LAC):		<b>54.40%</b>

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Caseload Trend - Supported Care Planning



<b>Case Supervision</b>	<b>31 March 2023</b>
The percentage of Case Supervision sessions which are on time or not overdue at the end of the year (31 <sup>st</sup> March 2023): <i>(*Figure excludes the Academy, who are tracking case supervision whilst trialling recording methods)</i>	<b>85.31%</b>
<b>Care &amp; Support Plans</b>	<b>31 March 2023</b>
The number of children and young people with a Care and Support Plan at the end of the year: <i>*2021/22 figure</i>	<b>971 (886)</b>
<b>Single Assessments</b>	<b>April 2022 - March 2023</b>
The number of Single Assessments due at the end of the year (31 <sup>st</sup> March 2023): <i>(*Figure includes the Academy hubs)</i>	<b>159*</b>
The number of Single Assessments that are overdue at the end of the year (31 <sup>st</sup> March 2023):	<b>30</b>
The number of Single Assessments completed during the year: <i>*2021/22 figure</i>	<b>670 (602)</b>
The percentage of children seen during the period of assessment, who were born at the time the assessment concluded (average percentage over 12 month period): <i>*2021/22 figure</i>	<b>71.54%* (68.37%)</b>
The average number of days to complete a Single Assessment during the year:	<b>60 days*</b>
The number of Single Assessments which indicate direct work has been undertaken (Children aged 5 and over), average over 12 month period:	<b>404, 81.72%</b>

\*Figure excludes April 2022 – no reporting available.



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

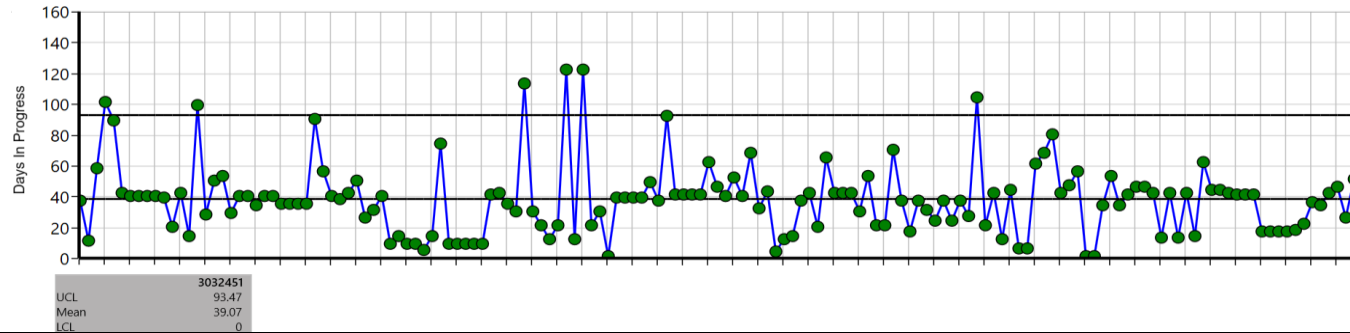
SQU & CPCU

Professional Abuse Enquires

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Staff Wellbeing

Days to Completion - Quarter 4



Page 20

Child Protection		April 2022 - March 2023
The number of children on the Child Protection Register at the end of the year (31 <sup>st</sup> March 2023): *2021/22 figure		<b>203 (200)</b>
The number of unborns to be added to the Child Protection Register at birth as at the end of the year (31 <sup>st</sup> March 2023):		<b>8</b>
The number of children on the Child Protection Register as at 31 <sup>st</sup> March 2023 that have been registered previously as at the end of the year:		<b>66</b>
The number of children added to the Child Protection Register during the year: *2021/22 figure		<b>263 (255)</b>
The number of children added to the Child Protection Register, within 12 months of de-registration: *2021/22 figure		<b>24 (18)</b>
The number of children removed from the Child Protection Register during the year: *2021/22 figure		<b>260 (314)</b>
The number of children removed from the Child Protection Register at their first review, who were not Looked After:		<b>21</b>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

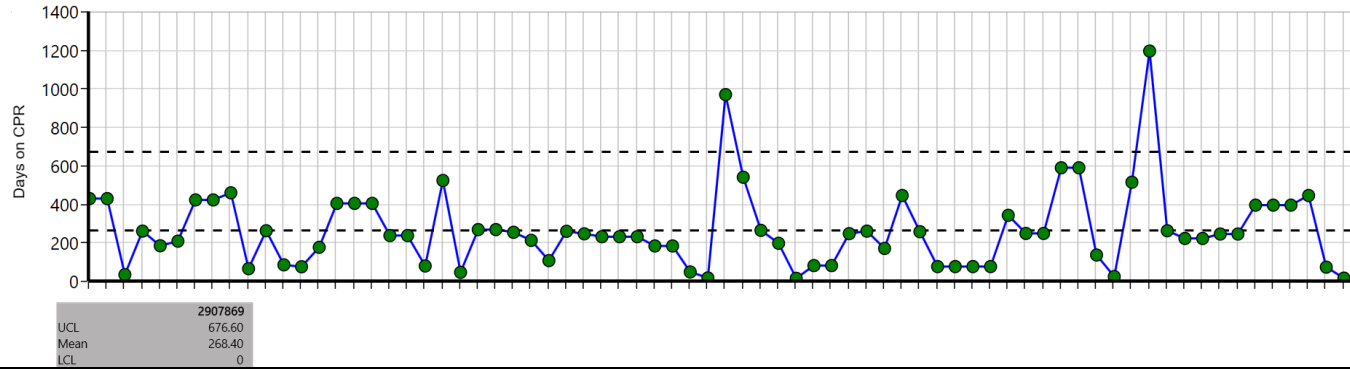
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Staff Wellbeing

Days to De-Registration 2023





Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

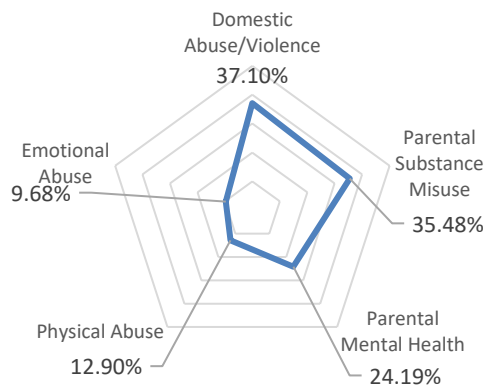
### Qualitative Auditing – Multi Agency Safeguarding Reviews

A total of 62 multi-agency Safeguarding Reviews were carried out during 2022-2023, considering all de-registrations at initial review and all initiation conferences concluding as “Not Register” during the year. In addition to these cases, samples of strategy discussions and Section 47 Enquiries concluding as no further child protection action were considered. An annual report has been completed and some sample data is provided below:

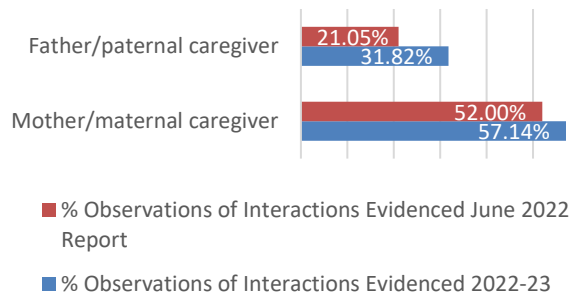
Professionals agreed with decision making (4 of 6, 66.66%) for non-registrations. It was evident that children within sibling groups had been considered individually as in many cases one of the siblings’ names had been registered but the siblings had different care arrangements. One case in relation to a new born, which highlighted the value of holding a family network meeting before conference and access to clear chronology to aid decision making. Jigso and Equilibrium have supported the family and the case has since closed to services with the Health Visitor continuing to support the family. This case was praised as an excellent example of how working well with families and putting the right support in place early can prevent escalation to child protection.

Professionals disagreed with seven out of 15 (46.67%) de-registrations at first review considered. These 15 reviews considered all children de-registered within the year. The fundamental reason mirrored across these seven cases were that the safety plan had not been in place long enough to be tested and there was a great deal of uncertainty around sustainability of the safety plan. The main concerns in relation to all de-registrations at first review cases were around domestic violence/abuse (6, 85.71%), parental substance misuse (4, 57.14%) and parental mental health (2, 28.57%). Risk factors associated with the sibling groups being discussed were also recorded: 23 of the 62 cases considered were related to children living in homes with domestic violence or abuse. 15 of these 23 (65.22%) cases also related to either parental substance misuse, parental mental health, or both.

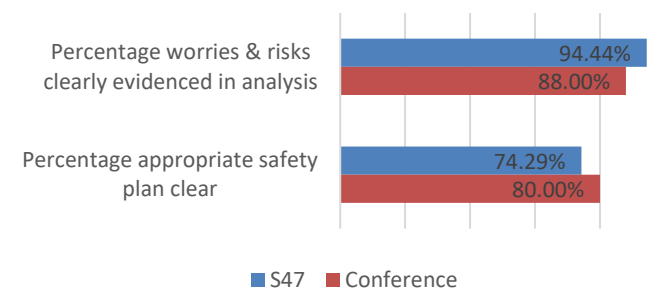
Page No



### % Observations of Interactions Evidenced, Comparisons

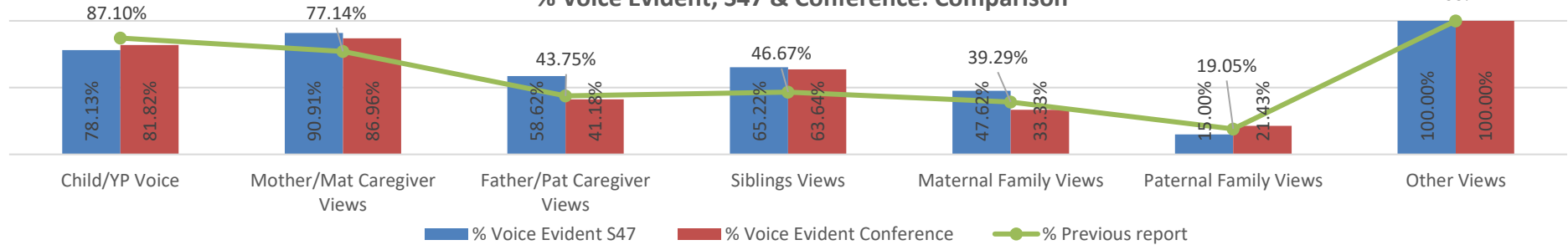


### Analysis & Safety Planning - S47 & Conference

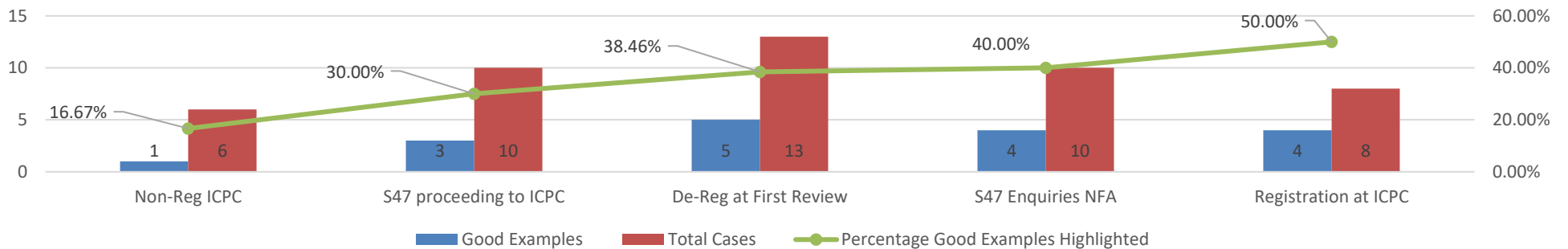




**% Voice Evident, S47 & Conference: Comparison**



**Good Case Examples Highlighted Within Reviews**



Page 29

Theme	Notes
<b>Chronology</b>	Particularly detailed and pertinent chronologies were considered in three reviews for families with ongoing involvement and repeated incidents. The social workers involved were able to clearly convey the lived experiences of the children in these cases.
<b>Working with Families</b>	Five cases highlighted the significance of working with families and how this de-escalated significant concerns and improved understanding and engagement.
<b>Joined up Working</b>	One case highlighted how parents can respond differently to a S.47 worker as compared to an area team worker due to the nature of the visit at the time. There was good communication between the area team worker and worker in the S.47 process which ensured the assessment of the family from the early stages was not lost and the area worker was able to question changes that were presented later. This was achieved through joint visits and checking in with the previous worker to query presentation and information. Another case was praised for joined up working with support services Jigso and CDAT.



<b>Analysis</b>	Five cases were highlighted as good examples in relation to analysis with social workers and conference chairs being praised for the detail within their conclusions. Clear explanations were given in all cases and the impact of harm assessed well.
<b>Direct Work</b>	Four cases were praised specifically for the direct work carried out and evidenced within the paperwork on the system. The direct work helped the professionals to understand the lived experiences of the child.
<b>Advocacy</b>	One case in particular stood out for professionals as an advocate was present for both mother and child within the conference.
<b>Child's Voice</b>	Voice of the child was evidenced within an average of 79.98% of all cases reviewed, with many highlighted as excellent examples of using quotation marks to show exactly what the child had said. One case stood out due to a young child not being able to communicate in full sentences but the social worker showed within the paperwork what the child was able to say and what this meant in context of the strengths as well as the worries; professionals remarked how well the paperwork evidenced what mattered to the children and how powerful it is to use the child's own words within the report.
<b>Other</b>	Other areas of good work highlighted were around the level of detail from observations of children and parents noted, with the social worker involved being praised for showing interest and compassion towards the parents, building a trusting relationship. Information recorded with regard to views from partner agencies (education in particular) was also highlighted as a good example. New forms being trialled were observed within some reviews and professionals felt were an improvement on the current forms.

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Reviews in 2022-2023 will include all re-registrations within 12 months of de-registration and embed the new thematic "Peer Learning Sessions". Themes are to include protocol/CMET work, born into care processes & children's names on CPR 15+ months. All Peer Learning Sessions will consider how well we are embedding the fundamental principles from the Social Services and Well-being (Wales) Act 2014.

Initial Core Groups	April 2022 - March 2023
The number of Initial Core Groups due during the year: <small>*2021/22 figure</small>	<b>269 (255)</b>
The number of Initial Core Groups held within timescales: <small>*2021/22 figure</small>	<b>226 (214)</b>





Single Point of Contact

Supported Care Planning

Fostering &amp; Adoption

Support Services

SQU &amp; CPCU

Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

Statutory Visits		31 <sup>st</sup> March 2023
The percentage of visits to children on the Child Protection Register that were on time or not overdue at the end of the year: <i>*2021/22 figure</i>		<b>82.16%</b> (91.38%)
Dual Status		31 <sup>st</sup> March 2023
The number of children who are on the Child Protection Register and are Looked After as at the end of the year: <i>*2021/22 figure</i>		<b>27</b> (18)
Legal Proceedings		31 <sup>st</sup> March 2023
The number of children in PLO at the end of the year: <i>*2021/22 figure</i>		<b>39</b> (23)
The number of children in Public Proceedings at the end of the year: <i>*2021/22 figure</i>		<b>46</b> (67)
Looked After Children		April 2022 - March 2023
The number of children who were Looked After at the end of the year: <i>*2021/22 figure</i>		<b>481</b> (488)
The number of children becoming Looked After during the year: <i>*2021/22 figure</i>		<b>109</b> (155)
The number of Looked After children, with an unaccompanied asylum status supported at the end of the year: <i>*2021/22 figure</i>		<b>4</b> (6)
The number of children ceasing to be Looked After during the year:		<b>134</b>
The number of children placed in an unregulated placement during the year (OWR):		<b>4*</b> <i>*Figure from August 22 – March 23 provided by Principal Officer as reporting on WCCIS has not been developed</i>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

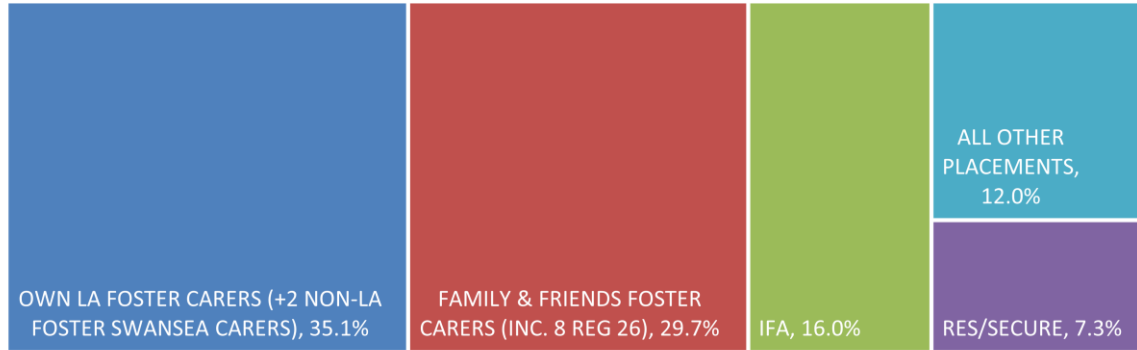
SQU & CPCU

Professional Abuse Enquires

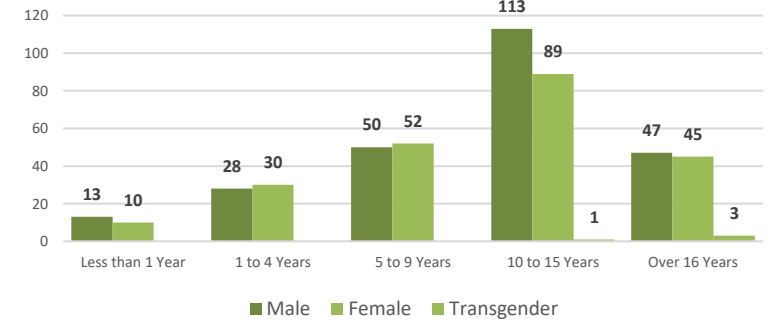
Youth Offending Service

Staff Wellbeing

Where our Looked After Children are placed as at 31st March 2023

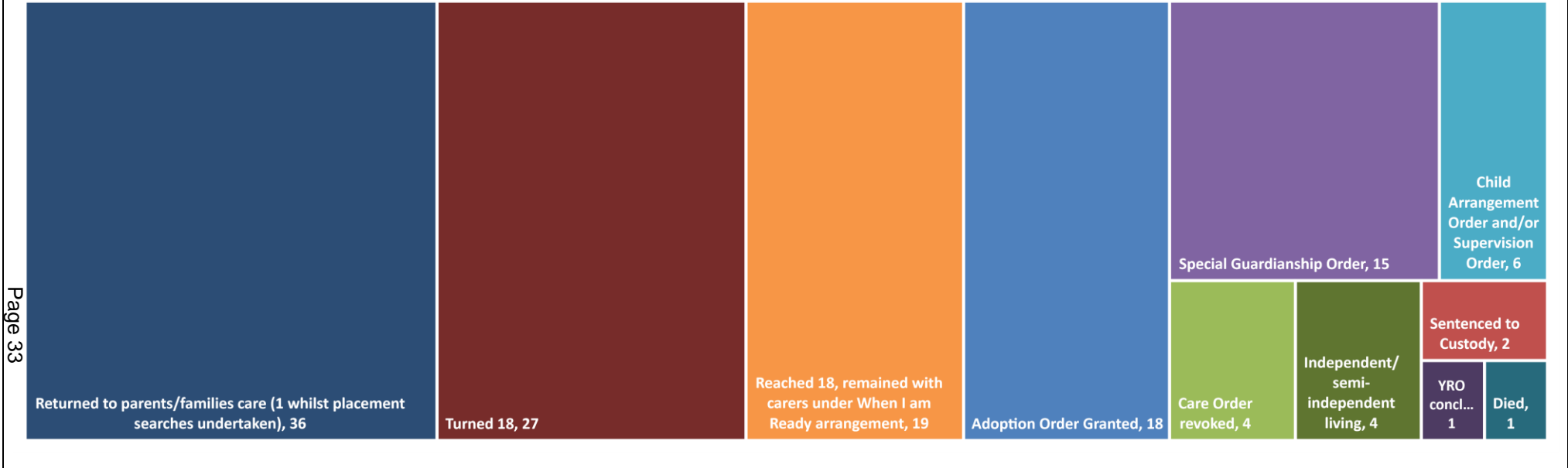


Looked After Children - Age and Gender





### Ceasing to be Looked After Reasons



Page 33

Initial Personal Education Plan	April 2022 - March 2023
The number of Initial PEP's due within 20 school days of becoming Looked After during the year:	43
The number of Initial PEP's received within 20 school days of becoming Looked After:	30

### Bays Plus

	April 2022 - March 2023
The number of young people presenting as homeless, placed in a bed & breakfast, during the year (under 18's only): (includes Air B&B and Hotels)	6
The number of young people presenting as homeless, placed in emergency accommodation, during the year (under 18's only): (includes Jennings, Emergency SLS, SPOT Purchasing Provisions)	17



Single Point of Contact

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Support Services

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Professional Abuse Enquires

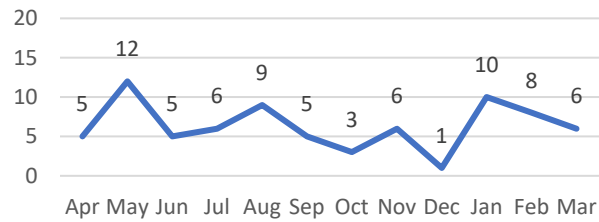
Youth Offending Service

Staff Wellbeing

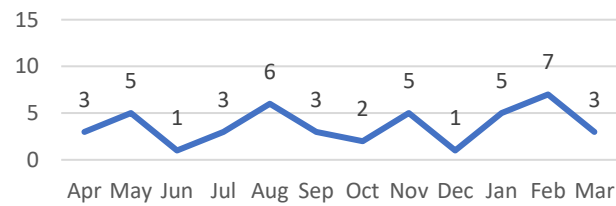
# Fostering & Adoption

## Family & Friends

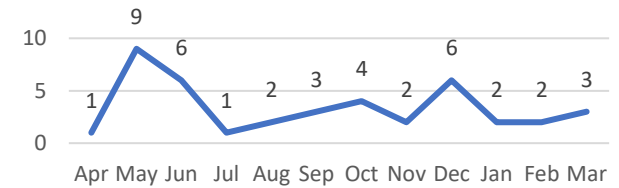
Number of Initial Viabilities Completed 2022/23



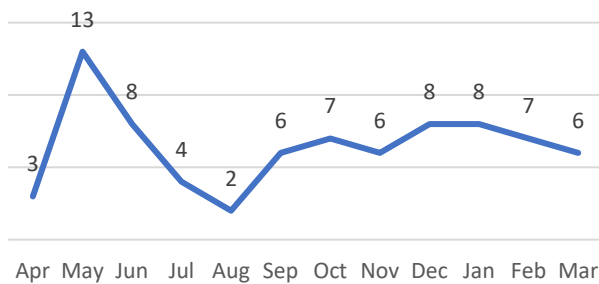
Number of Full Assessments Allocated 2022/23



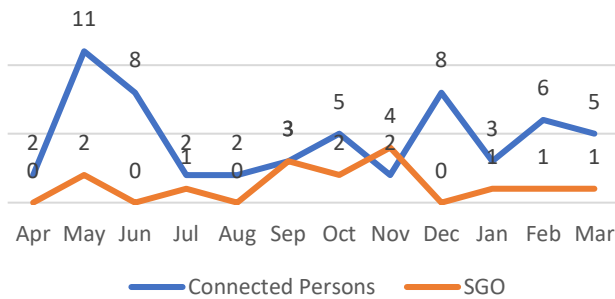
Number of Full Assessments Approved 2022/23



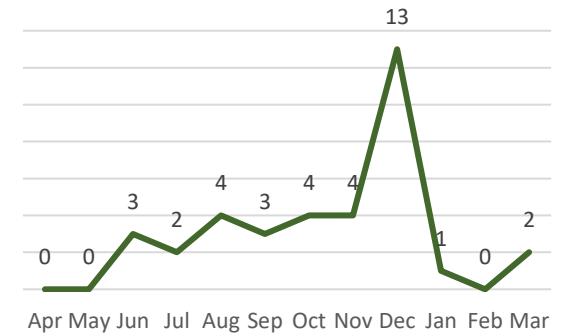
Number of NEW Placements offered as a result of Approvals 2022/23



Types of Placements Offered 2022/23



Placements - Number of Termination of Approvals 2022/23



\*Data provided from National Fostering Framework Return 2022-2023 as report development/data cleansing is ongoing



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

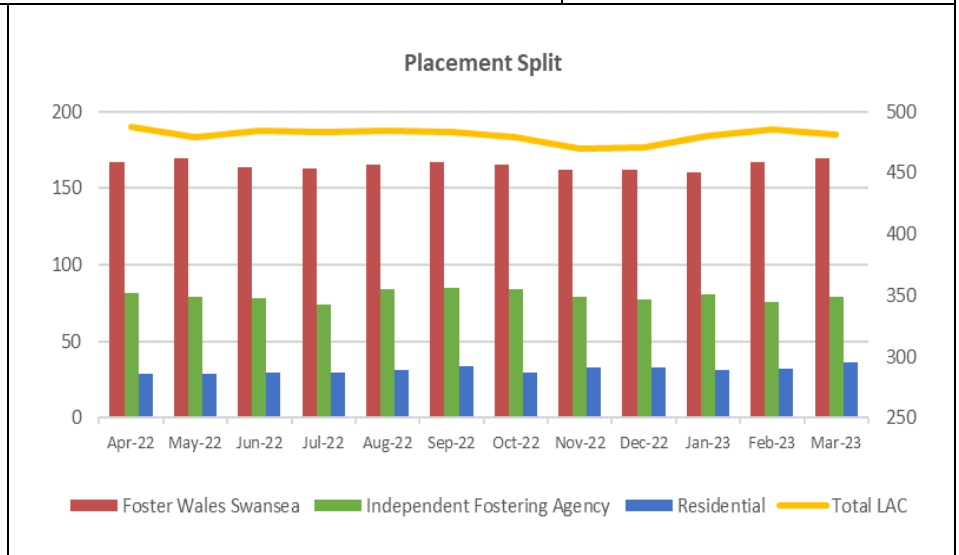
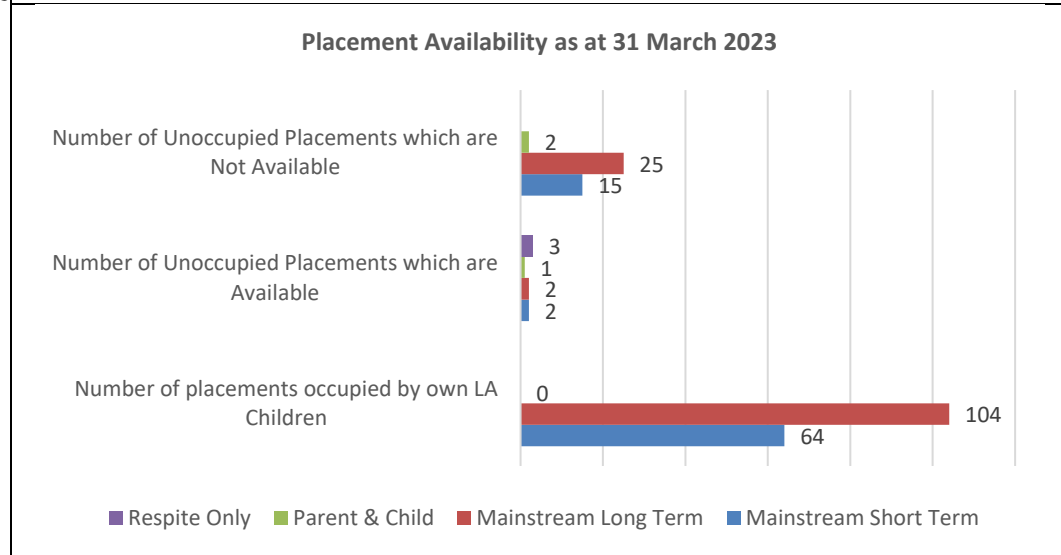
Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Foster Wales Swansea

Recruitment	June 2022 - March 2023
The number of Registrations of Interest to foster received between June 2022 and March 2023:	95
The number of full assessments allocated between June 2022 and March 2023:	8
The number of carers approved at panel between June 2022 and March 2023:	10
The number of approved carer status' terminated at panel between June 2022 and March 2023:	16
The number of carer reviews between June 2022 and March 2023:	66
The number of carer reviews completed within timescales between June 2022 and March 2023:	11
Placements	June 2022 - March 2023
The total number of children placed with a Foster Wales Swansea carer at the end of the year:	168
The number of Placement Stability Meetings completed between June 2022 and March 2023:	26
The number of children who changed placement between June 2022 and March 2023, due to placement breakdown:	21
The number of children moving from a Foster Wales Swansea carer to a Residential placement between June 2022 and March 2023:	5
The number of children moving from a Residential placement to a Foster Wales Swansea carer between June 2022 and March 2023:	3

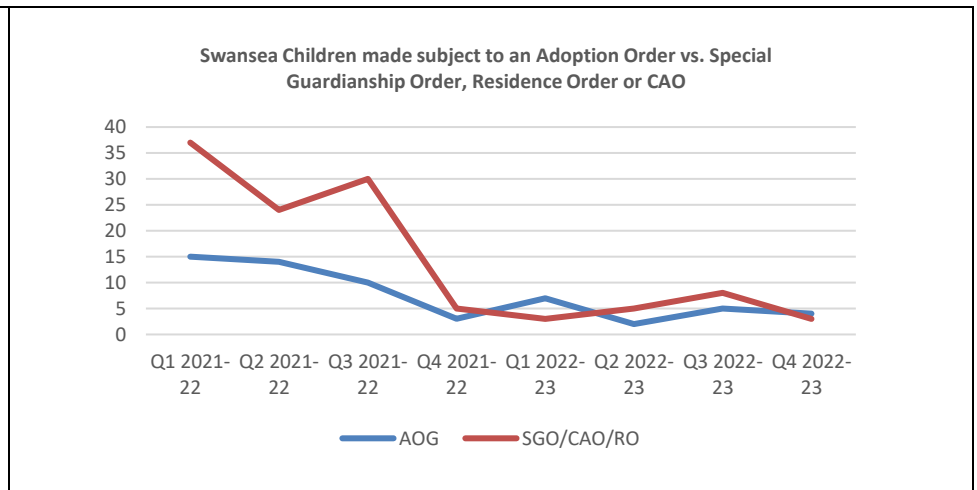
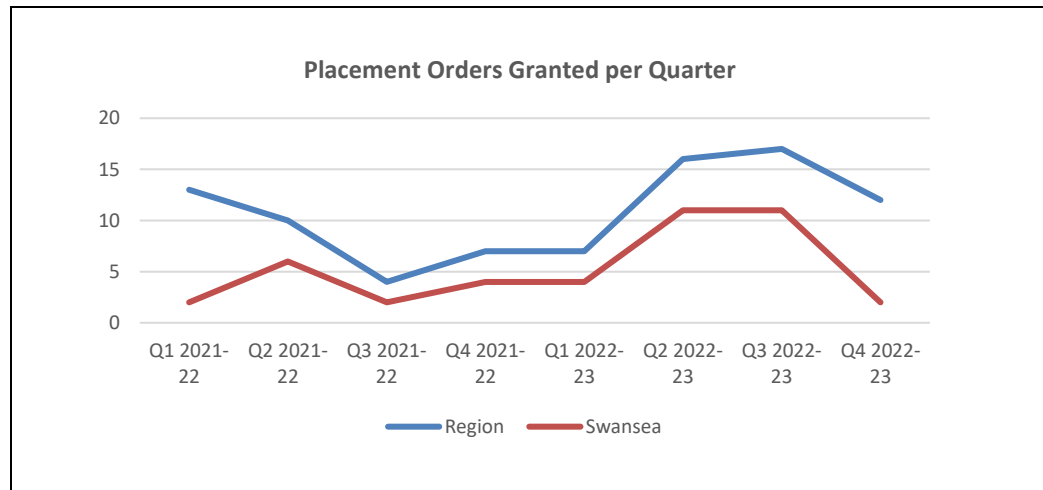




## Western Bay Adoption Service

Recruitment	April 2022 - March 2023
The number of Registrations of Interest to adopt received during the year:	<b>34</b>
The number of full assessments allocated during the year:	<b>34</b>
The number of adopters approved at panel during the year:	<b>32</b>
The number of approved adopters who have withdrawn from Western Bay Adoption Service during the year:	<b>2</b>

Western Bay Adoption Placements	April 2022 - March 2023
The number of Swansea children with a positive Should Be Placed outcome by the Agency Decision Maker during the year	<b>30</b>
The number of Swansea children made subject of a Placement Order during the year:	<b>26</b>
The number of Swansea children matched with Western Bay Adopters during the year (new matches):	<b>23</b>
The number of Swansea Looked After Children placed with Western Bay Adopters during the year (new placements):	<b>19</b>
The total number of Swansea Looked After Children placed with Western Bay Adopters at the end of the year (31 March 2023):	<b>81</b>
The total number of Swansea Children Ceasing to be Looked After due to Adoption Order being Granted:	<b>18</b>
The number of Swansea Looked After Children whose plan for adoption has changed:	<b>3</b>
The number of Swansea Looked After Children placed, whose placement was disrupted:	<b>2</b>





Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

Youth Offending Service

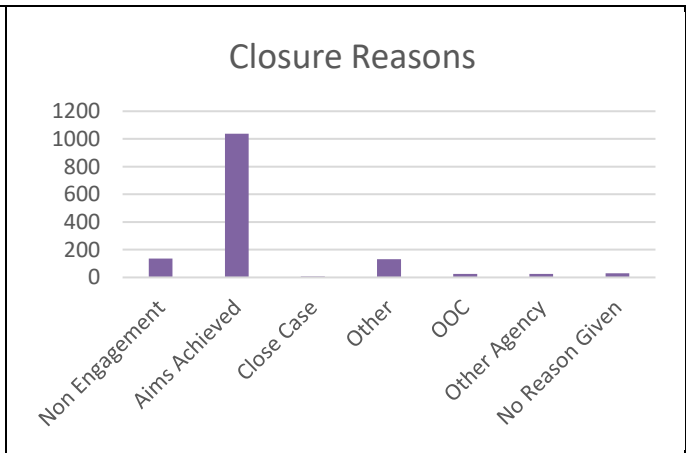
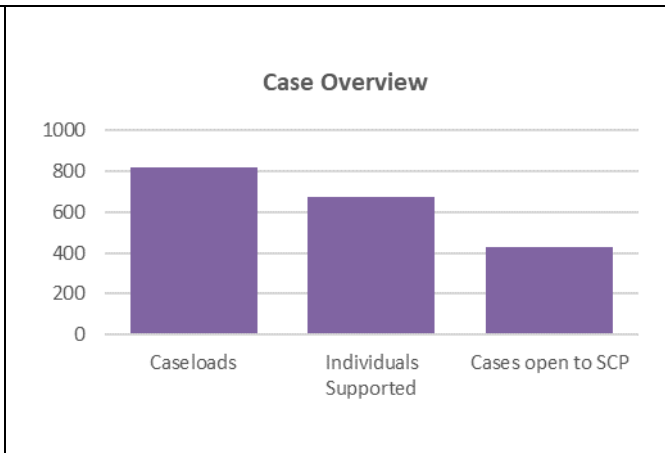
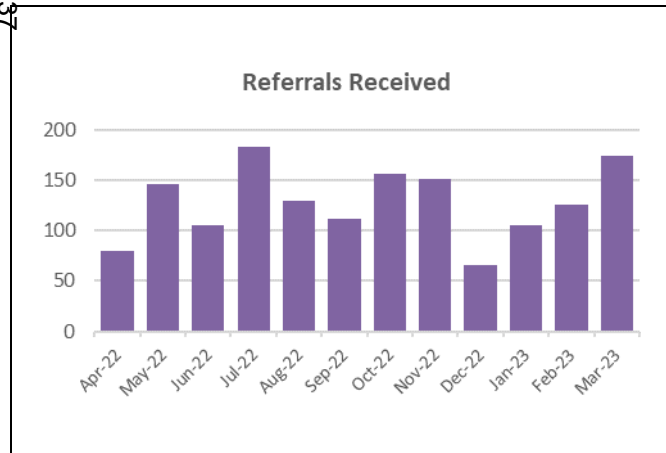
Staff Wellbeing

# Support Services

## Family Support Service

Referrals, Caseload & Closures	April 2022 – March 2023
The total number of referrals received by Family Support Services during the year:	<b>1544</b>
The total number of individuals supported by Family Support Services at the end of the year:	<b>816</b>
The total number of individuals closed by Family Supported Services during the year:	<b>1389</b>
The number of individuals closed with an improved outcome during the year:	<b>1034</b>

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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

## Service Quality Unit & Child Protection Conference Unit

Child Protection Conferences		April 2022 - March 2023
The number of Initial Conferences held during the year:		<b>275 (Jun-Mar 246)</b>
The number of Initial Conferences held within timescales during the year:		<b>244*</b>
The number of Review Conferences held during the year:		<b>633 (Jun-Mar 533)</b>
The number of Review Conferences held within timescales during the year:		<b>531*</b>
<small>*June 22 – March 23</small>		
LAC & Pathway Plan Reviews		April 2022 - March 2023
The number of LAC & Pathway Plan Reviews carried out during the year:		<b>1364 (Jun-Mar 1133)</b>
The number of LAC & Pathway Plan Reviews held within timescales during the year:		<b>1126*</b>
Adoption Reviews		April 2022 - March 2023
The number of Adoption Reviews carried out during the year:		<b>27*</b>
The number of Adoption Reviews held within timescales during the year:		<b>27*</b>

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





Single Point of Contact

Supported Care Planning

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Professional Abuse Enquires

Youth Offending Service

Staff Wellbeing

## Professional Abuse Enquiries

	April 2022 - March 2023
The number of ongoing investigations at the end of the year (31 <sup>st</sup> March 2023):	<b>13</b>
The number of enquiries received during the year:	<b>259</b>
The number of enquiries re-directed to Adult Services:	<b>27</b>
The number of enquiries which met threshold for an investigation:	<b>128</b>
The number of enquiries closed with no further investigation:	<b>89</b>
The number of enquiries passed onto a different Local Authority:	<b>13</b>
The number of Professional Abuse Strategy meetings held during the year:	<b>235</b>
The number of Initial meetings held during the year:	<b>150</b>
The number of Review meetings held during the year:	<b>157</b>
The number of investigations which concluded during the year:	<b>148</b>



Single Point of Contact

Supported Care Planning

Fostering & Adoption

Support Services

SQU & CPCU

Professional Abuse Enquires

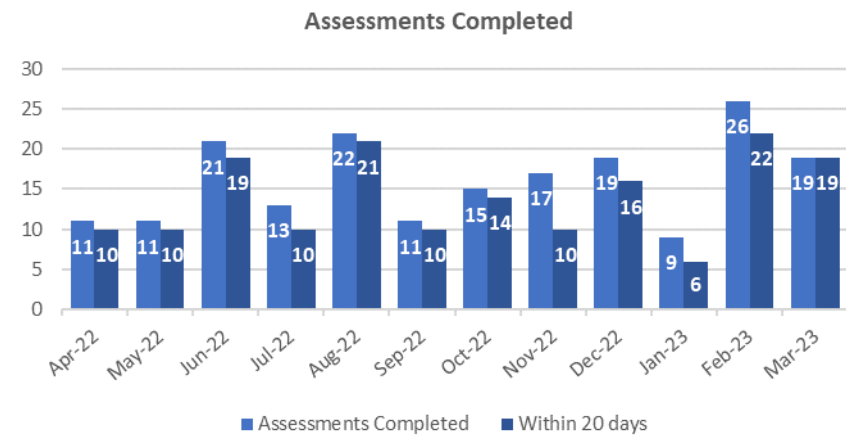
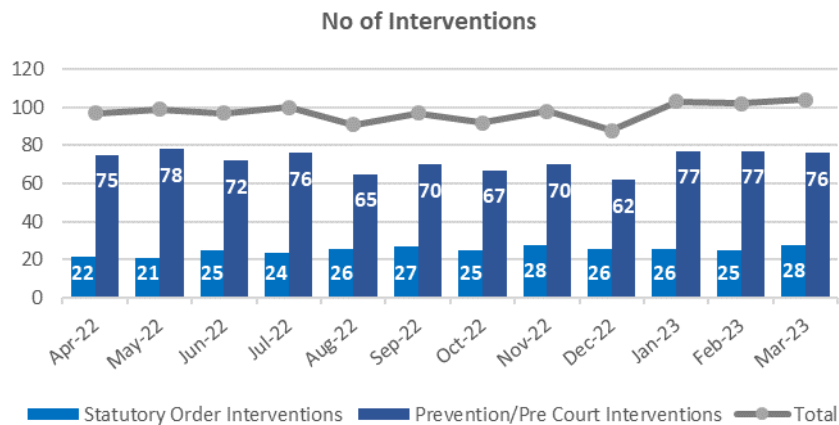
Youth Offending Service

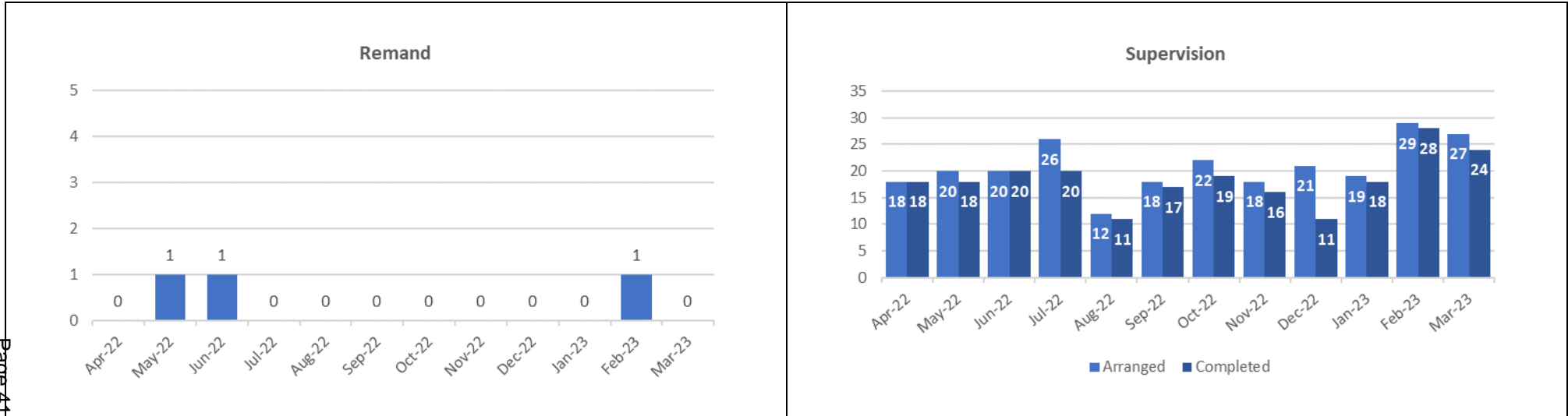
Staff Wellbeing

# Youth Offending Service

April 2022 - March 2023	
The total number of young people with an open intervention at the end of the year (31 <sup>st</sup> March 2023):	<b>104</b>
The number of young people had a remand during the year:	<b>3</b>
The number of Asset Plus Assessments completed during the year:	<b>193</b>
The number of Asset Plus Assessments completed within 20 days:	<b>166</b>
The number of supervisions that took place during the year:	<b>220</b>

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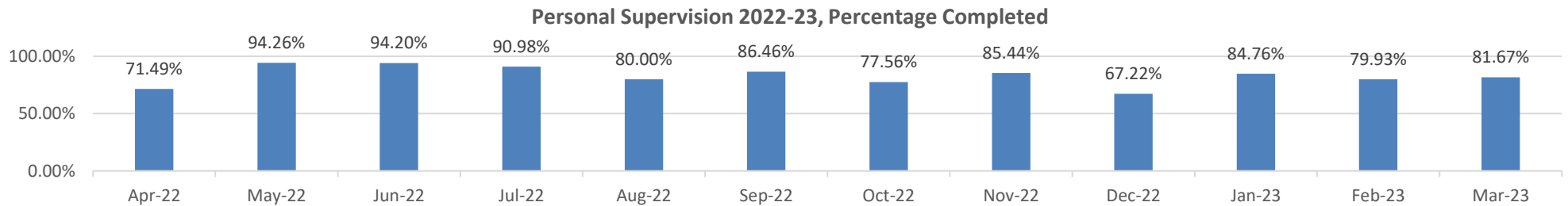




## Staff Wellbeing

### Supervision

Personal Supervision	April 2022 - March 2023
The percentage of Personal Supervision sessions that took place within timescales:	<b>82.29%</b>



# Agenda Item 7



## Report of the Cabinet Member for Children's Services Child and Family Services Scrutiny Performance Panel – 2<sup>nd</sup> August 2023

### RESIDENTIAL CARE SERVICES

<b>Purpose</b>	To provide an overview of the plans to develop in-house residential care services for children, along with an update on Ty Nant.
<b>Content</b>	<p>This report provides an overview on the development of Children's Residential Care Services</p> <p>It will provide a brief overview of the current homes in our portfolio and will address how we intend to develop these provisions in line with the CIW Regulation and Inspection of Social Care Wales Act (RISCA).</p> <p>The report will highlight challenges and proposed next steps in the development of the service and provide an overview of the continued progress of Ty Nant and recent feedback from children/young people, families, stakeholders and Inspection visits</p>
<b>Councillors are being asked to</b>	Consider the report as part of their routine review of performance and improvement in Child and Family Services.
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard, Cabinet Member for Care Services
<b>Lead Officer(s)</b>	Dave Howes – Director of Social Services Julie Davies – Head of Child and Family
<b>Report Author</b>	<a href="mailto:Chris.griffiths@swansea.gov.uk">Chris.griffiths@swansea.gov.uk</a>

## The Development of Residential Children's In-House Care

### 1. Children's Residential Service Aims

- Provide, safe, stable and suitable living accommodation to meet a wide range of needs
- Improve wellbeing and stability for children and young people and support them using trauma informed approaches.
- To live close to home (where safe to do so), also to reduce out of county placements, unregulated provision and escalation of need and risk.
- Improve longer term outcomes for children and young people in adulthood.

### 2. Current Home Portfolio

2.1 **Home 1** is a Care Inspectorate Wales (CIW) Registered home, in a semi-rural location with 3 bedrooms. We have recently revised the Statement of Purpose, so it more accurately reflects the care and support we provide for the children and young people in our care. The building is in the middle of having a cosmetic upgrade. We currently have 3 older teenagers residing with us at this home.

- Proposed development of 2 bungalows on site at Home 1.
- To prepare young people from the ages of 16 and above, who are care experienced and who are supported by Swansea local authority, to transition into independent living.
- Move-on bungalows allow young people to safely progress into independence and have the added benefit of a staffing compliment on site, if they need any further support and guidance.
- Young people will have continued access to a range of support.
- Learning and employment/training/education
- Contact with family/significant others when safe to do so.
- Decision-making skills
- An understanding of actions and consequences to encourage behavioural change.
- Citizenship and importance of having 'your say'
- Self-worth and confidence building

2.2 **Home 2** is in the final stages of registration with CIW. It is situated in an urban area. It is a 3-bedroom property. The home will provide a medium to long term placement and is perfectly suited to support semi-independent living and/or as a transition into supported accommodation. There is currently an older teenager residing at this property.

Proposed rear extension to accommodate recommendations by Care Inspectorate Wales registration team. This would include a new office space and bathroom. This is in the initial design stage and if agreed, would increase our bedroom offer. (Registration is not dependant on the plan to extend)

- 2.3 **Home 3** remains in the planning stages after multiple reworkings. The property is in a semi-rural area and is a 3-bedroom semi-detached property, which is currently adjoined to home 4, with internal access. The plan for this home, after adaptations, is for it to provide a 1 bed, semi-secure offer. The property will support step up/step down from secure accommodation, meeting the requirements of children and young people who have more complex needs. This is likely to be over a medium-term offer. Community meetings have taken place and have supported further understanding. These meetings are on-going.
- 2.4 **Home 4** is the adjoining semi-detached property. This is also a 3-bedroom home. 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. This home would provide a 2-bedroom offer, over a short-term period.
- 2.5 **Home 5** Proposed 4 - 5 bed (unit) offer in a semi-rural location in Swansea. To support children and young people aged from 12 to 18 years old, from the local area and surrounding region.

The home will support children and young people who have experienced trauma linked to some form of abuse and or neglect. The child/young person(s) may have experienced very little stability in their life and a number of placements moves. The impact of the child/young person's experiences may contribute to increased anxiety levels, confused identity, and a lack of self-confidence.

To best meet these needs, **Home 5** will provide long term accommodation, utilising a therapeutic approach. Parent And Child (PAC) key workers (Internal Therapeutic Service - ITS) will work alongside the children, young people and staff to embed therapeutic approaches and will provide advice, guidance and identify further training needs, where appropriate. The PAC workers will have clinical supervision from their supervising clinical psychologist.

Residential childcare officers will offer support in all aspects of the child/young person's care in all of the homes.

Support includes:

- Participation in recreational or educational activities

- Emotional support
  - Support to manage and understand behaviours
  - Support to attend medical appointments and to manage any ongoing health conditions.
  - Support with food preparation and nutrition
  - Managing finances
  - Assistance with medical needs and medication
  - Maintaining and developing relationships
  - Support to make positive choices.
  - Readyng children/young people for their next placement, in accordance to their Care and Support Plan, so they can enjoy permanence.
  - Support with engaging children/young people in learning to support their future needs.
- 2.6 As we develop our in-house offer, we will continue to review all of the statement of purposes for all of the homes. This will be done in consultation with children, young people, families and with all professional partners and stakeholders.

### 3. **Challenges**

3.1 **Eliminate Profit – Welsh Government.**  
 Welsh Government have developed a clear commitment to ‘eliminate private profit from the care of children looked after’ as a key component of a radical agenda for children’s social services. The aim is to ensure that public money invested in the care of children looked after does not profit individuals or corporate entities, but instead is spent on children’s services to deliver better experiences and outcomes for children and young people, addressing service development and improvement, and further professional development. As of April 1<sup>st</sup>, 2026, any new residential homes in Wales will only be able to register as ‘not-for-profit’. This is having an immediate impact on an already challenging placement market with some providers making the decision to pause planned developments and/or withdraw from offering placements to Welsh children.

3.2 **Emergency Bespoke Placements.**  
 This programme of change takes place within the context of placement and system pressures which feature the development of bespoke placement arrangements for children and young people that operate without Regulation and Inspection Social Care Act (RISCA) registration.

There continues to be an increase in the demand for these types of provisions. There are many different reasons for these requests and again demand continues to outstrip supply, children’s care homes are a seller’s market and this impacts on the prices charged to local authorities. The availability and choice of placement that genuinely

meets the needs of children aged 11 and over with complex needs is particularly difficult. Children and young people's experience in these placements are varied. They are typically supported by our in-house staff relief pool and social care agency staff. Children and young people can often be moved two or three times while in this type of provision and have multiple different adults supporting them.

#### 3.4 Purchase and development.

The process of sourcing, purchasing and the development of potential residential children's homes is complex and takes time. There are many interdependencies that can create delays and blockages. All of which impact the speed of growth for our in-house offer.

#### 3.5 Recruitment

The staffing levels have again improved since the last report. We have employed a new Manager at Ty Nant, and a new Assistant Manager to support Home 2. We have increased the number of Residential Childcare Officers (RCCO) employing 5 full time and 5 part time posts. However, recruitment is still very slow. We see a high number of applicants, but very few, an average of 17%, that meet the minimum criteria for interview. As planned RCCO post was regraded and implemented in January 2023. The regrading, it was hoped, would make the role more competitive in the current job market, but as stated, the number of quality applicants remains a concern. We still have agency staff supporting the rota, as well as relief staff, however, this has reduced, and will continue to reduce, with the introduction of new employees.

### 4. **Next Steps**

- Continue recruitment drive for the RCCO posts.
- Continue recruitment to support management structure.
- Planning and development of current homes
- Identifying and purchasing additional properties
- Continue to develop opportunities for care experienced children and young people to have their input into each of the development stages.
- Integrated Impact Assessment, involving the local community and stakeholders.
- Continue work with CIW on OWRs
- Continue to raise quality assurance and improve children and young people's experiences while in OWR provisions.

### 5. Ty Nant – Overview & Updates

5.1 The average age of the young people is fifteen and they ranged between fourteen and seventeen. The proximity of ages is a positive



and an indicator that young people of very different ages have not been placed alongside one another inappropriately.

- 5.2 Five young people have been white, British young people and one young person was Afghan. The five young people spoke English as their preferred language. One spoke Dari, however, was able to speak limited English, and was supported through a translator. None of them had a disability and none were practicing a religion.
- 5.3 The average placement duration is 14.6 weeks (102 days). However, it is important that placements last as long as they remain in the best interests of the young person, and they should not be curtailed because of targets or notional ideas about the right placement duration. Nevertheless, it is important that placement duration is monitored closely, and clear care and support plans are in place.
- 5.4 Every young person is now allocated three keyworkers when they enter Ty Nant. These members of staff have additional responsibilities to ensure the Personal Plan is taken forward and the young people are involved in the process and their views are captured. Keyworkers now have more of a coordination role as well as an engagement role. They look to identify the appropriate direct work and plan who should complete it with the young person and when.
- 5.6 Young people continue to have a full range of activities to choose from which support their wellbeing development and fit around their other commitments, such as contact time and direct session work. The options are divided into daily activities, which are then sub divided into sessions that support their education, health, fitness, life-skills etc.
- 5.7 Young people's feedback

*"I feel staff can be too 'parental' in some situations. They feel they need to 'mother' us."*

*"Yes, staff make me feel very safe."*

*"My key workers are S and R. They help me with direct work and life-skills. My relationship with key workers are okay. My number 1 and number 2 are J and C as they are very funny, talkative, supportive and are interested in me."*

\*\*\* recently took part in our childcare officer interviews. They interviewed 7 applicants. They commented that they enjoyed the process and met new friendly faces.

*"I found it helpful as I now know the process for council interviews".* When asked if he would be interested in working in residential care and

would he apply for a childcare officer role in the future, he replied *“definitely not. I couldn’t put up with the kids.”*

## 5.8 Family Feedback

*“We are extremely happy in the way that \*\* is cared for and looked after. We feel she’s really, really well supported and cared for. We feel we’re in a safe cocoon, in a really good place. We know she’s being taken care of, it’s been massive for us. We’ve been able to live a normal life alongside her, supporting her with the team. It’s been huge for us. We are so, so grateful.”*

*“There is 100% commitment. We always feel the same level of security and interest and cooperation with all the staff. I just think it’s an amazing place.”*

*“I know \*\* feels safe and she knows she is cared for.”*

*“We have never felt judged at all. Never felt awkward, which can easily happen in our circumstance. We have never felt anything negative.”*

## 5.9 Stakeholder Feedback

*“I’m kept up to date and views are passed on to me (Social Worker) so his voice is being heard. Trying to prepare him with independence. Realistic wellbeing goals. It is evident that key workers want to do the best for him. Key workers are responsive and nurturing in their approach.”*

*“It’s been calm and welcoming. Staff are warm and friendly and approachable and always talk positively to \*\*. Any sensitive matters are discussed with me in private before we speak to \*\*.”*

## 5.10 Staff feedback

*“I only started here in November, and I was really made to feel welcome. All the staff team are amazing and always there to answer any questions I may have. I feel totally supported in my job by staff and management.”*

*“Now that the teams are established with a manager and ATL in each home I feel that we can all start to work in a more cohesive way with clear leadership.”*

6 Ty Nant – Care Inspectorate Wales (CIW) Inspection feedback and areas for continued development

6.1 CIW completed their focussed re-inspection in November 2022

- Impact assessment and matching process
- Admission paperwork
- Staff supervision and training
- Employment, education and training offer for young people
- Activity and food offer
- Review of the 'Statement of Purpose'

6.2 They found that the home had made '*significant improvements*' from when they visited in June 2022. Extracts from the report include:

*At the last inspection four Priority Action (non-compliance) Notices (PANs) were issued to the service. All PANs have been addressed but a new area for improvement has been identified in relation to provider assessments. The service has developed comprehensive impact assessments to consider matching and compatibility of young people. Personal plans have significantly improved, they are co-produced and provide guidance for care staff, to enable them to keep young people safe, promote their well-being and ensure positive outcomes. The quality of supervision has also improved and ensures care staff have the support, guidance, and training to meet the complex needs of young people.*

*Young people's personal development and outcomes are supported by their personal plans and progress towards achieving outcomes is measured. The service provider has developed and improved their personal plans, they are concise, clear and contain relevant information required by regulation.*

*Young people told us they are "happy" in Ty Nant, they "love" the care staff, they are "understanding" and "do their best to keep us safe". One young person told us "It's been terrible anywhere else I've been, I'm making progress, it's (Ty Nant) the only place I've ever liked". Young people told us the home rules have become firmer, but they know they are fair and good for them. Young people are valued and treated with care and respect.*

# Agenda Item 8

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

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

	<p><b>Commissioning Reviews Progress Update</b>  <i>Jane Whitmore, Strategic Lead Commissioner</i>  <i>Claire Edwards, Principal Officer Commissioning and Care Services</i></p>
<p><b>Meeting 6</b>  <b>5 December 2023</b></p> <p>4.30pm</p>	<p><b>Performance Monitoring</b>  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Update on Child and Family Improvement Programme</b>  <i>Julie Davies, Head of Child and Family Services</i>  <i>Gemma West, Principal Officer Transformation</i></p> <p><b>Update on Contextual Missing Exploited &amp; Trafficked (CMET)</b>  <i>Kelli Richards, Early Help &amp; Single Point of Contact</i></p>
<p><b>Meeting 7</b>  <b>23 January 2024</b></p> <p>4pm</p>	<p><b>Update on Progress with Child and Adolescent Mental Health Services (CAMHS)</b>  <i>Michelle Davies, Head of Strategic Planning, Swansea Bay University Health Board</i>  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Corporate Parenting Board Update</b>  <i>David Howes, Director of Social Services</i>  <i>Julie Davies, Head of Child and Family Services</i></p>
<p><b>BUDGET MEETING</b>  <b>? February 2024</b></p> <p><b>JOINT SOCIAL SERVICES MEETING</b></p>	<p><b>Draft Budget Proposals for Child and Family Services / Adult Services</b>  <i>Louise Gibbard, Cabinet Member for Care Services</i>  <i>David Howes, Director of Social Services</i></p> <p><b>Child and Family Services / Adult Services Complaints Annual Report 2022-23</b>  <i>Louise Gibbard</i>  <i>Sarah Lackenby, Head of Digital and Customer Services</i></p>
<p><b>Meeting 8</b>  <b>12 March 2024</b></p> <p>4pm</p>	<p><b>Performance Monitoring</b>  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Briefing on Youth Offending Service</b>  <i>Helen Williams, Principal Officer Adolescent and Young People Services</i></p>
<p><b>Meeting 9</b>  <b>1 May 2024</b></p> <p>4pm</p>	<p><b>Delivery of Corporate Priorities / Policy Commitments in relation to Child and Family Services</b>  <i>Louise Gibbard / David Howes / Julie Davies</i></p>

	<b>Panel Review of the Year 2023/24</b>
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**Future work programme items:**

- Wales Audit Office Reports (dates to be confirmed)
- Briefing on Supported Living for Young People TBC