



# City and County of Swansea

## Notice of Meeting

You are invited to attend a Meeting of the

## Scrutiny Performance Panel – Child & Family Services

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

**On:** Tuesday, 24 October 2023

**Time:** 4.00 pm

**Convenor:** Councillor Paxton Hood-Williams

### Membership:

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

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### Agenda

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- |          |  |                  |
|----------|--|------------------|
| <b>1</b> | <b>Apologies for Absence</b>   |                  |
| <b>2</b> | <b>Disclosure of Personal and Prejudicial Interests</b><br><a href="http://www.swansea.gov.uk/disclosuresofinterests">www.swansea.gov.uk/disclosuresofinterests</a>  |                  |
| <b>3</b> | <b>Prohibition of Whipped Votes and Declaration of Party Whips</b>   |                  |
| <b>4</b> | <b>Minutes of Previous Meeting(s)</b><br>To receive the minutes of the previous meeting(s) and agree as an accurate record.  | <b>1 - 6</b>     |
| <b>5</b> | <b>Public Question Time</b><br>Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period. |                  |
| <b>6</b> | <b>Update from Regional Safeguarding Board</b><br><i>David Howes, Director of Social Services</i><br><i>Julie Davies, Head of Child and Family Services</i>  | <b>7 - 99</b>    |
| <b>7</b> | <b>Service Quality Unit Annual Report</b><br><i>Linzi Margetson, Principal Officer Safeguarding and Performance</i><br><i>Alison Mathias, Team Manager Service Quality Unit</i>  | <b>100 - 126</b> |
| <b>8</b> | <b>Commissioning Reviews Progress Update</b><br><i>Jane Whitmore, Strategic Lead Commissioner</i><br><i>Claire Edwards, Principal Officer Commissioning and Care Services</i>  | <b>127 - 132</b> |

**Next Meeting:** Tuesday, 5 December 2023 at 4.30 pm

*Huw Evans*

**Huw Evans**  
**Head of Democratic Services**  
**Tuesday, 17 October 2023**  

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**Contact: Liz Jordan 01792 637314**

# Agenda Item 4



City and County of Swansea

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

**Multi-Location Meeting - Council Chamber, Guildhall / MS**

**Teams**

**Wednesday, 13 September 2023 at 4.30 pm**

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

**Councillor(s)**

M S Tribe

**Councillor(s)**

V A Holland

**Councillor(s)**

S Joy

**Other Attendees**

Egija Cinovska

Louise Gibbard

Young Carers Coordinator, YMCA

Cabinet Member – Care Services

**Officer(s)**

Julie Davies

Gavin Evans

Helen Howells

Liz Jordan

Helen Williams

Head of Child & Family Services

Principal Officer Family Support Services

Team Manager for Pupil Support

Scrutiny Officer

Principal Officer Adolescent and Young People Services

**Apologies for Absence**

Councillor(s): K M Griffiths, S M Jones, E T Kirchner, W G Lewis 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 2 August 2023 as an accurate record of the meeting.

**4 Public Question Time**

No questions were received.

**5 Presentation by Young Carers**

Gavin Evans, Principal Officer Family Support Services, Helen Howells, Team Manager Pupil Support and Egija Cinovska, Young Carers Coordinator at the YMCA, attended to present a video made by Young Carers on the Young Carers Forum who have helped shape a Plan to support Young Carers.

Discussion Points:

- Panel queried how the Service finds out how many young carers there are and what percentage they are reaching. Heard the statistic matches the national statistic ie three young carers in every single classroom in the UK. Informed young carers are identified through PSE sessions held in schools. The Service is growing as it is receiving so many referrals and would benefit from more workers.
- Officers confirmed the YMCA supports any age, gender, any person who needs support within our communities.
- Panel queried who the presentation is going to be shared with. Informed the Plan has been to a number of strategic partnerships to get agreement and has been positively met. Heard that from young carers feedback, one of the main things is to ensure all schools are on board and that there is a champion for every school.
- Panel commented on the language used in the presentation and thought it was quite grown up. Panel feel if it is going to be used in schools with younger children it needs to be made age appropriate.
- Panel queried how long the YMCA Carers has been set up and where they are in the journey. Heard it was set up seven years ago. Officers feel it has been successful because young carers have shaped it and told the Service exactly what they need.

## **6 Adolescent Strategy and Action Plan**

Julie Davies, Head of Child and Family Services and Helen Williams, Principal Officer Adolescent and Young People Services attended to brief the Panel on this issue including actions and achievements to date and ambitions for the future.

Discussion Points:

- Panel queried why advocacy was not mentioned in the report. Officers provided reassurance that all children they deal with are given the offer and encouraged to take it up.
- Panel queried if position of Independent Reviewing Officer (IRO) still falls within Social Services, (officers confirmed it does), and if the Service feels it has enough staff in those areas currently. Heard in Adolescent Services starting to see challenges recruiting social workers. Alternatively qualified staff are being recruited to help with increased demand for support. Staffing levels for IROs are quite healthy.
- Panel noted more talk about the Youth Justice System in the report and asked if this is an indication that more youngsters are beginning to present with problems. Heard in terms of accommodation, more young people are

presenting needing additional support and it is difficult to know the cause specifically. Informed in terms of youth justice, not seeing significantly more numbers of young people coming through at the statutory end but the prevention offer within youth justice is growing significantly in terms of exploitation.

- Panel queried if the Service is satisfied with the way Barnardo's deliver on contracts. Heard there are no issues with Barnardo's in terms of quality of provision.

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

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

The meeting ended at 5.45 pm

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

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
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*e-Bost:*  
*Date* 02 October 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 13 September 2023. It covers Presentation by Young Carers and Adolescent Strategy.

Dear Cllr Gibbard

The Panel met on 13 September 2023 to receive a Video Presentation by Young Carers and to discuss the Adolescent Strategy and Action Plan.

We would like to thank you, Julie Davies, Gavin Evans, Helen Howells, Helen Williams and Egija Cinovska from the YMCA 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.

### **Presentation by Young Carers**

We received a video presentation from young carers on the Young Carers Forum who have helped shape a Plan to support young carers.

We queried how the Service finds out how many young carers there are and what percentage are being reached. We heard PSE sessions have been held in schools and awareness raised through the 'Understanding Young Carers' professional training. We noted that Swansea's statistic matches the national statistic ie three young carers in every single classroom in the UK, so the number is huge. We were informed young

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

**SWANSEA COUNCIL / CYNGOR ABERTAWE**

**GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE**

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carers are identified through PSE sessions, they listen to the presentation, engage in activities, and complete a questionnaire stating if they would like to identify as a young carer. They can access support in school through lunchtime clubs or can access support within the YMCA. We heard more and more referrals are being received for young carers, who are offered different support from training to trips and activities. We also heard the Service is growing as it is receiving so many referrals, and from a Service point of view would benefit from more workers to ensure the support is there at the right time and the quality of service does not fall.

Officers confirmed that the YMCA supports any age, gender, person who needs support within our communities.

We queried who the presentation is going to be shared with and were informed the Plan has been to a number of strategic partnerships to seek agreement from strategic leads from all different sectors and has been positively met. We heard that from young carers feedback, one of the main things is to ensure all schools are on board and that there is a champion for every school. Officers confirmed teacher representatives sit on the Young Carers Forum, information has been sent out to all schools around young carer training and team managers in Education have been asked for young carer champion representatives.

We commented on the language used in the presentation and felt it was quite grown up. We feel if it is going to be used in schools with younger children it would be helpful to use simpler language and be a bit more 'fun'.

We queried how long the YMCA Young Carers has been set up and where they are in the journey and heard it was set up seven years ago. Officers commented that they feel it has been successful because young carers have shaped it and told the Service exactly what they need. We as a Panel feel really positive about where the Service is going with this and is grateful for all the work that has been done.

## **Adolescent Strategy and Action Plan**

Officers attended to brief the Panel on this issue including actions and achievements to date and ambitions for the future.

We wondered why advocacy was not mentioned in the report as every looked after child has that offer. Officers provided reassurance that all children they deal with are given the offer and encouraged to take it up.

We queried if the position of Independent Reviewing Officer (IRO) still falls within Social Services, (officers confirmed it does), and if the Service feels it has enough staff in those areas currently. We heard in Adolescent Services you are starting to see challenges recruiting social workers, however, alternatively qualified staff are being recruited to help with increased demand for support and staffing levels for IROs are quite healthy. We were informed the Service is currently struggling with lack of resource in terms of access to enough support around emotional health and wellbeing that should be coming from Health and also with access to accommodation. We noted

that Housing is currently reviewing its housing strategy and is aware there is insufficient capacity to meet demand.

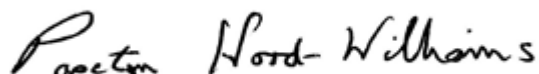
We felt that there is more talk about the Youth Justice System in the report and asked if this is an indication that more youngsters are beginning to present with problems. We heard that in terms of accommodation, more young people are presenting needing additional support and it is difficult to know the cause specifically. We were informed in terms of youth justice, you are not seeing significantly more numbers of young people coming through at the statutory end but are having different conversations in respect of exploitation, so the prevention offer within youth justice is growing significantly in terms of that.

We queried if the Service is satisfied with the way Barnardo's deliver on contracts and heard there are no issues with Barnardo's in terms of quality of provision. The Service has regular reviews with them, and you are being proactive about what may need to be modified because people's behaviours have changed significantly, believed to be in response to covid, and this has forced you to think about how you offer services and where you offer services from.

### **Your Response**

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised.

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 – 24<sup>th</sup> October 2023

#### **UPDATE FROM REGIONAL SAFEGUARDING BOARD**

<b>Purpose</b>	To present the 2022/23 annual report of the West Glamorgan Safeguarding Board.
<b>Content</b>	The annual report reflects on the work of the Board for the previous year.
<b>Councillors are being asked to</b>	Receive and consider these reports.
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard
<b>Lead Officer(s)</b>	Dave Howes – Director of Social Services Julie Davies – Head of Child & Family Services
<b>Report Author</b>	West Glamorgan Safeguarding Board – Rebecca Shepherd
<b>Legal Officer</b>	N/A
<b>Finance Officer</b>	N/A
<b>Access to Services Officer</b>	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 Report each year. The Annual Report is published on the 31<sup>st</sup> 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 Please see attached report

## **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

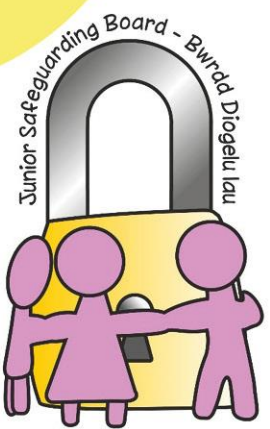
**Appendices:**

Appendix A: Annual Report 2022/23

West Glamorgan Safeguarding Boards

# Annual Report

2022 – 2023



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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.

Post pandemic 2022 – 2023 has remained a challenging time for all agencies. In addition to this society continues to experience the impact of austerity, a cost of living crisis, the war in Ukraine and a continuing environmental crisis and the Board is not immune to this. Each of these challenges contributes to an already challenging safeguarding landscape – a landscape that has and continues to expand beyond its original design. However, as the landscape grows so to do the knowledge, skills and response of the partnership across the region to keep citizens safe and make communities safer. The partnership continues to front, collectively, the volatility, unpredictability, complexity and ambiguity it encounters on a day by day basis and continues to learn to adapt to this ever changing landscape. In our last report we talked of the need to expand the traditional approach to engage citizens across the region: young through to old. We have made some progress in this work through our Junior Safeguarding Board and the Parent Advocacy Network, but we recognise we have further to go our three year plan 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 2023-24 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

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.

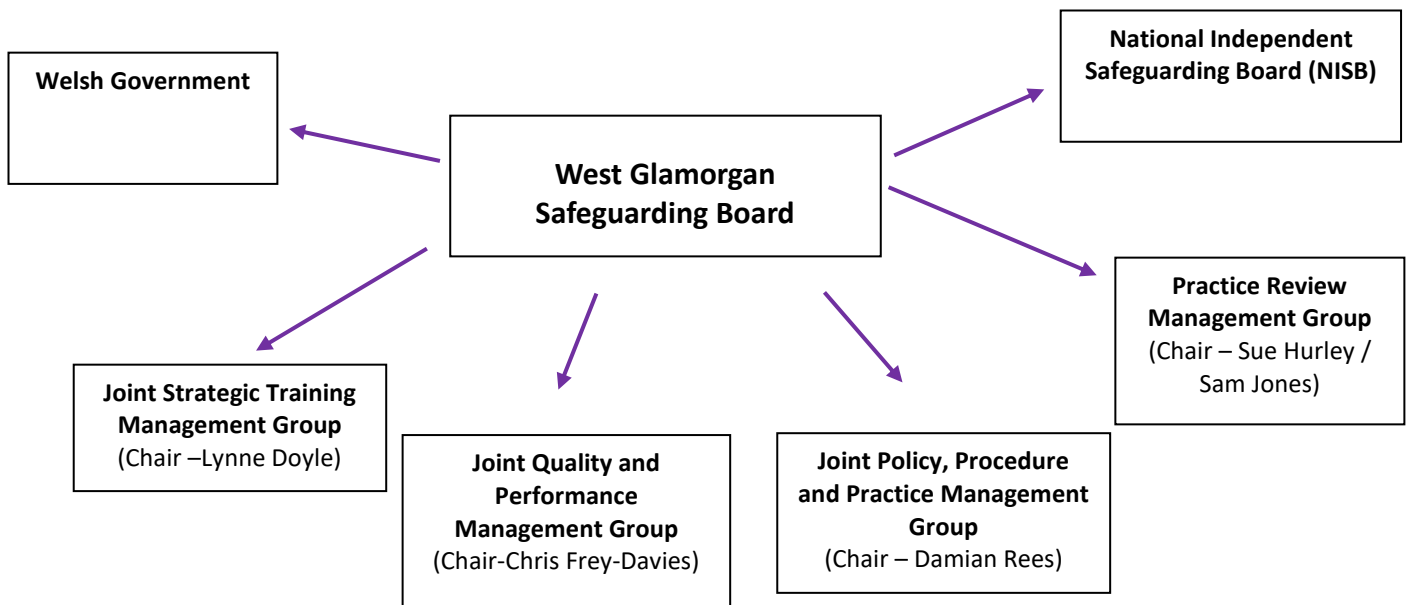
We are the key statutory mechanism for agreeing how organisations will co-operate to safeguard and promote the welfare of Children and Adults living in the region.

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 2022-23

NAME	POSITION
<b>Chair</b>	
Andrew Jarrett	Director of Social Services Neath Port Talbot CBC
Eve Davis	Chief Superintendent, South Wales Police
<b>Local Authority</b>	
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
<b>Swansea Bay University Health Board</b>	
Nicola Edwards	Head of Nursing Safeguarding
<b>Public Health Wales</b>	
Debbie Pachu	Designated Nurse – National Safeguarding Team
<b>South Wales Police</b>	
Sue Hurley	Independent Protecting Vulnerable Person Manager
Dean Llewellyn	Detective Chief Inspector
<b>Police and Crime Commissioner</b>	
Siriol Burford	Police and Crime Commissioner
<b>Probation Service</b>	
Deanne Martin	Assistant Chief Officer, Head of Swansea and Neath Port Talbot
<b>Early Intervention &amp; Youth Justice Service</b>	
Alison Davies	Principal Officer EIYJS Neath Port Talbot CBC
Jay McCabe / Helen Williams	Principal Officer Bays+ & YJS Swansea CC
<b>Secure Estates</b>	
Sian Coffey	Manager Hillside Secure Unit
<b>Welsh Ambulance Service Trust</b>	
Wendy Herbert	Assistant Director of quality and nursing
<b>Third Sector</b>	
Clare Hopkins	Volunteer Services Manager - SCVS



## Regional Safeguarding Adult Board Membership during 2022-23

NAME	POSITION
<b>Chair</b>	
David Howes	Director of Social Services Swansea CC
Paul Stuart Davies	Assistant Director of Nursing, Corporate Services
<b>Local Authority</b>	
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
<b>Swansea Bay University Health Board</b>	
Nicola Edwards	Head of Nursing Safeguarding
<b>Public Health Wales</b>	
Debbie Pachu	Designated Nurse – National Safeguarding Team
<b>South Wales Police</b>	
Beth Aynsley	Independent Protecting Vulnerable Person Manager
Dean Llewellyn	Detective Chief Inspector
<b>Probation Service</b>	
Deanne Martin	Assistant Chief Officer, Head of Swansea and Neath Port Talbot
<b>Third Sector</b>	
Danielle Lock	Volunteer Services Manager - SCVS
<b>Prison Service</b>	
Brian Ward	Her Majesty's Prison and Probation Service
<b>Wales Ambulance Service Trust</b>	
Rhiannon Thomas / Fiona Davies	Senior Professional Safeguarding Children and Adults
<b>Care Home Providers</b>	
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 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.

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

Safeguarding Priority 2	
Priority Area/Focus	What do we want to achieve?
<p><b>Improve awareness of safeguarding across all communities and partners organisations</b></p>	<ul style="list-style-type: none"> <li>• Develop understanding of equality and diversity issues in West Glamorgan and the impact on access to and delivery of safeguarding services</li> <li>• Advise the WGSB on strategies/ approaches that may improve communities' access to safeguarding services</li> <li>• 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</li> <li>• Participate in National Safeguarding Week to raise awareness of safeguarding adults and children, supporting wider partnership safeguarding campaigns</li> <li>• WGSB partners to promote safeguarding awareness across their service and networks</li> <li>• Continue to develop our website that enables the WGSB to promote its work and share safeguarding resources</li> <li>• Undertake a programme of engagement activities to promote safeguarding across diverse community groups in West Glamorgan</li> <li>• Establish and develop methods for participation and engagement with partners, citizens and communities</li> <li>• Engage with NISB to develop an All Wales Self-assessment for Safeguarding boards, to be completed an annually</li> <li>• Ensure service providers know and understand their safeguarding responsibilities and their approach is ethical</li> </ul>



<b>Safeguarding Priority 2</b>	

<b>Safeguarding Priority 3</b>	
<b>Priority Area/Focus</b>	<b>What do we want to achieve?</b>
Develop citizen-led approaches to safeguarding	<ul style="list-style-type: none"> <li>• Revise Board Governance document in-line with citizen-led principles</li> <li>• Consider introducing a citizen representative to the WGSB</li> <li>• Review induction programme/ handbook for Board Members</li> <li>• Ensure citizens are made aware of their opportunity to provide feedback on their experiences of Safeguarding practices</li> </ul>



Safeguarding Priority 4:	
Priority Area/Focus	What do we want to achieve?
Develop and deliver regional approaches to safeguarding practice	<ul style="list-style-type: none"> <li>• Ensure the WGSB is sighted on the impact of Covid-19 across the Region in relation to Safeguarding changing practices or responses required</li> <li>• Monitor through Board meetings the impact of Covid-19 on the prevalence of abuse, neglect, and the actions of member organisations in response</li> <li>• Ensure WGSB is sighted on the impact of the Ukrainian humanitarian crisis and the potential implications for Safeguarding across the partnership</li> <li>• The WGSB to monitor all anticipated or arising future crises (domestic and international i.e Poverty and Environmental) and be sighted on response</li> </ul>



## 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 met four times over the course of the last year with varied attendance, which has undermined the work of the group. That said the group and associated sub-groups: Liberty Protection Safeguards (LPS); Neglect working group; Multi-Agency Safeguarding Tracker have continued to monitor and evaluate practice across the region. And it must be noted that all agencies are experiencing significant pressures owing to a cost of living crisis; a war in Ukraine; thirteen years of cuts to social care budgets (austerity) and the post pandemic impact – yet to be fully understood.

### Adults at Risk

The response to Adult at risk is broadly consistent across the region and in keeping with the Wales Safeguarding Procedures. Whilst the safeguarding lens across region has broadened to include: self-neglect, Harmful Sexual Behaviour (HSB), alcohol misuse, Domestic Violence and Abuse (DVA), extra-familial harm and risk, significant suspected suicide and homelessness, there remains significant work to do to bring the latter types of risk and harm to the forefront of practice. For example, few adults are referred to MARAC by social services; homelessness is not perceived as self-neglect – ones right to make unwise decisions remains a barrier to safeguarding adults.

Audits continue to be undertaken to look at decision-making upon receipt of and Adult at risk report and the quality of strategy discussions/meetings and S126 enquiries. These audits have found the following: lateral checks should be broad and clearly documented; synthesis of



information gathered and analysis to be strengthened; families and carers need to be viewed as partners when it is safe enough to do so; reasons for extending S126 enquiries must be clearly documented.

The context of local practice was previously noted in the Annual QA report, dated June 2022 and it remains the case that Adult Safeguarding remains significantly under-developed. This observation arises when one compares the dearth of adult safeguarding guidance to the volumes of supplementary guidance available to respond to Child Protection (CP) concerns (Section 6 Wales Safeguarding Procedures). The Safeguarding Board should escalate this issue to the Wales Safeguarding Project Board and Welsh Government. The risk(s) in not escalating will mean a) adult safeguarding remains under-developed across Wales and b) Local Authorities and Safeguarding Boards across Wales each develop separate and stand-alone response to risk and harm, thus resulting in a patchy and inconsistent response to adult safeguarding across Wales.

Other identified gaps in safeguarding practice across Adults include:

- no data is shared or monitored by the Board to monitor hospital discharge and impact on individuals and families.
- the Board is not currently sighted on data relating to individuals placed in low to medium secure mental health provision which would provide assurance from Mental Health services across the region: CAMHS through Older People;
- there is some understanding of the issues pertaining to alcohol and substance misuse across the region but this needs further work to properly understand implications for safeguarding across adults and children, this would complement practice across Social Care more broadly;
- Homelessness data is not shared and whilst no doubt this is well understood in other Directorates across the respective LAs, the Board may wish to seek some assurances that this cohort of individuals is safeguarded;
- Partner agencies undertake reviews of practice following deaths and near misses i.e. SI Investigations in Health, Mental Health Homicide Reviews etc. yet the findings of such reviews are seldom shared with the Board and therefore the Board must seek to understand what it does not know.

### Escalating Concerns

There are no issues of note in respect of the LAs response to escalating concerns across Adult Services. However, the response to escalating concerns across Children's Services relies on existing CP pathways to respond to what are largely systemic issues and once the child protection and professional abuse forums are deemed not appropriate or are exhausted the systemic issues appear to remain and so the cycle of concerns continue. This issue is no doubt compounded by placement sufficiency issues and a large Child Looked After (CLA) population nationwide and there is a role for CIW and the 4Cs to tackle systemic and cultural issues.

## Professional Strategy Meetings (Section 5)

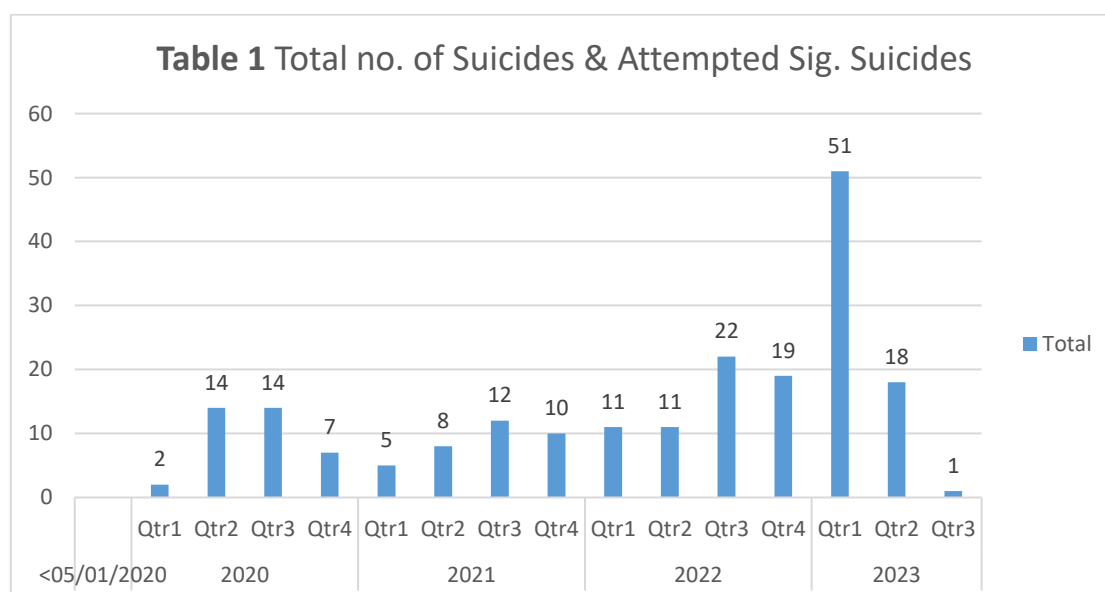
Section 5 of the Wales Safeguarding Procedures (WSP) continues to be subject to review under the WSP Project Board. It is not for this report to work through the proposed changes to Section 5 as this will be brought to the Board through PPPMG. Those referred under Section 5 are predominantly educational staff for Children Services, and Residential Care home staff, Health staff or Carers across Adult Services. Following a significant number of high profile incidents involving serving police officers it is important that police also refer serving officers into this forum. To date, very few referrals for section 5 are submitted to the Local Authorities for serving police officers, which is a concern.

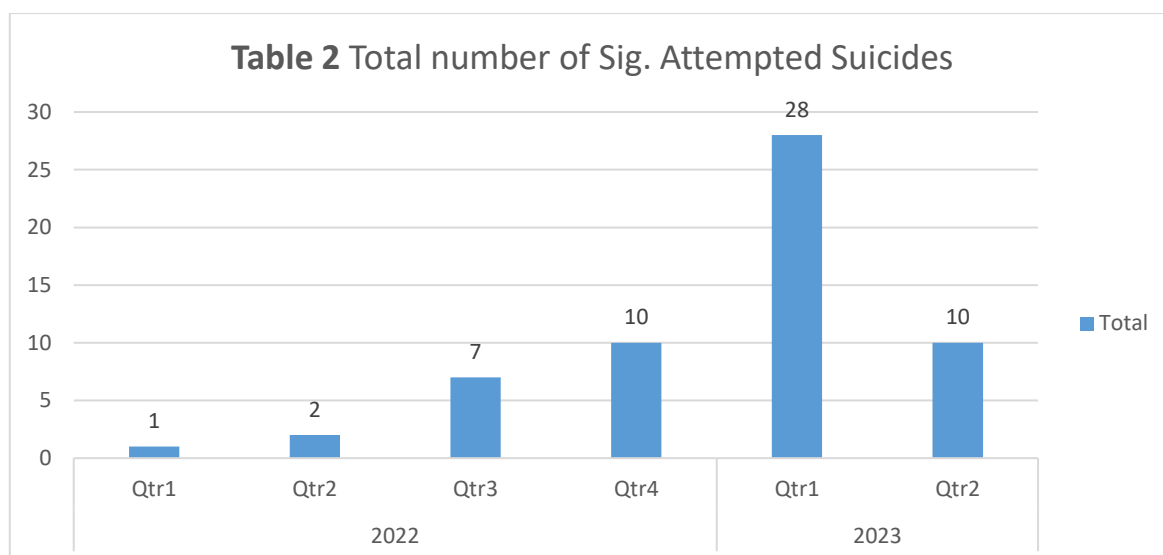
## Adult Protection Support Orders (APSO)

The APSO was introduced to assist the Local Authority 'Authorised Officers' to engage individuals for whom access is impeded i.e. access to premises or to speak with the individual alone where concerns may stem from coercion and control. To date neither Swansea nor NPT have applied for an APSO. There are now three Authorised Officers in NPT but no Authorised Officers in Swansea. It is understood that Swansea are in the process of putting staff through the training offered by Social Care Wales.

## Suspected Suicide and Significant Attempted Suicide

Established across the Region is a Rapid Response to Suspected Suicide and Significant Suspected Suicide, which allows for an immediate response following such events to a) reduce the risk of contagion, b) ensure support is available for those bereaved as a result of a suspected suicide c) reduce the risk of completion through the identification of patterns, trends and themes.





Even when Table 1 is adjusted to reflect the introduction of the significant attempted suicides (Table 2) there has been a steady rise in suspected suicides across the region. Males are the most likely to complete suicide, although the data does indicate an increase in the number of females completing suicide. Hanging remains the most common method for suspected suicide and the location of the suspected suicide is predominantly the home. The current response to suspected and significant attempted suicides provides the Board and partner agencies with a window into this matter, however it remains unclear where the governance for suicide prevention sits more widely across the partnership. This is arguably delaying the development of a more joined-up and effective response to suicide prevention as currently we are only focusing on the reactive and late end.

### Deprivation of Liberty Safeguards (DoLS)

Between 2021 – 2022 NPT and Swansea saw a reduction in the number of DoLS applications received based on the previous two years: NPT from 840 (2020-21) to 748 (2021 – 22); Swansea from 1016 (2020-21) to 973 (2021 – 22). Swansea received the highest number of DoLS applications across Wales during 2021 – 22. For 2021 – 22 applications per 100, 000 were 643.2 for NPT and 487.2 for Swansea. Of those applications received 96% and 88% were authorised by NPT and Swansea respectively. Over 90% of those standard applications received by NPT and Swansea took over 28 days to assess. To put the latter figure into context, ‘Most local authorities [Wales] only managed to complete approximately 20% of assessments in 28 days’[1]. The latter point illustrates what is clearly a systemic issue across Wales. The highest number of all IMCA 39A[2] appointments (57%) continues to be reported by Neath Port Talbot. 2021 – 2022 also saw an increase across Wales in Local Authority referrals to the Court of Protection: Swansea from 8% to 11%. No referrals to the Court of Protection were made by NPT, however at the time of writing three applications have been made.

A working group was established to prepare for the introduction of Liberty Protection Safeguards (LPS) and through this group a series of audits have been undertaken (Mental Capacity Assessments (MCA); Best Interest Assessments (BIA)) and are underway (Best Interest Meetings) to benchmark practice across the region. The MCA audit revealed vast differences in approaches to assessing Mental Capacity across the region and highlighted the need to update and streamline the MCA tool and to provide practitioners with guidance on decision specific matters. The work of the group has also highlighted the need to improve understanding of MCAs and to upskill practitioners across Children's Services and the wider partnership – Police, WAST etc. The MCA and BIA audits also exposed gaps in the Health Board systems for storing, sharing and reviewing such documents across departments/wards.

The LPS working group has also sought assurance from both LAs in respect of their response to Deprivation of Liberty Orders (DOLO) aka Community DoLS. Both LAs have identified such cases and have developed a RAG rating system to monitor and progress these cases through to the Court of Protection. For added assurance, those cases identified have a MCA and a BIA whilst the case waits to be heard by Court of Protection and are being routinely monitored for changes.

The group was disappointed following the announcement that LPS would not be going live during this parliament, with no date set thereafter. However, work will continue across the region to develop a consistent and joined-up response to assessing mental capacity through to DoLS/DOLO and the working group will remain in-situ to drive practice forward. Whilst LPS has been shelved the broad principles will continue to inform practice these being: the need to front-load the process and to ensure proportionality and necessity sit at the core of all decisions pertaining to deprivation of liberty.

## **Child Protection**

Demand on Children's Social Care (CSC), like Adult Social Care, remains at an all time high.

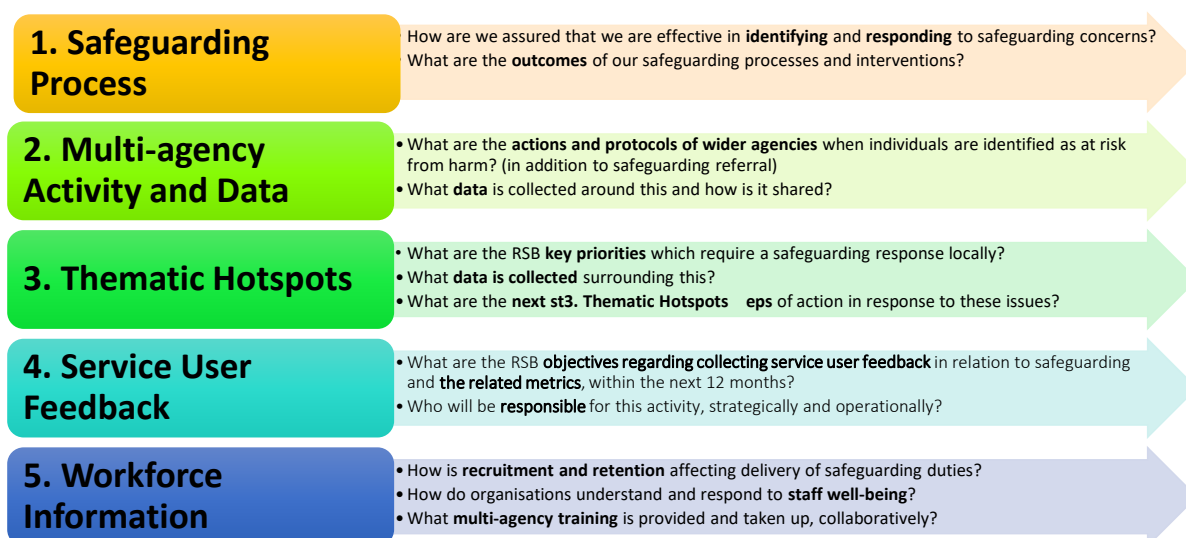
### **Summary of the work undertaken by QPMG over the year 2022 – 23.**

Over the course of the last year the group has continued to seek assurances from agencies and regional partnership boards in respect of Safeguarding. The Safeguarding Self-Assessment was stood down during the pandemic, however this will now be completed retrospectively by agencies looking back over 2022. It is recommended that the Safeguarding Boards across Wales develop and drive all self-assessment activity across Wales. Safeguarding Self-Assessments should be directed by the Safeguarding Boards and extend to the third sector. This will support the Board and the group to better understand effectiveness of safeguarding across the region and indeed Wales. The National Independent Safeguarding Board (NISB) may wish to take this work-stream forward as they are doing with the national performance framework.

The group is currently working with the NISB, academics and the other Welsh Safeguarding boards to develop a national performance framework (See below one outline framework), which will be tested across Children's Services in 2023 - 24. Work on a national performance framework for adults will begin in the Autumn 2023.

The National Action Plan for CSA will remain a standing agenda item for the group as the response to CSA continues to be developed.

The group is currently in the final stages of the proof of concept work-stream involving MAST (Multi-Agency Safeguarding Tracker). A deep-dive analysis of the data shared by partners: police, Health Board, Swansea and NPT (Child and Family) will ultimately determine next steps for MAST with early indicators showing value added by MAST. MAST essentially takes the information sharing issue back to its core basic tenet: legal basis for sharing aside, the fundamental question all agencies should consider when working with individuals and families is: Who else is working/supporting the individual/family? The actions expected and stemming from this question may well be the silver bullet to the longstanding issue of information sharing. Some may consider such a suggestion oversimplifies the issue that is



information sharing, however one might counter this position by arguing that the issue of itself has been complicated by virtue of silo systems and bureaucracy and a pragmatic common sense approach is required. The issue of information sharing has also cast light on the need for multi-agency training. The effectiveness of the safeguarding system relies heavily on multi-agency training and this again must be driven by the Safeguarding Board and not left to individual agencies to determine what safeguarding training looks like.

A neglect sub-group was set up in 2022-23 to review the response to neglect across the region, initially following the findings of the national review undertaken in England following the deaths of Star and Arthur, however more recently this group has included the findings of

the review into Logan. This work will also take into consideration the findings of the current rapid review into child protection being undertaken by the Care Inspectorate Wales (CIW).

The repetitive findings stemming from practice reviews, regionally and nationally, continue to concern the group and raise some questions about the review process per se. For example, many findings are superficial with an unhealthy focus on the 'sharp end' with little attention paid to the more distal system and cultural factors. To enhance the quality and impact of these reviews an internationally experienced strategic consultant specialising in safety, culture and leadership has been invited to deliver a model, which would allow the system to be fully opened up for interrogation, thus allowing for deeper and more useful learning to be elicited and in turn enhancing the Safeguarding Boards quality assurance framework and approach to learning more generally.

A significant gap in the work of the Safeguarding Board is that of the voice of publics: child through adult. There are however green shoots emerging through the Junior Safeguarding Board and the Parent Advocacy Network (PAN) and all future QA work must be foregrounded in the citizen voice if we are to properly understand the difference and impact we are making across the Board's footprint.

To an extent, the group is able to monitor and evaluate the effectiveness of partner agencies and the safeguarding board. Although effectiveness is measured through inter-agency evaluation and we are not routinely seeking the views of our publics to understand difference made and impact. The group is responsive and flexible but membership needs to reflect Quality Assurance/performance representatives, thus allowing the group to get deeper into the safeguarding systems. That said, the group continues to promote high standards of safeguarding work, in line with the Boards Strategic Priorities and is continuously learning and developing. The group continues to identify and act on areas for improvement with a key area for improvement being how the partnership boards work together more effectively for the greater good of the publics. For example, each of the partnership boards through their various constitutions, legislative and policy drivers work to their own brief. Yet all of the partnership boards work with the same individuals, families and communities and therefore there is an urgent need to review how the partnership might be more closely aligned – as a partnership and with publics. The current strategy has been purposely drafted to address this issue and it seems somewhat ironic that practitioners are encouraged to not work in silo yet the strategic level continues to operate in silos.



## 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 continued to seek 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.

## Work we have undertaken in 2022/23

**Working with Uncooperative individuals, Carers and their Families** – The purpose of this policy is to provide staff in all services, whatever their role with useful guidance when working with uncooperative families. Staff need to be clearly aware of the level of authority they represent and therefore how far they are required to engage with the individuals, carers and their families.

**Transgender Guidance for Education** – The purpose of this policy is to provide information and guidance to schools and other youth settings in the WGSB area on how to effectively support transgender and gender questioning pupils and students and prevent transphobia.

**Defence of Reasonable Punishment Pathway** – This document was produced to update staff of the changes coming into force.

**Safeguarding Guidance During Covid** – Although we have moved out of the pandemic the WGSB agreed that this policy would be updated and remain for use in future when managing public health emergencies.

**WGSB Implementation of Statutory Guidance on Escalating Concerns with, and closures of, Care Homes Providing Services to Adults** – This protocol establishes arrangements adopted by the City and County of Swansea, Neath Port Talbot Council and Swansea Bay University Health Board to implement Welsh Government guidance on escalating concerns with, and closures of care homes providing services for adults (2009).

**WGSB Rapid Response, Suicide and Self Harm** – This document is a flow chart to advise people what needs to be done following a suspected suicide/significant attempt (or sudden death of a person 18-25)

**WGSB Referral Pathway for Children Displaying Inappropriate Sexual Behaviour**

**Self Neglect Policy and Guidance** – This document outlines the policy, procedures and guidance when concerns relate to an adult at risk who is believed to be self-neglecting.

**Fabricated Induced Illness** – A single pathway has been developed and will be followed when identification of an alerting sign is recognised.

A number of other areas of work began in 2023 and will be completed during the next year, these include

- Minor Injuries
- Guidance on intimate body piercing
- Complex Abuse protocol
- WASPI
- Exploitation



## 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 continued to be held virtually via Microsoft Teams. These events have proved to be a success and attendees have continued to engage 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.

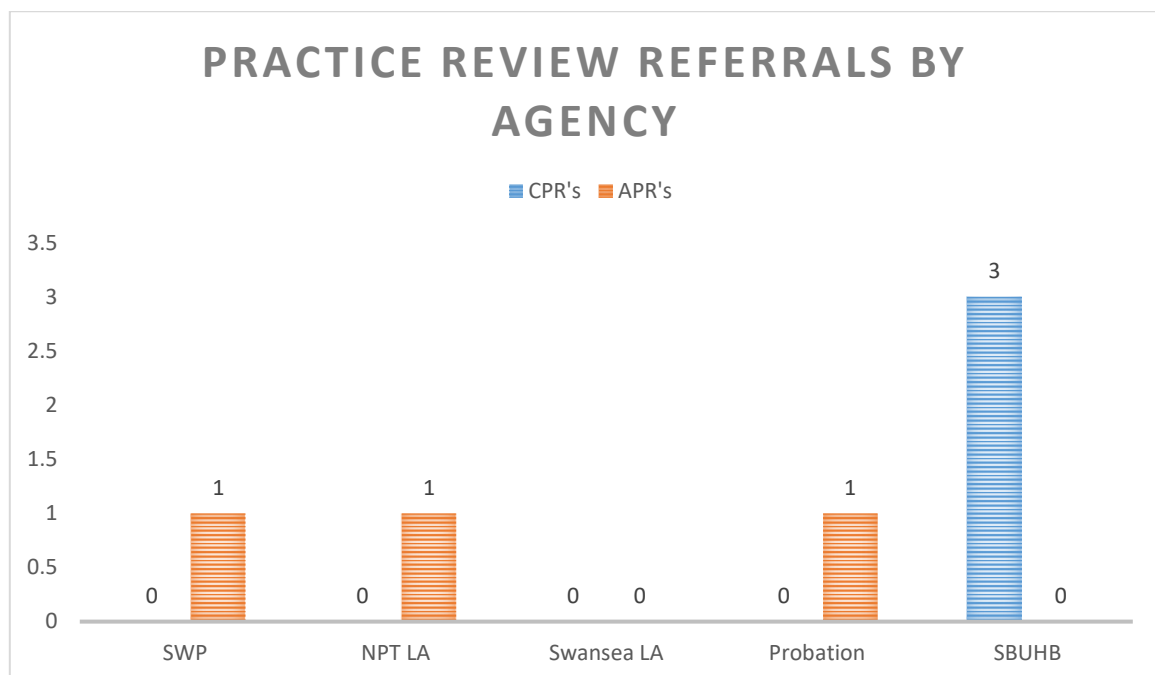
During 2022-23, the West Glamorgan Safeguarding Board PRMG received:-

3 Child Practice Review Referrals – 1 did not meet the criteria, 2 progressed to Extended Reviews

3 Adult Practice Review Referrals – 1 progressed to a MAPF, 1 did not meet the criteria and 1 progressed to a Concise Review

During the last financial year, the West Glamorgan Safeguarding Board published 3 Child Practice Reviews and 1 Adult Practice Review.

## Practice Review referrals by agency



## Single Unified Safeguarding Review (SUSR)

Throughout the last financial year the WGSB has been involved in the development of the SUSR. Representatives from the Board have engaged with the numerous subgroups and have participated in providing feedback when requested. The West Glamorgan Safeguarding Board has been preparing for the implementation of the SUSR but this has been delayed and is now likely to take place in 2023/24. 7 min briefings are provided by the SUSR team and are circulated to the Board members.

## 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:

### Adult Safeguarding

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

## 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.

## Offender Management

Management of Sex and Violent Offenders (MOSOVO) Unit, Integrated Offender Management (IOM) Unit, Wales Integrated Serious and Dangerous Offender Management (WISDOM), Domestic Abuse Offender Managers (DAOM) & a Youth Offending Team (YOT).

The above portfolio areas are led by three dedicated Detective Inspectors, who manage 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. Benefits of adapted working during the pandemic were identified and a form of blended working has now been adopted across the Safeguarding portfolio, utilising the positives of technology along with the effective practices more traditionally used. These changes have allowed the departments to become more efficient and effective at responding to matters in a timely manner.

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.

During the pandemic it was recognised that the impact could result in further isolation of our most vulnerable so there was not only a determination to ensure business continuity but progress and innovation. As we have moved out of the pandemic the learning during that period has allowed us to develop our responses further and these include:

Supporting Operation and Strategic Contextual Risk Panels and enhancing early help provision.

Suicide Rapid Response Groups, which are now fully embedded and provide support to those affected by significant attempts and completed suicides. The Groups are well attended, and action driven. The groups are being seen as good practice within SWP.

Offender management cohorts continue to better reflect the local priorities, with two Domestic Abuse Offender Managers working closely with Probation, DRIVE, DAU and health services to ensure that both the victims and perpetrators of domestic violence receive the attention and support they require, with the aim of eradicating domestic violence.

We continue to engage in many forums, to ensure that no child or vulnerable adult at risk is hidden or hindered from accessing the support they need, prioritising those most at risk.

Officers from the Management of Sex and Violent Offender Unit, continue to conduct unannounced home visits on all registered sex offenders, devising robust risk management plans to ensure appropriate management and reduce the risk posed by and towards those offenders.

Operation Brentford (2022) and Operation Miltonia (2023) are safeguarding operations led by the offender management dept that aim to ensure that all who visit SNPT to attend an event, our beautiful beaches or parks or the night time economy have an enjoyable experience. Intelligence is gathered from across the UK to ensure that those attending intent on causing harm are identified and enforcement/safeguarding action is taken. All information and intelligence are shared across the force area and safeguarding staff are deployed in plain clothes at events such as the IN IT TOGETHER festival, the Air show and concerts at Singleton Park. These officers are deployed to identify and deal with people who could cause harm, but also to assist attendees who might have become vulnerable due to intoxication, situation, or circumstances. An example from 2022 being a young child who became lost at the air show and because of safeguarding officers being present an extremely harrowing experience for the family was brought to a successful conclusion.

The safeguarding department are also working with event organisers to develop conditions that restrict access to offenders convicted of specific offences.

Domestic Abuse officers continue to work directly with survivors of domestic abuse and Honour based Abuse. When appropriate, contact is made face to face but always in a safe and considered manner.

Thrive Women's Aid supported by South Wales Police have jointly secured half a million-pound funding from the Lottery for a new Domestic Abuse Intervention Service.

The Rapid Project provides crisis intervention and immediate safeguarding for victims and survivors of domestic abuse and their families. Research conducted by the project identified a gap in service where survivors felt that the immediate police response could be improved if there was more support at the time of the report.

Rapid went live on February 23rd, 2023, and in the first month made 59 contacts with victims and made 52 onward referrals to support services (including Thrive, Calan, IDVA, Adferiad It has been embraced by officers who are routinely contacting the team for support, advice and to request attendance at calls. Since the inception of this project over 100 police officers have received a face-to-face input from the Rapid Team. This includes front line officers and officers from the investigative Hub. The direct work completed with officers is improving knowledge and in turn the quality of service provided by South Wales Police.

The data illustrates the immediate impact the service is having on the support provided to vulnerable victims. The number of cases referred to Marac (Multi Agency Risk Assessment Conference) from the Neath and Port Talbot area has increased since March. This is due to victims making fuller disclosures to Rapid staff following an incident. The improvement of information shared is allowing police to identify greater numbers of High-Risk Cases and implement safeguarding.

Child Sexual Exploitation and Missing Person Team, continue to visit children at risk of exploitation, conducting home visits. These visits can be undertaken jointly or as a single agency, ensuring that safeguarding is addressed, and any disruption and investigative opportunities are considered and explored.

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.

The enhanced victim contact implemented during the pandemic in recognition of protracted timescales in the court process has been maintained, ensuring victims are kept up to date and engaged. Which ensures that it also falls in line with the Chief Constable and Police Commissioner's delivery plans.

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.

Specific targeted partnership work (Op Oakham) has been completed over the last year, with both Local Authorities, to raise awareness and upskill staff at hotels and B&Bs in the SNPT areas. The work undertaken to date has involved face to face engagement, separate training provided to hotel and B&B staff (Swansea and NPT is ongoing) and a test purchase element with the aim of raising awareness of child exploitation and improve their knowledge and response should they (staff at Hotels and B&Bs) encounter such circumstances.

New Exploitation Teams have been established (force-wide), with one based in SNPT which has enhanced SWP's capacity to pursue Child Exploitation disruption tactics but also enhanced capacity to investigate National Referral Mechanism (NRM) referrals.

A dedicated missing person co-ordinator has established regular weekly meetings with the respective Local Authorities with the sole purpose of discussing missing episodes involving children, safeguarding and proactive work to reduce the risks posed and re-occurrence of missing episodes. This has proved effective and, feedback from Public Protection Department at HQ suggests that the aim is to replicate this practice force wide.

The child abuse referral unit continue to engage in timely relevant and required strategy discussions with partners, relating to Child concerns and protection. Similarly, the Child Abuse Conference Team have continued to attend child protection meetings and conferences.

CSE and Missing Person Investigation Team staff have liaised with colleagues within Neighbourhood Policing, with a view of enhancing internal links, most specifically regarding child concerns/ protection, and links with Care Homes. Similarly, the team continue to liaise with partner agencies (via the various meetings/ forums) to reinforce the importance of information sharing and working together, including emphasis on the existence, and timely submissions of the partners intelligence form (to SWP).

YOT officers have returned to face-to-face youth referral outcomes and continue to provide diversion and education with the intention of safeguarding children and steering them away from criminality. A hugely successful education input has been rolled out across Neath and Port Talbot which has resulted in over 3000 pupils receiving an input regarding knife crime. Extremely positive feedback has been provided and these inputs are likely to be conducted annually for all year 7 pupils and could be implemented force wide.

Swansea Neath and Port Talbot BCU are always striving to improve our responses across the Safeguarding arena with efficient and effective working strategies and interventions.

## Swansea Bay University Health Board

### Strategic Leadership and Management

The Corporate Safeguarding Team continues to develop services that address the Safeguarding of people. The Team works to support the Health Board to execute their duties to Safeguard children, young people and adults at risk within the statutory framework (Social Services & Well-being (Wales) Act 2014, Children Act 1989, 2004). There is expertise within the Team to address some of the most pertinent issues the Health Board may encounter regarding adults and children at risk as well as concerns regarding Violence against Women,



Domestic Abuse and Sexual Violence, Exploitation, Modern Slavery and Deprivation of Liberty Safeguards. The Team is managed by the Head of Nursing: Safeguarding (Named Nurse) who directly reports to the Associate Director of Nursing, Corporate Services.

The Corporate Safeguarding Team 'Duty Desk' telephone line is available Monday-Friday 8am-8pm in order to provide staff with Safeguarding advice and support. The Team has continued to receive positive feedback in relation to the the 'Duty Desk' availability and support provided.

The Corporate Safeguarding Team have continued to contribute to the sub groups of the West Glamorgan Safeguarding Board to progress the work identified in the Safeguarding Board Annual Plan 2022-2023. The chairs of the West Glamorgan Safeguarding Board continue to participate in the National Safeguarding Board Chairs meetings with Welsh Government.

### **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.

Progress in relation to the SMM Improvement Plan is reported to the Safeguarding Committee.

The SMM Improvement Plan 2022/2023 was submitted to the National Safeguarding Team, Public Health Wales August 24th 2022 and progress in relation to this has been monitored by the Safeguarding Committee. This year SBUHB were paired with Powys Teaching Health Board for the Peer Review took place on the 14<sup>th</sup> October.

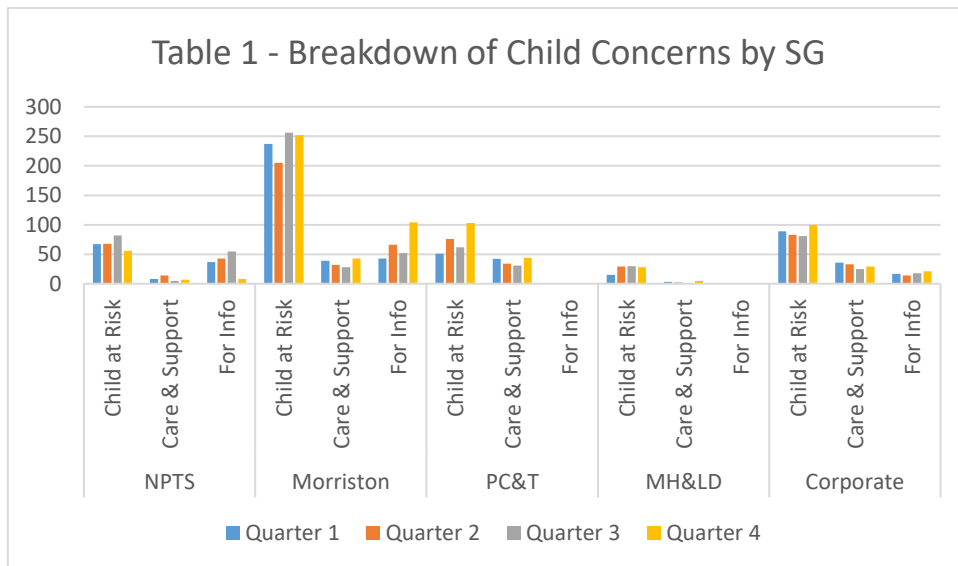
### Safeguarding Reports / Referrals

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



Morriston Service Group completes the majority of Safeguarding Children Reports, attributable to the number of children that are seen in the Emergency Department (ED). Safeguarding Children Reports completed by CAMHS colleagues are reported under Corporate, Table 1. In July 2022 an Information Sharing Form was introduced for Health Professionals to share information with Local Authorities, when there are open cases and no safeguarding concerns identified rather than submit a report via the Integrated Reporting Form. The form has been well received by staff.

### Safeguarding Adult Reports

Table 2 demonstrates the breakdown of Adult Reports submitted to Local Authority and copied to the Corporate Safeguarding Team. A variety of reasons are given for the reports submitted and no themes have been identified.

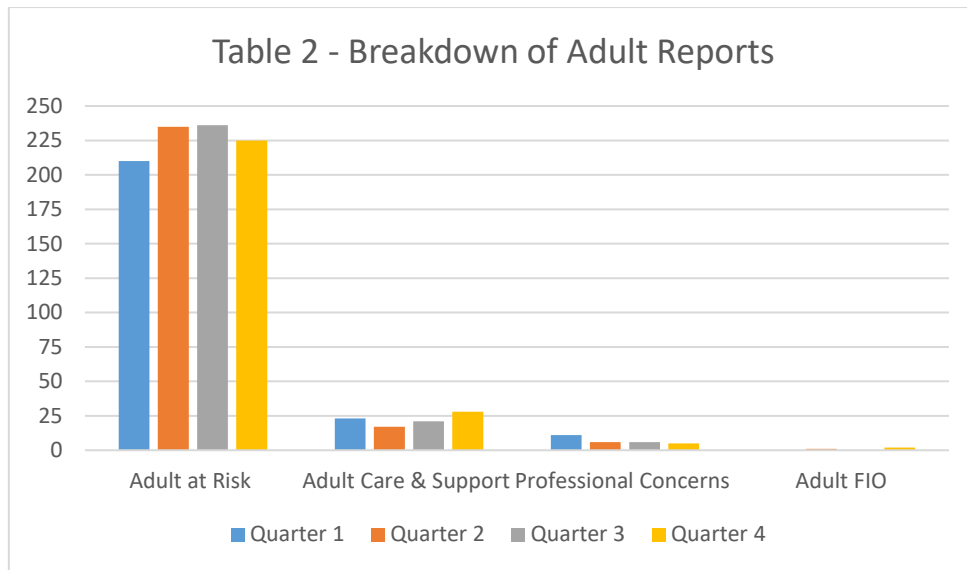
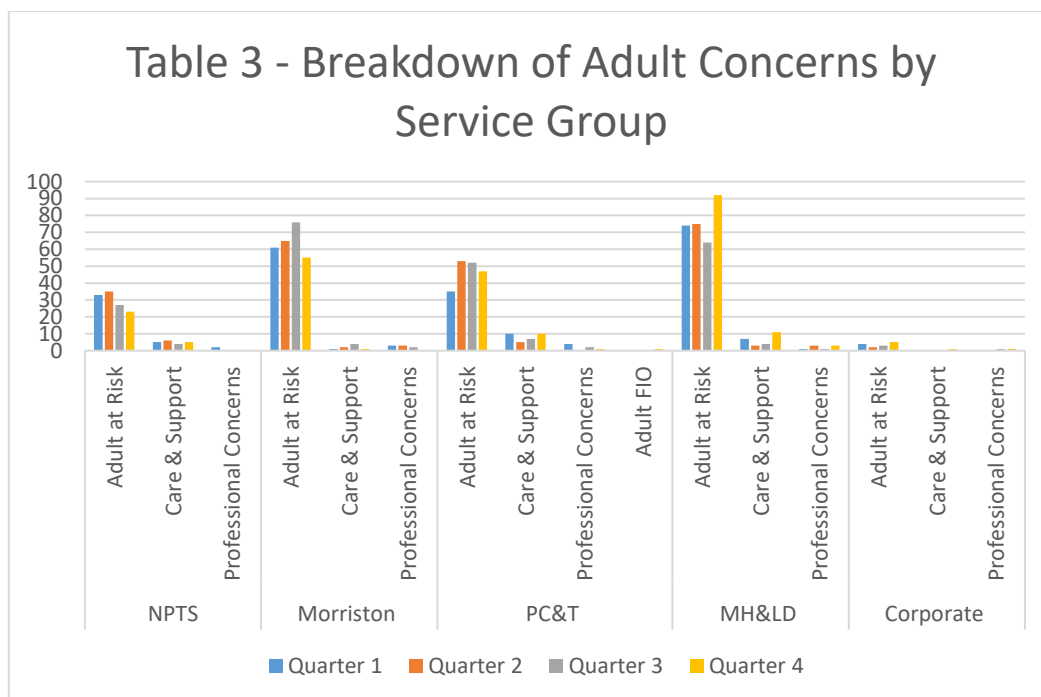


Table 3 gives a breakdown by Service Group of the number of reports made. The Corporate Safeguarding Team continue to monitor and report on any identified themes.



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 actions 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 Safeguard (DoLS) /Liberty Protection Safeguards (LPS)**

On the 5th April 2023, the UK Government in setting out its plans for adult social care announced that it had taken the difficult decision to delay the implementation of the Liberty Protection Safeguards beyond the life of this Parliament. The Deputy Minister for Mental Health and Wellbeing in the Welsh Government also issued a written Statement confirming that as the power to commence the relevant provisions for the LPS, including the Welsh Ministers' regulation-making powers, rest with the Secretary of State. The Welsh Ministers could not commence the LPS in Wales.

A significant amount of work has been taken forward to support planning and preparedness for the implementation of the LPS. The Welsh Government wants to continue to support this and requires Health Boards to consider how to strengthen The Mental Capacity Act (MCA) including Deprivation of Liberty Safeguards (DoLS) to continue to protect and promote the human rights of those people who lack mental capacity. As SBUHB supports a significant number of patients who may lack capacity and have impaired decision-making abilities, it is essential that the preparation for LPS is not wasted but that work continues to strengthen assessment and care and treatment planning under the MCA. It is therefore important that staff are confident and competent in using the MCA in everyday practice.

### **Current Health Board Position**

The work undertaken to prepare for the implementation of the LPS has identified that SBUHB is an outlier across Wales in that there is no dedicate MCA team. This has been noted as a risk both financially due to the potential for breaching the legislation and reputationally due to the risk of a breach to individuals' human rights.

The elements of the MCA workload remain fragmented with:

- DoLS management being with the PCC &T SG
- Oversight of training with Corporate Safeguarding
- Commissioning of IMCA services sit with the Corporate Nursing team.

To ensure compliance with the legislation, a dedicated Mental Capacity Act team is required, which will have oversight of MCA, including compliance, training, commissioning and management of the IMCA services. To support safe Governance the team needs to be hosted within an agreed service group with clear monitoring and reporting processes from operational to director level. Governance would also be strengthened by MCA being part of an agreed executive portfolio.

Welsh Government made £8million funding available in 2022/23 and despite the decision by UK Government not to implement the LPS within this Parliament; it remains committed to

providing ongoing funding to support this work. A bid has been submitted and any funding agreed is now being provided on a recurring basis. The bid has been based on an increase in the best interest assessor resource to strengthen the DoLS process and the development of an MCA / Dols team with a dedicated MCA lead for SBUHB to bring the health Board in line with the other Health Boards.

### **DoLS Applications and Breaches**

From the funding used to increase the resource for DoLS, it is positive to note that the team has now gone from one Band 7 lead and one Band 4 administrator in 2021 to: one Band 7 lead, three Best Interest Assessors, a Band 4 administrator, a Band 5 business manager and a Band 6 Professional Development Nurse in 2023. Consideration is also being given to the appointment of a Band 8 MCA Lead.

### **Areas of concern**

Some concerns remain, calculating the number of applications received over the past year it is anticipated that the Health Board needs a minimum of five Best Interest Assessors (BIA's) in post. Using Welsh Government funding we have increased our resource to three, but the Health Board will remain reliant on external BIA's to support, if it is not to replicate the backlog. Monitoring of this will continue via the Mental Health and Legislative Committee.

There is no agreed budget for core Health Board level 2 and 3 MCA and DoLS training. Historically this has been funded out of an underspend in the nurse education budget, however this is no longer feasible. In the short term an element of the Welsh Government funding was used to support this but with the funding now supporting an MCA DoLS team, this is no longer possible.

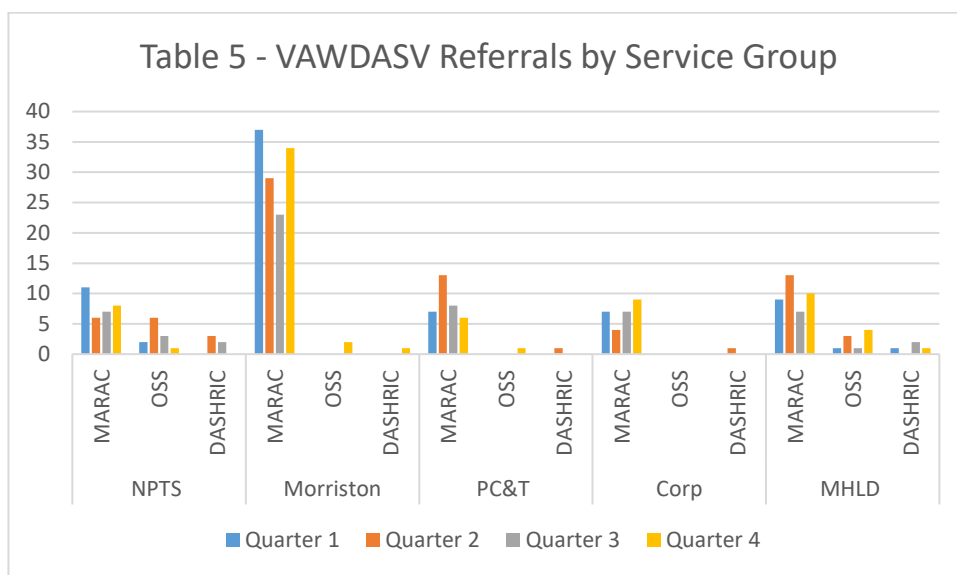
There are two further areas, which need to be managed going forward:

- The oversight and governance of Section 12 Doctors (Section 12 approved doctors are those approved by the secretary of state 12(2) Mental Health Act 1983 where they are described as having special experience in the diagnosis or treatment of mental disorder) who undertake the required medical assessment. Currently these are funded assessments and a register is held by Betsi Cadwallader of approved professionals. A list of those approved within the Health Board is held by the coordinator of the Mental Health Act Service Manager on behalf of the Health board.

- The role of the supervisory Body with the authorised sign off processes in place. Currently this sits within the PCC&T service group and going forward the resource for this needs to be reviewed with agreement on where it sits long term.

The Welsh Government has identified that access to care through the medium of Welsh and other languages including BSL as well as supporting those people with protected characteristics will be a key requirement for MCA going forward. While we have access to welsh speaking Independent Mental Capacity Advocates (IMCA’s) currently none of our BIA’s are welsh speakers. As one of the principles of the MCA is to ensure we support people to be able to understand by whatever means we can, for those first language welsh speakers, access to a welsh speaking professional is required to fulfil the Act and this will need to be an area of focus for the Health Board going forward.

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



During the reporting period, there have been 257 MARAC referrals, and 25 One Stop Shop referrals (Table 5). Morriston Service Group continues to complete the majority of referrals. Significant number of referrals are captured due to the presence in the Emergency Department of our Health based Independent Domestic Sexual Violence Advisor (IDSVA).

All MARAC referrals continue to be sent via the online reporting tool, the Corporate Safeguarding Team have supported the Domestic Abuse Unit’s (DAU) implementation of the tool across the Health Board, the process change has been included in training and professionals are supported to use this process. Making a referral online ensures prompt review by a police officer. Since introduction of the tool there have been a number of good examples where the police response has reduced the risks to victims and their families.

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).

Safeguarding Specialists continue to promote the “Ask and Act” Pathway. Training continues as per the Health Board’s training plan. The amount of funding provided by Welsh Government for specialist trainers has significantly reduced over the past few years. For 2022/23 funding had been allocated regionally between SBUHB, Swansea and Neath Port Talbot Local Authorities and it was agreed the funding would be used for a regional specialist trainer to deliver “Ask and Act”. A dedicated specialist trainer post was advertised, unfortunately there were no applicants. A request was then made to the third sector for a regional training plan, however the cost for one day’s third sector training increased to £650 per day which is an increase of £400 per days training on previous years. Due to the increase in third sector training costs the Corporate Safeguarding Team contacted Welsh Government to request that we receive the subsidy grant separately, which was agreed and we have now received £9000 of the regional allocated grant. It was discussed and agreed at Safeguarding Committee that the subsidy grant could be used to fund training by HB trainers via Nurse Bank with sessions aimed at specific areas at a time suitable for staff, including twilight/weekend sessions. In addition to this a 40 minute training package to support staff when making referrals is to be developed which will be accessible via the Corporate Safeguarding Teams SharePoint. This subsidy grant was utilised during February and March to fund training by HB trainers via Nurse Bank. The sessions were popular with 79 Health Board staff attending. The use of the monies for these purposes have been discussed and agreed with Welsh Government and the Safeguarding Committee.

The HB use the Welsh Women’s Aid (WWA) Ask and Act Group 2 and Group 3 presentations, WWA have previously been commissioned to produce the presentations and provide Train the Trainer (TTT) courses. The contract was out for tender and there have been no TTT courses for over a year. Welsh Government are unable to give a time scale on when there will be TTT course, this has left the HB with a reduced number of trainers. In 2019 the National Safeguarding Team, Public Health Wales together with representatives from NHS organisations across Wales produced a NHS version of Ask and Act, approved by Welsh Government. A number of NHS organisations are using this version and train their own Ask and Act trainers, they do not use third sector specialists to support, using the subsidy grant to support training and pay for resources. It is planned that SBUHB move to the NHS version of Ask and Act which moving forward will give flexibility within our training plan. Therefore the HB will not be reliant upon third sector specialists and the subsidy grant can be utilised for other purposes.

### **Identification and Referral to Improve Safety Interventions (IRISi)**

IRIS is a general practice-based Domestic Violence and Abuse (DVA) training, support and referral programme, which is a collaboration between primary care and third sector

organisations specialising in DVA. The IRIS programme allows GP practice staff to refer directly to a specialist advocate if a disclosure is made. The Advocate Educator offers specialist support to GP practices and women that have been referred, as well as providing specialist DVA support and delivery of training to the practices. Referrals can be made by staff in GP practices that have received the IRIS training. Calan DVS a specialist DVA organisation are the current providers.

Data from SBUHB referrals show that a higher than usual number of referrals are first time, there is also a high percentage of referrals in the 60+ age group which is higher than national referral data. There have been a wide range of types of abuse disclosed including physical, emotional, control, financial, stalking and 38% of referrals disclosing sexual violence within their relationship. Typical health problems associated with DVA were also reported such as: anxiety, depression, alcohol and substance misuse. Menopausal problems have also been noted, which could be attributed to the higher than usual age of women that have made disclosures. Many of the women reported having been a victim of DVA for the whole of their adult lives and only disclosed when asked by an IRIS trained GP, 56% of referrals have been first time disclosures.

Data reported to the IRIS Steering Group and the Safeguarding Committee has demonstrated the success of the project so far with the increase in referrals and positive evaluation from patients. The total referrals made since the implementation of the project has reached 204 and 451 professionals have been trained. This is a large amount of referrals and an indicator of the success of the project when compared to pre IRIS referrals, which over the same time period would have averaged at 9. An evaluation has been completed by a Health Data Scientist to establish early indicators of Health and Economical Benefits of IRIS. The results show that SBUHB is already benefitting from the well-researched findings of other implementations across England and Wales. Financial benefits are £44,000 savings per IRIS trained practices with an 8% increase in Quality Adjusted Life Years (QALY).

### **Violence Prevention Team (VPT)**

The Violence Prevention Team (VPT) commenced in April 2022 following a successful bid to the Violence Prevention Unit (VPU) for funding until end of March 2024. The Team are the second of its kind in Wales. The service works in Line with the Serious Violence Duty 2022, Trauma Informed Wales Framework 2022 and Wales Without Violence Framework 2023

The purpose of the Team is to “Break the cycle of Violence” and use “teachable moments” at the point of crisis, this in turn is expected to help reduce the number of attendances to hospital for patients who have been assaulted and thus save the Health Board a significant amount of money over time. The Team consists of 2 Violence Prevention Nurses who are based in the Emergency Department, Morriston Hospital where patients can be seen in the department, or contacted via telephone following their attendance. The team also covers Neath Port Talbot Minor Injury Unit, this expansion commenced in February 2023.



Staff were able to Shadow the VPT in the University Hospital of Wales, Cardiff, the first VPT in Wales, learning valuable lessons from them. Using the experience and evidence shared, SBUHB VPT were able to avoid some of the difficulties that could have delayed the start of our new service.

There were a few issues with staffing, during the first year, when the team was down to one member for a period of time; this has now been resolved and there have been two fulltime Violence Prevention Nurses in place since November 2022.

Referral pathways have been established and discussions have taken place with senior staff to decide the best way for referrals from each area. The reasoning for this was that if each area chose a way to make the referral they are more likely to follow it through.

<b>Systems for Referrals &amp; Notifications of patients assaulted</b>	
Verbal	In department or by phone
Triage/ Ambulance Triage/MIU Morryston	Addressograph's in VPT book, collected daily
Childrens Emergency Unit	Referral forms completed by staff, collected daily
NPT Minor Injuries	Referral made to VPT email address collected daily
WPAS	checked daily and for last 24 hours except at weekends
WEDS systems	Checked following patient highlighted on IT report
IT Report	a customised report designed with IT for the Violence Prevention Team and is viewed daily
Wards	Patients redirected to ward from A&E are seen on the wards
Morryston Hospital Repatriation Team	Inform VPT via email if patient is returning to Morryston hospital
Cardiff Violence Prevention Team	Inform VPT of any patients they have and handover when they are discharged

In the first year the Team received/obtained 553 referrals, via the above identified routes to ensure that the maximum amount of patients could be supported. From these, 254 accepted support from the team and 398 referrals were made to other services including, Media Academy Cymru, Social Services, School Nursing Service, Police, Victim Support, Tenancy Support, New Pathways and GP.

Data is recorded and shared with the VPU on a monthly basis, with quarterly reports also being required with updates on progress within the service. The VPT are currently working with Cardiff University who are undertaking research for the VPU and Youth Endowment Fund, in relation to violence and assaults. Staff have been interviewed and data is currently



being collected to show the difference in the amount of attendances reported by the VPT and those reported on NHS systems, it is believed that there is a vast discrepancy.

The VPT work closely within the remit of Contextual Safeguarding and regularly attend Swansea Local Authority Operational CMET meetings and Triangulation meetings with Neath Port Talbot Local Authority, this enables good multiagency working and the VPT share information with relevant Health colleagues as required.

A pilot of VPN provision during unsocial hours and bank holidays has been completed and an audit of this is currently being completed. Initial findings indicate the amount of referrals received following weekends and Bank holidays, is showing a need for a VPN service at those times, however if this is proven, a business case will be required due to the need for additional funding. The importance of this, is due to the fact that there is evidence to prove, that patients seen at the time of crisis, are more likely to accept support than when contacted at a later date.

Moving forward the VPT will continue to highlight the service within the Emergency Department, Morriston Hospital and Minor Injuries Unit, Neath Port Talbot Hospital, encouraging staff to make referrals to the team.

### **Health Based Independent Domestic and Sexual Violence Advisor (IDSVA)**

Since commencement of the IDVA post in SBUHB in April 2022, which is the second service of its kind in Wales with the first being in Cardiff and Vale University Health Board, which was established in 2016.

SBUHB Health Based IDVA has successfully completed their ISVA (Independent Sexual Violence Advisor) training, fully supported by the Health Board. Our Health based IDVA has become the first Independent Domestic and Sexual violence advisor (IDSVA) that works within an Emergency Department in Wales.

The aim of the service:

- to provide immediate support and advice to victims/survivors of domestic abuse within the hospital, linking victims and families to longer term community based support.
- to provide hospital staff with expert training so that they have the confidence to ask about domestic abuse and act appropriately to safeguard victims/survivors and any associated children.

There are many hidden and invisible victims of domestic abuse and sexual violence that access the health service pathway for various reasons. The key approach to Health IDSVA service is

early identification (assessing risks and needs), early intervention, protection and prevention/reduction of further Domestic abuse and Sexual Violence events/experiences.

The Health IDSVA is based within the Emergency Department (ED) Morriston Hospital, and referrals are taken from patients and staff across the Health Board footprint. The IDSVA provides proactive crisis intervention as directed in, objective 4 of the Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) national strategy, along with impartial information to the victim/survivor about all options available to them. Such as reporting to the police, accessing Sexual Assault Referral Centre (SARC) services, and specialist support such as pre-trial therapy and sexual violence counselling. In addition to this, providing information on other services that victims/survivors may require, for example in relation to health and social care, housing and benefits.

Health Board staff who are victims of domestic abuse and violence are supported utilising the Trauma Recovery Toolkit and are provided with support, understanding, awareness and the ability to thrive following being in an abuse relationship.

Since commencing in post 196 referrals have been received. All data is reported to the South Wales Police and Crime Commissioner. This has highlighted the vital need for this service within a health setting and how early identification and early intervention can lay the seeds for victims to ensure they are seen, heard, believed and that support is available. Included in the referral numbers are Health Board employees. Research shows that one in four people is facing domestic abuse within their workplace at any time, so we will all be working with someone who is or has gone through this kind of experience. The view to support employees in every way possible is pivotal not only for employee well-being and safety but also from an organisational point of view as the Health Board has a duty of care and a legal responsibility for the welfare of our employees.

## **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 Clinical Pathway gives staff guidance and has been incorporated into the Health Board's FGM Policy.

## **Reported Cases of FGM**

Due to changes in Datix and the FGM reporting form being closed in DatixWeb in May 2022 moving forward FGM figures are to be collated and reported quarterly.

The National Safeguarding Team, Public Health Wales have updated the All Wales FGM clinical pathway, a member of the Corporate Safeguarding Team represented the HB on this group.

The new pathway has replaced the previous pathway in the Health Board's policy and shared across the Health Board. All cases of FGM that have been identified within SBU Health Board have previously been reported on the Datix FGM reporting tool, this data reporting tool is no longer available and so all disclosures of FGM are to be sent using a data reporting form the new process has been shared across the HB. There is no longer a requirement to submit statistics to Welsh Government; the Violence Prevention Unit, which sits within the office of the Police and Crime Commissioner, will now receive the statistics from Health Boards across Wales.

SBUHB has received 33 disclosures of FGM during the reporting period. All the disclosures have been from adults, there have been no reports of FGM carried out on children or in the UK.

FGM is included in Safeguarding training to raise awareness of the issue.

### **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 ten 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.

Sadly co-sleeping has been identified as a theme, Health Board records evidence that parents have been given appropriate advice and sign posted to the Lullaby Trust and Baby Sleep Information Source resources. The Corporate Safeguarding Team have contacted adjoining Health Boards and the National Safeguarding Service (PHW) to establish whether this is a nationwide trend and possibly associated with the cost of living crisis. Staff have been reminded of the importance of sharing safe sleeping advice during their contacts with parents both pre and post birth and leaflets and posters circulated for use.

### **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 Associate 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 Reviews 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 sub groups and contribution to consultations
- Involvement in Rapid Response of Child Protection Arrangements -Swansea Local Authority
- Offensive Weapon Homicide Review Pilot

### **Suicide and Self-Harm Prevention**

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. Local Authorities are proposing 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. The final draft Terms of Reference are awaited and will be circulated to relevant parties prior to Health Board agreement.

## Training and Learning

The aim of Safeguarding training is to all ensure staff receive up to date, standardised Safeguarding training, aligned to All Wales Safeguarding Procedures, their role, responsibilities and duty to report

In NPT, Group A basic awareness of safeguarding e-learning will be rolled out across the local authority to all staff. A virtual/face-to-face equivalent has been developed for staff as an alternative to e-learning for those who have difficulties with access. Virtual/face to face training for Groups B and higher has also been updated to reflect the changes from the implementation of the Wales Safeguarding Procedures. NPT TDO's in conjunction with NPTs Safeguarding Team and the All-Wales Safeguarding Procedures (AWSP) will ensure staff complete training around the Role of the Lead Practitioner training.

In NPT, for Group A: The Social Care Wales basic awareness of safeguarding e-learning has continued to be rolled out to all staff. A virtual/face to face equivalent has been developed for staff as an alternative to e-learning for those who have difficulties with access. 1324 have completed the Safeguarding Group A Course via E-Learning in NPT. A face-to-face alternative Group A has been attended by 363. Group B safeguarding training has been delivered to 123 CYPS workers and 12 adult services. Refreshers have been delivered for the Early Intervention and Youth Justice Service. and Group D 35. In addition, 19 staff attend All Wales Safeguarding Procedures training delivered by the Safeguarding Team and 12 newly qualified SWs attended safeguarding training for CPEL module delivered by the SW Education Coordinator. Group C to 48 Children Services Social Workers and 8 staff in Hillside Secure Children's Home. 655 education staff have also received training for Group B and 36 for Group D designated individuals.

Over the last year Swansea has offered 27 multiagency child protection/safeguarding courses. These free full day training dates are offered either though virtual training or face to face training opportunities. 402 individuals from a range of settings have accessed and completed these essential trainings. In relation to Swansea Children Safeguarding, 193 have completed Group B, 141 Group C and 25 Group D for Named Safeguarding Person. Swansea hosts their own mandatory Safeguarding children and safeguarding adults e-learnings for Group A, for Swansea LA staff in 2022-23. 737 have completed Group A for both children and 687 for adults. In relation to Swansea Adult Safeguarding, 32 have attended 2 sessions of Group B Safeguarding and 19 Group B refresher Safeguarding, 32 attended Group C Safeguarding and 10 Group D Non-Criminal Investigation training.

Within Swansea, the SDTU have begun reviewing the content of Group A face-to-face Corporate Safeguarding training. It has been recognised that many staff prefer face-to-face training, to gain the most out of the training. A pilot session was delivered in February 23, with plans for a rolling programme of face-to-face sessions for service provision being rolled out from April 23. A train-the-trainer session for corporate training leads has been planned for April 23.

In Swansea, a key need for ASIST suicide intervention training was identified in the New Year, in order to help staff managing post-suicide reviews and significant attempts. This training was sourced prior to the end of the financial year, but due to time constraints could not be delivered until May 23. Feedback from participants has identified that they feel more confident to intervene and support individuals who may be at risk of suicidal ideation, but also that they feel supported and comfortable through the course.

Multiagency Child Sexual Abuse training: A suite of Lucy Faithful Stop it Now “parents protect” has been delivered to 38 parents regionally and “practitioners protect” training to 23 regional multiagency partners. The outcome has been to support both parents and practitioners in understanding the issues around child sexual abuse provide information and resources to help in confidently protecting children. Also, to explore how to engage families in abuse prevention develop knowledge of conversation starters for parents and carers to use with increased confidence in giving prevention advice encourage practitioners to effectively use the toolkit in their role. The intention is to train professionals in 2023-24 to deliver a parents protect programme to parents within their communities.

Training Officers are part of Social Care Wales development groups working on a national safeguarding framework and consistent training standards for Safeguarding in Wales. This work and the consultation with agencies will be undertaken in workshops with the West Glamorgan Joint Strategic Training Subgroup partners. Training officers have contributed to the development and consultation of the All-Wales National Learning and Development Standards which was launched in November 2022. Work is underway to align existing training with the standards. The national training, learning and development framework is in its final stages of development. The intention is for the framework to be an appendix within the standards. The focus in 2023-24 will be on promoting the final framework to support the implementation of the standards. There will be further work on learning outcomes for each group and trainer requirements.

In line with the new national learning, training and development standards and to support delivery of consistent safeguarding training across the region, a training need was identified in JSTMG for adult care providers and third sector partners in particular. As a result of this, West Glamorgan JSTMG supported a ‘train the trainer’ approach with a day’s familiarisation for existing suitably qualified trainers. In addition, Neath Port Talbot training department have delivered the City & Guilds Level 3 EAT (Education and Training Award) as a qualification for those interested and committed to delivering this training to their staff team or organisation. On successful completion of the EAT, participants would be able to deliver the ‘Safeguarding of children and adults’ Group B training to other staff members within their settings. To achieve the EAT qualification individuals committed to a five-day course with an additional 1 day specifically for the ‘Safeguarding of children and adults’ Group B train the trainer day. Trainers will be expected to report back on their training to JSTMG in 23-24. Expressions of interest were received from 57 individuals representing organisations across West Glamorgan and were further shortlisted depending on suitable experience and appropriate qualifications to support quality assurance of future training. A bespoke Group B Safeguarding Adults and Children training pack and guidance was developed by a group of



safeguarding trainers across the region. 13 agency trainers undertook the accredited City & Guilds EAT qualification with a total of 42 attending the specific safeguarding train the trainer day.

For VAWDASV Group 1 E-Learning has been completed by 947 in NPT and 640 in Swansea between September and March 2023. In Swansea a further 97 have started but are yet to finish the module. In NPT a further 105 attended face-to-face training for Group 1.

Regionally, Swansea and NPT Councils, together with Swansea Bay Health Board and specialist partners from the VAWDASV sector continue to work together to deliver a rolling programme of training for Groups 2 and 3 of the VAWDASV Training Framework. Ask and Act training continued to be delayed on a regional basis due to funding agreements with specialist trainers but 9 sessions of Group 2 “Ask and Act” have been offered in Swansea with 97 places taken up and 10 sessions offered in NPT with 86 attendees. Group 3 “Ask and Act” champions training has been attended by 25 in NPT. 42 Regional Ask and Act trainers attended an upskilling day on partner agencies and the Domestic Abuse Act 2021.

Within both Swansea and NPT, places have been offered to staff in Education, in relation to responsibilities under the Domestic Abuse Act 2021. This will afford greater opportunities for the whole family to be offered support, and children can be offered targeted support according to their needs. Group 6 Leadership training (via E-learning) is still in the process of being developed, with the hope that this will be finalised in summer 2024, with promotion amongst the corporate leadership and elected members to improve awareness of responsibilities under the VAWDASV Act 2015. Swansea staff have also attended a series of additional masterclasses in relation to the DASH-RIC and stalking (attended by 3 participants), and a DASH-RIC train-the trainer course. This is going to be utilised in 23-24 in the form of developing half-day workshops for staff who will be responsible for completing the forms, to promote consistency in risk assessment and risk management.

In NPT additional training was offered on Coercive control, DASH (Domestic Abuse, Stalking and Harassment) RIC, MARAC (Multi Agency Risk Assessment Conference) and engaging with those who harm as detailed below under “additional funding”.

In NPT, 143 members of staff have completed Exploitation E-Learning this year. Multiagency training on Exploitation and Modern Slavery First Responders training has been delivered jointly with The WGSB exploitation policy is review has been delayed due to further changes but once it is launched training will be prioritised and WGSB trainers refreshed. Two regional sessions on Exploitation of Children and Adults were delivered with 34 attendees in Swansea and 21 in NPT. Two sessions were also offered in relation to Modern Slavery Awareness, attended by only 11 attendees. One multi-agency First Responder sessions was offered attended by staff from Swansea and NPT local authorities and South Wales Police. Attendees reported that they are had developed in confidence in understanding their responsibilities, as well as practical tips for supporting suspected victims of trafficking and completion of NRM

(NATIONAL REFERRAL MECHANISM) forms. In NPT a workshop on the role of the Independent Child Trafficking Guardian (ICTG) and Unaccompanied Asylum-Seeking Children (UASC) was attended by 33 Children's workers to support their understanding in this growing area and to inform their assessment, decision making, and planning.

Part of the Parent, Families and Allies (PFAN) Network, PAN (Parent Advocacy Network) is a regional parent & professional group that aims to promote the voice of parents involved with social services and child protection. They will develop advocacy and support services for parents, delivered by parents with lived experience. PAN supports parents who are or have been involved in child protection, who are at risk of losing their child or who have lost their child to the care system.

PAN will host parent-led Parent Cafés, where parents can meet other parents, build connection and strengthen parenting in Swansea and NPT local authorities and West Glamorgan Safeguarding Board partner agencies.

The Parent Café initiative was launched on 19th May 2022 by the PAN (Parent Advocacy Network) West Glamorgan in association with Be Strong Families. The event was hosted by parents and provided an opportunity for professionals and parents to experience a parent café and see the benefits of this way of working where parents and carers can talk about what is important to them. Group discussions and activities were led by trained parent and professional facilitators and were designed to build on protective factors to strengthen families.

The event was attended by 96 people in total including parents (18), NPT local authority staff (22), Swansea local authority staff (33) and other regional agencies (23) including: Swansea Bay University Health Board, PACEY Cymru, Jig-so Project, Faith in Families, All Wales Forum of Parents and Carers of People with Learning Disabilities, YMCA, The Roots Foundation, NYAS (National Youth Advocacy Service), Adferiad, TGP Cymru, Mental Health Matters and an independent professional advocate (IPA).

Workshops were delivered to promote parent advocacy with professionals. To date, Parent Cafes have been attended by approximately 250 parents, children and professions from across the region.

Parents will be upskilled to become Parent Leaders for the local authority and to support other parents to become parent advocates.

The Parent Café has been running successfully since the launch, monthly in each authority until the beginning of this year when the frequency of the Parent Café was reduced and a more informal Parent Drop-In introduced based on wellbeing, all parent-led and professionally supported. Anything from 10-25 participants may attend any Café or Drop-In and there has been consistency and growth over the period.

PAN presented at the NPT Partners Conference in Margam, 20th October 2022, which was well received with a standing ovation. Parents also presented at Swansea Social Services events, including their senior management team in the autumn and provided a stall at the launch of Swansea SPOC (Single Point of Contact) team at Liberty Stadium 21st March 2023



and at the West Glamorgan People's Forum at the Liberty Stadium on 18th April 2023. PAN also presented at the DEEP conference in Cardiff on 1st March 2023 and the workshops were well attended.

PAN had training from Tricia Skuse in Secondary Trauma, a large group of approx. 30 parents. This will lead to a further day of training in this financial year exploring aspects of primary trauma of CP experienced parents.

PAN have developed the 'Keeping Safe and Managing Child Protection Training' for parents with past and present experience of the Child Protection system which will assist understanding, confidence and awareness and best practice.

PAN also have online refresher training coming from Be Strong Families in the Vitality Café method and in 'Living the Protective Factors' which will look closely at the elements that strengthen families and communities. There is an opportunity to consider further links with Brighton and Hove who would like us to demonstrate in their communities what might be done.

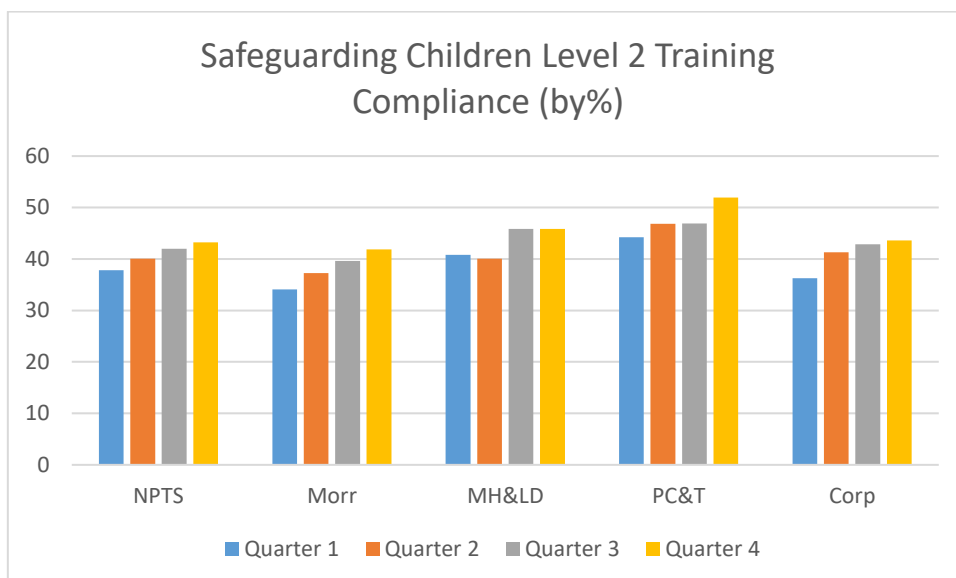
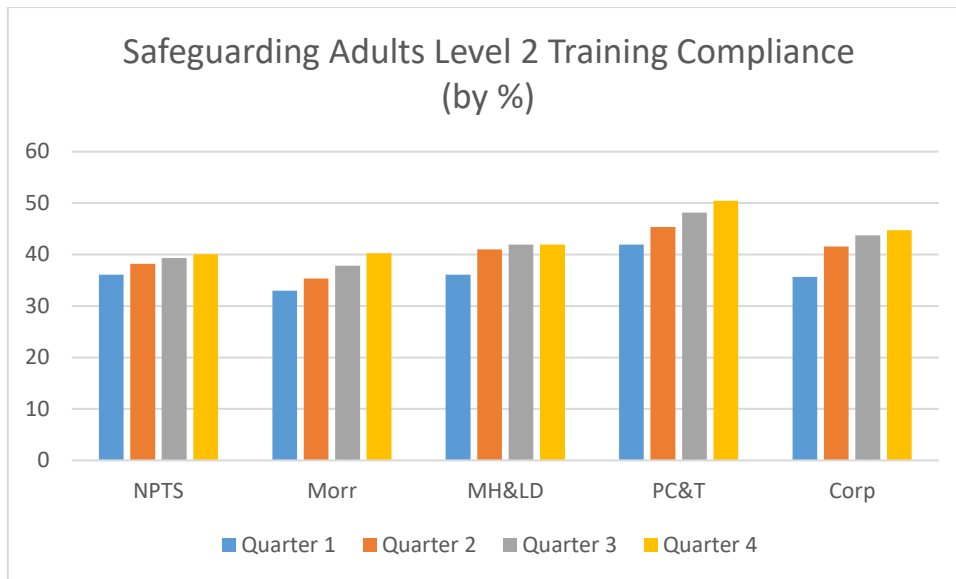
Yuval Saar-Heiman is presenting PAN work there at a conference in September. Cardiff have expressed an interest in the work of PAN and would like PAN to host a Parent Café there.

PAN have received money from Welsh Government to develop our PPASS (Parent Peer Advocacy & Support Service) for which they will commission with third sector. They have a 6 day external induction/foundation training for new PPASS staff, which potentially could be offered more widely. The programme has been put together from consultation with parents and includes input from a range of trainers, some external and some within the Steering Group, to include roles, advocacy skills, clean language, safeguarding and child protection, including vicarious trauma, services, signposting, working with difference and reflective practice.

## **Swansea Bay University Health Board – Training Update**

### **Safeguarding Training - Level 2 Safeguarding Adult and Children Training**

Level 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.



Across the Health Board all the Service Groups have improved their compliance at Level 2 Adults and Children Safeguarding training, following the agreement to change the mandatory level of training for all staff to Level 2 for both adult and children in 2022. However, the compliance remains below 50% in all but one Service Group. The Corporate Safeguarding Team continue to monitor this via Ward Assurance Audits ensuring that all managers are aware of the Health Board requirements for mandatory Safeguarding Training and direct staff to this when renewing their training.

### Level 3 Safeguarding Training

Level 3 Safeguarding People Training and “Ask and Act” Group 2 and Group 3 Training has predominately returned to face to face training. The Level 3 Safeguarding People Training was updated at the end of quarter 3 and is now undertaken as a scenario based workshop format allowing for staff to apply the learning to their every day role. 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 46 Level 3 Safeguarding People Training sessions have been delivered in the reporting period with 805 staff attending (Table 16). This includes training delivered to staff on Nurse Induction. The Corporate Safeguarding Team will continue to monitor attendance at Level 3 Safeguarding People training.



### 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.

### Child Sexual Exploitation (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

In addition the West Glamorgan Safeguarding Board developed multi-agency Exploitation Training which includes CSE training for key professionals. Exploitation Training has also now reverted to face to face training, and is now being facilitated and attended by staff from partner agencies.

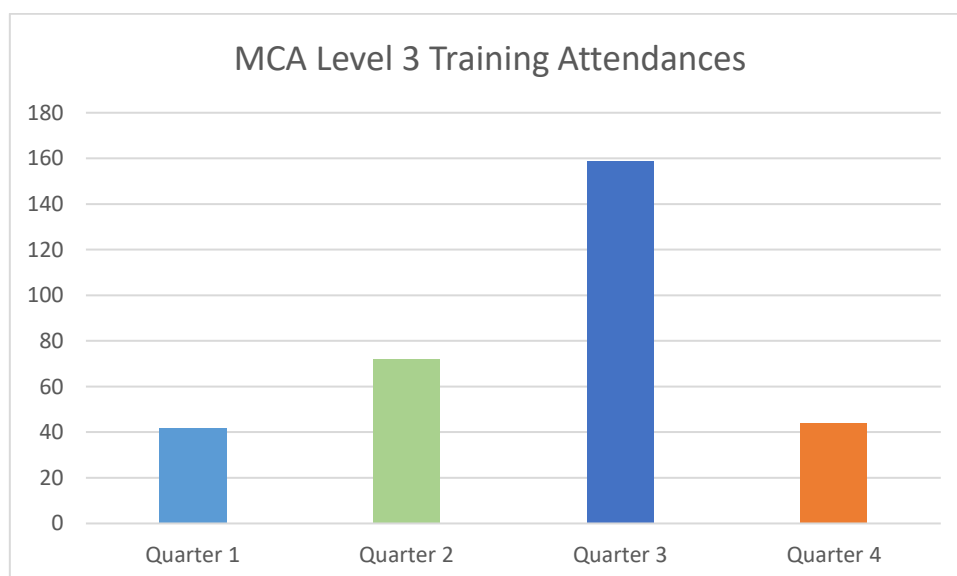
### Preventing Radicalisation- Prevent Awareness (PREVENT) Training

The Exploitation Training includes PREVENT and outlines the Health Board responsibilities in relation to Radicalisation. As well as attending Exploitation training Health Board staff can now access PREVENT training (Preventing Radicalisation- Prevent Awareness) as a standalone E-learning via ESR.

### Deprivation of Liberty Safeguards (Level 2) and Mental Capacity Act (Level 3) Training

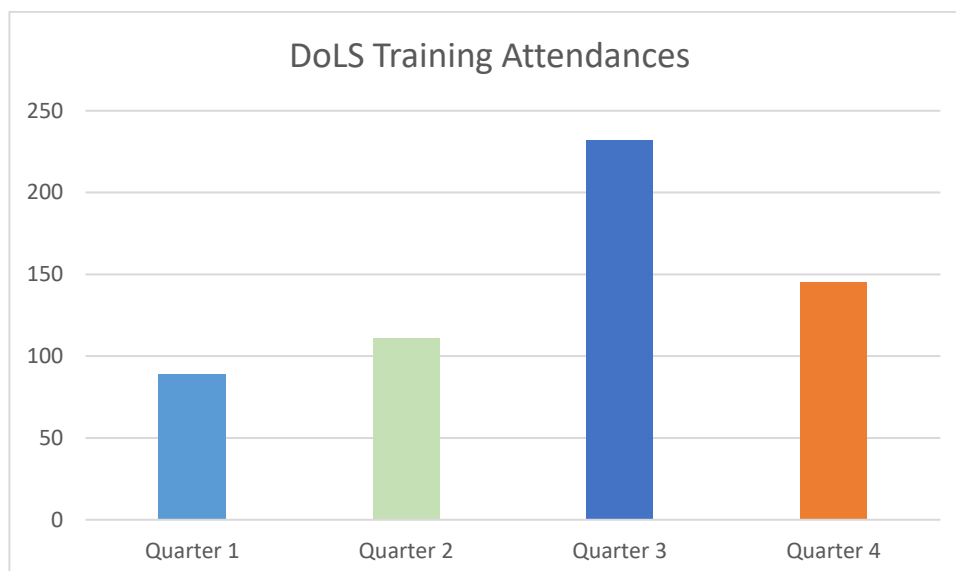
Mental Capacity Act (MCA) Level 3 is a workshop-based session, again delivered by Swansea University, on the practical implications of the Mental Capacity Act 2005. The training is aimed at Ward Managers, Senior Nurses, Senior Clinicians and any other staff requiring knowledge of the practical implications of applying the Mental Capacity Act in practice. The Tables below outlines activity during the reporting period.

Swansea University Lecturers in Health Care Law have delivered 12 virtual MCA Level 3 training sessions since April 2022. These sessions are attended by both Health and Local Authority staff. In total 317 Health Board Staff have attended the training.



Deprivation of Liberty Safeguards (DoLS) Training is arranged by the Corporate Safeguarding Team and delivered by Swansea University (under the Education Contract). This training

informs staff of the requirements for making an application and the process. A total of 12 DoLS Level 2 training sessions have been delivered by Swansea University Law lecturers to date. 577 Health Board Staff attended this training. These sessions continue to be evaluated well, and staff have adjusted to the on-line delivery platform used by Swansea University.

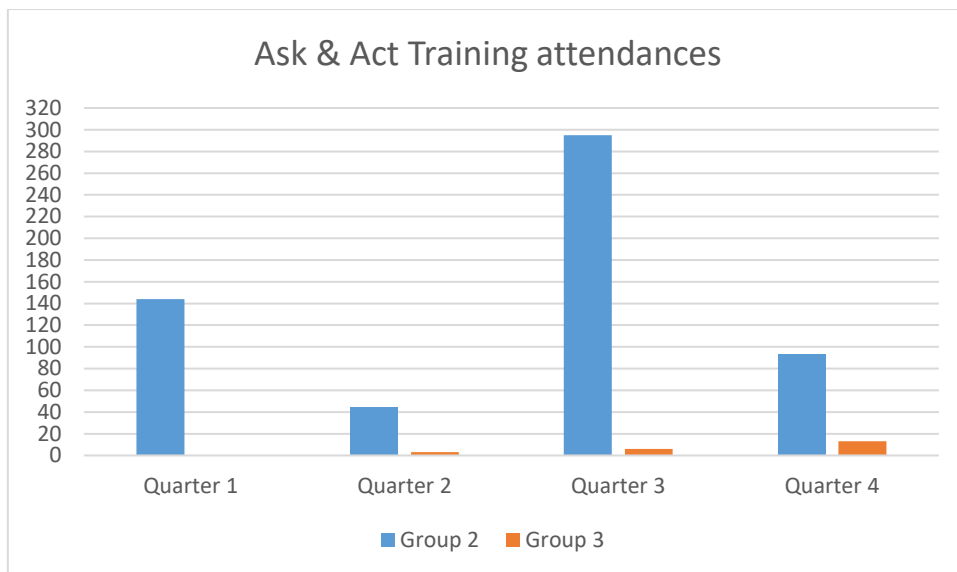


A recorded webinar developed by Swansea University Care Health Law Department on the application of DoLS in 16 and 17 year olds is available on the Safeguarding Intranet page or via the Corporate Safeguarding SharePoint. This presentation is narrated and therefore it can be accessed at any time.

### **“Ask and Act” Group 2 Training**

In the reporting period, a total of 606 staff attended “Ask and Act” Group 2 training (Table 16). This includes sessions delivered as part of the Nurse Induction Programme. Additional dates have been advertised via the Safeguarding SharePoint on the Health Board Intranet. During Q4 drop-in sessions across weekends and evenings 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 with attendances from Health board staff beginning to increase. This is being delivered on a multi-agency basis with sessions being 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.



The Health Board remains committed to tackling VAWDASV and the implementation of the National Training Framework.

## National Safeguarding Week



National Safeguarding Week took place between 14<sup>th</sup> - 18<sup>th</sup> November 2022.

Learning events in relation to child and adult practice reviews took place and good practice was disseminated.

120 regional multiagency workers attended a launch on the self-neglect policy on November 15<sup>th</sup> to improve their understanding, assessment, care and support for those experiencing self-neglect. An animation to accompany the policy has also been developed and was launched at this event.

120 regional multiagency workers attending a Learning from Practice Reviews event on November 18<sup>th</sup> to learn safeguarding recommendations from a diverse range of adult and child practice reviews.

Dr Didi Ratnasinghe, Consultant Paediatrician delivered a session during NSW on Thursday, 17<sup>th</sup> of November, around Fabricated Induced Illness. The Policy Group will be looking to develop a Single Pathway and present to Board in March 2023.

The plan for the week can be found by clicking the links attached



1. English 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)

#### Context and Covid

Although 2022/23 has been the first full academic year that has not faced Covid restrictions, we have found that the impact of the pandemic continues to affect our schools and our learners.

While high levels of staff and pupil absence are no longer a major concern, we are seeing the long term effects of the pandemic in patterns of pupil absence over extended periods, as well as changes in pupil and family behaviours. We are continuing to support families by responding to and monitoring vulnerable learners, working with these young people to ensure high levels of attendance and engagement with schools. In particular, we have begun an ongoing project looking at the use of PSPs in schools, ensuring that they are sufficiently robust, are regularly reviewed, and have a meaningful impact on the pupils and their transition into full time education.

In terms of training, we are now in a position to offer a range of training opportunities as a suite of offers. While the pandemic meant that training offers were only available remotely, schools, governors, and other stakeholders are now able to benefit from face to face training; however, we are still offering remote training alongside in person training, therefore reaching a larger number of participants in the training.

#### Development and application of the new RSE policy

During the second half of the 2021/22 school year, we supported the development and application of the new RSE policy across the authority.

We worked to ensure that the local authority's policy around the new Relationship and Sexuality Education curriculum was robust and fit for purpose, working with school on its roll out and delivery. We achieved this by engaging with stakeholders and partner agencies to identify views, opinions, and concerns, which in turn fed into our roll out; this feedback informed our approach to supporting schools with the relevant advice and guidance before completing a policy that encompassed all schools in the authority.



The policy was then applied and embedded at the start of the 2022/23 school year. The launch of the policy was successful, supporting schools in the effectively application of the new curriculum.

### **Ongoing work on Peer on Peer Sexual Harassment**

As a local authority, we continue to focus on recommendations arising from the We Don't Tell Our Teachers thematic review, as published by Estyn in December 2021. The good work of the POPSH approach was highlighted in the Estyn report of June 2022 (and see below).

Following a review of procedures across our schools, we developed a position statement to inform Welsh Government of our understanding of Peer on Peer Sexual Harassment in schools. This position statement allowed us to identify and acknowledge a level of inconsistency in reporting and monitoring harassment in schools. This reporting comprised not only sexual harassment but other types of harassment, including bullying.

We have developed an action plan which focuses on improving our use and understanding of data across our schools; we are data rich but the challenge has been around how we can consistency analyse this data, identifying areas to monitoring before implementing improvements. One of the main ways we identified in terms of making these improvements is a scrutiny of how schools record their concerns.

The recording of concerns across our schools is sometimes inconsistent, in terms of both the platform being used to record on and the methodology used when recording. Many of our schools use the MyConcern system but how they use it, which flags have been developed, and what they record is individual to each school. It was our intention to use the Clarity Software to report on how MyConcern was being used however we know that several schools have moved on from MyConcern, some using ClassCharts or SIMS to record behaviour.

The work around consistency of recording behaviour is a key priority for us beyond Summer 2023, with the need for regular reports to scrutiny committee.

### **Estyn Inspection June 2022**

In June 2022, the Swansea Education Service underwent an Estyn inspection and received a very positive report on its provision. Many aspects of the education service's work were highlighted for praise, as was the safeguarding culture within the authority.

Overall, safeguarding was found to be a culture that 'permeates the work of all education officers' and the strategic oversight of safeguarding was a 'notable' feature. Key features were highlighted in the report, such as the work of the local authority to analyse information, identifying trends and features, before planning to address areas of concern.

We were delighted with the recognition by the inspectorate of the good work undertaken in terms of safeguarding in the local authority and are keen to build on these successes moving forward.

### **Response to child deaths**

In the last year, we have responded to several child deaths in Swansea.

After the loss of a child through drowning, the safeguarding team put a supportive package in place around the school, supporting pupils and staff in dealing with the pupil's passing. As a result of this sad event, we contributed to a multi agency approach around raising awareness of water safety with our young people.

After a loss of a child through drug use, a supportive package was put in place in all schools affected and following this and the safeguarding team has been working with the CMET team in response to drug use in young people and potential overdoses. As well as raising awareness, there has been a focus on offering different levels of interventions in different settings and at different stages; this multifaceted approach aims to support young people who use drugs at all levels in a proactive, rather than reactive way.

### **Closer working with health colleagues**

The safeguarding team has started to develop a closer working relationship with our colleagues in health agencies, in particular the safeguarding team in Morriston hospital.

Safeguarding colleagues in the hospital are now in more regular contact with safeguarding officers in education, alerting them when school age pupils present to A&E with injuries that are either identified as a result of bullying or of POP violence.

This improved system of alert allowed education officers to better inform schools around potential incidents of violence, as well as providing an overview of bullying and POP violence incidents, allowing us to analyse and plan for more effective interventions in schools.

### **Building capacity in our team**

As part of an initiative to build capacity within the safeguarding team, we have appointed a Lead Officer for Education Welfare and Safeguarding. This role encompasses line management responsibility for the Education Welfare Service and expands the capacity of the safeguarding team, working with the Child Protection and Safeguarding Officer.

In terms of EWS, the Lead Officer role will allow for improved strategic oversight, while also allowing better capacity for the Lead EWO to manage the operational aspect of the service. We have also put forward a proposal to employ two additional Support Welfare Officers,

allowing us to better safeguard the pupils through more frequent and specialised welfare checks.

In terms of safeguarding, the previous capacity of the team meant that the sole Child Protection and Safeguarding Officer was hugely oversubscribed; with an additional officer, this means we will be better placed to offer more training, in more forms, and more often, as well as being better able to manage the operational and strategic elements of the team, building greater capacity for the future and providing a greater focus on improvement.

## **Gas Explosion**

In March 2023, there was a major incident in Morriston when a home was destroyed in a gas explosion.

The education team mobilised as part of the Team Around The Incident approach to ensure that all pupils affected by the explosion were accounted for and supported. Initially, there were concerns around a pupil who lived in the neighbouring house and, while he was admitted to Morriston hospital initially, he was quickly discharged with little injury. The pupil's mother was also eventually discharged, despite both of them being in the house when the explosion happened. The neighbour sadly lost his life.

In the aftermath, we quickly realised that a large number of pupils, from various schools, were displaced as a result of the explosion; many remain displaced even today. Identifying and tracking these pupils was a complicated ask but with the support of our schools, the officer in charge was able to locate all affected pupils and ensure that provision was made to safeguard them, even when they were sheltering outside of the local authority. The support remains ongoing.

## **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 West Glamorgan Safeguarding 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. In addition in July 2022 the Deputy Education Safeguarding Officer took up her post. As well as deputising for the Education Safeguarding Officer in WGSB management group meetings, as required, the Deputy also has a key focus on pupils on reduced timetables and works with partners to engage pupils back into full time education.

The Head of Education Development chairs a fortnightly Safeguarding Reference Group (SGRG) attended by the Child 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 ensuring that all matters are fully resolved before closing. The SGRG receives, considers and approves school safeguarding peer review reports, identifying any areas of concern and considering appropriate action. In addition the SGRG is a mechanism for sharing and further disseminating safeguarding information and updates. The Head of Education Development disseminates all information to the weekly Senior Management Team in the directorate, chaired by the Director of Education, Leisure and Lifelong Learning.

The Head of Education Development is an integral member of the Regional Contest Board. Either the Head of Education Development or the Education Safeguarding Officer attend Channel panel meetings and ensure any actions are completed in a timely fashion and that the vital information from schools/education services is shared with meeting attendees. Where possible the Education Safeguarding Officer supports school DSPs to attend the Channel panel to discuss pupils in their school.

The 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 (PRMG).

As part of the PRMG the Education Safeguarding Officer helps to identify panel members, reviewers and chairs for agreed practice reviews. A number of education staff have been trained and the Education Safeguarding Officer liaises with SMT to identify the appropriate individual with capacity to pick up a piece of work. Currently the Education Safeguarding Officer is chairing one child practice review.

The Education Safeguarding Officer, through involvement in the management groups, ensures information is disseminated to all schools and ELLLS directorate managers. This may be information on training opportunities, new or updated policies; seven minute briefings from Child and Adult Practice Reviews or participation in audit activity.

The Directorate's school safeguarding peer reviews are back up and running successfully following the pause during the pandemic. Peer reviewers consider all elements of safeguarding and action plans are developed at the end of every review. The Education Safeguarding Officer maintains a master action plan and contacts schools for updates, initially one term after the review and then termly reminders if necessary.

The Education Safeguarding Officer updates the basic safeguarding training (Group B) that is delivered, to all school staff, by the schools Designated Safeguarding Person (DSP) annually. The training highlights new and emerging themes as well as highlighting links to policy documents, new pathways and sources of further information. 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 to approx. 100 staff, face to face, this academic year. The move away from training via Teams

online has been welcomed by attendees and it gives an opportunity for questioning in a friendly, safe, environment and gives the trainer the opportunity to pick up on any cues that indicate someone is struggling with the content. 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 delivered some sessions of Group 2 training with colleagues.

The Education Safeguarding Officer, or Deputy 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 work plan.

The Directorate has made a significant commitment to working with schools and partners to engage children back into full-time education as soon as is practical. This is to enable children to achieve their best outcomes. However, it is acknowledged that for some children school may be difficult at times and the use of Pastoral Support Programmes (PSPs), reduced timetables and alternative providers is very important. As a result the use of PSPs and reduced timetables are discussed at a monthly PSP monitoring Group. This group is chaired by the Child and Family Support manager and attended by Head of Education Development, Principal Officers from Social Services as well as representatives of different areas of the Directorate eg Education Welfare Service, Inclusion etc.

The Directorate maintains its high level of commitment to, and engagement with, Board Priorities and activities. In line with the Board's Workplan 22-25 the Education Safeguarding Team have undertaken safeguarding peer reviews/audits in other Directorate teams eg PASS and Youth Service as well as managing the school peer review process. The Education Safeguarding Officer is also part of multi-agency audits within NPT as well as across the Board region.

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 a Directorate commitment to supporting practice reviews to continue and making sure any learning is disseminated to schools and Directorate teams. The Education Safeguarding Officer has led a working group to review and revise the Exploitation guidance as well as contributing to the review and update of other policies and guidance. In addition the Education Safeguarding Team are committed to working with partners to develop multi-agency training as they recognise the benefits of learning from, and with, practitioners from a variety of professional backgrounds.

The Vulnerable Learners Service play a critical role in supporting families fleeing the war in Ukraine, Syrian refugees and the Gypsy/Traveller community to engage children fully in education to give them an opportunity to fulfil their potential. The team is proactive in its approach but also responds quickly to new, emerging, issues.

As a result of the Estyn thematic report '*We don't tell our teachers*' which looked at children's experiences of peer on peer sexual harassment in schools, the Directorate hosted a safeguarding conference in March 2023. The theme, running through the day, was peer on peer sexual harassment. Speakers included the Children's Commissioner; Estyn; Barnardo's

Better Futures; New Pathways; Stonewall; South Wales Police and a group of young people from Cefn Saeson Comprehensive, supported by the Junior Safeguarding Board. Over 100 attendees from schools and governing bodies took part in the event and the feedback was overwhelmingly positive.

To continue embedding the learning from the Estyn report Barnardo's better Futures facilitated a, virtual, training day for school DSPs looking at harmful sexual behaviours, exploitation and peer abuse. Additionally the Head of Education Development funded a further 10 sessions of 'Train the Trainer' input, on the same themes, delivered to school staff (face to face) By Barnardo's Better Futures.

The ELLLS Directorate continues to play an integral part in the work of the Safeguarding Board.

## **Neath Port Talbot Youth Justice and Early Intervention Service**

### **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 13<sup>th</sup> 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, 2022 ) has been disseminated Our overall rating was good.

Last year Last year, for the first time, the YJB made the decision to grade all submitted Youth Justice Plans, which form the basis of the allocation of grant received into service from the YJB. This gave another level of scrutiny of the annual Youth justice strategic plan, the overall grade was Good ( April 2023)

#### **Action plan**

The action was compiled following the development day held in April 2022 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. The plan is monitored by the YJS management board at their quarterly meetings.

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.'*

### **The Youth Justice plan 2023/2024**

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 will be distributed by July 1<sup>st</sup> The final draft must be ratified in September and will be brought to the Safeguarding Board. The plan continues to take 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 the foreword for the 2023/2024 plan :

*'I write as chair NPT YJS management board. I am pleased to ratify the 2023/24 Youth Justice plan and present it to the YJB as the road map for the service since the global pandemic drew to its end, therefore this plan captures the service recovery going forward over the next year.'*

*The multi-agency management board is now well established, and the members have contributed effectively to the Governance of the YJS and to this plan. The children and young people's resource centre is well and truly established and the YJS are very proud to have a community resource for young people called BASE 15. The YJS continues to demonstrate 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 previous inspection to the good rating where it sits now. We are now contributors to YJSIP (Youth Justice Sector Improvement Partnership) Peer Reviews across the UK, with the Principal Officer becoming an accredited Peer reviewer.*

*The YJS have taken the findings from the last inspection seriously and have prioritised setting up a child focused Youth Justice Service (Early Intervention and Prevention). Thus, securing the relevant resources required for children and young people known to the service. NPT have 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,*

*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 beyond the Covid 19 pandemic. 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.*

*The principal Officer is now the vice chair of HWB Doeth (The academic arm of the YJB) and we are keen to develop research and evidence-based practice including the ECM (enhanced case management) approach based on the Trauma Recovery Model. The Youth Justice plan for 2022/2023 received an overall good grading last year, and we will continue to build on that grade going forward, collaborating and co-producing with our young people, multi-agency partners, and stakeholders’.*

## **NSPCC**

NSPCC Cymru are full members of the main board and continue 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. The NSPCC representative shares information with the board as appropriate and disseminates all relevant information within their own agency using a variety of forums to distribute information from the board. Learning from CPR/APR’s are shared both at a strategic and practitioner level across the organisation and we work to embed any recommendations into practice tools and guidance. When appropriate the NSPCC has also contributed to practice reviews and ensured the effective dissemination of learning within agency.



The NSPCC has implemented a transformational change programme in the past year by bringing together a 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) has directly supported the work of the West Glamorgan Safeguarding Board in various ways. Two designated staff representatives attend both Board meetings, the Training Sub Group and the Policy Procedure and Practice Management Group. SCVS continues to ensure safeguarding remains a priority in all our work and also helps raise the profile with other organisations and groups.

SCVS has supported the Board priorities for the year 22-23 in the following ways:

### SCVS

- SCVS continues to report to the Regional Partnership Board twice weekly, staff capacity and our ability to meet the demand for service.
- SCVS disseminates lessons learnt for CPR & APR to internal staff by looking at which lessons we can take to improve our policy and practice.
- When safeguarding cases are raised within our own organisation we look at how they are managed and reflect and make changes to our own practices and policies. Any issues in relation to SCVS policy would be fed into PPMG.
- EDI has been a priority across SCVS as an organisation. SCVS Trustee Board have conducted an internal audit. Lessons learnt from this audit have and continue to be used to inform our work and recruitment.
- SCVS has many opportunities to have direct contact with at risk groups allowing us to share key safeguarding messages such as Abolition of Defence of Reasonable Punishment, how to raise a safeguarding complaint and cultural differences and Welsh Legislation.
- SCVS's own volunteering project "Involve" have a meet the team sheet that is given to all users of our service. This sheet contains information about staff roles as well as key safeguarding messages including our duty to report and how users can make a complaint should they be unhappy with any area of our service including our response to safeguarding concerns.
- New and existing volunteers and staff 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.
- Throughout its work, SCVS promotes and enables access to statutory services including Health and Social Services and raise awareness of WGSB.

- SCVS are committed to ensuring there is no modern slavery or human trafficking in our supply chain. Information received from WGSB is reflected in our policies.
- Where there are local crisis, such as the Murrison explosion or the situation in Ukraine, SCVS offers support and attends external meetings which will then feed into internal meetings to help shape SCVS response.
- SCVS continues to have fortnightly whole team meetings where emerging or current needs are discussed. This enables us to look at current threats and also make a planned response as we did with the recent Murrison explosion and the situation in Ukraine. Additional agenda items include safeguarding updates, training opportunities or developments.
- SCVS in response to the crisis in Ukraine, developed a group session for those who arrived in Swansea and some wider areas. The focus of the groups is to improve English language, and offer peer support. Any issues raised in these groups are fed back to appropriate organisations who form part of WGSB or wider. These sessions continue to run.
- SCVS has an internal communications app (Slack) 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. SCVS also has wider ranging channels such as service delivery, mental health & wellbeing etc which also relate to safeguarding practice.
- During National Safeguarding Week 14<sup>th</sup> -18<sup>th</sup> November 2022, SCVS held a number of safeguarding related events:
  - Using our internal Slack channel, once again this year, SCVS designated staff promoted two topics a day related to safeguarding and shared podcasts, videos, learning sheets on the particular themes chosen, which included; Professional Curiosity, Cost of Living Crisis and impact of safeguarding, recognising safeguarding is everybody's business, rethinking Did Not Attend, Coercive Control and Positions of Trust, Gaslighting, Hoarding, Child Adolescent Parent Violence and Abuse, Older People and Safeguarding and Transforming Services.
  - We delivered Volunteer Induction training which included safeguarding awareness, practices and SCVS internal procedures.
  - We delivered the West Glamorgan Safeguarding Board "Safeguarding Adults and Children at risk of Exploitation" to SCVS Group B staff.
- SCVS has ensured its kept abreast of messages from Welsh Government and Public Health Wales in relation to public health risks and ensured its services and staff conduct continue 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.
- SCVS Director continues to have representation on Community Silver meetings.
- SCVS staff who are based in GP surgeries, continue to meet with surgery staff to discuss how safeguarding issues will be managed.
- 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 and the Sector as a whole

- SCVS supported the work of the training sub group in creating the Group B training and promoted the train the trainer package to member organisations and the wider third sector which resulted in a good take up from non statutory organisations.
- SCVS continues to deliver the All Wales Basic Safeguarding Training which is open to the whole of the Third Sector, groups or individuals who would like to attend.
- SCVS ensures that lessons learnt from Child and Adult Practice Reviews are used to inform the safeguarding training we deliver to external organisations. This ensures participants have a current picture of improvements required.
- SCVS continues to ensure the Third Sector/Groups are able to access safeguarding training which is in addition to the training we deliver ourselves. Swansea Council once again agreed access to their elearning safeguarding for the sector and ourselves.
- In November, SCVS delivered a Equality, Diversity and Inclusion workshop for Third Sector, groups or individuals who wished to attend
- SCVS developed a “Safeguarding Policy Development Sheet” that can be used by organisations to support them to develop their own safeguarding policy. The sheet was updated October 22 to ensure it remains current.
- SCVS has been involved in the EYST BAME Contextual Safeguarding Steering Group Meetings and disseminating learning to the staff team and local knowledge to inform our safeguarding training.
- SCVS is a pledged organisation in relation to A Human Rights City and a number of staff attended Human Rights training, SCVS also offered training to the sector.
- As part of the PSB Stronger Communities work, SCVS are working with partners to hold a multi agency event focussed on Safeguarding during National Safeguarding Week.
- SCVS within its Health Team has an outreach worker that supports those seldom heard to improve access to health services and receive health messages.
- SCVS facilitates the Swansea Volunteer Managers Forum. Any WGSB updates, messages or training are circulated to this Forum which has a wide reach across Swansea.
- WGSB circulate consultations or key messages which SCVS pass on to the sector using our website or other social media platforms.
- All SCVS staff have received safeguarding training, are kept up to date with safeguarding developments which in turn enables our various teams supporting external organisations/groups to identify safeguarding issues or the need for development in that area. Where necessary, they will refer to SCVS Designated Safeguarding staff for support.
- Third Sector Support Wales offer the sector a knowledge hub where information can be sought on Governance including safeguarding, funding, volunteering and engagement and influencing. SCVS inform the sector of this resource and also inform of the Community of Practice meetings held that are open to Third Sector

organisations/groups. Both additional resources to develop organisation practice in safeguarding.

- SCVS attends the various WCVA Safeguarding sessions sharing safeguarding knowledge and practice for CVC staff.
- SCVS attended multiple meetings with Local Authority and Welsh Government in relation to the Ukrainian response and shared issues we were made aware of from WG and sponsors and recipients. SCVS Director Amanda Carr co chairs the WG / Welsh Local Government Association /CVC's Ukraine meetings.
- SCVS throughout the course of the year, carried out due diligence on behalf of Regional Partnership Board for all grant applicants, to review various aspects of an organisation including a review of the organisation safeguarding policies. This process highlighted a need for policy development with many organisations across the region. This information was fed back to the Training Sub Group of WGSB to consider a regional approach to the issue. This approach to due diligence with a focus on Safeguarding is applied to all grant funds that SCVS administers.
- During National Safeguarding Week 14<sup>th</sup> – 18<sup>th</sup> November:
  - SCVS delivered All Wales Basic Safeguarding Training for the wider sector.
  - Monday 7<sup>th</sup> November, SCVS Swansea Volunteer Forum [Swansea Volunteering Forum | Swansea CVS \(scvs.org.uk\)](https://www.scvs.org.uk) held a meeting with the topic of DBS Checks and Safe Recruitment with DBS Outreach for Wales staff member Carol Eland to Third Sector volunteer managers to look at developing and discussing best practice in volunteer management.
  - SCVS organises the National Independent Visitor Network Wales meetings. A meeting was held on 15<sup>th</sup> November to discuss issues relating to safeguarding. The meeting was open to Independent Visitor Providers across Wales.
  - During the months of November and December SCVS offered individual safeguarding policy development sessions to all RPB grant applicants. The sessions supported organisations to review and adapt their safeguarding policies, discuss training needs and any other support organisations felt they needed in relation to ensuring their organisation is compliant and committed to safeguarding, 19 organisations attended the sessions.
- During this reporting period SCVS continued to seconded a staff member to West Glamorgan Regional Partnership to develop a volunteer strategy for the West Glamorgan Region. This has focused on many aspects including safeguarding, safe practices and policy development.
- We continue to direct organisations to WGSB website for information and always ensure we emphasis the need for robust safeguarding policy and procedures.
- SCVS continues 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. SCVS staff are alert to safeguarding issues and where necessary, follow procedure and raise concerns.

## NPTCVS

Neath Port Talbot Council for Voluntary Service - Supporting, promoting and developing the local voluntary and community sector

- Supported third sector organisations to recover from the COVID-19 pandemic.
- Continued to participate in national, regional, and local safeguarding structures, networks, and partnerships.
- 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.
- Worked with the organisation's Lead Trustee for Safeguarding to support, advise and guide the board on safeguarding matters.
- Revised the organisation's safeguarding policy and procedures.
- Organised safeguarding training sessions for staff, volunteers, trustees and member organisations.
- Took part in National Safeguarding Week and shared resources to help strengthen safeguarding practices within the third sector in Neath Port Talbot.
- Created a safeguarding website page with links to resources and support.
- Offered a one-to-one safeguarding policy health check surgery to member organisations.
- Organised a webinar with the Wales Council for Voluntary Action around the changes to those in 'positions of trust', aimed at sporting organisations and faith groups.
- Worked with partners to respond to the Ukraine Crisis, arranging awareness sessions for Ukrainian residents including safeguarding, mental health, domestic abuse and hate crime.
- Worked with partners to respond to the Cost-of-living Crisis and identify how communities were affected.
- Provided volunteering good practice support to organisations to ensure volunteers were in appropriate and safe roles.
- Promoted a range of safeguarding training sessions to our staff, volunteers and members.
- Supported health services by attending virtual wards and providing a social prescribing service to individuals.
- Continued to deliver the Community Wellbeing Service, ensuring patients are discharged from hospital quickly and safely where community support can be provided.



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



The Probation Service in Wales continues to prioritise its safeguarding responsibilities and has actively contributed to the Board's work and that of a number of key sub-groups.

The Probation Service has numerous critical responsibilities and influence in a number of areas that are crucial to the safeguarding of adults and children. Violence and against Women and Girls, Domestic Abuse, Modern Slavery, Sexually harmful offending and other contextual safeguarding matters such as child exploitation.

This year, the Probation Service has actively promoted the 'Think Child' campaign across Wales. This is aimed at embedding professional curiosity and the professional development of Probation Officer's with a sharp focus on the needs of children when managing adults on probation. This campaign improves safeguarding work and has ensured that probation practitioners have a greater understanding of their unique role in supporting the wellbeing of children whose lives are impacted by the individuals we supervise, and within the broader Criminal Justice System.

Working under the Women's Blueprint, the Probation Service has also developed initiatives to retain and protect supportive relationships which are key to children's healthy development and wellbeing. This includes the 'Visiting Mum' project which allows women in HMP Eastwood Park and their children to maintain strong healthy relationships and to minimise the impact of maternal imprisonment.

Within the Board, the Probation Service has supported Child and Adult Practice Reviews and shared and embedded that learning to contribute towards the Board's key responsibilities to drive improvements in practice, process and procedures in order to achieve better outcomes in safeguarding others.

## Barnardo's Cymru

Barnardo's Cymru has actively engaged with and contributed to the work of the Board, ensuring information and learning is distributed across the organisation at both the regional and National level utilising internal networks and processes such as the Safeguarding Practice group, strategic performance reviews, operational managers meetings and practitioners annual Safeguarding events. This year Barnardo's Cymru has had a particular focus on learning from practice and measuring impact this year in line with the board's priority areas.

Barnardo's Cymru has facilitated workshops for managers and practitioners dedicated to embedding learning and recommendations from practice reviews at service level. Barnardo's is also developing a Quality toolkit which will be used by all services across the UK and assist in demonstrating the effectiveness and impact of services at a local, regional and national level which will be able to feed into the boards Annual Quality Assurance Report.

Barnardo's is a member of the Policy, Procedure & Practice Management sub-group contributing to the development of policy and practice guides. Barnardo's Cymru has also ensured that our 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 as well as offering workforce development sessions during Safeguarding week.

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 has again this year worked with Barnardo's Training and consultancy unit to revise modules to ensure the content remains relevant and promotes best practice.

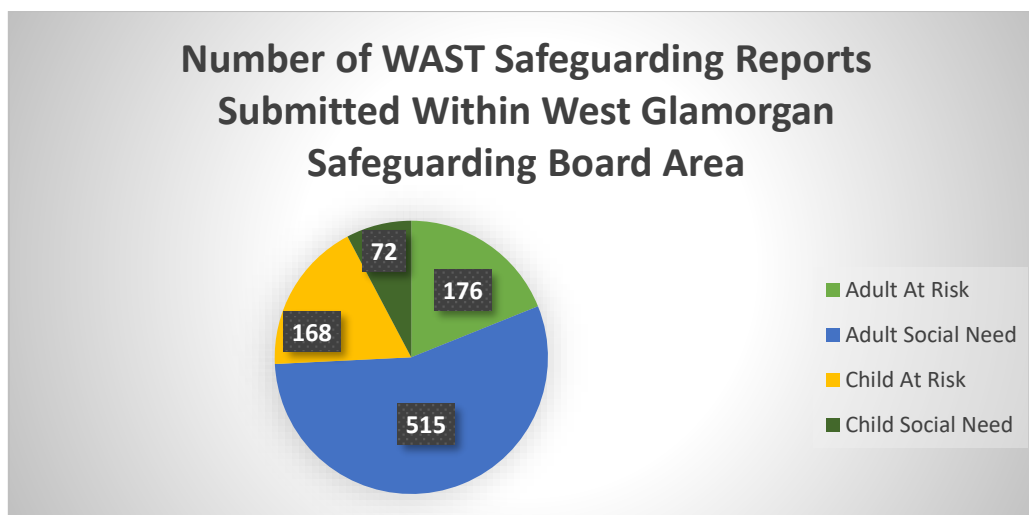
## Welsh Ambulance Service NHS Trust (WAST)



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.

During the reporting year 2022-23, we have maintained our reporting activity to prevent, protect and support individuals and their families pan-Wales. The following graph illustrates the WAST Safeguarding activity for the board during the period 1<sup>st</sup> April 2022-31<sup>st</sup> March 2023.





WAST has 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 this reporting period we have been able to embed learning from reviews and safeguarding situations into clinical scenarios, which are a component of the face-to-face mandatory in-service training (MIST). The safeguarding themes included domestic abuse, adult at risk, professional curiosity, and PRUDiC. The inclusion of safeguarding scenarios has been well received by staff, with evaluations indicating that 99% of staff thought the inclusion useful and recommended that it should be continued for future MIST programmes.

We have improved safeguarding communication with WAST colleagues by updating our WAST Safeguarding Hub. This enables staff to have easy access to resources such as bespoke safeguarding sessions utilising Eventbrite and the programmes of events for each safeguarding board during National Safeguarding Week.

We have also successfully appointed 3 new Safeguarding Specialists to the Safeguarding team. They have all come from a variety of different backgrounds within health care. This will enable the team to allocate specific Health Board areas to specific Safeguarding Specialists ensuring we strengthen our collaborative working.

## Area Planning Board (APB)

### Transformation Project

As reported last year the Western Bay Area Planning Board (APB) in partnership with key stakeholders embarked on the start of its Transformation Project. This project will see the development of a fully integrated Substance Use Public Health Model for services to help people to have issues with alcohol or drugs. There are 2 elements of this project:

### Western Bay Drugs Commission

Following the successful launch of the Commission in December 2022 where just under 100 people from across Swansea Bay came to hear about the Commission and its planned programme of work, the Commission has now begun its work in earnest.

All Commission members have been recruited and they met fully for the first time on 18th January 2023. The starting point for the development of the Commission was the significant focus on drug deaths and drug harms.

The second Commission meeting on the 8th March was held in Swansea and focused around an evidence session with the APB. A panel of experts from the APB Team, the Chair of the APB, the Harm Reduction Lead and Chair of the Harm Reduction Sub Group and the Commissioning, Finance and Performance led a presentation and participated in a Q&A session regarding the full plans of the APB for developing the Integrated Public Health Model.

An initial call for evidence has been circulated widely across services as well as through a press release across all partners and various media outlets. Responses will be considered by the Commission at its next meeting on 7th June 2023, at which point agreement will be made over the key themes that the Commission will focus its attention on over the course of 23/24.

Early engagement visits have taken place with all of the service providers in Western Bay.

The Commission meetings during 23/24 have been set and the session in June will focus on the challenges of Co-occurring mental health and substance use needs, and wider complex needs.

The Commission will also set-up a number of smaller sub-groups to explore the key themes that arise to the surface from the initial evidence gathering.

The Commission plan to carry out a set of focus groups and interviews with individuals with lived/living experience and feedback from these session and interviews will be discussed by the Commission alongside the results of the initial call for evidence, to help shape the scope of the Commission's work over the rest of 2023.

## **Development of an Alliance to lead on implementing the Public Health Model**

The Alliance Commissioning process requires an assessment of needs, planning and procuring of services and monitoring the quality of those services. There are significant pieces of work that have been undertaken which will inform the commissioning and delivery framework. The Health and Social Research findings, the South Wales Police drugs market profile (currently being updated), the review of services for children, young people and families, and the strategic evaluation of prescribing services will all be utilised and are key in assessing needs and planning the future services in Western Bay. The Western Bay Drugs Commission is also a valuable resource in developing our understanding of need and acting as a critical friend.

The APB has also agreed to the implementation of a new prescribing model (StEPS). This work is underway and a multi-agency Steering Group has been established to lead on this. Partners have come together through a series of engagement events and workshops to develop a structure for delivery. This model will be developed on a pilot basis (for a period of 2 years) as a lead in to the wider fully-integrated public health model. A strong base has been established that can test the processes that are required to deliver the full proposal.

The Programme Manager resource was agreed by the APB and PSB to lead this work, and the recruitment process has been completed. It is expected that the Programme manager will take up the role on the 21st July 2023. The programme manager will be working closely with the APB Commissioning manager, to bring together the needs assessments and planning so far, and move into the procurement planning and timeline development. This will be the next phase of work.

There is now a Financial Risk sharing agreement in place between all responsible authorises of the APB to enable joint funding arrangements to take place. There is already significant progress in understanding partner's contributions, with the APB team undertaking an initial scoping exercise, which determined that a larger piece of work is required to understand the full funding picture, with a view to developing a more equitable system. In addition, the Criminal Justice funding allocations are also under review.

Once in place the Transformation Programme Manager will concentrate on the following key priorities:

- To consider population level public health communication, as it is crucial for successful implementation of an integrated public health model of service.
- A Review the Structure of the APB to ensure that it is able to provide strategic oversight of all aspects of substance use across the region.
- Understanding the full financial envelope available to the programme.

## **Service User Involvement**

In the financial year 2021/22 Welsh Government allocated a small amount of non-recurring funding to Western Bay Area Planning Board to implement and deliver a peer led naloxone

project. In March 2022, the S.A.F.E (Swansea Bay against Fatal Episodes) naloxone project was launched. The project is housed by Barod, Swansea and delivers interventions across Swansea and Neath Port Talbot. Funding was allocated for 5 peers to volunteer within the project working 2 shifts a week, totally 4 hours a week. In February 2023 the peers expanded the project and now deliver all three specialist harm reduction interventions; take home naloxone, blood borne virus screening and needle and syringe programme. During 22/23 the Peers carried out the following work:

- 308 take home naloxone kits distributed.
  - 198 naloxone kits distributed to people at risk
  - 110 naloxone kits distributed to relevant professionals
- > 8 known overdoses where naloxone from the project has been used to reverse an overdose. (7 successful reversals).
  - 2 cases were the peers themselves have administered naloxone.
  - 3 Dry Blood Spot Tests (BBV Screening)
  - 7 Unique Individuals provided with Needle and Syringe Programme.
  - 4 Peers are part of the European Network for People who use drugs (EuroNPUD). Looking at inequalities and practice across Europe.

The Peer Network is proving to be very successful and what has been created can be used as a platform to further develop a dedicated service user forum for Western Bay. Here is some feedback received from colleagues and partners about the project.

“The Peer 2 Peer project and its volunteers have created a peer led movement that continues to go from strength to strength. The work of the peers on the project has reflected in people at risk in our community being alive today. Their hard work, grit and determination to ensure people have access to life saving interventions is something they should be extremely proud of.”

“The Peer 2 Peer project and the volunteers are excellent. Their resilience, understanding and interventions have saved lives, allowing individuals to see their friends and families again. Thank you all for your efforts for which you should be proud. I am excited about the relationships that we have formed, and this will only continue to improve and strengthen. My colleagues and I have learnt and will continue to learn from the volunteers and the project.”

“Watching the project grow over the past 12 months or so has been really positive. The project typifies how assertive outreach principles are delivered, by going out and taking interventions to those who need it in a timely way. The peers on the project always go above and beyond, showing motivation and dedication with a solution focused attitude.”

“The P2P project paves the way in co-producing solutions for people who use substances in Western Bay. Delivering the project through the lens of lived experience helps them engage with people who would typically be labelled as hard to reach.... They’ve shown they’re not hard to reach its just we need to adapt and listen to meet the needs of people”

The plans for 23/24 are:

- To expand the number of peers volunteering on the project.
- To purchase IT equipment and reduce the technological barriers for the project.
- Improve the rates of BBV and NSP within the project.
- To purchase marketing material and business cards to improve their service reach.
- To improve peer representation within the forums and strategic groups in Western Bay, such as Drug Poisoning Task Force.
- To improve the peer supported referral pathway for people to access services.
- To incept a Service User Involvement forum for the region to ensure lived and living experience voice is at the forefront of service planning and delivery.

### **Harm Reduction**

187 professionals across Swansea and Neath Port Talbot received Benzodiazepine training. The training was delivered to upskill and raise awareness of novel/street benzodiazepines that are causing significant harms in our community. This training is part of ongoing work in order to tackle the problematic levels of benzodiazepine use that we have in the region at present.

Western Bay now has lived experience representation on the EuroNPWUD (European Network of People who use Drugs). There is a mix of people who currently and historically use drugs, which includes young people. With thanks to Barod for facilitating transport for people to attend the inaugural event.

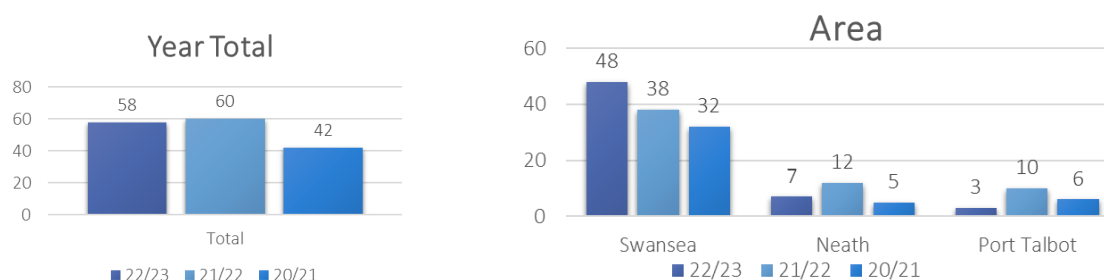
South Wales Police continue to widen the reach of Police Officers carrying nasal naloxone, to date, at time of writing there have been 274 named police volunteers to carry naloxone, with 211 kits issued. There has also been 5 successful uses of naloxone in Swansea and Neath Port Talbot from officers first at the scene of an overdose.

All Probation Staff in Swansea are now been trained in the use of nasal naloxone. There around 80 members off staff trained in the signs of overdose and administration of naloxone. Naloxone kits are available in West Glamorgan House and staff can now swiftly act if faced with an overdose.

## Drug Related Deaths

### Data

Numbers of deaths reported for 22/23 across Swansea and Neath Port Talbot show a slight decrease from the previous year.



- 84% (49) were males and 16% (9) were females.
- 52% (30) were working with services as compared to 45% in 21/22.
- 19 % ( 11) were on a waiting list or waiting to be allocated. Compared to 3% in 21/22.
- In Swansea there was a 26% increase in suspected drug related deaths

### Independent Review Panel (IRP)

The Independent Review Panel for Drug Related Deaths has been working hard throughout 22/23. The purpose of the panel is to review all suspected/confirmed drug related deaths, to identify any lessons learned to improve current drug service provision. To make recommendations to the drug service providers to change/improve their working practices and to identify areas of concerns within existing pathways to help shape future drug service provision.

In 22/23 the panel:

- reviewed 59 suspected drug related misuse deaths reviewed during this period
- 96% were reviewed within 6 months of the person death
- A new Rapid Review Form introduced to allow service to complete their own review prior to full review by IRP
- 25 general recommendations made
- 20 lesson learned recorded
- 7 service specific recommendations made
- 116 areas of good practice identified

Key Themes coming out of the reviews (and progress) were:



- The need for multi-agency panels and improvement in partnership working – improvements have been seen with introduction of Concerns Jam and further improvements by the IMAP (intensive multi-agency panel) which is currently in development.
- The need for public health messaging to target those not engaged with services – still outstanding
- To improve case note recording to improve the content and accuracy – the introduction of the new national integrated case management system (WCCIS) brought challenges but improvements have been made to the system which has improved case note recording.
- To improve the mental health pathways and more joined up working with SM and MH services – Dual Diagnosis Strategy developed and ongoing work to improve pathways via sub groups being led by the Health Board.
- To improve the pathway for prescribing and to ensure those who require long term prescribing do not fall through the gaps – The new pilot model for prescribing (StEPS) is due to be launched later this year
- To refer/signpost clients to agencies and services outside the Newid family who can help with a wide range of issues such as confidence building and diversionary activities – improvements have been made and will continued to be monitored by IRP.
- To ensure staff are informing the Case Review Coordinator of all non-fatal accidental overdoses - improvements have been made and will continued to be monitored by Drug Poisoning Task Force.

## Service Developments

### Frist Point of Contact

Back in 2020 issues with the route in to substance use services across the region were evidenced by an evaluation carried out by the APB Team. The result was that the APB agreed to implement a new route into services via a single point of entry.

It was agreed that the new service would offer people the opportunity to speak to someone for advice regarding their substance issues and that this would be offered via a Freephone number, on-line, drop-in to agencies and via emails. This would be open to self-referrals and for professionals to refer in.

The Newid First Point of Contact (FPOC) Service was launched on the 4th April 2022, this changed the way in which people access substance use services in Swansea and Neath Port Talbot. Since the inception of FPOC there has been a 42% increase in referrals for triage/assessment and a 31% increase in the number of people referred into treatment, all of which has occurred without additional investment.

Although the service has made it easier for people to get advice and opened up access, it has increased the demand on our services to take on additional people into service. The two main



issues affecting the ability of the FPOC to operate to its greatest potential have been acknowledged and there is ongoing work to address them. A review of the first year of operation will be undertaken in 2023, to give all stakeholders an opportunity to feedback on their experience and any challenges, as well as any action needed.

## StEPS

In 2021 the APB received a report which highlighted serious concerns regarding the high levels of drug related deaths and long waiting times for prescribing opiate dependence. A strategic evaluation of prescribing services was carried out and the recommendation arising from the evaluation to develop a new prescribing model across the region was agreed. The model (StEPS) will greatly reduce waiting times by creating a rapid access into prescribing system.

During 22/23 the APB Team has been working with partners to develop a project as a pilot leading into the fully integrated service under the transformation programme. Work undertaken this year include:

- An implementation Plan has been developed.
- Holding one to one implementation Meetings have been held with affected services,
- The inaugural meeting of the Steering Group held and action plan for group agreed to include immediate priorities. Terms of Reference have been agreed to include a set of Joint Working Principles.
- Criteria has been agreed for each Element of the model.
- Specifications have been drafted for each Element of the service
- Service users have been consulted on the name of the model and would like the new model to be called StEPS

## Next Steps in 23/24

- To hold the second meeting of the Steering Group
- To continue to work on removing the risks/barriers that have been identified
- To work with the provider of the low intensity service to implement a new Buprenorphine maintenance service in primary care

A revised date of the end of September has been set by the Steering Group to commence with the first elements of the new model.

The model will act as a pilot until March 25, to lead into the wider transformation project and test the system and provide a means to evaluate its impact on waiting times, drug related deaths and other harms.

## CWTCH

In 2022 Platform developed a project to be submitted to Welsh Government for funding they made available to support services for people who have mental health, substance use and housing issues. The funding was allocated to each APB in Wales. The CWTCH is a collaborative project, with the main Co-Occurring Wellbeing Hub being provided by Platform, to include 2 Dual Diagnosis Link Workers employed by health board, and delivered as part of the Western Bay StEPS (prescribing) model, but also as a resource for the whole of the substance use sector in Western Bay. The money will also fund a System Navigator, to be employed by the Community Drug and Alcohol Team in the health Board, to pick up referrals into their service more efficiently. A Clinical Nurse Specialist will ensure that patients accessing drug and alcohol services and who present with complex physical, psychosocial health needs, will receive an assessment and access support at the earliest time possible. The post holder will be responsible for navigating patients into appropriate services, including housing support, as required. This role is pivotal to the future co-occurring strategy and will serve as a single point of contact for the new co-occurring hub and will provide a range of support services for this client group.

## 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, Children's Rights Unit 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.

### Equali-Tea

The Equali-Tea Resource continued to be utilised in schools throughout 2022. JSB Officers collected the thoughts and ideas of students and community groups from across West Glamorgan. Consultations and workshops have provided an overview of experiences from members of the LGBTQIA+ community. The findings have been collated and will be presented to the West Glamorgan Safeguarding Board in July 2023 along with suggestions for improvements. Quotes from young people include;

*'It's acceptable to make fun of LGBT people'*

*'We just don't know who to talk to'*

*'People don't respect your boundaries'*

Suggested next steps include;

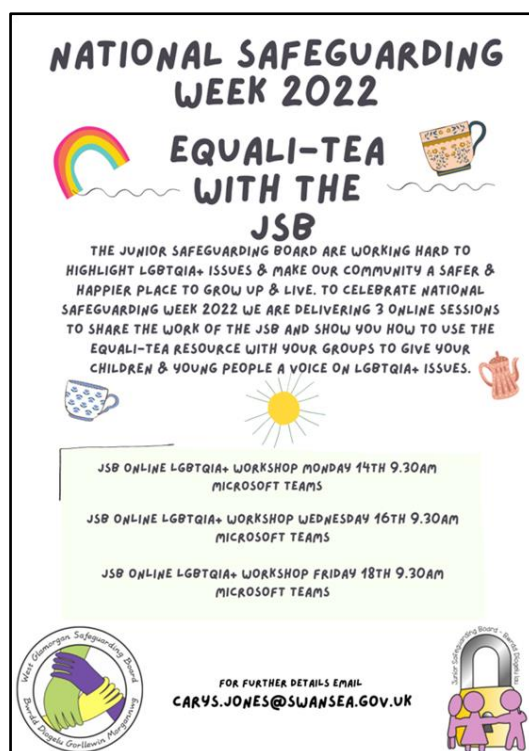
10 points for teachers - work with LGBTQIA+ groups to develop a brief list of how to be more aware and supportive of students who are LGBTQIA+

Staff supporting the JSB were also invited to deliver four workshops to more than 100 pupils at Llangatwg Community School health and well-being day in December 2022. Pupils took part in activities and discussion and shared their thoughts and ideas.



**National Safeguarding Week**

In addition to this, the 'Equali-Tea' training session was delivered to around 30 professionals during National Safeguarding Week in November 2022. The aim of the 'train the trainer' style workshop was to introduce the 'Equali-Tea' resource and provide professionals with information on how to deliver it to the young people they engage and support.



### 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

Throughout 2022-2023 the JSB has worked closely with Ysgol Maes Y Coed and the Emergency Services to educate frontline personnel to communicate with children and young people with complex needs more effectively. The students have now produced a training video teaching Emergency Service Personnel how to communicate in British Sign Language. This project has been a collaboration between NPTCBC, Children's Rights Unit Neath, South Wales Police, Mid & West Wales Fire & Rescue Service and Welsh Ambulance Service. The video was launched during National BSL week on social media and will be presented to the West Glamorgan Safeguarding Board in July. The main outcome will be to include the video in training/induction period for Emergency Services Staff.

### CMET Language guidance for professionals

The young people from the CMET (Contextual Missing Exploited Trafficked) youth panel have been working extremely hard over the last few months in developing a "changing the narrative" guidance for professionals that focusses on the language we use to discuss young people in our everyday work. The young people have delivered a short presentation at a local

level to our elected members in Swansea and feedback was well received. The hope for this piece of work now is for the youth panel to deliver this at national level and invites have been sent out to the children's commissioner to hear the voice of the young people taking part in this work.

### **“We don't tell our teachers”**

In 2021 Estyn launched a report on pupil's experiences of sexual harassment in schools in Wales. Safeguarding Officers approached the JSB in December 2022 to capture real life experiences of students and make comparisons to national statistics. Members of Cefn Saeson's Well-being Senedd, supported by JSB Officers scrutinised the report, developed questionnaires to gather the views and experiences of peers and finally analyse their findings. The group presented their work to a Safeguarding Conference in Port Talbot's Princess Royal Theatre to teachers from across West Glamorgan. This work is being continued throughout 2023. The JSB have chosen to raise awareness of Sexual Harassment and Vaping and look forward to reporting their achievements in due course.

### **ASB Inquiry - Voices of Children and Young People**

Members of the JSB have been asked to participate in the evidence gathering stage of the anti-social behaviour inquiry being undertaken in the Gorseinon area of Swansea. This has provided scrutiny councillors and elected members of local councils to hear what the young person's perception of ASB is. Representative children and young people from the CMET young person panel and the Evolve youth hub panels have taken part in the discussion. The session was held in a local youth community hub and took the structure of a what matter's conversation between young people and councillors. With young people being given opportunities to chat with decisions makers on what they see within their community with councillors being able to articulate what matters to members of the constituency they represent.

### **Lost Voices – The not so fun house**

The Not So Fun House explores links between mental health and youth homelessness. This immersive installation invites you to journey through a multi-artform sensory experience.

For the last 18 months Lost Voices has been creatively empowering the lost voices of young people who have not traditionally been heard. Young people with experience of the care system. Young people experiencing homelessness or at risk of homelessness. Young people experiencing people mental health. Young people struggling to find their path. This creative opportunity has been supporting young people to find their voice, develop, shape, and create their own large-scale artwork.

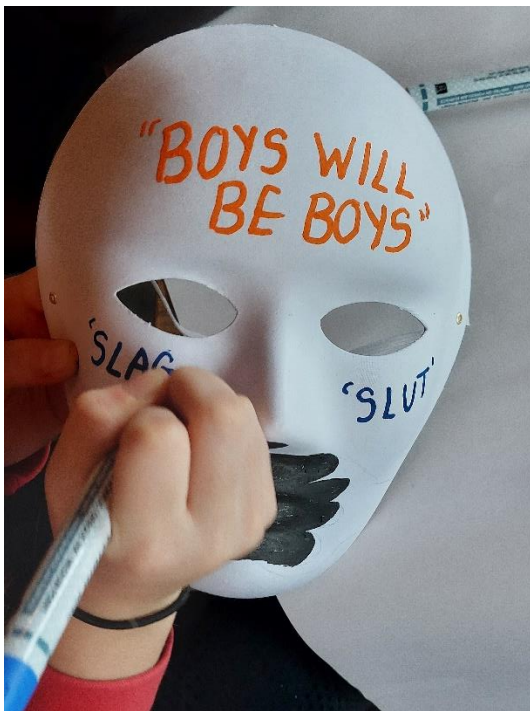


Young people connected to Llamau and Swansea Children's Services have worked alongside artists to explore in depth their own lives, experiences, thoughts, and feelings. This final artistic experience will amplify the participants voices and ensure they are heard. You the audience will engage with the world the participants create on the terms the participants define. The young people hope this experience will change the way you see and support young people in your work and wider lives.

The final event will be run on 14<sup>th</sup> July 2023 In the Vaults Cardiff Bay and members of the safeguarding board are invited to attend.

### Sexual Harassment

A joint consultation took place in March 2023 with 25 young people from across West Glamorgan attending The Climbing Hangar to further discuss Sexual Harassment. The consultation focussed on the consequences of sexual harassment and will lead us to our next joint venture in June where the JSB will start to plan initiatives to raise awareness and prompt change. 25 young people attended the event along with a host of adults from schools, third sector and community groups. The young people enjoyed an expert led climbing session and food together. NPT Secondary Schools meet every half term to share ideas and collaborate on safeguarding issues.



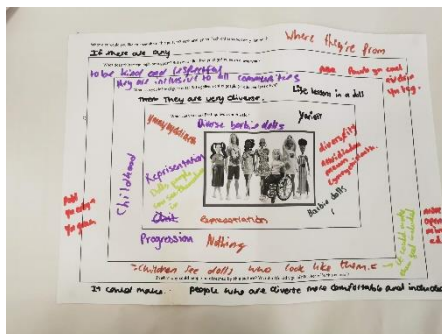




### Shared Values - Celebrating Similarities and Understanding Differences-

29 Young people from Swansea joined together in March to work together under the guidance of facilitating council staff and Small Steps to undertake discussions and activities throughout the day that aimed to celebrate the group's similarities, respectfully discuss differences, and promote shared values.

This workshop session was arranged against a backdrop of request from young people to discuss topics within a safe a facilitated environment, in addition to addressing requests from school staff for young people to experience opportunities to respectfully express differing views and raise their awareness of the risks of radicalisation. The Young people took part in a number of activities including Speed Debating, Source Squares, Art Murals, and a workshop with Small Steps. The day received positive feedback from both young people and teaching staff that attended. Young People we're happy with the opportunity to discuss hard topics such as right-wing extremism, discrimination and gender stereotyping in a safe environment.



### Young Girls Safety Work

Following on from Young Voices conversations about young women's Safety with both Young women and Young Men young people have been invited to continue the conversation about how we can all play a part in reducing Gender Based Violence. White Ribbon day saw 14 young people from Swansea come together to make a plan and a pledge on what we can do. After a number of workshops Young people created a tik tok video displaying silhouette images of themselves with messages around young women's safety. The images formed the white ribbon from above. This work has been continuing through the year with a bigger project planned for July 2023.



## 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:

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

During 2022-23 the WGSB met on 3 occasions. The meeting on the 7<sup>th</sup> September 2022 had to be cancelled due to availability. There was good attendance from our partners as detailed below:

### West Glamorgan Safeguarding Children & Adult Board

Agency	22/06/2022	07/09/2022 – Meeting Cancelled	30/11/2022	15/03/2023
Neath Port Talbot LA	✓		✓	✓
Swansea LA	✓		✓	✓
SBUHB	✓		✓	✓
South Wales Police	✓			✓
NSPCC	✓		✓	✓
Neath Port Talbot LA - Education	✓		✓	
Swansea LA - Education			✓	✓
National Probation Service (NPS)	✓			✓



Agency	22/06/2022	07/09/2022 – Meeting Cancelled	30/11/2022	15/03/2023
Public Health Wales (PHW)	✓		✓	
Barnardo's	✓		✓	✓
SCVS				
Youth Justice Early Intervention Service (YJEIS)	✓		✓	
WAST				
HMP Swansea				
NISB	✓			✓

In 2022/23 the West Glamorgan Safeguarding Board used the national formula for financial contributions from statutory partner agencies as follows:-

<b>Agency</b>	
<i>City &amp; 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%
<b>Total Funding £186,180</b>	

## 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:-

<b>Total costs –</b>	<b>£207,772</b>
<b>Staffing</b>	<b>£166,607</b>
<b>Training / Development</b>	<b>£30,947</b>
<b>Supplies / Service</b>	<b>£10,218</b>

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.

# Agenda Item 7



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel – 24<sup>th</sup> October 2023

#### **SERVICE QUALITY UNIT ANNUAL REPORT**

<b>Purpose</b>	<ul style="list-style-type: none"><li>• To present the annual review of SQU (Service Quality Unit) work over the period of April 22 to March 23.</li><li>• 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.</li><li>• It will also highlight next steps and actions that will be taken into the 2023/24</li></ul>
<b>Content</b>	There is a report included which presents an overview of the statutory work carried out in this service area.
<b>Councillors are being asked to</b>	Endorse the report and its conclusions.
<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>	Alison Mathias, Team Leader, Service Quality Unit  <a href="mailto:Alison.mathias@swansea.gov.uk">Alison.mathias@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**

This is the 2022/23 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

# Service Quality Unit

Annual Report 2022-23

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## The Vision for our Service Quality Unit

Having someone just for you, who listens, supports, and understands you, so you have a voice.

## Service Quality Unit Principles

We will –

- Meet with you, build a relationship with you and prepare and support you for your meetings
- Help you be the best you can be
- Listen to and understand what matters to you
- Bring together the right people to help make things happen to support you
- Ensure that everyone understands how and why they are supporting me
- Keep a record of your meeting and share it with you

As a service we continue to focus on working towards the Corporate Parenting pledge “what a best life” looks like for our care experienced population focusing on the 7 key areas -

- No barriers to opportunity
- Good education/good job
- Healthy relationships
- Safe place to live
- Mental health
- Love, family and friendship
- Happiness

This annual report is to be presented to members of the Child and Family Scrutiny Performance Panel in line with the Independent Reviewing Officers Guidance (Wales) 2004 and Swansea Corporate Plan and Wellbeing Objectives. This report identifies good practice and issues for further development, including those where action is required. This guidance supports the Local Authority to make effective use of the reports so that it can be satisfied that its service can achieve better outcomes for the families, children and young people concerned.

## Background & Team Profile

The appointment of Independent Reviewing Officers (IROs) by Local Authorities is a legal requirement and their core functions are governed by Legislation. The Local Authority has a duty to appoint an IRO to have effective oversight of a child's case and ensure that the child's interests are protected through the care planning. Since the implementation of the Social Services and Well-being (Wales) Act 2014 in 2016, the duty now extends to monitoring the child's whole case, not just their review.

In addition to the IRO role, they also are responsible for facilitating initial and review child protection case conferences. Under the Safeguarding Procedures 2014 it specifically sets out the responsibilities of the Conference Chair that they need to be independent of operational or line management responsibility of the case, trained in child protection and be objective.

This report covers the performance of the team from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023. It also includes information on children subject to a Child Protection Plan and reviews of these plans at Child Protection Case Conferences. All IRO/CP Chairs undertake dual functions chairing looked after children reviews and/or child protection conferences. The current IRO's have a wealth of experiences and knowledge and have been qualified social workers for at least 3 years.

This report also includes information that relates to regulatory requirements in respect of the IRO role which includes the Dispute Resolution process, IRO/CP caseloads, challenges and achievements, participation and consultation of children and young people in their reviews, and service priorities. It also includes Child Protection data.

## Team Profile –

1 x Team Manager

1 x Assistant Team Manager

10 x Full Time Staff (one on long term sickness and one on a secondment)

4 x Part time staff.



## Caseloads -

The average caseload for each full-time member of staff was approximately 75-80 cases in total. This is made up of approx. 50-55 Looked after Children and 25-30 children on the Child Protection Register.

## Service Overview

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What is working well?	What are we worried about?
<ol style="list-style-type: none"> <li>1. Regional partnership working continues to take place with National Youth Advocacy Service, Child and Family Commissioning Team, Supported Care Planning teams to capture data and ensure the active offer of advocacy is being made and taken up by our children and young people.</li> <li>2. There was an increase from 11.91% last year to 16.08% this year. 129 children over 5 years of age accepted the offer of advocacy.</li> <li>3. IRO/CP Chairs are asking the social workers and reminding them to have the conversation on advocacy and independent visitors at every meeting if they have not already done so.</li> <li>4. Supporting Children’s Permanence group meets weekly to obtain an overview of all our care experienced children and young people’s care and support plans. We identify if there are any themes, trends, good practice, drift, or delays or learning we can take to share with the service and senior managers.</li> <li>5. We have in conjunction with the Participation Officer held a participation event with children and young people to understand what matters to them and events will take place regularly through the coming months.</li> <li>6. Swansea is active in involving care experienced children in appointments of new staff which helps build their skills and experience. One young person told us <i>“I have never interviewed or offered someone a job before, it’s made my year”</i>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Our IT system (WCCIS) continues to be challenging in supporting us to capture data to help our learning around themes and trends as well as learning on children’s outcomes. We are currently manually collating data, which is shared with Senior Managers.</li> <li>2. There are ongoing challenges in collecting the data from the current quality assurance monitoring forms. This data is a set of questions collected by the IRO after every meeting to help us measure the Local Authority performance and monitor outcomes for children and young people. We are working with the Learning and Innovation Team to help us extract this data via WCCIS as well as revise the current form which is awaiting programme changes on WCCIS.</li> <li>3. 10% of the quality assurance monitoring questions on participation were not reported on by the IRO, and we need to explore the barriers to this.</li> <li>4. We currently do not capture qualitative or quantitative data on children or young people attending their meetings or if they have been asked to attend, this is something that needs to be developed.</li> <li>5. We have increased the advocate support however we need to understand this more as a service and review if we can do anything differently as well as capture reasons why this service is not being used.</li> </ol>

What is working well?	What are we worried about?
<ol style="list-style-type: none"> <li>7. 90% of our children and young people had a voice and were involved in some form of their review meetings.</li> <li>8. The team have been creative in their thinking with four members of staff recording meetings in a letter form to children and young people. This continues to be reviewed and feedback from children and families continues to be gathered to help us to understand if we are achieving better outcomes for children.</li> <li>9. Swansea has saved over £123,350.71 this financial year via the Share Foundation (ISA) for our care experienced children who we are corporate parents for to offer financial permanency for when they become an adult. This includes a Stepladder Plus scheme post 16 years old to help young people manage money and develop their budgeting skills. They must complete 6 stages of which they can gain an additional £1,500 into their account. Collectively they have added some money into their pot totalling £1,500. We will continue to publicise across the service in the coming year. A young person when asked what motivated them to get involved, he said <i>"The thought of extra money"</i>.</li> <li>10. Cockett House has been decorated and developed to support children and young people into the building to make it inviting and welcoming and offer a safe space to have their meeting and chats with staff.</li> <li>11. In collaboration with the Learning Innovation Team and WICCS we have redesigned some of our paperwork to support the IRO to have meaningful quality assurance documents to help gather data in evidencing the Local Authorities performance within care planning.</li> <li>12. IRO maintained Welsh Government standards by completing and sharing their recommendations from the meeting within 5 working days.</li> </ol>	<ol style="list-style-type: none"> <li>6. A small number of meetings were held out of time (8 LAC Reviews over the 12 months and 5 conferences) all of which were agreed via the Principal Officer for Safeguarding. This was due to staff sickness in the social work staff, late referrals, no report being available and conference not being quorate.</li> <li>7. The WCCIS system is not reliable in capturing the number of health plans being completed and recorded as this is manually inputted and often stored as an attachment. Further development is needed to capture this data.</li> <li>8. Our current IT system for collating data for Personal Education Plans only takes into account the ones we received within timescales and not those that were due to aid the care and support plan.</li> <li>9. Some IROs have limited time due to their increase in volume of work set out in the IRO standards and codes of practice. Things like completing and recording children/young people midpoint reviews (this is a meeting with the social worker and IRO between statutory reviews to check that the recommendations that were generated from the meeting are being followed within timescales set). Work pressures across the board have increased due to placement challenges and this not only impacts directly on children and young people but also staff who must have an additional meeting to review the updated care and support plans.</li> <li>10. We know from IROs and social workers that helpful conversations take place that go undocumented due to limitations in the WICCS system and time. These conversations are around care planning, trajectories, family time, and placement moves. In being able to capture this work, we would evidence the volume of work that goes on daily across the service, which is important to a child's journey.</li> </ol>

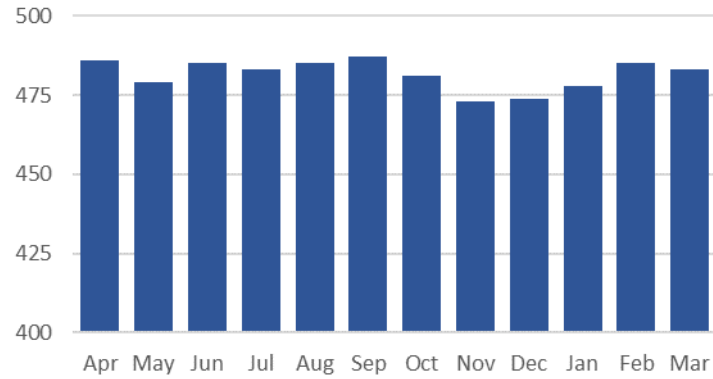
What is working well?	What are we worried about?
<p>13. All Swansea care experienced children reviews are held in the venue of the child or young person's choice. This can be Cockett House, school, placement, or other.</p> <p>14. Our care experienced population has remained stable over this financial year.</p> <p>15. The IROs have consistently undertaken 3-monthly reviews on care experienced children in residential care to maintain an oversight of their care plans.</p> <p>16. We continue to link with Parent Advocate Network (PAN) to take learning from their experiences and we continue to link with the co-ordinator to support this project.</p> <p>17. Formal conversations on cases with social workers and IROs regularly take place and recorded. We continue to have a low level of issuing protocols as it could be suggested that lots of support and discussions take place on children's care plans which are effective and prevent protocols being initiated.</p> <p>18. From the feedback we have received from the participation events (see comments below) IROs have listened to the comments about when the meetings are taking place, their involvement in their plan and the choice of biscuit! Going forward we will continue to address and explore creative ways of working to support participation in any way possible.</p> <p>19. Swansea was chosen to be part of the Child Protection Rapid Review with the Care Inspectorate Wales and coordinated feedback from professionals and families. These findings will be analysed to help us learn and achieve better outcomes.</p> <p>20. At every conference, a questionnaire is provided to family's and partner agencies to seek their views on the Child Protection process to help us learn and develop.</p> <p>21. Training workshops were held with Supported Care Planning staff facilitated by the Service Quality Unit on the conference process and</p>	<p>11. Young people tell us they do not see or co-produce their care and support plans and this needs to be reviewed to become a child friendly document. Children and young people need to have a copy, so that everyone knows what outcomes we are working to achieve.</p> <p>12. Young people tell us they want information via social media and updated technology rather than paper form. This is something we are getting them to help us with.</p> <p>13. Not all partner agencies (namely Police) attend CP meetings in person and staff and families tell us that hybrid meetings can be very problematic.</p> <p>14. Child Protection re-referrals have increased, ongoing work is required to dip sample case closures to check that contingency safety plans are being developed with families to be confident that de-registration for threshold was met and there is a contingency plan which everyone can follow.</p> <p>15. We worry that the safety plans developed within conference including the danger statements are not reviewed in core groups. On times there is no change in the plans or the language at a review conference. Within the next steps, the chairperson is asking for this to be actioned in the next core group. Discussions with the Learning and Innovation Team will take place to support staff going forward.</p> <p>16. Due to changes in the reporting systems from Paris to WCCIS, this changed the reporting mechanisms on how our data is captured and recorded. Going forward annual data will all be reported from WCCIS.</p>

What is working well?	What are we worried about?
<p>conference reports to raise practice standards and staff told us they found this useful.</p> <p>22. From September 2022 to January 2023 the Child Protection Chairperson supported undertaking statutory visits to children on the Child Protection Register to ensure safeguarding was maintained in Swansea.</p> <p>23. All Swansea Child Protection meetings were held in person in Cockett House and families tell us this is something important to them.</p> <p>24. Our Child Protection register numbers remained stable over this financial year.</p> <p>25. We were successful in having 16 young people attend their Child Protection Conferences and be very much part of their plans. This year is the first year we collected the data however going forward we aim to seek the views of those attending to help us learn from their experiences to encourage others to attend.</p> <p>26. We ensure that all our paperwork captures the voice of the child and views of those who have parental responsibility.</p> <p>27. Born into Care Wales provided the first analysis of infant and newborn babies in care proceedings in Wales. This study highlighted key findings that Swansea have embedded in their practice as of June 2022. In practice, Supported Care Planning are identifying cases sooner and in line with the findings and as a result, earlier referrals are being made for Initial Child Protection Case Conferences (ICPCC) to support care planning and safeguarding from the earliest opportunity.</p> <p>28. SQU have supported allocating all unborn ICPCC that have been referred over and as a service we are also convening an additional prebirth Review Child Protection Case Conference (RCPCC) to support having ongoing oversight of the care / safety plan.</p>	

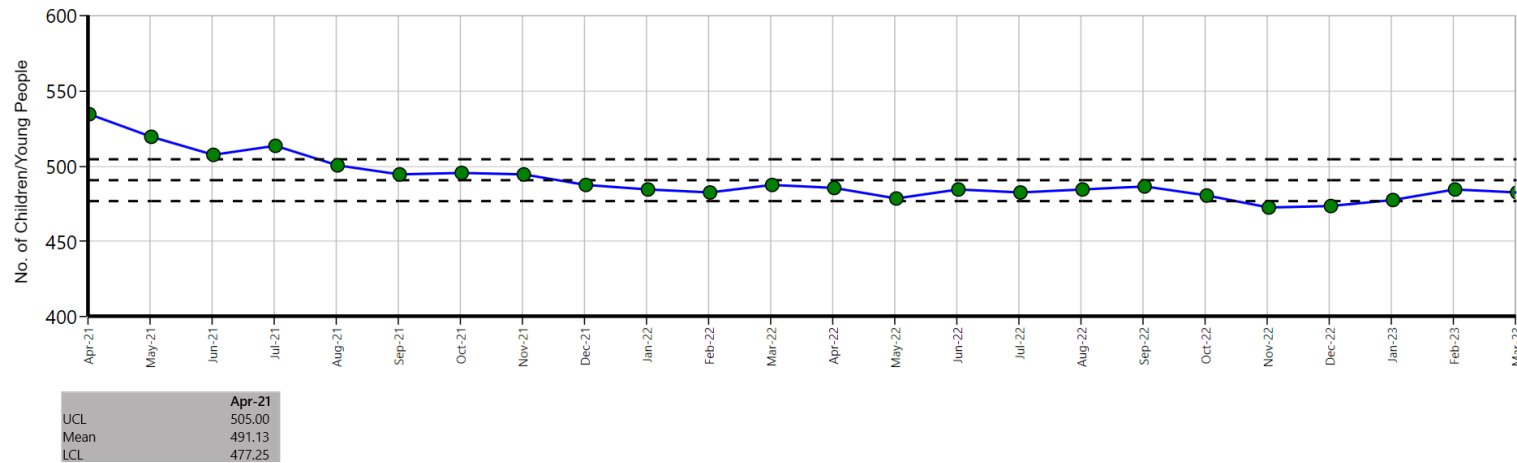
# Looked After Children Reviews

## Population Trend 2022-23

	LAC Population
Apr-22	486
May-22	479
Jun-22	485
Jul-22	483
Aug-22	485
Sep-22	487
Oct-22	481
Nov-22	473
Dec-22	474
Jan-23	478
Feb-23	485
Mar-23	483



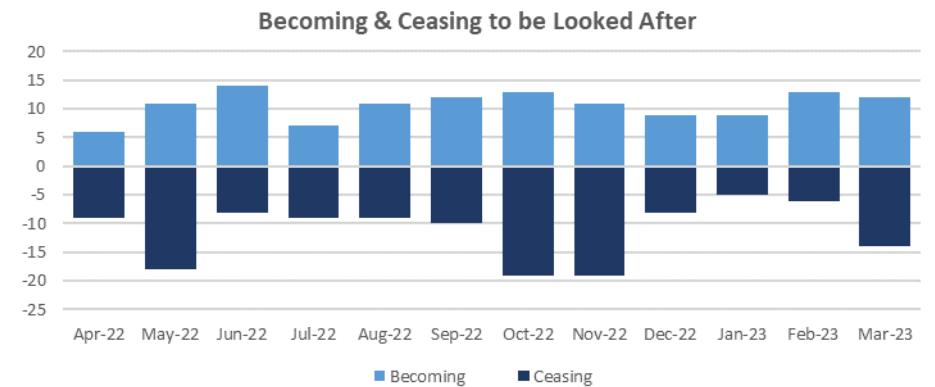
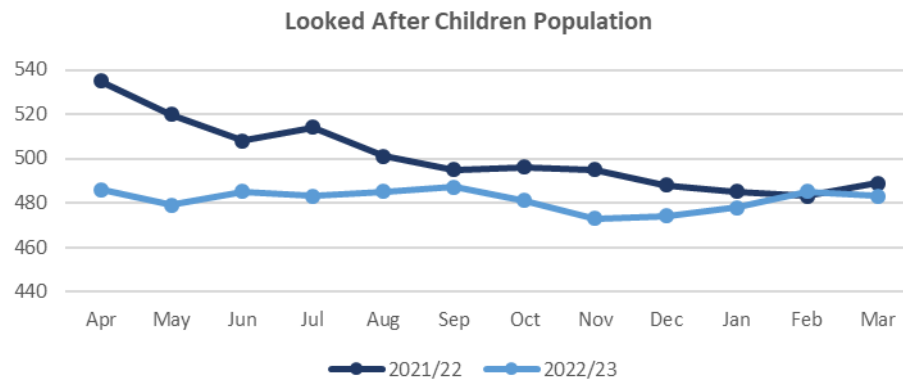
LAC Population - April 2021 to March 2023



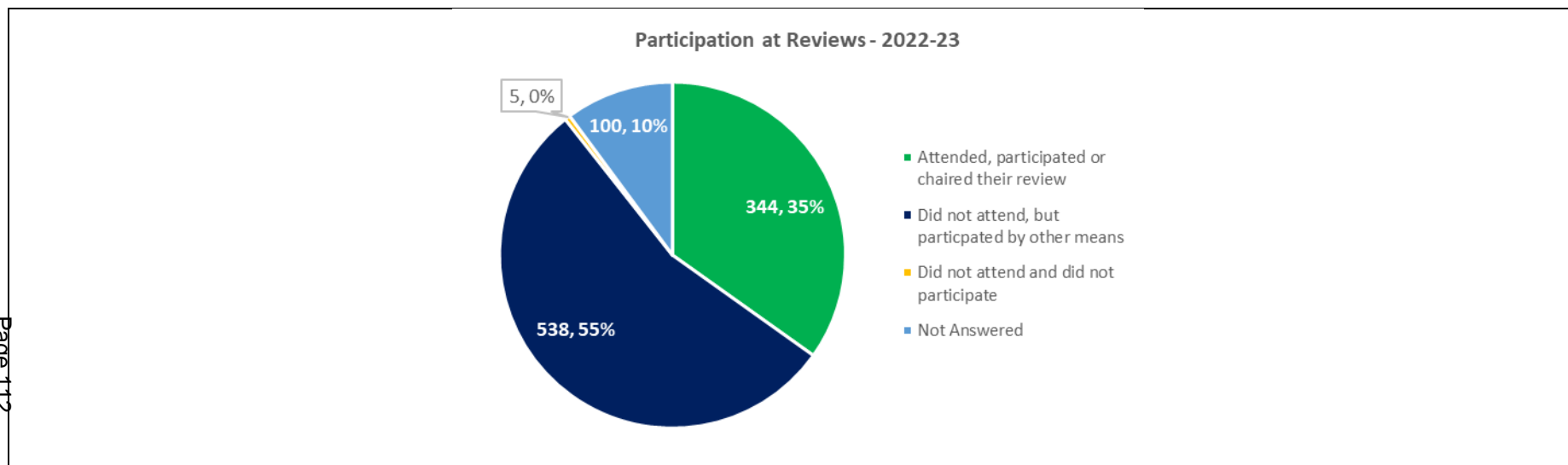
## Annual Performance and Measures

Measure	2021/22	2022/23
The number of children looked after at the end of the year:	<b>488</b>	<b>483</b>
The total number of children who became looked after during the year:	<b>112</b>	<b>128</b>
The total number of children who ceased to be looked after during the year:	<b>175</b>	<b>134</b>
The total number of LAC reviews for looked after children held during the year:	<b>1162</b>	<b>1143</b>
The total number of Pathway Plan reviews for looked after children held during the year:	<b>263</b>	<b>252</b>
The total number of adoption reviews for looked after children held during the year:	<b>56</b>	<b>37</b>

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IRO Monitoring - Participation	2022/23
The total number of reviews carried out during the year, for children aged 5 and over:	<b>987</b>
The percentage of children, aged 5 and over, who attended, participated or chair their Review during the year:	<b>344, 34.85%</b>
The percentage of children, aged 5 and over, who did not attend their Review but participated by other means:	<b>538, 54.51%</b>



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## Children's Participation

Children and young people's voice within our involvement with them is hugely important, particularly in their meetings. Our IROs work hard to get young people and children to participate in their meetings. The IRO standards have placed greater emphasis on the importance of children and young people attending and participating in their meetings. IROs are placing emphasis on visiting their children and young people prior to their meeting to talk about the agenda, who they want there, where they would like to hold their meeting and we are finding that children and young people are more willing to come as their voice is being heard and listened to. We know this from our participation feedback and appreciative enquiries. Young people and children have told us that having their choice of biscuits and refreshments which are a big contributory factor. We have even 'been creative in making ice-cream sundaes as part of their meeting' (quote from HL 2023).



Care Experienced young people feedback about their lives and what matters to them.

“could the young people be involved in this plan and be told that this should be happening”

“I have never been asked if I want snacks in my meeting, this is important”

“I have never seen my care and support plan, I have not contributed to it”

You have greatly impacted my life in a way that not many people could do so I really am grateful for that, after all you are my biggest fan! (A ‘I have been at every meeting. I know I can ring my IRO myself if I need a problem solving.

“My reviews are scheduled for when I am in school/college and I miss out on activities I want to do here, Can we schedule them for times that suit me”

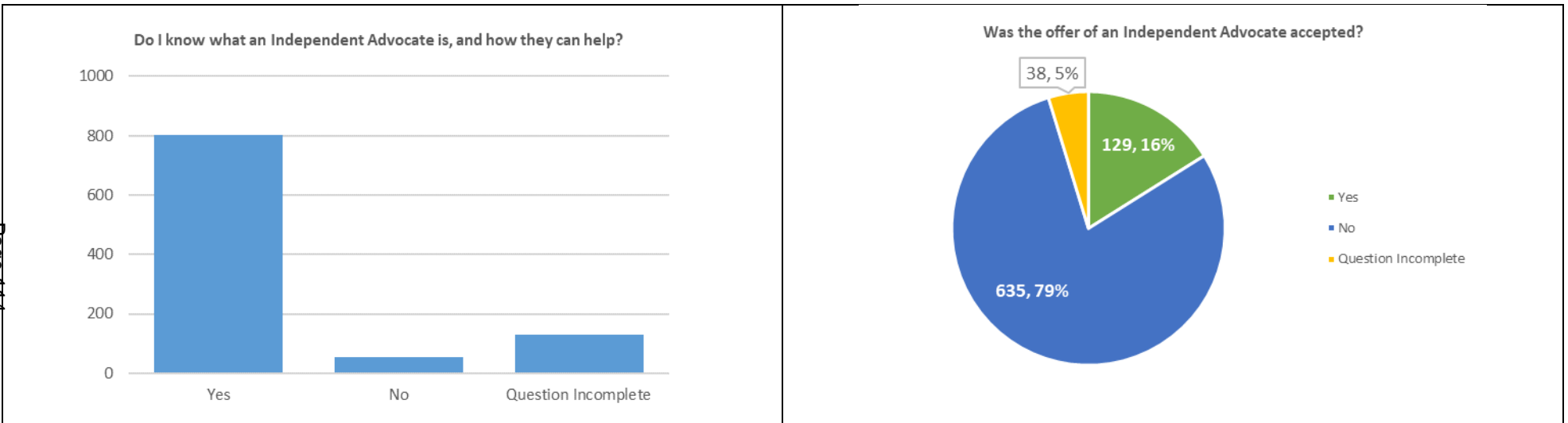
“I use my mobile phone every day, why can't I have my information given to me this way instead or in a leaflet .”

“ I would like a place for all of my information to be in one place, like my HWB account in school, We could include when it is, who is attending and have all the plans in place”.

## IRO Monitoring – Advocacy of care experienced children.

The total number of reviews carried out during the year, for children aged 5 and over:	<b>987</b>
The percentage of children, aged 5 and over who are looked after, who knew what an Independent Advocate is and how they can help: We use a video explanation to explain to younger children if needed that is produced by National Youth Advocacy Service.	<b>802, 81.26%</b>
Of the children who knew what an Independent Advocate is, the percentage who accepted the offer of an Independent Advocate:	<b>129, 16.08%</b>

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There is a low number of children and young people taking up advocacy and work is currently underway to explore why this is. Swansea is working closely with National Youth Advocacy Service (NYAS) to identify if this is a process issue or if it is because having another person who they do not know in their life is what matters to them. We are sending weekly updates of our referrals to support the social worker and NYAS to link in at the earliest opportunity. The best hopes from this inter-agency working are that we will be able to understand better the uptake and/or decline of the service.

## Dispute Resolution Process

The dispute resolution process is set out within Part 6 of the Care and Support Plan. It has been developed to support the IRO in raising failings in a child and young person's care and support plan. It is an escalation process that aims to address drift and delay and monitors the performance by the Local authority of its functions in relation to the child's case.

There have been six disputes raised with operational managers for children we are corporate parents for. From the commencement of the six protocols raised, the Service Quality Unit have facilitated discussions to resolve issues identified with the child's social worker, and team manager. From the All-Wales IRO group, we know that the protocols raised are low in line with the population in most Local Authorities and refresher training might be helpful, however we also recognise that discussions take place daily to prevent escalations formally taking place. In addition, we are working on developing with WCCIS a module to capture discussions prior to issuing a dispute resolution to evidence the partnership working between the social work teams and IROs, this has been logged with WCCIS and we are awaiting a programme design.

## Health Assessments of Looked After Children

At every meeting the IRO will confirm if a health plan has been completed by the care experienced children nurse or allocated health visitor. This is a statutory requirement for one to be completed every 12 months. This information will be recorded and included in the overall care plan on WCCIS and reviewed in line with the care and support plan. We are working with the Learning and Innovation Team and care experienced children health team to gather a greater understanding of themes, and trends as well as quality, which is essential for improving health outcomes in the short and long term. These are completed every 6 months for children 0-5yrs old and annually for 5-18 yrs. old. It is the IRO's role to identify any existing health actions from the plan and follow up on them with the Swansea Looked After Children Health Team if not received and it is their role to take this forward.

The following data is the current health plans completed during the 12 months and on time.

	<b>Initial Health Assessment</b>	<b>Review Health Assessment</b>	<b>Out Of County</b>	<b>TOTAL</b>
<b>Apr-22</b>	4	25	11	40
<b>May-22</b>	14	28	11	52
<b>Jun-22</b>	9	10	12	31
<b>Jul-22</b>	7	9	4	20
<b>Aug-22</b>	8	22	2	32
<b>Sep-22</b>	9	17	12	38
<b>Oct-22</b>	8	50	9	67
<b>Nov-22</b>	13	27	7	47
<b>Dec-22</b>	6	212	9	36
<b>Jan-23</b>	9	48	5	62
<b>Feb-23</b>	4	29	4	37
<b>Mar-23</b>	8	25	9	42
				504

### [Personal Education Plans Received](#)

A Personal Education Plan (PEP) is a statutory document for care experienced children and young people. It is an evolving record of what needs to happen to enable them to make accelerated progress and fulfil their potential. The PEP documents the education journey for a care experienced child. It forms the education part of the child's care plan and sets out the identified needs and school history. Below is the number of PEPs currently received by SQU by Education. We are working with Learning Innovation Team and care experienced children's education coordinators to gather a greater understanding of themes, trends and quality which is essential for improving the health outcomes. We have also been part of audits in quality assuring a small sample of PEP's completed to take learning and feedback to individual schools.

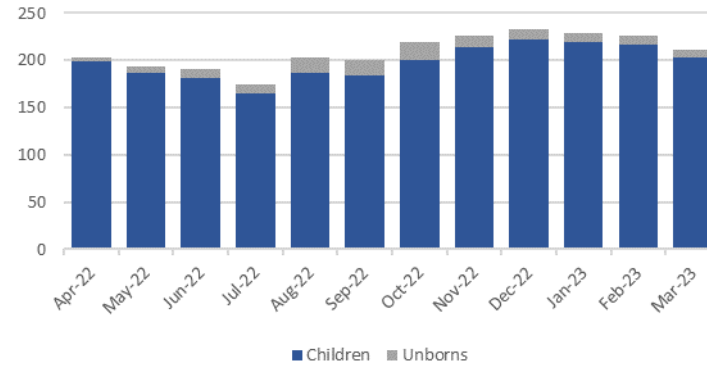
<b>Month</b>	<b>Initials (Returned)</b>	<b>Ongoing Reviews (Returned in timescale) – data not available for PEPs returned out of timescale</b>
<b>April 2022</b>	4	41
<b>May 2022</b>	2	35
<b>June 2022</b>	6	31
<b>July 2022</b>	2	28
<b>August 2022</b>	6	12
<b>September 2022</b>	5	59
<b>October 2022</b>	2	58
<b>November 2022</b>	1	50
<b>December 2022</b>	3	48
<b>January 2023</b>	5	36
<b>February 2023</b>	3	31
<b>March 2023</b>	4	78

Currently we can only report on initial PEPs and ones received within timescales; however this is not to say a PEP might have been completed but not received within the agreed timescales and attached to WCCIS (this data needs to be explored). We had hoped that a new IT system (virtual schools) might have been live to help assist with these figures however this has been delayed. We believe the delays are within the Education Department and we are awaiting confirmation from them on the progress with this new IT system.

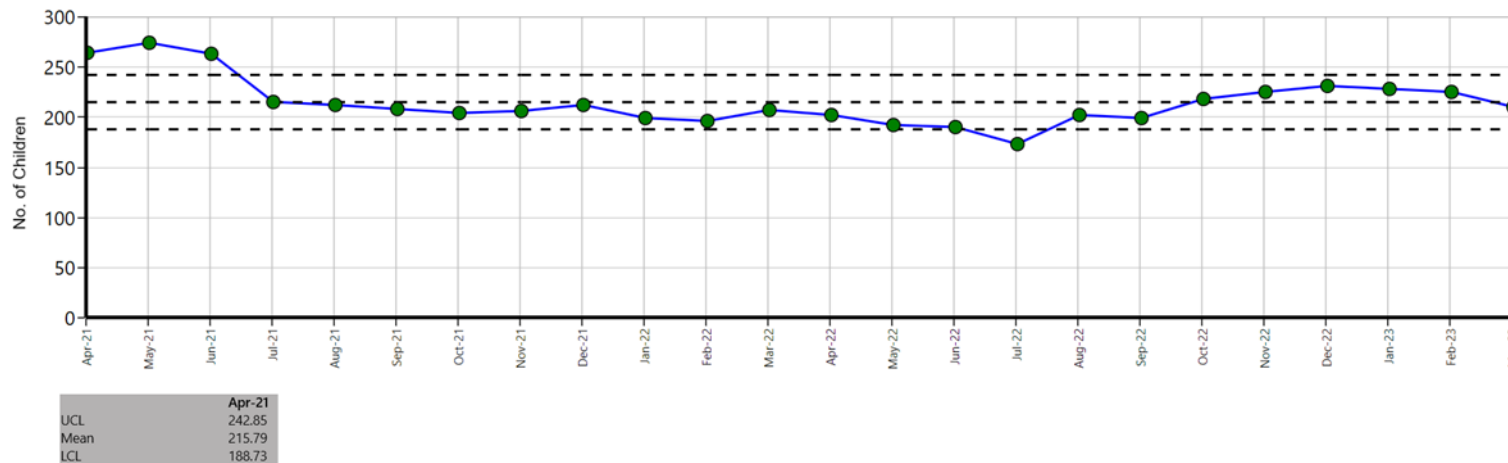
# Child Protection Register

## Population Trend 2022-23

	Children	Unborn
Apr-22	199	4
May-22	187	6
Jun-22	181	10
Jul-22	165	9
Aug-22	187	16
Sep-22	184	16
Oct-22	200	19
Nov-22	214	12
Dec-22	222	10
Jan-23	219	10
Feb-23	217	9
Mar-23	203	8

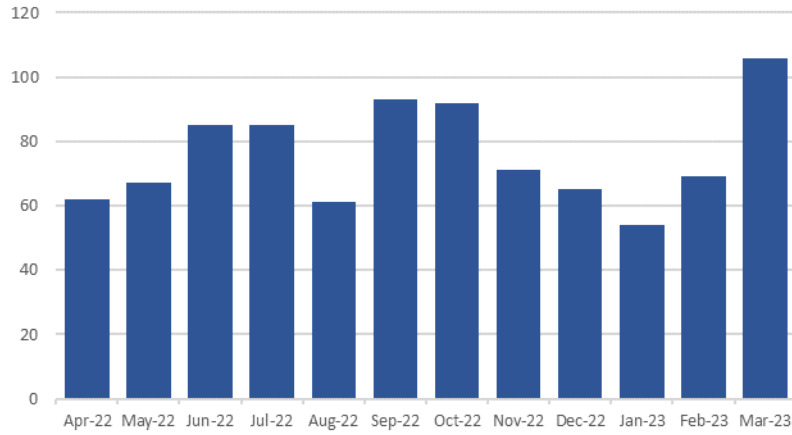


CP Population

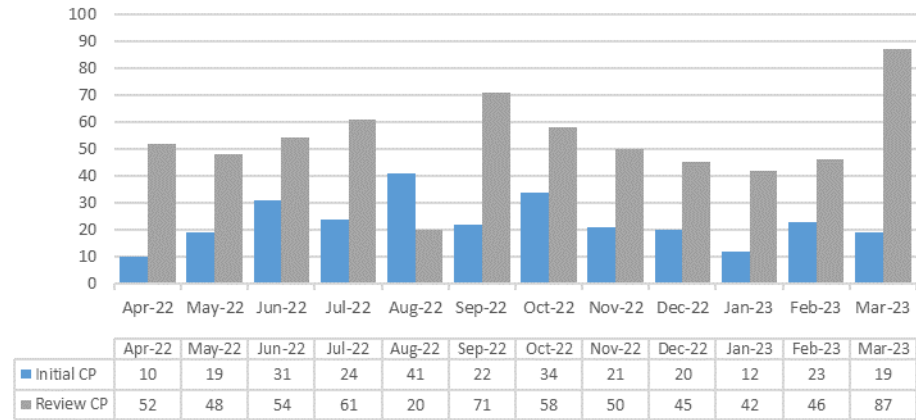


# Reviews Held 2022-23

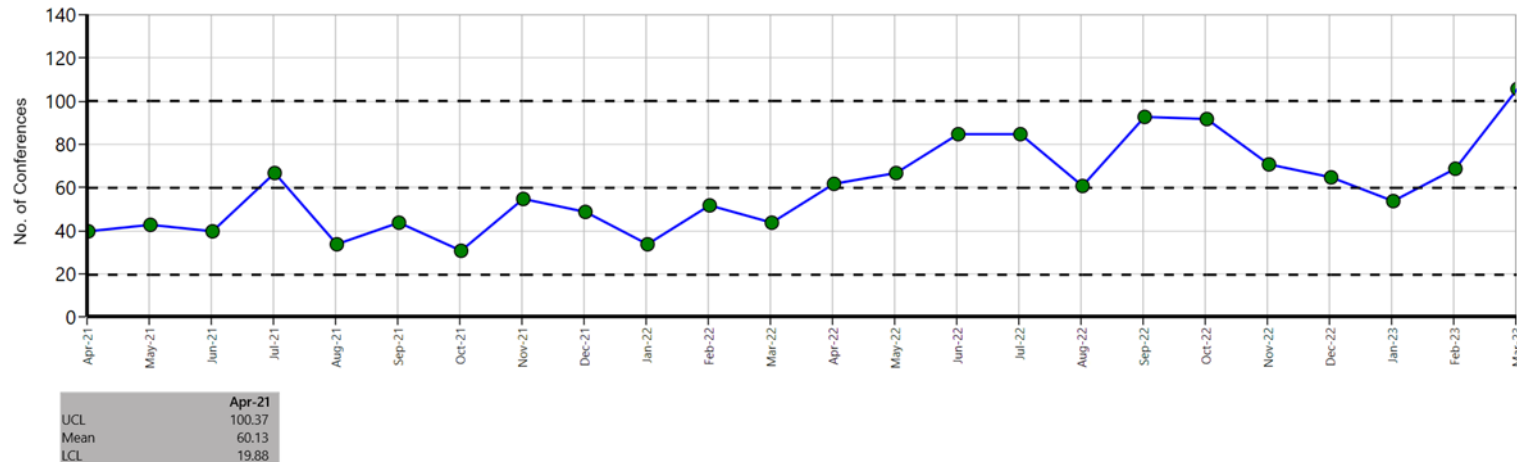
### Number of Reviews Held



### Type of Review by Month



### Child Protection Conferences - April to March 2021-23



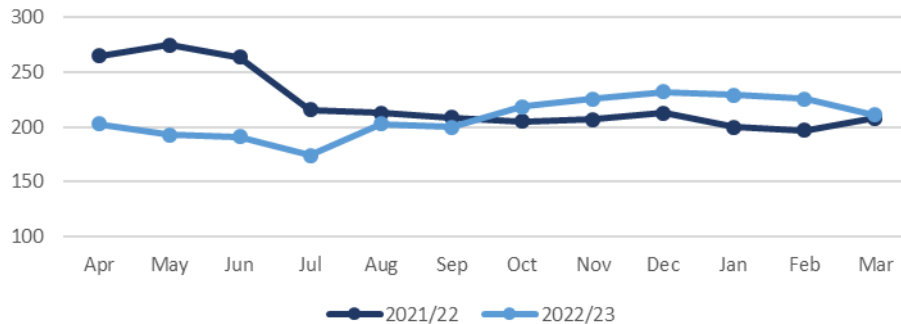


## Annual Performance and Measures

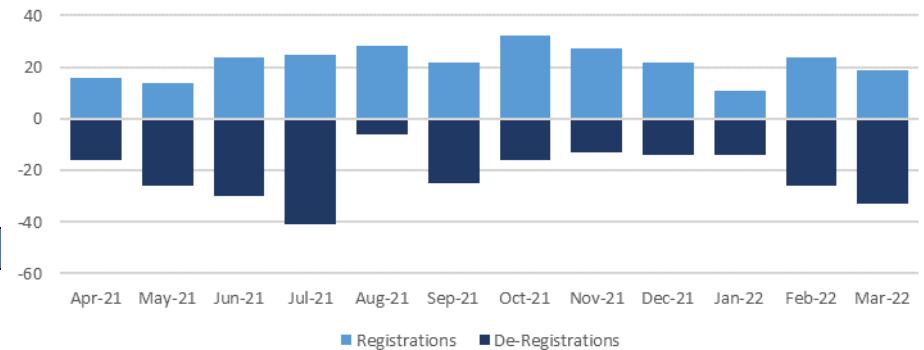
Measure	2021/22	2022/23
The number of children on the Child Protection Register at the end of the year:	<b>199</b>	<b>203</b>
The percentage of children on the Child Protection Register at the end of the year, that have been registered previously:	<b>36, 18.09%</b>	<b>66, 32.51%</b>
The total number of registrations to the Child Protection Register during the year:	<b>259</b>	<b>264</b>
The total number of de-registrations from the Child Protection Register during the year:	<b>313</b>	<b>260</b>
The total number of Initial Child Protection Conferences carried out during the year:	<b>158</b>	<b>276</b>
The total number of Review Child Protection Conferences carried out during the year:	<b>375</b> * this reflects the total number of meetings held	<b>634</b> * this reflects the total number of children considered at conference. There were 387 meetings held.
NB: The measure for 2020/21 was a manual count of total conferences held (per family), not individual children considered in the absence of reporting due to the system change from Paris. The measure for 2021/22 was a system count of all individual children considered at initial conference as reporting was available		

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Child Protection Population - includes Unborns

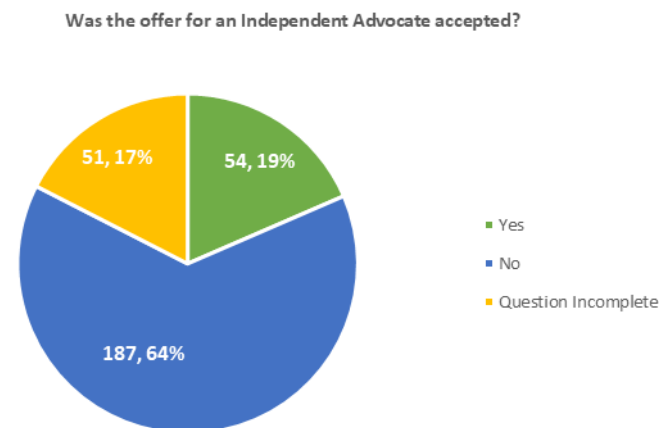
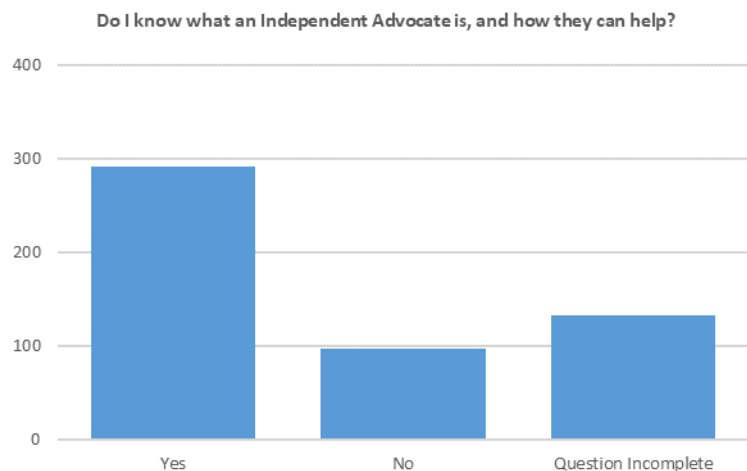


CPR Registrations & De-Registrations



C

The total number of Child Protection Conferences carried out during the year, for children aged 5 and over:	<b>521</b>
The percentage of children, aged 5 and over, who knew what an Independent Advocate is and how they can help:	<b>292, 56.05%</b>
Of the children who knew what an Independent Advocate is, the percentage who accepted the offer of an Independent Advocate:	<b>54, 18.49%</b>



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### Children Participation in Child Protection Conferences

Children and young people voice within our child protection process is hugely important to us. Our child protection conference report is written to have the child or young person voice at the start of the process and to help us understand the impact on them and her their views. Children attending conferences in person is something that is improving from last year, however there is still work required to increase this direct participation. We had 16 young people come and participate in their conferences and help develop their safety plans, ages range from 10-17. What we know are some barriers are that families do not want their children exposed to the worries, meetings are in school time and children do not want to attend, it can be scary and intimidating for them so careful planning is required, as sometimes they may only come for some of the meeting, or a CP chair will visit them to gather views independently outside of the meeting. This all takes time and as we are limited to timescales and work capacity, this can be challenging for staff which may not be right for children and young people.

It is however recognised that it is not always appropriate for them to attend all the meeting if it's a CP conference and to attend part and to explore this the chairperson will meet with them separately. The Wales safeguarding Procedures have placed greater emphasis on the importance of children and young people attending and participating in their meetings and this is something in Swansea we want to improve on. It is vital that once we identify a child is attending, we offer the support of advocacy or an interpreter. We are collecting data to help us understand how many children who are "sufficiently old enough to participate in person" could attend and if they don't what is the reason to help us make improvements.

## SQU Analysis

As the SQU service in Swansea we have a collective responsibility to ensure that our care experienced children, young people and care leavers can have the outcomes every good parent would want for their children and that we safeguard and promote children and young people who are at risk of significant harm. This means ensuring they are safe and providing opportunities to help them achieve their potential and we all have an important role to play.

It is the IRO's role to monitor the performance of the local authority as their corporate parent and identify any areas for development. As this is a dual role, the child protection conference chair's role is to focus on safeguarding in line with the All Wales Safeguarding Procedures which outlines safeguarding practice to help strengthen our services across Swansea. Over the last 12-month period, the numbers of care experienced children and children on the child protection register have remained stable, however the referrals evidence the complexities of family lives are much greater and the Covid pandemic has a part to play. The implementation of Born into Care Wales has also been a factor in the increase of unborn referrals for conferences and having oversight of the care plan earlier than previous years. In Swansea, we have achieved consistency for children and families in that we have been able to allocate the same IRO/CP chair to every young person within our service. Families tell us in doing this it has prevented them repeating information and strengthening relationships. Within Swansea we use a strengths-based approach to all our meetings and within conference we co-produce safety plan with families and children which are quality assured via the SQU service and Learning and Innovation team.

Within the team we have been fortunate to retain experienced staff, and successfully recruited new members both internally and externally. We recognise that social work teams have struggled with staff retention and sickness, and we can see that this has on times had a direct impact on children and young people due to the number or rescheduled reviews, changes in social worker impacting on relationship building. As a team we have not only managed to maintain our own priorities but also helped with supporting child protection visits and driving forward trajectories for children in residential children's homes. As a service we continue to address drift and delay through the dispute resolution process, only escalating issues if they have been unable to be resolved through discussion.

Cockett House has been refurbished and is a more child and family friendly building where staff in Child and Family are able to stop ad hoc for hot desking or facilitate meetings if required. The building has allowed us to facilitate our own participation program, which is ongoing with the hope that this will be led by the young people themselves. This builds on capturing the voices of our children and young people within their meetings in a venue of their choice. In developing participation, it has allowed us to encourage young people to be part of interviewing new staff members.

We continue to work with our partner agencies on shared outcomes to ensure we are meeting the needs of children and families who access our service. We accept there is more work to be achieved with health, Police, and education on outcomes as corporate parents around the development of accessing PEPs/health plans in a timely manner and attendance at conference. There is also further work to be achieved around professionals completing reports for conference, what is recorded within the reports, sharing the reports with families prior to conference and within the timescales set out in the procedures. We work closely with advocacy services to maximize the offer. It is important for us to understand why there is a low uptake and work to improve this. We have remained committed to an ongoing service review by developing measures to effectively create change to achieving better outcomes as a corporate parent.

However, this year we have struggled to meet some timescales due to staffing and some processes not being followed. WCCIS has been problematic and challenging for staff in recording and producing data and the system does not alert us to when work is not completed resulting in missing data. Regular data collection has been undertaken with our care experienced children and children on the child protection register to monitor how well we as a whole service is doing, and themes and trends are shared with senior management group. We have seen a workload increase with the challenges around lack of placements, staffing issues, breakdown of Special Guardianship arrangements, barriers to carers pursuing Special Guardianship Orders (carers tell us this is due to poor financial packages, limited support around family time, and the need for ongoing social work support) increased re-referral rate in child protection, drift and delay with revocation of care orders and delays within the court arena.

We know from the Supporting Children Permanence Group (SCPG) that cases within the court arena are being delayed due to lack of court and judges' capacity and some social work teams are struggling to complete revocation paperwork due to workload capacity. These challenges can hinder the development and progression of a child/young person's care plan; research by The Fostering Network (2016) tells us "A child's psychological and emotional wellbeing is compromised every time they have an unplanned move, and placement instability often contributes to a range of poor outcomes, including poor educational outcomes, breakdown of relationships with trusted adults and increase in vulnerability".

As a Local Authority we know that our care and support plans need to be developed to become more child friendly and dynamic. Young people and children have told us through the participation events that they do not know what their care and support plan is and have not been involved

in the creation of this. We do however know that as a Local Authority we have a high number of care plans being completed and the aim for 2023-24 is to be part of a working group to develop this with children and young people included.

We know from the care and support pathway plans that post 16 transition and outcomes can be problematic and limited due to the housing crisis and lack of suitable move on accommodation. IRO's focus on young people outcomes by quality assuring the detailed trajectories completed by the social workers as well as listening to the young person to make sure they can be the best they can be to reach their potential and prepared for adult life.

We are beginning to capture/record achievements for our children and young people who are in our care and celebrate their successes and continue to record data on how as a Local Authority we support financial permanence for them when they become an adult.

In going forward for the next 12 months we want to drive and strengthen our learning across the service to achieve better outcomes for our children, young people, and families. We recognise as a service that the information we capture will help us to drive and create quality services and in doing this we will aim to strengthen our work with our partner agencies, colleagues, and stakeholders to ensure we are achieving our service vision and principles alongside the corporate parenting pledge.

**1 -For all our children and young people we want them to get the same life chances as others in Wales (No barriers to opportunity)**

The IRO// CP chair will aim to-

- continue reviewing and overseeing the whole care and support plan and challenge any drift and delay so that children and young people understand their journey.
- think creatively in achieving outcomes for our care experienced children and young people.
- use learning from our information collected to help develop services and keep children safe whilst celebrating their successes.
- continue to review services and work with the transformation team to develop this.
- continue to challenge the IT system to develop ways to capture and report on data and develop a WCCIS module for protocols which includes informal discussions.
- continue to place children at the heart of everything we do and share resources with agencies and stakeholders to support achieving better outcome for children/Young people i.e., joint training, positive challenges, extending the dispute resolution protocol to our partner agencies.
- continue to work with Advocacy services and identify barriers to children and young people not accepting support.

**2 – For all our children and young people we want them to learn/develop and help them become who they want to be (Good education/good job)**

The IRO / CP Chair will aim to-

- work in collaboration with education on reviewing all PEPs and take learning from this.
- work with social workers, health, education, and partner agencies to share their conference reports in timescales.
- continue to encourage and support care experienced young people to complete the Stepladder Plus to help gain more financial security.
- challenge if education is not meeting the needs of a care and support plan.

**3 - For all our children and young people we want to ensure their views, feelings and ideas are integral to our service and that they influence our service development. (Healthy relationships)**

The IRO/ CP chair will aim to-

- continue to involve children through participation groups or individual sessions to help develop information leaflets on their care experiences, child protection process and the IRO/CP profile information.
- continue to develop good relationships with children and young people.
- look to develop a software/apps/website in line with the Participation Officer to meet the needs of young people so they can access information through a variety of channels.
- continue to review, challenge, and develop the IRO/CP role by listening to our children and young people.
- work with children/young people to develop information about their meetings and how we deliver this information to them.
- work with health partners to develop a way to capture the data on health plans and paediatric assessments being completed and recorded and be supported to attend health appointments from the right services.
- work with Police to attend conferences in person and the best hopes are that they attend some reviews.
- continue to take learning from the child protection questionnaire and the response from the rapid review.
- work with social workers to help us encourage the participation of children and young people at conferences.

#### **4 – For all our children and young people we want them to have Permanence (Safe place to live)**

The IRO / CP chair will aim to-

- work to support our colleagues in the social work teams in supporting our care experienced population and children on the child protection register, through creative thinking and joint working.
- continue to report on themes and trends to senior management so that our young people and children have the same life chances as each other and reach their potential.
- continue to review the trajectories of care experienced children in residential placements and supported accommodation and maintain a close oversight every 3 months.



# Agenda Item 8



## Report of the Cabinet Member for Care Services

### Child and Family Services Scrutiny Performance Panel – 24<sup>th</sup> October 2023

#### COMMISSIONING OVERVIEW

<b>Purpose</b>	<ul style="list-style-type: none"><li>To provide an overview of the commissioning approach taken by Child and Family Services, and Directorate Partnership and Commissioning Hub</li></ul>
<b>Content</b>	<ul style="list-style-type: none"><li>This report includes a summary of the context of how the team commission services, both internal and external, via / using a variety of methods. It will include the wider implications, the impact, challenges, solutions, and opportunities within this area of work.</li><li>The report concludes with how the commissioning teams are developing systems to ensure there are proactive commissioned services that are needs led and data informed.</li></ul>
<b>Councillors are being asked to</b>	<ul style="list-style-type: none"><li>Note the report and its conclusions</li></ul>
<b>Lead Councillor(s)</b>	Cllr Louise Gibbard, Cabinet Member for Care Services, Cllr Hayley Gwilliam, Community support and Cllr Alyson Anthony, Cabinet Member for Wellbeing
<b>Lead Officer(s)</b>	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services Jane Whitmore, Strategic Lead Commissioner Claire Edwards, Principal Officer - Commissioning and Care Services
<b>Report Author (S)</b>	Mark Gosney, Commissioning Team Leader Dave Rossiter, Commissioning Team Leader
<b>Legal Officer</b>	N/A
<b>Finance Officer</b>	N/A
<b>Access to Services Officer</b>	N/A

## 1. Background and context

The Social Services Directorate operates annually with a gross budget of circa £220 Million. This includes approximately £70 Million of external grants. Much of this funding is commissioned either externally via grants and contracts or internally via service level agreements.

Child & Family Services Revenue Budget is circa £57 million. 45% of budget is allocated to external commissioned care (c£26mil).

A clear consistent approach to commissioning services that means need is essential within the context of which we operate.

### What is commissioning?

- **Commissioning** is the process by which services are planned, purchased and monitored.
  - To enable this to be as effective as possible, this needs to be informed by good quality **engagement and participation**, which will allow us to understand what matters to people which will inform the commissioning decisions.
  - Underpinned by a clear understanding of **data and information**.
  - We also need to ensure **effective partnership arrangements** are in place to maximise opportunities for joint working.
  - Simply put, the aim of our Commission team is: **“Commissioning and partnership working to enable people to live their best lives”**.
- 1.1 In Swansea we follow the Institute Public Care (IPC) commissioning cycle of Analyse, Plan Review and Do.



1.1.1 The **analyse** section enables us to understand the need that is required. This exercise utilises several methods of assessments including looking at various data sets and co-production activities with service users and stakeholders.

1.1.2 The **plan** section looks at understanding the market, developing a commissioning strategy which will lead to an options appraisal. The options available in an appraisal include stopping services, in-sourcing, out-sourcing, developing a hybrid model etc.

During the 'plan process', provider information days are also carried out which allows the development of a gap analysis.

1.1.3 The **Do** section is implementing the agreed recommendations and commencing with the new arrangements.

1.1.4 The **Review** section is the evaluating and monitoring of the current provision which in turn will feedback into the Analyse section and support with-future commissioning arrangements and decisions.

1.2 We commission services that make a real difference to people's lives across the entire continuum of need. These include family support provision (E.g. Early Help Hubs, Jigso, etc), Family Centres, day time and overnight respite, therapeutic interventions as part of care management plan, clinical assessments, residential homes, independent foster carers, open access play provision, holiday activities, mental health provision and homelessness prevention.

1.3 Commissioning is important for several reasons:

- Enables us to understand the needs of the community, which informs how much resource we need to meet them and assists us with identifying the most appropriate service to deliver these needs.
- Ensures both local and national guidance and statutory responsibilities are adhered to.
- Uses co-productive approaches in developing solutions which involves service users and other stakeholders.
- Identifies efficiencies.
- Identifies gaps.
- Ensures we are compliant with our Contract Procedural rules (CPRs).

## 2. **Current Commissioning priorities**

The range of services commissioned across Child and Family services is extremely diverse. All of which are at different stages on the commissioning cycle. Most of which are currently in operation and are being monitored whereas some require reviewing or recommissioning.

Below are the reviews that are currently underway across Child and Family:

- 2.1 **Additional Learning Needs (ALN) or those with a disability** - This review will assess preventative services for children and young people with Additional Learning Needs (ALN) or those a disability to identify whether the existing range of services meet current and projected future need and are evidencing contribution to key outcomes.
- 2.2 **Preventing Youth Homelessness** – This review includes the preventing Youth Homelessness funding from the Youth Support Grant and the Mediation Homelessness provision within the Housing Support Grant.
- 2.3 **Children’s and Communities Grant** – Review of the Children and Communities Grant (excluding Flying Start and Expansion) to ensure the programme is meeting identified and emerging needs and can be delivered against budget challenges. This review includes Childcare and Play, Families First, Out of Court Parenting Support, Promoting Positive Engagement for Young People at Risk of Offending, St David’s Day Fund
- 2.4 **Therapeutic and Assessment Services** framework – creation of a framework for therapies and assessments to ensure the services we commission are high quality, cost efficient and outcomes focussed.

## 3. **Innovative Commissioning**

- 3.1 Commissioning is often confused with procurement or assumed to be just contract or grant management. In Swansea we take an innovative approach which is far broader.
- 3.2 Commissioning teams within Child and Family services work in partnership with frontline delivery teams in a strength-based approach to ensure services for children, young people and families are needs led and outcome focussed. This support is offered via frequent communication, understanding needs affecting the sector and helping to problem solve.
- 3.3 We have utilised commissioning processes to increase funding into the council. Examples of this include providing support and data/information to the CMET (Contextual, Missing, Exploited and

Trafficked) team to be successful in a funding application for Youth Endowment Fund.

We have delivered the Welsh Government's 'Summer of Fun' programme. Initially this was a one-off funding provision for Swansea, but we developed it into the 'Winter of Wellbeing' programme. In addition, through the evidence of impact that was captured at both programmes, this enabled funding to be available for an additional summer of fun programme.

- 3.4 When the Welsh Government Summer of Fun funding finished, we also successfully applied for the Shared Prosperity Fund to deliver holiday provision for Children, Young People and families as well as the 50+ community in line with our Ageing Well and Human Rights City agenda, to expand and continue this provision. We utilised this funding to develop COAST (Creating Opportunities Across Swansea Together). COAST delivered a range of activities in all communities in Swansea throughout the summer. Commissioning also worked closely with the Tackling Poverty service to provide food to families who were struggling over the school holidays.
- 3.5 Developed a Market Stability report regarding placements for looked after children looking at regulated services such as in-house residential care, fostering and domiciliary care for children. In some areas costs are increasing by nearly 30%. This work has allowed us to cap any increases to 9.2%. This has allowed a more manageable and consistent sector aligned to the local authorities' approach to strategic planning and medium term financial planning.
- 3.6 Commissioning teams within Child and Family services are currently undertaking a review of commissioning processes to develop a Commissioning strategy. This will enable consistent and equitable processes to be embedded and medium to longer term strategic priorities identified that fit with the local placement commissioning strategy, the regional market stability report and the vision for Child and Family Services

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

- 4.1 There is a lot of positive work within commissioning across teams in the directorate and we continually work to develop fair, equitable, consistent and intuitive systems to ensure the best possible services for children, young people and families are being developed and implemented.
- 4.2 Commissioning will continue to improve spend efficiency and develop new income generation streams where possible to help manage growth/change in services when need is increasing against a background of a difficult economic climate.

4.3 Ensuring children and young people and families have opportunities to co-produce services and share their feedback and participate in service developments.

4.4 There is huge variety of frontline services (statutory and non-statutory) being supported via commissioning services from early prevention services such as play and support for care experienced young people.

**5. Legal implications**

5.1 None

**6. Finance Implications**

6.1 None

**7. Integrated Assessment Implications**

7.1 None

***Glossary of terms: None***

**Background papers: None**

**Appendices: None**

# Agenda Item 9

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

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



	<p><b>Commissioning Reviews Progress Update</b>  <i>Jane Whitmore, Strategic Lead Commissioner</i>  <i>Claire Edwards, Principal Officer Commissioning and Care Services</i></p>
<p><b>Meeting 6</b>  <b>5 December 2023</b></p> <p>4.30pm</p>	<p><b>Performance Monitoring</b> (including session on qualitative auditing)  <i>Julie Davies, Head of Child and Family Services</i></p> <p><b>Update on Child and Family Improvement Programme</b>  <i>Julie Davies, Head of Child and Family Services</i>  <i>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><b>Delivery of Corporate Priorities / Policy Commitments in relation to Child and Family Services</b></p>

4pm

*Louise Gibbard / David Howes / Julie Davies*

**Panel Review of the Year 2023/24**

**Future work programme items:**

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