



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Child & Family Services

At: Committee Room 5 - Guildhall, Swansea

On: Monday, 25 June 2018

Time: 4.00 pm

Convenor: Councillor Paxton Hood-Williams

Membership:

Councillors: C Anderson, M Durke, K M Griffiths, Y V Jardine, P K Jones, S M Jones, I E Mann, A Pugh and D W W Thomas

Agenda

Page No.

- 1 **Apologies for Absence.**
- 2 **Disclosure of Personal and Prejudicial Interests.**
www.swansea.gov.uk/disclosuresofinterests
- 3 **To confirm Convener of the Panel**
- 4 **Notes of meeting on 30 April 2018** 1 - 4
To receive the notes of the previous meeting and agree as an accurate record.
- 5 **Public Question Time**
Questions must relate to matters on the Agenda and will be dealt with in a 10 minute period.
- 6 **Impact of Prevention and Early Intervention on Child and Family Services (under 11 and over 11 services)** 5 - 57
Rachel Moxey, Head of Poverty and Prevention
Gavin Evans, Poverty and Prevention
- 7 **Review of the year 2017/18** 58 - 59
- 8 **Work Programme Timetable 2018/19** 60 - 61
- 9 **Letters** 62 - 69
 - a) Convener's letter to Cabinet Member (26 February 2018 meeting)

- b) Response from Cabinet Member (26 February 2018 meeting)
- c) Convener's letter to Cabinet Member (20 April 2018 meeting)

10 For Information Item:

70

- Terms of Reference for the Child and Family Services Panel

Next Meeting: Tuesday, 28 August 2018 at 4.00 pm

Huw Evans

Huw Evans
Head of Democratic Services
Monday, 18 June 2018

Contact: Liz Jordan 01792 637314



City and County of Swansea

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

Committee Room 5 - Guildhall, Swansea

Monday, 30 April 2018 at 4.00 pm

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

Councillor(s)

C Anderson
Y V Jardine
D W W Thomas

Councillor(s)

M Durke
S M Jones

Councillor(s)

K M Griffiths
A Pugh

Officer(s)

Owen Davies
Val Jones

Performance Manager, Social Services
Regional Adoption Manager, Western Bay Adoption Service

Liz Jordan
Andrew Taylor
Julie Thomas

Scrutiny Officer
Corporate Complaints Manager
Head of Child & Family Services

Apologies for Absence

Councillor(s): P K Jones and I E Mann

1 Disclosure of Personal and Prejudicial Interests.

Disclosures of interest – Mike Durke and Alyson Pugh

2 Notes of meeting on 26 February 2018

The Panel agreed the notes as an accurate record of the meeting.

3 Public Question Time

No questions were asked.

4 Child and Family Services Complaints Annual Report 2016-17

Andrew Taylor, Corporate Complaints Manager went through the report, highlighting the main issues and answering questions.

Discussion points:

- Good working relationship between Complaints team, Head of Child and Family Services and officers in Social Services.

- Only 3 complaints went for investigation at stage 2 of the complaints process in 2016/17
- There were no findings of maladministration by the Ombudsman in relation to Swansea Children's Services in 2016/17
- A number of compliments were received in relation to Children's Services during the period and individual staff members have been made aware of the compliments concerning them.
- The Panel and Head of Child and Family Services thanked the Corporate Complaints Manager for all his hard work over the years and wished him well in his new role.

5 Performance Monitoring

Val Jones, Adoption Manager went through the report on Life Journey Materials which was brought to the Panel following a query from the Corporate Parenting Board.

Discussion points:

- The quantity and quality of LJM is a concern but it is expected to improve with the implementation of the LJM Framework from April.
- Panel concerned that this is an additional task for social workers to do when they already have a very heavy workload. Head of Service confirmed they have always had responsibility for doing this but there is a need to ensure they have manageable caseloads so they have the capacity to do it.
- All regions in Wales shared practice and worked together to produce the Framework.
- Final report for inspection of the adoption service has been received.

Action:

- Add report on Inspection of the Adoption Service to work programme in August 2018.

Julie Thomas, Head of Child and Family Services and Owen Davies, Performance Manager went through the Performance Reports for March 2018 and Quarter 4 and answered the Panel's questions.

Discussion points:

- Redesign of Supportive Care has been launched. As part of this a number of cases have been closed and cases have come down to below 1600. Department feels it is well placed to increase and improve the quality of work.
- There will be new Welsh Government KPIs in 2019/20 for Adult Services and Child and Family Services
- Front Door - The number of repeat referrals during the month has increased.

- The number of assessments carried out within 10 days has markedly increased during the month and is on target. The number of assessments carried out in 42 days has improved but is still below target
- No timescales yet for moving over to new management information system (Welsh Community Care Information System) instead of PARIS. Panel feels encouraged that the development is being led by the front line in Local Authorities instead of the Welsh Government to produce the parameters for the new system.
- Department will be tracking what happens with early help services from June 2018 and will be able to report on this within this financial year.
- It was emphasised that it is not just about early intervention it's about early identification and the department has to be able to work with Early Help around this with routes into early help services.
- Child Protection - Panel concerned that percentage of children on Child Protection Register that have been registered previously is high although it has come down slightly. Panel informed that children are not coming back for the same reason but that there is a need to monitor this closely.
- Children leaving care – information will be included in next performance monitoring report on destination of people leaving care when they reach 18 years of age
- Western Bay Justice Board – representative to be asked to come and present to the Panel once end of year figures are available.

Actions:

- Add presentation from Western Bay Justice Board to work programme for 2018/19

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

Discussion points:

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

6 Review of the year and plan for next 12 months in Child and Family Services Scrutiny

Panel had insufficient time to undertake the review of the year.

Actions:

- Add Review of the year to the work programme for the next meeting in June 2018
- Panel members to let Convener know if there are any items that need to be included in the work programme for 2018/19.

The meeting ended at 6.25 pm



Report of the Cabinet Member for Children's Services

Child and Family Services Scrutiny Performance Panel – 25
June 2018

IMPACT OF PREVENTION AND EARLY INTERVENTION ON CHILD AND FAMILY SERVICES (UNDER 11 AND OVER 11 SERVICES)

Purpose	<ul style="list-style-type: none">• To provide an update on the impact of prevention and early intervention on Child and Family Services
Content	This report includes the Family Support Continuum Performance Report for January to March 2018 (Q4)
Councillors are being asked to	<ul style="list-style-type: none">• Give their views
Lead Councillor(s)	Cllr Elliott King, Cabinet Member for Children's Services
Lead Officer(s)	Chris Sivers/Rachel Moxey
Report Author	Rachel Moxey - rachel.moxey@swansea.gov.uk

Family Support Continuum

Performance Report

January to March 2018 (Q4)

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Headline Figures – Statutory Services

Child & Family

Youth Justice & Early Intervention (Post Court)

Education – EOTAS

Section 2 – Early Help / Prevention

Headline Figures – Early Help / Prevention

Youth Justice & Early Intervention (Pre Court)

Young People Services – Pre 16

Young People Services – Post 16

Early Intervention Service - TAF

Early Intervention Service – Family Partnership Team

Early Intervention Service – Family Wellbeing Team

Early Intervention Service – Jigso

Partnership & Commissioning Team – DA Hub

Section 3 – Programme Overview

Section 4 – Other Specialist Areas

Education

Education – Education Welfare Service

Careers Wales – NEET

Partnership & Commissioning Team – Prevent & Channel (Under 18s)

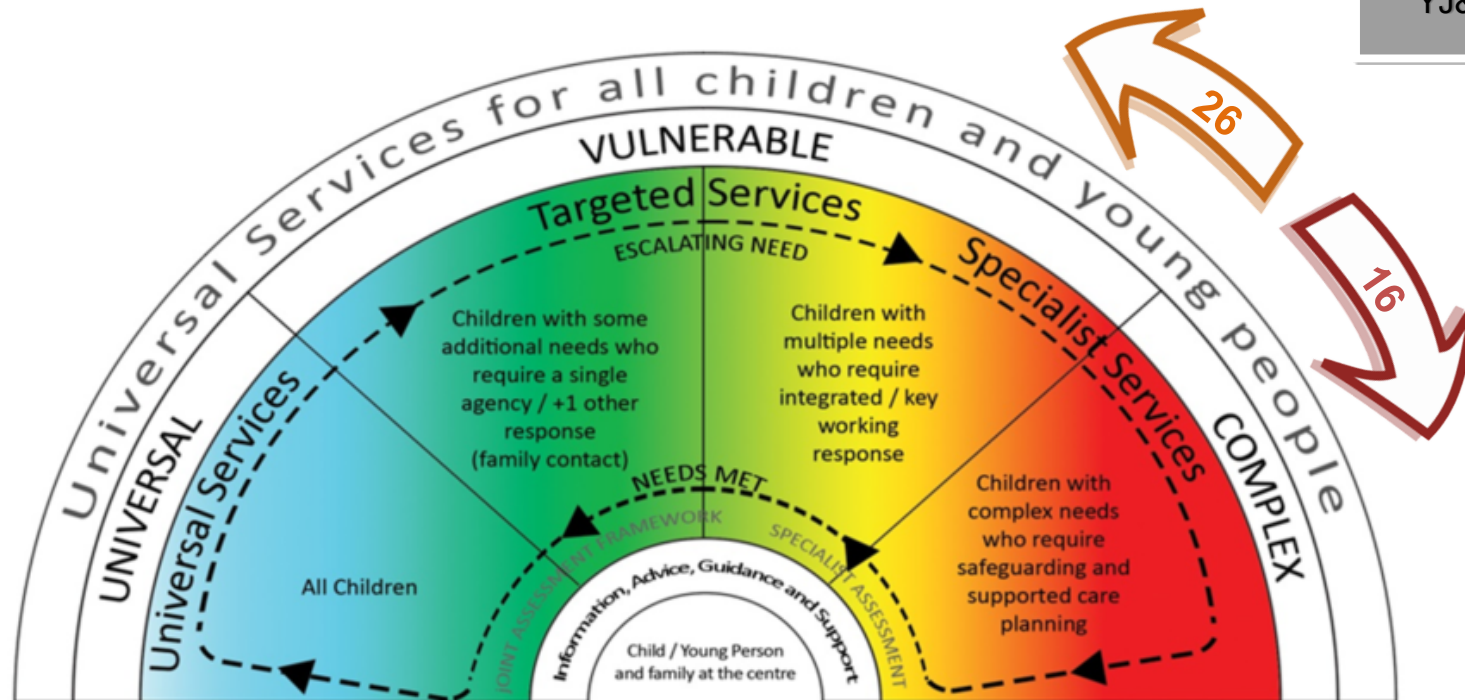
Teenage Pregnancy in Swansea

Section 5 – Notes

Headline Figures – Individuals On Caseloads during Quarter 4 (Jan-Mar), 2017-18

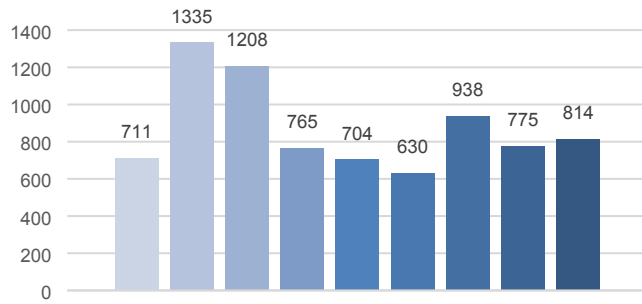


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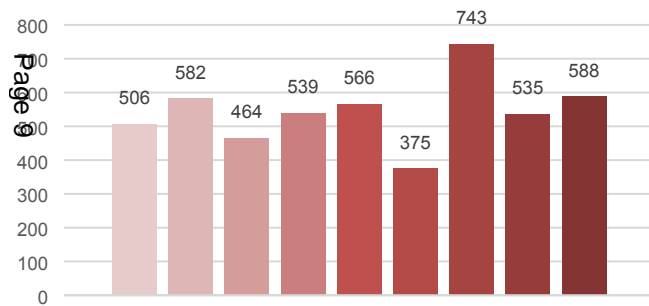


Headline Figures

1431 individuals were on caseloads in Q4



1866 requests for support were received in Q4



(The charts above include average figures for the month. They may also include duplicates.)

Foreword from the Director of People:

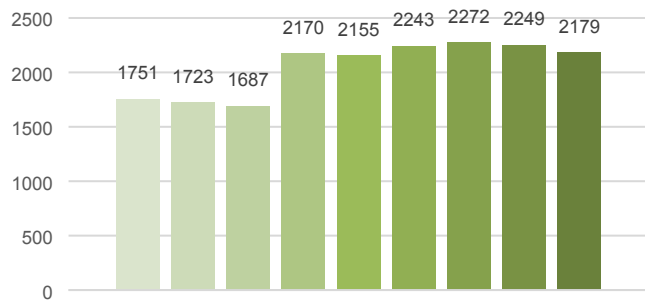
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Section 1 – Statutory Services

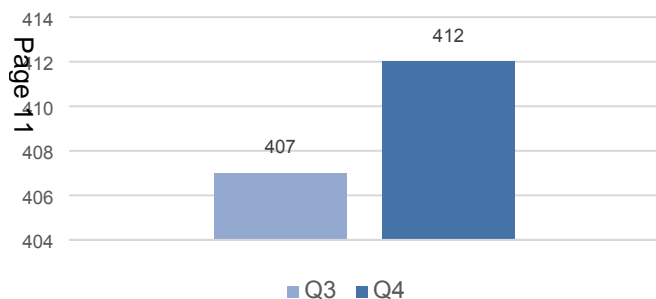


Headline Figures – Statutory Overview

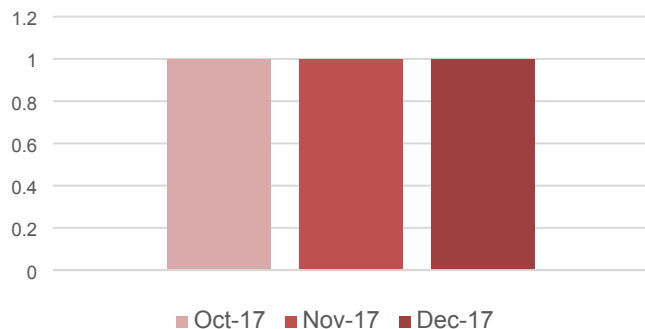
Total Number of Individuals Worked With (9 mths)



Total Number of Cases Closed with Positive Change



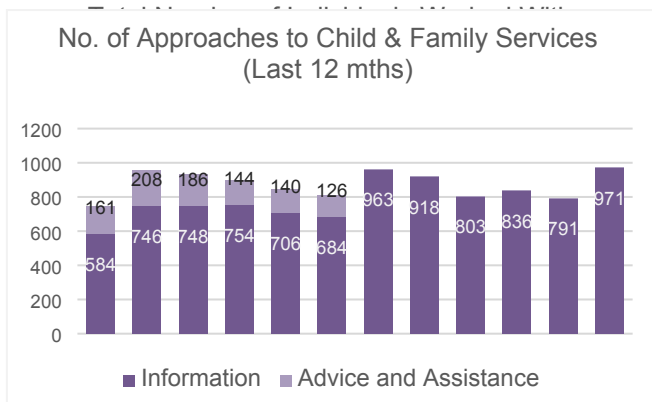
Total Number of Requests for Service



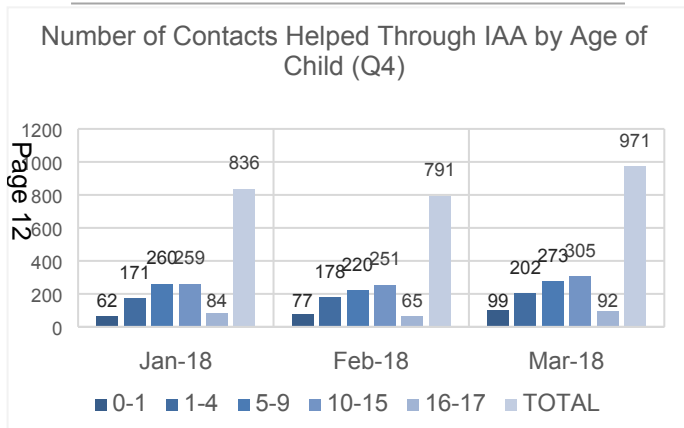
Quarterly Overview – All Statutory Services	Totals
Total number of individuals worked with	2273
Total number of cases closed with positive change	412
Total number closed due to refused engagement / stopped engagement	
Total number of consultations undertaken	2598
Total number of requests for service (referrals)	

(The charts on this page include average figures for the month. They may also include duplicates.)

Headline Figures – Statutory Services Consultation Overview

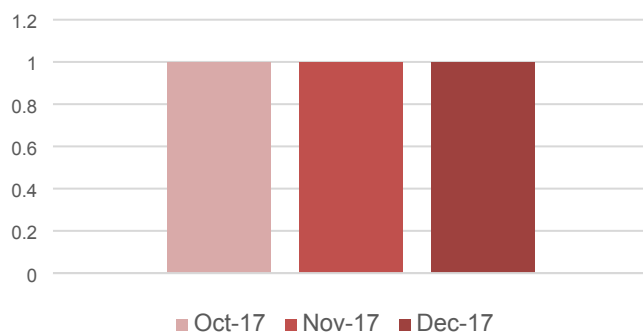


Quarterly Overview	Totals
Number of approaches to Child & Family Services	2598
Number of contacts helped through IAA	2598
Total number of pupils referred to EOTAS Panel	No data available



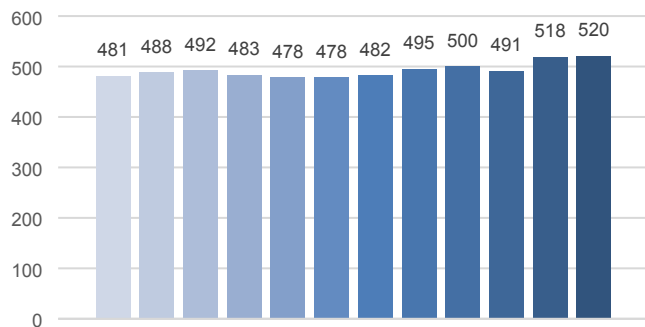
(The charts on this page include average figures for the month. They may also include duplicates.)

Total Number of Cases Discussed at EOTAS Panel

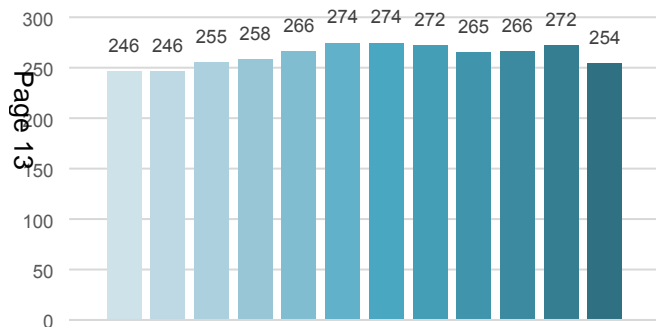


Statutory Services – Child & Family

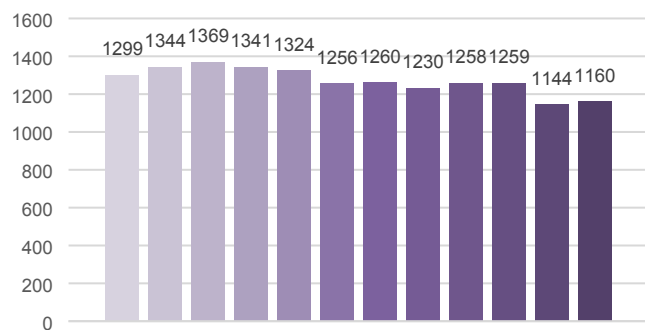
LAC Population (Last 12 mths)



CPR Population (Last 12 mths)



CINCS Population (Last 12 mths)



Quarterly Overview	Totals
Total number of individuals worked with	2099
Total number of Looked After Children	520
Total number on Child Protection Register	272
Total number of Child in Need of Care and Support (CINCS)	1259
Total number of contacts helped through provision of information (IAA)	2598
Total number of cases under Special Guardianship or Child Arrangement Order	277
Total number ceased to be looked after	42
Total number of cases closed	412

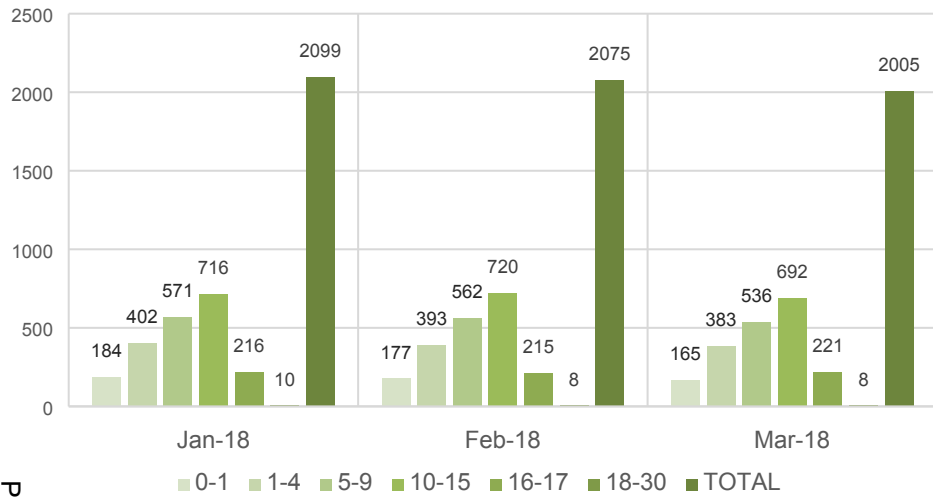
Some of the above are snapshot figures as at the end of the quarter rather than a total across the three months

What's working well?	What are we worried about?	What do we need to do?

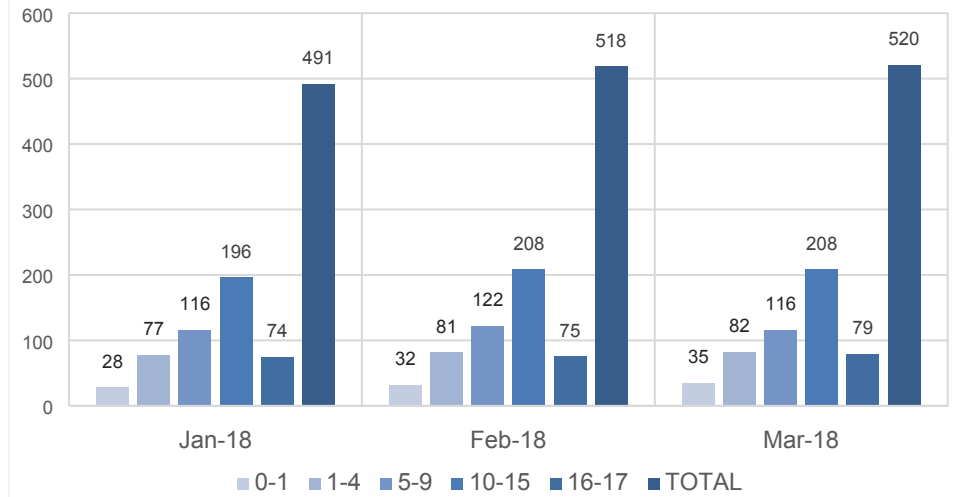
Statutory Services – Child & Family

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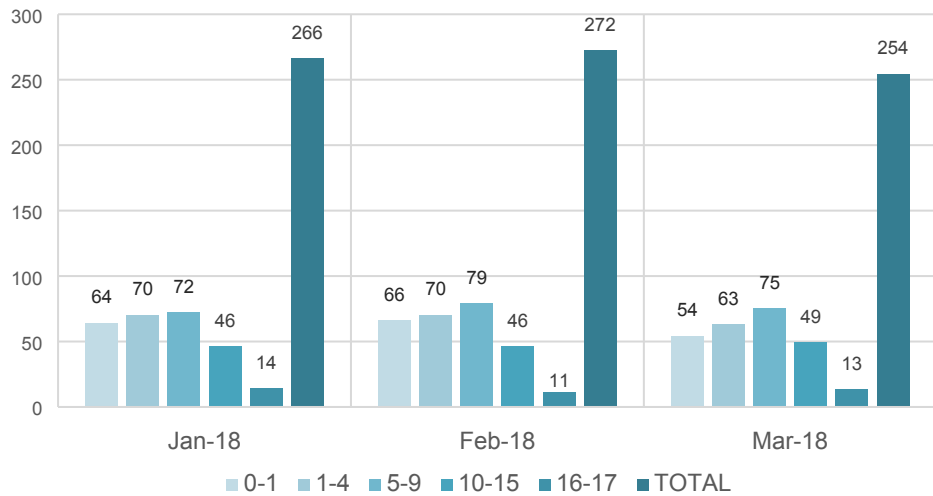
Number of Individuals Worked With by Age (Q4)



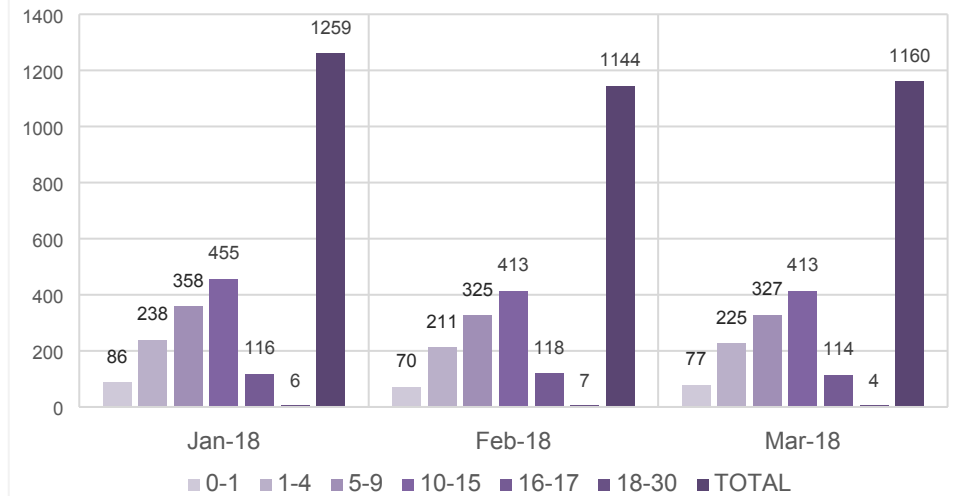
Number of Looked After Children (LAC) by Age (Q4)



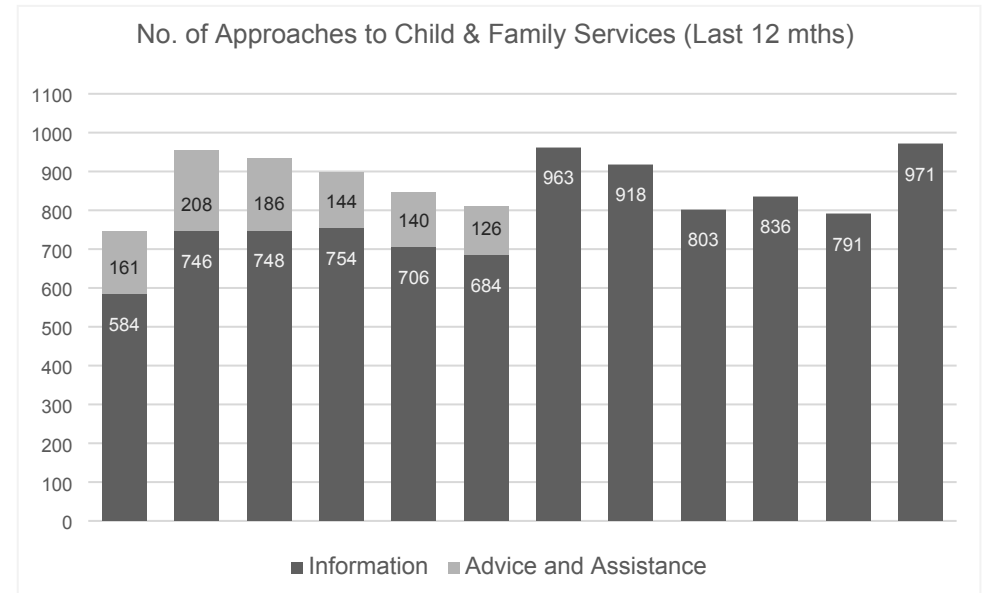
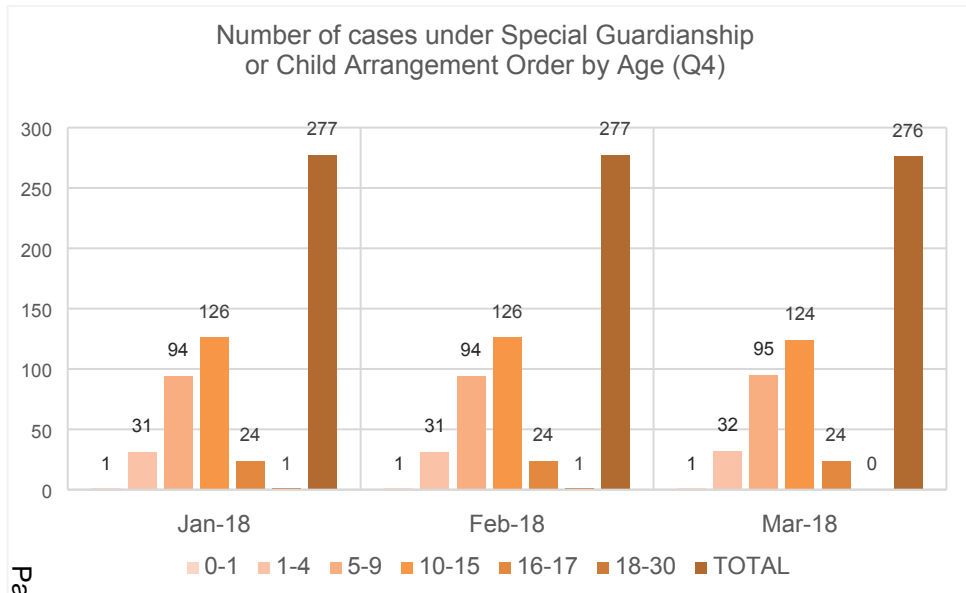
Number on Child Protection Register (CPR) by Age (Q4)



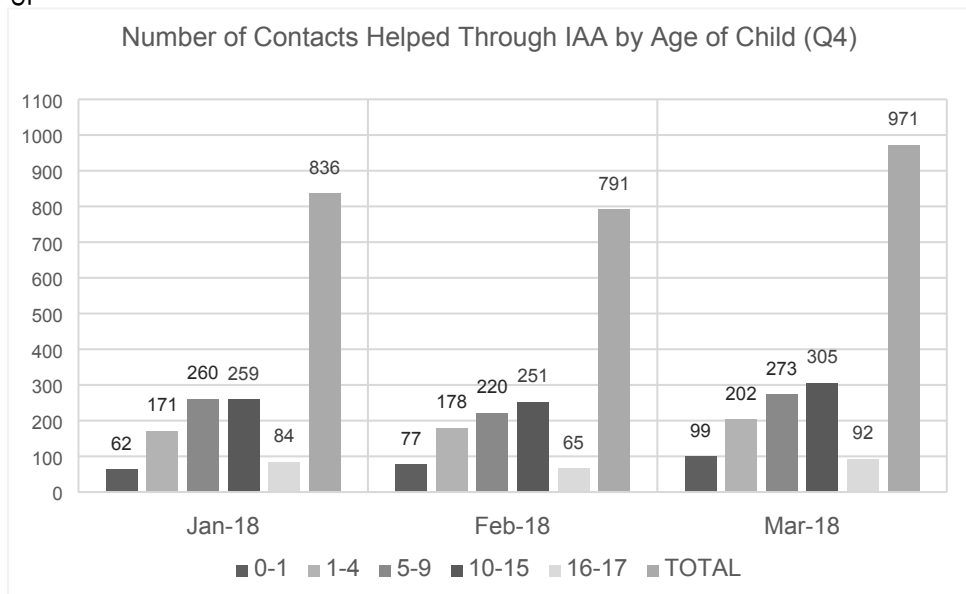
No. of Child in Need of Care and Support (CINCS) by Age (Q4)



Statutory Services – Child & Family

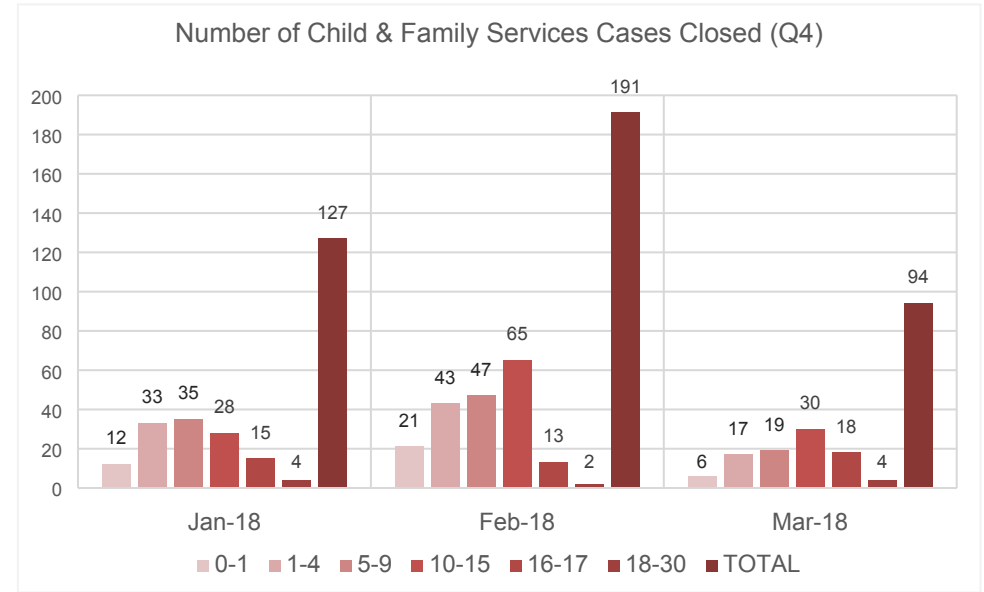
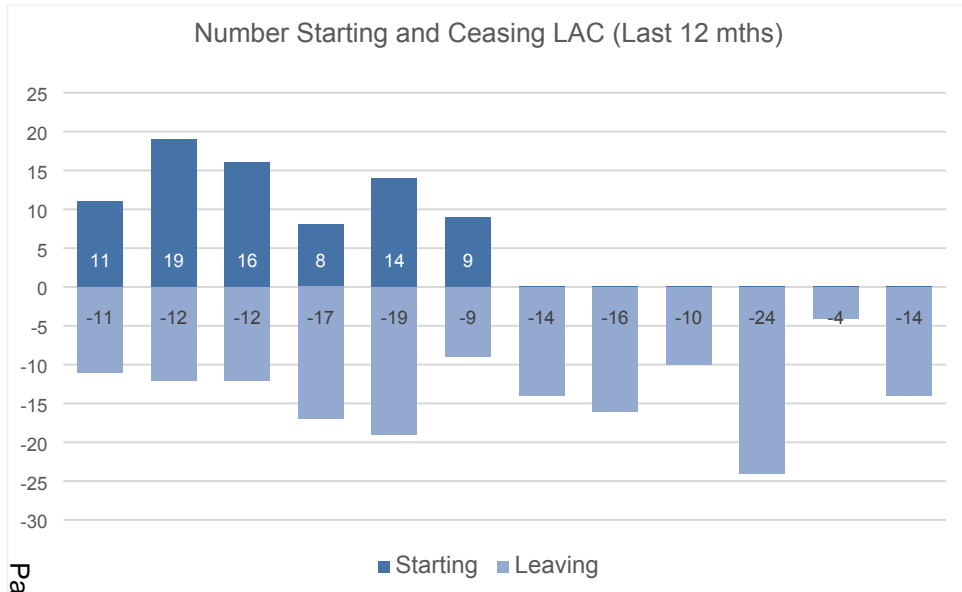


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Other comments

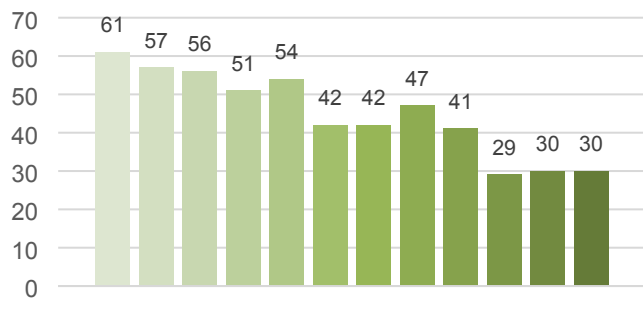
Statutory Services – Child & Family



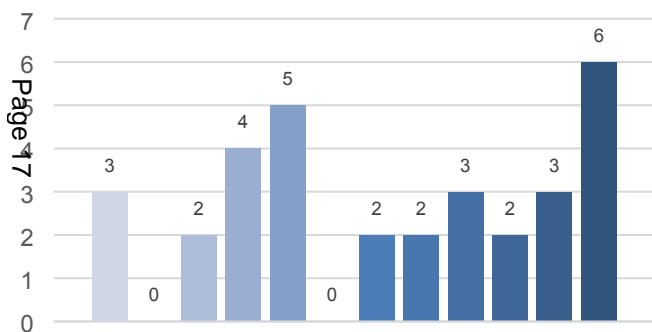
Other comments

Statutory Services – Youth Justice & Early Intervention (Post Court)

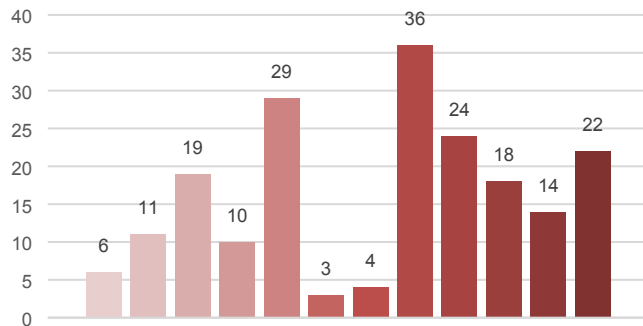
Number of Individuals Worked With (Last 12 mths)



First Time Entrants (Last 12 mths)



Number of Offences (Last 12 mths)



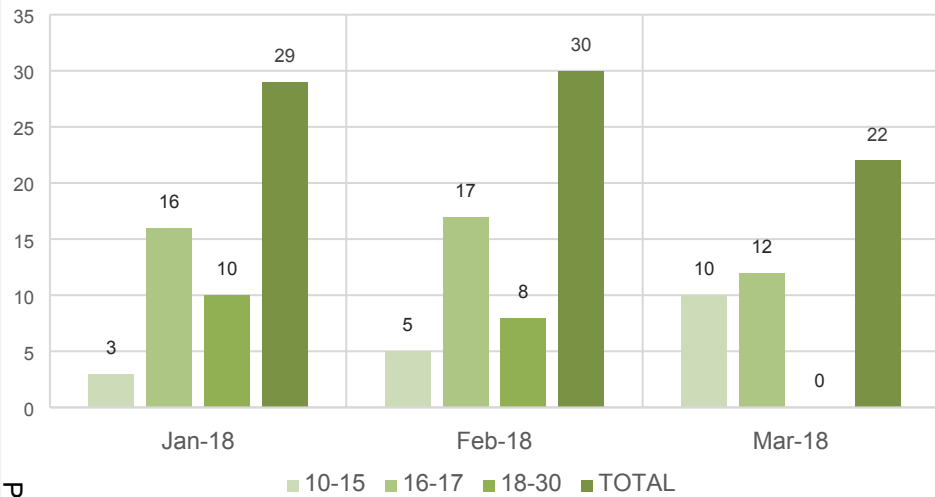
Quarterly Overview	Totals
Total number of individuals worked with	30
First Time Entrants	11
Number of Offences	54
Number of Referral Orders (given in the period)	9
Number of Youth Rehabilitation Orders (given in the period)	2
Number of Custodials (given in the period)	2

What's working well?	What are we worried about?	What do we need to do?

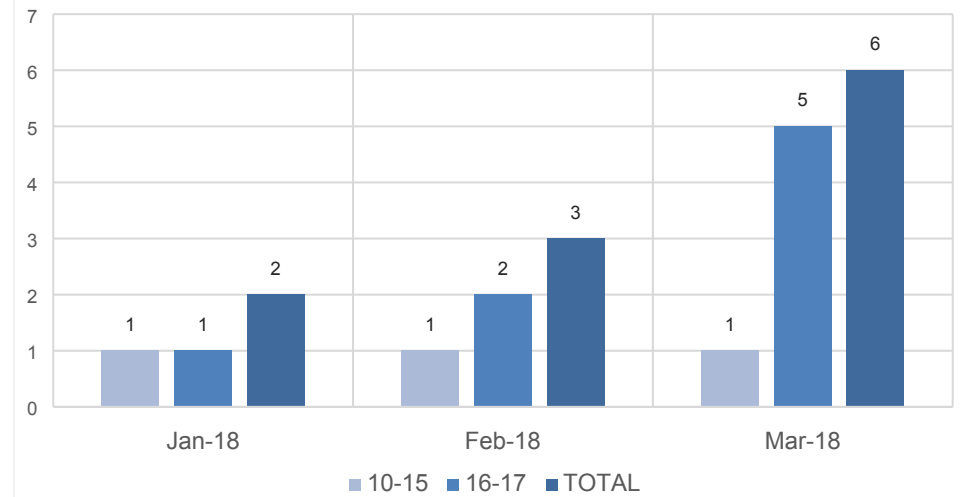
Statutory Services – Youth Justice & Early Intervention (Post Court)

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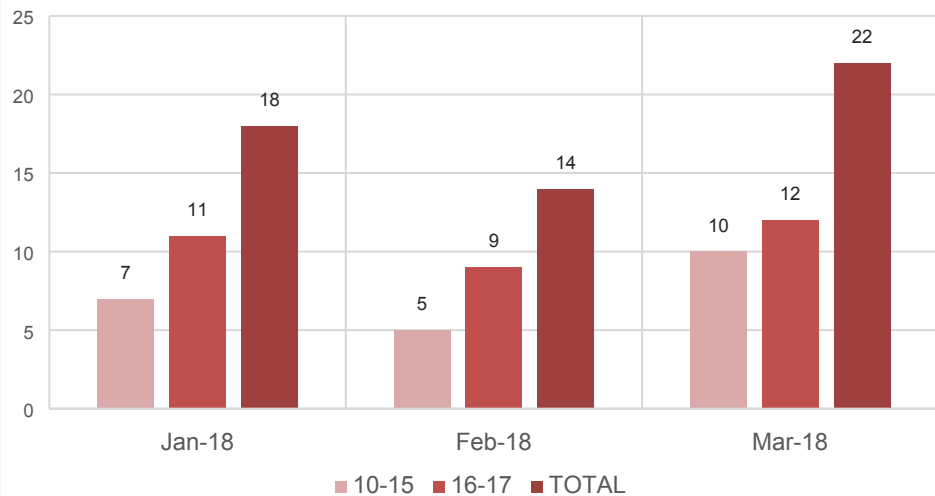
Number of Individuals Worked With by Age (Q4)



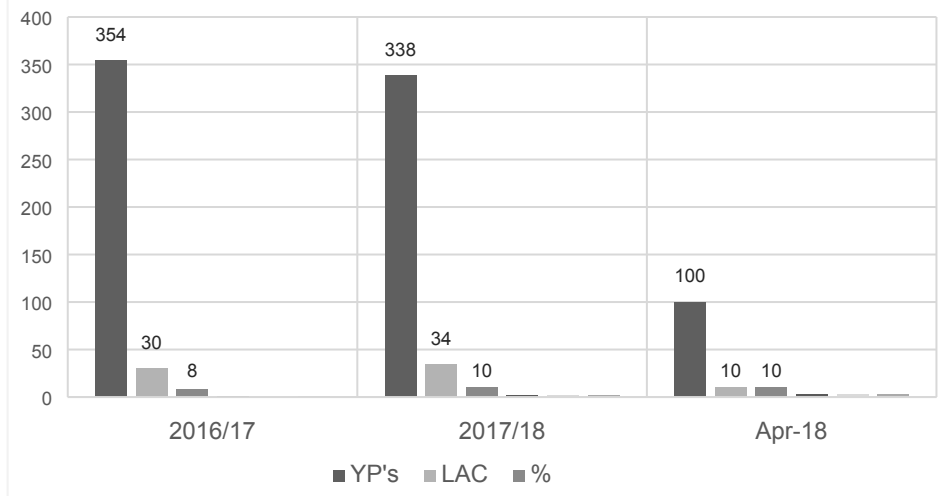
First Time Entrants by Age (Q4)



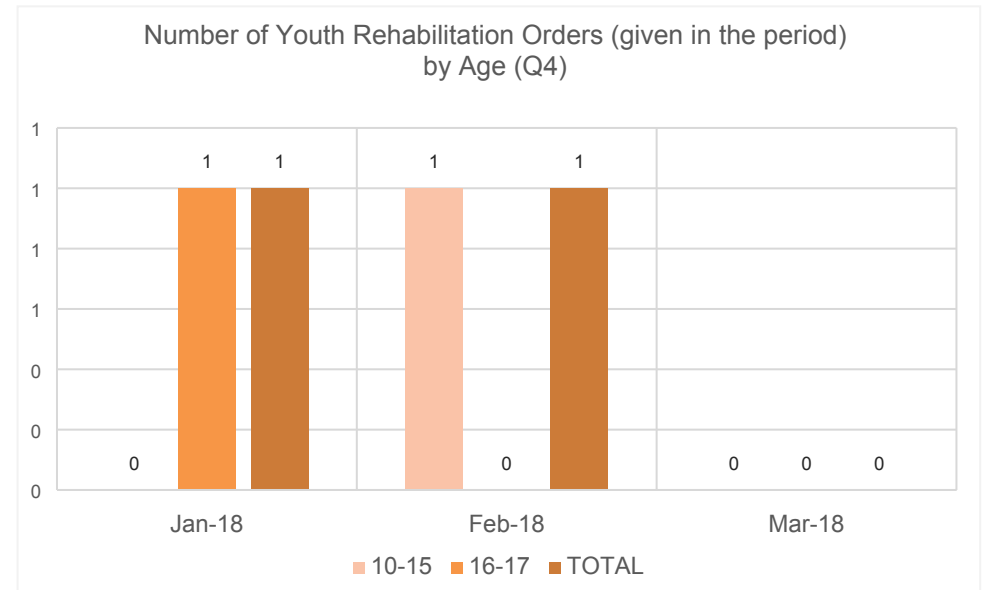
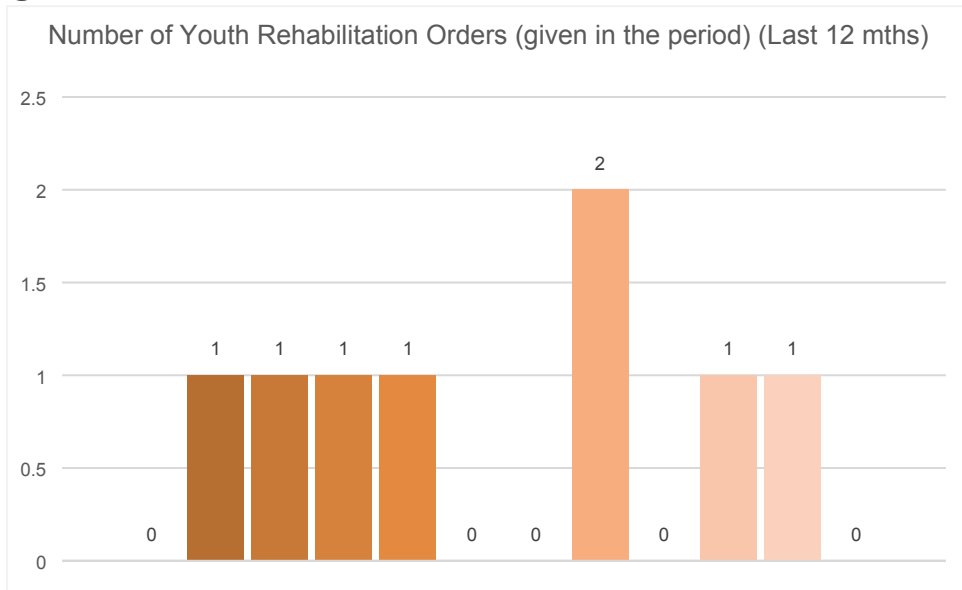
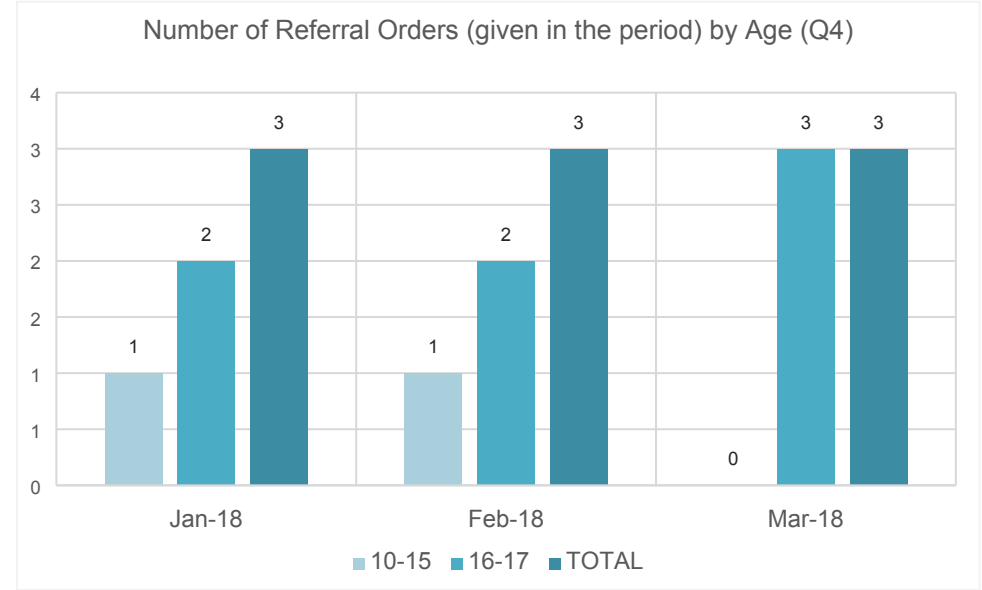
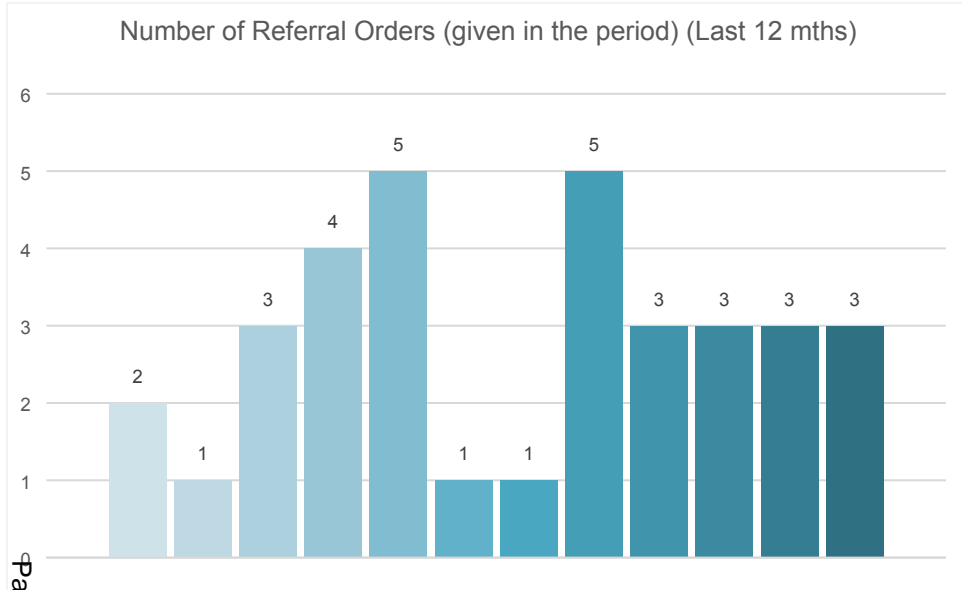
Number of Offences by Age (Q4)



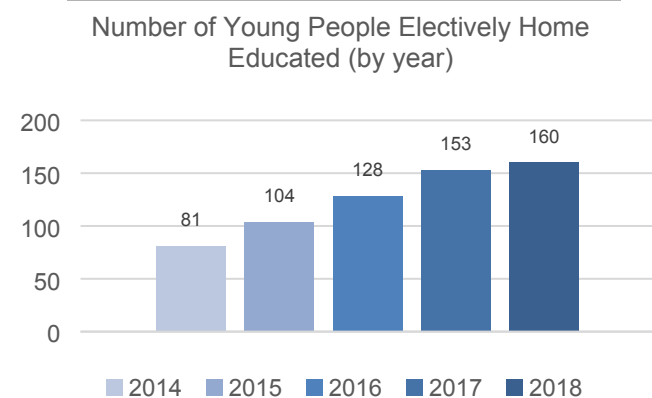
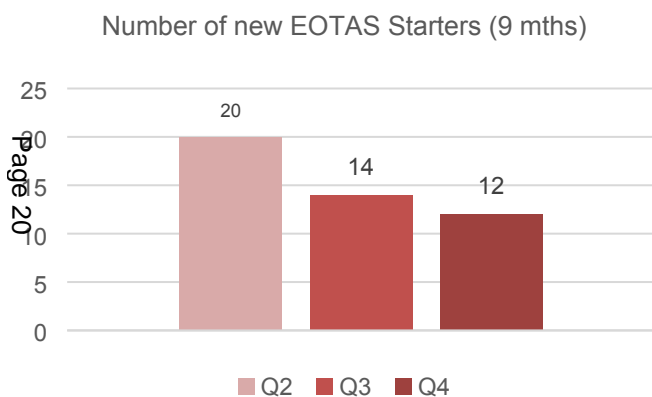
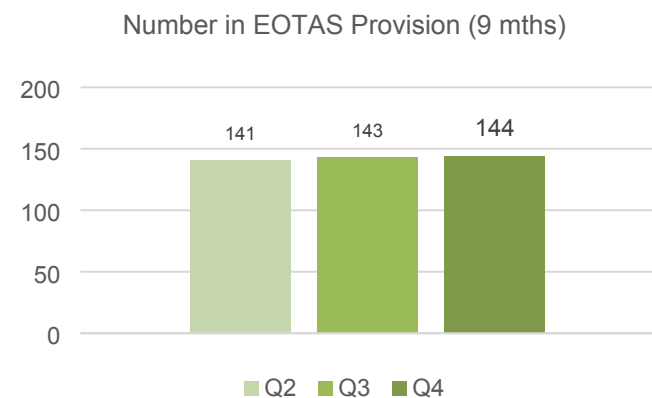
LAC YP on Caseloads



Statutory Services – Youth Justice & Early Intervention (Post Court)



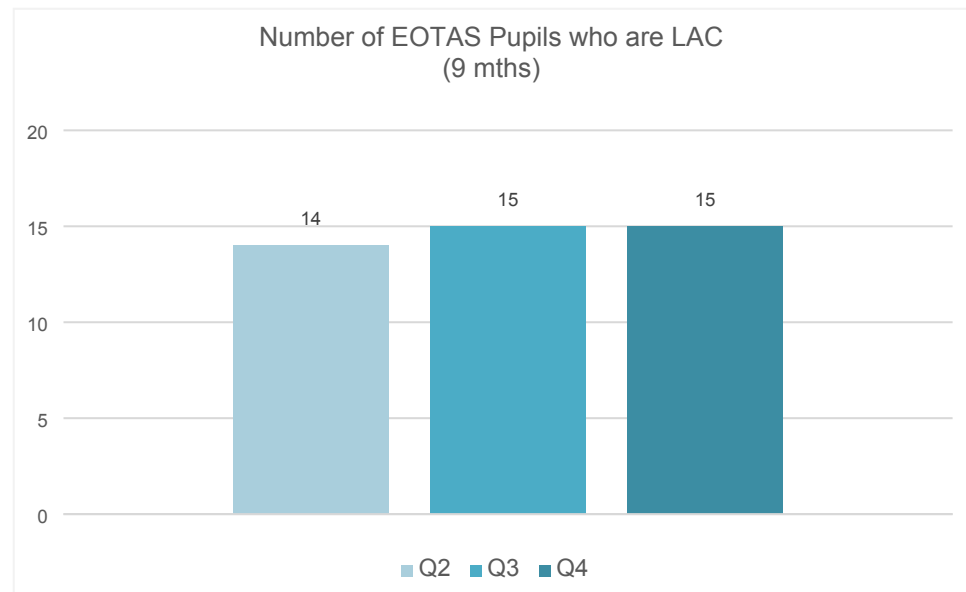
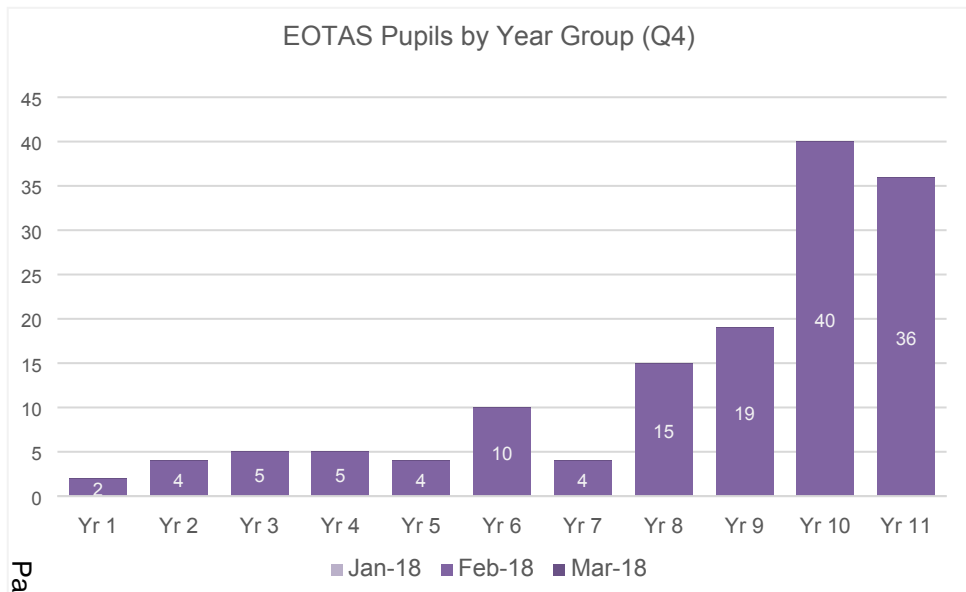
Statutory Services – Education – EOTAS Pupils



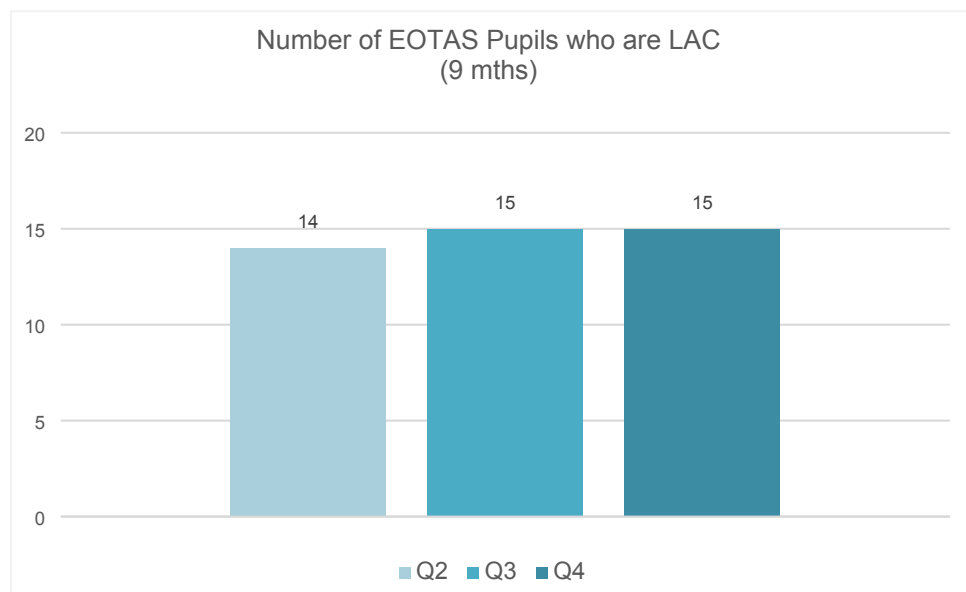
Quarterly Overview	Totals
Total number of pupils worked with	144
Total number in Arfryn Centre	
Total number in Step Ahead Centre	
Total number in Brondeg	
Total number on Pathways	
New EOTAS starters	12
Total number of EOTAS pupils who are LAC	15
Number of young people electively home educated	169

What's working well?	What are we worried about?	What do we need to do?
	<p>Numbers in provision are now being input on SIMS under one heading – City & County Swansea PRU</p> <p>Very hard for Mike to break down these figures now.</p>	

Statutory Services – Education – EOTAS Pupils



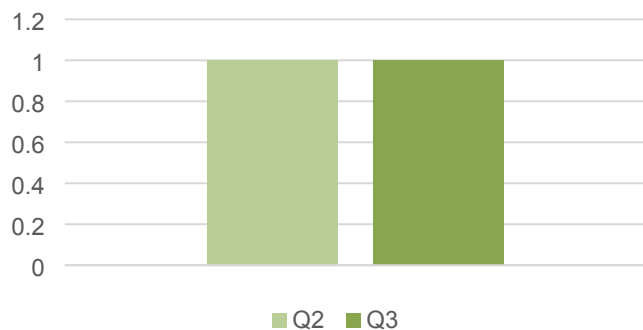
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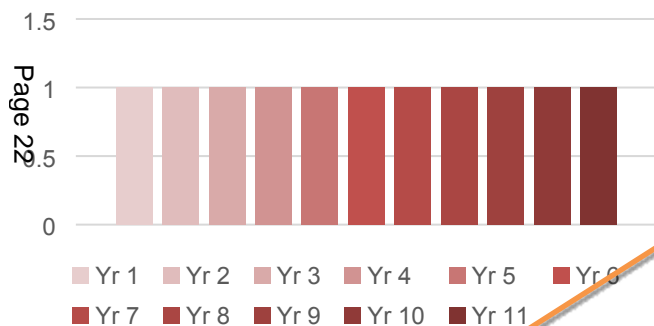
Other comments

Statutory Services – Education – EOTAS Panel

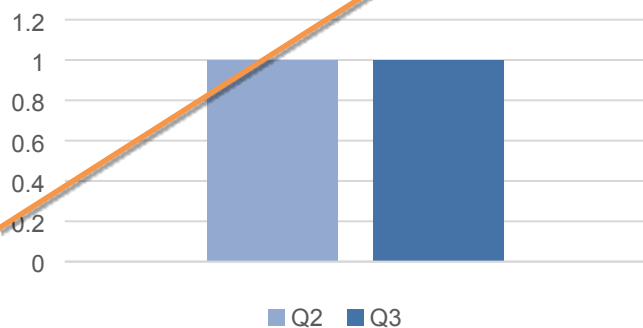
Number Referred to EOTAS Panel (6 mths)



Ages of Young People Referred (Q3)



Number of Referrals Agreed (6 mths)



Quarterly Overview	Totals
Total number of pupils referred to EOTAS Panel	
Total number of pupils referred – Primary age	
Total number of pupils referred – Secondary age	
Total number of referrals agreed	

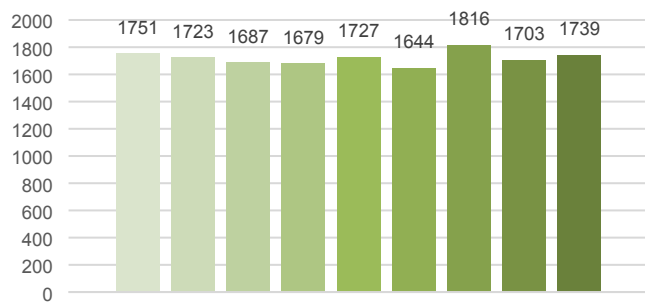
What's working well?	What are we worried about?	What do we need to do?

Section 2 – Early Help / Prevention

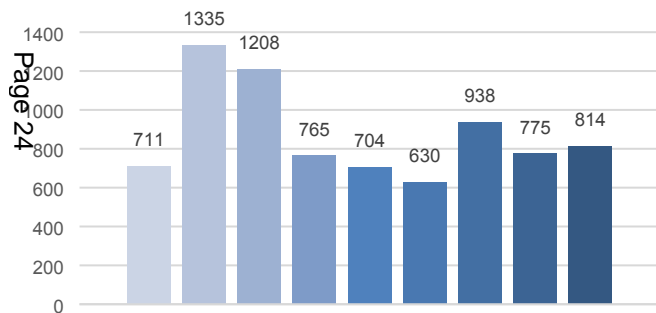


Headline Figures – Early Help / Prevention Overview

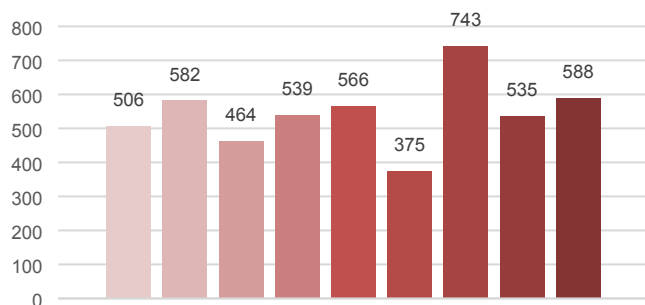
Total Number of Individuals Worked With (9 mths)



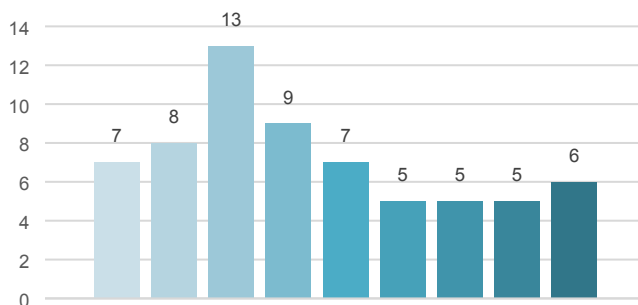
Total Number of Individuals on Caseloads (9 mths)



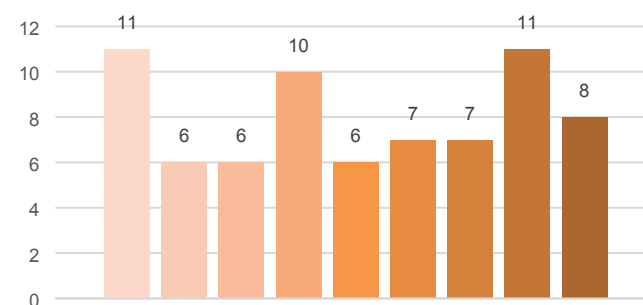
Total Number of Requests for Service (9 mths)



Total Number Stepping Up to Social Services (9 mths)



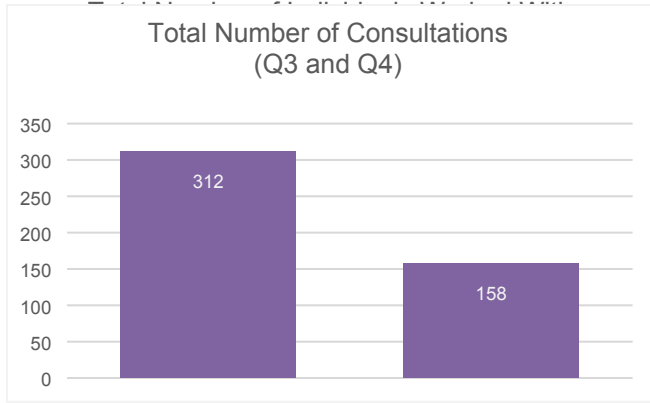
Total Number Stepping Down from Social Services (9 mths)



Quarterly Overview – All Prevention Services	Totals
Total number of individuals worked with	2654
Total number being case loaded	1431
Total number engaging in programme based activity	87
Total number stepping up to Social Services	16
Total number being stepped down from Social Services	26
Total number closed with positive change	348
Total number closed due to refused engagement / stopped engagement	158
Total number of consultations undertaken	158
Total number of requests for service (referrals)	1866

(The charts on this page include average figures for the month. They may also include duplicates. Figures do not include information on Other Families First Funded Projects, as those figures were provided for the whole year - not for the quarter)

Headline Figures – Prevention Services Consultation Overview

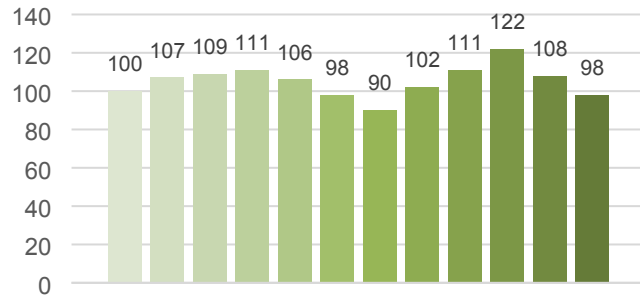


Quarterly Overview	Totals
Total number of consultations	158
Total number of consultations undertaken by YPS	158
Total number of consultations undertaken by TAF	0
Total number of consultations undertaken by FPT	0
Total number of consultations undertaken by FWT	0
Total number of consultations undertaken by JIGSO	0

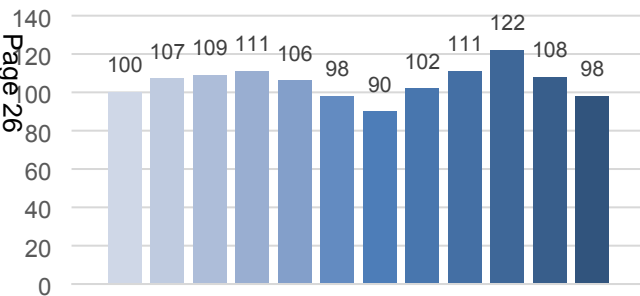
(The charts on this page include average figures for the month. They may also include duplicates.)

Early Help / Prevention – Youth Justice & Early Intervention (Pre Court)

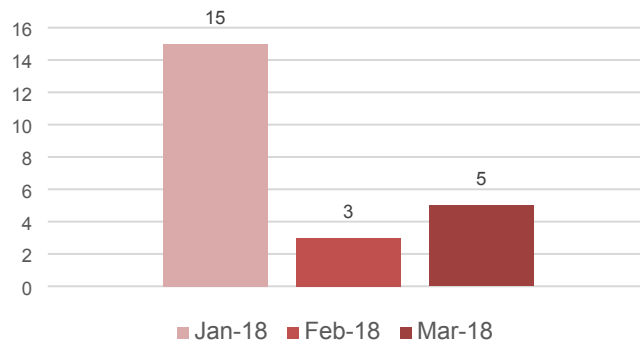
Number of Individuals Worked With (Last 12 mths)



Number of Individuals on Caseloads (Last 12 mths)



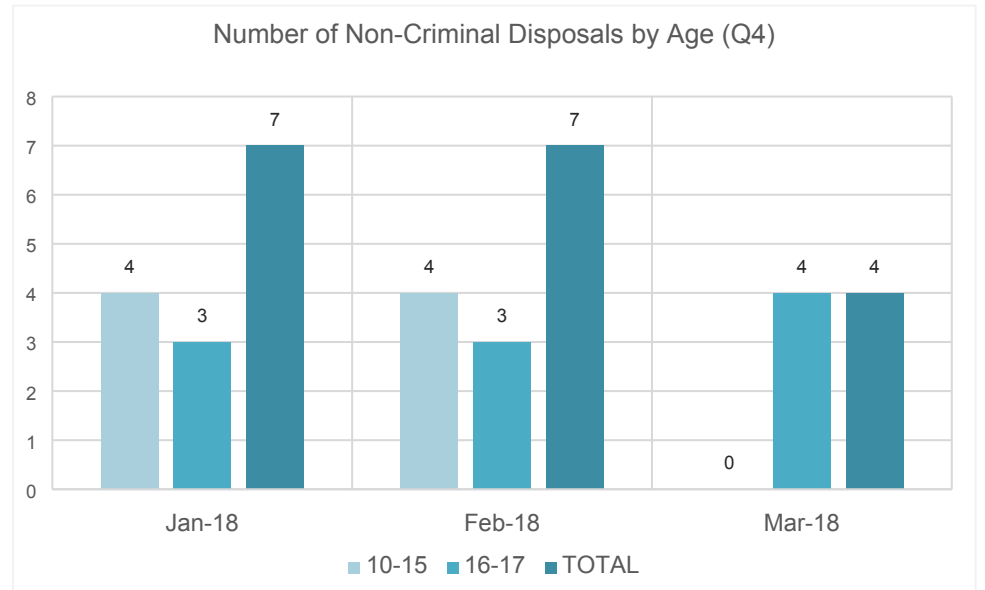
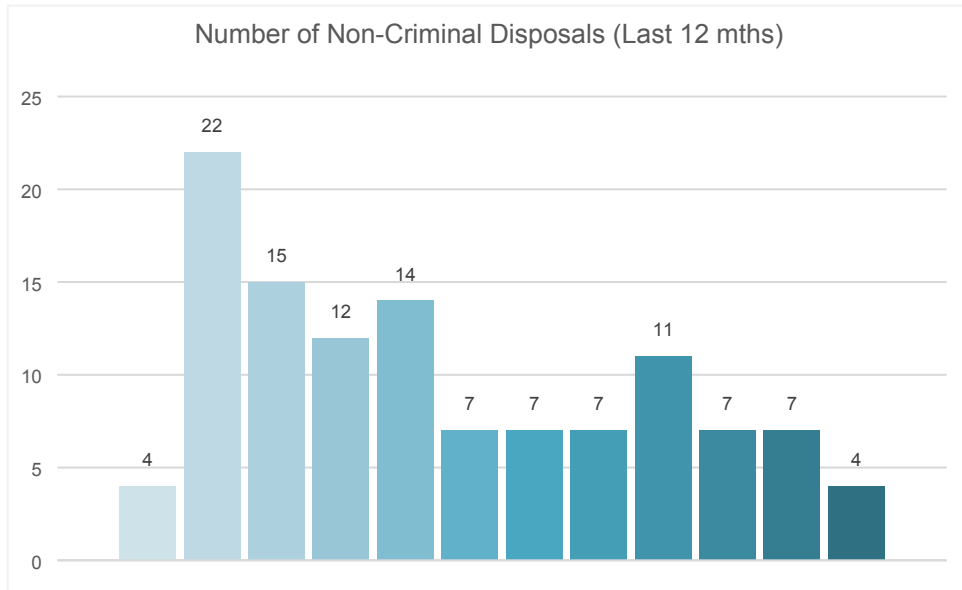
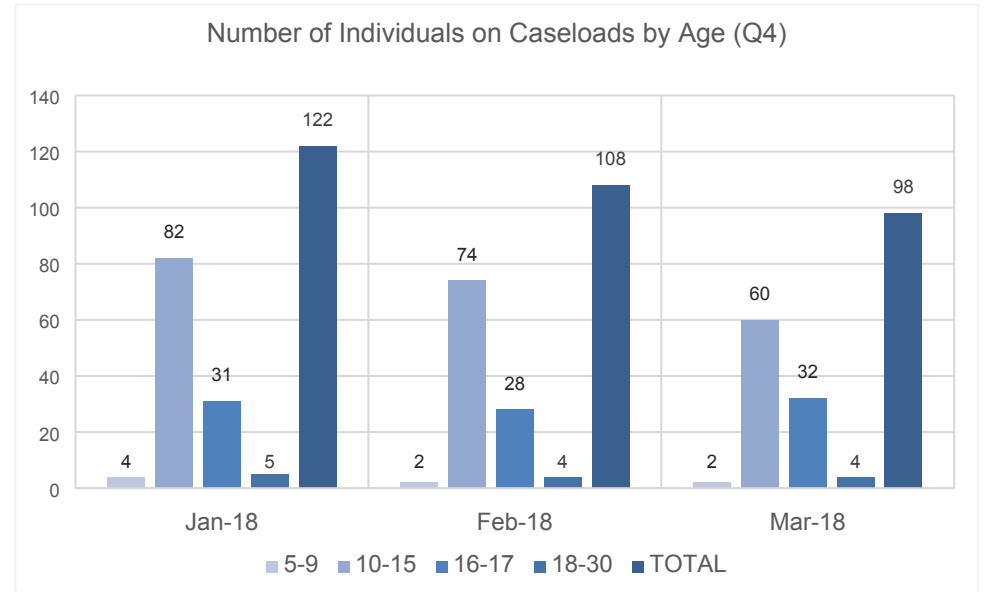
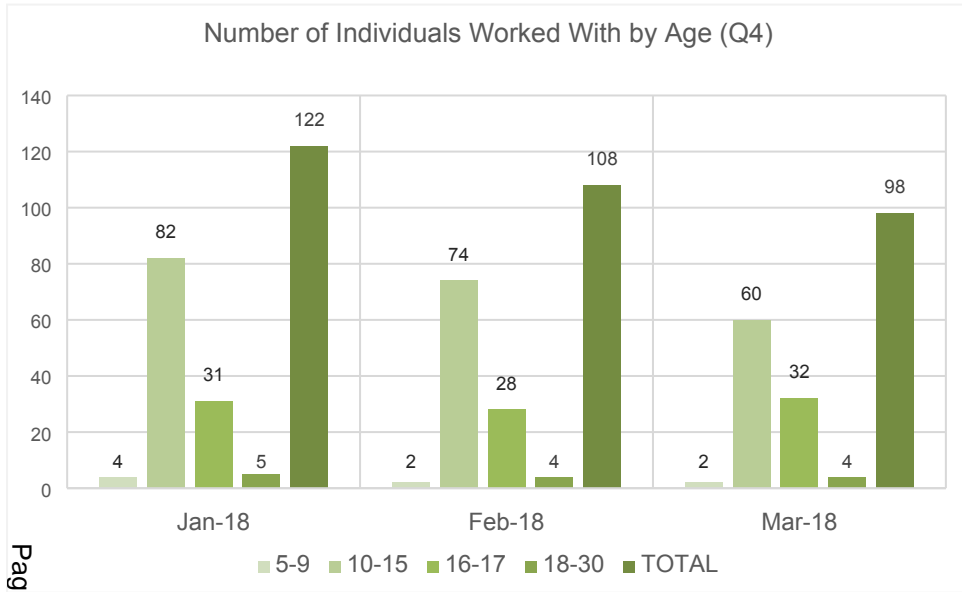
Requests for Service Received (Q4)



Quarterly Overview	Totals
Total number of individuals worked with	122
Total number being case loaded	122
Total number engaging in programme based activity	N/A
Total number stepping up to Social Services	N/A
Total number being stepped down from Social Services	N/A
Total number closed with positive change	N/A
Total number closed with no engagement	N/A
Total number of consultations undertaken	N/A
Total number of requests for service	23
Non-Criminal Disposals (Youth Restorative Disposals)	18
Youth Cautions	1
Youth Conditional Cautions	1

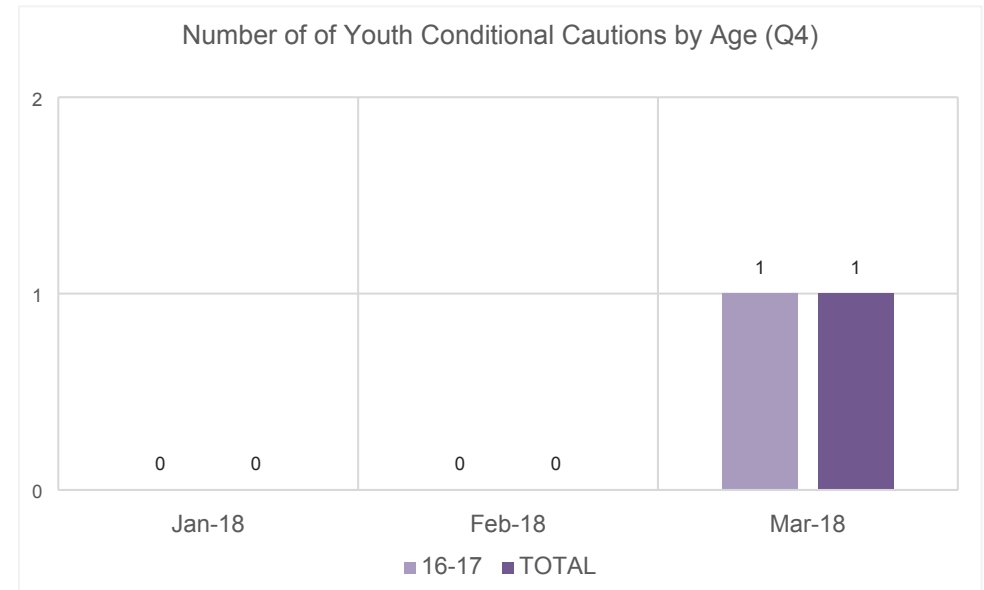
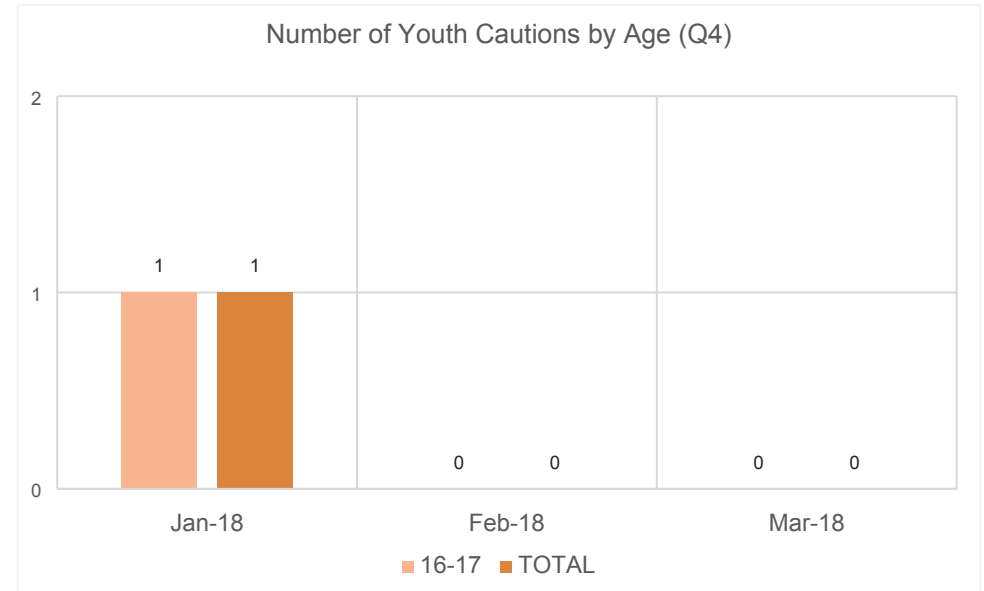
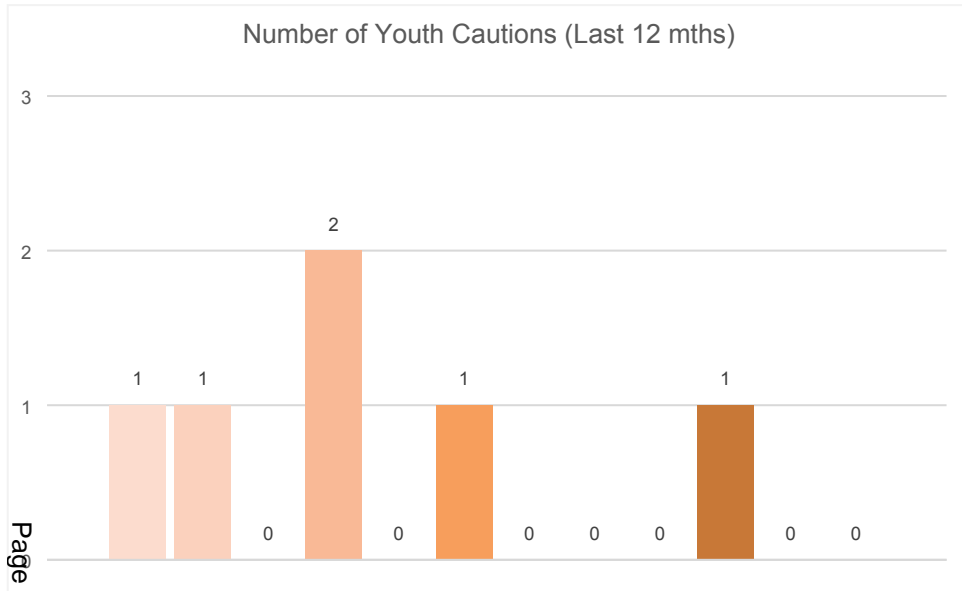
What's working well?	What are we worried about?	What do we need to do?

Early Help / Prevention – Youth Justice & Early Intervention (Pre Court)



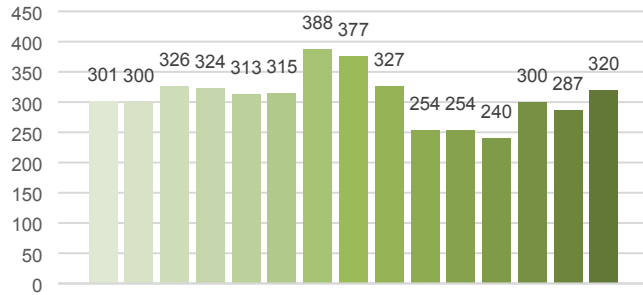
Early Help / Prevention – Youth Justice & Early Intervention (Pre Court)

Page 28

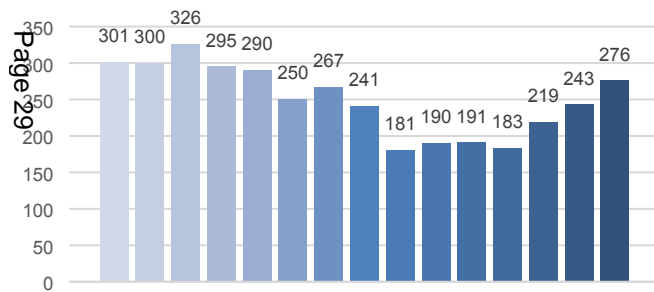


Early Help / Prevention – Young People Services – Pre 16

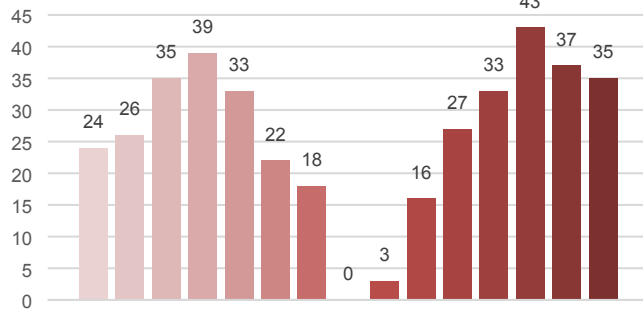
Number of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



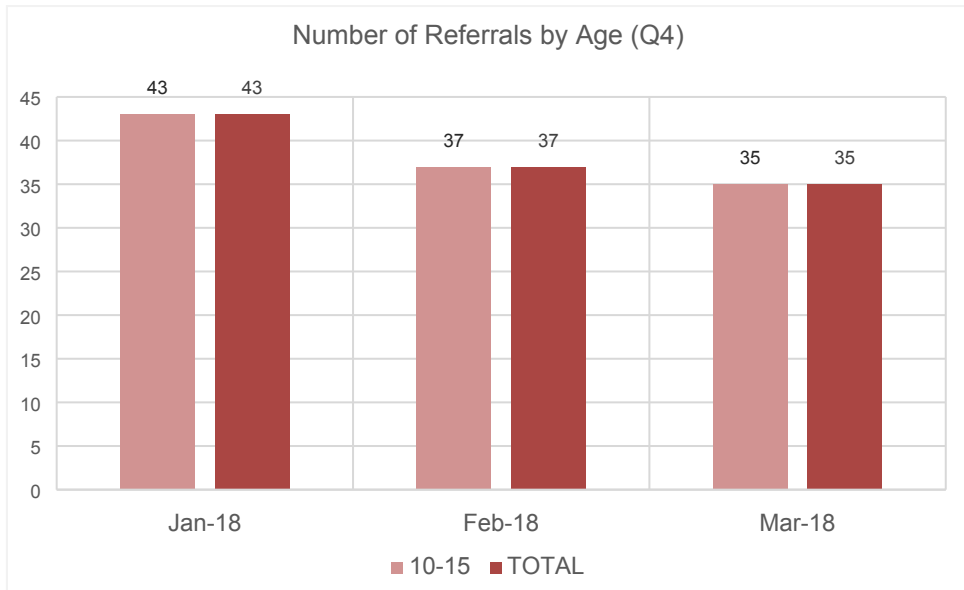
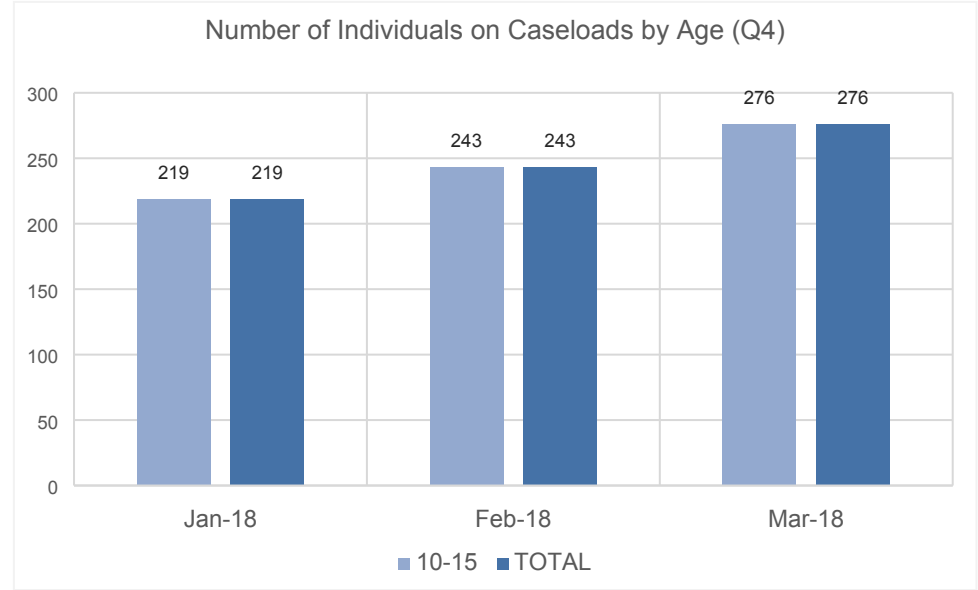
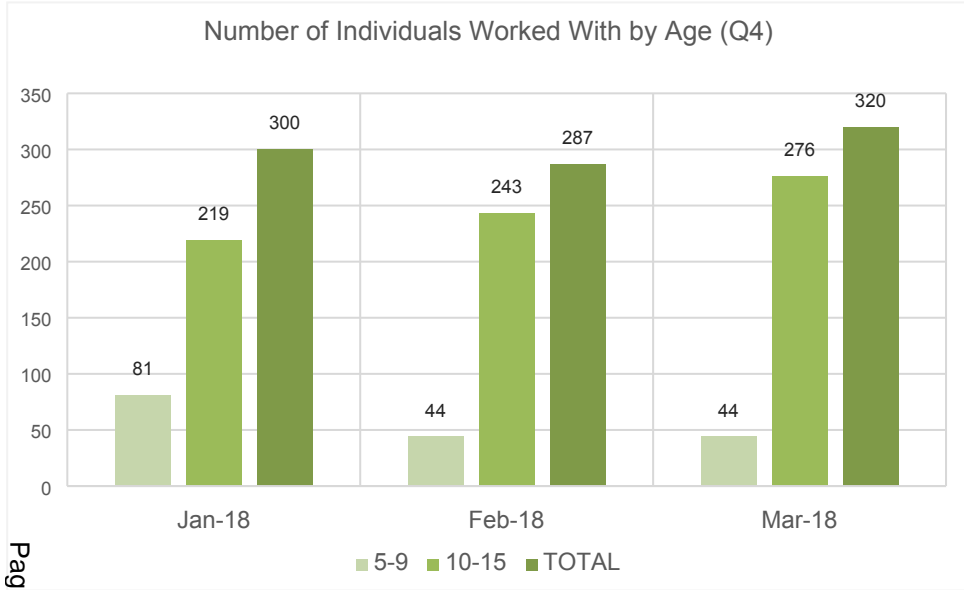
Referrals Received (Last 12 mths)



Quarterly Overview	Totals
Total number of individuals worked with	366
Total number being case loaded	320
Total number stepped up to Social Services	3
Total number stepped down from Social Services	14
Total number closed with positive change	10
Total number closed with no engagement	8
Total number of consultations undertaken	158
Total number of requests for service (referrals)	115

What's working well?	What are we worried about?	What do we need to do?

Early Help / Prevention – Young People Services – Pre 16

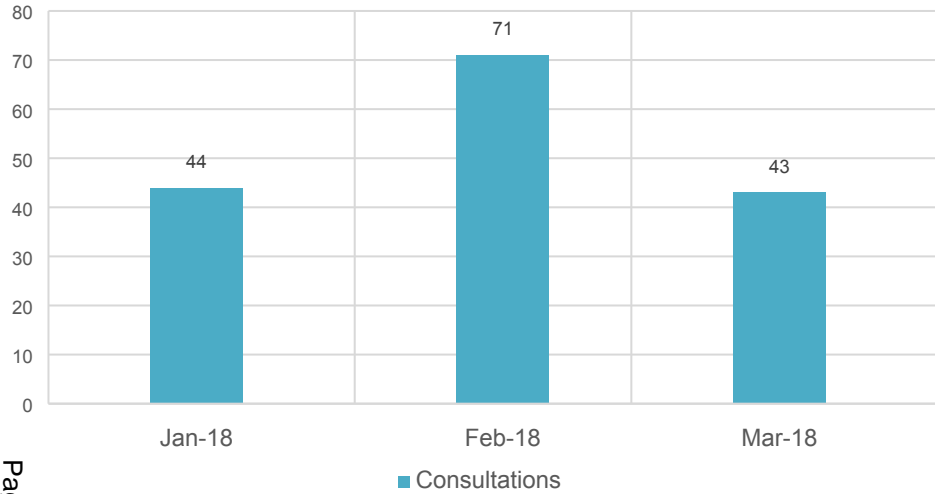


Other comments

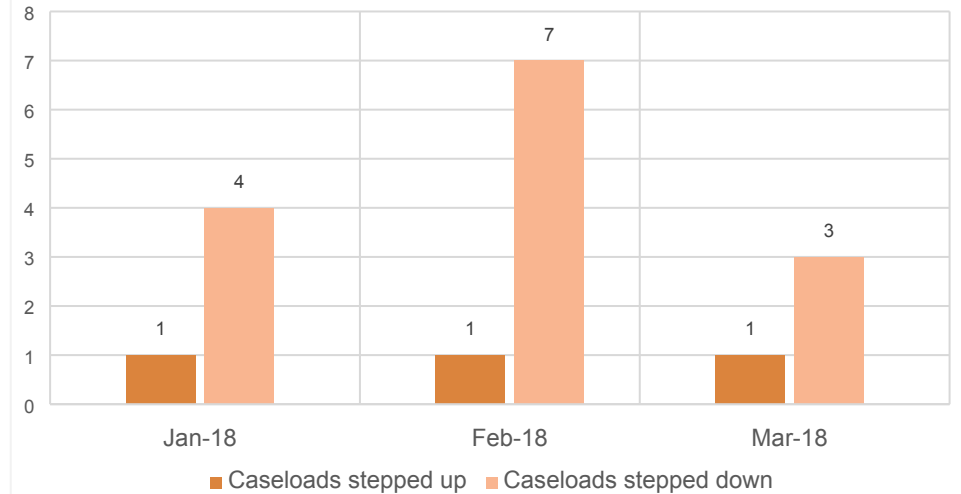
Early Help / Prevention – Young People Services – Pre 16

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Number of Consultations Undertaken (Q4)



Number of Step Ups / Step Downs (Q4)



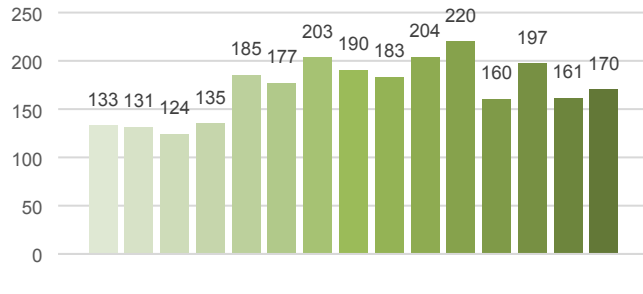
Number of Closures (Q4)



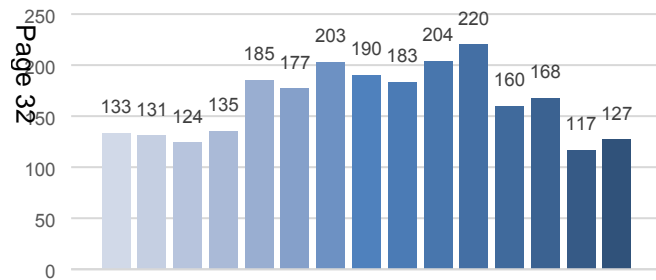
Other comments

Early Help / Prevention – Young People Services – Post 16

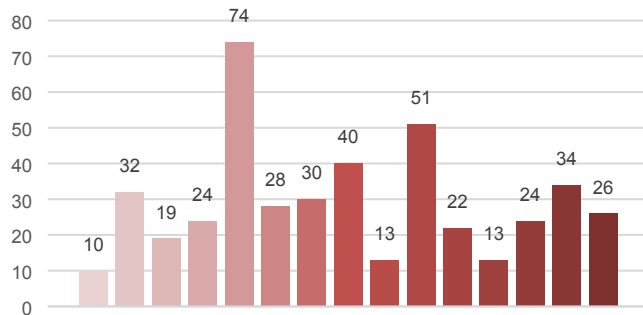
Number of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



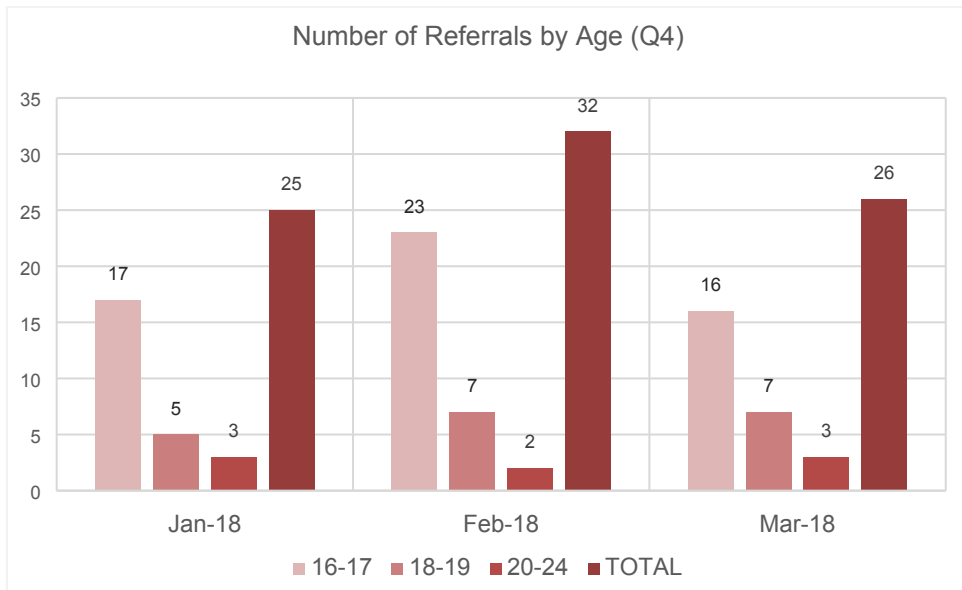
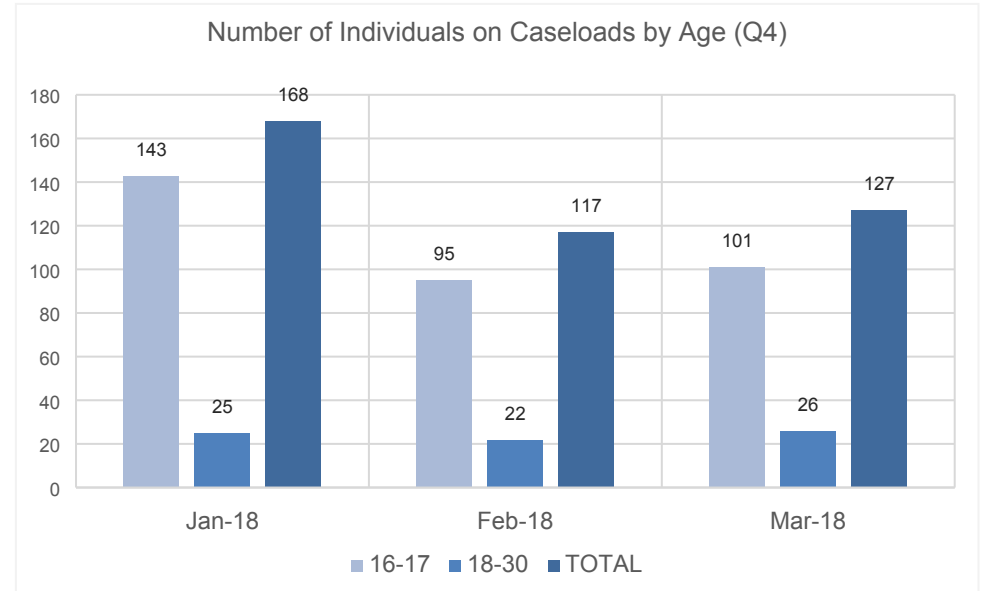
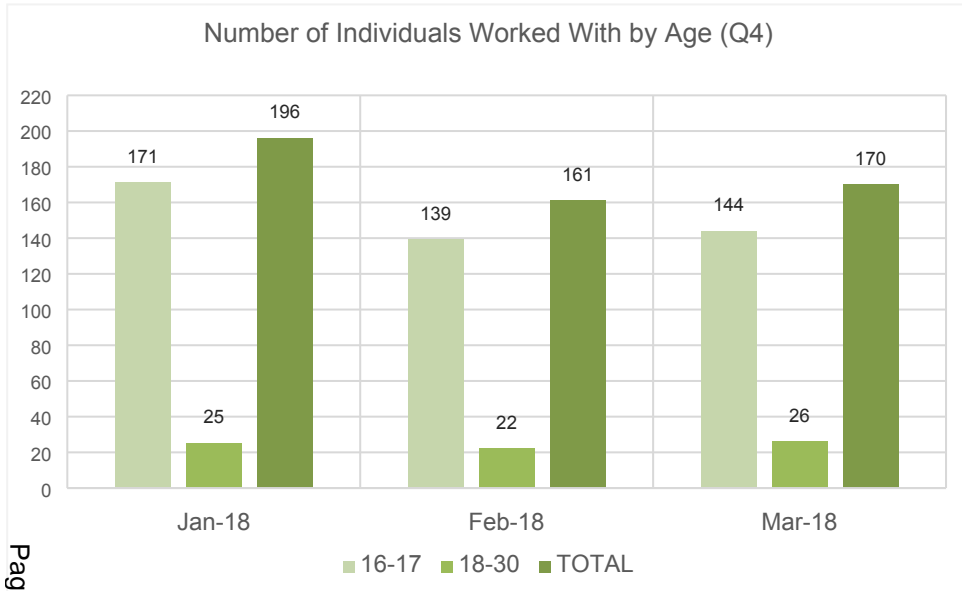
Referrals Received (Last 12 mths)



Quarterly Overview	Totals
Total number of individuals worked with	222
Total number being case loaded	171
Total number engaging in programme based activity	
Total number stepping up to Social Services	n/a
Total number being stepped down from Social Services	n/a
Total number closed with positive change	32
Total number closed with no engagement	12
Total number of consultations undertaken	0
Total number of requests for service (referrals)	84

What's working well?	What are we worried about?	What do we need to do?

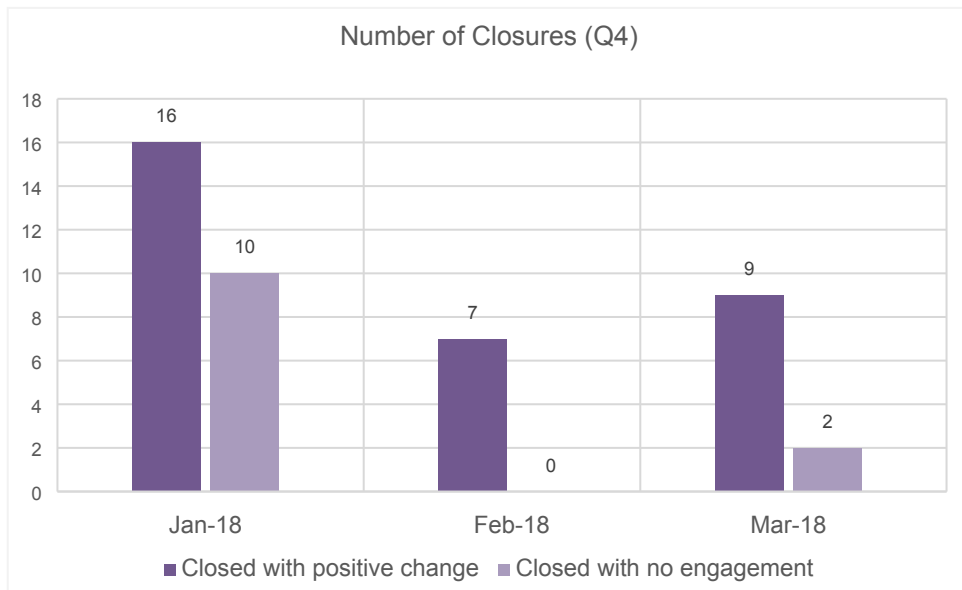
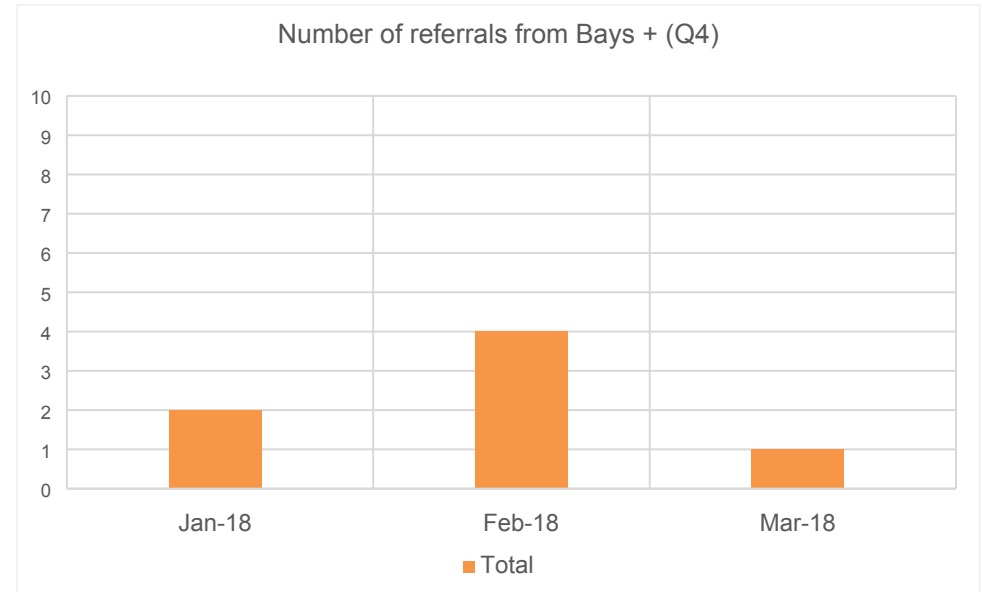
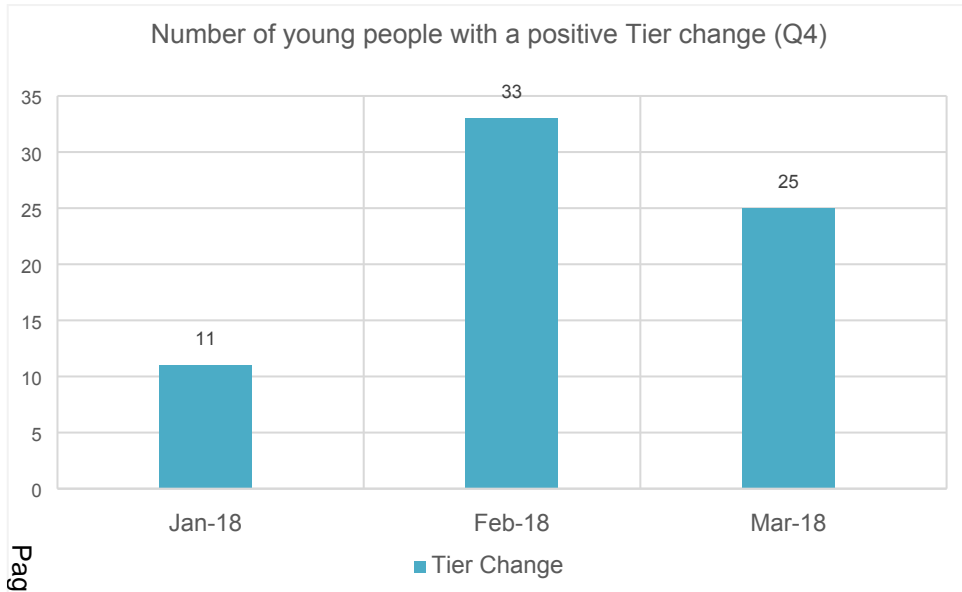
Early Help / Prevention – Young People Services – Post 16



Other comments

Early Help / Prevention – Young People Services – Post 16

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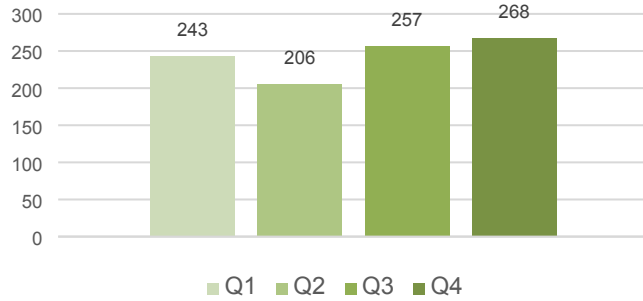


Other comments

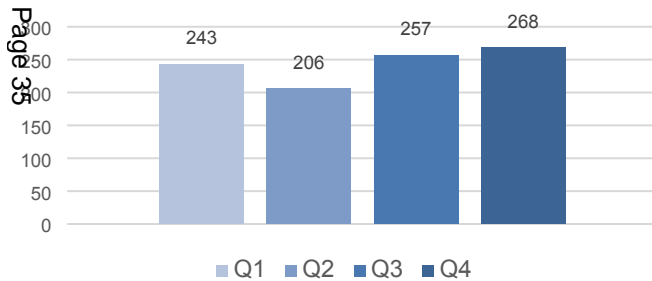
Please note the Post 16 team co-work a variety of their cases with Social Services/ Bays+ therefore there is no current process for step ups/ step downs.

Early Help / Prevention – Early Intervention Service – Team Around the Family (TAF)

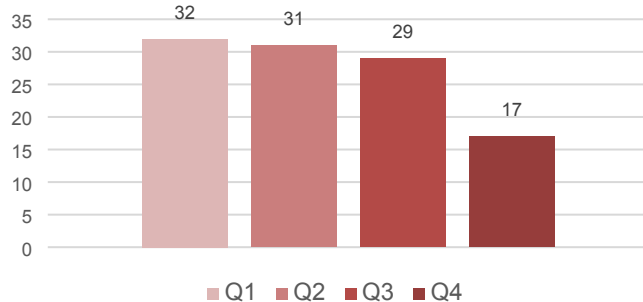
No. of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



Requests for Service Received (Last 12 mths)

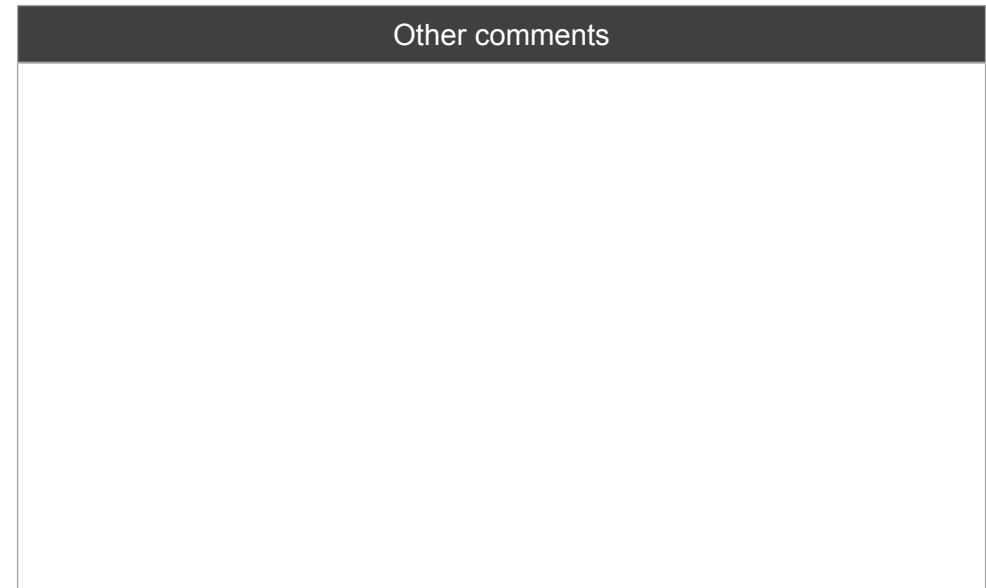
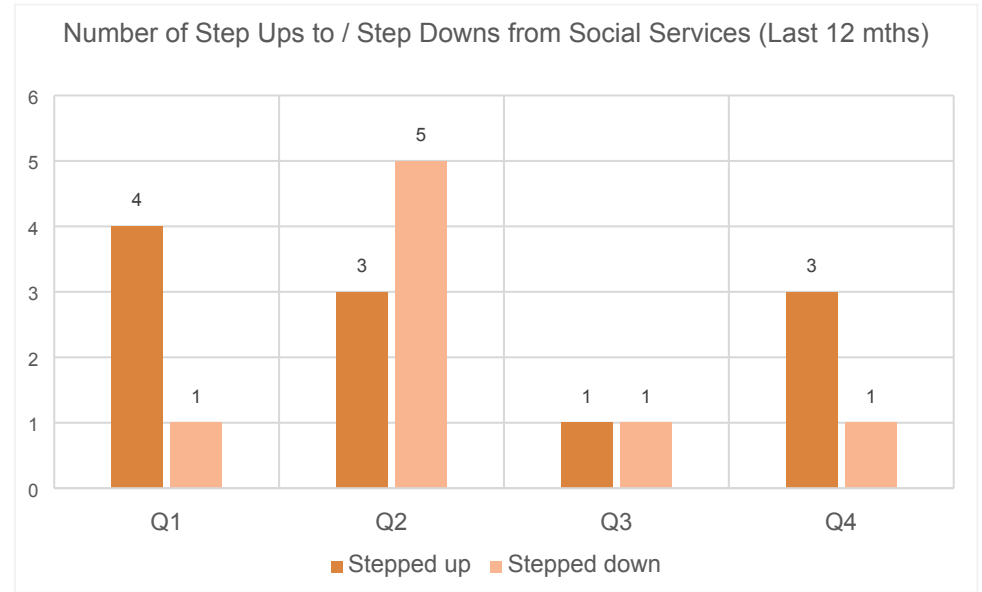
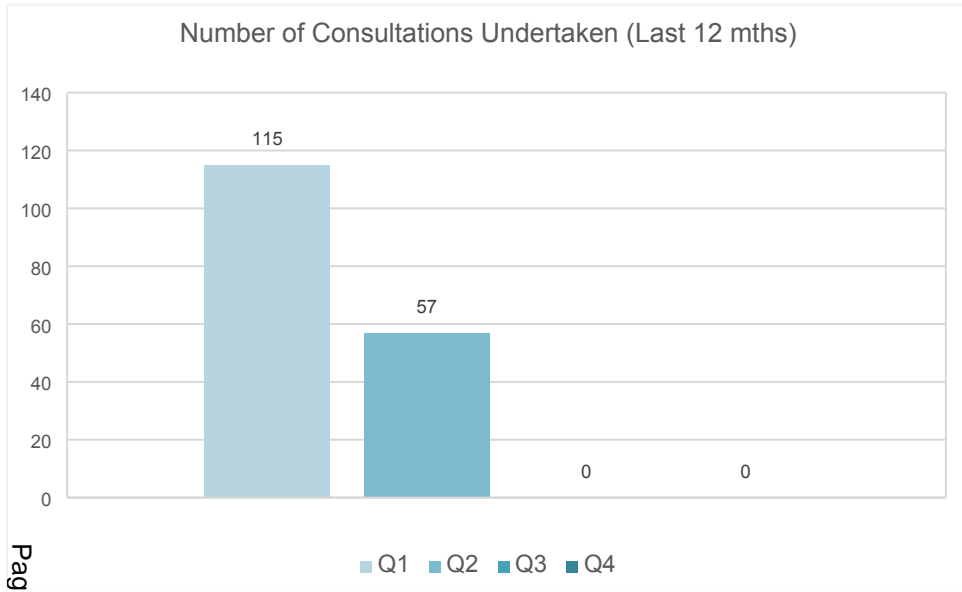


Quarterly Overview	Totals
Total number of individuals worked with	268
Total number being case loaded	268
Total number stepping up to Social Services	3
Total number being stepped down from Social Services	1
Total number closed with positive change	7
Total number closed with no engagement	1
Total number of consultations undertaken	
Total number of requests for service	17

What's working well?	What are we worried about?	What do we need to do?

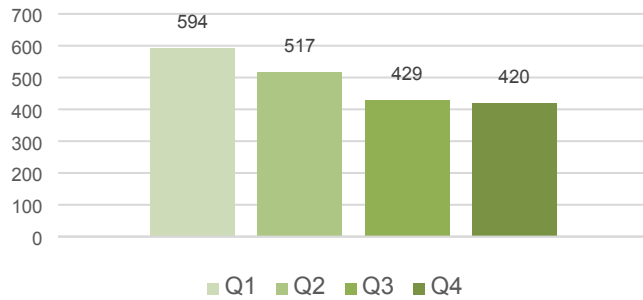
Early Help / Prevention – Early Intervention Service – Team Around the Family (TAF)

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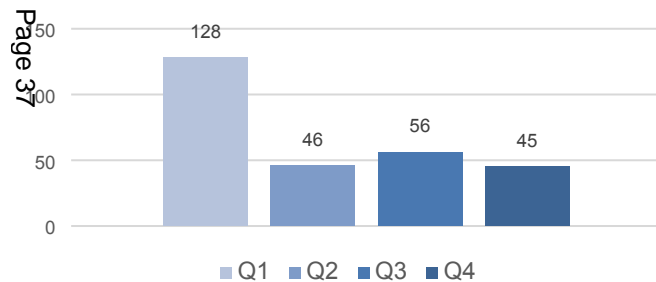


Early Help / Prevention – Early Intervention Service – Family Partnership Team

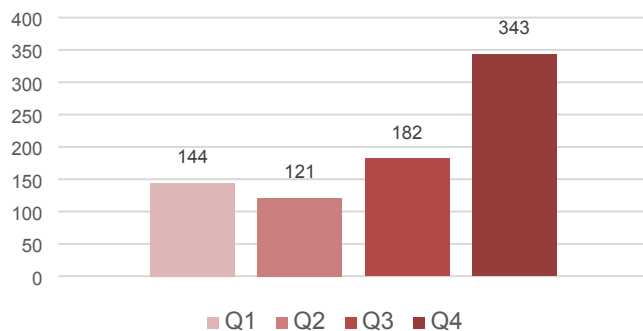
No. of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



Referrals Received (Last 12 mths)

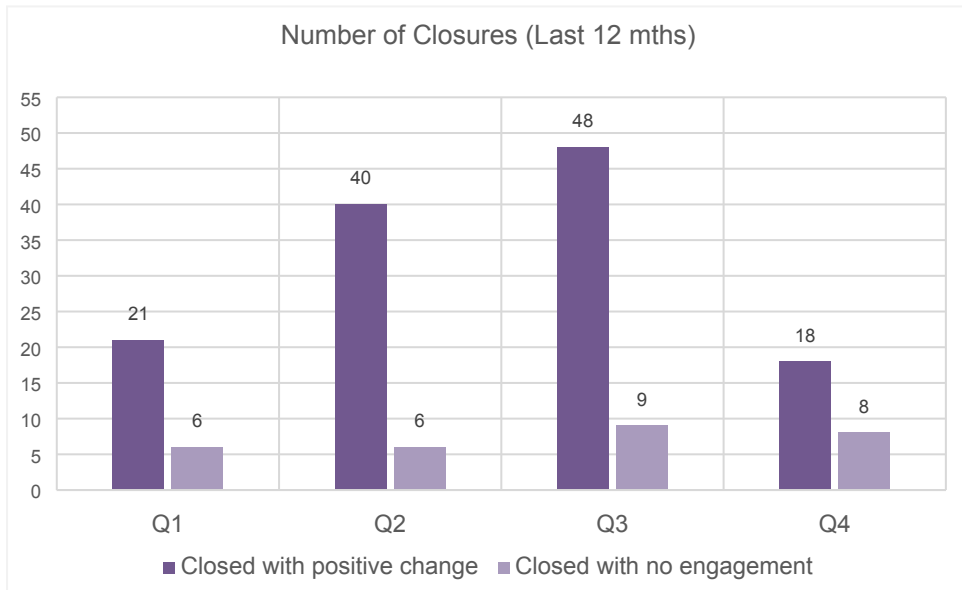
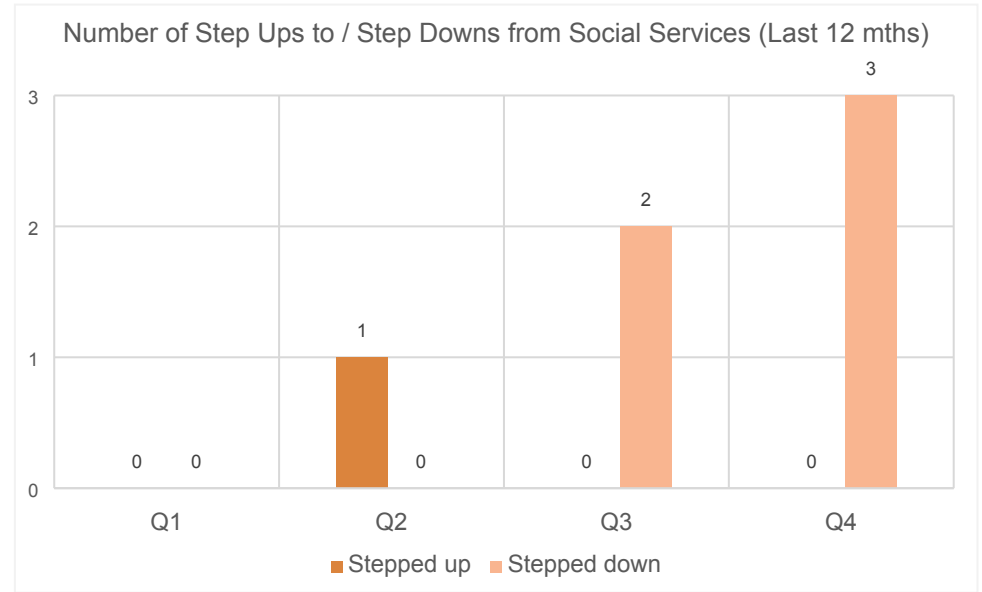
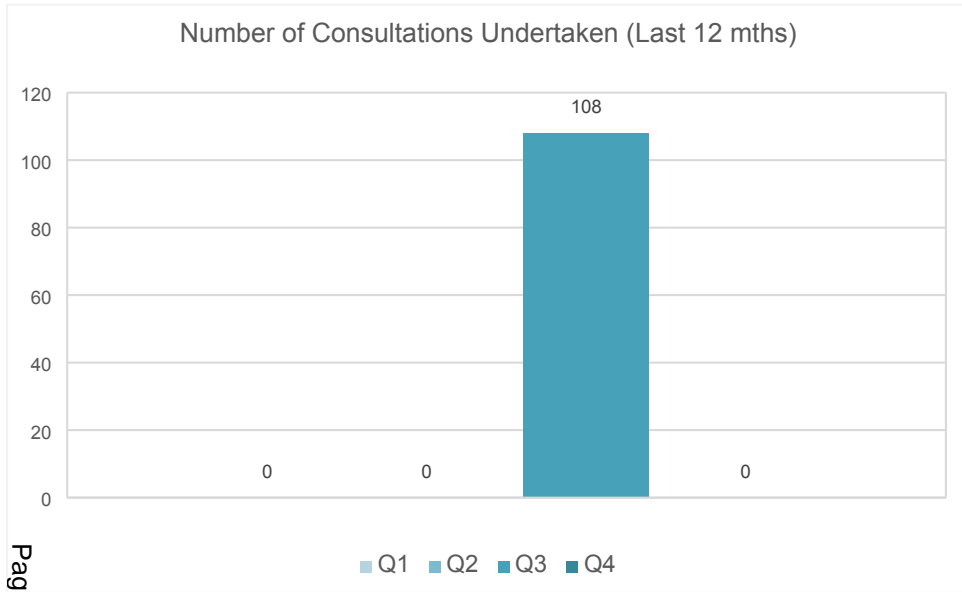


Quarterly Overview	Totals
Total number of individuals worked with	420
Total number being case loaded	45
Total number engaging in programme based activity	69
Total number stepping up to Social Services	0
Total number being stepped down from Social Services	3
Total number closed with positive change	18
Total number closed with no engagement	8
Total number of consultations undertaken	
Total number of requests for service	343

What's working well?	What are we worried about?	What do we need to do?

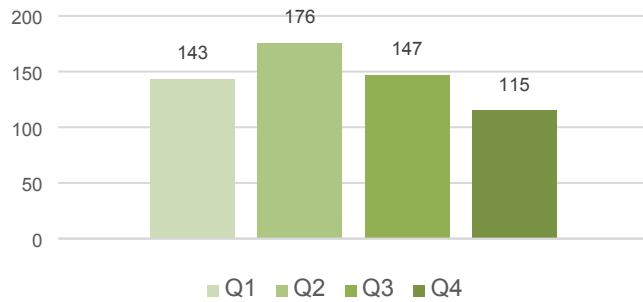
Early Help / Prevention – Early Intervention Service – Family Partnership Team

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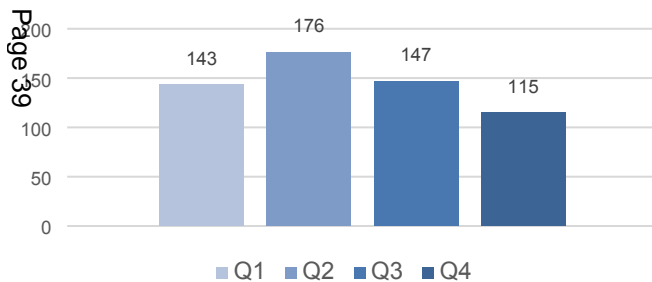


Early Help / Prevention – Early Intervention Service – Family Wellbeing Team

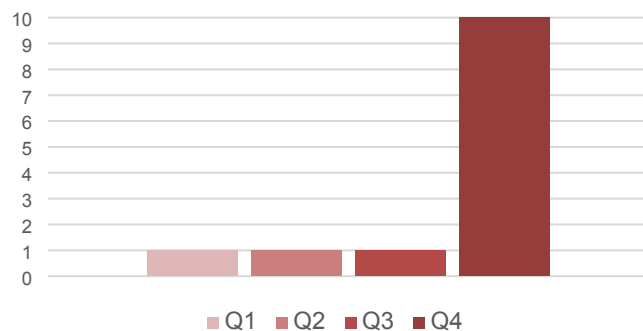
No. of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



Referrals Received (Last 12 mths)

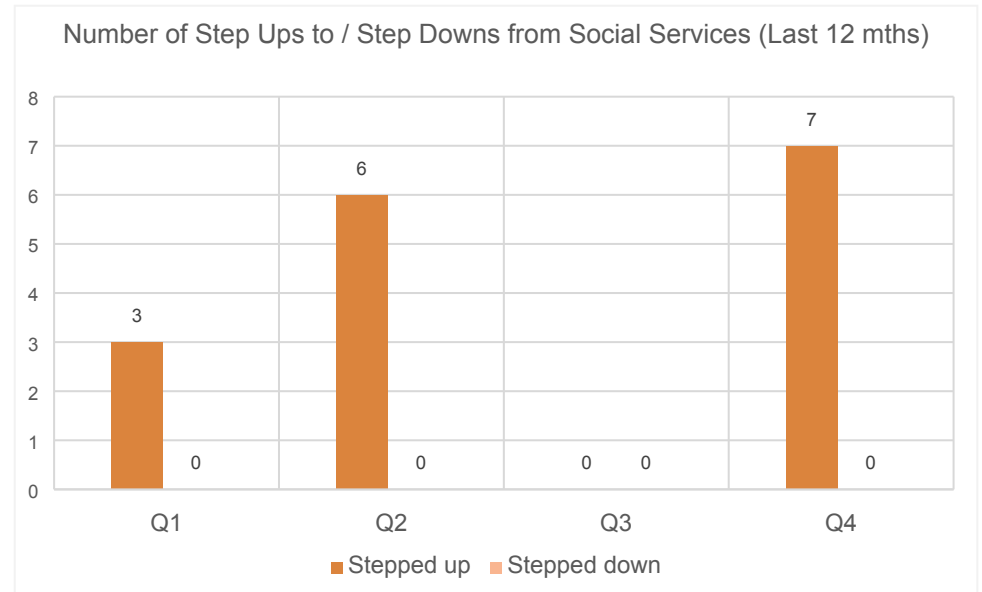
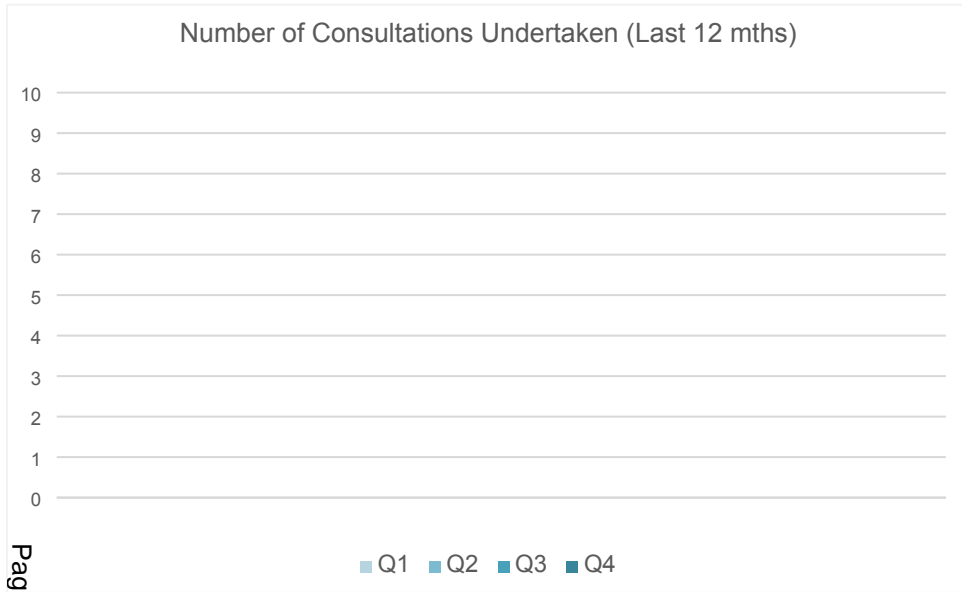


Quarterly Overview	Totals
Total number of individuals worked with	115
Total number being case loaded	115
Total number engaging in programme based activity	N/A
Total number stepping up to Social Services	7
Total number being stepped down from Social Services	0
Total number closed with positive change	9
Total number closed with no engagement	1
Total number of consultations undertaken	N/A
Total number of requests for service	53

What's working well?	What are we worried about?	What do we need to do?

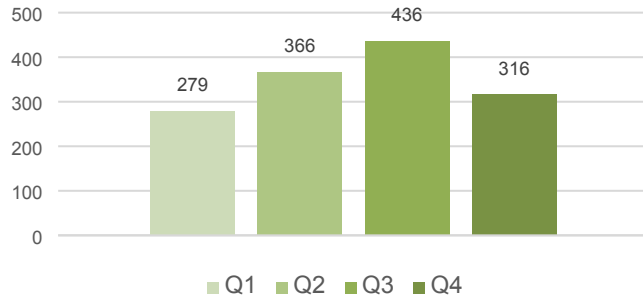
Early Help / Prevention – Early Intervention Service – Family Wellbeing Team

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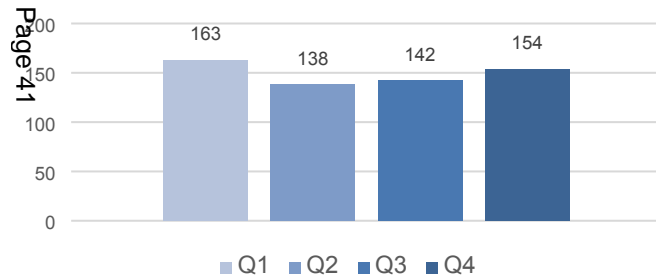


Early Help / Prevention – Early Intervention Service – Jigso

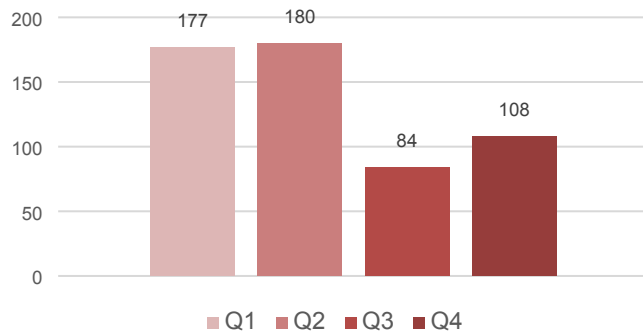
No. of Individuals Worked With (Last 12 mths)



No of Individuals on Caseloads (Last 12 mths)



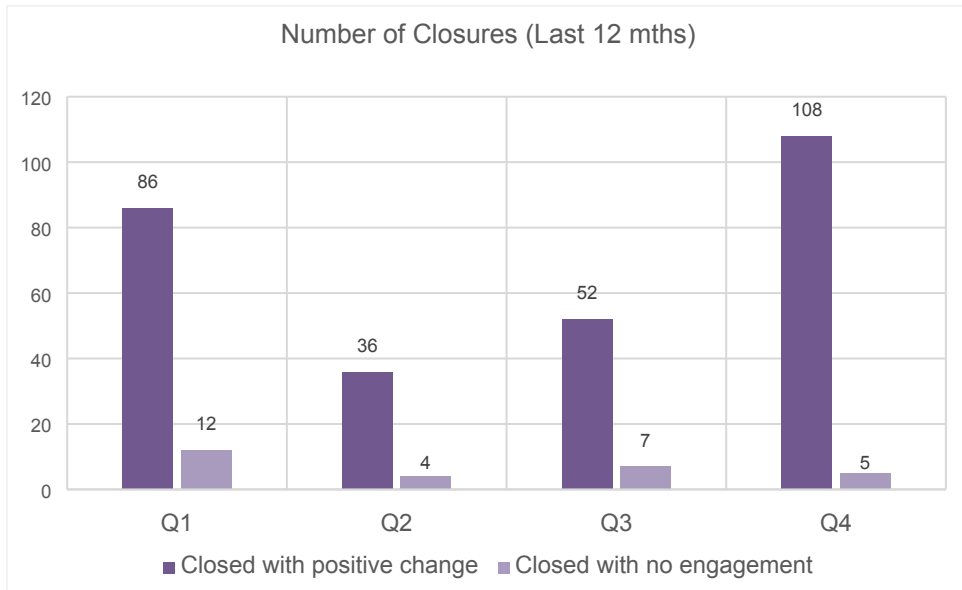
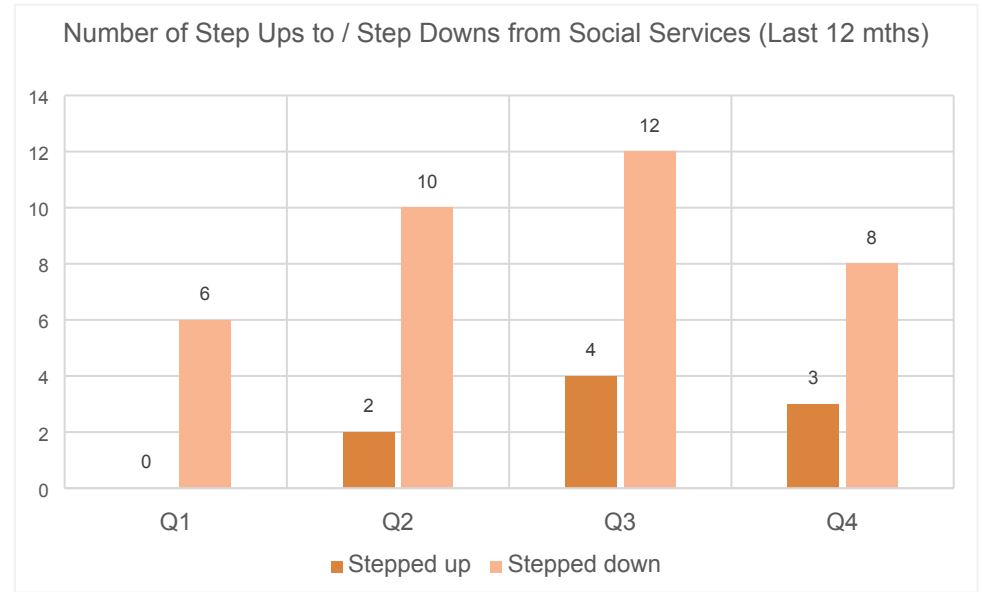
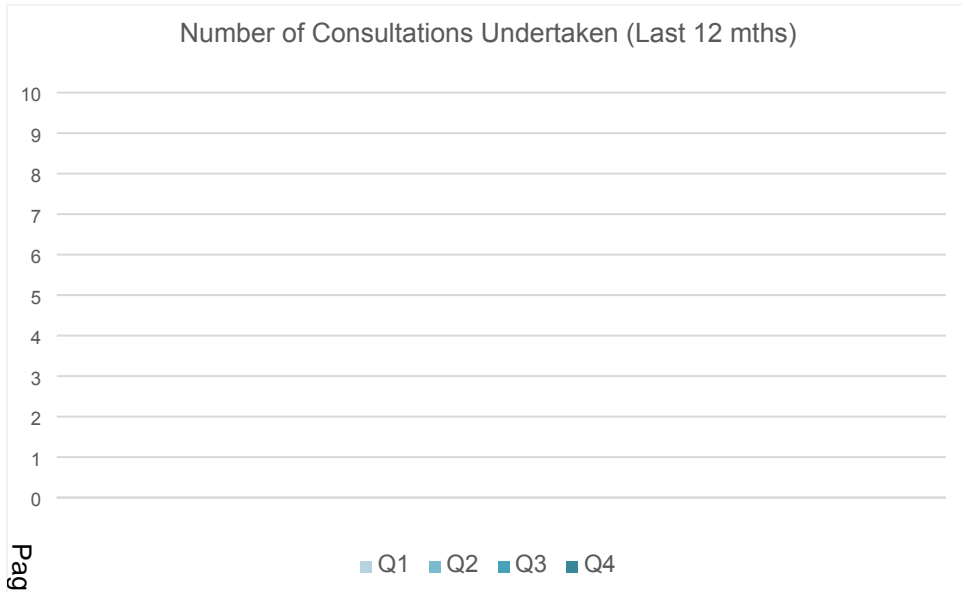
Referrals Received (Last 12 mths)



Quarterly Overview	Totals
Total number of individuals worked with	316
Total number being case loaded	154
Total number engaging in programme based activity	18
Total number stepping up to Social Services	3
Total number being stepped down from Social Services	8
Total number closed with positive change	108
Total number closed with no engagement	5
Total number of consultations undertaken	N/A
Total number of requests for service	108

What's working well?	What are we worried about?	What do we need to do?

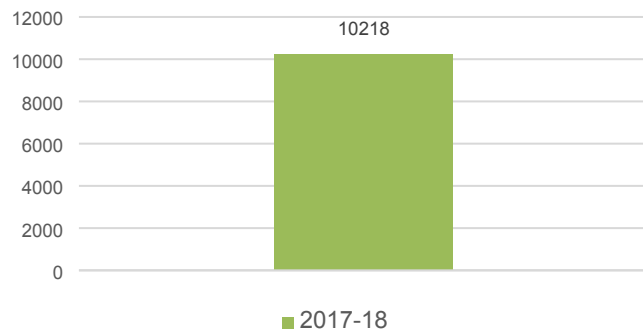
Early Help / Prevention – Early Intervention Service – Jigso



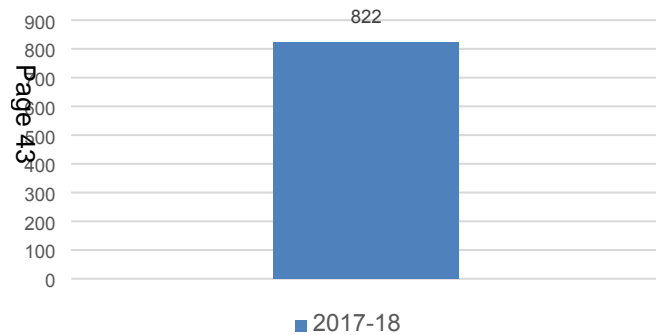
Other comments

Early Help / Prevention – Early Intervention Service – Other Families First Funded Projects

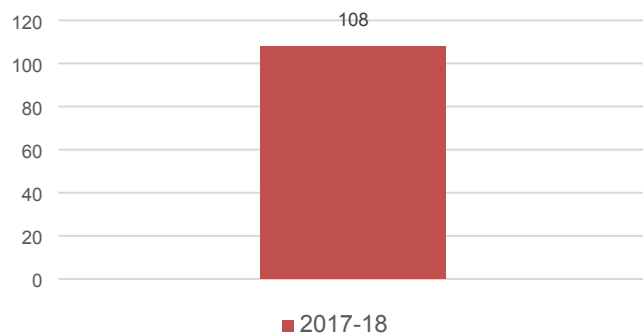
No. of Individuals Worked With



No of Individuals on Caseloads



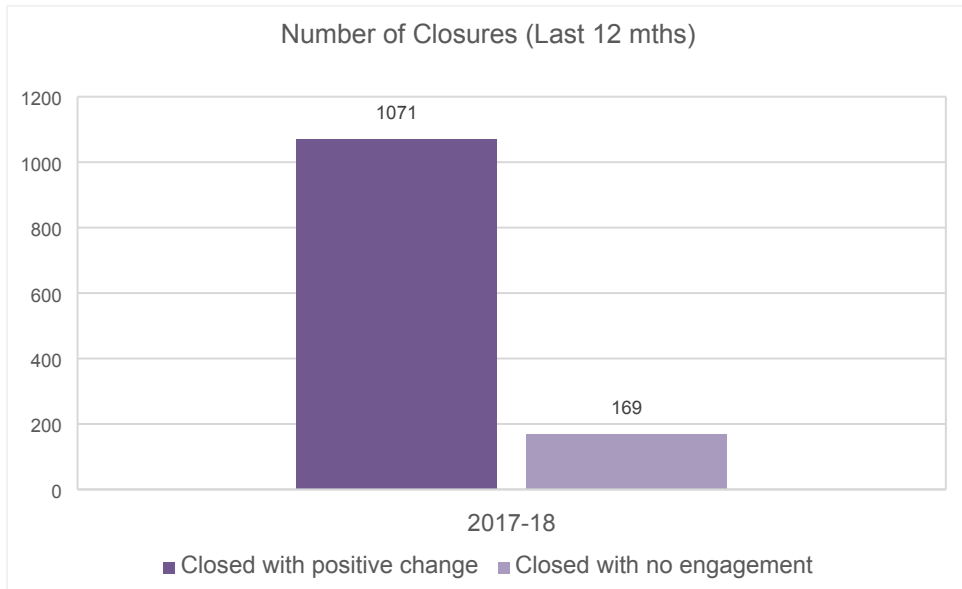
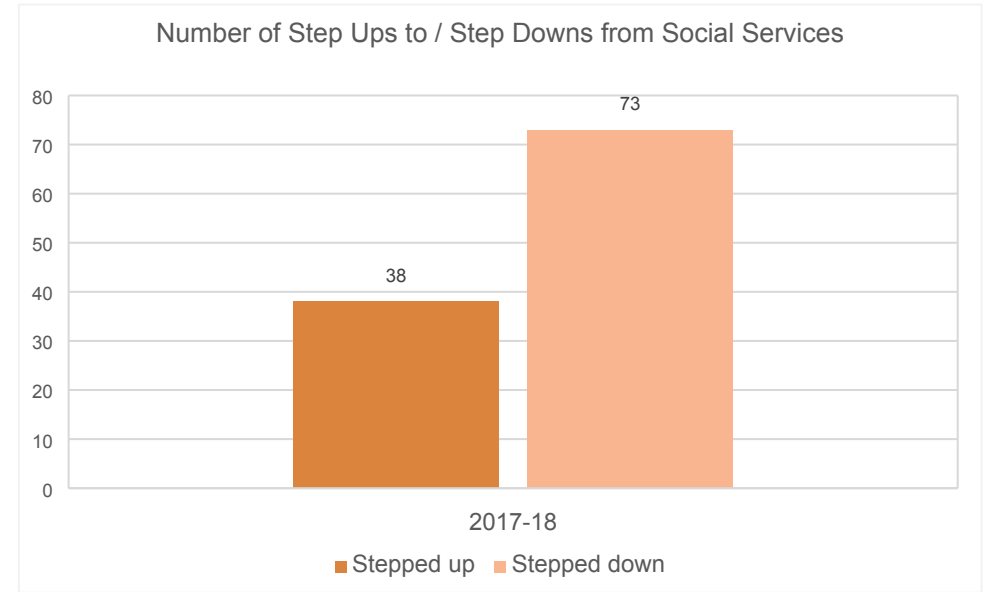
Referrals Received



Yearly Overview (2017-18)	Totals
Total number of individuals worked with	10218
Total number being case loaded	822
Total number engaging in programme based activity	341
Total number stepping up to Social Services	38
Total number being stepped down from Social Services	73
Total number closed with positive change	1071
Total number closed with no engagement	169
Total number of consultations undertaken	N/A
Total number of requests for service	108

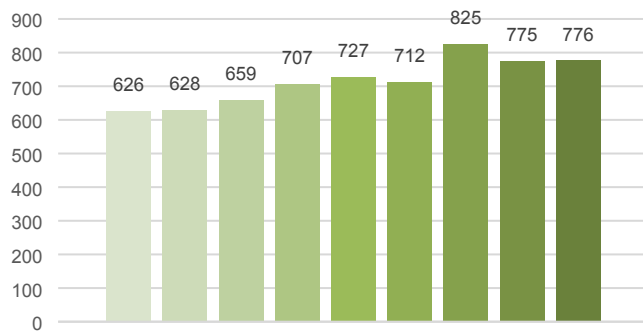
What's working well?	What are we worried about?	What do we need to do?

Early Help / Prevention – Early Intervention Service – Other Families First Funded Projects

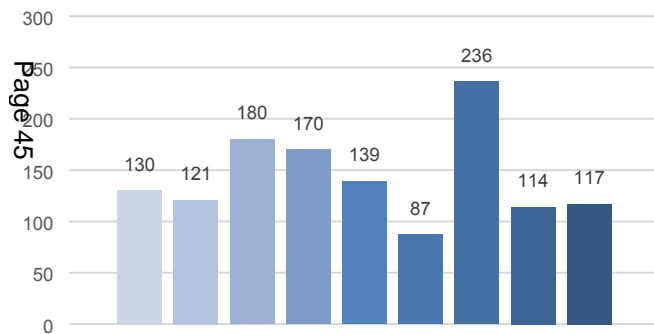


Early Help / Prevention – Partnership & Commissioning Team – DA Hub

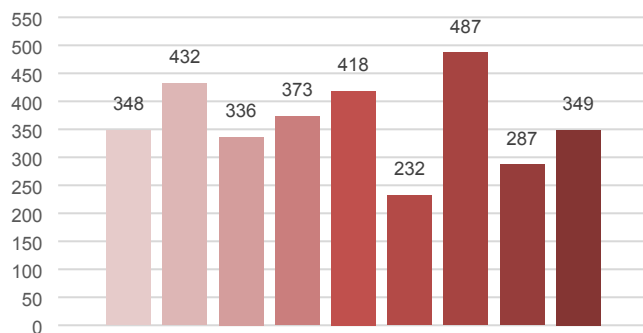
Number of Individuals Worked With (9 mths)



No of Individuals on Caseloads (9 mths)



Referrals Received (9 mths)



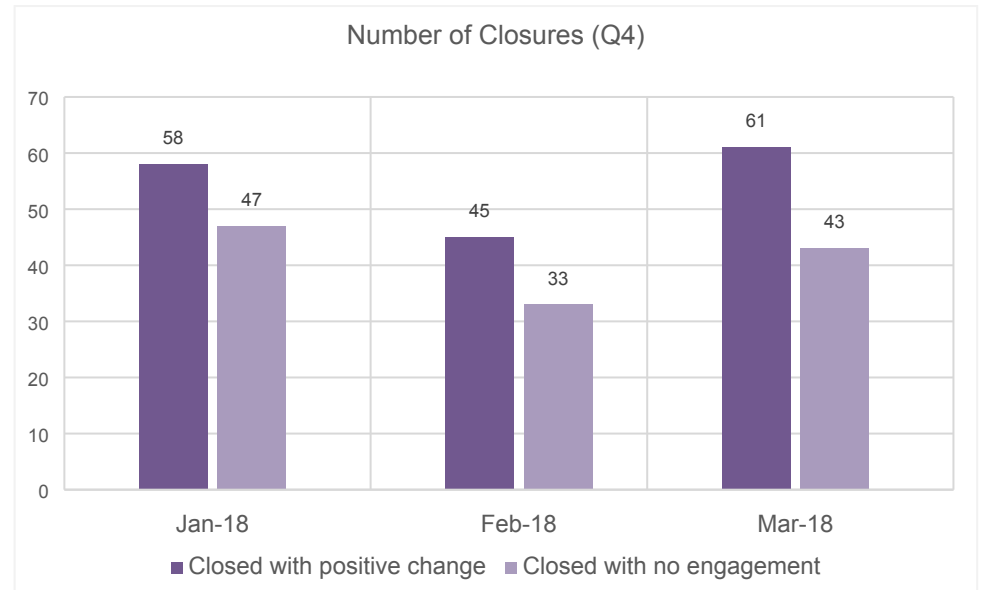
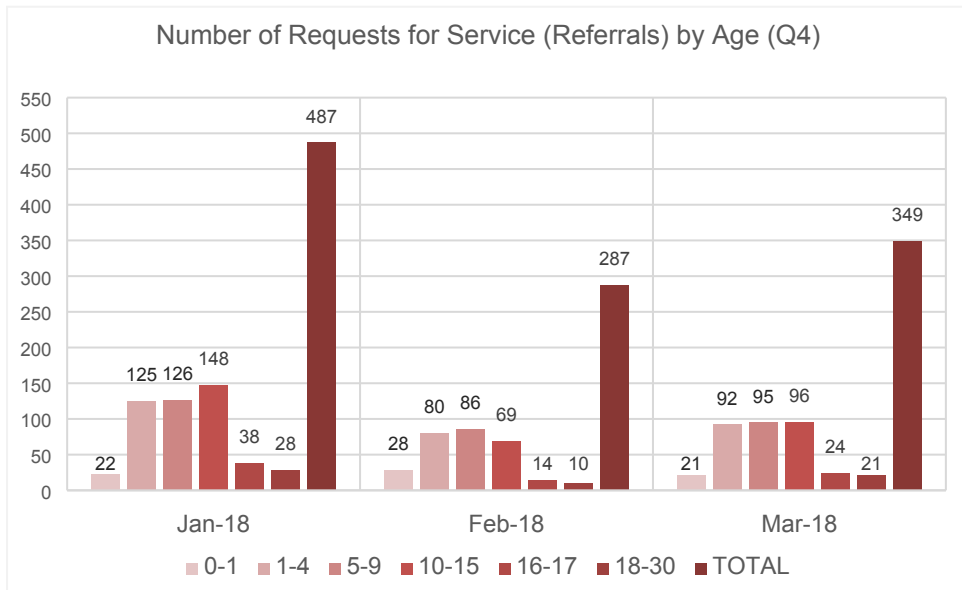
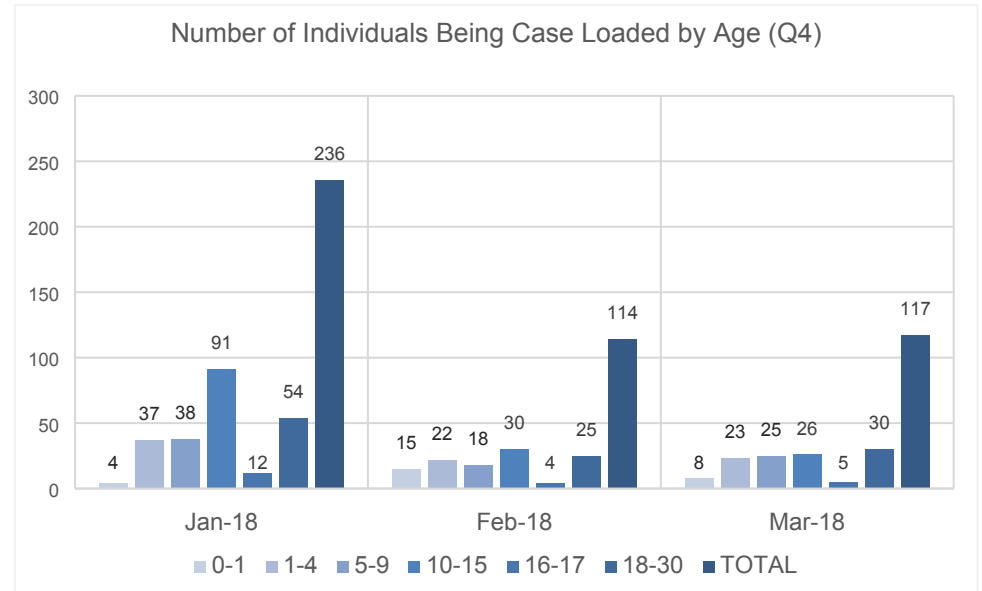
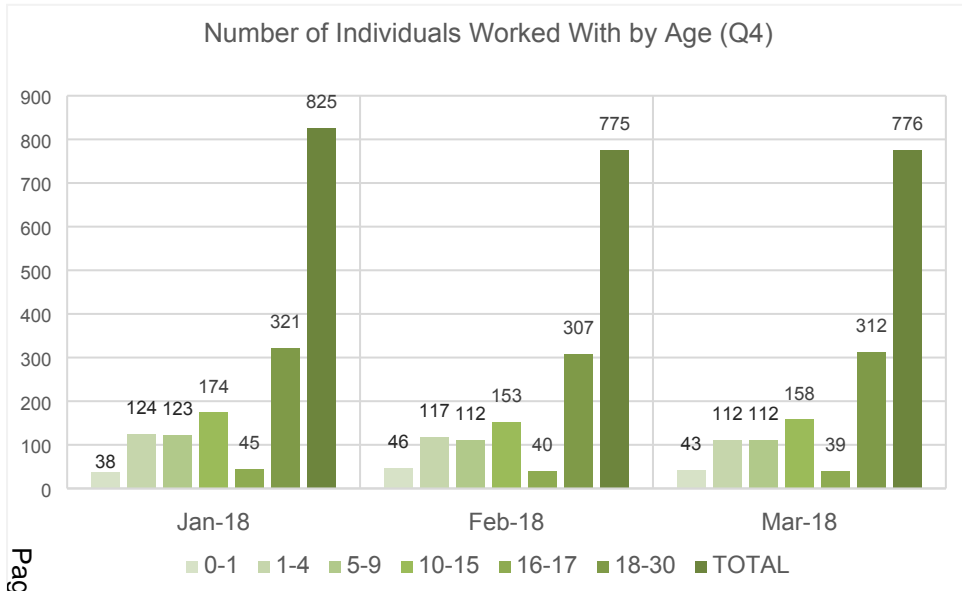
Quarterly Overview	Totals
Total number of individuals worked with	825
Total number being case loaded	236
Total number stepped up to Social Services	N/A
Total number stepped down from Social Services	N/A
Total number closed with positive change	164
Total number closed with no engagement	123
Total number of consultations undertaken	N/A
Total number of requests for service (referrals)	1,123
Programme delivery - Equilibrium	

Some of the above are snapshot figures as at the end of the quarter rather than a total across the three months

What's working well?	What are we worried about?	What do we need to do?

Early Help / Prevention – Partnership & Commissioning Team – DA Hub

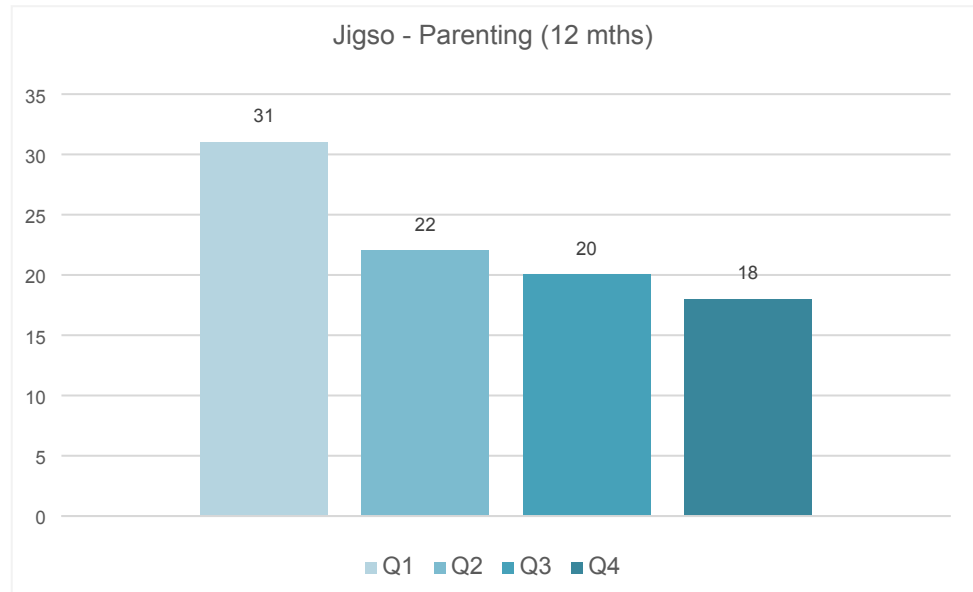
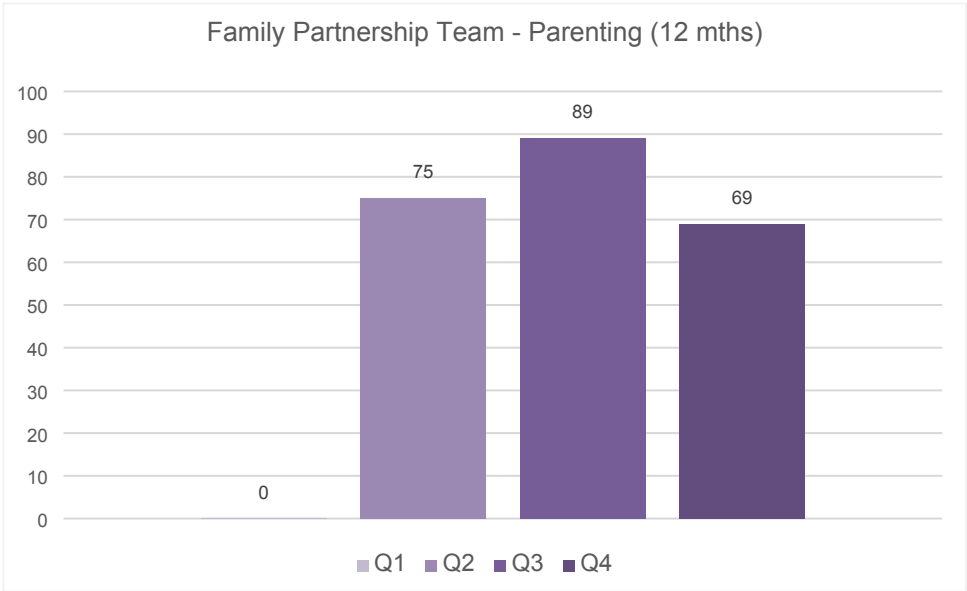
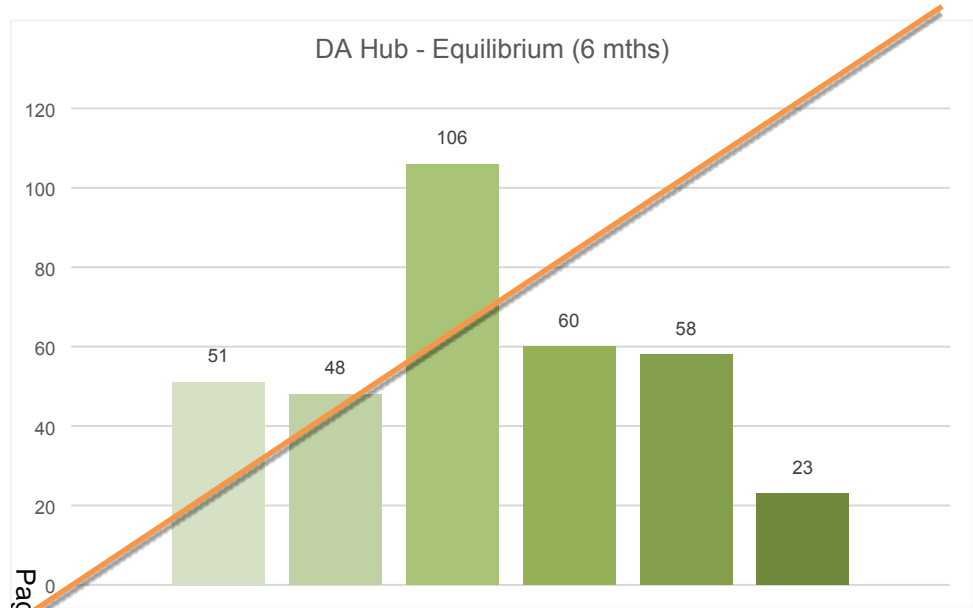
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Section 3 – Programme Delivery



Programme Delivery Overview

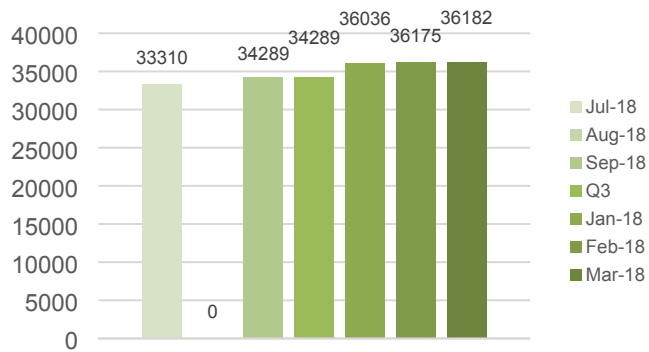


Section 4 – Other Specialist Areas

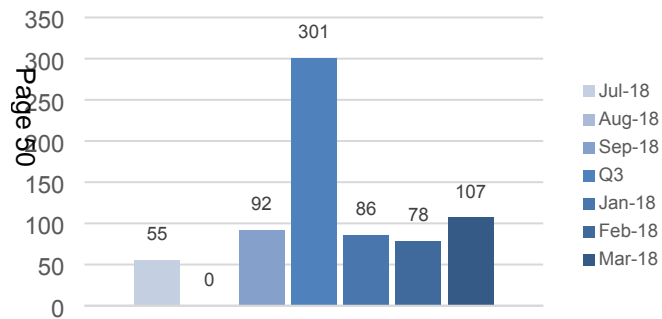


Other Specialist Areas – Education

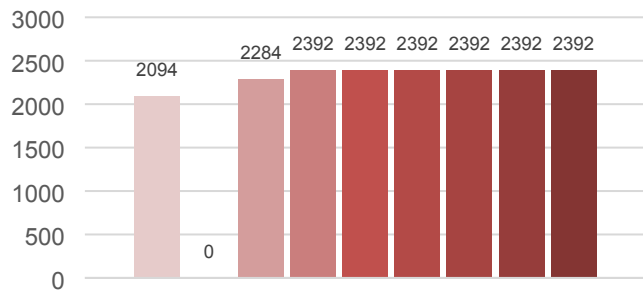
Number of Pupils in Swansea Schools (9 mths)



No of Fixed Term Exclusions (9 mths)



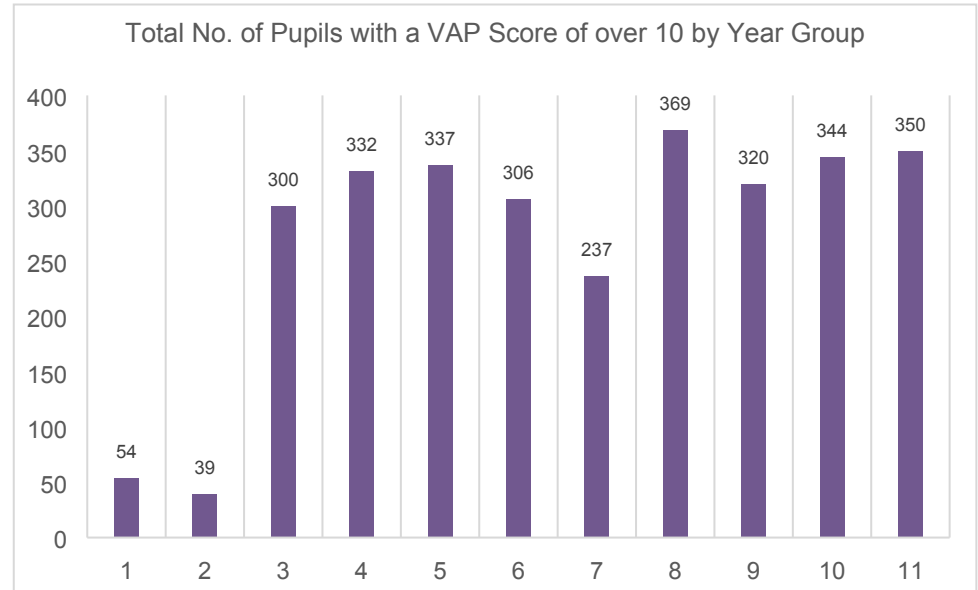
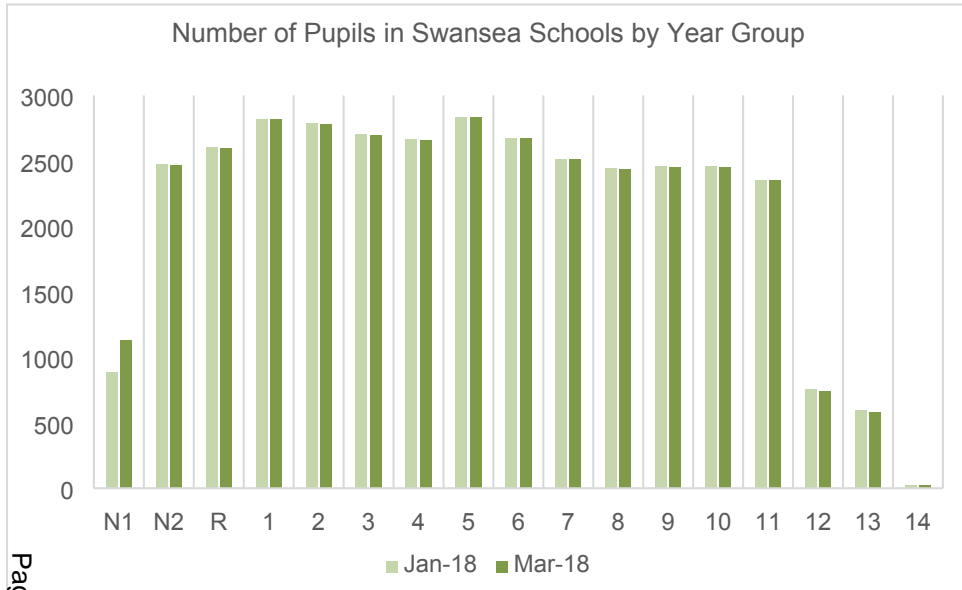
Total Number of Pupils with School Action + (9 mths)



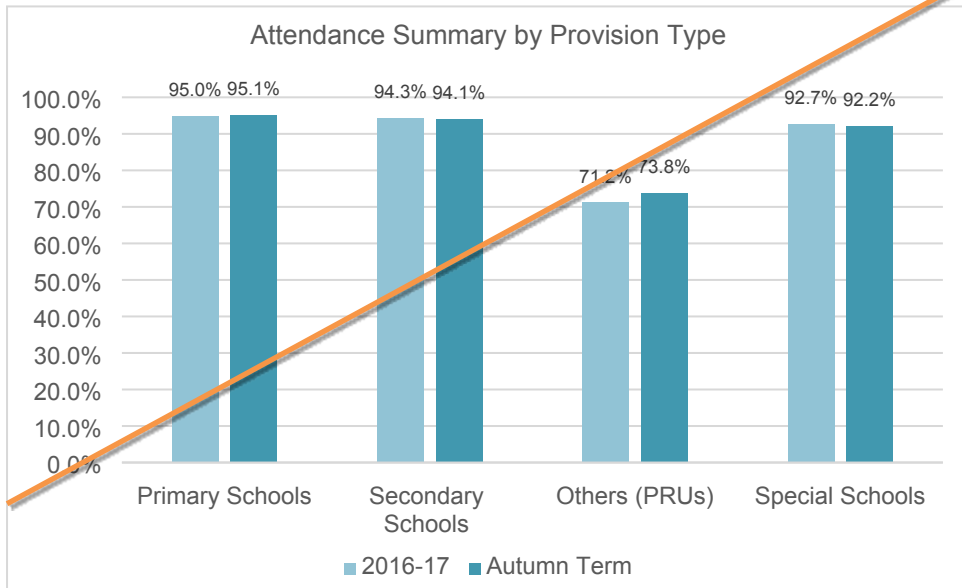
Quarterly Overview	Totals
Total number of pupils in Swansea schools	36182
Total number of pupils with a VAP score of over 10	2988
Percentage of pupils with a VAP score of over 10	8.3%
Total number of fixed term exclusions	271
Total number of days lost through exclusions	639
Total number of young people with School Action +	2392

What's working well?	What are we worried about?	What do we need to do?

Other Specialist Areas – Education



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Other comments

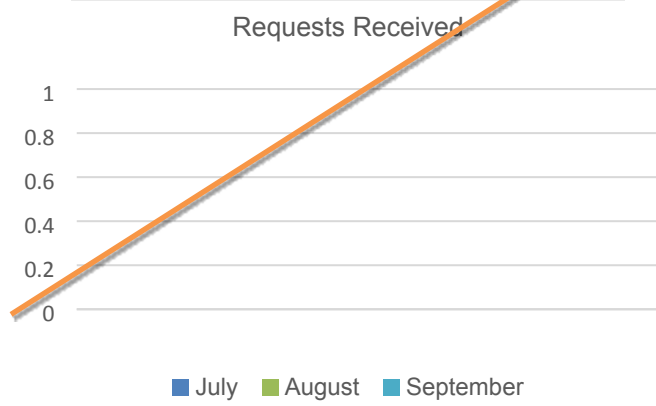
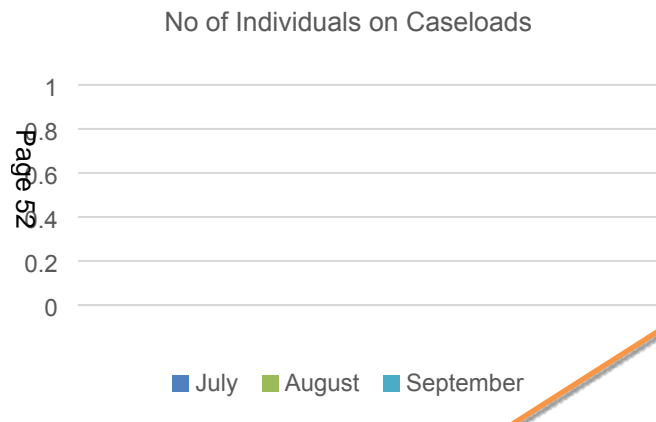
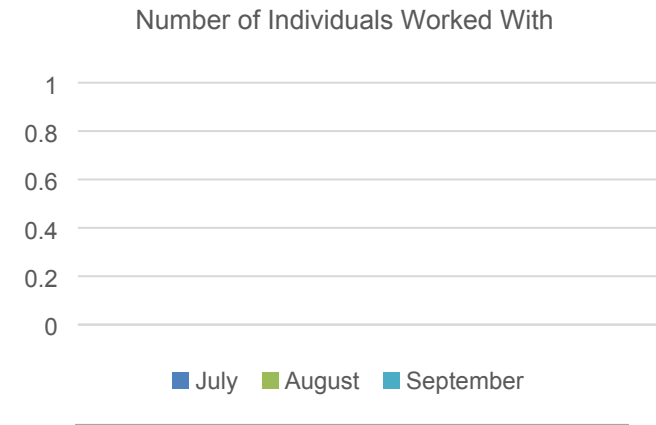
Note - VAP is annual so same figures each month although percentages will differ slightly as year group sizes vary a bit.

School Action Plus is from PLASC so again same figures each month.

Exclusion figures will be lower in months where school holidays fall!

VAP scores are lower for years 1 and 2 as they don't have national test results (maybe change to use 7+ for those year groups?).

Other Specialist Areas – Education Welfare Service

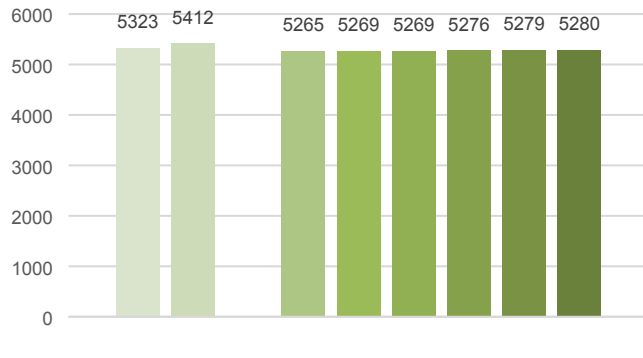


Quarterly Overview	Totals
Total number of individuals worked with	
Total number being case loaded	
Total number of fixed penalty fines	
Total number of prosecutions	
Total number closed with positive attendance change	
Total number of pupils 'missing from education'	
Total number of pupils 'educated at home'	
Total number of requests for service (referrals)	

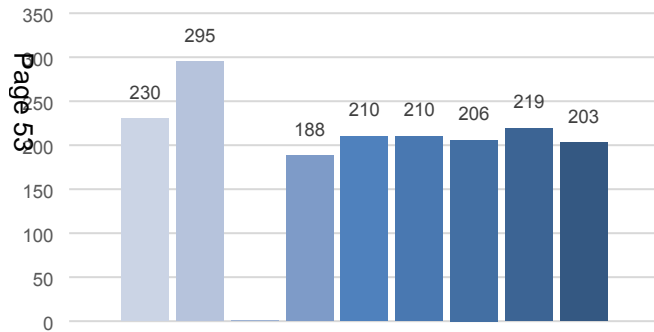
What's working well?	What are we worried about?	What do we need to do?

Other Specialist Areas – 5 Tier Model

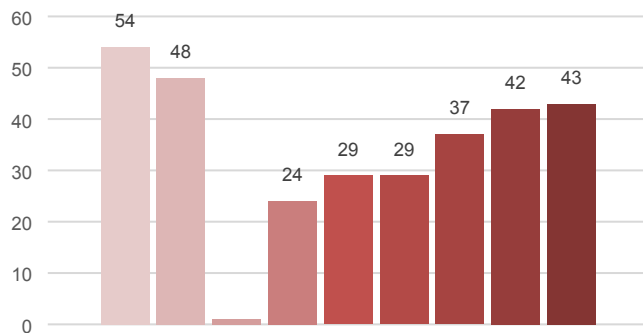
Number of Individuals Worked With (6 mths)



No of NEETS aged 16-18



Total number aged 16-18 who are unknown



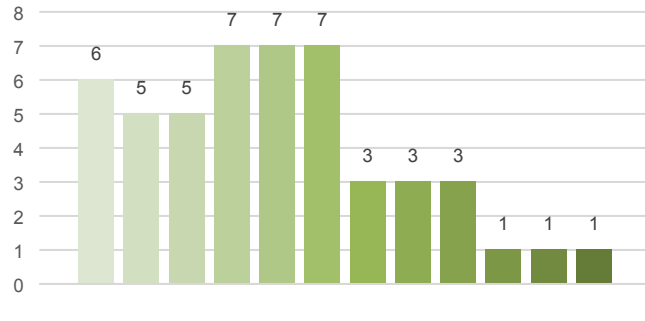
Quarterly Overview	Totals
Total number of individuals aged 16-18 (post 16)	5280*
Total number of NEETs aged 16-18	203*
Total number aged 16-18 who are unknown (Tier 1)	43*
Total number aged 18-24 who are claiming JSA	
Total number of referrals made to other organisations	

(* Based on March 18 report)

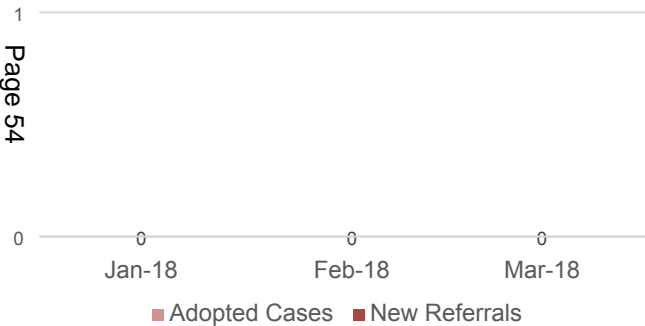
What's working well?	What are we worried about?	What do we need to do?

Other Specialist Areas – Prevent & Channel (Under 18s)

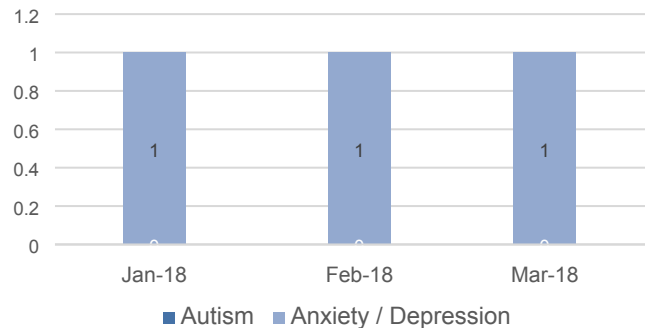
Individuals Worked with by Channel
(Last 12 mths)



Referrals and Cases (Q4)



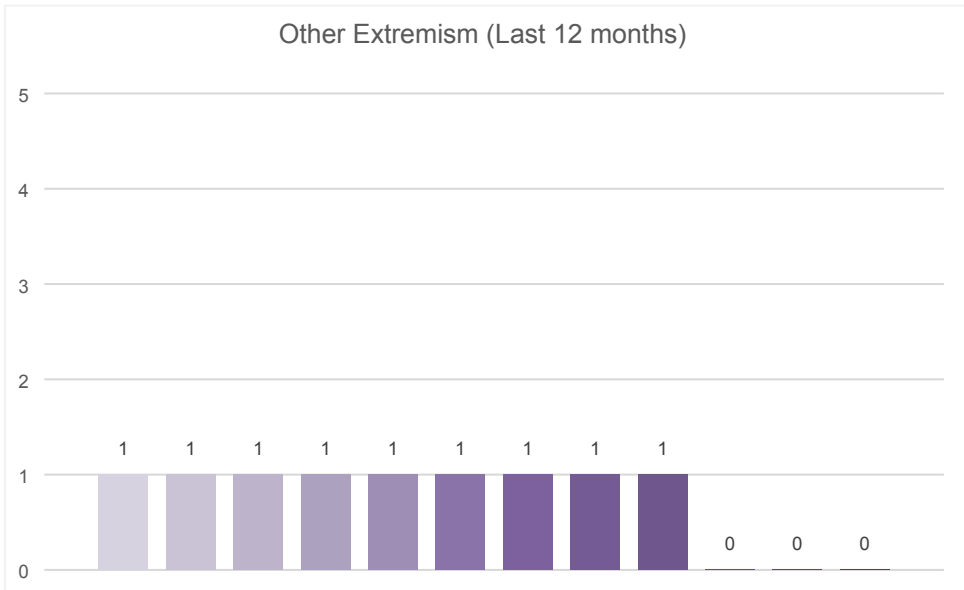
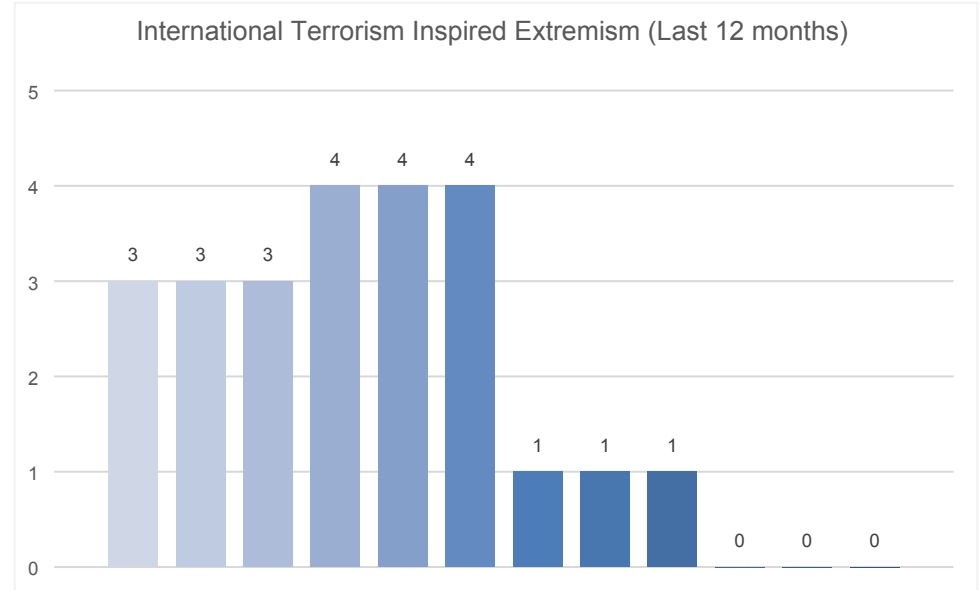
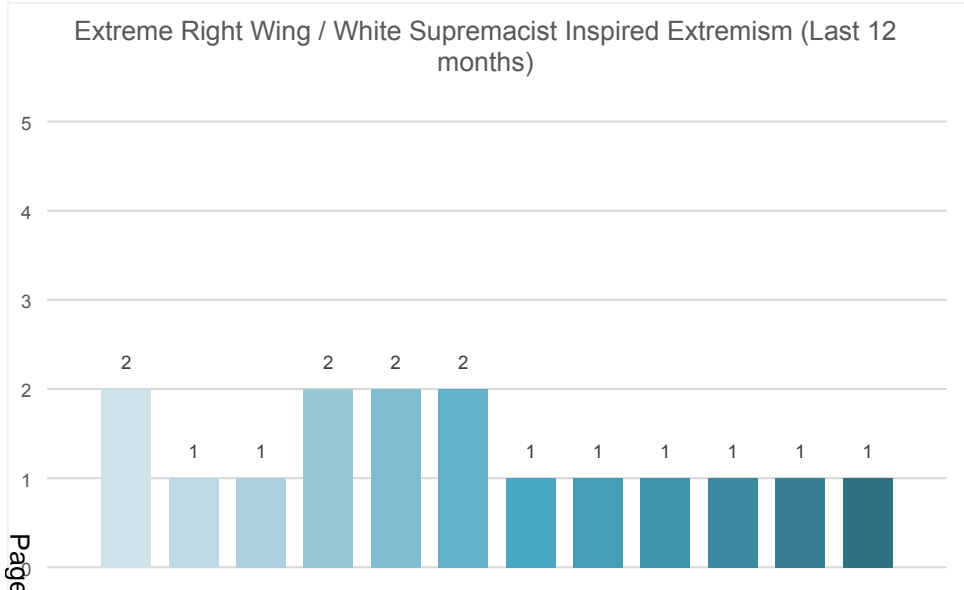
Cases with Underlying / Existing Issues (Q4)



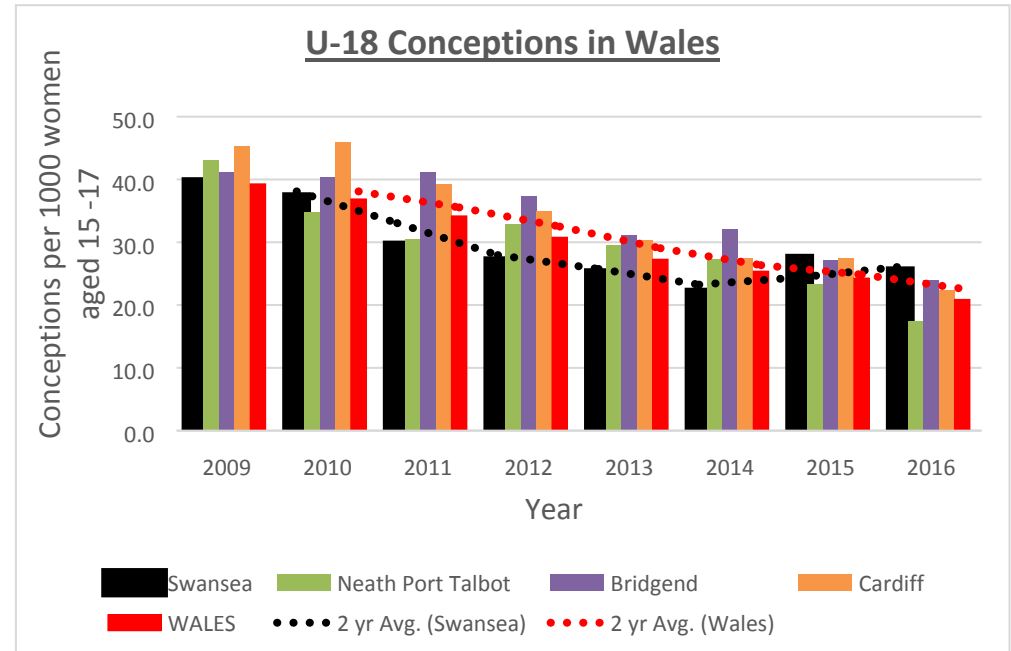
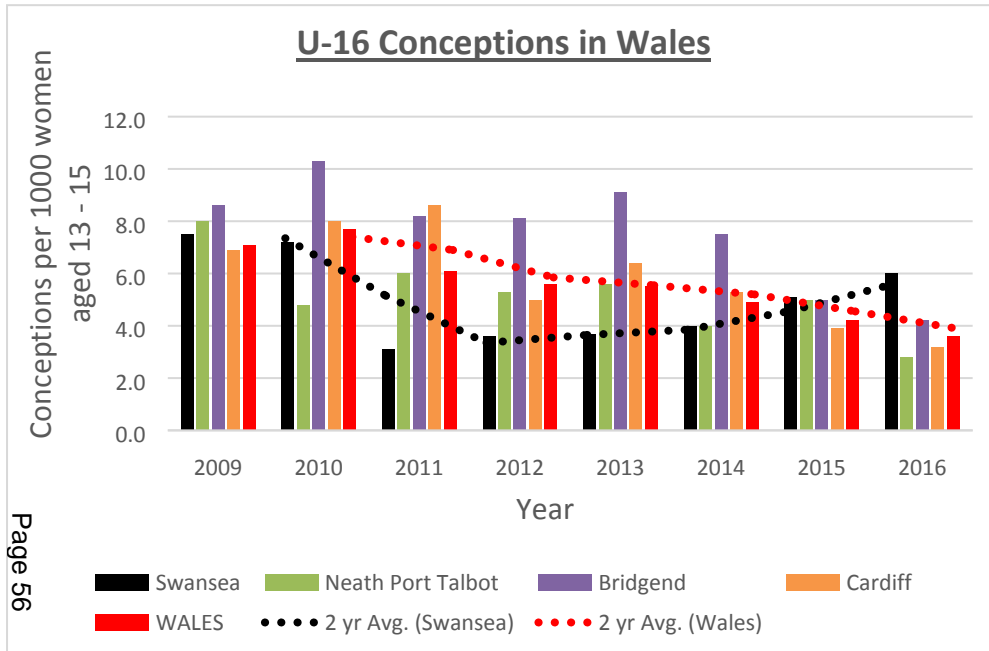
Quarterly Overview	Totals
Total number of individuals worked with aged under 18	1
Total number of new referrals	0
Total number of adopted cases	0
Type of Extremism - Extreme Right Wing / White Supremacist Inspired	1
Type of Extremism - International Terrorism Inspired	0
Type of Extremism – Other	0
Cases with Autism	0
Cases with anxiety / depression	1
Cases supported by Evolve (YPS)	0

What's working well?	What are we worried about?	What do we need to do?
Prevent referral pathway for Social Services (C&F and Adult), with appropriate guide. Support through Evolve	That cases may not meet thresholds and slip through the net. Lack of information forthcoming from CAMHS that may affect what Channel intervention is commissioned.	Information sharing by CAMHS to Channel needs to improve, or, at least information shared by CAMHS to ABMU LHB Safeguarding on ABMU cases needs to improve so that ABMU Safeguarding rep may share with Channel.

Other Specialist Areas – Prevent & Channel (Under 18s)



Other Specialist Areas – Teenage Pregnancy in Swansea



What's working well?	What are we worried about?	What do we need to do?

Notes – Performance Report – Quarter 4, 2017-18

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Child and Family Services Scrutiny Performance Panel Summary of the Year 2017/18

Could Panel members have a think about the following questions in relation to their year on the CFS Scrutiny Performance Panel in readiness for the discussion at the Panel?

<p>1. What has gone well?</p>	
<p>2. What has not gone so well?</p>	
<p>3. Has the Panels work programme been focused on the right things?</p>	
<p>4. What have we learned that will help us with future CFS scrutiny?</p>	

Summary of the Year 2017 – 2018

See below a summary of the year of activity carried out by the CFS Scrutiny Performance Panel

1. Work of the Panel this year

Topics suggested for scrutiny by Councillors, the public and officers for the year 2017/18 and whether they were completed by the panel are detailed as follows

- ✓ Overview of Child and Family Services in Swansea
- ✓ Role of CFS Panel including Terms of Reference and Draft Work Programme
- ✓ Performance Monitoring including adoption and Youth Offending Service, absenteeism, vacancies and agency workers
- ✓ Pre-decision scrutiny of Family Support Services Commissioning Review – Focusing of Children with Additional Needs and Disabilities
- ✓ Advocacy Update
- x Child Disability update
- ✓ Draft Budget proposals for CFS
- ✓ Prevention and Early Intervention
- ✓ Complaints Annual Report for CFS 2016/17
- x Corporate Parenting Board report

2. Data monitoring in 2017/18

Item monitored over the year:

- ✓ Monthly performance report July 2017
- ✓ Monthly performance report September 2017
- ✓ Second quarter performance report 2017/18
- ✓ Performance and progress of Western Bay Regional Adoption Service
- ✓ Performance and progress on Leaving Care System
- ✓ Monthly performance report January 2018
- ✓ Third quarter performance report 2017/18

Performance reports going to April 2018 meeting

Planning for the year ahead 2018/19

See below some items that can be scheduled for the coming year:

1. Some issues the panel identified but did not get chance to look at or require ongoing monitoring at present. These can be referred onto the new municipal year

- Impact of Prevention and Early Intervention in relation to CFS
- Corporate Parenting Board report
- Child disability update

2. Annual items to be scheduled for the new municipal year

- Monthly performance reports for CFS
- Quarterly performance reports for CFS
- Corporate Complaints Annual Report for CFS 2017/18 (Feb 19)
- Scrutiny of annual budget as it relates to CFS matters (Feb 19)

Other background information

- Number of times the CFS Scrutiny Performance Panel has met = 7
- Number of CFS related Conveners letters = 5 (not including April meeting)
- Councillor attendance across the Panel on average = 62% (not including April meeting)

CHILD & FAMILY SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2018/19

<p>Meeting 1 Monday 25 June 2018</p> <p>4pm</p>	<p>Impact of Prevention and Early Intervention on CFS (under 11 and over 11 services)</p> <p>Review of the year 2017/18</p> <p>Work Programme 2018/19</p>
<p>Meeting 2 Tuesday 28 August 2018 <i>(Date likely to change to first week of September)</i></p> <p>4pm</p>	<p>Performance Monitoring</p> <p>Adoption Update including report on Inspection of the Adoption Service</p> <p>Advocacy Update</p>
<p>Meeting 3 Monday 29 October 2018</p> <p>4pm</p>	<p>Report on 16 plus (BAYS) / Youth Offending Services</p>
<p>Meeting 4 Tuesday 18 December 2018</p> <p>4pm</p>	<p>Corporate Parenting Board update (5 leads to be invited)</p> <p>Performance Monitoring</p>
<p>Additional meeting ? February 2019 (date tbc)</p>	<p>Draft budget proposals for Child and Family Services</p> <p>Cabinet Member presentation and Q and A session</p>
<p>Meeting 5 Monday 25 February 2019</p> <p>4pm</p>	<p>CFS Complaints Annual Report 2017-18</p> <p>Child Disability update</p>
<p>Meeting 6 Monday 29 April 2019 <i>(Date likely to change to first week of May)</i></p> <p>4pm</p>	<p>Performance Monitoring</p> <p>End of year review</p>

Future work programme items:

- Presentation from Western Bay Justice Board – invite representative to attend once end of year figures are available (date tbc)



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 19 April 2018
Dyddiad:

Summary: This is a letter from the Child & Family Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 26 February 2018. It covers Early Intervention Prevention and Performance Monitoring.

Dear Cllr Child

The Panel met on 26 February and received and discussed Prevention and Early Intervention, the performance monitoring report for January 2018 and quarterly performance monitoring report for the third quarter 2017/18.

We would like to thank Rachel Moxey, Julie Thomas, Dave Howes and Owen Davies for attending to go through the reports and answer our questions. We appreciate their engagement and input.

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

Prevention and Early Intervention

We were interested in how this work impacts on Child and Family Services and supported improvement.

Work was highlighted to tackle poverty and focus on prevention which would reduce demand for specialist services. This included close working with Child and Family Services, joint working on Family Support Commissioning, reference were made to specific activities to support children and families including fong parents (Jigso), such as Flying Start and Team Around the Family in Schools.

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www.swansea.gov.uk / www.abertawe.gov.uk

We heard that a data set will be available in the future which could usefully supplement and support the Panel's monitoring of Child and Family Services. This would enable the Panel to see a bigger picture beyond just the activities that are under the control of Child and Family Services.

I acknowledged that things were at an early stage and that the impact of this would be included as an item in next year's work programme.

Some of the other aspects discussed included for example:

- Support for children with mental health issues, and role of Special Education Needs Coordinators and CAMHS
- The importance of early intervention to prevent problems from escalating.
- Likely future funding levels to support early intervention and early help services – as a Welsh Government priority it was envisaged that such services would continue to be supported not cut nevertheless it would help if funding is committed on a more long-term basis than annually
- Leaving care services – support for children leaving residential care at 18 and transition to independent living or supported accommodation
- 'Evolve' services which cover all early help and support to young people and families between ages of 11 and 24, including NEETS.

Performance Monitoring

We noted there has not been any significant change from the previous month in terms of overall numbers. It remained a generally healthy picture of performance.

The positives highlighted by the panel include:

- Whilst we still have concerns over the timeliness of assessment completion, we were pleased to see improvements around assessment activity – 100% children seen, and a high number seen alone – showing that the Signs of Safety practice framework is embedded
- All children subject to a child protection plan and those children experiencing care are allocated to a qualified worker
- Improved performance in the reviewing service
- Numbers of Looked After Children decreasing.

Our concerns were:

- Rise in the number of children being registered under the category of emotional harm
- Number of children placed in residential care reduced but more are being placed further afield
- Unusual trend in supervision in some of the case managing teams that will require investigation
- High level of re-referrals
- Young People transitioning to adulthood - high number of young people presenting as homeless.

A handout was provided showing 5 year caseload trend. We heard that it is a challenge every year to reduce demand. It was recognised that figures had plateaued to a manageable number since 2014/15.

We looked at a handout that provided Looked After Children rates per 10,000 5 year trend – comparison with 4 other authorities. It showed how Swansea has improved over the last 5 years. Swansea is doing reasonably well though numbers have plateaued. We recognise that engagement with early help services is key to sustainability of services for children and families and avoid people needing to come through the front door unless necessary.

We were pleased to hear that Child and Family Services in Swansea are recognised as innovative, such as Signs of Safety work, work done to upskill the workforce and the vision for CFS and the model. There are innovative approaches in CFS such as employment of therapists, clinical psychologists within the service to better address needs and support children at home. However it is too early to say if the new approaches work.

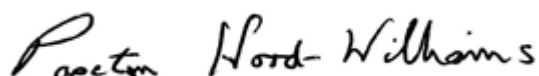
We only touched on the quarterly report due to time pressures. We discussed Youth Offending Service performance and although performing well some concerns arose about two custodial sentences occurring. We also discussed placement of Looked After Children we noted there are more out of county than in but robust arrangements are in place to track and avoid drift.

We asked for further information on sickness rates for Child and Family Services staff and also some information on LAC population by age and also the age ranges of new children becoming looked after to be provided as part of the performance monitoring at the next meeting.

Your Response

We hope you find this letter useful and informative. We would welcome your views and comments on any of the issues raised and please note that in this instance, a formal response is required. Could we have your reply by 10 May 2018.

Yours sincerely



PAXTON HOOD-WILLIAMS
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Cllr Paxton Hood-Williams
Convener, Child & Family Services
Scrutiny Panel

BY EMAIL

Please ask for: Councillor Mark Child
Direct Line: 01792 63 7441
E-Mail: cllr.mark.child@swansea.gov.uk
Our Ref: MC/HS
Your Ref: ref
Date: 24 May 2018

Dear Cllr Hood-Williams

Child & Family Service Scrutiny Panel 26 February 2018

Thank you for your comments, the positive feedback provided in relation to the reports presented, and the acknowledgement that there is generally a healthy picture of performance within the service.

It will be important going forward for performance in early help to be monitored not only with regard to the impact on CFS front door arrangements and the volume of work held within the service, but on the ability to report on the difference services are making to outcomes for children. Stabilising the re-referral rate will be an expected performance outcome.

A considerable amount of work has been undertaken, as part of the Supported Care Planning (SCP) Service redesign, to embed the SOS practice framework and this is beginning to show an impact. The ability to provide additional performance information around SOS will become available through 2018. In addition guidance is being developed around assessment activity and workshops will be delivered for staff. The Performance Hub is now operational and the focus there will be around improving timeliness of assessments, ensuring statutory visits are recorded on the Paris data base, and that general performance around CP and LAC activity is sustained and improved.

The Safe LAC Reduction Strategy has been reviewed and the panel arrangements to support this work, diverting children from care, and supporting them to achieve permanence in alternative arrangements are now in place.

Plans have been developed to address the concerns noted:

- An audit of children placed on the CPR, under the category emotional abuse, will be completed to ensure the appropriate category is being used and the CP plan reflects the category of risk. This will be completed in June 2018.
- The weekly operational and monthly strategic Permanence meetings track all residential placements to ensure the needs of the child are being met and to plan moves back into Swansea where consistent with the Care Plan.

- As part of the Workforce Wellbeing Strategy work is being undertaken in relation to improving the quality and timeliness of supervision.
- An audit of re-referrals is being undertaken to understand the volatility in the re-referral rate via the weekly referral meeting.
- Homelessness in young people will be raised at the next Bays SMG meeting and a plan developed to improve reporting in this area, so the needs of this cohort of young people are better understood.

The information requested relating to sickness rates within CFS will be presented to the next Scrutiny Board and an update provided on the Workforce Wellbeing Strategy. In addition, the more detailed information about our looked after population will be made available.

Yours faithfully

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

Councillor Mark Child
Cabinet Member for Health & Wellbeing



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 24 May 2018
Dyddiad:

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

Dear Cllr Child

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

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

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

Child and Family Services Complaints Annual Report

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

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

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

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

Performance Monitoring

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

We noted that:

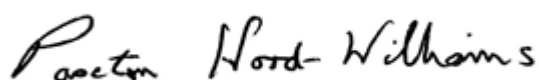
- There are issues around the amount of influence the court can have in the work of social services
- The Department has already started to implement some of the things mentioned in the report that will make a difference
- It is really important to get all services involved at a community level – integration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

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

Your Response

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

Yours sincerely



PAXTON HOOD-WILLIAMS
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Terms of Reference

Child & Family Services Scrutiny Performance Panel

1. Name:

Child & Family Services Scrutiny Performance Panel

2. Why this topic is important?

- Given the importance of, and past focus on Child & Family Services and, as it is potentially still an area of high risk, this warrants attention
- The service has made good progress but it is vital this is maintained and that further improvements are made across all areas of the service
- Continues to be an area of high demand and high spend - there are significant financial pressures in this service area
- Corporate Priority Area – Improvement Objective to ensure that people are safe, well and supported to live independently (Child & Family Services)

3. What is the purpose of the panel?

The Panel will receive and request relevant performance reports to monitor and challenge assessments on service performance and quality in respect of children's social services

On behalf of the Panel, the convener will write to the relevant Cabinet Member raising issues of concern, comments and recommendations as appropriate following Panel meetings.

4. Meetings:

The Panel will be expected to meet on an ongoing basis, 4-6 times a year.

The Panel will report periodically on progress to the Scrutiny Programme Committee.