



**Dinas a Sir Abertawe**

**Hysbysiad o Gyfarfod**

Fe'ch gwahoddir i gyfarfod

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

**Lleoliad:** Ystafell Bwyllgor 5 - Neuadd y Ddinas, Abertawe

**Dyddiad:** Dydd Llun, 29 Hydref 2018

**Amser:** 4.00 pm

**SYLWER: Mae'r 10 munud gyntaf yn gyfarfod caeëdig ar gyfer aelodau'r panel yn unig**

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

**Aelodaeth:**

Cynghorwyr: C Anderson, M Durke, K M Griffiths, Y V Jardine, P K Jones, S M Jones  
a/ac D W W Thomas

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### **Agenda**

**Rhif y Dudalen.**

- 1 Ymddiheuriadau am absenoldeb.**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol.**  
[www.abertawe.gov.uk/DatgeliadauBuddiannau](http://www.abertawe.gov.uk/DatgeliadauBuddiannau)
- 3 Nodiadau cyfarfod 28 Awst 2018** **1 - 3**  
Derbyn nodiadau'r cyfarfod blaenorol a chytuno eu bod yn gofnod cywir.
- 4 Cwestiynau'r Cyhoedd**  
Rhaid i gwestiynau fod yn berthnasol i faterion ar yr agenda ac ymdrinnirâ nhw o fewn cyfnod o 10 munud.
- 5 Y Diweddaraf am y Gwasanaeth Troseddau Ieuenctid** **4 - 10**  
Amanda Turner, Rheolwr Ôl-Lys Cyfiawnder Ieuenctid ac Ymyriad  
Cynnar Bae'r Gorllewin
- 6 Monitro Perfformiad (gan gynnwys BAYS +)** **11 - 28**  
*Julie Thomas, Pennaeth y Gwasanaethau Plant a Theuluoedd*
- 7 Adborth ar yr Adroddiad Arolygu**  
*Julie Thomas, Pennaeth y Gwasanaethau Plant a Theuluoedd*

- |          |   |                |
|----------|---|----------------|
| <b>8</b> | <b>Amserlen Rhaglen Waith 2018/19</b>                 | <b>29 - 30</b> |
| <b>9</b> | <b>Llythyrau</b>                                      | <b>31 - 33</b> |
|          | a) Llythyr at Aelod y Cabinet (cyfarfod 28 Awst 2018) |                |

**Cyfarfod nesaf:** Dydd Mawrth, 18 Rhagfyr 2018 ar 4.00 pm

*Huw Evans*

**Huw Evans**  
**Pennaeth Gwasanaethau Democrataidd**  
**Dydd Llun, 22 Hydref 2018**  
**Cyswllt: Liz Jordan 01792 637314**

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# Agenda Item 3



City and County of Swansea

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

Committee Room 5 - Guildhall, Swansea

Tuesday, 28 August 2018 at 4.00 pm

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

**Councillor(s)**

C Anderson  
P K Jones  
D W W Thomas

**Councillor(s)**

M Durke  
S M Jones

**Councillor(s)**

Y V Jardine  
I E Mann

**Officer(s)**

Val Jones

Regional Adoption Manager, Western Bay Adoption Service

Liz Jordan

Scrutiny Officer

Julie Thomas

Head of Child & Family Services

**Apologies for Absence**

Councillor(s): K M Griffiths

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**1 Disclosure of Personal and Prejudicial Interests.**

No disclosures of interest were made.

**2 Notes of meeting on 25 June 2018**

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

**3 Public Question Time**

No members of the public were present at the meeting.

**4 Update on Adoption Service**

Val Jones, Regional Adoption Manager, attended to brief the Panel on the 2 recent inspections of the Western Bay Regional Adoption Service including a summary of the findings and the subsequent regional action plan. The Panel also received an update on progress and performance of the Regional Adoption Service during 2017/18.

Discussion points:

- There is an attempt being made to standardise the adoption service across local authorities.
- All adopters are on a national register but each region/third sector organisation has its own process and adoption panels for approving adopters.
- Western Bay Adoption Service makes contact with other regions to try and identify adopters if it cannot find an appropriate adopter locally, for example, for sibling groups and children with special needs.
- Page 37 – it states that 38% of adoption applications made in the region were contested in 2017/18. However none of the contested applications were successfully achieved. The important thing is for the child to have permanence.
- Page 51 – Panel queried why Swansea had such a high dropout figure for referrals during the year. They were informed that a piece of work needs to be undertaken to try and identify the reason for this. It could be because Western Bay has an early referral system.
- Page 57 – it was felt that the focus should be on 'placement order' for monitoring of performance of the adoption service.
- It was confirmed that Bridgend will continue to be part of the Western Bay Adoption Service when it is no longer part of Abertawe Bro Morgannwg University Health Board.
- The Panel congratulated the Adoption Service on the outcome of its recent inspections and the action plan which it has put in place as a result.

## **5 Advocacy Update**

Julie Thomas, Head of Child and Family Services updated the Panel on the implementation of the national approach to Statutory Advocacy, including some of the issues concerning the implementation and issues for the service going forward.

Discussion points:

- Dave Howes, Director of Social Services now chairs the national board
- There is still an issue over costs and future funding and the Panel is concerned about this
- The Panel has offered to help, if they can, to progress the issue.

## **6 Bright Spots Survey**

Julie Thomas provided the Panel with an overview of the survey and the responses and updated the Panel on the next steps which includes an integrated action plan and answered the Panel's questions.

Discussion points:

- Child and Family Services in Swansea was asked to be involved in the research which 6 authorities took part in.
- The survey was undertaken with Looked After Children (LAC) who were asked to give their views on a range of different issues.

- The children who completed the survey cannot be identified but some of the issues that were raised can be discussed in LAC review meetings.
- Social workers need to be looking more broadly at children's wellbeing and to realise how essential it is to form relationships with children and parents. Training for social workers is going to be introduced to try and improve this.
- The Service is talking to Education about some of the results and what they can do to help, for example, increasing friendship groups.
- There is a lot of learning for the Service from the survey.
- Swansea will be taking part in the survey again next year.
- The survey highlighted some bright spots for Swansea and where improvements need to be made. This will be included in the Corporate Parenting Board Plan
- The Panel was pleased that Swansea has taken part in the survey and that issues are being addressed.

## **7 Work Programme Timetable 2018/19**

The Panel considered the work programme.

## **8 Letters**

Letters received and considered by the Panel.

The meeting ended at 5.45 pm



**To:**  
**Councillor Elliott King, Cabinet Member for Children's Services (Early Years) / Councillor Will Evans, Cabinet Member for Children's Services (Young People)**

Please ask for: **Scrutiny**  
Gofynnwch am:  
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e-Bost:  
Date **20 September 2018**  
Dyddiad:

**Summary:** This is a letter from the Child & Family Services Scrutiny Performance Panel to the Cabinet Members for Children's Services following the meeting of the Panel on 28 August 2018. It covers Update on Regional Adoption Service, Advocacy Update and the Bright Spots Survey.

Dear Cllr King and Cllr Evans,

The Panel met on 28 August and discussed the Regional Adoption Service including the recent inspections, Advocacy and the Bright Spots Survey.

We would like to thank Val Jones and Julie Thomas 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:

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

We received a presentation from Val Jones on the two recent inspections of the Western Bay Regional Adoption Service including a summary of the findings and the subsequent regional action plan. We also received an update on progress and performance of the Regional Adoption Service during 2017/18.

We heard that there is an attempt being made to standardise the adoption service across local authorities. We also heard that all adopters are on a national register but each region/third sector organisation has its own process and adoption panels for approving adopters.

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**  
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We were informed that Western Bay Adoption Service makes contact with other regions to try and identify adopters if it cannot find an appropriate adopter locally, for example, for sibling groups and children with special needs.

Page 37 - it states that 38% of adoption applications made in the region were contested in 2017/18. We were told however that none of the contested applications were successfully achieved and that the important thing is for the child to have permanence.

Page 51 - we queried why Swansea had such a high dropout figure for referrals during the year. We were informed that a piece of work needs to be undertaken to try and identify the reason for this. It could be because Western Bay has an early referral system.

Page 57 – we heard that it was felt that the focus should be on ‘placement order’ for monitoring of performance of the adoption service.

We were given confirmation that Bridgend will continue to be part of the Western Bay Adoption Service when it is no longer part of Abertawe Bro Morgannwg University Health Board.

The Panel congratulated the Adoption Service on the outcome of its recent inspections and the action plan which it has put in place as a result.

### **Advocacy Update**

Julie Thomas updated the Panel on the implementation of the national approach to Statutory Advocacy, including some of the issues concerning the implementation and issues for the Service going forward.

We heard that Dave Howes now chairs the national board. We were concerned to hear that there is still an issue over costs and future funding. We offered to help, if we can, to progress the issue.

### **Bright Spots Survey**

We were given an overview of the Survey and the responses and were updated on the next steps, including an integrated action plan.

We were told that Child and Family Services in Swansea was asked to be involved in the research which 6 authorities took part in.

We heard that the survey was undertaken with Looked After Children (LAC) who were asked to give their views on a range of different issues. We also heard that the children who completed the survey cannot be identified but some of the issues that were raised can be discussed in LAC review meetings.

We heard that social workers need to be looking more broadly at children’s wellbeing and to realise how essential it is to form relationships with children and parents. We

were pleased to hear that training for social workers is going to be introduced to try and improve this.

The Panel was pleased to hear that the Service is talking to Education about some of the results and what they can do to help, for example, increasing friendship groups.

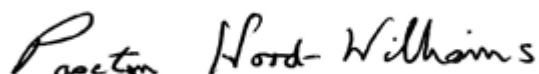
We heard that the survey highlighted some bright spots for Swansea and where improvements need to be made and that this will be included in the Corporate Parenting Board Plan.

The Panel was pleased that Swansea had taken part in the survey and that issues are being addressed. We feel that there is a lot of learning for the Service from the survey and were pleased to hear that Swansea will be taking part in the survey again next year.

### **Your Response**

We hope you find this letter useful and informative. We would welcome your views and comments on any of the issues raised but please note that in this instance, a formal response is not required.

Yours sincerely



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



# Agenda Item 5



## Child and Family Services Scrutiny Performance Panel 29 October 2018

### WESTERN BAY YOUTH JUSTICE AND EARLY INTERVENTION SERVICE PROGRESS AND PERFORMANCE UPDATE

<b>Purpose</b>	To update the Panel on progress and performance.
<b>Content</b>	The report contains annual performance data from 2017/18 and the available quarterly performance data from 2018/19.
<b>Councillors are being asked to</b>	Note the content of this report as reassurance that the service continues to perform well against the South Wales and Wales comparison figures.  Note the challenges faced by the service in the future within the current climate of uncertainty
<b>Lead Councillor(s)</b>	Councillor William Evans, Cabinet Member for Children's Services (Young People)
<b>Lead Officer(s)</b>	Julie Thomas, Head of Child and Family Services
<b>Report Author</b>	Amanda Turner Western Bay Youth Justice and Early Intervention Post Court Manager

#### Background

- 1.1 *Youth Justice Services are statutory multi-agency partnerships who have a legal duty to co-operate in order to secure youth justice services appropriate to their area funded from a variety of sources including UK Government, Welsh Government (WG) and the statutory partners. (i.e. the Local Authority, Police, the National Probation Service and Health).*
- 1.2 *Bridgend, Neath Port Talbot and Swansea youth offending teams have been merged service since 29 May 2014 when the first Western Bay Youth Justice and Early Intervention Service Management Board was held and all local management boards ceased to exist. The Management Board is chaired by Neath Port Talbot County Borough Council's Director of Social Services, Health and Housing and has a membership in line with the requirements of the Crime and Disorder Act including cabinet members from all three local authorities.*

- 1.3 *The Annual Youth Justice Plan for 2018/19 was agreed by the Western Bay Management Board and submitted to the Youth Justice Board for England and Wales which oversees the youth justice system. The production of a Youth Justice Plan is a statutory duty of the Local Authority under Part 3, Section 40 of the Crime and Disorder Act 1998. The plan sets out how youth justice services are to be provided and funded, and how the youth justice service established by the local authority is to be composed and funded, how it will operate and what function it is to carry out. The plan comprised the medium to long-term business plan for the Western Bay service and set out its aims of quality service delivery and continuous improvement. A highlight summary of the progress across service delivery areas relating to the YJB Key Performance Indicators is provided below for information.*

Summary of the annual performance 2018/19

Reduction in First Time Entrants into the youth justice system.

- 1.4 *During 2016-2017, the service saw 72 children and young people enter the youth justice system for the first time (recorded as first-time entrants by the YJB). In the Western Bay region there are 45,817 children aged 10-17 years. Of those, only 67 children and young people entered the youth justice system during the financial year 2017-2018 (this number does not include those already within the system from previous years). In addition to this, over 400 children and young people were diverted away from having any criminal record through early intervention by the service and diversion through the bureau.*
- 1.5 *There is an expectation that youth justice services reduce the number of children and young people entering the youth justice system year after year. The Western Bay Service achieved this – reducing the number across the region by 23.8%. The figures compare April 2016 to March 2017 with April 2017 to March 2018. Swansea locality team maintained the figure locally with 32% for 2017/18 compared to 31% in 2016/17. The Western Bay figure compares well against an average reduction of 23.2% in South Wales and a Welsh average reduction of 14.4%.*

Reducing Reoffending

- 1.6 *Of those young people who do enter the youth justice system, there is an expectation that youth offending services will stop them committing any additional offences through effective intervention. As court numbers decline because of effective early intervention, youth justice services find they are left with a small number of more complex children and young people who are more likely to reoffend.*
- 1.7 *The data relating to re-offending is always two years old due to the time taken to track young people. The methodology for this measure has been changed and whereas before it was an annual cohort that would be tracked for further offences it is now a quarterly cohort and then the four quarters are added together to get the annual figure. This has resulted in higher percentages of*

*re-offending being reported for all Youth Justice Services as a young person can now appear in the cohort more than once which did not happen with the annual cohort.*

- 1.8 *The Western Bay region is an average of 49.3% for October 2015 to September 2016 which is down from 52.4% for October 2014 to September 2015. This rate compares favorably against the South Wales average rate of 47.7% and the Welsh average of 47.6%. Good performance being indicated by a lower percentage figure.*

Reducing the use of custody

- 1.9 *Western Bay Youth Justice and Early Intervention Service have seen a year on year reduction in the use of custody. The use of custody has reduced from 15 young people receiving custodial sentences in 2014-2015 to 13 custodial sentences in 2015-2016 and 12 custodial sentences being given in 2016-2017 to 9 in 2017-2018.*
- 1.10 *Of the 9 custodial sentences imposed in 2017-2018, 5 were young people from Swansea.*

Access to services

- 1.11 *The Youth Justice Board performance indicators relating to accessing services are Wales only indicators and relate to access to substance misuse services, access to emotional and mental health services via Child and Adolescent Mental Health Services (CAMHS), education training and employment and accommodation. The Western Bay region normally performs relatively well across existing indicators; however, there are two areas that need to be improved. These areas are accessing education, training and employment, and the new emotional and mental health measure.*
- 1.12 *The performance measure for accessing education, training and employment (ETE) for those in the youth justice system is the increase in hours accessed from the start of the young person's statutory involvement with the service compared to the hours accessed at the end. Western Bay young people had an average increase from 12.9 hours per week to 15.2 hours per week at the end of their involvement for those statutory school age children. There was an increase from 10.5 hours to 12.2 hours for those aged post-16 years. The South Wales figure relating to ETE access was an average increase in hours from 11.3 to 13.3 hours for those who should be receiving statutory education of a minimum of 25 hours per week and the Wales figure was 11.6 to 13.6. For the post-16 age range, the South Wales figure was an average increase from 6.8 hours to 9.3 and the Wales figure was 9.5 to 14 hours per week.*
- 1.13 *Improving the key performance indicator (KPI) regarding increasing access to education, training and employment for children and young people known to the service continues to be a challenge. The service has an intervention centre where the staff are able to deliver, e.g. trade tasters and additional tutoring for those young people who have missed significant periods of*

*school. The future development of the intervention centre is central to improving this KPI. The hours offered by education providers increased last year but attendance did not improve at the same rate, this will be a focus for staff along with evidencing outcomes more effectively.*

- 1.14 *Access to CAMHS relates to the emotional and mental health measure. The measure requires a CAHMS assessment to take place within 28 days of identification of need. Evidencing performance against this measure remains a challenge for the service as the CAMHS nurse posts remain vacant and whilst you would expect the absence of these posts to highlight gaps in service provision, difficulties in recording have masked unmet need or evidenced where alternative routes have been sourced to access CAMHS i.e. referral via the general practitioner.*
- 1.15 *Moving forward, a health needs checklist will be completed on all open and new cases over the next three months to help to identify the level of service provision necessary to meet the needs of children and young people within the youth justice system. This extends beyond emotional and mental health needs focusing additionally on general and sexual health needs of young people within the system.*

### **Current situation**

- 2.1 *The Youth Justice Plan for 2018/19 was agreed by the Western Bay Board and submitted to the Youth Justice Board at the end of September 2018. It outlined how services will be delivered to meet key performance indicators as well as work with victims, workforce development, safeguarding, risk management and participation. The plan forms part of the overall information held in relation to youth justice services nationally. The plan has been accepted by the Youth Justice Board and Ministry of Justice and the service continue to report as one single Western Bay service as opposed to having three separate sets of data published.*
- 2.2 *The 2018/19 quarter one performance data (April to June 2018) has been published by the Youth Justice Board. Western Bay's second quarter data will be submitted to the Youth Justice Board at the end of October and so currently is not available.*
- 2.3 *The number of first time offenders recorded in 2017/18 in Western Bay was reduced by 23.8%. This is in comparison with a 23.2% decrease in South Wales and 14.4% across Wales.*
- 2.4 *Reducing re-offending is based on data two years old but Western Bay showed 49.3% of young people reoffended and they committed an average of 3.2 additional offences (re-offences per reoffender). The data is taken from the Police National Computer so locally we are unable to ascertain the Swansea specific figure. Whilst the figures may seem high, the Western Bay performance is not out of line with the performance across Wales. An average of 47.7% of young people being tracked re-offended across South Wales and they committed an average of 4.01 further offences each. Wales has a 47.6%*

*re-offending rate amongst young people with an average of 4.17 further offences. The breakdown of offence type across the Western Bay region highlights that violent offences are the highest re-offence whatever local authority they may reside in.*

- 2.6 *Work continues to develop across the Western Bay service to address re-offending, using the live tracker to target those most at risk of re-offending, which is now supported by access to additional support and intervention through the development of the high risk team. Transition arrangements and follow-on support for young people moving from youth services to adult services continues to be a focus of the service, to avoid them falling back into offending behaviour. The sharing of expertise and resources is a key feature across all areas of service delivery.*
- 2.7 *Reducing the use of custody is the last of the three England and Wales measures (the other two being the reduction in first-time entrants and reducing reoffending commented on above) and only one locality team had one youth sentenced to custody in the first quarter which was not in Swansea and there are no custodial sentences for the second quarter in Swansea. Reducing the use of custody can rely on the packages of intervention offered to the Court providing a robust level of supervision to address the risk posed in the community and the ability to achieve change. Working together has given more scope in relation to programme delivery and supervision, providing more sentence choice and improved quality of reports to the Magistrates.*
- 2.8 *Wales only Key Performance Indicators only relate to statutory orders so the numbers reported are low as a result of the amount and success of the early intervention and diversion work delivered by the service. As the statutory caseload reduces the work of the service has focused increasingly on stopping children and young people from entering the youth justice system at all and the delivery of services to this group of children is only reflected in the measure to reduce the number of first time entrants.*
- 2.9 *The Youth Justice Board performance indicators relating to access to substance misuse services evidences that children and young people resident in Swansea are accessing substance misuse services in a timely fashion with a substance misuse worker based within each locality team.*
- 2.9 *Across Western Bay, 13 statutory order cases were closed during the first quarter. 12 of these young people had suitable accommodation before the start of their order. This reduced to 10 young people being recorded as in appropriate accommodation at the end of their orders. Two of these young people resided in Swansea, one was remanded as an adult as the Order with us ended post 18 and the young person re-offended after their 18<sup>th</sup> birthday and the second was of no fixed abode and 'sofa surfing'; this young person was also post 18 at the end of their Order.*
- 2.10 *Access to Education Training and Employment (ETE) as already stated is of key interest to the Management Board. The average hours of ETE engagement for statutory school age young people whose statutory orders*

closed in the first quarter was 8 hours per week prior to the start of their involvement with the service and 10 hours per week by the time the order they were subject to ended. The South Wales average figures for the same period were 14.8 hours at the start of the statutory order with youth justice services across South Wales and 12.4 hours of ETE at the end of their Order. Figures for Wales for the same period were 11.8 hours at the start of involvement with the youth offending services and 13.8 hours at the end of the involvement. The recommended number of hours of ETE for this age group is 25 hours per week as a minimum entitlement. On closer analysis, there were only 3 young people in this cohort and one was only being offered and attending 5 hours per week therefore significantly impacting on the average number of hours.

- 2.11 Of 10 young people ending their involvement with the service across Western Bay who were above school age, an increase in the hours of ETE that were offered went from 13.5 hours per week at the beginning of the involvement with the service (i.e. the start of the statutory order) to 12.1 hours at the end of the involvement. However, of the 12.1 hours of provision that were available, the average uptake was also 12.1 hours per week. South Wales figures for the same period were 7.6 hours of ETE at the start of the involvement and 10.2 hours at the end. For Wales the figures were 12.2 hours at the start and 14.9 hours at the end of the youth offending services involvement.
- 2.12 Improving the key performance indicator (KPI) regarding increasing access to education, training and employment for children and young people known to the service continues to be a challenge. Efforts to improve educational attainment include the early work of restorative Justice in Schools project, the delivery of a rapid English literacy programme and of roll out of the Building Skills project. The service has an intervention centre where the staff are able to deliver, e.g. trade tasters and additional tutoring for those young people who have missed significant periods of school. The future development of the intervention centre is central to improving this KPI. The hours offered by education providers increased last year but attendance did not improve at the same rate, this will be a focus for staff along with evidencing outcomes more effectively.
- 2.13 The approach is informed by the WBYJ and EIS service young people's group who felt strongly that more vocational training should be available through schools. There was a range of experiences within the group but one-to-one learning support in particular was viewed positively. This can be provided through the intervention centre working in partnership with schools and training providers.

## **Financial Implications/ Value for money**

- 3.1 The development of regional working came at a time of significant financial challenge for all partners. As the service joined in 2014-2015, each local authority realised a 20% saving against core funding as a result of the amalgamated approach to the delivery of services. The Western Bay service

*is continuously undergoing re-design across the three local authority areas responding to opportunities and changes in demand. The following years have shown year on year reduction in staffing levels from 107 full-time equivalent in 2015-2016 to 84.5 in 2017-2018. The service income has reduced from £4,230,124.00 in 2015-2016 to £3,686,411.00 in 2017-2018. There has been no negative impact upon performance and no compulsory redundancies to date. Increasing the number of staff working across the region has allowed for effective vacancy management as well as the sharing of skills. There are 19 shared posts in 2018-2019 compared to 11 in 2017-2018.*

- 3.2 There is no financial impact on the local authority resulting from this year's Youth Justice Plan.
- 3.3 The levels of grant funding available to youth justice services, like many other grant funded services are uncertain for the coming years.

## **Conclusion**

- 4.1 *Efforts have been concentrated on bringing consistent good practice across the region from early intervention, prevention work and diversion through bureau to resettlement and reintegration. This has not been without difficulty; it has taken staff time to move from one established way of working to another especially during a time of local and national uncertainty. However, Youth Justice Board (YJB) key performance indicators continue to show a reduction in first time entrants and a reduction in the use of custody. Re-offending rates remain high but the actual number of young people re-offending continues to fall. In addition to this, it is important to note that over 400 children and young people were diverted away from having any criminal record through early intervention by the service and diversion through the bureau (avoiding their entry into the Youth Justice System).*
- 4.2 *Moving forward, the service has set itself realistic and achievable targets for service delivery and development over the next twelve months; however, the risks that come with grant-funded posts are always present.*
- 4.3 *The decision for Bridgend to leave the Abertawe Bro Morgannwg (ABMU) health region to join the Cwm Taf health region brings with it challenges for Western Bay Youth Justice and Early Intervention Service as there are joint funded posts and one Western Bay database. Any disaggregation of the service brings risks to delivery as there will be gaps in service as a result of the efficiencies made over the last 4 years from the sharing of posts when managing vacancies and the single database.*

# Agenda Item 6



## Report of the Cabinet Members for Children's Services Child and Family Services Scrutiny Performance Panel – 29 October 2018

### PERFORMANCE OF CHILD AND FAMILY SERVICES

<b>Purpose</b>	To present Child and Family Services (CFS) performance report for September 2018 (attached) and the latest quarterly performance report 2018 (to follow).
<b>Content</b>	This report includes detailed analysis of performance within CFS.
<b>Councillors are being asked to</b>	Provide their views on the performance within CFS, identifying areas of sustained or improved performance, areas where improvement is required and the actions required to remedy underperformance.
<b>Lead Councillor(s)</b>	Cabinet Member for Children's Services (Early Years) - Cllr Elliott King Cabinet Member for Children's Services (Young People) - Cllr Will Evans
<b>Lead Officer(s)</b>	Julie Thomas, Head of Service (CFS)
<b>Report Author</b>	



# Child & Family Services

## Performance Report

V1

September 2018

Page 12



# Welcome

As the leaves begin to fall off the trees and the nights begin to close in, the summer is well and truly past us. There are still some rays of sunshine however, to be found in this month's performance report.

I'm expressly grateful to you for all of the hard work that has gone in to raising the game with your recording of visits to looked after children and children on the child protection register. This day to day work is the butter to our bread and getting it onto our recording system as soon as possible provides better safety for the children and their families as well as you - the named worker on that case. This work demonstrates that we are compliant in delivering our legal requirements under the Social Services and Wellbeing Act so it's in everyone's interest that this work continues to get recorded and we try to get even more visits recorded within the three day deadline.

Scattered amongst our sunshine there are however a few grey clouds. Our LAC population has continued to rise over the last month, albeit slower than in previous months. This is an area of our work that we have no choice but monitor more closely. Safeguarding a child from abuse and neglect will always be necessary, but following the success of our original Safe LAC Reduction Strategy, we will now push on with the next steps of our improvement programme that seek to fully embed the changes we have made in recent months, improve our local infrastructure to include better links to early intervention and prevention services and furnish you with the tools you need to deliver the positive outcomes for children and families that will mitigate the need to resort to care wherever we are able to.

\*\*\*\*\*STOP PRESS\*\*\*\*\*

I'm very pleased to announce that our Inspection Report has been published by Care Inspectorate Wales. In it they say:

*"We found good quality practice in Swansea children's services, with positive outcomes being achieved for many children and young people.*

*Staff were dedicated, resilient, and valued the support and accessibility of their managers."*

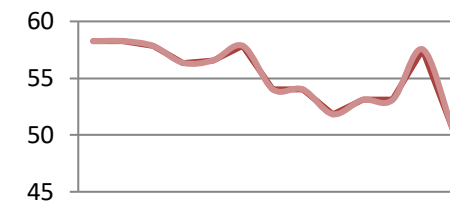
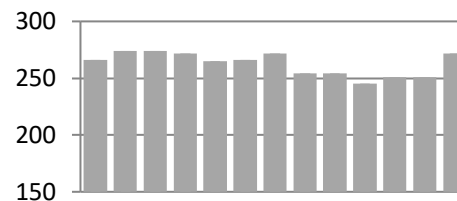
Well done you!

**Julie Thomas – Head of Service**  
**October 2018**

# Our Headline Performance this Month

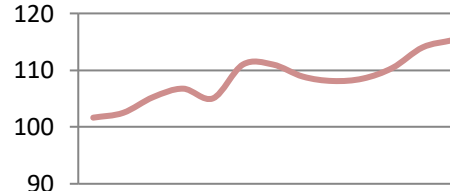
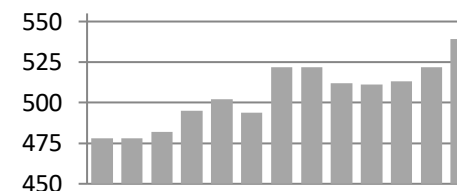
## Child Protection

There are **239** (272) children on the children protection register. This is a **decrease of 33** from last month giving us a rate of **51** Per 10,000.



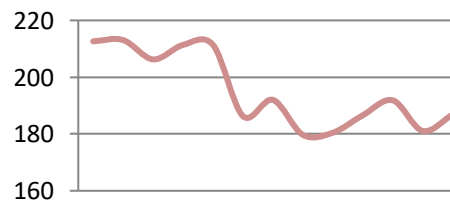
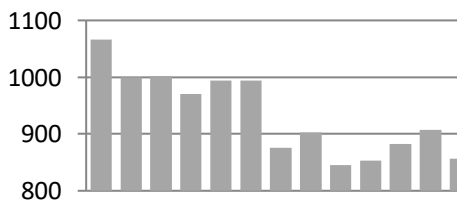
## Looked After Children

There are **545** (539) looked after. This is an **increase of 6** from last month giving us a rate of **115** Per 10,000.



## Children in Need of Care and Support

There are **883** (856) children in need of care and support. This is an **increase of 27** from last month giving us a rate of **187** Per 10,000.





# Wellbeing

Measure / Metric	Result	Target	What's Good?	Status
The number of <b>instances of Information, Advice or Assistance</b> given by the IAA service in the month:	<b>868</b> (816)		Low is Good	
The percentage of these contacts that were <b>helped by providing information</b> only:	<b>39.40%</b> (40.69%)		High is Good	
<b>The percentage of these contacts that were diverted to other services:</b>			High is Good	
The percentage of these contacts that were <b>passed on for formal assessment</b> :	<b>12.33%</b> (13.11%)		Low is Good	
The number of <b>repeat referrals</b> in the month:	<b>9, 8.41%</b> (32, 29.91)	Less than 15%	Low is Good	

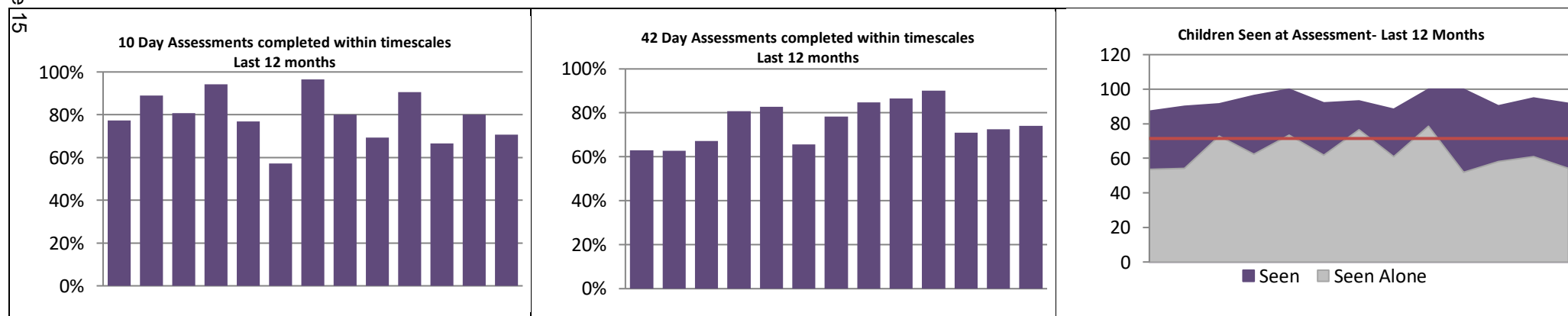


What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>Repeat referrals back within expected levels of performance.</li> <li>Low numbers of children passed through our front door for formal assessment.</li> </ol>		<ol style="list-style-type: none"> <li>Include information on cases diverted to other services.</li> </ol>

## Supported Care Planning - Assessments

Measure / Metric	Result	Target	What's Good?	Status
Number of 10 day Assessments Carried out during the month:	<b>17</b> (30)		Lower is Better	
The percentage of 10 day assessments carried out within timescales:	<b>70.59%</b> (80.00%)	93%	High is Good	
Number of 42 day Assessments Carried out during the month:	<b>61</b> (91)		Lower is Better	
The percentage of 42 day assessments carried out within timescales:	<b>73.77%</b> (72.53%)	90%	High is Good	
The percentage of Assessments where there is evidence the child has been <b>seen by a qualified worker</b> :	<b>91.89%</b> (94.92%)	More than 90%	High is Good	
The percentage of Assessments where there is evidence the child has been <b>seen alone by a qualified worker</b> :	<b>54.05%</b> (61.02%)	More than 45%	High is Good	

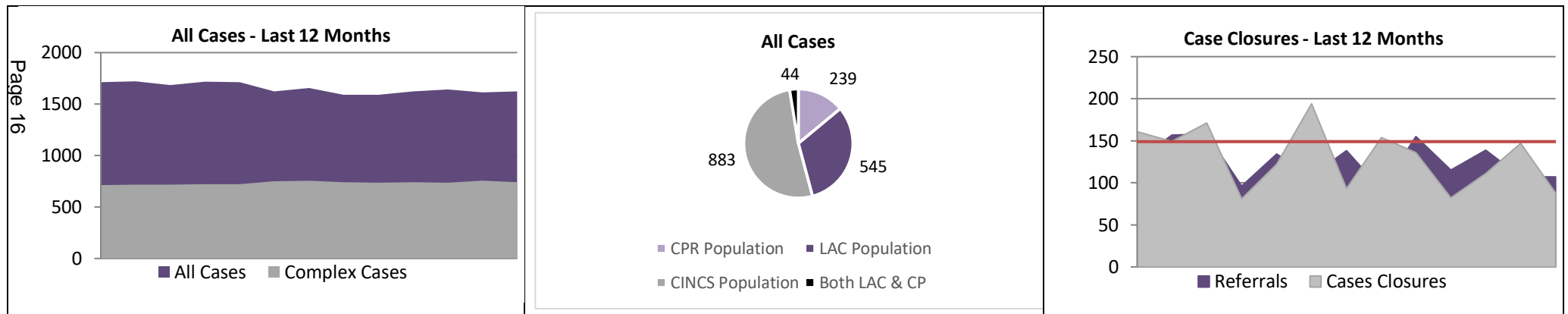
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What is working well?	What are we worried about?	What do we need to do?
<p>1. The number of children seen at assessment continues to surpass target.</p>	<p>1. Our assessment performance has fallen back to the low seventies.</p>	<p>1. Undertake further analysis of assessments undertaken to establish whether the 10 day soft target should be supplanted by a graduated timescale.</p>

# Supported Care Planning – Planning, Reviews and Caseloads

Measure / Metric	Result	Target	What's Good?	Status
<b>Number of Cases</b> of Children needing Care and Support Managed by the Service at the end of the month:	<b>1623</b> (1612)		Lower is Better	
Of these, the percentage that represent <b>complex cases</b> (LAC, CP):	<b>45.59%</b> (46.90%)		Higher is Better	
The number of <b>cases closed</b> to Child and Family Services during the month:	<b>88</b> (147)		Higher is Better	
The percentage of <b>reviews of Children in Need of Care and Support held during the month within prescribed timescales</b> :			High is Good	
The percentage of <b>CINCS allocated to a qualified worker</b> at the end of the month:	<b>78.82%</b> (78.62%)		High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>We are still managing to remain within range of our desired 1,600 overall population target despite the many pressures on the service.</li> </ol>	<ol style="list-style-type: none"> <li>Fewer case closures in September.</li> </ol>	<ol style="list-style-type: none"> <li>Continue to reduce the number of children who require care and support through better exploitation of early intervention and prevention services.</li> </ol>

# Supported Care Planning – Children with a Disability

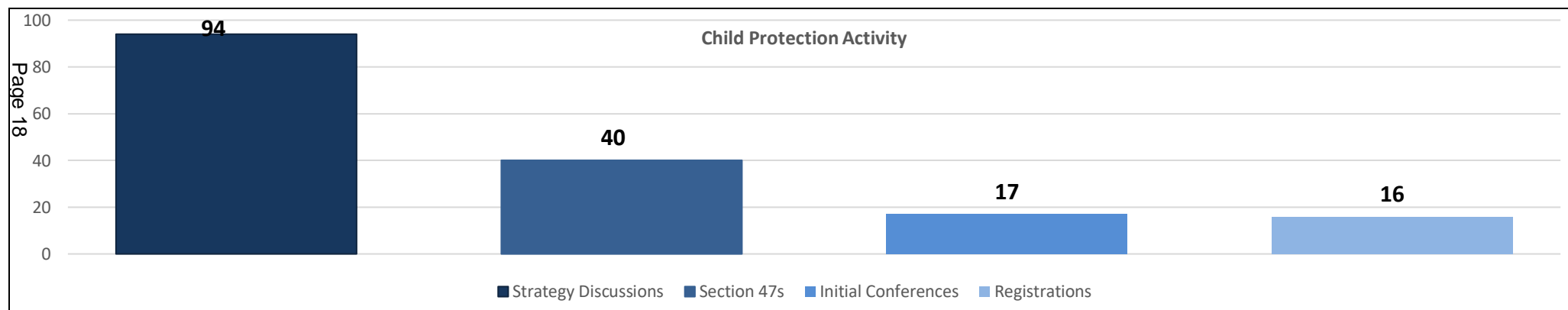
Measure / Metric	Result	Target	What's Good?	Status
The number of <b>disabled children referred</b> to the Child Disability Team during the month:	<b>5</b> (1)		Range	
The total number of <b>disabled children with a Care and Support Plan</b> at the end of the Month:			Range	
The number of <b>disabled children provided with Direct Payments</b> at the end of the month:			Range	
The number of <b>disabled children transitioning to the Care of Adult Services</b> during the month:			Baseline	
The number of <b>disabled children provided with respite care</b> at the end of the Month:			Range	



What is working well?	What are we worried about?	What do we need to do?

# Safeguarding – Child Protection Activity

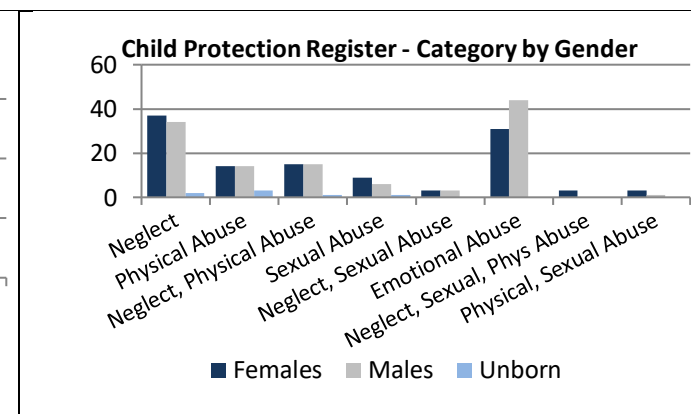
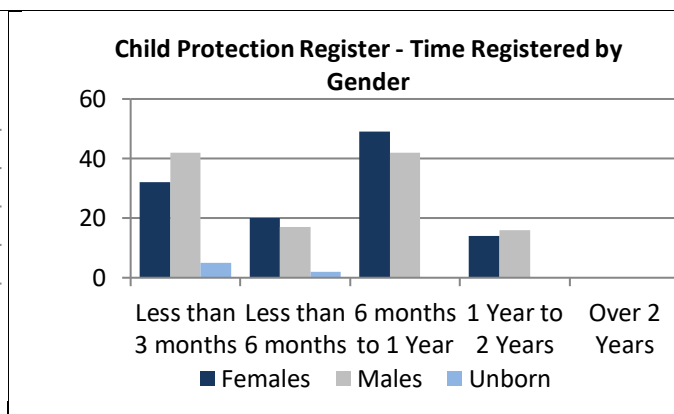
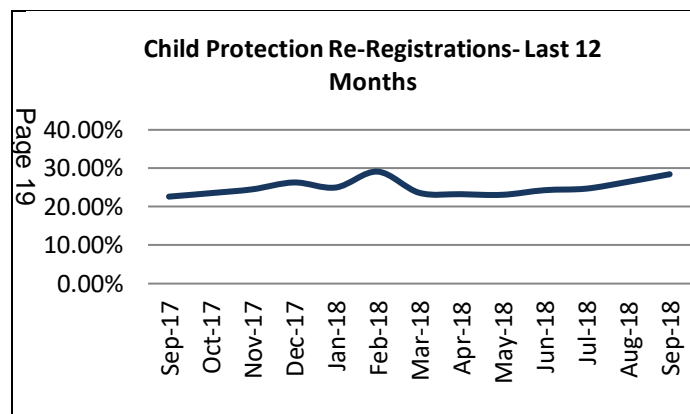
Measure / Metric	Result	Target	What's Good?	Status
The total number of children <b>added</b> to the Child Protection Register in the month.	<b>16</b> (36)		Low is Good	
The total number of children <b>removed</b> from the Child Protection Register in the month.	<b>49</b> (15)		Higher is Better	
The Percentage of <b>Initial Conferences</b> held in timescales during the month.	<b>94.12%</b> (92.50%)		High is Good	
The percentage of <b>Initial Core Group Meetings</b> held within timescales during the month.	<b>100.00%</b> (100.00%)		High is Good	
The percentage of visits to children on the Child Protection Register that were on time or not overdue.	<b>72.38%</b> (57.20%)	90%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>High numbers of children removed from the child protection register.</li> <li>Much better compliance for the recording of statutory visits for children on the register.</li> </ol>	<ol style="list-style-type: none"> <li>We still have some way to go to reach our desired level of CP visit recording compliance.</li> </ol>	<ol style="list-style-type: none"> <li>Continue with improvements to recording CP visits on Paris.</li> </ol>

# Safeguarding – Reviews and Allocations

Measure / Metric	Result	Target	What's Good?	Status
The percentage of children on the Child Protection Register that have been <b>registered previously</b> .	<b>28.45%</b> (26.47%)	Less than 20%	Low is Good	
The <b>length of time on the Child Protection Register</b> for those children removed during the month.	<b>188 days</b> (134 days)	Range of 100-300	180-270 is Optimal	
The percentage of <b>Review Conferences held on time</b> during the month.	<b>94.37%</b> (100%)	98.5%	High is Good	
The percentage of children de-registered in the month who were <b>de-registered at the first review</b> :	<b>47.92%</b> (60%)	No Target Set	Ceiling?	
The percentage of children on the Child Protection Register <b>Allocated to a qualified worker</b> at the end of the month.	<b>100%</b> (100%)	100%	High is Good	

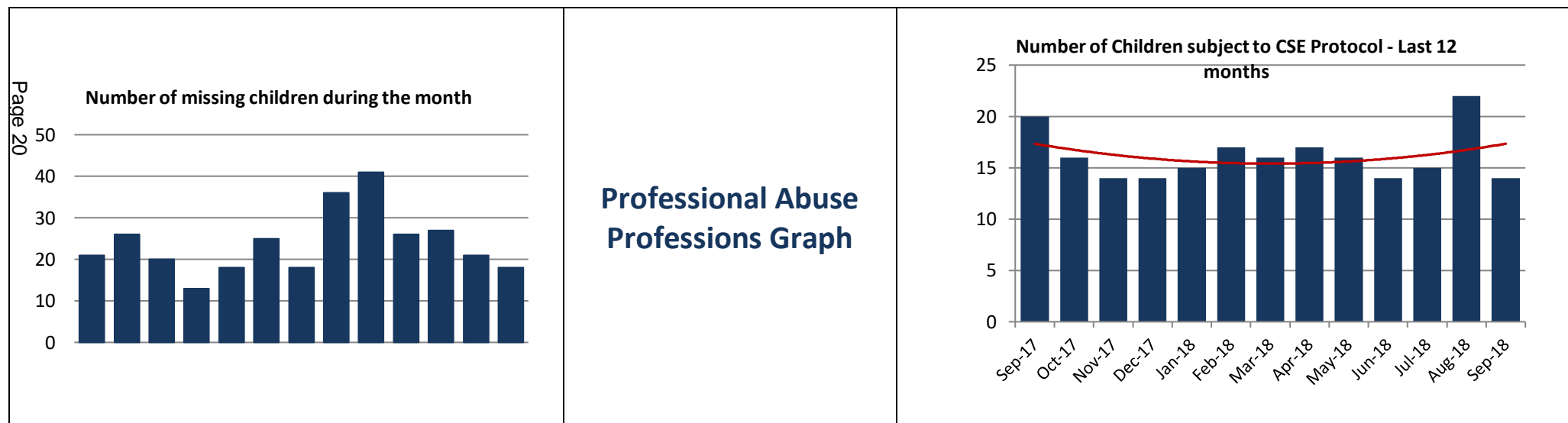


What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>All children registered allocated to a qualified worker</li> <li>Length of time for children removed from the child protection register within target range.</li> </ol>	<ol style="list-style-type: none"> <li>Emotional abuse is now the single biggest category of registration.</li> <li>The number of children who are de-registered at first review.</li> <li>Re-registrations of children on the child protection register.</li> </ol>	<ol style="list-style-type: none"> <li>Continue analysis of factors that influence the registration of children on the child protection register, under which category they are registered and the length of time they remain on the register.</li> </ol>



# Safeguarding – CSE, Missing Children and Professional Abuse

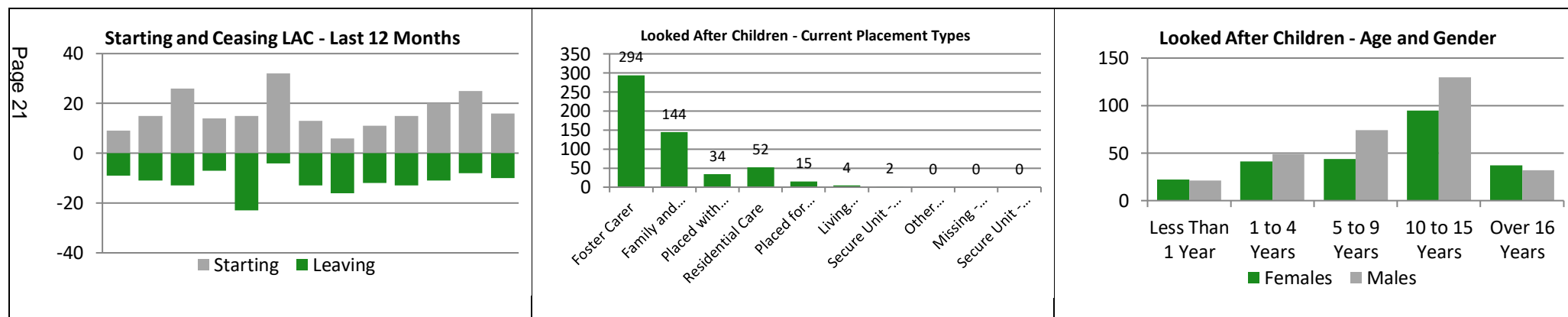
Measure / Metric	Result	Target	What's Good?	Status
The number of children managed under the protocol for <b>Child Sexual Exploitation</b> at the end of the month:	<b>14</b> (22)	No Target Set	Lower is Better?	
The number of episodes of <b>children going missing</b> or <b>absent without authority</b> from home during the month:	<b>35</b> (35)	No Target Set	Lower is Better	
The <b>number of children</b> that these episodes related to:	<b>18</b> (21)	No Target Set	Lower is Better	
The number of <b>Professional Abuse Meetings</b> held during the month:		No Target Set	Low is Good	
The number of cases of <b>Female Genital Mutilation</b> referred to Child and Family Services during the month:		No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
1. The number of children managed under the protocol for child sexual exploitation is decreasing.		1. Commence reporting on professional abuse meetings from Q3 onwards.

# Permanence – Looked After Children

Measure / Metric	Result	Target	What's Good?	Status
The number of children becoming looked after during the month:	<b>16</b> (25)	No Target Set	Low is Good	
The number of children ceasing to be looked after during the month:	<b>10</b> (8)	No Target Set	Higher is Better	
The percentage of children becoming looked after during the month who had a completed Care and Support plan with 10 working days of becoming LAC:	<b>100%</b> (100%)	100%	High is Good	
The percentage of LAC Statutory Visits in the month that were completed or not overdue.	<b>81.18%</b> (74.30)	90%	High is Good	
The percentage of Looked After Children allocated to a qualified Social Worker:	<b>99.63%</b> (100%)	100%	High is Good	

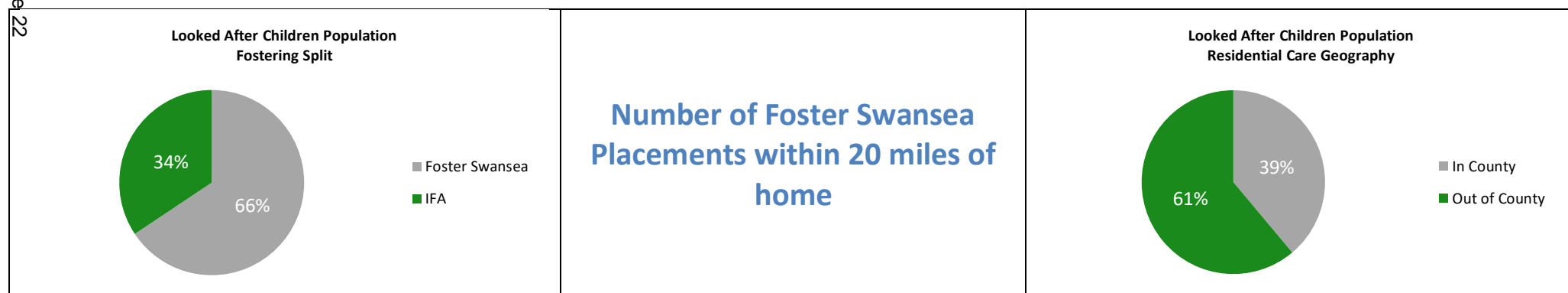


What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>Much better compliance with recording LAC statutory visits on Paris.</li> <li>Lower numbers of children entering care than in previous months.</li> </ol>	<ol style="list-style-type: none"> <li>Re-allocation of two cases of looked after took longer than required (now resolved).</li> </ol>	<ol style="list-style-type: none"> <li>Continue with work to improve contemporaneous recording of LAC statutory visits.</li> </ol>

# Permanence – Reviews and Placement Stability

Measure / Metric	Result	Target	What's Good?	Status
The number of LAC Reviews Carried out during the month:	<b>176</b> (95)	No Target Set	High is Good	
The number of LAC reviews that were completed within statutory timescales:	<b>98.86%</b> (100%)	95%	High is Good	
The percentage of 4 month LAC reviews which had a plan for permanence:	<b>16, 100%</b> (14, 100%)	No Target	High is Good	
The percentage of PEP's received within 20 school days of becoming looked after:	<b>7, 33.33</b> (0, 0%)	No Target	High is Good	
The percentage of looked after children who have had three or more placements in the previous 12 months of being looked after:	<b>12.29%</b> (12.45%)	Between 5% and 8%	Lower is Better	
The number of children accommodated in Bed and Breakfast during the month:	<b>0</b> (0)	Zero	Low is Good	

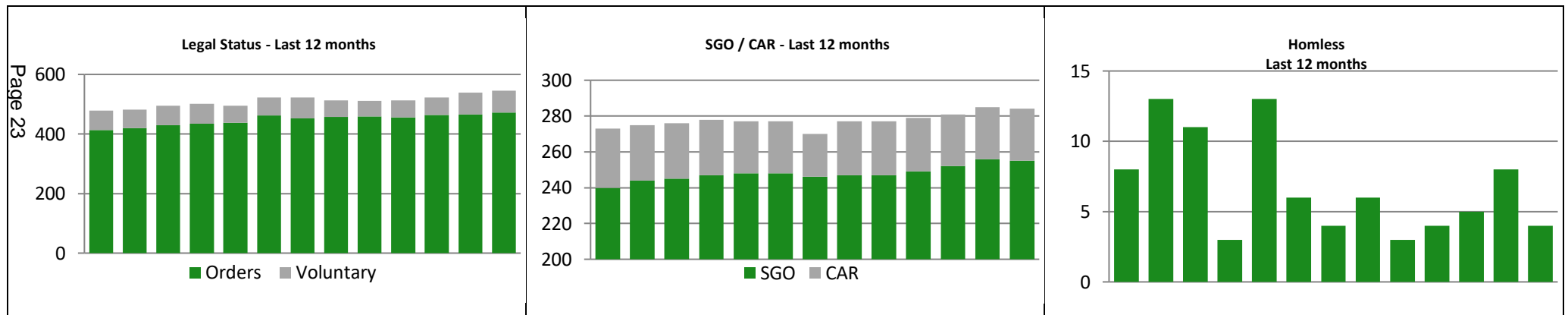
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What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>Plans children who require a plan for permanence in place.</li> <li>No children accommodated in B&amp;B</li> <li>LAC reviews completed in timescales above target.</li> </ol>	<ol style="list-style-type: none"> <li>PEP performance down to unacceptable levels.</li> <li>Number of children who have three or more placements outside target.</li> </ol>	<ol style="list-style-type: none"> <li>Continue to monitor children who experience multiple placements.</li> </ol>

# Permanence – Leaving Care

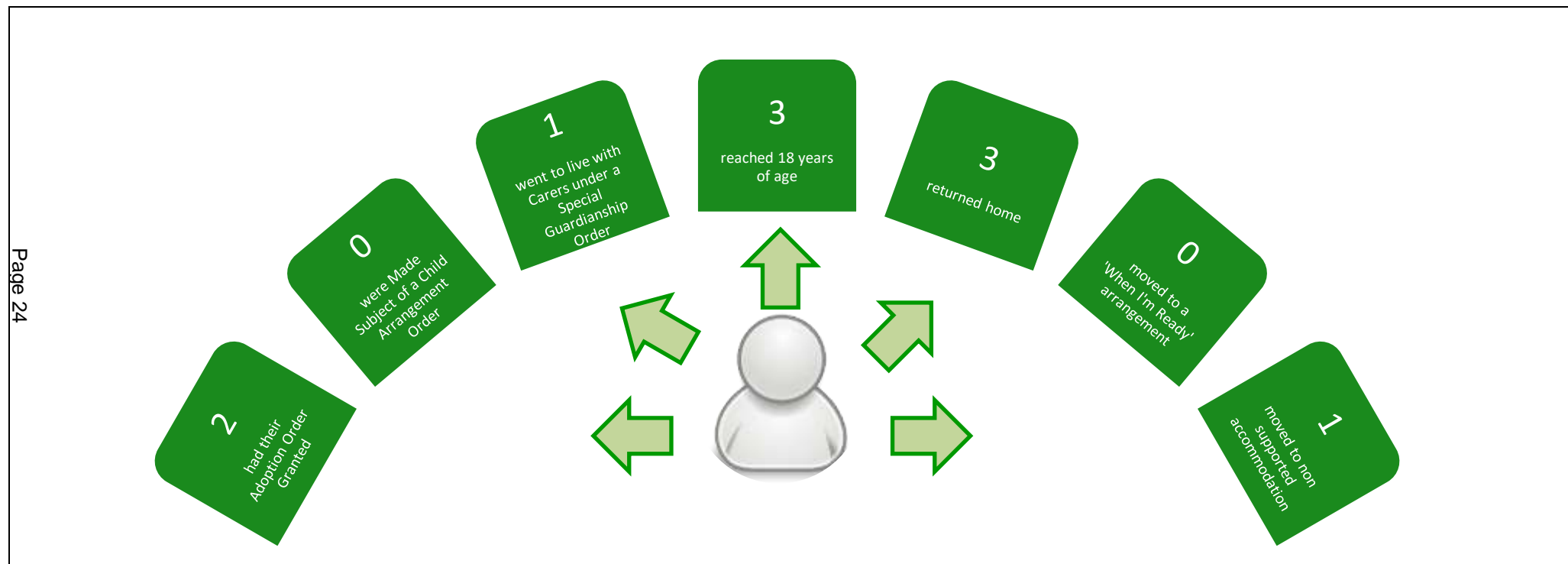
Measure / Metric	Result	Target	What's Good?	Status
The number of cases managed under Special Guardianship Orders and Child Arrangement Orders at the end of the month:	<b>284</b> (285)	No Target Set	Range of 250-300	
The number/percentage of young people becoming category 2-4 during the month who have an up to date Pathway Plan:	<b>3, 75%</b> (9, 100%)	100%	High is Good	
The number/percentage of young people becoming category 2-4 during the month who have an allocated personal adviser:	<b>4, 100%</b> (9, 100%)	100%	High is Good	
The number of young people in category 2-4 at the end of the month who were in Education, Employment or Training 12 months after ceasing to be LAC:	<b>2, 66.66%</b> (4, 100%)	No Target Set	High is Good	
The number of young people presenting as homeless during the month:	<b>4</b> (8)	No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
<ol style="list-style-type: none"> <li>All necessary personal advisers allocated.</li> <li>Fewer young people presenting as homeless.</li> </ol>		<ol style="list-style-type: none"> <li>Investigate the outcomes for those young people who present as homeless during the month.</li> </ol>

## Permanence – Destination upon Leaving Care

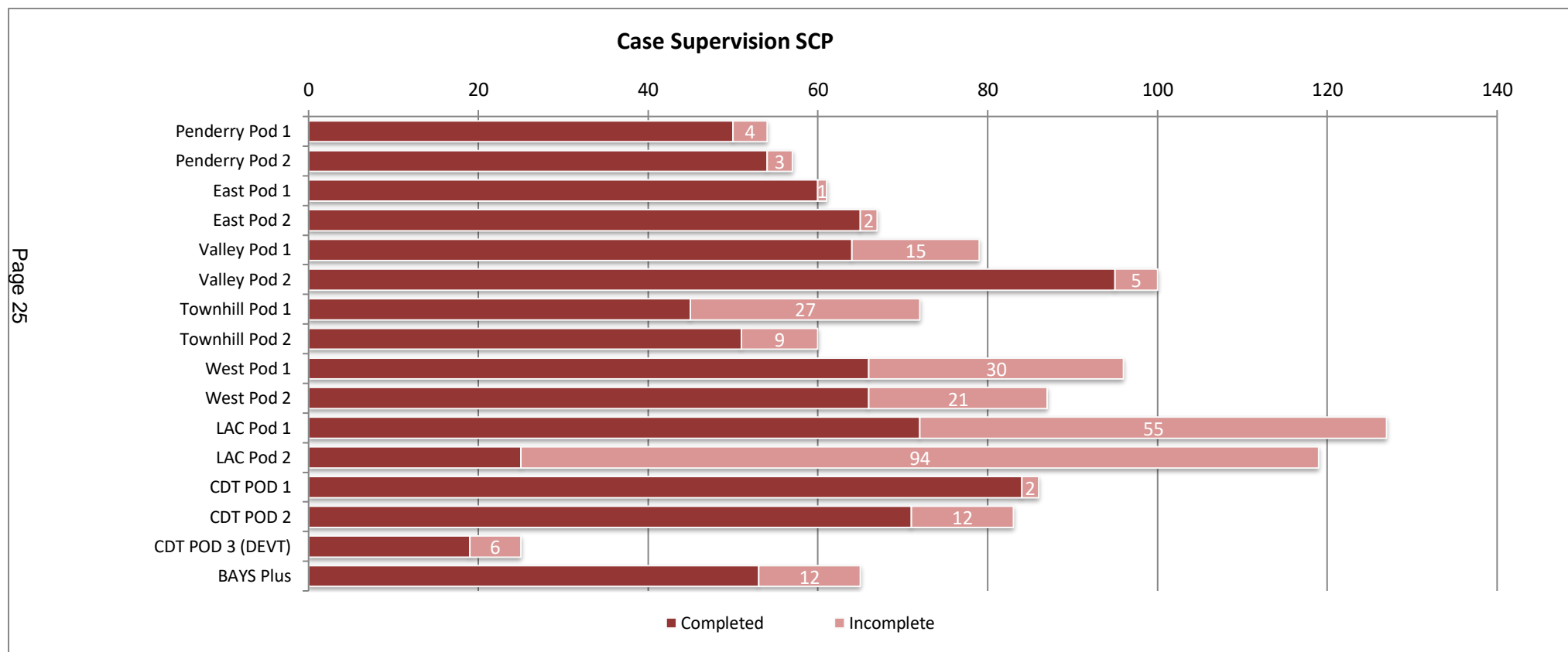
Measure / Metric	Result	Target	What's Good?	Status
The percentage of children supported to live at home at the end of the month:	<b>66.42%</b> (66.56%)	No Target Set		
The percentage of children returning home from care during the month:	<b>4, 40.00%</b> (2, 25%)	?	High is Good	



What is working well?	What are we worried about?	What do we need to do?
1. Predominantly good leaving care outcomes for children and young people.		1. Ensure continuity for those children who reach 18 to make certain that they take up the offer of support from BAYS+.

# Quality – Case and Personal Supervision

Measure / Metric	Result	Target	What's Good?	Status
The percentage of Personal Supervision sessions that took place within prescribed timescales				
The percentage of children in need of Care and Support whose cases were reviewed during the month:				

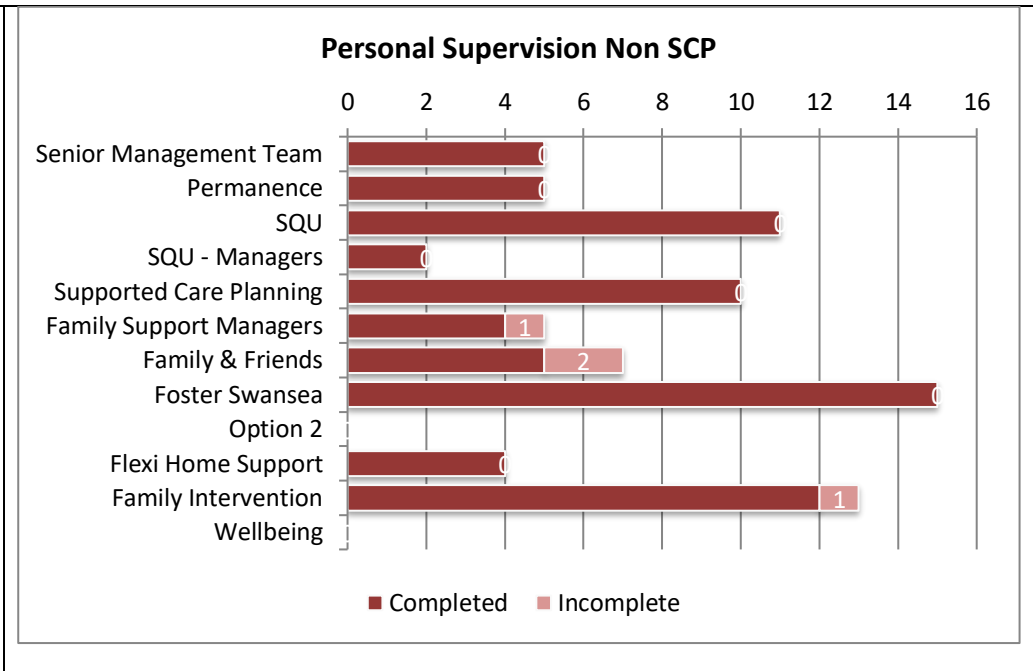
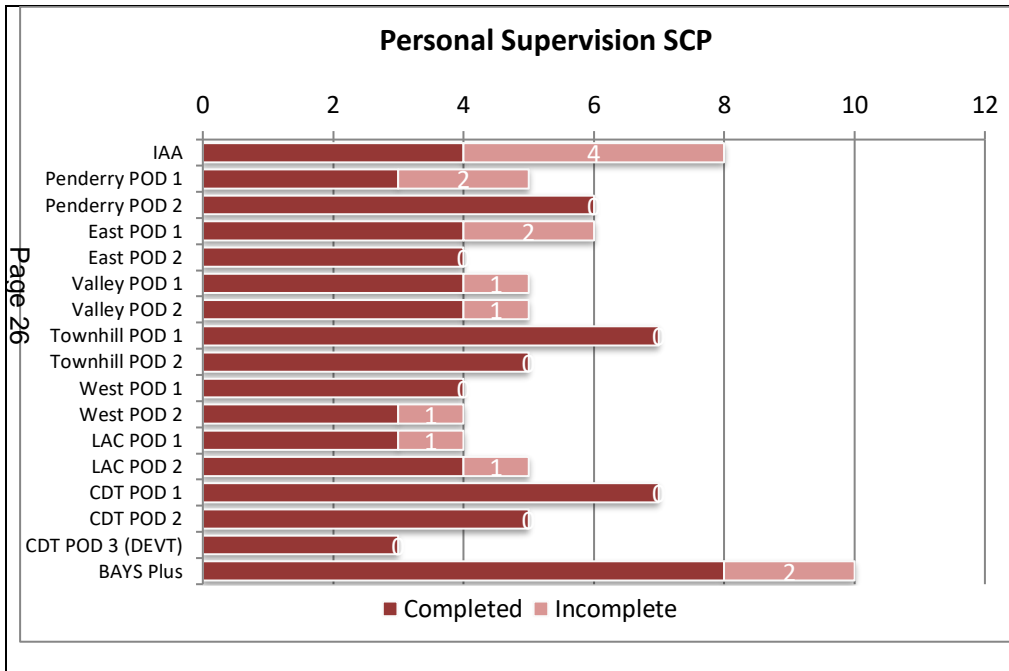


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What is working well?	What are we worried about?	What do we need to do?
1. Some excellent levels of case supervision within the Pods.	1. The LAC/West Hub are struggling to maintain acceptable levels of case supervision.	1. Reasons behind low levels of performance from the LAC/West Hub to be investigated and resolved.

# Quality – Case and Personal Supervision

Measure / Metric	Result	Target	What's Good?	Status
The percentage of Personal Supervision sessions that took place within prescribed timescales				
The percentage of children in need of Care and Support whose cases were reviewed during the month:				



What is working well?	What are we worried about?	What do we need to do?
1. Very good overall levels of staff supervision		

## Quality – Signs of Safety Metrics

Measure / Metric	Result	Target	What's Good?	Status
The percentage of Words and Pictures in place within 5 working days from the time of placement:			High is Good	
The percentage of Assessments that have a Three Houses attached:			High is Good	
The percentage of LAC placements and Child Protection conferences where a Family Network Meeting has taken place prior to the event:			High is Good	
The percentage of Case Conferences where there is evidence of a child friendly explanation of the Safety Plan:			High is Good	

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What is working well?	What are we worried about?	What do we need to do?
		1. Commence reporting from Q4



# Notes

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# Agenda Item 8

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

<p><b>Meeting 1</b> Monday 25 June 2018</p> <p>4pm</p>	<p><b>Impact of Prevention and Early Intervention on CFS (under 11 and over 11 services)</b></p> <p><b>Review of the year 2017/18</b></p> <p><b>Work Programme 2018/19</b></p>
<p><b>Meeting 2</b> Tuesday 28 August 2018</p> <p>4pm</p>	<p><b>Adoption update including report on Inspection of the Adoption Service</b></p> <p><b>Advocacy Update</b></p> <p><b>Bright Spots Survey</b></p>
<p><b>Meeting 3</b> Monday 29 October 2018</p> <p>4pm</p>	<p><b>Report on Youth Offending Services</b></p> <p><b>Performance Monitoring (including BAYS +)</b></p> <p><b>Feedback on Inspection Report</b></p>
<p><b>Meeting 4</b> Tuesday 18 December 2018</p> <p>4pm</p>	<p><b>Corporate Parenting Board update (5 leads invited)</b> <i>Julie Thomas, Head of Child and Family Services</i></p> <p><b>Performance Monitoring</b></p>
<p><b>Additional meeting</b> 11 February 2019</p> <p>2pm</p>	<p><b>Draft budget proposals for Child and Family Services</b></p> <p><b>Cabinet Member presentation and Q and A session</b></p>
<p><b>Meeting 5</b> Monday 25 February 2019</p> <p>4pm</p>	<p><b>Update on Impact of Prevention and Early Intervention on Child and Family Services (TBC)</b> <i>Rachel Moxey, Head of Poverty and Prevention</i></p> <p><b>Safeguarding – Child Sexual Exploitation (is there a problem in Swansea? What is happening to prevent it?)</b></p> <p><b>Child Disability update</b></p>
<p><b>Meeting 6</b> Monday 29 April 2019</p>	<p><b>Performance Monitoring</b></p> <p><b>CFS Complaints Annual Report 2017-18</b></p>

4pm	<b>End of year review</b>
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Future work programme items:

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

# Agenda Item 9



**To:**  
**Councillor Elliott King, Cabinet Member for Children's Services (Early Years) / Councillor Will Evans, Cabinet Member for Children's Services (Young People)**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office Line:* 01792 637314  
*Llinell Uniongyrchol:*  
*e-Mail e-Bost:* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*Date Dyddiad:* 20 September 2018

**Summary:** This is a letter from the Child & Family Services Scrutiny Performance Panel to the Cabinet Members for Children's Services following the meeting of the Panel on 28 August 2018. It covers Update on Regional Adoption Service, Advocacy Update and the Bright Spots Survey.

Dear Cllr King and Cllr Evans,

The Panel met on 28 August and discussed the Regional Adoption Service including the recent inspections, Advocacy and the Bright Spots Survey.

We would like to thank Val Jones and Julie Thomas 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:

## **Update on Regional Adoption Service**

We received a presentation from Val Jones on the two recent inspections of the Western Bay Regional Adoption Service including a summary of the findings and the subsequent regional action plan. We also received an update on progress and performance of the Regional Adoption Service during 2017/18.

We heard that there is an attempt being made to standardise the adoption service across local authorities. We also heard that all adopters are on a national register but each region/third sector organisation has its own process and adoption panels for approving adopters.

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[www.swansea.gov.uk](http://www.swansea.gov.uk) / [www.abertawe.gov.uk](http://www.abertawe.gov.uk)

We were informed that Western Bay Adoption Service makes contact with other regions to try and identify adopters if it cannot find an appropriate adopter locally, for example, for sibling groups and children with special needs.

Page 37 - it states that 38% of adoption applications made in the region were contested in 2017/18. We were told however that none of the contested applications were successfully achieved and that the important thing is for the child to have permanence.

Page 51 - we queried why Swansea had such a high dropout figure for referrals during the year. We were informed that a piece of work needs to be undertaken to try and identify the reason for this. It could be because Western Bay has an early referral system.

Page 57 – we heard that it was felt that the focus should be on ‘placement order’ for monitoring of performance of the adoption service.

We were given confirmation that Bridgend will continue to be part of the Western Bay Adoption Service when it is no longer part of Abertawe Bro Morgannwg University Health Board.

The Panel congratulated the Adoption Service on the outcome of its recent inspections and the action plan which it has put in place as a result.

### **Advocacy Update**

Julie Thomas updated the Panel on the implementation of the national approach to Statutory Advocacy, including some of the issues concerning the implementation and issues for the Service going forward.

We heard that Dave Howes now chairs the national board. We were concerned to hear that there is still an issue over costs and future funding. We offered to help, if we can, to progress the issue.

### **Bright Spots Survey**

We were given an overview of the Survey and the responses and were updated on the next steps, including an integrated action plan.

We were told that Child and Family Services in Swansea was asked to be involved in the research which 6 authorities took part in.

We heard that the survey was undertaken with Looked After Children (LAC) who were asked to give their views on a range of different issues. We also heard that the children who completed the survey cannot be identified but some of the issues that were raised can be discussed in LAC review meetings.

We heard that social workers need to be looking more broadly at children’s wellbeing and to realise how essential it is to form relationships with children and parents. We

were pleased to hear that training for social workers is going to be introduced to try and improve this.

The Panel was pleased to hear that the Service is talking to Education about some of the results and what they can do to help, for example, increasing friendship groups.

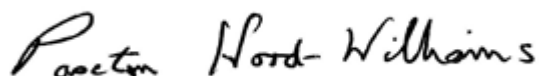
We heard that the survey highlighted some bright spots for Swansea and where improvements need to be made and that this will be included in the Corporate Parenting Board Plan.

The Panel was pleased that Swansea had taken part in the survey and that issues are being addressed. We feel that there is a lot of learning for the Service from the survey and were pleased to hear that Swansea will be taking part in the survey again next year.

### **Your Response**

We hope you find this letter useful and informative. We would welcome your views and comments on any of the issues raised but please note that in this instance, a formal response is not required.

Yours sincerely



**PAXTON HOOD-WILLIAMS**  
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