



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Child & Family Services

At: Remotely via Microsoft Teams

On: Wednesday, 24 March 2021

Time: 4.00 pm

Convenor: Councillor Paxton Hood-Williams

Membership:

Councillors: C Anderson, A M Day, M Durke, K M Griffiths, Y V Jardine, S M Jones, E T Kirchner, W G Lewis 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 **Prohibition of Whipped Votes and Declaration of Party Whips**
- 4 **Minutes of Previous Meeting(s)** 1 - 4
- 5 **Public Question Time**
Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10-minute period.
- 6 **WAO Report: Tackling Violence Against Women, Domestic Abuse and Sexual Violence** 5 - 14
Invited to attend:
Louise Gibbard, Cabinet Member - Supporting Communities
Julie Davies, Head of Child & Family Services
Jane Whitmore – Strategic Lead Partnership & Commissioning
Kelli Richards – Principal Officer, Child & Family Services
Megan Stevens – Practice Lead (VAWDASV Partnership Development)

Adult Services Panel Members invited for this item

- | | | |
|-----------|--|----------------|
| 7 | Performance Monitoring | 15 - 36 |
| | <i>Invited to attend:</i> | |
| | <i>Elliott King, Cabinet Member - Children's Services</i> | |
| | <i>Dave Howes, Director of Social Services</i> | |
| | <i>Julie Davies, Head of Child & Family Services</i> | |
| 8 | Safeguarding Quality Unit Annual Report | 37 - 69 |
| | <i>Invited to attend:</i> | |
| | <i>Elliott King, Cabinet Member - Children's Services</i> | |
| | <i>Dave Howes, Director of Social Services</i> | |
| | <i>Julie Davies, Head of Child & Family Services</i> | |
| | <i>Damian Rees, Principal Officer Safeguarding Performance Quality</i> | |
| 9 | Work Programme Timetable 2020-21 | 70 - 72 |
| 10 | Letters | 73 - 76 |

Next Meeting: Wednesday, 5 May 2021 at 3.30 pm



Huw Evans
Head of Democratic Services
Thursday, 18 March 2021

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel - Joint Social Services**

Remotely via Microsoft Teams

Monday, 15 February 2021 at 2.30 pm

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

Councillor(s)

C Anderson
C A Holley
J W Jones
H M Morris

Councillor(s)

A M Day
Y V Jardine
E T Kirchner
G J Tanner

Councillor(s)

V M Evans
S M Jones
W G Lewis
D W W Thomas

Other Attendees

Louise Gibbard
Elliott King
Clive Lloyd

Cabinet Member - Supporting Communities
Cabinet Member - Children Services
Cabinet Member - Adult Social Care & Community Health Services
Alyson Pugh
Cabinet Member - Supporting Communities

Officer(s)

David Howes
Liz Jordan

Director of Social Services
Scrutiny Officer

1 Disclosure of Personal and Prejudicial Interests

Cllr Chris Holley declared a personal interest.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

The Panel agreed the minutes of the meeting on 26 January 2021 as an accurate record of the meeting.

4 Draft Budget Proposals

Councillors Clive Lloyd, Elliott King, Alison Pugh and Louise Gibbard along with Dave Howes, Director of Social Services attended and went through the proposed budget proposals in relation to Adult Services, Child and Family Services and Poverty and Prevention, highlighting the main issues and answering questions.

The Panel agreed the following views and recommendations on the budget proposals in relation to Social Services it would like to make to Cabinet:

- The Panel feels it is vitally important we ensure there is sufficient money allocated in the budget to provide additional health and wellbeing support to staff following the pandemic. The Panel is keen to see a joint venture with the Health Board in terms of support for staff.
- Very pleased to see the budget situation for Social Services this year, with an increase in the overall budget and very little in terms of cuts. However, the Panel is aware that there is a great deal that needs to be achieved with this money.
- The Panel is concerned that it only sees the net budget. It would be useful to see details of the income streams as well as expenditure. Officers have agreed to work with Cabinet Members to provide this information.
- The Panel would like to support the budget process in any way it can and therefore intends to revisit the budget again later in the year to closely monitor progress.

The Convener of the Service Improvement and Finance Panel will attend Cabinet on 20 February to feed in the collective views of the scrutiny performance panels and write a letter to the Cabinet member.

The following was also discussed at the meeting:

- Real cash increase of £4 million to this year's Social Services budget
- There are a host of transformation plans for the coming year
- Extremely difficult to plan for coming year – a number of assumptions had to be made.
- Panel acknowledged there are a number of uncertainties such as WG no longer protecting Social Care and the outcomes of the Senedd elections, and queried to what extent the Council is relying on further central funding to deal with these uncertainties. Informed that from discussions with WG there is a reasonable expectation additional funding will be allocated to local authorities due to the pandemic and expect tapered relief over the coming year.
- Cabinet Members in Social Services and senior officers have heard moving individual stories from staff. Panel suggested these be presented to Full Council.
- Relationship with Third Sector has been amazing during pandemic.
- Council has in-house counselling service which is available to all staff. This needs to be promoted more.
- Officers confirmed working with partners during the pandemic has been essential and a step forward for the Council. This year and going into next year Council and Health Board have pooled funding more effectively, and some has been built into planning assumptions for this year.

- Panels need to consider including more scrutiny on Poverty and Prevention in work plans, as now part of Social Services.
- Panel requested sight of job description for integrated Head of Service Post.

Actions:

- Job description for integrated Head of Service post to be shared with Panel.

5 Update on Management of Covid-19 Pandemic

Dave Howes, Director of Social Services attended to present an update on the current situation regarding the Covid-19 Pandemic.

Discussion Points:

- Heads of Service recently presented an overall update at Full Council.
- In last two weeks have begun to see some stabilisation across Health and Social Care Services. It appears to be linked to continued decrease in rates of infection. It has taken some time to have an impact on our Services.
- Domiciliary Care has been operating at 50% of workforce. This is down to 20% absent, so there is a big increase in resource available. All Health and Care services are seeing this increase in staff present.
- Still fragility around care homes but currently seeing only a small number of homes unstable. The picture is improving, especially in last two weeks.
- Escalation tool to monitor stress has been at highest level (red) since October. In last two weeks moved into amber. This is a real milestone but does not mean Social Services will become less busy. Instead of managing emergency work will move to more planned work.
- Vaccinations – older people in care homes, care home staff and front line care staff mostly vaccinated. Mechanisms in place to pick up new staff and new care home residents.
- Panel concerned about people with learning disabilities accessing vaccine. Informed not a straightforward position. Expectation is a number of individuals will have met the criteria for one of the top four priority groups. For those that did not, expectation is majority will meet criteria for group six. Director prompted to get regional clarification that all of these are being picked up.
- Panel concerned about disturbing reports that people with learning disabilities are often the subject of 'do not resuscitate' orders. Informed Social Services together with Health Board looked at the arrangements in our region in May 2020. At the time there weren't any of these arrangements in place. Subsequently Safeguarding Board revisited this, and at that point there were none in place. Director will clarify this again with the Safeguarding Board to ensure nothing has been overlooked.
- Panel Members requested Cabinet Members and Director express once again their appreciation to staff.

6 For Information

Work Programme Timetables 2020/21 - Plan to return to separate meetings for Adult Services and Child and Family Services from March 2021. The scheduled timetables will be followed, unless informed of any issues by Cabinet Members/officers.

The meeting ended at 3.45 pm

Agenda Item 6



Report of the Joint Cabinet Member for Supporting Communities & Council Member Champion for Women

Child and Family Services Scrutiny Performance Panel – 24 March 2021

WAO Report: Tackling Violence Against Women, Domestic Abuse and Sexual Violence (includes fieldwork in Swansea amongst others)

Purpose	<ul style="list-style-type: none">• To provide an overview of the increase in domestic abuse throughout the pandemic and how the collaboration between child and family services and adult services, and wider partners is addressing issues and responding to the recommendations of the WAO report.
Content	This report includes a summary of <ul style="list-style-type: none">• How we are addressing the recommendations of the Wales Audit Office Tackling VAWDASV report• Current position in Swansea• Areas for future development
Councillors are being asked to	<ul style="list-style-type: none">• Endorse the recommendations for future areas of development
Lead Councillor(s)	Councillor Louise Gibbard Joint Cabinet Member for Supporting Communities
Lead Officer(s)	Julie Davies - Head of Child & Family Service Jane Whitmore – Strategic Lead Partnership & Commissioning Kelli Richards – Principal officer, Child & Family Services Megan Stevens – Practice Lead (VAWDASV Partnership Development)
Report Author	Megan Stevens

Background

The Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Act Wales was implemented in 2015, and placed a duty on the public sector to provide a coordinated response to **prevention, protection and support** for those affected by VAWDASV across Wales.

The Wales Audit Office (WAO) wrote the report 'Progress in implementing the Violence Against Women, Domestic Abuse and Sexual Violence Act', which aimed to examine how the new duties and responsibilities of the VAWDASV Act, Wales, 2015 are being rolled out and delivered. This followed fieldwork and visits to partners in Swansea, back in 2018.

There were 3 main focus points which were explored:

- How public sector bodies work together to understand *which services are needed* in their local area to prevent VAWDASV and protect and support victims and survivors.
- Public bodies' work towards *prevention* of VAWDASV
- How public bodies *fund and commission* VAWDASV services

N.B. This was prior to the COVID-19 pandemic.

Report Findings

The report found that across Wales, local authorities and their partners do not have a complete picture of VAWDASV services, nor of the demand for these services. Support provided by the Welsh Government to these public bodies has not always been helpful and timely. Overall, services provided to victims and survivors of VAWDASV are fragmented, with some areas of overlap but also many gaps in provision.

The roll-out of training under the National Training Framework is having some success in improving public sector workers' awareness of the issues around VAWDASV. In general, social housing landlords are working well to support victims and survivors. The Act is helping to drive the transformation of VAWDASV services. Collaboration is working well in some parts of the country; however, too many barriers such as data-sharing require further work. Work with perpetrators remains the most challenging and weakest area of prevention activity.

Funding of VAWDASV services is generally fragmented, complex and short term, and commissioning is too inconsistent to ensure public bodies are always getting value for money. Many public bodies find it difficult to evaluate performance and judge the impact of their VAWDASV services because of weaknesses in their performance management arrangements.

The report highlighted the following success in Swansea:

“The positive partnership approach of Swansea’s Domestic Abuse Hub (set up and funded by the City Council and the South Wales Police and Crime Commissioner) brings together Swansea Council services with health, police and the third sector to help children and families experiencing domestic abuse or escalating relationship problems. A range of specialist services is available, and the co-location of services has enabled public bodies to co-ordinate and integrate activity as a single gateway for VAWDASV services.”

Recommendations

The report produced 5 generic recommendations to be taken forward;

R1. Needs assessment and mapping of service provision by public bodies

R2. Produce comprehensive and relevant information in a variety of media on the full range of services available to protect and support victims and survivors

R3. Create a joint pathway to access services and support for both victims and professionals and advertise access arrangements widely.

R4. Delivery agencies (local authorities, health bodies, the police, fire and rescue authorities and the third sector) review their approach to regional working to better integrate services and maximise the positive impact they can make on victims and survivors

R5. Review their commissioning arrangements

What is happening in Swansea?

Prior to the COVID pandemic, the Swansea VAWDASV governance structure, leadership group and subgroup was reinvigorated, in response to recognition of the importance around having key stakeholders fully engaged and committed to a partnership approach to VAWDASV. A workshop was held to engage senior managers from across the statutory and non-statutory sectors to highlight Swansea’s vision and commitment to implement the requirements of the VAWDASV Act, and provide a truly collaborative response to prevention, protection and support of those affected by VAWDASV. Work was also carried out with key leads from Neath Port Talbot Council and Swansea Bay University Health Board to ensure that subgroups were regionalised where appropriate, and that the local strategies were aligned, with shared objectives

(This addressed recommendation 4)

Quarter 1, (April – June 2020)

Shortly after this piece of work, the COVID-19 pandemic hit, and the response to VAWDASV shifted to a rapid and adaptable partnership approach to the emerging crisis and the impact it had on the VAWDASV sector. During the early weeks of the pandemic, there were frequent reports in the media of heightened domestic abuse rates, however this was not reflected in number of police reports or referrals into specialist services. The domestic abuse helplines were seeing

record numbers of contacts, but this was not reflected locally. The concern was that victims of domestic abuse were 'staying put', or feared that the 'stay at home' messaging would prevent them from leaving. In response to this, Swansea Council prioritised awareness raising campaigns with a strong message that help is still available. We developed multimedia campaigns involving staff from Child and Family services, supporting national messaging such as #youarenotalone, and ensured that local information on support services was regularly promoted.

In recognition that not everyone can access social media, the Community Safety team ensured that large scale posters were on display in supermarket car parks and other public areas.

The VWASDV Practice Lead worked with Microsoft to develop the first domestic abuse Chatbot in Wales, which allows professionals and members of the public to access round the clock information, advice and details of local support services in an interactive, anonymous way.

In recognition that not everyone is able to access the internet, Welsh Government capital funding was secured to provide IT equipment and SMART phones to families affected by domestic abuse. The equipment was provided in collaboration with Child and Family services.

In response to the concern that domestic abuse victims may feel less able to leave their homes, funding was secured to purchase additional target hardening equipment to reinforce the safety of the homes of high risk domestic abuse victims, including video doorbells and safety packs.

(This addressed recommendation 2)

In order to monitor the situation, weekly meetings were held with the specialist VAWDASV providers across Swansea, where data was shared on any emerging trends, and partners encouraged to highlight any gaps or barriers they were facing to ensure any additional resource was placed where the need was. This continued throughout the whole of 2020, reducing to fortnightly meetings in quarter 3, and are now being held monthly to ensure that communication and coordination continues.

In-house services continued to operate, but adapted to largely telephone support or use of video calling, only visiting when essential to do so.

During April/ May of 2020, increased need for emergency housing became apparent. This led to close working with colleagues in housing, the specialist sector and Swansea University to develop a temporary emergency housing provision using some of the empty student accommodation. The purpose of this was to ease demand on specialist refuge provision, and to provide an option to those who may not meet the criteria for refuge locally e.g. male victims.

VAWDASV services began to report that those presenting had a higher level of complex needs, many of whom were not able to go shopping or access basic household goods. Liaison with community safety ensured a weekly supply of food parcels was delivered to the Domestic Abuse Unit for workers to disperse to those who needed it.

(This addressed recommendation 1)

Several additional funding streams became available through Welsh Government to assist the VAWDASV sector with COVID related needs. The Western Bay regional commissioning group worked together to rapidly coordinate and disseminate funding, ensuring that specialist providers across the sector had ample opportunity to highlight their needs in order that they could be supported where necessary.

(This addressed recommendation 5)

Quarter 2 (July – September 2020)

During the summer, as the first lockdown started to lift, there was a surge in referrals to the IDVA project (who support high risk victims of domestic abuse) and this was also reflected in the numbers seen by the specialist sector. The Domestic Abuse Hub worked closely with Welsh Government and the Police and Crime Commissioner's office to identify funding opportunities and alternative ways to increase resilience of projects, including training wider staff to assist and opportunities to increase resource.

Operation Encompass (an information sharing process where police notify schools of domestic abuse incidents) continued throughout the lockdown and the summer holidays, to ensure that schools were made aware of any incidents that may affect children so they could respond accordingly.

The Domestic Abuse Hub within the Single Point of Contact for Child and Family Services received public protection notifications for domestic abuse related incidents for 4,376 children or young people either resident or linked to the adults involved; 2,255 of these already had an allocated lead worker or social worker and 2,121 were provided with information, advice or assistance by the Domestic Abuse Hub.

The restructured early help offer in Swansea, which was launched on 1st April 2020, includes representation from South Wales Police as part of the Early Action Together programme. This involves PCSOs placed in the five early help hub community teams and an officer from the Public Protection Unit being based in the Integrated Safeguarding Hub (ISH) within the Single Point of Contact. The ISH also has representation from health and education and this has enabled information required to be accessed to complete proportionate and timely assessments and ensure that children and young people are able to access the right support at the right time, from the right service to prevent escalation of need.

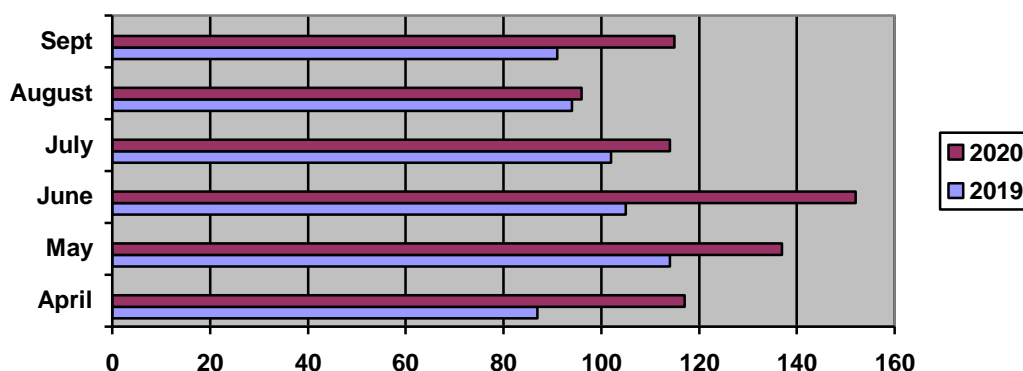
The sector adapted well to remote delivery of services with most projects continuing to run despite the difficulties.

The courts were back up and running but dealing with a backlog of cases, meaning a greater delay for outcomes having a negative impact on victims.

In the main, quarter 2 saw the planning outlined in quarter 1 being actioned and delivering services to address need as it arose.

The IDVA statistics below outline the increase in demand for service from the two first quarters of the year compared with the same time period last year.

	April 19	Apr 20	May 19	May 20	June 19	June 20	July 19	July 20	Aug 19	Aug 20	Sep 19	Sep 20
<i>No of referrals</i>	87	117	114	137	105	152	102	114	94	96	91	115



Quarter 3 (October – December 2020)

During the second period of lockdown work was carried out with a focus on sustainability and longer term planning, to ensure that work continued towards the ‘pre-COVID’ objectives, and that the work plan reflected the changes seen during the COVID pandemic.

A gap was identified across Western Bay for ‘primary prevention’ services, and so work is ongoing to secure funding in this area.

Work was undertaken with the Police and Crime Commissioner’s office towards a ‘whole systems approach’ to working with perpetrators, and there is currently a fully operational DRIVE team working with high-risk, high harm perpetrators, and the Equilibrium Perpetrator programme working with medium risk perpetrators.

Ask & Act rollout began across Western Bay, with a cohort of trainers identified and accredited, and a regional training plan established. This is overseen by the Regional Ask & Act Steering Group, which includes local authorities, Swansea Bay University Health Board and specialist provider partners. As part of the rollout, a joint Ask & Act pathway was developed which provides local authority and health board staff a single process to follow when disclosures are made and a clear route into support.

(This addressed recommendation 3)

There is a commitment to extend the domestic abuse Chatbot funding for a further 6 months, when it will be reviewed and considered for longer term funding.

Worked was completed with Her Majesty’s Courts and Tribunal Service and the specialist sector on a bid to provide a safe place for victims of VAWDASV to give evidence away from the court room, and was successful in securing the funding to make adaptations to a site in Swansea. Work has started and this will be piloted in early 2021/22.

The Adult Service Safeguarding Hub is in development and has a focus on domestic abuse. Pathways between this team and specialist domestic abuse support have been developed and further work on this will continue as the team

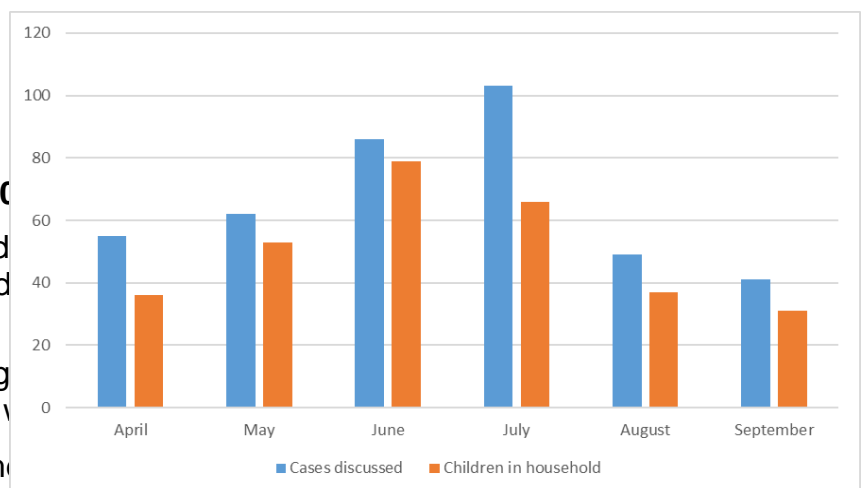
becomes more embedded. A member of the team has been identified as a domestic abuse lead and will be attending Multi Agency Risk Assessment Conferences (MARACs) to represent Adult Services.

In Child and Family Services the responsibility for safeguarding children and young people already allocated to a lead worker or social worker is within the case managing team. PPNs in respect of open cases are received in the Single Point of Contact (SPOC) and forwarded to the allocated worker. Any new referrals received in SPOC have a proportionate assessment within the Information Advice and Assistance Hub or Domestic Abuse Hub and escalated to the Integrated Safeguarding Hub if there are identified child protection concerns. The ISH undertakes all initial strategy meetings and Section 47 enquiries and transfers the case to the supported care planning hubs if the concerns are substantiated or to early help if there are no ongoing child protection concerns but wellbeing needs are identified.

A Practice Lead from the Domestic Abuse Hub represents Child and Family services at the fortnightly Multi Agency Risk Assessment Conference (MARAC) and is responsible for sharing details of the child or young person’s care and support or wellbeing plan and feeds back any updated information or actions agreed at the MARAC to the allocated worker.

Work started on developing and reviewing the Western Bay MARAC, which is a fortnightly partnership meeting chaired by police to manage risk and address the safeguarding of high risk victims of domestic abuse. The work is being led by the police, overseen by the Regional MARAC Steering Group, and will involve a review of practice and processes to ensure the meeting is efficient and effective.

The chart below shows the number of cases discussed in Swansea MARAC between April and September 2020:



Quarter 4 (January – March 2021)

A monitoring exercise was conducted where partners shared data and addressing recommendation 1.

A multi-agency task and finish group areas for planning for 2021/22, v

- Accommodation for women
- Accommodation for women exploited by the sex industry
- Specialist support for male victims, older people affected by VAWDASV, and LGBTQ community
- Primary prevention work
- Sexual violence service, including for children and counselling

This information will be shared at the Western Bay VAWDASV Commissioning Group, with a view to identifying opportunities for regional commissioning where appropriate. It will be used to inform next year's delivery plan and be shared at the Swansea VAWDASV Leadership Group to encourage strategic buy in from key stakeholders

(This addresses recommendations 4 and 5)

A further monitoring exercise will be conducted in 6 months' time to measure distance travelled and progress will be reported quarterly to the VAWDASV Leadership Group and the Safer Swansea Partnership board.

Indicative Additional Funding Available 2021/22

Additional funding from Welsh Government (approx. £250K) has been made available through the Housing Support Grant, which is proposed to address some of the priorities going forward as outlined below:

Priority	Scheme Name	Description of provision
Increasing capacity/addressing previously unmet need.	IDVA Worker	VAWDASV: Increasing number of IDVA workers to become more in line with report number for levels of domestic abuse in area.
Increasing capacity/addressing previously unmet need.	Domestic Abuse perpetrators focused worker	VAWDASV: A new role working with perpetrators
Increasing capacity/addressing previously unmet need.	2 x Specialist Support Workers	VAWDASV: Specialist workers for men, older people and LGBTQ
Eligible and strategically relevant but temporary funded from external sources which is ending such as Lottery, Comic Relief etc. where the service would otherwise be discontinued.	Sexual Exploitation Swan Project Worker	VAWDASV: Existing post where alternative funding is ending 31/03/21
Eligible and strategically relevant but temporary funded from external sources which is ending such as Lottery, Comic Relief etc. where the service would otherwise be discontinued.	Domestic Abuse Advice & Information Worker	VAWDASV: Existing post where alternative funding ends
Eligible and strategically relevant but temporary funded from external sources which is ending such as Lottery, Comic Relief etc. where the service would otherwise be discontinued.	Domestic Abuse Additional Daisy/Support Workers	VAWDASV: Increased contribution to existing service where alternative funding is ending. Covid worker included for 12 months

Further additional funding from Welsh Government (approx. £320k) has been made available through the Needs Based Activity Portion of the VAWDASV grant, and the capital grant for dispersed accommodation. The table below outlines the areas that this will prioritise, which has been determined through partner consultation and the Regional VAWDASV Commissioning Board.

Priority	Description of provision
Primary prevention work across the region (regional funding)	A programme aimed at challenging attitudes and behaviours in the community, through training and awareness raising
The impact of sexual violence (regional funding)	Counselling and well-being support for survivors of sexual violence
Increased number of those identified as high risk of domestic abuse, and higher complexity of need	Adding capacity to the existing provision
Eligible and strategically relevant but temporary funded from external sources which is ending such as Lottery, Comic Relief etc. where the service would otherwise be discontinued.	VAWDASV Increased contribution to existing service where alternative funding is ending. Covid worker included for 12 months
Accommodation for VAWDASV victims who may not be eligible for refuge provision e.g. male victims	Dispersed units with specialist support attached.

Actions and Next Steps

- Strengthen the joint working between adults and child and family, building on success on Domestic Abuse Hub in Child and Family services (Integrated Information Advice and Assistance/Integrated Safeguarding Hub).
- Continue to build on the 'everyone's business' model, promoting a whole council approach to recognising and responding to VAWDASV and incorporating that into policy.
- Build on partnership working so that a multiagency response is consistent and coordinated.
- Secure all additional funding available to deliver and develop services to meet increased demand and respond to need.
- Regional working and commissioning where appropriate.
- Awareness raising and promotion, supporting local and national campaigns to develop a primary prevention approach

Agenda Item 7



Report of the Cabinet Member for Children's Services Child and Family Services Scrutiny Performance Panel – 24 March 2021

PERFORMANCE MONITORING

Purpose	To present the Child and Family Services monthly performance report for January 2021.
Content	<p>This report includes performance against Welsh Government, Care Inspectorate Wales and local indicators. The information covers a child and family's contact from the front door (the Integrated Information, Advice and Assistance Service), the Supported Care Planning and Looked After Children's teams as well as Bays+, and the Youth Justice Service.</p> <p>Also contained in the report is an overview of case supervision and the Signs of Safety metrics.</p>
Councillors are being asked to	Consider the report as part of their routine review of performance in Child and Family Services.
Lead Councillor(s)	Cllr Elliott King, Cabinet Member for Children's Services
Lead Officer(s)	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services
Report Author	Julie Davies, Head of Child and Family Services 01792 633812 Julie.davies10@swansea.gov.uk

CHILD & FAMILY SERVICES

Performance Report

January 2021

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Our Headline Performance this Month

Julie Davies, Head of Child and Family Services

It is very pleasing to see that despite the challenges presented by Covid affecting the availability of staff and the way support and interventions are able to be delivered, this report shows good performance overall.

Currently not included in this report is the number of referrals that go direct to the Early Help Hubs and the Domestic Abuse hub, which is approximately 100 each week. The work through these teams is reducing the demand on Supported Care Planning as well as the number of re-referrals. Analysis of the IAA in-box shows that just over half received are failure demand, resulting in the team spending a large proportion of their time sifting through this. To prevent this unnecessary contact, the Early Help Hubs are offering well being meetings to all school clusters to provide advice and assistance (the take up of this offer has been limited to date due to the impact of the pandemic); and it is hoped the launch of the threshold document will assist partner agencies to have a better understanding of what they should be referring into CFS.

Supported Care Planning teams are managing to close more cases; and average caseloads have reduced slightly to 14 (from 15). However, workers are holding more complex cases where families are in pre-proceedings or before the Court.

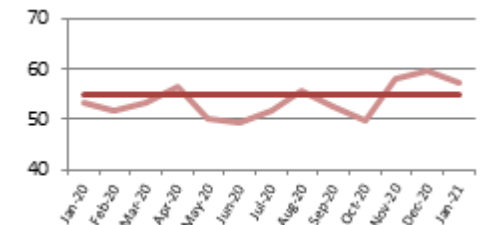
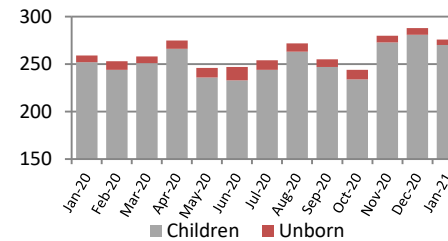
The oversight provided through the safe LAC operational group is driving permanence plans for children and having a positive impact on the LAC reduction strategy. Numbers of children looked after has reduced again this month and there is a steady throughput of Special Guardianship Orders being granted and children returning home to live with their parents.

Placement stability remains strong which is really positive given the shortage of IFA carers available for Swansea children and young people – 11 placements have been made with IFAs over the last year compared to the average of 30 in previous years. Strong and effective support offered to carers and our children and young people through the social work teams and the fostering teams is enabling this stability whilst long term placements are sourced.

There continues to be a drive on quality assurance in Bays+ and the Youth Justice Service, with the current focus being pathway plans and assessments. It is really pleasing to note that for all of the young people who presented homeless in January, positive outcomes were achieved.

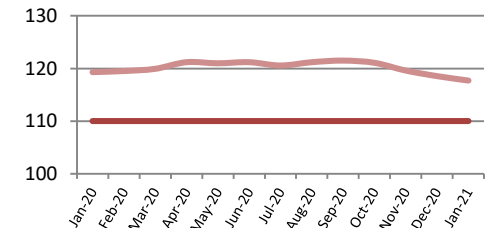
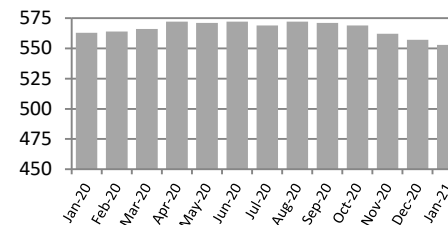
Child Protection

There are **270** (281) children on the child protection register, plus 6 (7) to be registered at birth. This is a **decrease of 11** giving us a rate of **57** Per 10,000.



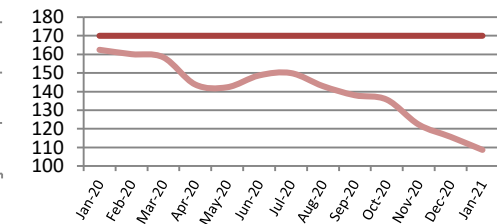
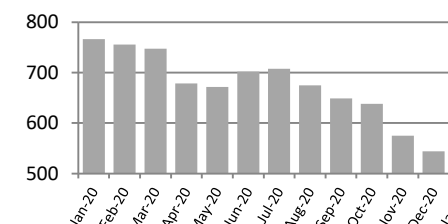
Looked After Children

There are **553** (557) children looked after. This is a **decrease of 4** from last month giving us a rate of **118** Per 10,000.



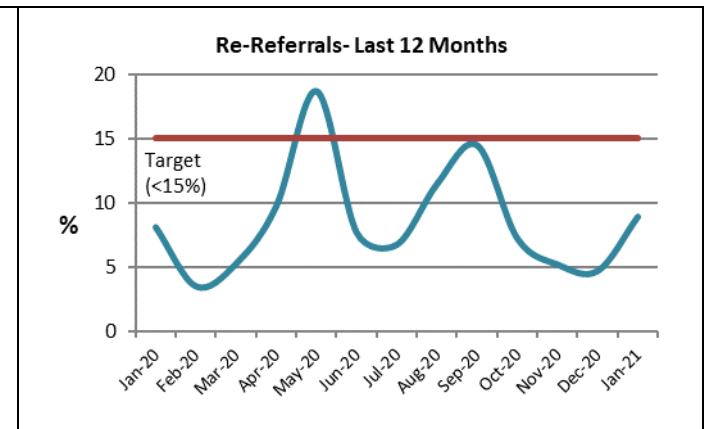
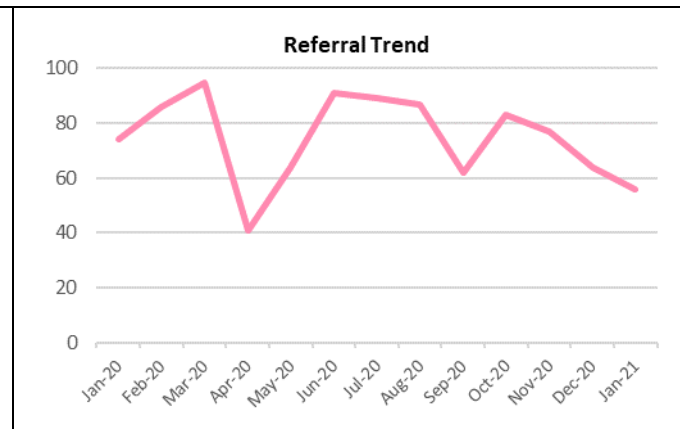
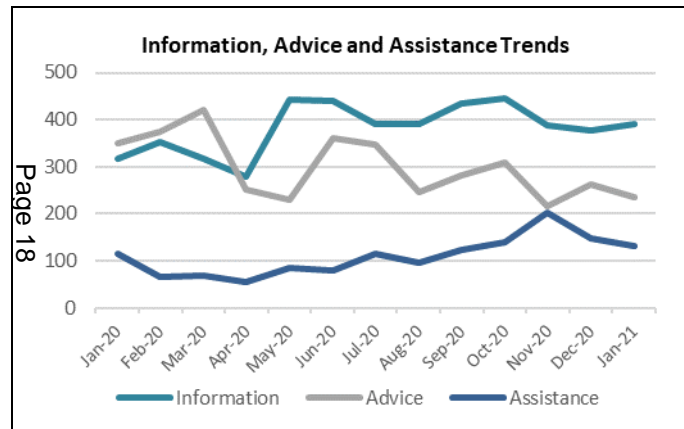
Children in Need of Care and Support

There are **511** (544) children in need of care and support. This is a **decrease of 33** from last month giving us a rate of **109** Per 10,000.



Wellbeing

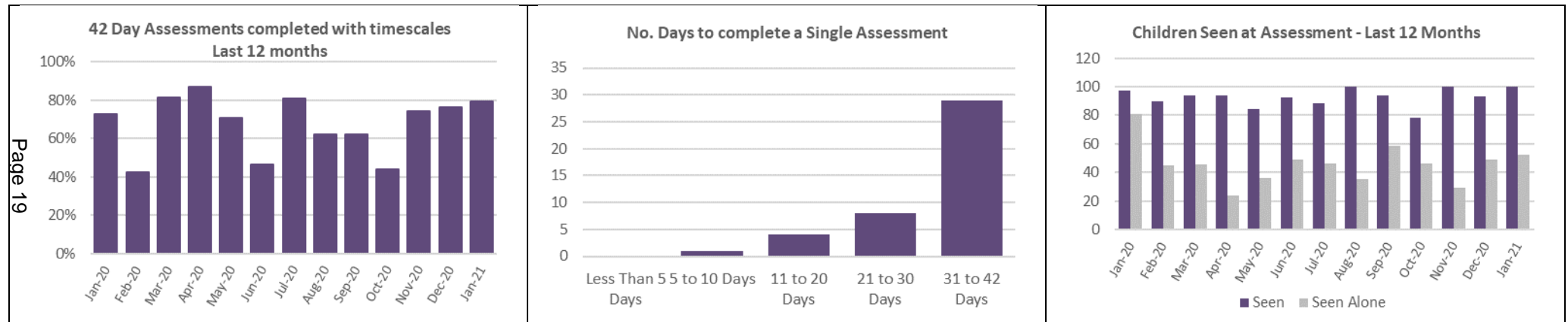
Measure / Metric	Result	Target	What's Good?	Status
The number of contacts received by the service – instances of Information, Advice, Assistance or Assessment :	813 (851)		Low is Good	
The percentage of these contacts that were passed on for formal assessment :	56, 6.89% (64, 7.52%)	10%	Low is Good	
The percentage of these contacts that were diverted to other services :	28, 3.44% (36, 4.23%)		High is Good	
The number of repeat referrals in the month (where a referral is received within 12 months of a previous referral):	5, 8.93% (3, 4.69%)	Less than 15%	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Low percentage of contacts passed on for formal assessments, indicating that families were able to be supported without the need for statutory intervention. 	<ul style="list-style-type: none"> IIAA report that they are not having the same level of referrals from schools as they would usually expect. This may be as a result of lockdown restrictions, or contacts going direct to EHH. Schools reopening to young pupils in February may impact on the referrals and contacts to the service. 	<ul style="list-style-type: none"> The weekly referral meeting will review contacts to the service following the reopening of schools and will feed this back to POG as part of the weekly report.

Supported Care Planning - Assessments

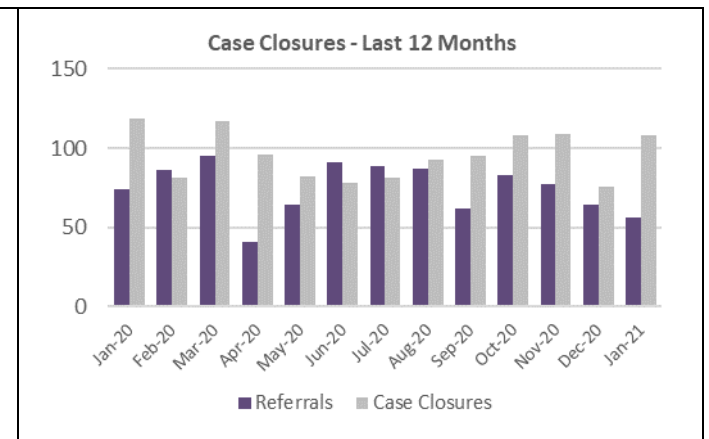
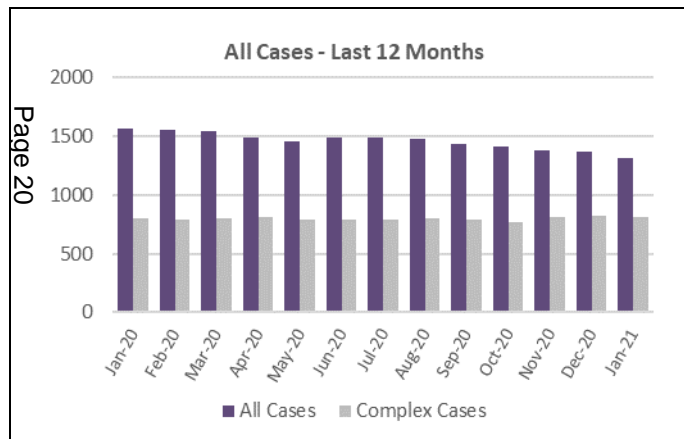
Measure / Metric	Result	Target	What's Good?	Status
Number of 42 day Assessments Carried out during the month:	53 (59)		Lower is Better	
The percentage of 42 day assessments carried out within timescales :	42, 79.25% (45, 76.27%)	90%	High is Good	
The percentage of Assessments where there is evidence the child has been seen by a qualified worker :	38, 100% (42, 93.33%)	More than 90%	High is Good	
The percentage of Assessments where there is evidence the child has been seen alone by a qualified worker :	20, 52.63% (22, 48.89%)	More than 65%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Assessment timescales continue to show gradual progress each month. The targeted support in this area is contributing to improving the timeliness of our response in assessing families. This has progressed despite low staffing issues in some areas. The SCP teams worked together to ensure families continued to be assessed and staff in the teams were supported. 	<ul style="list-style-type: none"> There continue to be staffing issues in some areas that may further impact on assessments over the coming months. 	<ul style="list-style-type: none"> SCP and Bays+ continue to offer support to fill the gaps with ongoing staffing issues until staff return.

Supported Care Planning – Planning, Reviews and Caseloads

Measure / Metric	Result	Target	What's Good?	Status
Number of Cases of Children needing Care and Support Managed by the Service at the end of the month:	1321 (1367)	1600	Lower is Better	
Of these, the percentage that represent complex cases (LAC, CP):	810, 61.32% (822, 60.13%)	65%	Higher is Better	
The number of cases closed to Child and Family Services during the month:	108 (76)		Higher is Better	
The percentage of reviews of Children in Need of Care and Support held during the month within prescribed timescales :			High is Good	
The percentage of CINCS allocated to a qualified worker at the end of the month:	428, 83.92% (457, 84.01%)		High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> We have continued to close a high level of cases with a continued reduction on overall caseloads. These are currently at the lowest they have been in the last 12 months. 		

Supported Care Planning – Children with a Disability

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



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

Supported Care Planning – Signs of Safety

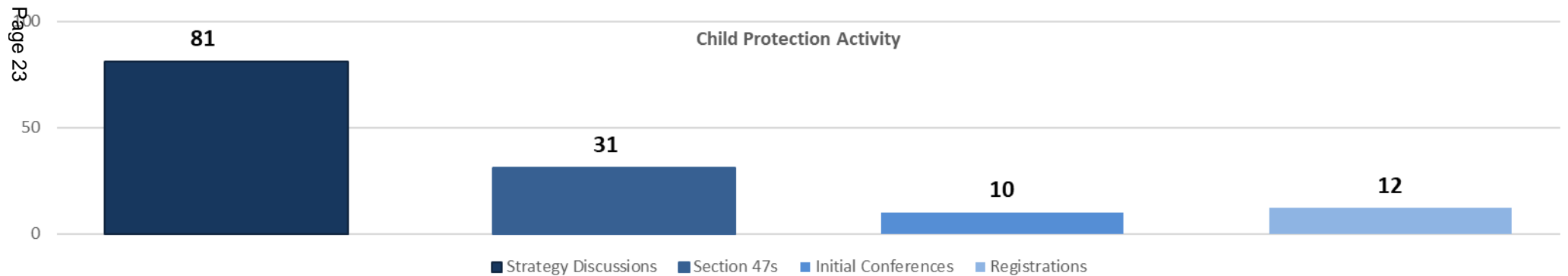
Measure / Metric	Result	Target	What's Good?	Status
Of the assessments completed during the month, the percentage that have Direct Work attached (Children over 5 Only) :	24, 37.50% <i>(23, 37.10%)</i>	75%	High is Good	
Of the Initial Conferences held during the month, the percentage where there is evidence that a Family Network Meeting has taken place:	4, 40.00% <i>(8, 44.44%)</i>	75%	High is Good	
Of the Conferences held during the month, the percentage where there is evidence of a child friendly explanation of the Safety Plan (Children over 5 Only) :	21, 67.74% <i>(9, 37.50%)</i>	75%	High is Good	
The percentage of Words and Pictures completed within 5 working days of a child becoming Looked After due in the month (Children over 5 Only) :	1, 50.00% <i>(1, 25.00%)</i>	75%	High is Good	
Of the Initial LAC Reviews held during the month, the percentage where there is evidence that a Family Network Meeting has taken place:	1, 25.00% <i>(0, 0.00%)</i>	75%	High is Good	

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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> There have been improvements in the timeliness of recording the use of the Signs of Safety metrics so that this is evidenced in the performance reports produced 		

Safeguarding – Child Protection Activity

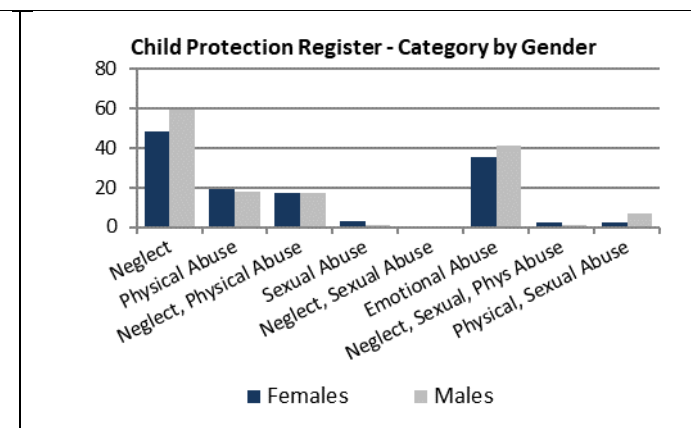
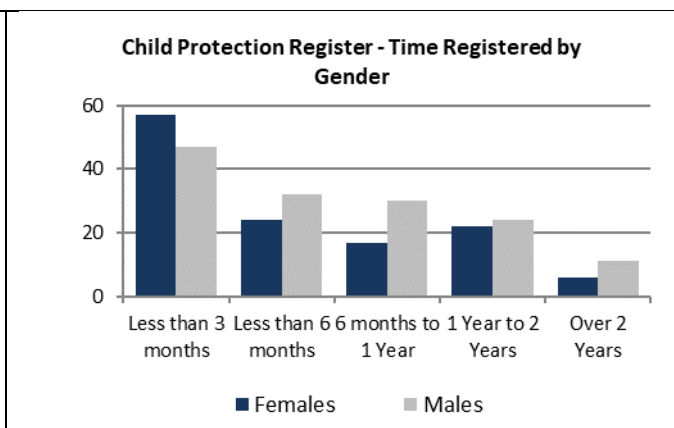
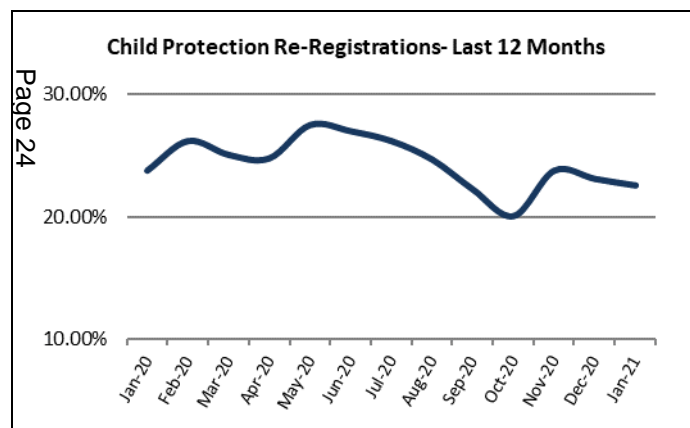
Measure / Metric	Result	Target	What's Good?	Status
The total number of children added to the Child Protection Register in the month:	12 (26)		Low is Good	
The re-registrations of children to the child protection register during the month within 12 months from the end of the previous registration:	1, 8.33% (0, 0.00%)	< 20%	Low is Good	
The total number of children removed from the Child Protection Register in the month:	23 (18)		Higher is Better	
The Percentage of Initial Conferences held in timescales during the month:	8, 80.00% (21, 100%)	100%	High is Good	
The percentage of Initial Core Group Meetings held within timescales during the month:	22, 100% (27, 81.82%)	90%	High is Good	
The percentage of visits to children on the Child Protection Register that were on time or not overdue:	239, 88.19% (260, 95.59%)	90%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
	<ul style="list-style-type: none"> • There have been 2 initial conferences held out of timescales. These were 1 day over timescales as a result of a date error. • The percentage of visits to children on the register has reduced. Staff in teams where there has been low staffing have expressed difficulties in getting recordings on the system as a result of supporting with other work. 	

Safeguarding – Reviews and Allocations

Measure / Metric	Result	Target	What's Good?	Status
The percentage of children on the Child Protection Register that have been registered previously :	61, 22.59% (65, 23.12%)	Less than 20%	Low is Good	
The length of time on the Child Protection Register for those children removed during the month:	232 days (379 days)	Range of 100-300	180-270 is Optimal	
The percentage of Review Conferences held on time during the month:	78, 100% (47, 100%)	100%	High is Good	
The percentage of children de-registered in the month who were de-registered at the first review :	8, 34.78% (3, 16.67%)	< 15%		
The percentage of children on the Child Protection Register, plus those to be registered at birth, allocated to a qualified worker at the end of the month:	276, 100% (288, 100%)	100%	High is Good	

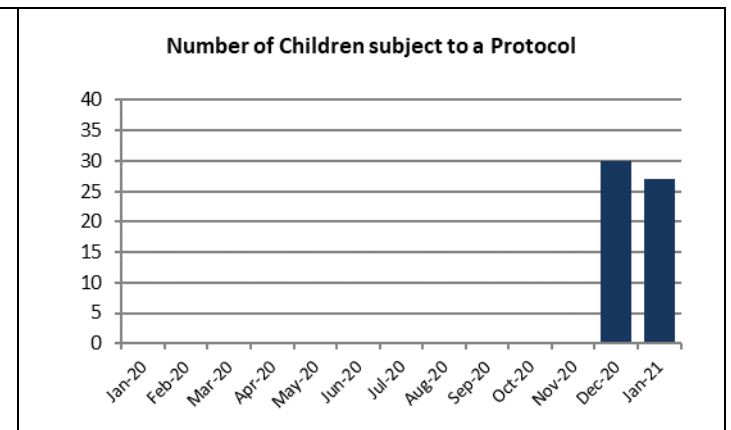
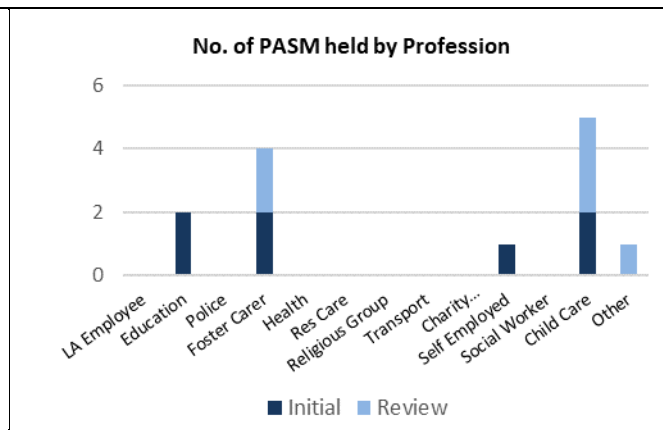
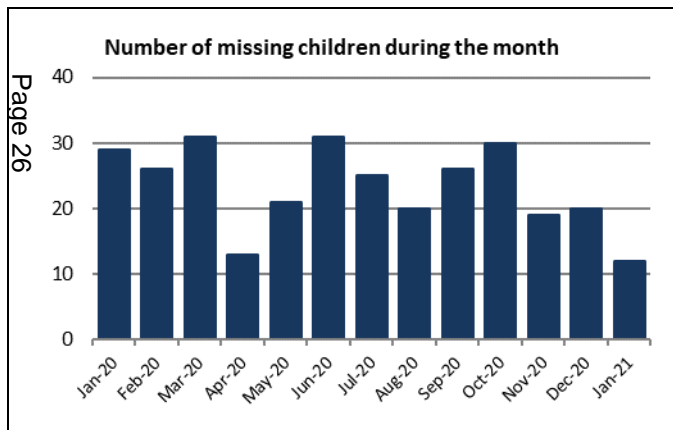


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> The weekly safeguarding review of child protection activity has identified excellent examples of family work during the CP process. The number of children on the register has reduced. 	<ul style="list-style-type: none"> There have been a number of children de-registered at the first review. These have all been reviewed at the weekly multi agency review meetings. 	<ul style="list-style-type: none"> Weekly meetings will continue to take place to review child protection involvement with families. Trends and themes from this will be feedback to the PO group for learning and development by end of March.

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Staff have given positive feedback from the weekly review meetings in helping to develop practice around CP work with families. 		

Safeguarding – CSE, Missing Children and Professional Abuse

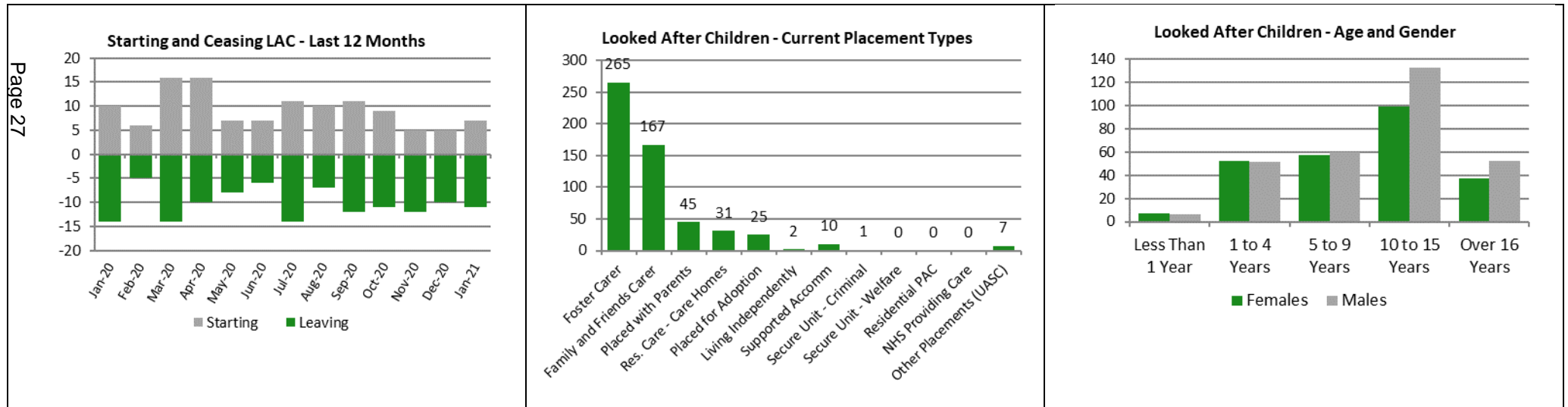
Measure / Metric	Result	Target	What's Good?	Status
The number of children subject to a protocol at the end of the month:	27 (30)	No Target Set	Lower is Better?	
The number of Strategy Discussions where exploitation or missing concerns have been a factor during the month:	9 (18)	No Target Set		
The number of episodes of children going missing or absent without authority from home during the month:	19 (35)	No Target Set	Lower is Better	
The number of children that these episodes related to:	12 (20)	No Target Set	Lower is Better	
The number of Professional Abuse Meetings held during the month:	13 (4)	No Target Set	Low is Good	



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

Permanence – Looked After Children

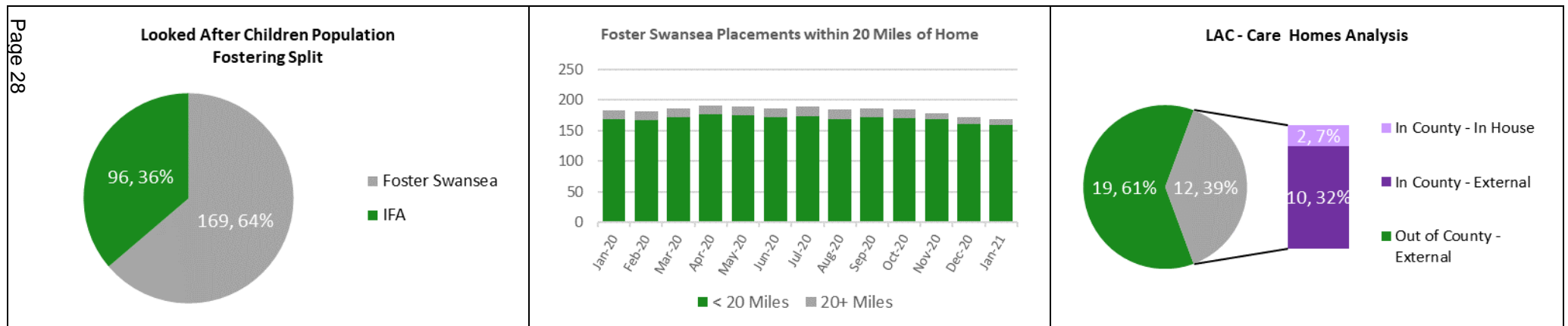
Measure / Metric	Result	Target	What's Good?	Status
The number of children becoming looked after during the month:	7 (5)	<10	Low is Good	
The number of children ceasing to be looked after during the month:	11 (10)	>10	Higher is Better	
The percentage of children becoming looked after during the month who had a completed Care and Support plan within 10 working days of becoming LAC:	X, XX% (X, XX%)	100%	High is Good	
The percentage of LAC Statutory Visits in the month that were completed or not overdue:	483, 92.00% (491, 92.47%)	90%	High is Good	
The percentage of Looked After Children allocated to a qualified Social Worker:	553, 100% (557, 100%)	100%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> We are continuing to see a reduction in the number of children who are looked after. The Safe LAC reduction strategy remains ongoing with embedded systems and processes in place to progress children's permanence plans. 		

Permanence – Reviews and Placement Stability

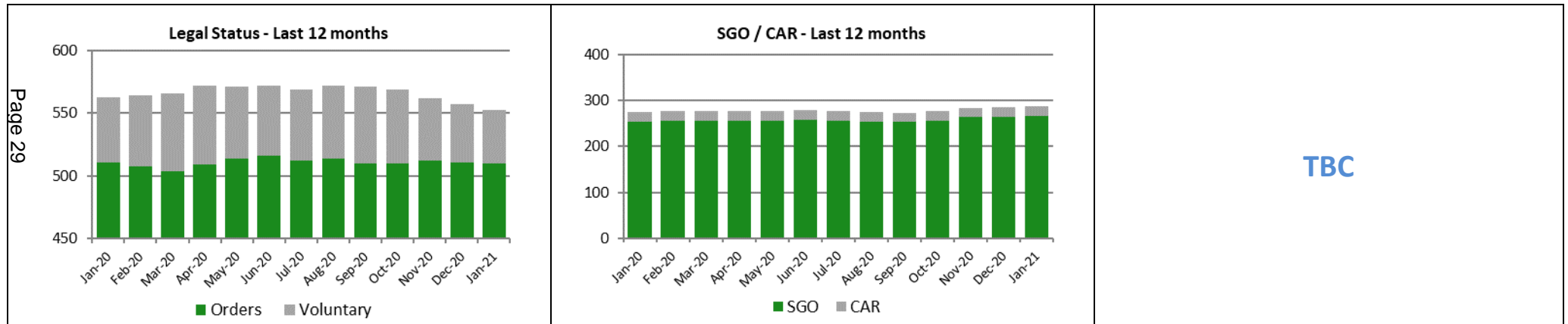
Measure / Metric	Result	Target	What's Good?	Status
The number of LAC Reviews Carried out during the month:	116 (135)	No Target Set	High is Good	
The number of LAC reviews that were completed within statutory timescales:	116, 100% (135, 100%)	100%	High is Good	
The percentage of 4 month LAC reviews which had a plan for permanence:	6, 85.71% (8, 100%)	100%	High is Good	
The percentage of PEPs received within 20 school days of becoming looked after:	0, 0.00% (X, X%)	100%	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:	33, 5.97% (42, 7.54%)	Less Than 12%	Lower is Better	
The number of children/Young People residing in Bed and Breakfast at any time during the month:	0 (0)	Zero	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Placement stability remains strong 		

Permanence – Leaving Care

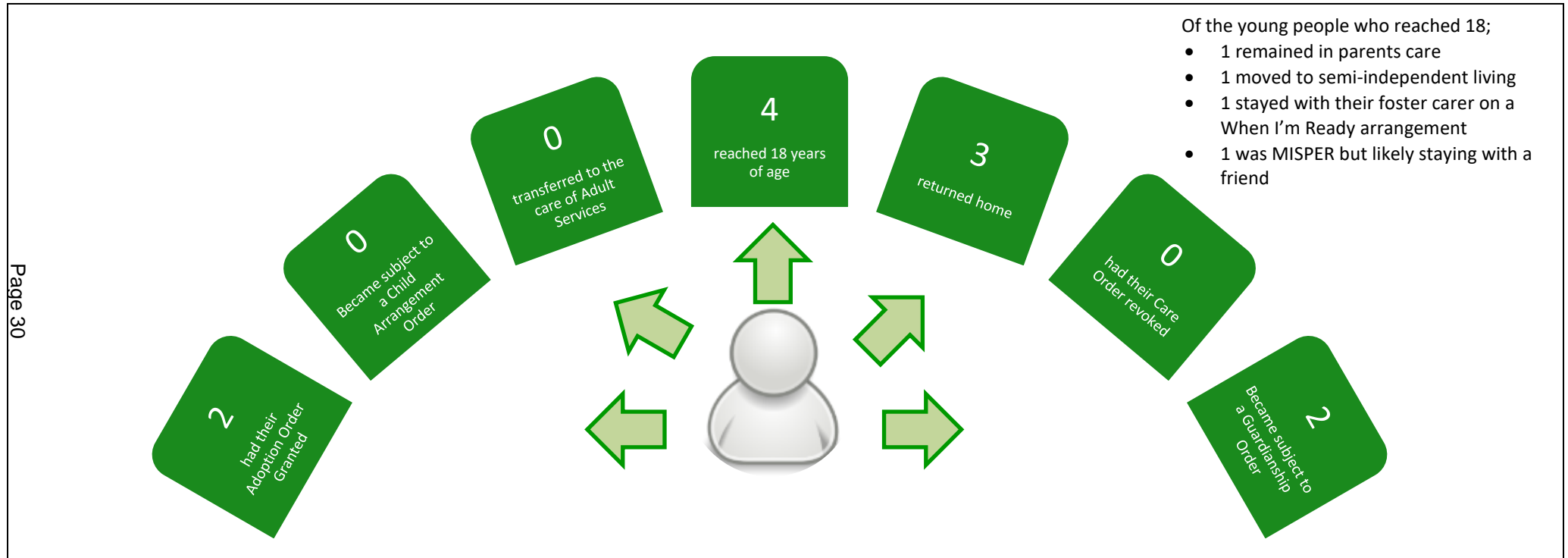
Measure / Metric	Result	Target	What's Good?	Status
The number of cases managed under Special Guardianship Orders and Child Arrangement Orders at the end of the month:	287 (285)	No Target Set	Range of 250-300	
The number/percentage of young people becoming category 2-4 during the month who have an up to date Pathway Plan:	5, 100% (2, 100%)	100%	High is Good	
The number/percentage of young people becoming category 2-4 during the month who have an allocated personal adviser:	5, 100% (2, 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:	3, 60.00% (4, 80.00%)	No Target Set	High is Good	
The number of young people presenting as homeless during the month:	7 (2)	No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Homelessness data collected by Bays+ evidences positive outcomes achieved for young people presenting to the service 		

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:	759, 57.46% (810, 59.25%)	75%	High is Good	
The percentage of children returning home from care during the month:	5, 45.45% (8, 80.00%)	55%	High is Good	

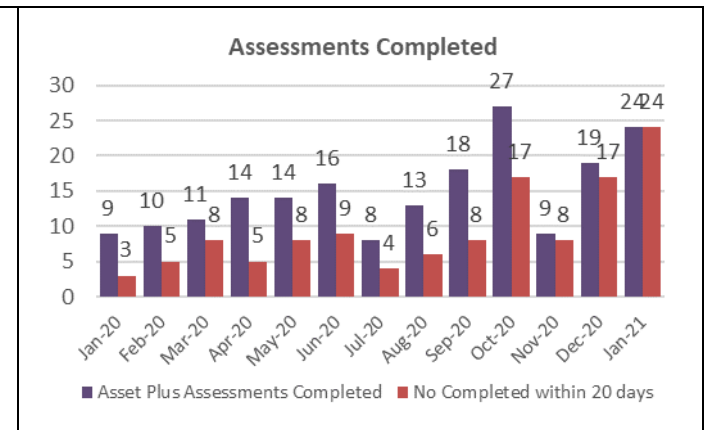
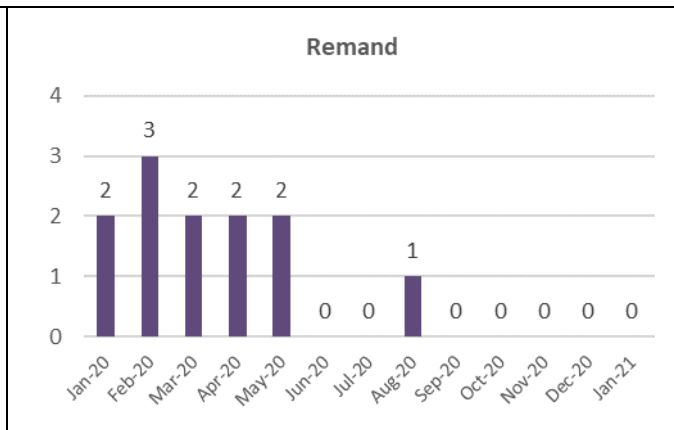
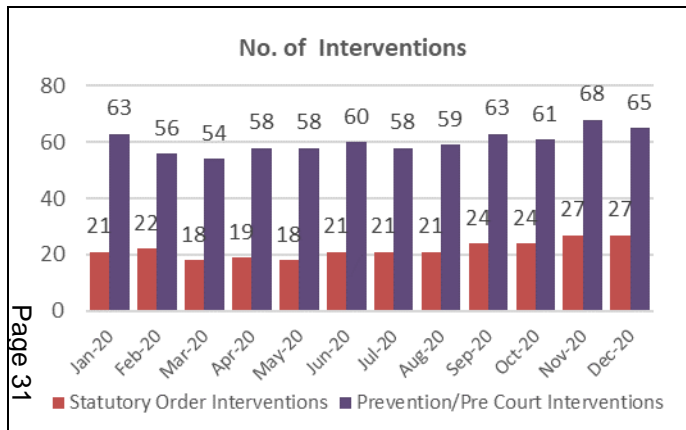


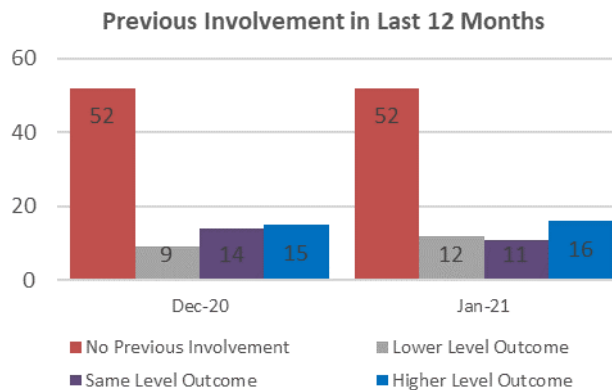
What is working well?	What are we worried about?	What do we need to do?

Youth Justice Service

Measure / Metric	Result	Target	What's Good?	Status
Total number of Young People open on an Intervention:	91		Lower is Better	

	(92)		
Number of Young People on Remand:	0 (0)		Low is Good
Number of Asset Plus Assessments completed in the month:	24 (19)		
Number of Asset Plus Assessments completed within 20 days:	24 (17)		Higher is Better
Number of Supervisions that took place in the month:	25 (27)		





What is working well?

- In January, 24 Asset Plus Assessments were undertaken, all were completed within the 20 day timeframe. This evidences a further improvement in this area of work.
- The graph shows no young people on remand on the last day of the month in January.
- Open interventions – In previous reports it has not been possible to include data on young people who are supported by the service beyond their statutory orders (voluntary support). This has been due to the way this information was recorded. This has changed and have added to the data in open statutory orders (graph 1). In January 7 young people were open under voluntary support. These are young people who require a slightly longer exit strategy to ensure that transitions or specific pieces of work are completed prior to closure.
- The final graph outlines the data on young people open to the service and whether they have previously been known and are open on Orders at a higher, lower or same level as previous involvement (over the 12 month period from the start date of current Order). It

What are we worried about?

- Quality of assessments still requires some work. Seniors are, in some cases, continuing to provide a high level of support to ensure assessments are completed to the required standard.
- One young person was remanded during the month for 18 nights. Prior to their remand they were subject to a secure placement, however the Court made the decision, due to offences committed, that a criminal remand was required.
- A number of young people currently open have had previous involvement with the service and of these 16 have received a higher level outcome.

What do we need to do?

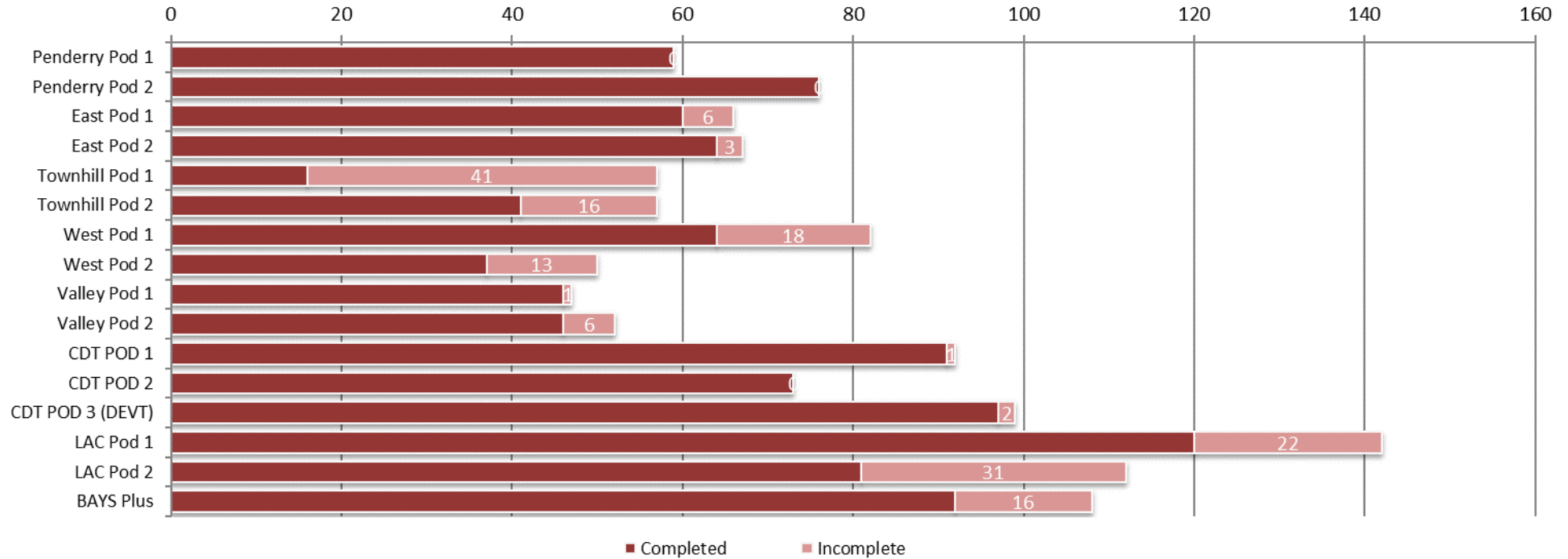
- Continued monitoring of assessment quality through the QA process. Continued monitoring of timeframes to ensure the improvements made are maintained.
- Continue to work closely with the Courts and partner agencies to ensure that where there is risk of remand/custody all options for working with young people, safely in the community are able to be explored.
- Where it is determined that a young person requires additional support from the service, this is maintained within as short a timeframe as possible. In some instances, where young people are on the periphery of re-offending consideration will be given to longer periods of support.
- Review involvement with some of the young people who have remained or returned to the service to consider how effective previous interventions were. Consider whether there is any learning from this. An audit plan for the

What is working well?	What are we worried about?	What do we need to do?
<p>is positive that 52 young people known to the service had no previous or no involvement within that 12 month period.</p>		<p>year is being developed which will include a review of a sample of these young people.</p>

Quality – Case and Personal Supervision

Measure / Metric	Result	Target	What's Good?	Status
The percentage of children in need of Care and Support whose cases were reviewed during the month:	1063, 85.79% <i>(1024, 81.85%)</i>	90%		

Case Supervision SCP

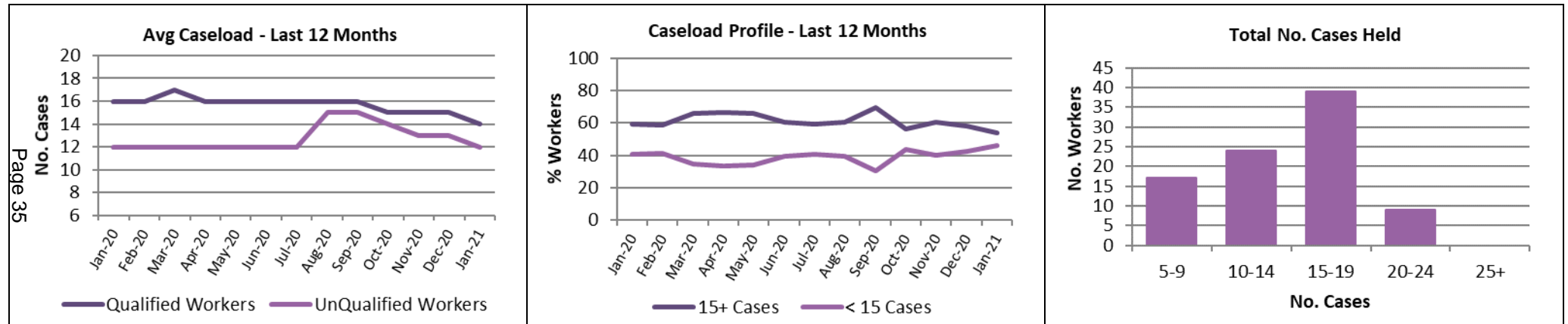


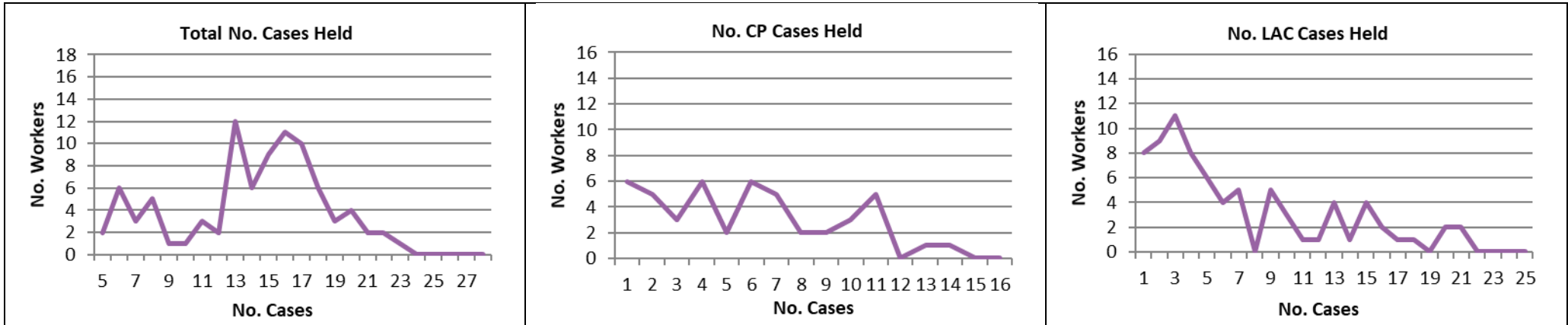
Page 34

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Supervision levels are showing as improved with some teams undertaking all supervisions. 	<ul style="list-style-type: none"> Teams where there have been staffing issues have struggled to record their supervisions in time. 	

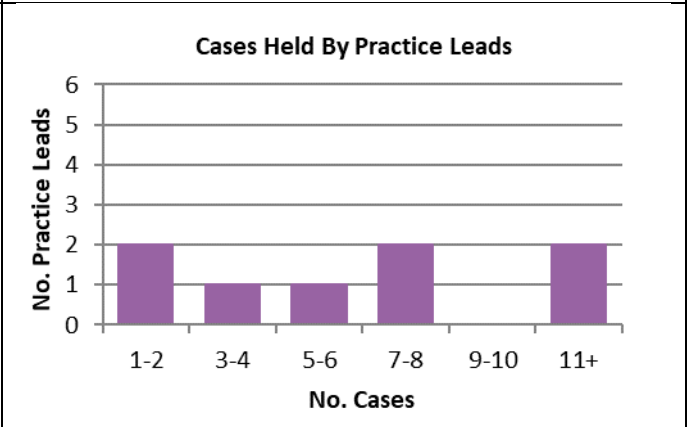
Case Management

Measure / Metric	Result	Target	What's Good?	Status
Number of Cases of Children needing Care and Support Managed by the Service at the end of the month:	1321 (1367)	<1600	Low is Good	
Average caseload of Qualified Workers:	14 (15)	<15	Lower is Better	
Average caseload of Unqualified Workers:	12 (13)	<15	Lower is Better	
The percentage workers (qualified and unqualified) holding 15+ cases:	53.93% (57.78%)	No Target	Lower is Better	





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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Average caseloads for all workers has reduced slightly in January. 	<ul style="list-style-type: none"> Some practice leads are holding cases on a short term basis due to staffing issues. 	

Agenda Item 8



Report of the Cabinet Member for Children's Services Child and Family Services Scrutiny Performance Panel – 24 March 2021

Service Quality Unit Annual Report

Purpose	To present the Service Quality Unit's Annual Report
Content	<p>The Annual Report is an analysis of the activity within the Service Quality Unit (SQU) in Swansea Local Authority. It provides an overview of the Service, as well as Child Protection Conferences, and Looked after Children Reviews.</p> <p>In addition, this report focuses on the data from the Quality Assurance Monitoring forms, Participation, PEP'S Health assessments, life journey work, Advocacy and the Dispute Resolutions Protocol</p>
Councillors are being asked to	Consider the report as part of their routine review of performance in Child and Family Services.
Lead Councillor(s)	Cllr Elliott King, Cabinet Member for Children's Services
Lead Officer(s)	David Howes, Director of Social Services Julie Davies, Head of Child and Family Services
Report Author	Alison Mathias, Team Manager, Service Quality Unit 01792 635180 Alison.mathias@swansea.gov.uk

Service Quality Unit

ANNUAL END OF YEAR REPORT 2019-2020

ALISON MATHIAS (TEAM MANAGER), PHILIPPA DENDLE (ASSISTANT TEAM MANAGER) & RACHEL MEADER (PERFORMANCE HUB)

CITY & COUNTY OF SWANSEA

Introduction

This Annual Report is an analysis of the activity within the Service Quality Unit (SQU) in Swansea Local Authority between 1st April 2019 and 31st March 2020. It provides an overview of the Service, as well as our Child Protection Conferences, and Looked after Children Reviews. In addition, this report focuses on the data from the Quality Assurance Monitoring forms, Participation, PEP'S Health assessments, life journey work, Advocacy and the Dispute Resolutions Protocol. We have provided some information whilst in the period of the Coronavirus Pandemic to highlight some of the work the service has undertaken to assist the LA in its Safe LAC Reduction Strategy.

This report is produced in order to provide an annual overview of the SQU team activity for the Scrutiny of the Corporate Management Team. It provides an opportunity to highlight areas of good practice, areas of improvement and emerging themes and trends to help focus on service development in the coming twelve months within the Service Quality Unit.

Team Profile

The team consists of a Manager, Assistant Manager, 9 full time staff and 5 part time staff.

To support the team, there is a Team Clerical Officer, a supervisor, 2 ½ LAC admin workers and 4 ½ conference secretaries.

Average caseloads

The Practice Standards and Good Practice Guide, commissioned by Welsh Government sets out the way in which the Independent Reviewing Officer (IRO) should monitor, review and support the child/young person's Care and Support Plan.

It also sets out the responsibilities a Local Authority has in ensuring the IRO is able to carry out their work. This has impacted on the IRO workload in Swansea and we have been proactive in working hard to keep caseloads more manageable to achieve these requirements.

An average full time IRO caseload is 50 Looked after Children cases and 20 Child Protection Families (total average caseload of 70).

Last Year's Work Programme for 2019/20

- To undertake a review of Swansea Looked after Children Reviews to promote the voice of the child and 'what matters' to them, how life journey work continues through our involvement and trajectories to support our Safe LAC Reduction Strategy. This review had a Project Lead to help us add value to our current processes and engage Children and Young People. This involved developing documents on a digital platform, the development of an exit questionnaire, as well as the development of the IRO profile. All this work will be undertaken in consultation with children/young people.
- To revisit the pilot scheme of Children post 18 and Category 2 leaving care status, who remain vulnerable; have limited safety network and are experiencing high risks preventing permanence and stability. The aim is to continue to support them with an IRO reviewing their Care and Support Plan to offer some consistency and help and support them to achieve their potential and better outcomes.
- To revisit our dispute resolution protocol to include Child Protection and LAC.
- To review and evaluate the Swansea Child Protection Conference Process.
- To work with Bedford University around the Contextual Safeguarding Risk to develop the Swansea Child Exploitation process and practice on Extra Familiar Risk.

Progress in delivering the 2019/20 work programme

- We continue to focus on our children in care and how we can improve on their experiences through the LAC review processes. The Coronavirus and our ability to consult with young people and children on 'what matters' to them has impacted this work. We arranged a multi-agency participation day to work with young people to seek their views and the findings of this day were to form the basis of our programme of work and what our processes might look like. We recommended to SMT that we wanted to consult virtually using tools like a questionnaire that we developed; however, this was not agreed. We intended to link our thinking with the work completed by the LAC Team, which has also been delayed due to the Coronavirus pandemic.
- A review was carried out on the Child Protection Conference Process. The outcome was that we will continue to manage our conferences using the Signs of Safety methodology and that there would be a verbatim set of minutes to accompany the mapping.

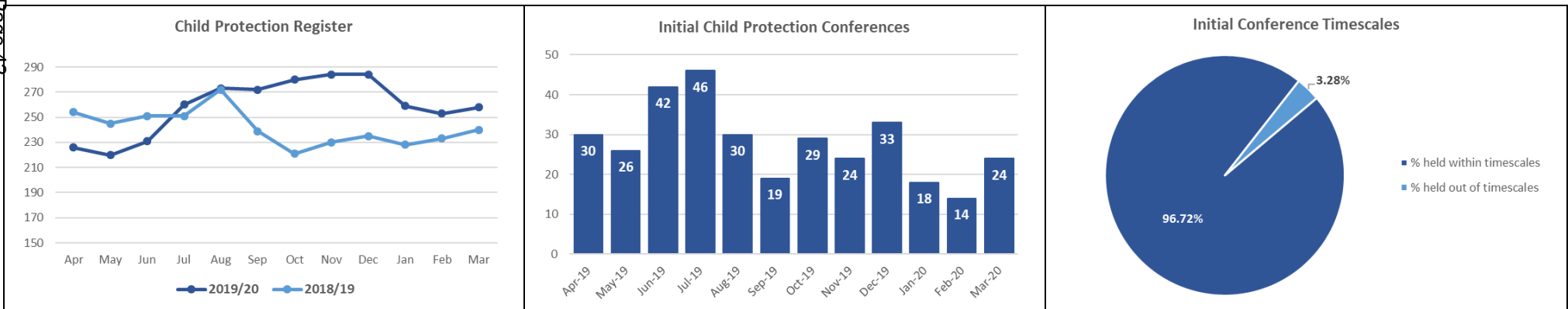
In addition, the review highlighted the need for us to undertake a qualitative audit of our conference minutes for a set period to develop practice across the service.

- From working with the Practice Lead for CSE, we identified the need for reviewing and monitoring young people experiencing CSE and CE in a more effective way. This involved researching various models and visiting other Authorities and as a result, we developed the C-MET process map and practice guidance which has been taken forward by the Safeguarding Hub. We worked alongside the CSE lead to develop processes in reporting and capturing themes and trends and data in relation to children experiencing Exploitation. The work with the Bedford University around contextual safeguarding has moved to the operational social work teams.
- We continue to work with the Bays and Barnardos service in supporting to review the Care and Support Plans for young people who are vulnerable, display risky behaviour or lack a family support network. These can be Category 2 care leavers or post 18 adults to help develop stability and permanency. This support is on an individual needs basis via a discussion in the Transitional Operational Group. This year we hope to add the learning from the young people and adults we are currently supporting to drive forward a service that reviews post 18 children and Category 2 care leavers where there is a need.
- We continue to use our dispute resolution protocol however, the review of this document (including Child Protection and LAC) has been delayed due to a number of competing pressures. Our plan is to prioritise this before the end of next year and be endorsed in SMT.
- Our department has been leading the way in Wales by using an innovative LAC savings scheme to give care-experienced children in Swansea a better chance of thriving in adulthood. The new savings scheme was launched last year to enable £5 per week to be set aside by internal and external care providers. I thought it is helpful to share that between the 6th October 2019 to 31st October 2020, we have deducted £91,992.14 from all carer's allowances to contribute into our children in our care saving schemes. It is saved safely and securely for Looked after Children and after 12 months, placed in a junior ISA Account tax-advantaged saving policy instigated by the Government but managed by registered charity The Share Foundation. If at any time children/young people leave care, the money is distributed to the caregiver with PR or directly to the young person if they leave care when the reach 18.

Total Number of Child Protection Conferences

Measure	Result 2019/20	Result 2018/19
The number of children on the Child Protection Register at the end of the year;	258	240
The total number of registrations to the Child Protection Register during the year;	334	329
The total number of Initial Child Protection Conferences carried out during the year; (excludes Transfer-In Conferences)	335	335
The percentage of Initial Child Protection Conferences that were completed within timescales ; (excludes Transfer-In Conferences)	96.72% (324)	97.01% (325)

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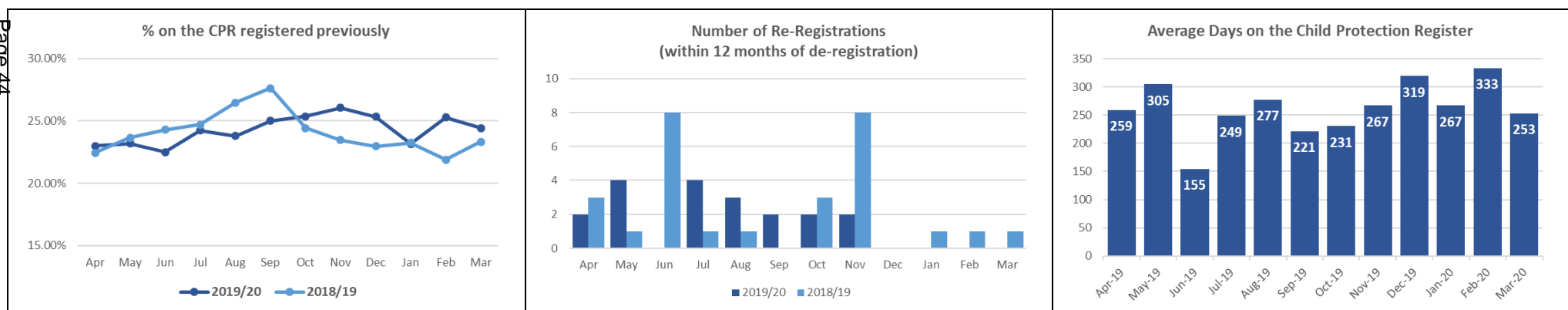
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> An audit of 23 ICPC cases, looking at ISD and S47. Concluded that 12 were right to come to conference at the time they did. The others might have 	<ul style="list-style-type: none"> There is an increase in the number of children on the child protection register. 	<ul style="list-style-type: none"> We need to work to achieve all conferences held within timescales.

<p>benefited from an assessment being undertaken and slowing down thinking.</p> <ul style="list-style-type: none"> • There were 4 families where conference was not in timescales and the PO was made aware of these at the time. 	<ul style="list-style-type: none"> • It is not unusual to be busy in July as school's are closing for the summer, however there is an increase in December with a significant drop in referrals for Jan and Feb and we need to monitor this trend. 	<ul style="list-style-type: none"> • We need to monitor the increase of referrals in certain months to identify any trends or themes via the weekly performance meeting. • Discussions with SCP managers will allow us to slow our thinking down and consider completing a single assessment first. • We need to participate in the weekly performance meetings, which are due to be set up to look at thresholds into the service.
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Total Number of Re-Registrations and Categories

Measure	Result 2019/20	Result 2018/19
The percentage of children on the Child Protection Register at the end of the year, that have been registered previously;	24.42% (63)	23.33% (56)
The total number of children on the Child Protection Register during the year, that have been registered previously within 12 months from the end of the previous registration;	19	28
The average time on the Child Protection Register for those children de-registered during the year;	264 Days	238 Days
The number of registration categories changed during the year; (The category changed most frequently during the year was Neglect to Emotional Abuse (12))	46	12

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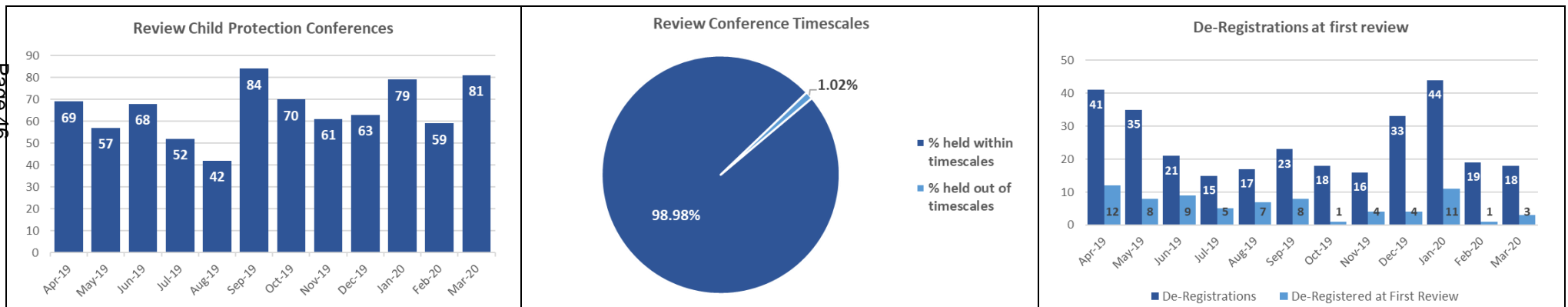
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> We are pleased there is a reduction in re-registrations within 12 months that were previously registered. 	<ul style="list-style-type: none"> There is an increase of children previously registered, which needs to be monitored. 	<ul style="list-style-type: none"> We need to audit neglect cases, which have changed to the category of emotional abuse to identify any themes.

<ul style="list-style-type: none"> • It is pleasing chairs have developed their skills around types of abuse children are experiencing and confident in changing categories. 	<ul style="list-style-type: none"> • Children remaining on the CP register may be due to Covid influencing in March when we did not remove children's names from the register as a temporary measure. • It could be argued that assessments and conference reports are not robust enough to be specific on types of abuse that the child/YP is experiencing. 	
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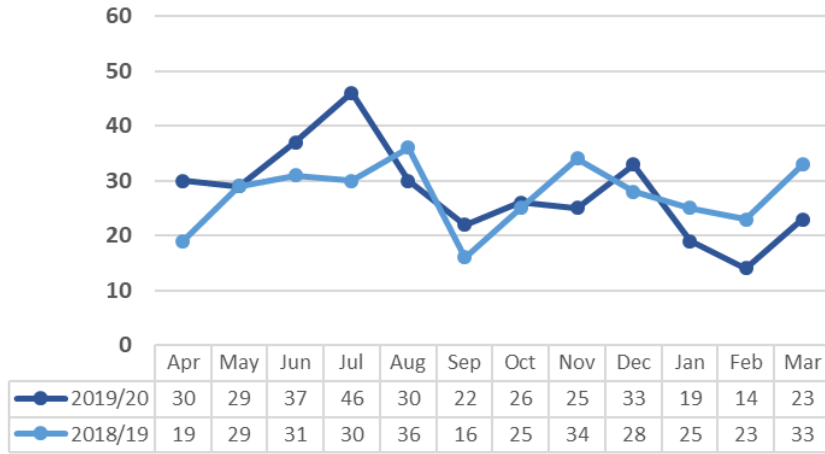
Total Number of Review Child Protection Conferences

Measure	Result 2019/20	Result 2018/19
The total number of Review Child Protection Conferences carried out during the year;	785	749
The percentage of Review Child Protection Conferences that were completed within timescales;	98.98% (777)	99.07% (742)
The total number of de-registrations from the Child Protection Register during the year;	316	343
The percentage of children de-registered during the year who were de-registered at their first review; (excludes de-registrations due to the family moving out of area)	24.33% (73)	28.61% (95)

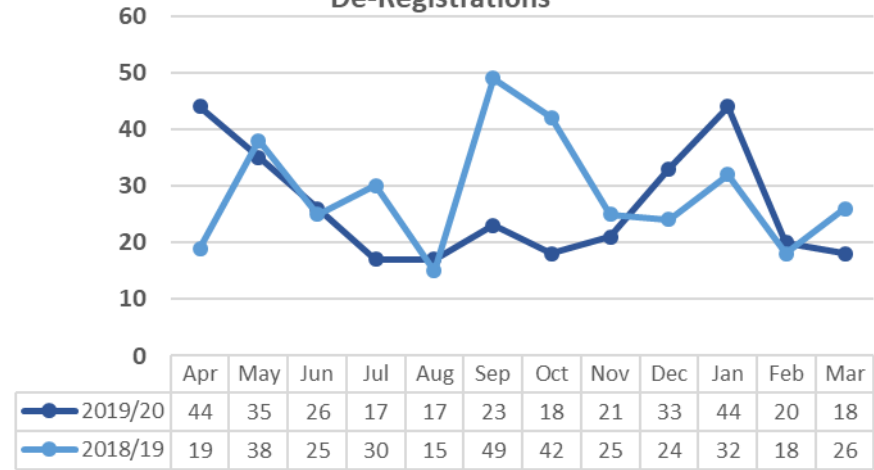
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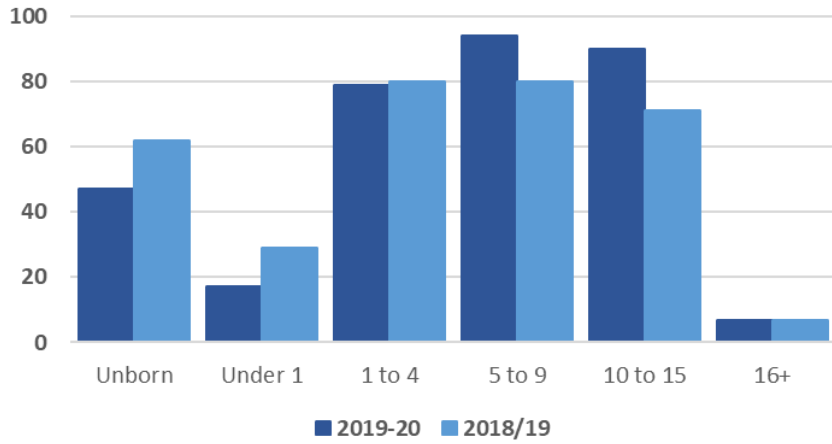
Registrations



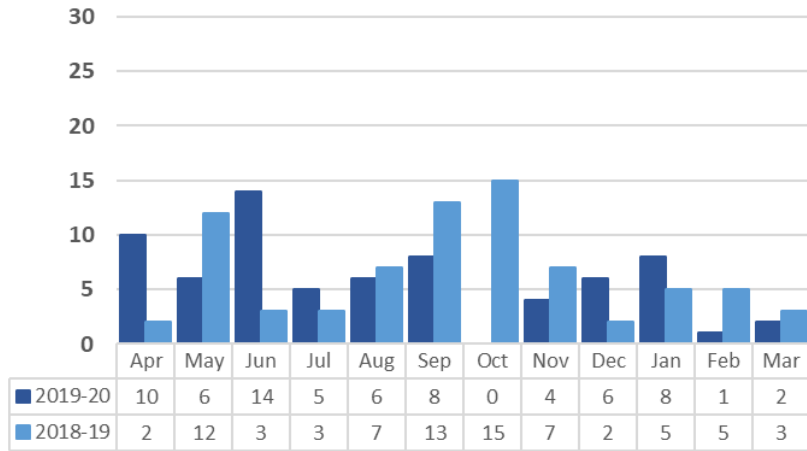
De-Registrations



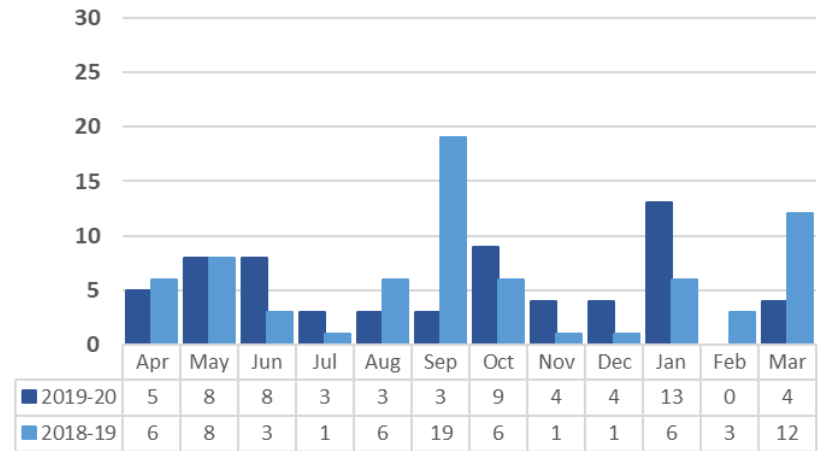
Age At The Time of Registration



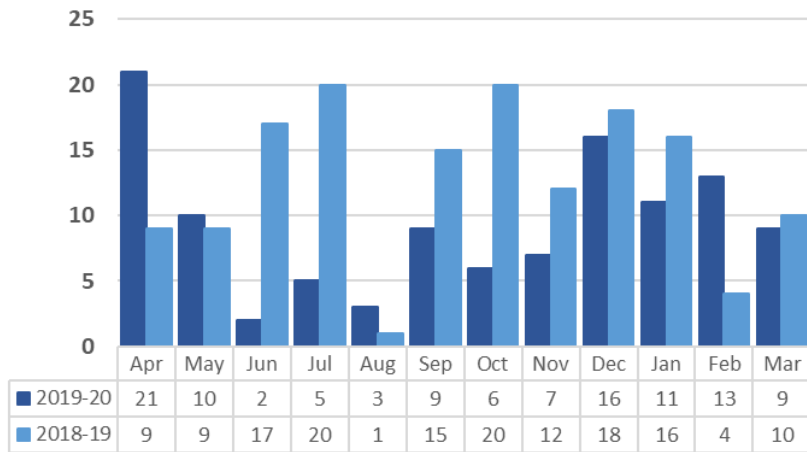
Children Registered For Less Than 3 Months



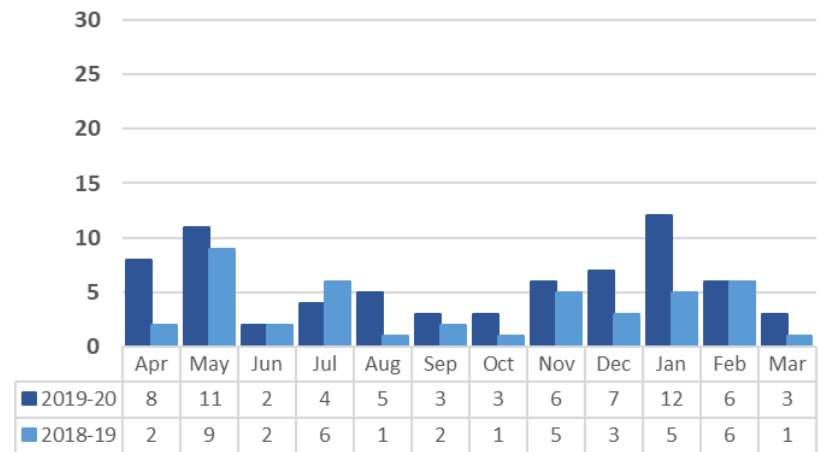
Children Registered For Between 3 & 6 Months



Children Registered For Between 7 & 12 Months



Children Registered For More Than 1 Year



What is working well?

- Work has been undertaken with the CP chairs to advocate for not de-registering at the first child protection review unless court orders are in

What are we worried about?

- De-registration at first review is a worry and these have been audited to confirm if threshold for conference was met. Some of these were large family groups where the LA obtained

What do we need to do?

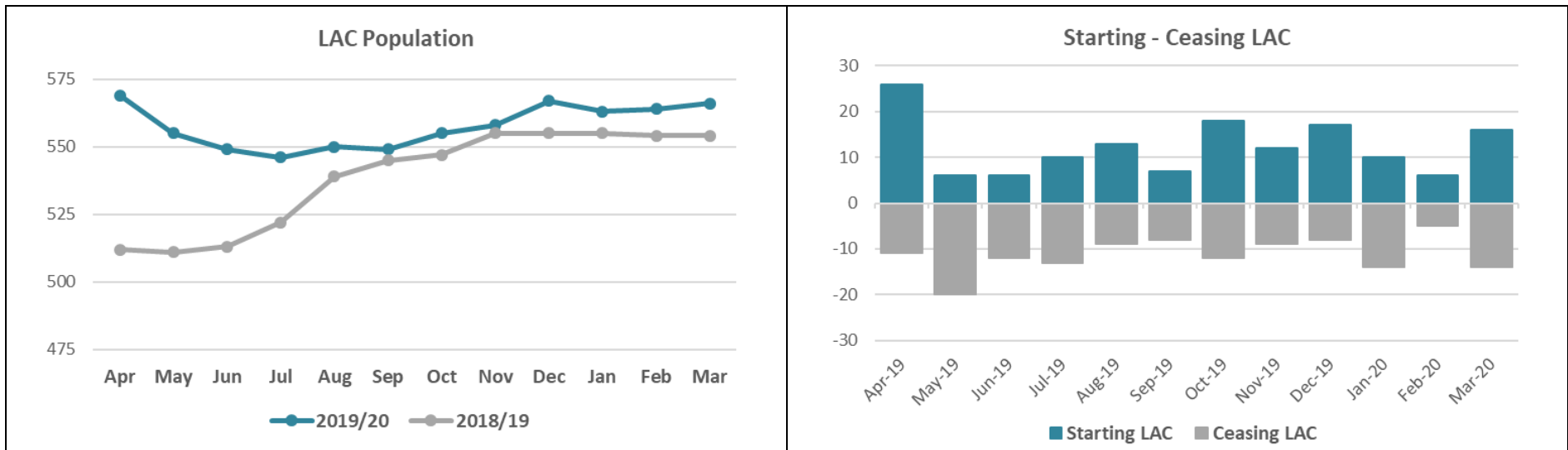
- We need to continue to improve timescales on CP reviews.
- Continue to ensure appropriate and timely de-registrations take place.

<p>place or child/YP enters the care system.</p>	<p>court orders, however some could have benefited from slowing thinking down via an assessment.</p> <ul style="list-style-type: none"> • There is a reduction in referrals for children under one and unborn and this needs to be carefully monitored. • There is an increase in children and young people 5-15 being referred to conference. 	<ul style="list-style-type: none"> • We are working to develop a new process on CP threshold and referrals made into the conference unit. • We are working with the CP chairs on analysis and rational for de-registrations. • We need to continue to undertake qualitative audits on all cases coming to CP conference especially the age range between 5-15 and share the findings with SCP.
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Total Number of LAC Reviews

Measure	Result 2019/20	Result 2018/19
The Looked After Children population at the end of the year;	566	554
The total number of children who became Looked After during the year;	147	172
The total number of children who ceased LAC during the year;	135	140

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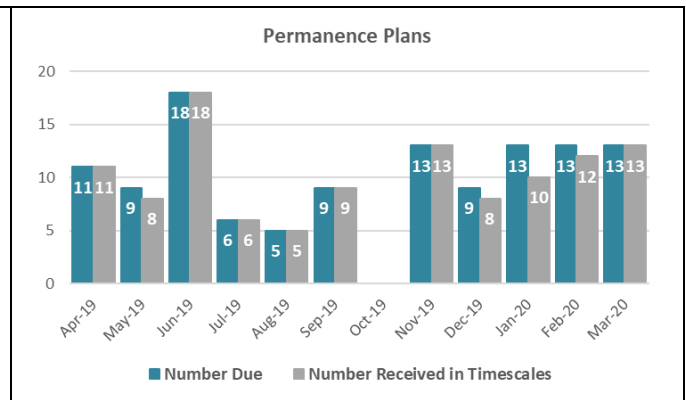
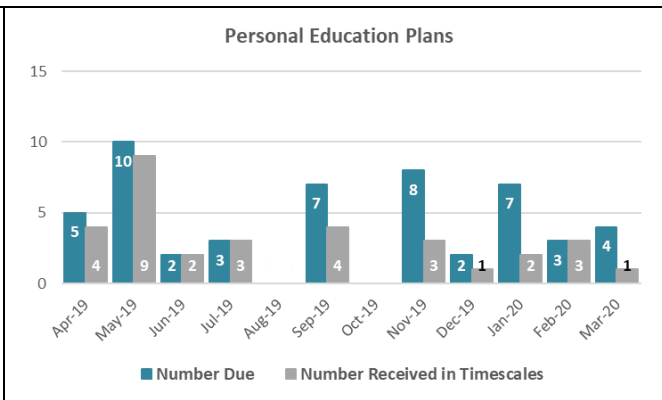
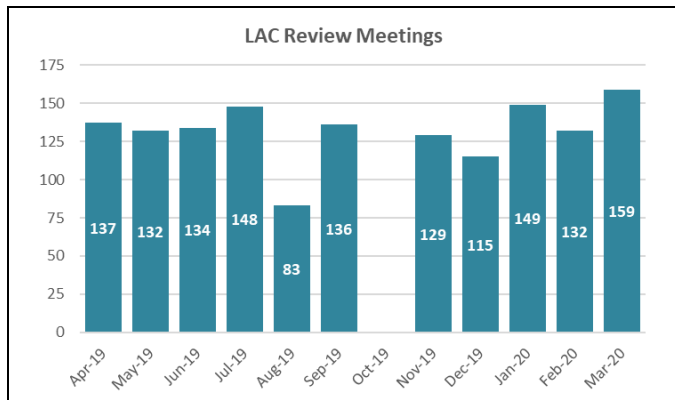


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> We are pleased the amount of children becoming LAC has significantly dropped. 	<ul style="list-style-type: none"> Our overall LAC numbers have increased. 	<ul style="list-style-type: none"> Continue to work within the safe LAC reduction policy.

	<ul style="list-style-type: none"> Less children have ceased LAC by end of the year. 	<ul style="list-style-type: none"> Ensure our children have timely plans for permanency and trajectories. Continue to be an active member of internal panels to share practice and offer advice and support to social worker to help build a stronger workforce and achieve better outcomes for children and young people.
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Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews carried out during the year;	1454	1584
The percentage of LAC Reviews that were completed within timescales;	99.79% (1451)	99.31% (1573)
The percentage of PEP's received within 20 school days of a child becoming looked after;	62.75% (32)	43.28% (29)
The percentage of children who had a permanence plan at their 4 monthly review;	94.96% (113)	93.29% (139)

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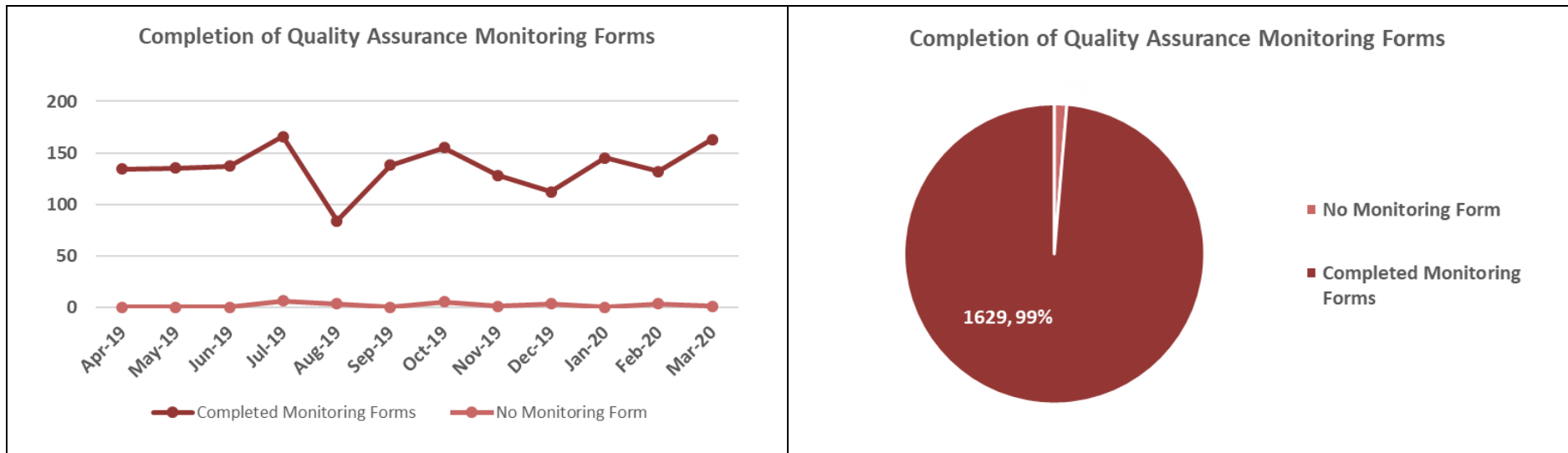
What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> • Despite the challenging times, we ensure that children have received timely LAC reviews within the timescales set by the IRO standards. • There has been a continued improvement in terms of the PEPs being completed. • A high number of children continue to have a plan for permanence post the second review. The small number of young people who did not were post 16 and Asylum seeking young people. 	<ul style="list-style-type: none"> • PIT received no performance data in October 2019 due to lack of admin support. 	<ul style="list-style-type: none"> • We continue to work with LAC Education on obtaining the PEPs in a timely way. • Continue to maintain and work on achieving 100% plans for permanency for all children and young people and monitor this closely.

IRO Monitoring

When collating the information recorded in the Quality Assurance Monitoring Form (QAMF) it became apparent that the number of LAC Reviews recorded on a monthly basis was not a true reflection of the work being undertaken due to late recordings. For this section of the report, figures were re-run.

Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews carried out during the year;	1651	1621
The percentage of QAMF partially complete or completed during the year;	98.67% (1629)	88.16% (1429)

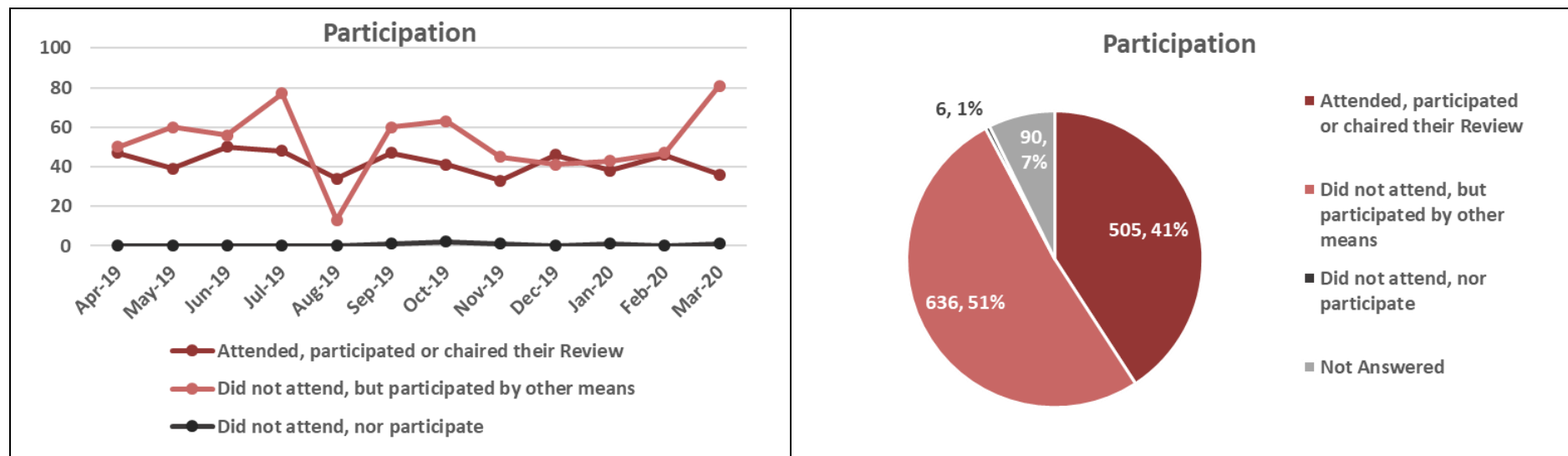
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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> • There has been a significant increase in the monitoring forms being completed. 	<ul style="list-style-type: none"> • We are aware that there are a couple of team members who struggle to consistently complete the form. • We know that not all forms have been completed this impacts on the accuracy needed in terms of data collection. 	<ul style="list-style-type: none"> • We are targeting those staff who we are aware struggle to complete them. • We need to explore if WCCIS can make this form mandatory to complete before the module is signed off. • We are launching a new Quality Assurance monitoring form, which all questions will need to be answered to obtain quantitate data. This is ready to go live with the new WCCIS.

Participation

Measure	Result 2019/20	Result 2018/19
The total number of LAC Review's held for Children aged 5 and over during the year;	1237	1180
The percentage of Children, aged 5 and over, who attended, participated or chaired their LAC Review during the year;	40.82% (505)	34.58% (408)
The percentage of Children, aged 5 and over, who did not attend their LAC Review but did participate by other means;	51.41% (636)	50.00% (590)



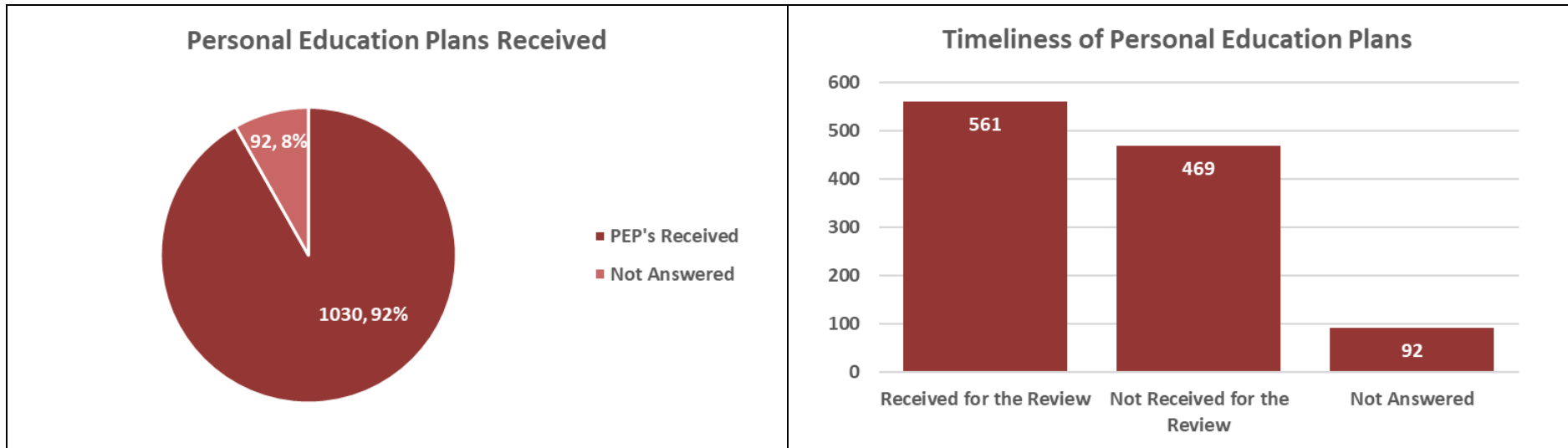
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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> There has been an improvement in children/young people participating in their reviews. 	<ul style="list-style-type: none"> A complicating factor is that we know there was a reduction in the months of July/Aug with participation and this is likely to be due to the summer 	<ul style="list-style-type: none"> As part of our review of children LAC reviews we organised a participation day which unfortunately was cancelled due to Covid. This was to

<ul style="list-style-type: none"> Over half of our children or young people participated in some form within their LAC reviews. 	<p>holidays, and children, and young people doing other activities.</p> <ul style="list-style-type: none"> We know that 90 children may or may not have participated in their meetings as the form was not completed. 	<p>provide us with an opportunity of seeking their views about their involvement in the LAC review process and “what matters to them”.</p> <ul style="list-style-type: none"> We are looking at other ways on how we can gather children/YP views in this current climate.
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Total number of Personal Education Plans

Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews held for Children of statutory school age during the year; (aged 5 to 16)	1122	1066
The total number of Personal Education Plans (PEP's) received during the year;	1030	865
The percentage of PEP's received in time for the Review during the year;	50.00% (561)	40.43% (431)



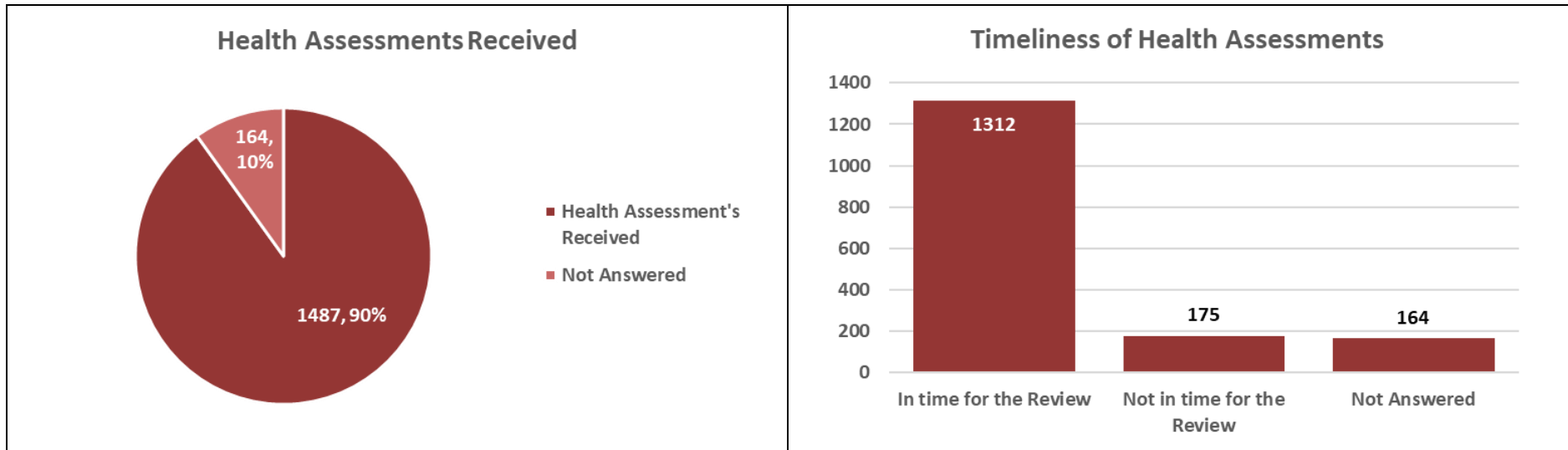
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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> There has been a significant improvement in the PEPs received for initial LAC reviews. 	<ul style="list-style-type: none"> We are worried that only half the PEPs were received in time. We are unsure if the 92 children above received PEPs in time for their 	<ul style="list-style-type: none"> We continue to work with LAC Education and SCP to develop a new process in linking with school to achieve an increase in PEPs.

<ul style="list-style-type: none"> • LAC Education now receive a monthly report of all forthcoming LAC or Pathway plans reviews so they can link with the school directly to encourage prompt completion of the PEPs. • The LAC Education co-ordinator has admin support for 2 days a week to help remind school on completing PEPs for reviews. 	<p>review, as the data was not completed.</p>	<ul style="list-style-type: none"> • We need to look at the quality of the PEPs and intend to set up a regular audit (termly) to include the LAC Education Co-ordinator.
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Total Number of Health Assessments

Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews carried out during the year;	1651	1621
The total number of Health Assessments received during the year;	1487	1328
The percentage of Health Assessments received in time for the Review during the year;	79.47% (1312)	70.57% (1144)



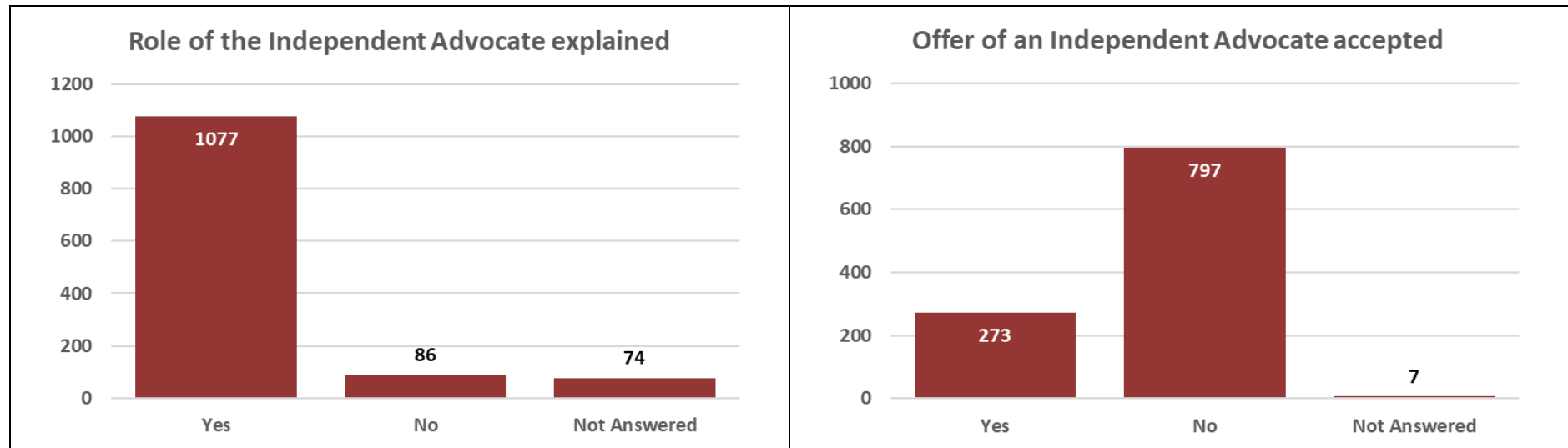
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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> We are pleased there is an increase in LAC health assessments being completed. 	<ul style="list-style-type: none"> We have 175 not completed in time or on the system for the review. There has been a change in the process of attaching health assessment, which 	<ul style="list-style-type: none"> We need to continue to work with SCP for all health assessments to be attached in a timely way.

	<p>are now added by SCP TCO this might affect the figures.</p> <ul style="list-style-type: none"> • We are worried about the depth and quality of the health assessments, as it does not adequately address the needs of our more complex children/young people i.e. mental health/attachment trauma. • LAC health nurses no longer attend all meetings. They only attend if there is a specific health issue with a child and the social worker has to invite them. 	<ul style="list-style-type: none"> • We need to hold regular meeting with the LAC Health Manager to review the quality of the health assessment to incorporate the more complex issues of our children/young people.
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Advocacy

Measure	Result 2019/20	Result 2018/19
The total number of LAC Review's held for Children aged 5 and over during the year;	1237	1180
The percentage of Children who knew what an Independent Advocate is, and how they can help;	87.07% (1077)	74.15% (875)
Of the Children who knew what an Independent Advocate is, the percentage of Children who accepted the offer of an Independent Advocate;	25.35% (273)	26.17% (229)

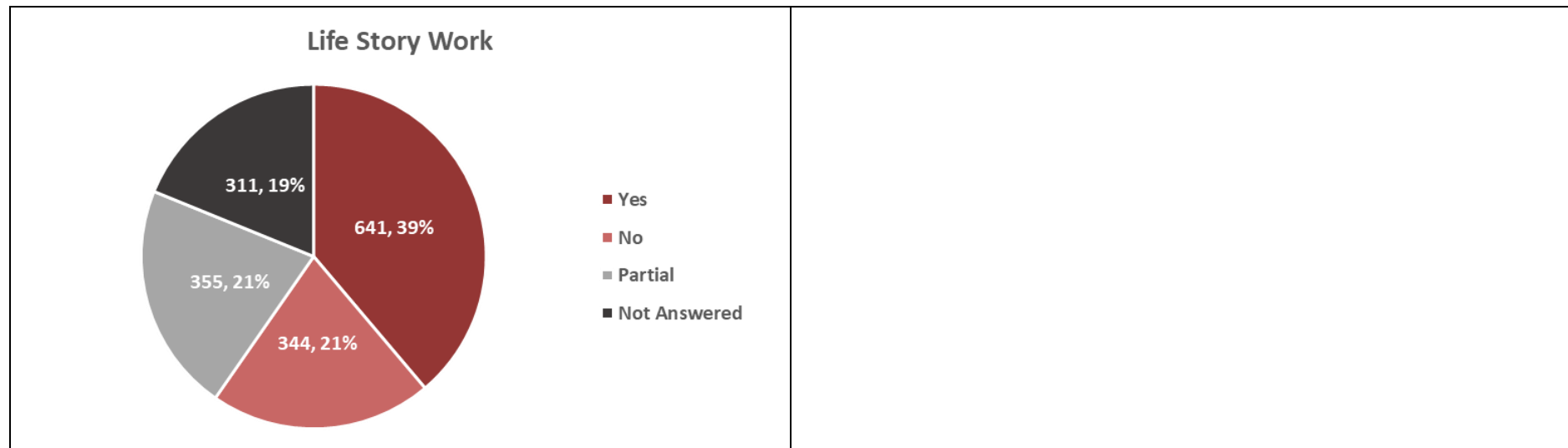


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> Tros Gynnal attended our team meeting to increase awareness to staff about the active offer and advocacy. All staff ask about 	<ul style="list-style-type: none"> We need to understand more about why young people/children do not take up the service. 	<ul style="list-style-type: none"> We intend to link in with our chairs to gather more specificity about why young people do not take up the offer of advocacy so we can share that learning.

<p>advocacy in both CP conferences for over 5 and LAC reviews.</p> <ul style="list-style-type: none"> • Whilst we recognise there is work to do on advocacy, it is pleasing to note an increase in children understanding what advocacy is and taking up the offer. 	<ul style="list-style-type: none"> • 75% of our children and young people chose not to take up the offer of advocacy. • There remains 74 not answered, which fails to provide us with accurate figures. 	<ul style="list-style-type: none"> • We need to make sure more social worker and carers are talking to children/young people about advocacy.
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Life Journey Work

Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews carried out during the year;	1651	1621
The percentage of Looked After Children with a life story, or their life story partially complete;	60.33% (996)	47.44% (769)



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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> There has been an improvement in the completion of life journey work. We have developed a module on Paris where all life journey material can be stored in one place. 	<ul style="list-style-type: none"> We know we have 344 children without life journey work, and we worry we have 311 that we do not know about. Even though we have one place to collate life journey materials this, 	<ul style="list-style-type: none"> We need to link with SCP to share our findings and work together on how we can improve outcomes for children in this area.

	continues to be stored in various places in Paris.	<ul style="list-style-type: none"> We need to anonymised and share pieces of good practice across the service.
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Dispute Resolution Protocol

The Dispute Resolution Protocol (DRP) is when an IRO raises a concern in relation to a child who is Looked After and keeps escalating the issue until the concerns are resolved. It is important that IRO's do this to make sure Looked after Children are getting what they need.

Measure	Result 2019/20	Result 2018/19
The total number of LAC Reviews carried out during the year;	1651	1621
The total number of DPR initiated during the year;	17	35

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> From our discussion with IRO's, it would seem they are finding other ways of resolving issues outside of the protocol such as meeting with the social worker/practice lead and recording this on Paris. 	<ul style="list-style-type: none"> The SQU team had no TCO support for this period, which would have impacted on these figures. In March 2020, we suspended using the protocol on cases due to the pandemic. 	<ul style="list-style-type: none"> We are in the process of reviewing the protocol process at present to include our partners like Education and health.

COVID-19

In March 2020, the Local Authority was responding to the Coronavirus Pandemic. The information below sets out how SQU was responding to the Covid crisis.

Our Priorities during COVID-19

To continue with our statutory duties in respect of Child Protection as well as undertaking Looked After Children LAC Reviews and undertaking core business as best we could.

Immediate Action Taken

- We developed guidance on Microsoft Teams for staff in setting up meetings and supported them through this process.
- We risk assessed staff to support those who needed to shield due to health issues.
- We supported staff with equipment to work from home.
- We made changes to our paper work: in order to support these changes, such as invitation letters, our preamble before LAC reviews and conferences.
- We prioritised the Initial Child Protection Conferences, which were more challenging via Teams and sought agreement to continue to facilitate these safely within Cockett House using the white boards to map out. Involving only staff and no members of the public in line with the NHS Wales guidance.
- All other meetings i.e. Review Child Protection Conferences, LAC Reviews, Pathway Plan Reviews and Adoption Reviews were completed virtually by staff working from home, using Microsoft Teams along with other forms of social media and phones. IRO's have continued to communicate with young people using various methods such as Teams, text and WhatsApp, succeeding in consultation with the Young Person before reviews and encouraging the Young Person to be part of their review.
- We obtained the RAG list and developed a system for the IRO / CP Chair to check in with RED cases to support families and Social Workers.

- We continued to attend internal panels via Teams.
- IRO's continue to attend various additional meetings such as MDT's and regular planning meetings for some of our YP's.
- All chairs are required to submit weekly 'working from home sheets' which identifies the work that they have completed during their working week.

How have we supported the team?

- Through Monday morning check-in, which includes our admin colleagues, we also have a check out on a Friday afternoon.
- Our team meetings have continued to be monthly via Microsoft Teams.
- We have embedded the New Wales Safeguarding Procedures and to support this we had a Teams training workshop to look at the changes.
- Staff who have wanted and needed additional support have worked with the Assistant Team Manager on one to one mentoring sessions on using the Signs of Safety methodology.
- The team have been encouraged to contact one another via the SQU group Teams chat for support and advice.
- Staff are encouraged to take their leave to ensure they have a rest and break from work.
- Staff are encouraged to take regular breaks during their working day.
- Managers regularly check in with staff to enquire about their physical and mental health.
- Staff are made aware of the support that they can access that is provided by the Local Authority.
- We have continued to undertake regular supervision with staff, providing supervision fortnightly to those who need extra support.
- In order to support staff members, we have provided equipment such as chairs to staff.

Quality Assurance during this time

- **Daily auditing of all the final Child Protection Conference reports** before they are sent out, undertaken by the Team Manager - looking to see if meetings are quorate, whether safety people are named, whether the Young Persons voice is present in the minutes, robustness of analysis, and quality of the report and information. The overall findings were good however; work with the team on developing a more robust analysis was identified as a training need.
- **Focused Audit of De-Registration from 18th March to 1st May 2020**
Findings
 - There were 15 de-registrations during this time, these were audited to ensure that it was appropriate, and it was felt that they all were.
 - Factors considered were; safety plans, legal status that the original worries had reduced by the CP plan or significant change of family circumstance.
- **Children and Young People on the register past their second Review**
All Children who were subject to a second Review Conference during the COVID time were considered and the children's conference reports were looked at individually. The outcome of this audit was given to the PO of safeguarding.
- **Weekly audit of LAC cases**
When the weekly list is provided for assessments that need closing, in order to open new modules, the Assistant Team Manager quality assures to ensure that all recommendations, minutes and Quality Assurance Monitoring Forms are attached and completed. If they are not all on, the Assistant Team Manager will ensure that the Team Manager is aware and the IRO is asked to complete.
- **Children on Swansea's Temporary CP Register from Outside of Swansea**
This list has been audited to ensure that the Children on our Temporary Register are up to date and current, many have now been removed; this is an ongoing piece of work as communicating with other authorities can be a challenge.
- **Missing Recommendations and Minutes report for PIT November 2019 to April 2020**
The list was audited and it was found that many documents were titled incorrectly, work is being undertaken to ensure that all documents are attached correctly and in a timely way.
- **Check in on RAG cases**
 - Chairs/IRO are required to check-in with the CP cases on a monthly basis and their LAC cases every 2 weeks.

- Chairs case note this check-in and notify the Team Manager.
- Team Manager collates the list and passes to the PO for Safeguarding.
- It is an expectation that the Chair will check on things such as Core Groups and stat visits, as well as ensuring that the correct RAG status is in place.

- **Participation Questionnaires**

Chairs were asked to complete a small questionnaire on what is working well, what were the challenges when engaging with Young People virtually and their views on undertaking virtual meetings. This will help us to plan the service moving forward. In addition, the Team Manager requested a report from PIT to gather data on participation and quorate of meetings.

- **Use of Technology & Working From Home**

Various workers have encountered challenges throughout this time with IT. We decided to collate and capture these issues to enable us to plan moving forward within their working from home sheet.

Next year's work programme

- We continue to focus on our children in care and how we can improve on their experiences through the LAC review processes, including participation.
- We continue to review our Child Protection Conference process, working towards providing our families with a verbatim set of minutes to accompany the mapping.
- We continue to work with the Bays+ and Barnardos service in supporting to review young people who are vulnerable and lack a family support network to help drive their post 18 and permanency planning. This is currently undertaken on an individual basis and within the transitional operational group. We are currently supporting a small number of more complex post 18 young people and Category 2 young people. Our intention is to review this additional intervention to assess the benefit for the young person and any merit in extending this service provision.
- We intend to review our Dispute Resolution Protocol (Child Protection and LAC) and this be completed by the end of the year and endorsed by SMT. Part of this review would be to consider how we manage a failure by one of our partner agencies such as health and Education.
- We will continue to coordinate the LAC saving scheme and update the policy as required.

- We will develop a needs analysis for our staff and link with training.
- We need to continue to work on improving our Children and Young People attending their meetings.
- We will launch the new quality assurance monitoring form.
- We will draw on the positives of using various types of communication such as WhatsApp and Teams to develop more creative ways of holding our meetings and involving Young People and their families.
- We will continue to focus on children in residential placements to support move on trajectories and step-downs.
- We will continue to undertake various audits in both LAC and CP. We will provide a written briefing paper every quarter to SMT to evidence findings to help inform practice across Child and Family.
- We will undertake some work on advocacy to understand why children and young people are not taking up the offer.
- We want to link with LAC health colleagues to look at how we can work together to support our complex young people within the LAC health assessment and LAC health involvement.
- We want to work with LAC Education on the quality and timeliness of PEPs.
- We will audit the CP cases, which change categories from Neglect to Emotional Abuse to monitor any common themes.
- We will work with Supported Care Planning and Integrated Safeguarding Hub to develop a threshold document for significant harm and threshold for proceeding to ICPCC.

Agenda Item 9

CHILD & FAMILY SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2020/21

<p>Meeting 1 Wednesday 28 October 2020</p> <p>4pm</p>	<p>Confirmation of Convener</p> <p>WAO report: Follow-up review of corporate arrangements for the safeguarding of children – City and County of Swansea <i>Simon Jones, Social Services Strategy and Performance Improvement Officer</i></p> <p>Draft Work Programme 2020/21</p>
<p>Meeting 2 Wednesday 16 December 2020</p> <p>2pm</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Update on Managing Covid-19 pandemic <i>Clive Lloyd, Elliott King, Dave Howes</i></p> <p>Performance Monitoring (shorter item with covid focus. Panel members to provide questions in advance to be answered at meeting) <i>Clive Lloyd, Elliott King, Dave Howes</i></p>
<p>Meeting 3 Tuesday 26 January 2020</p> <p>4pm</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Update on Managing Covid-19 pandemic <i>Clive Lloyd, Elliott King, Dave Howes</i></p> <p>Performance Monitoring (shorter item with covid focus. Panel members to provide questions in advance to be answered at meeting) <i>Clive Lloyd, Elliott King, Dave Howes</i></p>
<p>Meeting 4 - BUDGET MEETING 15 February 2021</p> <p>2.30pm</p> <p>JOINT SOCIAL SERVICES MEETING</p>	<p>Draft Budget Proposals for Child and Family Services / Adult Services <i>Clive Lloyd, Elliott King, Dave Howes</i></p> <p>Update on Managing Covid-19 pandemic <i>Clive Lloyd, Elliott King, Dave Howes</i></p>
<p>Meeting 5 Wednesday 24 March 2021</p> <p>4pm</p>	<p>WAO report: Tackling Violence Against Women, Domestic Abuse and Sexual Violence (includes fieldwork in Swansea amongst others) (include briefing on the increase in domestic violence over the pandemic and a breakdown of collaboration between CFS and AS in terms of domestic abuse)</p> <p>AS PANEL MEMBERS TO BE INVITED FOR THIS ITEM</p> <p><i>Jane Whitmore, Strategic Lead Commissioner</i></p>

	<p><i>Kelli Richards / Megan Stevens</i></p> <p>Performance Monitoring Julie Davies, Head of Child and Family Services</p> <p>Safeguarding Quality Unit Annual Report <i>Julie Davies, Head of Child and Family Services</i></p>
<p>Meeting 6 Wednesday 5 May 2021</p> <p>3.30pm</p>	<p>Briefing on Youth Offending Service <i>Jay McCabe, Principal Officer Bays+ and Youth Justice Services</i></p> <p>Update on progress with CAMHS TBC <i>Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships, West Glamorgan University Health Board TBC</i> <i>Julie Davies, Head of Child and Family Services</i> <i>Gavin Evans, Youth Support Services Manager TBC</i></p>
2021/22	
<p>Meeting Tuesday 22 June 2021</p> <p>4pm</p>	<p>Performance Monitoring <i>Julie Davies, Head of Child and Family Services</i></p> <p>Update on Regional Adoption Service <i>Nichola Rogers, Regional Adoption Manager, Western Bay Adoption Service</i></p> <p>Corporate Parenting Board Update <i>Gemma Whyley, Child and Family Services Project Manager TBC</i></p>
<p>Meeting Wednesday 11 August 2021</p> <p>4pm</p>	<p>Progress on Child and Family Improvement Programme <i>Julie Davies, Head of Child and Family Services</i> <i>Gemma Whyley, Child and Family Services Project Manager</i></p> <p>Update on Child Disability Services <i>Julie Davies, Head of Child and Family Services</i> <i>Christopher Francis – Principal Officer, Child and Family Services TBC</i></p>

Future work programme items:

- Briefing on Carers Assessments (including young carers; and response to issues raised in focus group at Carers Centre) (Date TBC – moved from March 2021 meeting)
- Complaints Annual Report 2019-20 for Child and Family Services / Adult Services (Date TBC – moved from joint Feb 2020 meeting) *Sarah Lackenby, Chief Transformation Officer*

- Update from Regional Safeguarding Board (Agreed at 28 October 2020 Meeting - date TBC)
- Forced Marriages – Safeguarding issues (from scrutiny work planning conference) Include in item on Safeguarding when it next comes to the Panel
- Delivery of Corporate Priorities (from scrutiny work planning conference). Invite Cabinet Member for Q&A (Date tbc)
- Wales Audit Office Reports (dates to be confirmed)
- Why children become looked after (TBC)
- Examples of tools and techniques employed by front line staff in family engagement (TBC)
- Case Studies on Edge of Care (date TBC)

Agenda Item 10



To:
Councillor Clive Lloyd, Cabinet Member for Adult Social Care and Community Health Services

Councillor Elliott King, Cabinet Member for Children Services

Councillor Alyson Pugh and Councillor Louise Gibbard, Cabinet Members for Supporting Communities

Please ask for:
Gofynnwch am:

Scrutiny

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scrutiny@swansea.gov.uk

Date
Dyddiad:

03 March 2021

BY EMAIL

Summary: This is a letter from the Joint Social Services Scrutiny Performance Panel to the Cabinet Member for Adult Social Care and Community Health Services, Cabinet Member for Children Services and Cabinet Members for Supporting Communities following the meeting of the Panel on 15 February 2021. It covers Draft Budget and Update on Covid-19.

Dear Cllrs Lloyd, King, Pugh and Gibbard,

The Panel met on 15 February to discuss the draft budget proposals in relation to Social Services including Poverty and Prevention, and to receive an update on the current situation regarding the management of the Covid-19 Pandemic.

We would like to thank Cabinet Members and Dave Howes for attending to present the items and answer the Panel's questions at this extremely busy and difficult time. We really do appreciate your engagement and input. We are writing to you to reflect on the discussion and share any views of the Panel.

Firstly, we would again like to ask you, on behalf of the Panel, to take a message back to the staff, expressing our wholehearted thanks and appreciation to all members of staff, who continue to do an amazing job in very difficult circumstances.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

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I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

The main issues discussed are summarised below:

Draft Budget Proposals

Cabinet Members and Director gave a brief introduction to the proposals, highlighting the main issues and answering questions.

We were pleased to hear that there was a real cash increase of £4 million to this year's Social Services budget and that there are a host of transformation plans for the coming year.

We also heard that it was extremely difficult to plan for the coming year and that a number of assumptions had to be made. For example, the care system is being propped up by millions of pounds at the moment and you do not know how long this will last. You told us that you have planned for the same level of care home admissions for the coming year and there are no plans for the Council to give additional funding to care homes.

We acknowledged there are a number of uncertainties such as Welsh Government no longer protecting Social Care; and the outcomes of the Senedd elections, and queried to what extent the Council is relying on further central funding to deal with these uncertainties. We heard that from discussions with WG there is a reasonable expectation that additional funding will be allocated to local authorities due to the pandemic, and you expect tapered relief over the coming year.

We were informed that Cabinet Members and senior officers have heard moving individual stories from staff about the pandemic. We suggested that these be presented to Full Council and asked if you can take this back.

We were reminded that the Council has an in-house counselling service which is available to all staff and you remarked that this needs to be promoted more.

We heard that the relationship with the Third Sector has been amazing during the pandemic.

We received confirmation that working with partners during the pandemic has been essential and a step forward for the Council. We heard that this year and going into next year, the Council and Health Board have pooled funding more effectively, and some has been built into planning assumptions for this year. For example, Council and Health Board will see a benefit from the shared Head of Service role; and lots of regional funding which supports integration, and was due to come to an end, has been extended for the coming year.

We mentioned the need for the scrutiny panels to consider including more items on Poverty and Prevention in their work plans, as it is now part of Social Services.

We requested sight of the job description for the integrated Head of Service Post. Dave Howes agreed to share this with the Panel.

The Panel agreed the following views and recommendations on the budget proposals in relation to Social Services it would like to make to Cabinet:

- The Panel feels it is vitally important we ensure there is sufficient money allocated in the budget to provide additional health and wellbeing support to staff following the pandemic. The Panel is keen to see a joint venture with the Health Board in terms of support for staff.
- Very pleased to see the budget situation for Social Services this year, with an increase in the overall budget and very little in terms of cuts. However, the Panel is aware that there is a great deal that needs to be achieved with this money.
- The Panel is concerned that it only sees the net budget. It would be useful to see details of the income streams as well as expenditure. Officers have agreed to work with Cabinet Members to provide this information.
- The Panel would like to support the budget process in any way it can and therefore intends to revisit the budget again later in the year to closely monitor progress.

The Convener of the Service Improvement and Finance Panel attended Cabinet on 20 February to feed in the collective views of the scrutiny performance panels and has written a letter to the Cabinet Member on these issues.

Update on Management of Covid-19

We heard from Dave Howes that Heads of Service recently presented an overall update on the situation at Full Council.

We were informed that in the last two weeks you have begun to see some stabilisation across Health and Social Care Services, that this appears to be linked to the continued decrease in rates of infection and that it has taken some time to have an impact on our Services.

We heard that Domiciliary Care has been operating at 50% of workforce. However, this is down to 20% absent, so there is a big increase in resource available, and all Health and Care services are seeing this increase in staff presently.

We heard that there is still fragility around care homes but currently we are seeing only a small number of homes unstable. We were pleased to hear that the picture is improving, especially in the last two weeks.

We were informed that the Escalation Tool to monitor stress has been at the highest level (red) since October, but in the last two weeks it has moved into amber. We heard that this is a real milestone but does not mean Social Services will become less busy, as instead of managing emergency work it will move to more planned work.

With regard to vaccinations, we heard that the majority of older people in care homes, care home staff and front line care staff have been vaccinated, and that mechanisms are in place to pick up new staff and new care home residents.

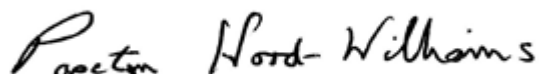
We expressed our concern about people with learning disabilities accessing the vaccine and were informed that it is not a straightforward position. We heard that the expectation is that a number of individuals will have met the criteria for one of the top four priority groups. For those that did not, the expectation is the majority will meet the criteria for group six. Dave Howes acknowledged that this has prompted him to get regional clarification that all of these individuals are being picked up.

We expressed concern about disturbing reports that people with learning disabilities are often the subject of 'do not resuscitate' orders. We were informed the Social Services together with the Health Board looked at the arrangements in our region in May 2020 and that at the time, there weren't any of these arrangements in place. We heard that subsequently the Safeguarding Board revisited this, and at that point there were none in place. Dave Howes confirmed he would clarify this again with the Safeguarding Board to ensure nothing has been overlooked.

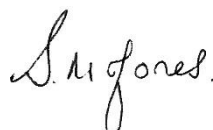
Your Response

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

Yours sincerely



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