



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: Tuesday, 25 January 2022
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

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|----------|--|---------------|
| 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)
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 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 | Performance Highlight Report and Emergency Staffing Plan
<i>Elliott King, Cabinet Member – Children Services</i>
<i>Julie Davies, Head of Child and Family Services</i> | 5 - 7 |
| 7 | Work Programme Timetable 2021-22 | 8 - 10 |

Next Meeting: Wednesday, 9 March 2022 at 4.00 pm

Shew Eans

Huw Evans
Head of Democratic Services
Tuesday, 18 January 2022

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

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

Remotely via Microsoft Teams

Monday, 13 December 2021 at 4.00 pm

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

Councillor(s)

C Anderson
K M Griffiths
D W W Thomas

Councillor(s)

A M Day
Y V Jardine

Councillor(s)

M Durke
W G Lewis

Officer(s)

Julie Davies	Head of Child & Family Services
Chris Francis	Principal Officer Commissioning and Care Services
David Howes	Director of Social Services
Liz Jordan	Scrutiny Officer

Apologies for Absence

Councillor(s): S M Jones and E T Kirchner
Other Attendees: E J King

1 Disclosure of Personal and Prejudicial Interests

Disclosure of interest – Mike Durke.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

Panel agreed the minutes of the meeting on 21 September as an accurate record of the meeting.

Under matters arising the Convener raised a query regarding data on progress of looked after children in education compared to others. Officers responded that the Welsh Government run system that would normally provide the data has been paused due to the pandemic and the Education Department did not have the resources to do this manually at present in a way that could be shared to be able to see the comparison. However, for individual children, this would be done as part of the Looked After Children statutory reviews. The department hope to be able to provide some analysis in the new year and this will be shared with the Panel.

4 Public Question Time

No questions were submitted.

5 Performance Highlight Report and Emergency Staffing Plan

Julie Davies, Head of Child and Family Services attended to brief the Panel on this item.

Discussion Points:

- Panel currently receiving a shortened performance monitoring report. Hope to resume full performance reporting from February 2022 onwards.
- Outcome of inspection of Youth Offending Service to come to a future CFS Panel meeting.
- Panel raised the recent tragic case in Solihull and asked officers to give an idea of what went wrong. They also sort reassurance that this would not happen to children in this local authority area.
- Directorate had worries about being able to recruit social workers for two to three months. In this time, they have pulled in staff from other areas of the service to assist and support. Weekly safeguarding meetings held with Education, Health and Police to ensure they keep in contact with children they are most worried about. This was one of the challenges raised in the case in Solihull – keeping in contact with children they are most worried about. Officers in Swansea believe they are doing everything they possibly can.
- Panel asked about the difficulty in recruiting to the Service. Local authorities across Wales have spoken to the Welsh Government about medium- and long-term strategies. Officers confirmed they are pursuing 'growing their own'. The Authority is strengthening links with universities and supporting staff to pursue qualifications. Recently some of the senior social workers may be holding higher caseloads than usual. However, because additional family support worker posts have been appointed, this should make a difference in the new year as they can hold some of the non-statutory cases.
- Panel requested a breakdown of the total CFS staff team. Panel feels the Service need people with skills, knowledge and aptitude and should be encouraging these people into key roles and not just looking for people with degrees. Officers are looking at how they can support these individuals across the Service to progress their careers.
- Director stated that they value all staff and all staff contributions. Social Services have hundreds of differently qualified staff and they are the bulk of the workforce but there are some statutory requirements about having qualified social workers in particular roles and it is for these roles that there is a shortage of social workers.
- Panel asked about market supplements and if they are only to be offered to social workers and senior social workers in the three locality teams. Officers confirmed that no other financial incentives are planned for CFS currently but there is a big focus on wellbeing.

- Convener stated that progress with the Department over the last 10 years has been remarkable and it gives him confidence that the Head of Child and Family Services came from a safeguarding background.

Actions:

- Information on breakdown of CFS workforce to be provided to Panel.

6 For Information

Panel noted items on the work programme for the remainder of this municipal year.

7 Exclusion of the Public

Panel voted and agreed on exclusion of the public from the meeting during consideration of item 9, as it involves the likely disclosure of exempt information. Relevant paragraph of Public Interest Test is 13.

8 Ty Nant - Update on Progress with Action Plan

Panel discussed the item in closed session.

Chris Francis, Principal Officer Commissioning and Care Services attended to update the Panel on this item.

Discussion Points:

- Officers confirmed that going forward they want to go much further than what was in the action plan and that a number of checks and mini reviews will be taking place to check on impact.
- Inspection highlighted a number of areas where the process was positive including management.
- Staff felt the inspection gave an unfair reflection on their practice in some areas as there were periods of crisis management throughout that time due to the pandemic.
- Staff felt that with regards to quality assurance, there were fantastic examples of good practice however these were not documented anywhere. Therefore, when the inspection was held the inspectors could not see what had happened to achieve the outcomes.
- Training deficiencies were mentioned in the inspection report. Staff felt this was unfair as their practice was underpinned by really good training but as it was not captured in the training matrix, it was not readily identifiable to inspectors.

- Panel queried if the deputy manager was still having to undertake a working role as well as managing. Officers confirmed that in the new structure this member of staff is 'off rota' when undertaking the managerial function.
- Panel stated that if there is anything they can do as a scrutiny panel, in terms of the performance element, to help officers with their job to let them know.
- Officers confirmed an annual report will be produced in April 2022 and it could come to the Panel if they wished to check out the findings.
- Panel was interested to hear any ideas for it to see exactly how this service works. Officers responded that they could think about producing a 'Life in the day of' video of children in Ty Nant, for some time in the future.
- Officers stated they had been talking to education about school exclusions with regards to looked after children and different ways of dealing with this. They would like to bring a report on this to the Panel in the future.
- Panel was pleased to see a lot of thought going into the report received from Care Inspectorate Wales and that they were dealing with the issues.

The meeting ended at 5.30 pm

Agenda Item 6



Report of the Cabinet Member for Children's Services Child and Family Services Scrutiny Performance Panel – 25 January 2022

PERFORMANCE HIGHLIGHT REPORT

Purpose	To present the Child and Family Services monthly highlight performance report for December 2021.
Content	This report includes highlights against Welsh Government, Care Inspectorate Wales and local indicators. The information covers an overview of child and family's contact from the front door (the Integrated Information, Advice and Assistance Service), the Supported Care Planning and Looked After Children's teams as well as Bays+, and the Youth Justice Service.
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

Service Highlights

December 2021

Child & Family Services

726 (906)
Contacts to Child & Family Services

12 (22)
Referrals passed to Preventative Services

850 (809)
Children supported by Early Help Hubs

62 (117)
Referrals closed in the Early Help Hubs

30 (52)
Referrals passed to Supported Care Planning

1291 (1289)
Children supported by Supported Care Planning

40 (68)
Referrals closed in Supported Care Planning

Youth Offending Service

86 (89)
Interventions Open to the Youth Justice Service

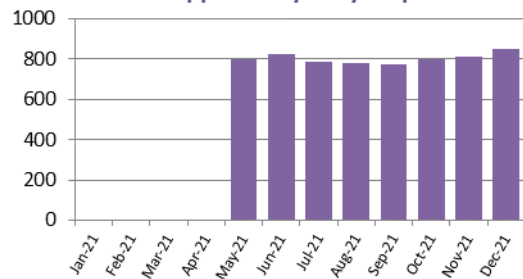
11 (4)
Prevention Referrals

9 (3)
Pre-Court Outcomes

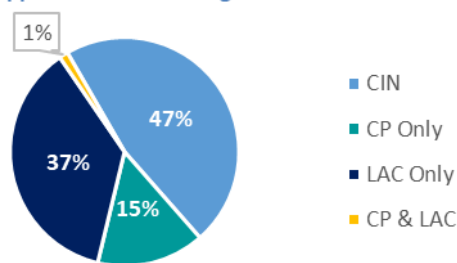
1 (5)
Court Outcomes

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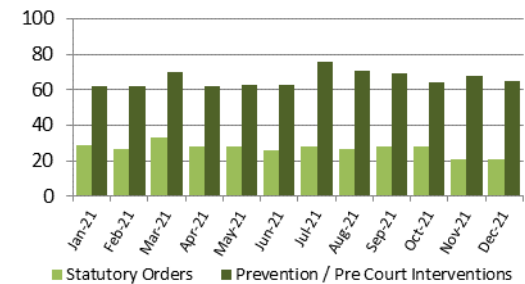
Children Supported by Early Help Hubs



Supported Care Planning - Case Breakdown



Youth Offending Service - Open Interventions



Service Highlights

- **1291** children are supported by Child and Family Services, and **850** by the Early Help Hubs.
- During December, Child and Family recorded **726** contacts.
- We continue to see a higher number of referrals closed (**40**), compared to the number passed to Supported Care Planning for a comprehensive assessment (**30**). These figures being more aligned, should help manage throughput in the service.
- Compared to previous months, there has been a reduction in the number of Single Assessments due (**193**).
- During December, a high number of Single Assessments were completed (**50**), and there was evidence that direct work had been undertaken for **78.79%**.
- The number of children on the Children Protection Register is relatively stable (**200**), while the number of children to be registered at birth (**13**) has increased by **7**.
- There is a noticeable reduction in the average number of days a child is on the Child Protection Register (**a reduction of 100 days**) – compared to **298 days** in November.
- There has been significant improvement in Initial Core Groups being held within timescales (**90%**) – compared to **45.83%** in November.
- We continue to see high compliance levels with Child Protection Statutory Visits being on time or not overdue (**85.92%**).
- The number of children who are Looked After (**490**) has reduced by **6**; with fewer children becoming looked after (**8**), and more ceasing (**14**) in December – compared to November (**becoming 12 / ceasing 12**).
- The Service Quality Unit held **29** Initial Child Protection Conferences, **59** Review Conferences and **96** LAC and Pathway Plan Reviews during December.
- Family Support Services are supporting **665** cases; during December a higher proportion of interventions were closed, where an improved outcome was achieved (**82, 81.18%**) – compared to **79.25%** in November.
- The numbers of interventions open to the Youth Justice Service on the last day of the month has remained relatively consistent, with a slight overall decrease from the previous month.
- Prevention referrals have decreased from 9 in the previous month to 4 this month. The number of pre-court outcomes has remained the same as the previous month, and Court outcomes decreased overall from 4 to 1.

Agenda Item 7

CHILD & FAMILY SERVICES SCRUTINY PERFORMANCE PANEL WORK PROGRAMME 2021/22

<p>Meeting 1 Tuesday 25 May 2021</p> <p>4pm</p>	<p>Confirmation of Convener</p> <p>Update on progress with CAMHS <i>Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships, West Glamorgan University Health Board</i> <i>Julie Davies, Head of Child and Family Services</i></p> <p>Briefing on Youth Offending Service <i>Jay McCabe, Principal Officer Bays+ and Youth Justice Services</i></p>
<p>Meeting 2 Tuesday 22 June 2021</p> <p>4pm</p>	<p>Update on Regional Adoption Service <i>Nichola Rogers, Regional Adoption Manager, Western Bay Adoption Service</i></p> <p>Initial feedback from CIW Assurance Visit <i>Julie Davies, Head of Child and Family Services</i></p> <p>Draft Work Programme 2021/22</p>
<p>Meeting 3 Wednesday 11 August 2021</p> <p>4pm</p>	<p>Performance Monitoring <i>Julie Davies, Head of Child and Family Services</i></p> <p>CIW Assurance Visit Full Report <i>Julie Davies, Head of Child and Family Services</i></p> <p>Outcome from Ty Nant CIW Inspection <i>Julie Davies, Head of Child and Family Services</i> <i>Chris Francis, Principal Officer Commissioning and Care Services</i></p>
<p>Meeting 4 Tuesday 21 September 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, Transformation Programme Manager</i></p> <p>Corporate Parenting Board Update <i>Gemma Whyley, Transformation Programme Manager</i></p> <p>Appreciative Inquiry Video (in closed session) <i>Julie Davies, Head of Child and Family Services</i></p>
<p>Meeting 5 Wednesday 3 November 2021</p>	<p>CANCELLED</p>
<p>Meeting 6</p>	<p>Performance Highlight Report and Emergency</p>

Monday 13 December 2021 4pm	Staffing Plan <i>Julie Davies, Head of Child and Family Services</i> Ty Nant – Update on progress with action plan (in closed session) <i>Chris Francis, Principal Officer Commissioning and Care Services</i>
Meeting 7 Tuesday 25 January 2022 4pm	Performance Highlight Report and Emergency Staffing Plan <i>Julie Davies, Head of Child and Family Services</i>
BUDGET MEETING 14 February 2022 1pm JOINT SOCIAL SERVICES MEETING	Draft Budget Proposals for Child and Family Services / Adult Services <i>Mark Child / Elliott King / Dave Howes</i> Update on Management of Covid-19 Pandemic <i>Mark Child / Elliott King / Dave Howes</i>
Meeting 8 Wednesday 9 March 2022 4pm	Safeguarding Quality Unit Annual Report TBC (item to include briefing on safeguarding issues in relation to forced marriages) <i>Damian Rees</i> Update from Regional Safeguarding Board on how regional arrangements are working TBC <i>Rebecca Shepherd, Business Manager, Regional Safeguarding Board</i> <i>Chris Frey-Davies</i>

Future work programme items:

- Delivery of Corporate Priorities in relation to Child and Family Services (Elliott King / Dave Howes) **Moved from 25 January 2022 meeting**
- Update on Support for Carers (including assessments) (Dave Howes TBC / Julie Davies TBC / Amy Hawkins TBC) **Moved from 13 December 2021 meeting (AS Panel Members to be invited for this item)**
- Complaints Annual Report 2020/21 for Adult Services / Child and Family Services (Sarah Lackenby) **Moved from 13 December 2021 meeting (AS Panel Members to be invited for this item)**
- Adolescent Strategy and Action Plan (Jay McCabe) **Moved from 3 November 2021 meeting**
- Update on Child Disability Services (Julie Davies, Jay McCabe) **Moved from 3 November 2021 meeting**
- 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)