



CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD

*Immediately Following Scrutiny Committee on
THURSDAY, 8 SEPTEMBER 2016*

COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. To agree the Chairman for this Meeting
2. To receive any declarations of interests from Members
3. To receive the Minutes of the previous Children, Young People and Education Cabinet Board held on 28th July 2016 (*Pages 3 - 6*)
4. To receive the Forward Work Programme 2014/15 (*Pages 7 - 10*)

To receive the Report of the Head of Children and Young People Services

5. Children and Young People Services - Development Plan 2016/17 (*Pages 11 - 30*)

To receive the Report of the Head of Commissioning and Support Services

6. Children & Young People Services - 1st Quarter (2016-17) Performance Report (*Pages 31 - 56*)

To receive the Reports of the Head of Participation

7. Quarterly Performance Management Data 2016-17 - Quarter 1 Performance (1st April 2016 - 30th June 2016) (*Pages 57 - 68*)
8. Annual Progress Report on Young People who are Not in Education, Employment or Training (NEET) (*Pages 69 - 84*)
9. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday, 1st September 2016

Cabinet Board Members:

Councillors: P.A.Rees, P.D.Richards.

Notes:

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

EXECUTIVE DECISION RECORD
CABINET BOARD - 28 JULY, 2016
CHILDREN, YOUNG PEOPLE AND EDUCATION

Cabinet Board Members:

Councillors: P.A.Rees and P.D.Richards (Chairperson)

Officers in Attendance:

A.Jarrett, Mrs.H.Lewis and Mrs.J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Cllr.P.D.Richards be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD HELD ON THE 30 JUNE, 2016**

Decision:

Noted by the Committee.

3. **FORWARD WORK PROGRAMME 2016/17**

Decision:

Noted by the Committee.

4. **WESTERN BAY YOUTH JUSTICE AND EARLY INTERVENTION ANNUAL PLAN 2016-17**

Decision:

That the Western Bay Youth Justice and Early Intervention Youth Justice Plan 2016-2017 be commended to Council for approval.

Reason for Decision:

To enable the draft plan to go through the appropriate Cabinet and Scrutiny processes in all three Local Authorities and to be signed off by the Management Board before submission to the Youth Justice Board by 31 September, 2016.

Implementation of Decision:

The decision will be implemented after the 3 day call in period.

Consultation:

There is no requirement under the Constitution for external consultation on this item but each of the locality offices of Bridgend, Neath Port Talbot and Swansea have asked children, young people, parents, carers and victims three questions as detailed in the circulated report. These are used to inform the plan which is shared with key partners before management board sign off.

5. **SCHOOL TERM DATES 2018/19**

It was highlighted that St Joseph's Catholic Infant School would be in attendance during Holy Week, as a result their term dates would be different to those proposed by the Local Authority. All proposed dates would be submitted to the Welsh Government for final consideration.

Decision:

That the 2018/2019 school term dates as detailed in Appendix A to the circulated report, be approved and submitted to the Welsh Government.

Reason for Decision:

To enable the Authority to meet its statutory duty.

Implementation of Decision

The decision will be implemented after the 3 day call in period.

Consultation:

Consultation took place between the 8 June and 8 July 2016. Consultees included governing bodies, trade unions and other admission authorities including those in the relevant area as detailed in the circulated report.

6. **FOUNDATION APPRENTICES REPORT**

Decision:

That the report be noted.

7. **CHILDREN AND YOUNG PEOPLE SERVICES - PROPOSED 2016-17 PERFORMANCE REPORTING ARRANGEMENTS (CONTAINED WITHIN SCRUTINY PAPERS)**

Decision:

That the statutory indicators be noted and reported to Children, Young People and Education Cabinet Board on a quarterly basis.

CHAIRPERSON

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Children, Young People and Education Cabinet Board – Forward Work Programme (DRAFT)

2016/2017 FORWARD WORK PLAN (DRAFT)

CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
6th Oct 16	Children's			
	Children's Commissioned Services Update Report x 2	Monitoring	6 Monthly	Aileen Flynn/ Andrew Jarrett
	Family Strategy Update	Information	Topical	Aileen Flynn/Andrew Jarrett
	Participation and Engagement Report	Information	Topical	Andrew Jarrett/ Andrew Harris
	Young Carers Strategy – Permission to Consult	Decision	Topical	Aileen Flynn/ Andrew Jarrett
	Education			
	EDS Delivery Plan	Decision	Annual	Chris Millis
	Education, Leisure and Lifelong Learning Self Evaluation Report 2016	Information	Topical	C.Millis
	ELLL Y Cynllun (Business Plan) (ECR will be invited to the meeting for this item)	Decision	Annual	Aled Evans
	Attendance Report for April, May, June and July to include Penalty Notices	Information	Quarterly	John Burge/Andrew Thomas

Budget 17/18 – Additional date to be arranged for CYPE Scrutiny Committee to consider.

Children, Young People and Education Cabinet Board – Forward Work Programme (DRAFT)

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
3rd Nov 16	Children's			
	Western Bay Youth Offending Board Quarter 1 Data Report	Information	Quarterly	Caroline Dyer/Nick Jarman
	Hillside Managers Report (6 Monthly)	Monitoring	6 Monthly	Mark Lazarus/NJ
	Hillside (The Children Home Wales) (6 Monthly)	Monitoring	6 Monthly	Mark Lazarus/NJ
	Hillside Managing Incidents Report	Decision	Topical	Mark Lazarus/NJ
	Improvement Member Panel Report	Information	Topical	Catherine Gadd
	Children's Workforce Report (confirm if this needs to go at the same time as the Staff Survey in Jan 17	Information	Topical	Andrew Jarrett
	TAF Report to include Step/Up Step Down arrangements	Information	Topical	Keri Warren/ Andrew Jarrett
	Education			
	School Standards Partnership Thematic Report	Monitoring	Topical	Helen Morgan/Rees

Children, Young People and Education Cabinet Board – Forward Work Programme (DRAFT)

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
1st Dec 16	Children's			
	P.I. Data – Quarter 2 (Including Key Priorities)	Monitoring	Quarterly	David Harding/AJT
	Fostering Reg. 42 Update Report	Monitoring	Topical	Delyth Berni/ Andrew Jarrett
	Education			
	P.I. Data – Quarter 2	Monitoring	Quarterly	Carl Glover/CM
	Schools Admissions Policy 18/19 Permission to Consult	Decision	Annual	Helen Lewis
	All Composite Data on Pupil Performance 15/16 (Annual Report)	Monitoring	Annual	Carl Glover/CM
	Performance Data and Commentary ERW Local Categorization	Monitoring	Annually	Betsan O'Connor/ Chris Millis

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CHILDREN, YOUNG PEOPLE AND EDUCATION

CABINET BOARD

8th September 2016

REPORT OF THE HEAD OF CHILDREN &

YOUNG PEOPLE SERVICES

- A. JARRETT

MATTER FOR DECISION

WARDS AFFECTED: ALL

CHILDREN AND YOUNG PEOPLE SERVICES – DEVELOPMENT PLAN 2016/17

1. Purpose of Report

To obtain approval for the Children & Young People Services Development Plan 2016/17.

2. Executive Summary & Background

The Children & Young People Services (CYPS) in Neath Port Talbot has made significant improvements over the past two years. The service now has a stable and more experienced workforce; practice that is procedurally sound and performance that is amongst the best across Wales. The “back to basics” work has now been completed and it is time for the service to fulfil its aspirations to become an excellent service. With continued support and a comprehensive understanding from Councillors and Senior Managers across the Local Authority, Children & Young People Services is now in a position to become a centre of excellence and good practice within the Welsh context. It is an exciting time and there is huge potential within the service if the priorities for the immediate future can be approached with the same rigour and clarity that has been applied to workforce, practice and performance issues. This Strategy aims to set out the vision and priorities for 2016/17 in an accessible and concise format in order that it can be easily referenced and understood.

3. **Financial Impact**

There is no direct financial impact.

4. **Equality Impact Assessment**

A Screening Assessment has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. After completing the assessment it has been determined that this strategy does not require an Equality Impact Assessment. The main reason for this is that the Strategic Plan refers to a set of priorities which, where necessary, will have their own EIA assessments.

5. **Workforce Impacts**

There are no workforce impacts associated with this report.

6. **Legal Impacts**

There are no legal impacts associated with this report.

7. **Risk Management**

Without a Strategic Plan there is a risk that the service will not focus on its priorities in 2016/17.

8. **Consultation**

There is no requirement under the Constitution for external consultation on this item.

9. **Recommendation**

That the Children and Young People Services Strategic Improvement Plan 2016/17 be approved by the Children Young People Service & Education Cabinet Board.

10. **Reason for Proposed Decision**

To provide strategic direction for the Children and Young People Services programme of improvements.

11. **Implementation of Decision**

The decision is proposed for implementation after the three day call in period.

12. **Appendices**

The Children & Young People Services Strategic Improvement Plan 2016/17

13. **List of Background Papers**

Not applicable

14. **Officer Contract**

Andrew Jarrett, Head of Children & Young People Services

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THE CHILDREN AND YOUNG PEOPLE SERVICES

STRATEGIC IMPROVEMENT PLAN 2016-17

CHILDREN & YOUNG PEOPLE SERVICES BUSINESS PLAN 2016-17

INTRODUCTION

This business plan covers the period 1st April 2016 to 31st March 2017. An easy to read addendum is attached at pages 10-18. The services and functions within the scope of the Plan are as follows:

- Assessment and care planning for vulnerable children including those with a disability
- Care planning for Looked After Children(LAC)
- Assessment and care planning for children who have left care
- The Fostering Service
- Safeguarding and protection of children

COMMUNITY AND CORPORATE OBJECTIVES

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The Single Integrated Plan for the Neath Port Talbot Area was prepared by the Local Service Board in 2013/14 and adopted by full Council. The vision contained within the Single Integrated Plan is *“Creating a Neath Port Talbot where everyone has an equal chance to be healthier, happier, safer and prosperous”*

The way the Council contributes to the delivery of the Single Integrated Plan is set out in the Corporate Improvement Plan. There are six improvement objectives for 2015/18:

- **Safer, Brighter Futures** - Improve outcomes for children in need and children looked after by improving the performance of the Council’s Children and Young People Services Department
- **Better Schools and Brighter Prospects** – Raise educational standards and attainment for all young people
- **Improving Outcomes, Improving Lives** - Maximise the number of adults who are able to live independently with or without support within the home of their choice within their community
- **Prosperity for All** – Support and invest in our town centres and communities to promote economic growth, regeneration and sustainability, maximise job opportunities and improve access to employment
- **Reduce, reuse and recycle** – Increase the percentage of waste recycled and composted
- **Better, simpler, cheaper** - improve customer/citizen access to services and functions provided by the Council or on behalf of the Council and to improve the efficiency of those services and functions.

The delivery of the six improvement objectives is based on our key principles of equality; sustainability; promoting the Welsh Language and culture; engaging with citizens; and partnership working. The service will contribute to the delivery of these objectives as described further in this plan.

SERVICE PURPOSE, VISION AND VALUES

Our vision for Children & Young People and the service remains:

- All children and young people in Neath Port Talbot are protected and grow up in supportive families to achieve their potential.
- The children and young people services department is highly regarded by children, young people and the wider community and is a great place to work.

Page 16 This vision is underpinned by the values we have and our work will be rooted in the values of the social work profession and the United Nations Conventions on the Rights of the Child:

- To hear the voice of the child or young person in everything that we do.
- Promoting social justice.
- Acting with integrity.
- Treating all people with compassion, empathy and care.
- Ensuring the proper stewardship of scarce public resources.

Alongside our vision and values CYPS has agreed a common articulation of the way in which we expect to practice in the future. We are clear that on an individual, team and service basis we stand for:

“Achieving quality, supporting families and effectively managing risk”.

These are the key themes we will continue to reflect upon as we measure the positive impact of the service going forward.

Principle 1 – Delivery of Priorities in 2015/16

A review of the business plan for 2015/16 demonstrates that the department delivered the objectives set out in the business plan for the year. Key achievements included:

- Creation of a Single Point of Contact
- Providing Outcomes based training to all staff and playing a leading role in Welsh Government implementation of Outcomes Working
- Maintaining a workforce that is stable, experienced and skilled
- Maintaining a focus on improving key Performance Indicators
- Exceeding the budget requirements of the forward financial plan.

Areas where performance was below expectation included:

- Engaging in a meaningful way with service users remains a challenge and an area where we will do better

Principle 2 - Priorities to be delivered in 2016-2017

The priorities will be underpinned by the implementation of The Social Services and Wellbeing (Wales) Act 2014. All staff have been provided with mandatory training on all parts of the Act. As the Act is embedded further, more specific training will be identified and provided to support the delivery of the key priorities which are:

1. Evaluating outcomes based upon a framework that will evidence that we are making significant positive differences in the lives of the children and families we deal with. This will be measured by using the following methods:-
 - Outcomes reviewed during the period – of those, % that have shown positive progress or been achieved as determined by families:
 - Def 1 - scores have improved on baseline score and last review score.
 - Def 2 – latest score has improved on last review score
 - Outcomes reviewed during the period - % that have shown positive progress or been achieved as determined by professionals:
 - Def 1 - scores have improved on baseline score and last review score.
 - Def 2 – latest score has improved on last review score
2. Ensuring a consistency and depth of quality in the work that we complete on a day to day basis including participation and engagement. This will be measured by looking at the following indicators:-
 - Supervision (existing Key Indicator)
 - Average Caseloads (existing Key Indicator)
 - Vacancies/Agency/New Starters/Leavers (existing Key Indicator)
 - Number of Disciplinarys
 - Number of Grievances
 - Thematic Audit Reports (Qualitative Feedback)
 - % of families participating in Outcome Scores
 - Complaints and compliments received by the service

3. Maintain a safe and measured approach to reducing the number of Children Looked After and ensuring a sufficiency in placements and accommodation. This will be measured by looking at:-
 - LAC Numbers (existing Key Indicator)
 - Children Placed by Foster Carer Type/Age Group (existing Key indicator)
 - Timeliness of LAC Visits
 - Timeliness of LAC Reviews
 - The Number of Children who have been Discharged from Care and subsequently re-admitted within a 12 month period (existing Key PI)
 - Number of new foster carers approved for teenage placements

4. Developing and delivering a robust and effective Family Support Strategy which will ensure a targeted approach to supporting children, young people and their families. We will record and analyse:-
 - TAF step up / step down cases
 - TAF Performance Data in respect of timescales, caseloads and quality of work
 - A full review of current family support services commissioned by Children & Young People Services
 - The number of young people in care who are in suitable accommodation.

Mandatory Corporate Measures Table

Mandatory Corporate Measures (2016-2017)	2014-2015 Performance (if available)	2015-2016 Performance (if available)	2016-2017 Performance Target
CM01 Number of transactional services: a) Fully web enabled b) Partially Web enabled	N/A	N/A	N/A
CM02 % of revenue expenditure within budget	Budget £22,708,170 Actual £22,795,455 0.4% overspend	£23,257,240 £21,767,610 6.4% underspend	£22,623,310 £22,023,000 2.7% underspend
CM03 Amount of FFP savings at risk	Nil	Nil	Nil
CM04 Average FTE (full time equivalent) days lost due to sickness		13	12
CM05 % (no.) of staff performance appraisals to be completed during 2016-2017			100%
CM06 Number of employees who left due to unplanned departures	16	17	15
CM07 Total number of complaints: Internal / External	85	27	25
CM08 Total number of compliments: Internal / External	12	25	30
CM09 % (no.) of services measuring customer satisfaction	N/A	N/A	N/A

Principle 3 – Workforce Planning**What are the key workforce challenges for this service?**

We will continue to build on the priorities of workforce stability, good social work practice and excellent performance management. We understand that following a period of stability it will be natural for there to be some movement in staffing during 2016/2017. The challenge will be that the service prepares for this and both external recruitment and internal workforce planning is approached robustly.

What actions are we going to take to address these challenges?

We continue to be committed to ensuring that we have a stable, experienced and well trained staff group. We will maintain stability by continuing to follow good people management and leadership practices such as timely recruitment, good induction, regular supervision, performance management, maximising attendance, minimising the use of agency workers, succession planning, effective two way communication between staff and managers and partnership working with the Council's recognised Trade Unions.

We will maintain a targeted and systematic approach to achieving continuous improvement in quality and practice and to comply with current legislation. We will continue to promote a workforce culture that is supportive, that rewards success and achievements and is focussed on the outcomes of the families we work with. capability, disciplinary and grievance issues will be promptly and appropriately dealt with. Our actions will continue to be underpinned by the CYPS Recruitment and Retention Strategy and the NPT People Charter.

Principle 5 – Risk Management

Risks to achieving our objectives and plans to mitigate those risks are as follows:

Ref	Description of Risk	Existing Score	Mitigating Actions	Owner	Revised Score
	The service is unable to safely reduce the number of children who are looked after and, therefore, are unable to make the agreed savings	8	Ensure robust systems are in place to ensure only those children that need to be looked after are in care and that they are placed as close as possible to NPT with as many NPT carers as possible	Andrew Jarrett	
	CYPS does not manage safeguarding issues effectively leading to a significant loss of organisational reputation	10	All staff continue to be trained in managing risk with clear systems in place to ensure that policies are followed and clear support and direction is given by managers	Alison Davies	
	To ensure staff are aware of their responsibilities under the Social care and Wellbeing Act 2014.	10	Training to provide support; Action plan and HoS group co-ordination; skills audit for front-line and support staff	Rachael Dixon	



THE CHILDREN AND YOUNG PEOPLE SERVICES

ADDENDUM TO THE STRATEGIC IMPROVEMENT PLAN 2016-17

1. Introduction

The Children and Young People Service (CYPS) in Neath Port Talbot has developed into a service which has maintained improvements and continues to take a forward looking approach to developments. There is now a stable and experienced workforce which has established a benchmark for good practice and promotes practice that is procedurally sound. The service is able to demonstrate performance which is comparable with the best across Wales.

The service, with the support and scrutiny of Councillors, has been able to maintain an energy, rigour and clarity to its continued improvements and developments.

This Strategy aims to set out the vision and priorities for 2016-17 in an accessible and concise format in order that it can be easily referenced and understood. This strategy provides an overview to the aims of the overarching Children and Young People Services Strategic Improvement Plan and should be read in this light.

2. Vision

Our vision for Children & Young People and the service remains:

- All children and young people in Neath Port Talbot are protected and grow up in supportive families to achieve their potential.
- The children and young people services department is highly regarded by children, young people and the wider community and is a great place to work.

This vision is underpinned by the values we have and our work will be rooted in the values of the social work profession and the United Nations Conventions on the Rights of the Child:

- To hear the voice of the child or young person in everything that we do.
- Promoting social justice.
- Acting with integrity.
- Treating all people with compassion, empathy and care.
- Ensuring the proper stewardship of scarce public resources.

Alongside our vision and values CYPS has agreed a common articulation of the way in which we expect to practice in the future. We are clear that on an individual, team and service basis we stand for:

“Achieving quality, supporting families and effectively managing risk”.

These are the key themes we will continue to reflect upon as we measure the positive impact of the service going forward.

3. Current Situation

Children and Young Peoples Services have continued to make improvements in its performance and practice and to set standards which will assist the service in delivering its aim of being a centre of excellence for the delivery of effective services for families.

The strategies which were implemented to deliver an effective service will continue to be built upon and developed. We will continue to build on the priorities of workforce stability, good social work practice and excellent performance management.

We continue to be committed to ensuring that we have a stable, experienced and well trained staff group. We will maintain stability by continuing to follow good people management and leadership practices such as timely recruitment, good induction, regular supervision, performance management, maximising attendance, minimising the use of agency workers, succession planning, effective two way communication between staff and managers and partnership working with the Council's recognised Trade Unions.

We will maintain a targeted and systematic approach to achieving continuous improvement in quality and practice and to comply with current legislation. We will continue to promote a workforce culture that is supportive, that rewards success and achievements and is focussed on the outcomes of the families we work with. Capability, disciplinary and grievance issues will be promptly and appropriately dealt with. Our actions will continue to be underpinned by the CYPS Recruitment and Retention Strategy and the NPT People Charter.

In relation to performance management the service remains committed to maintaining and developing the use of accurate and timely information which will inform our workforce about the work it is doing.

The service will evidence the positive impact its interventions make on families. This work will be supported through the establishment of the Outcomes based approach across all of the teams.

4. Priority Areas

Having achieved success in developing a workforce that is properly trained and has a balance of experience, has established policies and procedures, supportive IT structures and a comprehensive performance management framework the service remains committed to further developing these areas and to implement individual strategies to support the priorities we intend to focus on over the next 2 years.

The priorities will be underpinned by the implementation of The Social Services and Wellbeing (Wales) Act 2014. All staff have been provided with mandatory training on all parts of the Act. As the Act is embedded further and more specific training will be identified and provided to support the delivery of the key priorities:

5. **Evaluating Outcomes Based Upon A Framework That Will Evidence That We Are Making Significant Positive Differences In The Lives Of The Children And Families We Deal With**

It is important that improvements are not evidenced only in terms of quantitative measures, but that the service is able to demonstrate that it is making a positive difference to improving the lives of children and families by measuring outcomes.

We intend to further build upon the Outcome Based Framework which has been successfully piloted within the service. All staff across the service will be trained to work within the Framework which will provide a consistent approach to working with families.

Care planning and review mechanisms will be key to measuring the effectiveness of advice and assistance provided to families and to measure outcomes. We will continue to develop ICT Systems to support this function and ensure we can monitor the 'direction of travel' at key junctures during the intervention process.

The Framework captures and acts upon the views of children, parents, carers and professionals. The framework will complement the requirements placed upon Local Authorities in the Social Services and Well-being (Wales) Act 2014, such as co-production and goal setting with families.

6. **Ensuring A Consistency And Depth Of Quality In The Work That We Complete On A Day To Day Basis Including Participation And Engagement**

The Quality Assurance Framework has continued to be implemented across the service. This has incorporated the setting of the high quality standards we endeavour to achieve consistently across the service, the establishment of methods for measuring and evaluating the quality of our interventions with families and using findings to identify priorities for improvement and further develop services.

On a routine basis we continue to undertake audit activity through the scrutiny of cases, supervision and feedback mechanisms established in the Independent Reviewing Service. Team Managers have received training and participate in a monthly audit programme. Finding reports are routinely scrutinised by Senior Managers and will continue to be used to improve service delivery. In addition a system has been established for holding peer reviews within the Single Point of Contact (SPOC) and mechanisms will be developed to extend this across the service and to incorporate reporting mechanisms to improve practice.

Feedback forms have been developed to capture the views of children and their families and these will continue to be developed to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014 with revised questionnaires being implemented.

We have an established Performance, Quality and Practice Development Team which consists of a Performance, Quality and Practice Manager; Complaints Officer; Engagement and Participation Officer. We have an established Participation and engagement group includes young people as members and will continue to promote consultation activities and the development of information services. We will continue to develop mechanisms for collating and reporting information to assist with service delivery and development.

The complaints service is monitored consistently to ensure that complaints are dealt with in a timely manner and mechanisms will be developed to ensure that there is lesson learning from feedback from families and professionals.

All staff participate in an induction and receive supervision and training that explicitly demonstrates our approach to delivering services and assessing children, young people and their families. A new supervision policy has been developed along with an annual appraisal process and a personal development review which will be fully implemented across the service.

We are committed to ensuring that all staff are provided with the right level of training to ensure that the service is competent to deliver high quality services to children and families. An analysis of training needs for unqualified staff will be undertaken to ensure that staff are effectively trained and suitably competent to meet the requirements of their role.

Maintain A Safe And Measured Approach To Reducing The Number Of Children Looked After And Ensuring A Sufficiency In Placements And Accommodation

The implementation of the Looked After Children strategy has supported the safe reduction in the number of Looked After children.

Arrangements for strengthening the procedures for considering admissions to care, and interventions for young people on the edge of care have been implemented with the support from partner agencies and commissioned services through the Resource Panel.

The service continues to promote the position that whenever possible and safe to do so that children will be cared for by their own families. This is promoted through the effective use of legal and permanency panels. Reporting mechanisms will be established for these panels to report to Senior Management for oversight.

A Foster Carer Recruitment strategy has been developed which profiles the number and range of looked after children and foster carers and identifies the need to increase the number of foster carers for children aged 11 plus. A marketing strategy will be developed to ensure that the service is effective at providing a choice of high quality, stable, local placements for children and young people, including those with specialist or complex needs.

Arrangements are in place to support young carers to remain in their placements following their 18th Birthday under the When I Am Ready Scheme. Improvements have been made to the ITC system to support the monitoring and take up of the scheme.

The accommodation services for young people leaving care is being recommissioned to ensure that young people leaving care are supported to access suitable accommodation which meets their range of needs and promotes them developing a move towards independent living.

Children and Young People Services in conjunction with the commissioning team will continue to monitor the commissioning arrangements for Independent Fostering and Residential placements to ensure that services are delivering on outcomes for young people and providing value for money.

8. Developing And Delivering A Robust And Effective Family Support Strategy Which Will Ensure A Targeted Approach To Supporting Children, Young People And Their Families

A Family Support Strategy has been implemented to assist in delivering targeted support services to children and families. The FSS promotes joint working with the Think Family Partnership to ensure a joined up approach through the Tiers of need from early intervention through to Tier 4 specialist support. Support services have been remodelled to take into consideration the needs for our most vulnerable children and young people. This will ensure we deliver targeted support to the families most in need.

The Think Family Partnership commissioning of Family First Services is in place and incorporating services which include Family Group Conferencing, Young Carers Support and Counselling Support for families.

We have worked with partners to refocus services and ensure that we have a shared vision for priorities:

- a. Team Around the Family (TAF) has become integrated within Children and Family Services and a robust Step Up/Down Protocol has ensured the right supports are in place. The TAF Service forms part of the common front door for the Intake Team to ensure that all referrals access a single point of contact (SPOC)
- b. YOT has actively participated with CYPS utilising their Prevention Team and this support will become formalised within social work practice.
- c. IFSS has been operational since April 2013 in Western Bay and has recently been formally reviewed. Discussions are underway to have a re-focus on the strategic needs of CYPS.
- d. NSPCC – following negotiations the NSPCC Neglect Programme will be part of the prevention strategy.
- e. CALAN DVS Project will be in place by April 2015 offering direct support to families and basing a number of supports within children's' services.

All commissioned services will be reviewed to ensure that where required contracts are revised, extended or recommissioned where necessary. Children and Young People services will review services in line with the outcome of a Population assessment which will be completed by the end of 2016/17.

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CHILDREN, YOUNG PEOPLE AND EDUCATION CABINET BOARD

REPORT OF THE HEAD OF COMMISSIONING AND SUPPORT SERVICES – A. THOMAS

8th September 2016

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

TITLE OF REPORT

CHILDREN AND YOUNG PEOPLE SERVICES - 1ST QUARTER (2016-17) PERFORMANCE REPORT

Purpose of Report

The purpose of the attached documentation is to advise Members of Performance Management Information within Children's Services, for the 1st Quarter Period (April 2016 – June 2016); the Monthly Key Priority Indicator Information (July 2016) and Complaints Data (April 2016 – June 2016).

Executive Summary

The 1st Quarter 2016-17 sees the introduction of a new suite of Welsh Government Statutory Indicators for Children and Young People Services. Comparison data for these Indicators will become available over time. In addition, this report demonstrates consistently strong performance across the range of Children and Young People Services 'Key Priority Indicators'.

Background

1. Following agreement by Members at CYPE on 30th July 2015, the Quarterly Performance Monitoring Report has been revised, enabling Members to monitor and challenge more specific areas of performance within CYPs. The report also takes into account a change in reporting obligations to Welsh Government in terms of the statutory performance indicators.

Financial Impact

2. Not applicable.

Equality Impact Assessment

3. None Required

Workforce Impacts

4. Not applicable

Legal Impacts

5. This progress report is prepared under:

i) Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

ii) Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

6. Not applicable

Consultation

7. No requirement to consult

Recommendations

8. Members monitor performance contained within this report

Reasons for Proposed Decision

9. Matter for monitoring. No decision required

Implementation of Decision

10. Not Applicable

List of Appendices

11.

Section 1 - Performance Management Information within Children's Services for the Period (April 2016– June 2016).

Section 2 – Monthly Key Priority Performance Indicator Information (position as at 31st July 2016)

Section 3 – Complaints and Compliments Data (April 2016 – June 2016)

List of Background Papers

None

Officer Contact

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Section 1: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016)

Note: The following references are included in the table. Explanations for these are as follows:

(NSI) National Strategic Indicators - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17.

(PAM) Public Accountability Measures - consist of a small set of "outcome focused" indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 2014/2015 i.e. an overall performance indicator value for Wales.

	Performance Key
😊	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
v	Performance is within 5% of previous years' performance
↓	Performance has declined by 5% or more on previous years' performance
–	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.

Social Care – Children’s Services

No	PI Reference	PI Description	2014/15 Actual	2015/16 Actual	All Wales 2014/15	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	PI 24	The percentage of assessments completed for children within 42 days from point of referral	n/a - new	n/a - new		n/a - new	99.2%	n/a - new
2	PI 25	The percentage of children supported to live with their family	n/a - new	n/a - new		n/a - new	68.3%	n/a - new
3	PI 26	The percentage of Looked After Children returned home from care during the year	n/a - new	n/a - new		Populated by Welsh Government		—
Page 36	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register	n/a - new	n/a - new		n/a - new	13.5%	n/a - new
	PI 28	The average length of time (in days) for all children who were on the Child Protection Register during the year	n/a - new	n/a - new		n/a - new	222.2 days	n/a - new
	PI 29	The percentage of children receiving the core subject indicators at key stage 2 + 3	n/a - new	n/a - new		Populated by Welsh Government		—
7	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	n/a - new	n/a - new		Reported Annually		—
8	PI 31	The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement	97.2%	99.3%		Reported Annually		—
9	PI 32 (NSI)	The percentage of children looked after at 31 March who has experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.	10.7%	9.4%	13.5%	Reported Annually		—
10	PI 33 (PAM)	The percentage of children looked after on 31 March who has had three or more placements during the year.	7.1%	8.8%	9.0%	Reported Annually		—

11	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 12 + 24 months after leaving care	n/a - new	n/a - new		Reported Annually	—
12	PI 35	The percentage of care leavers who have experienced homelessness during the year	n/a - new	n/a - new		Reported Annually	—

Section 2 - Key Priority Performance Indicators July 2016

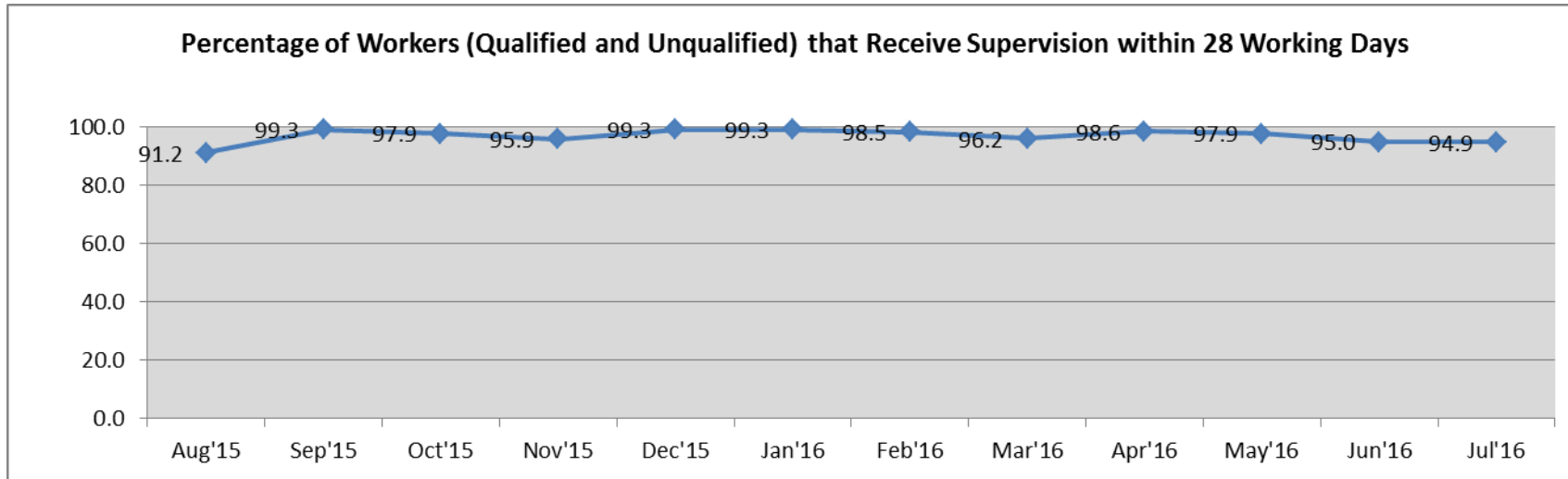
- **Priority Indicator 1 – Average Number of Cases held by Qualified Workers across the Service**

As at 31st July 2016	Caseload Information - Qualified Workers, including Deputy Team Managers					
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Lowest Worker Caseload	Average Caseload per Worker
Cwrt Sart	444.0	12.0	123	14	1	10.3
Disability Team	452.5	12.2	186	21	7	15.2
LAC Team	400.5	10.8	182	15	4	16.8
Llangatwg	444.0	12.0	168	19	11	14.0
Sandfields	397.0	10.7	137	18	8	12.8
Route 16	234.2	6.3	48	12	1	7.6
Dyffryn	333.0	9.0	103	15	4	11.4
Intake	511.5	13.8	60	13	1	4.3
Totals	3,216.70	86.9	1,007			
Average Caseload - CYPS				15.9	4.6	11.6

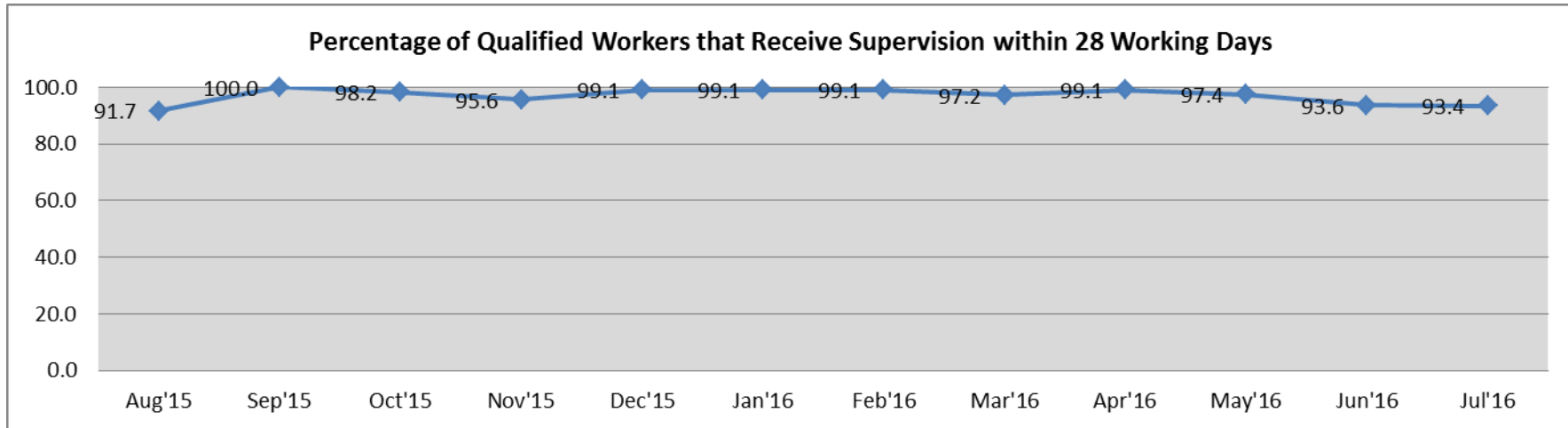
Please Note:

1. The above figures include cases held by Deputy Team Managers and Part-Time Workers.
2. The 'Available Hours' do not include staff absences e.g. Sickness, Maternity, Placement, unless cover is being provided.

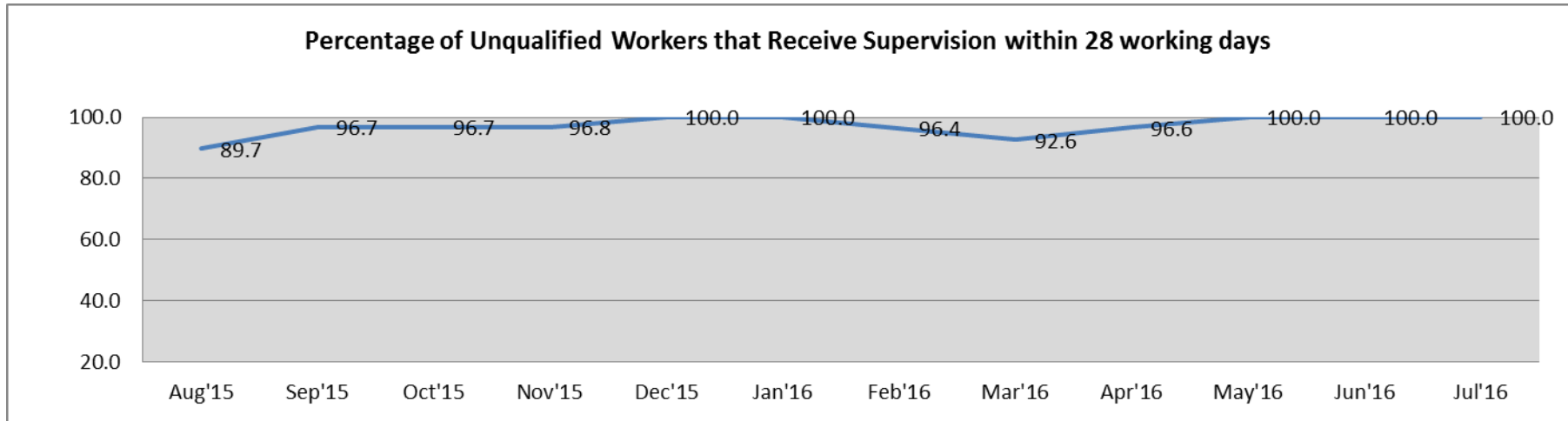
● **Priority Indicator 2 – Staff Supervision Rates**



	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Qualified and Unqualified Workers that receive Supervision within 28 working days	91.2	99.3	97.9	95.9	99.3	99.3	98.5	96.2	98.6	97.9	95.0	94.9
Number of workers due Supervision	137	141	140	145	144	140	136	133	139	143	139	136
Of which, were undertaken in 28 working days	125	140	137	139	143	139	134	128	137	140	132	129

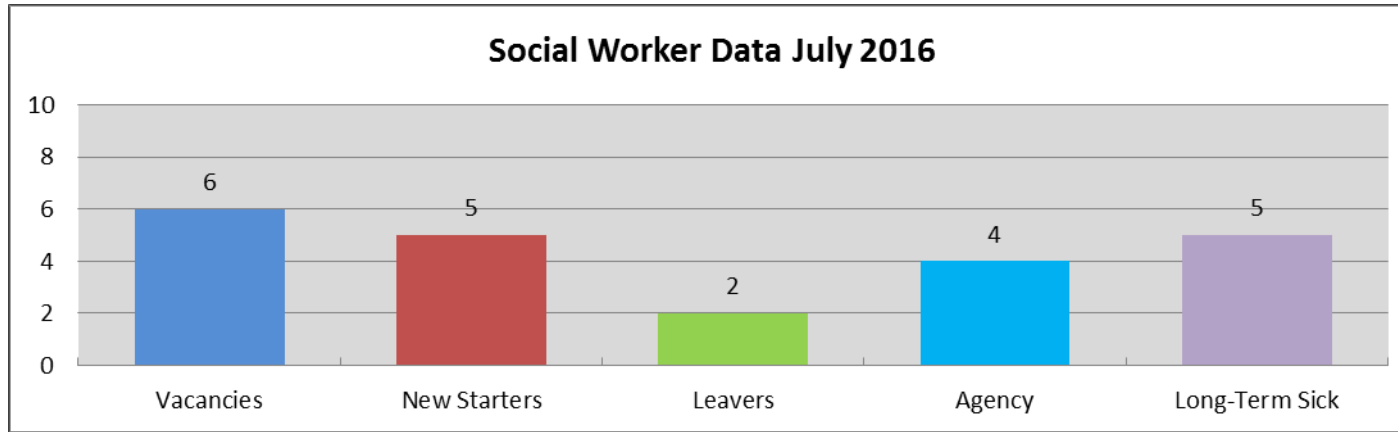


	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Qualified Workers that receive Supervision within 28 working days	91.7	100.0	98.2	95.6	99.1	99.1	99.1	97.2	99.1	97.4	93.6	93.4
Number of workers due Supervision	108	111	110	114	114	109	108	106	110	116	110	106
Of which, were undertaken in 28 working days	99	111	108	109	113	108	107	103	109	113	103	99



	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The percentage of Unqualified Workers that receive Supervision within 28 working days	89.7	96.7	96.7	96.8	100	100	96.4	92.6	96.6	100	100	100
Number of workers due Supervision	29	30	30	31	30	31	28	27	29	27	29	30
Of which, were undertaken in 28 working days	26	29	29	30	30	31	27	25	28	27	29	30

- **Priority Indicator 3 – The Number of Social Worker Vacancies across the Service (including number of starters/leavers/agency staff/long-term sickness)**



	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Total
Vacancies	1	1	2	1	1		6
New Starters			5				5
Leavers			2				2
Agency	1		1		2		4
Long-Term Sick	1	1	3				5

Agency: -

- 1 x Llangatwg CCT – covering vacancy
- 2 x Conference and Review Service – covering maternity leave/vacancy
- 1 x Team Manager in Team Around the Family (TAF) – covering vacancy

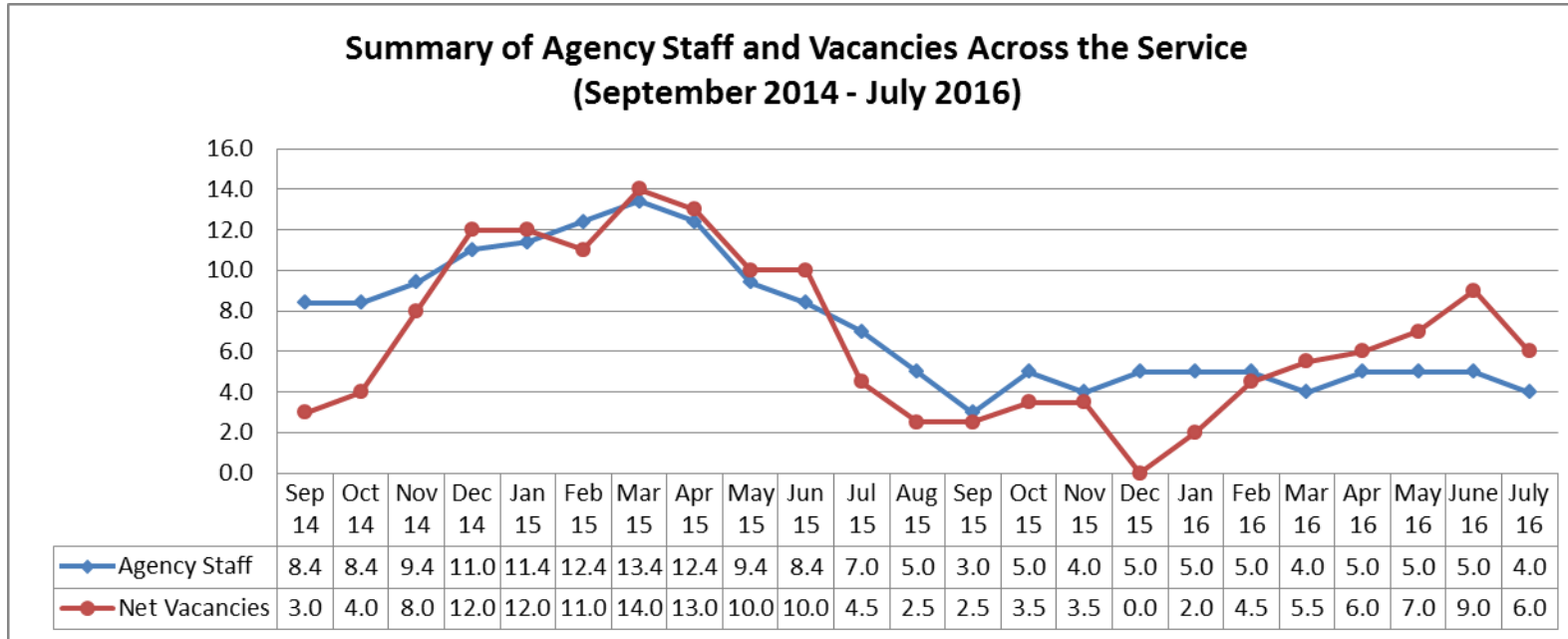
Vacancies: -

6 vacancies (includes 3 newly created positions – IRO, Social Worker (Llangatwg) and TAF Team Manager)

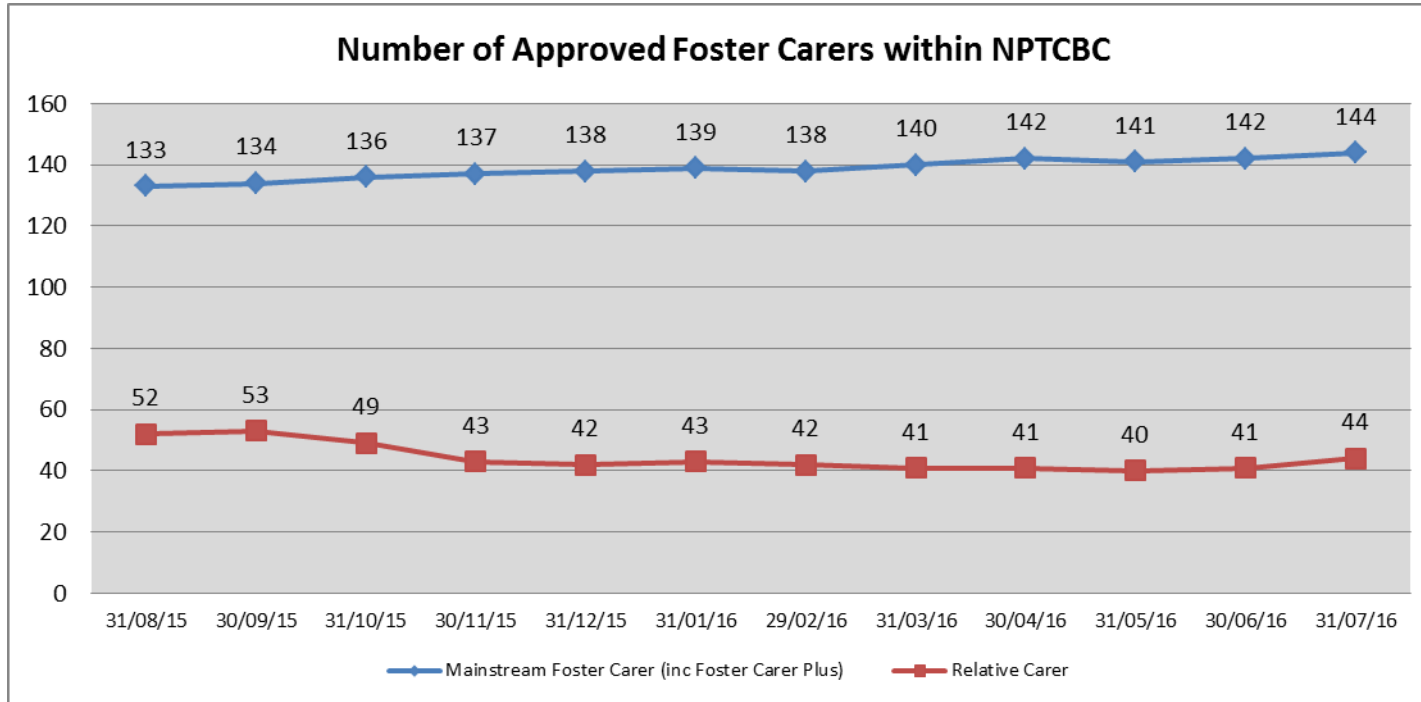
New Starters: -

5 new starters include 2 temporary newly qualified social workers

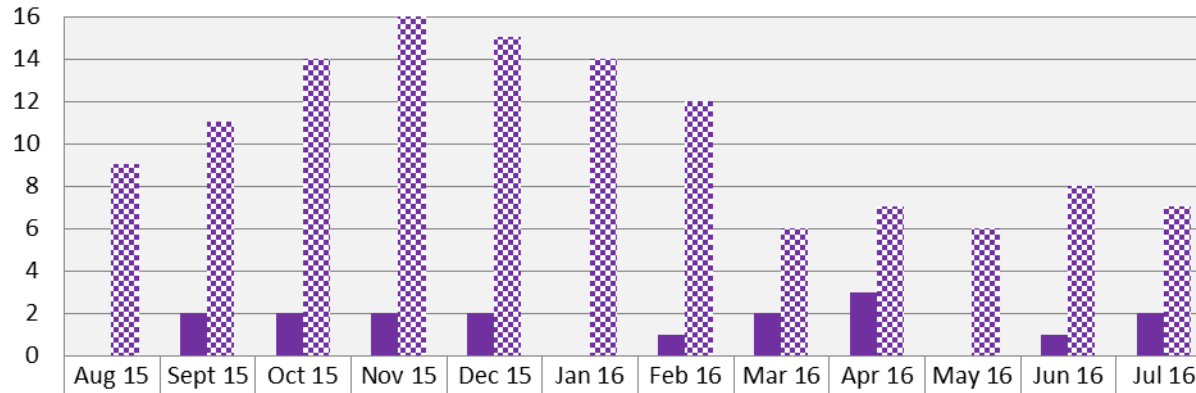
Summary of Agency Staff and Vacancies across the Service



- **Priority Indicator 4 – Number of Approved Foster Carers**

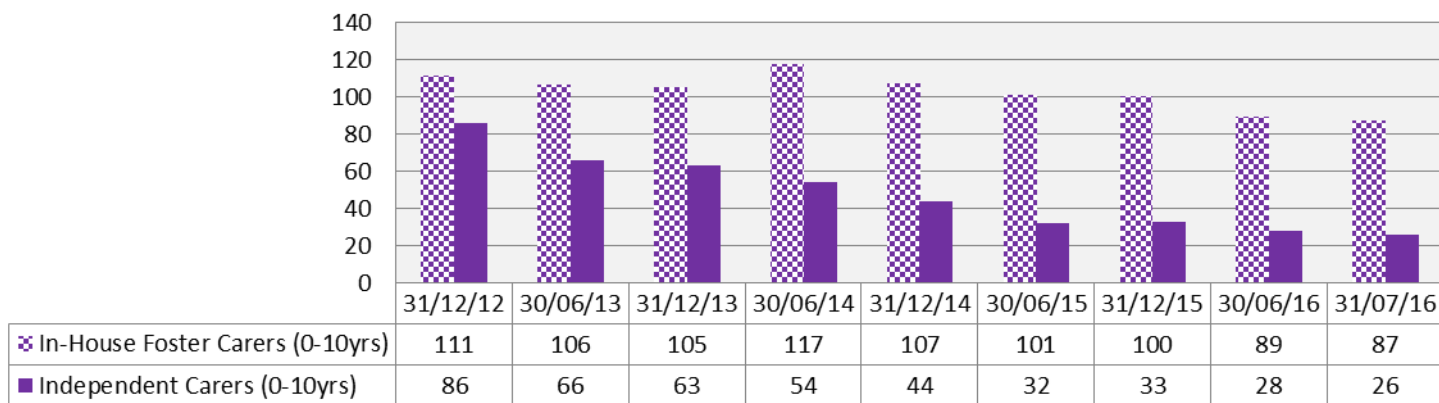


Number of New Mainstream Foster Carers Approved / Undergoing Assessment by Month

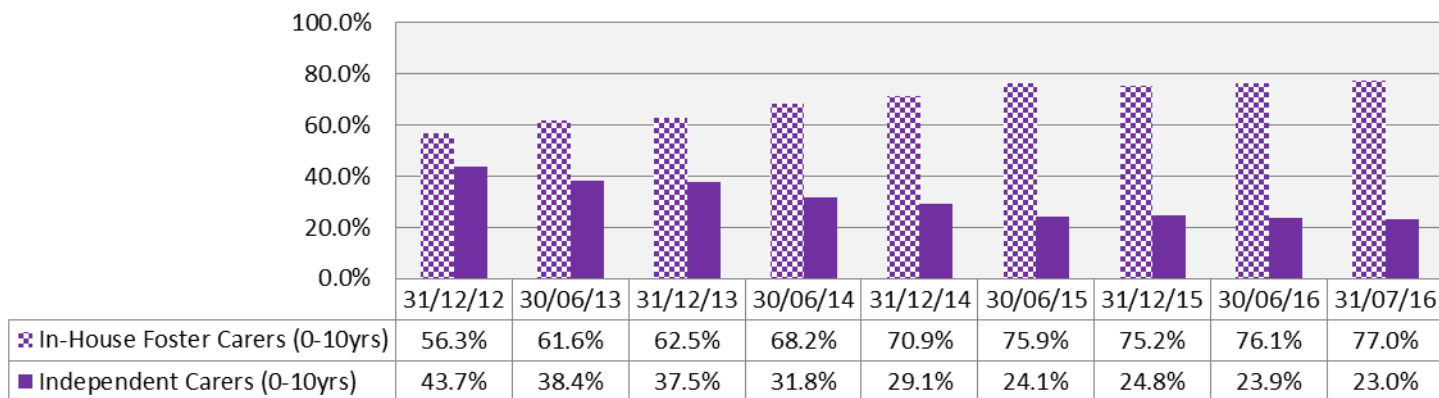


■ New Approved Carers	0	2	2	2	2	0	1	2	3	0	1	2
▨ Undergoing Assessment	9	11	14	16	15	14	12	6	7	6	8	7

Number of Children Placed by Foster Carer Type / Age Category (0-10yrs)



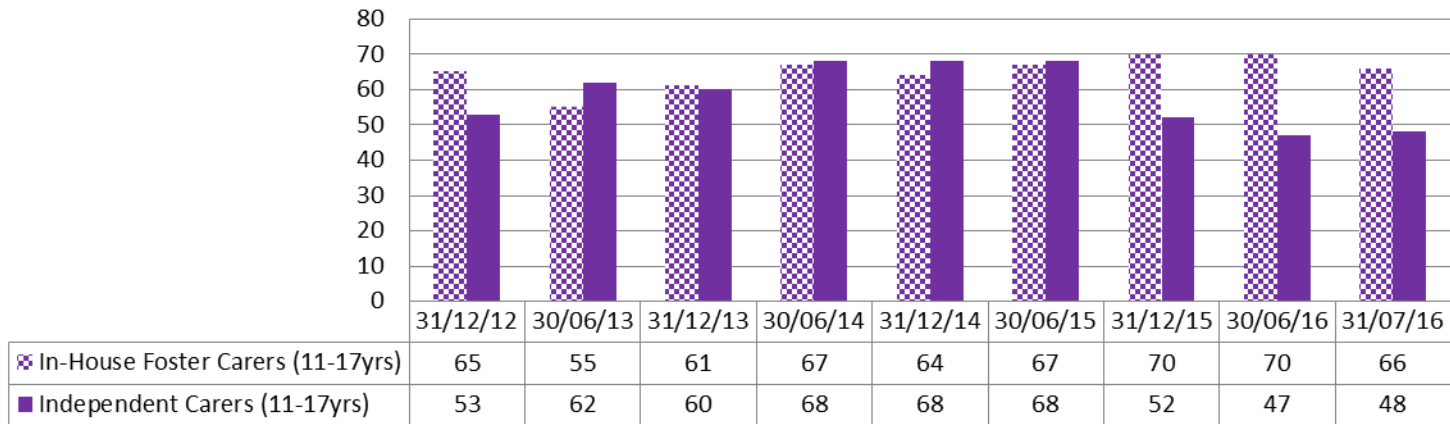
Percentage of Children Placed by Foster Carer Type / Age Category (0-10 yrs of Age)



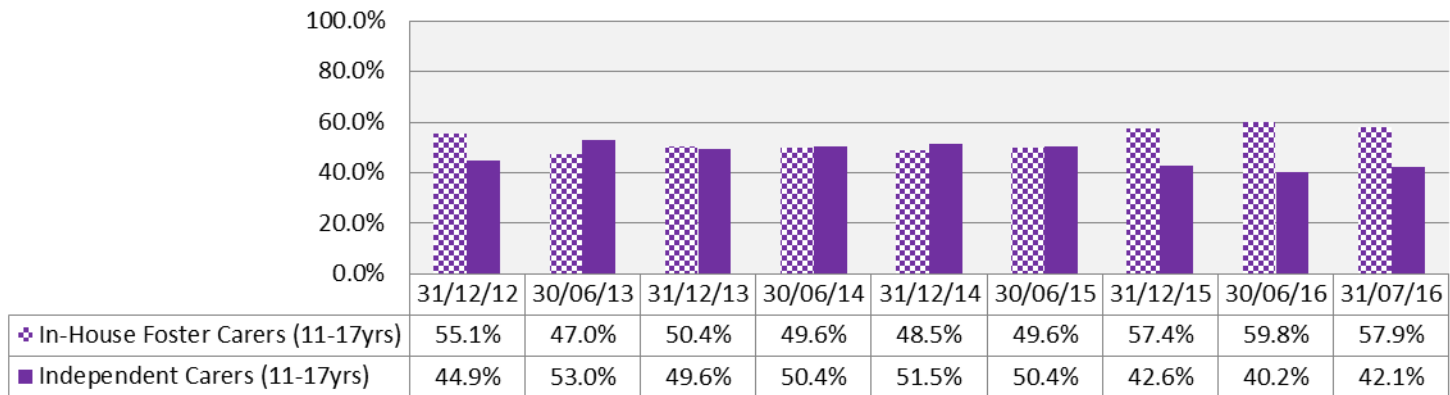
Current average cost of an internal placement is £18,082

Current average cost of an external placement is £40,949

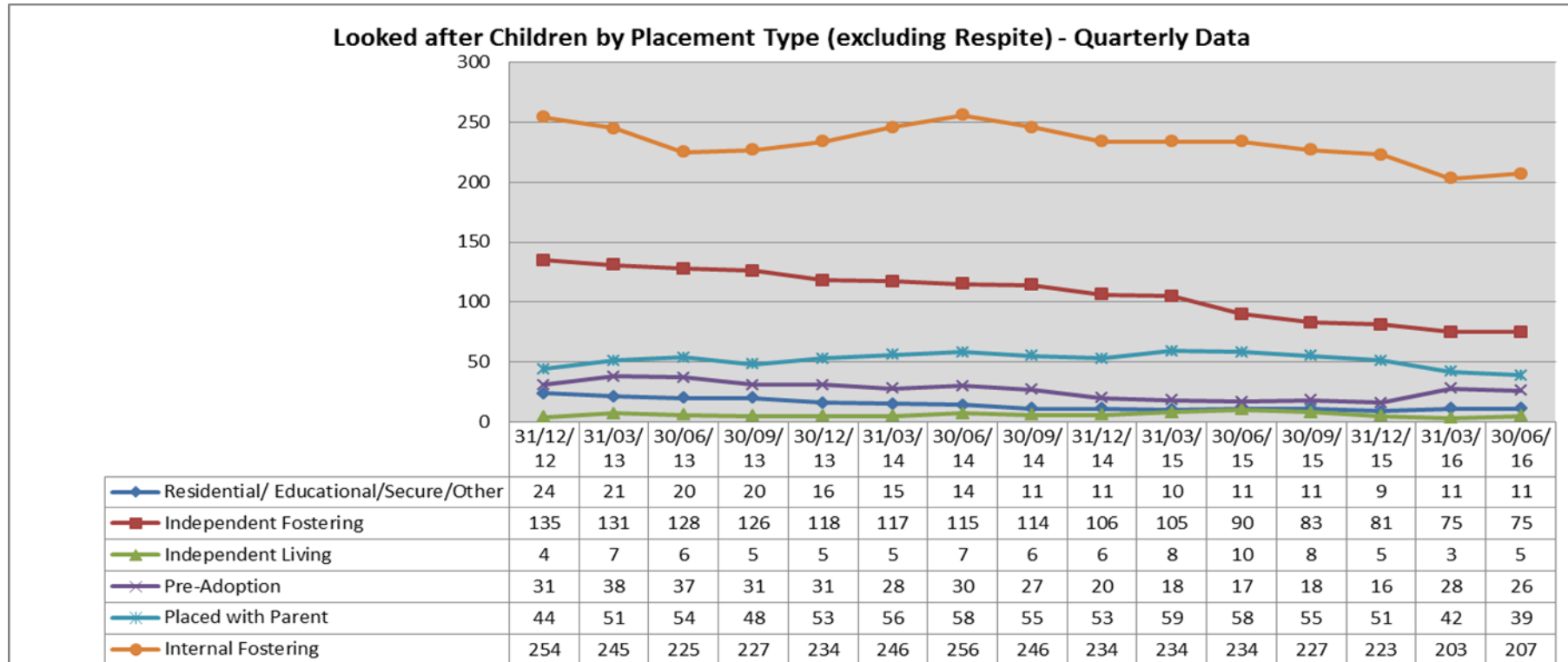
Number of Children Placed Foster Carer Type / Age Category (11-17yrs)



Percentage of Children Placed by Foster Carer Type / Age Category (11-17 yrs of Age)



- **Priority Indicator 5 – The Number of Looked After Children (LAC) by Placement Type**

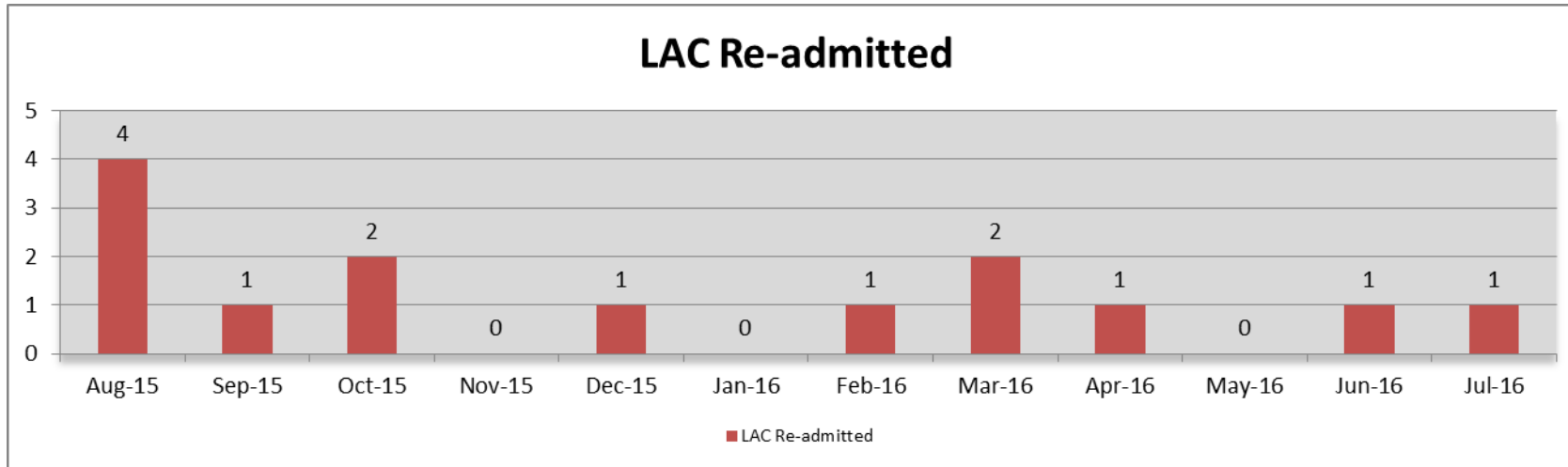


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Number of Children Looked After – as at 31st July 2016 = 362

Placement Type / Date	Residential/ Educational/Secure/Other	Independent Fostering	Independent Living	Pre-Adoption	Placed with Parent	Internal Fostering
31/07/16	11	74	5	28	40	204

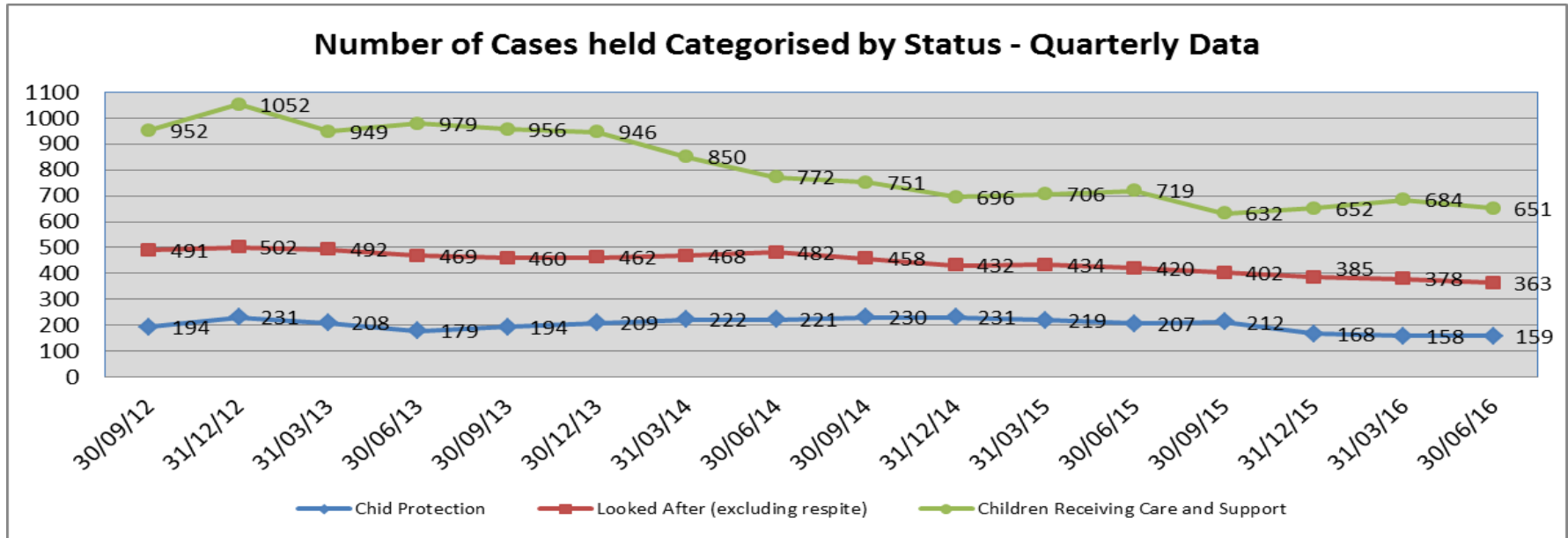
- **Priority Indicator 6 – The Number of Children who have been Discharged from Care and subsequently Re-admitted within a 12 month period**



Date	Number Re-admitted
August 2015	4
September 2015	1
October 2015	2
November 2015	0
December 2015	1
January 2016	0
February 2016	1
March 2016	2
April 2016	1
May 2016	0
June 2016	1
July 2016	1 *

* **Child A** was involved in a serious incident and remanded to Hillside Secure Unit by the Courts. **Child A** was subsequently discharged to the care of their paternal grandmother on 1st August 2016.

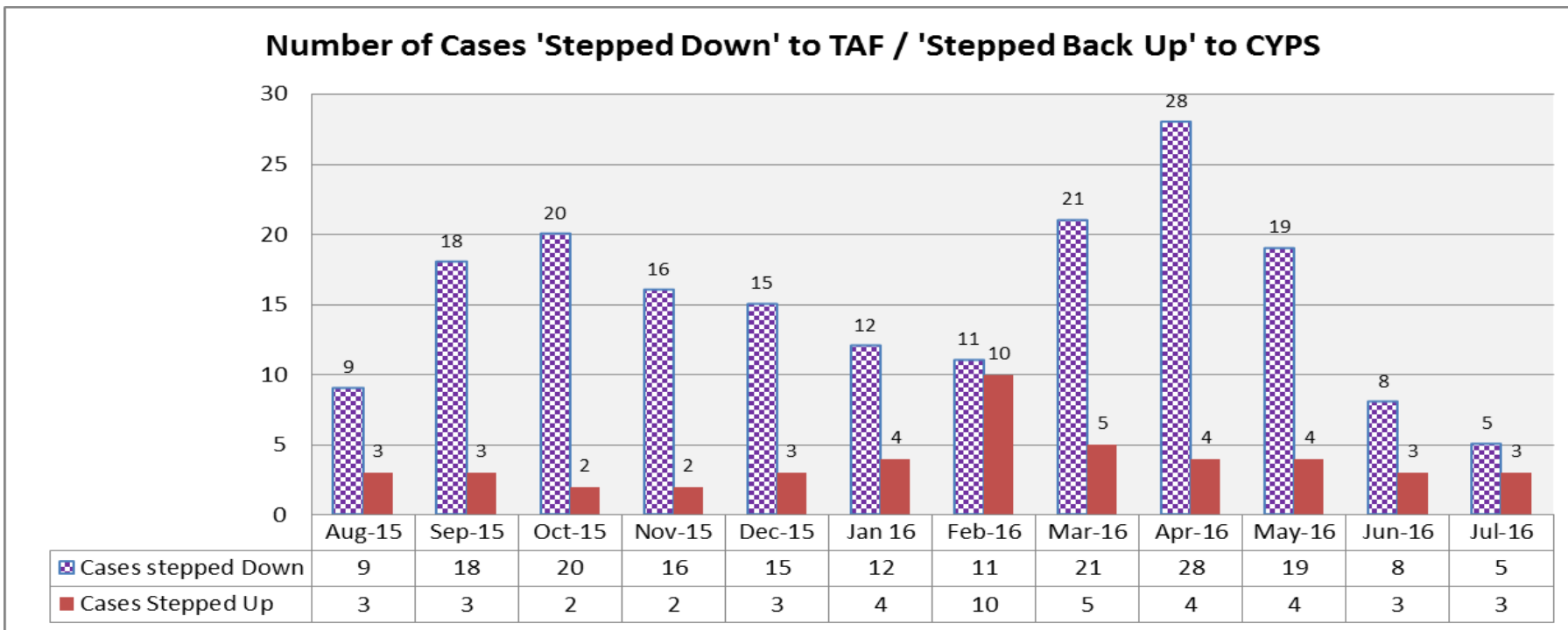
- **Priority Indicator 7 – The Number of Cases held within the Service categorised by status on a quarterly basis: – Child Protection, Looked After or Children Receiving Care and Support**



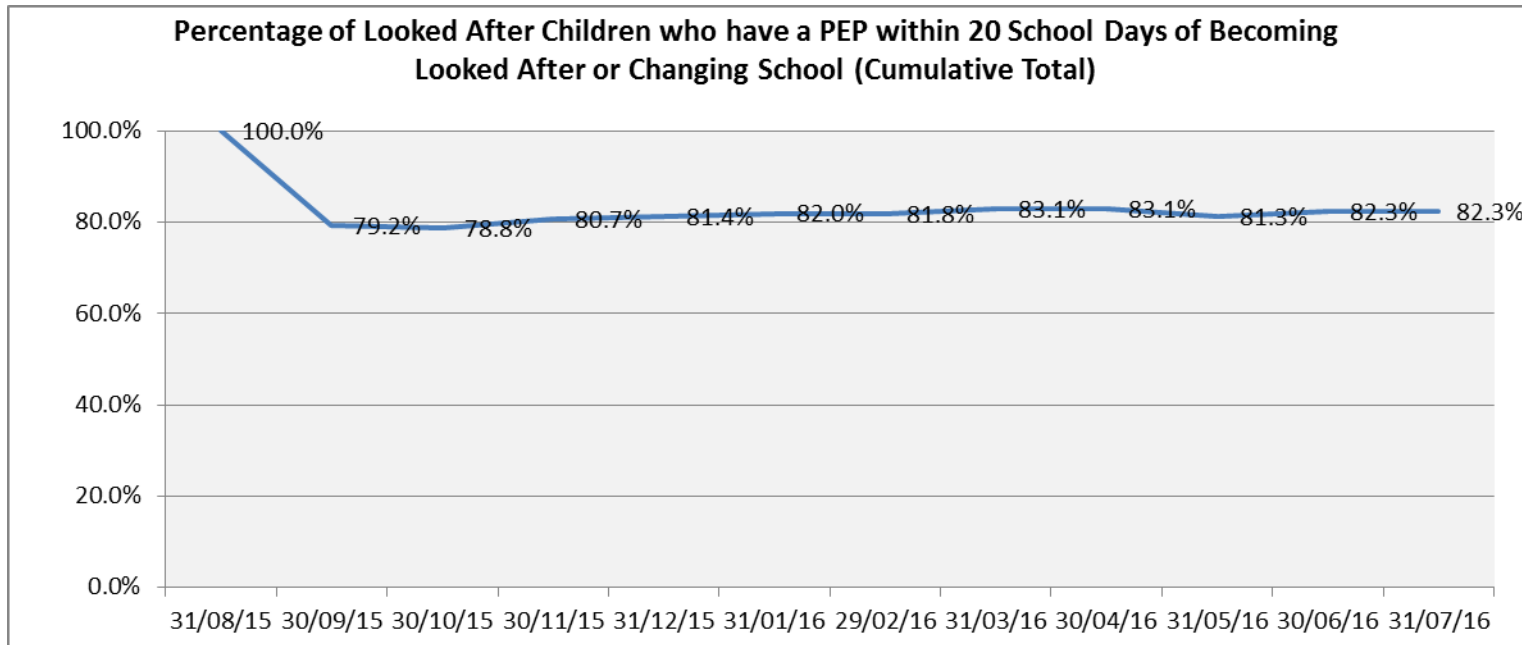
Position as at 31st July 2016:-

- Child Receiving Care and Support - 612
- Looked After (Excluding Respite) – 362
- Child Protection – 157

- **Priority Indicator 8 – The Number of Cases ‘Stepped Down / Stepped Up’ between CYPS and Team around the Family (TAF)**



- **Priority Indicator 9 - The Percentage of Children Looked After during the year with a Personal Education Plan within 20 School Days of Entering Care or Joining a New School.**



Date	Number of Children Admitted into Care	Of those Children Admitted into Care, the number with a PEP within 20 School Days		Number of Children with a Change of School	Of those Children with a Change of School, the number with a PEP within 20 School Days	Total number of PEPs due within 20 School Days	Total number of PEPs completed within 20 School Days	Percentage of PEPs completed within 20 School Days
31/08/15	6	6		0	0	6	6	100.0%
30/09/15	1	1		41	31	42	32	79.2%
30/10/15	2	2		2	1	4	3	78.8%
30/11/15	0	0		5	5	5	5	80.7%
31/12/15	2	2		0	0	2	2	81.4%
31/01/16	0	0		2	2	2	2	82.0%
29/02/16	4	4		1	0	5	4	81.8%
31/03/16	3	3		2	2	5	5	83.1%
30/04/16	0	0		0	0	0	0	83.1%
31/05/16	2	0		2	2	4	2	81.3%
30/06/16	1	1		3	3	4	4	82.3%
31/07/16	0	0		0	0	0	0	82.3%

Section 3: Compliments and Complaints – Social Services, Health & Housing - Children’s Services ONLY

2016-2017 – Quarter 1 (1st April 2016 – 30th June 2016) – Cumulative data

	Performance Key
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

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	PI Description	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	6	9	↓
	a - Complaints - Stage 1 upheld	2	2	
	b - Complaints - Stage 1 <u>not</u> upheld	3	1	
	c - Complaints - Stage 1 partially upheld	1	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	0	5	

No	PI Description	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	1	1	↔
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	1	
	c- Complaints - Stage 2 partially upheld	1	0	
Page 55	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	
4	Number of Compliments	4	4	↔
<p>Narrative</p> <p>Stage 1 – there has been an increase in the number of complaints received during the 1st quarter 2016/17 (when compared to 2015/16) from 6 to 9 (50%); the first quarter, in particular April, saw a rise in the numbers. The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – these have remained at the same level as the previous year at 1 during the 1st quarter; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – the number of compliments has remained the same; this can be attributed to a lack of reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>				

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Children, Young People and Education Cabinet Board

8th September 2016

Report of the Head of Participation

Chris Millis

Matter for Monitoring

Wards Affected: All Wards

Quarterly Performance Management Data 2016-2017 – Quarter 1 Performance (1st April 2016– 30th June 2016)

Purpose of the Report

To provide members with quarter 1 performance management data, complaints and compliments for the period 1st April 2016 to 30th June 2016 for Education, Leisure and Lifelong Learning Directorate. This will enable the CYPE Cabinet Board to discharge their functions in relation to performance management.

Executive Summary

The report provides education results and assessments at KS4, KS3 and KS2. Attendance and exclusion data over the Secondary and Primary Sectors. Data relating to the Statutory Assessment Process, the Youth Service and Childcare.

Background

Quarterly data for members to compare results/outcomes.

Financial Impact

The progress described in the quarterly report was delivered within reduced budgets.

Equality Impact Assessment

The Equality Act 2010 requires public bodies to “pay due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- foster good relations between persons who share a relevant protected characteristics and persons who do not share it.”

As the focus of this report is to report progress and Neath Port Talbot schools produce an annual Strategic Equalities Plan there is no requirement to undertake an equality impact assessment.

Workforce Impacts

The progress described in the quarterly report was achieved against a backdrop of a reduced workforce alongside ongoing financial challenges.

Legal Impacts

This progress report is prepared under:

The Local Government (Wales) Measure 2009 and discharges the Council’s duties to “make arrangements to secure continuous improvement in the exercise of its functions”.

The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendations

Members monitor performance contained within this report.

Reasons for Proposed Decision

Matter for monitoring. No decision required.

Implementation of Decision

Matter for monitoring. No decision required.

Appendices

Appendix 1 - Quarterly Performance Management Data 2016-2017

Appendix 2 - Compliments and Complaints 2016-2017

List of Background Papers

The Neath Port Talbot [Corporate Improvement Plan - 2016-2019](#) "Rising to the Challenge";

Monitoring forms/spreadsheets

Welsh Government Statistical Releases

Officer Contact

Neal Place, Performance Management Officer.

E-mail n.place@npt.gov.uk. Tel. 01639 763619



Quarterly Performance Management Data 2016-2017 – Quarter 1 Performance (1st April 2016– 30th June 2016)

Report Contents:

Section 1: Key points.

Section 2: Quarterly Performance Management Data and Performance Key.

Section 3: Compliments & Complaints Data.

Section 1: Key points.

Education

- Schools in NPT have secured an improvement in pupil attendance in the secondary sectors for the fifth year running (a rise of 0.06%).
- Key Stage 2 results have seen a significant improvement compared to 2014/15 academic year.
- There has been a rise in pupils taught in the medium of Welsh at Key Stage 2 of 1.5% and a considerable rise of 3.4% at Key Stage 3.
- The number of full day childcare places provided by the council has increased but the number of Young People in contact with the youth service has seen a decrease.
- The percentage of final statements of special education need issued within 26 weeks excluding exceptions has remained at maximum performance and the number excluding exceptions has risen considerably from 8.5% to 23.6%.
- There has been a rise in both the number of statements of special educational needs and new statements issued within the period.

Section 2: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016)

Note: The following references are included in the table. Explanations for these are as follows:


(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015-16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016-17

(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

		Performance Key
		Maximum Performance
↑		Performance has improved
↔		Performance has been maintained
V		Performance is within 5% of previous year's performance
↓		Performance has declined by 5% or more on previous year's performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
—		No comparable data (data not suitable for comparison /no data available for comparison)
		No All Wales data available for comparison.

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Direction of Improvement
1	EDU/003 (NSI/PAM)	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	84.1% (1,144 of 1,360 pupils)		83.3% (1,194 of 1,433 pupils)	84.9% (1,331 of 1,567 pupils)	↑
2	EDU/006i (SID)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	15.4% (209 of 1,360 pupils)		14.1% (202 of 1,433 pupils)	15.6% (244 of 1,567 pupils)	↑
Page 62	EDU/006ii (NSI)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3.	10.0% (150 of ,500 pupils)		11.6% (173 of 1,491 pupils)	15.0% (225of 1,499 pupils)	↑
4	EDU/016b (PAM)	The percentage of pupil attendance in Secondary Schools.	93.5% (2,182,564 of 2,333,737 sessions)		93.7% (2,148,160 of 2,293,388 sessions)	93.7% (p) (2,186,082 of 2,332,537 sessions)	↔
5	EDU/004 (PAM)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	73.1% (1,096 of 1,500 pupils)		77.8% (1,160 of 1,491 pupils)	77.7% (1,165 of 1,499 pupils)	▼

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 full academic year)	Quarter 1 2016/17 (2015/16 full academic year)	Direction of Improvement
6	EDU/002i (NSI/PAM)	The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0.2% (3 of 1,667 pupils)		0.1% (2 of 1,542 pupils)	Reported 2nd Qtr	—
7	EDU/002ii (NSI)	The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0%		0%	Reported 2nd Qtr	—
8	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.1 1 pupil		0 0 pupil	Reported 2nd Qtr	—
9	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3 10 pupils		1.2 9 pupils	Reported 2nd Qtr	—
10	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.016% 262 days		0.008% 203 days	Reported 2nd Qtr	—
11	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.112% 1,598 days		0.085% 1,255 days	Reported 2nd Qtr	—
12	EDU/011 (NSI/PAM)	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	540		586	Reported 2nd Qtr	—
13	EDU/017 (NSI/PAM)	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	55.8%		58.4%	Reported 2nd Qtr	—

No	PI Reference	PI Description	NPT Actual 2014/15 (2013/14 academic year)	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16 (2014/15 academic year)	Quarter 1 2016/17 (2015/16 Academic year)	Direction of Improvement
14	EDU/009a (SID)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year.	79.8		26.7	Reported 3rd Qtr	—
15	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	52.2		11.9	Reported 3rd Qtr	—
16	EDU/016a (PAM)	Percentage of pupil attendance in Primary Schools.	94.6% (3,153,617 of 3,333,372 sessions)		94.8% (3,262,430 of 3,441,713 sessions)	Reported 3rd Qtr	—

1b. Education - Other

No	PI Reference	PI Description	2014/15 Actual	2015/16 Actual	All Wales 2015/16 (2014/15 academic year)	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
17	EDU/015b (NSI)	The percentage of final statements of special education need issued within 26 weeks excluding exceptions. (measured over the 2016 calendar year - quarterly)	100%	100%		100% * (Qtr 2)	100% * (Qtr 2)	😊
18	EDU/015a (NSI)	The percentage of final statements of special education need issued within 26 weeks including exceptions. (measured over the 2016 calendar year - quarterly)	23.4%	10.53%		8.5% * (Qtr 2)	23.64% * (Qtr 2)	↑
19	L(FP) 1+ (Local)	Number of full day childcare places provided. (measured over the 2016/17 financial year - quarterly)	1,624	2,003		2,201	2,581	↑
20	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service. (measured cumulatively over the 2016/17 financial year - quarterly)	30.24% (4,358 of 14,411)	31.31% (4,431 of 14,150)		14.06% (1,989 of 14,150)	9.91% (1,379 of 13,920)	▼
21	L(SEN) 1b (Local)	Total number of children with statements of special educational needs. (measured over the 2016 calendar year - quarterly)	790	799		755 * (Qtr 2)	792 * (Qtr 2)	▼
22	L(SEN) 1a (Local)	Number of children with new statements of special educational needs. (measured over the 2016 calendar year - quarterly)	77	95		47 * (Qtr 2)	55 * (Qtr 2)	↓
The increase in the number of new statements issued can be attributed to the advanced early detection of need with more referrals and early alerts coming from health and early years providers in Flying Start.								

*- Calendar year data -6 months data

Section 3: Compliments and Complaints

2016-2017 – Quarter 1 (1st April 2016– 30th June 2016) – Cumulative data

	Performance Key
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

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No	PI Description	Full year 2015-16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	8	2	0	↑
	a - Complaints - Stage 1 upheld	0	0	0	
	b -Complaints - Stage 1 <u>not</u> upheld	8	2	0	
	c -Complaints - Stage 1 partially upheld	0	0	0	

No	PI Description	Full year 2015-16	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	4	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	3	2	0	
	c- Complaints - Stage 2 partially upheld	1	0	0	
Page 67	<u>Total - Ombudsman investigations</u>	3	0	1	↑
	a - Complaints - Ombudsman investigations upheld	1	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	2	0	1	
4	Number of compliments	2	0	3	↑
<p>Summary:-</p> <p>Stage 1:- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 first quarter, from 2 to zero. This is partly due to work undertaken by staff across the Directorate.</p> <p>Stage 2 :- 2016/17 has seen a DECREASE in the number of complaints received when compared to 2015/16 first quarter, from 2 to zero. This is partly due to work undertaken by staff across the Directorate.</p> <p>Ombudsman:- One complaint was escalated to the Ombudsman but was not upheld.</p> <p>Compliments:- The number of compliments has increased to 3 from zero when compared to 2015/16 first quarter.</p>					

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

**Children, Young People & Education Cabinet Board
8th September 2016**

Report of the Head of Participation – Chris Millis

Matter for information

Wards Affected: All

Annual Progress Report on young people who are Not in Education, Employment or Training (NEET).

Purpose of the Report

To inform Members of the outcomes and progress made with young people who are Not in Education, Employment or Training (NEET) or those young people who are at risk of becoming NEET and how new developments may affect this area of work.

Background

Neath Port Talbot Youth Service's work with NEET young people is funded through various external funding streams including Communities First, Families First, Youth Work Strategy Grant and Engagement Progression Grant. The NEET provision within the service has separate teams that work closely together to support young people.

Keeping in Touch (KIT) Workers and Families First Youth Workers work together on the following:

Job Centre Plus (JCP)

Partnership working with JCP is still a strong aspect of the work undertaken by the Youth Service. Feedback from Job Centre staff and management has been extremely positive with the service being viewed as invaluable to them and the young people.

The aim of the work with JCP is to support young people 18-25 to overcome any barriers they have to entering employment. Young people are supported by the team to develop their employability skills, increase confidence and access other youth support services to enable them to address their needs. The type of support provided includes work related training with partners, sign posting, helping with volunteering placements, CV writing, interview techniques and providing general advice and support.

Mobile Provision

The Youth Service mobile provision (the Rolling Zone) is still used as an outreach resource for young people who are NEET and require additional support. It operates every Tuesday between 10-4pm outside Port Talbot Civic Centre. It continues to be a mix of pre-booked appointments with young people referred from JCP, training providers and other organisations as well as young people self-referring. They receive the same support as that provided in the Job Centre as well as access to laptops to undertake Construction Site Safety Card and Food Hygiene training. The average attendance has dropped this year from 25 to approx 15 young people attending a day. This is mostly due to the KIT workers now referring all young people from Communities First areas on to the Communities First Cluster teams.

Keeping in Touch Worker Case Load Work

This role involves working with young people prior to them leaving education to provide a sustainable, achievable transition into further education, training or employment. Young people are referred to the KIT Worker through a variety of agencies such as Social Services, TAF team, Youth Justice. This post also works with young people who have left education and have been identified as being NEET using the Careers Wales Five Tier Model (please see appendix 1) and with particular attention on Tier 1 and 2 lists (please see appendix 2). The young people referred often have significant barriers which can prevent attainment and engagement. Partnership working between the KIT workers and specialist support agencies is vital to address and reduce the

obstacles they face. The Keeping in Touch worker liaises closely with colleges, work place providers and key workers to provide an individual post 16 plan; this includes attendance of child protection meetings, risk assessments regarding college, enrolment and financial advice. On-going support is provided initially for 12 weeks to maintain, amend or adapt their career pathway.

NEET Team

The Families First NEET Team work very closely with the KIT Team and use the JCP and Rolling Zone Outreach with a specific remit of one to one caseload sessions with young people. This includes developing bespoke sessions to help young people address the issues and barriers that they face.

The NEET Team also work with NEET young people using group work sessions to help develop their confidence, self-esteem and arrange group training on topics such as Food Hygiene, IOSH Health & Safety and Construction Site Certification Scheme.

Communities First Youth Team

Communities First Youth Workers also support young people who are NEET or at risk of becoming NEET. This work occurs within schools with young people identified by their schools as being at risk of disengagement. Youth workers provide one-to-one and group work sessions and provide accredited courses; personal and social development opportunities; breakfast, lunch and after-school clubs and employability related activities. Youth workers are also trained as Emotional Literacy Support Assistants (ELSA) - an initiative designed to build the capacity of schools to support the emotional needs of their pupils.

The Communities First Youth Workers also work in partnership with the schools and Careers Wales to support young people through the transition period from secondary school to further education, work based learning and employment.

The Communities First team worked with 340 young people during 2015-16 with 3,358 contacts. 129 young people were reported as having improved academic performance.

In total the Keeping in Touch workers, Families First NEET team and Communities First team have reached over 1,000 young people with over 6,000 contacts. This work has resulted in 259

young people achieving a positive education, employment or training outcome. 71 entered further education, 101 entered paid employment and 87 entered work based learning.

Primary transition

The Youth Service Families First team has developed a Transition Programme for young people in Year 6 and Year 7. The PSHE/Citizenship programme aims to support young people, identified by their schools as needing additional support during their transition from primary to secondary school.

The programme consists of 20 -30 hours of learning and is accredited using the Asdan Stepping Stones Award. The young people take part in a range of challenges covering topics such as Active Citizenship, Identity, Personal Well-being and Valuing Each Other.

From April 2015 to March 2016 the programme was offered to 24 Primary and Secondary schools in Neath Port Talbot, and taken up by 12 schools, this is made up of 8 Primary Schools and 4 Comprehensive Schools. The number of young people who engaged in the programme was 208 individuals, with 155 individuals completing the full 30 hours of learning and achieving the Asdan Stepping Stones Award. Through evaluation forms, 162 individuals stated they now feel more positive about school or learning and 72 individuals have improved attendance according to their schools.

The programme is continuing in 2016/17 following such positive outcomes and feedback from the schools that took part.

Case Studies

The result in Youth Work engagement is often best demonstrated by Case Studies and Appendix 3 includes case studies from the KIT Team, the Families First Team and the Communities First Team.

Engagement and Progression

The NEETS strategy was implemented from 2013 (Youth Engagement Strategy 2013-2023) which sets out a multi-agency

approach to ensuring young peoples' engagement in education, employment and training. The strategy focuses on young people aged 11-25 which is a wider age range than that of traditional NEETS. The strategy also takes into account the Welsh Government Youth Engagement and Progression Framework. A Senior Youth and Community Worker has taken on the duties of the Engagement and Progression Co-ordinator and the local authority has an implementation plan in place, which is reported to Welsh Government. This implementation plan focuses on the six key elements of the Framework:

1. Identifying young people most at risk of disengagement;
2. Better brokerage and coordination of support;
3. Stronger tracking and transitions of young people through the system;
4. Ensuring provision meets the needs of young people;
5. Strengthening employability skills and opportunities for employment;
6. Greater accountability for better outcomes for young people.

Careers Wales have developed a 5 Tier Model which they use to categorise young people's situation with regards to education, employment and training status. Using this model (see appendix 1) we are able to identify and track young people who are NEET aged 16-18. It is the remit of Careers Wales to work with young people who are in tier 3 and are close to entering education, employment or training.

In NPT there is a lack of capacity to fully address the needs of young people in Tiers 1 and 2. Communities First, housing associations and other provision also play a part in helping support young people within tiers 1 and 2. See Appendix 2 for the latest 5 tier figures, tiers 2 and 3 represent the number of young people confirmed as NEET.

The annual NEETS figure based on destinations of year 11 leavers dropped again this year from 3.8% in 2014 to 3.6% in 2015. Although similar to last year, this is a further reduction for NPT which still leaves NPT as the 19th out of 22 performing local authorities in Wales.

The Cynnydd regional ESF operation will work with young people identified by their schools, practitioner input and using the Vulnerable Assessment Profile (VAP) register with the aim of improving the outcomes for young people and reducing the number of NEETs in a similar way to the Communities First Youth Workers have operated.

The Youth Engagement Strategy (YES) Group has now been re-established with the purpose of enabling the Think Family Partnership to effectively discharge the local authority's statutory duties in relation to the co-ordination of Youth Support Services and to oversee the implementation of the Youth Engagement and Progression Framework and the Neath Port Talbot Youth Engagement Strategy.

Future Developments

The ENGAGE programme has now moved under EOTAS as of March 2014. Following the review of Inclusion and Additional Learning Needs a new model of delivery for young people requiring education outside of the school setting will be developed.

The local authority is currently involved in developing another regional ESF bid, Cam Nesa, which is closely linked to the Youth Engagement and Progression Framework. This will hopefully give the extra resources needed to fulfil the requirements of the framework with particular attention given to post 16 engagement.

Continue to promote and develop the transition provisions both post 16 and primary to secondary.

In summary, Members are requested to note the following:

- The improvement in reducing the number of Year 11 NEET young people in Neath Port Talbot from 4.4% in 2013 to 3.6% in 2015.
- The effective partnership working with Job Centre Plus to address the needs of 18-25 young unemployed.

- The positive results and effective use of external grants focusing on working with NEET young people.
- The need for the local authority to ensure the outcomes set out in the youth engagement and progression plan are met.

Financial Impact

1. The work delivered is funded by:

The Youth Work Strategy Support Grant which is a Welsh Government grant until 31st March 2017.

The Families First Grant funded until 31st March 2017.

Communities First Grant funded until 31st March 2017.

Engagement Progression Grant which is a Welsh Government grant until 31st March 2017.

Equality Impact Assessment

2. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

Workforce Impacts

3. There are no direct workforce or staffing issues in relation to this report.

Legal Impacts

4. There is no legal impact in relation to this report.

Risk Management

5. There is no identified risk to this report.

Consultation

6. Not applicable.

Recommendations

7. The report be noted.

Implementation of Decision

8. Not applicable.

Appendices

Appendix 1 - Careers Wales five tier model of engagement (for post 16) and allocation of lead workers.

Appendix 2 – Neath Port Talbot Tier data (from Careers Wales).

Appendix 3 – Case Studies.

Officer Contact

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Appendix 1 -

Figure 6: The Careers Wales five tier model of engagement (for post-16) and allocation of lead workers

Tier	Client group	Lead worker
Tier 5 Young People in Further Education, Employment or Training (EET)	<ul style="list-style-type: none"> Sustaining education, employment or training (EET). Working or studying part time over 16 hours. Voluntary Work. 	<ul style="list-style-type: none"> No lead worker is judged necessary given that young person is already engaged and not judged to be at risk of disengaging.
Tier 4 Young People at risk of dropping out of EET	<ul style="list-style-type: none"> Those engaged in less than 16 hours of EET. Those who have been identified at risk of disengagement pre-16 and/or were judged as at risk of not making a positive transition who are subsequently in FE, sixth form or training. Those who have been made aware to CW by EET providers (or themselves) as at risk of dropping out of EET. 	<ul style="list-style-type: none"> Allocation of lead worker depends on level of risk. Low and medium risk – provider pastoral systems and/or allocation of learning coach as a lead worker. High risk – may be allocated lead worker from either Youth Service or Careers Wales or if Families First involved Team Around the Family will decide allocation of lead worker.
Tier 3 Unemployed 16 and 17 year olds known to Careers Wales	<ul style="list-style-type: none"> Engaged with CW and/or known to be actively seeking EET; either ready to enter EET, or assessed as requiring career management or employability skills support to enter EET. This tier should also include those known to CW, actively seeking EET but not requiring CW enhanced support i.e. accessing support via CW.com, awaiting a college start date etc. 	<ul style="list-style-type: none"> Lead worker identified for 100% cohort. Careers Wales will provide the lead worker in nearly all cases.
Tier 2 Unemployed 16 and 17 year olds, known to Careers Wales, who are not available for EET	<ul style="list-style-type: none"> Young person not available/ unable to seek EET (sickness, young carers, pregnancy, custody). Young people with significant or multiple barriers requiring intensive personal support. 	<ul style="list-style-type: none"> Lead worker identified for 100% cohort. Youth Service will provide lead worker in nearly all cases.
Tier 1 Unknown status on leaving Careers Wales services	<ul style="list-style-type: none"> Young people unknown to Careers Wales. 	<ul style="list-style-type: none"> Once individuals are identified they are allocated to appropriate tier and allocated a lead worker accordingly.

Appendix 2:

Castell-nedd Port Talbot / Neath Port Talbot - Mehefin / June 2016

Maint Haen ar Ddiwedd y Mis

Cohort / Oedran	Haen 0	Haen 1	Haen 2	Haen 3	Haen 4	Haen 5	Prif Gyfanswm
Yn Gadael Blwyddyn 11 yn 2016	8	1	1	5	6	1	22
15	0	0	0	1	3	0	4
16	8	1	1	4	3	1	18
Wedi Gadael Blwyddyn 11 yn 2015	31	38	50	35	262	1185	1601
16	5	6	5	6	41	207	270
17	26	32	45	29	221	978	1331
Wedi Gadael Blwyddyn 11 yn 2014	30	70	59	48	260	1288	1755
17	5	13	10	3	57	231	319
18	25	57	49	45	203	1057	1436
Prif Gyfanswm	69	109	110	88	528	2474	3378

Tier Size at End of Month

Cohort / Age	Tier 0	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Grand Total
Will leave Year 11 in 2016	8	1	1	5	6	1	22
15	0	0	0	1	3	0	4
16	8	1	1	4	3	1	18
Left Year 11 in 2015	31	38	50	35	262	1185	1601
16	5	6	5	6	41	207	270
17	26	32	45	29	221	978	1331
Left Year 11 in 2014	30	70	59	48	260	1288	1755
17	5	13	10	3	57	231	319
18	25	57	49	45	203	1057	1436
Grand Total	69	109	110	88	528	2474	3378

Mae'r wybodaeth hon yn deillio o Wybodaeth Reoli Gyrfa Cymru ac ni ddylid ei hystyried fel data Ystadegol Swyddogol.
This information has been derived from Careers Wales Management Information and should not be considered as Official Stati

Appendix 3 – Case Studies

Case Study 1 - Families First Case Study

CF was identified on the Careers Wales Tier List as being NEET. As part of the Families First Team within NPT Youth Service it is our job to get in contact with the young people identified as NEET, help them address any barriers to engagement and hopefully facilitate entry into further education, training or employment.

CF was a 17 years old living alone in the Neath area. She had previously completed some work experience in Pound Stretcher but due to her anxiety and depression she was unable to maintain this position. She had previously accessed CAMHS for support for this.

After making contact and introducing her to the support we could offer to help her get back into education, employment or training, she disclosed that she was under Swansea Social Services and had a Barnardo's Worker. She openly spoke about her past stating she had been in abusive relationships and was sexually abused when she was younger and had to leave the Swansea area as a result. This has had a negative impact on her emotional wellbeing, as well as resulting in her being harassed by an ex- partner who was due to appear in court, police and social services were involved.

After speaking to her Barnardo's Worker and to CF directly, a plan was put in place to help her. CF would attend the job centre to see me once a week for a job search and we would look into traineeships and employment. CF also requested help with her mental health. I asked CF if she would like to receive support from Women's Aid in Neath to help her deal with her issues as a result of her past and she accepted this help. I contacted Women's Aid who agreed to work with her on her self-esteem as well as provide her with sessions to focus on identifying positive relationships. A referral form was completed and submitted to Women's Aid.

During my time working with CF we looked at addressing many of her needs and she engaged well in sessions. On one occasion CF contacted me crying and flustered stating she had ran out of money and couldn't pay for food, electric or gas. After speaking to her social worker she was granted an advance on her money to cover emergencies. Social Services explained to me that this was not the first time this has happened and they were aware that she was giving money to her ex-

partner to support him. This was something we looked at addressing in partnership with Women's Aid.

CF had a passion for hairdressing so we pursued her interest. She attended the job centre and we applied for a traineeship with a hair salon. She was successful and was offered the job. CF was there for 2 weeks and left the traineeship as it hadn't been what she was expecting. After some further support and job searching CF secured a job with Amazon.

During my time working with CF she has started a traineeship and now moved into employment.

The most significant progression for CF has been her increase confidence and self-esteem. CF now has a positive attitude to herself, work and life in general as well as an increased awareness of what constitutes a healthy relationship.

CF has moved house and has settled down with a new partner. She is happy in her current relationship and seems to be more positive about herself.

Contact is still being maintained to ensure her entry into employment is a success.

Communities First Case Studies:

Case Study 2 is a Letter from Young Person

Through being supported by Neath Port Talbot Youth Service I have developed a variety of skills through experiences and opportunities that I would never have otherwise had. For example I was encouraged by a youth worker to go onto a week long textiles course which, allowed me to experience and learn new textiles skills which in turn made me consider, apply and attend textiles A level which, was an option I had never previously thought about. Being supported by the youth service has allowed me to become more confident and outgoing.

Being able to talk to someone who actually listens has made me feel supported and know that there is someone who I can trust to talk to about the different issues I have had as a young person. The youth workers who I have worked with have been supportive and have encouraged me to step out of my comfort zone as a young person. The

youth workers I have worked with have always given me honest advice and guidance when I have needed it without judging me as a person. I feel that the youth workers I have worked with have allowed me to grow as a young person and have treated me as an individual which has allowed me to feel empowered through my experiences in youth work.

I have been inspired by the youth workers that I have worked with and have been able to develop my own skills. The support that I have been given have allowed me to become the person that I am and have consider things that I never thought would be possible, such as going to University which until a few years ago I hadn't even thought about. The youth workers supported me to apply for a 3 week Youth Work summer camp in the Carmarthen and Swansea campus where I met new people and learned about Youth work as a career. I feel that I have learnt from the youth workers who have worked with me, as they have given me encouragement, and made me aware of skills that I did not I know or believe I had and that if I hadn't had the experiences I have had with the youth service I would have never considered youth work as a career or had the confidence to volunteer with different organisations.

Case Study 3: Communities First Youth Project - Post 16 Transition Project:

A young person, 'Sam' (name changed for confidentiality) was introduced to Communities First youth workers through Careers Wales. Although Sam had ambitions for the future, Sam did not have the confidence to progress on to their preferred post-16 destination. After a home visit from the staff, Sam agreed to attend group sessions as part of the Post 16 Transition Project. Sam was initially nervous about the project and needed a great deal of encouragement from the youth workers to attend the first day. Sam was anxious about meeting new people, stayed with staff for reassurance and would not make eye contact or eat in front of others. With support and encouragement from staff, Sam continued to attend the project and felt comfortable enough to speak to the youth workers about some difficult domestic circumstances. Sam found the courage to take part in the activities; began to socialise with the other young people and at the end of the programme sat in a restaurant and ate a meal with the rest of the group. With continued support from Communities First, Sam progressed from not being able to walk into a room of new people, to take part in a training programme with another provider and attend a sports course with new staff. Sam has maintained friendships made on the project and has gone on to make new ones. Sam is now able to initiate conversations with adults in

a professional arena and after being supported to attend an open day, is now enjoying attending College every day.

Keeping in Touch (KIT) Team Case Study:

Case Study 4:

The KIT team received a referral from a partner agency after the young person enrolled on one of their courses and the tutor had raised concerns regarding the level the young person was working at. The worker arranged an appointment to meet the young person at the end of the course the following day as she had stated she was eager to enter back into education and find out what was available to her.

During the meeting the young person stated she was new to the area, after moving recently from London and had been home schooled since the age of 11 and was the eldest of a large family of 5 children with mum expecting again soon. Although shy and slightly nervous the young person communicated openly about her family life and lack of schooling.

The worker explained to the young person that because she was under 18, an appointment would have to be made with Careers and we could look into what was available for her in college. The timing of this was paramount as the term had already started six weeks ago. The worker contacted Careers and College and made an appointment with a careers advisor to discuss the options. However the young person was reluctant to go as she didn't know the area and was apprehensive to go alone. The worker agreed to accompany her to the appointment and all subsequent paperwork was completed.

The young person enrolled and started in college within a week of meeting the KIT worker; with all forms, EMA application, bus passes etc. dealt with as a matter of urgency.

Contact with the young person has been on-going throughout the college year, with them settling in well and mixing with her peer group. She was progressing well with her course, literacy and numeracy and feedback from the college was positive. However, a telephone call was received stating that the young person had become estranged from her family and was currently staying at her boyfriend's house with his parents. The worker made a visit to the home, discussed the situation with all concerned and arranged for an appointment to be made at Careers and Jobcentre Plus to apply for benefits.

The young person is still living with her boyfriend and completed the Level 1 at College. When contact is made, the young person is happy and content with her situation and she has started building her relationship again with her mum.

Although the situation is quite stable at the moment, the young person knows that the worker is always at hand to discuss or deal with any issues they may be having. The worker is intermittently in contact with her tutor and mentor at college for an update and has been recently told by college and the young person that they are progressing on to a Level 2 Health and Social Care course in September.

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