



SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

***Immediately Following Scrutiny Committee on
THURSDAY, 5 JULY 2018***

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

1. Appointment of Chairperson
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 3 - 6*)
4. Young Carers Strategy Annual Update Year 1 (*Pages 7 - 26*)
Report of the Head of Children and Young People's Services
5. Occupation of 36 Forge Road By Dyffryn Children's Community Team (*Pages 27 - 30*)
Report of the Head of Children and Young People Services
6. 4th Quarter Performance Report (*Pages 31 - 78*)
Report of the Head of Commissioning, Support and Direct Services
7. Monitoring the Performance and Progress of the Western Bay Regional Adoption Service (*Pages 79 - 126*)
Report of the Director of Social Services, Health and Housing
8. Forward Work Programme 18/19 (*Pages 127 - 130*)
9. Urgent Items
Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Statutory Instrument 2001 No 2290 (as amended).

10. Access to Meetings

To resolve to exclude the public for the following items pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001. No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

Part 2

11. Hillside Managers Report (*Pages 131 - 146*)

Private Report of the Director of Social Services, Health and Housing

S.Phillips
Chief Executive

Civic Centre
Port Talbot

27 June 2018

Cabinet Board Members:

Councillors: A.R.Lockyer and 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 Democratic Services staff.*
- (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 - 7 JUNE 2018
SOCIAL CARE, HEALTH AND WELLBEING

Cabinet Board Members:

Councillors: A.R.Lockyer (Chairperson) and P.D.Richards

Officers in Attendance:

A.Jarrett, A.J.Thomas, K.Warren and J.Woodman-Ralph

Invitees

Cllr. L.Purcell (Scrutiny Chairperson)
Cllr.S.Freeguard (Scrutiny Vice Chairperson)

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD HELD ON THE 10 MAY 2018**

Noted by Committee

3. **FORWARD WORK PROGRAMME 18/19**

Noted by Committee

4. **WESTERN BAY SAFEGUARDING BOARD JOINT ANNUAL BUSINESS PLAN 2018/19**

Decision:

Noted by Committee

5. **NATIONAL INTEGRATED HEALTH AND SOCIAL CARE COLLABORATIVE FRAMEWORK FOR YOUNGER ADULTS**

Decisions:

1. That approval be granted to use the National Collaborative Framework for Young Adults in Mental Health and Learning Disabilities Care Homes and Care Homes with Nursing for NHS and Local Authorities in Wales.
2. That delegated authority be granted to the Head of Commissioning Support and Direct Services and the Head of Children and Young People's Services to enter into any one off arrangements that may be required where services are requested under the said Framework.

Reason for Decisions:

By adopting the National Framework this will help improve local placement and provider quality with a neutral or beneficial cost to the authority when compared with non-framework placements.

Implementation of Decisions:

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

6. **ACCESS TO MEETINGS**

That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in the undermentioned Paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

7. **THE CHILDREN'S HOME (WALES) REGULATIONS 2002 (EXEMPT UNDER PARAGRAPH 13)**

Decision:

That the report be noted.

CHAIRPERSON

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care Health and Wellbeing Cabinet Board

5th July 2018

REPORT OF THE HEAD OF CHILDREN AND YOUNG PEOPLES SERVICES- KERI WARREN

Matter for Monitoring

Wards Affected:

All Wards

NEATH PORT TALBOT YOUNG CARERS STRATEGY 2017- 2020- ANNUAL UPDATE REPORT 2017-18

Purpose of the Report

1. The purpose of this report is to present Cabinet with:
 - a. An update in relation to the Neath Port Talbot (NPT) Young Carers Strategy 2017-2020 (Appendix 1); and the partnership working taking place across the region to achieve Neath Port Talbots (NPT) strategic commitments to Young Carers and Young Adult Carers (Background Paper 1);
 - b. A Progress Report aligned to the Strategy (Appendix 1);
 - c. A Service Delivery overview for 2018-2019 (Appendix 2)
 - d. Inform members of Engagement and Marketing activities in relation to Young Carers 2017-2018 (Appendix 3);

Executive Summary

2. Supporting Carers is a priority in the Social Services and Wellbeing (Wales) Act 2014 (SSWA). This report aims to assure Members that the Council recognises the valuable role of Young Carers and Young Adult Carers, as such, is working with partners in order to provide support to Carers both in terms of their own wellbeing needs and in their caring role.
3. The NPT Young Carers Strategy 2017-2020 has been developed in line with the Carers Strategy (Wales) Measure 2010, the NPT Joint Carers Commissioning Strategy 2015-18 and the Social Services and Wellbeing (Wales) Act 2014 (SSWB). It sets out the commitment, vision and principles in Neath Port Talbot County Borough Council to enable the commissioning of appropriate needs led services for Young Carers and their families.
4. This update report also aims to reiterate the Councils commitment to Young Carers, Young Adult Carers and the Progress achieved in the first year of the Strategies Delivery.(Appendix 1)
5. An overview of the Service delivery now provided to Young Carers and Young Adult Carers as per the start of the financial year 2018 (Appendix 2), provides assurance with regards to the Early Intervention and Prevention agenda in respect of Young Carers.
6. This update report provides members with information on the engagement and participation achieved in 2017-2018 as per the Strategies recommendations (Appendix 3)

Background

7. The SSWB places an increasing emphasis on Local Authorities to provide support to people in ways that will enable them to live independently within their own communities to maximise their choice and independence and give them greater control over the services they receive. In line with NPT's Family Support Strategy (2015 - 2018) and Early Intervention and Prevention Strategy (2014 - 2017) the Council has made a commitment to promote and improve the health and wellbeing of the children and families that it works with by providing needs led and outcome focused services.

8. The Council is committed to supporting Young Carers and recognises the impact caring has on Young Carers wellbeing outcomes and quality of life. The Neath Port Talbot Young Carers Strategy 2017-2020 (Background Paper 1) is a working document and is reviewed on a yearly basis to ensure that it remains fit for purpose and focussed on the needs of Young Carers living within NPT.
9. Service Model(s) for Young Carers and Young adult carers have changed from April 2018 in order to respond to new Guidance under the Families First Programme and the Strategies objectives. The Young Carers Service was successfully tendered and awarded to the 'Council's' Youth Service provision. An outline of this Service provision is highlighted in Appendix 2-(Service Delivery).
10. The purpose of the NPT Young Carers Strategy is to improve the lives of young carers and their families in Neath Port Talbot. The Council aims to identify and reduce the numbers of children and young people who are undertaking inappropriate caring roles and the numbers of families who rely on the care of a young person for their unmet care needs because this impacts negatively on a young person's emotional and physical well-being. The Council seeks to ensure that every young carer in NPT has the resources and support necessary to achieve their full potential and lead a life away from their caring role.
11. The Council has worked in collaboration across the Education and Social Services Directorate and alongside the Children's Rights Unit to develop the Young Carers Campaign. This is a resource tool for Young Carers, by Young Carers, in order to maximise awareness, identification and training tools for schools and relevant stakeholders (Appendices 3-Marketing and Engagement & Appendix 4- Young Carers Campaign Material)
12. The Council have worked closely with partners to progress the strategic objectives for Young Carers. The Neath Port Talbot Joint Carers Strategic Commissioning Group was re-established in December 2017. It coordinates key officers from Health, Local Authority and Commissioned services. The Carers Strategic Commissioning group exists to set the strategic direction of the NPT Joint Carers Strategy and NPT Young Carers Strategy and to plan, develop and co-ordinate the implementation of the Strategies across the Borough.

Financial Impact

13. There are no financial impacts associated with this report.

Equality Impact Assessment

14. There are no equality impacts associated with this report, however full EIAs were undertaken on production of the Strategies referenced in this document.

Workforce Impacts

15. There are no workforce impacts associated with this report

Legal Impacts

16. The Council make reference to the Social Services and Wellbeing (Wales) Act 2014 and the duties implied on the Council as such.

Risk Management

17. There are no risk management issues associated with this report.

Consultation

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

Recommendations

19. To note the contents of this report.

Reasons for Proposed Decision

20. Report is for monitoring purposes only and no decisions required.

Implementation of Decision

21. No decisions required.

Appendices

- 22. Appendix 1: Progress Report 2017-18
- 23. Appendix 2: Service Delivery
- 24. Appendix 3: Marketing and Engagement
- 25. Appendix 4: Young Carer's Campaign Material

List of Background Papers

- 26. Background Paper 1: Neath Port Talbot Young Carers Strategy 2017-2020

27. Officer Contact

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APPENDIX 1-Neath Port Talbot Young Carers Strategy 2017-2020				
Progress Report- Year 1				
Objective:- What are we going to do and why?	When will it be done by?	Who will be responsible for seeing it is done?	Outcome How will we know we have achieved our objective?	Progress
To produce a Young Carer version of the Strategy with inclusive utilisation of Young Carer focus groups.	September 2017	Children and Young People Service (CYPS) in cooperation with Children's Rights unit (CRU)	Successful production of Young Carer Version of the Strategy within the timescale	Young Carer (YC) focus groups were engaged to develop a YC version, during September 2017 and February 2018. This will now be edited and produced with the new YC logo's and be made available in English and Welsh
To promote the Strategy and Young Carer Version through educational establishments and stakeholders, including Emergency Services.	2017-18	CYPS	Wider awareness achieved	Marketing Material has been produced for YC Version

				and the Strategy has been shared throughout the Authority and relevant Stakeholders.
Develop opportunities and innovative ways for young carers to participate in awareness raising, through inclusive development of marketing materials, events and Information, Advice and Assistance and the Family Information Service.	2017-18	CYPS in cooperation with CRU	Councils Information, Advice & Assistance updated and Family Information Service to reflect the Strategy and responses to the consultation exercise.	Young Carers Focus Groups have been established and have developed a Young Carers Marketing Campaign.
Continue to strengthen links with Commissioned Service and AMBU partners in relation to identification and awareness of Young Carers and subsequent funding streams to ensure partnership working is succinct through regular consultation.	2017-18	CYPS and Partners	CYPS Commissioning Officer to be ongoing strategic lead for NPT within Regional Stakeholder Groups.	The NPT Joint Carers Strategic Commissioning Group has been established and is the conduit for partnership working and golden thread

				system to regional Boards. The Strategic Group is chaired by Carers Lead Cllr Richards and has played a large part in communication around current services, and future service design.
To glean further information with regards to specific age cohorts of Young carers and protected characteristics	2017-18	Common Commissioning Unit-Market Analyst	Data will be added to the Strategy during the annual review	Current service outcome measures are reported on-see Appendix 2
Ensure the Strategy remains a working document and will be reviewed on a yearly basis to ensure that it remains fit for purpose and remains focussed on the needs of young carers living within NPT.	2017-18	CYPS	Annual Review and report to reflect any amendments and why.	Annual Update Report to Committee in July 2018.
Work with our Adult Social Care and Children and Young People Services social workers to identify young carers at the point when they are undertaking assessments of need of the cared-for person.	2017-18	CYPS and Adult Services	Increase identification of YC who come through statutory services, wither through Adults or	The new Young Carers Service as now delivered by the NPT CBC Youth Service is intrinsically linked to our

APPENDIX 1

			Children's services.	social services systems. Please see Appendix 2.
Work with Families First Partners in assessing and evaluating accurate and effective commissioning of appropriate needs led services for Young Carers and their families.	By December 2017	CYPS/EDU	Commissioned Service will reflect needs assessment criteria in relation to effective service delivery for Young carers.	Families First undertook a comprehensive needs mapping exercise over a 6 month period. Stakeholder and reference groups were held to develop the most accurate specifications against local need and Welsh Government on Young Carer Services.

APPENDIX 2- Neath Port Talbot Young Carers Service

Overview of Current Service Delivery

The Neath Port Talbot Young Carers Service is delivered by NPT CBC Youth Service, as an internal function, funded via the Welsh Governments Families First Programme. The Youth Service were successful tenderers in the recent Families First procurement exercise. This Service for Young Carers has been in function since April 1st 2018.

As the Service is now delivered internally, there a more intrinsic links to the Team around the Family Service and the Single Point of Contact Team, creating a more cohesive and collaborative approach towards the needs of young carers, which in turn enables a more holistic assessment process of the familial needs.

The service currently delivers against the following criteria and outcomes:-

Service	Minimum Requirement	Capacity	Access	Outcomes/Measures*
Support for Young Carers (up to 25 years)	<p>A range of services to support children and young people who have caring responsibilities for a family member, where the caring responsibilities impacts on their own health, education of social wellbeing. The service should:</p> <p>Ensure that a Young Carers Assessment (YCA) is completed for the family through CYPS.</p> <p>Link with adult caring services working with the family, where appropriate, to ensure that actions identified in the YCA are completed, where this affects the health and wellbeing of the young carer.</p>	<p>50 young people per year minimum</p> <p>A bespoke package of support, depending on need as below</p> <p>Caseload:- Home Visit per person</p> <p>Action Plan per person</p> <p>One to one bespoke sessions depending on need</p> <p>Review Meetings</p>	Children's Services, following YCA	<p>% of young people/families who are happy with the support received from their Youth Worker</p> <p>% of young people who feel that taking part in the project has helped them</p> <p>% of young people who feel they have met their individual target set within their Action Plan</p> <p>% of young people who feel more positive about learning</p> <p>% of young people/families who feel more positive about themselves or their well-being has improved</p> <p>% of young people/families who feel an improvement in</p>

	<p>Provide opportunities for young carers to socialise together (age appropriate) (Session Records)</p> <p>Provide individual and group opportunities for Children and Young People to share their experiences and receive worker and/or peer support (age appropriate) (Session Records)</p> <p>Work with relevant schools and colleges to raise awareness of the impact of caring responsibilities on the Child/Young Person and support schools to develop plans to maintain the engagement of the Child/Young Person in education. (School Plans)</p> <p>Work with children, young people and families to identify other appropriate services that will meet their needs and support where referrals to services are required. (Action Plan)</p> <p>Regularly review support in place and monitor progress. (Reviews & Family Meetings)</p> <p>Clearly identify and agree an exit strategy with the Young Person to ensure on-going support is in place. (Exit meetings, Signposting)</p>	<p>1 exit meeting per family</p> <p>Wider family work depending on need</p> <p>Group work:- 6 group work sessions per quarter minimum</p> <p>Special events or projects that provides social and recreational opportunities for young carers</p> <p>Awareness raising:- Work with all schools and colleges of the young people referred</p> <p>Evaluation forms from young people</p> <p>Family evaluation forms as appropriate</p>		<p>their confidence and self-esteem</p> <p>% of young people/families who feel less anxious or more able to cope with change or difficult situations</p> <p>% of young people/families who feel they can manage their feelings better</p> <p>% of young people/families who feel an improvement in their relationships at home</p> <p>% of young people who feel their Youth Worker as listened to them</p> <p>Family only questions:-</p> <p>% of families who feel an improvement in family resilience</p> <p>% of families who feel they have achieved the outcome they wanted for their family</p> <p>% of families who feel the support has made a positive difference to their family</p>
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*% Reporting is collated every Quarter as per Families First Reporting Guidance. Full Year reporting will be brought to members in 2019.

Since the inception of the service and the transfer of Young Carers from the previously commissioned Service, the following Statistics can be provided:-

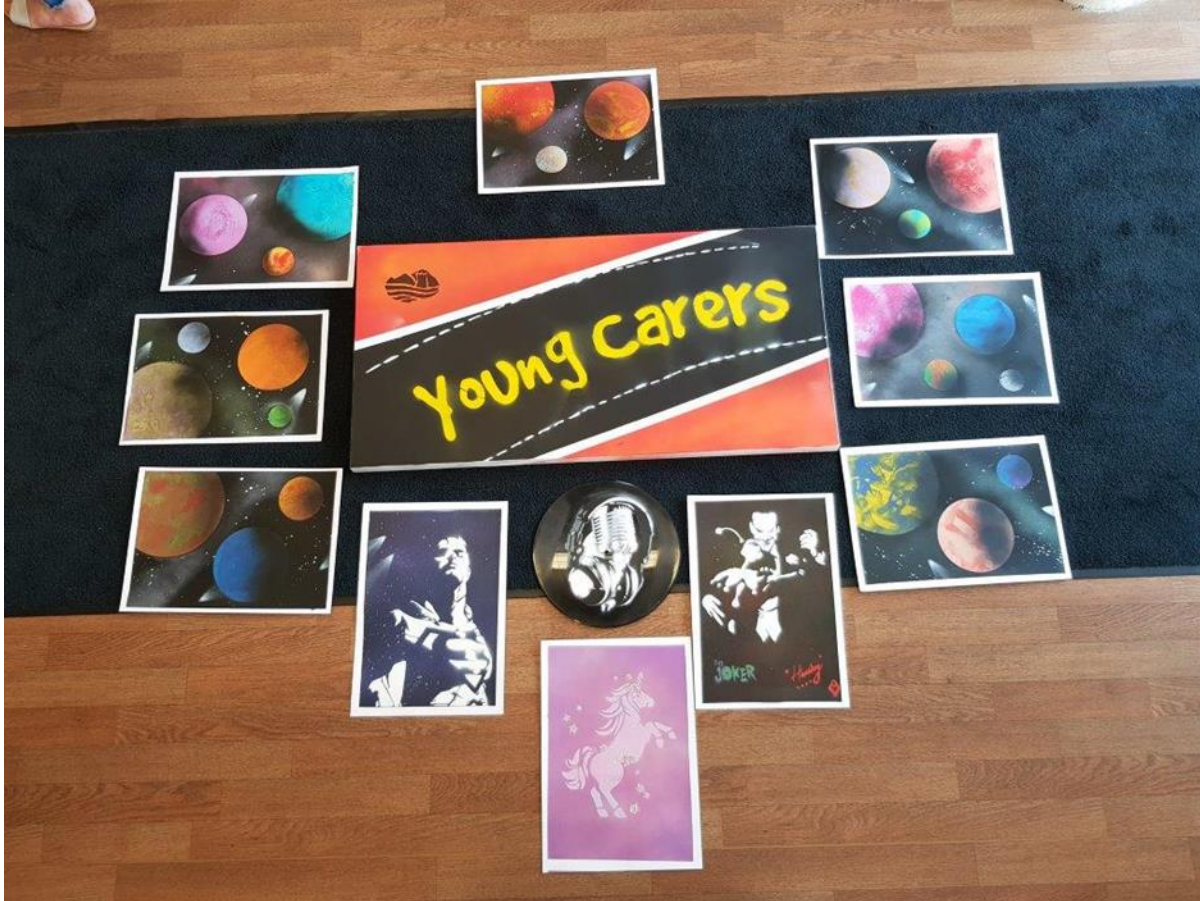
Young Carers Statistics April & May 2018

- 14 young people from 11 families transferred over from previously commissioned Service.
- 3 young people from 3 families chose to engage with Young Carers Service from those transferred over.
- 6 new young people from 4 families have gone through Early Intervention and Prevention Panel (EIP), had a CYPS assessment and engaged with Young Carers Service.
- 4 new young people from 4 families have gone through EIP Panel and have been sent back for a CYPS assessment. Young Carers Service to start following completion of the assessment.
- 1 new young person has gone through EIP Panel, team to investigate further to determine if a young carer, and request CYPS assessment if appropriate.
- 5 home visits/family sessions taken place
- 7 individual sessions taken place
- 2 group sessions taken place
- 2 social & recreational sessions taken place

Group work sessions started in May 2018 and run every Monday evening with transport provided.

Individual one to one youth work support sessions are provided on a weekly basis, and take place where the young person and their family are comfortable. This could be in school, at home or within the community and in the daytime, evenings or weekend. The group have been on their first off-site activity, a trip to Folly Farm.

The group are currently undertaking a spray art project to help build relationships with staff and their peers. See picture below. An educational programme is being developed for the group, to include, but not limited to cooking skills, healthy eating and first aid training.



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Appendix 3-Neath Port Talbot Young Carers

Marketing and Engagement 2017-2018

**Young Carers Campaign-Jannine Smith, Children's Rights Co-ordinator,
Darren Bartley, NPT CBC Engagement & Participation Officer**

During 2017-2018 Neath Port Talbot CBC in partnership with the Children's Rights Unit (CRU) have collaborated in order to work alongside and consult with young carers to produce and develop ideas and creative concepts for a marketing campaign aimed at Young Carers, by Young Carers.

The marketing campaign will raise awareness to professionals and families of the role that young carers undertake; the services available and to encourage young carers to identify themselves and come forward for support. This campaign material consists of advice and assistance and direct contacts within the Local Authority and will be distributed through relevant organisations who have interactions with young people.(Appendix 4) Furthermore, the campaign will be promoted and advice and signposting of services for young carers on a website for young people. The Draft version of which is available in the Appendices.

The creative concepts designed by Young Carers will be the final touches for the Young Carers version of the Young Carers Strategy 2017-2020, and will be published in English and Welsh and distributed by the Youth Service.

As of April 2018, Neath Port Talbot CBC will now lead on training of identification and awareness of Young Carers within educational establishments. In conjunction with the Participation & Engagement Officer,

Project Co-ordinator CRU and the Youth Service, resources and session plans have been developed for Assemblies and Persona and Social Education lessons to engage with all Primary and Secondary schools across Neath Port Talbot, as a starting pilot from June 2018, and full commencement in September 2018.

The Governing bodies and Staff of Primary and Secondary schools will also be receiving campaign and resource materials, to gain a thorough understanding of Young Carers and the important role school plays in ensuring support and identification has upon individuals with a carer's responsibility.

The Youth Service along with the Children's Rights Unit promoted the recent work and the current service at the 2018 Carers Week, in Aberavon Shopping Centre during the week of 11th- 15th June.

The marketing, engagement and production of the materials for Young Carers, produced by Young Carers has been an outstanding achievement and the first of its kind in Neath Port Talbot. It has been a wholly collaborative approach across stakeholders, two directorates and a commissioned service.

NPT Young Carers

Are you a child or young person who helps to look after someone?

If so, you may be a young carer

We can support you

01639 763 030

@NPTYouthService

youth.service@npt.gov.uk

@npt-ys



CNPT Gofalwyr Ifanc

Ydych chi'n blentyn
neu'n berson ifanc sy'n helpu
i ofalu am rywun?

os felly, efallai
eich bod yn ofalwr
ifanc

Gallwn eich
cefnogi chi

01639 763 030
@NPTYouthService @npt-ys
youth.service@npt.gov.uk



NPT Youth Service
Gwasanaeth Teuleniad Castell-nedd Port Talbot
Neath Port Talbot Youth Service
Sgŵn Pŵll Ffrwd



NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL CARE HEALTH AND HOUSING CABINET BOARD

5th July 2018

REPORT OF THE HEAD OF CHILDREN AND YOUNG PEOPLE SERVICES - KERI WARREN

Matter for Decision

Wards Affected:

Aberavon; Bryn & Cwmavon; Cymmer; Dyffryn; Glyncorrwg; Gwynfi;
Margam; Port Talbot; Taibach.

OCCUPATION OF 36 FORGE ROAD BY DYFFRYN CHILDREN'S COMMUNITY TEAM

Purpose of Report

The purpose of this report is to seek Member approval to enter into an agreement for the occupation by Dyffryn Children's Community Team (CCT) of Council owned premises known as 36 Forge Road, Port Talbot, SA13 1NU.

Executive Summary

This report seeks Member's approval to enter into an agreement for the occupation by Dyffryn CCT of Council owned premises known as Forge Road, Port Talbot SA13 1NU.

Prior to this agreement the Dyffryn CCT are located in a porta cabin within the grounds of Dyffryn Comprehensive School; following the recent Schools Improvement Programme this arrangement is no longer feasible. In order for the team to remain located within the area they work, the property at Forge Road has been identified.

Background

The facilities in Forge Road will be invaluable in working effectively with our children and young people. The location of the building in the centre of Port Talbot makes for easy accessibility and transport links for children, young people and their families. The facilities themselves are spacious and offer communal and one to one settings for our Social Workers who work with children, young people and their families. This aids communication and direct working with our hard to reach groups. Further to this, the building will be used by Children and Young People Service (CYPS) providers and particular agencies to regularly meet to discuss the working with our children, young people and families in the area.

Approval is sought to ensure the Dyffryn CCT remain within the area as moving outside of it would have an adverse impact on the work we do with our children, young people and families if we do not have a suitable environment to engage with them.

In summary, it is considered in the best interest of the Service to enter into an agreement to ensure the continuity of suitable facilities to enable our Social Work teams to directly work with our children, young people and families in an informal setting that is conducive to engaging with our vulnerable children, young people and families.

Heads of terms will be agreed with the Head of Property and Regeneration to occupy the premises on a full repairing and insuring basis for £6,500.00 per annum exclusive of rates and other outgoings. The occupation of the premises will be documented by the agreement of heads of terms only as this will be an agreement between Departments. The occupation will be reviewed on or before the 31st July 2020 if required.

Financial Impact

The cost of the lease for Forge Road Port Talbot SA13 1PA is £6,500 per annum exclusive of rates taxes and other outgoings; the monies have been allocated from CYPS core budget 2018/19 and subsequent years.

Equality Impact Assessment

Not applicable.

Workforce Impacts

Not applicable.

Legal Impacts

Not applicable.

Risk Management

The risk associated with failing to implement the proposed recommendations is that the benefits outlined earlier in this report will not be realised.

Consultation

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

Recommendation

It is recommended that Members approve to enter into an agreement to be reviewed with the Head of Property and Regeneration on or the 31st July 2020 if required on terms and conditions to be agreed by the Head of Children & Young People Services in consultation with the Head of Property and Regeneration.

Reason For Proposed Decision

The reason for the proposed decision is to enable CYPS to enter into an agreement to occupy Forge Road, Port Talbot SA13 IPA so that the service can continue to provide an informal and accessible space to enable direct working with children, young people and their families.

Implementation of Decision

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

Appendices

None

List of Background Papers

No additional papers required.

Officer Contract

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

**Social Care, Health & Wellbeing Cabinet Board
5th July 2018**

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

Matter for Monitoring

Wards Affected: ALL

Report Title

Quarterly Performance Management Data 2017/18 - Quarter 4
Performance (1st April 2017 – 31st March 2018) – (Adults)

Purpose of the Report

To report performance management data for Quarter 4 (1st April 2017 to 31st March 2018) for Social Services, Health & Housing Directorate. This will enable the Social Care, Health and Wellbeing Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Financial Impact

No financial impact.

Equality Impact Assessment

This report is not subject to an Equality Impact Assessment.

Workforce Impacts

No workforce impact.

Legal Impacts

This Report is prepared under Section 15(3) of the Local Government (Wales) Measure 2009 and discharges the Council's duties under sections 2(1), 3(2), 8(7) and 13(1).

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 produce this report could result in undetected poor performance throughout Adult Social Care, Health and Housing.

Consultation

No requirement to consult.

Recommendations

Members monitor performance contained within this report.

Reasons for Proposed Decision

Matter for monitoring. No decision required.

Implementation of Decision

No decision required.

Appendices

Appendix 1 - Quarterly Performance Management Data 2017/18 Quarter 4 Performance (1st April 2017 – 31st March 2018).

Officer Contact

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Quarterly Performance Management Data 2017/18 – Quarter 4 Performance (1st April 2017– 31st March 2018)

Report Contents:

Section 1: Key Points

Section 2: Quarterly Performance Management Data and Performance Key

Section 3: Quarterly Compliments/Complaints Data and Performance Key

Section 4: Adult Services High Level Measures (HLM)

Section 5: Direct Payments End to End Times

Section 1: Key Points

Adults Services:

There has been an improvement in performance in relation to the number of assessment and care plans undertaken which have fallen, this can be attributed to an increase in the number of referrals that are diverted to third sector organisations. There has also been improvement in delayed transfers of care and we are currently putting action plans in place to deal with the volume of care plan reviews needed and expect this area of performance to improve over the next few months.

Homelessness:

The percentage of households for which homelessness was successfully relieved and the overall percentage of successful outcomes for assisted households have both seen a decrease in performance. This is attributed to RSL (Registered Social Landlords) accommodation becoming harder to access due to availability and criteria of the individual, and accessing the private rented sector is getting increasingly difficult due to landlords wanting working guarantors for anyone on benefits, particularly on universal credit. However, due to a budget underspend during Quarter 4 (2017/18), the volume of services users relieved or assisted is higher than that of the previous year.

There has been improvement in the percentage of households successfully prevented from becoming homeless and the percentage of households for which a final duty was successfully discharged.

Section 2: Quarterly Performance Management Data and Performance Key

2017/18 – Adult Services & Complaints
Quarter 4
Performance (1st April 2017 – 31st March 2018)

	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 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

1. Social Care – Adult Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 4 2016/17	NPT Quarter 4 2017/18	Direction of Improvement	
1	PAM/024	Percentage of adults satisfied with their care and support	N/a New						
<i>This measure will be taken from the Adult and Carer's citizen survey for 2017-18 which will not be published by Welsh Government until Autumn 2018.</i>									
2	PAM/025	The rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	4.36	3.88	2.80	3.88 (49 of 12,639)	3.08 (39 of 12,665)	↑	
3	PAM/026	Percentage of carers that feel supported	N/a New						
<i>This measure will be taken from the Adult and Carer's citizen survey for 2017-18 which will not be published by Welsh Government until Autumn 2018.</i>									
4	PI/1	No. of adults who received advice or assistance from the information, advice and assistance service during the year	N/a New	2,342		2,342	2,593	↑	
5	PI/2	No. of assessments of need for care and support undertaken during the year;	N/a New	1,548		1,548	868	↑	
6	PI/2(i)	<i>Of which, the number of assessments that led to a care and support plan</i>	N/a New	1,206		1,206	729	↑	
7	PI/3	No. of assessments of need for support for carers undertaken during the year;	N/a New	355		355	282	↓	

8	PI/3(i)	<i>Of which; the number of assessments that led to a support plan</i>		N/a New	16		16	10	↓
9	PI/4	No. of carer assessments that were refused by carers during the year		N/a New	73		73	131	↓
<i>PI/3, 3(i), PI/4; It is difficult to gauge performance on carer's assessments; each carer identified is offered an assessment however it is the individuals choice as to whether they accept the offer. In all cases carer's are provided with information on the various avenues of support available to them. The focus of the Carers Service is to provide information, advice and assistance therefore not many carers assessments lead to a service.</i>									
10	PI/5	No. of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;		N/a New	0		0	0	—
11	PI/5(i)	<i>Of which; the number of assessments that led to a care and support plan</i>		N/a New	0		0	0	—
12	PI/6	No. of requests for re-assessment of need for care and support and need for support made by and adult during the year	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>All other adults and carers</i>		0		0	0	↔
13	PI/6(i)	<i>Of which, the number of re-assessment undertaken on;</i>	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>All other adults and carers</i>		0		0	0	↔
14	PI/6(ii)	<i>Of which; the number of re-assessments that led to a care and support plan or a support plan on;</i>	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>All other adults and carers</i>		0		0	0	↔
15	PI/7	No. of care and support plans and support plans that were reviewed		N/a New	2,004		2,004	1,356	↓

		during the year.						
16	PI/7(i)	Of which; the number of plans that were reviewed within timescale	N/a New	1,050		1,050	788	↓
Action plans are being put in place to increase review performance during the year and targets are in the process of being set within teams which will be monitored closely.								
16	PI/8	No. of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year	N/a New	9		9	0	↑
17	PI/8 (i)	Of which, the number of reviews undertaken	N/a New	9		9	0	↑
18	PI/9	No. of adults who received a service provided through a social enterprise, co-operative user led or third sector organisation during the year	N/a New	0		0	0	—
19	PI/10	No. of adults who received care and support who were in employment during the year	N/a New	16		16	5	—
20	PI/11	No. of adults with a care and support plan who received adult social care during the year e.g. Homecare, Day Care, Respite, Reablement, Adaptations, Direct Payments, Adult Care Homes, Telecare etc.	N/a New	2,567		2,567	2,529	↑
21	PI/12	No. of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year	N/a New	46		46	40	—
22	PI/13	No. of adults who paid a flat rate charge for care and support or support for carers during the year	N/a New	2,033		2,033	2,215	↑

23	PI/14	No. of adults who were charged for care and support or support for carers during the year	N/a New	2,262		2,262	2,279	↑
24	Measure 18	The percentage of adult protection enquiries completed within 7 days	N/a New	N/a		Systems were being developed to capture this data	86.3%	—
25	Measure 19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	4.36	3.88	2.80	3.88 (49 of 12,639)	3.08 (39 of 12,665)	↑
26	Measure 20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	N/a New	N/a	28%	Systems were being developed to capture this data	14.6%	—
27	Measure 20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later	N/a New		72.3%	Systems were being developed to capture this data	24.4%	—
28	Measure 21	The average length of time in calendar days, adults (aged 65 or over) are supported in residential care homes	N/a New	819	800.8	819 (477 of 390,757)	766 (494 of 378,247)	↑
29	Measure 22	Average age of adults entering residential care home	N/a New	83	82.8	83 (184 of 15,290)	83 (211 of 17,432)	↔

30	Measure 23	The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	N/a New	Systems being developed to capture this data	67.7%	Systems being developed to capture this data	—
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Awaiting development of the IAA service to be able to report this measure. (Alternative is a manual exercise which would involve counting 1,000's of records each quarter which we do not have the capacity to undertake).

Homelessness								
No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 4 2016/17	NPT Quarter 4 2017/18	Direction of Improvement
Page 41	PAM/012 (PAM)	Percentage of households successfully prevented from becoming homeless	52.2%	61.8% (55 of 89)		61.8%	74.7% (59 of 79)	↑
	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	45.7%	56.3% (40 of 71)	41%	56.3%	45.8% (93 of 203)	↓
	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	54.5%	69.2% (54 of 78)	81%	69.2%	100% (19 of 19)	↑
	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	45.8%	62.6% (149 of 238)	54%	62.6%	56.8% (171 of 301)	↓

Re: HOS/003 & HOS/005; The decrease in performance can be attributed to RSL (Registered Social Landlords) accommodation becoming harder to access. However, due to a budget underspend during Quarter 4 (2017/18), the volume of services users relieved or assisted is higher than that of the previous year.

Section 3: Quarterly Compliments/Complaints Data and Performance Key

ADULT & BUSINESS SUPPORT SERVICES ONLY
2017/2018 – Quarter 4 (1st April 2017 – 31st March 2018) – Cumulative data

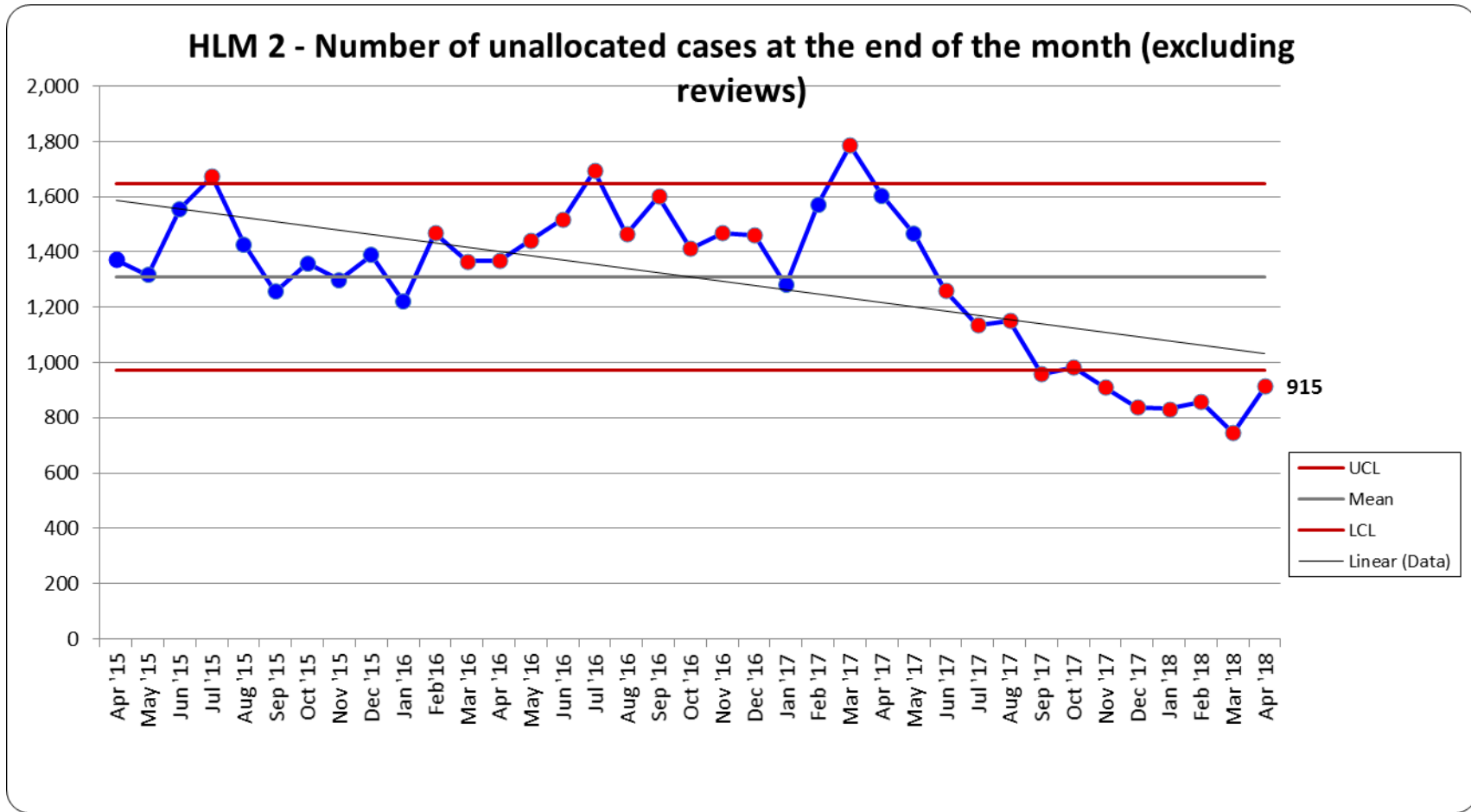
	Performance Key
↑	Improvement : Reduction in Complaints / Increase in Compliments
↔	No change in the number of Complaints / Compliments
v	Increase in Complaints but within 5% / Reduction in Compliments but within 5% of previous year
↓	Increase in Complaints by 5% or more / Reduction in Compliments by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

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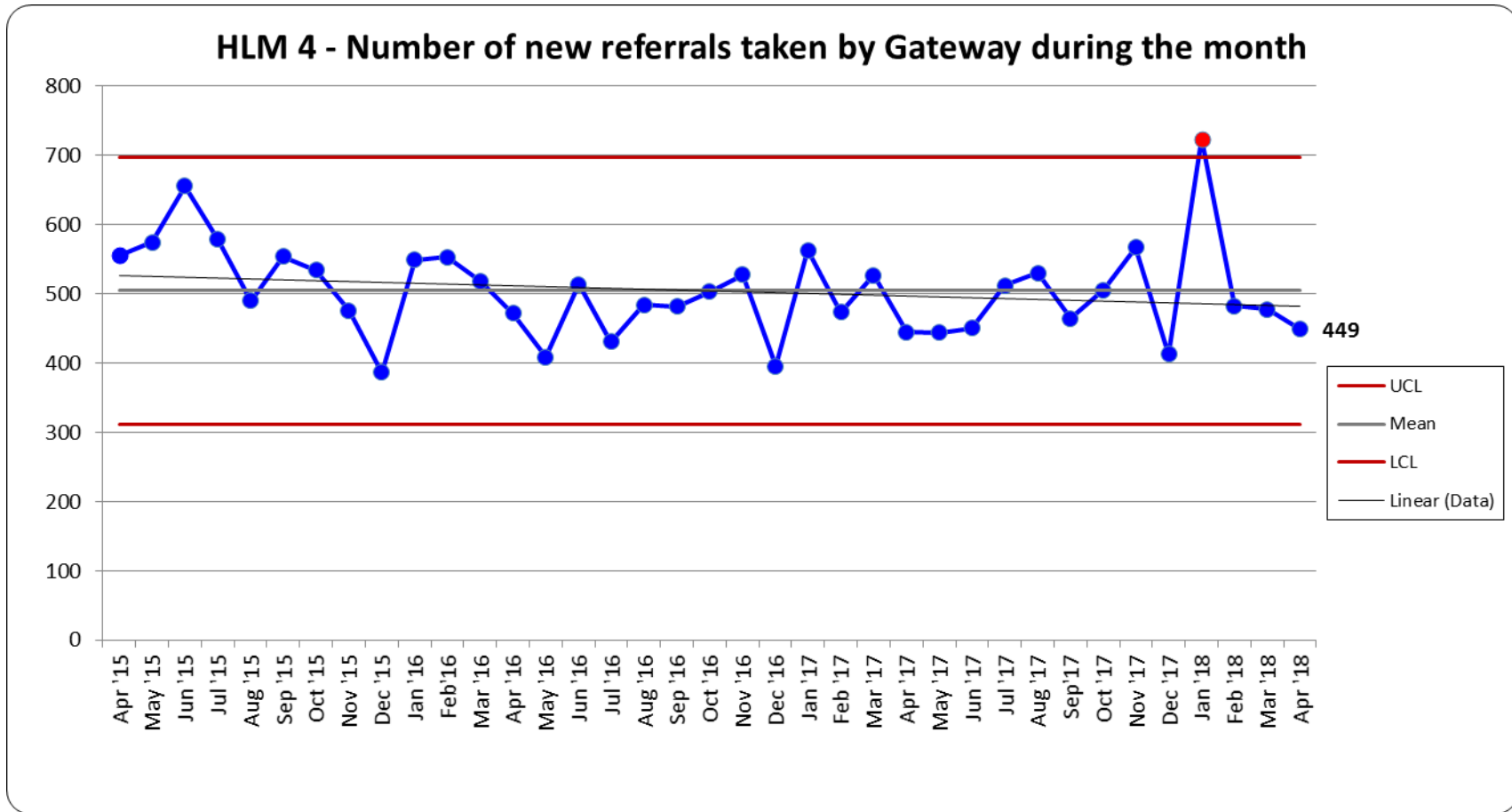
	PI Description	Full Year 2016/17	Quarter 4 2016/17	Quarter 4 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	37	37	16	↑
	a - Complaints - Stage 1 upheld	14	14	5	
	b - Complaints - Stage 1 <u>not</u> upheld	10	10	4	
	c - Complaints - Stage 1 partially upheld	2	2	2	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	11	11	5	

No	PI Description	Full Year 2016/17	Quarter 4 2016/17	Quarter 4 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	2	2*	↔
	a - Complaints - Stage 2 upheld	1	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	0	
	c- Complaints - Stage 2 partially upheld	1	1	1	
Page 43	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	-	
4	Number of Compliments	25	9	60	↑
Narrative	<p>Stage 1 – There has been a significant decrease in the number of complaints received during the year 2017/18 (when compared to 2016/17) from 37 to 16; the service continues to strive to resolve complaints on an informal basis, which may account for the decrease in the numbers. The complaints team will continue to monitor future quarters to ascertain any trends.</p> <p>Stage 2 – Activity remains consistent with the previous year; these are extremely low levels of activity and are in keeping with the stronger emphasis on a speedier resolution at 'informal' and 'stage 1' levels. *one stage 2 investigation current</p> <p>Compliments – The number of compliments has significantly increased; this can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>				

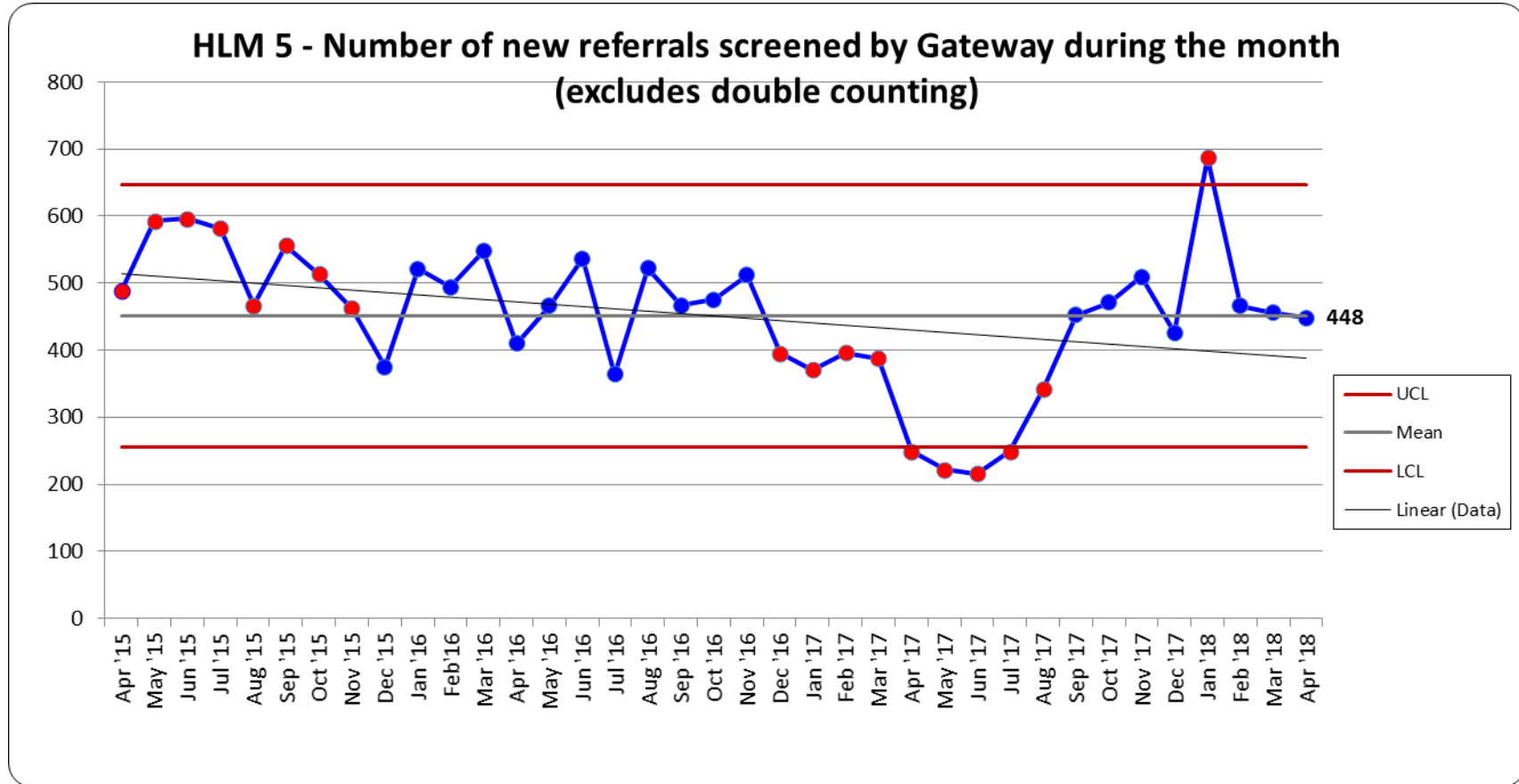
Section 4: Adult Services High Level Measures (HLM)



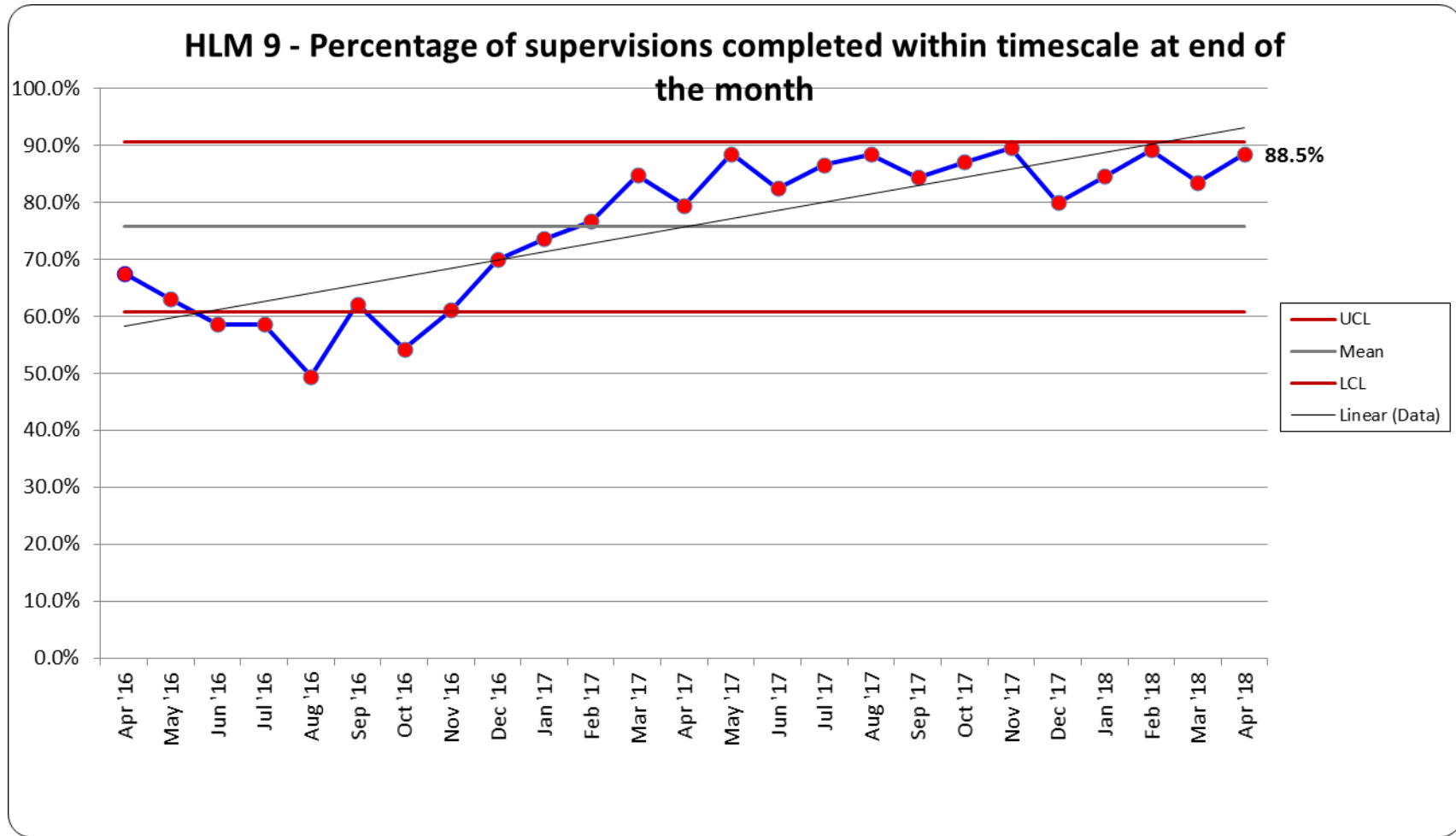
HLM 2 – Numbers on waiting lists/unallocated for all teams at the end of each month excluding reviews. Please note that clients can be showing as unallocated for more than one team. Of the 915 unallocated cases for April 2018, 297 of these are currently receiving social work support/open to a team.



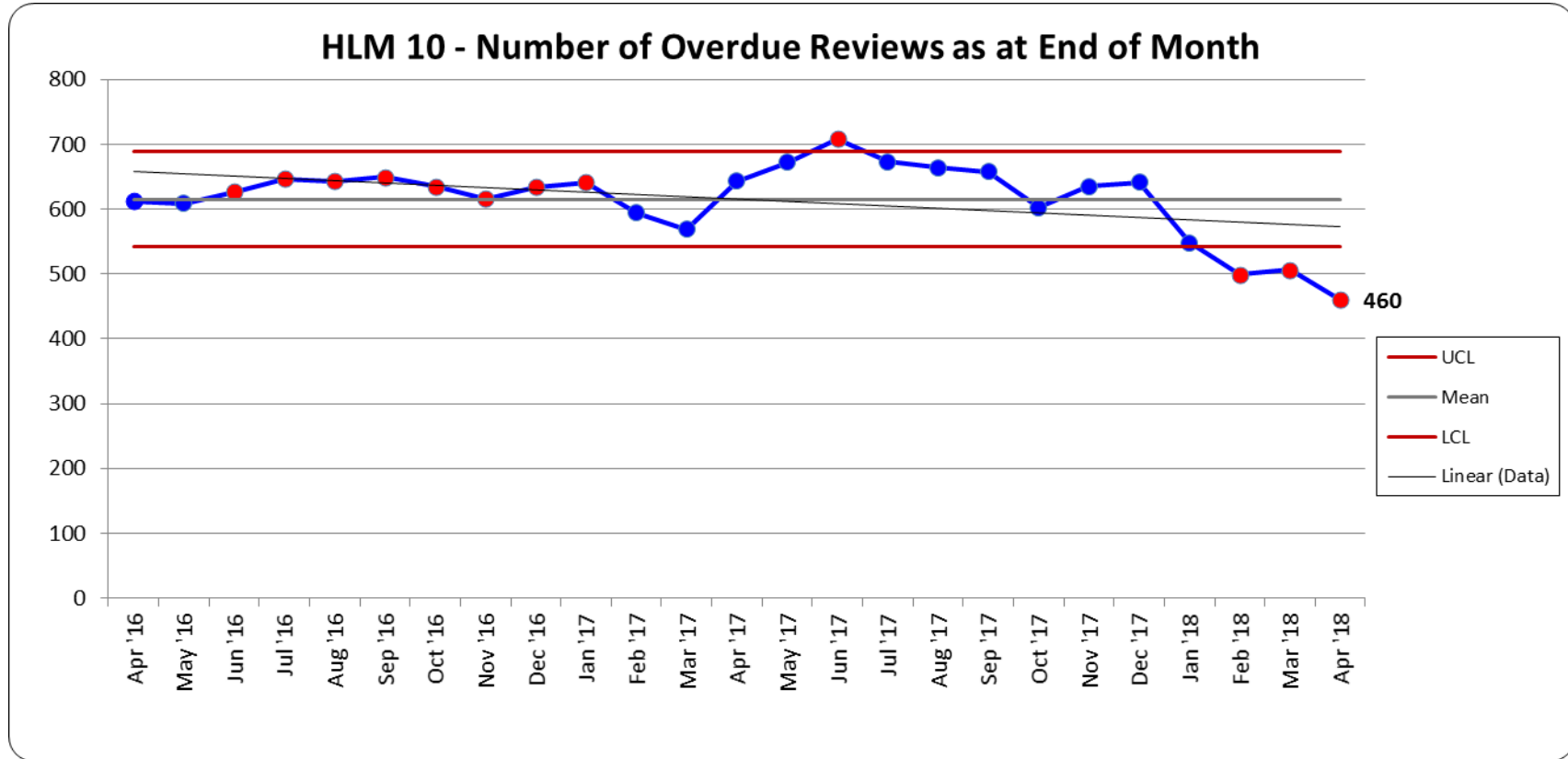
HLM 4 – New referrals taken by Gateway during the month. These are clients which are not open to us at the time of referral.



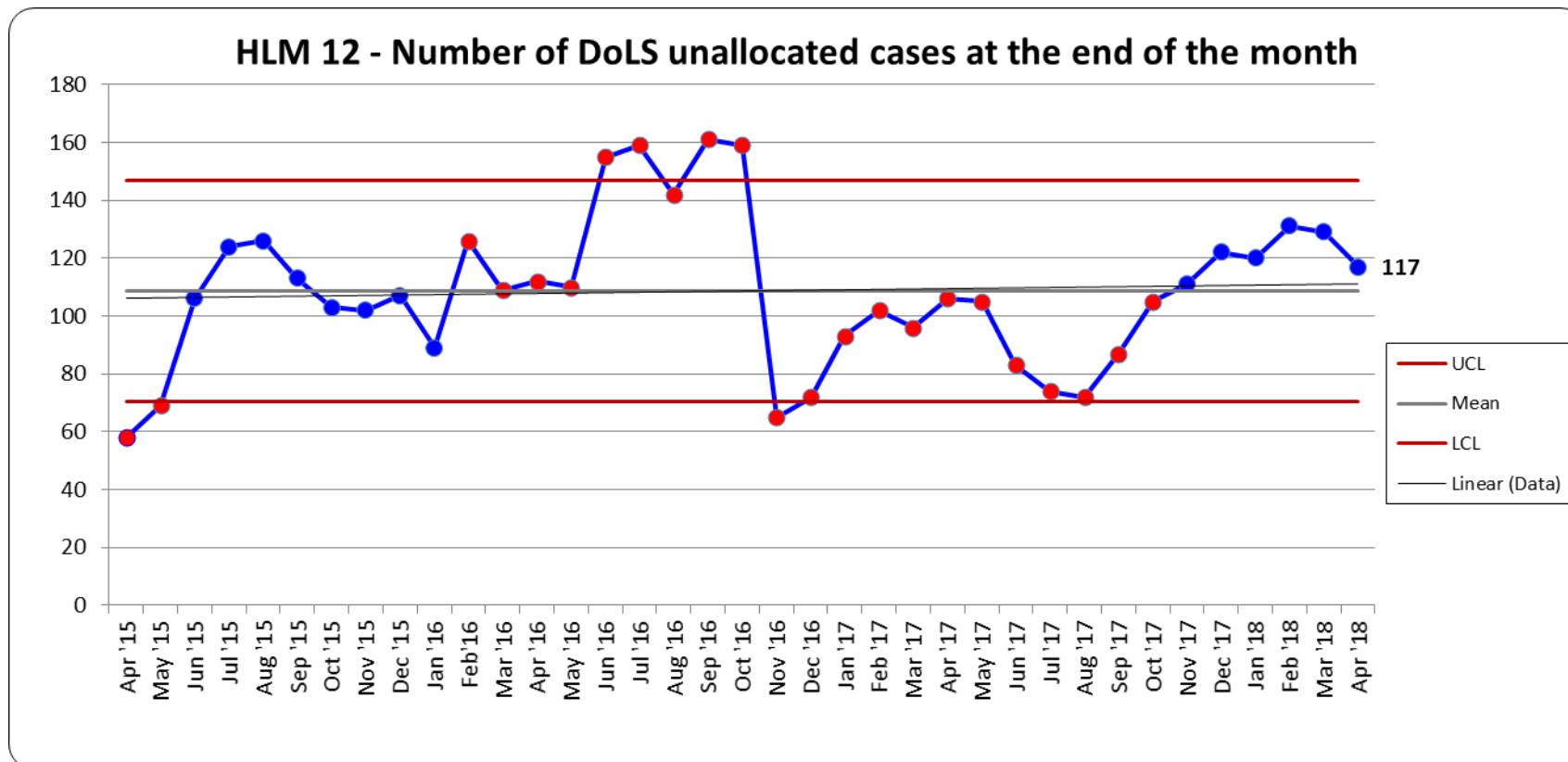
HLM 5 – New referrals screened to Adult Services teams (excluding double counting) by Gateway during the month. These are clients which are not open to us at the time of referral/screening. NB* the decrease between April 2017 and July 2017 can be attributed to an IT fault which cannot be rectified by running retrospective reports.



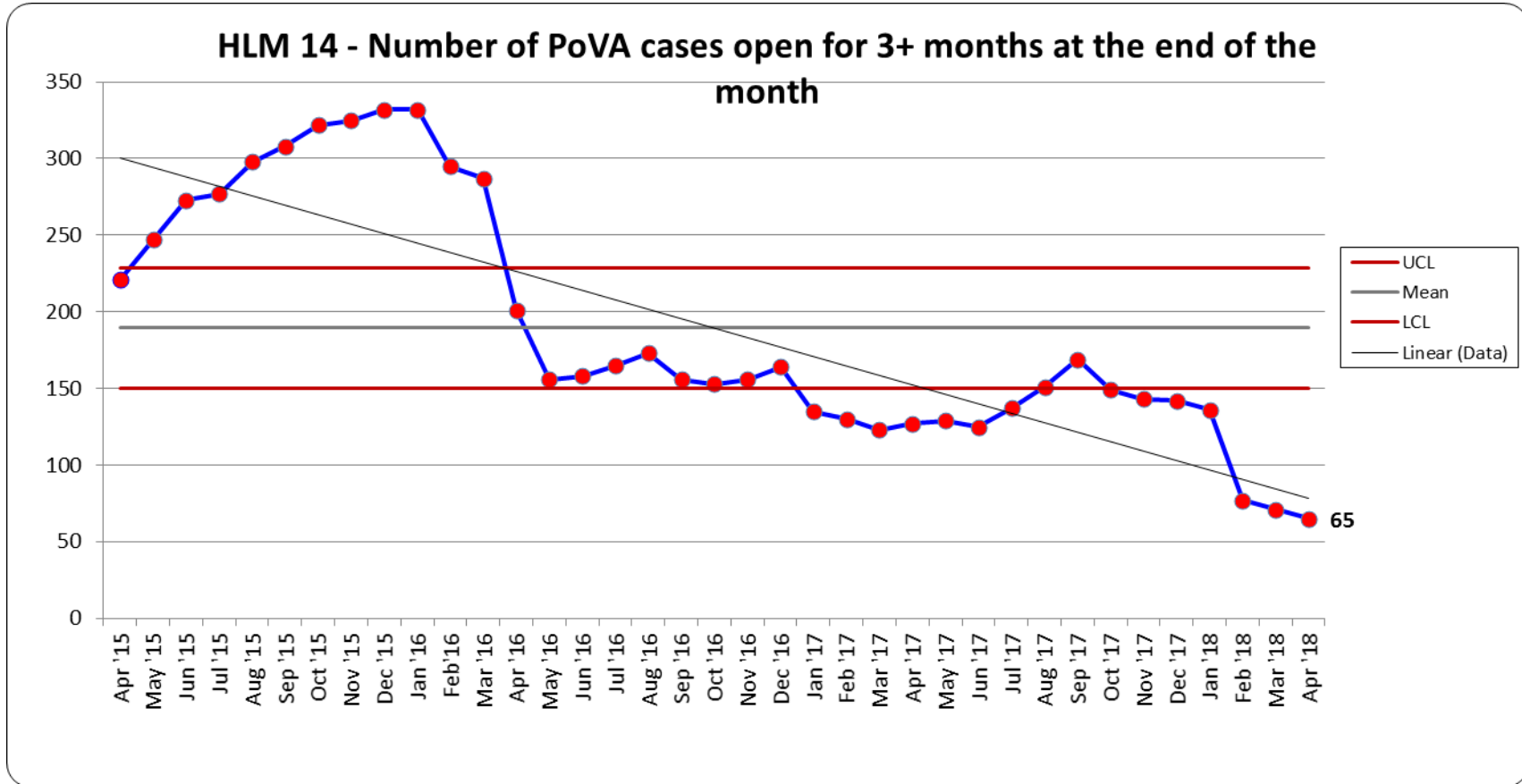
HLM 9 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.



HLM 10 – All reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just overdue for that particular month. There is a statutory requirement to review service users care plans within a 12 month period.



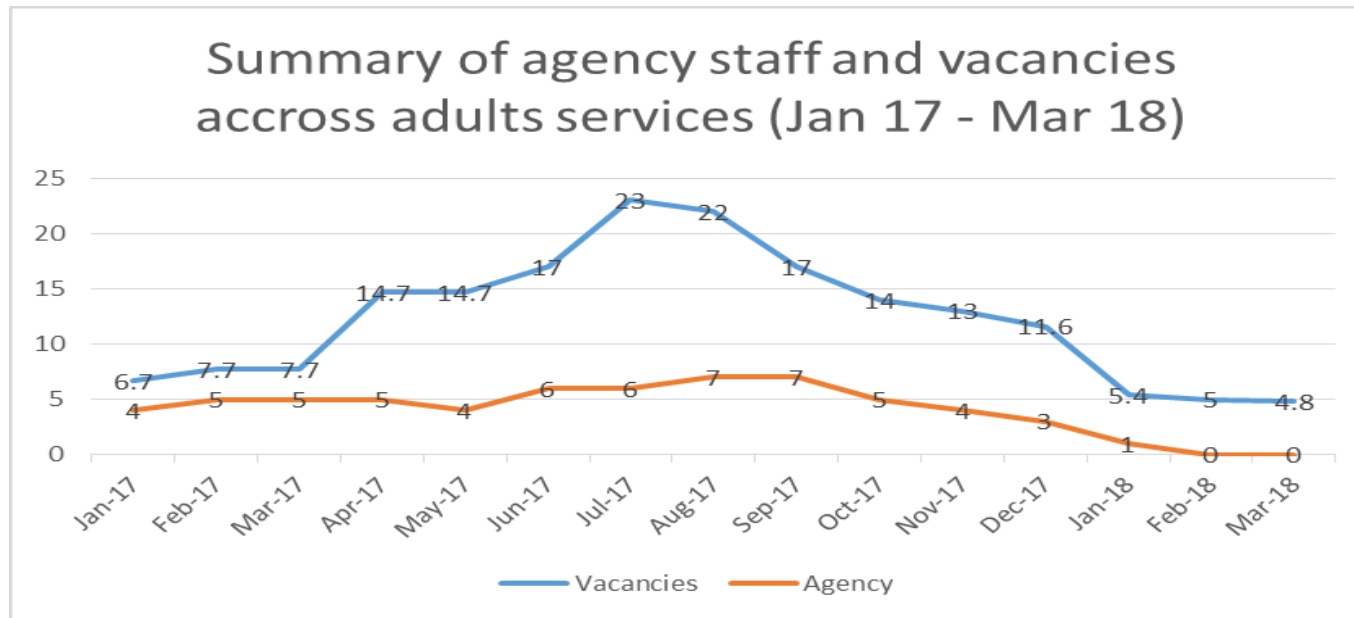
HLM 12 – Deprivation of Liberty Safeguards (DoLS) cases which are showing as unallocated at the end of each month. Even though there is a backlog it is worth noting that cases do not technically breach unless they are not assessed within timescale following allocation according to Welsh Government regulations. All referrals are risk assessed and urgent cases are dealt with as a priority. We are not in a unique position and are managing the unprecedented demand created by the Cheshire West judgement in 2014 as best as we can and are arguably in a better position than most other authorities.



HLM 14 – Number of Protection of Vulnerable Adults (PoVA) cases open for 3+ months at the end of each month. This figure will decrease to zero and cease to be a High Level Measure as a new Adults at Risk process has been in place from 1st September 2017 which replaces and is different to the ‘old’ PoVA process.

Sickness levels were high within Reablement service at this time. It is important to mention that there were 3 cancer cases, 1 long term hospitalisation with a serious back injury and 1 serious mental health illness at this time within the service. Levels have since reduced to 3 long term cases.

HR2 - Priority Indicator – Summary of Agency Staff and Vacancies across the service from January 2017 – March 2018



NB. A significant increase in vacancies in 2017 was linked to additional 6x peripatetic Social Workers being created and additional posts following the re-structure of the Safeguarding Team. The vacancies also include the Reablement Service from Apr 17 onwards and they weren't included in the initial measures.

Section 5: Direct Payments End to End Times

Number of new starters	Timescales (Working days)	SW assessment to DP request	DP request to receipt of DP (DP start date)
<p style="text-align: center;">25 <i>(20 Adults/5 Children)</i></p>	Shortest	4 days	4 days
	Longest	436 days	231 days
	Average	87.3 days	54.4 days

NB* The end to end times for SW Assessment is based on adults figures whereas DP request to DP receipt is for both Adults and Children.

Key:

SW = Social Work

DP = Direct Payment

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SOCIAL CARE, HEALTH AND WELL BEING CABINET BOARD

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

5th July 2018

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

TITLE OF REPORT

CHILDREN AND YOUNG PEOPLE SERVICES – 4TH QUARTER (2017-18) PERFORMANCE REPORT

Purpose of Report

The purpose of the attached documentation is to advise Members of Performance Management Information within Children and Young People Services (CYPS), for the 4th Quarter Period (April 2017 – March 2018); the Monthly Key Priority Indicator Information (April 2018) and Complaints Data (April 2017 – March 2018).

Executive Summary

This report provides an outline of performance against a set of statutory Welsh Government Performance Indicators for CYPS, which were introduced as part of the Social Services and Well-Being (Wales) Act 2014. In addition, this report also outlines performance against the CYPS Key Performance Indicators, which were agreed by Members at the Children, Young People and Education (CYPE) Committee on 28th July 2016.

Background

1. Following agreement by Members at CYPE on 28th July 2016, the Quarterly Performance Monitoring Report has been devised to enable Members to monitor and challenge 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 and Young People Services for the Period (April 2017– March 2018).

Section 2 – Monthly Key Priority Performance Indicator Information (position as at April 2018)

Section 3 – Complaints and Compliments Data (April 2017 – March 2018)

Section 4 – Overview of Quarter 4 Quality Assurance Audits (January 2018 – March 2018).

List of Background Papers

None

Officer Contact

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Email: d.harding@npt.gov.uk

Section 1: Quarterly Performance Management Data and Performance Key

2017-2018 – Quarter 4 Performance (1st April 2017 – 31st March 2018)

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

(PAM) Public Accountability Measures – a revised set of national indicators for 2017/18. Following feedback from authorities the revised performance measurement framework was ratified at the Welsh Local Government Association (WLGA) Council on 31 March 2017. These measures provide an overview of local government performance and how it contributes to the national well-being goals. 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 2016/2017 i.e. an overall performance indicator value for Wales.

(Local) Local Performance Indicator set by the Council and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.

	Performance Key
😊	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
∇	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.

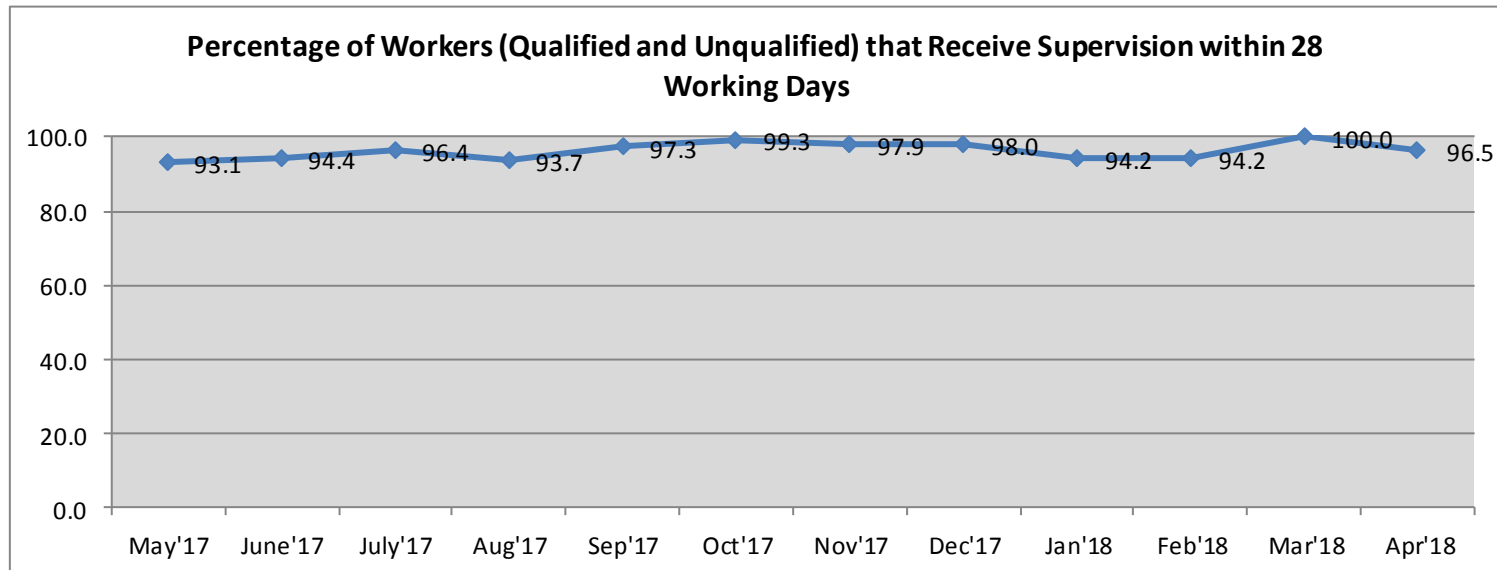
Social Care – Children’s Services

No	PI Reference	PI Description	2015/16 Actual	2016/17 Actual	All Wales 2016/17	Quarter 4 2017/18	Direction of Improvement
1	PI 24	The percentage of assessments completed for children within 42 days from point of referral	n/a - new	97.6% (1197 out of 1226)	90.8%	97.9% (4793 out of 4897)	↑
2	PI 25	The percentage of children supported to live with their family	n/a - new	60.9% (598 out of 982)	69.2%	67.2% (669 out of 996)	↑
3	PI 26	The percentage of Looked After Children returned home from care during the year	n/a - new	14.8% (78 out of 527)	13.6%	Data provided by Welsh Government following End of Year submission – <i>awaiting data</i>	—
4	PI 27	The percentage of re-registrations of children on the local authority Child Protection Register	n/a - new	7.8% (18 out of 230)	6.3%	5.6% (14 out of 248)	↑
5	PI 28	The average length of time (in days) for all children who were on the Child Protection Register during the year This Performance Indicator is subject to regular fluctuation. Children whose names are entered on to the Child Protection Register are regularly reviewed by a Multi-Agency Child Protection Panel. The decision to remove a child’s name is only agreed once the Panel has agreed that they are no longer at risk of significant harm.	n/a - new	233.1 days	245.1 days	276.6 days	↓
6	PI 29a	The percentage of children achieving the core subject indicators at key stage 2	n/a - new	59.2% (29 out of 49)	56.5%	59.2% (29 out of 49)	↔
7	PI29b	The percentage of children achieving the core subject indicators at key stage 4	n/a - new	17.5% (10 out of 57)	14.2%	11.1% (6 out of 54)	↓
8	PI 30	The percentage of children seen by a dentist within 3 months of becoming looked after	n/a - new	8.8% (3 out of 34)	59.4%	43.1% (22 out of 51)	↑
9	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	99.3%	99.5% (183 out of 184)	91.7%	98.3% (174 out of 177)	∇
10	PI 32	The percentage of children looked after at 31 March who	9.4%	10.2%	12.7%	9.8%	∇

		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.		(22 out of 215)		(21 out of 215)	
11	PI 33 (PAM)	The percentage of children looked after on 31 March who has had three or more placements during the year.	8.8%	4.4% (17 out of 384)	9.8%	Data provided by Welsh Government following End of Year submission – <i>awaiting data</i>	—
12a	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 12 months after leaving care	n/a - new	63.0% (29 out of 46)	52.4%	38.5% (10 out of 26)	↓
		Of the young people that were not in education, training or employment continuously for 12 months after leaving care, two were due to medical reasons, two were full-time parents, whilst the remainder were actively seeking employment.					
12b	PI 34	The percentage of all care leavers who are in education, training or employment continuously for 24 months after leaving care	n/a - new	44.8% (13 out of 29)	47.1%	56.5% (26 out of 46)	↑
13	PI 35	The percentage of care leavers who have experienced homelessness during the year	n/a - new	1.1% (3 out of 271)	10.6%	0%	↑

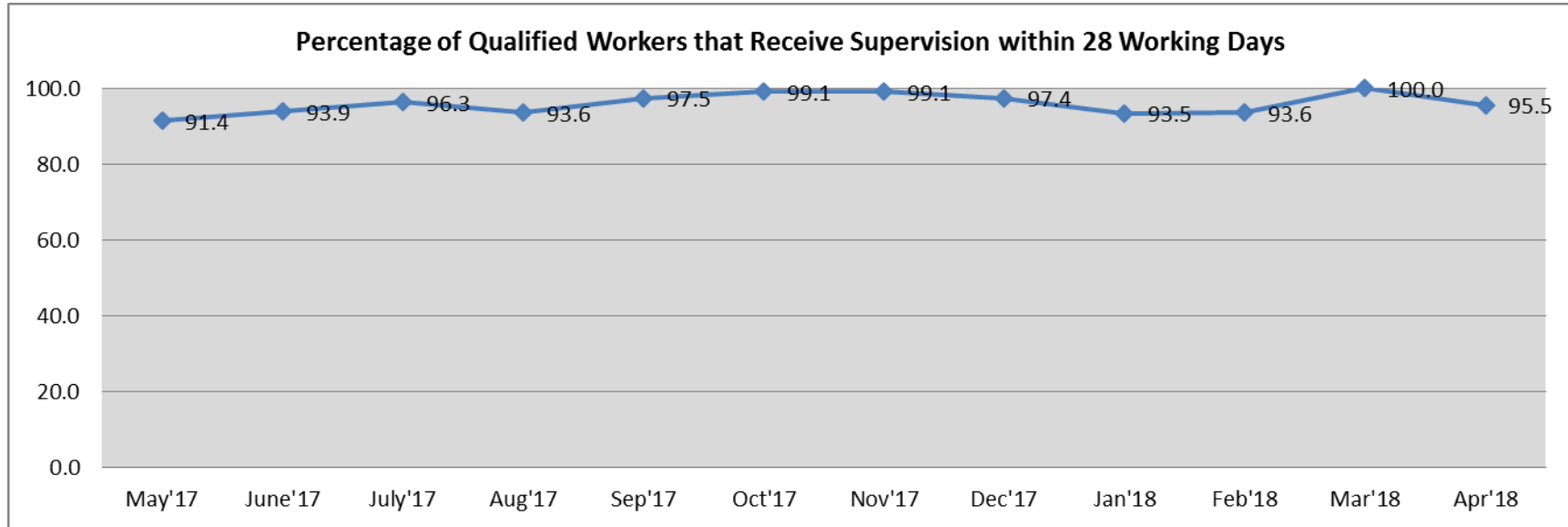
Section 2 - Key Priority Performance Indicators (April 2018)

- **Priority Indicator 1 – Staff Supervision Rates**

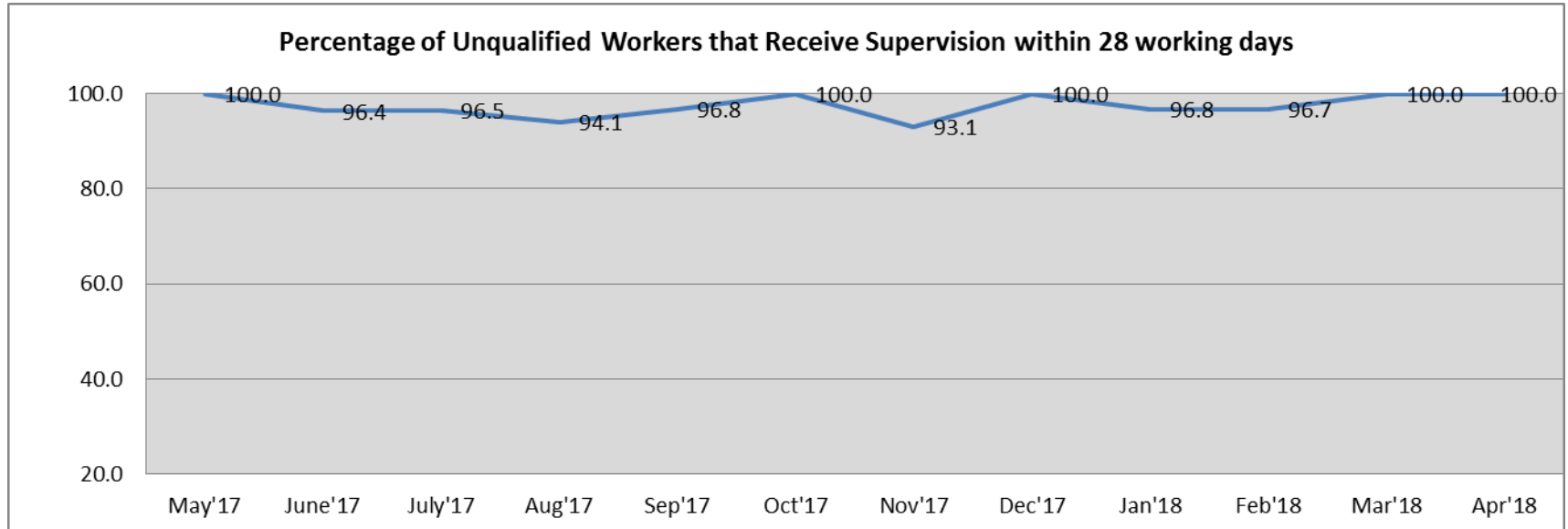


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	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified and Unqualified Workers that receive Supervision within 28 working days	93.1	94.4	96.4	93.7	97.3	99.3	97.9	98.0	94.2	94.2	100	96.5
Number of workers due Supervision	145	142	138	144	152	147	142	148	138	139	142	143
Of which, were undertaken in 28 working days	132	135	134	133	135	148	146	145	130	131	142	138



	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
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	91.4	93.9	96.3	93.6	97.5	99.1	99.1	97.4	93.5	93.6	100	95.5
Number of workers due Supervision	116	114	109	110	121	116	113	117	107	109	112	112
Of which, were undertaken in 28 working days	106	107	105	103	118	115	112	114	100	102	112	107



	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
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	100	96.4	96.5	94.1	96.8	100	93.1	100	96.8	96.7	100	100
Number of workers due Supervision	29	28	29	34	31	31	29	31	31	30	30	31
Of which, were undertaken in 28 working days	29	27	28	32	30	31	27	31	30	29	30	31

- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

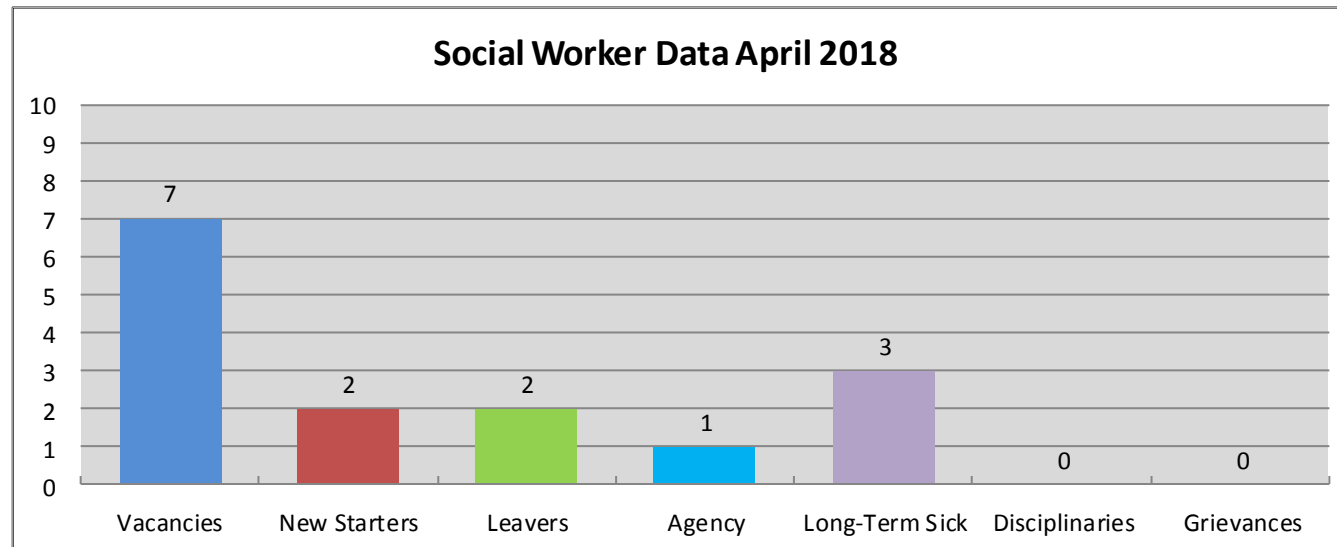
As at 30th April 2018	Workers, including Deputy Team Managers					
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Lowest Worker Caseload	Average Caseload per Worker
Cwrt Sart	333.0	9.0	112.0	14	4	12.4
Disability Team	495.5	13.4	189.0	22	5	14.1
LAC Team	463.5	12.5	170.0	18	6	13.6
Llangatwg	400.0	10.8	159.0	17	9	14.7
Sandfields	363.0	9.8	85.0	13	5	8.7
Route 16	271.0	7.3	40.0	9	5	5.5
Dyffryn	321.0	8.7	114.0	17	6	13.1
Intake	380.0	10.3	82.0	19	1	8.0
Totals	3,027.00	81.8	951.00			
Average Caseload - CYPS				16.1	5.1	11.6

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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.

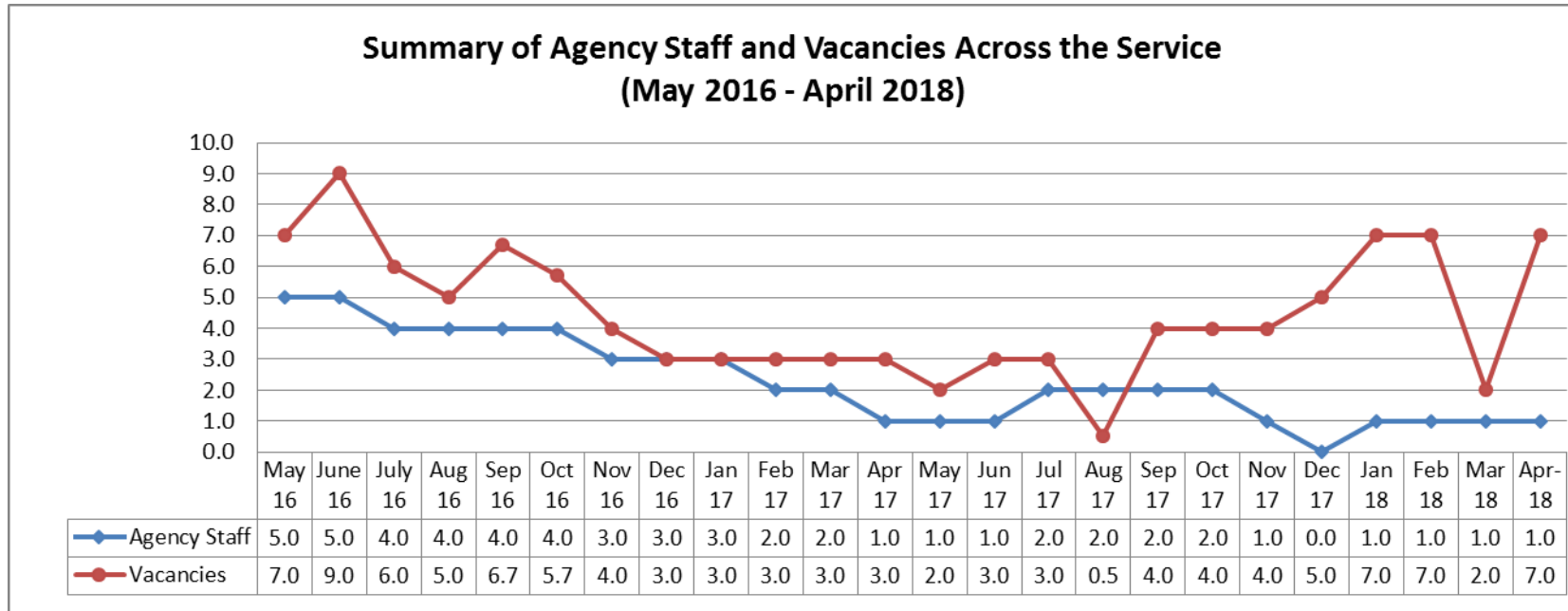
- **Priority Indicator 3 – The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service**



	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
Vacancies			6	1				7
New Starters			2					2
Leavers			2					2
Agency			1					1
Long-Term Sick			3					3
Disciplinarys								0
Grievances								0

Please Note: Of the 7 social worker vacancies shown above, 6 appointments have been made with workers to start in due course.

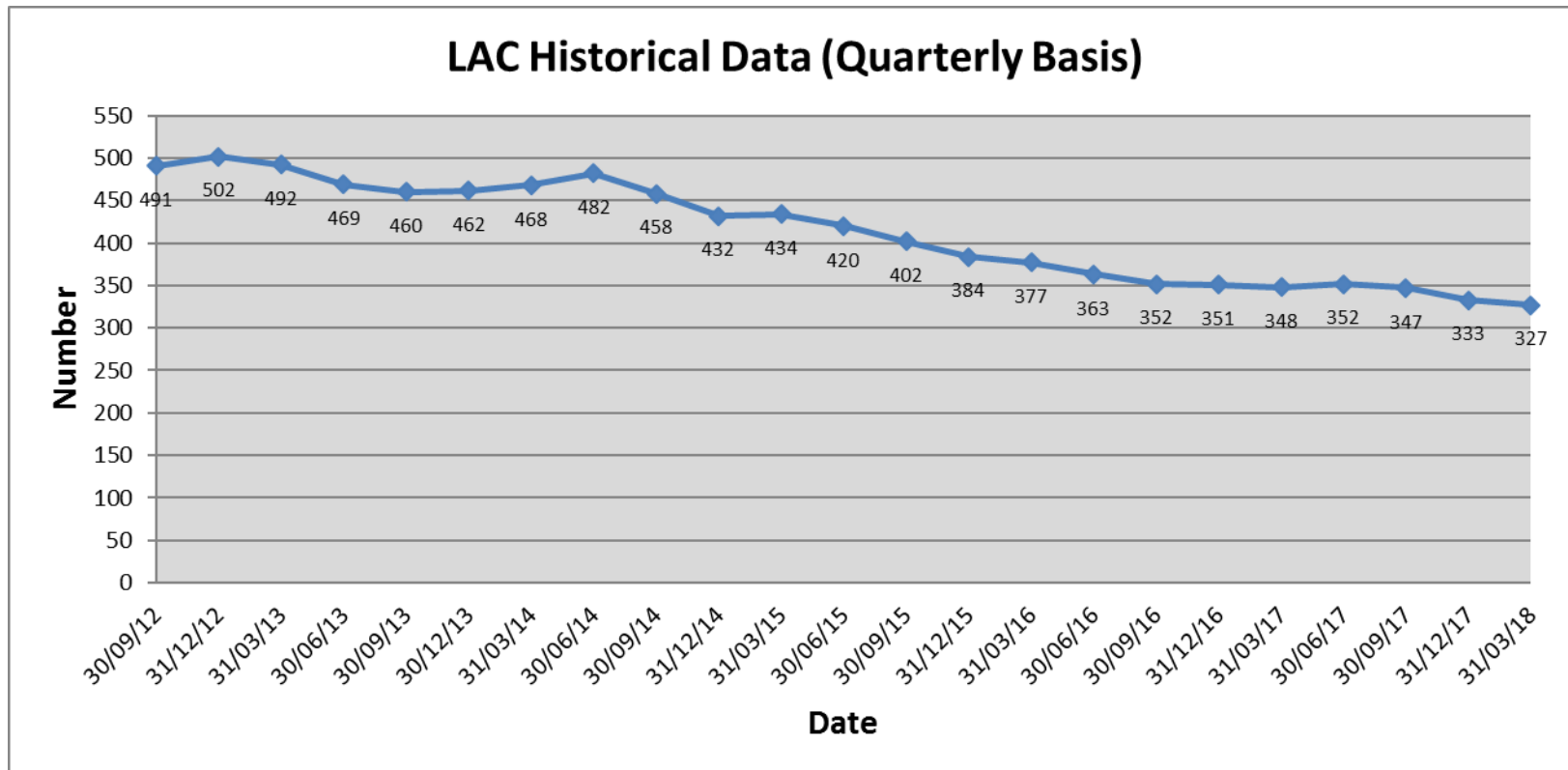
Summary of Agency Staff and Vacancies across the Service



- **Priority Indicator 4 – Thematic reports on the findings of Case file Audits (reported quarterly)**

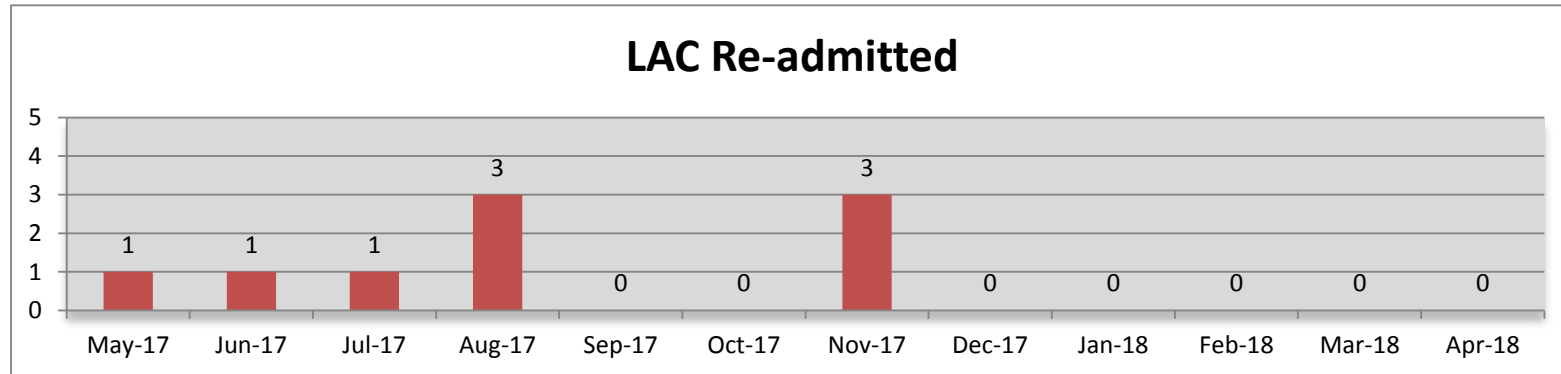
There is a comprehensive audit programme in place which facilitates the scrutiny of various aspects of activity within Children and Young People Services. A summary of the Audit activity undertaken during the period 1st January 2018 – 31st March 2018 can be found in **Section 4** of this report.

- **Priority Indicator 5 – Number of Looked After Children (Quarterly)**



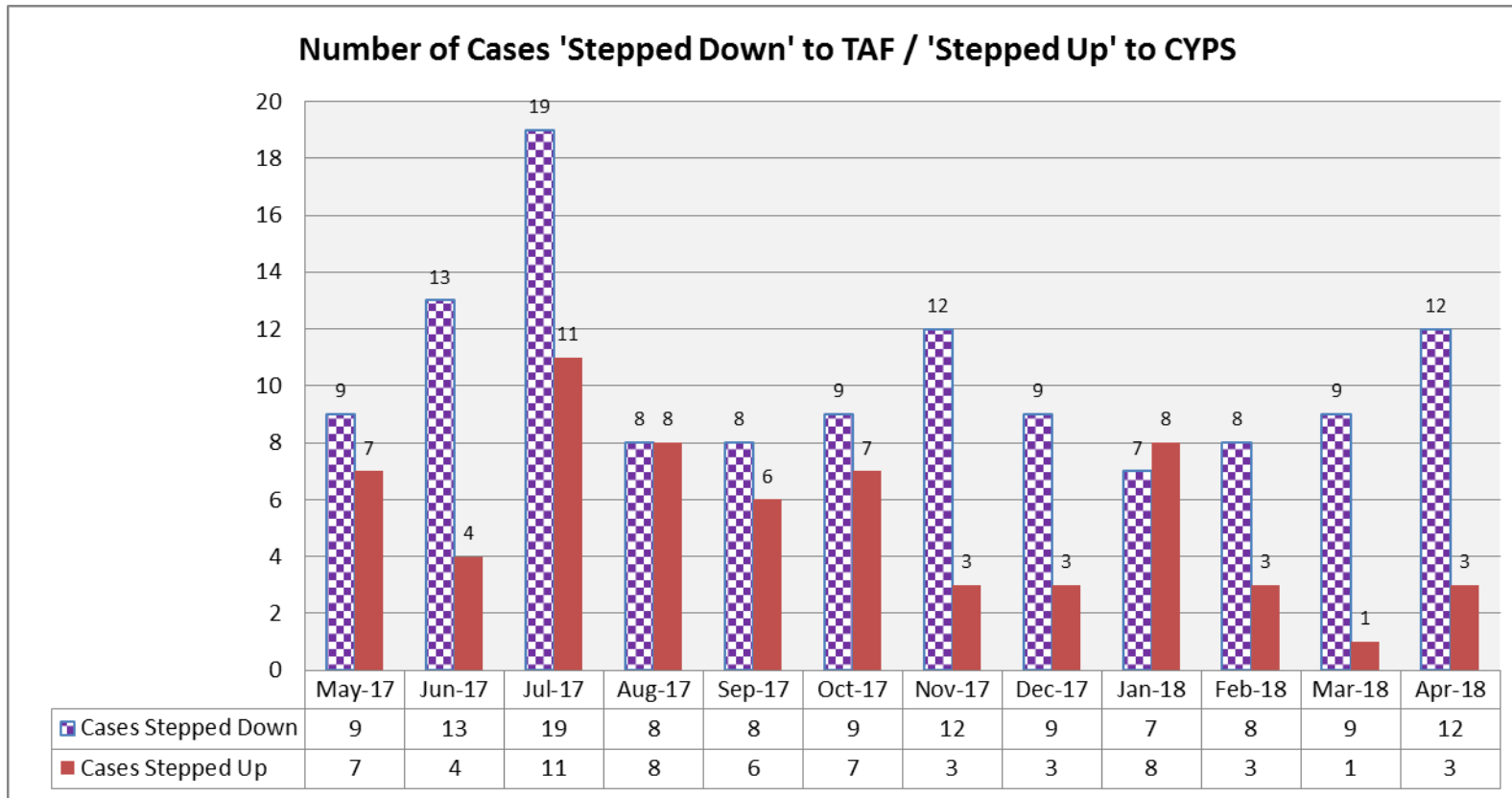
LAC as at 30/04/2018 = 328

- **Priority Indicator 6 – The Number of children who have been discharged from care and subsequently re-admitted within a 12 month period.**

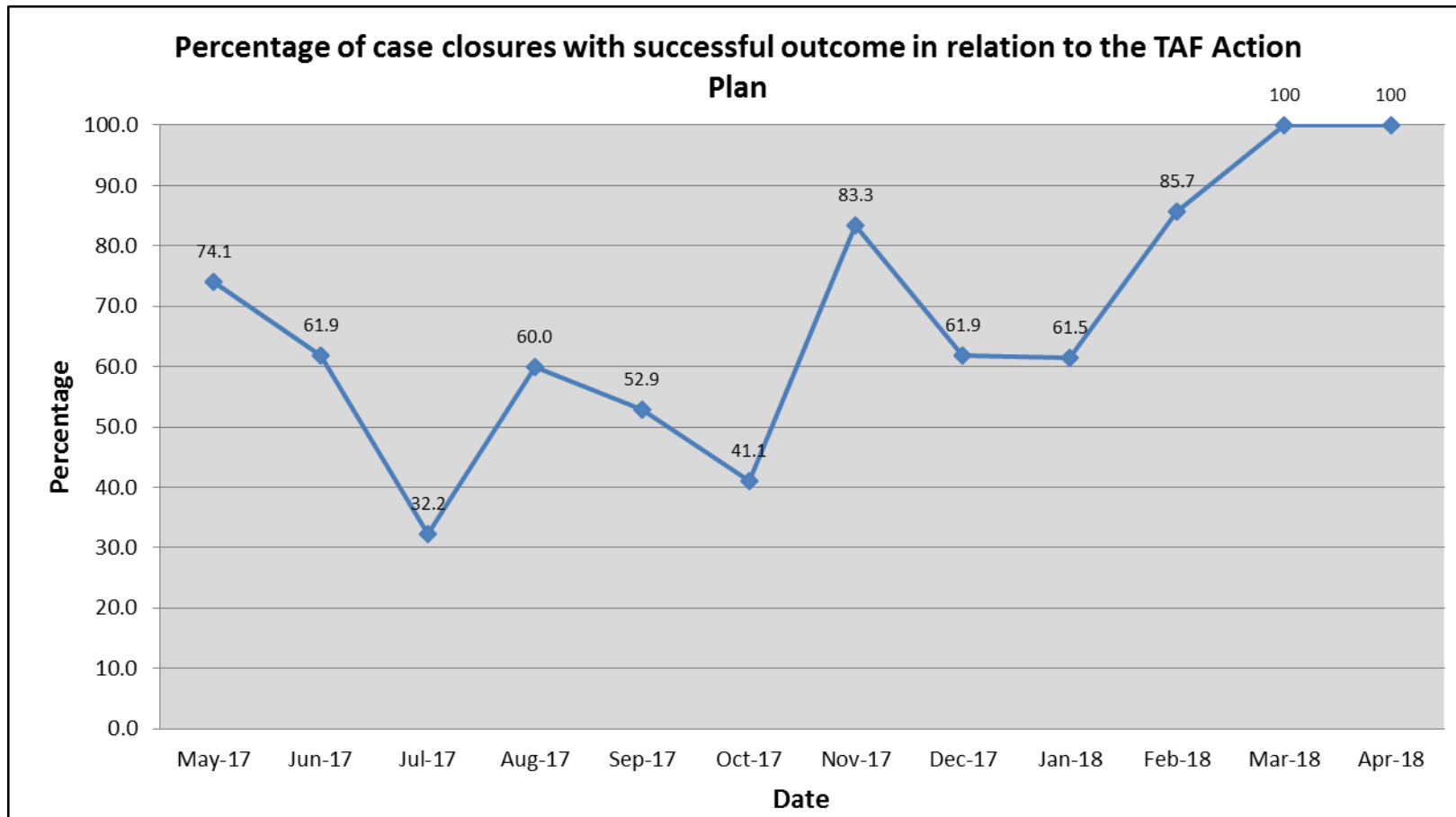


Date	Number Re-admitted
May 2017	1
June 2017	1
July 2017	1
August 2017	3
September 2017	0
October 2017	0
November 2017	3
December 2017	0
January 2018	0
February 2018	0
March 2018	0
April 2018	0

- **Priority Indicator 7 – The Number of Cases ‘Stepped Down / Stepped Up’ between Team Around the Family (TAF) and CYPs**



- **Priority Indicator 8 – The percentage of Team Around the Family cases that were closed due to the achievement of a successful outcome in relation to the plan: –**



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

2017-2018 – Quarter 4 (1st April 2017 – 31st March 2018) – 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.

Page	PI Description	Full Year 2016/17	Quarter 4 2016/17	Quarter 4 2017/18	Direction of Improvement
73	<u>Total Complaints - Stage 1</u>	19	19	28	↓
	a - Complaints - Stage 1 upheld	7	7	3	
	b - Complaints - Stage 1 <u>not</u> upheld	4	4	6	
	c - Complaints - Stage 1 partially upheld	2	2	3	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	6	16	

No	PI Description	Full Year 2016/17	Quarter 4 2016/17	Quarter 4 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	2	2	↔
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	1	1	2	
	c- Complaints - Stage 2 partially upheld	1	1	0	
Page 74	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	-	
4	Number of Compliments	23	23	19	↓
	<p>Narrative</p> <p>Stage 1 – there has been an increase in the number of complaints received during the year, 2017/18 (when compared to 2016/17) from 19 to 28. These are still relatively low levels of activity and remain in line (or better) than previous years, e.g. 2015/16 was 27. Despite this increase, the Service continues to put a stronger emphasis on a speedier resolution at a ‘local’ level.</p> <p>Stage 2 – activity remains consistent with the previous year; once again these are extremely low levels of activity and are in keeping with the stronger emphasis on speedier resolutions at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – the number of compliments has decreased slightly on the previous year, this is despite encouragement from the Complaints Team to report such incidences; this will be a priority for the Team in the coming months.</p>				

Section 4: Quality Assurance Audit Overview Report (1st January 2018 – 31st March 2018)

Quality Assurance Audits

Quality Assurance Audits take place on a monthly basis within Children and Young People Services. This report gives an overview of the thematic audits undertaken in quarter 4, what is working well, what we will improve and by what methods.

An audit sub group meets weekly to monitor progress and create thematic audit tools for use each month. Each tool devised is circulated and ratified at the Children's Services Managers Group prior to audits being completed. Audit days take place once a month in the Quays IT room with team managers collectively auditing and analysing the themes arising.

Audits Completed

During this quarter there have been two thematic audits completed:

Audit Theme	Cases Audited
Strategy Discussions	44
Section 47's	26

What are we doing well?

We've identified through the audit process what is working well and have highlighted many good working practices evident across the Social Services IT System.

In the Strategy Discussions Audit we found that:

- Almost all (98%) strategy discussions took place with CYPS, Police and if relevant the referring agency, although most discussions were only between Police and CYPS
- The concerns that led to the strategy discussion were clearly set out in 88% of the cases audited
- In 86% of the cases audited the strategy meeting clearly recorded the course of action to be taken along with the decision making being clear
- In 93% of the cases audited the notes of the strategy discussion were clear and easy to follow, this is a 3% increase from the previous audit
- Specific actions were clearly agreed in 85% of the cases audited
- It was clear who was responsible for each action in 83% of the cases audited
- Of those strategy discussions that were on the new template it was clear in 86% of the applicable cases if it were proceeding to a single or a joint investigation, this is an increase of 30% from the previous audit

- If a child protection medical or a police interview was needed there were clear plans for this in 86% of the cases audited
- The reasons for the outcome of the strategy discussion were clearly recorded in 88% and in the auditors opinion this was the correct outcome in 93% of the cases audited

In the Section 47 Enquiry Audit we found that:

- In 92% of the cases audited it was evident that other agencies had been consulted during the course of the enquiries, this is a significant improvement from the previous audit undertaken (51%)
- In 83% of the cases audited it was evident that parents/carers were consulted with during the course of the enquiries, which is similar to the previous audit (85%)
- The risks were clearly defined in 96% with a clear safety plan in 92% of the case audited, this again is clearly an improvement from the previous audit as over half of the cases audited the safety plan was not clearly evident on the system
- In all of the cases where it was appropriate, any barriers to communication were considered, for example disability, interpreter, etc.
- In 96% of the cases audit there was clear rationale why it was/was not proceeding to conference this is an improvement from the previous audit undertaken (89%)
- In all of the cases the auditors agreed it was the right decision to proceed/not proceed to Initial Child Protection Conference which really evidences consistency across the service, previously this was at 87%

Page 26

What will we improve?

1. We will make the decision of holding a strategy discussion more visible on the IT system
2. In the previous audit the concerns that led to the strategy discussion were clearly set out in 97% of the cases audited, this audit it has dropped to 88%, we need to identify why there has been a slight decline
3. We need to ensure that where there are actions identified we highlight the individual responsible and agency for each action
4. Auditors highlighted in a small number of cases that not all the text boxes (strengths, priority risks, good enough outcomes) were being filled in however most of the detail would be put in the reason or discussion instead so the actual content was there
5. We will ensure that all teams follow the management direction on visits to the child/young person during the course of section 47 enquiries
6. Timeliness on the completion of section 47 enquiries has decreased slightly since the previous audit
7. Auditors suggested the audit tools are available to view on the forms themselves, so workers can access them as a guide when completing section 47 enquiries

How will we do this?

- Through developing the IT system to reflect and record the information we want to evidence
- By changing, communicating and reinforcing to staff processes and procedures to follow
- By holding training sessions for staff on specific areas of the system where new processes have been introduced
- By direct feedback on individual cases to the responsible team manager and case worker
- By looking at the way we encourage engagement and participation of children, young people and their parents/carers
- Through circulation of audit tools to all practitioners to enable them to have an understanding of the areas auditors are looking at which will become evident in future audits on the same topic
- By discussing and ratifying proposed changes and improvements through the Practice Improvement Group which is attended by a representative from all teams
- By circulating the thematic audit reports to all staff for their information
- By having a transparent quality assurance audit process in place which is responsive to suggestion and change

What have we learnt?

In this last quarter we have identified clear areas in each of the audit themes that we will improve, work is being undertaken to achieve this and will be guided by the Quality Assurance Group. The Quality Assurance Group is responsible for allocating lead officers to complete actions and for reviewing the progress of these actions. We have evidenced in the two completed audits on individual cases good working practices and embedded principles throughout the service. Overall in the Strategy Discussions audit all of the areas that we identified as working well were considerably high, even those that had dropped slightly since the previous audit on Strategy Meetings, this demonstrates that good working practices are clearly embedded across the service in relation to strategy discussions. We did highlight that a change in process on the system has contributed to the decision to hold the strategy discussion not clearly being evident on the system in some of the cases audited, so this is an area we will improve on and evidence in future audits.

In the Section 47 Enquiries audit it was pleasing to see that agencies were now being contacted and consulted routinely during the enquiries and their contribution was evidenced in the completed section 47's. It was also reassuring that the changes made to the section 47 document had dramatically improved the visibility of the safety plan on the cases audited. However we need to ensure that all teams follow the management direction on visits to the child/young person during the course of enquiries as this is an area we highlighted as needing to be improved. Therefore we will take an in-depth look at visits to a child/young person over a longer time period to facilitate this.

To promote reflective learning within the service, the good practice and areas for improvement identified within each audit and the individual case file audit forms will be shared with the appropriate Team Managers and the workers involved in the case, this is done either on a 1:1 basis or through group sessions.

Next Steps?

Our effective auditing process is identifying key themes on good practice and areas we will improve, post audit we have mechanisms in place for following through on actions identified. Actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed at each Quality Assurance Group, this allows us to monitor desired outcomes and progress. This gives a transparent view on the service in terms of what we recognise is working well, what we will improve, how we will do it and when it will be in place. All audit tools and reports are disseminated to the teams within Children and Young People Services, this provides staff with information on good practice and areas for improvement and it also provides a visual tool for staff that can be referenced in the everyday tasks completed. There is a Team Manager and Performance Management Group that meets bi-weekly, part of this group's remit is to focus on audit actions that are ratified in the Quality Assurance Group, this is a succinct process which is currently working well to proactively drive forward changes. As the audit process is well established across Children and Young People Services, the Quality Assurance Group will also be taking forward lessons learned from other sources such as the citizen survey, staff survey and complaints/compliments received.

Quality Assurance Audits are now regularly completed in Adult Services as well as Children and Young People Service and there are opportunities for auditors to come together and audit jointly. Reports are also produced on audit activity within Adult Services, these reports can be combined with the Children and Young People Service report to one quarterly report and presented to members to keep them informed of all quality assurance audit activity if required.

Quality and Audit Coordinator – Mel Weaver

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

5 JULY 2018

REPORT OF THE HEAD OF CHILDREN & YOUNG PEOPLE SERVICES – KERI WARREN

Matter for Monitoring

Wards Affected:

All Wards

MONITORING THE PERFORMANCE AND PROGRESS OF THE WESTERN BAY REGIONAL ADOPTION SERVICE

1. Purpose of the Report

1.1 The purpose of the report is to provide information to Members about the performance and progress of the Western Bay Regional Adoption Service, including the Annual Report on Regional PI Performance 2017/2018 which is attached at **Appendix A**.

This report updates the Cabinet Board on the progress and performance of the Regional Adoption Service during the last financial year.

2. Executive Summary

2.1 Adoption has and continues to receive high levels of attention from both the UK and the Welsh Government. Members will be aware that the creation of a National Adoption Service is one of the key policy strands of the Welsh Government, as enacted in the Social Services and Well-Being (Wales) Act 2014. This Act provides

powers, under Section 9, for Ministers to direct local authorities to collaborate in relation to adoption services and to prevent any local authority from withdrawing from these collaborations in the future.

- 2.2 The Adoption and Children Act 2002 (Joint Adoption Arrangements) (Wales) Directions 2015 came into force on 13th March 2015. The primary purpose of these Directions is to ensure effective joint arrangements are in place between local authorities in Wales for the delivery of adoption services
- 2.3 Schedule 1 of the Directions sets out which local authorities must collaborate with each other. For the Western Bay region the local authorities are Swansea, Bridgend and Neath Port Talbot. Swansea host and manage the regional service on behalf of the partner agencies, this having been approved by Cabinets in all three local authorities in April 2014.

3. Background

- 3.1 The Western Bay Adoption Service (WBAS) is integrated into the National Adoption Service (NAS) as one of the five identified regional collaboratives. The National Service is underpinned by the Adoption and Children Act 2002 (Joint Adoption Arrangements) (Wales) Directions 2015.
- 3.2 The broad aims of the joint adoption arrangements across Wales as specified in the Directions include:

Consistent and high quality service

Keeping delay to a minimum

Widest choice possible of placement

Eliminating waiting lists for training and assessments

Improving the matching process

Streamlining adoption services improved liaison between adoption social workers

Keeping breakdowns to a minimum by providing adequate adoption support

Collaborative working between local authorities, voluntary agencies, health and education services

3.3 The Management and oversight arrangements of the National Service consist of:

Governance Board

Includes representatives from each agency:

- Spokesperson and Deputy Spokesperson from WLGA for Health & Social Services
- Mayor or executive leader by the Lead Authority
- Independent Chairperson of the Advisory Group
- Representative on behalf of the voluntary agencies
- Elected member representation for each region

The functions of the Governance Board include: strategic direction, approval of annual work programme, ensuring the views of stake holders are represented and the monitoring & oversight of performance, complaints, engagement with voluntary agencies, service user representatives, budget & financial, Welsh language and reporting to the Welsh Ministers.

The nominated elected member representative for Western Bay on the Governance Board is Councillor Alan Lockyer from Neath Port Talbot.

Advisory Group

Includes the following representatives from:

- each collaborative Head of Children's Service
- the Association of the Directors of Social Services Cymru
- the Association of Directors of Education in Wales
- the WLGA
- 3 from voluntary organisations
- Legal adviser from the lead local authority
- Health professional for Looked After Children
- Medical advisor to an adoption panel
- CAMHS
- Service User
- Social Research Centre

The functions of the Advisory Group include:

- Provision of professional advice and Support to the Governance Board
- Supporting the effective operation of the service
- Notifying the Welsh Minister of any issues

The City of Cardiff Council has been given the role of Lead Authority for the National Adoption Service and as host authority it works with key partners to run an all-Wales adoption website, developing a centre of excellence for adoption services and employing a Director of Operations for Wales.

Director of Operations and Central Team:

The functions of the Director of Operations and Central Team include:

- Production of an annual work programme to include priorities and targets
- Financial plans and budget responsibilities
- Monitoring and analysis of performance data

- Improvements and developments of the service
- Submission of a 6 monthly and annual progress and financial report
- Analysis of reports from regional collaboratives
- Establish and maintain website
- Co-ordination of pre-approval training and adoption support services

In addition to the development of the National Service and the Central Team, a Wales Adoption Register has been developed which is hosted by the Central Team operating on the principle of keeping Welsh children in Wales.

4. Current Position

- 4.1 Western Bay Adoption Service (WBAS) became fully operational in April 2015. Prior to this adoption services were delivered locally via the three local authorities.
- 4.2 The regional adoption service provides a range of services and interventions across the five key domains to those affected by adoption. Those being:

Assessing and supporting prospective adopters

Assessing non-agency (parent/carer, formerly step parent adoptions)

Birth Record Counselling and Intermediary Services (BRC &IS)

Adoption support (assessments and support services to anyone affected by adoption)

Twin tracking and Family Finding (TT&FF), which involves working with birth families of children in or following care proceedings and once a Placement Order has been granted by court in searching for an adoptive placement.

5. Performance and Activity

- 5.1 The attached annual performance report outlines the performance within the regional adoption service for 2017/18.
- 5.2 Key achievements for the year include:

- The number of children placed during the year has shown a slight increase on last year's performance, 74 compared to 71 in 2016/17. Of the 74 children placed, 30 were in 'harder to place' category, this included, 8 sibling groups of 2, 2 sibling groups of 3 and 8 children who were either older children or children with complex needs. This demonstrates the successes and positive outcomes the service has achieved for this particular group of children. The number of children placed for NPT were 22
- Of the children placed during the year we continued to place more children with Western Bay adopters than in Inter agency

placements (IAs). By year end the service had placed 47 children within Western Bay and at the same time reduced the number placed in interagency placements from 32 to 27. Of the placements made 64% were placed with Western Bay adopters, despite there being challenges in placing those deemed as 'harder to place' children and a sustained position of adopters wishing to have the more straightforward and younger children. Six of these children were placed as a direct result of the profiling event in Western Bay. Twelve children from NPT were placed with Western Bay adopters and 10 were placed in Inter agency placements

- There continues to be collaboration between the Family Finding and Adoption Support functions within the service to put together packages of support for more complex children or where placements need additional support. Of the 74 children placed for adoption during the year 18 had an ongoing service provision/package of support at the point of placement
- The region developed and organised a 'Profiling' event during the year which included some of our harder to place children who had been waiting longer than 6 months. Thirty four children were profiled and 17 approved adopter families were invited to consider those children as potential links/matches. This event proved very successful and resulted in 6 children being placed, a little under 10% of the total number of children placed by the region. The feedback from adopters and staff was extremely positive and following the outcome and success of the event it has been decided to continue holding the 'Profiling' events on a regular basis within the region, with the aim of holding 2 events a year
- The number of Adoption Orders granted (AOG) has increased significantly from the previous year from 69 to 90 in 2017-18. This is an excellent achievement despite many of our adoption applications being contested. Of the 90 Adoption Orders granted during the year 28 were NPT children. Thirty four (38%) of the applications made in the region were

contested in 2017-18, resulting in delay and having an impact on the performance which is beyond the region's control

- Following a number of strategies implemented by both Western Bay Adoption Service and the local authorities there has been an increase during the year in the number of children presented to panel where there is evidence of Life Story Materials (LSM). There has also been some improvement in the number of children who had Life Story Materials provided to adopters by the time of the second review with 58% of children having these in place compared to 30% last year. During 2017-18 NPT had 22 children who had a second adoption review, 12 of these children had Life Story Materials provided at this point
- Despite the reduction in the number of adopter enquiries to the service there is evidence to demonstrate that less initial enquires are being withdrawn and more being deemed suitable resulting in higher conversion rates through to assessments and approvals. This may have been impacted on through, improved responses to enquirers, improved literature and website information as well as the outcomes of targeted regional/national campaigns
- The average time taken to approve adopters from the inquiry stage to Agency Decision Making (ADM) decision has decreased compared to 2016-17 from 9.7 months to 8.2 months in 2017-18 which brings us closer to the national benchmark of 8 months
- The number of adoption support interventions has increased. Whilst there is some evidence this has reduced the use of higher cost commissioned services, of more note is the range of interventions. These have included more requests for engagement in resolving letterbox issues particularly between siblings

- We have invested in and further developed the Western Bay Adoption Service website to make it more interactive, user friendly and to include the active offer. This is now in the process of being translated. In the coming year all of our information leaflets will be accessible via the website. We are also developing a member's only login page where adopters will be able to access key information, including our newsletter, playgroup dates and venues. There are child friendly pages included in the website also to target and encourage our children to access the site. The improved website will be launched in July 2018
- Development and implementation of the Transition/Moving on model to assist in improving the preparation of children for adoption and in the provision of Life Story material has continued to be rolled out with training to staff across the region. Targeted training has been offered for all WB staff and for all three local authority social workers and foster carers where a child is subject to a plan of adoption
- An inspection took place in December 2017 which was positive and demonstrated the service was improving

5.3 The challenges/priorities that the service will need to focus on in the coming year include:

- **There has been a significant decrease in Adopter enquiry rates with 117 enquiries within the year compared to the 174 received in 2016-17. The issue of adopter recruitment has been an issue nationally and data shows there is a re-emerging gap between placement need and adopter recruitment. The region is working hard on improving website access and interactivity as well as with the NAS central team to develop a revised All Wales Marketing and**

Recruitment Strategy for the coming year the aim of which is to;

- **Increase interest, enquiries and approvals from prospective adopters who can meet the needs of our children and**
- **Increase the number of children placed;**
- **Reduce the number of children waiting;**
- **Meet the need for sibling group placements and children with other complexities;**
- **Reach a level of adopter sufficiency that allows for choice but does not create significant levels of adopters waiting lengthy periods.**

Whilst we have seen some success during the year the reality is that many adopters are still presenting themselves as wanting younger children which is in line with national research. We have identified a target for the coming year to achieve 63 adopter approvals. Staffing issues within Recruitment and Assessment appear to be resolving which will aid in achieving the targeted number of approvals for 2018-19

- **Where possible to further reduce the time from LAC, SBPD and Placement Order (PO) to placement for adoption. We anticipate this continuing to be a challenge as we are mindful that the number of children that have been waiting longer than 6 months to be matched has increased. This is reflective of the National picture and we are currently participating in an All Wales National Recruitment Campaign to attempt to combat this. If we are successful in placing more of these children who have waited longer in the coming year we will anticipate our performance in this area to show a decline, however, overall this will be a successful outcome for those children**
- **There needs to be a robust and whole region approach to the improvement of Life Story Materials (LSM) in relation to quality and timeliness. The current NAS measure is by 2nd review however, WBAS with the support of the senior**

management in the LAs has agreed that this measure should be the longest time and the best practice aim is on placement. Our IT system will need to be developed in order to capture this data at various points of match and placement of adoption. Although this measure has improved during the year close monitoring and continued development will be needed to maintain and improve our performance in this area to achieve the revised national benchmark of 100%

- Performance in the number of Birth parents referred and offered a service has been sustained. Take up of this service within the same period remains particularly low with evidence suggesting that birth parents refer back into the service at a later date for support. WBAS has identified this as a key focus for the coming year to improve the work with birth families and take up of the service offered.
- Improving the early engagement of birth parents enabling greater information gathering of relevance to the child's adoption medical and identity issues.
- Consultation with adopters identified support for the additional training for family and friends, alongside the pre-approval training. As resources improve this will be implemented in the coming year.
- Improving the matching paperwork for children being presented to adoption panel
- Further improvements are needed in Child Adoption Report – Annex B (CAR B) to improve quality of information. This will include rolling out additional training throughout the year
- Further development of the IT system throughout all functions in WBAS is needed for the coming year to

collate further information to feed into our reporting and identify areas of need. This will include recording life journey materials at various points of the adoption journey and capturing more closely the amount of adoption support provided in certain areas, focusing for example on therapy packages being provided and enabling more robust monitoring

- **The continuing development of policies and procedures is a key priority for the coming**
- **Continuing to address the significant backlog of non-agency assessments which is a hidden area of work as it not reported on nationally**

5.4 The service plan reflects the key priorities for the coming year with the focus being on:

- **Increasing the number of enquiries and adopter assessments/approvals**
- **Recruiting the right adopters for the right children**
- **Ensuring effective planning for children whose plan is one of adoption**
- **Ensuring effective support services are available**
- **To have a workforce which is experienced and able to provide a quality service**
- **To have an effective and high quality adoption panel**
- **To improve the processes for those affected by adoption**
- **To embed robust governance arrangements and to develop and implement an effective quality assurance framework**
- **Improving the number of children who have LSM provided at placement**

Conclusions

The current overall position of the regional adoption service remains generally positive but continued effort is required to ensure areas where the service has not performed as well as the previous year are improved upon. The key challenge facing the service is to increase the number of

appropriate adopters to meet the growing need of those children who require adoptive placements, particularly those who are 'harder to place'. While at the same time to continue to maintain and improve on performance, achieve good outcomes for those affected by adoption and ensure that all performance indicators are on track.

Financial Impact

6. There are no financial implications.

Equality Impact Assessment

7. Not applicable.

Workforce Impacts

8. There are no workforce implications

Legal Impacts

9. There are no legal implications

Risk Management

10. Not applicable

Consultation

11. Not applicable

Recommendations

12. Not applicable

Reasons for Proposed Decision

13. Not applicable

Implementation of Decision

14. Not applicable

Appendices

A. Annual Report on Regional PI Performance 2017-18

List of Background Papers

Social Services and Well-Being (Wales) Act 2014

The Adoption and Children Act 2002 (Joint Adoption Arrangements)
(Wales) Directions

The Adoptions Agencies (Wales) regulations 2007

Officer Contact

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ANNUAL REPORT AND PERFORMANCE MEASURES

For Period 1 April 2017 to 31 March 2018

Annual Report on PI data for Western Bay Adoption Service 2017/18

Introduction

This report reflects the region's third full year's performance as a collaborative service.

It is fair to say that there are areas of performance in which the service was doing well in 2016-17 where there has been a dip in performance in 2017-18 namely the number of children waiting longer than 6 months, Adopter enquiries and approvals. However, in other areas it is pleasing to note that the service has made some significant improvements, such as the number of Adoption Orders Granted, provision of life journey materials by 2nd adoption review, number of children waiting overall has decreased and the number of placements made within Western Bay has increased. The report highlights those areas where we need to focus attention and improve, along with those where we have demonstrated improvement and provides analysis to demonstrate the reasons and challenges.

There are continued developments being progressed within the service as a whole, these include ongoing improvements to the IT system and reporting mechanisms, ongoing development of adoption support services, the progression of the Life Journey Framework regional implementation plan and the implementation of our recruitment strategy to increase the number of adopters required to meet the needs of children whose plan is for adoption.

This report provides data for the Western Bay Adoption Service (WBAS) performance activity, against the national key PI measures. It provides data for the region as a whole along with comparative data across the three partner agencies, comparative data across the regions within Wales and against last year's regional performance.

Section 1 – Progress update

During 2017-18 the ongoing development of the Adoption Support service continued but has not been without its challenges. There has been a steady

increase in demand for adoption support, which has impacted on capacity. In addition to this there has been an increase in the complexities of referrals, with higher levels of need warranting longer, targeted and more specialised interventions. Of particular note is an increase in contact investigations which require an analysis of existing arrangements to enable contact to be restarted where appropriate.

Areas of development within Adoption Support include:

- Co-creation/engagement with adopters particularly around life story / journey work and enabling adopters to engage in or create life story books where these are missing or inadequate
- Building on the previous training implemented in order to meet service and NAS objectives and improve adoption support delivery
- Continual improvements in the IT system as service need demands
- Greater involvement with and engagement of birth parents early on the adoption journey
- Revisit, improve and act on the analysis of the impact of adoption on siblings, particularly when these are being separated and some children remain in foster care or other permanent placements. These impacts on their longer term support needs and letterbox arrangements.

We have continued to increase our performance and ability to place children within WBAS despite the challenges faced regionally and nationally in recruiting adopters for harder to place children. This increased has resulted from improved marketing, recruitment and engagement of adopters.

Areas of development within the region have included:

- Continued development of the WBAS transitional model in relation to preparing children to move on to adoption
- Development and implementation of the Life Journey Framework-Regional Plan which includes the roll out of training in relation to the framework and the transition model throughout 2018
- Redesign and development of the Western Bay website to support recruitment
- Development of the regional recruitment strategy and marketing plan
- Facilitating open events for approved and shortly to be approved adopters. This included an, adoption support information event which was highly regarded
- A very successful profiling event which will be repeated twice annually

Western Bay Adoption Service (WBAS) has also continued to play an active role in the national developments:

- Development of the national Life Journey Framework
- Partnership working with St David's and Barnardo's around the development of the new Adopting Together Project
- Engaging in the development of adoption support strategies, including joint work with AUK on promoting both Education developments and the first 1000 Day project.

The recruitment and assessment of Adopters was a key objective for 2017-18 and despite significant resource issues and lower numbers of enquiries and approvals, there were improvements in the number of children being placed within the region. We continue to focus on:

- Service user consultation and engagement
- Better align the take up of adopter assessments with the needs of children waiting for adoptive placements
- Increase the use of adoption support staff earlier in placements, specifically for more complex children
- Continue to reduce overall the time taken to approve adopters
- Increase the number of approved adopters for the more complex children through a process of an interactive website, open events and improved marketing.

The key achievements:-

- The number of children placed during the year has shown a slight increase on last year's performance, 74 compared to 71 in 2016-17. Of the 74 children placed, 30 were in the 'harder to place' category, this included, 8 sibling groups of 2, 2 sibling groups of 3 and 8 children who were either older children or children with complex needs. This demonstrates the successes and positive outcomes the service has achieved for this particular group of children
- Of the children placed during the year we continued to place more children with WBAS adopters than in interagency placements. By year end the service had placed 47 children with WB adopters and at the same time reduced the number placed in interagency placements from 32 to 27. Of the placements made 64% were placed within WB adopters, despite there being challenges in placing those deemed as 'harder to place' children and a sustained position of adopters wishing to have the more straightforward and younger children. Six of these

children were placed as a direct result of the profiling event in Western Bay

- There continues to be collaboration between the Family Finding and Adoption Support function(AS) to put together packages of support for more complex children or where placements need additional support. 18 children placed for adoption this year had an ongoing service provision/package of support at the point of placement
- The region developed and organised a 'Profiling' event during the year which included some of our harder to place children who have been waiting longer than 6 months. 34 children were profiled and 17 approved adopter families were invited to consider those children as potential links/matches. This event proved very successful and resulted in 6 children being placed, a little under 10% of the total number of children placed by the region. The feedback from adopters and staff was extremely positive and following the outcome and success of the event it has been decided to continue holding the 'Profiling' events on a regular basis within the region, with the aim of holding 2 events a year
- The number of Adoption Orders granted (AOG) has increased significantly from the previous year from 69 to 90 in 2017-18. This is an excellent achievement despite many of our adoption applications being contested. Thirty four (38%) of the applications made in the region were contested in 2017-18, resulting in delay and therefore, having an impact on the performance which is beyond the region's control
- Following a number of strategies implemented by both Western Bay Adoption Service and the Local authorities there had been an increase in the number of children within the region presented to panel where there is evidence of Life Story Materials (LSM). During 2016-17, 23% had evidence of Life Story Materials in place at time of panel, during 2017-18 this figure rose to 50% amounting to a 27% increase in performance. There has also been some improvement in the number of children who had Life Story Materials provided to adopters by the time of the second adoption review, with 58% of children in the region having these in place compared to 30% in 2016-17
- Despite the reduction in the number of adopter enquiries to the service there is evidence to demonstrate that less initial enquires are being withdrawn and more being deemed suitable resulting in higher conversion rates through to assessments and approvals. This may

have been impacted on through, improved responses to enquirers, literature and website information as well as the outcomes of targeted regional/national campaigns

- The average time taken to approve adopters from the inquiry stage to Agency Decision Making (ADM) decision has decreased compared to 2016-17 from 9.7 months to 8.2 months in 2017-18 which brings us closer to the national benchmark of 8 months
- The number of adoption support interventions has increased. Whilst there is some evidence this has reduced the use of higher cost commissioned services, of more note is the range of interventions. These have included more requests for engagement in resolving letterbox issues particularly between siblings
- We have developed the Western Bay Adoption Service website to make it more interactive, user friendly and to include the active offer. In the coming year all of our information leaflets will be accessible via the website. We are also developing a member's only login page where adopters will be able to access key information, including our newsletter, playgroup dates and venues. There are child friendly pages included in the website also to target and encourage our children to access the site. The improved website will be launched by the end of July 2018/19
- Development and implementation of the Transition/Moving on model to assist in improving the preparation of children for adoption and in the provision of life journey material has continued to be rolled out with training to staff across the region. Targeted training has been offered for all WB staff and for all three local authority social workers and foster carers where a child is subject to a plan of adoption and a Placement Order (PO) has been granted
- An inspection took place in December 2017 which was positive and demonstrated the service was improving

Challenges / Priorities

A number of challenges have been identified for the coming year and these include –

- The service has seen a significant decrease in Adopter enquiry rates with 117 enquiries received during 2017-18 compared to the 174

received in 2016-17. The issue of adopter recruitment has been an issue nationally and data shows there is a re-emerging gap between placement need and adopter recruitment. The region is working hard on improving website access and interactivity as well as with the NAS Central team to develop a revised All Wales Marketing and Recruitment Strategy for the coming year the aim of which is to;

- Increase interest, enquiries and approvals from prospective adopters who can meet the needs of our children and
 - Increase the number of children placed;
 - Reduce the number of children waiting;
 - Meet the need for sibling group placements and children with other complexities;
 - Reach a level of adopter sufficiency that allows for choice but does not create significant levels of adopters waiting lengthy periods

Whilst we have seen some success during the year the reality is that many adopters are still presenting themselves as wanting younger children which is in line with national research. We have identified a target for the coming year 2018-19 to achieve 63 adopter approvals. Staffing issues within Recruitment and Assessment appear to be resolving which will aid in achieving the targeted number of approvals in the coming year

- Where possible to further reduce the time from LAC, SBPD and Placement Order (PO) to placement for adoption. We anticipate this continuing to be a challenge as we are mindful that the number of children that have been waiting longer than 6 months to be matched has increased. This is reflective of the National picture and we are currently participating in an All Wales National Recruitment Campaign to attempt to combat this. If we are successful in placing more of these children who have waited longer in the coming year we will anticipate our performance in this area to show a decline, however this will be a successful outcome for those children
- There needs to be a robust and whole region approach to the improvement of Life Story Materials (LSM) in relation to quality and timeliness. The current NAS measure is by 2nd review however, WBAS with the support of the senior management in the LAs has agreed that this measure should be the longest time and the best practice aim is to have these in place at the point of placement. Our IT system will need to be developed in order to capture this data at various points, i.e. match and placement of adoption. Although this measure has improved during the year close monitoring and continued development

will be needed to maintain and improve our performance in this area to achieve the revised national benchmark of 100%

- Performance in the number of birth parents referred and offered a service has been sustained. Take up of this service within the same period remains particularly low with evidence suggesting that birth parents refer back into the service at a later date for support. WBAS has identified this as a key focus for the coming year to improve the work with birth families and the take up of the service offered
- Improving the early engagement of birth parents enabling greater information gathering of relevance to the child's adoption medical and identity issues
- Consultation with adopters, identified support for the additional training for family and friends, alongside the pre-approval training. As resources improve this will be implemented in the coming year
- Improving the matching paperwork for children being presented to adoption panel
- Further improvements are needed in Child Adoption Report – Annex B (CAR B) to improve quality of information. This will include rolling out additional training throughout the year
- Further development of the IT system throughout all functions in WBAS is needed for the coming year to collate further information to feed into our reporting and identify areas of need. This will include recording life journey materials at various points of the adoption journey and capturing more closely the amount of adoption support provided in certain areas, focusing for example on therapy packages being provided and enabling more robust monitoring
- The continuing development of policies and procedures is a key priority for the coming year
- Addressing the significant backlog of non-agency assessments through a number of strategies

Section 2 - Performance

The purpose of this section is to highlight some of the key performance areas for WBAS for the year 2017/18. The report is based on data that has been supplied to the NAS on a quarterly basis throughout the year and provides comparison data against last year's performance.

1. Children Referred 2017/18 - 187

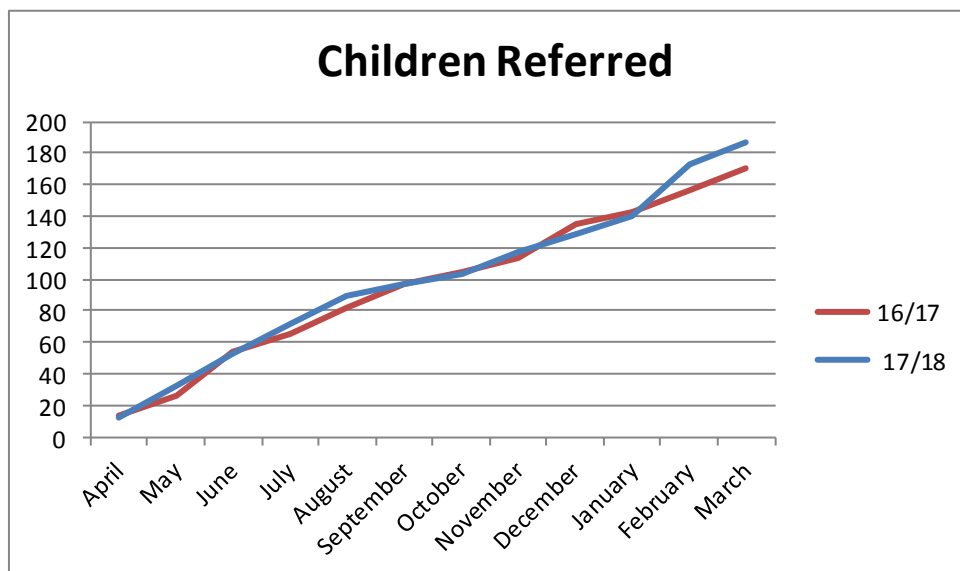
In the first three quarters of 2017-18 there was a downward trend in referrals, however a spike in quarter 4 resulted in the number of referrals at year end rising to 187. This shows a 10% increase on the 170 received last year.

Children Referred TOTAL	BCBC	NPT	SWAN	
2017/18	39	51	97	187
2016/17	72	43	55	170
2015/16	58	45	92	195
2014/15	68	56	79	203

Of the 170 referrals received in 2016-17, 90 were withdrawn, leaving just 80 active referrals. This could indicate why performance, in some measures this year has shown a decrease.

Whilst it is too soon to report on the whole of the year 2017-18, it is noted that at the end of Q3 129 referrals were made and 72 have been withdrawn to date (56%) leaving 57 active referrals at end of Q3. If this trend continues it will be likely to be reflected in lower figures for Placement Orders and children placed in the coming year.

At end of Q3 comparison of the local authority figures show that Swansea had 65 referrals, of which 42 were withdrawn leaving 23 active referrals (66% dropout). NPT had 43 referrals of which 25 were withdrawn, leaving 18 active referrals (58% dropout). BCBC had 21 referrals of which 5 were withdrawn leaving 16 active referrals (24% dropout).



Comparative data for other regions in Wales show that WB are the second highest in receiving the numbers of referrals. Figures for other regions are as follows Mid and West Wales Adoption Service (MWW) 65, North Wales Adoption Service (NWAS) 53, South East Wales Adoption Service (SEWAS) 184, Valley, Vale and Cardiff (VVC) 245.

The overall figure across Wales is showing a slight decrease in the number of referrals for 2017-18.

2. Should Be Placed Decision (SBPD)

The number of children that progressed to have a 'should be placed decision' in Western Bay totalled 77 a decrease of 35 compared to 2016/17.

Compared to other regions across Wales, WBAS had the third highest number of SBPD with VVC having the highest at 120. MWW 46, NWAS 31, SEWAS 101.

3. Placement Orders Granted = 68

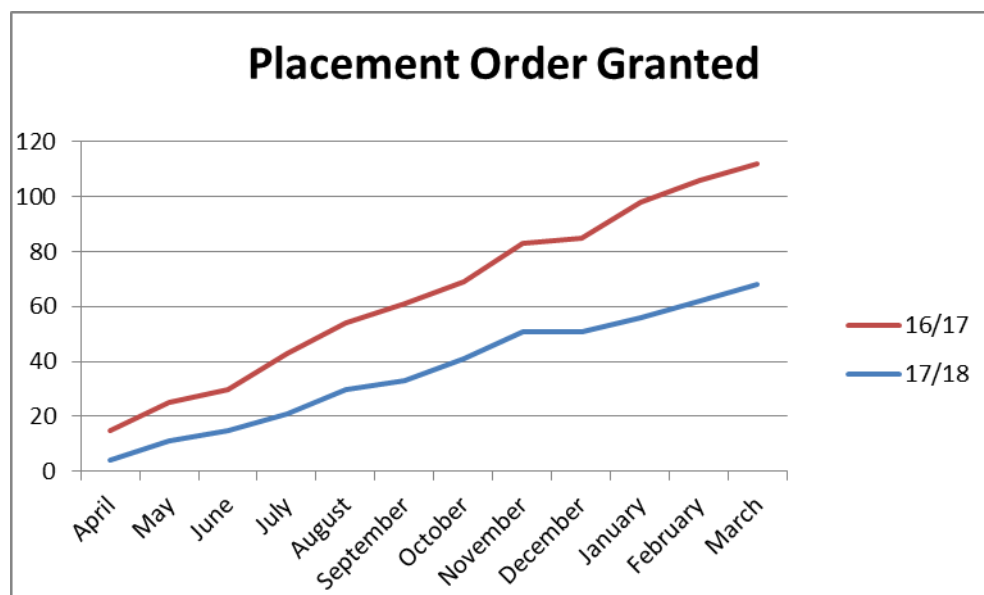
WBAS regional data

There has been a decrease in the number of POs granted during 2017-18 with 68 being granted compared to 112 in 2016-1, showing a 39% decrease. The data in the second table below shows a significant decrease in the

number of POs granted in two of the LAs with one LA decreasing by more than half.

Year	Q1	Q2	Q3	Q4	TOTAL
2017/18	15	18	18	17	68
2016/17	30	31	24	27	112

POG	BCBC	NPT	SWAN	TOTAL
2017/18	22	26	20	68
2016/17	36	23	53	112
2015/16	31	26	26	83
2014/15	25	36	33	94



The figures for other individual regions across Wales show an upward trend for PO being granted compared to WBAS which shows a downward trend. MWW 43, N WAS 50, SEWAS 95, VVC 105.

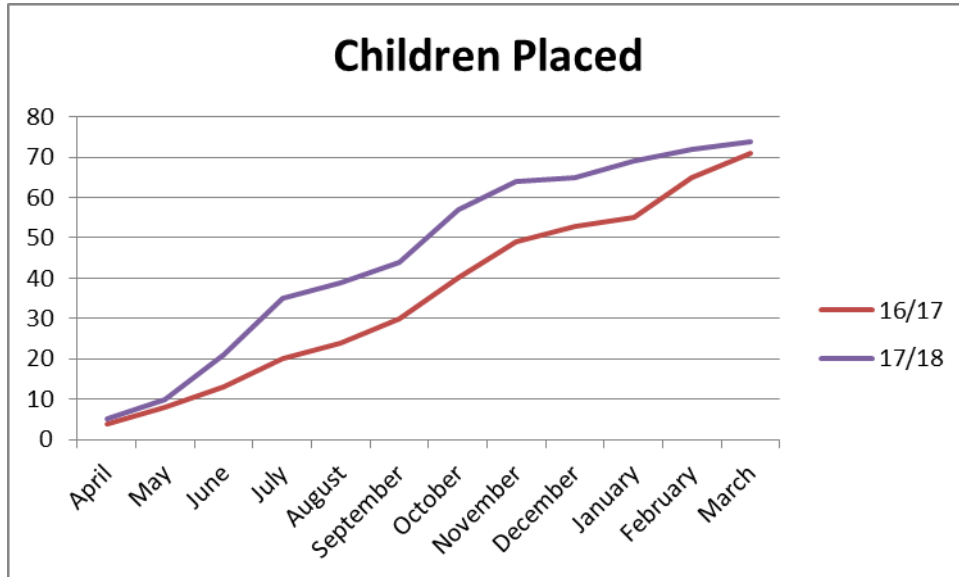
Overall across Wales the number of PO reported as being granted by courts in 2017-18 shows a small reduction, 375 to 357 around 4%.

4. Children Placed = 74

Statistics evidence that during the year there had been a consistent number of children being placed for adoption by WBAS in the first three quarters of 2017/18. Quarter 4 however shows a decrease in the number placed. Those being placed are a combination of children that represent harder to place and more straight forward children. Overall there was a slight increase in the numbers placed by the region compared to 2016/17.

Year	Q1	Q2	Q3	Q4	TOTAL
2017/18	21	23	21	9	74
2016/17	13	17	23	18	71
2015/16	20	25	21	27	93

Children Placed	BCBC	NPT	SWAN	TOTAL
2017/18	24	22	28	74
2016/17	24	17	30	71
2015/16	24	40	29	93
2014/15	28	28	37	93

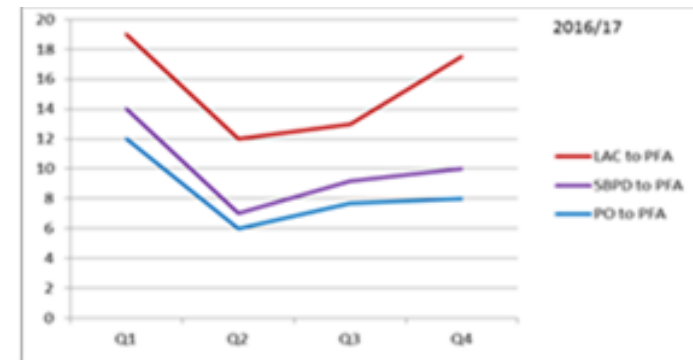
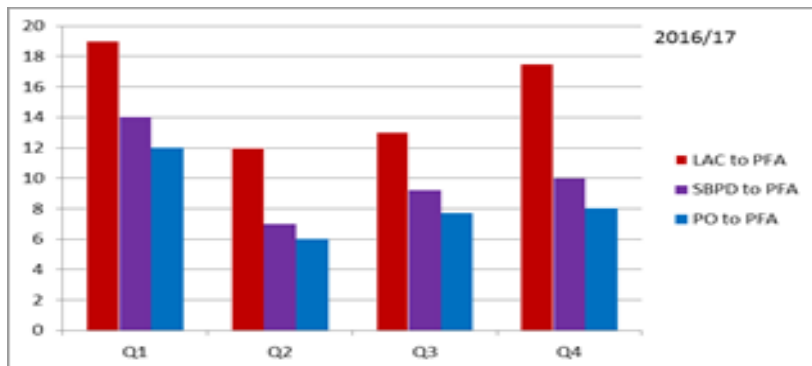
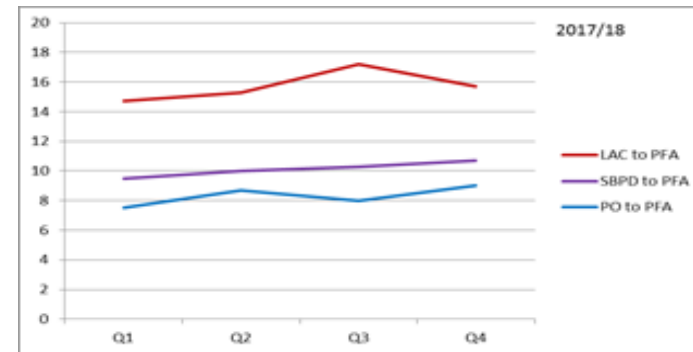
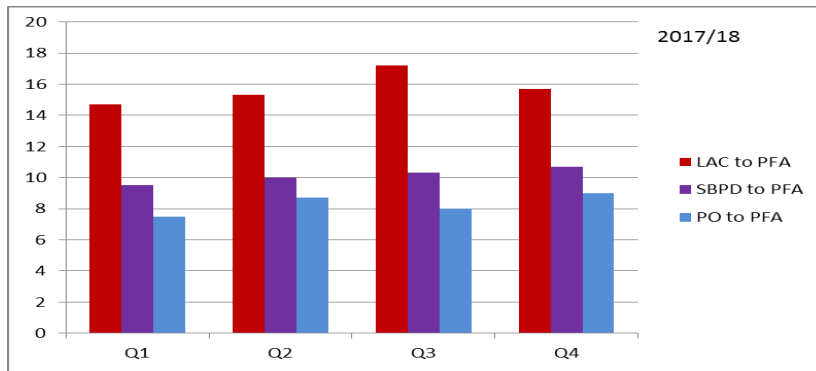


Performance in other regions across Wales is as follows, MWW 35, NWAS 41, SEWAS 71, VVC 86.

The National figures show the number of children placed overall was 307 in 2017-18 slightly more than the previous year.

5. Average Time (in months) Taken for Children to be Placed.

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Average Time in Months (days) Taken for children to be placed

	16/17					17/8				
	Q1	Q2	Q3	Q4	Year Total	Q1	Q2	Q3	Q4	Year Total
LAC to PFA	19.6 (590)	11.6 (347)	13.2 (396)	17.6 (527)	15.1 (453)	14 (421)	15.3 (460)	17.3 (518)	15.6 (469)	15.7 (470)
SBPD to PFA	14 (417)	7 (222)	9.2 (281)	10 (312)	10 (283)	9.1 (272)	10.1 (303)	10.3 (309)	10.7 (321)	10 (299)
PO to PFA	12.4 (373)	6 (17)	7.7 (235)	8 (240)	8.4 (255)	12.4 (373)	6 (17)	7.7 (235)	8 (240)	8.2 (246)

LAC to Placed For Adoption (PFA) – 15.7 months (Average)

The average length of time taken from 'becoming looked after' (LAC) to placement for adoption is 15.7. This has not met the national bench mark of 13 months and further work is needed within the Local Authorities (LAs) to address this.

Some of the delay in this area however, will remain out of the control of the service, for example, 3 children who all took over 900 days each were the result of a delay in care proceedings. One of these children took over 900 days from LAC to placement however proceeded from PO placement in only 104 days.

There were 19 children who were deemed 'harder to place' due to them being in a sibling group, having complex needs or were older children. Of these 1 child who took 917 days from LAC to placement had a high level of need and 1 child who took 1152 days was an older child –7 years.

The National Average overall for the year was 14.5 months. This figure has reduced in 2017-18 demonstrating that regions are placing children more quickly from a child becoming looked after to being placed for adoption.

Of the number of children placed across all regions 56% were placed within the 13 month benchmark. Two regions (SEWAS & VVC) were within the 13 month benchmark.

SBPD to Placed for Adoption (PFA) – 10.2 months (Average)

The average time it takes for children from Should Be Placed Decision (SBPD) to placement for adoption (PFA) is 10.2 months. There have been considerable successes with a number of children placed in very short timescales. The shortest time being 102 days, (3.4 months). This is attributed to the close working between Recruitment and Assessment (R&A) and Family Finding (FF) teams to identify early the needs of children and adopters so that where suitable the link can be progressed without delay. This measure has been interrogated and it is clear that whilst there is a slight drop in performance, there are more complex children being placed which has necessitated increased social work activity and as explained above there were 3 children who took considerably longer to place who impact on these timescales.

Comparative data for this measure across other regions was not available at the time of completing this report.

Placement Order to PFA – 8.3 months (Average)

The average time it takes for children from PO to placement for adoption has increased marginally from 8.2 month to 8.3 months. This is not within the national benchmark of 6 months or under. 43% of children were placed within the 6 month benchmark with the shortest time being 85 days (2.8 months).

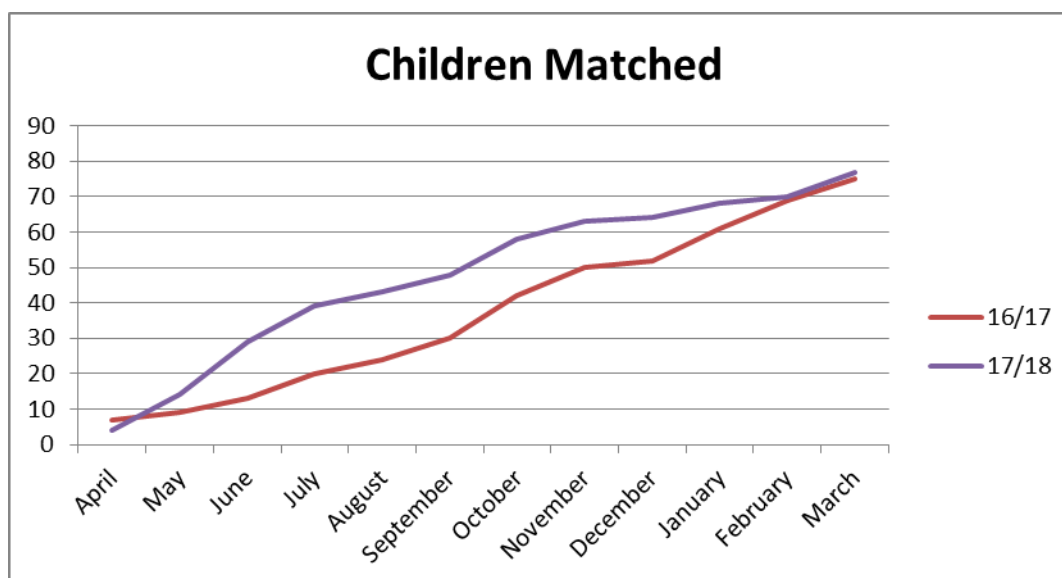
National performance in relation to Placement Order to Placement across the regions is encouraging with the average being 7.9 months. Reaching the benchmark of 6 months remains a challenge throughout the regions, although 49% of children placed in Q4 were placed within the 6 month benchmark.

Figures for other regions are, MWW 7.4 months, NWS 8.6 months, SEWAS 7.7 months & VVC 7.7 months.

6. Children Matched = 77

This is slightly higher than the performance achieved in 2016-17 which was 75 but remains fairly consistent over the two years.

Matched	BCBC	NPT	SWAN	TOTAL
2017/18	26	23	28	77
2016/17	26	17	32	75
2015/16	25	39	30	94
2014/15	28	27	36	91



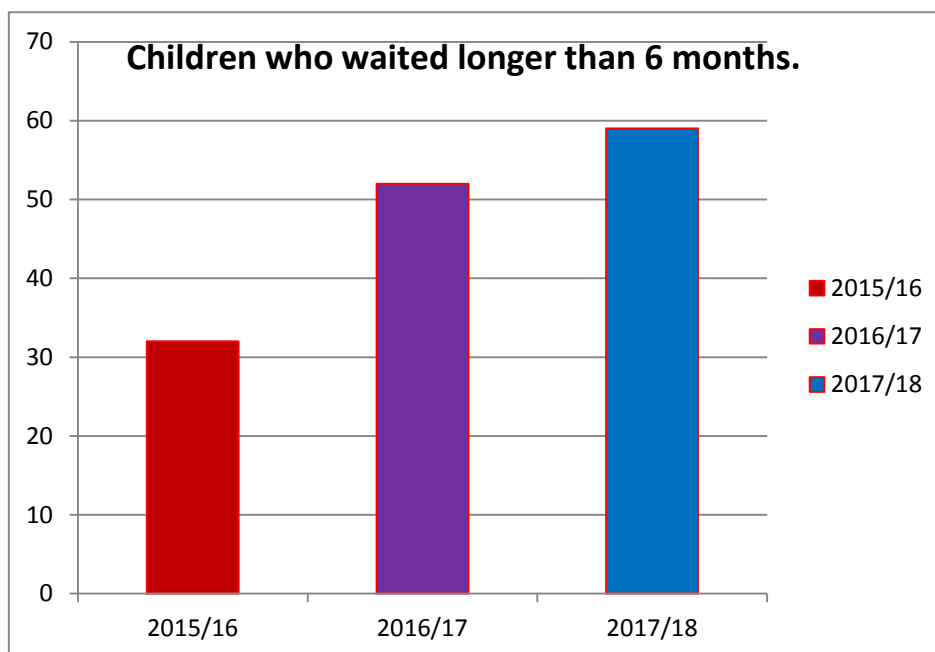
Performance in other regions is, MWW 38, NWAS 38, SEWAS 73, VVC 89.

7. Number of children matched who have waited longer than 6 months to progress from SBPD to agency decision to approved match = 59

Year	Q1	Q2	Q3	Q4	TOTAL
2017/18	24(83%)	15(79%)	12(75%)	8(61%)	59(77%)
2016/17	7 (54%)	12 (71%)	12 (55%)	21 (91%)	52 (67%)
2015/16	12 (50%)	8 (32%)	8 (31%)	4 (21%)	32 (34%)

The number of children who waited longer than 6 months was 59, this shows a slight increase in the number of children who have waited longer than 6 months from SBP compared to 2016-17 which was 52.

At 77% we remain above the benchmark of 40%. Other regions across Wales have also seen an increase in the number of children who wait longer than 6 months. Figures are, MWW 19 (50%), NWAS 24 (63%), SEWAS 48 (66%), VVC 60 (67%)



A number of factors have played a part in this drop in performance this includes:

- An increase in complex and harder to place children
- Adopters to meet the needs of those children are not readily available both within the region and wider afield resulting in delays

Whilst strategies in WBAS have been very successful, for example, identifying potential adopter's earlier and working with adoption support to explore what packages of support are needed to enable a placement to proceed, more systematic work is needed on harder to place children.

This is reflecting the national picture, whereby we know that the number of children waiting longer than 6 months nationally has increased. Due to these concerns we are currently participating in a national campaign to try and

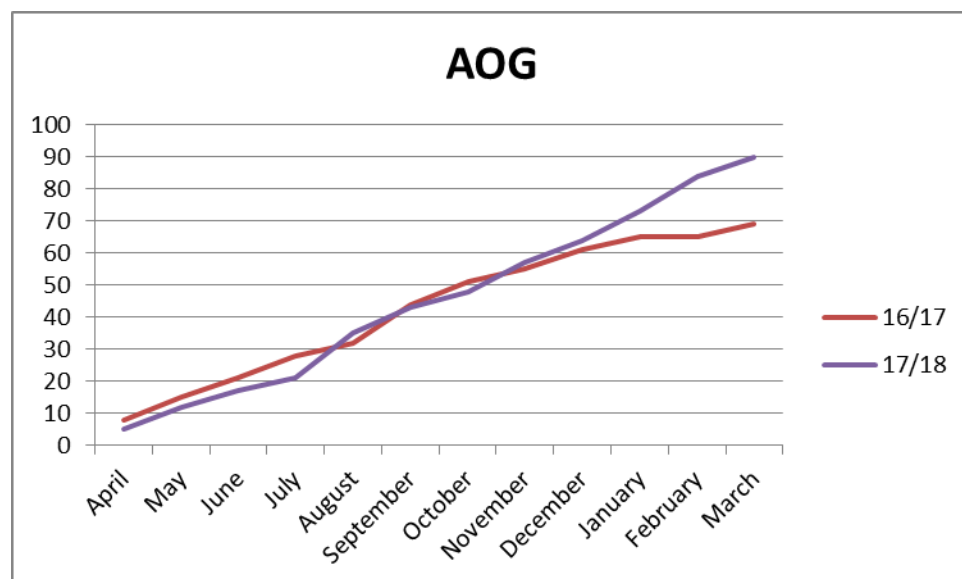
combat this problem, if this campaign is successful and we place some of these children we would anticipate this figure will continue to be high in the coming year.

In addition the region has agreed to participate in the pilot for the 'Adopting Together Project' and have identified 8 children who have waited longer than 12 months that can be considered for referral to the new scheme. This will hopefully assist in reducing the numbers who wait longer.

8. Adoption Orders Granted (AOG) = 90

This figure has demonstrated a significant increase with 21 more adoption orders being granted in 2017-18 compared to 69 in 2016-1. This increase has been achieved despite the increased number of contested adoption applications by birth families during the year.

AOG's	BCBC	NPT	SWAN	TOTAL
2017/18	28	28	34	90
2016/17	12	27	28	69
2015/16	24	36	34	94
2014/15	21	34	40	95



There are currently **xxxx** adoption applications submitted to court and are at various stages of the process.

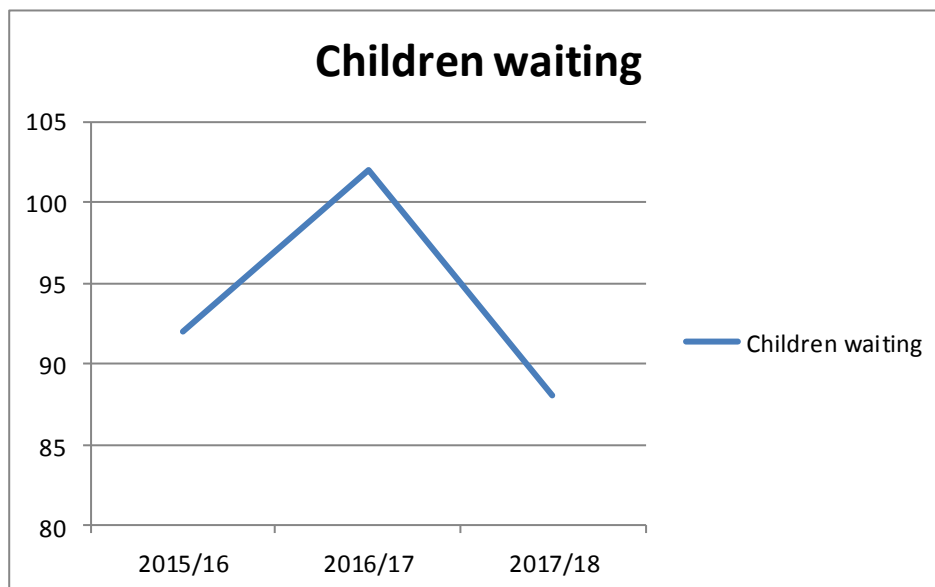
In comparison with other regions across Wales WBAS is the highest achieving with MWW 22, NWAS 34, SEWAS 73, VVC 71. Only WBAS and VVC showed an increase with other regions achieving less than the previous year.

9. Children Waiting = 88

The number of children waiting overall has decreased by 14 compared with the figure for the previous year 2016/17 -112. Of the 88 children waiting at year end 2017/18, 74 (84%) of those had a SBPD decision and a PO but have not yet been matched, 6 (6.8%) children had SBPD and a PO and were matched.

Year	Q1	Q2	Q3	Q4	End of year
2017/18	96	83	82	88	88
2016/17	97	100	100	102	102
2015/16	105	111	74	92	92
2014/15	101	94	100	92	92

Of the 74 children with SBPD and PO still waiting at year end we had 22 links identified, 22 matches identified and 12 children where a change of plan was being considered. Family finding/searching continued for the remaining 18 children.



The data for other regions is MWW 34, NWAS 46, SEWAS 76, VVC 117.

The National figures show that the level of children being placed is not keeping pace with the levels of new children being made subject to placement orders. All regions except Western Bay have seen an increase in the number of children waiting with some regions having a significant increase over the period of this data.

At the end of March 2018 two regions reported that some children had firm links or matches that were proceeding but had yet to be formally agreed, WBAS being one of these regions.

This amounted to 22% of all children waiting across Wales and exemplifies the fluid nature of the service. It is likely that some children in other regions would be at a similar stage. Nonetheless adopter recruitment is not keeping pace with the level of children waiting or those becoming subject to PO.

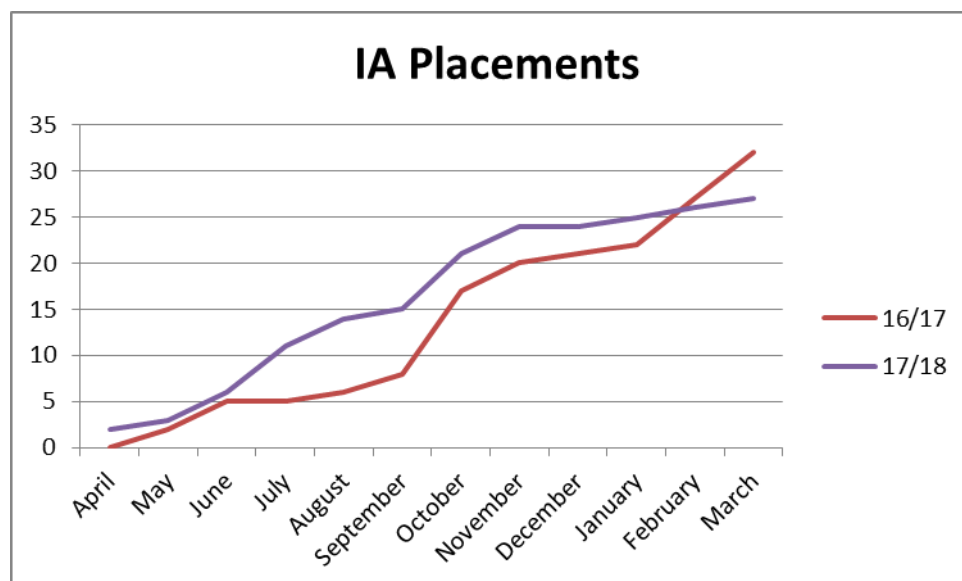
10. Number of Inter-Agency Placements = 27

Of the 74 children placed with approved adopters in the period, 27 (36%) were placed in IA placements, this is lower than in 2016-17 and is positive that we continue to place more children within the region.

The majority of our IA placements were in respect of sibling groups and children with complex needs. Of the 10 sibling groups placed (22 children) 8 were placed outside of WBAS in interagency placements (18 children), and of the 8 harder to place children that were placed in single placements 4 were placed in interagency placements. Of the 30 children who were identified as harder to place 73% were placed in IA placements.

The regional/local picture is outlined in the table and graph below.

IAs	BCBC	NPT	SWAN	TOTAL
2017/18	5	10	12	27 (36%)
2016/17	11	6	15	32(45%)
2015/16	8	20	7	35(38%)
2014/15	24	20	15	59 (63%)



11. Number of WBAS Placements = 47

We continue to place more children within the region than externally, 47 children this year compared to 39 in 2016-17.

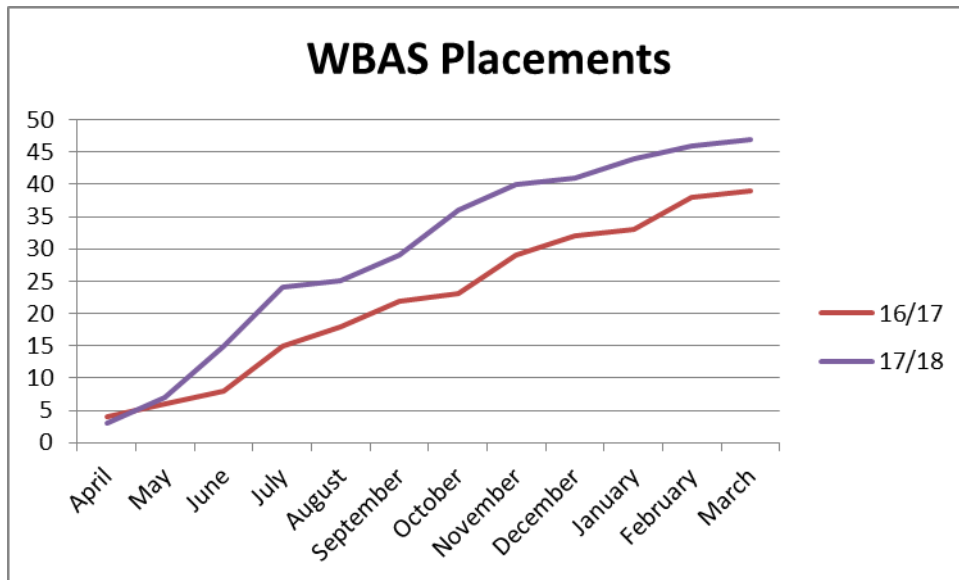
The arrangements/processes in place that contribute to achieving this are:

- Continued close liaison between FF and R&A through the monthly linking meetings remains a strong and effective activity in WBAS to identify children and adopters locally
- Links made locally have the potential to be achieved in a very timely manner given that early information is available and access to adoption support is within the service
- Adapting marketing and recruitment activity to prioritise adopter enquiries who can meet the needs of children waiting
- Development of robust assessment, marketing and information materials
- Training and use of adoption support has resulted in a number of adopters taking more complex children
- Use of the Welsh Register and Link Maker to assist adopters to see in detail a range of children, usually with complex needs who are waiting for placements
- The 'Profiling' event contributed to success in linking and matching adopters to children who had not previously been considered within the normal linking processes.

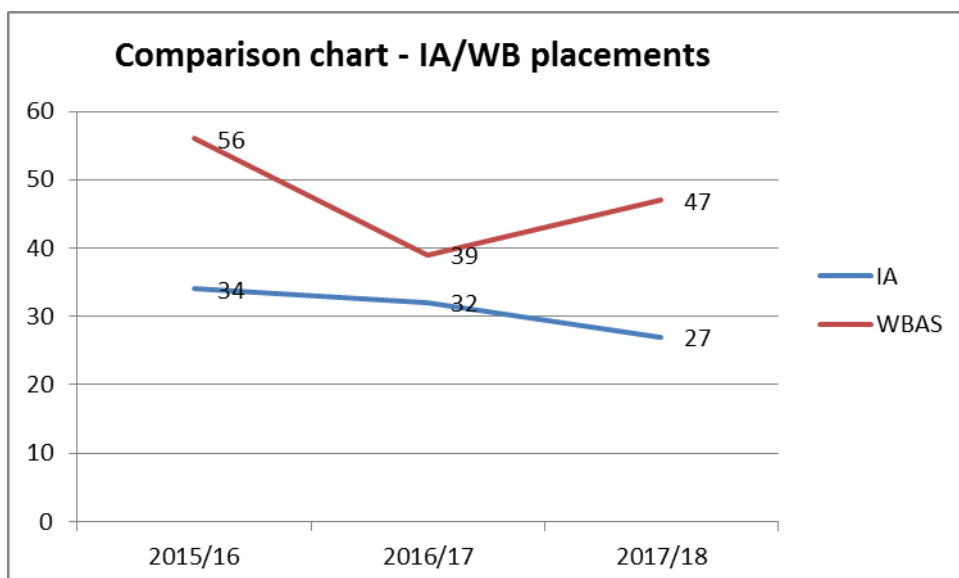
Due to the success of the regional profiling event in 2017-18 there is a plan to hold at least 2 events a year as part of the recruitment strategy, with an event taking place on 20th June 2018.

The regional/local performance of children placed within WBAS is outlined in the table and graph below.

WBAS	BCBC	NPT	SWAN	TOTAL
2017/18	19	12	16	47 (64%)
2016/17	13	11	15	39 (55%)
2015/16	14	18	22	56 (62%)
2014/15	7	9	18	34 (36.5%)



The comparison chart below for the last 3 years demonstrates that the trend in the use of IA placements has continued to decrease. While at the same time placements found within WBAS has increased showing a positive widening in the gap.

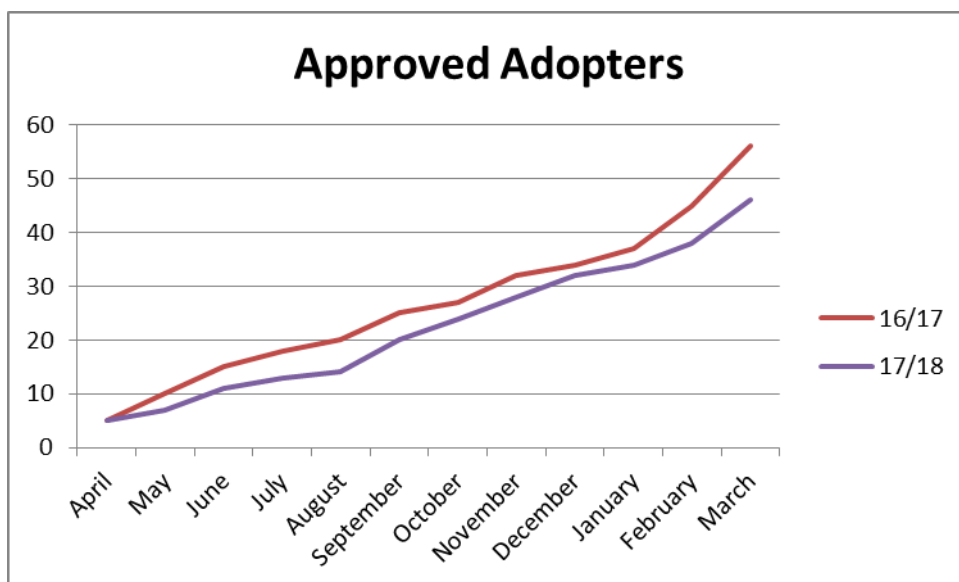


12. Number of Adopter Approvals = 46

Year	Q1	Q2	Q3	Q4	TOTAL
2017/18	11	9	12	14	46
2016/17	15	10	9	22	56
2015/16	18	16	15	4	53
2014/15	6	12	19	8	45

We have seen an 18% decrease in performance for 2017-18. This is in part due to an increase in adopters with complex issues, delay in assessments being completed due to the applicant's circumstances but mainly reflects a sustained period of staff absence in excess of 30% at times during the year.

In the 2016-17 56 adopters were approved generating 64 placements. Performance for 2017-18 was lower than anticipated with 46 adopters approved, generating 51 placements. (Projected figure for approvals for the year was 50).



Western Bay is working towards the aims of the revised national marketing and recruitment strategy to explore ways of not only increasing our adopter numbers but looking at how to recruit the right adopters for our children waiting. This has included a radio campaign launched by NAS that featured across Wales - Heart in South Wales and Capital in North Wales. We

have also been engaging with a Marketing company- Cowshed, commissioned by NAS with the aid of Welsh Government grant money to work with 3 of the regions WBAS, VVC and SEWAS, using their expertise to enhance and build on our local marketing/recruitment plan.

Performance in other agencies which includes regions and the Voluntary Adoption Agencies (VVAs) within Wales is as follows, MWW 29, NWAS 31, SEWAS 39, VVC 46, St Davids 16, Barnardos 5.

Overall 212 adopter approvals were achieved across Wales in 2017-18. The numbers seen in the last two years are lower than the first two years of regional services within NAS being operational, 236 in 2016-17 and 266 in 2015-16.

Current analysis by NAS of the current adopter gap indicates that at least 459 placements will be needed across Wales to place those children with PO'S, showing that there is a considerable gap to bridge through National and Regional recruitment activity.

13. Average Time to Approve Adopters = 7.9 Months

Year	Q1	Q2	Q3	Q4	AVERAGE
2017/18	7.2 Months (217 days)	9.9 Months (296 days)	8.4 Months (251 days)	6.7 Months (200 days)	7.9 Months (236 days)
2016/17	9.7 Months (294 days)	10.7 Months (324 days)	9.5 Months (286 days)	9 Months (270 days)	9.7 Months (293 days)
2015/16	10.2 Months (294 days)	10.6 Months (320 days)	10.8 Months (326 days)	8.8 Months (264 Days)	10.1 Months (313 days)
2014/15	10.2 Months (232 days)	8.6 Months (305 days)	12.3 Months (255 days)	8.8 Months (310 days)	9.8 Months (275 days)

Despite pressures within the service, and a decrease in approvals we have seen an overall improvement in the average time taken to approve adopters

within the region which has fallen from 9.7 in 2016-17 to 7.9 months in 2017-18. The chart clearly demonstrates that this has been a continued area of improvement over the last 3 years showing success in our average performance and surpassing the national benchmark 8 month of 8 months.

The Service and NAS also collect performance in respect of the total length of time and average time it takes to approve adopters from the formal application to Agency Decision to Approve. Performance in respect of this is also good. Welsh Government guidance indicates that this stage should take 6 months. Western Bay was slightly over this at 6.6 months with the national average being 6.2 months.

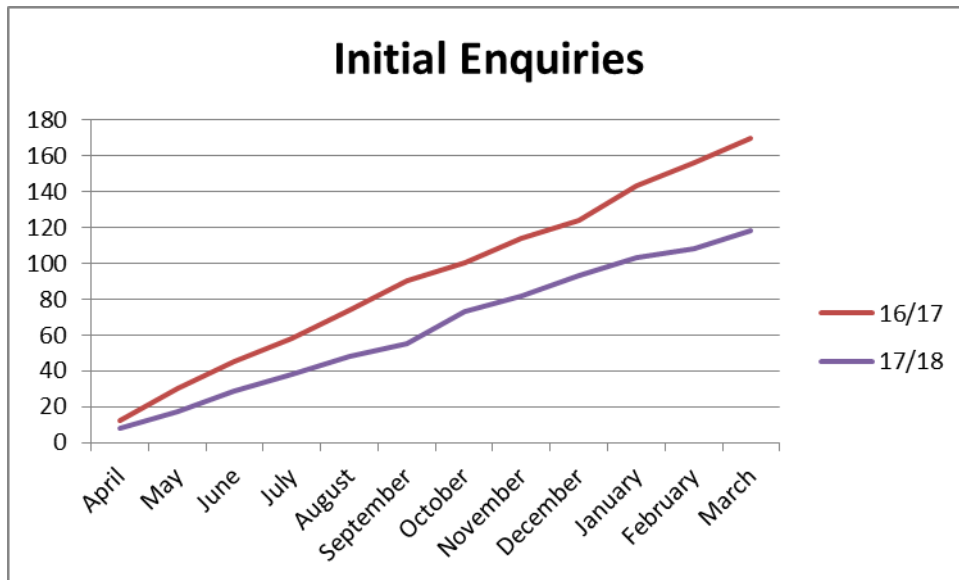
14. Numbers of Initial Adopter Enquires - 118

Year	Q1	Q2	Q3	Q4	TOTAL
2017/18	29	26	38	25	118
2016/17	45	46	37	47	175
2015/16	41	59	34	42	177
2014/15	44	35	26	33	138

There has been a significant decrease in the number of enquiries in 2017/18 falling from 175 to 118 despite NAS running an extensive campaign which WBAS were actively involved in. It is fair to say that despite this campaign, holding events locally and actively participating in national adoption week, the number of enquiries has continued to decline.

Even with these efforts we are aware that nationally as well as locally those wishing to adopt still wish to be considered for younger and less complex children. From our close working relationship within the service it is evident to see that there remains a need to approve adopters for young children alongside those deemed to be the harder to place.

We have this year invested in developing our website and this will be launched by the end of July 2018/19. Our new website will be more user friendly, easy to navigate, and will provide information for adopters to access and the option to request further information at the push of a button. We have also looked at how to get us to the top of any search engine when potential adopters are searching 'Adoption', and how to direct more traffic through our website. In the coming year with our new website we will also be able to access website analytics which will give us information to further scrutinise.



Overall enquires across Wales increased by 20% during 2017/18 indicating that improved marketing is starting to have an impact.

Response times to enquiries, within 5 working days, remains good with most agencies and regions achieving 100% over the year.

National data analysis shows that the conversion rate of enquiries into application has varied across the year by region/agency. The average conversation rate for enquiry to assessment in 2017-18 was 20% a similar level to the previous year. Conversion rates in regions are generally higher than in the voluntary sector which may indicate that targeted recruitment is beginning to have an impact for regional services. This is positive; we need to increase interest and approvals from more prospective adopters who can meet the needs of our children as well as understanding the changing pattern of enquiries and ensuring we have the capacity to assess and support more adopters.

The number of adopter assessments that had commenced in Western Bay during 2017-18 was 64, slightly lower than 2016-17 at 69.

Overall across Wales 277 assessments were commenced in 2017-18 compared to 246 in the whole of 2016-17 demonstrating a positive step in increasing on this measure. This increase will make a contribution to closing the gap but bigger increases are needed. The figures for other agencies /

regions were; MWW 29, NWS 31, SEWAS 67, VVC 47, WBAS 64, St Davids 26, Barnardos 13.

15. Life Journey Material

Table 1.	Q1	Q2	Q3	Q4	Total
No. of children presented to panel for matching	28	16	13	11	68
No. of children where evidence of LJM materials undertaken.	5	10	11	8	34
Direct Work	7	3	6	2	18

Table 2.	Q1	Q2	Q3	Q4	Total
No. children who had a 2 nd adoption review in the quarter.	13	20	32	21	86
No. children placed for adoption in the quarter where life journey material has been provided to adopters by the time of the 2 nd adoption review.	3 (23%)	14 (70%)	20 (63%)	13 (62%)	50 (58%)

Performance has improved in this area with an average of 58% of materials provided at the second adoption review compared to 30% in 2016/17. The national benchmark for this performance measure in 2017/18 was for 75% of children to receive life journey material by the 2nd adoption review, therefore the region fell short of this. A variety of measures/actions have been undertaken across the region in partnership with the 3 local authorities to continue to influence improvements to performance related to life story work.

- Within two Authorities life story work project groups have been established
- Standards for life journey work are being developed and will be shared with WBAS and the three LAs
- Briefing events on the National Life Journey Framework have taken place for managers and staff involved in undertaking life journey work with children

- Training has been commissioned on the transition model and is being rolled out in the first half of 2018 for social workers and foster carers with children who have a Placement Order
- 'Champions' have been identified within each Local Authority to act as links with WBAS for life journey work and Fostering
- Measures are being put in place to capture the number and for the first time quality of materials at matching panel and aim as good practice for these to be provided by time of placement
- The need to ensure life journey materials and evidence of preparing children age appropriately for adoption is being fed back to the LAs to ensure where materials are not available this is being addressed
- Development of an audit tool which is being considered within the Principal Officer group for use across the region.
- Independent Reviewing Officers (IRO) in each LA have been advised they are to cover this matter in adoption reviews and to ensure it is being undertaken and captured as part of the process

Comparative table.	MWW	NWAS	SEWAS	VVC	WBAS
No. children who had a 2nd adoption review in the year.	26	46	42	72	86
No. children placed for adoption in the in the year where life journey material has been provided to adopters by the time of the 2nd adoption review.	24 (92%)	21 (46%)	25 (60%)	49 (68%)	50 (58%)

Overall across the regions we have during 2017-18 begun to see improvements in the availability of life journey materials for children and their families which could be linked to the implementation of the Life Journey Framework development project and the focus on this across Wales. The national average across all regions for children placed during the year that had their life journey materials by the 2nd adoption review was 62%. Nationally we have continued to see improvement from the baseline year of

2014-15 which was 24%; with the following years showing 49% in 2015-16 and 45% in 2016-17.

For the coming year 2018-19 the benchmark for this measure has been increased to 100%, which will prove challenging for all regions.

Adoption Support

16. Number of Birth Parents referred and who were offered a service.

2017/18	Q1	Q2	Q3	Q4	Total
Referred.	102	81	62	118	363
Offered a service.	97	81	60	113	351

2016/17	Q1	Q2	Q3	Q4	Total
Referred.	63	80	68	63	274
Offered a service.	63	80	67	56	266

The numbers of birth parents referred to the adoption service has increased in 2017-18 which is in keeping with the child referrals. Good performance has been maintained in the offer of a service being made; with 97% of birth parents referred being offered a service. There were a number of birth parents whose whereabouts were not known at the time the service received the referral and this impacted on the figures shown above.

Our performance in relation to those birth parents who take up a service within the same period as being offered a service is particularly low at 2%. Take up within 2017-18 was also low nationally at 21% similar to previous years. We know however that many birth parents choose to take up offers of support at a later stage. WB has identified that this will be a focus within the region for the coming year to improve the work with birth families and the take up of the service offered.

The number of birth parents who took up a service during 2017-18 that were referred and offered in a different period was 54, and as above suggests that more birth parents make contact with the service at a later stage.

17. Number and Percentage of children placed for adoption that have had an assessment for adoption support and the plan has been discussed with adopters.

2016/17	Q1	Q2	Q3	Q4	Total
No. who have had an assessment.	13	15	23	18	69
Plan has been discussed.	13 (100%)	15 (100%)	23 (100%)	18 (100%)	69 (100%)

2017/18	Q1	Q2	Q3	Q4	Total
No. who have had an assessment.	21	23	21	9	74
Plan has been discussed.	21(100%)	23(100%)	21(100%)	9 (100%)	74 (100%)

For this measure, 100% of children placed have an adoption support plan in place at the time of matching panel, in preparation for the placement for adoption. In every case, the support plan is shared with adopters and they are consulted on the content

17. Adoption Support Referrals

	Q1	Q2	Q3	Q4	Total 17/18	Total 16/17
Number of other birth parents who took up a service in quarter	17	19	11	7	54	21
Number of requests for an assessment for post adoption support from birth siblings in quarter	4	2	0	0	6	8
Number of requests for an assessment for post adoption support from other adults (relatives/former guardians) affected by the adoption of a particular child in quarter	4	3	0	9	16	22



Comparative Chart	MWW	NWAS	SEWAS	VVC	WBAS
Number of other birth parents who took up a service in year	25	5	34	1	54
Number of requests for an assessment for post adoption support from birth siblings in year	6	5	9	2	6
Number of requests for an assessment for post adoption support from other adults (relatives/former guardians) affected by the adoption of a particular child in year	8	5	6	0	16

In the coming year the AS function will continue to work more closely with FF and neighbouring regional services to improve the amount of services and information for birth parents. This will include:

- WB to consider playing a role in completing the birth parent referral and medical forms to improve timeliness, information gathered and birth parent engagement at the start of the adoption process
- Consider an early referral meeting to identify the key tasks, adoption support needs and to improve quality
- Improving the information for birth parents to ensure the wording is more inviting on all communications
- Working with colleagues in two neighbouring regions to explore the feasibility and viability of birth parent support groups.
- Training and process redesign in matching children to ensure sibling attachments are given greater credence, considered on a case by case basis and there are mechanisms in place to preserve and promote sibling relationships.
- Of particular focus will be the development and improvement in work completed around sibling attachments.

There continues to be evidence of rising adoption support needs, with an increase in referrals across some aspects of adoption support particularly requests for assessment of need including direct work/therapeutic intervention and letterbox work. Letterbox is showing approximately a 14% increase in active letterbox cases within the last year. Interventions have taken longer with more complex needs being identified. In 2016/17 the numbers of new assessments for post adoption support were 23. For 2017/18 the numbers increased by more than half to 53, with the highest increase being in assessments completed for adoption allowances.

18. Birth Records and Intermediary Services Referrals

	Q1	Q2	Q3	Q4	Total 17/18	Total 16/17
Number of requests for access to birth records in quarter (BRC)	10	14	6	6	36	45
Number of requests for Intermediary Services (IS) in quarter	3	8	2	5	18	18

During 2017-18 there has been almost a 25% decrease in requests for Birth Record Counselling (BRC), requests for Intermediary Services (IS) has remained consistent with the previous year 2016-17. Alongside this the service has improved how BRC and IS cases are monitored and allocated, with priority being given to pre 1975 cases.

A comparison of adoption support requests with other regions is demonstrated in the table below

	MWW	NWAS	SEWAS	VVC	WBAS
Number of requests for access to birth records in year	36	40	32	49	36
Number of requests for Intermediary Services (IS) in year	32	37	9	51	18

In relation to access to birth records the national trend is showing a reduction in the number of requests for this service, however, the national trend for intermediary services shows that there has been an increase in requests in 3 of the regions and a decrease in 2 regions which includes WBAS.

Date of report update 14th June 2018
Val Jones

Social Care, Health and Wellbeing Cabinet Committee

2018/2019 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual , Quarterl y, Monthly)	Contact Officer/ Head of Service
2 Aug	Mental Health Review Recovery Plan	Monitoring	Topical	Andrew Jarrett
	Homelessness Strategy Consultation	Decision	Topical	Angela Thomas/ Chele Howard
	Strategic Commissioning Plan Consultation	Decision	Topical	Angela Thomas/ Chele Howard
	Western Bay Youth Offending Service Annual Report including the Youth Justice Plan	Decision	Annual	Caroline Dyer/ Andrew Jarrett
	Joint Allocation Policy Review	Monitor	Topical	A.Thomas Chele Howard

Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
13 Sept	Western Bay Safeguarding Children Board Annual Report/Business Plan	Monitoring	Annual	Lisa Hedley/ Andrew Jarrett
	Hillside Managers Report	Monitoring	Quarterly	A.Jarrett
	Hillside (The Children Home Wales) Reg. 32	Monitoring	Quarterly	A.Jarrett
	Quarterly Performance Indicators	Monitoring	Quarterly	Ian Finnermore/ Angela Thomas

Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
11 Oct				

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By virtue of paragraph(s) 13 of Part 4 of Schedule 12A of the Local Government Act 1972.

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