

Highlight Report – April to June 2016

Corporate Improvement Priority: To improve outcomes for children in need and children looked after by improving the performance of the Council's Children and Young People Services Department.

RAG Status	Summary of Progress
Green	Significant progress has been made against all three outcomes. Mechanisms are now in place or under development to monitor progress and report expected outcomes against Welsh Government requirements for 2016-17. The introduction of an Outcomes Focused Practice has allowed practitioners to work in a more positive way with children and families and therefore, ensure the right family support mechanisms are in place by taking into account the views and feelings of children and families with regards to the services they receive.

What will be different? (Outcomes)	Lead Officer	RAG Status	Progress
1. We will work in a way that will make a positive difference to the lives of children and the families we deal with, so that children are safer, remain in their family homes and get the best start in life	A Jarret	Green	Following the completion of the Welsh Government's Outcomes pilot, The Council has continued to adopt an Outcomes Focused Social Work practice within the Service. This model of practice has now been implemented across all teams. The model of practice allows practitioners to work in a way that will make a positive difference to the lives of children and their families by helping people achieve well-being outcomes that are personal to them and their individual circumstances. The Council is working with children and families to consider their personal well-being outcomes and co-produce solutions with individuals so that children are safer, remain in their family homes and get the best start in life. Service wide performance management information is being updated to support managers in determining whether or not the impact of the Outcomes based practice is making a positive difference. It is

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			<p>expected that this information will be available during the latter part of 2016.</p>
<p>2. We will have the right family support in place to ensure children and young people remain with their families.</p>	<p>A Jarret</p>	<p>Green</p>	<p>As part of the New Social Services and Well-Being (Wales) Act 2014, a number of new statutory performance indicators have been introduced to support local authorities in determining whether or not they have the right family support in place to ensure children and young people remain with their families, including:</p> <p>‘the percentage of children supported to stay with their families’ As of 30.06.16, the percentage of children within NPT supported to remain with their families was 68.3%.</p> <p>During the period April – June 2016, NPT continued to ensure the right family support mechanisms are in place for children to remain with their families, for example:</p> <ul style="list-style-type: none"> • The Resource Panel established early in 2016 continued to meet weekly to ensure children and their families receive the appropriate support they need at the right time to help them make the changes and to ensure that any admission into care is appropriate and that an early return to family is facilitated where ever possible. Family Support providers attend the multi-agency panel to look to work together to provide holistic packages of care to support children and young people to remain with their families wherever possible. • The Contract Officer continues to meet with family support services on a six weekly basis and an on-site visit is conducted quarterly to ensure agreed outcomes are being delivered in terms of supporting children, young people and their families.

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			<ul style="list-style-type: none"> • Reunification work continues to be undertaken by Action for Children to support LAC children being reunited with families at home wherever possible.
<p>3. Children, young people and families will have a say in the services they receive from us, tailored to suit their needs.</p>	<p>A Jarret</p>	<p>Green</p>	<p>Work is currently underway preparing for the implementation of the Welsh Government’s Qualitative Questionnaire Exercise. This exercise will be implemented on 1st September and run through to 30th November 2016. The aim of this process is to provide children, young people and families will an opportunity to have a say in the services they receive. Feedback from the questionnaires will be used to help shape future services in line with the needs of children, young people and their families. The results from this survey are not expected to be available until early 2017.</p> <p>In addition, an Engagement and Participation Officer was employed in 2015 to work with Children, Young People and their Families to take account of their views and feelings in relation to the services they receive from us and help co-produce service delivery. This work has continued through the reporting period and a report measuring the impact of the participation and engagement strategy will be submitted to the Children, Young People & Education (CYPE) Committee in October 2016.</p>

Highlight Report – April to June 2016**Measures: Metrics**

How will we measure our progress?	Actual 14-15	Actual 15-16	2016-17 Quarter 1
1. We will work in a way that will make a positive difference to the lives of children and the families we deal with, so that children are safer, remain in their family homes and get the best start in life.			
Number of outcomes that have been developed during the year (including those that have been withdrawn or achieved).	N/a new	N/a new	Data available end of 2016
Percentage of outcomes that have had their progress reviewed during the year.	N/a new	N/a new	
Percentage of outcomes that have been achieved during the year.	N/a new	N/a new	
2. We will have the right family support in place to ensure children and young people remain with their families			
Percentage of children supported to stay with their families.	N/a New	N/a New	68.3%
3. Children, young people and families will have a say in the services they receive from us, tailored to suit their needs.			
Percentage of children/young people responding “Yes” or “Sometimes” to the question - “My views about my care and support have been listened to”	N/a New	N/a New	Data available early 2017
percentage of carers responding “Yes” or “Sometimes” to the question “I have been actively involved in all decisions about how the care and support was provided for the person I care for”	N/a New	N/a New	
Percentage of parents responding “Yes” or “Sometimes” to the question – “I have been actively involved in all decisions about how my child’s/children’s care and support was provided”	N/a New	N/a New	

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Corporate Risks (Corporate Risk Register):

Ref	Section	Risk Description	Mitigating Action	Latest L'hood score June 16	Latest L'hood impact June 16	Latest Total score at June 16	Latest Proximity at June 16	Target Date	Risk owner
NPT11	All	Safeguarding – despite the Council's safeguarding arrangements, policies and procedures, vulnerable adults and children may be at risk of significant harm	Regular safeguarding meetings at Head of Service level, close working with schools and Social Services, regular training, continuous review of policies and procedures, designated safeguarding officer.	2	5	10 M	1	Ongoing	Director of Social Services, Health & Housing

Risks are assessed in terms of proximity i.e. when the risk would occur. Estimating when a risk would occur helps prioritise the risk.

The proximity scale to be used is:

1. Zero to one year
2. One year to two years
3. Two years to three years
4. Three years plus