

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **CHILDREN, YOUNG PEOPLE AND EDUCATION SCRUTINY COMMITTEE**

**1 December 2016**

### **REPORT OF THE HEAD OF CHILDREN AND YOUNG PEOPLE SERVICES – A. JARRETT**

#### **Matter for Monitoring**

**Wards Affected:** All

#### **Corporate Improvement Objective – Safer Brighter Futures - Highlight Report – Quarter 2 (1<sup>st</sup> April – 30<sup>th</sup> September) 2016-17**

#### **Purpose of the Report**

To provide Members with the Safer Brighter Futures Highlight Report – Quarter 2 - 2016-17 which provides a progress update for the first six months of 2016-17 for one of the six Corporate Improvement Plan objectives, which fall within the remit of Children and Young People Scrutiny Committee. This will enable Scrutiny Members to discharge their functions in relation to performance management.

#### **Summary**

Progress continues to be made against all three outcomes, with work ongoing to develop an effective reporting and monitoring framework against the requirements of the Social Services and Well-Being (Wales) Act 2014. Although the Outcomes Focused Practice is still in its infancy, the service is already recognising the positives to be gained by working in a co-productive way with children, young people and their families. To support this, a trail of a new Outcome Focussed Assessment and Care Plan Template is currently being undertaken, which will assist practitioners to work in a more positive way with children and families.

#### **Financial Impact**

None

## **Equality Impact Assessment**

There are no equality impacts associated with this report

## **Workforce Impacts**

None

## **Legal Impacts**

The work is in line with the Welsh Government requirements for 2016/17 which relate to the Social Services and Well-being (Wales) Act 2014.

## **Risk Management**

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

Relevant corporate risk associated with the delivery of this improvement objective is contained within the appendix.

## **Consultation**

No requirement to consult on this item.

## **Recommendation**

For Members to note the progress report to improve outcomes for children in need and children looked after improvement objective as contained within the attached highlight report.

## **Reasons for Proposed Decision**

Matter for monitoring. No decision required.

## **Implementation of Decision**

Matter for monitoring. No decision required.

## **Appendices**

Appendix 1 – Summary of progress to improve outcomes for children in need and children looked after - Quarter 2 2016-17

## **List of Background Papers**

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

### **Officer Contact**

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**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.

**Highlight Report – 1<sup>st</sup> April to 30<sup>th</sup> September 2016**

RAG Status	Summary of Progress
Green	Progress continues to be made against all three outcomes, with work continuing to be made to develop an effective reporting and monitoring framework against the requirements of the Social Services and Well-Being (Wales) Act 2014. Although the Outcomes Focused Practice is still in its infancy, the service is already recognising the positives to be gained by working in a co-productive way with children, young people and their families. To support this, a trail of a new Outcome Focussed Assessment and Care Plan Template is currently being undertaken, which will assist practitioners to work in a more positive way with children and families.

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	<p>Although the Outcomes Focused Social Work Practice is still in its infancy, practitioners are already seeing the benefits of working in a 'co-productive' way with children and families. To support this, and in keeping with the requirements of the New Social Services and Well-Being (Wales) Act, CYPS has recently revised its Assessment and Care Planning process, so that it supports the Outcomes model of practice. A trail of the new Assessment and Care Plan templates is currently being undertaken across the Service, with a view to full implementation in the coming months.</p> <p>Performance Management information continues to be developed to support managers in determining the impact of the new way of working and will be made available as practice becomes more embedded into everyday service intervention.</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><b>Performance Indicator:</b> - <i>“The percentage of children supported to stay with their families”.</i></p> <p>As at 30<sup>th</sup> September 2016, the percentage of children within NPT supported to remain with their families was <b><u>67.3%</u></b></p> <p>During the period 1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016, NPT has continued to ensure the right support strategies are in place to support children remaining with their families, for example: - Consolidation of arrangements for the Principal Officer for Commissioning, so that further priority and focus can be given to developing the Family Support Strategy. This will ensure services are joined up along the continuum of need, so that they are accessible to the right people at the right time.</p> <p>A recent evaluation of The Resource Panel’s effectiveness has proved that it is working. Looked After Children numbers continue to decrease and children on the edge of care are being provided with holistic packages of care and support that help them remain with their families. The Resource Panel has provides a high visibility within the organisation and raised awareness amongst team managers to help avoid ‘drift’ within cases. It has also supported Social Work Practice with family reunification where possible or allocation of resources through increased partnership working.</p> <p>Family Support Services continue to be monitored through regular visits to ensure agreed outcomes are being delivered in support of children, young people and families.</p>

3. Children, young people and families will have a say in the services they receive from us, tailored to suit their needs.

**A Jarret Green**

The Welsh Government Qualitative Questionnaire Process was successfully implemented on 1<sup>st</sup> September 2016. To date, response rates have been reasonable with no significant issues coming to light. It is anticipated that response rates will be available in December 2016 with an analysis of the responses being undertaken in early 2017. This analysis will help shape future service delivery.

In July 2016, a temporary Quality and Audit Coordinator was appointed to continue driving forward and embedding the Quality Assurance Framework into practice. During this time, various audits of different aspect of Children's Services have been undertaken, one of those areas focusing on whether or not the views/voices of children and young people are taken into account when developing care and support packages.

The work of the Participation and Engagement Officer continued throughout the reporting period with a series of consultation and engagement events being undertaken to ascertain children and young people's wishes and feelings in relation to the services they receive from us. Although work has predominantly been undertaken with Looked After Children, further work is planned to engage with a wider audience of children receiving Care and Support across the Service. Some examples of the positive work that has been undertaken with children and young people include the development of the Children's Services "My Voice" Website, Participation Handbook and redesign of the CYPS Compliments and Complaints Leaflet, all of which were officially launched at the Staff Development Day held on 6<sup>th</sup> July 2016.

## Measures: Metrics

How will we measure our progress?	Actual 14-15	Actual 15-16	2016-17 Quarter 2
<b>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.</b>			
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 early 2017
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	
<b>2. We will have the right family support in place to ensure children and young people remain with their families</b>			
Percentage of children supported to stay with their families.	N/a New	N/a New	<b>67.3%</b>
<b>3. Children, young people and families will have a say in the services they receive from us, tailored to suit their needs.</b>			
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	

## Corporate Risks (Corporate Risk Register):

Ref	Section	Risk Description	Mitigating Action	Latest L'hood score Sept 16	Latest L'hood impact Sept 16	Latest Total score at Sept 16	Latest Proximity at Sept 16	Target Date	Risk owner
NPT 11	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. <i>Update Sept 16 – Corporate safeguarding group meet regularly. Annual programme of safeguarding audits in place including DBS checks, administration of medication and safe recruitment. Clear lines of accountability to ensure that all relevant safeguarding in employment checks are in place.</i>	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



<b>5x5 Risk Matrix below:</b>		Likelihood						
Key								
Likelihood	Impact							
1. Very Unlikely	1. Low		5	M	M	H	H	H
2. Unlikely	2. Low/Medium		4	L	M	H	H	H
3. Likely	3. Medium		3	L	L	M	H	H
4. Very Likely	4. Medium/High		2	L	L	M	M	M
5. Certainty	5. High	1	L	L	L	L	L	
		0	1	2	3	4	5	
L	Low Risk	Impact						
M	Medium Risk							
H	High Risk							