

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CHILDREN, YOUNG PEOPLE AND EDUCATION SCRUTINY COMMITTEE

2 March 2017

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 3 (1st April – 31st December) 2016-17

Purpose of the Report

To provide Members with the Safer Brighter Futures Highlight Report – Quarter 3 - 2016-17 which provides a progress update for the first nine 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

In line with the requirements of the Social Services and Well-Being (Wales) Act 2014 progress continued to be made during the 3rd Quarter against all three outcomes with work continuing to be made to develop an effective reporting and monitoring framework. Following the successful trial of new Outcome Focussed Assessment and Care Plan Templates, these have now been implemented throughout the Service and work is underway to convert existing Care & Support Plans into the new style Outcome Focussed format.

Financial Impact

None

Equality Impact Assessment

There is 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 3 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 – 1st April to 31st December 2016

RAG Status	Summary of Progress
Green	In line with the requirements of the Social Services and Well-Being (Wales) Act 2014 progress continued to be made during the 3 rd Quarter against all three outcomes with work continuing to be made to develop an effective reporting and monitoring framework. Following the successful trial of new Outcome Focussed Assessment and Care Plan Templates, these have now been implemented throughout the Service and work is currently underway to convert existing Care & Support / Pathway Plans into the new style Outcome Focussed format.

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>Following the successful trial of the new Outcome Focussed Assessment and Care Plan templates, these have now been implemented across the Service. All assessments undertaken are now done so using the new template, whilst Care Plans are being introduced incrementally. Care Plans for children receiving Care & Support are currently in the processes of being converted to the new format, with Looked After Children and Child Protection Plans being converted from February 17 onwards.</p> <p>Performance Management Information is regularly being developed and updated in line with both Service and Statutory requirements to support managers in understanding the impact revised working practices are having on service delivery.</p>

2. We will have the right family support in place to ensure children and young people remain with their families.

A Jarret Green

Performance Indicator: - *“The percentage of children supported to stay with their families”.*

As at 31st December 2016, the percentage of children within NPT supported to remain with their families was **64.3%**

The consolidation of arrangements for the Principal Officer for Commissioning has meant that more priority and focus has been given to developing the Family Support Strategy. For example, during the 3rd Quarter period, a proposal by CYPS to insource the Family Action Support Team (FAST) Service was approved by Members. The outcome of this will ensure that CYPS can deliver on the vision set out in the Family Support Strategy and Looked after Children Strategy. The in-house service will give the Council more control, flexibility and accountability in managing the service enabling full integration within CYPS. The reinvestment of the money saved by bringing the Service in-house will also broaden the scope of the service to include a Clinical Psychologist and Play Therapist, which will support the FAST service to allow more children and young people to remain at home, be rehabilitated home or remain in a stable placement.

The Resource Panel has been operational for one year and is now fully embedded. The Panel has improved links with partners, including Health and Education, and continues to assist identify and access resources for children and young people in need.

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. For example, the IFFS Board has requested a review, by Operation Managers, of the service model, to ensure its functioning in-line with the requirements of the Social Services Well-being (Wales) Act 2014. The review has

			<p>subsequently been completed and will be reported back to the IFFS Board on 23rd February 2017. Any potential changes to the service model will be implemented post 1st April 2017.</p>
<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>The Welsh Government's process of sending out Qualitative Questionnaires to Service Users ended on 30th November 2016. The response rate to questionnaires sent out to children and young people was approximately 29%. Although everything went relatively smoothly in terms of the process, a number of concerns were raised with regards to the criteria / cohort of service users included in the process, which have subsequently been fed up to an All Wales Working Group for consideration at a National level. In line with our statutory requirements, the data returns will now be analysed and submitted to Welsh Government by 31st March 2017.</p> <p>Audit activity continues to be a key aspect of the Children's Services Quality Assurance Framework. Quality Assurance Thematic Audits are conducted on a monthly basis and provide the Service with an understanding of what is working well and what areas need to be improved. The findings of these audits are reported to Members on a quarterly basis as one of the Key Priority Indicators for the Service.</p> <p>A new Participation & Engagement Officer has recently been appointed to the role, although they will not commence in post until early January 2017. One of the initial priorities for the officer will be to develop a programme of participation and engagement activity for the Service for the coming year.</p>

Measures: Metrics

How will we measure our progress?	Actual 14-15	Actual 15-16	2016-17 Quarter 3
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 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	
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	64.3% (631 out of 982)
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	

How will we measure our progress?	Actual 14-15	Actual 15-16	2016-17 Quarter 3
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

5x5 Risk Matrix below:		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							