



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 5
Children & Young People
and
Adult Services High Level Measures

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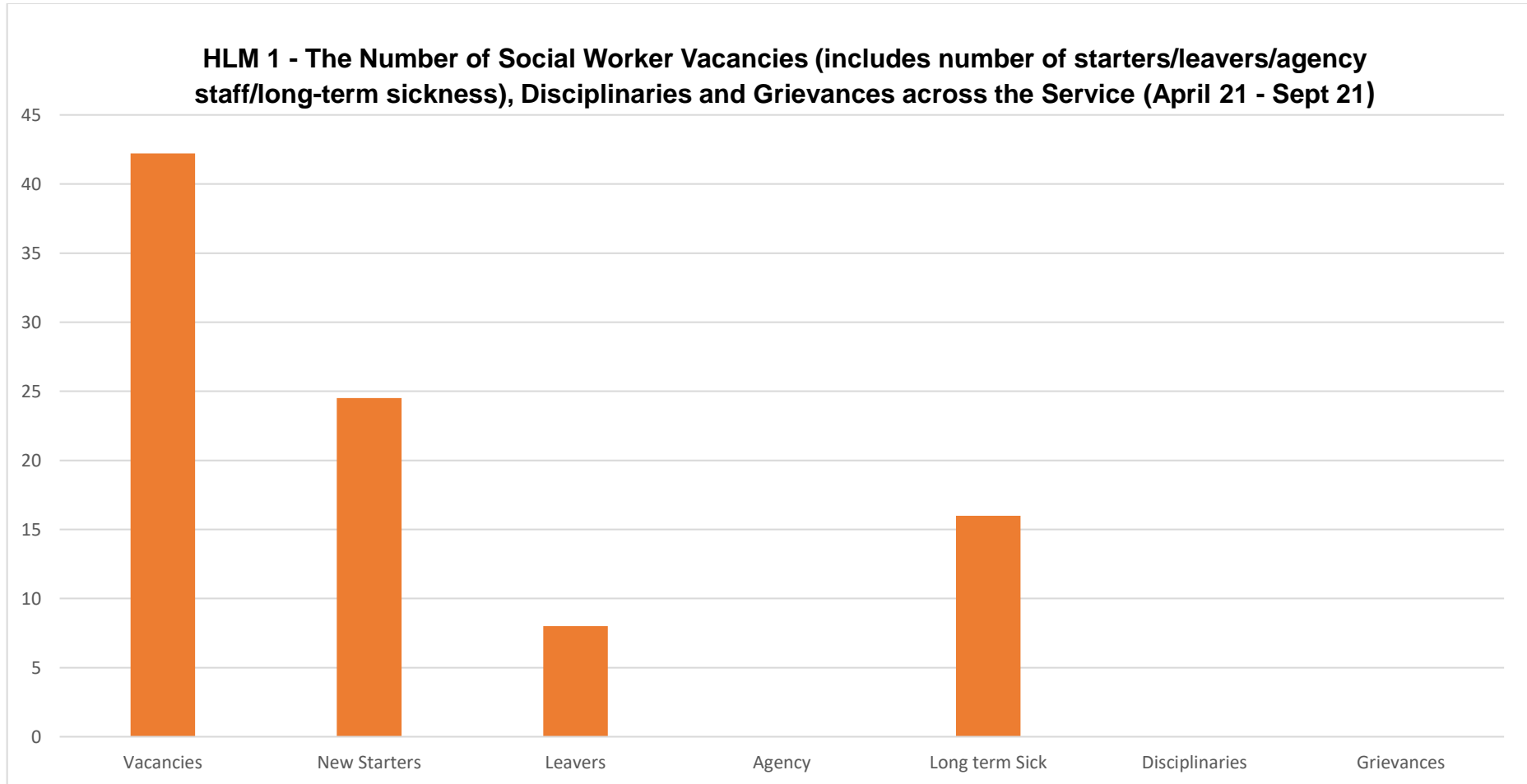
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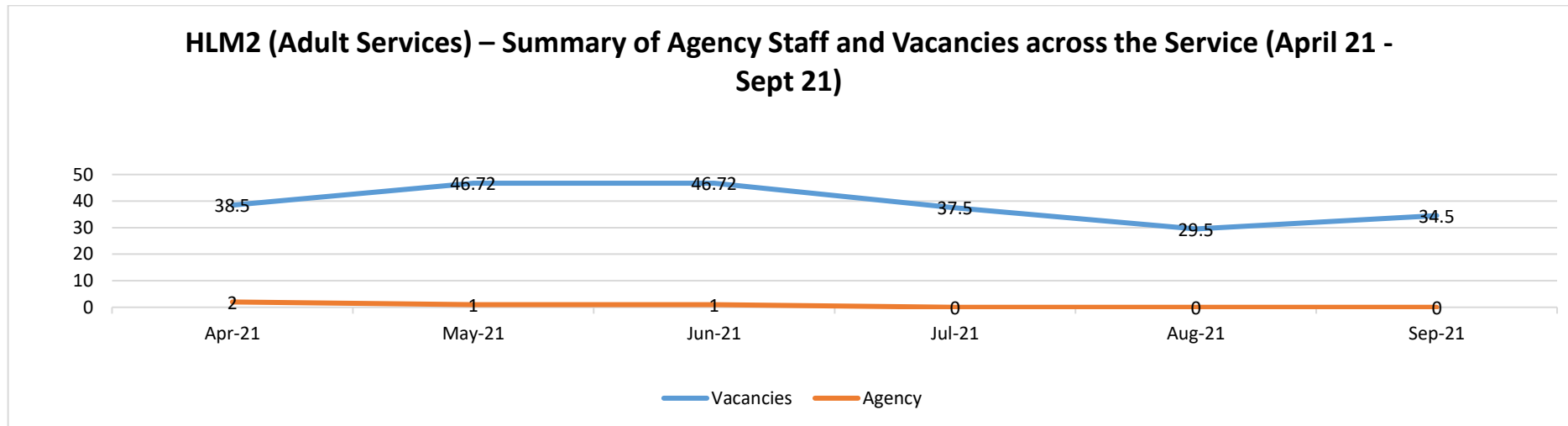
- **High Level Measure 1 (Adult Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinary Investigations and Grievances across the Service**



	Team Manager	Deputy Team Manager	Consultant Social Worker	Community Social Worker	Community Wellbeing Officer	Safeguarding Coordinator/Best Interest Assessor	Occupational Therapists/OT Assistant	CWT Support Worker	Local Area Coordinators	Total
Vacancies	1	0	5	11	0	2	1.5	13.72	8	42.22
New Starters	1	0	1	5	0	1	5.5	3	8	24.5
Leavers	0	0	0	4	0	0	0	4	0	8
Agency	0	0	0	0	0	0	0	0	0	0
Long term Sick	0	0	0	0	1	0	1	14	0	16
Disciplinaries	0	0	0	0	0	0	0	0	0	0
Grievances	0	0	0	0	0	0	0	0	0	0
No of Posts	7	6	6	59	26	4	23	26	13	170

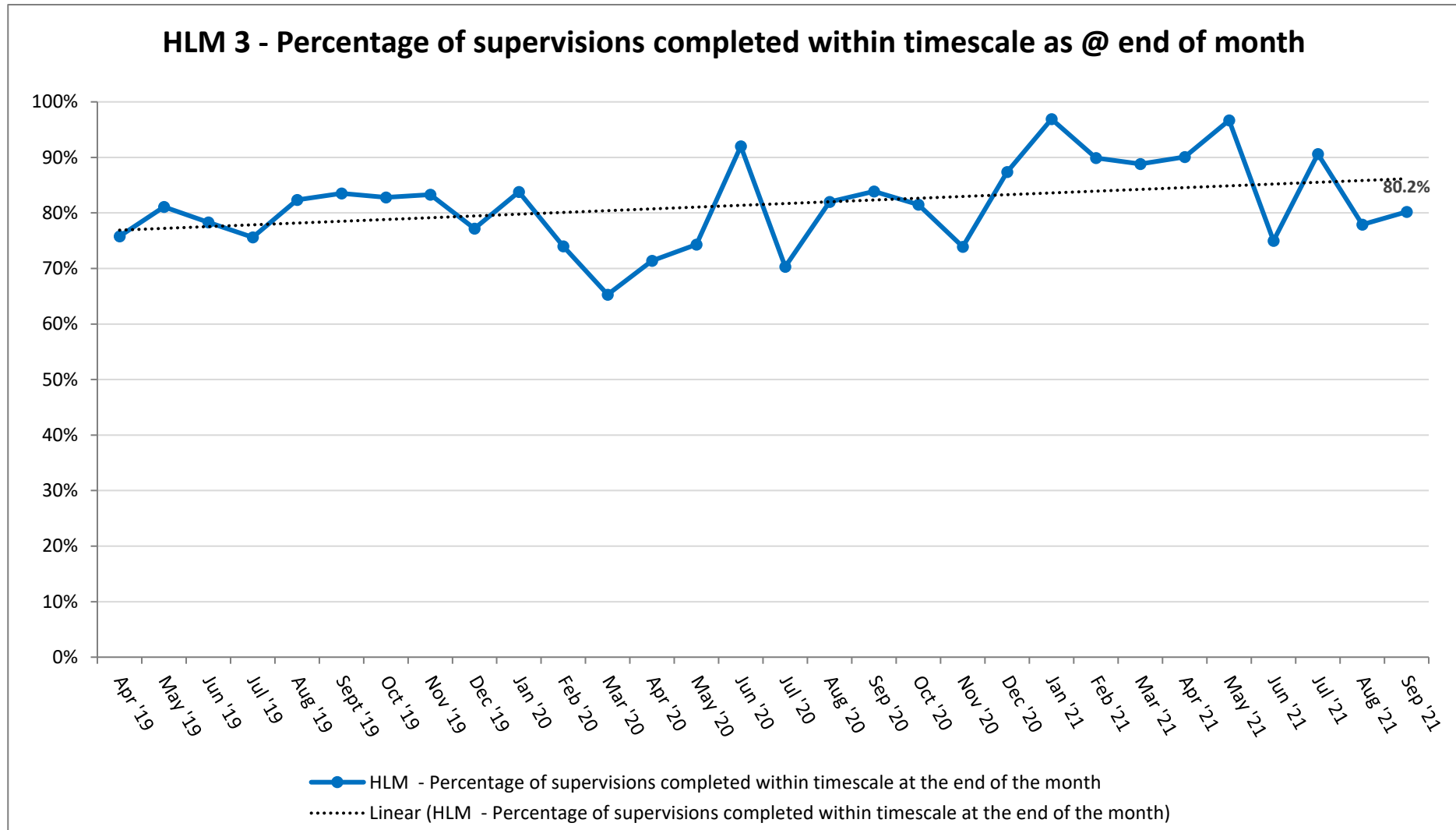
NB. For the purposes of the report “vacancies” have been identified as being posts that are vacant that are actively being recruited for. Not posts that remain vacant that are being held for savings or where the money is being used to fund posts elsewhere. Sickness levels have remained in their increased levels within the service area, all of these cases are being managed in line with the Maximising Attendance Procedure. There is no predominant reason for long term absence within Adult Services at this time however, there is an increased number of employees absent due to “Pre- planned operation” and “Personal Stress/Anxiety”.

- **High Level Measure 2 (Adult Services) – Summary of Agency Staff and Vacancies across the Service (April 21 – June 21)**



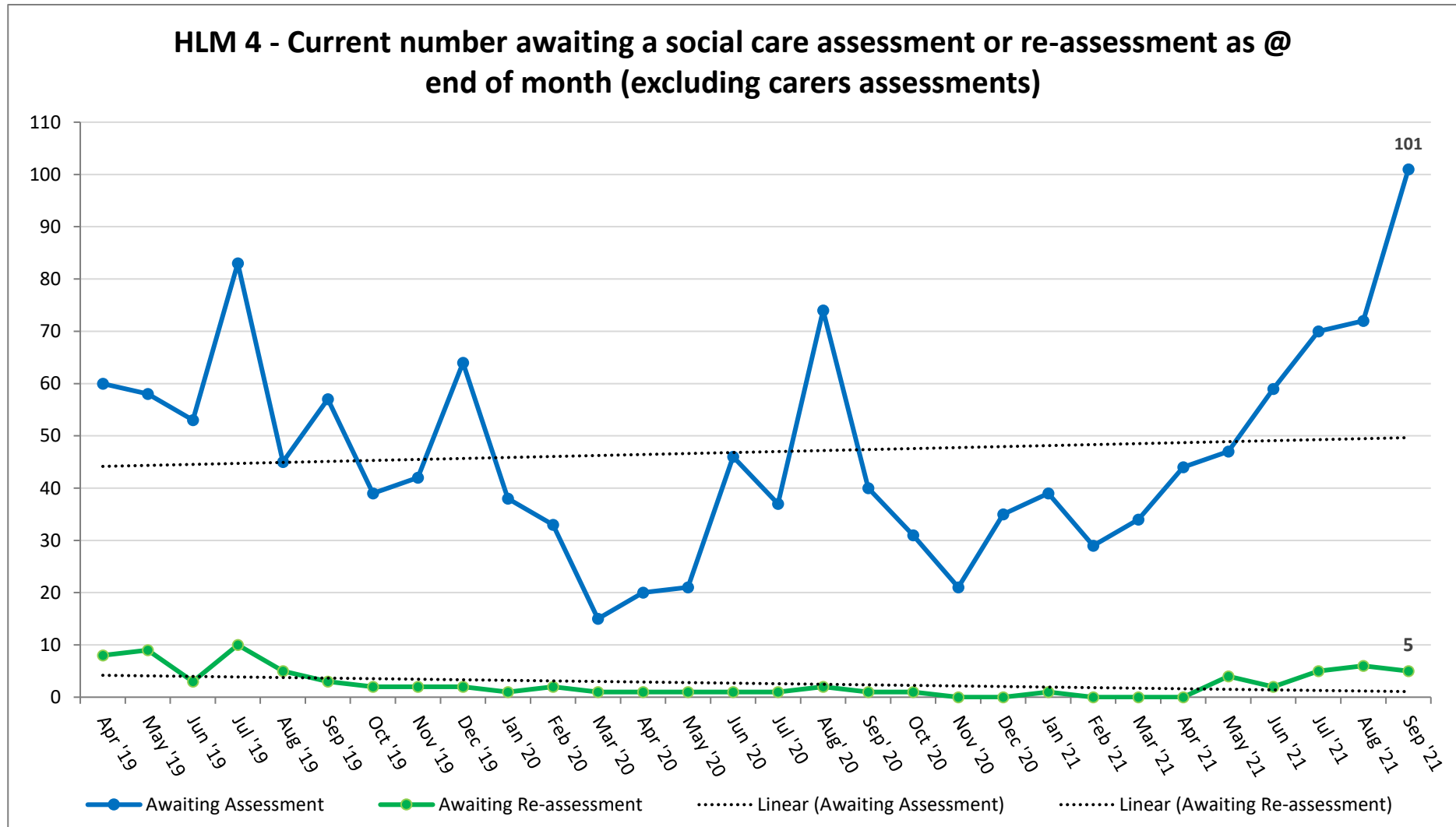
NB. There is an ongoing MoC being undertaken throughout Adult Social Services, which has led the new establishment of a high proportion of newly created vacancies. Specifically these have been Community Social Workers, CWT Support Workers, Lac’s, Consultant Social Workers and Community Occupational Therapists. This has been funded due to the directorate receiving additional permanent and temporary financial funding. . Stage 1 of the Moc was completed on 6th September 2021 and there is now a significant recruitment effort underway. A small proportion of the vacancies have also arisen due to leavers in the previous quarter and employees accessing flexible working arrangements.

- **High Level Measure 3 (Adult Services) – Percentage of Supervisions Completed within Timescale**



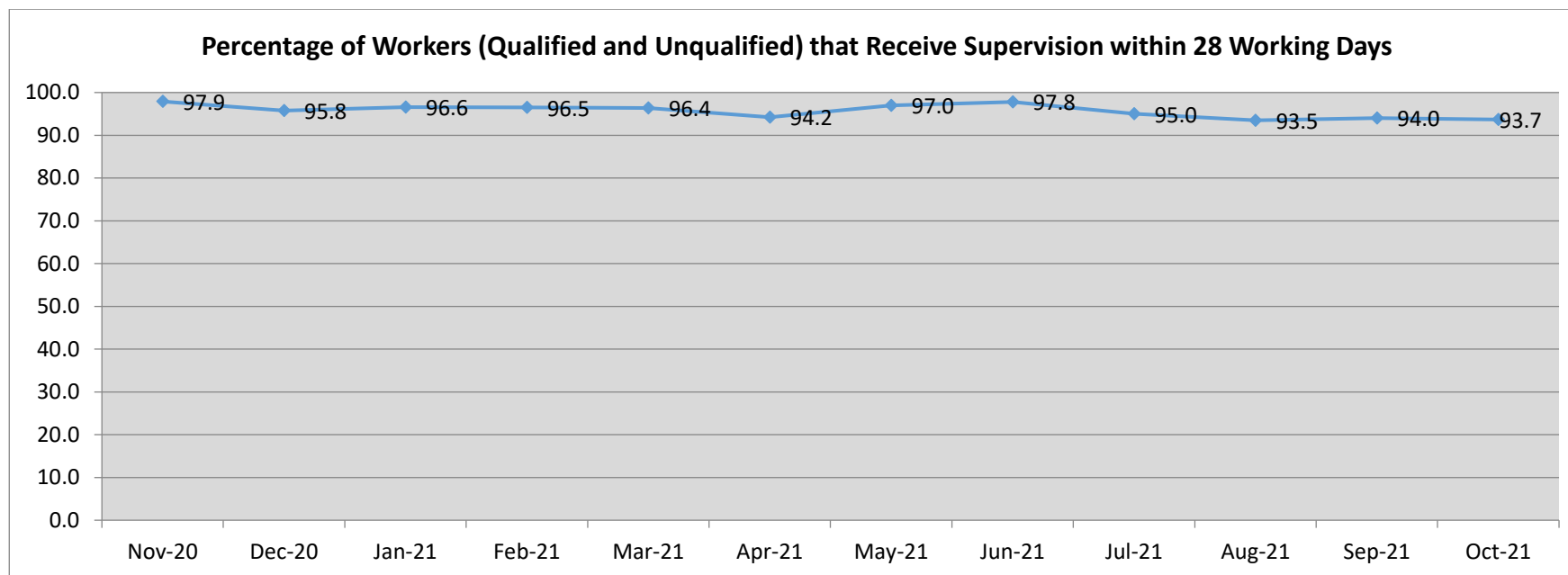
HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.

- **High Level Measure 4 (Adult Services) – Service Users Awaiting a Social Care Assessment/Re-Assessment**

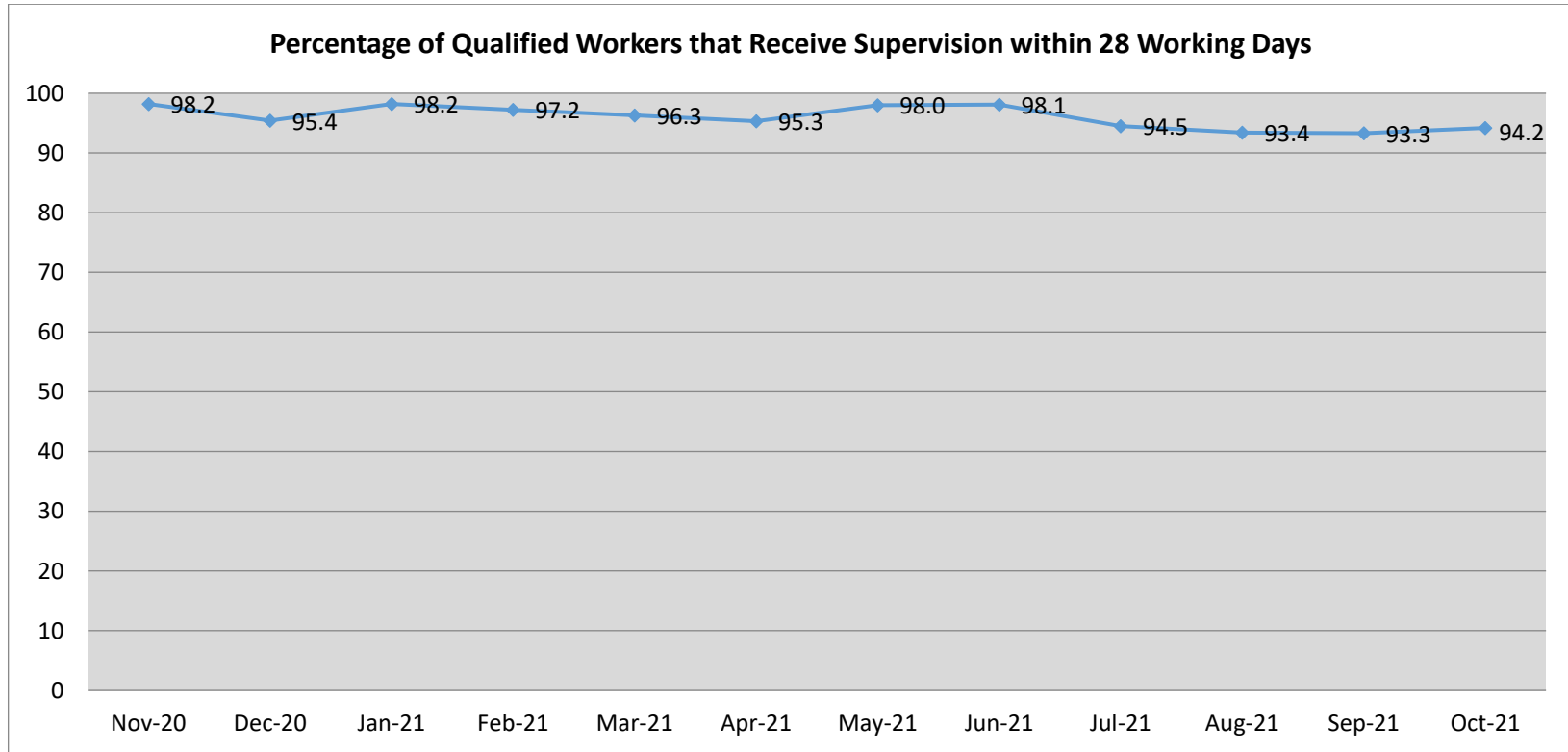


HLM 4 – Unallocated service users awaiting a social care assessment/re-assessment as at the end of each month.

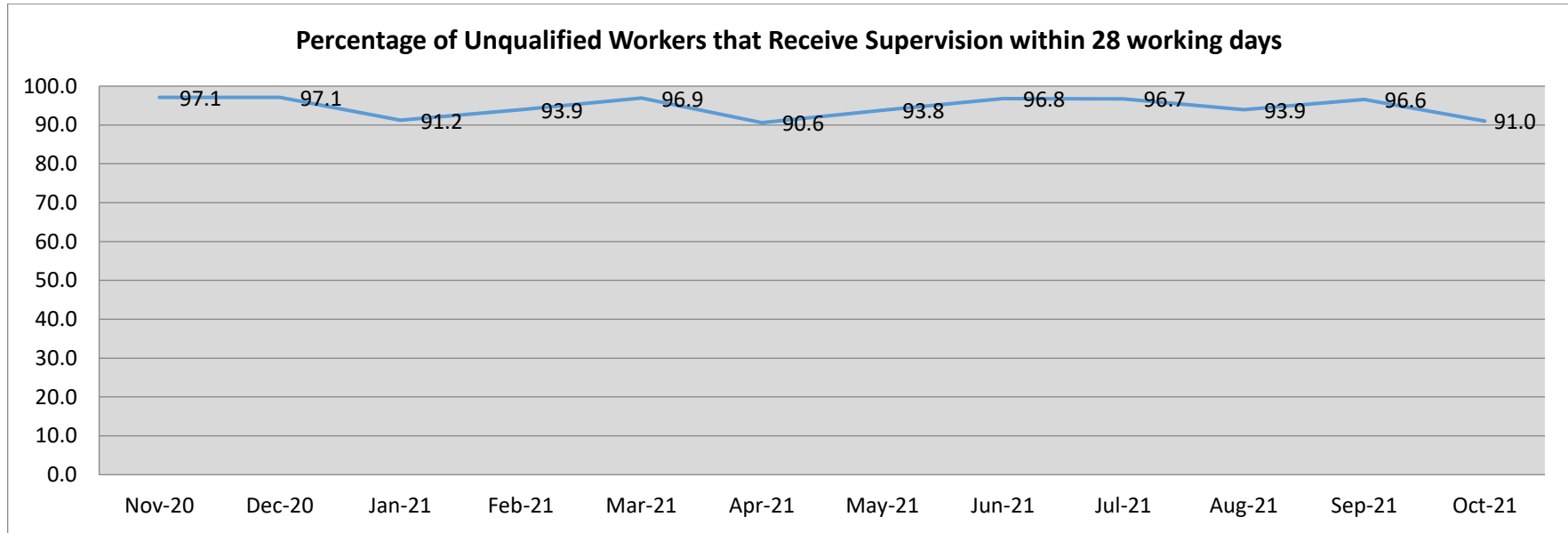
- **High Level Measure 5 (Children & Young People Services) – Staff Supervision Rates**



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	July 21	Aug 21	Sep 21	Oct 21
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	97.9	95.8	96.6	96.5	96.4	94.2	97.0	97.8	95.0	93.5	94.0	93.7
Number of workers due Supervision	143	142	148	141	140	138	135	137	140	139	134	126
Of which, were undertaken in 28 working days	140	136	143	136	135	130	131	134	133	130	126	118



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified Workers that receive Supervision within 28 working days	98.2	95.4	98.2	97.2	96.3	95.3	98.0	98.1	94.5	93.4	93.3	94.2
Number of workers due Supervision	109	108	114	108	108	106	102	106	110	106	105	104
Of which, were undertaken in 28 working days	107	103	112	105	104	101	100	104	104	99	98	98



	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Unqualified Workers that receive Supervision within 28 working days	97.1	97.1	91.2	93.9	96.9	90.6	93.8	96.8	96.7	93.9	96.6	91.0
Number of workers due Supervision	34	34	34	33	32	32	32	31	30	33	29	22
Of which, were undertaken in 28 working days	33	33	31	31	31	29	30	30	29	31	28	20

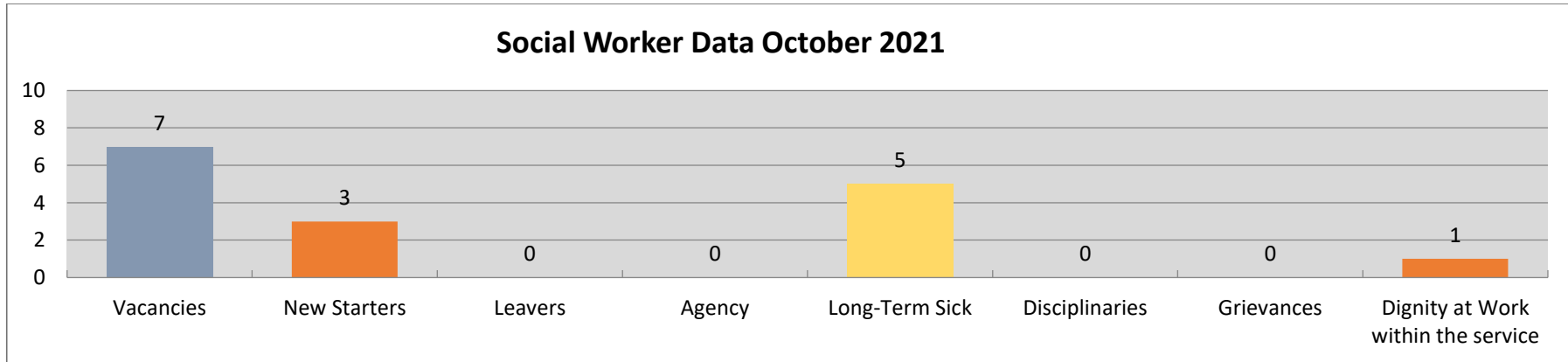
- **High Level Measure 6 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service**

As at 31st October 2021	Caseload Information - Qualified Workers, including Deputy Team Managers				
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Average Caseload per Worker
Cwrt Sart	296.0	8.0	124.0	15	15.5
Disability Team	495.5	13.4	175.0	19	13.1
LAC Team	389.5	10.5	136.0	16	12.9
Llangatwg	370.0	10.0	121.0	15	12.1
Sandfields	370.0	10.0	75.0	12	7.5
Route 16	244.2	6.6	67.0	16	10.2
Dyffryn	333.0	9.0	98.0	15	10.9
Intake	481.0	13.0	150.0	24	11.5
Totals	2,979.20	80.5	946.0		
Average Caseload - CYPS				16.5	11.7

Please Note:

1. Cases held by Deputy Team Managers and Part-Time Workers are included in the above figures.
2. The '*Available Hours*' do not include staff absences e.g. sickness, maternity leave, placement, etc., unless cover has been provided for the post.

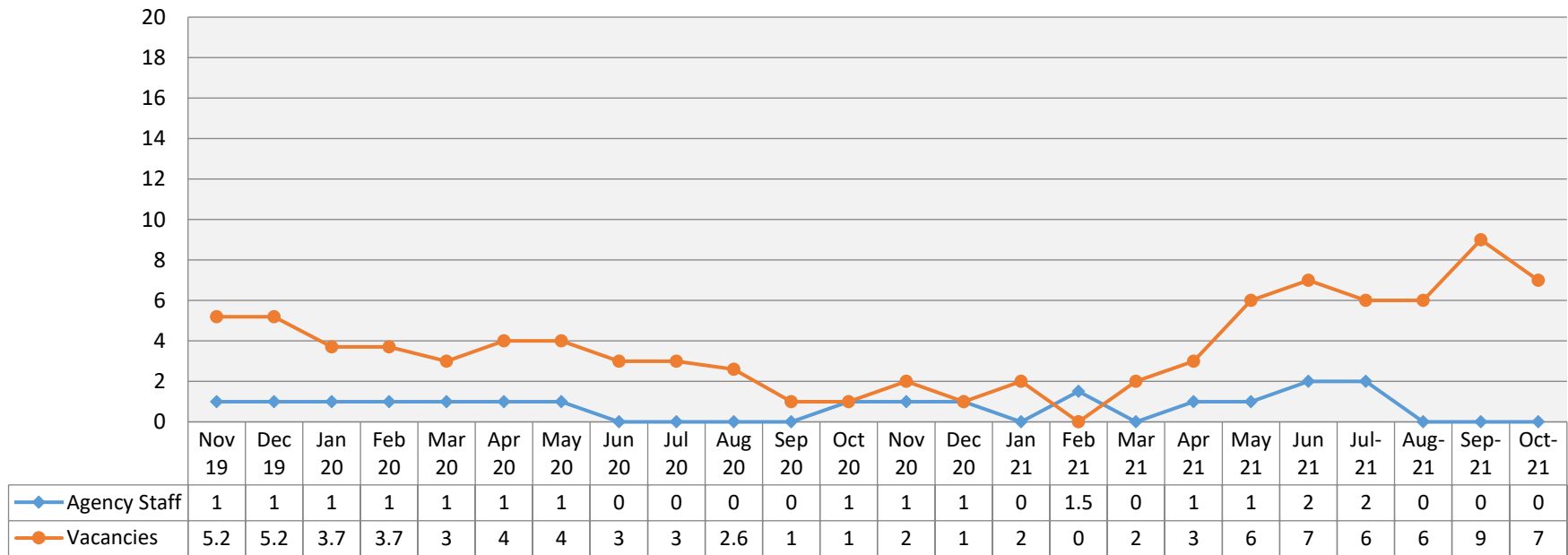
- **High Level Measure 7 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	Team Manager (out of 9)	Deputy Manager (out of 16)	Social Worker (out of 63.6)	Peripatetic Social Worker	IRO (out of 11.5)	Consultant Social Worker (out of 9)	Support Worker (out of 21)	Total
Vacancies		1	4		1	1		7
New Starters			2			1		3
Leavers								0
Agency								0
Long-Term Sick			4		1			5
Disciplinarys								0
Grievances								0
Dignity at work within the service								1

Summary of Agency Staff and Vacancies across the Service

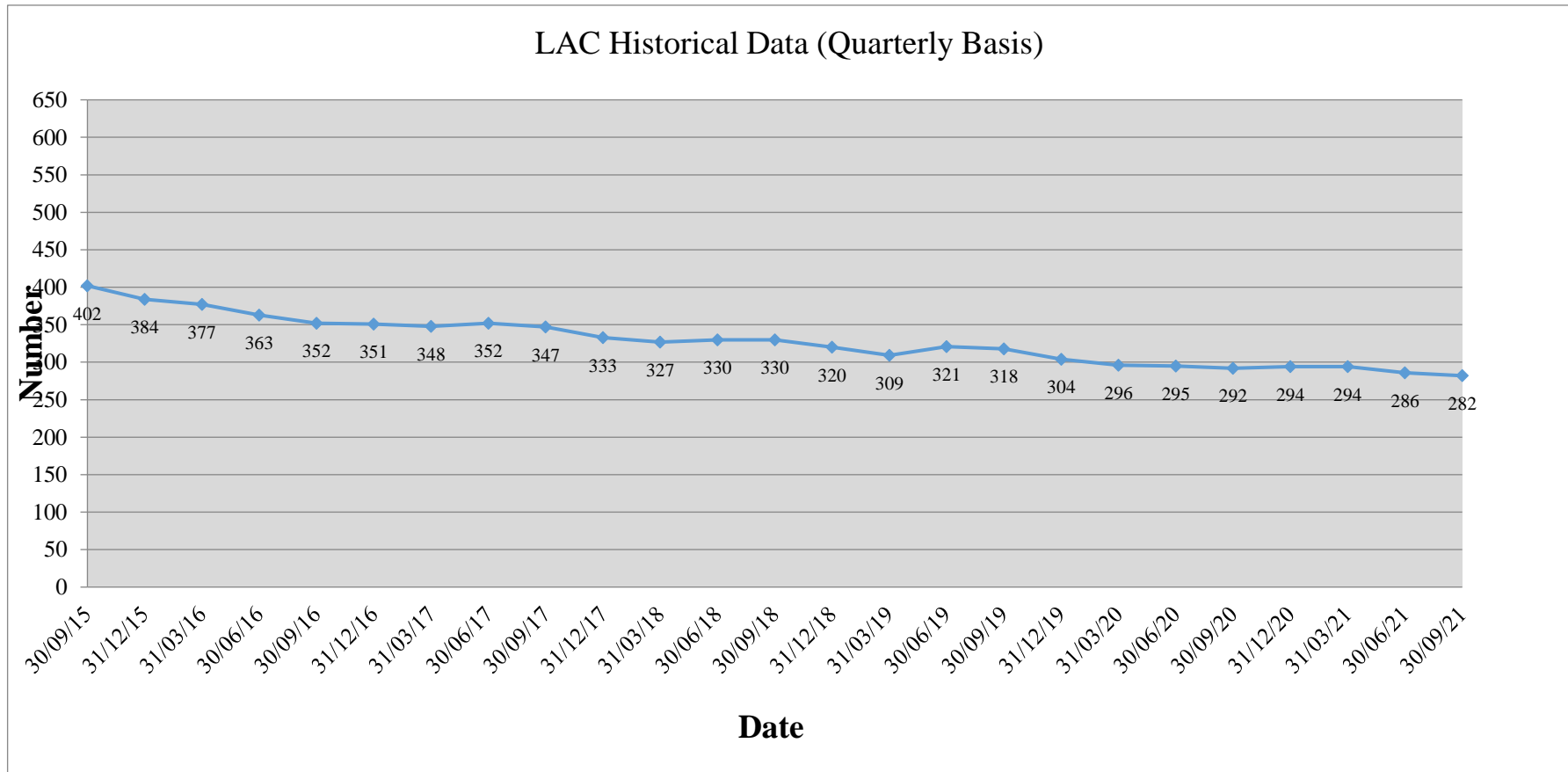
**Summary of Agency Staff and Vacancies Across the Service
(Nov 19 - Oct 2021)**



- **High Level Measure 8 (Children & Young People Services) - Thematic Report on the findings of Case File Audits (reported quarterly)**

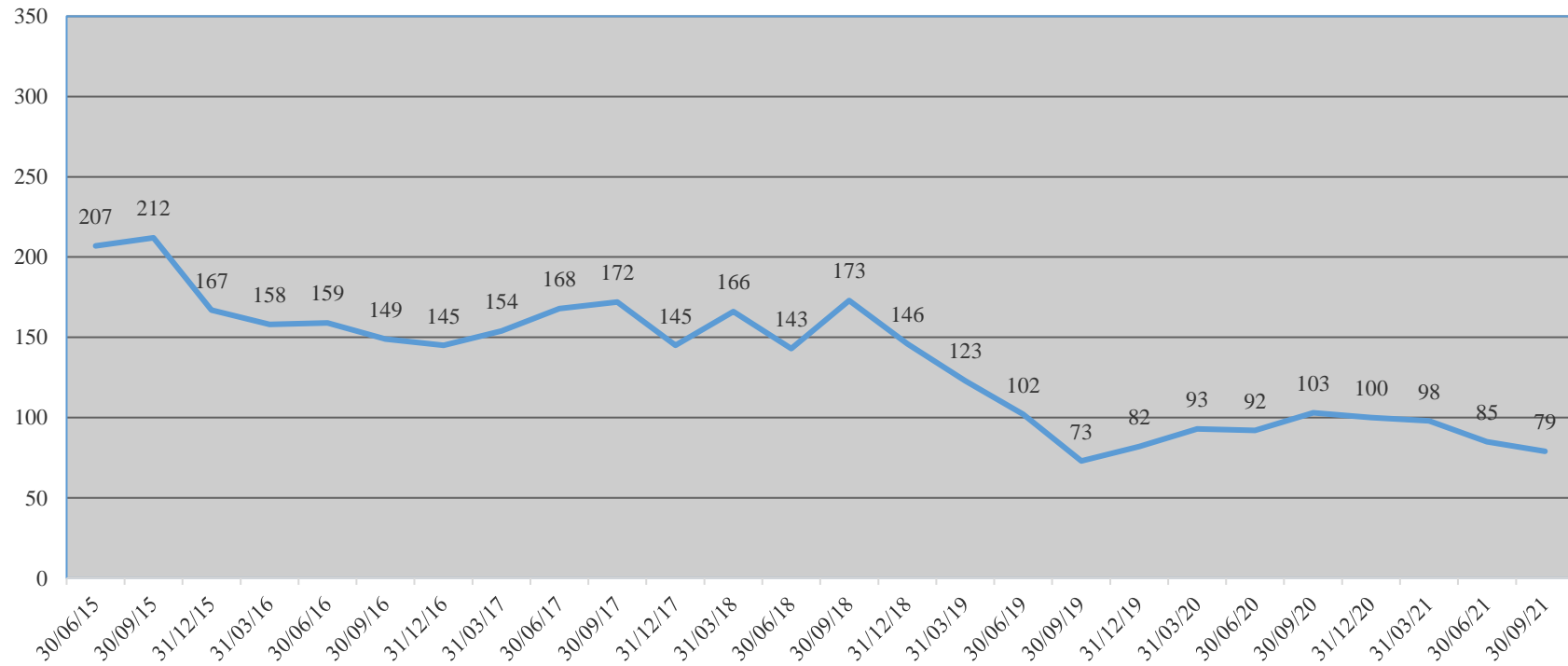
There is an audit programme in place which facilitates the scrutiny of various aspects of activity within Children & Young People Services. The findings of the audit activity undertaken during the **2nd Quarter Period (July 2021 – September 2021)** can be seen at **Appendix 6** of this report.

- **High Level Measure 9 (Children & Young People Services) – Number of Looked After Children (Quarterly)**



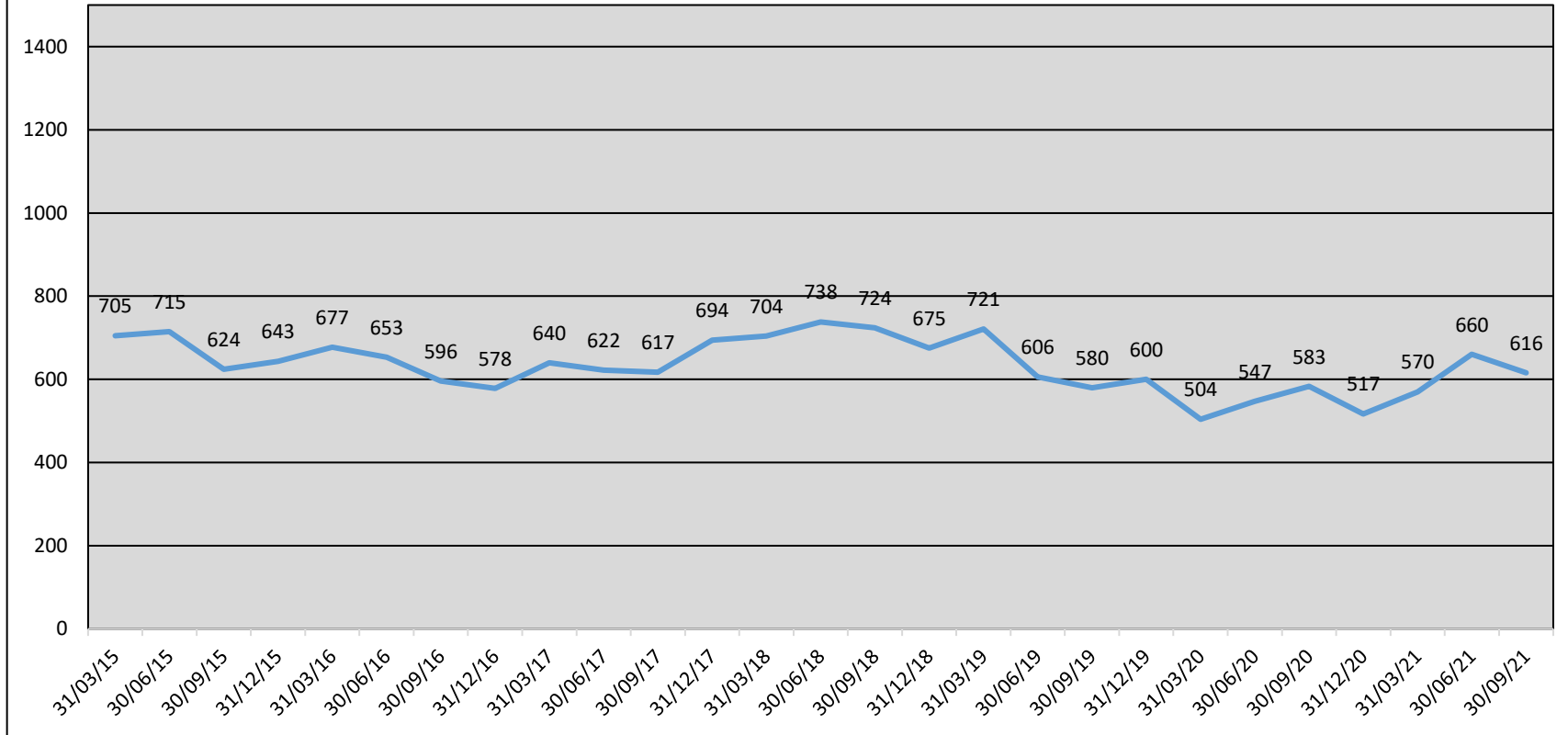
Please Note: The number of Looked after Children as at 31/10/21 –**276**

CP Historical Data (Quarterly Basis)



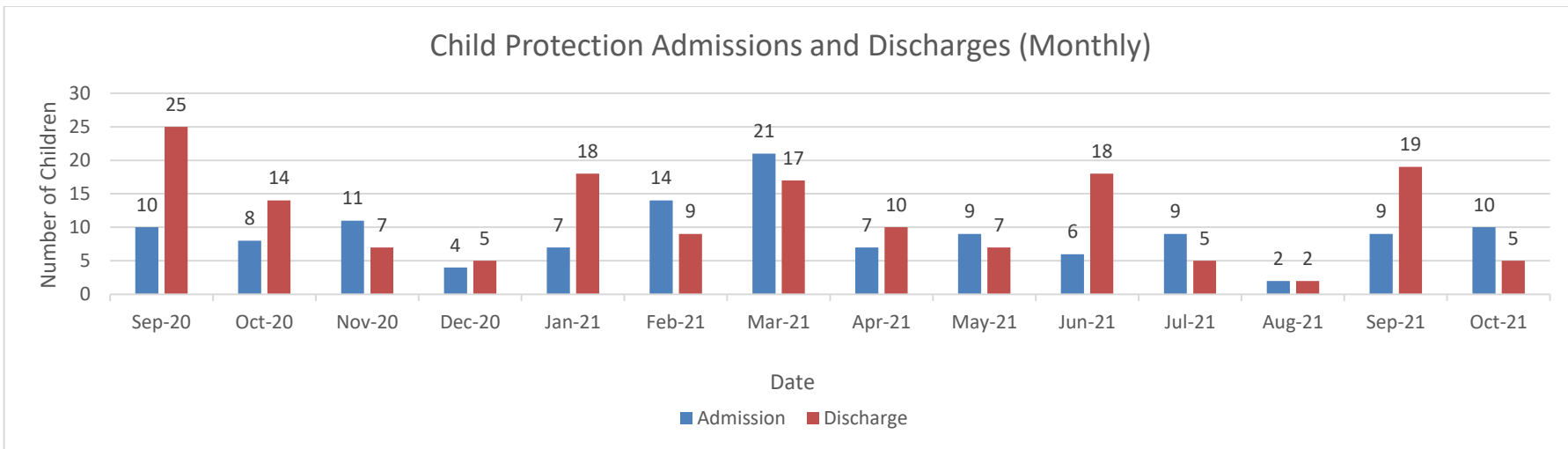
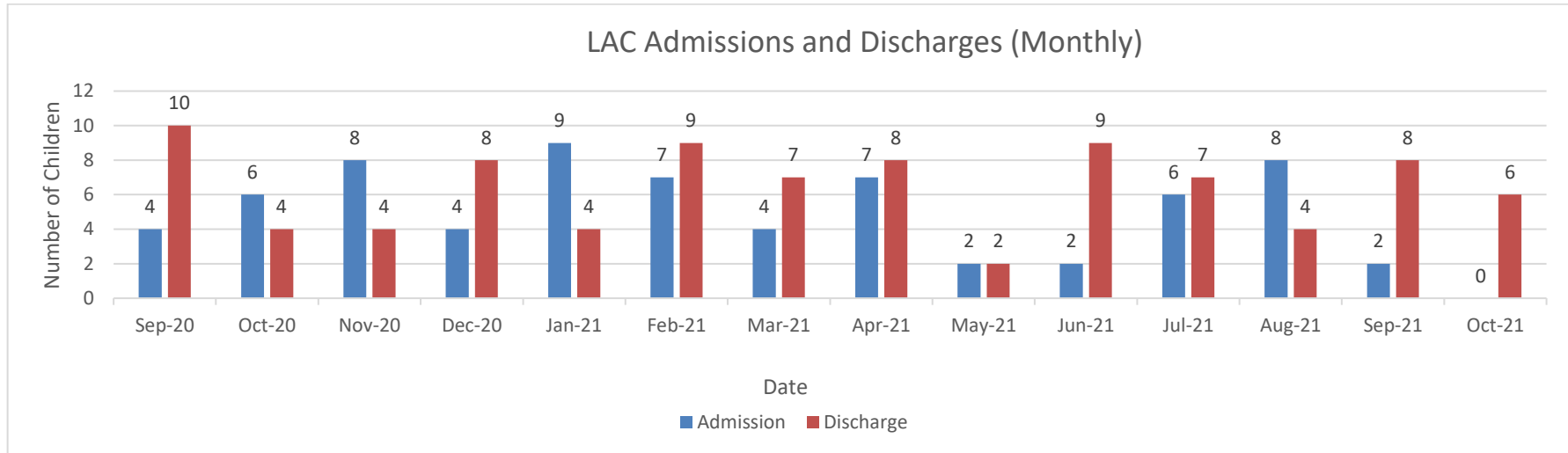
Please Note: The number of children's names on the Child Protection Register as at 31/10/2021 – **84**

Children Receiving Care and Support Historical Data (Quarterly Basis)



Please Note: The number of Children Receiving Care and Support as at 31/10/2021 – **584**

- **High Level Measure 10 (Children & Young People Services) – Looked after Children & Child Protection Admissions and Discharges.**



- **High Level Measure 11 (Children & Young People Services) – Personal Outcomes**

The Local Authority are developing an Outcome Focussed Framework designed to focus on strength based practice across children and adult services. This will be the first outcomes framework that has been developed in Wales and is being supported by Social Care Wales with the aim of adapting and rolling it out, to other Local Authority's across Wales. The framework is due to be completed by January 2022.

Consultant Social Worker's Conference

Unfortunately last year's annual Consultant Social Workers' (CSW) Conference did not go ahead due to lockdown, however, a new date has been set for the end of January 2022 for a virtual conference. The conference will, as always, showcase the positive work that has been undertaken by the CSW's as well as having guest speakers and it will be underpinned by the outcomes model. The outcomes framework will be launched at the conference to partner agencies and committee members.

Participation and engagement

It is important that the outcomes model develops and maintains momentum throughout practice. An area that needs further development is making sure that all paperwork and plans are easy to understand are achievable for families and are in the words of the child, young person, person, parent, carer or relative to whom it may affect. We have approached families in children services to take part in a survey, which has been led by the participation and engagement team. This will allow us further insight into whether the model has made a positive difference to people's lives as well as identify areas for service improvement.

Alongside the survey an internal audit will be carried out by the CSW's focussing on the care plans to look at whether they are jargon free, in the voice of the people and easy to follow. The audit will also identify areas of improvement.

Training

Feedback from the participation and engagement survey and audit will identify further areas of training for staff. The Local Authority have pledged a commitment to continue training staff and identified staff across the service that will become train the trainers so that the roll out of training can continue involving new members of staff, partner agencies and any other identified areas in the future.

To give some context to the number of Personal Outcomes we are working towards achieving with families, of the 759 Care & Support Plans we have open across the Service, where a Personal Outcome has been identified, there are 1,328 Personal Outcomes recorded within the Care Plans. The following table provides a breakdown by each team: -

Team	Number of Care & Support Plans	Number of Personal Outcomes
Looked After Children (LAC)	141	213
Child Care Disability	205	374
Llangatwg	97	155
Sandfields	63	122
Leaving Care	64	198
Dyffryn	82	113
Cwrt Sart	107	153
Total	759	1328

- **High Level Measure 12 (Children & Young People Services) – Participation & Engagement (Voice of the Child)**

During the period July 1st – September 30th a range of activities were organised by the Engagement & Participation Officer (E&PO) for children and young people. The main focus for this period was the school summer holiday and promoting the nationwide theme of ‘Haf o Hwyl/Summer of Fun’ endorsed by Welsh Government and Children’s Commissioner for Wales. The outcome of the activities/events was to improve the wellbeing of our children & young people during the pandemic and provide opportunities to build relationships with peers and staff and exercise their children’s rights.

Activities and events that were organised included:

Animal Care Group – having been requested by Social Workers who have been undertaking work with children who display harmful behaviour to animals and the lack of programmes available in the community due to Covid 19, a four-week programme of activities was developed to promote caring behaviour towards animals. Four sessions provided primary age children fun activities such as creating fat balls for birds in our gardens, art session, a visit from Olga the therapy dog and finally a visit to the Alpaca Sanctuary. Children also learnt cooking skills at each session. The programme was well received by participants and parents who supported.

A Girl’s Rights Group has been established to enable care experienced girls 11+ to exercise their rights, improve their wellbeing and have fun. Throughout July and August, the group met weekly and included trips out for afternoon tea, lunch, women’s only gym and accessing the new Abbey View Centre. Due to school and college commitments, the group now meet fortnightly going forward. The members are focussing on Period Dignity & Safe Spaces for girls and women to exercise. The group are presently campaigning to ensure all foster carers are educated and prepared when a girl/young woman comes to live with the family. This includes a welcome letter of support for girls from the group and a list of essentials that carers could stock. News of the group’s great work reached the Children’s Commissioner Sally Holland who attended a group meeting whereby the girls enjoyed a cheesecake making masterclass from a chef. The group regularly contribute to the Children’s Commissioner for Wales (CCfW) monthly missions.

A closer working relationship with the Youth Justice Early Intervention Service (YJEIS) has been fostered. The E&PO has developed an 8-week programme of Life Skills for young people receiving support from the Youth Justice Service and from the 14+ & Care Leavers Team. The weekly sessions include learning to cook healthy meals on a budget. Budgeting is also taught to

further encourage the transition to independence. These weekly sessions are also a chance for young people to get out, meet others and build relationships with professionals. Further work has been undertaken by the E&PO to consult with young people on the renaming of Abbey View. A number of consultations took place to promote the venue to young people and to encourage engagement. A BBQ was organised and a graffiti workshop all helped to develop the new name – Base 15. The artwork is displayed on the walls of Base 15. Additionally, the voice of the young people is captured in the Exit Questionnaire conducted when young people no longer need the support of the service. Young people enjoyed a day Gorge Walking in the picturesque Waterfall Country. The activity was hugely successful in improving confidence and self-esteem. Initial planning is underway to further collaborate with the company and offer outdoor activities in 2022. A gaming company has been recruited by YJEIS management to develop a game to be used as a tool to improve wellbeing. The E&PO recruited young people to partake in consultation work to ensure the game meets the needs of our service users.

To celebrate National Play Day a fun event was organised for all children and young people to attend. Circus Eruption held a fun circus skills session and the event gave the E&PO the opportunity to consult with participants on the Let's Talk initiative. This conversation was to help develop the Local Authority's plan going forward. Throughout the Summer Holiday, children and young people contributed to the Let's Talk consultation when attending events with the E&PO.

To extend opportunities to our children and young people the E&PO has forged partnerships with community based organisations. Bulldogs Community Gym have a fun weekly club for care experienced children and young people. Additionally, the E&PO has co-ordinated the set-up of a Bike Maintenance Course. A course booklet has been created and approved by Agored Cymru to deliver a Level 1 Bike Maintenance Course to our young people and others in the community. The course focusses on basic maintenance and repair of bicycles. Bikes were sourced from the community and tools supplied to ensure young people had all the equipment needed.

The Junior Safeguarding Board (JSB) have been particularly busy throughout this period. Further opportunities have been provided for children and young people to contribute to the JSB's current topics. A resource has been developed to give members of the LGBTQIA+ community a voice on safeguarding issues. Sixteen young people from NPT & Swansea enjoyed an action packed day in Margam Park. Activities included paddle boarding and orienteering. The resource was further developed to meet their needs. A second event is planned for October in Port Eynon to complete the resource with plans to launch in National Safeguarding Week.

To provide opportunities for children and young people with disabilities the E&PO has continued to support the music group in Ysgol Hendre Felin. The group enjoy fun activities along with singing. Through links developed by the E&PO, Circus Eruption attended the group on a fortnightly basis to teach circus skills.

A promotional event was organised to launch Yovo's Comic centred round the language we use in Children's Services. With the support of Voices from Care Cymru the Comic and images, evidencing the work of the young people was displayed in Neath Town Hall for young people and professionals to view. The E&PO visits our other young person's action group LOVE in Hillside monthly.

Further engagement opportunities organised by the E&PO have included;

- Surfing on Aberavon Beach
- Visit to the Alpaca Sanctuary for the Girls' Rights Group
- Promoting outdoor activities run by the Youth Service for care experienced children 11+
- Online art session with the Paint Along Lady whereby all equipment was posted to children to avoid barriers to participation
- Training for young people to become a Board Member with Children's Rights Unit Neath
- Hiking in the Brecon Beacons with support from Mid & West Wales Fire and Rescue (MAWWF&R) Service and Brecon Beacons National Park
- 2 Family Beach Days were organised on Aberavon Beach. The Youth Service, Circus Eruption and Moment of Calm Yoga all delivered fun sessions at the event.
- Big Lottery Fund – children and young people were consulted with to support a Big Lottery bid led by Consultant Social Worker Ian Rees. Children and young people shared what was important to them. Younger children shared their thoughts through Beach Art.