



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

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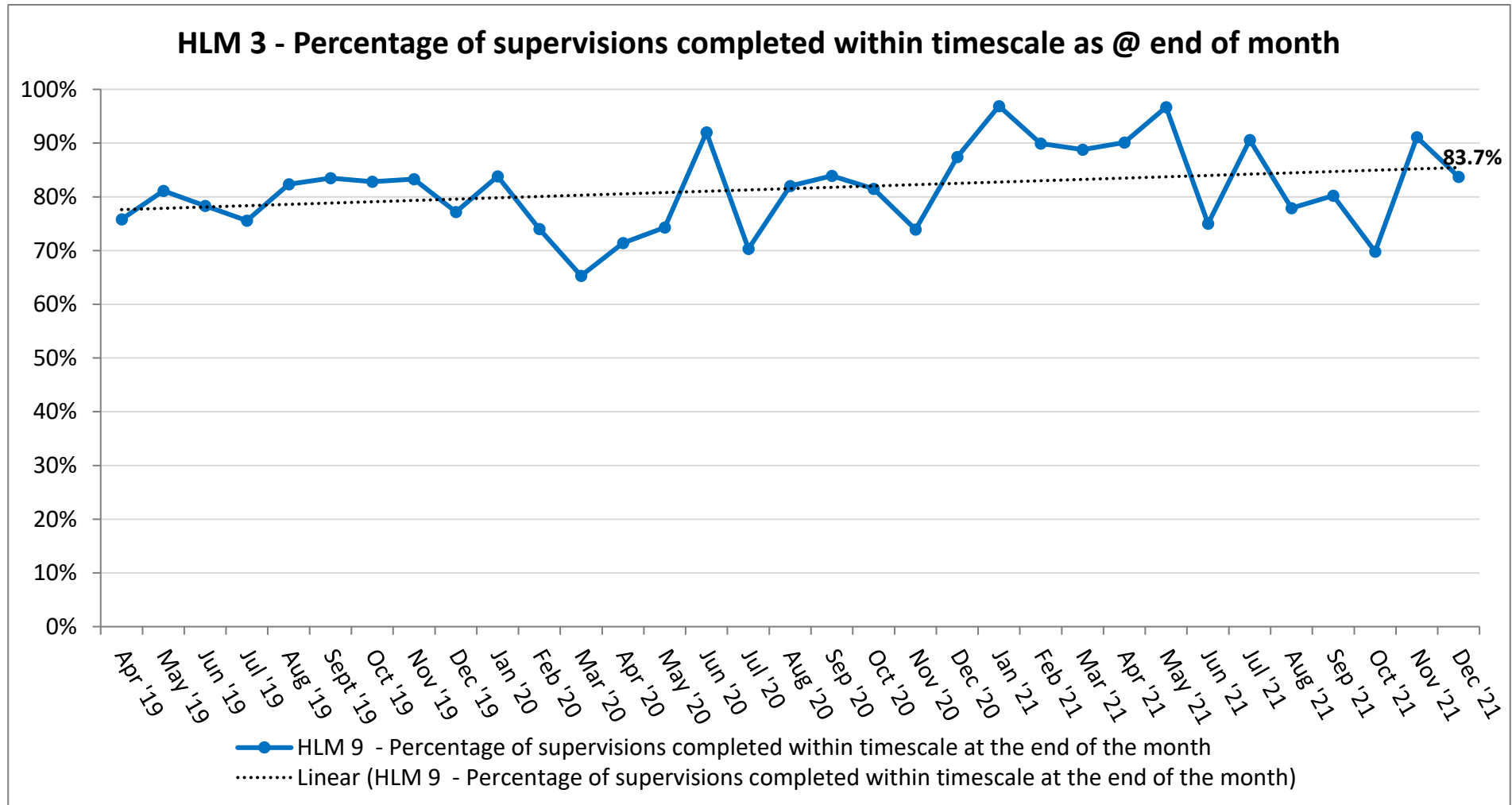
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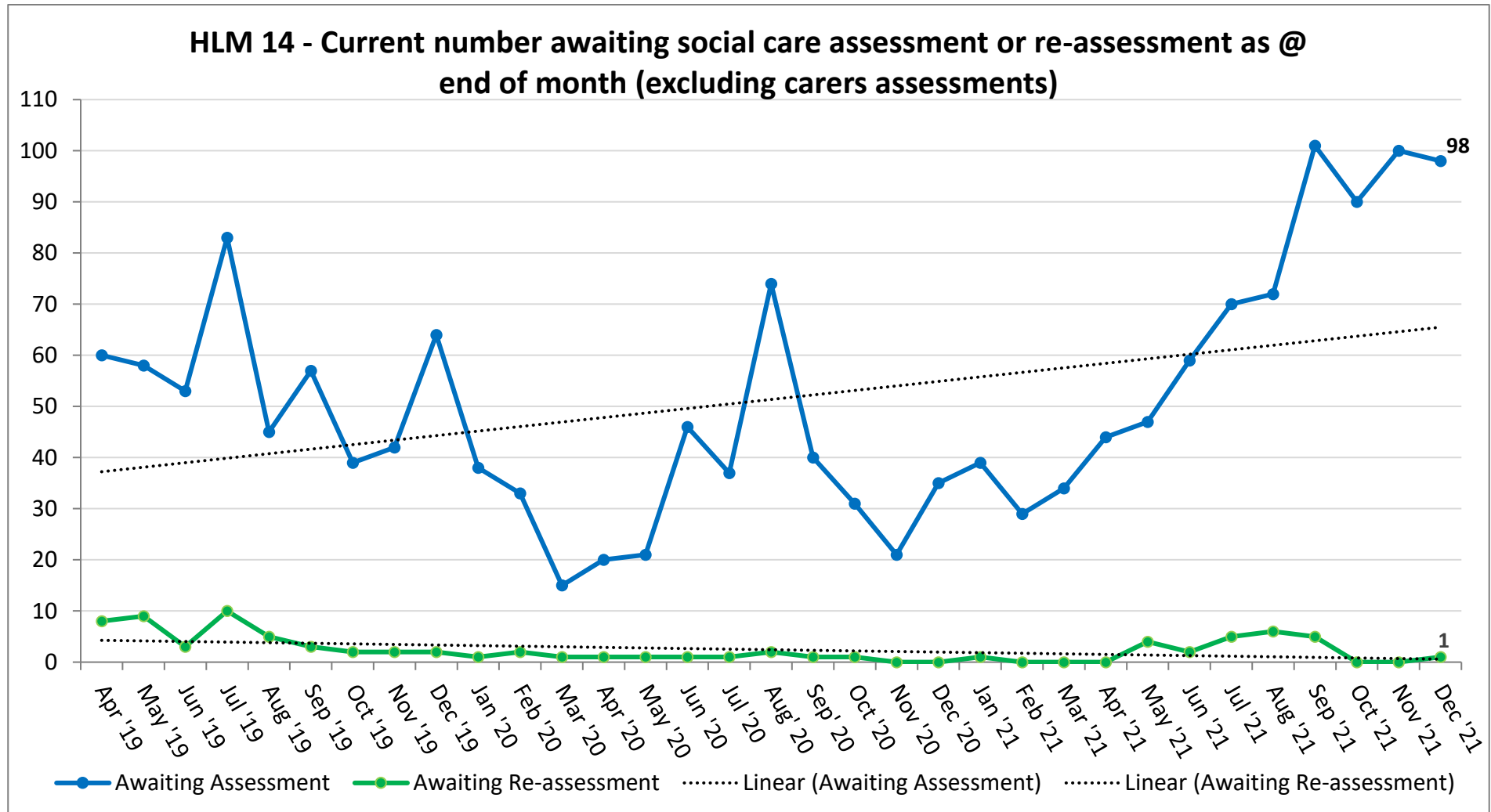
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- **High Level Measure 3 (Adult Services) – Percentage of Supervisions Completed within Timescale**



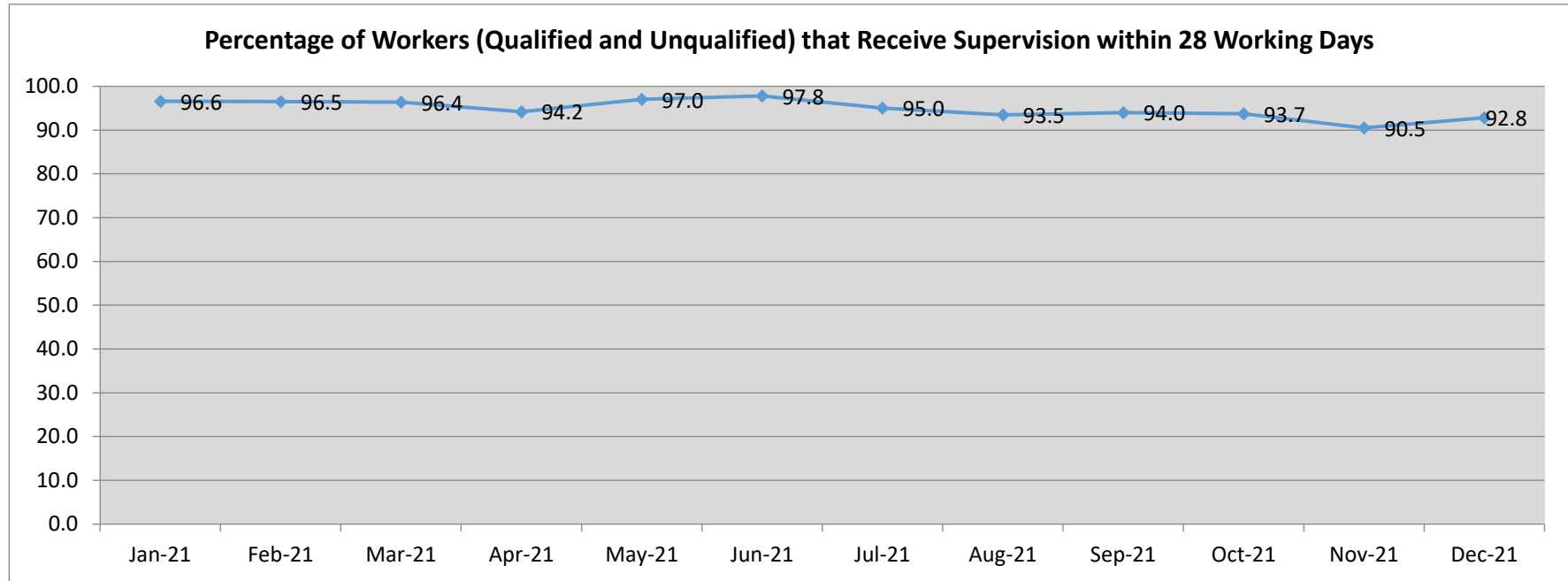
HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.

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

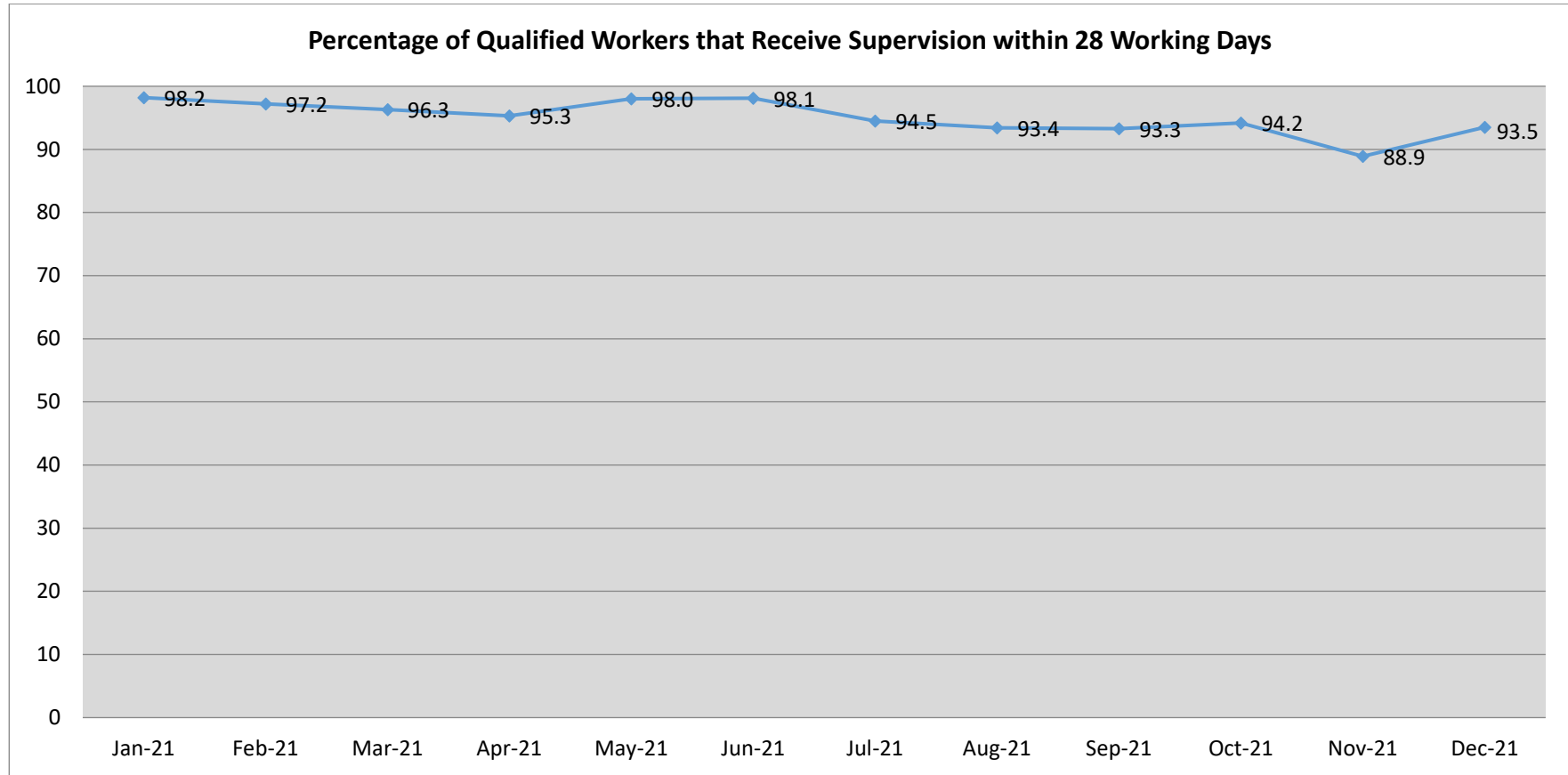


HLM 4 – Unallocated service users awaiting a social care assessment/re-assessment as at the end of each month.

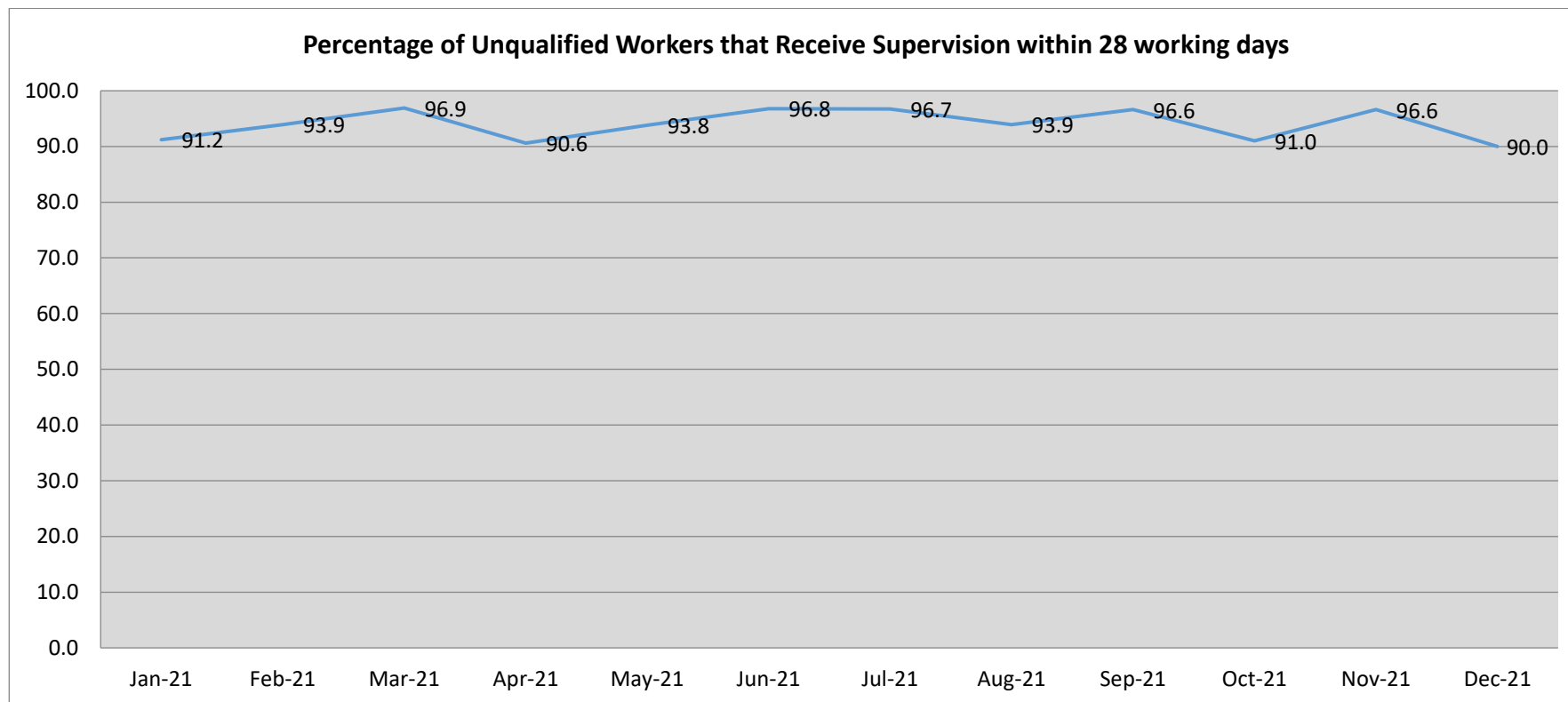
- **High Level Measure 5 (Children & Young People Services) – Staff Supervision Rates**



	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 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	96.6	96.5	96.4	94.2	97.0	97.8	95.0	93.5	94.0	93.7	90.5	92.8
Number of workers due Supervision	148	141	140	138	135	137	140	139	134	126	137	138
Of which, were undertaken in 28 working days	143	136	135	130	131	134	133	130	126	118	124	128



	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 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	97.2	96.3	95.3	98.0	98.1	94.5	93.4	93.3	94.2	88.9	93.5
Number of workers due Supervision	114	108	108	106	102	106	110	106	105	104	108	108
Of which, were undertaken in 28 working days	112	105	104	101	100	104	104	99	98	98	96	101



	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 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	91.2	93.9	96.9	90.6	93.8	96.8	96.7	93.9	96.6	91.0	96.6	90.0
Number of workers due Supervision	34	33	32	32	32	31	30	33	29	22	29	30
Of which, were undertaken in 28 working days	31	31	31	29	30	30	29	31	28	20	28	27

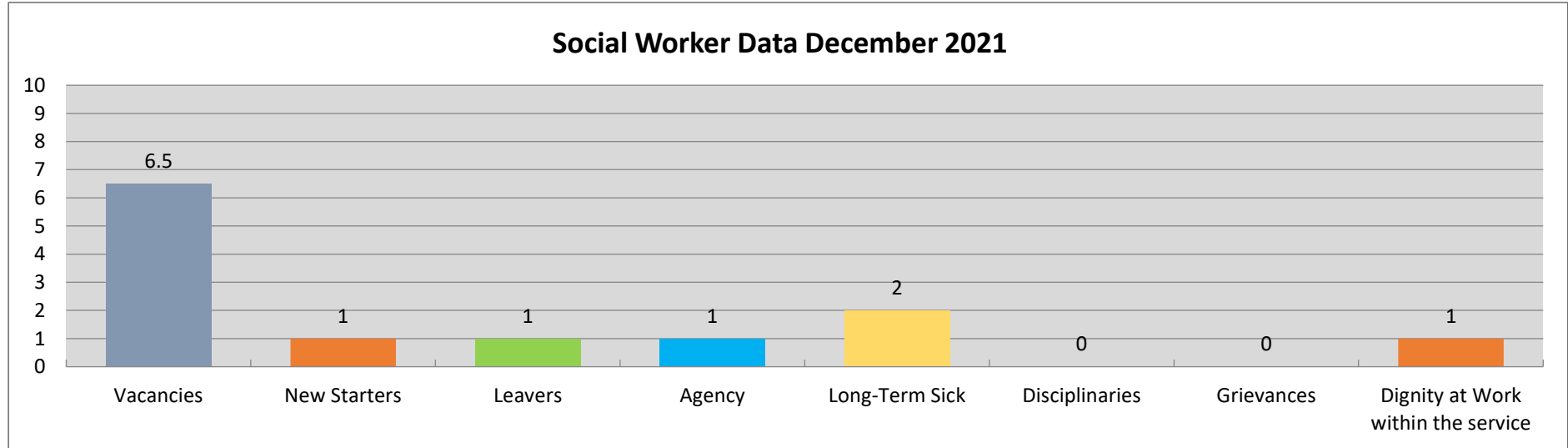
- **High Level Measure 6 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service**

As at 31st December 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	370.0	10.0	123.0	16	12.3
Disability Team	458.5	12.4	168.0	19	13.6
LAC Team	389.5	10.5	134.0	16	12.7
Llangatwg	370.0	10.0	120.0	15	12.0
Sandfields	370.0	10.0	70.0	9	7.0
Route 16	244.2	6.6	66.0	16	10.0
Dyffryn	381.5	10.3	94.0	14	9.1
Intake	481.0	13.0	137.0	21	10.5
Totals	3,064.7	82.8	912.0		
Average Caseload - CYPS				15.8	11.0

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.

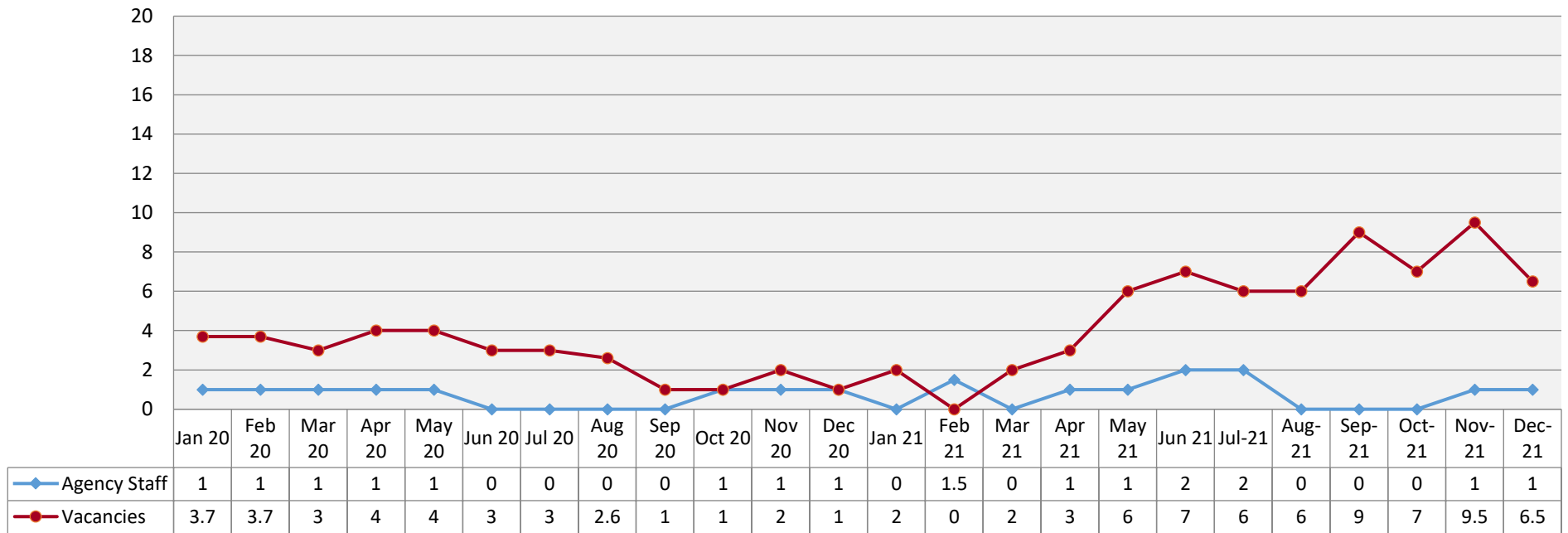
- **High Level Measure 7 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	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			6		0.5			6.5
New Starters			1					1
Leavers			1					1
Agency			1					1
Long-Term Sick			1		1			2
Disciplinarys								0
Grievances								0
Dignity at work within the service								1

Summary of Agency Staff and Vacancies across the Service

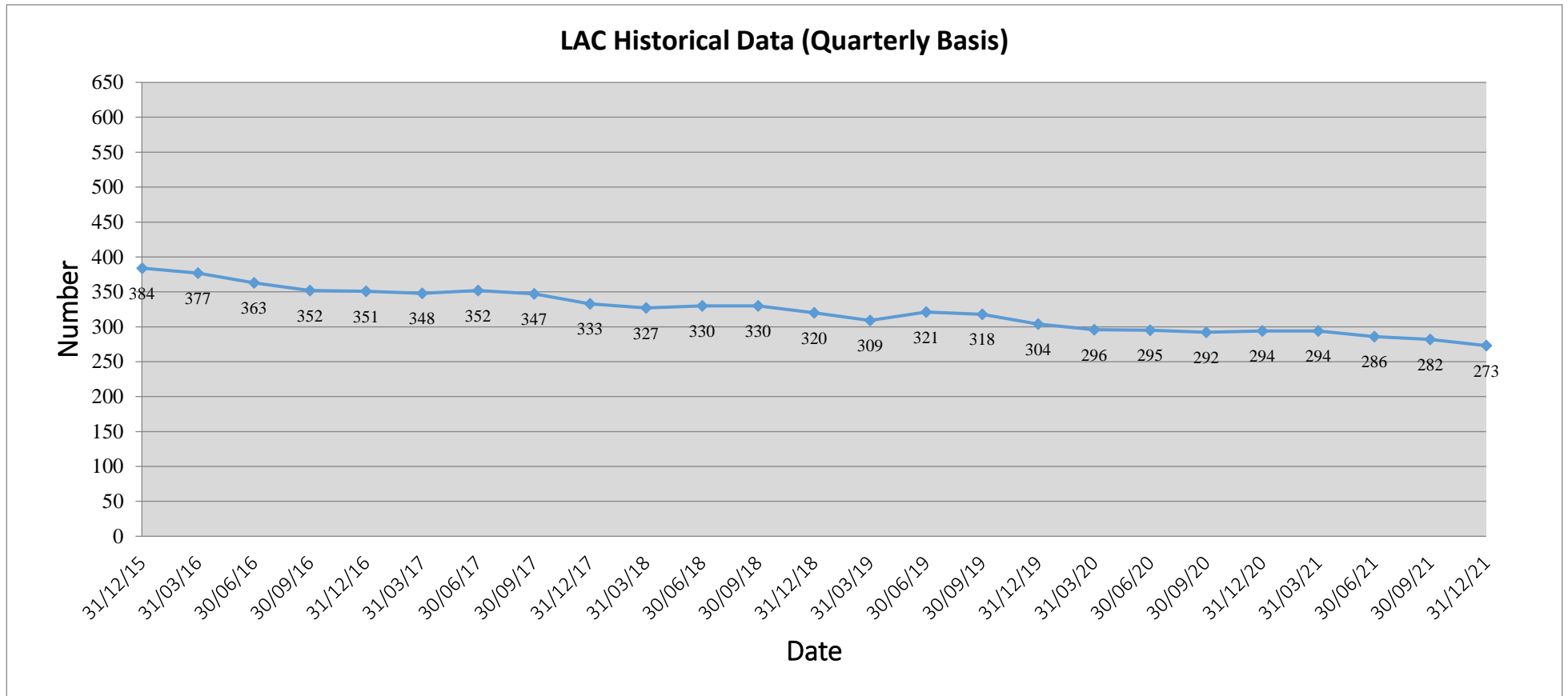
**Summary of Agency Staff and Vacancies Across the Service
(Jan 2020 - Dec 2021)**



- **High Level Measure 8 (Children & Young People Services) – Quality Assurance Overview Report**

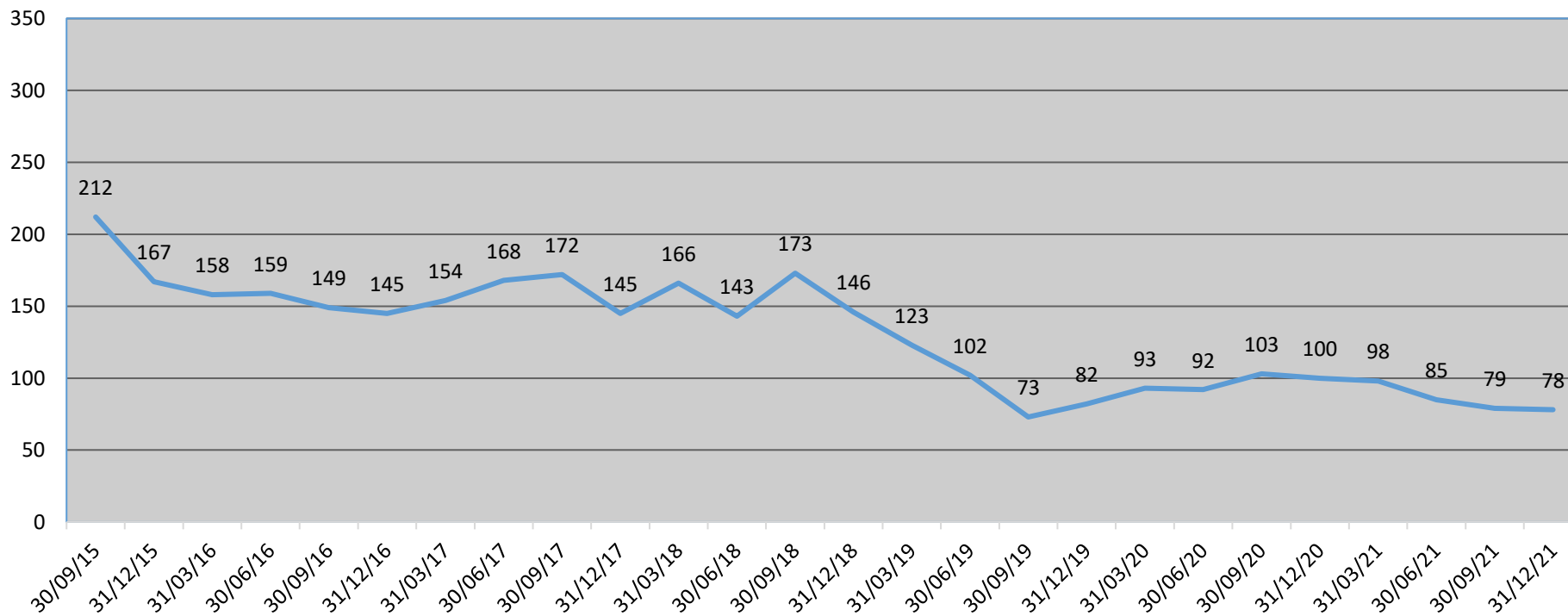
There is a Quality Assurance Programme in place which facilitates the scrutiny of various aspects of activity within Children & Young People Services. An overview of the Quality Assurance activity that has been undertaken during the **3rd Quarter Period (October 2021 – December 2021)** can be seen at **Appendix 6** of this report.

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



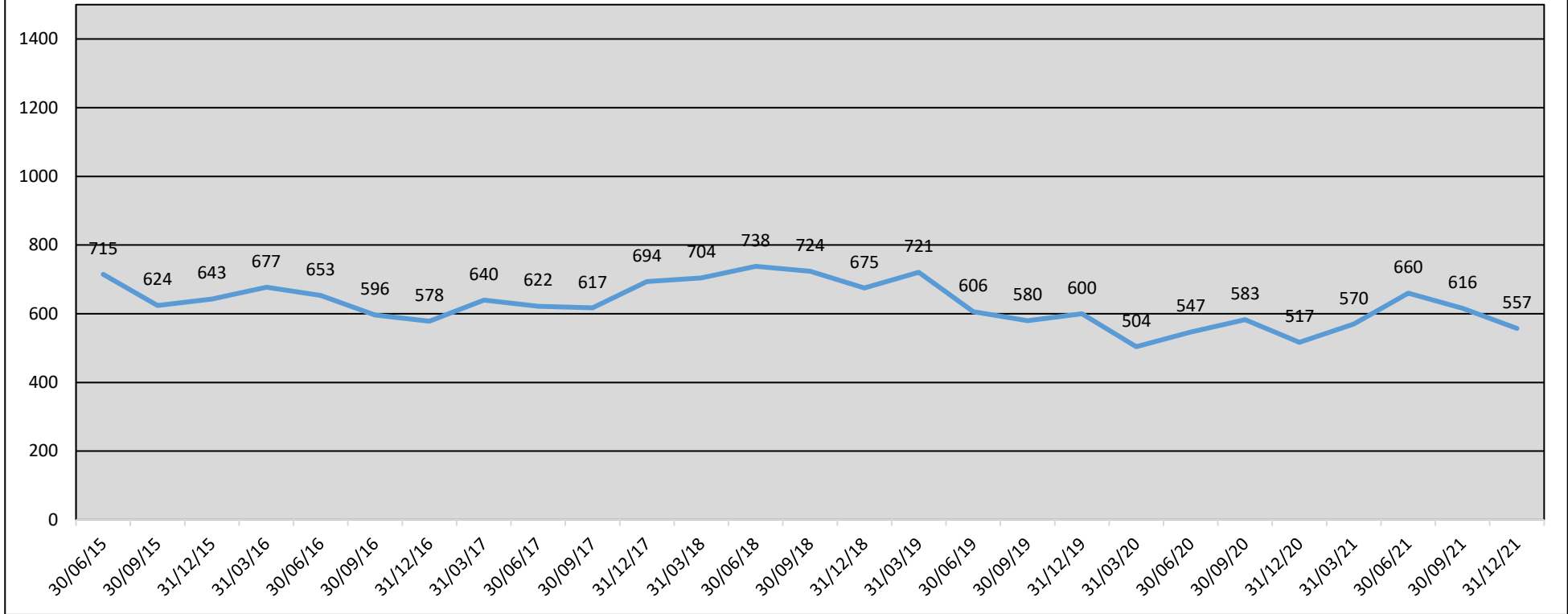
Please Note: The number of Looked after Children as at 31/12/21 – **273**

CP Historical Data (Quarterly Basis)



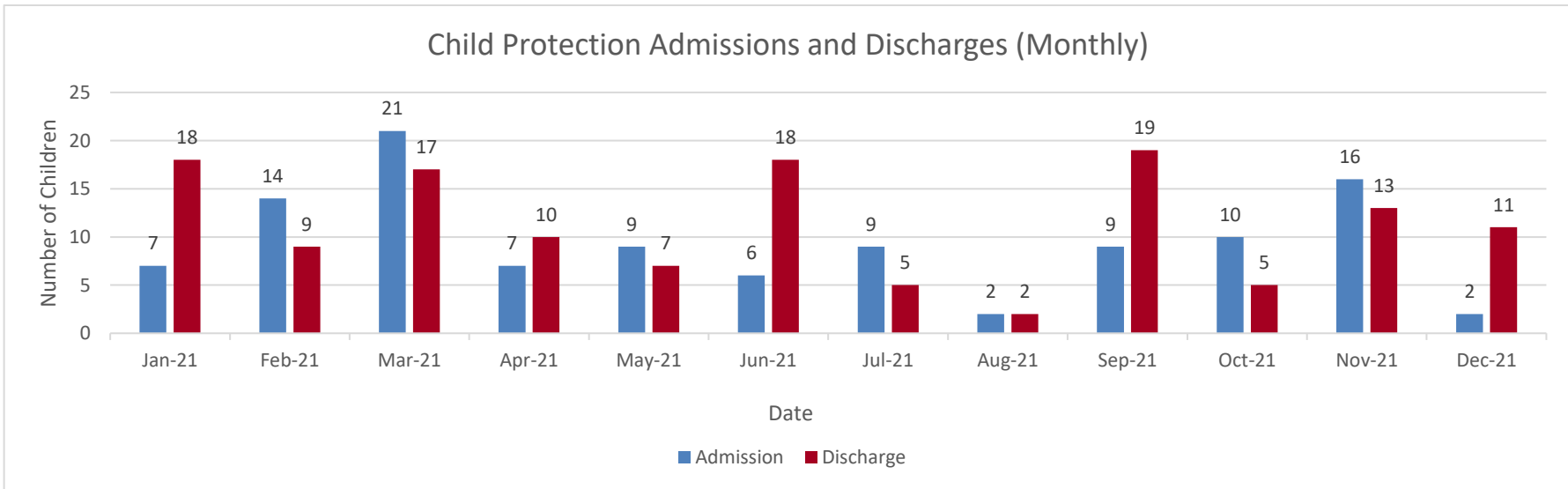
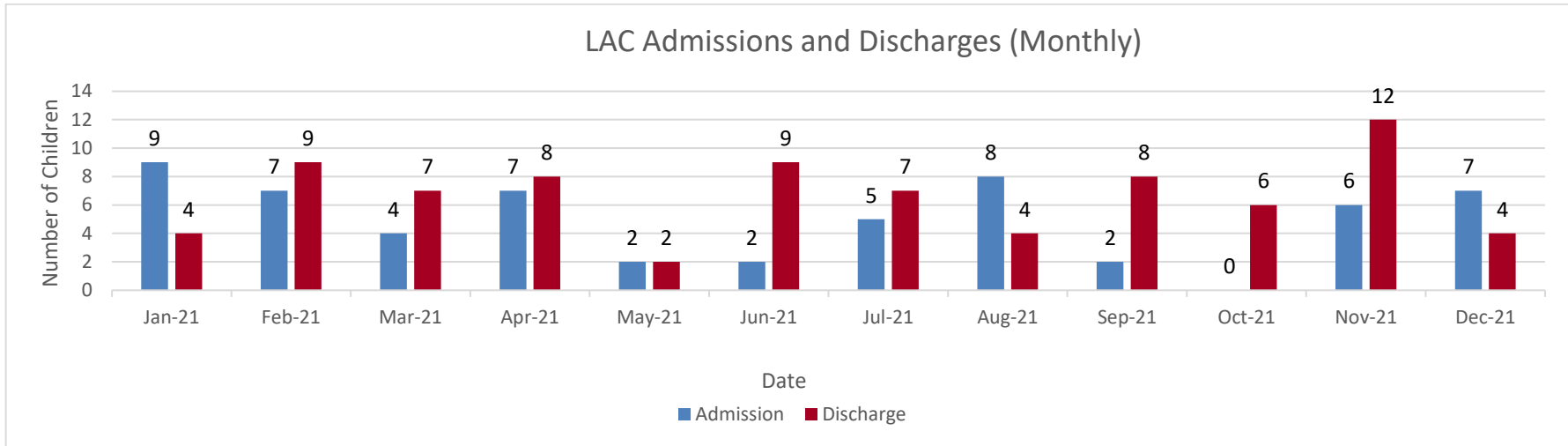
Please Note: The number of children's names on the Child Protection Register as at 31/12/2021 – **78**

Children Receiving Care and Support Historical Data (Quarterly Basis)



Please Note: The number of Children Receiving Care and Support as at 31/10/2021 – **557**

- 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 have now developed a ‘strength based model of practice’ framework to be used as model of working for both Children and Adult services. The English version of the framework was launched in the Consultant Social Worker conference on 2nd February. The Welsh version is due to be completed this week. The Framework has been developed in co-production with Social Care Wales who are planning to introduce the framework across Wales. For reference, a copy of the Framework can be seen at **Appendix 7**.

Consultant Social Worker’s Conference

A very successful virtual Consultant Social Worker Conference took place on 2nd of February with over 200 people in attendance. The day focussed on strength based models of working with guest speakers and Consultant Social Workers presenting throughout the day. Feedback about the day has been overwhelmingly positive.

Participation and engagement

The Local authority continue the commitment of all plans and paperwork being co-produced with families. The Consultant social workers are currently auditing plans to look at practice improvement in this area.

Training

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. Training of the Consultant Social Workers have commenced and the Managers are due to have refresher training in the coming weeks.

To give some context to the number of Personal Outcomes we are working towards achieving with families, of the 770 Care & Support Plans we have open across the Service, where a Personal Outcome has been identified, there are 1,326 Personal Outcomes recorded within the Care Plans. The following table provides a breakdown by team: -

Team	Number of Care & Support Plans	Number of Personal Outcomes
Looked After Children (LAC)	141	212
Child Care Disability	211	380
Llangatwg	106	167
Sandfields	52	82
Leaving Care	65	181
Dyffryn	89	134
Cwrt Sart	106	166
Total	770	1326

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

Period 1.10.21 – 31.12.21

The Engagement and Participation Officer and the Youth Justice and Early Intervention Service (YJEIS) successfully delivered the first 8 week Life Skills programme to a small group of young people receiving support from Route 16/Care Leavers Team and YJEIS. The participants successfully learnt a range of culinary skills and became competent at cooking healthy, budget meals. Further training around budgeting and laundry were undertaken. The programme concluded with the group independently cooking a chilli con carne with very limited guidance and eating together. The next programme will commence in January 2022. In December 2021, YJEIS had an inspection from HM Inspectorate of Probation. The Engagement & Participation Officer presented work undertaken throughout 2021 to the inspectors. During this period a young person's action group has been established in order to give young people a platform to voice any concerns and collaborate on service development. During the first meeting the group enjoyed bowling and dining out whilst discussing the group's identity and going forward. Further feedback will be shared when the group is more established. The voice of the young people continues to be captured in the Exit Questionnaire conducted when young people no longer need the support of the service.

Since first collaborating with Plan UK (UK's largest Girls' Rights Charity) in November 2020, the Engagement & Participation Officer has firmly established a Girls' Rights Group named Hope. Since October 2021 the group meet fortnightly and have championed Period Dignity. The members continue to raise awareness amongst our foster carers regarding being prepared in the event of a girl or young woman coming to stay in their home. The group environment nurtures honest discussion such as anxieties when going into care and simple ways that these may be eased. Hope have developed a flyer with kind, supportive words for the young person and a wish list of toiletries that foster carers could stock in the event of a girl arriving. Hope have enjoyed wellbeing sessions in Craig Gwladys Woods with Small Woods Wales Association, trampolining and a Christmas Party.

The Junior Safeguarding Board (JSB) attended an event in Port Eynon where the young people put the finishing touches to the Equal-Tea Resource Pack. The event included beach art, human hungry hippos, bbq and consultation. The resource was signed off by JSB members and sent to print. Equal-Tea was launched during National Safeguarding Week via social media platforms and delivered to Secondary Schools and community groups across NPT and Swansea. Feedback from the resource will be collated, presented to young people and used to plan 2022.

The Engagement Officer has collaborated with NPT Youth Service to further support Yovo. The group meet up on a fortnightly basis at their new home in Llansawel. The Youth Service provide activities for the young people. The group is also supported by the Children's Rights Unit Neath and encouraged to partake in consultation and social action projects. Yovo have enjoyed archery, nerf wars, crafts, chippy tea and more. A target for 2022 is to increase numbers as engagement has been increasingly difficult throughout the pandemic.

To provide opportunities for children and young people with disabilities the Engagement & Participation Officer (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. The end of 2021 was celebrated with a modern nativity performance from the children. Foster carers were invited to enjoy the show.

Children & young people with complex/additional learning needs have been proactive in helping to shape services and have a voice. To support Commissioning, the E&PO organised consultations with children & young people and Carers/Parents to give their views on services. Consultations centred round respite care and upcoming contracts put out to tender. With the support of Ysgol Maes Y Coed and Action for Children two coffee mornings were held, questionnaires posted to families and children consulted in school and in Park House.

A further project has commenced to improve communication between emergency service personnel and Children & Young People (C&YP) with complex needs. The E&PO has co-ordinated initial meetings between the emergency services, Children's Rights Unit & Ysgol Maes Y Coed and organised a fun 'Community Heroes' day in the school. Over 100 C&YP with complex needs met the Police, Ambulance and Fire staff and taught them essential phrases in British Sign Language. Next steps will be to develop a training tool to educate front line staff on how to communicate with C&YP with complex needs in an emergency.

Throughout the October Half Term a number of fun engagement events were organised along with events for ongoing projects. Three surfing sessions were organised with Surfability in Caswell Bay. The sessions catered for children with complex needs and included fully adapted surf boards to meet the needs of children with physical disabilities. A further surfing lesson was organised for able bodied C&YP with Surf School Wales on Aberavon Beach. Further engagement opportunities over the school holiday included Circus Eruption event & consultation, JSB event in Port Eynon, Girls' Rights Woodland Wellbeing and YJEIS Life Skills.

As part of NPT Children's Services commitment to Children's Rights, the E&PO supported Children's Rights Unit (CRU) to deliver training to foster carers. The workshop introduced the UNCRC and the efforts we are making to allow C&YP to access their rights. A working group has been established to incorporate a rights based approach to our service and are currently planning how to embed Children's Rights in our day to day work. The Participation Champions continue to meet quarterly to promote engagement and share information.

Children & Young People were consulted with on 'Outcomes'. Children and Young People were contacted via phone by the engagement team to glean their views on their Plan and any work undertaken regarding Outcomes. An engagement event was held to give children an opportunity to have a voice. The event was delivered by Circus Eruption and gave children a chance to talk about what matters to them through fun and creative ways. Children & Young People were also given opportunities to engage in the 'Let's Talk' consultation throughout this period.

In December, staff from across Social Services, Health & Housing enjoyed our very first online staff awards. The Engagement & Participation Team helped facilitate the planning and delivery of the event.