



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

**Appendix 5**  
**Children & Young People**  
**And**  
**Adult Services**  
**High Level Measures**

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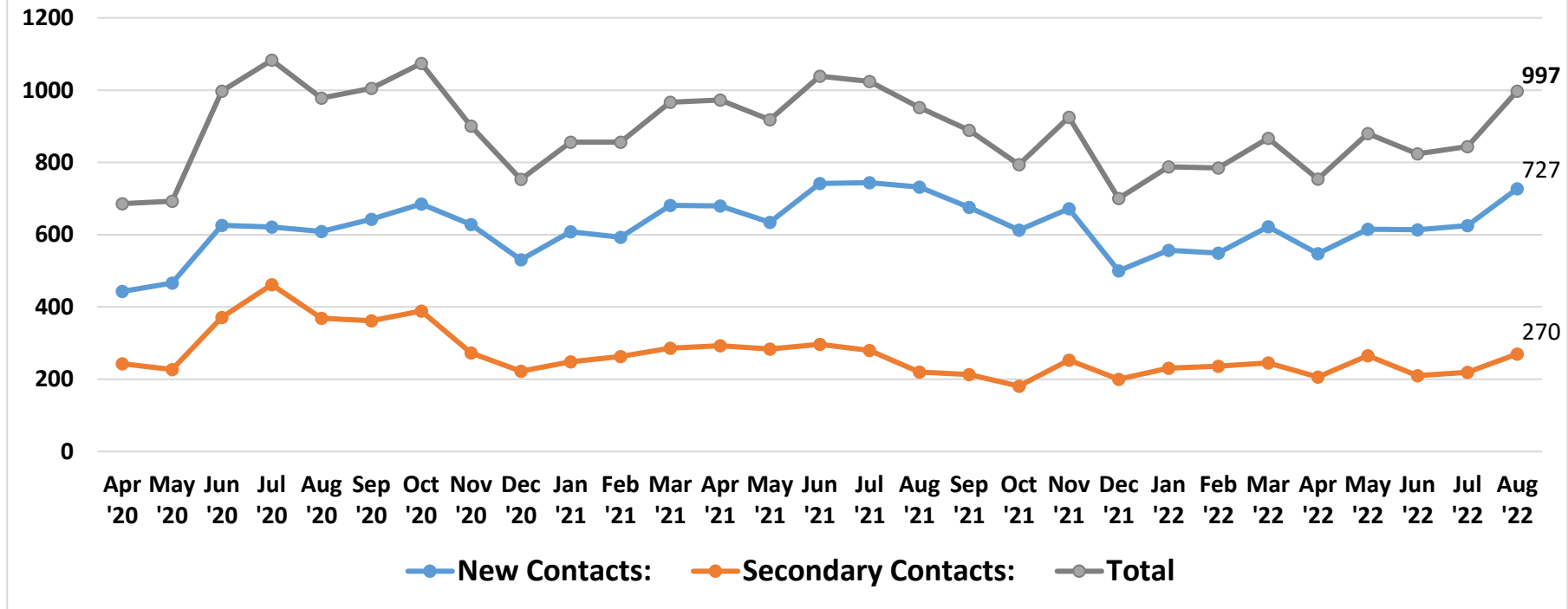
**HLM1 - Average caseload analysis as @ a date for Adult Services Social Care qualified staff**

Caseload Analysis as @ 26<sup>th</sup> September 2022

Team	Available Hours	FTE Equivalent	Active Cases	Highest Worker Caseload	Average Caseload per Worker
Afan Network	481	13	246	29	<b>18.9</b>
Neath Network	659	17.81	297	24	<b>16.5</b>
Upper Valleys	400	10.81	202	28	<b>18.4</b>
CMHT Tonna	244.5	6.61	73	13	<b>10.4</b>
CMHT Forge	185	5	67	23	<b>13.4</b>
Complex Disability	429	11.59	211	34	<b>17.6</b>
<b>Totals</b>	<b>2,398.5</b>	<b>64.82</b>	<b>1,096</b>		
<b>Average FTE Caseload</b>					<b>16.9</b>

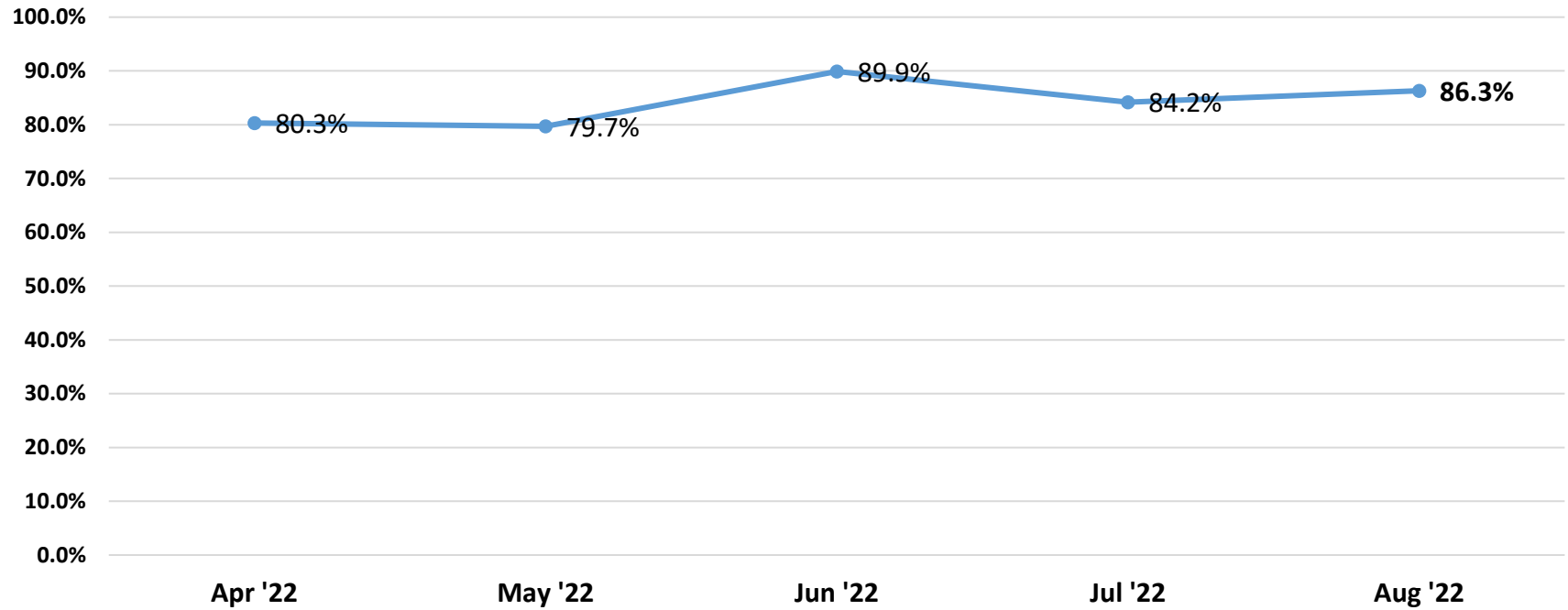
**HLM 1** – Includes Qualified Social Workers, Consultant Social Workers and Deputy Team Managers (Excludes Team Managers).  
**FTE** = Full-time Equivalent

**HLM 2 - Adult Services SPOC (Single Point of Contact)  
New & Secondary Contacts received during the month**



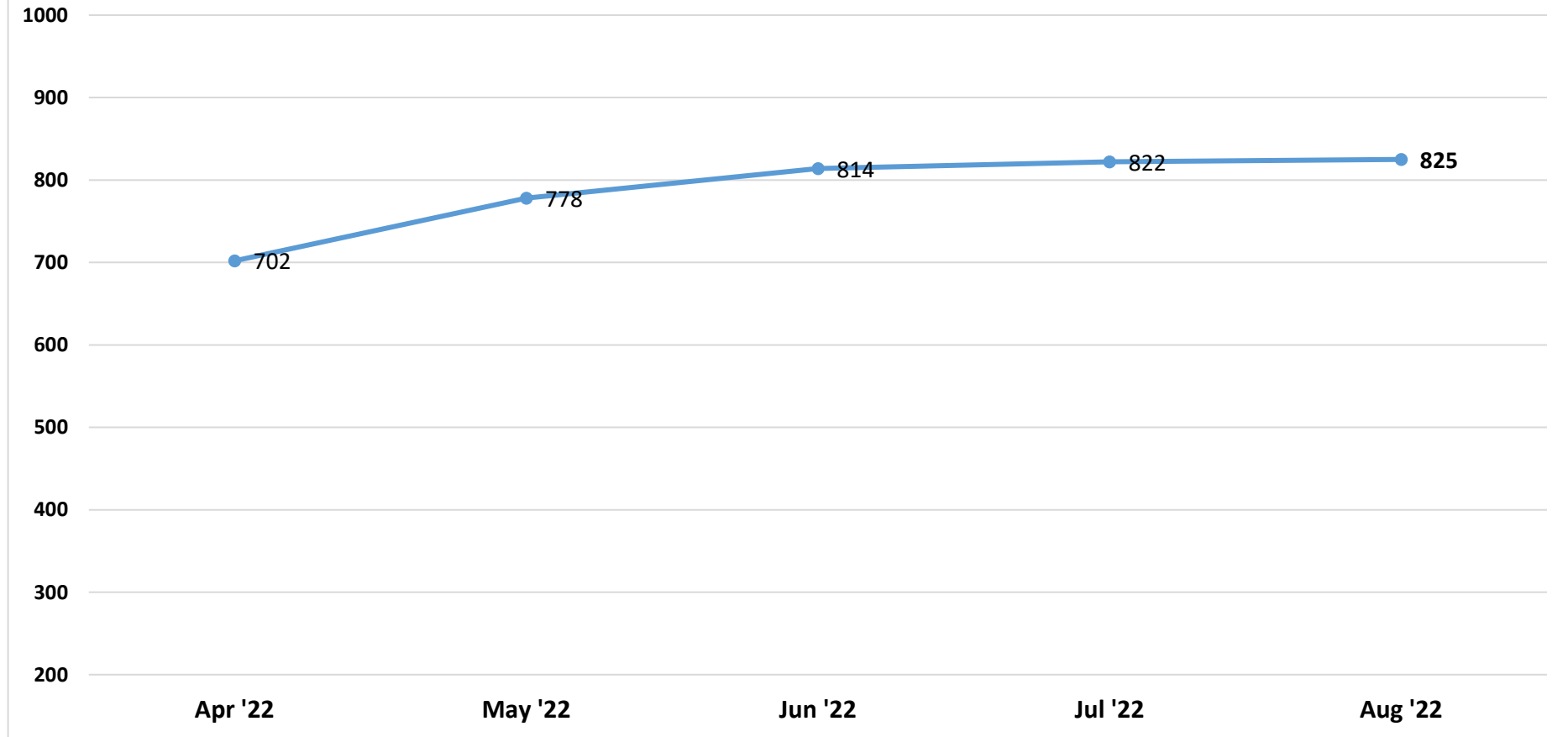
***HLM 2 – ‘New Contacts’ are those which are not currently known to the service. ‘Secondary contacts’ are those which are known to the service and currently open to a team.***

**HLM 3 - Percentage of supervisions completed within timescale as @ end of the month  
[Networks/CMHT's/Complex Disability only]**



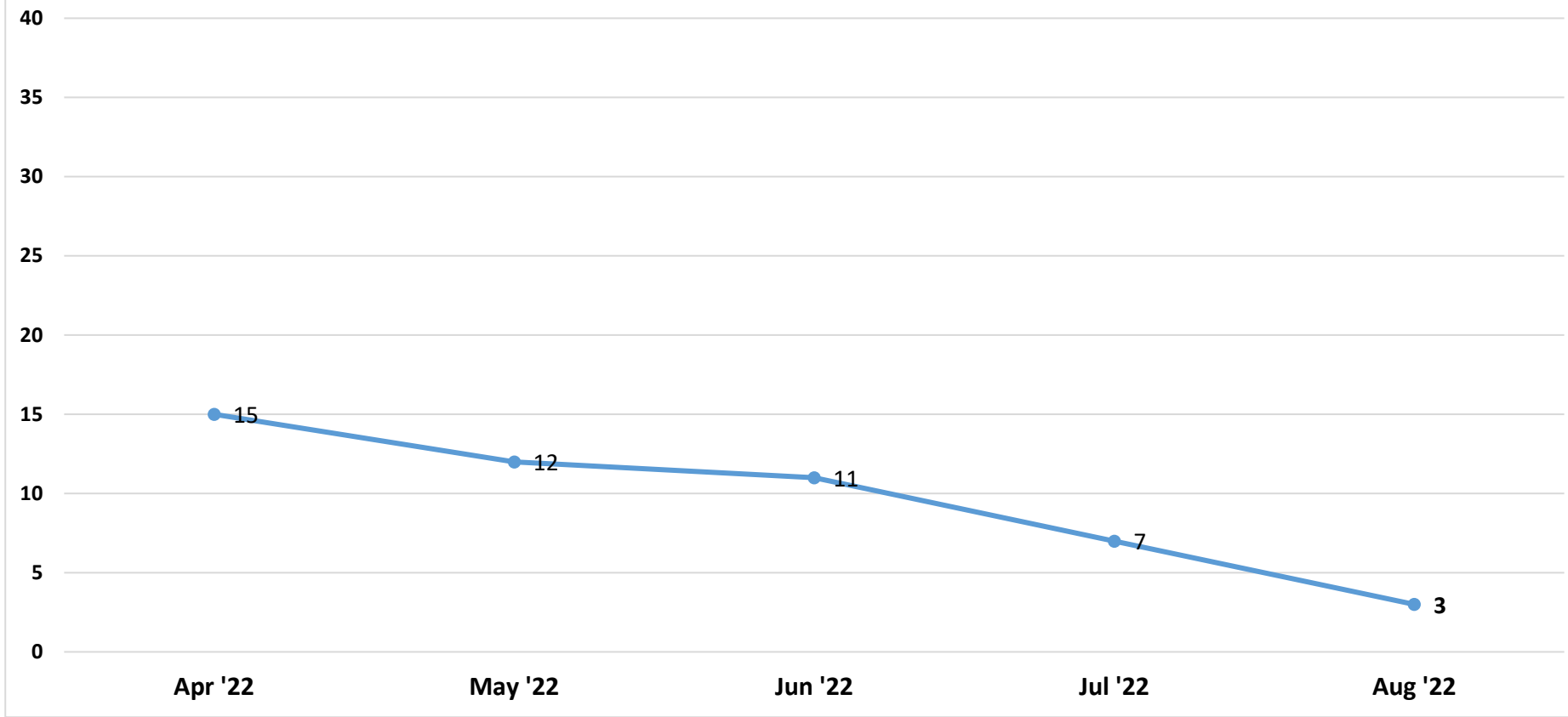
***HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days as at the end of each month.***

**HLM 4 - Number of overdue reviews as @ end of the month  
[Networks/CMHT's/Complex Disability only]**



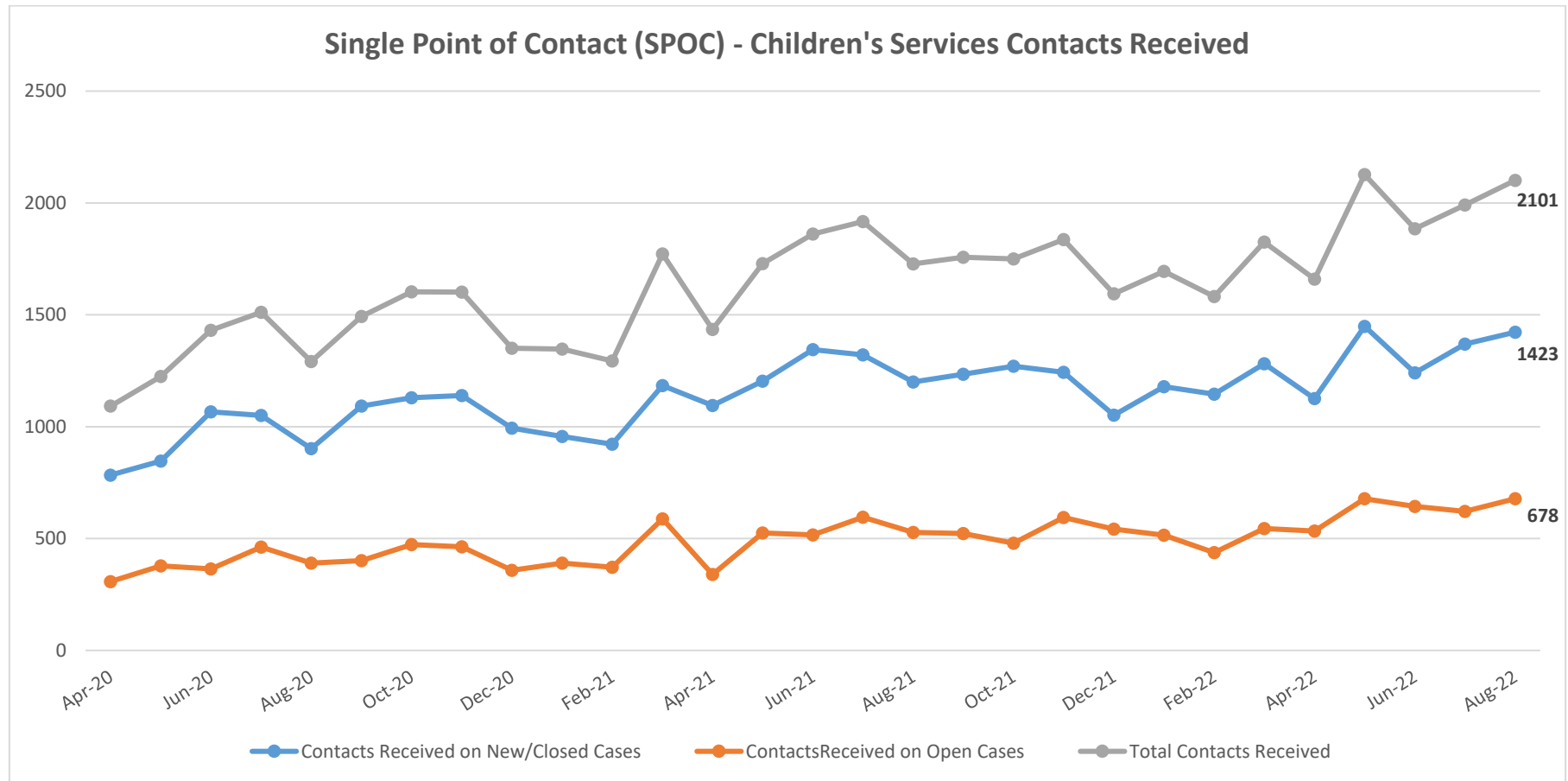
*HLM 4 – Includes all reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just for that month. There is a statutory requirement to review a service user’s care plan every 12 months.*

**HLM 5 - Number of brand new care home admissions during the month**



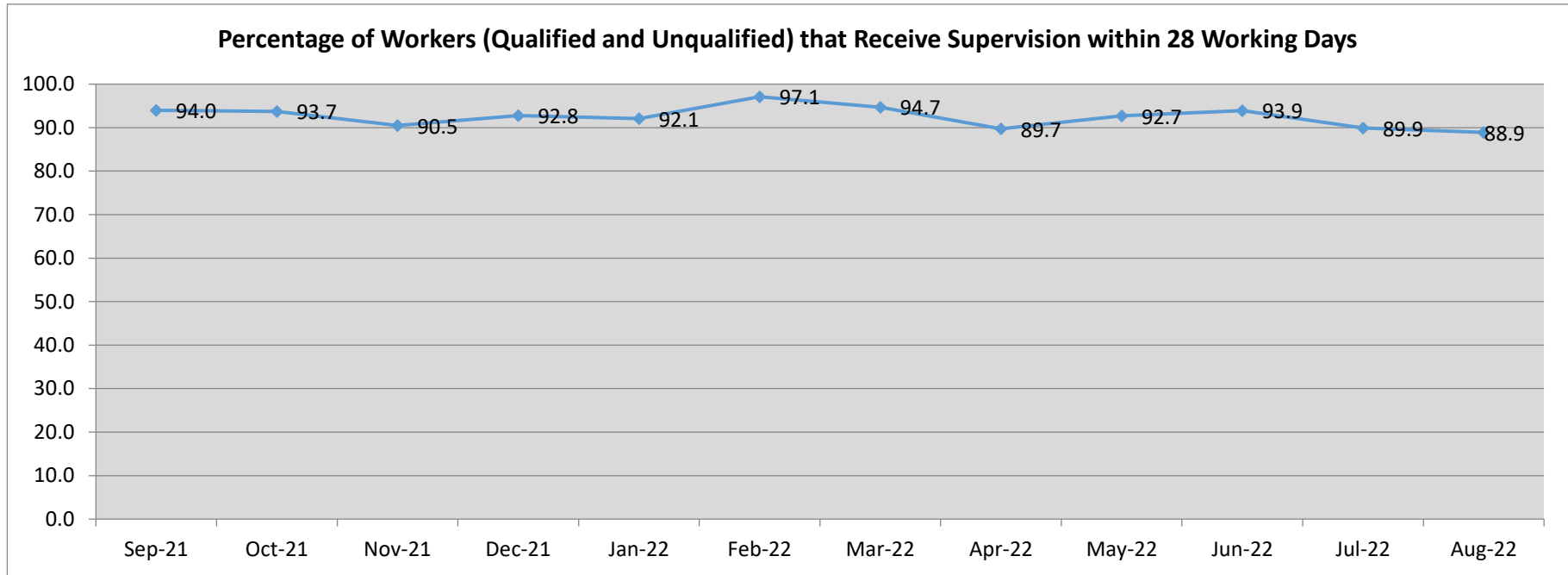
***HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Extra Care, Residential Reablement and Out of County placements).***

- **High Level Measure 6 (Children & Young People Services) – Number of Contacts Received into the Service**

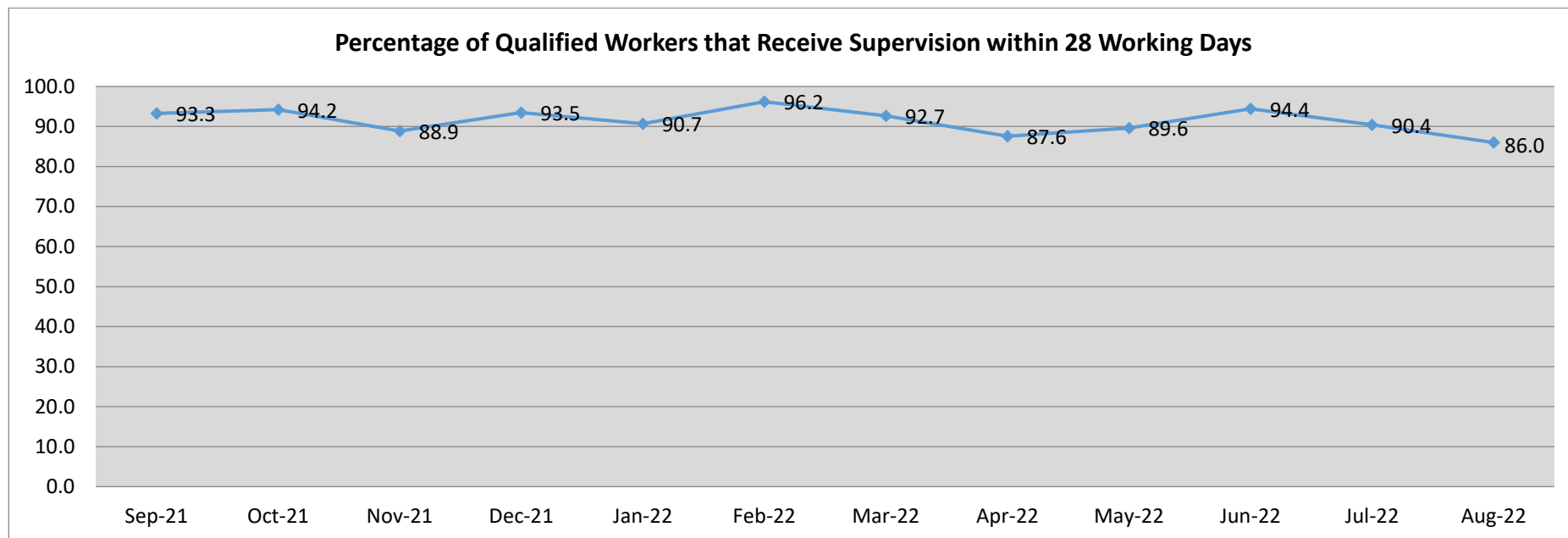




• **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**

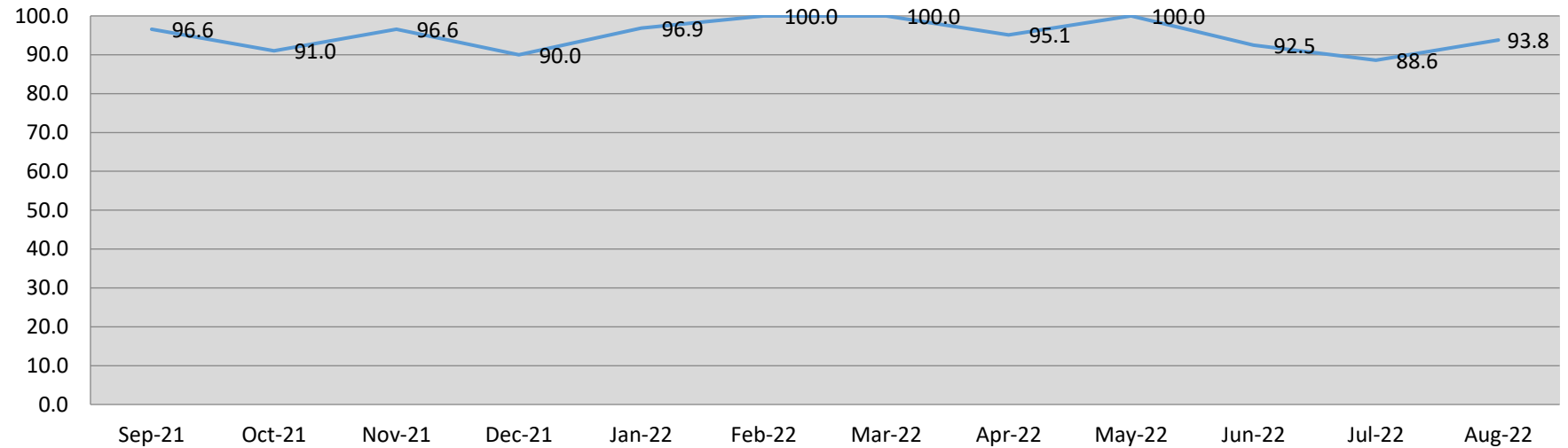


	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
<b>Performance Indicator/Measure</b>	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	94.0	93.7	90.5	92.8	92.1	97.1	94.7	89.7	92.7	93.9	89.9	88.9
Number of workers due Supervision	134	126	137	138	139	139	150	146	151	147	148	171
Of which, were undertaken in 28 working days	126	118	124	128	128	135	142	131	140	138	133	152



	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
<b>Performance Indicator/Measure</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
The % of Qualified Workers that receive Supervision within 28 working days	93.3	94.2	88.9	93.5	90.7	96.2	92.7	87.6	89.6	94.4	90.4	86.0
Number of workers due Supervision	105	104	108	108	107	104	109	105	106	107	104	107
Of which, were undertaken in 28 working days	98	98	96	101	97	100	101	92	95	101	94	92

**Percentage of Unqualified Workers that Receive Supervision within 28 working days**



	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
<b>Performance Indicator/Measure</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
The % of Unqualified Workers that receive Supervision within 28 working days	96.6	91.0	96.6	90.0	96.9	100.0	100.0	95.1	100.0	92.5	88.6	93.8
Number of workers due Supervision	29	22	29	30	32	35	41	41	45	40	44	64
Of which, were undertaken in 28 working days	28	20	28	27	31	35	41	39	45	37	39	60

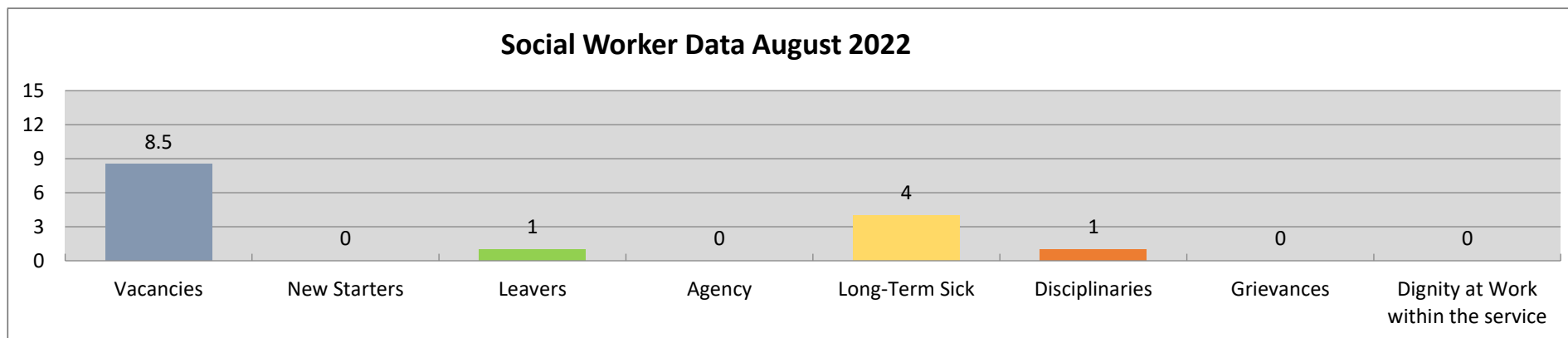
- **High Level Measure 8 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service**

As at 31st August 2022	Caseload Information - Qualified Workers, including Deputy Team Managers				
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Average Caseload per Worker
Cwrt Sart	333.0	9.0	109	15	12.1
Disability Team	429.0	11.6	162	16	14.0
LAC Team	400.5	10.8	123	18	11.4
Llangatwg	407.0	11.0	137	21	12.5
Sandfields	296.0	8.0	104	15	13.0
Route 16	263.7	7.1	71	14	10.0
Dyffryn	363.0	9.8	88	13	9.0
Intake	518.0	14.0	192	30	13.7
<b>Totals</b>	<b>3,010.2</b>	<b>81.4</b>	<b>986.0</b>		
<b>Average Caseload - CYPS</b>				<b>17.8</b>	<b>12.1</b>

**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.

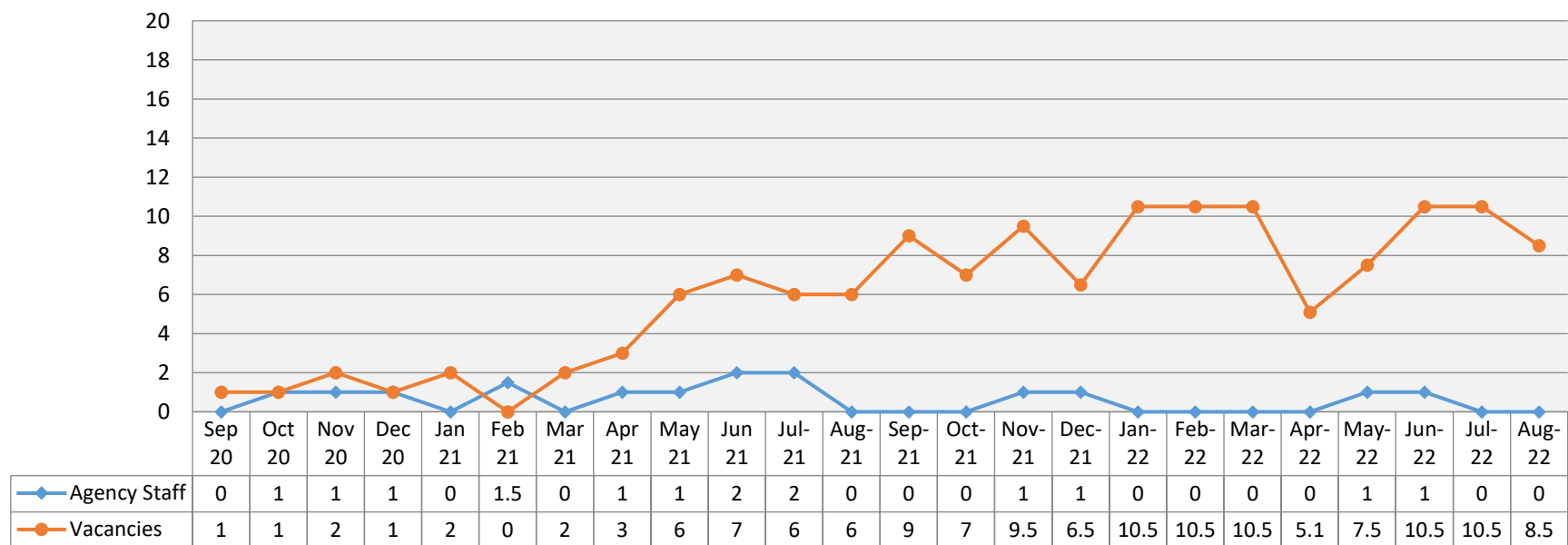
- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	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
<b>Vacancies</b>		1	6		0.5 (from Oct 2022)	1 (Temp for IFSS)		8.5
<b>New Starters</b>								0
<b>Leavers</b>			1					1
<b>Agency</b>								0
<b>Long-Term Sick</b>			4					4
<b>Disciplinarys</b>								1
<b>Grievances</b>								0
<b>Dignity at Work within the service</b>								0

## Summary of Agency Staff and Vacancies across the Service

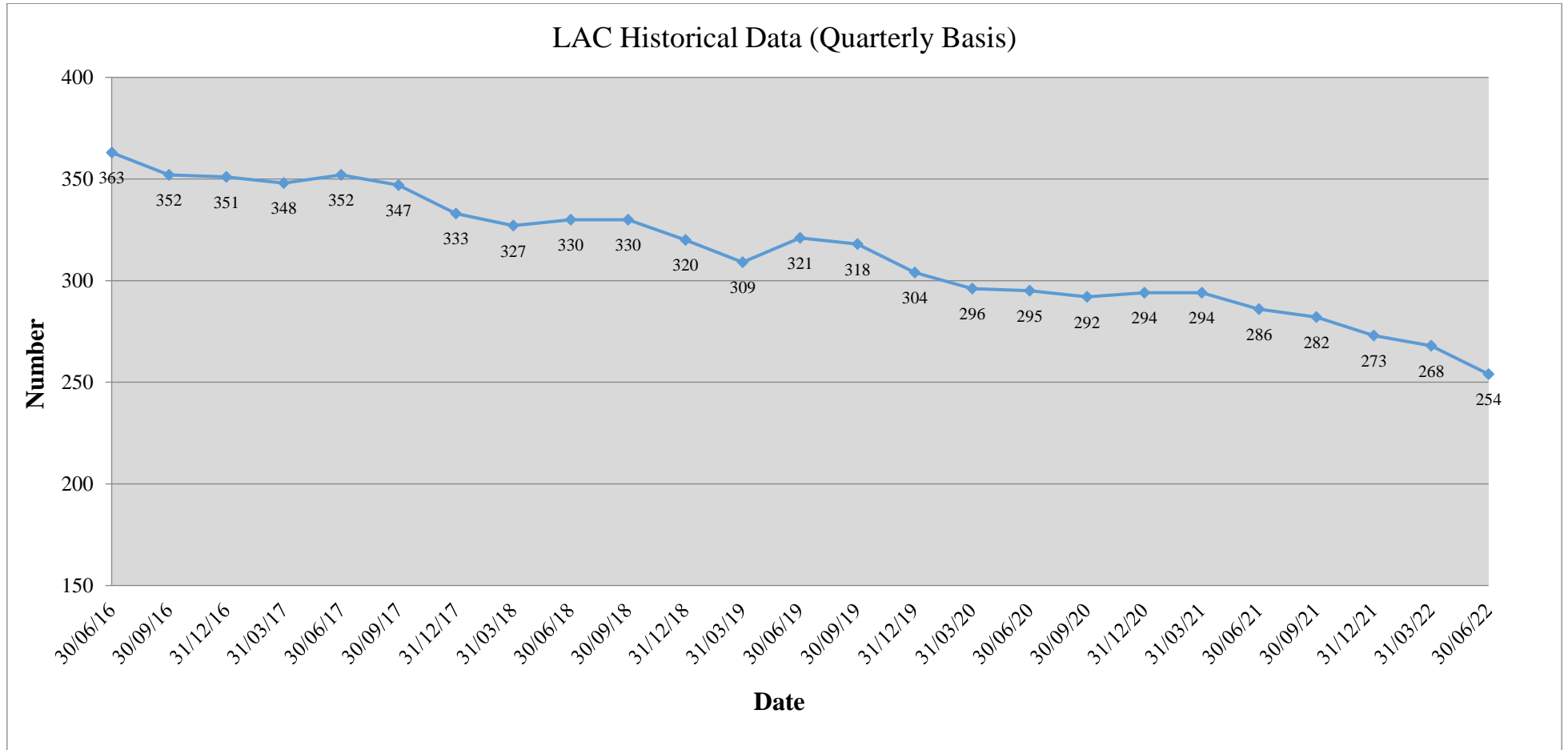
### Summary of Agency Staff and Vacancies Across the Service (Sep 20 - Aug 22)



- **High Level Measure 10 (Children & Young People Services) – Quality Assurance Overview Report**

There is a Quality Assurance (QA) Programme in place, which facilitates the scrutiny of various aspects of activity within Children & Young People Services. The findings of the QA activity undertaken during the **1<sup>st</sup> Quarter Period (Apr 22 – Jun 22)**, can be seen at **Appendix 6**.

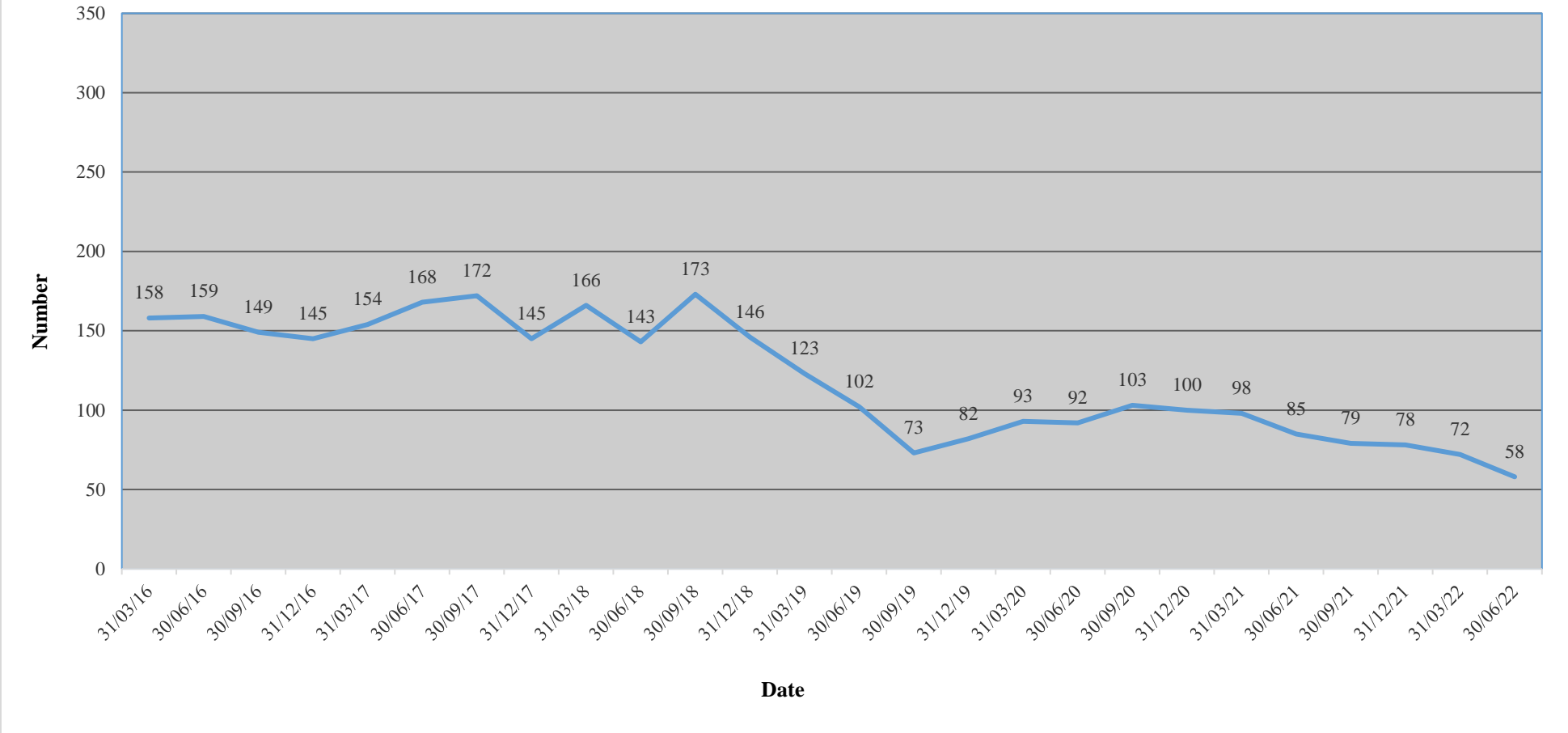
• **High Level Measure 11 (Children & Young People Services) – Number of Looked After Children (Quarterly)**



**Please Note:** The number of Looked after Children as at 31/08/22 – **264**

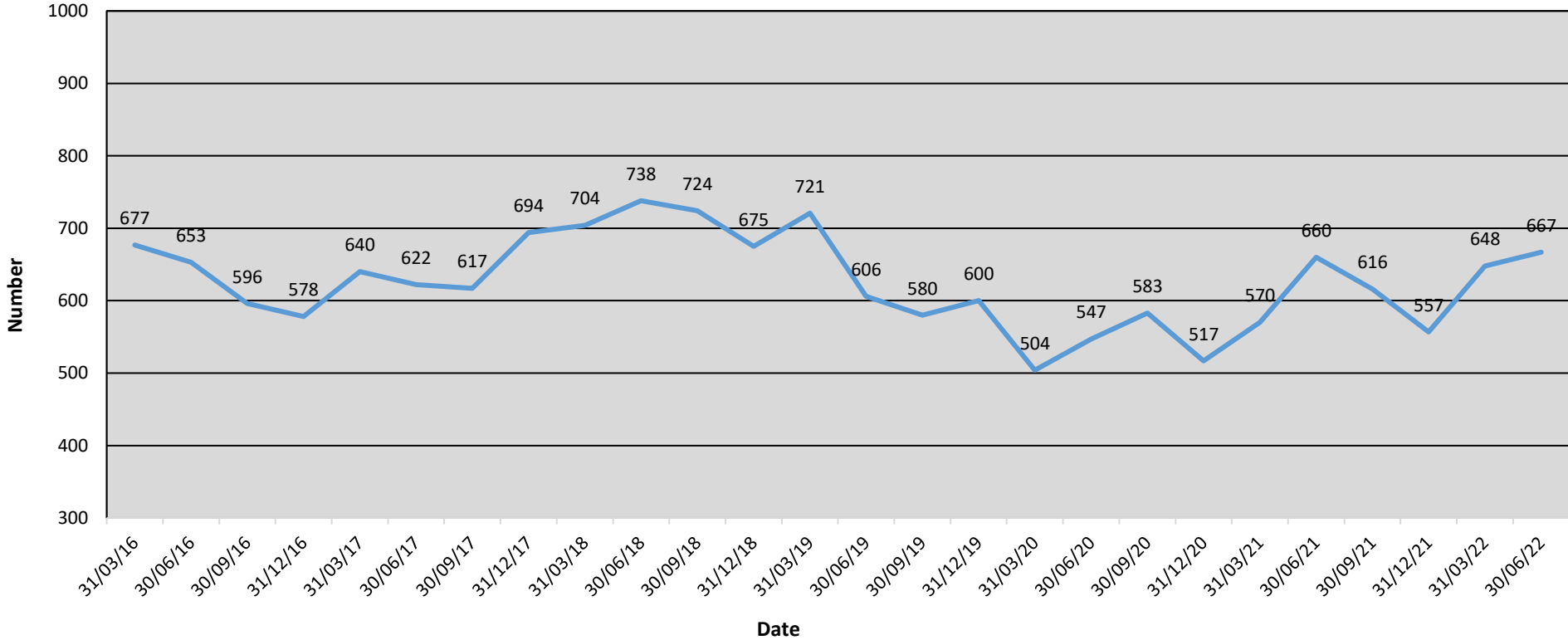


Child Protection Historical Data (Quarterly Basis)



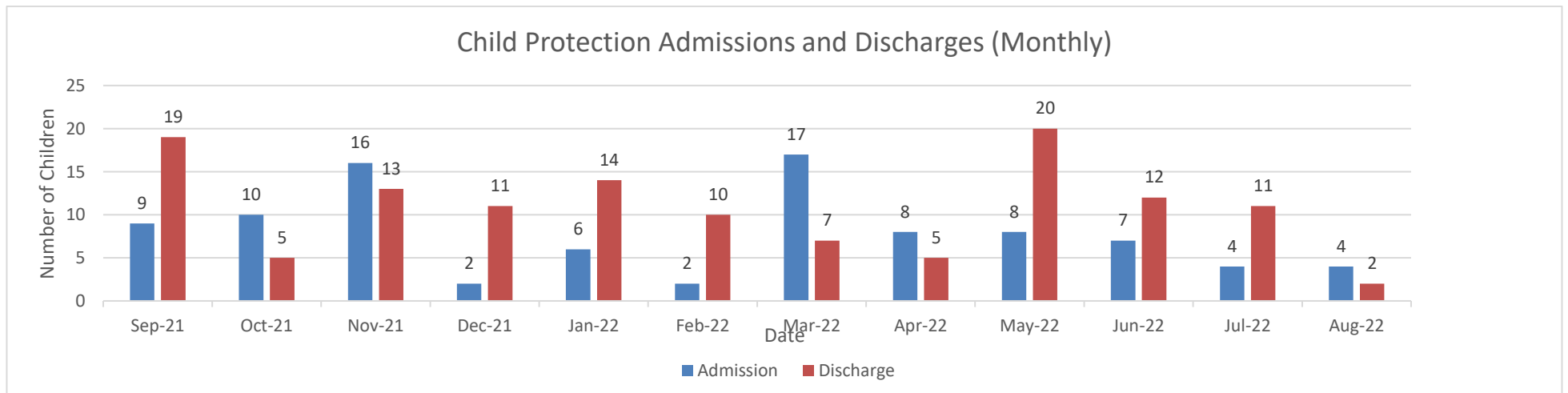
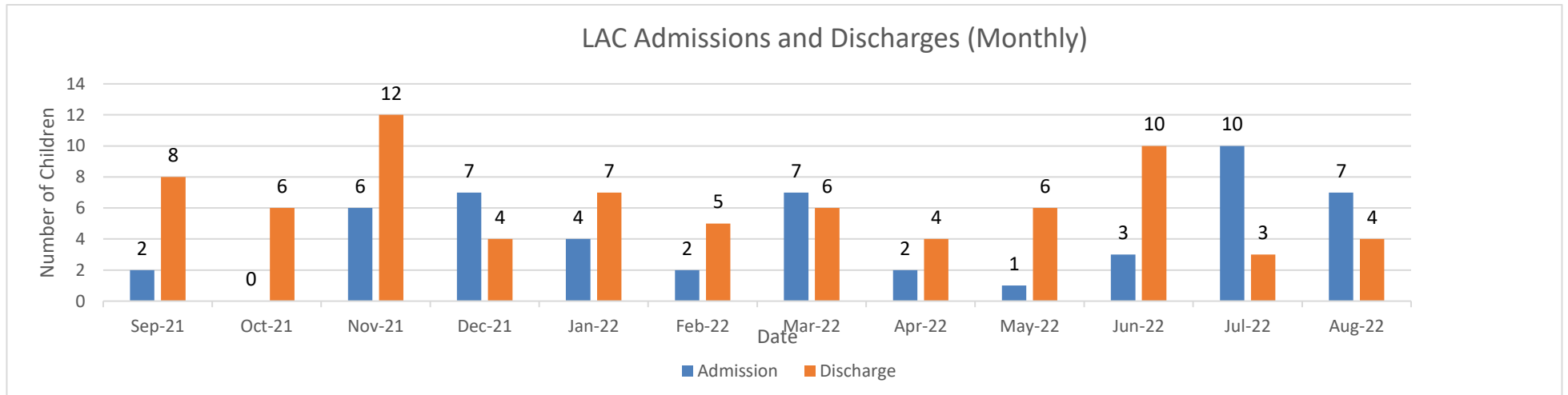
**Please Note:** The number of children’s names on the Child Protection Register as at 31/08/2022 – **53**

Children Receiving Care and Support Historical Data (Quarterly Basis)



**Please Note:** The number of Children Receiving Care and Support as at 31/08/2022 – **623**

- High Level Measure 12 (Children & Young People Services) – Looked after Children & Child Protection Admissions and Discharges.**



- **High Level Measure 13 (Children & Young People Services) – Personal Outcomes**

Following the successful launch of the strengths based model of practice framework on 2<sup>nd</sup> February, the Local Authority are developing an interactive guidance handbook to sit alongside the framework. The handbook will provide a comprehensive, systematic guide, as to how we work co-productively with families. The contemporary handbook will be interactive, guiding readers to further video links and pieces of work that relates to the framework model of working. We anticipate the handbook will be completed early 2023. Neath Port Talbot continues to meet in national forums with other local authorities, partners and third sector networks as well as social care wales and academics to improve and share practice across Wales.

There is a dedicated outcome focussed consultant social worker in place, who attends teams throughout children and adult services to support practitioners to embed the framework within their practice and undertake reflective practice mentoring. The consultant is also available for surgeries to help with individual case management.

### **Training**

Team managers and consultant social workers have received refresher training on ‘outcome focussed’ practice. Internal staff delivered the training, in order to promote a ‘train the trainer’ approach in this area. This shows a real commitment to working in collaboration with families and providing an excellent service. Training is also being provided via multi-agency forums across the County. The first training session took place in the Cwrt Sart area and feedback from partners was very positive with the consensus expressing a real need to continue with the multi-agency training forums.

To give some context to the number of Personal Outcomes we are working towards achieving with families, of the **773** Care & Support Plans we have open across the Service, where a Personal Outcome has been identified, there are **1,403** Personal Outcomes recorded within the Care Plans. The following table provides a breakdown by each team: -

<b>Team</b>	<b>Number of Care &amp; Support Plans</b>	<b>Number of Personal Outcomes</b>
Looked After Children (LAC)	117	191
Child Care Disability	228	419
Llangatwg	106	177
Sandfields	87	146
Leaving Care	69	210
Dyffryn	75	103
Cwrt Sart	91	153
<b>Total</b>	<b>773</b>	<b>1403</b>

- **High Level Measure 14 (Children & Young People Services) – Participation & Engagement (Voice of the Child)**

The Engagement & Participation Team is a small team established some three years ago across both Children and Adult Services. The main aim is to be inclusive and elicit the views of the service user to help inform practice and services going forward. The Team facilitates all surveys that are required across the Directorate, organises Consultation Events, as well as a variety of activities for our children and young people. The Team deliver co-production training to the workforce, which is integral to the Outcomes Framework, to name a few of their tasks and responsibilities. Below is an insight into the work that has been taking place across Children's Services during the 1<sup>st</sup> quarter reporting period (April 22 – June 22).

The Engagement and Participation Officer (EPO) and the Youth Justice and Early Intervention Service (YJEIS) have continued to deliver the Life Skills programme to support care leavers and YJEIS service users. Over an 8-week period, young people attend every Tuesday 10am to 1pm. The participants successfully develop a range of culinary skills and become competent at cooking healthy, budget meals. Further training around budgeting and laundry is also delivered. It has become evident that the project offers more than basic life skills, as the participants enjoy the social aspect and improved wellbeing from regular interaction with peers and professionals. The voices of young people continues to be captured in the exit questionnaires conducted when the young people no longer need the support of the service. Young people have played a key role in developing a new board game to help support service users. Our young people engaged in consultation events to co-produce the resource.

Throughout April and May, our young people took part in a 10-week Motorbike Maintenance course. In collaboration with Vocational Education Cardiff and Foreshore MCX, young people attended a full day every week for a 10-week period. The course taught participants to fully service a Motorbike and ride with confidence on the dirt track. The experience was attended by some of our most hard to reach young people working with YJEIS and Children's Services and was well received by those who attended.

Our project to improve communication between Emergency Service personnel and children & young people with complex needs has continued to progress. The EPO has co-ordinated meetings between the Emergency Services, Children's Rights Unit & Ysgol Maes-Y-Coed to further develop this resource. Steps to develop a training tool to educate front line staff on how to communicate with children & young people with complex needs in an emergency have been undertaken and filming commenced throughout this period.

In June, Neath Port Talbot Children's Services achieved the Participation Standards Kite Mark from Children in Wales. Neath Port Talbot Children's Services are one of the 1<sup>st</sup> Children's Services in Wales to receive this award. This award is in recognition of meeting the seven participation standards; Information; It's your choice; No discrimination; Respect; You get something out of it; Feedback; & Working better for you. The evidence we provided, demonstrated our commitment to Children's Rights and meeting the required standards. Work from across the Service was evidenced and the EPO attended a two-hour interview with a panel of young people.

The Girls' Rights Group 'Hope' has continued to flourish. Since October 2021, the group have met 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 in which these may be eased. During the Half Term, Hope organised a 'Pamper Day' at Base 15 for girls. They enjoyed a glass of sparkly apple and numerous beauty and wellbeing treatments. Yoga, nails, cake making, hair & make-up, relaxation activities, goody bag and lunch were enjoyed by the girls.

To provide opportunities for children and young people with disabilities, the EPO has continued to support the music group in Ysgol Hendre Felin. The group enjoy fun activities along with singing. Through links developed by the EPO, Circus Eruption attended the group on a fortnightly basis to teach circus skills. Music tuition provided, gave members the opportunity to learn the piano and enjoy drum sessions. Fifteen children took part in a trip to the Wales Millennium Centre to watch the theatre show School of Rock.

Throughout the June Half-term, a number of events were organised, including, Go-Karting in Margam Park, Gorge Walking in Pontneddfechan with an outdoor activity company, learning Bushcraft in Margam Park and Stand Up Paddle Boarding in the Swiss Valley Reservoir. All the events were well attended by our children and young people.

We have developed strong links with the Children's Commissioner for Wales Office. One of the very first groups the newly appointed Commissioner visited was Hope, where she enjoyed making smoothies on the smoothie bike and discussing topical issues with our young people. The group also attended by invitation an evening with the Commissioner to discuss her commitment to children and young people in Wales and share the good work the group have been doing around Period Dignity for care experienced young people.

Throughout June, music production sessions were held in Base 15 in collaboration with Tune Into Your Potential. The charity help young people learn the necessary skills to find employment in the music industry.

To further support families, the EPO worked alongside Team around the Family (TAF), to encourage mum's to join a local walking group set up by Bulldogs Community Gym to improve their wellbeing and fitness. They enjoyed weekly walks locally with the group, which culminated in a day out walking in Garwnant Country Park in the Brecon Beacons. Some members of the group have continued to access the support of Bulldogs.

In June, we launched the Beaches 2 Beacons project. This project, developed by the EPO with Summer of Fun funding, supports our children and young people to visit and enjoy beauty spots in Neath Port Talbot and visit the National Park. The first session took place on Aberavon Beach, where the children enjoyed SUP Boarding, beach art and a picnic. The project aims to improve well-being, develop understanding of the environment & how to look after it and experience new places. The project will continue throughout the Summer Holidays.

The EPO is committed to personal professional development and has started the training process to become a Hill and Moorland Leader in order to become more self-sufficient and cost effective for future outdoor activities with children and young people. The initial three-day training programme took place in May. In order to deliver Bike Maintenance workshops to



our children & young people, a Level 1 Bike Maintenance qualification has been achieved and grant money has been utilised to purchase bike maintenance equipment to deliver a programme of wellbeing centred round bikes. This project plans to start in the autumn 2022. All activities are promoted on twitter, using the handle 'NPT Engagement' and shared internally via Microsoft Teams.