



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

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

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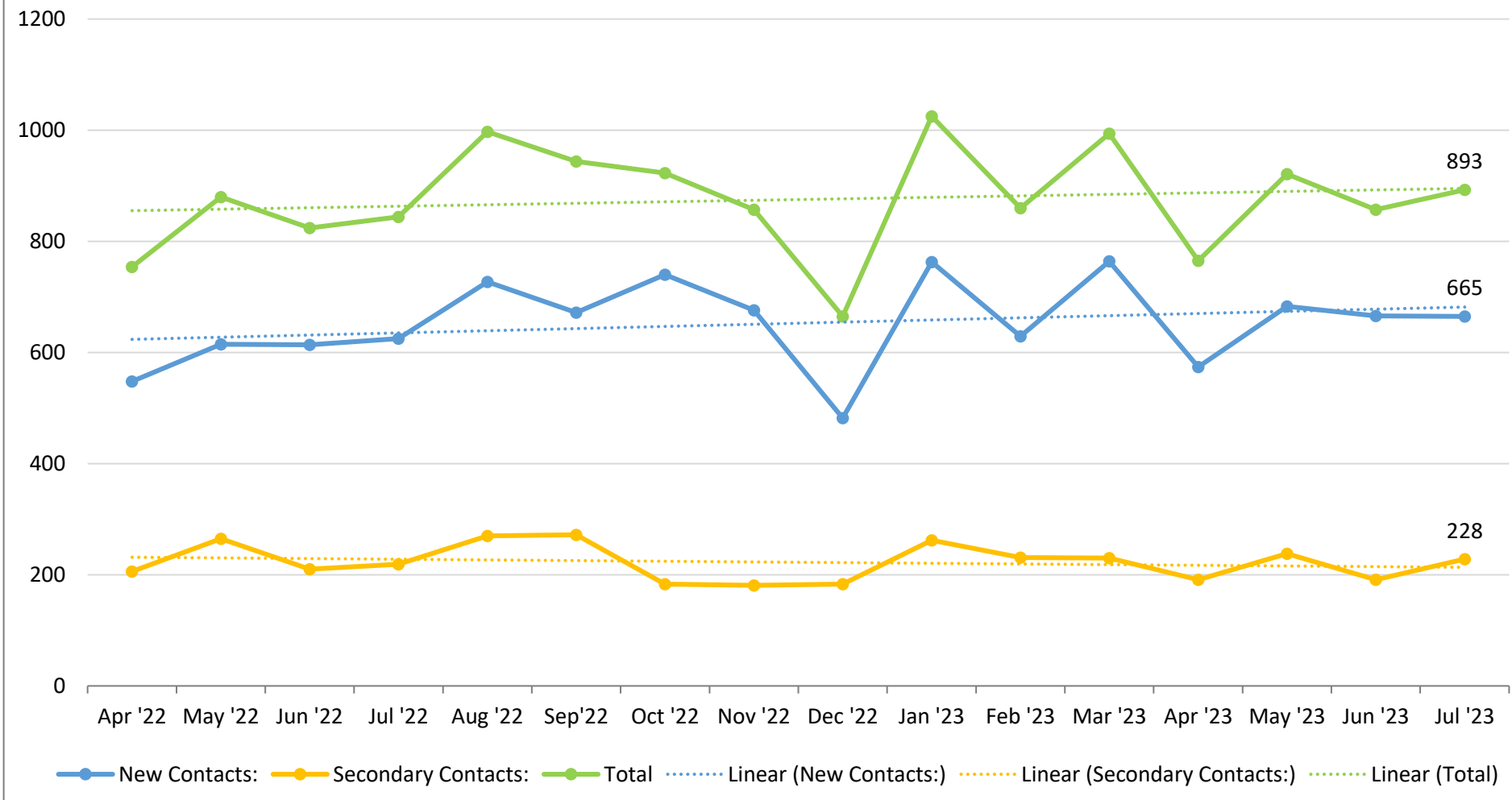
## HLM1 - Average caseload analysis as @ a date for Adult Services Social Workers

### Caseload Analysis as @ 31<sup>st</sup> July 2023

Team	Available Hours	FTE Equivalent	Active Cases	Highest Worker Caseload	Average Caseload per Worker
Afan Network	444	12	308	39	22.67
Neath Network	592	16	239	19	14.94
Upper Valleys	319	8.62	191	23	21.22
CMHT Tonna	222	6	78	16	13.00
CMHT Forge	185	5	60	19	12
Complex Disability	412	11.13	218	25	18.17
<b>Totals</b>	<b>2,174.0</b>	<b>58.75</b>	<b>1,094</b>		
<b>Average FTE Caseload</b>				<b>18.62</b>	

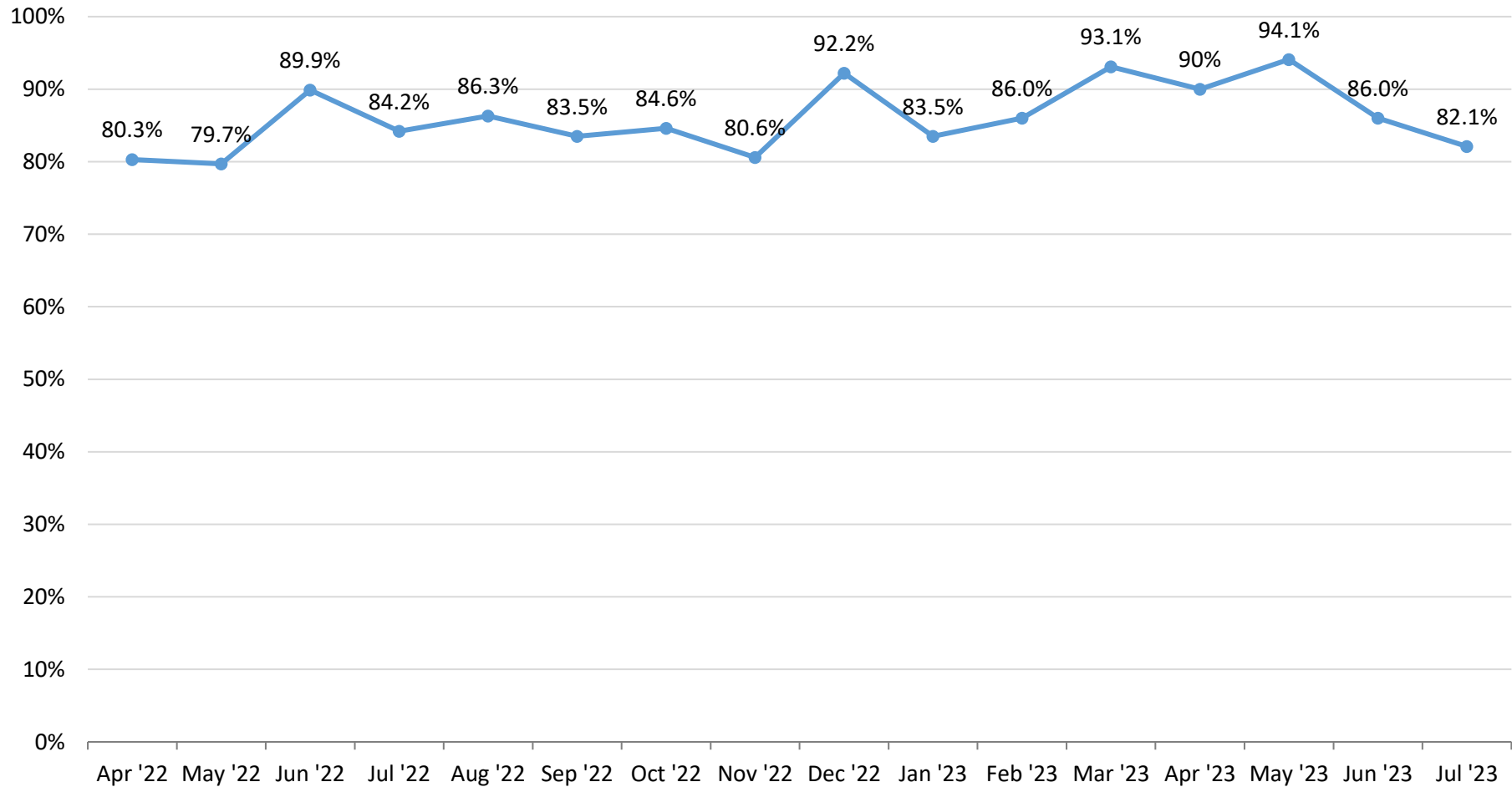
**HLM 1** – Includes Social Workers only and excludes: Consultant Social Workers, Team Managers & Deputy Team Managers. Please note that only staff with service users on their caseloads have been included in the analysis. For example, if a worker is a FTE within a team but has a caseload of 0 (e.g. due to long term sickness etc.), they have been excluded. Also, within each team there will be staff on phased return after a period of sickness, newly qualified staff, staff helping out in Care Homes etc. which will have a reduced caseload compared to other FTE's which will bring the average caseload figures down.

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



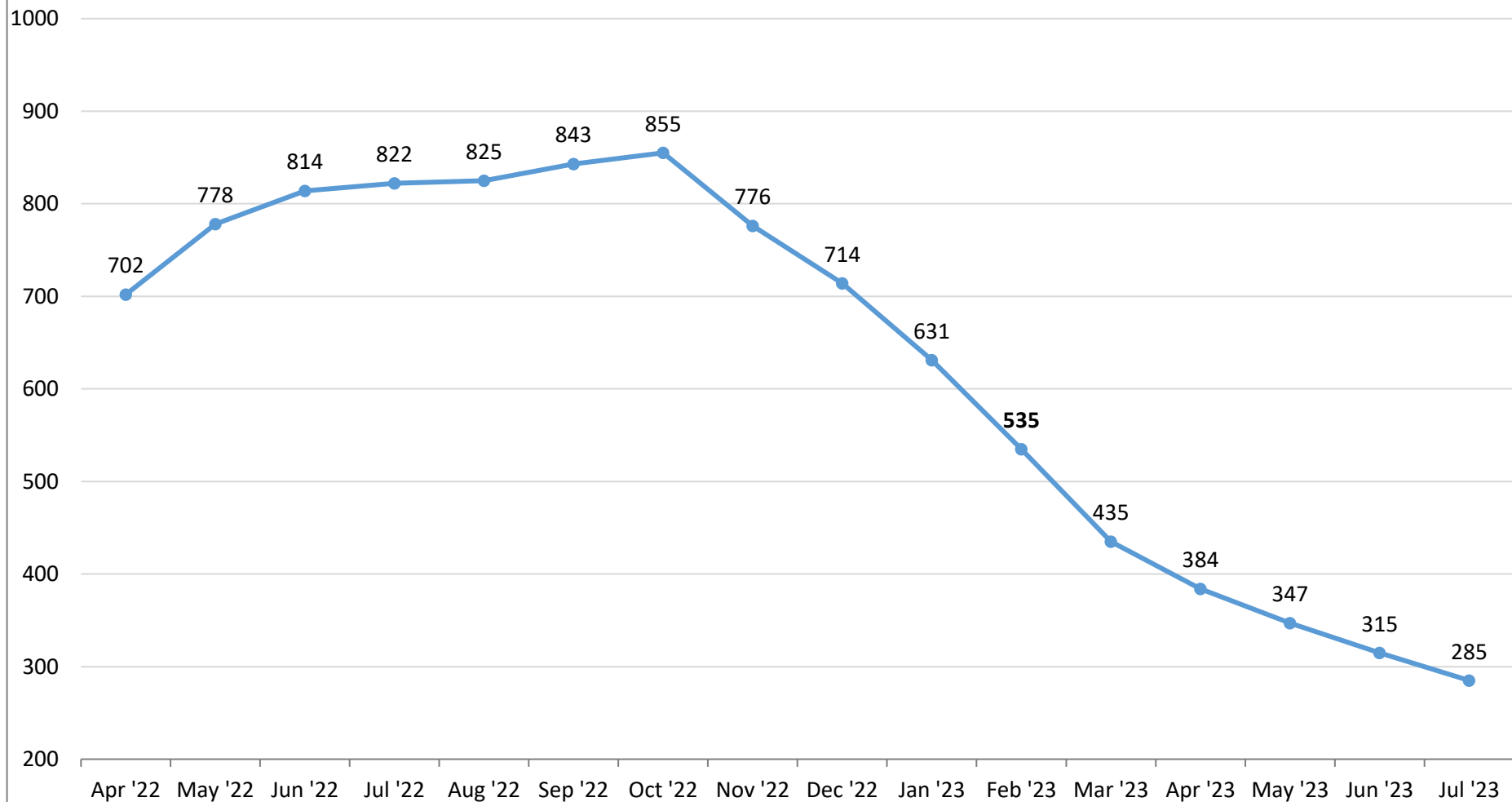
**HLM 2 – ‘New Contacts’** are those which are not currently known to the service. **‘Secondary contacts’** are those which are known to the service and are currently open to a team.

**HLM 3 - Percentage of supervisions completed within timescale as @ end of the month**  
*(Community Networks, Community mental Health teams and Complex Disability only)*



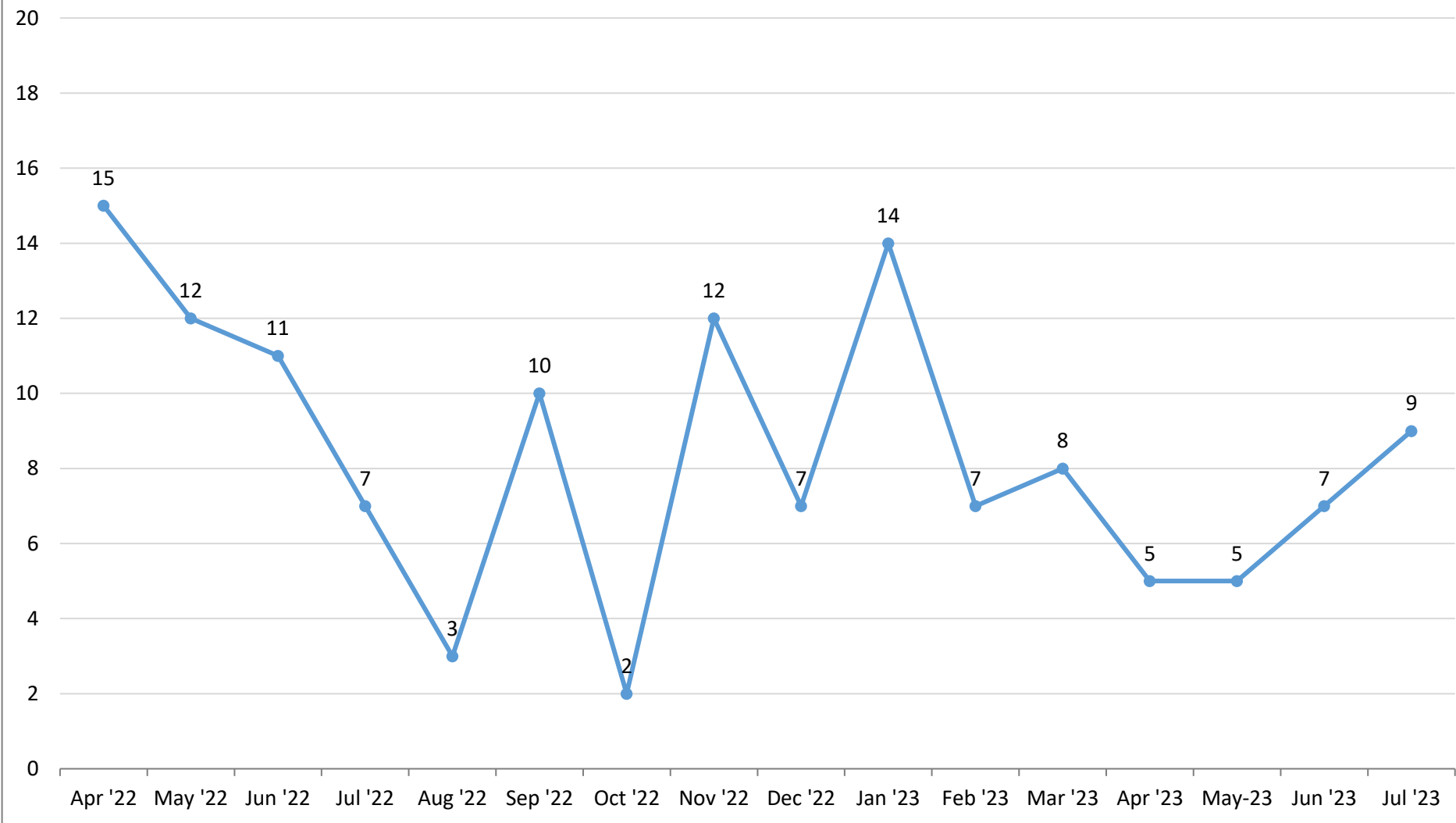
***HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days as at the end of each month.***

**HLM 4 - Number of overdue reviews as @ end of the month**  
*(Community Networks, Community mental Health teams and Complex Disability only)*



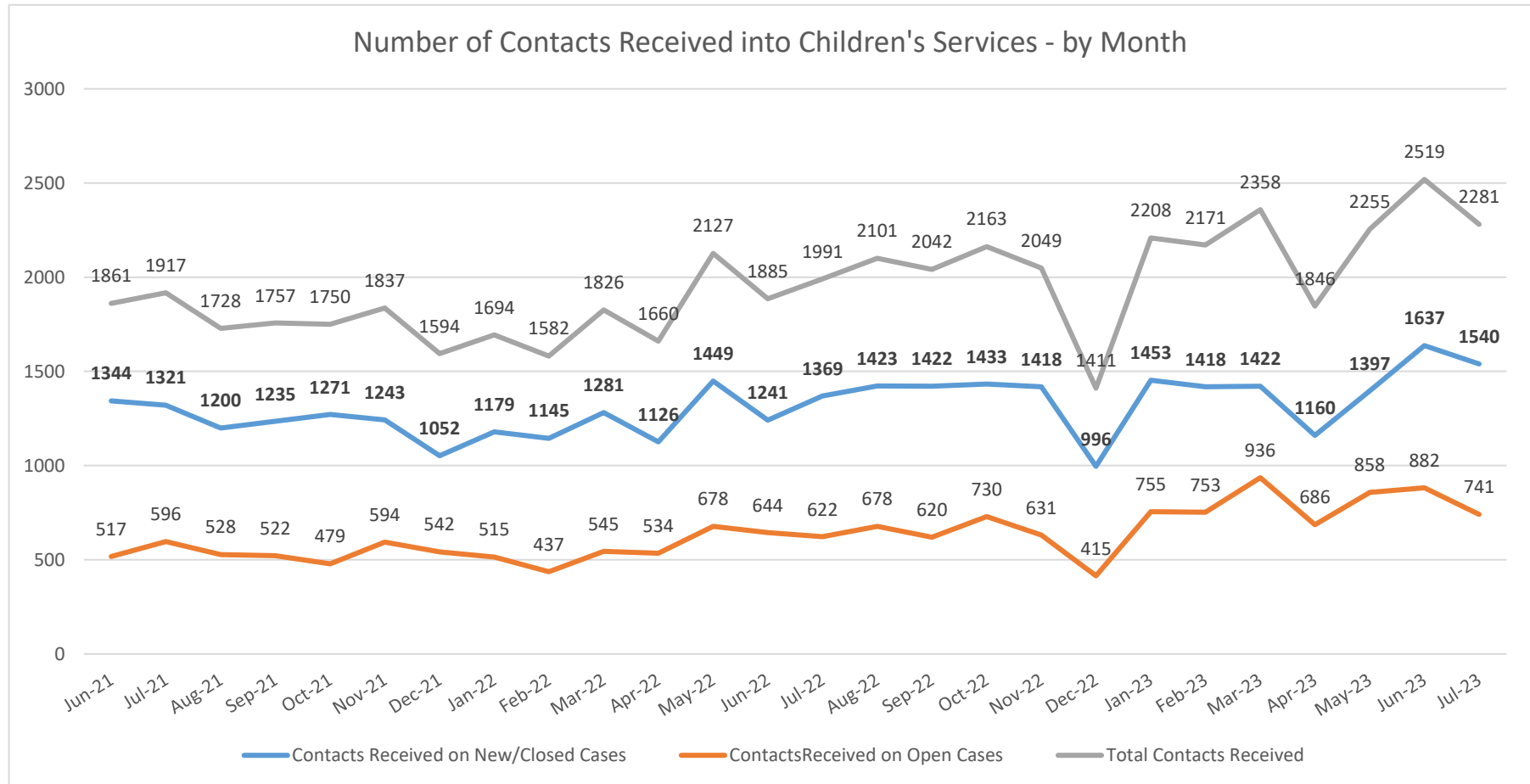
**HLM 4**– All reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just for that month. There is a statutory requirement to review a service user’s care plan every 12 months.

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



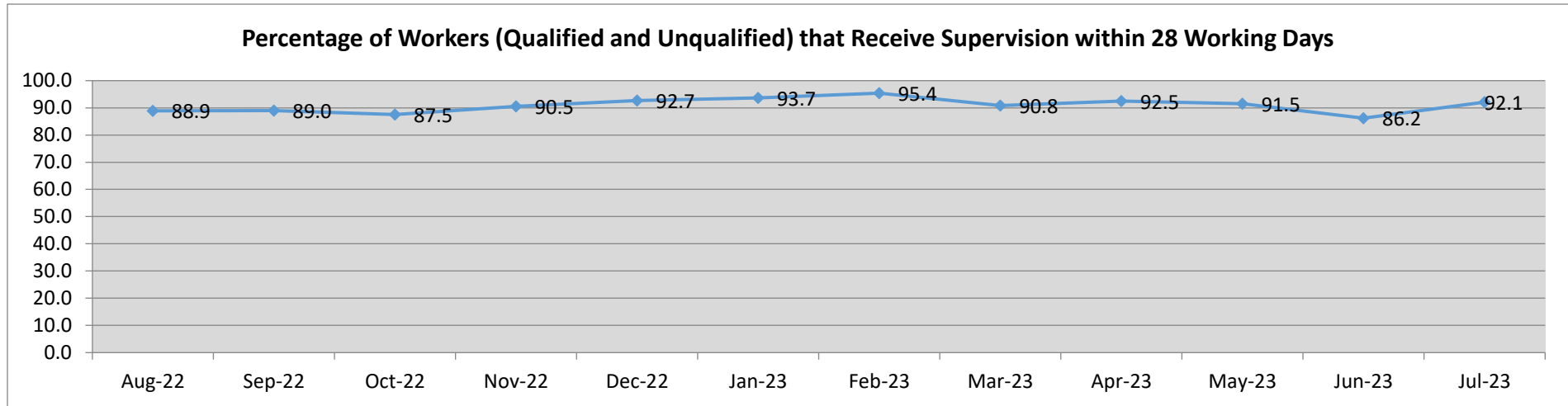
**HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Residential Reablement and Out of County placements).**

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



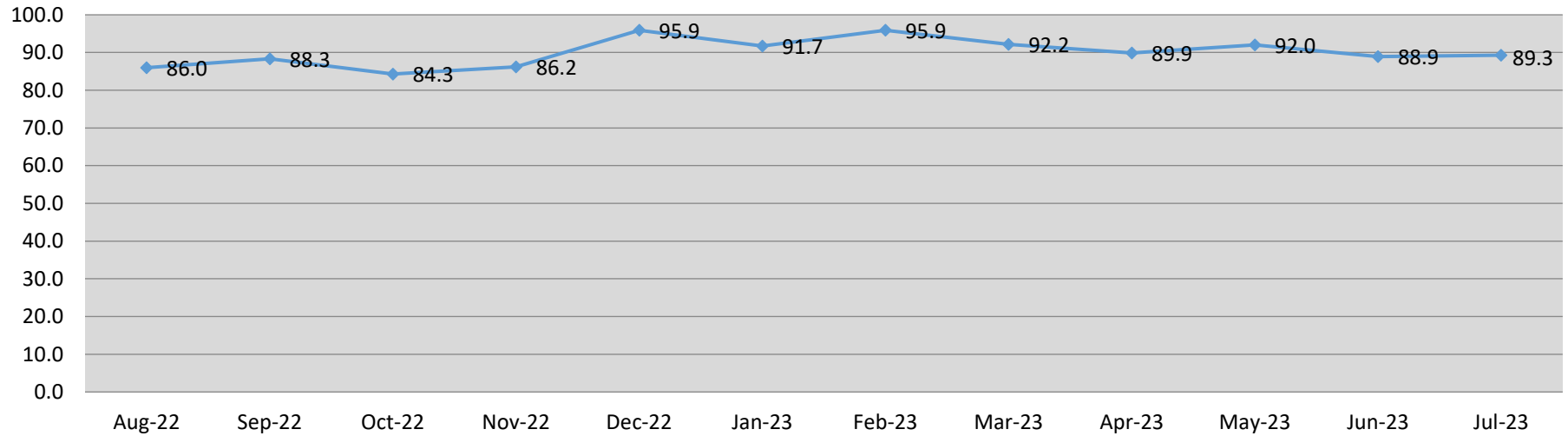


- **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**



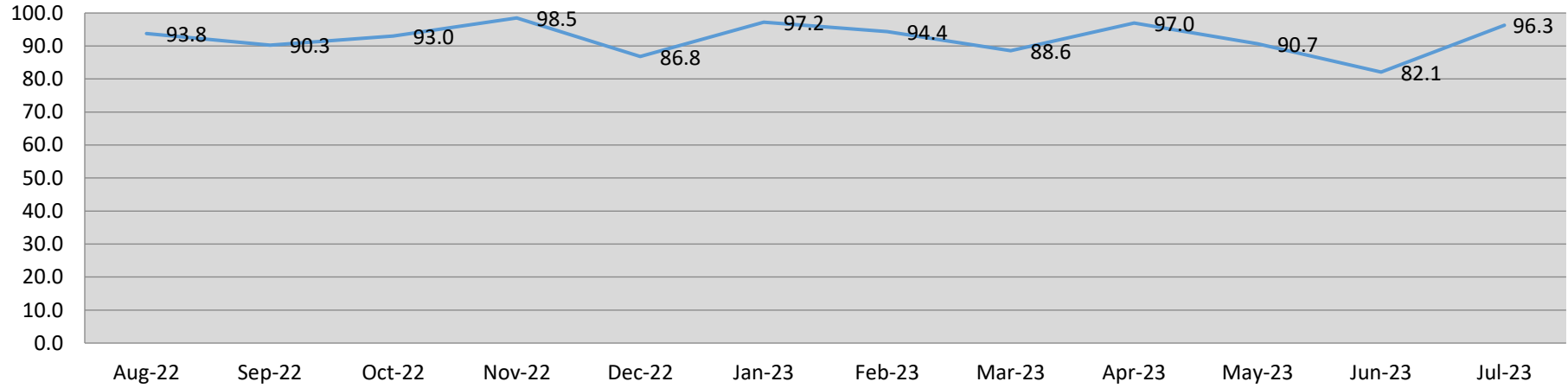
	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	88.9	89	87.5	90.5	92.7	93.7	95.4	90.8	92.5	91.5	86.2	92.1
Number of workers due Supervision	171	182	184	190	191	191	194	185	186	199	195	202
Of which, were undertaken in 28 working days	152	162	159	172	177	179	185	168	172	182	168	186

**Percentage of Qualified Workers that Receive Supervision within 28 Working Days**



	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
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	86	88.3	84.3	86.2	95.9	91.7	95.9	92.2	89.9	92	88.9	89.3
Number of workers due Supervision	107	120	121	123	123	120	123	115	119	113	117	121
Of which, were undertaken in 28 working days	92	106	101	106	118	110	118	106	107	104	104	108

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



	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Per for mance 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	93.8	90.3	93	98.5	86.8	97.2	94.4	88.6	97	90.7	82.1	96.3
Number of workers due Supervision	64	62	63	67	68	71	71	70	67	86	78	81
Of which, were undertaken in 28 working days	60	56	58	66	59	69	67	62	65	78	64	78

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

As at 31st July 2023

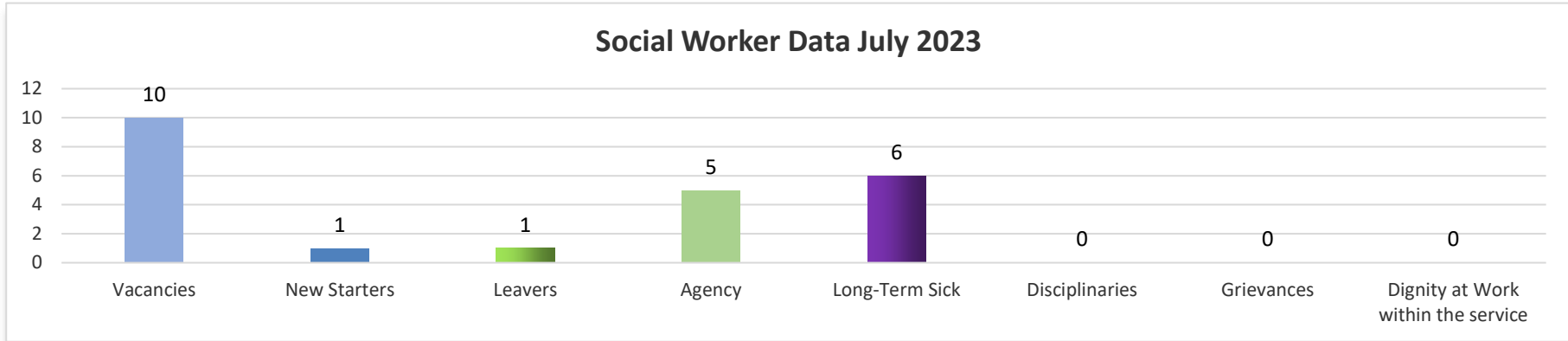
**Caseload Information - Qualified Workers, including Deputy Team Managers**

Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Average Caseload per Worker
Cwrt Sart	333.0	9.0	95	16	10.6
Disability Team	433.0	11.7	216	26	18.5
LAC Team	400.5	10.8	107	15	9.9
Llangatwg	407.0	11.0	167	17	15.2
Sandfields	370.0	10.0	105	14	10.5
Route 16	241.5	6.5	75	13	11.5
Dyffryn	344.5	9.3	105	15	11.3
Intake	444.0	12.0	181	26	15.1
<b>Totals</b>	<b>2,973.5</b>	<b>80.4</b>	<b>1,051.0</b>		
<b>Average Caseload - CYPS</b>				<b>17.8</b>	<b>13.1</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.

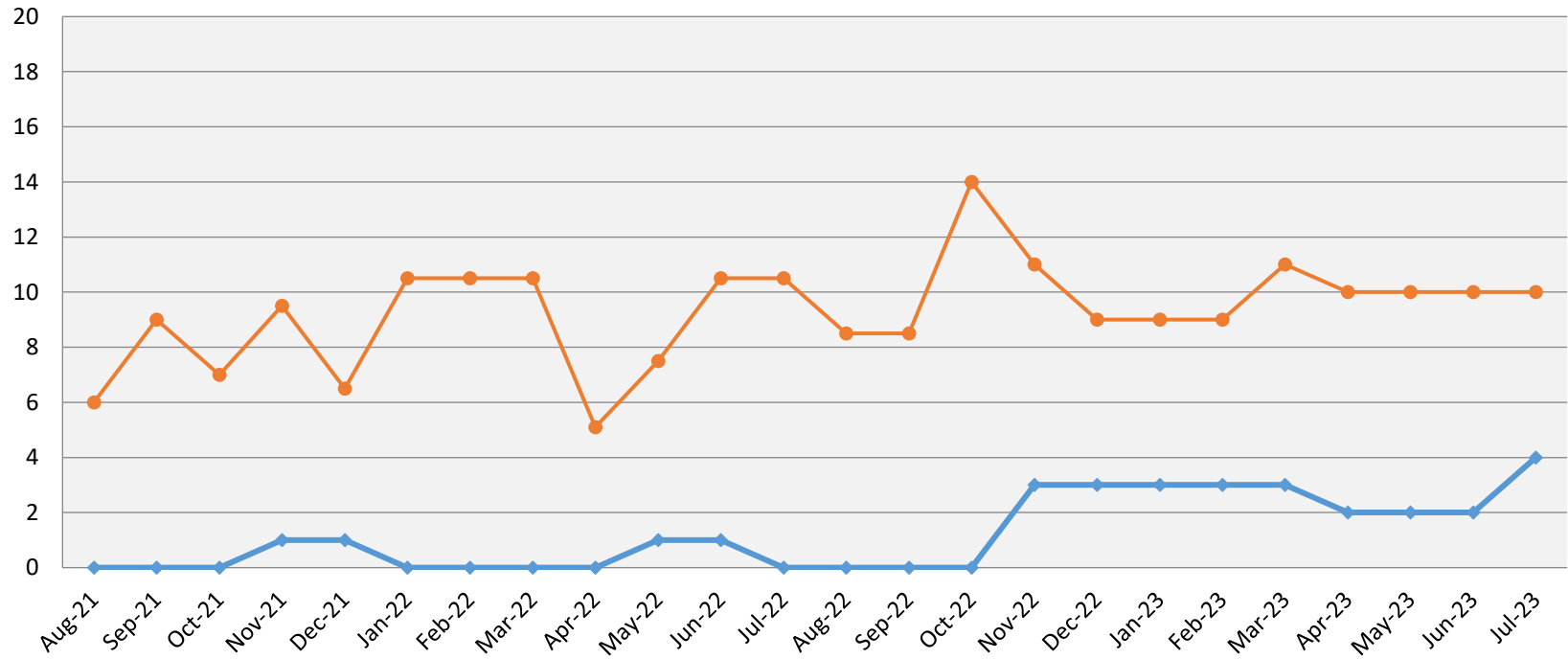
- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	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	9					10
<b>New Starters</b>			1					1
<b>Leavers</b>						1		1
<b>Agency</b>			5					5
<b>Long-Term Sick</b>		1	5					6
<b>Disciplinarys</b>								0
<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  
(Aug 21 - Jul 23)**

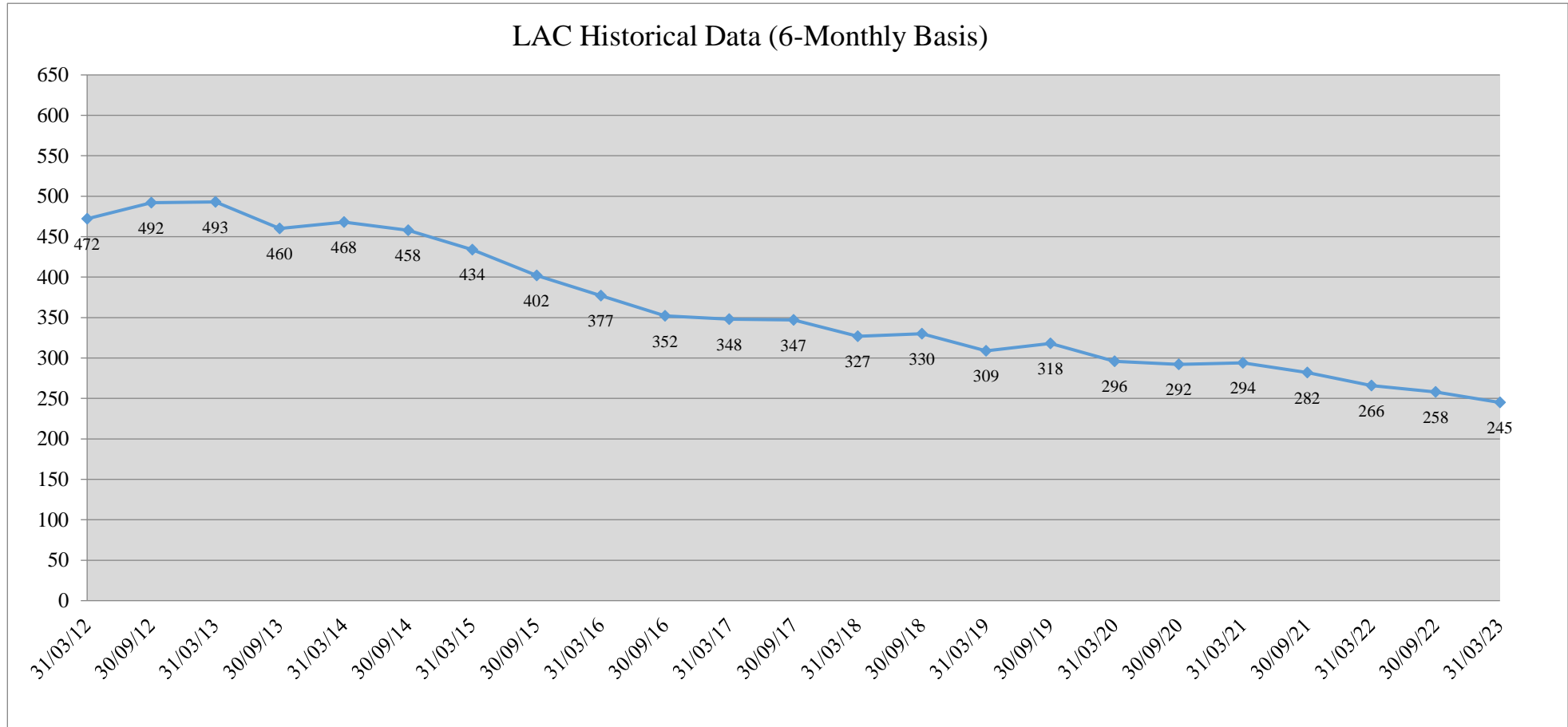


	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Agency Staff	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	3	3	3	3	3	2	2	2	4
Vacancies	6	9	7	9.5	6.5	10.5	10.5	10.5	5.1	7.5	10.5	10.5	8.5	8.5	14	11	9	9	9	11	10	10	10	10

- **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 23 – Jun 23)**, can be seen at **Appendix 6**

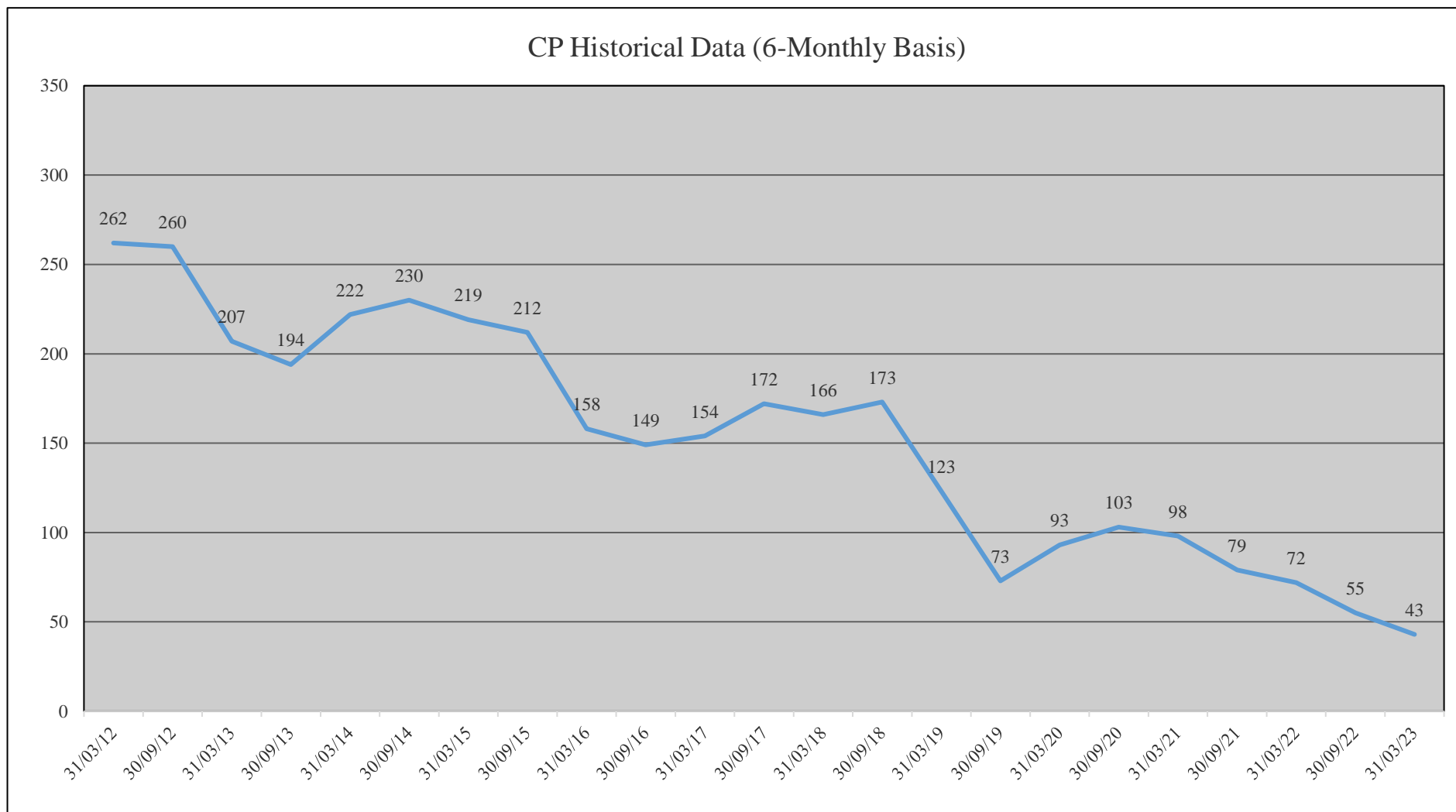
- **High Level Measure 11 (Children & Young People Services) – Number of Looked After Children (Quarterly)**



**Please Note:** The number of Looked after Children as at 31/07/2023 – **229**

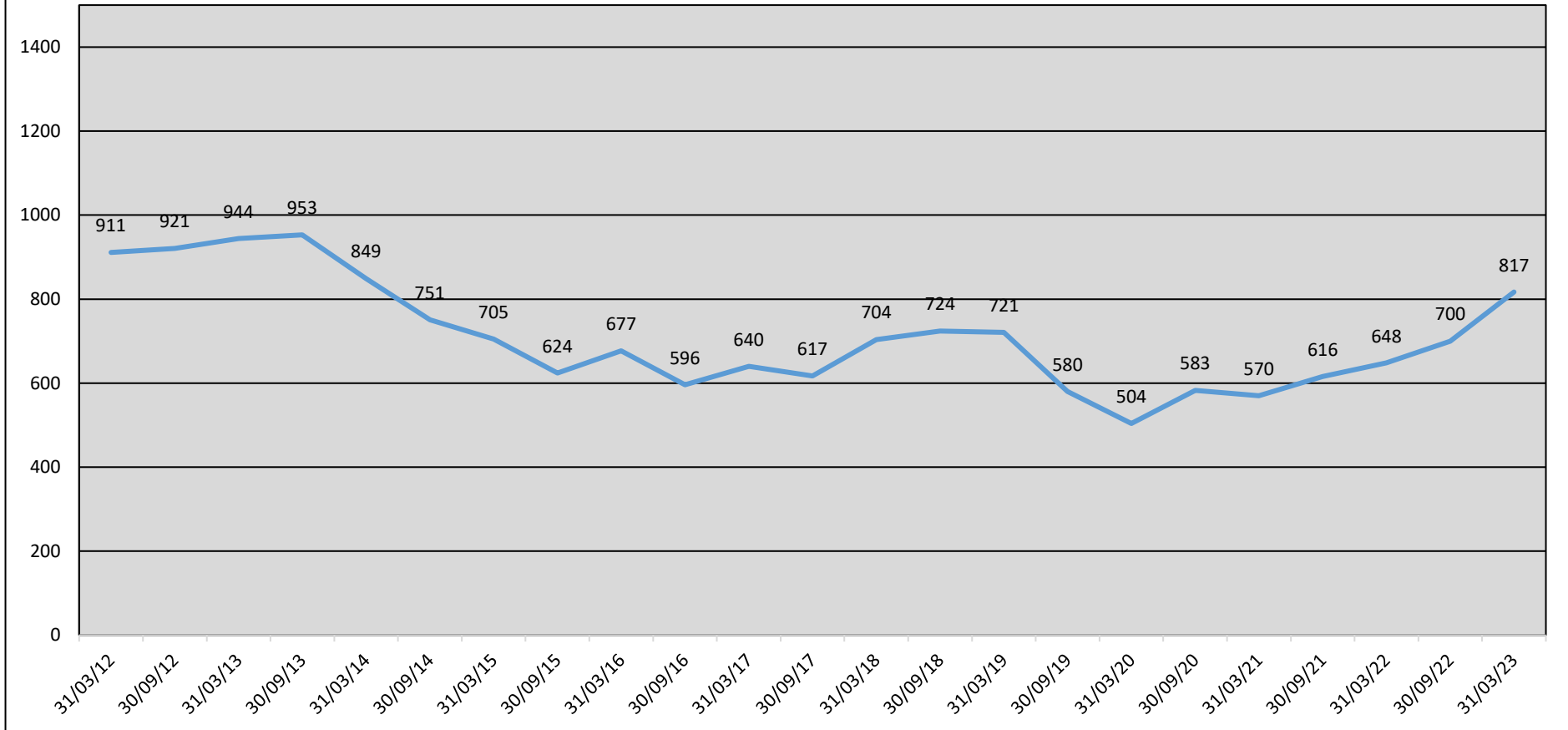
The number of Unaccompanied Asylum Seekers who are Looked After as at 31/07/2023 – **17**





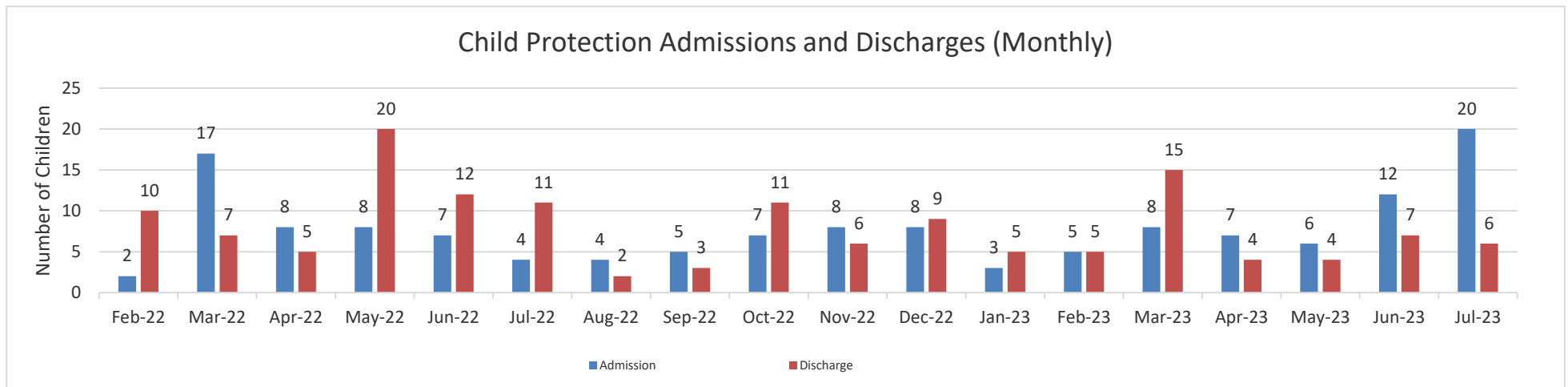
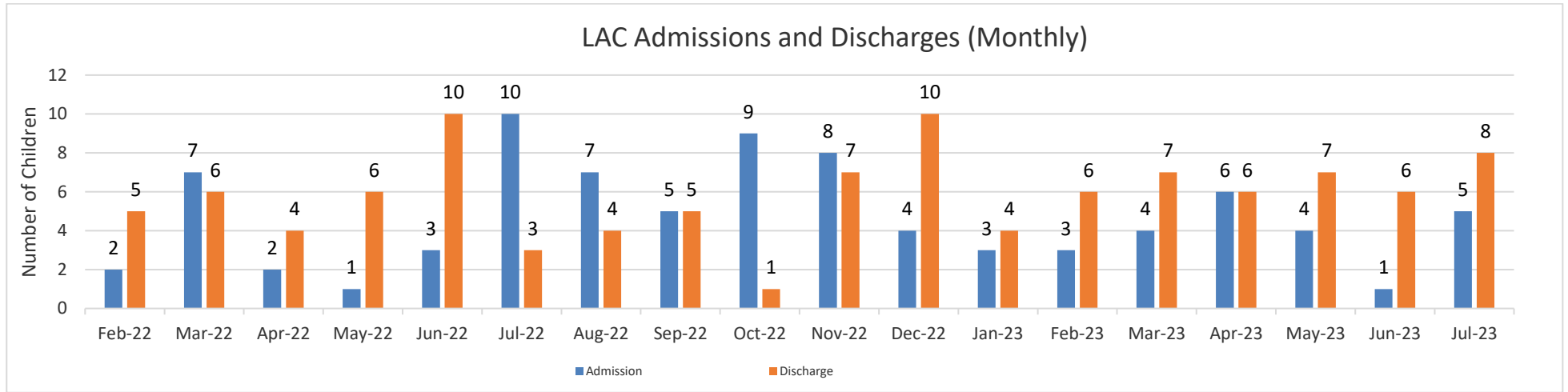
**Please Note:** The number of children's names on the Child Protection Register as at 31/07/23 – 67

Children Receiving Care and Support Historical Data (6-Monthly Basis)



**Please Note:** The number of Children Receiving Care and Support as at 31/07/23 – **680**

- **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**

We have continued to implement the Outcomes Focussed Approach introduced via the Framework for Strength based Practice - Working to Achieve Outcomes across all services which was co-produced with Social Care Wales.

We focused training and development on linking in co-production, improving case recordings and working with parents and partners. Training is now part of all induction for new starters and students working in the authority to ensure that all are aware of the underpinning ethos of NPT to support the people we work with to better outcomes.

Following the auditing of care plans within children's services, we have identified the need for additional training regarding care plans and have developed mandatory training led by our Principal Officer, Maria Selby. This training will specifically look at how care plans are co-produced with families to ensure we are consistently capturing the voice of the children and families we work with. This will also look at the introduction of the use of one page profiles in practice.

Consultant Social Workers (CSW) have continued to champion outcome focused practice within their teams holding peer group reflection sessions and this has been supported by three multi-agency training days completed on a patch basis with partner agencies from, health, housing and third sector organisations. This training looked to improve joint understanding of communities and strengthen collaborative working and relationships between multiagency practitioners. There have been some challenges with this work to ensure that we get the right people to attend however it is hope that we will continue to build on this and hold regular repeats of the training to continue to spread the word across the children's community teams. Discussions have begun regarding how this can be replicated in adult services.

Following five of our experienced workers completing a 'train the trainer' programme with Cardiff University in respect of Motivational Interviewing within a social work setting, a new eight day strength based, outcome focused training programme will be developed. The aim will be to synthesise existing training on the outcome focussed approach, to include the integrated family support services model, outcome focused case recording, scaling, direct work skills and motivational interviewing. The pilot for this will commence in April 24 and will be rolled out to children's services.

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

NPT Children’s Services has a growing number of Unaided Asylum Seeking Young People living within the authority and based in Swansea. The Engagement & Participation Officer (EPO) is working with the Unaided Asylum Seeking Children’s (UASC) Team to provide a programme of activities over the summer and beyond. With the input of the young people an exciting array of activities have been organised to provide the group with new experiences, improve their language and most significantly look after their well-being. Using established partnerships in the community the group will be enjoying weekly outdoor activities such as gorge walking, coasteering, hiking, SUP Boarding and cannoning, weekly climbing sessions at The Climbing Hangar are available along with food, visits to Bulldogs Gym and Bush craft experiences. Further opportunities are being sought for the group such as art classes and music.

To continue our commitment to a Children’s Rights based approach, the development of a Children’s Charter has been completed and signed off by the Children’s Senior Management Group (CSMG). The Charter can be best described as a set of promises to which we as a Service will work to. The Charter was developed with children & young people, staff and foster carers and will be widely promoted in the coming months alongside a new Children’s Comments, Compliments and Complaints procedure. The Engagement & Participation Team are pleased to report another successful Young Persons’ Interview Panel. Working in close partnership with Human Resources and Management, a 3 young person interview panel assisted in interviewing candidates for a temporary Team Management position. The Service is now committed to involving children & young people during the recruitment process for managerial positions.



The ever popular Beaches 2 Beacons project has continued to attract the interest of young people. The summer schedule includes taking the group up Pen-Y-Fan, hiking around Waterfall Country with Mid & West Wales Fire & Rescue Service and learning about water safety and a day of water sports at Spring Valley Lakes. More recently the group enjoyed a day learning about our rivers and local eco systems at Craig-Y-Nos Country Park. The Brecon Beacons Park staff are committed to teaching the group about our natural environment and working towards a John Muir Award. Twelve young people are currently enrolled on the project.

Throughout June and July the EPO has been organising a programme of events for the summer holidays along with supporting other Teams with the planning and promotion of further activities. Events include weekly surf sessions at Aberavon Beach, Beaches 2 Beacons, Hope Fashion Project, Foster Wales recruitment, UASC programme and consultation work. The events calendar is shared via Padlet for all staff to access and share. Events will be an opportunity for children and young people to have their say in the 'Let's Keep Talking' consultation. The consultation will be adapted to ensure it's accessible to all children & young people. Summer events will also provide opportunities to further consult on the 'Language We Use' consultation.

The EPO and the Youth Justice and Early Intervention Service (YJEIS) have continued to deliver the Life Skills programme to support care leavers and the YJEIS service users. Over an 8 week period young people attend every Tuesday 10am to 1pm. The participants successfully learn a range of culinary skills and become competent at cooking healthy, budget meals. Further training around budgeting and laundry are also delivered. It has become evident 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 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.

Girls' Rights Group HOPE have been busy planning the upcoming Fashion Project. The projects objective is to highlight language they would like to change and find alternatives that are child and young person friendly. Hope will be working with a local fashion designer to upcycle clothes and decorate with important messages. This will conclude with a fashion show and promoted on social media. Hope's recent work on raising awareness of sexual harassment was celebrated on BBC Wales News and art work from the project will soon be displayed in Neath Civic Centre.

The EPO has established links with Roots Foundation to work in partnership to provide cooking classes for care experienced mums. The sessions will educate young mums on preparing healthy and cheap meals for babies and toddlers. The project will be based at Roots in Swansea to begin with and follow NHS guidelines. Roots have secured funding for the project and have an outstanding venue to support young mums and their children.

Along with current children and young person groups Hope, Yovo & Music Group at Ysgol Hendrefelin, the EPO continues to support other Children's & Young Peoples groups in the Service. Young people in Hillside attend LOVE (Let Your Voices Explode) and young people receiving support from Team around the Family (TAF) attend Aspire.