



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

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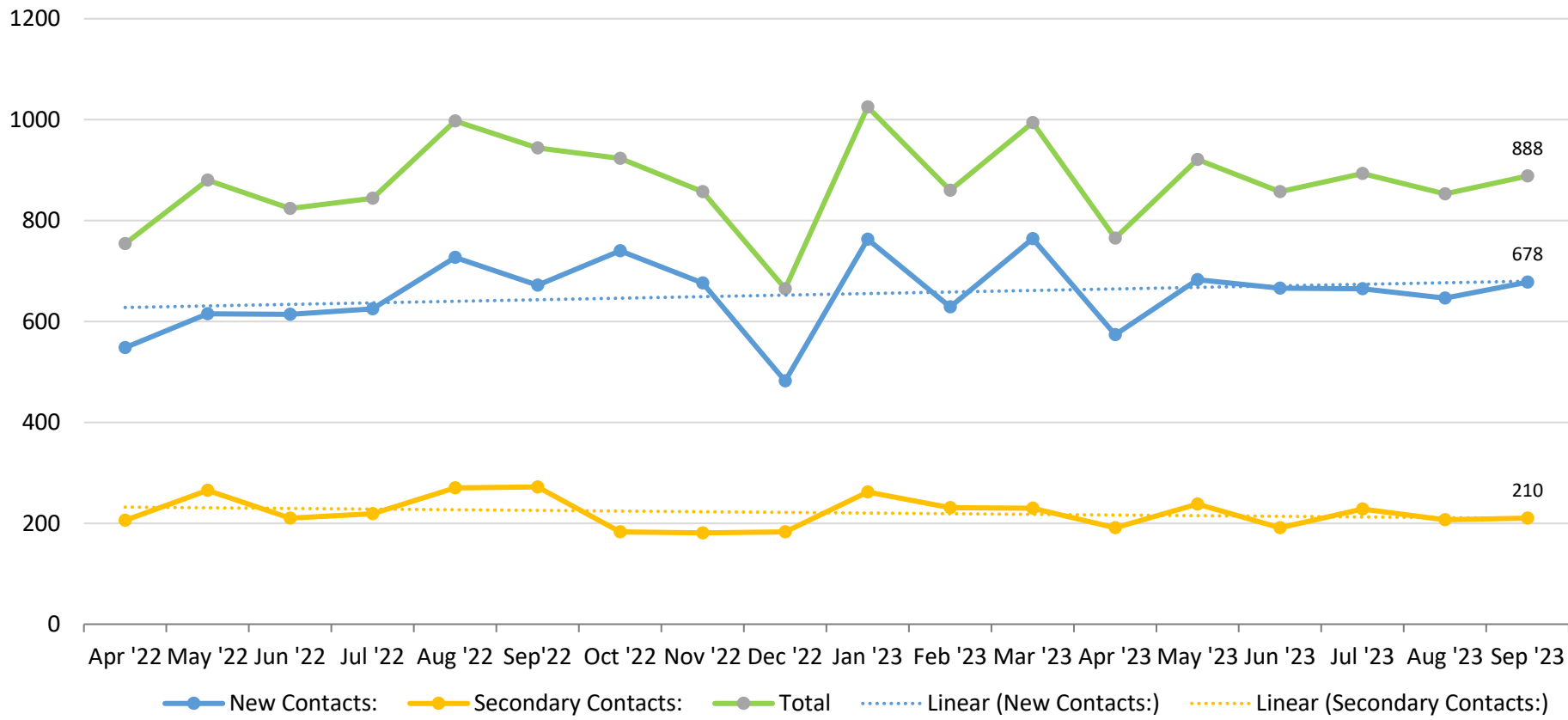
HLM1 - Average caseload analysis as @ a date for Adult Services Social Workers

Caseload Analysis as @ 30th Sept 2023

Team	Available Hours	FTE Equivalent	Active Cases	Highest Worker Caseload	Average Caseload per Worker
Afan Network	481	13	312	39	24
Neath Network	555	15	216	19	14.4
Hospital Assessment Team	37	1	8	8	8
Upper Valleys	356	9.62	188	23	18.8
CMHT Tonna	259	7	80	16	11.43
CMHT Forge	222	6	63	16	10.5
Complex Disability	412	11.13	216	28	18
Totals	2,322.0	62.75	1,083		
Average FTE Caseload				17.26	

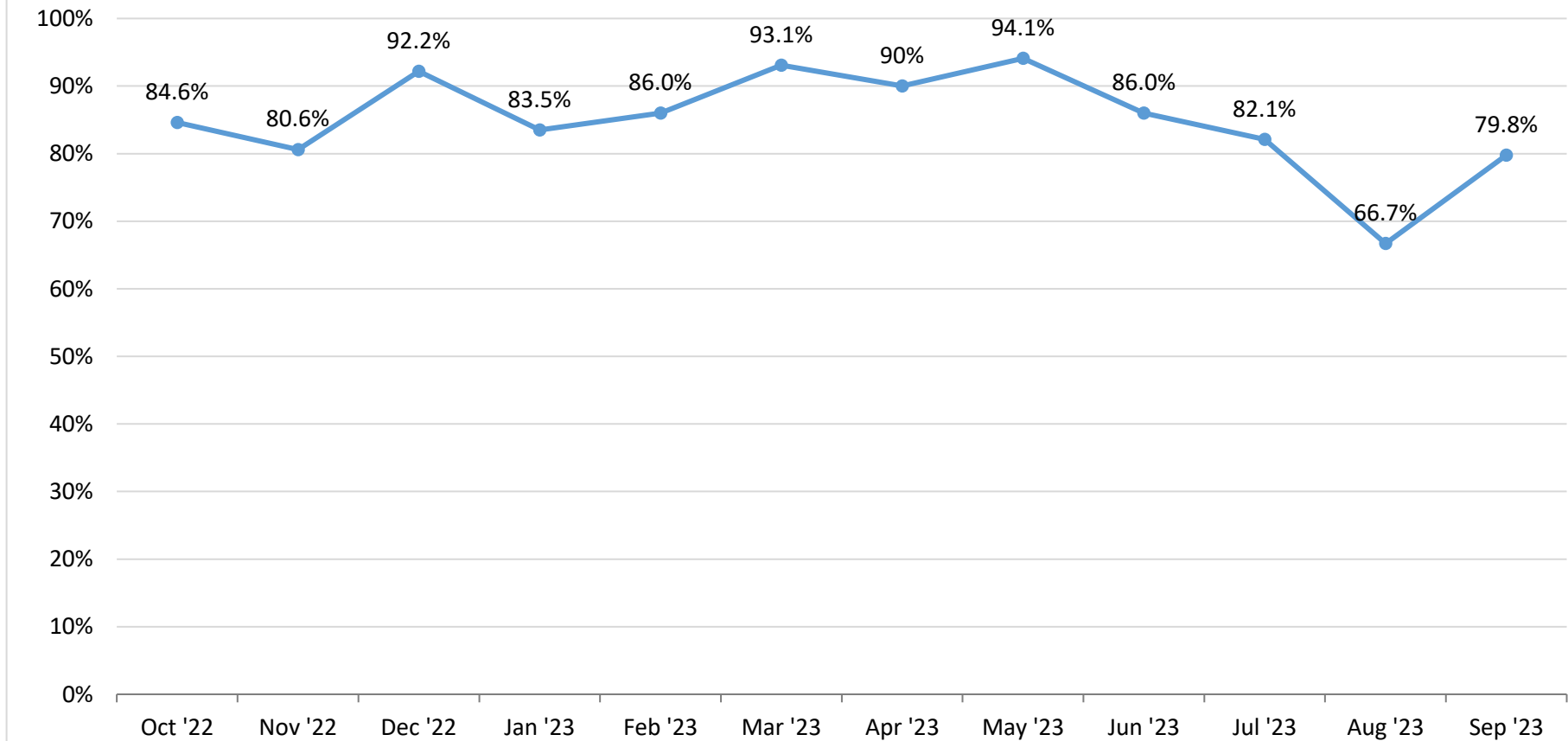
HLM 1 – Includes Social Workers only and excludes: Consultant Social Workers, Team Managers & Deputy Team Managers. Please note that only staff with service users on their caseloads have been included in the analysis. For example, if a worker is a FTE within a team but has a caseload of 0 (e.g. due to 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**



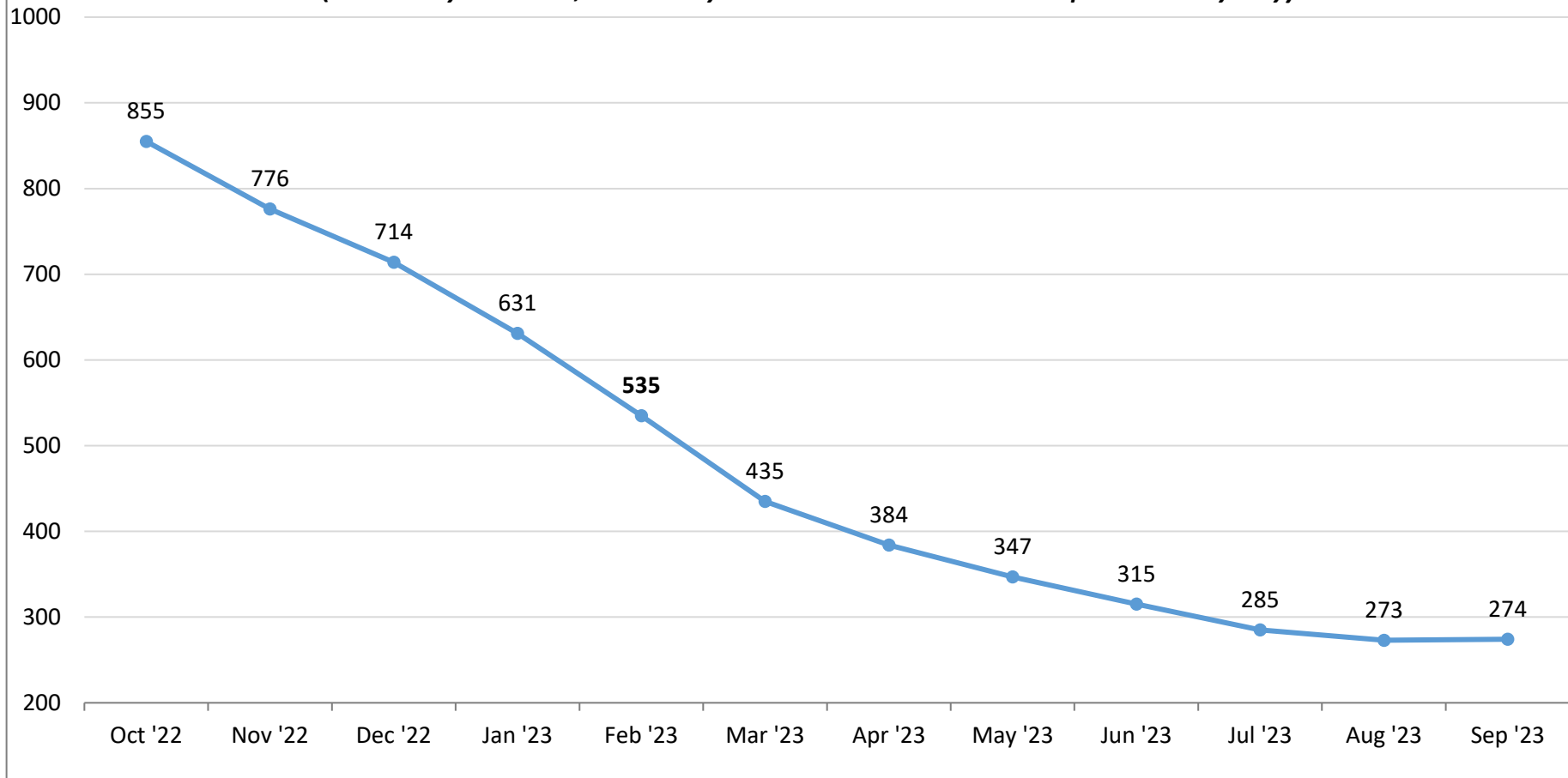
HLM 2 – ‘New Contacts’ are those which are not currently known to the service. ‘Secondary contacts’ are those which are known to the service and are currently open to a team.

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

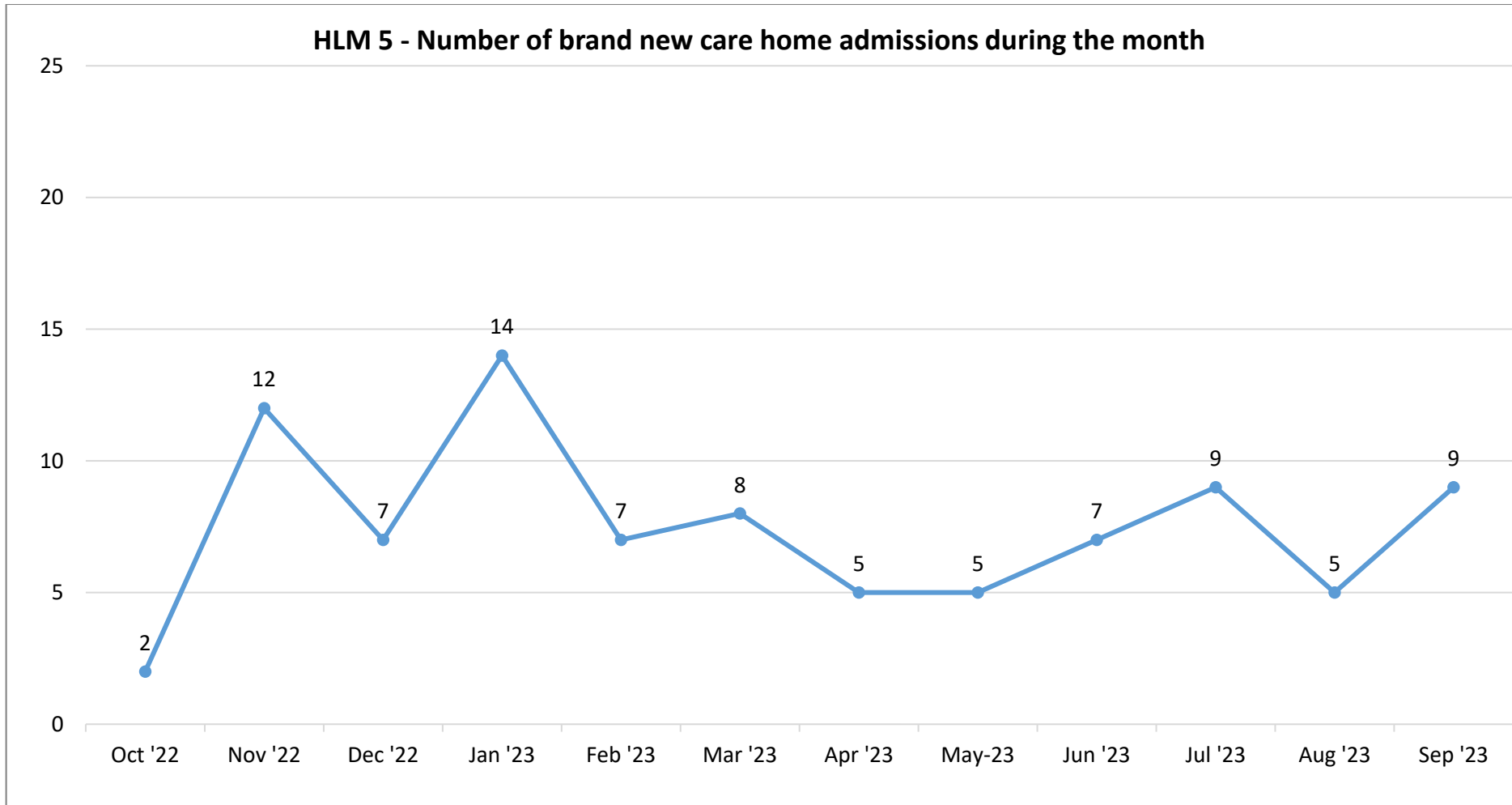


HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days as at the end of each month.

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

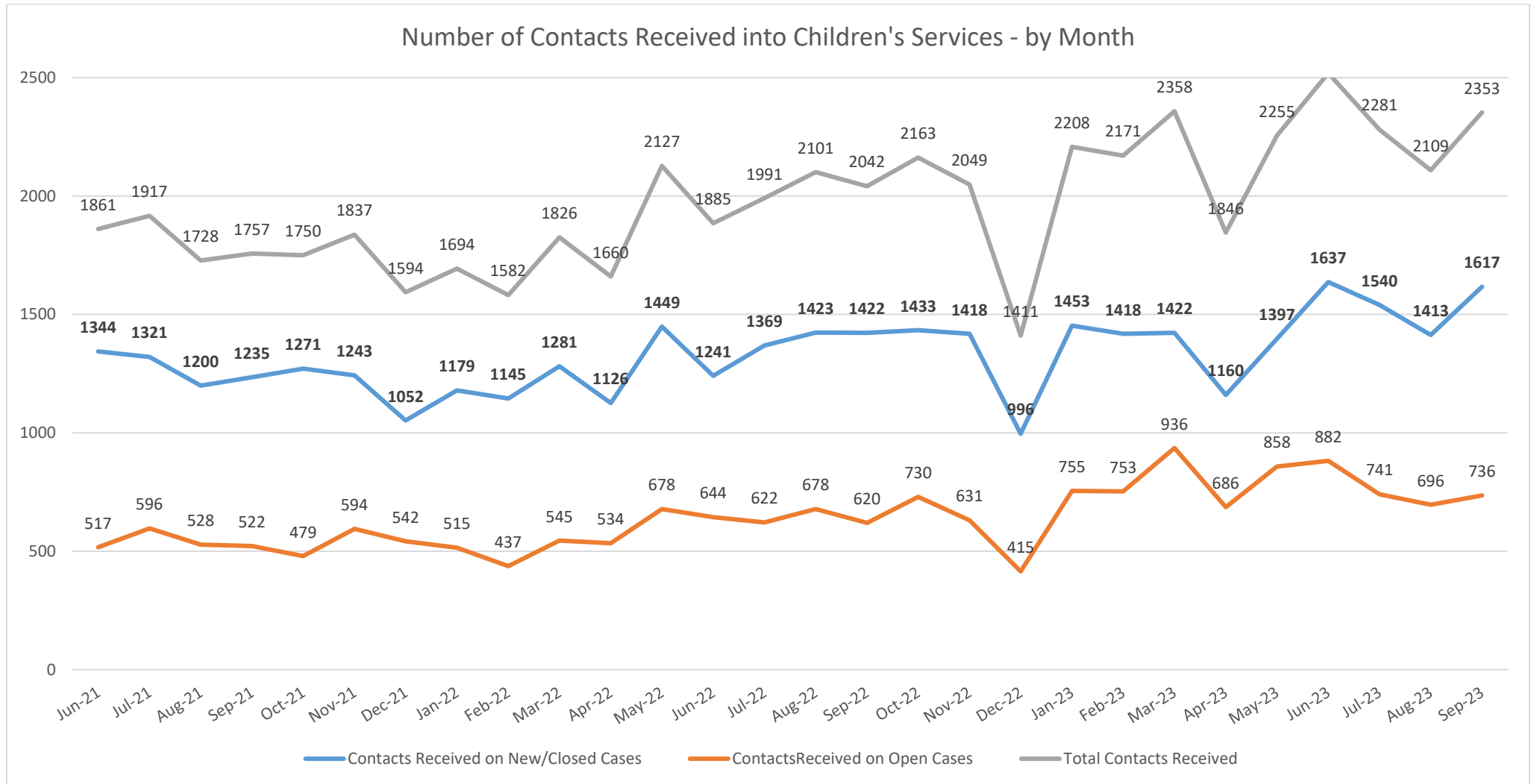


HLM 4– All reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just for that month. There is a statutory requirement to review a service user’s care plan every 12 months.

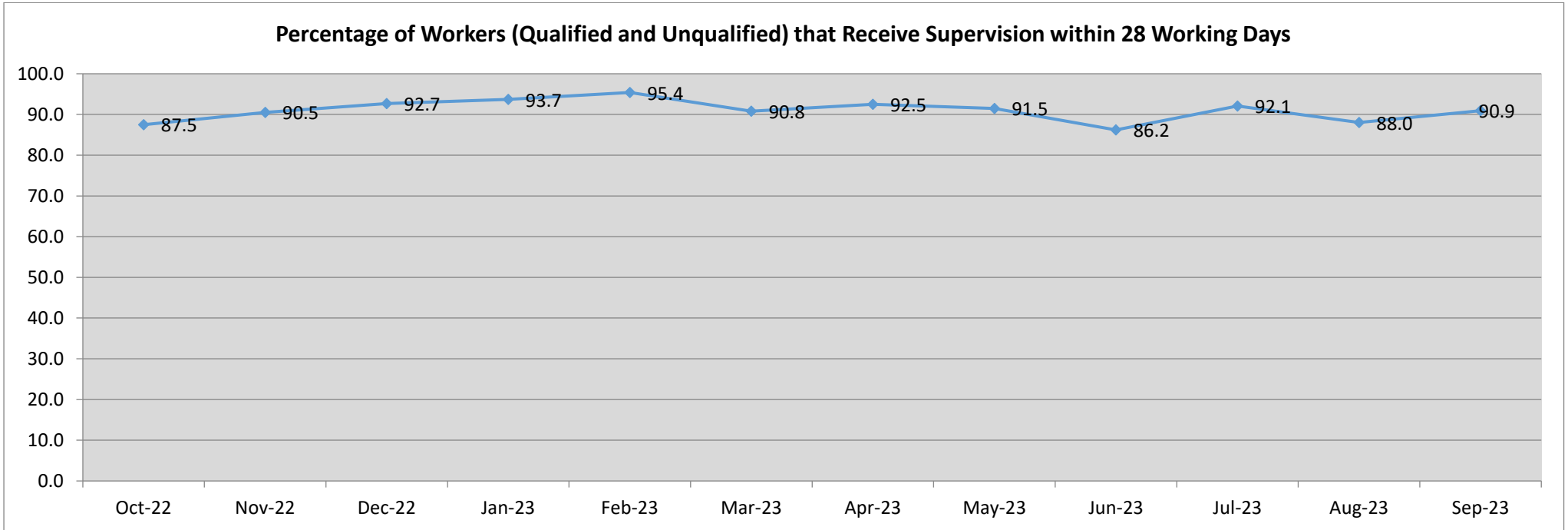


HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Residential Reablement and Out of County placements).

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

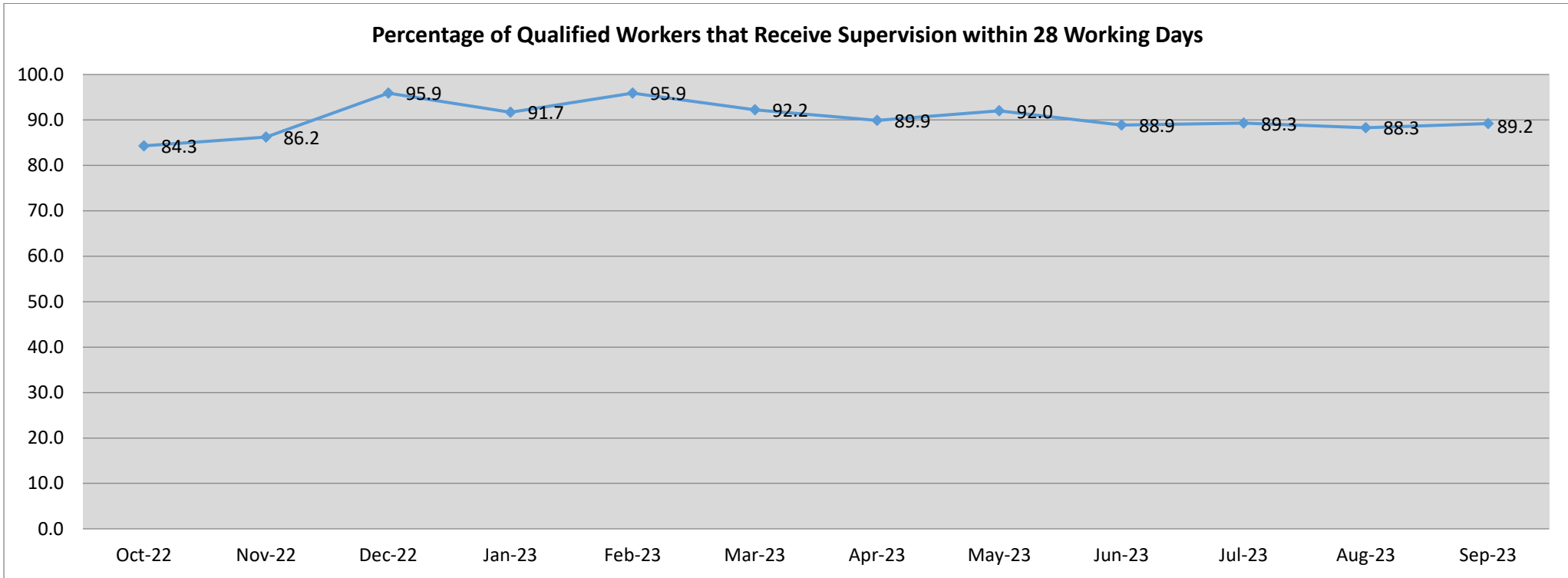


- **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**



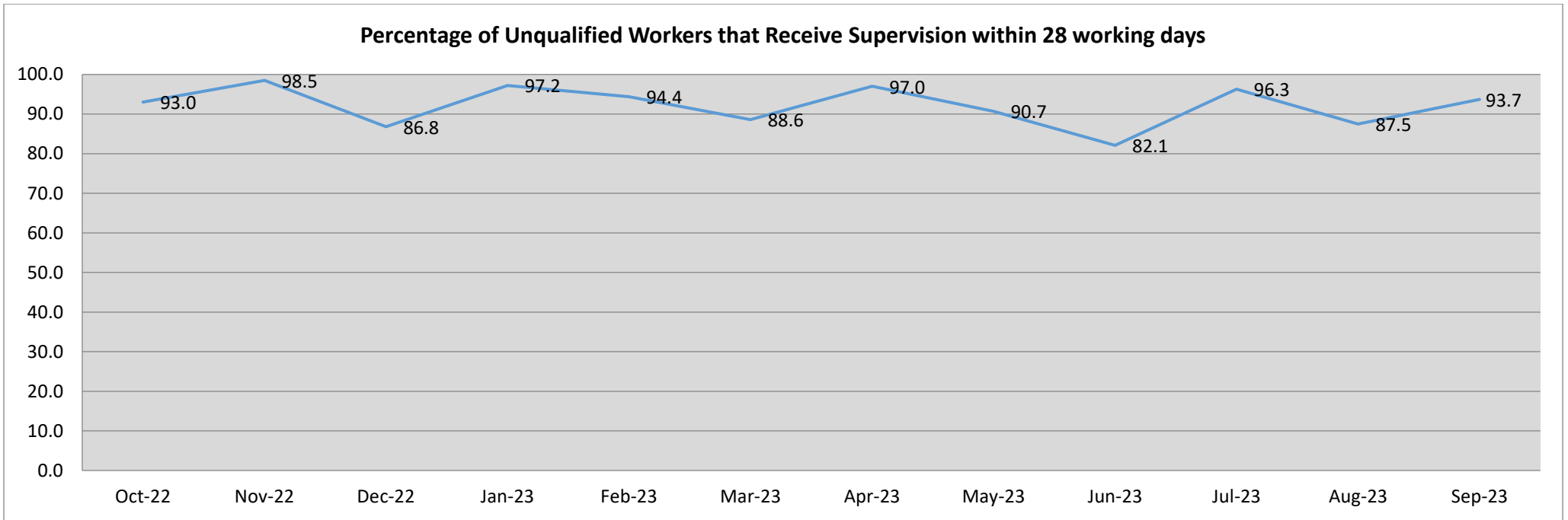
	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	87.5	90.5	92.7	93.7	95.4	90.8	92.5	91.5	86.2	92.1	88	90.9
Number of workers due Supervision	184	190	191	191	194	185	186	199	195	202	200	199

Of which, were undertaken in 28 working days	159	172	177	179	185	168	172	182	168	186	176	181
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	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-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	84.3	86.2	95.9	91.7	95.9	92.2	89.9	92	88.9	89.3	88.3	89.2
Number of workers due Supervision	121	123	123	120	123	115	119	113	117	121	120	120

Of which, were undertaken in 28 working days	101	106	118	110	118	106	107	104	104	108	106	107
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	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
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	93	98.5	86.8	97.2	94.4	88.6	97	90.7	82.1	96.3	87.5	93.7
Number of workers due Supervision	63	67	68	71	71	70	67	86	78	81	80	79

Of which, were undertaken in 28 working days	58	66	59	69	67	62	65	78	64	78	70	74
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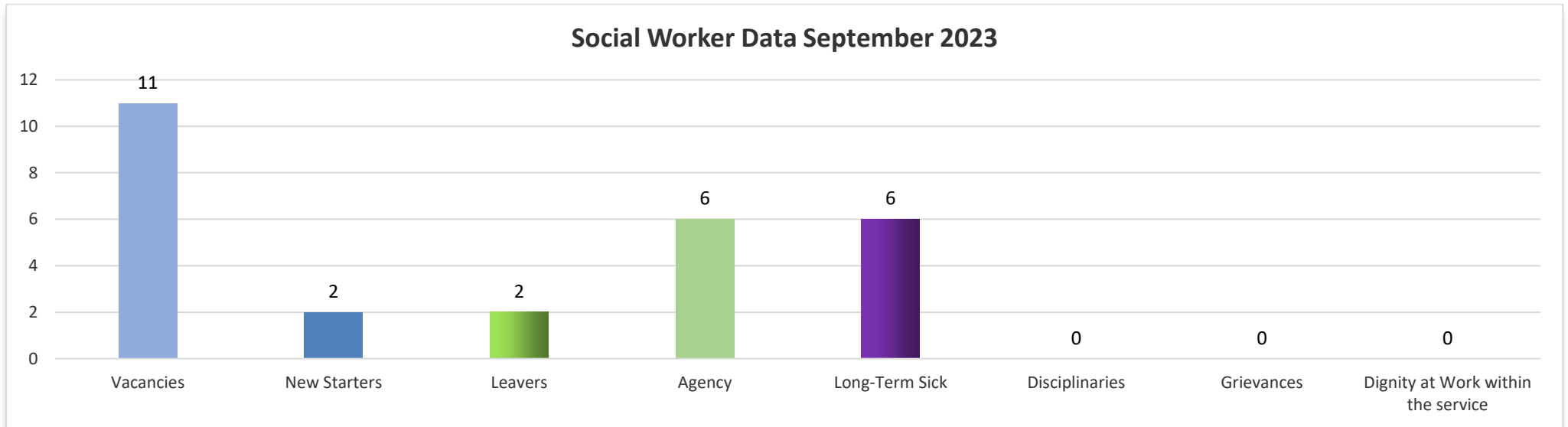
- **High Level Measure 8 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service**

• As at 30.09.23	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	98	15	10.9
Disability Team	470.0	12.7	273	27	21.5
LAC Team	389.5	10.5	112	15	10.6
Llangatwg	444.0	12.0	172	18	14.3
Sandfields	370.0	10.0	96	16	9.6
Route 16	278.5	7.5	73	15	9.7
Dyffryn	344.5	9.3	99	16	10.6
Intake	370.0	10.0	173	21	17.3
Totals	2,999.5	81.1	1,096.0		
Average Caseload - CYPS				17.9	13.5

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.

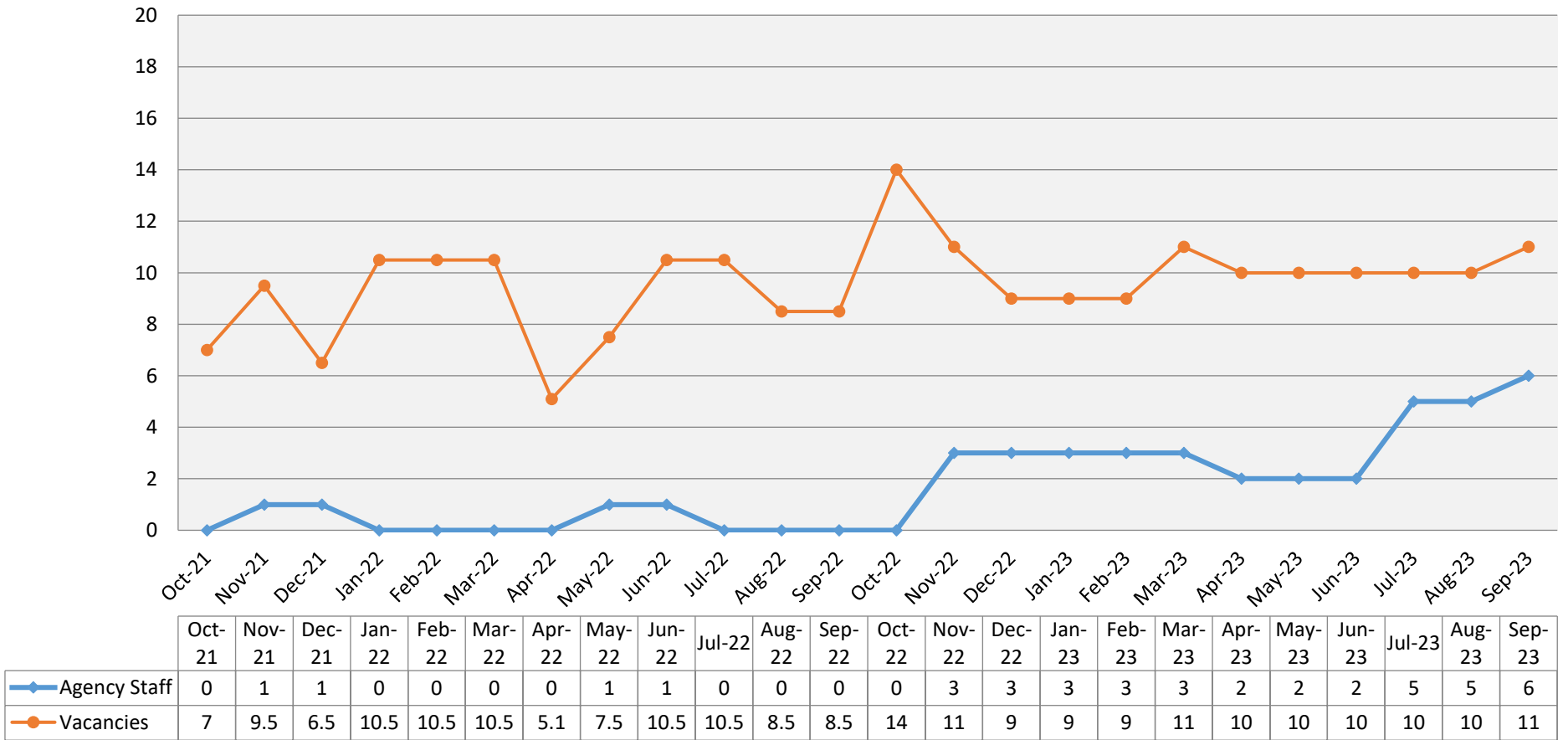
- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	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
Vacancies		2	8			1		11
New Starters			2					2
Leavers			2					2
Agency			6					6
Long-Term Sick		2	3			1		6
Disciplinarys								0
Grievances								0
Dignity at Work within the service								0

Summary of Agency Staff and Vacancies across the Service

Summary of Agency Staff and Vacancies Across the Service (Oct 21 - Sep 23)

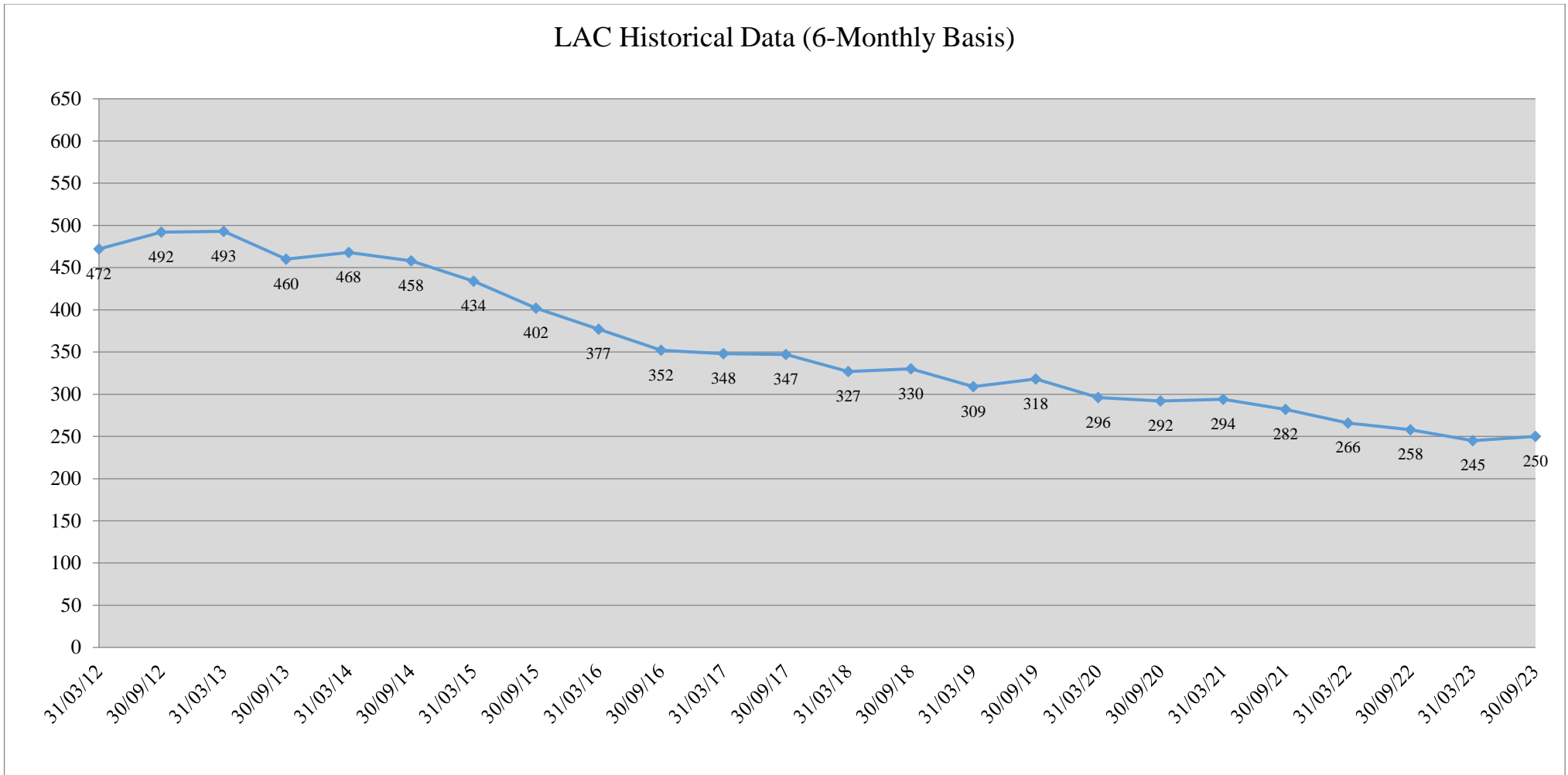


- **High Level Measure 10 (Children & Young People Services) – Quality Assurance Overview Report**

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 **2nd Quarter Period (Apr 23 – Sep 23)**, can be seen at **Appendix 6**

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

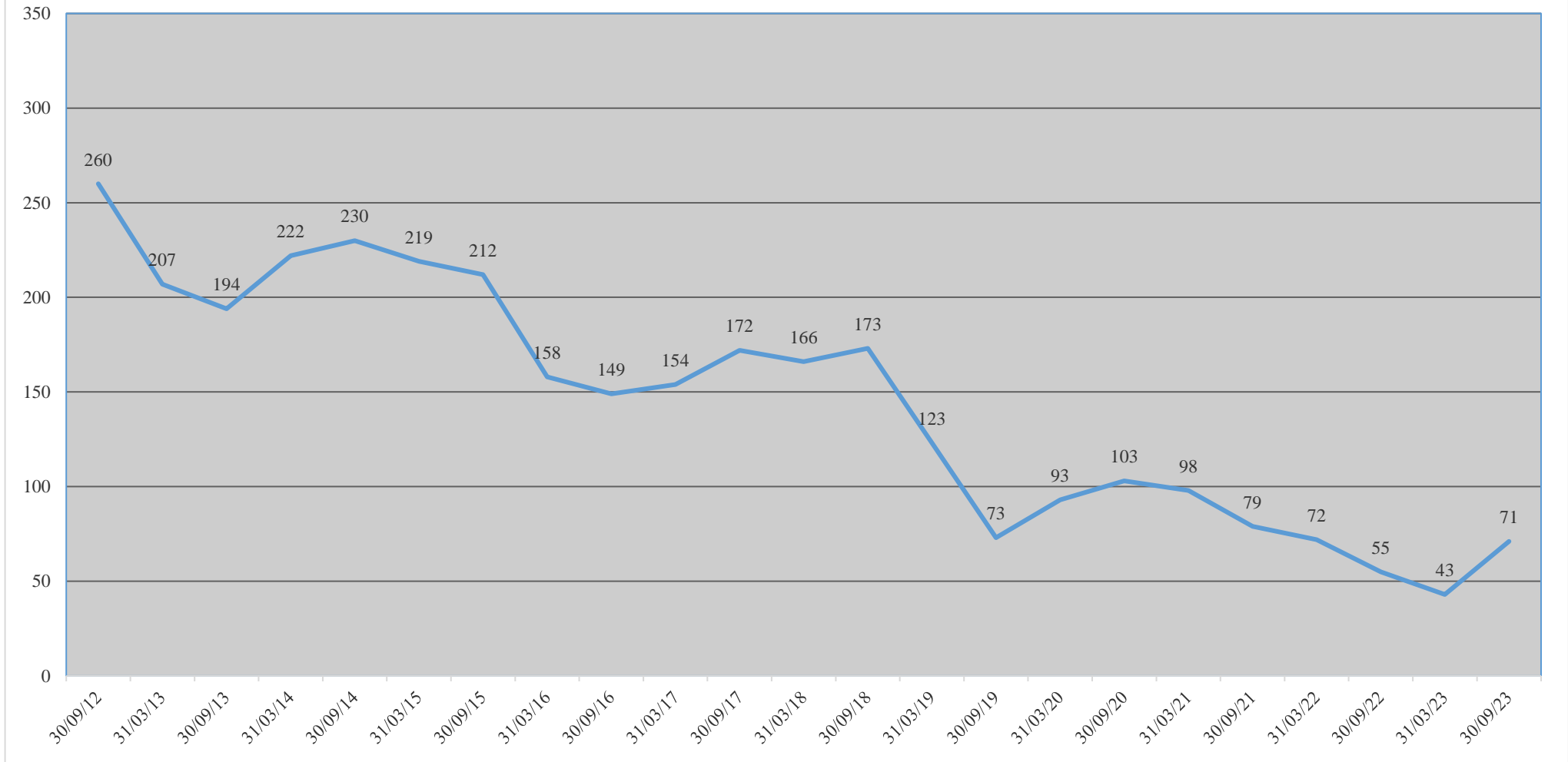
LAC Historical Data (6-Monthly Basis)



Please Note: The number of Looked after Children as at 30/09/2023 – 230

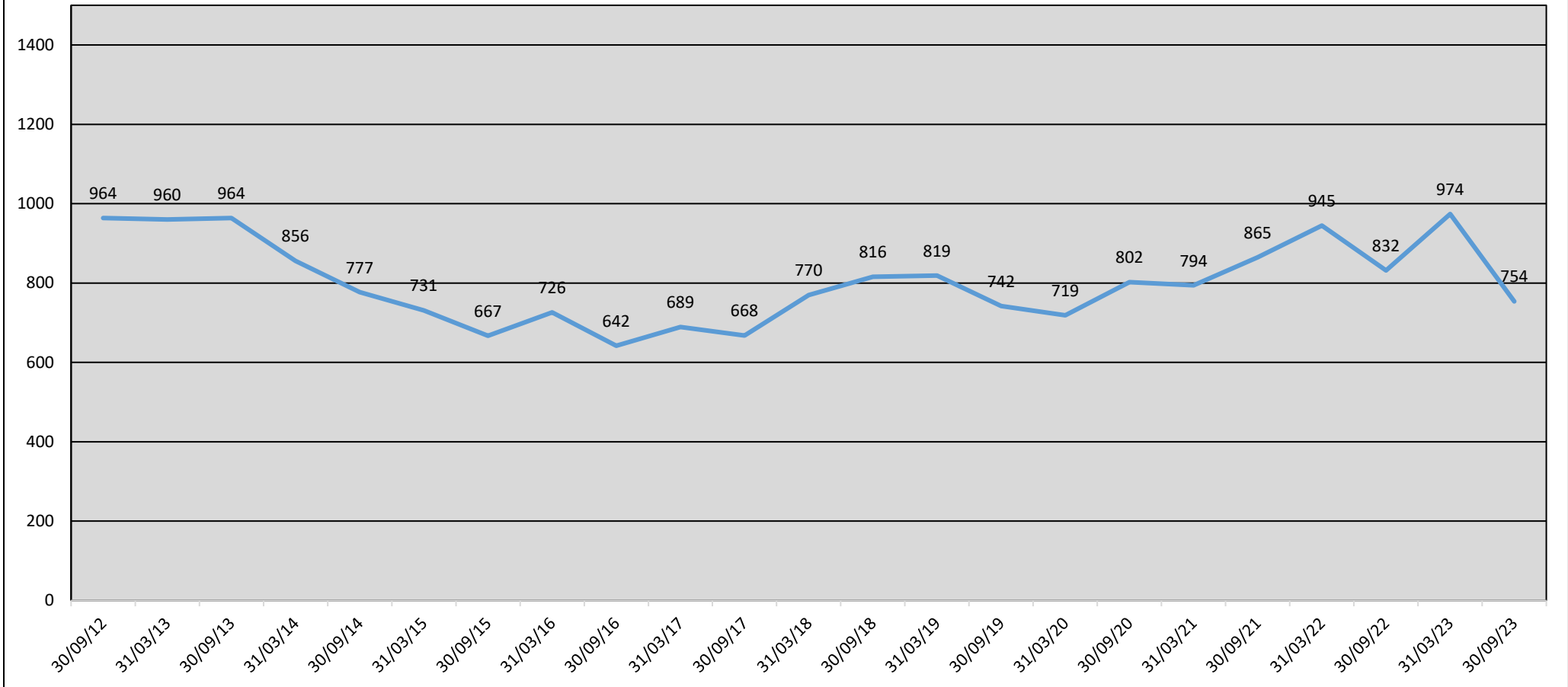
The number of Unaccompanied Asylum Seekers who are Looked After as at 30/09/2023 – 20

CP Historical Data (6-Monthly Basis)



Please Note: The number of children's names on the Child Protection Register as at 30/09/23 – 71

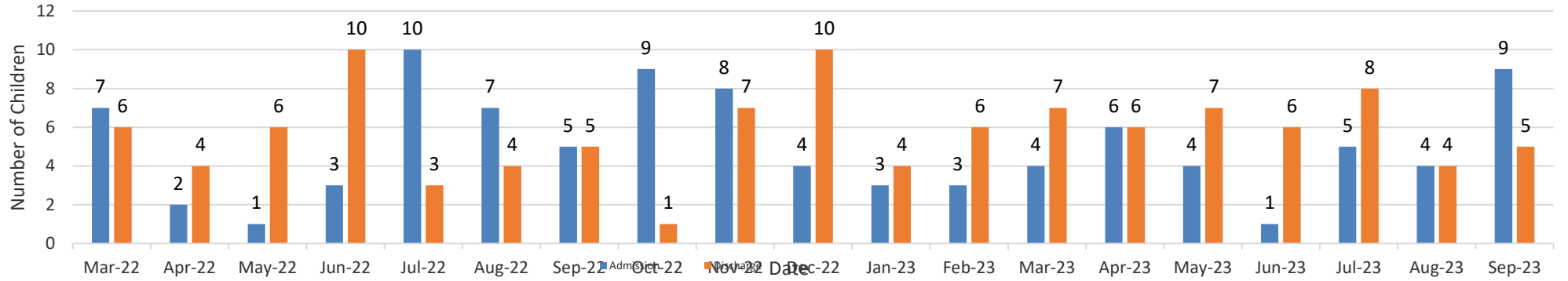
Children Receiving Care and Support Historical Data (6-Monthly Basis)



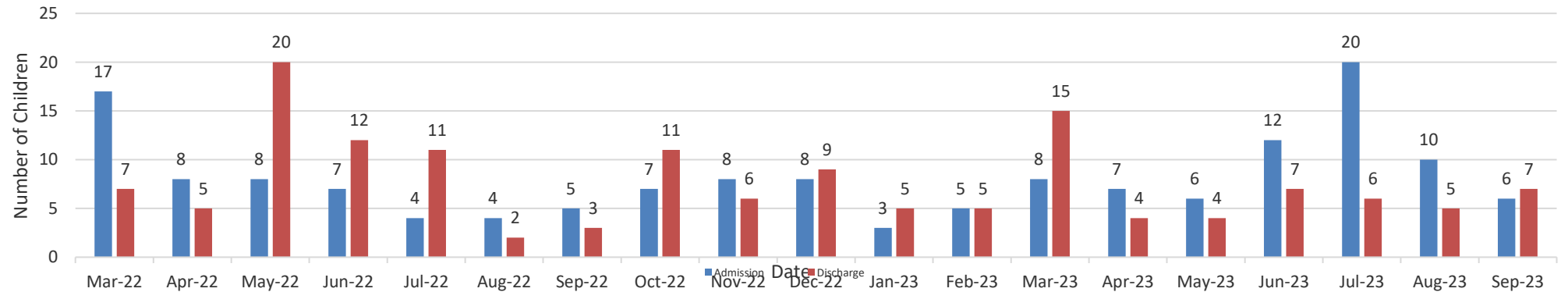
Please Note: The number of Children Receiving Care and Support as at 30/09/23 – **754**

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

LAC Admissions and Discharges (Monthly)



Child Protection Admissions and Discharges (Monthly)



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

Outcome focussed practice continues to be a priority practice model. We have trained many of the staff in care plan training, ensuring that the voice of the child and family are heard throughout the plans. Positive feedback has been given from staff regarding the training. We will continue to train into the New Year. There is a Consultant Social Work conference in place on the 27th November for partner agencies and the theme this year is gathering the stories and lived experiences from people who have used our services. It will focus on reflecting good practice and hearing the voice of service users. Outcome focussed practice will also be theme. We continue to train new staff and partner agencies in the model ensuring that all people in the area have a consistent approach to practice. It is anticipated that the interactive practice guide will be developed and launched in early 2024.

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

Beaches 2 Beacons

The Beaches 2 Beacons Project continued weekly throughout the summer holidays and concluded with 12 young people being awarded their Silver and Bronze John Muir Awards for their commitment to learning about and protecting our local environment. The project promoted healthy lifestyles and improved well-being through exploring the beautiful natural environment in NPT and the Bannau Brycheiniog. To achieve their awards the group climbed Pen Y Fan and learnt about the local wildlife and fauna. Teaming up with Mid & West Wales Fire & Rescue (MAWWF&R) Service and RNLI the group learnt water safety in Pontneddfechan's Waterfall Country. Local ecosystems were explored in Craig Y Nos and the National Park Mountain Centre visited. The project concluded with an activity packed day at Spring Valley Lakes in Resolven. Here the group enjoyed water sports and nature and well-being activities. Earlier in the year the group helped create bird boxes with Men's Shed Skewen thanks to the kind financial support of LBS Builders Merchants. The boxes were hung at Spring Valley Lakes. The project fostered good relationships with MAWWF&R Service, RNLI, Bannau Brycheiniog National Park, Neath Port Talbot (NPT) Children's Services and our young people. The Beaches 2 Beacons Project will look to start again in 2024.

Unaided Asylum Seeking Children & Young People

As part of NPT Children's Services commitment to our Unaided Asylum Seeking Children (UASC) & Young People, activities and experiences have been organised throughout the summer in order to help the young people settle in to their new environment, improve their language, look after their well-being and educate them on Welsh cultural and explore the area. Working closely with the UASC Team and established partners in the community the Engagement & Participation (E&P) Officer organised weekly events throughout the summer holidays. These included rock climbing at Dinas Rock, gorge walking, canyoning, coastering on the Gower and paddle boarding. Weekly indoor climbing sessions have been attended with lunch included and visits to Bulldogs Community Gym to engage in activities and emotional and well-being support offered by the Bulldogs Team. Finally, the group enjoyed a day of Bush Craft,

learning how to construct shelters, make fires and even axe throwing. All activities helped build rapport with staff and going forward the UASC Team and E&P Officer will be facilitating young person consultations to give our UASC a voice and improve services.

Events Planning

Throughout July and August the E&P Officer organised and delivered a programme of events for children and young people from across the service to attend. There is an established working group of Participation Champions whereby event information is shared along with common themes and opportunities to support any Team activities. All information is shared with staff, parents and carers using social media, text, padlet and MS Teams to maximise publicity. Events are frequently promoted on X (formerly Twitter) and can be found using @NPT_Engagement

Weekly Surf Lessons

2023 saw another successful summer teaming up with Surf School Wales on Aberavon Beach. The school provided weekly 2hr surf sessions for our children and young people to enjoy. Groups of up to 12 attended every Monday and not only improved their surf skills but learnt about water safety and team work.



Hope – Girls Rights

Girls' Rights Group HOPE have been busy on their 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 have been 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. The outcomes of the project will help develop services and change the language we use in the Service.

The Hope 2023 Residential took place at the end of July. Fifteen girls spent 2 nights and 3 days at Call of the Wild. The group enjoyed hiking, team building, gorge walking, climbing and more significantly built friendships, confidence and memories. The residential included inspirational talks from women one of whom was singer songwriter and radio host Bronwen Lewis.



Throughout September the group have enjoyed boxing training at Bulldogs Gym courtesy of a grant from South West Wales Connected. The grant is awarded to community groups within a 6 mile radius of a train station and must be used to improve well-being.



Foster Wales

Care experienced young people from across NPT worked alongside Foster Wales and Rewise Learning to develop promotional material to help recruit new Foster Carers. The four day project included writing poetry, learning IT skills such as animation, script writing and music production. The young people shared their positive experiences of life in care and what they think it takes to be a Foster Carer. The completed animated video along with their poetry will form part of the upcoming promotional campaign. Below is an extract of one poem:



Soothing Balm by Ruby.

All I wanted was a hug, but you just dug and dug
You kicked me out. And all you ever did was shout and
shout.

You were so loud that you filled me with doubt.

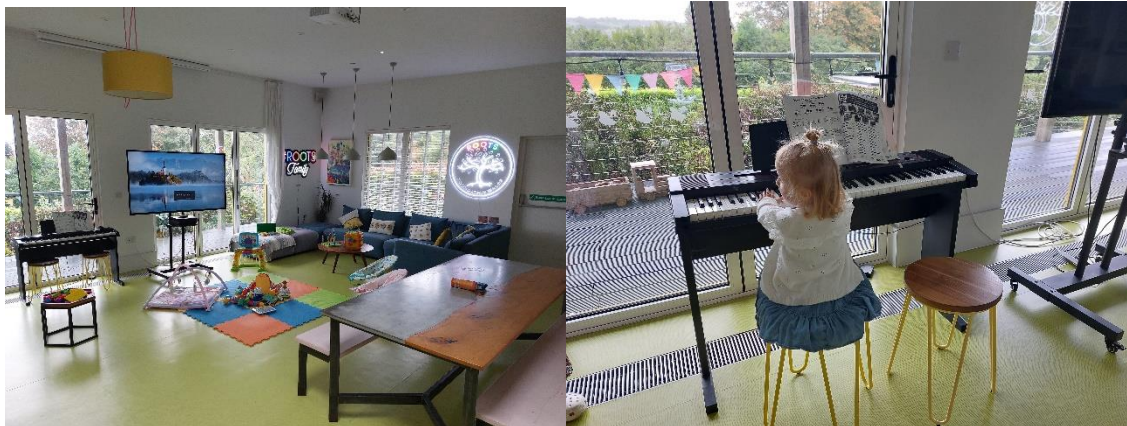
You always silenced everything I said
And you made me emotionally dead.

When no one would listen, I'd talk to the stars as they
glistened.

Realising that my first home wasn't meant to be.

Care Experienced Mum's Group

More recently a care experienced mum's group has been established. Working in partnership with Roots Foundation Swansea and Jig-So, our mum's are invited to attend the incredible Roots venue to learn how to cook cheap, nutritious meals for their children, socialise and network with other mum's and access services from guests such as Action for Children. The group meet every Thursday. Childcare is provided on site. Roots is based in Swansea however a NPT venue will be considered in the near future.



Youth Justice Early Intervention Service (YJEIS)

The Engagement and Participation Officer and the Youth Justice and Early Intervention Service 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. There is aspirations to expand the Life Skills Project to include well-being sessions. The voice of the young people continues to be captured in the Exit Questionnaire conducted when young people exit the service.



Groups

Along with current children and young person groups Hope, Yovo & Music Group at Ysgol Hendrefelin, the E&P Officer continues to support other Child & Young Persons 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.

Let's Keep Talking

With Children's Rights at the heart of all activities the E&P Officer provides opportunities for our children and young people to participate in Local Authority consultations. The Let's Keep Talking consultation was promoted at events and activities for children & young people to have a voice in the future development of services. Pupil Voice Training has been delivered by the Children's Rights Unit to members of the Junior Safeguarding Board. The training incorporates 'how to be a board member' and prepares young people to become involved in decision making. Our young people continue to be part of the recruitment process and form a young person interview panel.