

Public Document Pack

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Head of Legal and Democratic Services
Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To: Cllr Carol Ellis (Chair)

CS/NG

Councillors: Marion Bateman, Peter Curtis,
Adele Davies-Cooke, David Evans, Veronica Gay,
Cindy Hinds, Stella Jones, Brian Lloyd, Mike Lowe,
Dave Mackie, Hilary McGuill, Gareth Roberts,
Ian Smith and David Wisinger

17 January 2013

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Dear Sir / Madam

A meeting of the **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **THURSDAY, 24TH JANUARY, 2013** at **2.00 PM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 8)
To confirm as a correct record the minutes of the meeting held on 17th December 2012.
- 4 **YOUNG PERSONS DRUG & ALCOHOL TEAM** (Pages 9 - 14)
Report of Director of Community Services enclosed

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 5 **SAFEGUARDING AND CHILD PROTECTION (JOINT REPORT FROM SAFEGUARDING UNIT)** (Pages 15 - 44)
Report of Director of Environment enclosed
- 6 **CSSIW INSPECTION ACTION PLAN** (Pages 45 - 74)
Report of Director of Community Services enclosed
- 7 **INTEGRATED FAMILY SUPPORT SERVICE** (Pages 75 - 78)
Report of Director of Community Services enclosed
- 8 **FORWARD WORK PROGRAMME** (Pages 79 - 86)
Report of Learning and Social Care Overview & Scrutiny Facilitator

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE **17 DECEMBER 2012**

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Monday 17 December 2012

PRESENT: Councillor C.A. Ellis (Chair)

Councillors: D. Evans, V. Gay, C. Hinds, R.B. Lloyd, M. Lowe, H.J. McGuill, D.I. Mackie, I. Smith and D.E. Wisinger

SUBSTITUTIONS:

Councillor G. Banks for Councillor S. Jones

APOLOGIES:

Councillors A. Davies-Cooke, P.J. Curtis, H.G. Roberts and M. Bateman
Head of Social Services for Children

CONTRIBUTORS:

Cabinet Member for Social Services, Director of Community Services, Head of Social Services for Adults, Service Manager, Resources, Management Information Officer

IN ATTENDANCE:

Learning and Social Care Overview and Scrutiny Facilitator and Committee Officer

46. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor G. Banks declared an interest in item 7, Quarter 2 Service Reports, in relation to Disabled Facility Grants as he was currently employed by Care and Repair.

47. MINUTES

The minutes of the meetings held on 19 September 2012, 4 October 2012 and 1 November 2012 had been circulated to Members with the agenda.

MATTERS ARISING

19 September 2012

Councillor H.J. McGuill asked if the Betsi Cadwalladr University Hospital Board (BCUHB) had given feedback on the questions raised by members on page 8 of the Minutes of the meeting of 19 September 2012. The Chair said that feedback would be supplied when final decision was made known. She added that a special meeting would be convened with BCUHB in order to ask further questions.

4 October 2012

Councillor I. Smith asked for an update about start times of meetings as discussed on page 9 of the minutes. The Learning and Social Care Overview and Scrutiny Facilitator said that from May 2013, when the new meetings schedule was prepared, the meetings would alternate between a morning start and an afternoon start, in order to accommodate all members. She explained that a 1pm start was not a possibility, as a briefing meeting had to be accommodated in advance of the meeting.

Councillor H.J. McGuill referred to page 12 of the minutes and asked if further information relating to the North Wales Adoption Service was now available. The Resources Services Manager said that information that he had requested from NWAS was yet to be received. He said that a full report would be prepared once in receipt of all required information. The Learning and Social Care Overview and Scrutiny Facilitator said that this could be submitted at a future meeting as an information report, and any issues that arose as a result, could be explored further.

1 November 2012

The Chair asked the Head of Community Services for an update on The North Wales (draft) Information and Consultation Carers Strategy (page 22) of the minutes. The Head of Community Services said that as yet there had been no response from the Welsh Government.

RESOLVED:

That the minutes of 19 September, 4 October and 1 November 2012 be approved as a correct record and signed by the Chair.

48. FOSTERING INSPECTION 2012

The Service Manager, Resources presented the report which outlined the outcomes from the CSSIW inspection conducted for the period 2011-12.

In accordance with the Care Standards Act 2000, the CSSIW had undertaken an annual review of Flintshire County Council's Fostering Service. The primary focus was on quality of life and quality of care experienced by foster carers and children in placement, particularly kinship carers. The inspection was conducted in November 2011.

The Service Manager, Resources reported that the service had received a most favourable final report, published April 2012 which highlighted many strengths as well as some areas for improvement, which were attached to the report in the form of an Action Plan.

Councillor G. Banks congratulated Children's Services on the report and said that he was very pleased to see all actions on the Action Plan had been completed,

Councillor H.J. McGuill asked about the procedure for a parent who did not wish their ex-partner's family to act as kinship carers. The Service Manager, Resources said that the Local Authority would undergo legal proceedings to get the authority to act as a parent and to share parental responsibility with the birth parent.

RESOLVED:

That the committee accepts this report and subsequent action plan as significant and independent evidence of a well managed and organised service.

49. CSSIW ANNUAL LETTER:

The Director of Community Services introduced a report to present the Annual Council Performance Evaluation by the Care and Social Services Inspectorate Wales (CSSIW) on the performance of Social Services for 2011-12.

The report was very positive and said that solid progress had been made over the past year and that there had been improvement against a range of national performance indicators. In Adult Services, 17 out of 20 key targets had been met whilst Children's Services had performed well in securing improvement against a significant range of key indicators.

The Re-ablement service was praised for its increase in numbers of people able to access the service and the resulting proportion who no longer required ongoing support. Children's Services were praised for the way it involved and worked with Young People, and the Pride of Flintshire Awards was cited as an example.

Areas for development included Risk Management for Adult Protection, progress in the ability to provide more short-break overnight provision for children and young people with disabilities and progress in the reduction of time taken to deliver major and minor adaptations.

Councillor H.J. McGuill welcomed the report and asked if the Welsh Government would be offering further funding for older people's health, occupational therapy or social services, given the statement announced earlier in the week. The Head of Community Services said that the Welsh Government would not invest any extra funding in the next year and that Flintshire County Council would have to reconfigure its existing funding.

The Chair congratulated all staff in Adult and Children's Social Services for their efforts and for projects such as Extra Care, Arosfa and Identity Cards for Looked After Children and Young Carers. The Chair thanked the previous Social and Health Care Overview and Scrutiny Committee for their work over the past 4 years.

The Cabinet Member for Social Services endorsed what had already been said by the Chair. She said that the report was very good and she was proud of

the workforce and officers within the directorate. The Resources Services Manager was also congratulated for his earlier report.

RESOLVED:

That the Social and Health Care Overview and Scrutiny Committee receives this report and is satisfied that any management and performance issues raised in the report are being addressed.

50. UPDATE ON ADULT SOCIAL CARE TRANSPORT POLICY

The Head of Social Services for Adults introduced the final update report on the outcome of the transport policy,

In October 2011, Flintshire County Council introduced a fair and equitable Transport Policy for Social Services for Adults after a consultation process with stakeholders that ran from April to September 2011. A social worker had undertaken individual transport assessments for 420 people, 416 of which were completed. Under the new policy, 47% of people previously in receipt of transport remained eligible, 17% were joint funded and 36% of people were found to be no longer eligible for the service. All complaints had been resolved and there was one appeal outstanding with the Ombudsman.

In the previous year, £269,000 of savings had been made, and projected savings of £50,000 were expected in this year. Further savings were envisaged as the contract for the transport service was due to go out to tender and more efficient routes would be implemented.

The Chair asked the Head of Social Services for Adults to convey thanks to Suzie Lunt for all her work on the project, and the professional way in which it was managed on behalf of the Social and Health Care Overview and Scrutiny Committee.

Councillor D. I. Mackie asked if the cost of escorts had been considered during the consultations. The Head of Adult Social Services said that there had been a reduction in the number of escorts as some had taken retirement. Councillor Mackie asked if there had been an increase in traffic reported at the day centres as a result of the policy and if there had been a reduction in attendance. The Head of Social Services for Adults said that there was now a degree of flexibility in respect to start times at day centres to accommodate new transport arrangements, so this had not been an issue. There had been little or no reduction in attendance as a result of the policy. Councillor Mackie said that if assessments took place between June and September, and transport was withdrawn as a result, some people assessed in June would have had transport withdrawn immediately whilst people assessed in September would have continued to receive transport until then. The Head of Social Services for Adults said that the policy was implemented gradually and said in hindsight it may have been better to do all assessments first then implement policy. He said that service users were aware of the cut off date and understood how it was to be introduced.

Councillor B. Lloyd asked about the number of service users. The Director of Community Services said that 416 day care service users had been assessed. If some were in receipt of mobility payments, this was taken into account where appropriate. The current system of free transport for all was no longer sustainable. Some people made alternative arrangements with the use of mobility allowance.

Councillor M. Lowe asked about persons who would face financial hardship as a result of the policy. The Head of Social Services for Adults said that such persons could make a case to a panel set up to review such cases.

Councillor G. Banks asked if persons no longer in receipt of free transport could pay to use the transport service. The Head of Adult Social Services said that he had been advised by Legal Services that this was not appropriate. He said that the new, efficient routes would minimise spare spaces on the transport.

RESOLVED:

That members note this report as a final summary of the implementation of the transport policy.

51. QUARTER 2 SERVICE PERFORMANCE REPORTS

Adult Social Services

The Head of Adult Social Services introduced the Adult Social Services report and highlighted the ongoing work to achieve the efficiency savings of £1.2 million for 2012-13.

There had been a decline in performance in the time taken to deliver a Disabled Facilities Grant (DFG) in the second quarter, down to 422 days from 393 days in the first quarter. Information leaflets about low level works were being circulated to customers. In terms of risk, Disabled Facility Grants were on amber. In the case of low level adaptations, a workman from Wales and West had recently been employed to carry out such works.

Councillor D. Evans said that he would like to see a breakdown of the levels of work required under DFG, such as works to the value of £10,000 to £50,000. The Head of Social Services for Adults said that this level of detail would be added into the next quarter report, with the agreement of the Overview and Scrutiny Facilitator.

The Chair said that the idea for a workman in a van to conduct low level adaptations had originated from a member workshop. Councillor H.J. McGuill said Age Concern operated a similar service.

Children's Services

The Performance Officer introduced the Children's Service report and said that all 7 improvement targets had been met in quarter 2.

The joint project with Barnados which involved young carers had carried out all the required assessments and all of the young people were in receipt of a service.

Performance in the timeliness of statutory visits for looked after children were slightly below that of last quarter, as was the timeliness of Children in Need reviews. This was attributed to the impact of the implementation of the Transition Team; the transfer of cases from the Children's Integrated Disability Service to Transition had led to some delays in the completion of reviews and visits. Reviews and visits were now back on track now that the department was fully staffed.

The Chair asked if figures for Children in Need, such as numbers assessed and waiting for a social worker could be provided. The Director of Community Services said that these figures could be collated for the committee.

Development and Resources

The Director of Community Services introduced the Development and Resources Report in place of the Head of Development and Resources and said that there had been progress with the improvement plan in terms care fees methodology, extra care expansion, the development of new Supporting People services to strengthen homeless prevention. These areas currently held green RAG status. The review of the charging policy for social services and housing related support was ongoing and showed amber RAG status.

In terms of the Strategic Risks and Challenges (SARC), CL07, The Relationship with local health board and impacts on public and primary health was on red RAG status, in light of the health reforms.

The Director of Community Services informed the committee that Alan Butterworth would take retirement in the New Year, before the next committee meeting. He formally acknowledged, as Director, the huge contribution which had been made by Alan Butterworth over the years to Community Services and conveyed his thanks for all his efforts. The Chair asked that the Overview and Scrutiny Facilitator write to Alan Butterworth to convey thanks on behalf of the committee for his contribution to Community Services.

The Chair proposed that the budget variances shown on page 103, be examined more closely by the committee. The budget variances related to local teams, vacancy management, family placement and professional support.

RESOLVED:-

- (a) That the committee consider the 2012/13 Quarter 2 performance reports produced by the Heads of Service;
- (b) That a breakdown of the costs of the Disabled Facilities Grant be provided in the Quarter 3 report;
- (c) That figures for Children in Need, such as numbers assessed and waiting for a social worker should be provided as part of the next quarterly report;
- (d) That the Learning and Social Care Overview and Scrutiny Facilitator write to Alan Butterworth to convey thanks on behalf of the committee for his contribution to Community Services; and
- (e) That the Committee was satisfied with the budget variances shown on page 103.

52. FORWARD WORK PROGRAMME

The Learning and Social Care Overview and Scrutiny Facilitator introduced the report to consider the Forward Work Programme for the Committee.

In referring to the next meeting on 24 January 2013, the Learning and Social Care Overview and Scrutiny Facilitator asked if members could be nominated to serve on a task group for the Integrated Family Support Service.

The Learning and Social Care Overview and Scrutiny Facilitator suggested that a Carer's Strategy update and Youth Justice Service update be added to the forward work programme.

The Chair asked if officer name plates could be produced for the next meeting so that members were aware of officers who may attend in substitution for their line manager.

The Learning and Social Care Overview and Scrutiny Facilitator said that a task and finish group would be continued in the New Year to consider the Annual Council reporting frameworks.

The Chair closed the meeting by wishing all members of the committee and officers a Happy Christmas and Prosperous New Year.

RESOLVED:

That the Forward Work Programme be received and amended to reflect the above suggestions.

53. DURATION OF MEETING

The meeting commenced at 2.00 pm and ended at 3.16 pm.

54. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the public or press in attendance.

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Chair

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 24 JANUARY 2013

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: YOUNG PERSONS DRUG & ALCOHOL TEAM

1.00 PURPOSE OF REPORT

1.01 To provide an update of the developments within Flintshire “Sorted” - Young People’s Drug and Alcohol Team (YPDAT) and an overview of the changes in regional funding arrangements.

2.00 BACKGROUND

2.01 Children and young people’s misuse of drug and alcohol continues to be a major concern to society as a whole and impacts on all partner agencies. Although research highlights that fewer young people are being treated for class A drugs and that the vast majority receive support for problems with cannabis and alcohol, there has been a significant increase in those using mephedrone (MCAT) and “legal highs”. The figures also show that most young people accessing drug and alcohol services present a complex range of other problems, which demonstrates that ‘substance misuse is seldom an isolated issue’. This is a similar picture seen by YPDAT across Flintshire.

2.02 The Young Persons Drug and Alcohol Team is a multi agency, multi disciplinary team which aims to minimise the impact of alcohol and drugs on children, young people, their families and the community. The YPDAT was commended in the Flintshire Excellence Awards in 2012 and has established a model of working that has been recognised as best practice across Wales.

2.03 The YPDAT provides a comprehensive service to the young people of Flintshire, divided into three main areas of activity:

Universal – generic substance misuse education offered to all young people within schools and the community.

Targeted – programmes of work aimed specifically at those young people either misusing or in danger of misusing substances.

Treatment – referral based service for those young people with an identified drug or alcohol related problem.

3.00 CONSIDERATIONS

- 3.01** The YPDAT has established a Young Person's Steering Group which works in partnership with the team to develop practice and they have recently renamed the service as Flintshire Sorted, the aim being to de-stigmatise services and to establish a 'brand' across Flintshire.
- 3.02** The Flintshire Sorted has this year launched its own innovative Drug Aware Award (DAA) which compliments the Welsh Government's Healthy Schools Initiative and will recognise schools' commitment to tackling drug and alcohol misuse. The aim is for each school to achieve a set of specific criteria to be awarded the Drug Aware Award. Flintshire Sorted have agreed Service Level Agreements with all secondary schools and will play an active role in supporting schools with their policy development, PSE curriculum, community engagement and targeted support for young people. The aim is to support schools, children and young people with the inclusion agenda.
- 3.03** In addition to the DAA, dedicated 'link' workers have been assigned to each of the secondary schools, including Maes Hyfryd and the Pupil Referral Units, offering continuity, a face that is recognisable and specific programmes of work for individual schools. The Sorted link staff are establishing their presence within the schools and are attending a range of professional meetings and supporting and advising teachers.
- 3.04** The YPDAT universal and targeted work continues to be delivered in innovative ways to ensure the engagement of young people. This includes:-
- peer education programmes
 - targeted school work programmes with identified groups of young people
 - lunch time sessions using the outreach vehicle
 - use of 'Decision Street' mobile theatre in conjunction with a local education drama group.
 - mobile sports stadium used in community settings evidencing a reduction in anti social behaviour
 - production of an alcohol education DVD resource pack, written, acted, filmed and edited by the Sorted Young People's Steering Group.

Peer Education & Universal Services 2011-2012

Peer Education Activity	Total	Universal Schools Activity	Total
No. of Peer Educators attending training in Quarter	292	No. of schools visited	13
No. of sessions delivered by Peer Educators	22	No. of sessions undertaken	123
No. of young people receiving education by Peer Educators	1449	No. of young people (yrs.7-13) seen	6511

- 3.05** The referral based service is the only treatment provision for young people under 18 across Flintshire. Referrals continue to be received from a range of agencies including education, health (general practitioners and the Child and Adolescent Mental Health Service), Social Services For Children, Police, Youth Justice Service in addition to self referrals. All referrals are on a voluntary basis and are assessed for "Gillick" competency (to ensure that self referrals from young people meet the competency standard). A holistic assessment is undertaken and tailored intervention packages devised in conjunction with the young person and, where appropriate, the family.
- 3.06** The treatment 1-1 referral based element continues to develop innovative ways of engaging young people and supporting them in making appropriate life changes. These include the more traditional motivational interviewing, cognitive behavioural therapy, harm reduction, harm relapse and exit strategies. The staff are continually exploring new methods to increase engagement.
- 3.07** The main developments include:-

Flintshire Sorted Counselling Post

In conjunction with CAIS, the third sector Drug and Alcohol Agency a 12 month pilot has just begun to provide dedicated counselling to young people who misuse substances. This has been identified as a gap in provision and will complement the current work undertaken by the school based counselling service and CAMHS. The post will endeavour to engage this hard to reach group of young people who misuse substances as a coping mechanism to deal with underlying emotional and life events. A robust evaluation framework is in place to capture positive outcomes for young people.

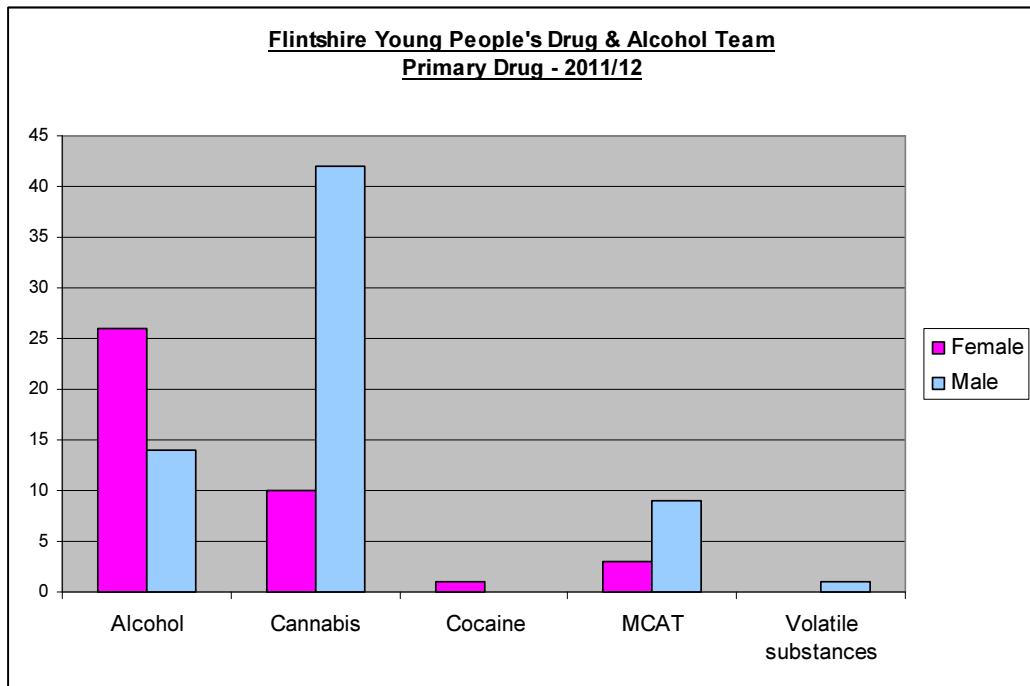
Creative Art and Play Therapy (CAPT)

This innovative method of engaging with young people involved with drug and alcohol services is being used with those who find it difficult to communicate and discuss previous distressing life events. The initial evaluation of this methodology is proving very positive with an increase in self esteem, improved communication skills and a reduction in their substance misuse.

Alternative Therapies including:-

A range of alternative therapies including auricular acupuncture, Reiki, Emotional Freedom Technique, Indian Head Massage and relaxation strategies are being combined in intervention plans to give young people additional skills to reduce their substance misuse but also improve their emotional well being.

YPDAT figures for 1-1 work showing primary substance usage by gender.



* MCAT (Mephedrone) is a stimulant drug which is a synthetic (man-made). It has a similar effects to MDMA (found in Ecstasy) or Amphetamine (more commonly known as Speed). It was classed as a 'Legal High' until 2010 when the UK Government reclassified it as a Class B.

** Volatile Substances include glues, paints, aerosols, gases and nitrates. The effects of volatile substances vary depending on which substance is inhaled. However, all volatile substances are rapidly absorbed and all act to depress the central nervous system.

3.08 The Strategic oversight for substance misuse services resides with the North Wales Regional Area Planning Board which in turn reports to the North Wales Safer Communities Board. Changes in the distribution of funding streams are being implemented from April 2013 with Wrexham County Borough Council being the regional 'banker'. Implications for the new arrangements in relation to commissioning, monitoring and evaluation continue to be discussed with the Welsh Government. However, providers have been assured that there will be no destabilisation of current service provision for 2013-2014 with this being

seen as a transition year. The following financial year it is anticipated that contracts will be transferred to WCBC with the wider implication of governance to be agreed.

3.09 The Area Planning Board has recently agreed to a proposal for a dedicated Children and Young People's Subgroup to ensure that their issues are addressed. It has been agreed that Lesley Bayley, Flintshire Sorted Manager will Chair the forum. The aim is to map current substance misuse service provision for children and young people across North Wales, in addition to identifying best practice and standardising the documentation used.

4.00 RECOMMENDATIONS

4.01 That the report be noted.

5.00 FINANCIAL IMPLICATIONS

5.01 The YPDAT currently receives £248,000 and is totally funded by Welsh Government Grants and as detailed in the report (3.07) this is going to be administered on a regional basis from 2013-2014. It is an ongoing concern whether the entirety of this funding will continue and for how long. There is a risk that the level of funding may change if regional priorities dictate their use. The current North Wales overall funding is £4,459,450.

6.00 ANTI POVERTY IMPACT

6.01 Not applicable

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 None

11.00 CONSULTATION UNDERTAKEN

11.01 None

12.00 APPENDICES

12.01 None

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 24 JANUARY 2013

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: SAFEGUARDING AND CHILD PROTECTION (JOINT REPORT FROM SAFEGUARDING UNIT)

1.00 PURPOSE OF REPORT

1.01 To provide Members with information in relation to Child Protection and Safeguarding within the county boundaries.

2.00 BACKGROUND

2.01 In line with the County Council's strategy for developing a systematic Performance Management Framework, Social Services for Children routinely collate safeguarding activity for children in need and those children whose names are included on Flintshire's Child Protection Register.

3.00 CONSIDERATIONS

3.01 This report informs Members of key statistical and performance related information about children for whom the Authority has significant safeguarding responsibilities.

3.02 This report covers the period from 1 October 2011 to 30 September 2012.

3.03 Management and performance data and commentary about safeguarding are presented as Appendix 1.0.

3.04 Reports analysing child protection case conference feedback are presented as Appendix 2.1, 2.2 and 2.3.

3.05 Reports analysing staff availability and unmet need are presented as Appendices 3.1 and 3.2.

4.00 RECOMMENDATIONS

4.01 That Members accept this report as information in relation to Child Protection and Safeguarding for the period 1 October 2011 to 30

September 2012.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no financial implications arising from this report.

6.00 ANTI POVERTY IMPACT

6.01 Services to children in need are effectively managed to ensure that the needs of vulnerable children are appropriately met.

7.00 ENVIRONMENTAL IMPACT

7.01 No direct impact.

8.00 EQUALITIES IMPACT

8.01 The provision of targeted services for children in need and their families contributes to the safeguarding and welfare of vulnerable children.

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 None

11.00 CONSULTATION UNDERTAKEN

11.01 None

12.00 APPENDICES

12.01 1.0 Statistical and performance related information about children for whom the Authority has significant safeguarding responsibilities.

2.1 Child Protection Case Conference feedback analysis October 2011 to March 2012.

2.2 Child Protection Case Conference feedback analysis (Child/Young Person) April 2012 to September 2012.

3.1 Staff Availability Report.

3.2 Unmet Need Report.

BACKGROUND DOCUMENTS:

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985

Social Services for Children Quarterly Performance Reports

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL AND HEALTH OVERVIEW & SCRUTINY COMMITTEE**

STATISTICAL REPORT: SAFEGUARDING CHILDREN

1.00 PURPOSE OF REPORT

- 1.01 To provide Social and Health Overview & Scrutiny Committee with statistical and contextual information in relation to safeguarding and child protection.

This report covers the year from 1 October 2011 to 30 September 2012.

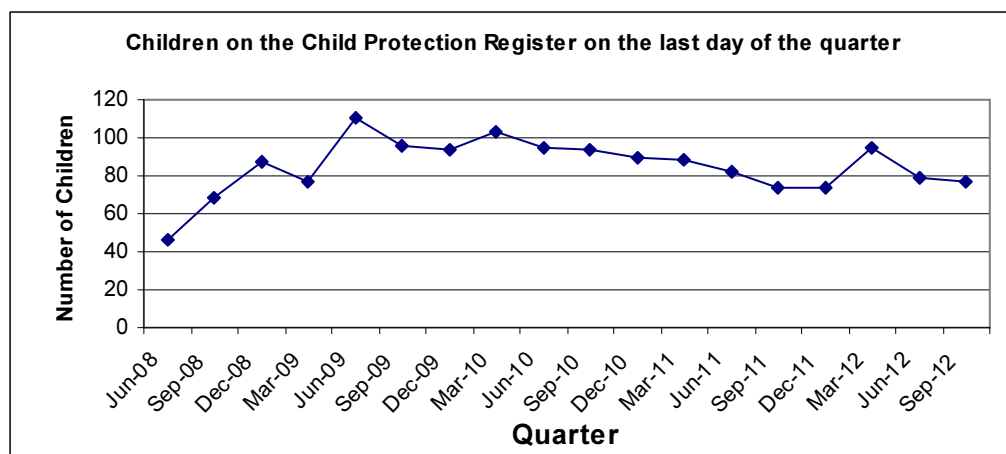
2.00 CHILD PROTECTION REGISTER

The purpose of the Child Protection Register is:

- to provide a record of all children in Flintshire with unresolved child protection issues and who are currently the subject of an inter-agency protection plan; and
- to ensure that the plans are formally reviewed every six months.

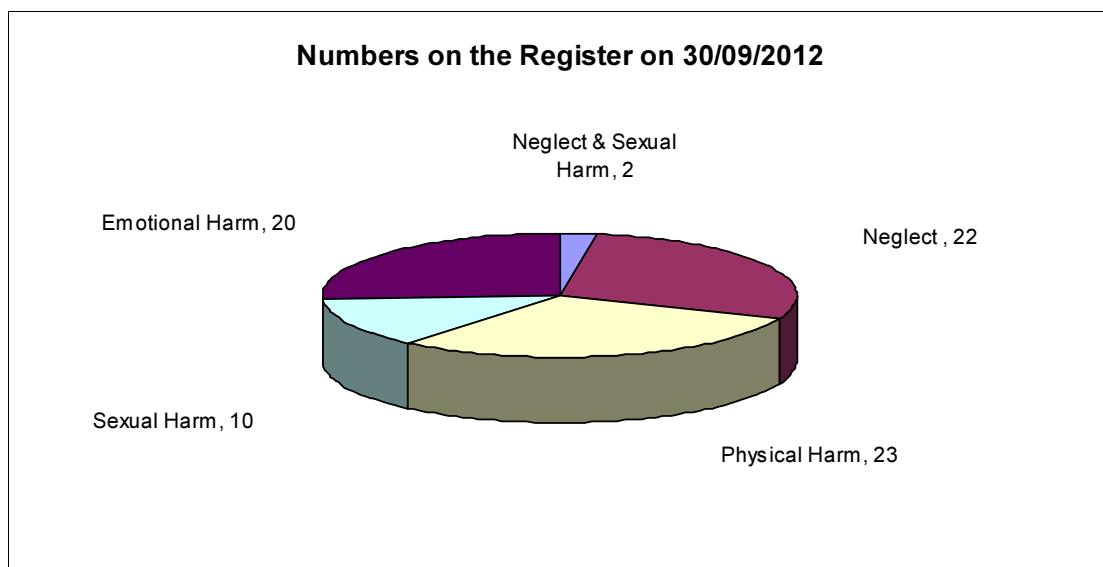
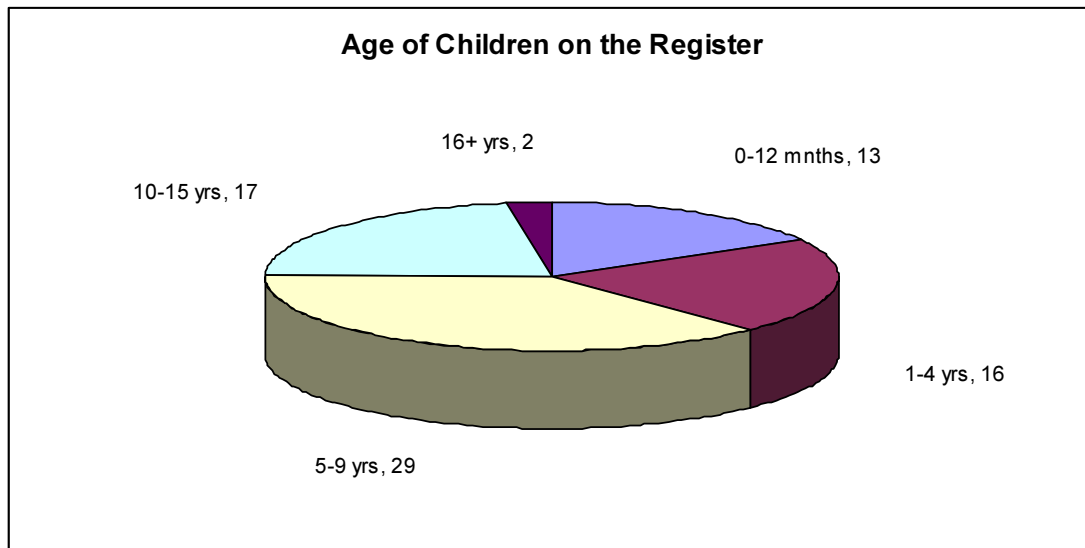
Numbers on the Register

- 2.01 Prior to the period covered by this report, the trend for child protection registrations in Flintshire was a steady decline. However, in March 2012 there was a sharp increase in registrations, from 74 to 95. Although there the number of child protection referrals did not significantly increase in this period, a higher percentage of referrals resulted in an initial conference (See 2.05) In this period, there were referrals for several multiple sibling groups, and also four cases that came to conference where the mothers were just about to give birth. Since then, registrations have declined almost back to their original level.



2.02 Across Wales, the number of children on the child protection register increased slightly between March 2011 and March 2012.

2.03 The numbers on the Flintshire Register over the period can be broken down into age, gender and category of abuse. 38% of children on the Register were under 5 years old; this compares to the Wales average of 44%.



The significant numbers of emotional harm are often due to the impact of living within a home where domestic violence or abuse is a factor, although it is acknowledged that all forms of abuse against children will include an element of emotional abuse.

Across Wales, the highest number of registrations was in categories involving neglect, and the lowest in categories of sexual abuse. A similar pattern is seen in the Flintshire Register.

Category of Abuse	December 2011		March 2012		June 2012		September 2012	
	Female	Male	Female	Male	Female	Male	Female	Male
Neglect, Physical & Sexual	0	0	0	0	0	0	0	0
Neglect & Physical Harm	2	1	2	1	0	2	0	0
Neglect & Sexual Harm	1	0	0	0	2	0	2	0
Physical & Sexual Harm	0	0	0	1	0	1	0	0
Neglect	14	19	11	20	6	13	9	13
Physical Harm	4	10	15	10	11	13	9	14
Sexual Harm	2	3	6	4	4	2	6	4
Emotional Harm	9	9	12	13	11	14	8	12
Total	32	42	46	49	34	45	34	43

Time on the Register

2.04 The following table indicates the time that children have spent on the register, in month bands:

Time on the Register at 30th September 2012

Age Band	Months on Register					Total
	<3	4-6	6-12	12-24	24+	
0-12 mnths	5	5	3	0	0	13
1-4 yrs	6	5	2	1	2	16
5-9 yrs	10	4	8	4	3	29
10-15 yrs	10	0	6	1	0	17
16+ yrs	0	0	2	0	0	2
Total	31	14	21	6	5	77

In September 2011, 14.9% of the total number of children on the Flintshire register were registered for over 12 months, and the figure for September 2012 was similar (14.2%).

40% of children were deregistered at their first review, the same as in September 2011.

The Children's Safeguarding Managers review cases that have been on the child protection register for twelve months or more, and reports to the Head of Social Services for Children. This process provides an additional layer of oversight to ensure children are not on the register longer than necessary. On 30 September 2012, five children had been on the register in Flintshire for more than 24 months. This involved two pairs of siblings, both of which were recommended for continued registration by the multi-agency group. The fifth child was a case that Flintshire were holding on our register for another local authority.

(Temporary Registrations occur until a transfer in conference has been held by the new authority).

Recommendations for deregistration at the first review must be endorsed by the Service Manager.

Child Protection Referrals

- 2.05 The table below shows the percentage of the total referrals to Children's Services which were Child Protection referrals.

Child Protection referrals as a percentage of all child referrals

Referrals	Oct-Dec 2011	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012
Number of All Referrals to Children's Services	196	220	176	204
Number of Child Protection Referrals	103	116	110	125
Number of Non-Child Protection Referrals	93	104	66	79
Child Protection referrals as percentage of total Referrals	52.6%	52.7%	62.5%	61.3%

Overall, the number of referrals to Social Services for Children has been on the increase since September 2011, and the percentage of these which were child protection concerns has kept pace with this.

3.00 MONITORING PERFORMANCE IN SAFEGUARDING

- 3.01 Children on the CPR allocated to a qualified social worker is subject to national monitoring via the Performance Measurement Framework.

SCC/013 The percentage of open cases of children on the Child Protection Register who have an allocated social worker.
--

Advice from CSSIW indicates that all children on the CPR should have an allocated social worker. Our performance in this indicator is consistently good, at 100%.

This indicator is considered by CSSIW to be a factor in identifying early signs of potential problems in Children's Social Services. We are advised that performance should be 100%. We monitor the allocation of child protection cases monthly via the Service Management Team and are confident of our good performance around this indicator.

- 3.02 Within Social Services for Children, unmet need is collated on a monthly basis together with staff availability. The Unmet need is reported at the Community Services DMT when the cabinet member is present and lists are overseen on a weekly basis. Unmet need is primarily a concern for the Duty and Assessment Team who have

limited ability to control their workflow. In the main unmet need relates to children in need cases and any unmet need in relation to child protection is of short duration is prioritised for allocation, by the relevant service manager. The unmet need and staff availability for the Duty Team for the period of this report are attached at Appendix 3.1 and 3.2.

- 3.03 All children in need who are not registered on the CPR but whose cases have been open for more than six months require a review every six months.

SCC/016 The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.

Our outturn for 2011/12 was 85.9%; this was a good improvement on the previous year against a Corporate Improvement Target of 70%. The All Wales figure was 59.4%.

- 3.04 The improvement seen in this performance indicator over the last 12 months has been partly due to the implementation of the flagging system for notifying social workers of the due dates for forthcoming reviews, which has enabled them to prioritise their workload and meet the required timescales more effectively.

4.00 CHILD PROTECTION CONFERENCES

- 4.01 The percentage of child protection referrals resulting in an initial case conference has increased in the period.

Initial Child Protection case conferences as a percentage of all child protection referrals

	Oct-Dec 2011	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012
Number of all Child Protection Referrals	103	116	110	125
Number of Conferences (children)	35	52	27	33
Percentage	34.0%	44.8%	24.5%	26.4%

In line with the general increase in referral numbers this year, we have seen a corresponding increase in child protection referrals. The percentage of child protection referrals that proceed to initial case conference fluctuates between 24% and 44%, due to referrals for multiple sibling groups and unborn children, as previously mentioned.

Non-urgent child protection referrals from multi-agency partners such as the Police and Schools could be re-assessed in the Duty Offices, and re-categorised. All referrers are advised of the outcome decision.

- 4.02 Initial child protection conferences in the period have resulted in the following registration statistics. Registrations were generally higher last year, but that would be expected due to the increase in child protection referrals.

Initial conferences that took place in the Quarter, and the number of children registered at these conferences

	Oct-Dec 2011	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012
Number Of Children Conferenced -Initial	35	52	27	33
Number of Children Registered	29	40	21	29
Number of Children Not registered	6	12	6	4

- 4.03 Child protection conferences are subject to national monitoring via the Performance Measurement Framework, and the following indicator definitions apply:

SCC/014 The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.

Our performance for 2011/12 was 82.4%; this was a slight increase on the previous year, and still above the All Wales average of 77.4%.

Occasionally conference requests are made late to the Children's Safeguarding Team, or the Chair may decide to delay a conference in order to ensure that all the required information and attendees are available. However, in spite of the consistently high numbers of requests for conference, the Safeguarding Team are continuing to manage the scheduling of the majority of initial conferences within timescales. To the end of September 2012, 100% of initial conferences were held on time.

SCC/015 The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.

The timeliness of initial core group meetings has improved from 92.8% last year to 95.5% at the end of March 2012. This compares favourably with the All Wales average of 85%.

SCC/034 The percentage of child protection reviews carried out within statutory timescales during the year.

The timeliness of child protection review conferences improved from 94.4% in 2010/11 to 98.3% at the end of March 2012. This was above

the All Wales average of 96.9%. We continue to monitor performance against this indicator against a Corporate Improvement Target.

It is important to note that occasionally it is necessary to reschedule conferences, for reasons out of the control of the Safeguarding Manager. Although it appears worrying in terms of statistics for a conference to be held late, we collect reasons for all late conferences, and occasionally reschedule because, in the interests of the child, it would be inappropriate for the conference to go ahead. These are usually cases where a family member or professional whose attendance the Chair feels is essential, is unable to attend, but can also be due to staff sickness, late request of the conference by the Social Worker, or family non-cooperation.

- 4.04 Work is continuing towards improving the timeliness of the submission of social work reports to Child Protection conferences. All late reports are notified to the member of staff concerned, and this is discussed with the Team Manager at team meetings.
- 4.05 Feedback forms to establish the quality of Child Protection conferences are distributed following child protection conferences. The analysis of these is presented in separate reports for the periods October 2011 to March 2012 and April 2012 to September 2012, (Appendix 2), and include suggestions to enable young people to better participate at child protection conferences and to improve the gathering of feedback from all attendees.
- 4.06 Flintshire and Wrexham LSCB recognises the importance of children and young people being involved in the discussions and decision making which relates to their own lives. It therefore believes that children and young people should be consulted and involved at each stage of discussion and planning as far as consistent with their welfare. With regard to Safeguarding Children, the LSCB believes that children should be given the opportunity to participate in, and when appropriate, attend Child Protection Meetings (including conferences and core groups).

In Flintshire, the Conference Buddy Scheme was introduced in recognition of the importance of children and young people being involved in the discussions and decision making which relates to their own lives. The scheme provides children and young people over the age of 10 with the opportunity to participate in, and when appropriate, attend Child Protection Meetings (including conferences and core groups).

Case Conference Referrals	Young Person Attended Meeting	Young Person did not attend meeting but wishes and	Non engagement

		feelings expressed	

- 4.07 The Safeguarding Unit have instigated some changes to the referral form, so that when a child protection service is requested by a social worker, the request is very specific in terms of whether or not it is appropriate for the child to attend their conference, and in cases where it is not appropriate for them to attend, we are still able to gather their views.
- 4.08 The Safeguarding Unit have also made some proposals to address the low return of feedback forms both from professionals and children/ young people, by using Survey Monkey to collect electronic feedback from professionals, and by utilising conference buddies to visit and collect feedback from families after the conference has taken place.
- 4.09 The Children's Safeguarding Managers continue to provide oversight to ensure that child protection plans are completed and core group meetings are held in-between case conferences. They read all core group meeting minutes and make reference in conference if these meetings are not held or if they have any queries in relation to the progress of or alterations to the Child Protection Plan. Six monthly audits of core group minutes take place. The most recent audit demonstrated that core group minutes were available on the system in 95% of the families subject to child protection registration.
- 4.10 The recommended visits to frontline services by Members and Senior Officers continue. This was a recommendation arising from the Victoria Climbié Inquiry. Visits during the reporting period were delayed due to the local government elections but one visit took place on the 10th October.
- 4.11 The feedback outcomes from these visits will be shared with the Lead Director for Children and the Chief Executive Officer.

5.00 CHILDREN'S SAFEGUARDING UNIT

- 5.01 In Social Services for Children, the Safeguarding Unit has been enhanced, with the bringing together of the Independent Reviewing Officers and Safeguarding Manager, and the recruitment of an additional Safeguarding Manager. As well as chairing Looked After Children reviews and Child Protection conferences, the Unit staff offer support and advice role to our frontline workforce. Safeguarding Unit staff have visited all Fieldwork and Children's Integrated Disability Service teams to share information about processes and good practice guidance for social workers preparing for conference. They are also available to staff for consultations about the structuring of reports.

- 5.02 Consultative work has taken place with a view to improving partnership working with the practice teams, and work continues on defining the roles and responsibilities of staff in the Unit.

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SECTION

Social Services for Children

CHILD PROTECTION CASE CONFERENCE FEEDBACK ANALYSIS

PERIOD 1ST Oct 2011 TO 30th Mar 2012

Social Services for Children

Child Protection Case Conference Feedback Analysis

1st October 2011 – 31st March 2012

In total, 29 evaluation forms were returned for the period of this report. 26 were from professionals, 0 from family members and 3 from young people. A breakdown of the completed forms by professionals is shown below.

AGENCY	NUMBER
Flintshire Social Services	3
Women's Aid	2
BCUHB	6
Police	9
CAMHS	1
Substance Misuse Service	1
Social Services (External)	1
Inclusion Welfare	3
NSPCC	1
TOTAL	27

FEEDBACK FROM PROFESSIONALS

How many conferences do you attend per annum?

The following indicates the average number of conferences attended per annum by the respondents.

1 – 5 conferences	
5 – 20 conferences	
20+ conferences	

Have you attended training on child protection conferences?

81% had attended child protection training and 19% had not. Of the 19% who had not, 80% did consult the designated person for child protection in their agency whilst 20% did not.

Were you able to contribute to the discussion, share information and be involved in the decision making process?

96% said they were able to contribute to the above, and 4% did not complete this section on the form.

Did you feel your views were listened to?

96% said they were listened to whilst 4% did not complete this section on the form.

In your opinion were you the most appropriate person to attend from your agency?

96% thought they were the most appropriate to attend and 4% did not complete this section.

Do you feel that the appropriate people were in attendance at the conference?

89% did think they were the most appropriate people in attendance, 7% did not think there were the most appropriate and 4% did not complete this section.

If a young person was present at the conference were they:

Well prepared by their social worker?

Yes	3
No	

Did you feel there was a spirit of “working together” between Social Services and multi-agency colleagues for the benefit of the child concerned?

Do you think the recommendations made at the meeting will help the family?

General Comments:

YOUNG PERSON ATTENDING

3 young people completed the feedback forms. Some sections were incomplete.

1 young person had received the booklet about Child Protection Conferences before the meeting. They thought the booklet was excellent. Someone went through the booklet with them before the conference.

In all cases the young person had been told by the social worker about the conference and 1 person was also told by a parent. All 3 young people received an explanation about why there was going to be a case conference.

All 3 young people had met with a Conference Buddy which they all found useful.

2 out of 3 young people were asked if they wanted to go to the case conference.

No-one was asked if they wanted to bring a friend or an advocate to help them express their views and wishes.

1 young person did not have the conference report explained to them.

All 3 met with the chair before the conference.

It was not clear whether the conference was held at a time which suited the young person due to the phrasing of the question i.e. "Was the conference held at a time which suited you (did it clash with any school trip or activity you wanted to attend)?"

2 out of 3 young people were not asked if there was anyone who they didn't want to be at the conference.

Everyone was happy with the way the conference was conducted and all were involved and able to participate. 1 young person said they would not tell other children/young people to attend like they had done, but there was no reason given for this. All 3 stated they were comfortable at the conference.

All 3 knew how to make a complaint or compliment about the service.

Conclusion

RECOMMENDATIONS



Social Services for Children

CHILD PROTECTION CASE CONFERENCE FEEDBACK ANALYSIS (child / young person)

1st April 2012 – 30th Sept 2012

Karmen Mitchell, September 2012

**Child Protection Case Conference Feedback Analysis
(Child / Young Person)
1 April 2012 – 30 Sept 2012
(The Analysis is based on 2 questionnaires)**

In total, only 2 evaluation forms were returned for the period of this report. Neither of them seemed to be filled in completely. One young person only filled in 9 questions and the other the other 10 questions out of possible 15. It is quite possible that young people are not being given enough time at the end of the conference to fully complete the questionnaires.

The results of this report are therefore very inconclusive and do not give a clear picture of young people attending Child Protection Conferences.

Gender

1 young person who returned the questionnaire was male and 1 female.

Child Protection Conference Booklet

1 young person had received the booklet about Child Protection Conferences before the meeting. She did not comment on what she thought of the booklet. She indicated that no-one helped her go through the booklet before the conference. The other young person decided not to provide answers to the questions about Child Protection Conference Booklet.

Who told you about the Child Protection Conference taking place?

1 young person had been told about Child Protection Conference by the social worker and 1 person did not answer this question.

Before the case conference...

Both young people received an explanation about why there was going to be a case conference.

Both young people had met with a Conference Buddy which they all found useful.

1 respondent said he was asked if he wanted to go to the case conference and the other said she wasn't.

No-one was asked if they wanted to bring a friend or an advocate to help them express their views and wishes.

1 young person did not have the conference report explained to them and the other one did.

Both met with the Chair before the conference.

The question whether the conference was held at a time which suited the young person needs amending. "Was the conference held at a time which suited you? "This is followed by a question in brackets: " (did it clash with any

school trip or activity you wanted to attend)?" Same person would first say 'Yes' and then 'No'. It is therefore impossible to say which answer the young person wanted to give.

1 young person answered Yes and 1 said No but as explained above it is impossible to know which part of the same question they were answering.

1 young person said she didn't ask if the date of the conference could be changed and the other person didn't answer the question.

1 young person said he was not asked if there was anyone who they didn't want to be at the conference the other child did not answer the question.

At The Conference

In this section only 1 person provided the answers, the other did not complete this section.

The person who provided the answers said that everyone introduced themselves. He was asked before the conference what he wanted to say and was given the opportunity to talk at the meeting. He understood most of what was being said and was asked about his views and feelings. He said he felt involved in the meeting but did not provide the answer whether he was able to ask questions. People speaking on his behalf did so accurately. He felt comfortable at the conference.

He did not provide any answers to the last 5 questions.

RECOMMENDATIONS

- Neither of the two questionnaires received were filled in completely. It is quite possible that young people are not being given enough time at the end of the conference to fully complete the questionnaires.
- Social Services must actively promote the completion of the survey forms following Child Protection Case Conferences in order to increase the number of received forms and enable a better assessment of issues.
- The question whether the conference was held at a time which suited the young person needs amending. The first part of the question says: "Was the conference held at a time which suited you? " Let's say the answer is 'yes'. This is followed by another question in brackets: " (Did it clash with any school trip or activity you wanted to attend?)" Same person would then have to answer 'No'. It is therefore impossible to say which answer the respondent wanted to give.

- **No-one was asked if they wanted to bring a friend or an advocate to help them express their views and wishes. Social workers have to be reminded to offer this service to young people.**
- **1 young person did not have the conference report explained to them and the other one did. Social workers need to be reminded that this is an important part of their responsibilities at every Child Protection conference.**



Social Services for Children

CHILD PROTECTION CASE CONFERENCE FEEDBACK ANALYSIS (professionals)

1st April 2012 – 30th Sept 2012

Karmen Mitchell, September 2012

**Child Protection Case Conference Feedback Analysis
(Professionals)
1 April 2012 – 30 Sept 2012
(The analysis is based on 15 questionnaires)**

In total, 15 evaluation forms from professionals attending Child Protection Conferences were returned for the period of this report. A breakdown of the completed forms by professionals is shown below. One form was returned incomplete. The professional from Flintshire Substance Misuse only answered the first 5 questions.

AGENCY	N° of professionals
Flintshire Social Services	3
Women's Aid	1
North Wales Police	4
CAMHS	1
Substance Misuse Service	1
NHS	2
Inclusion Welfare	2
NSPCC	1
TOTAL	15

How many conferences do you attend per annum?

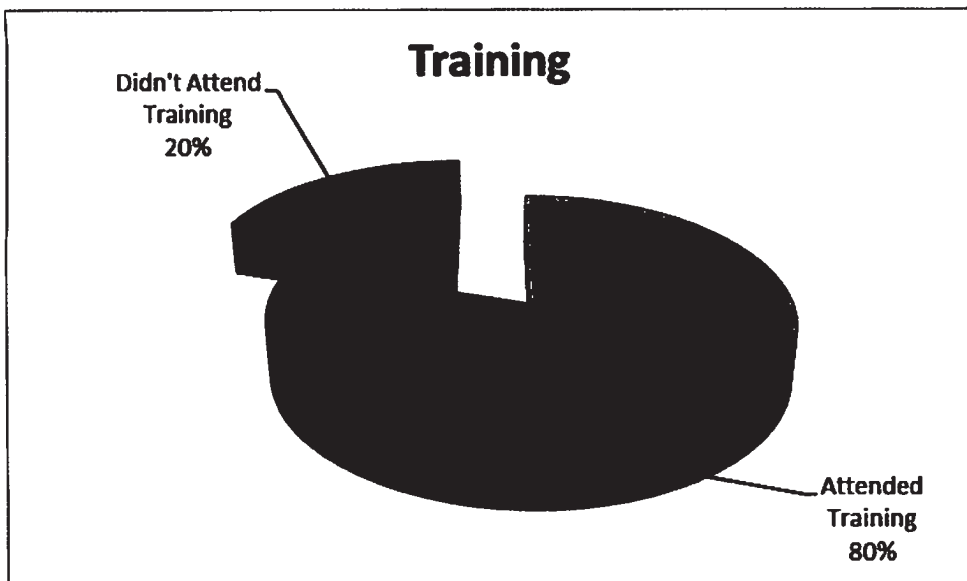
The following indicates the average number of conferences attended per annum by the respondents.

	No of professionals
1 – 5 conferences	6
5 – 20 conferences	4
20+ conferences	5

Have you attended training on child protection conferences?

12 respondents said that they attended training for Child Protection Conferences and 3 said that they had not. Of the 3 who hadn't attended training 2 have consulted a designated person within their organisation and 1 didn't. However she stated that she has carried out safeguarding as part of her duties.

Chart below shows percentage of officers who had received CP training and had attended the conferences:



Were you able to contribute to the discussion, share information and be involved in the decision making process?

14 respondents answered that they were able to contribute to the discussions at the conference and contribute to the decision making. 1 didn't answer this question.

Did you feel your views were listened to?

14 confirmed that their views were listened to, the same person didn't answer this question.

In your opinion were you the most appropriate person to attend from your agency?

14 people answered this question and 1 did not. All 14 said that they believe they were the most appropriate person for the job.

Do you feel that the appropriate people were in attendance at the conference?

13 respondents said they felt appropriate people were in attendance and 1 did not. He commented on the situation:

- Dad should have been present & conference held in two parts if bail conditions were a problem.

1 person did not answer this question.

If a young person was present at the conference were they well prepared by the social worker? Was he/she able to share his/her views?

5 respondents indicated that a young person was present at the conference. 3 of those felt that the child was well prepared by the social worker and that

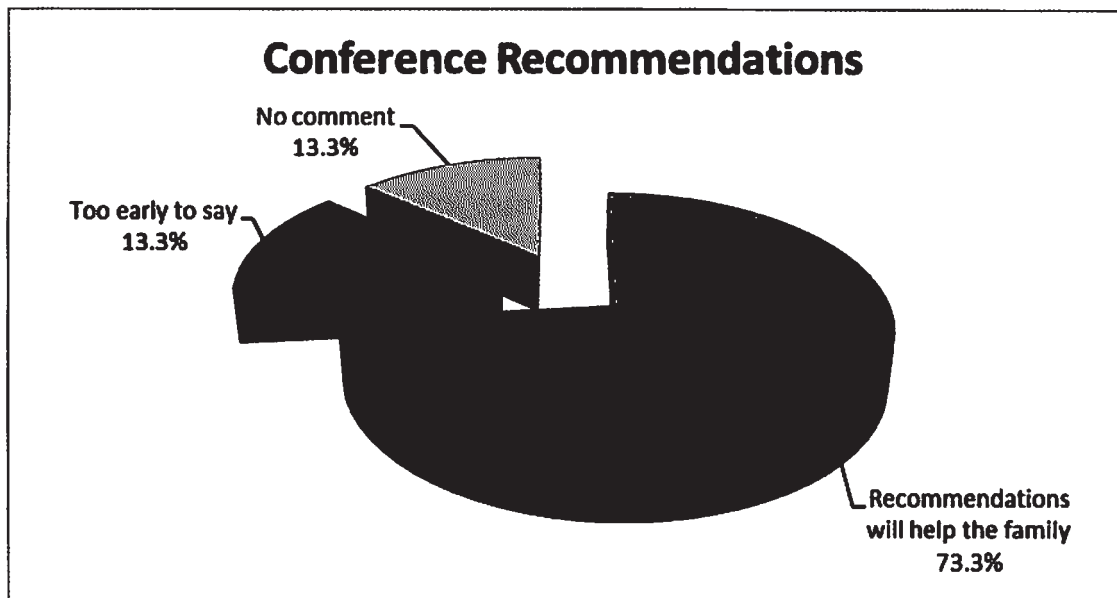
the child was able to share his/her views with the panel. 1 respondent felt the young person was well prepared by the social worker but felt he could not comment on whether the child was able to express views. 1 respondent felt the child was able to participate and share views but did not wish to comment on whether he/she was well prepared by the social worker.

Did you feel there was a spirit of “working together” between Social Services and multi-agency colleagues for the benefit of the child concerned?

All 14 respondents who answered this question said that the spirit of ‘working together’ was present and they cooperated well.

Do you think the recommendations made at the meeting will help the family?

13 respondents chose to answer this question. 11 said recommendations made at the meeting would help the family and 2 felt it was too early to say. 2 professionals did not answer.



Conclusions:

The feedback was positive across many areas.

- Child protection training has been received by 80% of professionals.
- Respondents felt that they were the most appropriate people to attend.
- The young people were prepared well by the social workers.
- There is a spirit of working together between the agencies for the benefit of the child.

RECOMMENDATIONS:

- One of the suggestions submitted by a professional was that there is a need for more multi-agency working. This could help uncover concerns and to find and put in place possible solutions to help families and minimise issues.
- It would be useful to have a summary for an initial conference before the meeting regarding the reasons for conference.
- As well as CP Conference forms aimed at professionals and at young people, there are also forms aimed at recording opinions of family members. No forms, completed by family members, were received from Child Protection Conferences during this quarter.
- The questionnaire should include a question asking if a child had a Conference Buddy to assist them at the conference. This would help us assess how many young people take up this service.
- Raise awareness with conference Chairs to allocate sufficient time at the end of the Conference for the completion of the feedback forms. If appropriate, attendees could be advised to include additional explanations in the comments boxes, if they feel that a question is not applicable to their situation. In order to increase the number of returned forms, provision of self addressed envelope may be an option to consider.

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FLINTSHIRE DEPARTMENTAL MEMORANDUM

From Gary Greenhough **Your Ref:**
To: Carol Salmon **My Ref:**
Cc: Peter Robson, Liz Roberts,
 Ray Dickson, Marion Hughes
Date 31/10/2012 **Enc:**

Subject: Unmet Need September 2012

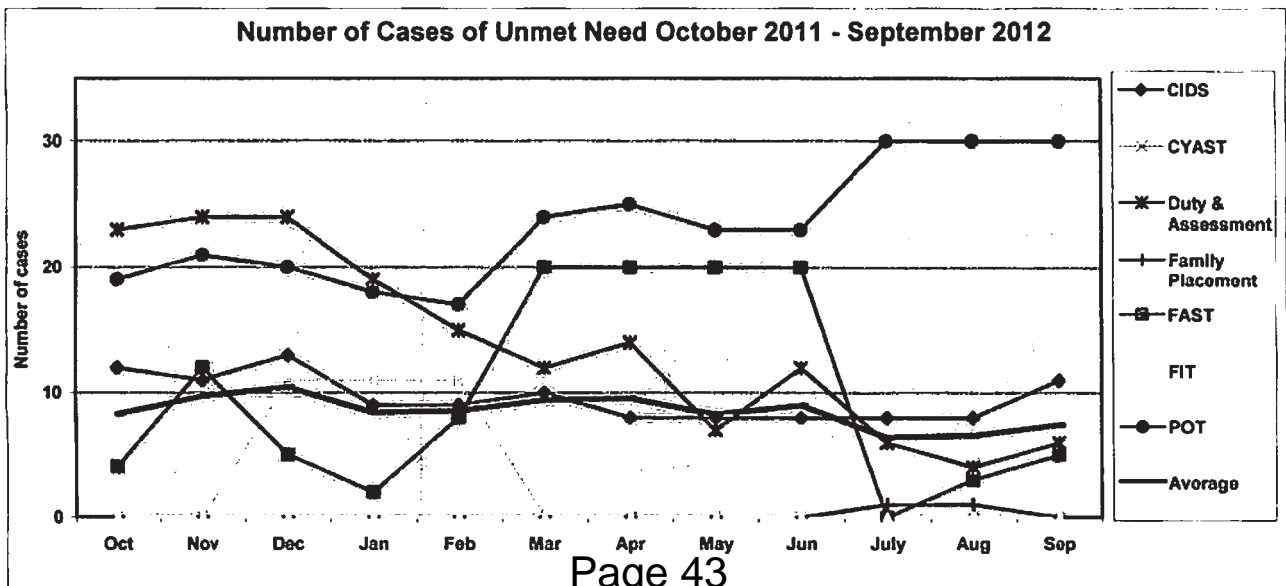
Please find below a summary of the number of cases of unmet need reported by each team for October 2011 to September 2012 and attached the breakdown of Unmet Need for September 2012.

Gary Greenhough
 Planning, Performance and Quality Assurance
 Development and Resources
 Community Services
 Ext 4268

Number of Cases of Unmet Need October 2011 - September 2012

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep
CIDS	12	11	13	9	9	10	8	8	8	8	8	11
CYAST	0	0	11	11	11	0	0	0	0	0	0	0
Duty & Assessment	23	24	24	19	15	12	14	7	12	6	4	6
Family Placement	0	0	0	0	0	0	0	0	0	1	1	0
FAST	4	12	5	2	8	20	20	20	20	0	3	5
FIT	0	0	0	0	0	0	0	0	0	0	0	0
POT	19	21	20	18	17	24	25	23	23	30	30	30
Average	8	10	10	8	9	9	10	8	9	6	7	7

NIP = No information provided. 0 = No unmet need.



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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY
COMMITTEE
DATE: THURSDAY, 24 JANUARY 2013
REPORT BY: DIRECTOR OF COMMUNITY SERVICES
SUBJECT: CSSIW INSPECTION (ASSESSMENT & CARE
MANAGEMENT) 2012: UPDATE REPORT

1.00 PURPOSE OF REPORT

1.01 For Members to receive a progress report on the CSSIW Inspection of Assessment and Care Management Action Plan originally reported to this committee on Thursday, 26th July 2012.

2.00 BACKGROUND

2.01 The Care and Social Services Inspectorate (Wales) was set up in 2007 as an operationally independent division of the Welsh Government. The functions of the Inspectorate are enabled through legislation, and empowers Inspectors to review local authority social services at a local and national level. The process then serves to assure the public that services are operating against the set minimum standards, are safeguarding the welfare of service users and implementing improvements where necessary.

2.02 During this Inspection, the Inspection Team wished to examine the Council's performance against four criteria, both in terms of current performance and capacity for improvement in the future.

2.03 The four criteria were as follows;

a) Children, young people, their families and carers are supported by assessment, care management and review practices which comply with national policy, statutory guidance and regulations.

b) That the above group benefit from consideration and use of a range of support services appropriate to their needs.

c) That the above group are supported by staff who are properly supervised and receive appropriate to their needs.

d) That improved outcomes for children, young people and their

families and carers are supported by effective and consistent performance management and quality assurance arrangements.

- 2.04 The inspection took place in March 2012 and an action plan was produced.

On 24th September 2012 we received the CSSIW Annual Council Performance Evaluation for 2011-2012 setting out areas for development encompassing the action plan.

3.00 CONSIDERATIONS

- 3.01 The areas for improvement were identified alongside named persons who were to complete tasks or provide updates.

- 3.02 Within Criteria A those tasks that were identified as on going, until 2013 remain on track and the completion of this work will be reported on in 2013. All other tasks have been completed save for the work on thresholds (4.11.1.) as the Welsh Government have asked the Social Services Improvement Agency to undertake some scoping work to which Flintshire has contributed which will result in national eligibility criteria being devised in due course.

- 3.03 Within Criteria B significant progress has been made but further work still needs to be done in relation to the availability of appropriate accommodation for homeless young people linked to the Southwark Judgement. This work involves Children's Services and colleagues from the Housing Department. At the present time a worker from Children's Services is placed within the existing team that provides assessments for those 16yrs to 17yrs old young people in need of accommodation and assists them in finding accommodation.

- 3.04 Within Criteria C we intend to develop the Consultant Social Work role. We were awaiting the finalisation of work by the Care Council for Wales but on speaking with colleagues from Wrexham Borough Council who have devised a Job Specification for a Consultant Social Worker we are giving this information due consideration. Retaining experienced workers on the Duty and Assessment Team still presents us with some difficulty, however some improvements are anticipated this year as staff return from maternity leave, transfer from other teams and existing staff reaching professional maturation. Sickness and absence remains an area for improvement for this department and we are committed to working closely with colleagues in Human Resources on ways to reduce sickness and absence levels.

The other task relating to supervision training are on track.

- 3.05 Within Criteria D all tasks have been completed save for the second phase of the Lean Review (7.11.1.). The implementation for phase two will be 2013.

4.00 RECOMMENDATIONS

4.01 That members note this information.

5.00 FINANCIAL IMPLICATIONS

5.01 None specific arising from the inspection report.

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 The recruitment of social work staff of appropriate experience / skill levels continues to be a challenge on some teams.

10.00 CONSULTATION REQUIRED

10.01 None arising specifically from the inspection.

11.00 CONSULTATION UNDERTAKEN

11.01 None arising specifically from the inspection.

12.00 APPENDICES

12.01 1.0 CSSIW Inspection Report

1.1 Inspection Report Action Plan

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

Contact Officer: Carol Salmon
Telephone: 01352 702504
Email: carol.salmon@flintshire.gov.uk

Contact Officer: Liz Roberts
Telephone: 01352 701003
Email: liz.roberts@flintshire.gov.uk

CSSIW Inspection Report

Inspection of services for children and families

Flintshire County Council

Focus of inspection

- Access, assessment and care management arrangements.
 - The range of services for children, young people, their families and carers.
 - Workforce management direction and support
 - Quality assurance and performance management arrangements.
-

Date of Inspection

March 2012

Inspection Team

Lead Inspector: Rob Gifford

Team Inspectors: Marc Roberts, Angela Mortimer and Vicki Webb

This report is available from our website www.cssiw.org.uk

Please contact us if you need other formats at cssiw@wales.gsi.gov.uk

Acknowledgements

CSSIW would like to thank all the children and young people, families, carers, staff and everyone else who participated in this inspection.

1. Introduction

- 1.1. The Care and Social Services Inspectorate Wales (CSSIW) was set up in 2007 as an operationally independent division of the Welsh Government. The powers and functions of the Inspectorate are enabled through legislation including the Health and Social Care (Community Health and Standards Act) 2003. Our powers allow us to review local authority social services at a local and national level, to inform the public whether services are up to standard, to promote improvement of services and to help safeguard the interests of vulnerable people who use services and their carers.
- 1.2. We may also work in collaboration with other audit, inspectorate and regulatory bodies in Wales to review areas of mutual interest or concern. The work of the inspectorate in Wales also includes:
 - Inspection of social services arrangements provided by councils.
 - Registration of social care services.
 - Inspection of registered social care services.
 - Investigation of possible breaches of the Care Standards Act 2000 and supporting regulations by service providers.
 - Responding to complaints concerning both children's and adult services.
 - Reinforce standards in regulated services and encourage councils and providers to commission, provide and manage better services.
 - Promote joint working with other national regulators.
- 1.3. We aim to ensure the experiences of people who use, or need, local services are at the heart of our work

2. Methodology

- 2.1. CSSIW sought to evaluate the quality of assessment and care management services for children and young people.
- 2.2. Specifically, the Inspection Team wanted to look at council performance in relation to four criteria, both in terms of current performance and possibilities for improvement for the future:
 - A. Children, young people, their families and carers are supported by assessment, care management and review practices which comply with national policy, statutory guidance and regulations;
 - B. Children, young people, their families and carers benefit from consideration and use of a range of support services appropriate to their needs;

- C. Children, young people, their families and carers are supported by staff who are properly supervised and receive appropriate management support;
 - D. Improved outcomes for children, young people, their families and carers are supported by effective and consistent, performance management and quality assurance arrangements.
- 2.3. Before visiting the council, the Inspection Team reviewed a range of documentation and performance management information to understand how the council was managing and delivering support for children and young people. Some emerging themes and issues were identified at the start of the inspection and these were tested and examined in further detail when the Inspection Team conducted its onsite work.
- 2.4. Inspectors randomly selected a number of case files for close scrutiny and subsequently interviewed children, young people, their families and carers, together with a range of professional workers who were involved with the assessment and care management process for that particular case.
- 2.5. Inspectors additionally conducted a series of discussions with a range of people which focused upon the council's arrangements for delivering assessment and care management services for children, young people, their families and carers. These included social services managers, central support staff, social workers, duty staff, other council employees, as well as representatives of external voluntary sector agencies and organisations, such as the health service.
- 2.6. Inspectors gathered evidence from all these activities and this was then evaluated to come to conclusions about how well Flintshire County Council was supporting children and young people and to identify any potential areas where it may need to improve.

3. Headline summary

- 3.1. Flintshire County Council is committed to further developing and modernising children's services and now has leadership arrangements in place to deliver upon its potential. There are early signs of a strong focus upon communication and in working closely with the workforce to gain commitment to modernised ways of delivering services. This has been evidenced by initiatives such as 'back to the floor', where senior managers work at front-line locations, workforce conferences and newsletters. Morale is good, and there is a commitment to identifying 'rising stars' within the organisation, with active encouragement for them to shape policy and procedures.
- 3.2. The Head of Children's Services provides strong strategic and operational leadership. Social work staff and their managers feel well supported and this is evidenced through a number of initiatives, such as active caseload weighting, that ensures a considered approach to pressures in demand which are managed within a supportive framework.
- 3.3. Information about the role of the Children's Services is widely available and there is an effective response to those who make contact, with prompt advice and support arrangements. There are good systems in place to ensure work

is appropriately prioritised. Partnership arrangements work well in delivering a co-ordinated approach to meeting need.

- 3.4. There is an increasing focus upon prevention and early intervention that supports the whole family, with better outcomes for children as fewer are needing care.

4. Evaluation: Criteria A

- 4.1. The evaluation tested whether children, young people, their families and carers were supported by assessment, care management and review practices which comply with national policy, statutory guidance and regulations.
- 4.2. Inspectors found evidence of a range of information media that publicised advice and support on the council website and through printed leaflets. Arrangements for receiving enquiries from the public and other professionals are generally sound and there is strong management oversight and support for the work of front-line staff. Referral numbers for assessment are low. Inspectors directly observed the practice of duty and assessment workers and found that appropriate checks were being undertaken and that practice supported procedures. Thresholds for referral are described within a 2005 policy document, although not all workers were found to be applying this consistently.
- 4.3. A total of 30 cases file were selected randomly for analysis by Inspectors, of which 16 were for allocated for detailed scrutiny and case tracking. Of these, most were found to be compliant with national policy, statutory guidance and regulations. For example, all demonstrated that initial decisions were made by a manager within one working day – this mirrored reported performance data by the council.
- 4.4. Staff within the duty and assessment service described themselves as being well supported and Inspectors found evidence that both front-line and senior managers actively monitored and took action to control caseloads and allocation of work. The consequence is that staff morale is good, with corresponding increased stability of the workforce and improving sickness rates.
- 4.5. Inspectors found that referrals for assessments are appropriately prioritised and that response is effectively targeted where risk is highest. Initial assessments were found to be timely and this corresponds to recent council performance data for the second quarter of 2011/12 at 93% which shows improvement on a position that was already significantly above the Wales average of 67%.
- 4.6. The quality of assessment was mainly of a good standard and Inspectors saw some detailed and comprehensive pre-birth risk assessments that were both analytical and outcome-focused. There were examples of sensitive and creative work that effectively involved children, young people and their families in improving the quality of their lives. Thresholds for instigating a core assessment were less well understood and this was evidenced within interviews with staff and managers.

- 4.7. Work needs to be done in ensuring that there is a consistent approach to the application of risk assessment on a general level, as Inspectors found in observation, interview and file analysis that this was not always achieved. The council has significantly invested in equipping staff with knowledge and skills to use in assessing risk, but different tools are being used to determine this with corresponding variances in interpretation.
- 4.8. The Independent Review Officer (IRO) role is central to monitoring the council's performance with regard to looked after or accommodated children. Inspectors found strong commitment to challenging poor performance with robust senior management support in promoting high standards. This was evidenced by issues being identified and addressed at earlier stages than had previously been achieved, as a consequence of the recently revised reporting arrangements where IROs are now directly managed by the Head of Service. Worker attendance at reviews needs to be assured if children and young people are to be consistently well served, and there is senior management commitment to ensuring this standard is met.
- 4.9. The council needs to ensure that the incorporation of the IROs within the new safeguarding unit assures independent reporting arrangements and fulfils statutory requirements for direct management arrangements, specifically with regard to case management and resource control.

4.10. What Flintshire does well to support outcomes

- 4.10.1. There is a wide range of accessible information available to the public.
- 4.10.2. There is a timely response to those who contact the council.
- 4.10.3. Checks with organisations such as the police are carried out promptly.
- 4.10.4. Referrals are prioritised in a considered and appropriate way.
- 4.10.5. Lower priority work that cannot be immediately allocated is managed by senior officers.
- 4.10.6. Initial assessments are timely, and the quality of a number of those examined was good. There were some very detailed pre-birth assessments that were analytical and outcome-focused.
- 4.10.7. Strong commitment to Independent Reviewing Officer role in challenging poor practice with looked after children.

4.11. What Flintshire needs to do to improve outcomes

- 4.11.1. Ensure that thresholds for services are consistently understood by all workers.
- 4.11.2. Ensure a consistent understanding of the requirement to conduct core assessments.
- 4.11.3. Develop a more consistent approach to the application of risk assessment, the tools that are used and how recording is processed.

- 4.11.4. Consistent social worker commitment to ensuring attendance at, and timeliness of, reviews for looked after children.
- 4.11.5. Ensure the new safeguarding structure maintains the integrity of the IRO role.

5. Evaluation: Criteria B

- 5.1. The evaluation tested whether children, young people, their families and carers benefitted from consideration and use of a range of support services appropriate to their needs.
- 5.2. Interviews with a representative sample of partner organisations confirmed good working arrangements to support positive outcomes and there was a strong commitment to working collaboratively. Regional partners identified the council as one of the best to engage with in North Wales, and there was recognition that there was a sustained emphasis upon ensuring that 'the child is the focus'. The council is regarded as an effective communicator and open to change.
- 5.3. The Children and Young People's Partnership is described as 'very active', and the current plan adopts an inclusive approach to 'making a positive difference', recognising that collaboration and partnership working is fundamental in making it happen. There is a commitment to refocusing efforts on prevention and early intervention that will reduce the need for intensive, higher-cost interventions, later on.
- 5.4. Inspectors found evidence on case files, performance data and within interviews that targeted work is having an impact and an example of this was demonstrated in fewer out-of-county placements, better outcomes for children and young people, with corresponding reduced expenditure. The council is committed to developing robust commissioning arrangements for future out-of-county placements.
- 5.5. Advocacy and support services are largely effective, and there are two participation groups; one that brings together children in care and another that represents those leaving care. Both of these groups nominate representatives who participate in the Children's Services Forum – this provides the main focus for service improvements for looked after children and care leavers, and underpins the council's role in corporate parenting.
- 5.6. The 'Pride of Flintshire' Awards' event is a much-valued initiative that celebrates the achievements and success of looked after children and care leavers. Held annually, its purpose is to raise esteem and confidence by rewarding hard work and effort – this is an important element of the corporate parenting role, and universally acknowledged as an excellent example of creativity and enterprise by the council.
- 5.7. Progress has been made in developing the range of accommodation for homeless young people; however the council recognises that more work needs to be done to ensure that this is appropriate in all cases. Supported lodging is the preferred option for most young people, but there are limited options for those with enhanced needs.

5.8. What Flintshire does well to support outcomes

- 5.8.1. Wide ownership of shared agenda to improve services. Effective working relationship with key partner organisations, particularly police and health services.
- 5.8.2. Positive outcomes from out-of-county commissioning work with fewer placements and improved control of expenditure.
- 5.8.3. Focus upon the child, with established advocacy and participation frameworks.
- 5.8.4. 'Pride of Flintshire Awards' is a valued celebration of the achievements of looked after children and care leavers

5.9. What Flintshire needs to do to improve outcomes

- 5.9.1. The availability of appropriate accommodation for homeless young people.

6. **Evaluation: Criteria C**

- 6.1. The evaluation tested whether children, young people, their families and carers were supported by staff that are properly supervised and receive appropriate management support.
- 6.2. Inspectors interviewed a range of staff and managers who reported that morale was good, support was readily available and professional supervision was, in the main, regularly provided. This was corroborated through examination of case files and supervision records, although inconsistency in its application was evident. There was, however, a clear sense of purpose, together with the enthusiasm and commitment to deliver responsive services.
- 6.3. Front-line workers and managers provided positive feedback on the capacity of senior managers to keep in touch with important issues and concerns of social workers. They expressed views of feeling valued. Communication was described as very good and Inspectors saw evidence of this through attendance at workforce meetings and examination of staff newsletters.
- 6.4. The council acknowledges previous issues with turnover of staff and relatively high sickness rates, but there is evidence that both have reduced following concerted management efforts, although high sickness levels remain in some teams. There is reduced dependency on the use of agency staff and this has ensured greater stability within the workforce and consistency of practice, together with associated cost savings. Worker and managers expressed a desire to ensure a great component of experienced staff within the duty and assessment service and there was a clear commitment in working towards this goal.
- 6.5. Inspectors saw evidence of caseload weighting and active senior management support to enable appropriate control of workflows. This ensured that individual capacity was routinely considered when work

allocation was being processed, with higher priority work being assigned accordingly.

6.6. A culture of flexibility has been established in order to ensure that workload pressures in key areas could be shared with others where possible. Inspectors found confirmation of this procedure within case file records.

6.7. Workforce planning is increasingly well developed and is underpinned by staff development and training programmes that generally offer wide opportunities for supporting service modernisation.

6.8. What Flintshire does well to support outcomes

6.8.1. Workforce morale is high and employees feel valued and supported.

6.8.2. Senior managers are 'in touch' with operational front-line issues.

6.8.3. Staff turnover is falling and there is a corresponding reduced use of temporary agency workers.

6.8.4. There is a system of active caseload weighting in place that considers capacity when allocating new work.

6.8.5. Flexible approach to pressures in duty system, whereby other teams can offer worker resources when required.

6.8.6. There is a clear expectation regarding the frequency of professional supervision and management appraisal.

6.8.7. Effective workforce development and appropriate staff training opportunities.

6.9. What Flintshire needs to do to improve outcomes

6.9.1. Ensure appropriate component of experienced workers within duty system.

6.9.2. Train first-line managers in order to ensure a more consistent quality of professional supervision.

6.9.3. Continue to address staff sickness issues in some areas, considering the cause and impact.

7. Evaluation: Criteria D

7.1. The evaluation tested whether improved outcomes for children, young people, their families and carers were supported by effective and consistent, performance management and quality assurance arrangements.

7.2. The council has a clear vision for service development that is well communicated and widely understood. Plans are increasingly outcome focused and encourage an enabling relationship with a range of partners. There is closer scrutiny of capacity to meet changes and address risk.

- 7.3. The new Director is ambitious to secure strong quality assurance measures and there are increasingly robust governance and reporting arrangements. Inspectors saw evidence of regular use a range of performance management tools and reporting mechanisms that tracked progress against targets.
- 7.4. Elected members are actively involved, well informed, responsive and supportive of new developments, such as the 'reform to transform' programme. Senior managers are persuasive and credible in enabling a shared vision of local priorities and improved outcomes.
- 7.5. The council is keen to test compliance of practice with policies and procedures and uses a case file audit programme to provide assurance. This supplements professional supervision arrangements, and is used by senior managers to additionally assess standards of recording and decision making. Inspectors, however, found examples of first-line management authorisation of assessment documentation that was recorded prior to completion – the council has offered assurance that this will be urgently addressed.
- 7.6. Increased resources for child protection have led to the creation of two safeguarding manager roles, and this is enabling the council to more effectively support increasing numbers on the child protection register. Previous issues with delays in distributing minutes of case conferences are now being tackled, although a recent audit revealed the longest to be 56 working days – this need to be closely monitored in order to attain an acceptable level of performance.
- 7.7. Advocacy is actively promoted and complaints are well managed. There is a resolution ethos that is used to assist in learning lessons from complaints. Reports are presented on a quarterly basis to senior managers and an annual report is submitted to elected members.
- 7.8. Inspectors found that there was inconsistent use of the PARIS information system. Interviews, observation and direct record scrutiny revealed this to be on a number of levels, such as timeliness of data input in some teams, to quality of recording in others. Not all staff felt confident in use of the information system and some were unfamiliar with a number of components.
- 7.9. Timeliness of recording key and core data within the PARIS system is necessary in order to ensure that all parties who access it will, at all times, be able to retrieve current and potentially significant information. Inspectors found that this was not always the case, with mismatches between electronic and paper files – the latter sometimes having the most up-to-date material, despite a clear commitment to moving to a paperless environment. Some of the reasons behind this were cited as workload pressures, but it was evident to Inspectors that this was only partly the case, as some workers were able to demonstrate full commitment to the paperless policy in a timely manner.
- 7.10. What Flintshire does well to support outcomes
- 7.10.1. Clear, shared vision for service development that is understood by all.
- 7.10.2. Strong leadership with increasing focus upon quality assurance.

- 7.10.3. Sets ambitious targets, with clear governance and accountability for performance.
- 7.10.4. Positive engagement of elected members evidenced in strong commitment to 'reform to transform' programme.
- 7.10.5. Use of audits to test compliance of practice with policies and procedures.
- 7.10.6. Strengthened safeguarding arrangements, demonstrated through increased child protection resources.
- 7.10.7. Pro-active approach to complaints that promotes a lessons-learned philosophy.

7.11. What Flintshire needs to do to improve outcomes

- 7.11.1. Ensuring that assessment documentation is only authorised by managers when in a completed state.
- 7.11.2. Continue to improve the timeliness of case conference minutes and their subsequent distribution.
- 7.11.3. Ensure a consistent level of competent use of computer systems by all staff.
- 7.11.4. Ensure that data is promptly and consistently recorded within the computer system.

CSSIW Inspection 2012 – Areas for Improvement

Criteria A	Area for improvement	Update/Tasks	By Whom	Commentary
4.11.1	Ensure that thresholds for services are consistently understood by all workers.	Ensure that the thresholds document is on the agenda for all team meetings during June/July for discussion and reminder	Children’s Service Manager (Fieldwork)/Fieldwork Team Managers	<p>There were plans within the senior management team to refresh/amend the current threshold document but this was placed on hold at the point the consultation on the Social Service Bill was launched in March 2012 as the Bill makes reference to the development of national eligibility criteria. This will remain the case as the improvement required is around the understanding of the thresholds not the need for review. The Welsh Government has asked the SSIA to undertake some scoping work in relation to national eligibility criteria and Flintshire will be contributing to this work.</p> <p>UPDATE:</p>

				Still awaiting outcome of work by WG on National thresholds criteria.
4.11.2	Ensure a consistent understanding of the requirement to conduct core assessments.	<ol style="list-style-type: none"> 1. Reminder note to be developed by the relevant service manager for the Head of Service to circulate as RFM1/CCC [POLICY NOTE] based on the guidance within the Framework for Assessment of Children in Need and their Families. 2. This will be a focus for Senior Managers File Audit for review 6 months after the RFM is issued to check consistency of application. 	Children's Service Manager (Fieldwork) and the Senior Management Team	A reminder note will be circulated to staff in September 2012.
4.11.3	Develop a more consistent approach to the application of risk assessment, the tools that are used and how	<ol style="list-style-type: none"> 1. Re-issue the disc which contains pack of information some time ago which provides detailed information on 	Children's Service Manager, FWLSCB Trainer, Safeguarding Managers.	August 2012 and ongoing. UPDATE: <ol style="list-style-type: none"> 1. Reminder note sent to managers disc to be re-issued to teams who

	<p>recording is processed.</p>	<p>assessment tools.</p> <ol style="list-style-type: none"> 2. Continue with the launch of and training in the new neglect tool which has been developed in conjunction with Conwy and Denbighshire. 3. Ensure that the intention to promote consultation with the Safeguarding Unit is realised in order to provide an additional layer of advice and guidance for frontline practitioners. 4. Continue to promote the use of Community Care Inform and Research in Practice 	<p>All Managers</p>	<p>require it.</p> <ol style="list-style-type: none"> 2. A Focus Group that will be launching the new Neglect tool will have completed their work by October 2012. 3. The Safeguarding unit are continuing to promote their consultation role with the teams via a round of individual team visits. Consultation is currently happening on a case by case basis but cohesive approach was placed on hold due to the absence on sick leave of the two IROs between April and September 2012. 4. No further update required.
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		websites amongst staff.		<p>ADDITIONAL NOTES:</p> <p>We are now (from Sept. 2012) a pioneer authority for the Social Services Improvement Agency (WAG Initiative) that is looking at the best use of Assessment Tools to Promote Outcome Focused work. This project that involves 4 Social Workers, will provide the services with the expertise of recognised practice experts and is linked to the Research of Cordis Bright who advise the Welsh Assembly on Social Work practice.</p>
4.11.4	Consistent social worker commitment to ensuring attendance at, and timeliness of, reviews for looked after children.	Commissioning letter already sent to a respected trainer in the area of LAC to provide an ongoing mentoring programme during 2012/13 across the	Head of Social Services for Children, Service Managers, Independent Reviewing Officers and external specialist.	<p>UPDATE:</p> <p>The trainer has met with teams/individuals. This work will marry up with the work on the assimilation of the Safeguarding Unit via a</p>

		teams. This programme will be to promote the standards of engagement with LAC and assist with the further development of best practice tools for processing and monitoring activity.		“meeting of minds” 30 th November 2012.
4.11.5	Ensure the new safeguarding structure maintains the integrity of the Independent Reviewing Officers (IROs) role.	Work is already underway to bring together the Children Safeguarding Managers and Independent Reviewing Officers (IROs) as the Children Safeguarding Unit under the Head of Social Services for Children. This work commenced on 01.12.11, and escalation protocol has been developed for CSMs and IROs to deploy in appropriate cases. There will be in built mechanisms to afford challenge when the Head of Social Services for Children /IROs feel this is necessary by utilising senior staff from	Head of Social Services for Children, IROs, Colleagues across North Wales.	<p>UPDATE: See comments previously regarding the absence of the IROs. The following work has progressed:</p> <ul style="list-style-type: none"> • Unit meeting held on 17.08.12 when both IROs returned to their duties. • Processes developed to reflect the unit’s identity including shared drives, admin support systems, etc. • Administrators share one office. • Support sessions (as pairs) have continued. • CSMs and IROs as advisors to S4 process

		neighbouring authorities as sounding boards and consulting the Director when the Independent Reviewing Officers (IROs)/Head of Social Services for Children (HOSSFC) cannot come to an agreement on case conduct matters.		and all will undertake chairs role in due course. (Target date Dec 2012) <ul style="list-style-type: none"> Initial thoughts on unit logo being developed to reinforce unit identity.
Criteria B				
5.9.1	The availability of appropriate accommodation for homeless young people.	As a result of the Southwark Judgement discussions have been ongoing with the Housing Department and, arising from a two day workshop on 9 th & 10 th November 2011, an action plan developed. Crucial to this is the development of an integrated team for homeless young people, an objective of which has been realised.	Head of Housing, Head of SSFC and relevant managers across the directorate.	Action plan ongoing which includes a pilot scheme for the development of shared facilities for young people who are homeless. UPDATE: Two other pieces of work will feed into the solution here: 1. Arising from a whole Service Day SSFC have proposed the development of a Vulnerability Panel to rationalise other panels which are active across

				<p>Children's Services/Youth Justice Service and ensure key partners are able to contribute to the youth homelessness initiative. The first meeting of this Panel is to be held on 17/9/12 led by the Service manager for Fieldwork Services.</p> <p>II.A recently completed piece of work conducted by BAAF on behalf of the Head of Social Services for Children surrounding Supported Lodgings will be shared with colleagues in housing as it contains useful recommendations linked to the housing needs of young people in the care system. The Director has asked that a Directorate wide response to the BAAF work is developed.</p>
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				<p>UPDATE:</p> <ul style="list-style-type: none">• Fieldwork Service Manager presented to CYPFB on 13th June 2012, Prevent and Deter Panel agenda item on 22nd August 2012, but panel sceptical re: capacity to expand their role at the moment. Fieldwork Service Manager leading further discussions on feasibility• Supported lodgings evaluation commissioned by HOSSFC concluded and circulated. Director wants a cross-directorate response / action plan. Logged for CSDMT discussion. <p>[Need update from Clare on Southwark action</p>
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				plan]
Criteria C				
6.9.1	Ensure appropriate component of experienced workers within duty system.	<p>This has been an ongoing challenge for SSFC for a number of years and various solutions have been attempted including additional senior practitioner capacity to enhance the skills/experience levels on the team, the retention of experienced agency staff for short periods and recruitment of experienced staff from Canada and Germany.</p> <p>The development of the Consultant Social Worker [Level 4 Practitioner] role within the Care Council for Wales provides an opportunity to pilot this initiative within the Duty Team to enhance skill levels. For short periods, at times of additional pressure on the team, the Head of Social Services for</p>	Senior Management Group, HR Advisors.	<p>During 2012 continue to develop the Consultant Social Worker role on the Duty Team and assess the impact of this and other initiatives referred to earlier.</p> <p>UPDATE: We have strengthened the Senior Practitioner's role on the team during July 2012. We have ensured that immediate interim arrangements were made when the present Team manager left in July 2012. The positive development of the Staff Group continues to be a priority. A whole service approach to the demands of this team remains in place.</p> <p>Development of Consultant Social Worker role has been discussed. HOSSFC</p>

		<p>Children has requested other teams to assist and this will continue to be the case as a whole service approach to service/skills gaps needs to be deployed.</p> <p>There will also be the need to ensure the support , terms and conditions to front line officers remain competitive in the local / regional context.</p>		<p>awaiting JD/PS from HR to progress further.</p>
6.9.2	<p>Train first-line managers in order to ensure a more consistent quality of professional supervision.</p>	<p>The supervision policy has been reviewed and relaunched within the past 2 years and is fit for purpose. An annual audit of supervision is conducted and reported to the Senior Management Team to ensure that staff receive supervision in line with the policy. The quality of supervision records has been the subject of senior managers' file audits. During 2011 the Head of Social Services, in response to a</p>	<p>Head of Social Services for Children, Senior Management Team, Training Officer</p>	<p>Training due to be repeated Spring 2013.</p> <p>UPDATE: Supervision Audit conducted in the summer has been re-circulated due to disappointing returns from teams, analysis discussed at SSCSMT 20.9.12.</p>

		<p>recommendation from the 3 County Serious Case Review in South Wales, commissioned <u>specific</u> training on supervision of staff involved in Safeguarding Activity. The course is to be repeated early in 2013. A further audit of the <u>quality</u> of supervision of staff will be undertaken as part of the senior management File Audit FWP.</p>		
6.9.3	<p>Continue to address staff sickness issues in some areas, considering the cause and impact</p>	<p>The Head of Social Services for Children in conjunction with HR have commissioned compliance audits within the YJS and CIDS which were entirely satisfactory. The outcome of a recent audit within the fieldwork teams was completed but the results are still awaited. The Director and HoS responded proactively to a period of high sickness level on the teams in March this year. The</p>	<p>Director and Senior Management group with the assistance of PPQA Team.</p>	<p>Recent compliance audit outcome to be reported to the Senior Management group by HR by the end of June 2012.</p> <p>Staff availability/unmet need/workload measurement returns are a standing item on the SMT FWP each month.</p> <p><u>UPDATE:</u> Compliance audit within fieldwork not completed as</p>

		collation of workload measurement/staff availability/unmet need statistics on a monthly basis will continue and will give early warnings to the Director and the Senior Management Group of pressures caused by staff absence.		HR rep currently on maternity leave. Needs revisit and conclusion.
Criteria D				
7.11.1	Ensuring that assessment documentation is only authorised by managers when in a completed state.	Systems adjustments needed	PARIS group and Managers	UPDATE: Item concluded. PARIS user meetings continue.
7.11.2	Continue to improve the timeliness of case conference minutes and their subsequent distribution.	An external review of the Children's Safeguarding function was commissioned by the Head of Social Services for Children and led to a successful Budget Pressure Bid for a second Children's Safeguarding Manager and additional administrative support due	Safeguarding Unit and Head of Social Services for Children	SU FWP 2012/13 UPDATE: At w/e 24.08.12 There were <u>no</u> minutes outstanding. Additional administrative capacity has achieved success in a short timeframe, alongside initiatives to improve processes.

		<p>to the numbers of children on the Child Protection Register which had been static at circa 100 for a number of years. The second Children's Safeguarding Manager was appointed in October 2011, more recently a scale 2 administration post has been filled to undertake functions outside of the minuting of child protection conferences (e.g. filing, photocopying, distributing minutes, etc.) In consultation with the FWLSCB a shorter minutes format has been developed for review conferences and secure electronic distribution to all agencies is the aspiration. The additional management capacity within the Safeguarding Unit has allowed for a systems review which is already reaping rewards.</p>		
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		The Head of Social Services for Children will be personally overseeing improvements in this area during 2012/13.		
7.11.3	Ensure a consistent level of competent use of computer systems by all staff.	PARIS support to continue	PARIS Team	Ongoing. UPDATE: PARIS Team support continues.
7.11.4	Ensure that data is promptly and consistently recorded within the computer system.	<p>Development issues within PARIS.</p> <p>Flintshire was a pilot for the Integrated Children's System which has now been examined as part of Professor Munro's review in England and described as unwieldy. We await the WG's response to the Munro Review but we are in the interim attempting to ease the administrative burden on Social Workers via discussions within the PARIS user group. An external review of processes within the Duty Team was commissioned</p>	PARIS Team and Internal Lean Management Team	<p>Lean Review (2) to be completed by Dec 2012 to focus upon systems to ensure timely empty of data by the teams.</p> <p>UPDATE: HOSSFC has been unable to secure capacity as yet from the internal Lean Review Team. Small piece of benchmarking work to commence in September with DCC/CCBC [other N.Wales PARIS users] around inputting of referrals to the Duty Team. To involve Interim Manager of Duty Team,</p>

		<p>by the Head of Social Services for Children from Alexander [Lean Systems Review] in 2011. She is awaiting confirmation from the internal Lean Team identified employees to assist with Phase 2 of the implementation of that review.</p>		<p>Performance Manager and Business Systems Team rep.</p> <p>The managers will by virtue of their managerial oversight activities ensure that the electronic system for recording case work is maintained to a high standards.</p> <p>These are regular Senior Managers file audits that also look at the quality of the data inputted onto the electronic system.</p>
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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 24 JANUARY 2013

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: INTEGRATED FAMILY SUPPORT SERVICE

1.00 PURPOSE OF REPORT

1.01 The purpose of this report is to report to members concerning this local authority's response to the Welsh Government requirement that they set up an Integrated Family Support Service during 2013.

2.00 BACKGROUND

2.01 The Welsh Government have requested information from all local authorities in Wales regarding how they intend to roll out the IFSS model in their area during 2013, including the governance and operational considerations.

2.03 The Integrated Family Support Service (IFSS) is underpinned by the guidance and regulations issued under Part 3 of the children and Families (Wales) Measure 2010 in respect of pioneer areas. Wrexham County Borough Council were one of the original pioneer sites for this initiative set up in 2010.

2.04 The thinking that drives the provision is based upon the clear message that future policies from WAG will be built around integrated services to children and families which provide holistic support at every level of need. The key principle in play being that children should live with their families as long this promotes their welfare and wellbeing.

2.05 The IFSS will deliver focused services to enable parents misusing substances to achieve the necessary behavioural changes leading to improved parenting capacity. The IFSS intervention will sit alongside the current care planning processes and will not supplant the need for a caseholder from statutory frontline teams. There is therefore no efficiency in terms of staffing capacity requirements arising from this new initiative.

2.06 In order to address the needs of families with complex problems the IFSS teams will be multi agency in nature and the culture promoted by the team will be one of reflective practice, peer group support and

mentoring in order to deliver evidence based interventions which are relevant to the families' needs. The interventions are to be supported by a Section 58 agreement which will set out the expectation of priority assistance by all agencies to the IFSS, although Wrexham's experience is that existing parameters of legislation restrict the usefulness of such a document..

2.07 The Local Authority and Local Health Board are expected to cooperate closely in the establishment of the IFSS although the principal duty lies with the Local Authority to take the lead.

3.00 CONSIDERATIONS

3.01 Wrexham as a pioneer authority already have an established team in keeping with the IFSS guidance and, following consultation it has been proposed that an integrated team be established across the two counties but hosted by Flintshire.

3.02 Within the funding envelope provided by the Welsh Government it is proposed that the following staff will form the new joint team across Wrexham and Flintshire;

- One consultant social worker
- Four "spearhead" workers
- One administrator
- One support worker and/or sessional workers on hourly rate and/or volunteers
- One promotions officer to raise awareness (time limited).

There will also be set up and operational costs plus travel costs over the two counties which have as yet to be determined.

3.03 The team will be based initially at the Connah's Quay Office, in close proximity to the Duty and Assessment Team in Flintshire. There will also be a satellite office in Lampit Street, Wrexham in close proximity to the Wrexham Child Care Teams.

3.04 Reliable IT systems need to be considered by Flintshire County Council in conjunction with Wrexham Local Authority to enable data to be collated across the border parameters for the purpose of WG reporting.

4.00 RECOMMENDATIONS

4.01 That members consider and comment on the proposals for the new team as set out in this report, including that of Flintshire as the host authority.

4.02 That, as part of this process, members support the development of

information protocols, to include cross county confidentiality, data protection, referral criteria and allocation from each authority be drawn up and agreed and an extension to the existing Section 58(1) agreement which Wrexham have in place be negotiated with the relevant agencies involved.

4.03 That members support the setting up of an Integrated Family Support Service during 2013 and make recommendations to Cabinet for approval.

5.00 FINANCIAL IMPLICATIONS

5.01 The funds allocated to the six North Wales authorities by the Welsh Government total £850,000.

5.02 The Welsh Government have expressed the requirement for at least two IFSS Teams across the North Wales footprint with this funding which will be allocated to Wrexham in 2013/14 (as the pioneer authority) for desegregation. There is an intention for the funding to be passed to the RSG from 2014 but no guarantee as to funding levels nor whether the money will be ringfenced.

5.03 We are as yet unclear as to the final expectations of the WG in terms of funding disaggregation for 2013/14 given that North Wales are developing 3 teams. Flintshire and Wrexham have developed the proposed model using a straight 3 way split of the award of £850k i.e. £283,000 per team x 3 teams across North Wales. This does not take account of per head capita population figures which would give the Flintshire / Wrexham team an increased funding pot compared with central and west area teams.

5.04 It is worth noting that the amount originally allocated to Wrexham as the pioneer site was £600, 000 and expectations at the time the pioneer sites were established were that similar funding would be made available for the rollout. Those expectations have not been realised due to the current national fiscal challenges.

6.00 ANTI POVERTY IMPACT

6.01 None arising directly from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None arising directly from this report.

8.00 EQUALITIES IMPACT

8.01 None arising directly from this report.

9.00 PERSONNEL IMPLICATIONS

9.01 Assistance has been requested from Flintshire's Human Resources Department to provide clarity and guidance in relation to the present Wrexham IFSS, staff and whether they need to be engaged under Flintshire contracts and subject to our recruitment policies or whether secondment arrangements should apply.

10.00 CONSULTATION REQUIRED

10.01 It is proposed that there will be a local steering group to include Betsi Cadwalader Health Board and that the new North Wales Family Support Board will oversee the rollout of IFSS across the region as part of its function.

11.00 CONSULTATION UNDERTAKEN

11.01 Flintshire have undertaken fact finding visits to all five IFSS pioneer authorities and this has helped formulate the rollout plan.

11.02 The North Wales Heads of Children's Services have taken the lead for the rollout across North Wales and three workshops were organised during the latter part of 2012.

12.00 APPENDICES

12.01 Background documents are available upon request from the relevant contact officers named below.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

Contact Officer: Carol Salmon
Telephone: 01352 702504
Email: carol.salmon@flintshire.gov.uk

Contact Officer: Liz Roberts
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Email: liz.roberts@flintshire.gov.uk

Contact Officer: Vicky Forman
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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **23 JANUARY 2013**

REPORT BY: **LEARNING & SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 PURPOSE OF REPORT

1.01 To consider the Forward Work Programme of the Social and Health Care Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Executive for consultation purposes, or by County Council, or Directors. Other possible items are identified from the Executive Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful or a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which they are members. By reviewing and prioritising the forward work programme Members are able to ensure it is member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

5.00 FINANCIAL IMPLICATIONS

None as a result of this report.

6.00 ANTI POVERTY IMPACT

None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

None as a result of this report.

8.00 EQUALITIES IMPACT

None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

None as a result of this report.

10.00 CONSULTATION REQUIRED

N/A

11.00 CONSULTATION UNDERTAKEN

Publication of this report constitutes consultation.

12.00 APPENDICES

Appendix 1 – Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

Contact Officer: Margaret Parry-Jones
Telephone: 01352 702427
Email: Margaret_Parry-Jones@Flintshire.gov.uk

DRAFT

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
28 January	Budget meeting			Member Engagement Manager	
28 February 2013	Annual Council Reporting Framework	To consider the final draft of the Annual report.	Pre-decision scrutiny	Director of Community Services	14 February
	Directorate and Service Plans	To consider the Community Service Directorate and Service Plans	Service development	Director of Community Services	
	Public Law Outline, Supervised Contact Arrangements and update on Restructure of Frontline Fieldwork	To receive an update on the implementation of the public Law Outline, Evaluation of Supervised Contact arrangements and update on restructure of frontline fieldwork.	Progress monitoring	Director of Community Services	
	Mental Health Measure update	To receive an update on the measure	Progress Monitoring	Director of Community Services	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
21 March 2013 Joint Meeting With Lifelong Learning	Educational attainment of Looked After Children	To receive the annual educational attainment report.	Performance Monitoring	Director of Lifelong Learning	7 March
	Children and Young People Partnership	To provide Members with the annual Update	Progress report	Director of Lifelong Learning/Director of Community Services	
	Local Safeguarding Children's Board	To receive an update report on the work of the Board	Progress report	Director of CS Director of LL	
	Corporate Parenting Activity Update including Access to Action Card update	To provide an update to Members on the progress in implementing the Corporate Parenting Action Plan.	Monitoring report	Director of CS	
	Families First	To provide an update to Members as agreed at Committee on 5 January 2012	Progress report	Director of CS Director of LL	
	Young Carers	To inform Members of the work being undertaken with young carers across Flintshire directorates.	Information report	Director of CS Director of LL	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
11 April	Q3 Performance Reporting	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Director of Community Services	28 March
	Emergency Duty Team Update	To receive an update on the joint Wrexham, Flintshire & Denbighshire Emergency Duty Team based in Wrexham	Performance Monitoring	Director of Community Services	
	Third Sector	To be agreed following discussions with Flintshire Local Voluntary Council	Partnership Working	Facilitator	
9 May	Comments, Compliments and Complaints	To receive the Annual report	Performance Monitoring		25 April
	Transition update	To update Members on the work of the Transition team.			
20 June	BCUHB	Half-yearly meeting with Betsi Cadwaladr University Health Board representatives.	Partnership working	Facilitator	6 June
	Q4/Year end performance reporting	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Facilitator	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
25 July	Rota Visits activity and outcomes	To receive a report outlining rota visit activity and outcomes during the last municipal year.	Monitoring	Director of Community Services	11 July

ITEMS TO BE SCHEDULED

Youth Justice Service update report
Carers Strategy Update

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Regular Items

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly	Performance Information	To consider quarterly performance outturns against directorate indicators	Director of Community Services
January	Safeguarding & Child Protection	To provide Members with statistical information in relation to Child Protection and Safeguarding	Director of Community Services
March	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report which goes to Lifelong Learning OSC with this Committee	Director of Lifelong Learning
March	Corporate Parenting	Report to Social & Health and Lifelong Learning Overview & Scrutiny	Director of Community Services
June	Health, Social Care & Wellbeing Strategy	Update report	Director of Community Services

Month	Item	Purpose of Report	Responsible / Contact Officer
June/ December	Betsi Cadwaladr University Health Board Update	To maintain 6 monthly meetings – partnership working	Chief Executive/ Sheila Wentworth/ Facilitator
June/July	Foster Care	To receive an update on the recruitment and retention of Flintshire’s Foster Carers.	Director of Community Services
May	Comments, Compliments and Complaints	To consider the Annual Report.	Director of Community Services
September	Protecting Vulnerable Adults & Inspection Action Plan Update	To inform Members of the annual adult protection monitoring report submitted to the Welsh Assembly and to monitor progress of CSSIW Inspection Action Plan	Director of Community Services

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