

Quality Assurance Framework – Annual Report

Children’s Services, 2016/17

National Standard 1: Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.

Our priorities for 2016/17 linked to the Standard:

- Be the best at finding out what really matters to people through personal outcomes.
- To develop an engagement strategy to expand the way we seek the views of Looked After Children, to inform service development and how we evaluate performance.
- To become a strong and effective corporate parent
- To continue to co-produce services with citizens, communities and providers in order to build supportive communities for the future.

Headline Performance Measures

95% (35/37) of complaints were responded to within timescales
One was due to late response from the manager and one was awaiting response from Legal. We try to ensure that everyone who contacts Social Services to make a complaint is responded to quickly and achieves a speedy resolution wherever possible.

Development of Measures

Implementation of the “What Matters?” conversation as part of the Single Assessment will include the development of personal outcomes with children and young people, and their progress towards achieving these.
Outcome measures for Active Offer for Advocacy currently in pilot.

National Outcomes Framework: Feedback from Children, Young People and Families

- 28 out of 34 young people felt that they had received the right information and advice (and 5 young people felt that sometimes they had received the right information and advice)
- 26 out of 34 young people felt that they had been treated with dignity and respect (and 6 sometimes)
- 26 out of 34 young people were happy with the care and support they received (and 5 sometimes)
- 31 out of 35 young people knew who to speak to about their care and support (and 4 sometimes)
- 21 out of 34 young people felt that their views had been listened to (and 9 sometimes)

☺ What we do well...

"You are there when I need you"

"Always helpful, for example if I needed to talk to someone you were always there"

"Look after and provide good support for young people"

"Help me when I need it"

"Give me choices on what I do"

"You make sure I am happy and if I feel upset or unsure you always help me feel better and give me good advice"

"You make us feel as if we can talk to you about anything and you make it fun"

"I think you have been really nice to the people in care and you helped them grow"

"Pride of Flintshire and my social worker who I have had for 8 years"

☹ What we could do better...

"Making sure people know who to talk to"

"Sometimes it would be helpful if I was given information on my situation; however I do understand you not doing it due to child protection"

"Help me move back home"

"Keep up with information about the young person"

"Less letters all the time"

"If you can't achieve something that a young person wants, keep trying and don't stop"

"You could give SW 24hr work phone so they know if anything is wrong at any time"

Above are some of the things that children and young people had to say. Their comments were given anonymously; all the comments have been copied to the social work teams to inform their improvement planning.

We define and co-produce outcomes with children and families:

Evidence from case file audits shows that planning was good or adequate in 19 out of 22 cases audited, and that the outcomes for children and young people were improved in 27 out of 29 cases. Emerging themes from file audits include issues with recording, mainly around the timescales for documentation being entered on to Paris, but also where plans do not accurately reflect the work being done. It is important that the senior practitioner meets with the social worker as part of the audit process to ensure that what is recorded on Paris clearly describes the outcomes for the child and family and how their involvement in the planning process. Part of the work in updating and streamlining documentation on Paris as part of the implementation of the Act will be to provide guidance to staff on the development of child-centred plans.

Children receiving care and support are listened to:

Evidence from case file audits shows that the child was listened to and involved in processes, planning and review 20 out of 20 cases where the child was of a sufficient age to express a view. In two cases there was evidence that the child/young person found it difficult to readily engage with the social worker, and that the social worker took steps to address this. Comments from moderation panel included "strong evidence of work undertaken and resulting positive outcomes, with clear evidence of links with child's wishes and feelings".

64 people complimented us about our services for children and we received 37 complaints. Compliments were shared with staff and were a topic of discussion at a whole service event. As a result of a complaint we are making an effort to reduce the frustration some families experience accessing services by providing additional training for Children's Services Assistants and Duty Desk staff. The new Children's First Contact Team has visited and observed other good practices of customer care including the Adults First Contact Team at Preswylfa and the Early Intervention Hub in Manchester. We are also reviewing our recording policy to ensure that all staff are clear about the requirement to formally record on case records information that is provided in verbal or written form.

They said...

We need to parents fully understand what happens next following a conference or other meeting in situations where they are distressed and may not be fully taking in what is happening.

We did...

We reminded Chairs of such meetings to record the meeting's outcomes, ensure the record is shared with the parent(s) after the meeting, and record on PARIS the outcomes were shared and understood.

We should consider holding separate meetings between parents in situations where one parent does not engage effectively and removes themselves from the situation if the other is present.

We advised staff to actively consider for non-engaging partners a separate meeting for input into their children's case. If the parent chooses not to, a record will be added as evidence confirming their decision.

We need to ensure that where families do not meet learning disability eligibility criteria, that instead we refer them for Children's Social Services advice and support.

We have reminded staff of the importance of making timely referrals and made further reference in our training about timeliness around the new single assessment process.

In the first half of this year, Tros Gynnal Plant worked with 14 children and young people around 20 issues, including education, placement, rehab provisions, transition, supported living, contact and a baby on the CP register. One young person commented *"It was nice to have you when I needed you and I can get you again when I need you next"*.

Families seeking Information, Advice and Assistance:

The Family Information Service Flintshire received a total of 25,891 enquires between April and December. 100% of services users (57 respondents) said that the advice and assistance enabled them to make an informed decision about childcare and family support, and 100% were satisfied with the service they received. 79% opted to access suitable childcare after accessing the service. The following summary case study was collected:

An urgent request for referral information for a range of services was received from an organisation in West Yorkshire. The urgency was because the family concerned were moving at very short notice (a matter of just a couple of days) to Flintshire and required comprehensive support packages to be in place. The family have had 2 referrals made to Social Services in the past 12 months and both mother and teenager have expressed thoughts of suicide in the last month. The package of information was prepared, categorised into quick reference sections and additional support possibilities were suggested. Shortly afterwards, the referrer wrote to us expressing their thanks and to say:

'The post holder categorised the support services and referral forms to make it as easy as possible for the Parent Link Worker to go through the information and decide which services would be beneficial to the family she was supporting. The enquiry was answered on the day it was received, as it was stated it was an urgent request to due to the family relocating from Yorkshire to Flintshire; therefore, the family needed services in place to support them ready for their move to Flintshire.

The member of staff that dealt with my enquiry was prompt and acknowledged that I had deadline to meet for my client. The response was detailed and categorised into sections. From the information I received I was able to make 5 referrals to services in Flintshire that will enable the family to receive the same level of support that they were receiving in West Yorkshire. I hope that this will result in the family receiving the support they need and will not slip through the gap due to their move'.

We are an effective corporate parent:

The number of looked after children was 218 on 31st December. This converts into a rate of looked after children that is lower than the average in Wales. Issues raised by young people through the Children's Forum have helped shape priority actions that are now contained in the Council's Improvement plan for 2016/17.

Our Participation Forum is active in meeting together to share experiences, contribute to shaping services, and speak out with a group voice about their care and aspirations – more about this under National Standard 4.

Our Corporate Parenting Strategy is currently under review. Our ambition is to develop a refreshed Strategy that builds on what children and young people identify as important to them. In support of this work it is vital that we have the engagement of looked after children to co-produce the strategy. We are planning to use our established engagement forums to seek the views and contributions of young people in the areas of education, training and employment, health, stability and security, leaving care and wellbeing. We will also be attending a National Corporate Parenting Conference in March 2017 where Voices from Care and AFA Cymru will be showcase examples of innovate corporate parenting. We will then bring the national and local picture together to set out Flintshire's commitments as a Corporate Parent by October 2017.

National Standard 2: Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people’s physical and mental health and emotional well-being.

Our priorities for 2016/17 linked to the Standard:

- To continue and develop our ways of targeting early intervention and support for Children, Parents and Families
- To develop key strategic partnerships with specialist providers, for example Action for Children to strengthen our preventative services.

Headline Performance Measures

61% health assessments for looked after children within timescales. 95% of looked after children reviews within timescales.
83% of statutory visits to looked after children within timescales.
78% of reviews of child in need plans within timescales.
We continue to monitor these headline measures quarterly through the Council Improvement Plan and through internal reporting to the Children’s Services Performance & Quality Forum.

Development of Measures

Data to support the evaluation of the Early Help Hub.

We promote the health and well-being of children and young people in our care:

In 20 out of 22 files audited, work on monitoring, evaluation and reviews was judged to be good or adequate. Two files were found to have paperwork that required updating and this information was passed back to the relevant staff.

61% of health assessments for looked after children were provided within timescales. BCUHB have reported difficulties with recruiting staff to complete Looked After health assessments. A recent audit carried out by BCUHB found that compliance with the statutory timescale for the initial health assessment when a child first becomes looked after is improving. However, we continue to work closely with our Health colleagues ensure that looked after children have regular health checks. A joint regional group is working on the standardisation of documentation and processes across North Wales, a review of clinic appointment slots available in Flintshire, discussion to enlist the help of an extra doctor, and LAC Health Nurse to attend social work team meetings regularly to ensure processes are followed.

We work co-operatively in partnership with others:

We have developed the workflow for the operation of the Early Help Hub for families who have multiple needs and need timely help building their resilience and wellbeing. A Practitioner Guide has also been developed for staff who will form part of the Hub including

BCUHB, FCC, FLVC and North Wales Police. A draft Information Sharing Protocol has been developed for approval to underpin the appropriate sharing of personal data within the Hub. The ISP is predicated on the basis of explicit consent from families for their information to be shared.

FCC, WCBC and BCUHB are working collaboratively to establish and develop the Repatriation and Prevention (RaP) project, which will involve working with a commissioned provider (Action for Children) to provide an early intervention and preventative therapy service for children, young people and their carers. The interventions will aim to reduce the risk of family or placement breakdown. This represents a shift from ongoing provision towards early intervention and preventions, integrated across health and social care across a two authority footprint. The service will prioritise Looked After Children, those who were looked after up to the age of 25 and those who are at risk of becoming Looked After, with the objectives of preventing family breakdown, in particular, the risk of children and family circumstances deteriorating which could lead to children becoming looked after by the local authority. Success measures will be developed by the provider and partners to how well these objectives are being achieved, and the impact on the lives of the young people and families.

We are targeting early intervention and support:

In the first half of the year our Flying Start programme received feedback from 7 mothers who had completed a package of targeted support with the FS midwife. They all said that they had gained more knowledge and felt more confident to care for their baby. They all felt more informed about the importance of breastfeeding and having a warm and close loving relationship with their baby.

3 families provided feedback of their experiences of FS childcare settings; they all felt supported with their child settling into childcare, and reported improvements in the children's talking, listening and sharing.

73 parents completed a parenting course and 96% recorded that they were satisfied or very satisfied with how they were treated on the course; we are working on a measure for the difference that was made.

Positive outcome case study: Children's First Contact Team

Two children were living at home with their mum, who had significant mental health issues involving attempts at suicide and was later sectioned under the Mental Health Act. Both boys were found home alone and were clear that they didn't want to move into foster care. In order to maintain the safety of the youngest child, an Initial Child Protection Case Conference was convened.

The child wanted *"my home life to improve and everything to improve"*

The child was given the opportunity to attend the case conference and to put forward his views. The conference enabled the younger child to remain within the family with a focused plan which enabled his needs and wishes to be met, and prevented a transition into care.

National Standard 3: Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.

Our priorities for 2016/17 linked to the Standard:

- Continue to evolve the multi-agency CSE Panel (Child Sexual Exploitation) to meet service demand and requirements and establish regional links.
- Working with Children’s Fieldwork services to link the proposed single assessment into the Child Protection framework.
- Working with Adult and Children’s Services to bring safeguarding practice in line with the Social Services and Well-Being (Wales) Act 2014.

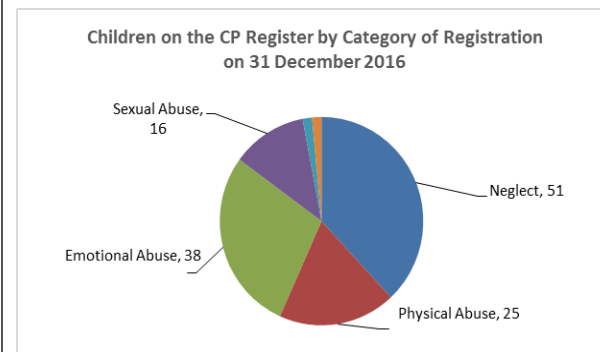
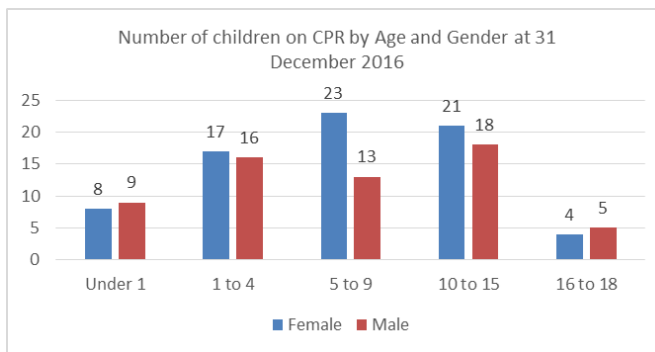
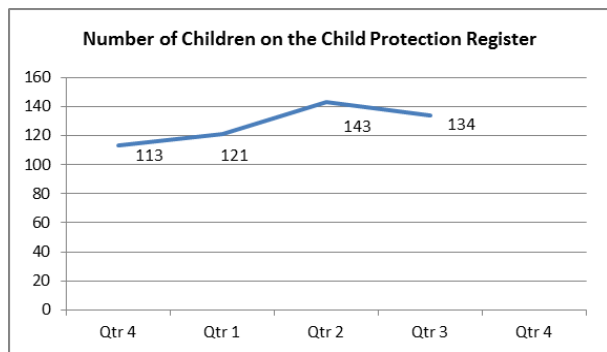
Headline Performance Measures

81.4% of initial CP conferences were carried out within timescales.
 98.1% if CP reviews were carried out within timescales.
 4.3% of children on the CPR were re-registrations.
 The average length of time on the register was 217 days.
 There were 134 children on the CPR at 31 December 2016.

Development of Measures

Review of impact of changes to team structures and alignment of front door and early intervention services on referral rates and categorization.
 Review of reasons behind recent increase in number of children on the CPR.

How are we doing?



National Outcomes Framework: Questionnaires

- 27 out of 33 young people felt safe (and 5 sometimes)

The information received on the questionnaires is treated in confidence, but all questionnaires have a tracking number so that if disclosures are made or if a young person is considered to be at risk, we are able to immediately contact the team that is working with that young person, to ensure that they are safeguarded.

We ensure that access to services is timely and appropriate:

15 out of 15 case files audited were judged to having a good or outstanding response to the referral.

Managing CSE

The Flintshire Child Sexual Exploitation (CSE) Panel has been operational for 14 months now and continues to evolve as a model. The remit of the panel has expanded over the past year and is recognised as a good practice model which is being replicated across the region. The panel has regular attendance from a number of partner agencies including Police (Onyx team), Education, CAMHS, Barnardos, NSPCC, Social Services and the Health Board. An evaluation of the panel is currently being undertaken at Panel level and also within Children's Services in terms of response to CSE and case management using the SERAF tool. CSE awareness raising sessions have been held at a Heads Federation Meeting and a pilot training session was held with a large group of teachers within Flintshire.

Flintshire CSE Panel discusses individual high risk cases as well as identifying cross county links and also regional links to cases. The Panel also identifies cases involving Looked after Children to ensure plans are monitored and children are safeguarded.

Children and young people are involved in the assessment process:

The single assessment is going out for pilot with a small number of families this week. We have requested feedback from the families involved. Following the evaluation, work on a child friendly version will commence with members of the children's participation group.

Casework is overseen by skilled and competent managers:

The quality of management oversight was judged to be good or adequate in 17 out of the 17 files audited.

Our processes support the safeguarding of children and young people:

The action plan relating to the 2015/16 Section 28 audit has been signed off. Actions for Flintshire SS, Education, Housing and HR have been completed; there are a number of actions for Flintshire Youth Justice around alignment with the Act which are still outstanding and being progressed through the service delivery plan.

Missing children is a standing item on the quarterly Flintshire Wrexham Delivery Group agenda, with individual cases being brought by North Wales Police for discussion.

The following safeguarding audits have been undertaken:

Repeat registrations: in 3 out of 4 cases audited, domestic abuse was a contributing factor in the family's involvement in the child protection process, with further concerns about substance misuse and parental mental health. In one case the overriding factor was parental substance misuse and subsequent neglect of the child.

Attendance at strategy meetings: the key referring agencies were being involved appropriately in strategy meetings but these were often conducted over the phone; staff value the opportunity to discuss face to face but timeliness and capacity are issues. The new duty system for North Wales Police and the implementation of the central referral unit is likely to have an impact.

Part 4 meetings: The most common sources of Part 4 concerns were Education and Social Services. 32% of allegations were related to employees in Flintshire schools. 50% of Part 4 allegations resulted in further investigation or action taken by the employer.

CSE: A case of special interest audit has been completed on a case of CSE in Flintshire; the auditors found that although there were some initial delay, the procedure was followed appropriately. Recommendations include a review of the SERAF tool, linking in with Gwynedd on some ongoing work around the procedure.

Positive outcomes are achieved where children are safeguarded from abuse:

B is a Looked After Child who transferred in from another local authority. B historically had a very abusive up-bringing which resulted in her and her siblings being removed from their parents. Initially it was thought that B would struggle with bonding with her own baby due to her own experiences and not be able to provide the basic care needed. An Initial Child Protection conference was held which outlined the vulnerability of B being a young mum, her experiences and her past aggressions and emotional difficulties. There was also evidence that she would not work with professionals and could be verbally aggressive towards them.

A robust child protection plan was put in place with achievable outcomes, which emphasised the working together model by professionals. The plan included daily visits by established support staff who had formed a positive relationship with B since her arrival to North Wales; also the relationship between the Health Visitor and B was also significant. The Core Group was very proactive and included workers from Health and Housing, who made a significant impact by forming a good relationship with B which has resulted in her maintaining her engagement with the plan.

At the third review the baby's name was removed from the register. B and her baby son are thriving and remain a family unit.

National Standard 4: Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.

National Outcomes Framework: Questionnaires

- 20 out of 34 young people could do the things they like to do (and 13 sometimes).
- 29 out of 34 young people were happy with their family, friends and neighbours (and 2 sometimes)

Comments about where they live and doing the things they like to do included:

"I go out with my friends more"

"I have a lot of mates"

"It is nice, friendly and there are lots of kids my age and I have great neighbours"

"I do many activities of my choice"

"I have to obey my mum to tidy my room and stuff I don't want to do but after that I can do anything I like to do"

"I go to judo, football and cubs"

We support the attainment of good outcomes for young people:

At the annual Pride of Flintshire ceremony in July, awards were given for citizenship and helping others. There were hundreds of nominations from foster carers, social workers and teachers to celebrate the achievements of young people. One young man of primary school age received an award for seeking help for a couple who got into difficulties whilst on holiday. A young woman who had experienced difficulties with social interaction received an award for becoming Chair of the School Council and dedicating time to helping other young people to engage.

The Permanency team have close links with schools to ensure that young people are engaged and appropriately challenged. Care leavers are encouraged to link in to activities in the community, such as gaining work experience in residential care homes; this has resulted in a number of young people considering a career in the care sector.

Educational attainment of LAC is monitored through the Forum and also through Scrutiny meetings. Following concern regarding the low outcomes across the LA, a task and finish group was established to review this and identify actions to support improvement. An operational LAC steering Group was established and LAC outcomes became a focus for Challenge Advisers working across Flintshire schools. The Steering Group has since expanded to include a wider range of professionals who ensure that a holistic approach is maintained.

Young carers are identified and effectively supported:

We have identified 36 young carers and referred them to Barnardos for assessment. 23 had a carer's assessment, 8 declined and 5 are new referrals and are awaiting assessment. Outcomes for these young people will be reported at the end of this year. Last year's outcomes included:

76% of children and young people who responded reported that Flintshire Young Carers had helped to reduce the impact of their caring role.

80% of young people reported that support from Flintshire Young Carers had meant that they were more able to cope with their caring role.

81% of young people reported that being involved with Flintshire Young Carers had increased their self confidence.

14 out of 15 young carers had used the A2A card and found it useful.

"It was a lot easier than having to explain that I'm a young carer and why I sometimes need extra time for homework etc"

"It allowed me to relieve pressure and stress of exams as well as school work"

"The teacher knew I'm a young carer and understood my situation"

"It helps you explain what you are without explaining – just through the card"

Young people contribute to the development of services:

The participation group has this year been focusing on social interaction, communication and body language, in preparation for making a DVD on what it is like to be in care, and taking a greater ownership of the Pride of Flintshire Awards ceremony. They have worked with:

- The TRAC team around pitching the message to young people to reduce NEETS (Not in Education, Training or Employment).
- Volunteer Mentors regarding work opportunities in the local authority;
- Youth Education Partnership framework to identify pupils within schools who fall into the NEET category;
- CAMHS (Child and Adolescent Mental Health Services) to establish an app for young people accessing urgent support; something similar is being looked at by the Children's Commissioner.

Two care leavers attended the Children's Commissioner's event in August focusing on services for young people aged 18+ leaving care.

Coming up:

Work with Internal Audit on the provision of Pathway Plans for young people leaving care;
Looking at the use of text messaging and developing guidance for young people to keep themselves safe.

Families First: Supporting young parents

Two young parents were supported by the Families First service to work on the following factors:

- *Minimising impact of adverse childhood experiences to enable two young parents to parent responsibly for the best outcomes for their child*
- *Supporting father and mother to co-parent their child as young parents, understanding positive parenting and the importance of attachment*
- *Supporting both parents as young parents to achieve the best outcomes for themselves as young people, and new parents*
- *To meet and understand how other young parents are impacted and to reduce isolation*

They were offered group /one to one support on the pre-natal/post-natal Solihull parenting programme. Support was offered to young dad, who does not live with mum, but is still in a relationship. The father was supported through the Youth Justice System to prevent any further re-offending. Conversations with colleagues about parental responsibility and 'grandparents' mental wellbeing and the potential on the 'parents' and unborn child.

The outcomes are:

- *Dad is aware of his responsibilities and his ability to parent his child*
- *Enhanced relationships for dad and mum*
- *Aim to reduce re-offending by dad becoming responsible (evidence would suggest this outcome)*
- *Both parents have the offer of Flying Start Midwifery and Health Visiting support*

National Standard 5: Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.

Our priorities for 2016/17 linked to the Standard:

- To continue to develop our ways of targeting early intervention and support for Children, Parents and Families

National Outcomes Framework: Questionnaires

- 25 out of 33 young people felt that they belong in the area where they live (and 3 sometimes).
- 5 out of 9 parents felt that they were actively involved in decisions made about their child's care and support (3 sometimes).

☺ What we do well...

"You are available for advice when needed"

"Contact with our Social Worker is good; we are always kept up to date"

"Got a great Social Worker"

"Assistance with the food bags from the food bank" (parent)

"Our social worker is always available for support"(parent)

"Good communication, helpful staff" (parent)

☹ What we could do better... "Training on the internet is not great" (parent)

"We are not always given notice of reviews" (parent)

"It would be nice if I myself could have some support, on how to help [my child] with some of his anger issues" (parent)

"When carers are in crisis or getting there, the managers sometimes do not recognise this. Some are given more support/respite than others." (parent)

"Get to know the children more ... and support the parents more" (parent)

These comments were given anonymously and have been copied to the social work teams to inform their improvement planning.

Children are helped to maintain the relationships that are important to them

A case was taken to Initial Child Protection Case Conference due to acrimony between parents and they could not reach agreement about matters involving the children following separation.

- *The children wanted to be able to see both parents without disagreements taking place.*
- *The parents just wanted what was best for the children.*
- *The parents' religions differed which meant that there was disagreement about religious practice.*
- *The children wanted to be able to experience religious celebrations with each parent.*

The Social Worker co worked with Action For Children to deliver psycho-educational work with parents in order for them to look at the impact of their behaviour on children and consider the implications should the children continue to witness their parent's negative behaviour.

The Social Worker undertook 1:1 work with parents in order to explain to them how their behaviour was affecting the children. In order to do this the social worker spent time with the children playing games and completing a booklet entitled 'all about me'. By building a relationship with the children and providing a platform for them to express their feelings freely the social worker was able to confidently challenge the parents individually regarding their own behaviours and clearly explain the children's concerns and feelings. The social worker allowed the parents time to reflect on their actions and draw their own conclusions regarding ways to shield the child from the inter-personal conflict surrounding their divorce.

The Social Worker undertook direct work with children to ascertain their thoughts, wishes and feelings and what matters to them. These issues were explained to parents in order to give them insight into how their children were responding to their behaviour.

The parents are now able to communicate with each other more effectively, and the children are not seeing any more disagreements. The children are feeling less anxious about contact arrangements and are able to celebrate religious events with each parent.

National Standard 6: Local authorities must work with and support people who need care and support and carers who need support to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

Our priorities for 2016/17 linked to the Standard:

- To develop alternative models of working in Children's Services to reduce the need for Out of County specialist placements

National Outcomes Framework: Questionnaires

- 23 out of 34 young people felt that they lived in a home where they were happy (and 7 sometimes)
- 25 out of 34 young people felt that they were happy with the people they live with (and 7 sometimes)
- 33 out of 34 young people were able to use their everyday language (and 1 sometimes)
- 5 out of 7 young people felt that they had received advice and support that would prepare them for adulthood (1 sometimes)

These are some examples of what young people said about where they live:

"My mum tries her best to look after 2 kids but I think she's doing a good job"

"My foster carer is lovely to me"

"Its amazing"

"It's a great foster home"

"Get respect, feel welcome"

"Love it"

Headline Performance Measures

9% placement stability

Development of Measures

New measure around quality of placements.

Pathway planning and reviews

Children and young people looked after are supported to live in stable placements:

At the end of December we had 79 in house foster carers (excluding kinship care) offering 156 places. We have a local target to recruit

a further 35 foster carers to support older children with complex needs. Placement stability is currently around 9%.

Our commissioned placements for looked after children and young people meet their needs and represent value for money:

We are recruiting an officer to work in the Contract Monitoring team through “invest to save”, who will develop a process to collect feedback on the quality of childrens placements.

Support and accommodation for care leavers

As part of the renewal of the Corporate Parenting Strategy, consideration will be given to the following areas highlighted as important for young people leaving care; accommodation, independent living skills, education entitlement, financial entitlement, returning home, employment opportunity and support.

C is a member of a large family of 9 that were taken into care several years ago. He was in foster care with his brother, who left the placement of his own accord 3 years ago but C wished to remain. When he was 18 C stayed in his placement under the When I'm Ready Policy.

At times, C struggled to focus on what he wanted to do in terms of further education or employment, but knew that he wanted a good future and this was always reinforced by his foster carers who encouraged him to attend college. He attended college and then went on to do the traineeship at Coleg Cambria. He signed up for local agencies and put together an impressive up to date Curriculum Vitae and gained a probationary position at a local furniture outlet. He went into the employment world with a “can do” attitude and passed his probationary period with an offer of full time, permanent employment.

The discussions about move on for C would leave him quite worried about how he would cope, living independently. At the beginning of 2017, he said that he felt ready to move on; he had already started to buy items for a flat and stated he had seen some new build flats that he really liked the look of. Only 3 weeks ago C moved into a new build apartment block in his local area.