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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL (ARBENNIG)	CORPORATE SCRUTINY COMMITTEE (EXTRAORDINARY)
DYDD LLUN, 13 MAWRTH, 2017 am 1:30 y p'nawn	MONDAY, 13 MARCH, 2017 at 1.30 pm.
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

ANNIBYNNOL / INDEPENDENT

Jim Evans, Victor Hughes, G O Jones (Is-Gadeirydd/Vice-Chair), Raymond Jones

PLAID CYMRU/THE PARTY OF WALES

R. Meirion Jones (Cadeirydd/Chair), Lewis Davies, Ann Griffith and Llinos Medi Huws

GRWP CHWYLDROAD/REVOLUTIONIST GROUP

Peter S. Rogers

HEB YMUNO/UNAFFILIATED

R LI Jones

AELODAU CYFETHOLEDIG (GYDA PHLEIDLAIS) PAN YN TRAFOD MATERION YN YMWNEUD AG ADDYSG / CO-OPTED MEMBERS (WITH A RIGHT TO VOTE) WHEN DEALING WITH EDUCATIONAL MATTERS

Mr Keith Roberts (Yr Eglwys Babyddol Rufeining / The Roman Catholic Church);
Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales).

A G E N D A

1 **APOLOGIES**

2 **DECLARATION OF INTEREST**

To receive any declaration of interest by any Member or Officer in respect of any item of business.

3 **CSSIW: REPORT ON INSPECTION OF CHILDREN'S SERVICES NOVEMBER 2016 - ISLE OF ANGLESEY COUNTY COUNCIL** (Pages 1 - 82)

- To present the CSSIW report on the inspection of Children's Services at the Isle of Anglesey County Council.
- To present the report of the Interim Head of Children's Services incorporating the Children's Services Improvement Plan.

4 **CHILDREN'S SERVICES PERFORMANCE** (Pages 83 - 98)

To present the report of the Interim Head of Children's Services.

ISLE OF ANGLESEY COUNTY COUNCIL	
COMMITTEE :	Executive Committee/ Corporate Scrutiny Committee
DATE:	20th March 2017 13th March 2017
SUBJECT:	CSSIW Report on Inspection of Children’s Services in November 2016
PORTFOLIO HOLDER(S):	Councilor Aled Morris Jones
HEAD OF SERVICE :	Llyr Bryn Roberts, Interim Head of Children’s Services, (Operational) Leighton Rees, Interim Head of Strategic Services, Children’s Services
REPORT AUTHOR: Tel: E-mail:	LeightonRees@ynysmon.gov.uk

1.0 RECOMMENDATION

- 1.1 That Members note the outcomes of the Inspection that took place in November 2016.
- 1.2 That Members note confirm that the Recommendations are accepted.
- 1.3 That Members note that the Recommendations and action to address them have been incorporated in the Service Improvement Plan.

2.0 BACKGROUND

- 2.1 Care and Social Services Inspectorate Wales are the regulatory body for Social Services and Social Care Services.
- 2.2 They undertook an inspection of Children’s Services in Anglesey in November 2016, looking closely at the quality of outcomes achieved for children in need of help, care and support, and protection. They focused specifically on quality of practice, decision making and multi-agency work in respect of the provision of information, advice and assistance and preventative services.
- 2.3 The Lead Inspector will provide a presentation to Members on the key findings. CSSIW recognised areas where they saw good practice, but also identified areas for improvement. The inspectors recognised that the focus of the inspection was significantly on the duties and responsibilities that were introduced in the Social Services and Wellbeing (Wales) Act 2014. This introduced from April 2016

substantial changes in the way Social Services are intended to operate, with a greatly enhanced focus on information, advice and assistance and prevention. Codes of Practice and Training for the new legislation were provided from the end of 2015/beginning of 2016 through to June 2016.

2.4 It was recognized in the Self-Assessment undertaken in preparation for the inspection that there were significant areas for improvement. The Inspection came to similar conclusions and made recommendations for improvement.

2.5 These recommendations have been taken forward in the Service Improvement Plan which is also being presented to this Scrutiny Committee. Management and Governance arrangements have been developed to ensure effective and timely delivery of the action proposed.

APPENDICES
CSSIW Letter CSSIW Inspection Report

Author: Leighton Rees
Job Title: Head of Strategic Services
Date: 23 February 2017



Caroline Turner
Assistant Chief Executive (Director of Social Services)
Isle of Anglesey County Council
County Offices

Ein cyf / Our ref:

Llangefni Eich cyf / Your ref: LL77 7TW Dyddiad / Date: 9 February 2017

carolineturner@ynysmon.gov.uk

Dear Caroline

Thank you for meeting with the Inspectorate on 31st January. I appreciated the commitment expressed by the senior officers and representatives of the council.

In particular I noted:

- 1) That the council had itself identified serious problems with childcare services over a year ago and already has a comprehensive plan in place. It is on a journey of improvement. The council has been open with CSSIW about the difficulties it has been facing. The recent inspection has been welcomed by the council and has been a constructive exercise.
- 2) The re emergence of problems with children's services appears to have been the result of a combination of a number of factors: the loss of newly recruited staff once they gained experience, the challenge of meeting PLO targets and significantly the performance issues of key managerial staff which have been a distraction and taken time to resolve.
- 3) The very high priority officers and members are giving to children's social services and both in terms of financial commitments and the openness and scrutiny with which the problems in children's services are being discussed and considered.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

- 4) The action plan the council has in place already addresses a number of recommendations identified in our report. The introduction of a practice group structure appears to provide a solution to the problems you have with decision making, quality and confidence issues and should aid retention for newly qualified staff.

I also suggested you might consider:

- 1) Strengthening Anglesey's voice on the Regional Children's Safeguarding Board especially in relation to the problems identified in our report in respect of other agencies;
- 2) Ensuring the improvement plan is phased and realistic in terms of delivery. It is easy to try to do too much too quickly. You may also want to put in place a risk assessment and seek to mitigate any risks of serious failures in the interim. I am thinking of particular practitioners or safeguarding concerns where you might wish to have additional controls in place in order to provide assurance.

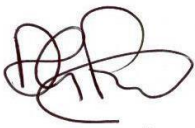
We discussed the next steps. CSSIW will present the report at scrutiny in early March after the report is published. It would be helpful if our two communications teams co-ordinated the handling of this and lines to take. We would wish to say that whilst problems are identified in the report progress is being made in Anglesey and a plan is in place.

Marc Roberts will meet with council representatives on a monthly basis to monitor progress of your action plan which could include involvement in overseeing any assurance activities. CSSIW will undertake a further inspection around in around twelve months time.

CSSIW will be writing to the chair of the Regional Children's Safeguarding Boards about the inter-agency issues identified in the report and will also be writing to the Police to advise them of some of its contents.

Thank you again for the very helpful and constructive approach Anglesey's officers and members have taken in response to the inspection.

Yours sincerely



David Francis

Assistant Chief Inspector

CSSIW – Care and Social Services Inspectorate Wales

cc Dr Gwynne Jones, Chief Executive gwynnejones@ynysmon.gov.uk

Inspection of *Children's* Services

Isle of Anglesey
County Council

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Digital ISBN 978 1 4734 8634 8 Print ISBN 978 1 4734 8633 1

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Introduction

Care and Social Services Inspectorate Wales (CSSIW) undertook an inspection of services for children in Anglesey County Council during November 2016. Inspectors looked closely at the quality of outcomes achieved for children in need of help, care and support and/or protection. We focussed specifically on the quality of practice, decision making and multi-agency work in respect of the authority's safeguarding, access and assessment arrangements; including arrangements for the provision of information, advice and assistance and preventive services. In addition inspectors evaluated what the local authority knew about its own performance and the difference it was making for the people it was seeking to help, care and support and/or protect.

The inspection was structured around people's pathway into care and support services, specifically access to preventive and statutory services and the interface between the two, as well as any safeguarding issues arising. We considered carefully the contributions made by social services in partnership with other agencies to achieving good outcomes for children and families and where relevant to protecting children from harm.

Inspectors read case files and interviewed staff, managers and professionals from partner agencies. Wherever possible, and as appropriate, they talked to children and their families¹.

The council were experiencing a significant period of change and at the time of this inspection including the requirement to implement the Social Services and Well-Being (Wales) Act 2014. Despite some bespoke focussed improvement activities the local authority acknowledged that there had been insufficient attention given to improving practice in children's services in recent years. Whilst, there has now been a greater investment, focus and attention to improving practice, particularly in the last nine months, these developments need to be embedded and sustained. We found that management oversight of safeguarding, access and assessment arrangements were insufficient and the pace of change in improving the provision of help, care and support and/or protection for children and families in Anglesey must be accelerated.

Inspectors were pleased to note that senior managers accept our findings and have committed themselves to achieving the necessary improvements.

The recommendations made on pages 8 and 9 of this report identify the key areas where post-inspection development work should be focused. They are intended to assist Anglesey council and its partners in their continuing improvement.

¹ All names have been changed in the practice examples in this report.

Next steps

CSSIW will expect the Anglesey County Council to produce an improvement plan in response to this report's recommendations within 20 days of the publication. The improvement plan will be monitored during our programme of inspection engagement and performance review throughout 2017/18.

Due to the significant concerns identified in this inspection consideration will be given to undertaking a re-inspection of Anglesey children's services within 12 – 18 months from the publication of this report.

Overview of findings

Access arrangements

We found that access arrangements to preventive and statutory services were established and offered bilingually. Eligibility criteria for team around the family services were well embedded and shared with partners. However, the local authority's information, advice and assistance services and prevention arrangements were insufficiently developed. The council was responsive where there was an immediate indication that a child was at risk but the understanding of thresholds between partners and children's services was inconsistent. Multi agency work to address this was urgently needed. Referral information received from partners was poor. Children's services were diligent in respect of collecting missing information but analysis of (re)referrals was variable and too often cases that should have progressed to an assessment did not do so. All staff were clearly committed to improving the lives of the children and families they worked with, but the duty & assessment team did not have sufficient capacity, experience or senior management support to effectively deliver good quality outcomes for children and families. Management oversight of decision making was insufficient.

Safeguarding & assessment

The quality and timeliness of child protection enquiries was inconsistent. The process for organising strategy discussions was not effective and did not routinely include information from all relevant partners. New arrangements had been confirmed and urgent action was required to ensure that these were clearly understood, implemented consistently and that as a result unacceptable delays to child protection enquiries were avoided in future. Assessments were of a variable quality; where they were good there was evidence of utilising a range of information to inform the risk analysis. Social workers made persistent attempts to elicit the children's wishes and feelings and some good use was made of informal advocacy to support children to make best use of support offered. However, good social work practice reflected in the content of some assessments was undermined by the limited range of resources available to support work with children and families and lack of sufficiently experienced and stable operational management and staff across the long-term child care teams. Frequent changes in social worker resulted in a loss of impetus that impacted on engagement with families. Although most assessments were shared with children and families, lack of effective engagement resulted in them not being sufficiently clear about the purpose of the help, care and support and/or protection they received. The quality of recording throughout the assessment process was poor and consequently hampered those taking over a case from swiftly understanding the needs and risks associated with children and families. This was of particular significance given the high level of churn within the workforce. Management oversight of the quality of assessment was insufficiently robust in terms of challenge and quality control.

Leadership, management & governance

Senior leaders held a shared vision for improving safeguarding and for promoting services that supported children and families to achieve resilience and to lead independent lifestyles. They had sought to strengthen this commitment through increased investment in children's services. Strategic plans needed to be translated into a strategy for the delivery of good quality and well integrated preventive and statutory services. The strategy should be better disseminated throughout the workforce and more effectively shared with partners. The council needed to build-on the relationships it has with partner agencies to ensure a shared ownership of the strategic direction for children's services and also the operational drive needed to improve services and outcomes for children and families. Senior leaders acknowledged that their focus on services for children had been insufficient in the past and the pace of improvement too slow. In recognition of this the council was about to embark on an ambitious transformational change programme however concerns were identified about the lack of secure workforce capacity to deliver desired change against a backdrop of austerity and increased demand. More focussed, sustained and faster improvement was needed to effectively promote the safety and wellbeing of children and families.

An analysis of the ongoing risks and needs of communities did not inform planning for children's services. Performance management arrangements, quality assurance monitoring or strategies to ensure the authority sustained a culture of learning did not include the voices of children and families. Nor were they sufficiently well embedded to provide a thorough understanding of the difference that help, care and support and/or protection was making for children and families. Senior leaders needed to improve their knowledge about practice and performance to enable them to discharge their responsibilities more effectively.

The workforce was committed to achieving good outcomes for children and families and although fragile staff morale was apparently improving. However, services were not always delivered by a skilled, competent, suitably qualified and experienced workforce that had the capacity to consistently and effectively help, care and support and/or protect children and families. There was a particular vulnerability at team manager level. Managers, including senior managers, were seen as accessible and a good range and volume of training opportunities were available for staff. However there needed to be stronger oversight of practice, more frequent and better quality staff supervision and the prospects for leadership development needed to be strengthened to support the workforce to deliver services that result in positive outcomes for children and families.

Recommendations

As a priority:

1. The authority should progress its commitment to developing a framework for the provision of preventive work with children and families that will deliver an integrated service and provide early help and support that effectively delays the need for care and support.
2. Effective, multi-agency quality assurance systems and training arrangements should be established to ensure that thresholds for assessment to statutory children's services are understood by staff and partners and are consistently applied; this should include the development of a multi-agency child protection thresholds protocol incorporating recent Welsh Government guidance.
3. Senior leaders in social services and the police should continue to work proactively together to ensure improvements to the quality, consistency and timeliness of child protection enquiries.
4. The council should continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children's services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect.
5. A robust workforce strategy should urgently be developed to include short, medium and long term aims for recruitment and retention of social workers.
6. Arrangements for team managers and senior practitioners should be reviewed to ensure capacity to effectively and consistently provide management oversight of decision making, challenge and direction for staff across the service; a leadership and development programme should be made available to build resilience.
7. Senior leaders should take steps to improve the frequency, consistency and quality of front line staff supervision; an assurance mechanism must be implemented to ensure compliance and quality.

Over the next 12 months:

8. Strong political and corporate support for children's services must continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained.
9. Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partners' completion of Joint Assessment Frameworks.

10. The quality of assessments and plans should be improved to ensure that they are consistently of a good quality, with a clear focus on the needs, risks and strengths of children and families, and that desired outcomes, timescales and accountabilities for actions are clear.
11. The quality and consistency of record keeping should be improved; all staff and managers should ensure that their records are of good quality, are up to date and are systematically stored.
12. The local authority and partners should work together to develop a cohesive approach to the collection and analysis of information about the needs of communities, that includes the voices of children and families. This should be used to inform the shaping of strategic plans to achieve effective alignment of service delivery between information, advice and assistance services, the preventive sector and statutory services.
13. Performance management and quality assurance arrangements, including scrutiny of service demand and routine auditing of the quality of practice, needs to be embedded so that managers at all levels have timely, relevant and accurate performance and quality assurance information to enable them to do their jobs effectively and to deliver improvements.
14. Caseloads and reports regarding the quality of workers' performance should be continuously monitored to ensure there is sufficient capacity for workers to engage effectively with children and their families.

Access arrangements

What we expect to see

All people have access to comprehensive information about Information Assistance & Advice services and get prompt advice and support, including information about their eligibility for care and support services. Preventive services are accessible and effective in delaying or preventing the need for care and support. Access arrangements to statutory social services provision are understood by partners and the people engaging with the service and are operating effectively.

Summary of findings

- Access arrangements to preventive and statutory services were established, respectful of peoples' rights and individuality and were available bilingually.
- Eligibility criteria for team around the family services were well embedded, shared with partners and quality assurance mechanisms ensured that thresholds were rigorously applied.
- The authority's arrangements for access to preventive services were insufficiently developed, impacting on the timeliness of early help and the effectiveness of delaying the need for care and support; more work with statutory partners in health and education was required to ensure that responsibility for completing Joint Assessment Frameworks was owned and shared.
- When contacts were received by children's services and there was an obvious indication of significant harm prompt and proportionate initial action was taken to protect children.
- Lack of stability, capacity and experience at operational manager/senior practitioner level in the duty & assessment team, coupled with lack of a quality assurance mechanism and insufficient senior management support had adversely impacted on the oversight of cases.
- The authority's policy on thresholds, screening decisions and managing referrals to children's services was not sufficiently shared with or understood by partners; the quality of referral information received from partners was poor.
- The quality of analysis of referral information, in particular in the case of repeat referrals, was insufficient; chronologies and genograms were not purposeful. Professionals were not kept sufficiently informed or engaged in the outcome of referrals they made to the authority.

- All staff were committed to improving the lives of the children and families they worked with.
- The quality assurance and senior management oversight of access arrangements were insufficient.

Explanation of findings

1.1 Anglesey county council had established referral routes for access to Information, Advice and Assistance (IAA) services for children, families and professionals: Family Information Services (FIS); Team around the Family (TAF); and children's services Duty & Assessment Team (DAT). In addition there were enhanced out-reach IAA arrangements specifically aimed at increasing the accessibility of services for disabled children that complimented other routes. Whilst the effectiveness of the authority's access arrangements was variable across these services all respected people's rights and individuality and all were offered in Welsh, English and translation to other languages if requested.

1.2. The FIS was a well established and important resource. It could be accessed by citizens and professionals either by 'drop-in' or telephone. A FIS website had previously been operational but was temporarily suspended while technical improvements were being undertaken. FIS staff were able to provide information and/or signpost people to universal childcare provision, preventative services and/or care and support services.

1.3. The TAF service had also been in place for some time. As well as directly assisting children and families TAF provided the gateway to a range of IAA and preventive services commissioned through Welsh Government "tackling poverty" grant schemes.

1.4. The TAF service received on average 12 referrals per month direct from families and/or from professionals. All referrals were screened by a multi-agency panel. This quality assurance mechanism ensured that thresholds were rigorously applied supporting the ethos of the team however it also meant that a three week delay could accrue before some referrals were put before the panel. Inspectors also found there were waiting lists for access to some of the commissioned services. The impact of these delays was that children and families referred to TAF did not always receive a sufficiently prompt service to help meet their needs. Nevertheless inspectors did see evidence of proactive work with children and families that supported their independence and improved wellbeing.

Practice example

Lewis* was a young person with severe health needs. His mum (Maggie) was struggling to cope with meeting Lewis's needs after a bereavement and as a result Lewis was not able to make the best of his education or his leisure time. Maggie was reluctant to accept help from statutory social services. A social worker was able to advise Maggie about the TAF services and she and Lewis requested an assessment. The TAF worker made considerable effort to engage individual family members and to explore with each of them what they wanted to achieve from TAF involvement. She worked with them at a pace they set to address a range of issues including: support to claim appropriate benefits; advocacy with the local health board; support for Lewis to independently attend appointments; liaison with school to address difficulties; and liaison with adult social services for transition services. As a result of these interventions the family were able to manage their finances more efficiently. Maggie had received bereavement counselling and was generally coping better. With support Lewis was regularly attending school, health appointments and was able to access leisure activities that had previously been unavailable. This family had clearly been empowered and Lewis was evidently striving toward greater resilience and independence.

1.5. Subsequent to the TAF panel children and families were either signposted to relevant single agency support; or if the family presented with more complex needs (falling short of a requirement for an assessment for care and support) a Joint Assessment Framework (JAF) was undertaken. Significantly more work was needed with partners in health and in particular with education, to ensure that responsibility for completing the JAF was suitably owned and shared by them.

1.6. Eligibility criteria for TAF services were well embedded and written protocols had been shared with staff and partners. It was disappointing that whilst the parameters for eligibility to TAF services encapsulated children and families in need of some extra help or support the range of available services were insufficient to meet the requirements of other children and families whose needs were more complex but who were not (yet) eligible for a care and support plan. The impact of this gap in provision meant some children and families were excluded from preventive services and that the likelihood of them requiring more complex, expensive and statutory provision in the future was increased. This significant threshold gap between TAF and statutory services also impacted negatively on the capacity for statutory child care teams to "step-down" cases when children and families continued to need support after making sufficient progress in relation to those needs that were eligible and required care and support plans.

Quote from staff survey

“Big gap between safeguarding services and preventative. Large number of families that are over threshold of preventative and do not meet threshold of safeguarding. Big issue.”

1.7. At the time of the inspection fieldwork line management responsibility and accountability within the council for FIS and TAF rested with the head of lifelong learning. Staff and partners expressed frustration with the lack of a fully coordinated approach to the provision of early help for families as they believed that this would significantly benefit families and also mitigate the need for statutory services. The local authority had recognised this deficit in service provision and were in the process of developing plans as part of their transformation agenda to reconfigure services, including re-commissioning the suite of preventive services to better reflect the needs of children and families. A proposal to combine FIS and TAF services with DAT into a single IAA “hub” to be accountable to the head of children’s services had been accepted by the council’s executive in May 2016 and it was agreed that TAF and Families First services will be transferred to children’s services from April 2017. In preparation for this operational TAF managers and staff had been co-located with DAT and all staff reported that communication between the services was enhanced as a consequence. Revised senior management arrangements to support this transfer of resources were still being debated.

1.8. Arrangements for access to children’s services in Anglesey were organised through the DAT. Referrals were received by an experienced and competent duty officer who was not a qualified social worker. She was bilingual and confident in her ability to engage well with referrers, to provide information and to signpost both professionals and families to universal services and other appropriate resources, including FIS and TAF. The duty officer demonstrated a clear understanding of how and when to seek advice and/or to hand-over more complex referrals, particularly in relation to safeguarding issues, to qualified social work staff and/or managers. We found that screening decisions about contacts were timely. Where there was an obvious indication that a child or children were at risk of significant harm, prompt proportionate initial action was taken to protect them.

1.9. The duty officer was supported by a team of social workers, senior practitioner and team manager. All staff were clearly committed to improving the lives of the children and families they worked with.

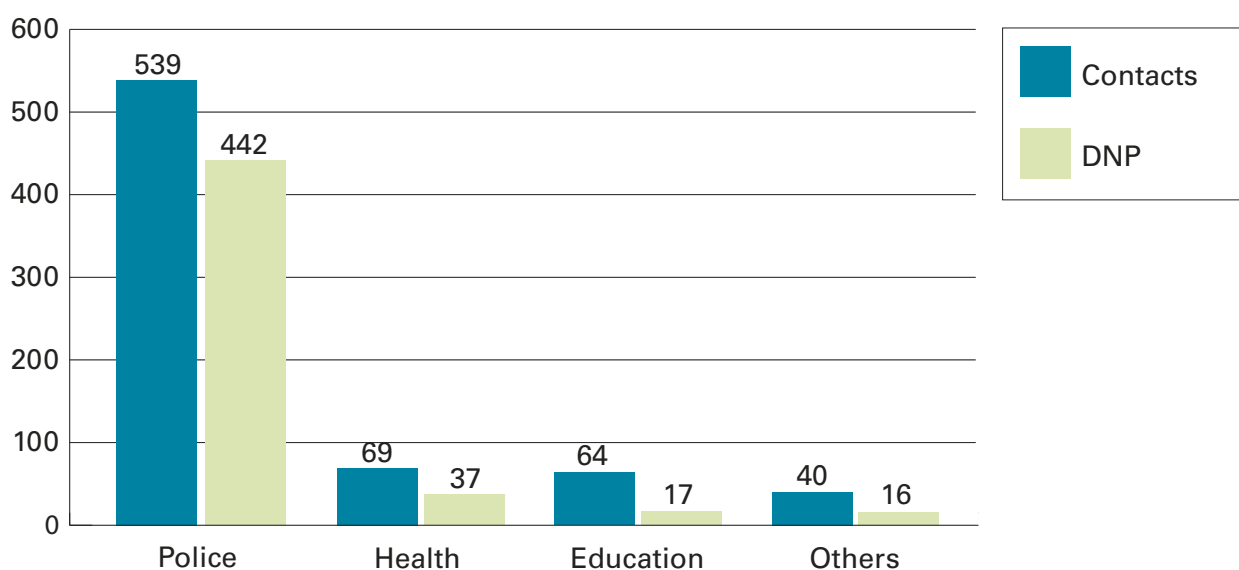
Quote from social worker

“Workers care very deeply about the families, children and carers we work with and will advocate for them to receive the services and support they deserve.”

1.10. Inspectors were concerned that DAT operational managers and staff were insufficiently well supported and that the team lacked longevity of experience. Of particular concern was the inadequate level of senior management support awarded to the recently promoted team manager who, to her credit, for a three month period managed the team as well as covering two senior practitioner vacancies. One of these vacancies has subsequently been filled on an interim basis. This deficiency in capacity and experience at the operational manager/senior practitioner level coupled with the lack of a quality assurance mechanism to support management oversight needs to be rectified as a high priority. Although staff stated that managers including service managers were accessible the gaps in management capacity could not be sufficiently absorbed from within the current establishment and this had adversely impacted on the oversight of cases.

1.11. The volume of referrals to children’s services in Anglesey rose steeply between 2012/13 and 2014/15. Although this trend was reversed during 2015/16 data for 2016/17 shows that referral rates are rising again. Despite generally good working relationships with partner agencies, staff and managers reported that there was no shared common understanding of the threshold for an assessment for care and support. The volume of contacts (known as CID 16s) from the police reporting concerns and/or incidents has remained consistently high. Similar to other north Wales authorities, the practice of sharing all CID 16s without prior screening had created additional pressures for the duty team. In the period between April and June 2016/17 82% of police contacts did not proceed to referral/assessment. During the same period, contacts from other partners such as health, schools and third sector agencies similarly culminated in between 26% and 54% not proceeding to referral/assessment.

**Contacts that did not proceed (DNP) to assessment
Quarter 1 2016/17**



1.12. Despite reported confidence in children's services, partners identified that they often lacked clarity regarding how threshold decisions on new cases were determined. Additionally inspectors were told that partners sometimes had to challenge social services threshold decisions and on occasions had convened their own meetings to collate information in order to re-present their case to social services. Partners also reported they were not kept sufficiently informed regarding the outcomes of referrals including when cases were closed.

1.13. Inspectors noted the absence of a multi-agency threshold protocol. This was needed to support partners to make appropriate and more targeted referrals. It was also concerning that no multi-agency quality assurance mechanisms were in place to review thresholds or the quality of referrals. We recognised that recent work initiated by children's services to revise threshold guidance for staff in response to the introduction of the Social Services & Well-being (Wales) Act 2014 (SSWBA) could form the foundation of improvement work in this area. However, attempts to meaningfully engage partners in these developments or for partners to seek such engagement were not yet evident. Rapid multi-agency work to update protocols and improve consistency of thresholds and for partners to engage more effectively with each other and staff to secure ownership needs to be a priority.

1.14. Staff and managers reported that the quality of referrals to children's services from partners was often poor and although a multi-agency referral form (MARF) existed this was not universally used. Inspectors found evidence from our review of referrals that supported this perspective. The quality of the referrals seen was very variable. Duty staff made relevant background checks although inspectors often found these were not easily identifiable on the electronic record. To their credit duty staff were also diligent in verifying/clarifying and chasing up missing information, however, due to volume, the excessive time involved in doing this militated against their capacity to undertake other key activities more directly aimed at supporting children and families.

1.15. The cumulative impact of increasing volume and limited staff capacity was to narrow the scope of engagement of the DAT with children and families. This was reflected in some of the cases inspectors reviewed. We saw examples of cases being closed where there was a clear indication that children and families were in need of help and support, albeit with no obvious indication that the level of need met the threshold for significant harm. Nevertheless, these cases clearly should have progressed to an assessment prior to deciding how and by whom support could most effectively be provided.

1.16. Cumbersome administrative and technological arrangements in place for duty staff to record referral information and decision making as well as poor recording practice hampered achieving a clear account of events leading to (re)referrals. Evidence from some case files reviewed showed a lack of analysis of referral information; the reason for referral was often unclear and in the case of multiple referrals a clear cohesive account of the cumulative needs/risks was too often absent. The failure of the authority to develop an

effective system of chronologies and genograms that could support the oversight of the case also contributed to significant information not being appropriately considered as part of determining risk.

Practice example

Janice* was a young woman with a diagnosis of autism and possible attention deficit disorder who had been pushing boundaries. Since 2014 there had been fifteen referrals to children's services; five of these during 2016. Referrals had related to various incidents, including: running away from home and refusing to return; violent arguments and criminal damage to the home that frightened herself, her mum and her younger sister; concerns about sexual activities and possible child sexual exploitation (CSE); misuse of substances; and self-harm. Subsequent to some of these referrals there had been an initial assessment followed by case closure. Many others had resulted in no further action. To date each of these incidents had been viewed in isolation thus failing to take account of the cumulative impact of these behaviours on Janice and her family. Following a recent referral a strategy discussion had been convened and a more thorough risk assessment taking into account the history and recent events was now underway.

1.17. Management oversight of access arrangements was clearly insufficient in terms of challenge and quality control. Cases referred to DAT did not receive the management oversight needed to assure the authority that children were appropriately safeguarded and that families received the timely support they required. Senior managers did not routinely audit case file records in respect of this work and so did not secure an accurate view of the quality of practice. Inspectors did see evidence of management sign off but neither management capacity nor quality assurance systems were sufficiently robust to positively oversee the quality of work.

Conclusion

We found that access arrangements to preventive and statutory services were established and offered bilingually. Eligibility criteria for team around the family services were well embedded and shared with partners. However, the local authority's information, advice and assistance services and prevention arrangements were insufficiently developed. The council was responsive where there was an immediate indication that a child was at risk but the understanding of thresholds between partners and children's services was inconsistent. Multi agency work to address this was urgently needed. Referral information received from partners was poor. Children's services were diligent in respect of collecting missing information but analysis of (re)referrals was variable and too often cases that should have progressed to an assessment did not do so. All staff were clearly committed to improving the lives of the children and families they worked with, but the duty & assessment team did not have sufficient capacity, experience or senior management support to effectively deliver good quality outcomes for children and families. Management oversight of decision making was insufficient.

Safeguarding & assessment

What we expect to see

Effective local safeguarding strategies combine both preventative and protective elements. Where people are experiencing or are at risk of abuse neglect or harm, they receive prompt, well-coordinated multi-agency responses. People experience a timely assessment of their needs and risks which promotes their safety, well-being and independence. Assessments have regard to personal outcomes, views, wishes and feelings of the person subject of the assessment and that of relevant others including those with parental responsibility. Assessments provide a clear understanding of what will happen next.

Summary of findings

- The quality and timeliness of child protection enquiries was inconsistent and would have benefitted from more proactive engagement from the police.
- Strategy discussions were insufficiently timely and did not include information sharing with key agencies.
- Assessments did not always ensure a holistic analysis of need/risk from the outset impacting adversely on the timeliness of help offered to families; the quality of recording of decision making was poor.
- Workers lacked capacity to sustain short focussed interventions with children and families and the range of services available to support the assessment process was inadequate.
- Good social work practice, including effective use of the Gwynedd/Thornton Risk Model was reflected in the content of some assessments; assessments underpinning applications to court provided clear direction.
- Social workers needed to be more robust and confident in working with families and setting out their professional analysis of risk and needs.
- Social workers were persistent in their attempts to elicit childrens' wishes and feelings and some good use was made of informal advocacy to support children to make best use of support offered; this was not always reflected well in the record of assessment and/or planning.
- Management oversight of safeguarding and assessment was insufficiently robust in terms of challenge and quality control.

Explanation of findings

2.1. Not all child protection enquiries seen were thorough and/or timely. Whilst most were informed by decisions made at strategy discussions not all strategy discussions were timely and in a minority of cases a delay of several days was completely unacceptable. We found that the process in place, at the time of inspection, for organising strategy discussions/meetings was not effective. Staff, managers and partners reported that meetings/discussions were often cancelled and/or re-arranged. Police and children's services staff reported that key decision makers in both agencies were sometimes unavailable and that this could lead to delays in making arrangements. The impact on professionals was frustration and uncertainty about the extent of the risks posed and how these might be managed. More importantly, the impact on children and families was to delay help, care and support and/or protection and to create high levels of discomfort, stress and anxiety.

2.2. Inspectors were informed that new arrangements for convening strategy discussions had now been implemented by the North Wales Police. Urgent action was required to ensure that the new arrangements were clearly understood by staff, managers and other partners; that they were implemented consistently; and as a result unacceptable delays to child protection enquiries were avoided in future.

2.3. Strategy meetings had mainly been displaced in favour of strategy discussions. The majority of strategy discussions were held between police and children's services and did not routinely involve other partners who, despite having significant intelligence about a family, were not able to effectively contribute to this key decision making process. Inspectors recognised the resource implications and logistical difficulties associated with multi-agency discussions/meetings. Nevertheless not involving partners particularly health and education early enough limited the range and volume of information obtained/shared resulting in a negative impact on the quality and breadth of risk assessment. Neither was the use of outcome strategy discussions/meetings always evident. This contributed to partner assertions that they were not kept sufficiently informed of the outcome of referrals.

Practice example

Laura* alongside her brother and sister were at the centre of a single agency section 47 enquiry concerning matters of parental conflict. During the course of the enquiry Laura's sister disclosed to the social worker and a teacher concerns about Laura's contact with an ex-offender. When the social worker attempted to re-convene the strategy discussion her manager was unavailable and as a result the enquiry was not completed until the following day when the social worker visited the family alone. The result of this was that the Laura's sister was anxious and worried overnight since she did not know what the consequences would be for herself or for Laura of making the disclosure. An outcome strategy discussion was not convened. Partners were not effectively engaged in managing the risks nor fully informed about the outcome of the enquiry.

2.4. Whilst not undermining the effectiveness of multi-agency work when it took place, the authority reported a growth in single agency (social services) led section 47 enquiries and fewer opportunities for joint social services/police enquiries. This was partly attributed to the perceived reduced availability of the police but there was also a perception that police focus was more on the potential for prosecution rather than on wider safeguarding. The police also noted a reduction in joint enquiries but attributed this to their more rigorous approach to ensuring appropriate application of All Wales Child Protection Procedures (AWCPP) for their involvement. We found little evidence from our review of case files that consideration was given to undertaking joint enquiries with only limited challenge between partners regarding how cases could most effectively be progressed. Inspectors identified a minority of cases where more proactive police engagement would have been appropriate and ensured a more robust enquiry given the complexity of the presenting issues. We also saw evidence of delays in completing section 47 enquiries due to police and social services staff capacity issues. In a significant minority of the cases we reviewed this led to high levels of distress for children and families as a result of not being clear about what was expected of them or likely to happen next.

Practice example

A referral was received from a health visitor expressing concerns about domestic abuse and substance misuse in the home of Joseph*, a baby boy. In the course of a (single agency) section 47 enquiry it was found that there was a history of similar incidents and that Joseph's step sister Mari had joined the household. Her dad, Lee was refusing to allow Mari to return home after he made allegations against her mother. Lee was aggressive toward social services and health staff and declined all support offered leaving Joseph's mum, Louise, vulnerable to repeat incidents of abuse. Some good work was undertaken by the social worker to engage Lee, support was provided with housing needs and the issue of Mari's residency was dealt with through family court. However the participation of the police in a joint investigation could have facilitated a better understanding of the level of presenting risk and a more robust safety plan for Louise and the children.

2.5. Records of strategy discussions and section 47 enquiries varied too much in quality. Although the authority generally demonstrated clear initial decision making when moving into child protection proceedings too many records lacked detailed planning arrangements concerning roles, responsibilities and timescales for future action. In the cases reviewed, inspectors did not see any examples of children and families being subject to child protection investigations unnecessarily.

2.6. At the time of the inspection Anglesey children's services was yet to harmonise assessment practices with the new requirements of the SSWBA. The consequence of this was that staff were still undertaking initial and core assessments commensurate with previous guidance and as a result our case sample did not include any practice examples of the new approach to proportionate assessment.

2.7. Templates for recording proportionate assessments and corresponding guidance had been developed but implementation was delayed until December 2016 in order to introduce the new arrangements on a regional basis. The authority had not sufficiently engaged partners in the development of these tools. The authority recognised that the delay in introducing the new tools indicated a lack of preparedness for the implementation of the Act and that a significant opportunity to more effectively engage partners had been missed. Nevertheless, staff and managers we interviewed demonstrated a good awareness of the changes to practice required by the SSWBA and examples of new documentation had been shared with them. All staff we spoke to had attended training about the new Act.

2.8. Most of the initial assessments we reviewed had been completed in a timely manner. However, the objective of assessment was too often to gather more information and to close the case. Early opportunities to intervene were therefore often not reflected and were being missed. In many of the cases we reviewed we saw multiple initial assessments, the quality of which was variable, followed by closure. Some of these assessments were functional but failed to provide a cohesive holistic analysis of risk. The result of this episodic approach was that the importance of professionals' shared understanding of issues that mattered to the family and were necessary to promote their well-being, combined with their risk assessment and how childrens' safety might be assured, was undermined for families.

2.9. Evidence in the cases reviewed included examples of staff signposting families to other services, including joint visits with TAF colleagues, to assist families to appreciate the potential value of a voluntary intervention. In a few cases social workers undertook a short piece of direct work themselves. However in too many cases, social workers and managers appeared to conceptualise this activity as a mechanism for completing an assessment and early closure of the case and in so doing underestimated the significance of some of the information gathered and the value of their own work as a preventive service in itself. Many staff and managers we interviewed expressed frustration regarding the inconsistent application of thresholds and about their limited capacity to undertake short focussed interventions aimed at assisting families to sustain independence and resilience and to alleviate their need for subsequent more complex interventions.

Practice example

Maxim* made allegations of abuse against his mum, Irene. During the course of the investigation Irene made allegations of abuse against Maxim's dad Joe. Joe was required to leave the family home and bail conditions then prevented his contact with Irene but did not extend to Maxim; he and Joe continued to see each other. The allegations Maxim made were not substantiated. Nevertheless given the complexity of presenting issues this family met the threshold for an assessment for care and support. The social worker recognised that the family needed immediate support and quickly convened a multi-agency meeting to identify and confirm support arrangements for the family during the assessment period. The main purpose of the (interim) plan was to ensure that the negative impact of his parent's separation was mitigated for Maxim and that the strengths in his relationship with Irene were supported. It is likely that this early intervention promoted Maxim's safety and prevented further deterioration in his relationships with both parents.

2.10. Family support services were available to support assessment and/or to provide direct work with children and families. Examples included parenting work and preventive interventions provided by the youth offending service (YJS). But overall the scope of available services was very limited and staff were frustrated by the inadequate range and/or inaccessibility of resources on behalf of the children and families who potentially could have benefitted from them. The reasons for limited accessibility/ineligibility were various but included: constraints imposed by grant funding arrangements (Families First and Flying Start); tight eligibility criteria associated with specialist provision (Community Mental Health Services (CAMHS) and Intensive Family Support Services (IFSS)); long-term staff vacancy (Family Group Conferencing (FGC)); and insufficient capacity and waiting lists (Child Support Services, Keeping Learners on TRAC and the emotional well-being project).

Quote from staff survey

"There needs to be more resources available to access services for my service users."

2.11. The local authority had invested in a whole service risk assessment model (Gwynedd/Thornton Risk Model) to support social workers to identify and analyse potential risk factors. Most staff told us they found the model helpful and inspectors saw some good examples of its use to inform wider assessment. However, in practice this tool was used independently of the existing core assessment process and as a consequence assessments were duplicated and/or became fragmented and/or protracted.

2.12. The quality of assessments was variable. In too many cases the context of assessment was too narrowly applied and reliant on self-report. Too many assessments did not address all aspects of the referral; some failed to take sufficient account of the

on-going impact of significant events such as repeat episodes of domestic abuse or significant changes in circumstances for instance the introduction of an ex-offender to the household. Others failed to take a sufficiently rigorous approach to tackling chronic issues such as neglect and failure to thrive. An exploration of the impact of adult behaviours in relation to their caring responsibilities was insufficient in many cases. Assessments did not therefore provide a learning context for the family to reflect on how they might do things differently or better. Nor did they underpin an effective basis for the resulting outcome of the case.

2.13. The core assessments undertaken mainly resulted where the threshold for child protection had been reached. Some assessments failed to capture a holistic view of the risks and needs that then informed a robust child protection plan. The plans seen were not written in clear language that spelt out what had to change and how it would be measured. Social workers needed to be more robust and confident in working with families and setting out their professional analysis of risk and needs. The failure to ensure an appropriate holistic and coherent analysis of need and risk from the outset was to the detriment of achieving transparency with families when setting out clearly what change was required of them and/or the potential consequences of failing to make these.

Quote from a parent

"I get on well with my social worker now and this one is good and reliable. But I did not feel that the assessment was done properly. That social worker just saw and heard what she wanted and didn't investigate matters or check out how things really affected me and my children. Although I was trying to co-operate I didn't really know what I was supposed to do."

2.14. The best quality assessments seen were those that subsequently went into court when clear direction was then provided. It was noted that current managers were applying a firmer threshold approach to the Public Law Outline (PLO). Some of Anglesey's increase in children looked after figures may be attributed to the fact that cases had not been well-managed in the past and issues had been left to drift. Further improvements could be achieved through a combination of the changes resulting from the SSWBA, greater clarity of eligibility and thresholds, more effective use of PLO and a resolution on historic cases. However, this will not be achieved unless the current approach is sustained along with greater consistency in the quality of assessments resulting from a well trained stable staff and management group and an effective quality assurance mechanism.

2.15. Although in many cases completed assessments were effectively shared with children and/or families, the extent to which they were proactively engaged in producing their assessments was inconsistent. Given the lack of progress in adopting the principles of the SSWBA we saw only limited evidence of the use of "what matters conversations" the consequence being that some children and families perceived social work intervention as oppressive rather than helpful or supportive. Some families told us that they had not

been clear about the purpose of children's services involvement in their lives. In a minority of cases this directly impacted on the experience of the family and their ability/willingness to engage in a process that they did not understand.

Composite quote from a parent

"I thought social services were supposed to help me but I know I'm depressed and have high levels of anxiety but I'm scared to go to my GP in case she (the social worker) uses this against me. I feel she has a vendetta against me. My kids can't stand her and won't tell her anything. I was given a list of do's and don'ts but she keeps changing these and even though she says she'll write out an updated list she never does. I never know where I am or what to do next. I just do my best and try to keep her off my back."

2.16. We did not see use of formal advocacy during the assessment phase though it was clear that some children were offered advocacy to help them make best use of services. Some good practice was identified: in their interviews with inspectors, social workers were often able to describe the persistent efforts they had made to gain children's wishes and feelings. It was disappointing that despite the importance attributed by staff to seeking children's wishes and feelings assessment analysis and resulting plans often lacked a sufficient focus on promoting best outcomes for the child.

Practice example

Lucy* was in need of support due to her mum's alcohol dependency. Without parental boundaries she was starting to make poor choices and her education and health were suffering. At first Lucy was not able to articulate how she might benefit from support. The social worker helped her to think about some-one in whom she could trust to help her express her views. Lucy identified a close family member as a source of support and as a result has been able to work out a safety and support plan that she and her mum understand and agree to; including a safe place for Lucy to go if things go wrong. Lucy had resumed good attendance at school and was no longer staying out late. Her "advocate" continues to offer support.

2.17. Although some of the assessments seen, including complex assessments, were of a sufficient quality that utilised a range of information, including from partners and families to inform the analysis, evidence of good quality of social work practice elicited by inspectors through interviews with staff was not always well reflected in the case recording. Neither did the electronic information system support an accessible overview of social services engagement with families. In many cases records did not reflect the work undertaken with individual children in families. The impact of poor recording practice was to prevent new workers or those taking over a case when the allocated worker was

absent, as well as managers, from swiftly understanding the needs and risks associated with children and families. This was of particular significance in this authority at this time given the current high staff turnover of social workers and operational managers.

2.18. Workflow arrangements for the transition of cases out of the DAT to long term childcare teams and between long term teams were theoretically agreed and understood. However, the workforce capacity issues in DAT were replicated in both the Family Intervention Team (FIT) and the Looked After Children (LAC) Team. Neither FIT nor LAC team had a substantive team manager and there were vacancies and interim appointments at senior practitioner level in both teams. These arrangements were very fragile and compounded by the short-term nature (three month) of the agency staff contracts and the lack of adequate business support arrangements for all the teams. This meant that in practice the transition of case work between teams was reliant on workforce capacity rather than the allocation policy. Consequently, cases were sometimes held back in DAT pending availability in FIT or LAC team thus further intensifying the pressure on access services. Similarly the long term child care teams frequently used capacity criteria to manage the influx of work rather than the best experience or expertise of workers to accept cases. This situation was exacerbated by the high turnover of staff and managers in these teams.

2.19. The authority had recognised these pressures and had attempted to mitigate by investing in agency workers to fill all vacancies as soon as they arose despite the high dependency this created. There had also been a relaxation in the distinct allocation criteria for FIT and LAC team, effectively creating a more generic allocation process across both teams. This latter tactic had not been well communicated to staff, many of whom told us they felt their specialist skills or preferred areas of work were undermined and that this practice was increasing the complexity of their already only “just manageable” caseloads.

Quote from staff survey

“One week we are a LAC team, then the next we are a generic team. It is so difficult to have a mixed case load – court work and child protection work is always priority, I feel bad that I cannot give the time and commitment to the looked after children, no time to do life story work etc. It feels that duty team cannot wait for cases to be transferred and when cases are transferred it is never seamless.”

2.20. The effect of the workforce instability for many children and families was that they experienced frequent changes of social worker often at short notice. This had impacted negatively on the quality of casework and relationships between children, families and staff. In a significant minority of cases the quality of social work support was poor, with an overall lack of purpose, leading to slow progress against the care and support plan.

2.21. Inspectors saw evidence on the files that managers sign off assessments and provide comment. It was positive that this process was timely. Most of the manager's comments regarding assessments related to next process steps rather than a reflection on the content, the quality of the assessment and the resulting plan. As with access arrangements, senior management oversight of the quality of assessments required significant strengthening.

Conclusion

The quality and timeliness of child protection enquiries was inconsistent. The process for organising strategy discussions was not effective and did not routinely include information from all relevant partners. New arrangements had been confirmed and urgent action was required to ensure that these were clearly understood, implemented consistently and that as a result unacceptable delays to child protection enquiries were avoided in future. Assessments were of a variable quality; where they were good there was evidence of utilising a range of information to inform the risk analysis. Social workers made persistent attempts to elicit the children's wishes and feelings and some good use was made of informal advocacy to support children to make best use of support offered. However, good social work practice reflected in the content of some assessments was undermined by the limited range of resources available to support work with children and families and lack of sufficiently experienced and stable operational management and staff across the long-term child care teams. Frequent changes in social worker resulted in a loss of impetus that impacted on engagement with families. Although most assessments were shared with children and families, lack of effective engagement resulted in them not being sufficiently clear about the purpose of the help, care and support and/or protection they received. The quality of recording throughout the assessment process was poor and consequently hampered those taking over a case from swiftly understanding the needs and risks associated with children and families. This was of particular significance given the high level of churn within the workforce. Management oversight of the quality of assessment was insufficiently robust in terms of challenge and quality control.

Leadership, management & governance

What we expect to see

Leadership, management and governance arrangements together establish an effective strategy for the delivery of good quality services and outcomes for people. The authority works with partners to commission and deliver help, care and support for people. Leaders, managers and elected members have a comprehensive knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively. Services are delivered by a suitably qualified, experienced and competent workforce that is able to recognise and respond to need in a timely and effective way.

Summary of findings

- The council had determined the principle that vulnerable children and families should be safeguarded and supported and all staff and managers expressed commitment to promoting the safety and well-being of the children and families they worked with; there was a good level of political support for the council's strategic direction for services for children.
- The council's strategic direction needed to be translated into a strategy for delivering children's services that is effectively communicated to staff, partners and service users.
- Senior leaders recognised that the pace of improvement needed to accelerate for the authority to be assured that arrangements for delivering good quality services and outcomes for children and families are effective; recent increased investment in services for children provided evidence of the council's commitment to promoting improvement.
- Elected members' ability to challenge performance needed to be strengthened by improved information about the quality of services and the experiences of children and families receiving these.
- Senior leaders were committed to improving children's services but did not have a comprehensive knowledge and understanding about the complexities and risks involved in delivering children's services; nor about practice and performance to enable them to discharge their responsibilities effectively.

- Senior leaders recognised the significant challenges they faced to achieve delivery of the planned transformation agenda at an appropriate pace to assure rapid improvement to services whilst ensuring that staff, service users and partners were effectively engaged in the process.
- Commissioning arrangements and resource allocation to services for children and families was not being used effectively to promote the most positive impact on outcomes for children and families; the voices of children and families were not sufficiently captured or used to shape service development.
- Performance information and quality assurance monitoring did not effectively drive continuous improvement; quality assurance arrangements did not include sufficient feedback from children and families.
- The local authority expressed a strong commitment to learning and development; despite capacity issues staff were positive about the range and volume of training and development opportunities available.
- Caseloads were becoming increasingly pressurised both in terms of volume and complexity across all teams; this impacted on the quality and consistency of work undertaken with children and families.
- A robust strategy for recruitment and retention of the full range of social work and support staff, including a workforce succession plan, needed to be developed and implemented urgently.
- Staff supervision was insufficiently frequent and often of poor quality; there was a significant vulnerability at team manager and senior practitioner level across the service.

Explanation of findings

3.1. The council had determined the principle that Anglesey's vulnerable children and families should be safeguarded and supported to build resilient and independent lifestyles. This vision was shared and understood at the most strategic level within the council and all managers and staff interviewed expressed commitment to improving wellbeing and safety outcomes for children and families. But the strategic direction for children's services had not yet been translated into a strategy for delivering services that had been effectively disseminated to the workforce or shared with key partners. Specifically we found that there was not a common understanding amongst staff or partner agencies about the approach being taken by the local authority to redefine and further develop IAA and preventive services or to promote improvement. The disconnect between strategic planning and a clear focussed framework for delivery of children's services militated against staff, operational managers and partners understanding what was expected of them.

Quote from staff survey

“I am unsure of what the performance indicators are. I am aware that there is a business plan, but they don’t really provide us with a clear direction.”

3.2. The impact of this was confusion about future operational arrangements including the proposed routes into preventive services and pathways between these and the statutory sector. Also staff and partners at all levels expressed concern regarding the capacity of the service to promote the level of sustained improvement needed, in the face of increased demand, to promote the wellbeing of children and families.

3.3. Inspectors found a good level of political support for the council’s strategic direction for children’s services. A cross-party panel of elected members had been convened to meet monthly to oversee the delivery of the children’s services improvement plan and the implementation of the SSWBA. There was a consensus amongst the panel that they were clear about the improvements needed in children’s services and that they were committed to supporting and holding officials to account to achieve these. Members had also attended training on the SSWBA so were aware of the implications of the Act on the service and the authority. It was disappointing that despite the high levels of commitment expressed the pace of improvement and of implementation of the SSWBA had to date been too slow.

Composite quote from panel interview

“As you know we’re committed to preventive services and information, advice and assistance; to keeping children out of care through providing care and support to tackle issues early enough. We see the importance of this work as an investment in helping families become more resilient and giving children the best start. This is our vision.”

3.4. The scrutiny arrangements undertaken through the Executive and the Corporate Scrutiny Committee were well established. Committee members understood their challenge role and could provide some positive examples of how they discharged their responsibilities in monitoring the council’s performance. Inspectors found that the reports provided to scrutiny did not always include a sufficiently robust analysis and believed that elected members’ ability to understand and challenge performance could be strengthened by improved information regarding the quality of services and the experience of people receiving these. A greater emphasis on eliciting feedback from children and families about their experiences and a more thorough interrogation of information about emerging trends arising from the impact of the preventive sector and that inter-relationship with statutory provision was needed to provide greater assurance that outcomes for children and families were improving.

3.5. Leadership, management and governance arrangements were in place that complied with statutory guidance. We observed appropriate accountability and reporting links between the chief executive officer (CEO); the director of social services (DSS); the leader of the council; and the portfolio holder for children. This group, although confident in its ambition, was only recently established and was still developing its knowledge, working relationships and accountabilities. We found that senior leaders did not have a comprehensive knowledge of the complexities and risks involved in delivering children's services; nor about practice and performance to enable them to discharge their responsibilities effectively. We noted that formal mentoring arrangements were established for the DSS. The DSS was pro-active about facilitating her own learning and met regularly with the head of children's services to review progress. It was also positive that elected members undertook regular visits to front line staff to directly hear their views.

Quote from staff survey

"Decision making processes need to be streamlined – less bureaucracy. Need to cut down on the processes to get an outcome. Getting a Special Guardianship Order is excruciatingly long winded. Revocation of care orders is also process driven rather than dealing with the issue and getting it into court. Everything takes too long. Senior managers need to make decision processes quicker – too many panels. Senior management need to be more flexible so that cases can be heard not just throw them out and delay and put children at risk just because paperwork was in a little late. If they are not up to assessing risk in a short timescale they should not be in the job."

3.6. We were assured by the senior leadership team (SLT) that arrangements were in place, through departmental safeguarding targets and regular inter-departmental meetings to ensure that children's services and wider safeguarding issues were visible across the council. Despite positive working relationships with children's services heads of departments recognised that this did not always sufficiently ensure that children and families received a fully 'joined-up' service. More work was needed to better integrate cross-directorate working to reduce duplication and to improve outcomes for children and families.

Quote from senior manager

"We do work closely with children's services at times, but don't have a clear profile of their needs. There is silo working here, but we are trying to close those silos. Housing/education services will do all they can to support families to prevent homelessness/educational breakdown but this happens more informally than formally."

3.7. SLT reported good working relationships with partners and this view was reciprocated by the third sector and statutory partner agencies we interviewed. We noted the recent appointment of a strategic lead for children within the local health board and we were made aware of some initial multi-agency work to develop new processes and revised documentation required by the SSWBA. A regional Partnership Board has been set-up and Anglesey council's contribution to this, to the regional Safeguarding Children's Board (SCB) and to the Prevent agenda was apparent. However, evidence from case reviews as well as interviews with staff, managers and partners indicated that partnership arrangements fell short of an effective, integrated approach to developing/delivering services to children and families. We found that agencies worked harmoniously alongside each other rather than genuinely holding each other to account for their contributions to wider safeguarding arrangements.

Quote from staff survey

"Partnerships with other agencies are forged through personal knowledge and relationships and the motivation of individual social workers. There is no corporate response to partnership working and accessing resources for service users."

3.8. At the time of this inspection, Anglesey children's services was facing continued ongoing challenges associated with stabilising the workforce, implementing new legislation and re-organising provision to more effectively deliver IAA and preventive work as well as statutory services to children and families, all against the backdrop of austerity and increased demand. The temporary absence of the longstanding head of service had also resulted in a loss of local knowledge and expertise. The SLT and elected members recognised these challenges and had developed an improvement plan for the service.

3.9. Senior leaders acknowledged a lack of sustained management focus in the past; also that delivery of progress against the improvement plan had been too slow. Inspectors noted the authority's improved focus on children's services through increased investment both to baseline budget and for improvement projects and we welcomed the council's programme of transformational change. Alongside the wider implementation of requirements arising from the SSWBA this included: the development of an IAA hub; setting up a resilient families team; and the more effective alignment of IAA and preventive services with the statutory sector. It was also essential to determine how preventative and statutory services could work better together to produce proportionate assessments and to concurrently address eligible and non-eligible needs; this aspect needed to be incorporated into the agenda for change.

3.10. The authority had recruited additional management capacity to support the transformational change programme. This was led by an experienced seconded children's services senior manager and overseen by a panel of elected members. Inspectors had serious reservations about the pace with which these plans had progressed. The main

concern identified was the lack of secure workforce capacity to consecutively achieve desired changes to preventive provision, implement the SSWBA and to secure the improvement needed in meeting statutory responsibilities. Despite some high level proposals such as the intention to transition TAF services from lifelong learning to children's services, there was as yet no clear 'road map' for how these changes were to be achieved. The SLT and elected members fully acknowledged that they still had much to do to shape their improvement aspirations into a focussed holistic framework for delivery of services to children and families. It was recognised that the focus had to date been too much on the project plan and not enough on engagement or action. The authority needed to be more proactive to ensure that the speed of change is accelerated and is undertaken in a way that takes staff with them and supports the meaningful engagement of partners and service users.

3.11. We found that commissioning arrangements and resource allocation to services for children and families were not being used effectively to promote the most positive impact on outcomes for children and families. Inspectors found insufficient evidence that the authority had used detailed knowledge of its population to inform its commissioning arrangements. Also that they had been too slow to engage with children and families to ensure their voices were sufficiently captured to contribute to shaping service delivery. We noted the intention to make use of local data collected for the regional population assessment and of the national well-being outcome indicators in future. However, the authority, together with partners, rapidly needs to develop a cohesive approach to the collection and analysis of information about the needs of local communities, as well as performance information, particularly at the interface between preventive and statutory services, to create a robust evidence base to support their strategic plans. Also to gain an understanding of the potential impact of IAA and preventive services on mitigating the need for children and families to (re)enter statutory provision.

3.12. Managers had access to performance data through the corporate performance officer and information was being used to measure some aspects of performance. We noted the constructive use the head of children's services had made of performance data to support the business cases for greater investment in children's services and the IAA hub. Although information systems supported the development of bespoke reports management information was not systematically used to challenge performance or to improve the quality of services for children and families. Inspectors were concerned that although routinely captured, performance information such as that relating to repeat contacts, re-referrals and assessments was not used to constructively challenge the authority's and/or their partners practices.

3.13. Managers recognised that overall quality assurance mechanisms required improvement. A safeguarding and quality assurance unit had been established and a quality assurance and performance reporting framework was in place. However, this was significantly underdeveloped and did not have the capacity to monitor progress against the children's services improvement plan. We found the work of the unit focussed mainly on the assurance of looked after children reports and on statutory child protection

processes. Routine auditing of cases by managers more broadly across children's services had not been embedded into core business. Nor did performance monitoring and quality assurance arrangements include: a multi-agency approach to monitoring thresholds; information gained from a sufficiently wide range of sources, including user feedback; or direct consultations with staff. We noted that the outcomes of complaints and compliments were shared with service managers and discussed at a quarterly panel but there was no consistent mechanism for highlighting learning points or for effectively disseminating these to inform service improvement. We found that reporting on performance and quality had not yet routinely or effectively been collected and collated in a way that was sufficiently meaningful to better inform analysis of service efficacy in respect of improving outcomes for children and families. Consequently, the use of performance information and quality assurance monitoring to drive continuous improvement was not consistently effective.

3.14. The local authority was aware of a long-standing requirement to improve services for children and families in Anglesey and acknowledged that, despite some improvements to practice, progress to date had not kept pace. However the CEO, senior managers and elected members gave a strong commitment to ensuring a service culture that welcomed constructive feedback in support of learning, development and sustaining improvements. Most staff we interviewed, despite capacity issues, were positive about the availability/ accessibility of training and development opportunities. All staff had attended SSWBA training, were enthusiastic, and demonstrated a good level of understanding about the principles of the Act and the changes in practice implementation would require of them.

Quote from social worker

"Coming through a difficult period and the new Act is an opportunity to look at prevention and practice so hope for improvement."

3.15. However following training progress had paused in implementation and the important enthusiasm of staff was beginning to wane. There was limited confidence in what the future structure would look like and how it would be staffed. Systematic arrangements were not sufficiently well-established across the service to capture and disseminate wider learning from social work practice or service user feedback. This coupled with lack of capacity and ineffective management oversight identified through the cases we reviewed inhibited professional development.

3.16. Impediments to recruitment and retention of a skilled, competent, suitably qualified and experienced workforce had negatively impacted on performance in children's services. High sickness/absence rates had exacerbated this problem. There was a particular vulnerability at team manager level. Reliance on short-term contracts for agency staff, whilst a constructive tactic to alleviate pressure of work, had compounded inconsistencies in practice and decision making to the detriment of children and families receiving services. Many of the complaints seen by inspectors echoed concerns around frequent

changes of social worker and lack of or poor communication. Strategies for recruitment and retention of the full range of social work and support staff, including a workforce succession plan, needed to be developed and implemented urgently if the authority is to deliver the changes necessary to improve outcomes for children and families.

Quote from social worker

“A service user threw in my face you’re the seventh social worker – how long will you be around? Now due to a change in role this person will have another change. This makes me feel terrible.”

3.17. The majority of staff and operational managers we interviewed told us that they were proud to work for Anglesey children’s services and that on the whole they felt the work they did was valued. However, whilst workloads were “just manageable” they were becoming increasingly pressured, both in terms of volume and complexity. Partners also raised concerns that social workers and managers taking on transferred cases did not always have sufficient time to read or understand the history and context of the case. Furthermore, staff were frustrated and concerned about how lack of social worker capacity and inadequate levels of business support hindered them from forming effective working relationships with children and families; this alongside and an unwieldy electronic recording system was the cause of some stress and anxiety amongst the workforce.

3.18. We noted the completion of the job evaluation scheme had the potential to improve the prospects of recruiting and retaining social workers but inspectors were not confident that a pay award in itself supported retention or that the outcome of the job evaluation scheme would have a positive impact on the recruitment of business support staff.

3.19. It was apparent, in general, that staff morale had improved recently, and responses to the staff survey we administered supported this. However, varying levels of concern were expressed about the potential impact of forthcoming change, in particular about flexible and agile working. It was also positive that social workers generally experienced all managers across the service as equally approachable and responsive and that they were helped to manage their work demands. We found that staff morale whilst improving remained fragile.

3.20. Many staff told us that they did not have regular supervision and that there was no structured induction for agency staff or enhanced provision for newly qualified workers. This was a significant deficit particularly in an authority currently vulnerable to staff leaving, fragile morale and so heavily reliant on agency staff.

Quote from staff survey

"I was given no induction and was given a caseload on my second day, therefore I am only now in the process of familiarising myself with what support is available to families locally. This puts me under even more pressure."

3.21. Evidence obtained from our review of supervision and appraisal records demonstrated that staff supervision was insufficiently frequent and often of poor quality. Supervision records lacked reflective supervision and did not consider welfare or training needs. Records we saw mainly reflected task centred case discussion. None of the appraisal documentation we reviewed included reference to social work competencies or continuous professional development for social workers. Nor did we see clear performance objective setting for either personal or professional development.

3.22. There was significant vulnerability identified at team manager and senior practitioner level across all of the teams. The supervision received by team managers and senior practitioners was less regular and often said to be vulnerable due to competing demands. There was also no proactive induction or training programme for staff moving into the management role. Managers and staff expressed growing anxiety that the inconsistencies of both management time and experience was increasingly impacting on the resilience and safety of the service as well as on the quality of services received by children and families.

Conclusion

Senior leaders held a shared vision for improving safeguarding and for promoting services that supported children and families to achieve resilience and to lead independent lifestyles. They had sought to strengthen this commitment through increased investment in children's services. Strategic plans needed to be translated into a strategy for the delivery of good quality and well integrated preventive and statutory services. The strategy should be better disseminated throughout the workforce and more effectively shared with partners. The council needed to build-on the relationships it has with partner agencies to ensure a shared ownership of the strategic direction for children's services and also the operational drive needed to improve services and outcomes for children and families. Senior leaders acknowledged that their focus on services for children had been insufficient in the past and the pace of improvement too slow. In recognition of this the council was about to embark on an ambitious transformational change programme however concerns were identified about the lack of secure workforce capacity to deliver desired change against a backdrop of austerity and increased demand. More focussed, sustained and faster improvement was needed to effectively promote the safety and wellbeing of children and families.

An analysis of the ongoing risks and needs of communities did not inform planning for children's services. Performance management arrangements, quality assurance monitoring or strategies to ensure the authority sustained a culture of learning did not include the voices of children and families. Nor were they sufficiently well embedded to provide a thorough understanding of the difference that help, care and support and/or protection was making for children and families. Senior leaders needed to improve their knowledge about practice and performance to enable them to discharge their responsibilities more effectively.

The workforce was committed to achieving good outcomes for children and families and although, fragile staff morale was apparently improving. However, services were not always delivered by a skilled, competent, suitably qualified and experienced workforce that had the capacity to consistently and effectively help, care and support and/or protect children and families. There was a particular vulnerability at team manager level. Managers, including senior managers, were seen as accessible and a good range and volume of training opportunities were available for staff. But there needed to be stronger oversight of practice, more frequent and better quality staff supervision and the prospects for leadership development needed to be strengthened to support the workforce to deliver services that result in positive outcomes for children and families.

Methodology

Pre-fieldwork

The authority completed a self assessment and provided CSSIW with documentation and performance information relating to the focus of the inspection. The information provided was reviewed and used to shape the detailed lines of enquiry for the inspection.

Fieldwork

The inspection team were on site in Anglesey for eight days during November 2016.

Case review: inspectors considered 46 randomly selected cases and explored 20 of these in further detail with social workers and their managers, other professionals involved and children and families. We undertook 24 interviews with allocated case workers and team managers as well as 7 interviews with children, families and/or carers. One follow-up interview with another professional was undertaken.

Interviews & focus groups: inspectors conducted 20 group or individual interviews with senior managers, staff, elected members and partners.

Staff survey: an on-line SNAP survey was administered to 76 staff in children's services; 31 questionnaires were returned.

Observation of practice: inspectors observed the work of the duty & assessment team and the legal gateway panel.

Review of complaints & compliments: inspectors reviewed all complaints and compliments that were made about children's services between April and September 2016.

Review of supervision & appraisal documents: inspectors reviewed a random sample of 11 children's services staff supervision and appraisal documents.

Further detail regarding the framework for local authority inspection, engagement and performance review can be viewed here: <http://cssiw.org.uk/providingacareservice/our-inspections/how-we-inspect-local-authorities/?lang=en>

Inspection team

The inspection team consisted of four inspectors:

- Lead inspector: Bobbie Jones
- Team inspectors: Christine Jones, Marc Roberts, Katy Young

Acknowledgements

CSSIW would like to thank the people who contributed to the inspection: children, families and carers, staff and managers of Anglesey Council; the service providers and partner organisations, including the third sector for their time, cooperation and contributions to this inspection.

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Isle of Anglesey County council	
Report to:	Executive Committee/ Corporate Scrutiny Committee
Date :	20/032017/ 13/03/2017
Subject:	Children Services Improvement Plan
Portfolio Holders(s)	Aled Morris Jones
Head of Services:	Llyr Bryn Roberts
Report Author : Tel : E-mail :	Llyr Bryn Roberts - Interim Head of Children Services (Operations) 01248 752 765 llyrbrynroberts@YnysMon.gov.uk
Local Members	Relevant to all Members

1.0 Background

- 1.1 Care & Social Services Inspectorate Wales (CSSIW) have developed a new framework for local authority inspection, engagement & performance review. The overarching approach to inspection, engagement and performance review is engagement with people, staff and elected members. Their aim is to support rigorous evidence and information gathering which both contributes to the assurance process and enhances the accountability of senior officers and elected members for the sufficiency and quality of social services. Central to this approach is the introduction of a core inspection programme of children's and adults social services.
- 1.2 Ynys Mon Children Services were inspected by CCSIW during October and November 2016.

2.0 Scope of the inspection

- 2.1 The inspection focused on how children and families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection, including children who have recently become looked after by the local authority. The inspection also evaluated the quality of leadership, management and governance arrangements in place to develop and support service delivery.

- 2.2 The scope of this inspection included:
- Children and young people (re)referred to the local authority, including those for whom urgent action has to be taken to protect them;
 - Children & families signposted and/or “stepped down” to preventative services;
 - Children subject to assessment;
 - Children becoming looked after; and
 - Children subject to child protection enquiries.
 - The quality of Information provided to children, young people and their families by the IAA service
 - The experience of and outcomes for children, young people and their families who have received Advice & Assistance from the IAA service
 - The leadership, governance and partnership arrangements in place to support delivery of the IAA service.
- 4.0 The Local Authority received a draft report from CSSIW on 3rd January 2017 which outlined areas that required improvement and requested the Service provide an Action Plan in response to the recommendations in the report. The Final CSSIW report will be published on 7th March.
- 5.0 Service Improvement Plan (Attached)**
- 5.1 Over the last few months Children Services have been working on a revised Service Improvement Plan (SIP) to meet the requirements of the CSSIW Inspection report. The previous SIP is now closed and a report will be provided confirming closure.
- 5.2 The main priorities for the new SIP include:
- a) Workforce development focusing on recruitment, retention and development opportunities for Managers to provide suitable support for staff.
 - b) Improving the quality of practice in relation to child protection, assessment and intervention with children and families and ensuring social work intervention is aligned with the different way of working with families under the new Social Services and Wellbeing Act (2014).
 - c) Strengthen operational plans with partners to support effective co-ordination of services.
 - d) Strengthen Performance management and framework and quality assurance arrangements within the Service.
 - e) Re-model the service structure to address the need for improved preventative and intensive interventions and improving Manager’s capacity to effectively support and supervise staff.
 - f) Implementation of an Information, Advice and Assistance Hub within Children Services.

- g) Implementing the Resilient Families Team providing intensive support to children, young people and their families in order to remain living with their families.
- h) Improve the local authority's responsibility as a Corporate Parent for looked after children.
- i) Continue to support senior leaders and members to improve their knowledge and understanding of the complexities and risks involved in delivering children's services.

6.0 Conclusion

6.1 The SIP is focusing on areas that require significant progress during the next 12-18 months. CSSIW have welcomed the commitment expressed by the senior officers and representatives of the council and the constructive approach in response to the inspection. Children Services staff have been consulted and aware of the work required. Key partners are in agreement of the need to strengthen operational plans to support effective co-ordination of services.

6.2 Work has already commenced on a number of key areas. Monitoring the progress and the implementation of the SIP will occur through SLT, Members Panel and through regular meetings with CSSIW.

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT	
1. A confident and competent workforce with sufficient capacity to provide a consistent and effective service.						
1.1	<p>Develop the Workforce Strategy to include:</p> <ul style="list-style-type: none"> Recruitment good practice Retention and support Clear induction arrangements Buddying Coaching and mentoring Shadowing Enhanced post qualification training and development opportunities First year in practice guidance <p>Links to CSSIW Recommendation 5: A robust workforce strategy should urgently be developed to include short, medium and long term aims for recruitment and retention of social workers.</p>	<p>Melanie Jones, Service Manager SCS</p> <p>Supported by:</p> <p>Ann Postle, Practice Learning Co-ordinator</p> <p>Dawn Owen, Team Manager Fostering</p> <p>Llyr Ap Rhisiart, IFSS</p> <p>Kelly Schofield, Senior Practitioner</p>	<p>January 2017</p>	<p>Document completed by April 2017</p>	<ol style="list-style-type: none"> Initial Workforce Strategy Paper drafted. Session on Induction guidance for Managers arranged for March. Corporate Induction session available on a monthly basis for new staff. First year in practice guidance being reviewed by Practice Learning Co-ordinator. 	<p>Audit of work providing evidence of a confident and competent workforce.</p> <p>Clear improvement in recruitment and retention rates with more staff recruited to permanent posts and reduction in staff leaving</p> <p>Induction - all new staff receive a comprehensive induction and are fully aware of their roles and responsibilities.</p> <p>Manager's skills and understanding of good recruitment practices is observed.</p> <p>Newly qualified social worker's report they have received clear guidance and expectations, support, and constructive feedback regarding their practice and on the quality of their work.</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
		Leighton Rees, Interim Head of Children Services				Staff report positive satisfaction in the workplace and feel supported in carrying out their responsibilities.
1.2	<p>Resolve Staffing matters to include:</p> <ul style="list-style-type: none"> Recruit to permanent posts Exit strategy for agency staff <p>Extend Agency staff contracts until end of June 2017 to ensure workforce of sufficient numbers and experience and mitigation against failure to appoint to vacant posts.</p>	<p>Interim Heads of Children Services</p> <p>Supported by:</p> <p>Service Managers</p> <p>Ceri Jarvis, Human Resources officer</p> <p>Team Managers</p> <p>Rhys Roberts, Finance</p> <p>Dafydd Bulman,</p>	Nov 2016	December 2017	<ol style="list-style-type: none"> We continue to advertise for vacant posts through: <ul style="list-style-type: none"> LA and regional websites Sell2Wales Newspapers University Social Work posts open for students qualifying during the year. HR recruitment briefings have been held for Managers. HR to provide regular updates regarding recruitment and retention rates for the Service. Continued guidance from Finance on cost implications of agency staff. Exit strategy is in place for agency staff where posts have been filled by permanent workers. 	<p>A stable and permanent workforce which results:</p> <ul style="list-style-type: none"> Consistency of practice across the service. Improved quality of support to children and families. Better relationships established between families and social workers leading to improved outcomes for children and families. <p>Partners report an improvement in joint working with Children Services due to reduction in staff turnover.</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
		Strategic Transformation and Business Manager				
1.3	<p>Review of Supervision Policy. This will include following:</p> <ul style="list-style-type: none"> • Code of Practice • Formal and informal or ad-hoc Supervision • Purpose of Supervision • Benefits of Supervision • Roles and Responsibilities • Minimum Frequencies and Cancellation • Planning for a Supervision Session • Recording of Supervision • Disputes • Confidentiality and Access • Links with Other Policies and Procedures <p>Links to CSSIW Recommendation 7: Senior leaders should take steps to improve the frequency, consistency and quality of front line staff supervision; an assurance mechanism must be implemented to ensure compliance and quality.</p>	<p>Interim Head of Children Services</p> <p>Supported by:</p> <p>Ann Postle, Practice Learning Co-ordinator</p> <p>Gemma Williams, Team Manager</p> <p>Llyr Ap Rhisiart, IFSS</p> <p>Service Managers and Team Managers</p>	Dec 2016	<p>Document completed by March 2017</p> <p>QA Audit held in June 2017 confirming compliance with Supervision policy</p>	<ol style="list-style-type: none"> 1. Supervision policy drafted for consultation at staff Conference on 27.2.17. 2. Training on the Risk Model and its link with staff Supervision to be provided to all staff by end of June. 3. Practice Leaders and Managers to undertake audit of case files, providing feedback during supervision and showcasing exemplar work across the service. 4. Supervision training to be provided to all staff and Managers by end of June. 5. Quarterly reports required to HOS regarding compliance with Supervision Policy. 7. Audit of Supervision to be undertaken by Service Managers 4 times a year and dip sampling. 	<p>Staff report that they are effectively supported to carry out their duties.</p> <p>Staff positively report that the quality of their assessments and plans have improved through regular and quality supervision.</p> <p>Managers' report that they are enabled to support staff to the required standards.</p> <p>Clear guidance on standards and good practice clearly communicated and available to all through regular Supervision.</p> <p>Managers complying with the Supervision Policy and Risk Model incorporated into Supervision sessions with staff.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
					<p>Regular audits across Children and Adult Services showing good quality and consistent Supervision.</p> <p>Assurance mechanism established centrally to ensure compliance with Supervision policy.</p>
<p>1.4</p>	<p>Interim Head of Children Services</p> <p>Non Meleri Hughes, Training officer</p> <p>Ann Postle, Practice Learning Co-ordinator</p> <p>Dawn Owen, Team Manager</p>	<p>January 2017</p>	<p>March 2018</p> <p>QA Audit of decision making and staff questionnaires</p>	<p>1. Training Unit are organising training by Independent Consultant on:</p> <ul style="list-style-type: none"> • Principles for making correct and safe case management decisions (management oversight of decision making) • Improving and managing practice and performance including providing constructive challenge and direction to staff • Managing difficult conversations • Providing regular and quality Supervision • Developing Practice leaders in coaching and mentoring skills 	<p>Managers' report enhanced confidence in their skills in making correct and safe case management decisions.</p> <p>Regular audits across the Service showing correct and safe management decisions being made by Managers.</p> <p>Staff report that they feel better supported by their line managers in carrying out their responsibilities leading to a reduction in staff turnover, improve staff retention and</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>Links to CSSIW Recommendation 6: Arrangements for team managers and senior practitioners should be reviewed to ensure capacity to effectively and consistently provide management oversight of decision making, challenge and direction for staff across the service; a leadership and development programme should be made available to build resilience.</p>	<p>Llyr Ap Rhisiart, IFSS</p>			<ul style="list-style-type: none"> • Providing regular and quality Supervision 2. 4 Managers currently undertaking accredited Leadership and Development training. 3. Service restructure and establishing smaller operational Teams will ensure increased capacity for Managers to provide consistent guidance, supervision and support to staff. 4. HR to provide regular updates regarding recruitment and retention rates for the Service. 	<p>providing stability in the workforce.</p> <p>Regular case file audits showing an improvement in the quality of assessments and care and support plans.</p> <p>Increased confidence in workforce and organisational reputation in feedback from partners.</p>
<p>CSSIW Recommendation 4: Continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children's services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect.</p> <p>CSSIW Recommendation 8: Strong political and corporate support for children's services must</p>	<p>Dr Gwynne Jones, Chief Executive</p> <p>Dr Caroline Turner, Director of Social Services</p> <p>Elected members</p>	<p>January 2017</p>	<p>On-going</p>	<ol style="list-style-type: none"> 1. SS&WB Member panel to continue to monitor the completion of the Service Improvement Plan. 2. Elected members and Senior Leaders to continue with regular Laming visits. 3. Corporate Parenting work to be further developed (see.5.3). 4. Additional resources required to provide more insight regarding the 	<p>Senior leaders' and elected members' report that their involvement in the Social Services panel has developed their understanding of the key underlying issues and risks associated with the service and their ability to scrutinise the effectiveness of the service.</p> <p>Senior leaders and elected members report that the Service Improvement Plan is delivered on time and to the required quality.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT	
<p>continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained.</p>	<p>Head of Children Services</p>			<p>complexities of Children Services</p>	<p>Senior managers within the service report that the support and challenge provided by senior leaders and elected members have continued to improve.</p> <p>Professional partners and communities report that the Council are effectively discharging their responsibilities in line with SS&WB Act.</p>	
<p>2. Quality and timely assessments, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping & research evidence and tools</p>						
<p>2.1</p>	<p>Improvement in the quality of practice.</p> <p><u>Areas of focus:</u></p> <ol style="list-style-type: none"> Child protection, child protection and LAC social work visits Risk Model – improve analysis of risk Assessment - What matters, 5 areas of assessment. 	<p>Interim Heads of Children Services</p> <p>Supported by</p> <p>Non Meleri Hughes, Training officer Human Resources</p>	<p>January 2017</p>	<p>March 2018</p> <p>QA Audit confirmed improvements in the quality of practice</p>	<p>Training Unit are arranging training for all social care staff on:</p> <ol style="list-style-type: none"> Child protection Risk Model – improve analysis of risk and aligned to Supervision. Assessment - What matters, 5 areas of assessment. Outcomes focused. Care and Support plans. 	<p>An improvement in outcomes for children and young people with a reduction in children on CPR and looked after</p> <p>Evidence in 'prevention' and 'supporting' with more children remaining at home.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>4. Outcomes focused plans 5. Complete Care and Support plans under the SS&WB Act 6. Establish and maintain high quality relationships with children, young people and their families. 7. Record keeping 8. Collaborative Communications' course on strengths based conversations.</p> <p>Recommendation 10: The quality of assessments and plans should be improved to ensure that they are consistently of a good quality, with a clear focus on the needs, risks and strengths of children and families, and that desired outcomes, timescales and accountabilities for actions are clear.</p>	<p>Ann Postle, Practice Learning Co-ordinator</p> <p>Laura Mowbray, Transformation Programme Manager</p> <p>Service Managers</p> <p>Gemma Williams, Team Manager</p> <p>Team Managers</p> <p>All staff</p>			<p>6. How to establish and maintain high quality relationships with children, young people and their families. 7. Record keeping. 8. Guidance to be developed on good practice around record keeping. 9. Practice guidance to be developed around CP and LAC social work visits.</p>	<p>Regular audits undertaken confirming improvements in the quality of practice, assessing risk and record keeping.</p> <p>Regional templates for 'assessment' / 'care and support planning' which clearly records needs, risks, strengths, outcomes, accountabilities for actions and their associated timescales are available for use within the service.</p> <p>Regular audits showing an improvement in the quality and consistency of record keeping and they are up to date and are systematically stored.</p>
<p>2.2</p> <p>CSSIW recommendation 3: Senior leaders in social services and the police will work together to ensure improvements to the:</p> <ol style="list-style-type: none"> 1. quality, 2. consistency and 3. timeliness <p>of child protection enquiries.</p>	<p>Interim Head of Children Services</p> <p>Supported by Alex Kaitell,</p>	<p>January 2017</p>	<p>October 2017</p>	<p>1. Monthly meetings arranged between Children Services and NWP to address operational matters and to develop a Practice Guidance around child protection referrals,</p>	<p>Regular audits show an improvement in the quality, consistency and timeliness of child protection enquiries leading to improved outcomes for children and young people.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
Practice Guidance to be developed between Police and Children services around child protestation referrals, strategy discussion/meetings and enquiries.	Service Manager DCI Andy Williams, NWP			strategy discussion/meetings and enquiries. 2. HOS is made aware of any on-going operational difficulties in relation to joint working with the Police to ensure they are urgently addressed and that children are not left in vulnerable positions. 3. Audit to be undertaken to monitor the quality, consistency and timeliness of child protection enquiries.	Staff report clearer guidance and improved understanding of roles and responsibilities through the implementation of the Practice Guidance.
2.3 CSSIW recommendation 9: Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partners' completion of Joint Assessment Frameworks. Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed referral threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing.	Interim Head of Children Services Supported by Alex Kaitell, Service Manager Gemma Williams, Team Manager	January 2017	October 2017	1. Local Delivery Safeguarding Group agreed on 16.2.17 that a Gwynedd and Ynys Mon multi-agency meeting should be held to discuss current working arrangements and difficulties and to bring them to the attention of the RSCB. 2. Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed	A multi-agency Practice Guidance clearly defines local roles and responsibilities and safeguarding arrangements. Improved multi agency safeguarding arrangements leading to improved outcomes and experiences for children and young people.

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
	DCI Andy Williams, NWP Angela Roberts, Senior Safeguarding Nurse Jayne Marr/ Enid Christie, Education			referral threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing, see. 3.3(4)	
3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children					
3.1	Huw Owen, Team Manager Supported by: Gemma Williams, Team Manager Rona Jones, IRO Hayley Ennis, Consultant SW	January 2017	March 2018	1. Team Managers to confirm by March 2017 which children/young people will have 'step down' care and support plans. 2. Agreement reached by March 2017 over the tasks required to achieve permanence and the intensive work required with looked after children /young people and their families to ensure 'step down' arrangements are successful. 3. Posts within Resilient Families Team and	Intensive work with those looked after children and young people who need 'step down' arrangements are successful leading to improved outcomes. Council is assured that placements are meeting the needs of looked after children and young people. Children rehabilitated safely home through placement with parents/discharge of Care Orders.

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
Gatekeeping Panel (care proceedings)	Des Barker, CP Co-ordinator Social Workers			<p>appointments made by end of March 2017.</p> <p>4. Care planning for looked after children to be strengthened through development of additional Practice Guidance.</p> <p>5. Permanency policy ratified</p>	<p>LAC Review recommendations are prioritised by Social Workers and the pace for completing assessments and outstanding work is accelerated and sustained.</p> <p>Reduction in the number of children in residential placements by the end of March 2018 due to intensive work undertaken to move them to 'step down' arrangements.</p> <p>Costs and expenditure on costly placements have reduced significantly as a result of 'step down' arrangements for children and young people.</p> <p>Case file audit showing that care planning by Social Worker's for looked after children is significantly improved through implementation of the Practice Guidance.</p> <p>Review of looked after children and children on the CPR provides detailed information and understanding of their needs. This will assist with the prevention strategy and the work of the Resilient Families Team.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>3.2 Strengthen and embed the Quality Assurance Framework within the Service, through:</p> <ol style="list-style-type: none"> 1. IRO and CPC to report quarterly on their assessment of the operational performance through conference and review. 2. IRO and CPC to draw out, on a thematic basis, issues regarding quality and learning for the Service. 3. Managers to undertake regular audits on focused areas: <ul style="list-style-type: none"> • Supervision • Recording • Assessment • Quality, consistency and timeliness of child protection enquiries <p>Caseloads and reports regarding the quality of workers' performance to be continuously monitored.</p> <p>CSSIW Recommendation 13: Performance management and quality assurance arrangements, including scrutiny of service demand and routine auditing of the quality of practice, needs to be embedded so that managers at all levels have timely, relevant and accurate performance and quality</p>	<p>Gareth Llwyd, Quality assurance Service Manager</p> <p>Rona Jones, IRO</p> <p>Des Barker, CPC</p> <p>All Service Managers</p> <p>All Managers</p>	<p>January 2017</p>	<p>March 2018</p>	<ol style="list-style-type: none"> 1. Quality Assurance Framework has been revised and approved by Children Services. 2. Quality Assurance Action Plan agreed for the next 12 months focusing on regular audits on focused areas: <ul style="list-style-type: none"> • Supervision • Recording • Assessment • Quality, consistency and timeliness of child protection enquiries 3. Audit reports to be discussed at Children Services Management meeting to decide on actions for learning. 4. Discussions held around additional quality assurance capacity to co-ordinate arrangements. 5. Managers to provide monthly highlight reports to Service Managers and HOS on the quality of workers' performance to ensure there is sufficient capacity for them to engage effectively with children and their families. 	<p>Quality assurance reports and case file audits showing evidence of improvement in the quality of practice and learning and of safe decision making at all levels.</p> <p>Regular and timely qualitative reports are submitted without delay to the leadership team, including members.</p> <p>The organisation is demonstrating more structured governance and scrutiny arrangements through regular case file audits.</p> <p>IRO/CPC have an improved quality assurance role leading to learning and improvement in the quality of practice</p> <p>WCCIS is supporting performance management and caseload management through easily accessible 'reporting' features made available to Managers.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>assurance information to enable them to do their jobs effectively and to deliver improvements.</p> <p>CSSIW Recommendation 14: Caseloads and reports regarding the quality of workers' performance should be continuously monitored to ensure there is sufficient capacity for workers to engage effectively with children and their families.</p>	<p>Dyfrig Williams WCCIS Coordinator</p>			<p>6. Discussion regarding providing business support for Statutory Reviews and Case Conferences.</p> <p>7. Guidance to be developed around caseload management to ensure there is sufficient capacity for workers to engage effectively with children and their families</p>	<p>Managers provide monthly highlight reports to Service Managers and HOS on the quality of workers' performance to ensure there is sufficient capacity for them to engage effectively with children and their families.</p> <p>Workers have sufficient capacity to engage effectively with children and their families through Manager's implementation of the caseload Guidance.</p> <p>QA and Safeguarding Unit to drive improvement and changes to practice across the Service through learning from thematic and qualitative reports.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>3.3 Develop the performance framework for Children and Adult Services to include:</p> <ol style="list-style-type: none"> 1. Outline Performance indicators split into National, Corporate and Service performance. 2. Governance arrangements to include reporting, accountability and mechanism in driving improvement. 3. Continues improvement embedded within the framework. 4. Improvement required in priority areas of performance that is outside tolerance and targets: <ul style="list-style-type: none"> • Assessment • Lac Reviews • LAC visits • CP visits • Core group meetings • Pathway Plans <p>These will be brought back into target</p>	<p>Interim Head of Children Services</p> <p>Supported by</p> <p>Emma Edwards, Deputy Business Manager</p> <p>Service Managers</p> <p>Team Managers</p>	<p>March 2017</p>	<p>Oct 2017</p>	<ol style="list-style-type: none"> 1. Commissioning external expertise in May/June to develop the performance framework across both Children and Adult Services 2. An enhanced tracker system will be developed, based on Best Practice elsewhere; combined with a new structure for Children's Services, this will enable Team Managers/Practice Leaders to ensure visits are completed when staff are absent from work (whether on annual leave or absent due to sickness absences). 	<p>Improvement in staff's level of understanding of performance indicators and the clear link with the quality and timeliness of practice.</p> <p>This leading to a continuous improvement in performance and outcomes for children/young people – one indicator being a reduction in looked after children.</p> <p>Strengthening the reporting and monitoring arrangements in relation to Performance information.</p> <p>Performance information showing an improvement in performance and brought back into target:</p> <ul style="list-style-type: none"> • Assessment • Lac Reviews • LAC visits • CP visits • Core group meetings • Pathway Plans
<p>3.4 CSSIW Recommendation 2: Establish multi-agency quality assurance systems and training</p>	<p>Interim Head of Children Services</p>	<p>Dec 2016</p>	<p>December 2018</p>	<p>1. Agreement provided by partners to develop and support/prioritise:</p>	<p>Agreed multi-agency quality assurance system in place showing an improvement in the</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>arrangements to ensure that thresholds for assessment to statutory children's services are understood by staff and partners and are consistently applied.</p> <p>Development of a multi-agency child protection thresholds protocol incorporating recent Welsh Government guidance.</p> <p>Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed referral threshold, assessment threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing.</p>	<p>Alex Kaitell, Service Manager</p> <p>DCI Andy Williams, NWP</p> <p>Angela Roberts, Senior Safeguarding Nurse</p> <p>Jayne Marr/ Enid Christie, Education</p>			<ul style="list-style-type: none"> • Multi agency quality assurance systems • Training for Children Services staff and partners on thresholds for assessment and partners roles and responsibilities. • Development of a multi-agency child protection threshold • Practice Guidance to be developed between Children Services, Health, Police and Education to cover all the areas where development work is required. 	<p>quality and timeliness of practice.</p> <p>All staff and key partners have undertaken the identified training and there is evidence of improvement in the level of understanding and application of thresholds for referrals, assessments and child protection. This is as a result of the Practice Guidance being implemented.</p> <p>Information/referrals from Police to Children Services are scrutinised beforehand including a summary providing reason for the referral and the action requested. This will lead to an improvement in the quality of referrals and decision making and significantly reduce the volume of referrals received by Children Services at the front door.</p> <p>The quality of referrals received by Children Services is vastly improved due to the improvement in the quality of information provided by</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
						partners. This will allow staff to focus on establishing positive relationships with families and provide quality interventions.
3.5	<p>CSSIW Recommendation 11: The quality and consistency of record keeping should be improved; all staff and managers should ensure that their records are of good quality, are up to date and are systematically stored.</p> <p>Training to be provided to staff on expected standards of record keeping.</p> <p>Record keeping Practice guidance to be developed to ensure consistency and quality.</p>	<p>Gareth Llwyd, Quality Assurance Service Manager</p> <p>Supported by</p> <p>Dawn Owen, Team Managers</p> <p>Llyr Ap Rhisiart, IFSS</p> <p>Gemma Williams, Team Manager</p> <p>Social Workers</p> <p>Support Workers</p>	January 2017	September 2017	<ol style="list-style-type: none"> 1. Record keeping Practice guidance to be developed to ensure consistency and quality. 2. Training to be provided for staff around best practice in record keeping and the Practice Guidance. 3. Case file audit to be undertaken to monitor the quality and timeliness of record keeping on individual cases. 	<p>Routine case file audit by Managers shows an improvement in the quality and consistency of record keeping.</p> <p>Support and guidance to staff through regular and quality supervision has led to an improvement in the quality of record keeping.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
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4. Social workers working proactively with families to manage risk- spending much more time working alongside families helping them to change so that the family is a safe place for their children.

4.1	<p>Ensuring social work intervention is aligned with the different way of working with families under the new Act be focused on what matters, building on people's strengths and enabling their involvement in developing ways to address need and achieving outcomes.</p> <p>Training being provided focusing on:</p> <ol style="list-style-type: none"> 1. Collaborative Communications' course on strengths based conversations. 2. IFSS interventions 3. Culture change 4. Measuring performance 5. Motivational interviewing 	<p>Interim Head of Children Services</p> <p>Supported by Non Meleri Hughes, Training officer</p> <p>Ann Postle, Practice Learning Co-ordinator</p> <p>Service Managers</p> <p>Practice Leaders</p> <p>All staff</p>	March 2017	March 2018	<ol style="list-style-type: none"> 1. Delivery of Motivational interviewing training and Resilient Families approaches currently happening. 2. Collaborative communications training being held in March for all Managers. 3. IFSS interventions training provided on an annual basis. 4. Culture change measuring performance training for Managers being held in March 	<p>Staff report that they feel they have the skills and knowledge and are able to undertake more direct interventions with families.</p> <p>Evidence that the workforce is skilled in working directly with families leading to improved outcomes - an example being a reduction in the children on the CP register.</p> <p>Information that more children being supported to continue living at home with their families.</p> <p>Positive feedback from service users regarding the quality of intervention making a difference to their lives.</p>
4.2	<p>Review the current service structure to address the need for improved preventative and intensive interventions.</p>	<p>Dr Caroline Turner, Director Social Services</p>	Jan 2017	April 2017	<ol style="list-style-type: none"> 1. Staff consultation period comes to an end on 24.2.17. 	<p>The new service structure will support and significantly strengthen the delivery of preventative services and</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>Establishing smaller Teams with Practice Leaders to provide effective support and supervision to staff.</p>	<p>Supported by: Interim Heads of Children Services Service Managers</p>			<ol style="list-style-type: none"> 2. Analysis of comments and feedback and report provided by IHOS with recommendations. 3. Final decision and timescales to be agreed and shared in staff Conference on 27.3.17. 	<p>intensive interventions an example being a reduction in children becoming looked after.</p> <p>Manager's report that the new service structure increases their capacity to provide professional leadership to support the workforce through regular and quality supervision.</p> <p>Staff report they are adequately supported and supervised by their Manager's in carrying out their responsibilities.</p> <p>Case file audit shows a marked improvement in practice quality as result of clear pathways and systems within the Service and through regular supervision.</p>
<p>4.3 Implementation of an Information, Advice and Assistance (IAA) model for Anglesey</p>	<p>Leighton Rees, Interim Head of Children Services</p> <p>Supported by Laura Mowbray, Transformation Programme Manager</p>	<p>Dec 2016</p>	<p>April 2017</p>	<ol style="list-style-type: none"> 1. Creation, sign off and translation of all policies, protocols, thresholds and their associate templates required for service delivery. 2. Agreement of measures of success 3. Scoping of ICT needs 4. Agreement of training requirements. 	<p>A single point of access for all child and family related enquiries has been established and is live by 03.04.17</p> <p>Citizens report 'ease of access to services' and good customer care.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
	Service Managers			<ol style="list-style-type: none"> 5. Team name 'Teulu Mon' Social Media, telephone number agreed. 6. Training of staff commenced 7. FIS due to move over to HQ late January 8. Logo for the new service in design. 9. Project board meeting monthly 10. Marketing task and finish group meeting and developing marketing outputs for the service. 11. New team embarking on a period of 'team building' 12. Children Services staff and key partners are provided with regular updates on the changes within the Service and through Information Sessions. 	<p>Improved coordination of services and strategies for early intervention and prevention is shown in a reduction in children being looked after.</p> <p>There is a reduction in duplication of effort through the current running of multiple 'front doors'</p>
4.4	<p>Dr Caroline Turner, Director of Social Services</p> <p>Interim Heads of Children Services</p>	January 2017	October 2017	<ol style="list-style-type: none"> 1. A review of current preventative service funded by the Welsh Government will be undertaken in early 2017. 2. Meaningful engagement and consultation with families, children, young 	<p>We consulted with service users and citizens about the types of services they require.</p> <p>The Local Authority has a clear vision for early intervention and</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
<p>Deliver an integrated service and provide early help and support that effectively delays the need for care and support.</p> <p>The population assessment will assist the local authority to identify preventative services required.</p> <p>Strengthen the commissioning function within Children and Adult Services to support us to deliver this agenda.</p> <p>CSSIW recommendation 1.</p> <p>Develop a framework for the provision of preventive work with children and families that will deliver an integrated service and provide early help and support that effectively delays the need for care and support.</p> <p>CSSIW Recommendation 12:</p> <p>The local authority and partners should work together to develop a cohesive approach to the collection and analysis of information about the needs of communities, that</p>	<p>Alwyn Jones, Head of Adult Services</p> <p>Dafydd Bulman, Strategic Transformation and Business Manager</p> <p>Melanie Jones, Service Manager</p> <p>Llyr Ap Rhisiart, IFSS</p>			<p>people and service users.</p> <p>3. Re-commissioning of Services in line with WG guidance by using local data and Population Needs Assessment leading to quality early intervention outcomes.</p> <p>4. Families' First grant, commissioning, coordination and monitoring officer has transferred to Children Services by April 2017.</p> <p>5. Review and redesign of 'Short Breaks' offered through the Specialist Children's Service to support families</p>	<p>prevention services for Anglesey.</p> <p>Re-commissioning of Services in line with WG guidance by using local data, views of service users and the Population Needs / Local Area Plans leads to improving outcomes for children and young people and their families (reduction in looked after children).</p> <p>'Teulu Mon' the new IAA service for Anglesey is operational and is a key part of the early intervention / prevention service.</p> <p>Reduction in the number of children starting to become looked after and an increase in children being supported to live at home with their families.</p>

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT	
<p>includes the voices of children and families. This should be used to inform the shaping of strategic plans to achieve effective alignment of service delivery between information, advice and assistance services, the preventive sector and statutory services.</p>						
<p>5 Enhancing family support services targeted towards providing intensive and speedy support at point of family breakdown aimed at keeping the family together.</p>						
<p>5.1</p>	<p>Review Children Support Services to focus on:</p> <ol style="list-style-type: none"> 1. Supervised contact 2. Freeing up capacity to undertake preventative work 3. Role of Parenting Officer 	<p>Alex Kaitell, Service Manager</p> <p>Supported by Helen Griffith, Support Services Manager</p> <p>Grant Howard, Parenting Officer</p> <p>Huw Owen, LAC Team Manager</p>	<p>January 2017</p>	<p>May 2017</p>	<ol style="list-style-type: none"> 1. Work has commenced on reviewing the cases were contact does not need to be supervised by the local authority. This will enable us to understand the available capacity that could be transferred to the Resilient Families Team. 	<p>The service is making better use of its resources and focusing on supporting children to remain living within their families.</p> <p>Provide 1:1 or/and Group parenting support to parents to strengthen the standard of care their children receive.</p> <p>More children being supported to live at home.</p> <p>Reduction in the number of children becoming looked after.</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
		Kelly Schofield, Senior Practitioner				
5.2	Implement Resilient Families Team	Alex Kaitell, Service Manager Supported by Laura Mowbray, Transformation Programme Manager	January 2017	May 2017	<ol style="list-style-type: none"> 1. Work has commenced on identifying the children and young people where intensive work can be undertaken to enable them to return them home safely. 2. New Job Descriptions have been created, with recruitment to posts starting late March 2017 3. Training and skills development programme to be formulated for the new Team. 	<p>The new team is operational and providing intensive support to children, young people and their families in order to remain living with their families.</p> <p>The team can evidence focused intervention based on prevention and de-escalation through quarterly reports.</p> <p>Performance information shows there is a direct link between the intervention of this team and the number of children and young</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
						<p>people successfully re-habilitated back home.</p> <p>Performance information shows a direct link between the work of the team and the reduction of need for costly foster/residential placements.</p> <p>Case file audits shows that the services provided are tailored around the individual family's needs, leading to positive outcomes for children and young people.</p>
5.3	<p>Improve the local authority's responsibility as a Corporate Parent for looked after children. Areas of focus:</p> <ul style="list-style-type: none"> • Review the leaving care (after care) service • Creation of a 'Supported Lodgings Policy' • Agreement of a 'Leaving Care Financial Policy' • Work experience and apprentice arrangements within the Council and Health Board 	<p>Alex Kaitell, Service Manager</p> <p>Huw Owen, LAC Team Manager</p> <p>Laura Mowbray, Transformation Programme Manager</p>	January 2017	December 2017	<ol style="list-style-type: none"> 1. Aftercare project established. 2. Aftercare board meeting monthly with an agreed action plan. 3. Aftercare and housing protocol approved in February 2017 4. Discussions with HR and Leisure have taken place regarding work experience and leisure services. 5. Early draft of the Aftercare financial policy. 	<p>Clear Pathway planning does provide goals on the plan into adulthood for the young person.</p> <p>Care leavers reporting that they feel they were listened to and supported by the authority in their transition to leaving care.</p> <p>Children who are looked after report they feel they have</p>

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN	LEAD OFFICER	START	END	RESOURCE / SUPPORT REQUIRED AND UPDATE	EXPECTED OUTCOME / IMPROVEMENT
	<ul style="list-style-type: none"> Free/Discounted entry to leisure services and library services Appoint a Local Member as a Looked after Children Champion 	Karen Roberts, Service Manager, Housing			6. Consideration in having a Corporate Parenting Event for local members and senior officers to agree on strengthening current arrangements. 7. Consultation group established with looked after children were they are able to provide their views on the development work required.	influence on how services are provided for them. Clear guidance in place for Children Services staff and key partners through policies, procedures and training in relation to improving outcomes for looked after children.
6.1	Develop and implement the Role of Director of Social Services Protocol reflecting on the Social Services and Well-Being Act 2014 - Part 8 Role of the Director of Social Services.	Dr Caroline Turner, Director of Social Services Head of Paid Services Dafydd Bulman, Strategic Transformation and Business Manager	May 2017	Sept 2017	1. Work will commence on strengthening the role of Director of Social Services following the May local elections.	Strengthening the role of Director of Social Services within the Local Authority.

Progress and Closure of the Children's Service Improvement Plan 2016/17

A report to the Social Services and Wellbeing Panel
March 2017

1.0 CONTEXT:

Back in February 2016 the Service embarked on a decision to set in place a Service Improvement Plan; this was due to the service facing a number of challenges, some of which related to immediate improvement imperatives and others which related to the need to change the social work model in response to national and local strategic imperatives. It was a time of significant change for Children's Services with the advent of the Social Services and Well-being Act. At the same time we were faced with significant challenges to the traditional model of service because of:

- Financial austerity
- Increased demand
- Capacity and effectiveness
- Complexity of pathways for families seeking help

An analysis had shown that a significant level of expenditure had been committed to those cases at the extreme end of the scale of interventions – looked after children, children subject to a child protection plan or those subject to care proceedings.

The Regulators' Performance Evaluation Report for 2014/15 recognised the improvements within the Children's Service, but noted that the quality of practice was fragile. The need for the Local Authority to improve in the following areas were identified –

- Quality of decision-making and accountability
- Workforce development
- Website development and use of information, advice and assistance in accordance with the Act
- Capacity and supply in commissioning
- Providing a range of placements for LAC

The Social Services and Wellbeing Act (Wales) 2014 further propelled us into a period of vital improvements and transformation to the service. In a context of some of the other drivers this was a challenge. However the reality was that there was never going to be a 'good' time to reform and transform. We had taken steps to ensure that we understood the foundations on which we were to build that change: and our approach balanced change with appropriate pace; with an acute immediate focus on strengthening the foundations and attaining key improvements, whilst side by side aligning these with our desire to change the social work model in Mon.

The original Independent Support Team (IST) who worked with the service back in 2011, who were instrumental in supporting the service to achieve significant

improvements, were asked to return in late 2015 to undertake a distance travelled review. Much of the improvement plan proposed supported their findings in a requirement to firstly strengthen our foundations, staffing and quality assurance endeavours before attempting any great transformational voyages.

The plan was to be delivered under two phases, the first being to: **Recover, then Move Forward and Improve Field Work Services** This report is focused on this first stage, and its closure in order that the Service Improvement Plan for 2017/18 can focus on the second stage, noted as: **Reset Vision - Transform and Change**; Alongside developing the skills and knowledge of our workforce we need to change our current practice and philosophy to achieve an approach that is solution focused, minimizing the need for involvement, and which works with families in an open and honest way, focusing on changes needed and giving families the best chance of staying together while keeping children safe. We need to change the way we work with children, young people and their families. This is more than responding to a new Act. At the heart of this is our intention to deliver an approach that is far more focused on supporting the Social Work task and delivering a better service to the children and families.

Of the ambitious 47 Actions within the Service Improvement Plan, some of which were yearlong projects to develop, establish and implement; the service achieved the completion of 26 (see section 2.0) and completed phase 1 – Recover, then Move Forward and Improve Field Work Services. This means that 21 Actions pertaining to phase 2 – Reset Vision – Transform and Change will be carried over to the 2017/18 Service Improvement plan along with the recommendations made by CSSIW; see table in section 3.0.

2.0 Completed elements of the 2016/17 Service improvement Plan relating to 'Recover, then Move Forward and Improve Field Work Services' (Phase 1 of the Service Improvement Plan for 2016/17):

2016/17 has been a challenging year for the service, the departures of staff, including management, a new Director of Social Services, a period of temporary absence for the Head of Service, the introduction of the Social Services and Wellbeing (Wales) Act 2014, an increase in Children Looked After and a CSSIW inspection. That said, we have been fortunate to source experienced and dedicated temporary practitioners and managers, have a dedicated and passionate workforce and have been strongly supported by the Interim Head of Service and the Director of Social Services during this period of challenge and change.

2.1 Staff stability: The initial focus of the service was to lay out the foundations to support change and with the number of Looked After Children nearly doubling in 24 months, (with the agreement of the Executive of additional core funds to respond to the increasing demand); The service first set out to address the social work capacity by employing an additional 3 social workers, an additional IRO , and the creation of a Consultant Social Worker – Court post; with a view of reducing and managing caseloads, for better outcomes for Children and their Families. This included maintaining the current Management capacity in order to meet statutory responsibilities and implement the Act, ensuring service delivery was not compromised.

2.2 Management Training: In addition to capacity and staffing, the laying of strong foundations included the provision of training and development

opportunities for senior managers. Group sessions were provided to Senior Managers and the Quality Assurance Team by an Independent Support Team, with two Senior Managers enrolling onto the SSIA Middle Managers Programme delivered by IPS and Oxford Brookes University; Focusing on Personal influence and impact, team work, performance and Quality Management, Leadership, strategy and change.

- 2.3 Staff Training:** Without of course ignoring the training and development needs of the wider workforce. Service wide training to develop knowledge and practical application of relevant law, legislation, procedure and case law; Focusing on: understanding which orders are available for safeguarding children and using them, how to achieve the 26 week deadline, enhancing the decision making process, enhancing skills in written evidence, care plans and report writing and court room skills. As a result of this training several compliments have been received from the Judiciary and other legal arenas regarding the quality of social work evidence and plans. Confidence has been improved and practice standardised. In addition to this, eight individuals within the service have received training to be PAMS assessors; Leading to less use of Independent Social Workers to undertake such assessments.

The delivery of a Motivational Interviewing and techniques aligned to that of the Intensive Family Support Service (IFSS) has taken place, with further sessions planned. A two day Collaborative communication course has been arranged for all service staff to attend in March allowing the service to align with the Act.

- 2.4 A Review of Processes and Practice:** To better understand areas of improvement and development, the service undertook a range of reviews, firstly the review of processes and practice quality in relation to the assessment of unborn children. This led to the delivery of two half day training sessions by Bruce Thornton (Co-author of the Risk Model) for 15 of our Social Workers, improving skills and understanding, use of risk tools to inform analysis and the earlier identification of where orders are needed to safeguard children.

A review of written agreements and welfare visits evidenced that welfare visits were no longer a regular practice within the service, thus improving the risk management and implementation of the letter before proceedings. This links to the review of cases which were in the stage of 'letter before proceedings' to ensure that the PLO process and thresholds were understood, and a review of the minutes of Legal Gatekeeping Meetings in period 15/16. As a result of which an Independent Consultant concluded that decision making is now clearer and all cases are being presented to and regularly reviewed at the Legal Gatekeeping Meeting.

A review of the role of the Consultant Social Worker – Permanency (including that of the Quality Assurance of care planning for looked after children) resulted in an improvement in the performance against local PI's to Permanency planning meetings. This role will be a part of the proposed new 'practice lead' structure in 2017/18 and as a result will be subject to further review in this period.

A review of the Terms of Reference of the Resource Panel was required to ensure that it focused on supporting individual and family resilience and independence, though during this period not many changes were required to the ToR, the proposed new service structure in 2017/18 will naturally lead to a further review of the Panel and how it supports the new structure.

- 2.5 Improved Policies and Procedures:** Following a period of training and reviewing the service identified key areas where new and/or improved policies and procedures required development and implementation. The service launched its updated 'Children's Services Policies and Procedures' at the Staff Conference, and have made this document available to all staff via the shared drive.

In addition to these, specific work was undertaken to create practice guidance in relation to Chronologies. These were developed and presented to staff during the Staff Conference, in a bid to improve assessment practice. As a result of this all cases now have a completed (and regularly updated) Chronology, Chronologies are presented to Case Conferences and Statutory Reviews with both the Child Protection Coordinator and the Independent Reviewing Officer reporting on these on a quarterly basis to the Quality Assurance Panel. A Case File Audit plan for the next 12 months (2017/18) is being developed, Chronologies will be a key feature of this audit.

The revised PLO procedural document alongside the S76 protocol (previously known as S20) has been completed and launched at the staff conference: providing staff with the latest guidance to support their practice. Implementation has been further reinforced during a Service meeting. Our liaison with colleagues within family proceedings leads us to conclude that practice is supported and improved. . As a means of case management of proceedings, the service has implemented a 'Court Tracker' to aid work flow and planning, thus avoiding delays and late submission of work, and supports performance management. In addition to this we have increased the use of 'Family Group Conferencing' bringing together the wider family network to find opportunities for children to be looked after by a relative or friend leading to better outcomes for children who are able to stay within their local areas and networks. All cases in PLO/Court have received FGC leading to an increase of children being cared for within their biological families.

- 2.6 The Social Services and Wellbeing Act:** The introduction of the new Act brought it the need to make changes to the way in which we assess Children, though the service developed its own version of the new Assessment Form and associated care plans in Summer of 2016, the Regional Heads of Children's Services set up a Regional Group with consultancy support to create a regional approach and template. For this reason the service chose not to launch its work and to go at pace with the rest of the region as it bought into the benefits of regionalised guidance and templates. Perhaps in light of the inspection the service should have launched independently of the regional group, however by remaining as part of the regional group we have avoided staff confusion of launching and then re-launching newer forms, and have benefitted from consultancy support, the creation of practice guidance and the delivery of training for all staff which will be completed on the 7th April 2017.

The Act also brought new schemes such as that of 'When I am Ready', for improved outcomes for young people and extended stability for children looked after as they transition into adulthood. The service were focal to the

regional work on this scheme and were early adopters to the scheme, its policy and procedures are in place and the scheme is operational with the additional funding provided by the Local Authority.

One of the first North Wales authorities to develop the Business Case for an Information, Advice and Assistance Hub by bringing together the Duty front door, Family Information Service and Team Around the family. Many neighbouring authorities have requested sight of our Business Case to develop their approach. Following Executive approval in late May 2016 the Project Group with representation from the Third Sector and partner services such as Health, CAMHS and Housing have progressed with delivering the Business Case to include the creation and sign off of all policies, protocols, thresholds and their associated templates, ICT requirements of the service, developing and delivering a training plan, developing and delivering a marketing and communications plan, the practical elements of phone numbers, social media presence, web addresses, e-mail addresses and branding. The Family Information Service moved to the department in January as part of a step change towards the new model, which will be operational from April 3rd 2017.

2.7 Service Developments:

The service set out to increase the availability of suitable placements through in-house foster carers. The scheme reported in quarter three 40 enquiries when compared to 8 in quarter three of the previous year.

Fostering households

Number of approved / registered foster households	31 March 2015	31 March 2016	31 March 2017
How many fostering households did your service have? (Please exclude family and friends households and short breaks)	23	26	27 Current figure
How many family and friends households did you have?	9 inc. 1 Reg 38	17 inc. 7 Reg 38	16 inc. 2 Reg 26 Current figure
How many fostering households did you have that were exclusively approved for short breaks	1	0	0
Total number of approved / registered foster households	33	43	43

The service also identified a need for an intensive service for those families with children on the 'edge of care'. Following executive approval of the Business Case in late July 2016, the new Service known as the 'Resilient Families' Team is in the processes of being established. Its aim is to avoid the escalation of needs, promote independence, provide services tailored to the needs of the family and ultimately reducing the need of costly services when family problems escalate. The establishment of this service will continue into Service Improvement Plan 2017/18.

2.8 Corporate Projects:

The corporate Smarter Working project for both Adults and Children's Services was managed by a member of the Children's Services team. The project aims to provide the tools and equipment required to allow social workers/support workers to spend more time working directly with families in an agile manner, working from where they need to be. Team Around the Family moved from Parc Mount to join the Service in June 2016, with Specialist Children's Services moving from Shire Hall to the main Council Office in November 2016. Smarter working including 'hot desking' became

live in Adults Service in November 2016, with Children's services following suit in February 2017.

2.9 At a glance view of completed Actions within the 2016/17 Service Improvement Plan:

No	ACTION	UPDATE
1.4	Increase the social work capacity with a view of reducing caseloads 3 x Social Worker	Investment in 2016/17 budget agreed. Permanent staff have been recruited.
1.6	Maintain Current Management Capacity - Reduce saving proposal for 2016/17 by £25k	2016/17 budget Agreed
1.7	Mentoring by IST to Service Managers working to support them in discharging their roles and to work effectively as a team and/or attendance on the SSIA Strategic Management Course.	Group sessions provided by IST. Individual sessions commenced on the 28th June 2016 Two senior managers enrolled onto the SSIA Middle Manager programme
2.1	Review the process, and practice quality in relation to assessments in relation to unborn children.	Two ½ day training sessions with Bruce Thornton, attended by 15 social workers.
2.2	Practice Guidance in relation to Chronologies will be developed and implemented.	Completed and presented at staff conference
	Each case must have a chronology of significant events.	Chronologies have been completed on all cases
	A chronology must be presented to Case Conferences and Statutory reviews. CPC and IRO to report on a quarterly basis to the Quality Assurance Panel	Presentation of Chronologies and quality of practice are being monitored via case conferences and statutory reviews, formal reporting on quality of practice through the quarterly reports presented to the Quality assurance Panel each quarter.
2.3	Identify individuals to be trained as PAMS assessors	8 individuals within the service now PAMS trained.
2.4	Develop service model for Assessing parenting capacity in non PAMS cases.	Part of the regional piece of work on completing a care and support assessment template which incorporates the framework for assessment. Launch via a training session will be undertaken in early April 2017.
2.5	Implement the revised PLO procedural document	Implemented, we will continue to strengthen the use of PLO.
2.6	Implement the S20/S76 protocol	Launched at staff conference.

2.8	Complete the Court Tracker to aid work flow and planning; to avoid delays and late submission of work, and to support performance management.	The court tracker is an active and live tracker document, which is valuable for reviewing and tracking progress.
2.9	Develop knowledge and practical application of relevant law, legislation, procedures and case law by providing learning sets, led by a respected barrister.	Family Justice Review and PLO Law Court Proceedings delivered to all service staff.
2.11	<p>At the point:</p> <ul style="list-style-type: none"> - When the social worker and manager plan to invoke the Public Law Outline or - where a child becomes re registered - when a child is returned <p>we will hold a legal surgery to assist in the ongoing monitoring of care plans and provide the legal service with an opportunity to monitor progress and keep to the court time table: and understand the reasons why the risks to the child seems to have reoccurred.</p>	All PLO cases have review dates in place. Legal gatekeeping (LG) occurs weekly. Legal case tracking occurs monthly. LG reviews occur for cases subject to pre proceedings PLO. Final care plan meetings now becoming embedded into practice.
2.13	Review use of written agreements and welfare visits	The review of welfare visits was undertaken and evidenced that there were no longer many cases welfare visits taking place. It was agreed that when the last case of WV ended there would no longer be the sanctioning of this for future delivery. This is the preferred stance of the service.
3.2	Review all cases in the Letter before Proceedings stage – to ensure that the PLO process and thresholds are understood.	All cases are reviewed in LGM. Cases outstanding will be called back to Legal Gatekeeping Meeting.
3.4	Review minutes of Legal gatekeeping Meetings for 15/16	Independent Consultant concluded that decision making is now clearer and cases are being presented to LGM.
3.8	Implementation of the Children Services Procedures	Presented at staff conference and all staff aware of where to locate on the shared drive.
3.12	Review the role of the Consultant Social Worker Permanency	A review was undertaken which resulted in improvement in quality and performance against KPI's, and regular reporting.
4.1	Establishing a new model of social work intervention aligning ourselves with the new Act	Delivery of Motivational Interviewing training and Resilient Families approaches has taken place, External training provider for Collaborative communications course to all staff to take place in March.
4.3	Review the TOR of the Resource Panel to ensure it focused on supporting individual and family resilience.	The TOR have been reviewed, there were not many changes that were required at this point; however following the service restructure there will be a natural need to

		review in great detail the TOR in order to support the new structure.
4.5	Implementation of an Information, Advice and Assistance (IAA) model for Anglesey	Go live date 03/04/17
4.4	Increased use of the Family Group Conferencing Coordinator to bring together the wider family network to find opportunities for children to be looked after by a relative or friend.	Social Workers are aware that all cases in PLO/Court have an FGC, this is being adhered to. There is an increase of children being cared for within their biological families.
5.1	Increase the availability of suitable placements through in-house foster carers.	Q3 16/17 report: 40 enquiries against 8 for the same period last year. Increasing in-house provision by 10 (30% increase on 2015)
6.1	Implement the When I am Ready service	Agreed investment for 2016/17 and future years. Policy and procedure in place, and scheme operational.
6.3	Business Case for an enhanced family support service	Bid approved at Executive on the 25th July 2016. Consultation with staff during staff conference. Business case element complete implementation of new service can be found in new SIP for 2017/18
7.1	Smarter Working – providing the tools and equipment to support workers.	TAF joined Children's in June. SCS moved into HQ and smarter working became live in Adult Services in November. FIS moved to children's services in January with smarter working becoming live within Children's Services in February.
7.2	Templates on the new Act to be launched Integrated/Proportionate Assessment processes and supporting systems.	A gradual shift towards a single, proportionate assessment framework with the duplication and the potential for multiple social workers undertaking each stage being removed. A clear outcomes focused plan which has been developed with the family is in place.

2.10 Strategic Imperative 1: Recover, then Move Forward and Improve Field Work Services (As extracted from the 2016/17 Service Improvement Plan – section 3.0)

What does this mean for the service?

Developing the skills and knowledge of our staff, recruiting and retaining a workforce of sufficient skills, experience and knowledge and ensuring a systemic quality assurance function, leading to continued improvement and safe practice is at the heart of this stage.

This will require significant investment in practice and workforce development, helping staff to change, provision of coaching and mentoring opportunities to embed a different way of working.

<p>Increase Social Work capacity, in order to respond to the increasing demand and ensure that individual workloads are managed, enabling workers to spend more quality time with families. We will review current practice and case decision with rigor, and drive the improvements in the functioning of the quality assurance unit.</p>
<p>Embedding the use of the Gwynedd/ Bruce Thornton Risk Framework across Children's Services, to create a shared understanding amongst professionals on what constitutes a risk of significant harm to children and young people, and what circumstances might require children's social care intervention or a child protection plan.</p> <p>We will have an acute focus on improving practice and decision making within the Public Law Outline including the recruitment of a Consultant Social Worker – Court Management: and in the care planning for looked after children. This will include the review the role of the Consultant Social Worker Permanency to include Quality Assurance and audit of care planning for looked after children</p> <p>We will support our front line managers so that practice decisions are assured and evidenced.</p>
<p>We will provide staff with clear practice requirements through the Implementation of Children's Services Procedures. Staff will be supported to implement these and will be held accountable if their practice deviates from these basic requirements.</p> <p>We recognize that we have a comprehensive Quality Assurance Framework and require the Quality assurance unit to develop their ability to systemically collate and analyse the information gained from the various elements of the framework to inform improvements within the service as a whole system.</p>

3.0 Against our challenging backdrop for 2016/17, the service improvement plan was an ambitious one, there are understandably elements of the plan that will transfer to the Service Improvement Plan for 2017/18 as we now embark on delivering the second phase of the plan - **Reset Vision - Transform and Change**. In addition to these will be the inclusion of the recommendations made by CSSIW following their November inspection. The elements of which are transferring from 2016/17 are noted below. It is recommended that members of the Social Services and Wellbeing panel review these alongside the CSSIW recommendations and assure itself that the Service is able and resourced to also deliver against the improvement objectives.

	ACTION TO BE TAKEN	RESOURCE / SUPPORT REQUIRED AND UPDATE
1.1	<p>Develop the Workforce Strategy</p> <p>To include:</p> <ul style="list-style-type: none"> • Recruitment good practice • Retention and support • Clear induction arrangements • Buddying • Coaching and mentoring • Shadowing • Enhanced post qualification training and development opportunities <p>Links to CSSIW Recommendation 5: A robust workforce strategy should urgently be developed to include short, medium and long</p>	<p>This is deemed of high importance to the service and can be viewed in the 17/18 SIP under point 1.1 with the end date of 30th April 2017.</p>

	ACTION TO BE TAKEN	RESOURCE / SUPPORT REQUIRED AND UPDATE
	term aims for recruitment and retention of social workers.	
1.2	<p>Appoint and maintain Agency staff until 31 March 2016 to ensure workforce of sufficient numbers and experience</p> <p>This will be extended into 17/18 as a mitigation against failure to appoint to vacant posts and proposed additions to the operational field work establishment</p>	The service management team are working on ensuring an exit strategy is in place for agency staff where posts have been filled by permanent workers; and can be seen as part of action point 1.2 in new SIP
1.3	Business Support - advertise two administrative posts on permanent contracts	Admin review completed and responsibility for Children's Services admin team now under Business Support Manager. Posts recruited, additional capacity equivalent of 1 x FT is still required, it is hoped to recruit within the next 3 months., New SIP section 1.2
1.5	Undertake a Caseload Analysis exercise to inform capacity and demand management and support decision making.	Links to 3.2 in the new SIP and recommendation 14 of the CSSIW report.
1.8	<p>Provide developmental opportunities to Team Managers and Senior Practitioners through an internal leadership and development programme to support the workforce in carrying out their duties. Areas of focus:-</p> <ul style="list-style-type: none"> • Making better case management decisions. (management oversight of decision making) • Improving and managing practice and performance (including providing constructive challenge and direction to staff) • Providing regular and quality Supervision <p>Links to CSSIW Recommendation 6: Arrangements for team managers and senior practitioners should be reviewed to ensure capacity to effectively and consistently provide management oversight of decision making, challenge and direction for staff across the service; a leadership and development programme should be made available to build resilience.</p>	<p>Training to be provided by Independent Consultant.</p> <p>Action Learning Sets to be developed as a way of supporting Managers – links to 1.4 SIP 17/18</p>
2.7	Appoint Consultant Social Worker Court Management including a quality assurance, mentoring and tracking role.	<p>Investment agreed budget 2016/17</p> <p>1st advert in August did not produce a candidate with the necessary skills. The post was re-advertised at the beginning of September which produced four applications,</p>

	ACTION TO BE TAKEN	RESOURCE / SUPPORT REQUIRED AND UPDATE
		interview dates set. As a result of the restructure, and the reduction in PLO work, the service must address whether or not it deems this post to be essential when moving forward, link to structure review within new 17/18 SIP
2.10	<p>Focus on achieving safety. Reports to Case conferences and the conference minutes will</p> <ol style="list-style-type: none"> 1. Separate out all of the risks in a case and assess the impact of those risks upon the children 2. Prioritise plans in order to bring about improvement in relation to reduction of the greatest risks. <p>The Chair will focus on safety outcomes, so that the Core group can translate these into a coherent protection plan.</p>	This item will not transfer to the 17/18 SIP due to prioritisation.
2.12	<p>There are number of areas of performance that is outside tolerance and targets:</p> <ul style="list-style-type: none"> ➤ Initial/core assessment ➤ Lac Reviews ➤ LAC visits ➤ CPRS ➤ 10 day visits ➤ Core groups ➤ Pathway Plans <p>These will be brought back into target.</p>	<p>Meeting with admin arranged to discuss support to teams to enable recording to be completed in a timely manner.</p> <p>Due to the lack in improvement, this will transfer under 3.3 - Develop a performance framework for adults and Children's Services.</p>
3.1	Review of all s76 cases with independent element to that review	External Legal Capacity Completed within new SIP as part of the Quality Assurance Audit Plan under 3.2
3.3	Review all cases where the child's name has been on the CPR for 12months +	Completed within new SIP as part of the Quality Assurance Audit Plan under 3.2
3.5	Review of increase in children on the Register	Completed within new SIP as part of 3.1 Quality Assurance
3.6	Review of increase in children looked after	Completed within new SIP as part of 3.1 Quality Assurance
3.7	Review all children in LAC system, ensuring all plans are for securing permanence (Consultant Social Worker and IRO to undertake)	Completed within new SIP as part of 3.1 Quality Assurance
3.9	Increase the capacity for Chairing Case Conferences and Statutory Reviews	An additional full-time Independent Safeguarding and Reviewing Officer was appointed at the beginning of Sept and commenced employment in October, however the individual left within a month and the post has since been re-advertised. For this reason this will carry over to point. 1.2 – 'Resolve Staffing Matters' within the new SIP
3.10	Mentoring to the QAF team by the IST to refocus their activity in order to prioritise the	Individual and group mentoring provided.

	ACTION TO BE TAKEN	RESOURCE / SUPPORT REQUIRED AND UPDATE
	actions required for the improvement of service delivery and to rigorously monitor its implementation.	<p>A paper on 'Taking forward the QA Function in Children's Services' was presented to Management Team in Sept and presented to children's Services Staff Conference.</p> <p>A discussion around: understanding, developing, mentoring, embedding and monitoring the QA function within the safeguarding hub is now required at SMT to progress further on this action and will be included within 3.2 Quality Assurance within new SIP</p>
3.11	<p>IRO and CPC to report quarterly on their assessment of the operational performance which they observe as cases come to conference and review.</p> <p>Additionally, they should be expected to draw out, on a thematic basis, issues regarding quality that can then be attended to at a Management level</p>	<p>Discussed with IRO and CPC. Both aware of the required headings to report under.</p> <p>This is to be undertaken through regular quarterly monitoring and presentation of reports to appropriate groups, and will continue under the new SIP as part of 3.2 Quality Assurance</p>
4.2	Review the current service structure	<p>SLT approved transfer of FIS, TAF and the commissioning of Families First into Children Services.</p> <p>The new structure has been consulted upon with staff and SIP 2017/18 will see the implementation of the new service structure – see point 4.1 within new SIP.</p>
5.2	Review the effectiveness of the Permanency Planning meeting: including review of the role of the Fostering panel in Permanency Planning	SIP 17/18 section 3.1 Quality Assurance
6.2	Merger the Family Support Services	The Invest to Save bid for a three year pilot of an edge of care team 'resilient families' was approved at executive. Priority will now be to set up this team. A review of the remaining elements of support services and options for merger will be put on hold until we are better informed as to what is remaining of the service following the setup of the new resilient families' team. This will be met through a combination of Resilient Families Team (5.1 and 5.2) and the restructure (4.2) within the new SIP.

	ACTION TO BE TAKEN	RESOURCE / SUPPORT REQUIRED AND UPDATE
6.4	Review and refresh the leaving care (after care) service, to support the independence needs of children and young people leaving care.	<p>Sign off of a joint Housing and Aftercare protocol approved by both Children's Services and Housing.</p> <p>Sign off of updated policy and procedures for Children's Services Aftercare approved, updated within shared drive and shared with staff.</p> <p>An Aftercare Financial Policy for Care Leavers is near completion.</p> <p>Carried over under point 5.3 within new SIP</p>
6.5	Review and redesign of 'Short Breaks' offered through the Specialist Children's Service	<p>Intermediate Care Fund Project Initiation Documents (PID) have been completed, with focus on Progression, Short Breaks and preventative services. The short break PID has been undertaken jointly with Gwynedd Council. The aim is to develop the whole spectrum of short breaks from support service packages to overnight short breaks. Other PIDs are being developed jointly with Adult Services –Learning disability Team, Ynys Mon.</p> <p>Carried over under point 4.4 Corporate Prevention Strategy within the new SIP</p>

Laura James-Mowbray, Children's Transformation Programme Manager

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Isle of Anglesey County council	
Report to:	Corporate Scrutiny Committee
Date :	13/03/2017
Subject:	Children's Services Performance
Portfolio Holders(s)	Cllr Aled Morris Jones
Head of Services:	Llyr Bryn Roberts
Report Author : Tel : E-mail :	Llyr Bryn Roberts - Interim Head of Children Services (Operations) 01248 752 765 llyrbrynroberts@YnysMon.gov.uk Dafydd Bulman – Head of Social Services Business Unit
Local Members	Relevant to all Members

1.0 Background

1.1 At the Corporate Scrutiny Committee on 12th September 2016, an action was agreed for the Head of Children's Services to prepare a performance report for the next Committee meeting. Due to the CSSIW inspection in November, it was agreed a report would be presented to the March 2017 meeting.

1.2 The Scrutiny Committee noted:

- Is the Committee satisfied that Children Services have the ability to improve performance
- Do members have any other views or concerns?

1.3 The Service is currently working towards the new Social Services Performance Framework, with a number of new performance indicators which are stipulated by the Welsh Government under the Social Services and Well-being (Wales) Act 2014. The Act transforms the way the Service collate and present performance information across social care. There is an emphasis on qualitative and quantitative data, and a framework for measuring progress in order to continually improve services.

1.4 When an assessment of a child or adult is undertaken the focus is on 'What Matters' to the individual, taking into account their individual circumstances. As part of the assessment, we will be measuring the personal well-being outcomes. This will be linked to the National

Wellbeing Outcomes as set out within Code of Practice under the Social Services and Well-being (Wales) Act 2014. In addition to measuring individual outcomes, the Service will continue to have many key performance indicators.

1.5 We are currently reviewing and developing a new way of working for 2017/18 and working to embed the change within the new WCCIS (Social Services electronic recording system) which is scheduled to go live in August 2017.

2.0 Performance Management

Table 1 - SCC/025 the % of statutory visits to looked after children due in the year that took place in accordance with regulation

2016/2017 Target	R A G	Quarter 1	Quarter 2	Quarter 3	1 ST 9 MONTHS		2015/16	2014/15	2013/14
100%		82.69%	82.98%	74.01%	80%		82.79%	93.53%	90.54%
Number of LAC					136		112	91	78

2.1 At the end of Quarter 1 in 2014/15 there were 78 children looked after; at the end of Quarter 3 in 2016/17 the number had increased substantially to 136 children. The increase in looked after children has had an impact on this performance indicator as the Service has struggled to meet the demands of visiting additional number of children/young people, despite the increase in the number of Social Workers. The Local Authority has seen an increase of 20% in the number of looked after children in the first 9 months of the year.

2.2 Mitigation – to improve these standards, the following actions will be undertaken:

- An enhanced tracker system will be developed, based on Best Practice elsewhere; combined with a new structure for Children’s Services, this will enable Team Managers/Practice Leaders to ensure visits are completed when staff are absent from work (whether on annual leave or absent due to sickness absences).
- The Service will not meet the target set for the year, but the revised Service Improvement Plan will address the issues that have led to the deterioration in performance which has occurred since the number of children who are looked after has increased.

2.3 During the past 18 months there has been a significant turnover of staff within the Service on a Social Worker and Team Manager level which has continued to impact on performance. Despite significant attempts to recruit, posts have remained vacant and temporary arrangements made have included:

- Agency Managers and social workers,
- Staff on secondments,

- Inexperienced and newly qualified social workers appointed
- Managers taking on additional responsibilities
- Interim arrangements put in place to cover the Head of Service's planned absence.

2.4 Further issues impacting on workforce include 4 members of staff being on maternity leave and a number of staff being on long term sickness. The sickness rate within the Service currently stands at 11.11 days per FTE at the end of Quarter 3. The target for the Service for 2016/17 is 10.5 days and this target will not be achieved. However, the projected sickness rate for this full year appears significantly better than the 16.27 days per FTE lost for 2015/16 (full year).

2.5 There is a clear link between the fragility of the current workforce and the impact on performance.

Table 2 - PM24 the percentage of assessments completed for children within statutory timescales (42 working days)

2016/2017 Target	RAG	Quarter 1	Quarter 2	Quarter 3	1 st 9 MONTHS		2015/16	2014/15	2013/14
100%	Green	100%	96.36%	81.62%	92.67%		N/A	N/A	N/A

2.6 This performance indicator measures the timely care and support assessments of the needs of children/young people referred to Children Services. As noted in 2.2, staffing difficulties within the Team that undertake the assessments significantly impacted on performance during Quarter 3. The Service also had a CSSIW Inspection during this period which placed additional demands as the focus of the inspection was around the work of this particular Team.

Table 3 - PM32 the percentage of looked after children who experienced (one) or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31st of March

2016/2017 Target	RAG	Quarter 1	Quarter 2	Quarter 3	1 st 9 MONTHS		2015/16	2014/15	2013/14
15%	Yellow	6.10%	4.82%	2.41%	13.25%		17.39%	18.52%	20.0%

2.7 The main reasons for looked after children moving school are part of long term planning for the child, for example adoption, therapeutic placement or individual choice to move school. The percentage of looked after children who experienced one or more changes of school have decreased over the last few years against a backdrop of a significant increase in the number of looked after children. Graph 15 (in Appendix 3) shows that Ynys Mon's performance was in the lower quarter compared to the Wales average in 2015-16.

Table 4 - PM33 the percentage of looked after children on 31st March who have had three or more placements during the year

2016/2017 Target	R A G	Quarter 1	Quarter 2	Quarter 3	1 st 9 MONTHS	2015/16	2014/15	2013/14
8		1.61%	1.54%	2.99%	5.22%	9.26%	3.41%	7.79%

2.8 This performance indicator is based around the stability of placements that meet the care and support needs of looked after children. The performance is currently on target for 2016/17 which shows the significant multi agency efforts made to ensure that placements meet the needs of children and the foster carers are well supported by the Foster Care Supporting Social Worker.

3.0 Resources

3.1 The Social Services and Wellbeing (Wales) Act 2014 places a statutory duty on the Local Authority to provide a preventative approach to the delivery of wellbeing. The Executive approved additional funding of £582,000 for Children Services over 3 years to develop a Resilient Families Team. The focus of this Team is to:

- *Prevent* Children from becoming looked after when it is unnecessary
- *Return* Children home during the first 8 weeks of care
- *Review* and the safe return of children in long term care

3.2 The Service received an additional £500,000 in 2016/17 in its core budget. This was approved to increase the number of Social Worker posts by five (3 Social Workers, one Lead Practitioner Court Management and one post to increase Independent Charing Capacity), to fund the additional demands of foster and residential placements, and meet the additional costs of the 'When I'm Ready' requirement which allows young people to remain with their foster carers until they turn 21 years old. This is a permanent additional budget for the Service.

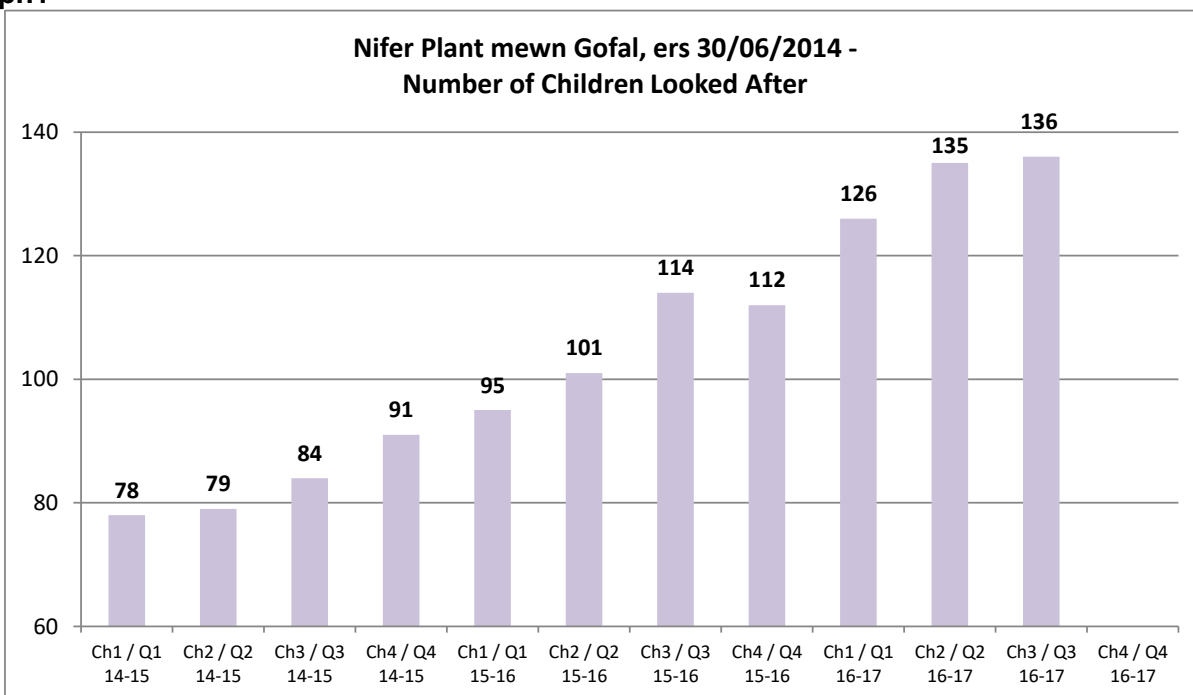
3.3 During Quarter 1, 2016/17, Children Services projected an overspend of £270,000. In Quarter 2, expenditure was projected to be £683,000 over budget. The latest figures at the end of Quarter 3 shows that the overspend projected for 2016/17 currently stands at £718,000. This projected overspend is caused by an increase in the number of looked after children as well as an increase in the cost of placements to meet the complex needs of the children in our care. The demand is difficult to predict and difficult to control, and one or two complex cases can significantly increase expenditure in a short period, making planning and budgeting difficult to manage.

4.0 Service Improvement Plan

4.1 Children's Services is currently embarking on restructuring to focus on prevention and early intervention, as outlined in the Social Services and Wellbeing Act. The aim will be to provide a better management structure which will provide a sustainable Service going forward that supports managers, staff and the business needs. We are also working on developing a Workforce Strategy to recruit, retain and develop permanent staff, as well as reviewing supervision arrangements. The Service Improvement Plan also focuses on improving the quality of assessments and performance and working more effectively with partners.

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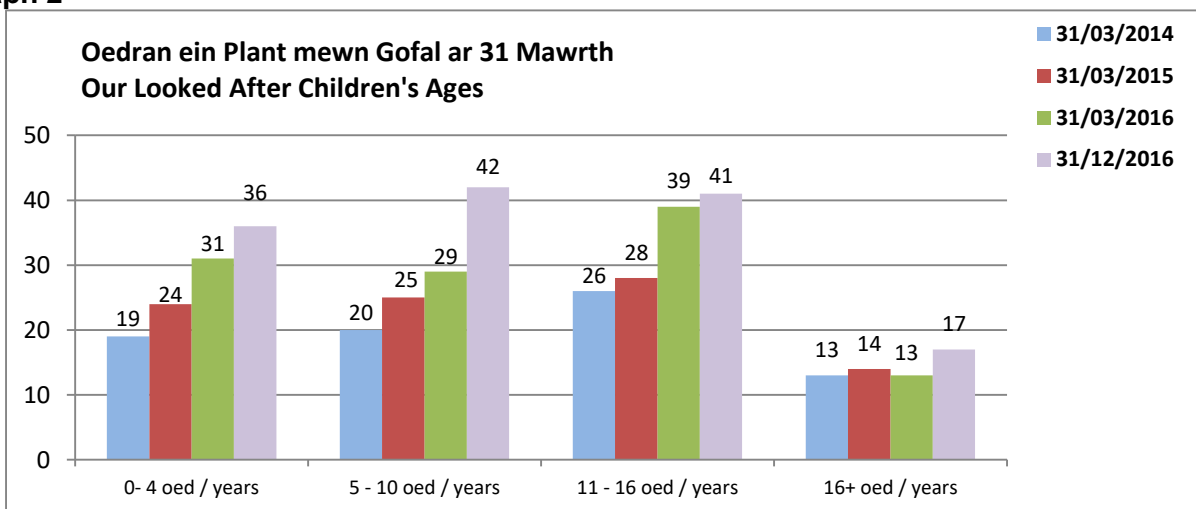
Graph1



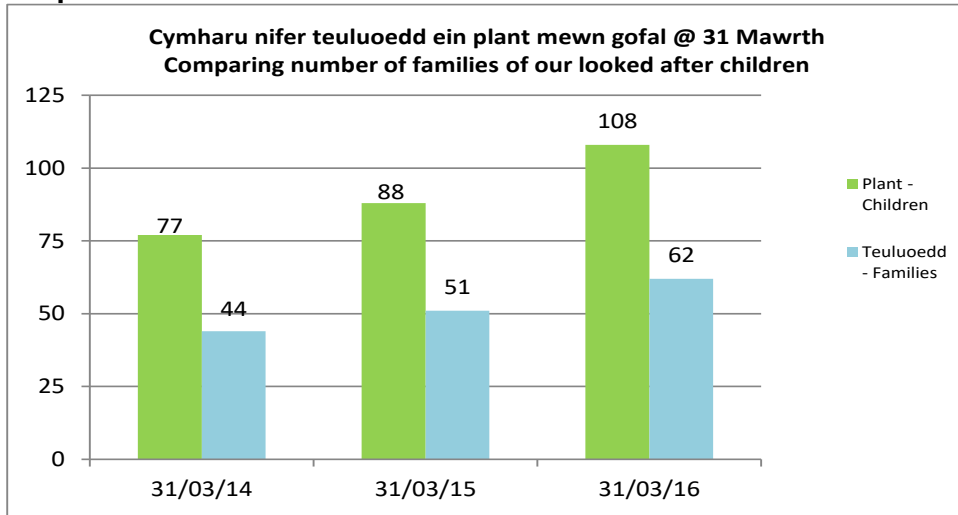
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Graph 1 above – An increase in number of 74% since 30/06/14

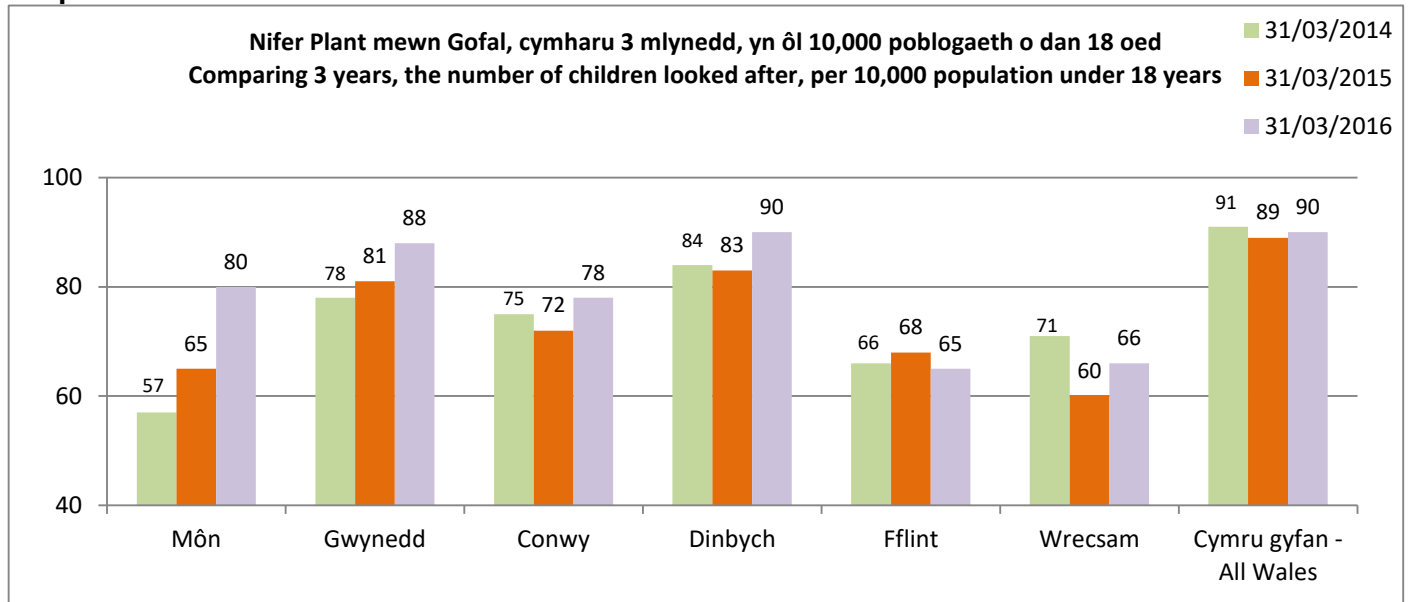
Graph 2



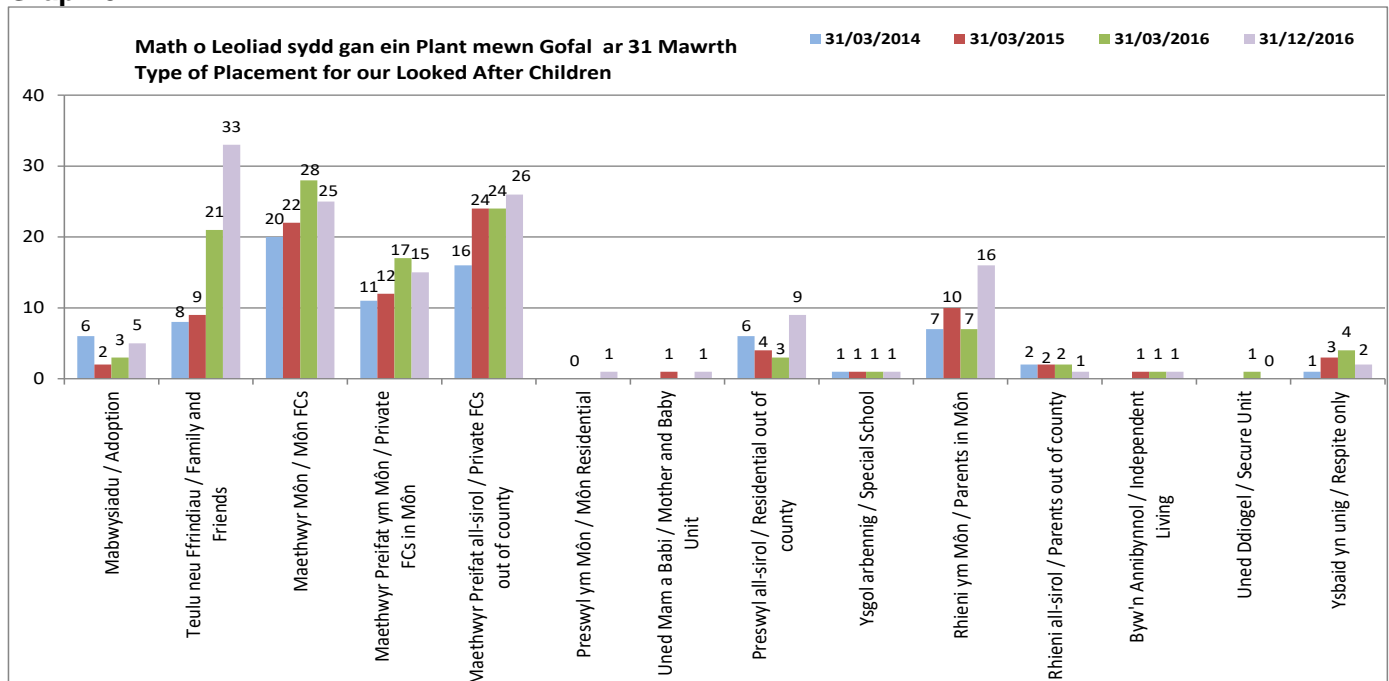
Graph 3



Graph 4

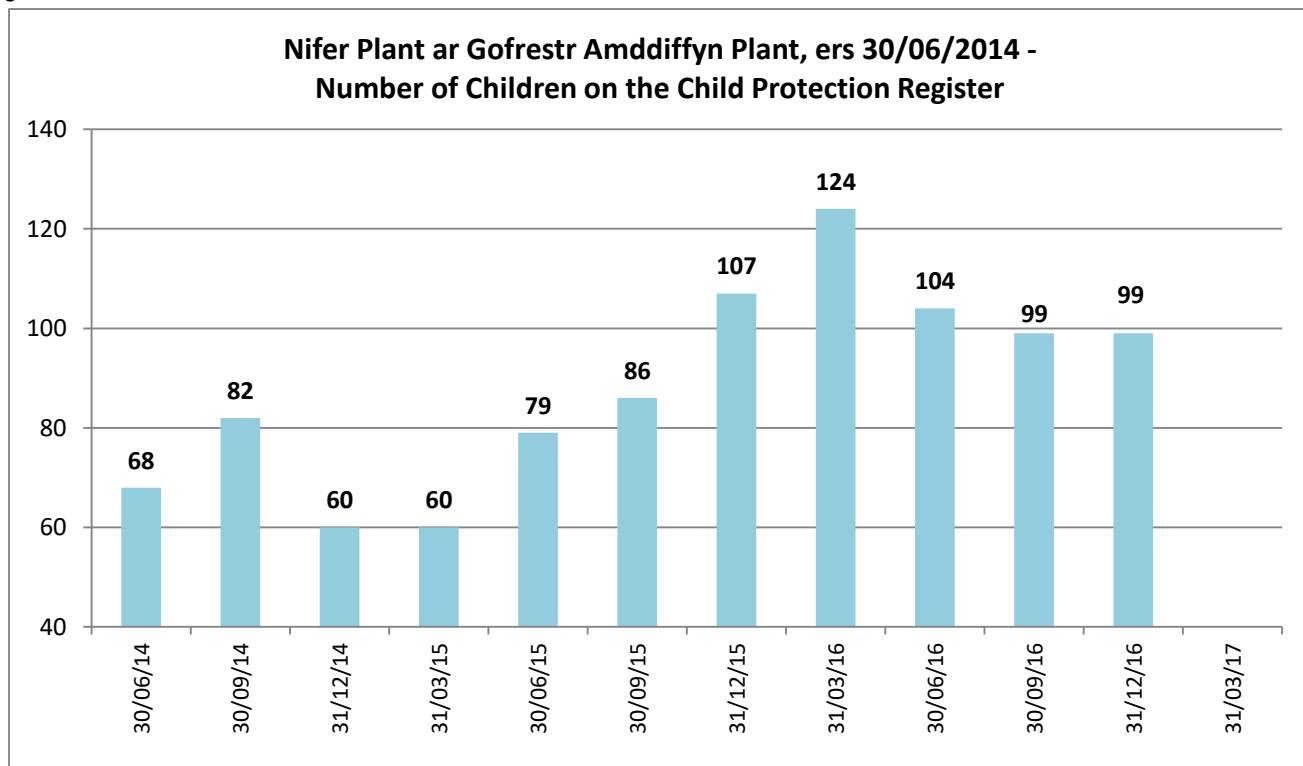


Graph 5

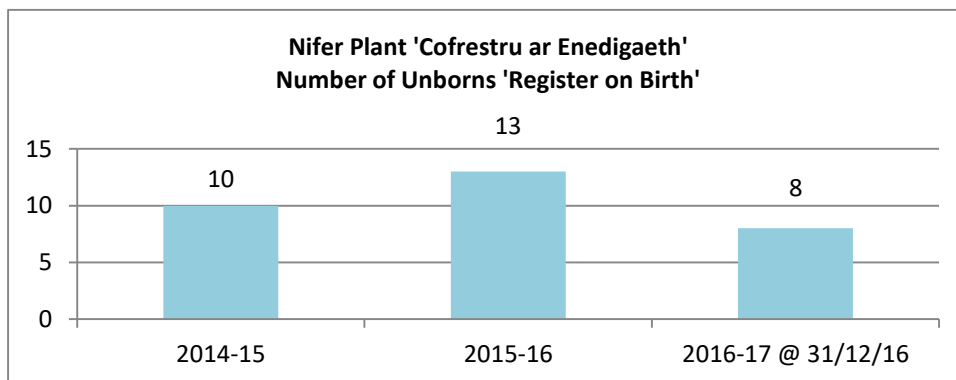


Ein Plant ar y Gofrestr Amddiffyn Plant Our Children on the Child Protection Register

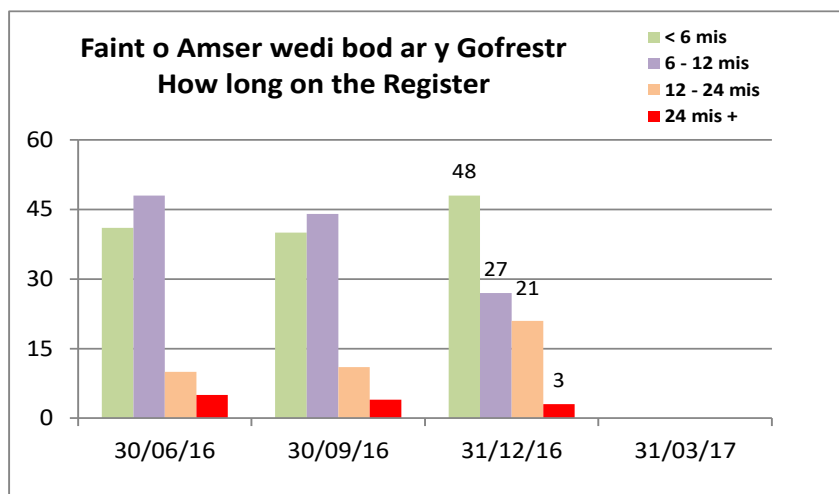
Graph 6



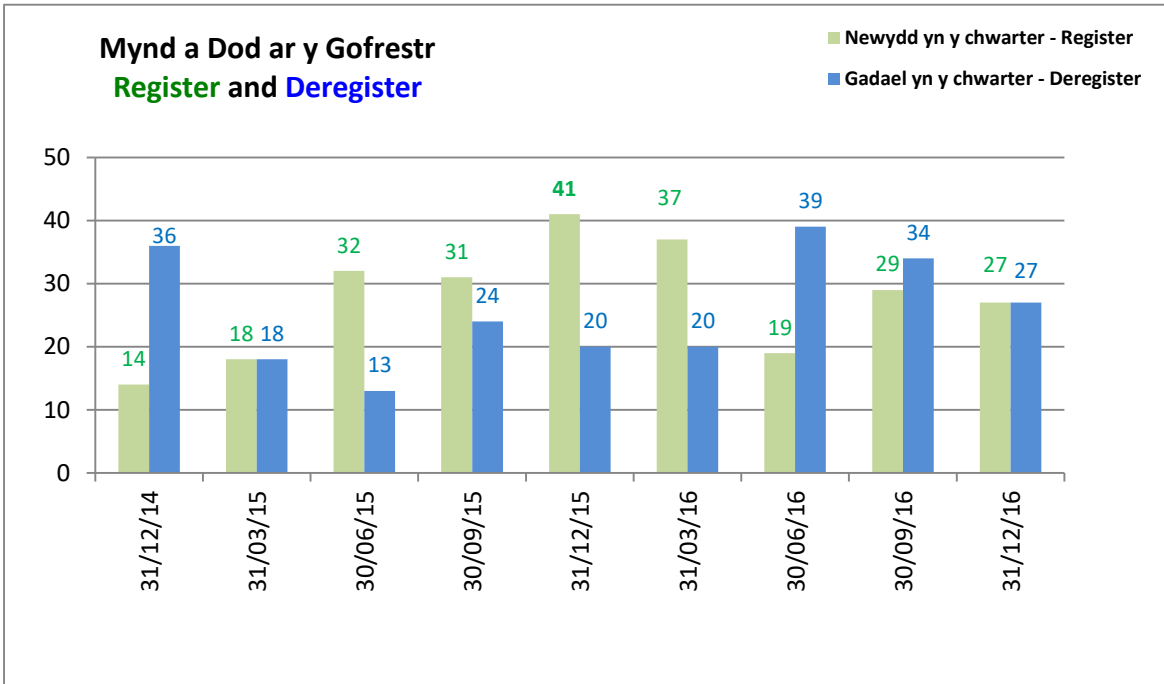
Graph 7



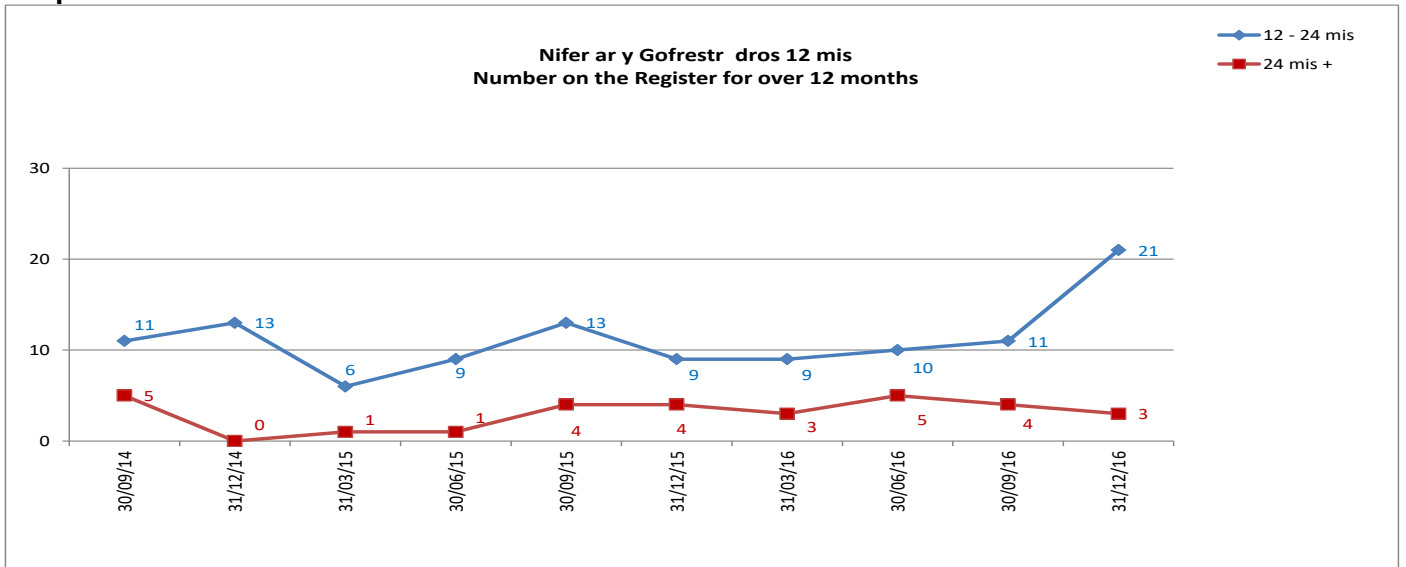
Graph 8



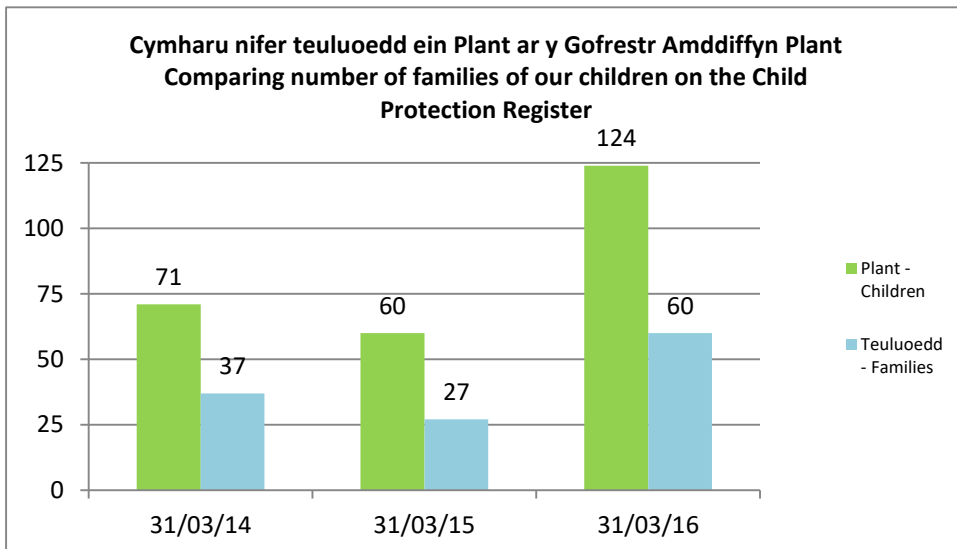
Graph 9



Graph 10

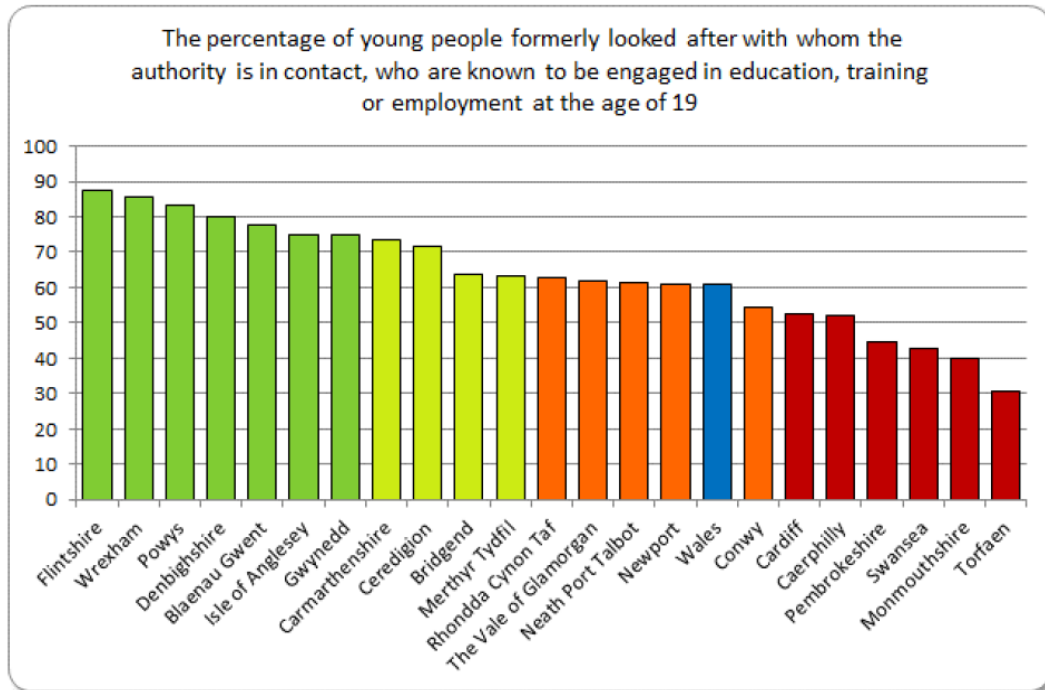


Graph 11

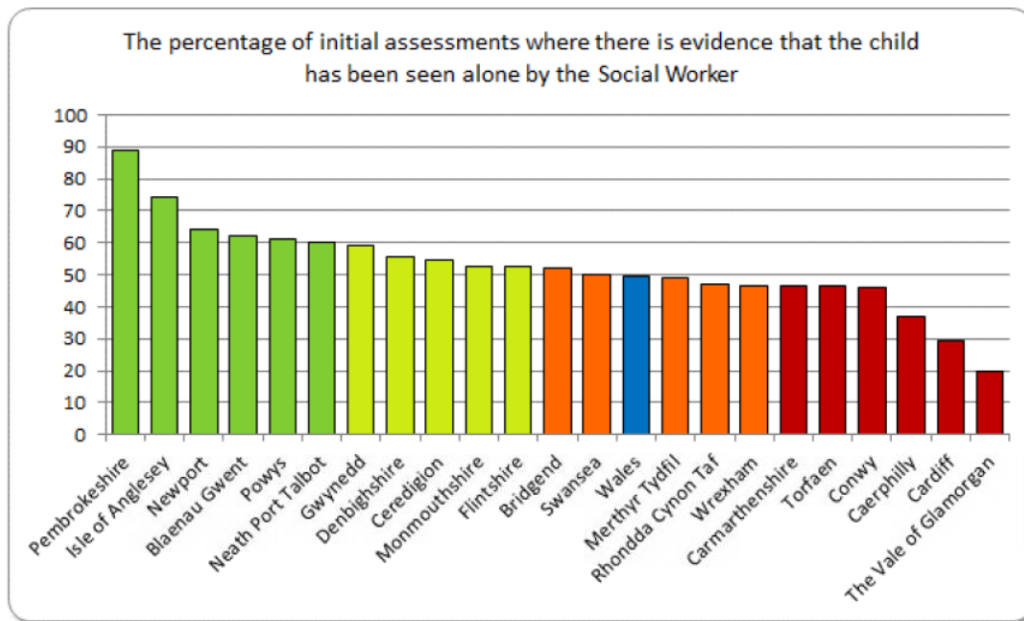


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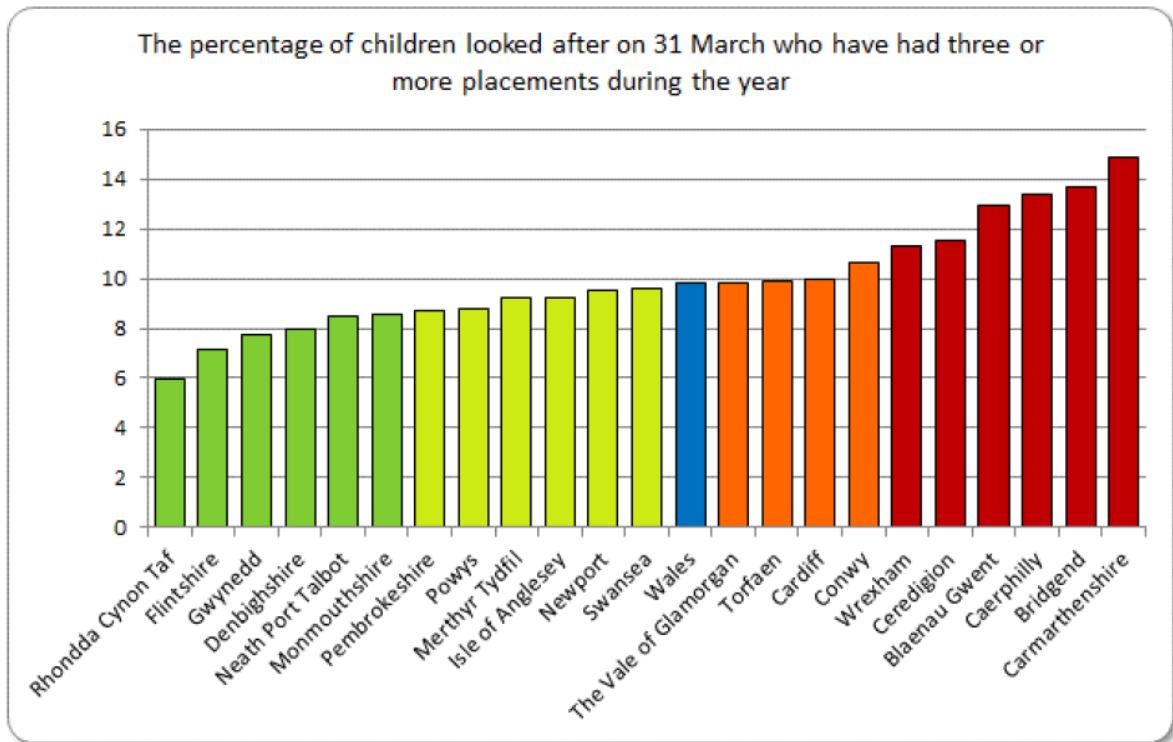
Graph 12



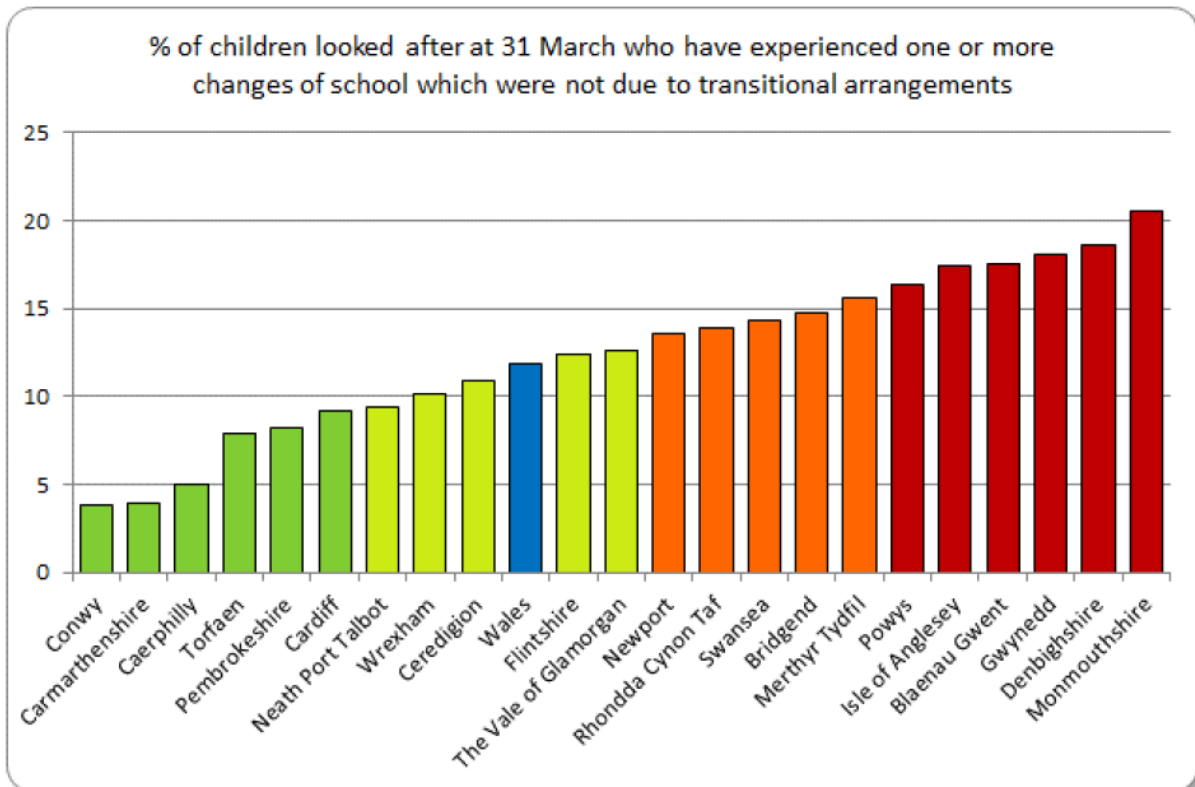
Graph 13



Graph 14



Graph 15



Graph 16

