

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	31 st January, 2018
Subject:	Children's Services Improvement Panel
Purpose of Report:	Progress update on the work of the Children's Services Improvement Panel
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Caroline Turner, Assistant Chief Executive / Fon Roberts, Head of Children's Services
Report Author:	Anwen Davies, Scrutiny Manager
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Local Members:	Not applicable

1 - Recommendation/s

R1 The Corporate Scrutiny Committee is requested to note:

- Progress made to date with the work of the Children's Services Improvement Panel
- That all work-streams pertaining to the Service Improvement Plan appear to be on target thus far. This has also very recently been reported to the Local Authority by Care Inspectorate Wales (CIW)¹ following their assessment of the Council's self-evaluation of progress to date

R2 Escalate the following matter for the Corporate Scrutiny Committee to be aware:

- Although good progress has been made on implementing the revised staffing structure, some social worker posts remain filled by agency workers. This needs to be addressed as soon as possible

2 – Link to Council Plan / Other Corporate Priorities

Direct link with the Council Plan / transformation priorities. The Panel's consideration of the service improvement plan for children's services will provide assurance to the Executive that the Council are responding in a robust manner to the recommendations of the recent CIW report on children's services (dated March, 2017) and that steps are in place to mitigate any risks.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

¹ Care Inspectorate Wales (previously CSSIW – Care and Social Services Inspectorate Wales)

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

At the request of the Panel:

1. Does the Committee have any views on the priority of the work streams included in the Panel work forward programme?
2. Are the actions of the Panel thus far sufficiently robust?

5 – Background / Context

1. BACKGROUND

1.1 Members will already be aware that scrutiny has developed over the past few months through the work of 3 scrutiny panels namely - Finance Scrutiny Panel, Schools Review Scrutiny Panel and the Children's Services Improvement Panel. This report summarises progress made to date as regards the **Children's Services Improvement Panel**.

1.2 Panel Governance Arrangements

As reported to recent meetings of this Committee², robust governance arrangements have been established to underpin the work of the Panel and it is the intention to endeavour to continue to convene monthly Panel meetings. A process is in place for quarterly progress reporting by Councillor Richard Griffiths, as the Corporate Scrutiny Committee representative on the Panel.

2. FOCUS OF WORK OF THE CHILDREN'S SERVICES IMPROVEMENT PANEL

2.1 The Children's Services Improvement Panel has now met on seven occasions, namely

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- 17th July, 2017
- 21st August, 2017
- 25th September, 2017
- 26th October, 2017

² Corporate Scrutiny Committee convened on 4th September and 13th November, 2017

- 28th November, 2017
- 19th December, 2017 and
- 23rd January, 2018

Attached (**APPENDIX 1**) is a copy of the latest version of the Panel's forward work programme.

2.2 This report focuses on the work of the Panel in November and December, 2017:

- Detailed consideration to **Theme 2** of the Improvement Plan – **Quality & timely assessments, interventions and decision-making** (recommendations 3,9,10 & 11 of the CIW report). The Panel received a detailed presentation on the new quality assurance framework and a summary of quality audits completed for Qtr1 & 2 (April – September, 2017). It was noted that progress had been made with this priority area but that the quality of assessments remained inconsistent. This was partly due to the fact that the new staffing structure and other improvements had not been introduced until Qtr3. Also during its deliberations, the Panel further noted that discussions with North Wales Police at a regional level regarding the quality and consistency of child protection referrals were continuing
- **Service Improvement Plan (SIP)** – an overview of the Service Improvement Plan at each meeting of the Panel to ensure that the entire programme remains on target. Also, to enable the Panel to identify any early indication of slippage or lack of progress. The Panel at its November meeting looked at improvements implemented during September/October, 2017 which were summarised as:
 - i. Emphasis on intensive intervention
 - ii. Launch of the Teulu Môn service
 - iii. Establishing the Resilient Families Team
 - iv. Establishing a quality assurance framework for Children's Services.
- **Staffing structure** – It was noted that over the past 12 months there had been a significant reduction in dependency of the Service on agency staff in filling vacancies. There were however 4 social worker posts that continued to be filled by agency staff and which needed to be filled on a permanent basis
- **Laming Visits** – reporting back on the November Laming Visit under the strengthened governance framework. This Visit focused on the role of Teulu Môn, emphasising the importance of ensuring adequate time for the “*what matters*” conversations with children and families. Member and senior officer rota now in place to convene monthly visits to different teams in Children's Services
- **External evaluation** – at the November meeting, a detailed look at the role and remit of the Independent Support Team which followed on from an overview of the role of the Team in October³. It was noted that the Team would be reviewing

³ Meeting of the Children's Services Improvement Panel convened on 26th October, 2017

progress in implementing the Service Improvement Plan (SIP) over the coming weeks and report back on their findings in February, 2018

- **Self-evaluation of progress** – in December, the Panel gave detailed consideration to a position statement on progress up to November, 2017 which had been prepared for CIW. The Panel concluded:
 - i. Robust foundations had been put in place to drive significant improvement in children’s services but that it was now necessary to focus on ensuring that improvement measures were embedded into practice across the Service
 - ii. The Panel had made a positive contribution to the improvement journey through constructive challenge

The report of the Statutory Director of Social Services (agenda item 3) provides feedback from the Care Inspectorate Wales on the self-evaluation.

- **Training / awareness raising sessions** – incorporated into the Panel work programme, these sessions are convened at the beginning of each Panel meeting. Topics covered over the last couple of months included – Children on the Child Protection Register (process, numbers and statutory assessments required); new staffing structure for children’s services (detailed presentation on the new structure which became fully operational on 2nd October, 2017 and an overview of team and job roles).

3. MATTERS TO BE ESCALATED FOR CONSIDERATION BY THE PARENT COMMITTEE

The following matters be escalated for consideration by the Corporate Scrutiny Committee:

- 3.1 Although good progress has been made on implementing the revised staffing structure, some posts remain filled by agency workers. This needs to be addressed as soon as possible.
- 3.2 The Corporate Scrutiny Committee is requested to come to a view about the robustness of the Panel’s monitoring thus far.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

N/a

7 – Financial Implications

N/a

8 – Appendices:

Children’s Services Improvement Panel work programme

9 - Background papers (please contact the author of the Report for any further information):

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Llangefni. LL77 7TW

Cllr Richard Griffiths
Corporate Scrutiny Committee representative on the Children's Services Improvement
Panel / Children in Care Champion
Date: 15/01/18

**PANEL GWELLA GWASANAETHAU PLANT – RHAGLEN WAITH /
CHILDREN'S SERVICES IMPROVEMENT PANEL – WORK PROGRAMME**

CYFARFOD / MEETING	DYDDIAD / DATE	PWNC / SUBJECT	ADRODDIAD I'R PWYLLGOR SGRIWTINI CORFFORAETHOL / REPORT TO CORPORATE SCRUTINY COMMITTEE	ADRODDIAD I'R PWYLLGOR GWAITH / REPORT TO EXECUTIVE
GORFFENNAF → RHAGFYR, 2017 JULY → DECEMBER, 2017				
1	GORFFENNAF JULY 17/07/17 [3.00 – 5.00]	CG, Cynllun Prosiect a gosod y cyd-destun / <i>TOR, Project Plan & setting the scene</i> Cynllun Gwella Gwasanaeth – trosolwg lefel uchel / <i>Service Improvement Plan – high level overview</i> Thema 1: Gweithlu a Strwythur y Gwasanaeth/ <i>Theme 1: Workforce & Structure</i>		
2	AWST AUGUST 21/08/17 [2.00 – 4.30]	Cylch Gorchwyl terfynol / <i>Final Terms of Reference</i> Argymhellion yr AGGCC / <i>CSSIW recommendations</i> Cynllun Gwella Gwasanaeth – diweddariad / <i>Service Improvement Plan – update</i>		

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		<p>Trosolwg: Ymweliadau Laming → rhaglen dreigl o ymweliadau ac adrodd yn ôl / <i>Overview: Laming Visits – rolling programme of visits and reporting back</i></p> <p>Rhaglen waith ac anghenion datblygu / <i>Work programme and development needs</i></p>		
3	<p>MEDI / SEPTEMBER 25/09/17</p>	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → Ymweliadau Laming (pwrpas; ffiniau; adrodd yn ôl; rhestr wirio ymweliadau) <i>Development session/awareness raising → Laming Visits (purpose; boundaries; reporting back; visits checklist)</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>Thema 2: Aseidiadau, Ymyrraethau a Phenderfyniadau Amserol o Safon Uchel <i>Theme 2: Quality and Timely Assessments, Interventions & Decision Making</i></p> <p>Data perfformiad – RHAN I: % yr ymweliadau statudol â phlant sy'n derbyn gofal yn ystod y flwyddyn a gynhaliwyd yn unol â'r rheoliadau [SCC/025] / <i>Performance data [PIs] –</i></p>	<p>Pwyllgor Sgriwtini Corfforaethol / <i>Corporate Scrutiny Committee, 04/09/17</i></p>	<p>Pwyllgor Gwaith / <i>Executive, 18/09/17</i></p>

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		<p><i>PART I: % of statutory visits to looked after children due in the year that took place in accordance with regulations [SCC/025]</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		
4	<p>HYDREF / OCTOBER 26/10/17 [10.00 – 12.30]</p>	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → “Diwrnod gwaith ym mywyd gweithiwr cymdeithasol plant” <i>Development session/awareness raising → “Day in the life of a children’s social worker”</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>Thema 3: Gwarantu Ansawdd golwg manwl ar Argymhellion 2, 11, 13 a 14 – Adroddiad yr AGGCC / Theme 3: Quality Assurance <i>closer look at Recommendations 2, 11, 13 & 14 – CSSIW Report</i></p> <p>Tîm Cefnogaeth Annibynnol – trosolwg (rôl a chylch gorchwyl. Paratoi ar gyfer eitem sylweddol mis Tachwedd) Independent Support Team – overview (role and remit. Prepare for substantive item in November)</p>		

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		<p>Adolygu trefniadau ar gyfer Ymweliad Laming / Adborth o'r Ymweliad cyntaf → Thema 1 (Gweithlu) / <i>Review arrangements for Laming Visit / Feedback from first Vist → Theme 1 (Workforce)</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		
5	<p>TACHWEDD / NOVEMBER 28/11/17 [10.00 – 12.30]</p>	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → Plant ar y Gofrestr Amddiffyn Plant [Fon Roberts] <i>Development session/awareness raising → Children on the Child Protection Register</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>Thema 2: Aseidiadau, ymyrraethau a phenderfyniadau amserol o safon uchel yn cael eu gwneud i ddiogelu, cefnogi a rheoli'r risgiau i blant golwg manwl ar Argymhellion 3, 9, a 10 – Adroddiad yr AGGCC / <i>Theme 2: Quality & timely assessments, interventions & decision-making to protect, support & manage risks for children</i> <i>closer look at Recommendations 3, 9 & 10 – CSSIW Report</i></p>	<p>Pwyllgor Sgrwtini Corfforaethol / <i>Corporate Scrutiny Committee, 13/11/17</i></p>	<p>Pwyllgor Gwaith / <i>Executive, 27/11/17</i></p>

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		<p>Tîm Cefnogaeth Annibynnol – cyflwyniad gan aelod o'r Tîm (rôl a chylch gorchwyl (dilyniant o'r eitem trosolwg, cyfarfod mis Hydref y Panel)</p> <p>Independent Support Team – presentation by a member of the Team (follow on from the overview item, October Panel meeting)</p> <p>Data perfformiad – RHAN II: golwg manwl ar un o'r dangosyddion perfformiad unigol / RHAN II: indepth look at one key performance indicator: Each child, whose name is placed on the Child Protection Register, should have a named key worker who carries the professional responsibility for the case. The key worker should see the child at least every 10 working days and ensure that the child is seen at home at least every 4 weeks</p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / Work programme and development needs (review)</p>		
6.	RHAGFYR / DECEMBER 19/12/17 [10.00 – 12.30]	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → Strwythur Staffio Newydd y Gwasanaethau Plant [Fon Roberts] <i>Development session/awareness raising → Children's Services New Staffing Structure</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p>		

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		Adroddiad Cynnydd: Datganiad Sefyllfa o'r Gwelliannau hyd at Dachwedd, 2017 (golwg manwl) / <i>Progress Report: Position Statement on Improvements up to November, 2017 (detailed look)</i>		
		Ymweliadau Laming – adolygu cynnydd a derbyn adborth o'r Ymweliadau diweddar / <i>Laming Visits – review progress and receive feedback from recent Visits</i>		
		Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i>		
IONAWR → MAI, 2018 JANUARY → MAY, 2018				
7.	IONAWR / JANUARY 23/01/18 [10.00 – 12.30]	Sesiwn ddatblygu/codi ymwybyddiaeth → Gwasanaeth Ymyrraeth Gynnar ac Arbedol [Llŷr ap Rhisiart] <i>Development session/awareness raising → Early Intensive & Preventative Service</i>	Pwyllgor Sgriwtini Corfforaethol / <i>Corporate Scrutiny Committee, 31/01/18</i>	Pwyllgor Gwaith / <i>Executive 19/02/18</i>

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		<p>Diweddariad / monitro cynnydd ar Thema 2 y Cynllun Gwella Gwasanaeth (materion strwythur & gweithlu ac effaith y camau a gymerwyd) [PG 37]. Cynnwys diweddariad ar y trafodaethau efo Heddlu Gogledd Cymru [PG 36] / <i>Update / monitor progress on Theme 2 of the Service Improvement Plan (structure & workforce issues and impact of actions taken) [AP 37]. Include an update on the discussions with North Wales Police [AP 36].</i></p> <p>Cynllun Gwella Ymarfer (golwg manwl) / Practice Improvement Plan (detailed look)</p> <p>Trefn Rheoli Perfformiad Newydd (Deddf Gwasanaethau Cymdeithasol a Llesiant) (trosolwg) / <i>New Performance Management System (Social Services and Wellbeing Act) (overview)</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		
8.	CHWEFROR / FEBRUARY 26/02/18	Sesiwn ddatblygu/codi ymwybyddiaeth → Gwasanaeth Ymyrraeth Ddwys [Llyr Bryn Roberts] <i>Development session/awareness raising → Intensive Intervention Service</i>		

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	[10.00 – 12.30]	<p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>Trefniadau goruchwyliaeth – diweddariad / <i>Supervision arrangements - update</i></p> <p>Adroddiad y Tim Cefnogaeth Annibynnol (golwg manwl) / <i>Report of the Independent Support Team (detailed look)</i></p> <p>Cyflwyniad gan y Gwasanaeth Dysgu / <i>Presentation from the Learning Service</i></p> <p>Ymweliadau Laming – adolygu cynnydd a derbyn adborth o'r Ymweliadau diweddar / <i>Laming Visits – review progress and receive feedback from recent Visits</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		Pwyllgor Gwaith / <i>Executive 19/02/18</i>
<p>AGGCC yn ail-ymweld â'r Cyngor i fonitro cynnydd yn erbyn argymhellion yr arolwg [rhwng Mawrth → Medi, 2018]/ CSSIW to revisit the Council to monitor progress against the recommendations of the review [between March → Sept, 2018]</p>				
9.	MAWRTH / MARCH	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → Gwarantu Ansawdd / Gwasanaethau Arbenigol Plant <i>Development session/awareness raising → Quality Assurance / Specialist Children's Services</i></p>		

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	20/03/18 [10.00 – 12.30]	<div style="background-color: yellow; height: 20px; margin-bottom: 5px;"></div> Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i> Adolygiad o effaith y strategaeth gweithlu ar ymarfer a chanlyniadau i blant a phobl ifanc / <i>Review of the impact of the workforce strategy on practice and outcomes for children and young people¹</i> Trefn Rheoli Perfformiad Newydd (Deddf Gwasanaethau Cymdeithasol a Llesiant) (gsolwg manwl ar y dangosyddion) / <i>New Performance Management System (Social Services and Wellbeing Act) (detailed look at the indicators)</i> Thema 5: golwg manwl Theme 5: closer look Cyflwyniad gan y Gwasanaeth Tai / <i>Presentation from the Housing Service</i>		

¹ PG8 Panel Gwella Gwasanaethau Plant, 17/07/17 / AP8 Children's Services Improvement Panel, 17/07/17

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		Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i>		
10.	EBRILL / APRIL 25/04/18 [1.00 – 4.00]	<p>Sesiwn ddatblygu/codi ymwybyddiaeth → Protocol ar gyfer rôl Cyfarwyddwr y Gwasanaethau Cymdeithasol <i>Development session/awareness raising → Protocol for the role of the Director of Social Services</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>Adroddiad cynnydd – cydweithio efo Heddlu Gogledd Cymru (CID16s) / <i>Progress report – collaboration with North Wales Police (CID16s)</i></p> <p>Thema 4: golwg manwl <i>Thema 4: closer look</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		
11.	MAI / MAY	Sesiwn ddatblygu/codi ymwybyddiaeth → I'W GADARNHAU <i>Development session/awareness raising → TO BE CONFIRMED</i>		

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		<p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>I'w gadarnhau / <i>To be confirmed</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p>		
MEHEFIN → JUNE →				
12.	MEHEFIN / JUNE	Sesiwn ddatblygu/codi ymwybyddiaeth → I'W GADARNHAU <i>Development session/awareness raising → TO BE CONFIRMED</i>		
		<p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> <p>I'w gadarnhau / <i>To be confirmed</i></p>	Pwyllgor Sgrwtini Corfforaethol / <i>Corporate Scrutiny Committee, June 2018</i>	Pwyllgor Sgrwtini Corfforaethol / <i>Corporate Scrutiny Committee, June 2018</i>

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		Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i>		

Mae yna nifer o bynciau sydd angen eu hychwanegu at raglan waith y Panel / *There are a number of topics which need to be added to the Panel's work programme:*

Sesiynau ddatblygu/codi ymwybyddiaeth / *Development/awareness raising sessions:*

- i. Prosesau cyfreithiol a diffiniadau (Cofrestr Amddiffyn Plant, Plant mewn Angen, Plant mewn Gofal, ôl-ofal) / Legal processes and definitions (Child Protection Register, Children in Need, Children in Care, Aftercare)*
- ii. Ymyrraeth fuan a gwasanaethau ataliol / Early intervention and preventative services
Ee Adverse Childhood Experiences [ACEs] (ymyrraethau ataliol / preventative, universal interventions)
Rôl Teulu Môn a Dyletswydd (ymyrraeth fuan) / Role of Teulu Môn and Duty (early intervention)*
- iii. Model dwys o ymyrryd / Intensive model of intervention [IFSS]*
- iv. Rheoli perfformiad a dangosyddion perfformiad / Performance management and performance indicators*
- v. Protocol ar gyfer rôl Cyfarwyddwr y Gwasanaethau Cymdeithasol / Protocol for the role of the Director of Social Services*
- vi. Deddf Gwasanaethau Cymdeithasol a Llesiant / Social Services and Wellbeing Act*

Eitemau i'w hychwanegu / Items to be added:

- Sesiwn → Rhan 4: Canllawiau Amddiffyn Plant Cymru Gyfan (holiadau yn erbyn gweithwyr proffesiynol yn y maes plant) (PG 34 y Panel Gwella Gwasanaethau Plant) / *Session → Part 4: All Wales Child Protection Guidance (allegations against professional workers who work with children)*
- Themau 4 & 5 y Cynllun Gwella Gwasanaeth / *Themes 4 & 5, Service Improvement Plan.*