

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

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| Committee: | Corporate Scrutiny Committee |
| Date: | 13 th November, 2017 |
| 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 / Llŷr Bryn Roberts, Interim 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

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, a number of posts remain vacant. 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 CSSIW 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:-

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 in the Panel work 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 a recent meeting of this Committee¹, 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 four occasions, namely –

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

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

¹ Corporate Scrutiny Committee convened on 4th September, 2017

2.2 The Panel has concentrated on the following matters over the past two months:

- Detailed consideration to **Theme 2** of the Improvement Plan – **Quality & timely assessments, interventions and decision-making** (recommendations 3,9,10 & 11 of the CSSIW report). During its deliberations, the Panel noted that discussions with North Wales Police at a regional level regarding the quality and consistency of child protection referrals were continuing
- Detailed consideration to **Theme 3** of the Improvement Plan – **Quality Assurance**. This included a detailed look at the emerging quality assurance framework for children’s services and recommendations 2,13 & 14 of the Care Inspectorate’s recent inspection report
- **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
- **Laming Visits** – reporting back on the first Laming Visit under the strengthened governance framework. Member and senior officer rota now in place to convene monthly visits to different teams in Children’s Services
- Detailed look at 1 **key performance indicator [SCC/025]** - *% of statutory visits to looked after children due in the year that were held in accordance with regulations*
The Panel received a presentation on the complexity of data being gathered for this performance indicator and a detailed analysis of performance for August, 2017. In light of its deliberations, the Panel confirmed the need to review the data for the period April → July, 2017 in order to ensure accuracy of data collection and reporting of performance **[AP 38]**
- **External evaluation** – overview of the role and remit of the Team as preparation for a substantive item at the meeting of the Panel to be convened on 28th November
- **Training / awareness raising sessions** – incorporated into the Panel work programme and sessions convened at the beginning of each Panel meeting. Topics covered over the last couple of months included – Laming Visits (purpose, boundaries, reporting back); a day in the life of a children’s services social worker.

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, posts remain vacant. 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):

Anwen Davies, Scrutiny Manager, Isle of Anglesey County Council, Council Offices,
Llangefni. LL77 7TW

Cllr Richard Griffiths**Corporate Scrutiny Committee representative on the Children's Services Improvement Panel / Children in Care Champion****Date: 30/10/17**

**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] – PART I: % of statutory visits to</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> |

| 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 |
|--------------------|---|--|---|---|
| | | <p><i>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 <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> closer look at Recommendations 3, 9 & 10 – CSSIW Report</p> | <p>Pwyllgor Sgriwtini 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 → Gwasanaeth Ymyrraeth Gynnar ac Arbedol [Llŷr ap Rhisiart] Development session/awareness raising → Early Intervention & Preventative Service</p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / Service Improvement Plan (quick review)</p> | | |

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|---|--|---|---|---|
| | | <p>Thema *: I'W GADARNHAU Theme *: TO BE CONFIRMED</p> <p>Data perfformiad – Rhan III: golwg manwl ar dueddiadau a phatrymau 3 blynedd / <i>PART III: indepth look at trends and any 3 year patterns</i></p> <p>Data perfformiad – RHAN IV: golwg manwl ar un o'r dangosyddion perfformiad unigol / <i>PART IV: indepth look at one key performance indicator</i></p> <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p> | | |
| IONAWR → MAI, 2018 JANUARY → MAY, 2018 | | | | |
| 7. | IONAWR / JANUARY 23/01/18 [10.00 – 12.30] | <p>Sesiwn ddatblygu/codi ymwybyddiaeth → Gwasanaeth Ymyrraeth Ddwys [Fon Roberts] <i>Development session/awareness raising → Intensive Intervention Service</i></p> <p>Cynllun Gwella Gwasanaeth (cipolwg) / <i>Service Improvement Plan (quick review)</i></p> | | |

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| | | <p>Diweddariad / monitro cynnydd ar Thema 2 y Cynllun Gwella Gwasanaeth. Cynnwys diweddariad ar y trafodaethau efo Heddlu Gogledd Cymru [PG 36] / <i>Update / monitor progress on Theme 2 of the Service Improvement Plan. Include an update on the discussions with North Wales Police [AP 36]</i></p> | <p>PG 37 Rhaglennu diweddariad pellach i'r Panel ar faterion y strwythur a gweithlu ac effeithiau'r camau rhoddwyd mewn lle. Hefyd, rhaglennu diweddariad ar Thema 2 yr un pryd (PG 36)</p> | |
| | | <p>Diweddariad pellach ar faterion y strwythur a gweithlu ac effeithiau'r camau rhoddwyd mewn lle [PG 37] / Further update on structure and workforce issues and the impact of actions taken [AP 37]</p> | | |
| | | <p>Thema *: I'W GADARNHAU Theme *: TO BE CONFIRMED</p> | | |
| | | <p>Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i></p> | | |
| 8. | <p>CHWEFROR / FEBRUARY 26/02/18 [10.00 – 12.30]</p> | <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>Pwyllgor Sgriwtini Corfforaethol / <i>Corporate Scrutiny Committee, 05/02/18</i></p> | <p>Pwyllgor Gwaith / <i>Executive, 19/02/18</i></p> |

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| | | I'w gadarnhau / <i>To be confirmed</i> | | |
| | | Rhaglen waith ac anghenion datblygu (adolygiad) / <i>Work programme and development needs (review)</i> | | |
| 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] | | | | |
| 9. | MAWRTH / MARCH 20/03/18 [10.00 – 12.30] | Sesiwn ddatblygu/codi ymwybyddiaeth → I'W GADARNHAU <i>Development session/awareness raising → TO BE CONFIRMED</i> | | |
| 10. | EBRILL / APRIL | | | |
| 11. | MAI / MAY | | | |
| MEHEFIN → JUNE → | | | | |
| 12. | MEHEFIN / JUNE | Sesiwn ddatblygu/codi ymwybyddiaeth → I'W GADARNHAU <i>Development session/awareness raising → TO BE CONFIRMED</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*

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)*