

ADVOCACY Report Card: Performance Accountability
Reporting period: Quarter 2 - 1st December 2015 – 29th February 2016 Rhondda Cynon Taff

	How much did we do?	Target	Q1	Q2	Result (Quarterly, unless otherwise stipulated)	Accumulative
	Male /female annual breakdown statistics inclusive of disability referrals	21	33	16	Male – 7 Female – 9	49
	Statistics by age					
	0 – 10yr olds		6	2	Male - 1 Female - 1	8
	11- 16yr olds		22	11	Male - 5 Female - 6	33
	17+		5	3	Male - 1 Female - 2	8
	Total					49
1.	Number of referrals received, broken down by referral source		9 16 1 1 2 3 1 0	1 7 1 2 1 1 0 3	Advocate/Coordinator Social Worker Social Services-IRO Residential Unit Parent/Family Self-referral Support Worker Foster Carer Total	10 23 2 3 3 4 1 3 49
2.	Number of advocacy cases worked on by advocates up to 29th February 2016 (Rhondda Cynon Taff)	No target	4 21 3 4 1 0	2 9 0 4 0 1	Kaye Watkins Gail Humphreys James Roles Colin White Annette O'Rourke Annabel Oxford	6 30 3 8 1 1
	NYAS Rhondda Cynon Taff has supported 28 IBA advocacy cases this quarter.					

	<p>There were 22 case closures.</p> <p>NYAS will be carrying 6 open cases forward into to the next quarter.</p>					
3.	Number of cases closed	Cases to be monitored and closed within 3 months of initial referral			22 cases were closed this quarter.	
4.	<p>Status of referrals (as at submission date)</p> <ul style="list-style-type: none"> • Accepted • Declined (reason why declined) • Undergoing assessment 	100%	100%	100%	33 cases referred were accepted and allocated to an advocate for action.	
		No target	6%	0%		
		No target	N/A	N/A	No cases are currently under assessment.	
5	Issues presented for advocacy support					
	<p>Issues a child/young person needs advocacy representation on:-</p> <p>The information below highlights key issues brought to NYAS this quarter. The table will provide an indication of how many children/young people received advocacy support with this particular issue. A number of young people may seek support for further issues once advocacy support is in place.</p>					
	Contact		9	3	Advocacy requests to support children and young people with family contact. All referrals were requests for family contact to be stopped, started or changed.	12
	Placement Issues (breakdown, change etc)		6	8	Referrals received for advocacy support around placement issues. The issues consisted of requests to move	14

					placement/remain in placement and requests for support to improve relationships within placement.	
	Relationship with Social Worker		2	1	Referrals received for advocacy support around issues with social worker this quarter. These issues were resolved during agreed meetings.	3
	Safeguarding		1	0		1
	Access to resources		1	0		1
	Complaints Against Local Authority		3	4	Complaints resolved at stage 1 all regarding decisions made by social services.	7
	Relationship with Carer		3	1	Referrals regarding young people being happy with placement moves and quality of care being received.	4
	Access and information on appropriate Services		0	1	Young person requested information on local groups they may join.	1
	View Personal/Medical Files		0	1	Young person requested to view personal/medical files.	1
	Pathway Planning		0	1	Young person requested an updated Pathway plan.	1
	NYAS Legal Services		0	1	Young person requested details of a Local Solicitor which was provided by NYAS Legal Services.	1
	Education		0	1	Young person requested the provision of adequate educational placements be reviewed.	1

<p>Representation at Meetings</p> <p>Includes support, preparation and attendance for LAC reviews, CIN meetings, core groups & CP conference.</p>	<p>CP Process</p> <p>Child In Need Meeting</p>	<p>10</p> <p>4</p> <p>1</p> <p>40</p>	<p>6</p> <p>0</p> <p>0</p> <p>28</p>	<p>Referrals were received for representation or support at Looked After Child Reviews to promote the general views, wishes and feelings around review topics.</p> <p>Conferences/Meetings Additional support provided to understand Child Protection procedures. Where the child/young person was unable to attend advocacy representation was provided and feedback given to ensure a fully inclusive process.</p> <p>Referral received for a young person to promote views, wishes and feelings at the meeting.</p> <p>Total issues support year to date</p>	<p>16</p> <p>4</p> <p>1</p> <p>68</p>
<p>Total issues supported by advocacy this quarter</p>					
<p>Legal status of referrals:</p> <ul style="list-style-type: none"> • Care Order <ul style="list-style-type: none"> - In County - Out of County • Young people with disabilities 	<p>In county</p> <p>Out of county</p>	<p>27</p> <p>6</p> <p>6</p>	<p>11</p> <p>5</p> <p>11</p>	<p>NYAS received 16 advocacy referrals for those children and young people known as looked after, five of which were placed out of county.</p> <p>NYAS received 11 advocacy referrals for young people with a range of disabilities.</p>	<p>17</p>

	<ul style="list-style-type: none"> • Full care order –Section 31 		13	8		21
	<ul style="list-style-type: none"> • Interim care order – Section 30 		0	0		0
	<ul style="list-style-type: none"> • Accommodated – Section 20 		7	6		13
	<ul style="list-style-type: none"> • Section 17 CIN/CP and CWD 		11	1		12
	<ul style="list-style-type: none"> • Leaving Care 		2	1		3
	<ul style="list-style-type: none"> • Vulnerable Adult (See narrative report) 					
	Total		33	16		49
6.	How well did we do it?					
19.	% cases where case was allocated to Advocate within 1 working day		97%	91%	This target not possible due to holiday period.	
20.	% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation		85%	86%	This target not possible due to holiday period.	
21.	% referrals acknowledged within 3 working days		100%	100%	All referrals received were allocated and acknowledged with the child/young person within 3 working days.	
22.	% children matched to Advocate within 5 working days		100%	100%	All referrals were matched to an advocate within 5 working days as outlined within NYAS allocation standards.	
23.	Number of referrals – at 21 per quarter or more?		33	16	16 referrals were received this quarter. The target figure of 21 was not met.(See narrative report).	
24.	Is anyone better off? Did we make a difference? Based on Advocacy Standards.					

	Feedback on cases closed offered by young people.					
					NYAS closed 22 cases this quarter and received feedback from all young people. Further information on feedback including quotes can be found on the quarter 2 narrative report.	
1.	How happy were YP in the support that they received from NYAS?		Yes	Yes	All said they were happy with the support they received.	
2.	Did young people get enough information on what was happening from NYAS?		Yes	Yes	All commented- kept informed	
3.	How well did YP understand what was happening?		Yes	Yes	All young people feedback that they understood what was happening to them.	
4.	How well did YP feel listened to?		Yes	Yes	All children and young people said they felt listened too.	
5.	Were YP treated fairly by NYAS?		Yes	Yes	All felt they were included and treated fairly.	
6.	Would the YP recommend NYAS		Yes	Yes	All young people stated they would recommend NYAS others.	
7.	Did NYAS make the situation better/worse?		Better	Better	All reported that advocacy made their situation better.	
8.	Children with Disability reporting they were happy with services received?		N/A	N/A	No young people fed back to the service using the disability feedback forms.	

ADVOCACY Report Card: Performance Accountability
Reporting period: Quarter 3 - 1st March 2016 – 31st May 2016 Rhondda Cynon Taff

	How much did we do?	Target	Q1	Q2	Q3	Result (Quarterly, unless otherwise stipulated)	Accumulative
	Male /female annual breakdown statistics inclusive of disability referrals Note * included in LAC referrals were 9 young people with disabilities. (See narrative report).	21	33	16	26	Male – 11 Female – 15	75
	Statistics by age						
	0 – 10yr olds		6	2	2	Male - 2 Female - 0	10
	11- 16yr olds		22	11	17	Male - 5 Female - 12	50
	17+		5	3	7	Male - 4 Female - 3	15
	Total		33	16	26		75
1.	Number of referrals received, broken down by referral source		9	1	0	Advocate/Coordinator	10
			16	7	11	Social Worker	34
			1	1	9	Social Services-IRO	11
			1	2	0	Residential Unit	3
			2	1	1	Parent/Family	4
			3	1	4	Self-referral	8
			1	0	0	Support Worker	1
			0	3	1	Foster Carer	4
						Total	75

5	Issues presented for advocacy support						
	<p>Issues a child/young person needs advocacy representation on:-</p> <p>The information below highlights key issues brought to NYAS this quarter. The table will provide an indication of how many children/young people received advocacy support with this particular issue. A number of young people may seek support for further issues once advocacy support is in place.</p>						
	Contact		9	3	0	Advocacy requests to support children and young people with family contact. All referrals were requests for family contact to be stopped, started or changed.	12
	Placement Issues (breakdown, change etc)		6	8	3	Referrals received for advocacy support around placement issues. The issues consisted of requests to move placement/remain in placement and requests for support to improve relationships within placement.	17
	Relationship with social worker		2	1	2	Referrals received for advocacy support around issues with social worker this quarter. These issues were resolved during agreed meetings.	5
	Safeguarding		1	0	0	Safeguarding procedures were followed regarding a young person in emotional distress when contacting the advocacy service.	1

Resources		1	0	1	Referral regarding eligible spend of Disability Living Allowance monies. Foster carers wanted to purchase a hot tub for the young person.	2
Complaints Against Local Authority		3	4	3	Complaints resolved at stage 1 all regarding decisions made by social services. See narrative report.	10
Carer		3	1	1	Referrals regarding young people being happy with placement moves and quality of care being received.	5
Other Appropriate Services		0	1	1		2
View Personal/Medical Files		0	1	0		1
Pathway Planning		0	1	1		2
NYAS Legal Services		0	1	0		1
Education		0	1	6		7
Appropriate Support		0	0	2		2
Oher Immigration Issues		0	0	2		2
Family Members		0	0	5		5

	Child Protection		0	0	2		2
	State Benefits		0	0	1		1
	Representation at Meetings Includes support, preparation and attendance for LAC reviews, CIN meetings, core groups & CP conference. (For further information see narrative report).	LAC Reviews	10	6	6	Referrals were received for representation or support at Looked After Child Reviews to promote the general views, wishes and feelings around review topics. See narrative report	22
		CP Process	4	0	0	Conferences/Meetings Additional support provided to understand Child Protection procedures. Where the child/young person was unable to attend advocacy representation was provided and feedback given to ensure a fully inclusive process. See narrative report.	4
		CIN Mtgs	1	0	0	Child-In-Need Meeting. Referral for a young person for advocacy support to promote views, wishes and feelings at the meeting.	1
	Total issues supported by advocacy this quarter		40	28	36	Total issues support year to date	104

	Legal status of referrals:						
	<ul style="list-style-type: none"> • Care Order <ul style="list-style-type: none"> - In County - Out of County 	In county Out of county	27 6	11 5	17 9	NYAS received 26 advocacy referrals for those children and young people known as looked after, five of which were placed out of county. See narrative report.	
	• Full care order –Section 31		13	8	13		34
	• Interim care order – Section 30		0	0	0		0
	• Accommodated – Section 20		7	6	8	2 YP are UASC	21
	• Section 17 CIN/CP and CWD		11	1	4		16
	• Leaving Care		2	1	1		4
	• Vulnerable Adult (See narrative report)		0	0	0		0
	Total		33	16	26		75
6.	How well did we do it?						
19.	% cases where case was allocated to Advocate within 1 working day		97%	91%	88%	This target not possible due to holiday period	92%
20.	% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation		85%	86%	88%	This target not possible due to holiday period.	86%
21.	% referrals acknowledged within 3 working days		100%	100%	100%	All referrals received were allocated and acknowledged with the child/young person within 3 working days.	100%
22.	% children matched to Advocate within 5 working days		100%	100%	100%	All referrals were matched to an advocate within 5 working days as outlined within NYAS allocation standards.	100%

23.	Number of referrals – at 21 per quarter or more?		33	16	26	26 referrals were received this quarter. There are 5 more referrals than the target figure of 21.	75
24.	Is anyone better off? Did we make a difference? Based on Advocacy Standards.						
	Feedback on cases closed offered by young people.					.	
						NYAS closed 17 cases this quarter and received feedback from all young people. Further information on feedback including quotes can be found on the quarter 3 narrative report.	
1.	How happy were YP in the support that they received from NYAS?		Yes	Yes	Yes	All said they were happy with the support they received.	
2.	Did young people get enough information on what was happening from NYAS?		Yes	Yes	Yes	All commented- kept informed	
3.	How well did YP understand what was happening?		Yes	Yes	Yes	All young people feedback that they understood what was happening to them.	
4.	How well did YP feel listened to?		Yes	Yes	Yes	All children and young people said they felt listened too.	
5.	Were YP treated fairly by NYAS?		Yes	Yes	Yes	All felt they were included and treated fairly.	
6.	Would the YP recommend NYAS		Yes	Yes	Yes	All young people stated they would recommend NYAS others.	
7.	Did NYAS make the situation better/worse?		Better	Better	Better	All reported that advocacy made their situation better.	
8.	Children with Disability reporting they were happy with services received?		N/A	N/A	N/A	No young people fed back to the service using the disability feedback forms.	

