



NYAS Rhondda-Cynon-Taff

Children Services Quarterly Narrative Report

1st April-30th June 2017

1. Progress of service this period.

- 16 new referrals were received in this period.
- From the 16 referrals, 25 issues were supported by the advocacy service.
- 30 cases were managed in this quarter.
- 25 of these cases have now closed.
- Half of the young people referred to the service this quarter were aged 17-20.
- We have attended, supported and represented children and young people at 10 meetings this quarter. For further breakdown and purpose of the meeting see RBA report card.
- Advocacy support with regard to LAC review meetings was the highest referral issue this period. 2 young people referred were subject to child protection processes.
- 1 referral has been directly received from a Social Worker.
- 2 referrals received from an Independent Reviewing Officer.
- The following table will provide information on the number of referrals received from each team.

Team	Number of referrals.
Intensive Intervention Teams East	1
Independent Reviewing Officers	2

Service Promotion, development and training.

- All information points within the local authority hold NYAS information leaflets.
- NYAS updated its links on Local Partnership and Volunteering web sites.
- NYAS attended the task and finish group working with Commissioners from both local authorities in preparation to implement the national approach to advocacy and the active offer.
- NYAS have continued to develop staff training with regard to SSCWB Act and to review working arrangements in preparation to deliver the Active Offer of Advocacy.
- NYAS advocates delivered a series of 6 Advocacy awareness raising sessions to young people and the 16+ Team at the new Wednesday drop in facility for young people in Pontypridd.
- NYAS staff completed Residential Visits to Brynda and Beddau community homes.
- NYAS had an information stand at the LAC awards.
- NYAS met with the Education Department to discuss advocacy support for children and young people with behavioural issues.

2. Themes and Issues this period

1. This quarter the highest number of advocacy referrals received, were for requests for advocacy representation and support at LAC review meetings.
2. NYAS received two referrals for young people involved in the Child Protection process.
3. Five young people requested advocacy support with regard to suitable educational placements meeting the needs of young people with a range of disabilities .NYAS will continue to support children and young people with disabilities to ensure they are involved in both the care planning process and are included and given an opportunity to have a say in decisions being made about them.
4. Eight young people aged 17+ requested advocacy support on a range of issues. This was as a direct result of NYAS joint working with the 16+Team to plan and deliver advocacy awareness raising sessions at the new weekly drop in sessions in Pontypridd.
5. There were no complaints made to the advocacy service this quarter.

2. Is anyone better off?

NYAS aim to achieve 100% feedback from children and young people at the point of case closure. From the 25 cases closed this quarter NYAS received 10 completed feedback forms and 8 completed feedback cards.

From all feedback received, no areas of concerns were highlighted. All commented that they felt listened to and all reported that advocacy had made their situation better.

All children and young people said they would recommend the service to others.

Please refer to the RBA report for feedback breakdown.

The following feedback has been received directly from children, young people and professionals.

"I am glad that my advocate stayed in touch with me."

"I felt supported and helped by my advocate."

CYP comments on advocacy helping them achieve their outcomes.

"Getting a flat has been my main priority. I have decided to return to training with a view to getting a job. Talking things over with my advocate has helped me work through things and supported me in making my own decisions."

"Thank you for supporting me and getting the answers I needed."

"Advocacy supported me and I am happy my social worker listened and acted on my views, wishes and feelings. Without my advocate helping me, I don't think this would have happened."

3rd Party Feedback: See below feedback received from professionals, inclusive of professionals and Foster Carers.

Foster parents commented "Thank you for the effort you have put in with D we have seen the difference advocacy has made to him."

Foster carer commented "Thank you for sending a female advocate she's lovely and I can see talking to her is really helping C."

Independent Reviewing Officer " The advocate really made a difference to enabling the young person to communicate their feelings and opinion in meetings. Advocacy has also

ensured that Professionals directly involve the young person in discussion in meetings and for this young person that has been real progress.”

The following case studies have been chosen to illustrate the range of issues and varying levels of advocacy support needed by the children/young people referred to the service.

Case Study 1 –Issues Advocacy support at LAC Review, Education and Health.

L is aged 11 and subject to a section 20 voluntary care order. L has arthrogyriposis.

L a previous service user requested that his foster carer contact NYAS “for my advocate to work with me again.”

What did the Advocate do?

- Contacted L and arranged an initial advocacy visit.
- Allowed L to take control of all visit dates and times.
- Reviewed the advocacy role including confidentiality and consent to share information.
- Allowed L to utilise the service to meet their needs by prioritising their issues.
- Enabled L to discuss and explore concerns, views, wishes and feelings.
- Supported L to put their views, wishes and feelings in writing and forward to the social worker prior to the LAC review.
- Supported L to develop an advocacy action plan which included the advocate providing feedback following the meeting and on the young person’s letter.
- As L requested the advocate attended the LAC review to present wishes and feelings and to obtain information on the care and support plans.
- Following the LAC review the advocate contacted L to arrange a feedback visit. feedback included that a separate education meeting would be arranged to review transition arrangements for L moving to high school.
- The advocate supported L to express concerns in writing with regard to available support and transition arrangements in place to attend high school.
- The advocate accompanied L to provide advocacy support at the education meeting which enabled L to participate in the meeting and share concerns regarding disability support and transition to a new school.
- The advocate supported L to write a letter to the Medical Consultant regarding waiting time for an operation and on how this was affecting L’s quality of life and education.
- The advocate met with L as each request was completed and to provide feedback after the meetings and review outcomes with L.

Outcomes for L.

- Increased confidence.
- Improved positive communication skills through the advocacy process.
- Increased awareness of rights and entitlements.
- Enhanced skills in making informed choices.
- L’s wishes and feelings were listened to by decision makers regarding family contact and an education meeting arranged to review transition arrangements.
- Transition arrangements were reviewed by designated professionals to include L’s requests and concerns and an appropriate support package put in place at school.
- L’s letter was sent to the Medical Consultant. L received a reply with a date for the scheduled operation.

L provided the following feedback to the Advocate “I am really happy with everything and thank you for helping me.” On the written feedback form L drew a large smiley face.

Case study 2 – Issues- Advocacy support at LAC Review and Leaving Care.

B is aged 18 and subject to a section 31 full care order.

B a previous requested advocacy support at the forthcoming LAC review and to discuss leaving care.

What did the Advocate do?

- Arranged to meet with B to prepare for the meeting.
- Reviewed the advocacy role including confidentiality and consent to share information.
- Allowed B to utilise the service to meet their needs by prioritising their own issues.
- Allowed B to discuss and explore concerns, questions and views, wishes and feelings.
- Informed B on rights and entitlements on leaving care and support available from the 16+ Team up to the age of 21.
- Allowed B to decide on attending the meeting and consider how their views, wishes and feelings would be presented.

Outcomes for B

- Increased confidence
- Awareness of rights and entitlements
- Enhanced skills in making informed choices.
- Improved communication skills through the advocacy process.
- Enabled B to explore concerns and express their views, wishes and feelings.
- B was able to participate fully in the LAC review and engage in the care planning process.
- B secured a place with a training provider.
- B was recommended for an application for accommodation.
- B understood rights and entitlements available on Leaving Care from the 16+ Team and support available up to the age of 21.

B provided the following feedback to the Advocate “Getting a flat is now my main priority. I will shortly be returning to training with a view to getting a job and have appreciated all your support.”

Cases now closed.

3. Independent Visitor Service.

During the period there were no new referrals were made to the NYAS Volunteer Independent Visiting service under the RCT contract.

Provisional matches for the four young people referred have now been identified.

- Five new volunteers completed their NYAS Independent Visitor Training.
- These Volunteers are in the final stages of the NYAS safer recruitment process.
- NYAS delivered an awareness raising session on Volunteering opportunities and the role of an Independent Visitor to staff at Interlink Volunteer Bureau in Pontypridd.
- NYAS will continue to promote the Independent Visitor service to social care practitioners.
- The registration of the Independent Visitor Role on the Volunteering Wales web site and all promotional activity continues to attract new volunteers.
- NYAS volunteer recruitment and training is an ongoing process.

4. Key recommendations

(NYAS recommendations to LA's for service improvement)

- NYAS has continued to ask children and young people of their understanding and involvement in their care planning. This quarter NYAS closed twenty five advocacy cases and received feedback from all young people. 15 young people reported they knew about their care plan and 13 young people felt they had been consulted with regarding their care plan. All were aware that they could request a copy of their care plan and 5 young people had chosen to do so. The overall feedback this period provides a positive indication that children and young people referred to the service are aware of their care plans and those reporting being involved in the care planning process is increasing. NYAS will continue to highlight to children services departments the importance of children and young people's involvement in the care planning process. NYAS would welcome the opportunity in working with the local authority to develop a child friendly version of care plans.
- As a crucial and key priority NYAS would like to work with the local authority in ensuring that all children and young people are aware of the advocacy service and how to access it.
- NYAS would welcome working with children services heads to ensure the active offer of advocacy is embedded into practice.

ADVOCACY Report Card: Performance Accountability
Reporting period: QTR 3 – 1st April – 30th June 2017 Rhondda Cynon Taff

	How much did we do?	Target	Q1	Q2	March	Q3	Result (Quarterly, unless otherwise stipulated)	Accumulative
	Male/ Female annual breakdown statistics	21	21	26	9	16	Male - 9 Female - 7	72
	Statistics by age							
	0 – 10yr olds		6	2	3	2	Male - 1 Female - 1	13
	11- 16yr olds		11	15	6	6	Male - 5 Female - 1	38
	17+		4	9	0	8	Male - 3 Female - 5	21
	Total		21	26	9	16		72
1.	Number of referrals received, broken down by referral source		3	5	0	5	Advocate/Coordinator	13
			8	9	5	1	Social Worker	23
			4	2	0	2	Social Services-IRO	8
			1	0	0	0	LEA	1
			3	1	1	1	Parent/Family	6
			0	8	1	5	Self-referral	14
			1	0	0	1	Support Worker	2
			1	0	2	0	Foster Carer	3
			0	1	0	0	Other (Barnardo's)	1
			0	0	0	1	NHS Worker	1
							Total	72
2.	Number of advocacy cases allocated to named advocates up to 30th June 2017.	No target	4	0	0	0	Gail Humphreys	4
			6	16	4	5	Colin White	31
			1	2	1	1	Annette O'Rourke	5
			1	0	0	1	Annabel Oxford	2
			1	0	0	0	Julia Gay	1
			1	2	2	4	Wayne Marsh	9
			2	2	0	1	Dennis Warwick	5
			3	2	1	0	Gaynor Madgwick	6
			1	0	0	2	Michael Pearson	3
			1	0	0	0	Mariam Raza	1
			0	2	1	1	Kaye Watkins	4
			0	0	0	1	Fran Thrower	1
	NYAS Rhondda Cynon Taff has supported 30 IBA advocacy cases this quarter.							
	There were 25 case closures.							
	NYAS will be carrying 5 open cases forward into to the next quarter.							

3.	Number of cases closed	Cases to be monitored and closed within 3 months of initial referral					25 cases were closed this quarter.	
4.	Status of referrals (as at submission date)							
	<ul style="list-style-type: none"> Accepted 	100%	100%	100%	100%	100%	16 cases referred were accepted and allocated to an advocate.	
	<ul style="list-style-type: none"> Declined (reason why declined) 	No target	0%	0%	0%	0%	No referrals were declined by the service this quarter.	
	<ul style="list-style-type: none"> Undergoing assessment 	No target	N/A	N/A	N/A	N/A	No cases are currently Under assessment.	
5	Issues presented for advocacy support							
	The information below highlights key issues brought to NYAS this month. The table will provide an indication of how many children/young people received advocacy support with this particular issue. NB –Children and young people may present more than one issue which requires advocacy support on.							
	Contact		2	3	0	0		5
	Placement Issues (breakdown, change etc)		6	2	1	1	Referral 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.	10
	Education		2	7	0	5	Five referrals were received for advocacy support regarding suitable educational placements. See case studies narrative report.	14

	LA or Social Worker		0	2	1	1	Referral received for advocacy support around issues with a Social Worker.	4
	Communication		1	0	0	2	Two young people with disabilities and communication difficulties requested advocacy support to help them take forward their views.	3
	State Benefits		0	1	0	1	One young person requested advocacy support to help them explore and understand benefit entitlements.	2
	Legal Status		0	0	0	1	One young person requested advocacy support to help understand their care order and legal status.	1
	Resources		0	0	0	1	One young person requested advocacy to help them explore resources and request further help from the disabled children's team.	1
	Homelessness		1	0	0	0		1
	Health Services		0	0	0	1	One young person requested advocacy support to write a letter to a consultant regarding waiting time for an operation. See case studies narrative report.	1
	Pathway Planning		0	2	0	2	One young person requested advocacy support to improve their involvement and input with regard to their pathway plan and appropriate support on leaving care. See case studies narrative report.	3
	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	12	13	5	8	Referrals were received for representation or support at Looked After Child Reviews to promote the general views, wishes and feelings around review topics. See case studies narrative report	38
		CP Process	1	1	3	2	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	7

							fully inclusive process.	
	Total Issues supported by advocacy this quarter		25	34	10	25	Total Issues support year to date	94
	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	10 11	18 8	9 0	9 7	NYAS received 16 advocacy referrals for those children and young people known as looked after, 7 of which were placed out of county.	
	<ul style="list-style-type: none"> • Full care order –Section 31 		14	13	6	8		41
	<ul style="list-style-type: none"> • Interim care order – Section 30 		2	0	0	1		3
	<ul style="list-style-type: none"> • Accommodated – Section 20 		2	6	0	3		11
	<ul style="list-style-type: none"> • Section 17 CIN/CP and CWD 		2	5	3	3		13
	<ul style="list-style-type: none"> • Leaving Care 		1	2	0	1		4
	Total		21	26	9	16		72
6.	How well did we do it?							
19.	% cases where case was allocated to Advocate within 1 working day		90%	96%	100%	100%	16 referrals were matched to an advocate within 1 working day.	100%
20.	% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation		90%	96%	100%	94%	15 referrals were matched to an advocate and contact was made within 72 hours to arrange an initial visit.	100%
21.	% referrals acknowledged within 3 working days		100%	100%	100%	100%	All 16 referrals received were allocated and acknowledged within 3 working days.	100%
22.	% children matched to Advocate within 5 working days		100%	100%	100%	100%	16 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?		21	26	9	16	16 referrals were received this quarter.	72

24.	Is anyone better off? Did we make a difference? Based on Advocacy Standards.							
	Feedback on cases closed offered by young people.							
							NYAS closed 25 cases this quarter. To date we have received 72% feedback made up of 56% feedback forms and 16% feedback cards. Unable to obtain feedback from 28%. 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?						90% of feedback scored 10 10% of feedback scored 9	
2.	Did young people get enough information on what was happening from NYAS?						70% of feedback scored 10 30% of feedback scored 8	
3.	How well did YP understand what was happening?						70% of feedback scored 10 30% of feedback scored 8	
4.	How well did YP feel listened to?						90% of feedback scored 10 10% Of feedback scored 9	
5.	Were YP treated fairly by NYAS?						100% of feedback scored 10	
6.	Would the YP recommend NYAS						80% of feedback said yes 20% of feedback said don't know	
7.	Did NYAS make the situation better/worse?						100% of feedback reported that advocacy made their situation better.	
8.	Feedback Cards						8 feedback cards have been received to date. 100% circled the smiley face indicating that they were happy with the service received.	