



Consortiwm Comisiynu
Cymru ar gyfer Plant
Childrens' Commissioning
Consortium Cymru
Cydweithio Er Gwell • All Together Better

RCTCBC Commissioning & QA of External Placements

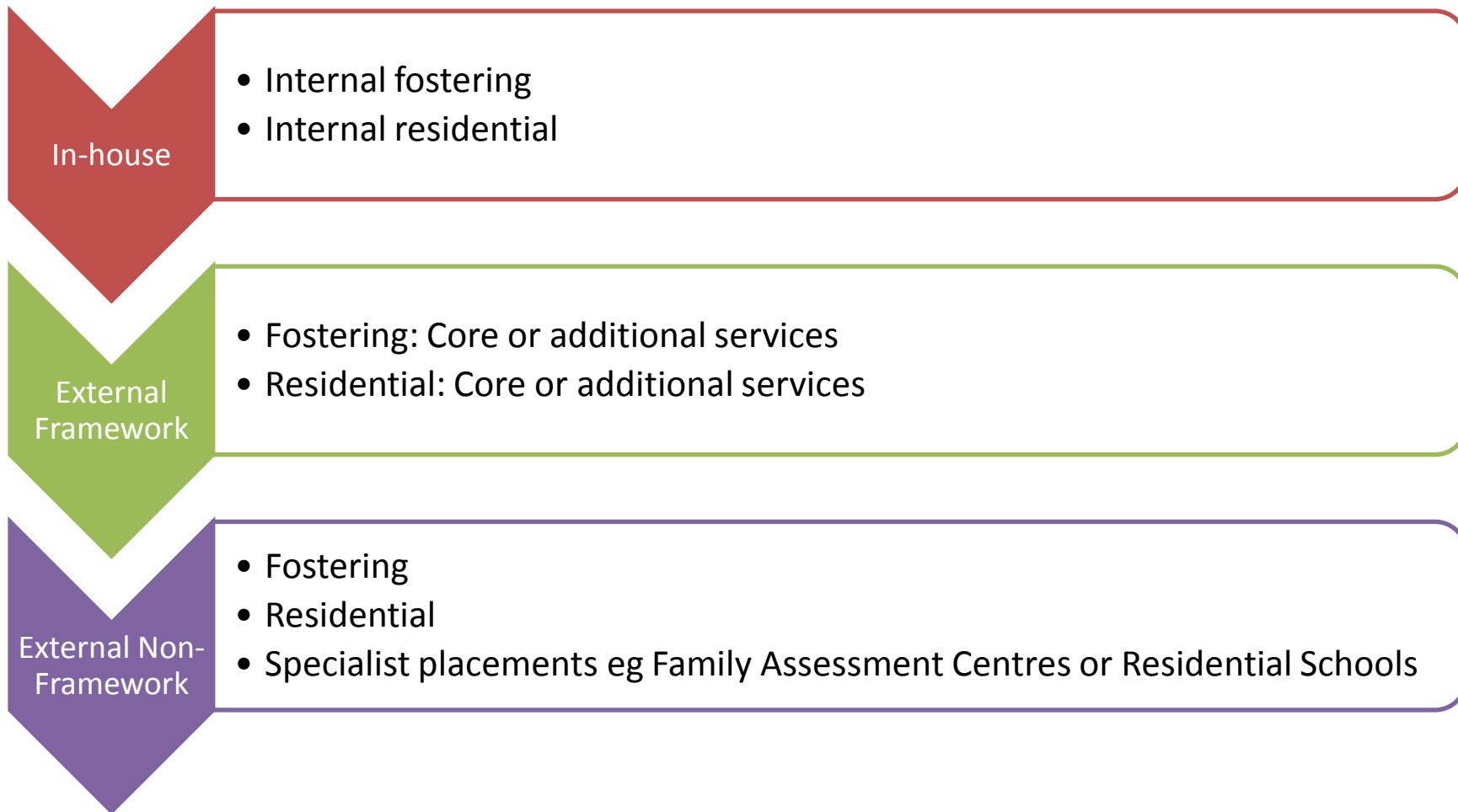
Corporate Parenting Board

January 2018



STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFTADAETH GADARN | DYFODOL SICR

The Search Process for all LA's



Framework Provision

- 4C's manages the All Wales Framework for the Provision of Foster Care Services & the All Wales Framework for the Provision of Residential Care Services to Children and Young People.
- There are 21 Fostering Providers & 21 Residential Providers on the Frameworks.
- Framework Providers are ranked based on 50% quality & 50% commercial performance.
- Providers who apply to be on the Framework undergo rigorous company wide procurement checks before securing a place on the Framework.
- 40% of the ranking for quality is reassessed on an annual basis which is an incentive for Providers to deliver consistently high levels of quality in their placements.

Framework Quality Assurance Checks



Ongoing

- Calendar of visits by Contract Monitoring Officer
- Combination of announced & unannounced visits
- Regular liaison with all Providers
- Quality service development support
- Escalation of concerns process
- Action Plans to support Improvement



Monthly

- Issues Concerns & Compliments Report
- Inspection reports received summarised & shared with LA commissioners for the preceding month
- Recommendations made to LA's to check on individual placements or pre-placement where there are identified quality concerns



Quarterly

- Quarterly meetings with the following also assist with information sharing re Quality: 1 CSSIW 2 Children's Commissioner Office 3. Social Care Wales
- Quarterly Issues Concerns and Compliments Report which looks at trends and themes in quality.



Annually

- Quality Performance Assessment resulting in new ranking of providers based on current quality
- 360 Degree Questionnaire where each child, social worker and provider can reflect on the outcomes for each individual placement contract.

Quality: Who does What Checks?

Local Authority: RCTCBC

- Contract monitoring all individual placement contracts (IPC's) to ensure the child placed gets the quality of placement that's required to meet their care & support plan.
- Contract monitoring at IPC & overarching Provider level for Non Framework Providers.
- Pre-placement checks to ensure placement can meet child's assessed needs.

4C's

- Contract monitoring at overarching Provider level for Framework Providers.
- Support for LA's and Providers where there is a Framework contract dispute.
- Follow up & development of action plans for improvement where there are Framework Provider or Care Setting level issues or concerns.
- Support for 4C's LA's with Non Framework Provider level issues that require an escalation of concerns process.

Approach to Improving Quality

- 4C's has a number of approaches to supporting improvements in quality for Framework Providers:
 - Action Plans for Improvement
 - Sharing Best Practice
 - Sharing Research
 - Recommending Peer Support
 - Care Setting Visits
 - Promoting Inclusion in Multi Agency Development Groups
 - Encouraging Provider & Host Authority Links
- 4C's also has a range of sanctions for serious or repeat failings in quality: including restriction of placements & ultimately removal from the Framework.

RCT Placements with Non-Framework Providers

- Only used if no Framework placements available
 - mostly when Residential placement is needed
- Only 3 Non-Framework Fostering Providers used
 - for 13 children
- Use of 4 Cs Contract and Service Specification
- Placement Officer forwards documentation to C.S Manager to evidence care standards are met
- Manager reviews information and liaises directly with Provider about any issues arising

RCTCBC: Quality Assurance Processes

- Placement referral process underpins good matching
- Pre-placement visit by social worker, with child whenever possible
- All placements must be agreed by a HOS
- Role of Contract Monitoring Officer
- Knowledge of Placement Officer
- Monitoring of delivery of child's Care and Support Plan, including a detailed placement plan

Senior Practitioner Placements

- Quality assure placement referrals
- Developing links between RCT and Independent Providers to improve service
- Visits to all new providers
- Annual placement visits to all residential settings
- Urgent visits when safeguarding concerns are raised

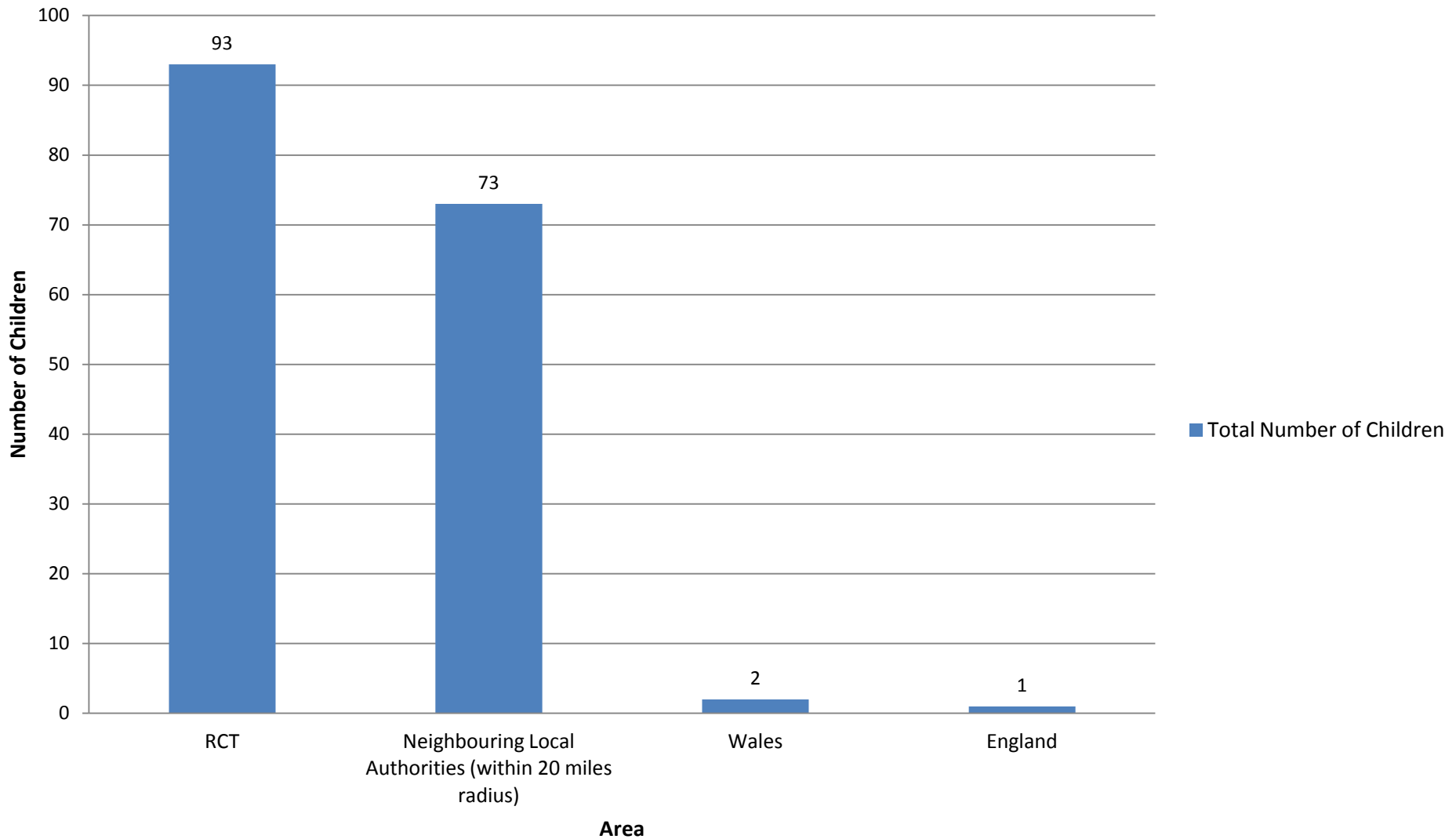
Monitoring and Reviewing placements

- Visits to placement by Social Worker as per statutory requirements and when requested by child or concern has arisen
- Access for child to an Advocate
- CLA Review meetings held at placement and monitoring by IRO between Reviews
- Weekly review of in-house vacancies and additional costs on existing placements in Placement Panel

Figures as at 28.12.17 for RCT children placed in the Independent Sector

- In Foster Care
179 children in 124 Placements - 26% of total CLA population
- Residential Care
30 children 18% of total CLA population

Total Number of Children in Independent Sector Foster placements by geographical area



Total number of children in Independent Sector residential placements by geographical area

