

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

19TH NOVEMBER, 2018

NATIONAL YOUTH ADVOCACY SERVICE (NYAS) UPDATE

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Board with an update of progress made by the NYAS for Quarter 2.

2. RECOMMENDATIONS

It is recommended that the Corporate Parenting Board:

- 2.1 Note the contents of the Quarter 2 report attached at Appendix 1.

3. REASONS FOR RECOMMENDATIONS

- 3.1 It is important for Members to note the progress, themes and issues highlighted by the NYAS in order to work in partnership to ensure the best possible outcomes are reached for those in our care system.

4. BACKGROUND

- 4.1 As part of the Board's Terms of reference, the NYAS are invited to attend meetings to enable both the NYAS and Children Services to discuss issues that affect service delivery in the community on a strategic level and to work in partnership to provide improved and better outcomes.

5. EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

6. CONSULTATION

- 6.1 There is no consultation required for this report.

7. FINANCIAL IMPLICATION(S)

7.1 There are no financial implications aligned to this report.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

8.1 There are no legal implications aligned to this report.

9. LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES/ FUTURE GENERATIONS – SUSTAINABLE DEVELOPMENT.

9.1 The work of the Corporate Parenting Board links directly to the Council's Corporate Plan priority – 'Rhondda Cynon Taf's Children will receive a great start in life...'

10. CONCLUSION

10.1 The NYAS are invited to attend each meeting of the Corporate Parenting Board, to provide a broader understanding and contribution into the services available to young people and vulnerable adults.

Regional Independent Advocacy Service

Rhondda Cynon Taff Quarterly Report

Collated Quarterly Report

Quarter 2:

1st July 2018 - 30th September 2018

Headline Report

REFERRALS

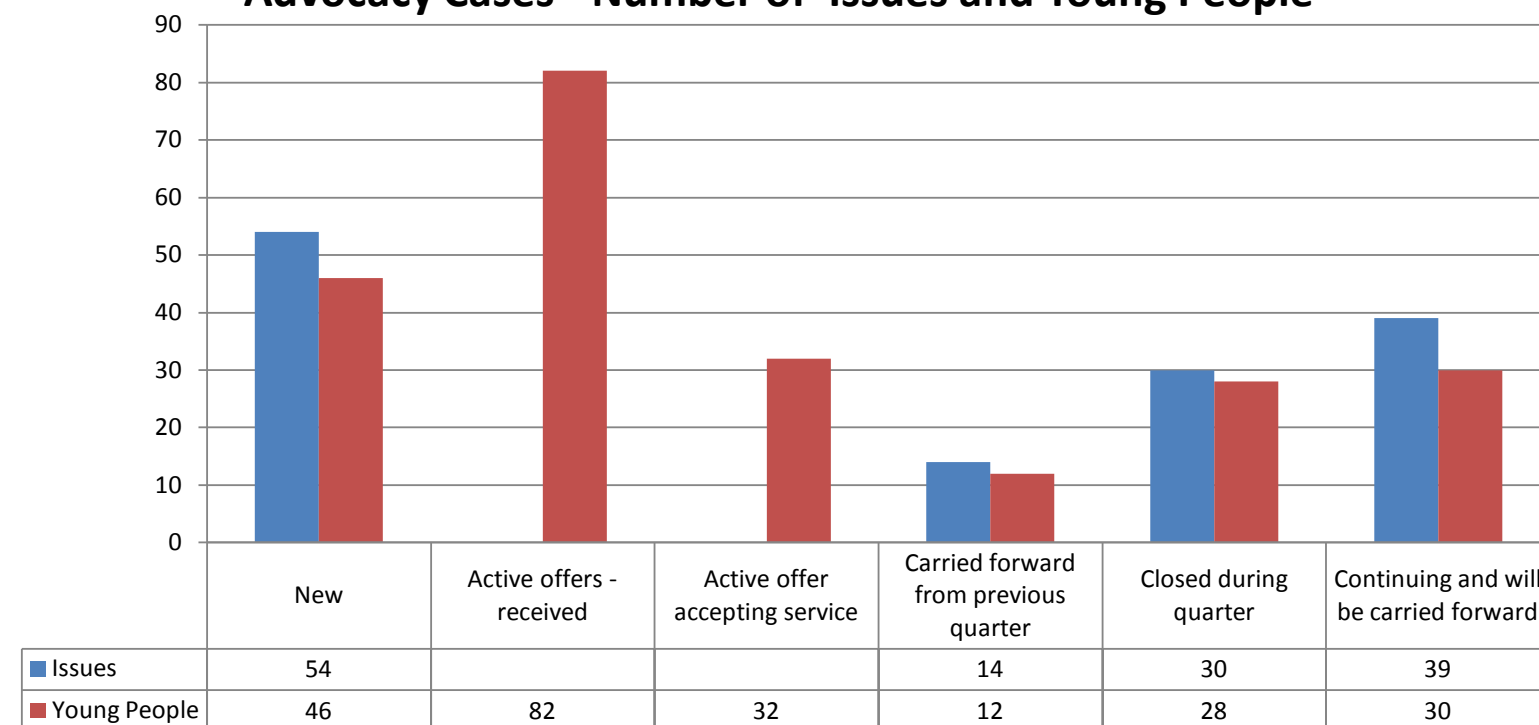
128 new referrals were received in the period which included 82 Active Offers of Advocacy referrals and 46 Issue based referrals. Of the 82 Active Offers of Advocacy referrals made 32 Active offer meetings took place from which 22 of the young people requested further issue based advocacy support.. From the 46 Issue based referrals, 54 issues were supported by the advocacy service. 26 of the issue based referrals have now closed. The majority of young people referred to the service this quarter were aged 12-16.

ISSUES

Advocacy support at meetings was the highest referral issue this period. We have attended, supported and represented children and young people at 29 formal meetings which included :- 9 CLAR/LAC Review meetings, 17 meetings for young people involved in child protection processes, 2 education meetings and 1 Placement meeting. Placement- 7 young people requested to stop, improve, start or change things with regard to their foster placements. Family Contact -5 young people wanted to start or change contact arrangements.

NYAS have worked with 12 young people placed out of County in the following areas: :- Neath/Port Talbot, Yorkshire, Swansea, Pontyclun, and Bridgend.

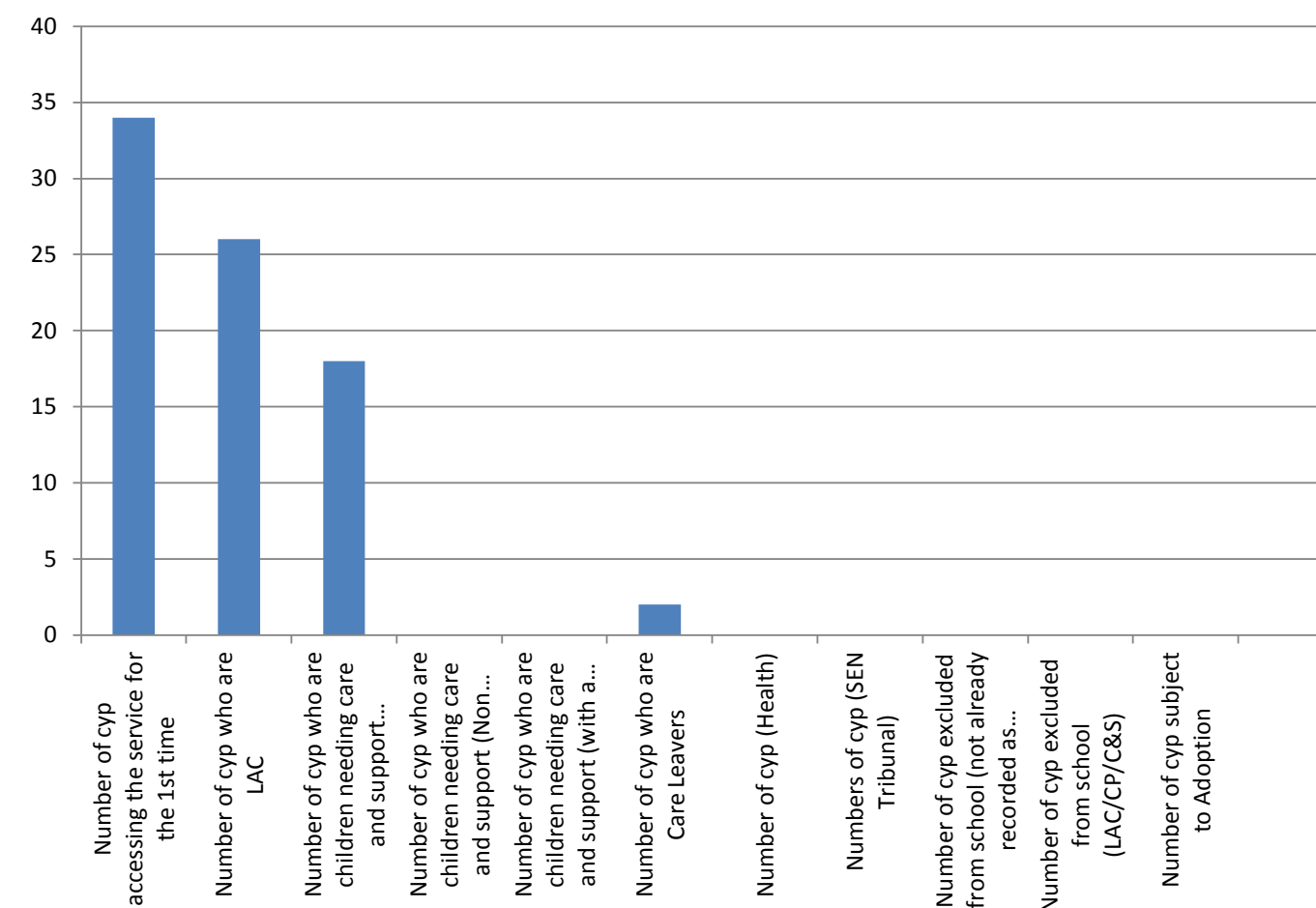
Advocacy Cases - Number of Issues and Young People



Reasons given by young people for not accepting Active Offer (where known)

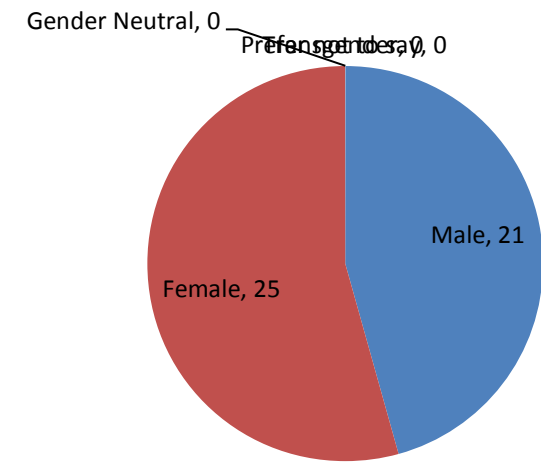
On initial NYAS telephone contact 2 young people politely declined a visit but took Helpline number and noted. 2 Parents declined NYAS speaking to 4 children referred for children ages 11, 6, 9 and 15 both social workers informed via telephone and email.

Eligibility Criteria

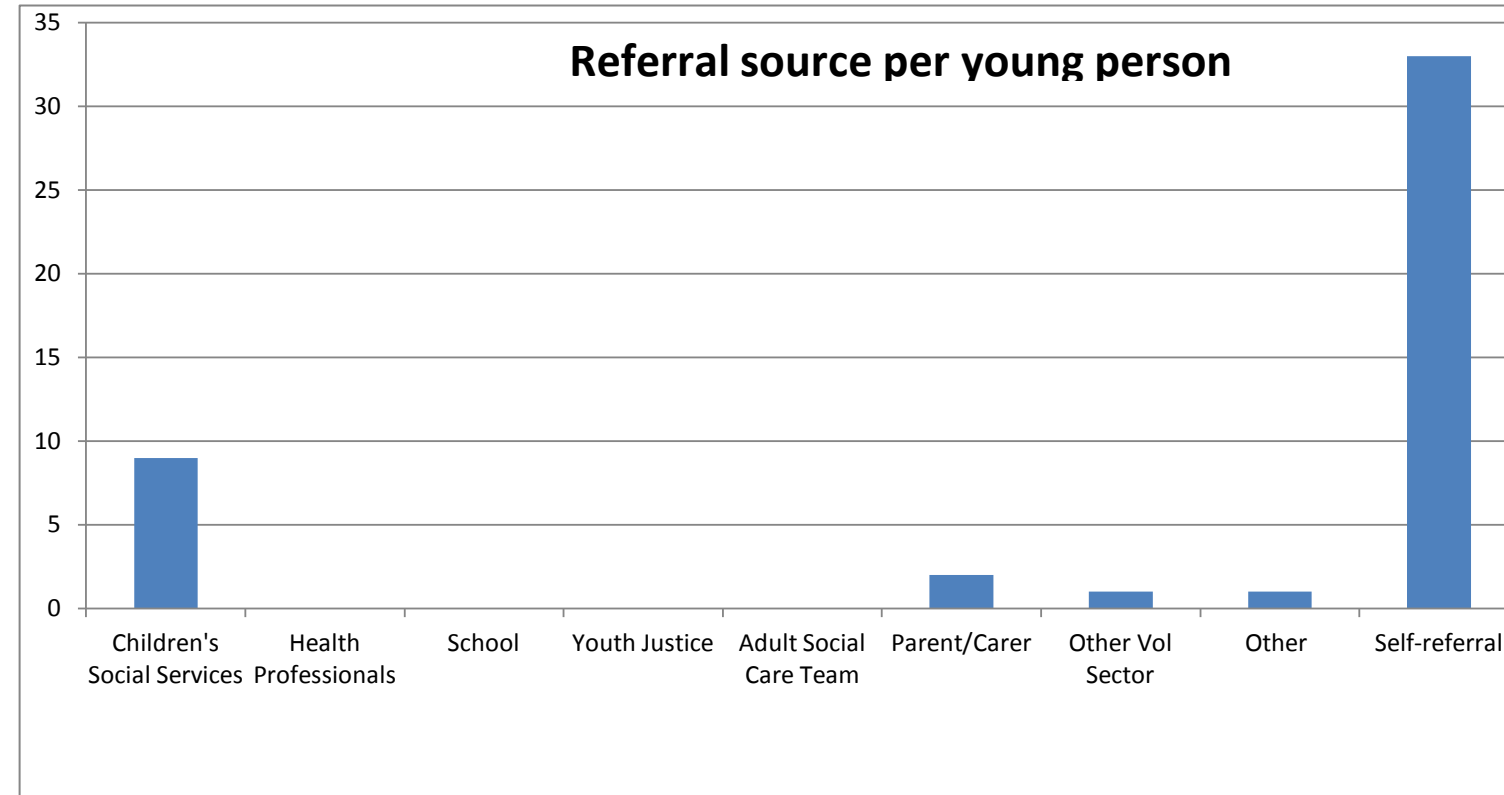


Demographic Information

Gender of Young People



Referral source per young person

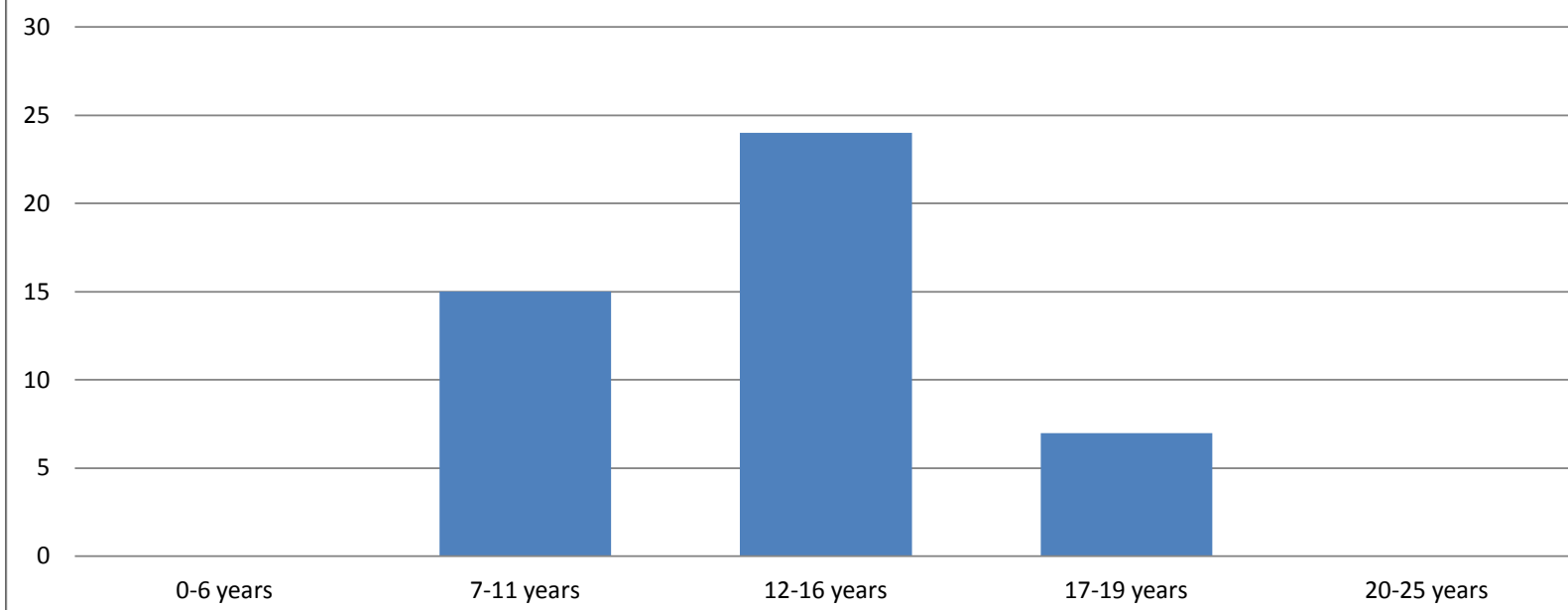


ETHNICITY

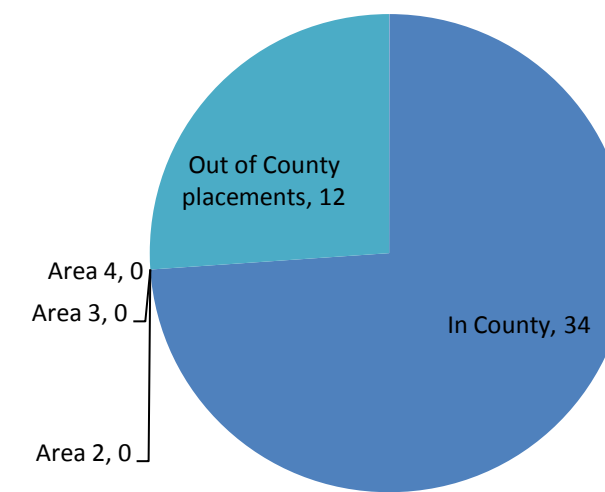
- Category 1 - White UK - 28
- Category 2 - White Welsh - 15
- Category 3 - Kurdish - 1
- Category 4 - Welsh 2

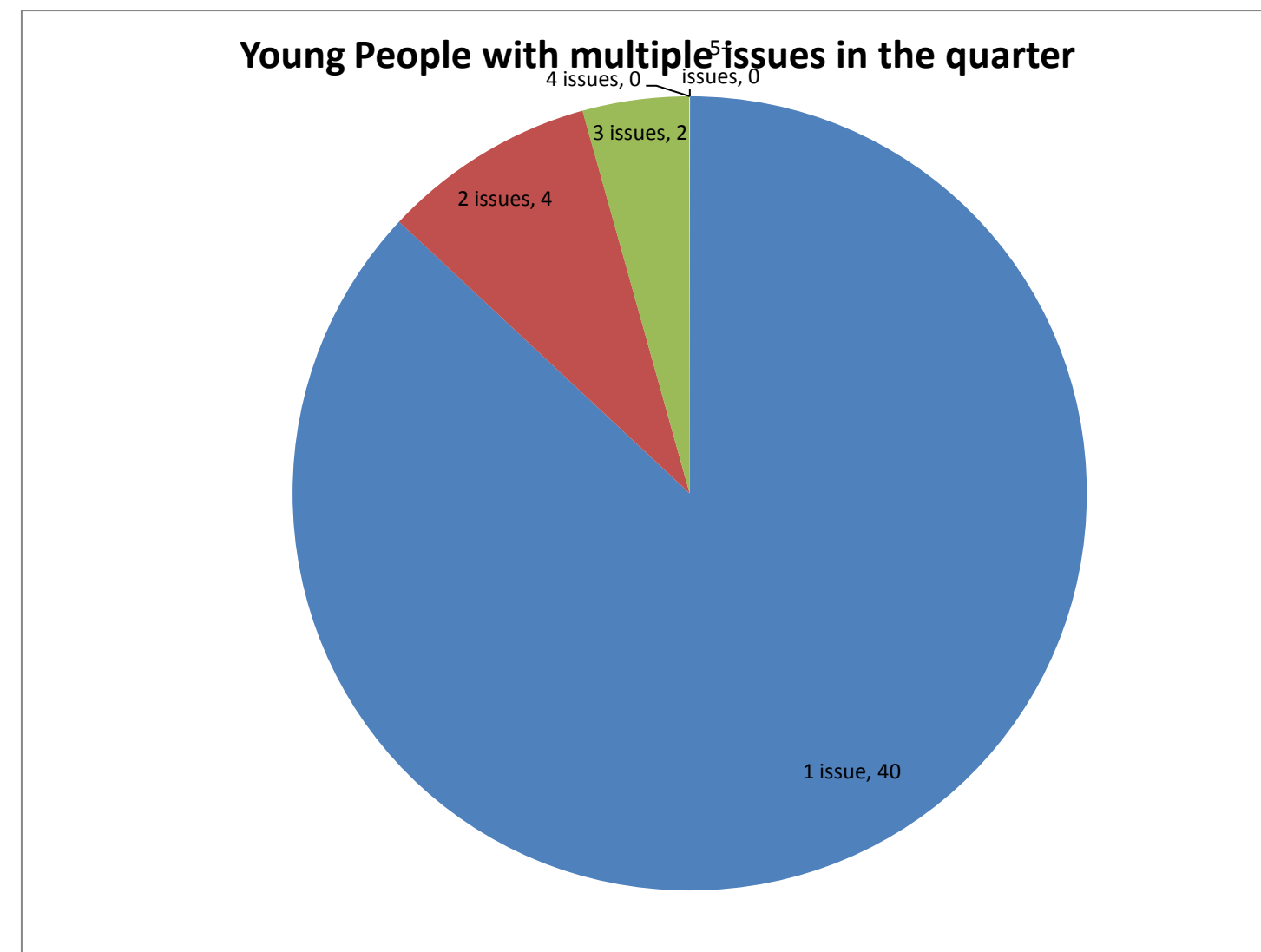
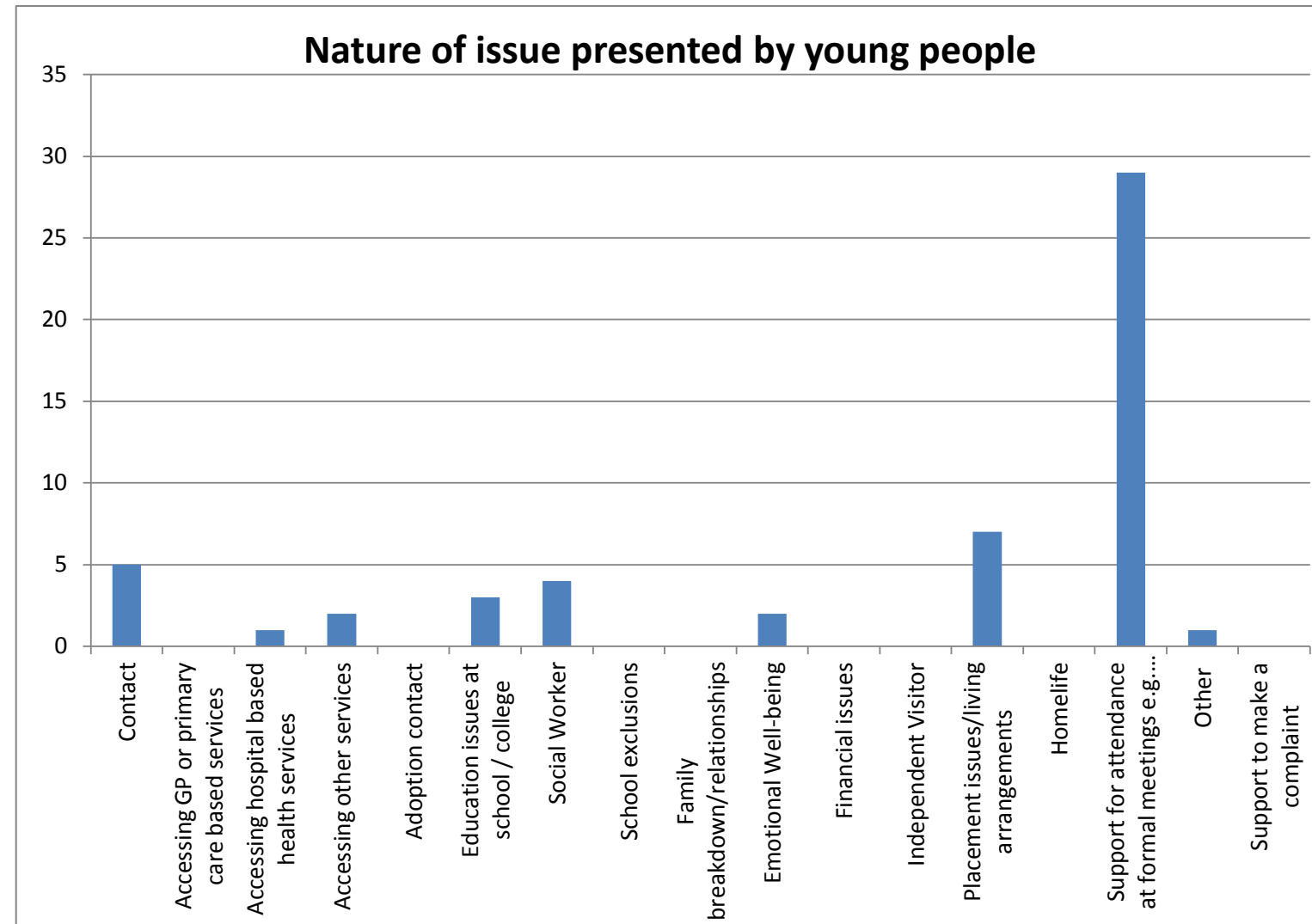
Referral Source - 9 IBA Referrals for young people received from Childrens Services:
 East Teams -ITT East 2- 1 referral, 16+ Team -2 referrals
 West Teams- ITT West 2-1 referral, 16+ Team - 3 referrals, Disabilities Team - 2 referrals.
 Other Referrals- 2 Parent/ Carer and 33 Young People to NYAS.

Age of Young People



Location Breakdown





Number of CP referrals made by Advocacy Service (+ outcome where known)	0
OUTCOME:	
NATURE OF ISSUES (Other) Other issues young people requested advocacy support for included:-	
SUPPORT IN MAKING A COMPLAINT	0

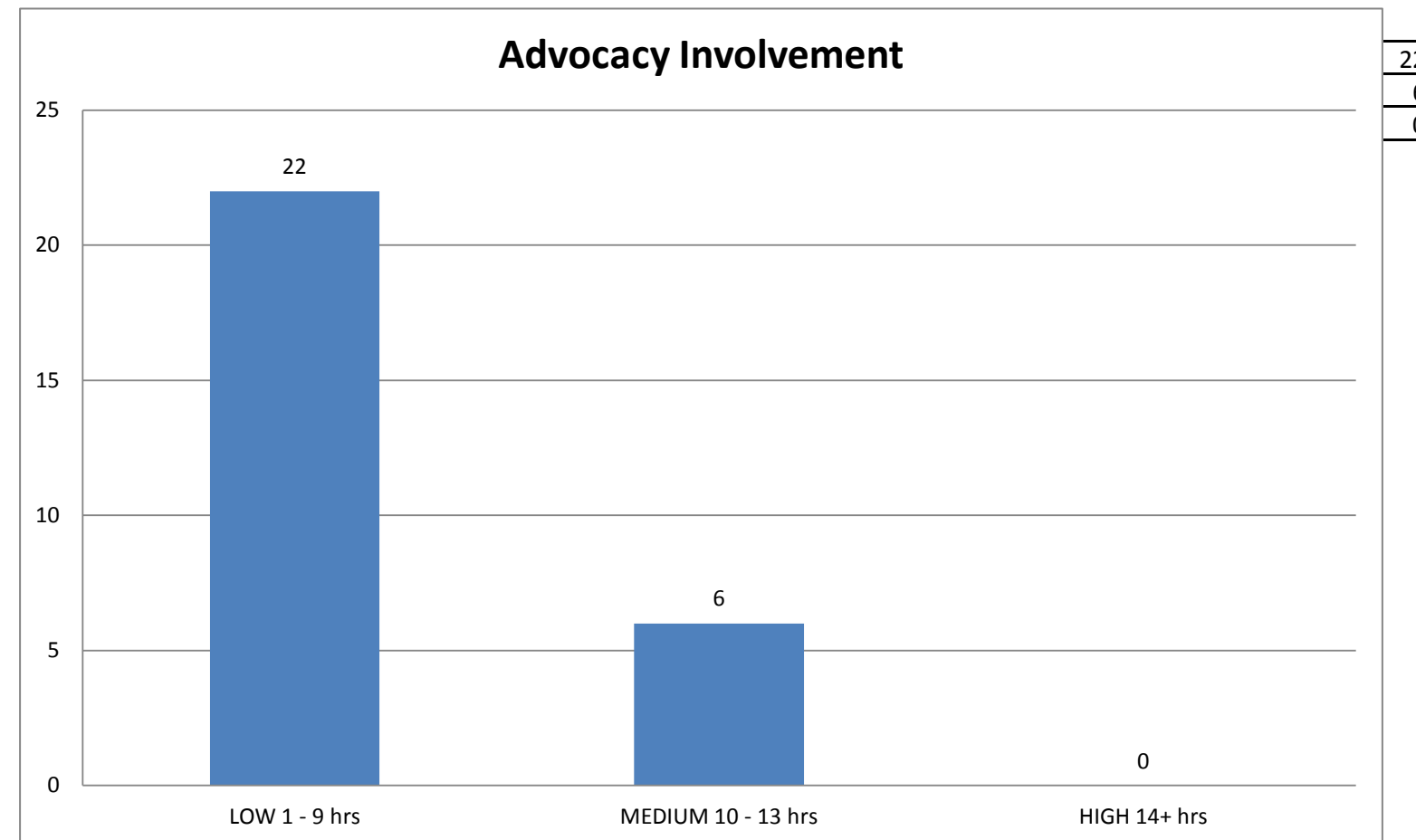
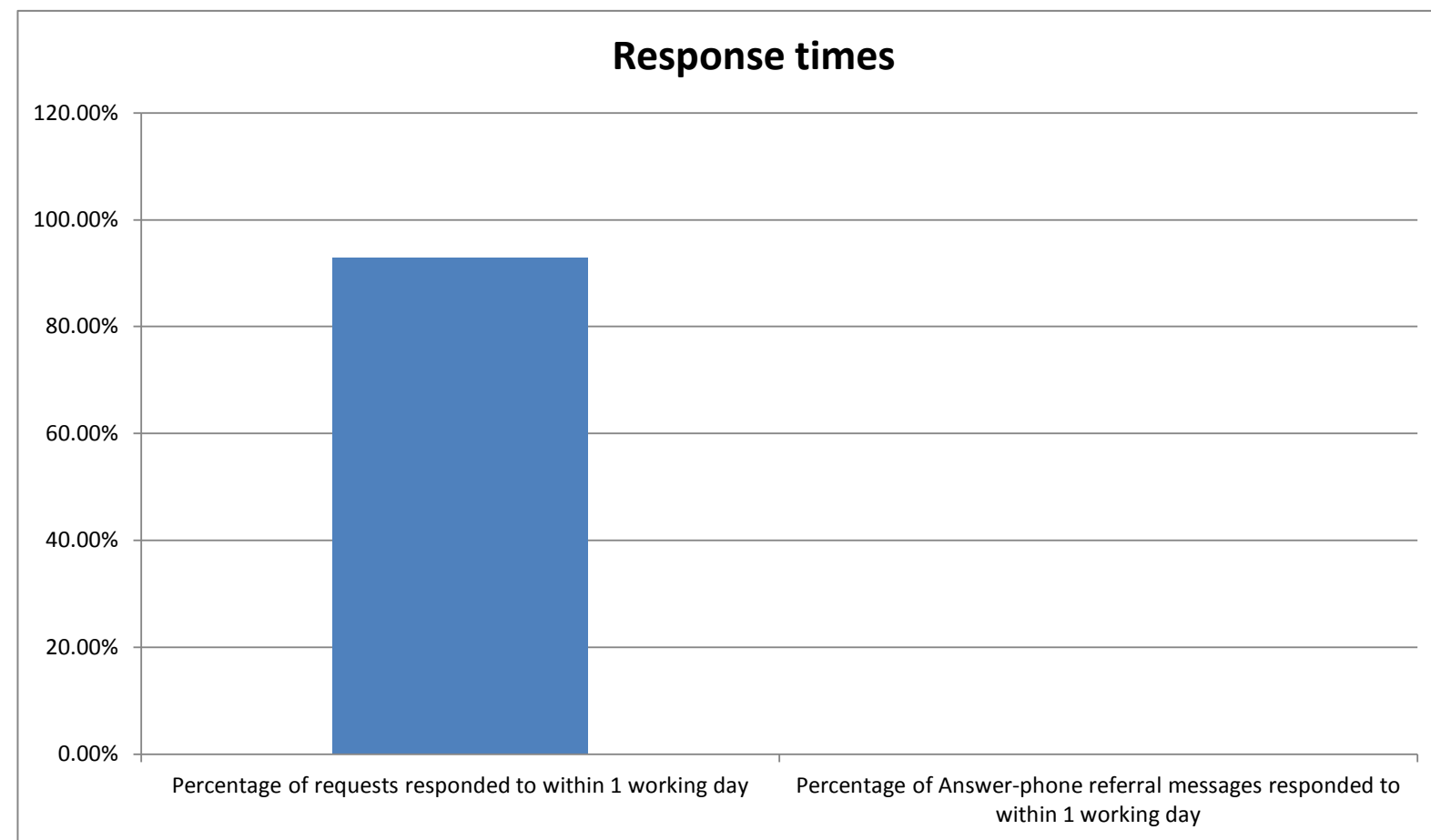
Additional Information

Further narrative on issues/trends
 NYAS Advocacy support at meetings - CLAR Reviews and children/young people subject to Child Protection process Direct feedback from children and young people to Advocates this quarter identified that some children and young people were unaware that they could attend meetings or ask their social worker for information about their meetings.

Examples/numbers of cases where interpretation services accessed for young people
 There were no interpreter services used this quarter.

Requests to change an advocate
 There were no requests to change an Advocate this quarter.

Service Performance



22
6
0

Number of cases closed - feeling advocacy had helped	22
NYAS received 3 Feedback forms and 19 Feedback cards all young people felt NYAS had made things better and they would recommend NYAS to someone else. Direct feedback provided included:-" I was really pleased with my CLAR Review Meeting today. They ALL listened and took on board everything I asked and you as my Advocate helped me to discuss the difficult and emotional things for Me -about Mum and Me . Without Advocacy I wouldn't have gone to the	
	0

Number of cases closed - not happy with response received from authority	
Comments: of the 26 cases closed no young people were unhappy with the response received from the local authority	

0	Number of complaints received about the advocacy services
There were no complaints made regarding the advocacy service this quarter	

30	Number of compliments received about the advocacy services
In addition to the 22 CYP who feedback NYAS also received 8 3rd Party compliments which included: Social Worker - The Advocate has been good for D as he was able to tell someone outside of Family and services how he really felt." Parent of D- Having an Advocate hasn't just helped D but me too in understanding his feelings regarding family Contact.	

0	Number of requests to change an advocate
No young people requested to change an advocate.	

Additional Information

Case Studies/Advocacy Action Plan

Case Study -P -Aged 19 - Care Leaver RCT young person- Mother and baby referral.

Background:

Social Worker referred P with consent as a expectant young mum . P a previous service user had discussed with the Social Worker if NYAS advocacy support could help her with regard to the baby being subject to child protection process. NYAS to help explain the child protection process to P , support her to have a voice and access any further support for young parents that may be available.

The Advocate met with P to review the role of a NYAS Independent Advocate including safeguarding and confidentiality. The Advocate also discussed what advocacy support could be provided within the Child Protection process and timescales and parameters of our involvement.P was able to express her views, wishes and feelings to the advocate and highlight the things that she felt were important to tell Children's Services including positives about "me" as a prospective parent .

Agreed Action:

P requested that her Advocate help her draft her views and questions and forward these to the Social Worker . P further consented that these could be shared with the other professionals to further aid working with P as a prospective parent. The Advocate also informed P about the NYAS Unity Project explaining that this could provide holistic support to young care leavers who are parents or pregnant and find themselves subject to safeguarding concerns. As a result P asked to be referred to the Unity Project.

Outcomes:-

P received very positive feedback from both her own and the baby's Social Worker on being very pro-active . P contacted the Advocate to say that she felt confident to speak at the Core Group Meeting herself and wanted to later ring the Advocate to feedback. P fed back to her advocate "I was so pleased that all my points and concerns were raised at the Core Group Meeting. You/ NYAS were excellent at helping me record everything I wanted to say. I've worked now with two different NYAS Advocates and both of you were easy to talk to and helpful. Thank you for referring me to the young mums project (Unity), Fran has been in touch already and she too sounds lovely. I feel that NYAS are helping me to prepare to be a Mum." Third Party feedback was also received from the Social Worker - "NYAS Advocacy and Unity Project support have already benefited P and enabled her to positively engage with Professionals."

Looking forward - next quarter

NYAS Unity Project Office is providing continuing support to P.

NYAS will continue to attend regular contract monitoring meetings with the Local Authority to review and discuss service delivery and development. NYAS welcomes the support and recommendations of the Local Authority and values the re-established LA Advocacy Group to continue to develop an effective joint programme of work. As a result of these Meetings dates are currently being set for NYAS awareness raising and training being delivered within RCT. Also enabling NYAS to set joint Targets and work streams for the next 6 months. NYAS and LA Officers fed back at our most recent Meeting that RCT feel we are making positive progress in a number of areas which include -establishing the Active Offer of Advocacy, supporting CYP placed in Residential Units and developing both additional support and Participation opportunities for older young people which we will further take forward next quarter.

Working with RCT LA -Networking/Children's Rights awareness-raising meetings :-

During Quarter 2 NYAS have attended 2 contract monitoring meetings with the Advocacy Ops group. NYAS have visited both Brynda and Beddau Community Homes and introduced Residential Visiting Advocates to staff and young people. We are also working in Partnership across RCT with Voices from Care , Barnardo's and the 16+ and Leaving Care Teams in reviewing extending entitlement to older young people ages 21+. NYAS Training and visits are scheduled with the Miskin Project Team Meeting in October.

Publicity and Sharing

NYAS Publicity Leaflets and information for young people are currently under review. New active offer resources have been developed inclusive of a leaflet for young people, resources for social workers and active offer definition posters . Our NYAS website www.nyas.net also provides information on all current NYAS services, participation opportunities and activities and collaborative work with other organisations.

Participation Activity

NYAS staff remain busy marketing the Peer Advocacy /Peer Mentoring and Unity Project Our Peer led services offer young people the opportunity to become Peer Advocates/Peer Mentors or Mentees and gain an OCN Level 2 qualification. NYAS would welcome young people from RCT being further involved in these projects so they can support other young people who may have experienced similar situations .

The Unity project has been a great success across many local authorities. To date the service has provided in depth holistic support to young care leavers who are parents or pregnant and may find themselves subject to safeguarding concerns.

NYAS are proud to inform that we have been selected to be a partner agency to the Welsh Youth Parliament . We are currently putting processes in place to elect a young person to become a member of the Welsh Youth Parliament and this opportunity is available to all children and young people age 11-17 across all of our NYAS services

Staff training undertaken:

Throughout the summer months NYAS focused on recruitment :

NYAS are continuing to recruit new Advocates and staff assisted in the recruitment process.

Newly recruited staff completed their NYAS Inductions and shadowing process.

With all existing staff annual appraisals were completed and these shape our continuing professional development, work plans and training plan going forward.

Service Improvements

Recommendations/Suggestions -

NYAS would like to work with the Local Authority to consider how we can improve young peoples awareness and participation within their meetings and re-assure children and young people their views and voice at meetings is important.

The Advocacy process in listening to children and young people took forward a number of requests which then improved how those children and young people either felt or engaged in their Placements. NYAS recommends that we work together and include children and young people to gage their views on what makes a good foster placement.

Family Contact remains important to children and young people and that their views are considered. If contact is not possible children/young people like to know this also.