



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

30TH JULY 2020

TROS GYNNAL PLANT (TGP) CYMRU 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 Tros Gynnal Plant (TGP) Cymru.

2. RECOMMENDATIONS

It is recommended that the Corporate Parenting Board:

- 2.1 Acknowledge the work undertaken by TGP Cymru, the content of which is 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 TGP Cymru, 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, TGP Cymru are invited to attend meetings to enable both the TGP Cymru 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...'

9.2 The work of TGP Cymru links to the Future Generations Well-Being Goal of a more equal Wales, by ensuring that children and young people are supported when decisions are being made about them. This ensures that young people have access to a range of information in order to fulfil their potential.

9.3 In addition to the duty to listen to young people and involve them in decisions, the Part 10 Code of Practice (Advocacy) of the Social Services and Well-being (Wales) Act 2014 sets out the duties to consider the provision of independent professional advocacy in certain circumstances for:

- Children who are looked after (who should benefit from an active offer of professional independent advocacy) or have previously been looked after
- Children who are subject to an assessment of need or a care and support plan or child protection enquiries

10. CONCLUSION

10.1 TGP Cymru are invited to attend meetings of the Corporate Parenting Board, to provide a broader understanding and contribution into the services available to young people and vulnerable adults.

National Approach to Statutory Advocacy

Local Authority Report - (RCT) 2019 - 2020

Collated Quarterly Report

Quarter 3: October - December 2019

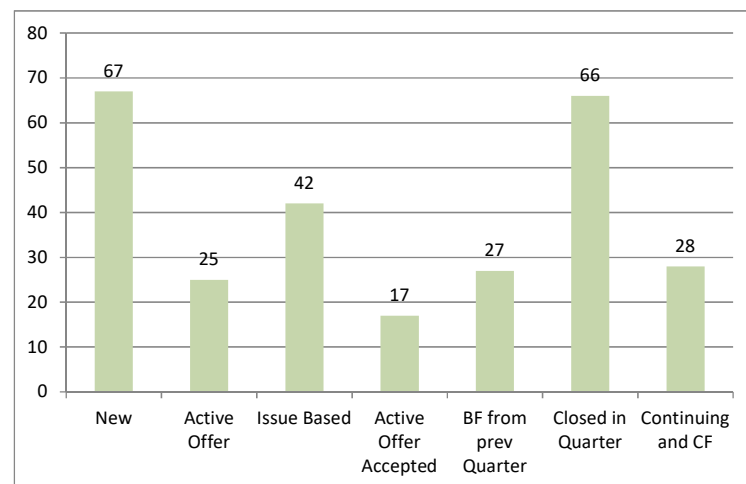
Headline Report

During quarter three, 54 young people were referred for advocacy support, presenting with 67 issues. This is broken down into 25 young people referred for Active Offer and 29 young people referred for Issue Based Advocacy. This figure includes seven young people living out of area in counties including Powys, Monmouthshire and Newport. 86% of young people referred for issue based advocacy received a face to face visit within five days of referral. The remaining young people were offered a visit within five working days but were unable to meet with the advocate because of various reasons including carers not responding to attempts by advocates to arrange a visit. One young person rearranged as she had given birth. 72% of young people referred for Active Offer received a visit within five working days. The remaining young people received a face to face visit within nine working days with the exception of one young person the advocate was unable to contact because of a problem with the residential home phone-line.

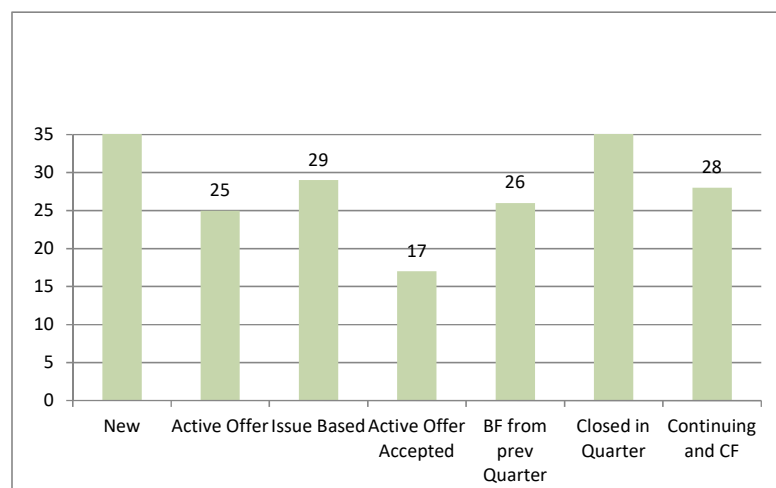
Case Example: A young person (G) was referred for Advocacy support after being removed from her home and placed into foster care due to allegations made against Dad. **Action** An Active Offer visit was arranged at a time and place convenient to G. The advocate explained the role of an Independent Professional Advocate as well as other types of advocacy. G asked for further support and an Issue Based referral was opened.

Outcome G is now using the support of her advocate to express her feelings on what is going on around her. G now feels that she has a valid opinion and can affect how decisions are made for her. G is now more vocal and more confident in sharing her wishes and feelings.

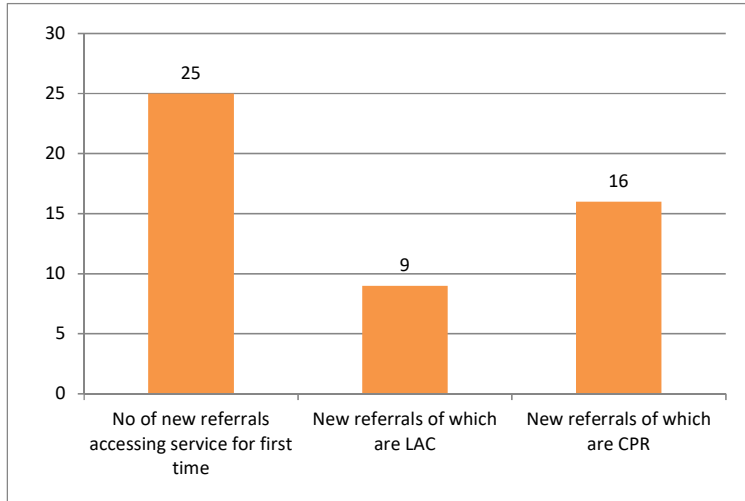
1. Advocacy Cases - Issues



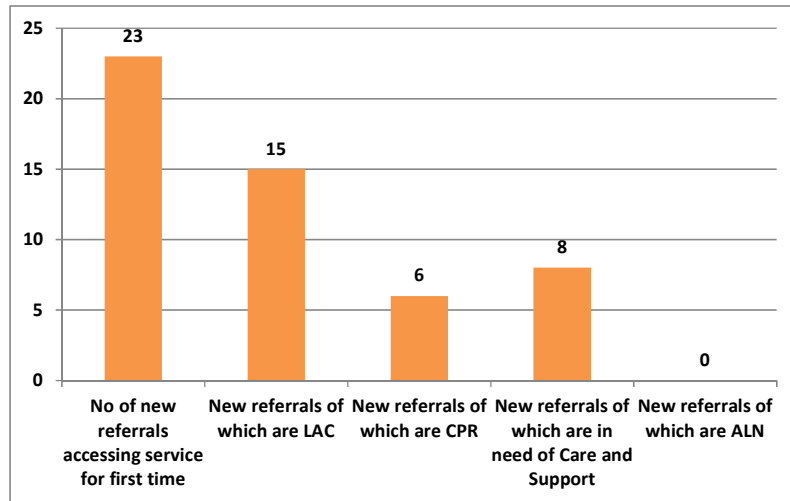
Advocacy Cases - Young People



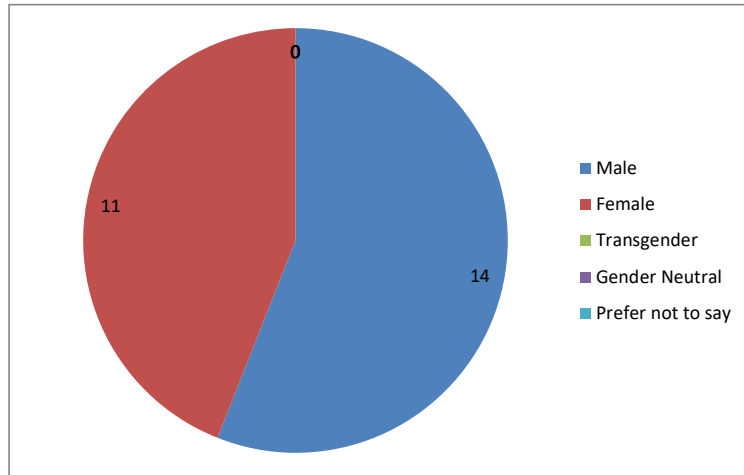
2. Eligibility Criteria: Active Offer



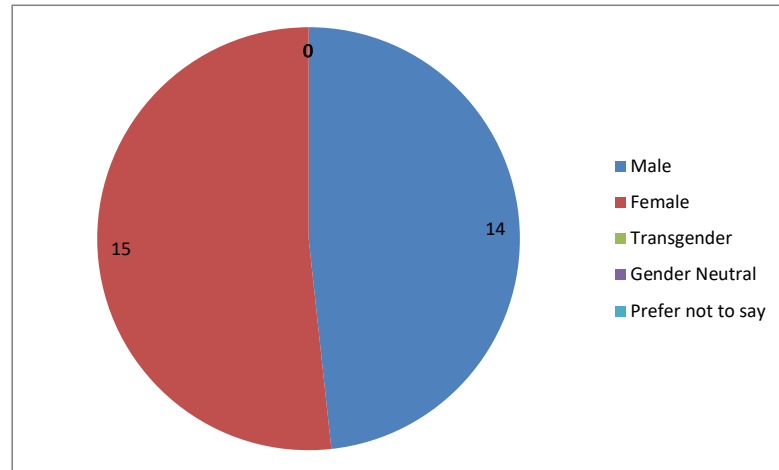
Eligibility criteria: Issue Based



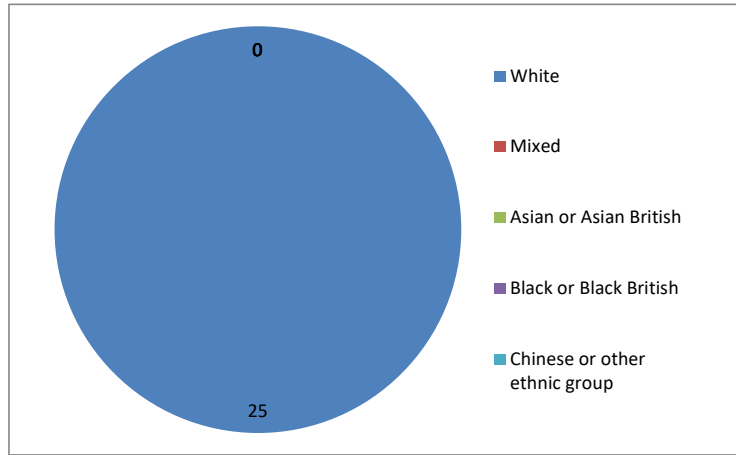
3a. Demographics: Gender - Active Offer



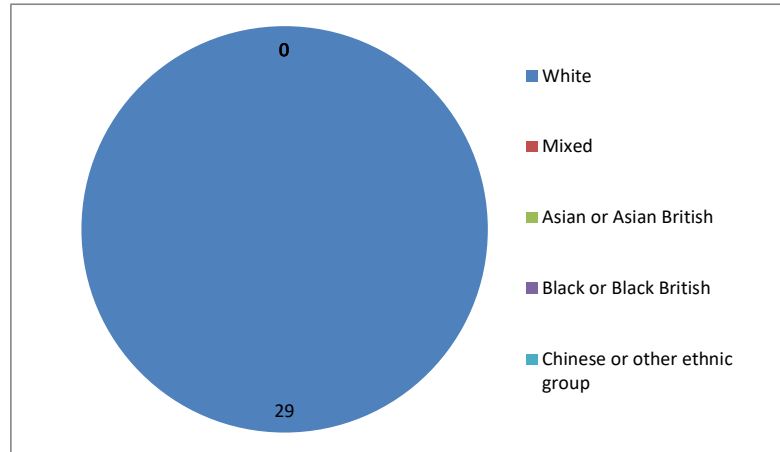
Demographics: Gender - Issue Based



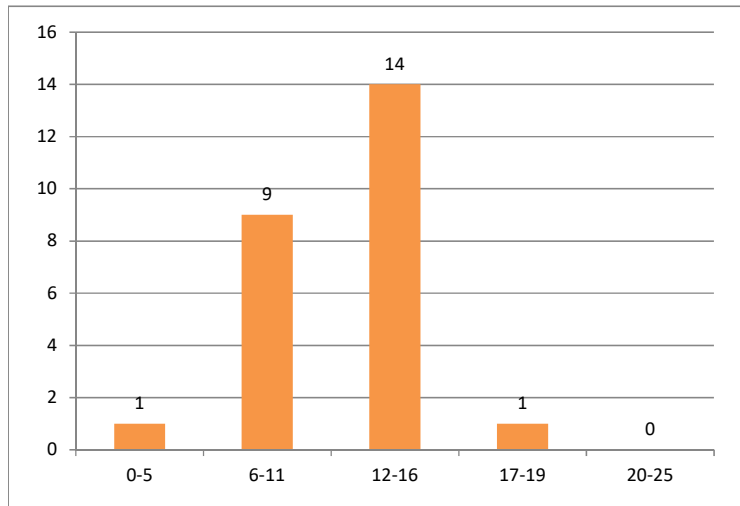
3b. Demographics: Ethnicity - Active Offer



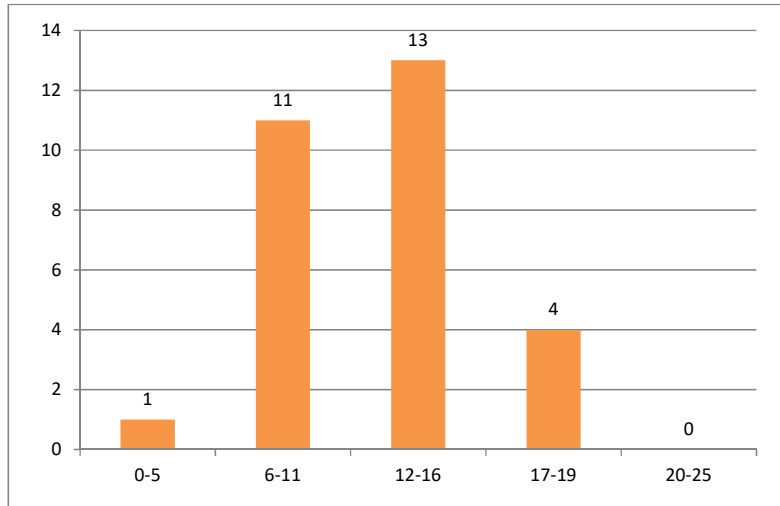
Demographics: Ethnicity - Issue Based



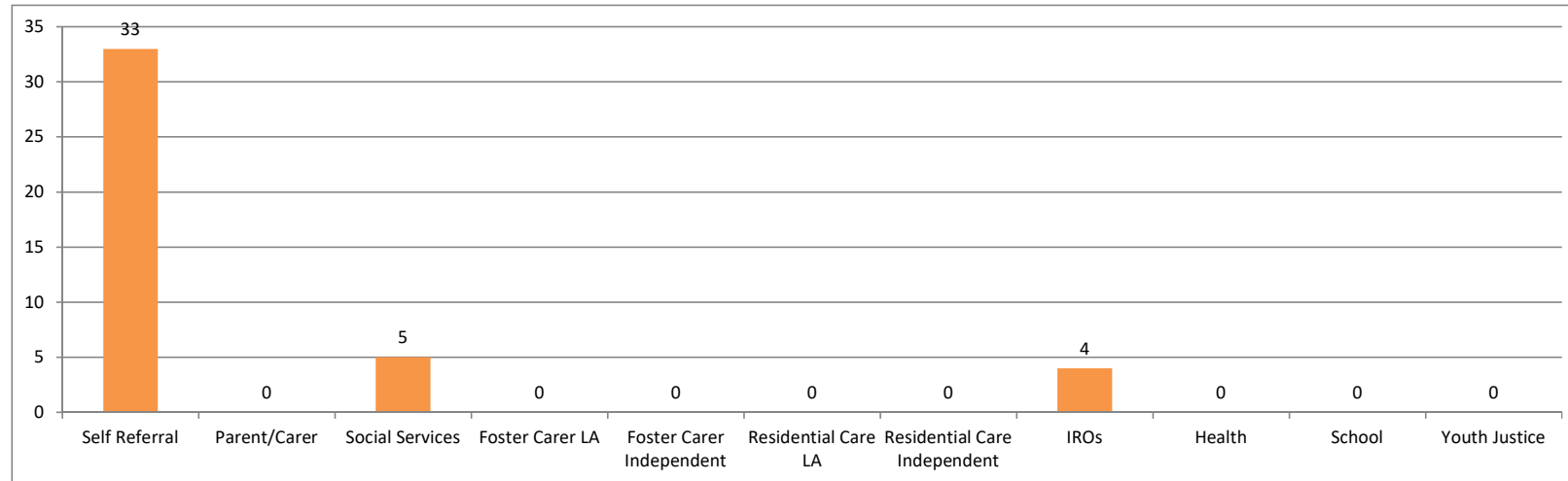
3c. Demographics: Age - Active Offer



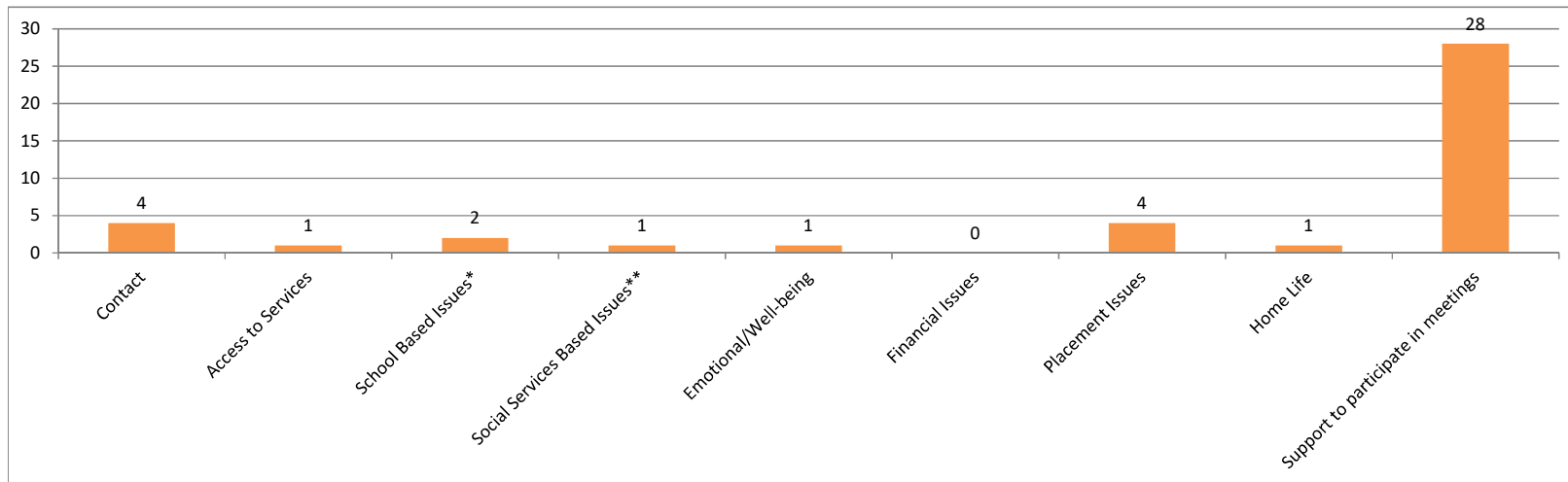
Demographics: Age - Issue Based



4. Referral Source - Issue Based only



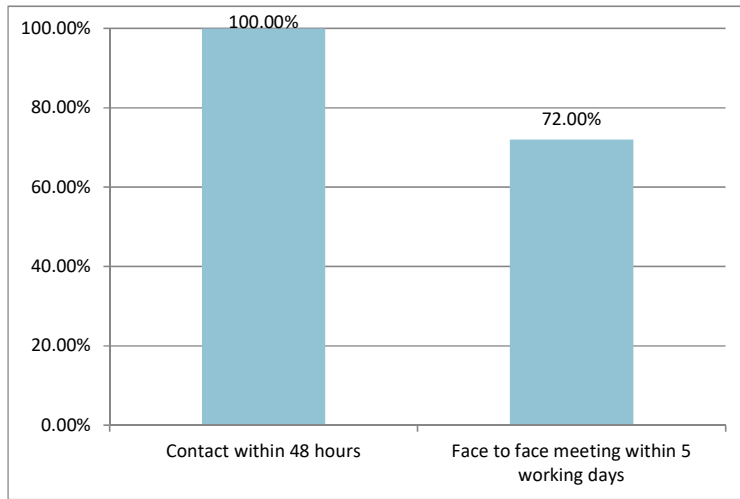
5. Nature of Primary Issue Presented



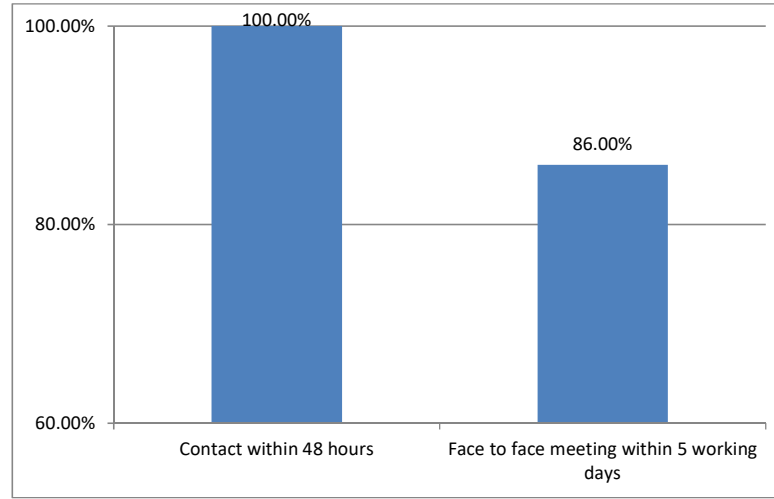
* School based issues including: SEN/ALN, exclusions, bullying, transport.

** Social Services based issues including: relationship with worker, care plan, service provided.

6. Service Performance - Active Offer



Service Performance - Issue Based



7. Personal Outcomes: linked to National Advocacy Standards

Standard Descriptor	Numbers/Any other comments
<p>2</p> <p>Number of cyp to whom confidentiality is explained</p> <p>Number of safeguarding referrals made to the local authority.</p> <p>Number of complaints received against the advocacy service.</p>	<p>54 (Including Active Offer and Issue Based). The advocate explains TGP's confidentiality policy during every initial visit with a young person and will continue to remind them about confidentiality throughout the relationship.</p> <p>No safeguarding referrals were made during this quarter.</p> <p>No complaints were received during this quarter.</p>
<p>3</p> <p>Number of cyp who request and receive a service in English, Welsh and any other language.</p> <p>Number of cyp with protected characteristics receiving support</p>	<p>All young people received a service in the language of their choice. TGP Cymru publicity information is bilingual and services are offered in Welsh to all young people.</p> <p>During this quarter, advocates supported three young people described as having learning difficulties, two young person with ASD, two young people with ADHD and another who identified as having mental health issues. One pregnant young person also received advocacy support.</p>
<p>4</p> <p>Number of cyp referred for legal advice, benefits advice and translation/interpretation support.</p> <p>Number of cyp providing feedback reporting that their wishes and feelings have been heard.</p>	<p>One young person was supported by his advocate to access independent legal advice with regards to contact with his child.</p> <p>Advocates report positive feedback from children and young people using TGP's advocacy services. One young person described her advocate as being "great" and another said she would not have attended her meeting without the support of her advocate. More formal processes for evaluation of the service are being developed.</p>
<p>5</p> <p>Number of cyp participating in recruitment process.</p> <p>Details of service user engagement/participation activity (outside of NASA contract but which impact and influence (systemic change).</p>	<p>None this quarter. We hope to identify young people to participate in the recruitment of staff in the future.</p> <p>Young people accessing the service will continue to be invited to participate in the National Young People's Advisory Group on Advocacy and the National Approach which is facilitated by TGP Cymru.</p>

8. Summary

So what does this tell us?

We are pleased to report general consistency in figures this quarter with a slight decrease in Active Offer referrals but an increase in both young people referred for Issue Based Advocacy as well as an increase in Advocacy Issues. Active Offer referrals for those involved in Child Protection processes have doubled when compared to the previous quarter while we have noted a decrease in Active Offer referrals for children and young people looked after. Seventeen young people accepted the Active Offer and went on to receive Issue Based advocacy.

Identify trends

We have continued to receive more Issue Based advocacy referrals for children and young people looked after and the split between males and females accessing both Issue Based and Active Offer advocacy has remained fairly even. The majority of young people referred for advocacy support fall within the 12-16 age bracket, followed by 6-11. Support at meetings has again been the most common issue presented to our advocates during the period followed by placement issues, contact issues and access to services.

Exemption reporting

On occasion, we receive phone calls and enquiries for individuals who are not eligible for our service. We will always try to sign-post these individuals to other services. If there is no advocacy service available for a child/young person we would highlight this with the commissioner of that Local Authority. We have not received any enquiries of this nature during this quarter.

Awareness raising undertaken

The Team Manager along with an advocate from the team has met with team managers of the following community homes in RCT; Bryndar, Beddau and Nant Gwyn. Each home now has a named advocate who will visit monthly with agreement from staff and keep a record of any work with young people or promotional visits such as attendance at staff meetings. Visiting advocacy at Carn Ingli will be arranged in January. Advocacy 'Drop In' sessions are now up and running in the advocacy office in The Factory. TGP Cymru staff will be available the first Wednesday of every month in The Factory to provide information about the service and referral process.

Any future recommendations/forward planning

TGP Cymru will aim to ensure that all eligible children and young people are able to access the advocacy service, and that the service they receive is as responsive as possible. We are encouraged by the current rate of referrals although we do anticipate capacity issues if this continues or increases.

National Approach to Statutory Advocacy

Local Authority Report - RCT 2019 - 2020

Collated Quarterly Report

Quarter 4: January - March 2020

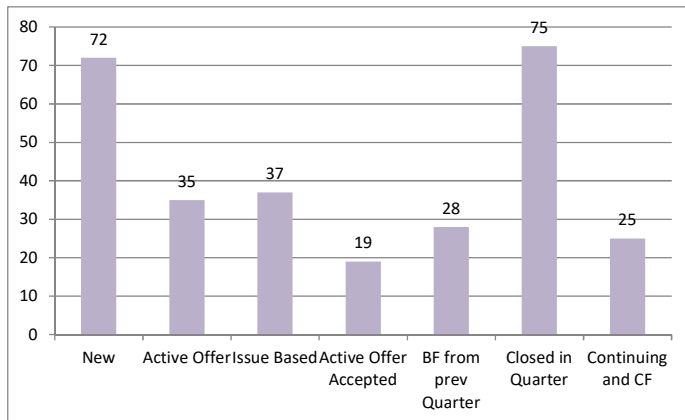
Headline Report

During quarter four, 63 young people were referred for advocacy support, presenting with 72 issues. This is broken down into 35 young people referred for Active Offer and 28 young people referred for Issue Based Advocacy. 19 young people referred for Active Offer went on to receive Issue Based Advocacy. This figure includes eight young people living out of area in counties including Powys, Herefordshire, Cardiff and Swansea.

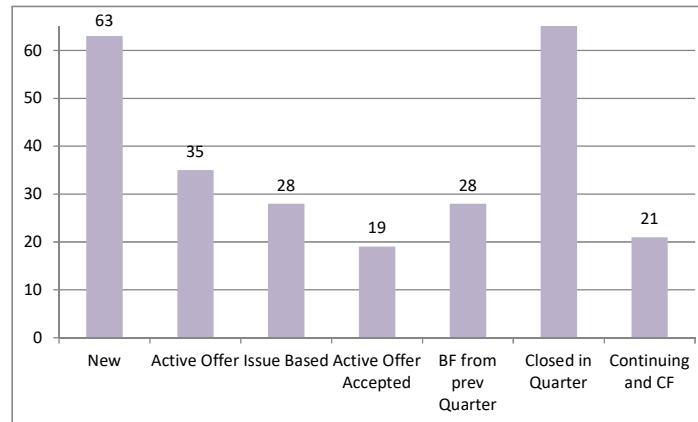
In quarter four 69% of young people referred for Active Offer were met within five working days of referral, rising to 80% within seven working days. Of the remaining 20%, most had arranged visits cancelled in line with government guidelines due to the ongoing Coronavirus crisis. Young people have continued to be offered the Active Offer in any way they are able to access it. Advocates are able to offer contact via phone, email and video conferencing. Some young people have taken up this offer while others have declined. Some young people are unable to access advocacy over the phone due to age limitations and capacity. Young people who declined will be reminded they can access advocacy via alternative avenues until restrictions are lifted when they are able to access face-to-face advocacy once again. We anticipate most of these young people will go on to receive Issue Based Advocacy when visiting restrictions have been lifted. 68% of young people accessing Issue Based Advocacy received a face-to-face visit within five days of referral. Often, advocates have established relationships with young people who are happy to work over the phone, which accounts for some young people not receiving a visit within five working days. 86% of young people either received a visit within nine working days, or a phone call within five working days because of Coronavirus restrictions.

Bryndar, Beddau and Nant Gwyn community homes each have a named advocate who has been visiting monthly. Visiting advocacy has already generated some Issue Based Advocacy referrals. An advocate has met with the manager at Carn Ingli and monthly visits will begin when the Coronavirus restrictions have been lifted. All community homes in RCT have been offered continued contact with the visiting advocate via telephone and video calling where appropriate.

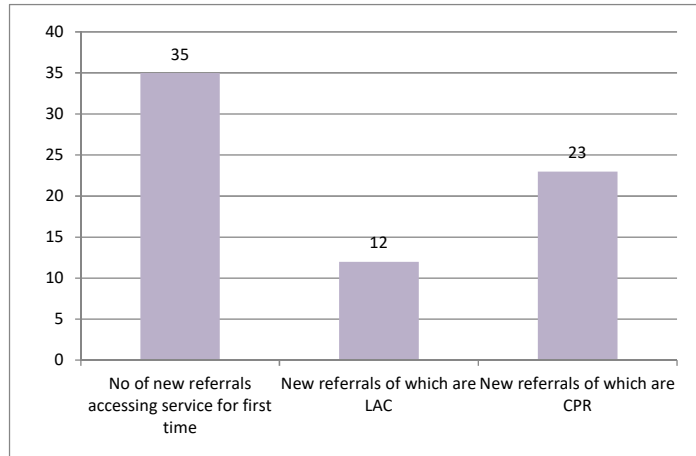
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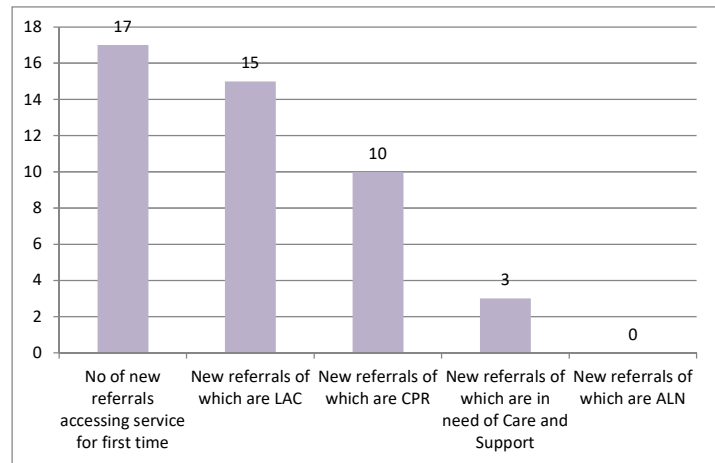
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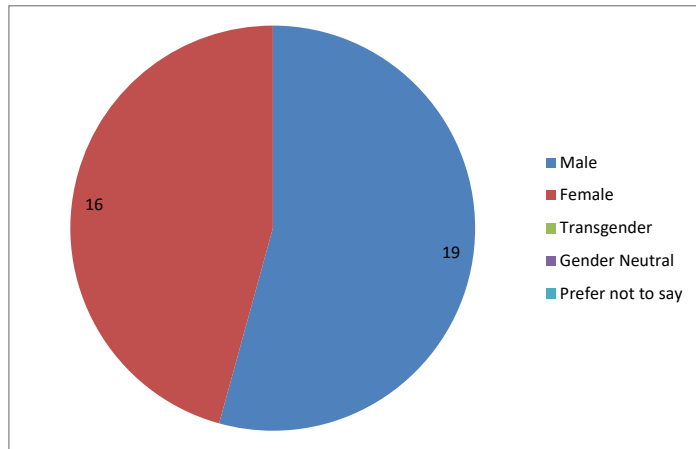
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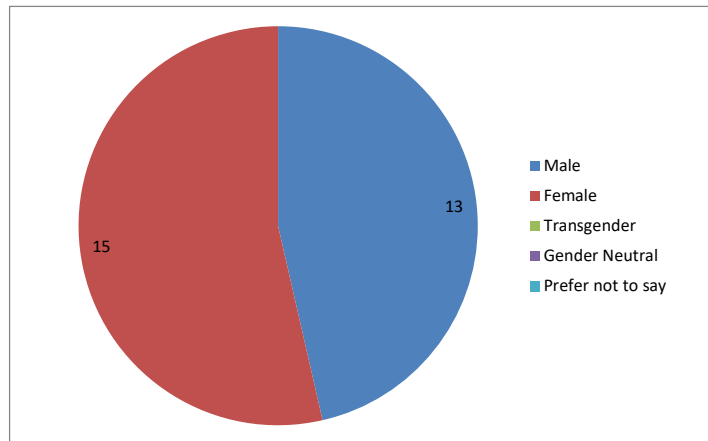
Eligibility criteria: Issue Based



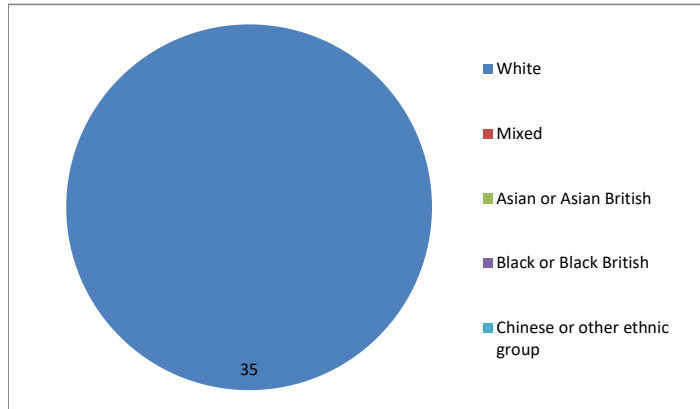
3a. Demographics: Gender - Active Offer



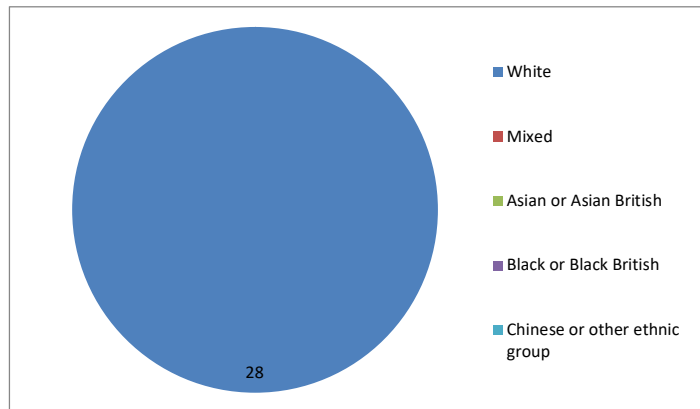
Demographics: Gender - Issue Based



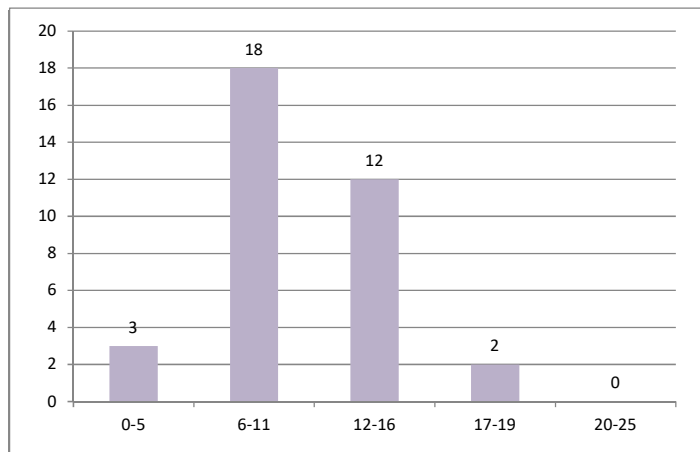
3b. Demographics: Ethnicity - Active Offer



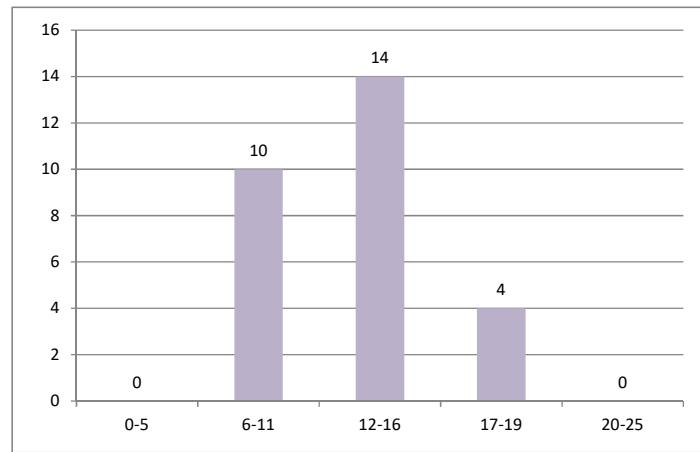
Demographics: Ethnicity - Issue Based



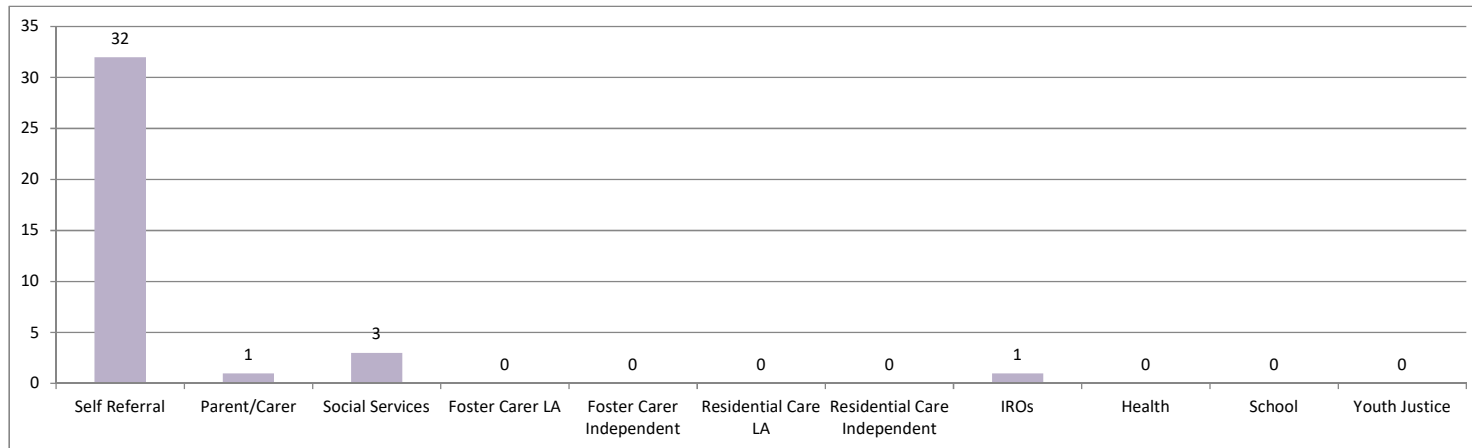
3c. Demographics: Age - Active Offer



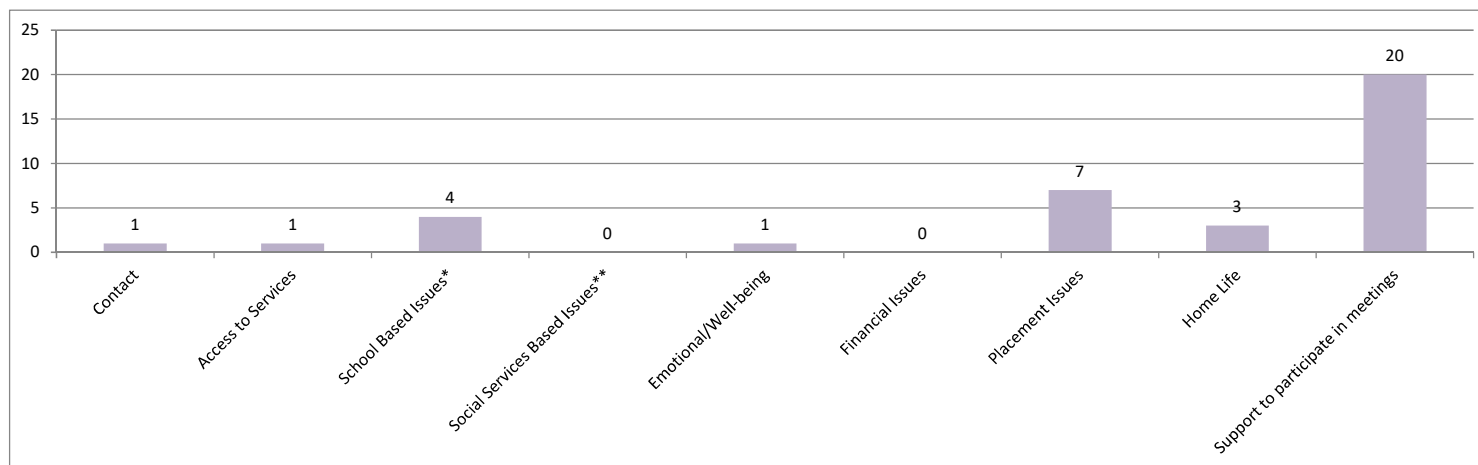
Demographics: Age - Issue Based



4. Referral Source - Issue Based only



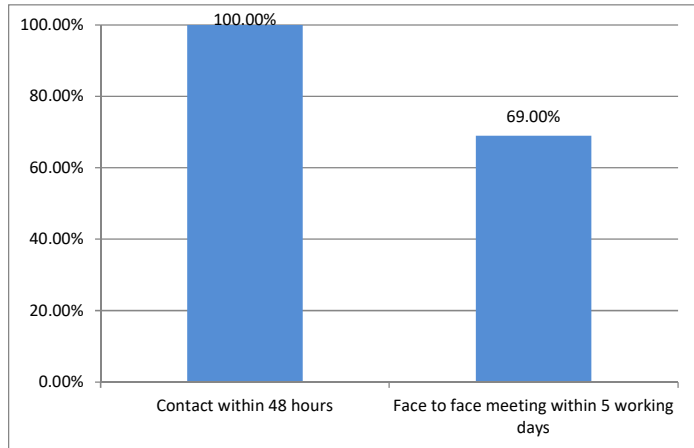
5. Nature of Primary Issue Presented



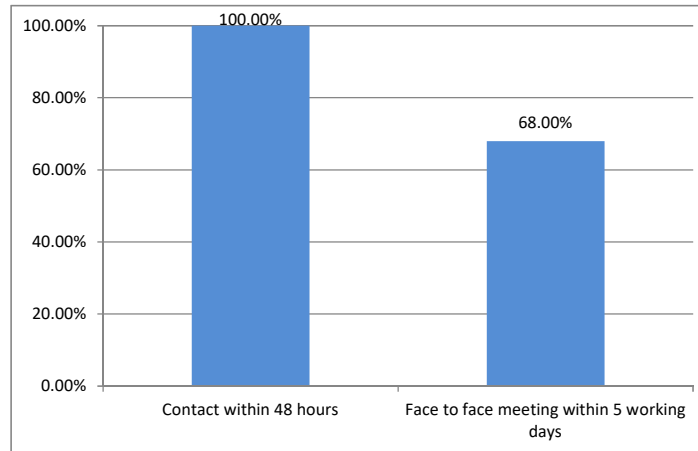
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** Social Services based issues including: relationship with worker, care plan, service provided.

6. Service Performance - Active Offer



Service Performance - Issue Based



7. Personal Outcomes: linked to National Advocacy Standards

Standard	Descriptor	Numbers/Any other comments
2	<p>Number of cyp to whom confidentiality is explained</p> <p>Number of safeguarding referrals made to the local authority.</p> <p>Number of complaints received against the advocacy service.</p>	<p>62 (Including Active Offer and Issue Based). The advocate explains TGP's confidentiality policy during every initial visit with a young person and will continue to remind them about confidentiality throughout the relationship. One young person declined to meet with an advocate following referral.</p> <p>No safeguarding referrals were made during this quarter.</p> <p>No complaints were received during this quarter.</p>
3	<p>Number of cyp who request and receive a service in English, Welsh and any other language.</p> <p>Number of cyp with protected characteristics receiving support</p>	<p>All young people received a service in the language of their choice. TGP Cymru publicity information is bilingual and services are offered in Welsh to all young people.</p> <p>During this quarter, advocates supported three young people described as having learning difficulties, two young person with ASD, two young people with ADHD and another diagnosed with Oppositional Defiant Disorder. One young person with Spina Bifida also received advocacy support.</p>
4	<p>Number of cyp referred for legal advice, benefits advice and translation/interpretation support.</p> <p>Number of cyp providing feedback reporting that their wishes and feelings have been heard.</p>	<p>No young people were supported to access legal or benefits advice, or supported to access interpretation services.</p> <p>Advocates report overwhelmingly positive feedback from children and young people using TGP's advocacy services. One young person said; "<i>I could not have gone to court and got through it without your help – thank you</i>". Following Coronavirus restrictions, one young person told her advocate he had cheered her up when he called as she was feeling bored. A new review process for issue based advocacy will be implemented during the next quarter which will result in more quantitative data in terms of young people's feedback.</p>
5	<p>Number of cyp participating in recruitment process.</p> <p>Details of service user engagement/participation activity (outside of NASA contract but which impact and influence (systemic change).</p>	<p>None this quarter. We hope to identify young people to participate in the recruitment of staff in the future.</p> <p>The National Young People's Advisory Group on Advocacy and the National Approach has now come to an end. Any future opportunities will be made available to RCT young people.</p>

8. Summary

So what does this tell us?

We are pleased to report a significant increase in Active Offer referrals during this quarter, rising by 40% when compared with the previous quarter. The number of young people being referred for Active Offer aged between six and eleven years doubled compared to quarter three. The majority of young people referred for Active Offer during quarter four were aged between six and eleven. There were almost twice as many Active Offer referrals made for young people involved in child protection processes than Children Looked After. Nineteen young people accepted the Active Offer and went on to receive Issue Based Advocacy during quarter four.

Identify trends

Despite receiving almost twice as many Active Offer referrals for children and young people involved in the Child Protection process, we have continued to receive more Issue Based advocacy referrals for Children and Young People Looked After. The split between males and females accessing both Issue Based and Active Offer advocacy has remained fairly even, although slightly more males were referred for Active Offer, while slightly more females accessed Issue Based Advocacy. The majority of young people accessing Issue Based Advocacy support fall within the 12-16 age bracket.

Exemption reporting

On occasion, we receive phone calls and enquiries for individuals who are not eligible for our service. We will always try to sign-post these individuals to other services. If there is no advocacy service available for a child/young person we would highlight this with the commissioner of that Local Authority. During quarter three, we received an enquiry about our Non Instructed Advocacy (NIA) service, however, following discussion with the IRO, it transpired the referral did not meet criteria. The IRO now feels she has a better understanding of the NIA service.

Awareness raising undertaken

Advocacy 'Drop In' sessions are now up and running in the advocacy office in The Factory. TGP Cymru staff will be available the first Wednesday of every month in The Factory to provide information about the service and referral process following the lifting of Coronavirus restrictions.
A film explaining advocacy, made by young people for young people called 'Is Anyone Listening' has been shared with local authority staff and commissioners as well as young people.

Any future recommendations/forward planning

TGP Cymru will aim to ensure that all eligible children and young people are able to access the advocacy service, and that the service they receive is as responsive as possible. TGP Cymru are now fully registered with the CIW and have experienced a mock inspection. A date for the first full inspection is awaited.