



## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CORPORATE PARENTING BOARD**

**1<sup>ST</sup> DECEMBER 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 - 2020 - 2021

#### Collated Quarterly Report

#### Quarter 2: July - Sept

#### Headline Report

During quarter two, 22 young people accessed Issue Based Advocacy (IBA), presenting with 23 issues, with 12 young people referred for an Active Offer. These figures represent a slight decrease on quarter one.

##### Active Offer

104 children and young people became eligible for the Active Offer of Advocacy in RCT during quarter two, which are made up from:

CLA:	6 x 5-9 year olds	11 x 10-15 year olds	1 x 16 plus
CP:	38 x 5-9 year olds	43 x 10-15 years olds	5 x 16 plus

Of these 104 young people, only 12 Active Offer referrals were received. This represents a decrease from the 19 referrals received in period one. Of the 12 referrals received, 11 were CP and one was CLA. The majority (11) were referred through social workers, while one was referred through an assessor care manager.

Ten Active Offer meetings took place during the quarter, with six young people accepting the offer of support and progressing to IBA. Two young people changed their minds about the Active Offer therefore two meetings did not take place. Of the ten referrals, only one young person was not seen within the five working days. This was due to the young person not wanting to speak over the telephone or virtually, and wanting only face to face contact.

##### Issue Based Advocacy

Of the 22 young people accessing the issue based service, 13 were first time users. This again is a decrease compared to the 29 referrals received in quarter one. Within quarter two the main source of referrals was self-referral with 12 young people accessing the service this way. Social services referrals were the second highest with six referrals, whilst quarter two also saw three referrals from IROs and one from the third sector organisation, Voices from Care.

Of the 22 referred, 12 young people were CP, five were CLA, three were care leavers and two open to Care and Support. Advocates supported three young people out of area during this quarter.

Some 23 issues were presented in quarter two, with the largest request being support to attend meetings, these 11 requests were made up from:

Care and Support Review x 2	Core Group x 3	LAC Review x 1	Review CP x 5
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Placement issues accounted for five referrals and contact four, with one request each for financial issues, social service issues and school based transport issues.

From the 22 young people who accessed the service, two were not met within five working days. Both young people, residing in the same house were unwell when initial contact was attempted. Both young people were seen on day 12 following receipt of referral.

## Headline Report Contd

### Service Information

Covid restrictions mean that face to face meetings have not yet re-commenced as standard, however contact with children and young people via virtual meetings and telephone calls has been maintained. Since the beginning of September, advocates have been able to request face to face meetings for children and young people unable to engage virtually or who would otherwise benefit from face to face support.

Meg Davies, Team Manager, will be taking maternity leave during quarter three, therefore a successful recruitment exercise, to cover Meg's post, took place in August.

During quarter two 33 young people were closed to the service, 22 of whom completed feedback with their advocate. Of these 22:

- 22 stated the advocated done what they agreed
- 22 stated they found the service helpful
- 21 felt the service made a difference to their situation
- 20 felt they now know more about their rights
- 22 felt more confident since receiving support
- 20 felt they were included in decisions
- 22 felt their views were considered
- 22 agreed they would use the service again.

Feedback was very positive during this quarter with all young people stating they felt more listened to and several reporting they felt happier. One young person stated: "It was good - I know what to do now so I will write things down for Mum next time - I don't need my advocate for the next time. I was glad she helped me. I enjoyed chatting to her – I have her number if I need her, but I think I will be ok."

Please find below a case study of advocacy undertaken during the quarter. The name has been changed to protect the young person's identity.

### Case Study

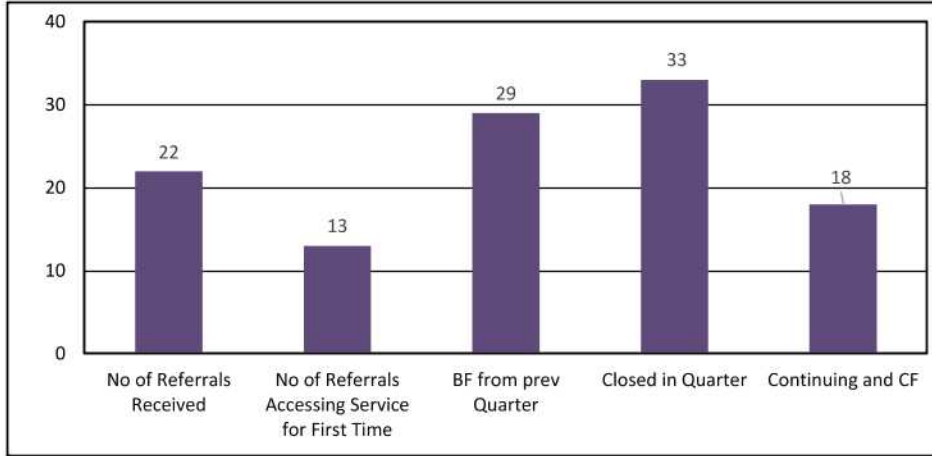
Louise, aged 19.

**Situation:** During a planning meeting, a duty social worker informed Louise that she could access advocacy because she was unhappy with the fact she was not allocated a social worker.

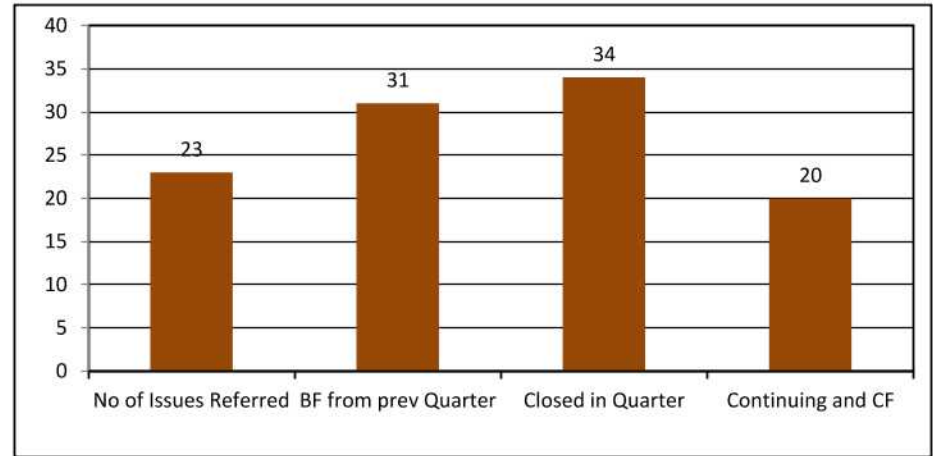
**Action:** the advocate spoke to Louise and an advocacy plan was agreed. Louise initially told the advocate that she was considering making a complaint but wanted the advocate to discuss the issue with the relevant people in the first instant. The advocate spoke to Adult Services to find out why Louise had not been allocated a social worker. Adult Services explained that they were dealing with a high level of Covid cases and hospital cases, and had to prioritise this demand. The information was shared with Louise, who then had a better understanding of the situation.

**Outcome:** Louise was happy with the information provided and agreed to use her personal assistant more until she was allocated a new social worker. On this occasion advocacy support avoided a complaint to the local authority.

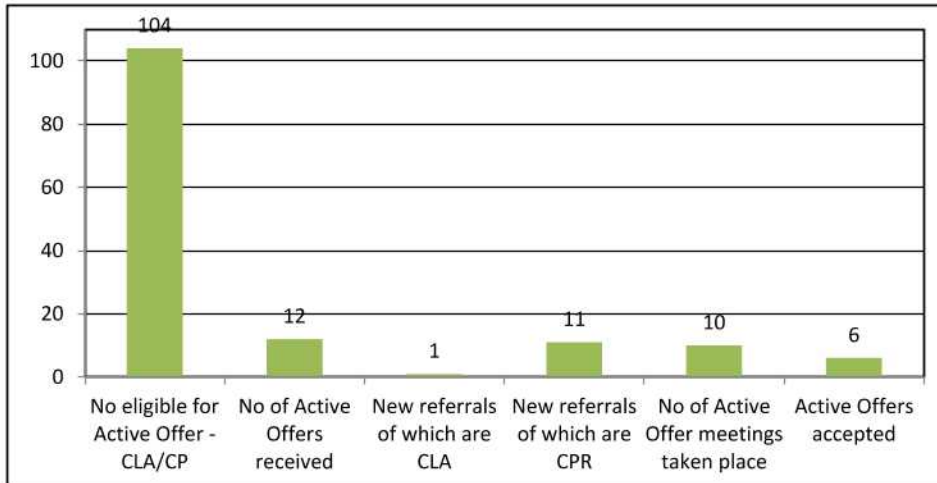
**1a. Advocacy Cases - Young People - Issue Based Advocacy**



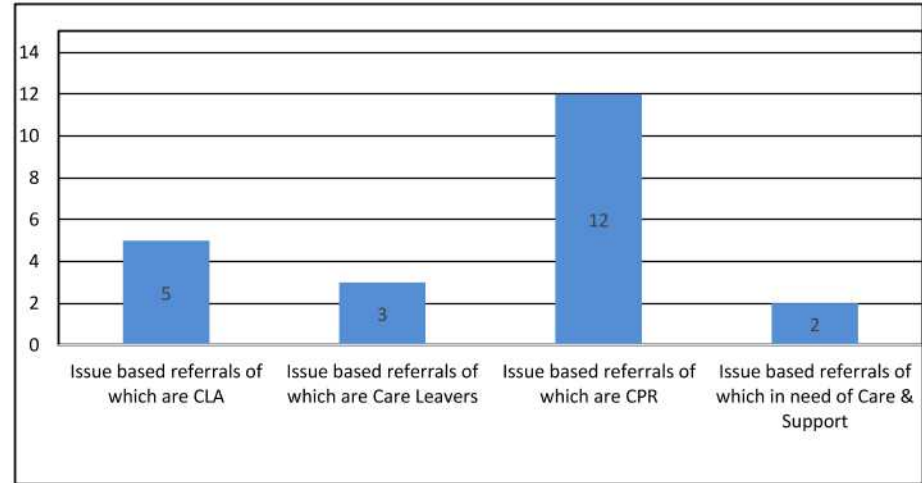
**1b. Advocacy Cases - Interventions - Issue Based Advocacy**



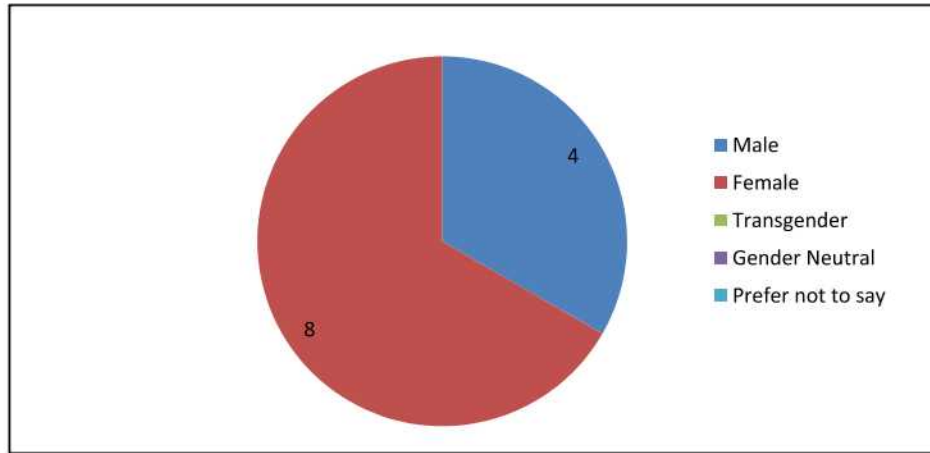
**2a. Eligibility Criteria: Active Offer**



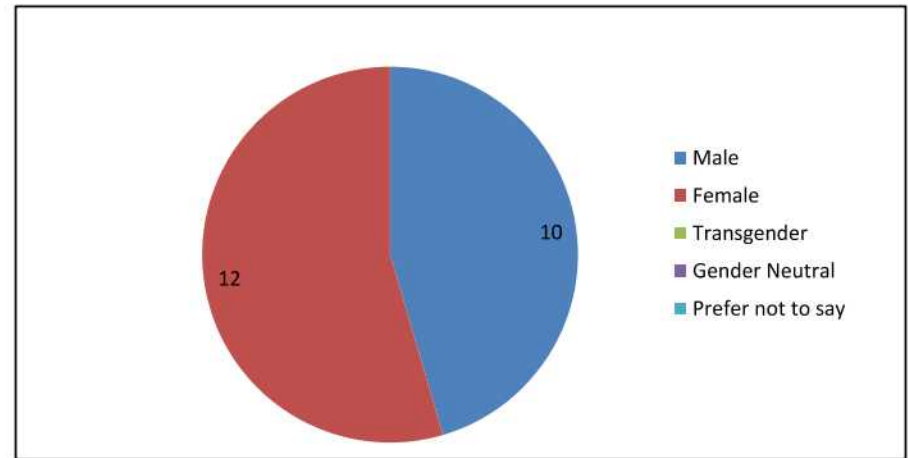
**2b. Eligibility Criteria: Issue Based**



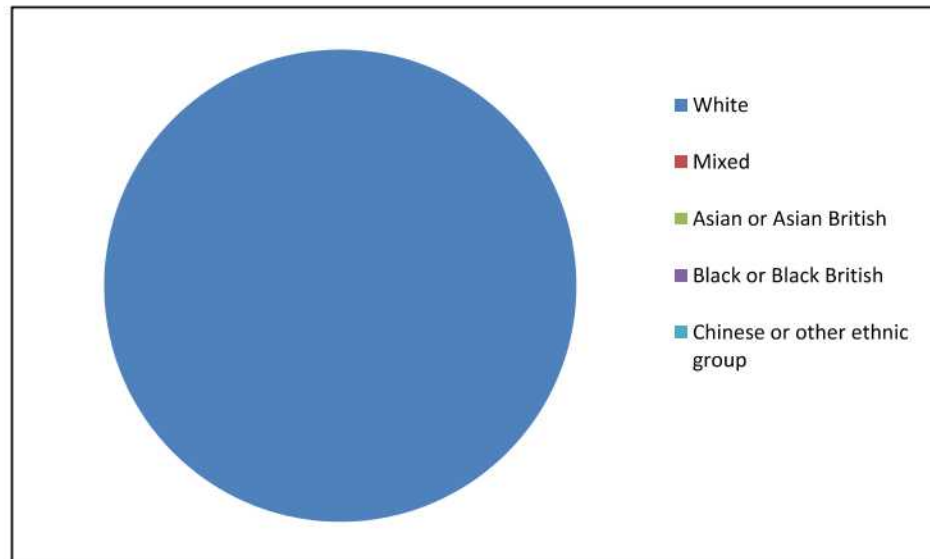
3a. Demographics: Gender - Active Offer



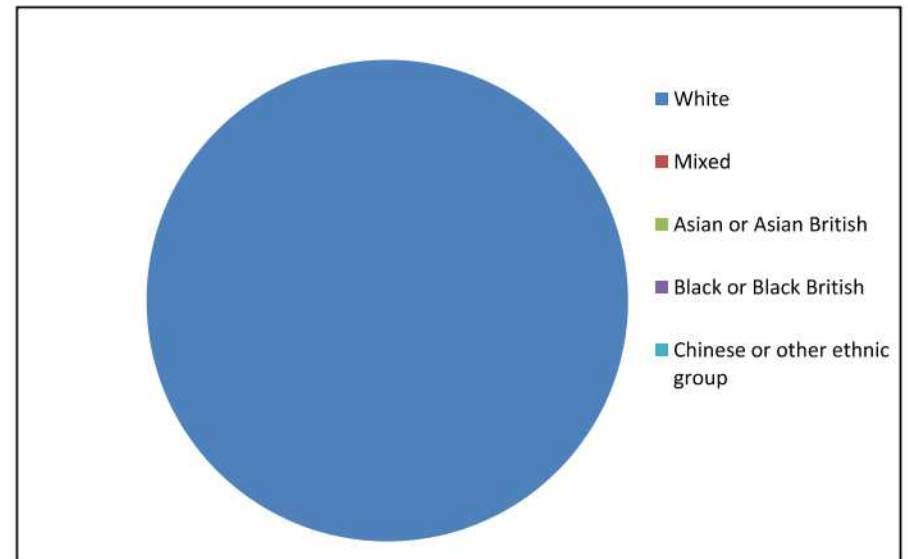
3b. Demographics: Gender - Issue Based



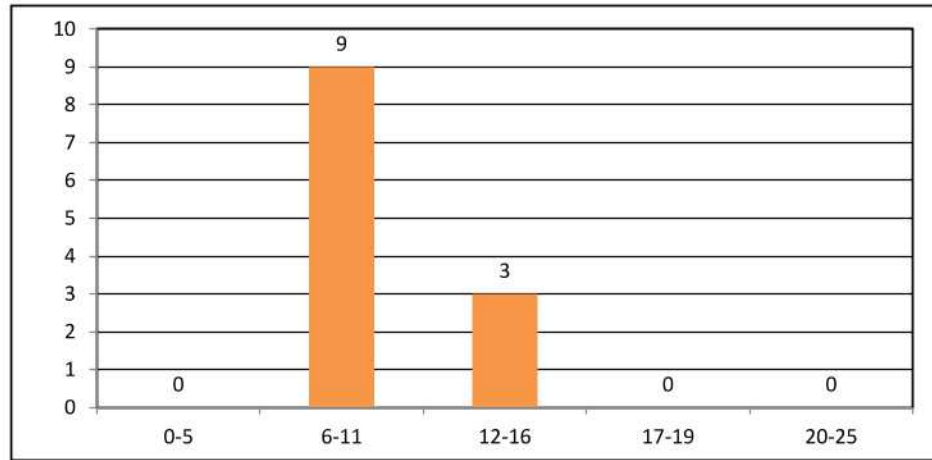
3c. Demographics: Ethnicity - Active Offer



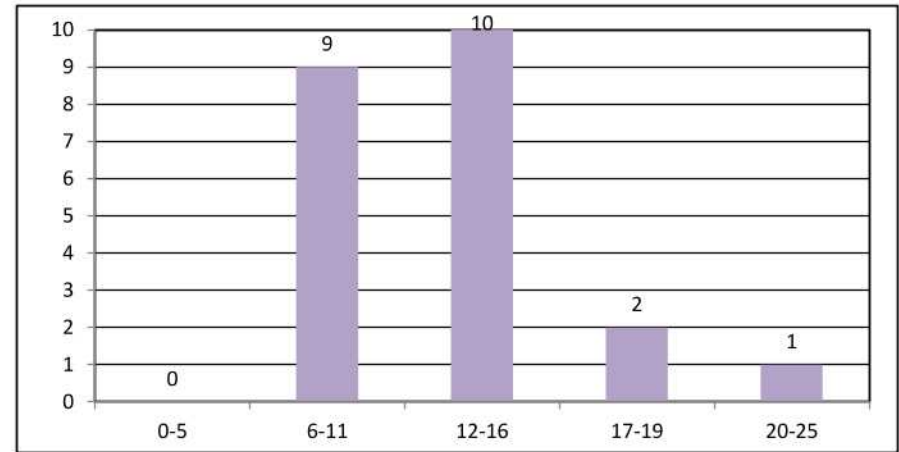
3d. Demographics: Ethnicity - Issue Based



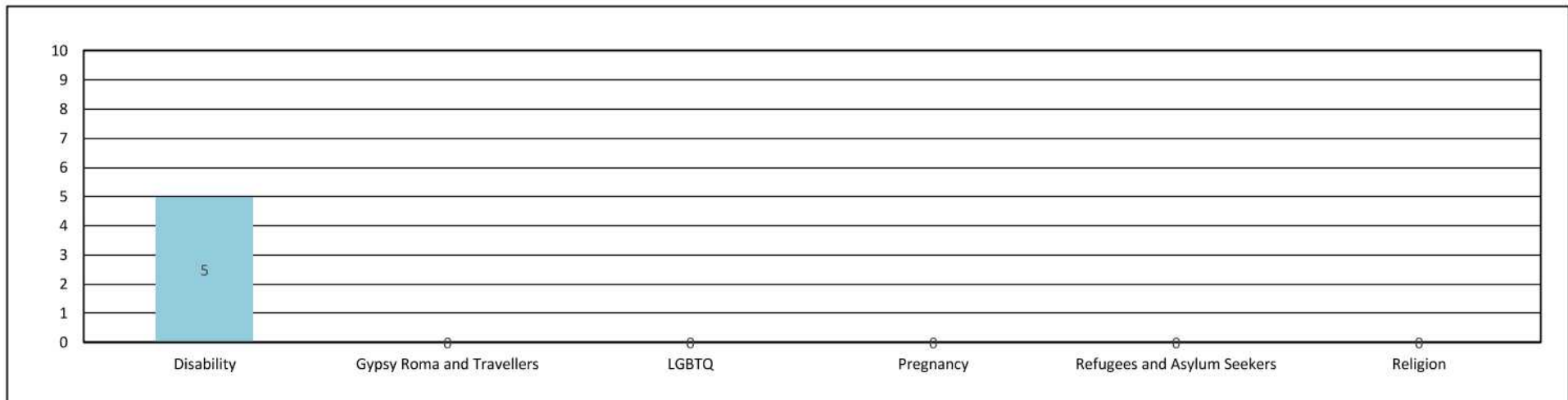
### 3e. Demographics: Age - Active Offer



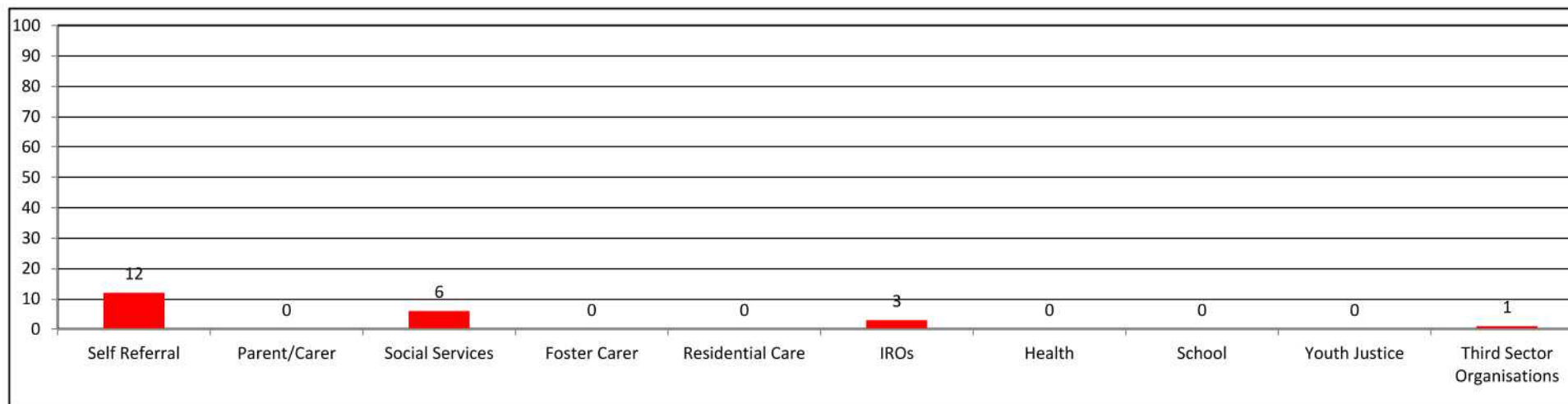
### 3f. Demographics: Age - Issue Based



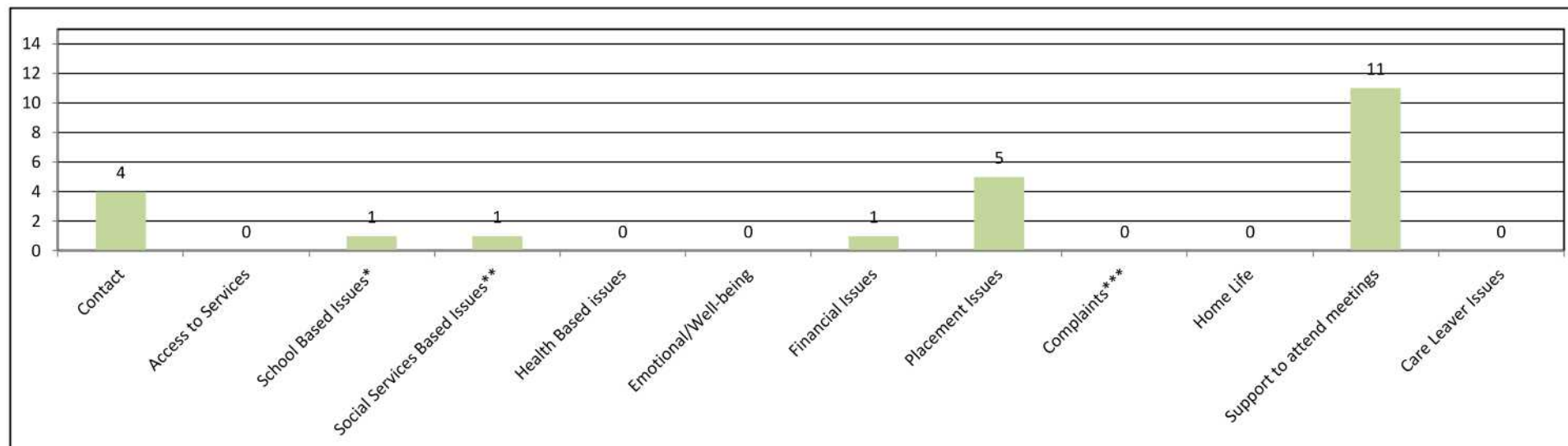
### 4. Protected Characteristics



## 5. Referral Source per young person - Issue Based only



## 6. Issues Presented



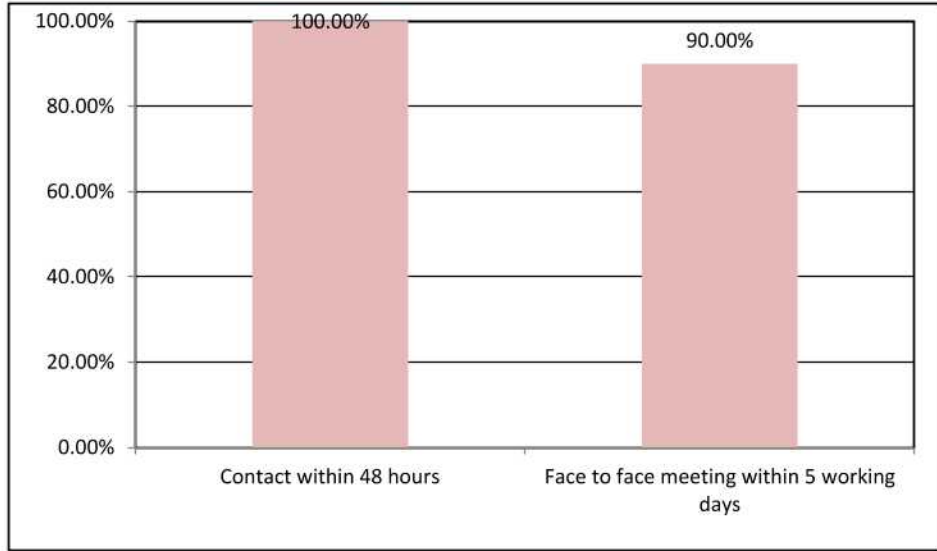
\* School based issues including: SEN/ALN, exclusions, bullying, transport.

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

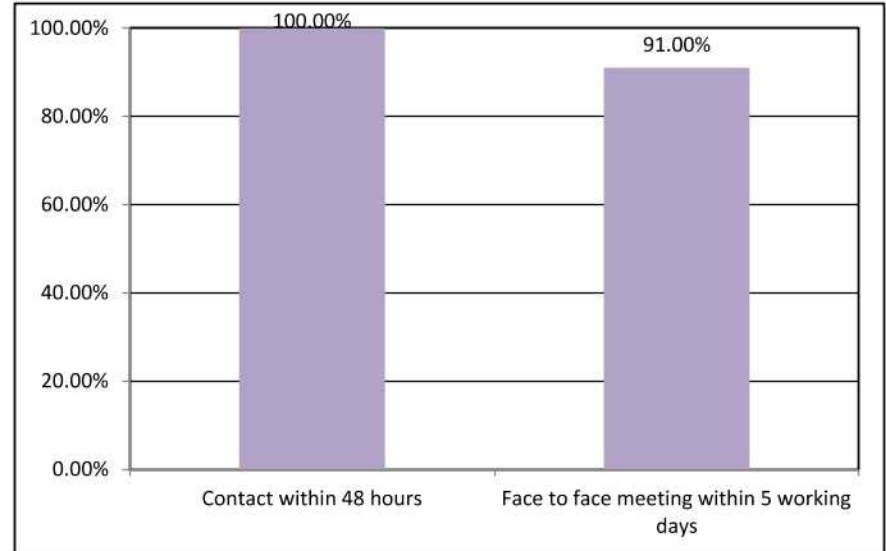
\*\*\* Complaints refer to any complaints made against statutory services, including Social Service, Police, Health, YJS



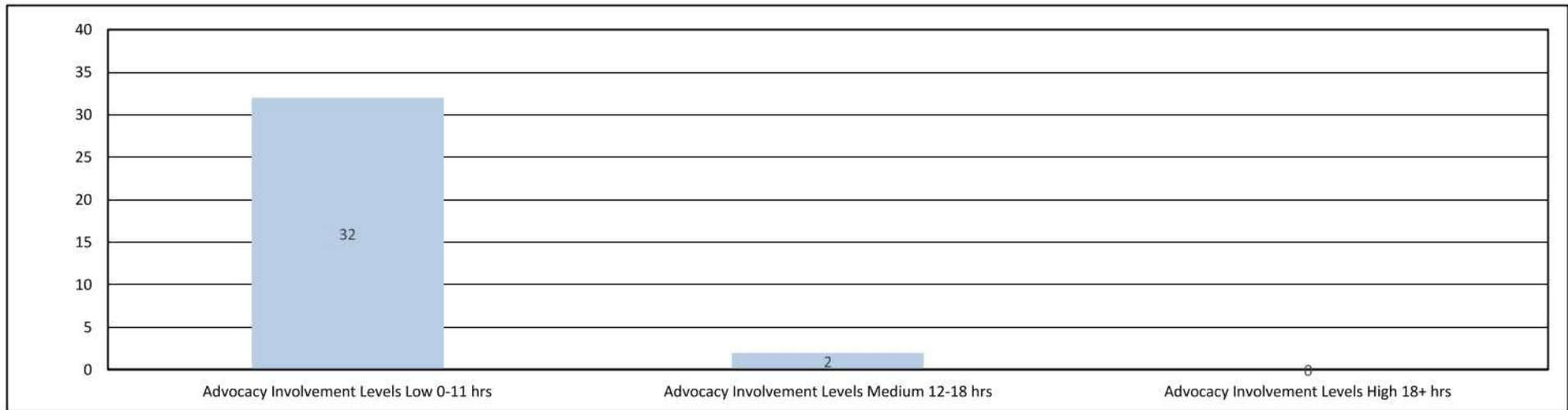
### 7. Service Performance - Active Offer



### Service Performance - Issue Based



### 8. Level of Advocacy Intervention at point of Issue Closure



## 9.Outcomes: linked to The National Advocacy Standards & Outcomes Framework

		Comments
<b>Outcome 1</b>	<b>Children and young people find good quality independent advocacy easily available and accessible.</b>	<p>During this quarter, contact within 5 days for both Active Offer and IBA has remained over 90%. Quarter two was again impacted by Covid-19 restrictions which meant the continuation of virtual and telephone meetings. Advocates remain flexible while being unable to offer face-to-face meetings as standard, which includes being available outside of usual working hours. Only one young person has refused contact in this way and appropriate risk assessments will be carried out to ensure a visit can be conducted as soon as possible.</p> <p>During this quarter one member of staff has attended mental health and wellbeing training.</p>
<b>Outcome 2</b>	<b>Children and young people have their privacy and confidences respected and their wellbeing safeguarded and protected.</b>	<p>Advocates have reported that it has been difficult to explain GDPR and safeguarding virtually especially to younger children, where it is often difficult to maintain their focus.</p>
<b>Outcome 3</b>	<b>Children and young people are valued for their diversity, treated with respect and all forms of discrimination against them are challenged.</b>	<p>During this quarter five young people were described as having a disability, these were high functioning autism, learning difficulties and ADHD.</p> <p>Advocates continue to offer the service through the medium of Welsh and English. During this quarter all young people requested the service through the medium of English.</p>

<p><b>Outcome 4</b></p>	<p><b>Children and young people are empowered to take the lead in relation to advocacy services and their rights, wishes and feelings and championed.</b></p>	<p>During this quarter, three young people have informed us they feel able to advocate for themselves following our support. One young person was encouraged and happy to speak to her social worker herself regarding her feelings, another was supported to speak to an aftercare worker regarding a financial issue. A third young person suggested he was able to use the wishes and feelings report compiled by this advocate to advocate for himself.</p> <p><b>Quotes from young people</b></p> <p>“He gave me the confidence to speak up at meetings for myself.”</p> <p>“I was very happy with that and I enjoy having phone calls with my advocate. Thank you.”</p> <p>“He told my Social worker everything I wanted to tell her.”</p> <p>“I am no longer living in the unit, I am with my Nan and this makes me happy.”</p> <p>“I know how to include myself.”</p> <p>“Because I was afraid to say something myself”</p> <p>“I love my Mammy and I love my Daddy and get to see both of them”</p> <p>“I feel that I can advocate for myself now.”</p>
<p><b>Outcome 5</b></p>	<p><b>Children and young people participate in the design, planning, delivery, monitoring and evaluation of advocacy services.</b></p>	<p>During the quarter we went to recruitment for maternity cover for the team manager post. Unfortunately no young people from RCT were able to participate in this opportunity.</p> <p>TGP Cymru has recently secured funding from WCVA for a six month long participation project which will work with all TGP Cymru services to increase participatory opportunities for children and young people. We will provide further information as this develops.</p>