



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

8TH MAY 2018

NATIONAL YOUTH ADVOCACY SERVICE (NYAS) UPDATE

REPORT OF THE DIRECTOR, CABINET & PUBLIC RELATIONS

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 4.

2. RECOMMENDATIONS

It is recommended that the Corporate Parenting Board:

- 2.1 Note the contents of the Quarter 4 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 4:

1st January 2018 - 31st March 2018

Headline Report:

REFERRALS

38 new referrals were received in the period which included 9 Active Offers of Advocacy referrals and 29 Issue based referrals.

Of the 9 Active Offers of Advocacy referrals made 9 Active offer meetings took place from which all of the young people requested further issue based advocacy support.

From the 29 Issue based referrals, 39 issues were supported by the advocacy service.

32 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 24 formal meetings which included :-

14 CLAR/LAC Review meetings, 10 meetings for young people involved in child protection processes.

In addition to the service NYAS has supported 1 spot-purchase requests for an Appropriate Adult in Independent Age Assessments.

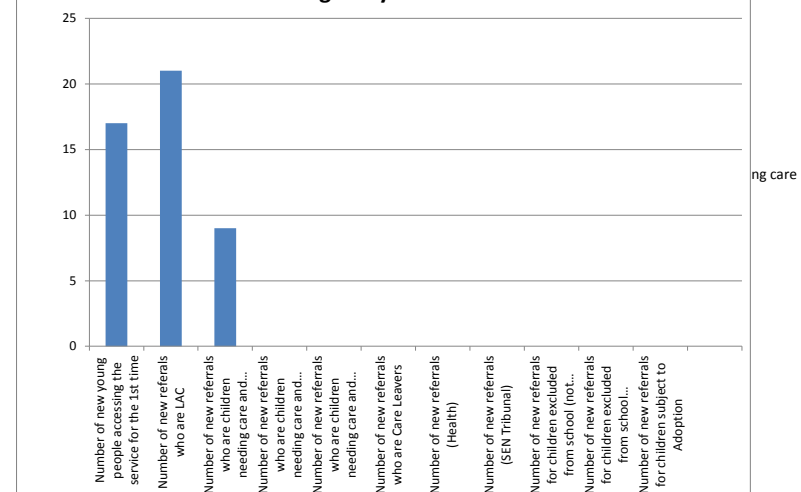
ISSUES

Advocacy Cases - Number of Issues and Young People

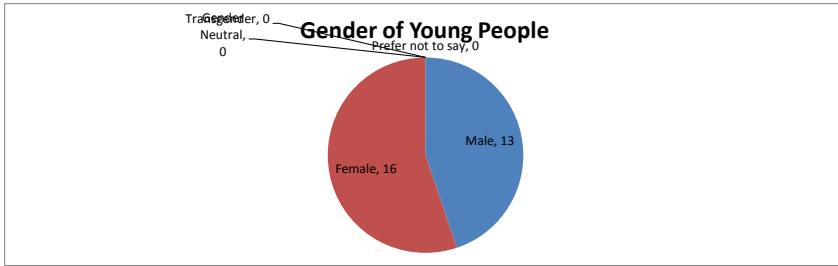


Reasons given by young people for not accepting Active Offer (where known)

Eligibility Criteria

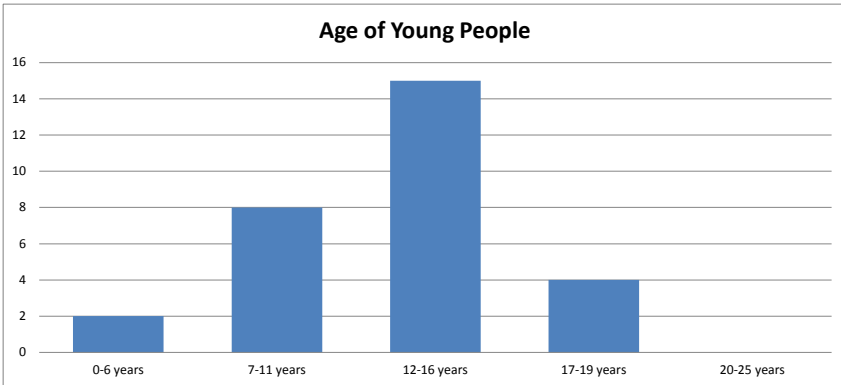


Demographic Information

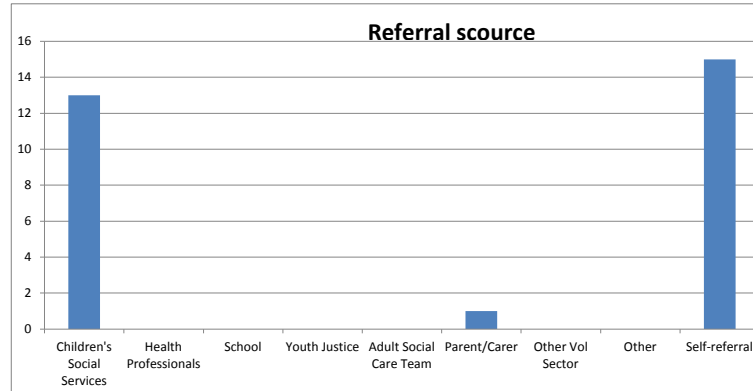


ETHNICITY

Category 1 - White UK - 2
 Category 2 - Welsh - 1
 Category 3 - White Welsh - 3
 Other - 0

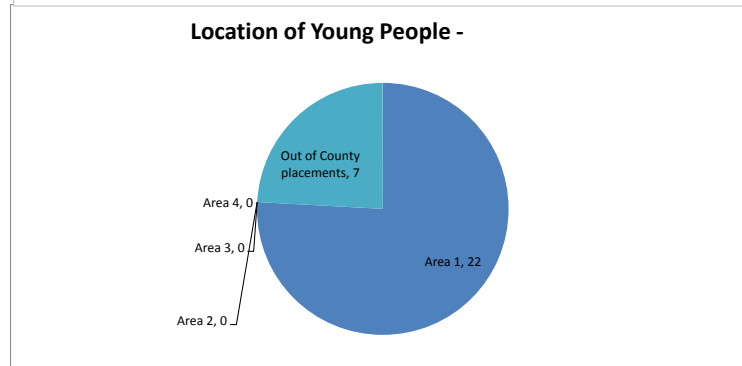


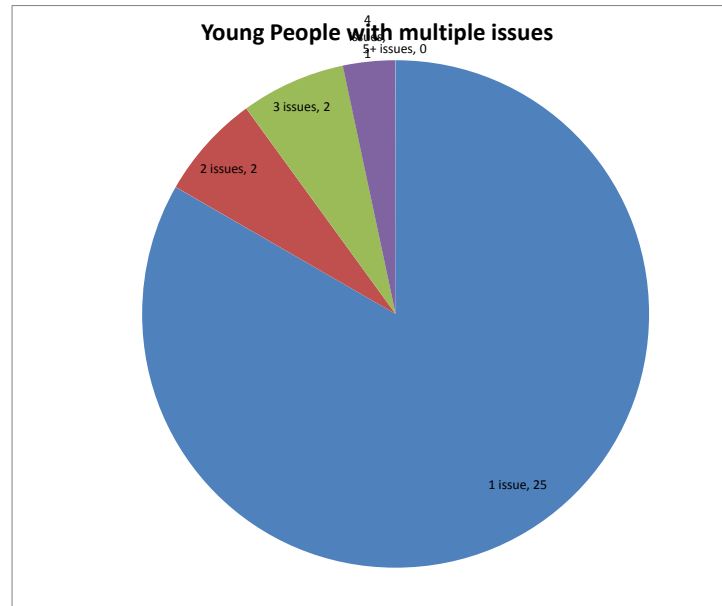
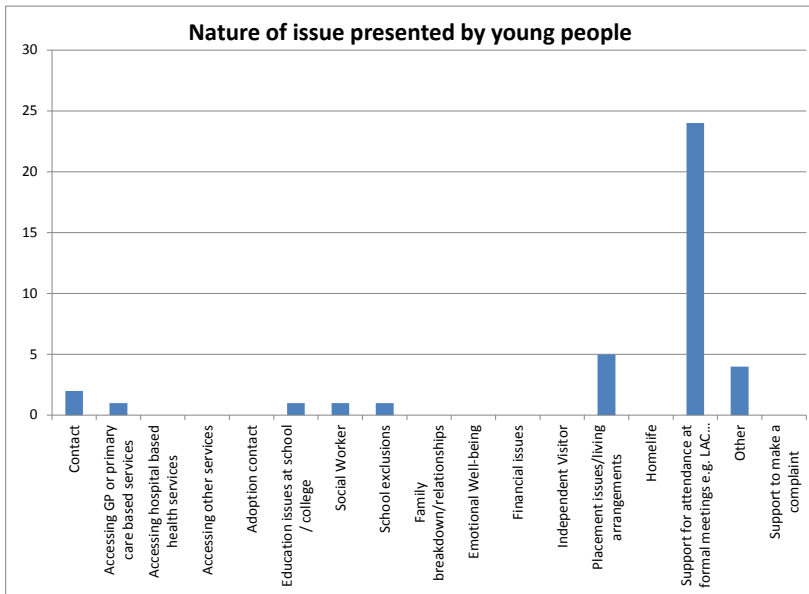
Referral source



13 referrals for young people received from Childrens Services:_
 East Teams -Enquiry & Assessment Team - 3 referrals, Intensive Intervention Team-1 referral.
 West Teams- 16 + Team- 3 referrals, Intensive Intervention Team-2 referrals
 .IRO Team-3 Referrals. Disabilities Team 1 Referral.

Location of Young People -





Number of CP referrals made by Advocacy Service (+ outcome where known)	0
OUTCOME:	
NATURE OF ISSUES (Other)	
SUPPORT IN MAKING A COMPLAINT (Level and short narrative)	
No referrals were made for safeguarding to the LA this quarter.	
	0

Additional Information

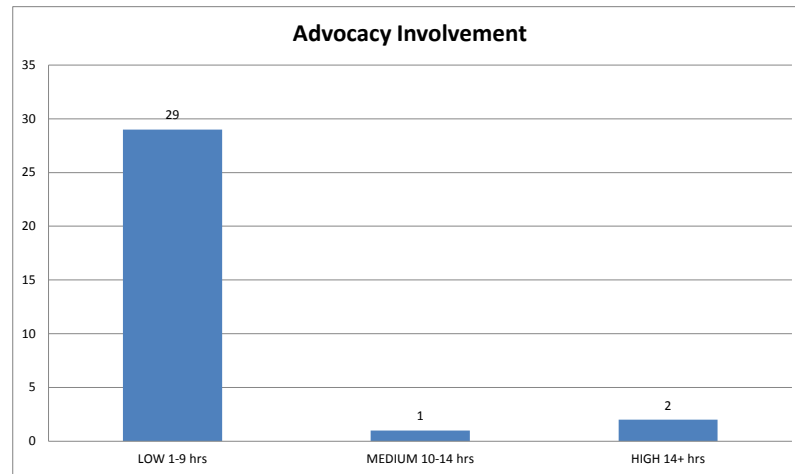
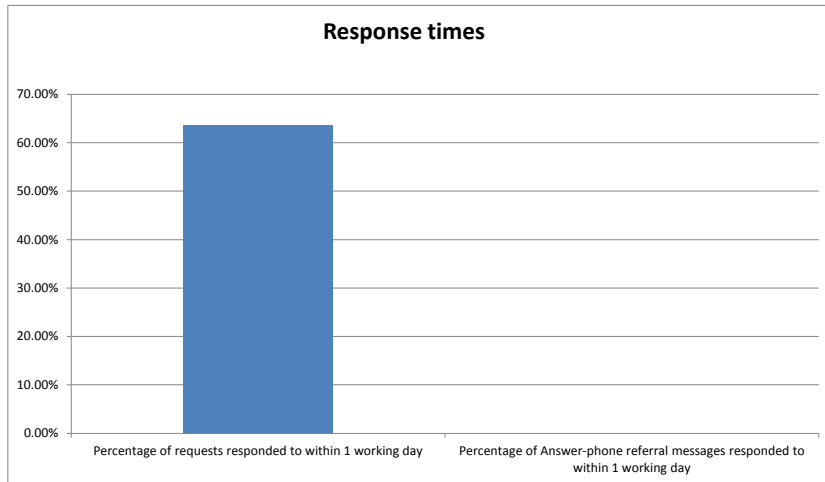
Further narrative on issues/trends (Systemic)
 Further narrative on issues/trends (Systemic)
 This quarter there were 9 active offer referrals made to NYAS compared to 15 in quarter 3.

A new area of work within the Local Authority are the requests to Nyas to provide Appropriate Adults in Independent Age Assessments. At present this is on a spot purchase basis.

Examples/numbers of cases where interpretation services accessed for young people
 There was 1 Spot Purchase where Nyas provided an Appropriate Adult in Independent Age Assessment and 1 young person received Issue based Advocacy support with the aid of an Interpreter.

Requests to change an advocate (R80).
 There were no requests to change an advocate this quarter.

Service Performance



29
1
2

Number of cases closed - feeling advocacy had helped	30
13 NYAS Feedback Forms were received, and 17 Feedback Cards. ALL young people felt Nyas had made things better and they would recommend NYAS to someone else. Direct feedback provided included: "My Advocate understood my situation and recorded exactly"	
Number of cases closed - not happy with response received from authority	0
Comments: Of the 32 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.	
38	Number of compliments received about the advocacy services
In addition to the 30 CYP who feedback Nyas also received 8 3rd Party compliments which included: Social Worker "The drawing you presented on behalf of J in the Initial Case Conference was meaningful and helpful in the decision making process."	
0	Number of requests to change an advocate
No young people requested to change an advocate	

Additional Information

Case Study - with Advocacy Action Plan

Case Study 1:- D -RCT young person-Aged 11 -Subject to S17 Child Protection process.

Background: Initial active offer referral received from the Social Worker for a Nyas Introductory visit. Following the initial Nyas Advocacy visit D requested further advocacy support with regard to a forthcoming Child Protection Initial Case Conference.

The Advocate made a new referral and visited D to explain and discuss the child protection process. D reflected he felt happy and safe with Mum and enjoyed school. D understood the reasons in being involved in the child protection process in being at risk from Dad. D also commented that children's services "Are nice an speak to children in a nice way and being involved with them helps my family."

Agreed Action: D requested that Nyas Advocacy attend the Initial child protection conference to speak for D at the meeting and take forward views, wishes and feelings. D did not want to attend the meeting. Then arrange another Visit to provide Feedback.

Outcome:

The Advocate attended the Initial case conference and D's name was placed on the child protection register. A child protection plan to be developed to manage any risk from Dad and a no contact order with immediate effect to be put in place.

Feedback

On the return feedback visit and case closure D commented " I would definitely recommend advocacy to someone else and it made things better for me. Advocates are good at their job and very good at listening. My Advocate wrote down exactly what me and my brothers said then read it out in the meeting and this has helped Children's Services to keep us safe and happy."

3rd Party Feedback- Mum also thanked the advocate for their help.

Looking forward - next quarter

Nyas Partnership working with RCT -

Nyas are keen to continue to meet with the Local Authority to review and discuss service delivery and development.

New dates to be set for Nyas awareness raising/active offer drop in sessions and Visits to team meetings. Initial contact has been made to request this but as yet we are awaiting a response to confirm arrangements.

Nyas welcomes the support and recommendations of the Local Authority to continue to develop an effective joint programme of work.

Key Achievements

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

Nyas attended joint Social Work Training and received 24 direct enquiries from practitioners. NYAS information packs were distributed including the Nyas Briefing paper on the Active Offer of Advocacy. Nyas met with staff from Voices in Care to discuss and further develop collaborative working. Nyas Project Manager met with staff in Brynda Community Home. Nyas Project Manager met with Jayne Thomas to review service delivery and develop the RCT Advocacy Operational Group.

Publicity and Sharing

NYAS Publicity Leaflets and information for young people are currently under review.

Participation Activity - Peer Advocacy/Peer Mentoring- Nyas are continuing to offer young people the opportunity to become Peer Advocates/Peer Mentors or Mentees with regard to Education, Employment and Training.

Peer advocates are supporting Nyas in research around Hidden Ambitions.

Consultation with participants named the Young mums project funded via the Tampon Tax. The Unity project which is now providing advocacy and holistic support to young mums who themselves have

Staff training undertaken:

Nyas trained newly recruited staff in safeguarding, data protection and Equality, diversity and Inclusion training. Also new Advocates completed their shadowing process.

Nyas staff attended the following Training:-

Nyas Safeguarding Children Training.

Nyas Training on the Role of an Independent Person in secure reviews.

Nyas training - Age assessment

Service Improvements

As a crucial and key priority Nyas would like to continue 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 in partnership with the local authority would like to work towards all children and young people are offered the active offer of advocacy.

Nyas welcome the opportunity to discuss collaborative working with the Local Authority continuing to ensure a robust and effective referral process is established and all practitioners are aware of the Active Offer of Advocacy.