Improvement Objective

IO 7 - Agencies and partners work together to safeguard Children and young people

Outcomes:

1. Using Team around the Family we will support families with emerging needs to prevent those needs escalating to the point of statutory intervention.

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Quarter 2 Progress Summary

In 2012/13 we said we would:

1. Using Team Around the Family we will support families with emerging needs to prevent those needs escelating to the point of statutory intervention.

We made good progress in:

- The number of referrals has increased significantly from 2011/12, with the education sector making the highest number of referrals.

- The number of core members at the Multi Agency Panel meetings has increased, which helps to provide a broader perspective on the range of support available for families. New core members include GAVO, Llamau and Barnardo's.

- The Multi Agency Panel is now held in alternate venues across the North, South and East of the borough.

- We have started to receive independent feedback from service users about the support that they have received. We use this information to develop the TAF model further.

- We have delivered lead professional training, which was positively evaluated, and attendees reported that they felt more confident about taking on the lead professional role in the future.

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Risks

Title	Original Date	Original RAG	Original Likelihood of occurence	Original Impact	RAG	Likelihood of occurence	Impact	Comment
01. Once the TAF model is implemented, momentum is lost and services revert back to previous functioning	01 Apr 2010	◆	3	3	◆	3	3	Momentum for the development and the delivery of the the TAF model has been maintained.
02. Non engagement of key partners, resulting in services not working effectively together	01 Apr 2010	◆	3	3	◆	3	3	Key partners are engaged in the TAF model.
03. Fear of change for services and staff, resulting in lack of engagement or commitment to work together	01 Apr 2010	◆	3	3	◆	3	3	Staff are engaged in the delivery of the TAF model. We listen to feedback from staff and provide advice, guidance and training when needed.

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Actions

Title	Comment	Overall Status	% Complete	RAG
01 Review & develop key documentation for all professionals to use, including: Referral pathway/Referral form/Assessment form/Review form	Key documentation for Team Around the Family including referral form, Assessment form, Delivery Plan and Review form have been developed. A Handbook has also been produced for professionals which outlines the TAF model and processes, and includes relevant forms. Further key documentation for professionals include the evaluation process. We have developed evaluation forms for Multi Agency Panel Members, Lead Professionals and Referrers to TAF. These evaluation forms are requested on a six month basis which informs on the awareness, knowledge and progress of the TAF Project.	Complete	100	⊖
02 Children and Young People's Partnership to secure funding for project	The Children and Young People's Partnerhsip are in receipt of Families First funding, a proportion of which is for the development of the Team Around the Family model. Children's Services and Partners were successful in the tender for the Team Around the Family and Parenting Coordination Service, and the new contract commenced on 1st November 2011.	Complete	100	⊖
03 Awareness raising of the TAF model to all relevant parties	Awareness raising sessions delivered by the TAF team through attendance at management meetings, team meetings, individual agencies and schools. Presentations have been delivered and handbooks for professionals and families produced. Methods of communication to raise awareness of TAF include; TAF leaflets for families and professionals which are available in a range of venues throughout the county borough; Family Information Service website; Family Forums; Lead Professional Training; and Generic Awareness raising sessions.	Complete	100	⊖
04 Learning, Education and Inclusion staff are trained and engaged in the TAF approach	The TAF team continue to raise awareness with Learning, Education and Inclusion staff, including the Behaviour Support Team, Education Psychology, Education Welfare Officers and School Nurses. All primary and secondary heads have been briefed. Referrals from schools continue to increase and the education sector is one of our main referrers into TAF.	Complete	100	⊖
05 Pilot the Team Around the Child model in the identified area (Risca).	An evaluation of TAC/TAF has been completed and the Team Around the Family Model has been rolled out across the county borough, and is now accepteing referrals. TAF model will be fully evaluated in 12/13.	Complete	100	⊖
06 All schools: have a designated LAC and a designated CP person, are compliant with training requirements and have access to a model CP policy	All schools have designated LAC and Child Protection Officers.The Local authority provides all schools with a model Child Protection policy. There is a robust Child Protection training programme in place.	Complete	100	⊖

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Title	Comment	Overall Status	% Complete	RAG
07 Evaluate success of TAC pilot resulting in summary report being produced	The evaluation of the Pilot TAC model has been completed and an evaluation report produced and shared with Children and Young People's Partnership in 2011. The findings were used to develop the TAF model.	Complete	100	●
08 Consider options for implementation of the TAF across the borough during evaluation.	Options for implementation considered as part of the evaluation.	Complete	100	●
09 Develop implementation plan for rolling out TAF model across the county borough	Implementation plan completed for all areas of the borough. Reviewed every 6 weeks at TAF steering Group Meetings. The Multi Agency Panel meetings take place every two weeks and sit in schools throughout the North, East and South of the borough on a quarterly rota system. The Multi Agency Panel has been held in the East of the borough and is now being held in the South of the borough for this quarter.	Complete	100	●
10 Fully implement TAF across Caerphilly County Borough	TAC has now become TAF and is fully implemented across the borough. The TAF model was officially launched for the whole of Caerphilly Borough in January 2012.	Complete	100	●
11 Provide a rolling programme of multi agency safeguarding training	All Local Safeguarding Children's Board training is now delivered regionally at levels 1-5. A Gwent wide multi agency training programme has been develeloped and implemented for 2012/13.	Complete	100	●
12 Address recommendations from Safeguarding review: Management board with Children services & Education set up and operational.	A joint decision has been made to put a hold on implementing the recommendations, pending the Social Services collaboration programme with Blaenau Gwent	Not Started	0	●
13 All schools understand and have access to TAF support (where appropriate) as schools are key referrers of potential users of the service	TAF awareness raising presentations have been delivered at Primary Head Teacher cluster meetings. The TAF handbook has been dissemenated to all schools. Individual meetings with Head Teachers at schools have also taken place with TAF Officers and TAF Manager. All schools have received copies of the TAF Referral Form so that referrals can be made. Deputy Heads, Head of Year, SENCOs and Education Welfare Officers attend Multi Agency Panels and Action Plan meetings with the family and professionals when necessary.	Complete	100	●

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Title	Comment	Overall Status	% Complete	RAG
14 Develop and deliver Multi Agency Practitioners Forums to raise awareness of specific issues and initiatives with agencies who come into contact with children and young people	Between 01/04/12 and 30/09/12, 5 Multi Agency Practitioner Forums have been delivered on the following topics; * Core group working and multi agency consultation; * Safety with technology; * Working with children who have experienced abuse and/or neglect; * Listening to children and young people; and * Young people and substance misuse. Over 100 practitioners have attended these events so far.	Complete	100	⊖
15 Evaluate training events and multi agency practitioner forums	Evaluation forms are routinely completed at the end of each course. These are then reviewed by the regional training group to inform development of courses. Follow up evaluation has been completed for Neglect level 3 regional training and findings have been delivered to the Local Safeguarding Children's Service Board. Between 01/04/12 and 30/09/12, 88% of those who attend multi agency practitioner forums and completed an evaluation form, rated the forums at a 5 or 6 for usefulness (where 6 was very useful and 1 was of little use). 76% of those who have attended training provided by the Caerphilly Safeguarding Children Board, rated the training at a 5 or 6 (where 6 is learned alot and 1 is learned nothing) in relation to how well the objectives of the training were met.	Complete	100	⊖
16 Facilitate consultation with parents and carers, children and young people to raise awareness and inform the work of the Safeguarding Board	The 2012 Caerphilly Safeguarding Children Board children and young people consultation events took place over two days in June, the first day for Primary school age (10 - 11 year olds) and the second day for Secondary school age (mainly 14 - 15 year olds). During the 2 events, staff from a range of agencies, including Social Services, Education, Health and the voluntary sector, consulted over 100 children and young people from Caerphilly County Borough schools and youth groups. During the events, the children and young people took part in; * Consultation workshops about School, Health, Community and Home; * Group voting exercises relating to being listened to; * Information sessions on Advocacy, Complaints, Rights and Safeguarding; and *Summary sessions where recommendations were made on how they could be listened to better. A summary report has been produced.	Complete	100	⊖

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Title	Comment	Overall Status	% Complete	RAG
17 Information sharing and consent issues are integrated into all CSCB level 2 training	The CSCB training group has now been merged with Local Safeguarding Children Board groups in the Gwent area to form a regional training group. Information sharing is an integral part of all level 1,2,&3 regional training	Complete	100	⊖
18 Implement Family Support Strategy, including integrated family support service.	The Immediate Response Team (IRT) has now been established. The aim of this team is to allow intervention at the point of crisis. It is hoped that by being proactive at the point of crisis, when family's need the support then there will be fewer Children and Young People coming into Care and being placed on the Child Protection Register	Complete	100	⊖
19 Family Support Strategy is understood and integrated into LEI service development plans.	The Family Support Strategy has been launched. The action plan for delivery is being developed and delivered, and will be coordinated by the the Family Support Priority Outcome Group, a sub group of the Children and Young People's Partnership. Borough wide parenting coordination is now in place, and now has a higher profile amongst agencies who might not have previously been aware of the range of support available throughout the county borough. Parents have been consulted upon the Family Support Strategy, and parents from the Parent Network are designing a parents guide to family support.	Complete	100	⊖
20 Explore opportunities for integrating the Team Around the Family Model and integrated Service for Children with Addiontional Need (which is a service for children with disabilities)	The TAF and ISCAN work closely together, examples of steps to integration include; The ISCAN manager sits on the Multi Agency Panel as the Education and ISCAN representative and also chairs the panel on a rota basis with the TAF Manager; The ISCAN manager consults with TAF Manager on any possible TAF or ISCAN cases in order to find the most suitable service for families; and The ISCAN Manager supports and delivers Lead Professional Training in the borough supporting the TAF Manager to reach a wider audience. One of the TAF Admin Officers sits in the ISCAN Team to support their Administration service.	In Progress	50	⊖

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Actions

Title	Comment	Overall Status	% Complete	RAG
21 Continue to develop the TAF model throughout CCBC including: Learning lessons and adapting delivery & Training and awareness rising based on demand and need	The TAF model continues to be developed, an example includes the development and delivery of new Lead Professional and TAF Awareness Training sessions. This training was developed as a result of feedback from professionals that they were concerned that taking on a lead professional role could increase in their workload. Evaluation of the training sessions shows that; 94% reported the training event to be highly effective in helping to develop their knowledge, skills and understanding of the role of the Lead Professional; 89% now fully understand which is expected of the Lead Professional role; and 84% are confident and have no issues about undertaking the role of TAF Lead Professional.	In Progress	50	⊖
22 Monitoring the TAF model on a regular basis, this will include checking numbers of families for promotion, providing support in a timely measure, & effectiveness of service provider	The TAF model is monitored using the TAF database, which records basic personal information and information about the TAF process and performance (for example timescales from referral to first family meeting) and family progress. This information is monitored on a regular basis by the TAF manager, and on a six weekly basis by the TAF steering group. Monitoring reports are submitted to the Children and Young People's Partnerhsip on a Quarterly basis.	In Progress	50	⊖
23 Evaluating the TAF by measuring the difference it is making to those children & their families is supports & the views of the lead professionals supporting them	An evaluation plan is in place, which includes obtaining the views of a range of stakeholders involved in the TAF model. Families are interviewed on case closure, by independent interviewers. Families are asked about the difference that the support provided by TAF has made to their family life. Feedback from referrers, lead professionals and the TAF multi agency panel members is sought on a 6 monthly basis. All feedback is used to inform service delivery.	In Progress	50	⊖

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Evidence

Period	Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
Q2 12/13	01 The total number of open cases of children in need (average)	1128.00	1062.00	1250.00	↑	1034	
Q2 12/13	02 Number of children on the child protection register	223.00	217.00	275.00	↑	267	
Q2 12/13	03 The total number of open cases of children looked after	319.00	320.00	400.00	▬	332	
Q2 12/13	04. Number of Team Around the Family (TAF) Multi Agency Panels held	13.00	12.00	10.00	▬	11	Between 01/04/12 and 30/09/12, 13 Multi Agency Panels have been held.
Q2 12/13	05. Number of families referred to TAF	196.00	155.00	135.00	▬	5	A total of 196 children (168 families) were referred during period.
Q2 12/13	06. Number of families allocated a lead professional	91.00	100.00	70.00	↑	3	Between 01/04/12 and 30/09/12, 91 children (65 families) were allocated a lead professional.
Q2 12/13	07. Number of families who have received a TAF assessment.	185.00	100.00	70.00	↑	4	Between 01/04/12 and 30/09/12, a total of 185 children (155 families) have received an assessment.
Q2 12/13	08. Number of families whose TAF plan has been reviewed.	97.00	100.00	70.00	↑	3	This figure captures the total number of families subject to an action plan and review meeting during quarters 1 & 2.
Q2 12/13	09. Number of Cases closed	152.00	110.00	80.00	↑	3	A total of 152 cases (involving 141 families) were closed between 01/04/12 and 30/09/12.
2012/13	10. % Referrers reporting that the TAF process is useful and effective		75.00	50.00		100	This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	11. % Lead professionals reporting that the TAF process is useful and effective		75.00	50.00		100	This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	12. % TAF members of the TAF panel reporting that the TAF process is useful and effective	66.60	75.00	50.00	▬	66.66	This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	13. % Children and young people that felt listened to during the TAF process		75.00	50.00		100	This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012

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Period	Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
2012/13	14. % Parents /carers that felt listened to during the TAF process	75.00	75.00	50.00	⬇	100	Annual Measure
Q2 12/13	15. Average number of working days from allocation of lead professionals to completion of assessment						This measure has been deleted for 2012/13
Q2 12/13	15a Average number of days from referral to the 1st TAF meeting (this determines when support will start	28.00	30.00	40.00	⬆		New measure for 2012/13, replaced measure number 16 above.
2012/13	16. % Referrers who feel TAF has made a difference to the family		75.00	50.00			This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	17. % Lead professionals who feel TAF has made a difference to the family		75.00	50.00		66.66	This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	18. % Children and young people who feel TAF has made a positive difference to them		75.00	50.00			This evaluation process is on a six monthly basis and we will have the evaluation figures November 2012
2012/13	19. % Parents/carers who feel TAF has made a positive difference to them	100.00	75.00	50.00	▬	100	Annual Measure
2012/13	20. The % of referrerals that are re referrals within 12 months (SCC010)		23.50	26.00		24.70	Annual Measure
2012/13	21. Reduction in the number of inappropriate referrals (increase in the number of referrals that proceeed to initial assessment)		89.00	50.00			Annual Measure