

Improvement Objective

APPENDIX 2

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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End of Year 2012-13 Progress Summary

We feel we have made good progress during 2012/13 and class the agreement as successful.

The Team Around the Family has made steady progress over the last year, achieving a number of positive outcomes for families within the county borough and has been successful overall. Overall 91% of parents/carers involved in the TAF process felt listened to during the TAF process and 81% of parents/carers feel that TAF has made a difference to them in 2012/13.

21 of the 23 actions have been achieved and implemented. As it was decided not to proceed with integration with Blean Gwent, opportunities for collaboration remain subject to review and the action to Address recommendations from Safeguarding review: Management board with Children services & Education set up and operational, remains incomplete. The Team Around the Family and ISCAN are working closely together, and the ISCAN manager is a member of the TAF panel, however options for integrating the models has yet to be explored.

The TAF team has developed over the year, and is working well to engage the families that are referred to the service and have built up good working relationships with the professionals who provide support to families.

Referrals to the Team Around the Family are now processed through the Contact and Referral team, who act as the single front door for referrals to TAF. This means that the TAF team is now receiving more appropriate referrals, and therefore the referral rate has reduced.

Multi agency panels are going well, with lead professionals being identified, and useful discussion taking place about individual cases and the range of support available for families.

As of 2012/13 assessments are completed by TAF officers rather than a lead professional, which has made the process quicker. Once assessments have been completed the allocation of Lead Professional is not always needed. Not all families require a coordinated approach by a lead professional and a single agency approach is more beneficial.

Once the TAF team have received a referral the TAF officer endeavors to meet with the referred family within a week, resulting in a timely initial response, however once a lead professional has been identified there is sometime delay in accessing support due to waiting lists for some services, which can leave families frustrated. This information has been passed to the Children and Young People's Partnership who will use to inform future service development.

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Risks

Title	Original Date	Original RAG	Original Likelihood of occurrence	Original Impact	RAG	Likelihood of occurrence	Impact	Comment
01. Once the TAF model is implemented, momentum is lost and services revert back to previous functioning	01 Apr 2010	◆	3	3	◆	1	2	The TAF model has been implemented and key partners are engaged and the TAF team continue to raise awareness of the TAF model.
02. Non engagement of key partners, resulting in services not working effectively together	01 Apr 2010	◆	3	3	◆	1	2	The TAF model has been implemented and key partners are engaged and the TAF team continue to raise awareness of 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	◆	1	2	The TAF model has been implemented and key partners are engaged and the TAF team continue to raise awareness of the TAF model.

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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	<p>Action completed in 2010/11 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.</p> <p>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.</p>	Complete	100	➔
02 Children and Young People's Partnership to secure funding for project	<p>Action completed in 2011/12 The Children and Young People's Partnership are in receipt of Families First funding, a proportion of which is for the development of the Team Around the Family model.</p> <p>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.</p>	Complete	100	➔
03 Awareness raising of the TAF model to all relevant parties	<p>Action completed 2010/11 Awareness raising sessions are 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.</p> <p>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.</p>	Complete	100	➔
04 Learning, Education and Inclusion staff are trained and engaged in the TAF approach	<p>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.</p> <p>Referrals from schools continue to increase and the education sector is one of our main referrers into TAF.</p>	Complete	100	➔
05 Pilot the Team Around the Child model in the identified area (Risca).	<p>Action Completed in 2011/12 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 accepting referrals. TAF model will be fully evaluated in 12/13.</p>	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	<p>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.</p>	Complete	100	➔

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Title	Comment	Overall Status	% Complete	RAG
07 Evaluate success of TAC pilot resulting in summary report being produced	Action Completed 2011/12 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	Action Completed in 2011/12 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, in alternate schools throughout the North, East and South of the borough.	Complete	100	➔
10 Fully implement TAF across Caerphilly County Borough	Action Completed 2011/12 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	Action Completed 2011/12 All Local Safeguarding Children's Board training is now delivered regionally at levels 1-5. A Gwent wide multi agency training programme has been developed and implemented for 2012/13.	Complete	100	➔
12 Address recommendations from Safeguarding review: Management board with Children services & Education set up and operational.	Following the decision not to proceed with integration with Bleanau Gwent , opportunities for collaboration remain subject to review	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	Representatives from the education sector act as lead professionals where appropriate. TAF awareness raising presentations have been delivered at Primary Head Teacher cluster meetings. The TAF handbook has been disseminated 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	<p>6 Multi Agency Practitioner Forums have been delivered including</p> <ul style="list-style-type: none"> * 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. <p>Over 188 practitioners have attended these events.</p>	Complete	100	➔
15 Evaluate training events and multi agency practitioner forums	<p>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.</p> <p>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.</p> <p>78% 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).</p> <p>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 a lot and 1 is learned nothing) in relation to how well the objectives of the training were met.</p>	Complete	100	➔
16 Facilitate consultation with parents and carers, children and young people to raise awareness and inform the work of the Safeguarding Board	<p>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).</p> <p>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.</p> <p>During the events, the children and young people took part in;</p> <ul style="list-style-type: none"> * 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. <p>A summary report has been produced.</p>	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	Action completed 2011/12 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. The integrated family support service will go live in CCBC in July 2013.	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 Additional Need (which is a service for children with disabilities)	The TAF and ISCAN work closely together, with the ISCAN manager being a member of the TAF panel. Options for integrating the models have yet to be explored.	In Progress	50	🟡

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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 develop based on lessons learnt from feedback. The TAF team continue to raise awareness of the service with professional and families, for example GAVO, play works, tenants liason officers and families accessing the family engagement project.	Complete	100	➔
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 continues to be maintained on a regular basis	Complete	100	➔
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	We have complete evaluations with families who have been able to identify how TAF has made a difference to them.	Complete	100	➔

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Evidence

Period	Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
Q4 12/13	01 The total number of open cases of children in need (average)	1237.00	1062.00	1250.00	—	1047	Average over 12 months. New PI in 2011/12
Q4 12/13	02 Number of children on the child protection register	202.00	217.00	275.00	—	248	Average over 12 months. New PI in 2011/12
Q4 12/13	03 The total number of open cases of children looked after	309.00	320.00	400.00	—	329	Average over 12 months. New PI in 2011/12
Q4 12/13	04. Number of Team Around the Family (TAF) Multi Agency Panels held	23.00	25.00	21.00	—	9	During quarter 4, 100% of TAF multi agency meetings took place. During previous quarters, meetings were cancelled due to the impact of holiday periods.
Q4 12/13	05. Number of families referred to TAF	234.00	310.00	280.00	—	12	234 families involving 321 children were referred to TAF in the year. Since 09/07/12, TAF referrals have been screened by the contact and referral team to ensure that only appropriate referrals are passed to the TAF team.
Q4 12/13	06. Number of families allocated a lead professional	104.00	200.00	170.00	—	5	During quarter 4, 25 families have been allocated a lead professional. 104 families (involving 163 children) have been allocated a lead professional during the year. TAF officers complete assessments on referrals to TAF, once the assessment has been completed, allocation of a lead professional is not always needed. This is either because the outcome of the assessment is that of single agency referral, and coordination of services is not needed, or because some families find that simply talking to the TAF officer during the assessment is helpful, and they are able to develop their own solutions, and subsequently do not need a lead professional.
Q4 12/13	07. Number of families who have received a TAF assessment.	178.00	200.00	170.00	—	18	178 family assessments were completed during the year, involving 257 children. This figure is lower than the number of referrals received for 2 reasons. Up until 09/07/12 TAF referrals were not screened by the contact and referral team, and therefore referrals were received that did not meet the criteria for TAF, and therefore did not receive an assessment. The second reason is that sometimes families who are eligible for TAF, subsequently decide that they no longer require support, and therefore do not receive an assessment.

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Period	Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
Q4 12/13	08. Number of families whose TAF plan has been reviewed.	77.00	200.00	170.00	■	7	
Q4 12/13	09. Number of Cases closed	243.00	225.00	195.00	■	14	243 closed cases involving 291 children. The number of cases closed is higher than the number of referrals received, as this figure includes cases that were open during 2011/12 and closed during 2012/13.
2012/13	10. % Referrers reporting that the TAF process is useful and effective	75.00	75.00	50.00	↓	100	
2012/13	11. % Lead professionals reporting that the TAF process is useful and effective	83.00	75.00	50.00	↓	100	
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	
2012/13	13. % Children and young people that felt listened to during the TAF process	85.00	75.00	50.00	■		Consultation with children and young people will took place in 2010/11 and 2012/13.
2012/13	14. % Parents /carers that felt listened to during the TAF process	91.00	75.00	50.00	↓	100	
Q4 12/13	15a Average number of days from referral to the 1st TAF meeting (this determines when support will start	33.00	30.00	40.00	■		New measure for 2012/13
2012/13	16. % Referrers who feel TAF has made a difference to the family	71.40	75.00	50.00	■		In 2011/12 referrers felt it was to early to say if TAF had made a difference.
2012/13	17. % Lead professionals who feel TAF has made a difference to the family	66.00	75.00	50.00	↓	66.66	6 lead professionals responded, 4/6 said yes always or sometimes 2/6 said not always. Although this is a low response rate, 12 lead professionals attended the lead professional focus group which was held as part of the Families First Evaluation. The outcome of the evaluation will prove valuable for developing the TAF model further in 2013/14.
2012/13	18. % Children and young people who feel TAF has made a positive difference to them	85.00	75.00	50.00	■		
2012/13	19. % Parents/carers who feel TAF has made a positive difference to them	81.00	75.00	50.00	↓	100	17/21 reported that TAF had made a positive difference to their family. 2/21 felt that TAF had partly made a difference to their family.