CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

GWŶS I GYFARFOD O'R CYNGOR

C. Hanagan
Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau LlywodraetholLlywodraethol
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Y Pafiliynau
Parc Hen Lofa'r Cambrian
Cwm Clydach CF40 2XX

Dolen gyswllt: Claire Hendy - Democratic Services Officer (01443 424081)

DYMA WŶS I CHI i gyfarfod o **PWYLLGOR CRAFFU - IECHYD A LLES** yn cael ei gynnal yn **Siambr y Cyngor, Y Pafiliynau, Parc Hen Lofa'r Cambrian, Cwm Clydach, Tonypandy CF40 2XX** ar **DYDD MAWRTH, 25AIN MEDI, 2018** am **5.00 PM.**

Caiff Aelodau nad ydyn nhw'n aelodau o'r pwyllgor ac aelodau o'r cyhoedd gyfrannu yn y cyfarfod ar faterion y cyfarfod er bydd y cais yn ôl doethineb y Cadeirydd. Gofynnwn i chi roi gwybod i Wasanaethau Democrataidd erbyn Dydd Gwener, 21 Medi 2018 trwy ddefnyddio'r manylion cyswllt uchod, gan gynnwys rhoi gwybod a fyddwch chi'n siarad Cymraeg neu Saesneg.

AGENDA

Tudalennau

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Aelodau, yn unol â gofynion y Cod Ymddygiad.

Noder:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, mae rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. COFNODION

Derbyn cofnodion cyfarfod blaenorol y Pwyllgor Materion Iechyd a Lles a gynhaliwyd ar 3 Gorffennaf 2018

5 - 10

ADRODDIAD CYFARWYDDWR CYFADRAN Y GWASANAETHAU CYMUNED A GWASANAETHAU I BLANT

3. BWRDD DIOGELU CWM TAF – ADRODDIAD BLYNYDDOL 2017/18

Trafod Adroddiad Blynyddol 2017/18 Bwrdd Diogelu Cwm Taf

11 - 68

4. ADRODDIAD CWYNION BLYNYDDOL Y GWASANAETHAU CYMDEITHASOL 2017/18

Trafod Adroddiad Cwynion Blynyddol y Gwasanaethau Cymdeithasol

69 - 84

5. GWELYÂU AR GYFER YR HENOED BREGUS EU MEDDWL - YR WYBODAETH DDIWEDDARAF

Clywed y newyddion diweddaraf ynglŷn â'r ddarpariaeth o welyâu ar gyfer yr henoed bregus eu meddwl yn yr Awdurdod

6. MATERION BRYS

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion brys yng ngoleuni amgylchiadau arbennig

Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau Llywodraethol

Cylchreliad:-

(Y Cynghorwyr Bwrdeistref Sirol Y Cynghorydd R Yeo a Y Cynghorydd G Holmes – Cadeirydd ac Is-gadeirydd, yn y drefn honno)

Y Cynghorwyr Bwrdeistref Sirol:
Y Cynghorydd A Roberts, Y Cynghorydd M Forey, Y Cynghorydd L De Vet,
Y Cynghorydd L Jones, Councillor J Davies, Y Cynghorydd J Williams,
Y Cynghorydd A Chapman, Y Cynghorydd A Davies-Jones, Y Cynghorydd P Howe,
Councillor K Jones, Y Cynghorydd G Stacey, Y Cynghorydd M Tegg and
Y Cynghorydd G Hughes

Andy Wilkins (Legal), Pennaeth Materion Cyfreithiol – Gwasanaethau Corfforaethol a Llywodraethol
Gio Isingrini, Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant
Neil Elliott, Cyfarwyddwr Gwasanaeth – Gwasanaethau i Oedolion

Y Cynghorydd Bwrdeistref Sirol G Hopkins, Aelod o'r Cabinet ar faterion Gwasanaethau Cymuned i Oedolion a Phlant

Tudalen wag

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

HEALTH & WELLBEING SCRUTINY COMMITTEE

Minutes of the meeting of the Health & Wellbeing Scrutiny Committee held at Abercynon Sports Centre, on Tuesday, 3rd July, 2018 at 5 p.m.

Present

County Borough Councillor R.Yeo – in the Chair

County Borough Councillors

A. Chapman	P. Howe	J. Williams
J. Davies	L. Jones	
M. Forey	(Mrs) A. Roberts	
G. Holmes	(Mrs) M. Tegg	

In Attendance

County Borough Councillor R. Lewis – Cabinet Member for Stronger Communities, Well-being & Cultural Services
County Borough Councillor S. Evans – Vice Chair of Overview and Scrutiny

Officers

Mr G. Isingrini – Group Director, Community and Children's Services
Mr D Batten – Head of Leisure, Parks & Countryside
Mrs L. Bridgman - Head Of Service Short Term Intervention
Mr C.B. Jones – Director of Legal and Democratic Services

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from County Borough Councillor L. De Vet, G. Stacey and G. Hughes

2 DECLARATIONS OF INTEREST

RESOLVED – that in accordance with the Members Code of Conduct, there were no personal interests made at the meeting pertaining to the agenda.

3. MINUTES

RESOLVED – To approve as an accurate record of the minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on the 16th April 2018.

4 CHANGES TO THE ORDER OF THE AGENDA

The Committee agreed that the agenda would be considered out of sequence and as detailed in the minutes set out hereunder.

5 UPDATE ON THE DEVELOPMENT AND DELIVERY OF 3G PITCHES THROUGHOUT RHONDDA CYNON TAF

The Head of Leisure, Parks and Countryside presented the Health and Wellbeing Scrutiny Committee with an update on the development and delivery of 3G pitches throughout Rhondda Cynon Taf.

It was explained that the Council, through a collaborative approach between leisure and Parks with 21st Century Schools, have invested in the development of 3G pitches over the last 3 years. Members were informed that there are currently nine Council 3G pitches across the County Borough with an additional five in the process of being developed.

The Head of Leisure, Parks and Countryside along with the Cabinet Member Stronger Communities, Well-being & Cultural Services informed Members explained to Member the investment made in the development of the new facilities throughout communities within the County Borough has a positive impact on the lives of people that live and work in Rhondda, Cynon Taf, this supports the seven well-being goals.

Before the Meeting Members visited the new development at Abercynon Leisure where Member could see the high quality facility is set up and the benefit that it brings to the health and wellbeing of communities all year round.

Members thanked the officers for the presentation and report and put forward their questions and comments. A Member asked whether the investment was beneficial to the Authority. Officers explained that the facilities can be used all year round and that the investment would provide improved accessibility of facilities and increased opportunities within local communities which in turn will have a positive impact of on the health and wellbeing of residents of Rhondda Cynon Taf.

A Member asked if there was any information regarding injuries sustained on the 3G surface. The Head of Parks, Leisure and Countryside responded that there is no evidence at present to suggest that any injuries have been caused whilst playing on the new surface.

Members thanked officers for the report and congratulated them on their achievements.

After a further discussion Members RESLOVED to:

- Acknowledge the progress made by the Council in the targeted investment in to improving sports facilities across the County Borough.

6. **STAY WELL AT HOME SERVICE UPADTE REPORT**

The Head of Service Short Term Intervention presented Members with a presentation in respect of the progress made by the Stay Well at Home Service (SW@H) over the first 12months, along with an overview outlining where the Local Authority stands in respect of delayed transfers of care.

Members were presented with key challenges for delayed transfers of care which are:

- Case complexity
- Timeliness of assessment – including specialist assessment and CHC
- Availability of specialist nursing accommodation: in particular dementia nursing
- Patient / Family disagreements issues

The Head of Service Short Term Intervention took Members through a table showing them the progress made from May 2017 to April 2018. Members were informed of what Adult services is doing differently:

- working to reduce delays for assessment and arraigning meetings
- The introduction of a Brokerage Service to support work with the independent sector.
- RCTCBC/ MTCBC in house services supporting the independent sector as we work with provider services to shorten response times and manage capacity.
- Supporting the residential and nursing homes sector with bed management
- New Service developments.

In December 2017 Members were presented with a progress report on the new SW@H service and it was agreed that the Health and Wellbeing Committee would receive a report updating Member on the progress made by the Stay well at Home Service after being established for 12months.

The Head of Service Short Term Intervention gave a brief overview of the structure of the service and updated Member on what is different about the service. The Head of Service explained that:

- Assessments are undertaken outside of core hours at the acute hospital sites
- Care/ support package agreed and established within the agreed 4 hour response – 7 days a week, including bank holidays.
- Information is shared across health & social care , using one record
- Discharge to assess model used
- Community review undertaken within the first 14 days
- An enabling approach is implemented to increase independence levels and reduce dependence on long term service provision.

The Committee were informed of the 3 main measurers of success which are used

1. % reduction in people admitted to a hospital bed from A&E
2. % increase in numbers admitted but returning home early
3. % reduction for those transferred to a community hospital

Members were presented with data which showed that in relation to the SW@h Hospital based team:

- 3457 referrals were made to the team
- 180 assessments completed with 79% of referrals responded to within 1 hour
- 78% discharge from “front door “ 22% from the wards
- 81% were 74+ years old, the majority conveyed to A & E via ambulance.

In respect of the RCT Support @home Service Members were presented with figure showing that:

- 582 referrals resulting in 557 discharges (6,931 hours of support)
- 54% referred within core hours (9 – 5 Monday to Friday)
- All referrals responded to within the agreed 4 hour timescale
- 490 reviews completed
- 16% were readmitted to hospital
  52 % of people left the service requiring no ongoing social care services.

Officers went on to explain the Age Connects better at home service, Nursing @Home Service and Your Medicine @home Service which has very pleasing results. Members were presented with a graph showing the significant improvements in the number of cancelled operations.

After in depth discussion the Health and Well being Committee put their questions and observation forward.

A Member commented that the service is a fantastic scheme which makes a vast difference in freeing up beds for patients that are in desperate need of a hospital stay.

A Member asked a question regarding the Medicines @ home Service relating to the training of staff. Officers explained that there are 900 domicilairy care staff members being trained to support medication administration.

Members were pleased to see that in term of Value for Money initial indications show that the implementation of the Stay Well @home Service is promising, with a potential value of benefits outweighing the cost of investment by over 28%.

The Group Director, Community and Children’s Services announced to Members that the Stay Well @ Home service is being considered for two national awards which he credited to the dedication of the staff.

After further discussion Members RESOLVED to:

- Acknowledge the work of the Stay Well @home Service
- Receive a progress report in six month

- Congratulate staff on all the hard work that has been done within the Service.

7. DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT (DRAFT)

The Committee's comments were sought on the contents of the Director of Social Services Annual Report 2017/18. This will form part of the formal consultation process.

The Group Director Community and Children's Services explained that the Director of Social Services has to prepare and publish an annual report. The report must evaluate the performance of the Local Authority in relation to the delivery of its social services functions in respect of that year and include lessons learned. The report also has to set out objectives in relation to promoting the wellbeing of people who need care and support, and carers who need support, for the forthcoming year.

Members gave robust consideration to the report and put their views forward. Members thanked Officers for their report and **RESOLVED** that the Health and Wellbeing Scrutiny Committee will send their observations and remarks to the Group Director of Community and Children's Services who will incorporate the information in his final Report which will be presented to Cabinet.

8. HEALTH AND WELLBEING SCRUTINY WORK PROGRAMME 2018/19

The Democratic Service Officer along with the Chair explained to Members that there is a requirement to devise and publish a Work Programme for each of the Council's Scrutiny Committees as set out in part 4 of the Constitution (Overview and Scrutiny Rules)

The Chair explained to Members that the Draft Work Programme had been agreed in the Overview and Scrutiny Committee held on the 25th June 2018. Member was asked to consider the topics on the work programme.
After in depth discussion it was RESOLVED that:

- Member would inform the Chair and Democratic Services Officer by E-Mail of any topic that they wished add to the work programme for consideration.

Cllr R. Yeo
Chair

The Meeting closed at 6:40 p.m.

Tudalen wag

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018/19

HEALTH AND WELLBEING SCRUTINY COMMITTEE

25 TH SEPTEMBER 2018

REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

Agenda Item No: 3
CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2017/18

AUTHOR: NICOLA KINGHAM, CWM TAF SAFEGUARDING BOARD BUSINESS MANAGER, TEL NO: 01443 484550

1. PURPOSE OF THE REPORT

1.1 The purpose of the report is to share with Members the Annual Report for 2017/18 for the Cwm Taf Safeguarding Board (Children, Adults and MASH). See Appendix 1.

2. RECOMMENDATIONS

It is recommended that Members:

2.1 Acknowledge and endorses the content of the Cwm Taf Safeguarding Board Annual Report for 2017/18.

3 REASONS FOR RECOMMENDATIONS

3.1 The Cwm Taf Safeguarding Board has a statutory responsibility to publish an Annual Report on 31st July each year, to demonstrate its effectiveness in exercising its functions in the preceding financial year.

4. BACKGROUND

4.1 The Cwm Taf Safeguarding Board is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

4.2 The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the

staff of the Board Business Management Unit and holds the Board budget, to which the statutory partner agencies contribute.

4.3 The two key safeguarding objectives of protection and prevention underpin the work of the Board and inform the priorities each year.

4.4 The Multi-Agency Safeguarding Hub (MASH) sits within the structure of the Board to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make collaborative decisions.

5. ANNUAL REPORT 2017/18

5.1 The purpose of the Annual Report is twofold; it is a tool of accountability and a tool for evaluation. Accountability has three components:

- accountability to the public;
- accountability to the statutory partner agencies of the Board; and
- accountability to the inspectorate bodies.

5.2 The required content of the Report is set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. A summary of some of the key achievements included in the report is provided below:

5.3 Safeguarding Practice

- The Cwm Taf MASH led on an Information Sharing System Working Group (with Cardiff and Bridgend MASH) to source alternative options to the current MHUB IT system (to be carried out in 2018).

- A review of the adult and children safeguarding processes and the thresholds for decision making within the MASH was carried out. This has provided the Board with a better understanding of where there are perceived differences between the two local authorities and how partner agencies can work together to overcome barriers that may cause delays in decision making.

- The introduction of a MASH Quality Assurance Group has enabled the Board to focus on the front-end safeguarding referrals and how the MASH systems and processes are ensuring that these are dealt with appropriately.

- The Board commenced one Adult Practice Review which was published in April 2018. One Child Practice Review commenced and two joint Child/Adult Practice Reviews were published, having

commenced in 2016. The time taken to complete these reviews was due to the complexity of both cases.

5.4 Safeguarding Specific Groups of People

- There was a specific focus during the year to ensure that providers of services in Cwm Taf had an improved awareness of safeguarding and how concerns are reported. This resulted in a total of 16 care providers receiving Level 2/3 safeguarding training.

- Lessons learned from our two published Reviews identified a need to ensure that the transition to adulthood for young people is managed more effectively to reduce the risks of harm. A multi-agency task and finish group was set up to develop a set of transition principles for agencies to adopt.

- Over 60% of safeguarding reports for adults are for those over 65 years old and a significant proportion of these are for older people with dementia. This year, we have strengthened the questions asked by Safeguarding Officers around the adult at risk's decision making ability by adding additional questions to the case management tool.

- The local authorities have increased access to advocacy for people who need support to participate in safeguarding processes.

- The focus of the Board in relation to the Deprivation of Liberty Safeguards continues to be on safeguarding those people who are most in need. Whilst waiting lists for assessments remain high, every case is risk-assessed, prioritised and a review programme is in place.

- One of our priorities for 2017/18 was to work with the Cwm Taf Together for Mental Health partnership to support children and young people with mental health and emotional wellbeing needs. A workshop with all partners was held in February 2018 to develop a plan to take this work forward into 2018/19.

- The Board has acknowledged that a clear policy is needed to manage children placed outside of the area and also for those placed in other areas from Cwm Taf. We are currently awaiting a national piece of work being conducted by the Welsh Government.

- Child Sexual Exploitation (CSE) has continued to be a priority for the Board. A Multi Agency Child Sexual Exploitation (MACSE) group was set up in 2017 and has become embedded into the Board governance.

- The Board still awaits the outcome of the national work on neglect to adopt any recommendations for Cwm Taf.

5.5 Collaboration

- The Safeguarding Board Business Managers across Wales have continued to collaborate during the year.
- The Board continues to collaborate with the CSP as the agendas are increasingly aligned.
- The Board Chairs, Members and Business Managers have developed good working relationships with the Welsh Government.
- The Cwm Taf representative from the National Board attends the Board meetings on a quarterly basis, contributes to discussions and events and shares materials relevant to the work and interests of the Board.

5.6 Engagement, Participation and Communication

5.7 The Board has been proactive in raising awareness of safeguarding and how everyone is able to contribute to keeping people safe.

5.8 The Board ensures that participation is as inclusive as possible given the various needs of professionals, children, young people and adults at risk. This has enabled us to improve our engagement opportunities and ensure that the views of people contribute to developing best practice, and that frontline staff are integral to informing the improvement of learning and development.

5.9 This has been supported by a number of engagement activities and consultation with the people who use our services throughout the year.

5.10 Information, Training and Learning

- During the year, 150 multi-agency safeguarding training courses were delivered to 2,542 delegates in Cwm Taf.

- The Board also hosted a number of Multi Agency Practitioner events this year to share learning with a wide range of practitioners involved in safeguarding.

- The Board continues to use the Cwm Taf Safeguarding website to share a range of information to public and professionals. This year, two E-Bulletins for professionals were published which included a range of topics and news items.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time.

7. CONSULTATION

7.1 The Annual Report has been approved by the Cwm Taf Safeguarding Board and shared with the Welsh Government, the National Independent Safeguarding Board and the five other Regional Safeguarding Boards.

7.2 A copy of the report has been published on the Cwm Taf Safeguarding Board website www.cwmtafsafeguarding.org

8. FINANCIAL IMPLICATION(S)

8.1 The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

9. LEGAL IMPLICATIONS *OR* LEGISLATION CONSIDERED

9.1 The Social Services and Wellbeing (Wales) Act 2014 sets out the responsibilities and the functions of the Regional Safeguarding Boards.

10.0 LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

10.1 The Board contributes to elements of the work of the Public Service Board by reporting on safeguarding activity.

CTSB

CWM TAF SAFEGUARDING BOARD

Safeguarding in CWM TAF

The Cwm Taf Safeguarding Board

ANNUAL REPORT 2017/2018

VOLUNTARY ACTION MERTHYR TYDFIL GWEITHREDU GWIRFODDOL MERTHYR TUDFUL

Cyngor Bwrdeistref Sirol MERTHYR TUDFUL MERTHYR TYDFIL County Borough Council

RHONDDA CYNON TAF

Interlink Rhondda Cynon Taf

Gwasanaeth Prawf Cenedlaethol National Probation Service

Cwmni Adsefydlu Cymunedol Cymru Wales Community Rehabilitation Company

GIG CYMRU NHS WALES

Bwrdd Iechyd Prifysgol Cwm Taf University Health Board

CTSB
CWM TAF SAFEGUARDING BOARD

1. Introduction and Foreword - Co-Chairs of the Board

Welcome to the second Annual Report for the Cwm Taf Safeguarding Board.

Working Together to Safeguard People[1] identified the requirements placed on Regional Safeguarding Boards in terms of accountability and effectiveness. Within this guidance, it is identified that each Board should publish a Report on the 31st July each year. The guidance also identifies what is required within the Annual Report which allows for consistency across Wales.

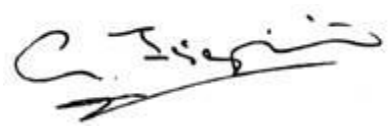
The governance arrangements within Cwm Taf continue to be robust with an Annual Plan setting out our agreed outcomes. It has a clear and effective multi agency structure supporting the delivery of our Plan on behalf of the Board. Reports are routinely submitted to the Board to raise risks and issues against the delivery of the Plan and for decision and action from the Board. This supports the Board to take ownership of its work at strategic level and provide leadership to the Sub Groups on the delivery of the plan.

The Board's business is managed through a dedicated and effective Business Management Unit which is financed through a committed Safeguarding Board budget. The Business Management Unit and associated resources are continually reviewed supporting a staff structure for both Safeguarding Adults and Safeguarding Children with one Strategic Business Manager.

This Report highlights the work that the Board has undertaken during 2017/18 in pursuit of our aim to ensure that the people of Cwm Taf are safeguarded from abuse, neglect or other forms of harm. We are acutely aware that this can only be achieved through our strong partnership, with all Board agencies working together proactively and productively.

We continue to seek opportunities to further develop and improve safeguarding in Cwm Taf and we recognise that this can only be achieved through effective collaboration. We will therefore continue to collaborate with partner agencies, Welsh Government and other partnerships and safeguarding boards to enhance practice and to share learning.

We also endeavour to engage with children and adults and offer them opportunities to participate in our work. We would encourage anyone who would like to be involved to contact our Business Management Unit on **01443 484523** or email: **cwmtafsafeguarding@rctcbc.gov.uk**



[1] Statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014

2. Safeguarding in Cwm Taf

The area of Cwm Taf covers the local authority areas of Merthyr Tydfil and Rhondda Cynon Taf with a population of approximately 300,000.[2]

The **Cwm Taf Safeguarding Board**[3] is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the staff of the Board Business Management Unit and holds the Board budget, to which the statutory partner agencies contribute.

The two key **safeguarding** objectives of **protection** and **prevention** underpin the work of the Board and inform the priorities each year.

The responsibilities and functions of the Board are set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. It has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect children and adults at risk who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

What is Abuse and Neglect?

Abuse means physical, sexual, psychological, emotional or financial abuse. Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

The **Cwm Taf Multi Agency Safeguarding Hub (MASH)** sits within the structure of the Board and acts as the single point of contact for all professionals to report safeguarding concerns across Cwm Taf. The MASH has been fully operational since May 2015, having been set up to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make collaborative decisions.

MASH activity comprises:

- Child Protection / Safeguarding
- Adults at Risk Safeguarding
- Domestic Abuse (MARAC - Multi-Agency Risk Assessment Conference)

[2] Source: Data Unit Wales
[3] Referenced throughout this document as the Board

Cwm Taf MASH Partners are aligned to the membership of the Board and are:

- Cwm Taf University Health Board
- South Wales Police
- Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council:
  - Adult Social Services
  - Children's Services
  - Education
  - MARAC (Domestic Abuse service)
  - Emergency Duty Team (EDT)
- National Probation Service
- Wales Community Rehabilitation Company

The key aims of the MASH relate to the following themes:

- Improved coordination and consistency of threshold/decision making when a safeguarding report is raised
- Improved response times leading to earlier interventions
- Reduction of repeat referrals

3. Members of the Safeguarding Board

The Lead Partner for the Board is Rhondda Cynon Taf County Borough Council and the membership complies with the statutory guidance issued under Part 7 of the Social Services and Well Being Act 2014.

A list of members is attached as Appendix 1.

4. How did we achieve our outcomes for 2017/18?

The Board published two Annual Plans on 31 March 2017, setting out the priorities for safeguarding adults and for safeguarding children in 2017/18.

The Annual Plans for 2017/18 can be accessed at:
www.cwmtafsafeguarding.org

Priority Outcome - Governance

What did we say?

The priority for 2017/18 was to have a robust structure and clear governance arrangements for the Board to support its effective operation and its compliance with the Social Services and Wellbeing (Wales) Act 2014.

How have we achieved this?

This year the Board has continued to take every opportunity to collaborate across children and adults safeguarding to support joint working and sharing of information and learning. There has been a joint Board for children and adults since 2015. This has proved to be an effective approach in improving safeguarding arrangements for everyone breaking down artificial barriers based on age. This has been embraced by all Board members.

The Board has co-ordinated the safeguarding activities of each partner represented on the Board through its Work Plan for 2017/18. The Board ensures that safeguarding activities are effective by challenging agencies via Board meetings, reviews and audit activity. Action plans generated from the latter are monitored to ensure that partner agencies are implementing appropriate improvement actions.

A Performance Management Framework is in place to enable the Sub Groups to report to the Board on progress and to escalate any risks and issues for decision.

The Board is supported by the Safeguarding Business Management Unit which provides effective management, co-ordination and administrative support. The capacity of the Business Unit was increased in 2017/18 to support the additional responsibilities linked to the MASH governance arrangements and the co-ordination of Domestic Homicide Reviews and Adult/Child Practice Reviews.

The Board structure is set out in Appendix 2.

5. How we implemented our Annual Plans in 2017/18

Priority Outcome - Safeguarding Practice

What did we say?

The priority for 2017/18 was for the Board to be assured that there are effective inter-agency safeguarding practice and processes in place, supported by robust quality assurance and information sharing systems. We also wanted to ensure that the MASH information sharing platform (MHub) continued to be fit for purpose and to continue to share information in a timely manner.

How have we achieved this?

Information Sharing Systems

The Board wanted to ensure that systems to support safeguarding were kept updated to comply with the forthcoming changes associated with the introduction of the WCCIS[4] system. WCCIS was introduced in Merthyr Tydfil at the start of 2017 and regular updates were provided to the Board on progress. System issues resulted in significant delays in the production of all of the performance data. The Board ensured that a process was in place to manage the risks associated with this and the issue was resolved by the end of year.

An Information Sharing Accord between the Health Board and the two Local Authorities was signed off in 2016 for the Deprivation of Liberty Safeguards (DoLS). This has allowed the sharing of information in relation to DoLS. It will be reviewed in 2018/19 in light of the GDPR[5]. There is also an Accord in place between the Multi Agency Safeguarding Hub partner organisations to support the regular sharing of personal information.

In addition, an Information Sharing System Working Group (with Cardiff and Bridgend MASH and the system supplier) was set up to devised a plan to review current requirements and source alternative options (to be carried out in 2018)

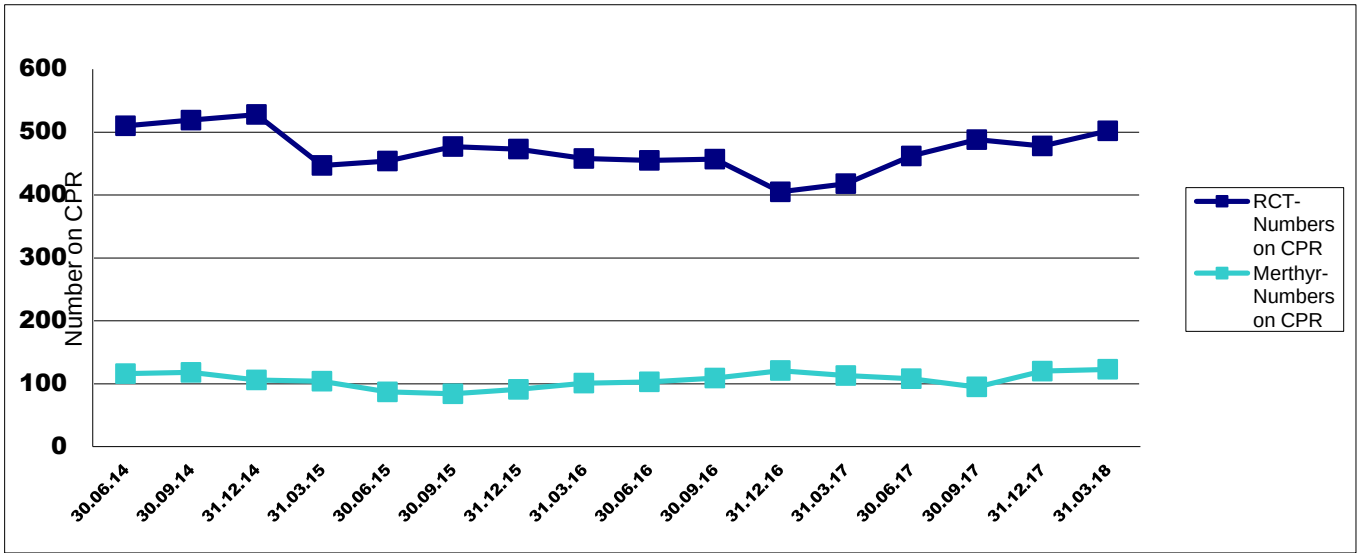
Performance and Quality Assurance

In Cwm Taf, safeguarding data is recorded at the point of referral/report through to the child or adult protection processes and any associated outcomes. This data is received quarterly from the Local Authorities' Performance Management Teams and is scrutinised via the Quality Assurance Sub Groups. Any patterns or trends can then be identified and areas requiring further explanation can be explored further via audits or reviews.

[4] Welsh Community Care Information System
[5] General Data Protection Regulations

Child Protection Data for 2017/18

During 2017/18 the number of children on the Child Protection Register has increased by 20% across Rhondda Cynon Taf (418 to 502) and by 9% (113 to 123) across Merthyr Tydfil, with children aged between 5-9 years being the highest age range for registrations across Cwm Taf.



As at 31 March 2018 the number of children registered under each category of abuse was:

	Neglect, Physical & Sexual	Neglect & Physical	Neglect & Sexual	Physical & Sexual	Neglect	Physical	Sexual	Emotional	TOTAL
RCT	0	8	2	5	148	76	20	243	**502**
MT	0	0	0	0	22	9	9	83	**123**

In Rhondda Cynon Taf, the percentage of children on the Child Protection Register under the category of Neglect decreased from 42% (176) at 31/03/17 to 29% (148) at 31/03/18.

In Merthyr Tydfil, the percentage of children on the Child Protection Register under the category of Neglect decreased from 25% (28) at 31/03/17 to 18% (22) at 31/03/18.

In Rhondda Cynon Taf, the percentage of children on the Child Protection Register under the category of Emotional Abuse increased from 36% (150) at 31/03/17 to 48% (243) at 31/03/18. In Merthyr Tydfil, the percentage of children on the Child Protection Register under the category of Emotional Abuse increased from by 62% (70) at 31/03/17 to 67% (83) at 31/03/18. This correlates with the increase in incidents of domestic abuse across Cwm Taf.

The number of re-registrations for children who have had 1 previous period of registration was 36% (182 children) for Rhondda Cynon Taf and 27% (33 children) for Merthyr Tydfil for 2017/18. This has increased slightly across Rhondda Cynon Taf and Merthyr Tydfil compared to 2016/17.

The Board's Quality Assurance Sub Group for Children continues to monitor changes in the performance data. Where there have been noticeable changes the Quality Assurance Sub Group has carried out further investigations and/or audits to satisfy the Board that there are no missed opportunities for learning or improvement.

Adult Protection Data for 2017/18

Across Cwm Taf a total of 6,111 suspected adult at risk reports were received during the year. This is a significant increase compared to the previous year (4,308).

The number of reports for each category of abuse was as follows:

	Physical	Financial	Neglect	Sexual	Emotional
RCT	1016	428	2278	199	1858
MT	145	66	148	25	682

26% (Rhondda Cynon Taf) and 22% (Merthyr Tydfil) of adults were reported more than once for the same category of abuse or neglect during the year. 26% (Rhondda Cynon Taf) and 15% (Merthyr Tydfil) of adults were reported for different categories of abuse or neglect during the year. These figures require further investigation during 2018/19.

The percentage of adult protection enquiries completed within 7 days was nearly 94% for Rhondda Cynon Taf and 89% for Merthyr Tydfil.

CASE STUDY:

A referral was received from the National Probation Service regarding a perpetrator who was in prison for actual bodily harm, having assaulted his partner. There was a concern that he was going to be released shortly and that he intended to reside with his partner when he was released. There was a further concern that the victim was being encouraged by her partner to have his restraining order removed. Additionally, the victim did not recognise the harm caused by her partner and his behaviours.

Following a referral to MARAC[6] and to Adult Safeguarding, adult services became involved and a social worker worked closely with the IDVA[7] to establish trust with victim.

A strategy discussion took place where MASH partners shared information that may previously have been unknown, and agreed a joint plan to safeguard the victim.

Joint work between Domestic Abuse Services, Adult Social Care, Health Services and the National Probation Service via the Adult Safeguarding process resulted in a co-ordinated plan to protect and support the person in her new-found determination to remove herself from the relationship.

[6] Multi Agency Risk Assessment Conference
[7] Independent Domestic Violence Advisor

Developments to the Multi Agency Safeguarding Hub (MASH)

In 2017/18 a review of the adult and children safeguarding processes and the thresholds for decision making within the MASH was carried out. As a result a proposal was developed to further integrate the local authority functions within the MASH, including a review of business support (to be completed in 2018/19).

The review of the processes and thresholds in MASH has provided the Board with a better understanding of where there are perceived differences between the two local authorities and how partner agencies can work together to overcome barriers that may cause delays in decision making.

The introduction of a MASH Quality Assurance Group has enabled the Board to focus on the front-end safeguarding referrals and how the MASH systems and processes are ensuring that these are dealt with appropriately. In 2018/19 the Group will scrutinise MASH safeguarding outcomes and themes via a performance management framework and planned audit programme. This is in line with the audit programmes implemented via the Board's other Quality Assurance Groups.

Audits completed during 2017/18 in relation to **safeguarding adults** included:

- Quality of strategy discussions
- Use of advocacy in Safeguarding
- Suspected Adult at Risk Reports from Independent Hospitals
- Review of Outcomes of Criminal Investigations
- Audit of Health-led Safeguarding Cases

Some of the themes identified via these audits are provided in Section 10 of this report.

CASE STUDY

A multi-agency case audit was completed in relation to a lady with advanced dementia who lived at home with her husband. On a number of occasions domiciliary carers had reported to the MASH Safeguarding Team that the lady had unexplained bruising. Concerns for the lady were high amongst all professionals involved with her to the extent that she had been removed from her home in her best interests on a number of occasions.

Following another incident, the lady was admitted to an emergency residential placement and this time, a recommendation was made that she should remain there permanently and that an application to the Court of Protection be made to authorise such a placement.

The subsequent audit of the case identified some learning for agencies in relation to professionals' understanding of the law in these circumstances and that the pervasive view, that since it could not be proved beyond reasonable doubt that her husband was abusing her, nothing could be done to secure her safety, was flawed.

This learning was remitted to the Board's Training and Learning Group for inclusion in a Multi-Agency Practitioner Forum. It was also recommended that further guidance be issued for staff around Court of Protection processes.

During the year, the Adult Quality Assurance Sub Group also monitored activity in relation to:

- Concerns regarding Inter-Agency Safeguarding Practice - 3 received and processed
- Multi-agency Safeguarding Complaints -
  1 received and dealt with as a single agency concern
- Use of Police Custody as a Place of Safety for 'vulnerable women' and 'males under 30' is also now being reported
- Escalating Concerns regarding providers of domiciliary, residential and nursing care

Audits completed for **children's safeguarding** included:

- Children on the Child Protection Register (CPR) for 2 years plus
- Children subject to re-registrations
- Children deregistered having been on the CPR for 6 months or less
- Children on the CPR who are also looked after

Again, some of the themes identified are provided in Section 10 of this report.

CASE STUDY

A referral was made to MASH Children Services by a GP around father's behaviour. On the same day 3 contacts were made by the police citing deterioration in his mental health. Child protection procedures were implemented to protect the children.

A multi-agency audit was requested to review interventions for both children and adult and a subsequent Practitioner Event was held with professionals to identify any lessons relating to the case. Recommendations from this identified a need for joint training for both children and adult services in relation to child protection and the impact of parental mental health.

As a result, all services are working together to achieve the aims within the Child Protection plan and joined up work between children and adults services has improved. The local authority was praised by the court in their promotion of contact between father and children.

The Children's Quality Assurance Sub Group also monitors activity in relation to:

- Police Powers of Protection - 29 reported during the year, group assured that actions were appropriate and safeguards in place
- Conference Complaints - 2 reported, 1 not upheld, 1 partially upheld
- Concerns regarding Inter-Agency Safeguarding Practice - monitored 6 weekly - see data and case study later in this section
- Professional Strategy Meetings - monitored quarterly
- First Time Entrants into Custody - 6 reported during the year, 2 of which were children looked after, group assured that appropriate safeguards were in place

Audits completed during the year in relation to the **Deprivation of Liberty Safeguards (DoLS)** included:

- Waiting lists - care homes and hospital wards
- DoLS documentation on patient clinical records
- DoLS Assessments for 6 Managing Authorities
- Family Representatives' understanding of their role and their support needs

CASE STUDY -
SURVEY OF FAMILY REPRESENTATIVES[8]' UNDERSTANDING OF THE ROLE AND NEED FOR SUPPORT

The findings of the survey were that family Representatives appeared to have a high level of understanding of the role and had confidence in using the health and social care system, which suggests that the person appointed should be in a good position to fulfil the requirements of the role.

However, it appears that a significant minority of Representatives felt that they were given insufficient information about the Representative role and some did not recall being told about the availability of specialist advocacy to support them.

As a result, both the Health Board and the Local Authorities have changed their practice and now routinely refer a Family Representative for advocacy support to help them meet the requirements of the role, unless they actively tell us that they do not want this.

Adult Reviews and Child Reviews

The Adult Review Group (ARG) and the Child Review Group (CRG) ensure that the Board discharges its functions in relation to Adult and Child Practice Reviews.

The Board must commission a Review where a child or adult at risk has died, sustained potentially life threatening injury or sustained serious and permanent impairment.

In 2017/18 the ARG considered 4 new cases, a reduction compared to the previous year (7). One Adult Practice Review (APR) commenced during the year and was published in April 2018. Two joint Child/Adult Practice Reviews were published, having commenced in 2016. The time taken to complete these reviews was due to the complexity of both cases.

The CRG considered 18 new cases during the year, one met the criteria for a Child Practice Review and this will be completed in 2018/19.

Two child cases were subject to a Multi-Agency Professional Forum[9] where learning was identified and subsequently presented to the Board's Child Review Group. The actions arising from the cases continue to be monitored by the Child Review Group.

The Board has also supported the completion of one Domestic Homicide Review[10], commissioned by the Cwm Taf Community Safety Partnership (to be published in 2018).

Section 10 of this report provides further information on the themes and learning identified through the Child and Adult Practice Review process.

[8] If a person's care is authorised following a DoLS assessment, they must have a representative appointed, called the 'relevant person's representative'. Often this is a family member, friend or other carer.
[9] A Multi Agency Professional Forum allows practitioners working with children, young people or adults at risk to share learning and best practice to support them in making improvements to their work
[10] A Domestic Homicide Review (DHR) is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.

Protocols and Procedures

The Board has a range of protocols and procedures to support practitioners in safeguarding children and adults at risk, overseen by the Board Protocols and Procedures Sub Group (PPG).

In 2017/18 the PPG continued to manage and monitor a database of the Board protocols and procedures to ensure that they are current, relevant and fit for purpose. This resulted in the creation of new protocols (identified need via reviews and audits) and also the cessation of some existing protocols that are no longer relevant.

Specific improvements identified at the start of the year were as follows:

- **Complete the review of the Cwm Taf Escalating Concerns protocol**

  This protocol was reviewed and approved by the Board in March 2018. It will be used where there are concerns relating to the performance of Council-owned Care Homes and other Council direct service provision.

  To date, there have been 5 Escalating Concerns meetings held which have proved useful in receiving early information about escalating concerns in care homes. For example, where Merthyr Tydfil residents have been placed in RCT, both authorities have worked together to address issues with a domiciliary care provider that covers both areas. The development of the protocol has also resulted in better co-ordination of safeguarding interventions on a cross-local authority boundary basis.

  Reports from the Escalating Concerns meetings have now been integrated into the Board's Adults Quality Assurance (AQA) meetings so that all partners are aware of providers that are causing concern. Closer working between Safeguarding and Commissioning Teams has already made a difference in terms of communication and actions taken to safeguard people.

  In addition, a Home Closure Protocol has been developed between the local authorities and the Health Board and in consultation with the Care Inspectorate Wales (CIW) as part of local procedures established to manage escalating concerns in care homes in Cwm Taf.

  The effectiveness of these new protocols will be monitored and evaluated during 2018/19.

- **Implement the Challenging Cases protocol for children on the Child Protection Register and monitor via the Quality Assurance Sub Group**

  This protocol was originally implemented in May 2017 to provide practitioners with guidance on the process to be followed in cases where a Child Protection Care and Support Plan is not reducing the risk to a child or young person. The protocol introduces a 3-stage professional review approach to manage cases.

CASE STUDY

A request was made by the Police to escalate a case to a Challenging Cases Tier 3 multi agency supervision event as the risks were not reducing at Tier 2[11].

The event took place in March 2018, facilitated by 2 independent professionals who used a 'traffic light system'; Red - What we should stop doing, Amber - What we should do more of and Green - what new things/ideas should we put into action.

Agencies agreed to stop repeating work that has already been done and withdraw duplicate services. Agencies agreed to do a criminal exploitation check list alongside Child Sexual Exploitation, to maintain stability and consistency in good relationships and listen to the young person's wishes. Finally, a recommendation was made to ensure that if a child moves into an area a meeting with all professionals should take place as soon as possible.

The young person is currently in a bespoke placement outside of the area which is being monitored.

Despite some good work being undertaken within the remit of this protocol, evaluations have indicated that that the protocol is not enhancing practice as intended and a review is due to be carried out in June 2018.

- **Influence the implementation of the new national safeguarding procedures**

  In May 2017, the Minister for Social Services and Public Health awarded the funding for the revision of the National Safeguarding Procedures to the Cardiff and Vale of Glamorgan Safeguarding Boards.

  An overarching Project Board was set up to provide advice and guidance to a dedicated Project Team, advising Welsh Government and other stakeholders of progress and holding the project to account. The Cwm Taf University Health Board's Head of Safeguarding represents the Board on this Board and provides updates on progress.

  A stakeholder event was held in November 2017 which allowed Cwm Taf staff and practitioners to draw on their experience and make suggestions on the content of the procedures.

- **Ensure that the Welsh Government's new guidance on Handling Individual Cases is integrated into safeguarding practice**

  The Board was consulted on the draft document but publication was delayed until May 2018. This will therefore be addressed in 2018/19.

[11] For further information on the Challenging Cases protocol please visit www.cwmtafsafeguarding.org

In addition to the above, in 2017/18, the following existing protocols were reviewed and updated:

- **Core Group Guidance**

  A review of the Core Group guidance for Child Protection planning was carried out and shared with all practitioners. Update sessions were held with staff to ensure that they are fully aware of the guidance and its purpose. It is evident already that through the child protection process that Core Groups are monitoring progress against the Care and Support Plan. This is enabling effective outcomes for children and young people.

- **Child Safeguarding in Schools Policy**

  A revised 'model' Safeguarding Policy for Schools was circulated to all during the Autumn Term, to allow schools to revise and update their documentation, for presentation to Governors. This revised document incorporates recent changes in legislation and includes actions within the Domestic Abuse agenda and further information in relation to Prevent[12].

- **Resolving Concerns about Inter-Agency Safeguarding Practice (Causes for Concern)**

  This document supports practitioners who are working with children, young people or adults at risk in finding a resolution when they have a professional disagreement or concern in relation to interagency safeguarding practice. In 2017/18, 25 causes for concern were escalated and resolved via the Board's Quality Assurance Sub Group for Children.

CASE STUDY

A good practice example involved a concern raised by Children Services regarding a referral made by a hospital. As a result, an internal investigation was carried out and the Board was provided with an assurance of the relevant actions undertaken by Health.

- **Decision Making at Child Protection Conferences**

  An update of this guidance has provided participants at Child Protection Conferences with clarity in respect of their roles. Conference Chairs and practitioners contributed to the review to ensure that the guidance was relevant. As a result, consistent decisions are being made and outcomes for children and young people are effective and protective.

- **Working with Families Not Co-operating**

  This has recently become a joint children and adults protocol which has been well received in adult services. The need for a review was identified following a Multi Agency Practitioner Forum event concerning a family not co-operating. Moving forward, the effectiveness of this protocol needs to be measured within adult services.

- **Deprivation of Liberty Safeguards (DoLS) Policy**

  This document sets out the policy for the operation of the Deprivation of Liberty Safeguards and how they link to the principles and requirements of the Mental Capacity Act 2005. It provides information about the specific roles and responsibilities in these processes, and how they should be applied

[12] Prevent is about safeguarding people and communities from the threat of terrorism

when a resident or a patient is resident in, or is due to be resident in, a care home or hospital in a way that is, or may be, a deprivation of liberty.

The following new documents were produced in 2017/18:

- **Chronology Guidance**

  This document was approved by the Board in March 2018. It supports practitioners involved in the completion of timelines and chronologies for the Child and Adult Practice Review process. Positive feedback has been received to date, with an improvement in the quality of completed timelines being evident.

- **Complaints Policy**

  The existing policy relating to Child Protection Conferences was updated to incorporate adult safeguarding and the requirement for the Board to have a complaints policy for Practice Reviews. Its purpose is to ensure a sensitive and professional multi-agency response to the management of complaints arising from the functioning of the Board's multi-agency child and adult protection processes.

CASE STUDY

To date, the policy has been used once in relation to a child protection registration. The process followed resulted in a reconvened child protection conference being held and the subsequent deregistration of the children involved.

- **Cwm Taf Life Journey Toolkit**

  This toolkit and accompanying training has been effective in increasing awareness about the significance of identity and understanding family history and why decisions have been made for young people's emotional well-being and development.

CASE STUDY

Life Journey work was carried out with two siblings, both with additional learning needs, who were placed together. The worker fully engaged with both children in Life Journey work through activities that they could take part in. In fact, the work has assisted them to feel confident enough and empowered to direct how the work progressed and in expressing their wishes and feelings about future contact with family.

Life Journey work allowed the worker to develop a strong relationship with the children which may not have been established through the usual statutory visiting that is undertaken with Children Looked After. The work assisted the children to understand the court process and the decisions that had been made about them.

The Board is also committed to ensure that all new Board reports, protocols and policies are subject to an Equalities Impact Assessment. This resulted in the development of a Board Equalities Impact Assessment form which is being rolled out in 2018/19.

Priority Outcome - Safeguarding Specific Groups of People

What did we say?

The priority for 2017/18 was for the Board to anticipate and identify where there may be specific groups of people at risk of abuse and in need of safeguarding and work with service providers to develop earlier identification and preventative services.

How have we achieved this?

Keeping children, young people and adults at risk safe is everyone's responsibility. This means feeling safe and being safe with those with whom they live and who support and care for them, as well as being safe in environments outside the home where they may live, travel, play, learn, work or undertake sport, cultural, leisure and other activities.

There are some groups of people who are particularly vulnerable and the Board has a responsibility to ensure that a proportionate response is adopted to protect them and ensure that actions are in place to prevent them from becoming further at risk.

Preventative Services for Adults at Risk

In 2017/18 the Board ensured that there was a clear connection with the DEWIS database of voluntary organisations via links to the website www.cwmtafsafeguarding.org. This provides the public with advice, information and support to keep well and to keep safe.

The Board also commissioned a research project via the RCT 'Mercury Management Programme' to establish how partner agencies are working together to prevent adults becoming at risk of abuse or neglect and identify any gaps that need to be addressed. The recommendation from this work was to develop a Cwm Taf-wide Preventative Strategy. The Board will consider this during 2018/19.

CASE STUDY

A report was received by the MASH Safeguarding Team that a lady appeared to be experiencing domestic abuse at the hands of her husband. Given the level of concern and the lack of any current involvement with services, the MASH Safeguarding Officer contacted her directly to arrange to meet.

As a result of the meeting, the Officer was able to provide the lady with information about domestic abuse services. By meeting with her in a safe space, this gave the lady sufficient time to discuss the situation fully and allowed the Officer to gain her trust using an empowering and supportive approach. The lady felt able to disclose further information relating to her mental health problems and adverse childhood experiences. She gave her consent for the Officer to speak to her GP and other local services so that she could access appropriate treatment and support.

This is a good example of some of the preventative and proactive work undertaken by the staff in the MASH. There have been no further concerns reported in relation to this person.

Preventative Services for Children

Although this wasn't identified as a specific area for improvement in 2017/18 this will be a key area for the Board to consider in 2018/19 and how the work of the Board links to existing services.

Safeguarding Awareness Raising and the Duty to Report Concerns

There was a specific focus during the year to ensure that providers of services in Cwm Taf had an improved awareness of safeguarding and how concerns are reported. This resulted in a total of 16 care providers receiving Level 2/3 safeguarding training.

Transition to Adulthood for Young People

Lessons learned from two published Child/Adult Practice Reviews identified a need to ensure that the transition to adulthood for young people is managed more effectively to reduce the risks of harm.

A multi-agency task and finish group was set up to consider the development of a Cwm Taf transition policy. However, it was felt that a set of principles would be more appropriate for agencies to adopt.

This work will be completed in 2018/19 and the aim will be to roll out these principles via workshops with partners.

The Board's Multi Agency Child Sexual Exploitation Group also provides a forum to monitor young people who are in transition from Child to Adult Services. Partner agencies share information to increase the understanding of the risks posed by Child Sexual Exploitation and then identify options to minimise risk, providing a more holistic view to ensure that the young person receives a wrap around service to assist with a smooth transition into adulthood.

People who lack Mental Capacity or who suffer from Dementia

Over 60% of safeguarding reports for adults are for those over 65 years old and a significant proportion of these are for older people with dementia. This year, we have strengthened the questions asked by Safeguarding Officers around the adult at risk's decision making ability by adding additional questions to the case management tool.

A Task and Finish Group has been set up to consider ways of making sure that people who lack capacity to manage their financial affairs are safeguarded. This is a particular concern for those people with whom the Local Authorities are not involved, such people whose placements have been privately arranged or who are funded via Continuing NHS Health care arrangements. The outcome of this work will be reported during 2018/19.

Training in relation to Dementia Care in the Domiciliary Setting was delivered during the year to 37 people.

CASE STUDY

A lady lived in a nursing home. The nursing home made a request to the Local Authority for a DoLS Standard Authorisation, as the lady had severe dementia and was not able to consent to her residence in the nursing home or to the care and support that she needed.

It became apparent during the assessment process that the lady had substantial assets but no-one had authority to manage these for her. In addition, a Safeguarding report was made because it appeared that a distant family member might have access to her bank accounts and was stealing her money. The adult at risk had not been able to access any of her money since she had moved to the nursing home

The DoLS assessor arranged for the lady to receive the services of an advocate from a local third sector advocacy provider, who asked a solicitor to take over the management of the lady's financial affairs in order to safeguard her interests and ensure that she had access to her resources. In the meantime, the Safeguarding Team at MASH ensured that the lady's money was safeguarded by ensuring that her bank accounts were frozen and all of her cash/debit/credit cards were blocked.

The family member was ultimately arrested and interviewed by police on suspicion of theft.

Advocacy Support for Adults at Risk

The local authorities have increased access to advocacy for people who need support to participate in safeguarding processes. The process around referrals for advocacy support have been strengthened to ensure that the voice of the person and their wellbeing outcomes are at the heart of the safeguarding process.

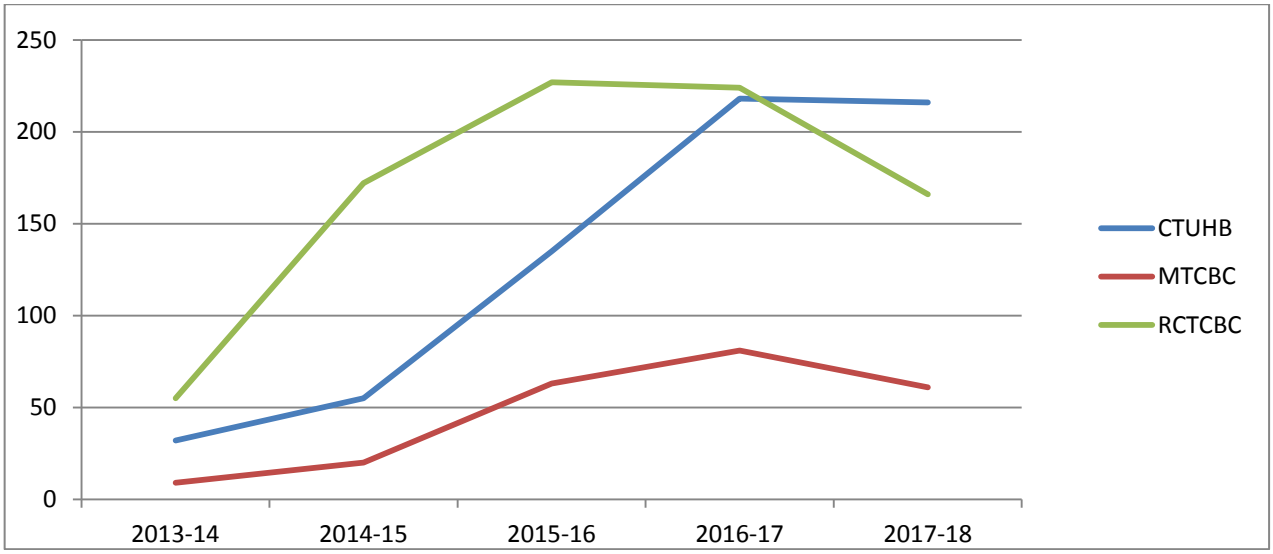
There has been a 50% increase in the use of independent representatives for people subject to Deprivation of Liberty Safeguards, which improves the service user's ability to access their right to appeal.

Deprivation of Liberty Safeguards (DoLS)

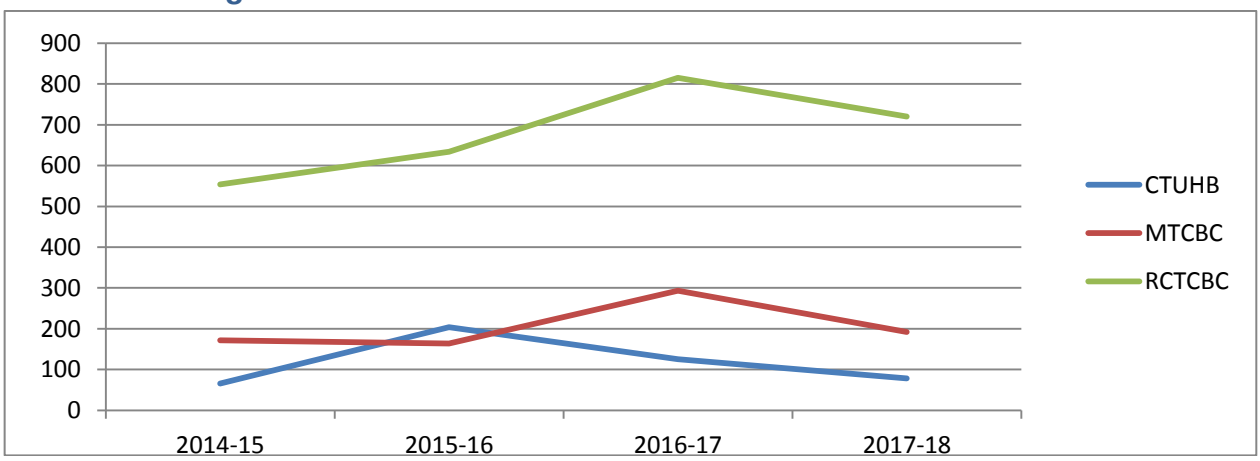
The focus of the Board in relation to the Deprivation of Liberty Safeguards continues to be on safeguarding those people who are most in need. Whilst waiting lists for assessments remain high, every case is risk-assessed, prioritised and a review programme is in place.

In 2017/18, 443 DoLS assessments and re-assessments were completed by the Cwm Taf Supervisory Bodies, i.e. RCTCBC, MTCBC and the Cwm Taf UHB. This was a decrease from the previous year's figures (518 total assessments and re-assessments), although Cwm Taf UHB did achieve a slight increase. However, the applications awaiting assessment reduced from 1,786 in 2016/17 to 990 on 31st March 2018.

1. DoLS Assessments undertaken 2014-18



2. DoLS Waiting Lists 2014-18



In the last year there was an increase in the complexity of cases that were being assessed. This was evidenced by the correspondingly greater number of cases being heard in the Court of Protection, which creates further demand on the DoLS Teams' capacity. In excess of 18 cases were heard in the Court in this financial year, as opposed to less than 6 the previous year. All 3 Supervisory Bodies concentrate on ensuring that the correct legal authorisation is in place for those people who object to the arrangements made for their care and treatment.

Children and Young People with Mental Health and Emotional Wellbeing Needs

One of our priorities for 2017/18 was to work with the Cwm Taf Together for Mental Health partnership to support children and young people with mental health and emotional wellbeing needs. The numbers of children placed on the child protection register for emotional abuse has increased over the past few years. Between March 2017 and March 2018 this number increased in Rhondda Cynon Taf from 150 to 243 and in Merthyr Tydfil from 70 to 83.

A multi agency strategic group was set up and it became apparent that to make a difference for children and young people that the focus needed to be on:

- An integrated phased approach to building resilient communities
- Providing investment in local communities to support children, young people and families' learning resilience and wellbeing
- Develop shared plans for the development and organisation of early intervention in localities, with joint working arrangements and the active involvement of children.

A workshop with all partners was held in February 2018 to develop a plan to take this work forward into 2018/19.

Children Looked after Outside of Cwm Taf and those being placed in Cwm Taf

The Board has acknowledged that a clear policy was needed to manage children placed outside of the area and also for those placed in other areas from Cwm Taf.

A number of meetings were held to progress with this work and a process was proposed. However, this work was superseded by a national piece of work being conducted by the Welsh Government and it is anticipated that this policy will be produced during 2018/19.

Child Sexual Exploitation

Child Sexual Exploitation (CSE) has continued to be a priority for the Board and this year there has been a stronger focus on the links to human trafficking, unaccompanied asylum seekers and modern slavery.

A Multi Agency Child Sexual Exploitation (MACSE) group was set up in 2017 and has become embedded into the Board governance. The MACSE brings together key agencies in order to effectively address the causes of Child Sexual Exploitation. It monitors the response to risk posed to children and young people, by understanding and recognising current and emerging trends whilst acknowledging risk posed by certain geographical areas and by identified offenders. The MACSE also reviews existing disruption plans and holds agencies to account for the delivery of actions to minimise risk.

The group is now established and the attendance and representation is appropriate with wide cross partnership representation. It is already clearly evidencing the potential for the group to make a difference and to influence the management and safeguarding of young people at risk from Child Sexual Exploitation.

Training on Understanding and Recognising Child Sexual Exploitation continues to be a priority with 12 courses delivered during the year to 210 delegates.
In addition, 3 Human Trafficking courses were delivered to 46 delegates.

CASE STUDY

A young male was brought to the attention of the MACSE as a perpetrator and was a high risk offender to young girls due to his highly sexualised behaviour, including his partner at that time. He had all the relevant agencies working with him, including Education, Social Services and the Youth Offending Service and, as a result of this multi agency working to manage the risks, he was eventually placed in accommodation outside of the area.

The accommodation was an education placement where he was taught how to deal which his sexualised behaviour and to live independently. This arrangement is in place until he reaches adulthood. This placement also prevented him from being sent to prison for his continuous offending.

Since he has been in this accommodation there has been no further incidents brought to the attention of the MACSE.

Neglect

Children subject to neglect remained a priority for the Board during 2017/18 although there has been a reduction in the number of children placed on the Child Protection Register under this category. In Rhondda Cynon Taf the number decreased from 202 (March 2017) to 158 (March 2018). In Merthyr Tydfil the number also decreased from 28 (March 2017) to 22 (March 2018).

The Board still awaits the outcome of the national work on neglect to adopt any recommendations for Cwm Taf.

6. Who have we worked with to implement our Annual Plans for 2017/18?

Priority Outcome - Collaboration

What did we say?

The Board should actively pursue opportunities for collaborative working with other agencies, partnerships and boards to support the pursuance of its objectives.

How have we achieved this?

We have continued to seek opportunities to develop strong working relationships with other partnerships, Safeguarding Boards and agencies to improve safeguarding arrangements both locally and nationally. This has included the following collaborations:

Other Safeguarding Boards

The Safeguarding Board Business Managers and Development Officers across Wales have continued to collaborate during the year, both as a group and with the Welsh Government on a range of issues affecting safeguarding on a national basis. This has included:

- Sharing published Child and Adult Practice Reviews and role profiles
- Sharing Annual Reports and Annual Plans
- Sharing Protocols and adopting good practice
- Sharing promotional information e.g. leaflet for Child and Adult Practice Reviews
- Safeguarding Week 2017

The Safeguarding Board Chairs also meet on a regular basis across Wales to discuss key issues and share learning and good practice.

CASE STUDY

The Chairs of the Board referred a case to a South Wales forum of Safeguarding Boards due to its cross-border nature. The young person was identified as being particularly vulnerable to Child Sexual Exploitation and was at risk of absconding from a placement. Issues were identified in relation to the multi-agency management of the case, the availability of suitable specialist Child Sexual Exploitation provision and managing risk versus potential procedural and legal breaches related to deprivation of liberty.

As a result of the discussions held, the case was referred to a national summit on Child Exploitation, hosted by the Care Inspectorate Wales. Subsequent recommendations included a need to develop guidance on multi-agency working when children are placed outside of an area and a need to consider the impact of the lack of appropriate placements.

Cwm Taf Community Safety Partnership (CSP)

The Board continues to collaborate with the CSP as the agendas are increasingly aligned. This year we have ensured that there is a Community Safety Partnership representative sitting on the Board and specific areas of work have been carried out as follows:

- 1 Domestic Homicide Review completed
- Links identified in relation to Modern Slavery referral mechanisms and the need to safeguard victims

There have been improved links in respect of the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) agenda. This has included training for professionals and a joint review of the MARAC domestic abuse service.

Cwm Taf Public Services Board

Members of the Safeguarding Board contributed to the completion of Cwm Taf Population Needs Assessment during 2017/18.

Regular updates are provided from the Board to the Strategic Partnership Board (the group that sits under the PSB) and issues requiring escalation to the PSB have included a proposed financial calculation for the sharing of costs associated with the MASH.

Welsh Government

The Board Chairs, Members, Business Managers and Business Development Officers have developed good working relationships with the Welsh Government, working in collaboration on the following:

- Consultations on the new statutory guidance on safeguarding
- Training for reviewers to carry out Child and Adult Practice Reviews
- Setting up a Modern Slavery and Human Trafficking online resource library
- The development of a Self Assessment and Improvement Toolkit for Boards
- Involvement in Task and Finish Groups to develop additional protocols for safeguarding children
- Safeguarding Week 2017
- The development of a National Training Framework for Wales
- MCA/DoLS Network and Leadership Group

Children's Commissioner

The Board is represented on the Children's Commissioner's Round Table on Child Sexual Exploitation to provide updates on developments in working with young people at risk of Child Sexual Exploitation. The group focuses on information sharing across Wales, highlighting issues of national concern and considering new initiatives and related research.

National Independent Safeguarding Board

The Cwm Taf representative from the National Board attends the Board meetings on a quarterly basis, contributes to discussions and events and shares materials relevant to the work and interests of the Board. This has included:

- A recommendation to Ministers arising from meeting Directors of Social Services about the resource implications of addressing multiple Freedom of Information requests concerning Child and Adult Practice Reviews
- Advising Chairs about a free book for Safeguarding Board Chairs
- Promoting compliance with the Act and addressing the challenges which are exercising particular Regional Boards
- Collaboration with Business Unit Development officers to host an event on Safeguarding in Sport during Safeguarding Week
- Meeting with the Board Business Management Unit
- Meetings with Board Chairs with regards Annual Reports

Other Agencies

The Board worked with numerous agencies during Safeguarding Week to deliver events and activities to public and professionals. This included:

- BAWSO
- New Pathways
- University of South Wales
- Age Connects Morgannwg
- Victim Support
- Churches in Wales
- Action on Elder Abuse Cymru

7. Section 137 requests for information

Section 137(1) of the Act provides a Safeguarding Board with the power to request specified information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions under the Act.

In 2017/18 the Board did not use its Section 137 powers to access information.

8. Contributions of Board Members

Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively. There are clearly defined Terms of Reference as well as role profiles for Board members.

The Board continues to review the effectiveness of measures taken by partners and other bodies in relation to safeguarding via quality assurance, audits and performance management. All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups and attendance is monitored at these meetings. The attendance data at Board meetings last year is detailed in the table on the next page:

AGENCY	ATTENDANCE AT BOARD (4 meetings)	PRESENTED AT BOARD (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (Adults) (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (Children) (4 meetings)	ATTENDANCE AT QA SUB GROUP (Adults) (held 6 weekly)	ATTENDANCE AT QA SUB GROUP (Children) (held 6 weekly)	CONTRIBUTION TO PRACTICE REVIEWS
Chairs: **Director (RCT)** **Chief Officer (MT)**	 75% 75%	 1 4	 NA NA	 NA NA	 NA NA	 NA NA	 NA NA
RCT Children Services	100%	5	NA	100%	NA	100%	Chair x 1 Reviewer x 1
RCT Adult Services	75%	9	100%	NA	100%	NA	Reviewer x 1
RCT Public Protection	50%	2	0%	25%	NA	8%	
RCT Education	50%	0	NA	100%	NA	75%	Reviewer x 1
MT Children Services	100%	3	NA	100%	NA	100%	Chair x 1 Reviewer x 1
MT Adult Services	100%	4	75%	NA	100%	NA	Reviewer x 1
MT Public Protection	50%	0	50%	75%	NA	0%	
MT Education	25%	0	NA	100%	NA	41%	
Cwm Taf University Health Board	75%	10	100%	100%	90%	75%	
South Wales Police	100%	7	100%	100%	100%	75%	Reviewer x 1
National Probation Service	50%	0	50%	75%	66%	58%	
Wales Community Rehabilitation Company	25%	0	0%	25%	0%	0%	
Third Sector	50%	2	50%	25%	66%	0%	Chair x 1
Cwm Taf Youth Offending Service	100%	2	NA	100%	NA	100%	Chair x 1
National Safeguarding Team (NHS Wales)	100%	2	25%	0%	0%	0%	Reviewer x 2
Welsh Ambulance Services NHS Trust	50%	0	0%	0%	55%	33%	

The statutory Board members provide financial contributions to the Board in line with the formula set out in the statutory guidance as follows:

Agency	% Split	% Split
Rhondda-Cynon-Taf CBC	61.02%	80%
Merthyr Tydfil CBC		20%
Cwm Taf UHB	23.73%	
South Wales Police	10.17%	
Probation Service	5.08%	50%
Wales Community Rehabilitation Company		50%
Totals	**100.00%**	100%

Individual agencies are requested to report to the Board on the outcome of internal agency reviews and inspections to support effective challenge at a multi-agency strategic level. In 2017/18 the following report was presented to the Board:

- CSSIW Inspection of Safeguarding in Rhondda Cynon Taf - the recommendations were noted by the Board and assurances were provided that these would be incorporated into the local authority's Adult Services Delivery Plan

The introduction of an 'Agency Hot Topics' section on the Board agenda provides individual partners an opportunity to raise any areas of concern or share success. For example at the Board meeting in March 2018, the following agency updates were noted and discussed:

- Merthyr Tydfil CBC – Children's Services Inspection commencing and request for partner agencies to be involved
- Rhondda Cynon Taf CBC - Request for the Board to take part in the review and evaluation of Delayed Transfers of Care following a tough winter for services
- Cwm Taf UHB – A review will be brought to the Board with regards to a Health Inspectorate Wales investigation
- Third Sector – Issue with meeting the demand for Level 1 and Level 2 Safeguarding Training

In addition to the above, each partner has provided a summary below of their contributions during 2017/18 as follows:

Cwm Taf University Health Board

The Director of Nursing, Head of Safeguarding and Deputy Head of Safeguarding are all active members of the Safeguarding Board and its Sub Groups. The Head of Safeguarding chairs the Joint Operational Committee which scrutinises the work of all the Board Sub Groups, ensuring they deliver against their work plans and the Board's overall objectives. In addition, she is the chair of the Adult Review Group, is Vice-chair of the DoLS Operational Committee and has facilitated workshops around specific issues at the request of the Board.

The Deputy Head of Safeguarding represents the UHB on all other sub-groups of the Board, chairs the Training and Learning Group and facilitates the wider engagement of the UHB in the work of the Safeguarding Board.

The UHB has an Executive Safeguarding Group and two Operational Safeguarding Groups one each for adults and children. The work of the Safeguarding Board including APRs and CPRs is discussed at these meetings as standard agenda items. The UHB also produces its annual report in relation to safeguarding and public protection which is shared with the Safeguarding Board.

Merthyr Tydfil County Borough Council (MTCBC)

MTCBC has engaged proactively in the work of the Board during the year through attendance at Board, Sub Groups and a number of Task and Finish groups. In addition, staff have also been involved in the following:

- Vice Chair of Case Review Group
- Vice Chair of Adult Quality Assurance Group
- Chair of Protocols and Procedures Group
- Led on development and implementation of Life Journey work
- Led on the development of transition principles
- Contributed to a number of quality assurance audits and the development of action plans to support practice improvement
- Involved in the development of Board protocols and policies

MTCBC has also contributed significantly to the ongoing development of the Cwm Taf MASH including being involved in workshops to ensure that practice is consistent across all agencies. This has contributed to the development of the quality assurance process within the MASH.

A joint case audit has been undertaken, involving both Children and Adult Services and the learning from this was shared via an internal staff event. The impact of this has resulted in a better understanding of each area's processes and procedures and legal gateways for action being taken.

Rhondda Cynon Taf County Borough Council (RCTCBC)

In 2017/18 RCT Children and Adult Services have continued to contribute a comprehensive level of staffing, physical and financial resources to enable the Board to be effective in its operation. This has included:

- Chair of 3 Sub Groups and Vice Chair of 4 Sub Groups
- Membership on all Board Sub Groups
- Contributed to specific Task and Finish Groups e.g. Life Journey work and Transition
- Led on development of 3 new Protocols/Policies
- Co-ordination of Safeguarding Board Training Programme and provision of practitioner trainers
- Led on the introduction of the Cwm Taf Multi-Agency Risk Assessment tool

RCTCBC has ensured that regular performance information is reported to the Board, with a focus on specific groups of children, young people and adults at risk of abuse and in need of safeguarding. This supports effective challenge amongst partner agencies and work with service providers to develop earlier identification and preventative services.

There continues to be an emphasis on the priorities of the Board to support effective inter-agency safeguarding practice and processes, robust quality assurance and information sharing systems. RCTCBC continue to support the MASH and its ongoing development and monitoring of multi-agency safeguarding practice through the Quality Assurance Sub Groups. This has enabled us to identify any professional learning needs and gaps in the provision of safeguarding training, and to address this internally and with the support of the Board.

RCTCBC has also continued to contribute towards the well-received programme of Multi Agency Practitioner Events to share learning from audits and reviews with a wide audience of practitioners involved in safeguarding.

RCT Children's Services has been proactive in engaging with its community. For example we have undertaken age appropriate consultation with Looked After children and young people, their parents and carers on what matters to them and have used our new web based platforms to further improve our engagement with the wider community, children, young people and parents/carers.

Both RCT Adult and Children's Services used the National Safeguarding Week to engage with adults, children and young people in order to raise awareness of issues relating to abuse and neglect. Whilst Safeguarding Week provided an excellent platform, there have been events throughout the year that promote engagement and involvement.

South Wales Police

South Wales Police continues to demonstrate its commitment to safeguarding within Cwm Taf, this is epitomised through a re-structuring and alignment of the functions of the Public Protection Unit and the Integrated Offender Management Unit under a single Senior Manager. The relocation of all staff onto a single floor of Pontypridd Police Station incorporating the MASH has created a single floor for safeguarding.

Significant resources have been invested in uplifting the establishment of the Public Protection Unit staff and created the following new roles to complement existing functions and to provide some additionality to areas where closer partnership work will provide better and more timely intervention including:

- A new Detective Sergeant post within the Missing Persons team, thus providing resilience and enabling the large volumes and safeguarding concerns to be better managed
- Increasing the Protecting Vulnerable Persons Officers three fold thus allowing the creation of the MASH Initial Assessment Team who now work alongside colleagues in the local authority. This provides an improved partnership response to managing the initial assessment of cases where crimes could have occurred

Cwm Taf Youth Offending Service (YOS)

The Cwm Taf Youth Offending Service is fully aligned to the Cwm Taf Safeguarding Board of which the YOS Head of Service is a member. There is significant YOS representation on the safeguarding Board sub groups including the Engagement, Participation and Communications group which is chaired by the YOS Head of Service. An Operational Manager also attends the Multi Agency Child Sexual Exploitation (MACSE) meeting and chairs the multi agency child exploitation strategy meetings.

During 2017/18 the YOS was involved in two Child/Adult Practice Reviews. The events contained a strong focus on the issue of transition into adulthood, and the YOS was central to the learning events attended by all partners across the region.

National Probation Service (NPS)

The NPS always ensure that relevant staff attend Board meetings and Sub Groups. The information gathered at these meetings is cascaded to NPS managers at monthly strategic and operational management meetings. Managers are tasked with cascading all relevant information, including new policies and procedures to operational staff.

NPS attend all relevant APR and CPR panel meetings and share learning from these cases. All staff are required to complete mandatory safeguarding training. NPS have staff based in the Cwm Taf MASH and, as a result staff are able to respond quickly to any safeguarding concerns. This has included recalling perpetrators to prison and enables swift referrals at Court.

NPS across the Board understand how instrumental safeguarding is to daily business and this permeates from the Senior Managers to operational staff who recognise that safeguarding is a fundamental part of day to day work. This ensures staff prioritise attendance at child protection conferences, contributing to core groups and sharing of information pertaining to risks.

Wales Community Rehabilitation Company (CRC)

Wales CRC has introduced a new operating model which has included a reduction in a number of staff. In turn, this has impacted on the ability to attend all Board meetings, but since the transformation period has concluded, Wales CRC is now better equipped to meet more requirements of the Board and its Sub Groups.

Quality assuring safeguarding practice is extremely important and risk assessments are carried out for all cases. Recently, a new observation policy for staff has been introduced which includes questions on safeguarding and an internal quality team complete thematic audits of work. A suite of online training is in place which includes safeguarding.

National Safeguarding Team (NHS Wales)

A Designated Professional from the NST (NHS Wales) attends Board meetings. The NST (NHS Wales) works in collaboration with safeguarding partners to drive forward and agree national standards, policy and practice guidelines to ensure best practice is achievable throughout organisations. The NST works collaboratively with stakeholders/partners to ensure that safeguarding is a priority and to improve the effectiveness of safeguarding. This has included:

- Facilitating the Procedural Response to Unexpected Deaths in Childhood (PRUDIC) and development of the revised policy
- Supporting Child/Adult Practice Reviews as an independent reviewer

Wales Ambulance Service NHS Trust

The Welsh Ambulance Services NHS Trust achieves the safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with the service.

Activity during 2017-18 to prevent, protect and support individuals and their families within the Cwm Taf Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	173
WAST Adult at Risk Referrals to Local Authority	35
WAST Adult Social Care Need Referrals to Local Authority	126

Opportunity for increased engagement has been promoted by attendance at the Regional Board meetings and involvement in the associated work plans. This has included participation as panel members in Child and Adult Practice Reviews and attendance at associated Learning Events. All learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.

WAST is also represented on a number of the Board sub groups.

9. Managing our Resources

The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

In 2017/18 expenditure was as follows:

Staff	£165,192
Premises	£6,360
Other	£19,730

Training costs are not included as this sits outside the Board budget.

It is acknowledged resources used to support the work of the Board are not confined or restricted to financial contributions from statutory partner agencies. The Board Chairs, Members, Sub Group Chairs and Sub group members provide a significant amount of the time to support the board and its work. This is often in addition to their identified professional roles and day to day responsibilities. The variable and diverse nature of the Board's work makes this difficult to report on within a quantifiable and measurable resource context and is not always obviously visible to other professionals and agencies. The process, management and publication of Child and Adult Practice Reviews, as well as the development of regional protocols and policies are just some examples of the work that require high levels of professional input, knowledge and expertise.

10. Safeguarding Themes

What did we say?

In 2017/18 the Board agreed to undertake a programme of audit and review work via the Quality Assurance Sub Groups. The purpose was to identify themes and trends to inform best practice in relation to safeguarding and share these with our partners.

How have we achieved this?

The Board carried out a range of audits and reviews during the year, both thematic and on an individual case basis. The themes identified from some of these audits are provided in the table on the next page:

SUBJECT/ ACTIVITY	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
Recording of Strategy Discussions for Adults	Delays in proceeding to strategy discussion Recording of rationale for decisions requiring improvement	Guidance to be developed, staff training and evaluation of impact Improvements to record rationale for decision making	Findings were shared with DLMs	Subsequent audits and one to ones with staff have evidenced improvements
Adult cases where transfer from Local Authority to Health exceeded timescales	Section 126 enquiries not completed within timescale Cases could have been closed at strategy discussion and transferred to Health	Health representative to be invited to attend strategy discussions if the concern relates to a health setting Relevant documentation to be completed by Health staff to avoid delays	Shared with relevant Local Authority and Health staff	Follow up audit to be carried out in 2018/19 Health have evidenced that the relevant documentation is now consistently completed
Review of Criminal Investigations (Adults)	The Designated Lead Manager not always being updated in a timely manner Police lack of understanding over pressure ulcers and capacity issues and how these impact on each other	Training for Police Officers around pressure ulcers Improve Police feedback to the Designated Lead Manager throughout the investigation All investigations to be progressed in a timely manner	Feedback findings to Police Public Protection teams	All actions completed and evidence that there has been an improvement
Individual Case Audits (Adults) x 3	Police not always being called to attend an incident Some incidents not being reported to safeguarding and the Care Inspectorate Wales Self- neglect, risky and unmanageable behaviour	Police to be called to an incident, where appropriate, to assess Reporting of incidents - to be shared with adult safeguarding team and Care Inspectorate Wales Development of a Self Neglect protocol	Themes identified remitted to the Training and Learning Group and incorporated into future safeguarding training	1 case proceeded to an Adult Practice Review, 1 case still being considered and the other subject to a Multi Agency Practitioner Forum Self Neglect Protocol to be considered in 2018/19

SUBJECT/ ACTIVITY	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
Children who are placed on the Child Protection Register having been registered previously	Use of critical questions in core groups and conferences - unclear whether these are being asked Risk Taking Behaviour evident in young people Parental Substance Misuse A need to improve the quality of case notes Delays in specialist assessments	Use of critical questions in Core Groups and Conference to assess risk levels Multi agency planning meetings to be held regularly Clear evidence of work needs to be recorded Referrals to be communicated clearly and followed up in writing	Findings shared with partner agencies via Quality Assurance Sub group	Cases monitored via Quality Assurance Sub Group
Children on the Child Protection Register who are also looked after	Audit completed for Rhondda Cynon Taf identified 13 children subject to dual status	Children in foster care should only be on the CPR under exceptional circumstances	Findings shared with partner agencies via Quality Assurance Group	4 cases remain on the Register; 3 subject to the Challenging Cases and the other subject to S76 accommodation
Individual Case Audits (Children) x 8	Lack of communication between partners Neglect tool not being completed by staff Missed opportunities to engage with family Honour based Violence Working with young people from traveller communities	Agencies need to be more proactive in challenging Conference discussions and decisions. MASH staff to complete training on Honour Based Violence Staff to complete training in Working with Traveller Communities to understand the needs of these communities.	Findings shared with partner agencies via Quality Assurance Sub group	Cases monitored via Quality Assurance Sub Group

Child and Adult Practice Reviews

The Board published Practice Reviews on two young adults during 2017/18.
Recommendations from these reports included a focus on the following themes;

THEME / RECOMMENDATION	OUTCOME / UPDATE
A need to review the processes for the escalation of difficult cases in both children and adults	Challenging Cases for Children on the CPR in place - May 2017 Challenging Cases for Adults - being considered 2018/19
A need to review the arrangements for transition planning for children when they become adults	Transition Champion leading on Task and Finish group to develop Transition principles - to be implemented in 2018/19
Ensuring that there are appropriate safeguards in place when commissioning specialist placements for vulnerable people.	Liaison with 4 Cs and assurances from both local authorities that safeguards are in place
Ensuring that safeguarding training reflects the learning from Adverse Childhood Experiences	Included in Training and Learning Group work plan for 2018/19
A need for the All Wales Safeguarding Procedures to include a process for escalation of challenging cases	Cwm Taf Safeguarding Board representation on Project Board to influence the procedures
A need to review relevant hospital discharge policies and identify any improvements that could be made	Request submitted to Cwm Taf University Health Board - awaiting outcome
A recommendation to remove a child's name from the child protection register should be informed by re-assessment which evidences that risk has reduced	Audit of cases carried out by Quality Assurance Sub Group Critical questions now being used and new Multi Agency Risk Assessment Framework in place
Reporting under the Challenging Cases Protocol should provide assurances that it is effective in achieving positive outcomes	Evaluation to be carried out in 2018/19
Remind practitioners about procedures and protocol in relation to the management of harmful sexual behaviour	Awaiting updated guidance from Welsh Government

THEME / RECOMMENDATION	OUTCOME / UPDATE
A need to ensure that the Youth to Adult (Y2A) Transitions Principles are having a positive impact for young people who are experiencing the change from working with the Youth Offending Service to the National Probation Service for adults	Y2A process not yet in place. Monitor in 2018/19
Vulnerable prisoners who are reported by professionals to be experiencing mental illness should have access to psychiatric assessment without delay	Letter submitted to Western Bay Safeguarding Board requesting that this is taken into consideration

Action plans are being monitored by the Board's Adult and Child Review Groups to ensure that the recommendations are carried out. Subsequent audits and reviews have evidenced that the recommendations are already being achieved.

Deprivation of Liberty Safeguards (DoLS)

Waiting list audits have been featured throughout the year in the DoLS Quality Assurance Group's audit schedule. However, other audits have also been undertaken, all of which have evidenced a high quality of DoLS practice at both an Assessor and Supervisory Body level. Themes coming out of these audits include:

- Translating learning from training into practice remains a priority for staff
- Some indication as to the patient's wishes/feelings about being in hospital would provide greater personalisation in hospital DoLS cases
- Care Homes not notifying the Supervisory Bodies about hospital admissions

Themes from Child Deaths

The Board identified a continuing need to raise awareness in a way that can change behaviour in relation to the dangers of co-sleeping for babies. As a result, a Safer Sleeping Campaign was carried out to raise awareness of the importance of 'safer sleeping' for infants. This included a series of interactive practical literature for parents as well as an event for health professionals which introduced a protocol for Safer Sleeping.

11. Engagement, Participation and Communication

Priority Outcome - Communications and Engagement

What did we say?

The Board wishes to be proactive in engaging with its communities and people should be given the opportunity to participate in the work of the Board.

How have we achieved this?

The Board has been proactive in raising awareness of safeguarding and how everyone is able to contribute to keeping people safe.

The Board ensures that participation is as inclusive as possible given the various needs of professionals, children, young people and adults at risk. This has enabled us to improve our engagement opportunities and ensure that the views of people contribute to developing best practice, and that frontline staff are integral to informing the improvement of learning and development.

This has been supported by a number of engagement activities and consultation with the people who use our services throughout the year. These included:

Safeguarding Week 13-19 November 2017

- Over 100 events and activities took place across Cwm Taf with over half of these aimed at the general public, including well attended community consultation and awareness events held in accessible venues
- Events aimed at professionals included training around 'hot topics' such as cyber security, radicalisation, modern slavery and human trafficking, domestic abuse and older adults, safeguarding in sport and skin hygiene
- Events specifically for children and young people included safer alcohol use, homelessness, mental health, healthy relationships, Lesbian Gay Bisexual Transgender and respect
- Young people who are looked after designed a logo for Safeguarding Week that was used across Wales and by Welsh Government

'Looking for Callum' Spectacle Theatre March 2018

An interactive theatre workshop for young people to explore Child Sexual Exploitation and grooming was held with 30 young people of Year 6 from a number of schools in Cwm Taf. The outcome of this was:

- The pupils readily and fully engaged with the characters and the story
- The participation enabled them to explore and play with the situation presented
- The workshop challenged their ability to act in ways that would keep them safe
- It exposed how vulnerable young people can be in the potential and real circumstances of grooming behaviour
- The participation in the drama enabled the young people to reveal what they understand and to speak from their specific experience

'How to cope with everyday life' Student Conference

This conference was held with children from schools in Merthyr Tydfil and was attended by Sally Holland, the Childrens Commissioner for Wales.

Nine workshops were held covering topics such as substance misuse, mental health, racism, physical health and healthy relationships. Presentations were delivered on Mental Health, Sexual Relationship Education and a Smoke Free Toolkit. Closing speeches were given by Youth Mayor, Lauren Davies and Deputy Youth Mayor, Jenna Noble.

Wellbeing Day for Members of Public / Service Users / Carers and Professionals

- Over 100 people attended this event which involved open sessions for the public and talks on wellbeing and relaxation
- The event identified a common lack of information about Safeguarding and where to get information on safeguarding
- Links were made to local groups to raise awareness of safeguarding
- Public and staff were interested to learn more about Modern Slavery and Human Trafficking

Engagement through Child and Adult Protection process, Child Practice Reviews and Adult Practice Reviews

Child Protection

The views of families involved in the Child Protection Conference process are important. An example of positive feedback was captured in RCT where a family commented after an Initial Conference that they had been very frightened and anxious about the meeting, but that it had been much better than expected because the chair had made them feel respected and they had been able to express their views and had felt listened to.

Adult Protection

RCT completed a qualitative survey of people who were receiving care and support which has confirmed that 79% of adults who are receiving care and support reported that they feel safe, with 15% reporting they feel safe some of the time. This is an improvement on 2016/17 when 76% reported they feel safe.

An Adult at Risk satisfaction survey pilot in RCT produced limited results and alternative ways of collecting feedback need to be considered in 2018/19.

Cwm Taf Multi Agency Safeguarding Hub (MASH)

Individuals representing a range of partner agencies were invited to participate in the annual consultation survey to assess their understanding and perceptions of the MASH. This survey was also conducted in the previous three years. Responses from the latest consultation survey demonstrate that most respondents feel that the MASH has made a positive difference to safeguarding in Cwm Taf. Key conclusions are noted below (from a total of 145 responses):

- 92% of respondents felt that the MASH has improved safeguarding in Cwm Taf (compared to 94% in 2017 and 87% in 2016)
- 89% felt that the MASH has improved outcomes for vulnerable people
- 70% felt that information sharing is effective compared to 83% in last year's survey

- 84% felt that decision making and threshold levels have improved (20% were unsure and 6% felt this has deteriorated)
- 57% felt that systems have improved (34% were unsure and 9% felt that they have deteriorated)
- 65% felt that MASH has made a positive difference to their role (19% felt that it has made a negative difference and 17% were unsure)

CASE STUDY - Feedback from School

I wanted to express my thanks for the speedy and efficient service provided by MASH last night. It was my first experience dealing with what, at the time, seemed like an urgent case.

I called the team just after 2pm with a case and discussed with the duty officer. She asked me to send the referral form as soon as possible and, in the meantime, discussed the case with her supervisor. At 2:50 just as school finished I spoke to the officer who took my mobile number and convened a strategy meeting.

She called me back about half an hour later having assembled all the required people. Following the decision to allocate the case to Children's Services, the assigned social worker drove down to the school. She'd asked me to contact the parents and had given me a script to reduce tensions. She spoke to the child and parents separately, then mediated between them together and agreed the outcomes with me. We all left by 5:30pm.

Thankfully it does not seem that any further action needs to be taken but most importantly the child was able to go home having been listened to and having had professional support in a difficult situation.

- **Child/Adult Practice Reviews**

  Positive feedback was received from a family member of a person subject to a joint Child/Adult Practice Review. This is summarised below:

  Thank you to you both, for the work you did, for the care and attention you have paid to mine and my family's experience and of course (my family member). Thank you again, it has meant more than you know to be listened to, and to have had a real positive experience.

Deprivation of Liberty Safeguards (DoLS)

A survey of family DoLS Representatives was undertaken, which demonstrated that many Representatives feel confident in their role, although some felt they would benefit from more information and support.

In response, it was agreed to adopt an 'active offer' approach to advocacy support for Representatives, so that (unless there is a clear objection), all Representatives will be sent an introductory letter by the Independent Mental Capacity Advocacy Service for Cwm Taf. This has changed our practice in so far as we are all now much more proactively referring for advocacy support.

Ensure that there is appropriate public-facing literature published to raise awareness of safeguarding and the work of the Board

- Undertaken a review of literature and the development of an in-house, as well as an online, resource library
- Developed an accessible leaflet in partnership with RCT People's First
- Developed a substance misuse education leaflet in partnership with TEDS
- Worked with looked after young people to develop a leaflet and poster for peers
- Review of the public literature for Deprivation of Liberty Safeguards
- Redesign of the biannual E-Bulletin for practitioners so that it is more interactive

This work has also included further developing the Board's website

- Complete redesign of the Board website to improve usability
- Revamped the Domestic Abuse page including the addition of new links, easier access and improved signposting information
- Addition of new sections including a resources tab where users are able to find Practice Reviews, useful links and information for the public and professionals

12. Adult Protection and Support Orders (APSOs)

The statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014 sets out the arrangements for these civil orders to be used by a local authority to enable an authorised officer to speak in private with a person suspected of being an adult at risk.

The Board has ensured that there are 4 authorised officers in Cwm Taf who are appropriately trained and that a regional process has been put in place. To date, no orders have been sought in Cwm Taf.

13. Information Training and Learning

Priority Outcome - Training and Learning

What did we say?

The priority for 2017/18 was for the Board to ensure that safeguarding inter-agency training and dissemination of learning and research is used to support a more confident and knowledgeable multi agency workforce.

How have we achieved this?

Safeguarding Training

The Board's Training and Learning Group (TALG) continues to monitor multi-agency training and identify any gaps in provision.

The Group has experienced a number of chair changes during the last year and this has resulted in a level of instability and challenge in relation to the function and delivery of its objectives. Despite these difficulties, many of the key themes from legislation and local safeguarding learning have been incorporated into the multi-agency training programme. A new chair and vice chair have now been appointed, enabling the group to re-focus for the coming year.

During the year, 150 multi-agency safeguarding training courses were delivered to 2,542 delegates in Cwm Taf. In addition to the Levels 1-3 Safeguarding Children and Safeguarding Adults courses, topics included:

- Domestic Abuse
- Child Protection Conferences and Core Groups
- Over 50s Alcohol Awareness
- Child Sexual Exploitation
- Dementia Care
- Mental Capacity Act and DoLS training

Agencies attending training included:

- RCTCBC (1,390 delegates)
- MTCBC (235 delegates)
- Health (324 delegates)
- Police (14 delegates)
- Probation (8 delegates)
- Foster Carers (46 delegates)
- Housing providers (71 delegates)

New courses delivered this year included:

- **Reduction of Suicide and Self Harm**

  A Training Delivery Group was re-established during 2017/18 to review the existing training pack and deliver two courses before the end of the financial year. This was achieved with 35 people from a range of agencies attending. Four more courses are planned for 2018/19.

- **Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)**

  Cwm Taf became the second phase pilot area for 'Ask and Act' training which was commissioned by Welsh Government and delivered by Welsh Women's Aid.

  It was agreed via the Cwm Taf Public Services Board that the training should become part of the Safeguarding training governance structure.

  A VAWDASV training delivery group was established and three 'Train the Trainer' courses were delivered to 23 Cwm Taf staff between December 2017 and February 2018.

- **Practice Review Training**

  The pool of appropriately skilled reviewers/facilitators to carry out Child and Adult Practice Reviews has been increased following a 2 day training course, commissioned by Welsh Government. This was attended by 14 professionals from Board agencies.

Multi Agency Practitioner Events

The Board hosted a number of Multi Agency Practitioner events this year to share learning with a wide range of practitioners involved in safeguarding.

- DoLS Multi-Agency Practitioner Forum: Learning from local Cases in the Court of Protection (20 delegates attended)
- Feedback on three adult safeguarding cases
- Feedback on one child safeguarding case in Merthyr Tydfil (see Case Study Section 5 of this report)

A workshop was held in March 2018, hosted by the Barnardo's Gwella Project to deliver initial findings from research exploring the link between early trauma and children and young people at risk of experiencing Child Sexual Exploitation or demonstrating Sexually Harmful Behaviour (SHB). This was attended by 20 practitioners who all gave positive feedback and felt that their staff would benefit from this information.

For Safer Internet Day, RCTCBC and the Police placed information on their public-facing websites to highlight the dangers of, and ways to keep safe when, using the Internet. This ranged from information about on-line banking, internet shopping and safe use of social media. RCT also launched a new e-learning module for staff on safe social media use.

In November 2017, an Interactive Workshop on Domestic Violence & Older People was held, in partnership with Action on Elder Abuse Cymru. The session was designed to raise awareness amongst professionals of the issues around this topic. 27 people attended from a range of agencies, discussions and problem solving activities were held and as a result, recommendations were remitted to a National Conference in February 2018.

A 'Preventing Skin Breakdown & Pressure Ulcers in Health & Social Care' conference took place in February 2018. 51 professionals from a variety of health and social care backgrounds attended and rated the event as very useful (37) or useful (3). Respondents highlighted the multi-agency aspect of the training as being central in enabling them to understand how pressure ulcer care is managed within a safeguarding framework. Many described how they will apply the learning to their role in order to prevent harm and to effectively respond to safeguarding concerns where pressure damage is avoidable.

As part of National Safeguarding Week 2017 the Board hosted a Modern Slavery and Human Trafficking Conference. The objectives of the event were to raise awareness amongst professionals of their statutory duties and the duties of first responder agencies, to find out about the National Referral Mechanism and to provide an overview of support services available in Wales. There was a series of interactive workshops for professionals using real life case studies to further their understanding of people who had been trafficked. Speakers included Steve Chapman (Anti –Slavery Co-ordinator for Wales) and Jan Pickles (National Independent Safeguarding Board). 83 professionals attended the event with 80% saying that it was better than expected, 90% of people rated it very good and 97% said that it was very useful to the work that they did.

Dissemination of Information

The Board continues to use the Cwm Taf Safeguarding website to share a range of information to public and professionals. This year, two E-Bulletins for professionals were published which included a range of topics and news items.

Other items of information sent to partners included:

- NSPCC newsletters
- Policies and procedures – added to website and disseminated via email to professionals.
- Modern Slavery and Human Trafficking – working with Welsh Government to set up a website page with useful resources.
- Trafficked campaign advertised on the website as part of county lines awareness raising

14. Guidance and Advice received from the Welsh Ministers and/or the National Board

The conclusions contained in the National Board's Annual Report in October 2017 were considered when developing this year's Annual Report and have informed its structure.

A member of the National Board attends Board meetings on a quarterly basis as well as attending other key meetings such as the Board Development Day.

Are You Concerned About Someone?

If you suspect that a **child or young person** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425006
In Merthyr Tydfil: 01685 725000

Opening Hours:
Monday - Thursday 8.30am - 5.00pm
Friday - 8.30am - 4.30pm

If you suspect that an **adult** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about vulnerable adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425003
In Merthyr Tydfil: 01685 725000

Opening Hours:
Monday - Thursday 8.30am - 5.00pm
Friday - 8.30am - 4.30pm

To contact Children or Adults Services outside office hours, at weekends and bank holidays, ring:
Cwm Taf Emergency Duty Team on **01443 743665**.

If you suspect that a child, young person or an adult is at immediate risk of harm call 999 and speak to the Police.

If you would like to report a non-urgent incident, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police. ***Use 101 when the incident is less urgent than 999.***

Remember - safeguarding is everyone's business!

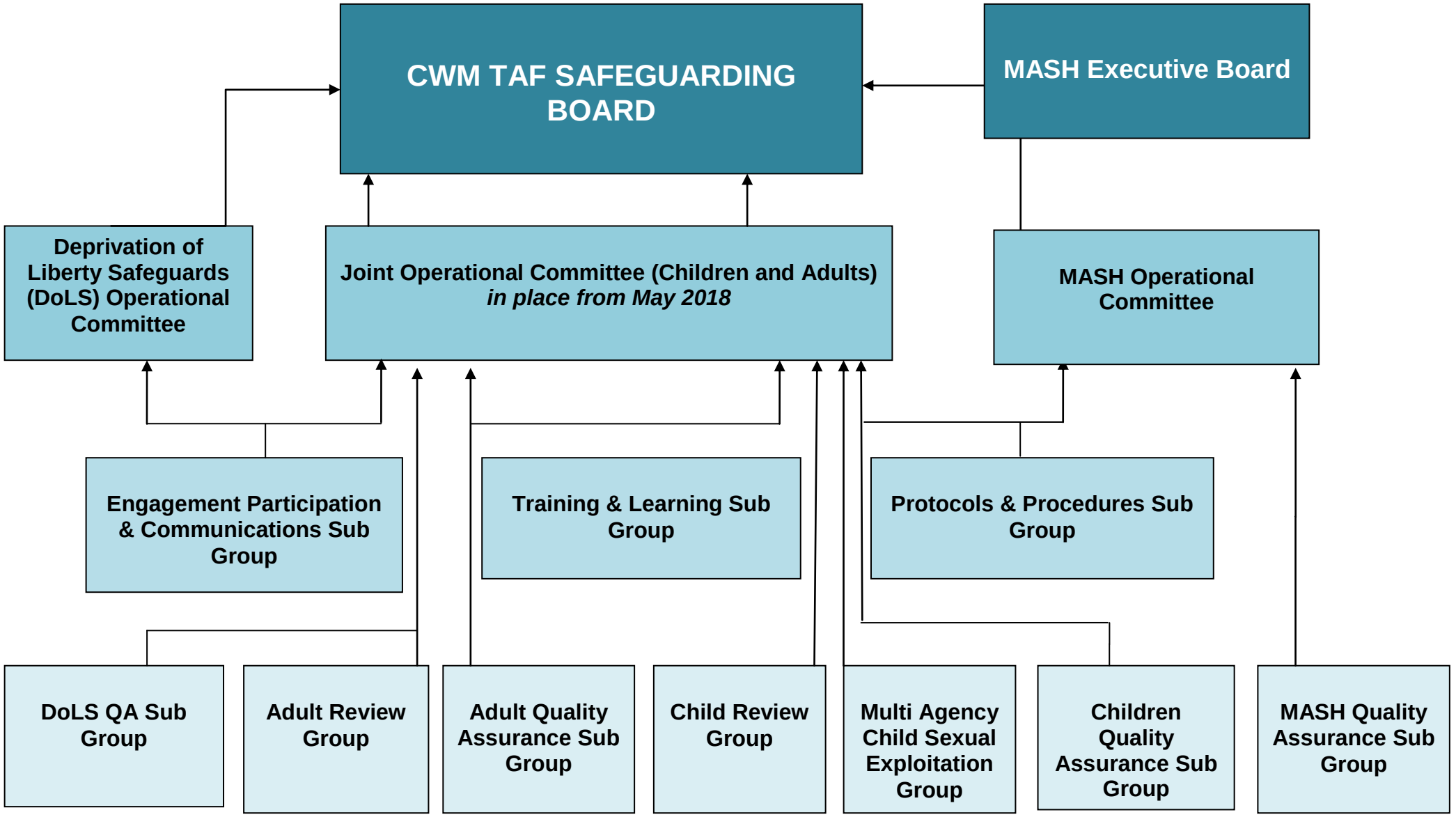
For more information and advice visit: www.cwmtafsafeguarding.org

APPENDIX 1 BOARD MEMBERSHIP

NAME	TITLE	AGENCY
Gio Isingrini	Director of Community and Children's Services (Co-Chair)	**Rhondda Cynon Taf County Borough Council**
Philip Howells	Head Of Community Housing Services	
Jackie Neale	Adult Safeguarding Service Manager	
Neil Elliot	Service Director, Adult Services	
Julie Clark	Head of Safeguarding and Support (Children)	
Esther Thomas	Temporary Director Education and Lifelong Learning	
Ann Batley	Service Director, Children Services	
Lisa Curtis-Jones	Chief Officer, Social Services (Co-Chair)	**Merthyr Tydfil County Borough Council**
Alex Beckham	Safeguarding Principal Manager	
Alyn Owen	Chief Officer, Community Regeneration	
Susan Walker	Chief Officer, Education	
Annabel Lloyd	Head of Children Services	
Mark Anderton	Head of Adult Services	
Lynda Williams	Director of Nursing, Midwifery and Patient Services	**Cwm Taf University Health Board**
Jane Randall	Head of Safeguarding	
Phil Ashby	Superintendent	**South Wales Police**
Beth Aynsley / Sue Hurley	Independent Protecting Vulnerable Person Manager	

NAME	TITLE	AGENCY
Eirian Evans	Assistant Chief Officer	**National Probation Service**
Jo Stephens	Deputy Assistant Chief Executive	**Wales Community Rehabilitation Company**
Ian Davy	Chief Officer	**Voluntary Action Merthyr Tydfil**
Lyndon Lewis	Head of Service	**Cwm Taf Youth Offending Service**
Jean Harrington	Director / Interlink Chair	**TEDS (Treatment and Education Drug Service)**
Linda Davies	Designated Nurse (National Safeguarding Team)	**Public Health Wales**
Nikki Harvey	Assistant Director for Quality, Safety and Patient Experience	**Welsh Ambulance Services NHS Trust**

APPENDIX 2 BOARD STRUCTURE



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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018/19

HEALTH AND WELLBEING SCRUTINY COMMITTEE

25TH SEPTEMBER 2018

REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

Agenda Item No: 4

REPRESENTATIONS AND COMPLAINTS PROCEDURES ANNUAL REPORT

Author: Jayne Thomas, Service Improvement, Engagement and Complaint's Manager. Tel. No. 01443 425449

1. PURPOSE OF REPORT

1.1 This report provides Scrutiny Members with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1st April 2017 and 31st March 2018.

1.2 The report contains information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults & Children's Social Services, together with achievements for 2017/18 and future developments.

2. RECOMMENDATIONS

It is recommended that Members

2.1 Agree the contents of the Social Services Annual Complaints report (attached as Appendix 1).

2.2 Acknowledge the work undertaken by the Social Services Complaints Team.

3. REASONS FOR RECOMMENDATIONS

3.1 It is a requirement of the Social Services Complaints Procedure (Wales) Regulations Procedure 2014 that the Local Authority produce an annual report and that the report is considered by the appropriate Scrutiny Committee.

4. BACKGROUND

4.1 Social Services has a statutory requirement to operate a complaints procedure that follows the legislative requirements of the regulations specified

above. The guidance requires an annual report to be produced relating to the operation of the complaints procedure.

4.2 The Social Services complaints procedure is available to:

- All service users or their representatives
- Any child with a care and support plan
- A parent of a child with a care and support plan
- A local authority foster parent
- A person who the Authority consider to have sufficient interest in the child's/adult's welfare

It is based upon the principle that people have a right to complain; to have the complaint examined and resolved as quickly as possible.

4.3 The complaints process was amended in August 2014 in line with the new Complaints Regulations and Guidance issued by the Welsh Government and became a two stage process:

Stage One: Local Resolution – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving, whilst adhering to the 15 working days response time that has been imposed under the Regulations.

Stage Two: Formal Consideration – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.

4.4 If the complainant remains dissatisfied with the outcome of the stage two Investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

5. SOCIAL SERVICES ANNUAL COMPLAINTS REPORT 2017/18

5.1 When analysing complaints, it is important to remember that an increase or decrease in the number of complaints does not necessarily reflect a change in the standard of service provided. An increase might indicate the positive view we take towards complaints, together with the fact that people are well informed about how to make a complaint. Given the vulnerability of many people accessing services, it would be worrying if people felt unable to complain if they were dissatisfied with the services they received.

5.2 During the reporting period a total of 162 complaints were received requiring a response at stage one. This is a decrease of 20 complaints when compared to the previous year. Overall, the number of complaints received remains comparatively low in contrast to the number of people that come into contact with Social Services annually.

5.3 Across Social Services 52% of stage one complaints were responded to within the required timescale, compared with 59.5% reported last year. This continues to be an area highlighted for improvement and processes have been introduced across both Children's and Adult Services to address both the quality and timeliness of responses to issues raised.

5.4 Of the 162 stage one complaints received, 3 progressed to stage two with 1 complaint being received directly at stage 2 of the process. This is a decrease on last year and the number remains low in contrast to the number of people receiving services and demonstrates that the majority of people are happy for the Council to deal with their complaints at a local level and that managers are effectively dealing with the issues raised.

5.5 Further details and analysis about the number and causes of complaints and compliments, and the service areas where these have been made, are provided in Appendix 1. The annual report also outlines some of the achievements and developments undertaken by the Complaints Team during the year.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1 There are no equality and/or diversity implications from this report.

7. CONSULTATION

7.1 No consultation has been undertaken in relation to this report as it provides information on the operation of the Representation and Complaints Unit and direct feedback from service users in relation to how well services are delivered through the monitoring of complaints and compliments.

8. FINANCIAL IMPLICATIONS

8.1 There are no financial implications aligned to this report and the Work of The Representation and Complaints Unit services is managed within the existing allocated budget.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

9.1 The work of the Complaints and Representation Unit is underpinned by the requirements of the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. This report has been produced in line with the legislative requirements contained within those procedures.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

10.1 The function of the Complaints and Representations Team and the collation of service user feedback through both complaints and compliments

provide a quality assurance mechanism by which Adults and Children's Services can measure their performance against the corporate priorities to:

- Provide essential services well, and;
- Ensuring increased levels of satisfaction with people who have contact with Council Services.

11. CONCLUSION

11.1 Social Services continue to provide a robust and effective complaints procedure in line with the statutory requirements. Complaints are seen as providing valuable customer feedback, with the information from complaints providing valuable lessons learnt when planning and improving services to meet the needs of our customers.

Appendix 1

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

SOCIAL SERVICES

REPRESENTATIONS AND COMPLAINTS PROCEDURES

ANNUAL REPORT

2017/2018

1. INTRODUCTION

It is a statutory requirement for local authorities to have in place a representations and complaints procedure for Social Services.

Each local authority is required to produce an annual report concerning the operation of its representation and complaints procedure.

This annual report provides information about the operation of the Social Services representation and complaints procedure between 1 April 2017 and 31 March 2018. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Social Services Representation and Complaints Team during that period to develop the representation and complaints service.

2. BACKGROUND

Social Services in Rhondda Cynon Taf adopts a positive attitude towards complaints and views them as a valuable form of feedback, which assists in the development and improvement of services. Complaints also provide an opportunity to learn lessons where a service has fallen short of an expected standard.

The representation and complaints procedure is widely publicised generally and specifically to people who use our services and provides them with an opportunity to:

- Voice their concerns when they are dissatisfied in order that the issue can be rectified to their satisfaction, wherever possible
- Make compliments
- Suggest improvements
- Challenge decisions

The aim is for our representation and complaints procedure to secure a better service for all the people using social care services and is underpinned by the following key principles:

- Commitment to providing quality services
- Accessible and supportive to those with particular needs
- Prompt and responsive with resolution at the earliest possible opportunity
- Strong problem solving element
- Operated without prejudice or discrimination
- Adheres to the principle of equal opportunity

The representation and complaints procedure also provides an opportunity for service users to address concerns in relation to independent sector providers where they remain dissatisfied following implementation of the agencies own internal complaints procedures.

The Social Services complaints process has two stages:

Stage One: Local Resolution – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving. The complainant will be offered a discussion about the issues they have raised and this can either be done by telephone or face to face in an attempt to resolve the issues. This must be done within 10 working days of the receipt of the complaint. Following this discussion and any further investigation that is necessary, a written response will be provided within 5 working days.

Stage Two: Formal Consideration – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.

If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

3. STAGE 1 'INFORMAL' COMPLAINTS

In 2017/18, there were 162 recorded complaints during the year, compared with 182 in the previous year. There was a decrease in Stage 1 complaints about Adult Services with 82 received in 2016/17 compared to 51 this year whilst there was an increase in Stage 1 complaints about Children's Services with 101 received in 2016/17 compared to 111 this year.

Out of the 162 Stage 1 complaints received 4 were dealt with under Stage 2. The new complaints regulations and guidance sets an expectation that complainant's will be offered a face to face meeting wherever deemed appropriate as a means to resolving their complaint. This has continued to be effective in resolving most complaints at a local level and has resulted in more positive outcomes for complainants and their ongoing relationship with the service.

Of the Stage 1 complaints that were received, 52% were responded to within statutory timescales which is a decrease on 59.5% in 2016/17. This is an area where we would like to see improvement and as well as monitoring systems that are currently in place the need to respond to deal with complaints in a timely manner will be reinforced through training and manager briefings.

Support to improve the quality of Stage 1 complaint responses has also been provided across service areas.

4. CONTACTS AND CONCERNS

This year the Complaints Team has focused on attempting to resolve issues at source where this is considered appropriate and worked collaboratively with managers across both services resulting in a reduction in complaints being passed to front line services.

In 2017/18 the Complaint's Team dealt with a total of 141 contacts that did not progress to Stage 1 complaints. 47 contacts were for adults services with 94 contacts being received for Children's Services.

The complaints Team also received 13 concerns where the subject specified that they did not wish to make a complaint. These were recorded and passed to the relevant service area.

5. COMPLIMENTS

161 Compliments were received across both service areas with 2 complimemts being received for the complaint's team.

Adult Services

51 complaints were received for Adult Services during the year. This represents a 38% decrease on the total amount received in 2016/17.

Of the complaints made about Adult Services, 7.8% (4) were made by the service users themselves and 92.2% (47) were made by their representatives e.g. carers, family members and advocates.

Details of complaints received recorded by Service Area are summarised in Table 1 and compares them with the previous year.

Table 1: Summary of complaints by service area

Service Area	2016/17	2017/18
Long Term Assessment - Locality Teams	24	18
Safeguarding Team	2	0
Short Term Intervention Support @ Home	1	2
Day Services	1	1
Residential Care	9	0
Short Term Intervention ACE	2	2
Mental Health	2	4
Finance	3	3
Business Services	0	1
Independent Sector Residential Care RCT	4	5
Independent Sector Domiciliary Care	18	2
Complex Learning Difficulties	10	4
Short Term Intervention – Short Term Care Management	1	5

Community Review Team	1	4
Sensory Impairment	1	0
Total	**82**	**51**

As in previous years, the highest number of complaints were received for Long Term Assessment Teams. There has been a decrease in numbers of complaints recorded for Independent Sector Domiciliary Care by the Complaints Team and this is as a direct result of Stage 1 complaints being redirected to the provider to be dealt with under their own complaint's procedure.

From 2016/17 to ensure more accurate recording there will be an expectation that that the domicillary care providers provide information on the numer of complaints and compliments they have received on an annual basis in line with reporting arrangements to Care in Wales..

In other service areas complaints were fairly consistent with previous years and remain comparatively low in contrast to the number of people that access services.

Table 2 sets out in more detail what the complaints were about and compares them with the previous year.

Table 2: Summary of what complaints were about

Nature of Complaint	**2016/17**	**2017/18**
Change in call times / Missed Calls (Homecare)	3	1
Failure to provide a service	14	10
Failure to comply with policies	2	0
Financial issues	4	5
Lack of information/communication	15	8
Medication issues	4	0
Issues aroung adaptations	2	0
Staff issues	17	18
Waiting for assessment/Request for assessment	0	2
Quality of care	15	4
Quality of service	5	3
Transport (Learning Disability)	1	0
Total	**82**	**51**

Complaints relating to issues around staff remain the highest category of complaint and are consistent in numbers to the previous year. Numbers of complaints around lack of information/communication have reduced along with complaints relating to quality of care.

Of the Stage 1 complaints received for Adults Services, 50 were resolved locally with only 1 complaint progressing to Stage 2.

Children's Services

111 complaints about Children's Services were received during the year. This represents a increase compared to the previous year when 101 complaints were received. The highest number of complaints remain for the Intensive Intervention Services which is consistent with previous years and a reflection of the difficult nature of the work that the service undertakes.

The numbers overall still remain low in comparison to the number of cases being managed by the Service. Table 3 sets out the number of complaints recorded by service area and compares them with the previous year.

Table 3: Summary of complaints by Service Area

Service area	**2016/17**	**2017/18**
16+ Team	0	3
Early Years	0	1
Disabled Children's Team	0	4
Early Intervention	11	4
Safeguarding and Support	5	0
Intensive Intervention	86	95
Fostering Support	0	3
MASH	0	1
Total	**102**	**111**

Of the 111 complaints received 2 progressed to Stage 2 with 1 complaint being received directly at Stage 2.

Of the 111 complaints made about Children's Services, 2 complaints were made by children and young people or advocates, 109 complaints were made by parents/relatives and carers.

Table 4 sets out in more detail what the complaints from children and young people or advocates were about and compares them with the previous year.

Table 4: Summary of what the complaints were about

Nature of complaint	**2016/17**	**2017/18**
Staff issues	2	1
Quality of Care	0	1
Total	**2**	**2**

Both complaints received related to children and young people who are looked after by the Council and were successfully resolved at Stage 1.

Whilst complaints from children remain low there are a number of factors that may contribute to this. As well as having a designated children's complaints officer the Local Authority has an embedded advocacy service for children which has seen the number of referrals steadily rise over the past 4 years. In 2017/18 the advocacy service assisted 123 children and young people in raising their concern directly with the service area with most issues being effectively dealt with outside of the statutory complaints process. These issues are monitored through a quarterly reporting process and the need for any service improvements are captured and reported both to senior management teams and to the Corporate Parenting Board.

The Independent reviewing Officers also have a mechanism for escalating concerns in relation to Children Loked After and as with advocacy this information is collated, monitored and reported.

The number of complaints received from parents and carers increased from 102 in 2016/17 to 110 in 2017/18, as shown in Table 5 below.

Table 5: Summary of what the complaints were about

Nature of complaint	**2016/17**	**2017/18**
Adoption Process	0	1
Contact issues	5	7
Failure to provide a service	7	3
Equality issues	0	1
Financial issues	2	1
Lack of information/communication	22	21
Quality of care/service	5	6
Staff issues	55	68
OT Appeals	2	0
Care and Support	2	2
Information Governance	2	1
Total	**102**	**111**

Following initial contact to discuss the complaint,11 of the 111 complaints needed no further action.

Complaints relating to staff issues remain the highest category of complaint and have increased on figures received for 2016/17 whilst complaints relating to the provision of information and communication remain consistent with previous years.

6. STAGE 2 'FORMAL' COMPLAINTS

Overall, there were 4 Stage 2 complaints made during 2017/18 compared with 8 in 2016/17. 3 of the complaints progressed from Informal Complaints and 1 was received directly at Stage 2.

Stage 2 complaints, where improvements were identified, result in an action plan being developed to ensure improvements for both the service user and the service area. (See learning the lessons).

Adult Services

There was 1 stage 2 complaint received for Adult Services – which progressed from Stage 1 Informal Complaint process. 1 case that fell outside of the statutory complaint's process was considered as part of an independent review.

Table 7: Summary of complaints made at Stage 2

Nature of complaint	2016/17	2017/18
Quality of Service	2	0
Failure to Provide a Service	1	0
Finance	1	0
Complex Learning Difficulties	0	1
Total	**4**	**1**

Children's Services

There were 3 Stage 2 complaints received relating to Children's Services 2 of which progressed from Stage 1 Informal Complaints process and one that was received directly at Stage 2.

Table 8: Summary of complaints made at Stage 2

Nature of complaint	2016/17	2017/18
Quality of Service/Care	1	1
Lack of Communication/Information	2	1
Staff Issues	1	0
Failure to Provide a Service	0	1
Total	**4**	**3**

7. OMBUDSMAN COMPLAINTS

In 2017/18, 5 complaints were made to the Public Services Ombudsman, 3 for Children's Services and 2 for Adults.

1 complaint for Children's Services progressed to an Ombudsman investigation and 4 were either referred back to the Council for resolution or closed.

LEARNING THE LESSONS

It is crucial that there is learning from complaints at all stages of the procedure, resulting in improved services and delivery, wherever possible. Complaints provide useful information in respect of the way that services are delivered and in highlighting where improvements need to be made. Likewise information obtained from monitoring the Council's contract with advocacy providers identify themes and areas where services can be strengthened to avoid complaints in the future.

Some examples of action points and improvements arising from the investigation of complaints in both Adult and Children's Services and from monitoring the use of advocacy are summarised below.

Adult Services

- **An information pack for parents of adults making the transition to supported living has now been developed.**
- **Improvements have been made to the timliness of decision making in relation to the transition process for adults with complex learning disabilities.**
- **Improvements to the management of additional calls for Homecare through the use of mobile device alerts.**

Other areas for action:

- **Review of the policy and guidance for excluding service users with learning disabilities from day centre provision.**
- **Consideration of issus raised by the advocacy service relating to adults with physical disabilities and their development of appropriate adult relationships as part of the care and support planning process.**
- **Ensuring that older people in residential care have acess to their personal allowance.**
- **Review information provided to families who arrange care privately ensuring they are aware of who concerns should be reffered to and the role of the Public Service Ombudsman for Wales.**

Children's Services

- **A review of Life Story work within Children's Services to be undertaken as part of the Children Looked After Quality Assurance Group Workplan, incorporating lessons learnt from complaints and feedback from young people following the Bright Spots survey.**
- **A review of the family finding process and improved guidance for prospective adopters on the linking process.**

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8. COMPLIMENTS

Compliments provide valuable information regarding the quality of services that are provided and identify where they are working well. The number of compliments recorded in 2017/18 was 161 compared to the 164 received in 2016/17

Adult Services

In 2017/18 there were 120 compliments made within Adult Services.

Table 8 sets out the number of compliments recorded by Service Area.

Table 8: Summary of compliments received

Service areas	Number	Percentage
Adaptations and Community Equipment	11	9.1%
Complaints Unit	1	0.8%
Locality Teams	14	11.6%
Homecare	30	25%
Intermediate Care/Reablement	7	5.8%
Carers Support Project	15	12.5%
Community Mental Health Teams	3	2.5%
Supported Living	1	0.8%
Single Point of Access	3	2.5%
Short Term Care Management	3	2.5%
Sensory Impairment	2	1.6%
Business Services	1	0.8%
Complex Learning Difficulties	1	0.8%
Day Services	1	0.8%
Finance	3	2.5%
Housing	3	2.5%
MASH	2	1.6%
Mental Health & Substance Misuse	4	3.3%
Residential Care RCT	15	12.5%

The following are examples of some of the compliments received for Adult Services during 2017/18

- *"Thank you for helping me through this very difficult time I am going through at the moment"*
- *"Thank you all so much for your help and support. I would not have got where I am now without you"*
- *"Thank you all so much for the care you show towards my mother. Words cannot express my appreciation"*
- *"A great big thank you for the care my dad had. I cannont thank you enough for your care and support you gave us"*
- *Telephone call expressing heartfelt thanks to Lee Williams and Craig Heycock for all their care and support for her father who has now gone into Hospital*
- *Where do I find words big enough to say Thank You to your whole team who have helped us through this dark and difficult period. In particular thanks to Ian Moran, he is a real gentleman and 100% the right man for such an important job.*

Children's Services

In 2017/18 there were 41 compliments made within Children's Services.

Table 9 sets out the number of compliments recorded by Service Area.

Table 9: Summary of compliments received

Service areas	Number	Percentage
Contact Centres	1	2.4%
Early Years	1	2.4%
Miskin Project	19	46.3%
Disabled Childrens' Team	3	7.3%
Foster Care	7	17%
Residential Care	1	2.4%
Kinship Care	2	4.9%
Complaints	1	2.4%
Independent Reviewing Team	1	2.4%
Intensive Intervention	5	12.2%

The following are examples of some of the compliments received for Children's Services during 2017/18:

- *Thank you for being on the other end of the phone, means a lot as Ive "never had any support and now it's just taking it's toll with everything going on - Thanks for being there for us"*
- *"I wanted to pass on my thanks and say how much I appreciated her continued work with NAME. It benefited the family to have continuity and was a great help to my team due to staffing issues"*
- *"You have been amazing with the help and guidance with me and my children. It has been a privilege to work wiith you"*
- *"Thank you for everything you did for me. You have helped me a lot and you became my best friend, we got along so well and I'm so sad it's the end. Thank you so much"*

9. WORK PROGRAMME PROGRESS AND ACHIEVEMENTS

In 2017/18 the Representation and Complaints Unit has;

- Liaised with Welsh Government on the review of Complaints Guidance as part of the SSWB Act (Part 10) and the Review of the Independent Visitor scheme.
- Supported the attendance of the young people, as part of the Bluprint Forum at Corporate Parenting Board and other events run by the Council.
- Developed the Advocacy Champion Group within Adult Care Management Teams to promote the use of advocacy and inform future commissioning arrangements.
- Continued to provide induction training to all staff and attend staff briefings and team meetings as required.
- Monitored the provision of advocacy across both adults and children's service and supported the implementation of the Welsh Governments National Advoacy Approach and the 'active offer'.
- Supported Welsh Governments rewiew of the Social Services survey required as part of the SSWB Act providing feedback on management of the process.
- Worked with individual managers on improving the quality of complaints responses.