



**CYNGOR BWRDEISTREF SIROL  
RHONDDA CYNON TAF  
COUNTY BOROUGH COUNCIL**

**COMMITTEE SUMMONS**

C.Hanagan  
Service Director of Democratic Services & Communication  
Rhondda Cynon Taf County Borough Council  
The Pavilions  
Cambrian Park  
Clydach Vale CF40 2XX

Meeting Contact: Claire Hendy - Senior Democratic Services Officer (01443 424081)

**YOU ARE SUMMONED** to a meeting of **CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEE** to be held at the **Virtually** on **WEDNESDAY, 2ND DECEMBER, 2020** at **5.00 PM**.

Non Committee Members and Members of the public may request the facility to address the Committee at their meetings on the business listed although facilitation of this request is at the discretion of the Chair. It is kindly asked that such notification is made to Democratic Services by Monday, 30 November 2020 on the contact details listed above, including stipulating whether the address will be in Welsh or English.

**AGENDA**

**Page  
No's**

**1. ANNOUNCEMENTS AND APOLOGIES**

**2. DECLARATION OF INTEREST**

To receive disclosures of personal interest from Members in accordance with the Code of Conduct

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest: and
2. Where Members withdraw from a meeting as a consequence of the

disclosure of a prejudicial interest they must notify the Chairman when they leave.

### **3. MINUTES**

To receive the minutes of the previous meeting of the Children and Young People Scrutiny Committee held on 4<sup>th</sup> November 2020.

**5 - 10**

### **4. CONSULTATION LINKS**

Information is provided in respect of relevant [consultations](#) for consideration by the Committee.

## **REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES AND THE DIRECTOR OF EDUCATION AND INCLUSION SERVICES**

### **5. INTEGRATED WELLBEING SUPPORT FOR CHILDREN AND YOUNG PEOPLE IN RCT**

To receive a Joint Presentation from Children's Services and Education in respect of the integrated wellbeing support for Children and Young People in Rhondda Cynon Taf.

**11 - 26**

### **6. CHAIR'S REVIEW AND CLOSE**

To reflect on the meeting and actions to be taken forward.

### **7. URGENT BUSINESS**

To consider any items, which the Chairman, by reason of special circumstances, is of the opinion should be considered at the meeting as a matter of urgency

## **Service Director of Democratic Services & Communication**

### **Circulation:-**

The Chair and Vice-Chair of the Children and Young People Scrutiny Committee (County Borough Councillor S. Rees-Owen and County Borough Councillor J Edwards respectively)

### **County Borough Councillors:**

Councillor S Evans, Councillor J Brencher, Councillor H Fychan, Councillor A Calvert, Councillor S Powell, Councillor M Powell, Councillor M Griffiths, Councillor D Owen-Jones, Councillor S Morgans, Councillor G Stacey, Councillor L De Vet and Councillor L Walker

### **Co-Opted Members:-**

Mr M Cleverley, Representing NASUWT and Teachers' Panel  
Mr J Fish, Voting Elected Parent / Governor Representative  
Ms A Jones, Representing UNITE  
Mr C Jones, Representing GMB  
Mrs C Jones, Representing the National Union of Teachers and Teachers' Panel  
Mr D Price, Representing UNISON  
Mr A Rickett, Voting Diocesan Authorities' Representative  
Mrs R Nicholls, Voting Elected Parent / Governor Representative

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## **RHONDDA CYNON TAF COUNCIL CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEE**

Minutes of the meeting of the Children and Young People Scrutiny Committee meeting held on Wednesday, 4 November 2020 at 5.00 pm at the Virtually.

### **County Borough Councillors - Children and Young People Scrutiny Committee Members in attendance:-**

Councillor S. Rees-Owen (Chair)

Councillor J Edwards	Councillor S Evans
Councillor H Fychan	Councillor A Calvert
Councillor S Powell	Councillor M Powell
Councillor M Griffiths	Councillor D Owen-Jones
Councillor S Morgans	Councillor G Stacey
Councillor L De Vet	

### **Co-Opted Members in attendance:-**

Mr J Fish, Voting Elected Parent / Governor Representative  
Mrs R. Nicholls, Voting Elected Parent / Governor Representative

### **Officers in attendance:-**

Mr P Nicholls, Service Director, Legal Services  
Ms A Lloyd, Service Director, Children's Services  
Mrs C Tyler, Service Development Officer, Children's Services

### **County Borough Councillors in attendance:-**

#### **19 Apologies for absence**

Apologies for absence were received from County Borough Councillors J Brencher and W Jones.

#### **20 Declaration of Interest**

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

#### **21 Children's Services: Recovery and Contingency Planning Report**

The Director of Children's Services presented Members of the Children & Young People Scrutiny Committee an updating report which focused on the Children's Services response to the continuing impact of the pandemic along with recovery

and contingency planning.

As Member would recall at the Children & Young People Scrutiny Meeting held on the 9<sup>th</sup> September children's Services provided an overview in relation to the functioning of the services during the Covid 19 Pandemic and the developing Recovery Plan.

The Director of Children's Services continued to explain that since the last meeting of the Children & Young People Scrutiny Committee the Service has moved from contingency planning mode to that of a business critical one in preparation for the national Fire Break following the First Minister's announcement on the 19<sup>th</sup> October 2020.

Members were presented with an overview of the Children's Service recovery planning in line with the national framework for children's services recovery plans. The Director of Children's Services provided Members with a table which highlighted the actions taken by the service to date which includes the following:

1. Develop a fit for purpose agile/ home working framework for Children's Services, which supports both physical and emotional wellbeing of staff and optimises our work with families;
2. Building upon business critical and emergency functions currently being delivered, develop a safe sustainable service delivery model to provide Children's Services statutory responsibilities that will meet WG guidance;
3. Ensure staffing capacity in Intensive Intervention is sufficient to meet need;
4. Ensure vulnerable children have access to education and emergency childcare provision, working in partnership with education;
5. Ensure robust safeguarding arrangements working with partners in Cwm Taf Morgannwg Safeguarding Board.
6. Ensure the Youth Offending Service undertakes its duties and delivers its core functions: and
7. Youth Engagement and Participation Service (YEPS) continue to offer virtual open access activities and plan for re-introduction of face to face provision and provide virtual information advice and guidance to vulnerable young people using WICID TV and You Tube.

The Director of Children's Services continued and informed the Committee that a contingency plan was considered and finalised in September 2020 and the results of which seen the service prioritise business critical services, it was also explained that in preparation for the Firebreak period the service is re-categorising all cases by risk and need under the R.A.G system whilst maintaining critical services which include:

- Access to Services and Family support;
- Safeguarding Duties;
- Children Looked After; and
- Youth Offending Service (YOS).

Members were reminded that at a previous meeting there was a request for more outcome based evidence within reports, the Director explained that performance data had been included with the report which highlighted a comparison between Quarter 2 - 2019 Performance and Quarter 2 -2020 Performance data. There were three areas that the Director of Children's Services wish to highlight, these being the number of adoption placements which had remained the same as the previous year the Officer explained that this was

pleasing to see especially during these uncertain times. Another was that the percentage of children being placed with kinship carers had increased slightly and staff are working closely with extended families. Finally a concern for the services is the decrease in the number of care leavers who are engaged in education, employment or training.

The Director concluded her report by explaining that the service will continue to provide services to families in line with the Welsh recovery framework principles and opened up the debate to Members of the Committee.

The Chair thanked the Director for her report and passed the questioning on to Committee Members.

Members put forward many questions in respect of staff wellbeing, face to face contact with families along with questions relating to the performance data comparisons.

A Member asked in relation to the staff survey that had been carried out what had been done to address response of “77% staff felt access to team/ peer support was important to them” at these unprecedented times.

The Officer explained that although face to face contact is the best way for communicating this is not always possible during the pandemic, however staff have regular contact via various applications such as Microsoft TEAMS and the service has provided some office space for confidential work etc. It was also highlighted that there is a staff wellbeing week where staff are encouraged to participate in various activities along with the support from HR and the Occupational Health Service.

In respect of the data relating to children on the Child Protection register and the total number of Children Looked After Members wanted clarity on the reason why there was an increase in the figure in comparison to the previous year. Members wanted reassurance that all children on the register were being seen and contact was being made. Officers explained that contact was being made with these families however in new way video conference telephone and if necessary face to face contact.

A Member thanked officers for their hard work and asked if the Authority had a target data bench mark for carer leavers not in education or employment or training. It was explained that there are no targets set however this needs to improve going forward and it will be considered as part of the corporate planning to improve outcomes.

The Chair came in at this point as she recalled that some this data had been presented to the Finance & Performance Committee previously. The Chair of the Finance & Performance Committee was present in the meeting and confirmed he would check the details and come back later in the meeting with the information.

The Member also wanted clarity on whether funding for carer leavers to attend university was still available and asked if Covid 19 had effected any person going to study. The Director explained that she didn't have the information to hand and would check with the relevant officers and sent the information out to Members after the meeting.

In respect of staffing Members raised concerns in respect of the number of vacancies within the Intensive intervention service and the impact it was having

on staff which are already under pressure. Officers explained that there is real pressure on parts of the service. It was explained that under the Social Work review there has been some work done to try and encourage and retain staff however this has been challenging.

A Member asked if data could be provided to show the number of children who had also been removed from the Child Protection register to show some comparisons. The Director advised that she would obtain the information and would be forwarded to Members after the meeting.

The questioning continued and Members felt that as a Committee they would benefit from digging deeper into the reasons why more children are being placed on the Child Protection register so that they could understand the reasons why families are struggling and may be carry out a piece of work to address the problems.

Members also put their views forward in relation to the YEPS Service and the work that had been carried out during the pandemic along with work being done for young carers etc.

After further discussion Member **RESOLVED** to:

- Acknowledge the content of the report
- Receive data in relation to the number of children removed from the Child Protection register;
- Receive information from the Finance & Performance Committee report relating to the bench mark data for carer leavers not in education, employment or training ;
- Receive information regarding the effects of Cove 19 on carer leavers attending university.

## **22 Outcomes of the Care Inspectorate Wales Inspection Report**

The Director of Children's Service along with the Service Development Manager Children's Services presented a report to update Members on the Outcomes of the Care Inspectorate Wales (CIW) inspection. Members were also presented with actions taken during the last year and to date.

The Officers explained that Children's Services received CIW Report on the provision of early help care and support and transition for disabled children and their families in RCT in March 2020.

Members acknowledged that the report identified a number of strengths and a number of areas for improvement. Members were also reminded that in December 2019 the Disabled Children's Service Review report was presented to Committee and Work was already underway to change the delivery model for disabled children prior to the inspection.

It was highlighted further areas for improvement were identified and these have been incorporated into the Disabled Children's Services Remodelling Implementation Plan. With regards to the 16+ Teams Members were provided



with areas for improvement which were:

- Improving the outcome focused approach, ensuring that young people's wishes and feelings are evident in pathway planning;
- Ensuring Pathways Plans are reviewed in a timelier manner and involve updates from relevant agencies;
- Improving quality assurance
- Ensuring young people have an active offer of a service in Welsh.

The Director of Children's Services explained that as a service we have developed actions plans for both Disabled Children's Service and 16+ Team which incorporates the areas for improvement identified by CIW.

It was also brought to Members attention that due to the unprecedented circumstances relating to Covid 19 changes were made to working arrangements and four critical areas of work were identified to focus on. This has meant that all development and improvement activity was placed on hold and Quality Assurance monitoring was reduced to two key indicators;

- Communication and support for staff;
- Quality of work.

Members were informed that a recovery plan has been developed and that services are starting to return whilst ensuring there is minimum risk of infection.

The Committee were provided with a list of priorities with the action plan that are now being undertaken. The Director concluded her report by emphasising that there is a strong commitment with RCT to support the Disabled Children's Services and 16+ Teams to implement positive change.

The Chair thanked the officers for the report and before opening up the meeting for Members questions and observation explained that as part of the process was interviewed by the CIW and stated that after reading the report I found it was a sobering experience.

A Member requested that a detailed report with outcomes against the action plan be presented to the Committee in six month so that a better understanding of the progress made could be considered.

Another Member agreed and commented that to have sight of the action plan would be beneficial to see if the service was going in the right direction. He also wanted clarity on the disability register and the status of its functioning. Officers explained the reasoning behind it and it is a priority going forward.

All Members agreed that an action plan is needed to assess going forward. In respect to the Voice of the Child does the action plan pick up this priority going forward? It was explained that the young person's world is central to this.

The Chair pick up on some points within the report and asked for clarity on what has been put in place. Officer explained that various plans in place to take change forward and build on the work going forward.

After further discussion Members **RESOLVED** to:

- Acknowledge the content of the report ;
- Receive a progress report in 6 Months on the actions against the action

plans.

**23 Chair's Review and Close**

The Chair confirmed the next meeting is on the 18<sup>th</sup> November and proceed to close the meeting.

**This meeting closed at 6.38 pm**

**CLLR S REES-OWEN  
CHAIR.**



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

**MUNICIPAL YEAR 2020/21**

**CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE**

**2<sup>nd</sup> DECEMBER 2020**

### **JOINT REPORT OF THE DIRECTOR OF CHILDREN'S SERVICE AND THE DIRECTOR EDUCATION AND INCLUSION SERVICES**

**Author: - Annabel Lloyd and Gaynor Davies**

#### **1. PURPOSE OF REPORT**

- 1.1 To provide Members with an update from both Children's Services and Education and Inclusion Services on the work carried out during Covid-19 in respect of supporting children and young people's health and wellbeing.

#### **2. RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Scrutinise and comment on the information contained within this report.
- 2.2 Consider if any further information is required.

#### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 In response to Scrutiny Committee's request for information about services and support for promoting children, young people and family resilience and emotional wellbeing, a high-level presentation has been prepared that illustrates the breadth of support available across both Directorates.
- 3.2 The presentation and officers' response to Scrutiny Committee members' questions will illustrate how the Council has responded to the emotional wellbeing needs of our residents during the exceptional circumstances of the pandemic. The presentation also sets out the integrated approaches and pathways that assist in

making sure that young people and their families reach the right level of service at the right time.

- 3.3 It is anticipated that Scrutiny Committee will use this background report and presentation as the basis for future lines of enquiry and reports to Scrutiny Committee.

#### **4. BACKGROUND**

- 4.1 The outbreak of Covid-19 resulted in all learners, including the most vulnerable and disadvantaged being unable to access their school placements for an extended period of time. This inevitably placed significant pressures on families and impacted on children and young people's access to school based support services. A total of 25 childcare hubs were swiftly established throughout the County Borough to ensure that the needs of the most vulnerable were met during the school closure period. In addition to this provision, pre-school children also accessed free childcare as part of the Coronavirus Childcare Assistance Scheme. Children with the greatest needs were prioritised through a partnership approach involving both Education and Children's Services and accessed transport to provisions to support their engagement.
- 4.2 In an attempt to support families with the greatest need, the Council also put in place an extensive childcare and activity programme during the summer holiday period. This provision of childcare and targeted support ensured that much needed respite and support for vulnerable families.
- 4.3 Since the reopening of schools in September, Council departments, schools and settings continue to show tremendous resilience and agility in adapting their service provision for children, young people and their families. Significant numbers of parents/carers and families across the County Borough continue to face ongoing financial hardship, loss, health issues and multiple adverse experiences. To meet service demands, integrated service delivery models, processes and procedures have been developed and partnership working strengthened to ensure effective universal approaches and support the most vulnerable in our communities with the aim of preventing an escalation into statutory services or increasingly challenging circumstances.
- 4.4 Whilst it is impossible to present on all aspects of service provision, it is hoped that the presentation will serve to illustrate the range of services currently available in Rhondda Cynon Taf to meet the wellbeing needs of our communities across both Education and Children's Services.

#### **5. EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 There are no negative or adverse equality or diversity implications associated with this report.

## **6. CONSULTATION**

6.1 There are no consultation implications aligned to this report.

## **7. FINANCIAL IMPLICATION(S)**

7.1 There are no financial implications aligned to this report.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

8.1 There are no legal implications that are relevant to this report.

## **9. LINKS TO THE COUNCIL'S CORPORATE PLAN/OTHER CORPORATE PRIORITIES/SIP**

9.1 The Council's Corporate Plan for 2020 to 2024 highlights the Council's commitment to delivering three main priorities, namely:

- Ensuring People are independent, healthy and successful;
- Creating Places: where people are proud to live, work and play;
- Enabling Prosperity: creating the opportunity for people and businesses to be innovative; be entrepreneurial; and fulfil their potential and prosper

9.2 This report is specifically linked to ensuring that children, young people and their families are independent, healthy and successful, and that our services are further improved and place the needs of children at the heart of everything we do.

## **10. CONCLUSION**

10.1 The impact of Covid-19 on the wellbeing of children, young people, and families has been pronounced and the need for integrated, partnership approaches to meeting the wellbeing needs of our communities has never been greater.

10.2 Innovative and creative ways of partnership working will continue to be developed as our services adapt to new and emerging challenges, with a clear focus on preventative and sustainable models of service delivery that are both efficient and effective. These will require close monitoring to ensure that they deliver improved outcomes for the communities that we serve.

**LOCAL GOVERNMENT ACT 1972**  
**AS AMENDED BY**  
**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**  
**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**  
**CHILDREN & YOUNG PEOPLE COMMITTEE**  
**2<sup>nd</sup> DECEMBER 2020**

**JOINT REPORT OF THE DIRECTOR OF CHILDREN'S SERVICE AND THE  
DIRECTOR EDUCATION AND INCLUSION SERVICES**

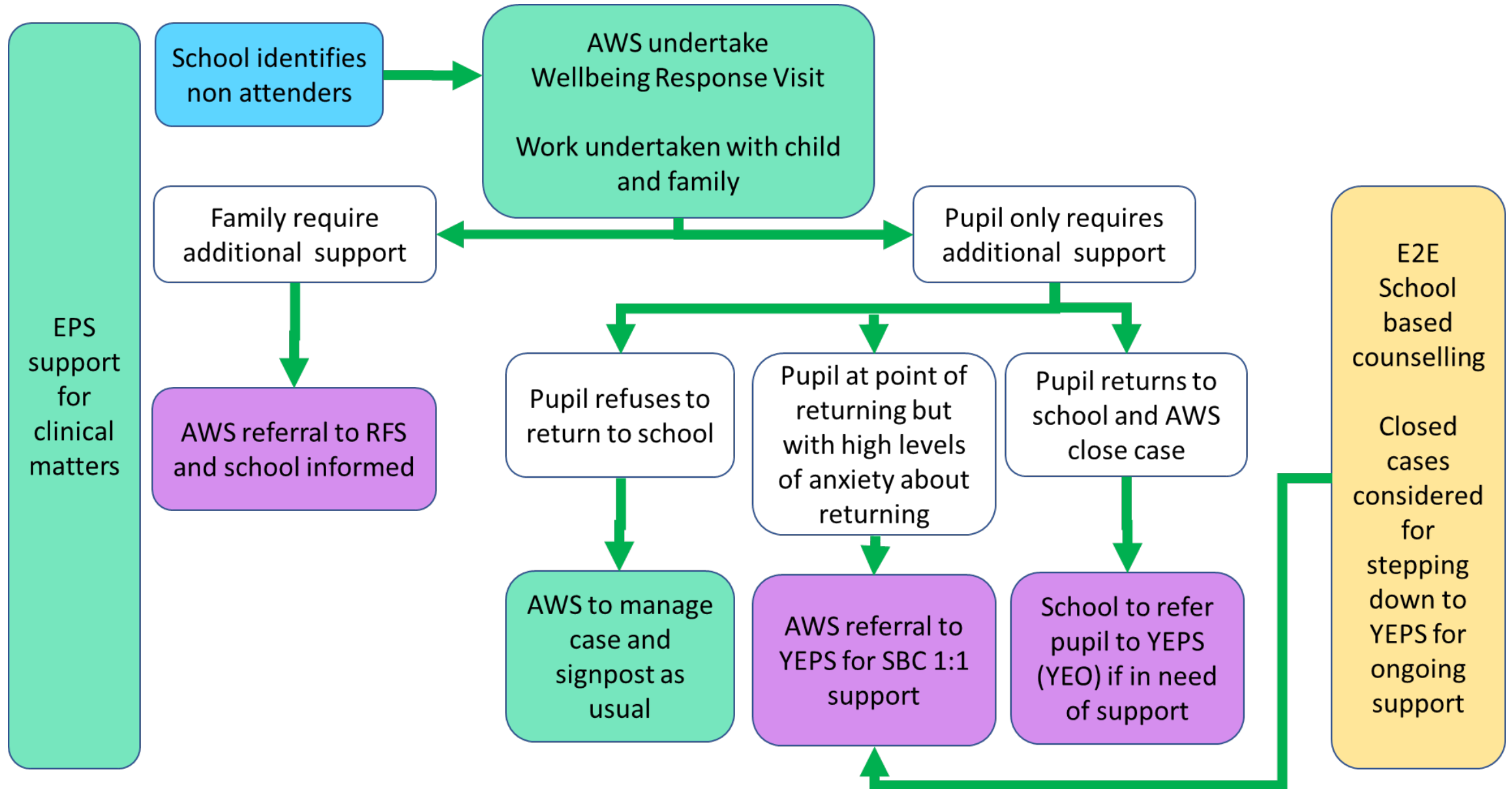
# Integrated Wellbeing Support for Children and Young People in RCT

CYP Scrutiny Committee

Wednesday 2<sup>nd</sup> December 2020

# Integrated wellbeing support – return to school

Page 16



EPS support for clinical matters

School identifies non attenders

AWS undertake Wellbeing Response Visit  
Work undertaken with child and family

Family require additional support

Pupil only requires additional support

AWS referral to RFS and school informed

Pupil refuses to return to school

Pupil at point of returning but with high levels of anxiety about returning

Pupil returns to school and AWS close case

AWS to manage case and signpost as usual

AWS referral to YEPS for SBC 1:1 support

School to refer pupil to YEPS (YEO) if in need of support

E2E School based counselling

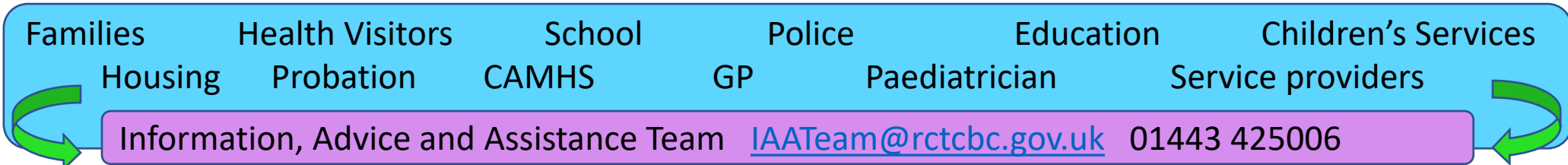
Closed cases considered for stepping down to YEPS for ongoing support



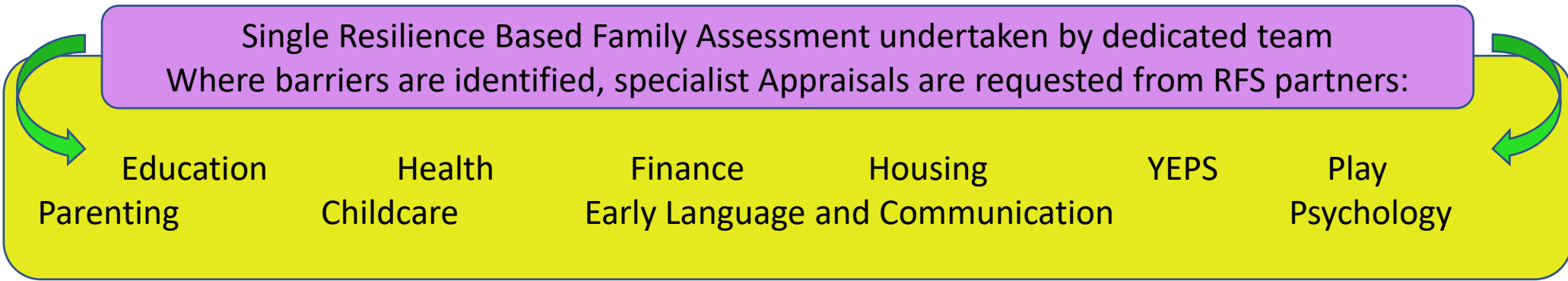
# Resilient Families Service



**Referral**

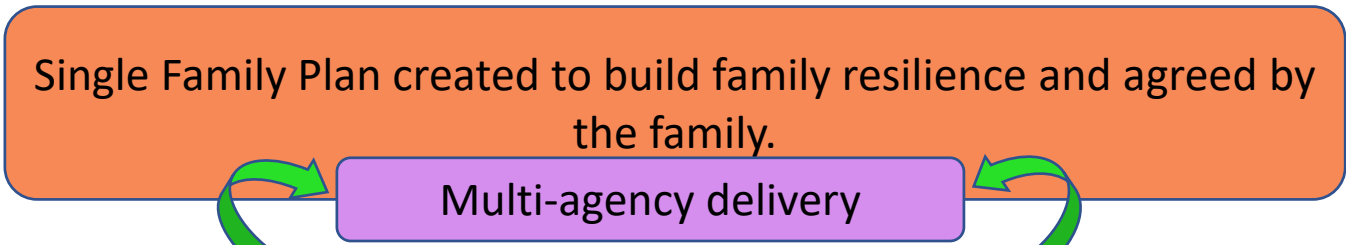


**Assessment**

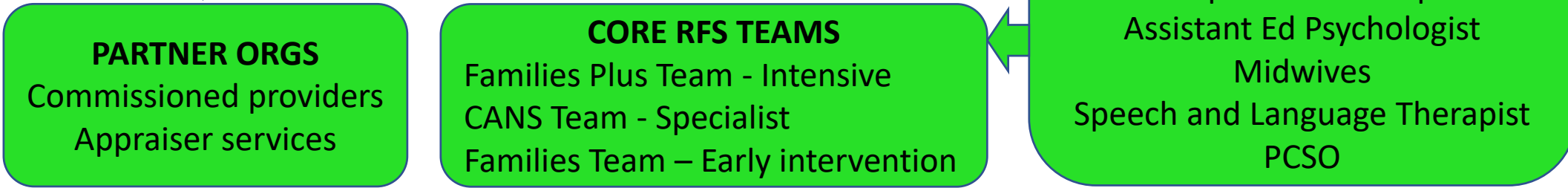


**Appraisals**

**Plan**



**Intervention**



# AWS – Service Changes

All schools on a 3 day rota for Wellbeing Response Visits.  
Child Protection cases can be referred after 24 hours no contact.

School 1<sup>st</sup> day absence response

By 10am, school sends list of requested visits to AWS officer

Officer collates and arranges Cluster visits geographically

Officer feedback to all schools – same day as referral

Officer shares school material (videos, leaflets) and requests return date to school

Officers visit the home to request absence reason and provide reassurance where Covid-19 anxiety is related to absence

Referral to partners where needed

Schools may also request that pupils are sighted as part of their referral if any safeguarding concerns are present.

Where concerns arise following visits, and no other agency is involved, cases can be opened on a Wellbeing Basis. AWS will then undertake weekly support calls.

# Access & Inclusion Service Wellbeing Support

**REVISED SERVICE  
DELIVERY MODELS**

Learner Support and  
Educational Psychology  
Service

**FAMILY LIAISON  
OFFICER**

Parental and professional  
Support

**SNAP PARENT  
PARTNERSHIP**

Signposting, virtual  
coffee mornings and  
direct support

**ACCESS &  
INCLUSION  
WEBSITE**

<https://www.rctcbc.gov.uk/EN/Resident/SchoolsandLearning/AccessandInclusiontoEducation/AccessandInclusiontoEducation.aspx>

**EOTAS &  
ELECTIVE HOME  
EDUCATION**

Individual & group  
support, signposting

**COLLABORATIVE  
COUNSELLING  
INITIATIVE**

Welsh Government  
funding

# Access & Inclusion Service Wellbeing Support

**CRITICAL  
INCIDENT  
RESPONSE**

Circles of Vulnerability  
IRG & PRUDIC response

**EPS SUPPORT  
LINE**

Parental & Professional  
Support

**PROFESSIONAL  
REFLECTION  
SESSIONS**

Staff supervision AWS &  
YEPS

**VIDEOS &  
RESOURCE  
PACKS**

Wellbeing support  
for Parents

**PERMA  
WELLBEING  
TOOLS**

School based wellbeing  
monitoring & Support  
system

**WELLBEING  
TRAINING  
PROGRAMME**

Range of training  
opportunities linked to  
Wellbeing Strategy

# Children Looked After

Providing Psychological Information and Advice	Psychological Work with the Team around the CYP	Psychological work with CYP & their families/carers
<ul style="list-style-type: none"> <li>• Whole School Training</li> <li>• Guidance on CLA Friendly Schools Quality Mark and supporting CSC training</li> <li>• Anonymous consultation – via telephone/TEAMS</li> <li>• Training to Foster Carers – ELSA, Emotion Coaching.</li> <li>• Helping Hands Transition Project</li> <li>• Termly Newsletter – sharing good practice &amp; resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Circles of Understanding Meetings</li> <li>• Enhanced Case Management Meetings</li> <li>• Team Around the Child Meetings</li> <li>• Pre-admission meetings (Welcome Meetings)</li> <li>• Planning Alternative Tomorrows with Hope</li> </ul>	<ul style="list-style-type: none"> <li>• Video Interaction Guidance</li> <li>• Dyadic Developmental psychotherapy approaches</li> <li>• Therapeutic Story Writing Group</li> <li>• Story Links</li> <li>• Ascertaining Pupil Views</li> <li>• Assessment work</li> <li>• PDG LAC based funding for short term needs to support inclusion in schools and transitions.</li> </ul>
<p>In development :</p>	<p>In development :</p>	<p>In development :</p>
<ul style="list-style-type: none"> <li>• Group Supervision for Designated Persons in schools (Once a term)</li> <li>• Reflective sessions with Social Services colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Trauma Recovery Model in Children’s Homes</li> <li>• MAPSS (Therapy for CLA)</li> <li>• Muse ( App for 16+)</li> </ul>	<ul style="list-style-type: none"> <li>• Additional funding through PDG LAC to support developmental needs using enhanced access to short term programs.</li> <li>• Sand story work.</li> </ul>



# How to request help from the CLA Team

Please feel free to discuss any requests for involvement with a member of the CLA Team. Queries should be sent to the email address [LACreferrals@rctcbc.gov.uk](mailto:LACreferrals@rctcbc.gov.uk) with

- Your name
- Your relationship to the child (e.g. social worker, teacher, foster carer, kinship carer, etc.)
- A brief description of your concern/what you would like support with
- The telephone number you would like to be contacted on

You will be offered an initial telephone call with a member of the CLA Education Team.

If you would like to access this service please email [LACreferrals@rctcbc.gov.uk](mailto:LACreferrals@rctcbc.gov.uk)

Once received a member of the team will be in touch to have a chat about what you would like and to discuss next steps.

Mae croeso i chi gyfathrebu â ni yn y Gymraeg . You are welcome to communicate with us in Welsh.



## Disabled Children's Service

- Promote independence
- Occupational Therapy
- Short breaks

## Miskin

- Positive Future Programme
- Parenting Programmes
- Music/Art Therapy Groups

## Therapeutic Families Team

Offers consultation, therapeutic assessments and interventions to children and families

## FST

Evidence based interventions to families with complex issues.

## Children Looked After

- Life Journey Work
- Trauma Recovery Model
- MUSE (App)

## Resilient Families Service

### Young Carers Project

- Social opportunities
- Counselling
- Training
- Short term support



# STATUTORY CHILDREN'S SERVICES

## The IAA Team – 'What Matters Conversation'

- Community Services,
- Dewis Cymru Website,
- Family Information Service
- Resilient Families Service,
- Young Carers Project
- Specialist Advice e.g. disability & Special Guardianship

# RCT Families website

## Rationale

- Lots of provision and lots of information available but spread across a number of websites / pages on RCT website
- Created significant number of online resources during lockdown (children & young people, parents, families, professionals)
- No obvious central place to store it online for future reference
- Community Wellbeing and Resilience Service Covid-19 Recovery Plan – develop an easily accessible multi-functional website to communicate key messages

## Development

- Development underway and on track to be fully operational by end of the financial year
- Had funding from Welsh Government Covid-19 recovery grant to develop 'RCT Families' website
- Agreement from ICT to undertake work and ensure fully integrated with the Council website, Dewis Cymru and wicid.tv
- Intelligent search functions to improve accessibility
- Opportunity to develop future App



# Contact details

- **Information Advice and Assistance (including Resilient Families Service)**

 [IAATeam@rctcbc.gov.uk](mailto:IAATeam@rctcbc.gov.uk)  01443 425006

- **Access and Inclusion Services**

 [A&IService@rctcbc.gov.uk](mailto:A&IService@rctcbc.gov.uk)  01443 744333

- **CLA Education Team**

 [LACreferrals@rctcbc.gov.uk](mailto:LACreferrals@rctcbc.gov.uk)  01443 744344

- **Attendance and Wellbeing Service**

 [AWS@rctcbc.gov.uk](mailto:AWS@rctcbc.gov.uk)  01443 744298

- **Youth Engagement and Participation Service**

 [YEPS@rctcbc.gov.uk](mailto:YEPS@rctcbc.gov.uk)  01443 281436  Wicid.tv

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