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University Health Board



# **MID & WEST WALES IFSS PERFORMANCE REPORTING Quarter 3 – October to December 2016**

## **1. INTRODUCTION AND OVERVIEW**

The information contained in this report represents IFSS activity across the Mid and West Wales region with regard to local and national outcomes.

The report is produced by the Ceredigion Independent Reviewing and Quality Assurance Service in line with the Service Level Agreement between the Heads of Children Services in Ceredigion, Carmarthenshire, Pembrokeshire and Powys.

The content of this report has been agreed by the Lead IFSS Managers Group and is presented to members of the Mid and West Wales Integrated Programme Board in order to monitor standards and inform service development.

This report will contribute to audit information when requested by Welsh Government or any other body.

Analysis for quarter 3:

- The referral rate to IFSS across the region remained within the usual range with areas widening the referral criteria as per SSWWA 2014
- The majority of the children newly referred were on the Child Protection Register
- Children on the Child Protection Register feature as a main status during all phases of intervention
- Staff satisfaction rates regarding regional IFSS training days remain high. However, training days have been cancelled due to low numbers which is related to other local authority training on signs of safety and that much of the workforce has already received IFSS training
- Of 21 children one child or 4.8% of the relevant families was removed from home at the close of phase 2 intervention.

## **2. IFST PERFORMANCE REPORTS**

Each local authority area is responsible for collecting the required quarterly performance data on individual results based accountability report cards. The report cards were developed by Hywel Dda University Health Board Business Support; Mid and West Wales IFSS Consortium and the former Regional IFSS Family Support Board. The report cards contain statistical data and narrative. Each local authority area's information is collated into a regional headlines report.

### 3. REGIONAL HEADLINES REPORT

The regional headlines report provides a summary of IFSS activity across all the local authority areas.

#### 3.1 STAFFING LEVELS

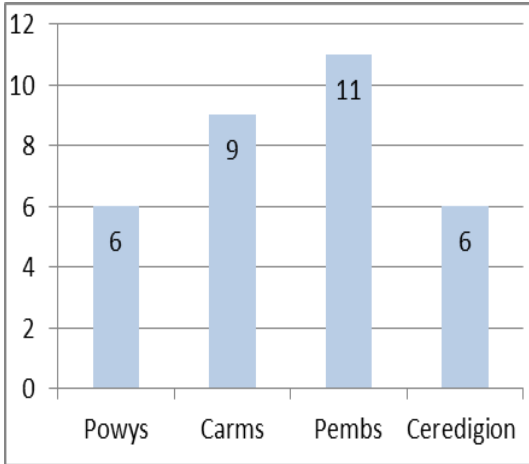
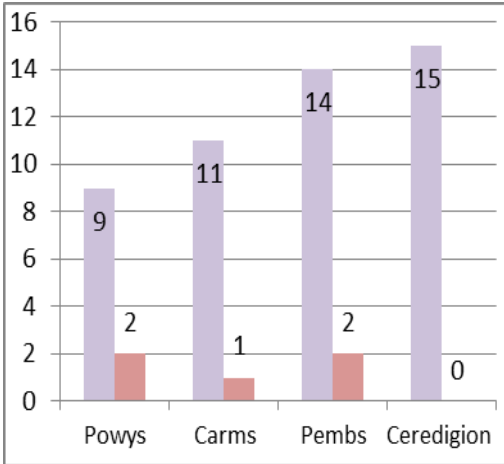
On December 31<sup>st</sup> 2016, the following IFSS whole time equivalent staff numbers were available per local authority area to directly deliver family interventions:

Powys: 1.5 staff (17.5% of Regional availability)  
 Carmarthenshire: 4 staff (47% of Regional availability)  
 Pembrokeshire: 1 staff (12% of Regional availability)  
 Ceredigion: 2 staff (23.5% of Regional availability)

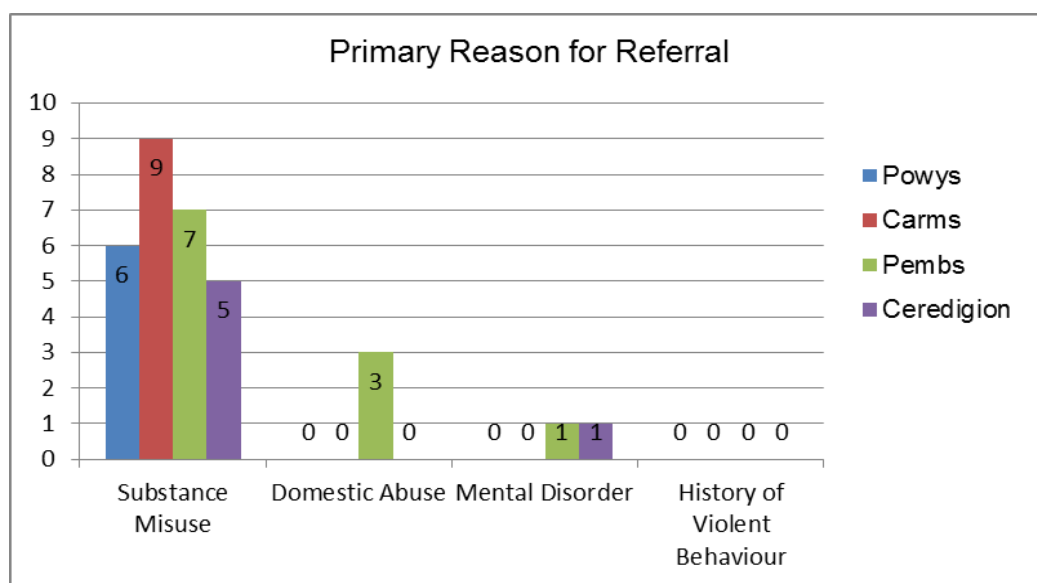
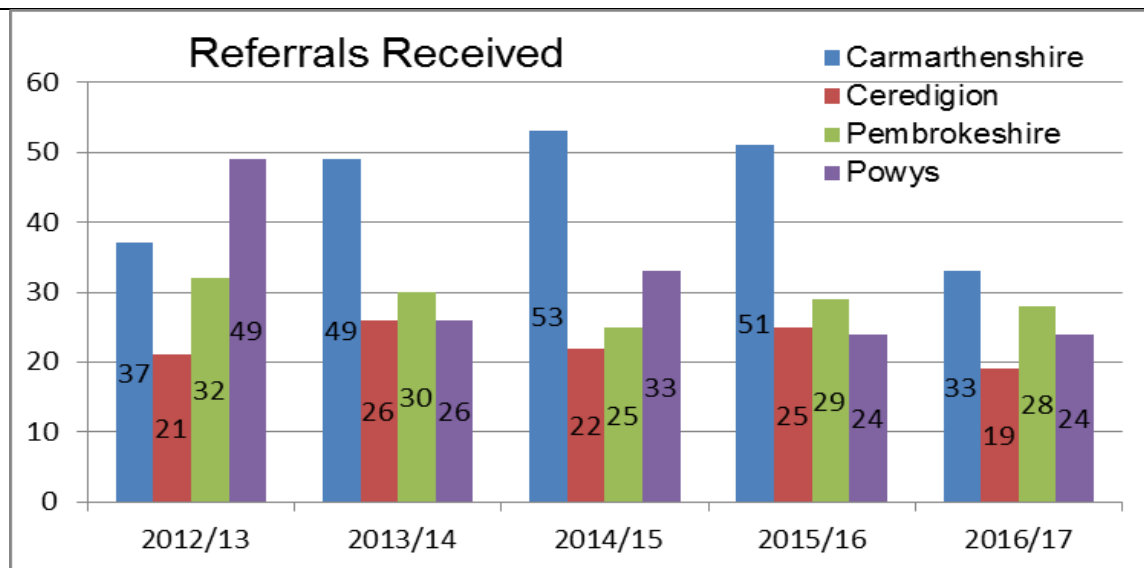
#### 3.2 OUTCOMES

RBA data is collected to demonstrate the following five outcomes:

- Outcome 1 – Provide advice and consultation to referring social workers representing vulnerable families.
- Outcome 2 – Provide appropriate assessment, support and intervention to families.
- Outcome 3 –Contribute to families being able to stay together
- Outcome 4 –Develop the skills and knowledge of the workforce
- Outcome 5 –Demonstrate sustainable change within families

<b><u>OUTCOME 1 Totals</u></b>	New families referred	Number of children & unborn children in new families referred																									
<b><i>The IFSS will provide advice and consultation to referring social workers representing vulnerable families</i></b>																											
<i>Number of new families referred: 32</i>																											
<i>Number of children in families referred: 49</i>																											
<i>Number of Unborn children in families referred: 5</i>																											
	 <table><caption>New families referred</caption><thead><tr><th>Local Authority Area</th><th>New families referred</th></tr></thead><tbody><tr><td>Powys</td><td>6</td></tr><tr><td>Carmarthenshire</td><td>9</td></tr><tr><td>Pembrokeshire</td><td>11</td></tr><tr><td>Ceredigion</td><td>6</td></tr></tbody></table>	Local Authority Area	New families referred	Powys	6	Carmarthenshire	9	Pembrokeshire	11	Ceredigion	6	 <table><caption>Number of children &amp; unborn children in new families referred</caption><thead><tr><th>Local Authority Area</th><th>Children</th><th>Unborn children</th></tr></thead><tbody><tr><td>Powys</td><td>9</td><td>2</td></tr><tr><td>Carmarthenshire</td><td>11</td><td>1</td></tr><tr><td>Pembrokeshire</td><td>14</td><td>2</td></tr><tr><td>Ceredigion</td><td>15</td><td>0</td></tr></tbody></table>	Local Authority Area	Children	Unborn children	Powys	9	2	Carmarthenshire	11	1	Pembrokeshire	14	2	Ceredigion	15	0
Local Authority Area	New families referred																										
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Ceredigion	15	0																									

This graph provides comparative referral rates in the region on an annual and ongoing basis;



## OUTCOME 2 Totals

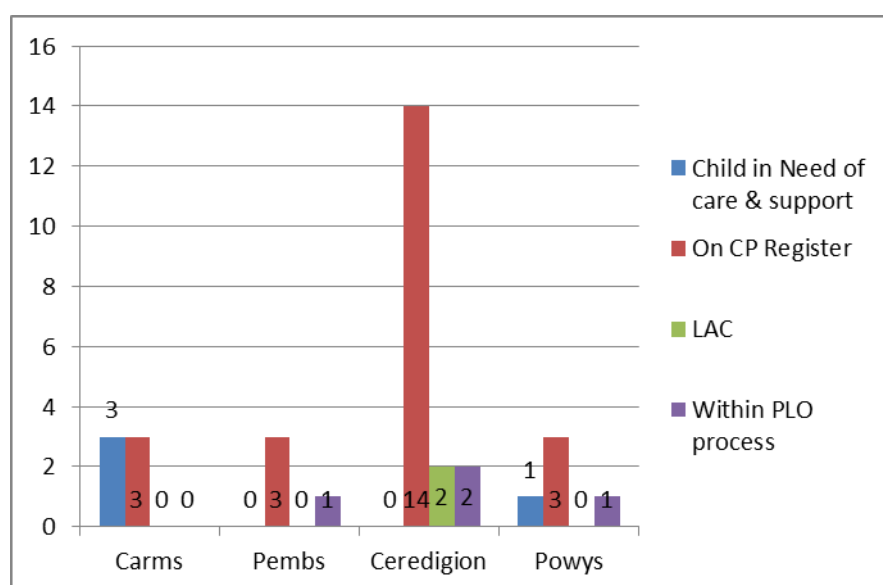
**The IFSS will provide appropriate assessment, support and intervention to families**

Number of families commencing 72 hour stage is 21

The status of the 29 children when starting 72 hour stage (Children may have more than one status)

- Children in Need of care & support: 4
- Children on CPR: 23  
Children Looked After: 2
- Children in PLO process: 2

### Status of children: 72 hour stage



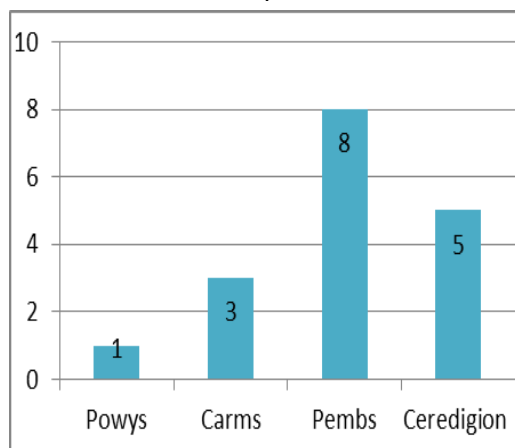
Number of families commencing Phase 1 is 17

The status of the 31 Children when starting phase 1  
(Children may have more than one status)

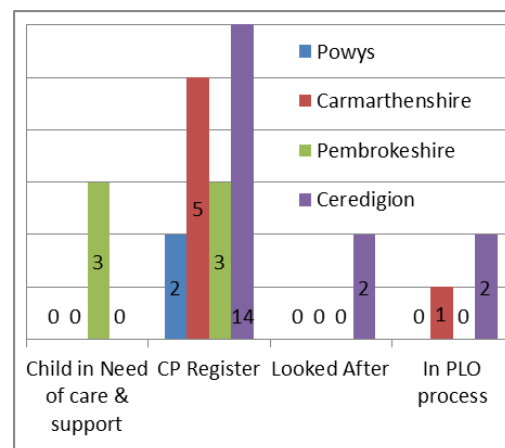
- Children in Need of Care & Support: 3
- Children on CPR: 24
- Children Looked After: 2
- Children in PLO process: 3

Families commencing Phase

1



Status of children: Phase 1



### OUTCOME 3 Totals

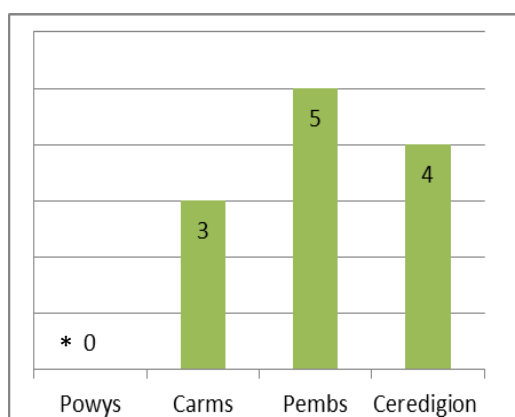
**The IFSS will contribute to families being able to stay together**

Number of families commencing Phase 2: 12

The status of the 15 Children when starting phase 2  
(Children may have more than one status)

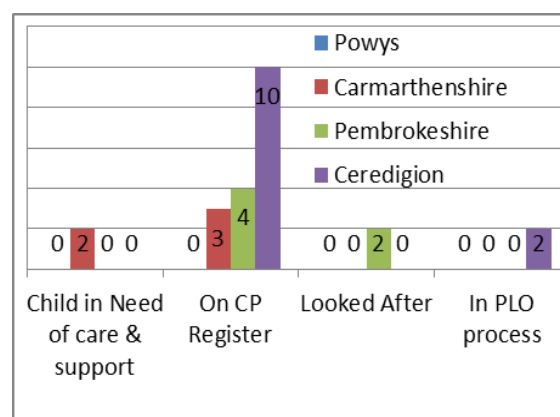
- Children in Need of Care & Support: 2
- Children on CPR: 17
- Children Looked After: 2
- Children in PLO process: 2

Families commencing Phase 2



\* see local narrative for more information

Status of Children: Phase 2



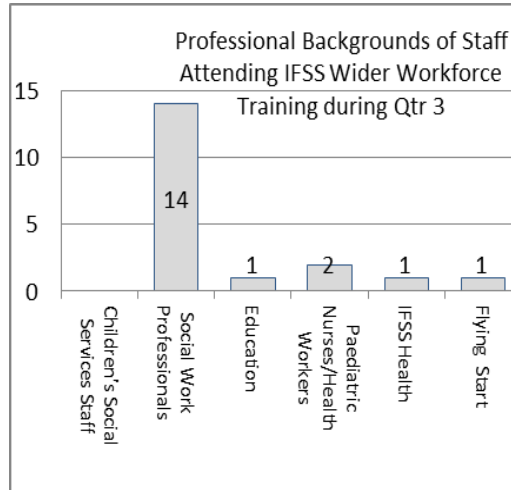
#### **OUTCOME 4 Totals**

***The IFSS will develop the skills and knowledge of the workforce***

*Number of single day programmes facilitated: 1*

*Number of 4 day programmes facilitated: 1*

*Number of staff attending Wider Workforce training: 19*



#### **Training Evaluation scores**

Possible total score	Actual total score	Category	Average score out of 5
5	4.95	Helpful	99%
5	4.95	Clear	99%
5	4.95	Valuable	99%
		Recommend	100%

## OUTCOME 5 Totals

**The IFSS will demonstrate sustainable change within families**

Total Cases Closed: 18

Number of families sustaining change in cases closed prior to twelve months: 1

Number of families sustaining change at 12 month case closure: 7

Number of families where the primary referral issue is no longer a child protection concern at case closure: 10

Number of children in families closing Phase 2 who: (Children may have more than one status)

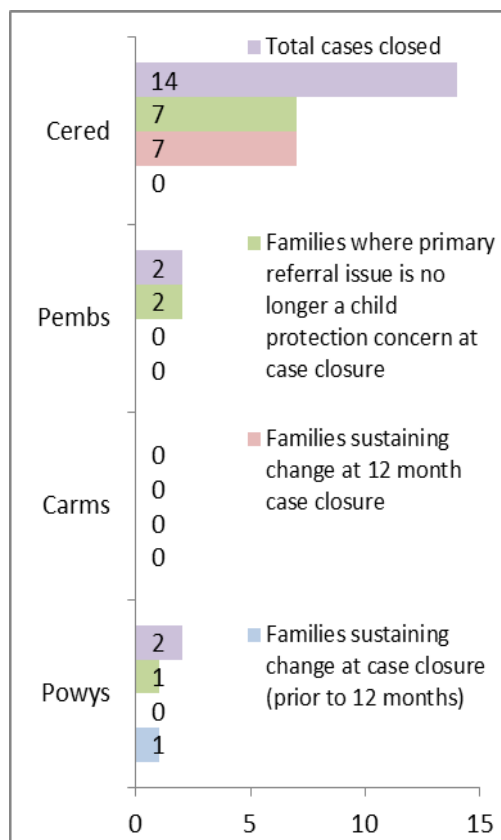
Remained at the family home: 17

Were removed from the family home: 1

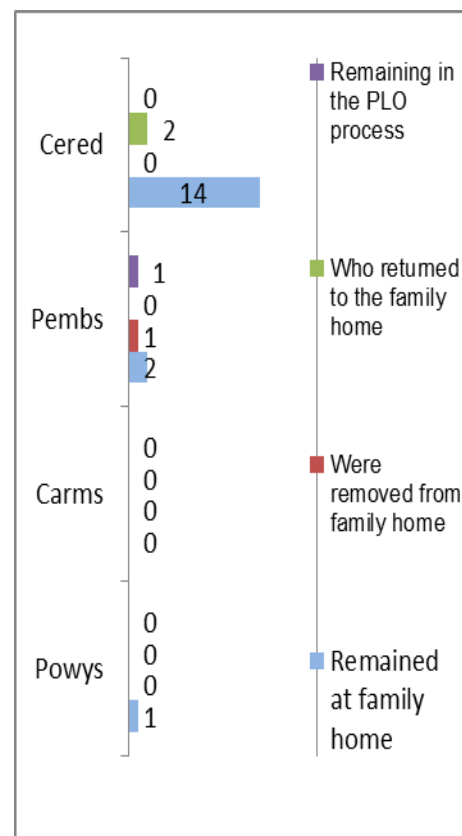
Returned to the family home: 2

Remained in the PLO process: 1

Outcomes at case closure  
(end of Phase 2)



Status of children at case closure  
(end of Phase 2)



## 3.3 LOCAL NARRATIVE REPORTS

### Ceredigion

#### Key Achievements

- Student on placement with service for 6 months
- Continued high level of referrals
- Linking methodology of IFSS to look at developing a resource to support families when they are in crisis and there is a risk of the children being accommodated.

#### Priorities for the next quarter

Building links to Penparcau Family Centre and linking IFSS strengths based approach to social workers assessments and helping to develop a range of community support services.

Developing training to be aligned with SSWW Act and increasing attendance.

Look at potential to develop service by exploring the possibility of having additional staff

## **Risks or Issues**

How the consortium continues to work together and how we support regional teams given local pressures on resources. Each team faces different pressures and these are emerging in terms of number of staff delivering the intervention or staff being repositioned to meet other priorities.

## **The Journey of those families who have been closed during this Quarter**

In November we held the end 12 month meeting for a family, that at the time of referral had all 3 children's names on the Child Protection Register following another alcohol related domestic violent incident. The male partner's children had been adopted and the mother had been involved in a number of violent relationships resulting in this being the 5th time that the children's names had been placed on the register. However 12 months following the intervention, the children's names have been deregistered and there was a brief period of a care and support plan ending with the end of the IFSS intervention. Over the 12 months, there were no further incidents of domestic violence and their alcohol use has been addressed so that it no longer impacts on the family.

The changes that the family have made are huge to the extent that at the 12 month review the family struggled to imagine them as they were. Their home is a home, now worrying if their new neighbours might be noisy and if these neighbours had children would they be well behaved. They have been able to recognise their previous negative behaviour and developed positive strategies that work for them and support each other. This in turn has benefitted the children, whose behaviour has improved as they now live in a happy and relaxed home.

## **Carmarthenshire**

### **Key achievements**

Continuing Signs of Safety rollout which now includes the Fostering Service and from an IFST perspective we have revisited the training modules and will increase our commitment to deliver these throughout the new financial year.

### **Priorities for the next quarter**

- To train and mentor new member of staff.
- To further develop the practice links between IFST and Signs of Safety.

### **Risks or issues**

In developing the workforce in solution focussed/Signs of Safety we may well see a drop in IFST referrals.

The framework for capturing the data does not reflect the nature and extend of the work undertaken by staff and we in Carmarthenshire will need to give some consideration to how we wish to evidence this.

## **The Journey of those families who have been closed during this Quarter**

Mother has had two children placed for adoption as she had significant issues with alcohol misuse. Father has one son who is 13 years old and there is no departmental involvement. Father has limited access to his son and this is due to his substance misuse. Parents were expecting their first child together 11th March 2016. Father has misused substances for a number of years. Mother has misused substances for roughly two years. Both parents are on a daily supervised subutex script. Since mother has been pregnant she has generally only used subutex but has used an additional substance on one other occasion. Mother did however during her pregnancy start to inject subutex. Both parents ultimate goal would be to be free from all substances, but currently it would be for them both to be stable and taking subutex script only. A referral enquired whether a safety plan could be devised to consider baby being placed at home in parents' care.

IFST became involved in March 2016 prior to the birth. The priority was to devise a safety plan with the couple – exploring and identifying protective measures. Parents identified father's sister and paternal grandfather as a support network. Visits were carried out to these respective people to ascertain their understanding of the situation; share concerns and establish what they would do if they felt that child was at risk.

Family have worked through Phase 1 and are now heading for completion of Phase 2 and are progressing well. The Social Work team are at the point of closing the case. Baby is thriving, mother is in work part-time and she has indirect letter contact with her 2 adopted children.

### **Pembrokeshire**

#### **Key achievements**

During this quarter the IFST, along with the Childcare Assessment Team and the Safeguarding Team, have developed a project to provide families going to Child Protection Conference with a 'brief intervention' to involve the family network and develop their own safety plan to take to CP conference. The 'brief intervention' is delivered by IFST practitioners. A pilot scheme is currently underway - with the intention of completing 10 interventions and then looking at the impact. The aims at this stage are to improve safety before a CP plan is in place and to identify safety and resources within the family that conference can consider.

IFST practitioners have worked with colleagues from adult services and reviewing officers to develop a 'Person Centred Assessment Workshop' to support staff sharing and developing good practice in line with the Social Services and Wellbeing (Wales) Act 2014. IFST practitioners have been involved in delivering the workshop, and will continue to be involved in the future.



IFST practitioners have been supporting specific pieces of work identified by senior managers as needing a fresh view in order to move forward. These have included working with parents to enable children to return home where the parents have already made and sustained change, and involvement in a protracted SGO review.

There has been an increase in referrals to IFST over the last quarter.

### **Priorities for the next quarter**

Recent IFST modules have been poorly attended and we feel that there is real scope for actively promoting this training among the wider workforce / third sector / other agencies. Local housing providers, Probation, contracted Substance Misuse Service provider etc. all work with the same families that we are involved with. IFST staff from across the consortium have already met to develop the modules we offer, and add an addition module in order that this can continue to be relevant.

To work with social workers and team managers to ensure the referrals to IFST continue to increase, and to manage the demand in a way that ensures we are able to prioritise those families where change can be achieved.

### **Risks or issues**

The withdrawal of Independent Reviewing Officers for IFST interventions makes it harder to quality assure interventions which could lead to poorer outcomes

The temporary secondment of the senior social worker and consultant social worker in November and December to support other teams and hold cases for them, inevitably reduces the number of interventions that can be offered, and has led to the postponement of the pilot pre-conference brief interventions mentioned in 'achievements'

The reduction in interventions provided could impact on the improvement in numbers of referrals that we have recently had. Traditionally where practitioners have difficulty in obtaining a service, the referrals drop away.

### **The Journey of those families who have been closed during this Quarter**

Family K moved to Pembrokeshire from Cardiff at the end of the summer. In Cardiff, Mother had been smoking heroin and had decided that she wanted to make changes in her life. She contacted the local substance misuse agency and undertook a community detox in order to be able to be 'clean' when she moved west to live nearer family and make a new start. The family were referred to Social Care in Cardiff by the substance misuse agency and the children (8 and 3) were made subject to CP. Mother had previously engaged with IFST in Cardiff some two years earlier and, while she had not been able to sustain change at that time, she recognised the importance of IFST intervention in supporting her motivation and wanted to

engage with IFST in Pembrokeshire. IFST in Cardiff contacted IFST in Pembrokeshire and we were able to liaise with the social worker in Cardiff, and the allocated social worker in Pembrokeshire to provide an intervention following the families move. Unfortunately, the allocated IFST practitioner wasn't able to continue after week one due to unrelated issues. The peer supervision in place and the reliance on the 'IFSS' model allowed the IFSS consultant social worker to pick up this case, and continue the intervention with minimal interruption. The intervention was completed in just over 4 weeks, with the family continuing to maintain progress on both the social workers goal, and the family's goals. The expectation is that the children will no longer be subject to CP at the next CP review (end of Jan)

## **Powys**

### **Key achievements**

Powys IFST have appointed a new Social Worker to the vacant post in the team. Rachael Hughes is an experienced Social Worker who currently works in the CWD team. Rachael managed to attend some of the recent IFST four day training held in Powys in November 2016 and will hopefully be starting with the team early in 2017.

Powys hosted a well-attended (16 participants) IFST four day training in November 2016 which was facilitated by John Callow (Ceredigion IFST), Neil Bovingdon (formerly Powys IFST) and also Danny Buick (Powys IFST).

A more effective/accurate way of capturing the data needed to complete the RBA and satisfy reporting requirements has been developed. Given the relatively small figures of children and families referred and also as Powys is due to be transferring to the WCCIS system shortly this is currently being undertaken by keeping a manual count.

CSW Sharran Belcher has undertaken required study days to enable a student Social Worker to commence placement. A level 3 OU (seconded student, Gareth Morgan) will be due to commence third and final year placement early February 2017. Sharran hopes to complete practice assessor award thereby enabling regular future student placement availability within Powys IFST.

### **Priorities for the next quarter**

To continue to promote IFSS skills internally and to partner agencies with the aim of promoting timely and appropriate referrals to IFST.

To work with partner IFSTs in developing new and updating current training.

To train and mentor new Social Worker, Rachael Hughes, and Student, Gareth Morgan, when they join Powys IFST.

To develop practice links between the IFST Model and Signs of Safety.

To mentor and work with newly appointed staff/newly qualified social workers on having 'what matters' conversations and developing knowledge and understanding about the IFSS and how the skills and tools used can be utilised in their practice.

### **Risks or issues**

Powys is due to transfer to the WCCIS computer system. This was due to take place in December however has now been postponed until early 2017 due to technical issues. From discussion with colleagues in Ceredigion it is envisaged that there will be some service wide teething problems although it remains to be seen what if any impact this will have directly on the IFSS.

The restructuring within Powys Children's services continues. Resulting changes and the perceived uncertainty has seen teams with numerous vacant posts (Social Workers, Support staff and Team Managers). Staffing issues are considered to have had an impact on referrals to the IFST with Social Workers 'firefighting' often resulting in delayed referrals and a decrease in direct social work with families. Consultation on such cases has provided opportunity for protected time for clearer planning on case management although this has often meant that referrals are not progressed beyond consultation (e.g. case study H) or are closed to IFST following 72hour assessment.

There has been a reduction in staffing of the IFST over the last quarter, from 5 posts to 3. Powys IFST currently consists of one Health specialist (currently in post), one Social worker (newly appointed and due to start early 2017) and a Consultant Social Worker (currently in post). Due to management and training commitments over the last quarter this has meant that there has only been one worker undertaking interventions for a large part of this time.

### **The Journey of those families who have been closed during this Quarter**

#### **Case Study A**

A (age 7) lived with her Mother until when Mother was found drunk in charge of A by police and arrested for neglect. A S.47 investigation concluded that Mother was regularly drinking alcohol heavily, experienced poor MH (anxiety / depression / overdoses) and as a consequence was considered unable to provide safe and consistent care for A. A's Father had maintained regular contact with A and an amicable relationship with Mother. A moved to live with Father and maintained contact with Mother through supervised contact.

Mother initially engaged with IFST intervention with the aim of achieving some control over her drinking to allow some unsupervised contact between herself and A. However, during the course of the intervention Mother recognised and accepted that she was dependent on alcohol, clearly identifying that her dependence on alcohol had developed as a 'coping strategy'. Mother recognised that being abstinent from alcohol was the only way she was able to achieve control of her life again.

Mother attended and engaged meaningfully with all scheduled appointments; IFST, Kaleidoscope and with Hafan and begun to learn and employ healthier coping strategies to help her manage her alcohol use and anxiety / depression issues. Mother begun talking more openly to family and friends about matters, accessing support from them also. Mother planned with Kaleidoscope for home detox, and successfully undertook this early on in Phase 2 of the IFST intervention.

Mother and A began unsupervised contact following the first review and overnight stays for A began taking place shortly after. Mother continues to access support from Kaleidoscope, other agencies and family as per IFST Family Maintenance plan.

Case was closed to SSD following the 6 month review meeting in November.

### Case study H

H family consists of mother, father, maternal grandfather and 5 children. Mother living with the two younger girls (age 3 & 4), father living with the two older boys (age 6 & 7) and maternal grandfather having family agreed care of oldest daughter (age 9). The children have been on the CP register since Dec 2015 following a 5-6year history of referrals to social services mainly stemmed around poor supervision of the children and substance misuse. The family's situation was progressing to PLO at the point of referral to IFST.

Both parents on methadone programmes, father additionally using alcohol and cannabis daily and mother recently testing positive for cannabis, cocaine and diazepam. Maternal grandfather also on methadone and has also tested positive for cannabis and cocaine. Grandfather also drinks alcohol to excess. Additional concerns identified through consultation included; lack of engagement with services, poor supervision of the children; abusive behaviour to neighbours, professionals and the children; domestic violence between mother and her new partner (who is believed to be dealing drugs from her property), mother on an antisocial behaviour contract with Kaleidoscope and with housing, risk of eviction, both parents ineffective use of their support plans with Kaleidoscope and SSD, injuries to the children and failure to seek medical attention, ongoing reports to the police regarding poor parental supervision and physical/emotional abuse of the children.

From IFST consultation and reflection of this to the SW and team manager, combined with a general escalation of concerns from professionals the Local Authority were able to identify that there were no behaviourally specific outcomes within the children's timescales that would satisfy professionals that the children could be considered safe at home. The Local Authority initiated Care proceedings.

#### 4. IFSS LEAD MANAGERS GROUP ACTIVITY

The Group met on February 16<sup>th</sup> 2016, the Agenda and Minutes of the meeting can be circulated to Board members if required.

#### 5. ALL WALES IFSS MANAGERS GROUP ACTIVITY

There has been no formal meeting of the AW Group held in this quarter.

#### 6. ESCALATED REGIONAL RISKS/ISSUES

The following issues from the IFSS Lead Managers Group are brought to the attention of the members of the Integrated Programme Board for further discussion and decision making;

- With regard to the previous discussion at the Integrated Board regarding the need for further evaluation of the impact of IFSS on outcomes for children and their families in the region, members of the Group suggested an approach be made to Rhoda Emlyn Jones for discussion.

<b>SUBMITTED BY:</b>	<b>Name:</b> Elfed Hopkins <b>Job Title:</b> Head of Ceredigion Children and Families Service <b>Contact Email Address:</b> Elfed.hopkins@ceredigion.gov.uk
<b>DATE:</b>	<b>March 10<sup>th</sup> 2017</b>

For further information/queries please contact: Siân Howys, Quality Assurance and Independent Reviewing Service Manager, Ceredigion Children and Families Service  
sian.howys@ceredigion.gov.uk