

**CIW Engagement Event Action Plan  
December 2018**

| No. | Theme            | Owner  | Due date                     | Issue/Recommendation   | Action  | Evidence  | Update – January 2019  | Last RAG | RAG |
|-----|------------------|--|------------------------------|--|---|---|--|----------|-----|
| 1.  | Voice of the CYP | GM, safeguarding and reviewing   | March 2019                   | Young people felt their views were not always sought, they were not always listened to and felt decisions were made about them that they were not involved with. | Finalise revised consultation documents/processes for LAC Reviews.  | New processes and tools implemented.<br><br>Record of reviews evidences CYP invited and in attendance or engaged with through a preferred method. | <b>Consultation documents have been reviewed and are in the process of being translated.</b>   |          |     |
| 2.  | “                | Principal Officer, provider services<br><br>GM, safeguarding and reviewing | March 2019<br><br>March 2019 | Young people and foster carers told us they would like greater explanation of the ‘When I’m Ready Scheme’.   | Review information leaflets/publicity and methods of distribution.<br><br>Introduce system of ensuring IROs consider this at LAC reviews. | Revised information finalised and cascaded.<br><br>LAC review documents record this is covered.   | <b>Review is underway and on target.</b><br><br><b>The IROs are now enquiring at each review whether foster carers and children are aware of the “When I’m ready Scheme”. This question is now included in the new IRO QA &amp; Monitoring document.</b> |          |     |
| 3.  | “                | GM, case management  | Sept 2019                    | A majority of the young people felt strongly that they would have  | Re-establish care leaver forum to explore this concept  | Mentors available to care leavers.  | <b>A personal advisor from the 16+ Team has been identified to</b>   |          |     |

|    |                 |                                    |            |  |  |  |  |  |  |
|----|-----------------|------------------------------------|------------|--|--|--|--|--|--|
|    |                 | and transition                     |            | benefitted from having access to a mentor.   | and options.<br>Identify potential providers and options for commissioning.  |  | lead on this piece of work.  |  |  |
| 4. | “               | GM, case management and transition | April 2019 | Some of the young people told us that they had not been offered advocates.                                 | Undertake further promotion/awareness raising in conjunction with launch of Cwm Taf advocacy service.  | Increased evidence of active offer.<br>Increased use of advocacy.                    | No update.   |  |  |
| 5. | “               | GM, safeguarding and reviewing     | June 2019  | Some young people reported that LAC reviews were repetitive and that they did not feel part of the review. | Review approaches to carrying out reviews to ensure greater engagement.  | Increased attendance and participation of CYP in reviews.                            | The IRO service has arranged a Workshop on 26 <sup>th</sup> February to explore the structure of LAC reviews.  |  |  |
| 6. | Case management | GM, case management and transition | Ongoing    | Young people and foster carers reported multiple changes of Social Workers.                                | Team managers to only reallocate cases when necessary and provide explanation in writing to CYP and carer.<br><br>System to be established for informing GM if a CYP experiences more than 3 change in 6 months. | Case reallocations minimised and management oversight evident through supervision.   | A monthly reporting process will now be provided to SMT so that this matter can be closely monitored, to ensure that CYP only have changes in Social Workers when it's absolutely necessary. |  |  |
| 7. | “               | GM, case management and transition | Ongoing    | Some foster carers felt that young people were being encouraged to leave care too early.                   | Team manager 16plus and reviewing service manager to establish system for monitoring move on   | Transition plans implemented in a timely way and in consultation with YP and carers. | No update.   |  |  |

|     |                        |  |            |   |  |                         |   |  |  |
|-----|------------------------|--|------------|---|--|-------------------------|---|--|--|
|     |                        |  |            |   | plans/projections.   |                         |   |  |  |
| 8.  | “                      | PO, provider services.<br><br>GM, case management and transition | April 2019 | Multiple changes of placements. They felt that they were not always adequately informed and prepared for changes of placements. | System to be established to ensure CYP and current care providers are consulted about and informed of moves with this evidenced on matching documentation and placement plans. | Evidenced on records.   | <b>This piece of work is underway.</b>  |  |  |
| 9.  | <b>Quality of Care</b> | PO, provider services  | April 2019 | Some young people said that they felt some of their foster carers had not cared about them.                                     | Fostering/placements team to ensure feedback is sought from CYP as part of annual review process.  | Annual reviews.         | <b>Mechanisms are being put in place to have greater management oversight and ensure all CYP are given an opportunity to complete the document.</b> |  |  |
| 10. |                        | GM, safeguarding and reviewing                                   | April 2019 |   | IROs to ensure the voice of the CYP is heard and opportunity to raise issues re care are sensitively facilitated.  | LAC reviews.            | <b>New consultation documents have been completed to ensure the child's voice is heard and IRO's meet with the child prior to the review.</b>       |  |  |
| 11. | “                      | GM, case management  | Sept 2019  | Young people felt contact arrangements  | A review of contact venues to be   | CYP report contact as a | <b>Review is underway.</b>  |  |  |

|     |                          |                                    |  |   |   |   |   |  |  |
|-----|--------------------------|------------------------------------|--|---|---|---|---|--|--|
|     |                          | and transition                     |  | with family members could be improved to make the contact more relaxing and informal.               | undertaken.   | positive experience.  |   |  |  |
| 12. | “                        | Head of Social Care                | Ongoing<br><br>April 2019<br><br>2019/20 | Young people and foster carers reported issues regarding access to CAMHS and therapeutic services.  | Escalate concerns re individual cases where access to CAMHS is an issue.<br><br>Develop in house therapeutic provision .<br><br>Develop Cwm Taff MAPSS. | CYP receiving the right therapeutic services from a range of provision available.                         | <b>Psychologist post advertised.</b><br><br><b>ICF bid submitted to develop MAPSS service.</b>                                    |  |  |
| 12. | <b>Placement support</b> | PO, provider services              | Sept 2019                                | Foster carers felt they required more specialist training in relation to behaviours that challenge. | Training programme for carers to incorporate responding to challenging behaviour.   | Carer training records and annual reviews.  | <b>The review of the programme will commence in February 2019 when the Development Officer leading on this commences in post.</b> |  |  |
| 13. | “                        | GM, case management and transition | Sept 2019                                | Some foster carers felt the promotion/development of independent living skills was inconsistent.    | Existing approaches of 16 plus team and alternative models to be considered.  | Feedback from CYP, their carers and Social Workers is that they are more prepared for independent living. | <b>No update.</b>   |  |  |
| 14. | “                        | PO, provider services              | Ongoing .                                | Local Authority stopping the allowance for summer holidays.   | Fees and allowances being revised under auspices of NFF workstream.   |   | <b>Update awaited from National Workstream.</b>   |  |  |

