

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	The Adolescent and Children's Trust	
The provider was registered on:	10/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	TACT (The Adolescent and Children's Trust)	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	10/10/2019
	Responsible Individual(s)	Scott Ruddock
	Manager(s)	Michael Anthony
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff have a Personal Development Plan that is refreshed annually at an appraisal meeting . This feeds into the organisational L &D plan for staff, informed by consultation with our children and families so that its focus is to ensure that staff are skilled in meeting their needs. Training is delivered through a combination of classroom training and coaching. Our UK head of learning regularly reviews and quality assures the L+D plan at an organisational level, aligning to strategic plans.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We follow best practice in safer recruitment. We have full employment histories of all staff and make sure that all post holders are subject to DBS and overseas checks and references before starting work. There is a full induction process and all staff undertake an annual compliance training that includes safeguarding. We run wellbeing sessions and team days, provide a comprehensive staff support package and provide access to counselling services. The Wales team has very long serving members.

## Service Profile

### Service Details

Name of Service	TACT (The Adolescent and Children's Trust)
Telephone Number	02921113100
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	139
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Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Our arrangements involve individual and group activities, the formal and informal. Our Social workers consult with young people on placement visits and the broader organisation through the carer review process and collaboratively through childcare planning. Our resource workers utilise residential events as part of our participation agenda and fortnightly 'Chill Outs Evenings' for children to meet up and discuss issues important to them. Our Responsible Individual attends events as part of their consultative brief. Digital engagement includes e-mails, texting, and the use of Word Clouds' (employed by our Social Values Group). Secondary data including 360 feedback (with Makaton) is used. TACT's. Complaints and compliments process also contributes to our listening and QA endeavours. Consultation with our care experienced is via 'Connect,' our membership scheme often via a service user Portal. Triangulation comes via the use of quantitative and qualitative data.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Quantitative data informs us that in the last year 51 young people took part in a quality of care survey covering issues including education, health, family and social relationships. All feedback rated the care as 'good or very good' with the majority as very good. In addition, all young people are encouraged to feedback via Annual Reviews (and LAC reviews). Of a sample of 30 young people Annual Review consultations, 19 feedback with 17 scoring 5/5 regarding feeling 'safe and listened to' and 2 young people 4/5.

Qualitative Feedback includes :

- 'My Daddy (carer) helps me with my Lego and my Mummy (carer) helps with everything in the world'.
- We have had many discussions about my future education (sixth form and university) and my desired career in law

The extent to which the voice of the child is sought includes consultations with our Social Workers, Resource Workers our Responsible Individual, carers and through organised groups.

Qualitative Feedback includes:

- I loved Llangrannog (residential event ) and chill out nights with pizza

The service manager compiles a quarterly "You Said, We Did" report which details how the voice of the child informs service provision.

In terms of choice and support TACT employ education and health specialists to ensure the best outcomes and life chances are achieved and to advocate, promoting articles of the UNCRC.

Our Resource Workers also promote the voice of the child through an evolving Children's Rights Agenda that has listened to our young people who prefer a less formal process which is activity based and more service user led. As such TACT has doubled its number of 'Chill Out' get togethers and has plans to have an extra residential event this year. Also, at the request of our environmentally aware young people, we raised funds and planted a thousand deciduous trees in Bannau Brycheiniog. Our Resource workers, in conjunction with foster carers also seek to promote choice by supporting social inclusion, introducing young people to the same community opportunities and resources that their peers enjoy.

Qualitative Feedback includes :

- They (carers) take me to rugby training and games.
- ( Carers) come to watch me swimming and ice skating and sometimes join in
- I always talk to my carer about my wishes about the future. I am learning to drive, I am hoping to do an apprenticeship in ICT, I have a waitressing job. During the holidays I attended care2work courses.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Our well-being commitment is driven by Social Services and Well-being (Wales) and The Wellbeing of Future Generations legislation.</p> <p>A sample of 19 children's carer review consultations showed 17 respondents scored 5/5 rating for their sense of happiness with 2 rating 4/5. Independent data shows our young people are happy or very happy with matters of emotional wellbeing, identity, presentation, self-care, feeling safe and healthy.</p> <p>The efforts of carers and practitioners are supported by our health services that provides who advice, advocacy and sign-posting. Compliance to care plans is monitored. TACT has invested in a mission to become trauma informed through staff and carer training and partnerships with therapeutic providers.</p> <p>TACT has a suite of policies, procedures and training in respect of safeguarding for children and a quality assurance process so that we are improving what we do all the time. Secondary data suggests that children viewed safeguarding measures good / very good</p> <p>Education, training and recreation - Our endeavours involve carers, practitioners and our team of educational specialists serving similar roles to our health colleagues in providing active support including attendance at education meetings and advocacy We will fund tuition where this is identified as needed.</p> <p>Domestic, family and personal relationships - Positive feedback within this domain involves children feeling included and carer contribution to 'family time'.</p> <p>Contribution made to society - We have a social value group in which we encourage active participation from staff, carers and children to enhance wellbeing. One example involves young people suggesting that we fund raise to buy tree, that led to TACT planting 1000 trees with a local charity. We took a group of children and carers to mid Wales to do this.</p> <p>Securing rights and entitlements</p> <p>We have provided training, leaflets, videos and written guidance and practical support for children on securing their rights. We provide funding where needed eg. financial support to enable young people aged 16 plus to vote where they may have no transport or cannot afford ID. Human Rights and the Rights of the Child are central to our social work ethics and values and this is shown through policy, practice and our allocation of resources to support children and young people so that they know their rights and are supported in self advocating, or accessing advocacy services, to secure their rights and entitlements.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>TACT holds a national safeguarding board that provides organisational oversight of safeguarding practice. We have a suite of policies and procedures for staff to ensure that safeguarding practice is effective. This includes robust assessment of prospective foster carers and a safe recruitment process for employing staff. We provide regular supervision to all of our foster carers from a qualified and experienced social worker. Children are also visited regularly and are seen alone.</p> <p>When our foster carers are reviewed all children are asked if they feel safe in their placement and responses show that 100% of responses state that they do. The Responsible Individual monitors notifications and identifies themes and patterns that inform the actions that are agreed in a safeguarding continual improvement plan. Regular file auditing ensures that safeguarding practice is compliant with policy and is effective. All children have an individual safe care plan and risk assessments are completed where needed. We monitor the completion of return home interviews when children go missing, and use the feedback to inform safety plans for the child. We employ a therapy service to support carers to provide care that is relationship based and nurturing. We also roll out non violent resistance training to all carers and staff, as well as regular child protection training and other safeguarding training such as CCE awareness and transitional safeguarding for care leavers. When allegations are made against carers we notify all relevant partners and work within the Working Together guidelines. We provide specialist safeguarding support from our health and education services to help children with issues such as bullying, sexual health and positive relationships.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Area Manager Attachment Undertaking the TFA assessment (Therapeutic Fostering Assessment) An introduction to trauma informed practice Working with people who are neuro-diverse Panel Advisers Workshop Creating a trauma aware childcare organisation
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deputy Area Manager Trauma Informed Practice Attachment TPC Childhood Trauma and the Brain TPC Attachment Disorder Therapeutic Response Skills TPC Connection vs Disconnection
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Children Resource Workers Trauma Informed Practice Attachment Microaggressions Challenging Microaggression 2 day Participation PEP's compliance training TPC Therapy Safeguarding Cyber Security Children with Neuro diversity disorder
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Manual Handling	0
Safeguarding	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Superevising Social Workers When I'm Ready Support to Transgender and Non Binay young people Trauma Informed Practice Attachment Childhood Trauma and the Brain Attachment Disorder Therapeutic Response Skills TPC Connection vs Disconnection Neurodiversity Awareness Raising Growing up in Care – Lived Experience FASD and Attachment TCP Workshop MAPPS workshop – Understanding Childhood Trauma MAPPS Workshop – Trauma Informed Care TCP Workshop Agile Management- on going TACT Conference LGBTQQIA+ identity Contextual Safeguarding



Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administration Manager Senior Administration Officers
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Admin Manager plus Two Senior Admin Officers Microaggressions Trauma Informed Practice Cyber Security Neurodiversity Promoting good emotional wellbeing Trauma Informed and Organisational Culture TACT Conference Contextual safeguarding	
<table border="1"> <tr> <td data-bbox="406 315 1453 405">Contractual Arrangements</td> </tr> </table>		Contractual Arrangements
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<table border="1"> <tr> <td data-bbox="406 629 1453 719">Outline below the number of permanent and fixed term contact staff by hours worked per week.</td> </tr> </table>		Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
<table border="1"> <tr> <td data-bbox="406 853 1453 943">Staff Qualifications</td> </tr> </table>		Staff Qualifications
Staff Qualifications		
No. of staff who have the required qualification	3	
No. of staff working toward required/recommended qualification	0	