

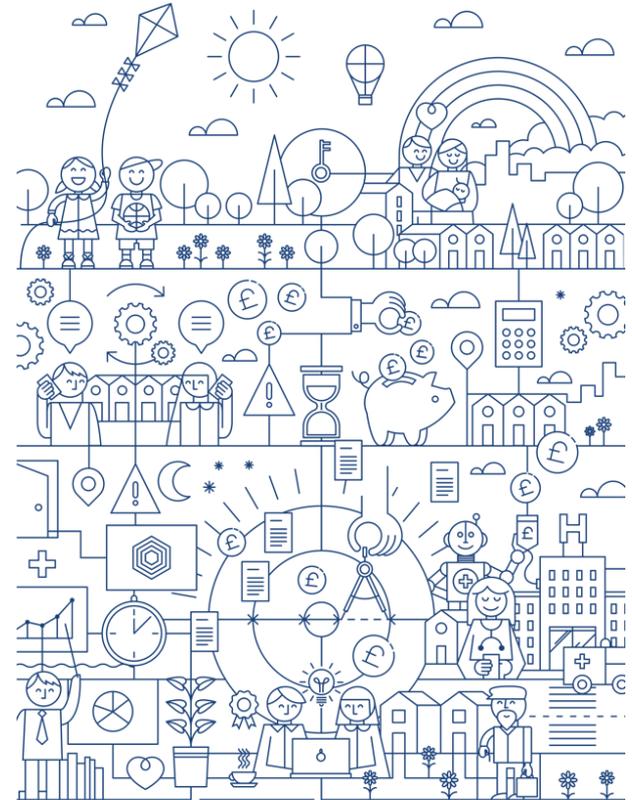
Aims and Purpose of the provider workshop

On Wednesday 20th March 2024, we brought together 10 residential and supported accommodation providers, and the Commissioning and Brokerage teams to:

1. Introduce Valuing Care and its potential benefits
2. Understand the home finding process from your perspective and understand how we could use this as an opportunity to improve processes and outcomes
3. Understand how we could make Valuing Care work best for you

Valuing Care

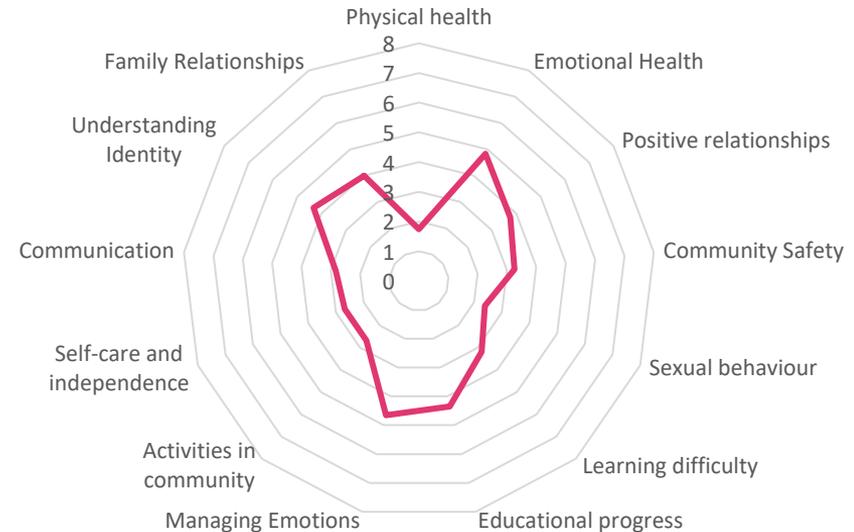
An introduction



Valuing Care | What is it?

- It is an approach to explain, record and track **needs and outcomes** for children in care on an individual and cohort level.
- This is so we fully understand and communicate their stories, including their **strengths and aspirations** as well as the **needs and risks**.
- We want to hear your feedback on how we can make this work best with all partners involved in the child's journey.

TWC Average Child's Profile



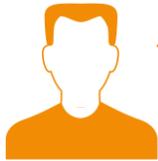
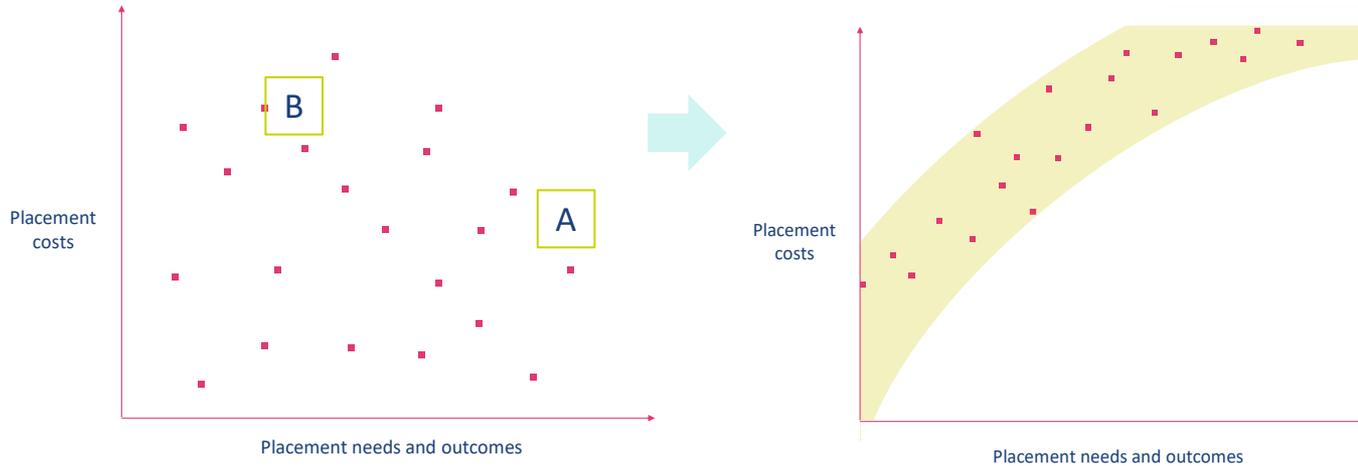
Valuing Care | Valuing Care assesses children's needs across 13 domains of need

Theme	#	Need descriptor
Health	1	Has a physical health need that requires additional support
	2	Needs support with their emotional health or diagnosed / undiagnosed mental health condition
Safety	3	Needs support and encouragement to form positive and healthy attachments and friendships that are always free from any form of exploitation
	4	Needs support to make be safe in the community
	5	Needs support to make safe decisions around appropriate sexual behaviour
Education and employment	6	Has an assessed/ unassessed learning difficulty or disability and requires additional support to manage this
	7	Has a lower level of educational or learning progress and therefore requires additional support to achieve at the expected level in early years settings, school, employment or in training
Resilience and well-being	8	Needs support to manage emotions; respond to stress and to self-regulate or observe appropriate boundaries, in order to manage the risk they present to themselves or others
	9	Needs support to engage in social activities in their community
Independence and identity	10	Needs support in developing age-appropriate self-care and independent living skills.
	11	Needs support to ensure wishes, opinions and feelings are known
	12	Needs support to understand their identity, their life story and to develop positive self-esteem
	13	Needs support to maintain safe, functional and positive family relationships

Valuing Care | The benefits

- **Changing the narrative around care** to what it can and does achieve
- Enabling **more consistent practice** and communication of needs
- A framework for **better matching to need**, a more positive and child-centred placement-finding conversation and for showing impact over time
- **Working with all providers, practitioners, commissioners, children and families** to shape care plans according to actual need
- **Evidencing positive impact** sharing what works
- A stronger and demonstrable focus across the system on **improving outcomes and life chances**
- Support a **more relational approach** with providers

Working towards better outcomes



Placement A

Male, 14, in residential home out of LA
In care for 10 months
Total needs score = **95**
Weekly placement cost = **£5852**



Placement B

Female, 16, in residential home out of LA
In care for 1 year 4 months
Total needs score = **33**
Weekly placement cost = **£7457**

Working together



Group reflections on Valuing Care

The Valuing Care approach is being trialled in Telford & Wrekin. Following a demo, we asked providers:

1. **What are your reflections on the Valuing Care tool and approach?**
2. **What initial benefits can you see of Valuing Care?**

Reflections on the benefits of Valuing Care

- **Demonstrate impact:** Evidencing the impact the placement has had/ is having on the CYP
- **Meet needs:** To ensure the child's needs are being met or able to be met, giving us more accurate information to understand needs to ensure we can meet them
- **Staff training:** Identify gaps in training for staff
- **Placement matching:** Identify what child's needs are to where they are best placed or for matching with other children in placement
- **Placement costing:** More realistic pricing structure

Reflections | What are your thoughts on the current process for home finding?

We asked providers for their perspective of the home finding process, to understand the home finding process from their perspectives, and understand how we could use this as an opportunity to improve processes and outcomes:

Positives

- **Accessible:** having a direct point of contact at TWC for any queries
- **Honest and open:** we very rarely get any surprises from the authority
- **Strong relationships:** positive and trusted relationships with the commissioning and brokerage team – face to face meeting support this.
- **Good communication:** responsive to any direct queries to Commissioning and Brokerage team members

Opportunities for improvement

- **Understanding needs:** it can take time to understand what the risks or concerns are from the referral form. The chronology is not always clear so understanding a current picture of needs takes time to uncover
- **Waiting time:** getting responses to a query through the WM Placements Portal can take time. It can be frustrating when we can't get hold of a Social Worker to ask any clarifying questions
- **Joint process understanding:** of the council's side of the portal, it's not clear what is visible on T&WC's side of the portal

"The process for home finding is a positive experience. We have a strong and trusting relationship which is important between an LA and a provider"

"It's not immediately obvious what the child's current needs are from the referral form, we have to dig through the information to understand the chronology and current risks"

Reflections | What impact could Valuing Care give to home finding?

Tracking progress

To support the review of placements and identify where progress has been made to better understand the impact on needs, and a better understanding of barriers if progress is not being made

Staff capability

To identify training needs for staff, and better match child's needs with staff experience

Placement stability

Better evidence to inform matching with other CYP, clearer understanding of how strengths can be supported and visibility of risks to support placement stability and better outcomes

Understanding needs

To help understand all needs of children in placement. Increased confidence in information in the accuracy of placement referral form for when a child first comes into placement

OFSTED evidence

To support evidencing what impact on children the placement is having on children to support OFSTED inspection

“Matching is vital for placement stability, so considering the level of need in particular areas is vital so the risks in the home aren't increased for our staff and existing young people”

Tool for triage

A clearer picture of the child's current strengths, needs and risks to inform initial decisions and demonstrate the decisions around support level required.

Reflections | How would you like to be involved in the implementation of Valuing Care?



In the Placement Referral Form

Receiving information on the Valuing Care profile at point of referral form to understand the child's needs:

- Including the Valuing Care graph with a small explanation of what the needs are on the referral form to support matching across all homes
- A key in the referral form to explain the Valuing Care approach to scoring



At regular reviews

To work with the Social Worker at a regular review meeting, using the child's completed VCARE tool to facilitate the meeting about their strengths, needs, progress, and any risks.



For children currently in placement

Access to the tool for current children for Home Managers and Referral Managers to identify needs of the cohort of children in placement, informing support requirements and staff training needs.

"We'd like to be fully involved with Valuing Care, from admission point and throughout placement"

Next steps

Thank you to attendees for all contributions during the session. In the session we discussed how Valuing Care would be used going forward and will be in touch soon with further details on working together.

For individuals:

- To look out for VCARE profiles when you make offers to children

For the wider children in care cohort:

- To review how the sector can better respond to the needs being identified at a population level

To consider how to review the application of VCARE on an ongoing basis