

# 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 Family Place Ltd	
The provider was registered on:	23/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Family Place Ltd	
	Service Type	Adoption Service
	Type of Care	None
	Approval Date	23/10/2019
	Responsible Individual(s)	Vivien Norris
	Manager(s)	Laura Harrison
	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	<p>During the annual Personal Development Review individuals review work roles &amp; training needs with their line manager - these are fed to the leadership group &amp; training planned as a result</p> <p>Staff may request or be invited to join the ongoing training programme</p> <p>We monitor mandatory training to ensure it is up to date &amp; appropriate for each individual &amp; that we have adequate cover across the team</p> <p>Our HR &amp; Compliance Mgr works closely with the RM to audit and develop training opportunities</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Safer recruitment</p> <p>Vacancies are advertised</p> <p>A panel set up for each campaign with, for senior roles, external specialists</p> <p>Robust interview selection &amp; interview scoring process</p> <p>Clinical staff have a core professional qualification &amp; specialist training</p> <p>Once in post advanced training/supervision is provided internally by clinical psychologists with advanced supervision qualifications.</p> <p>Thorough induction involves significant joint working so new staff can learn from more experienced colleagues.</p>

## Service Profile

### Service Details

Name of Service	The Family Place Ltd
Telephone Number	01497822003
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Translators used when required - e.g. Polish  
Policies and key documents translated into Welsh - Autumn 2020

Service Provision

People Supported

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

500

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

0

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?

Goals agreed with families at start of therapy are regularly reviewed  
End of Intervention Reports include feedback from parents & young people  
Impact of Intervention process routinely hears service user voices  
Feedback forms are offered to families & professionals at all work shops, activities & camp  
Participation Group - parents / carers meet online every 2 months to share their views on service development, key projects, website content and funding bids. These ideas inform service planning, e.g. prioritising activity days and residential camps.  
Annual Family Survey sent to all families in Nov 22 requesting feedback on all aspects of our service, against our five Quality Standards. All responses were overwhelmingly positive.  
Hear My Voice Project funded by The Principality Fund for 2023-25. We will work with young people aged 13-18 living in Powys who are adopted, fostered or in kinship care to explore their life experiences & create accessible resources to help share their views

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

Yes

List 'Other' forms of non-verbal communication used

Baby sign, highly skilled non-verbal creative therapists, whole team trained in non-verbal communication observation techniques (Theraplay, MIM and DDP))

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.

#### Clinical Work

We offer a broad range of therapies and interventions. Through the referral and assessment processes, families work with clinicians to identify the support which is most beneficial to them. Therapy Goals are set by the family and lead clinician at the start of each piece of work, and reviewed regularly via parent sessions, clinical supervision and network meetings. An End of Intervention Review Report is written with the family's input and includes parent feedback. The Impact of Intervention process routinely hears service user voices.

#### Feedback from Families

We asked all children at Camp in June 2022 for their feedback on the experience and 100% rated it as excellent or very good, one child said "Fun, Good, Amazing!", and the children commented on the new friendships they had made. All children would recommend camp to others.

The Annual Family Survey (November 2022) received very positive feedback from parents and carers. 91% said they felt respected, valued and supported, with 1 parent stating: "I found the worker empathetic, kind and thoughtful...it helped my trust in my work with them. I felt respected and that means a lot."

We also offer specialist consultations to our families, enabling families to access expertise from different members of our multidisciplinary team. These consultations provide choice for families around the support they receive, and ensure the developing needs of each child can be understood. 100% of families evaluating their consultation felt it was very helpful.

The Participation Group meets every other month to discuss the work of The Family Place, including giving feedback on existing work and making suggestions for the organisation going forward. 1 member said: "I enjoy meeting other people in the same position as me. It's a friendly group and a good chance to say my bit."

#### Annual Staff Feedback (Spring 2023)

Respondents are asked to share their experiences as a staff member, as well as their views on the work with our families. 100% of respondents felt respected, valued and supported in their role, rating this either 5/5 or 4/5. 95% think families find our interventions very helpful and feel better equipped to manage challenges. 100% feel children's voices are heard, rating this either 5/5 or 4/5: "Supporting families is always our aim. It is not always possible to make changes but we would hope that all our families feel that we are alongside them."

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.

#### Clinical Work & Training

We offer a range of interventions using Goal-Based Outcome Measures. Therapy goals are set by the family & clinicians, with regular reviews both pre and post intervention ratings. In 2022-23, 70% of the goals reviewed were reported to have improved over the course of the intervention which is very high given the high level of complexity. Parents gave overwhelmingly positive comments:

"We can read his emotions better & see things coming"

"Slow incremental change"

"He seems to know himself better"

"We've helped her to develop a coherent narrative at a developmentally/emotionally appropriate level"

"She is learning to recognise & experience sadness in a more genuine way"

"Can make sense of it all more now"

We also collected feedback from children, either directly or via parents:

"10/10 - I love it"

"He likes coming...He likes to be in places where he is understood"

The Family Place offers workshops, consultations & training for families & professionals. These are led by knowledgeable, skilled & experienced clinicians to ensure a high quality of support. The feedback collected is very positive:

The practitioner's skills & knowledge was rated 10/10 by 100% of families; & rated 5/5 or 4/5 by 100% of professionals

The practitioner's approachability & support was rated as 9 or 10/10 by 93% of families & rated 5/5 by 100% of professionals.

100% of families evaluating a consultation found it "very helpful"

Comments included:

"Really well-thought out & delivered"

"It was a really helpful course"

"The course leader was very professional & knowledgeable but also very personable"

One professional commented: "Beyond wonderful. The model is an asset"

The Annual Family Survey (November 2022) found 97% of respondents felt their practitioner/s are skilled, knowledgeable and adaptable. 97% felt The Family Place values & cares for people. Comments received from parents include:

"Simply put, the support we have received from The Family Place is what has kept us together as a family"

"All therapists & staff have been empathic, understanding & supportive"

"It has transformed our life as a family & gives us hope for the future"

The annual Staff Survey (Spring 2023) found 100% of respondents rated the team 5/5 for skills, knowledge & adaptability. Over 90% feel our work helps families to develop stronger bonds. Comments received included "Even where we can't solve all problems, I think families feel better understood, less alone & more connected"

The extent to which people feel safe and protected from abuse and neglect.

Safeguarding is a key consideration across the organisation. All staff undertake Safeguarding Level Two training & designated safeguarding persons are trained to level 3. Ongoing training & policy/practice updates are provided regularly (eg 2 clinicians attended Domestic Abuse training in Jan 23 & shared their learning both at a team meeting & digitally).

We have a robust safeguarding process to deal with issues as they arise, and to continually review & evaluate our input. A team of Designated Safeguarding Persons (DSP) operate on a rota to ensure someone is always available for a safeguarding discussion and decision, or for support to make a referral. The DSP team meets with the Registered Manager &/or the Clinical Lead weekly to review all safeguarding issues raised during that period. This safeguarding oversight is essential to ensuring the safety of our families & staff.

In the last year (Apr22/Mar23), there was a slight reduction in safeguarding issues reported. 82 internal safeguarding forms compared to 96 in 2021-22. These 82 forms relate to 59 different children, and 10 referrals were made to Local Authority Multi Agency Safeguarding Hubs (MASH) during this period.

**Feedback from Families**

We asked children for their feedback following the Family Activity Days, and the children who responded all said they felt safe and supported. 100% of children felt 'very safe' at Camp 2022. A child commented: "The people felt safe, but the stinging nettles didn't!"

In the Annual Family Survey, 97% of parents/carers felt The Family Place tries to help people to feel safe in their work. 92% said we took their families' wellbeing seriously. Comments received include:

"My son absolutely loves coming to see [his worker]. He feels safe and able to express his feelings."

Several parents commented on the importance of safety in the End of Intervention Reports:

"The staff go out of their way to make us feel comfortable and safe during our sessions."

"He is much more tactile than he was and there is an increased trust that touch will be safe and predictable."

The Annual Staff Survey (Spring 2023) found 100% believe The Family Place takes wellbeing seriously. Over 90% of respondents felt confident in the safeguarding procedures with a member of staff commenting "We have a strong safeguarding team, multi-disciplinary assessments and interventions - clear focus at all levels on helping everyone to feel safe and sensitively supported

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)	26.57
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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
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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>	
<p>Filled and vacant posts</p>	
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Abuse of Position for Sexual Purpose Domestic Abuse Multi Agency training Investigations and Disciplinarys Mental Health at Work Mental Health Workshop Adults Safeguarding for DSLs Trauma Informed Training for Leaders
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

Other supervisory staff	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Investigations and Disciplinarys (1) Mental Health at Work (1) Mental Health Workshop (1) Trauma Informed Training for Leaders (1)
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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?	No

Other social care workers providing direct care	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
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	2
Health & Safety	15
Equality, Diversity & Human Rights	16
Manual Handling	3
Safeguarding	14
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>BUSS in Early Years Group Work (12 employed staff)</p> <p>BUSS Level 2 - achieving status of BUSS Informed Practitioner (2 employed staff)</p> <p>BUSS Practicum (2 employed staff )</p> <p>By Your Side Transitioning Foster Youth using Play Therapy (2 employed staff )</p> <p>By Your Side Module 1 (1 employed staff)</p> <p>DDP Level 1 (1 employed staff )</p> <p>DDP Practitioner completed (1 employed staff )</p> <p>Domestic Abuse Multi Agency training (1 employed staff)</p> <p>Food Hygiene - Level 2 (9 employed staff )</p> <p>Getting it Together DDP, Theraplay and BUSS (2 employed staff )</p> <p>Investigations and Disciplinarys (3 employed staff)</p> <p>Manual Handling (3 employed staff )</p> <p>Mental Health at Work (2 employed staff )</p> <p>Mental Health Workshop (1 employed staff )</p> <p>Paediatric First Aid training (11 employed staff)</p> <p>Safeguarding - Adults (1 employed staff)</p> <p>Safeguarding Level 2 (4 employed staff)</p> <p>Safeguarding Level 3 (DSL) (3 employed staff)</p> <p>Theraplay Level 1 (1 employed staff )</p> <p>Theraplay Level 2 (7 employed staff)</p> <p>Theraplay Practicum completed (2 employed staff)</p> <p>Theraplay Intermediate Practitioner (1 employed staff)</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	16
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	16
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	



No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
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
<b>Other types of staff</b>	
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.	Founder, Director and Consultant Clinical Psychologist Clinical Director HR and Compliance Manager Administrator x 4 IT Consultant
<b>Filled and vacant posts</b>	
No. of staff in post	8
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	7
Equality, Diversity & Human Rights	8
Manual Handling	0
Safeguarding	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BUSS in Early Years Group Work (2) BUSS Level 2 - achieving status of BUSS Informed Practitioner (1) Health and Safety Training for Managers (1) Investigations and Disciplinarys (2) Menopause at Work (1) Mental Health at Work (2) Mental Health Workshop (1) Paediatric First Aid training (1) Risk Assessment (2) Safeguarding - Admin team (8) Safeguarding Level 3 (DSL) (1) Trauma Informed Training for Leaders (2) Workplace First Aid (1)
<b>Contractual Arrangements</b>	
No. of permanent staff	8
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)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0