

# City & Guilds Level 2 Health and Social Care: Core

Case Study – Learning Materials  
Children and Young People – Iwan

February 2024



# UPDATE FEBRUARY 2024

## Learning Materials – Case Study

### Case Study - Iwan

Unit 002 and 006

#### **Updated February 2024:**

This case study and associated test papers are no longer part of the assessment criteria for the 8040-02 Health and Social Care: Core qualification.

These materials have been provided to support centres and candidates for formative assessment and revision purposes only.

For the most up to date information on the Health and Social Care: Core qualification and January 2024 assessment strategy update please visit: [\[Update\]](#) [Changes to Level 2 HSCCC Core assessments | Health and Care Learning Wales](#).

This booklet contains the case study **only**.

For associated test papers please download:

Case Study Question Set A Children and Young People – Iwan

Case Study Question Set B Children and Young People – Iwan

Case Study Question Set C Children and Young People – Iwan

## Case Study – Iwan

You are going to read a case study about young people at Y Traeth Residential Children's home.

The people who you will read about as part of this case study are:

Iwan	A young person aged 14 who is at Y Traeth Residential Children's home.
Megan	Iwan's sister.
Jack	The partner of Iwan's mum.
Abdul	Iwan's key worker.
Rhys	Another young person at Y Traeth Residential Children's home, Iwan's friend.

This case study is not based on a real organisation or individuals.

Iwan is fourteen. He felt loved and secure during his early childhood, living with his parents and sister Megan, who is twenty. This changed when his dad went to prison several years ago for repeated handling stolen goods and non-domestic burglary. Iwan's mum met Jack and he moved in. There had always been tension between Iwan and Jack, and when Megan moved out a year ago, this got much worse.

Megan had a way of calming the situation between Iwan and Jack. After she moved out, the arguments increased. Iwan was often absent from school and when he did attend, his behaviour was disruptive. He engaged in anti-social behaviour, including street-drinking and graffiti. Iwan and his family had support from Social Services and the Youth Offending Team. Iwan and his friends stole a car and his friend died when the car crashed. Iwan's mum said that she couldn't cope with him anymore. Several months ago, he moved into Y Traeth, a residential children's home for young people aged 13 to 17, which is one hundred miles from his family home. He retains contact with his mum and sister. He is still close to Megan and enjoys regular contact with her through a combination of visits and supervised video calling.

Workers at Y Traeth Residential Children's Home are committed to providing a safe and secure environment, asking visitors to sign in and out. There is a choice of communal and quiet spaces and supervised access to internet and phone. The young people are involved in their personal plans to ensure they have a choice of activities to interest and engage them. They are encouraged to personalise their room and the setting has a commitment to the Active Offer.

Iwan has settled in well, but sometimes gets angry with the routines, especially when he can't go on the internet on his own. The workers are calm and consistent in their responses, explaining why such routines and boundaries exist. They provide him with age-appropriate information about the concerns and complaints procedures. They also give him the option to have an independent advocate. Iwan is supported by his key worker, Abdul, who has developed trust and rapport with Iwan by taking an interest in his life and genuinely listening to what he has to say.

The setting has information displayed on the noticeboard about safe relationships and safe use of the internet and mobile phones. Iwan and other young people enjoyed taking part in a project called *Keep Safe!* The project included using social media responsibly and not harming others, such as uploading degrading posts. It looked at ways in which they could be harmed such as child sexual exploitation (CSE) and child criminal exploitation (CCE), such as county lines. Workers continually stress the importance of reporting safeguarding concerns to a trusted adult, even if they feel afraid.

Iwan becomes close friends with Rhys, who is fifteen and also has a dad in prison. Rhys has had to move placements several times. He likes it at Y Traeth and values his friendship with Iwan.

Sometimes Rhys doesn't go to school, and he is out all night so that the workers have to report him missing. Rhys often leaves suddenly without warning. The workers speak to him expressing their concern, but they don't stop him. They recently attended training and learnt from reviews and reports into serious failures to protect children and young people from harm and abuse. They know about the independent report into child sexual exploitation in Rotherham, which identified a link between children in care going missing and CSE. There is also concern about drug dealing and county lines activity locally.

Iwan sees Rhys being dropped off at the end of the street in a car by a couple of men. He sees Rhys share unfamiliar hand signs with them. When Iwan asks Rhys about the men, Rhys says they are his friends. Rhys has bright new clothes and trainers, but he has no money. Rhys never looks clean, and he sometimes has cuts and bruises that he says he got playing football. Rhys has a panned logo on his arm and tells Iwan that this and his clothing are his gang's sign.

He shows Iwan a phone the men have given him and tells Iwan not to tell anyone at Y Traeth. He says he does favours for the men and gets rewards. There is plenty of work to go around and he can introduce them to Iwan if he wants. When Iwan asks what sort of favours, Rhys says travelling around delivering packages to different areas. He also talks about doing some 'sex stuff' but says that you don't have to do the 'sex stuff', that is up to you. Iwan says that he will think about it.

Iwan is worried about Rhys. He knows that he can contact one of the organisations discussed in the project, but he doesn't feel confident to do this. So, Iwan asks Abdul, if he tells him something, will he promise to keep it between them? Abdul explains why he can't do that. Iwan withdraws from the conversation because although he likes and trusts Abdul, Rhys has made him promise not to tell the workers.

Iwan is scared so he confides in Megan when she visits him. Iwan hasn't promised Rhys not to tell Megan. His sister becomes upset and tells Iwan to stay well away. Megan informs Abdul about Rhys' conversations with Iwan. Abdul reports the conversation to his manager, who asks him to complete Y Traeth's disclosure form. The manager takes further action in line with safeguarding procedures.