

CHILD & FAMILY SERVICES

Performance Report

October 2020



Cyngor **Abertawe**
Swansea Council

Our Headline Performance this Month

Julie Davies, Head of Child and Family Services

There has been an increase in the number of contacts at the front door this month, leading to a higher number of children going over to SCP. It is positive that there are a lower number of children being referred back for support, indicating children and families are being closed at the right time to SCP and have the right support in place to prevent them coming back into the service.

The completion of 42 day assessments continues to be well below the target set. The Performance Hub is supporting the SCP teams with targeted interventions in relation to CINCS assessments along with processes to track and sign off assessments. Weekly reports are being provided to the Head of Service to track progress. The on-going impact of Covid both in relation to restrictions and staff absence has been noticeably challenging for managers and workers in the SCP teams this month; as can be seen in relation to the timeliness of assessments and children being seen and seen alone by a qualified social worker.

The data shows this month a higher percentage of family focused activity and involvement. Indications are that a system issue may be hindering the uploading of the evidence of direct work.

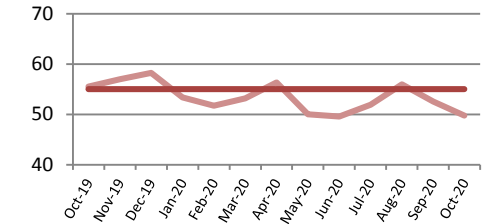
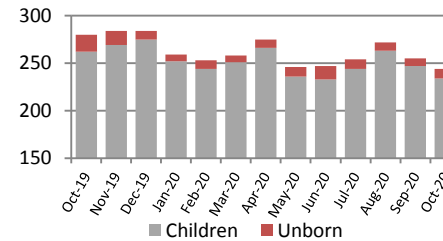
There has been a slight decrease in child protection registrations, numbers of looked after children and children in need of care and support. It is really positive to see that there are a high number of children with a plan for permanence by their 4 month review, and less children moving placement.

There is good performance around pathway plans and allocating personal advisors in the Bays+ team. It is pleasing to see this month that there is consistency in supervision levels across the Youth Justice Service and that there is a clear plan in place to achieve improvements in the timeliness of Asset Plus assessments.

The service overall continues to evidence a strong level of resilience in response to Covid and in being able to prioritise seeing the children and families we are most worried about. Mechanisms to support the emotional health and wellbeing of both staff and our carers will be key to helping everyone maintain this, as well as being able to find solutions where performance data is indicating there are emerging trends of concern.

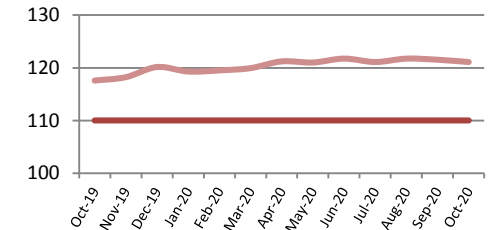
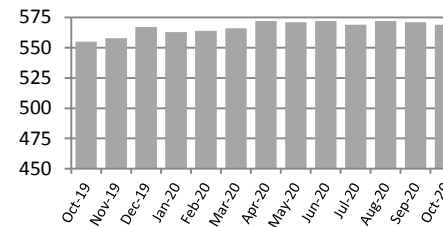
Child Protection

There are **234** (247) children on the child protection register, plus **10** (8) to be registered at birth. This is a **decrease of 13** giving us a rate of **50** Per 10,000.



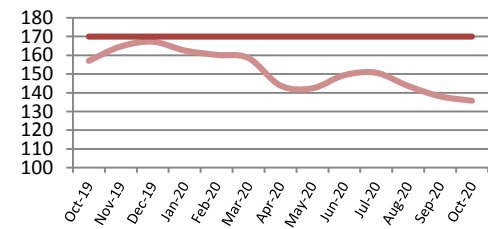
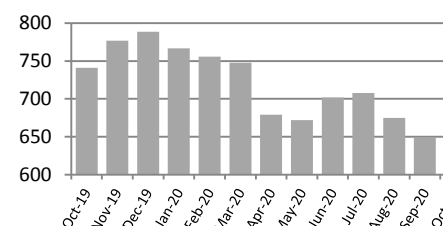
Looked After Children

There are **569** (571) children looked after. This is a **decrease of 2** from last month giving us a rate of **121** Per 10,000.



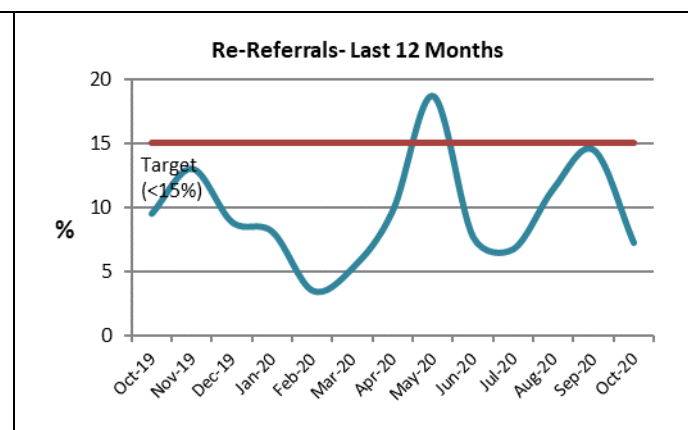
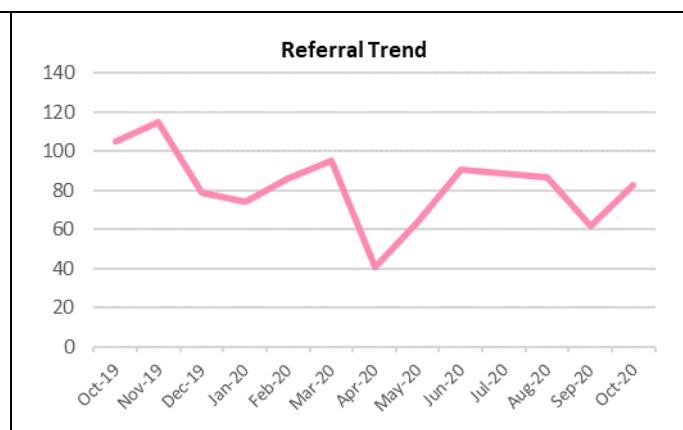
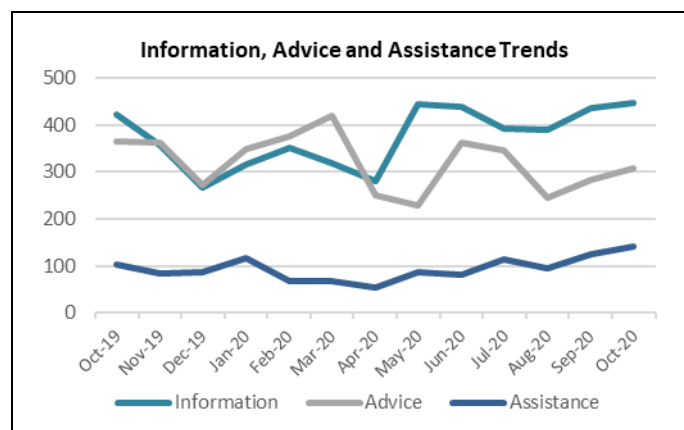
Children in Need of Care and Support

There are **638** (649) children in need of care and support. This is a **decrease of 11** from last month giving us a rate of **136** Per 10,000.



Wellbeing

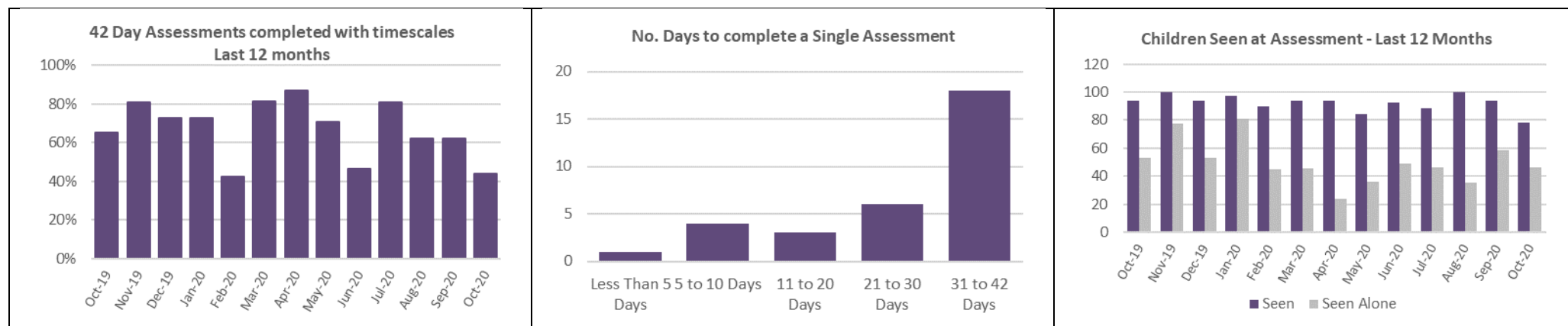
Measure / Metric	Result	Target	What's Good?	Status
The number of contacts received by the service – instances of Information, Advice, Assistance or Assessment :	979 (904)		Low is Good	
The percentage of these contacts that were passed on for formal assessment :	83, 8.48% (62, 6.86%)	10%	Low is Good	
The percentage of these contacts that were diverted to other services :	59, 6.03% (94, 10.40%)		High is Good	
The number of repeat referrals in the month (where a referral is received within 12 months of a previous referral):	6, 7.23% (9, 14.52%)	Less than 15%	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
There are significantly less children being referred back to the department for support within 12 months. Hope fully this tells us that we are exiting families well and that they have the support they need to prevent them from coming back in to SCP.	<p>The front door has seen an increase in contacts this month.</p> <p>A higher number of children came over to SCP this month compared to last month up by 21.</p> <p>Lower number of children diverted to the EHH.</p>	Dip sample case closures and review what went well for the family that allowed us to end our involvement – ensure this learning is shared with all staff (including feedback from families).

Supported Care Planning - Assessments

Measure / Metric	Result	Target	What's Good?	Status
Number of 42 day Assessments Carried out during the month:	73 (50)		Lower is Better	
The percentage of 42 day assessments carried out within timescales:	32, 43.84% (31, 62.00%)	90%	High is Good	
The percentage of Assessments where there is evidence the child has been seen by a qualified worker:	39, 78.00% (32, 94.12%)	More than 90%	High is Good	
The percentage of Assessments where there is evidence the child has been seen alone by a qualified worker:	23, 46.00% (20, 58.82%)	More than 65%	High is Good	

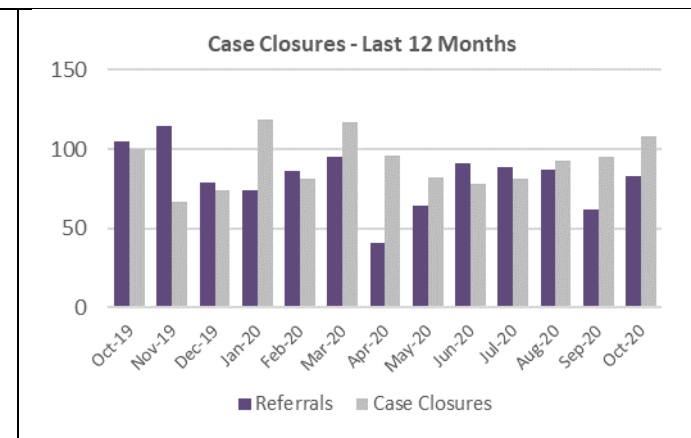
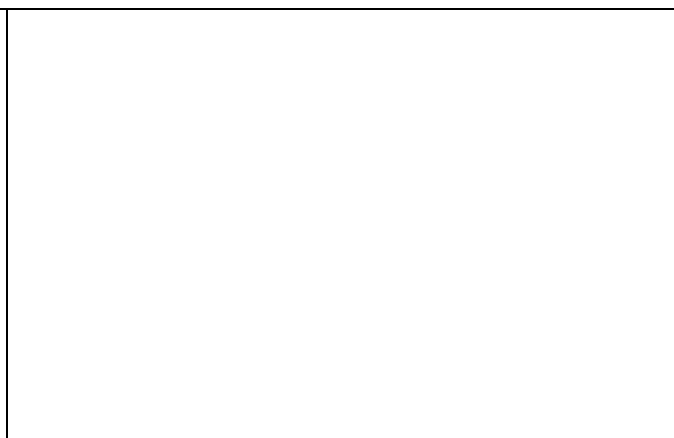
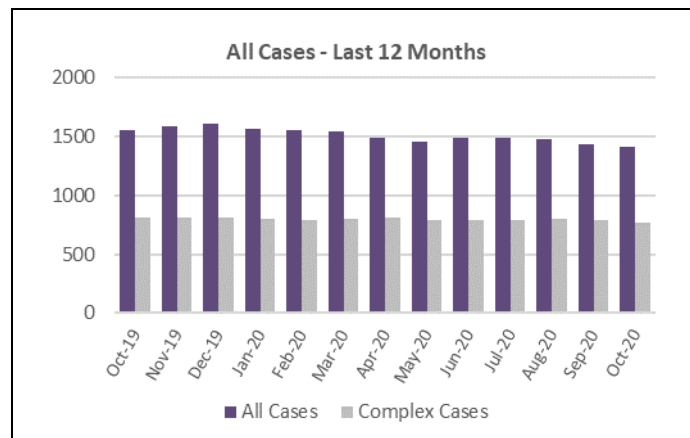


What is working well?	What are we worried about?	What do we need to do?
Increase in the number of 42 days assessments carried out this month. 23 children had their care and support needs identified so that they could receive early support to achieve what matters to them.	<p>Lower number of 42 days assessments carried out in timescales which is well below target set. This may mean that children are not having their needs identified in a timely manner and there is potential that needs may escalate in the family and lead to CP/LAC.</p> <p>Single Assessments continue to be an area that requires improvement. Hub managers have fed back that difficulties around sickness and Covid (self</p>	<p>Temporary CINCS team in place to provide additional support for CINCS assessments.</p> <p>Performance Hub to review training for newly appointed practice leads to ensure they receive professional development support on managing performance.</p> <p>A trackers has been pu tin place to monitor and review the timeliness of single assessments, targeting those</p>

What is working well?	What are we worried about?	What do we need to do?
	<p>isolating with children at home) appear to be causing some difficulties in assessments concluding in timescale.</p> <p>Lower number of children being seen by a qualified Social Worker.</p> <p>Lower number of children being seen alone as part of the assessment .</p>	<p>hubs where performance is consistently below the target set.</p> <p>The Performance Hub continues to work with the Principal Officer and Hubs to adapt creative ways of working with the current Covid constraints to ensure families continue to receive a timely assessment of their needs.</p>

Supported Care Planning – Planning, Reviews and Caseloads

Measure / Metric	Result	Target	What's Good?	Status
Number of Cases of Children needing Care and Support Managed by the Service at the end of the month:	1409 (1436)	1600	Lower is Better	
Of these, the percentage that represent complex cases (LAC, CP):	771, 54.72% (787, 54.81%)	65%	Higher is Better	
The number of cases closed to Child and Family Services during the month:	108 (95)		Higher is Better	
The percentage of reviews of Children in Need of Care and Support held during the month within prescribed timescales:			High is Good	
The percentage of CINCS allocated to a qualified worker at the end of the month:	505, 79.15% (507, 78.12%)		High is Good	



What is working well?	What are we worried about?	What do we need to do?
<p>Lower number of children managed by the department this month, fallen by 21.</p> <p>Number of complex cases managed continues to remain relatively stable.</p> <p>More cases closed this month with children having their care and support outcomes met.</p>	<p>A large number of CINCS cases have SGO/SO and Family Arrangement Orders in place preventing closure. An example of this would be Townhill Pod 2 who have 9 Direct Payments and 2 SGO open; this work still has to be reviewed, and visits undertaken in line with practice guidance.</p>	<p>Analysis of the CINCS cases allocated in SCP to see if they have needs that can be met in universal or wellbeing services. CINCS team will be supported with this by the Performance Hub.</p>

Supported Care Planning – Children with a Disability

Measure / Metric	Result	Target	What's Good?	Status
The number of disabled children referred to the Child Disability Team during the month:	5 (10)		Range	
The total number of disabled children with a Care and Support Plan at the end of the Month:			Range	
The number of disabled children provided with Direct Payments at the end of the month:			Range	
The number of disabled children transitioning to the Care of Adult Services during the month:			Baseline	
The number of disabled children provided with respite care at the end of the Month:			Range	



What is working well?	What are we worried about?	What do we need to do?
Awaiting the introduction of WCCIS to run reports for Children with a Disability		

Supported Care Planning – Signs of Safety

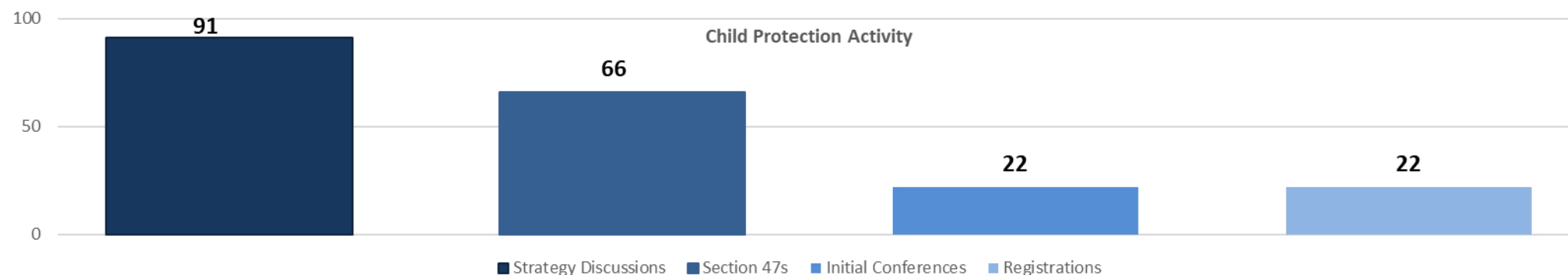
Measure / Metric	Result	Target	What's Good?	Status
Of the assessments completed during the month, the percentage that have Direct Work attached (Children over 5 Only):	32, 47.06% <i>(24, 39.34%)</i>	75%	High is Good	
Of the Initial Conferences held during the month, the percentage where there is evidence that a Family Network Meeting has taken place:	17, 77.27% <i>(8, 47.06%)</i>	75%	High is Good	
Of the Conferences held during the month, the percentage where there is evidence of a child friendly explanation of the Safety Plan (Children over 5 Only):	13, 30.23% <i>(21, 65.63%)</i>	75%	High is Good	
The percentage of Words and Pictures completed within 5 working days of a child becoming Looked After due in the month (Children over 5 Only):	3, 60.00% <i>(2, 40.00%)</i>	75%	High is Good	
Of the Initial LAC Reviews held during the month, the percentage where there is evidence that a Family Network Meeting has taken place:	6, 60.00% <i>(4, 50.00%)</i>	75%	High is Good	

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What is working well?	What are we worried about?	What do we need to do?
An improvement in a number of areas indicating that social workers are working with children and their families to develop family plans. There has also been an increase in workers providing a child friendly explanation as to why a child has been accommodated. This is particularly positive given the constraints in place as a result of Covid. Staff are being innovative in finding new ways to overcome barriers, and ensure families and children continue to receive support to express what matters to them.	There are a large number of children who have been through an assessment without evidence of direct work attached to the assessment . This may indicate that we are not undertaking direct work with children as part of the assessment process.	<p>The current system makes it difficult to fully record direct work if it has not been placed on the system as an attachment. A dip sample of the children who do not have direct work may help us identify the barrier to this and whether it is a practice or system issue.</p> <p>Review of the words and pictures completed over the last month may help identify some good practice and learning to be shared amongst the teams. This would be a good opportunity for the SOS lead to review and identify good practice and to provide feedback to staff.</p>

Safeguarding – Child Protection Activity

Measure / Metric	Result	Target	What's Good?	Status
The total number of children added to the Child Protection Register in the month:	20 (18)		Low is Good	
The re-registrations of children to the child protection register during the month within 12 months from the end of the previous registration:	0, 0.00% (1, 5.56%)	< 20%	Low is Good	
The total number of children removed from the Child Protection Register in the month:	33 (34)		Higher is Better	
The Percentage of Initial Conferences held in timescales during the month:	21, 95.45% (17, 100%)	100%	High is Good	
The percentage of Initial Core Group Meetings held within timescales during the month:	21, 77.78% (12, 92.31%)	90%	High is Good	
The percentage of visits to children on the Child Protection Register that were on time or not overdue:	218, 91.60% (227, 93.03%)	90%	High is Good	

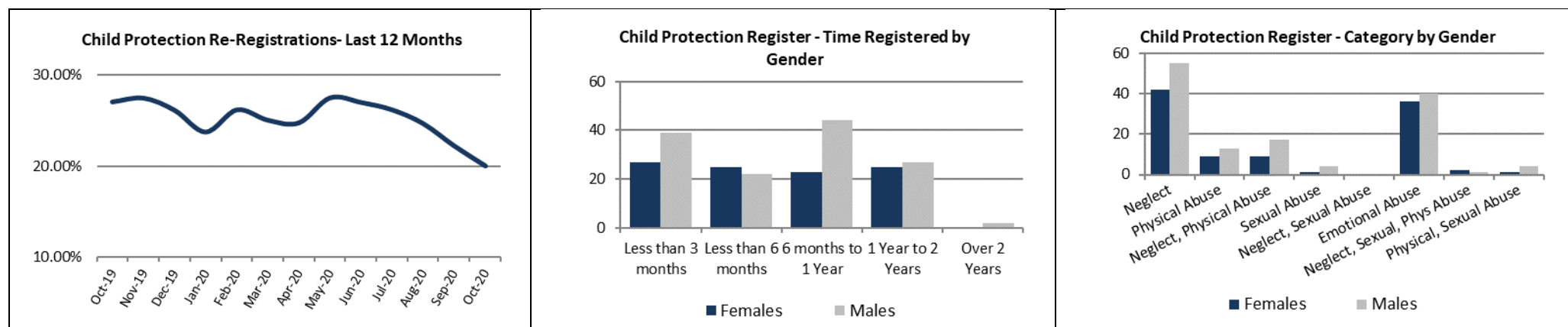


What is working well?	What are we worried about?	What do we need to do?
<p>Drop in number of children being added to Child Protection Register this month.</p> <p>No children being re-registered within 12 months.</p> <p>100% ICPC held in timescales. This indicates that all families are having the opportunity to meet and discuss a safe plan at an early stage of the CP process</p>	<p>Of the 91 Initial Strategy Discussions completed only 66 resulted in a S.47 and 22 went to Conference. This may be as a result of a number of factors– was this slowing down our thinking and preventing escalation; or was it the information being received was not accurate to meeting threshold. Further breakdown of the data may help identify any themes or trends.</p>	<p>Further breakdown of the data above may help to identify how many of these are process led – such as FGM or CSE ISDs/S.47s. Re-establishing weekly safeguarding review meetings will allow an opportunity to review the CP activity and develop shared learning around this.</p>

What is working well?	What are we worried about?	What do we need to do?
<p>with the hope that this would provide better outcomes to prevent further escalation.</p> <p>Above number of children being seen in line with statutory requirements. Despite the current constraints in place, Social Workers continue to ensure children at risk are seen and have an opportunity to speak to their social worker.</p>		

Safeguarding – Reviews and Allocations

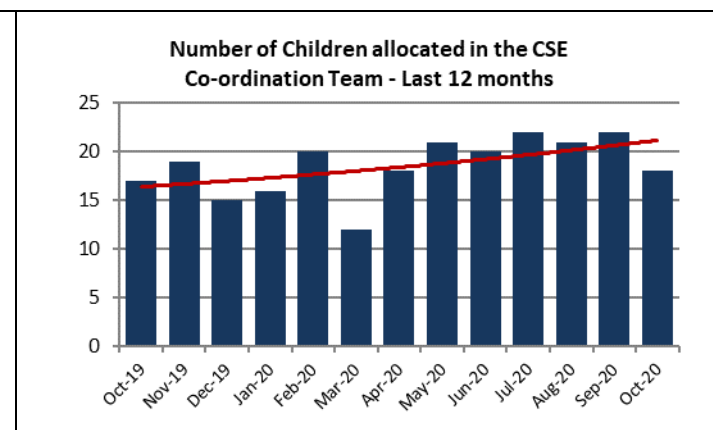
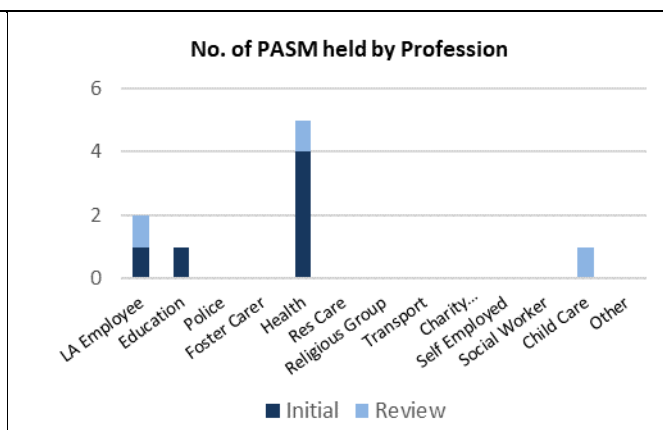
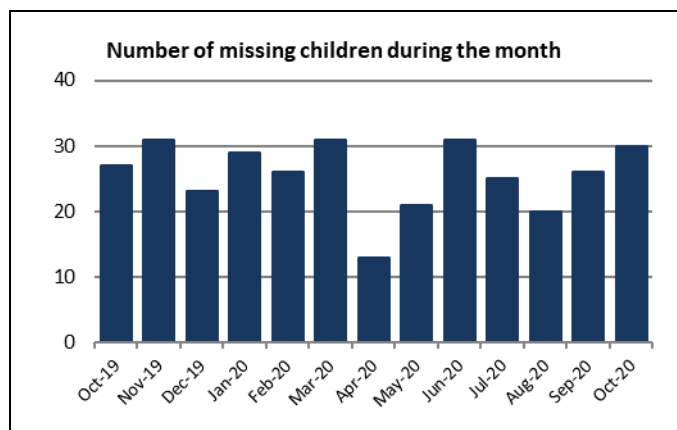
Measure / Metric	Result	Target	What's Good?	Status
The percentage of children on the Child Protection Register that have been registered previously :	47, 20.09% <i>(55, 22.27%)</i>	Less than 20%	Low is Good	
The length of time on the Child Protection Register for those children removed during the month:	271 days <i>(310 days)</i>	Range of 100-300	180-270 is Optimal	
The percentage of Review Conferences held on time during the month:	81, 100% <i>(85, 100%)</i>	100%	High is Good	
The percentage of children de-registered in the month who were de-registered at the first review :	9, 36.00% <i>(7, 20.59%)</i>	< 15%		
The percentage of children on the Child Protection Register, plus those to be registered at birth, allocated to a qualified worker at the end of the month:	244, 100% <i>(255, 100%)</i>	100%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<p>100% Review Child Protection Conferences held on time. This indicates that Child Protection care plans are being reviewed regularly to ensure support is provided to the family and progress reviewed.</p> <p>All Child Protection cases allocated to qualified social workers.</p>	<p>We have 47 children on the register that have been registered previously. Further exploration of this may help determine what may be causing this high level.</p> <p>9 children were de-registered within 3 months –we need to understand if they should have been subject to CP in the first place.</p>	<p>Review children who have been registered previously and identify any themes, trends or learning around ending their Child Protection registration.</p>

Safeguarding – CSE, Missing Children and Professional Abuse

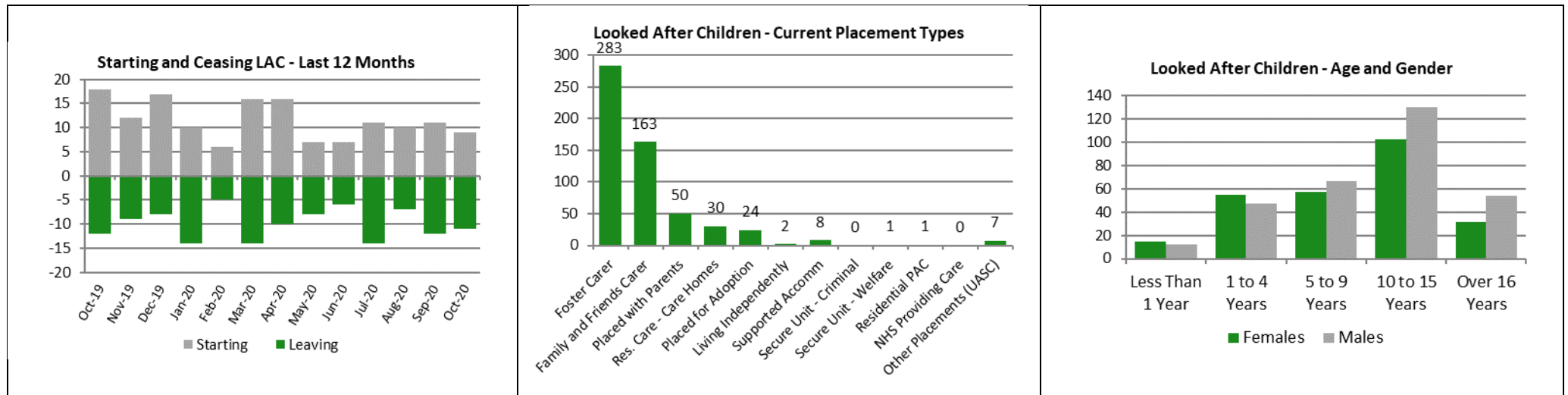
Measure / Metric	Result	Target	What's Good?	Status
The number of children allocated in the CSE Co-ordination Team at the end of the month:	18 (22)	No Target Set	Lower is Better?	
The number of episodes of children going missing or absent without authority from home during the month:	52 (51)	No Target Set	Lower is Better	
The number of children that these episodes related to:	30 (26)	No Target Set	Lower is Better	
The number of Strategy Discussions held by the CSE Co-ordination Team during the month:	43 (27)	No Target Set		
The number of Professional Abuse Meetings held during the month:	9 (15)	No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
Drop in number of children allocated to CSE team - What has worked well that has resulted in less children being open under the CSE protocol?.	Higher number of Initial Strategy Discussions held by CSE team this month however a reduction in cases allocated to CSE team.	Further data around this (E.G are they Swansea children or from other areas) may help analyse this data further and identify if the Initial Strategy Discussions were appropriate given the low level of allocations.

Permanence – Looked After Children

Measure / Metric	Result	Target	What's Good?	Status
The number of children becoming looked after during the month:	9 (11)	<10	Low is Good	
The number of children ceasing to be looked after during the month:	11 (12)	>10	Higher is Better	
The percentage of children becoming looked after during the month who had a completed Care and Support plan within 10 working days of becoming LAC:	9, 100% (11, 100%)	100%	High is Good	
The percentage of LAC Statutory Visits in the month that were completed or not overdue:	505, 92.83% (502, 91.77%)	90%	High is Good	
The percentage of Looked After Children allocated to a qualified Social Worker:	568, 99.82% (571, 100%)	100%	High is Good	

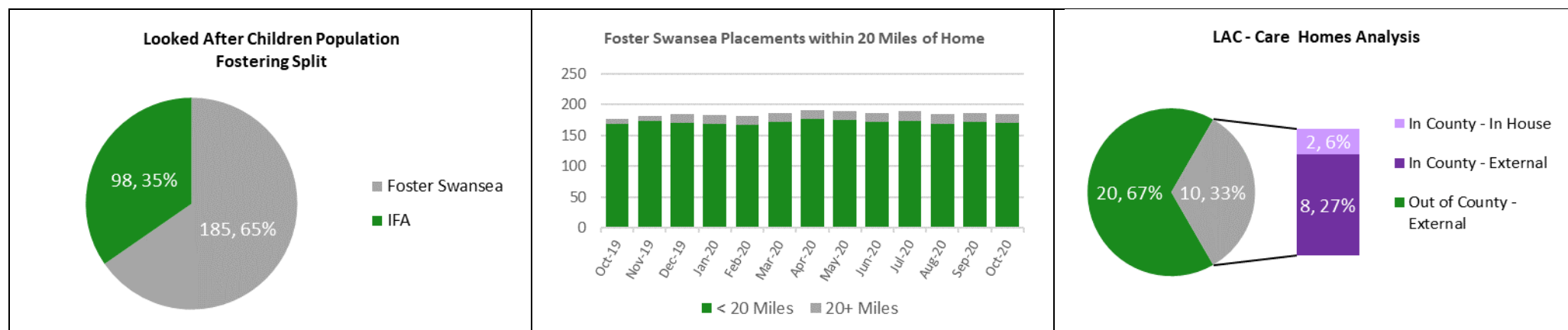


What is working well?	What are we worried about?	What do we need to do?
<p>The number of children becoming looked after has reduced slightly, and all children who have become LAC have received a Care Plan within 10 working days.</p> <p>Despite the ongoing constraints of Covid the teams are developing creative ways to ensure children who are</p>		

What is working well?	What are we worried about?	What do we need to do?
looked after continue to be seen and involved in their care planning.		

Permanence – Reviews and Placement Stability

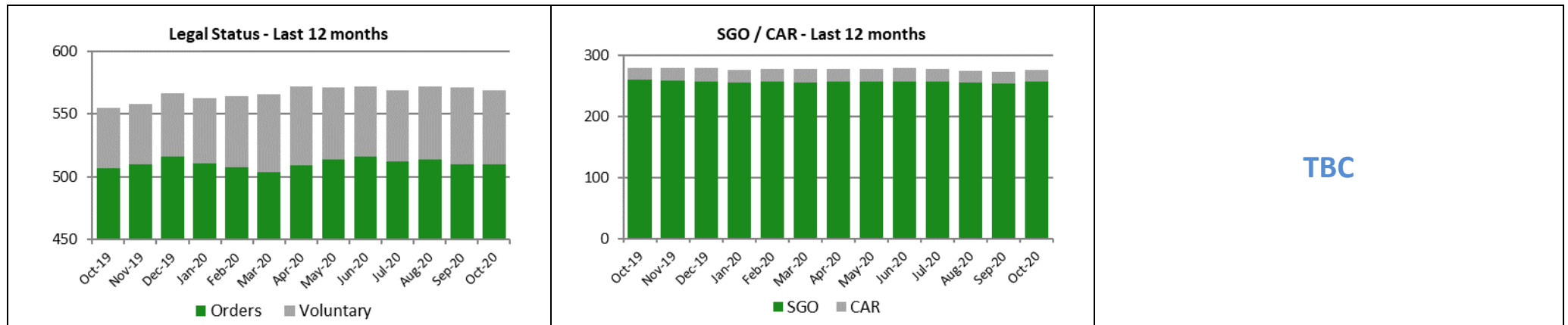
Measure / Metric	Result	Target	What's Good?	Status
The number of LAC Reviews Carried out during the month:	129 (162)	No Target Set	High is Good	
The number of LAC reviews that were completed within statutory timescales:	128, 99.22% (162, 100%)	100%	High is Good	
The percentage of 4 month LAC reviews which had a plan for permanence:	9, 90.00% (7, 100%)	100%	High is Good	
The percentage of PEP's received within 20 school days of becoming looked after:	5, 100% (4, 57.14%)	100%	High is Good	
The percentage of looked after children who have had three or more placements in the previous 12 months of being looked after:	43, 7.56% (49, 8.58%)	Less Than 12%	Lower is Better	
The number of children/Young People residing in Bed and Breakfast at any time during the month:	0 (0)	Zero	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
Positively high number of children received their LAC review last month with a plan for permanence in place by the 4 month review. In addition to this the amount of children experiencing 3 or more placements moves has reduced. This may indicate that children and carers are being matched effectively to what matters for the child – preventing the need to be moved.		

Permanence – Leaving Care

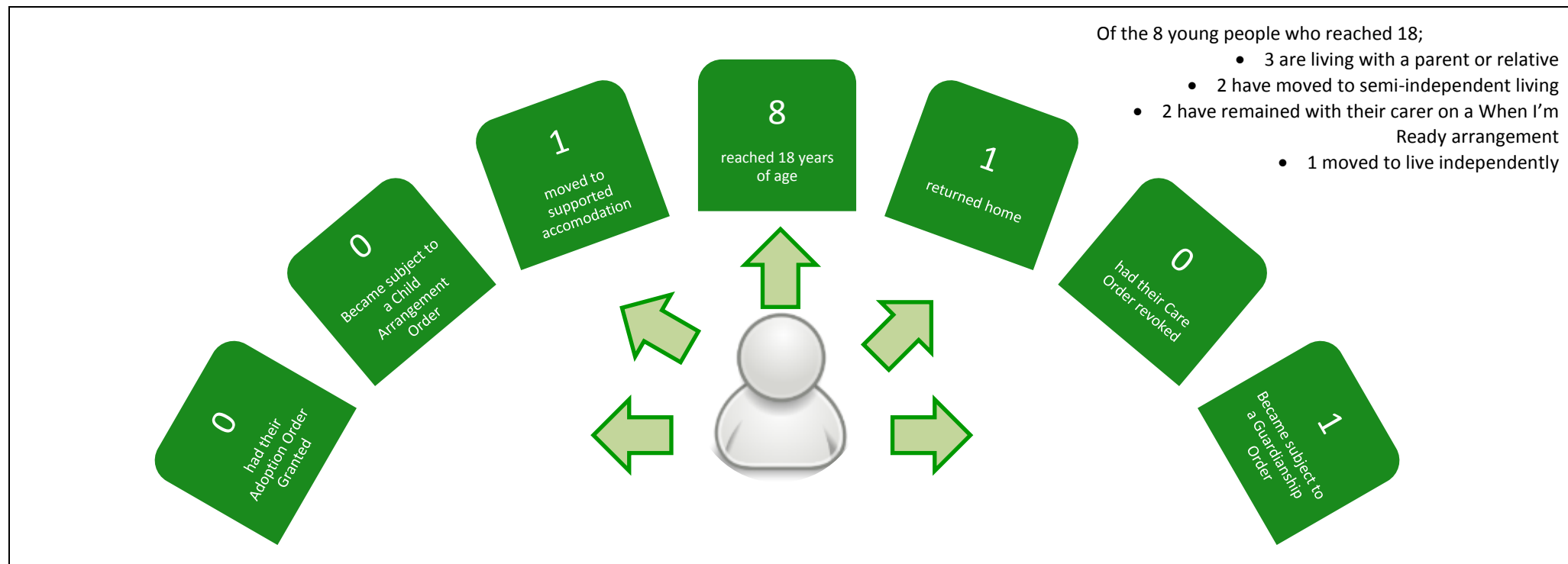
Measure / Metric	Result	Target	What's Good?	Status
The number of cases managed under Special Guardianship Orders and Child Arrangement Orders at the end of the month:	277 (274)	No Target Set	Range of 250-300	
The number/percentage of young people becoming category 2-4 during the month who have an up to date Pathway Plan:	11, 100% (5, 100%)	100%	High is Good	
The number/percentage of young people becoming category 2-4 during the month who have an allocated personal adviser:	11, 100% (5, 100%)	100%	High is Good	
The number of young people in category 2-4 at the end of the month who were in Education, Employment or Training 12 months after ceasing to be LAC:	0, 0.00% (0, 0.00%)	No Target Set	High is Good	
The number of young people presenting as homeless during the month:	7 (7)	No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
There continues to be excellent performance for children category 2-4 who have up to date pathway plans and a personal advisor to assist them to achieve their personal goals.	Young people continuing to present as homeless.	

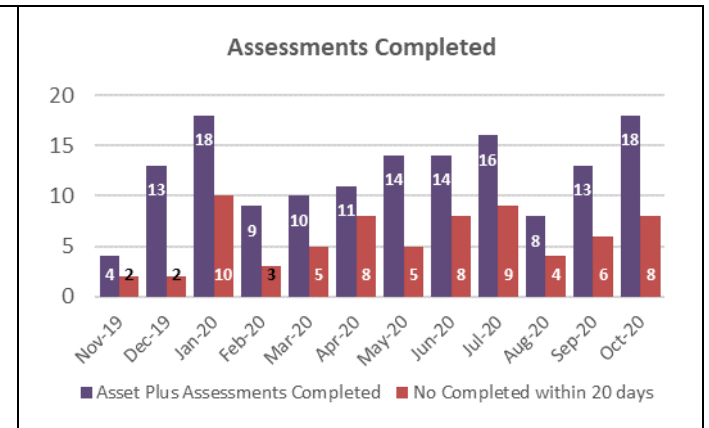
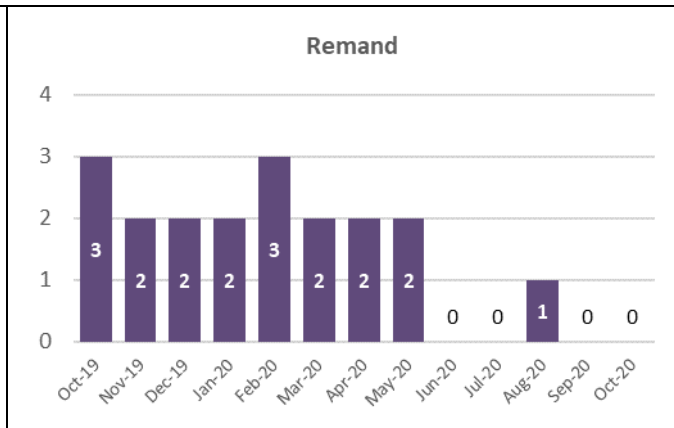
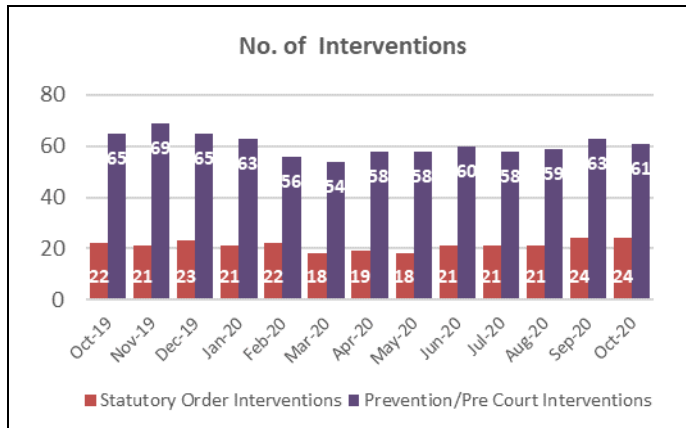
Permanence – Destination upon Leaving Care

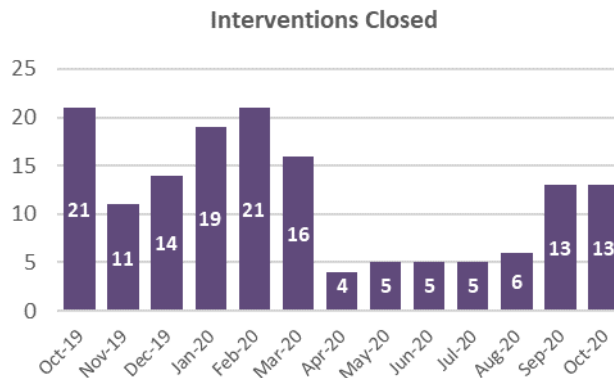
Measure / Metric	Result	Target	What's Good?	Status
The percentage of children supported to live at home at the end of the month:	840, 59.62% (865, 60.24%)	75%	High is Good	
The percentage of children returning home from care during the month:	2, 18.18% (4, 33.33%)	55%	High is Good	



What is working well?	What are we worried about?	What do we need to do?

Measure / Metric	Result	Target	What's Good?	Status
Total number of Young People open on an Intervention:	85 (87)		Lower is Better	
Number of Young People on Remand:	0 (0)		Low is Good	
Number of Asset Plus Assessments completed in the month:	27 (18)			
Number of Asset Plus Assessments completed within 20 days:	17 (8)		Higher is Better	
Number of Supervisions that took place in the month:	27 (27)			
Number of Interventions closed in the month:	13 (13)			





What is working well?

- It is positive to see that we continue to have low remand figures. One young person was remanded overnight in October however the statistics don't show this due to the data being collated on the last day of the month.
- The number of assessments completed in October is significantly higher than other months, this related to an update of our system which required all open assessments to be completed fully by the end of the month.
- Supervision levels and intervention numbers remain consistent.

What are we worried about?

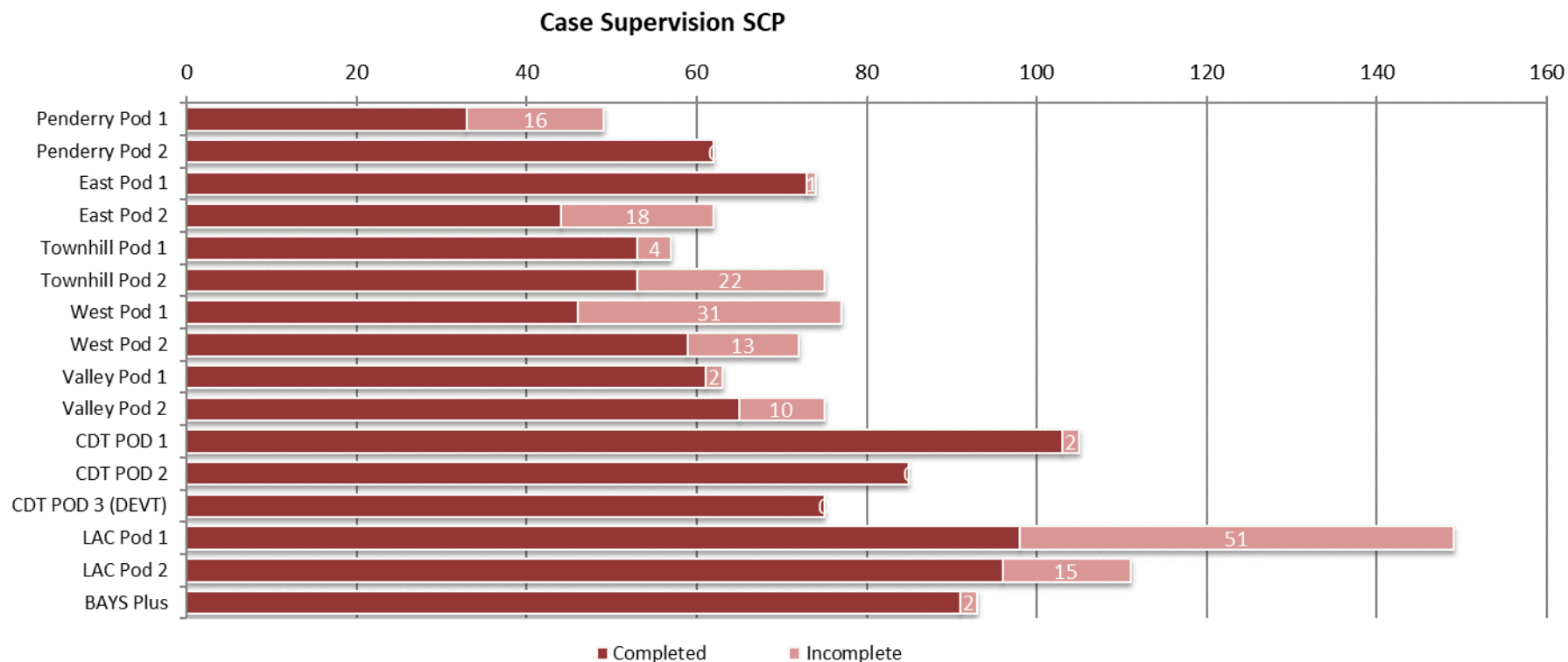
- There continues to be a delay in getting assessments completed within timeframes. What our data is currently not showing us is where the delay is coming from, whether this is a delay in assessments being submitted for QA or whether the delay is taking place during the QA process.
- What we know from the QA process is that, now we are focusing more on the quality of assessments and reports, the process is taking longer as work is being returned to case managers for amendments. It is likely that this may be a reason for some of the delay.
- On further analysis of the data, we identified that a number of the assessments completed out of timeframe were review assessments perhaps indicating that staff have prioritised assessments required for Court reports.

What do we need to do?

- Performance reporting will be regularly discussed in team meetings to ensure that all staff understand the importance of completing assessments within timeframes.
- Use of spreadsheet to highlight where delays are identified and address any issues.
- Staff training – throughout November, 3 workshops will be held covering assessments, report writing and intervention planning.
- Further exploration of the types of assessments outside of timeframe in the past 6 months to identify whether there is a pattern of review assessments not being prioritised.
- A weekly review meeting has been set up and will be chaired by PO and Practice Manager to monitor and support Asset plus assessment completion.

Quality – Case and Personal Supervision

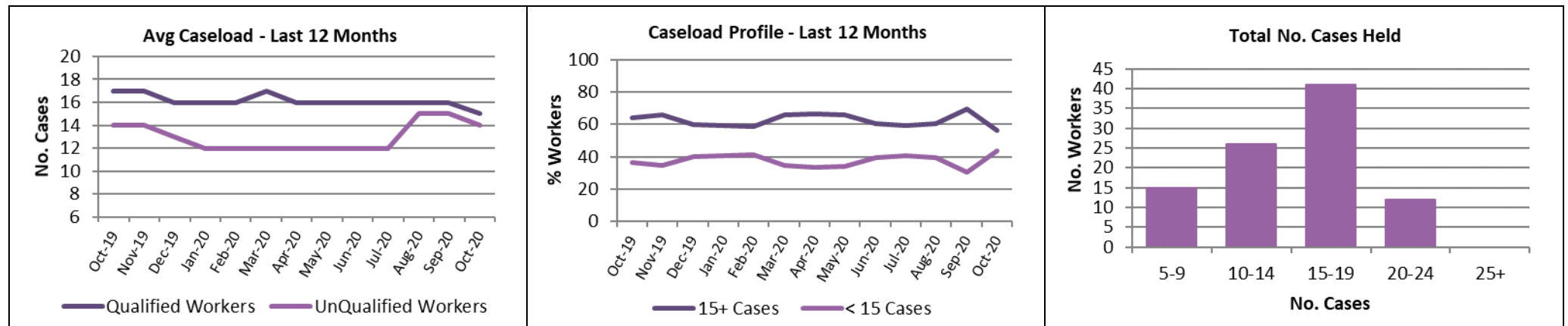
Measure / Metric	Result	Target	What's Good?	Status
The percentage of children in need of Care and Support whose cases were reviewed during the month:	1097, 85.44% <i>(1131, 84.53%)</i>	90%		

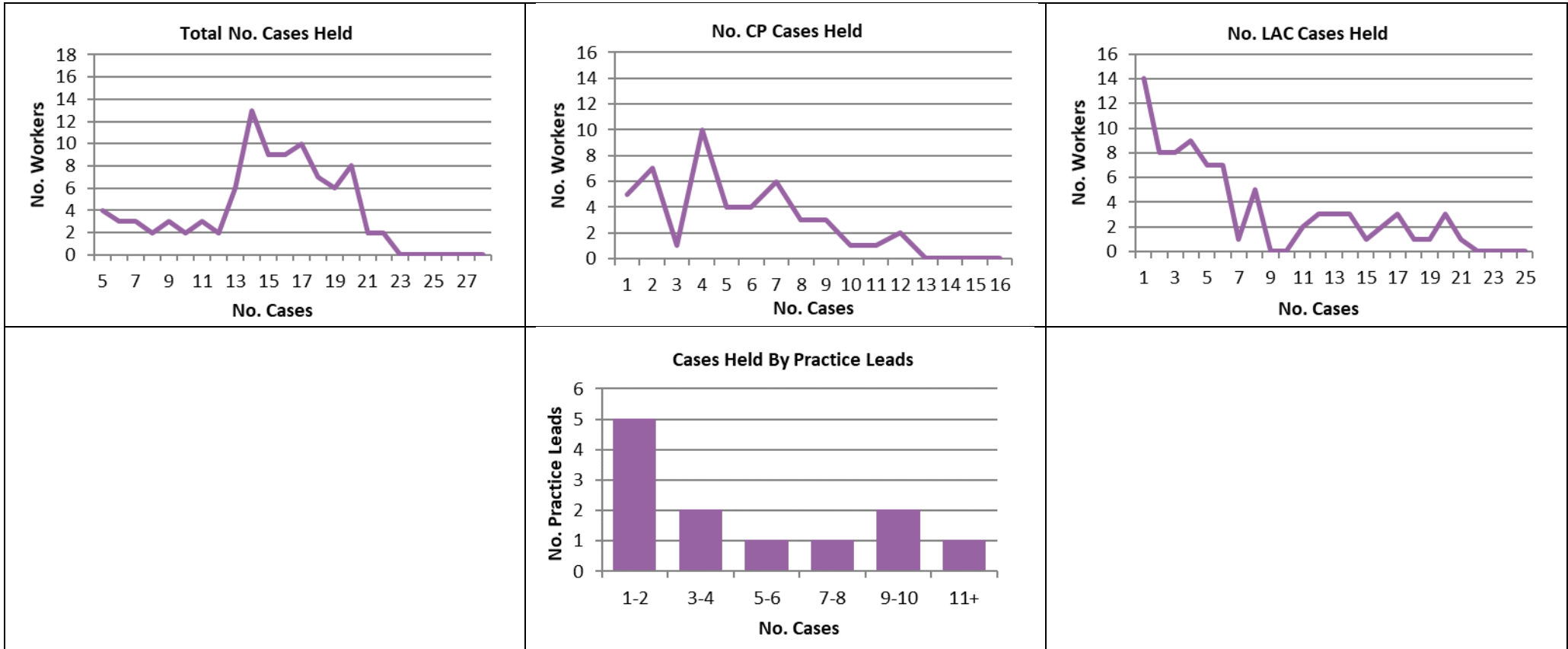


What is working well?	What are we worried about?	What do we need to do?
A number of Hubs have been able to undertake all supervision of staff with all completed.	Some areas continue to struggle. What is not clear is any factors that may be impacting on this such as staffing levels or sickness. Some practice leads continue to hold cases that may be impacted on their ability to undertake supervision.	Develop contingency plan in the event that the Practice Lead is unable to complete supervision. Supervision contract agreement should identify a plan for this.

Case Management

Measure / Metric	Result	Target	What's Good?	Status
Number of Cases of Children needing Care and Support Managed by the Service at the end of the month:	1409 (1436)	<1600	Low is Good	
Average caseload of Qualified Workers:	15 (16)	<15	Lower is Better	
Average caseload of Unqualified Workers:	14 (15)	<15	Lower is Better	
The percentage workers (qualified and unqualified) holding 15+ cases:	56.38% (69.66%)	No Target	Lower is Better	





What is working well?	What are we worried about?	What do we need to do?
<p>Caseloads remain stable for workers across SCP. This however does not identify complexity and time required for each case.</p>		

Notes

October's report has emphasised the hard work undertaken by staff to continue working around covid restraints during a lockdown period and ensure that children and families are seen and continue to receive support. There has been an increase in performance around around Signs of Safety work indicating that direct work has continued to take place with children and families despite the ongoing barriers.

Over the last 12 months there has been a change in Practice Leads within a number of Hubs. Prior to this change the Practice Leads had attended a number of training sessions including a session on working with staff on maintaining performance to allow them the opportunity to help staff develop and progress. Unfortunately the more recent Practice Leads have missed the opportunity to receive this training to allow them to professionally be the best they can be in their current role. The Performance Hub will support the Practice Leads to access some of this training moving forward with the hope that this will impact positively on the performance of assessments within Supported Care Planning.

