



Report of the Cabinet Member for Children’s Services
Child and Family Services Scrutiny Performance Panel
28th August 2019
Monthly Performance Report – June 2019

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|---------------------------------------|---|
| Purpose | <ul style="list-style-type: none"> To present Child and Family Services monthly performance report for June 2019 |
| Content | <ul style="list-style-type: none"> Appended is the monthly report which includes performance against Welsh Government and local indicators. The report includes performance at Child and Family Services front door – the Information, Advice and Assistance team, the Supported Care Planning teams, including Child Disability, the Looked After Childrens team, Bays 16+ and Fostering Services. The report also includes performance around personal and case supervision and for the first time, the signs of safety metrics. |
| Councillors are being asked to | <ul style="list-style-type: none"> Scrutiny Performance Panel are asked to consider the report as part of their routine review of performance in Child and Family Services. |
| Lead Councillor(s) | Cllr Elliott King, Cabinet Member for Children’s Services |
| Lead Officer(s) | David Howes, Director of Social Services Julie Thomas, Head of Child and Family Services |
| Report Author | Julie Thomas, Head of Child and Family Services 01792 633812 Julie.thomas5@swansea.gov.uk |

Child & Family Services

Performance Report

V1

June 2019



Welcome

Dear Colleagues,

Again this month we are seeing excellent performance in all areas and stability in terms of trends, with figures generally moving in the right direction. This requires a great deal of hard work from everyone, including business support and I would like to thank everyone across the department for working so hard. Undoubtedly we are seeing the benefits of the performance hub whose role is well embedded. Some tweaking has occurred this month and new information has been added which will support us develop the quality of our practice, particularly around the SOS practice framework. In addition it is really pleasing to see how performance is now being owned by you as practitioners and managers and how the information is being used in a meaningful way, helping you to understand what's working well and areas for improvement.

Of course the highlight is the reduced numbers of children and young people needing to become looked after and the significant reduction in residential numbers. The panel processes are now well embedded and we have moved to a position where there is a high level of trust in terms of how we manage risk across the service. From DAAP I see on a weekly basis the hard work and quality of work you do, with a focus on building meaningful relationships with children and families. The take up of the offer of consultations and the brokering in of support services also appears to be making a difference.

I am very impressed with the solution focused approach being brought to resolving areas where improvements are required. I guess I am thinking particularly around assessment activity and the SOS metrics. I am really keen for us to drive support for staff to undertake timely proportionate assessments, reduce duplication to prevent us asking families the same questions, and focus on coproducing meaningful plans and intervening in a way that supports families to make the changes necessary to care for their children safely. There will of course always be the need for us to take swift action to safeguard children. Certainly our CP figures are demonstrating our ability to manage risk sensibly.

Supervision figures are looking good and we will be prioritising quality of supervision going forward. This is our first stab at capturing the SOS standards and I know the figures presented in this report do not reflect an accurate picture, but we need to start somewhere and the improvement journey will be interesting I'm sure.

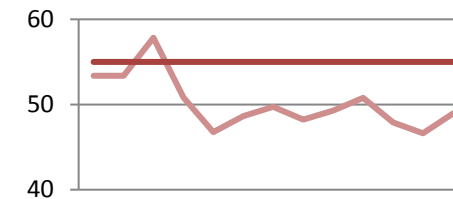
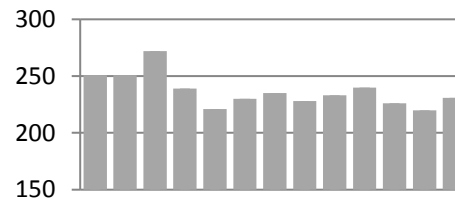
Thank you again.

Julie Thomas - HOS

Our Headline Performance this Month

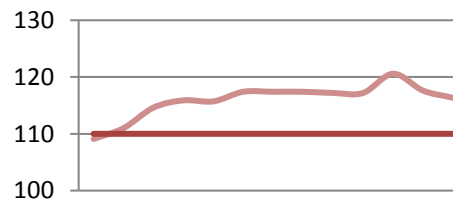
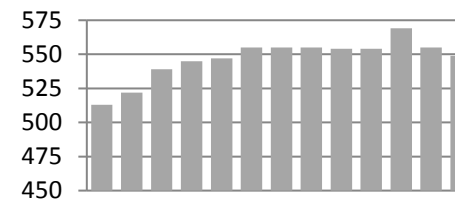
Child Protection

There are **231** (220) children on the children protection register. This is an **increase of 11** from last month giving us a rate of **49** Per 10,000.



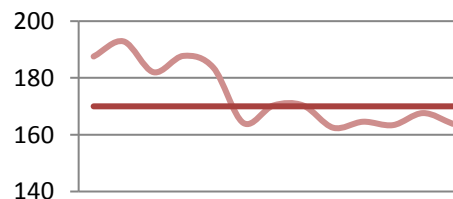
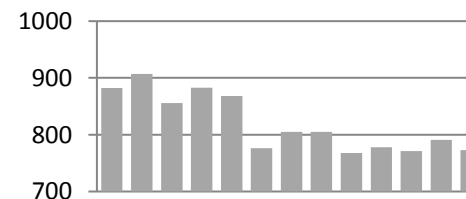
Looked After Children

There are **549** (555) children looked after. This is a **decrease of 6** from last month giving us a rate of **116** Per 10,000.



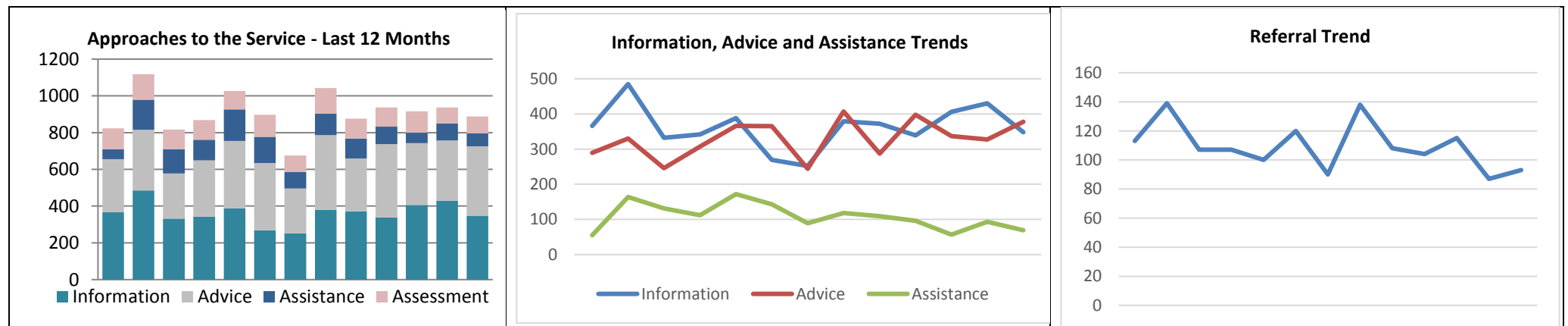
Children in Need of Care and Support

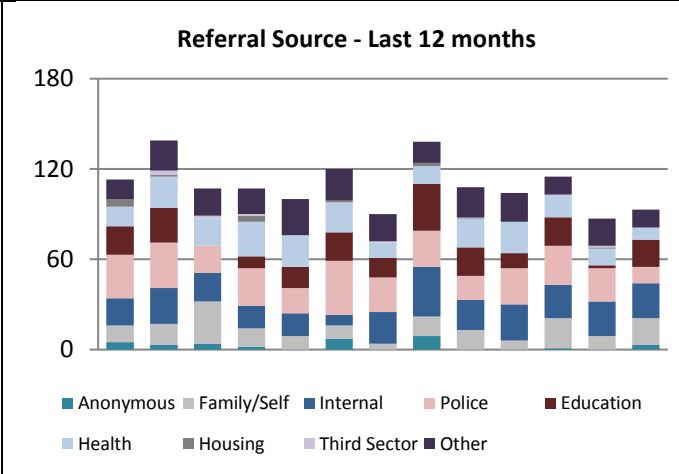
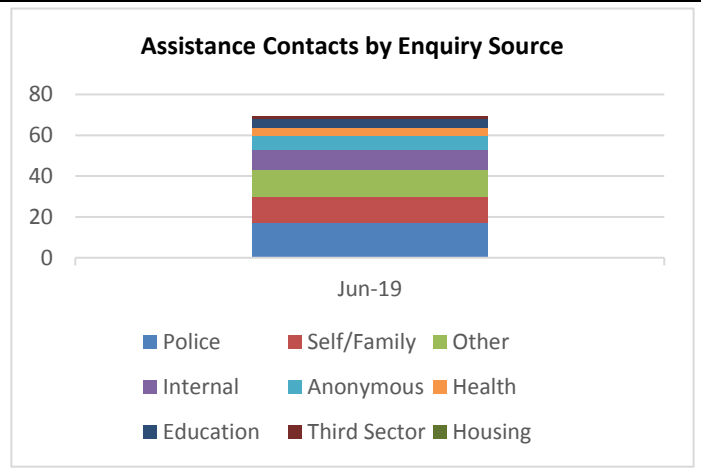
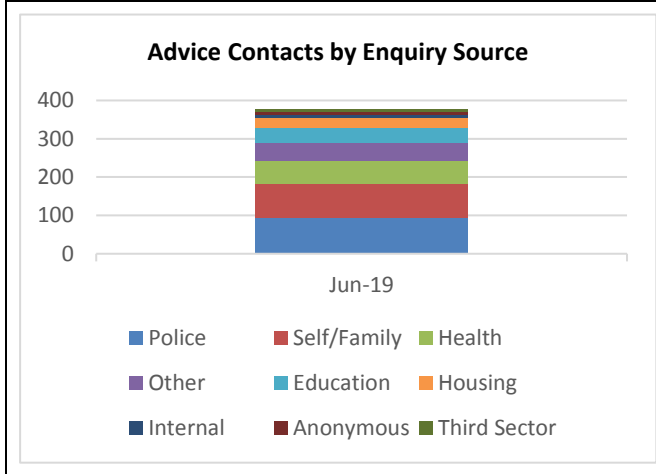
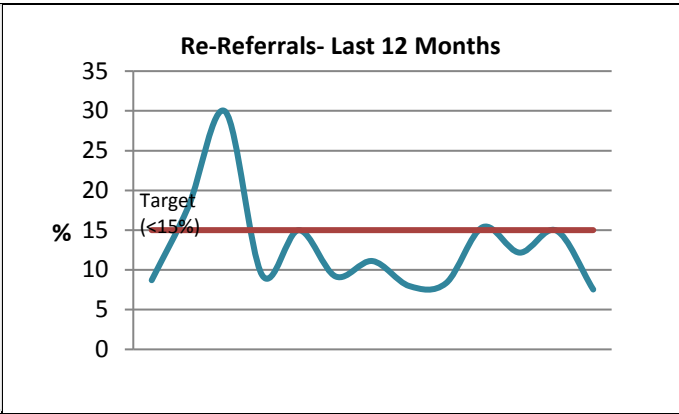
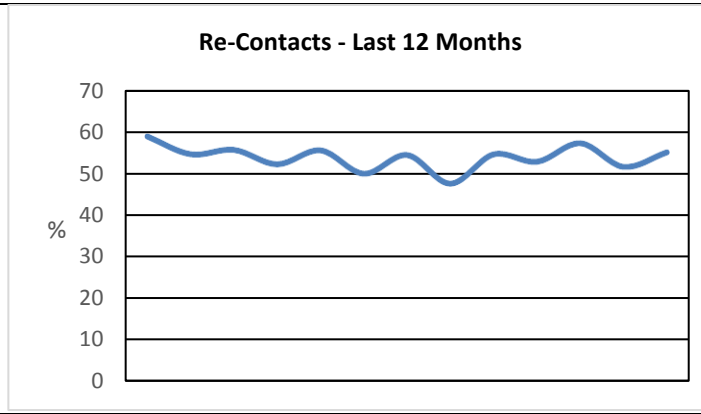
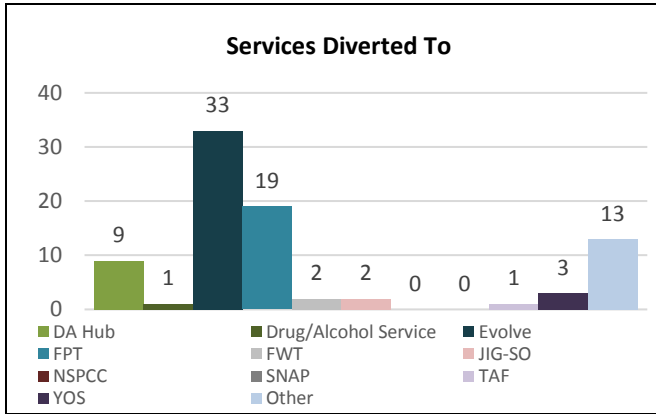
There are **773** (791) children in need of care and support. This is an **decrease of 18** from last month giving us a rate of **164** Per 10,000.



Wellbeing

| Measure / Metric | Result | Target | What's Good? | Status |
|--|-------------------------------------|---------------|--------------|--------|
| The number of contacts received by the service – instances of Information, Advice, Assistance or Assessment : | 888 (937) | | Low is Good | |
| The percentage of these contacts that were helped by providing information only: | 348, 39.19% (430, 45.89%) | | High is Good | |
| The percentage of these contacts that were helped by providing advice only: | 378, 42.57% (327, 34.90%) | | | |
| The percentage of these contacts that were helped by providing assistance only: | 69, 7.77% (93, 9.93%) | | | |
| The percentage of these contacts that were passed on for formal assessment : | 93, 10.47% (87, 9.28%) | 10% | Low is Good | |
| The percentage of these contacts that were diverted to other services : | 88, 9.91% (92, 9.82%) | | High is Good | |
| The number of repeat contacts in the month: | 438, 55.16% (442, 51.70%) | | | |
| The number of repeat referrals in the month: | 7, 7.53% (13, 14.94%) | Less than 15% | Low is Good | |





What is working well?

Cases passed over for formal assessment remains low at 10.47%. This is very slightly above target however remains low.

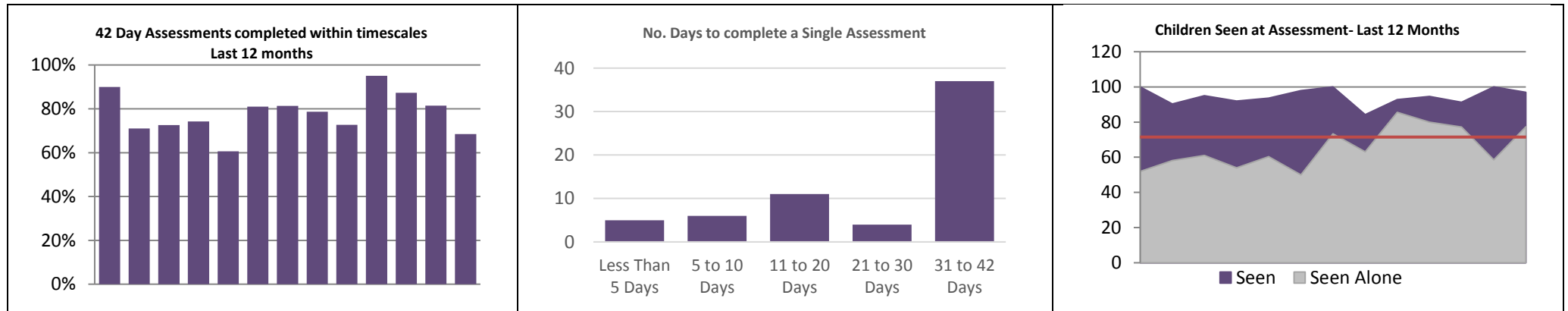
What are we worried about?

Evolve continue to be the highest service to receive diverted cases. However on reviewing this data out of the 34 contacts - 23 were open to Evolve and out of these the referral was copied to a sibling group of 5. There was 3 contacts received on one child and 2 on another. The actual requests for service were 11 and that includes one for 2 siblings.

What do we need to do?

Supported Care Planning - Assessments

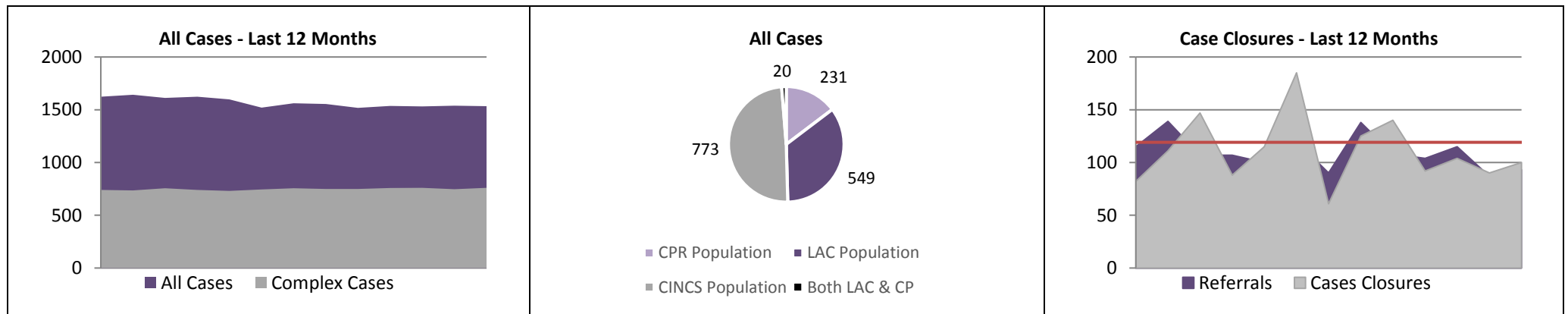
| Measure / Metric | Result | Target | What's Good? | Status |
|--|-----------------------------------|---------------|-----------------|--------|
| Number of 42 day Assessments Carried out during the month: | 92 (81) | | Lower is Better | |
| The percentage of 42 day assessments carried out within timescales: | 63, 68.48% (66, 81.48%) | 90% | High is Good | |
| The percentage of Assessments where there is evidence the child has been seen by a qualified worker : | 64, 96.97% (53, 100%) | More than 90% | High is Good | |
| The percentage of Assessments where there is evidence the child has been seen alone by a qualified worker : | 51, 77.27% (31, 58.49%) | More than 65% | High is Good | |



| What is working well? | What are we worried about? | What do we need to do? |
|---|---|--|
| <p>Child seen alone continues to be above target at 77.27%</p> | <p>High amount of 42 day single assessments completed however only 68.48% were completed in timescales. This continues to be an area that may be impacted by staffing and practice leads working cases. Teams will need to be supported to get up to date with their assessments and implement planning and check in processes to prevent drift of cases overdue.</p> <p>11 single assessments were completed within 10 days.</p> | <p>Continue to work with the practice leads to agree timescales for outstanding assessments. Seek support from the TCO to add this to calendars and also ensure the practice leads have identified check in times to keep on track.</p> <p>Hub managers to collectively review these assessment and consider threshold</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: | 1533 (1539) | 1600 | Lower is Better | |
| Of these, the percentage that represent complex cases (LAC, CP): | 760, 49.58% (748, 48.60%) | 65% | Higher is Better | |
| The number of cases closed to Child and Family Services during the month: | 100 (90) | | 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: | 566, 73.22% (618, 78.13%) | | High is Good | |



| What is working well? | What are we worried about? | What do we need to do? |
|--|---|--|
| 100 cases were closed in June 2019. 93 cases were passed over for formal assessment therefore cases across SCP have reduced in June. | SCP continue to work a high level of CINCS cases – 773 cases – however on reviewing the data below CDT are currently holding 217 CINCS cases. CINCS cases in CDT can at times require long term work. When taking this into consideration SCP are currently managing 556 CINCS cases. | Performance hub to develop practice with the teams around monitoring CINCS cases, developing confidence in using the eligibility criteria and developing trajectories for case closures. |

Supported Care Planning – Children with a Disability

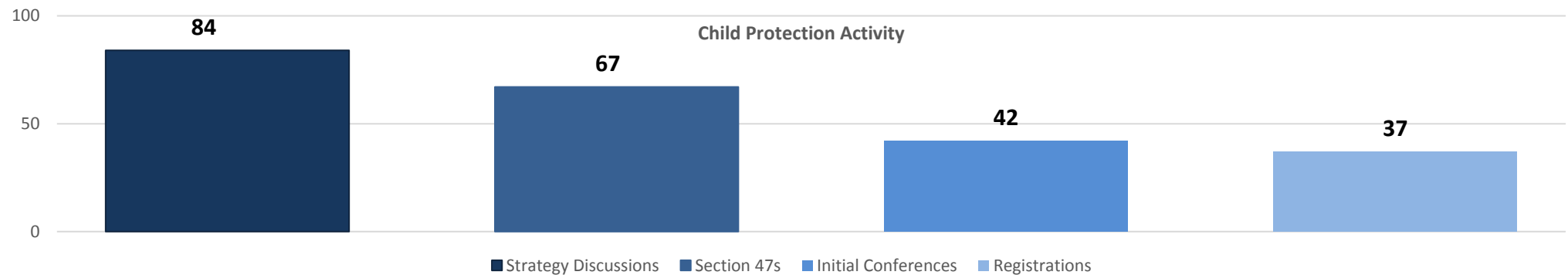
| Measure / Metric | Result | Target | What's Good? | Status |
|--|-----------------|--------|--------------|--------|
| The number of disabled children referred to the Child Disability Team during the month: | 8 (3) | | Range | |
| The total number of disabled children with a Care and Support Plan at 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 | |

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| <p>Proportion of Referrals that are CDT - Last 12 Months</p> <p>■ Total Referrals ■ CDT Referrals</p> | <h2>Disabled Children by Team</h2> | <p>CDT Cases</p> <p>■ CINCS ■ CP ONLY ■ LAC ONLY ■ LAC & CP</p> |
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| What is working well? | What are we worried about? | What do we need to do? |
|-----------------------|----------------------------|------------------------|
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Safeguarding – Child Protection Activity

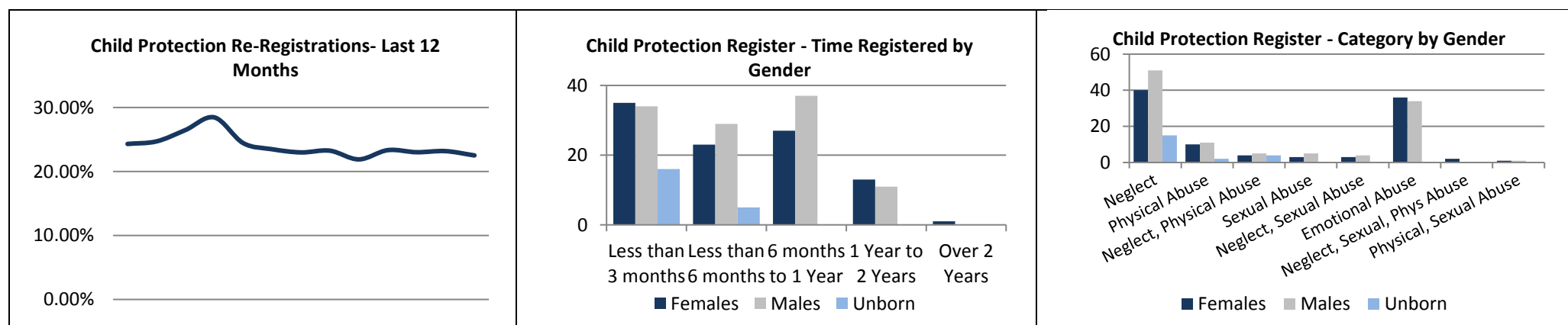
| Measure / Metric | Result | Target | What's Good? | Status |
|---|-------------------------------------|--------|------------------|--------|
| The total number of children added to the Child Protection Register in the month. | 37 (29) | | Low is Good | |
| The total number of children removed from the Child Protection Register in the month. | 26 (35) | | Higher is Better | |
| The Percentage of Initial Conferences held in timescales during the month. | 36, 85.71% (26, 100%) | 100% | High is Good | |
| The percentage of Initial Core Group Meetings held within timescales during the month. | 33, 100% (33, 97.06%) | 90% | High is Good | |
| The percentage of visits to children on the Child Protection Register that were on time or not overdue. | 204, 95.77% (171, 83.01%) | 90% | High is Good | |



| What is working well? | What are we worried about? | What do we need to do? |
|--|--|--|
| <p>100% of initial core groups held within timescales.</p> <p>95.77% of visits to children on the Child Protection Register were on time or not overdue.</p> | <p>Increase in levels of children added to the CP register.</p> <p>On reviewing this there were large siblings groups as follows:</p> <p>1 family of 3 1 family of 5 1 family of 4.</p> <p>Initial conference held within timescales has dropped below target.</p> | <p>Further work to be completed with TCO's.</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 . | 52, 22.51% <i>(51, 23.18%)</i> | Less than 20% | Low is Good | |
| The length of time on the Child Protection Register for those children removed during the month. | 155 days <i>(305 days)</i> | Range of 100-300 | 180-270 is Optimal | |
| The percentage of Review Conferences held on time during the month. | 66, 97.06% <i>(55, 96.49%)</i> | 100% | High is Good | |
| The percentage of children de-registered in the month who were de-registered at the first review : | 9, 34.62% <i>(8, 22.86%)</i> | < 15% | | |
| The percentage of children on the Child Protection Register Allocated to a qualified worker at the end of the month. | 231, 100% <i>(220, 100%)</i> | 100% | High is Good | |

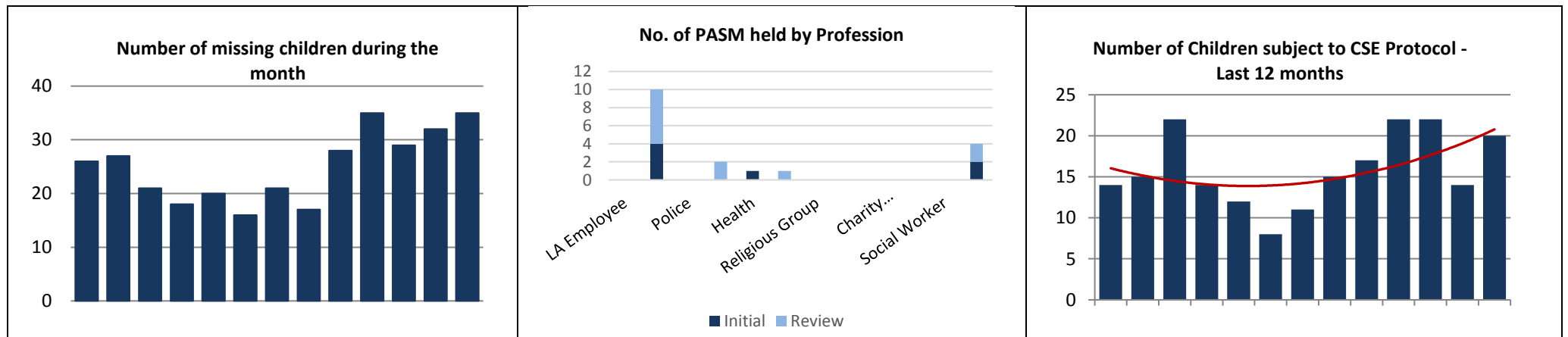


| What is working well? | What are we worried about? | What do we need to do? |
|-----------------------|---|--|
| | <p>Review conferences held within timescales has just dropped below target.</p> <p>The percentage of children de registered at the first review has again increased to 34.64%. On reviewing this further there were large families - only 3 families that informed this data.</p> | <p>Continue to review these cases as part of the Monday morning review meetings.</p> <p>Develop practice around undertaking family network meetings prior to ICPC.</p> |

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| | <p>SOS performance data at the end of this report identifies that 0% of initial conferences had evidence of a family network meeting. Improving this performance may have a further impact on the cases that proceed to ICPC and outcomes for children who are subject to S.47 procedures.</p> | |
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Safeguarding – CSE, Missing Children and Professional Abuse

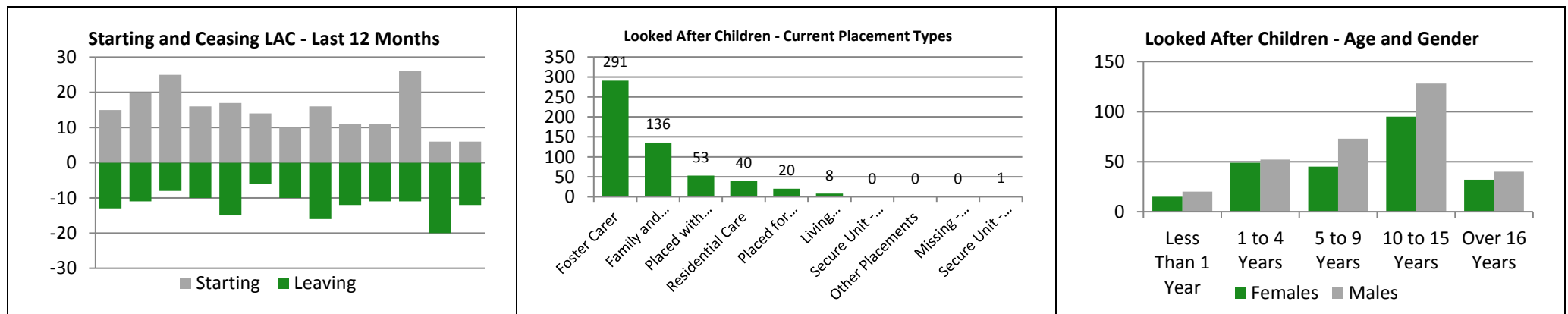
| Measure / Metric | Result | Target | What's Good? | Status |
|---|-------------------|---------------|------------------|--------|
| The number of children managed under the protocol for Child Sexual Exploitation at the end of the month: | 20 (14) | No Target Set | Lower is Better? | |
| The number of episodes of children going missing or absent without authority from home during the month: | 59 (55) | No Target Set | Lower is Better | |
| The number of children that these episodes related to: | 35 (33) | No Target Set | Lower is Better | |
| The number of Strategy Discussions held for CSE and Missing Children : | 6 (N/A) | No Target Set | | |
| The number of Professional Abuse Meetings held during the month: | 18 (17) | No Target Set | Low is Good | |



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

Permanence – Looked After Children

| Measure / Metric | Result | Target | What's Good? | Status |
|---|-------------------------------------|---------------|------------------|--------|
| The number of children becoming looked after during the month: | 6 (6) | No Target Set | Low is Good | |
| The number of children ceasing to be looked after during the month: | 12 (20) | No Target Set | Higher is Better | |
| The percentage of children becoming looked after during the month who had a completed Care and Support plan with 10 working days of becoming LAC: | 6, 100% (6, 100%) | 100% | High is Good | |
| The percentage of LAC Statutory Visits in the month that were completed or not overdue: | 471, 91.28% (473, 90.10%) | 90% | High is Good | |
| The percentage of Looked After Children allocated to a qualified Social Worker: | 545, 99.27% (555, 100%) | 100% | High is Good | |

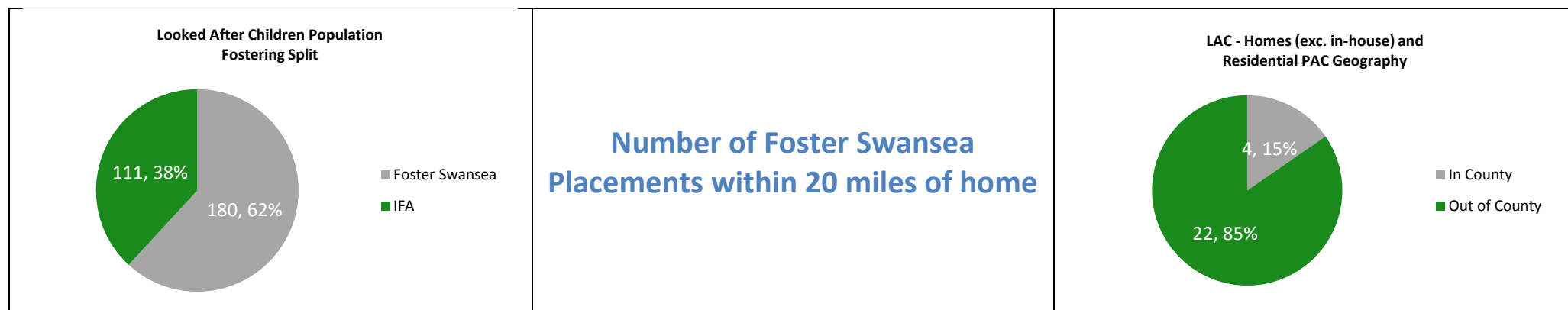


| What is working well? | What are we worried about? | What do we need to do? |
|--|---|---|
| <p>The number of children looked after in June has reduced.</p> <p>100% of children looked after had a care and support plan within 10 working days.</p> | <p>The percentage of looked after children allocated to a qualified worker had not reached target. This was as a result of annual leave of the practice lead.</p> | <p>All of the children were open to one worker who had gone off sick and cases were not re allocated as practice lead was on leave. New process now in place were TCO will alert the hub manager if the case has not been re allocated prior to the end date by the practice lead to ensure this does not happen again.</p> |

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| 91.28% of LAC statutory visits the month were completed or not overdue. | | |
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Permanence – Reviews and Placement Stability

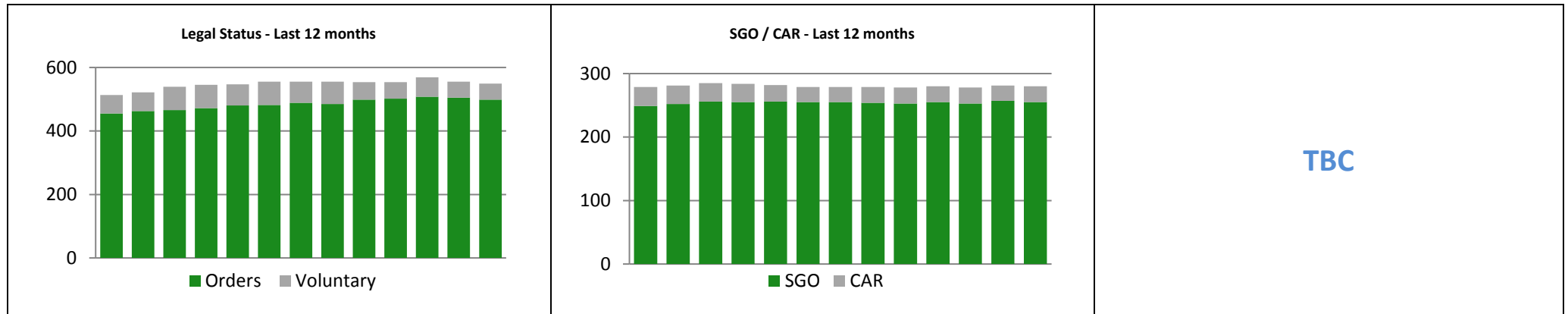
| Measure / Metric | Result | Target | What's Good? | Status |
|--|-----------------------------------|---------------|-----------------|--------|
| The number of LAC Reviews Carried out during the month: | 134 (132) | No Target Set | High is Good | |
| The number of LAC reviews that were completed within statutory timescales: | 134, 100% (132, 100%) | 100% | High is Good | |
| The percentage of 4 month LAC reviews which had a plan for permanence: | 18, 100% (8, 88.88%) | 100% | High is Good | |
| The percentage of PEP's received within 20 school days of becoming looked after: | 2, 100% (9, 90%) | 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: | 67, 12.20% (61, 10.95%) | 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? |
|---|----------------------------|------------------------|
| <p>100% of LAC reviews were completed in timescales.</p> <p>100% of PEP's were received within 20 school days of becoming looked after.</p> | | |

Permanence – Leaving Care

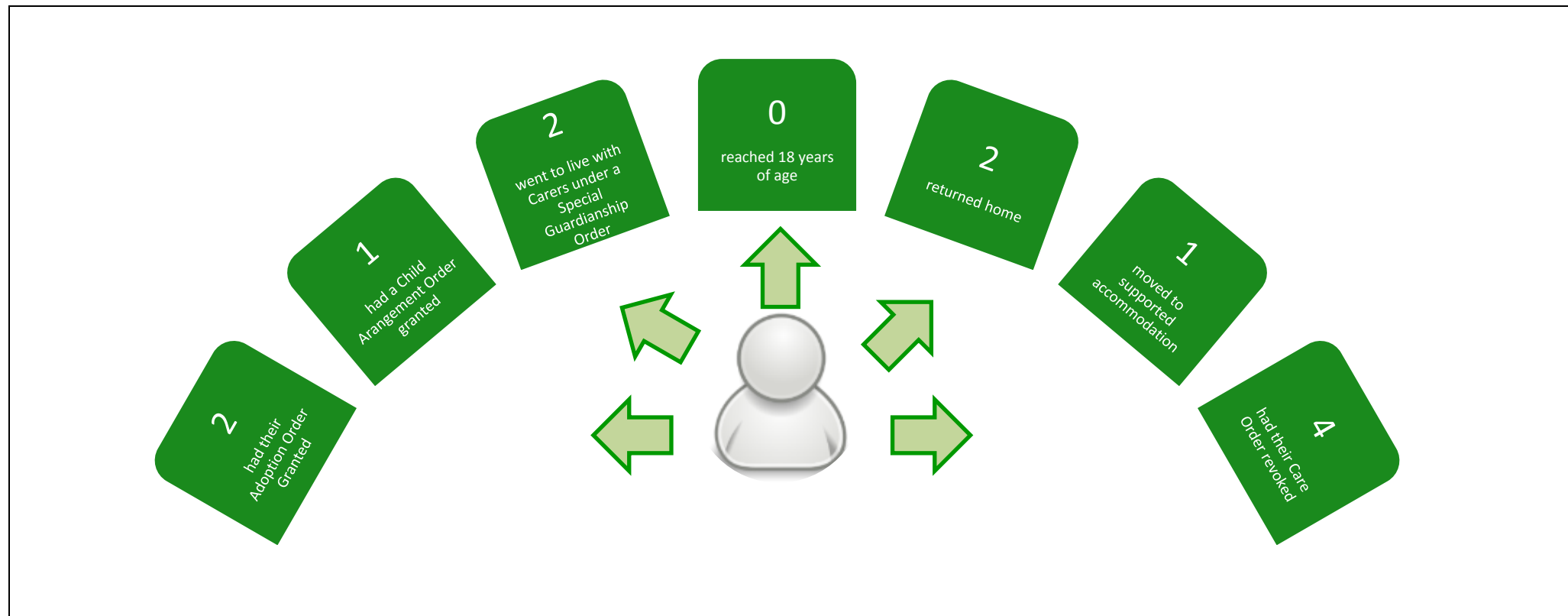
| Measure / Metric | Result | Target | What's Good? | Status |
|---|-------------------------------|---------------|------------------|--------|
| The number of cases managed under Special Guardianship Orders and Child Arrangement Orders at the end of the month: | 280 (282) | No Target Set | Range of 250-300 | |
| The number/percentage of young people becoming category 2-4 during the month who have an up to date Pathway Plan: | 2, 100% (7, 100%) | 100% | High is Good | |
| The number/percentage of young people becoming category 2-4 during the month who have an allocated personal adviser: | 2, 100% (6, 85.71%) | 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: | 1, 100% (4, 80%) | No Target Set | High is Good | |
| The number of young people presenting as homeless during the month: | 6 (9) | No Target Set | Low is Good | |



| What is working well? | What are we worried about? | What do we need to do? |
|---|----------------------------|------------------------|
| 100% of young people category 2-4 have an up to date pathway plan and personal advisor. | | |

Permanence – Destination upon Leaving Care

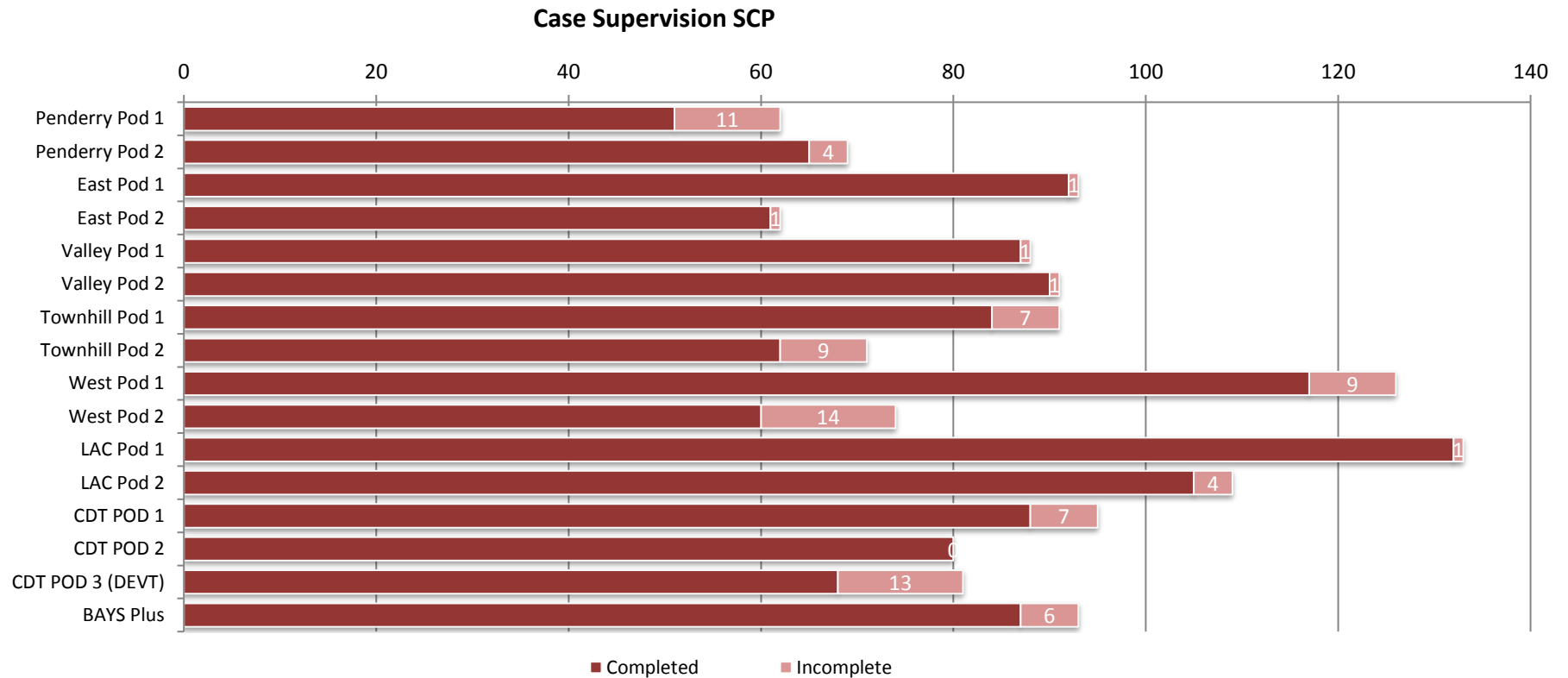
| Measure / Metric | Result | Target | What's Good? | Status |
|---|--|--------|--------------|--------|
| The percentage of children supported to live at home at the end of the month: | 984, 64.19% <i>(984, 63.94%)</i> | 75% | High is Good | |
| The percentage of children returning home from care during the month: | 9, 75.00% <i>(13, 54.17%)</i> | 55% | High is Good | |



| What is working well? | What are we worried about? | What do we need to do? |
|---|----------------------------|------------------------|
| 75% of children returned home from care during the month! | | |

Quality – Case and Personal Supervision

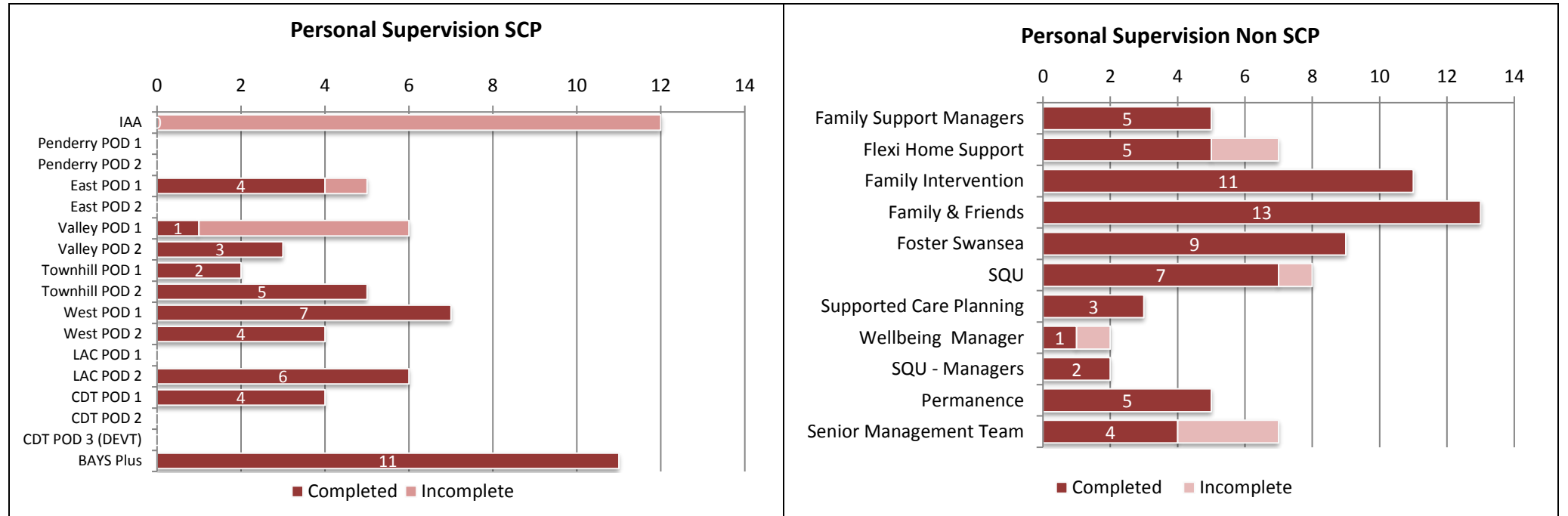
| Measure / Metric | Result | Target | What's Good? | Status |
|--|---------------------------------------|--------|--------------|--------|
| The percentage of children in need of Care and Support whose cases were reviewed during the month: | 1329, 93.72% (1359, 94.77%) | 90% | | |



| What is working well? | What are we worried about? | What do we need to do? |
|---|----------------------------|------------------------|
| Case supervision continue to exceed target. | | |

Quality – Case and Personal Supervision

| Measure / Metric | Result | Target | What's Good? | Status |
|--|-------------------------------------|--------|--------------|--------|
| The percentage of Personal Supervision sessions that took place within prescribed timescales | 147, 81.67% (147, 81.67%) | 90% | | |



| What is working well? | What are we worried about? | What do we need to do? |
|-----------------------|---|--|
| | <p>IAA supervisions continue to remain low.</p> <p>A number of teams have not reported back their supervision levels. – TCO levels has impacted on this.</p> <p>Only 1 personal supervision completed in Valley Pod 1</p> | <p>Currently waiting for new TCO staff to start.</p> |

Quality – Signs of Safety Metrics

| Measure / Metric | Result | Target | What's Good? | Status |
|---|--------------------------|--------|--------------|--------|
| Of the assessments completed during the month, the percentage that have Direct Work attached: | 8, 7.84% (N/A) | | 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: | 0, 0.00% (N/A) | | 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: | 0, 0.00% (N/A) | | High is Good | |
| The percentage of Words and Pictures completed within 5 working days of a child becoming Looked After due in the month: | 0, 0.00% (N/A) | | 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: | 0, 0.00% (N/A) | | High is Good | |

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| What is working well? | What are we worried about? | What do we need to do? |
|-----------------------|--|--|
| | <p>All areas of performance in respect of SOS are significantly low. Undertaking family network meetings at key times such as prior to a child becoming LAC and before ICPCCC can have an impact on the outcome for children and young people. This is the first month we are collating this data therefore there may be some issues adapting to the recording of this work.</p> | <p>TCO TO GET INVOLVED AND SEND REPORTS. – PRACTICE LEADS TO ALSO RECEIVE REPORTS ON THIS.</p> <p>SOS principle Social Worker and performance hub to attend team meetings to discuss importance of this and impact it can have on outcomes for children.</p> |

Notes

