

# CHILD & FAMILY SERVICES

## Performance Report

January 2021

# Our Headline Performance this Month

## Julie Davies, Head of Child and Family Services

It is very pleasing to see that despite the challenges presented by Covid affecting the availability of staff and the way support and interventions are able to be delivered, this report shows good performance overall.

Currently not included in this report is the number of referrals that go direct to the Early Help Hubs and the Domestic Abuse hub, which is approximately 100 each week. The work through these teams is reducing the demand on Supported Care Planning as well as the number of re-referrals. Analysis of the IAA in-box shows that just over half received are failure demand, resulting in the team spending a large proportion of their time sifting through this. To prevent this unnecessary contact, the Early Help Hubs are offering well being meetings to all school clusters to provide advice and assistance (the take up of this offer has been limited to date due to the impact of the pandemic); and it is hoped the launch of the threshold document will assist partner agencies to have a better understanding of what they should be referring into CFS.

Supported Care Planning teams are managing to close more cases; and average caseloads have reduced slightly to 14 (from 15). However, workers are holding more complex cases where families are in pre-proceedings or before the Court.

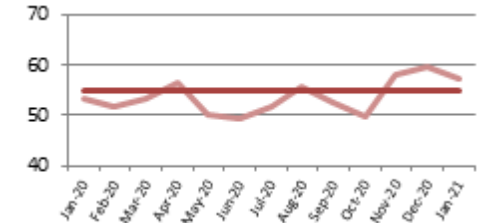
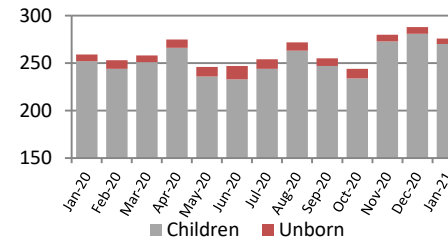
The oversight provided through the safe LAC operational group is driving permanence plans for children and having a positive impact on the LAC reduction strategy. Numbers of children looked after has reduced again this month and there is a steady throughput of Special Guardianship Orders being granted and children returning home to live with their parents.

Placement stability remains strong which is really positive given the shortage of IFA carers available for Swansea children and young people – 11 placements have been made with IFAs over the last year compared to the average of 30 in previous years. Strong and effective support offered to carers and our children and young people through the social work teams and the fostering teams is enabling this stability whilst long term placements are sourced.

There continues to be a drive on quality assurance in Bays+ and the Youth Justice Service, with the current focus being pathway plans and assessments. It is really pleasing to note that for all of the young people who presented homeless in January, positive outcomes were achieved.

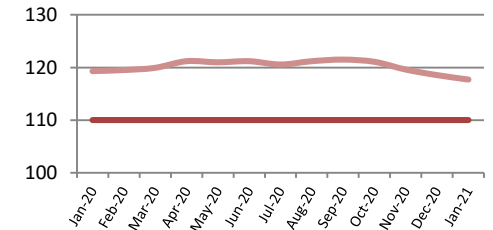
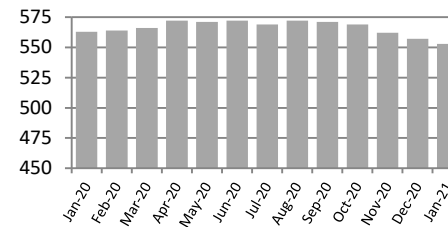
## Child Protection

There are **270** (281) children on the child protection register, plus 6 (7) to be registered at birth. This is a **decrease of 11** giving us a rate of **57** Per 10,000.



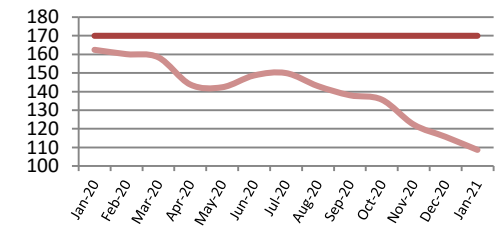
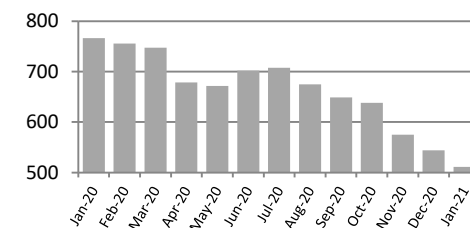
## Looked After Children

There are **553** (557) children looked after. This is a **decrease of 4** from last month giving us a rate of **118** Per 10,000.



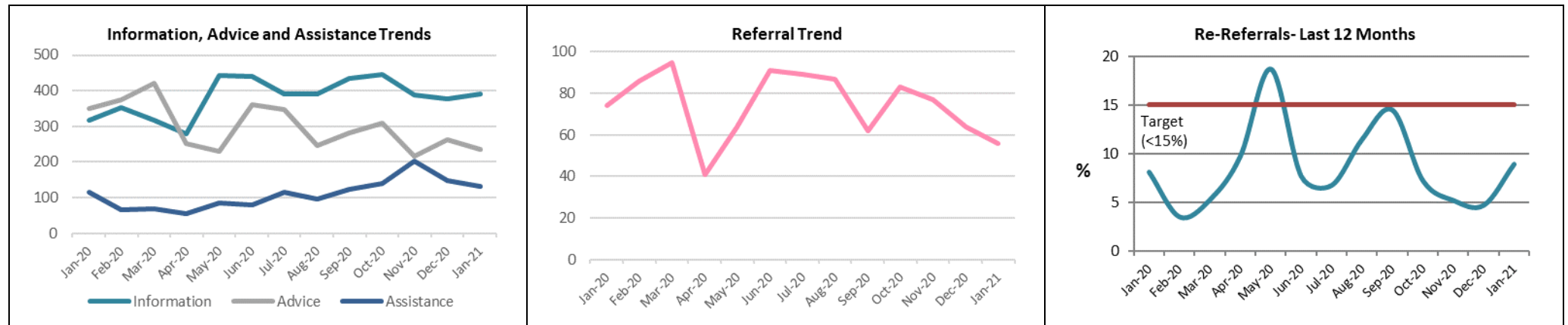
## Children in Need of Care and Support

There are **511** (544) children in need of care and support. This is a **decrease of 33** from last month giving us a rate of **109** Per 10,000.



# Wellbeing

Measure / Metric	Result	Target	What's Good?	Status
The number of contacts received by the service – instances of <b>Information, Advice, Assistance or Assessment</b> :	<b>813</b> (851)		Low is Good	
The percentage of these contacts that were <b>passed on for formal assessment</b> :	<b>56, 6.89%</b> (64, 7.52%)	10%	Low is Good	
The percentage of these contacts that were <b>diverted to other services</b> :	<b>28, 3.44%</b> (36, 4.23%)		High is Good	
The number of <b>repeat referrals</b> in the month (where a referral is received within 12 months of a previous referral):	<b>5, 8.93%</b> (3, 4.69%)	Less than 15%	Low is Good	

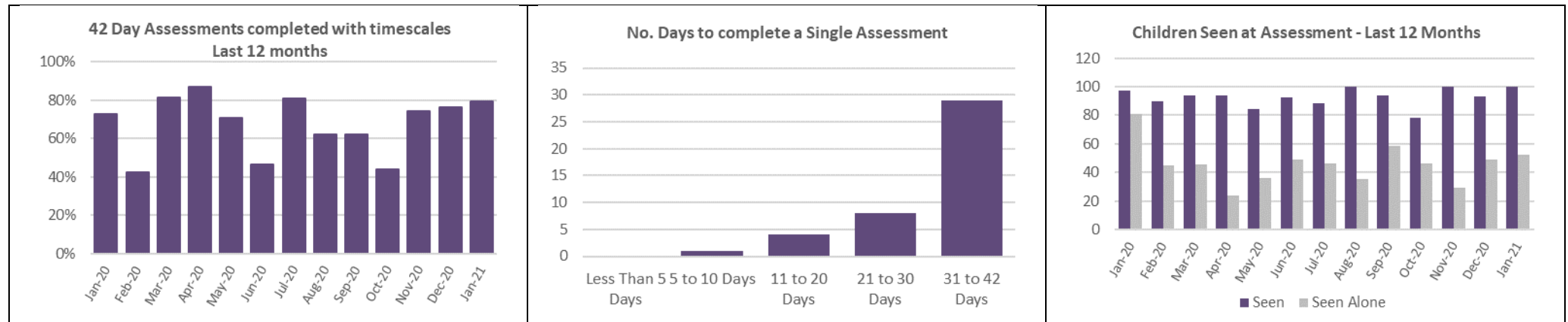


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Low percentage of contacts passed on for formal assessments, indicating that families were able to be supported without the need for statutory intervention.</li> </ul>	<ul style="list-style-type: none"> <li>IIAA report that they are not having the same level of referrals from schools as they would usually expect. This may be as a result of lockdown restrictions, or contacts going direct to EHH. Schools reopening to young pupils in February may impact on the referrals and contacts to the service.</li> </ul>	<ul style="list-style-type: none"> <li>The weekly referral meeting will review contacts to the service following the reopening of schools and will feed this back to POG as part of the weekly report.</li> </ul>



# Supported Care Planning - Assessments

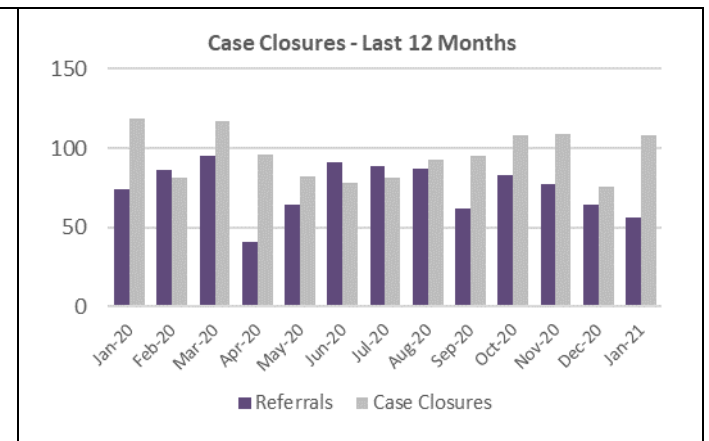
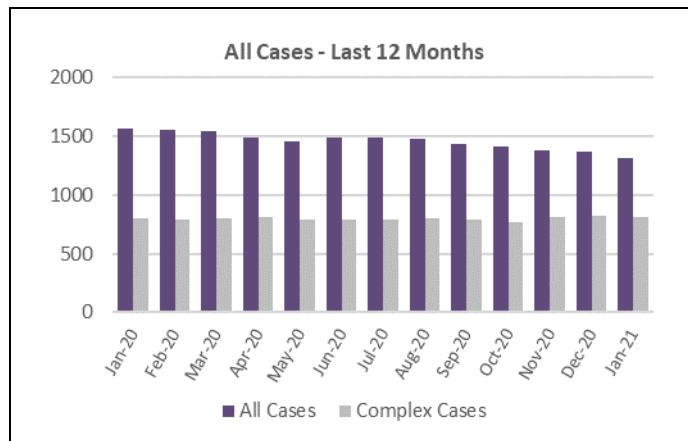
Measure / Metric	Result	Target	What's Good?	Status
<b>Number of 42 day Assessments</b> Carried out during the month:	<b>53</b> (59)		Lower is Better	
The percentage of <b>42 day assessments</b> carried out <b>within timescales</b> :	<b>42, 79.25%</b> (45, 76.27%)	90%	High is Good	
The percentage of Assessments where there is evidence the child has been <b>seen by a qualified worker</b> :	<b>38, 100%</b> (42, 93.33%)	More than 90%	High is Good	
The percentage of Assessments where there is evidence the child has been <b>seen alone by a qualified worker</b> :	<b>20, 52.63%</b> (22, 48.89%)	More than 65%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Assessment timescales continue to show gradual progress each month. The targeted support in this area is contributing to improving the timeliness of our response in assessing families. This has progressed despite low staffing issues in some areas. The SCP teams worked together to ensure families continued to be assessed and staff in the teams were supported.</li> </ul>	<ul style="list-style-type: none"> <li>There continue to be staffing issues in some areas that may further impact on assessments over the coming months.</li> </ul>	<ul style="list-style-type: none"> <li>SCP and Bays+ continue to offer support to fill the gaps with ongoing staffing issues until staff return.</li> </ul>

# Supported Care Planning – Planning, Reviews and Caseloads

Measure / Metric	Result	Target	What's Good?	Status
<b>Number of Cases</b> of Children needing Care and Support Managed by the Service at the end of the month:	<b>1321</b> (1367)	1600	Lower is Better	
Of these, the percentage that represent <b>complex cases</b> (LAC, CP):	<b>810, 61.32%</b> (822, 60.13%)	65%	Higher is Better	
The number of <b>cases closed</b> to Child and Family Services during the month:	<b>108</b> (76)		Higher is Better	
The percentage of <b>reviews of Children in Need of Care and Support held during the month within prescribed timescales</b> :			High is Good	
The percentage of <b>CINCS allocated to a qualified worker</b> at the end of the month:	<b>428, 83.92%</b> (457, 84.01%)		High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>We have continued to close a high level of cases with a continued reduction on overall caseloads. These are currently at the lowest they have been in the last 12 months.</li> </ul>		

# Supported Care Planning – Children with a Disability

Measure / Metric	Result	Target	What's Good?	Status
The number of <b>disabled children referred</b> to the Child Disability Team during the month:	<b>5</b> (1)		Range	
The total number of <b>disabled children with a Care and Support Plan</b> at the end of the Month:			Range	
The number of <b>disabled children provided with Direct Payments</b> at the end of the month:			Range	
The number of <b>disabled children transitioning to the Care of Adult Services</b> during the month:			Baseline	
The number of <b>disabled children provided with respite care</b> at the end of the Month:			Range	



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

## Supported Care Planning – Signs of Safety

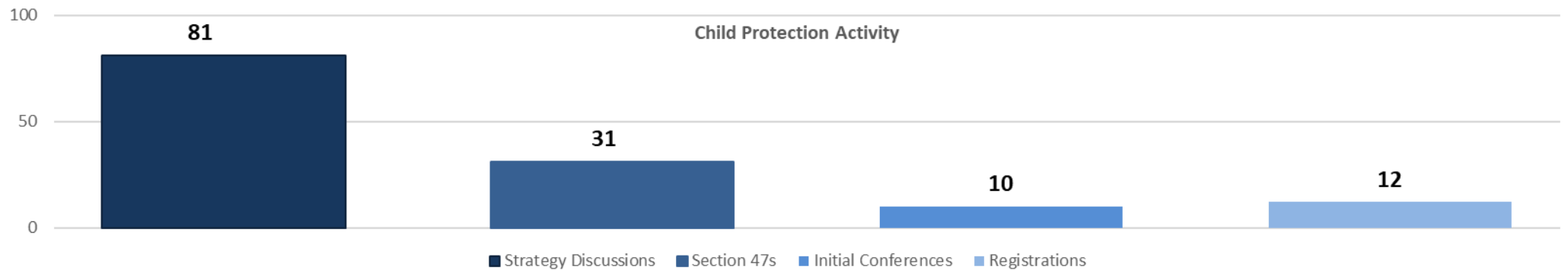
Measure / Metric	Result	Target	What's Good?	Status
Of the assessments completed during the month, the percentage that have Direct Work attached <b>(Children over 5 Only)</b> :	<b>24, 37.50%</b> <i>(23, 37.10%)</i>	75%	High is Good	
Of the Initial Conferences held during the month, the percentage where there is evidence that a Family Network Meeting has taken place:	<b>4, 40.00%</b> <i>(8, 44.44%)</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 <b>(Children over 5 Only)</b> :	<b>21, 67.74%</b> <i>(9, 37.50%)</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 <b>(Children over 5 Only)</b> :	<b>1, 50.00%</b> <i>(1, 25.00%)</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:	<b>1, 25.00%</b> <i>(0, 0.00%)</i>	75%	High is Good	

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What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>There have been improvements in the timeliness of recording the use of the Signs of Safety metrics so that this is evidenced in the performance reports produced</li> </ul>		

# Safeguarding – Child Protection Activity

Measure / Metric	Result	Target	What's Good?	Status
The total number of children <b>added</b> to the Child Protection Register in the month:	<b>12</b> (26)		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:	<b>1, 8.33%</b> (0, 0.00%)	< 20%	Low is Good	
The total number of children <b>removed</b> from the Child Protection Register in the month:	<b>23</b> (18)		Higher is Better	
The Percentage of <b>Initial Conferences</b> held in timescales during the month:	<b>8, 80.00%</b> (21, 100%)	100%	High is Good	
The percentage of <b>Initial Core Group Meetings</b> held within timescales during the month:	<b>22, 100.00%</b> (27, 81.82%)	90%	High is Good	
The percentage of visits to children on the Child Protection Register that were on time or not overdue:	<b>239, 88.19%</b> (260, 95.59%)	90%	High is Good	

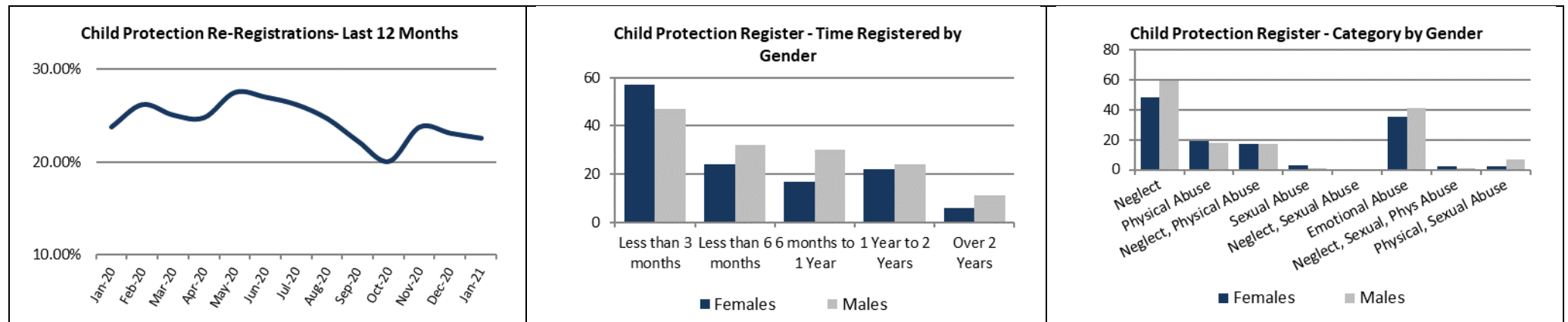


What is working well?	What are we worried about?	What do we need to do?
	<ul style="list-style-type: none"> <li>• There have been 2 initial conferences held out of timescales. These were 1 day over timescales as a result of a date error.</li> <li>• The percentage of visits to children on the register has reduced. Staff in teams where there has been low staffing have expressed difficulties in getting recordings on the system as a result of supporting with other work.</li> </ul>	



# Safeguarding – Reviews and Allocations

Measure / Metric	Result	Target	What's Good?	Status
The percentage of children on the Child Protection Register that have been <b>registered previously</b> :	<b>61, 22.59%</b> <i>(65, 23.12%)</i>	Less than 20%	Low is Good	
The <b>length of time on the Child Protection Register</b> for those children removed during the month:	<b>232 days</b> <i>(379 days)</i>	Range of 100-300	180-270 is Optimal	
The percentage of <b>Review Conferences held on time</b> during the month:	<b>78, 100%</b> <i>(47, 100%)</i>	100%	High is Good	
The percentage of children de-registered in the month who were <b>de-registered at the first review</b> :	<b>8, 34.78%</b> <i>(3, 16.67%)</i>	< 15%		
The percentage of children on the Child Protection Register, <b>plus those to be registered at birth, allocated to a qualified worker</b> at the end of the month:	<b>276, 100%</b> <i>(288, 100%)</i>	100%	High is Good	

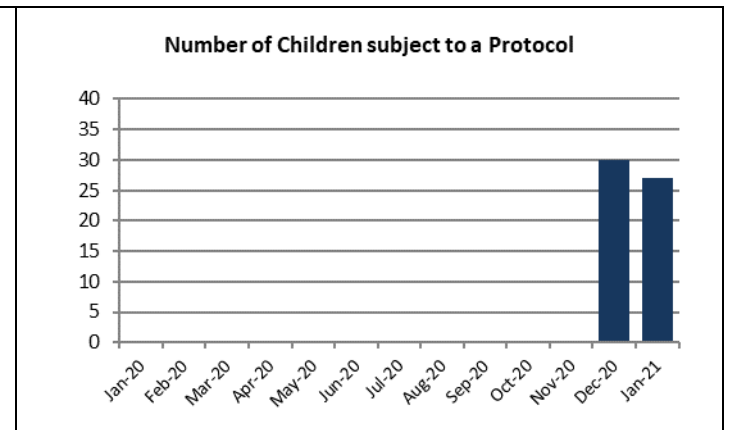
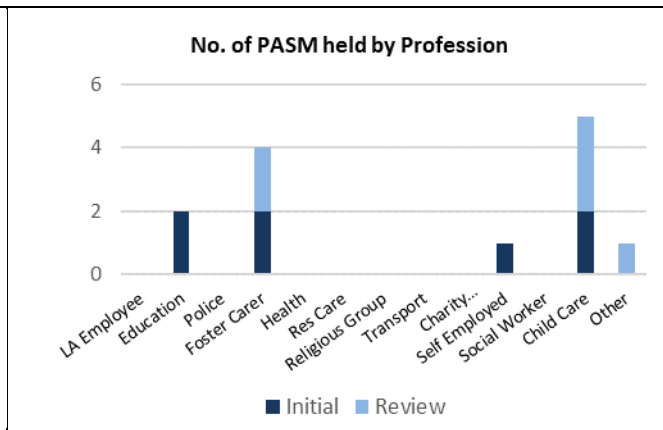
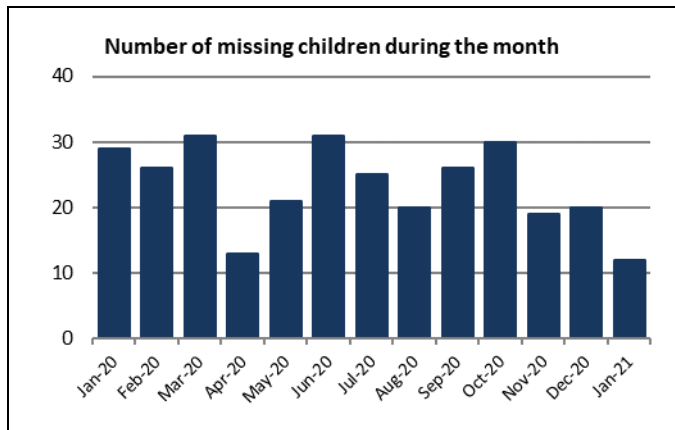


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>The weekly safeguarding review of child protection activity has identified excellent examples of family work during the CP process.</li> <li>The number of children on the register has reduced.</li> </ul>	<ul style="list-style-type: none"> <li>There have been a number of children de-registered at the first review. These have all been reviewed at the weekly multi agency review meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meetings will continue to take place to review child protection involvement with families. Trends and themes from this will be feedback to the PO group for learning and development by end of March.</li> </ul>

What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"><li>• Staff have given positive feedback from the weekly review meetings in helping to develop practice around CP work with families.</li></ul>		

# Safeguarding – CSE, Missing Children and Professional Abuse

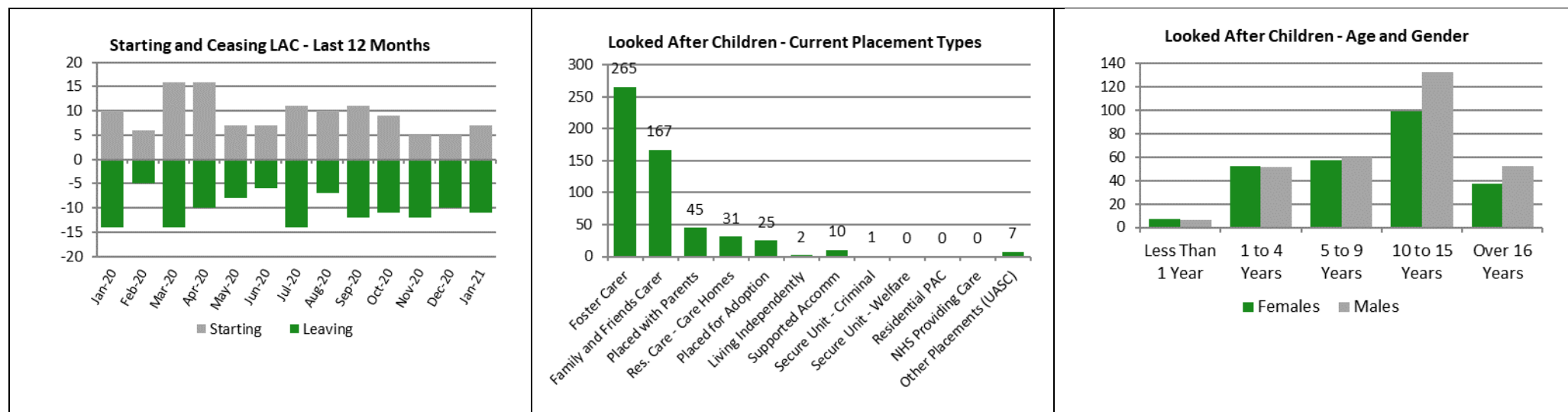
Measure / Metric	Result	Target	What's Good?	Status
The number of children subject to a protocol at the end of the month:	<b>27</b> (30)	No Target Set	Lower is Better?	
The number of Strategy Discussions where exploitation or missing concerns have been a factor during the month:	<b>9</b> (18)	No Target Set		
The number of episodes of <b>children going missing</b> or <b>absent without authority</b> from home during the month:	<b>19</b> (35)	No Target Set	Lower is Better	
The <b>number of children</b> that these episodes related to:	<b>12</b> (20)	No Target Set	Lower is Better	
The number of <b>Professional Abuse Meetings</b> held during the month:	<b>13</b> (4)	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

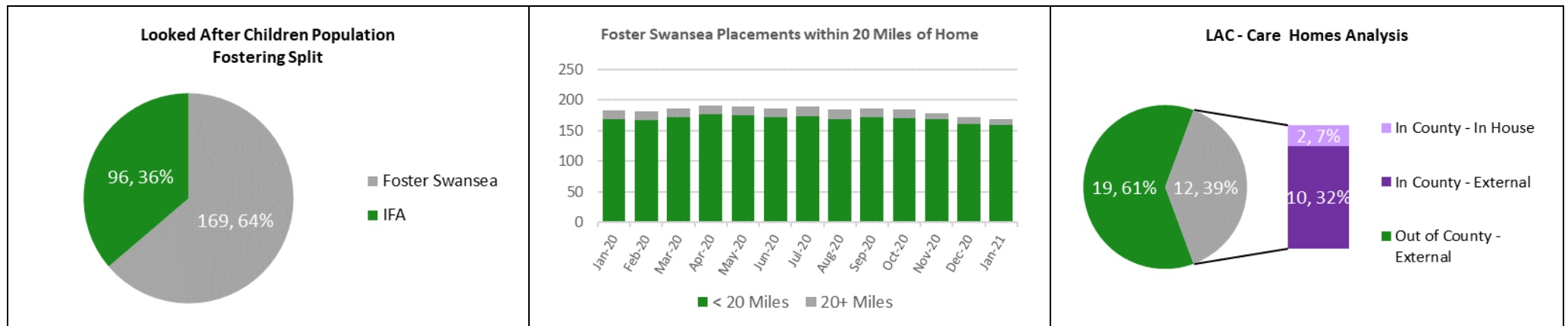
Measure / Metric	Result	Target	What's Good?	Status
The number of children becoming looked after during the month:	<b>7</b> (5)	<10	Low is Good	
The number of children ceasing to be looked after during the month:	<b>11</b> (10)	>10	Higher is Better	
The percentage of children becoming looked after during the month who had a completed Care and Support plan within 10 working days of becoming LAC:	<b>X, XX%</b> (X, XX%)	100%	High is Good	
The percentage of LAC Statutory Visits in the month that were completed or not overdue:	<b>483, 92.00%</b> (491, 92.47%)	90%	High is Good	
The percentage of Looked After Children allocated to a qualified Social Worker:	<b>553, 100%</b> (557, 100%)	100%	High is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>We are continuing to see a reduction in the number of children who are looked after. The Safe LAC reduction strategy remains ongoing with embedded systems and processes in place to progress children's permanence plans.</li> </ul>		

# Permanence – Reviews and Placement Stability

Measure / Metric	Result	Target	What's Good?	Status
The number of LAC Reviews Carried out during the month:	<b>116</b> (135)	No Target Set	High is Good	
The number of LAC reviews that were completed within statutory timescales:	<b>116, 100%</b> (135, 100%)	100%	High is Good	
The percentage of 4 month LAC reviews which had a plan for permanence:	<b>6, 85.71%</b> (8, 100%)	100%	High is Good	
The percentage of PEPs received within 20 school days of becoming looked after:	<b>0, 0.00%</b> (X, X%)	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:	<b>33, 5.97%</b> (42, 7.54%)	Less Than 12%	Lower is Better	
The number of children/Young People residing in Bed and Breakfast at any time during the month:	<b>0</b> (0)	Zero	Low is Good	

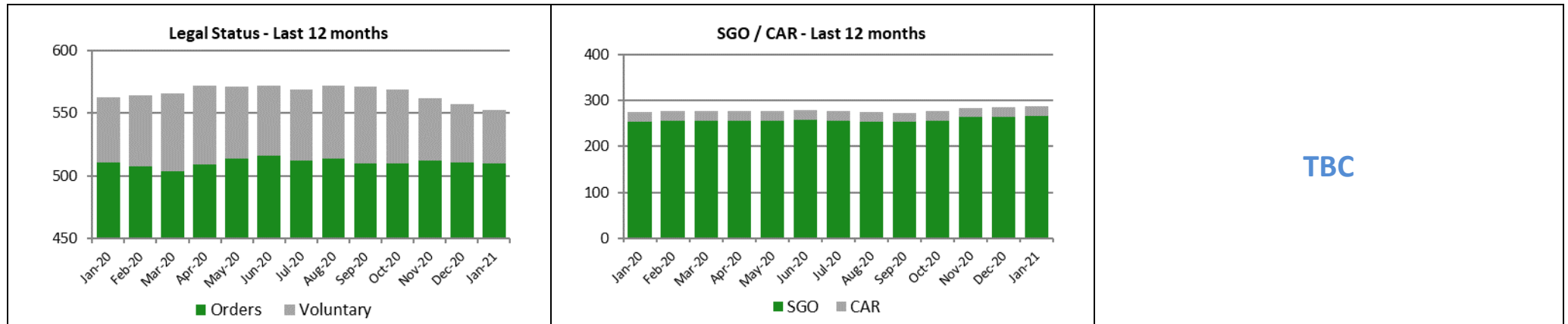


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Placement stability remains strong</li> </ul>		



# Permanence – Leaving Care

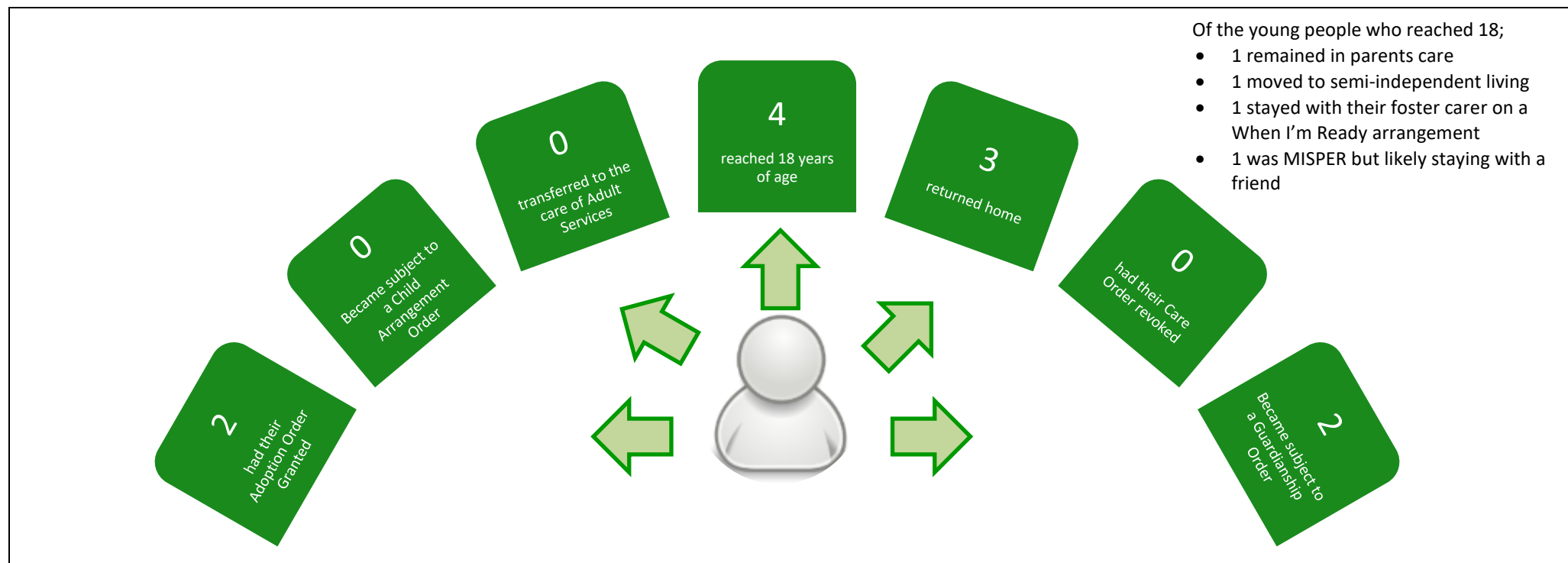
Measure / Metric	Result	Target	What's Good?	Status
The number of cases managed under Special Guardianship Orders and Child Arrangement Orders at the end of the month:	<b>287</b> (285)	No Target Set	Range of 250-300	
The number/percentage of young people becoming category 2-4 during the month who have an up to date Pathway Plan:	<b>5, 100%</b> (2, 100%)	100%	High is Good	
The number/percentage of young people becoming category 2-4 during the month who have an allocated personal adviser:	<b>5, 100%</b> (2, 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:	<b>3, 60.00%</b> (4, 80.00%)	No Target Set	High is Good	
The number of young people presenting as homeless during the month:	<b>7</b> (2)	No Target Set	Low is Good	



What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Homelessness data collected by Bays+ evidences positive outcomes achieved for young people presenting to the service</li> </ul>		

## 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:	<b>759, 57.46%</b> (810, 59.25%)	75%	High is Good	
The percentage of children returning home from care during the month:	<b>5, 45.45%</b> (8, 80.00%)	55%	High is Good	

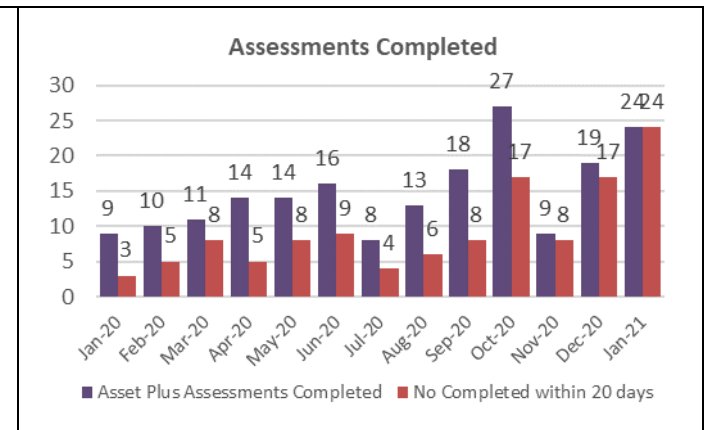
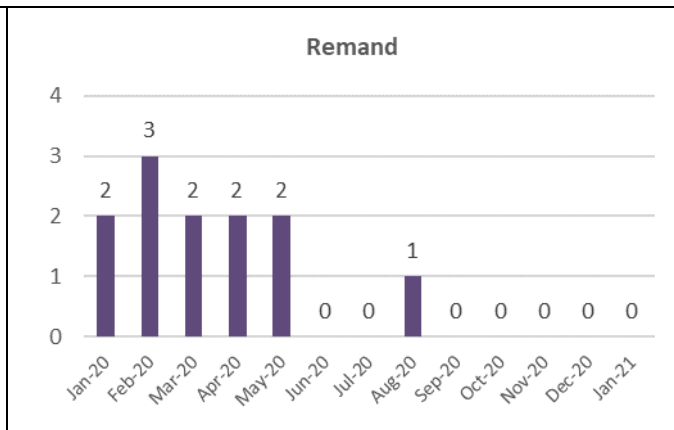
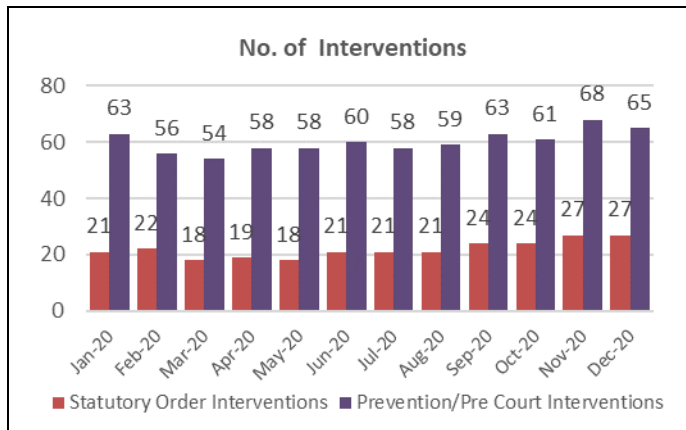


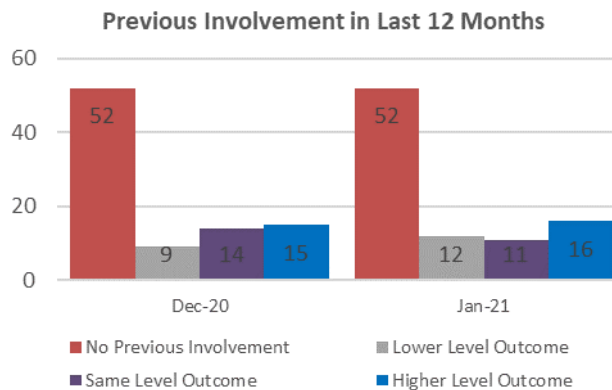
What is working well?	What are we worried about?	What do we need to do?

## Youth Justice Service

Measure / Metric	Result	Target	What's Good?	Status
Total number of Young People open on an Intervention:	<b>91</b>		Lower is Better	

	(92)		
Number of Young People on Remand:	<b>0</b> (0)		Low is Good
Number of Asset Plus Assessments completed in the month:	<b>24</b> (19)		
Number of Asset Plus Assessments completed within 20 days:	<b>24</b> (17)		Higher is Better
Number of Supervisions that took place in the month:	<b>25</b> (27)		





### What is working well?

- In January, 24 Asset Plus Assessments were undertaken, all were completed within the 20 day timeframe. This evidences a further improvement in this area of work.
- The graph shows no young people on remand on the last day of the month in January.
- Open interventions – In previous reports it has not been possible to include data on young people who are supported by the service beyond their statutory orders (voluntary support). This has been due to the way this information was recorded. This has changed and have added to the data in open statutory orders (graph 1). In January 7 young people were open under voluntary support. These are young people who require a slightly longer exit strategy to ensure that transitions or specific pieces of work are completed prior to closure.
- The final graph outlines the data on young people open to the service and whether they have previously been known and are open on Orders at a higher, lower or same level as previous involvement (over the 12 month period from the start date of current Order). It

### What are we worried about?

- Quality of assessments still requires some work. Seniors are, in some cases, continuing to provide a high level of support to ensure assessments are completed to the required standard.
- One young person was remanded during the month for 18 nights. Prior to their remand they were subject to a secure placement, however the Court made the decision, due to offences committed, that a criminal remand was required.
- A number of young people currently open have had previous involvement with the service and of these 16 have received a higher level outcome.

### What do we need to do?

- Continued monitoring of assessment quality through the QA process. Continued monitoring of timeframes to ensure the improvements made are maintained.
- Continue to work closely with the Courts and partner agencies to ensure that where there is risk of remand/custody all options for working with young people, safely in the community are able to be explored.
- Where it is determined that a young person requires additional support from the service, this is maintained within as short a timeframe as possible. In some instances, where young people are on the periphery of re-offending consideration will be given to longer periods of support.
- Review involvement with some of the young people who have remained or returned to the service to consider how effective previous interventions were. Consider whether there is any learning from this. An audit plan for the

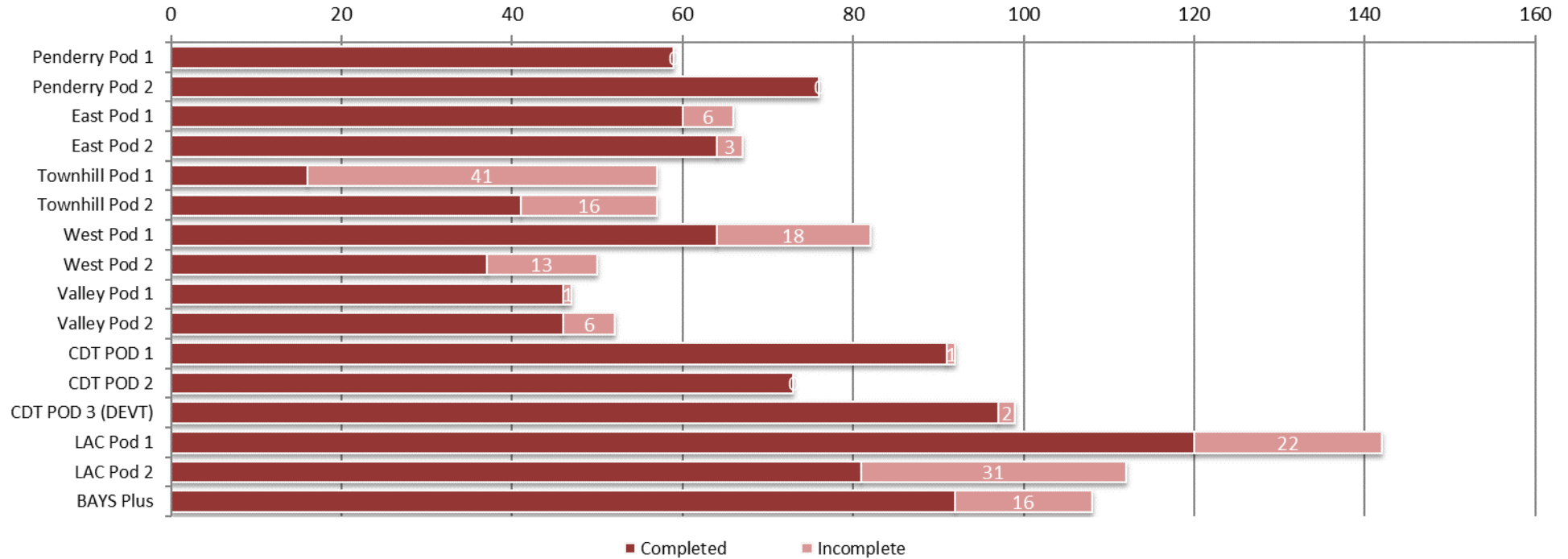
What is working well?	What are we worried about?	What do we need to do?
<p>is positive that 52 young people known to the service had no previous or no involvement within that 12 month period.</p>		<p>year is being developed which will include a review of a sample of these young people.</p>



# 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:	<b>1063, 85.79%</b> <i>(1024, 81.85%)</i>	90%		

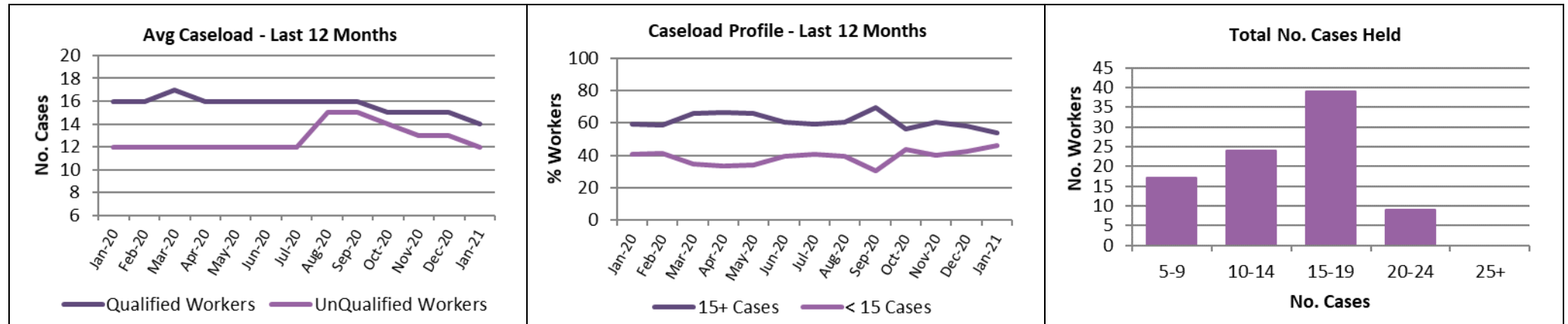
Case Supervision SCP

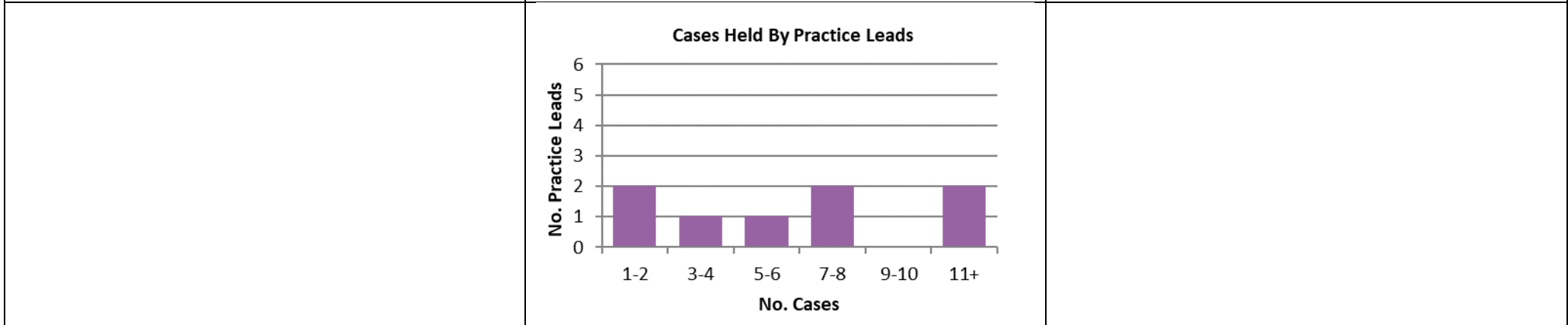
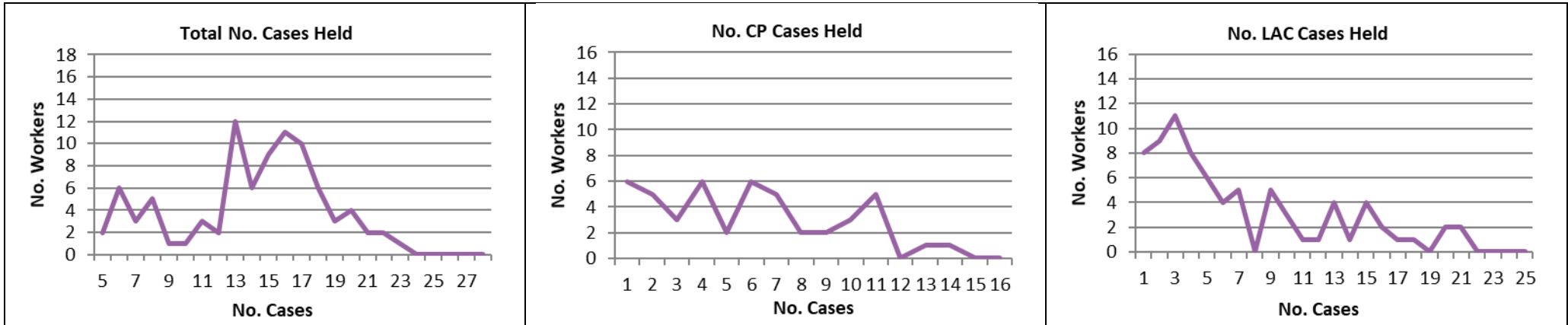


What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Supervision levels are showing as improved with some teams undertaking all supervisions.</li> </ul>	<ul style="list-style-type: none"> <li>Teams where there have been staffing issues have struggled to record their supervisions in time.</li> </ul>	

# 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:	<b>1321</b> (1367)	<1600	Low is Good	
Average caseload of Qualified Workers:	<b>14</b> (15)	<15	Lower is Better	
Average caseload of Unqualified Workers:	<b>12</b> (13)	<15	Lower is Better	
The percentage workers (qualified and unqualified) holding 15+ cases:	<b>53.93%</b> (57.78%)	No Target	Lower is Better	





What is working well?	What are we worried about?	What do we need to do?
<ul style="list-style-type: none"> <li>Average caseloads for all workers has reduced slightly in January.</li> </ul>	<ul style="list-style-type: none"> <li>Some practice leads are holding cases on a short term basis due to staffing issues.</li> </ul>	