

**SUBJECT: Performance report 2017/18 Quarter 2**

**MEETING: Children and Young People Select Committee**

**DATE: 7 December 2017**

**DIVISIONS/WARDS AFFECTED: All**

## **1. PURPOSE**

1.1 To present the 2017/18 quarter 2 performance information under the remit of Children and Young People's Select Committee, this comprises:

- Information on how we are performing against a range of nationally set measures related to children's services used by all councils in Wales that were introduced in 2016/17 as part of the Social Services and Well-being Act. A report card has been used that gives context to these.
- Report benchmarking data to demonstrate how we performed during 2016/17 against the Welsh average.

## **2. RECOMMENDATIONS**

2.1 That Members scrutinise how well the authority is performing on these range of nationally set measures and seek clarity from those responsible on whether performance can improve in any areas of concern identified.

## **3. KEY ISSUES**

3.1 The council currently has an established performance framework, this is the way in which we translate our vision - building sustainable and resilient communities - into action and ensure that everyone is pulling in the same direction to deliver real and tangible outcomes. The framework was presented to the Committee in July 2017, further information on the council's performance framework for members is available on the Council's intranet, The Hub.

3.2 The report card explains Children's social services key process and performance in quarter 2 2017/18 as well as presenting benchmarking of performance in 2016/17. This comprises of data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act. The performance measures are a blend of quantitative (numerical) data and qualitative data which includes asking people about their experience of social services and whether this has contributed to improving their well-being.

3.3 Welsh Government have highlighted that the first year of data collation (2016/17) of the Social Services and Well-being Act performance measurement framework has provided some challenges and some quality issues with the data and as a result they have not published local authority level data performance data for 2016-17. Wales level, means and quartile data have been published which has allowed us to undertake some benchmarking, although this is caveated in how much reliance can be placed on this given the quality issues raised.

- 3.4 There are ongoing discussions and workshops, which we have been part of, on potentially revising the standards and measures as part of the framework in the future.
- 3.5 The qualitative measures within the framework are derived from questionnaires to children and parents that social services are working with at the beginning of September. Therefore at quarter 2 we are only able to present data on one month of responses. Efforts are being made to increase the number of responses to the questionnaire for 2017/18.
- 3.6 Another important nationally set framework used to measure local authority performance is 'Public Accountability Measures' set by Data Unit Wales '. This includes some of the indicators for children's services that are part of the Social Services and Well-being Act measurement framework as set out in the scorecard. This also includes measures relating to educational attainment and attendance from the academic year 2016/17 that are under the committees remit. These are not included in this report as they are reported as part of the performance reports from the Chief Officer Education already on the committees work programme.

#### **4. REASONS:**

- 4.1 To ensure that members have an understanding of current performance and how we compared during 2016/17.

#### **5 RESOURCE IMPLICATIONS**

- 5.1 None

#### **6 EQUALITY, SUSTAINABLE DEVELOPMENT AND CORPORATE PARENTING IMPLICATIONS**

- 6.1 There are no specific implications identified as a result of this report although some of the performance indicators relate to our corporate parenting responsibilities.

#### **7. AUTHORS:**

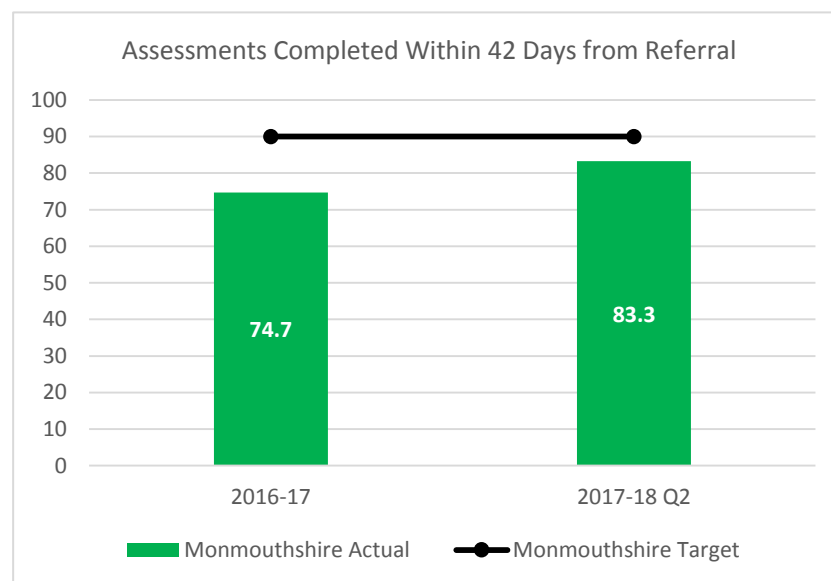
Sian Schofield, Data Analyst  
e-mail: [sianschofield@monmouthshire.gov.uk](mailto:sianschofield@monmouthshire.gov.uk)  
Telephone: 01633 644483

**Well-being Objective: Provide children and young people with the best possible start in life to help them achieve better outcomes**

Why we focus on this

The Social Services and Well-being (Wales) Act 2014 came into force in April 2016 and is transforming the way care and support is delivered. The Act introduces a new performance measurement framework for local authorities in relation to their social services functions.

What progress are we making?



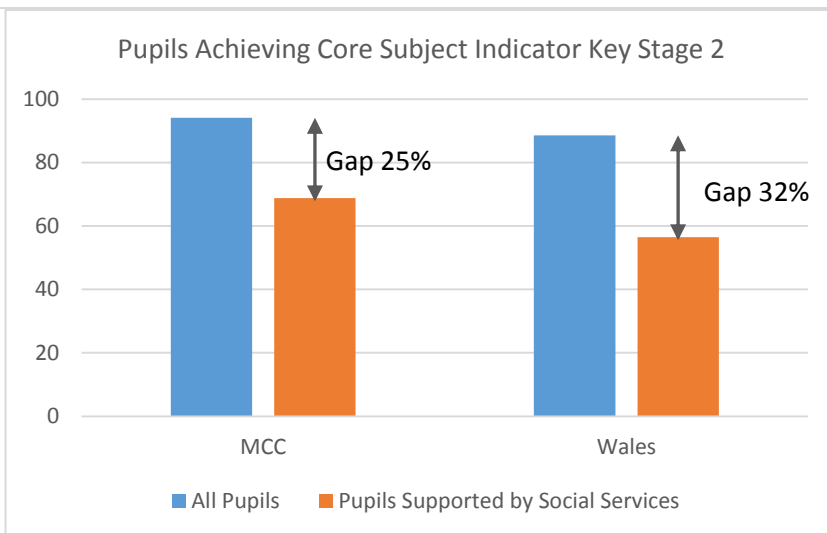
**Chart 1: Assessments completed within 42 working days from referral against target**

**Front Door**

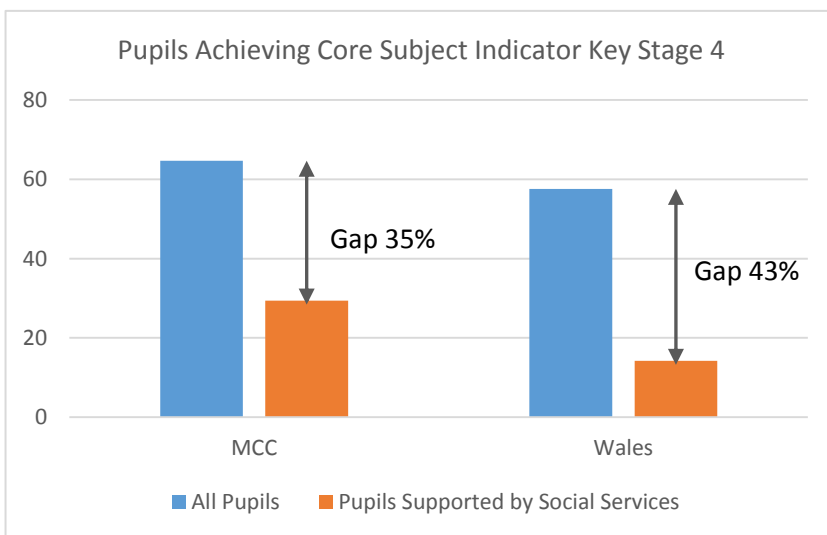
Children’s Services received 2,179 contacts on 1,100 children during the first half of 2017/18. Of these, 470 were progressed either to assessment or where children are at risk of harm to child protection strategy discussion. Contacts are most commonly received from police, education and health colleagues.

The Act puts an emphasis on early intervention and prevention and states that local authorities must provide information and advice to people that need it. Questionnaire responses at the end of September indicate that 76% of children feel they have had the right information or advice when they needed it.

The previous process of completing an initial assessment followed by a core assessment where deemed necessary has been replaced by a single assessment which should be completed within 42 days of the referral being received. During 2016/17, 74.7% of children’s assessments were completed within statutory timescales of 42 working days (measure 24) which was some way below the target set. This was therefore, set as a focus area for improvement in 2017/18, with a target of 90%. By the end of quarter 2, 83.3% of assessments were completed on time (see Chart 1).



**Chart 2: Pupils achieving the Core Subject Indicator at Key Stage 2, academic year 2015/16**



**Chart 3: Pupils achieving the Core Subject Indicator at Key Stage 4, academic year 2015/16**

### Children Receiving Care and Support

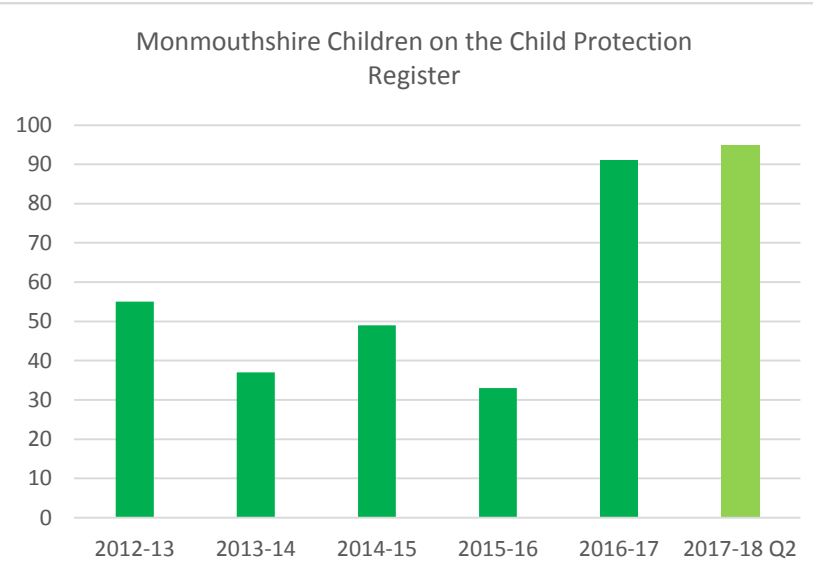
An assessment will consider what the child can do with or without the support of friends and family. Care and support may be arranged if additional help is needed. This is set out in a care and support plan is reviewed to ensure it remains appropriate.

The principles of early intervention and prevention aim to provide appropriate help at the right time. Children’s questionnaire responses at quarter 2 show that 62% feel their views about their care and support have been listened to. 69% of parents felt actively involved in all decisions about how their child’s/children’s care and support was provided.

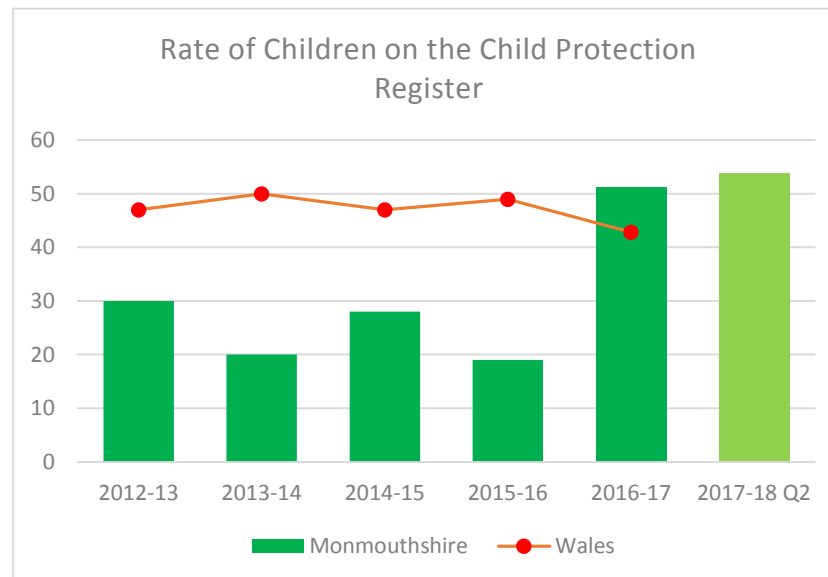
Stepping in early to support children is important in helping children stay in their families. 60.4% of children are supported to remain living within their family (measure 25), the overall percentage decreasing as the number of looked after children increases.

Educational outcomes at key stage 2 and 4 are measured for children receiving care and support. Latest available data for the academic year 2015/16 shows 68.8% achieved the core subject indicator at key stage 2 and 29.4% at key stage 4 (measure 29).

Children receiving care and support from social services have poorer educational results compared to the all pupil population in Monmouthshire, as displayed at charts 2 and 3. The ‘gap’ in achievement in Monmouthshire widens from 25% at key stage 2 to 35% at key stage 4. Welsh data shows a similar widening in the gap from key stage 2 to 4 but the achievement gap across Wales is wider at both stages that within Monmouthshire (see charts 2 and 3).



**Chart 4: Number of children on the Child Protection Register**



**Chart 5: Rate of children on the Child Protection Register, Monmouthshire compared to Wales**

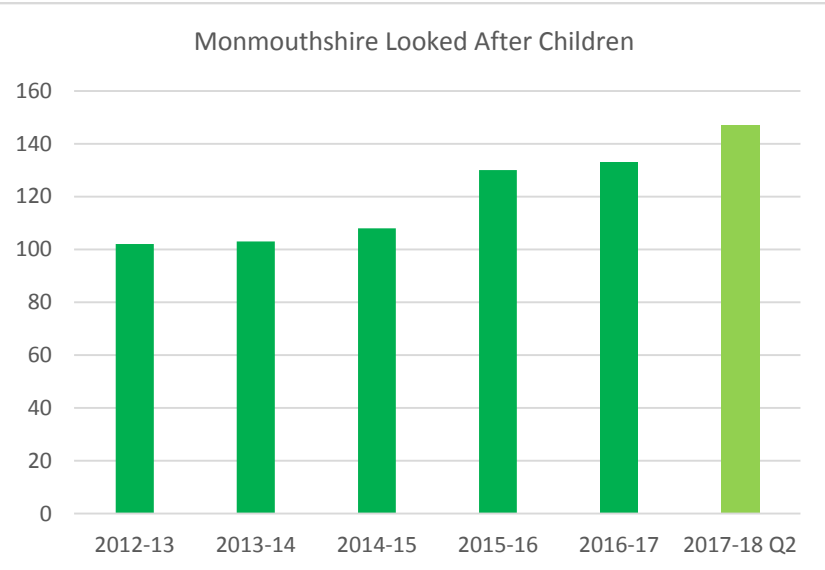
## Child Protection

The child protection register lists children in the local area who have been identified as being at risk of significant harm. If a child is added to the child protection register they must also have a child protection plan which sets out how social workers will check on the child's welfare; what changes are needed to reduce the risk to the child; and what support will be offered to the family.

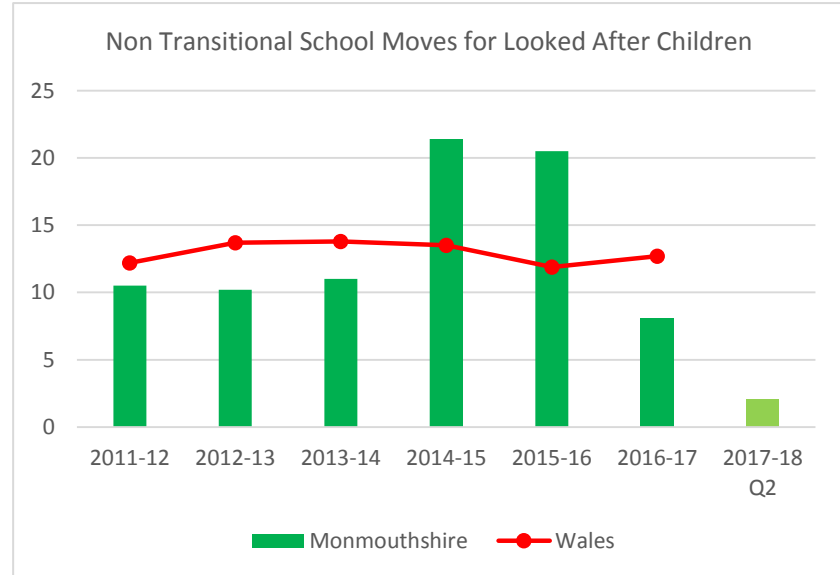
The number of children on the child protection increased substantially during 2016/17 and has risen slightly to 95 at the end of quarter 2 this year (see chart 4). When considered as a rate per child population, Monmouthshire's rate at the end of 2016/17 exceeded the Welsh average (see chart 5).

67 children were added to the child protection register during the first six months of the year. Of these, 6% had a prior registration which ended in the preceding 12 months (measure 27). This is currently higher than the 2.4% of children re-registered last year when Monmouthshire were amongst the lowest rates in Wales. Re-registration rates could suggest that the decision to remove a child from the child protection register was premature and that they are not actually safer, or that circumstances in the child's life have changed requiring re-registration.

When on the child protection register, children have regular reviews where the plan is reviewed and their continued registration is considered. Most children should be removed from the register by the time of their third review, which will be at most 15 months from their registration. Of the 63 children deregistered during the year, on average they spent 270 days on the register (measure 28), well within the 12 month target. This ranges from children being registered for under a month to a small number over two years. Of the children deregistered during the first two quarters, 27% went on to be looked after.



**Chart 6: Number of Looked after Children**



**Chart 7: Non transitional school moves for Looked after Children**

## Looked After Children

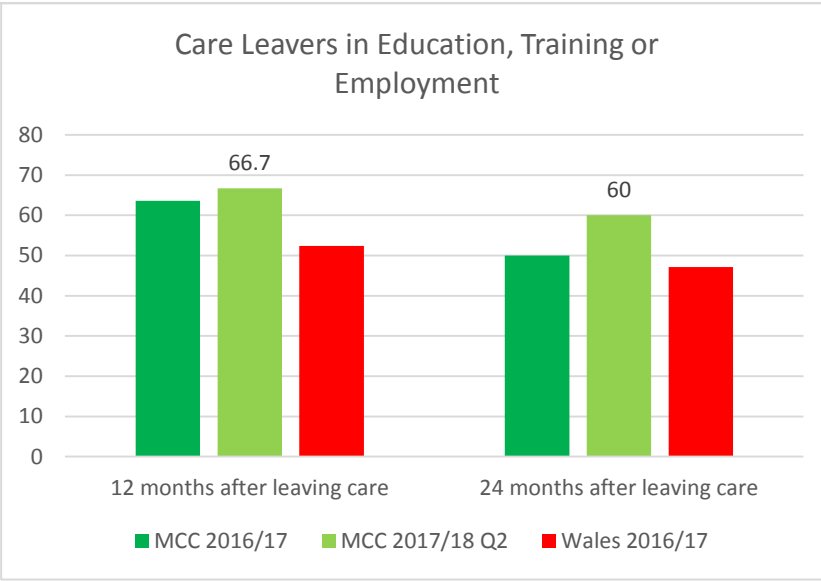
The number of looked after children has increased from 133 at the end 2017 to 147 at the end of quarter 2 (see chart 6).

The local authority must promote the health and well-being of looked after children. 40% of looked after children were recorded as having a dental check within 3 months of becoming looked after (measure 30), systems for capturing and recording dental checks is an area targeted for improvement. 94.4% of children were registered with a GP within 10 days of entering a placement (measure 31).

Looked after children benefit from stability and where possible placement moves and non-transitional school moves are minimised. By the end of September 2.1% of looked after children have experienced a change of school for non-transitional reasons during the year (measure 32). This continues the improvement in performance from 2016/17 as shown in Chart 7.

During 2016/17 5.3% of looked after children experienced 3 or more placements during the year (measure 33), which was top quartile performance. In the first two quarters of this year, 3.4% of children had experienced 3 or more placements. This is an increase compared to the same period last year and also has a tendency to increase towards the end of the year.

Children leave care for a variety of reasons. 20 children left the looked after system by the end of quarter 2, and 147 children remain in care. Of these children, 7.2% left care to return home (measure 26).



**Chart 8: The percentage of care leavers in education, training or employment at 12 and 24 months after leaving care, Monmouthshire compared with Wales**

### Care Leavers

Local authorities have a responsibility to assist children to prepare for, and transition to, leaving care.

Of care leavers who left care 12 months ago, 66.7% are engaged in education, training or employment (measure 34a). Of those who left care 24 months ago, 60% are engaged in education, training or employment (measure 34b). Chart 8 shows Monmouthshire current and previous year's performance both exceed the Welsh averages of 2016/17.

Of all care leavers, 3.3% have experienced homelessness at some point during the year (measure 35).

Of the 16 and 17 year old children who replied to the questionnaire, 60% agreed they had 'had advice, help and support that will prepare me for adulthood'.

### Service Comments

Over the last 6 months the service has continued to experience significant demand pressures regarding children requiring a child protection plan and the number of children Looked After. Quality Assurance activity is undertaken through our Independent Reviewing Officer and Child Protection Co-ordinator to inform the service about thresholds, consistency and the opportunity to understand some of the contributing factors influencing the on-going increase in demand. We are using this information to design and implement our Early Help and Family Support services.

It is pleasing to note that our recent activity to improve the timeliness of completing assessments has had a positive outcome. This measure continues to be undermined by our poor performance earlier in the year, however, based on current performance, we are on track to reach our target but the end of the year.

Our performance regarding the percentage of children supported to remain living within their family similarly remains in the bottom quartile and still well below our own target. We are working to address this by ensuring that all our care plans are accurately recorded on PLANT, something that we are confident will then show an improved position.

Regarding our Care Leavers, whilst still above the Welsh average, we are working closely with our Enterprise and Housing colleagues to ensure that all our care leavers have suitable, positive options regarding where they live and how their education and training needs are met.

Regarding the survey response from our children and families, the return rate of around 22% for children and 14% for parents is not unexpected and in-keeping with return rates from other authorities. The responses appear slightly lower than Welsh averages. It has been recognised by WG that the survey method is not sufficiently finely tuned to ascertain valid and useful comparative data. Never-

	<p>the-less from a Monmouthshire perspective this is a good reminder of the central importance of communication skills and good outcome focussed practice, both of which we ensure are included within the training / learning plan for the service.</p> <p><b>Jane Rodgers</b></p>
<p>Collaboration/ Partners we are working with</p>	<p>Gwent Police, Education, Youth Offending Service, Action for Children, Aneurin Bevan University Health Board and South East Wales Adoption Service.</p>
<p>What we have spent on this objective</p>	<p>The 2017/18 budget for Children Services is £10.1m, over half of which relates to looked after children, in particular, placements for looked after children.</p> <p>The latest reported position is an overspend of £401k for 2017/18 forecast at Month 2.</p>



### Quantitative Performance Measures:

Performance Indicators	2014/15 Actual	2015/16 Actual	2016/17 Actual	2017/18 Q2	2017/18 Target	Performance Against Target	Performance Trend	2016/17 Wales Av	2016/17 Quartile
Number of Looked After Children	108	130	133	147	Not applicable	Not applicable	↑	Not applicable	Not applicable
Number of Children on the Child Protection Register	49	33	91	95	Not applicable	Not applicable	↑	Not applicable	Not applicable
24: The percentage of assessments completed for children within statutory timescales	N/A	N/A	74.69% 611/818	83.3% 252/303	90%	✘	↑	90.76%	Bottom
25: The percentage of children supported to remain living within their family	N/A	N/A	61.56% 213/346	60.4% 224/371	70%	✘	↓	69.24%	Bottom
26: The percentage of looked after children returned home from care during the year	N/A	N/A	14.44% 26/180	7.2% 12/167	Not applicable	Not applicable	↓	13.56%	Middle
27: The percentage of re-registrations of children on local authority Child Protection Registers (CPR)	6.80%	18.20%	2.38% *	6% *	<10%	✘	↓	6%	Top
28: The average length of time for all children who were on the CPR during the year	237	225	230 15,660/68	270 17,037/63	<365 days	✓	↓	245	Middle
29a: Percentage of children achieving the core subject indicator at key stage 2	39%	67%	68.75% 11/16	Not Available	Not applicable	Not applicable	Not applicable	56.48%	Top
29b: Percentage of children achieving the core subject indicator at key stage 4	N/A	N/A	29.41% 5/17	Not Available	Not applicable	Not applicable	Not applicable	14.21%	Top
30: The percentage of children seen by a registered dentist within 3 months of becoming looked after	N/A	N/A	56.52% 13/23	40% 6/15	60%	✘	↓	59.45%	Middle

How are we performing?

Performance Indicators	2014/15 Actual	2015/16 Actual	2016/17 Actual	2017/18 Q2	2017/18 Target	Performance Against Target	Performance Trend	2016/17 Wales Av	2016/17 Quartile
31: The percentage of children looked after at 31 March who were registered with a GP within 10 working days of the start of their placement	N/A	N/A	98.33% 59/60	<b>94.4%</b> 51/54	100%	✘	↓	91.66%	Middle
32: The percentage of looked after children who have experienced 1 or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March	21.40% 15/70	20.50% 15/73	8.14% 7/86	<b>2.1%</b> *	14%	✓	↑	12.70%	Top
33: The percentage of looked after children on 31 March who have had three or more placements during the year	1.90% 2/108	8.50% 11/130	5.26% 7/133	<b>3.4%</b> 5/147	6.50%	✘	↓	9.80%	Top
34: The percentage of all care leavers who are in education, training or employment at: a)12 months after leaving care	N/A	N/A	63.64% 7/11	<b>66.7%</b> *	75%	✘	↑	52.42%	Top
34: The percentage of all care leavers who are in education, training or employment at: b) 24 months after leaving care	N/A	N/A	50.00% *	<b>60%</b> *	75%	✘	↑	47.12%	Middle
35: The percentage of care leavers who have experienced homelessness during the year	N/A	N/A	5.45% *	<b>3.30%</b> *	0%	✘	↓	10.59%	Top

\*Numerator and denominator removed due to low numbers

## Qualitative Performance Measures:

### Children and parents responses to questionnaires:

2016/17 - Children's responses are based on 51/233 questionnaire responses (22% response rate) and parents 36/259 responses (14% response rate).

2017/18 Q2 - Children's responses are based on 53/237 questionnaire responses (22% response rate) and parents 29/204 responses (14% response rate).

Children's Questionnaire	2016/17 Actual	2017/18 Q2	2016/17 Wales Av
I live in a home where I am happy	80.4%	75.6%	81.3%
I am happy with the people that I live with	80.0%	79.2%	87.9%
I can do the things I like to do	60.0%	63.5%	67.7%
I feel I belong in the area where I live	71.4%	68.8%	82.2%
I am happy with my family, friends and neighbours	79.6%	82.7%	87.1%
I feel safe	90.2%	86.3%	90.4%
I know who to contact about my care and support	89.4%	74.0%	90.3%
I have had the right information or advice when I needed it	77.3%	75.6%	81.2%
My views about my care and support have been listened to	69.6%	61.7%	79.2%
I have been able to use my everyday language	98.0%	94.1%	95.5%
I was treated with respect	87.8%	78.0%	89.2%
I am happy with the care and support I have had	79.2%	80.0%	87.8%
If you are aged 16 or 17 years old: I have had advice, help and support that will prepare me for adulthood	57.0%	60.0%	N/A

Parents Questionnaire	2016/17 Actual	2017/18 Q2	2016/17 Wales Av
I have been actively involved in all decisions about how my child's/children's care and support was provided	63.9%	69.0%	66.0%

## National Performance Indicators – How we compare:

Limited comparable data for 2016/17 was released at the end of October 2017 and has been used below to show how we compared to Wales in 2016/17. Below are the indicators of Children's Services which are also included in the Public Accountability Measures set by Data Unit Wales:

*How do we compare other areas*

