

**SUBJECT: Children's Services Quarter 2 Performance**

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

**DATE: 8<sup>th</sup> December 2016**

**DIVISIONS/WARDS AFFECTED: All**

## **1 PURPOSE**

- 1.1 To provide members with a report card that considers quarter 2 performance in children's social services.
- 1.2 This report is supplementary to the Improvement Objectives and Performance indicators – 2016/17 Quarter 2 update on the agenda and provides a specific focus on performance in children's social services.

## **2 BACKGROUND**

- 2.1 This report card for Children's Services provides a line of sight between our performance and council's priority of support for vulnerable people.
- 2.2 The Social Services and Well-being Act came into force on the 6th April and introduced with it a new suite of Social Care measures. This report aims to introduce the new measurement framework in the context of performance data for quarter 2.

## **3 RECOMMENDATIONS**

- 3.1 Members should use this report and the associated indicators to scrutinise whether services are being delivered in line with expectations and are contributing to the agreed outcomes.

That members identify and explore any areas of underperformance or concern, and to seek assurance from those responsible for future activity where they conclude that performance needs to improve.

- 3.2 Members familiarise themselves with the new measurement framework for Children's Services.
- 3.3 Members use this report to consider the appropriateness of targets set for 2016/17.

## **4 KEY ISSUES**

- 4.1 The Social Services and Well-being Act came into force from April 2016 and has changed the way social services are delivered in Wales. The principles of the Act are:
  - The Act supports people who have care and support needs to achieve **well-being**
  - **People** are at the heart of the new system by giving them an equal say in the support they receive

- **Partnership** and co-operation drives service delivery
  - Services will promote the **prevention** of escalating need and the right help is available at the right time
- 4.2 Each local authority must have arrangements in place to collect and return the data on the statutory performance measures detailed in this report to the Welsh Government from May 2017 onwards. 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. The measures are listed in Appendix 1.
- 4.3 Qualitative data is being collected through questionnaires to children and parents. At quarter 2 this process is still underway, therefore the responses in this report constitute part of the total collection.
- 4.4 Quarter 2 is the first full compilation of the new measures and in many cases no baseline or comparable data is available. Targets have been set where feasible but will be better informed when baseline data is further established and other local authority data is available.

## **AUTHOR**

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## Quarter 2 2016/17 Performance Report

<b>Council Priority: Safeguarding vulnerable people</b>	<b>Single Integrated Plan Outcome: Families are supported &amp; older people are able to live their good life</b>
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**Why we focus on this**

Safeguarding vulnerable people is one of our council priorities. 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.

<b>What progress are we making?</b>	<div style="text-align: center;"> <h3>Number of Contacts and Referrals</h3> <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Year</th> <th>Contacts received</th> <th>Progressed to referral</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td>4200</td> <td>400</td> </tr> <tr> <td>2013-14</td> <td>4200</td> <td>400</td> </tr> <tr> <td>2014-15</td> <td>4100</td> <td>450</td> </tr> <tr> <td>2015-16</td> <td>4100</td> <td>450</td> </tr> <tr> <td>2016-17 Q2</td> <td>1800</td> <td>300</td> </tr> </tbody> </table> </div> <p><b>Chart 1: Numbers of contacts received and progressed to referral</b></p>	Year	Contacts received	Progressed to referral	2012-13	4200	400	2013-14	4200	400	2014-15	4100	450	2015-16	4100	450	2016-17 Q2	1800	300	<p><b>Front Door</b></p> <p>Children’s Services received 1,853 contacts on 1,007 children during the first six months of 2016/17. Of these, 338 were progressed either to assessment or where children are at risk of harm to child protection strategy discussion.</p> <p>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. 501 children and families received information or advice from children’s services. Questionnaire responses from children indicate that 68% feel they have had the right information or advice when they needed it.</p> <p>In Children’s Services the assessment process has been simplified and a focus placed on what matters to the child who should have a strong voice during the assessment.</p> <p>The previous 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. At quarter 2, 86.1% of children’s assessments were completed within statutory timescales of 42 working days (measure 24).</p>
Year	Contacts received	Progressed to referral																		
2012-13	4200	400																		
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2014-15	4100	450																		
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### Children supported to remain living within their family

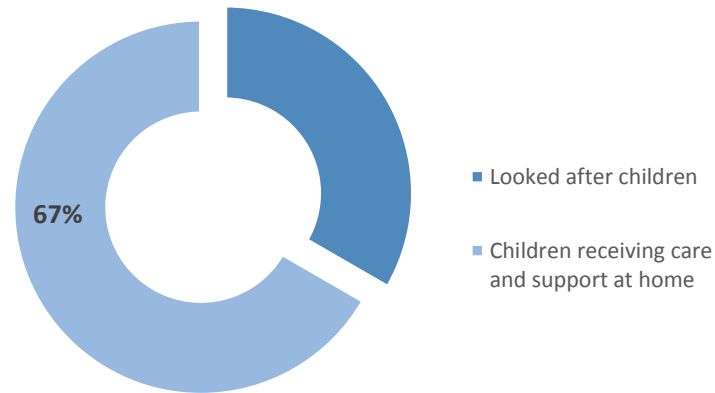


Chart 2: Percentage of children supported to remain living within their family

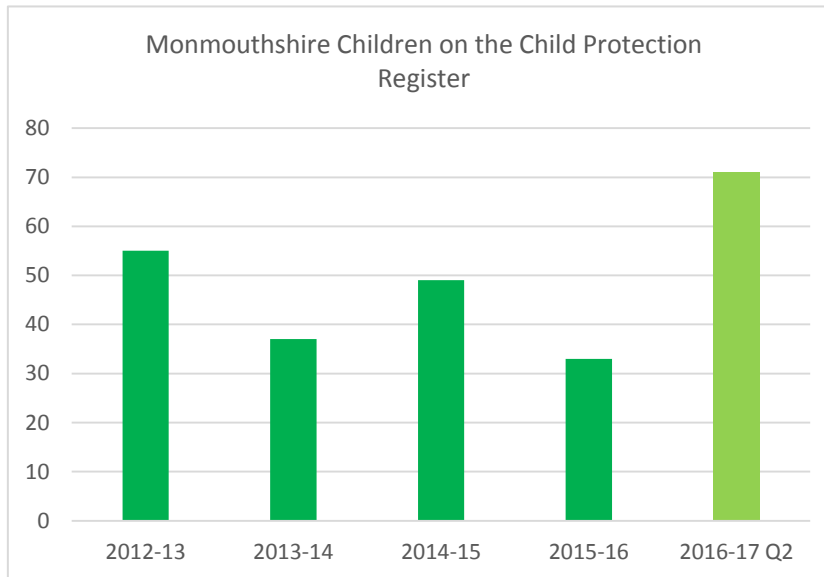
### Children Receiving Care and Support

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 which will be 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 show that 60% feel their views about their care and support have been listened to. Parents were asked if they agree that they have been actively involved in all decisions about how their child's/children's care and support was provided, to which 61% replied 'yes'.

Stepping in early to support children is important in helping children stay in their families. 66.7% of children are supported to remain living within their family (measure 25).

Educational outcomes will be measured for children receiving care and support but will not be available until 2017. Children's attainment at key stage 2 and 4 will be collected (measure 29). Previous similar data sets (collected through the children in need census) show that children receiving care and support from social services have poorer educational results when compared to the all pupil population in Monmouthshire. The 'gap' observed widens between key stage 2 and 4.



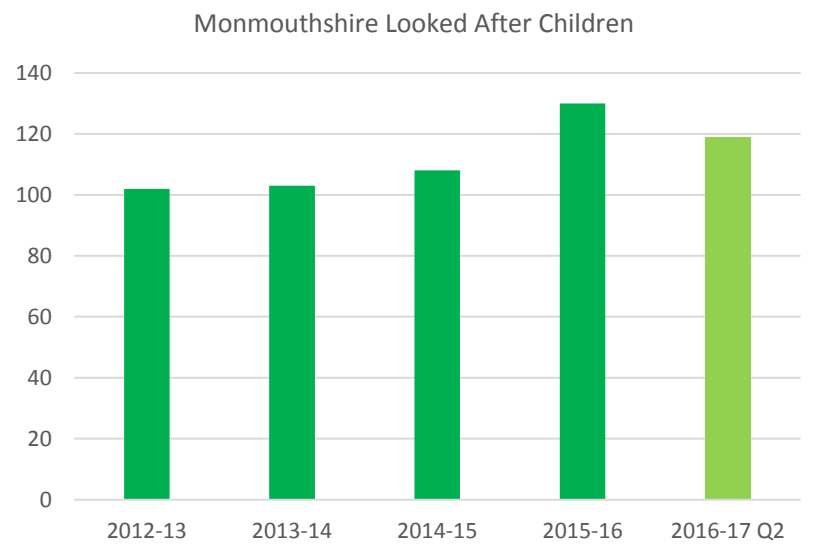
**Chart 3: Child Protection Numbers**

### Child Protection

The number of children on the child protection increased during the year from a 4 year low of 33 at the end of 2015/16 to 71 at the end of September 2016 (see chart 3).

3.3% of children who were added to the child protection register during the first two quarters had been previously registered and had a previous registration which ended in the previous 12 months (measure 27). Reregistration 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 22 children deregistered in the first 6 months of the year, on average they spent 199 days on the register (measure 28), ranging from under a month to over two years.



**Chart 4: Looked after Children Numbers**

### **Looked After Children**

The number of looked after children has decreased from 130 at the end of 2015/16 to 119 at the end of quarter 2 (see chart 4).

The local authority must promote the health and wellbeing of looked after children. Measures to ensure timely dental checks (measure 30) and GP registrations (measure 31) for looked after children are incorporated in the new set of measures. At quarter 2 these measures are not available while data is being collated and recorded.

Looked after children benefit from stability and where possible placement moves and non-transitional school moves are minimised.

4.8% of looked after children have experienced 1 or more changes of school for non-transitional reasons during the first two quarters of the year (measure 32).

At the end of quarter 2, 1.7% of looked after children have been identified as experiencing 3 or more placements (measure 33). This tends to increase as the year progresses.

Both school and placement move indicators were included in the previous National Indicator set and 2015/16 comparable data is available in the 'How do we compare other areas' section.

Children leave care for a variety of reasons. During the first six months of this year 34 children left the looked after system and 119 children remain in care. 12.4% of these children have left care to return home to live with parents, relatives, or other person with parental responsibility or under a special guardianship order (measure 26).

I have had advice, help and support that will prepare me for adulthood

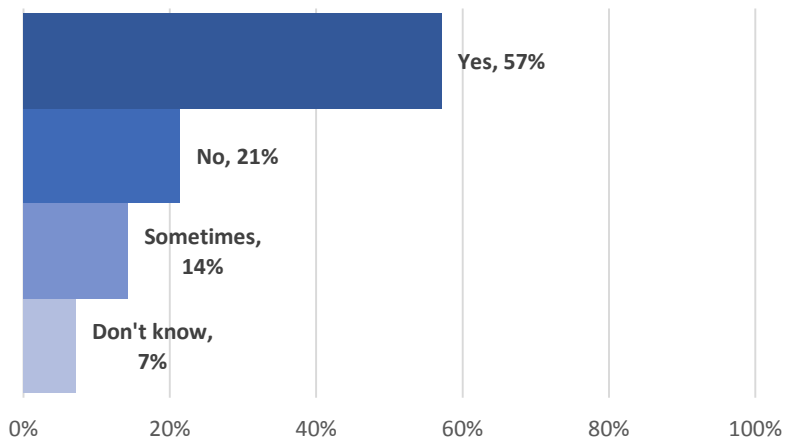


Chart 5: Age 16/17 year olds responses to "I have had advice, help and support that will prepare me for adulthood"

### 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, 80% are engaged in education, training or employment (measure 34a). Of those who left care 24 months ago, 33.3% are engaged in education, training or employment (measure 34b).

Of all care leavers, 2.1% have experienced homelessness during the first six months of the year (measure 35).

Of the 16/17 year old children who replied to the questionnaire, 57% agreed they had 'had advice, help and support that will prepare me for adulthood' (see chart 5).

### Service Comments

**Jane Rodgers** - On the whole we are quite satisfied with the report but there are always areas for improvement e.g. around timeliness of assessment. There are issues this year with the transition from the old reporting framework to the new framework which reflects the legislative changes. This means that in some areas we do not have comparative and baseline data. We are also in a process of developing our reporting systems so we have the correct information to inform the service.

It is pleasing to see the LAC figures have taken a shift downwards after work in that area but it is early days and this remains an area of particular focus for us. This is set against a sharp rise in CP figures which we are actively looking into, particularly to try and project the impact of this in the near future.

All non-transitional school moves are fully discussed between Social Services and education but this is something we will need to monitor over the next period.

The percentage of all care leavers who are in education, training or employment 24 months of leaving care relates to a small number of young people. All our care leavers are allocated Personal advisors who actively engage with the care leavers who will support the young person leaving care.

<p>Collaboration/ Partners we are working with</p>	<p>South East Wales Adoption Service, Gwent Police, Education, Youth Offending Service, Action for Children and Aneurin Bevan University Health Board.</p>																																																																																																
<p>What we have spent on this objective</p>	<p>The total budget for Children Services 2016/17 is approximately £9.8m. Of the total Children Services budget, around 59% relates to looked after children.</p> <p>At Quarter 2 Children's Services were £456K overspent.</p>																																																																																																
<p><i>How do we compare other areas</i></p>	<p><b>National Performance Indicators – How we compare:</b></p> <p>The charts below show 2015/16 data, Monmouthshire is highlighted in green, Welsh average in red and the most statistically similar authorities in blue. During the first year of collection, comparison data for the majority of measures is not yet available. However, some measures were reported as part of the National Indicators 2015/16 and these are included for comparison:</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="358 734 1142 1292"> <p>Percentage looked after children experiencing a non-transitional school move</p> <table border="1"> <caption>Percentage looked after children experiencing a non-transitional school move</caption> <thead> <tr> <th>Authority</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Conwy</td><td>4</td></tr> <tr><td>Carmarthenshire</td><td>4</td></tr> <tr><td>Caerphilly</td><td>5</td></tr> <tr><td>Torfaen</td><td>8</td></tr> <tr><td>Pembrokeshire</td><td>8</td></tr> <tr><td>Cardiff</td><td>9</td></tr> <tr><td>Neath Port Talbot</td><td>9</td></tr> <tr><td>Wrexham</td><td>10</td></tr> <tr><td>Ceredigion</td><td>11</td></tr> <tr><td>Wales</td><td>12</td></tr> <tr><td>Flintshire</td><td>12</td></tr> <tr><td>Vale of Glamorgan</td><td>13</td></tr> <tr><td>Newport</td><td>14</td></tr> <tr><td>Rhondda Cynon Taf</td><td>14</td></tr> <tr><td>Swansea</td><td>15</td></tr> <tr><td>Bridgend</td><td>15</td></tr> <tr><td>Merthyr Tydfil</td><td>16</td></tr> <tr><td>Powys</td><td>17</td></tr> <tr><td>Isle of Anglesey</td><td>18</td></tr> <tr><td>Blaenau Gwent</td><td>18</td></tr> <tr><td>Gwynedd</td><td>19</td></tr> <tr><td>Denbighshire</td><td>19</td></tr> <tr><td>Monmouthshire</td><td>21</td></tr> </tbody> </table> </div> <div data-bbox="1209 734 1993 1292"> <p>Percentage looked after children with 3 or more placements</p> <table border="1"> <caption>Percentage looked after children with 3 or more placements</caption> <thead> <tr> <th>Authority</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Rhondda Cynon Taf</td><td>6</td></tr> <tr><td>Flintshire</td><td>7</td></tr> <tr><td>Gwynedd</td><td>8</td></tr> <tr><td>Denbighshire</td><td>8</td></tr> <tr><td>Neath Port Talbot</td><td>8.5</td></tr> <tr><td>Monmouthshire</td><td>8.5</td></tr> <tr><td>Pembrokeshire</td><td>9</td></tr> <tr><td>Powys</td><td>9</td></tr> <tr><td>Merthyr Tydfil</td><td>9.5</td></tr> <tr><td>Isle of Anglesey</td><td>9.5</td></tr> <tr><td>Newport</td><td>9.5</td></tr> <tr><td>Swansea</td><td>9.5</td></tr> <tr><td>Wales</td><td>10</td></tr> <tr><td>Vale of Glamorgan</td><td>10</td></tr> <tr><td>Torfaen</td><td>10</td></tr> <tr><td>Cardiff</td><td>10</td></tr> <tr><td>Conwy</td><td>10.5</td></tr> <tr><td>Wrexham</td><td>11</td></tr> <tr><td>Ceredigion</td><td>11.5</td></tr> <tr><td>Blaenau Gwent</td><td>13</td></tr> <tr><td>Caerphilly</td><td>13.5</td></tr> <tr><td>Bridgend</td><td>14</td></tr> <tr><td>Carmarthenshire</td><td>15</td></tr> </tbody> </table> </div> </div>	Authority	Percentage	Conwy	4	Carmarthenshire	4	Caerphilly	5	Torfaen	8	Pembrokeshire	8	Cardiff	9	Neath Port Talbot	9	Wrexham	10	Ceredigion	11	Wales	12	Flintshire	12	Vale of Glamorgan	13	Newport	14	Rhondda Cynon Taf	14	Swansea	15	Bridgend	15	Merthyr Tydfil	16	Powys	17	Isle of Anglesey	18	Blaenau Gwent	18	Gwynedd	19	Denbighshire	19	Monmouthshire	21	Authority	Percentage	Rhondda Cynon Taf	6	Flintshire	7	Gwynedd	8	Denbighshire	8	Neath Port Talbot	8.5	Monmouthshire	8.5	Pembrokeshire	9	Powys	9	Merthyr Tydfil	9.5	Isle of Anglesey	9.5	Newport	9.5	Swansea	9.5	Wales	10	Vale of Glamorgan	10	Torfaen	10	Cardiff	10	Conwy	10.5	Wrexham	11	Ceredigion	11.5	Blaenau Gwent	13	Caerphilly	13.5	Bridgend	14	Carmarthenshire	15
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## Appendix 1

How are we performing?	Quantitative Performance Measures:						
	Performance Indicators	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Q2	2016/17 Target	RAG Against Target
	How Much?						
	Number of Looked After Children	103	108	130	119	N/A	N/A
	Number of Children on the Child Protection Register	37	49	33	71	N/A	N/A
	How Well?						
	24: The percentage of assessments completed for children within statutory timescales (42 working days)	Not Available	Not Available	Not Available	86.1% 216/251	90%	
	28: The average length of time (days) for all children who were on the CPR during the year	195	198	Not Available	199 4376/22	<365 days	
	30: The percentage of children seen by a registered dentist within 3 months of becoming looked after	Not Available	Not Available	Not Available	Not Available	Not Applicable#	
	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	Not Available	Not Available	Not Available	Not Available	82.4%	
	Is anyone better off?						
	25: The percentage of children supported to remain living within their family	Not Available	Not Available	Not Available	66.7% 238/357	Not Applicable	
	26: The percentage of looked after children returned home from care during the year	Not Available	Not Available	Not Available	12.4% 19/153	Not Applicable	
	27: The percentage of re-registrations of children on local authority Child Protection Registers (CPR)	15.8% 12/76	6.8% 5/74	18.2% 12/66	3.3% *	<10%	
	29: Percentage of children achieving the core subject indicator at: a) key stage 2	38.9% 7/18	66.7% 16/24	Not yet released	Not Available	Not Applicable	
	29: Percentage of children achieving the core subject indicator at: b) key stage 4	6.7% 1/15	11.1% 3/27	Not yet released	Not Available	Not Applicable	
	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	11.0% 8	21.4% 15	20.5% 15	4.8% 4/83	14%	

33: The percentage of looked after children on 31 March who have had three or more placements during the year	10.7% 11	1.9% 2	8.5% 11	1.7% 2/119	6.5%	
34: The percentage of all care leavers who are in education, training or employment at: a) 12 months after leaving care	Not Available	Not Available	Not Available	80% *	75%	
34: The percentage of all care leavers who are in education, training or employment at: b) 24 months after leaving care	Not Available	Not Available	Not Available	33.3% *	75%	
35: The percentage of care leavers who have experienced homelessness during the year	Not Available	Not Available	Not Available	2.1% *	0%	

\* Numerator and denominator removed due to low numbers

# Target not set while we establish a baseline

**Qualitative Performance Measures:**

**Children responses to questionnaires:**

The below is based on 47 questionnaire responses (20% response rate)

		Yes	No	Some times	Don't know	% Yes
Q1	I live in a home where I am happy	37	3	6	0	<b>80%</b>
Q2	I am happy with the people that I live with	37	3	5	1	<b>80%</b>
Q3	I can do the things I like to do	27	1	17	1	<b>59%</b>
Q4	I feel I belong in the area where I live	31	8	5	2	<b>67%</b>
Q5	I am happy with my family, friends and neighbours	34	2	8	2	<b>74%</b>
Q6	I feel safe	41	1	4	0	<b>89%</b>
Q7	I know who to contact about my care and support	37	0	5	1	<b>86%</b>
Q8	I have had the right information or advice when I needed it	30	2	7	5	<b>68%</b>
Q9	My views about my care and support have been listened to	27	5	9	4	<b>60%</b>
Q10	I have been able to use my everyday language	44	0	1	0	<b>98%</b>
Q11	I was treated with respect	38	0	6	0	<b>86%</b>
Q12	I am happy with the care and support I have had	33	2	8	2	<b>73%</b>
Q13	If you are aged 16 or 17 years old: I have had advice, help and support that will prepare me for adulthood	8	3	2	1	<b>57%</b>

**Parent responses to questionnaires:**

The below is based on 36 questionnaire responses (17% response rate)

		Yes	No	Some times	Don't know	% Yes
Q1	I have been actively involved in all decisions about how my child's/children's care and support was provided	20	6	7	0	<b>61%</b>