

SUBJECT: Performance report 2016/17

MEETING: Children and Young People Select Committee

DATE: Tuesday 11th July 2017

DIVISIONS/WARDS AFFECTED: All

1. PURPOSE

- 1.1 To ensure that members understand the Council's performance framework (appendix 1).
- 1.2 To present the 2016/17 performance information under the remit of Children and Young People Select Committee, this includes:
 - Reporting back on how well we did against the objectives which the previous Council set for 2016/17 (appendix 2):
 - Information on how we performed against a range of nationally set measures for Children's Social services used by all councils in Wales (appendix 3).

2. RECOMMENDATIONS

- 2.1 Members familiarise themselves with the council's performance framework to ensure that they understand the parts of the system that must work together to deliver improvement.
- 2.2 Members are invited to scrutinise how well the authority performed against the objectives it set for the previous financial year and scrutinise delivery measured using a range of nationally set measures that fall within the remit of the committee.
- 2.3 Members use this report to consider the appropriateness of targets set for Children's Social services in 2017/18 (appendix 3).

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 sure that everyone is pulling in the same direction to deliver real and tangible outcomes. This is shown at appendix 1. Further information on the council's performance framework is available on [the hub](#).
- 3.2 Over the coming years the shape of public services in Wales is likely to change significantly influenced by two very significant pieces of Welsh legislation, The Well-being of Future Generations Act and The Social Services and Well-being Act as well as financial pressures, demographic changes, changes in customer needs and expectations and regulatory and policy changes. Services need to continue to think more about the long-term, work better with people and communities, look to prevent problems before they arise and take a more joined-up approach.
- 3.3 The council has recently completed two substantial assessments of need as a result of this legislation and these are available on www.monmouthshire.gov.uk/our-monmouthshire. This information has provided a much deeper evidence base of well-being in the county and, as required by the Future Generations Act, this has been

used to produce the council's well-being objectives and statement 2017 available on www.monmouthshire.gov.uk/improvement.

- 3.4 The shift in focus in the well-being objectives means that activities will need to be focused on longer term challenges at a community level rather than some of the internal process issues and outputs that could sometimes be found in its predecessor, The Improvement Plan. When dealing with more complex societal challenges it will take longer for measurable change to come about and longer still to be able to evidence those changes in a meaningful way. In the short-term there will continue to be milestones that can be used to track our improvement journey. This will be supported by a range of performance reports select committee can request as part of their work programme and the structure of performance reports received by committee will be revised to reflect this emphasis.
- 3.5 Appendix 2 sets out performance achieved in 2016/17 against the actions and performance measures approved by Council in May 2016 as part of its Improvement Plan. As well as being presented to select committees the objectives will be included alongside a further evaluation of performance in 2016/17 that will be reported to Council and published by October. The Welsh Government have recently consulted on plans to repeal the Local Government (Wales) Measure 2009 which means this is likely to be the final plan and report in this format.
- 3.6 Appendix 3 provides a report card on Children's social services performance in 2016/17. This presents data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act and sets it within the context of the requirements of the act and contribution to the Council's objectives. The performance measures are a blend of quantitative (numerical) data and qualitative data collected through questionnaires to children and parents about their experience of social services and whether this has contributed to improving their well-being. A full list of the measures are provided at the end of the report card. Targets for 2016/17 were set where feasible and targets for 2017/18 have been included where available and applicable, these will be better informed when comparable local authority data is available in autumn 2017.
- 3.7 Activity that contributes to the delivery of some objectives cross cuts select committee remits and these have also been reported to the other relevant committee(s). Therefore it is suggested members particularly focus their scrutiny on the activity relevant to the committee with consideration of its contribution to the objective as a whole. In some cases there may be duplication of indicators already included in other sections of the report. Where indicators relate to the performance of services that are under the remit of more than one committee these will also be reported to the other relevant committee(s).

4. REASONS:

- 4.1 To ensure that members have an understanding of performance in 2016/17 and the council's performance framework.

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

7. AUTHORS:

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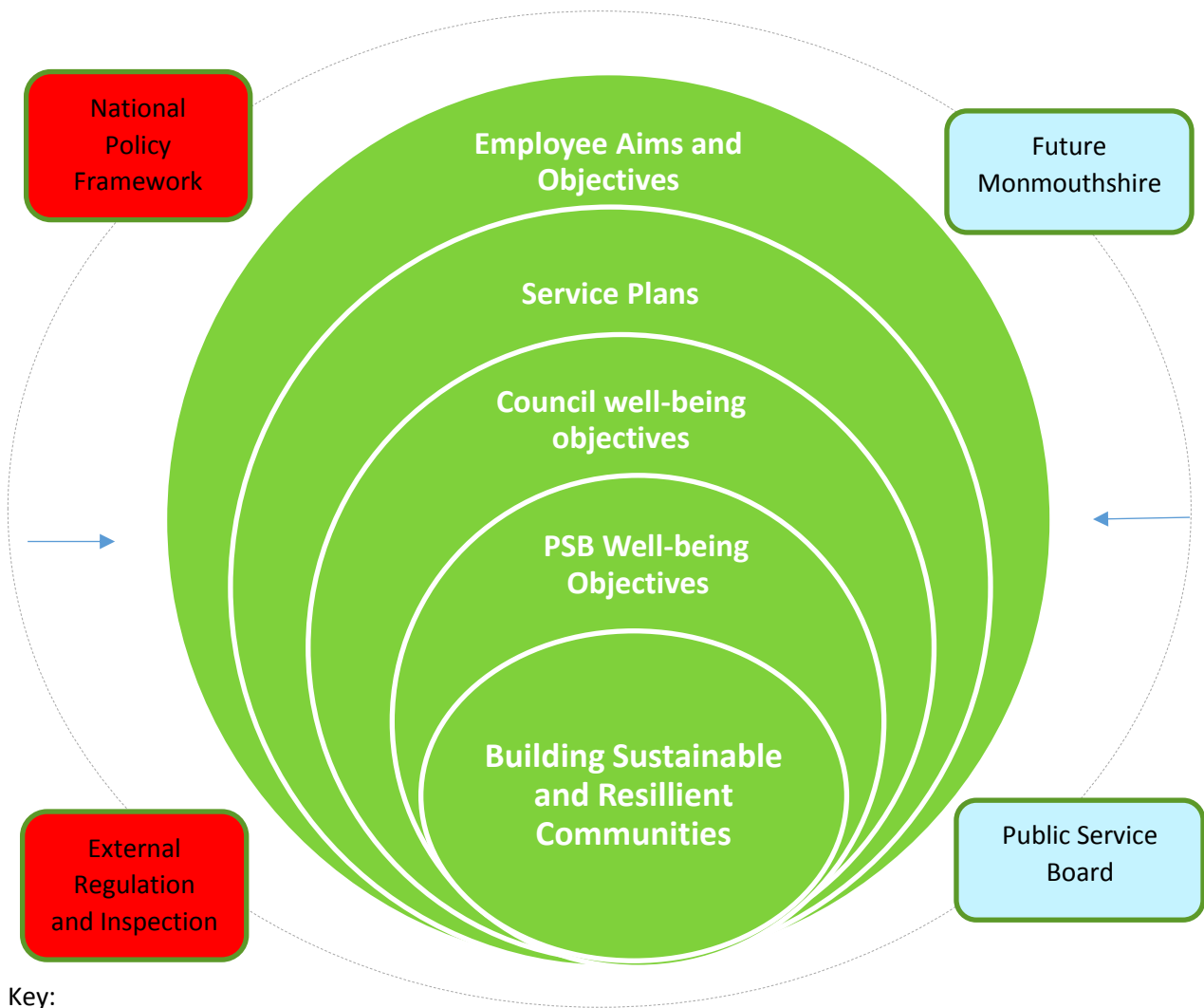
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Our Performance Framework

In Monmouthshire it's even more than the place, it's the people. Not just those on the council's payroll but all of the people who work with us in delivering services and achieving value for money. Our Performance Framework makes sure that everyone is pulling in the same direction to deliver real and tangible outcomes.



Key:

- Performance Framework
- Improvement Activity
- External Influences

Building Sustainable and Resilient Communities



We want to enable the building of sustainable and resilient communities that support the well-being of current and future generations.

This purpose is at the heart of everything we do to improve the economic, social, environmental and cultural well-being of Monmouthshire. We will consider sustainable development in how we plan and deliver our well-being objectives and contribute to the achievement of the seven national well-being goals for Wales.

PSB Well-being Objectives



The Well-being of Future Generations Act also puts a well-being duty on specified public bodies to act jointly via Public Service Boards (PSB) to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of the well-being goals.

We are a partner in the PSB. The PSB has produced a Well-being Assessment for Monmouthshire and in 2018 will publish a well-being plan, including objectives for the county, which we will contribute to.

Council well-being objectives



The Well-being of Future Generations Act requires the council to set and publish well-being objectives and a statement, take all reasonable steps to meet those objectives and make arrangements to publish an annual report of progress.

The well-being objectives bring together the latest evidence from the well-being assessment, policy and legislation to set out how we will deliver a public service that meets the needs of the present without compromising the ability of future generations to meet their own needs.

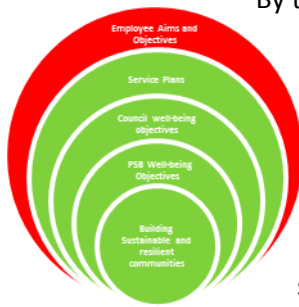
Service Plans



Each of our teams has a service plan that aligns to the objectives we are striving to achieve. This describes what they are doing to deliver the outcomes of the council, contains measures that can be used to assess progress and whether people are better off because of our work and identifies and manages risks facing the service.

All our Service Plans are available on the council's Intranet, the hub.

Employee aims and objectives



By their very nature, service and business plans contain standard measures and targets relating to employee performance. The responsibility for delivery of the plans and improvements rests with all employees. Our employee aims and objectives show the contributions that individual colleagues make to these objectives and delivering the organisations vision in accordance with our values.

We must involve and empower all employees to be the best they can be so that they can think differently and develop solutions to problems; and sustain 21st century public services.

MCC Improvement Objective 1 : We will improve at all key stages of education					
Why have we chosen this?					
Education is one of the four priorities for the council. We are working to improve performance at all key stages. While at a headline level our key stage results are amongst the best in Wales we still need to raise standards across all key stages of education for all pupils.					
Summary					
<p>The local authority continues to work with the Education Achievement Service (EAS) to raise standards of education. The Gap in attainment between 'all pupils' and those eligible for Free School Meals has narrowed in key stages 2 & 3 but has widened at Foundation phase and key stage 4.</p> <p>Work continues to increase the proportion of pupils with statements of special educational learning needs accessing or receiving education within main-stream settings. The authority has established an external reference group, which is an informal continuation of the Estyn recovery board process. The group provides challenge to ensure the Council has a consolidated process in place to continue and maintain our improvement in identified areas.</p> <p>The ICT investment programme for schools is nearing completion so that schools can maximise the impact of technology for learning and development. Caldicot and Monmouth school builds remain on target for the revised schedules.</p>					
What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress
Continue to raise standards across all key stages of education for all pupils, particularly in relation to literacy, numeracy and closing the gap in key stage performance between pupils receiving free school meals and those who do not.	Jun 2017	<p>Measure: Percentage of schools in the top free school meal benchmark quartile across all key stages</p> <p>Measure: Percentage of pupils achieving the core subject indicator at all key stages i) not eligible for free school meals and ii) eligible for free school meals.</p>	<p>The local authority continues to work with the Education Achievement Service (EAS) to raise standards of education.</p> <p>An EAS Business Plan was agreed for 2016-2019 which sets out four priorities for the service and a programme of work to achieve these was set out in detail for 2016-17 and will be reviewed for future years. For Monmouthshire this set the high level targets for pupil outcomes</p>	<p>Performance in 2016: Foundation Phase Performance for all pupils in the Core Subject Indicator (CSI) saw a minimal, 0.1 percentage point, decline to 91.7% and moved up to be ranked 1st in Wales.</p> <p>The FSM attainment gap widened from 10.0 to 17.3 percentage points.</p>	Some key stage indicators are on target and others are behind target

What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress
		<p>Measure: Percentage of pupils achieving key Stage 4 level 2 threshold including English and maths</p>	<p>and pupil attendance, specific support that will be provided to schools requiring enhanced support and any bespoke Local Authority intervention programmes.</p> <p>The business plan has been reviewed and the plan covering the next three year period, 2017-2020, was endorsed by Cabinet in March 2017.</p>	<p>In 2016 20% (6) schools were in the top free school meal benchmark quartile, a slight decline from (23%) in 2015.</p> <p>Key stage 2: Performance for all pupils in the Core Subject Indicator (CSI) improved to 94.1% and remained ranked 1st in Wales.</p> <p>The FSM attainment gap narrowed from 11.9 to 9.7 percentage points.</p> <p>In 2016 30% (9) schools were in the top free school meal benchmark quartile, a slight decline from (32%) in 2015.</p> <p>Key stage 3: Performance for all pupils in the Core Subject Indicator (CSI) improved to 91.9% and dropped to 3rd place in Wales from 2nd place last year.</p> <p>The FSM attainment gap narrowed from 31.3 to 21.5 percentage points. In 2016 no schools were in the top free school meal benchmark</p>	

What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress
				<p>quartile, a decline from 1 (25%) in 2015.</p> <p>Key stage 4: Performance for all pupils at key Stage 4 level 2 threshold including English and maths in 2016 is 67.0% an improvement of 0.1 percentage points. Monmouthshire was ranked 3rd place in Wales a drop from 1st place last year.</p> <p>The FSM attainment gap widened from 31.6 to 41.2 percentage points. In 2016 1 school (25%) was in the top benchmark quartile</p>	
<p>Increase the proportion of pupils who have a statement of special educational learning needs, accessing or receiving education within main-stream settings.</p>	<p>March 2017</p>	<p>Measure: The percentage of pupils with ALN educated in mainstream education settings within the county</p>	<p>Work progresses with schools to improve capacity to support pupils with ALN within main stream settings.</p>	<p>Work continues to increase the proportion of pupils with additional learning needs accessing or receiving education within main-stream settings. Currently the percentage of pupils with a statement of special educational learning need educated in mainstream education setting (including in Special Needs Resource Bases) within the county is 70.95%</p>	<p>On target</p>

What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress
Engage a critical friend to help the authority continue to improve on the performance elements identified in the latest Estyn inspection	March 2017	Milestone: we will have a consolidated process in place to continue and maintain our improvement	The authority has established an external reference group, which is an informal continuation of the Estyn recovery board process. The group provides support to the children and young people directorate to continue to improve on the performance elements identified in the latest Estyn inspection and children's services on its improvement plan.	The group provides challenge to ensure the Council has a consolidated process in place to continue and maintain our improvement in identified areas.	On target
Invest in ICT so that schools can maximise the impact of technology	December 2016	Milestone: Implement phase 1 of the ICT in schools to upgrade equipment and infrastructure as well as implement SIMS in the classroom.	<p>A comprehensive Service Level Agreement with the SRS and schools commenced in April 2016.</p> <p>A separate programme for the upgrade of the schools ICT infrastructure was approved by Council.</p> <p>The first phase of the investment programme upgrading broadband and teachers infrastructure is completed, this was behind the original schedule due to further cabinet and council approval required to proceed with the investment as not all schools had signed up to the SLA.</p>	<p>The investment programme has a priority plan and has been sequenced to cover schools with the poorest quality of ICT infrastructure first but at the same time enable schools further down the list to see some benefits early on.</p> <p>The investment programme will provide all schools with a 100mb data line which can also be used for voice data. This is a vast improvement on the previous lines that ran to primary schools.</p> <p>The existing Wi-Fi capabilities of the school buildings are being upgraded to ensure</p>	Behind original target

What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress
			<p>Phase 2 of the investment programme - migration of schools data and information storage – has been completed for 90% of schools as at May 2017. The programme is due to be completed, reviewed and closed by September 2017.</p>	<p>there is good Wi-Fi connectivity across the school.</p> <p>The SRS have prioritised the replacement of teaching equipment to enable SIMS in the classroom to be rolled out. This has been completed for all schools with the benefits that teachers can access SIMS information from anywhere in the school and when working remotely.</p> <p>All teaching equipment has been upgraded for all schools signed up to the SLA, and 90% of student laptops have been upgraded or replaced.</p> <p>A project close down and evaluation will be completed in September 2017.</p>	
<p>Build and refurbish our school estate as prioritised so they are fit for learning and teaching.</p>	<p>Current timescales: Caldicot - September 2017</p> <p>Monmouth</p>	<p>Milestone: New secondary schools in Caldicot and Monmouth</p>	<p>A 6 month process of value engineering at both Caldicot and Monmouth schools has been completed and revised construction costs agreed. Council agreed in October 2016 to approve an additional funding</p>	<p>The impact of the new schools at Caldicot and Monmouth have on teaching and learning can't be evaluated until their final completion and occupancy.</p>	<p>The builds remain on target for the revised schedules</p>

What will we do?	Timescale/ milestone	How we will measure success	What have we done?	What difference has it made?	Progress	
	Comprehensive – July 2018		<p>requirement of £11.9 million for the delivery of the programme to be financed by a 50% contribution from Wales Government and 50% from the Council.</p> <p>The completion date for occupancy of the new school in Caldicot remains September 2017 with a further 6 months of demolition and reinstatement of the external environment.</p> <p>Main construction works on site for the new school in Monmouth have commenced. The main build is due to complete in July 2018 with a further 6 months of demolition and reinstatement of the external environment.</p>	Stakeholders have been engaged through the build processes to ensure the schools reflect requirements as far as possible.		
How will we know the difference it has made			2014-15 (13-14 Academic)	2015-16 (14-15 Academic)	2016-17 Target (15-16 Academic)	2016-17 Actual (15-16 Academic)
The percentage of pupils achieving the Foundation Phase indicator:						
i) Pupils not eligible for free school meals			i) 92.2%	i) 92.9%	i) 92.8%	i) 93.9%
ii) Pupils receiving free school meals			ii) 82.6%	ii) 82.9%	ii) 81.0%	ii) 76.6%
The percentage of pupils achieving the Key Stage 2 Core Subject Indicator:						
i) Pupils not eligible for free school meals			i) 92.2%	i) 93.8%	i) 94.0%	i) 95.3%
ii) Pupils receiving free school meals			ii) 70%	ii) 81.9%	ii) 88.1%	ii) 85.6%
The percentage of pupils achieving the Key Stage 3 Core Subject Indicator:						
i) Pupils not eligible for free school meals			i) 86.9%	i) 93.6%	i) 95.3%	i) 94.6%
ii) Pupils receiving free school meals			ii) 66.3%	ii) 62.3%	ii) 78.9%	ii) 73.1%

How will we know the difference it has made	2014-15 (13-14 Academic)	2015-16 (14-15 Academic)	2016-17 Target (15-16 Academic)	2016-17 Actual (15-16 Academic)
The percentage of all pupils achieving Key Stage 4 Level 2 Threshold including English or Welsh and Maths i) Pupils not eligible for free school meals ii) Pupils receiving free school meals	i) 70.6% ii) 25%	i) 71.0% ii) 39.4%	i) 75.4% ii) 40.7%	i) 72.2% ii) 31.0%
Percentage of schools in the top free school meal benchmark quartile across all key stages i) Foundation Phase ii) Key Stage 2 iii) Key Stage 3 iv) Key Stage 4 level 2 inclusive	i) 35% ii) 16% iii) 0% iv) 25%	i) 23% ii) 32% iii) 25% iv) 50%	i) 30% ii) 40% iii) 50% iv) 50%	i) 20% ii) 30% iii) 0% iv) 25%

There are also a number of Education Key Performance Indicators included in the National Performance indicator set that are under the committee's remit, which is an important set of indicators that are used to evaluate Council performance. The majority of indicators cover attainment and attendance from the academic year 2015/16, some of which are included in the objective above, which have been reported to the committee previously in detail in the Performance of pupils at the end of Foundation Phase, Key Stages 2 and 3 2015/16 [report](#) and Performance of pupils at the end of Key Stage 4 and 5 2015/16 [report](#). Included below are the indicators from this set that do not relate to attainment and attendance for the committees information.

Ref	National Performance Indicator framework	2013/14	2014/15	2015/16	2016/17	Target 16/17	Target met? 16/17	Trend 15/16 - 16/17	Comment
EDU/0 15a	The percentage of final statements of special education need issued within 26 weeks including exceptions	57.1	64.5	75	65	Not set	N/A	Declined	In the last couple of years the trend has seen fewer statements of SEN issued. In 2016/17 there has been an increase in the number of requests for statutory assessments in the year, including exceptions 20 pupils were issued statements in 2016/17
EDU/0 15b	The percentage of final statements of special education need issued within 26 weeks excluding exceptions	100	100	100	100	100	✓	Unchanged	In the last couple of years the trend has seen fewer statements of SEN issued. In 2016/17 there has been an increase in the number of requests for statutory assessments in the year, excluding exceptions 7 pupils were issued statements in 2016/17.

MCC Improvement Objective 2: We will safeguard people, whether young or old, while reducing peoples dependence on social care

Why have we chosen this?

Protecting the vulnerable is one of our four priorities. In the current financial and demographic context if we don't find ways to support people to find better solutions we will end up rationing services and only intervening in crisis situations. The human cost of failing to have the right conversations at the right time includes young people placed in institutional placements away from home and older people experiencing isolation and loneliness in their communities

What will we do?	Timescale/ milestone	How we will Measure success	What have we done?	What difference has it made?	Progress
Redesign traditional social care services, in-line with the new Social Services and Well-being (Wales) Act.	March 2017	<p>Milestone: We will have commissioned a new approach to care at home</p> <p>Milestone: We will have re-provided the council's residential care for older people with dementia through an innovative partnership arrangement</p>	<p>We introduced a relationship based approach to supporting people at home.</p> <p>All 110 members of the council's care at home teams are now salaried and working in smaller clusters. We are continuing to work with independent providers of care at home through a series of workshops as part of an approach called Turning the World Upside Down. ...</p> <p>Initial meetings took place to scope the potential to develop a new residential home.</p>	<p>A transactional approach based on task without a relationship will inevitable encourage dependency. The new approach focuses on consistency and knowing the person ordinarily. This relationship based approach plays a crucial role in managing complex situations and avoiding crisis as well as supporting the well-being of our teams.</p> <p>This is still at the planning stage. Early discussions have yet to result in an agreed option for residential care.</p>	On Target

		Milestone: Mardy Park will have been remodelling as an integrated community hub	Work on remodelling Mardy Park is complete. This has included capital investments, accommodation reviews, service developments and a staffing restructure.	Services have diversified to provide more choice and a hub that is better able to respond to what matters to the person. Staffing and leadership arrangements are proportionate and practice based. There is a clear platform for greater integration across health, social care and the 3 rd sector.	
Develop place based approaches to sustaining and developing social capital which promote individual and community well-being and develop a targeted, evidence based model of early intervention and prevention in children's services.	March 2017	Milestone: New approach to early intervention, prevention and well-being are in place. Measure: Number of adults requiring traditional long term social care	We have worked with our partners to identify shared purpose, shared outcomes and to optimise the funding streams we can use to achieve these. We have created an overview of the initial place-based team and how this will meet the principles of the Well-being of Future Generations and Social Services and Well-being Acts. We have recruited to all key posts	We now have a shared understanding of prevention and early intervention and the unifying feature of place. These will begin to impact on service users once the agreed changes are implemented and rolled-out. The number of adults requiring a traditional long-term care is broadly unchanged suggesting a stable position while the number of older people in the county increases.	On-Target
Our whole authority safeguarding group will continue to provide leadership of safeguarding and ensure all parts of the council address the priority actions within	March 2017	Milestone: Safeguarding is a key strand of the council's service plans and contractual arrangements with other providers who care for children and adults	Safeguarding is now an explicit section within all service plans. The authority's safeguarding group has senior officers from council services which ensures a high level of	The authority has a clear understanding of what is important around safeguarding. We have an understanding of our strengths and our weak areas in ensuring safeguarding and	On-Target

<p>the latest internal audit report.</p>		<p>Milestone: An audit report which demonstrates positive progress</p>	<p>accountability. The scope has extended to include safeguarding of children and adults at risk. The revised Safeguarding Audit tool is launched to reflect this and will provide the council with a detailed quality assurance programme for each directorate covering safe recruitment, safeguarding training and operating practices in all settings. The work of the Whole Authority Safeguarding Group includes a comprehensive activity programme with schools, care professionals in the public and private sectors dealing with adults and children, volunteers and regional partners.</p> <p>In 2016-17 the council received a statutory recommendation from WAO relating to safeguarding arrangements in the Kerbcraft scheme</p>	<p>have set a path to address the concerns.</p> <p>The authority recognises the findings of the WAO report and actions to address the findings were agreed by council in March 2017.</p>	
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<p>Deliver practice improvements in Children's Services, stabilise and recruit a permanent workforce and develop a commissioning approach for looked after children</p>	<p>March 2018</p>	<p>Measure: A balanced budget in children's services</p> <p>Measure: A reduction in the use of agency staff</p> <p>Measure: Improved performance against new measures in the national performance framework.</p>	<p>Children's Services in a year into a three year practice centred improvement plan. An independent audit through IPC has indicated that the changes required are on track, but with a considerable programme of work ahead, together with some inherent vulnerabilities.</p> <p>We have developed an Admissions and Prevention Panel to ensure that any admission into care is appropriate and that an early return to family is facilitated where ever possible.</p> <p>We have developed a commissioning strategy which outlines our vision for children, young people and their families, while addressing key areas for development. This includes rebalancing towards families with more complex needs and edge of care services and expanding the availability of looked after</p>	<p>The Admissions and Prevention Panel ensures that children and their families receive the appropriate support they need at the right time, to help them make the changes contained within the care and support plan. There has been an increase in the looked after population during 2016-17 from 130 to 133. This is set against a sharp rise in child protection registrations from 33 to 91 over the period.</p> <p>The total spend in Children Services was £10.3m, over half of which relates to looked after children, in particular placements for looked after children.</p> <p>At year end Children's Services were £573k overspent.</p> <p>We now have greater clarity on our vision for children, young people and their families. This will enable us to commission</p>	<p>Behind original target</p>
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			<p>children placements to meet the wide range of children we have in Monmouthshire.</p> <p>The service has been restructured and permanent appointments made to key posts in early 2017. There has been a small reduction in the use of agency staff from 12 to 10 by the end of 2016-17.</p> <p>All measures in the new framework are now being reported and feature on the Select Committee agenda. This gives us a clear baseline against which to measure future progress.</p>	<p>and offer better, joined up early intervention and preventative services as well as expanding the availability of looked after children placements.</p> <p>76% of children that the service works with are happy with the care and support they receive.</p>	
<p>We will review access points for our services to ensure people can access the information and advice they need to make decisions about their own lives</p>	<p>Dec 2016</p>	<p>Milestone: Clear approach to Information, Advice and Assistance (IAA) presented to Select and Cabinet</p> <p>Measure: The percentage of people who received advice and assistance and who have not needed to contact the service again</p>	<p>We have undertaken a snapshot of the entry-points for Information, Advice and Assistance across the county. This is much broader than council services. The approach which was presented to Select Committee on 22nd November 2016.</p> <p>We are now measuring the impact of this approach</p>	<p>We now have greater clarity on our access points. This enables us to offer preventative information, advice and assistance which diverts people from statutory services.</p> <p>76.6% of the people who accessed information, advice and assistance at the front-door did not need to contact the organisation again within six months.</p>	<p>On-Target</p>

			using the national framework.			
How will we know the difference it has made			2014-15	2015-16	2016-17 Target	2016-17 Actual
Number of people aged 18 and over receiving a service (revised measure as existing measure has been dropped from national reporting framework)			2,838	2,836	Not set	2,696
Percentage of adults receiving social care who are satisfied with the service			93%	93%	95%	85% (revised question)
Percentage of reviews of children on the child protection register that were carried out on time			95.5%	93.0%	100%	97.0%
Percentage of referral decisions to children's services made within one day			99.6%	98%	99.2%	98.1%
The number of agency staff working in children's services			6	12	3	10

Improvement Objective 2016-17: We will safeguard people, whether young or old, while reducing peoples dependence on social care

Why we focus on this

Safeguarding vulnerable people is a key issue for the authority. 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?

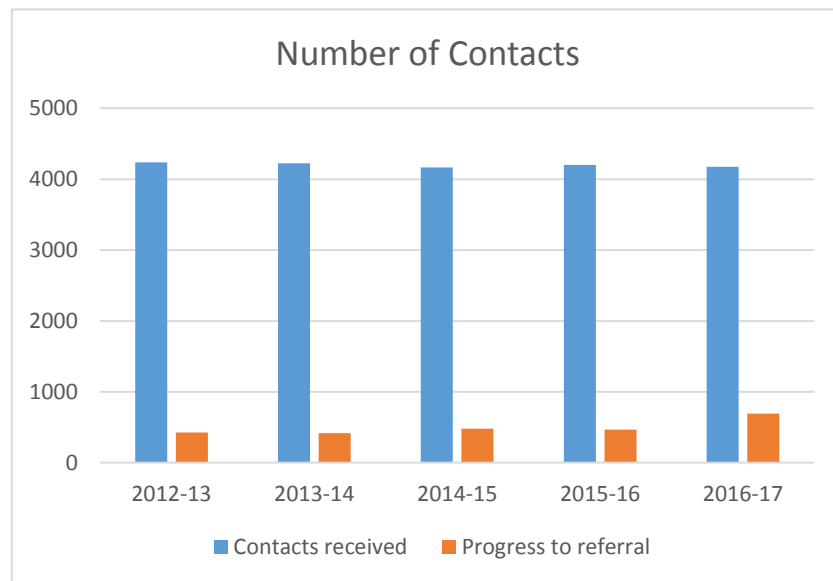


Chart 1: Numbers of contacts received and progressed to referral

Front Door

Children's Services received 4,173 contacts on 1,929 children during 2016/17. Of these, 691 were progressed either to assessment or where children are at risk of harm to child protection strategy discussion.

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 from children indicate that 69% feel they have had the right information or advice when they needed it.

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.

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. During 2016/17, 74.7% of children's assessments were completed within statutory timescales of 42 working days (measure 24) which is some way below the target set.

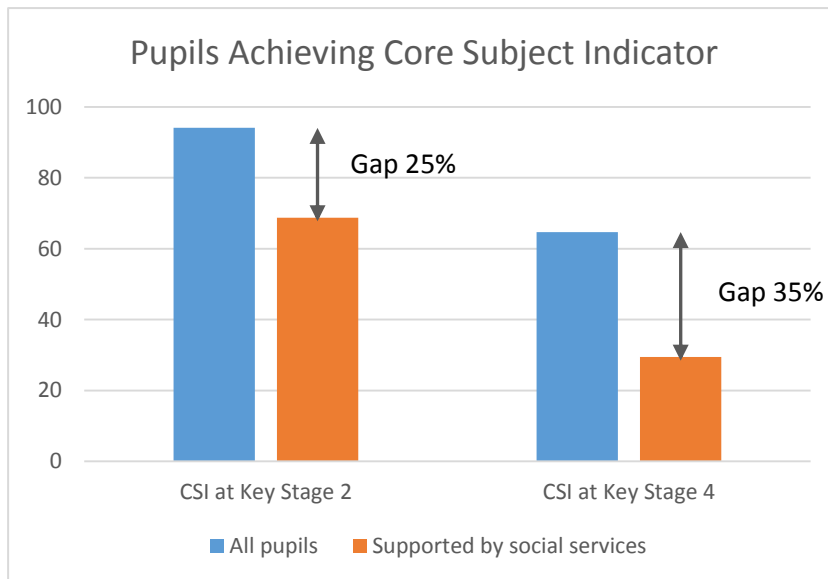


Chart 2: Pupils achieving the Core Subject Indicator at Key Stage 2 and 4, academic year 2015/16

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 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 64% 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 64% replied 'yes'.

Stepping in early to support children is important in helping children stay in their families. 61.6%* of children are supported to remain living within their family (measure 25).

Educational outcomes at key stage 2 and 4 are measured for children receiving care and support, which includes children with disabilities. In the academic year 2015/16 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 when compared to the all pupil population in Monmouthshire, as displayed at chart 2. The 'gap' in achievement widens from 25% at key stage 2 to 35% at key stage 4.

* Provisional data, final data to be provided by Welsh Government

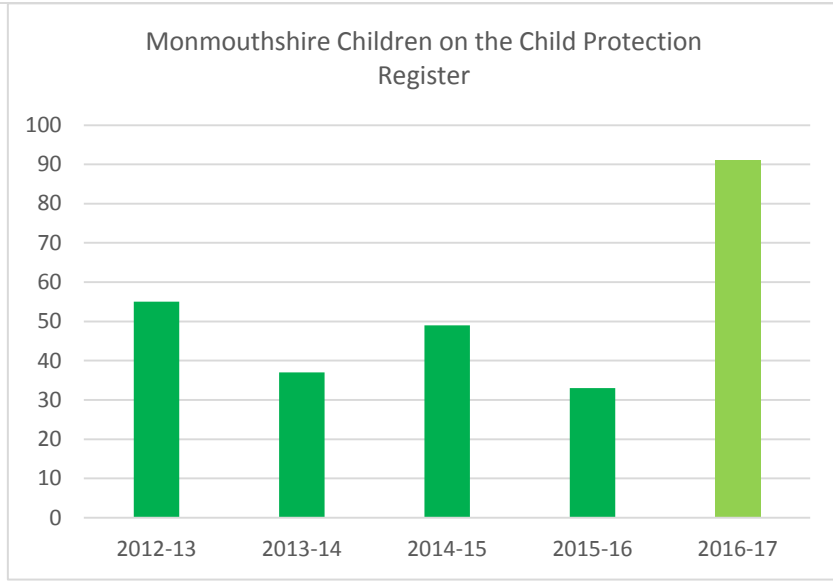


Chart 3: Number of children on the Child Protection Register

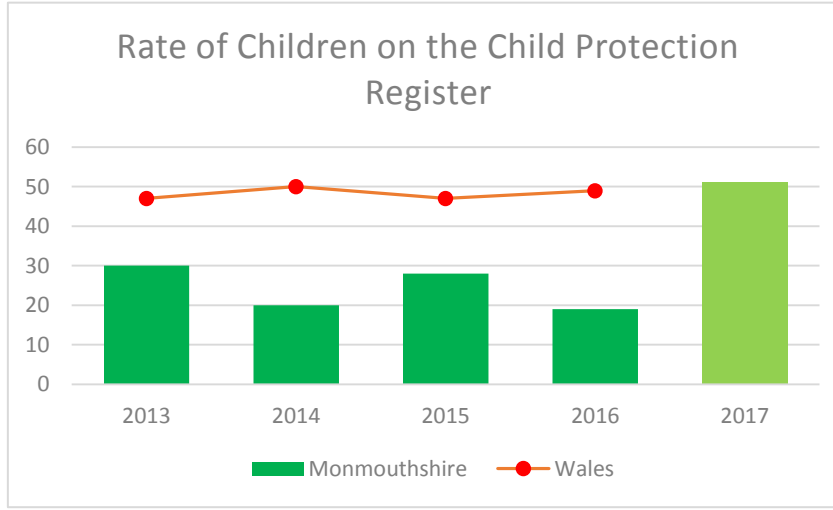


Chart 4: Rate of children on the Child Protection Register, Monmouthshire compared to Wales

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 work 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 during the year from a four year low of 33 at the end of 2015/16 to 91 at the end of 2016/17 (see chart 3). When considered as a rate per child population, this is now approximately the same as the Welsh average of last year (see chart 4).

126 children were added to the child protection register during the year. Of these, 2.4% had a previous registration which ended in the preceding 12 months (measure 27). 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 68 children deregistered during the year, on average they spent 230 days on the register (measure 28), ranging from under a month to over two years.

Of the children deregistered during the year, 35% went on to be looked after.

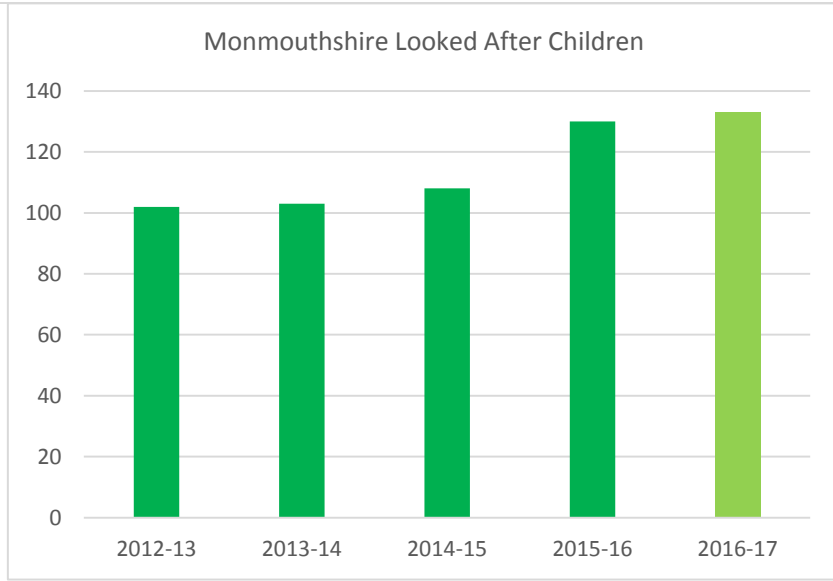


Chart 5: Number of Looked after Children

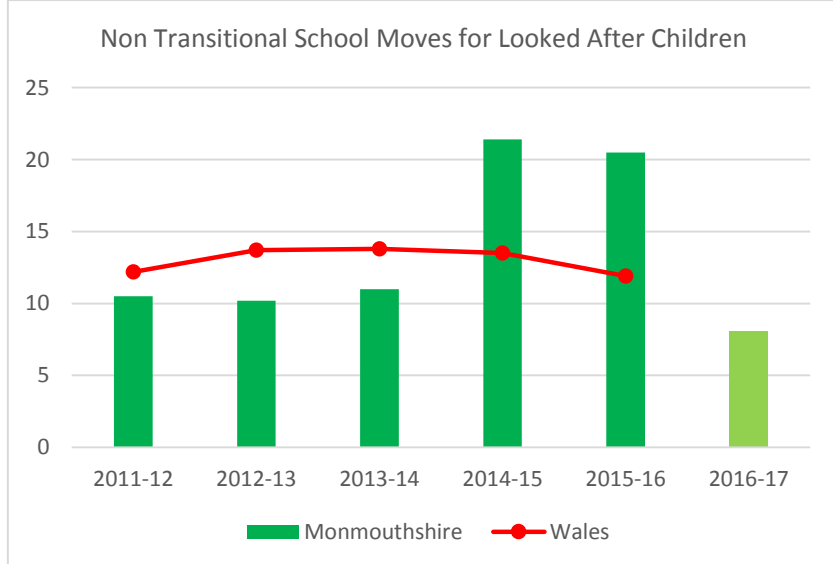


Chart 6: Non transitional school moves for Looked after Children

Looked After Children

The number of looked after children has increased slightly from 130 at the end of 2016 to 133 at the end 2017 (see chart 4).

The local authority must promote the health and well-being of looked after children. 56.5% of looked after children had a dental check within 3 months of becoming looked after (measure 30). 98.3% 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.

8.1% of looked after children have experienced one or more changes of school for non-transitional reasons during the year (measure 32). This is an improvement on performance in the last two years as shown in Chart 6.

The number of looked after children experiencing 3 or more placements during the year (measure 33) is not yet available from Welsh Government.

Children leave care for a variety of reasons. During the year 49 children left the looked after system and 133 children remain in care. The percentage of children who return home from care during the year (measure 26) is not yet available from Welsh Government.

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

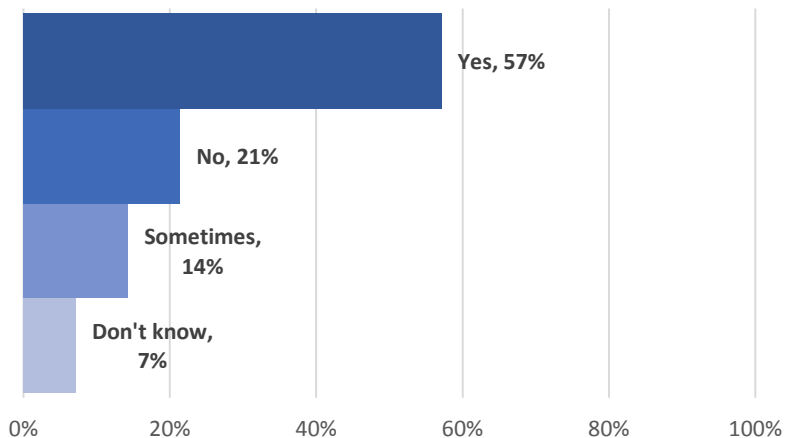


Chart 5: Age 16/17 year olds responses to “I have had advice, help and support that will prepare me for adulthood”

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, 63.6% are engaged in education, training or employment (measure 34a). Of those who left care 24 months ago, 50% are engaged in education, training or employment (measure 34b).

Of all care leavers, 5.5% have experienced homelessness at some point during the year (measure 35).

Of the 16 and 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

This is our first report using the new suite of measures and it is pleasing to see that there are key areas where we are doing well and improving, particularly as this is within the context of increasing numbers of children on the Child Protection Register and children who are ‘Looked After’.

This year in particular saw a sharp increase in our child protection figures. Our initial analysis shows that there are a number of contributing issues, including better risk assessment in the early stages, alongside of not having access to intensive family support services that might intervene in direct preventative work. This is an area of service development we are now addressing and have recently invested in support worker posts to provide direct work.

Of concern is the drop in performance in completing assessments on time. We have put in place a performance dashboard system at the front door which monitors the completion of assessments in real time, and this has already begun to drive an improvement.

Regarding the educational Achievement of our LAC population, we will continue to work in partnership with our colleagues in education to address the gap in attainment and have recently given restricted access to Head Teachers and Safeguarding Leads to our Plant care system to encourage more effective communication and support for vulnerable children/young people.

	<p>Our other area of focus is around engagement with care leavers, which due to small numbers, together with some of the particular difficulties around supporting asylum seeking young people accessing education and housing has shown a drop in performance this year.</p>
<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>During 2016/17 the budget for Children Services was £10.1m (including the Youth Offending Team), over half of which relates to looked after children, in particular placements for looked after children.</p> <p>At year end Children's Services were £573k overspent (excluding the Youth Offending Team).</p>
<p><i>How do we compare other areas</i></p>	<p>National Performance Indicators – How we compare:</p> <p>Comparable data for other local authorities for 2016/17 is unavailable until October 2017. When available, updates on how we compare will be included within a quarter 2 2017/18 report.</p>

Quantitative Performance Measures:							
Performance Indicators	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Actual	2016/17 Target	2016/17 RAG	2017/18 Target
How Much?							
Number of Looked After Children	103	108	130	133	Not Applicable	Not applicable	Not applicable
Number of Children on the Child Protection Register	37	49	33	91	Not Applicable	Not applicable	Not applicable
How Well?							
24: The percentage of assessments completed for children within statutory timescales	N/A	N/A	N/A	74.69% 611/818	90%		90%
28: The average length of time for all children who were on the CPR during the year	195	198	N/A	230 15,660/68	<365 days		<365 days
30: The percentage of children seen by a registered dentist within 3 months of becoming looked after	N/A	N/A	N/A	56.52% 13/23	Not Applicable	Not applicable	60%
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	N/A	98.33% 59/60	82.4%		100%
Is anyone better off?							
25: The percentage of children supported to remain living within their family	N/A	N/A	N/A	61.56%* 213/346	Not Applicable	Not applicable	70%
26: The percentage of looked after children returned home from care during the year	N/A	N/A	N/A	Not Available	Not Applicable	Not applicable	Not Available#
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	2.38%~	<10%		<10%
29: Percentage of children achieving the core subject indicator at key stage 2 and key stage 4	15% N/A	39% N/A	67% N/A	68.75% 29.41%	Not Applicable	Not applicable	Not Available
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	8.14% 7/86	14%		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	Not Available	6.5%	Not Available	6.5%
34: The percentage of all care leavers who are in education, training or employment at:	N/A	N/A	N/A	63.64% 7/11	75%		75%

How are we performing?

a)12 months after leaving care							
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	N/A	50.00%~	75%		75%
35: The percentage of care leavers who have experienced homelessness during the year	N/A	N/A	N/A	5.45%~	0%		0%

* Provisional data, final data to be provided by Welsh Government

Target not set while we establish a baseline

~Numerator and denominator removed due to low numbers

Qualitative Performance Measures:

Children and parents responses to questionnaires:

Children’s responses are based on 51 questionnaire responses (22% response rate) and parents 36 responses (14% response rate):

Who did we ask?		Children	Parents
Children	I live in a home where I am happy	80%	-
Children	I am happy with the people that I live with	78%	-
Children	I can do the things I like to do	59%	-
Children	I feel I belong in the area where I live	69%	-
Children	I am happy with my family, friends and neighbours	76%	-
Children	I feel safe	90%	-
Children and parents	I know who to contact about my/my child’s care and support	88%	78%
Children and parents	I have had the right information or advice when I needed it	69%	47%
Children and parents	My views about my/my child’s care and support have been listened to	64%	53%
Parents	I have been actively involved in all decisions about how my child’s/children’s care and support was provided	-	64%
Children and parents	I have been able to use my everyday language	98%	100%
Children and parents	I was treated with respect	88%	77%
Children and parents	I am happy with the care and support I have/my child has had	76%	64%
Children	If you are aged 16 or 17 years old: I have had advice, help and support that will prepare me for adulthood	57%	-

Children's Social Care in Numbers 2017

The Context



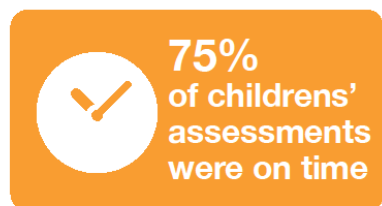
We spent **£10.1 million** on delivering social care to children

133 children are looked after



The number of children on the Child Protection Register has risen from **33 to 91**

How are we doing?



75% of children's assessments were on time



2.4% of children are re-registered on the Child Protection Register

76% of children are satisfied with their care



Outcomes for children



69% of children supported by social care achieved the core subject indicator at key stage 2, compared to **94%** of all pupils

8% of looked-after children had an unplanned school move



Over **60%** of children are supported to remain at home



monmouthshire
sir fynwy

For more information go to
www.monmouthshire.gov.uk/improvement