

Quarterly Performance Report

Social Services for Children (Community Services Directorate)

REPORT AUTHOR: **HEAD OF SOCIAL SERVICES FOR CHILDREN**

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REPORT PERIOD: **QUARTER 2 JULY - SEPTEMBER 2012**

Introduction

The report is produced on a quarterly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The new approach is based on exception reporting and splits the reports into 3 distinct sections: -

1. **Foreword** – to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues should also be highlighted in this section e.g. a new SARC identified (as agreed by CMT).
2. **Performance Summary** – This section contains an ‘at a glance’ summary of performance for the quarter against the following, in a tabular format for each: -
 - **Corporate Improvement Plan** – giving a summary of both RAG statuses for the progress and outcome.
 - **Strategic Assessment of Risks and Challenges (SARC)** – a summary of the risk RAG status at the end of the quarter
 - **Performance Indicators/ Outcome Measures** – as a minimum this section will include all (PIs) classified as Improvement Targets and those which are aligned to the Improvement Priorities for the purpose of measuring outcomes. The summary will show target and outturn performance with a RAG status and trend.
 - **Improvement Target Action Plan** – this section summarises whether actions to support the achievement of Improvement Targets are ‘on track’ or ‘behind schedule’.
 - **Key Actions from the Head of Service Plan** – summarises whether key actions / areas for improvement as identified in the service plan are ‘on track’ or ‘behind schedule’.
 - **Internal & External Regulatory Reports** – summarises regulatory work reported in the quarter and its outcomes and intended actions.
3. **Exception Reporting** – This section gives further detail of the emerging issues and exceptionally good or poor performance identified in Section 1 and also any exceptionally good or poorer performance identified in Section 2 e.g. items which have an amber or red RAG status or are ‘behind schedule’. The detail will include the reason for the issue / poor performance arising and what is to be done to rectify the situation.

1. Foreword

Report highlights for this quarter are the following items: -

<p>Performance</p>	<p>Seven improvement targets were set for 2012/13; all these met the target this quarter.</p> <p>Performance highlights for Quarter 2 include timeliness of reviews of looked after children (SCC/021) at 96.3% and young carers who were assessed or were receiving a service (SCC/030 a and SCC/030b), both at 100%. In addition, 14 new young carers were identified this quarter, an outcome of the improved joint working between Social Services for Children and Barnardos.</p>
<p>Independent Sector</p>	<p>The refurbishment of Arosfa Residential Unit is complete, and the facility is due to open in October. This will provide three beds for children and young people with disabilities. Action for Children are in the process of arranging visits to Arosfa for parents, professionals and neighbours and will be involving young people in renaming Arosfa.</p>
<p>Young Carers and Looked after children</p>	<p>Staff from Social Services for Children & Barnardo's were invited to Cardiff during October to share information on the 'Access to Action' card for young carers, looked after children and care leavers to a group of Assembly Members and the Children's Commissioner for Wales.</p> <p>Negotiations have taken place with Barnardos for them to undertake young carers assessments on our behalf, as young carers themselves have previously indicated that they do not want involvement with Social Services, but prefer to refer themselves to the voluntary sector.</p>
<p>Transition</p>	<p>The new Transition Team became operational in July. The Project Board and Heads of Service are overseeing the implementation. An interim Senior Practitioner and an additional Social Worker have been appointed to the team, and training on Children's Services systems and procedures is ongoing, to ensure that the staff are fully skilled.</p>
<p>Integrated Family Support Services</p>	<p>Two meetings have been convened by the North Wales Heads of Children's Services to discuss the rollout across North Wales, and a further workshop expanding the group membership to finalise these discussions is scheduled for 26 November.</p>

Other highlights by service area are as follows: -

<p>Youth Justice Service</p>	<p>Activities over the summer holidays included the "World of Work" project which allowed young people to try a variety of careers-based activities such as painting and decorating, cooking as a career, sports coaching and health and beauty skills.</p>
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	<p>The Demonstrating Success framework of evaluation is now being implemented with regard to Restorative Justice activities, which assesses the progress of young people taking part in court ordered unpaid work activities.</p> <p>Young people undertaking unpaid work ('community service') are now able to complete an Open College Network qualification, nationally recognised, in Health & Safety, as part of their induction. Other vocational OCN qualifications are available to young people throughout their time with the Youth Justice Service, such as 'Self and Social Being', 'Anger / Conflict Management' and 'Cannabis Awareness'.</p> <p>Funding has been secured and a successful appointment has been made for the post of Substance Misuse counsellor, enabling schools to access specific support for young people with substance misuse related issues.</p>
<p>Flying Start</p>	<p>The proposal for the expansion of the Flying Start Programme for 2012-2015 has been drafted for consideration by Committee in October. The proposal is for expansion of those areas of Flintshire identified as having the areas identified as having the highest concentration of 0-3 year olds living in income benefit households.</p> <p>Flying Start is targeted at 0-3 year olds in the most disadvantaged communities in Wales. The expansion of Flying Start is one of the top 'Five for a Fairer Future' manifesto commitments to be delivered over the next four years. The manifesto commitment states that the Welsh Government will: "Double the number of those gaining from Flying Start to 36,000 children in Wales."</p>
<p>Families First</p>	<p>The Families First Board have now commissioned seven strategic project areas via a full tender process. The projects will all be effective from October 2012 to March 2014, with possible continuation funding for a further three years. This includes several collaborative projects which will deliver bespoke, family focussed services in all areas of Flintshire. This evidenced based commissioning process has completed the transition from Cymorth to Families first funding.</p> <p>The Quest project, Family Information Service and Welfare Rights service continue to be funded by Families First to support families to be raised out of poverty and to increase access and opportunities for Flintshire's most vulnerable families.</p>
<p>Complaints & Compliments</p>	<p>18 compliments were received about the work of Social Services for Children. 39 compliments were received about services provided via the Children and Young People's Partnership and 2 were made about the Youth Offending</p>

	<p>Service.</p> <p>Comments included:</p> <p><i>“She has been marvellous and she helped me realise that social workers are not scary.”</i></p> <p><i>“I sometimes give criticism when social workers fall short, but I feel that I can also commend social workers when work is of a high standard, which it is in this case. If not for this work I am not convinced that the children would have the outcome that they do have. I would be grateful if my comments could be passed on within the Local Authority.” (from a Judge)</i></p> <p><i>“The sessions have been great fun and our young people have gained valuable knowledge and understanding of the issues. The children enjoyed the lessons and benefited from your visits.” (from a Head Teacher)</i></p> <p>18 complaints were received by the Department during this period, 17 of which have been responded to.</p> <ul style="list-style-type: none"> • 14 of the 17 complaints responded to were within the statutory ten day timescale. • 1 complaint was placed on hold until care proceedings are completed. • 2 complaints progressed to Stage 2. • 1 of these Stage 2 complaints has been investigated and responded to; the other Stage 2 request was made late in the quarter and will be reported on in the next quarterly report. • 1 complaint deferred from October 2011 due to care proceedings will be investigated at Stage 2 during quarter 3. • In addition to the 18 complaints re. Social Services, 1 complaint was received regarding the Youth Justice Service and 1 complaint was received regarding Team Around the Family. <p>Of the 17 complaints responded to in this quarter, 14 were responded to within the ten day timescale (82%), as compared with 58% in Q1.</p>
<p>Care & Social Services Inspectorate Wales Inspection</p>	<p>The annual inspection of the North Wales Adoption Service received a positive report.</p> <p>Our Annual Performance Report for Social Services (ACRF) received a positive response from CSSIW, and this was followed up with a visit from the Inspectors to discuss future plans. A few areas for improvement were identified, and progress on these will be reported in Q3 in Section 2.4 of this report.</p>

2. Performance Summary

2.1 Improvement Plan Monitoring

KEYS

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.0 To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups.				
5.1.1 Develop robust commissioning arrangements for out of county placements.	Dec 2012	G	G	
5.2 Ensure that the whole Council works positively as a Corporate Parent to support looked after children and care leavers to achieve positive outcomes in life.	Ongoing	G	G	
5.3 Review our internal and joint arrangements for safeguarding both vulnerable adults and children	Dec 2012	G	G	
5.5 Implement the Integrated Family Support Services initiative (also 7).	Apr 2013	G	G	
6.0 To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty.				
6.9 Implement the Families First initiative (also 5).	Oct 2012	G	G	
7.0 To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services.				
7.3 Develop a range of temporary accommodation and independent living options for care leavers (also 8).	Mar 2013	G	G	

2.2 Strategic Assessment of Risks and Challenges (SARC)



The table below summarises the position of SARCs at the end of the reporting period.

KEY

R	High Risk
A	Medium Risk
G	Low Risk

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC – CD23 Procurement of Independent Sector Placements for Looked After Children	Previous RAG Status	Current RAG Status	Green Predictive
Budget pressures created by the cost of procuring independent sector placements that provide specialist care or education to meet the unpredictable needs of looked after children.			TBC

2.3.1 Performance Indicators and Outcome Measures


Key





R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded



The RAG status of the indicators for the year are summarised as follows:



Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
IP 5.3.4 *SCC/034 The number of reviews of children on the Child Protection Register due in	97%	96.3%	97%	100%		Improved

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
the year that were carried out within the statutory timescales.						
*SCC/021 The percentage of looked after children reviews to be carried out within statutory timescales.	92%	90.8%	92%	96.3%		Improved
IP5.1.2 *SCC/025 The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	93%	94.6%	93%	95.7%		Improved
*SCC/030a The percentage of young carers known to social services who were assessed.	75%	100%	75%	100%		Maintained
*SCC/030b The percentage of young carers known to social services who were provided with a service.	85%	100%	85%	100%		Maintained
IP 5.1.1 SCC/004 The percentage of children looked after on 31st March who have had three or more placements during the year	5%	N/A	N/A	N/A	N/A	N/A Reported Annually

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
*PSR/009a The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG).	350 days	345 days	350 days	314 days		Improved
SCY/001a The percentage change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by children and young people of statutory school age.	8%	17.9%	8%	7.4%		Downturned

2.3.2 Improvement Target Action Plan Monitoring

Key - ✓ on track, ✗ behind schedule, C completed

Ref	Action & Planned Completion date	Progress
*SCC/034	The Safeguarding Unit have: 1. Tightened their monitoring processes such that there is prior warning when reviews are going out of timescale; 2. Built a "buffer" in the diary so that there is as far as possible room to reschedule within timescales in the event that a review has to be cancelled (eg. because the family does not attend).	✓
*SCC/021	The Safeguarding Unit have: 1. Tightened their monitoring processes such that there is prior warning when reviews are going out of timescale; 2. Built a "buffer" in the diary so that there is as far as possible room to reschedule within timescales in the event that a review has to be cancelled (eg. because the family does not attend).	✓
*SCC/025	1. Continue to measure the impact of increasing capacity within CYAST and the flagging system for due dates of forthcoming visits on a quarterly basis, and raise at Social	✓

Ref	Action & Planned Completion date	Progress
	Services for Children Senior Management Team if remedial action is required. 2. Provide capacity from the Performance Team to work with Transition Team to ensure that staff are aware of forthcoming visit deadlines for all cases in transition.	
*SCC/030a	Monitor progress against the Young Carers Strategy Action Plan.	✓
	Joint protocol for the assessment of young carers to be strengthened.	✓
	Young carers Professionals Pack to include 'Think Family' focus.	✓
*SCC/030b	Actions as above.	✓
*PSR009a	Actions are included in the Social Services for Adults Quarterly Performance Report.	✓
SCY/001a	To continue to liaise closely with schools to ensure that young people within the criminal justice system maintain or improve educational opportunities.	✓

2.4 Key Actions from Service Plan Monitoring and ACRF

The following table shows the progress made against key areas of improvement/actions identified in the Planning service plan. A ✘ indicates those areas which have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, ✘ behind schedule, C completed

Improvement Area	On-track?	Commentary
Support development of accommodation & independent living options for care leavers.	✓	
Major and minor adaptations	✓	
Transition Service	✓	
Identifying and supporting young carers	✓	
Measure effectiveness of Volunteer Mentoring interventions	✓	
Hours of education, training and employment whilst within YJS	✓	
Maximise the benefits of the Safeguarding Unit	✓	
Raise awareness & monitor safeguarding activity via LSCB	✓	
Develop Integrated Family Support Service	✓	
Timeliness of statutory visits and reviews for all young people	✘	See commentary in Section 3
Develop the Families First Initiative	✓	
Full implementation of Flying Start	✓	

Improvement Area	On-track?	Commentary
Implementation of Strategic Equality Plan	✓	
Short break provision	✓	
Reduce dependency on the independent sector and improve commissioning process	✓	
Implement Inspection action plan	✓	
Service user and carer involvement	✓	
Ensure interventions are outcome focused	✓	

2.5 Internal & External Regulatory Reports

The annual inspection of the North Wales Adoption Service received a positive report.

Our Annual Performance Report for Social Services (ACRF) received a positive response from CSSIW, and this was followed up with a visit from the Inspectors to discuss future plans. A few areas for improvement were identified, and progress on these will be reported in Q3 in Section 2.4 of this report.

3. Exception Reporting

3.1 Improvement Plan

No exceptions are reported. Activities are on track and we have full confidence in the achievement of the outcomes.

3.2 Improvement Targets

All improvement targets had a green RAG status in Quarter 2.

3.3 Head of Service Plan

Timeliness of statutory visits and reviews for all young people

We have continued to perform well this Quarter on timeliness of reviews for children on the child protection register (100%) and for children looked after (96.3%). Performance in the timeliness of statutory visits for looked after children is slightly below that of last Quarter, as is the performance in the timeliness of Child in Need reviews. We can attribute this to the impact of the implementation of the Transition team; the transfer of cases from the Children's Integrated Disability Service to Transition has led to some delays in reviews and visits being completed. The full complement of staff has now been appointed to the Transition team, and ongoing training on Children's Services systems and processes have ensured that reviews and visits are now back on track.