



***SAFEGUARDING, COMMUNITIES AND WELL-BEING SCRUTINY
COMMITTEE***

**Children's Social Care
Performance Report: 2017/18 (1st April 2017 to 30th September 2017)**

April 2016 saw the introduction of the Social Services and Wellbeing (Wales) Act and as a result, the Performance Framework for both Adults & Children's Social Care changed. As a department we have taken the decision to retain many of the previous national indicators and keep them as "local" indicators, as they support us in understanding both the demand for services and contribute significantly to driving improvements in our service delivery. Retaining the indicators allows us to preserve our consistent approach to scrutiny as a department and for members and our inspectorate, although we do lose the ability to benchmark our performance across Wales in some areas.

Following on from the publication of the first Welsh averages linked to the new framework an additional Members Workshop was held on 8th November 2017. The content of this report was compiled following discussions in this forum, and contains a mix of both national and local measures/information. A recommendation for the Safeguarding, Communities and Well-being scrutiny meeting on 20th December 2017 is to approve the current format and to review every 12 months moving forwards in line with any potential changes or additions to the national framework.

National Performance Framework 2017/18

		Percentage / rate	2016-17 Year End Performance	2016-17 Welsh Average	Comments
PMC024 - The percentage of assessments completed for children within statutory timescale	Q1	86.0%	85.3%	90.8%	Dip in performance in Q2 linked to vacancies and recruitment issues in our assessment team. Timescales continued to be monitored weekly
	Q2	68.8%			
	Q3				
	Q4				
	2017-18				
PMC025 - The percentage of children supported to remain living with their family at 31st March	Q1	70.2%	69.0%	69.2%	This cohort are the number of children receiving care & support minus the number of children looked after (even if placed with parents). Our proportion of LAC, 31%, is in line with the rest of Wales
	Q2	68.2%			
	Q3				
	Q4				
	2017-18				
PMC026 - The percentage of looked after children returned home from care during the year (Cumulative - 903 post pop)	Q1	3.17%	11.97%	13.6%	
	Q2	7.27%			
	Q3				
	Q4				
	2017-18				
PMC027 - The percentage of re-registrations of children on local authority Child protection Registers	Q1	0.00%	4.2%	6.3%	Re-registrations of children on the CPR within 12 months is positively below the Welsh average
	Q2	4.16%			
	Q3				
	Q4				
	2017-18				
PMC028 - The average length of time for all children who were on the child protection register during the year	Q1	366.5	293.67	245.1	
	Q2	441.2			
	Q3				
	Q4				
	2017-18				
PMC029a - The percentage of children achieving the core subject indicator at key stage 2	Year (to be pre populated from the CRCS Census)		63.04%	56.5%	
PMC029b - The percentage of children achieving the core subject indicator at key stage 4	Year (to be pre populated from the CRCS Census)		8.77%	14.2%	
PMC030 - The percentage of children seen by a registered dentist within 3 months of becoming looked after	Q1	70.8%	58.1%	59.4%	
	Q2	61.1%			
	Q3				
	Q4				
	2017-18				
PMC031 - The percentage of children looked after at 31st March who were registered with a GP within 10 working days of the start of their placement	Q1	100%	99.1%	91.7%	
	Q2	100%			
	Q3				
	Q4				
	2017-18				
PMC032 - The percentage of children looked after at 31st March who have experienced 1 or more changes of school, which were not due to transitional arrangements, in the 12 months to 31st March	Q1	2.8%	10.7%	12.7%	
	Q2	5.9%			
	Q3				
	Q4				
	2017-18				
PMC033 - The percentage of looked after children on 31st March who have had three or more placements during the year	Q1	3.96%	13.8%	9.8%	
	Q2	3.65%			
	Q3				
	Q4				
	2017-18				
PMC034a - The percentage of all care leavers who are in education, training or employment at 12 months after leaving care	Q1	37.5%	50.0%	52.4%	
	Q2	71.4%			
	Q3				
	Q4				
	2017-18				
PMC034b - The percentage of all care leavers who are in education, training or employment at 24 months after leaving care	Q1	25.0%	70.0%	47.1%	Q2 - only two care leavers in this cohort although neither were in education, training or employment
	Q2	0%			
	Q3				
	Q4				
	2017-18				
PMC035 - The percentage of care leavers who have experienced homelessness during the year	Q1	19.4%	23.2%	10.6%	Questions as to the consistency of reporting across Wales. There are 10 definitions of homelessness and not just simply sleeping rough. No Wrexham Care leavers included in this cohort are classed as sleeping rough. Welsh Government are reviewing this measure
	Q2	9.5%			
	Q3				
	Q4				
	2017-18				

Table 1: National Performance Framework (including commentary)

CONTACTS

Total Number of Contacts to Children's Social Services:

		Number of Contacts
Quarter 1	2017/18	2851
Quarter 2	2017/18	2698
Quarter 3	2017/18	-
Quarter 4	2017/18	-
Total		5549

Table 2: Total number of contacts received in the reporting year 2017/18 to date

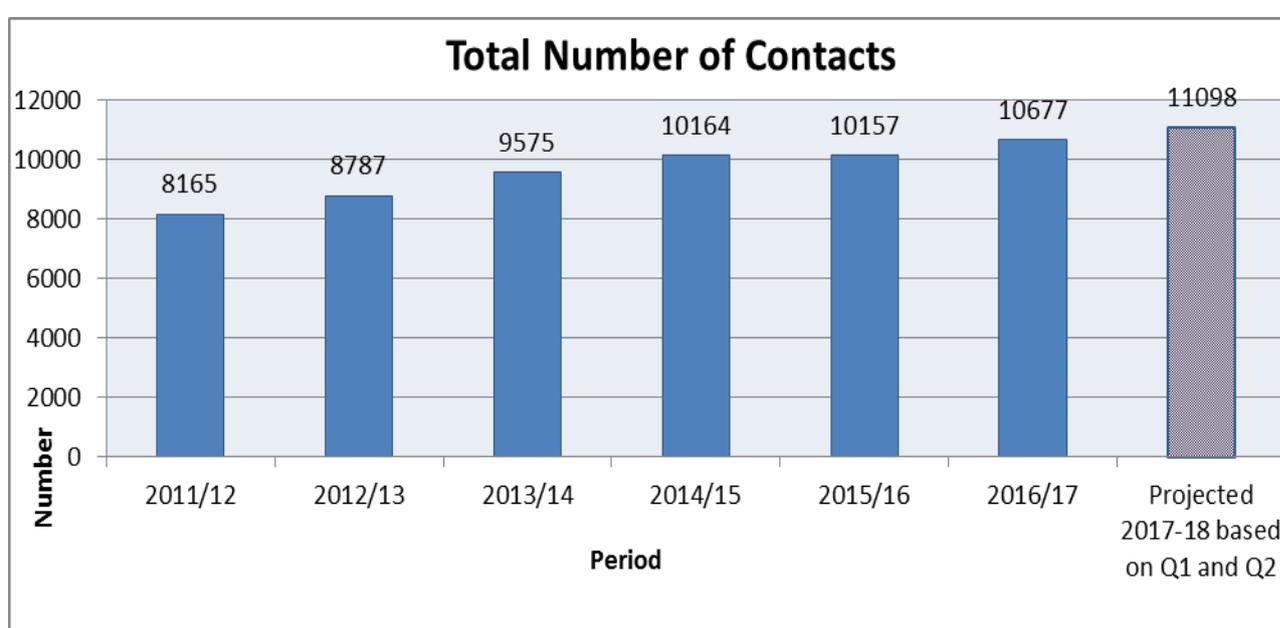


Figure 1: Total number of contacts received between 2011 and 2017

The demand for Children's Social Care services fell slightly in 2015/16 (see *Figure 1 above*) and this is the first reduction in demand we have experienced for several years. Despite this, the number of contacts the department received in 2016/17 evidenced a 5.1% increase on the previous years' figure. Based on the number of contacts received in 2017/18 to date, we are expecting a further increase this year. The Children's SPoA (formally MASH) remains the single point of contact for the department and the team support timely information sharing, informed decision-making and prompt access to services for those families in need of support. (This is not a national indicator and so has no Welsh average.)

All contacts coming into the department generate work. This includes recording the information on our case management system, liaison with other agencies and a manager's decision within 24 hours of receipt. Some callers only require information or advice; others require assistance or are open cases and as a result only a proportion of the contacts received require an allocation for an assessment.

Breakdown of Contacts (Contact Source):

The following chart provides an overview of the source of all contacts received by the department during 2017/18 to date:

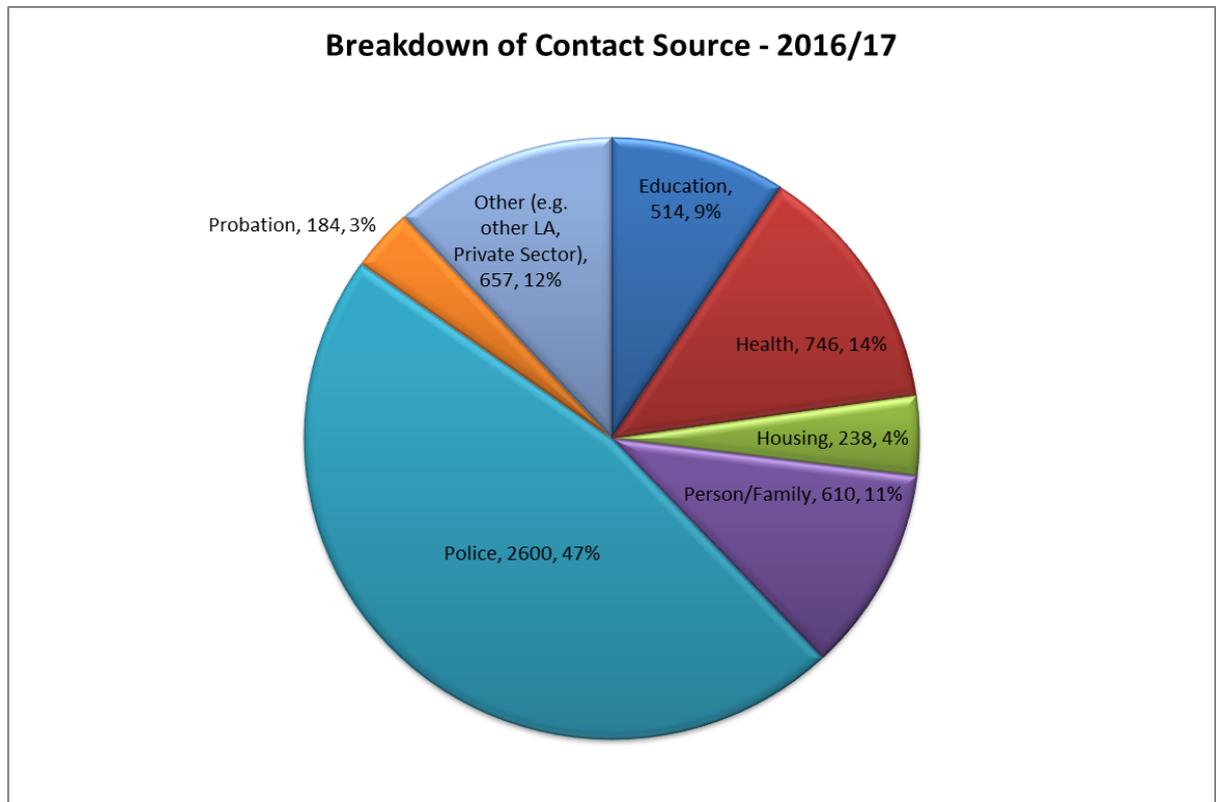


Figure 2: Breakdown of Contacts by Source of referrer – 2016/17

As is evident in *Figure 2*, Police referrals (CID16's) continue to account for nearly half (47%) of all contacts received by the department. A proportion of these will involve referrals for children placed by other local authorities into private residential homes and independent foster placements. Many of these young people are reported missing or are involved in an incident which requires police intervention and automatically generates a referral to the Children's SPoA. Staff in the SPoA then contact the placing authority and if appropriate arrange a strategy meeting to address the concerns and agree a plan to reduce the risks.

MANAGEMENT DECISION MAKING

Percentage of all contacts with a management decision within 24 hours:

Period	Percentage
2011/12	95.4%
2012/13	95.1%
2013/14	97.2%
2014/15	98.9%
2015/16	99.2%
2016/17	99.3%
2017/18 – Quarter 1	99.3%
2017/18 – Quarter 2	99.8%

Table 3: Percentage of all contacts with a decision within 24 hours comparison

The percentage of all contacts with a management decision made within 24 hours is not a national indicator and for this reason has no Welsh average. *Table 3* evidences the recording of decisions on all contacts remains excellent and consistent with our performance in previous years.

OPEN CASES, ALLOCATIONS and CASELOADS

Numbers of open cases of Children Receiving Care & Support (CIN, LAC and CP):

	Children in Need of Care & Support (CIN)	Child Protection (CP)	Looked After Children (LAC)
31 st March 2011	1155	156	141
31 st March 2012	928	68	170
31 st March 2013	743	134	192
31 st March 2014	878	132	200
31 st March 2015	717	172	166
31 st March 2016	830	130	189
31 st March 2017	782	132	205
30th June 2017	921	129	211
30th September 2017	888	148	237

Table 4: Numbers of open cases of CIN, CP and LAC comparison

**Note 1: Where children are both looked after and on the child protection register these young people are included in the CP numbers only to avoid double counting;*

**Note 2: Children in Need of Care and Support (CIN) includes those eligible for a service and working to a plan as well as those children open for assessment*

The number of open cases for each category is not a national indicator and so has no Welsh average. As is evident in *Table 4*, the numbers of Children in Need of Care & Support (CIN) had increased in Q1 of this year; however Q2 saw a reduction back

close to normal levels. As at 30th September 2017, 367 of the 888 open CIN cases (41.3%), were working to a Care & Support plan after being deemed eligible for services following an assessment.

During 2014/15 we did reduce the numbers of looked after children by discharging Care Orders for those children who have been placed at home and whose parents have demonstrated over time their ability to successfully meet the child/young person's needs. There have however been several reasons for the increase in the number of looked after children since then.

Since 2016/17 the numbers of LAC has increased partly due to a number of large sibling groups needing to be accommodated. This equated to 11 family groups comprising of 3 or more siblings during 2016/17 and a further 5 during 2017/17 to date.

The courts are also making more Full Care Orders but the children remain at home on Placement with Parent Agreements. Consequently these children show as looked after and have to remain open cases until we are assured they are safe. At 30th September 2017 this equated to 48 children/young people. We also have to launch care proceedings after 16 weeks of voluntary accommodation under Section 76 (formally Section 20) of the Social Services and Wellbeing Wales Act which means we have very little time to facilitate rehabilitation. As of 30th September, 73% of our LAC population were placed under a care order (either interim or full) compared to 23% placed under Section 76.

Although the numbers of children on the child protection register has increased slightly in the year to date there remains only a small percentage (4.1%) of additions to the register being within 12 months of a previous registration. This now forms part of the national dataset and is below the Welsh average of 6.3%.

Percentage of open cases of children requiring care and support allocated to a social worker (CIN, CP and LAC):

	CIN of Care & Support	CP	LAC
2011/12	94.3%	99.4%	99.8%
2012/13	95.7%	100%	99.9%
2013/14	96.1%	100%	100%
2014/15	97.4%	100%	100%
2015/16	98.3%	100%	100%
2016/17	97.9%	100%	100%
30th June 2017	97.7%	100%	100%
30th September 2017	96.6%	100%	100%

Table 5: Percentage of cases (CIN, CP and LAC) allocated to a social worker comparison

Wrexham continues to maintain excellent performance in relation to allocating cases to qualified social workers (see *Table 5* above) for all client categories, Children in Need of Care & Support, Child Protection and Looked After Children. This was removed from the national dataset and so has no available Welsh average.

Caseload Breakdown by Team:

Team	Classification of cases as proportion (%) of total		Highest caseload and number of family groups this represents	Lowest Caseload and number of family groups this represents	Average based on the highest and lowest (as @ 10/11/2017)	Average based on the highest and lowest (as @ 15/05/2017)
Child Health & Disability Team	CP & LAC	0.0%	17 cases	9 cases	13	13
	CP	3.8%				
	LAC	3.8%	12 family groups	8 family groups	10	12.5
	CIN	92.4%				
Family Support Team	CP & LAC	2.0%	30 cases	18 cases	24	26
	CP	31.3%				
	LAC	11.7%	13 family groups	12 family groups	12.5	14
	CIN	55.0%				
Looked after Children Team	CP & LAC	0.6%	21 cases	14 cases	17.5	15.5
	CP	0.6%				
	LAC	93.8%	13 family groups	9 family groups	11	11
	CIN	5.0%				
Assessment & Intervention Team	CP & LAC	0.0%	47 cases	25 cases	36	30.5
	CP	1.2%				
	LAC	0.3%	22 family groups	12 family groups	17	12.5
	CIN	98.4%				

Table 6: Caseloads breakdown by Team (based on full time social worker caseloads only) as of 10/11/2017

Table 6 above provides a breakdown of the classification of cases, highest and lowest caseloads held by social workers and average caseloads across children’s social care on a particular day. A comparison has been provided from the last figures provided to scrutiny in May 2017.

Information on caseloads forms part of the ‘real time’ operational data that is available to managers when allocating work in their teams. Managers have other factors that have to be taken into consideration when allocating new work to social workers including the level of experience, and the particular skills of each staff member.

As expected the majority of the departments Looked After Children (LAC) cases are managed in LAC Team and this equates to **93%** as a proportion of their total cases. The majority of the department’s child protection cases are open to the Family Support Team and this equates to **31%** as a proportion of their total cases. The majority of open cases in our Assessment & Intervention Team (formerly CAFAT) (**98.4%**) are classified as ‘Children in Need of Care & Support’ and reflects the nature of the assessment based work within this team. Whilst the Assessment & Intervention Team also deals with LAC and CP cases, processes are in place to ensure these cases are transferred quickly to longer-term teams for on-going support.

Although there has been an increase in the number of open cases in the department, average caseloads across all teams remains consistent in relation to the types of cases the teams work with. Robust arrangements are in place to ensure consistent monitoring by senior managers and the provision of regular support and supervision

for all social care staff. We also ensure newly qualified social workers have workplace mentors and protected caseloads.

As of 10th November 2017 there were **1220 open cases** allocated to a social worker in the department. This equates to **680 separate family groups**. The latest available age 0-17 population in Wrexham is 30,590 (*data taken from www.daffodilcymru.org.uk*). Based on this data, the percentage of children/young people currently open to the department **equates to 3.9%** of this population.

ASSESSMENTS

Since the commencement of the Social Services & Wellbeing (Wales) Act and resultant performance framework in April 2016 the process for assessment has changed to a proportionate 42 day assessment that replaces initial and core assessments. Not only that, there has been a shift in operational practice for the assessment to focus more on “What Matters” to the child and family and on the best way to achieve their personal outcomes. Staff were involved in outcomes training throughout the summer of 2016 and new documentation was also provided since that takes these changes into account, such as:

- Social Services Core Dataset
- Identification of Personal Outcomes
- Eligibility criteria and assessing eligible needs
- Provision of information, advice and assistance

The new assessment process and ‘timescale’ indicator has been included in the new national performance framework so an overview of performance against this indicator is included alongside the other national measures in *Table 1*.

As part of our own local performance framework we also continue to monitor the length of time assessments took that weren’t completed in 42 working days. As this is not a national indicator we have no available Welsh benchmark but our local target of no more than 60 days was achieved as evidenced in table 7 below.

Local 018 – Average days for all assessments that took longer than 42 working days

	Average days for assessments not completed within timescale
Year End 2016/17	59.9 days
Quarter 1 – 2017/18	51.5 days
Quarter 2 – 2017/18	59.7 days
Quarter 3 – 2017/18	-
Quarter 4 – 2017/18	-
Year End 2017/18	-

Table 7: Average days for all assessments that took longer than 42 working days

For all children that have a comprehensive assessment (assessment of care and support), the department has retained a local requirement that where appropriate, all children are seen. Wrexham were the best performing authority in Wales for ensuring children were seen as part of their initial assessment prior to the commencement of the Act and the change in practice. The requirement that children are seen as part of their assessment of care and support is contained in the Code of Practice, but has not been included in the national performance framework and thus currently we have no national benchmark. The department has made the decision to include this within our own local monitoring process to ensure our high level of performance continues as evidenced in Figure 3 below.

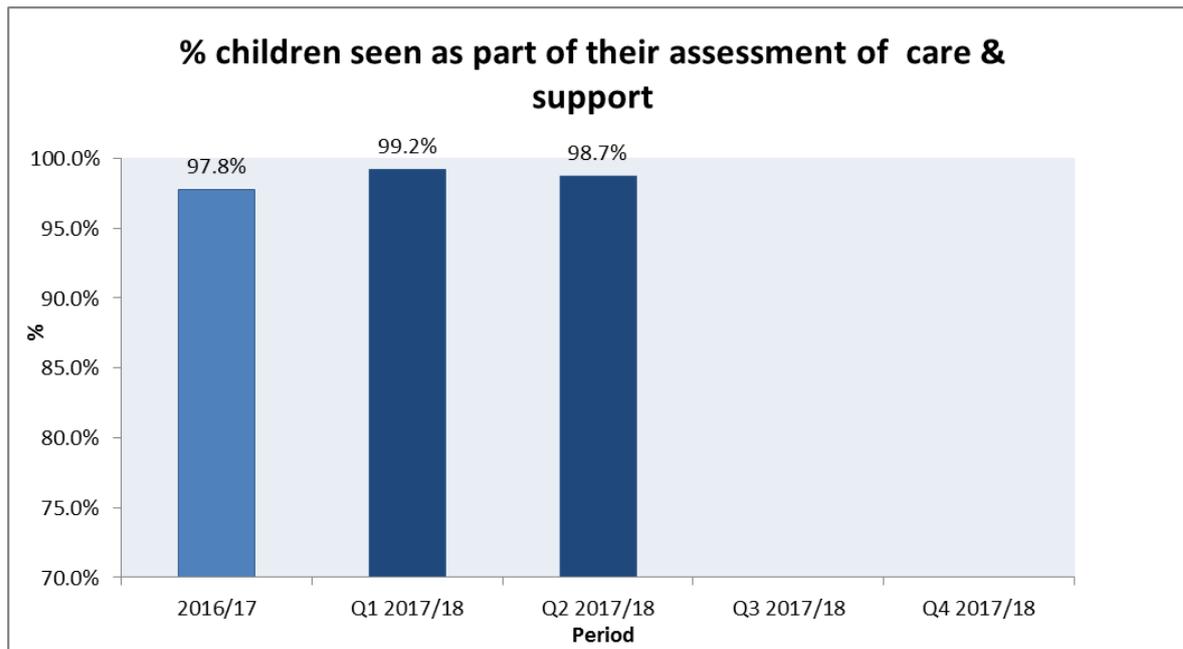


Figure 3: Percentage of children seen as part of their assessment of care and support

REVIEWS

Local 025 – Percentage of all statutory reviews held within timescale (Children in Need of Care & Support, Child Protection and Looked after Children)

This local indicator is a combination of all the statutory reviews of the different client categories we undertake. This includes Children in Need of Care & Support (CIN), Child Protection (CP) and Looked after Children (LAC). Even though we report on these separately also as local measures, there are no current national indicators that contain any of the statutory review timescales. The timescales for review are outlined in *Table 8* below:

Client Category	Timescale
Child in Need of Care & Support (CIN)	Minimum of every 6 months (although we have a local requirement for the first review to be at 3 months).
Looked After Children (LAC)	1st Review: Within 20 working days of becoming LAC 2nd Review: No more than 3 months from the first review Subsequent Reviews: within 6 months
Child Protection (CP)	1st Review: Within 3 months of the initial CP conference Subsequent Reviews: To be agreed but not to be more than 6 months

Table 8: Statutory timescales for review

Table 9 below outlines our quarterly performance compared to previous years:

Period	Percentage
2013/14	94.2%
2014/15	95.4%
2015/16	94.6%
2016/17	94.1%
Quarter 1 2017/18	93.2%
Quarter 2 2017/18	93.2%

Table 9: Percentage of all statutory reviews held within timescale

Although there has been a slight dip in Wrexham's 2017/18 performance to date, this can be attributed to an increase in open cases this year requiring review than in recent years. Despite this, Wrexham remain positively above our local benchmark of 90%.

VISITS

Percentage of statutory visits to looked after children due in the year that took place in accordance with regulations

Period	Percentage
2011/12	75.1%
2012/13	87.4%
2013/14	93.6%
2014/15	92.9%
2015/16	94.9%
2016/17	94.1%
Quarter 1 2017/18	96.3%
Quarter 2 2017/18	92.4%
Welsh Average 2015/16	88.1%

Table 10: Local 06 - % of LAC stat visits completed within timescale comparison

LAC Statutory visits were included in the reduced national dataset last year and so have a 2015/16 Welsh average. It has not however been included in the new framework and so this will be the last available Welsh average although the department has maintained this as a local indicator with a local benchmark to remain above 90%. There have been changes to the visiting requirements outlined in the Social Services & Wellbeing Act however performance has remained consistent during 2016/17 and the first two quarters of 2017/18. Revised guidance with regards to statutory visit timescales has been re-issued to staff to ensure their compliance.