



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

**Children's Social Care  
Performance Report: 2018/19 (1<sup>st</sup> April 2018 to 30<sup>th</sup> September 2018)**

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" measures, 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 as a department and for scrutiny; elected members, and our inspectorate. However, 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 8<sup>th</sup> 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. The Safeguarding, Communities and Well-being Scrutiny Committee meeting on 28<sup>th</sup> February 2018 recommended approval of the current format of the data and agreed to review this every 12 months moving forwards in line with any potential changes or additions to the national framework.**

## National Performance Framework 2018-19

		Num	Den	%	Year - 17/18	Year - 16/17	Welsh Av 17/18	Welsh Av 16/17	Comments
PMC024 - The percentage of assessments completed for children within statutory timescale	Q1	339	486	69.7%	64.9%	85.3%	88.0%	90.8%	*See main report for commentary on assessment performance
	Q2	342	483	70.8%					
	Q3								
	Q4								
	Year End								
PMC025 - The percentage of children supported to remain living with their family at 31st March	Q1	545	809	67.4%	67.9%	69.0%	68.4%	69.2%	
	Q2	466	732	63.7%					
	Q3								
	Q4								
	Year End								
PMC026 - The percentage of looked after children returned home from care during the year (Cumulative - 903 post pop)	Q1	5	299	1.67%	11.70%	11.97%	10.5%	13.6%	
	Q2	13	317	4.10%					
	Q3								
	Q4								
	Year End								
PMC027 - The percentage of re-registrations of children on local authority Child protection Registers	Q1	1	63	1.58%	6.1%	4.2%	5.4%	6.3%	
	Q2	1	48	2.08%					
	Q3								
	Q4								
	Year End								
PMC028 - The average length of time for all children who were on the child protection register during the year	Q1	13429	45	298.4	331.52	293.67	248.9	245.1	
	Q2	5693	25	227.7					
	Q3								
	Q4								
	Year End								
PMC029a - The percentage of children achieving the core subject indicator at key stage 2					67.50%	63.04%	60.2%	56.5%	
	Year End								
PMC029b - The percentage of children achieving the core subject indicator at key stage 4					2.38%	8.77%	9.5%	14.2%	
	Year End								
PMC030 - The percentage of children seen by a registered dentist within 3 months of becoming looked after	Q1	5	11	45.5%	59.3%	58.1%	58.4%	59.4%	
	Q2	14	16	87.5%					
	Q3								
	Q4								
	Year End								
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	Q1	39	39	100%	99.0%	99.1%	90.9%	91.7%	
	Q2	24	24	100%					
	Q3								
	Q4								
	Year End								
PMC032 - The percentage of children looked after at 31st March who have experienced 1 or more changes of school, which were not due to	Q1	2	172	1.1%	12.5%	10.7%	11.5%	12.7%	
	Q2	7	173	4.0%					
	Q3								
	Q4								
	Year End								
PMC033 - The percentage of looked after children on 31st March who have had three or more placements during the year	Q1	3	276	1.08%	8.6%	13.8%	9.6%	9.8%	Positively 3 or more placements remains below the Welsh average despite high numbers of LAC
	Q2	4	280	1.42%					
	Q3								
	Q4								
	Year End								
PMC034a - The percentage of all care leavers who are in education, training or employment at 12 months after leaving care	Q1	2	3	66.6%	58.8%	50.0%	51.4%	52.4%	
	Q2	4	9	44.4%					
	Q3								
	Q4								
	Year End								
PMC034b - The percentage of all care leavers who are in education, training or employment at 24 months after leaving care	Q1	2	7	28.6%	46.2%	70.0%	51.4%	47.1%	
	Q2	3	6	50%					
	Q3								
	Q4								
	Year End								
PMC035 - The percentage of care leavers who have experienced homelessness during the year	Q1	21	79	26.6%	19.4%	23.2%	9.4%	10.6%	*Based on 10 definitions of homelessness. Inconsistency in reporting across Wales
	Q2	10	94	10.6%					
	Q3								
	Q4								
	Year End								

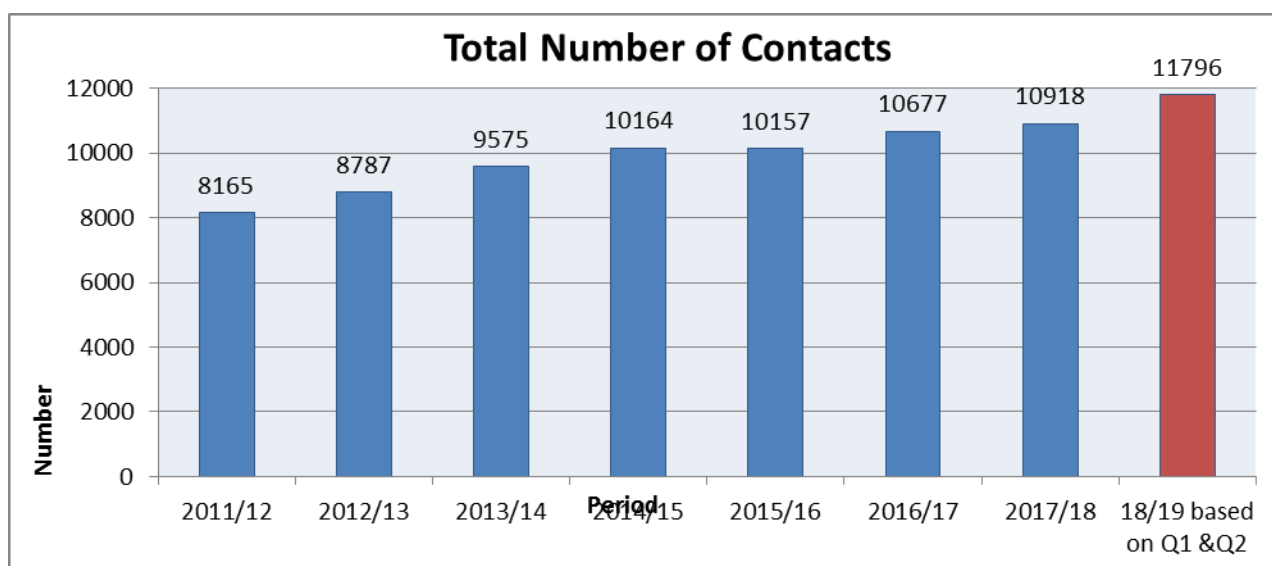
**Table 1: National Performance Framework (including commentary)**

## CONTACTS

### *Total Number of Contacts to Children's Social Care:*

		Number of Contacts
Quarter 1	2018/19	2834
Quarter 2	2018/19	3064
Quarter 3	2018/19	-
Quarter 4	2018/19	-
<b>Total</b>		<b>5898</b>

*Table 2: Total number of contacts received in the reporting year 2018/19*



**Figure 1: Total number of contacts received between 2011 and 2018 including 2018/19 projection**

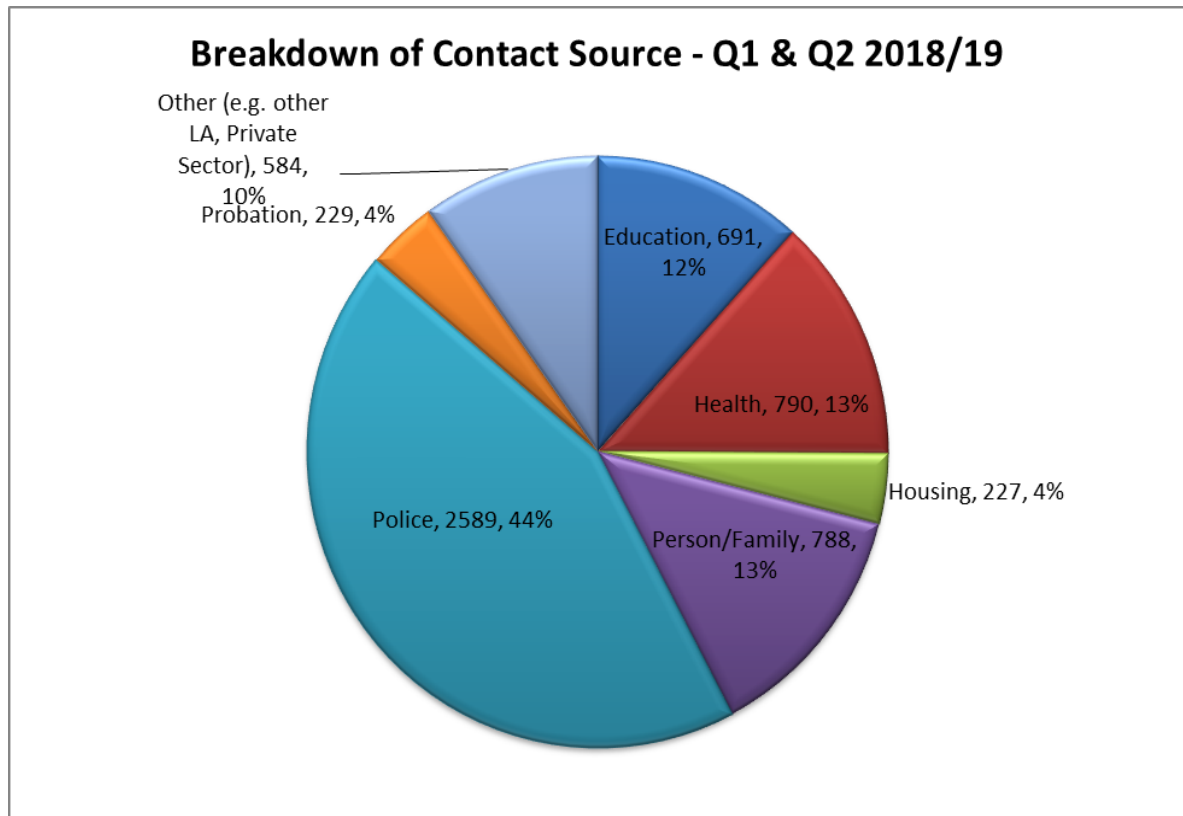
Based on the number of contacts received in the reporting year to date, the department is predicting a further increase for 2018/19.

The number of contacts the department received in 2017/18 evidenced a 2.3% increase on the previous years' figure. 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 between 1<sup>st</sup> April and 30<sup>th</sup> September 2018:



***Figure 2: Breakdown of Contacts by Source of referrer – 2018/19***

As is evident in *Figure 2*, Police referrals (CID16's) continue to account for nearly half (44%) 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 in Wrexham. 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	99.7%
<b>2018/19 – Quarter 1</b>	<b>99.6%</b>
<b>2018/19 – Quarter 2</b>	<b>95.6%</b>

*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. Although *Table 3* evidences a slight reduction in the percentage in quarter two, this can be attributed to new managers in one of our social care teams that were still becoming familiar with the system recording practices.

The recording of decisions on all contacts still remains good 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 <sup>st</sup> March 2011	1155	156	141
31 <sup>st</sup> March 2012	928	68	170
31 <sup>st</sup> March 2013	743	134	192
31 <sup>st</sup> March 2014	878	132	200
31 <sup>st</sup> March 2015	717	172	166
31 <sup>st</sup> March 2016	830	130	189
31 <sup>st</sup> March 2017	782	132	205
31 <sup>st</sup> March 2018	1091	130	248
<b>30<sup>th</sup> June 2018</b>	<b>894</b>	<b>151</b>	<b>266</b>
<b>30<sup>th</sup> September 2018</b>	<b>577</b>	<b>179</b>	<b>271</b>

*Table 4: Numbers of open cases of CIN of Care & Support, 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. At 31<sup>st</sup> March 2018, 395 of the 1091 open CIN cases (36.2%) were working to a Care & Support plan after being deemed eligible for services following an assessment. Work ongoing to review the number of open cases in the department and a drive to improve both the completion and timeliness of assessments has resulted in a reduction of those Children in Need of Care & Support cases open at 30<sup>th</sup> September.

During 2014/15 we did reduce the numbers of looked after children by discharging Care Orders for those children who had been placed at home and whose parents had 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 10 during 2017/18.

The courts are also making more Full Care Orders and allowing the children to remain at home on Placement with Parent Agreements. Consequently these children are classed as looked after children and will remain open cases. Once we are assured that the home situation has improved and the parents are able to safeguard we will make an application to discharge the Care Order.. At 30<sup>th</sup> September 2018, children at home under subject to Placement with Parents Agreements equated to 53 children/young people.

The Department is also required to launch care proceedings after children/young people have been in voluntary accommodation for 16 weeks under Section 76 (formally Section 20) of the Social Services and Wellbeing Wales Act. This means we have very little time to facilitate rehabilitation back to the birth family.. As of 30<sup>th</sup> September, 73.3% of our LAC population were placed under a Care Order (either interim or full) compared to 23% placed under Section 76.

The numbers of children on the child protection register has seen a 37.7% increase between 31<sup>st</sup> March and 30<sup>th</sup> September 2018. Whilst we expect fluctuations throughout the course of a year, reasons for this increase are currently being investigated. It is positive that there remains only a small percentage (2.08%) of additions to the register being within 12 months of a previous registration.

**Percentage of open cases of children requiring care and support allocated to a social worker (CIN of Care & Support, 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%
2017/18	97.0%	99.6%	100%
<b>Quarter 1 - 2018/19</b>	<b>92.1%</b>	<b>100%</b>	<b>99.6%</b>
<b>Quarter 2 - 2018/19</b>	<b>90.2%</b>	<b>100%</b>	<b>99.6%</b>

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

Wrexham continues to maintain good performance in relation to allocating cases to qualified social workers (see *Table 5* above). This indicator was removed from the national dataset and so has no available Welsh average. The above indicator is based on a census day so Q2 is as of 30<sup>th</sup> September. Although the percentage of Children in Need of Care & Support has seen a reduction, no cases were allocated to someone other than a qualified social worker. During the review of open cases in the department and the drive to improve assessment completion and timeliness, there were several cases awaiting allocation. As of 29<sup>th</sup> October 2018 all open cases in the department are allocated to a qualified social worker and there are no cases ‘awaiting allocation’.

**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 @ 29/10/2018)	Average based on the highest and lowest (as @ 21/05/2018)
Child Health & Disability Team	CP & LAC	0.0%	23 cases	11 cases	17	13
	CP	3.7%				
	LAC	2.5%	18 family groups	10 family groups	14	11.5
	CIN	93.8%				
Family Support Team	CP & LAC	1.5%	40 cases	18 cases	29	27.5
	CP	39.2%				
	LAC	8.9%	27 family groups	10 family groups	18.5	15
	CIN	50.3%				
Looked after Children Team	CP & LAC	0.5%	25 cases	18 cases	21.5	19.5
	CP	1.9%				
	LAC	90.8%	18 family groups	13 family groups	15.5	12
	CIN	6.7%				
Assessment & Intervention Team	CP & LAC	0.0%	37 cases	14 cases	25.5	33
	CP	0.0%				
	LAC	1.9%	17 family groups	9 family groups	13	14.5
	CIN	98.1%				

**Table 6: Caseloads breakdown by Team (based on full time social worker caseloads only) as of 29/10/2018**

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 June 2018.

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 the LAC Team and this equates to **91%** 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 **39.2%** as a proportion of their total cases. The majority of open cases in our Assessment & Intervention Team (formerly CAFAT) (**98.1%**) 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 a decrease 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 29<sup>th</sup> October 2018 there were **960 open cases** allocated to a social worker in the department. This equates to **583 separate family groups**. The latest available age 0-17 population in Wrexham is 30,590 (*data taken from [www.daffodilcymru.org.uk](http://www.daffodilcymru.org.uk)*). Based on this data, the percentage of children/young people currently open to the department **equates to 3.13%** 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. There has also 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 developed to take account of these changes, 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.

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

	Average days for assessments not completed within timescale
<b>Year End 2016/17</b>	<b>59.9 days</b>
<b>Year End 2017/18</b>	<b>70.4 days</b>
Quarter 1 – 2018/19	81.3 days
Quarter 2 – 2018/19	73.9 days
Quarter 3 – 2018/19	-
Quarter 4 – 2018/19	-
<b>Year End 2018/19</b>	<b>-</b>

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

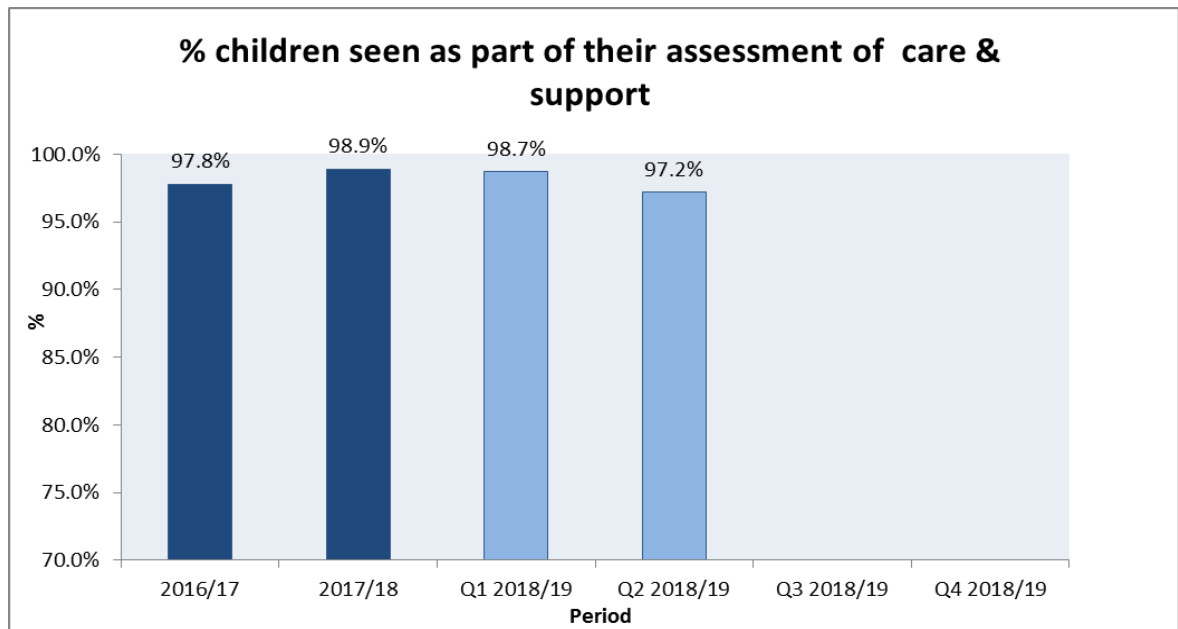
There was a drive in quarter 1 to reduce the number of ongoing assessments in the Assessment and Intervention Team, many of which were out of timescale. As expected, the average days in Q1 saw an increase as work got underway to review open cases and improve the timeliness of completing assessments.. Q2 has shown the improvement in average days as expected and it is predicted this will continue to decrease throughout the course of the year as the total number of assessments open in AIT and the proportion of those open over 42 days decreases as evidenced below:

	Total Open Assessments	Of those open, the number open over 42 working days	Proportion of open assessments open over 42 days
21 <sup>st</sup> May 2018	305	124	40.6%
25 <sup>th</sup> September 2018	163	53	32.5%
29 <sup>th</sup> October 2018	147	17	11.6%

***Table 8: Number of open assessments and the proportion that have been open over 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 is maintained and children are safeguarded 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 as local measures, there are no current national indicators that contain any of the statutory review timescales separately. The timescales for review are outlined in *Table 9* below:

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

**Table 9: Statutory timescales for review**

Table 10 below outlines our quarterly performance compared to previous years:

<b>Period</b>	<b>Percentage</b>
2013/14	94.2%
2014/15	95.4%
2015/16	94.6%
2016/17	94.1%
2017/18	84.4%
Quarter 1 - 2018/19	74.6%
Quarter 2 - 2018/19	74.2%
Quarter 3 - 2018/19	-
Quarter 4 - 2018/19	-
<b>2018/19</b>	-

**Table 10: Percentage of all statutory reviews held within timescale**

Wrexham have a local benchmark of 90% for all of our cases that require care and support to be reviewed within timescale. Our 2017/18 and yearly performance for 2018/19 to date falls short of this benchmark. Reviews of children on the Child Protection Register have remained relatively stable (93% in Q2). Challenges around timelessness of reviews have been encountered around our Looked after children and Children in Need of Care & Support cases. Work is ongoing to improve our performance in these key areas.

## 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%
2017/18	93.2%
<b>Quarter 1 – 2018/19</b>	<b>93.5%</b>
<b>Quarter 2 – 2018/19</b>	<b>90.4%</b>
<b>Quarter 3 – 2018/19</b>	-
<b>Quarter 4 – 2018/19</b>	-
<b>2018/19</b>	-

**Table 11: Local 06 - % of LAC stat visits completed within timescale comparison**

LAC Statutory visits were included in the reduced national dataset in 2015/16 and so has a 2015/16 Welsh average (88%). It has not however been included in the new framework and so this will be the last available Welsh average. However, the department has maintained this as a local indicator with the departmental 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. Revised guidance with regards to statutory visit timescales has been issued to staff to ensure their compliance.