

**Corporate Parenting Advisory Committee Performance Summary – Quarter 2
2016-17**

Reasons for the Report

1. The purpose of the report is to provide the Committee with information and performance data in respect of Quarter 2 2016-17 to enable the Committee to:
 - a. Understand the factors that impact on outcomes for looked after children.
 - b. Consider opportunities for improving outcomes for looked after children.
2. This is the latest attempt at a more strategic approach to reporting to Committee. It will be used as the basis for developing future reports that will give Members an understanding of cross cutting issues relating to looked after children both within the Council and wider partnerships.
3. The Quarter 2 report covers the period from 1st July 2016 to 30th September 2016.
4. The new Social Services & Wellbeing (Wales) Act 2014 that came into force on 6th April 2016 provides the legal framework for improving the wellbeing of people who need care and support, and carers who need support, and for transforming social services in Wales. The Council is working on the implementation of the Act and the associated National Outcomes Framework during 2016-17. In terms of performance management and monitoring, the implementation of the Act has 3 significant implications:

a. **National Strategic Indicators (NSIs) / Public Accountability Measures (PAMs)**

It had been our expectation that all NSIs and PAMs would come to an end after 2015-16, but the Welsh Local Government Association (WLGA) has decided to retain 2 Children's Services NSIs / PAMs on a non-statutory basis for 2016-17. The impact of this for Children's Services will be minimal as both of these indicators are also included in the new National Outcomes Framework.

b. **Quantitative Measures**

Children's Services have 14 new performance indicators under the new National Outcomes Framework and have agreed that a further 15 indicators from the old national set are still relevant and will continue to be collected. A list of the new national Children's Services PIs is available at **Appendix A**. As many of these PIs are new, it is not possible to set targets for 2016-17. Rather, during 2016-17 we are working to establish a baseline position which will enable a robust target setting methodology to be implemented. Where the National Outcomes Framework Measures were previously NSIs, PAMs or Service Improvement Data, targets have been set for 2016-17 and 2017-18.

c. **Qualitative Measures**

A substantially greater focus on qualitative information and outcomes which brings a new set of challenges in terms of capturing performance in this area. The purpose of collecting this information is to provide a tool for local authorities to secure service user voices in designing, developing and improving care and support services.

Overview of Quarter 2 Performance

5. As a result of the changes to the performance indicator sets that were introduced in April, it is difficult to provide a full overview of performance as there is limited comparator data for the new indicators as this is only the second time that they have been reported. In relation to indicators that have been

carried over from the previous set, performance during Quarter 2 is mixed.

6. For example, performance in relation to timeliness of initial and review child protection conferences improved from 91% to 97% and 98% to 100% respectively. However, the percentage of social worker vacancies increased from 23% to 25%. For further information, please see paragraph 8a.
7. Work to progress the Directorate's commitments in the Corporate Plan has continued and key areas of progress include:
 - a. **Corporate Parenting Strategy** – The Corporate Parenting Strategy is due to be launched in Quarter 3. In the meantime, feedback from looked after children and young people includes a high level of satisfaction with the support they receive, but notes some concerns in relation to housing, social work / personal adviser support and finance. Admission to the looked after system has been avoided for 22 children from 15 families by the preventative initiative Family Group Conferences (FGC). The number of children supported by the Looked After Children traineeship scheme is currently six, with an additional six apprentices within the Council. In September alone, Children's Services endorsed 27 adoption recommendations which will lead to significantly better outcomes for infants and substantial savings over the longer term.
 - b. **Multi Agency Safeguarding Hub (MASH)** - The Multi Agency Safeguarding Hub (MASH) is now fully operational. Early evidence suggests that our response to safeguarding children and adults is improving.
 - c. **Child Sexual Exploitation (CSE) Strategy** – The newly established process for dealing with a CSE concern and data gathered from CSE Multi Agency Strategic Meetings is beginning to identifying trends - data is routinely reviewed.

Cardiff will be working with the Welsh Government (WG) in relation to the dataset, actions in the National CSE Plan and how Cardiff can contribute

to taking these important matters forward. Cardiff will also propose improvements to the multi-agency training currently being rolled out by WG to ensure it reflects the latest learning around CSE, trends, patterns and intervention. Work to develop a properly supported victim participation group to better understand how to prevent children becoming exploited is underway including discussions with organisations best placed to facilitate this group.

The Prevent Strategy (part of the Government's counter-terrorism strategy, CONTEST) is being implemented via a Cardiff Delivery / Action Plan and discussions commenced regarding governance for Prevent to sit within Social Services.

- d. **Specialist training regarding the Social Services and Wellbeing (Wales) Act 2014** - Training in relation to the Social Services & Wellbeing (Wales) Act 2014 (SSWB) is ongoing – both in-house and with the third sector. Further in-house training is planned for social workers and managers to support outcome-focused practice. Opportunities for SSWB Act training sessions for elected members were not taken up so members were offered e-learning training via the Care Council website.

8. There has been some slippage in progress against some of the milestones in the Corporate Plan relating to:

- a. **Recruitment and retention of children's social workers** - Work to refresh adverts has been completed. Use of the Council's social media platforms to accelerate recruitment activity has had a positive impact with 12 offers of appointment in July and August with anticipated start dates in Quarter 3. Development of the 'pool' of additional social workers is to be accelerated once all vacancies have been filled. A report to extend the notice period of social work staff and managers has been prepared. In relation to retention, work on the remodelling of services and the implementation of the Workforce Strategy as identified in Quarter 1 is ongoing and will continue through Quarters 3 and 4.

- b. **Effectiveness of Transition** - Work undertaken in relation to achieving the Intermediate Care Fund (ICF) bid and subsequent implementation has delayed the specific work on milestones previously identified for Quarter 2. The bid was submitted in March and agreed in May 2016. A significant part of the bid was to facilitate stronger links between Adult Learning Disabilities and the Child Health & Disability team. Through the establishment of a complex needs Child Health Team; comprising of Health and Social Services staff (including two adult transition workers) and working in close collaboration with Education and the third sector, it is hoped that more efficient and effective systems will be established for the benefit of children, young people and their carers.

9. In relation to the Directorate Plan, there has been progress in relation to:

- a. **Implementing Information, Advice and Assistance functions** – Information for children, young people and their families is available on DEWIS and via the Family Information Service.
- b. **Remodelling of services for disabled children, young people and young adults** – Intermediate Care Fund award for additional wrap-around services enabled collaborative decisions on what services should be delivered regionally, resulting in four regional pilot services being commissioned and operational from the beginning of September:

Regional Parenting Support for Attention Deficit Hyperactivity Disorder (ADHD) and Autistic Spectrum Disorder (ASD)
Independent Living Skills for ADHD and ASD
Transitional Services for ADHD and ASD.
Services for Parents with Learning Difficulties

Work has commenced on a new service specification and contract that will enable Cardiff and the Vale University Health Board (UHB) to deliver an integrated children's respite service within Cardiff. Additional consultation work has been undertaken with families to

inform the specification of services to be delivered within this integrated model.

- c. **Regional Workforce Development Partnership** – Communications Strategy agreed and good progress made on development of new website – use of new logo and branding has been incorporated in the design.

- d. **Health and wellbeing of the Social Services workforce** – Team briefing sessions in the context of agile / mobile working conducted with all staff affected, by the Agile / Mobile Project Manager.

- e. **Bilingual Services** - Exercise currently underway that will supplement responses to the corporate linguistic tool received in 2015-16 by requesting more detail regarding levels of skill and confidence of Welsh speaking staff to work in the medium of Welsh. Information gained should enable the Directorate to map its current capacity to deliver a bilingual service. Although approval is pending, actions in the Directorate Welsh Language Standards Action Plan are being implemented and progressed.

- f. **Agile / Mobile Working Strategy** – Approximately 300 employees across Social Services transferred to mobile working including Intake & Assessment, Children in Need and Family Intervention & Support Services. Phase 2.2 commenced during Quarter 2 for Looked After Children teams, Youth Offending Service and Personal Advisers.

- g. **Collaborative working** – The Regional Safeguarding Children Board and business unit is progressing. Jobs have been evaluated and staff consultation will commence in Quarter 3. Intermediate Care Fund bid has been successful and the project plan has been signed off by the partnership board with key elements of a multi agency approach to working with disabled children starting to be delivered locally.

- h. **Benchmarking** - Social Services' benchmarking will continue to follow the framework set out in 2015-16, with Welsh authorities likely providing the main focus due to our shared legislation and circumstances, and councils and organisations from further afield used as and when relevant to our work. All Wales data for 2015-16 has been published and will be used for benchmarking as required.
- i. **Early Help Strategy** – The Joint Assessment Family Framework (JAFF) pilot is ongoing and subject to regular monitoring and review; to date 18 members of staff have completed the JAFF training.
- j. **New model for the delivery of children's social services** - Signs of Safety planned incremental training programme for staff continues and engagement with Team Managers commenced.
- k. **Joint working protocol between the Health Service and Children's Services** – A psychologist in place and located with the Looked After Children teams, providing helpful advice and information. A positive impact is felt by the teams but being part-time their capacity is causing delays in children and young people's needs being met. As a consequence, costs for alternative therapy to meet these needs is rising. Insufficient capacity in Child & Adolescent Mental Health Services (CAMHS) remains problematic. There is a good shared understanding with Health on documentation and processes to be used in respect of the Social Services & Wellbeing (Wales) Act 2014 and work on a joint understanding of key priorities across the partnership continues.
- l. **When I Am Ready Scheme** - Training sessions are underway for foster carers and support staff interested in the scheme as part of the rolling programme of awareness.

10. There has also been some slippage in progress against some of the milestones in the Directorate Plan relating to:

- a. **Social Services Workforce Strategy** – Ongoing progress for Children’s Services Workforce Strategy; initial meeting set up to begin work on Adult Services Workforce Strategy.
- b. **Budget and savings proposals** - At month 5, Children’s Services are projecting an overspend of £2.766m. This reflects the impact of continuing demographic pressures on Children’s Services, notably an increase in the number of external fostering placements for children. A number of preventative measures in relation to early help have been introduced in Children’s Services and there has been a continued focus on returning children placed in high cost out of area placements to Cardiff that has successfully achieved savings in excess of £700,000. In spite of this however, within Children’s Services, there is a significant shortfall (£1.4m) against the £3.5m savings target set for the service as part of the 2016-17 budget.
- c. **Quality Assurance Framework (QAF)** – The interim Quality Assurance Officer began the process of updating QAF with implementation through a task and finish group - unfortunately the funding for this post was withdrawn during Quarter 2 as part of a financial savings exercise. However, those areas of the QAF already implemented around case work auditing will continue and a permanent Quality Assurance Officer post is being created with a view appointment in the new financial year.
- d. **Social Services Business Unit** - New Team Manager and senior posts have been considered by the Job Evaluation (JE) team who require more information ahead of reaching a decision on grades.
- e. **Adolescent Resource Centre (ARC)** - Recruitment commenced and vacancies have gone back out to advert. Challenges regarding identified premises have resulted in alternative premises being explored.

Progress in relation to the Education of Looked After Children

11. Designated teacher forums take place termly giving schools the opportunity to share positive practice that they have put in place. The focus of the autumn forum was Attachment Awareness training.

12. The majority of the Pupil Deprivation Grant (PDG) for 2016-17 has been given directly to schools via the Consortium (Cardiff, Bridgend, Merthyr Tydfil, Rhondda Cynon Taff and the Vale of Glamorgan). The Consortium has maintained an amount for training across the consortium and to have a consortium based Looked After Children Education (LACE) team. This decision has implications for the small team supporting schools in Cardiff as some posts were funded from the PDG grant. For example, the Transition Worker post has been lost as a result, and the amount of additional Educational Psychology time has had to be reduced as these posts had been funded from the grant in the previous financial year.

13. In relation to the virtual school" data tracking system for all looked after children, the tracker has been updated with the summer term teacher assessment. A new tracker sheet has been devised for schools after the initial pilot identified issues in transferring information to the Virtual tracker effectively. The majority of schools are sending in termly information when requested.

14. Representatives from the Child Health & Disability team and from the Education Casework Team continue to attend Multi Agency (MAG) Meetings. The meetings continue to develop and are more focussed using the data that is now available.

15. At the time of writing, a report on end of school year results was being prepared for presentation to the Corporate Parenting Advisory Committee - there is a small improvement at each key stage.

Detailed Commentary – Quarter 2 2016-17

16. The number of children who were looked after at 30th September 2016 (not including those children being looked after as part of a respite care arrangement) was 701 compared with 678 at 30th June 2016 (CS LAC 3e). This represents a rate of 9.3 children per 1,000 in Cardiff, which is above the all Wales rate of 8.8 per 1,000 as at 31st March 2015.
17. The percentage of children supported to remain living within their family (SSWB 25) was 57.3% (942 / 1,643) compared with 59.0% (980 / 1,661) in Quarter 1. Of the 1,643 children with a Care and Support Plan at 30th September 2016, 942 were being supported to live at home (i.e. were not being looked after).
18. The percentage of looked after children returned home from care during the year (SSWB 26) was 6.2% compared with 3.2% in Quarter 1. Of the 839 children who have been looked after during the year to date, 52 have returned home. This PI is cumulative, and performance will improve as we progress throughout the year.
19. The latter two PIs are a welcome measure of the effectiveness of the Service in supporting children and young people within their families.
20. 74.0% (388 / 524) of looked after children were placed with independent sector providers at the end of Quarter 2 (CS LAC 44), stable from 73.6% (391 / 531) in Quarter 1. The number of children placed in independent sector residential placements has reduced to 50 from 54 at the end of Quarter 1.
21. 60.9% (319 / 524) of children in regulated placements were placed in Cardiff at the end of Quarter 2 compared with 61.2% (325 / 531) at the end of Quarter 1 (CS LAC 58). A further 83 children placed outside Cardiff were within 20 miles of their home address. 6 of the children not placed in Cardiff are placed with relative carers. For some children placement outside the authority is in their best interests, examples include children placed with family members who live outside Cardiff, children placed in specialist placements and some children who are placed in areas that are closer to their home address than some parts of the

city.

22. 93.8% (499 / 532) of statutory reviews for looked after children were held within prescribed timescales in Quarter 2, a reduction from 96.1% (492 / 512) in Quarter 1 (SCC/021) in the context of a 4% increase in the number of reviews due. Of the 33 reviews that were not held on time, 7 were held within a week, 6 within 2 weeks, 5 within 4 weeks and 8 within 7 weeks. 7 reviews were still pending at the time of writing, four of them siblings as a result of further information leading to a major change in the care plan. The number of late reviews in September was partly due to sickness absence resulting in the reviews being reassigned to other Chairs in accordance with their availability. 95.3% (507 / 532) of statutory visits were held in accordance with regulations in Quarter 2 showing an increase from 94.1% (482 / 512) in Quarter 1 (SCC/025).

23. All looked after children were allocated to a social worker at 30th September 2016.

24. As at 30th September 2016, 50 children were in external residential placements. Children's Services were solely responsible for funding 34 of these placements with the remaining 16 receiving contributions from Education, Health, or both. The average weekly cost per child was £3,372, although this ranged from £1,800 to £5,300. Contributions from Education range from 5% to 50% and Health range from 2% to 15% of the weekly cost - the percentage of the contribution is based upon factors such as how much the provider charges for education and therapy costs, the number of weeks in the school terms, the period of therapy, continuing health care needs and whether the child is statemented.

Financial Implications

25. There are no direct financial implications arising from the report.

Legal Implications

26. There are no legal implications arising from this report.

RECOMMENDATION

The Committee is recommended to:

- Consider the contents of the report and report any comments to the Cabinet Member.

TONY YOUNG

Director of Social Services

3rd November 2016