

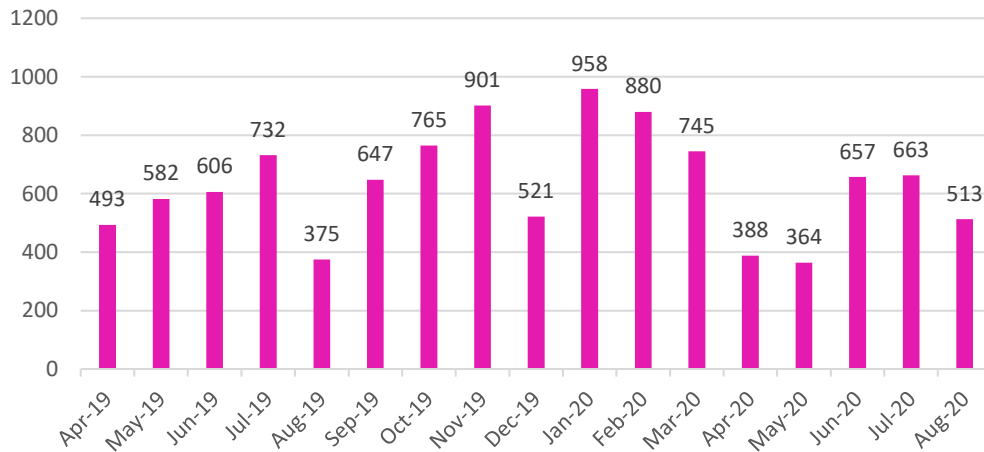
# Children's Services Performance Report

October 2020

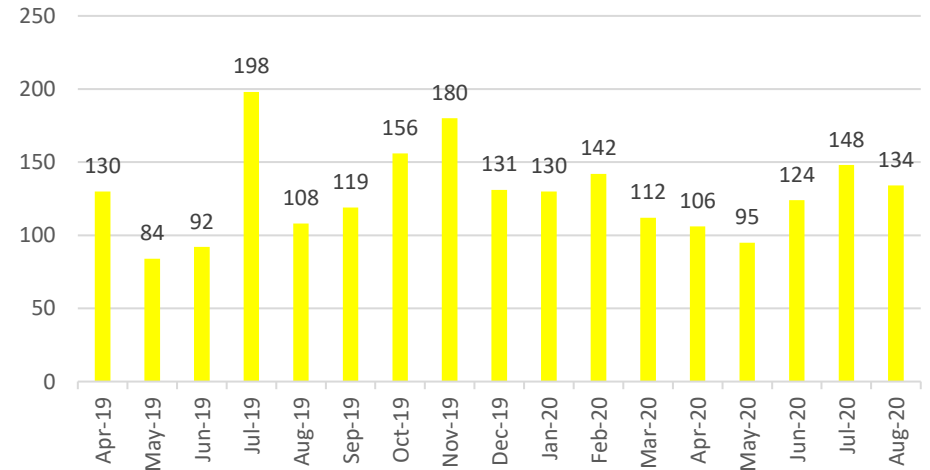


## Key Performance Indicators – Corporate Plan

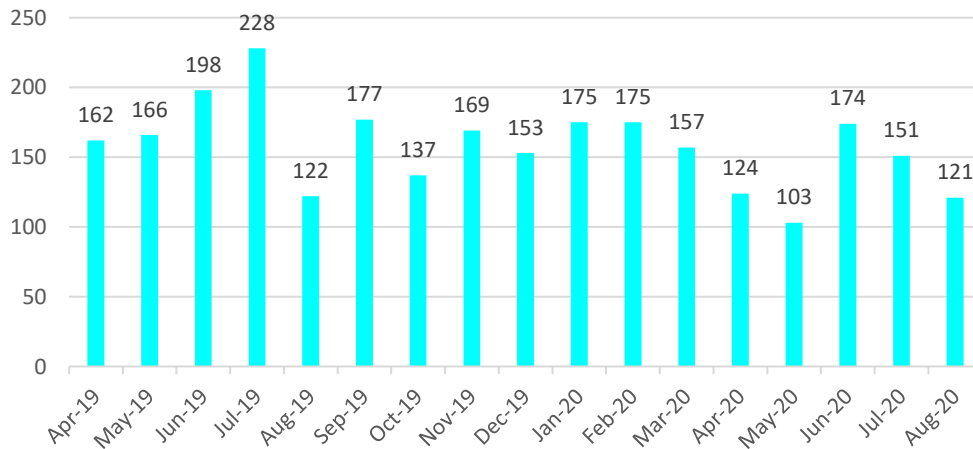
FAM KPI 01 The number of people supported through the Gateway



FAM KPI 02 The number of people supported by the Family Help Team



FAM KPI 03 The number of people supported by the Support4Families Team.

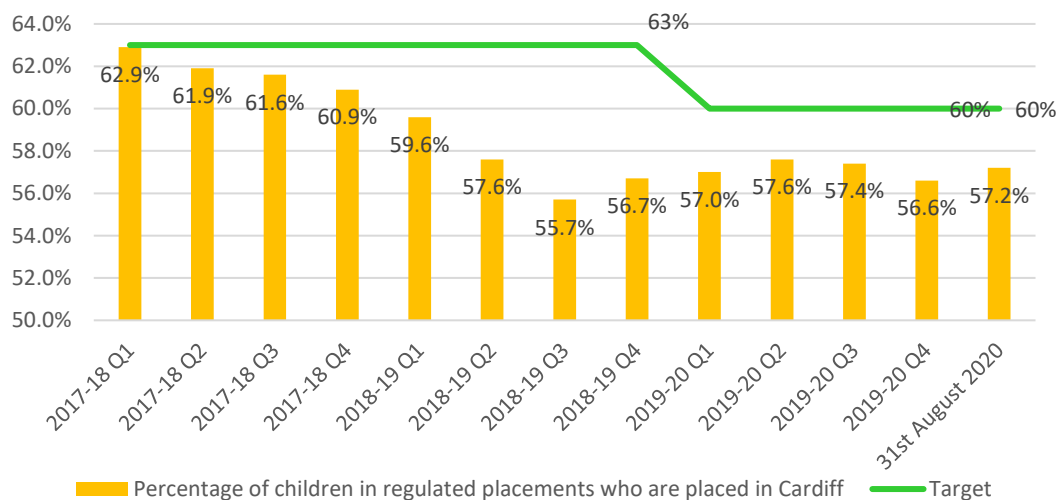


FAM KPI 01 The **number of people supported through the Family Gateway** = 1,409 during Q1. 1176 during July / August 2020.  
The number of enquiries and well-being contacts.

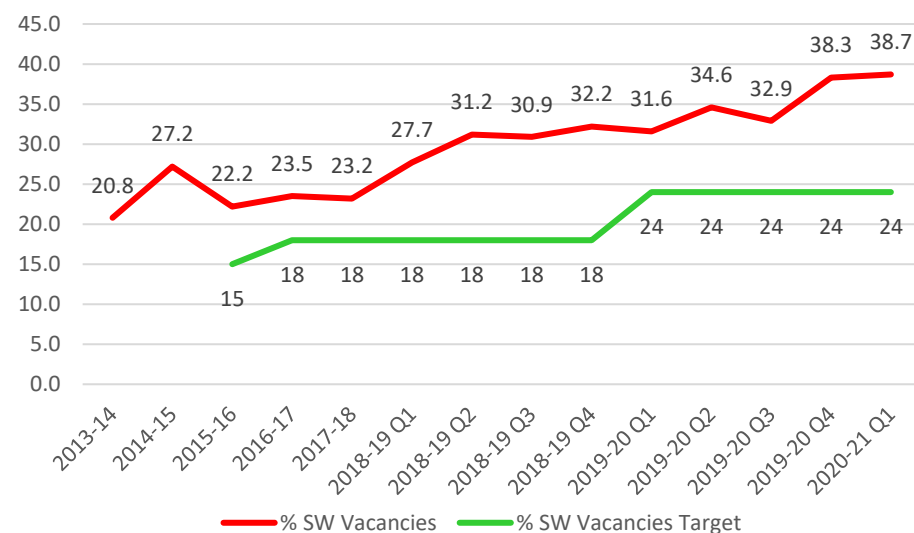
FAM KPI 02 The **number of people supported by the Family Help Team** = 325 during Q1. 282 during July / August 2020.

FAM KPI 03 The **number of people supported by the Support4Families Team** = 401 during Q1. 272 during July / August 2020.

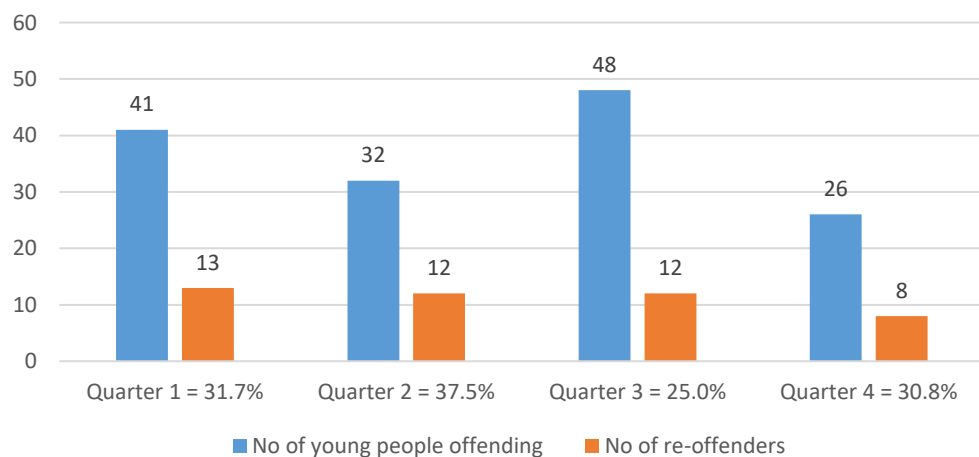
## CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



## Staff 1 The percentage of social worker vacancies in all teams



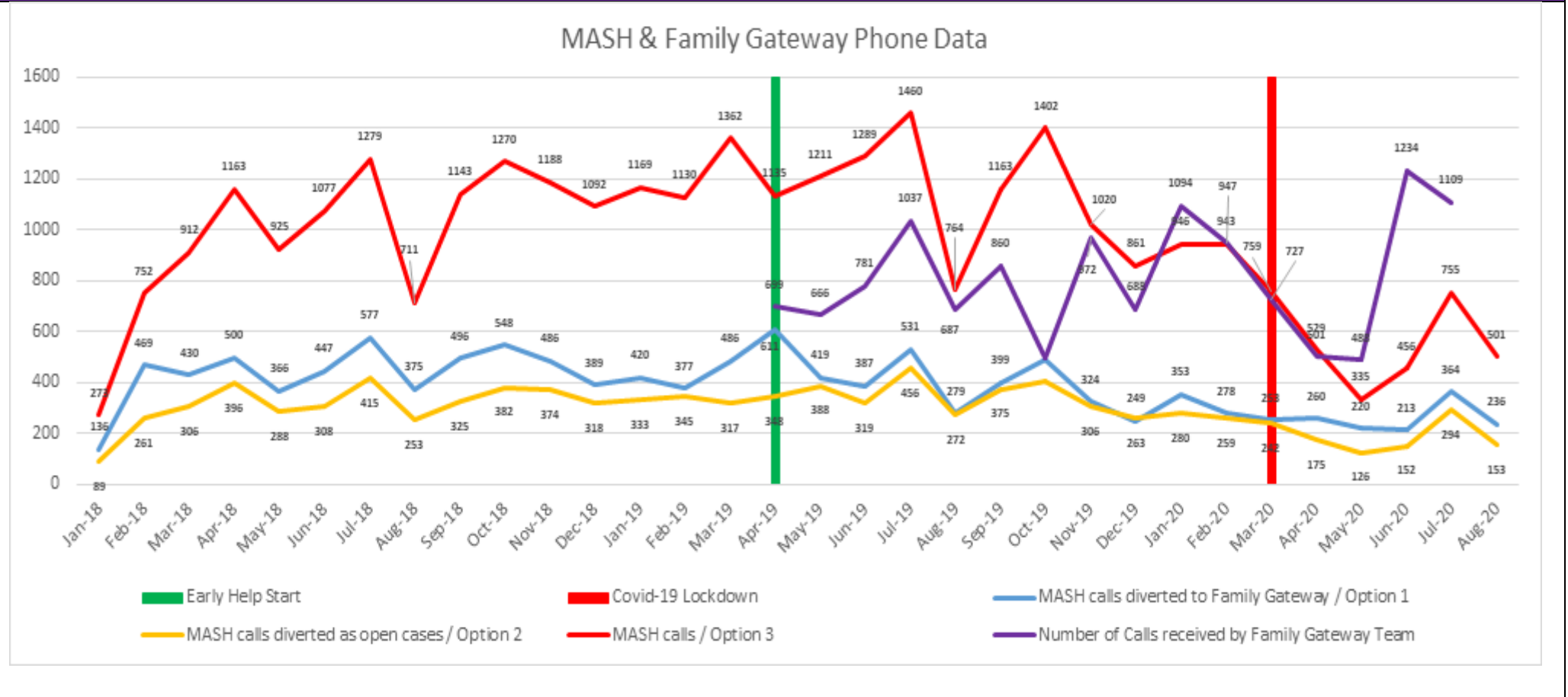
## YOS 2 The percentage of children re-offending within six months of their previous offence



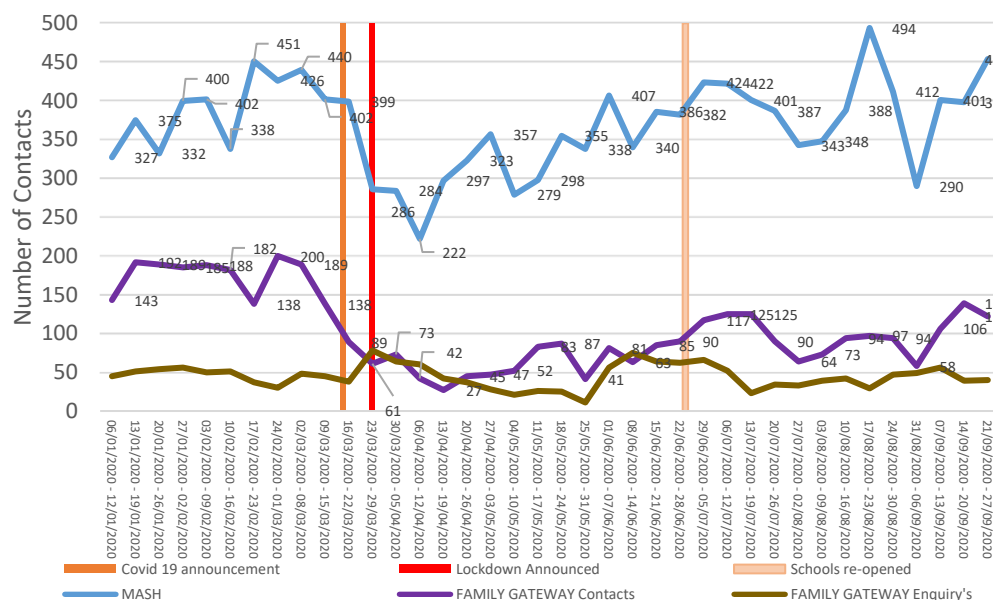
CS LAC 58 The **percentage of children in regulated placements who are placed in Cardiff** = 57.2% (414 / 724). The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. Please see page 7 for a breakdown of placements.

Staff 1 = 38.7% **vacancy rate** for June 2020. 76.1 posts out of 196.8 posts were vacant. Recruitment has continued as business as usual during the COVID-19 period and we are expecting 18 additional social workers to be in post by early November. This would reduce the vacancy rate to 28.5%. During the year to date, 33 new social workers started, whilst 14 social workers left the Local Authority; 1 was promoted to Team Manager and 3 to Independent Reviewing Officer posts.

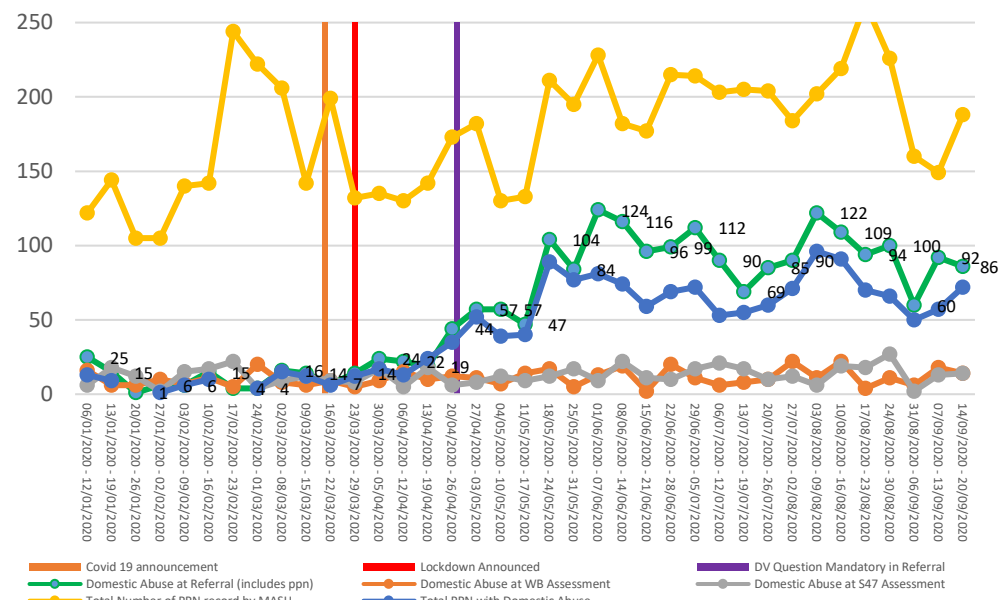
YOS 2 The **percentage of children re-offending within six months of their previous offence** = 30.8% (8 / 26). 8 / 26 young people re-offended committing a further 21 offences. Re-offenders committed an average 2.6 further offences. 50% of re-offenders have committed offences of less or the same seriousness whilst 75% re-offended within 3 months of the original sentence / outcome. All cases have been offered intervention and engaged with the Youth Justice Service.  
Annual outturn = 30.6% (45 / 147 young people reoffended).



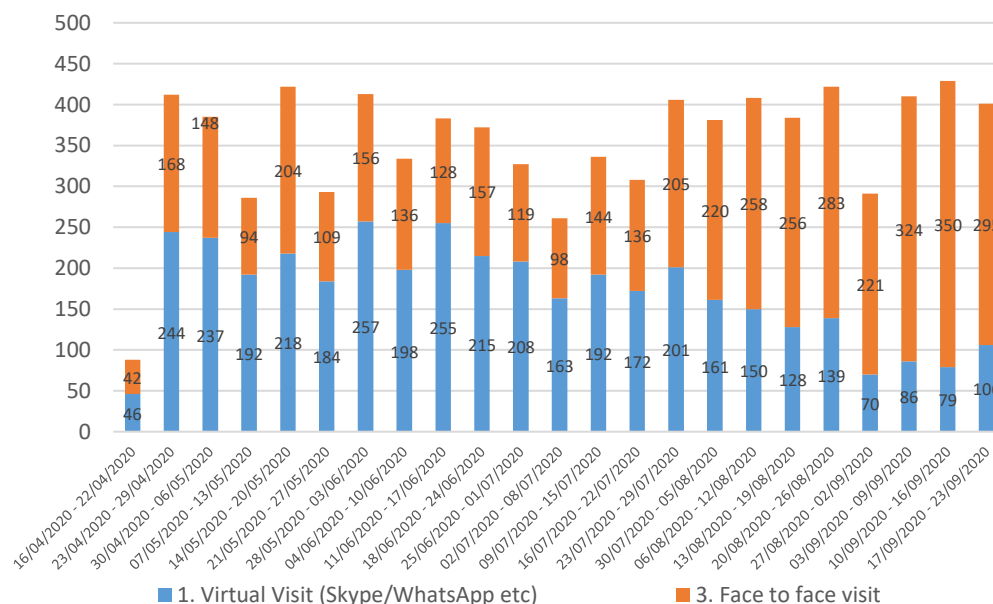
## Demand – Contact / Referrals to MASH and Family Gateway



## Domestic Abuse at Referral and Assessment



## Face to Face and Virtual Visits

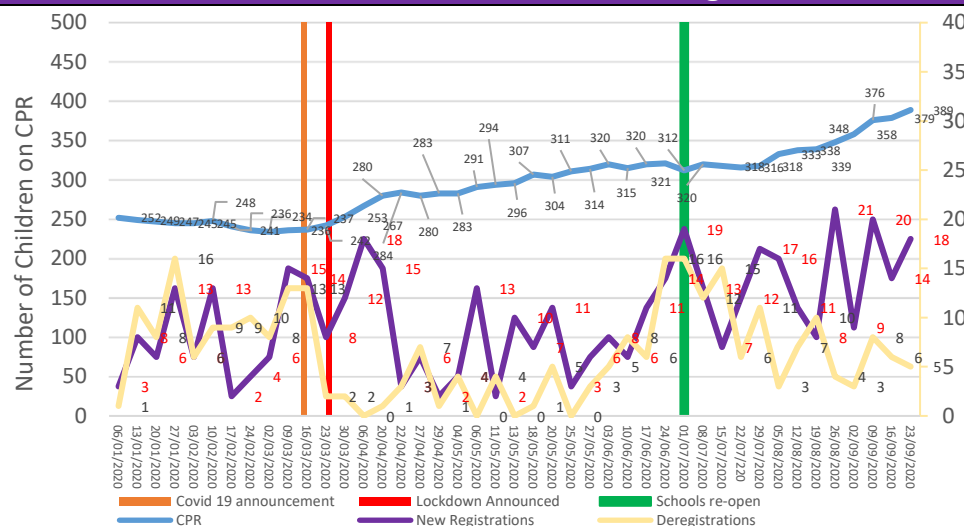


Referrals to MASH initially decreased but gradually increased to approximately the same level as before lockdown, and higher some weeks. The return of children to school is anticipated to lead to a further increase in referrals.

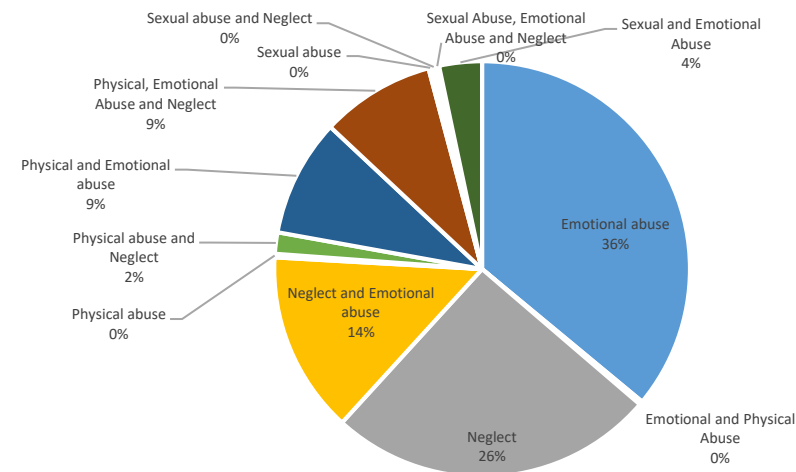
In relation to domestic abuse, we have improved our recording mechanisms to ensure full capture of information; the figures show that overall the number of referrals with domestic abuse as a factor has increased since lockdown.

Home visits took place virtually unless the level of risk required a face to face visit (OM approval was required).

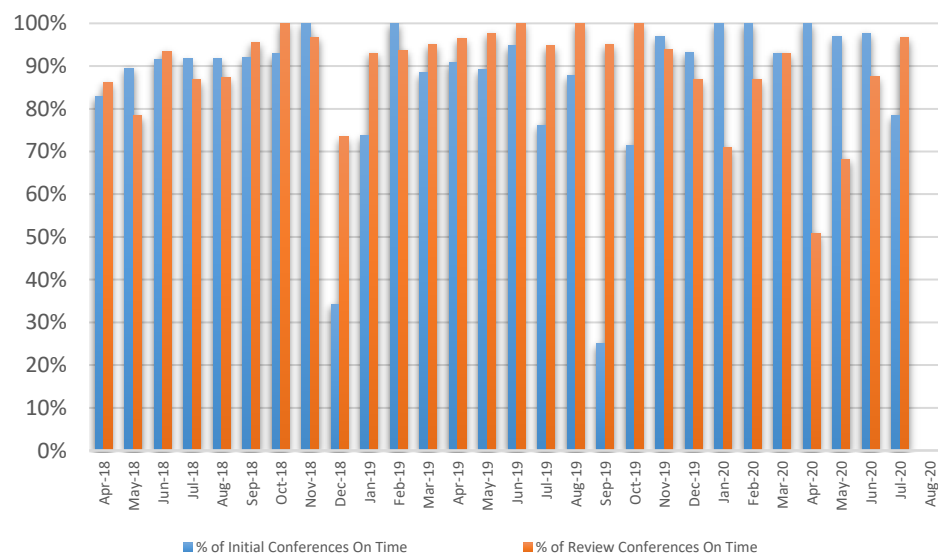
## Number of children on the Child Protection Register



## CP Registration by Category of abuse August 2020

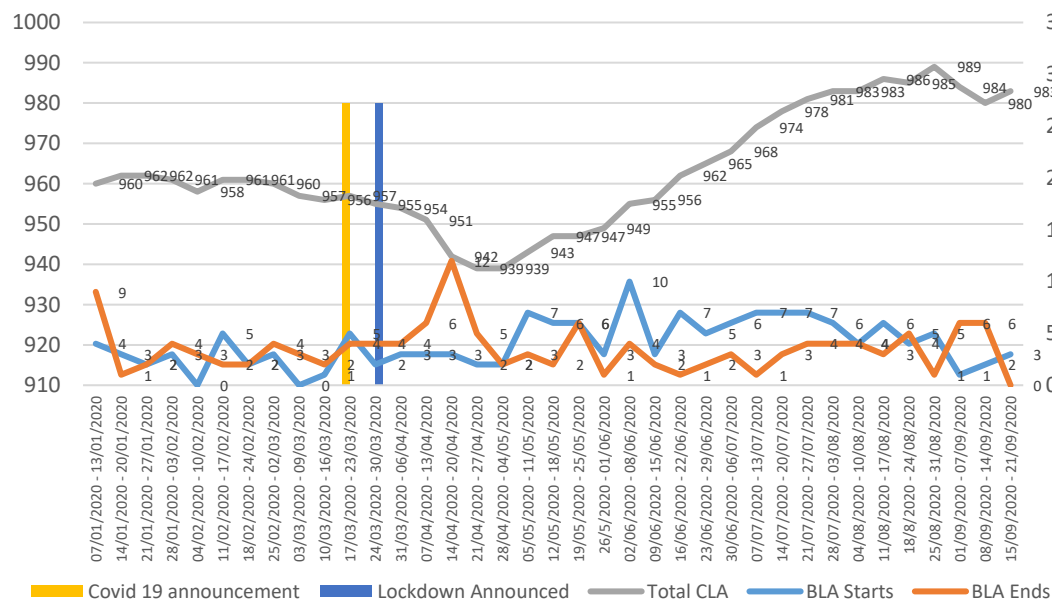


## % Child Protection Conferences On Time

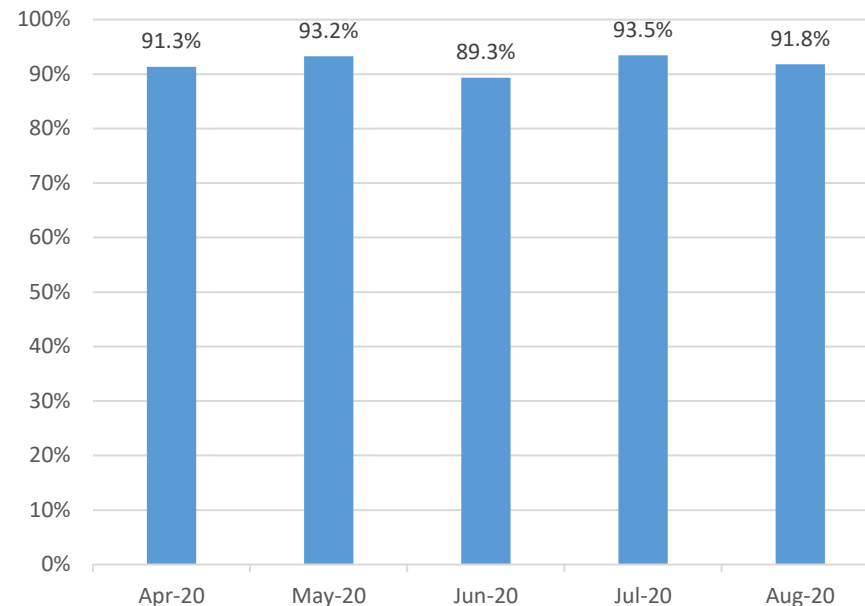


The number of children of the Child Protection Register has increased to 361 at 31<sup>st</sup> August 2020 from 168 at 30<sup>th</sup> April 2019. Despite this increase in demand the timeliness of initial child protection conferences has been maintained, with the exception of a dip in July due to a number of factors including the increase in demand, need to prioritise some review conferences and resource issues for all partners. Following a reduction in timeliness of review conferences in the early part of the COVID-19 period when initial reviews were being prioritised, performance has recovered throughout the year to date.

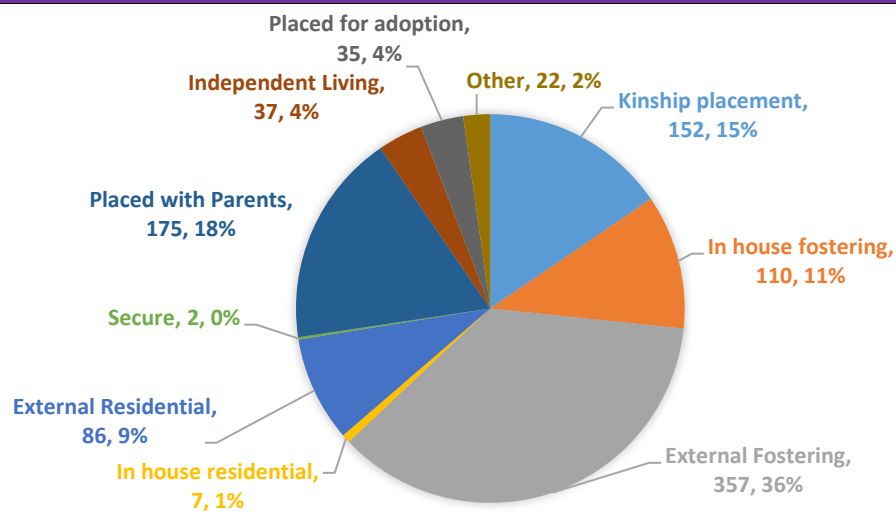
## BLA starts, ends and total CLA



## Timeliness of Children Looked After Reviews



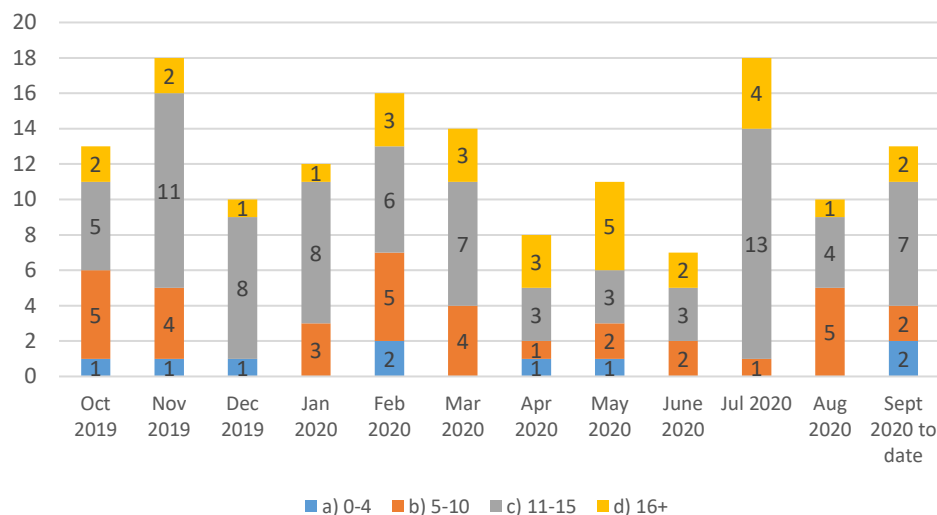
## Breakdown of placements by type – as at 21.09.20



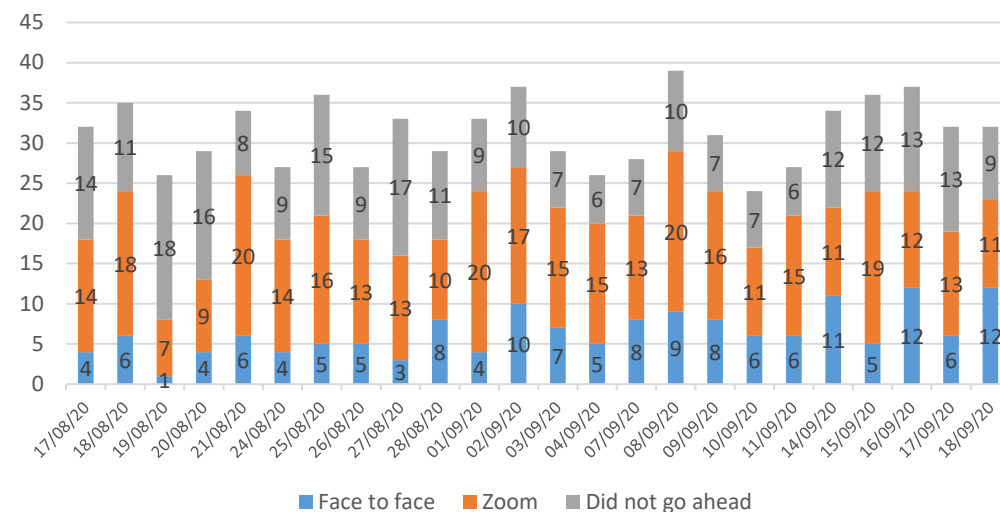
After a decrease in the number of children looked after in the early days of lockdown, a recent increase in new admissions has led to a gradual increase in recent weeks from 939 at 27th April 2020 to 983 at 21st September 2020. This recent increase appears to have tailed off, but is being closely monitored. 43 of the 118 children who started being looked after during the year to date were placed with parents on a Care Order, with family / friends or in parent and baby placements.

The process for children who are looked after continues as indicated in previous briefings, and a hybrid model is being developed going forward to build on the positive elements of virtual working identified during the COVID-19 crisis. Independent Reviewing Officers continue to actively speak to all parties, with children being spoken to separately before reviews to ascertain their views and wishes. Provisional figures on children looked after reviews show that the majority of reviews are taking place on time.

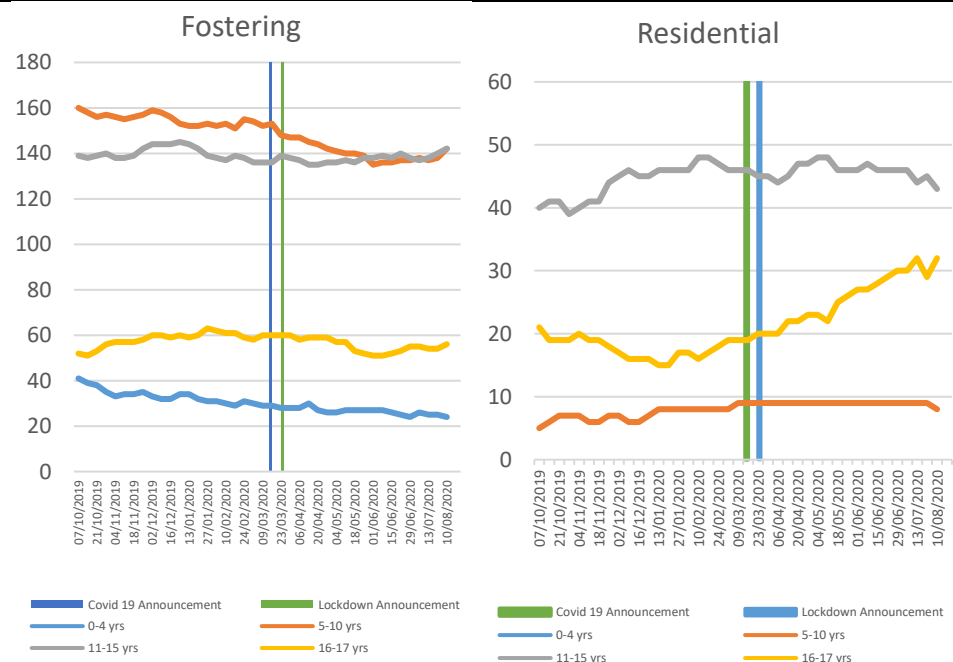
## Unplanned Placement Move Requests by Age



## Supervised Contacts - Swanstaff



## Agency Placements by Age at 7<sup>th</sup> September 2020



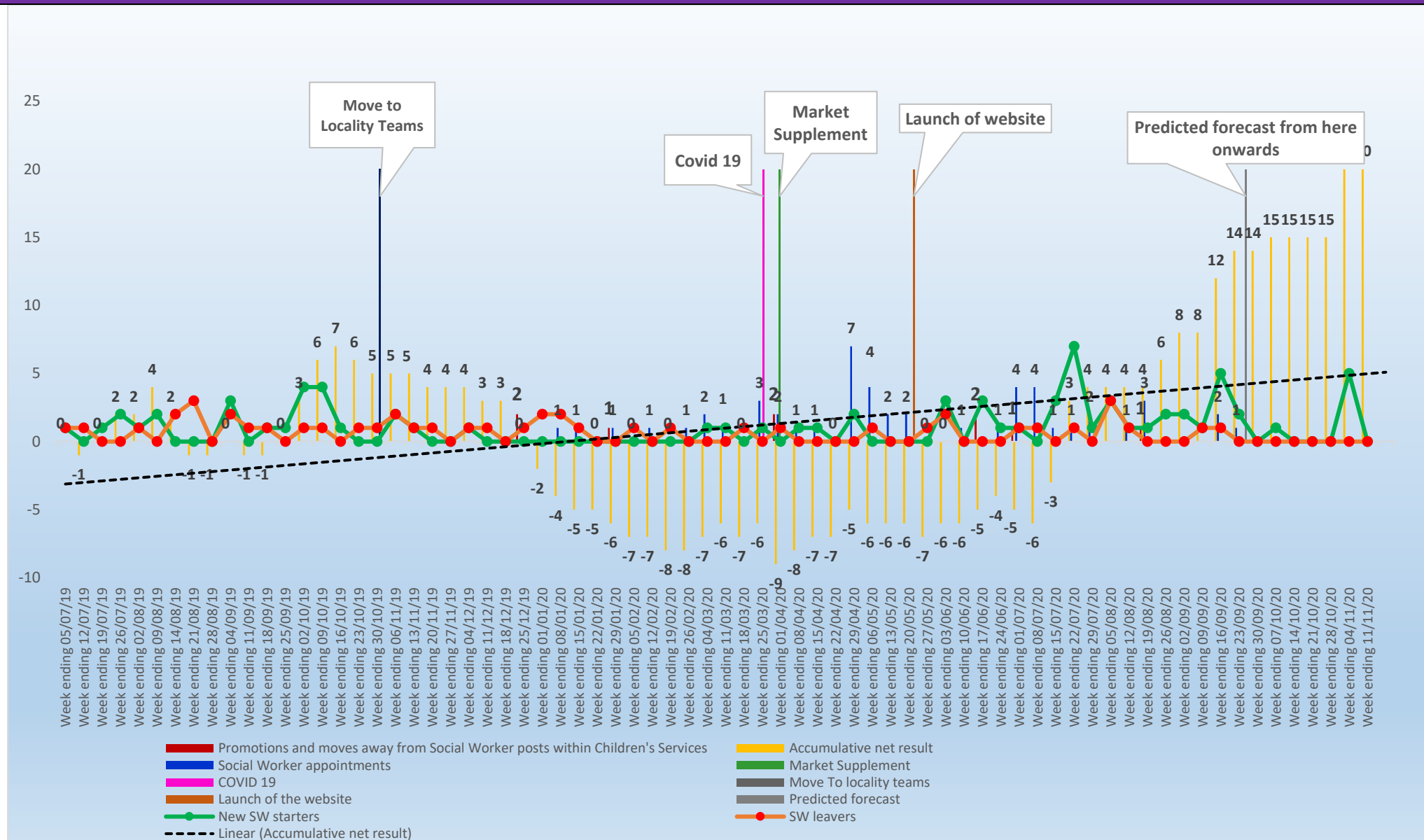
After an increase in the number of unplanned placement move requests in the immediate aftermath of the COVID-19 announcement, the situation stabilised during Quarter 1. However, we have seen an increase during Quarter 2 with the most unplanned placement move requests (59%) being for 11-15 year olds.

Face to face contact has been reintroduced as part of our restart arrangements. In line with the guidance, all staff must ensure risk assessments for staff and Contact Risk Assessments for children (that take account of their situation and people in their support network) are completed. Face to face contact can proceed for cases where all parties are assessed as green. Where cases are rated amber or red due to risk of infection then these cases will be subject to regular review to determine when contact can commence. If parties are deemed to be at risk due to existing health conditions then these cases need to be escalated to Silver and consultation with appropriate health and safety medical professionals will be undertaken. Our supervised contact provider commenced face to face services during w/c 10<sup>th</sup> August 2020. Risk assessments are required - without a risk assessment the contacts remain virtual. All parents, professionals and children over the age of 11 have to wear face coverings when attending supervised contact. The graph below demonstrates that we are starting to see the number of face to face contacts equalling / exceeding virtual.

The number of children in residential placements has increased, particularly young people aged 16 + 17 due to complexities where families are no longer able to manage risk.



## Net result of Social Workers starting and leaving Council



## Impact of COVID-19 on Children and Families / Carers

A survey of children and families / carers was undertaken to determine the impact of changes on people and to inform recovery planning going forward. Key points were:

- Families were on the whole (70%) positive about the virtual experience with some (43%) reporting that they felt that social workers were more accessible. Some virtual visits will continue where appropriate and a hybrid model is being developed for review meetings going forward.
- New / emerging issues resulting from lockdown identified during the survey covered 6 themes – home schooling, difficult behaviours, health, safety of family. No support / clothing / therapy and miscellaneous (relating to managing medication).
- Top challenges noted by families in the survey were – home schooling, staying connected with extended family and friends, social distancing and accessing medical appointments.
- 45% of families felt that the pandemic had a positive impact on their working relationship with Children's Services.
- 79% of families found Cardiff Children's Services to be helpful during the pandemic.
- Children reported that they knew about coronavirus and how to keep safe. They stayed in touch with people primarily via phone calls and social media. Some (60%) were happy with the level of contact they have with family and friends but 40% were not. 91% were happy with the amount of contact they had with their social worker.

Key risks identified by the service include:

- Increasing demand for services (including due to the impact of domestic abuse) and capacity to respond.
- Lack of referrals from Education while children weren't in school leading to issues not being identified by professionals – there is the potential for child protection risks to be going unnoticed due to restrictions.
- Young people are more vulnerable to exploitation (off the radar).
- Inability to carry out face to face assessments has impacted on parenting assessments so there has been a delay for some families and more families have been placed in parent and baby accommodation.
- Availability of respite for children with disabilities – in house provision repurposed to provide full time care so reduction in respite services for families at a time when they need it most.
- Impact on teenagers and placement breakdowns difficulties with lockdown, particularly with carers with health issues.
- Impact on mental health and well-being – children and families and also staff; particularly for children with additional needs and their families – the impact on these families has been significant.
- Impact on education – the impact of lack of schooling on children who are already disadvantaged is anticipated to be significant and is not yet fully understood.
- Sufficiency of placements – for children looked after and children moving to independence (Young People's Housing Gateway).
- Safely arranging contact between children who are looked after and their families.
- Delays in court work now impacting re: backlog.
- Difficulties re: moving children on for adoption.
- Lack of options for children whose parents have been hospitalised / died as a result of COVID.
- Accumulation of annual leave.