

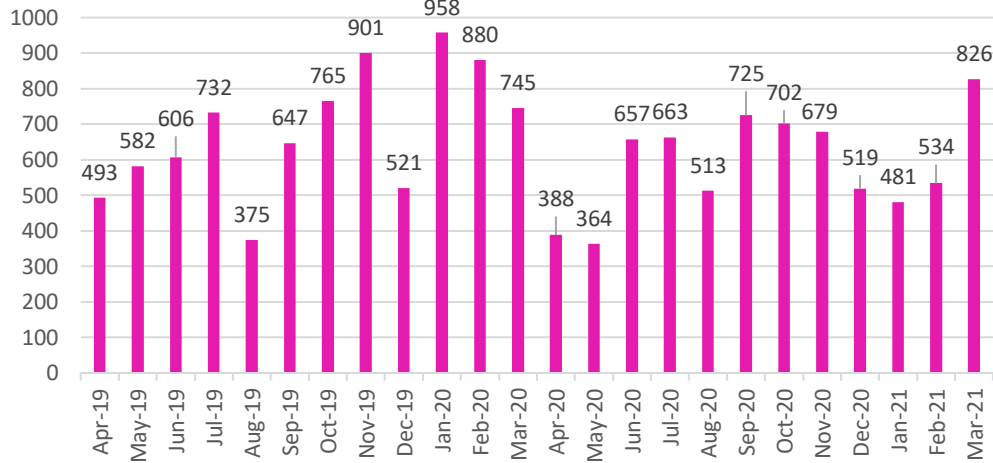
# Children's Services Performance Report

## Quarter 4 and Year End 2020/21

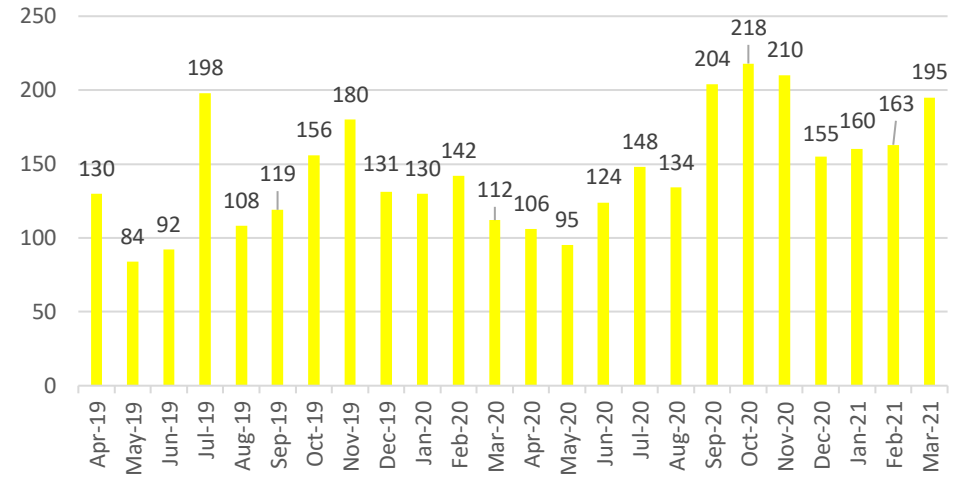


# Key Performance Indicators – Corporate Plan

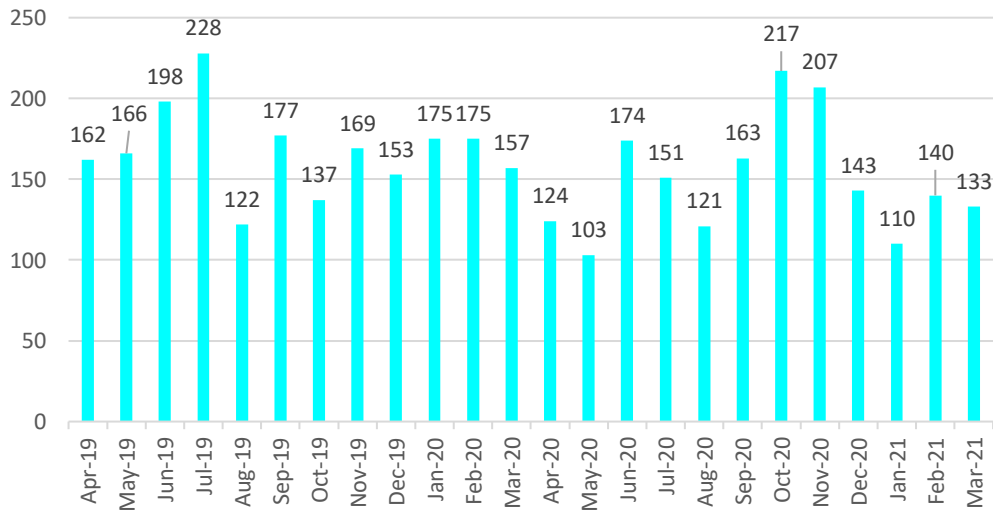
FAM KPI 01 Number of people supported through the Gateway



FAM KPI 02 Number of people supported by the Family Help Team



FAM KPI 03 Number of people supported by the Support4Families Team

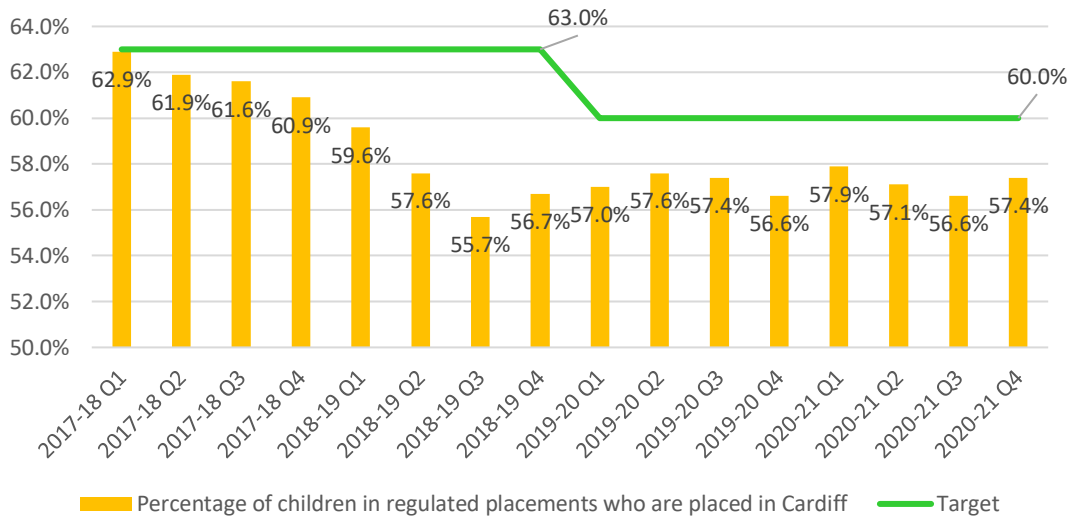


FAM KPI 01 The **number of people supported through the Family Gateway** = 1,841 during Q4. Target for 2020/21 was 7500. Result = 7051. 2019/20 = 8205  
The number of enquiries and well-being contacts.

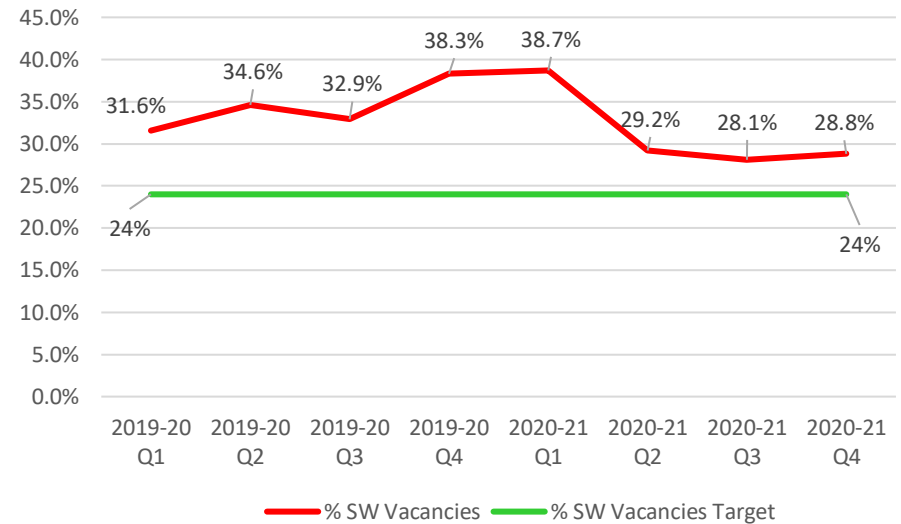
FAM KPI 02 The **number of people supported by the Family Help Team** = 518 during Q4. Target for 2020/21 was 1500. Result = 1912. 2019/20 = 1582

FAM KPI 03 The **number of people supported by the Support4Families Team** = 383 during Q4. Target for 2020/21 was 1800. Result = 1786. 2019/20 = 2019

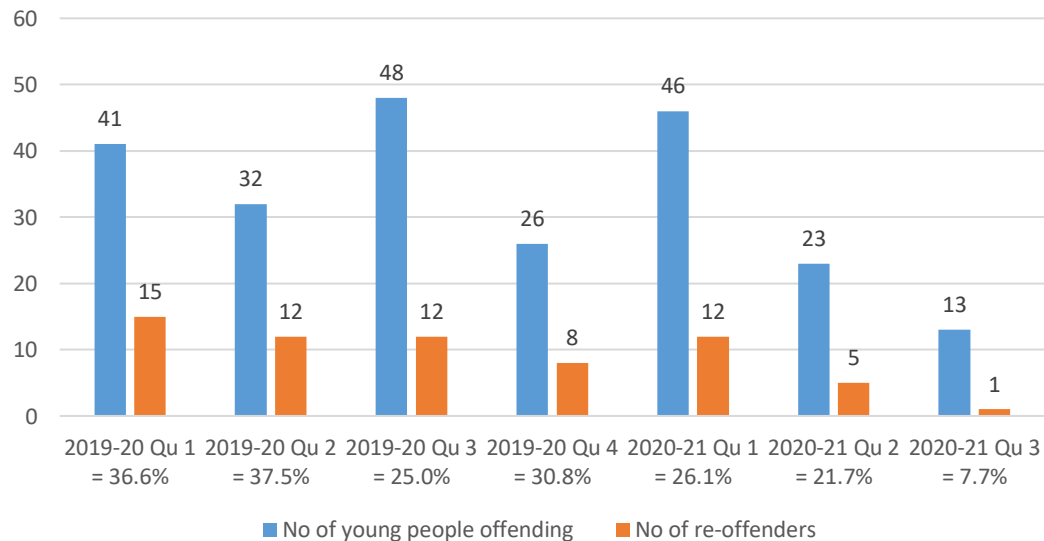
### CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



### Staff 1 Percentage of social worker vacancies in all teams



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



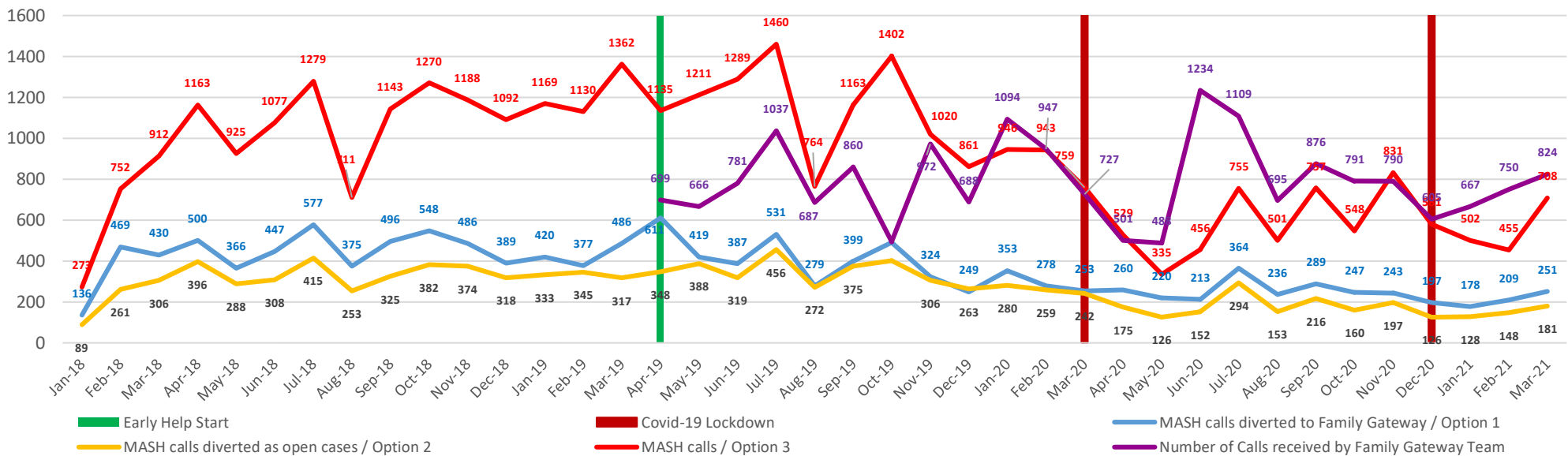
CS LAC 58 The **percentage of children in regulated placements who are placed in Cardiff** = 57.4% (413 / 720). The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. Please see page 11 for a breakdown of placements.

Staff 1 = 28.8% **vacancy rate** for Q4. 57.9 posts out of 200.9 posts were vacant. 143.0 posts filled. Recruitment has continued as business as usual during the COVID-19 period. During the year vacancy rate has fallen from 38.3 to 28.8. Net increase of 27.1 FTE posts, with 17 social worker appointments going through the recruitment process.

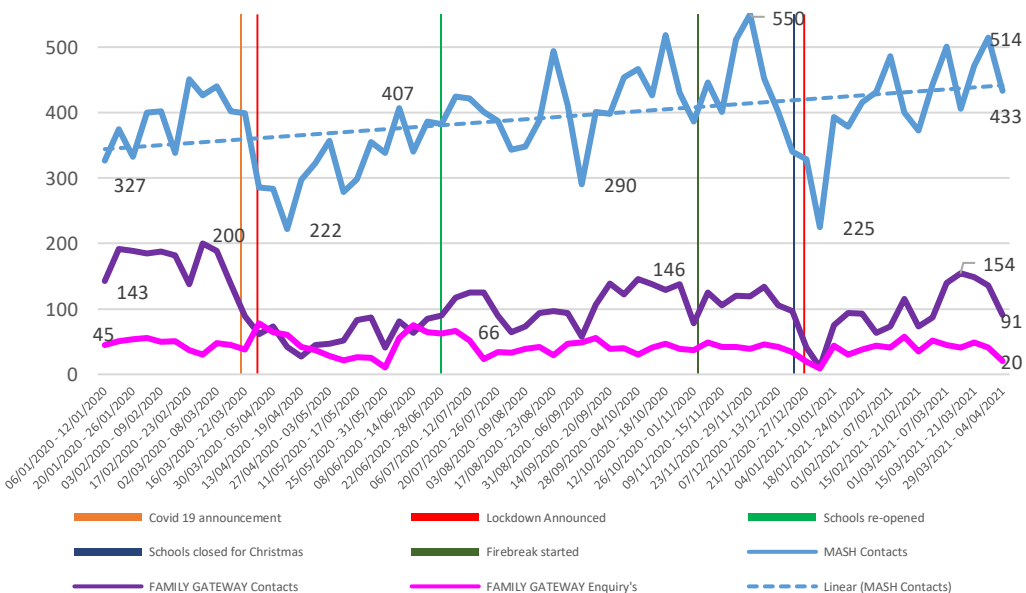
YOS 2 The **percentage of children re-offending within six months of their previous offence** = 7.7% (1 / 13). 1 out of 13 young people re-offended committing a further 2 offences. The young person re-offending committed a more serious within a week of receiving their original outcome. When compared to the same period last year there has been a reduction in the re-offending rate from 25.0% to 7.7%. Annual outturn 2019/20 = 32.0% (47 / 147 young people reoffended).

# Demand

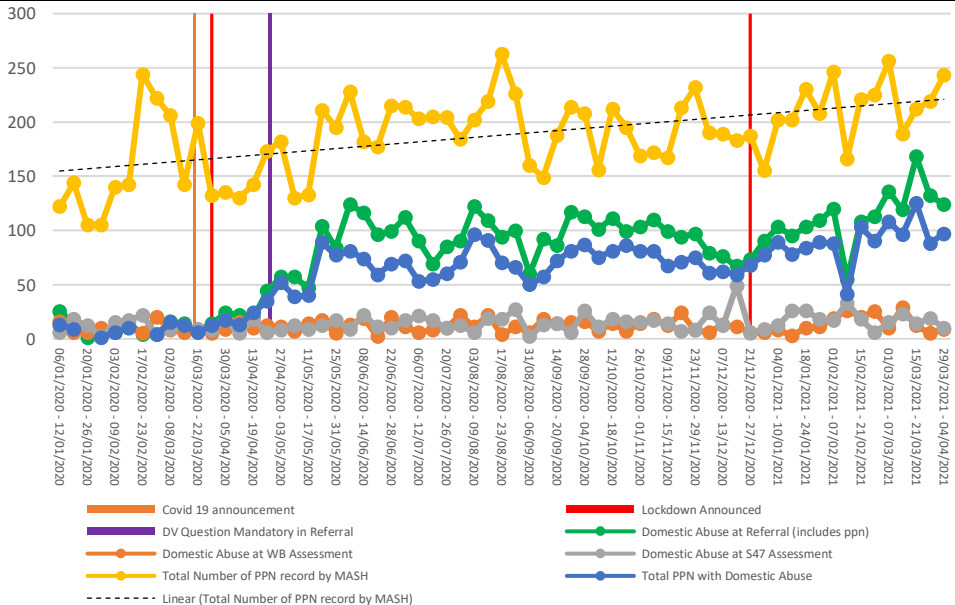
## Family Gateway and MASH telephone data



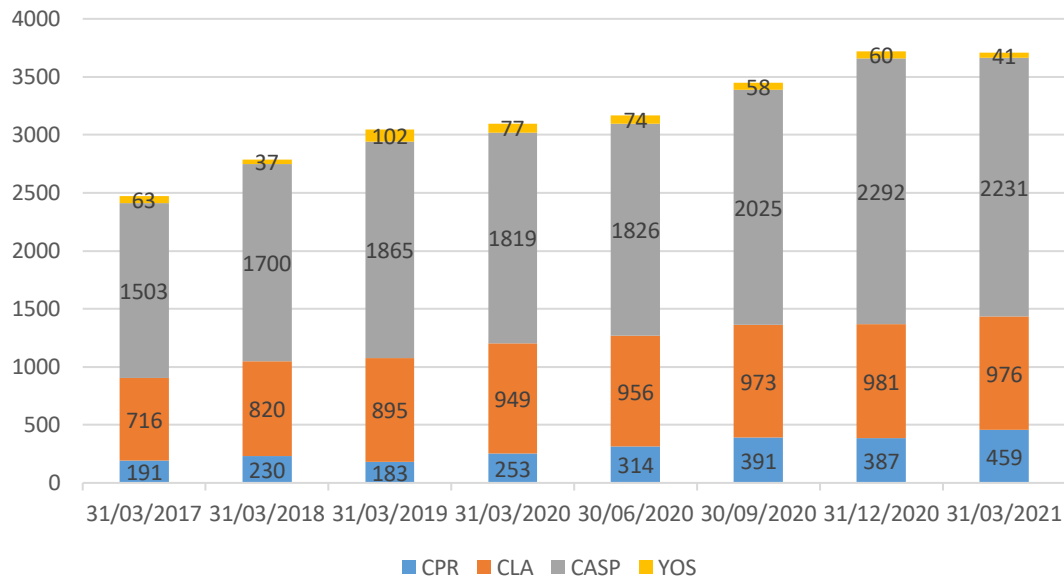
## Contact / referrals to MASH and Family Gateway



## Domestic abuse at referral and assessment



## Caseload breakdown over time

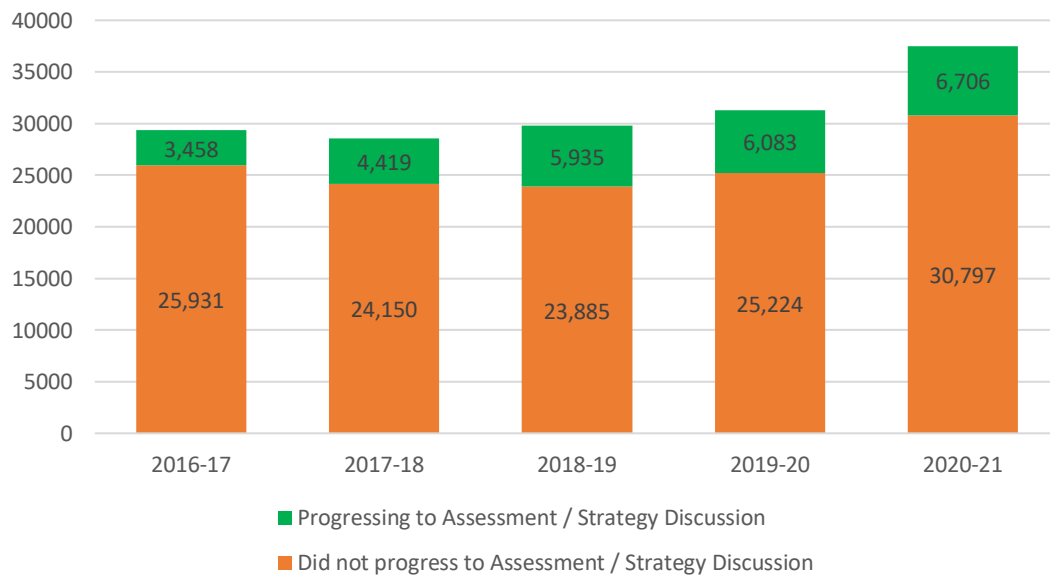


The caseload overview demonstrates the consistent rise in caseloads in all categories, over the years.

Since 31<sup>st</sup> March 2017:

- The number of children on the Child Protection Register has increased by 140% from 191 to 459.
- The number of children looked after has increased by 36.3% from 716 to 976 (please note that an additional 16 children looked after were also on the child protection register at 31st March).
- The number of other children in receipt of care and support has increased by 48.4% from 1,503 to 2,231.

## Contacts received by Children's Services that progressed / did not progress to an assessment



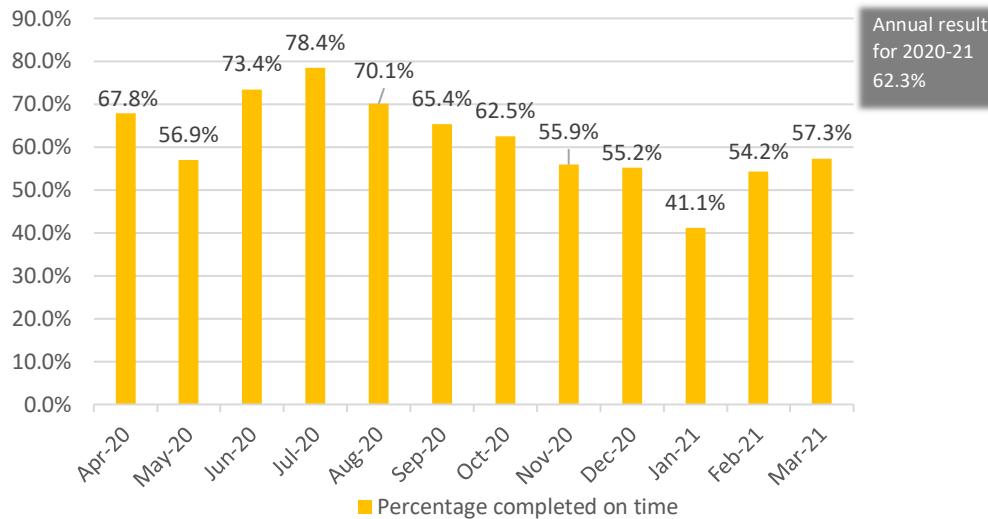
The graph to the left shows the steady increase in number of contact / referrals received each year from 28,569 in 2017-18 to 31,307 in 2019/20. If contact / referrals continued to be received at the same rate in 2020/21 we anticipated a further increase to approximately 35,000. The actual amount of contact / referrals received during 2020/21 was higher than anticipated, it was 37,503.

The proportion of contact / referrals that proceeded to assessment has also increased from 15% in 2017-18 to 19.9% in 2018-19, falling to 17.9% in 2020/21.

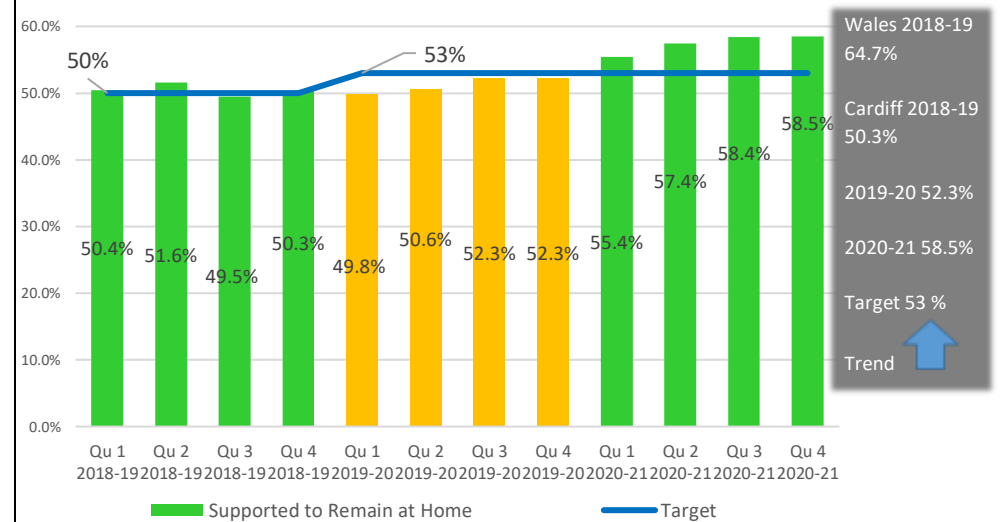
The contact / referrals graph at the bottom left of page 4 shows that referrals to MASH initially decreased but gradually increased to approximately the same level as before lockdown, and higher some weeks, peaking at 550 in the last week of November.

In relation to domestic abuse, we have improved our recording mechanisms to ensure full capture of information; the graph at the bottom right on page 4 shows that overall the number of referrals with domestic abuse as a factor has increased since lockdown.

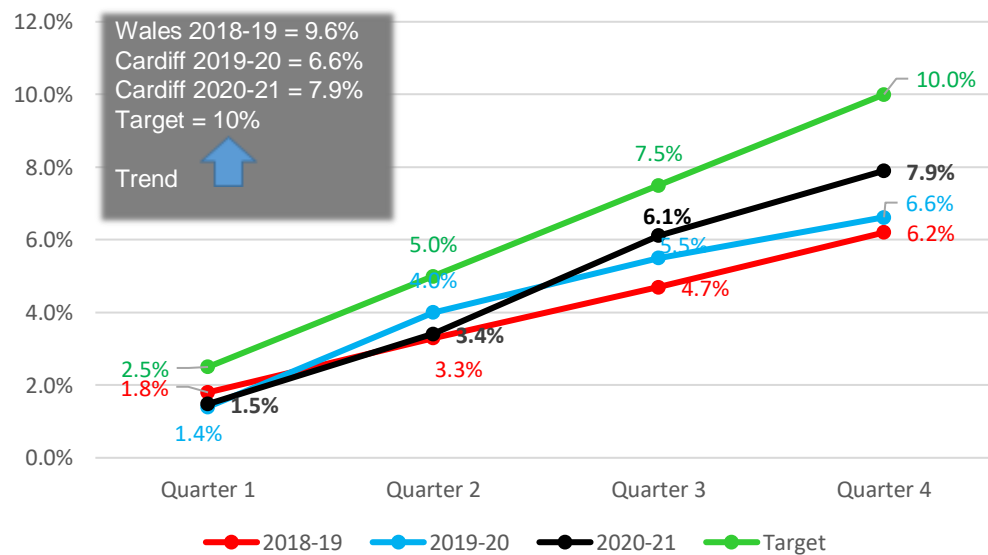
### Percentage of well-being assessments completed within statutory timescales



### SSWB 25 Percentage of children supported to remain living within their family



### SSWB 26 Percentage of children looked after returned home from care during the year

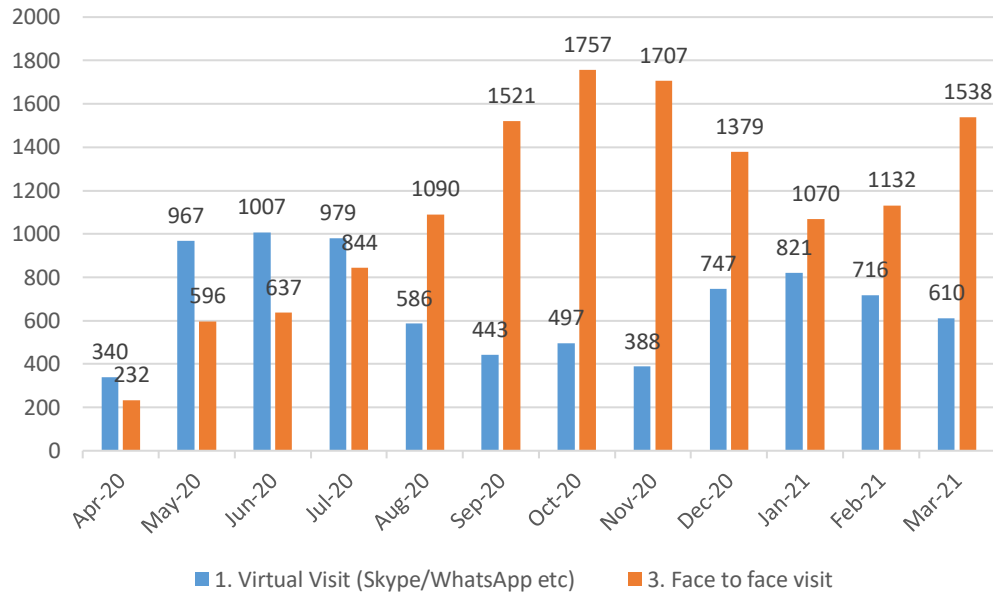


New Statutory PI = 1651 / 2,651 = 62.3% of well-being assessments were completed within statutory timescales during 2020/21

SSWB 25 Quarter 4 and annual outturn = 58.5% of children supported to remain living within their family = 1,401 / 2394. Target of 53% met. Provisional. Of the 2,394 children with a Care and Support Plan at 31st March 2021, 1,401 were being supported to live at home (ie were not being looked after).

SSWB 26 Quarter 4 and annual outturn = 7.9% of children looked after have returned home from care during this year = 97 / 1,225. Quarter 4 / annual target = 10.0%. Provisional result. Actual result will be populated from the Children Looked After Census. Of the 1,225 children who have been looked after during the year to date, 97 have returned home. This PI is cumulative and performance improves as we progress throughout the year. In addition to the 97 children who were returned home from care, 188 children were in the care of their parents, but remain subject to a Care Order, and 166 children were placed with relative carers. It is noted that our judiciary have indicated a reluctance to discharge Care Orders, and continue to make new Care Orders as opposed to other orders, e.g. Supervision Orders.

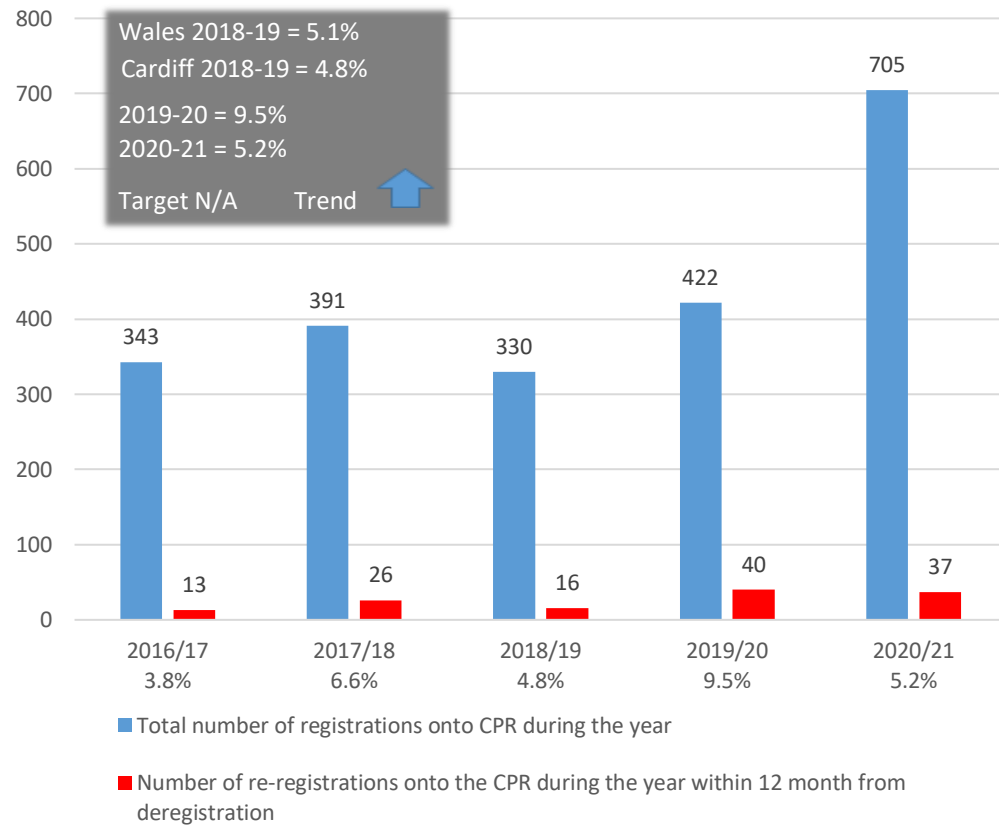
## Face to face and virtual visits



The proportion of virtual to face to face visits over time is displayed in the graph to the left. From 7th September 2020 until the start of the December lockdown, statutory visits to children on the Child Protection Register and children looked after were face to face as per business as usual requirements. During the lockdown that started in December, home visits to children on the CPR continued to be face to face, and children who were looked after and placed with their parents received face to face visits if required on the basis of risk assessment.

Face to face visits have now been reinstated for all children. Initial risk assessments need to be completed prior to face to face visits and updated to reflect any change of circumstance.

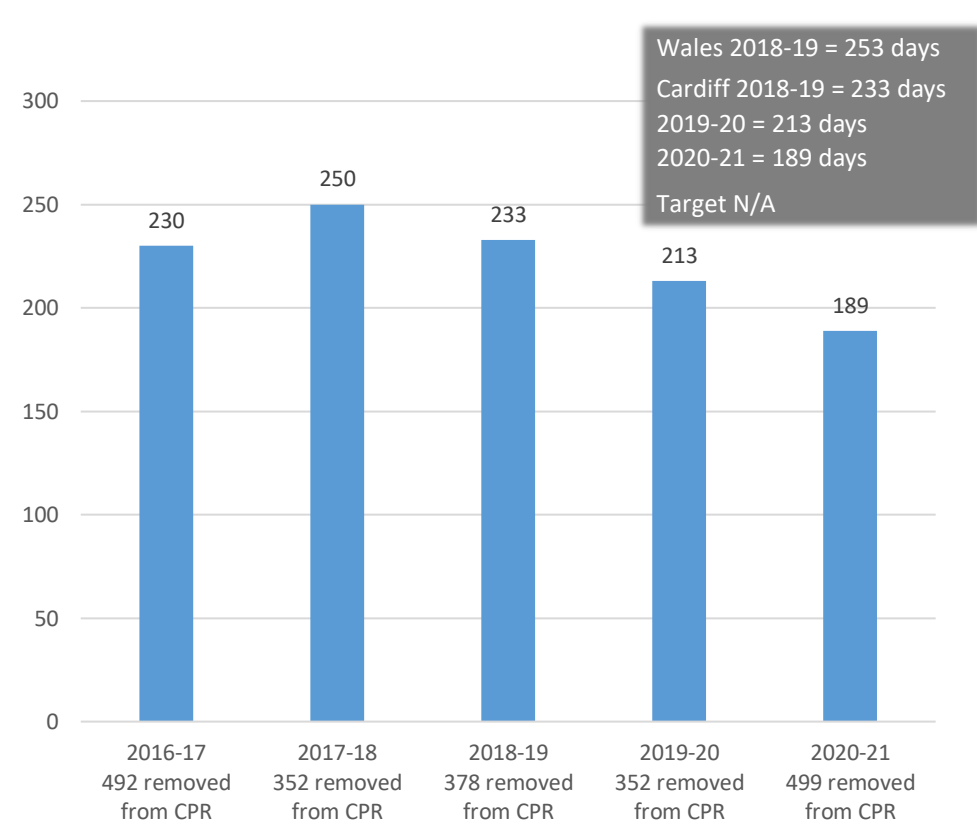
**Number and percentage of re-registrations of children on Child Protection Register during the year and within 12 months from deregistration (SSWB 27)**



Annual outturn for 2020/21 = 5.2%. (37 / 705) 37 of the 705 children registered during the year had been on the CPR within the previous 12 months.

This compares to the annual outturn for 2019/20 = 9.5%. (40 / 422) 40 of the 422 children registered during the year had been on the CPR within the previous 12 months.

**SSWB 28 Average length of time for all children who were deregistered from the Child Protection Register during the year**

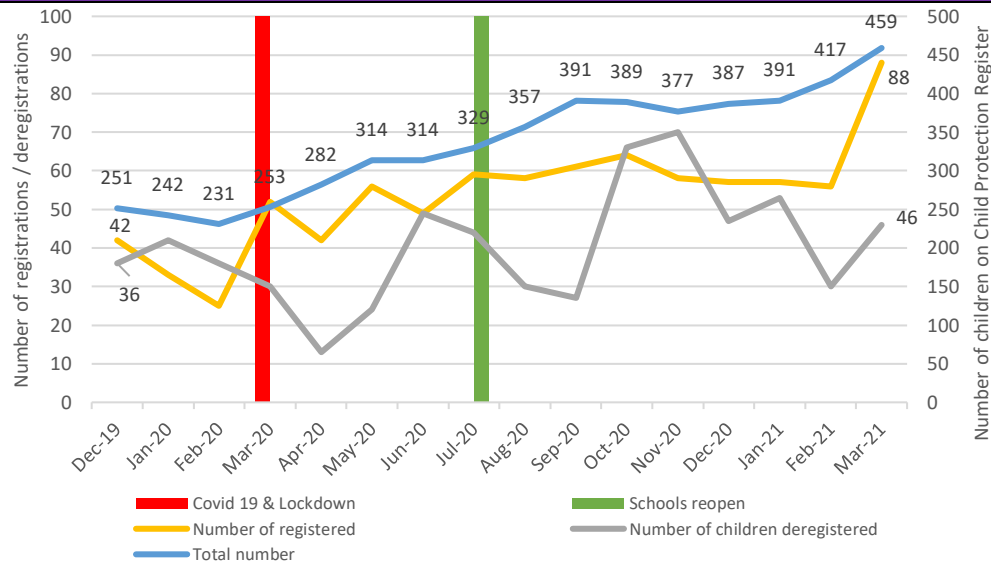


Annual outturn for 2020/21 = 189 days. The average length of time on the CPR for the 499 children who were de-registered during 2020/21 was 189 days.

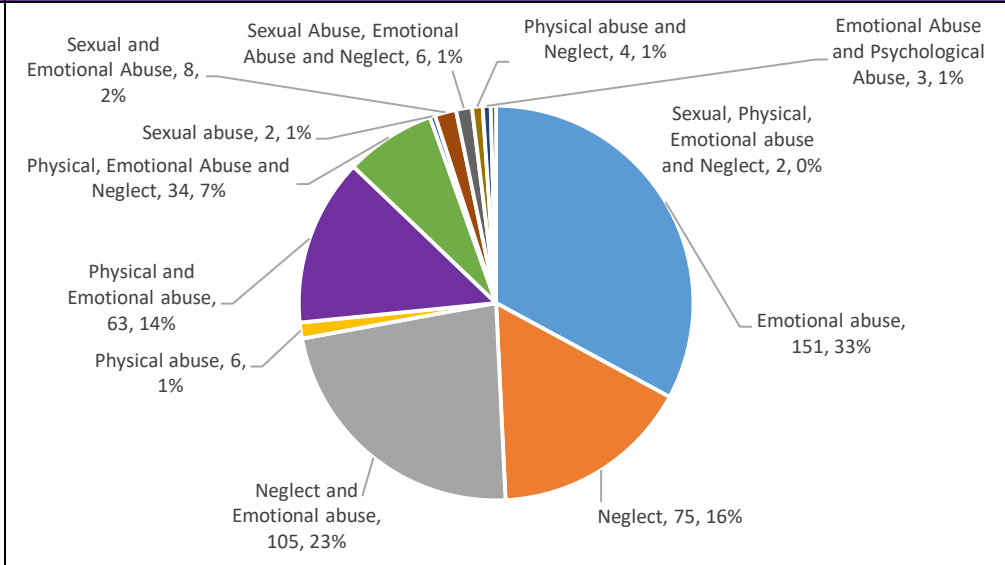
This compares to the annual outturn for 2019/20 = 213 days. The average length of time on the CPR for the 352 children who were de-registered during 2019/20 was 213 days.



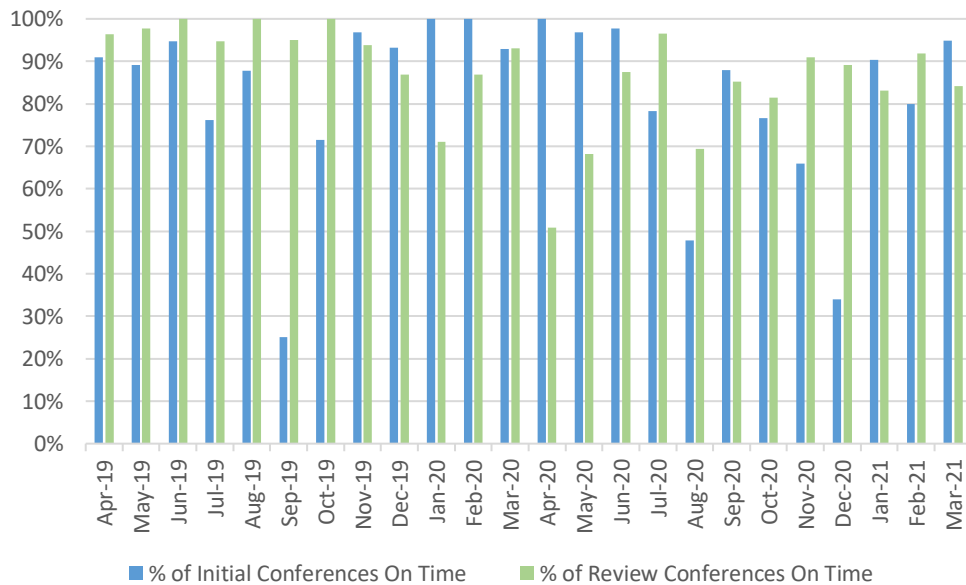
## Number of children on the Child Protection Register, registrations and deregistrations



## CP Registration by category of abuse - March 2021



## % Child Protection Conferences On Time



Over the year the number of children of the Child Protection Register has increased by 81% to 459 at 31<sup>st</sup> March 2021 from 253 at 31<sup>st</sup> March 2020. There has been an improvement in the timeliness of initial Child Protection conferences over the last quarter with 89.5% being on time, compared to 62% in quarter 3. Whilst the timeliness of review conferences has dipped slightly to 85.9% in quarter 4 from 87.4%.

The annual outturn results are as follows:

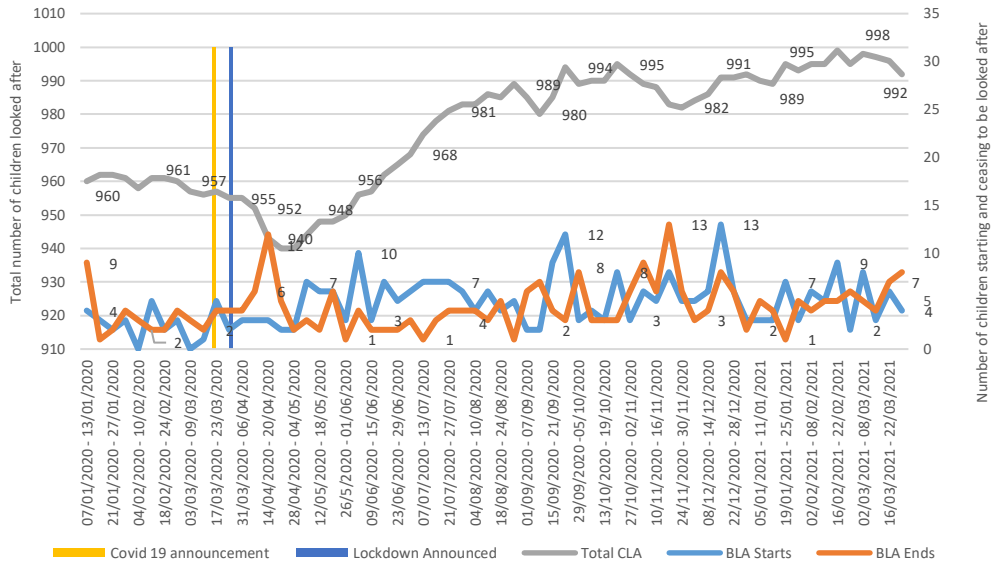
The percentage of child protection reviews held on time = 82.8% (822 / 993) for 2020/21 compared to 93.5% (657 / 703) for 2019/20.

The percentage of Initial child protection reviews held on time = 78.8% (630 / 800) for 2020/21 compared to 84.9% (423 / 498) for 2019/20.

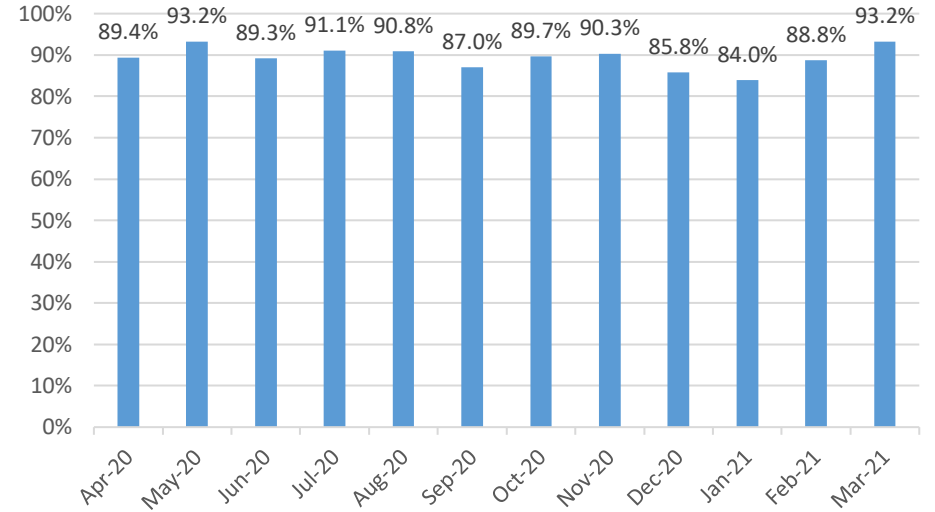
The overarching reason for the dip in timeliness is the significant and sustained increase in the number of children requiring a child protection conference and the capacity of the service and partners to respond. 616 more conferences (initial and reviews) were held during 2020/21 compared to 2019/20, an increase of 53.5%.

Welsh Government COVID guidance allows LAs to make concessions regarding timescales for child protection conferences, particularly review conferences. Cardiff Children's Services have continued to promote parental attendance at review conferences. Capacity within the Child Protection Reviewing Service is being reviewed. Additional (temporary) business support is being sourced and a business case for additional Child Protection Conference Chairs / Independent Reviewing Officers is being considered. Temporary sessional chair cover was utilised in December to assist in resourcing conferences and will be considered in the future if required.

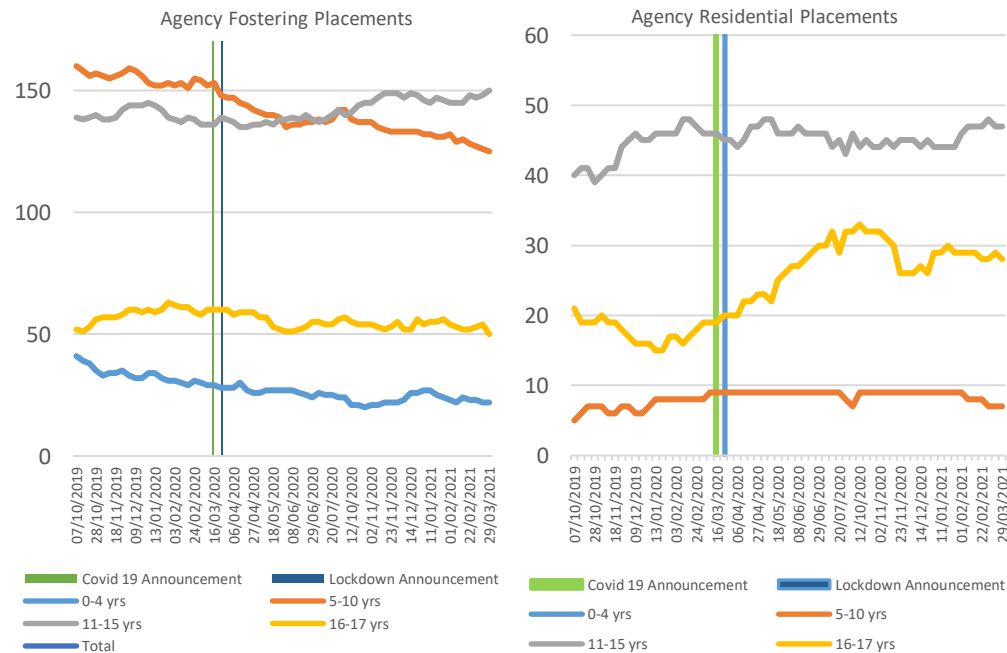
## Looked after starts, ends and total number of children looked after (CLA)



## Timeliness of children looked after reviews –provisional data



## Agency placements by age

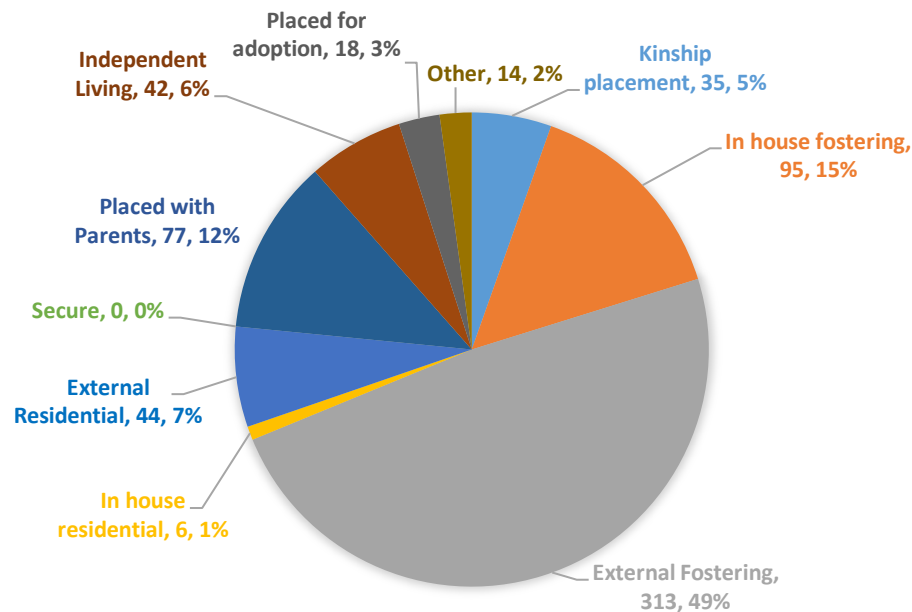


After a decrease in the number of children looked after in the early days of lockdown, a subsequent increase in new admissions led to a gradual increase from 939 at 27<sup>th</sup> April 2020 to 992 at 31<sup>st</sup> March 2021. The number of children looked after has been relatively stable since October, but is being closely monitored. 111 of the 277 children (40%) who started being looked after during 2020/21 were placed with parents on a Care Order, with family / friends or in parent and baby placements.

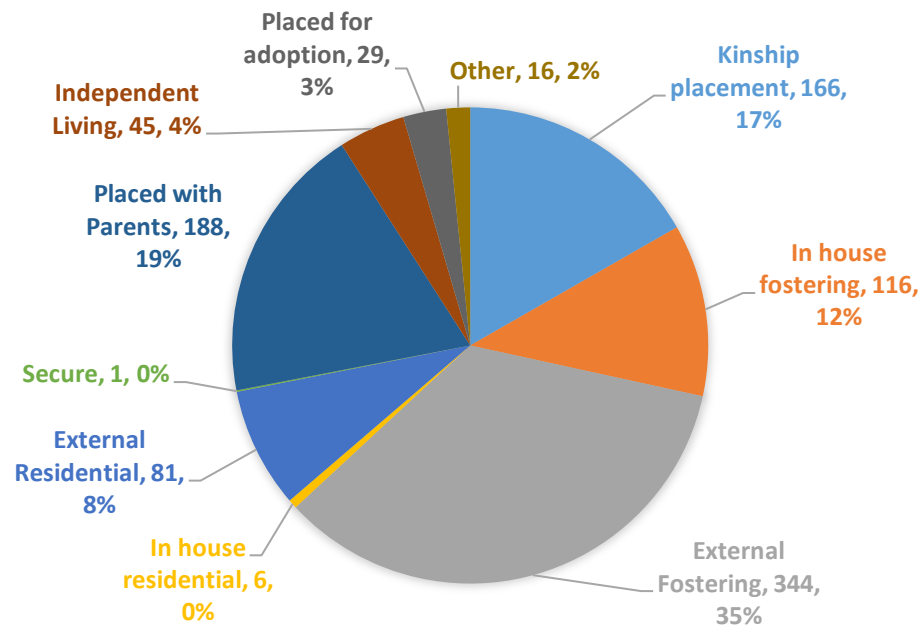
The process for children who are looked after continues as indicated in previous briefings - reviews continue to be held virtually using Microsoft Teams. To enhance and support these meetings, as well as to help ensure we are effective in reviewing plans, Independent Reviewing Officers (IROs) contact children and young people, as well as carers and family members before and/or after a review to ensure that there is an input. Children are spoken to separately to ascertain their views and wishes. A hybrid model is being developed to build on the positive elements of virtual working identified during the COVID-19 crisis. The implementation of this will take account of the latest Welsh Government position and with the Children's Services operating model. Provisional figures on children looked after reviews show that the majority of reviews are taking place on time. The small dip in timeliness in December and January noted in the last report has recovered. IROs continue to do informal work to monitor plans, including reviewing CareFirst, having virtual contact with children / young people and carers and having discussions with social workers. A small number of face to face IRO visits have taken place, where this was deemed necessary or virtual visits were impractical. COVID government guidelines have been followed. IROs have also introduced an optional midpoint review for many of the children and young people they are working with, to better track their plans.

Over the year the number of children in residential placements has increased, this is due to an increase in young people aged 16-17 due to complexities where families are no longer able to manage risk.

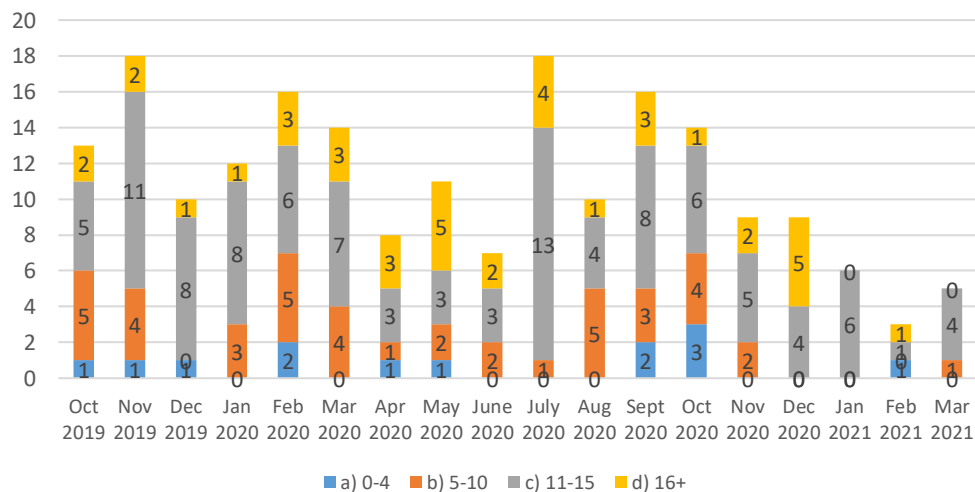
### Total CLA by placement type – as at 30.06.2016 (644)



### Total CLA by Placement type – as at 31.03.2021 (992)



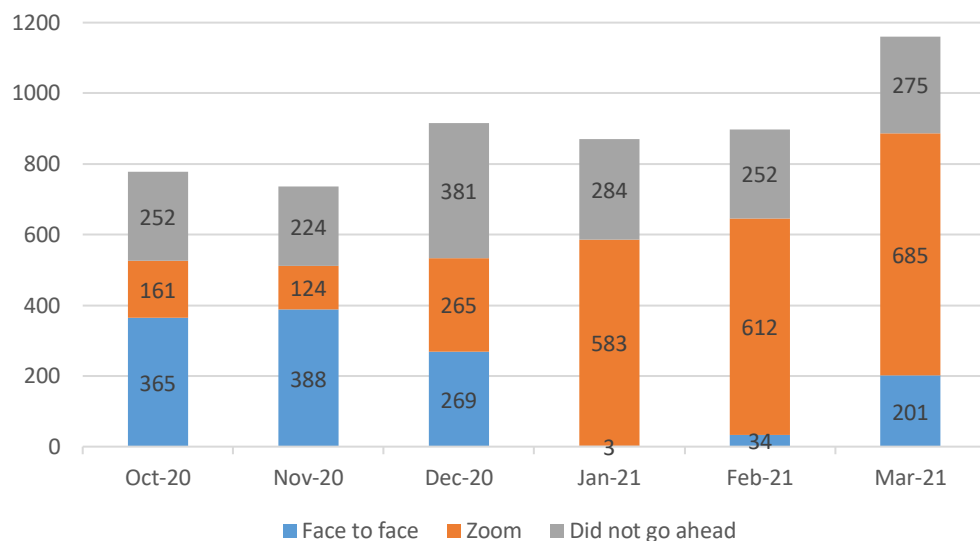
### Unplanned Placement Move Requests by Age



The pie charts above show the shift in the balance of care we have achieved in recent years. The percentage of children being looked after and placed with parents on a Care Order or in kinship arrangements with family members has increased from 17% (112 / 644) to 36% (354 / 992), while the percentage of children looked after in regulated placements has reduced from 71% (458 / 644) to 55% (549 / 992).

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. After an increase during Quarter 2 and the early part of Quarter 3, numbers have since fallen and remain relatively low. The majority of unplanned placement move requests are for children aged 11-15.

## Supervised Contacts – Swanstaff



Following the return of all primary school age children to school, face to face contact was reinstated for all children aged 0-5 with effect from 22nd March 2021. Supervised contact for other children has also resumed, with priority given to children who have not had contact for some time. Up to date risk assessments are required before face to face contact can go ahead. Contact will be undertaken in line with health and safety guidance and with the recognition that length and frequency will be effected by the need to follow this guidance. The graph sets out the proportion of contacts undertaken on a face to face and virtual basis, and those that did not proceed.

## Sickness – Children’s Services

FTE Target = 13	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Children’s Services Sickness FTE days lost per person	2.7	6.29	9.81	12.88
Children’s Services Sickness FTE days lost per person full year forecast	11.62	13.85	13.73	No forecast – final result above.

Source: Corporate HR Data

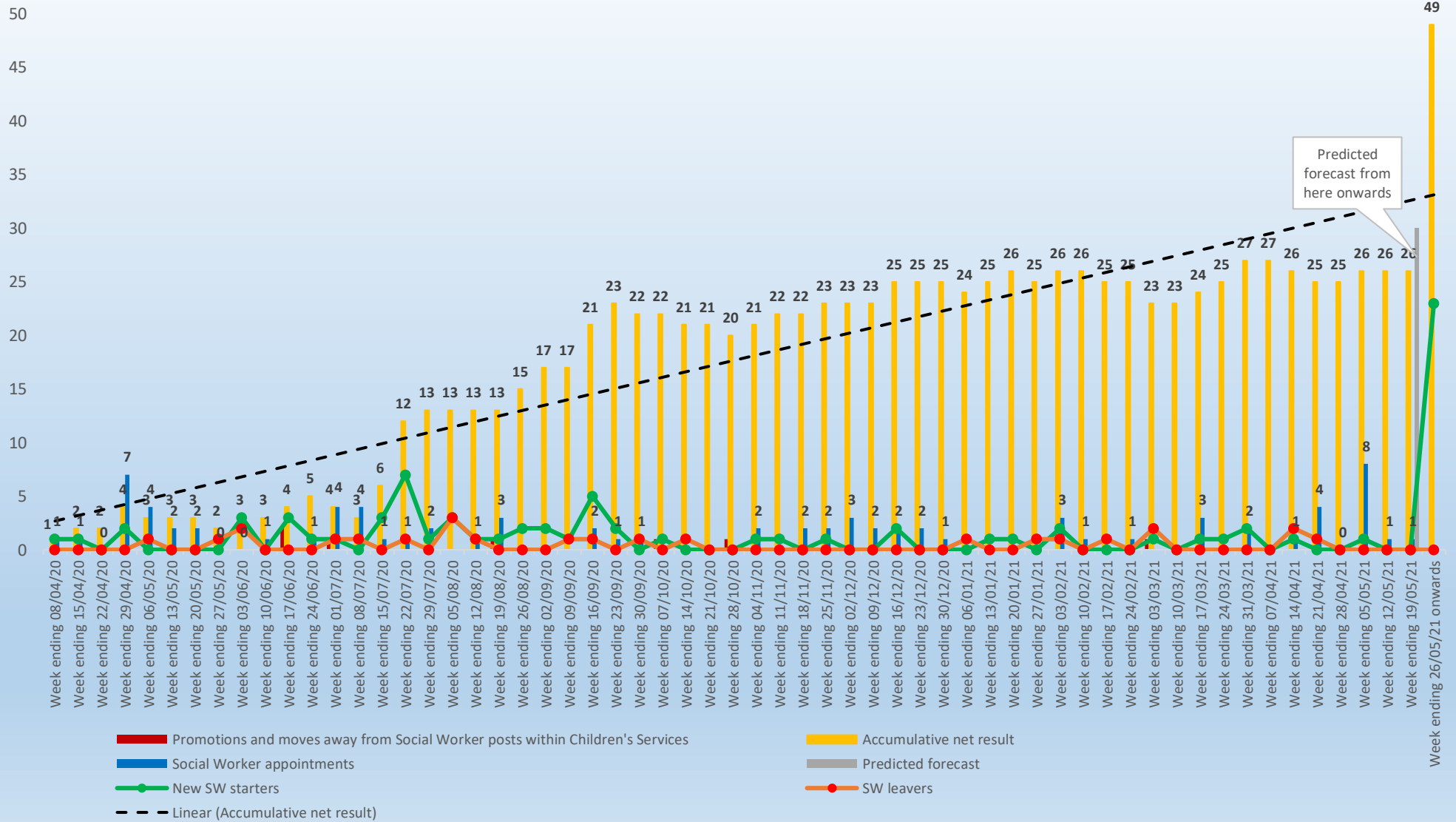
Result for Quarter 4 and the year 2020/21 = 12.88 FTE days lost per person.

This is an improvement from 18.23 FTE days lost per person for 2019/20. It is also an improvement on the forecast after quarter 3, which was 13.73.

The target of 13 days has been met.

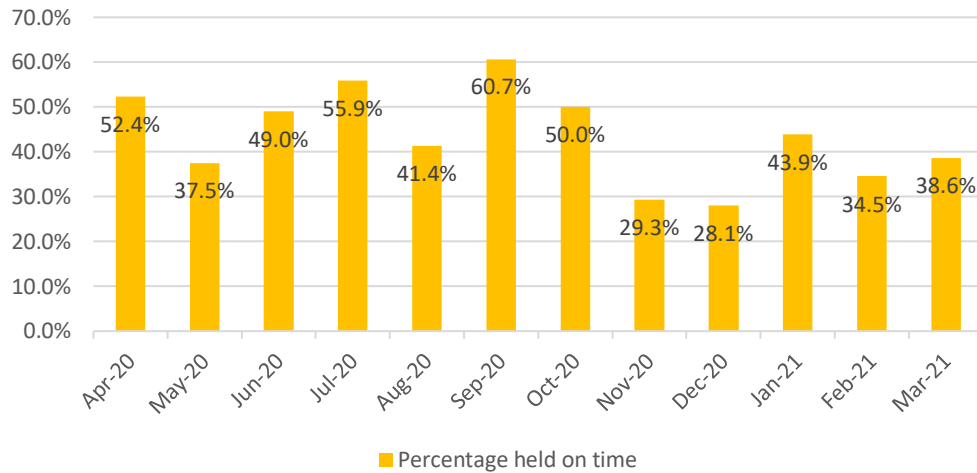
Sickness is closely monitored by CMT to ensure that processes are followed. Options to support staff to return to work on a phased return are explored with input from all members of the management team.

# Net result of Social Workers starting and leaving Council

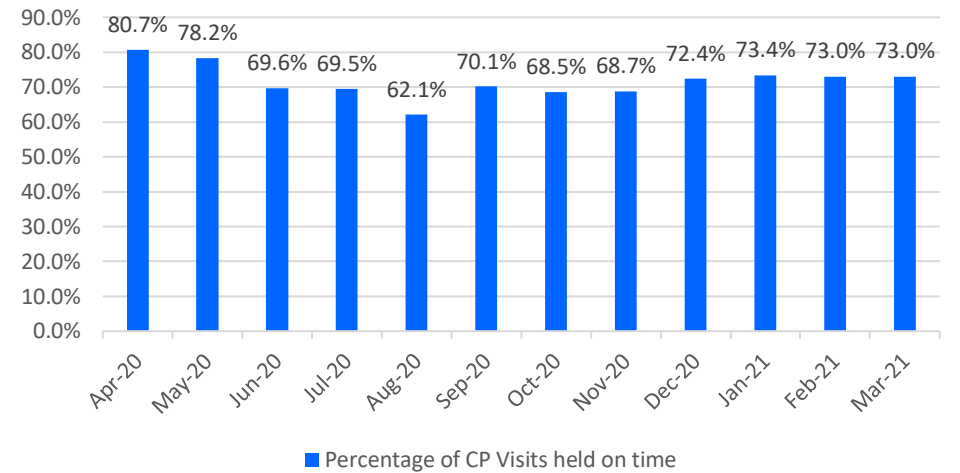


## Year End PIs and new statutory measures

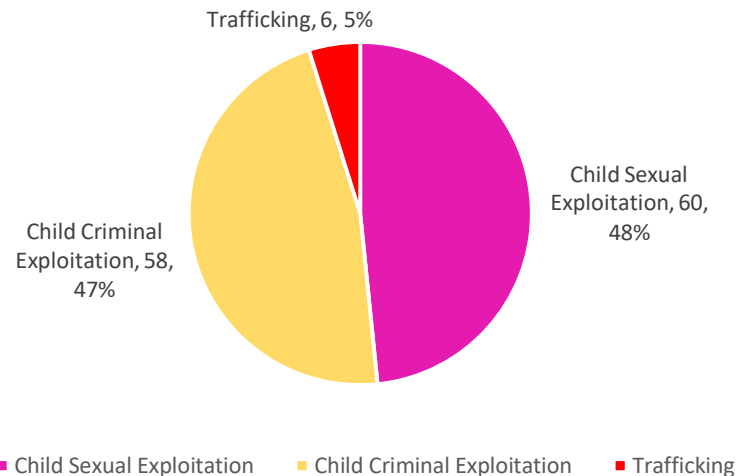
### The percentage of Initial Core Groups meetings held on time



### The percentage of visits to children on the CPR held on time



### The number of children reported during 2020/21 where exploitation is a factor



The percentage of Initial Core Group meetings held on time during 2020/21 = 43.2% (304 / 704)

The percentage of visits to children placed on the CPR = 71.7% (6,459 / 9,008)

The number of children reported during the year 2020/21, where exploitation is a factor = 124, breakdown shown in the pie chart opposite.

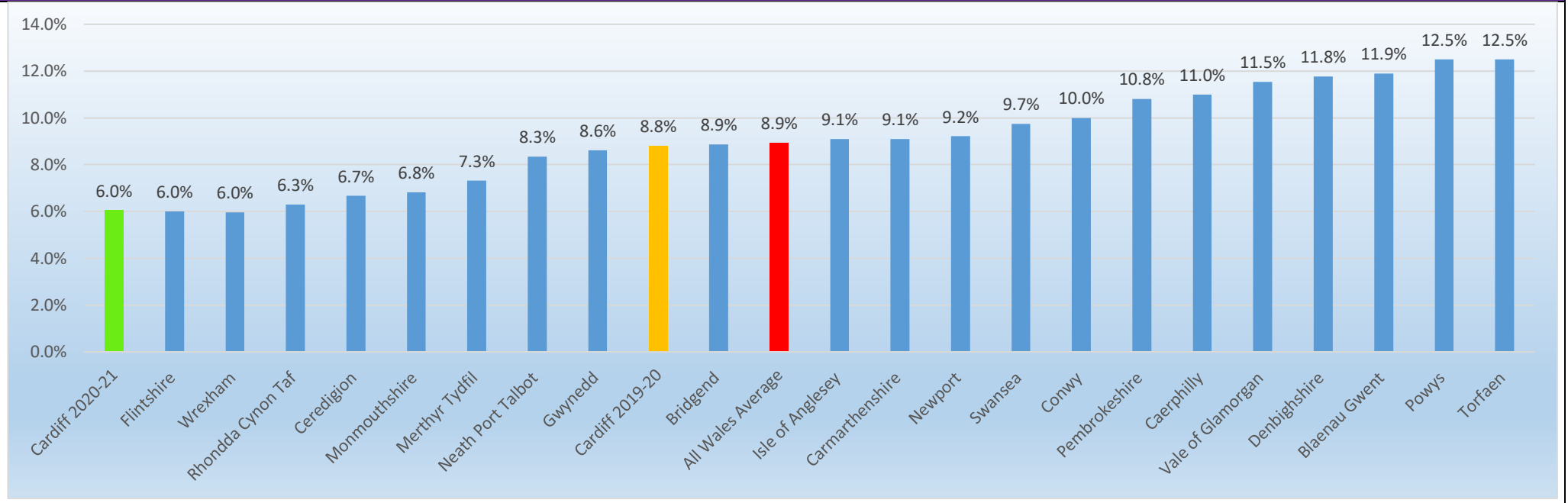
The number of children receiving Care & Support in receipt of Direct Payments =

As at 31 <sup>st</sup> March 2021	181
As at 31 <sup>st</sup> March 2020	169
As at 31 <sup>st</sup> March 2019	153

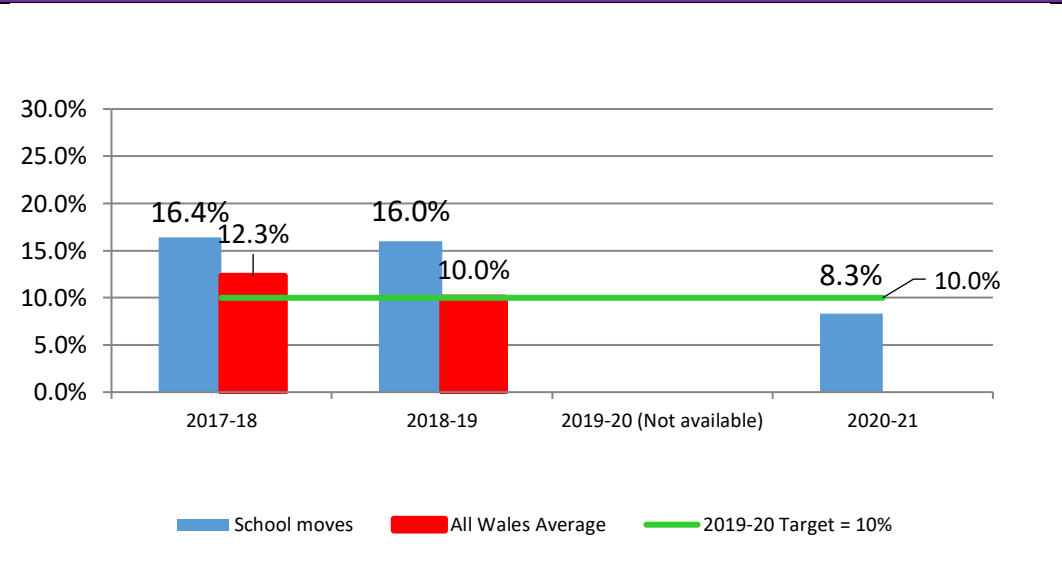
The number of contacts during the year by or for young carers is 178.

The number of assessments for young carers completed during the year = 112, 1 of which resulted in a care & support plan and 53 were signposted to YMCA.

## Children with 3 or more placements during 2019/20 for all Welsh LAs compared to Cardiff 2020/21



## The Percentage of looked after children who have one or more school move in year



## Children with 3 or more placement moves during the year = 60 / 992 = 6.0% Target of 9% met

Children with 3 or more placement moves during the year = 60 / 992 = 6.0% Target of 9% met

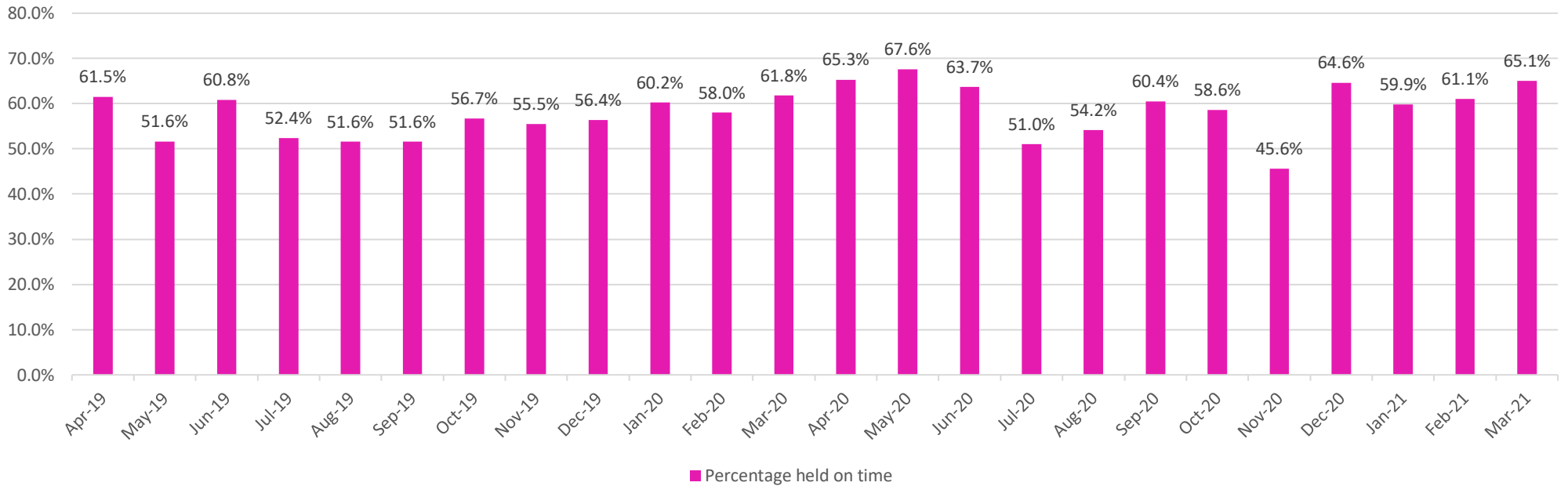
The percentage of looked after children who have one or more school move during the year = 55 / 663 = 8.3%. (Provisional result) Target of 10% met. Please note the school moves data comes from Education and therefore does not include all out of county school moves.

The percentage of statutory visits completed on time = 60.5% (2,171 / 3,589) compared to last year = 56.4% (2,307 / 4,093) - The percentage completed on time has improved since last year, this is partly due to the number of statutory visits due decreasing in line with the reduction of placement moves. Graph showing timeliness by month below.

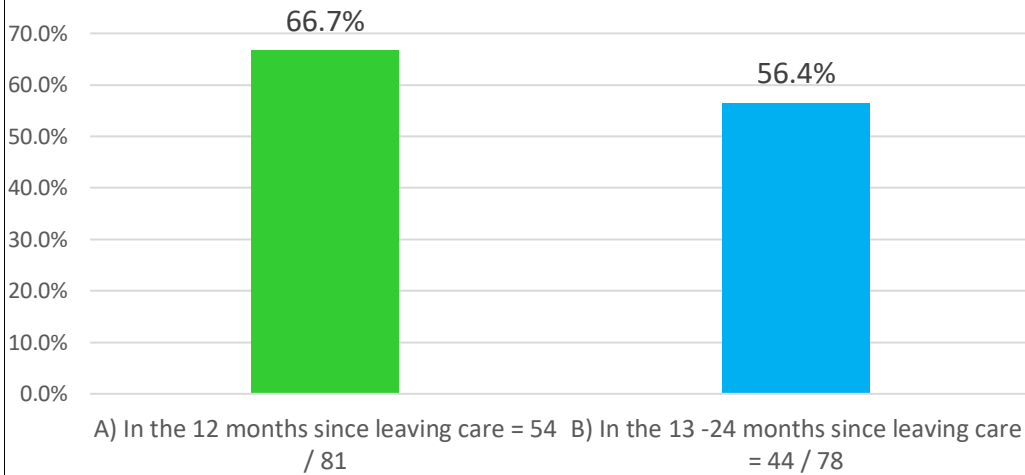
The number of young people leaving care who moved into a 'When I am Ready' placement during the year 2020/21 = 44.

The percentage of Care Leavers in suitable accommodation on leaving care = 93.8%.

## Percentage of Statutory visits held on time



## The percentage of care leavers who have completed at least 3 consecutive months of employment, education and training



## Percentage of Care Leavers in suitable accommodation on leaving care

