

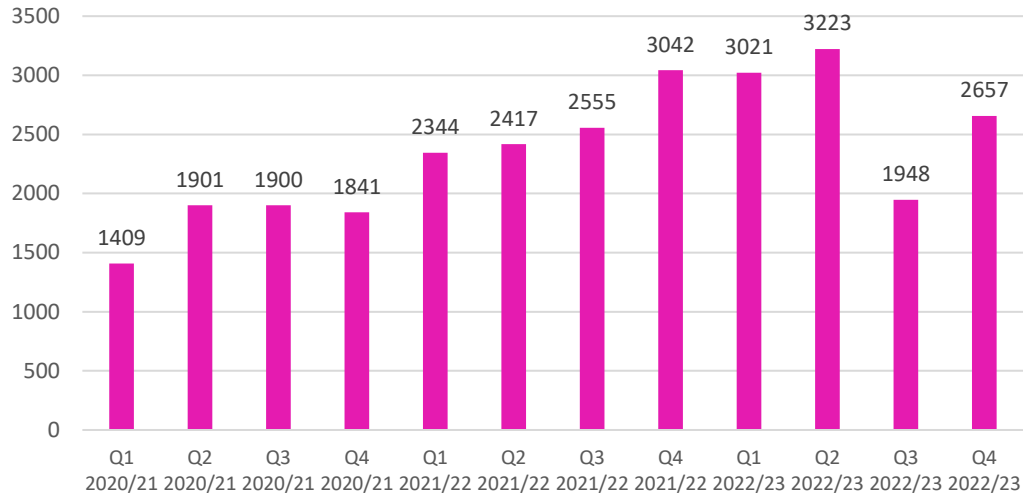
Children's Services Performance Report

Quarter 4
2022/23

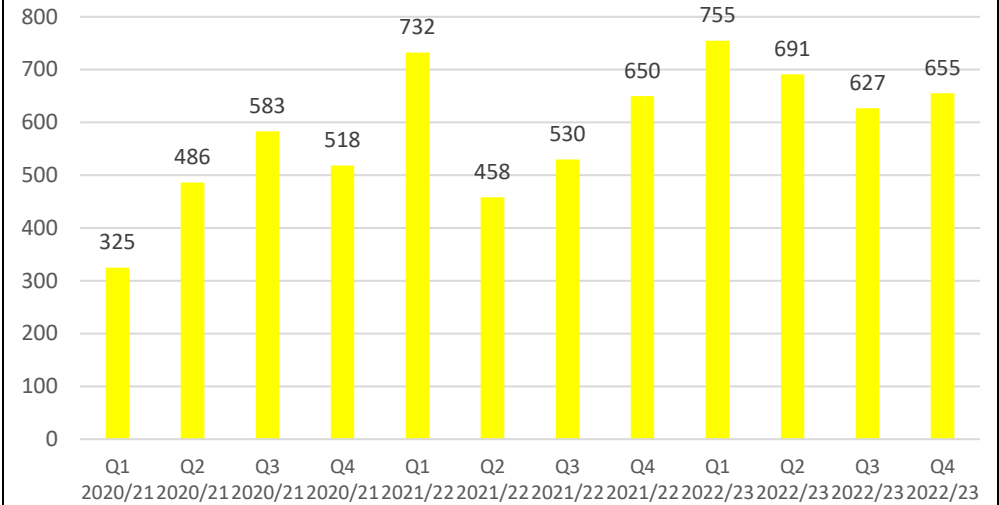


Early Help

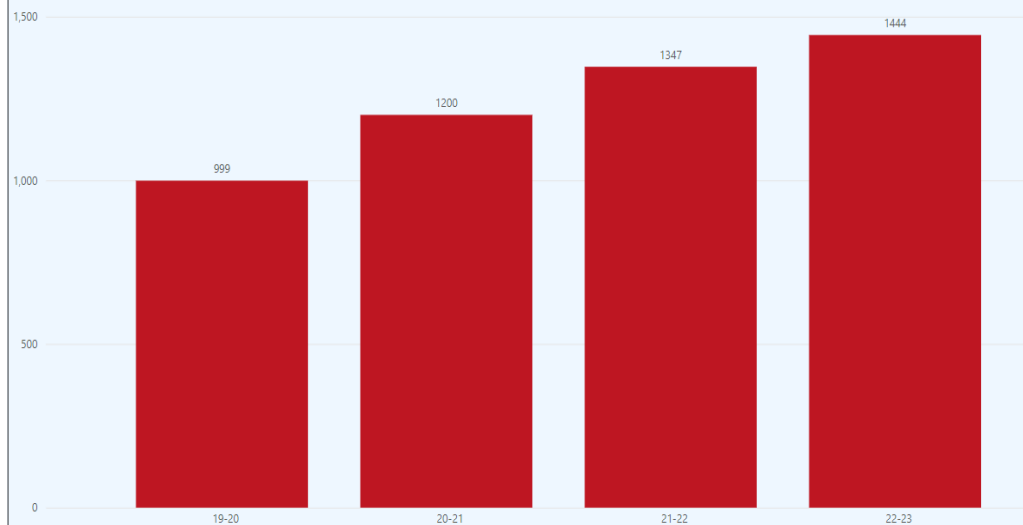
FAM KPI 01 Number of people supported through the Gateway



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



FAM KPI 03 Number of children supported by Support4Families during the year

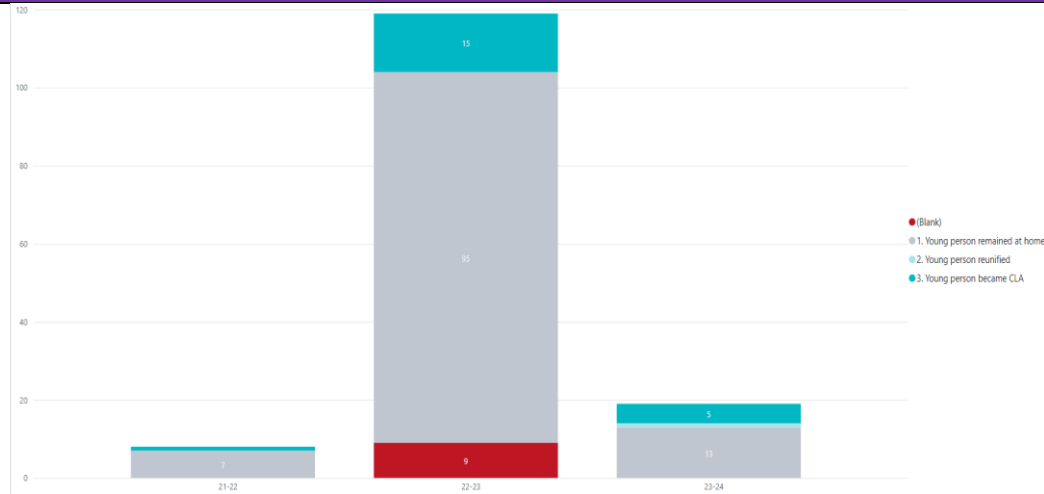


FAM KPI 01 The **number of people supported through the Family Gateway** = 2,657 during Quarter 4, compared to 1,948 during Quarter 3 2022/23. The total number for 2022/23 is 10,849. Target per quarter is 2,000. Annual Target for 2022/23 is 8,000. Targets met. This is a count of the number of enquiries and well-being contacts to the Family Gateway.

FAM KPI 02 The **number of people supported by the Family Help Team** = 655 during Quarter 4 2022/23, compared to 627 during Quarter 3 2022/23. Target per quarter is 438. Target met. The total for 2022/23 is 2,728. Annual Target for 2021/22 is 1,750. Target met.

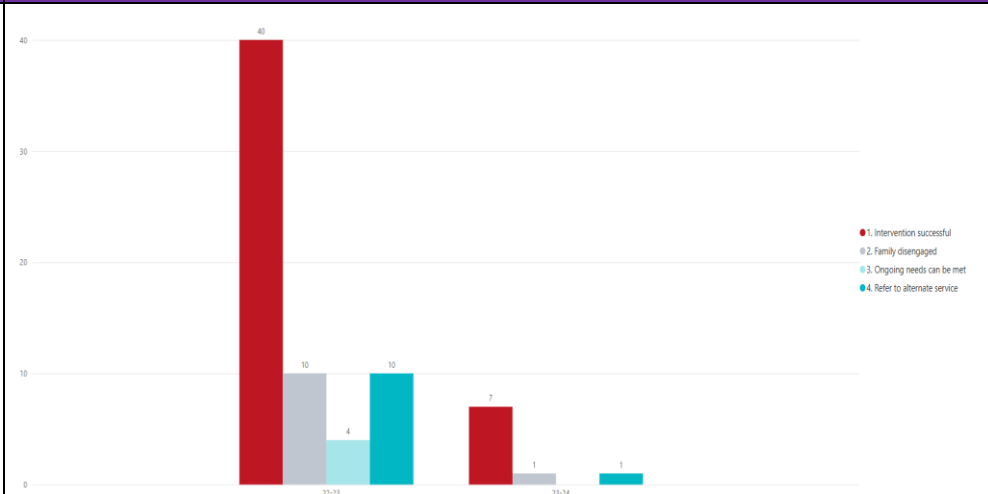
FAM KPI 03 The **number of people supported by the Support4Families Team** = 405 during Quarter 4 2022/23, compared to 368 during Quarter 3 2022/23. The total number supported for 2022/23 is 1,444.

Intervention Hub – Adolescent Resource Centre



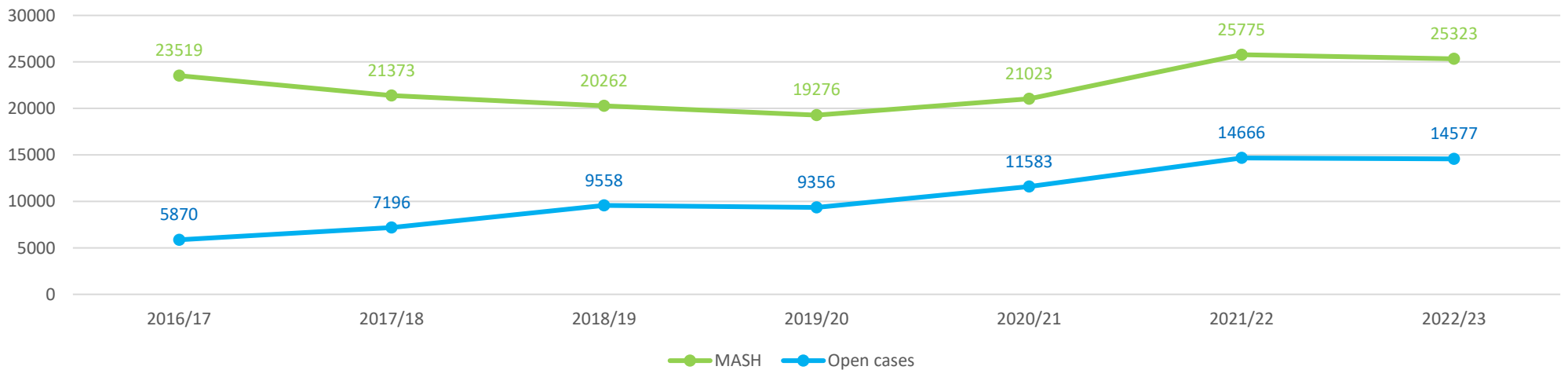
The chart above shows the outcomes for young people who have received an **intervention from the Adolescent Resource Centre** during the year. To date, just 26 young people started being looked after compared with 115 young people remaining at home. The information was not recorded for the 9 showing as blanks. Please note that the data for 2021/22 is from the point that reporting began and is not full year data.

Intervention Hub – Think Safe !



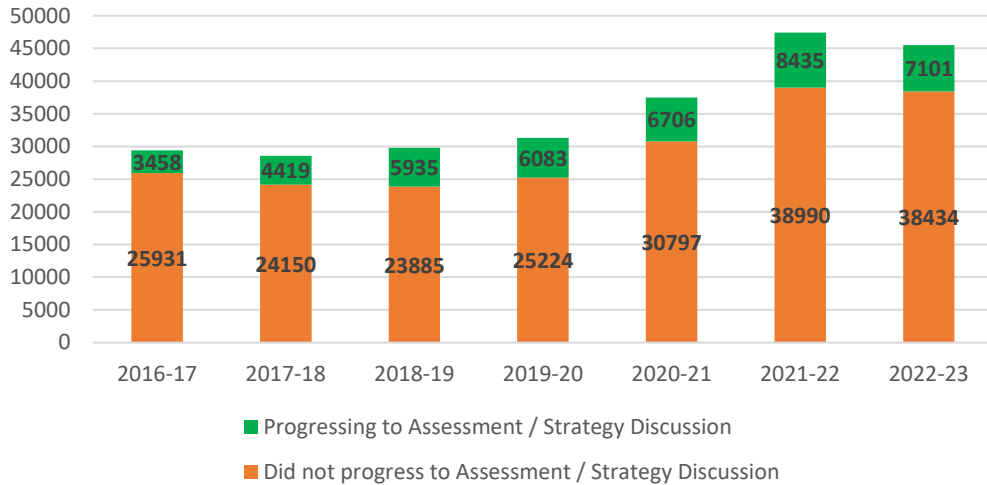
The chart above shows the outcomes for young people who have received an **intervention from the Think Safe! service** during the year. To date, 11 young people have been referred to an alternate service compared with 47 young people for whom the intervention was successful.

Contact / referrals to MASH and on open cases



The graph above shows the increase in contacts / referrals to Children's Services since 2019/20, peaking during 2021/22. Although lower than last year, the number of contacts and referrals remains high and the pressures on the service remain. The change in trend since 2016/17 is due to the agreement that all safeguarding concerns on open cases need to be referred via the front door.

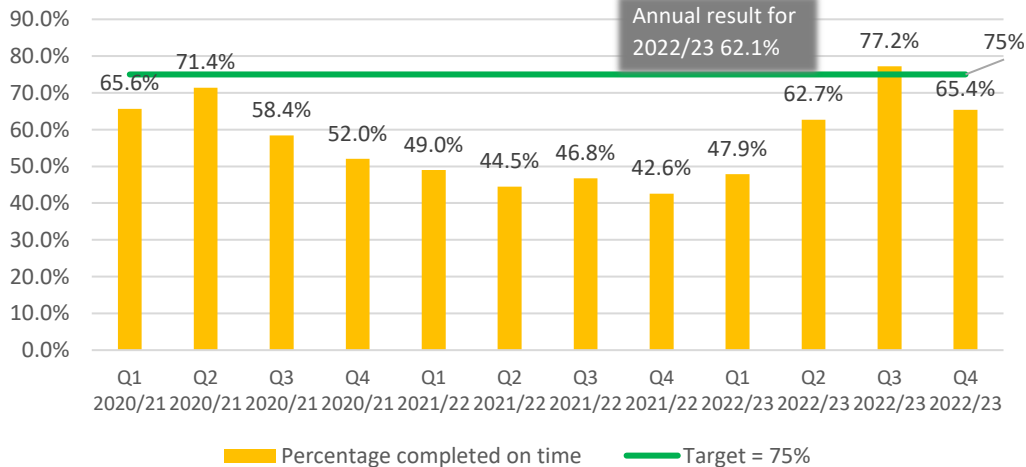
Contacts received by Children's Services that progressed / did not progress to an assessment



The graph to the left shows the steady increase in the **number of contact / referrals** received each year from 28,569 in 2017/18 to 47,425 in 2021/22. During 2022/23, we received 45,535 contacts, a 4% decrease from last year, which may indicate that numbers are stabilising at this level.

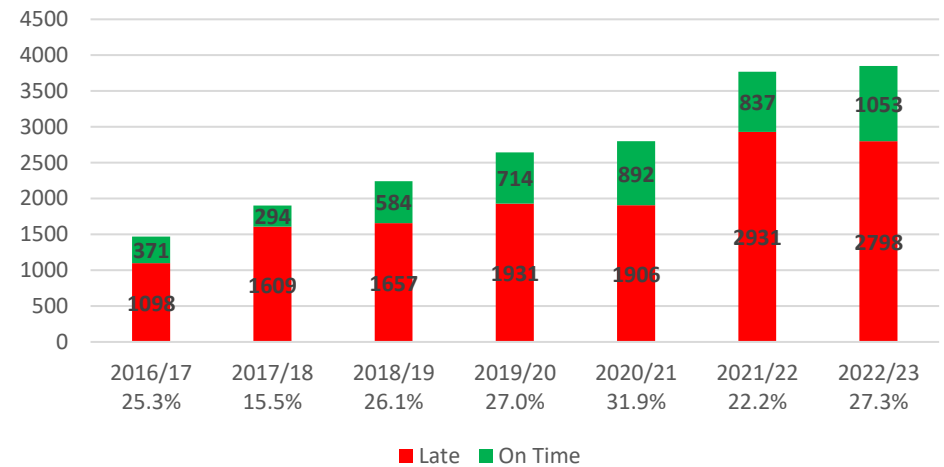
The **proportion of contact / referrals that proceeded to assessment** also increased from 15% in 2017/18 to 20% in 2018/19, falling to 18% in 2020/21 and remaining at 18% for the year 2021/22. During 2022/23, 15.6% proceeded to assessment. A review of the arrangements at the front door is being undertaken to inform our understanding of the reasons for this so we can ensure that people get the right help at the right time from the right people.

CH/012 Percentage of well-being assessments completed within statutory timescales



65.4% (376 / 575) of new **well-being assessments** were completed within statutory timescales during Quarter 4 2022/23, compared to 77.2% (414 / 536) during Quarter 3. During 2022/23, 62.1% of well-being assessments were completed on time, this is below the target of 75%, but an improvement on last year when 45.6% (1,143 / 2,509) of new **well-being assessments** were completed within statutory timescales. Further commentary below.

Timeliness of Section 47s (completed in 10 working days)



28.4% (252 / 888) of **Section 47s** were completed within 10 working days during Quarter 4 compared with 36.0% (319 / 886) in Quarter 3. This is 27.3% (1,053 / 3,851) for the year 2022/23, an improvement on last year's performance when 22.2% (837 / 3,768) of **Section 47s** were completed within 10 working days. Further commentary below.

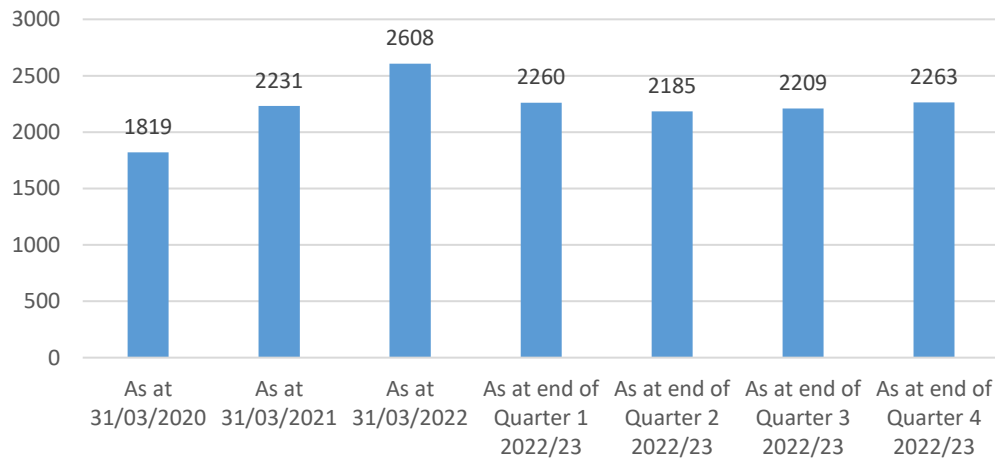
Performance in relation to the **timeliness of assessment completion** has declined in Quarter 4 compared with Quarter 3, although is higher than during the same period in Quarter 4 2021/22. The following actions continue to be taken so this improvement can be sustained and enhanced:

- Use of the management reporting system (PowerBI) to provide high level and team specific detailed breakdown of performance information.
- Regular solution focused team discussions to consider performance, demand, capacity and pressure points.
- The Operational Manager (OM) meets with the Team Managers on a weekly basis to review the previous week's performance with a focus on identifying presenting difficulties and problem solving.
- The discussions include ambitious but achievable target setting for each team to address overdue assessments as well as strategies to prevent current work falling outside timescales - by reviewing progress in respect of the work that is approaching the completion deadline, determining whether the allocated worker has capacity to complete the work and, if not, determining what the barriers and support requirements are and targeting resource to assist, working across teams where necessary.
- This detailed discussion enables the OM to have scrutiny of those Section 47 enquiries which are overdue or approaching the deadline for completion. For those deemed to be exceptional in nature, thus requiring OM approval for an extension, the information can be captured and logged. For those that are not deemed to be exceptional, action plans can be developed to expedite completion.
- As some teams perform consistently well, the weekly meetings enable best practice benchmarking, with managers sharing ideas and learning across the whole Intake and Assessment service. The meetings also enable the OM to collate thematic information about positive improvements and common difficulties which can then be escalated to inform strategic planning.
- Creative use of resource (for example remote workers, resource assistants, social work assistants) to create capacity for social work staff to focus upon those tasks that only they can do.

Performance relating to timeliness of assessments is in part related to a process delay in ensuring that assessments are written up - visits are undertaken and child protection investigations are not delayed. Processes are now in place to address this, and we anticipate an improvement in Quarter 1 2023/24, but it must be accepted that this is a demand led service - demand fluctuation will have an impact on performance. The tools available ensure that the service is well placed to evaluate and improve its performance.

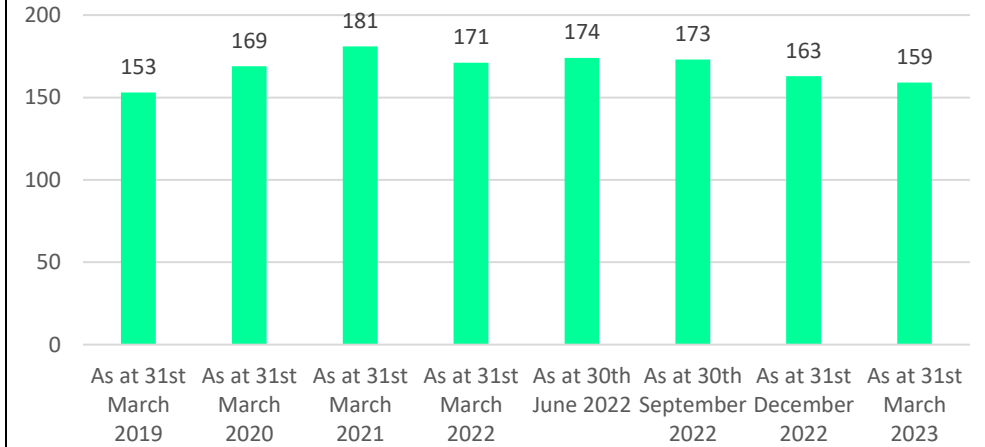
Care & Support Planning

Number of children receiving Care & Support and being assessed



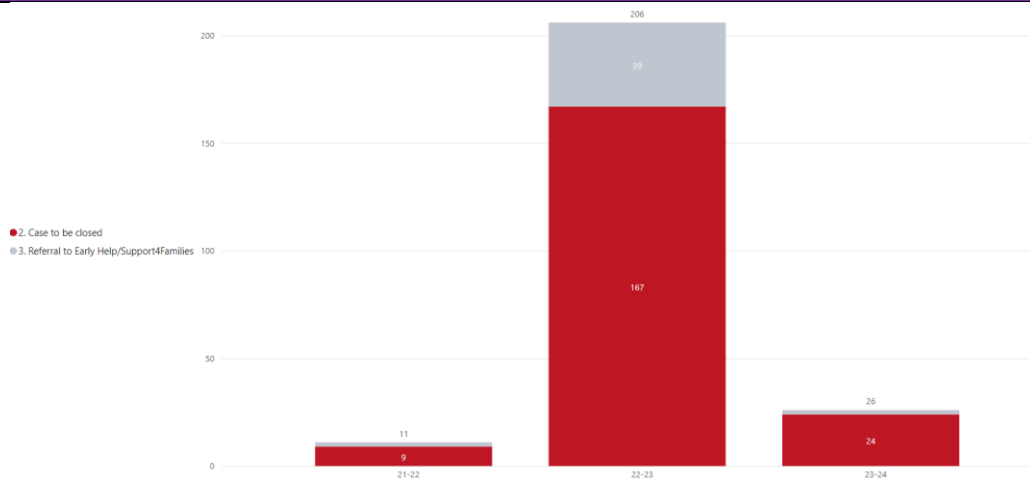
The number of children receiving Care & Support or being assessed had been increasing reaching 2,608 as at 31st March 2022, however, the number has decreased since and appears to have stabilised this year. The number of children is 2,263 as at 31st March 2023.

Number of children receiving Care & Support in receipt of Direct Payments



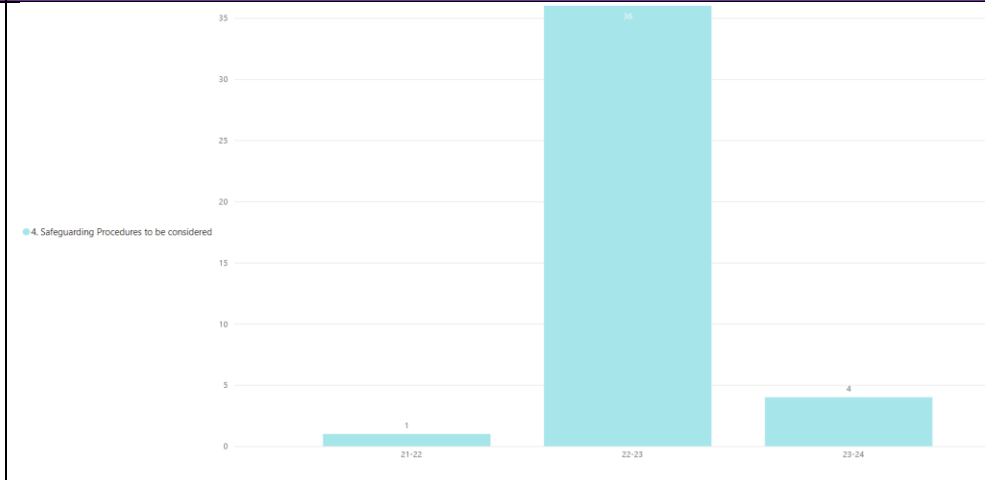
CH/016 The number of children receiving Care & Support in receipt of Direct Payments = 159 as at 31st March 2023.

Reviewing Hub – Step Downs

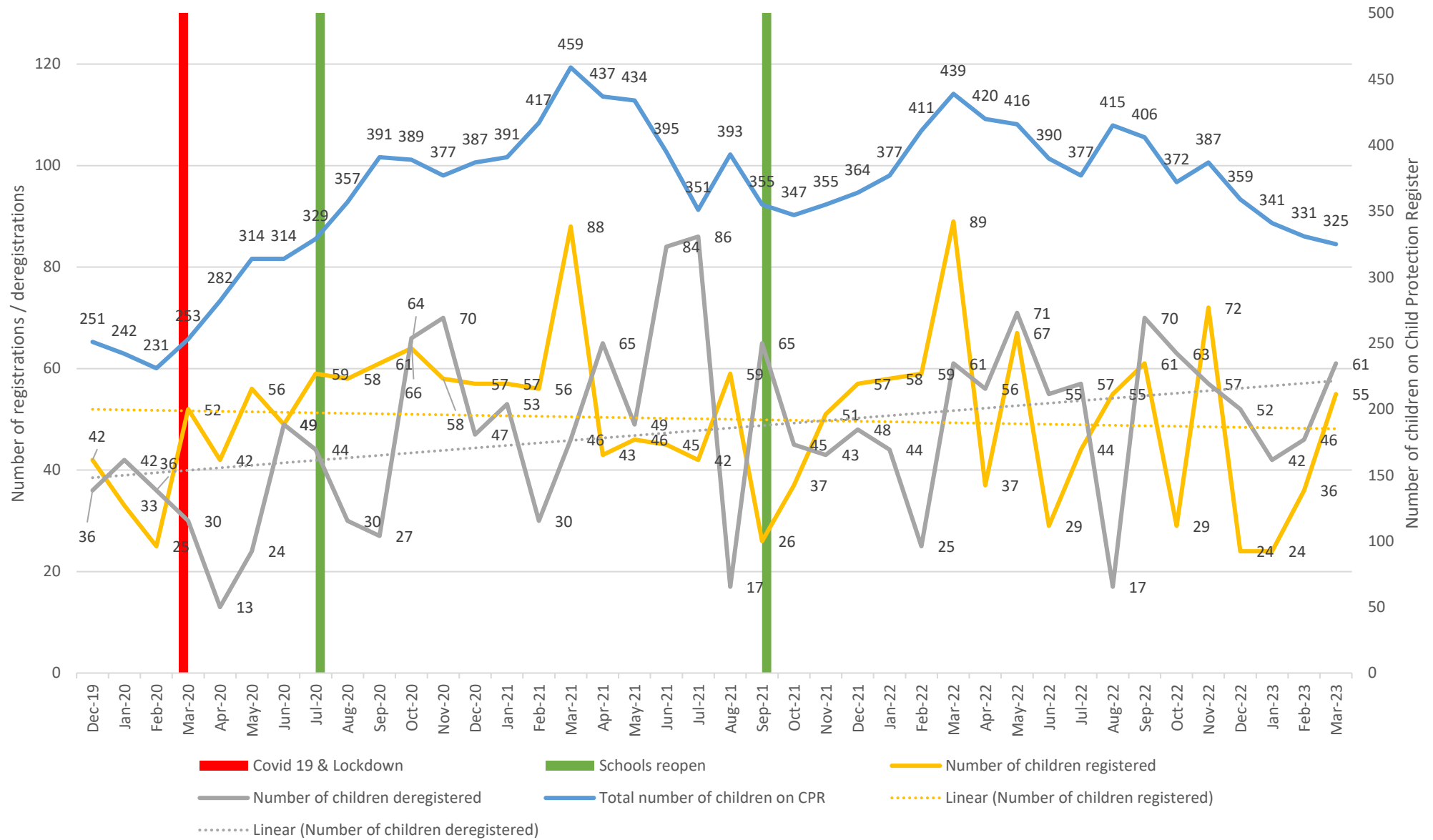


The charts above show the numbers of children **stepped up and down** since the introduction of the Reviewing Hub. During 2022/23, 167 children have been identified for case closure and an additional 39 for step down to Early Help / Support4Families. This compares with 36 children for whom it was identified that safeguarding procedures should be considered.

Reviewing Hub – Step Ups



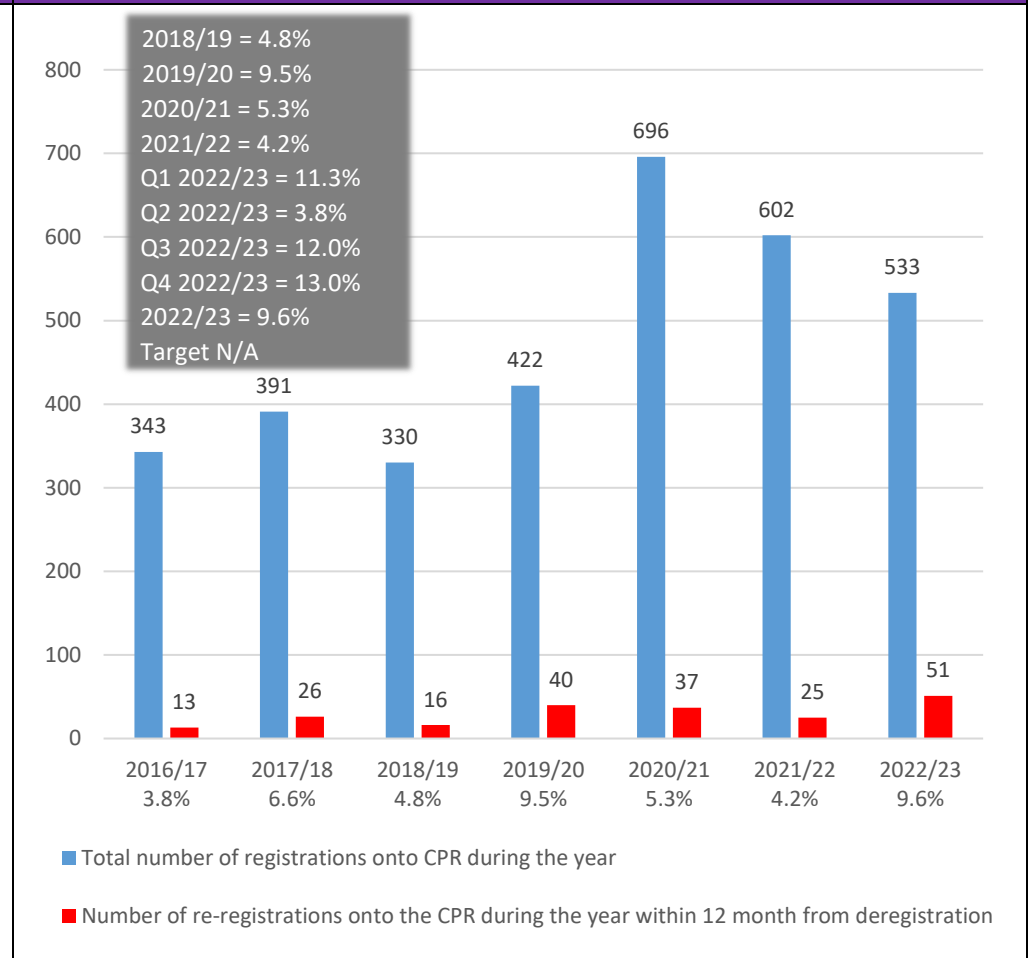
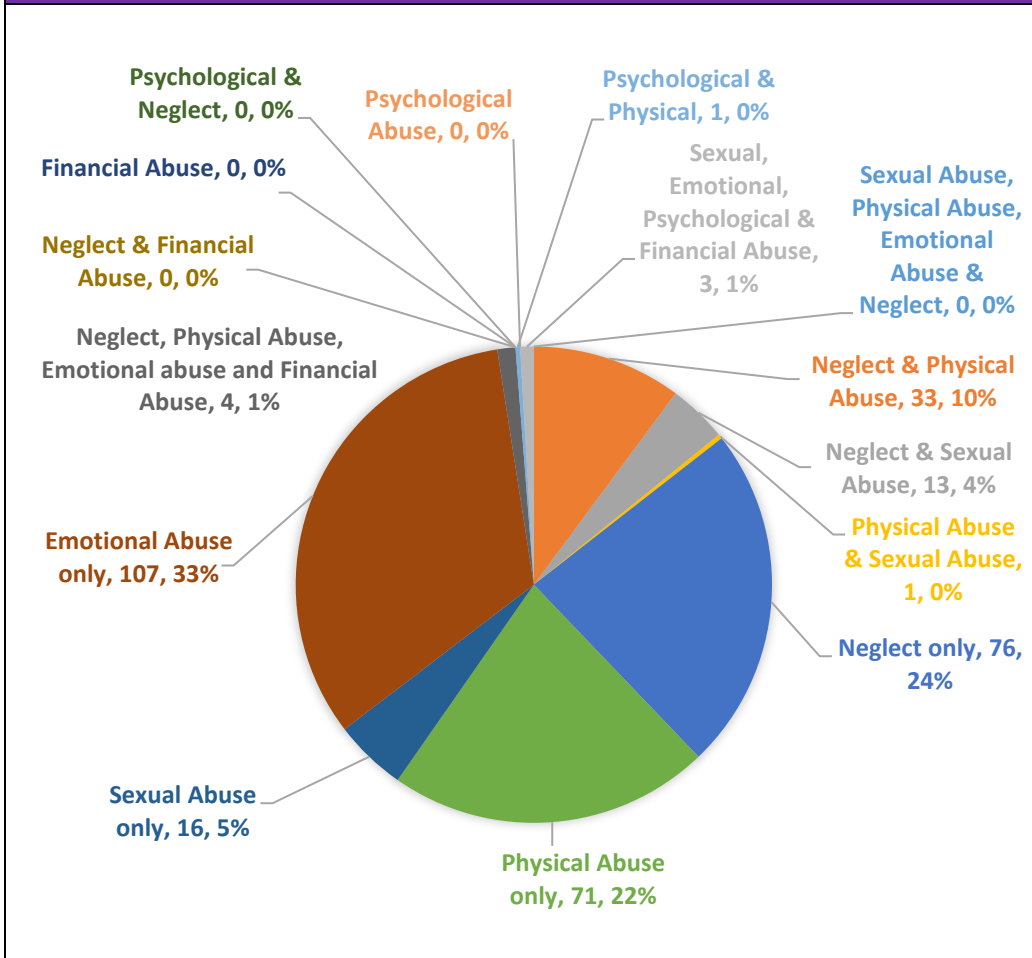
Number of children on the Child Protection Register, registrations and de-registrations



Following the steady increase in **children on the Child Protection Register (CPR)** from 231 in February 2020 to 459 in March 2021, the number decreased over the first half of 2021/22 to 347 children before increasing back to 439 children by the end of the year. Since then, the number of children on the CPR has fallen to 325 as at 31st March 2023.

Child Protection Register as at 31st March 2023 by category of abuse

CH/024 Number and percentage of re-registrations of children on Child Protection Register during the period and within 12 months from deregistration

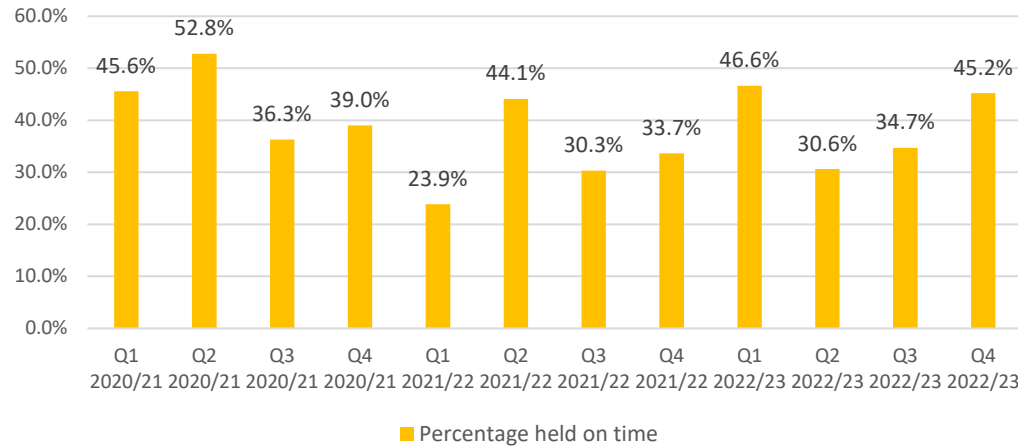


Pie chart showing a breakdown of the 325 children on the Child Protection Register by category of abuse as at 31st March 2023.

During 2022/23, 9.6% (51 / 533) 51 of the 533 children registered during the year **had been on the CPR within the previous 12 months**. The percentage for Quarter 4 is 13.0% (15 / 115) which was a small increase in to the re-registration rate of 12% during Quarter 3.

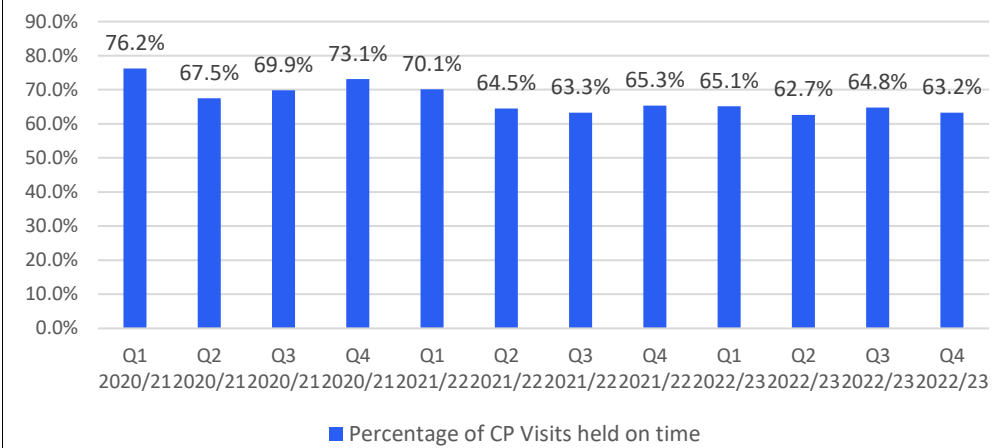
This compares to the annual outturn for 2021/22 = 4.2% (25 / 602) 25 of the 602 children registered during the year had been on the CPR within the previous 12 months.

CH/028 Percentage of Initial Core Group meetings held on time



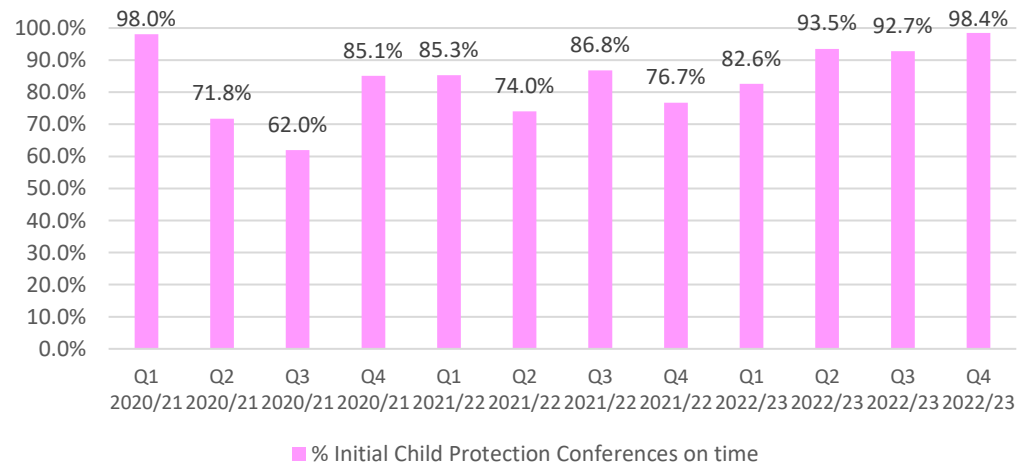
CH/028 The percentage of Initial Core Group meetings held on time = 45.2% (52 / 115) during Quarter 4 compared to 34.7% (43 / 124) during Quarter 3 2022/23. During 2022/23 38.7% (206 / 532) 206 out of 532 Initial Core Group meetings were held on time. Changes have been made to the process for notification of initial child protection conferences (ICPCs) and this has resulted in a small improvement in timeliness of initial core groups from Quarter 3, although considerable further improvement is required. A system is now in place for Social Work Resource Assistants support teams to clear the backlog of late initial core groups and improve the monitoring of timeliness using the weekly PowerBI report.

CH/030 Percentage of visits to children on the CPR held on time



The percentage of visits to children placed on the CPR, held on time = 63.2% (1,271 / 2,010) during Quarter 4 compared to 64.8% (1,476 / 2,277) during Quarter 3 2022/23. During 2022/23 64% (5,646 / 8,824) visits to children placed on the CPR were held on time. Performance information has been reviewed and adapted to provide OMs with more detailed data to support monitoring of the timeliness of visits being undertaken and recorded. This will allow focused support and understanding of the barriers to improving performance. As with initial core groups, a system is now in place for Social Work Resource Assistants support teams to improve the monitoring of timeliness using the weekly PowerBI report.

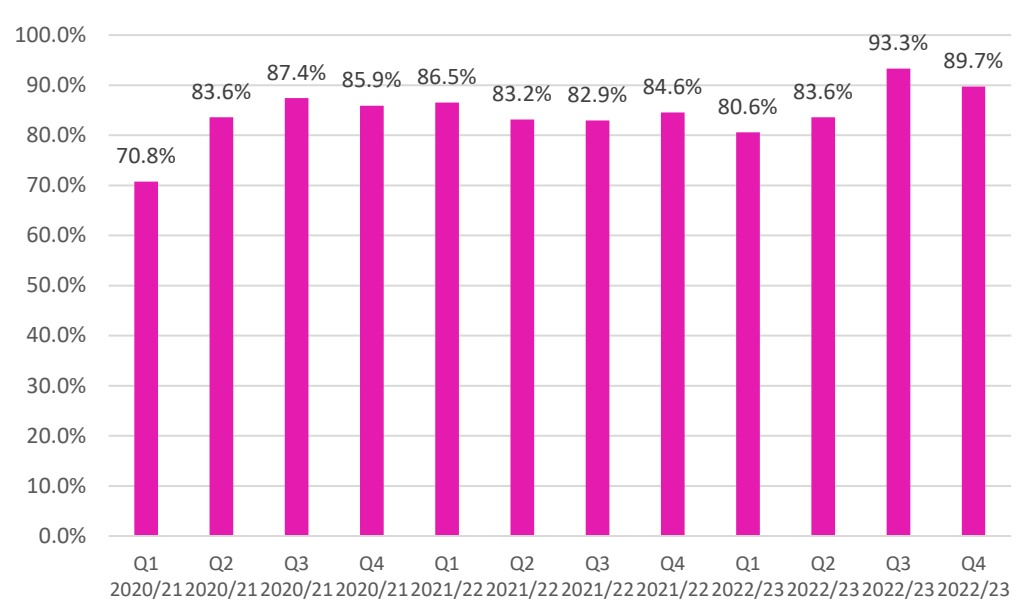
% Initial Child Protection Conferences on Time



The percentage of Initial Child Protection Conferences held on time = 98.4% (126 / 128) during Quarter 4 2022/23, compared to 92.7% (115 / 124) during Quarter 4 2022/23. 91.5% (528 / 577) of Initial Child Protection Conferences were held on time during 2022/23, an improvement on last year where 80.2% (483 / 602) of Initial Child Protection Conferences were held on time, during 2021/22.

Performance in relation to the timeliness of initial child protection conferences remains high. The target of 95% has been met.

% Child Protection Review Conferences on Time

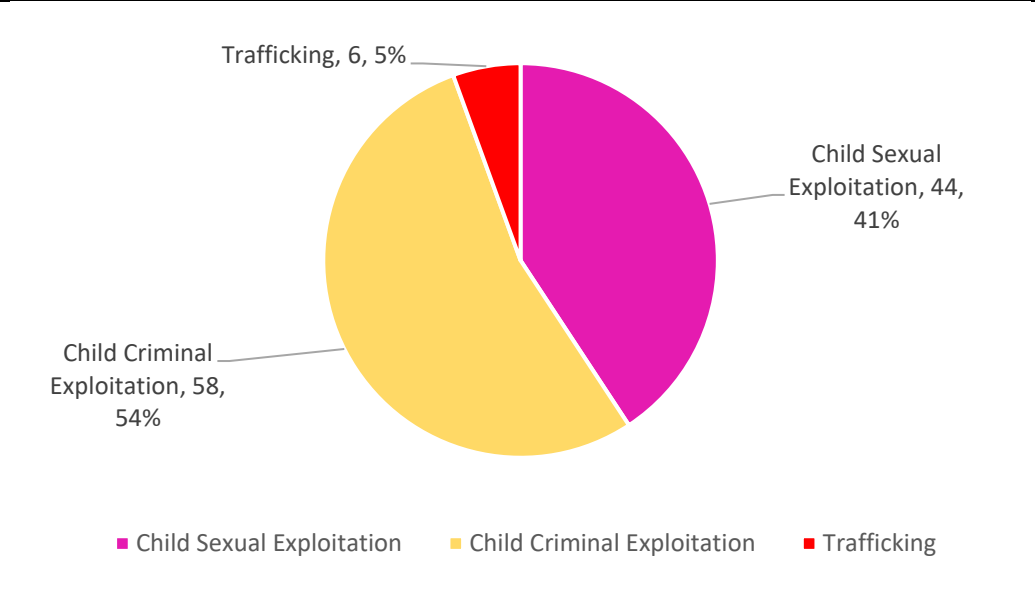


The percentage of Child Protection Review Conferences held on time is 89.7% (236 / 263) during Quarter 4, compared to 93.3% (278 / 298) during Quarter 3 2022/23.

Performance in Quarter 3 was at its highest level since before the COVID-19 pandemic. During 2022/23, 86.6% (1,020 / 1,178) were held on time, an improvement on 2021/22 when 84.4% (1,001 / 1,186) were held on time.

The small decrease in Quarter 4 is due to 2 reasons - quoracy, which is an ongoing issue that we are addressing by contacting safeguarding partners. There were also some scheduling errors where 2 large family groups were booked in a day late.

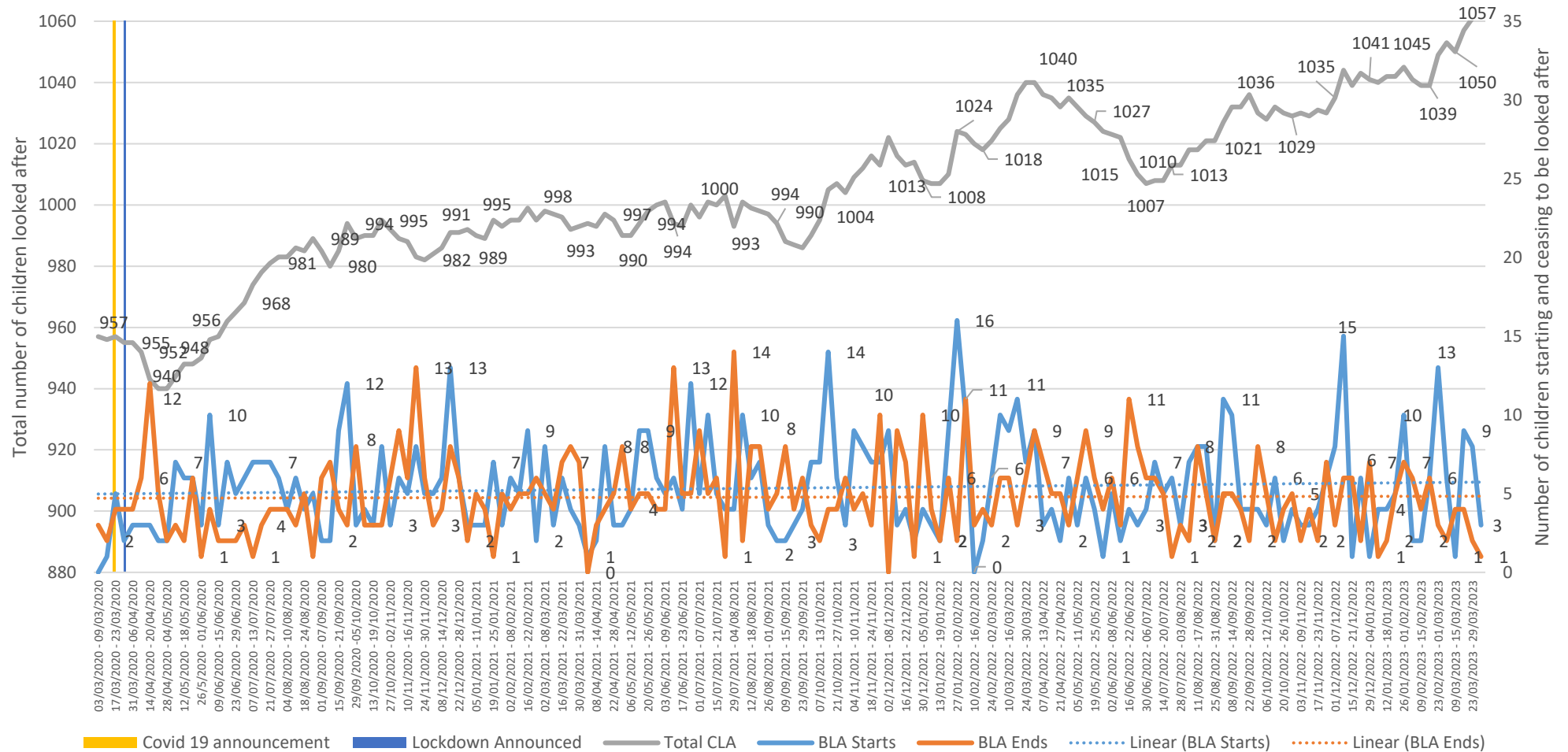
CH/033 The number /percentage of children reported during 2022/23 where exploitation is a factor



CH/ 033 The number of children reported during Quarter 4 2022/23, where exploitation is a factor = 34.

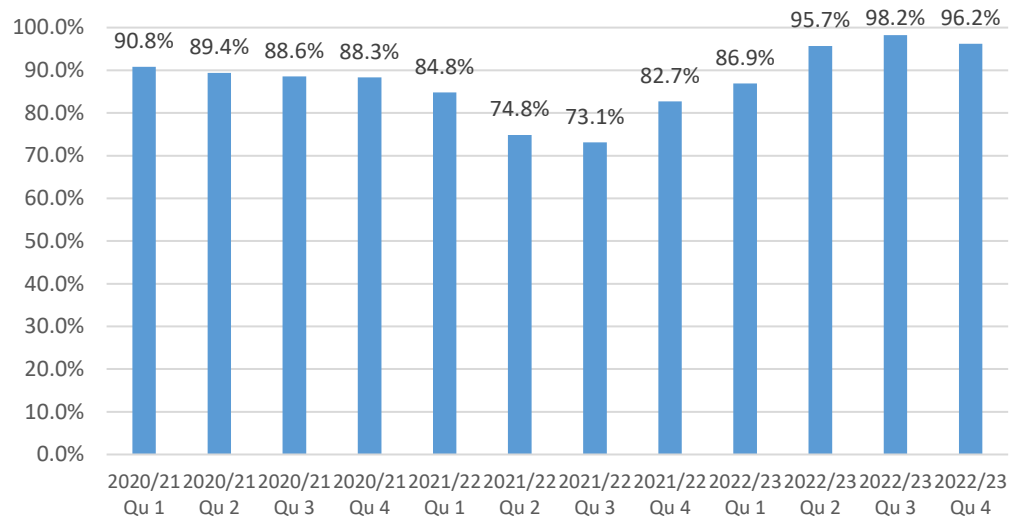
The number of children reported during 2022/23, where exploitation is a factor = 108, the breakdown by percentage is shown in the pie chart.

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



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 27th April 2020 peaking at 1,040 at 31st March 2022. Since then, during Quarter 1 2022/23 the number of looked after reduced to 1,007 as at 30th June 2022, before increasing steadily through the rest of the year to reach 1,057 as at 31st March 2023. 45 of the 1,057 were unaccompanied asylum seeking children. The growth in proportion of children placed with parents on a Care Order or in kinship arrangements with family members is evident – from 17% (112) in March 2016 to 39% (413) in March 2023. This increase accounts for 73% of the increase in the number of children looked after (301 / 413) and is due to a change of practice in the Courts. 90 of the 265 children (34%) who started being looked after during 2022/23 were placed with parents on a Care Order, with family / friends or in parent and baby placements.

Timeliness of children looked after reviews



Timeliness of children looked after reviews

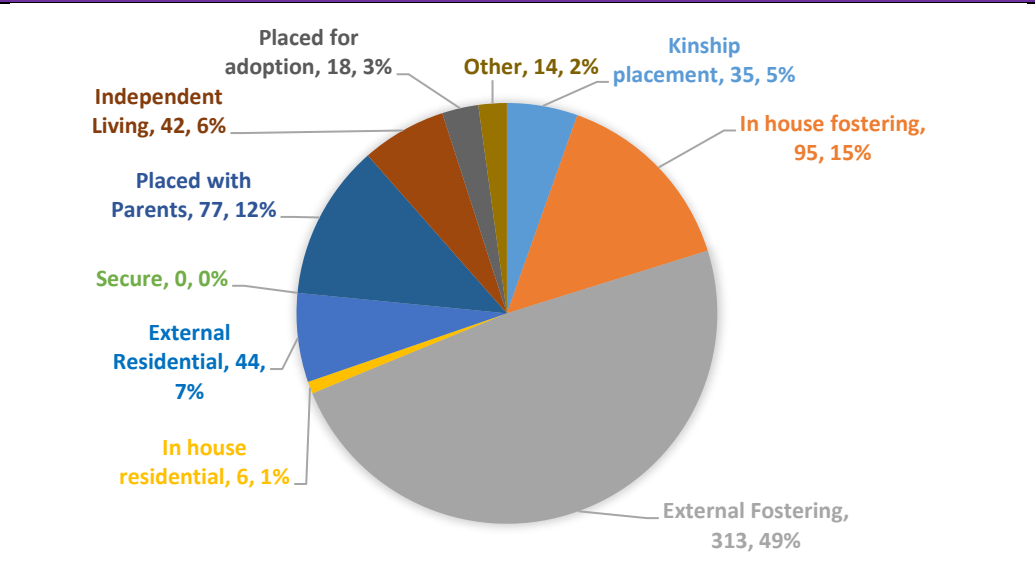
The **percentage of looked after reviews held on time** remains consistently high, the result for quarter 4 was 96.2% (633 / 658) held on time compared to 98.24% (726 / 739) in Quarter 3.

During 2022/23, 94.2% (2,590 / 2,750) of looked after reviews were held on time, an improvement compared to the previous year.

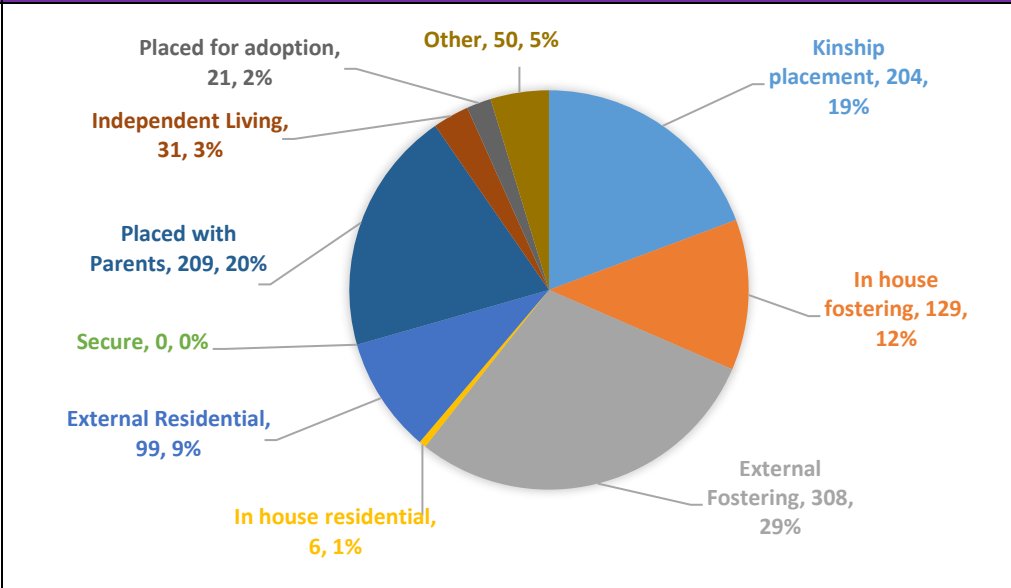
During 2021/22, 78.6% (1,954 / 2,487) of looked after reviews were held on time.

There is a designated Service Manager for the Independent Reviewing Service. The Independent Reviewing Officer (IRO) Service is now fully staffed with a full time equivalent of 13.2 IROs. Performance in Quarter 4 declined slightly, but remains high.

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

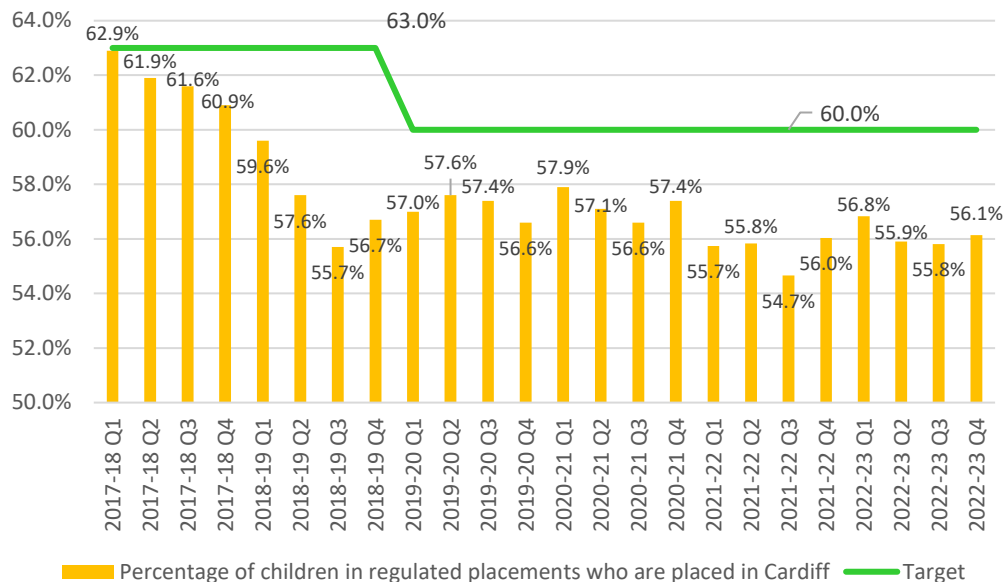


Total CLA by Placement type – as at 31.03.2023 (1,057)

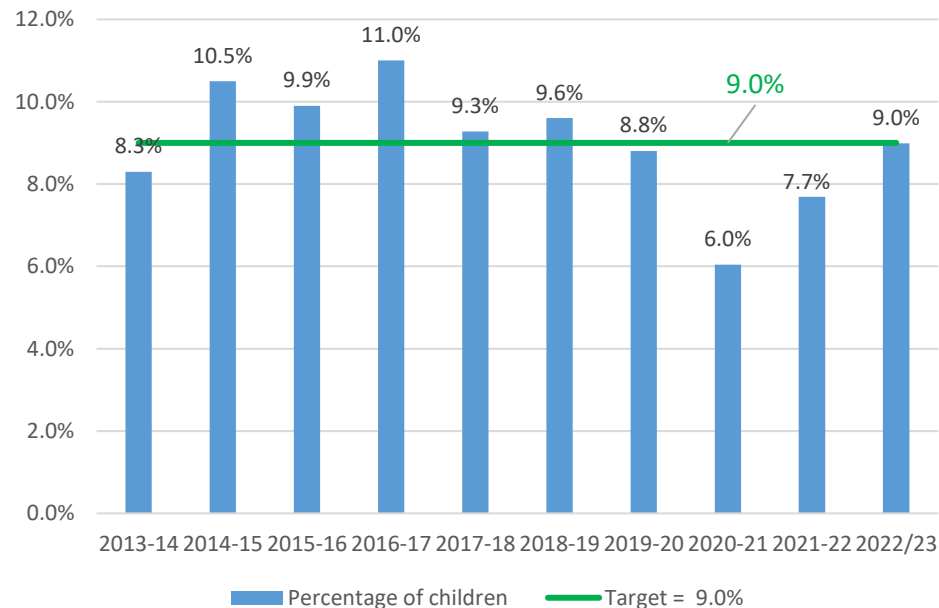


The pie charts above show the **shift in the balance of care** we have achieved in recent years. The percentage of children being looked after and placed with parents on a Care Order or in kinship arrangements with family members has increased from 17% (112 / 644) to 39.1% (413 / 1,057), while the percentage of children looked after in regulated placements minus kinship placements has reduced from 71% (458 / 644) to 51.7% (546 / 1,057). The increase in the number of children in external residential placements is in part due to the decrease in availability of independent fostering agency placements.

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



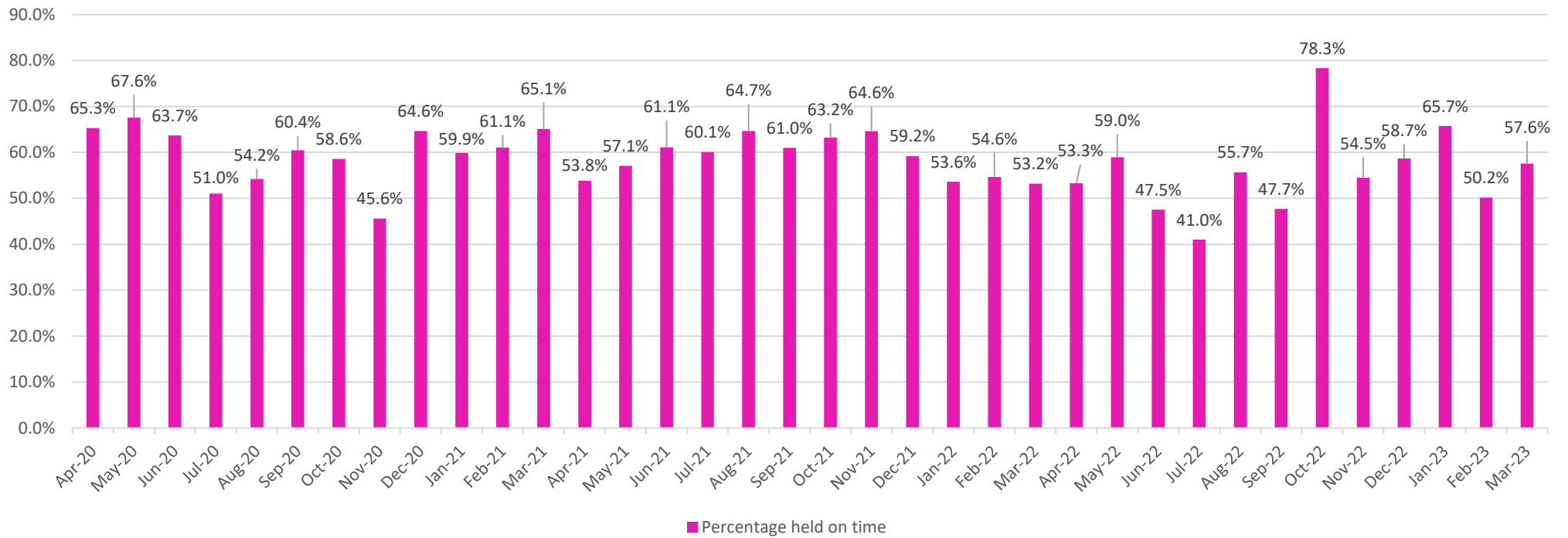
CH/043 The Percentage of looked after children who have had three or more placements during the year



CS LAC 58 The **percentage of children in regulated placements who are placed in Cardiff** = 56.1% (421 / 750). Target= 60%. 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 12 for a breakdown of placements.

CH / 043 **The percentage of looked after children who have had 3 or more placements during the year** = 9% (95 / 1,057.) This is a rolling result for the year, based on the children who were looked after as at 31st March 2023 and the number of placements they had during the preceding year. 95 of our children looked after as at 31st March 2023 had 3 or more placements during the year. This is in comparison to 7.7% (80 / 1,040) for the 2021/22 result as at 31st March 2022. 15 more children had 3 or more placements during the year 2022/23 than during 2021/22. Over a third (34.7%) of those with 3 or more placements were 16 and 17 year olds, where changes are more likely to be based on transitions to independent living arrangements. Placement sufficiency for this cohort of young people has also been an issue with an increase in the need for young people to be safely placed in temporary unregistered accommodation with support whilst registered placements are identified.

CH/042 Percentage of statutory visits held on time



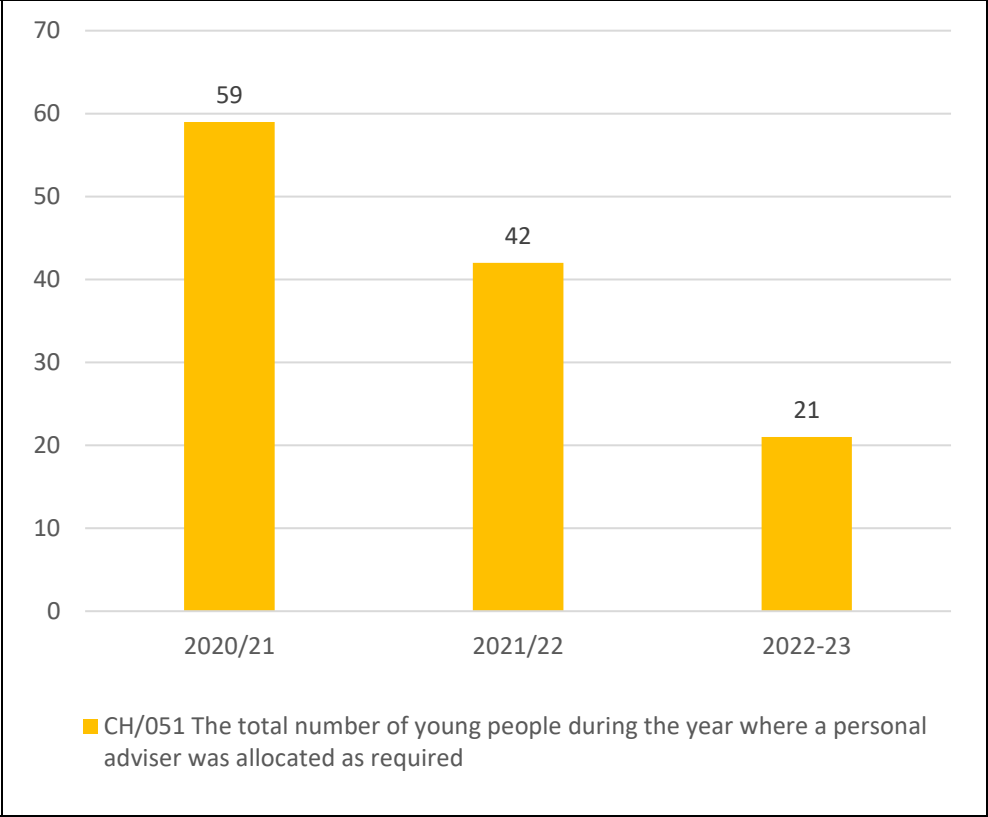
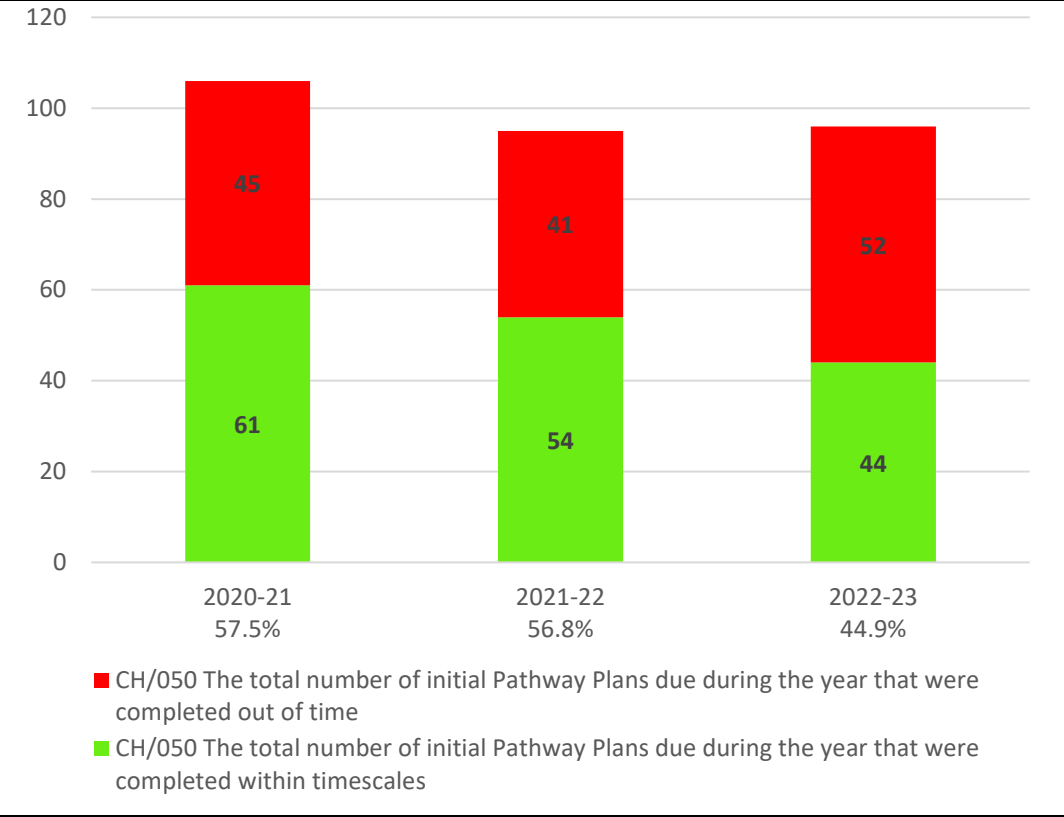
CH/042 The percentage of statutory visits completed on time = 57.3% (490 / 855) completed on time for Quarter 4 2022/23 this compares to 63.5% (656 / 1,033) completed on time for Quarter 3 of 2022/23 and to 58.9% (2,347 / 3,988) completed on time during 2021/22. The percentage completed on time for 2022/23 = 55.8% (2,185 / 3,917). Performance information has been reviewed and adapted to provide OMs with more detailed data to support monitoring of the timeliness of visits being undertaken and recorded. This will allow focused support and understanding of the barriers to improving performance. As with child protection visits, a system is now in place for Social Work Resource Assistants support teams to improve the monitoring of timeliness using the weekly PowerBI report.

Adoption

Data development	
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Number of Pathway Plans completed on time

The total number of young people during the year where a personal adviser was allocated as required



Court work

Data development

Cross-cutting

Sickness – Children’s Services

FTE Target = 14.10	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Children’s Services Sickness FTE days lost per person (cumulative during year)	3.23	6.65	10.42	12.93
Children’s Services Sickness FTE days lost per person full year forecast	13.89	14.62	14.58	12.93

Source: Corporate HR Data

Target met. The target for 2022/23 is 14.10 **FTE sickness days** lost for Children’s Services employees, the final outturn is 12.93 FTE days lost per person which meets the target set and is a slight improvement on last year’s result.

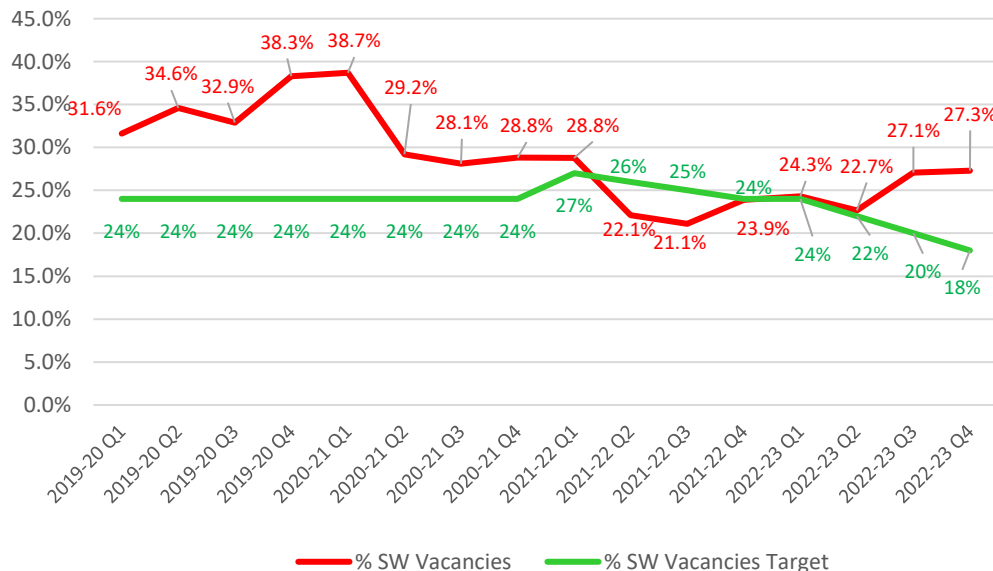
The sickness absence based on non COVID-19 sickness is 11.99 FTE days lost per person.

The target for 2021/22 was 17 FTE sickness days lost for Children’s Services, was met with an annual result for 2021/22 of 13.00 FTE days lost per person.

This closely compares to the annual result for 2020/21 of 12.88 FTE days lost per person and is an improvement from 18.23 FTE days lost per person for 2019/20.

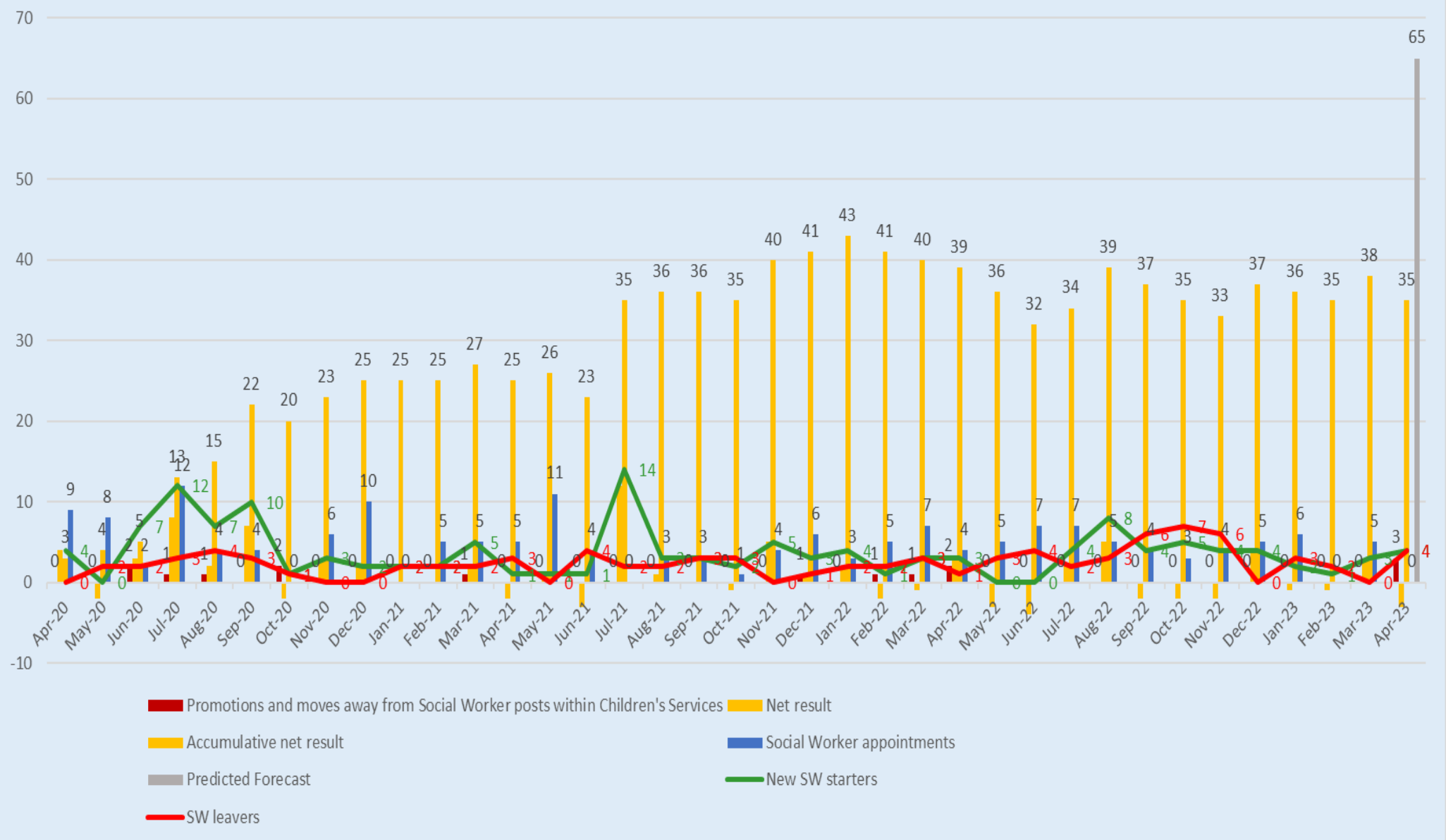
Sickness is closely monitored by CMT to ensure that processes are followed. Options to support staff to return to work on a phased return are explored with input from all members of the management team.

Staff 1 Percentage of social worker vacancies in all teams

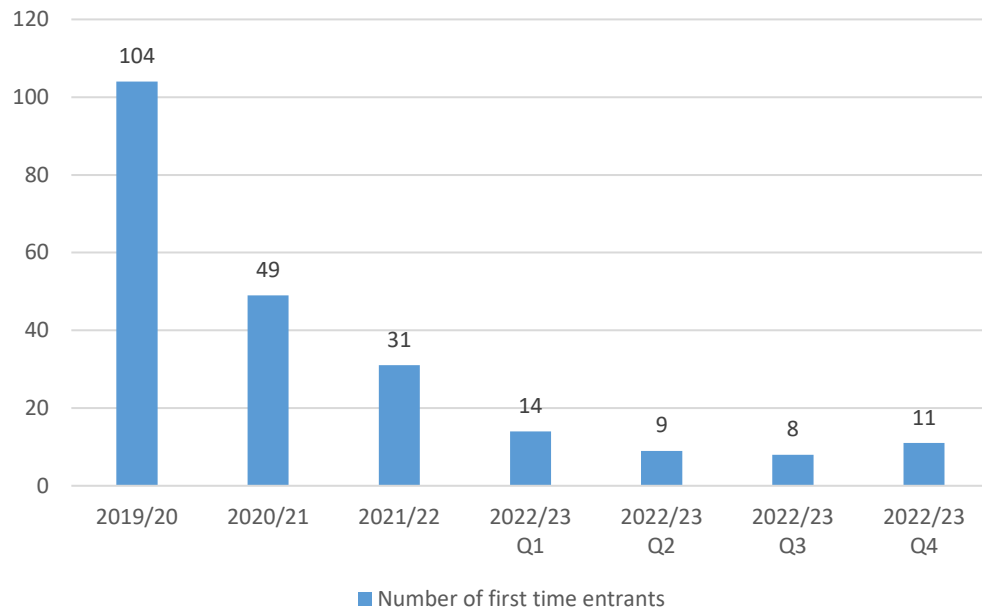


Staff 1 = 27.3% **social work vacancy rate** as at end of Quarter 4 2022/23. 9.3% above target of 18% for Quarter 4. 60 out of 221 posts were vacant and 161 posts filled on a permanent basis. The vacant posts are covered using agency staff. The vacancy rate has remained stable at 27.3% (from 27.1% in Quarter 3), however we have 30 incoming social workers including recent appointments due to take up post and students due to start who will qualify later in the year.

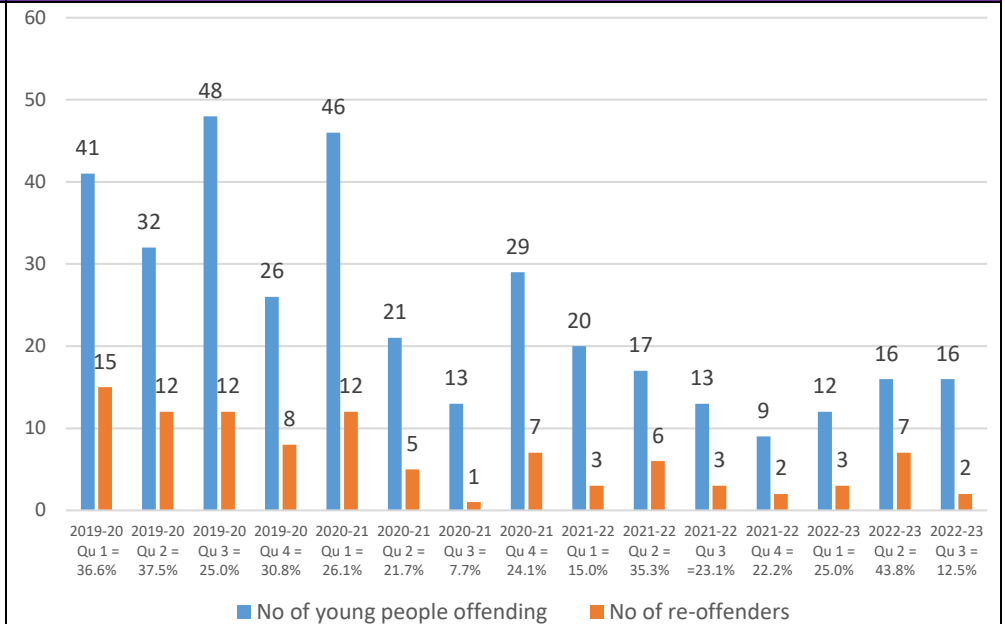
Net result of Social Workers starting and leaving Council



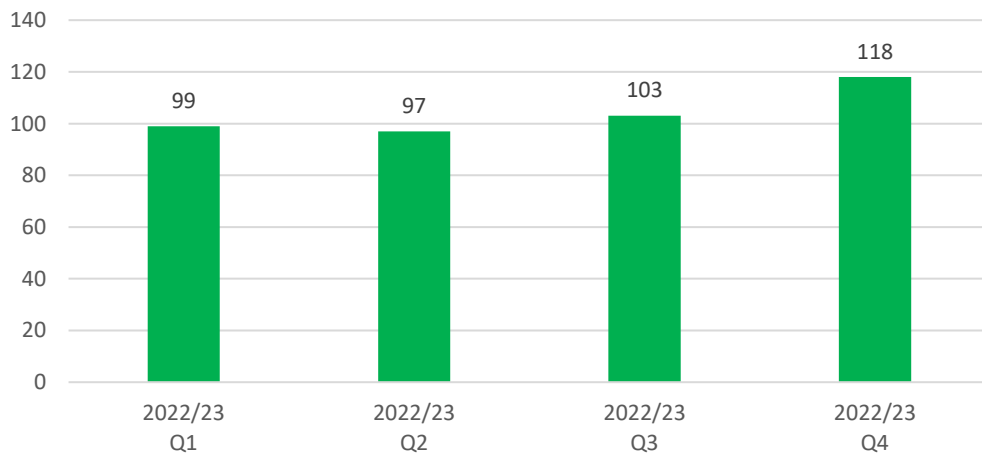
YOS 1 The number of first time entrants



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



YJS – The number of young people in receipt of a prevention service from the Youth Justice Service



YOS 1 – The **number of first time entrants** during Quarter 4 of 2022/23 = 11. 11 young people committed 19 offences. This is below the target of 18 for Quarter 4. Target met. It compares to 8 young people committing 21 offences during Quarter 3 of 2022/23. The number of first time entrants during 2022/23 was 42 which is below the target of 70.

YOS 2 The **percentage of children re-offending within six months of their previous offence** = 12.5% (2 / 16). 2 out of 16 young people re-offended. Target = 40%. Target met. Annual outturn 2021/22 = 23.7% (14 / 59 young people re-offended). Please note results are always a quarter behind.

Prevention PI – The **number of young people in receipt of a prevention service from the Youth Justice Service** during Quarter 4 2022/23 was 118, 118 young people were engaging over the quarter. New PI so baseline to be established, prior to target being set. During 2022/23, 255 young people were in receipt of a prevention service from YJS.