

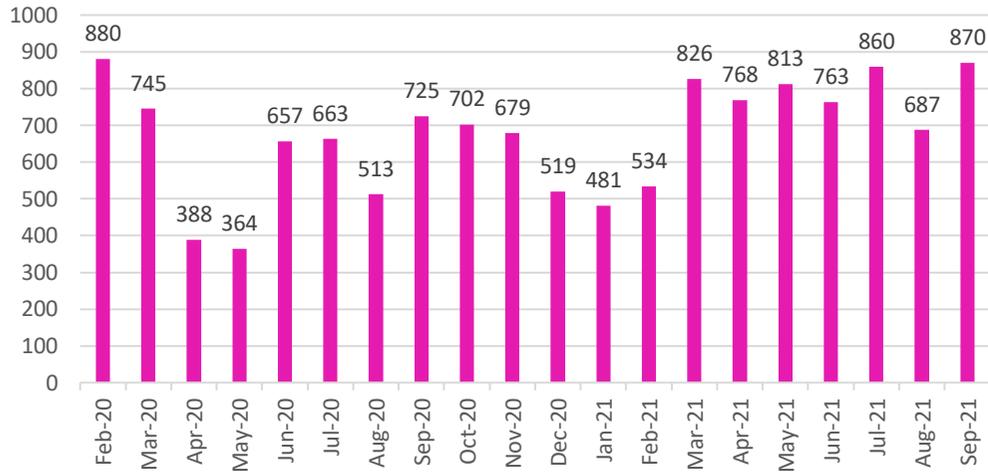
Children's Services Performance Report

Quarter 2
2021/22

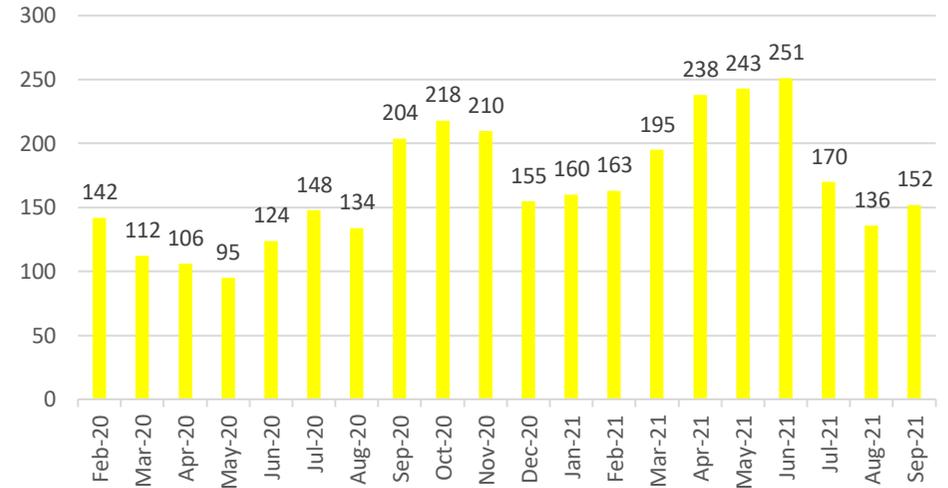


Key Performance Indicators – Corporate Plan

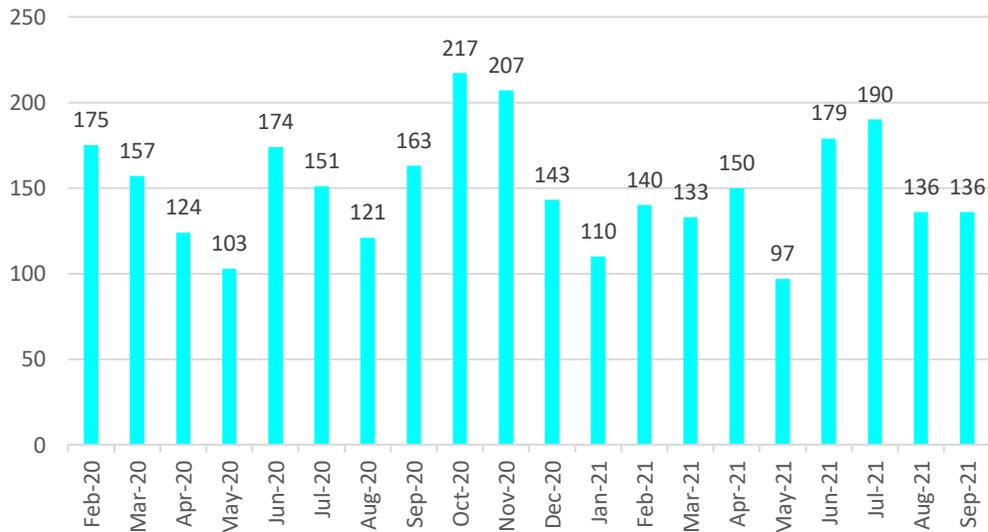
FAM KPI 01 Number of people supported through the Gateway



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



FAM KPI 03 Number of people supported by the Support4Families Team

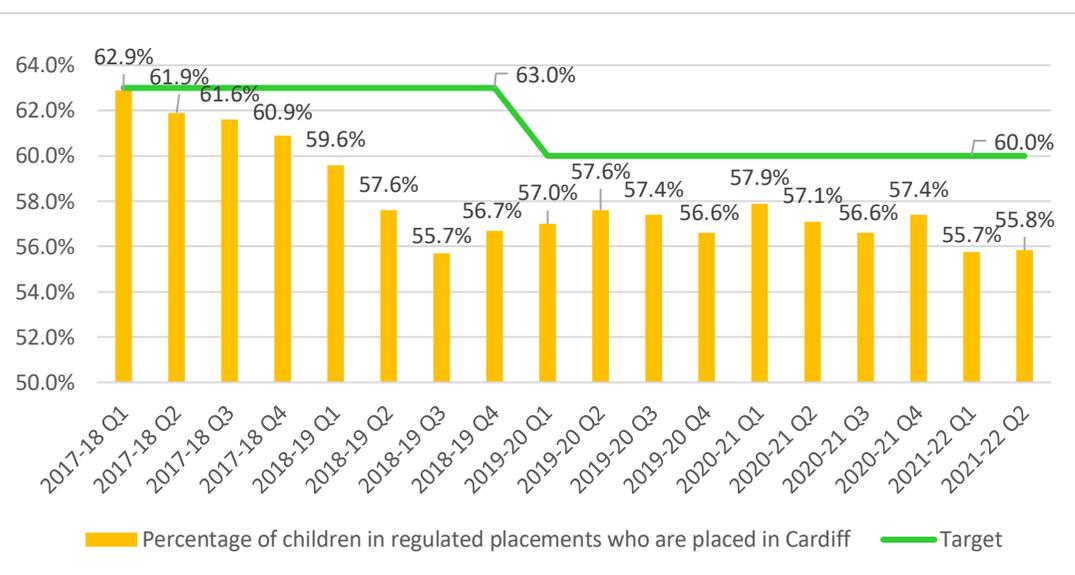


FAM KPI 01 The **number of people supported through the Family Gateway** = 2,417 during Q2 compared to 2,344 during Q1. Target per quarter is 1875. Target met. Annual Target for 2021/22 is 7500. This is a count of the number of enquiries and well-being contacts to the Family Gateway

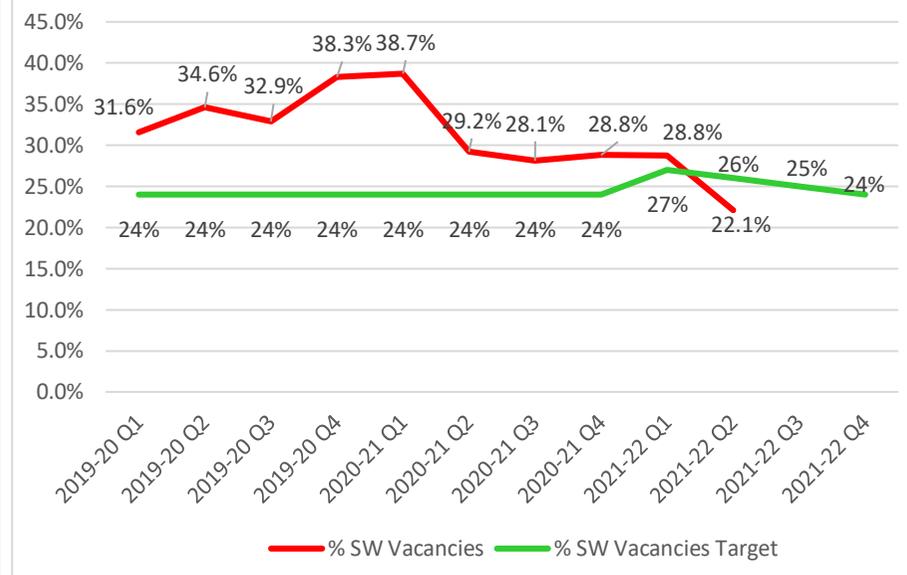
FAM KPI 02 The **number of people supported by the Family Help Team** = 458 during Q2 compared to 732 during Q1. Target per quarter is 375. Target met. Annual Target for 2021/22 is 1500.

FAM KPI 03 The **number of people supported by the Support4Families Team** = 462 during Q2 compared to 426 during Q1. Target per quarter = 500. Annual Target for 2021/22 is 2000.

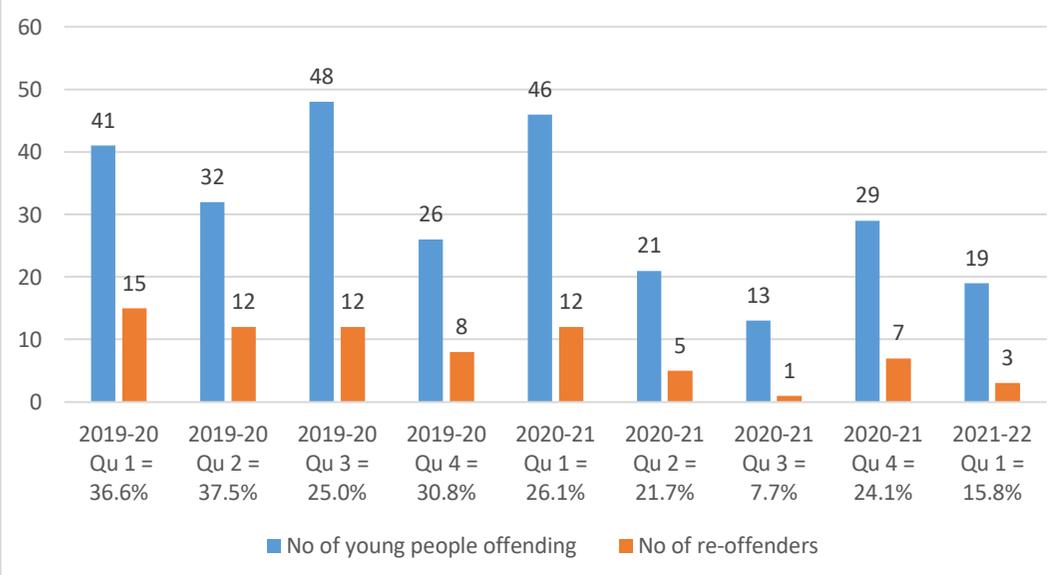
CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



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



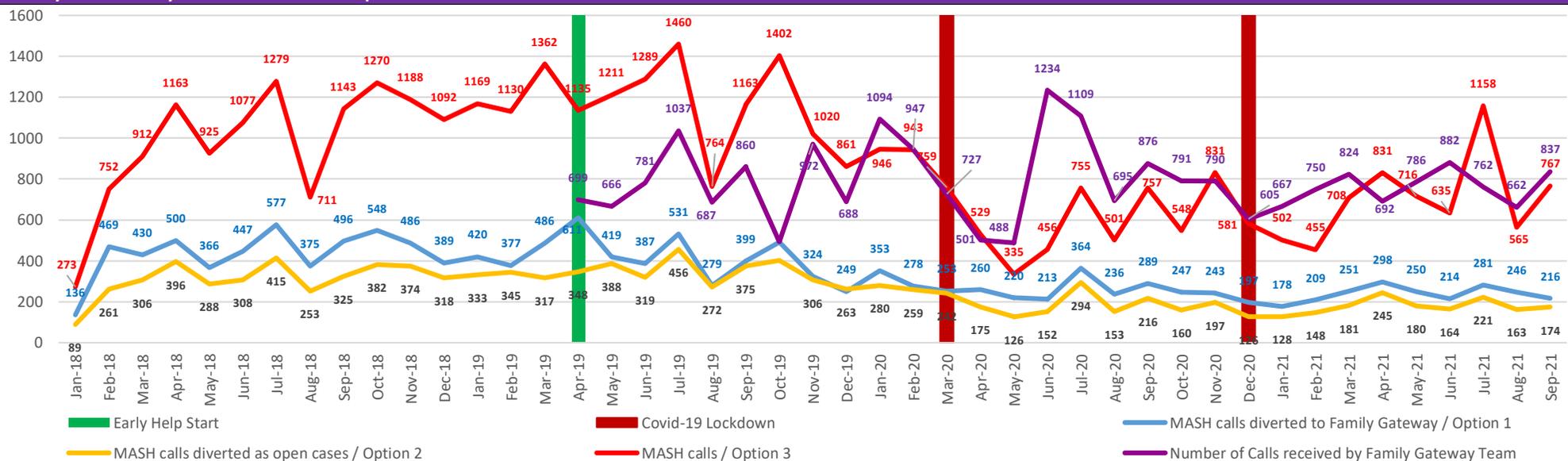
CS LAC 58 The **percentage of children in regulated placements who are placed in Cardiff** = 55.8% (397 / 711). The PI counts only children placed within the LA boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools. Please see page 12 for a breakdown of placements.

Staff 1 = 22.1% **vacancy rate** for Q2. Target met. 45.7 out of 206.8 posts were vacant and 161.1 posts were filled compared to 147 posts filled for Q1, an increase of 14 posts filled. Recruitment has continued as business as usual during the COVID-19 period. 13 social worker appointments are going through the recruitment process. This year we are using quarterly targets with the aim of reaching the annual target of 24% by the end of the year.

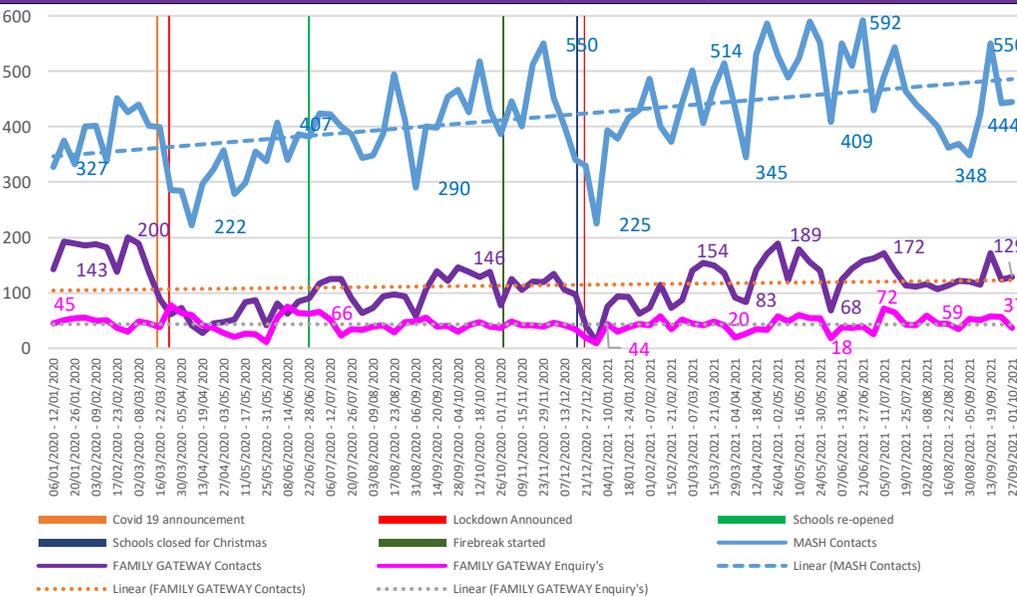
YOS 2 The **percentage of children re-offending within six months of their previous offence** = 15.8 (3 / 19). 3 out of 19 young people re-offended committing a further 5 offences. Target = 40%. Target met.
 Annual outturn 2020/21 = 22.9% (25 / 109 young people re-offended). A reduction in the percentage of young people re-offending compared to last year.
 Annual outturn 2019/20 = 32.0% (47 / 147 young people reoffended).
 Please note results are always a quarter behind.

Demand

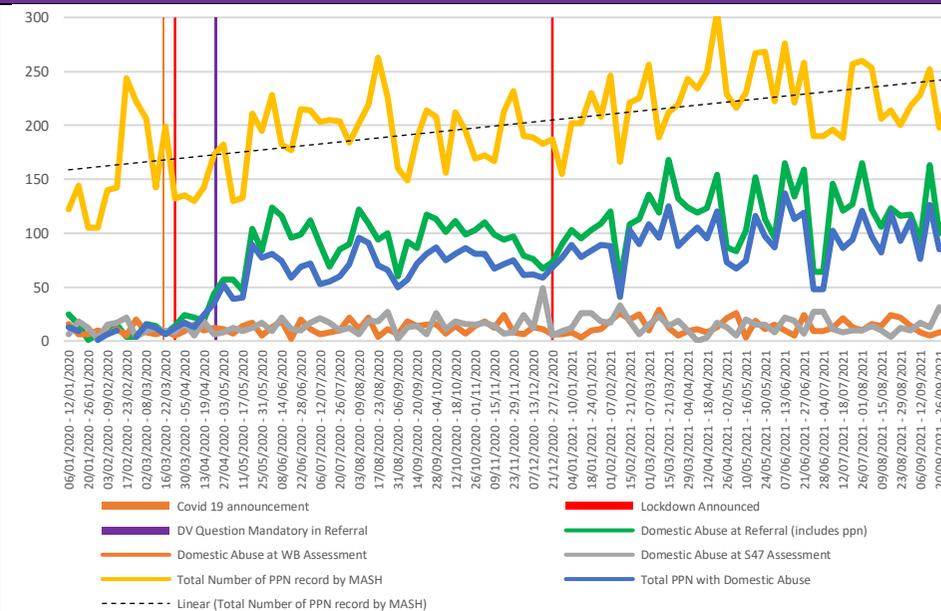
Family Gateway and MASH telephone data



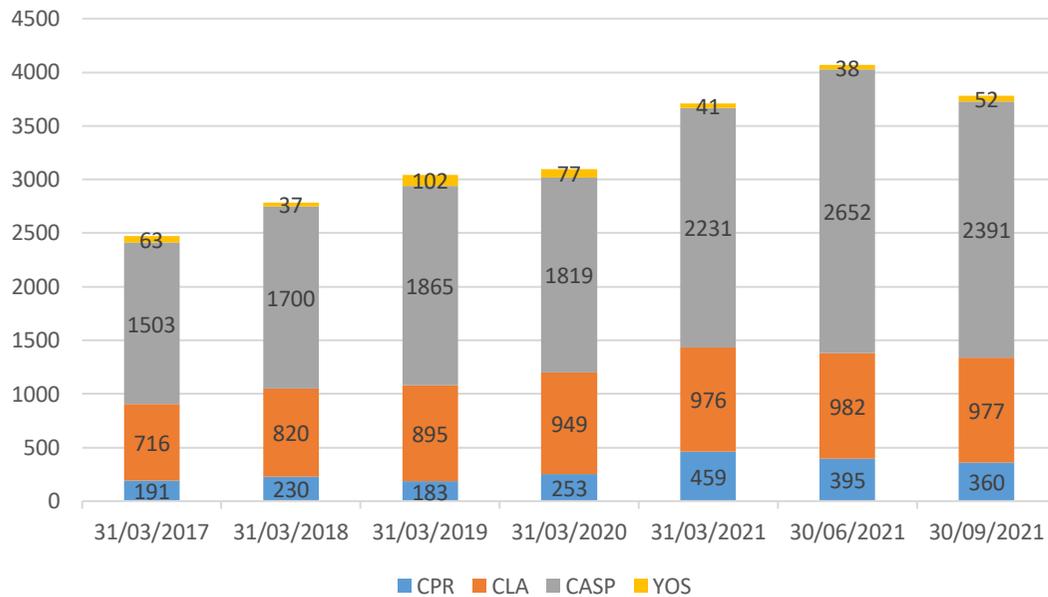
Contact / referrals to MASH and Family Gateway



Domestic abuse at referral and assessment



Caseload breakdown over time

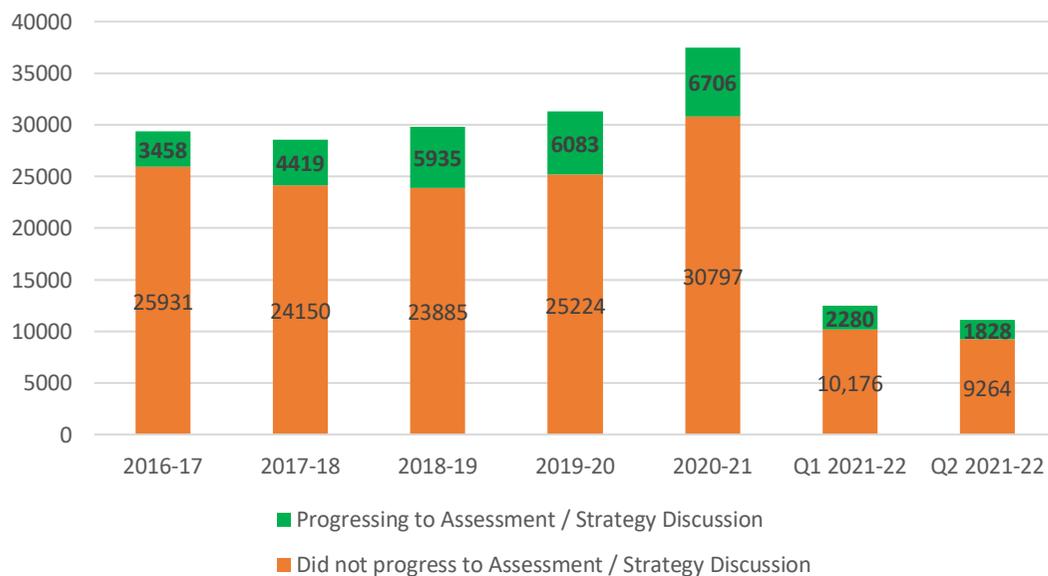


The caseload overview demonstrates the consistent rise in caseloads in all categories, over the years, until this quarter, which is showing the first decrease in caseloads.

Since 31st March 2017:

- The number of children on the Child Protection Register had increased by 140% from 191 to 459 at 31st March 2021. Over quarter 1, 2021/22 the number of children decreased to 395 and over quarter 2 the number decreased further to 360.
- The number of children looked after had increased by 37% from 716 to 982 at 30th June 2021, this quarter however, the number has decreased to 977 (please note that an additional 9 children looked after were also on the Child Protection Register at 30th September 2021.)
- The number of other children in receipt of care and support had increased by 76% from 1,503 to 2,652 at 30th June, this has now decreased to 2,391.

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



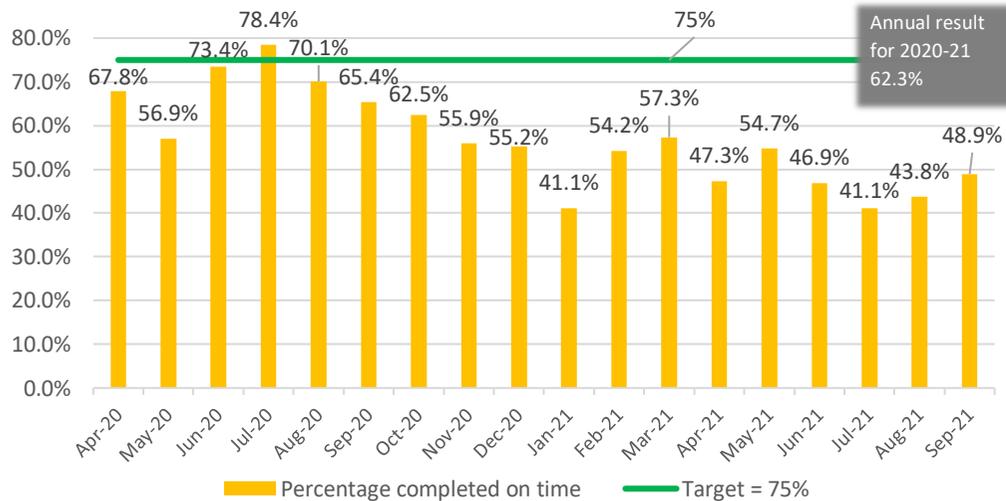
The graph to the left shows the steady increase in the number of contact / referrals received each year from 28,569 in 2017-18 to 37,503 in 2020/21. During Q1 we received 12,456 contacts, a 25% increase in contacts received, compared to the previous quarter of 9,936. Less contacts were received during Q2, 11,092, this is still a 13% increase on Q2 last year.

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. This remained at 18% for quarter 1, but has fallen to 16.5% during quarter 2, 2021/22.

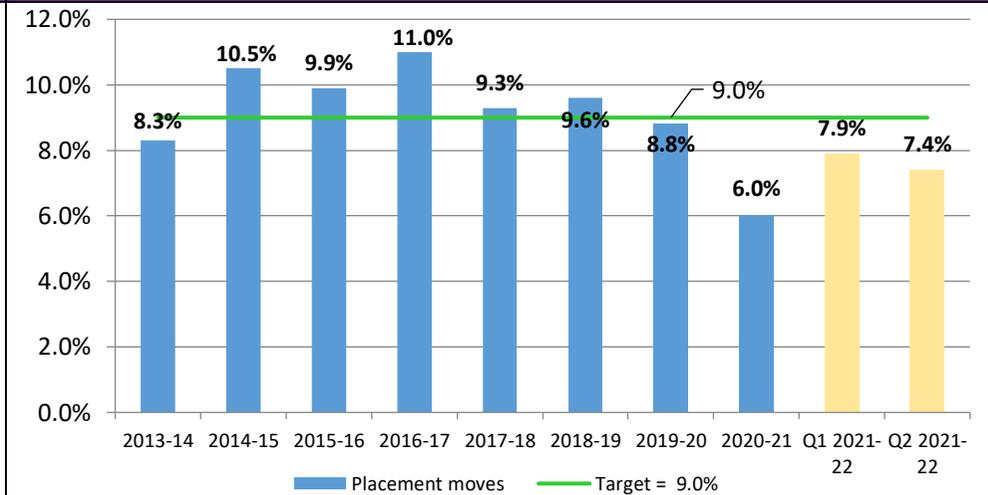
The contact / referrals graph at the bottom left of page 4 shows that referrals to MASH initially decreased but gradually increased to approximately the same level as before lockdown. Since schools reopened the number of contacts has steadily increased peaking at 592 received during one week at the end of June 2021.

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.

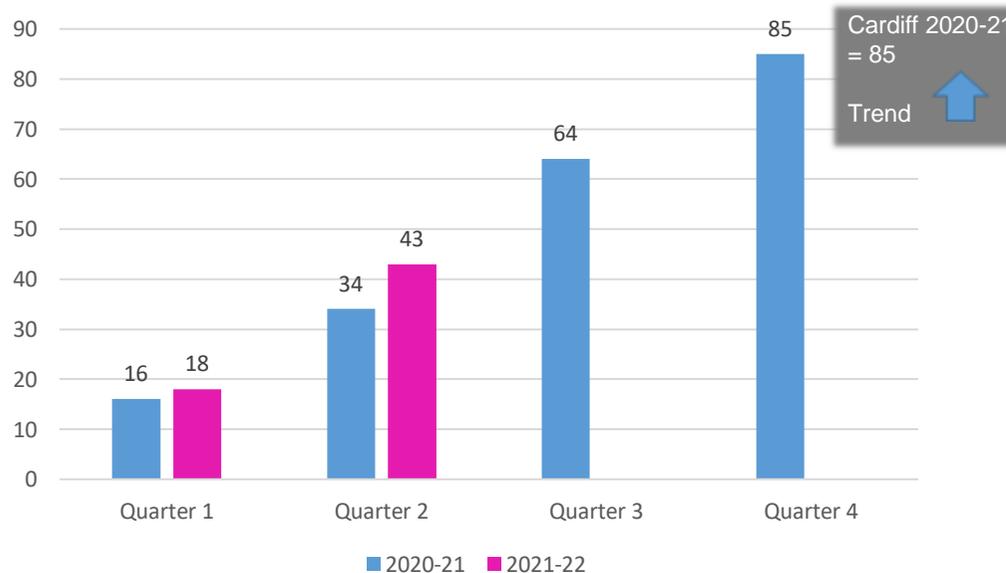
CH/012 Percentage of well-being assessments completed within statutory timescales



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



CH/045 The number of children looked after who returned home from care during the year

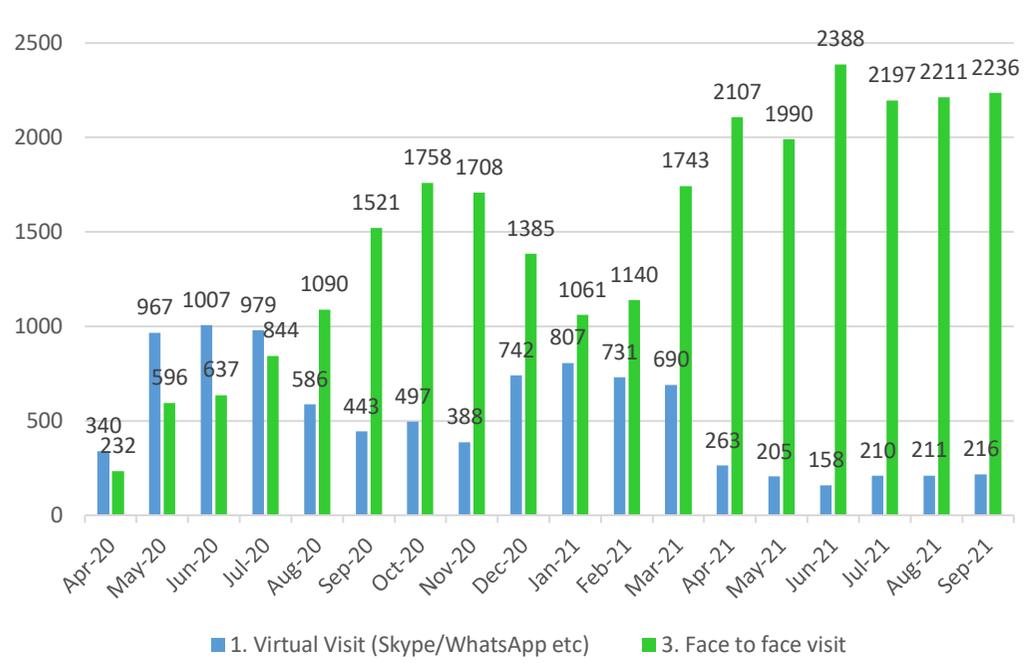


CH/012 44.5% (333 / 748) of new **Well-being Assessments** were completed within statutory timescales during quarter 2, compared to 49.0% (312 / 637) during quarter 1. 1,651 / 2,651 = 62.3% of new **Well-being assessments** were completed within statutory timescales during 2020/21.

CH / 043 **The percentage of looked after children who have had 3 or more placements during the year** = 7.4% (73 / 986.) This is a rolling result for quarter 2, based on the children who were looked after as at 30th September 2021 and the number of placements they had during the preceding year. 73 of our children looked after as at the 30th September had 3 or more placements during the year. This is in comparison to 6% (60 / 992) for the 2020/21 result as at 31st March 2021.

CH / 045 **The number of children looked after who left care who returned home during quarter 1 and 2** (cumulative result) = 43. 43 children returned home this year up to the 30th September 2021. During 2020/21, 85 children returned home. Provisional result for 2021/22. Actual result will be populated from the Children Looked After Census. Clarification being sought from WG re the definition of the % measure.

Face to face and virtual visits

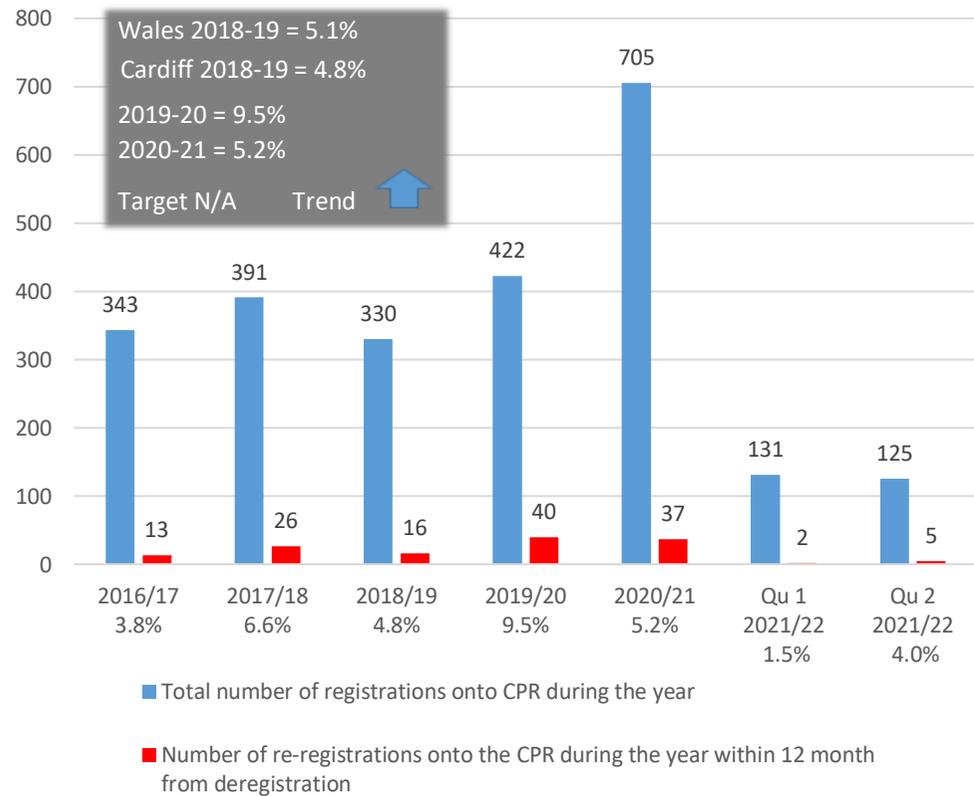


The proportion of virtual to face to face visits over time is displayed in the graph to the left. From 7th September 2020 until the start of the December lockdown, statutory visits to children on the Child Protection Register and children looked after were face to face as per business as usual requirements. 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.

The number of virtual visits has decreased significantly over the last two quarters and the vast majority of visits are now being undertaken on a face to face basis.

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

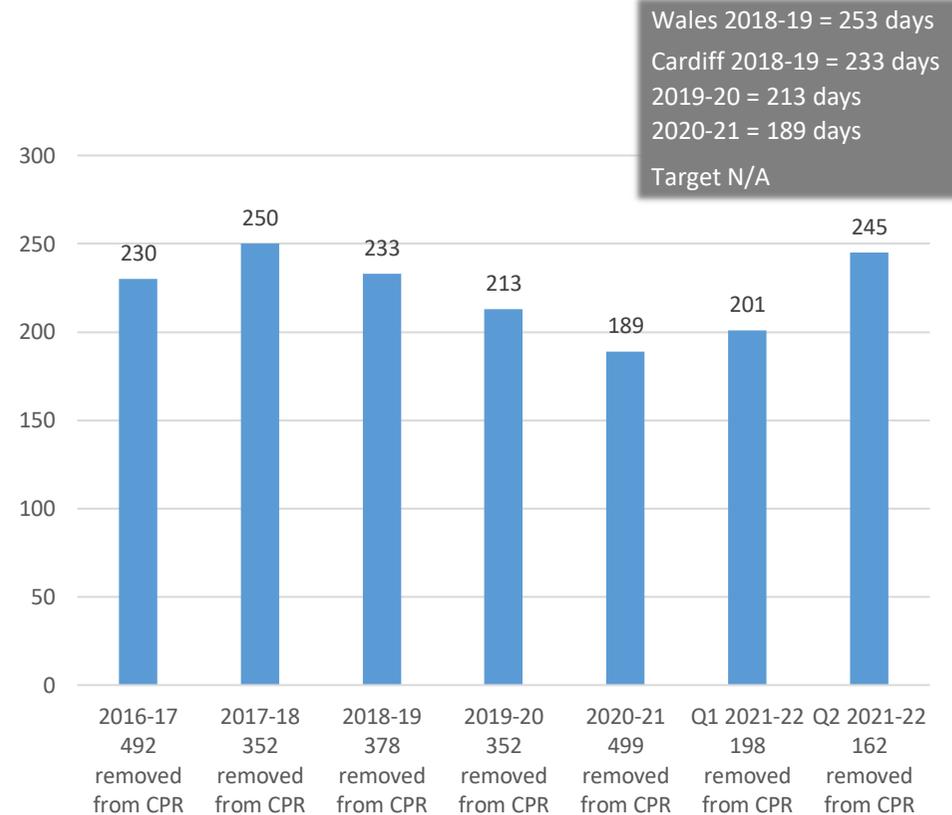


Quarter 2 = 4.0%. (5 / 125) 5 of the 125 children registered during quarter 2 had been on the CPR within the previous 12 months. This compares to 3.4% (6 / 178) during quarter 2 last year. The trend overall is an improvement on last year.

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.

CH/035 Average length of time for all children who were deregistered from the Child Protection Register during the period

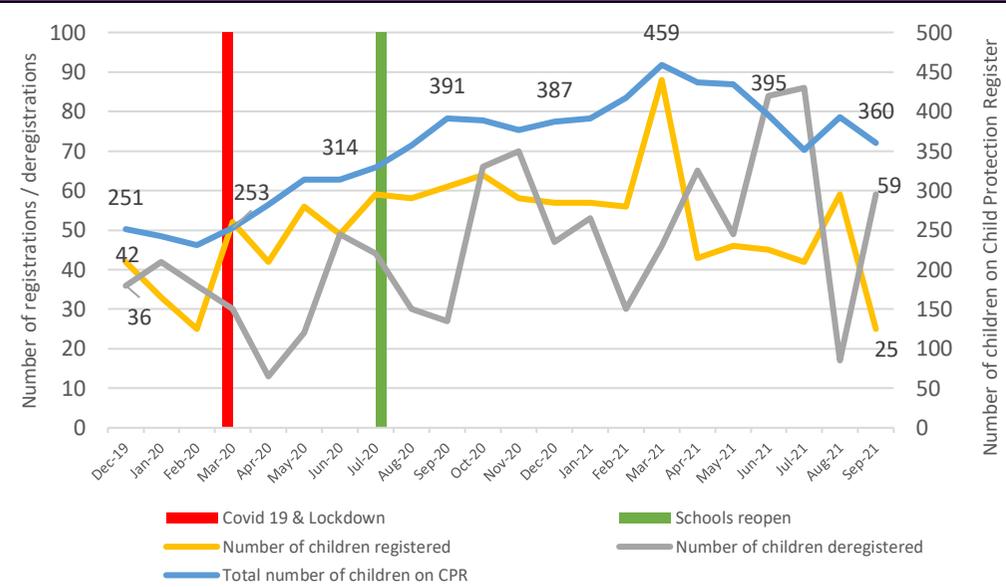


Quarter 2 = 245 days is the average length of time on the CPR for the 162 children who were deregistered during quarter 2 of 2021/22, in comparison to 199 days for the 101 children deregistered during quarter 2 of 2020/21.

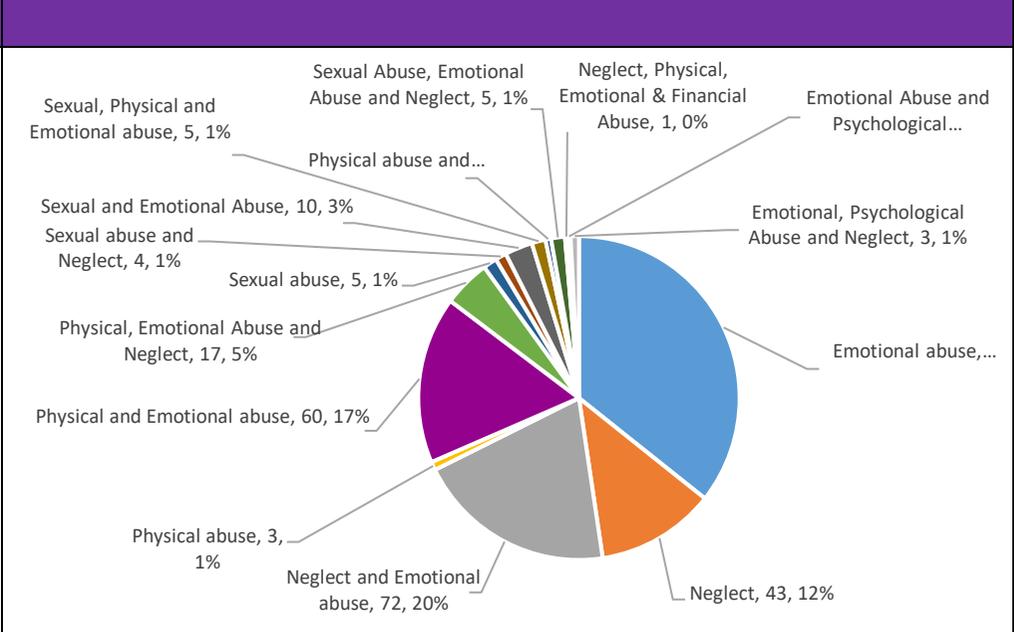
Annual outturn for 2020/21 = 189 days. The average length of time on the CPR for the 499 children who were de-registered during 2020/21 was 189 days.

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.

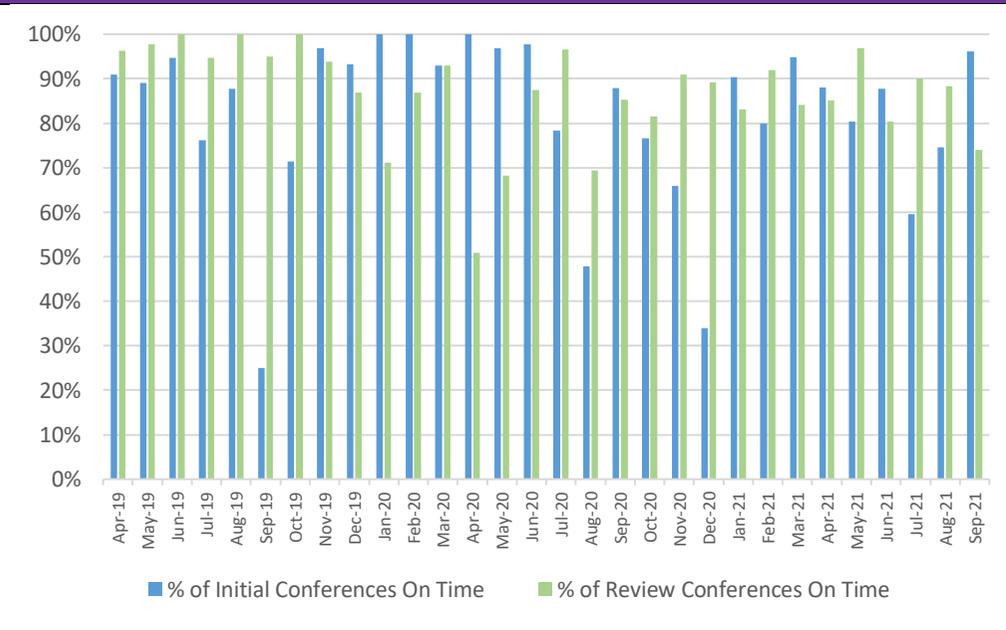
Number of children on the Child Protection Register, registrations and deregistrations



CP Registration by category of abuse - September 2021



% Child Protection Conferences on Time

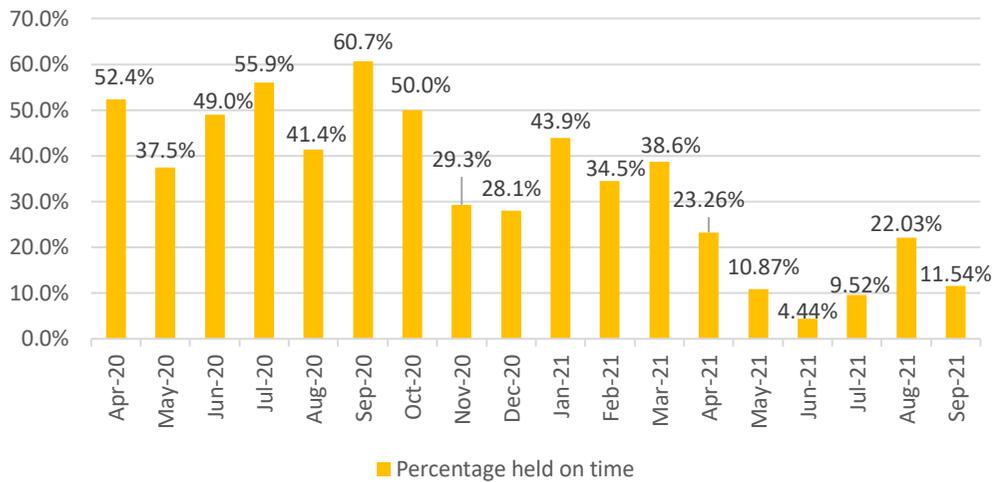


Following the steady increase over the last year of the number of children of the Child Protection Register, the number has decreased over the last two quarters from 459 at the 31st March 2021 to 360 at the 30th September 2021. Although the timeliness of initial conferences has fallen overall in quarter 2, 74.0% (94 / 127) compared to quarter 1, 85.3% (110 / 129), month by month sees an improving picture with 96.2% held on time in September 2021. The timeliness of child protection review conferences over the last quarter has dipped slightly to 83.2% (262 / 315) being on time, compared to 86.5% in quarter 1 (295 / 341).

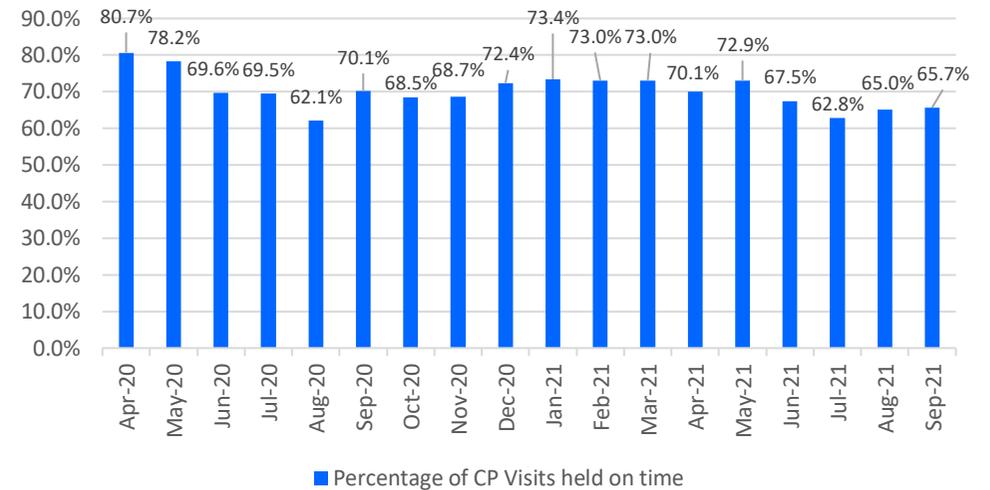
We have introduced a screening process to check appropriateness of CP conferences where there was information lacking. This has meant that some of the meetings and conferences were challenged, to ensure only the right children proceeded to conference. Requesting additional information has contributed to a slight delay. Initial conferences are currently limited to a maximum of 2 a day, however at times (July and September) there is a need for more (either side of school holiday). Police are currently unable to add additional capacity, but this has been escalated.

Review CP conferences have needed to be postponed on a number of occasions due to changes of worker, there is important information missing or because family have requested a different date for a valid reason. There have been several conferences rescheduled because of quoracy issues. This has been raised and escalated to health safeguarding for school based children, as school health nurses are currently not attending review conferences because of capacity.

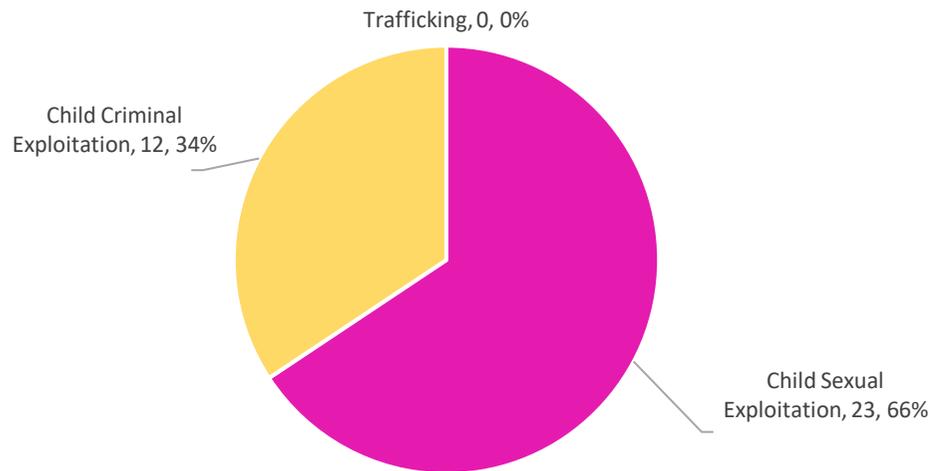
CH/028 The percentage of Initial Core Groups meetings held on time



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



CH/033 The number of children reported during Quarter 2 2021/22 where exploitation is a factor



CH/028 **The percentage of Initial Core Group meetings held on time** = 15.7% (20/127) during quarter 2 compared to 12.7% (17 / 134) during quarter 1 and 43.2% (304 / 704) for 2020/21. A system has been put in place to support managers to monitor timeliness of initial core groups. In addition to this, we are in the process of utilising Welsh Government COVID Recovery Fund monies to temporarily engage Social Worker Resource Assistants to, among other duties, support the scheduling and minuting of core groups as a proof of concept.

CH/030 **The percentage of visits to children placed on the CPR, held on time** = 64.5% (1,494/ 2,317) during quarter 2 compared to 70.1% (1,899 / 2708) during quarter 1 and 71.7% (6,459 / 9,008 during 2020/21).

CH/ 033 **The number of children reported during Quarter 2 2021/22, where exploitation is a factor** = 35, breakdown shown in the pie chart opposite.

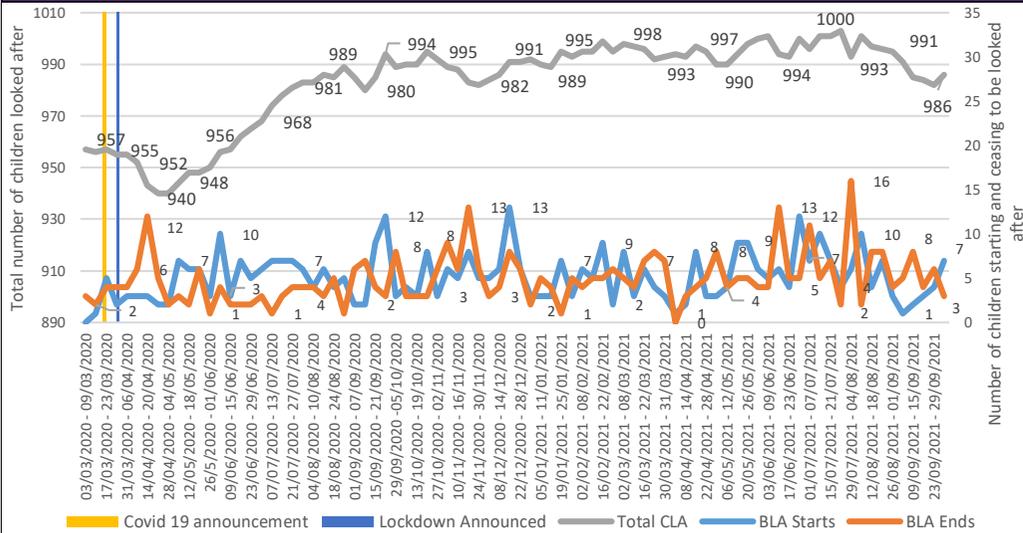
CH/016 **The number of children receiving Care & Support in receipt of Direct Payments** =

As at 30 th September 2021	178
As at 30 th June 2021	179
As at 31 st March 2021	181
As at 31 st March 2020	169
As at 31 st March 2019	153

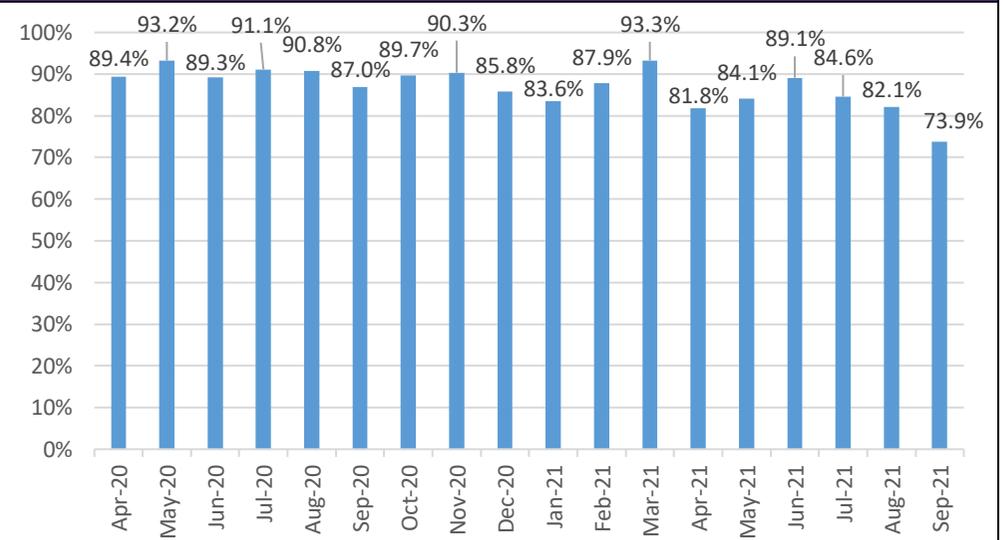
CA/011 **The number of contacts during the year to date (30/09/21) by or for young carers** is 126.

CA/014 **The number of assessments for young carers completed during the year to date (30/09/21)** = 28, 1 of which resulted in a care and support plan and 23 were signposted to YMCA.

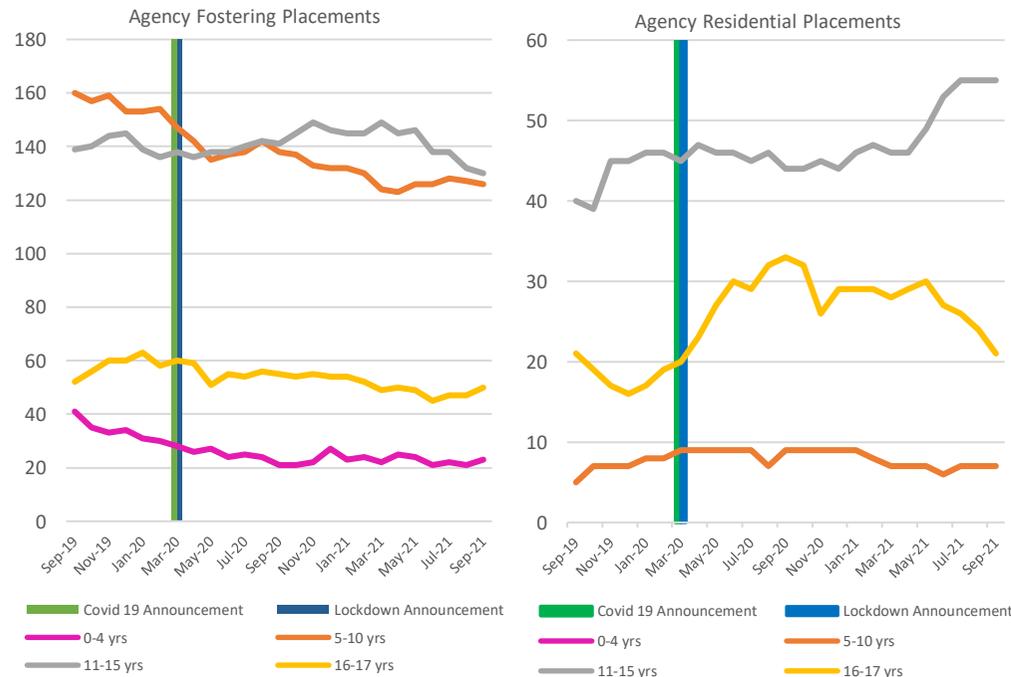
Looked after starts, ends and total number of children looked after (CLA)



Timeliness of children looked after reviews



Agency placements by age

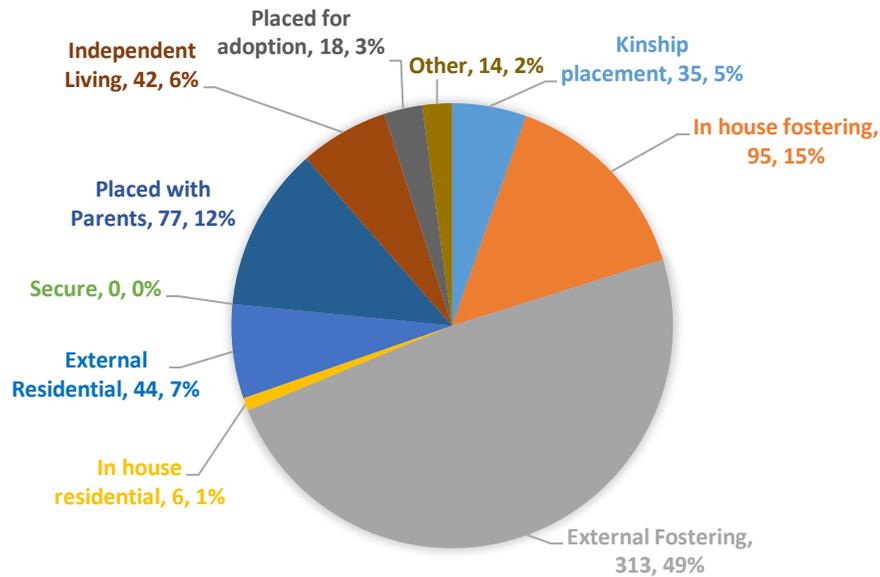


After a decrease in the number of children looked after in the early days of lockdown, a subsequent increase in new admissions led to a gradual increase from 939 at 27th April 2020 to 1,000 at 30th June 2021. The number of children looked after has been relatively stable since October 2020, and is being closely monitored. 19 of the 73 children (26%) who started being looked after during Quarter 2 2021/22 were placed with parents on a Care Order, with family / friends or in parent and baby placements.

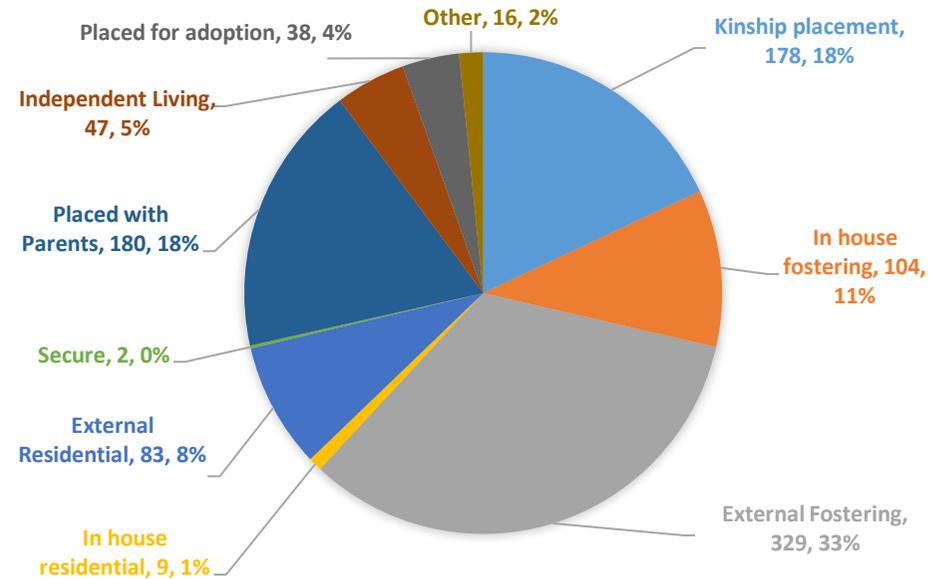
Provisional data shows, the percentage of looked after reviews held on time has fallen to 79.9% (521 / 652) this quarter from 84.8% (552 / 651) for quarter 1. There have been staffing issues in September related to a high level of sickness in the team in September and October. Some of this was covid related. A high proportion of reviews take place in September (following school holidays). The sickness has been managed through HR processes. Most staff have now returned to work, however they will need time to catch up. Additional agency support has been agreed and a plan is in place to bring reviews up to date, work through late reviews and support staff on return to work.

The number of children aged 11-15 in residential placements has increased recently due to difficulties in securing foster placements for these children as a result of market sufficiency issues. These young people will be closely monitored and prioritised for step down to foster placements as and when they become available. We are also reviewing our fostering marketing strategy with the intention of targeting foster carers for teenagers.

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

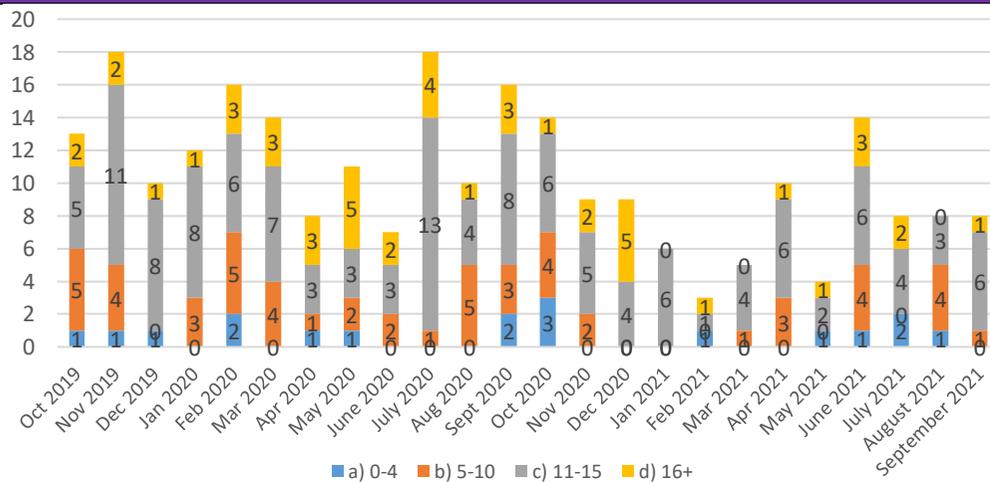


Total CLA by Placement type – as at 30.09.2021 (986)



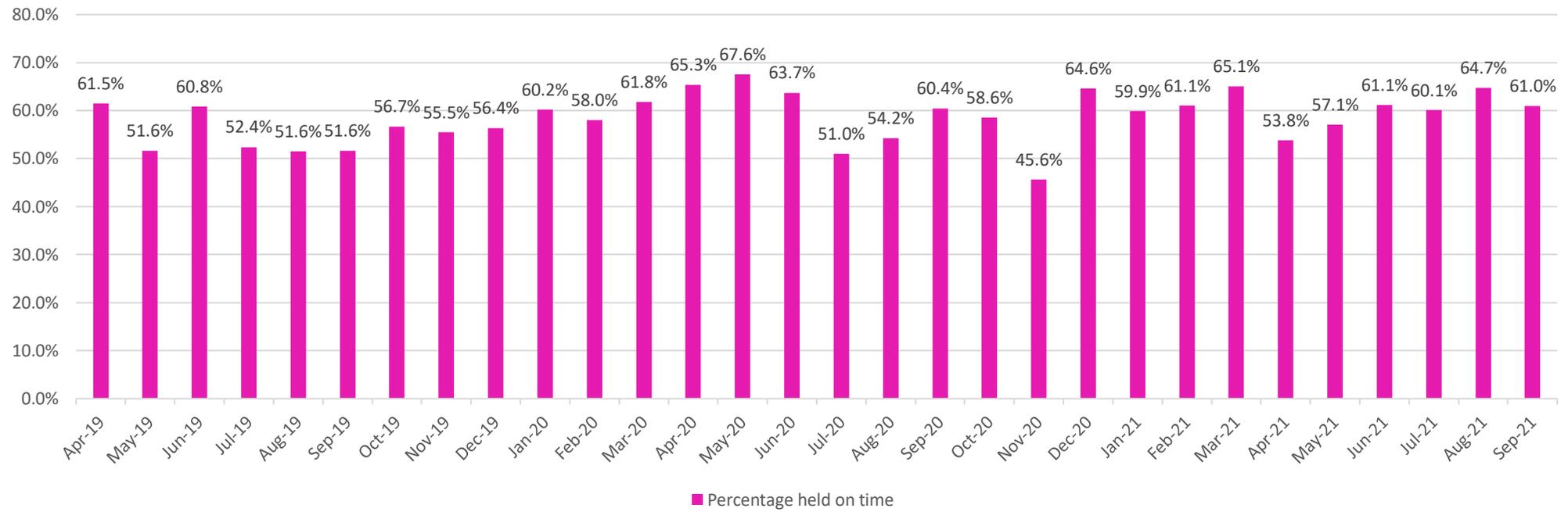
The pie charts above show the shift in the balance of care we have achieved in recent years. The percentage of children being looked after and placed with parents on a Care Order or in kinship arrangements with family members has increased from 17% (112 / 644) to 36.3% (358 / 986), while the percentage of children looked after in regulated placements minus kinship placements has reduced from 71% (458 / 644) to 54.1% (533 / 986.)

Unplanned Placement Move Requests by Age

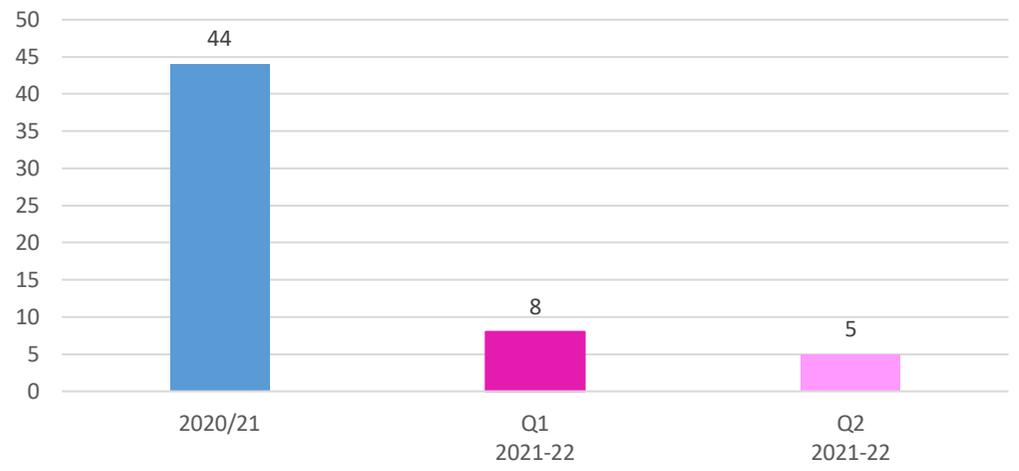


The number of unplanned placement move requests has shown a consistent pattern of reducing during lockdown and increasing when lockdown eased. Numbers have been relatively low in Quarter 2 and continue to be closely monitored. The majority of unplanned placement move requests are for children aged 11-15.

CH/042 Percentage of Statutory visits held on time



CH/055 The number of young people leaving care who moved into a 'When I'm Ready' Placement



CH/042 The percentage of statutory visits completed on time = 62.0% (600/968) for quarter 2 compared to 57.6% for Q1 and 60.5% for 2020/21 (2,171 / 3,589.)

CH/055 The number of young people leaving care who moved into a 'When I am Ready' placement during quarter 2 = 5 compared to 8 during quarter 1. During the year 2020/21 = 44.

Sickness – Children’s Services

FTE Target = 17	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Children’s Services Sickness FTE days lost per person (cumulative during year)	2.74	6.49		
Children’s Services Sickness FTE days lost per person full year forecast	11.79	14.28		

Source: Corporate HR Data

Result as at end of quarter 2, 2021/22 is 6.49 FTE days lost per person, this is on a similar trajectory as last year, where we had 6.29 FTE days lost per person as at the end of quarter 2 2020/21.

The forecast for this year based on this is 14.28 FTE days which is below the target of 17 FTE days for Children’s Services.

The annual result for 2020/21 = 12.88 FTE days lost per person.

This is an improvement from 18.23 FTE days lost per person for 2019/20. The target of 13 days was 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

