

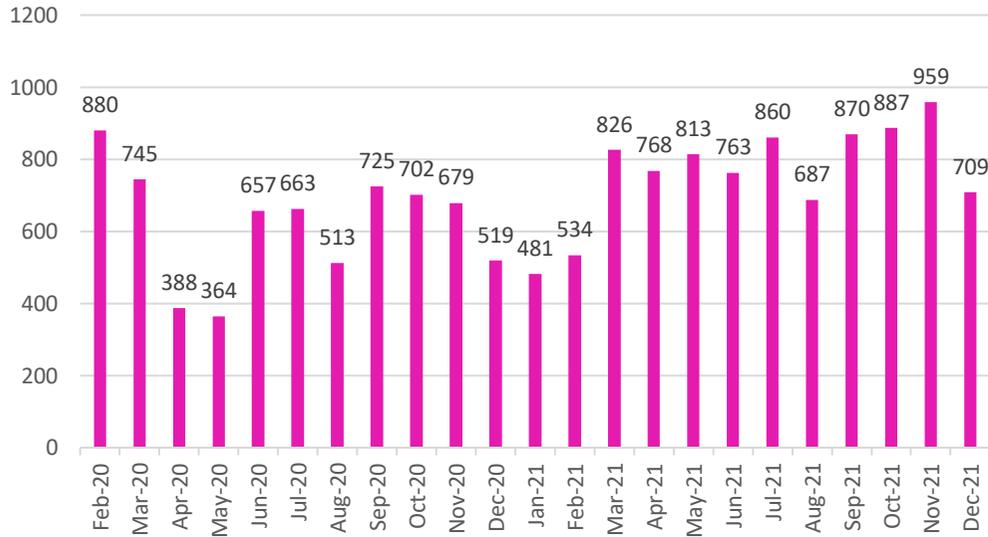
Children's Services Performance Report

Quarter 3
2021/22

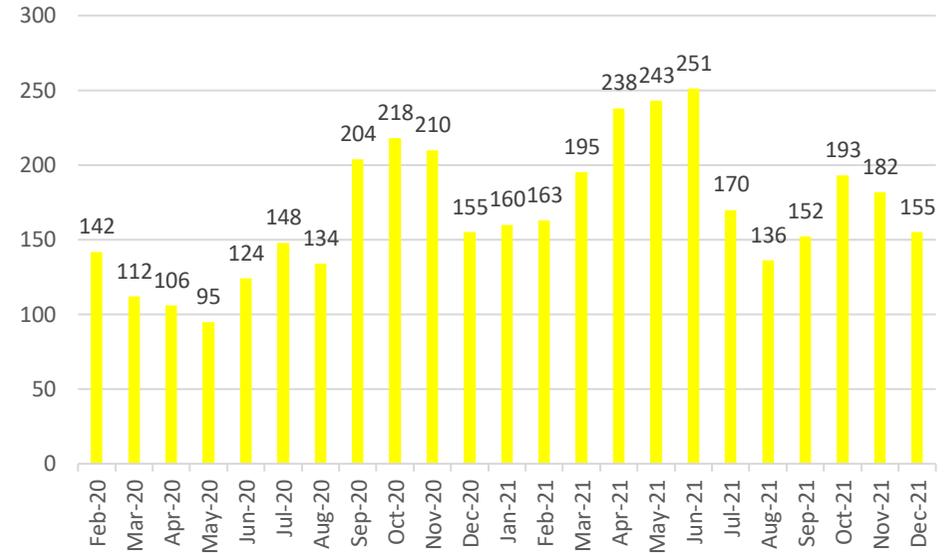


Key Performance Indicators – Corporate Plan

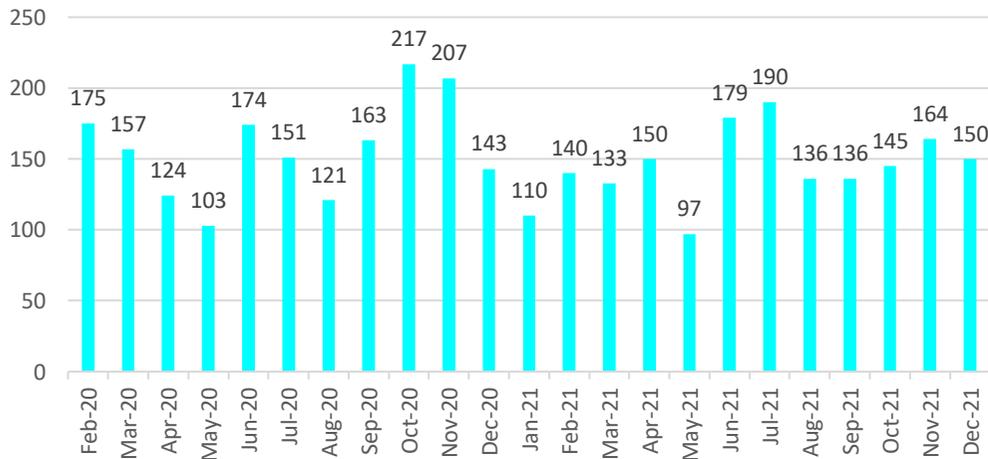
FAM KPI 01 Number of people supported through the Gateway



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



FAM KPI 03 Number of people supported by the Support4Families Team

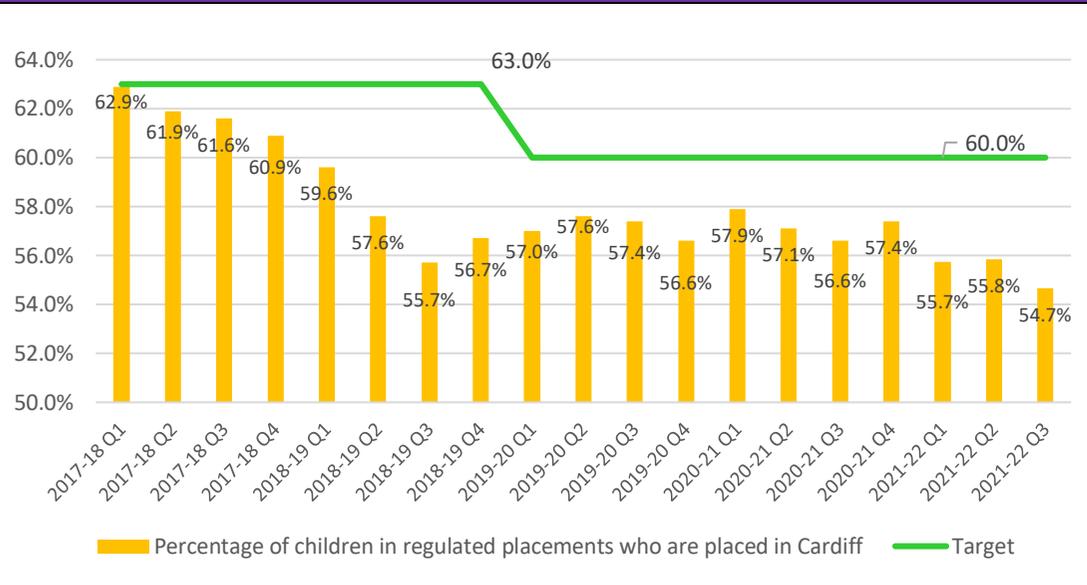


FAM KPI 01 The **number of people supported through the Family Gateway** = 2,555 during Q3, compared to 2,417 during Q2 and 2,344 during Q1. Target per quarter is 1875. Target met. Annual Target for 2021/22 is 7500. This is a count of the number of enquiries and well-being contacts to the Family Gateway

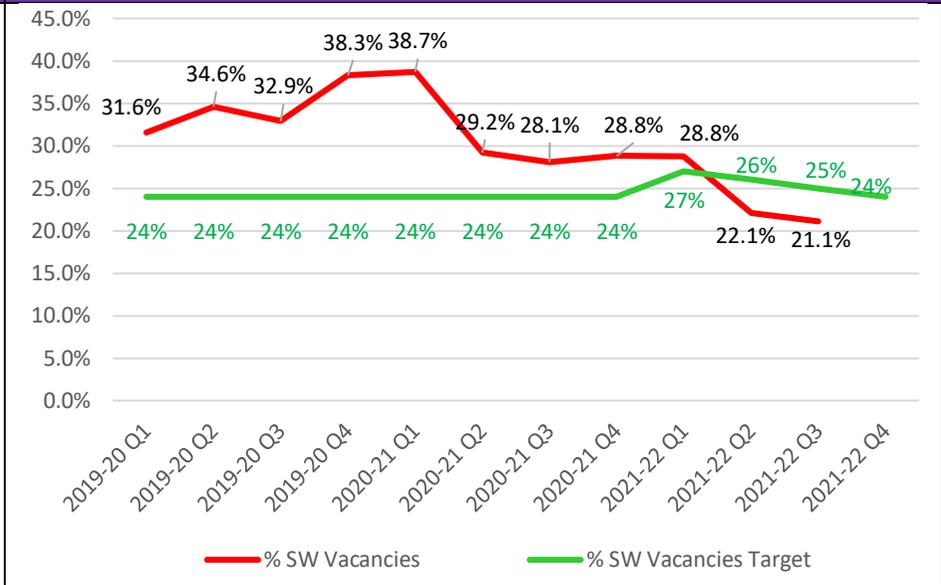
FAM KPI 02 The **number of people supported by the Family Help Team** = 530 during Q3, compared to 458 during Q2 and 732 during Q1. Target per quarter is 375. Target met. Annual Target for 2021/22 is 1500.

FAM KPI 03 The **number of people supported by the Support4Families Team** = 459 during Q3 compared to 462 during Q2 and 426 during Q1. Target per quarter = 500. Annual Target for 2021/22 is 2000.

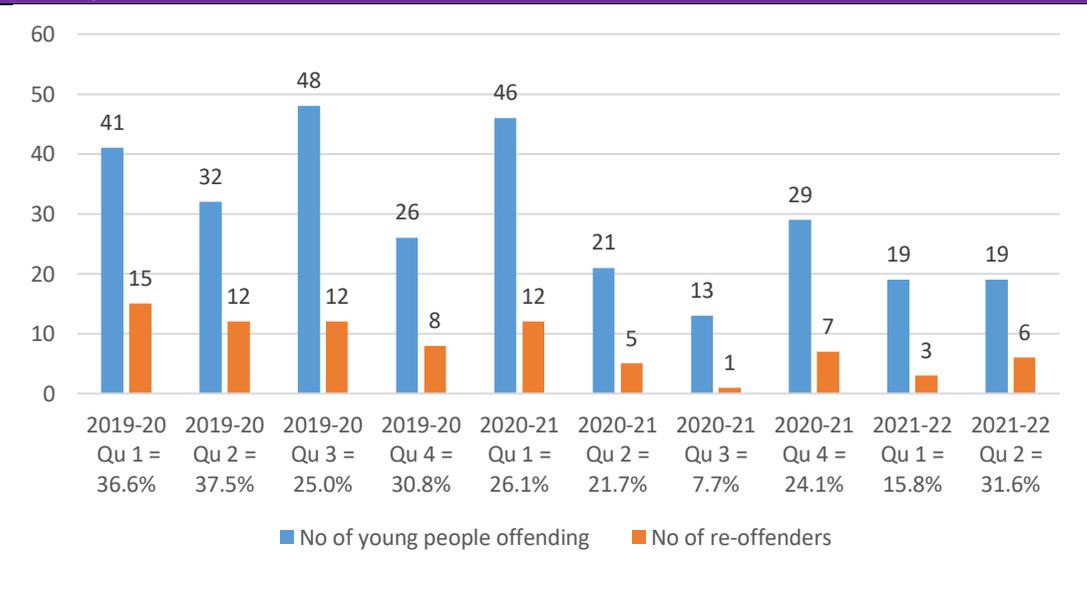
CS LAC 58 Percentage of children in regulated placements who are placed in Cardiff



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** = 54.7% (393 / 719). 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.

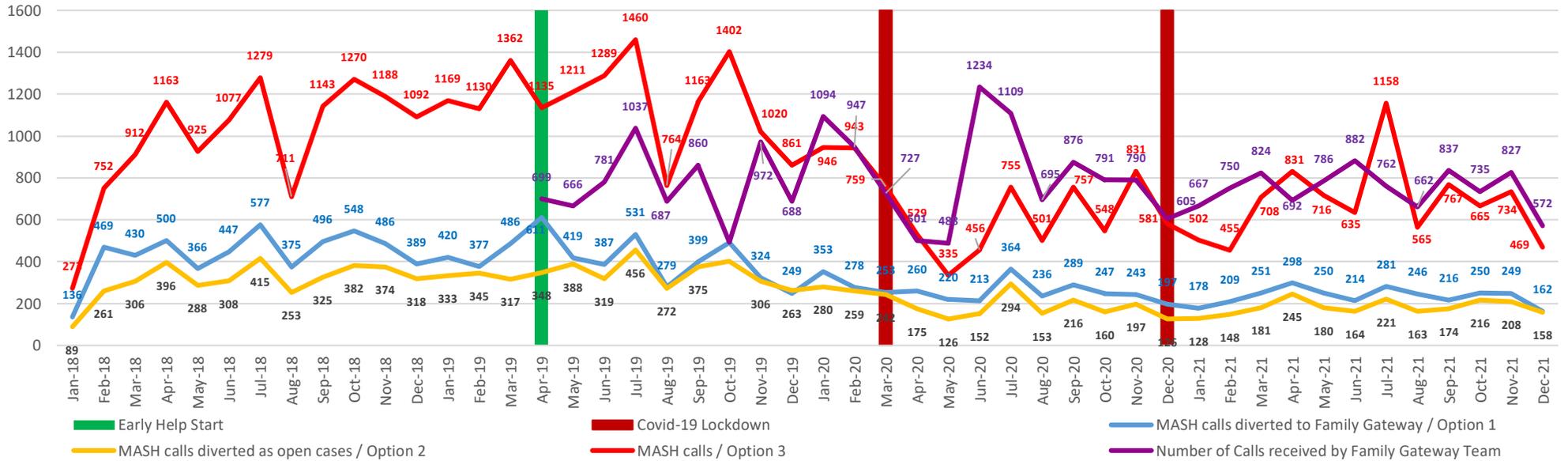
Staff 1 = 21.1% **vacancy rate** for Q3. Target met. 44.26 out of 209.73 posts were vacant and 165.5 post filled compared to 161.1 posts filled at end of Q2 an increase of a further 4.4 posts filled during quarter 3. Recruitment has continued as business as usual during the COVID-19 period. 17 social 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** = 31.6% (6 / 19). 6 out of 19 young people re-offended committing a further 15 offences. This is a significant increase compared to previous quarters.

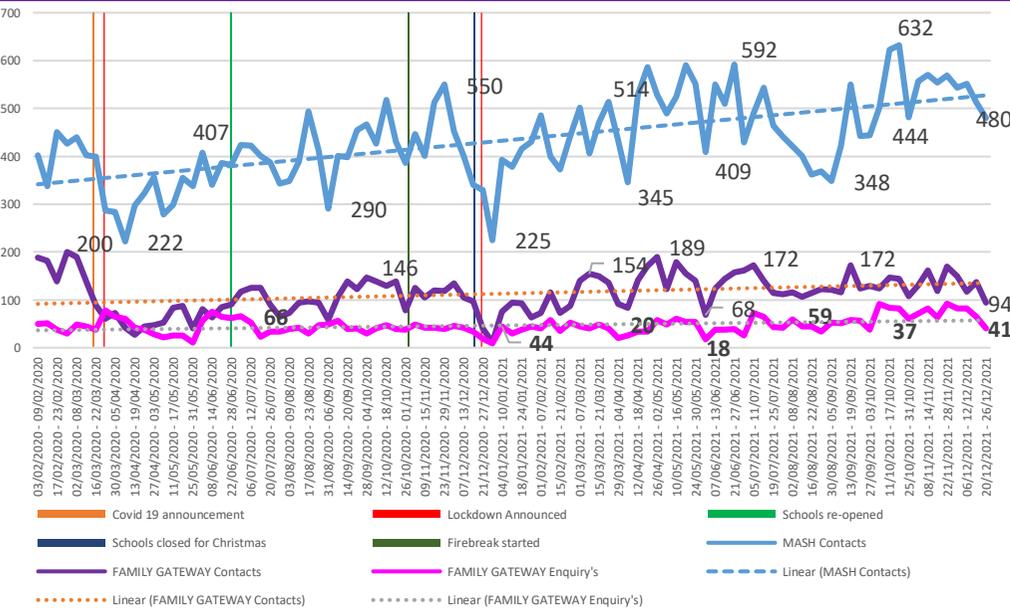
Target = 40%. Target met.
 Annual outturn 2020/21 = 22.9% (25 / 109 young people re-offended). A reduction in the percentage of young people re-offending compared to last year.
 Annual outturn 2019/20 = 32.0% (47 / 147 young people reoffended).
 Please note results are always a quarter behind.

Demand

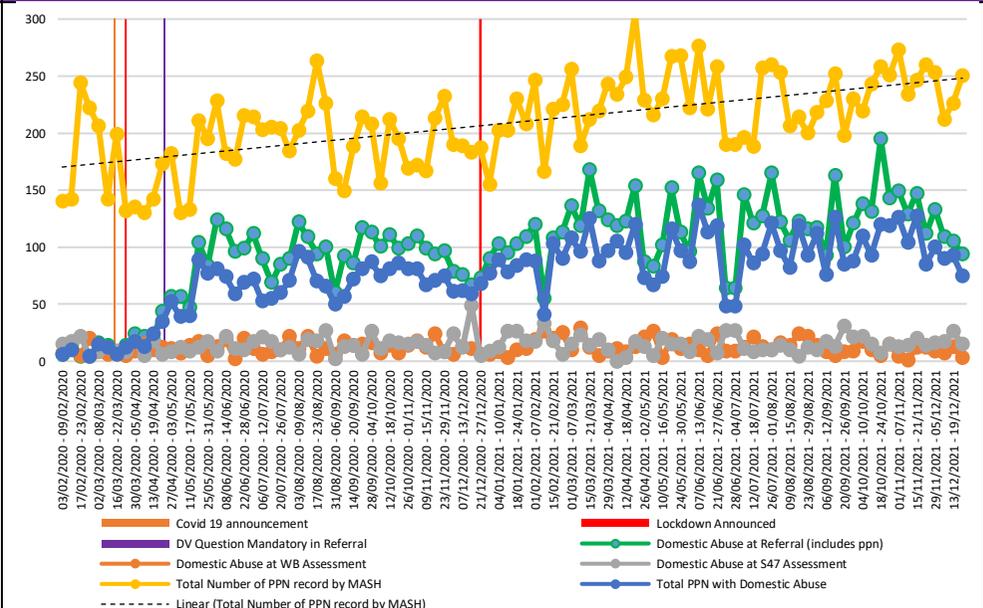
Family Gateway and MASH telephone data



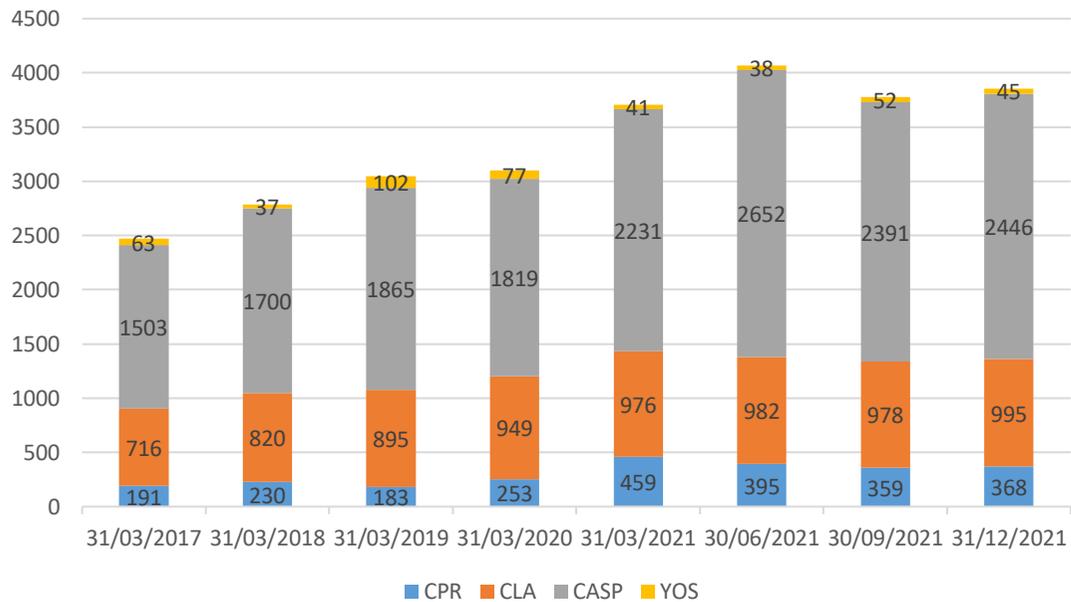
Contact / referrals to MASH and Family Gateway



Domestic abuse at referral and assessment



Caseload breakdown over time

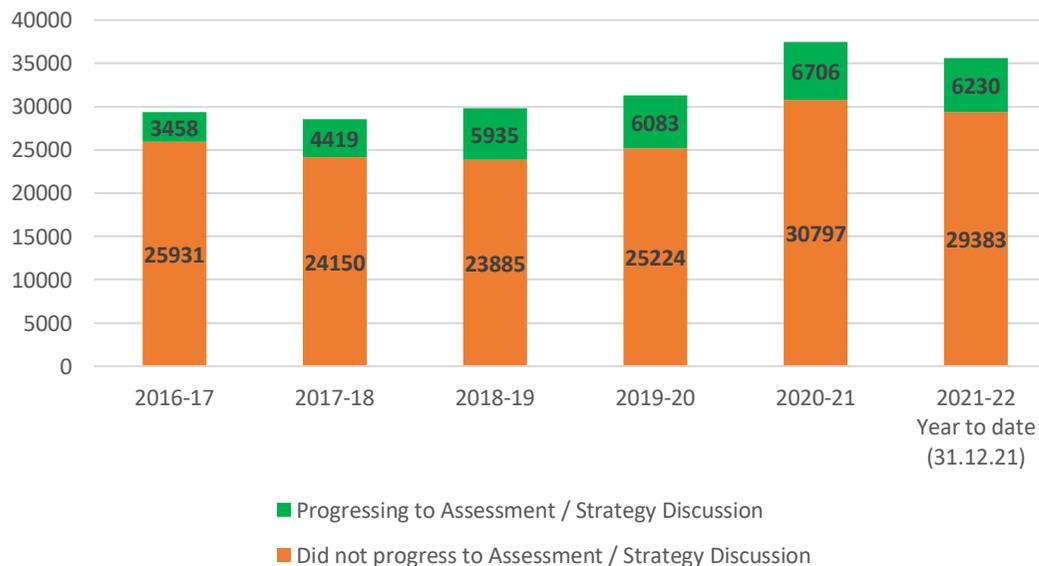


The caseload overview demonstrates the consistent rise in caseloads in all categories, up until the 31st March 2021. Since then, this year to date is showing a decrease in the number of children on the Child Protection Register but further increases in the other categories:

Since 31st March 2021:

- The number of children on the Child Protection Register had increased by 140% from 191 to 459 at 31st March 2021. Over 2021/22 to date (31/12/21) the number of children on the Register has decreased to 368.
- The number of children looked after had increased by 39% from 716 to 995 at 31st December 2021, (please note that an additional 15 children looked after were also on the Child Protection Register at 31st December 2021).
- The number of other children in receipt of care and support had increased by 62.7% from 1,503 to 2,446 at 31st December 2021.

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



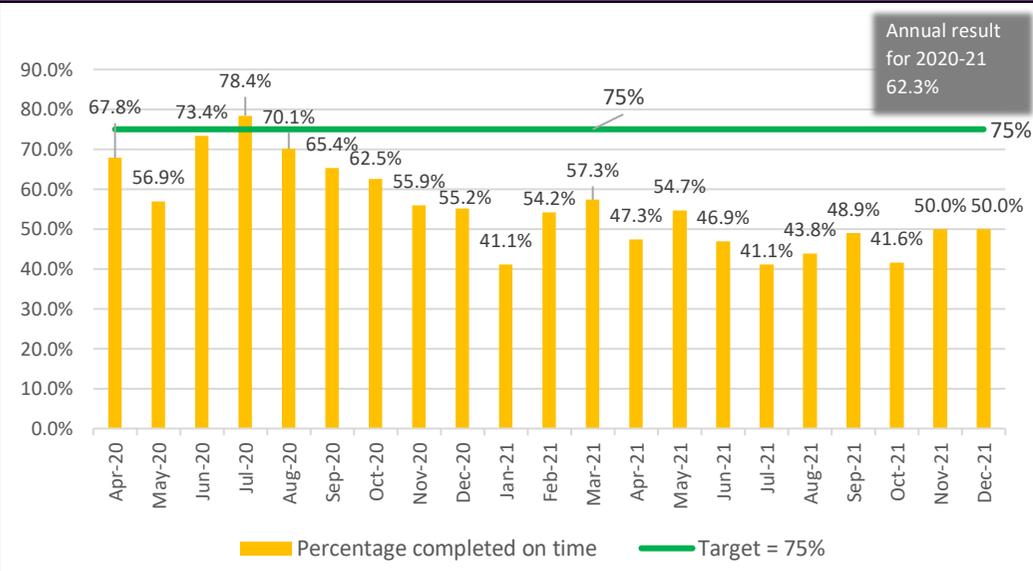
The graph to the left shows the steady increase in the number of contact / referrals received each year from 28,569 in 2017-18 to 37,503 in 2020/21. This year to date (31.12.21) we have already received 35,613 contacts.

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 remains at 18% for the year 2021/22 to date (31.12.21).

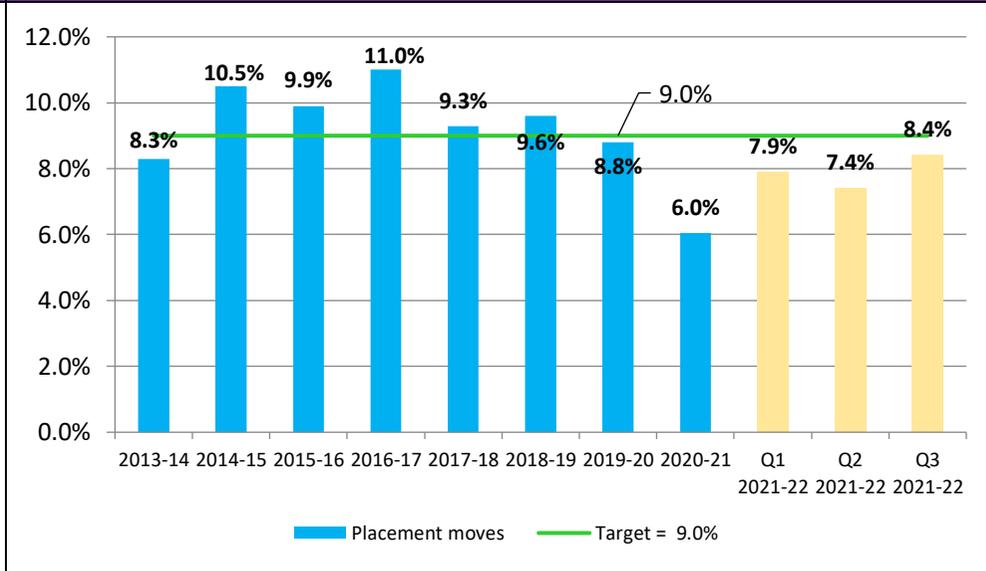
The contact / referrals graph at the bottom left of page 4 shows that referrals to MASH initially decreased but gradually increased to approximately the same level as before lockdown. Since schools reopened the number of contacts has steadily increased peaking at 592 received during one week at the end of June 2021, and again at 632 the week before the October half term.

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.

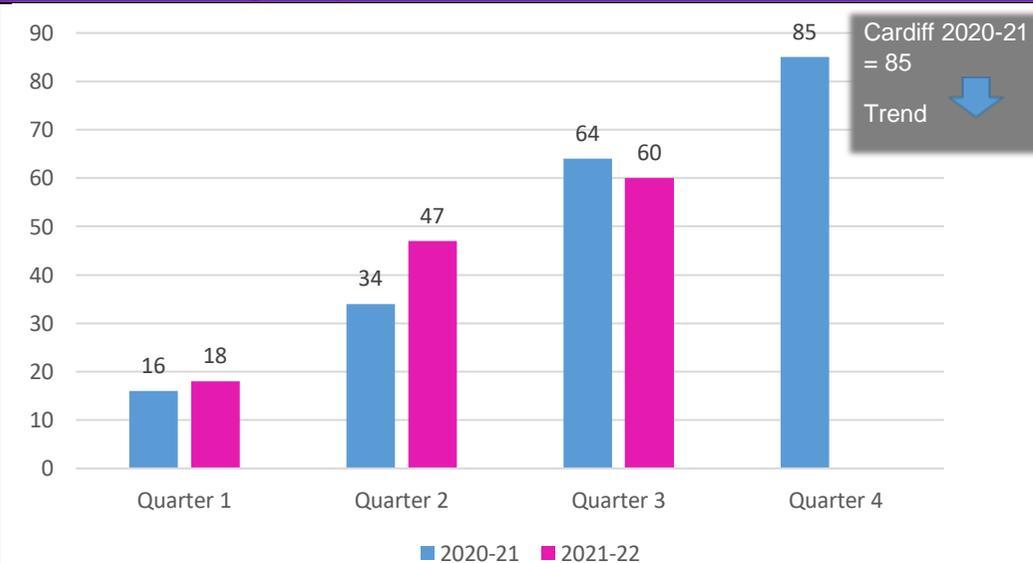
CH/012 Percentage of well-being assessments completed within statutory timescales



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

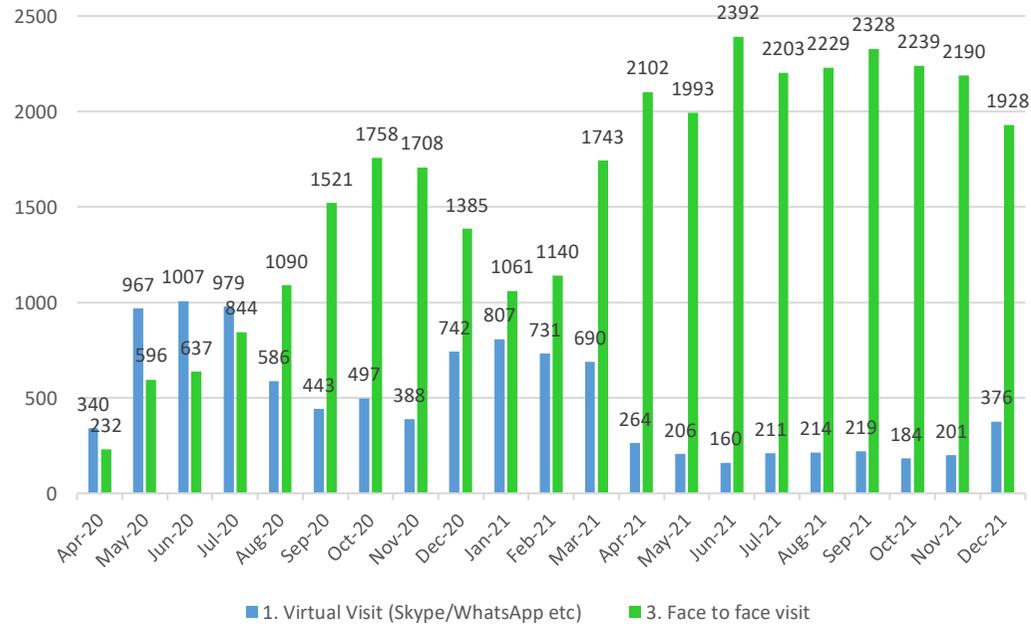


CH/012 46.8% (218 / 466) of new **Well-being Assessments** were completed within statutory timescales during quarter 3, compared to 44.5% (333 / 748) during quarter 2 and 49.0% (312 / 637) during quarter 1.
 1,651 / 2,651 = 62.3% of new **Well-being assessments** were completed within statutory timescales during 2020/21.

CH / 043 **The percentage of looked after children who have had 3 or more placements during the year** = 8.4% (85 / 1010.) This is a rolling result for quarter 3, based on the children who were looked after as at 31st December 2021 and the number of placements they had during the preceding year. 85 of our children looked after as at the 31st December 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, 2 and 3** (cumulative result) = 60. 60 children returned home this year up to the 31st December 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



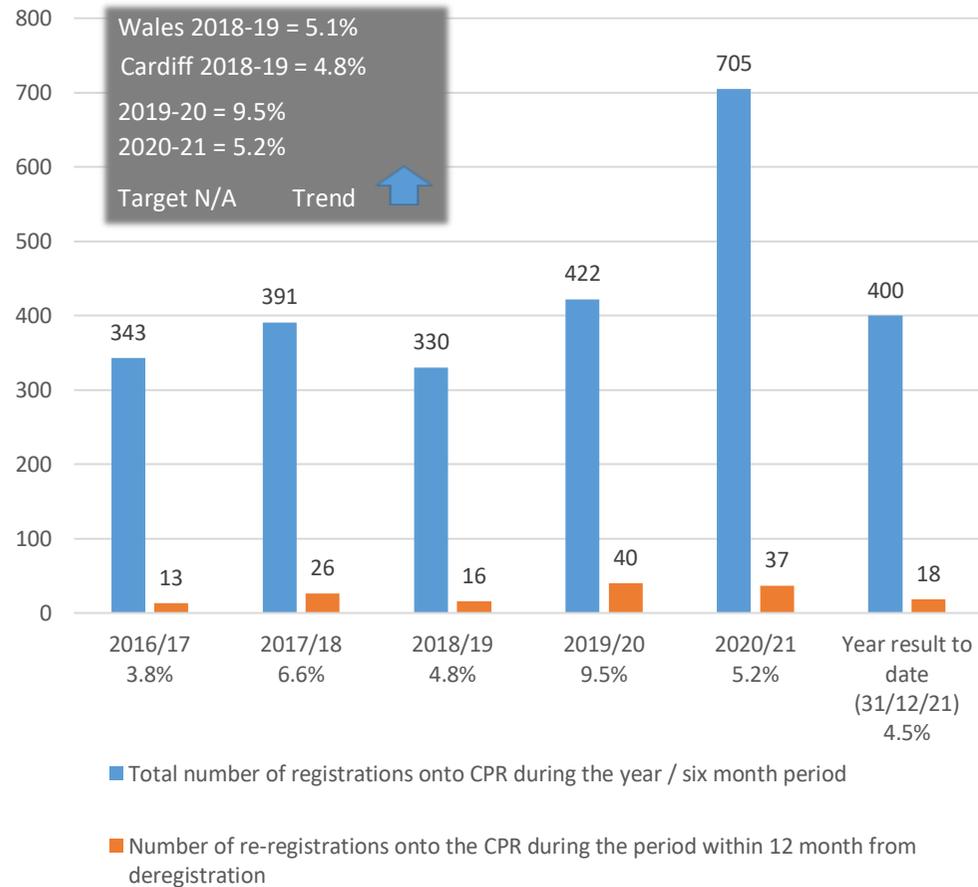
The proportion of virtual to face to face visits over time is displayed in the graph to the left. From 7th September 2020 until the start of the December lockdown, statutory visits to children on the Child Protection Register and children looked after were face to face as per business as usual requirements. 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 were then 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 had decreased significantly over this year to date and the vast majority of visits were now being undertaken on a face to face basis.

During December 2021 however, the number of virtual visits again increased reflecting the changing situation.

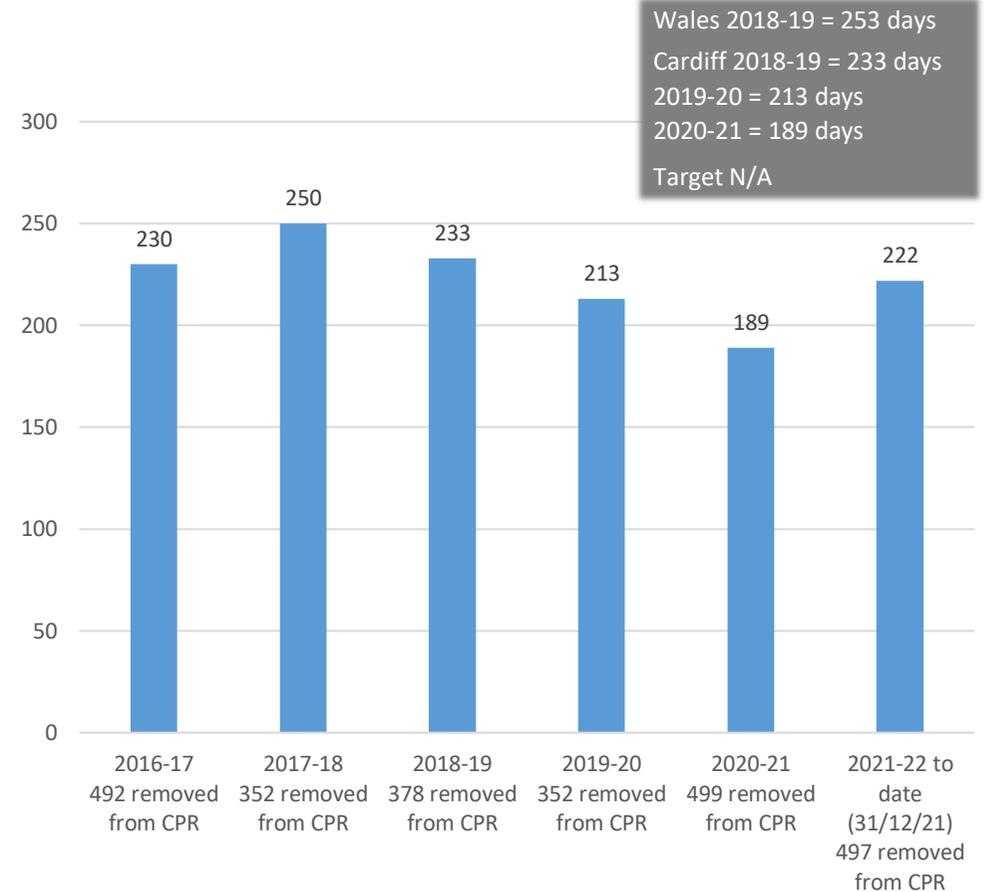
CH/024 Number and percentage of re-registrations of children on Child Protection Register during the period and within 12 months from deregistration



2021-22 to date (end of Quarter 3) = 4.5%. (18 / 400) 18 of the 400 children registered during the year to date had been on the CPR within the previous 12 months. This compares to 5.2% (37 / 705) during 2021/22.

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.

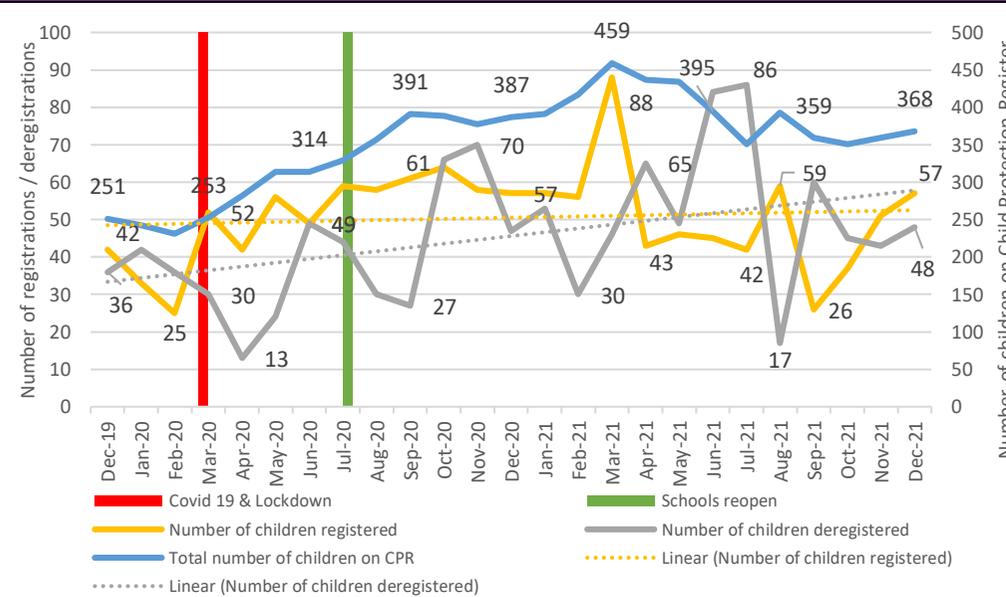
CH/035 Average length of time for all children who were deregistered from the Child Protection Register during the period



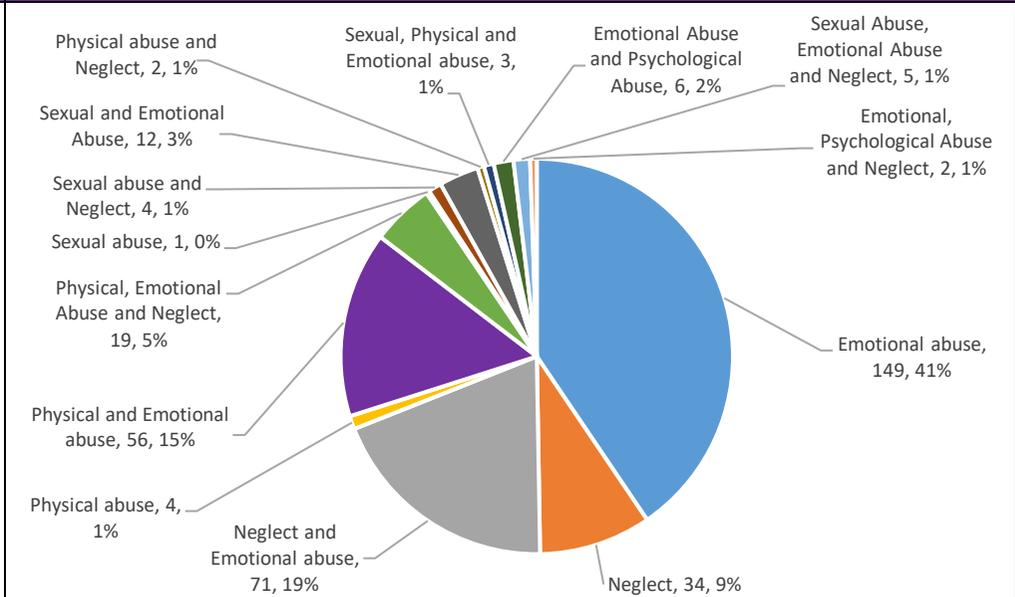
2021-22 to date (end of Quarter 3) = 222 days is the average length of time on the CPR for the 497 children who were deregistered during 2021/22 to date (31/12/2021), in comparison to 189 days for the 499 children deregistered during 2020/21.

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.

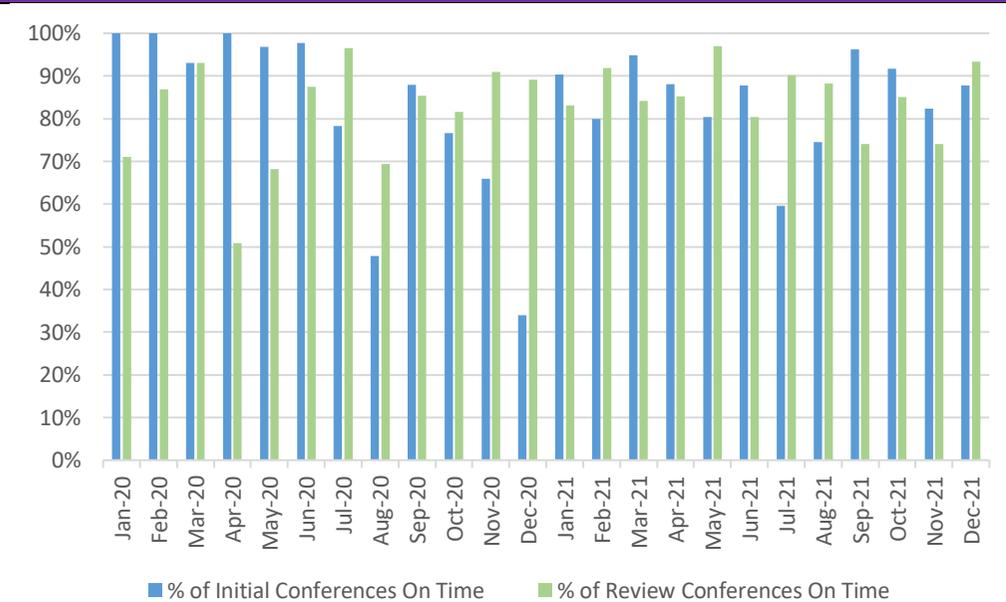
Number of children on the Child Protection Register, registrations and deregistrations



CP Registration by category of abuse - December 2021



% Child Protection Conferences on Time

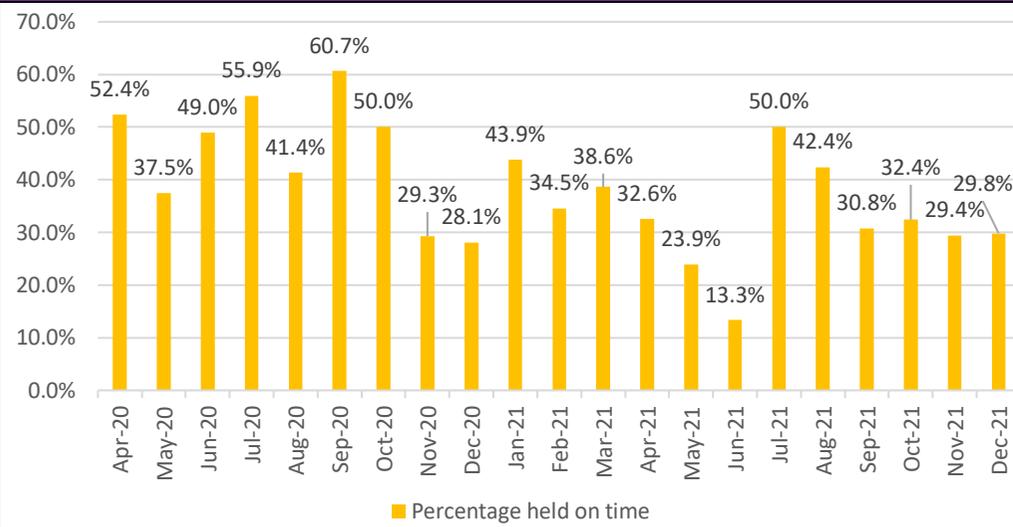


Following the steady increase over the last year of the number of children of the Child Protection Register, the number had decreased over the last two quarters from 459 at the 31st March 2021 to 359 at the 30th September 2021, since then there has been a slight increase back to 368 as at the 31st December 2021. The timeliness of initial conferences has improved this quarter achieving 86.8% (125 / 144) on time, compared to 74.0% (94 / 127) during quarter 2. The timeliness of child protection review conferences over the last quarter has dipped slightly to 82.9% (214 / 258) being on time, compared to 83.2% in quarter 2 (262 / 315).

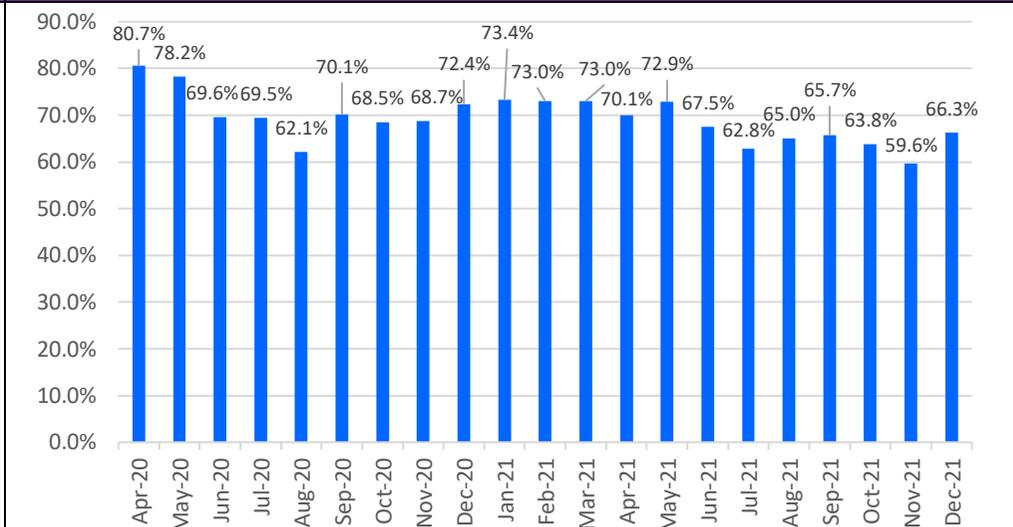
Between August and November 2021, we introduced a temporary role to screen the appropriateness of child protection conferences and to determine if another pathway (for instance care and support) would instead be more appropriate. This has meant that some of the meetings and conferences were challenged, to ensure only the right children proceeded to conference. Requesting additional information contributed to a slight delay. This screening role has temporarily ended but is due to start again when the new service manager post begins in the team. There was an increase in requests for initial conferences in November and December, which may be related to screening role ending. The service is currently limited to a maximum of 2 initial conferences a day, because of police availability and the requirement for them to attend initial conferences. Police are currently unable to add additional capacity, but this has been escalated. It is anticipated that the reintroduction of the screening role will also help manage capacity.

Review CP conferences have needed to be postponed on a number of occasions due to changes of worker, to ensure all information is included or because family have requested a different date for a valid reason. There have been several conferences rescheduled because of quoracy issues, as it is a requirement for there to be two other statutory agencies alongside Children's Services. This has been raised with Health and school colleagues. Where meetings have needed to be rescheduled because of family circumstances, almost all have only been delayed by several days at the most. A new business support booking process has also been introduced in January, which will assist the scheduling of conferences and likely improve performance.

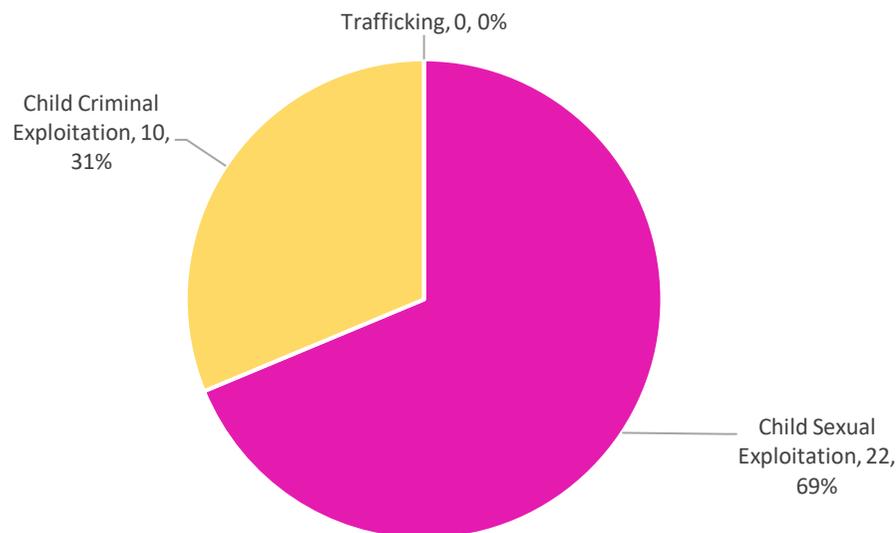
CH/028 The percentage of Initial Core Groups meetings held on time



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



CH/033 The number of children reported during Quarter 3 2021/22 where exploitation is a factor



CH/028 **The percentage of Initial Core Group meetings held on time** = Provisional data. 30.3% (44 / 145) during quarter 3 compared to 42.5% (54 / 127) during quarter 2 and 23.1% (31 / 134) during quarter 1. Please note, provisional data has been amended since the last report as reporting has improved. 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** = 63.3% (1,283 / 2,027) during quarter 3 compared to 64.5% (1,494 / 2,317) during quarter 2 and 71.7% (6,459 / 9,008 during 2020/21).

CH/ 033 **The number of children reported during Quarter 3 2021/22, where exploitation is a factor** = 32, breakdown shown in the pie chart opposite.

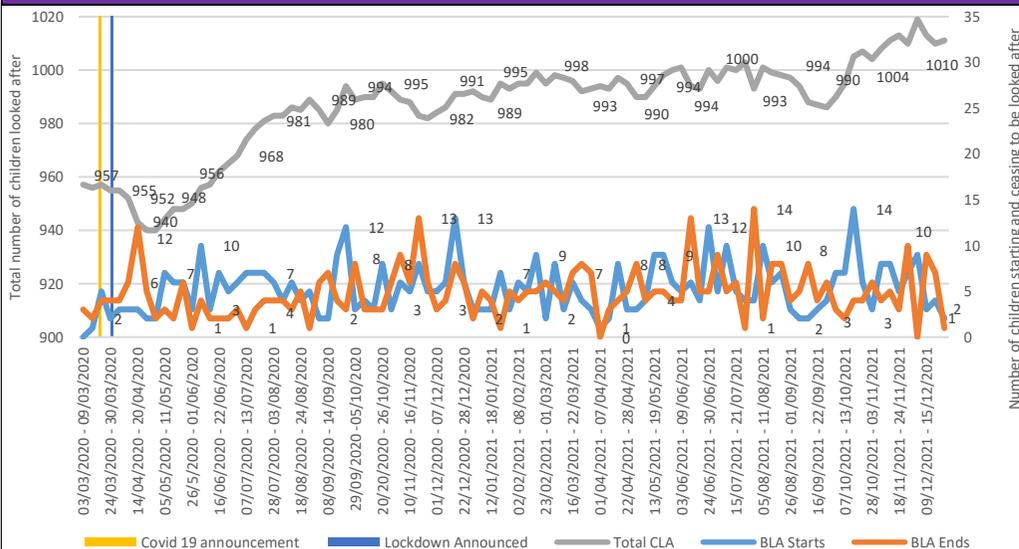
CH/016 **The number of children receiving Care & Support in receipt of Direct Payments** =

As at 31 st December 2021	177
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

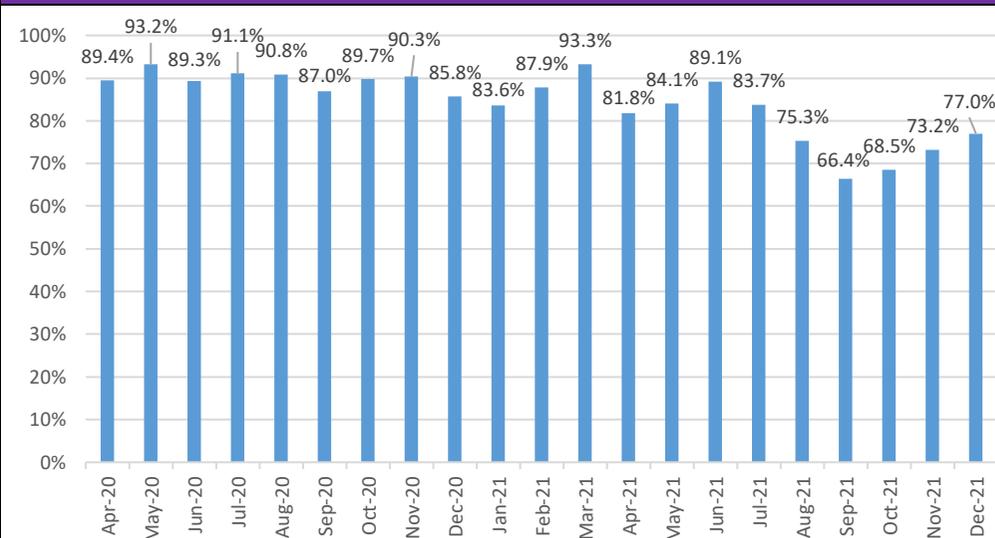
CA/011 **The number of contacts during the year to date (31/12/21) by or for young carers** is 187.

CA/014 **The number of assessments for young carers completed during the year to date (31/12/21)** = 46, 2 of which resulted in a care and support plan and 42 were signposted to YMCA.

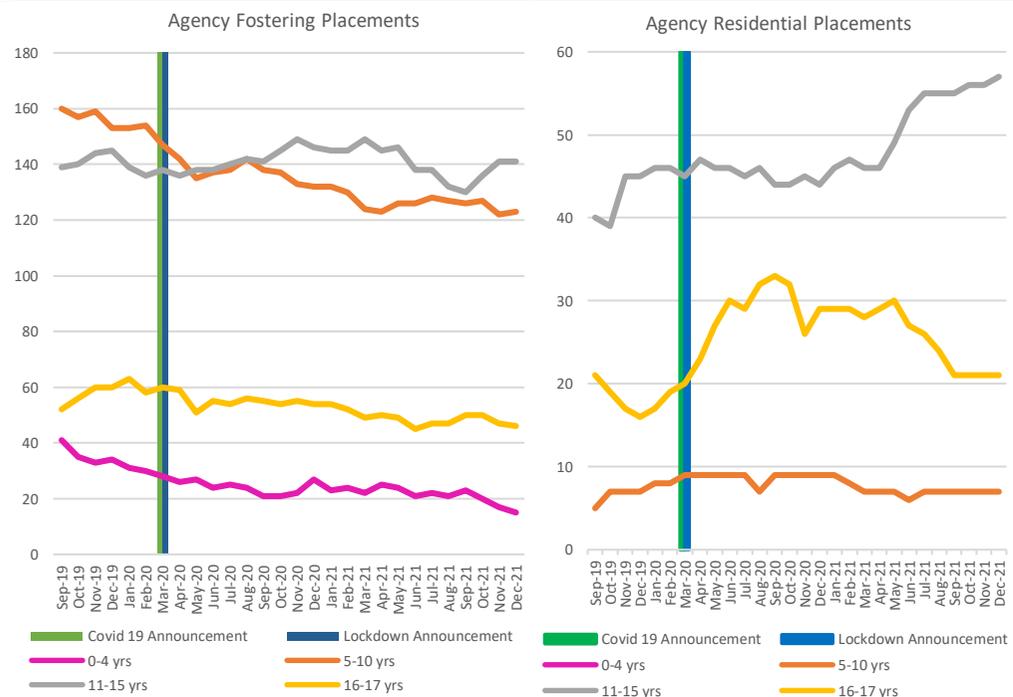
Looked after starts, ends and total number of children looked after (CLA)



Timeliness of children looked after reviews



Agency placements by age

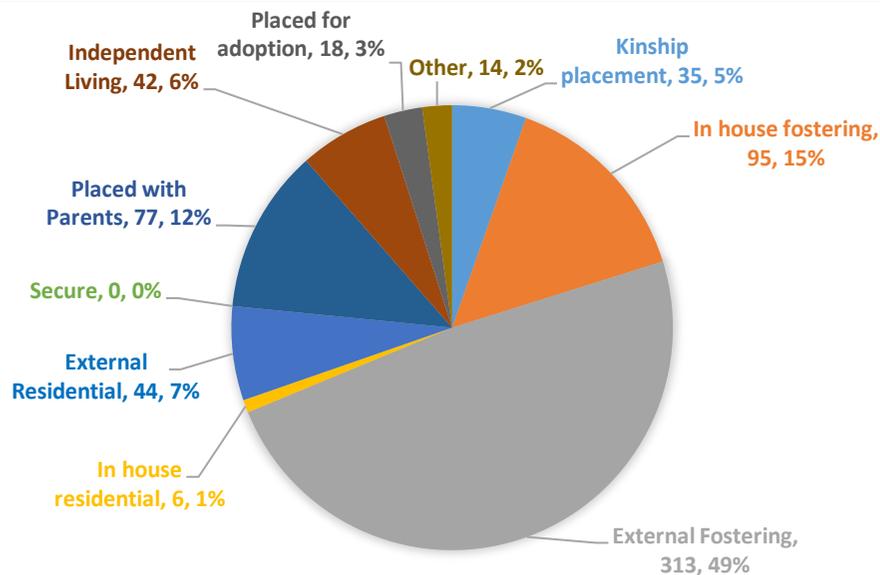


After a decrease in the number of children looked after in the early days of lockdown, a subsequent increase in new admissions led to a gradual increase from 939 at 27th April 2020 to 1,010 at 31st December 2021. The number of children looked after has been relatively stable since October 2020 and is being closely monitored. 22 of the 79 children (28%) who started being looked after during Quarter 3 2021/22 were placed with parents on a Care Order, with family / friends or in parent and baby placements.

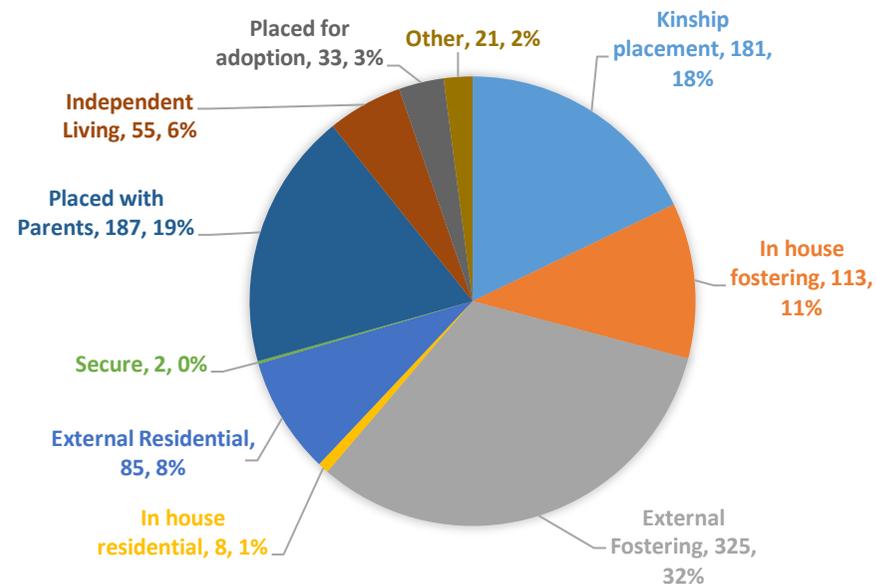
Provisional data shows, the percentage of looked after reviews held on time has fallen to 73.1% (495 / 677) this quarter from 74.9% (488 / 652) for quarter 2. The main issue has been staffing issues related to a high level of sickness during the quarter. Some of this was covid related. A high proportion of reviews take place in September and October (following school holidays). The sickness has been managed through HR processes. Almost all staff have recovered and been supported back into work. Additional agency support has been agreed and a plan is being worked through bringing all reviews up to date and supporting staff on their return work. Subsequent reviews have also been scheduled at much shorter timescales to ensure that there is sufficient oversight and monitoring of issues. Additional management capacity has been made available and is due to start shortly, which will allow improved oversight of reviews, support and monitoring. Performance on subsequent reviews is expected to be significantly higher with these arrangements in place. External to the team, some reviews have been more difficult to schedule because of sickness of the primary worker, changes of worker and some children being unallocated at the point the review was due. The additional IRO capacity as described above will support the increase in performance as there will be more available time to follow up and ensure the reviews take place within the required timescales with a worker in place.

The number of children aged 11-15 in residential placements has increased 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)

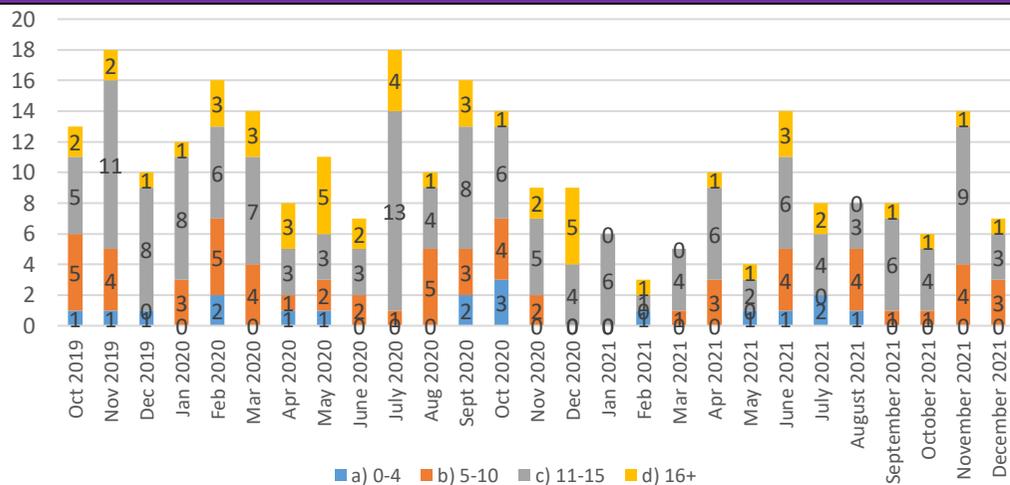


Total CLA by Placement type – as at 31.12.2021 (1010)



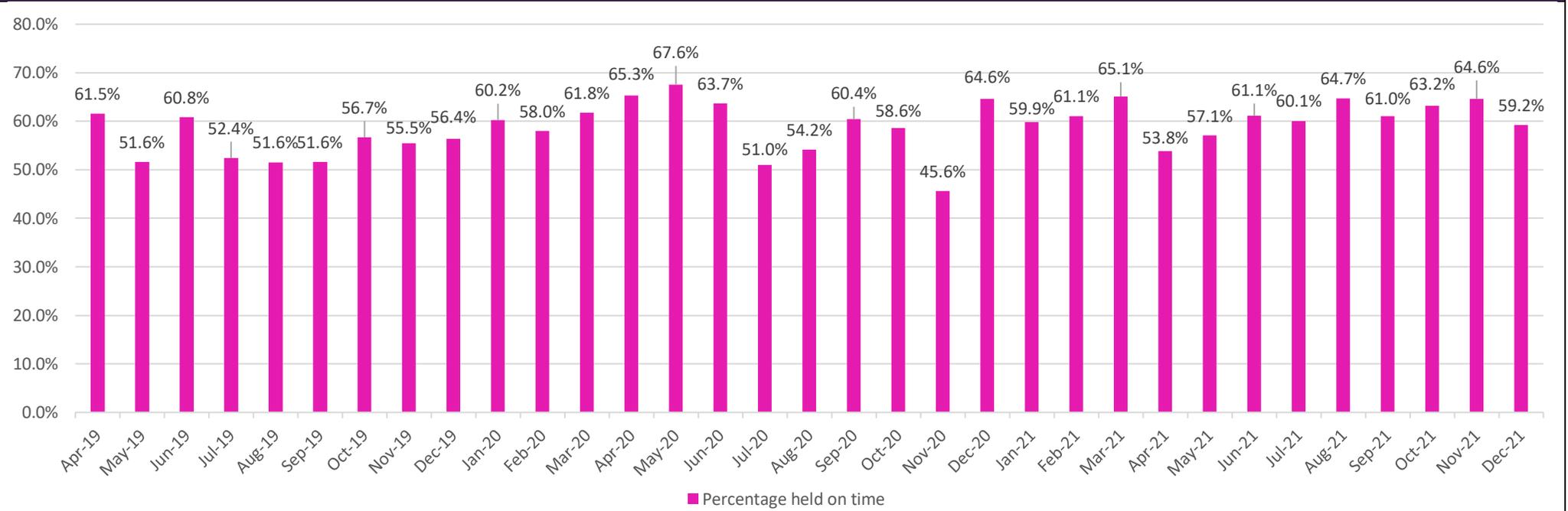
The pie charts above show the shift in the balance of care we have achieved in recent years. The percentage of children being looked after and placed with parents on a Care Order or in kinship arrangements with family members has increased from 17% (112 / 644) to 36.4% (368 / 1010), while the percentage of children looked after in regulated placements minus kinship placements has reduced from 71% (458 / 644) to 53.3% (538 / 1010.)

Unplanned Placement Move Requests by Age

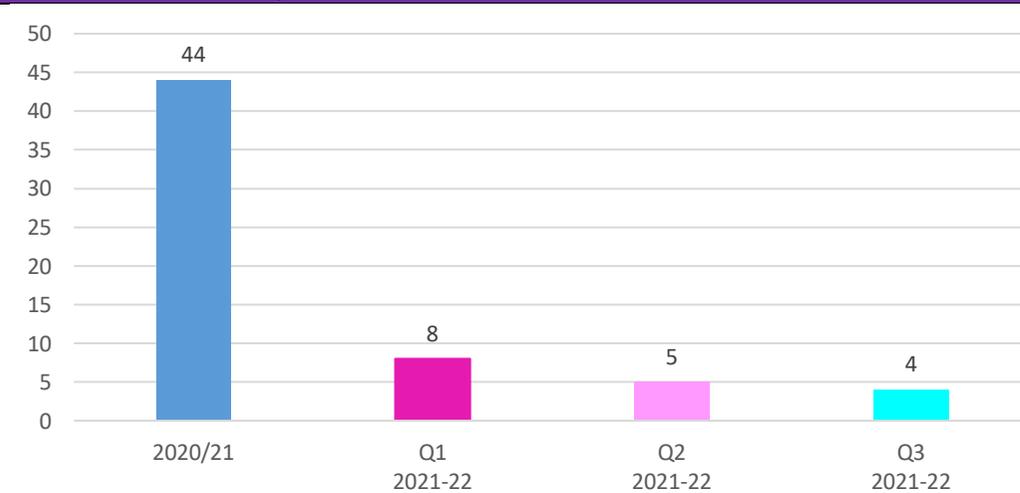


The number of unplanned placement move requests has shown a consistent pattern of reducing during lockdown and increasing when lockdown eased. Numbers have been relatively low since July 2021, although there was an increase in November 2021. Numbers of unplanned placement moves continue to be closely monitored.

CH/042 Percentage of statutory visits held on time



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



CH/042 The percentage of statutory visits completed on time = 62.3% (650 / 1044) completed on time for quarter 3, a slight improvement on 62.0% (600 / 968) for quarter 2, compared to 57.6% (541 / 940) for quarter 1 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 3 = 4 compared to 5 during quarter 2. During the year to date for 2021/22 = 17. 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	10.72	
Children’s Services Sickness FTE days lost per person full year forecast	11.79	14.28	15.01	

Source: Corporate HR Data

Result as at end of quarter 3, 2021/22 is 10.72 FTE days lost per person, this is higher than last year, where we had 9.81 FTE days lost per person as at the end of quarter 3 2020/21.

The forecast for this year based on this is 15.01 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 was 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

