

Children's Services Performance Report Q2 2014/15



01. Progress in delivery of strategic outcomes

Q2 14/15:

Service Priority 03: Ensure children have the best start in life by focusing on prevention and early intervention to address barriers to progress and deliver effective outcomes

The Children & Young People's (Scotland) Act 2014 continues to drive forward the good work undertaken in Midlothian in ensuring that children and young people are kept safe and achieving better outcomes for them and their families.

The Public Protection Committee is now becoming more established. The commitment from Police Scotland to join the Public Protection Team at Brunton Hall, Musselburgh has been endorsed by senior management and we are hopeful this shall happen within the next few months.

The care inspectorate recently visited our fostering service as part of a follow up inspection from May 2014. The visit found that the service was fully prepared which culminated in a successful inspection. The care inspectorate reassessed the previous fostering grades as good and commented positively on the amount of work undertaken in the intervening period.

The Family Resilience Project has been running for 15 months and is currently being independently evaluated. The 17 children all continue to live within Midlothian and with their families and over the summer we have seen a reduction of police referrals and anti-social behaviour being reported. The intensive support offered to the three families is proving to be successful and the multi agency support from partner agencies is key in taking issues forward and thinking creatively and differently around how to resolve them.

The Self Directed Support Act (Scotland) 2013 is now being rolled out over both Adult and Children's Services. We are evaluating some work carried out by the Family Support Team over the summer around how we can improve our working relationships and offering more choices to families who are in need of support. The findings from this will inform future practice. A new stage 2 outcome focused assessment has been devised and training is under way for all children's service staff.

Work is ongoing in relation the Integration of Children's Services into Adult Health & Social Care and we held a development session for health and children's services staff on 4th September 2014 which was successful in beginning conversations and sharing concerns and issues around what the service will look like in the future. Ongoing meetings and sessions will be held over the next 18 months to take this project forward.

We are reviewing our residential services and this will look at how we do work differently. In addition to this we are reviewing what function Dalkeith House can play in the future planning of children's services. Once we have consulted with services users and undertaken more research we shall be able to shape this provision to meet the needs of our local community.

02. Emerging Challenges and Risks

Q2 14/15:

Reducing unplanned overspend remains our biggest challenge. We are in the process of reviewing all areas within children and families services to look at how we do things differently and by working in partnership with our key agencies we can improve outcomes for children and young people

A key challenge we face at this time is the amount of young people and adults involved in taking (NPS) New Psychoactive Substances. These drugs are easily accessed by our young people and unfortunately have resulted in us having to secure 2 young people recently (total of 4 in secure) whose drug use despite our best efforts spiralled out of control placing them at significant risk of harm to both themselves and others. We are however working closely with the public protection team in raising this issue and have established good working relationships with our colleagues in the drug agencies, police, community safety and relevant others to try and address the concerns and

manage where possible the risks within our communities.

The implementation of the Named Person in 2016 is a challenge around how we share sensitive information and ensure that our health and education colleagues have the support and IT provisions to make this possible. Whilst there is a great deal of work happening in this area it is a large piece of legislation which will impact on Education as the named person for all children and young people from school entry until 18 years of age.

Children's Services PI summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	30	17	2	3		Q2 14/15: Total of 3 complaints received in Q1 and Q2.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	8.08	10.4	0	0		Q2 14/15: There were no complaints at stage 1.		5	Number of complaints complete at Stage 1	0
										Number of working days for Stage 1 complaints to be Completed	0
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	15.21	14.43	10	8		Q2 14/15: On Target.		20	Number of complaints complete at Stage 2	2
										Number of working days for Stage 2 complaints to be Completed	16
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	53.85%	20%	0%	100%		Q2 14/15: There were no complaints at stage 1.		95%	Number of complaints complete at Stage 1	0
										Number of complaints at stage 1 responded to within 5 working days	0
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	92.86%	100%	100%	100%		Q2 14/15: On Target.		95%	Number of complaints complete at Stage 2	2
										Number of complaints at stage 2 responded to within 20 working days	2

01.2 Making the Best Use of our Resources

Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget		N/A	£ 16.39 2 m	N/A		Q2 14/15: Budget information for Q2 will be reported to Council in Q3.				
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.90	5.17	3.60	7.13		Q2 14/15: On Target.		8.50	Number of days lost (cumulative)	1,223.12
										Average number of FTE in service (year to date)	171.58

01.3 Corporate Health





Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Feeder Data	Value	
		Value	Value	Value	Value	Status	Note				Short Trend
05. Complete all service priorities	% of service priorities on target / completed, of the total number	96%	100%	100%	90.48 %		Q2 14/15: On Target.		90%	Number of service & corporate priority actions	21
										Number of service & corporate priority actions on tgt/completed	19
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	96.6%	97.04 %	97.26 %	96.94 %		Q2 14/15: On Target.		95%	Number received (cumulative)	1,438
										Number paid within 30 days (cumulative)	1,394
08. Improve PI performance	% of PIs that are on target/ have reached their target.	64.71 %	76.47 %	80%	80%		Q2 14/15: Off Target. Two off target: Some Review Case Conferences and supervision contacts were delayed due to unavoidable staffing issues; see details in the indicator notes.		90%	Number on tgt/ tgt achieved	8
										Number of PI's	10
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%		Q2 14/15: On Target. No risks have been graded as High.		100%	Number of high risks reviewed in the last quarter	0
										Number of high risks	0







01.4 Improving for the Future









Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Feeder Data	Value	
		Value	Value	Value	Value	Status	Note				Short Trend
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	100%	100%	0%	0%		Q2 14/15: 16 actions yet to be updated.		90%	Number of on tgt/ completed actions	0
										Number of outstanding actions	16




Children's Services Action report

03. Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
C.S.1.1	01. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included	Implement the findings from the review of Locality Forums and Mapping exercise /Examine existing Stage 2 processes to explore and review	31-Mar-2015		50%	Q2 14/15: On Target. Stage 2 meetings are starting to happen in Primary (and happen in Secondary schools) and this has seen a reduction in the number of children being referred to Forums. Discussion are taking place with health colleagues in terms of stage 2 meetings for 0-5 years.
C.S.1.2		Ensure that children requiring permanence options are identified at an early stage and that appropriate plans are in place	31-Mar-2015		50%	Q2 14/15: On Target. Care Inspectorate impressed by work undertaken. Draft policies in relation to Fostering, Kinship, Permanence, Adoption etc all in place. Framework is adapting system, processes, etc to take account of governance and scrutiny. Guidance available to staff – development days will launch -Feb 15. Key Performance Indicators (KPIs) for measuring delay contained in Fostering and Adoption action plans. New Integrated Children's Service Plan will highlight 2-3 KPIs, others to be measured within service plan.
C.S.1.4		Ensure that Midlothian Residential Services provides good quality care and support for young people	31-Mar-2015		50%	Q2 14/15: On Target. Dalkeith House continues to respond to children and families within the community. Residential units recently received a Health Promotion Unit, Tier 2 award.
C.S.1.5		Review Integrated Children's Services Plan (ICSP) priorities to ensure that they meet current requirements	31-Mar-2015		25%	Q2 14/15: On Target. GIRFEMC priorities within the Single Midlothian Plan consulted through Citizen's Panel and community organisations. Multi-agency Community Planning day on 9th October. Paper to go to October GIRFEMC Board regarding relationship between GIRFEMC thematic plan and Integrated Children's Services Plan and priority setting over the short, medium and long term.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
C.S.1.6	01. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included	Ensure that new Self directed Support Worker engages with children, young people and their families	31-Mar-2015		50%	Q2 14/15: On Target. Children's Services continue to work to integrate processes and systems for transforming services. Development day on 2nd October 14 on outcomes focussed assessment.
C.S.1.7		Provide a range of opportunities to involve children, young people and their families in the Integrated Children's Services Plan	31-Mar-2015		50%	Q2 14/15: On Target. Kids In Care Krew (KICK/Corporate Parenting Group) Discuss ways to develop website with young people. Who Cares Scotland have met with Family Placement Team re targeting children in foster care.
C.S.1.8		Through the ICSP (Integrated Children's Service Plan) identify opportunities to tackle inequalities through building Community, workforce and partners	31-Mar-2015		100%	Q1 13/14: Complete. The Equality Outcome and Mainstreaming Report details priorities that have impacted on areas of need.
C.S.1.9		Support the GIRFEMC sub-groups delivery of priorities as outlined in the Integrated Children's Service Plan	31-Mar-2015		50%	Q2 14/15: On Target. The GIRFEMC sub-groups have action plans which expand the high level actions from the Single Midlothian Plan and Inspection Reports. The sub-groups report back to the GIRFEMC Board which then report back to the Community Planning Working Group and Board.
C.S.2.2	02. SMP GIRFEC - Improve outcomes for children and young people by continuing to implement 'Getting it Right for Every Child' and putting in place changes required by the laws which go with it.	Ensure that appropriate staff fulfil obligations as named persons and lead professionals	31-Mar-2016		50%	Q2 14/15: On Target. No change in terms of Lead Person role. John Thomson is leading meetings with schools, Family Support Team Leaders about roll out of Named Person.
C.S.3.1	03. SMP GIRFEC - Support children and young people to manage risk taking behaviour	Ensure that all young people, where alcohol or drugs has been identified as an issue, have a Stage 3 plan	31-Mar-2015		50%	Q2 14/14: On Target. Young people using legal highs has emerged as an area of concern. We are however working closely with the public protection team in raising this issue and have established good working relationships with our colleagues in the drug agencies, police, community safety and relevant others to try and address the concerns and manage where possible the risks within our communities.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
C.S.3.2	03. SMP GIRFEC - Support children and young people to manage risk taking behaviour	Support children affected by parental substance misuse through inter-agency working	31-Mar-2015		50%	Q2 14/15: On Target. The Substance Misuse Service Group continues to meet and we are working on extending the range of referral agencies.
C.S.5.1	05. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Work with schools and colleges to improve attainment for Looked After Children and young people.	31-Mar-2015		50%	Q2 14/15: On Target. -Corporate Parenting Strategy complete; -Child friendly version of this strategy underway; -Through Care After Care – more multi-agency places for people worker; -Through Care Nurse collocated in team.
C.S.5.2		Continue to deliver the Corporate Parenting programme	31-Mar-2015		50%	Q2 14/15: On Target. See C.S.5.1
C.S.5.3		Ensure that all Looked After and Accommodated Children (LAAC) are linked with appropriate transition supports	31-Mar-2015		50%	Q2 14/15: On Target. 100% of LAAC have appropriate transition; all are known to TCAC team.
C.S.6.1		06. Protecting Midlothian's Children	Ensure that all children & young people at stage 3 support have an assessment and care plan appropriate to their needs	31-Mar-2015		50%
C.S.6.2	Ensure that we provide robust stage 3 supports to prevent young people being accommodated in secure provision		31-Mar-2015		50%	Q2 14/15: On Target. However, we have placed 3 youngsters in secure care in recent weeks (linked to C.S.3.1). All young people in this category are closely reviewed through LAAC processes.
C.S.7.1	07. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Ensure that services commissioned by Children's Services have block contract or Service Level Agreement (SLA) in place	31-Mar-2015		25%	Q2 14/15: On Target. A review of services delivered and procured has commenced and a project manager appointed following resourcing issues.
C.S.7.2		Continue to improve in all inspection areas	31-Mar-2015		100%	Q3 13/14: Complete. Staff development programme and plan in place regarding recent Integrated Children's Services inspection.







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
C.S.7.3	07. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Co-ordinate preparation for internal and external inspections and audits	31-Mar-2015		50%	Q2 14/15: On Target. The Performance and Planning team played an integral part in the preparation of the multi-agency inspection of children's services and the response to feedback. An action plan has now been produced, following the inspection report, which has been integrated into service plans and GIRFEMC sub-group plans.
C.S.7.5		Continue to raise qualification levels of staff	31-Mar-2015		50%	Q2 14/15: On Target. Ongoing as part of Care Inspection.
C.S.7.6		Deliver ongoing staff training and development to target specific areas as identified by the care inspectorate	31-Mar-2015		50%	Q2 14/15: On Target. We remain committed to improving practice with reference to report-writing, assessments, compiling chronologies and developing outcome focused care plans. The most recent staff development day was on outcome focussed assessments.







Children's Services PI Report



03. Service Priorities



PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
C.S.1.2b	01. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included	The length of time from a child becoming Looked After to recommendation for permanence	N/A	N/A	N/A	N/A			Q2 14/15: Mechanisms in place for process to be recorded within framework which should enable this indicator to be reported on in Q3.	24	
C.S.1.4a		Number of children and young people that staff from Residential Services support that prevents them being accommodated	2	1	0	24			Q2 14/15: On Target. Midlothian Residential Services have a number of links with care leavers. Dalkeith House continue to support up to 24 young people in local community	40	No formal benchmark available.
C.S.1.7a		No of children and young people directly involved in the Partnership (through attendance at meetings or through subgroup activity with children and young people)	2	N/A	6	6			Q2 14/15: On Target.	4	

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
C.S.1.9a	01. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included	Percentage of outcomes in the GIRFEMC plan that have been delivered or are on target to be delivered	100%	100%	N/A	100%			Q2 14/15: On Target.	80%	No formal benchmark available.
C.S.3.1a	03. SMP GIRFEC - Support children and young people to manage risk taking behaviour	Percentage of young people with serious substance misuse that have a stage 3 plan	100%	100%	100%	100%			Q2 14/15: On Target.	100%	No formal benchmark available.
C.S.5.1a	05. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Percentage of young people ceasing to be looked after at home, who achieved at least one SCQF level 3 or better (English or Maths)	75%	N/A	N/A	N/A			Q2 14/15: This indicator will be reviewed to change more appropriate and relevant wording.	85%	
C.S.5.1b		Percentage of young people ceasing to be looked after away from home, who achieved at least one SCQF level 3 or better (any subject)	65%	N/A	N/A	N/A			Q2 14/15: This indicator will be reviewed to change more appropriate and relevant wording.	85%	







PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
C.S.5.1c	05. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Percentage of young people ceasing to be looked after at home, who achieved at least one SCQF level 3 or better (any subject)	75%	N/A	N/A	N/A			Q2 14/15: This indicator will be reviewed to change more appropriate and relevant wording.	85%	
C.S.5.1d		Percentage of young people ceasing to be looked after away from home, who achieved at least one SCQF level 3 or better (English or Maths)	65%	N/A	N/A	N/A			Q2 14/15: This indicator will be reviewed to change more appropriate and relevant wording.	85%	
C.S.5.3a		Number of new referrals to MARG (Multi Agency Review Group)	1	0	0	0			Q2 14/15: On Target.	6	No formal benchmark available.
C.S.7.1a	07. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Percentage of service providers with block contracting arrangements with SLAs/contracts	N/A						Q2 14/15: Data will be available in Q4.	85%	No formal benchmark available.
C.S.7.1b		Percentage of providers with SLAs with contract monitoring framework	N/A						Q2 14/15: Data will be available in Q4.	86%	No formal benchmark available.
C.S.7.1c		Percentage of commissioned services with SLAs	N/A						Q2 14/15: Data will be available in Q4.	80%	

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
C.S.7.2a	07. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Percentage of the HMIe Main Areas for Improvement addressed to a satisfactory level	N/A						Q2 14/15: Data will be available in Q4.	100%	No formal benchmark available.
C.S.7.4a		Percentage of Children's Hearing system reports submitted within target time	N/A	85%	N/A	N/A			Q2 14/15: Data not received.	85%	
C.S.7.4b		Percentage of children seen by a supervising officer within 15 days	82.75%	50%	64%	72%			Q2 14/15: Off Target. 5 out of 18 off target: 2 were delayed due to re-allocation, 2 did not have the 1st contact episode updated so the date was taken from the 1st case note after the hearing.	75%	
C.S.7.5b		Percentage of newly qualified staff who complete their Year 1 training	N/A	N/A	N/A	N/A			Q2 14/15: Data will be available in Q4.	100%	
CF.LPI.02		06. Protecting Midlothian's Children	Child Protection: % of Initial Case Conferences held within 21 days of date of referral	76.75%	68.5%	94%	100%			Q2 14/15: On Target.	85%
CF.LPI.03	Child Protection: % of Review Case Conferences held within 3 months of previous Initial or Review Case Conference		98.9%	98%	94%	80%			Q2 14/15: Off Target. Staff bereavement led to some meetings being delayed; Head of Service was informed.	100%	Benchmark 100%
CF.LPI.05	Child Protection: % of Core Group meetings held within 15 days for Initial		63%	N/A	41%	100%			Q2 14/15: On Target.	100%	

Service Priorities relating to the Single Midlothian Plan

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
SMP.G.C.5.2a	01. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included	Increase the number of self directed support service users	19.75	23	19	24			Q2 14/15: On Target.	25	

04. Local Government Benchmarking Framework

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CHN08a		The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week		N/A	N/A	N/A			Q2 14/15: Data will be available in Q4.		2011/12 Rank 7
CHN08b		The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	N/A	N/A	N/A	N/A			Q2 14/15: Data will be available in Q4.		2012/13 Rank 18
CHN09		Balance of Care for looked after children: % of children being looked after in the Community	91%	N/A	70%	68.5%			Q2 14/15: No target set.		2011/12 Rank 26