

Children's Services Performance Report 2017/18



Progress in delivery of strategic outcomes

Over the past year we aimed to improve outcomes for our looked after children. **The PACE programme** (Permanence and Care Excellence) has supported us in beginning to achieve this outcome, as part of our improvement plan developed in October 2017, we are now tracking all children accommodated under the age of 12 and ensuring they have a permanence plan within seven and half months of being accommodated. This will ensure there is no drift in their planning. The work shall be evaluated by an external agency in October 2018 and any learning from this shall be shared with workers and an action plan devised.

Within our residential services we were keen to make both purpose built houses in Woodburn and Penicuik into 5 bedroomed. This work is almost complete and the next stage of planning will consider how we continue to improve outcomes for our 12+ population of looked after children. We opened a new house in Woodburn Terrace for two young people with severe and complex needs. The house is run by Action for Children staff but the concept of ensuring that children remain within Midlothian was at the forefront of planning this new and innovative proposal.

Following the service review we relocated to new premises in Eskdail Court which is an open plan building on two floor where all children services staff work alongside each other. There are additional computer terminals within the building that allow managers in other parts of the service and colleagues from other agencies to also work in our premises thereby building more positive relationships and gaining a greater understanding of each other's roles.

An aim of The Champions Board over this year was to increase attendance of young people at the fortnightly meetings and to evidence that young people's views are influencing policy and change not only within children's services but the council as a whole and with our partner agencies. Our numbers are increasing and also include children and young people who are cared for by kinship carers and those who have left our service but continue to receive support via this group. There are lots of good pieces of work coming from these meetings and evidence that young people's views are being heard. Colleagues in housing, sports and leisure and the children's reporter's office are changing policy and guidance on the back of requests from young people.

Hawthorn Children's Centre began partnership working with Surestart in August 2017 where they moved two members of staff to Surestart premises in Penicuik and offered families who would normally travel to Hawthorn, the opportunity to remain locally with support. This has proven to be very successful with children attending more regularly at their local centre. Another area is now being considered within Midlothian to take the learning from this pilot forward.

The numbers of children and young people looked after away from home has decreased over the past year as has the number of children who have been placed on the child protection register. These are both positive trends and support our early intervention and prevention strategy of working with families intensively when an issue arises to de-escalate a crisis and provide proportionate and additional support when required.

Training and Development: Over the past year all children's services staff have been trained in motivational interview skills which will ensure a level of consistency in how we engage with children and their families across the service.

Mental Health Sub Group – In order to improve outcomes for children and young people a sub group from the GRIFEC board has been established and looking at ways how we can ensure that children and young people who experience mental health issues can get support at a much earlier stage. Young people are part of the sub group and very much there to advise and inform us what works and what we need to improve on.

Scottish Child Abuse Inquiry Team and Claims Team: Both teams are well established with the inquiry team responding to the nine Sct 21 requests over the past year. The claims team have now set up templates and a protocol on how we shall manage any future claims. Training is about to be rolled out to all relevant staff to so that they can support and sign post anyone who wishes to make a claim.

Emerging Challenges and Risks

Children's services continue to have high numbers of young people who require secure care. This is a concern both from a financial perspective but more importantly in relation to improving outcomes for a young person secure care does not necessarily produce long term improvement in a young person's behaviour or circumstances. This area of work shall be a priority for 18/19.

There were 4720 referrals into children's services in 17/18 which is a 1% decrease however there was a 3% increase in child protection referrals from 507 in 16/17 to 524 in 17/18 and a 5% increase in allocated cases to workers over the year. These statistics would suggest that whilst referrals are slightly down on the previous year the referrals that are being made into the service are mostly at a level that would warrant more intensive levels of intervention and assessment.

There has been a 28% increase in the number of children looked after at home over the past year. The reasoning for this is that we are using the children's reporter to monitor cases where the next level of intervention is to remove children from their families. Therefore this increase is again further evidence that we do not remove children unless every other form of intervention has been exhausted. This area of work has also been highlighted as a priority for 18/19.

The budget position remains an ongoing challenge and the need to ensure we have adequate resources within Midlothian to ensure that where possible no child or young person needs accommodated or schooling out-with Midlothian continues to be a key priority. We continue to work in partnership with Education, Health and Police Scotland our key partners in promoting this ethos.

For children and young people who have a disability we are continuing to work with parents and partner agencies around developing a menu of options for families over holiday time. Since the closure of the summer play scheme at Saltersgate in 2016 we have undertaken consultation with parents via VOCAL to gain their views around what type of resources they would want going forward. The outcome of the consultation was that there was no one resource that parents identified therefore we are working in partnership with agencies to identify supports for families.

Children's Services PI summary 2017/18

Outcomes and Customer Feedback

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18			Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	35	4	15	19	33		17/18: Decrease in overall numbers on 16/17.			
	Average time in working days to respond to complaints at stage 1	0.67	0	4	1.6	3		17/18: Off Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		5	Number of complaints complete at Stage 1 4
	Average time in working days to respond to complaints at stage 2	11.5	18.75	13.23	15.64	18.33		17/18: On Target Work is ongoing within the service and with Complaints Officer. Information in 18/19 will be checked on a monthly basis.		20	Number of working days for Stage 1 complaints to be Completed 12
	Percentage of complaints at stage 1 complete within 5 working days	66.67%	100%	100%	60%	50%		17/18: Off Target Complexity of complaints has meant timescales haven't been met in some instances.		95%	Number of complaints complete at Stage 2 27
	Percentage of complaints at stage 2 complete within 5 working days										Number of working days for Stage 2 complaints to be Completed 495
	Percentage of complaints at stage 2 complete within 20 working days	85.71%	100%	84.62%	85.71%	70.37%		17/18: Off Target Complexity of complaints has meant timescales haven't been met in some instances.		95%	Number of complaints complete at Stage 1 4 Number of complaints at stage 1 responded to within 5 working days 2
										Number of complaints complete at Stage 2 27 Number of complaints at stage 2 responded to within 20 working days 19	

Making the Best Use of our Resources

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18			Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note			
02. Manage budget effectively	Performance against revenue budget	£15.431m	£14.936m	£15.010m	£15.323m	N/A		17/18: Finance data will be presented to the Council in June 2018.		£14.688m	
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	7.40	3.34	5.20	8.33	10.79		17/18: Off Target Target revised to match previous year. This is a priority area which as a service we are addressing to reduce our absence management statistics.		7.40	Number of days lost (cumulative) 1,551.32
											Average number of FTE in service (year to date) 143.82

Corporate Health

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	100%	100%	100%	100%	100%		17/18: On Target		90%	Number of service & corporate priority actions	7
												Number of service & corporate priority actions on tgt/completed
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	96%	99%	99%	99%	98%		17/18: On Target		95%	Number received (cumulative)	10,998
												Number paid within 30 days (cumulative)
06. Improve PI performance	% of PIs that are on target/ have reached their target.	77.78%	100%	100%	100%	100%		17/18: On Target		90%	Number on tgt/complete	16
												Total number of PI's
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	0%	100%	100%		17/18: No High risks currently within Childrens service.		100%	Number of high risks reviewed in the last quarter	0
												Number of high risks

Improving for the Future

Priority	Indicator	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%	0%	0%	0%	0%		17/18: Off Target Work is ongoing to finalise policies and processes for completion of the "Self Directed Support" audit actions. Meetings with Audit to look at amending actions and extending deadlines for completion have been scheduled.		90%	Number of internal/external audit actions on target or complete	0
												Number of internal/external audit actions in progress

Children's Services Action report 2017/18



Service Priorities













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.S.01.02	01. Children and young people are supported to be Healthy, happy and reach their potential	Implement the changes outlined in the Children & Young People (Scotland) Act 2014, in relation to the Named Person provision.	31-Mar-2018		100%	17/18: Complete Government legislation is being monitored and changes will be put into practice as and when new duties come into force.
CS.S.01.03		Increase opportunities to work in collaboration with partners, identify opportunities to work with voluntary agencies and local community groups, including resource- sharing and co-location	31-Mar-2018		100%	17/18: Complete Hawthorn Sure Start pilot in place.
CS.S.02.03	02. All care experienced children and young people are being provided with quality services	Continue to promote active participation from our care experienced young people and to promote the work of the champions board through mentoring/work experience & leadership work	31-Mar-2018		100%	17/18: Complete Survey circulated and continued. Champions fortnightly meetings. MOMO (Mind Of My Own) app training being rolled out to workers, with system start due in April 18.
CS.S.02.05		Implement alternative care arrangements for those young people who are at risk of secure care.	31-Mar-2018		100%	17/18: Complete We continue to utilise all possible alternatives to secure care.
CS.S.02.06		Improve opportunities for Care Exp Young People to feed back their experiences in foster care, Midlothian residential services & Kinship care	31-Mar-2018		100%	17/18: Complete Questionnaires have been completed and analysis passed to service leads.
CS.S.03.04	03. Inequalities in learning outcomes have reduced	Improve educational outcomes of our looked after at home children.	31-Mar-2018		100%	17/18: Complete Information on Secondary attainment shows an increase in Tariff score for CEYP leaving School in 16/17. Information on Primary attainment will be gathered in line with all primary attainment in Q1 18/19.
CS.S.04.01	04. Disability	Establish a transition policy for children and young people who have severe and complex needs	31-Mar-2018		100%	17/18: Complete Draft policy in place. Working group established to take forward progress.

Children's Services PI Report 2017/18



Service Priorities

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CS.S.01.02a	01. Children and young people are supported to be Healthy, happy and reach their potential	Establish a named person service	100%	25%	50%	75%	100%			17/18: On Target The Named Person legislation rollout has been delayed until 2018, work will continue for implementation and take account of any changes to the legislation.	100%	
CS.S.02.03b	02. All care experienced children and young people are being provided with quality services	Ensure ongoing scrutiny of Life Changes Trust Plan and anything off target is reported to GIRFEMC	New for 17/18	25%	50%	75%	100%			17/18: On Target Regular (Quarterly) updates on targets and progress are reported through the GIRFEC Board.	100%	
CS.S.02.03c		number of people attending young champions group meeting	10	N/A	5	5	11			17/18: Data Only		
CS.S.02.05a		Number of young people in secure care over the year period	2	1	1	3	2			17/18: Data Only		
CS.S.02.05b		Number of YP issued with a Movement Restriction Order Target	New for 17/18	2	2	2	0			17/18: On Target	2	

PI Code	Priority	PI	2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CS.S.02.06a	02. All care experienced children and young people are being provided with quality services	Increase service user feedback	New for 17/18	N/A	N/A	75%	100%			17/18: On Target Momo (Mind of my own) application will go live in April 2018 allowing users to feedback and give opinions on ongoing service. LAC/LAAC survey has been completed.	100%	
CS.S.03.04a	03. Inequalities in learning outcomes have reduced	Average total tariff score for 16 year old Care Experienced Younger People	167	N/A	169.4	N/A	169.4			17/18: Data Only Information from Insight shows the Complimentary tariff score has increased from 167 to 169.4.		
CS.S.03.04b		Number of CEYP continuing into 5th & 6th year.	17	N/A	10	10	10			17/18: Data only The 17/18 School roll shows 9 CEYP in S5 and 1 in S6.		
CS.S.03.04c		Number of CEYP are on part time timetables	New for 17/18	N/A	11	11	11			17/18: Data only The 17/18 School roll shows 11 CEYP students on a part time timetable.		
CS.S.03.04d		Percentage of exclusion relate to CEYP over the school year – how many days?	New for 17/18	N/A	4.3%	6.2%	6.8%			17/18: Data only Information from SEEMIS shows 6.8% of exclusion incidents in the first 2 terms of the 17/18 School year were CEYP.		
CS.S.04.01a	04. Disability	Reduction in usage of external resources on an unplanned basis	New for 17/18	N/A	N/A	N/A	N/A			17/18: Data not currently available We are currently building a report to monitor the use of external disability resources.		

Published Local Government Benchmarking Framework - Children's Services



Children's Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
CHN8a	Corporate Indicator - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£1,832.42	£2,404.40	£2,758.88	£2,465.38	£1,912.26	£2,951.54	£2,721.84	16/17 Rank 8 (Top Quartile) 15/16 Rank 10 (Second Quartile) 14/15 Rank 1 (TOP Quartile)
CHN8b	Corporate Indicator - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	£256.05	£324.29	£270.30	£251.90	£313.99	£319.83	£327.09	16/17 Rank 19 (Third Quartile) 15/16 Rank 21 (Third Quartile) 14/15 Rank 23 (Third Quartile)
CHN9i	Balance of Care for looked after children: % of children being looked after in the Community (LGBF)	88.41%	87.32%	91.25%	91.91%	87.45%	90%	89.19%	16/17 Rank 15 (Second Quartile) 15/16 Rank 15 (Second Quartile) 14/15 Rank 20 (Third Quartile)
CHN22	Percentage of child protection re-registrations within 18 months	New for 2012/13		18%	14%	11%	14%	8%	16/17 Rank 23 (Third Quartile) 15/16 Rank 29 (Bottom Quartile). 14/15 Rank 28 (Bottom Quartile).
CHN23	Percentage LAC with more than 1 placement in the last year (Aug-July)	New for 2011/12	21.74%	20.2%	18.45%	24.71%	14.8%	26.25%	16/17 Rank 25 (Bottom Quartile). 15/16 Rank 4 (Top Quartile). 14/15 Rank 20 (Third Quartile).