

Progress in delivery of strategic outcomes

'Our vision is to improve families' lives by giving them the support they need, when they need it'

Children's Services have shown improvement throughout 2018/19 and it is our intention to improve on this. Inspection reports and performance data evidence improvement in many areas of work which in turn is improving the outcomes for most of our children and young people within Midlothian.

Permanence and Care Excellence Programme (PACE)

Scottish Government and the Centre of Excellence for Looked After Children view the level of change and improvement for Midlothian's most vulnerable children as a great achievement and have requested that we continue to be part of the PACE programme; and continue to share our learning with other Councils. We have already identified 4 further aims, which are being taken forward as separate work streams. Interestingly, the number of children in PACE has increased although whether this is due to sibling groups or other factors is still to be determined. The outcomes from this programme will not be fully realised for a few years, when we can then determine if the decisions we made were sustained and improved the outcomes for children, young people and their families.

Mental Health

We have now completed the 100-day challenge where in partnership with Nesta and Healthcare Improvement, Scotland's Improvement Hub they supported Midlothian to catalyse their efforts to test ideas to improve the mental health and wellbeing of children and young people. The challenge involved 19 organisations including Midlothian Council staff, NHS Lothian, 3 schools and colleges, 11 voluntary sector and community groups, Police Scotland and Skills Development Scotland. This included 42 team members and 21 local leaders including elected members but more importantly it also involved 175 children, young people and their families. The final report identified recommendations, evidence and requests to the leadership group around the sustainability of continuing the learning from the tests of change and empowering staff to continue to identify further tests of change to test out new ideas.

Participation

The Champions board continue to be a big success and recently held a successful care experienced event in Newtongrange, which seen 84 young people and 95 parents/carers/staff in attendance.

Child Protection:

During Q1 reporting we had 42 children (25 families) on our child protection register which equates to 2.4 per 1000 of the population compared with the national rate of 2.9. This figure has decreased from the last quarter and is below the national average. Nationally there has been a 3% increase in the number of child protection registrations from 2017, however within Midlothian there has been 25% decrease since 2017.

The implementation of the Safe and Together model continues with training of all staff being rolled out.

Looked after away from Home

There are 154 children and young people looked after away from home both in and out-with Midlothian. This number is higher than the previous quarter (139 children & young people). The current rate per 1,000 of young people looked after in Midlothian is 7.7 which remains well below the national of 10.6. Nationally there has been a 1% decrease from 2017 to 2018 in the number of children and young people looked after away from home, within Midlothian there has been a 2% decrease.

Looked after at home

There are 61 children and young people looked after at home. This is a reduction of 20 children from Q4 which a high percentage can be attributed to being reviewed and the development of a plan which no longer requires them to be on Compulsory Supervision Order at home. They have all been reviewed by the Interim Independent reviewing officer. The current rate per 1,000 of young people looked after at home in Midlothian is 3.1 which is lower than the national rate of 3.7. Nationally there has been a significant reduction of children looked after at home (26% reduction from 2008 - 2018) Within Midlothian this number has also decreased by 26%.

After August 2019, we will no longer have a dedicated reviewing officer for LAC at home. Instead, this work will be absorbed by the existing 2 FTE Independent Reviewing Officers posts.

Scottish Child Abuse Inquiry

The team continues to work hard to ensure that we continue to meet deadlines with our submissions. To date we have had 21 Section 21 requests.

Whole Systems Funding

We have secured funding from Scottish Government to strengthen our existing early intervention approach to youth offending with a focus on training. The funding will also be used to continue to develop supports and interventions.

Young Carers Service

Following the decommissioning of Children1st, we are in the process of developing an internal young carer's service in partnership with a number of 3rd Sector providers across the Local Authority.

LAAC Educational Attainment Funding

We have secured LAC educational funding for another year. This funding will be used to recruit a part time Educational Physiologist with a remit for all looked after children. We are also in the process of recruiting support workers to focus on the LAC at home with a view to increasing attainment. The number of people looked after at home in Midlothian is 3.1 which is lower than the national rate of 3.7. Nationally there has been a significant reduction of children looked after at home (26% reduction from 2008 - 2018) Within Midlothian this number has also decreased by 26%

Challenges and Risks

Young People with complex Needs

Children's Services budget continues to remain a significant and ongoing challenge. This is as a result of several factors, such as secure care, young people who require a high level of specialised care and who have severe and complex needs and those young people who are 16+ and require somewhere to live. These 3 work streams are complex and difficult to plan for and all of them require significant amounts of funding.

Young people with severe and complex needs often come into care around 14/15 years of age when their parents despite their best intentions can no longer offer them adequate care due to their increased needs. To date we have opened two additional houses to accommodate 5 young people who cannot live independently and shall require ongoing support. We have commissioned two different agencies to provide their package of care and support. As a result of continuing care legislation this means that the 5 young people will have the right to reside in these houses until the age of 21.

Young People in Secure Care

We currently have one young person in secure care.

Residential Care Homes

We have our two residential houses in Woodburn and Lady Brae at Gorebridge. We continue to develop our continuing Care policy in line with the duties of the 2014 Act. Trying to accommodate 16-21 year old young people in both residential care and foster care is proving to be an ongoing challenge. As stated previously the impact on resources in terms of meeting the needs of younger children who require to be accommodated whilst making sure our young people are 'staying put' continues to pose a professional dilemma.

Continuing Care

The challenges of Continuing Care are significant and we are liaising with our own housing department, other local authorities and Scottish Government to identify a model that supports young people who are 16+ however as a result of their chaotic lifestyles are unable to continue residing with their foster carer, in their residential house or in homeless accommodation. Whilst legislation through the 2014 Act promotes continuing care the reality is very different. We are looking at various different models.

Suggested changes to priorities in Service Plan

Q1 19/20: No Changes

Children Services



Successes and Challenges

Corporate Performance Indicators (latest)

● 2 ✓ 11 ? 0 📄 6

Corporate PIs Off Target as at 31st July 2019

PIs ● 2

Percentage of complaints at stage 2 complete within 20 working days

% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)

Key PIs
 ● Off Target
 ✓ On Target
 📄 Data Only Indicator
 ? Data is not yet available

Service Plan Actions (latest)

▲ 0 ✓ 7 ? 0

Service Plan Actions Off Target as at 31st July 2019

Actions ▲ 0

No Off Target Actions

Key Actions
 ▲ Off Target
 ✓ On Target/Complete
 ? Data is not yet available

Service Plan PIs (latest)

● 1 ✓ 4 ? 0 📄 6

Service Plan PIs Off Target as at 31st July 2019

PIs ● 1

Measure the increase in number of care experienced young people going to college/university/employment

Key PIs
 ● Off Target
 ✓ On Target
 📄 Data Only Indicator
 ? Data is not yet available

Service Risks (latest)

▲ 3

High Risks as at 31st July 2019

Risks ▲ 0

3 Risks at Medium and 0 Risks are high

Key Risks
 ▲ High Risk / Medium Risk
 ? Data is not yet available

Children's Services PI summary 2019/20



Making the Best Use of our Resources

Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£15.722m	£16.101m	£15.753m		Q1 19/20: On Target. Whilst Q1 reporting is reporting an underspend, this is early days within the financial year and there remain significant challenges ahead. We shall therefore continue to monitor and scrutinise our high spend areas of work.				
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.32	2.80	2.08		Q1 19/20: On Target Managers are committed to supporting staff at work and adjusting workload as and when appropriate. Absence management is undertaken by all managers to support staff to return to work with relevant supports in place.		9.00	Number of days lost (cumulative)	246.13
	Average number of FTE in service (year to date)									118.61

Corporate Health

Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
03. Complete all service priorities	% of service priorities on target / completed, of the total number	100%	100%	100%		Q1 19/20: On Target		90%	Number of service & corporate priority actions	7
									Number of service & corporate priority actions on tgt/completed	7
04. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98%	99%	99%		Q1 19/20: On Target		95%	Number received (cumulative)	2,516
									Number paid within 30 days (cumulative)	2,494
05. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	80%	80%	85.7%		Q1 19/20: Off Target Off Target indicator for LAC/LAAC positive destinations is an aspirational target.		90%	Number on tgt/complete	4
									Total number of PI's	7
06. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		Q1 19/20: No High risks currently within Childrens service. All risks have been reviewed.		100%	Number of high risks reviewed in the last quarter	0
									Number of high risks	0

Improving for the Future

Priorities	Indicator	2018/19	Q1 2018/19	Q1 2019/20				Annual Target 2019/20	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
07. Implement improvement plans	% of internal/external audit actions progressing on target.	100%	100%	100%		Q1 19/20: On Target		90%	Number of internal/external audit actions on target or complete	2
									Number of internal/external audit actions in progress	2



Children Services Complaints Indicator Summary

Commitment to valuing complaints



Indicator	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20
	Value	Value	Value	Status	Note	
Number of complaints received (cumulative)	41	9	15		Q1 19/20: Data Only	
Number of complaints closed in the year	40	8	12		Q1 19/20: Data Only	
Number of complaints upheld (cumulative)	5	3	5		Q1 19/20: Data Only	
Number of complaints partially upheld (cumulative)	18	0	2		Q1 19/20: Data Only	
Number of complaints not upheld (cumulative)	17	3	4		Q1 19/20: Data Only	
Average time in working days to respond to complaints at stage 1	4	0	5		Q1 19/20: On Target	5
Average time in working days to respond to complaints at stage 2	14.86	15.67	16.86		Q1 19/20: On Target	20
Average time in working days for a full response for escalated complaints	18.47	18.8	13.25		Q1 19/20: On Target	20
Percentage of complaints at stage 1 complete within 5 working days	75%	100%	100%		Q1 19/20: On Target	95%
Percentage of complaints at stage 2 complete within 20 working days	80.95%	87.5%	71.43%		Q1 19/20: Off Target Percentage of complaints at stage 2 complete within 20 working days is actually 100% for Children's services. This is due to an error in the system whereby 21 days was allocated to two complaints instead of 20 days. Had this error not occurred, it would have resulted in both being recorded as late by one day.	95%
Percentage of complaints escalated and complete within 20 working days	60%	60%	100%		Q1 19/20: On Target	95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (cumulative)	4	0	0		Q1 19/20: Data Only	

Children's Services Action report 2019/20


01. All care experienced children and young people are being provided with quality services


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.P.1.1	To ensure that we communicate the role as corporate parents to CPP, Councillors and partners	31-Mar-2020		25%	Q1 19/20: On Target A new 3-year plan is being developed for March 2020 which will measure the number of corporate events and training sessions rolled out over the next 3 years which shall promote the role of Corporate Parent.
CS.P.1.2	Implement alternative care arrangements for those young people who are at risk of secure care	31-Mar-2020		25%	Q1 19/20: On Target Children's Service are identifying potential plots where we could build whilst also considering other vacant premises.

02. Inequalities in learning outcomes have reduced


Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.P.2.1	Improve educational outcomes of our looked after children (LAC/LAAC & Kinship) through joint work with Education	31-Mar-2020		25%	Q1 19/20: On Target We have secured a further years funding from Scottish Government to improve attainment levels for both LAC & LAACAAC. A plan is being developed for the coming year around how we shall utilise this additional resource and evidence improvement.
CS.P.2.2	Develop a strategy that supports care experience young people into further education and independent living.	31-Mar-2020		25%	Q1 19/20: On Target This is linked to Continuing Care and after care approaches which are currently being developed

03. Children and young people are supported to be Healthy, happy and reach their potential

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.P.3.1	Improve early intervention actions for Children & Young people accessing support for Mental Health issues	31-Mar-2020		25%	Q1 19/20: On Target This is linked to the dedicated Mental Health and Wellbeing Group and 100-day challenge recommendations. Test of Change is focusing on supporting the development of Trauma informed schools. Midlothian Sure Start are leading on this, working with partners including Homelink Family Support and Play therapy base.

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.P.3.2	Working in partnership increase early intervention activities for Children 0-11	31-Mar-2020		25%	<p>Q1 19/20: On Target This is linked to other developments such as:-</p> <ul style="list-style-type: none"> • Future of Hawthorn • LAC attainment • Youth Justice finding

04. Disability

Code	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CS.P.4.1	Establish a transition policy for children and young people who have severe and complex needs	31-Mar-2020		25%	<p>Q1 19/20: On Target Children service, education and adult services meeting to gather data and analyse finding to ensure we have a provision/service for young people who have severe and complex needs post 16.</p>

Children's Services PI Report 2019/20













01. All care experienced children and young people are being provided with quality services



PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20	Benchmark	
		Value	Value	Value	Status	Short Trend			Note
CS.P.1.1a	Provide corporate parenting training events	N/A	N/A	1			Q1 19/20: On Target One training event held June 2019	4	
CS.P.1.1b	Ensure ongoing scrutiny of Life Changes Trust Plan and anything off target is reported to GIRFEMC	100%	25%	25%			Q1 19/20: On Target	100%	
CS.P.1.2a	Monitor the number of Young People issued with a Movement Restriction Order Target	1	0	1			Q1 19/20: On Target	2	
CS.P.1.2b	Monitor the number of young people in secure care over the year	1	1	1			Q1 19/20: Data Only		

02. Inequalities in learning outcomes have reduced




PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20	Benchmark	
		Value	Value	Value	Status	Short Trend			Note
CS.P.2.1d	CEYP exclusion rate (per 1,000) over the school year	7.3%	7.3%	7.4%			Q1 19/20: Data Only		

PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend		
CS.P.2.1a	Average tariff score each Care Experienced Young Person (CEYP) gains	169.4	N/A	169.4			Q1 19/20: Data Only Information from Insight shows the Complimentary tariff score has increased from 167.1 to 169.4.	
CS.P.2.1b	Measure number of CEYP continuing into 5th & 6th year	13	N/A	N/A			Q1 19/20: N/A Information of CEYP 5th and 6th year numbers will be available in Q2.	
CS.P.2.1c	Reduce the number of CEYP are on part time timetables	13	N/A	N/A			Q1 19/20: N/A Information on timetables will be available in Q2	
CS.P.2.2a	Reduction of care experienced young people going into homeless accommodation	27	N/A	N/A			Q1 19/20: Annual Data	
CS.P.2.2b	Measure the increase in number of care experienced young people going to college/university/employment	72.78	76.92	72.78			Q1 19/20: Off Target Baseline data shows 72.28% of Care Experienced Young School leavers were in a positive destination in 17/18. Virtual comparator of 82.72 added as Target for year.	82.72

03. Children and young people are supported to be Healthy, happy and reach their potential

PI Code	PI	2018/19	Q1 2018/19	Q1 2019/20			Annual Target 2019/20	Benchmark
		Value	Value	Value	Status	Short Trend		
CS.P.3.1a	Working in partnership to increase participation of children, young people, parents/carers and families in Mental Health programme developed in Midlothian	N/A	N/A	25%			Q1 19/20: On Target The main objective of the test of change is that, by December 2021, "ten local primary schools will have been supported to become trauma informed communities able to support positive mental health and wellbeing in Midlothian's children and young people". This test of change involves a three-pronged trauma-informed approach in primary schools, namely support to staff, families and the communities.	100%

Children's Services Service Risks

Risk Title	Risk Identification	Risk Control Measure	Risk Evaluation	Related Action	Related action latest note
GIRFEC Children & Young People's (Scotland) Act 2014	Lack of suitable accommodation for those 16+ who are unable to reside with previous foster carers, or in residential houses due their chaotic lifestyle choices. Financial impact upon children's services budget is significant.	Working with Midlothian housing and homeless depts. To consider alternative housing options. Liaising with other LA's to try and identify new ways of working and meeting the demands and needs of this group of young people.		Looking at alternative forms of accommodation for 16-21 year olds who often don't engage well with services.	Q1 19/20: This is an ongoing piece of work that requires support across the council and beyond to ensure we are all meeting our responsibility in relation to corporate parenting
RESOURCES - High costs of external accommodation	The risk relates to the high costs incurred as a result of using external residential or educational placements or external fostering agencies. High risk group are those children and young people with severe and complex needs.	01 - Head of Service is the Chair of MARG -tighter control over referrals and robust scrutiny of all placements. 02 - Ongoing recruitment campaign to recruit new foster carers, respite carers, adopters etc to try and meet the new demands being made upon the service Commission services to provide care and support in houses owned by Midlothian Council		Progress alternatives to External residential accommodation. Ensure joined up working between services ie health, education and children's services to ensure we offer creative local options of support.	Q1 19/20: Liaising with education and adult services around how we better meet the needs of those young people who have severe and complex needs aged 16-21.
Mental Health	CAMHS waiting list continues to grow therefore we require alternative solutions which offer support to children and young people at an earlier stage	5 year funding for the Early Action Group for Mental Health which is working with children and young people to consider tests of change which will support those with mental health at an earlier point of contact		Big Lottery Funding bid secured. Working with health, education, children's services, voluntary sector & young people to see what works and build on this	Q1 19/20: 100 day challenge now complete and test of change identified which have worked and can be rolled out to other parts of the service/ community

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	2017/18	External Comparison
		Value	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)	£2,050.88	£2,656.15	£2,987.57	£2,621.66	£2,007.68	£3,074.23	£2,773.35	£3,735.35	17/18 Rank 22 (Third Quartile) 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)	£286.59	£358.28	£292.72	£266.94	£329.68	£333.16	£333.33	£339.71	17/18 Rank 21 (Third Quartile) 16/17 Rank 19 (Third Quartile) 15/16 Rank 21 (Third Quartile) 14/15 Rank 23 (Third Quartile)
CHN9	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%	90.99%	17/18 Rank 10 (Second Quartile) 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%	7%	17/18 Rank 20 (Third Quartile) 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%	26.18%	17/18 Rank 22 (Third Quartile). 16/17 Rank 25 (Bottom Quartile). 15/16 Rank 4 (Top Quartile). 14/15 Rank 20 (Third Quartile).