# Children's Services, Partnership and Communities Quarter Two Performance Report 2021/22

Midlothian

| 01. Progress in delivery of strategic outcomes |
|:---:|

**Our Vision: All children, young people, adults and families in Midlothian are supported to be the best they can be. This is achieved through a nurturing, respectful and collaborative approach that promotes wellbeing, equity and inclusion.**

Within children's services Q2 has continued to be impacted by Covid and some restrictions, including the increase in number of staff who have had to self-isolate. Staff continue to work on a rota basis within Eskdaill Court until such times that Scottish Government guidance allows for a return of all staff.

There has been a 35% increase in the number of referrals in Q2 in comparison to the same time last year. 20/21 (2761) to 21/22 (3794). Police referrals into the service accounted for 37% of all referrals which is a 6% reduction from last year at this time. 21% of the referrals were for financial assistance a 12% increase from last year. Further work on this area is being undertaken.

**CLLE**
The Communities, Lifelong learning and Employability Service (CLLE) in Q2 have had success with:

- Grants report and new council 3 year funding programme has been launched with successful surgeries
- Summer family learning was well attended and the adult learning programme now offers increased qualification opportunities and more face to face learning blended with online.
- Community groups have responded well to the support and awareness sessions of reopening groups safely.
- Adult family employability support progressing well and digital devices secured through the Connecting Scotland Programme.
- Targeted summer support programme consistent numbers and outcomes
- DOE awards completed
- Youth work offer re-opened in all clusters
- FA all courses started and extra places obtained
- Croft Street Hub partnership work commenced/garden complete
- Young Carers additional funding sourced, allowing additional young people to attend
- 12 plus Marg prevention have secured funding to provide youth club activities for 12 months.
- Kickstart induction process recognised as good practice

Overall the CLLE service is making good progress in reaching our recovery targets and increasing the number of local people we are supporting to improve their skills for learning, life and work.

**UNCRC**
The Supreme Court on Wednesday 6th 2021 **handed down judgment** that the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill was unlawfully made. The Supreme Court rules that the Scottish Parliament did not have the power to pass such legislation. The UNCRC Bill will now return to the Scottish Parliament so the Supreme Court's concerns can receive further consideration. Hopefully, we will see the revised bill make its way through the Scottish Parliament again soon so children's rights across Scotland can be upheld through the UNCRC

**National Child Protection Guidance**
The new National Child Protection Guidance has been published. There is a national implementation group which Midlothian are part of and we have between 18-24 months to fully implement all the actions. Across the Lothian's and with Scottish Borders we are commissioning a person to write local procedures.

**Equity and Inclusion**
The Equity and Inclusion GIRFEC subgroup is well established and a plan has been approved with key areas of work identified: ASN review, attendance and engagement in education; nurture; poverty and attainment and family learning.

**Reducing Poverty**
The income maximisation project has demonstrated that this was a successful pilot which shall continue to be a part of children's services work going forward. This early intervention approach of supporting families to ensure they access the benefits they are entitled to, is a key support in helping families get out of the poverty trap. Covid-19 has

impacted hugely on families financial position and therefore the need to ensure that we continue to offer this service is required to try and reduce the impact of poverty.

## 02. Challenges and Risks

National; Care Service Consultation. This is taking up a significant amount of time to ensure that everyone has the information they require to make an informed decision.

**Impact of Covid-19**
Additional kinship placement and without additional support a risk some placements may break down. The need to prioritise earlier intervention by including families at the earliest point of contact. Family Group Decision Making service requires additional workers to make a difference and improve outcomes that are aligned to the Promise, by ensure all children and young people remain Midlothian with their family and local community.
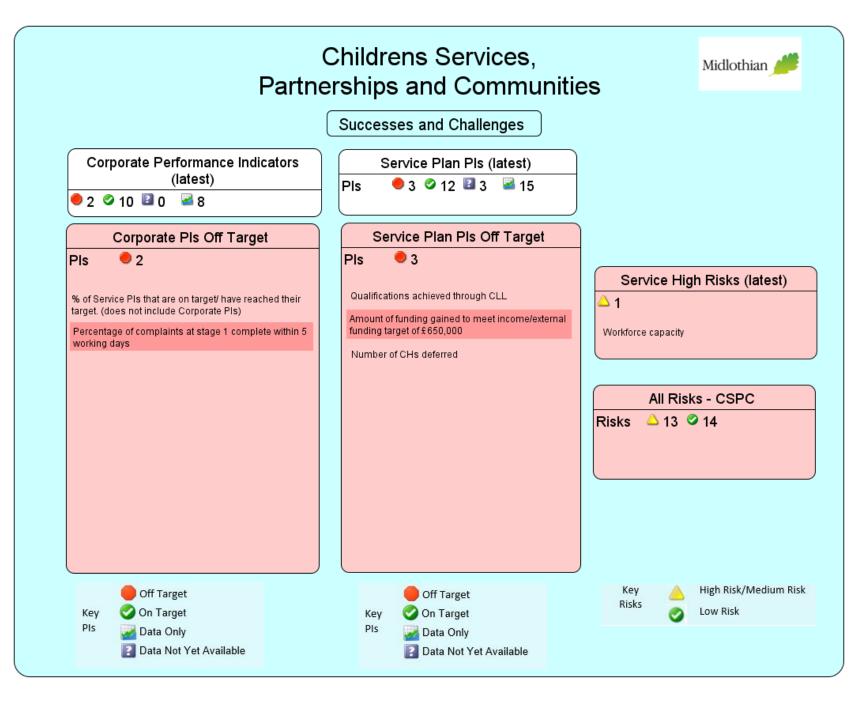
Additional issues around children and young people having access to early mental health support is an area of work being prioritised.

**CLL**
Covid recovery and increasing our engagement with local people is a continual challenge although good progress is being made. Supporting staff to operate within changing circumstances with isolation, etc. is a key priority for the service. Two main barriers exist in terms of increasing our face to face provision for youth work and adult learning these include access to appropriate accommodation with good wifi access. We have identified a new delivery space but this will require additional financial support to make it viable. In addition there are disability access and other practical issues with Penicuik Town Hall which requires a financial investment to address.

**Instrumental Music Service**
Staff have worked creatively to adapt the service to offer remote learning. Whilst SG have made a pledge to ensure that all instrumental music is delivered free and funding has been offered for the first year, a service review will take place in January 2022 to re design a service that meets the needs of the increasing number of children who wish to access this service.

# Childrens Services, Partnerships and Communities

Midlothian

## Successes and Challenges

### Corporate Performance Indicators (latest)

PIs 🔴 2  ✅ 10  ❓ 0  📈 8

### Service Plan PIs (latest)

PIs  🔴 3  ✅ 12  ❓ 3  📈 15

### Corporate PIs Off Target

PIs  🔴 2

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

Percentage of complaints at stage 1 complete within 5 working days

### Service Plan PIs Off Target

PIs  🔴 3

Qualifications achieved through CLL

Amount of funding gained to meet income/external funding target of £650,000

Number of CHs deferred

### Service High Risks (latest)

⚠️ 1

Workforce capacity

### All Risks - CSPC

Risks  ⚠️ 13  ✅ 14

Key PIs
- 🔴 Off Target
- ✅ On Target
- 📈 Data Only
- ❓ Data Not Yet Available

Key PIs
- 🔴 Off Target
- ✅ On Target
- 📈 Data Only
- ❓ Data Not Yet Available

Key Risks
- ⚠️ High Risk/Medium Risk
- ✅ Low Risk

# Childrens Services, Partnership and Communities PI summary

## 01. Manage budget effectively

| Priorities | Indicator | 2020/21 Value | Q2 2020/21 Value | Q1 2021/22 Value | Q2 2021/22 Value | Q2 2021/22 Status | Q2 2021/22 Note | Q2 2021/22 Short Trend | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 01. Manage budget effectively | Performance against revenue budget | £19.773m | £19.402m | £20.615m | £21.066m | ✅ | **Q2 21/22:** On Target | ⬇ | | | |

## 02. Manage stress and absence

| Priorities | Indicator | 2020/21 Value | Q2 2020/21 Value | Q1 2021/22 Value | Q2 2021/22 Value | Q2 2021/22 Status | Q2 2021/22 Note | Q2 2021/22 Short Trend | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 02. Manage stress and absence | Average number of working days lost due to sickness absence (cumulative) | 6.11 | 2.75 | 2.73 | 5.82 | ✅ | **Q2 21/22:** On Target | ⬇ | 9.00 | Number of days lost | 1,214.15 |
| | | | | | | | | | | Number of FTE in service | 208.57 |

## 03. Process invoices efficiently

| Priorities | Indicator | 2020/21 Value | Q2 2020/21 Value | Q1 2021/22 Value | Q2 2021/22 Value | Q2 2021/22 Status | Q2 2021/22 Note | Q2 2021/22 Short Trend | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 03. Process invoices efficiently | % of invoices paid within 30 days of invoice receipt (cumulative) | 98% | 99% | 97% | 98% | ✅ | **Q2 21/22:** On Target | ⬆ | 95% | Number received (cumulative) | 7,173 |
| | | | | | | | | | | Number paid within 30 days (cumulative) | 6,998 |

## 04. Improve PI performance

| Priorities | Indicator | 2020/21 Value | Q2 2020/21 Value | Q1 2021/22 Value | Q2 2021/22 Value | Q2 2021/22 Status | Q2 2021/22 Note | Q2 2021/22 Short Trend | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 04. Improve PI performance | % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs) | 93.75% | 100% | 91.43% | 71.43% | 🛑 | **Q2 21/22:** Off Target 31 of 35 PI targets have been reached, it should be noted that 2 of the indicators have been restricted due to Covid-19 protocols. | ⬇ | 90% | Number on tgt/complete or Data Only | 25 |
| | | | | | | | | | | Total number of PI's | 35 |

## 05. Control Risk

| Priorities | Indicator | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Value | Value | Value | Value | Status | Note | Short Trend | Value | | |
| 05. Control Risk | % of high risks that have been reviewed in the last quarter | 100% | 100% | 100% | 100% | ✅ | **Q2 21/22:** On Target | ▬ | 100% | Number of high risks reviewed in the last quarter | 1 |
| | | | | | | | | | | Number of high risks | 1 |

## 06. Implement Improvement Plans

| Priorities | Indicator | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 | Feeder Data | Value |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Value | Value | Value | Value | Status | Note | Short Trend | Value | | |
| 06. Implement Improvement Plans | % of internal/external audit actions progressing on target or complete this quarter. | 100% | 100% | 100% | 100% | ✅ | **Q2 21/22:** Complete | ▬ | 90% | Number of internal/external audit actions on target or complete | 1 |
| | | | | | | | | | | Number of internal/external audit actions | 1 |

# Children's Services, Partnership and Communities Complaints Indicator Summary

| Commitment to valuing Complaints | | | | | | | |
|---|---|---|---|---|---|---|---|

| Indicator | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | Value | Value | Value | Value | Status | Note | Short Trend | |
| Number of complaints received (quarterly) | 22 | 7 | 6 | 7 | 📊 | **Q2 21/22:** Data Only | ⬆ | |
| Number of complaints closed in the year | 22 | 7 | 5 | 7 | 📊 | **Q2 21/22:** Data Only | ⬆ | |
| Number of complaints upheld (quarterly) | 4 | 3 | 1 | 1 | 📊 | **Q2 21/22:** Data Only | ▬ | |
| Number of complaints partially upheld (quarterly) | 3 | 0 | 2 | 2 | 📊 | **Q2 21/22:** Data Only | ▬ | |
| Number of complaints not upheld (quarterly) | 15 | 4 | 1 | 3 | 📊 | **Q2 21/22:** Data Only | ⬆ | |
| Number of complaints Resolved (quarterly) | | | 1 | 1 | 📊 | **Q2 21/22:** Data Only | ▬ | |
| Average time in working days to respond to complaints at stage 1 | 7.25 | 2.5 | 0 | 4 | ✅ | **Q2 21/22:** On Target | ⬇ | 5 |
| Average time in working days to respond to complaints at stage 2 | 20 | 20 | 20 | 16.3 | ✅ | **Q2 21/22:** On Target | ⬆ | 20 |
| Average time in working days for a full response for escalated complaints | 19.75 | 25.67 | 18.75 | 0 | ✅ | **Q2 21/22:** On Target There are no Escalated Complaints. | ⬆ | 20 |
| Percentage of complaints at stage 1 complete within 5 working days | 62.5% | 100% | 100% | 75% | 🛑 | **Q2 21/22:** Off Target 3 out of 4 Stage 1 complaints were complete within 5 working days. | ⬇ | 95% |
| Percentage of complaints at stage 2 complete within 20 working days | 83.33% | 100% | 100% | 100% | ✅ | **Q2 21/22:** On Target | ▬ | 95% |
| Percentage of complaints escalated and complete within 20 working days | 75% | 66.67% | 100% | 100% | ✅ | **Q2 21/22:** On Target There are no Escalated Complaints. | ▬ | 95% |
| Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly) | 3 | 0 | 0 | 1 | 📊 | **Q2 21/22:** Data Only | ⬇ | |
| Number of Compliments | 0 | | 1 | 0 | 📊 | **Q2 21/22:** Data Only | ⬇ | |

# Children's Services, Partnership and Communities Performance

## 01. Reduce the number of CEYP going into homeless accommodation Priorities

**1.1 Develop a pathway with alternative models of care for those CEYP who are entitled to aftercare**

In May 2020, Children Services made a successful bid to Life Changes Trust and were awarded £200,000 to develop a National Housing Model in Midlothian.

The academically evaluated model has proved to be successful in providing wraparound services and care to our most vulnerable care leavers. The model offers a holistic, high level support so that young people can manage and sustain a permanent tenancy. This evidence-based model had demonstrated that not only has it allowed young people to secure a permanent home, improvements were also seen in other areas such as health, education and employment. Following the creation of a project plan, steering group and the appointment of a project lead with a dedicated team, we now have an alternative pathways for care experienced young people known as the Midlothian Housing Project.

Our Continuing Care policy has shown the age of young people leaving foster care and our care homes has increased to 18 years which is commendable given the national position. Children's services often work with young people until the age of 26. Some care experienced young people, often those looked after at home, refused to engage with services or may already be involved with other services, such as criminal justice. We continue to work closely with these other agencies and our housing colleagues to provide these young people with a support packages. However, we do recognise the limited availability of housing stock can prove to be a challenge.

**1.2 Implement National House Project and identify 8-10 young people who shall work towards independent living via this resource**

As discussed previously we now our local pathway known as the Midlothian Housing Project and with a dedicated staff team. The following includes some of the actions we have already achieved:

- Recruitment of Staff – Project lead and 2 facilitators recruited,
- Extensive PR exercise- Including press release and info sessions with Children Services staff,
- Referral/selection process established – Using National House Project to devise an effective referral/selection process,
- Steering Group in place- Multi disciplinary steering group has been established with tangible actions identified for stakeholders to complete,
- Project Hib– Young people can now access a dedicated central Hub for support and advice as required.

We prefer not to use the term 'independent living'. This is not a term we would use to describe our own transition into adulthood and the reliance on others to meet our needs. 10 young people were selected for the 1st cohort of the project and 9 successfully engaged in the project. These include:

- young people in residential houses including 1 in an out of authority placement,
- young parents in temporary accommodation,
- 1 care leaver living with a grandparent.

A further 10 young people have been identified for Cohort 2 which will commence in November 21. This cohort of young people includes 3 young people who are currently in kinship care placements.

Following the figures provided for Q1 reporting we agreed there was a need to review how we improve our methodology for capturing the data for young people, especially for those over the age of 21. Housing and Children's Services colleagues have agreed to review the current process with a view to streamlining

Our Children's Services data sets illustrate that 8 out of 34 young people aged 16-21 are homeless. However, this does not reflect the true picture. The definition of 'homeless' is very 'fixed' and does not take account of other packages of support which may be in place. An example of this is that 1 young person is involved with the Midlothian Housing Project and is on track to secure this property as his own. Again, 6 other young people are living in temporary tenancies with very high levels of support packages. This level of aftercare, coupled with Housing input has enabled Housing Officers to confidently begin to transfer these properties directly to the young people. Another local initiative that we cannot reflect due to the manner in which data is being collected.

The 1 young person that is *actually* living in supported accommodation (homeless) provision also has a high level after care support package.

**1.3 Implement and evaluate the effectiveness of the revised Continuing Care policy and approach**

We have developed and are now implementing our Continuing Care policy and guidance across children's service delivery and service provision. This changes to the policy have been achieved through consultation with a range of stakeholders including, young people, social workers, practitioners, foster carers, care homes, family placement team and the independent reviewing officers. The policy is proving to be effective and the fact that young people are staying on in their care placements longer is testament to this. As with all policies we will review and revise the document as we go forward.

## 01. Reduce the number of CEYP going into homeless accommodation Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | Value | Value | Status | Short Trend | Note | |
| CSPC.P.1.1a | Number of CEYP who enter homeless accommodation vs other suitable accommodation | 31 | 1 | | | **Q2 21/22:** Data Only 1 young person in the age group 16-21 is in supported accommodation. | |
| CSPC.P.1.2a | 9 Young people are currently in the NHP. | N/A | 10 | | | **Q2 21/22:** On Target These include young people in residential houses including 1 in an out of authority placement, young parents in temporary accommodation and a care leaver living with a grandparent. | 9 |
| CSPC.P.1.3a | Average age of young people in foster care / care homes moving into after care | 17 | 18 | | | **Q2 21/22:** On Target The revised continuing care policy is proving to be effective and the fact that young people are staying on in their care placements longer is testament to this. As with all policies | |

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note | |
| | | | | | | we will review and revise the document as we go forward. | |

## 02. Early intervention will be effective and maintain children within Universal Services Priorities

**2.1 Regular audit of repeat referrals into early intervention and prevention to ascertain effectiveness of previous intervention for future learning**

## 02. Early intervention will be effective and maintain children within Universal Services Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.2.1a | Reduce number of repeat referrals into the service | 1,343 | 2,712 |  | ⬆ | **Q2 21/22:** Data Only 2712 out of 3793 referrals were repeat referrals within 12 months (72%). Of these 23% were for financial assistance, 14% for domestic violence and 11% for Other. |

## 03. Expand existing pathway to support families impacted by poverty at an earlier stage Priorities

**3.1 Increase capacity of the income maximisation workers**
**3.2 Introduce supper club at Hawthorn Family Learning Centre**
**3.3 Provide food hampers throughout the**
**3.4 Provide lunch packs during school holidays**
**3.5 Provide food vouchers to families in need**

## 03. Expand existing pathway to support families impacted by poverty at an earlier stage Measures

| PI Code | PI | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|---|---|
| | | Value | Value | Value | Value | Status | Short Trend | Note | |
| CSPC.P.3.1a | Increase number of families offered an income assessment | 0 | N/A | 17 | 32 |  | ⬆ | **Q2 21/22:** Data Only Q1 - 17, Q2 - 15 | |

| PI Code | PI | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---------|-----|---------|------------|------------|------------|--------|-------------|------|----------------------|
| | | Value | Value | Value | Value | Status | Short Trend | Note | |
| | | | | | | | | We have extended our current income maximisation worker's contract for a further year. This worker will continue to have a remit for working with families where children are either on the Child Protection register or who are subject to Compulsory Supervision Orders at home. Between October 2020 and end June 2021 this worker had undertaken 161 client information sessions leading to an estimated financial gain of £76,353. | |
| CSPC.P.3.1b | Increase worker capacity to provide income maximisation assessment | N/A | N/A | N/A | 1 | 📈 | | **Q2 21/22:** On Target In conjunction with CAB we are applying for three year grant funding to employ a further income maximisation worker who will have a remit for early intervention. We are proposing that this worker will be located within our contact centre and will respond to referrals directly from the Scottish Welfare Fund by signposting families onto appropriate support at an early stage of intervention. | |
| CSPC.P.3.2a | Number of families who attend supper club | N/A | N/A | N/A | N/A | ❓ | | **Q2 21/22:** N/A COVID restrictions mean this has not been able to be enacted yet. This is constantly under review. | 100 |
| CSPC.P.3.3a | Percentage of requests for food hampers provided | N/A | N/A | 100% | 100% | ✅ | ▬ | **Q2 21/22:** On Target | 90% |

| PI Code | PI | 2020/21 | Q2 2020/21 | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|---|---|
| | | Value | Value | Value | Value | Status | Short Trend | Note | |
| CSPC.P.3.4a | Percentage of requests for pre-made meals | N/A | N/A | 100% | 100% |  |  | **Q2 21/22:** Data Only Families are requesting premade meals – this is more than packed lunches and caters to need of a family not a single child. | |
| CSPC.P.3.5a | Percentage of requests for food vouchers provided | N/A | N/A | 100% | 100% |  |  | **Q2 21/22:** On Target High number of requests during summer holidays. All requests met with combination of vouchers and premade meals | 90% |

## 04. Provide a clear pathway for kinship support Priorities

**4.1 Consult with kinship carers to develop clear pathway**
When meeting with kinship carers to discuss their experience of services there was general agreement that communication had improved over the past number of years. They too felt that we needed to improve consistency regards policy and practice and felt a central contact point for kinship carers would be beneficial. We already agreed to realign kinship with Family Group Decision Making and that this would be overseen by a dedicated team leader who will also support the work in relation to the policy review. The work around Kinship is an area we need to further develop to ensure we are offering appropriate support to carers. This area of work has an increased risk of placement breakdown due to the emotional impact of having to care for a child or young person who is related to a family member. The team requires additional resources to carry out more assessments and to be able to offer ongoing support to carers. Covid-19 has seen an increase in kinship placements during both lockdowns. In addition, the role of the Family Group Decision Making Team requires additional investment so that we can strengthen the support we offer to potential family members who may be offering a care placement. Aligned to the Promise it is important to ensure that all relevant family members and close friends who may be in a position to care for a child/young person are part of the planning and assessment process. This role requires a degree of independence from the social worker involved and a skilled and experienced workforce to manage family expectations and weigh up the positives v's the risks whilst empowering families to develop their own plan

**4.2 Review and update policy and create pathway for support**
Children's service managers are currently reviewing the Permanence policy for children who are accommodated away from their own families. Kinship placement are an alternative permanence living arrangements so we have agreed to use the opportunity to review our current kinship policy with a view to streamlining it to be more responsive. However, we have issued an interim guidance note to ensure kinship carers are not disadvantaged while the work is to be concluded. Please refer to 4.1 regards the interim pathway planning.

Once the policy review is completed we will reshape our service model to be more responsive. It is anticipated that these further developments and other actions being actively explored are expected to commence in late 2021 or early 2022. Our local policy and pathway will have to dovetail wit he national kinship work that is currently ongoing.

# 04. Provide a clear pathway for kinship support Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.4.1a | Feedback from Kinship Carers about support | N/A | N/A | ❓ | | **Q2 21/22:** N/A Kinship carers report that communication has improved. A feedback survey is being developed for launch in Q4. |
| CSPC.P.4.2a | Percentage of staff who attend the launch of the new policy and pathway for Kinship Support | 100% | 100% | 📈 | ▬ | **Q2 21/22:** On Target Policy work underway and linked to wider Permanence policy work, 100% staff have been provided with interim kinship guidance document. |
| CSPC.P.4.2b | Percentage of kinship carers who understand the pathway to access support | N/A | 100% | ✅ | | **Q2 21/22:** On Target |

## 05. Develop and embed Family Group Decision Making service Priorities

**5.1 Embed a Family Group Decision Making approach in early intervention and prevention**
**5.2 Families with children under the age of 5 on CPR are considered for referral to Family Group Decision Making by the point of de-registration**

## 05. Develop and embed Family Group Decision Making service Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.5.1a | Percentage of families of Pre-birth Child Protection Case Conferences who are offered Family Group Decision Making | 100% | 100% | 📈 | ▬ | **Q2 21/22:** On Target Process has allowed us to capture 100% of PB/ICPCC and ensure they have been offered the service. |
| CSPC.P.5.1b | Percentage of families who agree to take up Family Group Decision Making | 40% | 50% | 📈 | ⬆ | **Q2 21/22:** Data only 3 of 6 families took up the offer of a family meeting in Q2 |
| CSPC.P.5.2a | Percentage of Child Protection Case Conferences held for children under the age of 5 years who are offered Family Group Decision Making | 100% | 100% | 📈 | ▬ | **Q2 21/22:** Data Only |

## 06. Ensure regulated resources work towards continuous improvement Priorities

**6.1 Local residential care homes will provide high quality care and support**
**6.2 Local adoption services will provide high quality care and support**
**6.3 Local fostering services will provide high quality care and support**
**6.4 Local Continuing Care/Adult services will provide high quality care and support**

## 06. Ensure regulated resources work towards continuous improvement Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.6.1a | Care inspection Grading of GOOD - Local residential care homes | | N/A | ? | | **Q2 21/22:** N/A Due to current protocols there have been no new inspections in 2021/22. |
| CSPC.P.6.2a | Care inspection Grading of GOOD - Adoption services | | N/A | ? | | **Q2 21/22:** N/A Due to current protocols there have been no new inspections in 21/22. |
| CSPC.P.6.3a | Care inspection Grading of GOOD - Fostering services | | N/A | ? | | **Q2 21/22:** N/A Due to current protocols there have been no new inspections in 21/22. |
| CSPC.P.6.4a | Care inspection Grading of GOOD - Local Continuing Care/Adult services | | N/A | ? | | **Q2 21/22:** N/A Due to current protocols there have been no new inspections in 21/22. |

## 07. Develop 1 year pilot to support children remain at home using family systemic practice Priorities

**7.1 Implement a 1-year family systemic pilot practice model across Children's Services**

## 07. Develop 1 year pilot to support children to remain at home using family systemic practice Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.7.1a | Number of families that engage with the pilot | 8 | 6 | 📈 | ⬇ | **Q2 21/22:** Data Only 1 has not engaged and the remaining 5 intervention commenced in October 2021 |

## 08. Reduce the number of deferred Children's Hearings Priorities

**8.1 - Monitor the number of Children's Hearings that are deferred and the reasons why**

## 08. Reduce the number of deferred Children's Hearings Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note | |
| CSPC.P.8.1a | Number of CHs deferred | 3 | 5 | 🛑 | ⬇ | **Q2 21/22:** Off Target 14 children, 5 families | 4 |

## 09. Ensure parents of children and young people in receipt of an SDS package of care have an identified person to contact Priorities

**9.1 - All operational managers are aware that families in receipt of a SDS package of care have an identified person to contact**

## 09. Ensure parents of children and young people in receipt of an SDS package of care have an identified person to contact Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note | |
| CSPC.P.9.1a | Complaints received | 0 | 0 | ✅ | ▬ | **Q2 21/22:** On Target All operational managers are now aware that those children, young people and families in receipts of a SDS package of care should have an identified point of contact. | 0 |

## 10. Increase the number of social workers and practitioners who are skilled in engaging children and young people in life-story work Priorities

10.1 - **Establish who has been trained and then develop/source a programme for workers to attend and develop their skills**

## 10. Increase the number of social workers and practitioners who are skilled in engaging children and young people in life-story work Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | |
|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note |
| CSPC.P.10.1a | Number of staff trained | N/A | N/A | ❓ | | **Q2 21/22:** N/A Training on life-story work was scheduled to take place on 29 September 2021. Unfortunately, the workshop was cancelled due to the trainer contracting COVID-19. |

## 11. Improving skills for Learning, Life and Work. Supporting communities to be a great place to live, work and grow up in Priorities

11.1 - **Provide Community and Lifelong Learning Opportunities to all areas of Midlothian and Community Groups**
11.2 - **Positive outcomes secured through CLL programmes**
11.3 - **Financial income generated to support CLL activities**

## 11. Improving skills for Learning, Life and Work. Supporting communities to be a great place to live, work and grow up in Measures

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note | |
| CSPC.P.11.1a | Number of local people engaged with CLL projects (show percentage by age and thematic work area e.g. youth work, employability or adult learning) | 1,807 | 3,216 | ✅ | ⬆ | **Q2 21/22:** On Target Under 25s: (78%),   Over 25s: (22%) | 4,000 |
| CSPC.P.11.1b | Number of people receiving CLL 1:1 support | 407 | 546 | ✅ | ⬆ | **Q2 21/22:** On Target | 500 |

| PI Code | PI | Q1 2021/22 | Q2 2021/22 | | | | Annual Target 2021/22 |
|---|---|---|---|---|---|---|---|
| | | Value | Value | Status | Short Trend | Note | |
| CSPC.P.11.1c | Number of CLL Opportunities / Projects / Courses offered | 182 | 336 | 📊 | ⬆ | **Q2 21/22:** On Target | |
| CSPC.P.11.1d | Ensure CLL opportunities reach all areas of Midlothian (SIMD breakdown of engaged participants) | 347 | 304 | ✅ | ⬇ | **Q2 21/22:** On Target 20.9% of all learners were from the lowest 20% SIMD Deciles. | 350 |
| CSPC.P.11.1e | Number of Community groups receiving support from CLL | 32 | 59 | ✅ | ⬆ | **Q2 21/22:** Complete | 40 |
| CSPC.P.11.2a | Qualifications achieved through CLL | 99 | 837 | ✅ | ⬆ | **Q2 21/22:** Complete Foundation apprenticeships have contributed over 500 accreditations. | 750 |
| CSPC.P.11.2b | Participant satisfaction with CLL services | 100% | 97.1% | ✅ | ⬇ | **Q2 21/22:** On Target | 97% |
| CSPC.P.11.2c | Key skills improved through CLL services | 100% | 56.7% | 🛑 | ⬇ | **Q2 21/22:** Off Target Work is ongoing to increase feedback through skills and satisfaction survey. | 78% |
| CSPC.P.11.2d | Modern Apprenticeships completed through CLL | 100% | 95.2% | ✅ | ⬇ | **Q2 21/22:** On Target | 70% |
| CSPC.P.11.2e | Foundation Apprenticeships completed through CLL | N/A | 57.3% | 🛑 | | **Q2 21/22:** Off Target Indicator will only be reported once per year, Pandemic has had a major impact on success/completion rate due to not being able to undertake work experience element. | 85% |
| CSPC.P.11.3a | Amount of funding gained to meet income/external funding target of £650,000 | £109,761.00 | £375,964.00 | ✅ | ⬆ | **Q2 21/22:** On Target | £650,000.00 |

# Children's Services, Partnership and Communities Risks

Midlothian

| Code & Title | Risk Control Measure | Risk Identification | Risk Evaluation | Related Action | Related action latest note | Current Risk Matrix | Risk Score | Service |
|---|---|---|---|---|---|---|---|---|
| MC43–08 Workforce capacity | | Availability of people that can be recruited to fill posts required by the legislation, both during training regarding the legislation and in the longer term as a result of the additional duties, e.g. additional health visitors, teaching and administrative staff, early learning and childcare. There is a lead-in time between recruiting staff and them fulfilling their duties, while they are learning their role and/or studying for qualifications. Failure to recruit new employees or cover training could disrupt preparations and delay implementation/compliance. Potential impacts include additional pressures on existing staff, corners being cut, reduction in quality of care, warning signs being missed. Delay in implementing could result in judicial review. | ⚠ | | |  | 16 | Childrens Services, Partnership and Communities |

# Published Local Government Benchmarking Framework - Children's Services

Midlothian

## Children's Services

| Code | Title | 2010/ 11 Value | 2011/ 12 Value | 2012/ 13 Value | 2013/ 14 Value | 2014/ 15 Value | 2015/ 16 Value | 2016/ 17 Value | 2017/ 18 Value | 2018/ 19 Value | 2019/ 20 Value | External Comparison |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CHN8a | Corporate Indicator - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week  (LGBF) | £2,158 .63 | £2,790 .13 | £3,137 .33 | £2,753 .91 | £2,107 .00 | £3,225 .80 | £2,902 .91 | £3,914 .91 | £3,684 .01 | £4,048 .58 | 19/20 Rank 18 (Third Quartile) 18/19 Rank 11 (Second Quartile) 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) | £301.6 3 | £376.3 2 | £307.3 7 | £281.3 8 | £345.9 6 | £349.5 5 | £348.8 5 | £356.0 4 | £336.5 1 | £343.5 9 | 19/20 Rank 19 (Third Quartile) 18/19 Rank 17 (Third Quartile) 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 % | 90.37 % | 91.12 % | 19/20 Rank 10 (Second Quartile) 18/19 Rank 13 (Second Quartile) 17/18 Rank 11 (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 (LGBF) | | | 17.83 % | 14.18 % | 10.94 % | 14.14 % | 7.75% | 7% | 8.93% | 3.13% | 19/20 Rank 8 (Top Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 23 (Third Quartile) 16/17 Rank 24 (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) (LGBF) | | 21.74 % | 20.2% | 18.45 % | 24.71 % | 14.8% | 26.25 % | 26.18 % | 15.6% | 16.82 % | 19/20 Rank 9 (Second Quartile) 18/19 Rank 6 (Top Quartile) 17/18 Rank 23 (Third Quartile) 16/17 Rank 25 (Bottom Quartile). 15/16 Rank 4 (Top Quartile). 14/15 Rank 20 (Third Quartile). |