

Children's Services, Partnership and Communities Annual Performance Report 2021/22



01. Progress in delivery of strategic outcomes

21/22: Year End Report

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.

General

Over the past year children's services have seen some significant improvements in the work they have undertaken. Despite a significant rise in referrals into children's services we have maintained a lower than Scottish average number of children on the child protection register and children who have required to be looked after out with their family the numbers remain very low. This would suggest that our earlier intervention models of intervention are working. The National Housing Project offered 9 care experienced young people their own permanent tenancy as they left care and a year down the line all 9 have sustained their tenancy with no issues reported. This is a significant success and as the project comes to an end in 2023, we need to ensure that we mainstream our approach to supporting young people leaving care. The evidence is overwhelming whereby if young people are able to get a secure tenancy their overall outcomes improves due to the stability this brings in their lives.

Hawthorn Family Learning Centre undertook a full review of the service and has recruited into all the posts. This was a significant piece of work especially as it was undertaken during covid. We look forward to hearing about how the service will lead to better outcomes for children and their families.

Residential staff adjusted their working week to twelve hour shift patterns, to reduce the risk to young people during the pandemic, this has been so successful they have agreed to continue with 12 hour shifts, knowing this is what the young people prefer. We welcomed and supported two families fleeing from Afghanistan over the past year. Family Group Decision Making has become part of children's services and the team were successful in bidding for external money in order to grow this team. In line with the Promise we are supporting families to agree their own plan so that they can stay together. The Family Placement Team were also successful in bidding for external funding in order to employ someone who will support families who have had a child adopted.

Within Communities, Lifelong Learning and Employability, the past year has been a challenge with many courses having to cease or significantly reduce the numbers attending due to the pandemic. However since August 2021 numbers attending and engaging with this service have increased and actually surpassed many of the targets we hoped to achieve. There have been many grants to support young people and adults into further education, training and employability. Youth work has opened up in all clusters although there continue to be areas across the county where finding suitable venues remains an issue.

Some of the successes over the past year are the summer family learning programme which was well attended, foundation apprenticeships commenced and extra places offered. Young Carers were successful in getting additional funding allowing more young people to attend groups or 1:1 sessions for support. 3 year funding for grants was launched with a cross party group agreeing who the successful organisations were.

Children's services continues to be impacted by Covid and similar to other services has encountered a higher than average number of staff absences within the workforce. We have managed to sustain and deliver services through creative and flexible solutions. However, for the most part, especially in our children's houses we have relied heavily on the commitment and dedication of our staff to go above and beyond the call of duty. 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. In summary our staff remain as committed as ever.

There have been many success within the service over the past year and the strengthened partnership working within the Children, Young People and Partnership Directorate is key in enabling us to continue to offer the right support at the earliest opportunity to children, young people and their families within our communities.

The last year has seen a significant increase in referrals (37%) and we continue to explore and trial different methods for understanding and managing the varying referral routes and pathways and whether these could be managed differently. We have also undertaken an audit of the data and in the process of making sure it is as reflective as it can

be of the current challenges. We are also in discussions with comparable authorities and professional bodies to benchmark referrals and identify solutions although (52%) of the increase continues to be linked to financial support, given the economic difficulties around the increased cost of living and fuel and food prices and the impact this is having on many families within our communities. .

UNCRC

Within the People and Partnership Directorate we continue to promote a rights based approach to all our work. We have just submitted our latest UNCRC report which highlights how we uphold children's rights which can be accessed [here](#).

The Promise

The Promise is a key driver for moving forward and shaping the future of children's services. Following a nationally published report which was initially critical of Councils for what was perceived to be a lack of progress towards the commitments, Midlothian Council has played a key role in providing CoSLA with information to showcase the work being done. Our local report was developed around the five priority areas and key milestones which are:

1. A Good Childhood
2. Whole Family Support
3. Supporting the Workforce
4. Planning
5. Building Capacity

The report published by CoSLA includes extracts from the Midlothian Council's progress report. The Midlothian Council report prepared for CoSLA can be accessed via the link below:

https://www.cosla.gov.uk/_data/assets/word_doc/0022/32287/Midlothian-Council-Progress-on-the-Project.docx

National Child Protection Guidance The new National Child Protection Guidance has been published. The national implementation group which Midlothian is part of, is responsible for implementing all the actions and have already commissioned someone 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.

Mental Health Services

The increase in the number of referrals for support for mental health over the past year has proven to be a challenge across the country. With the additional funding from government we have worked with our third sector colleagues and developed many opportunities such as nurture and wellbeing sessions, adult counselling, art therapy, family support and counselling and play therapy to name but a few of the sessions people can access. These groups offer early support for mental health and wellbeing. Discussions are ongoing to develop a one point of contact for mental health and family support across the local authority.

This remains a priority area of work over the coming year.

Reducing Poverty

Within Community Lifelong Learning and Employability (CLLE), Covid has had a significant impact on the service. Being unable to have youth clubs or young people in school on a regular basis coupled with other restrictions due to Covid has impacted on the number of people we have been able to support. This said there is a renewed focus on ensuring we return to pre-Covid numbers as a priority in order to re-engage young people who have experienced disruption to their education, training and employment opportunities. Identifying and supporting this group is key if we are to improve their longer term outcomes as they enter adulthood.

The Community Planning Partnership has approved a one year strategic poverty prevention group, co-chaired by Dona Milne. The operational child poverty group led by CLLE and Health has completed the final Local Child Poverty Action Report (Year 3) and this is going through governance arrangements before submission. Child Poverty in Midlothian has risen by 2.1%. The highest rate of child poverty is in Dalkeith Central and Woodburn 35%.

The child poverty plan will now focus on poverty prevention and early intervention, particularly income maximisation, cost of living, income from employment and income from benefits.

CLLE

The Draft Midlothian No One Left Behind (NOLB) Action Plan for employability is out for consultation with employability partners.

As part of the Community Learning and Development Partnership Strategy increasing our engagement with local people to pre pandemic levels was a key priority. Our target for 2021/22 was 4000 engagements, by the end of Q4 we have exceeded this by 2233. 2351 of the 6233 engagements were with people and families living in the 40% SIMD areas of deprivation. It is important to keep this momentum and build local people's confidence to engage with us both online, in person and blended going forward. Over the next two years our target is 7,000 plus engagements. We as a service have also exceeded our target of providing one to one employability or positive destination support to 861 individuals exceeding our target by 361. The communities' team have supported 83 groups mainly with operational support.

CLLE supporting Asset Transfer and Small Grant

Vogrie Hall, has been successfully asset transferred to St. David's Brass Band SCIO enabling them to secure additional funding to make the building accessible to communities going forward. The CLLE service has worked with elected members, third sector and community members to score small grants. This provides £89,000 of support to 35 organisations. The impact of this funding is monitored through CLLE nominated grant monitoring officers.

Supporting local people to secure employment or learning opportunities – Improving skills, for learning, life and work.

Our employability programmes for all ages have experienced an increase in numbers of local people accessing them. There has been an increase in the number of employers accessing the employment recruitment incentive which we operate as part of our youth guarantee (YPG) support with 81 young people via local businesses accessing this fund. Through YPG funding we have been able to extend a significant number of Kickstart Placements. CLLE has secured a contract for 104 foundation apprenticeship level 4/5 places for young people in Midlothian covering hospitality, automotive and construction. We have advertised 20 opportunities for paid work placements for the long term unemployed aged over 25. We have also supported 1341 adults or families to engage with one or more of our 157 learning opportunities offered across our first steps to certificated programmes. We operate a dedicated parental employability support programme offering support to 177 parents to get into work, education or training. The adult learning consultation indicates that of the 200 people we spoke to in February and March.

The key headlines from the data gathered are;

72% of respondents were keen to take part in learning over the next year and 52% of them were interested in gaining new qualifications to support with their employability
Learners are looking for blended learning models with a greater range of classes available in the evening

Supporting young people through youth work and wider learning opportunities

The youth work service has provided opportunities for 3467 young people, and there are currently waiting lists for young people to join provision in the Lasswade and Woodburn areas. P7 CLLE operated transitional support to high school programme has commenced in each cluster. The open Duke of Edinburgh Groups have started the residential elements of their awards. The CLLE service has developed a water awareness and safety programme for young people and it operates on a Thursday evening in Newbattle area and Fridays in Woodburn. CLLE supports the Young Carers project and have supported over 100 young people to prepare their young carers statement and complete an assessment of need. There are currently lunch time secondary school drop-ins for youth work for young carers in each cluster. The Bounce project is a diversionary project for those at risk of offending and has completed working with the second cohort of 10 young people. These young people have not reoffended whilst engaged with the project.

Instrumental Music Service

Following the Scottish Government's 100 day pledge to provide free music tuition, a review of the Instrumental Music Service is underway to ensure we can deliver a modern and sustainable service for the future. This review will also look at the role of visiting specialists in the arts within schools. Consultation with young people, parents and staff is being undertaken.

The Youth Music Initiative (YMI) funded by Creative Scotland has the aim of ensuring that every child in Scotland receives at least 12 hours of free instrumental music education by the time they leave primary school. The YMI has engaged with a total of 68 pupils in P5 through 3 ensemble projects and a further 2,960 primary school pupils through Drumming for Excellence. In addition, a pilot Early Years Music Project at Mayfield Nursery has been successful in engaging with nursery children using music to develop soft skills and pre-reading skills including recognising sounds, listening, co-operation, self-confidence and self-expression.

02. Challenges and Risks

21/22:

National Care Service Consultation

Decisions around what next have been paused at the moment due to local elections, however it should not be underestimated the increase in workload this shall evoke when decisions begin to be made around what is in the NCS and what is not, or indeed if everything is included. This brings increased risk to services and practice as officers begin to unpick what this means for their workforce and service area.

Scottish Childhood Interview Model

The new model of joint interviewing children and young people who have been at risk of abuse is welcomed however to date there has been no additional funding offered to social work teams. The training for this new model is resource intensive for both social workers, partners and their managers and it is a concern that no additional support with regards to funding has been forthcoming at this point. The challenge is that within Midlothian we are unable to offer more staff the opportunity to undertake this training due to other competing demands.

Impact of Covid-19

The impact of Covid across the entire children's service and CLLE remains a challenge. During the last two years more children and young people have gone into kinship placements as a result of the pressures on families. The need to reprioritise resources to ensure there is adequate support in place to support the kinship carers has placed additional pressure on our social work teams who are already at capacity. In line with the foundations of the Promise we have aligned staff to other areas of the service so that they ensure earlier support via Family Group Decision Making which supports families to develop their own plan and identify what support they require. A plan to extend this service so that we continue to make a difference and improve outcomes for families is underway. We are currently pursuing external funding to support this.

Children's Services Referral's

As already highlighted earlier in the report the significant increase in referrals requires further analysis and a different approach to supporting the many families who are experiencing financial hardship. Work is ongoing with partner agencies to consider how we address from a holistic perspective acknowledging that poverty is a growing area of concern and potential demand within our services. Over the course of 2021/22 referrals into Children's Services have risen from 6045 to 8287. The largest increase in referral reason was financial requests rising from 975 to 2140 over the twelve month period an increase of 119% .

Staffing

As with other parts of the Council the impact of the pandemic has had a significant impact on our staffing with sickness absence remaining an ongoing area of concern across services. Thanks to the flexibility and commitment of our staff we have been able to manage this. This should ease as the national Covid position changes.

Residential Care Homes

There continues to be a national shortage within the residential children's workforce in children's services. This is particularly so for children who have complex care needs such as autism and ASN. We have had to place children externally because of the lack of provision across Scotland, these cases relate to external placement breakdowns. We continue to work with partners to explore how best to meet the current demands and pressure whilst making sure we future proof our services to deliver sustainable options locally for children and young people with ASN and Complex and Enduring Needs

Foster Care

As stated previously Midlothian Council's existing foster carers are an ageing population who are coming to the end of their fostering carer. While Midlothian Council's recruitment statistics compared with other local authorities remains encouraging we continue to seek and explore other options. As identified in Q3 Interestingly, our potential adopters

has more than doubled though the numbers of children awaiting adoption in Scotland has significantly reduced. We are already in dialogue with these potential adopters regards the adoption landscape and to determine whether long term foster care could be an option.

Kinship Care

Another growing area as discussed at the beginning of the report. In essence, our resources and kinship services are inextricably linked and rely on each other to rise to the pressure and demands of keeping our children and young in the local community.

CLLE

Our main challenge going forward continues to be access to suitable premises to meet the needs of those engaging in learning in all age groups including older people; employability support both individually and in groups and the delivery of youth work in some geographical areas. The lack of tools and platforms to allow people to engage online and face to face at the same time has still to be resolved although the roll out of Google classroom for all CLLE learners may help to alleviate some of this.

Challenges around access to devices and internet connectivity allowing participants to learn online remains a challenge. The roll out of digital devices to school pupils and the allocation of Connecting Scotland devices to adults has helped but there are still challenges with the cost of internet access and rising electricity charges for many of our most vulnerable learners.

Instrumental Music Service

Providing free tuition to all pupils whilst having to meet a significant savings agreed within the Medium Term Financial Strategy will be challenging. We are undertaking an option appraisal which shall consider how we best deliver and design a service that is modern, implementing the learning during the pandemic, whilst also delivering a service that is equitable and sustainable.

The risks and challenges within children's services and CLLE are highlighted within this report. As we begin to return to a sense of 'normality' across the services the impact of Covid should not be underestimated. This coupled with the challenges of poverty which will impact on many residents and families shall require us work in partnership with our voluntary and 3rd sector colleagues and across the council to ensure we are proactive in taking a holistic approach to supporting and working with families and residents within Midlothian.

Childrens Services, Partnerships and Communities



Successes and Challenges

Corporate Performance Indicators (latest)

● 4 ✓ 7 ? 1 📊 8

Service Plan PIs (latest)

PIs ● 3 ✓ 14 ? 1 📊 15

Corporate PIs Off Target

PIs ● 4

Average number of working days lost due to sickness absence (cumulative)

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints escalated and complete within 20 working days

Service Plan PIs Off Target

PIs ● 3

Participant satisfaction with CLL services

Number of CHs deferred

Foundation Apprenticeships completed through CLL

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	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£19.773m	£20.615m	£21.066m	£21.231m	N/A		21/22: Q4 figures will be available after June council.				

02. Manage stress and absence

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.11	2.73	5.82	7.95	9.10		21/22: Off Target		9.00	Number of days lost	2,108.49
											Number of FTE in service	231.67



03. Process invoices efficiently

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98%	97%	98%	97%	97%		21/22: On Target		95%	Number received (cumulative)	15,300
											Number paid within 30 days (cumulative)	14,825



04. Improve PI performance

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Improve PI performance	% of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)	93.75%	91.43%	71.43%	87.88%	91.84%		21/22: On Target		90%	Number on tgt/complete or Data Only	45
											Total number of PI's	49

05. Control Risk

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%		21/22: All risks have been reviewed		100%	Number of high risks reviewed in the last quarter	3
												Number of high risks

06. Implement Improvement Plans

Priorities	Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	100%	100%	100%	10%	100%		21/22: No outstanding audit actions		90%	Number of internal/external audit actions on target or complete	0
												Number of internal/external audit actions

Children's Services, Partnership and Communities Complaints Indicator Summary

Commitment to valuing Complaints

Indicator	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22
	Value	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	22	6	7	5	24		21/22: Data Only		
Number of complaints closed in the year	22	5	7	5	24		21/22: Data Only		
Number of complaints upheld (quarterly)	4	1	1	0	2		21/22: Data Only		
Number of complaints partially upheld (quarterly)	3	2	2	2	9		21/22: Data Only		
Number of complaints not upheld (quarterly)	15	1	3	1	9		21/22: Data Only		
Number of complaints Resolved (quarterly)	N/A	1	1	2	4		21/22: Data Only		
Average time in working days to respond to complaints at stage 1	7.25	0	4	4	4.86		21/22: On Target		5
Average time in working days to respond to complaints at stage 2	20	20	16.33	15	20		21/22: On Target		20
Average time in working days for a full response for escalated complaints	19.75	18.75	0	15.5	18.1		21/22: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	62.5%	100%	75%	100%	71.43%		21/22: Off Target 5 out of 7 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%	71.43%		21/22: Off Target 5 out of 7 Stage 2 complaints were complete within 20 working days.		95%
Percentage of complaints escalated and complete within 20 working days	75%	100%	100%	100%	90%		21/22: Off Target 9 out of 10 Escalated complaints were complete within 20 working days.		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	3	0	1	0	6		21/22: Data Only		
Number of Compliments	0	1	0	0	1		21/22: Data Only		

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 July 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 Hub– 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 as we all need to the reliance of others to meet our needs and help us navigate the complex journey into adulthood, 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 were identified for Cohort 2 and this group commenced on the project in November 2021. 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.




As stated, 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.

We are actively working with our performance team and homeless colleagues to seek a solution.

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

We continue to embed our Continuing Care policy and guidance across children's service. The policy continues to prove to be effective and the fact that young people are staying on in their care placements longer is testament to this. We do now the Care Inspectorate has asked permission to share our policy and guidance with other local authorities. 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	Q3 2021/22	2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
CSPC.P.1.1a	Number of CEYP who enter homeless accommodation vs other suitable accommodation	31	1	1	1			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	19	19			21/22: Data Only	9
CSPC.P.1.3a	Average age of young people in foster care / care homes moving into after care	17	18	17	16.5			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 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

An audit or repeat referrals is currently underway. The outcome of this will be used to review how referrals are being responded to and where the current gaps and associated risks are in resource allocation.

A funding bid was submitted to secure funding for a further income maximisation worker with a focus on earlier intervention and prevention. Unfortunately this was unsuccessful. We are currently scoping out other funding opportunities and also what current income maximisation interventions are in place across Midlothian.

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

PI Code	PI	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22			
		Value	Value	Value	Value	Status	Short Trend	Note
CSPC.P.2.1a	Reduce number of repeat referrals into the service	1,343	2,712	4,290	6,054			21/22: Data Only 6054 out of 8287 referrals were repeat referrals within 12 months (73%)

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

The priority actions are creating a range of options to support families impacted by poverty. The income maximisation work remains focused on families who are on the CPR or LAAC however there is a plan to increase capacity to expand this work. The need to provide food hampers, meals and vouchers remains prevalent. The structures in place are allowing allocated workers in Children' services and partner organisations to provide this support in a stigma free environment.

Supper club remains on the agenda for HFLC but has not been possible due to ongoing covid restrictions.

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

PI Code	PI	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Value	Status	Short Trend	Note	
CSPC.P.3.1a	Increase number of families offered an income assessment	0	17	32	54	68			Q4 21/22: Data Only	
CSPC.P.3.1b	Increase worker capacity to provide income maximisation assessment	N/A	N/A	1	1	1			21/22: Data Only A funding bid was submitted to increase the number of workers available but was unsuccessful.	
CSPC.P.3.2a	Number of families who attend supper club	N/A	N/A	N/A	0	N/A			21/22: N/A Due to ongoing restrictions it has not been possible to run the supper club	100
CSPC.P.3.3a	Percentage of requests for food hampers provided	N/A	100%	100%	100%	100%			21/22: On Target	90%
CSPC.P.3.4a	Percentage of requests for pre-made meals	N/A	100%	100%	100%	100%			21/22: On Target	
CSPC.P.3.5a	Percentage of requests for food vouchers provided	N/A	100%	100%	100%	100%			21/22: On Target	90%

04. Provide a clear pathway for kinship support Priorities

4.1 Consult with kinship carers to develop clear pathway



We continue to realign kinship care 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. A circular has been shared with all Kinship Carers to begin to expand the regular communication and opportunities for them to be engaged in support and training. The work around Kinship is an area we continue to 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. We have made an application to the 'Good Childhood' fund to increase our FGDM capacity and ability to offer assessment and support at an earlier stage. FGDM and kinship supports continue to require a degree of independence from the social worker to further empower families to develop their own plan

4.2 Review and update policy and create pathway for support

The review and revision of the Children's Services Permanence policy for children who are accommodated away from their own families is well underway. As stated in Q2 because a kinship placement is an alternative permanence living arrangements so have agreed to review and revise our existing kinship policy and systems with a view to being more family friendly and to meet the aspirations of The Promise. We continue to use the interim kinship guidance note to ensure kinship carers are not disadvantaged while this work is to be concluded. Please refer to 4.1 regards the interim pathway planning.

Notwithstanding the Covid challenges we hope to deliver a final draft of these revised policies and processes by Q4. We will devise a programme that includes workforce/carer training and development for 22/23.

04. Provide a clear pathway for kinship support Measures




PI Code	PI	Q1 2021/22	Q2 2021/22	Q3 2021/22	2021/22			
		Value	Value	Value	Value	Status	Short Trend	Note
CSPC.P.4.1a	Feedback from Kinship Carers about support	N/A	N/A	75%	100%			21/22: On Target A feedback exercise was undertaken in Q3 with Kinship carers, results were analysed and are helping inform policy.
CSPC.P.4.2a	Percentage of staff who attend the launch of the new policy and pathway for Kinship Support	100%	100%	100%	100%			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	Q3 2021/22	2021/22			
		Value	Value	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%	100%	100%			21/22: Data Only 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%	66%	77%			21/22: Data only 7 out of 9 families agreed to take up Family Group Decision making
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%	100%	100%			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	Q3 2021/22	2021/22			
		Value	Value	Value	Value	Status	Short Trend	Note
CSPC.P.6.1a	Care inspection Grading of GOOD - Local residential care homes	N/A	N/A	N/A	N/A			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	N/A	N/A	N/A			21/22: N/A Due to current protocols there have been no new inspections in 2021/22.
CSPC.P.6.3a	Care inspection Grading of GOOD - Fostering services	N/A	N/A	N/A	N/A			21/22: N/A Due to current protocols there have been no new inspections in 2021/22.
CSPC.P.6.4a	Care inspection Grading of GOOD - Local Continuing Care/Adult services	N/A	N/A	N/A	N/A			21/22: N/A Due to current protocols there have been no new inspections in 2021/22.

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

The pilot is now in its 10th month and our family systemic therapist is working directly with 12 families. We are continuing to promote and raise awareness of this service both internally and across partner agencies. An annual evaluation will inform next stages in supporting a full roll out of this approach within practice.


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	Q3 2021/22	2021/22			
		Value	Value	Value	Value	Status	Short Trend	Note
CSPC.P.7.1a	Number of families that engage with the pilot	8	6	12	15			21/22: Data Only

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	Q3 2021/22	2021/22				Annual Target 2021/22
		Value	Value	Value	Value	Status	Short Trend	Note	
CSPC.P.8.1a	Number of CHs deferred	3	5	6	8			21/22: Off Target 17 children, 8 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


Q3 21/22: Complete

This action has been set as standard practice.

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	Q3 2021/22	2021/22			
		Value	Value	Value	Value	Status	Short Trend	Note
CSPC.P.10.1a	Number of staff trained	N/A	N/A	16	16			21/22: On Target 16 Social workers and practitioners have gone through the life story measures training in 21/22, this was the capacity for the course. Further training is planned for 22/23.

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	Q3 2021/22	2021/22			Annual Target 2021/22	
		Value	Value	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	4,612	6,233	✓		21/22: On Target	4,000
CSPC.P.11.1b	Number of people receiving CLL 1:1 support	407	546	685	861	✓		21/22: On Target	500
CSPC.P.11.1c	Number of CLL Opportunities / Projects / Courses offered	182	336	388	501	✓		21/22: On Target	500
CSPC.P.11.1d	Ensure CLL opportunities reach all areas of Midlothian (SIMD breakdown of engaged participants)	347	304	337	429	✓		21/22: On Target 6.8% 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	66	83	✓		21/22: On Target 6.8% of all learners were from the lowest 20% SIMD Deciles	40
CSPC.P.11.2a	Qualifications achieved through CLL	99	837	1,226	1,355	✓		21/22: On Target	750
CSPC.P.11.2b	Participant satisfaction with CLL services	100%	97.1%	95.4%	95.8%	✗		21/22: Off Target This ambitious target for the year has not been met but has shown continual improvement throughout the year.	97%
CSPC.P.11.2c	Key skills improved through CLL services	100%	56.7%	78.8%	85.9%	✓		21/22: On Target	78%
CSPC.P.11.2d	Modern Apprenticeships completed through CLL	100%	95.2%	84.6%	85%	✓		21/22: On Target	70%
CSPC.P.11.2e	Foundation Apprenticeships completed through CLL	N/A	57.3%	57.3%	57.3%	✗		21/22: Off Target Off target due to Health Pandemic, the majority of the programmes had to be moved from physical delivery to online.	85%

								Pupils struggled with this format and many left as a result which affected final number of achievers. The target seems to be set quite high as the nature of these programmes is that nationally there are a number of early leavers.	
CSPC.P.11.3a	Amount of funding gained to meet income/external funding target of £650,000	£109,76 1.00	£375,964 .00	£718,429 .00	£750,000 .00			21/22: On Target Target has been reached exact number still being confirmed.	£650,00 0.00

Children's Services, Partnership and Communities Risks



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.				<p>Likelihood</p> <p>Impact</p>	16	Childrens Services, Partnership and Communities

Published Local Government Benchmarking Framework

Children's Services



Children's Services

Code	Title	2016/17	2017/18	2018/19	2019/20	2020/21	External Comparison
		Value	Value	Value	Value	Value	
CHN8a	Corporate Indicator - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£3,083.26	£4,159.71	£3,928.03	£4,318.59	£6,714.50	20/21 Rank 31 (Bottom Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 11 (Second Quartile) 17/18 Rank 22 (Third Quartile) 16/17 Rank 8 (Top Quartile)
CHN8b	Corporate Indicator - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week (LGBF)	£370.52	£378.31	£358.80	£366.50	£485.61	20/21 Rank 26 (Bottom Quartile) 19/20 Rank 19 (Third Quartile) 18/19 Rank 17 (Third Quartile) 17/18 Rank 21 (Third Quartile) 16/17 Rank 19 (Third Quartile)
CHN9	Balance of Care for looked after children: % of children being looked after in the Community (LGBF)	89.19%	90.99%	90.37%	91.12%	92.44%	20/21 Rank 9 (Second Quartile) 19/20 Rank 10 (Second Quartile) 18/19 Rank 13 (Second Quartile) 17/18 Rank 11 (Second Quartile) 16/17 Rank 15 (Second Quartile)
CHN22	Percentage of child protection re-registrations within 18 months (LGBF)	7.75%	7%	8.93%	3.13%	2.41%	20/21 Rank 13 (Second Quartile) 19/20 Rank 8 (Top Quartile) 18/19 Rank 23 (Third Quartile) 17/18 Rank 23 (Third Quartile) 16/17 Rank 24 (Third Quartile)
CHN23	Percentage LAC with more than 1 placement in the last year (Aug-July) (LGBF)	26.25%	26.18%	15.6%	16.82%	23.84%	20/21 Rank 29 (Bottom Quartile) 19/20 Rank 9 (Second Quartile) 18/19 Rank 6 (Top Quartile) 17/18 Rank 23 (Third Quartile) 16/17 Rank 25 (Bottom Quartile)
CHN24	Percentage of children living in poverty (After Housing Costs) (LGBF)	23.4%	23.8%	22.5%	23.9%	N/A	19/20 Rank 17 (Third Quartile) 18/19 Rank 15 (Second Quartile) 17/18 Rank 17 (Third Quartile) 16/17 Rank 19 (Third Quartile).