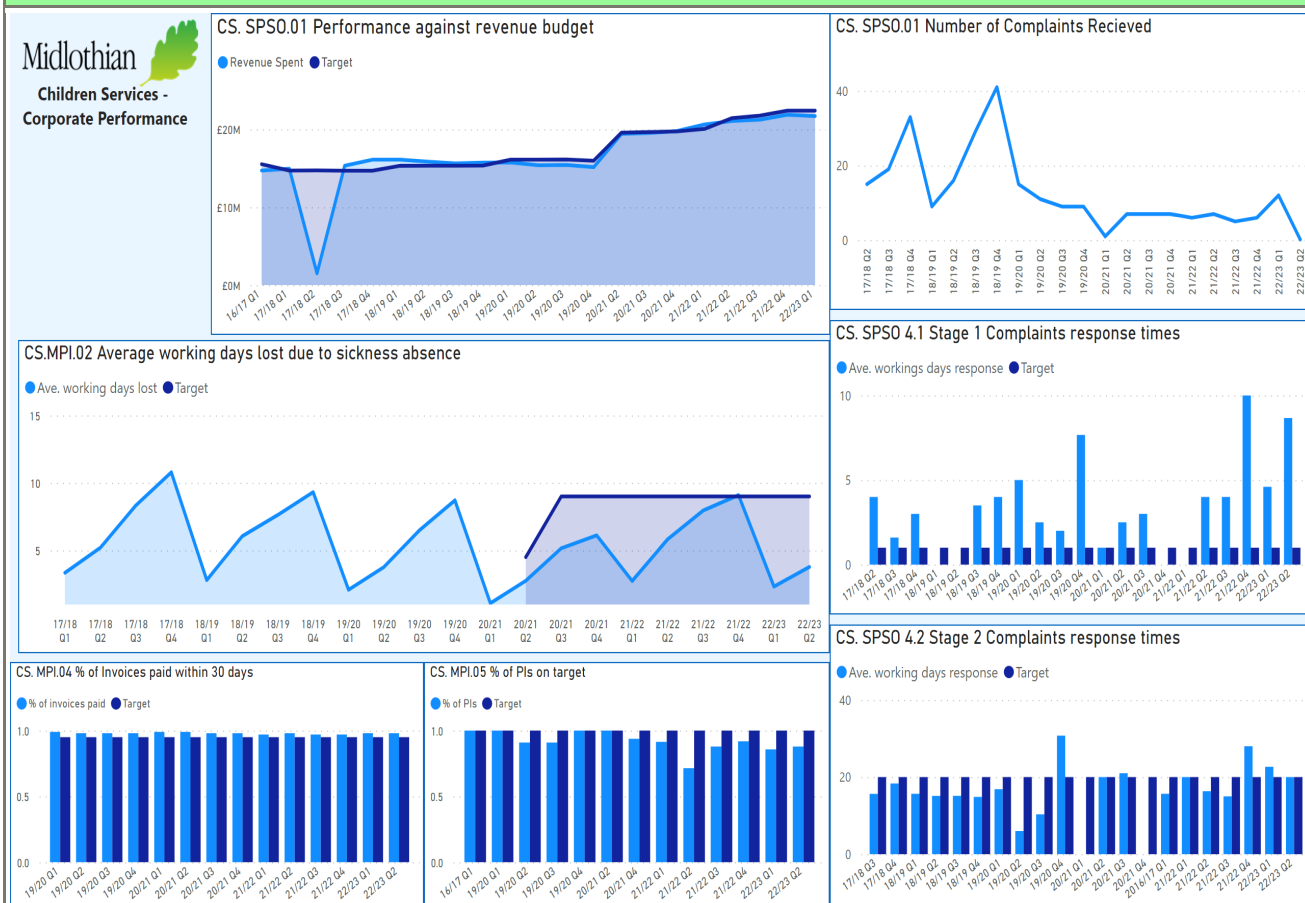


Children's Services, Partnership and Communities Performance Report 2022/23

• Quarter 2



01. Progress in delivery of strategic outcomes



GIRFEC Service Priority: More children and young people are safe, healthy and resilient

Priority Action 1: Develop a Midlothian Whole Family Support Service

Progress and Achievement in Q2

- Funding is being concluded and this will inform final costings and structure. We have now recruited a team leader (x1), social (x1) and the majority of children's practitioners (x10).

Plans for improvement next Quarter and year ahead

- Develop and conclude the whole family support service strategy and plan with a view to going 'live' operationally in January 2023

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Funding and resources are in place for 23/24	31/03/23	New Measure	0		12 staff recruited

Priority Action 2: Increase the number of family who benefit from Family Systemic work

Progress and Achievement in Q2

- 19 families referred in Q2

Plans for improvement next Quarter and year ahead

- Second family systemic worker now in post.
- One worker has completed the NVR (Non Violent Resistance) foundation training and Hybrid parenting group training to follow. The plan is to have both family systemic workers trained in this approach and set up parenting groups that provide this form of coaching to parents and carers.
- We will also be facilitating another set of awareness raising work shop which will be set up for the beginning of 2023 to support other practitioners with the various methods and techniques used with systemic approach

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
17 new families	31/03/23	17	12		19

Priority Action 3: Promote the use of Self-Directed Support amongst families using services

Progress and Achievement in Q2

- Q2 figure is 46

Plans for improvement next Quarter and year ahead

- Guidance has recently been updated and refresher training across the service will follow.
- SDS practice Standards being developed
- Transitions work has been re established
- Beginning to prepare for holiday provision next year and looking at opportunities to expand options locally

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Increase by 10% the number of families who take Option 1 to organise their own support	31/03/23	75	68		46

Priority Action 4: Further develop the supports offered to Family Group Decision Making and Kinship supports

Progress and Achievement in Q2

- Three family group decision making workers now in post
- Lifelong links work underway
- Kinship worker has been seconded into team
- Kinship carer engagement event had been planned with a focus on trauma. Unfortunately this had to be cancelled due to low numbers

Plans for improvement next Quarter and year ahead

- Consolidate links both with whole family support and statutory service
- Consult with kinship group in order to strengthen relationship and in turn achieve improved attendance

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Number of families who a referred to Family Group Decision Making	31/03/23	increase 21/22 figs by 15%	79		32
Number of families who participate in Family Group Decision Making	31/03/23	Increase 21/22 figs by 10%	32		16

The number of assessments by kinship worker	31/03/23	increase 21/22 fig by 15%	14		7
Percentage of kinship carers who attend engagement sessions	31/03/23	80% of Kinship carers one event	New Measure		0
Reduce the number of CEYP who enter homeless accommodation vs other suitable accommodation	31/03/23	2			Data available March 2023
Number of CEYP living with Foster Carers on After Care arrangement post 21 years	31/03/23	3	New Measure		Data available March 2023
Increase number of young people in the National Housing Project	31/03/23	10-12	New Measure		Data available March 2023
Average age of young people in Continuing Care	31/03/23	Age 18	New Measure		Data available March 2023

Priority Action 5: Develop a pathway for children and families to navigate mental health services

Progress and Achievement in Q2

- This is still to be developed

Plans for improvement next Quarter and year ahead

- Single point of Access to be developed

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
1 x Single Point of Access in place (SPOA)	31/03/23	New Measure	0		N/A

Priority Action 6: Strengthen mechanisms to support families maximise their income

Progress and Achievement in Q2

- Referrals: 10
- Cases progressing: 25
- Financial Gain for the quarter: £34, 908

Plans for improvement next Quarter and year ahead

- CAB are still making attempts to recruit into the Early Intervention Income Maximisation post
- Once above worker is in post development sessions will be undertaken across the service to upskill workers on income maximisation support

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Number of families offered an income assessment	31/03/23	90	60		27

Priority Action 7: Children, young people and their families experience high quality services

Progress and Achievement in Q2

- No Inspections have been completed post COVID

Plans for improvement next Quarter and year ahead

- Improvement plans in place

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Local Adoption Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023
Local Fostering Service will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023
Local Continuing Care/Adult services will provide high quality care and support	31/03/23	Care inspection Grading of GOOD	New Measure		Data available March 2023
Hawthorn Family Learning Centre will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		Data available March 2023
Young People's Care Homes will provide high quality care and support	31/03/22	Care inspection Grading of GOOD	New Measure		Data available March 2023

Priority Action 8: Children and young people are supported to develop a strong sense of their own identity

Progress and Achievement in Q2

- X3 workers have started the Diploma in Life Story Work qualification

Plans for improvement next Quarter and year ahead

- Internal life story work training due to be delivered in October 2022

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
Staff are trained and understand Life Story work	31/03/23	20	16		N/A

Priority Action 9: Children and young people are supported by staff who understand the importance of trauma informed practice

Progress and Achievement in Q2

- A trauma informed practice worker has very recently been recruited

Plans for improvement next Quarter and year ahead

- Trauma Informed Practice worker will start in post and develop a work plan

Performance Indicator	Due Date	Target	Baseline (previous data)	Q1	Q2
staff are trained in using a trauma informed approach	31/03/23	20	15	N/A	N/A

Challenges and Risks

National Care Service: The 'Bill' which is currently in Stage 1 of the process is currently being considered with an expectation that the lead committee will provide a report on the Bill at the start of 2023. CELCIS have been commissioned to undertake research around the inclusion of children's services within the NCS. This work should be concluded by August 2023.

Scottish Childhood Interview Model

Whilst the new model is beginning to evidence nationally improved outcomes for children and their families, the continued challenge within Midlothian is that we are unable to offer more staff the opportunity to undertake this training due to the lack of funding to replace those workers. As such we cannot future proof the delivery of the model moving forward.

Impact of Covid-19

We continue to prioritise resources to ensure there is adequate support in place to support 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, Family Systemic Work and through the development of the Whole Family Support Service.

Children's Services Referrals

There remains a significant increase in referrals into Children's Services. A recent analysis continues to inform the requirement for a different approach to supporting the many families who are experiencing financial hardship. Work continues to be ongoing with partner agencies to consider how we address this from a holistic perspective. The analysis highlighted that poverty is a growing area of concern and this has led to additional pressures on work load capacity.

Over quarter 2, referrals into Children's Services have risen to 2212 in comparison to 1901 for the same period last year.

Workforce:

Midlothian is experiencing the same staffing issues encountered by other Councils. That there is a general lack of experienced and skilled staff across the sector and we are having to increasingly rely on locum workers.

Whilst not the only factor, the issue is exacerbated by our salaries not being as competitive as neighbouring local authorities. Furthermore, there is a view that many workers are leaving the profession due to increasing demands being placed on the social work role. We recognise that this is something that professional bodies are tackling nationally

Arrival of Ukrainian Families and Unaccompanied Asylum Seeking Children

We continue to welcome Ukrainian families into Midlothian adopting a holistic approach to the support on offer. We are confident that our steady and thorough approach to this work has ensured that we are robust in the work we are undertaking.

We also continue to ensure that we meet the agreed quota of unaccompanied children seeking asylum in Midlothian, arriving from other parts of the world as well as planning and welcoming families fleeing from Afghanistan.

Residential Care Homes/Complex Needs

Our care homes continue to ensure that children are placed within their local communities.

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

While Midlothian Council's recruitment statistics remain encouraging, we continue to seek and explore other options to expand our foster carer population recognising the need to future proof this area of service. We continue to explore whether potential adopters would be interested in fostering.

Kinship Care

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. Whilst challenging this is entirely in keeping with our local direction of travel and the Promise.

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.

Financial Pressures

- There is a financial challenge to deliver statutory services given the current budget gap.
- Due to the current financial climate there may be an impact on services as a result of the cost of living and increase in poverty.

Quarter 2 - Children's Services Partnership and Communities-

13
Quarterly Reporting CSPC PIs - On Target

5
Quarterly Reporting CSPC PIs - Off Target

8
Quarterly Reporting CSPC PIs - Data only

1
Quarterly Reporting Place PIs - No data available

Quarterly Reporting Place PIs - Off Target							
Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History	
22/23.CSPC.4a Number of families who a referred to Family Group Decision Making		32	43	01 Apr 2018	Q2 2022/23		
CSPC.MPI.03 % of service priority Actions on target / completed, of the total number		78.26%	90%	01 Jul 2021	Q4 2020/21		
CS.SPSO.04.1 Average time in working days to respond to complaints at stage 1		8.667	5	01 Jan 2023	Q2 2022/23		
CS.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days		33.33%	95%	01 Jan 2023	Q2 2022/23		
CS.SPSO.05.3 Percentage of complaints escalated and complete within 20 working ...		85.71%	95%	01 Jan 2023	Q2 2022/23		

← 1 of 1 →

Children's Services, Partnership and Communities PI summary

Manage budget effectively

Priorities	Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	£21.870m	£21.066m	£21.703m	£22.199m		Q2 22/23: (644,000) underspend		£22.440m		

Manage stress and absence

Priorities	Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Feeder Data	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)	9.10	5.82	2.32	3.77		Q2 22/23: On Target		9.00	Number of days lost	865.77
										Number of FTE in service	229.89



Process invoices efficiently

Priorities	Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
03. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	97%	98%	98%	98%		Q2 22/23: On Target		95%	Number received (cumulative)	8,086
										Number paid within 30 days (cumulative)	7,892



Improve PI performance

Priorities	Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23	Feeder Data	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)	91.84%	71.43%	85.71%	87.88%		Q2 22/23: Off Target 29 of 33 indicators on target or data only.		90%	Number on tgt/complete or Data Only	29
										Total number of PI's	33

Control Risk

Priorities	Indicator	2021/2 2	Q2 2021/2 2	Q1 2022/2 3	Q2 2022/23				Annual Target 2022/2 3	Feeder Data	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%		Q2 22/23: All high risks reviewed		100%	Number of high risks reviewed in the last quarter	2
											Number of high risks

Implement Improvement Plans

Priorities	Indicator	2021/2 2	Q2 2021/2 2	Q1 2022/2 3	Q2 2022/23				Annual Target 2022/2 3	Feeder Data	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%	100%		Q2 22/23: On Target All audit actions in progress.			Number of internal/external audit actions on target or complete	4

Children's Services, Partnerships and Communities Complaints Indicator Summary



Commitment to valuing Complaints - Outcomes and Customer Feedback

Indicator	2021/22	Q2 2021/22	Q1 2022/23	Q2 2022/23				Annual Target 2022/23
	Value	Value	Value	Value	Status	Note	Short Trend	
Number of complaints received (quarterly)	61	8	18	14		Q2 22/23: Data only		
Number of complaints closed in the year	59	8	18	7		Q2 22/23: Data only		
Number of complaints upheld (quarterly)	7	0	3	0		Q2 22/23: Data only		
Number of complaints partially upheld (quarterly)	10	1	0	2		Q2 22/23: Data only		
Number of complaints not upheld (quarterly)	16	3	2	3		Q2 22/23: Data only		
Number of complaints Resolved (quarterly)	24	4	13	2		Q2 22/23: Data only		
Average time in working days to respond to complaints at stage 1	5.54	5.71	7.06	6.17		Q2 22/23: Off Target		5
Average time in working days to respond to complaints at stage 2	29.21	17	0	0		Q2 22/23: No complaints		20
Average time in working days for a full response for escalated complaints	21.33	0	0	10		Q2 22/23: On Target		20
Percentage of complaints at stage 1 complete within 5 working days	89.74%	85.71%	83.33%	66.67%		Q2 22/23: Off Target		95%
Percentage of complaints at stage 2 complete within 20 working days	57.14%	100%	100%	100%		Q2 22/23: On Target		95%
Percentage of complaints escalated and complete within 20 working days	66.67%	100%	100%	100%		Q2 22/23: On Target		95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	6	0	0	0		Q2 22/23: Data only		
Number of Compliments	2	0	0	0		Q2 22/23: Data only		

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.					16	Childrens Services, Partnership and Communities

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
SRP.RR.14.1 Scottish Child Abuse Inquiry	<p>The Council have set up an Abuse Inquiry Project Team to support the Council to prepare for information requests to support the Inquiry. In addition we have a Claims Project Team who have mapped out how we shall manage any future claims reported against the Local Authority.</p> <p>The Inquiry Team have established a Project Plan covering: 1. Residential establishments, List D Schools and Foster Carers: identifying Children's homes, Foster Carers and any List D Schools in Midlothian over the last 100 years and researching historic records. 2. Record Audit: reviewing the Council's existing paper and electronic recordkeeping systems to identify relevant records and map them to residential establishments. This also includes, where possible, noting the Council's historic recordkeeping policies, such as retention schedules.</p>	<p>Risk Cause: Midlothian Council and its legacy organisations, predating the creation of Midlothian Council in 1996, have been involved in the provision of care of children going back to living memory. During this time there is the likelihood that the care children received fell below standards of care now in place. There is the further potential the some people in the care of Midlothian Council and its legacy organisations were subject to abuse by those who were employed to care for them.</p> <p>Risk Event: The Scottish Government began an Inquiry into cases of Child Abuse occurring prior to 17 December 2014, the intention of this enquiry is to identify historic case of abuse which have to date gone unreported. The most recent Section 21 notice around the Foster Care Case Study is a significant piece of work. The request for information from 1930 to date is very challenging given the volume of files that require to be read and analysed.</p>		Foster Care and Residential Care File Review	Q1 22/23: Inquiry is taking evidence in relation to Sct 21 submissions around foster care findings. Many CSWO's have been called to give evidence around abuse within their local authority. To date Midlothian have not been called to give evidence. We have a QC offering advice on our submission, which do not suggest that there is evidence to suggest there has been systemic abuse, based on our file read to date.	 <p>Likelihood</p> <p>Impact</p>	16	Childrens Services, Partnership and Communities

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
	<p>3. Cataloguing/Indexing: checking and updating existing recordkeeping systems for accuracy and consistency, enabling effective information retrieval when requested by the Inquiry. The Project Team have established a Project Plan covering:</p> <p>4. Ascertaining the succession and insurance position in relation to potential historic child abuse claims.</p> <p>5. Ascertaining and agreeing Midlothian Council's legal position/ approach in dealing with the potential historic child abuse claims.</p> <p>6. Identifying the need for guidance, protocol, templates etc. should/if any claims be made against the council.</p> <p>7. Consideration to identifying if additional staffing will be required as expected deluge of FOI's SAR's in 2018 from solicitors of potential claimants.</p> <p>8. Project team is in place with project plan with a range of identified actions which are being</p>	<p>Risk Effect: If the inquiry finds historic cases of abuse in Midlothian this could damage the reputation of the Council and could place doubt in the eyes of the public as to the safety of these currently in care. There is significant scope for a substantial financial impact arising from claims of historic abuse. Some existing employees may be affected by the inquiry and subsequent claims of abuse. We have request an extension for Parts B, C & D of the last Section 21 to April 2020, which has been granted. To date there has been no evidence from the extensive file read to suggest there has been systemic abuse within our foster care system.</p>						

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
	<p>progressed. Monthly meetings to progress project plan.</p> <p>9. The SCAI Social Worker is very competent and experienced in this area of work and provides quarterly updates on their findings from the file read. This is a real strength within this area of work. The CSWO and Principal Solicitor meet regularly with the social worker to discuss findings from the file read.</p>							

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%	19.99%	20/21 Rank 17 (Third Quartile) 19/20 Rank 17 (Third Quartile) 18/19 Rank 15 (Second Quartile) 17/18 Rank 17 (Third Quartile) 16/17 Rank 19 (Third Quartile).