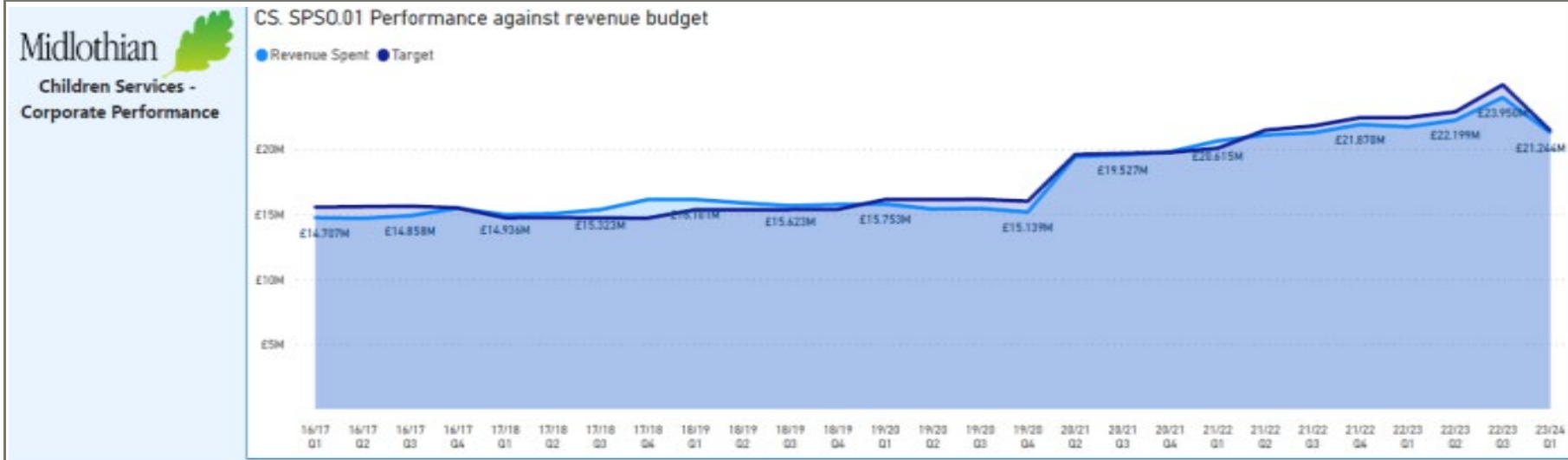


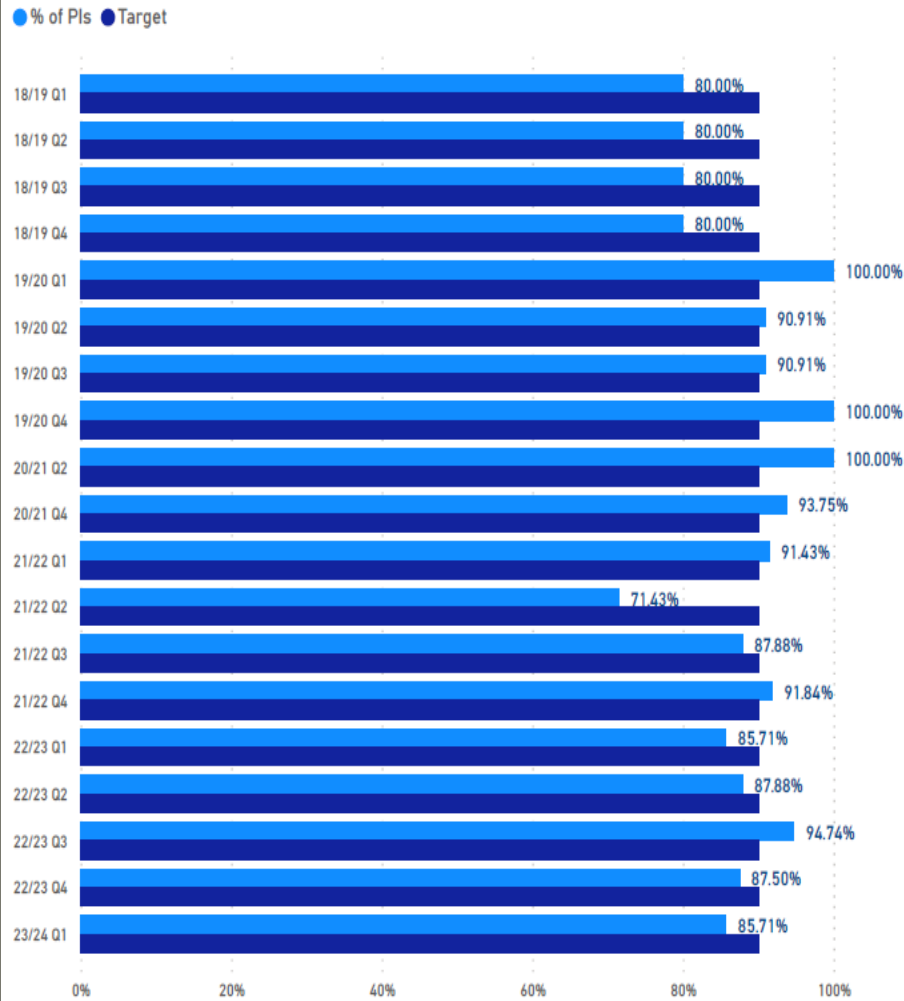
Children's Services, Partnership and Communities Performance Report 2023/24

- Quarter 1

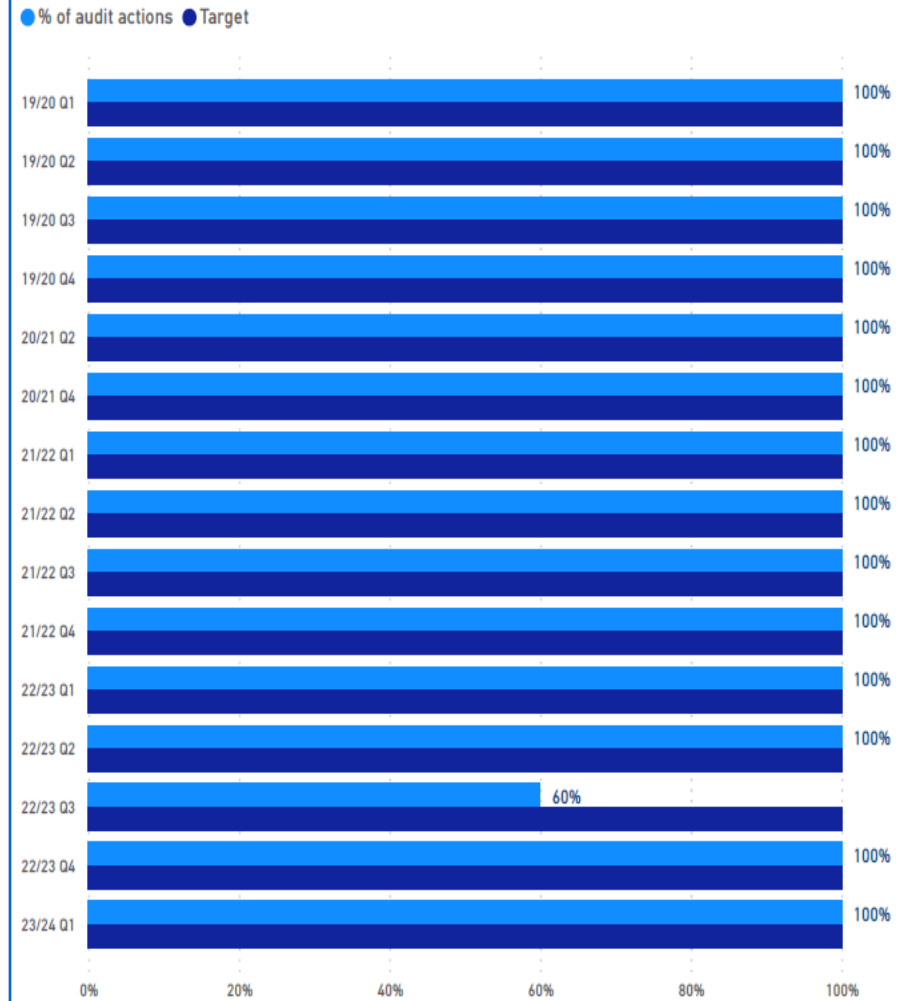
01. Progress in delivery of strategic outcomes



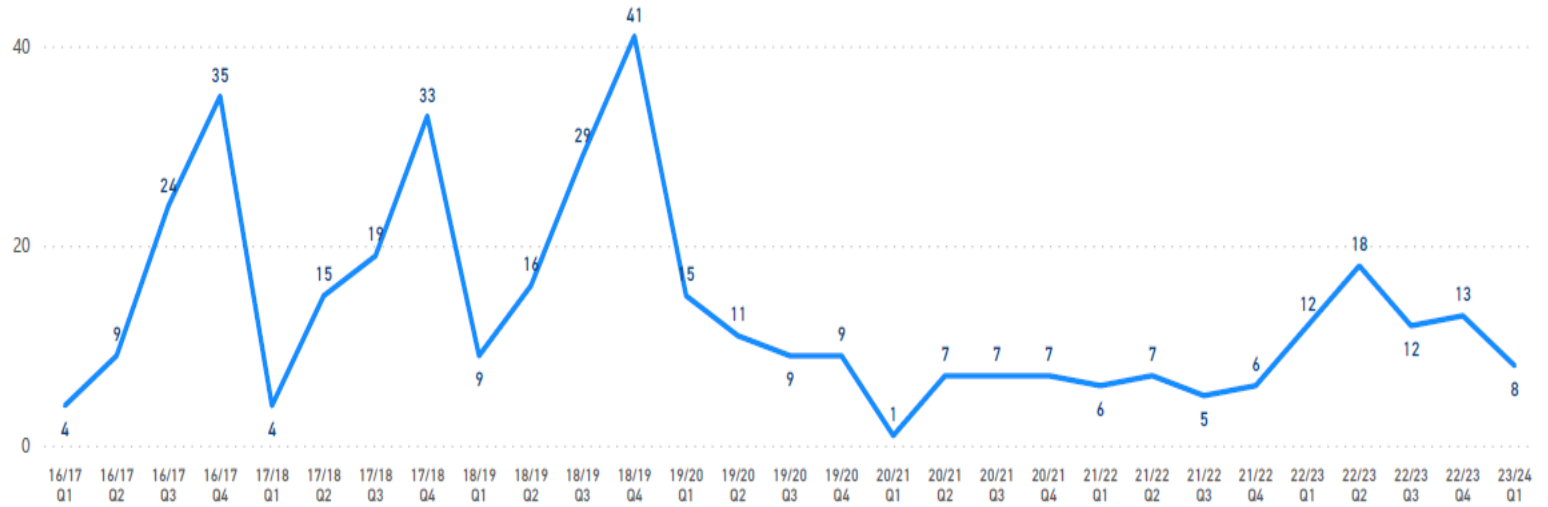
CS. MPI.05 % of PIs on target



CSPC. MPI.07 % of internal/external audit actions on target or complete

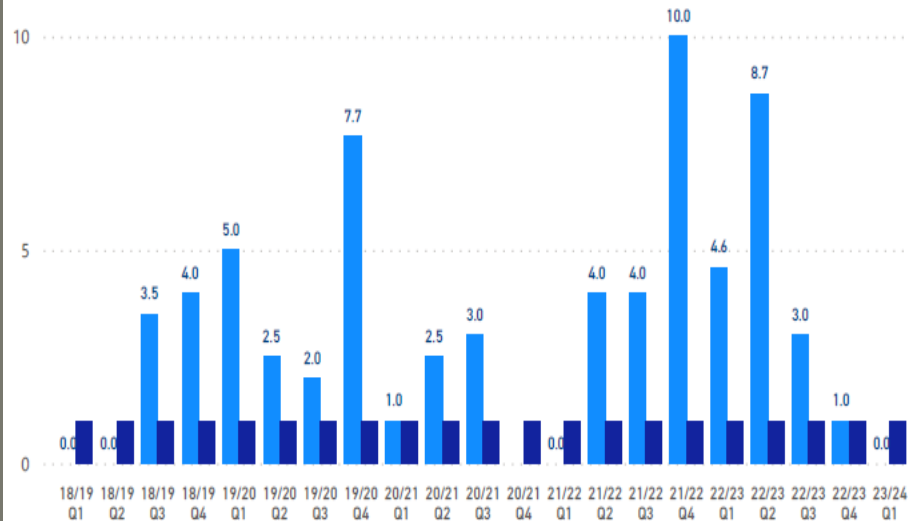


CS. SPS0.01 Number of Complaints Received



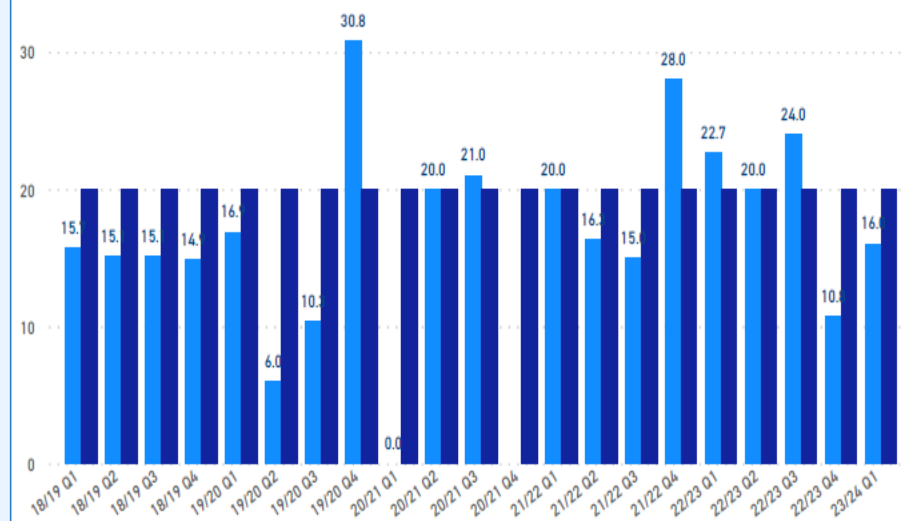
CS. SPS0 4.1 Stage 1 Complaints response times

● Ave. working days response ● Target



CS. SPS0 4.2 Stage 2 Complaints response times

● Ave. working days response ● Target



01. Progress in delivery of strategic outcomes

The Promise

The Promise lead has now commenced in post and will progress Midlothian's Promise Strategy and plan. They will work to engage all partner agencies to ensure shared responsibilities as corporate parents. A series of Promise engagement/awareness raising will be rolled out across the Council and Partnership and will include Elected members.

Youth Justice

In preparation for the summer holidays a multi agency team of staff met to plan interventions over the summer period. There have been and continue to be concerns around groupings of young people meeting at Hardengreen where we have McDonald's who offer free internet, this coupled with free travel has led to incidents at Tesco's. Police, LRT, and staff from education, children's services and CLLE including our voluntary sector colleagues as well as staff from the shops involved are working together to reduce the risk to the public and also looking at initiatives with Saltire Soccer and others which divert youths to alternative activities. This is very much a multi-agency approach. Work has also been undertaken with over 1000 children in S1 & S2 on No Knives, better life's.

Summer Funding Programme

At the end of June we received funding from Scottish Government which was to be utilised to support families to access activities over the summer which would also include getting access to food. Very swiftly we were able to meet with our 3rd sector colleagues and agree who would be in a position to offer support. There were many vouchers and passes on offer to local amenities and also for activities further afield such as Edinburgh Zoo. During Q2 reporting we shall update on the impact this funding had and how many families benefited from this.

Equally Safe:

Scotland's Strategy for Prevention and Eradicating Violence against women and girls, sets out the Scottish Government and COSLA's joint vision to create a strong and flourishing Scotland where all individual are equally safe and respected. In support of this vision, Midlothian has committed to developing an ambitious strategy to help ensure all women, children and young people living in Midlothian are equally safe. The development of this strategy offers an opportunity to bring together and building on a range of strategic activities that have been progressed across Midlothian in recent years that aim to tack gender inequality. The Improvement Service are supporting us to develop a strategy. To date there have been several meetings with the leadership across the Council chaired by Chief Officer of Children's Services to take this work forward.

Referrals:

Work is being progressed around gaining a clearer understanding on how all referrals come into the service. This is a large piece of work involving many stakeholders. The outcome of which shall offer an overview on how many referrals come into children's services and how many 'referrals' are actually just about information sharing. We shall also be able to gain a better understanding as to how many referrals will be directed to the Family Wellbeing Service. Within Q1 although there is a 9% increase in referrals from Q1 in 2022, within the last three months from Q4 2022, to Q1 23, there has been a 12% decrease in referrals which is positive and may be as a result of the work we have started.

Family Wellbeing Service

The service has had a significant amount of training on offer to the new workforce to ensure they have a good understanding of their role going forward. They are already working with over 100 children and young people. We have an independent person undertaking a review of what voluntary support we can buy-in to support this service. It is hoped this shall be concluded by the end of October.

Arrival of Ukrainian Families and Unaccompanied Asylum-Seeking Children (UASC)

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. Through a mandated rota we are committed to taking UASC as and when required. To date we have been able to identify suitable accommodate for them.

Looked After away from home population

The data evidences that our looked after population is continuing to decrease which is testament to the workforce ensuring that they support families to remain together, where safe to do so. The introduction of

Family Group decision making, supports families to devise a plan which promotes families staying together with support from extended family, it is too early to advise if this is reason for this consistent decline in numbers. Conversely child protection registrations are rising, a high percentage of registrations are as a result of domestic abuse. We shall monitor this position going forward.

Self-Directed Support

We continue to work tirelessly to ensure that families had access to funding if assessed as in need . The summer period is often a challenge for families trying to identify sufficient resources for children with additional support needs. Our aim is to start planning for next year so that families are aware of what is available and have choice where their child(ren) can attend.

Trauma Informed Training

We remain committed to ensure all our staff are trauma informed this includes our foster carers. A rolling programme of training is being rolled out across the directorate and Council.

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

- Please note that this is a new plan for 23/24 and therefore the progress at this stage is limited

Service Priority Action 1: Ensure the Midlothian Wellbeing Service is aligned with other family supports across Midlothian

Priority actions for 2023/24

- Ensure funding and resources are in place for 23/24
- Implement a formal launch of service across the Directorate
- Develop process to understand family supports commissioned across Midlothian

Service Priority Action 2: Promote the use of Self-Directed Support amongst families to empower them to have choice and flexibility.

Priority actions for 2023/24

- Increase by 10% the number of families who take Option 1 to organise their own support

Service Priority Action 3: Strengthen supports offered to Family Group Decision Making and Kinship supports to maintain children with birth/kin families

Priority actions for 2023/24

- Increase the number of families who participate in Family Group Decision Making
- Increase the number of families who have a Family Group Decision Making plan
- Increase the number of Kinship assessment undertaken
- Develop permanence process to formally secure children in kinship

Service Priority Action 4: Implement the National Child Protection Guidance locally

Priority actions for 2023/24

- Contribute towards the development of Lothian wide Child Protection Procedures

Service Priority Action 5: Develop a pathway for children and families to navigate services in a timely manner

Priority actions for 2023/24

- Develop a Single Point of Access across the directorate

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

Priority actions for 2023/24

- Increase the number of families offered an income assessment

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

Priority actions for 2023/24

- Ensure local Adoption Service will provide high quality care and support
- Ensure local Continuing Care/Adult services will provide high quality care and support
- Ensure Hawthorn Family Learning Centre will provide high quality care and support
- Ensure 2 x Young People's Care Homes will provide high quality care and support

Service Priority Action 8: Strengthen the number staff who understand the importance of trauma informed practice

Priority actions for 2023/24

- Increase the number of staff trained in using a trauma informed approach
- Develop a timetable of events that offer training opportunities and development for all CS staff

02. Challenges and Risks

Q1 23/24:

National Care Service: The 'Bill' which is currently in Stage 1 of the process is delayed and being considered with an expectation that the lead committee will provide a report at the start of 2024. CELCIS have been commissioned to undertake research around the inclusion of children's services within the NCS. This work should be concluded by the end of the summer 2023.

Poverty

As families continue to be impacted by the cost-of-living crisis this is expected to lead to an increase in the number of families experiencing poverty. This also applies to workers on low incomes. We are assessing all claims that come into children and families from the Scottish Welfare Fund for early identification of families who may need additional support. Anecdotally we are hearing from our partners that families living in large private housing estates are also struggling with increased mortgage rates coupled with high energy costs and food bills. The impact is additional stress within family homes.

Workforce:

Midlothian continues to experience the same staffing issues encountered by other Councils. Despite the staffing issues we have continued to offer high quality services that ensure the safety and wellbeing of our children and young people within Midlothian. There continues to be a lack of experienced and skilled staff across the sector, and we are having to increasingly rely on locum workers. As reported in other quarters, this is a national issue and discussions have started around 'A National Social Work Agency' which would offer the same terms and conditions across Scotland, similar to that of Police Scotland and Education staff. This would benefit Midlothian if this approach were adopted.

Unaccompanied Asylum Seeking Children

We continue to ensure that we meet our mandated quota of unaccompanied children seeking asylum in Midlothian. The pressure upon us however to ensure that all these young people are looked after within Midlothian is significant. We, like many other local authorities shall need to begin to consider external and much more expensive placements out with Midlothian in the near future. As everyone will be aware the number of children and young people arriving in Britain, mainly Kent, is increasing week on week as the good weather encourages people to travel. Currently we have 8 young people aged 18-23 living in Midlothian who are classed as Unaccompanied asylum seeking young people and living in supported or independent flats but who still require support and 4 young people aged 14-17 who are with carers or in our residential houses.

Increased numbers of children impacted by the delay in neurodevelopmental waiting times: There is a significant delay in families waiting for an appointment with CAMHS regarding neurodevelopment concerns. Not all cases will require clinical input from CAMHS however we are looking at how we can work together to consider how we best support families whilst on the waiting list.

Sum of Count	Column Labels				
Team	<18 weeks	19-35 weeks	36-52 weeks	>52 weeks	Total
Neurodevelopmental Midlothian	106	130	96	290	622

We have commenced discussions with our health colleagues around this data to consider how we can collectively support families sitting on this waiting list. The current demands and pressure are rising in all areas of work with children therefore we need to ensure we future proof our services to deliver sustainable options locally for children and young people with ASN and Complex and Enduring Needs.

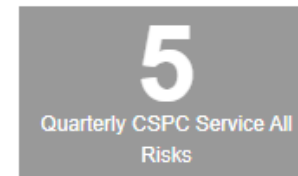
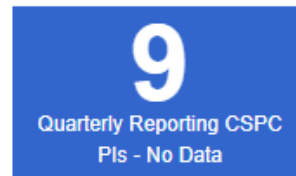
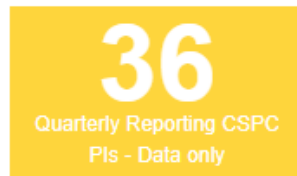
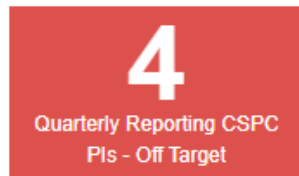
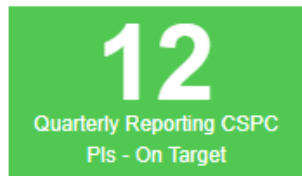
Foster Care

Given the local and national foster care crisis we are about to commence a new advertising campaign to hopefully generate interest from prospective carers who may wish to consider caring for teenagers and unaccompanied asylum seeking children and young people.

Financial Pressures

Finance is an ongoing challenge and whilst Q1 reporting looks positive, the request for one placement within secure care or an additional external placement could potentially change our financial position going forward.

Quarter 1 - Children's Services Partnership and Communities-



Quarterly Reporting PIs - Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
	22/23.CSPC.4e Number of CEYP living with Foster Carers on After Care arrangement		1	3	01 Jul 2023	2022/23	
	BS.CSPC.LPI.04 Child Protection: % of Core Group meetings held within a 8 week p...		99%	100%	01 Jul 2023	Q4 2022/23	
	BS.CSPC.LPI.05 Child Protection: % of Core Group meetings held within 15 days fo...		89%	100%	01 Jul 2023	Q4 2022/23	
	CS.SPSO.05.3 Percentage of complaints escalated and complete within 20 working ...		66.67%	95%	01 Oct 2023	Q1 2023/24	

← 1 of 1 →

Childrens Services, Partnership and Communities PI summary

01. Manage budget effectively

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	N/A	£21.703 m	£21.244 m		Q1 23/24: On Target				

02. Manage stress and absence

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	10.17	2.32	3.15		Q1 23/24: On Target		9.00	Number of days lost	514.07
									Number of FTE in service	163.33



03. Process invoices efficiently

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	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%		Q1 23/24: On Target		95%	Number received (cumulative)	3,741
									Number paid within 30 days (cumulative)	3,657



04. Improve PI performance

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	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)	91.89%	85.71%	100%		Q1 23/24: On Target			Number on tgt/complete or Data Only	17
									Total number of PI's	17

05. Control Risk

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	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%		Q1 23/24: All High risks have been reviewed		100%	Number of high risks reviewed in the last quarter	2
									Number of high risks	2

06. Implement Improvement Plans

Priorities	Indicator	2022/23	Q1 2022/23	Q1 2023/24				Annual Target 2023/24	Feeder Data	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%		Q1 23/24: Audit actions regarding Learning Disability and Physical Disabilities are in progress		90%	Number of internal/external audit actions on target or complete	13
									Number of internal/external audit actions	13

Childrens Services, Partnerships and Communities Complaints Indicator Summary

Commitment to valuing Complaints 4. Outcomes and Customer Feedback

Indicator	2022/23	Q1 2022/23	Q1 2023/24			
	Value	Value	Value	Status	Note	Short Trend
Number of complaints received (quarterly)	55	12	8		Q1 23/24: Data Only	
Number of complaints closed in the year	34	11	4		Q1 23/24: Data Only	
Number of complaints upheld (quarterly)	3	0	0		Q1 23/24: Data Only	
Number of complaints partially upheld (quarterly)	12	6	2		Q1 23/24: Data Only	
Number of complaints not upheld (quarterly)	4	1	2		Q1 23/24: Data Only	
Number of complaints Resolved (quarterly)	8	3	0		Q1 23/24: Data Only	
Average time in working days to respond to complaints at stage 1	5.09	4.6	0		Q1 23/24: On Target	
Average time in working days to respond to complaints at stage 2	18.45	22.67	16		Q1 23/24: On Target	
Average time in working days for a full response for escalated complaints	20	22.67	18.33		Q1 23/24: On Target	
Percentage of complaints at stage 1 complete within 5 working days	72.73%	80%	100%		Q1 23/24: Off Target	
Percentage of complaints at stage 2 complete within 20 working days	72.73%	66.67%	100%		Q1 23/24: On Target	
Percentage of complaints escalated and complete within 20 working days	50%	0%	66.67%		Q1 23/24: Off Target	
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	0	0		Q1 23/24: Data Only	
Number of Compliments	2	0	0		Q1 23/24: Data Only	

Children's Services, Partnership and Communities PI Report


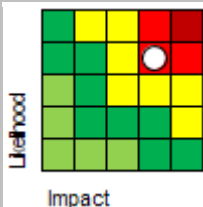


PI Code	PI	2022/23	Q1 2023/24			Benchmark
		Value	Value	Status	Short Trend	
23/24.CSPC.1 a	Ensure funding and resources are in place for 23/24	12				Q1 23/24: These are new targets for 2023/24 and will be fully reported on in Q2 23/24
23/24.CSPC.2	Increase by 10% the number of families who take Option 1 to organise their own support	N/A				
23/24.CSPC.3 b	Increase the number of families who have a Family Group Decision Making plan	N/A				
23/24.CSPC.3 c	The number of assessments by kinship worker	16				
23/24.CSPC.3 d	Develop permanence process to formally secure children in kinship	N/A				
23/24.CSPC.7 a	Develop a Single Point of Access across the directorate	N/A				
23/24.CSPC.8 a	Increase number of families offered an income assessment	68				
23/24.CSPC.9 a	Care inspection Grading of GOOD - Adoption services	N/A				
23/24.CSPC.9 b	Care inspection Grading of GOOD - Fostering services	N/A				
23/24.CSPC.9 c	Care inspection Grading of GOOD - Local Continuing Care/Adult services	N/A				
23/24.CSPC.9 d	Hawthorn Family Learning Centre will provide high quality care and support	N/A				
23/24.CSPC.9 e	Care inspection Grading of GOOD - Local residential care homes	N/A				

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
LEP5.6 Ensure staff levels for the operational delivery of employability programmes is sufficient including funded programmes						<p>Likelihood</p> <p>Impact</p>	16	Childrens Services, Partnership and Communities
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				<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
		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.						
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.</p> <p>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:</p> <p>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.</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</p>		Foster Care and Residential Care File Review	Q3 22/23: Inquiry has heard all the evidence for the Sct 21 submissions around foster care. Many CSWO's were called to give evidence around abuse within their local authority. Midlothian CSWO was not called to give evidence. This part of the inquiry is now concluded with learning from this due to be written up by around March 2023. The learning will result in an action plan being developed which we shall consider and ensure that our policies and practice are updated accordingly.		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>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>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</p>	<p>have to date gone unreported.</p> <p>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> <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.</p> <p>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>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 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	2021/22	External Comparison
		Value	Value	Value	Value	Value	Value	
CHN8a	Corporate Indicator - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week (LGBF)	£3,043.27	£4,105.31	£3,877.29	£4,268.22	£6,890.53	£6,509.46	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)	£365.72	£373.37	£354.16	£362.23	£498.43	£466.60	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%	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%	3.19%	2.41%	3.45%	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%	20.3%	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).

