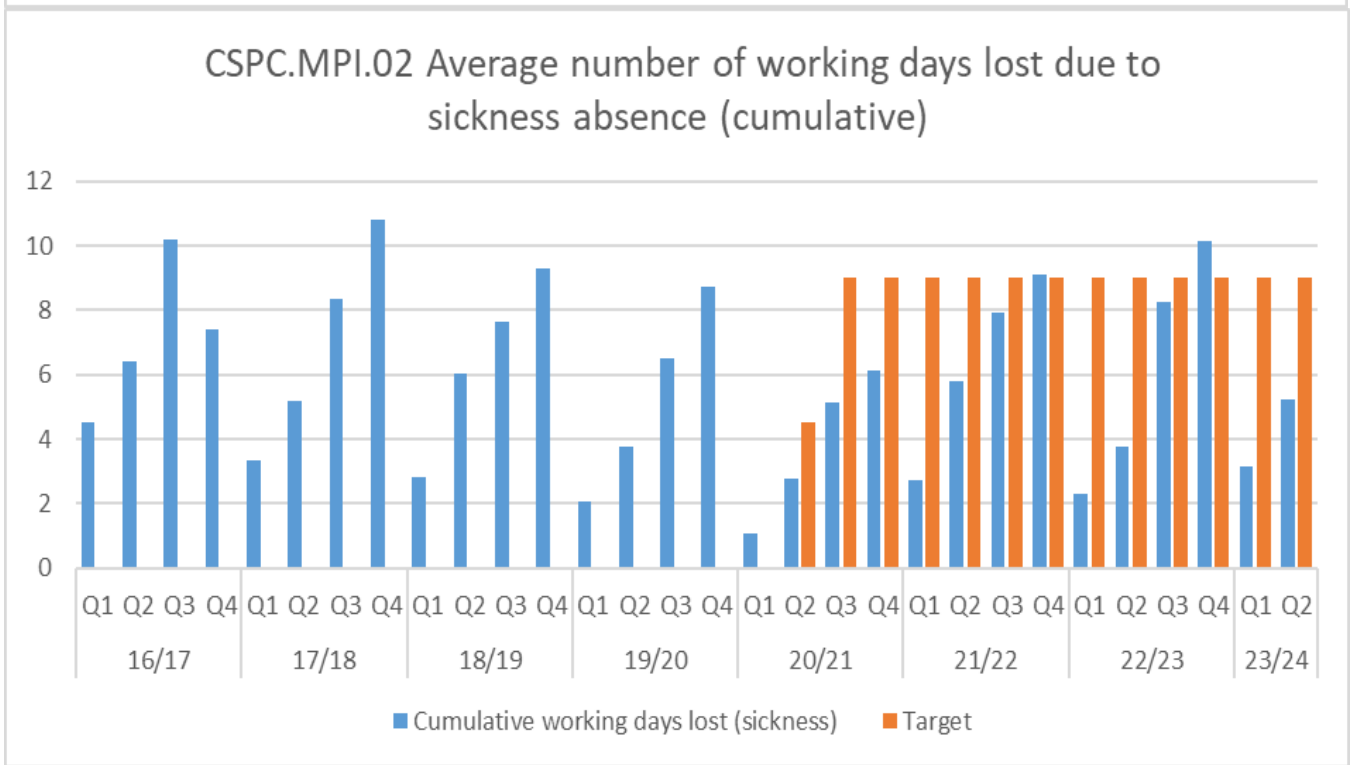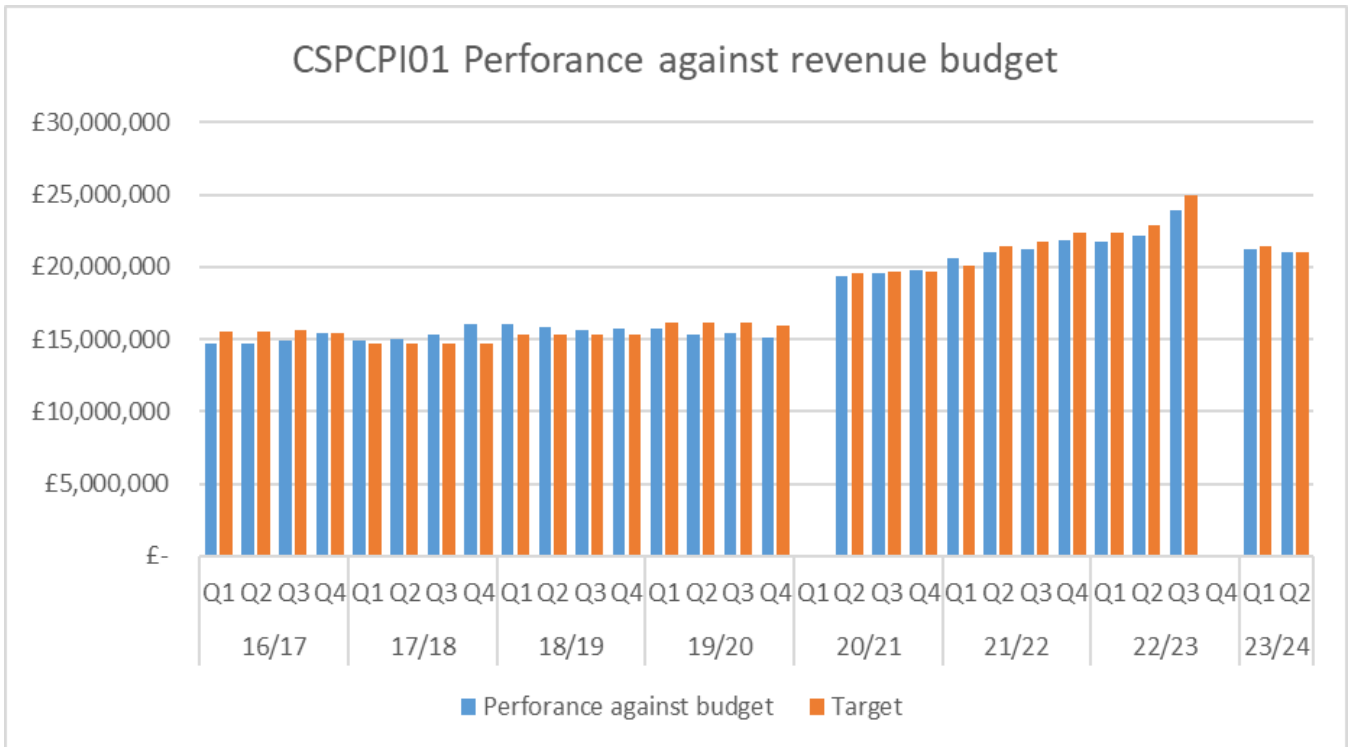# Children's Services, Partnership and Communities Performance Report 2023/24
Quarter 2
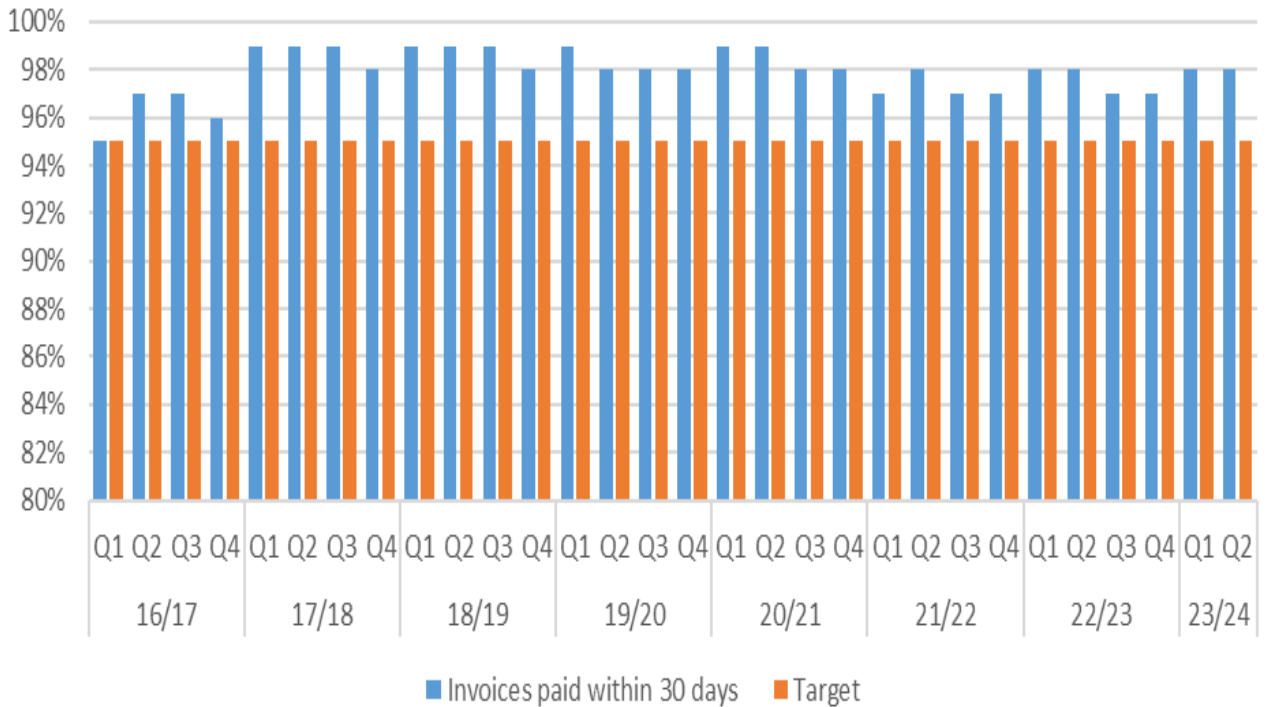
Midlothian

01. Progress in delivery of strategic outcomes

Q2 23/24: Progress in delivery of strategic outcomes

CSPCPI01 Perforance against revenue budget

CSPC.MPI.02 Average number of working days lost due to sickness absence (cumulative)

CSPC.MPI.04 % of invoices paid within 30 days of invoice receipt (cumulative)

■ Invoices paid within 30 days ■ Target

CSPC.MPI.05 % of Service PIs that are on target/ have reached their target. (does not include Corporate PIs)
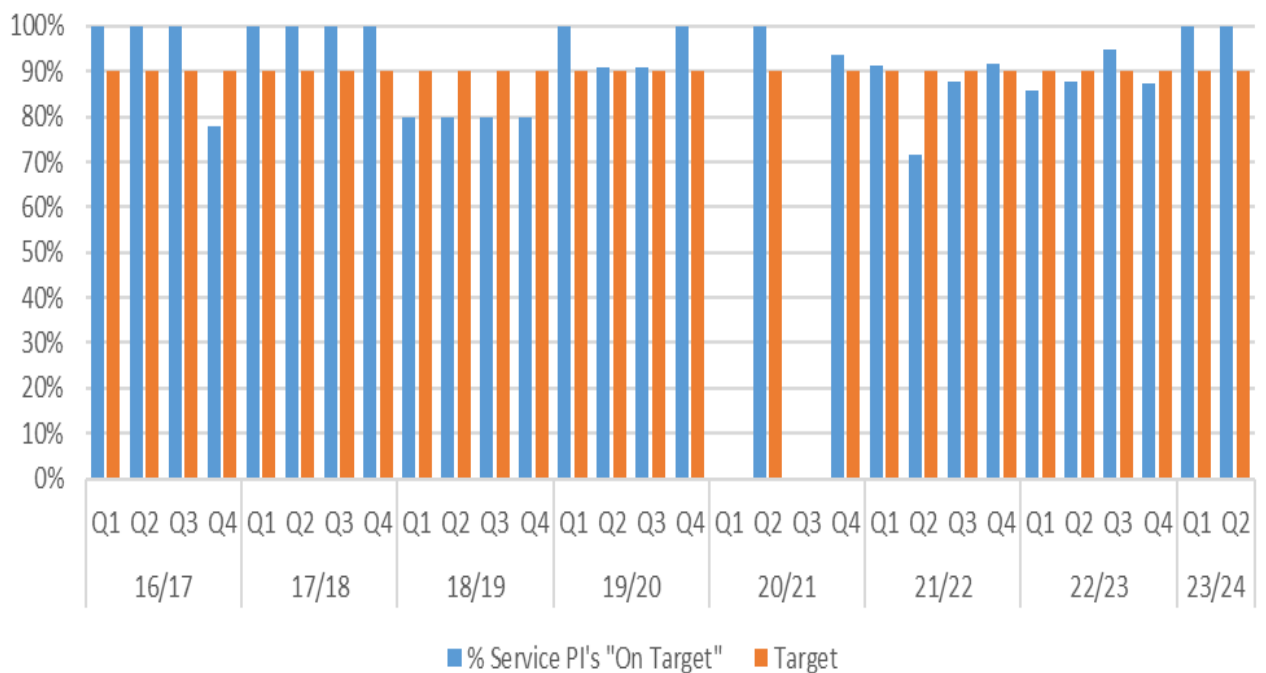
■ % Service PI's "On Target" ■ Target

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

Legend: ■ % Audit actions "On Target" ■ Target

CS.SPSO.04.1 Average time in working days to respond to complaints at stage 1

Legend: ■ Average response time stage 1 complaint ■ Target
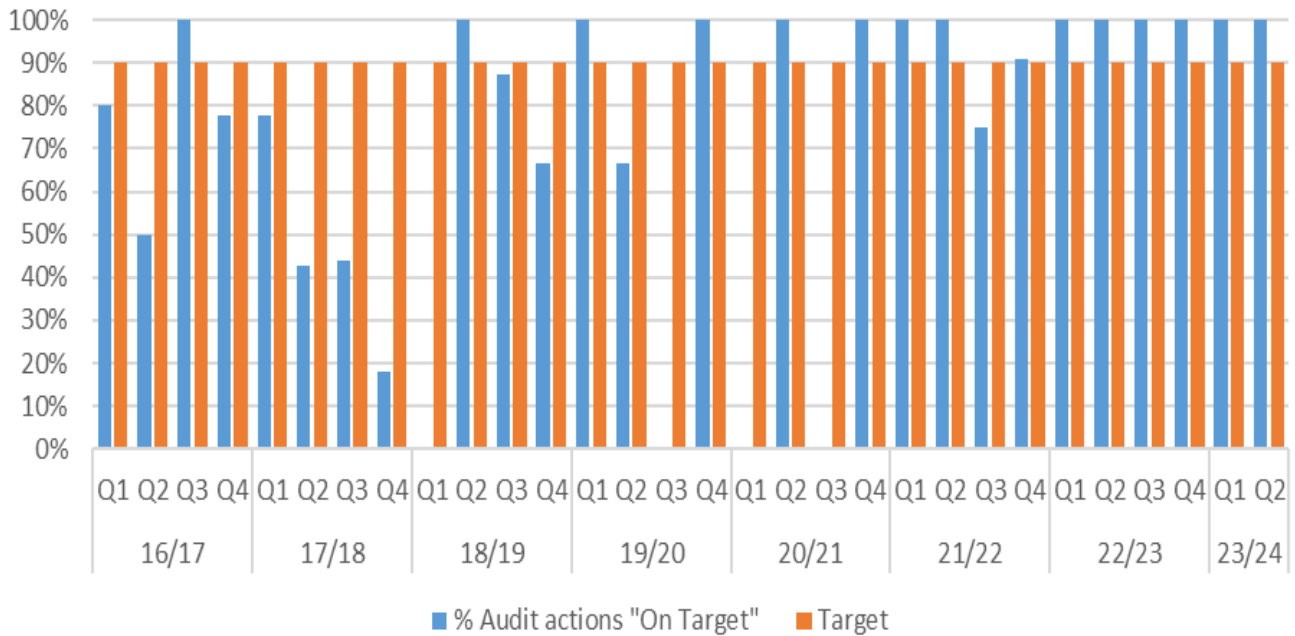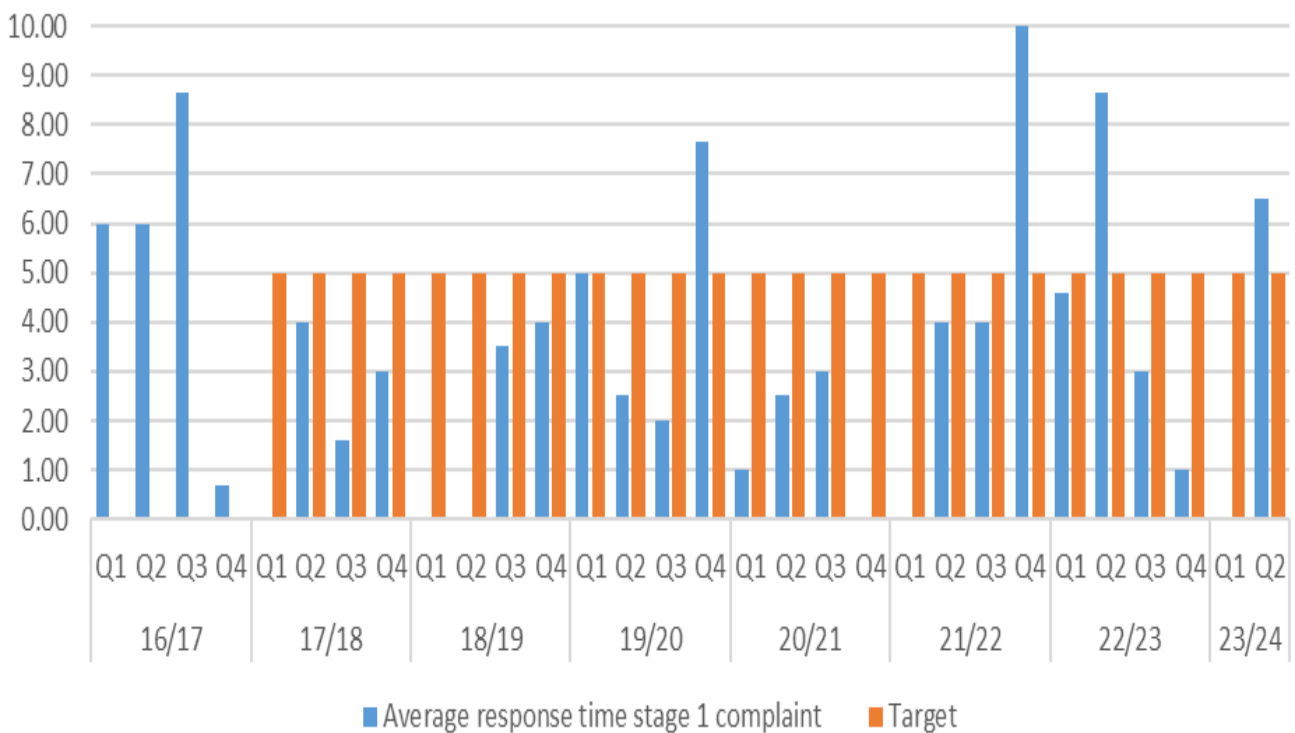
CS.SPSO.04.2 Average time in working days to respond to complaints at stage 2
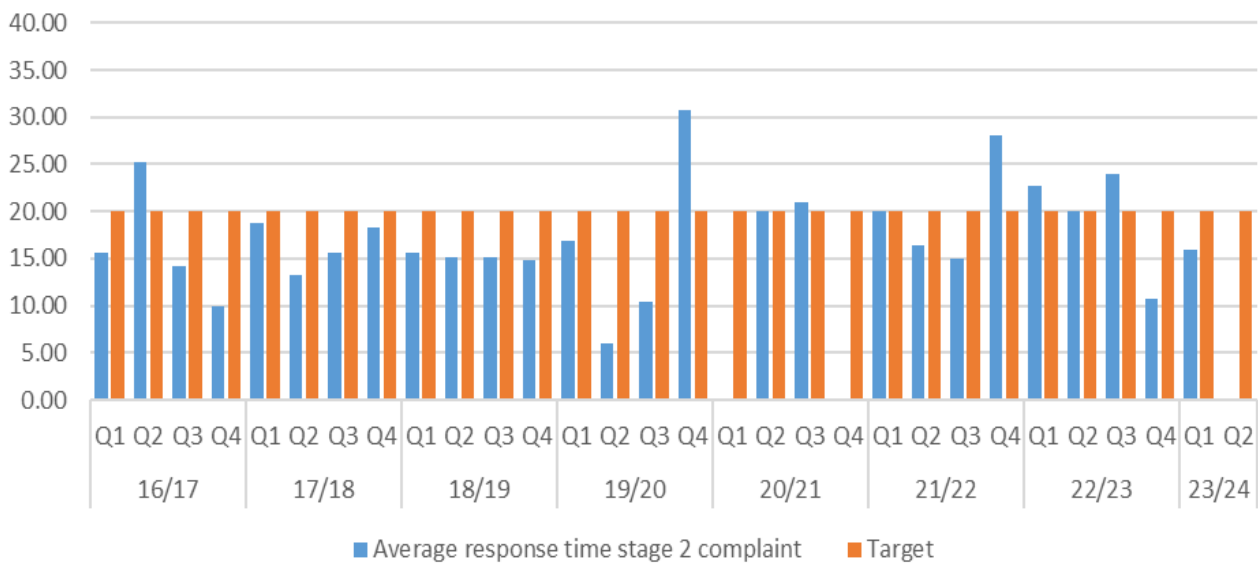
The Promise
The Promise work continues to drive forward our children's service improvements.
Plan 21-24: Priority Areas
19 A Good Childhood
23 Whole Family Support
26 Supporting the Workforce
29 Planning
32 Building Capacity

Our Family wellbeing service which offers holistic family support is established and whilst there is still work to do we are on track to offering services to families that will ensure they do not escalate into social work services. An area for noting is around the workforce. There is a local and national workforce issue within social work and social care. Difficulties around recruitment and retention are very live issues across all services. Whilst we are doing everything possible to ensure the workforce is supported through this difficult time there needs to be recognition that there is no quick solution to this problem and having sufficient staff who are experienced to undertake their statutory duties is becoming more difficult. We are linked in with national groups to ensure we are learning from others and making those that need to be aware are mindful of this predicament.

Referrals:
Work is being progressed and is almost complete around gaining a clearer understanding on how all referrals come into the service.
This has been a significant piece of work involving many stakeholders. Within Q2 there is a 7% decrease compared to last year at this time and a 12% decrease in referrals from Q1. The impact of this piece of work is already evidencing positive results. This said the complexity of the referrals coming into the service remains high however it is hoped that we shall offer a much improved service

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.

Looked After away from home population
The data evidences that our looked after population is fairly static bearing in mind data changes on a daily basis. These stats are 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. Child Protection has reduced from last quarter however domestic abuse remains the main reason children's names are on the CP Register.

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.

02. Challenges and Risks

Q2 23/24: Challenges and Risks

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.

Workforce:
Midlothian continues to experience the same staffing issues encountered by other Councils. There is a general 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 issues 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
To date we have 15 unaccompanied asylum seeking children/ young people within the local authority. We have been able to meet the mandated request for UASC. However we are now at a point where we have no local resources if asked to accommodate any UASC under the age of 16. This is a very concerning position and one which many local authorities across Scotland are facing. It is not morally or ethically right to outsource a private agency or organisation to accommodate an UASC where we would have to retain responsibility and meet the additional costs this would incur. Therefore, we are now in a position that we are unable to offer accommodation to any UASC under the age 16.

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. 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
Given the local and national foster care crisis we are about to commence a new advertising campaign to hopefully generate prospective carers for teenagers and unaccompanied asylum-seeking children and young people. Unfortunately, we cannot pursue at this time due to a crisis in recruitment in this area of work. We currently do not have the staff who would be able to do the training with perspective foster carers therefore this piece of work is on hold.

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 2 - Children's Services Partnership and Communities▾

11	3	35	7	5	0
Quarterly Reporting CSPC PIs - On Target	Quarterly Reporting CSPC PIs - Off Target	Quarterly Reporting CSPC PIs - Data only	Quarterly Reporting CSPC PIs - No Data	Quarterly CSPC Service All Risks	Quarterly CSPC Service High Risks
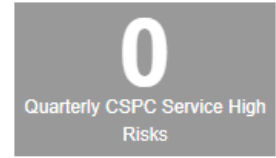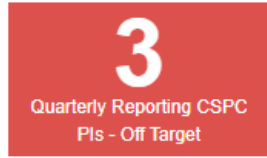
Quarterly Reporting PIs - Off Target

...	Code & Title	Gauge	Value	Target	Next Update Due	Last Update	History
🔴	CSPC.MPI.07 % of internal/external audit actions progressing on target or complete t…		69.23%	95%	01 Jan 2024	Q2 2023/24	
🔴	CS.SPSO.04.1 Average time in working days to respond to complaints at stage 1		6.5	5	01 Jan 2024	Q2 2023/24	
🔴	CS.SPSO.05.1 Percentage of complaints at stage 1 complete within 5 working days		0%	95%	01 Jan 2024	Q2 2023/24	

← 1 of 1 →

Childrens Services, Partnership and Communities PI summary

01. Manage budget effectively

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Manage budget effectively	Performance against revenue budget	N/A	£22.199m	£21.244m	£21.002m	✅	**Q2 23/24:** £60,000 underspend	⬆			

02. Manage stress and absence

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	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)	10.17	3.77	3.15	5.23	✅	**Q2 23/24:** On Target	⬇	9.00	Number of days lost	860.08
										Number of FTE in service	164.47

03. Process invoices efficiently

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	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 23/24:** On Target	⬇	95%	Number received (cumulative)	7,660
										Number paid within 30 days (cumulative)	7,477

04. Improve PI performance

Priorities	Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24				Annual Target 2023/24	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)	91.89%	87.88%	100%	0%	🛑	**Q2 23/24:** Off Target - 12 PIs waiting on data from managers.	⬇		Number on tgt/complete or Data Only	0
										Total number of PI's	12

05. Control Risk

Priorities	Indicator	2022/23 Value	Q2 2022/23 Value	Q1 2023/24 Value	Q2 2023/24 Value	Q2 2023/24 Status	Q2 2023/24 Note	Q2 2023/24 Short Trend	Annual Target 2023/24	Feeder Data	Value
05. Control Risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	✅	**Q2 23/24:** On Target	▬	100%	Number of high risks reviewed in the last quarter	2
										Number of high risks	2

06. Implement Improvement Plans

Priorities	Indicator	2022/23 Value	Q2 2022/23 Value	Q1 2023/24 Value	Q2 2023/24 Value	Q2 2023/24 Status	Q2 2023/24 Note	Q2 2023/24 Short Trend	Annual Target 2023/24	Feeder Data	Value
06. Implement Improvement Plans	% of internal/external audit actions progressing on target or complete this quarter.	100%	100%	100%	69.23%	🛑	**Q2 23/24:** Off Target. A new due date has been proposed to Internal Audit of 31.03.24 for the four indicators which are Off Target.	⬇	90%	Number of internal/external audit actions on target or complete	9
										Number of internal/external audit actions	13

Childrens Services, Partnerships and Communities Complaints Indicator Summary

4. Outcomes and Customer Feedback - Commitment to valuing Complaints

Indicator	2022/23	Q2 2022/23	Q1 2023/24	Q2 2023/24			
	Value	Value	Value	Value	Status	Note	Short Trend
Number of complaints received (quarterly)	55	18	8	7		**Q2 23/24:** Data only	⬆
Number of complaints closed in the year	34	11	4	4		**Q2 23/24:** Data only	➖
Number of complaints upheld (quarterly)	3	0	0	2		**Q2 23/24:** Data only	⬆
Number of complaints partially upheld (quarterly)	12	2	2	0		**Q2 23/24:** Data only	⬇
Number of complaints not upheld (quarterly)	4	1	2	2		**Q2 23/24:** Data only	➖
Number of complaints Resolved (quarterly)	8	2	0	0		**Q2 23/24:** Data only	➖
Average time in working days to respond to complaints at stage 1	5.09	8.67	0	6.5	🛑	**Q2 23/24:** Resource issues impacting completion, although this is down from the average time for same period last year.	⬇
Average time in working days to respond to complaints at stage 2	18.45	20	16	0	✅	**Q2 23/24:** On Target – there was no Stage 2 complaints during this period	⬆
Average time in working days for a full response for escalated complaints	20	14.71	18.33	14.5	✅	**Q2 23/24:** On Target	⬆
Percentage of complaints at stage 1 complete within 5 working days	72.73%	33.33%	100%	0%	🛑	**Q2 23/24:** Resource issues impacting completion	⬇
Percentage of complaints at stage 2 complete within 20 working days	72.73%	100%	100%	100%	✅	**Q2 23/24:** On Target – there was no Stage 2 complaints during this period	➖
Percentage of complaints escalated and complete within 20 working days	50%	85.71%	66.67%	100%	✅	**Q2 23/24:** On Target	⬆
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	2	1	0	2		**Q2 23/24:** Data only	⬇
Number of Compliments	2	1	0	0		**Q2 23/24:** Data only	➖

Children's Services, Partnership and Communities PI Report

Midlothian
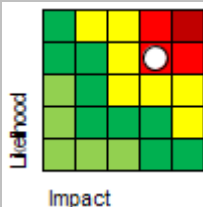
PI Code	PI	2022/23	Q2 2022/23	
		Value	Value	
23/24.CSPC.1 a	Ensure funding and resources are in place for 23/24	12		
23/24.CSPC.2	Increase by 10% the number of families who take Option 1 to organise their own support			
23/24.CSPC.3 b	Increase the number of families who have a Family Group Decision Making plan			
23/24.CSPC.3 c	The number of assessments by kinship worker	16	4	
23/24.CSPC.3 d	Develop permanence process to formally secure children in kinship			
23/24.CSPC.7 a	Develop a Single Point of Access across the directorate	N/A	N/A	
23/24.CSPC.8 a	Increase number of families offered an income assessment	68	27	Data will be available next quarter
23/24.CSPC.9 a	Care inspection Grading of GOOD - Adoption services	N/A	N/A	
23/24.CSPC.9 b	Care inspection Grading of GOOD - Fostering services	N/A	N/A	
23/24.CSPC.9 c	Care inspection Grading of GOOD - Local Continuing Care/Adult services	N/A	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	N/A	

Children's Services, Partnership and Communities Risks

Midlothian

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
LEP5.6 Ensure staff levels for the operational delivery of employability programmes is sufficient including funded programmes			🔺				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	🔺				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	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. 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.	**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 that 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. **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	⚠	Foster Care and Residential Care File Review	**Q1 23/24:** Inquiry has heard all the evidence for the Sect 21 submissions around foster care. We continue to await the findings by Lady Smith. The redress system is in place and there is a lot of activity around this area of work which requires significant input from our social worker within the Scottish Child Abuse team.		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
	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. 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: 4. Ascertaining the succession and insurance position in relation to potential historic child abuse claims. 5. Ascertaining and agreeing Midlothian Council's legal position/ approach in dealing with the potential historic child abuse claims. 6. Identifying the need for guidance, protocol, templates etc. should/if any	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. **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.						

Code & Title	Risk Control Measure	Risk Identification	Risk Evaluation	Related Action	Related action latest note	Current Risk Matrix	Risk Score	Service
	claims be made against the council. 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. 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. 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.							

Published Local Government Benchmarking Framework - Children's Services

Midlothian

Children's Services

Code	Title	2016/17 Value	2017/18 Value	2018/19 Value	2019/20 Value	2020/21 Value	2021/22 Value	External Comparison
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%	23%	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).