

YEAR END PERFORMANCE REPORT 2016/17

SUMMARY REPORT

Purpose of the Report

1. To provide Members with the year-end performance for 2016/17 against the key performance indicators for Children's Social Care.

Summary

2. Year-end performance information has now been compiled for our key performance indicators and demonstrates that:

Where are we performing well?

3. 98% of contacts were completed within one working day, which exceeds the target of 95% and 1.4% of contacts were completed in more than three working days, which is better than the target of 5%.
4. 97% of assessments in March were completed within 45 working days, which is better than the target of 90% and is 22% better than March 2016. Our timeliness of assessment is both higher than our statistical neighbour (89%) and England average (82%).
5. During 2016/17 all ICPCs have taken place within 15 working days of a strategy discussion, this meets the target and out performs all benchmarks.
6. All reviews of children subject to a child protection plan were completed within required timescales in March meaning that there was no delay in reviewing the effectiveness of the plan and the child's situation (100%). (97% statistical neighbour, 94% England average).
7. 94% of looked after visits were completed within timescale in March which is higher than at any other point during the year, demonstrating the services drive to improve.
8. Ensuring all those children involved with Children in Need, Children Protection and Looked after have an allocated social worker.

Where do we need to improve?

9. At year-end, 88% of looked after reviews had been completed within the required timescales against a target of 100%.
10. 72% of looked after children had an up to date health assessment as at year end, against a target of 90% (97% stat neighbours and 95% North East Average). 76% had an up to date dental check against a target of 90% (98% stat neighbours and 88% North East benchmarks).
11. The stability of looked after children's placements requires improvement with regards to 3 or more placement moves, at year end 12% of the looked after children had 3 or more placement moved, whilst this is consistent with last years performance it is higher than statistical neighbour (8%), North East average (9%) and England average (10%) in last year.
12. Improvement is required with regards to the number of IHA's completed within 20 working days of children becoming looked after. Work is continuing with health colleagues to streamline the process and weekly monitoring is taking place to drive improvements in the completion of accurate consent forms by social workers and timely forwarding to health.
13. 2 care leavers of 56 were in unsuitable accommodation at the end of the year which is slightly below the 100% target.

Recommendation

14. It is recommended that Members note the report and consider progress against key performance indicators.

Suzanne Joyner
Director of Children and Adults Services

Background Papers

No background papers were used in the preparation of this report

Sharon Raine 6091

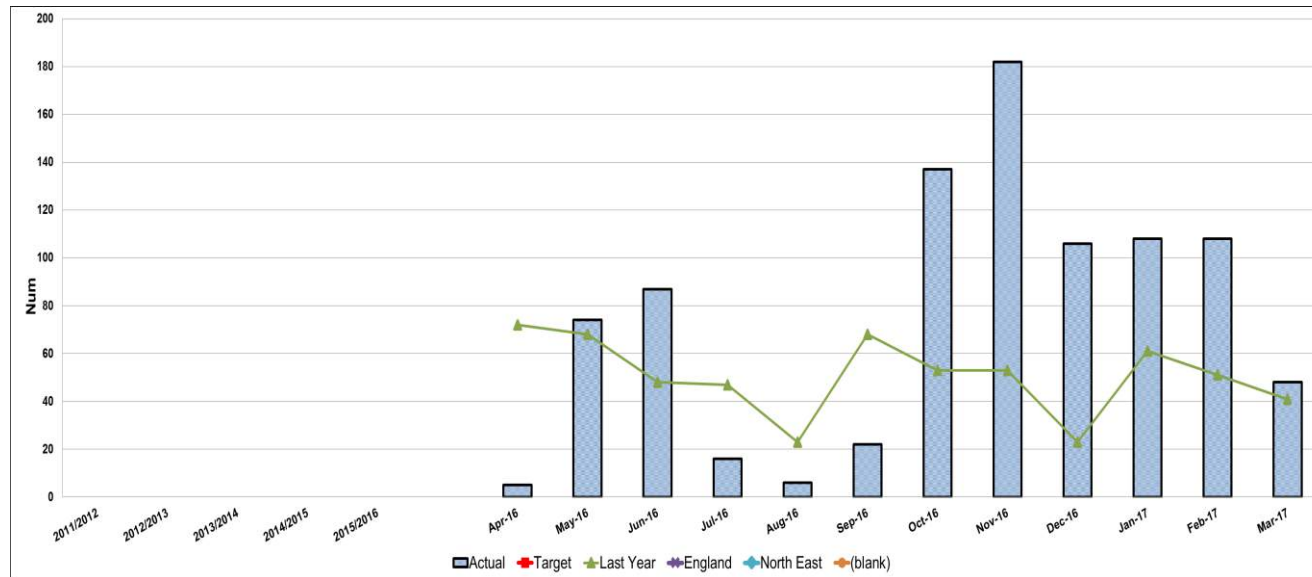
S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the eight outcomes.
Efficiency	The Performance Report is integral to scrutinising and monitoring adult social care efficiently (and effectively), however this report does not identify specific efficiency savings.

MAIN REPORT

2016/17 Performance Against Key Indicators

Early Help

CSC 002: Number of individual Early Help/CAF Assessments recorded per month

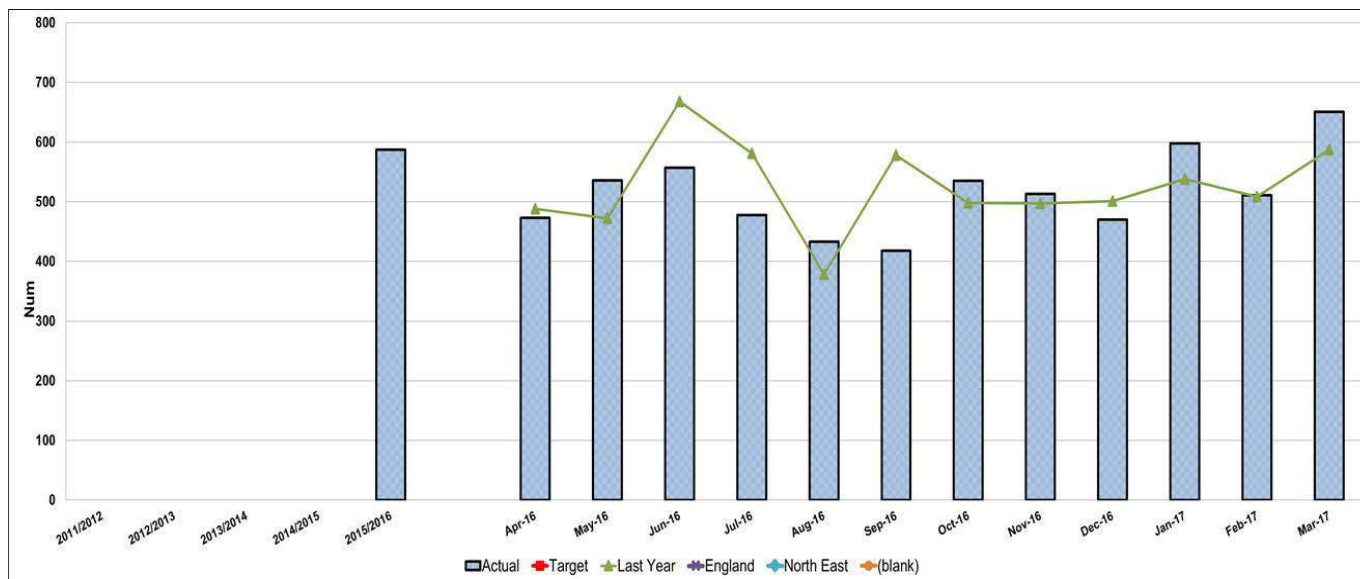


15. In March there were 48 Early Help Assessments recorded.

16. During 2016/17 there was a total of 871 Early Help Assessments recorded, which is an increase of 43% when compared with the 2015/16 year end.

Contacts and Referrals

CSC 004: Number of contacts started in month



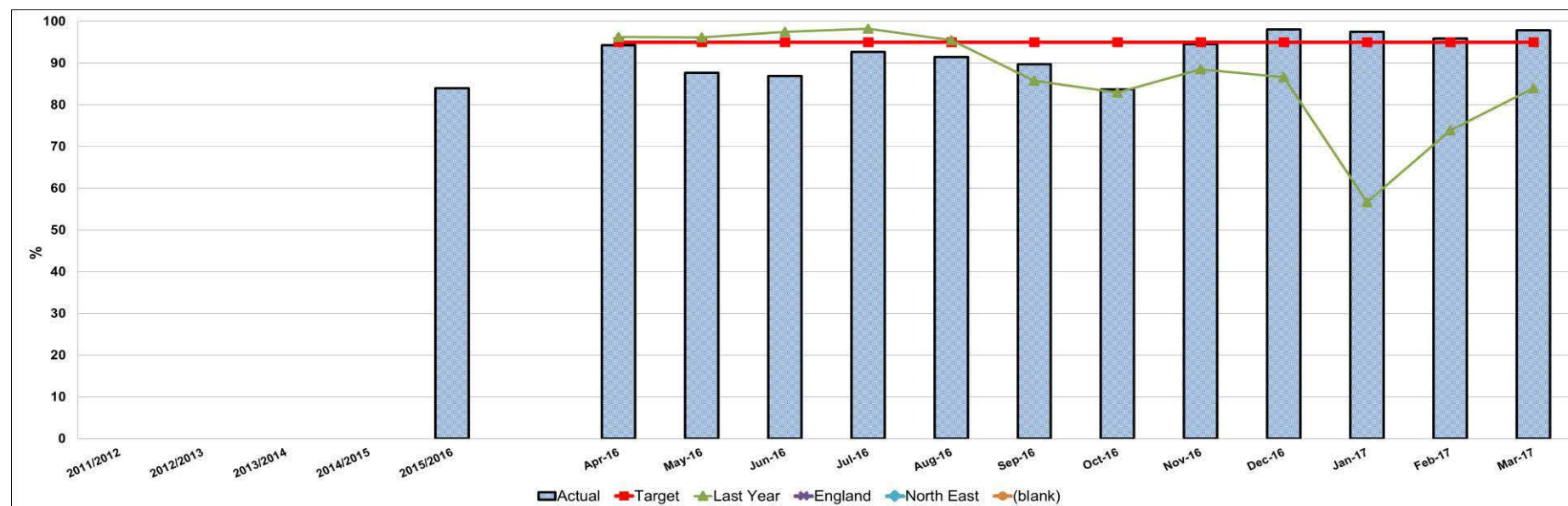
17. There were a total of 3,345 contacts since November. Since the implementation of Liquid Logic in November 2016 we have been able to analyse the source of contacts consistently.

18. Since November 2016

- The Police were the largest contact source, with 1,379 contacts (equating to 41% of all contacts). In terms of outcomes; almost half of contacts from the Police in 2016/17 resulted in information and advice being given, while 50% resulted in a referral to Children's Social Care or Early Help.

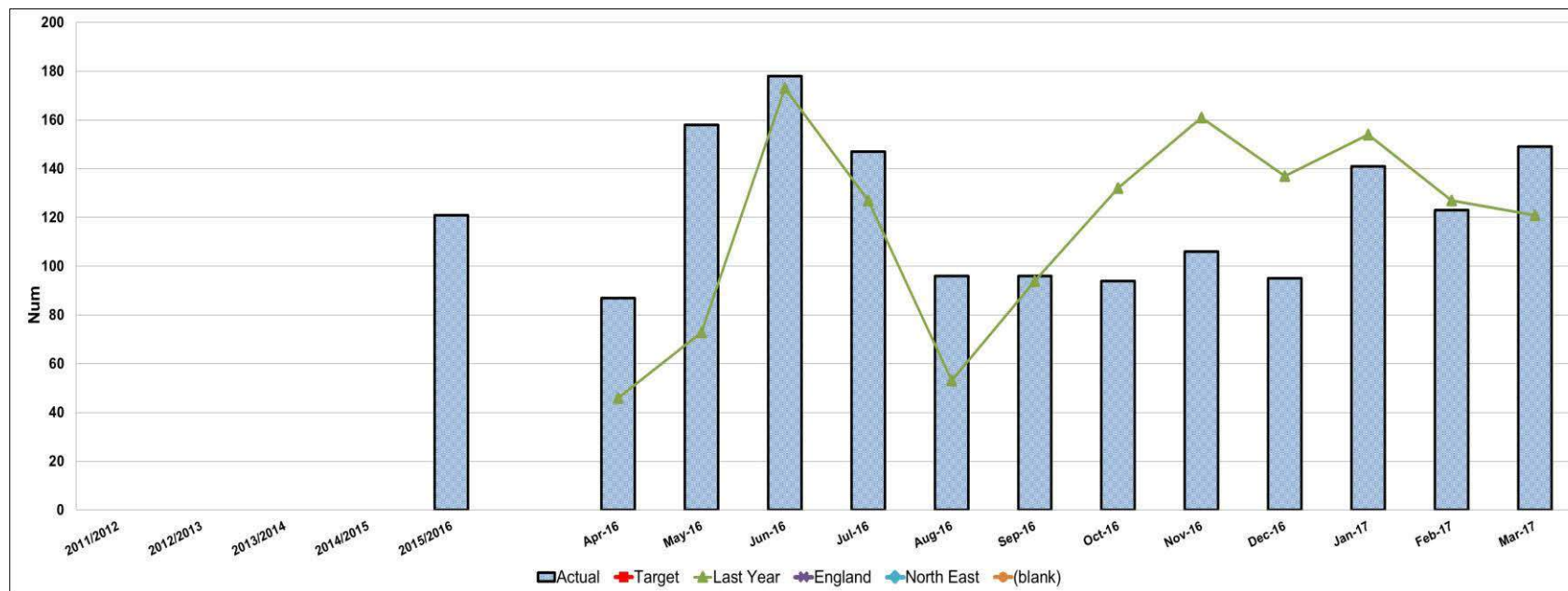
- The second highest contact source was education, with 599 contacts (18%). In terms of outcomes 63% resulted in a referral to Children's Social Care or Early help.
 - 72% of contacts from the Emergency Duty Team resulted in a referral to Children's Social Care, which is the highest conversion rate of contacts to referral from any contact source.
19. Due to this richer analysis it has allowed work with the Police to help them clearly understand our thresholds, we anticipate a reduction in NFA after contact from the Police going forward, further analysis will be completed monthly to target work with key agencies.
 20. The number of contacts relating to new cases started to be analysed as of November; during this time 72% of all contacts related to new cases.
 21. Over half of new contacts since November resulted in advice and information being given; 18% resulted in a referral to Early Help and 29% resulted in a referral to Children's Social Care. As this is the first year that this has been recorded, it is not possible to compare this to previous years, however it will act as a benchmark for future reference.

CSC 006: Percentage of contacts completed within 1 working day within the month



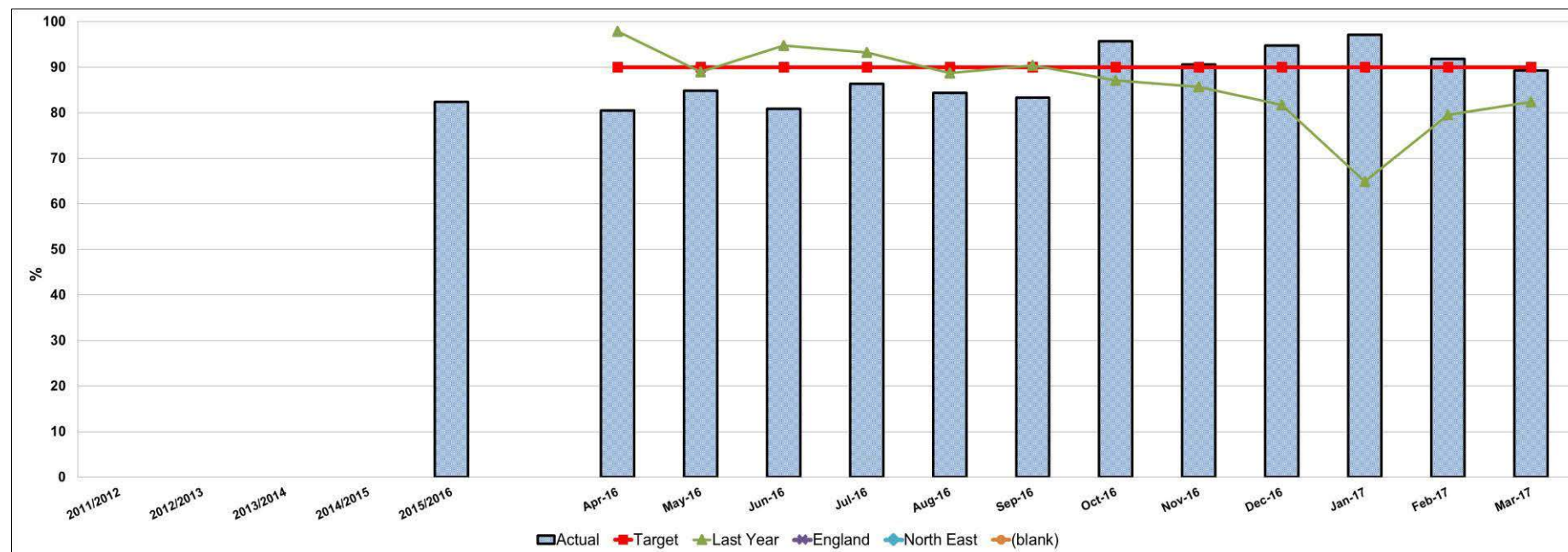
22. During 2016/17 93% of contacts were triaged within 1 working day, which is better than the 2015/16 year end of 87%. The rate of contacts being completed within 1 working day was lower during the first 7 months of 2016/17, but the rate improved and was consistently better than target from November. During the year 2% of contacts took more than 3 days to complete, which is better than the target of 5% and better than the 2015/16 year end (4.8%).

CSC 013: Monthly number of referrals started



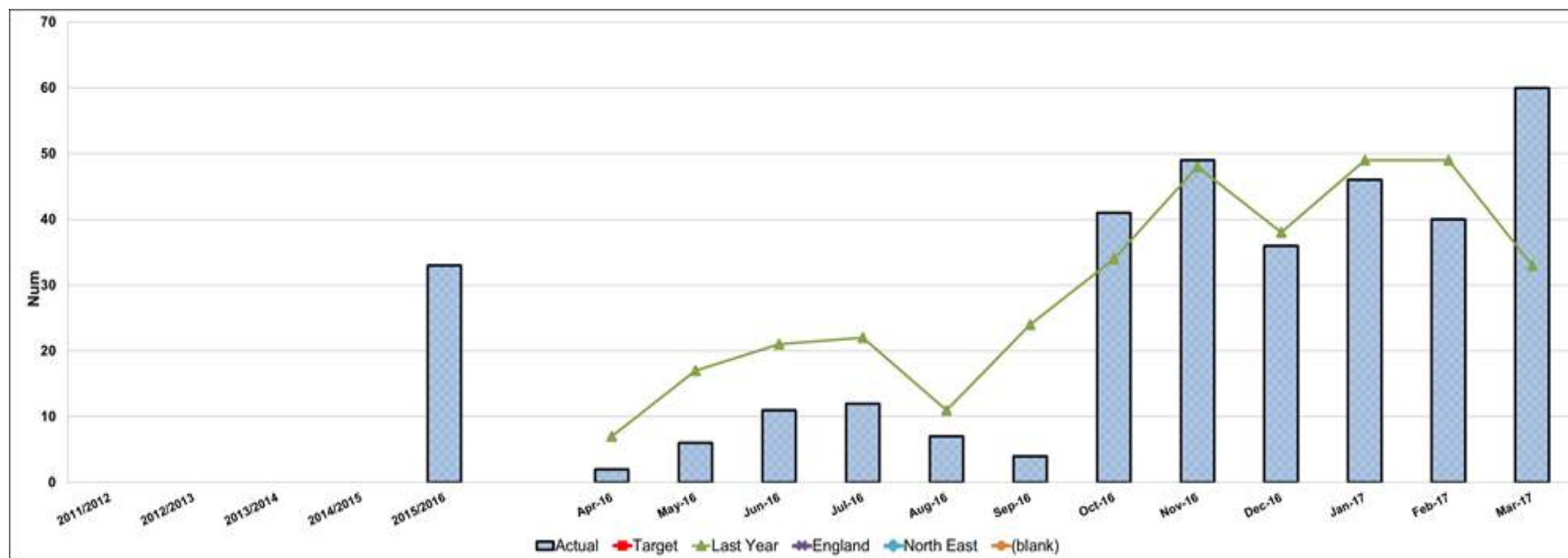
23. There was a 5% increase in referrals in 2016/17 when compared with the 2015/16 year end (1398 in 2015/16 compared to 1472 in 2016/17).

CSC 022: Monthly % referrals completed within 24 hours



24. During 2016/17 88% of referrals were completed within 24 hours, which despite being just below the target of 90%, it is better than the 2015/16 year end (85.2%). 3.3% of referrals took more than 72 hours to complete, which meets the year-end target. This was largely due to performance in the first quarter of the year, prior to the changes made to the CAP team, and during which time CareFirst didn't enable more focussed reporting. Since July, the rate has improved and has been consistently better than target. These figures demonstrate the setup of CAP is working effectively, further indicators are being created to allow us to understand multi agency working, identifying the response times from each agency.

CSC 032: % re-referrals that are repeat within 12 months



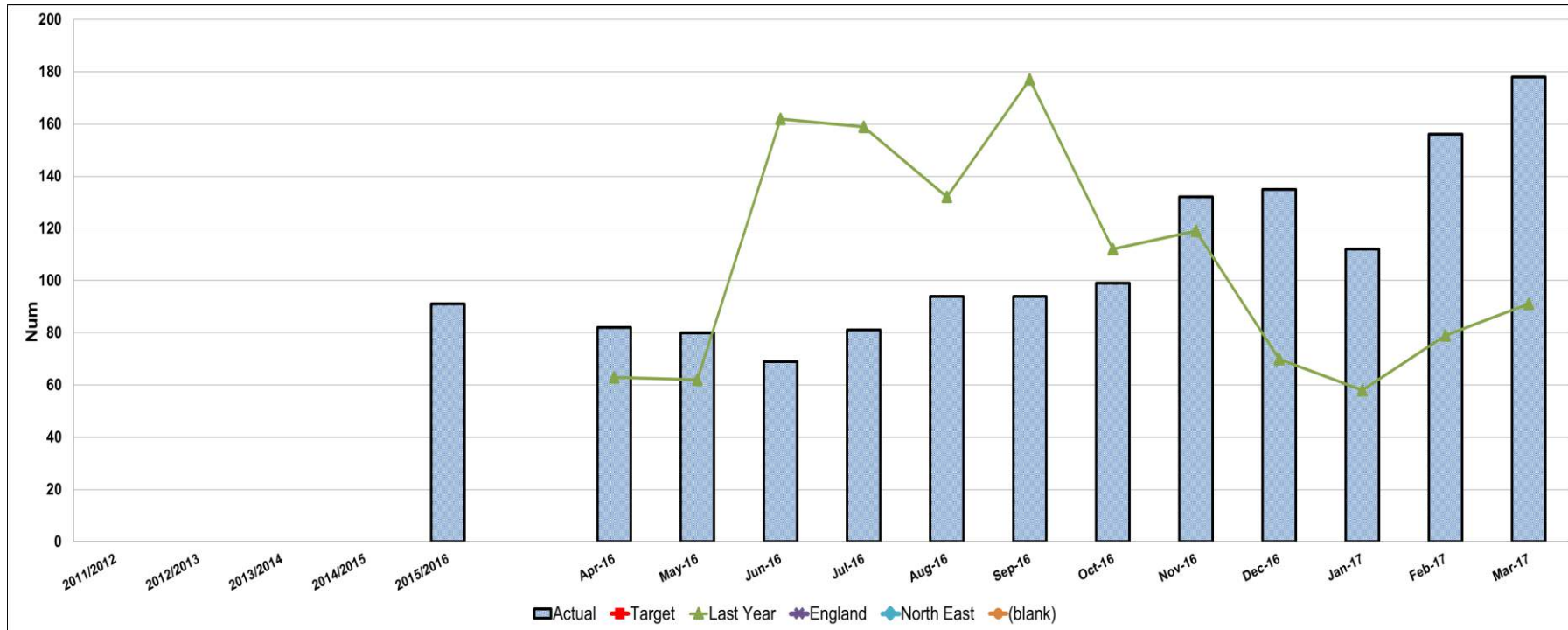
25. In 2016/17 21% of referrals were re-referrals within 12 months of a previous referral. This is better than better than national 24%, regional 22% and statistical benchmarks of 24%, albeit slightly missing the target of 20%. A deeper analysis of the 100 re-referrals during February and March was conducted. This identified that of those re referrals not all had previously been closed to all services and that:

- in February 28% were a step up from early help
- in March 16% were a step up from early help

26. Going forward, analysis with Heads of Service and Team Managers with regards to all re-referrals will be conducted to gain a better understanding of why these have been referred to Children's Social Care for a second or subsequent time. This will form part of the standard performance reporting procedure.

Assessments

CSC 037: Monthly number of assessments completed

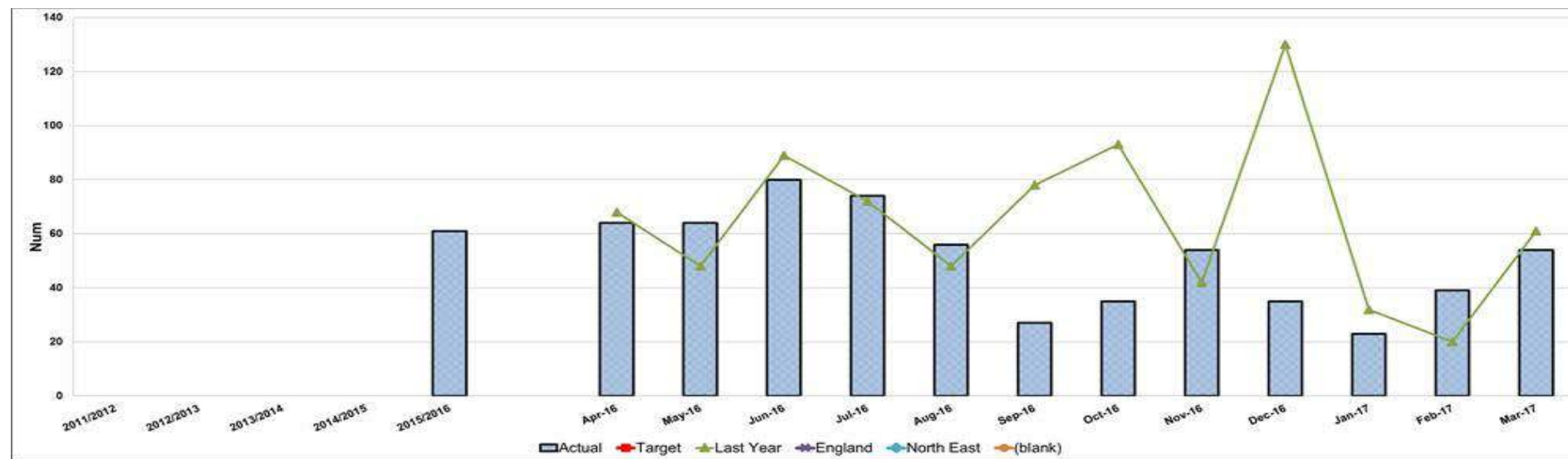


27. 1,321 assessments were completed in 2016/17, which is broadly similar to 2015/16, and is consistent with the increase in the number of referrals.

28. In 2016/17 93% of assessments were completed within the 45 working day timescale, which is above the target of 90% and exceeds the 2015/16 year end.

Child Protection

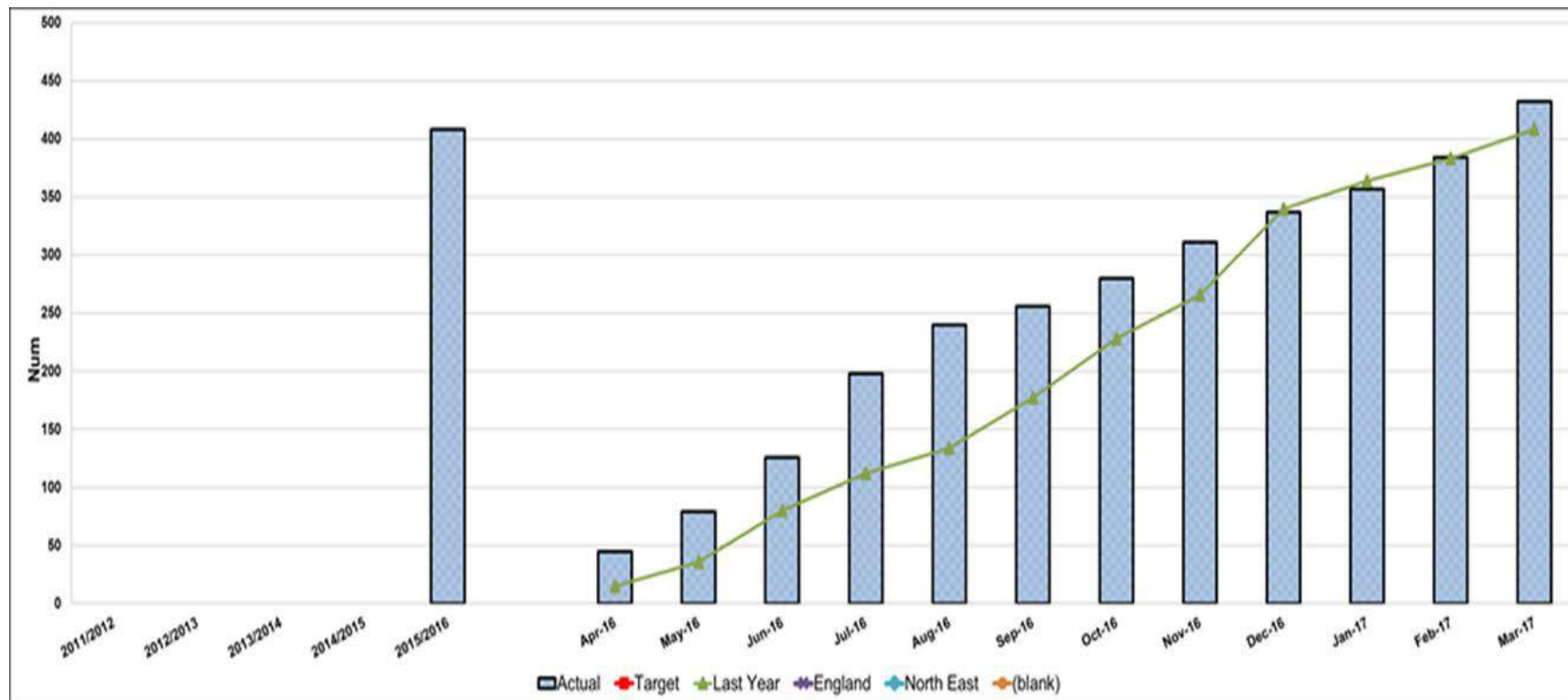
CSC 163: Number of strategy discussions started in the month



29. In March there were 54 strategy discussions started; this is an increase of 38% from February but is similar to the number of strategy discussions in March 2016.

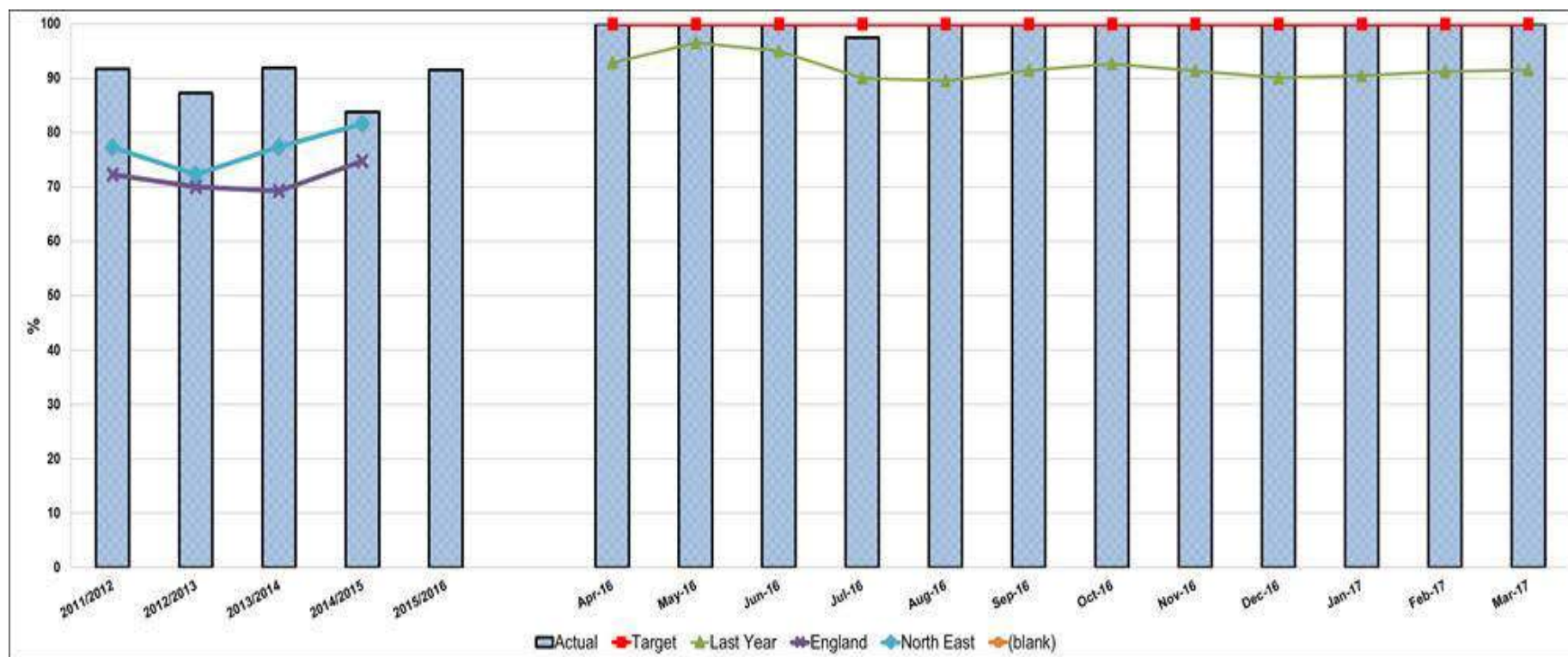
30. At the end of March there had been 605 strategy discussions started, this is a reduction of 24% when compared with the 2015/16 year end.

CSC 166: Monthly number of Section 47 enquiries started



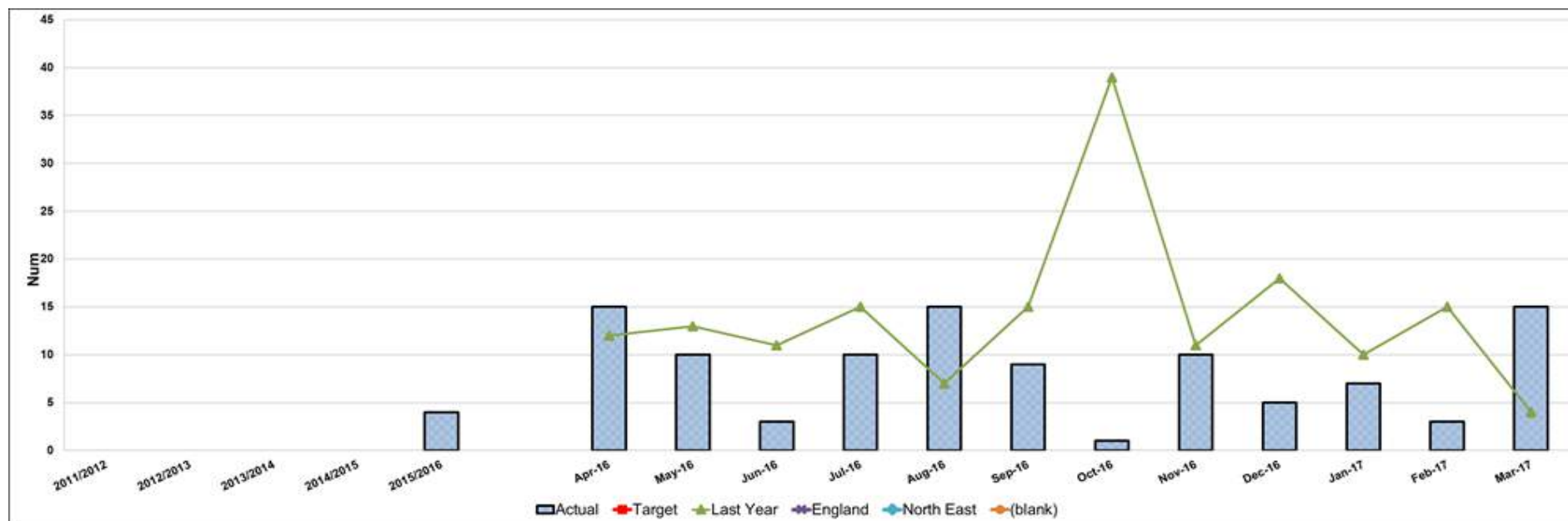
31. Narrative on numbers – Josh to provide

CSC 176: % cases where ICPC was within 15 days of strategy discussion



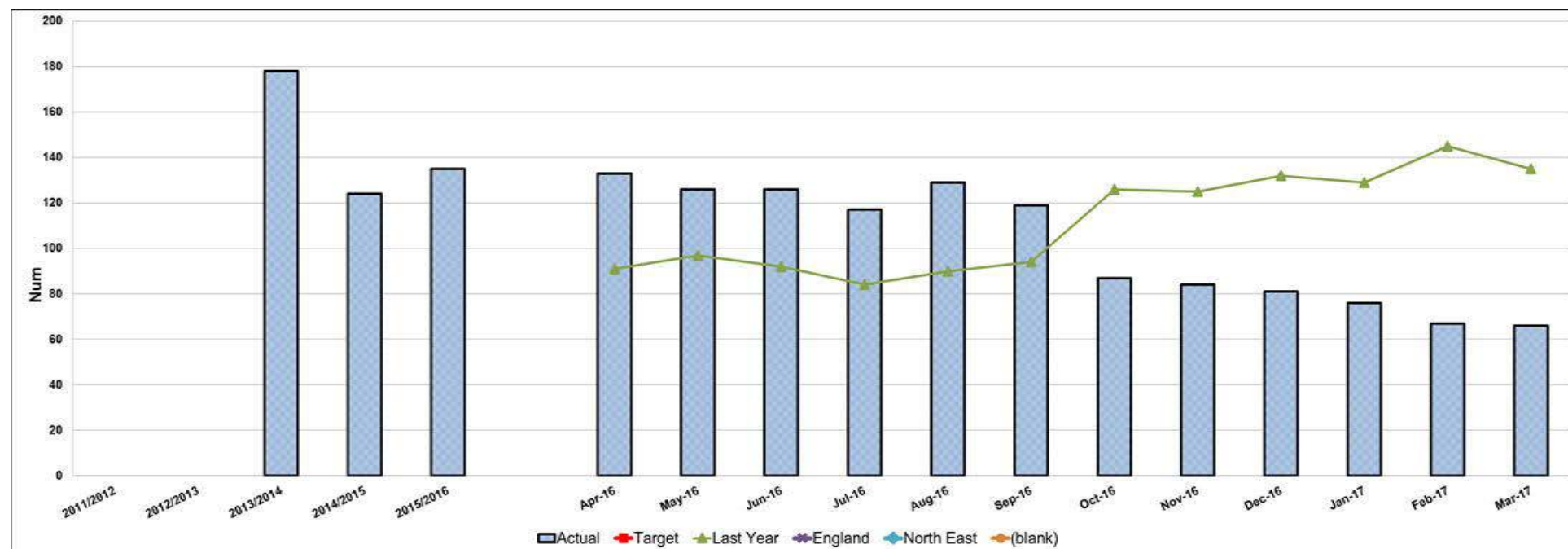
32. A key performance measure to ensure that there is no unnecessary delay for children and families within the child protection process is the timeliness of ICPC's following strategy discussions, during 2016/17 all ICPC's were held within the required timescale of 15 days from a strategy discussion; this out performs all benchmarks.

CSC 175: Monthly number of children conferenced that led to them becoming CP



33. In March, 15 of the 18 children subject to an Initial Child Protection Conference became subject to a Child Protection Plan, equating to 83%.

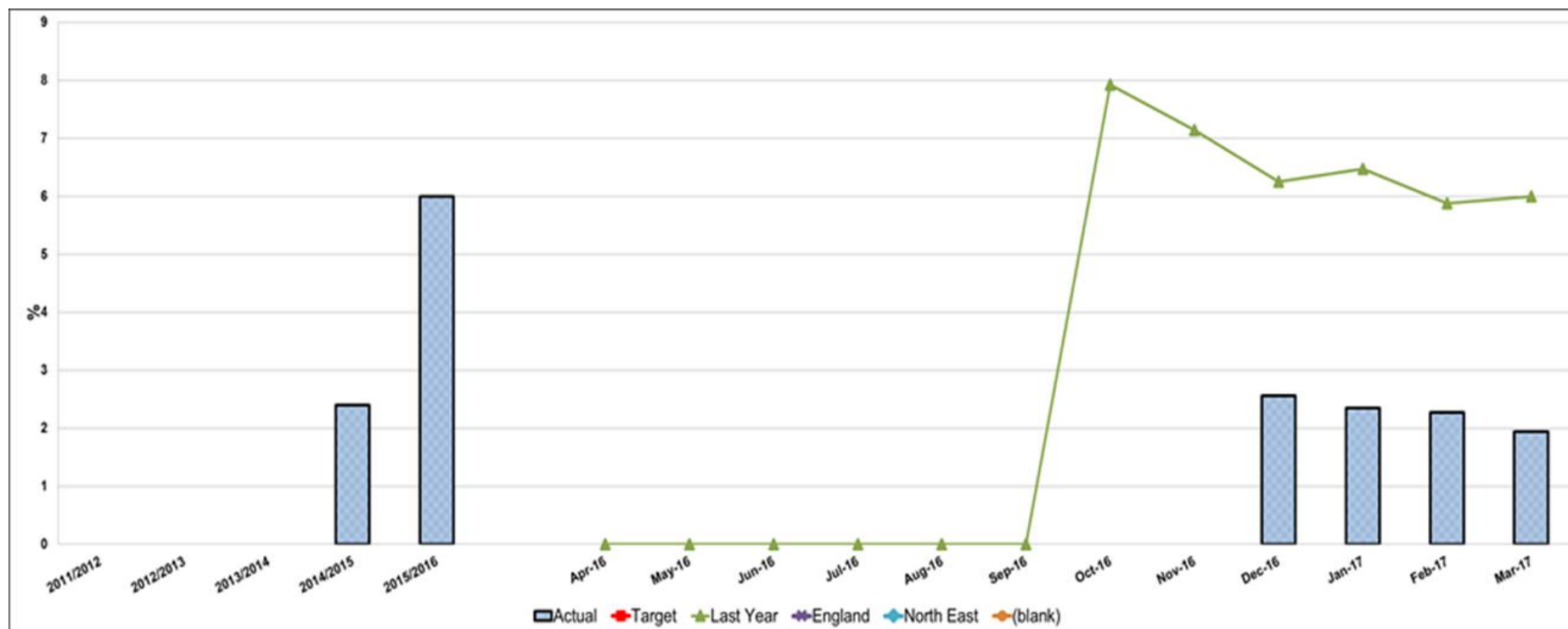
CSC 182: Number of children subject to child protection plan



34. At the end of March there are 66 children subject to a child protection plan in Darlington. This equates to a rate of 29 per 10,000 population compared to a rate of 59 in March last year and 59 at year end, Darlington's statistical neighbours had a rate of 56 at the end of 2015/16. This is a result of a 39% reduction in children becoming subject to a CP Plan and a 42% increase in children ceasing to be subject to a CP Plan. **A full analysis of the reduction in the number of children subject to a child protection plan is attached at appendix A.**

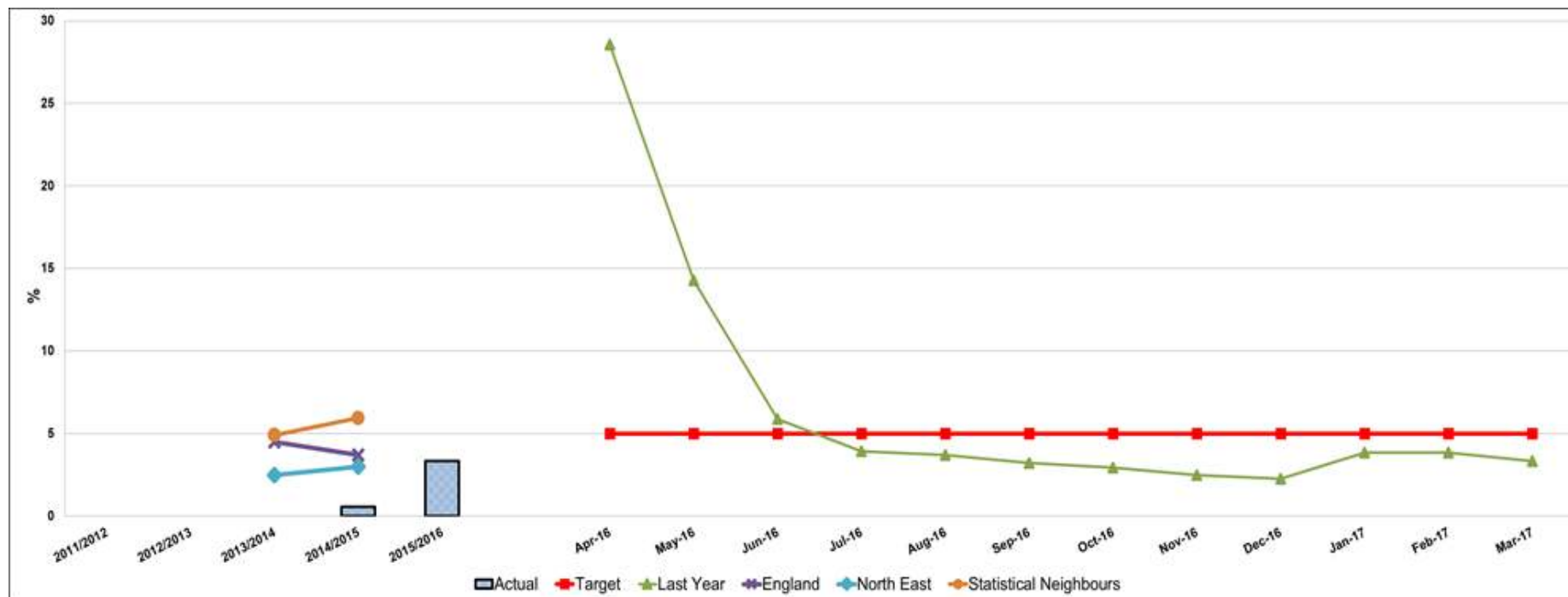
35. The highest percentage of children currently subject to a CPP are in the 5 to 9 age range and most prevalent presenting factor or category of concern is neglect.

CSC 188: Percentage of children becoming subject to a CPP for a second or subsequent time



36. Of those children who became the subject of a CPP in March 3.0% were for a second or subsequent time. Good performance is generally considered to be between 10 and 15%, benchmarking data for 2015 shows the North East percentage at 14 and the England Average as 17.

CSC 186: % children ceasing to be subject of a CPP who had been subject to a CPP for 2 or more years

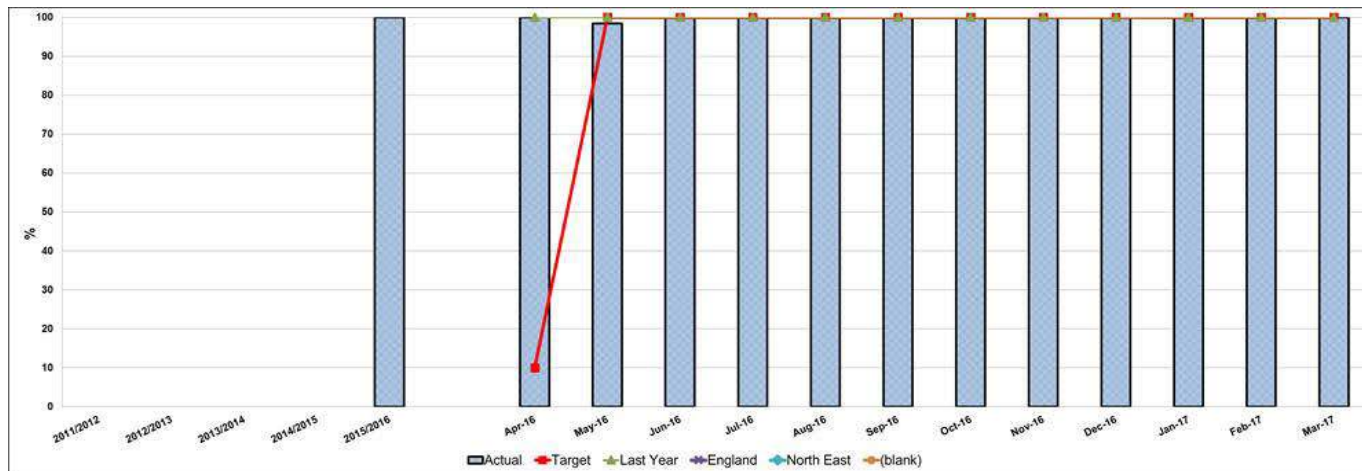


37. Of the children who ceased to be the subject of a CPP none had been on a plan continuously for two years or more, demonstrating that cases are either stepped up or stepped down in a timely manner to avoid delay. This compares favourably with national, regional and statistical neighbours.

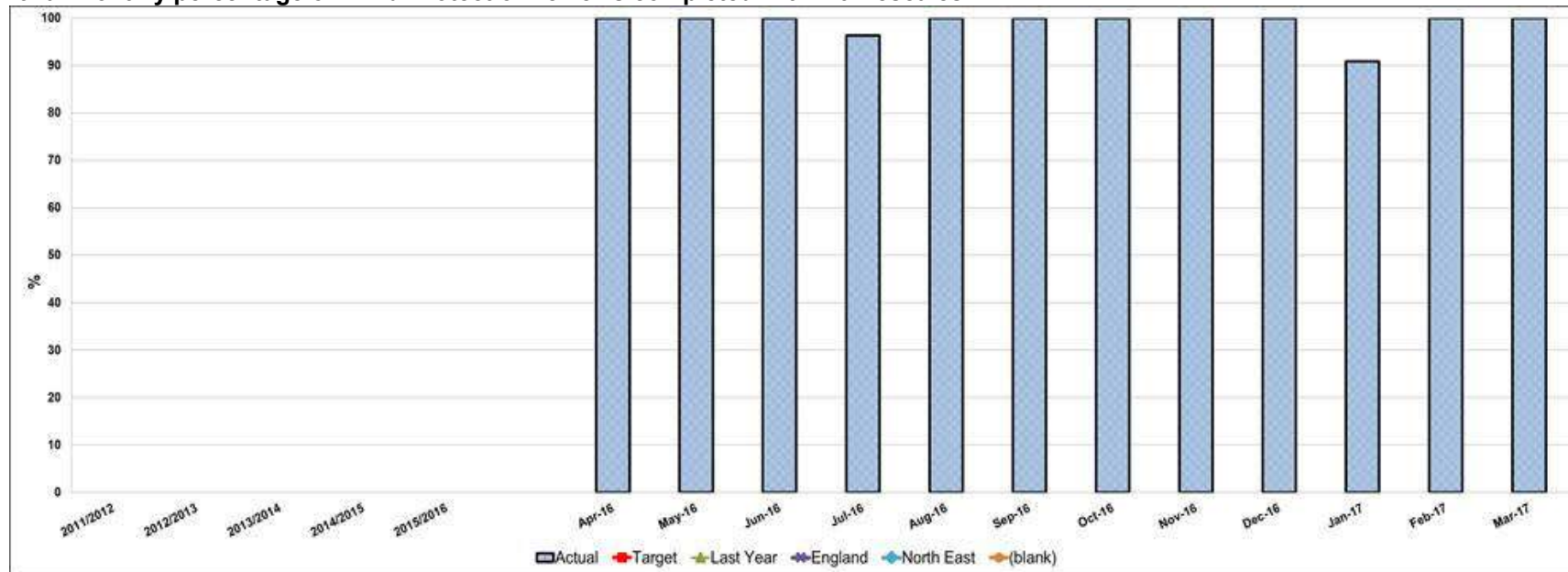
CSC 191a: Monthly percentage of Child Protection reviews completed within timescales & CSC 183: Percentage of Child Protection cases allocated to a qualified social worker

38. In March for those children subject to a child protection plan 100% were allocated a qualified social worker and all children who were due to have a review of their child protection plan had this done within the required timescales.

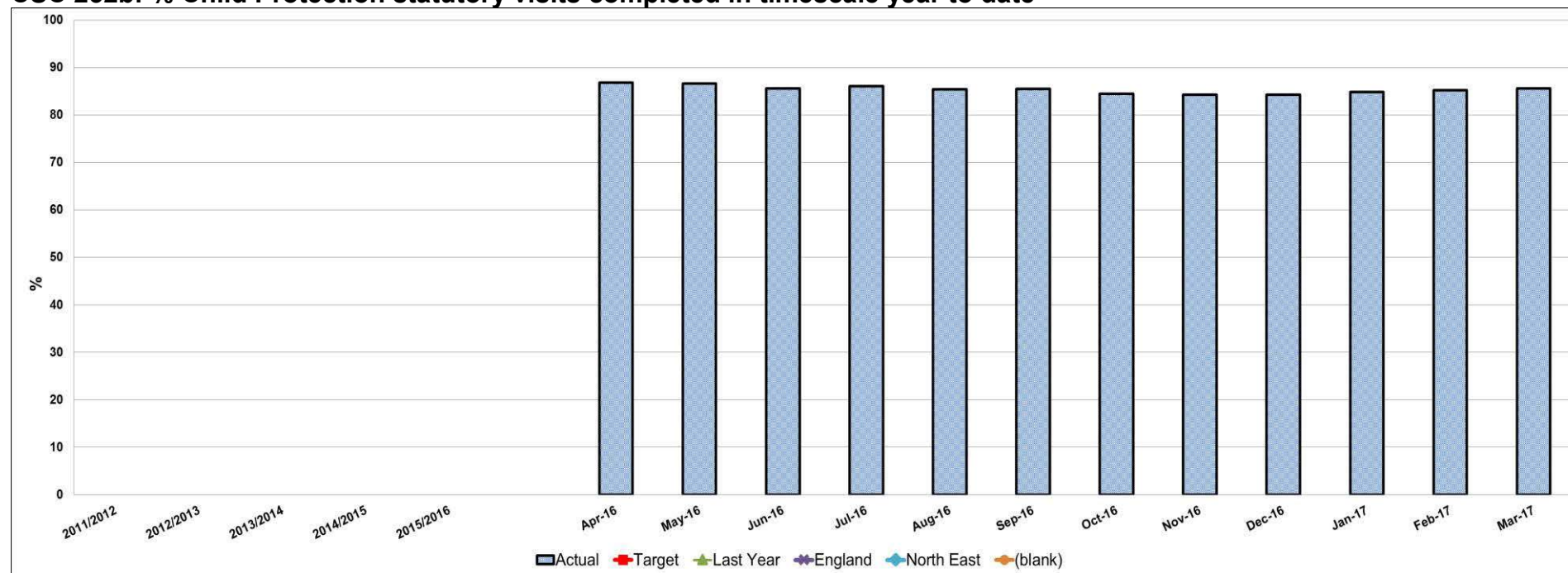
CSC 183: Percentage of Child Protection cases allocated to a qualified social worker



CSC 191a: Monthly percentage of Child Protection reviews completed within timescales



CSC 252b: % Child Protection statutory visits completed in timescale year to date

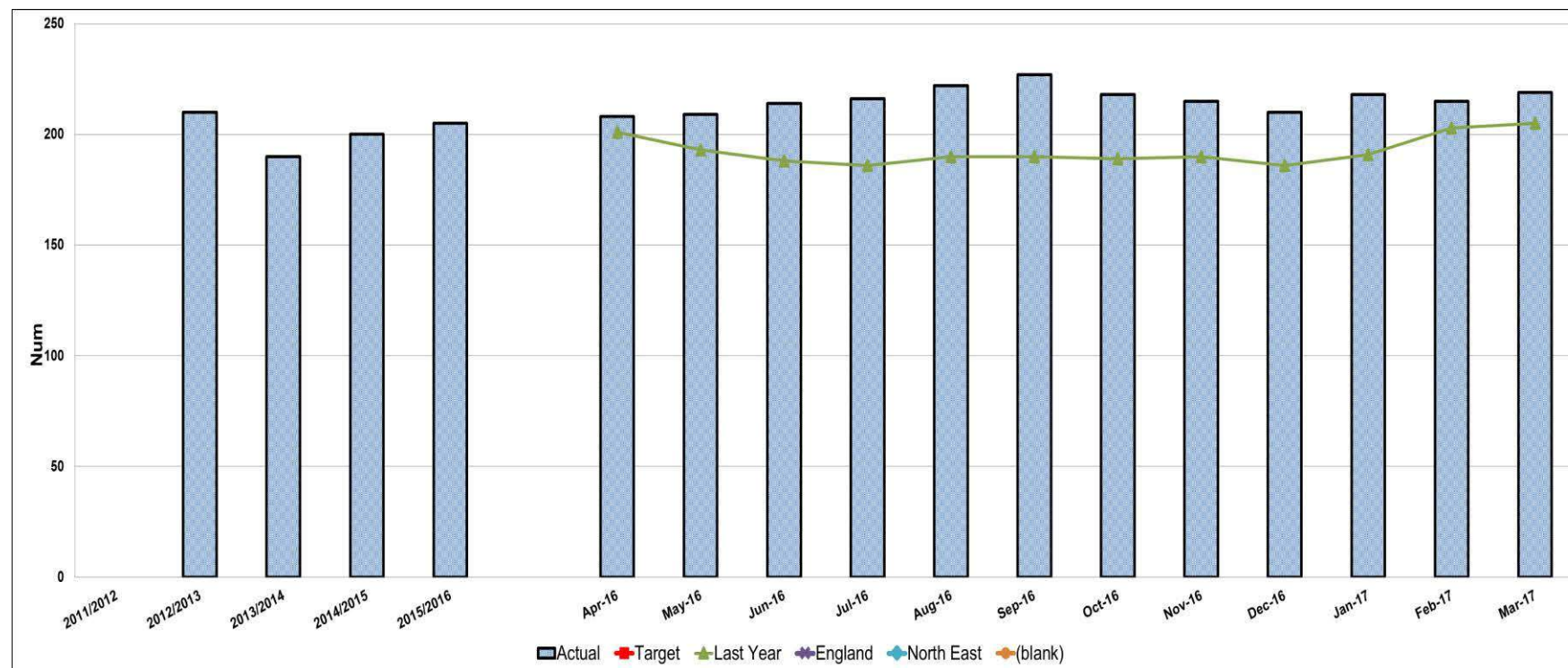


39. During 2016/17 86% of Child Protection statutory visits were completed within timescale. This means that there was no delay in formally reviewing the effectiveness of the CPP and the child's current situation. In between reviews, visits are carried out every 10 days to ensure that the CPP is being followed and that risks to the child are being managed

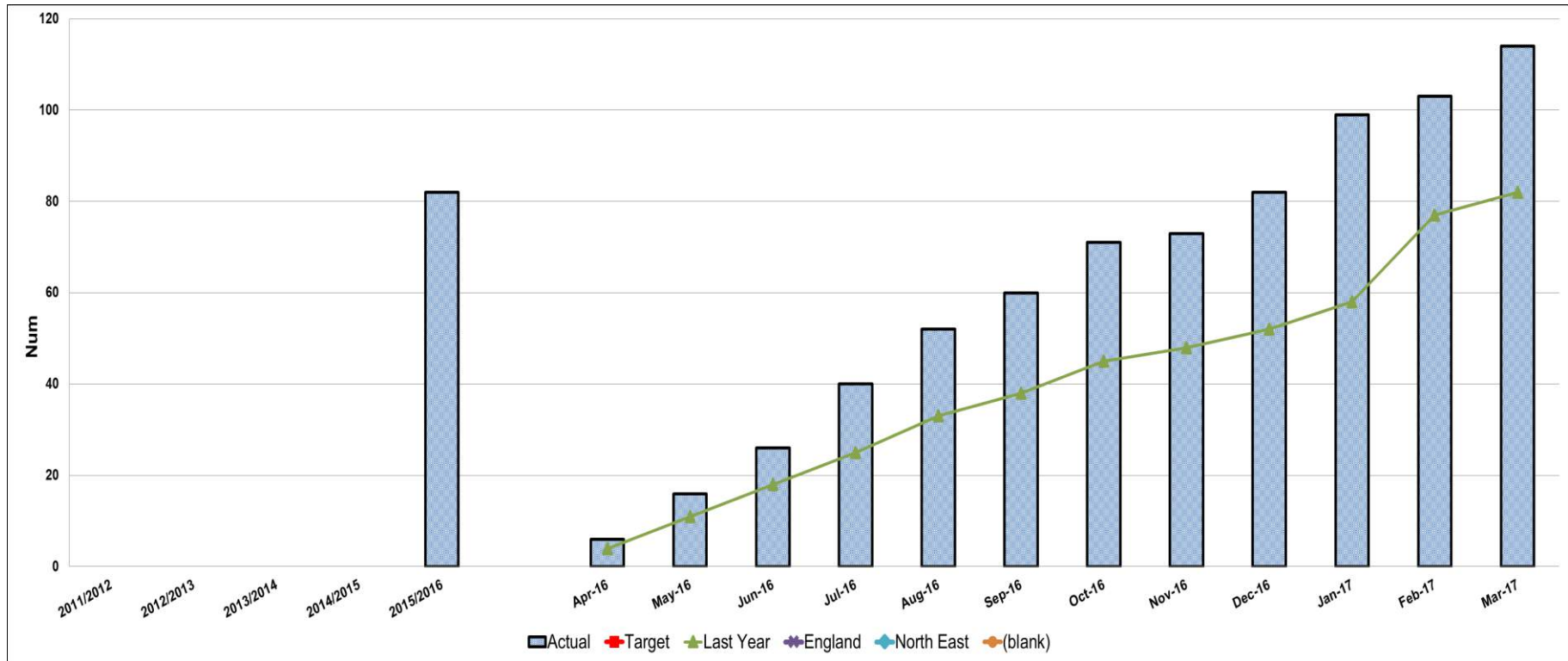
Looked After Children

40. The number of strategy discussions and ICPCs have reduced significantly during 2016/17, the number of children looked after has increased by 7% when compared with the 2015/16 year end. A total of 114 children became looked after during 2016/17, which is an increase of 39% when compared with 2015/16, while a total of 101 children ceased to be looked after during the year, which is an increase of 20% when compared with 2015/16. This has resulted in the net affect being that the total number of looked after children has remained broadly in line with last year. This is illustrated in the three graphs below:

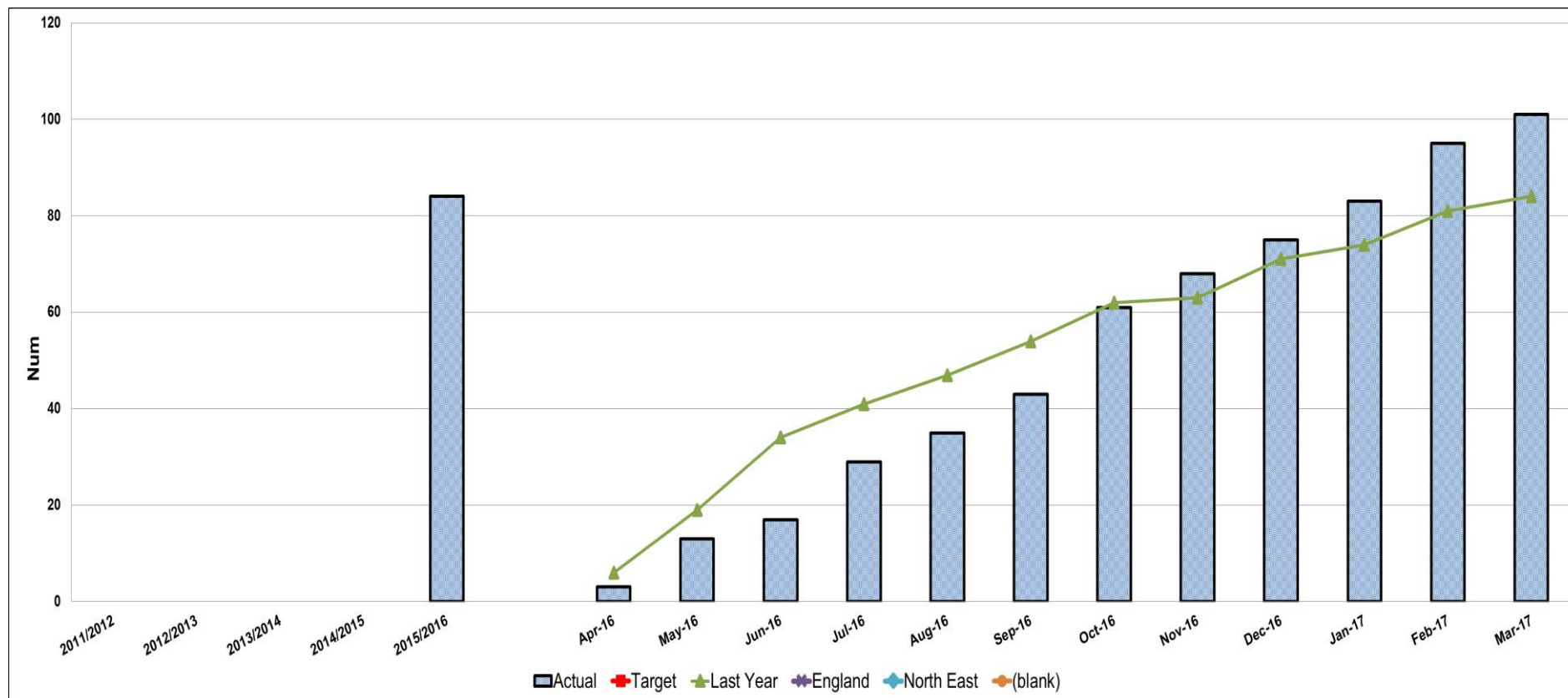
CSC 201: Number of looked after children



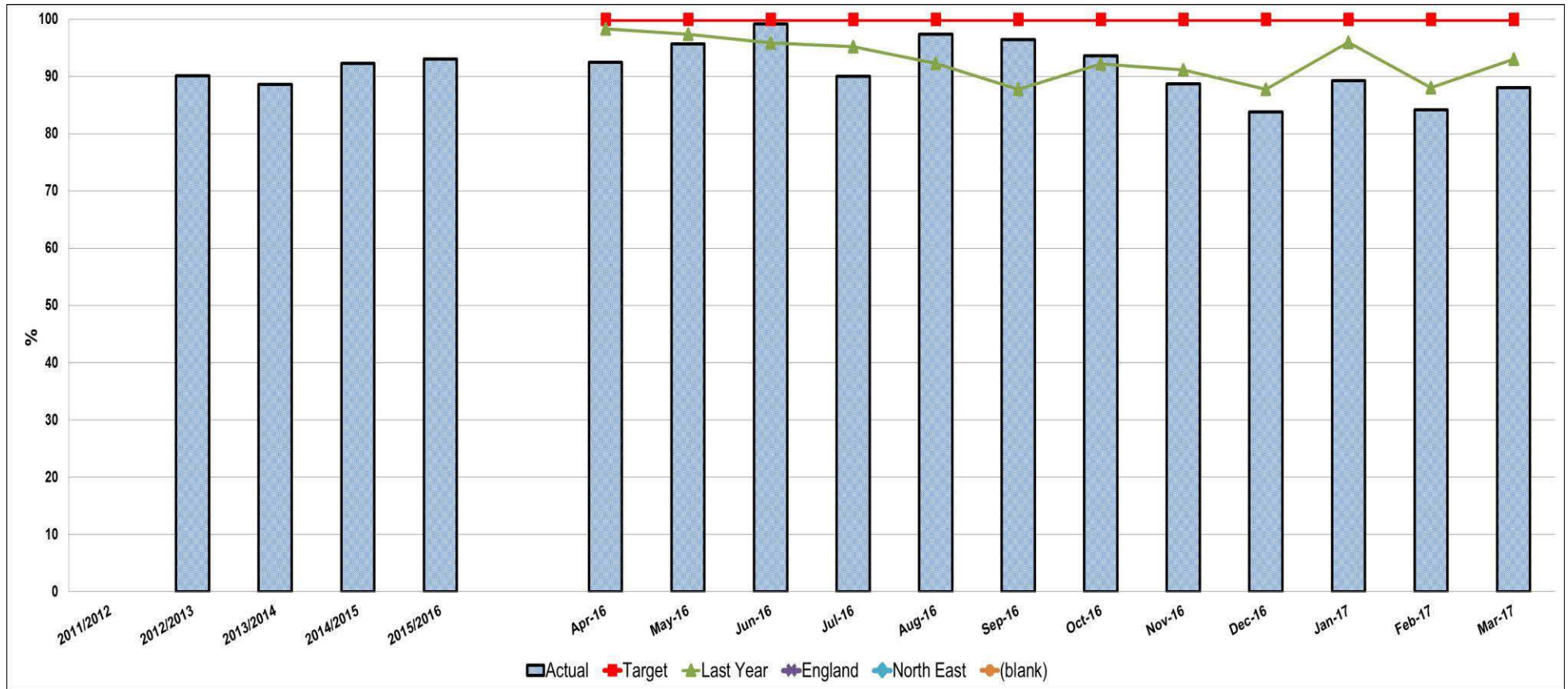
CSC 208: Total number of new cases of looked after children within the year



CSC 211: Number of children ceasing to be Looked After during each month and year to date.

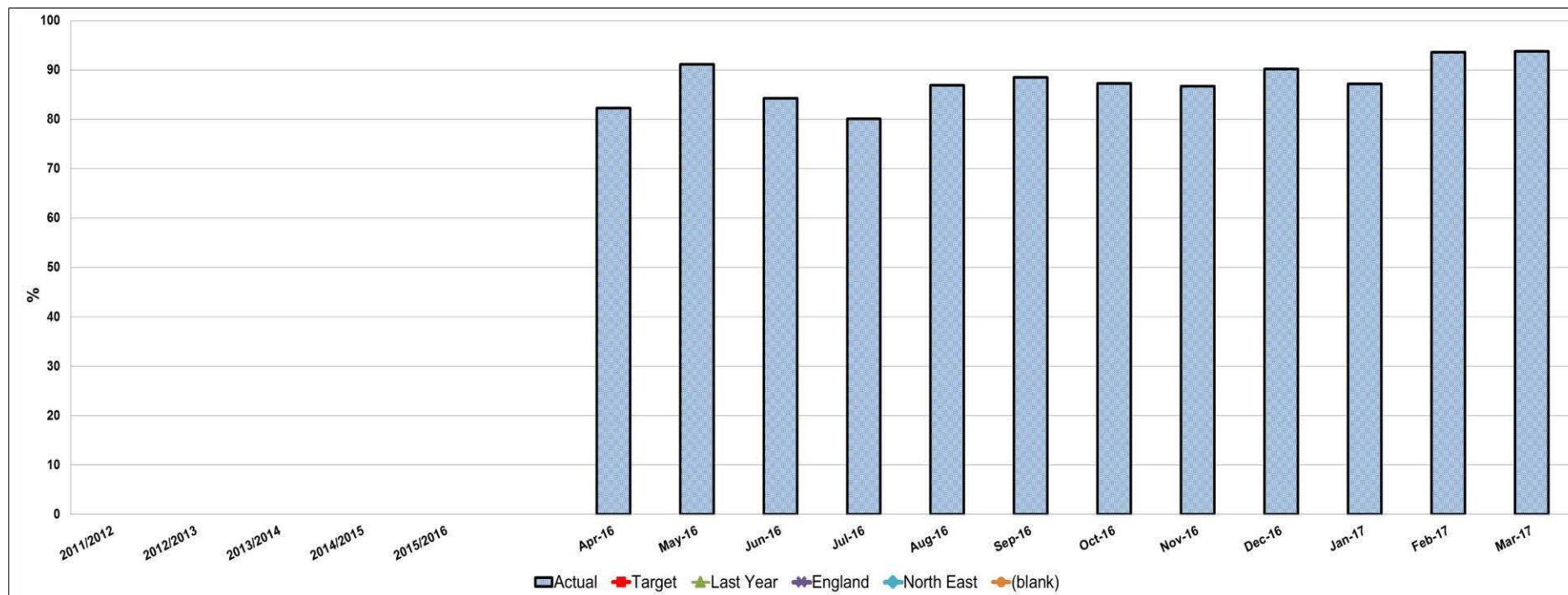


CSC 218: Looked After Children cases reviewed within required timescale



41. 88% of looked after reviews were completed in timescale in March, which is below target (100%) and 5% below last year's figures.

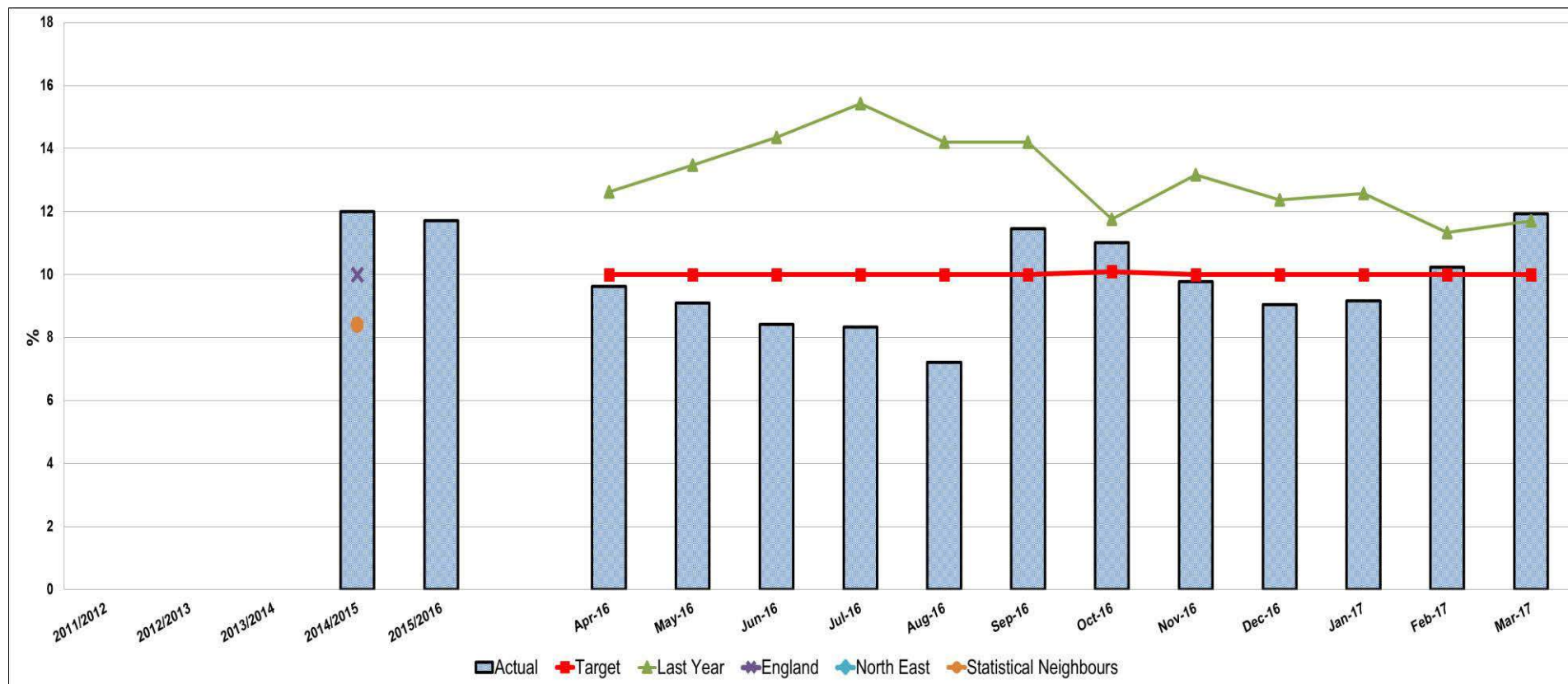
CSC 260a: % LAC statutory visits completed within the required timescales in the month



42. 94% of Looked After statutory visits were completed within the required timescales in March, this is consistent with the rate in February and is higher than at any other point in the year.

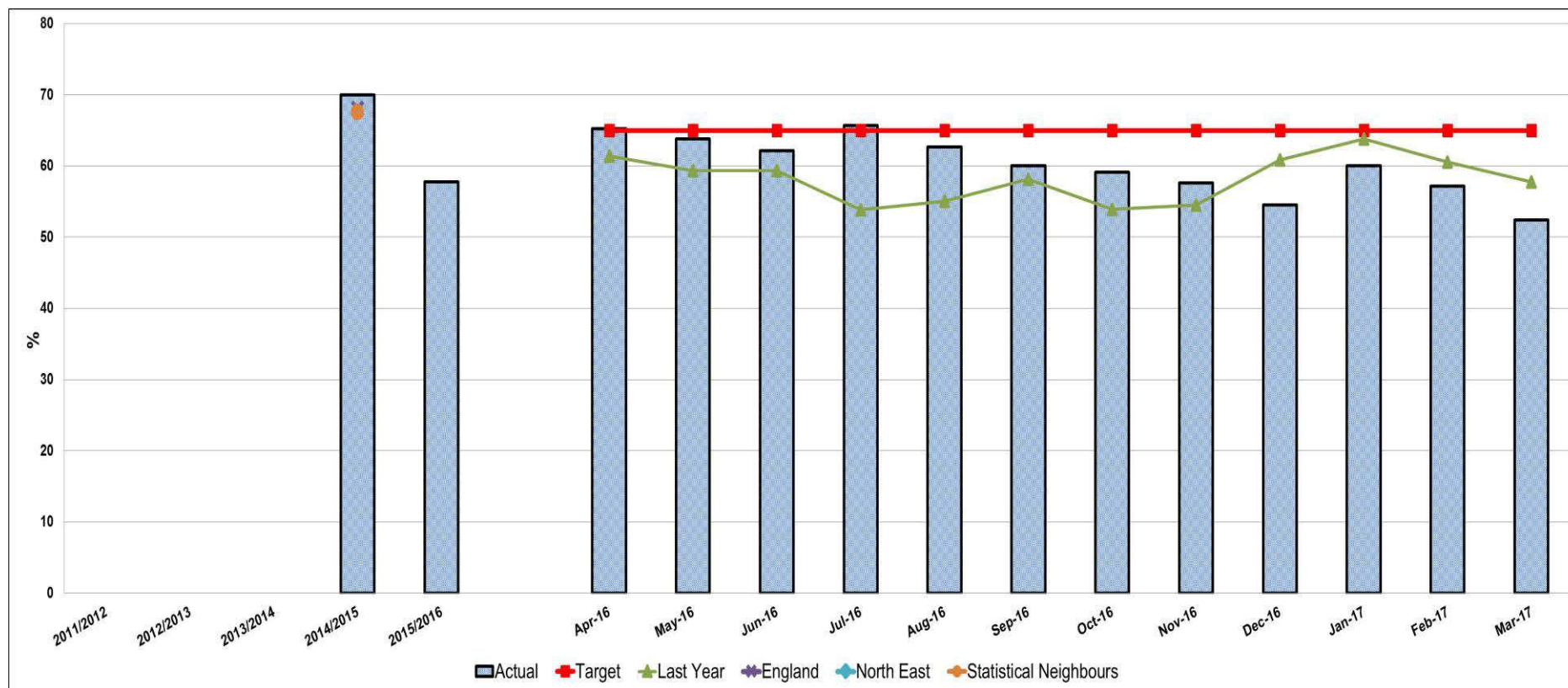
43. At the end of March, 87% of Looked After statutory visits had been completed within timescales during the year.

CSC 228 & CSC 229: CLA placement stability - percentage with more than 3 moves and percentage of CLA who have been looked after for more than 2.5 years who have been in the same placement for at least 2 years



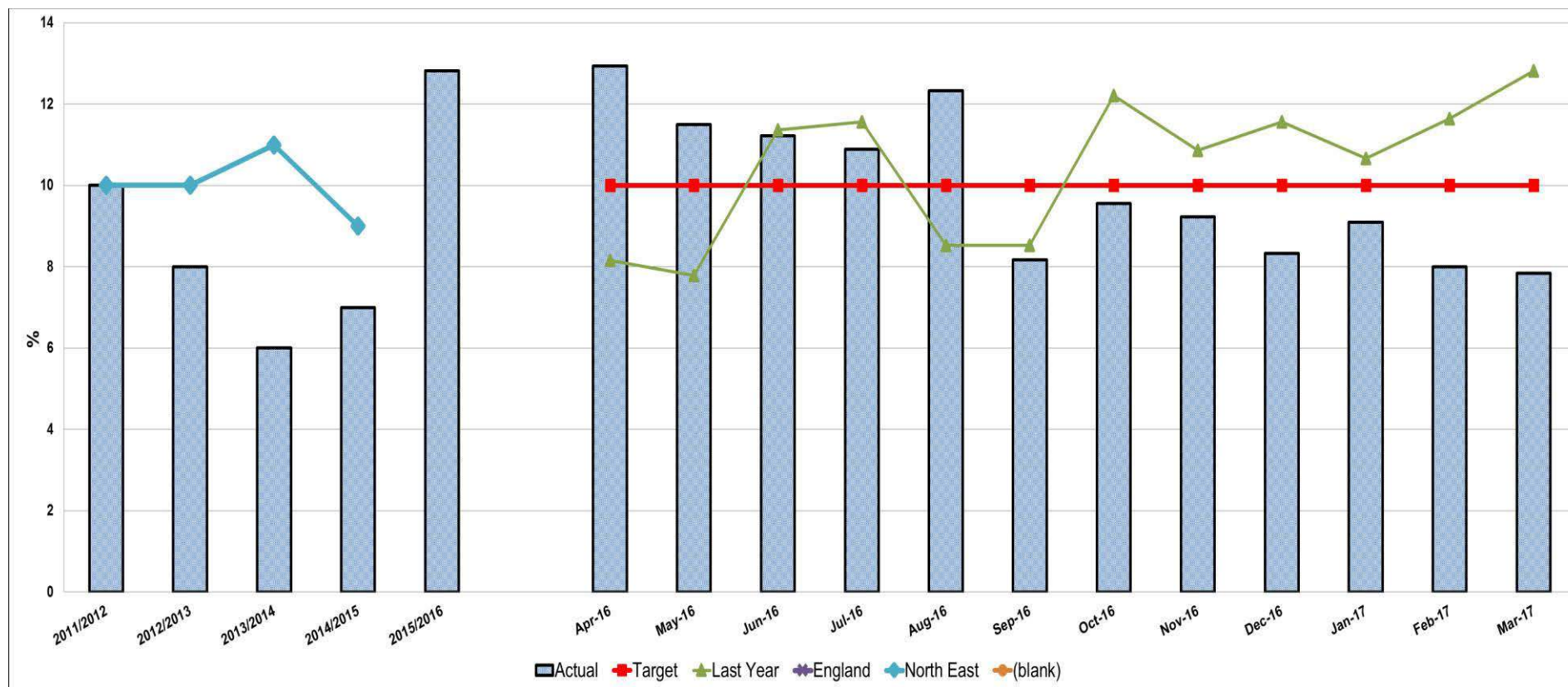
44. In 2016/17, 26 looked after children had had 3 or more placements during the last 12 months, this equates to 12% of the current looked after cohort. This misses the target of 10% and is higher than benchmarks (statistical neighbour (8%), North East average (9%) and England average (10%) in last year), but is similar to the rate in the previous two years.

CSC 229: % LAC who have been in their current placement for 2 or more years



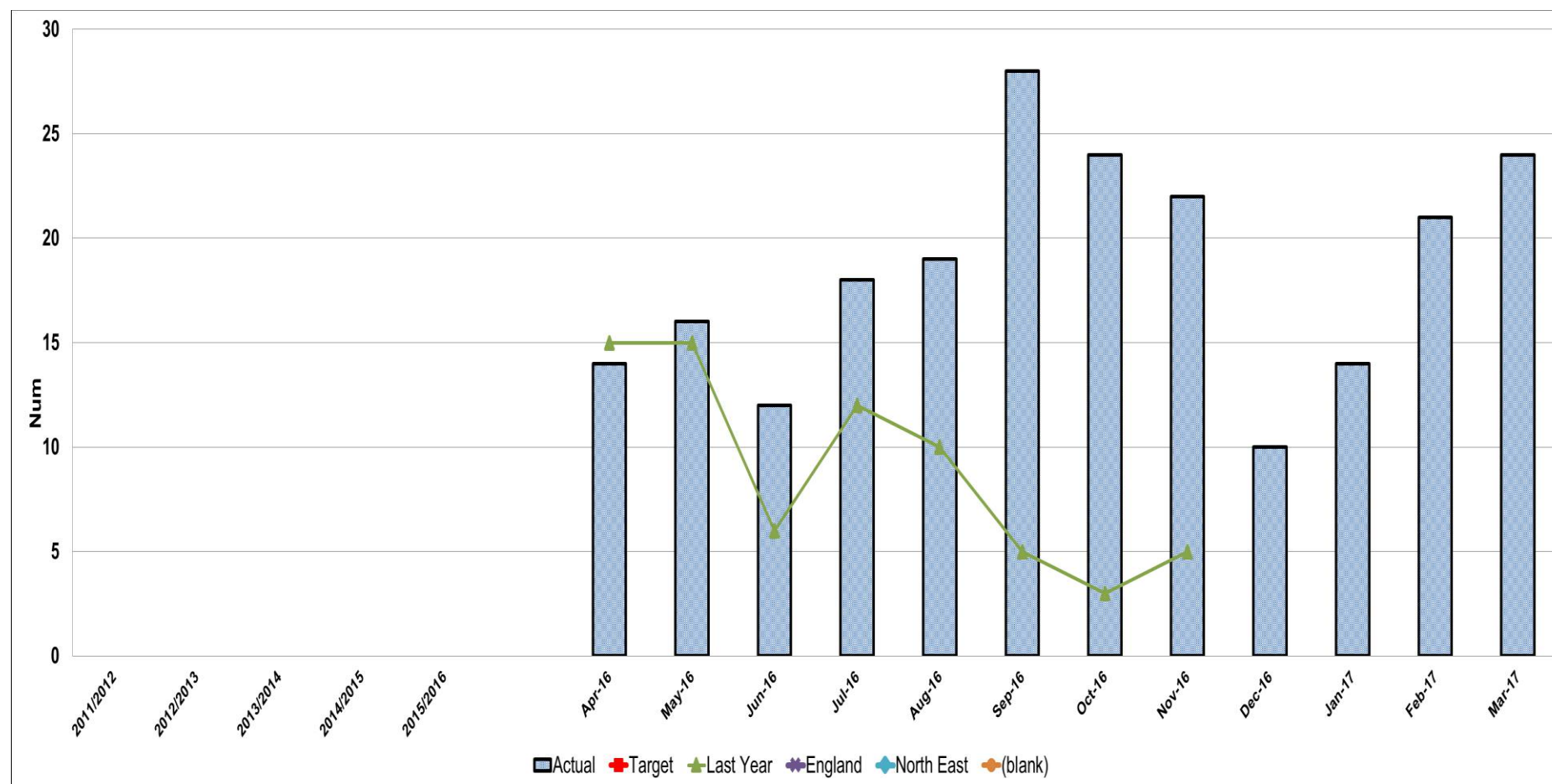
45. In 2016/17 52% of the current looked after cohort have been in the same placement for 2 or more years, which has missed the target of 65% and is 6% lower than the 2015/16 year end. A placement strategy has been developed and introduced, which set out a number of approaches to reduce placement breakdowns and to improve the process of planned placement moves.

CSC 230: % LAC placed 20 miles or more away from home



46. There are 16 looked after children who are currently placed 20 miles or more away from home, there is a reason for each of these placements and they are monitored regularly to assess the potential to move these children back to Darlington if appropriate.

CSC 246: Number of incidents of LAC recorded as missing to the police within the month



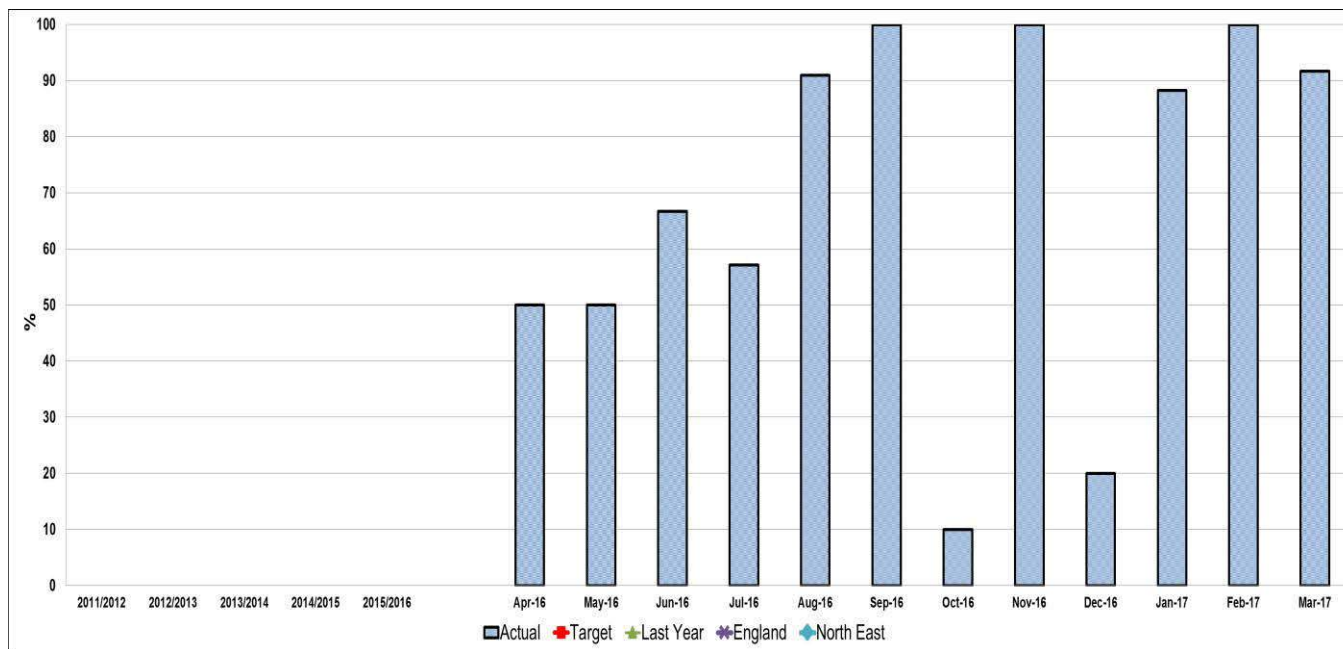
47. There were 24 incidences of looked after children going missing in March, which is a slight increase when compared with February and is an increase of 71% when compared with January. Of the 24, 21 received interviews within 72 hours which is 88%.

CSC247 % newly LAC with a completed Initial Health Assessment within 20 working days (IHA)

48. 53% children who became looked after in quarter 4 of 2016/17 had an initial health assessment within 20 days of becoming looked after. The final year end performance was not yet available at the time of writing this report.
49. A monthly report is produced to measure social workers compliance with submitting consent forms for IHA's within 7 working days. Performance against this indicators is shown below:

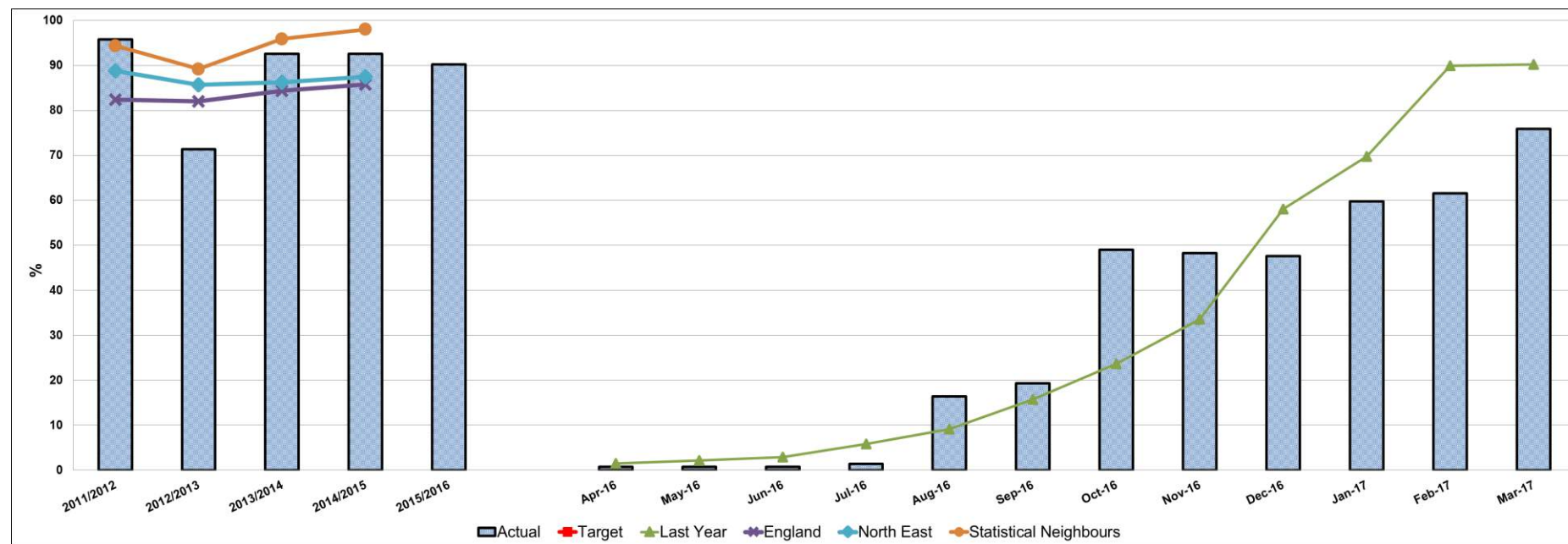
% IHA forms returned to health within 7 working days – Monthly

50. During March 92% of IHA forms were returned to health within 7 working days; this is a slight decrease from February, but is substantially better than the rate in December. Overall for 2016/17 68% of IHA forms were returned within 7 working days.



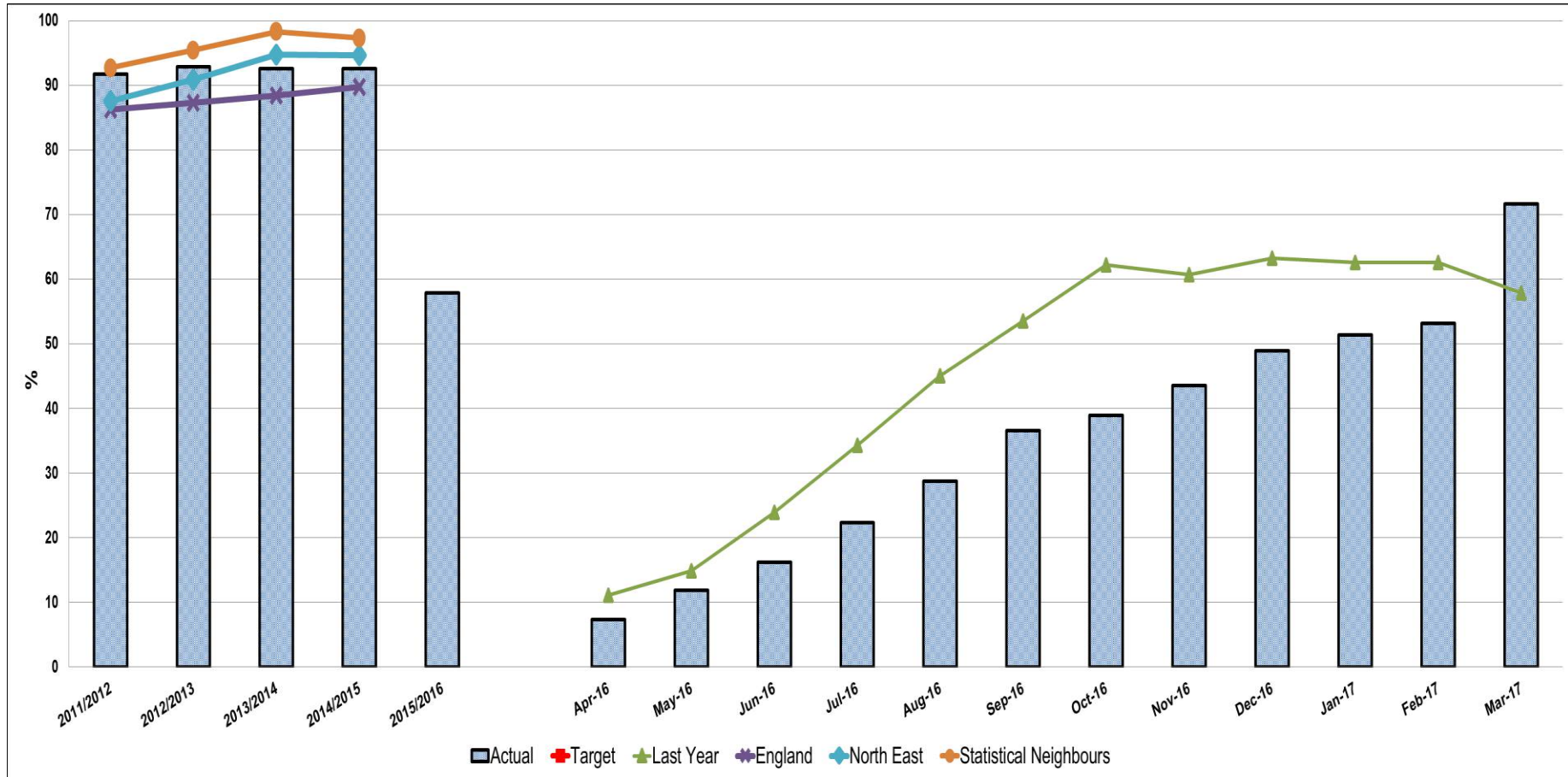
51. Further work has been undertaken with NHS colleagues to review current process and practice within both organisations. The team is currently creating a robust recording and tracking mechanism which is streamlined to ensure less risk of delay, ensuring that key contacts within both organisations receive updates in a timely manner.

CSC 023 Percentage of CLA with up to date dental checks



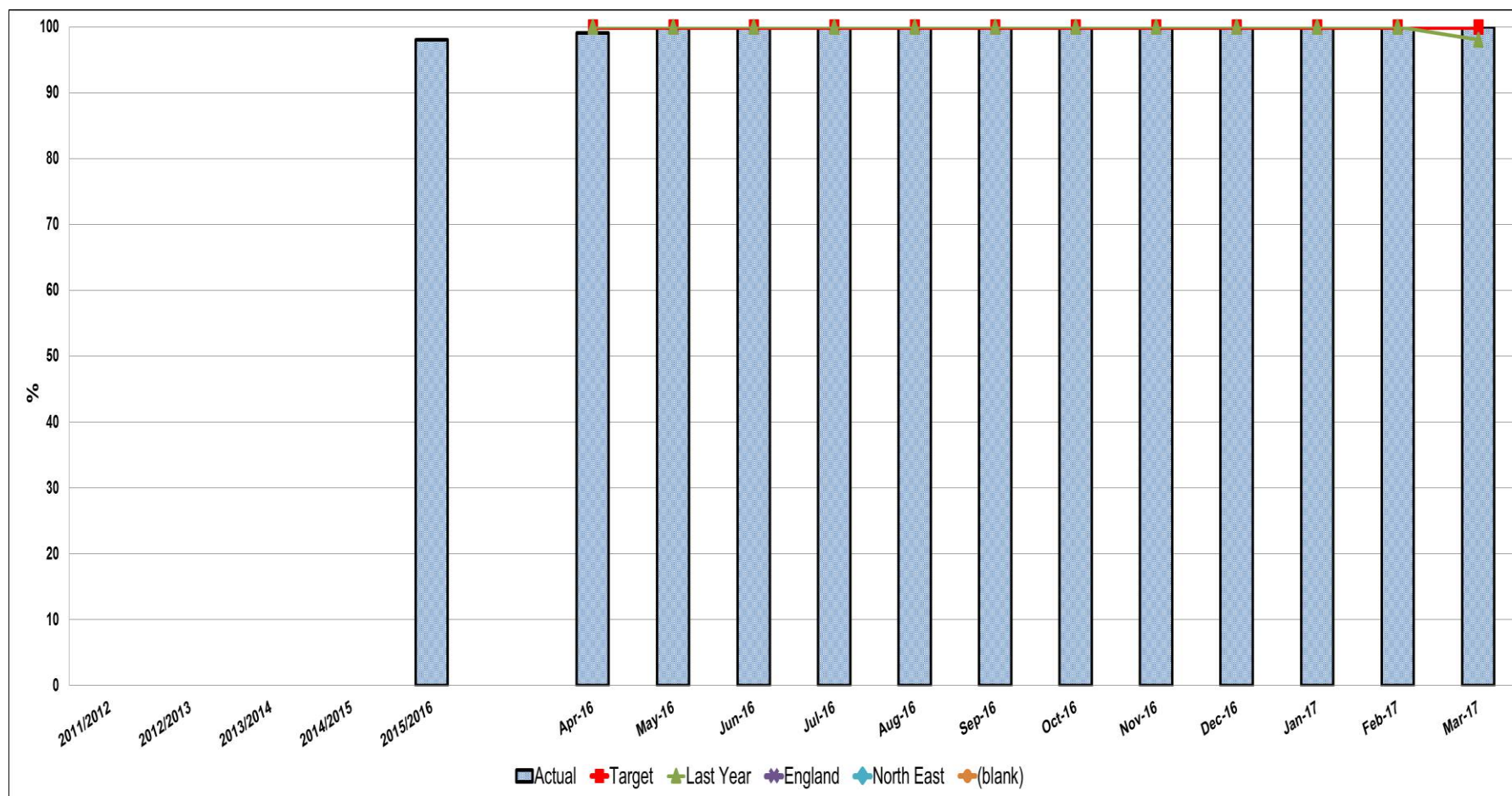
52. In 2016/17, 76% of looked after children had an up to date dental check, with 34 looked after children not having an up to date check (compared to 2015/16 year end of 90%, nationally 86%, regionally 88% and statistical benchmarks 98%).

CSC 250: % LAC with up to date health checks



53. 72% of looked after children had an up to date health check in 2016/17, which is higher than 58% completed in 2015/16, yet still below national 90%, regional 95% and statistical benchmarks 97%.

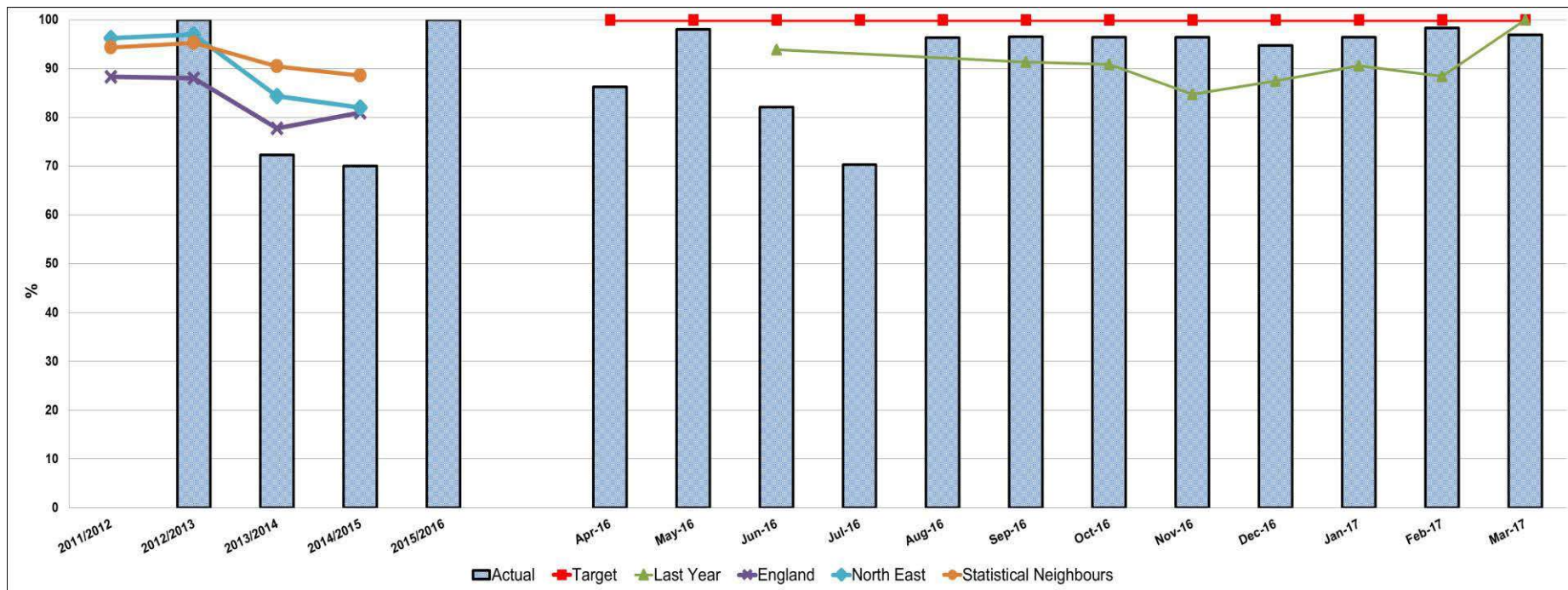
CLA allocation to Social Worker (CSC 227)



54. At the end of March, 100% of Looked After children were allocated to a qualified social worker which meets the target.

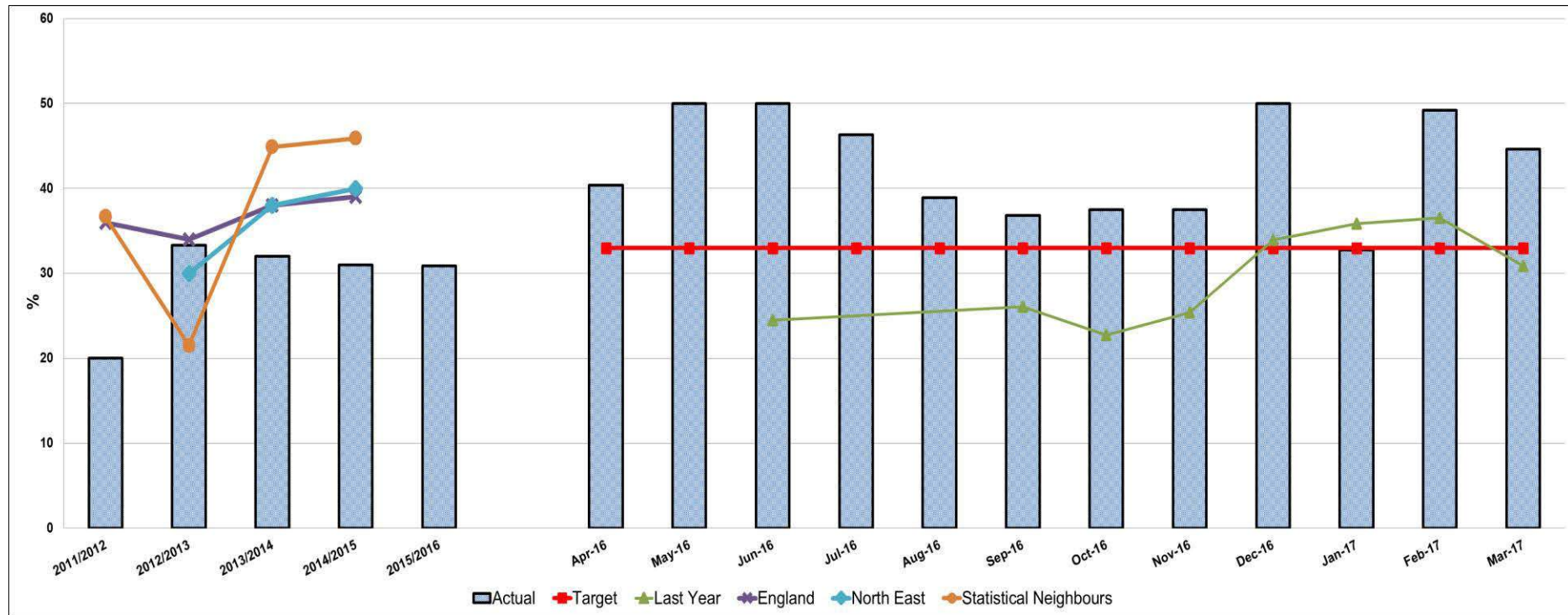
Care Leavers

CSC 285: % Care Leavers in suitable accommodation



55. At the end of March 2016/17, two care leavers were in unsuitable accommodation. This equates to 96% of care leavers being in suitable accommodation, which is higher than statistical neighbours in the previous year's reporting (89%), but has missed the target of 100%.

CSC 290: % Care Leavers NEET



56. 32% of care leavers were NEET at the end of March, which is 18 of 56 care leavers. Further work will be undertaken regarding this cohort to ensure that the circumstances are fully known, to ensure that we are aware which young people are available for employment or education and which young people aren't.

Workforce

57. The absence rate of Children's Social Care Workers in 2016/17 was 8%; 76% of this was due to long term absence.

58. 88% of the Children's Social Care Workforce had 2 or more years' experience.