

## FIRST QUARTER PERFORMANCE REPORT: CHILDRENS SOCIAL WORK AND CHILD PROTECTION

### Report of the Childrens Social Work and Child Protection

All figures in this report quoted as relating to June 2016

The development of the new performance book is nearing completion and this will give managers comprehensive monthly data on key performance indicators (KPI's)

The detailed information will enable us to identify hotspots and themes to target action plans with the emphasis on improving our performance in line with 'good' Local Authorities.

The Quality Assurance Framework (appended) reports on some (KPI's) for Children's Services as at the end of June-16, Q1 16/17

In this report I have identified *in italics* the key areas of performance improvement and performance concern

#### Early Help.

The Early Help System provides integrated support to children, young people and their families. The key objective of the service is to offer advice, support and direct case work to prevent issues escalating and requiring statutory intervention. The aim is to intervene early in terms of the age of a child, and early in terms of an issue arising in the life of a child – from pre-birth to nineteen. Early Help works with children, young people and families who are experiencing difficulties and provides services for children who need extra help with their learning, social, emotional, behavioural, developmental and other needs.

Activity in this service is currently measured by the number of Common (Devon) Assessment Frameworks (DAF) that are recorded – The DAF is an early help inter-agency assessment that offers a basis for early identification of children's additional needs. For the period April to September 2015, the number of DAF's being opened had been far greater than that in the same period the previous year, such that activity levels were 90.6% higher. However, since October 2015, activity levels have been falling, and this trend has continued to date: Q1 16/17 (183), Q1 15/16 (611). As a tool the DAF is clunky and we are currently piloting EH tools that are more user-friendly and intuitive. The Alliance has reinforced its commitment to Holistix and we expect the new EH tools to be embedded from 01.01.2017

*The performance indicator on the number or rate of DAFs needs to be treated with some caution*, as DAFs are currently used for a range of purposes:

A) for their intended purpose as an early help assessment of need; leading to an early help plan, early help intervention and improved outcomes for the child or, if outcomes do not improve, as a tool to aid decision making on subsequent steps and

B) for unintended purposes as a record of basic information, as a MASH Enquiry, or as a referral form to other services.

The DSCB has asked all partners to record their current activity in relation to their multi-agency Early Help offer and to set targets. To be counted, the work must include an assessment recorded on Holistix, a multi-agency team around the child/family and an intervention or care plan for the family.

At this time we are very cautious about what can be inferred from the reported data

### Children in Need

The number of Children in Need (CIN) at the end of March 15/16 was 4,674 a decrease of 18% compared to 5,725 at the end of 14/15. The total Devon CIN for June-16 is 5,364 – this does include finance only cases. If the finance only cases (1233) are excluded, Devon's number of CIN is 4131

### Referrals into statutory children's service

Referrals remain relatively consistent except around the periods of school holidays where historically we see a drop in activity, and when comparing year to date activity with last year's data, there has been just a 1.0% increase in 2015-16. At a rate of (488.6) this compares favourably with national figures (548), those of the other South West authorities (515) and statistical neighbours (537.9). Re-referrals to the service, defined as those children being re-referred to social care with 12 months of their original referral has decreased from 26.7% in June 2015 to 20.9% currently for Q1 (June-16) Again, latest comparison figures for 15/16 see national figures at 24.0%, South West Authorities at 24.6% and DCC's statistical neighbours at 22.5%.

### Assessments

The vast majority of accepted referrals lead to an assessment to determine needs and risks, clarify the desired outcomes and, where required, allocate resources to achieve them. These assessments must be timely. The maximum timeframe for the single assessment to conclude, such that it is possible to reach a decision on next steps, should be no longer than 45 working days from the point of referral.

Although variable on a month by month basis, the conversion rate of referral to assessment currently stands at (94.5% Q1 June-16) The year to date rate at the same point last year (Jun-15 was 90.9%) Such a high conversion rate has led to 7,552 single assessments being completed and authorised in 15/16, of which 90.6% have been authorised within the 45 working day threshold.

In June-16 (88.6%) of single assessments were authorised within the 45 working day threshold

*This is an aspect of the service that has seen a significant improvement in performance as outturn in the previous year 2014-15 had been 68.0%. Comparing DCC's performance for 15/16 (90.6%) against the*

latest available published data, the 15/16 national figure for assessments completed on time was 81.5%; other South West Authorities 79.3% and statistical neighbours (79.1%). While this performance is good and a great improvement; we need to set the right benchmarks, so, in future in the performance book, we will benchmark against authorities rated good or better by Ofsted.

*At the end of 15/16, 45.8% and at the end of Q1 16/17 57.9% of the assessments are closed with no further involvement from the statutory social work service. This suggests that too many families are being brought into the statutory service which consumes an expensive resource and, if unnecessary, is damaging to families).* The Childrens Overview Group may wish to invite the senior manager from MASH to attend a future meeting to explore further the high rate of accepted referrals to assessments and the low rate of completed assessments into CIN.

### Child Protection Enquiries

Section 47 of the Children's Act 1989, places a duty on a local authority, in circumstances where they have reasonable cause to suspect that a child in their area is suffering or is likely to suffer significant harm, to make such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare. The number of such enquiries initiated to March 2016 was 2,276, averaging 190 per month, an increase of less than 1% on the same period last year. For April, May and June-16 the average monthly figure is 147. The decision to undertake enquiries under S47 is made after multi-agency consideration of the issues and risks in a strategy discussion. The enquiries should not automatically lead to a child protection conference, though a conference should be convened in all cases where it is judged that a multi-agency protection plan is required to reduce the risk to the child, meet his/her needs and improve the outcomes. Some multi-agency audit work earlier this year revealed a perverse consequence to the 15 day from strategy discussion to conference indicator. In order to meet the indicator, managers were booking the conference in advance of conducting the child protection enquiries. This partly explains the churn of three month review de-registrations. Work to re-establish the appropriate child protection pathway is underway.

### Child Protection Conferences

The Initial Child Protection Conference (ICPC) brings together family members, the child, where appropriate, and those professionals most involved with the child and family. Historically in Devon, 45% to 50% of all Section 47 enquiries lead to the initiation of an ICPC. In 15/16 this increased to 53.1% with 1,202 such conferences being held. The figure for Q1 16/17 is 41.3%. The purpose of the ICPC is to decide what future action is required to safeguard and promote the welfare of the child, how that action will be taken forward, and with what intended outcomes. Where the conference outcome determines that a child is at continuing risk of significant harm, a multi-agency child protection plan is formulated to protect the child.

*The number of children who are actually the subject of such a plan roen from 464 to 714 in the twelve months to March 2016, an increase of 56.0%, though at some point during last year 15/16 the figure was as high as 764. For Jun-16 the figure has reduced to 610 children. Work is currently underway to better*

understand the reasons behind these increases; it could be that more risk is being identified, it could be a culture of risk-averse practice, it could be a production line culture, it could be a combination. In order to bring the numbers of children subject to a child protection plan back into line with statistical neighbours (577 for 14/15), there is a need to reduce by 25%. In Q1 16/17 we have seen a positive trend of reducing the numbers by 15% from 714 Mar-16 to 610 Jun-16

The trend whereby almost a third of those children made subject to a child protection plan, were removed from it either on or before their first review within 3 months of the ICPC decision has improved in Q1 16/17 to 8%.

Work is underway on a strengths based approach in child protection conferences.

### Re-registration

For reasons that are not entirely clear to me, the QAF has not included data on re-registrations. This is unusual. It is an oversight on my part to have not picked up this omission sooner. The CIN census has just been completed and it revealed very poor performance on re-registrations in 15/16.

“The number of children becoming subject of a plan in Devon has increased throughout 2015/16 by 7.1% and at the end of 2015/16 was 47.4% higher than the previous year. Children becoming subject of a CP Plan for a second or subsequent time has increased by 68.1% from 14/15 (227 children of 1014 becoming subject of a CP Plan for a second or subsequent time). This meant that 22.4% of new CP Plans that started in the year were for children who had previously had a CP Plan. This is higher than stat neighbours, South West and England averages”

The increased rate of re-registration is likely to be attributable to the Council's improvement plan. You will see in the QAF that a table on re-registrations has been added. There is a striking and not explainable position in April and a more usual pattern for May and June. Good performance will be somewhere in the region of 15%, so there is more to do to improve this performance.

### **Electoral Divisions: All**

Cabinet Member for Children, Schools and Skills: Councillor James McInnes

Strategic Director, People: Jennie Stephens

### LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

#### *Contact for Enquiries:*

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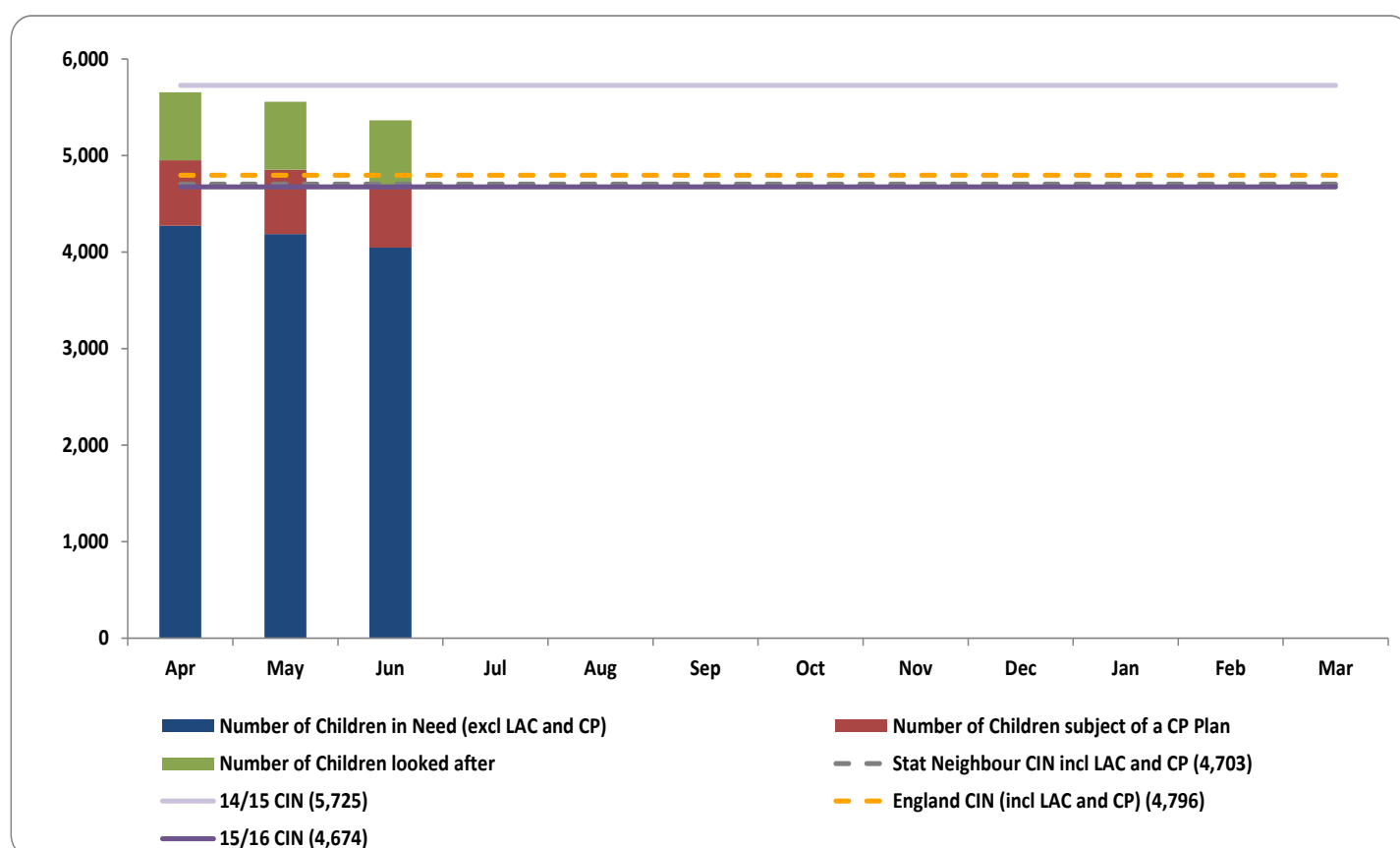
# Devon Children's Social Work Quality Assurance Framework

## Report of: June 2016

### 1.0 Activity and Performance Information

Children and Young People Population profile for Devon – 2015 Mid-Year Estimates						Source: Office of National Statistics
<b>Population per age band</b>						
	<b>0</b>	<b>1-4</b>	<b>5-9</b>	<b>10-15</b>	<b>16-17</b>	<b>18-25</b>
England	662,977	2,771,703	3,357,463	3,612,971	1,272,742	5,674,723
Devon	7,005	31,596	40,769	46,422	16,799	73,900
<b>Age Band as a Percentage of Total Population</b>						
England	1.2% ↓	5.1% ↑	6.0% ↑	6.6% ↑	2.4% ↓	10.4% ↑
Devon	0.9% ↓	4.1% ↓	5.2% ↑	6.1% ↓	2.2% ↓	9.5% ↑

### 1) Children's Social Work Total Caseload Profile

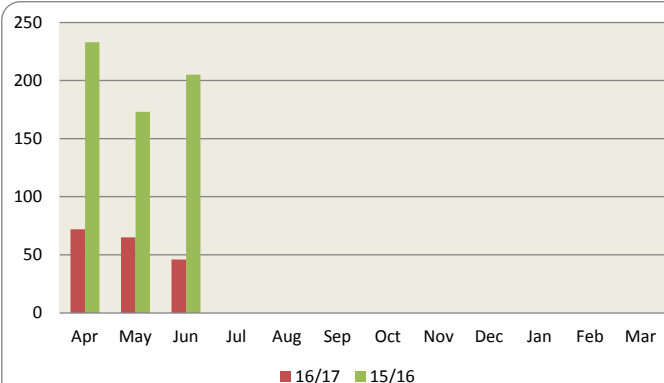


The total Devon CIN for **June-16** is **5,364** which includes LAC 708, CP 610 and Finance only cases 248 and 985 CwD.

The rate of CIN cases 15/16 for Devon was 402.7, our Statistical Neighbours was 327.5 and the National rate was 337.3

This means we have approximately 75 per 10,000 (c 1000 children) more children involved with social care than our Statistical Neighbours. The trend for the first quarter shows a steady decline to bring us in line with stat neighbours and national

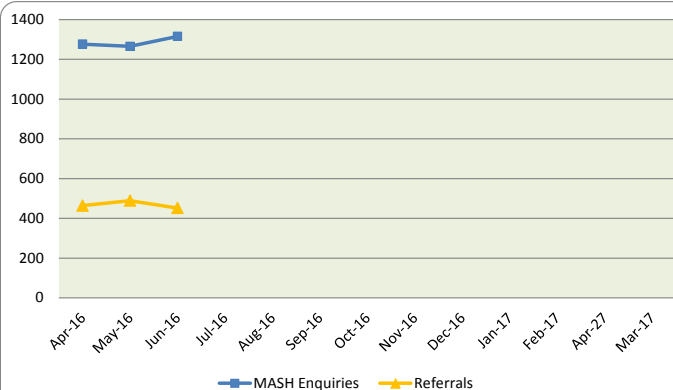
## 2) Number of DAF1s in Holistix



No.DAFs	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
16/17	72	65	46									

Once again, the number of DAF's recorded on Holistix during the same period 16/17 shows a significant month on month reduction compared to 15/16. The Alliance has reinforced its commitment to Holistix and new EH tools are being piloted.

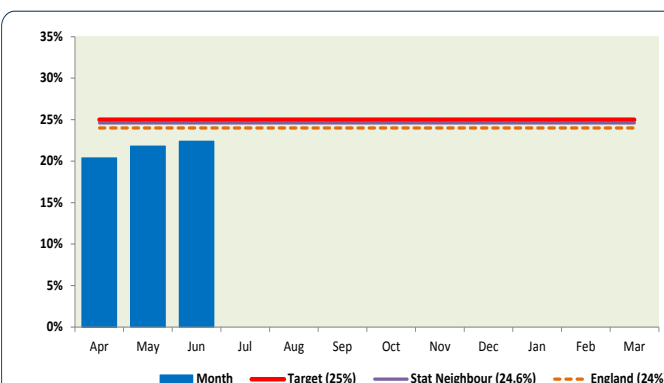
## 3) Number of MASH Enquiries and Referrals in the month



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Mash Enquiries	1276	1265	1315									
Referrals	464	489	452									

This gap between enquiries and referrals suggests we need to strengthen understanding of thresholds, or confidence in decision making to hold risk outside of the statutory service. Work is underway in MASH to reject inappropriate enquiries that do not meet threshold.

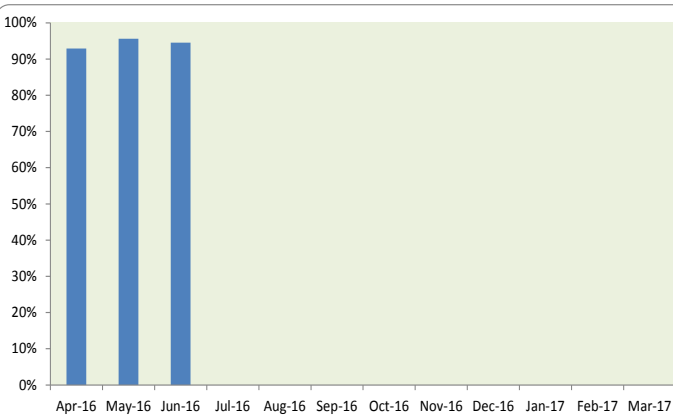
## 4) Percentage of social care referrals that are re-referrals within 12 months



Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
25%	20.4%	21.8%	22.4%									

The rate of children re-referred within rolling 12 months remains at approximately a fifth of all children. For 15/16 Devon's rate 23.4% was less than Stat Neighbours 24.6% and the National rate 24%

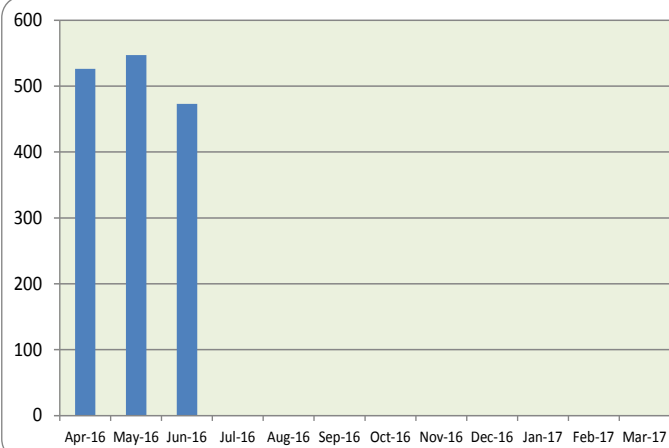
## 5) % of Referrals with a Single Assessment



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
92.9%	95.6%	94.5%									

The rate for referrals that have a Single Assessment outcome for Q1 June-16 is 94.5%. We aim to obtain benchmarking data from our Statistical Neighbours for comparison as this statistic is currently not reported publically.

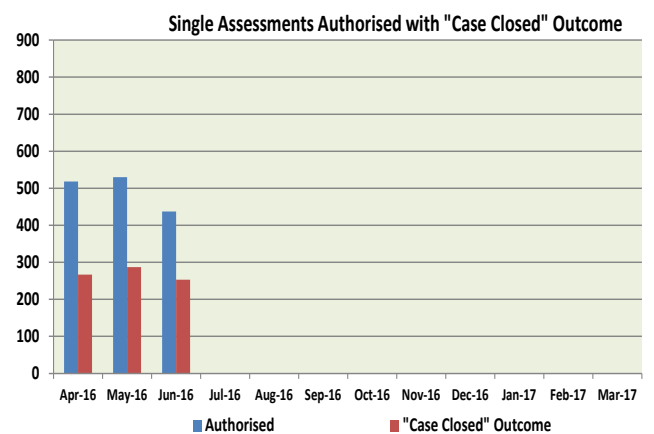
### 6) Number of Single Assessments Starting



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
526	547	473									

For Jun-16 the number of SA's starting has reduced by 74 to 473 from the previous month 547.  
The overall 15/16 total (7,543) averaging 628 per month reduced by 7.9% compared to the previous year 14/15 (8,187). This year's data for Q1 indicates a reduction in Single Assessments starting compared to the monthly average of 628 in 15/16.

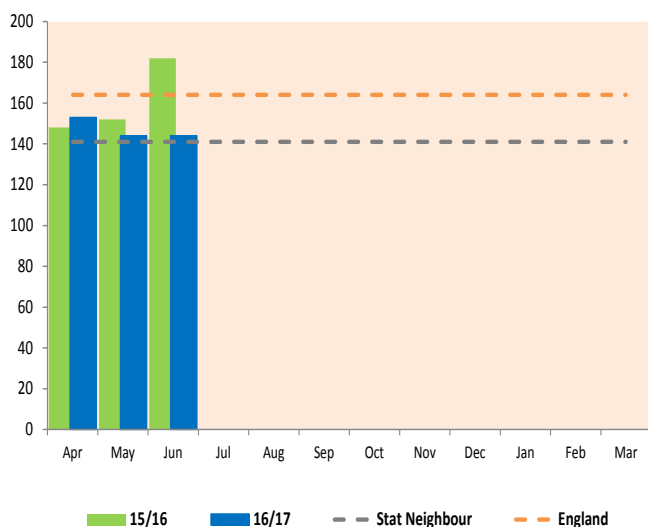
### 7) Cases closed at end of Single Assessment



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
51.5%	54.2%	57.9%										

The rate for SA with "Case Closed" outcome for Q1 June-16 is 57.9%. Work is planned to examine the points in the system where information gathering would be most effective, in order to reduce the numbers of single assessments that result in closure

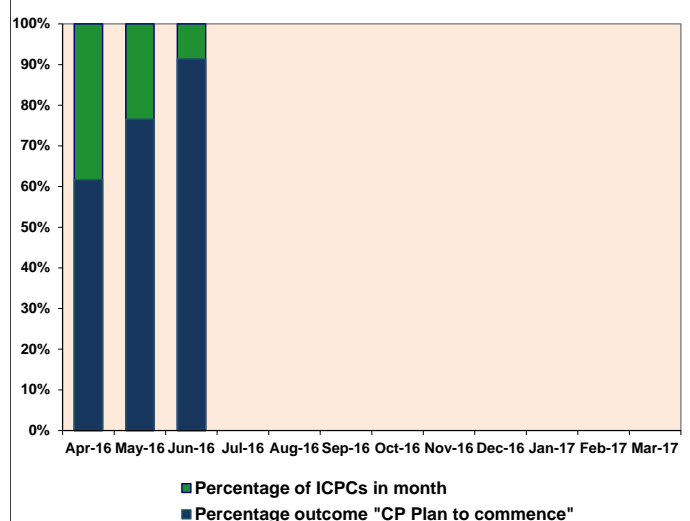
### 8) Number of Section 47 Enquiries



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
153	144	144									

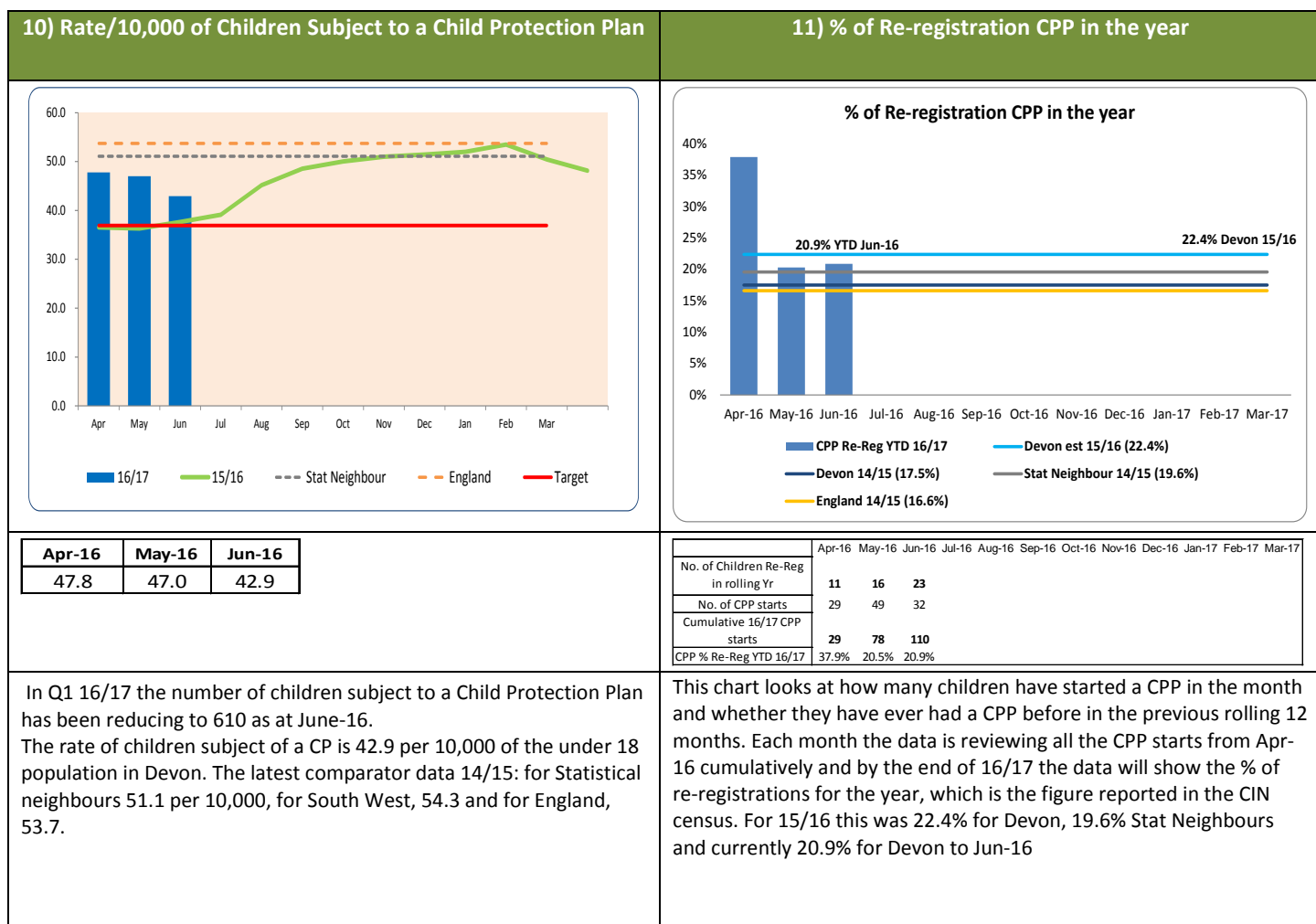
In Q1 June-16 the number of S47 enquiries has reduced to 144 which is in line with our Statistical Neighbours for 15/16 of 141

### 9) Number of ICPC resulting in Child Protection Plans to commence



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
No. ICPC held in month	47	64	35									
No. ICPC outcome CPP to	29	49	32									
% CP Plan to commence	61.7%	76.6%	91.4%									

The number of ICPC's for June-16 was 35 which was lower than in Apr-16 and May-16. The rate of CPP's to commence has increased from 61.7% to 91.4% in Q1 16/17.

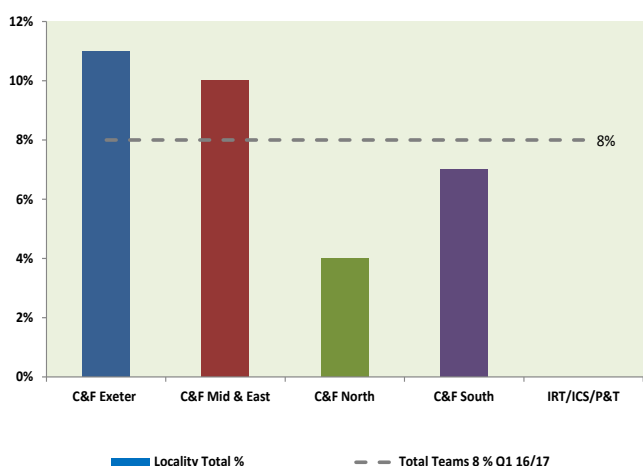


## 12. Team breakdown of children ending CP within 3 months of starting CP.

Team	Apr 2016				May 2016				Jun 2016			
	Ended 0-2 months	Ended 3+ months	Total Ends	% 0-2 months	Ended 0-2 months	Ended 3+ months	Total Ends	% 0-2 months	Ended 0-2 months	Ended 3+ months	Total Ends	% 0-2 months
CHILDREN & FAMILIES EXETER 1	1	4	5	20%		8	8	0%		3	3	0%
CHILDREN & FAMILIES EXETER 2	3	3	6	50%						7	7	0%
CHILDREN & FAMILIES EXETER 3	1	3	4	25%		3	3	0%		5	5	0%
CHILDREN & FAMILIES EXETER 4						3	3	0%		1	1	0%
CHILDREN & FAMILIES EXETER 5												
<b>TOTAL CHILDREN &amp; FAMILIES EXETER</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>33%</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>0%</b>	<b>0</b>	<b>16</b>	<b>16</b>	<b>0%</b>
CHILDREN & FAMILIES MID & EAST 1	1	2	3	33%		6	6	0%		11	11	0%
CHILDREN & FAMILIES MID & EAST 2						4	4	0%		7	7	0%
CHILDREN & FAMILIES MID & EAST 3		3	3	0%		7	7	0%	3	4	7	43%
CHILDREN & FAMILIES MID & EAST 4									1		1	100%
CHILDREN & FAMILIES MID & EAST 5												
<b>TOTAL CHILDREN &amp; FAMILIES MID &amp; EAST</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>17%</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0%</b>	<b>4</b>	<b>22</b>	<b>26</b>	<b>15%</b>
CHILDREN & FAMILIES NORTH 1	1		1	100%								
CHILDREN & FAMILIES NORTH 2		1	1	0%		10	10	0%		7	7	0%
CHILDREN & FAMILIES NORTH 3		8	8	0%		2	2	0%		2	2	0%
CHILDREN & FAMILIES NORTH 4		10	10	0%	1	2	3	33%		5	5	0%
<b>TOTAL CHILDREN &amp; FAMILIES NORTH</b>	<b>1</b>	<b>19</b>	<b>20</b>	<b>5%</b>	<b>1</b>	<b>14</b>	<b>15</b>	<b>7%</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>0%</b>
CHILDREN & FAMILIES SOUTH 1		3	3	0%		7	7	0%		3	3	0%
CHILDREN & FAMILIES SOUTH 2		3	3	0%		3	3	0%		12	12	0%
CHILDREN & FAMILIES SOUTH 3										6	6	0%
CHILDREN & FAMILIES SOUTH 4	5	5	10	50%		1	1	0%		13	13	0%
CHILDREN & FAMILIES SOUTH 5		7	7	0%		3	3	0%				
<b>TOTAL CHILDREN &amp; FAMILIES SOUTH</b>	<b>5</b>	<b>18</b>	<b>23</b>	<b>22%</b>	<b>0</b>	<b>14</b>	<b>14</b>	<b>0%</b>	<b>0</b>	<b>34</b>	<b>34</b>	<b>0%</b>
ICS EXETER												
INITIAL RESPONSE MID & EAST												
INITIAL RESPONSE SOUTH												
PERMANENCY & TRANSITION NORTH												
<b>TOTAL AD-HOC TEAMS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>GRAND TOTALS</b>	<b>12</b>	<b>52</b>	<b>64</b>	<b>19%</b>	<b>1</b>	<b>59</b>	<b>60</b>	<b>2%</b>	<b>4</b>	<b>86</b>	<b>90</b>	<b>4%</b>



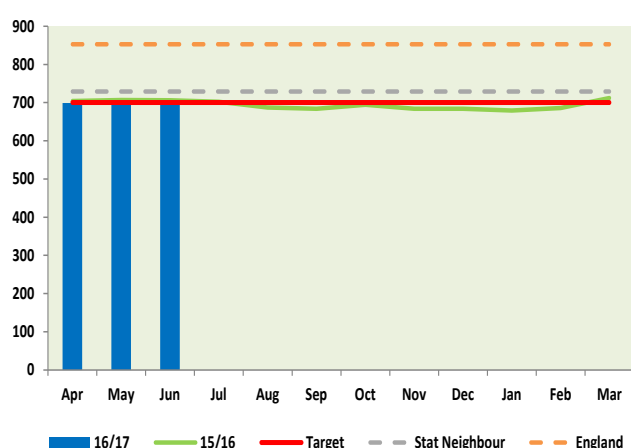
### 13) Children being deregistered from a CP Plan within 3 months of starting CP - Q1 16/17 (8%)



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
19%	2%	4%									

Q1 16/17 shows a decrease in CPP's ending at 3 months, with an average of 8% Apr-16 to Jun-16

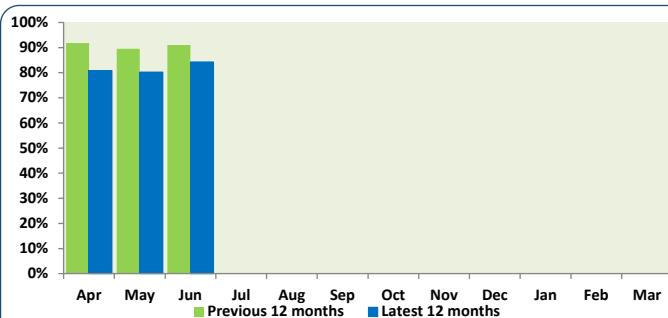
### 14) Number of Looked After Children



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
699	696	708									

June-16 shows 708 Looked After Children which is below our Statistical Neighbours however more work to be done in preventing accommodation.

### 15) Percentage of Looked After Children with a Visit Completed in the Previous 6 Weeks



Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
100%	80.9%	80.3%	84.3%									

Further improvement needed across the county with focus on particular teams.

### 16) 3+ Placement Moves by Area to Jun-16

for total 708 LAC	3+ Placements	
	No.	Outturn
Exeter	4	0.6%
North Devon	1	0.1%
South & West Devon	6	0.8%
East & Mid Devon	5	0.7%
Other	0	0.0%
	16	2.3%

Historically Devon has had a high number of placement moves. More detailed analysis shows that these moves relate mainly to 15, 16 & 17 year olds. The percentage of children with 3 or more placement moves in 2015/16 was 12.9% which was an improvement of just under 2% from the previous year (14.8%).

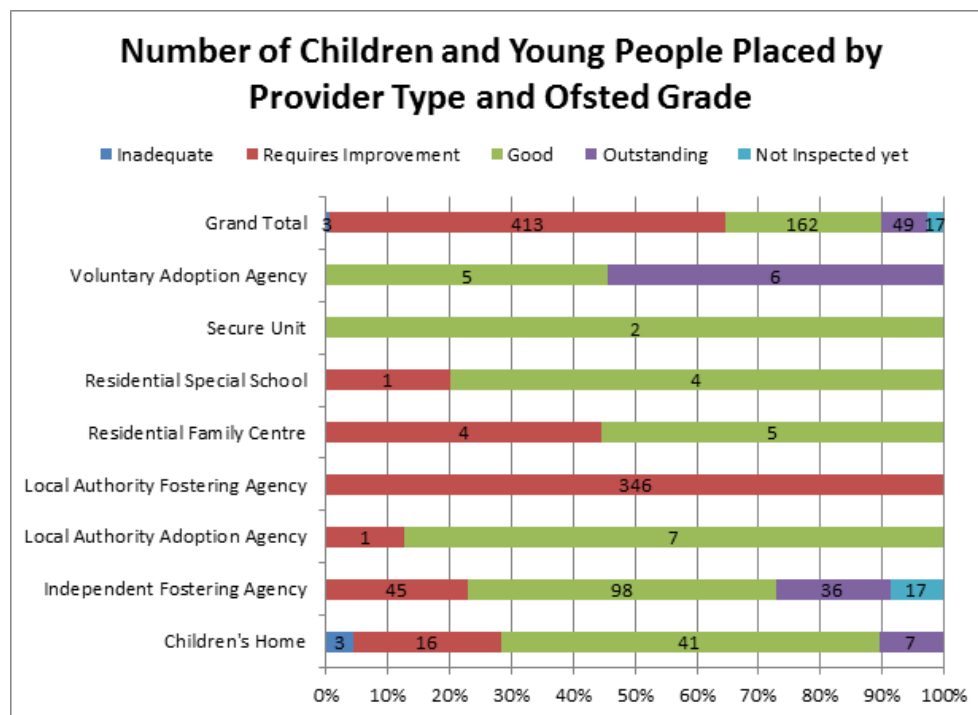
To Jun-16 the percentage of LAC with 3 or more moves is 2.3% however, this is a cumulative figure throughout the year so would be anticipated that this would increase as the year continues. This equates to 16 children having had 3 or more moves Apr-16 to Jun-16.

### 17) LAC 3+ Placement Information

% of Children with 3+ Placements in financial year to date

2014/15	2015/16	Q1 16/17	Forecast end 16/17	16/17 Year Target
14.9%	12.9%	2.3%	10% (2.5% x4)	10.0%

## 18) Number of Children and Young People Placed by Provider Type and Ofsted Grade Q1 16/17

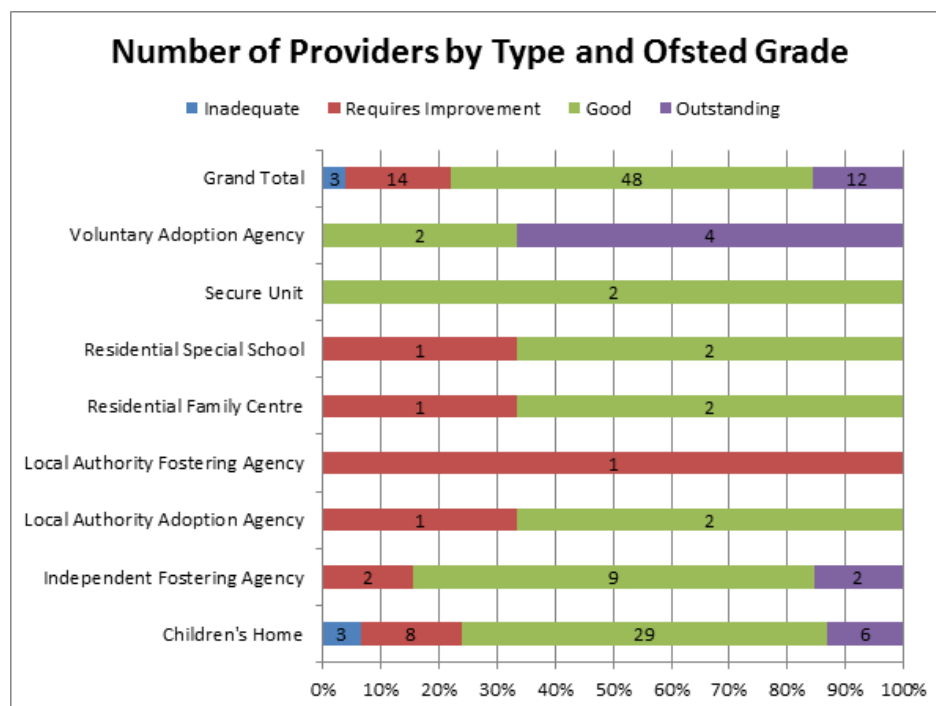


The above chart shows the data for Devon's Looked After Children, including those placed out of county.

Note: in-house adoption and fostering services are now judged based on the overall judgement of the LA's single inspection framework. In Q1 16/17 35% are good (162), outstanding (49) or not yet inspected (17) of the total (644) shown.

The data indicates 64% (413) are in the category 'requires improvement' however some of our larger fostering providers, who have re-registered due to expansion, have not yet been inspected and graded therefore this figure is likely to improve in the near future.

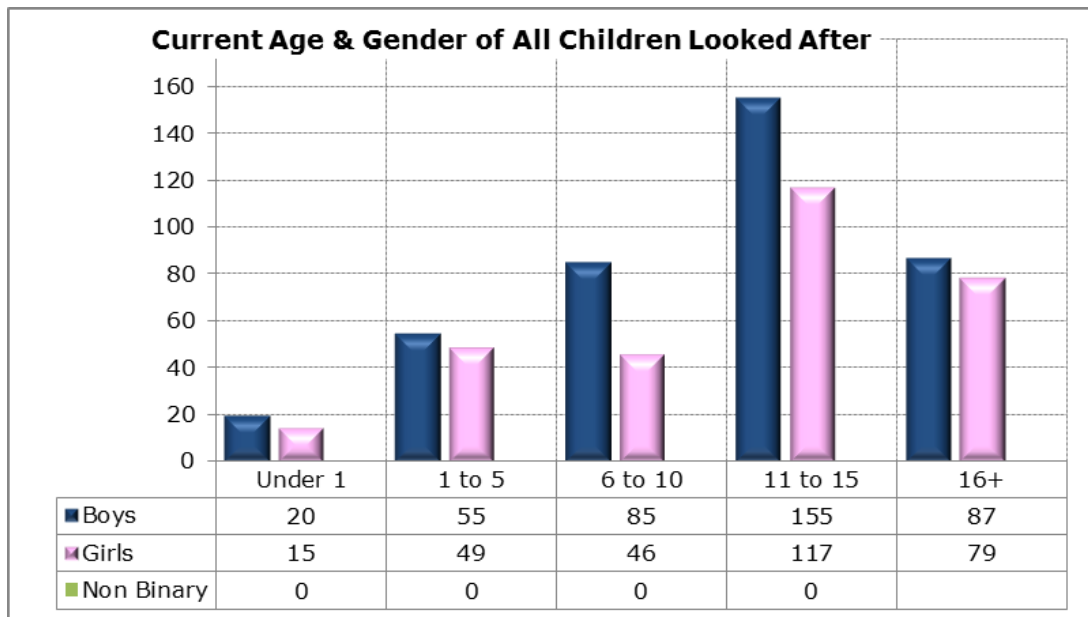
## 19) Number of Providers by Type and Ofsted Grade Q1 16/17



78% of total (77) children's homes were judged as Good (48) or Outstanding (12) in Q1 16/17. A number of children's homes that were Inadequate or Requires Improvement have now moved to good following QA work with the Children's Commissioning Team. 3 children's homes were judged as inadequate, LA maintained special schools with children's home provision and have robust action plans in place to improve.

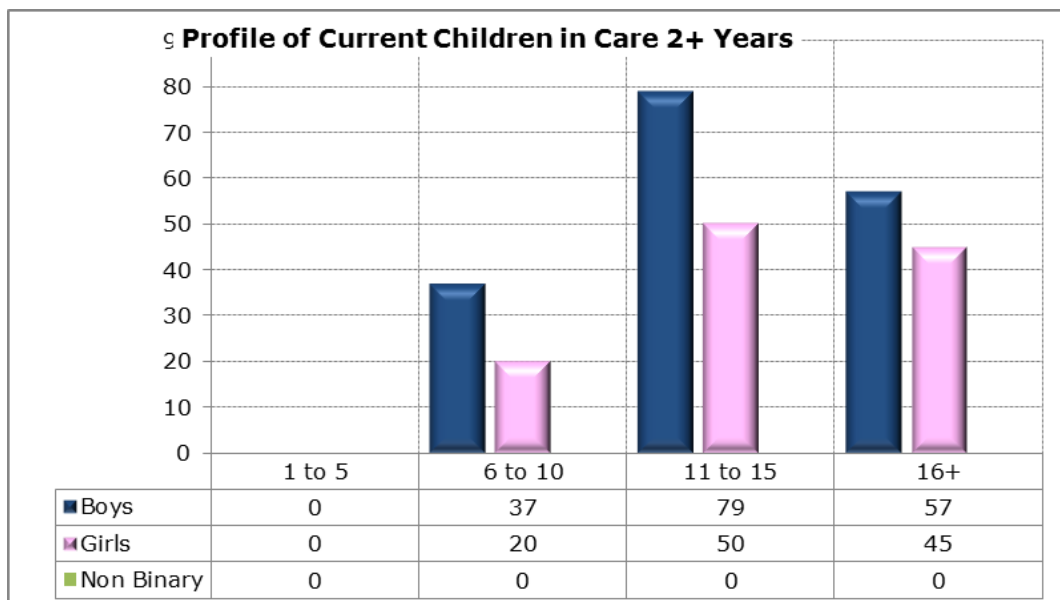
## 20) n=708

The Average Age of a Child in Care is : Boys 11.2 Years, Girls 11.6 Years



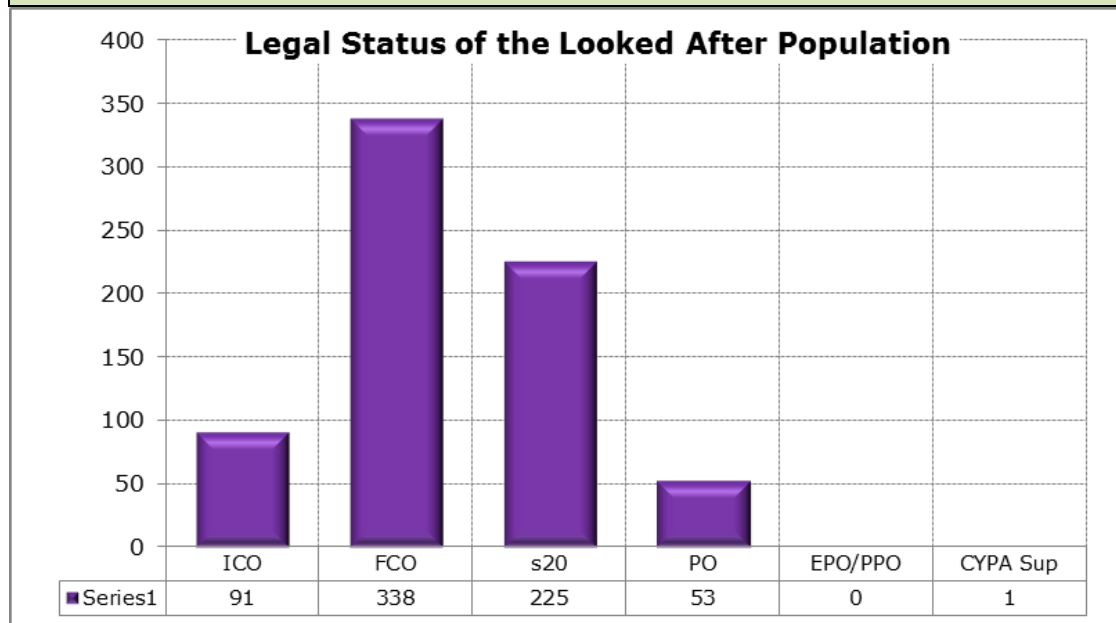
## 21) n=288

The Longest Current Period of Care of Any Child is : 16.2 Years

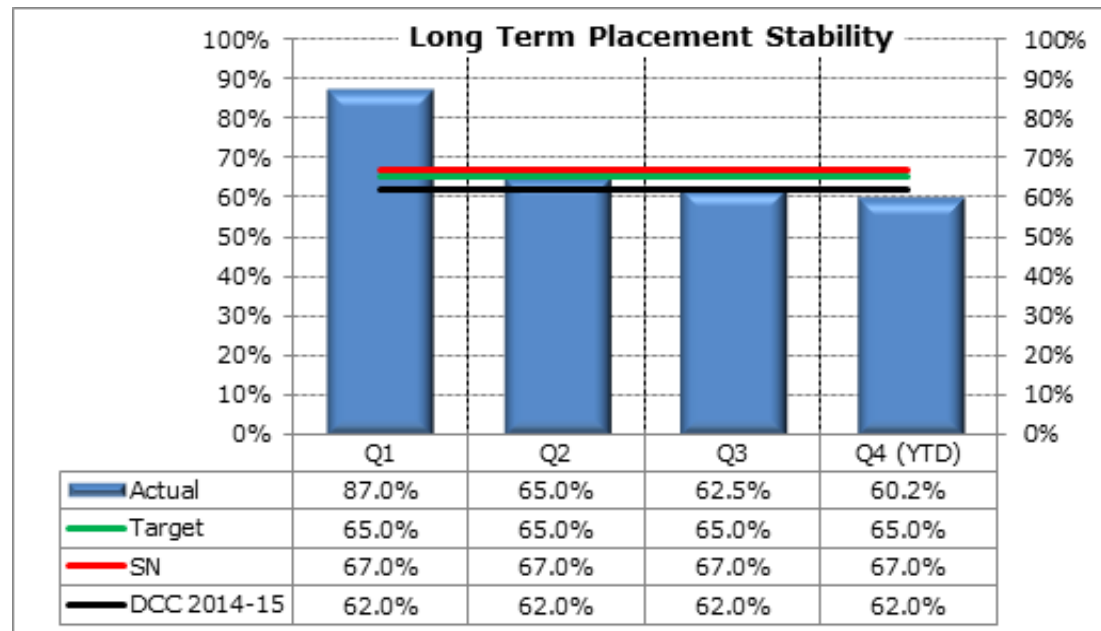


22)

The Rate of LAC Under Section 20 Nationally in 2013-14 was 27.9%



23)

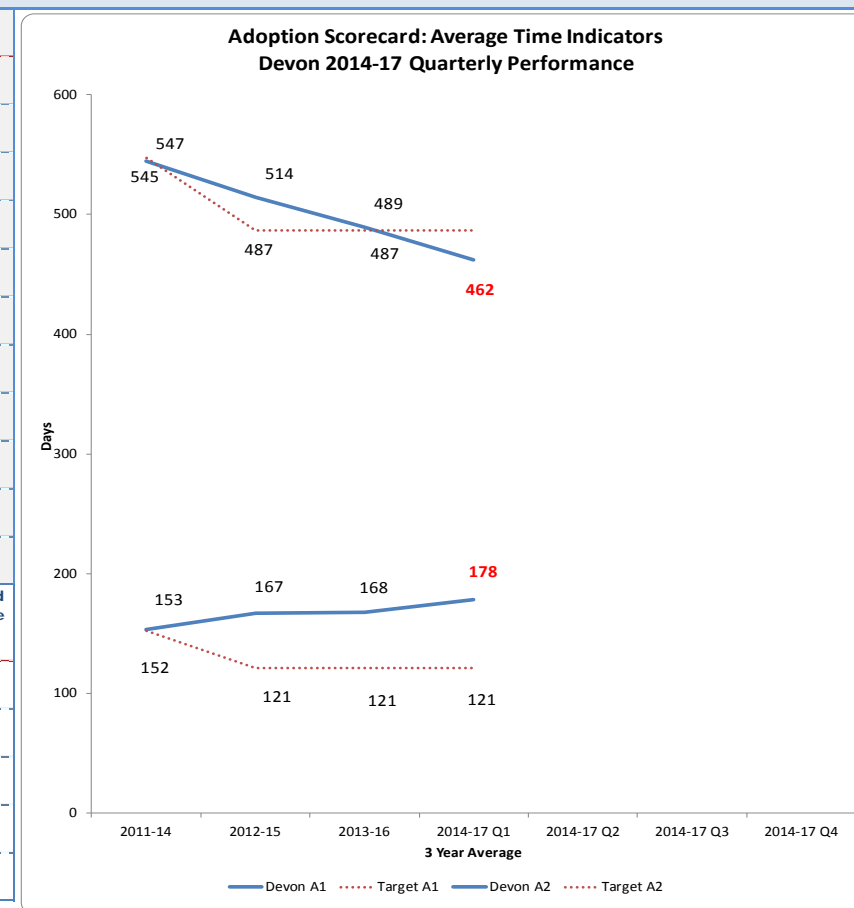


## 24) Adoption Scorecard

### DEVON COUNTY COUNCIL ADOPTION SCORECARD QUARTER 1 2016/17

Devon County's Adoption Population	2016-17 YTD	Percentage	
Number of Children adopted	11	100%	
Aged 5 and Over	3	27.3%	
Aged Under 5	8	72.7%	
No. of adopted children in sibling groups	5	45.5%	
Number of children with a decision to be placed for Adoption	81	-	
Number of children with a placement order	58	71.6%	
No. of children in sibling groups	53	65.4%	
Number of children matched to adopter	33	56.9%	
Number of children matched & placed with adopter	30	51.7%	
Number of children whose decision to be placed for adoption has been rescinded	6		
Number of children ending care due to Special Guardianship order	22	-	
Children Looked After and Adoption Performance measures	DEVON (2014-17)	SN average (2012-15)	England average (2012-15)
Adoption scorecard A1: time between child entering care and placement for adoption	462 days	517 days	593 days
Adoption scorecard A2: time between receiving court authority to place a child and deciding on a match	178 days	152 days	223 days
Adoption scorecard A3: children waiting less than 16 months between entering care and placement for adoption (NB: measure reduced from 18 months previously reported)	61.8%	n/a	47%
Adoption 1: Percentage of looked after children who ceased to be looked after who were adopted	14.6%	16%	14%
Adoption 2: Percentage of looked after children who ceased to be looked after because of special guardianship order	12.8%	10%	10%

\*Data source: ALB Adoption Survey, CareFirst and Adoption Database



The Q1 figures continue to show positive work being undertaken in the adoption service to improve timescales for children. The journey of children are tracked at every stage. However, since the final year report was given last month, an additional tracker has been put in place by management systems to support the A2 indicator.

However, we are aware that the children who wait are those who are older and are deemed difficult to place and have longer transitions. Many of the children (53 out of the 58 children who have permission to place) are part of sibling groups. The figure for % of children adopted has the first time in three years exceeded the English average showing a positive trajectory. The numbers of children gaining permanence through SGO's is also above statistical neighbours and the English average.

## Children's Social Care Workforce Profile

### 25) Worker Case Allocation and FTE Breakdown by Service and Team June-16 data

Service Area		Team Name	Practice Manager	Current FTEs - Caseload Adjustment*	Total Open Cases	Of Which, Allocated to Named Worker	% Allocated to Named Worker	Ave. No. of Cases per Current FTE Total
Initial Response	Exeter	IRCX1	Juanita Scallan	5.7	150	150	100.0%	26.4
	Mid & East	IRCM1	Kevin Kenna	8.8	167	166	99.4%	19.0
	North	IRCN1	Roger Walter	7.5	155	155	100.0%	20.7
	South	IRCS1	Jean Beynon	7.8	231	230	99.6%	29.6
Initial Response Total				29.8	703	701	99.7%	23.6
Children & Families	Exeter	CFCX1	Annette Taylor	7.0	138	137	99.3%	19.7
		CFCX2	Phil Stagg	4.2	136	136	100.0%	32.4
		CFCX3	Aiden Mitchelmore	5.8	153	151	98.7%	26.4
		CFCX4	Helen Neighbour	7.2	119	119	100.0%	16.5
Children and Families - Exeter Total				24.2	546	543	99.5%	22.6
Children & Families	Mid & East	CFCM1	Richard Ashdown	6.2	141	141	100.0%	22.7
		CFCM2	Helen Patten	5.8	138	138	100.0%	23.8
		CFCM3	Emily Hextall	5.6	112	111	99.1%	20.0
		CFCM4	Corrina Bryant	5.6	116	116	100.0%	20.7
Children and Families - Mid/East Total				23.2	507	506	99.8%	21.9
Children & Families	North	CFCN2	Paul Sains	7.2	161	161	100.0%	22.4
		CFCN3	Fran Hughes	4.5	118	118	100.0%	26.1
		CFCN4	Heather Cooper	6.6	114	114	100.0%	17.3
Children and Families - North Total				18.3	393	393	100.0%	21.5
Children & Families	South	CFCS1	Lisa Jackson	6.0	130	130	100.0%	21.6
		CFCS2	Herdaypal Johal	6.0	159	159	100.0%	26.5
		CFCS3	Jane Anstis	5.8	173	172	99.4%	29.8
		CFCS4	Jacqueline Fox	7.5	185	185	100.0%	24.6
Children and Families - South Total				25.3	647	646	99.8%	25.5
Permanency & Transition	Exeter	PTCX1	Juliet Jones	14.4	260	259	99.6%	18.1
	Mid & East	PTCM1	Naomi Pollard	11.0	137	133	97.1%	12.4
	North	PTCN1	Giles Bashford	9.6	189	184	97.4%	19.7
	South	PTCS1	Karen Thompson	11.7	219	219	100.0%	18.7
Permanency and Transition Total				46.7	805	795	98.8%	17.2
Integrated Children's Services	ICS East Mid	ICCEMID	Brian Copp	3.3	109	105	96.3%	33.1
	ICS Exeter	ICCEXETR	Martin Quaintance	7.4	140	127	90.7%	18.9
	ICS Exeter 2	ICCIAEME	Martin Quaintance / Brian Copp	1.0	3	2	66.7%	3.0
	ICS North 1	ICCNORTH	Marianne Jackson	1.6	59	45	76.3%	36.9
	ICS North 2	ICCNRTH2	-	4.6	36	30	83.3%	7.8
	ICS South 1	ICCSWEST	Derek Godden	2.4	50	50	100.0%	20.8
	ICS South 2	ICCSWST2	Kathy Kirkman	5.6	94	94	100.0%	16.8
Integrated Children's Services Total				25.9	491	453	92.3%	19.0
Private Fostering		PFC1	Elaine Newton	3.7	39	39	100.0%	10.5
Total (Excluding FOC Cases)				197.1	4131	4076	98.7%	21.0
Finance Only Cases		FOC01			248			
ICS Finance Only Cases		ICSFREME, ICSFRN & ICSFRS			985			
Total (Including FOC Cases)					5364			

Staff names in **red text** denotes 'Agency Staff'

Minus staff shown as on long term sick leave or maternity

In 'Current FTEs - Caseload Adjustment\*' figures ASYE's and NQSW's can only carry a 60% caseload and therefore a full time (1 FTE) ASYE or NQSW is adjusted to be 0.6 FTE

\* FTE Caseload Adjustment = Family Practitioners only counted in P&T teams, ASYE's throughout adjusted to be 0.6 of their FTE for caseload purposes.

All Team Managers and Assistant Team Managers are excluded from caseload calculations i.e. they are not caseholding.

However in the team Private Fostering the Team Manager is included and is said to be caseholding.

The average caseload is at 21.6

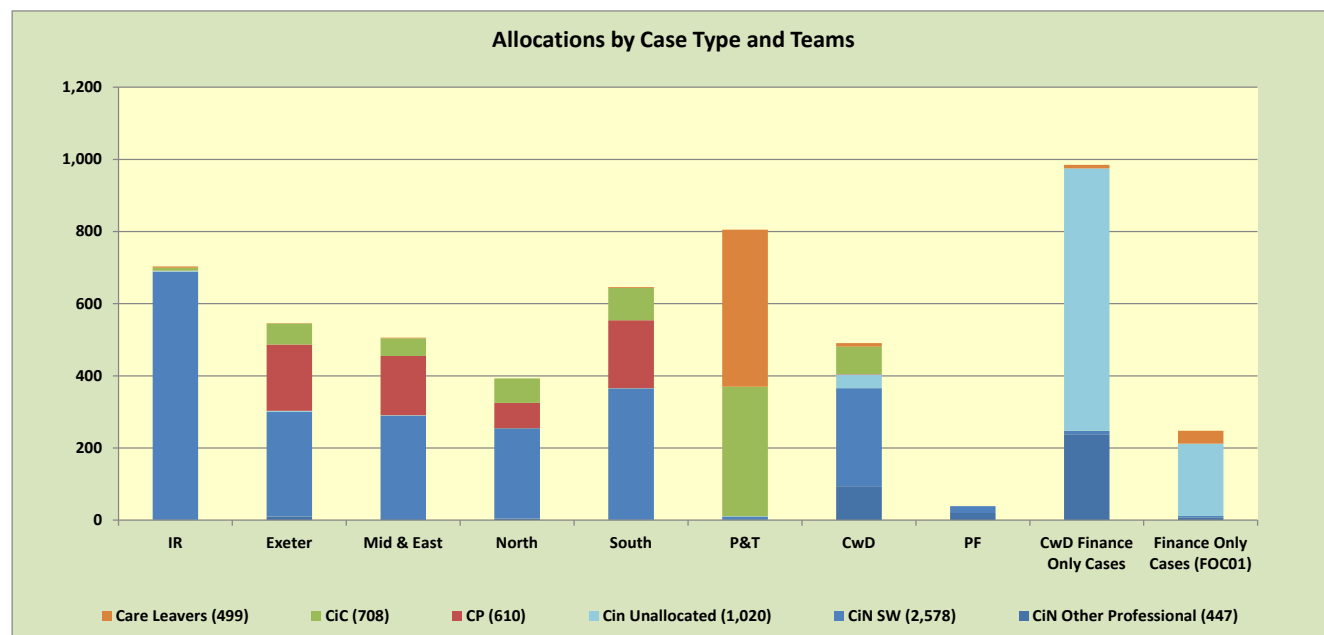
There is variation in some areas e.g.

16.5 compared with 32.4 in CFC Exeter; 19.0 compared to 29.6 in IR and 12.4 compared to 19.7 in P&T.

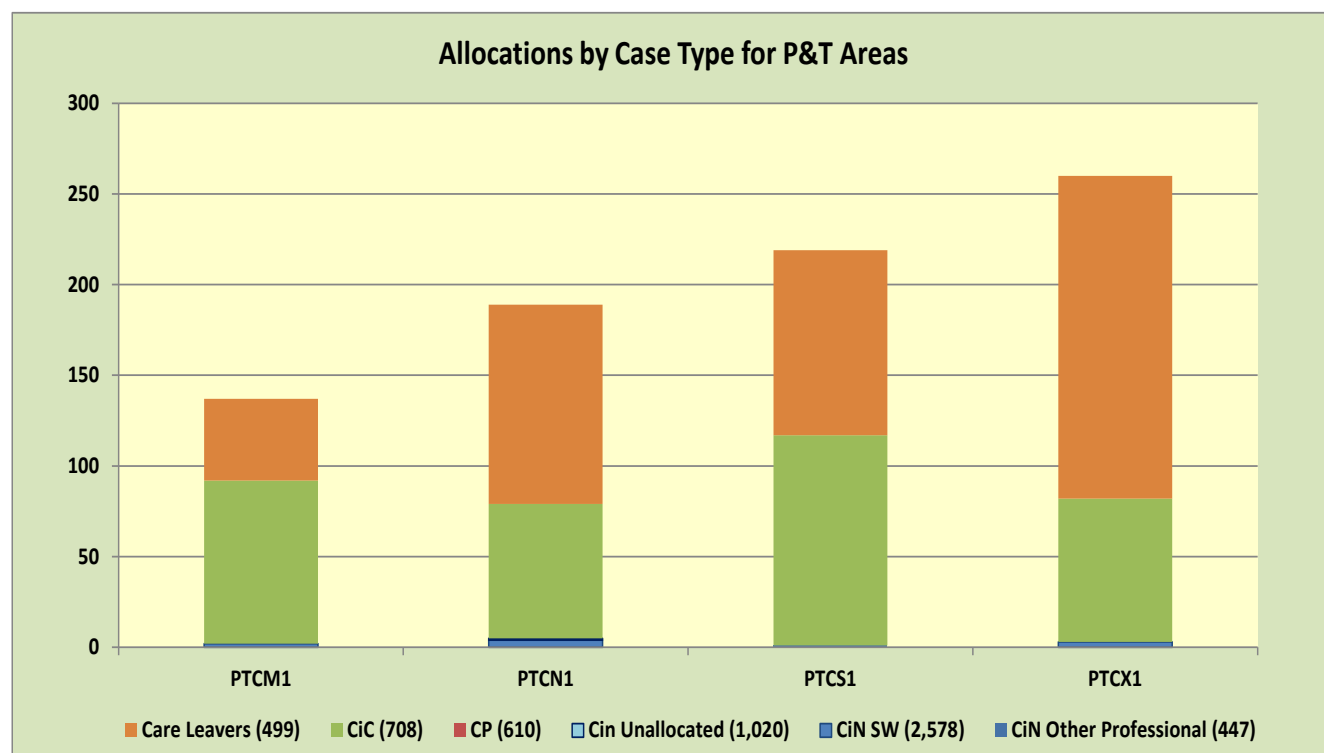
There is also wide discrepancy in team sizes. Work is underway to address this and ensure equity.

Allocation generally remains at a very high level. The proportion of permanent staff continues to increase.

## 26. June-16 data



## 27. June-16 data



### 3. Internal Case Audits

- The overarching aim of the audits is to improve the quality of practice and outcomes for children and young people. The audit considers the quality of the information and recording on the young person's file, the arrangements for the audit include discussion with the Social Worker, the quality of the decision making process, risk assessment and analysis. Accordingly, the scoring system above reflects this. Judgements are: (1) No or few standards met. (2) Some standards partially met. (3) Some standards met in full. (4) Many standards met in full. (5) All standards met in full or exceeded. The charts below show the cases that meet standards 3, 4 and 5.

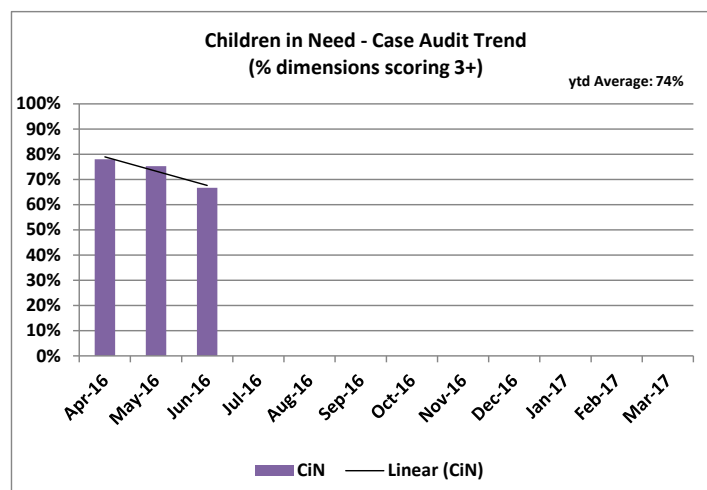
#### CASE AUDITS: CHILDREN IN NEED

Of the **73** internal audits completed during June 2016, **21** relate to Children in Need.

##### % judged as 'some', 'many' or 'all standards met in full or exceeded'

Audit Dimension	June. 2016	
	No's	%
1a: Management scrutiny/oversight	14	67%
2: Experience of child/young person	16	76%
3: Practitioner contact	14	67%
4: Assessment & needs analysis	14	67%
5: Planning for children	13	62%
6: Recording and report writing	13	62%
Number of audit dimensions scored	126	
Number of audits for CiN cases	21	
Overall % judged 'Acceptable' or better	67%	

CiN case audits completed since April 16 show a gradually worsening trend in terms of the % of audit dimensions scoring 3+ (acceptable or better).



3+ scores down for standards 1a, 2, 4, 5, 6 compared to April 16.  
Overall % 3+ scores **down 8%** compared to May 16.

Year to date % of 3+ scores is **74%**.  
June is **7% below** the year to date average of 3+ scores.

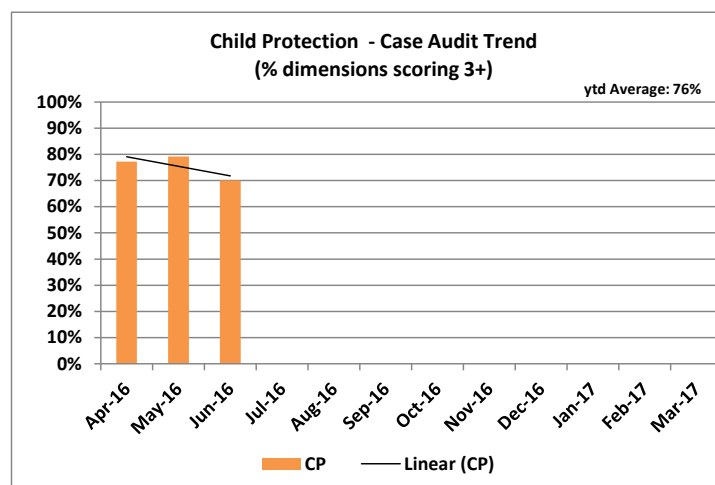
#### CASE AUDITS: CHILD PROTECTION

Of the **73** internal case audits completed during June 2016, **15** relate to Child Protection cases.

##### % judged as 'some', 'many' or 'all standards met in full or exceeded'

Audit Dimension	June. 2016	
	No's	%
1a: Management scrutiny/oversight	10	67%
2: Experience of child/young person	11	73%
3: Practitioner contact	9	60%
4: Assessment & needs analysis	11	73%
5: Planning for children	10	67%
6: Recording and report writing	12	80%
Number of audit dimensions scored	90	
Number of audits for CP cases	15	
Overall % judged 'Acceptable' or better	70%	

CP case audits completed since April 16 show a gradually worsening trend in terms of the % of audit dimensions scoring 3+ (acceptable or better).



3+ scores down for standards 1a, 2, 3, 4, and 5 compared to May 16.  
Overall % 3+ scores **down 9%** compared to May 16.

Year to date % of 3+ scores is **76%**.  
June is **6% below** the year to date average of 3+ scores.



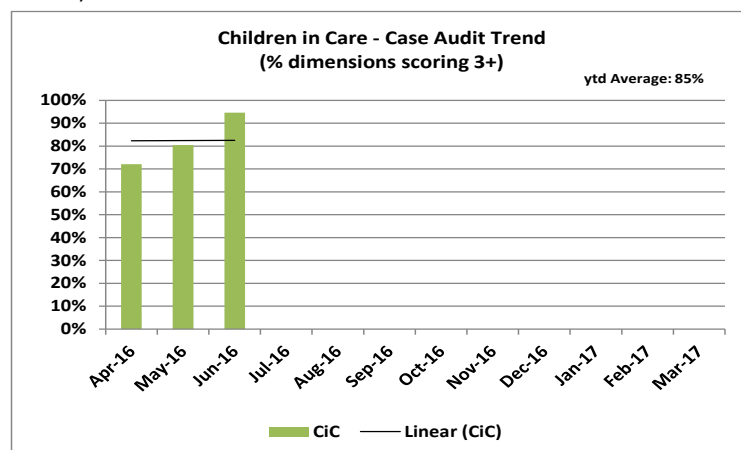
### CASE AUDITS: CHILDREN IN CARE

Of the **73** internal case audits completed during June 2016, **25** relate to a Child in Care.

**% judged as 'some', 'many' or 'all standards met in full or exceeded'**

Audit Dimension	June. 2016	
	No's	%
1a: Management scrutiny/oversight	21	84%
2: Experience of child/young person	24	96%
3: Practitioner contact	25	100%
4: Assessment & needs analysis	24	96%
5: Planning for children	24	96%
6: Recording and report writing	24	96%
Number of audit dimensions scored	200	
Number of audits for CiC cases	33	
<b>Overall % judged 'Acceptable' or better</b>	<b>81%</b>	

CiC case audits completed since April 16 show an improving trend in terms of the % of audit dimensions scoring 3+ (acceptable or better).



All Standards of 3+ scores are above May 16.  
Overall % 3+ scores **up 14%** compared to May 16.

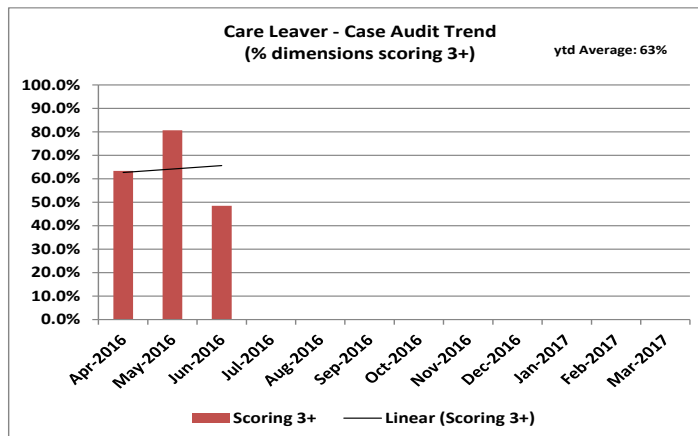
Year to date % of 3+ scores is **85%**.  
June is **4% below** the year to date average of 3+ scores.

### Care Leavers

Of the **73** internal case audits completed during June 2016, **11** have a status of Leaving Care.

**% judged as 'some', 'many' or 'all standards met in full or exceeded'**

Audit Dimension	June. 2016	
	No's	%
1a: Management scrutiny/oversight	5	45%
2: Experience of child/young person	6	55%
3: Practitioner contact	6	55%
4: Assessment & needs analysis	5	45%
5: Planning for children	4	36%
6: Recording and report writing	6	55%
Number of audit dimensions scored	66	
Number of audits for Care Leavers	11	
<b>Overall % judged 'Acceptable' or</b>	<b>49%</b>	



All Standards of 3+ scores are below May 16.

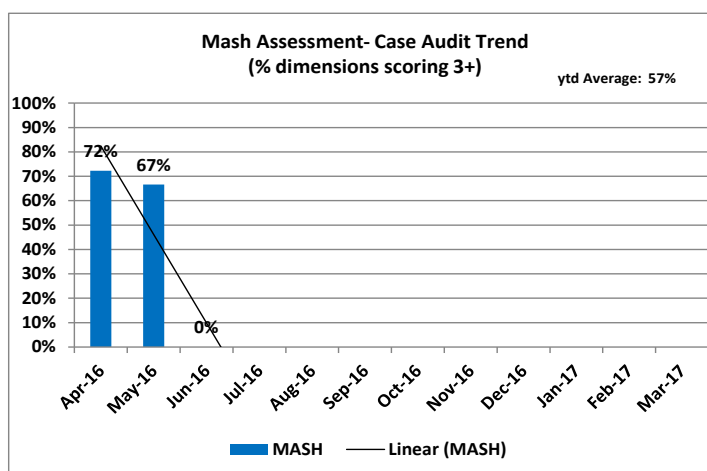
June is **14% below** the year to date average of 3+ scores.

### Assessments

Of the **73** internal case audits completed during June 2016 **1** relate to Assessments.

**% judged as 'some', 'many' or 'all standards met in full or exceeded'**

Audit Dimension	June. 2016	
	No's	%
1a: Management scrutiny/oversight	0	0%
2: Experience of child/young person	0	0%
3: Practitioner contact	0	0%
4: Assessment & needs analysis	0	0%
5: Planning for children	0	0%
6: Recording and report writing	0	0%
Number of audit dimensions scored	6	
Number of audits for Care Leavers	1	
<b>Overall % judged 'Acceptable' or better</b>	<b>0%</b>	



All Standards of 3+ scores are below May 16.

June is **57% below** the year to date average of 3+ scores.

**Parent / Carer Feedback Forms: (The full Involvement report for June 2016 is available on the QAF webpages).**

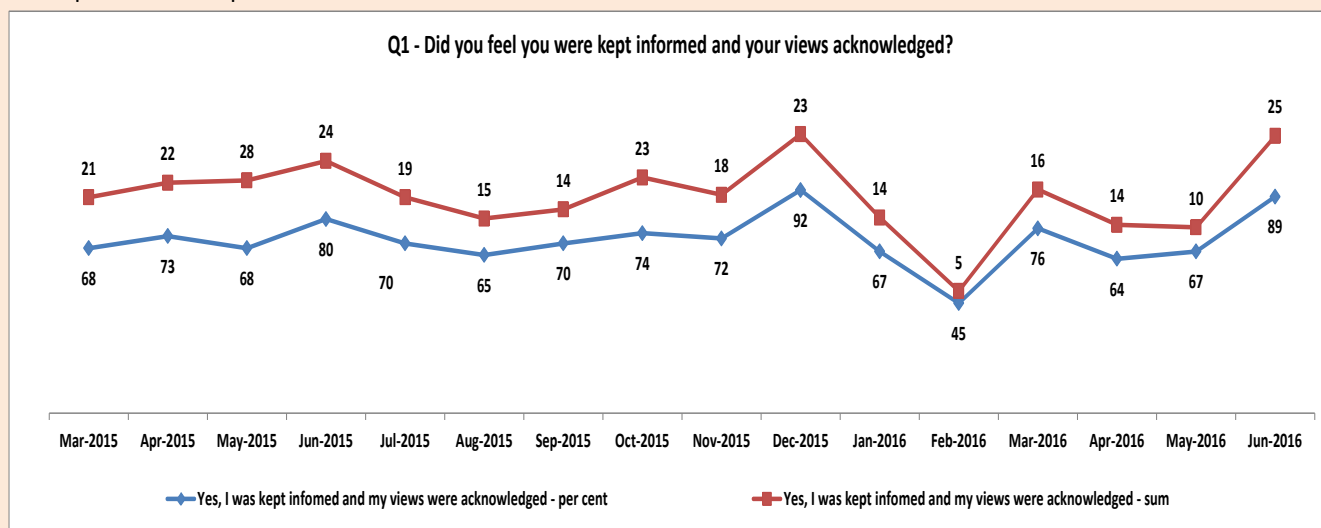
- **28** feedback forms for **47** individual children and young people were received in June 2016 which is **13** forms more than May.
- The feedback covers **23** individual Social Workers.

**Involvement indicators (respect & courtesy; support; kept informed & views acknowledged; agreement with outcome)**

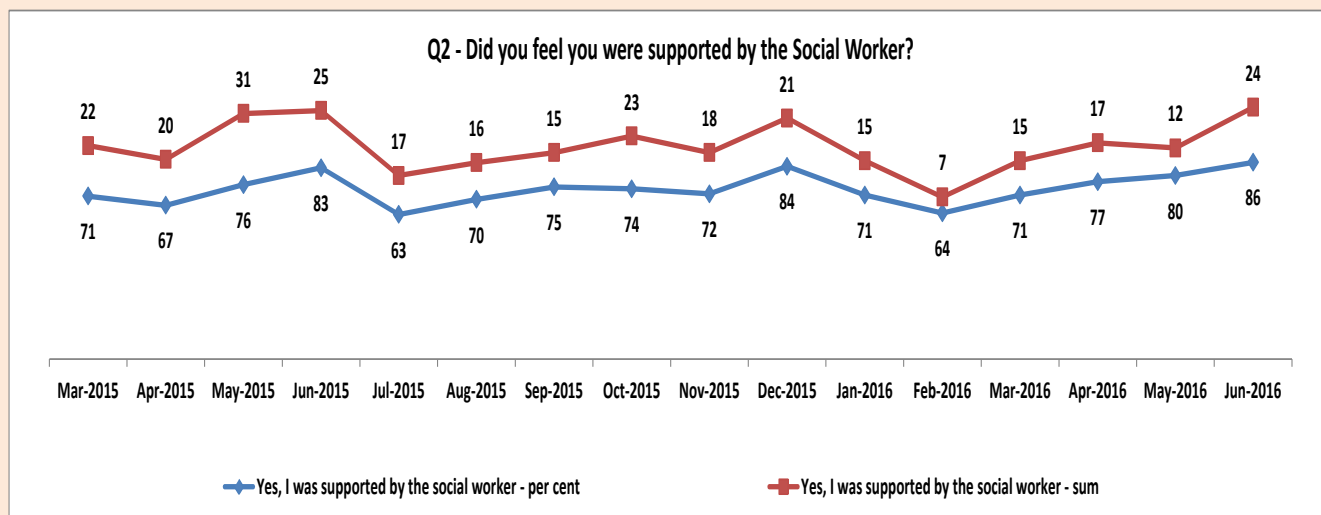
- **90%** of respondents in June, report positive feedback against all four involvement indicators compared to **81%** for May.
- **7** respondents reported positive feedback with parents/carers reporting they were very appreciative of the support they received.

**Q1 - Did you feel you were kept informed and your views acknowledged?**

- **25 (89%)** of respondents reported they were kept informed and their views acknowledged, an upturn of **22%** compared to May (**67%**).
- All respondents completed this indicator.

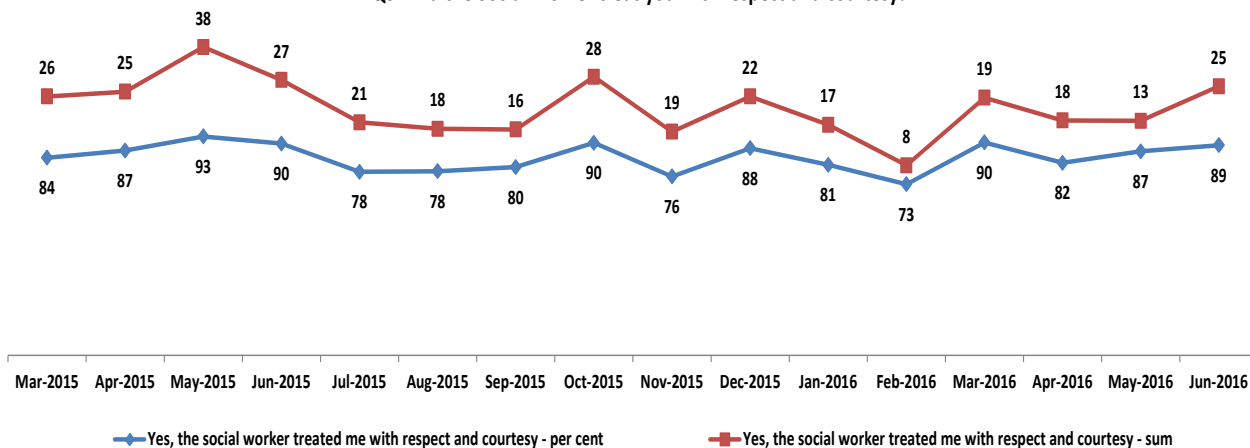
**Q2 - Did you feel you were supported by the Social Worker?**

- **24 (86%)** of respondents reported that they felt supported by their social worker, an upturn of **6%** compared to May (**80%**).
- All respondents completed this indicator.

**Q3 - Did the Social Worker treat you with respect and courtesy?**

- **25 (89%)** of respondents reported they felt their social worker treated them with respect and courtesy, an upturn of **2%** compared to May (**87%**).
- All respondents completed this indicator.

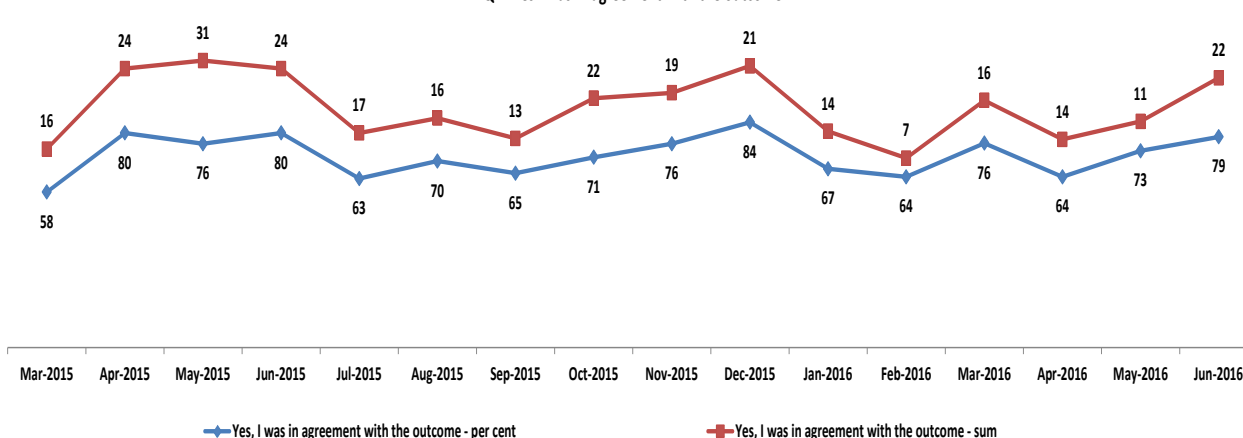
### Q3 - Did the Social Worker treat you with respect and courtesy?



### Q4. Were you in agreement with the outcome?

- 22 (79%) of respondents reported they agreed with the outcome. An upturn of 6% compared to May (73%).
- 5 respondents did not complete this indicator.

#### Q4 - Yes I was in agreement with the outcome



- There is an inevitable lag between case closure activity and receipt of feedback forms from families, so reporting timescales mean that the information analysed in section 3.1 is based on all forms received in the month rather than all cases closed in that month.

#### "Key Themes"

- Lack of information and communication remain a key factor for negative feedback.

#### Recommendations:

- Look at alternative options to increase parent carer feedback.
- Investigate the number of cases "unclassified" on closure.
- Allocate resources to overhaul forms and integrate with wider SMS QA systems and qualitative measures.

#### What Parents & Carers said

"SW was really good, our needs met straight away".

"I would like to thank the SW for all the hard work put in with our family".

"I gained trust with the SW. They helped me"

"SW was so understanding and caring, never judged, listened and took all views into account".

"SW was sure to keep me up to date, and has a good manner and way with people".

"SW was great, helping my family through difficult times".

"Further advice was needed about how we move forwards".

"The SW report was vague, and communications were not satisfactory".

"Further requirement to understand the issues reported".

#### 4.0 Qualitative Feedback – The Independent Reviewing Unit and the Involvement Team

##### \*\* INDEPENDENT REVIEW UNIT \*\* CHILD PROTECTION MEETING ATTENDANCE

Overall attendance rates by meeting type	Apr-16		May-16		Jun-16	
No.of total meetings	No.	%	No.	%	No.	%
ICPC other Professionals	27		30	54%	21	61%
Health Professionals		25%		38%		36%
<b>Total ICPC Attendance</b>		<b>52%</b>		<b>51%</b>		<b>55%</b>
Core Groups other Professionals	66		30	85%	33	75%
Health Professionals		58%		61%		56%
<b>Total Core Groups Attendance</b>		<b>67%</b>		<b>80%</b>		<b>70%</b>
Child Protection Reviews other Professionals	109		92	70%	82	72%
Health Professionals		45%		47%		48%
<b>Total CPR Attendance</b>		<b>66%</b>		<b>64%</b>		<b>66%</b>

Note : Total % are correct (Other Professionals plus Health %'s are not added together)

##### \*\* INDEPENDENT REVIEW UNIT \*\*

##### Timeliness of Social Worker Reports for CiC Reviews

**135** IRU monitoring reports for Children in Care received for June.

##### Changes of Social Worker since last CiC Review

Of the 135 monitoring forms returned in June, **119** recorded data on changes in social worker.

**Of these, 27.7% show the child/young person having 1 or more changes of social worker** since the last CiC review

33 children had a change of SW, 23 had 1 change, 9 had 2 changes and 1 had 3 changes since their last review.

Teams have been working hard to provide stability in the services and have invested heavily in recruiting newly qualified social workers in order to provide a more long term stable workforce. This corresponds with new permanent staff starting.

**Trend – % of cases reviewed with 1 or more changes of Social Worker since last review:-**

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
% of QA forms completed in the month that indicate 1 or more changes in Social Worker since the last CiC review	38.7%	36.5%	27.7%									