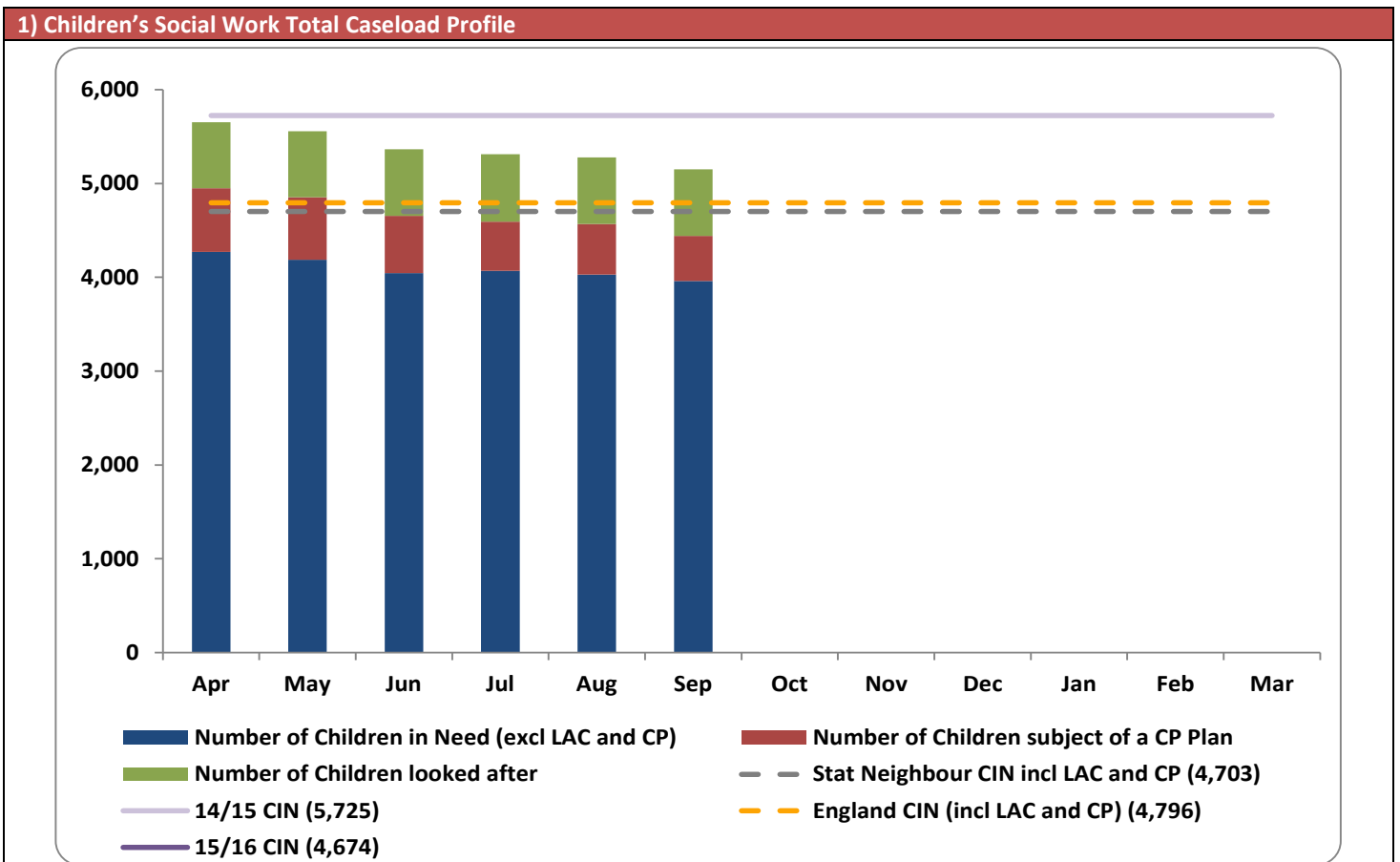


Devon Children’s Social Work Quality Assurance Framework

Report of: September 2016

1.0 Activity and Performance Information

Children and Young People Population profile for Devon – 2015 Mid-Year Estimates						Source: Office of National Statistics
Population per age band						
	0	1-4	5-9	10-15	16-17	18-25
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
Age Band as a Percentage of Total Population						
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% ↑

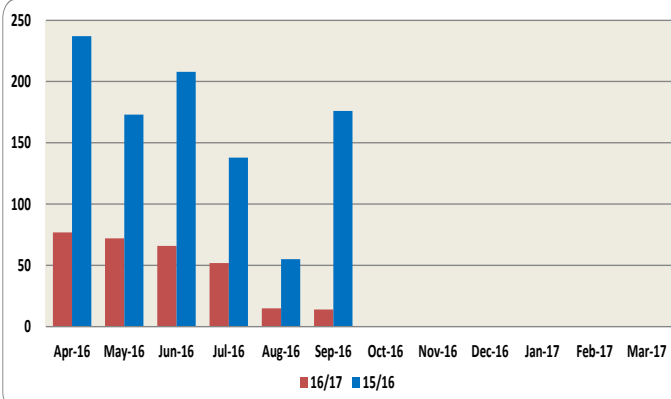


The total Devon CIN for Sept-16 is 5,149 which includes LAC 710, CP 482 and Finance only cases 252 and 1,046 Disabled Children’s Services (DCS). The rate of CIN cases 14/15 for Devon was 402.7, our Statistical Neighbours was 327.5 and the National rate was 337.3. This means we have approximately 75 per 10,000 (c 1000 children) more children involved with social care than our Statistical Neighbours. Team Managers have focused on reviewing all the cases that are open to social care at the CIN level and this has resulted in the trend for the first quarter showing a steady decline to bring us in line with stat neighbours and national.

Numbers of CIN cases:

The MASH development plan includes a number of improvement activities directly related to reducing inappropriate MASH enquiries and ensuring that those enquiries which do get progressed to children’s social work are at the correct statutory involvement level. September 2016 figures show a continued improvement of challenge at the front door. Multi agency awareness raising events are planned on a monthly basis from December 2016 to cover the whole journey of the child.

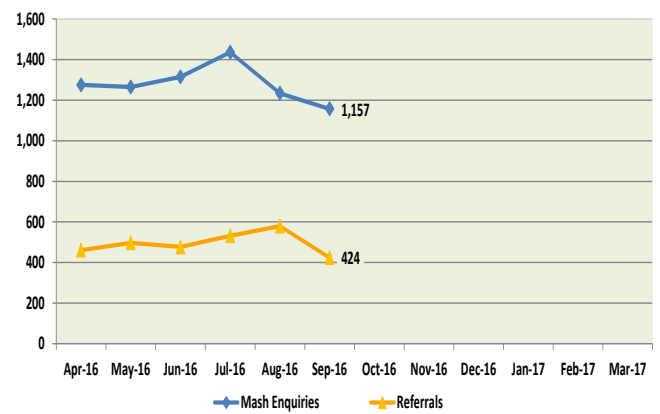
2) Number of DAF1s in Holistix



DAFs	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
14/15	53	108	96	112	15	120
15/16	237	173	208	138	55	176
16/17	77	72	66	52	15	14

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. These are yet to go live, so do not impact on the current data.

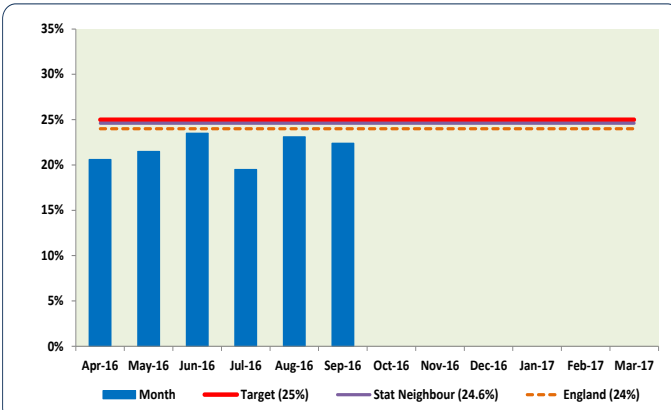
3) Number of MASH Enquiries and Referrals in the month



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Mash Enquiries	1,275	1,265	1,315	1,436	1,234	1,157
Referrals	461	497	477	532	579	424

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. The September percentage of MASH outcomes of referral to social work teams is 31%. MASH are focussing on the conversion rate to reduce inappropriate hand on to social work teams, recognising that there are still a higher number of accepted cases than is appropriate due to volume of enquiries against numbers of social work staff to address them. Of the 424 referrals made 359 are for single assessment, with the remainder including Private Fostering and referrals to ICS.

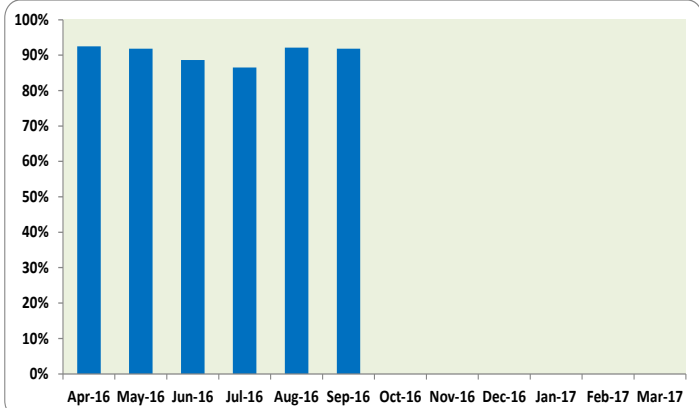
4) Percentage of social care referrals that are re-referrals within 12 months



Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
25%	20.6%	21.5%	23.5%	19.5%	23.1%	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



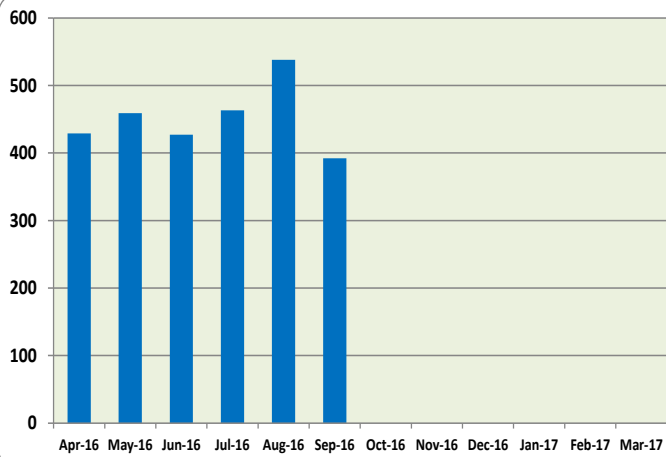
Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
92.5%	91.8%	88.6%	86.5%	92.1%	91.8%

The rate for referrals that have a Single Assessment outcome is 91.8%. We aim to obtain benchmarking data from our Statistical Neighbours for comparison as this statistic is currently not reported publically. However this appears high particularly when the high proportion of SA resulting in no service is considered, suggests better screening and signposting could be undertaken with partners.

Case Closed Outcome

It is anticipated that there will be a correlation between the reducing numbers of enquiries and a reduction in those cases which progress to a 'case closed' outcome as there will be fewer children in the system who could be helped outside of statutory services. This work is being supported by the development of call audits in the MASH to quality assure the decision making.

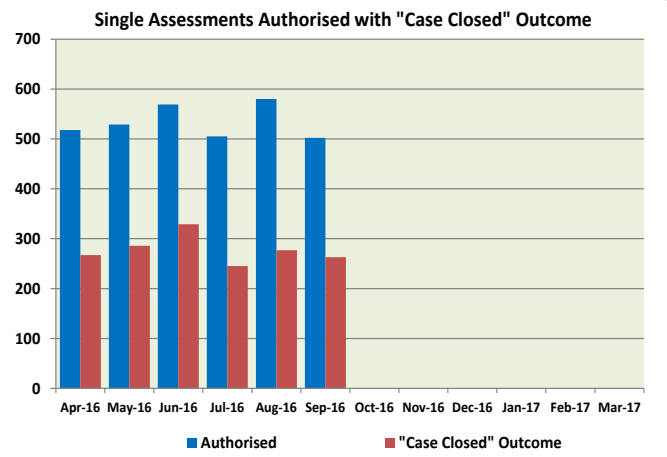
6) Number of Single Assessments Starting



Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Number of Single Assessments Starting	429	459	427	463	538	392

For Sept-16 the number of SA's starting has fallen to 392. The overall 15/16 total (7,543) averaging 628 per month reduced by 7.9% compared to the previous year 14/15 (8,187). The 16/17 average to date is 451 which indicates a continued reduction in Single Assessments starting compared to the monthly average of 628 in 15/16.

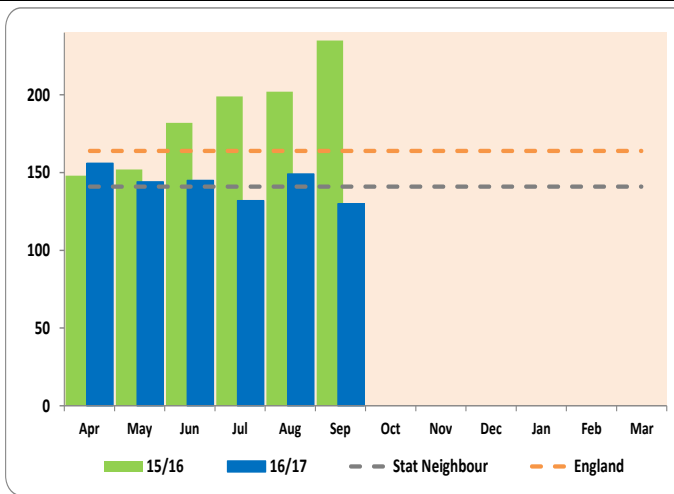
7) Cases closed at end of Single Assessment



Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Authorised	518	529	569	505	580	502
% "Case Closed" Outcome	51.5%	54.1%	57.8%	48.5%	47.8%	52.4%

The rate for SA with "Case Closed" outcome has increased in Sept-16 to 52.4%. 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. High proportion ending without a service suggests inadequate screening.

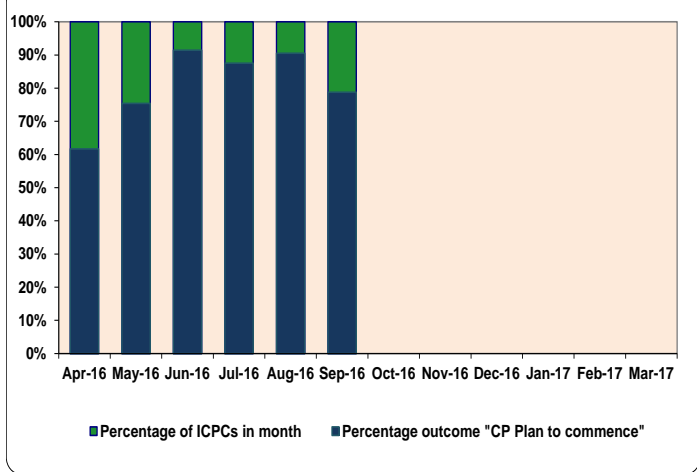
8) Number of Section 47 Enquiries



Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Number of Section 47 Enquiries	156	144	145	132	149	130

In Sept-16 the number of S47 enquiries decreased to 130 which is below our Statistical Neighbours for 15/16 of 141.

9) Proportion of ICPC resulting in Child Protection Plans to commence

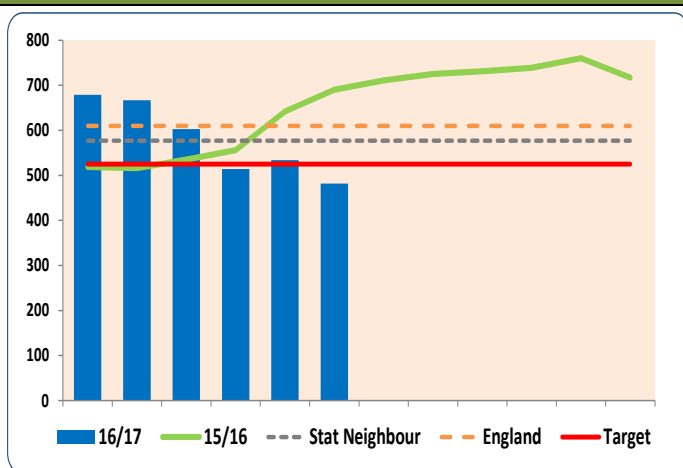


Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Number of ICPCs in month	47	65	35	48	63	52
Number with "CP Plan to commence" outcome	29	49	32	42	57	41
No Outcome Recorded	0	0	0	0	0	1
Percentage outcome "CP Plan to commence"	61.7%	75.4%	91.4%	87.5%	90.5%	78.8%
Percentage of ICPCs in month	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

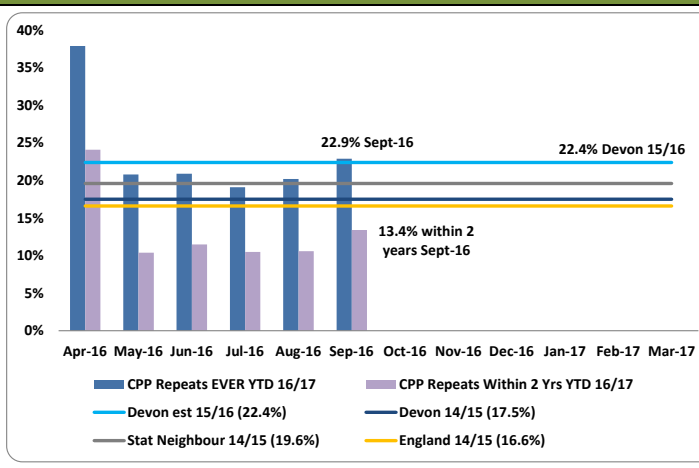
Slightly higher number of children where the decision not proceed with a CP plan was made. This may be insignificant but need to monitor this to ensure this is not a rising trend. High numbers may indicate poor inter agency understanding of the significant harm threshold.

The conversion rate from ICPC to plan suggests that the right children are being considered but the high number of children subject of a plan for three months or less may indicate risk adverse practice that requires further scrutiny.

10) Rate/10,000 of Children Subject to a Child Protection Plan



11) % of Repeat CPP's in the year



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Number	679	667	603	514	534	482
Rate / 10,000	47.8%	46.9%	42.4%	36.0%	37.4%	33.8%
England	610	610	610	610	610	610
	53.7%	53.7%	53.7%	53.7%	53.7%	53.7%
Stat Neighbour	577	577	577	577	577	577
	36.9%	36.9%	36.9%	36.9%	36.9%	36.9%

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
No. of Children Re-Reg in rolling Yr	11	16	23	29	42	57
No. of CPP starts	29	49	32	42	56	41
Cumulative 16/17 CPP starts	29	78	110	152	208	249
CPP % Re-Reg YTD 16/17	37.9%	20.8%	20.9%	19.1%	20.2%	22.9%
CPP Re-Reg within 2 Yrs YTD 16/17	24.1%	10.4%	11.5%	10.5%	10.6%	13.4%

The number of children subject to a Child Protection Plan in Sept-16 was 482. The rate of children subject of a CP is 33.8% per 10,000 of the under 18 population in Devon (Mid-Year 2015: 142,591). The latest comparator data 14/15: for Statistical neighbours 51.1 per 10,000, for South West, 54.3 and for England, 53.7 Overall, numbers of children subject of a plan continues to decline and we are now below the target for the year. Audit activity to test thresholds to be undertaken by IRU

This chart looks at how many children have started a CPP in the month and whether they have ever had a CPP before between ages 0-18. Each month the data is reviewing all the CPP starts from Apr-16 cumulatively and by the end of 16/17 the data will show the % of repeat CPP's EVER in the year, which is the figure reported in the CIN census. For 15/16 this was 22.4% for Devon, 19.6% Stat Neighbours and currently 22.9% for Devon to Sept-16. The rate for Repeat CPP's within 2 years is 13.4% and is an important factor to consider.

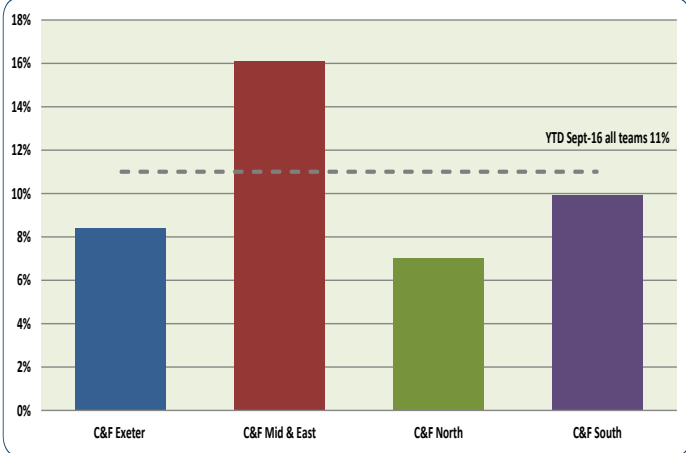
The number of children subject of a plan continues to decline following management action earlier in the year to ensure more thorough assessment pre-conference and robust application of thresholds. An audit of cases will be undertaken during the autumn to ensure decision making is appropriate.

The number of children being subject to repeat or subsequent CPPs is high and suggests ineffective planning or decision making to end conferences without change having been fully tested. An audit will be undertaken to information specific management action.

12. Team breakdown of children ending CPP within 3 months of starting CPP's.

Team	Apr 2016				May 2016				Jun 2016				Jul 2016				Aug 2016				Sep 2016				Grand Total			
	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	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%	11	11	0%	5	5	0%	1	12	13	8%	2	43	45	4%				
CHILDREN & FAMILIES EXETER 2	3	3	6	50%				8	8	0%	7	7	0%	4	3	7	57%	9	9	0%	7	30	37	19%				
CHILDREN & FAMILIES EXETER 3	1	3	4	25%	3	3	0%	5	5	0%	1	3	4	25%	2	2	0%	2	2	0%	2	18	20	10%				
CHILDREN & FAMILIES EXETER 4					3	3	0%	2	2	0%	7	7	0%	7	7	0%	10	10	0%	10	29	29	0%					
TOTAL CHILDREN & FAMILIES EXETER	5	10	15	33%	14	14	0%	18	18	0%	1	28	29	3%	4	17	21	19%	1	33	34	3%	11	120	131	8%		
CHILDREN & FAMILIES MID & EAST 1	1	2	3	33%	6	6	0%	1	10	11	9%	2	17	19	11%		4	4	0%	4	39	43	9%					
CHILDREN & FAMILIES MID & EAST 2					4	4	0%		9	9	0%	8	9	17	47%	1	1	100%		3	3	0%	9	25	34	26%		
CHILDREN & FAMILIES MID & EAST 3		3	3	0%	7	7	0%	3	4	7	43%	2	4	6	33%	1	1	0%		5	19	24	21%					
CHILDREN & FAMILIES MID & EAST 4					1	1	0%	1	1	100%	10	10	0%					5	5	0%	1	16	17	6%				
TOTAL CHILDREN & FAMILIES MID & EAST	1	5	6	17%	18	18	0%	5	23	28	18%	12	40	52	23%	1	1	2	50%	12	12	0%	19	99	118	16%		
CHILDREN & FAMILIES NORTH 1	1		1	100%																			1		1	100%		
CHILDREN & FAMILIES NORTH 2		1	1	0%	10	10	0%	7	7	0%	1	4	5	20%				3	3	0%	1	25	26	4%				
CHILDREN & FAMILIES NORTH 3		8	8	0%	2	2	0%	2	2	0%	4	4	0%					5	5	0%		21	21	0%				
CHILDREN & FAMILIES NORTH 4		10	10	0%	1	2	3	33%	5	5	0%	2	2	0%	2		2	100%		1	1	0%	3	20	23	13%		
TOTAL CHILDREN & FAMILIES NORTH	1	19	20	5%	1	14	15	7%	14	14	0%	1	10	11	9%	2	2	100%	9	9	0%	5	66	71	7%			
CHILDREN & FAMILIES SOUTH 1		3	3	0%	7	7	0%	4	4	0%	2	8	10	20%		5	5	0%	1	10	11	9%	3	37	40	8%		
CHILDREN & FAMILIES SOUTH 2		3	3	0%	3	3	0%	12	12	0%	2	3	5	40%	1	1	100%	2	9	11	18%	5	30	35	14%			
CHILDREN & FAMILIES SOUTH 3		7	7	0%	3	3	0%	7	7	0%	10	10	0%		3	3	0%	1	4	5	20%	1	34	35	3%			
CHILDREN & FAMILIES SOUTH 4	5	5	10	50%	1	1	0%	13	13	0%	1	13	14	7%	2	2	0%	1	10	11	9%	7	44	51	14%			
TOTAL CHILDREN & FAMILIES SOUTH	5	18	23	22%	14	14	0%	36	36	0%	5	34	39	13%	1	10	11	9%	5	33	38	13%	16	145	161	10%		
GRAND TOTALS	12	52	64	19%	1	60	61	2%	5	91	96	5%	19	112	131	15%	8	28	36	22%	6	87	93	6%	51	430	481	11%

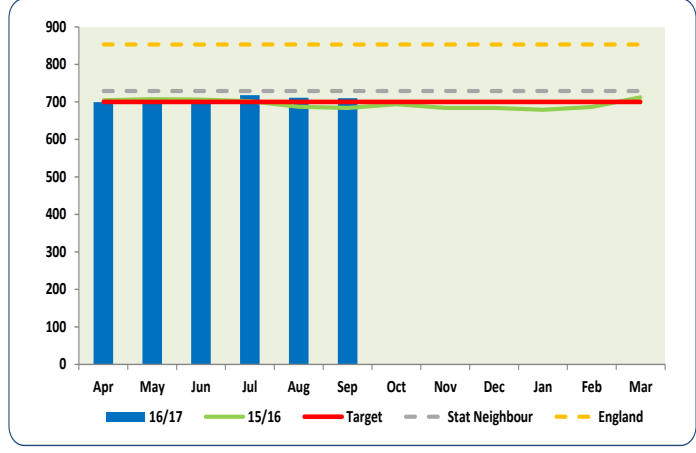
13) CPP Ending within 3 months of CPP starting Apr to Sept 16/17 (11%)



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	YTD Ave
19%	2%	5%	15%	22%	6%	11%

Sept-16 shows a decrease in CPP's ending at 3 months, with an average of 11% Apr-16 to Sept-16. The high % within Mid and East will need to be monitored to understand why it is out of line with other area's.

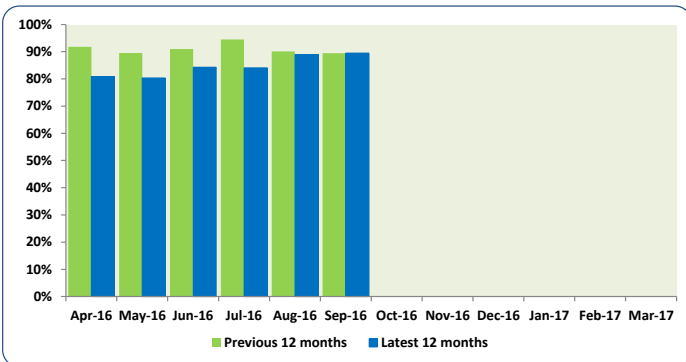
14) Number of Looked After Children



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
699	696	708	718	711	710

Sept-16 shows 710 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



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
80.9%	80.3%	84.3%	84.1%	89.0%	89.5%

Further improvement needed across the county with focus on particular teams. There is a strong focus on this with Area Managers locally leading on improvement.

16) 3+ Placement Moves by Team Sept-16

For Total 710 LAC	3+ Placements	
	Num	Out-turn
Children & Families	20	8.0%
Permanency &	23	6.2%
Initial Response	1	12.5%
CwD	1	1.6%
Other	0	0.0%
	45	6.3%

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 (14.9%).

To Sept-16 the percentage of LAC with 3 or more moves is 6.3% however, this is a cumulative figure throughout the year so would be anticipated that this would increase as the year continues. This equates to 45 children having had 3 or more moves Apr-16 to Sept-16. There is a placement stability action plan with expected milestones which will ensure that this figure decreases. The school holidays are a time of significant change and challenge for carers, children and you. Additional support was given internally to carers to try and minimise the expected increase during the school holidays.

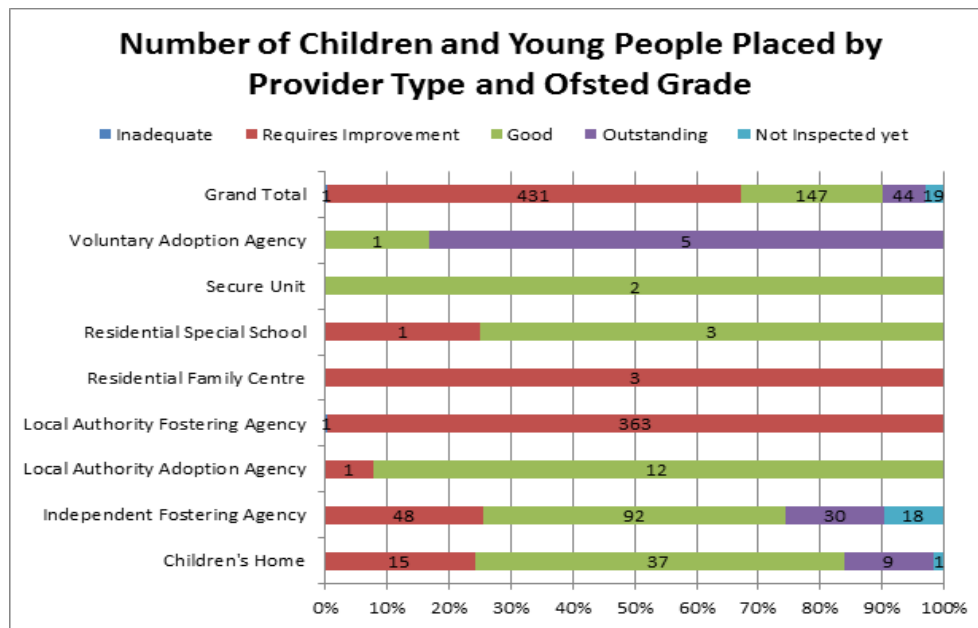
17) LAC 3+ Placement Information

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

2014/15	2015/16	to Sept-16	16/17 Year Forecast
14.9%	12.9%	6.3%	10.8%

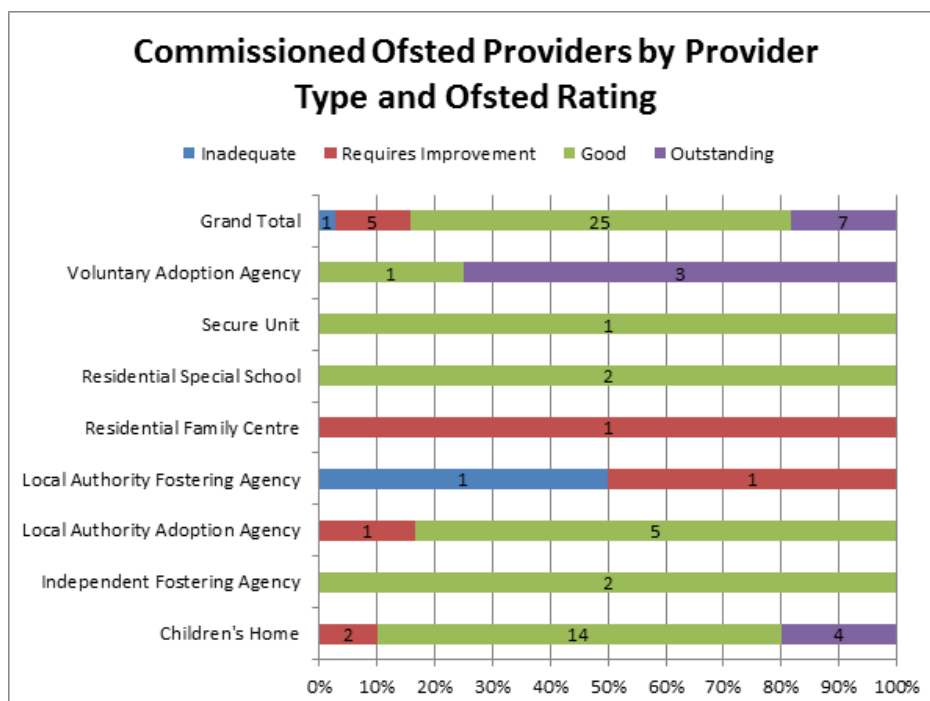
Weekly data available and planning support for Children & Young People where stability is an issue.

18) Number of Looked After Children and Young People Placed by Provider Type and Ofsted Grade Q2 2016/17



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 Q2 16/17 31% of the providers inspected are good (147), or outstanding (44). The data indicates 69% (431) 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.

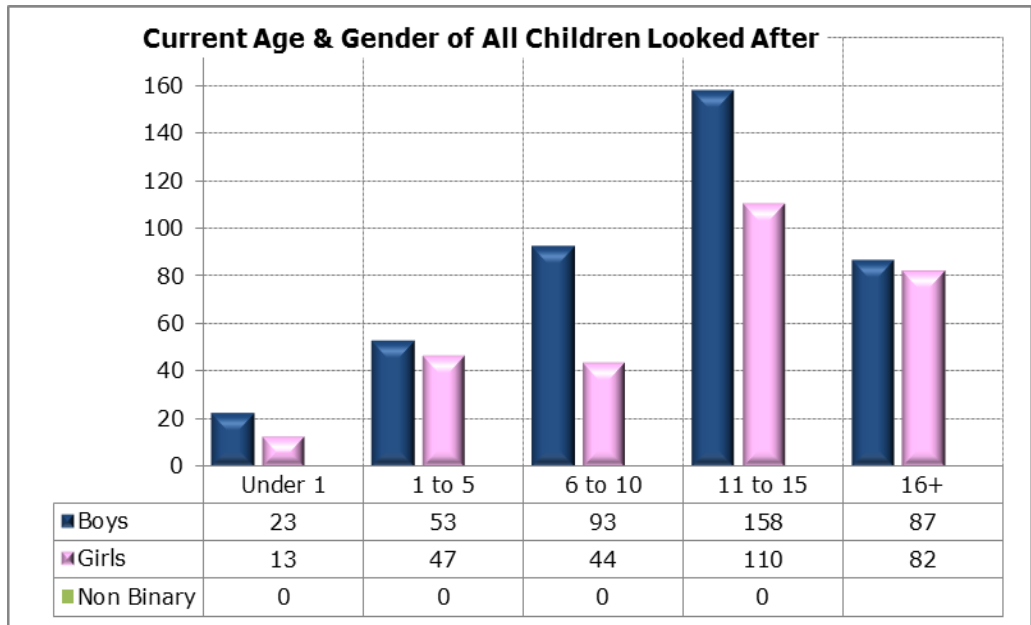
19) Number of Providers by Type and Ofsted Grade Q2 16/17



78% of total (73) children's homes were judged as Good (45) or Outstanding (12) in Q2 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.

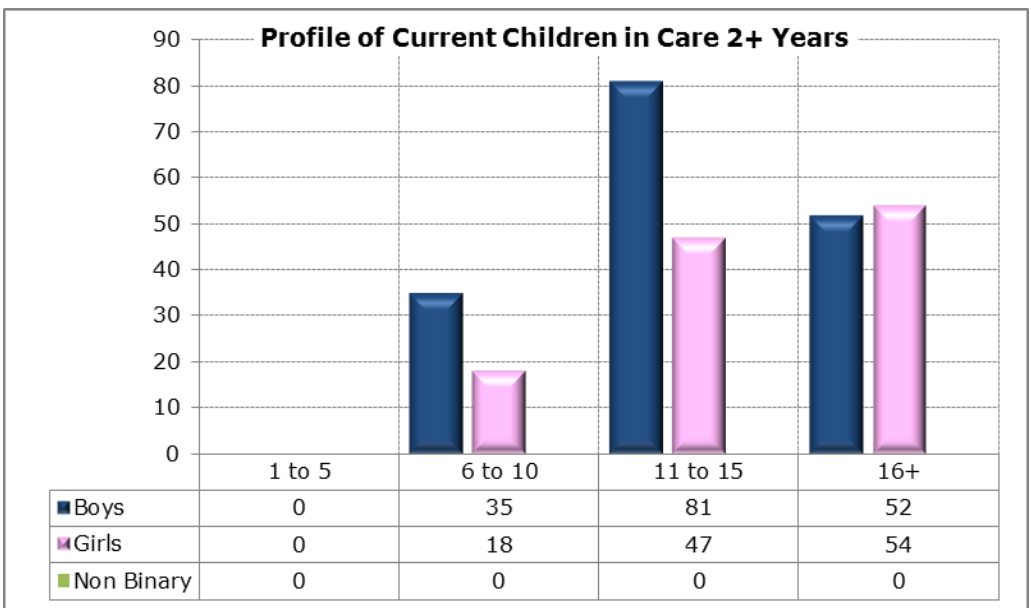
20) n=710

The Average Age of a Child in Care is : Boys 11.2 Years, Girls 11.7 Years



21) n=287

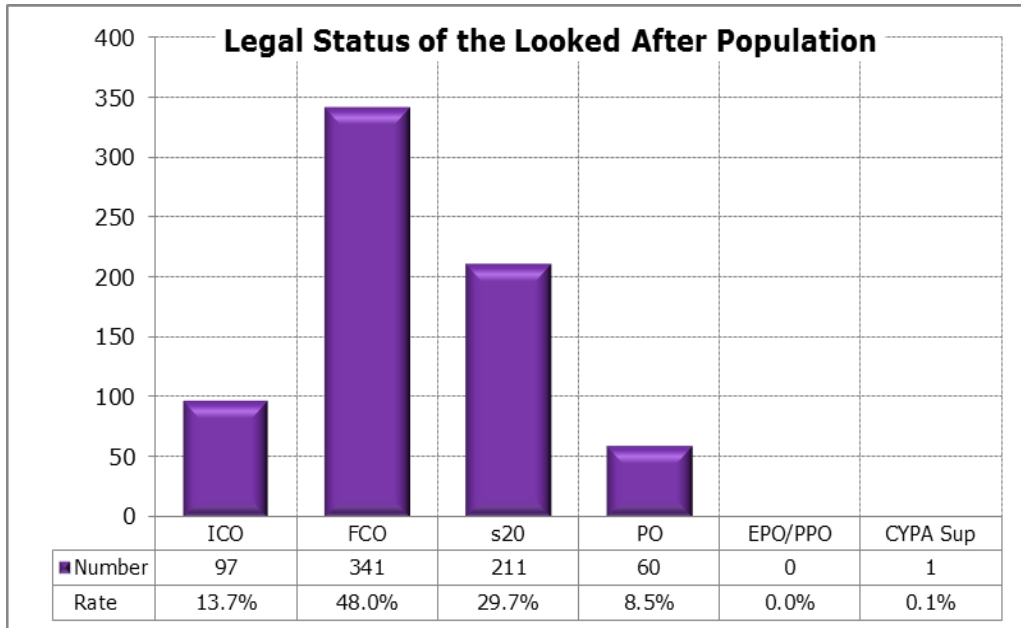
The Longest Current Period of Care of Any Child is : 16.4 Years



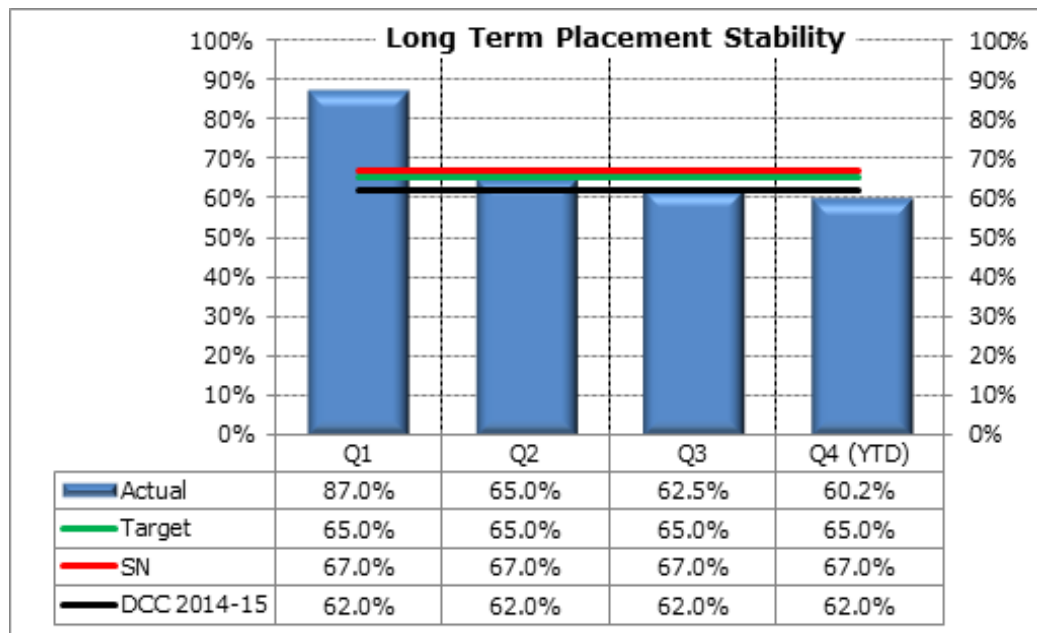
High proportion of aged 11-15 in care, greater than 2 years.

22)

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



23)

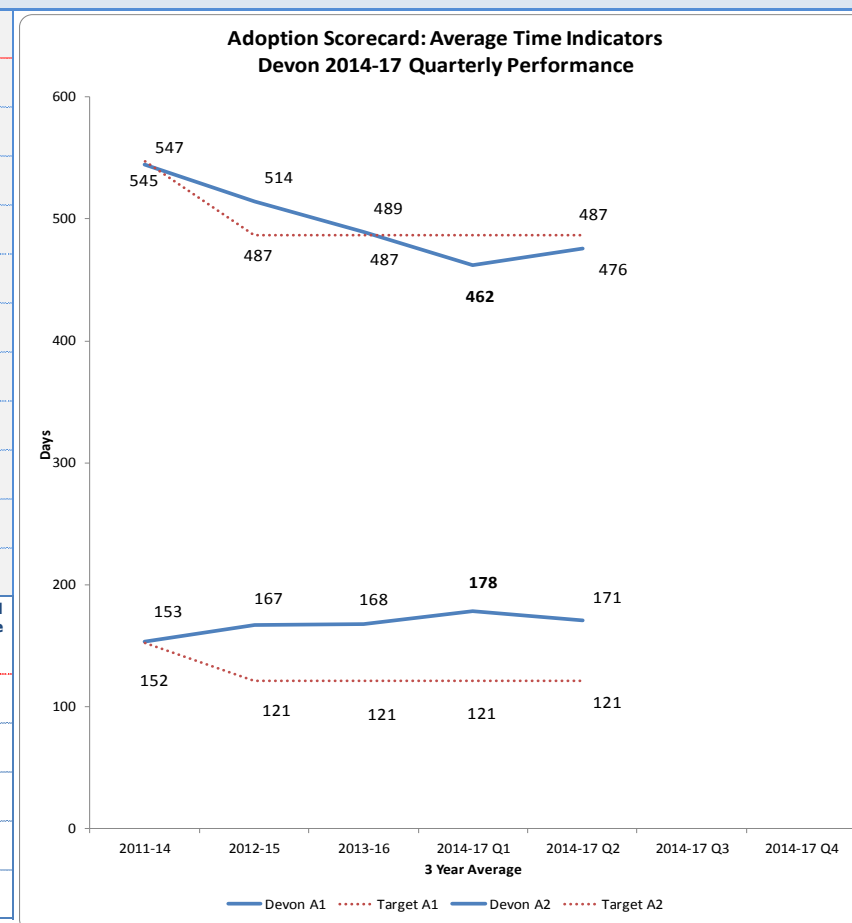


S20 presents a risk given potential for drift and challenge on a human rights basis. Close focus to ensure progression to permanence. The number of children who have remained in placement needs to be improved. This is currently below statistical neighbours and national averages. Permanency oversight panels also tracking panels are also tracking the longer term placements.

24) Adoption Scorecard

DEVON COUNTY COUNCIL
ADOPTION SCORECARD
QUARTER 2 2016/17

Devon County's Adoption Population	2016-17 YTD	Percentage	
Number of Children adopted	25	100%	
Aged 5 and Over	8	32.0%	
Aged Under 5	17	68.0%	
No. of adopted children in sibling groups	15	60.0%	
Number of children with a decision to be placed for Adoption	68	-	
Number of children with a placement order	58	85.3%	
No. of children in sibling groups	35	51.5%	
Number of children matched to adopter	30	51.7%	
Number of children matched & placed with adopter	25	43.1%	
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	476 days	517 days	593 days
Adoption scorecard A2: time between receiving court authority to place a child and deciding on a match	171 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)	63.6%	n/a	47%
Adoption 1: Percentage of looked after children who ceased to be looked after who were adopted	14.8%	16%	14%
Adoption 2: Percentage of looked after children who ceased to be looked after because of special guardianship order	11.5%	10%	10%



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

The Q2 figures continue to show positive work being undertaken in the adoption service to improve timescales for children. An additional tracker has been put in place by management systems to support the A2 indicator which is evidencing signs of improvement.

The children who wait are those who are older and are deemed difficult to place and have longer transitions. Good progress can be seen in the number of children who are placed in sibling groups (60%) and this specific work to support these children is ongoing. The figure for % of children adopted has continued to exceed the English average showing a positive trajectory from last year's figures (12%). The numbers of children gaining permanence through SGO's is also above statistical neighbours and the English average.

Children's Social Care Workforce Profile to September 2016

25) Worker Case Allocation and FTE Breakdown by Service and Team

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	5.5	78	78	100.0%	14.2
	Mid & East	IRCM1	Kevin Kenna	7.4	172	172	100.0%	23.2
	North	IRCN1	Roger Walter	7.9	96	96	100.0%	12.2
	South	IRCS1	Jean Beynon	7.4	238	238	100.0%	32.2
Initial Response Total				28.2	584	584	100.0%	20.7
Children & Families	Exeter	CFCX1	Tilia Lenz	6.6	134	133	99.3%	20.3
		CFCX2	Phil Stagg	5.8	127	127	100.0%	21.9
		CFCX3	Aiden Mitchelmore	6.8	131	131	100.0%	19.3
		CFCX4	Helen Neighbour	6.2	87	87	100.0%	14.0
Children and Families - Exeter Total				25.4	479	478	99.8%	18.9
Children & Families	Mid & East	CFCM1	Richard Ashdown	5.8	140	140	100.0%	24.1
		CFCM2	Helen Patten	5.6	119	119	100.0%	21.4
		CFCM3	Emily Hextall	4.6	86	86	100.0%	18.7
		CFCM4	Corrina Bryant	6.6	109	109	100.0%	16.5
Children and Families - Mid/East Total				22.6	454	454	100.0%	20.1
Children & Families	North	CFCN2	Paul Sains	7.6	167	167	100.0%	22.0
		CFCN3	Fran Hughes	6.5	113	111	98.2%	17.5
		CFCN4	Heather Cooper	4.6	106	106	100.0%	23.0
Children and Families - North Total				18.7	386	384	99.5%	20.7
Children & Families	South	CFCS1	Lisa Jackson	6.1	114	112	98.2%	18.7
		CFCS2	Herdaypal Johal	6.5	141	141	100.0%	21.7
		CFCS3	Kathy Pendle	4.8	157	157	100.0%	32.7
		CFCS4	Tasha Allington	7.2	180	179	99.4%	25.1
Children and Families - South Total				24.6	592	589	99.5%	24.1
Permanency & Transition	Exeter	PTCX1	Juliet Jones	14.2	263	262	99.6%	18.5
	Mid & East	PTCM1	Naomi Pollard	9.8	134	133	99.3%	13.6
	North	PTCN1	Giles Bashford	11.2	201	199	99.0%	17.9
	South	PTCS1	Karen Thompson	13.1	220	220	100.0%	16.8
Permanency and Transition Total				48.3	818	814	99.5%	16.9
Disabled Children's Services	DCS East Mid	ICCEMID	Brian Copp	4.4	95	90	94.7%	21.8
	DCS Exeter	ICCEXETR	Martin Quaintance	6.8	148	130	87.8%	21.8
	DCS Exeter 2	ICCAEME	Martin Quaintance / Brian Copp	1.0	3	1	33.3%	3.0
	DCS North 1	ICCNORTH	Marianne Jackson	1.6	57	42	73.7%	35.6
	DCS North 2	ICCNRTH2	-	2.6	37	32	86.5%	14.2
	DCS South 1	ICCSWEST	Derek Godden	1.4	47	47	100.0%	33.6
	DCS South 2	ICCSWST2	Soraya Pethick	5.2	88	88	100.0%	16.9
Disabled Children's Services Total				23.0	475	430	90.5%	20.7
Private Fostering	PFC1	Elaine Newton	3.7	63	62	98.4%	17.1	
Total (Excluding FOC Cases)				194.3	3,851	3,795	98.5%	19.8
Finance Only Cases	FOC01			252				
ICS Finance Only Cases	ICSFREME, ICSFRN & ICSFRS			1,046				
No Assigned Team				0				
Total (Including FOC Cases)					5,149			

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, ASYEs 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 case-holding.

In the Private Fostering team the Manager is included and is said to be case-holding.

Cases that have not been assigned to a team will be considered to be allocated to the team that their main caseworker is a member of.

The average caseload is at 19.8

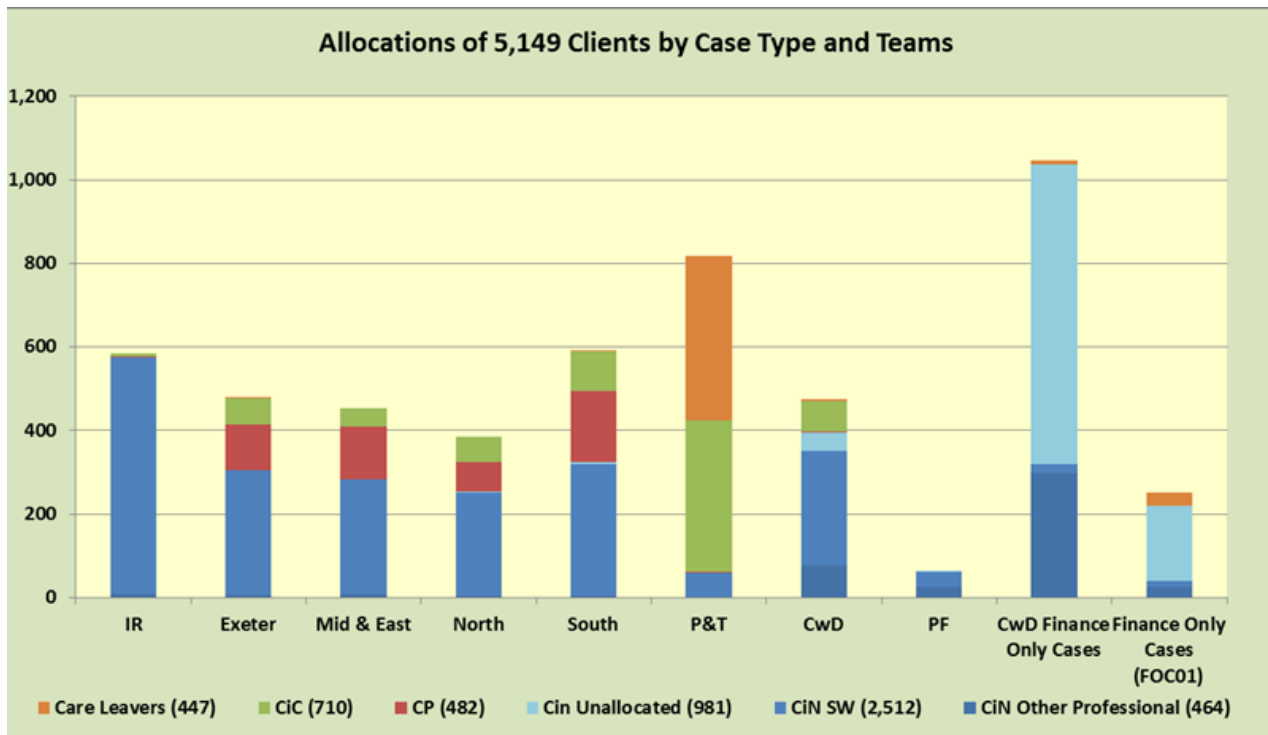
There is variation in some service areas e.g.

24.1 in South, 20.7 in North, 20.1 in Mid/East, 18.9 in Exeter, 16.9 in P&T, 20.7 in IR and 20.7 in DCS.

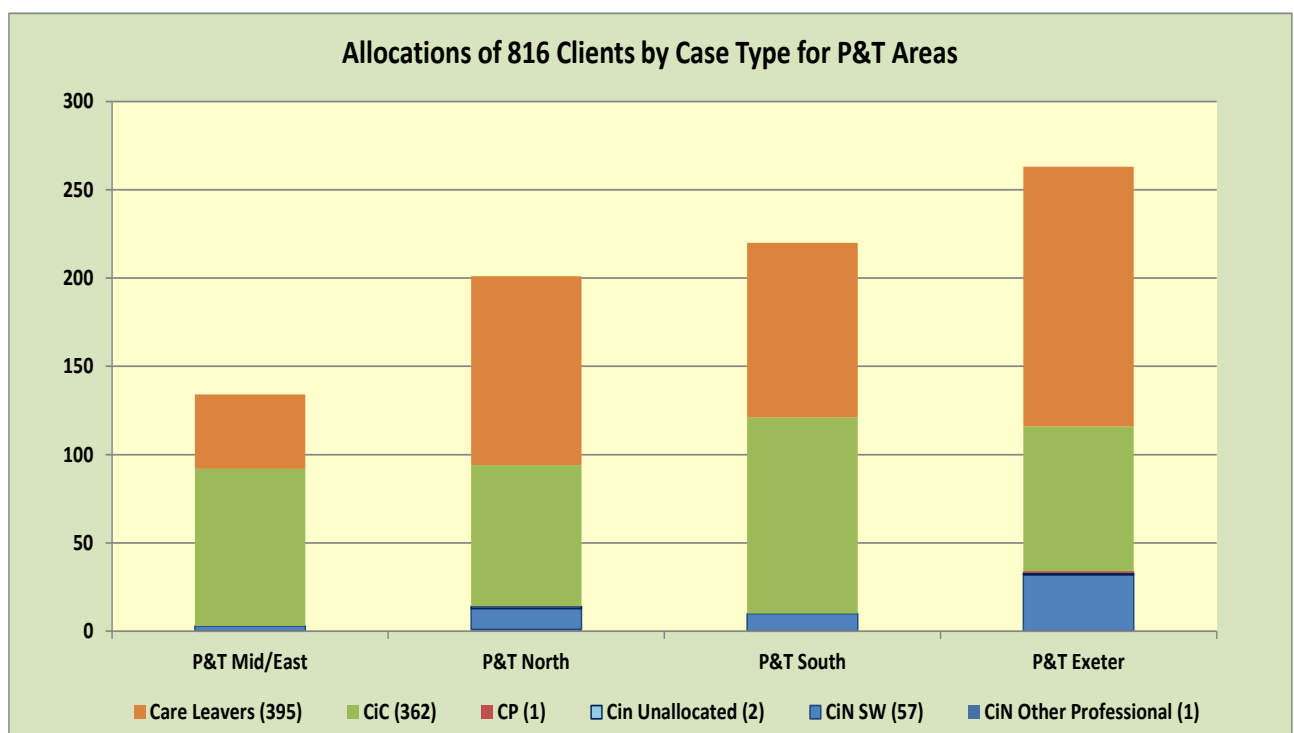
There is also wide discrepancy in team sizes. Work is underway to address this and ensure equity.

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

26. Allocations; Children in Need, 3,957 (includes 1,046 DCS finance, 252 Finance only) plus, CP (482) and Children in Care (710), Total 5,149 and Care Leavers (447) shown for information.



27. Allocations; P&T teams, Open Cases (818).



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

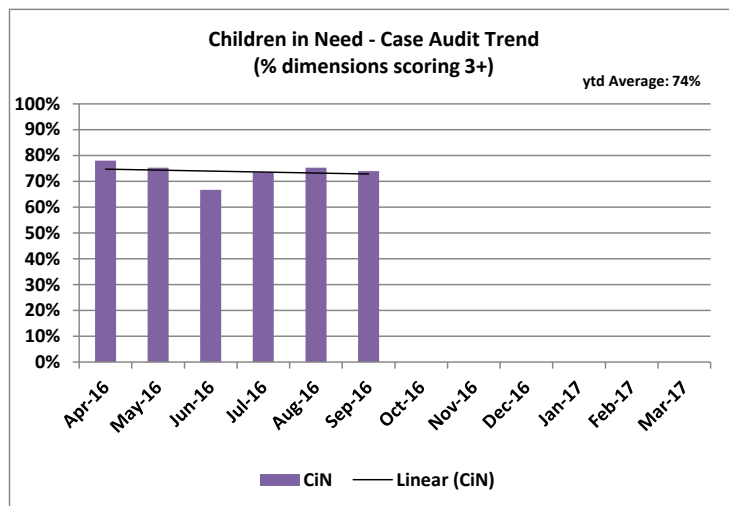
Of the **47** internal audits completed during Sept. 2016, **16** relate to Children in Need.

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

Audit Standards	Sept. 2016	
	No's	%
1a: Management scrutiny/oversight	14	88%
2: Experience of child/young person	14	88%
3: Practitioner contact	10	63%
4: Assessment & needs analysis	12	75%
5: Planning for children	10	63%
6: Recording and report writing	11	69%
Number of audit dimensions scored		96
Number of audits for CiN cases		16
Overall % judged 'Acceptable' or better		74%

3+ scores increase for standard 1a, 2 and 4, and decrease for standards 3, 5 and 6.
Overall % 3+ scores decrease **1%** compared to Aug 16.

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



Year to date % of 3+ scores is **74%**.
Sept16. is comparable with the year to date average for 3+ scores.

CASE AUDITS: CHILD PROTECTION

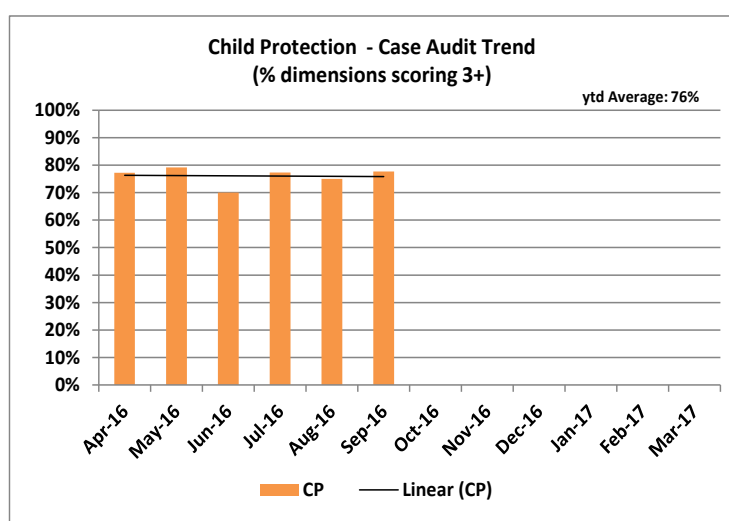
Of the **47** internal case audits completed during Sept. 2016, **20** relate to Child Protection cases.

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

Audit Standards	Sept. 2016	
	No's	%
1a: Management scrutiny/oversight	14	70%
2: Experience of child/young person	16	80%
3: Practitioner contact	16	80%
4: Assessment & needs analysis	13	65%
5: Planning for children	16	80%
6: Recording and report writing	18	90%
Number of audit dimensions scored		121
Number of audits for CP cases		20
Overall % judged 'Acceptable' or better		78%

3+ scores increase for standards 1a, 2, 3, 5 and 6.
Standard 4 decreases compared to Aug 16.
Overall % 3+ scores up **3%** compared to Aug 16.

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



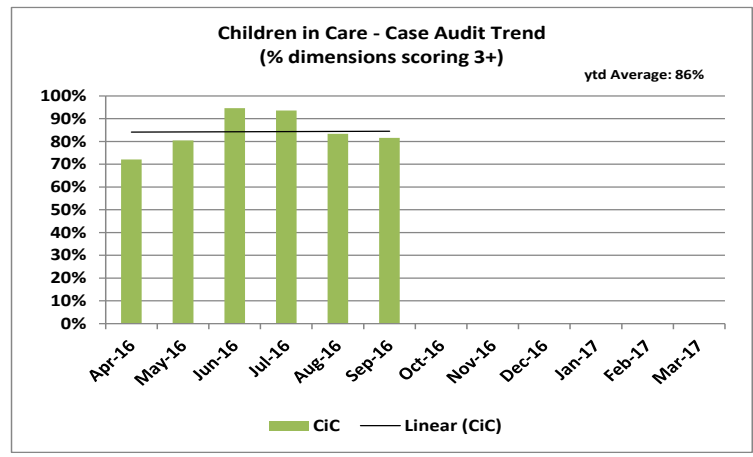
Year to date % of 3+ scores is **76%**.
Sept. is **2% above** the year to date average of 3+ scores.

CASE AUDITS: CHILDREN IN CARE

Of the **47** internal case audits completed during Sept. 2016, **8** relate to a Child in Care.

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

% judged as 'some', 'many' or 'all standards met in full or exceeded'		
Audit Standards	Sept. 2016	
	No's	%
1a: Management scrutiny/oversight	6	75%
2: Experience of child/young person	7	88%
3: Practitioner contact	7	88%
4: Assessment & needs analysis	6	75%
5: Planning for children	6	75%
6: Recording and report writing	7	88%
Number of audit dimensions scored	49	
Number of audits for CiC cases	8	
Overall % judged 'Acceptable' or better	82%	



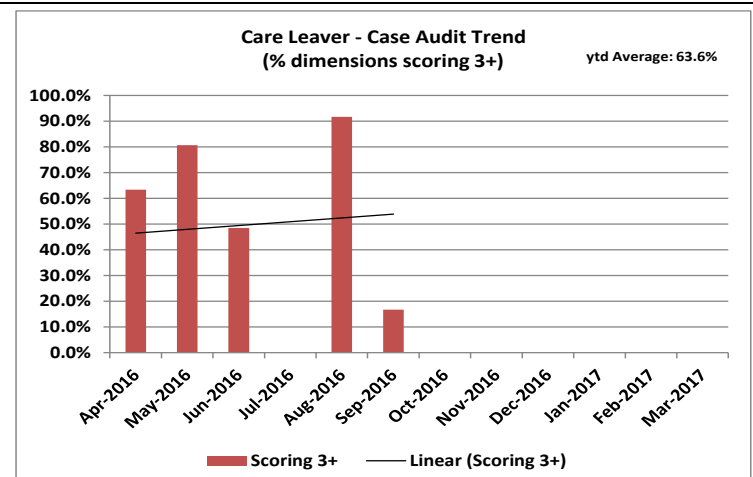
3+ scores for 2, 3, 4, and 6 are below Aug 16 with 1a and 5 above. Overall % 3+ scores **down 1%** compared to Aug 16.

Year to date % of 3+ scores is **86%**. Aug is **4% below** the year to date average of 3+ scores.

Care Leavers

Of the **47** internal case audits completed during Sept. 2016, **1** has a status of Leaving Care.

% judged as 'some', 'many' or 'all standards met in full or exceeded'		
Audit Standards	Sept. 2016	
	No's	%
1a: Management scrutiny/oversight	0	0%
2: Experience of child/young person	1	100%
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	
Overall % judged 'Acceptable' or	17%	



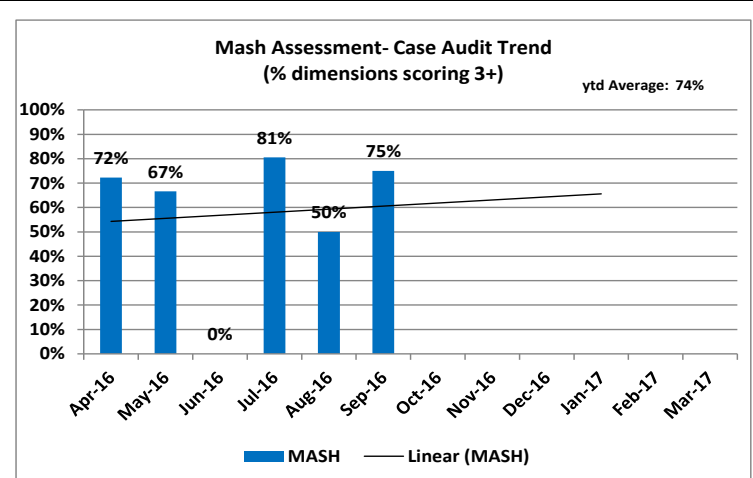
There is 1 Care leaver audit completed for Sept. 16.

The year to date average of 3+ scores is **63.6%**.

Assessments

Of the **47** internal case audits completed during Sept. 2016, **2** relate to Assessments.

% judged as 'some', 'many' or 'all standards met in full or exceeded'		
Audit Standards	Sept. 2016	
	No's	%
1a: Management scrutiny/oversight	1	50%
2: Experience of child/young person	1	50%
3: Practitioner contact	1	50%
4: Assessment & needs analysis	2	100%
5: Planning for children	2	100%
6: Recording and report writing	2	100%
Number of audit dimensions scored	12	
Number of audits for Care Leavers	2	
Overall % judged 'Acceptable' or better	75%	



3+ scores for standard 2 below Aug 16. Standards 1a, 3, 6 are above Aug 16. Overall % 3 scores up **25%** for a small sample.

Year to date % of 3+ scores is **74%**. Sept. is **1% above** the year to date average of 3+ scores.

Parent / Carer Feedback Forms:

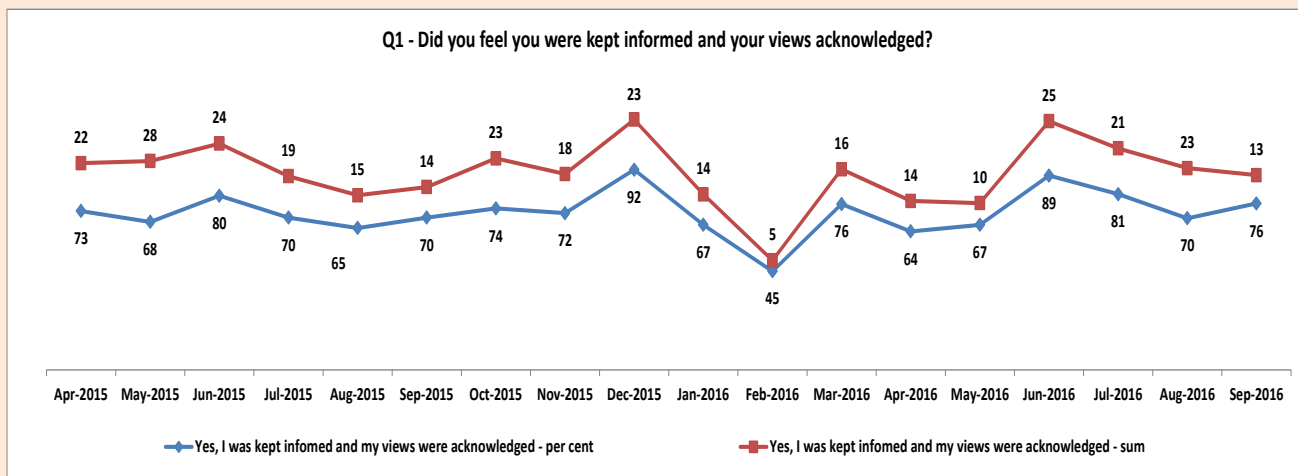
- 17 feedback forms for 27 individual children and young people were received in September 2016 which is 16 forms less than August.
- The feedback covers 14 individual Social Workers.

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

- 82% of respondents in September, report positive feedback against all four involvement indicators compared to 80% for August.
- 8 respondents reported positive feedback with parents/carers reporting they were very appreciative of the support they received.

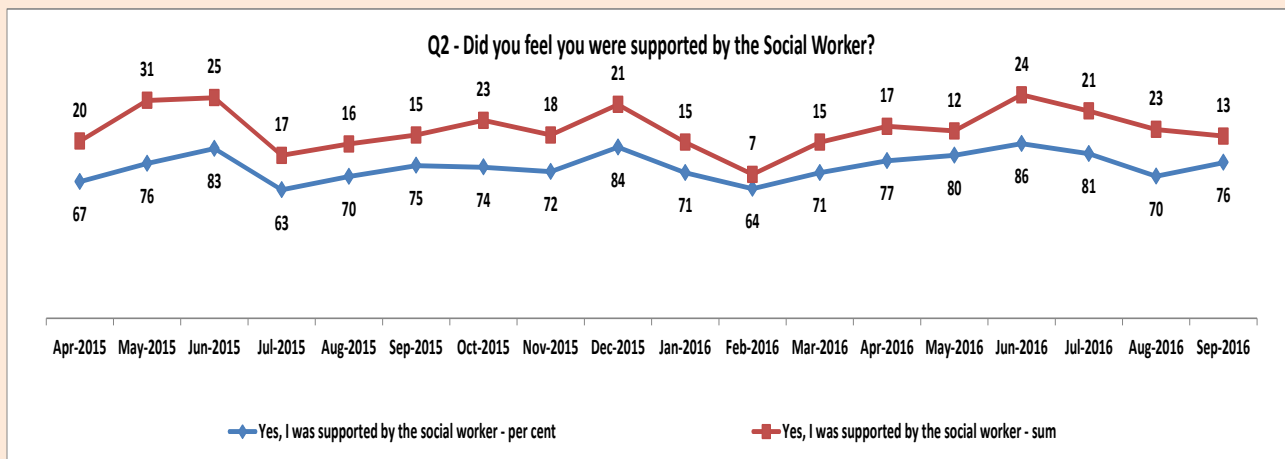
Q1 - Did you feel you were kept informed and your views acknowledged?

- 13 (76%) of respondents reported they were kept informed and their views acknowledged, an upturn of 6% compared to August (70%).
- All respondent completed this indicator.



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

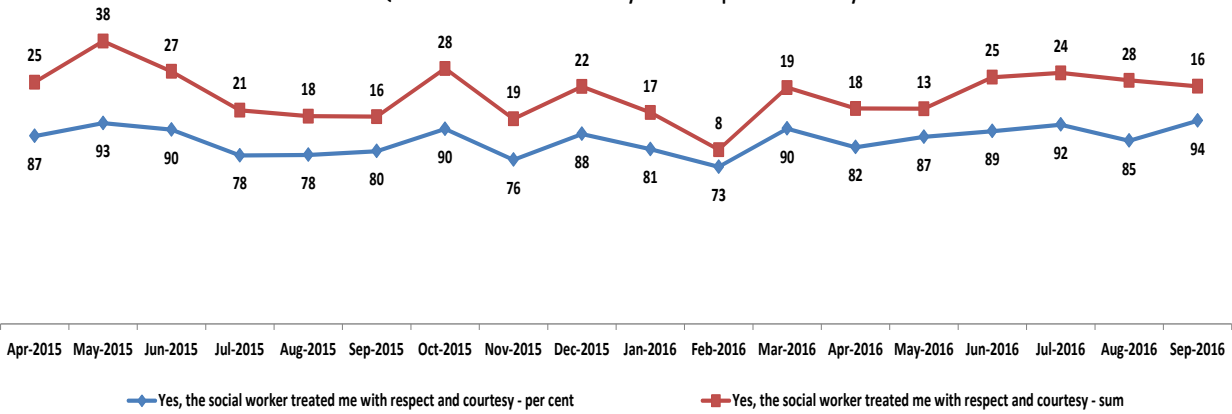
- 13 (76%) of respondents reported that they felt supported by their social worker, an upturn of 6% compared to August (70%).
- All respondents completed this indicator.



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

- 16 (94%) of respondents reported they felt their social worker treated them with respect and courtesy, an upturn of 9% compared to August (85%).
- All respondents completed this indicator.

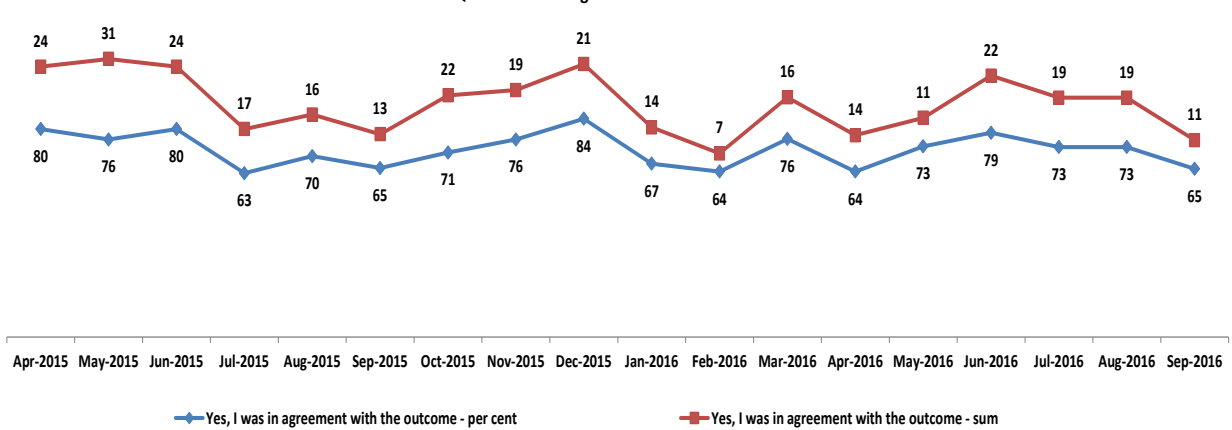
Q3 - Did the Social Worker treat you with respect and courtesy?



Q4. Were you in agreement with the outcome?

- 11 (65%) of respondents reported they agreed with the outcome. A down turn of 8% compared to August (73%).
- 3 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 treated child very fairly and with the best interests of the child”.

“Thank You”

“We were pleased to see the matter being dealt with so quickly and efficiently”.

“We have been well supported with YSMART & CAMHS and continue to engage with these services”.

“The SW was fantastic and very professional”.

“Excellent support and SW was always pleasant”.

“Latest SW treated with me respect”.

“SW was brilliant”.

“Give more time to look through evidence”

“SW not seen, nothing has changed, case closed”.

“Social Services ignored my views”.

“Report had errors and took a long time”.

“We wish things hadn't turned out the way they did but we know it was out of the SW hands”.

13 of 17 respondents provided comment.

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		Jul-16		Aug-16		Sep-16	
No. of total meetings	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ICPC other Professionals	27		30	54%	21	61%	22	36%	25	37%	24	72%
Health Professionals		25%		38%		36%	6	60%	7	59%	7	69%
Total ICPC Attendance		52%		51%		55%	28	48%	33	50%	33	58%
Core Groups other Professionals	66		30	85%	33	75%	30	69%	20	92%	30	80%
Health Professionals		58%		61%		56%		67%		78%	11	77%
Total Core Groups Attendance		67%		80%		70%				86%		79%
Child Protection Reviews other Professionals	109		92	70%	82	72%	99	63%	29	52%	83	47%
Health Professionals		45%		47%		48%	20	76%	8	59%	18	84%
Total CPR Attendance		66%		64%		66%	119	65%	37	53%	101	69%

** INDEPENDENT REVIEW UNIT **

Timeliness of Social Worker Reports for CiC Reviews

169 IRU monitoring reports for Children in Care received for September.

Changes of Social Worker since last CiC Review

Of the 169 monitoring forms returned in September, **140** recorded data on changes in social worker.

Of these, 32% show the child/young person having 1 or more changes of social worker since the last CiC review

42 children had a change of SW, 35 had 1 change, 7 had 2 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
% 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%	27.5%	18.1%	30.0%