

## **PERFORMANCE REPORT: CHILDREN'S SOCIAL WORK AND CHILD PROTECTION**

### **Report of the Head of Children's Social Work and Child Protection**

The performance information enables us to identify good performance as well as where there is a need to target action plans with the emphasis on improving our performance to be in line with 'good' Local Authorities.

The Children's Social Work and Education and Learning's management information teams work together to give managers comprehensive monthly data on key performance indicators (KPI's) in order to support their management and oversight of priority areas.

The Quality Assurance Framework (appended) reports on some (KPI's) for the Children's Social Work service as at the end of October 2016. All figures in this report relate to October 2016.

#### **1. Multi-Agency Safeguarding Hub (MASH)**

In Devon, the Multi-Agency Safeguarding Hub (MASH) facilitates multi-agency screening to enable decisions to be made about all information shared by professionals about children about whom there may be concerns. This enables concerns to be responded to by the most appropriate service, including early help or children's social work where needed. The MASH Development Plan continues to focus on ensuring that professionals use judgement in relation to decisions about risk. The recent reduction in numbers of enquiries and referrals indicates progress in this area and this work will continue including through the Devon Safeguarding Children Board.

#### **2. Early Help**

The early help system provides integrated support to children, young people and their families at an early point to prevent needs from escalating. 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 Devon (Common) Assessment Frameworks (DAF) that are recorded in the Holistix data recording system. The DAF is an early help, inter-agency assessment led by any professional who has identified that a child may need extra support and that offers the basis for early intervention.

Since October 2015, a reduction in the number of DAFs being completed has been seen and this trend continues: At the same point last year 1,121 DAF's had been completed and we are currently reporting 393, a reduction of 65% in the year. Members will know from previous

performance reports that feedback from partners on Holistix and on the DAF has been critical. As a consequence we are currently piloting early help tools that are more user-friendly and intuitive and we have redesigned Holistix and re-named it “Right for Children”. The Alliance has reinforced its commitment to Holistix and we expect the new early help tools to be fully operational from February 2017.

### 3. Referrals into statutory children’s service

#### Re-referrals

Devon Q3 Dec16 No.	Devon Q3 Dec16	Devon 15/16	Devon 14/15	Statistical Neighbours 15/16	SW 15/16	England 15/16
		20.6%	23.4%	22.4%	23.7%	22.3%

Over the last 12 months, there has been a drop in the number of referrals to social care services of just over 20% - with 3,261 referrals to the service since April 2016; over the same period, there has been a slightly higher conversion rate of MASH enquiries to referrals, up from 33.2% to 36.8%. This indicates a clearer partner understanding of thresholds.

Re-referrals to the service, defined as those children being re-referred to social care with 12 months of their original referral has remained stable over the last year, standing at 22.4% at the end of October 2016 compared to 22.6% a year ago. This is better than latest comparison figures for 15/16 where the national rate is 24.0%, South West Authorities is 24.6% and in line with DCC’s statistical neighbours are at 22.5%.

### 4. Children in Need

Devon Oct-16 No.	Devon Oct-16 rate	Devon 15/16 No.	Devon 15/16 rate	Devon 14/15 rate	Stat Neighbours 15/16 rate	SW 15/16 rate	England 15/16 rate
3,644	257.5	4,632	327.4	402.7	332.8	321.5	337.7

Devon Oct-16 financial support cases Total 1,403 (311 DCS +1092 other cases)

Children in need are those identified by assessment to require a statutory social work service. This includes those subject to a child protection plan and looked after children.

As a result of ensuring only cases where there is an active social worker remain open in the social work service the number of Children in Need (CIN) continues to decrease.

Devon’s number of CIN is now 3,644. This has enabled SW caseloads to reduce to an average of 17.9 cases. The target was below 18 by March 2017, so the service is making excellent progress.

### 5. Single 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 reach a decision on next steps should be 45 working days from the point of referral.

Although variable on a month by month basis, as at October 2016 93% of referrals progressed to an assessment. The year to date rate at the same point last year was 94.2%. 3559 single assessments have been completed and authorised by the period end, of which 91.2% (3,246) have been authorised within the 45 working day threshold.

This is a significant improvement in performance from last year when outturn performance was 68.0% and now significantly better than other LA's. Comparing DCC's performance for 2015/16 (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%). Our focus is now on assuring the quality of these assessment and on ensuring only complex assessments take longer than 15 working days, if a family's needs can be identified and met quickly they should be.

By the end of October 60% of the assessments undertaken led to no further involvement from the statutory social work service, 8% had been signposted for additional support from early help. This suggests that families are being brought into the statutory service when it is not needed which is both costly to the Council and potentially damaging to families. Our improved strategy to further strengthen Early Help is designed to address this.

## **6. Child Protection Enquiries**

Section 47 of the Children Act 1989, places a duty on a local authority, to undertake enquiries where they have reasonable cause to suspect that a child in their area is suffering or is likely to suffer significant harm, in order to decide whether they should take any action to safeguard or promote the child's welfare. The decision to undertake enquiries under S47 is made after multi-agency consideration of the issues and risks in a strategy discussion. The number of such enquiries initiated in 2015/16 was 2,276, averaging 190 per month. The monthly average to October 2016 has reduced to 133 per month (the month of October recorded 80 such enquiries taking place, a significant reduction indicating strategy meetings are enabling better joint decision making about risk. The enquiries should not lead to a multi-agency initial child protection conference being held when children cannot be safeguarded from harm without a multi-agency plan.

## **7. 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. 2014/15 benchmarking figures were Devon 50.5%, South West 48.7%, national 44.6% and SN 52.5% Devon's figure to October 2016 is 35.1%.

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 subject to a CP plan has fallen by 40.9% from 714 at the end of 2015/16 to 422 at the end of October 2016 which now represents a rate of 29.6 per 10,000, below both SN (51.1) and the South West (54.3).

Improvements are currently being put in place to ensure strategy meetings enable child protection enquiries to be thorough and that child protection conferences are only held when they are needed. This will reduce the high number of child protection plans put in place at a conference that ended after only three months. The previous trend whereby almost a third (28%) 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 continues to improve to 11% at the end of October.

Our reduced rate of child protection plans was anticipated from the improvements we made earlier in the year to the pre-conference pathway, making strategy discussions of meetings more robust, ensuring that the decision to proceed to conferences is measured and proportionate.

## **8. Repeat Child Protection Plans**

The rate of repeat child protection plans is calculated by looking at whether the children who start a CP plan in the current reporting year have ever had a previous CP plan between the ages of 0-18 years. The purpose of this indicator is to consider whether the previous child protection plan failed to protect the child adequately.

The CIN census 15/16 reported a higher rate (22.4%) of repeat child protection plans in 15/16 compared to the national rate (16.6%), SN (19.6%) and the South West (19.4%)

Good performance for repeat CP Plans is around 15%, and our current rate at the end of October 2016 is 23.7% (63 children out of total 265 starting CP Plans). Further investigation will be undertaken to determine whether this indicates a concern about the decision to end the previous CPP.

**Electoral Divisions:** All

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

Head of Childrens Social Work and Child Protection: Vivien Lines

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

*Contact for Enquiries:*

Vivien Lines, Head of Service, Childrens Social Work Service and Child Protection

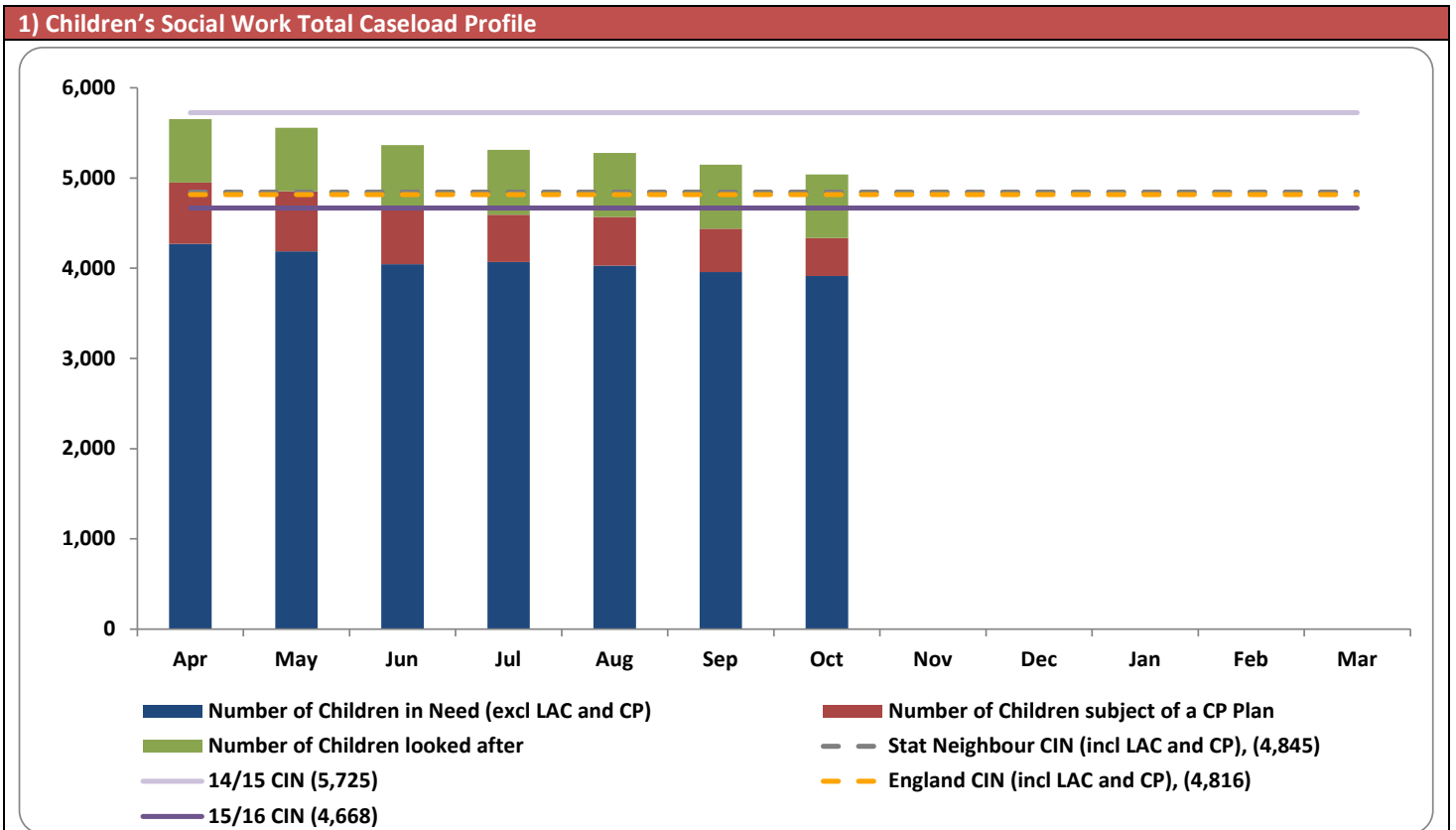
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# Devon Children’s Social Work Quality Assurance Framework

## Report of: October 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 (Mid-year 2015 estimates was published in June 2016, one year in arrears).						
	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 children in need in Devon for Oct-16 is 5,040 which includes 703 LAC, 422 CPP, 311 disabled children receiving a financial package to fund a short break and 1092 other disabled children and young people supported by the Disabled Children’s Social Work service.

The rate of CIN cases:  
 15/16; for Devon was 327.4, Statistical Neighbours was 332.8, South West was 321.5 and the National rate was 337.7  
 14/15; for Devon was 402.7, our Statistical Neighbours was 327.4, South West 350.4, and the National rate was 337.3

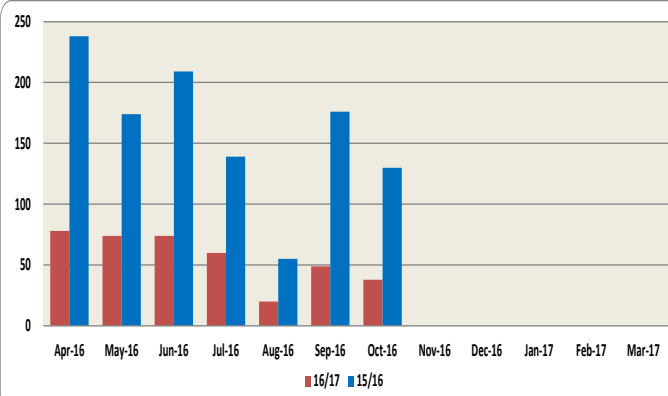
This means that in 14/15 we had approximately 75 per 10,000 (c 1000 children) more children involved with social care than our Statistical Neighbours. Now in 15/16 we are more in line with SN, we have 5 fewer per 10,000 at c. 70 children.

Team Managers have focused on reviewing all CIN cases that are open to social care and this has resulted in the trend for the first quarter showing a steady reduction to bring us in line with statistical neighbours and the national average. This leads to reduced caseloads.

The MASH development plan includes a number of activities directly related to reducing inappropriate enquiries to the MASH and ensuring that those enquiries which do get progressed to children’s social work are at the correct level for statutory involvement.

September 2016 figures show a continued improvement resulting from better challenge to partners 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.

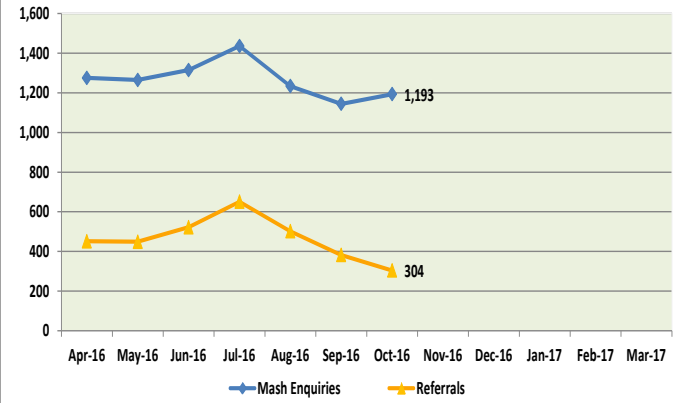
## 2) Number of DAF1s in Holistix



DAFs	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
14/15	53	108	96	112	15	125	148
15/16	238	174	209	139	55	176	130
16/17	78	74	74	60	20	49	38

The number of DAF's recorded on Holistix in 16/17 shows a significant month on month reduction compared to the same period in 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 yet impact on the current data.

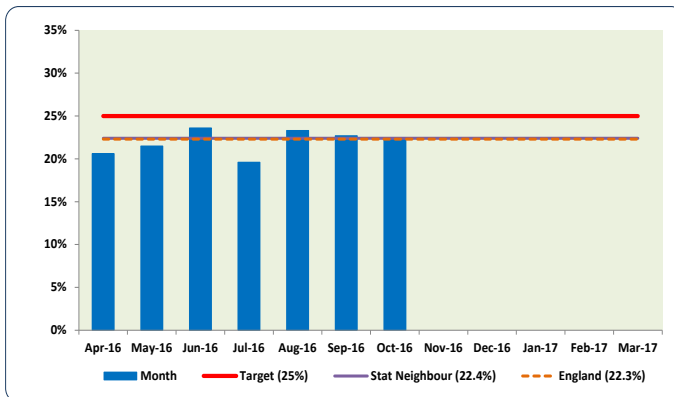
## 3) Number of MASH Enquiries and Referrals in the month



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Mash Enquiries	1,275	1,265	1,315	1,436	1,234	1,144	1,193
Referrals	451	449	522	651	502	382	304

This significant 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. Increased assistance is now given to partners who would like to make a referral, including by telephone rather than just by email, to ensure thresholds are understood and early help has been provided to the family in appropriate cases. In October 26% of MASH referrals were made to social work teams MASH are continuing to focus on ensuring the referrals that pass to children's social work are appropriate. Of the 334 referrals made 311 are for single assessment, with the remainder including Private Fostering and referrals to DCSW.

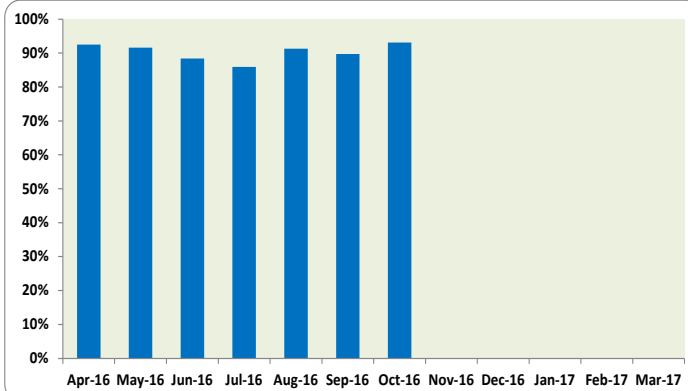
## 4) Percentage of social care referrals that are re-referrals within 12 months



Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
25%	20.6%	21.5%	23.6%	19.6%	23.3%	22.7%	22.4%

The rate of children re-referred within a rolling 12 months remains at approximately a fifth of all children. For 15/16 Devon's rate of 20.6% (In 14/15 it was 23.4%) was less than Stat Neighbours 22.4%, SW 23.7% and the National rate 22.3%.

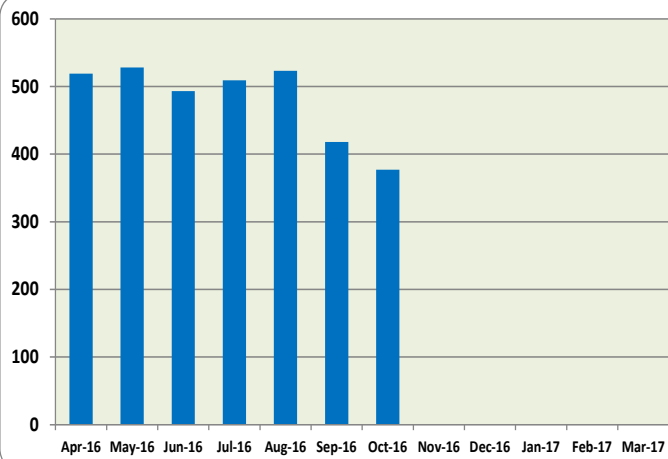
## 5) % of Referrals with a Single Assessment



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
92.5%	91.6%	88.4%	85.9%	91.3%	89.7%	93.1%

The rate of referrals that progress to a Single Assessment is 93.1%. We aim to obtain benchmarking data from our Statistical Neighbours for comparison as this statistic is currently not reported publicly. However this appears high, and suggests a continued need to focus on screening and signposting with partners.

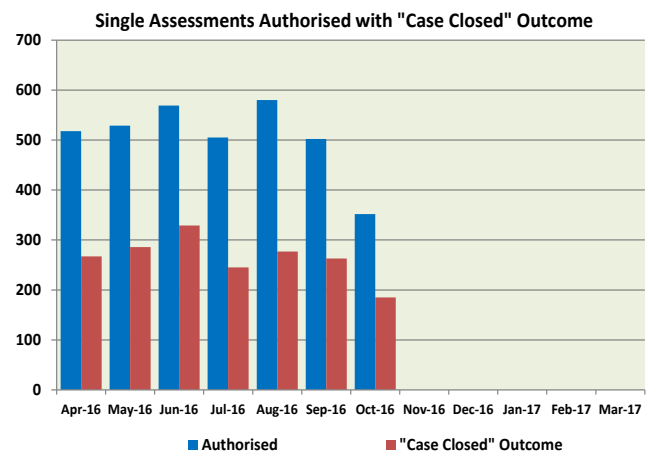
### 6) Number of Single Assessments Starting



Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Number of Assessments Starting	519	528	493	509	523	418	377

In Oct-16 the number of SA's starting has fallen to 377. The total number of assessments undertaken in 15/16 was 7,543, an average of 628 per month and a reduction of 7.9% compared to the previous year (14/15 total was 8,187). The 16/17 monthly average to date is 481 which indicates a continued reduction in SAs starting

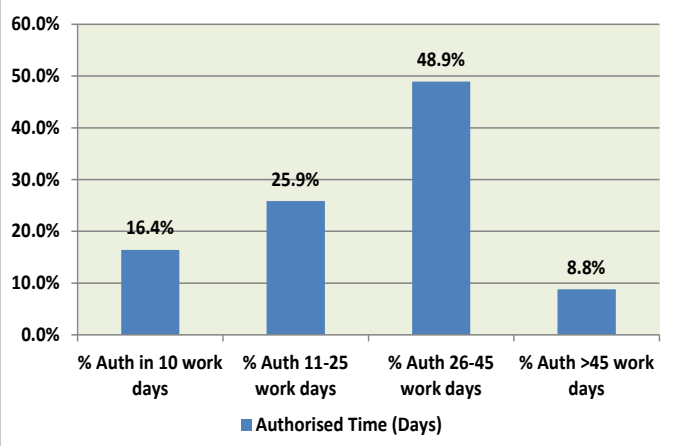
### 7) Cases closed at end of Single Assessment



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Authorised	518	529	569	505	580	502	352
% "Case Closed" Outcome	51.5%	54.1%	57.8%	48.5%	47.8%	52.4%	52.6%

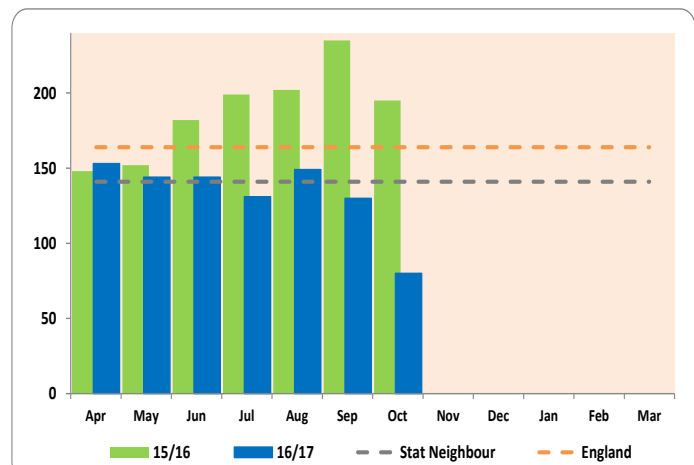
The proportion of SA with "Case Closed" outcome following the assessment has increased in Oct-16 to 52.6%. In some cases families receive a brief intervention from a SW as part of the assessment which reduces the perceived risks, in other cases the assessment is needed because the referral appeared to indicate risks which are not substantiated by the assessment. However, a high proportion of assessments ending without needing ongoing support from a SW suggest inadequate screening of referrals and that more could be being done by early help to meet family needs.

### 8) Single Assessments % Authorised Time in Days



For Oct 16, 95.5% of Single Assessments are authorised in time, that compares favourably with 91.2% year to date.

### 9) Number of Section 47 Enquiries

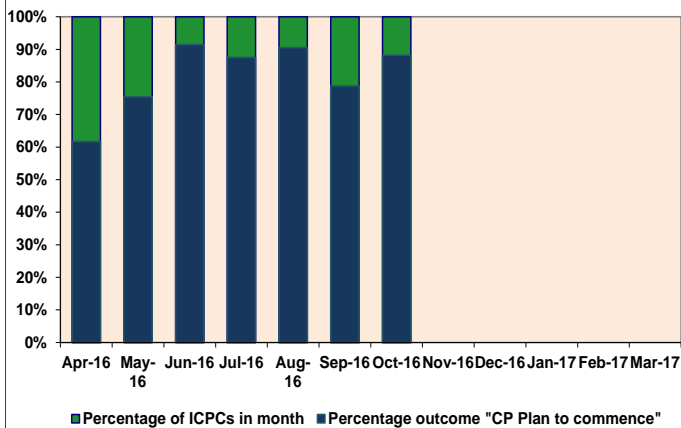


Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Number of Section 47 Enquiries	153	144	144	131	149	130	80

In Oct-16 the number of S47 enquiries, which are undertaken where there is a concern that a child is suffering significant harm, decreased to 80 which is below our rate / 10000 for 15/16 of 144 and our Statistical Neighbours of 124. An audit is being planned of CP activity to ensure that thresholds around significant harm are being applied appropriately.



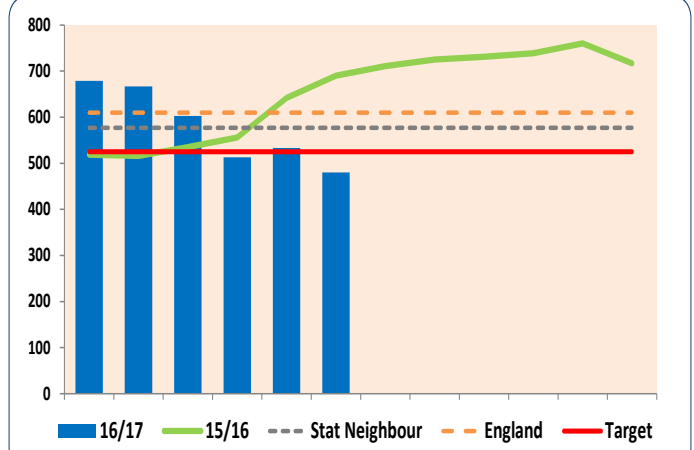
### 10) Proportion of children subject to ICPC resulting in Child Protection Plans



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Number of ICPCs in month	47	65	35	48	63	52	17
Number with "CP Plan to commence" outcome	29	49	32	42	57	41	15
No Outcome Recorded	0	0	0	0	0	1	0
Percentage outcome "CP Plan to commence"	61.7%	75.4%	91.4%	87.5%	90.5%	78.8%	88.2%
Percentage of ICPCs in month	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

There was a significant reduction in the number of ICPCs held this month although 88% resulted in a child protection plan compared to 78% in Sept.

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

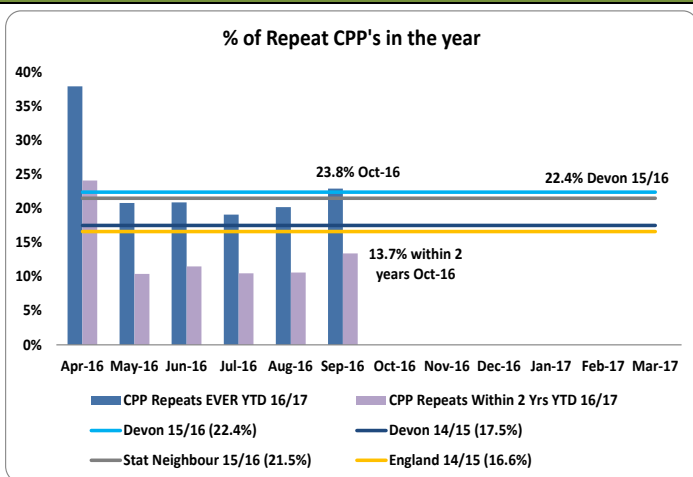


	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Number	679	667	603	513	533	480	422
Rate / 10,000	47.6	46.8	42.3	36.0	37.4	33.7	29.6
England	610	610	610	610	610	610	
	54.2	54.2	54.2	54.2	54.2	54.2	54.2
Stat Neighbour	577	577	577	577	577	577	
	52.3	52.3	52.3	52.3	52.3	52.3	52.3

In October 422 children were subject to a Child Protection Plan which is a rate for Devon of 29.6 per 10,000.

In 15/16: for Statistical Neighbours the rate was 52.3 per 10,000, for South West, 57.4 and for England, 54.2 Overall, numbers of children subject of a plan continues to decline significantly and this has been raised with partners at the DSCB. However, Devon has a high rate of legal Care Proceedings suggesting overuse of legal processes and a lack of confidence by partners in managing risk in the community. Audit activity to test thresholds is being undertaken by the IRU.

### 12) % of Repeat CPP's in the year



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
No. of Children Re-Reg in rolling Yr	11	16	23	29	42	57	63
No. of CPP starts	29	49	32	42	56	41	16
Cumulative 16/17 CPP starts	29	78	110	152	208	249	265
CPP % Re-Reg YTD 16/17	37.9%	20.8%	20.9%	19.1%	20.2%	22.9%	23.8%
CPP Re-Reg within 2 Yrs YTD 16/17	24.1%	10.4%	11.5%	10.5%	10.6%	13.4%	13.7%

This chart looks at how many children have been made the subject of a CPP in the month and whether they have ever been subject to a CPP before. By the end of 16/17 the data will show the % of children subject to a CPP more than once in their childhood, For 15/16 this was 22.4% for Devon, 21.5% for Stat Neighbours. Currently, to Oct-16 for Devon it is 23.8% The rate of repeat CPP's within 2 years is 13.7%.

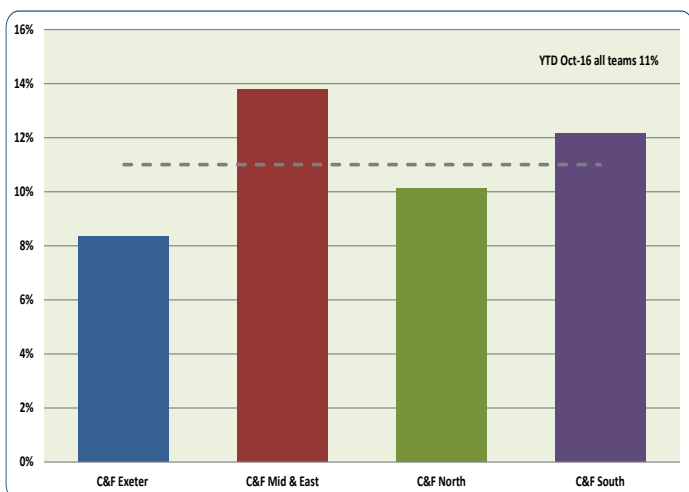
The number of children subject of a CP plan continues to decline. An audit of cases is being undertaken to ensure decision making is appropriate.

The number of children being subject to repeat or subsequent CPPs is high Audits of all repeat plans are being scheduled to ensure protection plans are not being ended before the risks are fully addressed and that families are supported effectively to sustain changes when plans are ended.

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

Team	Jul 2016				Aug 2016				Sep 2016				Oct 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
CHILDREN & FAMILIES EXETER 1		11	11	0%		5	5	0%	1	12	13	8%	2	3	5	40%	4	46	50	8%
CHILDREN & FAMILIES EXETER 2		8	8	0%	4	3	7	57%		9	9	0%		2	2	0%	7	33	40	18%
CHILDREN & FAMILIES EXETER 3	1	3	4	25%		2	2	0%		2	2	0%		12	12	0%	2	30	32	6%
CHILDREN & FAMILIES EXETER 4		7	7	0%		7	7	0%		10	10	0%		5	5	0%		34	34	0%
<b>TOTAL CHILDREN &amp; FAMILIES EXETER</b>	<b>1</b>	<b>29</b>	<b>30</b>	<b>3%</b>	<b>4</b>	<b>17</b>	<b>21</b>	<b>19%</b>	<b>1</b>	<b>33</b>	<b>34</b>	<b>3%</b>	<b>2</b>	<b>22</b>	<b>24</b>	<b>8%</b>	<b>13</b>	<b>143</b>	<b>156</b>	<b>8%</b>
CHILDREN & FAMILIES MID & EAST 1	2	17	19	11%						4	4	0%		5	5	0%	4	44	48	8%
CHILDREN & FAMILIES MID & EAST 2	8	9	17	47%	1		1	100%		3	3	0%		6	6	0%	9	31	40	23%
CHILDREN & FAMILIES MID & EAST 3	2	4	6	33%		1	1	0%						7	7	0%	5	26	31	16%
CHILDREN & FAMILIES MID & EAST 4		10	10	0%						5	5	0%		2	2	0%	1	18	19	5%
<b>TOTAL CHILDREN &amp; FAMILIES MID &amp; EAST</b>	<b>12</b>	<b>40</b>	<b>52</b>	<b>23%</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>50%</b>		<b>12</b>	<b>12</b>	<b>0%</b>		<b>20</b>	<b>20</b>	<b>0%</b>	<b>19</b>	<b>119</b>	<b>138</b>	<b>14%</b>
CHILDREN & FAMILIES NORTH 1																	1		1	100%
CHILDREN & FAMILIES NORTH 2	1	4	5	20%					1	3	4	25%	2	2	4	50%	4	27	31	13%
CHILDREN & FAMILIES NORTH 3		4	4	0%						5	5	0%		1	1	0%		22	22	0%
CHILDREN & FAMILIES NORTH 4		2	2	0%	2		2	100%		1	1	0%		2	2	0%	3	22	25	12%
<b>TOTAL CHILDREN &amp; FAMILIES NORTH</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>9%</b>	<b>2</b>		<b>2</b>	<b>100%</b>	<b>1</b>	<b>9</b>	<b>10</b>	<b>10%</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>29%</b>	<b>8</b>	<b>71</b>	<b>79</b>	<b>10%</b>
CHILDREN & FAMILIES SOUTH 1	2	8	10	20%		5	5	0%	1	10	11	9%		3	3	0%	3	40	43	7%
CHILDREN & FAMILIES SOUTH 2	2	3	5	40%	1		1	100%	2	9	11	18%	2		2	100%	7	30	37	19%
CHILDREN & FAMILIES SOUTH 3		10	10	0%		3	3	0%	1	4	5	20%	3	5	8	38%	4	39	43	9%
CHILDREN & FAMILIES SOUTH 4	1	13	14	7%		2	2	0%	1	10	11	9%	1	6	7	14%	8	50	58	14%
<b>TOTAL CHILDREN &amp; FAMILIES SOUTH</b>	<b>5</b>	<b>34</b>	<b>39</b>	<b>13%</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>9%</b>	<b>5</b>	<b>33</b>	<b>38</b>	<b>13%</b>	<b>6</b>	<b>14</b>	<b>20</b>	<b>30%</b>	<b>22</b>	<b>159</b>	<b>181</b>	<b>12%</b>
ICS EXETER														1	1	0%		1	1	0%
INITIAL RESPONSE EXETER														1	1	0%		1	1	0%
PERMANENCY & TRANSITION EXETER 1														1	1	0%		1	1	0%
<b>TOTAL AD-HOC TEAMS</b>														<b>3</b>	<b>3</b>	<b>0%</b>		<b>3</b>	<b>3</b>	<b>0%</b>
<b>GRAND TOTALS</b>	<b>19</b>	<b>113</b>	<b>132</b>	<b>14%</b>	<b>8</b>	<b>28</b>	<b>36</b>	<b>22%</b>	<b>7</b>	<b>87</b>	<b>94</b>	<b>7%</b>	<b>10</b>	<b>64</b>	<b>74</b>	<b>14%</b>	<b>62</b>	<b>495</b>	<b>557</b>	<b>11%</b>

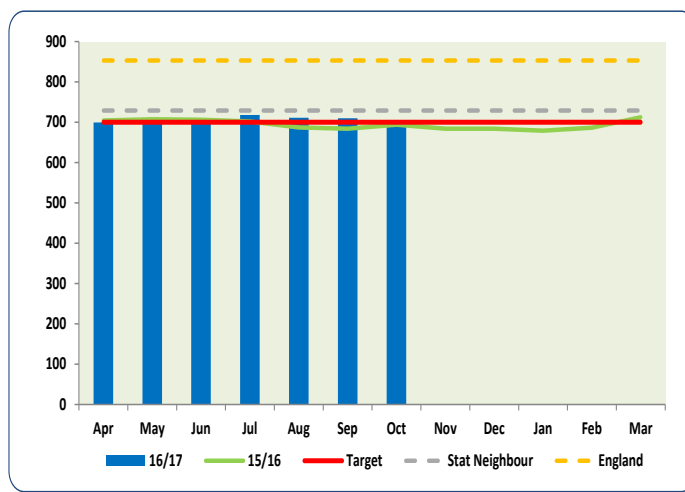
14) CPP Ending within 3 months of CPP starting Apr to Oct 16/17 (11%)



Ap-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	YTD Ave
19%	2%	5%	14%	22%	7%	14%	11%

Oct-16 shows a decrease in CPP's ending at 3 months, with an average of 11% Apr-16 to Oct-16 as a result of focused management action in this area. The high % within Mid and East is being scrutinised to understand why it is out of line with other area's.

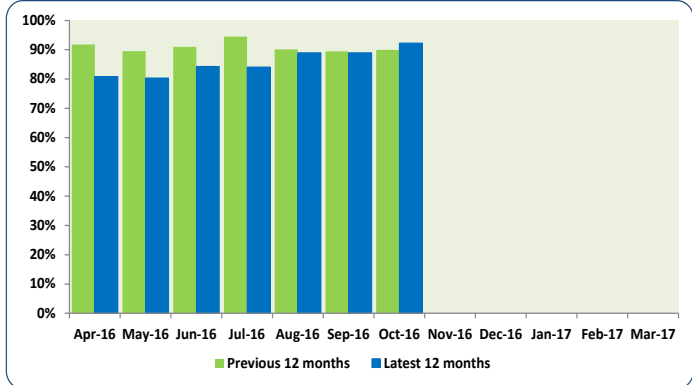
15) Number of Looked After Children



Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
699	696	708	718	711	710	703

In Oct-16 there were 703 Looked After Children which is below our Statistical Neighbours and represents a fairly steady rate this year.

**16) 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	Oct-16
80.9%	80.3%	84.3%	84.1%	89.0%	89.0%	92.3%

The six weekly visiting frequency is a minimum and focused work is in place to ensure this is achieved in all cases. Recent discussion at SMT indicates a need to report that the child is seen in accordance with the frequency identified in their plans, as for many looked after children this is much more frequently than six weekly.

**17) 3+ Placement Moves by Team Oct-16**

For Total 703 LAC	3+ Placements		
	Num	Num Total	Out-turn
Children & Families	24	237	10.1%
Permanency & Initial Response	24	366	6.6%
CwD	1	9	11.1%
Other	3	65	4.6%
	0	26	0.0%
	<b>52</b>	<b>703</b>	<b>7.4%</b>

Historically Devon has not performed well on placement stability. 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%).

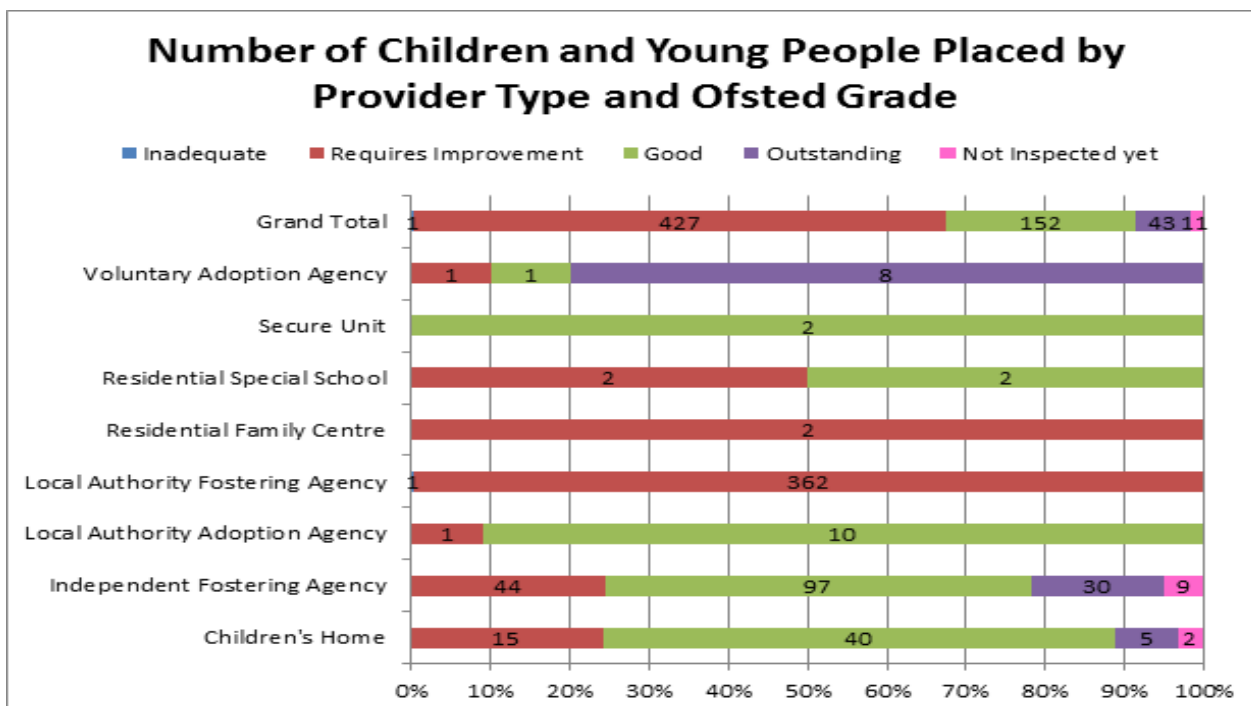
To Oct-16 the percentage of looked after children with 3 or more moves is 7.4% however, this is a cumulative figure throughout the year so it would be anticipated that this would increase as the year continues. This equates to 52 children having had 3 or more moves between Apr-16 and Oct-16. Focused work has been started to ensure that appropriate support is provided to children and carers from the time children come into care, including through the new CAMHS pathway which will ensure that children's emotional needs are assessed when they first come into care. Scrutiny is currently being given to all children who have had two moves to ensure that those who are not yet stable are identified and supported appropriately.

**18) LAC 3+ Placement Information**

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

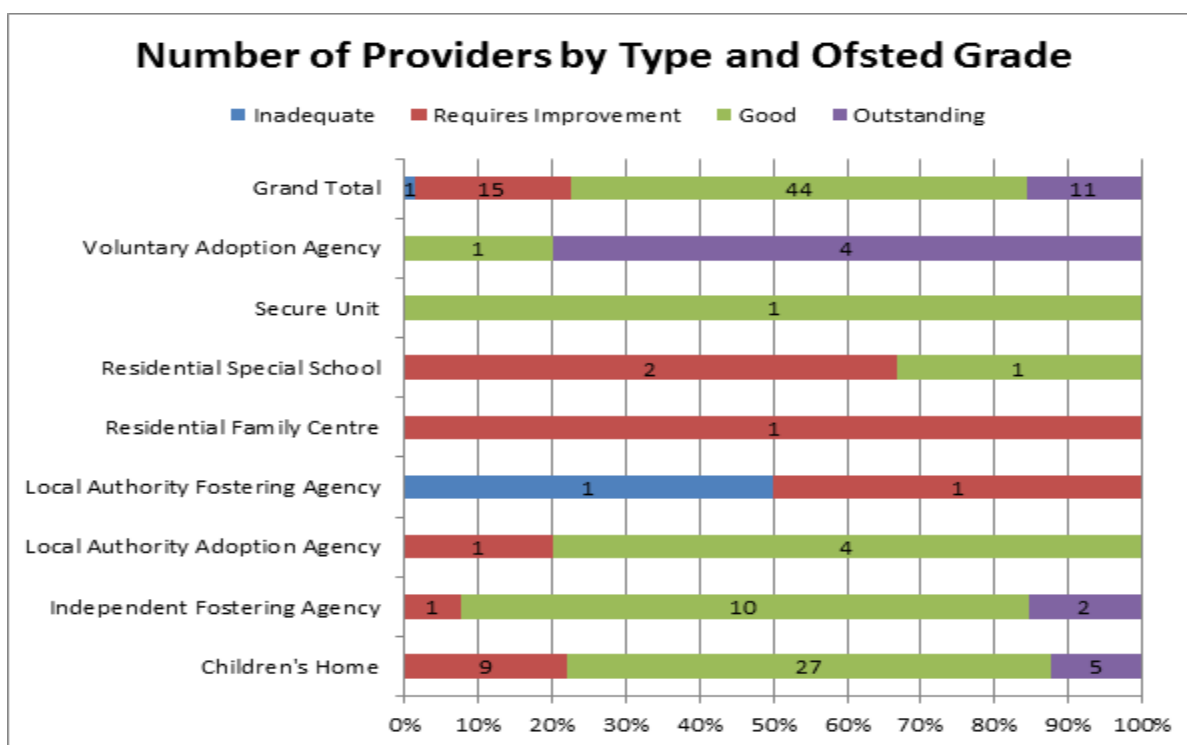
2014/15	2015/16	to Oct-16	16/17 Year Forecast
14.9%	12.9%	7.4%	12.8%

**19) Number of Looked After Children and Young People Placed by Provider Type and Ofsted Grade Q3 2016/17**



The above chart includes all of Devon's looked after children, including those placed out of county.  
 Note: in-house adoption and fostering services are now judged through the LA's single inspection framework.  
 In Q3 16/17 31% of the providers inspected are good (152), or outstanding (43)  
 The data indicates 67% (427) 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.

## 20) Number of Providers by Type and Ofsted Grade Q3 16/17



78% of total (55) children's homes were judged as Good (44) or Outstanding (11) in Q3 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. 1 children's home was judged as inadequate, LA maintained special schools with children's home provision and have robust action plans in place to improve.

## 21) Children in Devon Care Homes: Overall Effectiveness

Ward	URN	Setting Name	Provider Subtype	Sector	Registration Date	Max Users	Full Inspection Start Date	Overall Effectiveness	Interim Inspection Start Date	Interim Overall Effectiveness	Comment	DCC Placed children (Y/N)
Axminster Rural	SC407753	Woodview	Children's home	Private	04/03/2010	4	07/07/2016	Good	22/03/2016	Improved Effectiveness		Yes
Axminster Rural	SC468747	Highview	Children's home	Private	12/08/2013	2	23/05/2016	Requires Improvement	15/02/2016	Declined in Effectiveness		No
Bere Ferrers	SC036528	Cheilham Senior School	Residential special school	Private	20/02/2004	14	28/06/2016	Requires Improvement	24/02/2016	Declined in Effectiveness		Yes
Bickleigh and Shaugh	SC457266	Blaxton Farm	Children's home	Private	21/03/2013	3	30/09/2016	Good	18/03/2015	Sustained Effectiveness		No
Bickleigh and Shaugh	SC457553	Horsham Farm	Children's home	Private	14/03/2013	2	07/10/2015	Good	10/02/2016	Sustained Effectiveness		Yes
Bideford East	1244137	Newport Terrace	Children's home	Private	25/10/2016	2	Not inspected yet					No
Bideford East	SC463431	Clifton Street	Children's home	Private	31/05/2013	2	08/09/2016	Requires Improvement	02/02/2016	Improved Effectiveness		No
Bideford North	SC368137	Meddon Street	Children's home	Private	25/01/2008	2	21/04/2016	Good	11/12/2015	Improved Effectiveness		Yes
Bideford North	SC381652	Bridge View	Children's home	Private	15/10/2008	2	10/08/2016	Good	25/02/2016	Improved Effectiveness		Yes
Bishop's Nympton	SC066179	Little Oak	Children's home	Private	09/02/2006	5	06/11/2015	Good	15/03/2016	Improved Effectiveness		No
Bovey	SC456726	Shaptor Farm	Children's home	Private	14/03/2013	3	15/10/2015	Outstanding	15/03/2016	Improved Effectiveness		No
Canonsleigh	SC455991	Higher Whipcott Farm	Children's home	Private	19/12/2012	4	12/08/2015	Good	09/03/2016	Declined in Effectiveness	A recent Interim Inspection (05/2/16) found declined in effectiveness.	No
Castle	SC458431	Barnes Children's Home	Children's home	Private	28/03/2013	5	13/05/2016	Requires Improvement	26/01/2016	Improved Effectiveness		Yes
Clovelly Bay	SC038167	Four Winds	Children's home	Private	23/12/2002	4	04/09/2015	Requires Improvement	17/02/2016	Improved Effectiveness	A recent Interim Inspection (17/02/16) found improved effectiveness.	No
Clyst Valley	SC467704	Russets Court	Children's home	Private	09/08/2013	2	07/10/2016	Requires Improvement	02/02/2016	Sustained Effectiveness		Yes
College	SC463647	Penn House	Children's home	Private	06/08/2013	5	09/06/2016	Good	15/01/2016	Declined in Effectiveness		Yes

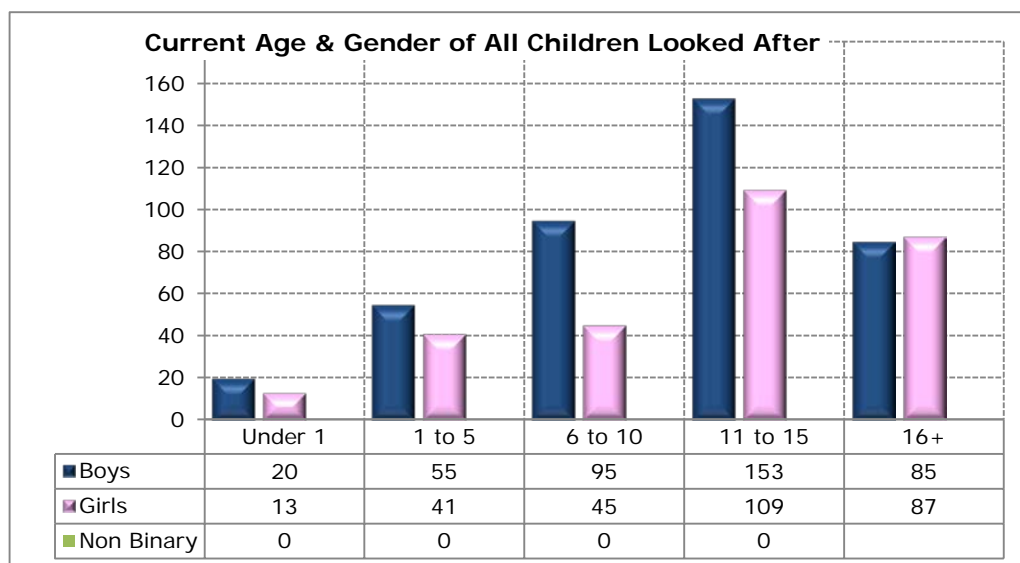
## 21) Children in Devon Care Homes: Overall Effectiveness, continued

Ward	URN	Setting Name	Provider Subtype	Sector	Registration Date	Max Users	Full Inspection Start Date	Overall Effectiveness	Interim Inspection Start Date	Interim Inspection Overall Effectiveness	Comment	DCC Placed children (Y/N)
Cullompton Outer	SC484790	Knowles House	Children's home	Private	05/01/2015	4	12/05/2016	Good	25/08/2016	Sustained Effectiveness		No
Dartington	SC003792	Robins (Respite & Life Skills Centre)	Children's home	Voluntary	19/08/1999	10	17/09/2015	Requires Improvement	18/03/2016	Improved Effectiveness	A recent Interim Inspection (18/03/16) found improved effectiveness.	Yes
Dunkeswell	SC465120	Brookside Farm	Children's home	Private	27/03/2014	3	19/07/2016	Inadequate				No
Ivybridge Woodlands	SC065443	Dame Hannah Rogers School	Residential special school	Voluntary	22/12/2005	15	20/05/2016	Good	25/02/2016	Improved Effectiveness		Yes
Kenn Valley	SC458422	Meadowpark	Children's home	Private	28/03/2013	5	26/04/2016	Good	18/12/2015	Sustained Effectiveness		Yes
Kerswell-with-Combe	SC458352	Valley View	Children's home	Private	14/03/2013	3	10/06/2016	Good	25/02/2016	Sustained Effectiveness		Yes
Kingsteignton East	1231066	Paddon's Coombe	Children's home	Private	17/02/2016	1	14/04/2016	Requires Improvement				No
Kingsteignton East	SC003884	One to One Crisis Intervention	Children's home	Private	19/10/2001	1	17/06/2016	Good	15/03/2016	Sustained Effectiveness		No
Kingsteignton East	SC003897	One to One Crisis Intervention (Longfield Avenue)	Children's home	Private	13/02/2002	1	28/04/2016	Good	10/02/2016	Sustained Effectiveness		No
Kingsteignton East	SC362610	One to One Crisis Intervention Ltd	Children's home	Private	24/08/2007	1	22/09/2016	Good	07/03/2016	Improved Effectiveness		No
Kingsteignton East	SC457132	Orchid Vale	Children's home	Private	25/02/2013	1	04/05/2016	Good	02/02/2016	Sustained Effectiveness		No
Kingsteignton East	SC457137	Woodmere	Children's home	Private	14/03/2013	1	02/12/2015	Good	08/03/2016	Sustained Effectiveness		No
Kingsteignton West	1231067	Chudleigh Road	Children's home	Private	08/03/2016	1	29/09/2016	Requires Improvement				No
Kingsteignton West	SC068205	One to One Crisis Intervention (Haytor Park)	Children's home	Private	21/08/2006	1	08/09/2016	Good	23/03/2016	Declined in Effectiveness		No
Longbridge	SC403234	Osbourne Terrace	Children's home	Private	22/12/2009	3	24/08/2016	Good	03/03/2016	Improved Effectiveness		No
Lowman	SC408149	Bourville Place (1)	Children's home	Private	25/02/2010	2	01/09/2016	Requires Improvement	28/01/2016	Sustained Effectiveness		Yes
Mincinglake	SC046276	Atkinson Unit	Secure Unit	Local Authority	19/03/2004	10	29/09/2016	Good	12/01/2016	Sustained Effectiveness		Yes
Pilton	SC458429	Welland House Children's Home	Children's home	Private	28/03/2013	7	30/08/2016	Good	18/02/2016	Sustained Effectiveness		Yes
St Leonard's	SC489640	Progress House	Children's home	Voluntary	27/07/2015	3	08/01/2016	Good				No
Tale Vale	SC064472	Loyalty Hall	Children's home	Private	28/09/2005	4	15/12/2015	Good	03/03/2016	Sustained Effectiveness		Yes
Tale Vale	SC458430	Hillcrest Children's Home	Children's home	Private	09/01/2013	3	16/12/2015	Good	06/11/2013	Good Progress		Yes
Walkham	SC433286	Gem Cottage	Children's home	Private	10/08/2011	2	09/10/2015	Good	05/02/2016	Declined in Effectiveness	A recent Interim Inspection (05/2/16) found declined in effectiveness.	Yes

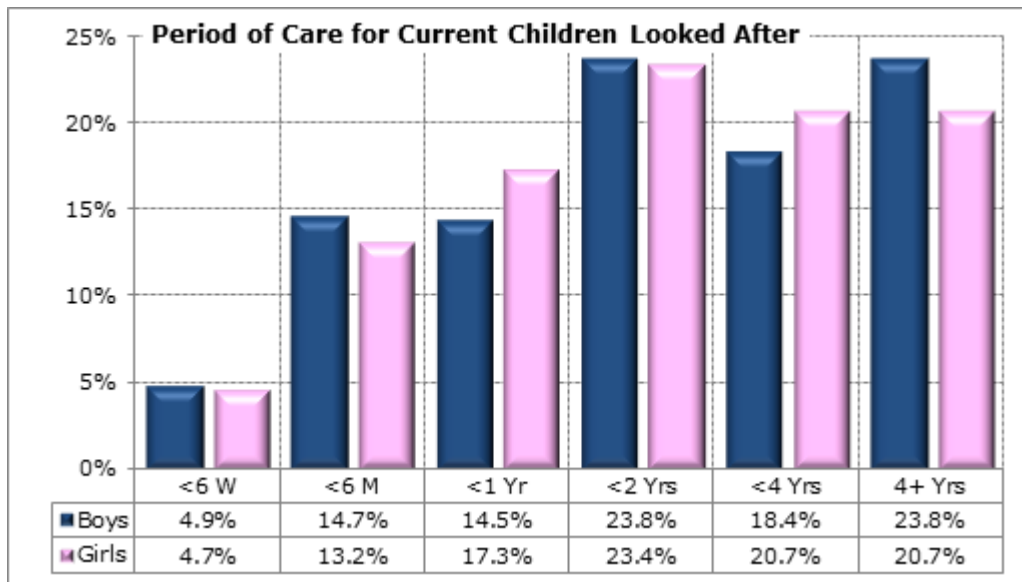
Subsequent interim inspection has been carried out. Comments added to indicate where there has been an improvement on decline in effectiveness found during that interim inspection.

## Devon County Council Looked After - Abridged Key Facts : 31 October 2016

### 22) Age and gender

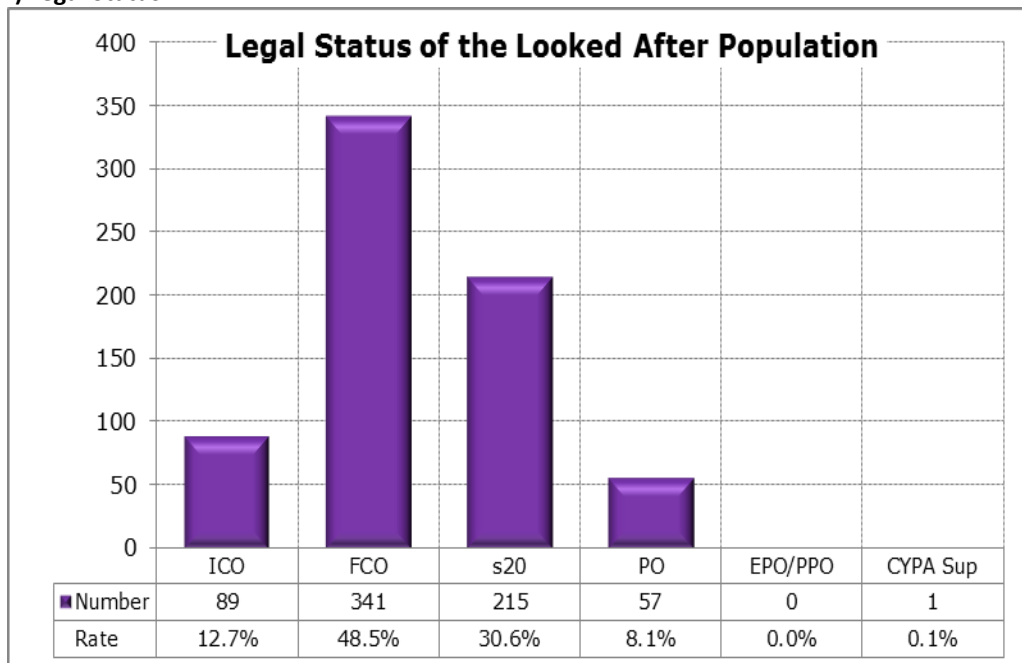


### 23) Length of looked after status



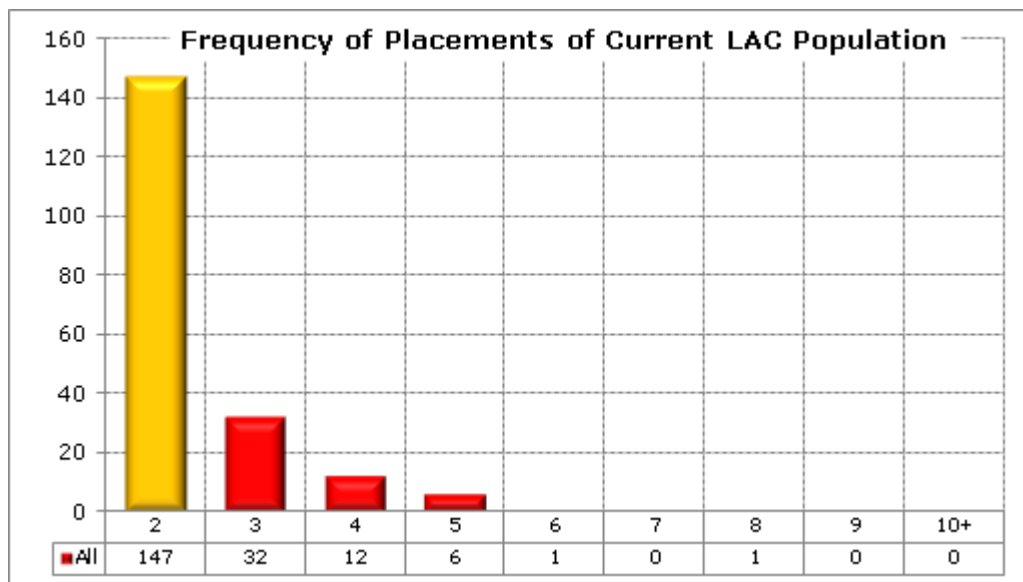
**Comment:** There are a high proportion of 11-15 year olds in care in Devon less than 2 years which creates a risk for placement stability and education attainment.

#### 24) Legal Status



**Comment:** S20 should not generally be used over the long term for looked after children and presents a risk given potential for drift and challenge on a human rights basis. Devon is slightly above the rate of S20 nationally which was 27.9% in 2013-14. All cases are currently being scrutinised to ensure that those cases which should progress to Care Proceedings to secure a more appropriate permanence plan do so. This will be overseen through the child's review. Close focus is currently being given to ensure all children's plans progress to permanence in a timely

#### 25) Number of Placements



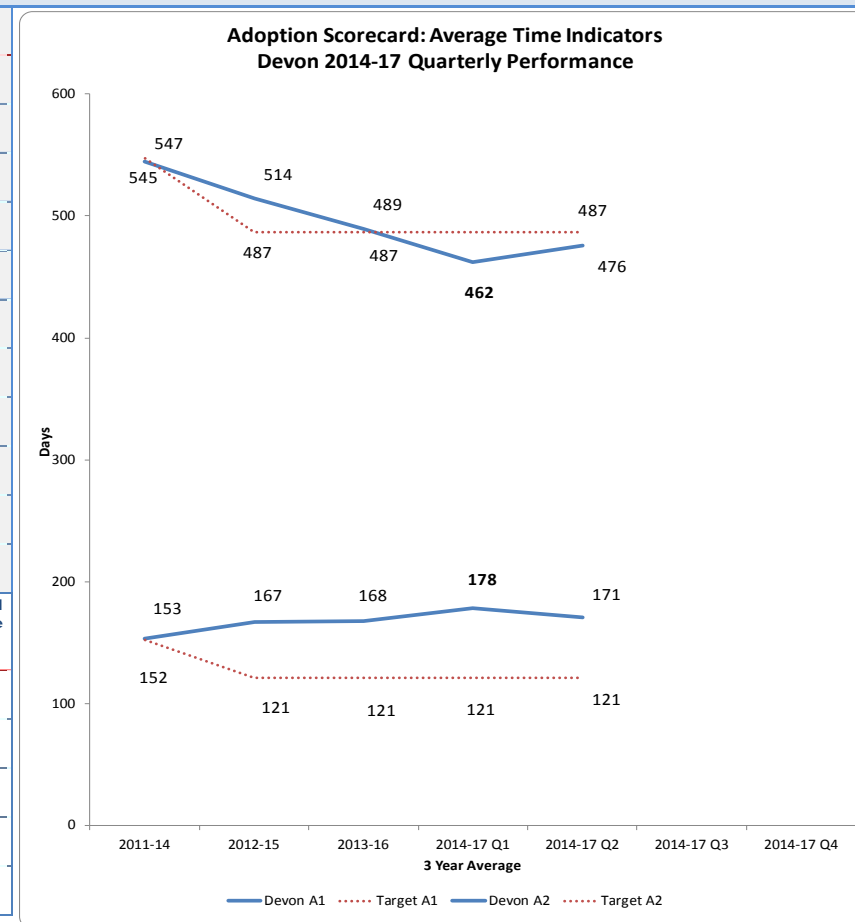
**Comment:** As at 31 Oct 2016 there are 52 / 703 LAC children who have had 3 or more Placements (7.4%) and there are 147 LAC who have had 2 Placements. Additional scrutiny is currently being undertaken of all children in 2+ placements to identify the children who may be at risk of a further move and to ensure appropriate support is in place in response to this.

26) 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. Although The A2 indicator is better than the English National it is behind statistical neighbours and an action plan is in place to address this



## Children's Social Care Workforce Profile to October 2016

### 27) 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	5.1	57	57	100.0%	11.2
	Mid & East	IRCM1	Kevin Kenna	8.4	146	146	100.0%	17.4
	North	IRCN1	Roger Walter / Naomi Pollard	8.3	95	94	98.9%	11.5
	South	IRCS1	Jean Beynon	7.4	211	211	100.0%	28.5
<b>Initial Response Total</b>				<b>29.2</b>	<b>509</b>	<b>508</b>	<b>99.8%</b>	<b>17.5</b>
Children & Families	Exeter	CFCX1	Tilia Lenz	6.6	125	124	99.2%	18.9
		CFCX2	Phil Stagg	6.2	107	107	100.0%	17.3
		CFCX3	Aiden Mitchelmore	7.0	125	125	100.0%	17.9
		CFCX4	Helen Neighbour	6.8	89	89	100.0%	13.1
<b>Children and Families - Exeter Total</b>				<b>26.6</b>	<b>446</b>	<b>445</b>	<b>99.8%</b>	<b>16.8</b>
Children & Families	Mid & East	CFM1	Richard Ashdown	5.6	127	127	100.0%	22.7
		CFM2	Helen Patten	6.0	110	110	100.0%	18.5
		CFM3	Emily Hextall	5.0	87	87	100.0%	17.4
		CFM4	Corrina Bryant	8.0	108	107	99.1%	13.5
<b>Children and Families - Mid/East Total</b>				<b>24.6</b>	<b>432</b>	<b>431</b>	<b>99.8%</b>	<b>17.6</b>
Children & Families	North	CFCN2	Rebekah Porter	7.6	176	176	100.0%	23.2
		CFCN3	Fran Hughes	7.5	122	119	97.5%	16.3
		CFCN4	Heather Cooper	4.6	100	99	99.0%	21.7
<b>Children and Families - North Total</b>				<b>19.7</b>	<b>398</b>	<b>394</b>	<b>99.0%</b>	<b>20.2</b>
Children & Families	South	CFCS1	Lisa Jackson	5.1	106	106	100.0%	20.7
		CFCS2	Herdaypal Johal	7.1	134	134	100.0%	18.9
		CFCS3	Kathy Pendle	6.7	136	136	100.0%	20.4
		CFCS4	Diane Yates	7.6	178	177	99.4%	23.5
<b>Children and Families - South Total</b>				<b>26.5</b>	<b>554</b>	<b>553</b>	<b>99.8%</b>	<b>20.9</b>
Permanency & Transition	Exeter	PTCX1	Juliet Jones	14.2	261	260	99.6%	18.4
	Mid & East	PTCM1	Peter Baron	12.2	134	134	100.0%	11.0
	North	PTCN1	Giles Bashford	11.2	203	202	99.5%	18.1
	South	PTCS1	Karen Thompson	13.9	221	221	100.0%	15.9
<b>Permanency and Transition Total</b>				<b>51.5</b>	<b>819</b>	<b>817</b>	<b>99.8%</b>	<b>15.9</b>
Disabled Children's Services	DCS East Mid	ICCEMID	Brian Copp	3.4	91	86	94.5%	27.2
	DCS Exeter	ICCEXETR	Martin Quaintance	6.8	139	126	90.6%	20.4
	DCS Exeter 2	ICCIAEME	Martin Quaintance / Brian Copp	1.0	2	1	50.0%	2.0
	DCS North 1	ICCNORTH	Jonathan Mitchell	1.6	43	33	76.7%	26.9
	DCS North 2	ICCNRTH2	-	2.6	36	32	88.9%	13.8
	DCS South 1	ICCSWEST	Tasha Allington	2.0	40	40	100.0%	20.0
	DCS South 2	ICCSWST2	Tasha Allington	5.2	73	73	100.0%	14.0
<b>Disabled Children's Services Total</b>				<b>22.6</b>	<b>424</b>	<b>391</b>	<b>92.2%</b>	<b>18.8</b>
Private Fostering	PFC1	Elaine Newton	2.9	62	62	100.0%	21.5	
<b>Total (Excluding FOC Cases)</b>				<b>203.4</b>	<b>3,644</b>	<b>3,601</b>	<b>98.8%</b>	<b>17.9</b>
Finance Only Cases	FOC01				311			
ICS Finance Only Cases	ICSFREME, ICSFRN & ICSFRS				1,092			
No Assigned Team					0			
<b>Total (Including FOC Cases)</b>					<b>5,047</b>			

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 17.9 down from 19.8 in Sept16.

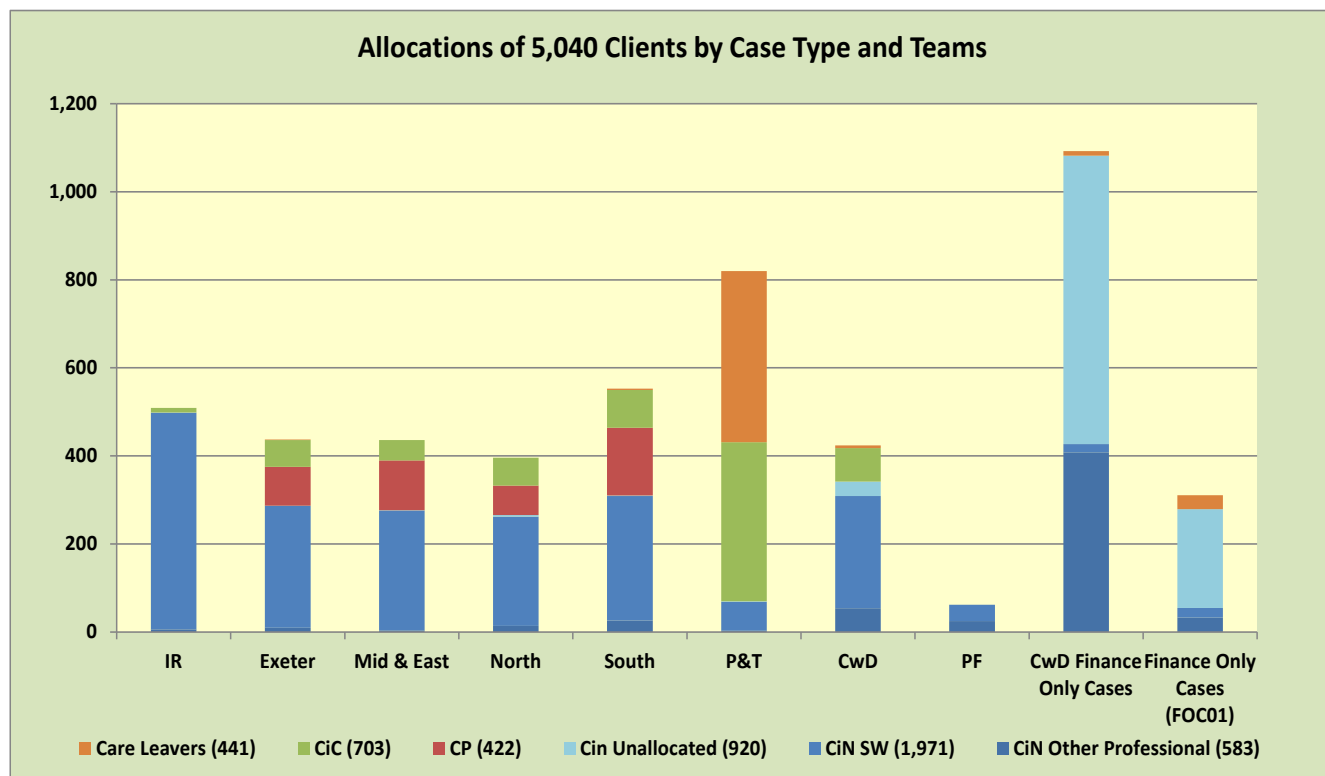
There is variation in some service areas; comparison between Oct16 and Sept16;

20.9 from 24.1 in South, 20.2 from 20.7 in North, 17.6 from 20.1 in Mid/East, 16.8 from 18.9 in Exeter, 15.9 from 16.9 in P&T, 17.5 from 20.7 in IR and 18.8 from 20.7 in DCS.

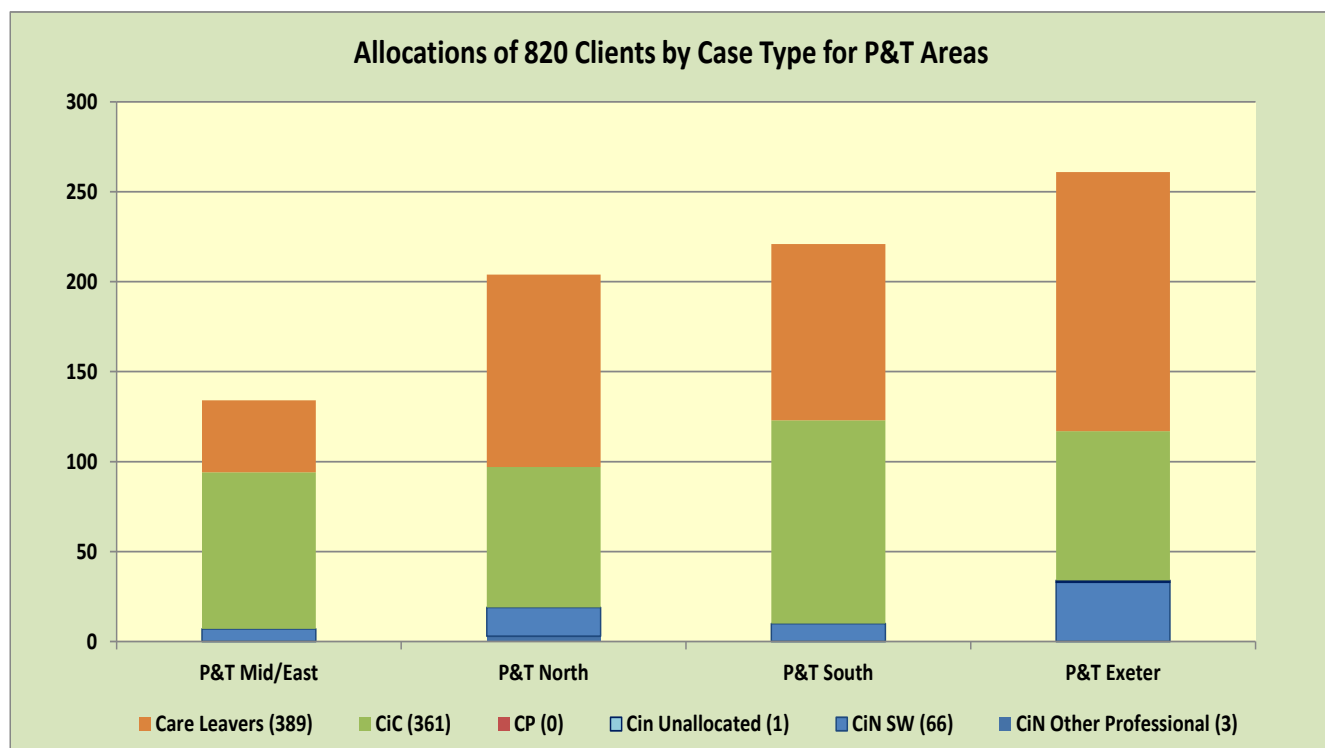
There is also wide discrepancy in team sizes. Work is underway to address this and ensure equity.

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

**28. Allocations; Children in Need, 3,915 (includes 1,092 DCS finance, 311 Finance only) plus, CP (422) and Children in Care (703), Total 5,040 and Care Leavers (441) shown for information.**



**29. Allocations; P&T teams, Open Cases (820).**



### 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.

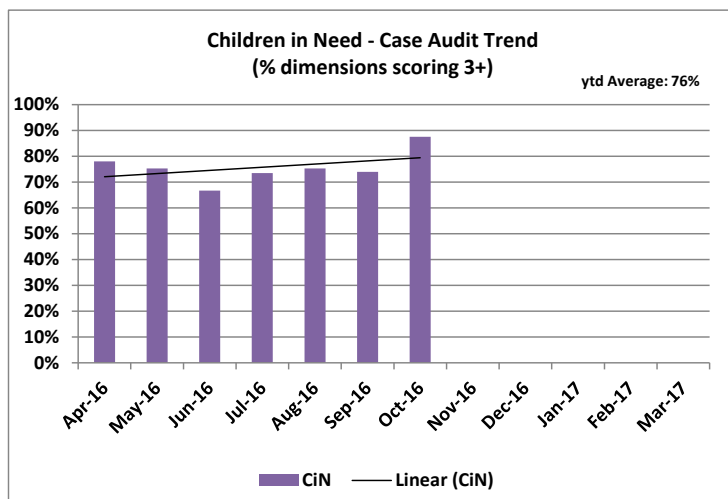
#### CASE AUDITS: CHILDREN IN NEED

Of the **59** internal audits completed during Oct. 2016, **24** relate to Children in Need.

CiN case audits completed since April 16 show a gradually levelling 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	Oct. 2016	
	No's	%
1a: Management scrutiny/oversight	22	92%
2: Experience of child/young person	20	83%
3: Practitioner contact	21	88%
4: Assessment & needs analysis	20	83%
5: Planning for children	21	88%
6: Recording and report writing	22	92%
Number of audit dimensions scored		<b>144</b>
Number of audits for CiN cases		<b>24</b>
Overall % judged 'Acceptable' or better		<b>87.5%</b>



3+ scores increase for standard 1a, 3, 4, 5 and 6, and decrease for standard 2.

Year to date % of 3+ scores is **76%**.

Overall % 3+ scores increase **13.5%** compared to Sept. 16.

Oct. 16 is **11.5%** above the year to date average for 3+ scores.

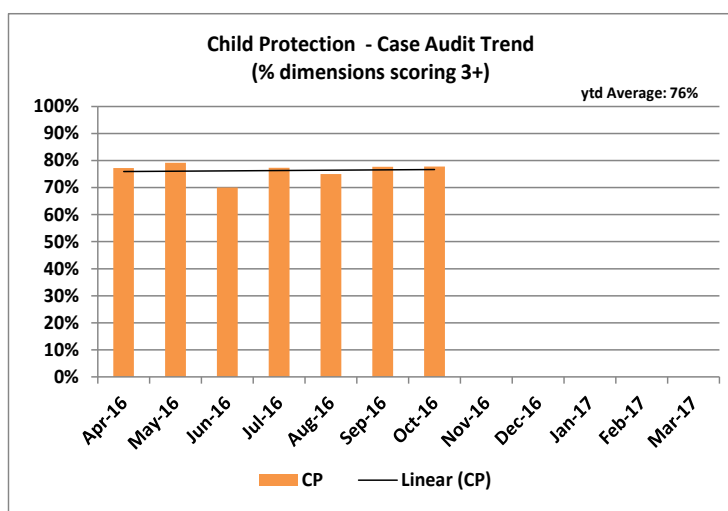
#### CASE AUDITS: CHILD PROTECTION

Of the **59** internal case audits completed during Oct. 2016, **15** relate to Child Protection cases.

CP case audits completed since April 16 show a gradually levelling 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	Oct. 2016	
	No's	%
1a: Management scrutiny/oversight	11	73%
2: Experience of child/young person	12	80%
3: Practitioner contact	11	73%
4: Assessment & needs analysis	11	73%
5: Planning for children	12	80%
6: Recording and report writing	13	87%
Number of audit dimensions scored		<b>90</b>
Number of audits for CP cases		<b>15</b>
Overall % judged 'Acceptable' or better		<b>78%</b>



3+ scores increase for standards 1a, 2, and 4. Standard 5 remains the same and standards 3 and 6 decrease compared to Sept. 16.

Year to date % of 3+ scores is **76%**.

Overall % 3+ scores are the same as Sept. 16.

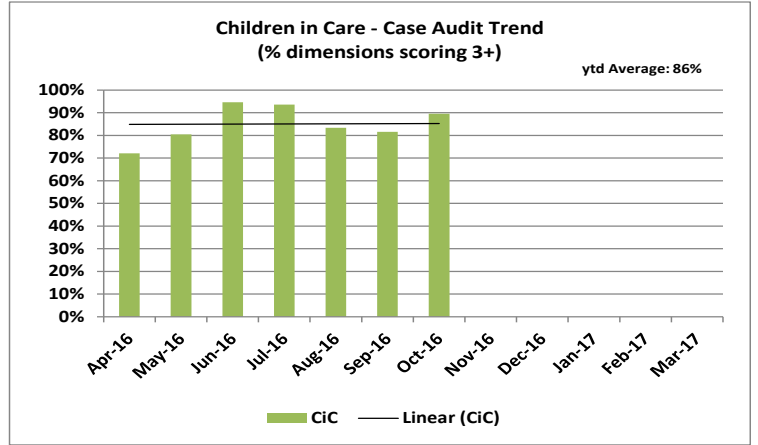
Oct. 16 is **2%** above the year to date average of 3+ scores.

**CASE AUDITS: CHILDREN IN CARE**

Of the **59** internal case audits completed during Oct. 2016, **19** 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	Oct. 2016	
	No's	%
1a: Management scrutiny/oversight	12	63%
2: Experience of child/young person	19	100%
3: Practitioner contact	17	89%
4: Assessment & needs analysis	18	95%
5: Planning for children	19	100%
6: Recording and report writing	18	95%
Number of audit dimensions scored	<b>115</b>	
Number of audits for CiC cases	<b>19</b>	
<b>Overall % judged 'Acceptable' or better</b>	<b>90%</b>	



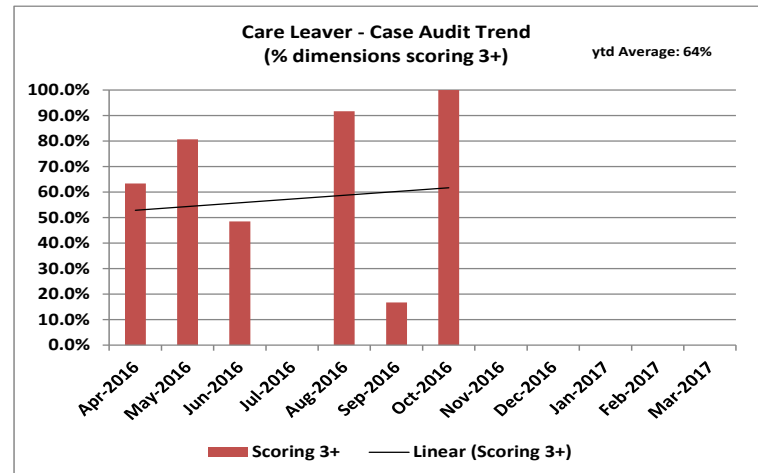
3+ scores for standard 1 is below Sept. 16 with all other standards above. Overall % 3+ scores up **8%** compared to Sept. 16.

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

**Care Leavers**

Of the **59** internal case audits completed during Oct. 2016, **1** has a status of Leaving Care.

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



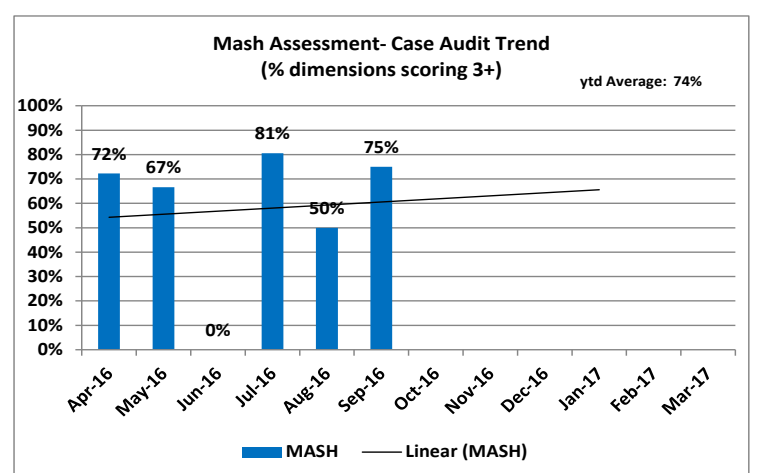
There is 1 Care leaver audit completed for Oct. 16. 3+ scores for all standards were met.

The year to date average of 3+ scores is **64%**.

**Assessments**

Of the **59** internal case audits completed during Oct. 2016, none relate to Assessments.

% judged as 'some', 'many' or 'all standards met in full or exceeded'		
Audit Standards	Oct. 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	<b>0</b>	
Number of audits for Care Leavers	<b>0</b>	
<b>Overall % judged 'Acceptable' or better</b>	<b>0%</b>	



Year to date % of 3+ scores is **74%**.

**Parent / Carer Feedback Forms:**

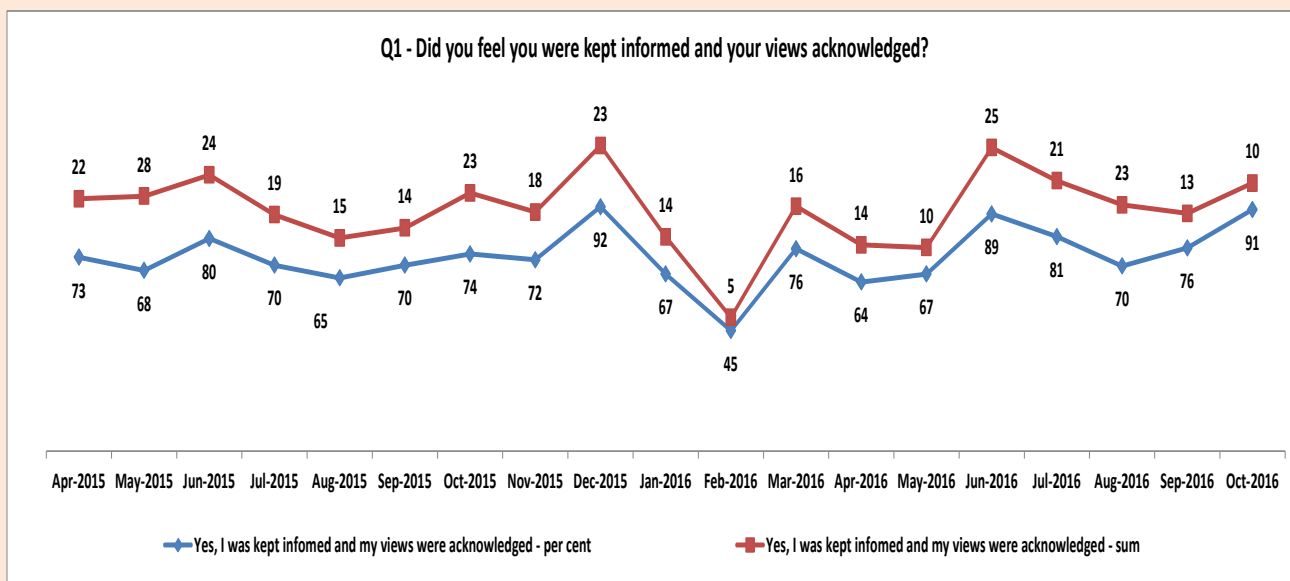
- **11** feedback forms for **15** individual children and young people were received in October 2016 which is **6** forms less than September.
- The feedback covers **11** individual Social Workers.

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

- **91%** of respondents in October, report positive feedback against all four involvement indicators compared to **82%** for September.
- **3** respondents reported positive feedback with parents/carers reporting they were very appreciative of the support they received.

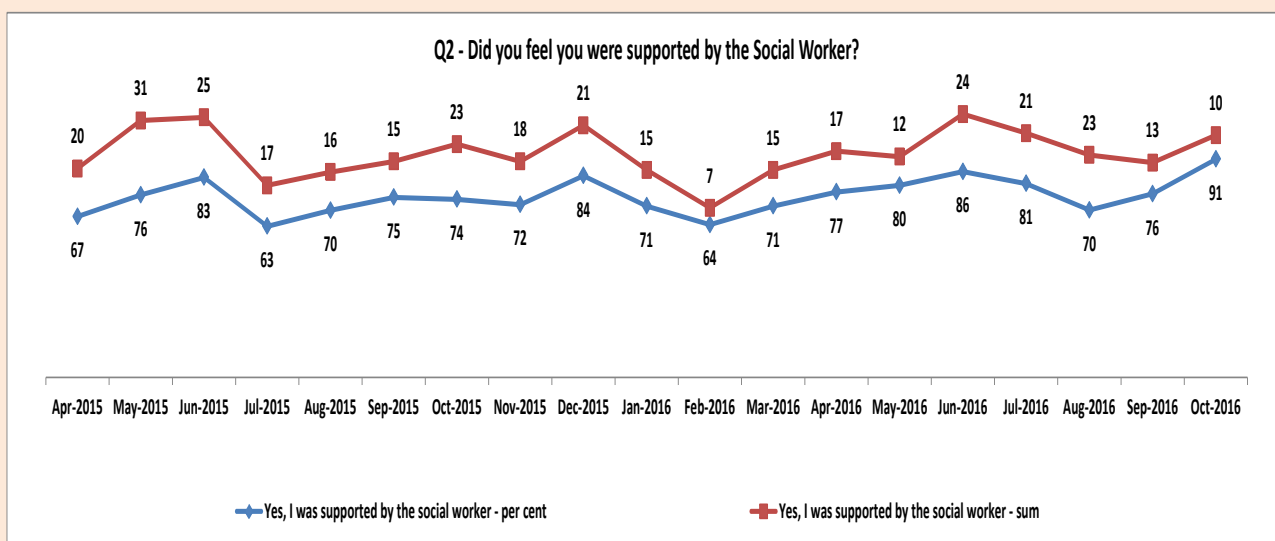
**Q1 - Did you feel you were kept informed and your views acknowledged?**

- **10 (91%)** of respondents reported they were kept informed and their views acknowledged, an upturn of **15%** compared to September (**76%**).
- All respondent completed this indicator.



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

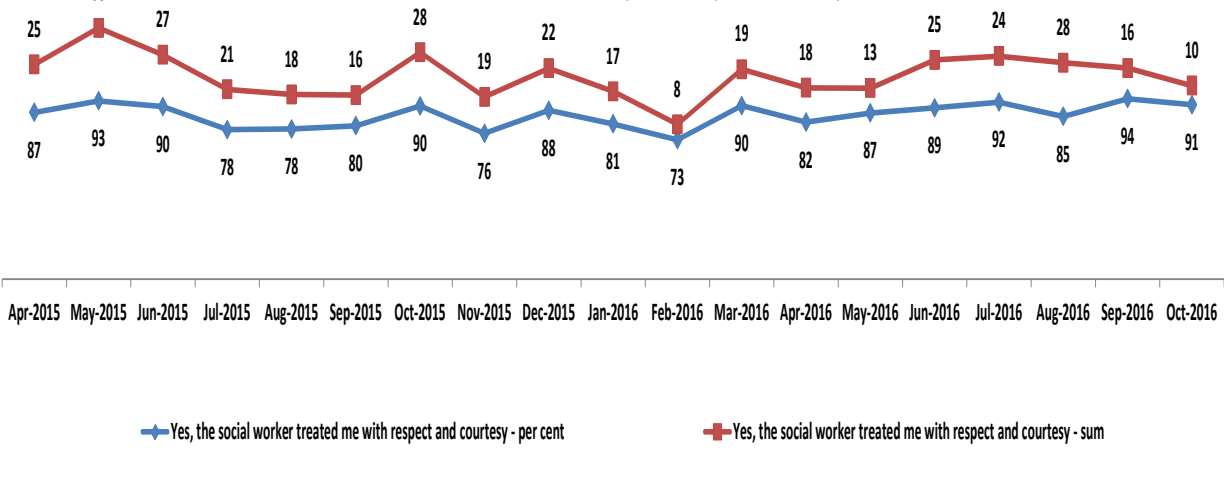
- **10 (91%)** of respondents reported that they felt supported by their social worker, an upturn of **15%** compared to September (**76%**).
- All respondents completed this indicator.



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

- **10 (91%)** of respondents reported they felt their social worker treated them with respect and courtesy, a downturn of **3%** compared to September (**94%**).
- All respondents completed this indicator.

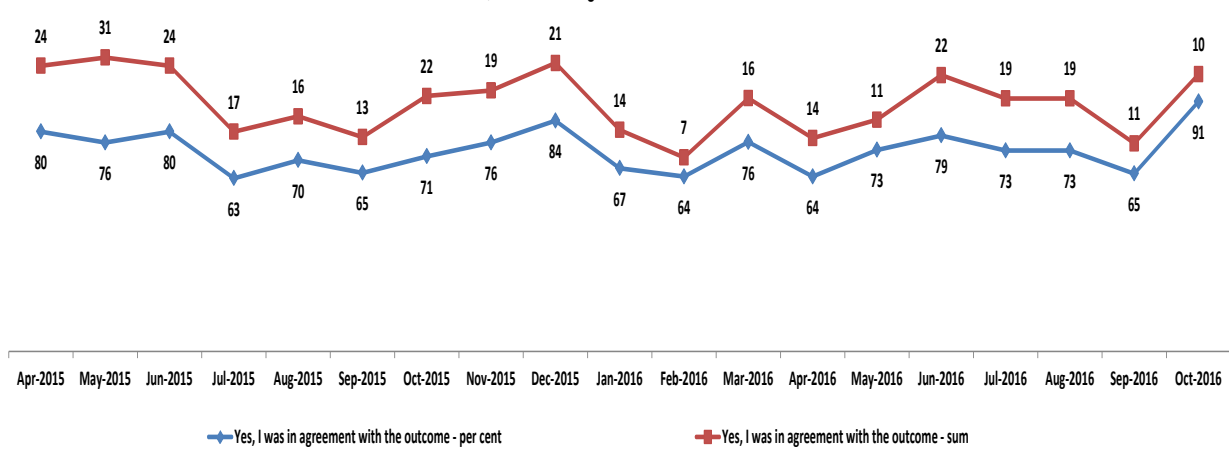
### Q3 - Did the Social Worker treat you with respect and courtesy?



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

- 10 (91%) of respondents reported they agreed with the outcome. An upturn of 26% compared to September (65%).
- All respondents completed 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 picked up the thread quickly and gave us the best support we had”.

“SW was fantastic”.

“SW was helpful, courteous, friendly and approachable, a real asset”.

“ The details are incorrect and I am unsure where information has come from”.

“My anxiety worsened having different Social Workers”.

“The service and outcome have been poor”.

“We didn’t understand why Social Services got involved in the first place”.

7 of 11 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		Oct-16	
No. of total meetings	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
ICPC other Professionals	27		30	54%	21	61%	22	36%	25	37%	24	72%	7	60%
Health Professionals		25%		38%		36%	6	60%	7	59%	7	69%	2	35%
<b>Total ICPC Attendance</b>		<b>52%</b>		<b>51%</b>		<b>55%</b>	<b>28</b>	<b>48%</b>	<b>33</b>	<b>50%</b>	<b>33</b>	<b>58%</b>	<b>9</b>	<b>54%</b>
Core Groups other Professionals	66		30	85%	33	75%	30	69%	20	92%	30	80%	21	86%
Health Professionals		58%		61%		56%		67%		78%	11	77%	3	100%
<b>Total Core Groups Attendance</b>		<b>67%</b>		<b>80%</b>		<b>70%</b>				<b>86%</b>		<b>79%</b>	<b>24</b>	<b>88%</b>
Child Protection Reviews other Professionals	109		92	70%	82	72%	99	63%	29	52%	83	47%	67	72%
Health Professionals		45%		47%		48%	20	76%	8	59%	18	84%	14	55%
<b>Total CPR Attendance</b>		<b>66%</b>		<b>64%</b>		<b>66%</b>	119	<b>65%</b>	37	<b>53%</b>	101	<b>69%</b>	82	<b>68%</b>

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

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

182 IRU monitoring reports for Children in Care received for October.

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

Of the 182 monitoring forms returned in October, **162** 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

44 children had a change of SW, 40 have 1 change, 4 have 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	Oct-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%	32.1%