

Quarterly Performance Report – Quarter 2, 2018/19

Reporting Period 1 July to 30 September 2018

1. PURPOSE OF THE REPORT

- 1.1. To provide an overview of Doncaster Children's Services Trust's performance position for Quarter 2 - 2018/19

2. SUMMARY POSITION

- 2.1. The contract indicator set for the 2018/19 has remained largely unchanged, since last year, with some revisions to youth offending targets and tolerances based on YOS management board expectations.
- 2.2. The table below summarises the number of contract measures on target, within tolerance and outside tolerance as at the end of Quarter 2 - 2018/19

	Outside tolerance	Inside tolerance	On or better than target	No target specified
Social Care Pathway	1	2	4	0
Children in Care	1	0	4	0
Youth Offending Services	0	2	1	0
Family Support Services	0	1	1	0
Workforce	0	0	3	0
Total	2 10%	5 25%	13 65%	0 0%

- 2.3. Ninety percent of measures currently lie within or better than target, with 65% at or above target, and increase on previous quarter. All measures can now be measured against a target and tolerance, after the two family support indicators were set targets. One measure fell out of tolerance in this quarter, after previously performing within tolerance; another remains outside tolerance for the third quarter, but shows an improvement. These are covered later in the report.

2.4. Measures at or better than Target as at end of Quarter 2 - 2018/19

Thirteen measures:

- A2 - Timeliness of single assessment
- A3 - Percentage of monthly case file audits rated as 'requires improvement' or better
- A6 - Percentage of children in child protection plan for 2 years or more.
- A9 - Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time
- B9 - Long-term placement stability of looked after children
- B10 - Stability of Placement of CiC: percentage of 3+ moves
- B13 - Care leavers aged 19-21 in suitable accommodation
- B14 - Percentage of Care Leavers in Employment, Training and Education (age 19-21yrs)
- F03 - Youth Offending Services – Custody Rate.
- C14 - Percentage of frontline FTE posts covered by Agency Staff
- C15 - Staff turnover
- C16 - Frontline staff receiving supervisions in timescale
- C17 - Outcomes for Families That Have Received Family Support on Closure

2.5. Measures within Contract Tolerance as at end of Quarter 2 2017/18

Five measures:

- A1 - Percentage of re-referrals in last 12 months
- A8 - Percentage of children in need with an open and current plan
- F01 - Youth Offending Services – %cohort currently EET
- F02 - Youth Offending Services – reoffending rate after 12 months
- C18 - Length of Intervention from Family support Services

2.6. Measures outside Contract Tolerance as at end of Quarter 2 2017/18

Two measures:

- A4 - Children seen in appropriate timescales (CIN, CPP, and CIC)
- B8 - Percentage of care proceedings on track to be completed within 26 weeks

2.7. Measures with no target currently set

No measures:

- 2.8. Further detail on each measure, along with trends and narrative can be found in appendix one.

3. OPERATIONAL MEASURES AND CONTEXT

3.1. The operational measure set was also reviewed and revised during the annual contract review. These are supplied within appendix one. A summary of the key themes emerging from this dataset is listed below

Measure	Qtr 2 2018/19	Qtr 2 2017/18	Qtr 1 2018/19
Contacts in period	5694	5600	5611
Referrals in period	991	1258	1307
Children in Need	2549	2725	2827
Children subject to CPP	323	355	358
Looked after children	593	541	582
ACPS qualified social worker average caseload*	22.1	23.4	25.2

*ACPS team caseloads are most susceptible to fluctuations in demand; therefore, this average is indicative of workforce capacity. Qualified social workers are identified, as other workers will have protected caseloads.

- 3.1.1. **Contacts:** Compared to the same period last year contact rate for the quarter increased by 2%, and are also up 1.5% on the previous quarter.
- 3.1.2. **Referral rates.** Despite the increase in contact rates, the numbers of referrals dropped by 24% from last quarter and are 21% lower than the same quarter last year. This has been achieved, in part by strengthening the immediate step down to early help pathways from initial contact. There has also been a recent increase in contacts from Police regarding child criminal exploitation (CCE) that do not require a safeguarding response, so these are not continuing through to referral. Referral rates peaked in September and October 2017, and this trend has not been repeated in 2018.
- 3.1.3. **Children in Need:** a reduction in total referrals has led to a decrease in numbers of children in need (2549, including children being assessed, CIC, CPP and Care Leavers receiving a service). Numbers of children subject to a **Child Protection Plan** have continued to reduce and are now at 323. This is due to effective de-escalation, which is not leading to children becoming subject to a plan for a second or subsequent time. Of the 139 ceasing to be on a plan in the quarter, only 8 (6%) became looked after.
- 3.1.4. The reduction in overall referrals and open cases means that average caseload has reduced, largely due to a reduction in the number of assessments being undertaken in the quarter.

However, as the latest quarter includes the school holidays and October is often the peak referring month, more time is required to understand whether this trend is permanent. Average caseload for a fully qualified social worker in our ACPS teams has dropped from 25.2 to 22.1. This, however, is a high average, with 18% of all social workers holding a case load of 26 or more.

- 3.1.5. The number of **children in care** has increased in the quarter by eleven 593, the highest rate during the lifetime of the Trust, and 10% higher than the same time last year. There is no nationally published data for comparison until December 2018. However, there is increasing emerging intelligence that other areas are experiencing similar, sometimes larger, increases in the same period, with associated budgetary pressures.
- 3.1.6. Despite the increase in numbers, the proportion of children placed out of borough remains similar to the same period last year. More children are placed with in-house foster carers than a year ago (234 vs 220) and occupancy of our in-house residential properties remains high at 90%. There were a further 22 foster carer approvals in the quarter.
- 3.1.7. Sickness rates for the quarter were 5.5%, an increase on the same period last year (4.4%). However, the sickness rates had reduced at the end of the quarter to 4.0% in September.

4. KEY EXCEPTIONS AND IMPROVEMENTS

- 4.1. We continue to report the majority of **cases audited are rated as good or better**, with 82% of cases audited in the quarter graded as good or outstanding, and only no cases graded as inadequate within the quarter; the second quarter with no inadequate cases. This quarter is the second to report from a revised audit framework, with further detail in agenda item relating to quality of work.
- 4.2. Timeliness of single assessments has returned to perform above target, with regular tracking in place to reduced drift and delay. We are performing at a level better than our previous outturn figure, National, Regional and Statistical Neighbours. At the end of the quarter, we are 10% better than the "Best" Local Authorities (those who have been graded most recently Good or Outstanding nationally).
- 4.3. Re-registration rates to child protection plans amounted to seven percent in the quarter (8 children). Only four children have remained on a plan for more than two years. Coupled with a reducing rate of children on plans, these figures mean cases are not being prematurely de-escalated.
- 4.4. Both placement stability measures (short term and long term) are above

target, and better than latest national and regional outturns. Long-term placement stability within our in-house foster carers is higher still (83%), and when compared to IFA placement stability (77%), This is due to the support offered by our fostering service, and the impact of the Mockingbird family networks that are able to prevent unplanned placement moves and support and retain carers.

- 4.5. The rates of care leavers in suitable accommodation, and in education, employment or training continue to exceed target performance, after an overhaul of performance tracking. Excluding those unavailable to the labour market due to illness, disability or pregnancy, our EET rate is 64%
- 4.6. Supervision rates for staff remain high, along with turnover rate and use of agency staff.
- 4.7. The two family support measures now have targets set against them. The proportion of families that have received support from our PAFSS teams with a reported improved outcome has increased in the quarter and is above our target figure. The Length of intervention from PAFSS services has reduced from 226 to 175 days, and is within tolerance.
- 4.8. We continue to be challenge with the rate of children reported as being seen within appropriate timescales; however, performance improved in the quarter and are now one percentage point outside tolerance. This amounts to 56 visits in the quarter. Tracking is in place to ensure that any overdue visits are quickly identified and rescheduled. There is some variation between each of the cohorts with timeliness for CIC visits in September at 80%, CPP 83%, Dual Registered 76% and CiN 66%. Following the sampling of CIN cases a working group has been formed and CIN visits rationalised to ensure that the recording of case contacts are accurate in LCS, further processes have been implemented across all area teams ensuring that a child must be seen and recorded within 5 days from the start of the initial C&F and then follow the routine visit of four weeks. This has already started to impact on the percentage of CIN visits in timescale, which has now increased by 6% from the previous quarter. When looking across all case note types we can evidence that 79% of CIN were seen within timescale, putting performance within tolerance but further work is required to embed the accuracy of recording case note types for reporting purposes to support this measure.

5. EXTERNAL EVALUATION

- 5.1. A further children's home (MD) achieve an outstanding grading in the quarter, meaning that the quarter ended with all homes good or better.
- 5.2. The Trust was inspected as a Voluntary Adoption Agency in July 2018, and achieved an outstanding judgement for overall effectiveness, with "the effectiveness of leaders and managers" also judged to be outstanding. The published report contains a number of direct quotes from carers, which demonstrates the value and confidence they have in this service.

- 5.3. The Trust anticipates two inspections in the short to mid-term, and are preparing accordingly. We anticipate a 2-day focused visit, under the ILACS framework, concentrating on services for looked after children. Following the Adoption inspection, we also anticipate an inspection of our Fostering team, as an Independent Fostering Agency. Our “Good to Great” framework of reporting, self-evaluation and performance clinics will remain core to delivering positive outcomes.
- 5.4. The Trust continues to contribute to preparations for multi-agency inspections, through the Joint Strategic Improvement Group (JSIG). We are active representatives in the subgroups to support preparations for both the JTAI (Joint Targeted Area Inspection) and SEND inspections, the latter of which is chaired by DCST. Preparations for both are well underway, with improved partner engagement and self-awareness.

6. CONCLUSIONS

- 6.1. The second quarter of 2018/19 reports relatively strong performance, with 18 out of 20 measures performance at or better than contract measures. This is despite continued high levels of demand for services. Plans are in place to address the two measures that are currently outside tolerance. Audit work also confirms that quality of practice is improving to the point where we can be confident that the majority of our casework is good or better.
- 6.2. Improvement activity continues following the recent inspection, and we can demonstrate progress against our comprehensive action plan. Changes to the governance of inspection preparation and readiness are beginning to demonstrate improved partner engagement. All children’s homes are now rated good or better.

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17 October 2018