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|-----------------|---|
| COMMITTEE | Education & Children's Services Committee |
| DATE | 11 March 2015 |
| DIRECTOR | Gayle Gorman |
| TITLE OF REPORT | Children's Services Performance Report |
| REPORT NUMBER | ECS/SCW/007 |
| CHECKLIST | Yes |

1. PURPOSE OF REPORT

The purpose of the report is to provide the Committee with information on the performance of Social Care and Wellbeing against the Key Performance Indicators, as defined by the service. The timeframe for the report will be determined by the individual indicator and will be indicated in the analysis, as contained in Appendix A.

2. RECOMMENDATION(S)

Members of the Committee are asked to:

- i Approve the Social Work performance report; and
- ii Note that work is ongoing to develop a new suite of performance indicators, aligned to the outcomes in the Service Business Plan 2014-17.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

4. OTHER IMPLICATIONS

There are no direct implications arising from this report, however, the purpose of performance management and reporting is to manage improvement to the services provided to the citizens of Aberdeen. Improvements in the services provided by the Education and Children's Directorate impact positively on communities across the City.

5. BACKGROUND/MAIN ISSUES

5.1 Background

The period covers 1 October 2014 to 31 December 2014.

The report attached in Appendix A has been produced following review and will be subject to ongoing developments including links into the Service Business Plan and integrated within the Education and Children's Directorate Performance Report.

Where available, benchmarking data has been included in this report. Establishing benchmarking information has proved difficult as there is only one national Statutory Performance indicator for Social Work, which is for Home Care. Where additional returns are made for Children's Social Work Services, links are listed on page 19 of Appendix A.

- 5.2** The performance report attached at Appendix A has been created in Covalent and is structured according to the priority themes contained within the Service Business Plan, namely:

Appendix B: Performance Report Links to Strategy Map 2015

- People at risk are protected
- People are effectively supported within their families and communities
- People fully participate in individual and service planning, review and delivery
- Wellbeing is promoted in all care groups
- Our resources are managed effectively
- Our organisation is effective.

- 5.3** The indicators pages 14 to 18 relating to Sickness Absence, Agency Use, Complaints, Enquiries and FOIs include Adults and Older Peoples data. This information will be provided specifically for children in future reports.

6. IMPACT

Performance measurement and reporting should be viewed as a means to managing improvement in the services that we provide to the most vulnerable members of our community.

7. BACKGROUND PAPERS

Appendix A: Performance Report

Appendix B: Performance Report Links to Strategy Map 2015

8. REPORT AUTHOR DETAILS

Co-ordinated by Trevor Gillespie,
Team Manager (Performance Management)
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✉ tgillespie@aberdeencity.gov.uk

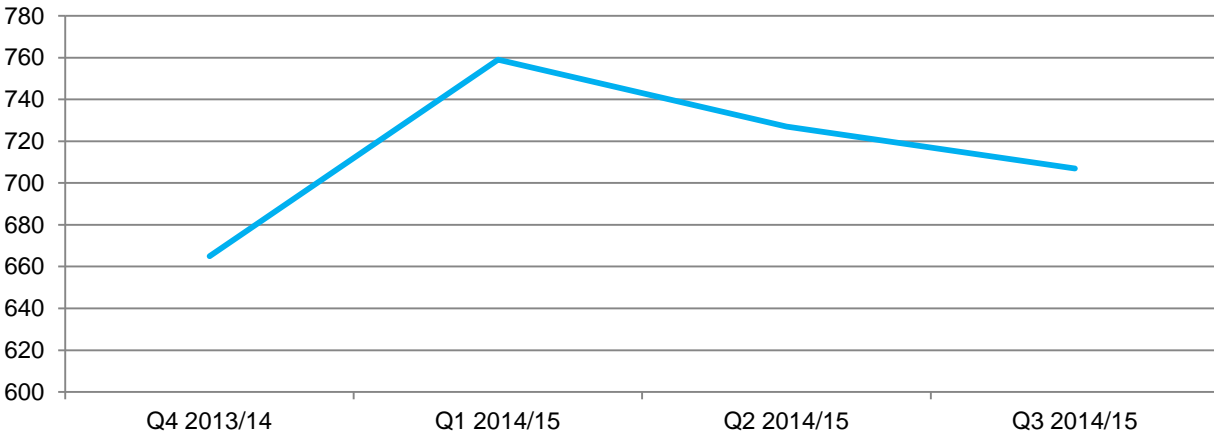



APPENDIX A

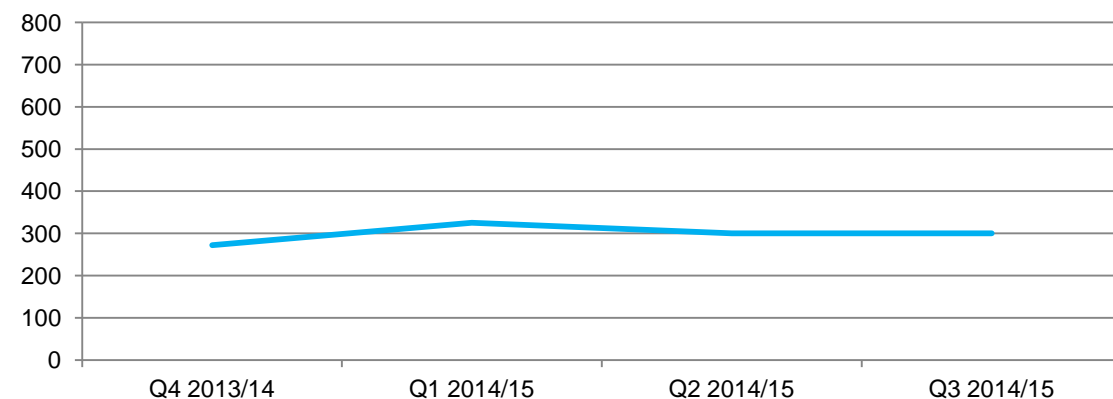
Social Care and Wellbeing Performance Report

Summary for selected non SPI performance indicators

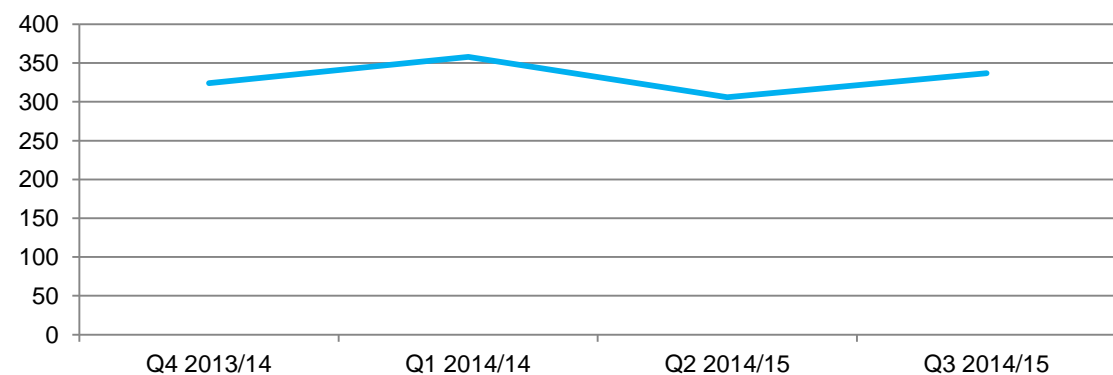
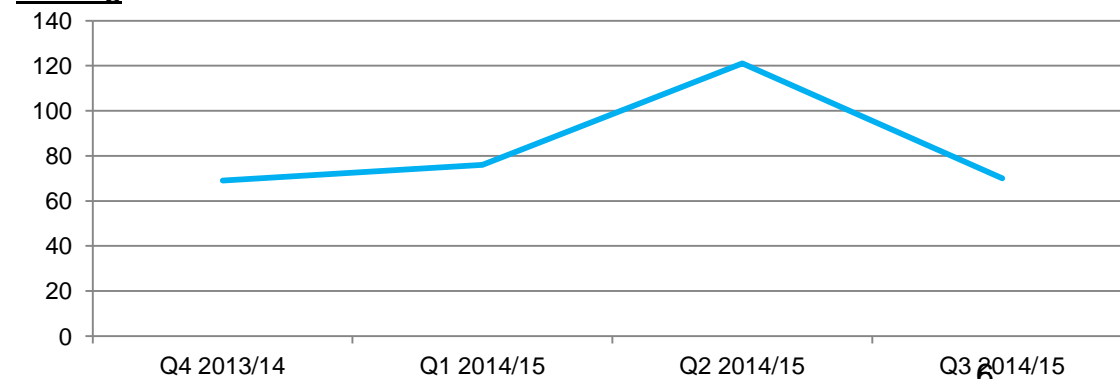
Generated on: 31 December 2014

| Traffic Light | |
|---------------|----|
| Red | 0 |
| Amber | 6 |
| Green | 0 |
| Data Only | 16 |

| SCW17 | | Number of referrals of children's cases | | |
|--|--|--|---|--------------|
|  | | Status |  | |
| | | Data Period | Q3 2014/15 | |
| | | Value | SCW17 | 707 |
| | | Target | N/A | |
| | | Long Trend |  | |
| | | Short Trend |  | |
| | | Data Source | CareFirst (Alastair Condie) | |
| | | Managed By | SCW17 | Susan Devlin |
| Narrative and Analysis | | | | |
| SCW17 (Children's) | | <u>Q3 2014/15</u> | | |
| | | <p>No Target can be set This is the Quarterly figure taken from careFirst for July to September 2014 October = 252 November = 217 December = 258</p> | | |

BREAKDOWN OF OUTCOME OF REFERRALS**No further action****FIGURES FOR Q2 2014/15**

| | Total | No further action | Proceed to... | Pending |
|-------|-------|-------------------|---------------|---------|
| SCW17 | 707 | 300 | 337 | 70 |

Proceed to...**Pending**

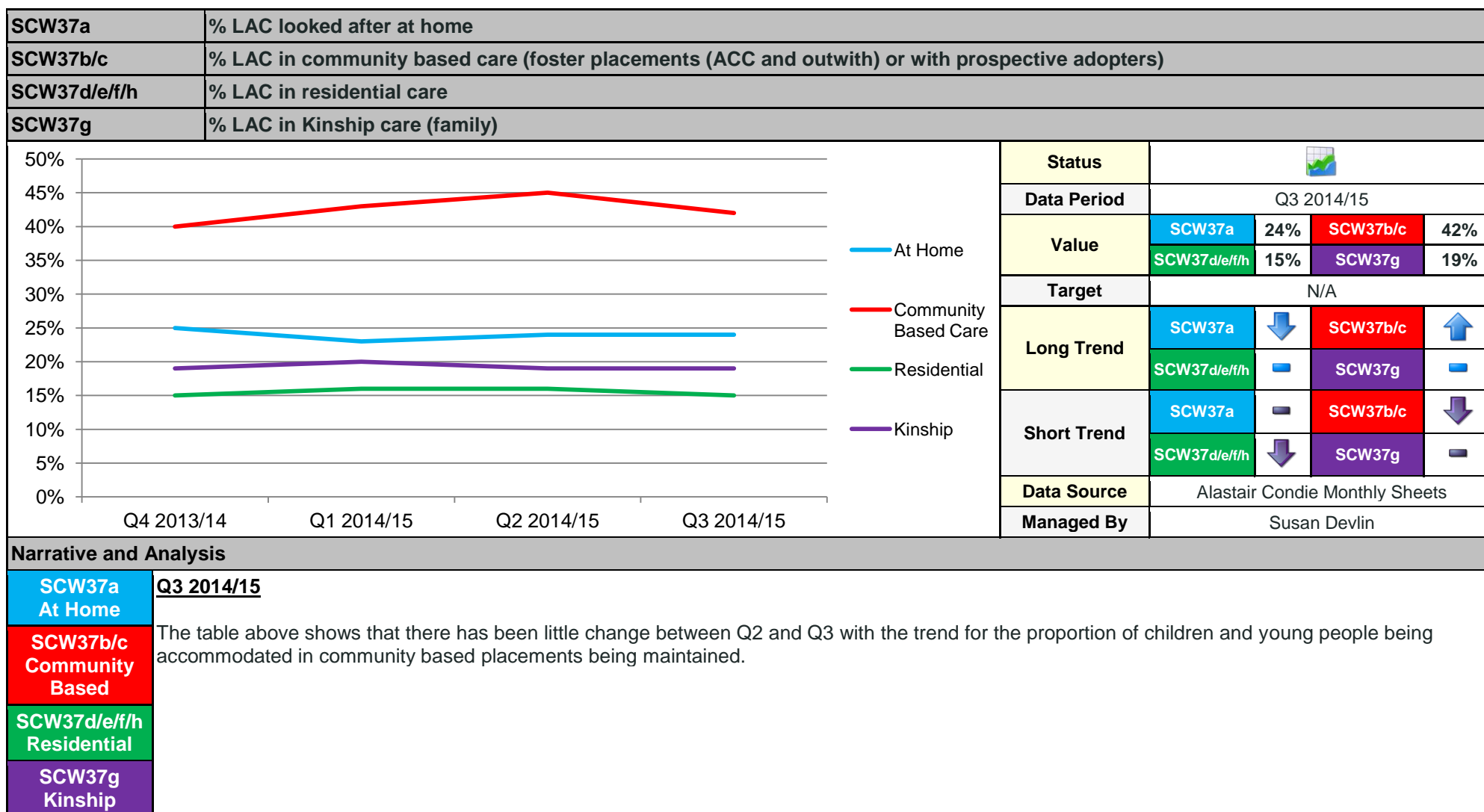
BREAKDOWN OF CLIENTS PER CLIENT GROUP

Snapshot of client groups for people with an allocation relationship as at 31/12/2014 (end of Q3 2014/15)

| Client Group | No. of clients |
|----------------------------------|-----------------------|
| Adult Criminal Justice | 855 |
| Alcohol Misuse | 41 |
| Carer | 35 |
| Child and Family | 2,257 |
| Child Looked After | 77 |
| Drugs Misuse | 22 |
| Elderly Client 65+ | 3,802 |
| Elderly Client 65+ with Dementia | 987 |
| Learning disability | 533 |
| Mental health | 472 |
| Other Adult Client | 220 |
| Physical Disability | 643 |
| Physical Health | 533 |
| TOTAL | 10,477 |

Narrative and Analysis

A snapshot is being used to increase accuracy of data. If a 3 month period were used, people who have changed client groups during this period would be counted multiple times - David Waite

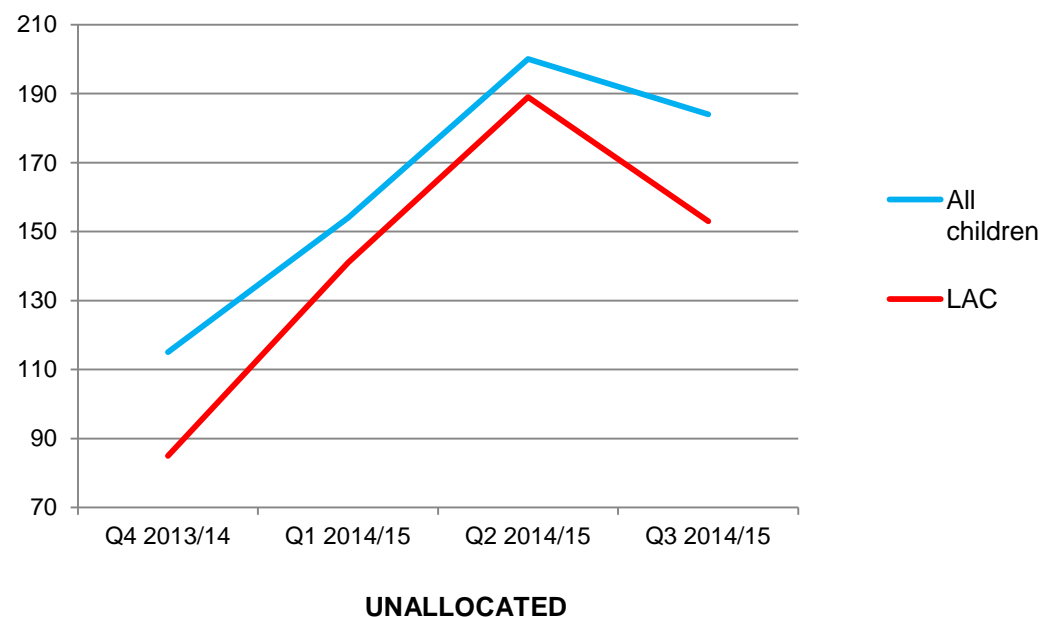
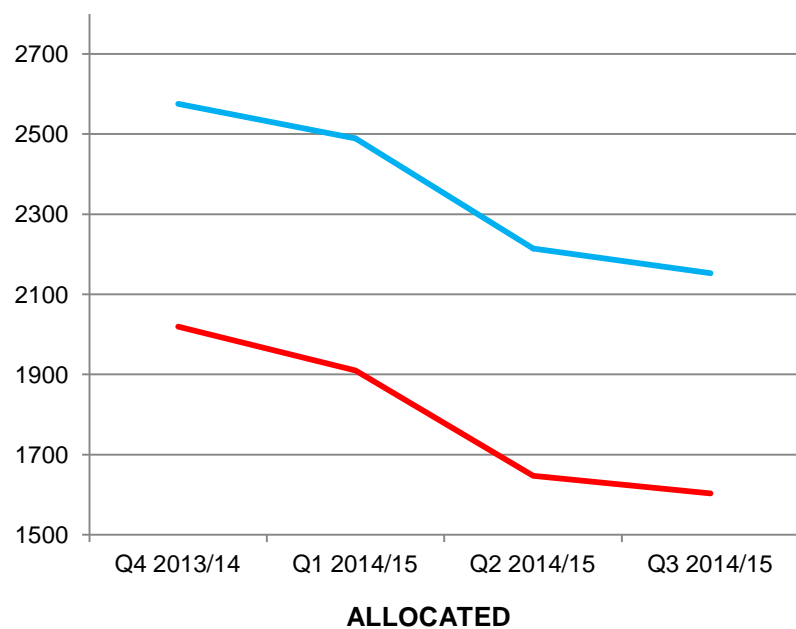


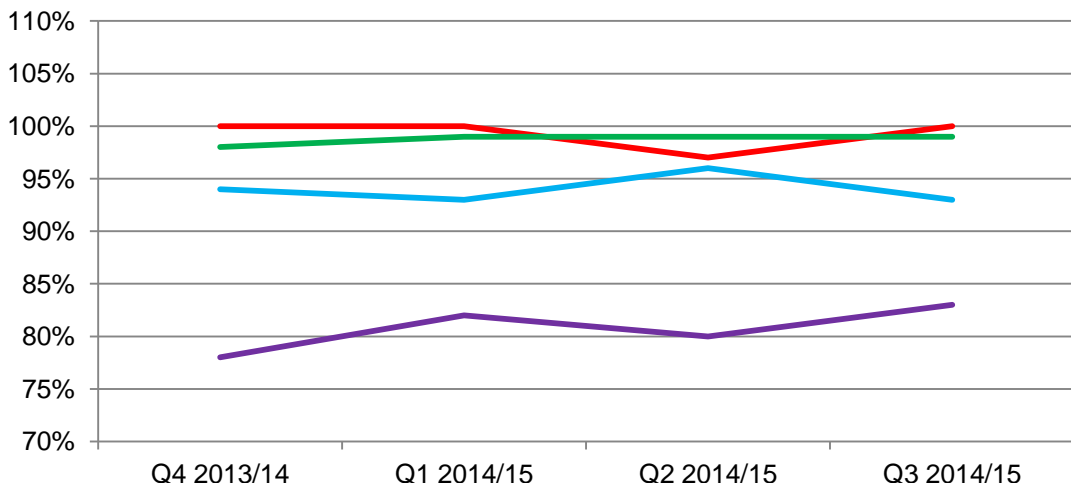









BENCHMARK DATA

| | At home with parents | With friends/relatives | With foster carers | In other community | In LA home / voluntary home ⁽¹⁾ | In other residential care ⁽²⁾ | Total looked after children |
|----------------------|---|------------------------|--------------------|--------------------|--|--|-----------------------------|
| Aberdeen City | 28% | 21% | 39% | 4% | 4% | 5% | 100% |
| Aberdeenshire | 30% | 19% | 35% | 4% | 6% | 6% | 100% |
| Dundee | 24% | 32% | 36% | 3% | 4% | 2% | 100% |
| Glasgow | 23% | 37% | 33% | 0% | 3% | 4% | 100% |
| Scotland | 30% | 26% | 33% | 2% | 4% | 5% | 100% |
| Note | Benchmark figures correct as at 31 July 2013. Table excludes children who are on a planned series of short term placements. (1) In other community includes with prospective adopters. (2) Other Residential Care includes Crisis care and secure Accommodation and in residential school. | | | | | | |

FIGURES FOR CHILDREN IN NEED Q3 2014/15

| | Allocated | Unallocated | Total |
|------------------|-----------|-------------|-------|
| All children | 2153 | 184 | 2337 |
| Children in Need | 1603 | 153 | 1756 |

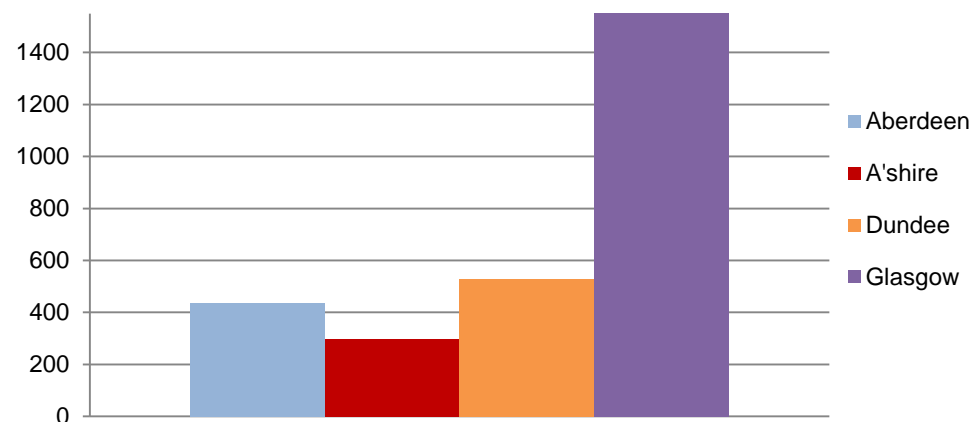


| | | | | | | | | | | |
|--|---|--|--|--|--|-------------|---|---|--------|---|
| SCW50b | % children with an allocated social worker | | | | | | | | | |
| SCW51b | % children on Child Protection Register with an allocated social worker | | | | | | | | | |
| SCW53b | % children who are Looked After & Accommodated Children with an allocated social worker | | | | | | | | | |
| SCW54b | % children who are Looked After Children with an allocated social worker | | | | | | | | | |
| <div></div> <div>— SCW50b — SCW51b — SCW53b — SCW54b</div> | | | | | | Status |  | | | |
| | | | | | | Data Period | Q3 2014/15 | | | |
| | | | | | | Value | SCW50b | 93% | SCW51b | 100% |
| | | | | | | | SCW53b | 99% | SCW54b | 83% |
| | | | | | | Target | N/A | | | |
| | | | | | | Long Trend | SCW50b |  | SCW51b |  |
| | | | | | | | SCW53b |  | SCW54b |  |
| | | | | | | Short Trend | SCW50b |  | SCW51b |  |
| | | | | | | | SCW53b |  | SCW54b |  |
| Data Source | Alastair Condie CareFirst | | | | | | | | | |
| Managed By | Susan Devlin | | | | | | | | | |
| Narrative and Analysis | | | | | | | | | | |
| SCW50b | Q3 2014/15 Information from careFirst at 31-12-2014. Total All Children 1809, Total allocated 1686 = 93% | | | | | | | | | |
| SCW51b | Q3 2014/15 Data extracted from Carefirst at 31-12-2014. Number of children on the CPR = 97 Number allocated to a social worker = 97 Percentage allocated to a social worker = 100% | | | | | | | | | |
| SCW53b | Q3 2014/15 Information taken from Carefirst. Q3 2014-15 October to December 487 children, 481 allocated. NOTE: Figure for LAAC has been amended to now include With Friends/Relatives. | | | | | | | | | |
| SCW54b | Q3 2014/15 Data from Carefirst at 31-12-2014. | | | | | | | | | |

BENCHMARK DATA

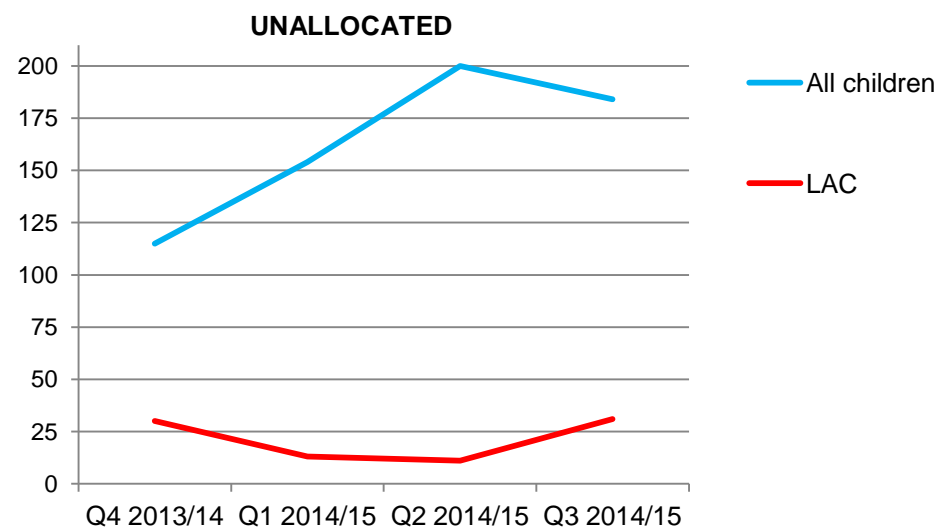
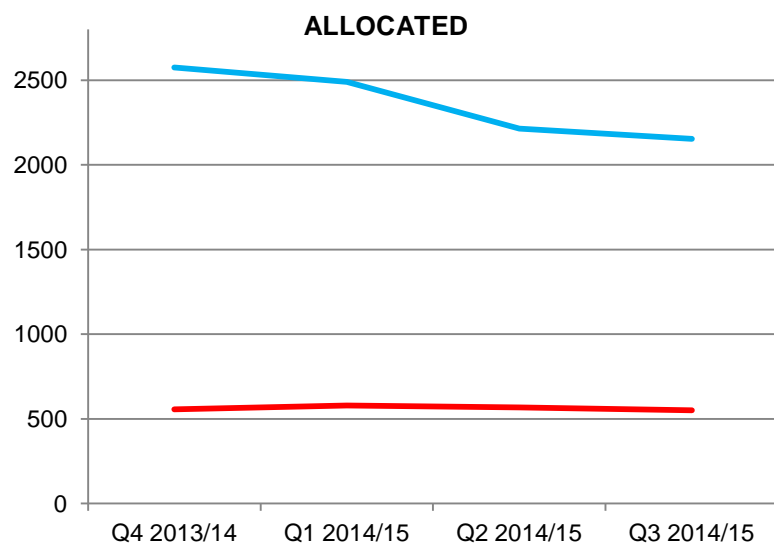
Total Number of children who are Looked After & Accommodated Children

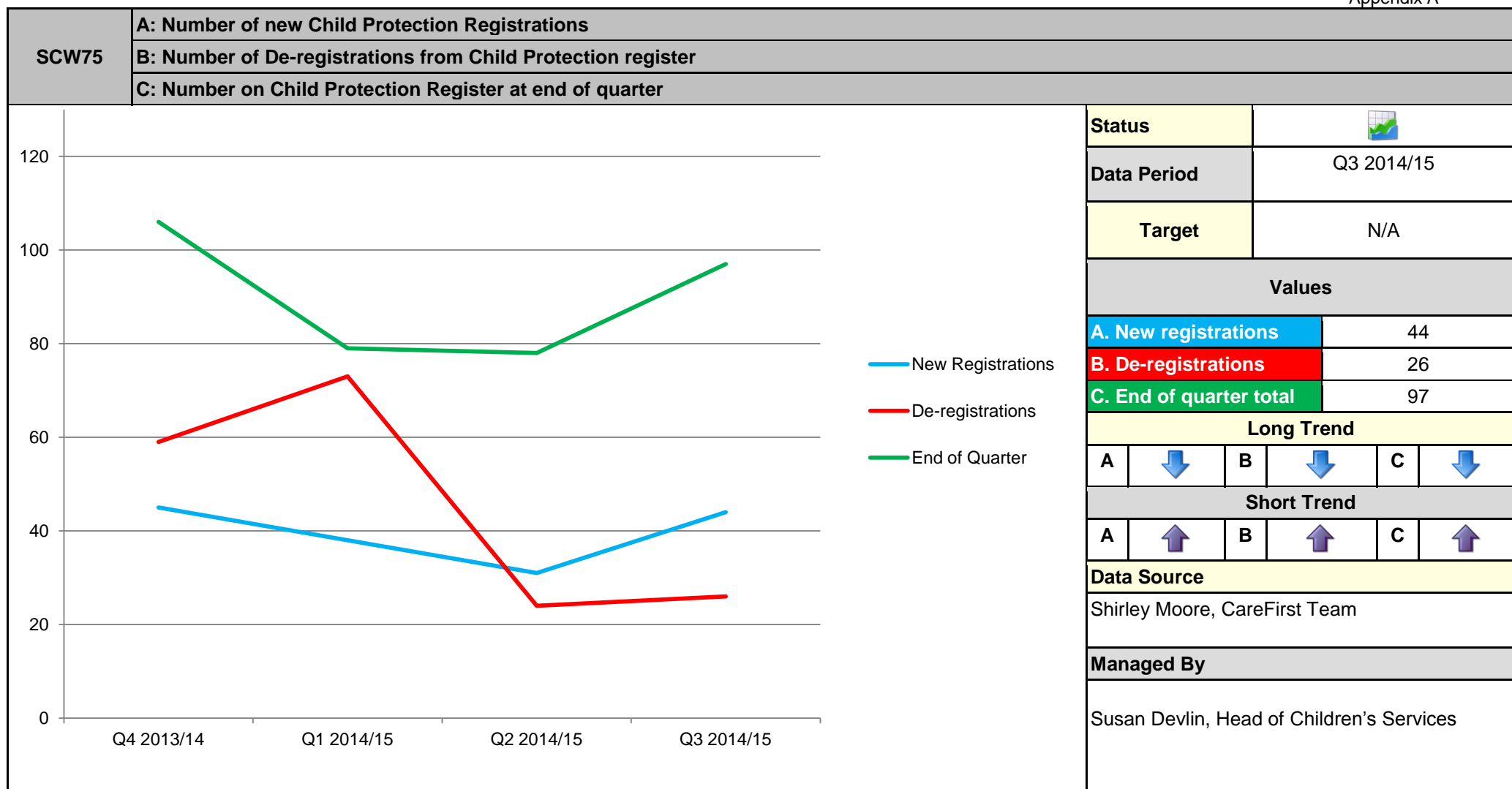
| | Aberdeen City | Aberdeenshire | Dundee | Glasgow | National |
|-------------|---|---------------|--------|---------|----------|
| 2013 | 437 | 297 | 528 | 2818 | 11282 |
| Note | Benchmark data is solely for SCW53. Benchmark figures provided by Alastair Condie. Figures as at 31 July 2013 | | | | |

**FIGURES FOR LOOKED AFTER CHILDREN Q3 2014/15**

The figures below are for SCW54 Q3 2014/15.

| | Allocated | Unallocated | Total |
|-----------------------|-----------|-------------|-------|
| All children | 2153 | 184 | 2337 |
| Looked After Children | 550 | 31 | 581 |





Narrative and Analysis

Q3 2014/15

The nature of registration means that there will always be fluctuations in numbers of children registered due to individual circumstances. There is no target set for numbers on the register, nor for the length of time a child's name should remain registered. Each case requires to meet the threshold that the child is suffering or is likely to suffer significant harm and that a multi-agency child protection plan is required to recognise and importantly, to mitigate against such risk. Given this, it is necessary to consider the

statistics over a longer period, for useful analysis.

It was noted in previous reporting (Q3&Q4:2013/2014) that the numbers on the child protection register had seen a surge towards the end of 2013 and early 2014 which was identified as linking closely to a number of key factors affecting referrals to Children's Services just prior to and during this period. This same period had seen referrals to SCRA (Children's Hearing System) having also increased by 50%. The introduction of the Children's Hearing (Scotland) Act 2011 has undoubtedly been highly significant, particularly with the introduction of new Grounds of Referral to SCRA. This period had also seen the introduction and embedding of new recording procedures in Police Scotland, with the interim National Vulnerable Persons Database (September 2013), which saw a significant rise in the completion of Child Concern forms which police personnel will submit to highlight needs and/or risk to children. Since September 2013, 2671 Police Concern Forms have been submitted following all Police involvement as a result of a domestic violence incident, with 49% of these including concern for a child (July 2014.) The multi-agency screening process which triages information regarding children has been under review over the past year. Since Q2, a designated worker has been assigned to amalgamate and scrutinise information in order that circumstances indicating potential concern for children are dealt with in the most appropriate and measured manner under the framework of GIRFEC.

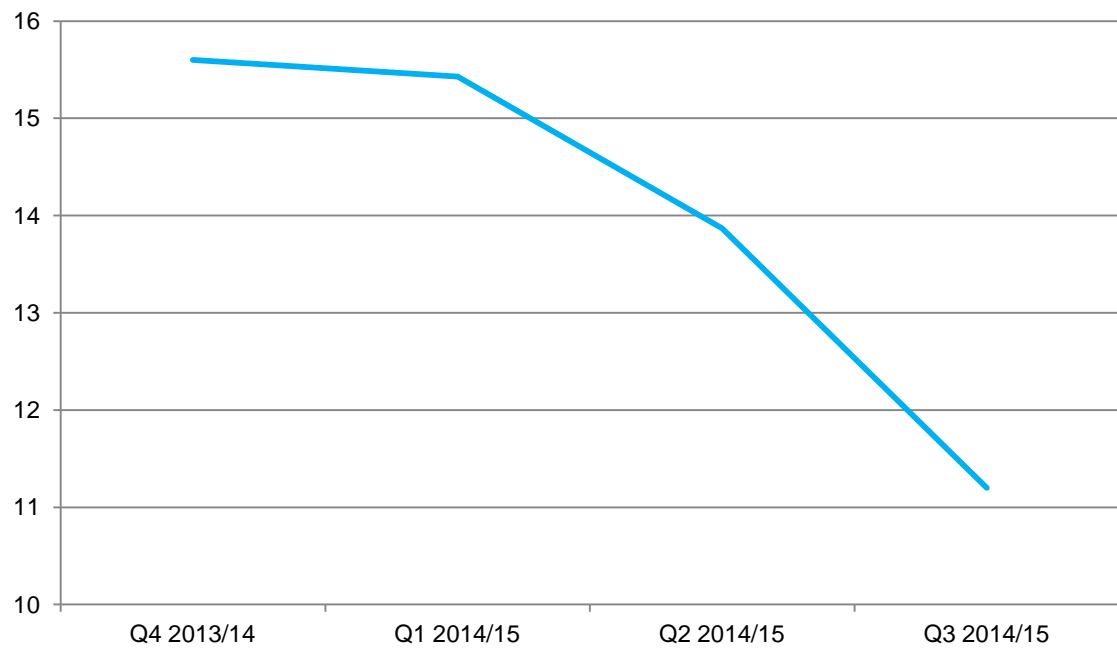



During Q1 the number of registrations fell from 108 to 79 (June 2014.) During Q2 these numbers remained static with Q2 ending with 78 children/unborn babies registered. During Q3 registration numbers rose from 78 to 97. This rise is in line with what would appear to be a pattern over recent years, when numbers have tended to rise over the winter months, possibly related financial and other pressures that this time of year can entail. Over this same period, a rise in registration numbers was also apparent in Aberdeenshire and for Moray. Aberdeen City's registration numbers at end of Q3, at 2.8 children per 1,000 population aged 1-16yrs sit as higher than our neighbouring authorities (Aberdeenshire 1.3 and Moray 2.3 registrations per 1000 population) but are in very much in line with the National average of 2.9 registrations per 1000 population.

Over Q1,2&3 we have continued to see a raising of the profile of domestic violence as an unacceptable feature of relationships in our society. Within Aberdeen, this remains one of the most common risk category leading to registration, with 47% of all referrals citing it (Q3). Emotional abuse continues to be the highest category for registration in Aberdeen at 49% - perhaps in the light of the fact it can be the observed result of the impact of many other noted categories. Aberdeen city continues to evidence a high level of substance misuse difficulties, both relating to use of drugs and alcohol. Over the past year, the Alcohol and Drug Partnership have noted the particularly high level of drug related fatalities, evidencing the dangerous aspect of substance misuser's lifestyles.

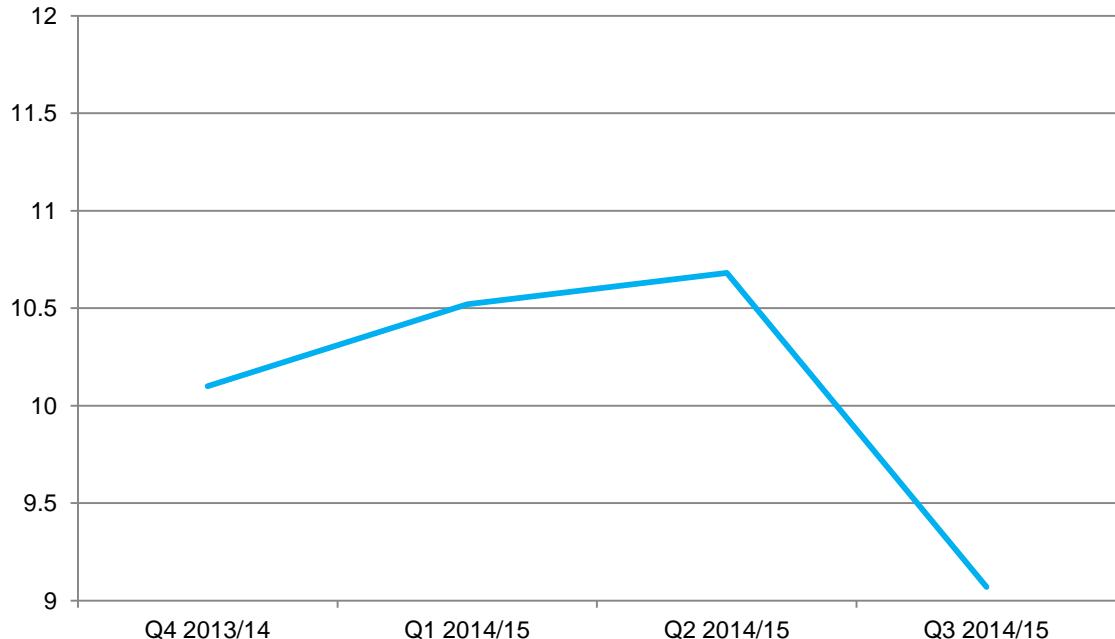



Previous reporting had highlighted the high number of Child Protection Order applications applied for by Aberdeen City council in the initial months of 2014. Whilst this unusually high rate of applications granted did not continue as the year progressed, the Orders granted between January 2014 and December 2014 was 23. This figure highlights a substantially higher level than in 2013 where the total number of Child Protection Orders applied for was 13. This high number has impacted on child protection de-registrations over Q1,2&3 with the accommodation of children via these emergency Orders seeing children no longer deemed to be at risk of significant harm.

Statistics highlight that we are now registering children within Aberdeen City at a younger age, and for a shorter period than had been the case previously. This may well evidence that we are responding at an earlier stage to children in need of protection and that the supports in place reduce the risks within a shorter time-frame. Our pre-birth intervention and support has continued to be progressed through the embedding of the 'Pre Birth Team' set up via Early Years Change Fund, to augment the work carried out by the social work service within Aberdeen Maternity Hospital alongside partner agencies to support this vulnerable group of families. Aberdeen City's work alongside Renfrewshire Council with the PACE (Permanence and Care Excellence) project, and the Early Years collaborative has also seen a particular focus on use of early years change methodology as a means of trialling out potential improvements in service delivery with children and their families. Our focus on the accumulative impact of chronic neglect for children continues to be progressed, and is aimed at identifying and intervening timeously, particularly when children are at risk of significant harm.

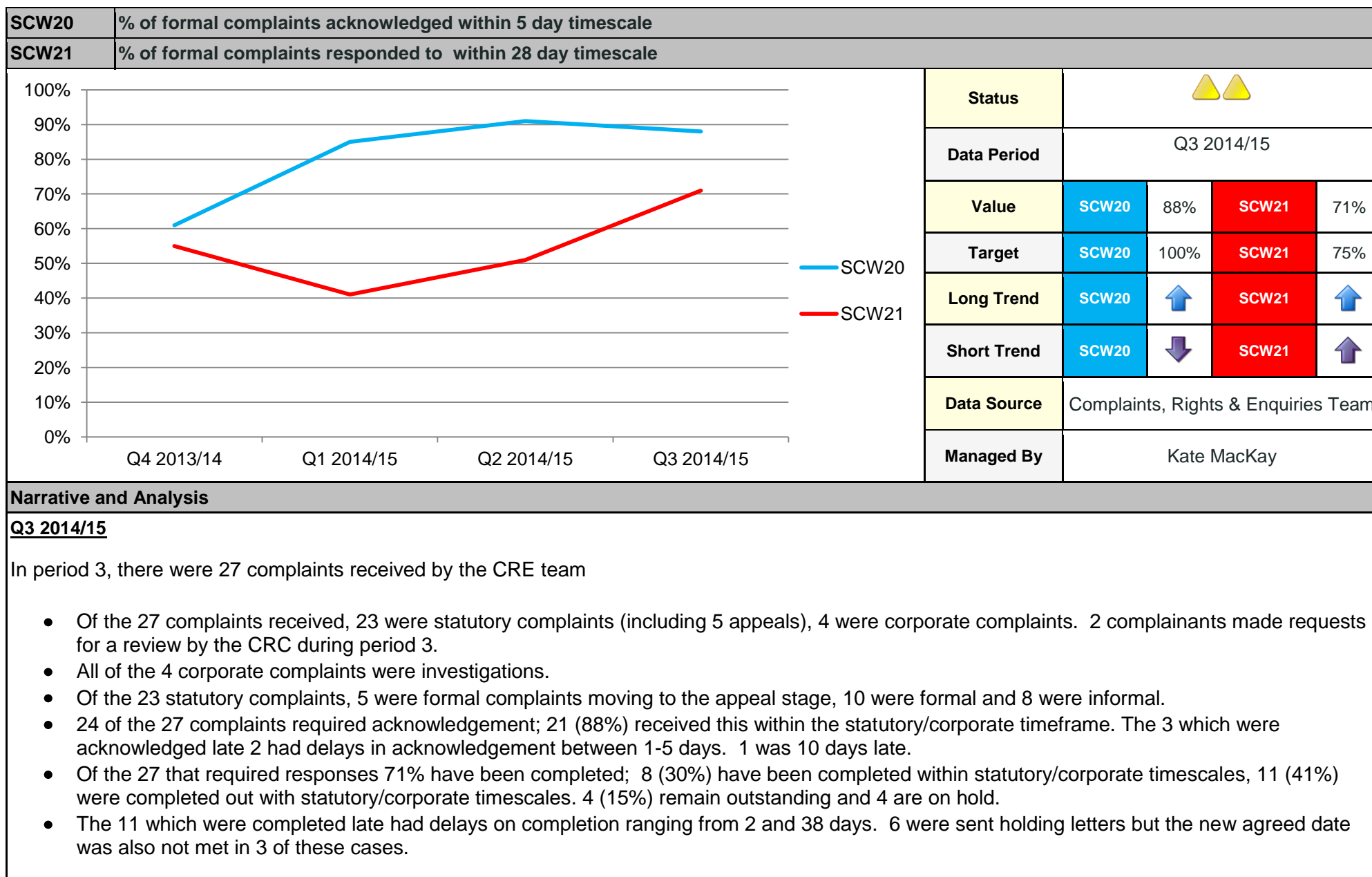
This context might aid our understanding of the short and medium trends in Registration statistics, but further work assigned via the Child Protection Committee as well as within Children's Services is required to further explore our figures, particularly with regard to longer trends, and to be utilised to inform future practice and intervention with this particularly vulnerable group of children and families.

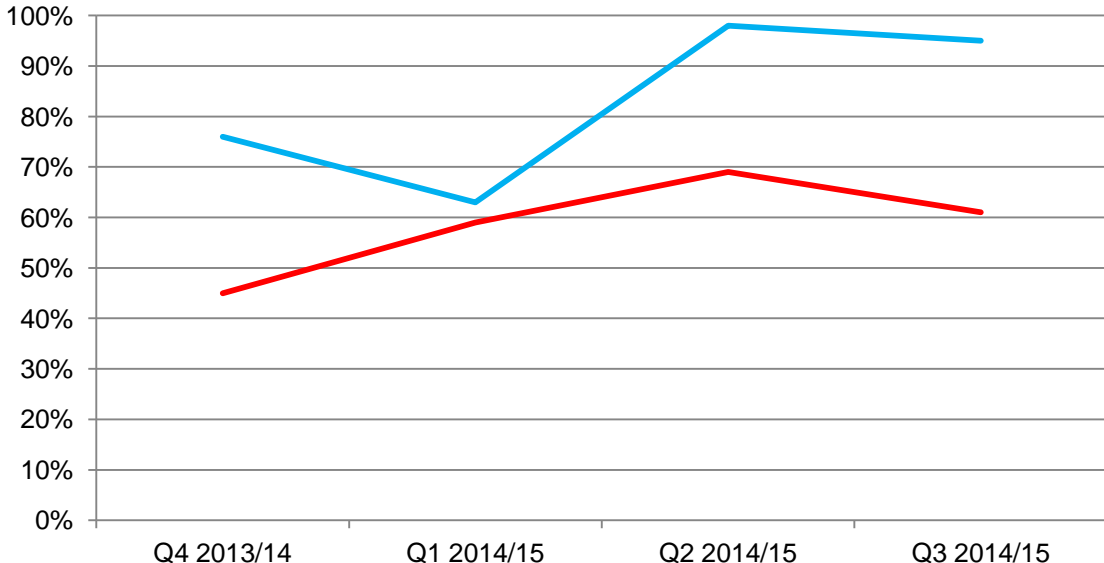





| SCW1 | Average number of days per employee lost through sickness absence - Social Care and Wellbeing | | | | | | | | | | | |
|--|---|-------------------|------------|------|------------|------|------------|------|------------|------|--------|---|
|  <table><caption>Sickness Absence Data (Estimated from Graph)</caption><thead><tr><th>Quarter</th><th>Average days lost</th></tr></thead><tbody><tr><td>Q4 2013/14</td><td>15.6</td></tr><tr><td>Q1 2014/15</td><td>15.4</td></tr><tr><td>Q2 2014/15</td><td>13.9</td></tr><tr><td>Q3 2014/15</td><td>11.2</td></tr></tbody></table> | Quarter | Average days lost | Q4 2013/14 | 15.6 | Q1 2014/15 | 15.4 | Q2 2014/15 | 13.9 | Q3 2014/15 | 11.2 | Status |  |
| | Quarter | Average days lost | | | | | | | | | | |
| | Q4 2013/14 | 15.6 | | | | | | | | | | |
| | Q1 2014/15 | 15.4 | | | | | | | | | | |
| | Q2 2014/15 | 13.9 | | | | | | | | | | |
| | Q3 2014/15 | 11.2 | | | | | | | | | | |
| | Data Period | Q3 2014/15 | | | | | | | | | | |
| | Value | 11.2 | | | | | | | | | | |
| | Target | 11.3 | | | | | | | | | | |
| Long Trend |  | | | | | | | | | | | |
| Short Trend |  | | | | | | | | | | | |
| Data Source | Carol Slessor | | | | | | | | | | | |
| Managed By | Kate MacKay | | | | | | | | | | | |

| Narrative and Analysis | |
|---|--|
| Q3 2014/15 | |
| Average of monthly sickness absence figures for October to December 2014: October = 11.5 November = 10.9 December = 11.2 | |
| Sickness absence is calculated on an annual rolling basis, and is based on the average number of days absent per employee over the course of that year. | |
| Overall number of days lost per employee has fallen slightly during last few months. | |
| Managers require to closely monitor and manage the situation to continue to improve the statistics and overall absence levels in the Council. | |

| SCW27 | The number of Agency staff | | | | | | | | | | | |
|--|---|---|------------|------|------------|------|------------|------|------------|-----|--------|---|
|  <table><caption>Agency Staff Data</caption><thead><tr><th>Quarter</th><th>Staff (fte)</th></tr></thead><tbody><tr><td>Q4 2013/14</td><td>10.1</td></tr><tr><td>Q1 2014/15</td><td>10.5</td></tr><tr><td>Q2 2014/15</td><td>10.7</td></tr><tr><td>Q3 2014/15</td><td>9.1</td></tr></tbody></table> | Quarter | Staff (fte) | Q4 2013/14 | 10.1 | Q1 2014/15 | 10.5 | Q2 2014/15 | 10.7 | Q3 2014/15 | 9.1 | Status |  |
| | Quarter | Staff (fte) | | | | | | | | | | |
| | Q4 2013/14 | 10.1 | | | | | | | | | | |
| | Q1 2014/15 | 10.5 | | | | | | | | | | |
| | Q2 2014/15 | 10.7 | | | | | | | | | | |
| | Q3 2014/15 | 9.1 | | | | | | | | | | |
| | Data Period | Q3 2014/15 | | | | | | | | | | |
| | Value | 9.07 | | | | | | | | | | |
| | Target | N/A | | | | | | | | | | |
| | Long Trend |  | | | | | | | | | | |
| Short Trend |  | | | | | | | | | | | |
| Data Source | Paul Toseland | | | | | | | | | | | |
| Managed By | Paul Toseland | | | | | | | | | | | |

| Narrative and Analysis | |
|--|--|
| Q3 2014/15 | |
| Analysis: | <p>Agency staff employed in October 2014 was 9.14fte (Care 1.03fte, Admin/ Clerical 2.76fte, other Support Worker 3.82fte, other Domestic 0.59fte, Professional 0.94fte).</p> <p>Agency staff employed in November 2014 was 8.96fte (Care 1.19fte, Admin/Clerical 2.70fte, other Support Worker 4.26fte, Professional 0.81fte).</p> <p>Agency staff employed in December 2014 was 9.12fte (Care 1.31fte, Admin/Clerical 1.86fte, other Support Worker 4.36fte, other Domestic 0.07fte, Professional 0.73fte, Social Worker 0.78fte).</p> |
| This compares with: July 2014 10.90fte, August 2014 10.55fte, and September 2014 10.59fte. | |
| All requests for the need to employ agency staff are required to be submitted to a Head of Service for consideration by the Social Care and Wellbeing Management Team. | |



| | | | | | |
|---|---|---|---|-------|---|
| SCW23 | % of enquiries acknowledged within 5 day timescale | | | | |
| SCW24 | % of enquiries responded to within 15 day timescale | | | | |
|  <div>— SCW23 — SCW24</div> | Status |  | | | |
| | Data Period | Q3 2014/15 | | | |
| | Value | SCW23 | 95% | SCW24 | 61% |
| | Target | SCW23 | 100% | SCW24 | 75% |
| | Long Trend | SCW23 |  | SCW24 |  |
| | Short Trend | SCW23 |  | SCW24 |  |
| | Data Source | Complaints, Rights & Enquiries Team | | | |
| Managed By | Kate MacKay | | | | |
| Narrative and Analysis | | | | | |
| <u>Q3 2014/15</u> In period 3, there were 49 enquiries received by the CRE team. | | | | | |
| <ul style="list-style-type: none">Of those that required an acknowledgment (39 of 49), 37 (95%) received this within the corporate timeframe. The 2 which were acknowledged late had a delay of 2 days. The reasons that 10 enquiries did not require an acknowledgement were that the response was issued within the acknowledgement timescale or the enquiry has already been acknowledged by members enquiries.43 of the 49 have been completed, with 30 (61%) being completed within the corporate timeframe. 13 were late and 4 remain outstanding and are also late 2 have been placed on hold | | | | | |

| SCW39 | % of freedom of information requests responded to within timescales | | | | | | | | | | | | |
|---|---|--|------------|-----|------------|-----|------------|-----|------------|-----|--------|--|--|
| <div></div> <table><thead><tr><th>Quarter</th><th>% of requests responded to within timescales</th></tr></thead><tbody><tr><td>Q4 2013/14</td><td>68%</td></tr><tr><td>Q1 2014/15</td><td>55%</td></tr><tr><td>Q2 2014/15</td><td>92%</td></tr><tr><td>Q3 2014/15</td><td>82%</td></tr></tbody></table> | Quarter | % of requests responded to within timescales | Q4 2013/14 | 68% | Q1 2014/15 | 55% | Q2 2014/15 | 92% | Q3 2014/15 | 82% | Status | | |
| | Quarter | % of requests responded to within timescales | | | | | | | | | | | |
| | Q4 2013/14 | 68% | | | | | | | | | | | |
| | Q1 2014/15 | 55% | | | | | | | | | | | |
| | Q2 2014/15 | 92% | | | | | | | | | | | |
| | Q3 2014/15 | 82% | | | | | | | | | | | |
| | Data Period | Q3 2014/15 | | | | | | | | | | | |
| | Value | 82% | | | | | | | | | | | |
| | Target | 100% | | | | | | | | | | | |
| Long Trend | | | | | | | | | | | | | |
| Short Trend | | | | | | | | | | | | | |
| Data Source | | | | | | | | | | | | | |
| Complaints, Rights & Enquiries Team | | | | | | | | | | | | | |
| Managed By | | | | | | | | | | | | | |
| Kate MacKay | | | | | | | | | | | | | |

Narrative and Analysis

Q3 2014/15
In period 3, there were 44 FOIs received by the CRE team.

- 1 FOI remains open and are out with the statutory timeframe
- 36 (82%) were completed within the statutory timeframe. The 7 which were completed late had delays on completion ranging from 1-25 days

LINKS

Scottish Government Children's Statistics

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

PERFORMANCE REPORT LINKS TO STRATEGY MAP 2015

Children

| People at risk are protected | People are effectively supported within their families and communities | People fully participate in individual and service planning, review and delivery | Wellbeing is promoted in all care groups | Our resources are managed effectively | Our organisation is effective |
|---|--|--|---|--|---|
| SCW37a % LAC looked after at home | SCW17 Number of referrals of children's cases | | SCW75 A: Number of new Child Protection Registrations B: Number of De-registrations from Child Protection register C: Number on Child Protection Register at end of quarter | SCW50b % children with an allocated social worker | SCW20 % of formal complaints acknowledged within 5 day timescale |
| SCW37b/c % LAC in community based care (foster placements (ACC and outwith) or with prospective adopters) | | | | SCW51b % children on Child Protection Register with an allocated social worker | SCW21 % of formal complaints responded to within 28 day timescale |
| SCW37d/e/f/h % LAC in residential care | | | | SCW53b % children who are Looked After & Accommodated Children with an allocated social worker | SCW23 % of enquiries acknowledged within 5 day timescale |
| SCW37g % LAC in Kinship care (family) | | | | SCW54b % children who are Looked After Children with an allocated social worker | SCW24 % of enquiries responded to within 15 day timescale |
| | | | | SCW1 Average number of days per employee lost through sickness absence - Social Care and Wellbeing | SCW39 % of freedom of information requests responded to within timescales |
| | | | | SCW27 The number of Agency staff | |