

## **Agenda Item**

**Report to CYP Select Committee  
17<sup>th</sup> September 2014**

**Report of Corporate Director,  
CESC**

### **PERFORMANCE UPDATE Q1 2014-15**

#### **Summary**

In line with the agreed framework for reporting to the Committee on performance of Children's Services, this report provides an overview of performance at the Quarter 1 period of 2014-15 (i.e. as at the end of June 2014).

#### **Recommendation**

That the performance information be received.

#### **Background**

1. At its meeting on 28<sup>th</sup> August 2013, the Committee agreed to monitor performance information, based on a quarterly Children & Young People thematic update.
2. **Appendix 1** gives the Quarter 1 performance overview for Children & Young People Services for the current reporting year. This includes a summary of key performance indicators linked to priorities in the Council Plan, along with commentary on other performance issues arising during the quarter.
3. Officers will present this overview for discussion with the Committee.

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## **CHILDREN & YOUNG PEOPLE THEMATIC PERFORMANCE SUMMARY**

### **PROGRESS AGAINST CORPORATE BASKET MEASURES**

For the 2014/15 Q1 period, progress can be reported against the following measures which form part of a 'corporate basket' of indicators linked to key priorities of the Council.

**1. Free early education / childcare places available for all 2 yr. olds meeting the eligibility criteria**

At the end of the summer term, 428 children had been placed with a provider. There are a further 200 children who have met the eligibility criteria and will be taking up their funded place in September. Current trajectory shows continuing improvement in uptake from eligible families. There are currently 900 places available in total, in line with the target of 1153 places by September 2014.

**2. Primary Schools (including Academies) – proportion judged to be good or outstanding**

- 3 Primary Schools were inspected during the Q1 period, all achieving a 'good' rating – this meant that, as at the beginning of July, 96% of our Primary Schools were good or outstanding (in line with the target, based on 56 of 59 schools).
- Latest available published benchmarking data from Ofsted is based on the position at 31<sup>st</sup> March, indicating the % good / outstanding at that time as:
  - 91% for Stockton-on-Tees
  - 88% for the NE Region
  - 80% for England.

**3. Primary Schools (including Academies) – proportion of pupils attending good or outstanding schools**

- Latest available published benchmarking data from Ofsted is based on the position at 31<sup>st</sup> March, indicating the % of pupils attending good / outstanding schools at that time as:
  - 89% for Stockton-on-Tees (in line with target, based on 56 of 59 schools)
  - 88% for the NE Region
  - 79% for England.

**4. Secondary Schools (including Academies) – proportion judged to be good or outstanding**

- There were no Secondary School inspections during the Q1 period.
- Latest available published benchmarking data from Ofsted is based on the position at 31<sup>st</sup> March, indicating the % good / outstanding at that time as:
  - 50% for Stockton-on-Tees (i.e 6 of our 12 Secondary Schools - below the target for 2014~15, which is based on 7 of 12 schools)

- 68% for the NE Region
- 71% for England.

5. **Secondary Schools (including Academies) – proportion of pupils attending good or outstanding schools**

- Latest available published benchmarking data from Ofsted is based on the position at 31<sup>st</sup> March, indicating the % of pupils attending good / outstanding schools at that time as:
  - 58% for Stockton-on-Tees (below the target, based on 7 of 12 Secondary Schools)
  - 73% for the NE Region
  - 73% for England.

6. In response to current inspection outcomes for Secondary Schools, a separate report has been presented and discussed at CMT, highlighting actions being taken to address improvement; this report was then shared with members as part of a Cabinet Policy Briefing report. A Cabinet report in the autumn, providing analysis of pupil and school outcomes for the 2013-14 school year, will update on progress.

7. **Proportion of assessments completed in 45 days** – Performance has been sustained at a high level, since introduction in February 2014 of the new single assessment procedure. 98.4% equates to 717 single assessments completed within 45 days from a total of 729. Any assessments outside of timescale are reviewed in the monthly Children's Social Care Performance Clinic. Current performance is above the target of 95%.

8. **Proportion of referrals to Children's Social Care with an Active CAF 2** – There are two measures to report on here:

- There were 147 CAF 2s (or 'Full CAFs') recorded during the Q1 period – still broadly the same rate as during the 2013-14 period (when there were 575 CAF 2s in total, an average of approx. 145 per quarter), and below the target of 170 for the period.
- Looking at the 475 referrals to children's social care during Q1 which proceeded to assessment (i.e where the child was considered to be a child in need), there were just 51 of these with an active CAF in place – this is below expectations, given the new processes in place for challenging all referrals where no CAF is in place, unless there is an immediate safeguarding concern.
- In response to concerns regarding CAF performance over the past year, and following a review of arrangements with partners through the Local Safeguarding Children Board, there has been an expansion of the CAF team with the appointment of four new locality based CAF Support Officers who came in to post during July. Quarterly targets have been set for the rest of 2014-15 to reflect an expected increase in CAF activity as a result of these revised arrangements.

**9. Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years**

- During the Q1 period, there were a total of 70 new child protection plans agreed.
- 13 of these had previously been the subject of a child protection plan within the previous 24 months – a rate of 18.6%.
- This rate is well outside the target of 8% or below, and a drop from the 4.4% overall for 2013~14, when there were 15 second / subsequent plans over the year, from a total of 339 new plans agreed.
- Performance in the quarter has been impacted by an unexpected increase of 8 children (from 3 sibling groups) during June. In response, a review of these 8 cases has been undertaken; the results indicate that, for two of the sibling groups, the decision making had been appropriate in each case; however, it was felt that, for one of the sibling groups, the earlier child protection plans had been removed prematurely.

**10. Proportion of child protection plans lasting two years or more**

- During the Q1 period, there were 90 children for whom their child protection plan was ceased.
- 6 of these - 6.7% - had been the subject of a child protection plan lasting for 2 years or more.
- This rate is well outside the target of 2% or below, and a drop in performance from the 2013~14 outturn of 1.0% (when there were 4 plans over 2 years, from a total of 413 ceased plans over the year).
- Performance during Q1 was affected by 4 plans (one family) that ceased during May – this case has been reviewed at the CYP Social Care performance clinic.

11. The two indicators above will be subject to close scrutiny and challenge at the monthly performance clinics, given the positive levels of performance that have been achieved in recent years. It would be unusual to experience a sustained drop in performance for both these indicators; a more typical pattern would be improvement in one, at the expense of deterioration in the other.

**12. Long term placement stability for looked after children – this indicator tells us that:**

- At the end of the Q1 period (30<sup>th</sup> June) there were 124 children who had been in care continuously for at least 2.5 years.
- 67 of these – 54% - had been in their current placement for at least 2 years.
- Whilst performance remains below target of 60.0%, regular review of those cases where children have moved within two years indicates that the moves are rarely unplanned; more often they occur due to a planned move to some form of permanency e.g return to family, or becoming the subject of a Special Guardianship, or Residence, Order.

13. **Care leavers in EET (current 16 to 21yr olds)** –performance at Q1 of 48% equates to 22 care leavers from a cohort of 46 who were in education, employment or training, outside the target of 55%. Performance varies during the year, dependent on changes in the cohort and the particular needs of the young people, many of whom have high levels of need that can present significant challenges to progression into further education, employment or training.
14. Improving outcomes for care leavers is a high priority for the Council as corporate parent. A NEET performance clinic tracks young people closely to try and engage them in support; development of employability skills is identified as a key need to help these young people become more aware of, and ready for, the expectations of work and training.
15. **Adoption timescales (A1)** – for the 4 children adopted during the Q1 period, the average time (in days) between entering care and moving in with their adoptive family was 525 days. Although slightly longer than the previous year’s performance of 503 days, this remains a good level of performance, on target and well within the latest national performance threshold of 608 days.
16. **Adoption timescales (A2)** – for the same 4 children, the average time (in days) between the Local Authority receiving authority from the Courts to place the child, and deciding on a match to an adoptive family, was 229 days. Although a slight improvement on the previous year’s performance of 237 days, this remains outside the national performance threshold of 182 days.
17. For these two adoption indicators, it should be noted that the small number of children involved means that performance can fluctuate depending on individual cases; and the average timescale measures do not always reflect the complexities of individual decisions or the quality of placement decisions made for the children involved. One of the key projects for the Children’s Programme Board is to identify more innovative approaches to the recruitment of adoptive parents.
18. **Percentage of young people aged 16-19 who are NEET** - Q1 performance, although below the previous year, remains better than the Tees Valley average.
  - For Stockton there was a NEET rate of 8.8%, and only 1.1% of the cohort classed as ‘not known’, giving a total NEET / Not Known rate of 9.9%.
  - For the Tees Valley 8.4% were NEET, but 4.7% of the cohort were ‘not known’, giving a combined percentage of 13.1%.

#### **PROGRESS ON OTHER THEMATIC PERFORMANCE INDICATORS**

**Looked After Children placement stability and permanence** – the following indicators are not within the corporate basket, but help to give some further insight on performance in relation to children in care, and care leavers.

19. **Shorter term placement stability** (i.e. 3 or more placements during the year) – during the Q1 period, there were just 2 children who had three or more placements, from a total of 379, with the rolling year performance increasing slightly to 8.7%, but still in line with the target of 9.0%.

20. Effective use continues to be made of **other routes to permanency**. Of the 29 who ceased to be in care during Q1:
- 16 (55%) returned home, similar to the previous year's rate of 52%.
  - 5 (17%) were the subject of a Special Guardianship Order, in line with the previous year's rate of 17 %.
  - 4 (14%) were the subject of a residence order, slightly higher than the previous year's 13%.
  - 4 (14%) children were adopted, lower than the previous year's 19%.

21. **Care Leavers** - of the 46 care leavers aged 16 to 21yrs during the period, all of these were reported to be placed in suitable accommodation.

**Ofsted inspections of settings:** comparative data used in the following summaries are based on latest available published data from Ofsted, some of which may still have provisional status.

22. **Children's Homes** – during the 2013-14 period, the proportions of local authority-run children's homes judged good / outstanding were:

- 67% for Stockton-on-Tees (4 of 6 inspections during the period)
- 71% for England
- 74% for the NE Region

23. **Childminders** – based on their most recent inspection judgement at 31 March 2014 for all childminders, the proportions rated good / outstanding were:

- 75% in Stockton-on-Tees
- 76% for England
- 75% for the NE region

24. **Childcare** - based on their most recent inspection judgement at 31 March 2014 for all childcare providers on non-domestic properties, the proportions rated good / outstanding were:

- 90% in Stockton-on-Tees
- 82% for England
- 86% for the NE region

25. **Children's Centres** - based on the last inspection for all Children's Centres inspected at 31 March 2014, the proportions rated good / outstanding were:

- 63% in Stockton-on-Tees
- 67% for England
- 75% for the NE region

26. Two further Stockton-on-Tees Children's Centres have been inspected during the Q1 period, one judged as 'good' and one as 'requires improvement'. A report was submitted to Cabinet in January 2014 providing details of arrangements in place for monitoring the performance and quality of Children's Centres, with a further report submitted in April 2014 updating on

outcomes of performance management meetings with Children's Centres and the actions in place to address improvements.

## **CUSTOMER PERCEPTION/SATISFACTION**

27. During 2013, a new postal 'exit survey' was initiated for parents or carers of all children whose case has been closed and who had been in receipt of assessed services. However, the return rate was very low, averaging just 5%. Accordingly, it was decided to replace the postal survey from January 2014 with a telephone survey, using the same questions from the postal survey.

28. The first set of results from the telephone survey, covering the Jan to March 2014 period, were reported during the Q1 period. A total of 31 telephone calls were made and 12 surveys were completed (38%), with results summarised below ('Nil' or 'Do not know' responses are excluded):

- 10 of 12 respondents understood why they were receiving a service.
- 8 of 11 felt that the service provided met needs.
- 9 of 12 said that they had some say in deciding what service should be provided.
- 7 of 7 felt that race, culture, religion or disability was considered.
- 6 of 11 felt it was easy / very easy to contact their Social Worker; but 4 found it difficult and 1 impossible).
- 8 of 11 felt they were kept up to date by their Social Worker; 3 not.
- 3 of 6 said they were contacted every week by their social worker; 2 every fortnight; and 1 every month.
- 11 of 11 said that staff treated them with respect.
- 7 of 9 said their privacy and confidentiality were respected; 2 said this was the case most of the time.
- 1 of the 12 had made a formal complaint about the Children & Young People's Service.
- 7 of 11 felt that overall the service provided had been excellent / good; 2 said it was fair; and 2 said poor / very poor.

29. The results have been reviewed at the Children & Young People's Management Team and key messages fed back to staff via Managers' team meetings.

## **COMPLAINTS**

30. During the Q1 period, there were:

- 27 new complaints at stage 1 - 18 of which received a response during the quarter, 3 were withdrawn and 6 were ongoing.
- 8 requests for complaints to progress to stage 2
- 1 request for a stage 3 panel.

31. The number of new complaints is in line with the previous quarter, and reflects a continued increasing trend compared to the whole of the 2013~14 period when there was a total of 58 at stage 1; 22 at Stage 2; and 4 at Stage 3.
32. The issues raised in the new complaints were very much in line with previous quarters, with the most frequent concerns being related to quality of service or the provision / communication of information.
33. There were a number (8) of Stage 2 investigation reports completed by Independent Investigating Officers during the period – these reflect the tendency towards more complex complaints, each covering a range of issues, often requiring lengthy investigations. At the end of the Q1 period, there were 14 stage 2 investigations ongoing.
34. In the majority of cases, the complaints reviewed at Stage 2 have not been upheld. Where they are upheld, and this outcome is agreed by the Adjudicating Officer, complainants have been advised of steps being taken to remedy the issues involved.
35. Outcomes and learning from complaints are reviewed quarterly at the Children & Young People's Management Team. The Q1 report will be considered at the September meeting of that group, and any key issues identified will be reported in the next quarterly update of this CYP thematic report.

*End of report*