

Children & Families 11/12 Performance Report



01. Summary of the major successes

11/12:

The new Children and Families Service was implemented in July 2010 and work has gone on over the last eighteen months to consolidate the service which includes Children's Social Work Services, Family Support Services, Educational Psychology Service, Hawthorn Children's Centre, Two Young People's Residential Units and TOP Educational Service. The information below sets out the major successes achieved within these services in the year 2011/12 and shows that Children and Families Service within Midlothian is on a journey of continuous improvement.

1. Positive Inspection Reports within Children and Families Social Work Services

2011/12 saw major improvements in Children's and Families Services with positive inspection reports in Child Protection; Social Work Inspection and Fostering and Adoption Inspection (three separate inspections). These inspections highlighted the positive direction of travel that Children and Family Social Work Services have made over the last year.

Midlothian has the highest number of children per 1,000 head of population in Scotland on the Child Protection Register (8.1 in 2011/12) and a high number of children per 1,000 head of population who are looked after by the authority (1.8). Whilst these numbers may fluctuate within the year it should not be underestimated the demands that the high number of cases place on the service.

The positive inspections highlighted that all children in Midlothian have an allocated social worker who acts as 'Lead Professional' in all cases where children are either on the child protection register or where a child is 'looked after' by the authority either in foster care or who is in a residential school placement

The inspections highlighted that there were areas of good practice in Midlothian and that the issues raised by the Inspectors were already known to us and did not require further scrutiny or visits by the Inspectorate.

2. Improved Services For Children where Midlothian has Corporate Parenting Role

Midlothian Council has a responsibility to all 'Looked After Children' in the authority. We are committed to ensure that that every child or young person in our care achieves their full potential and has high quality care provision. The section below outlines key areas of improvement during 11/12 for our looked after young people.

Midlothian Council has 12 places for young people 11 -16 in Gorebridge Unit (4 places) and Midfield Unit (12 places). It has been identified by previous inspection visits that Midfield Unit required to be replaced and that Gorebridge Unit required refurbishment.

During the course of the year we presented a paper to Council for the replacement of Midfield Unit. This has been approved and further papers were approved by the planning Committee for two four bedded homes for young people, one in Dalkeith and one in Penicuik. It is anticipated that both of these homes will be completed by spring 2013.

Gorebridge Unit underwent a refurbishment during the course of the year which included building and additional bathroom, upgrading the heating and complete redecoration of the unit. The young people worked with a designer from IKEA and the planning team to ensure their ideas for their home were incorporated into the design.

Gorebridge and Midfield Units also achieved Health promoting Unit status at Tier One. This award required staff and young people to investigate health and wellbeing and what this means for young people within a residential setting. This included healthy eating, exercise, promoting positive mental health, sexual health etc.

3. Implementation of Integrated Children's Services Plan

In December 2011 the 'Getting it Right for Every Midlothian Child Integrated Children's Services Plan' 2011-2014 was completed and signed up to by Police, Health, Scottish Children's Administration, Voluntary Sector and Midlothian Council. The plan was agreed to by all agencies after an intensive period of consultation and review of Children's Services in Midlothian. The plan outlines how all services will contribute to improving outcomes for children, young people and their families.

The plan covers areas such as improving health of children and young people; reducing the number of children/young people who are offending in the community; improving outcomes for children and young people with disabilities; improving preventative services etc.

There have been considerable successes in Midlothian in relation to the plan in the short time it has been in place. For example;

- Rolling out of parenting/groupwork programmes across Midlothian including Incredible Years/Substance Misuse/Literacy Programmes
- Improved training opportunities for multiagency staff including Child Protection Courses level one, two and three/Getting it Right for Every Midlothian Child level one and two courses/Sally Wassell Improving Practice Course for all staff
- Improving Services for children with Disabilities, including: reducing waiting list of 70 cases to nil; improved transition planning; improving summer playscheme etc

It is anticipated that as we move forward Children's Services in Midlothian will build on the successes above to continue on that journey of continuous improvement.

02. Summary of the major challenges and actions to address them

11/12:

It is well documented that Midlothian Council will experience a flat-lining budget coupled with rising demand over the next five years. Children and Families face a number of challenges within the services they deliver and the four main areas of concern are listed below. Each of the areas of concern are co-dependent on each other but in all cases it is the challenge of demand between re-active services versus preventative services.

1. Reducing Demand in Outwith Authority Foster Care Placements

Challenge: Currently we have 40 children placed in outwith authority placements which costs between £1000 - £1500 per week per child. In addition we have 48 children who are fostered within Midlothian but our age profile of foster carers is leading to more retirement than previously (on average one retirement per year up to 2010 compared to seven in 2011/12). This is a 'demand' led service where the children needed a foster care placement urgently which has led to an overspend of approximately £500k in the last financial year.

Action: Service Review currently taking place which will undertake the following actions;

- Recruitment of new Foster Carers is underway by Family Placement Team and early indicators are that this is proving successful
- Permanence Overview Group in place to ensure that children are placed locally where possible and that they move to adoption without delay
- Family Group Conference for children prior to moving to foster care
- Review current placements and where appropriate bring children back to Midlothian
- Re-negotiation of contracts with suppliers.

2. Reduce Demand on Residential Care and Outwith Midlothian Educational Provision

Challenge: Increase capacity within specialist provisions in Midlothian schools to reduce demand on residential and outwith authority placements.

Action: Service review taking place currently which will undertake the following actions:

- Review 'Exceptionality' finance allocated to schools to meet the needs of children and young people with Additional Support Needs
- Undertake a review of all specialist provisions in Midlothian to ensure that the provisions meet current and future needs
- Align the services of TOP Service and PAVE to ensure that they meet the needs of young people who are excluded from school or who are offending in the community
- Review the increasing numbers of children and young people being referred for specialist provisions both in Midlothian and external provisions
- Future proof demand on services by building capacity within planned new school provision in Gorebridge/Newbattle and Penicuik areas.

3. Shared Services with East Lothian Council

Challenge: To create opportunities within Shared Services Agenda. Whilst Midlothian has agreed to shared Education and Children's Services, East Lothian Council has agreed to shared Education Services in the first instance. This has led to a delay in Children and Families not making their efficiency savings. For example we were moving towards a single Children and Families Head of Service and a Single Principal Educational Psychologist.

Action: On-going discussions are taking place to continue to look for opportunities to share services with East Lothian or where this is not possible enter into agreements for partnership arrangements. We are in discussion to review services where benefits can be gained by sharing of services;

- For example reviewing Fostering Contract between both authorities would give us spending power of Edinburgh or West Lothian Councils
- Look at other options for sharing services for example, Midlothian Council shares learning and development framework with Scottish Borders Council.
- Continue to involve staff in discussions regarding shared services to ensure that staff remain motivated and engaged as we move forward

4. Improved Data Protection Within Children and Families Service

Challenge: During 2011/12 Children and Families Service investigated and found 8 cases where we breached the Data Protection Act due to staff not following clear policy and procedure. We have been fined £140k for the first five breaches and the Information Commissioner is still adjudicating on the other three.

One of the main issues within Children and Families Service is that there are statutory timeframes which must be adhered to in relation to Reports to Children's Reporter (five days for initial reports and twenty days for full reports) and Child Protection (within 21 days of incident taking place). This coupled with new timescales for Child Protection Reviews reduced from six months to three months has increased demand on administrative support services.

Action: However, notwithstanding the changing timeframes and increasing demand Children and Families Services must ensure that they protect the highly confidential data of the children and families they work with. We have implemented the following actions to mitigate the risks of poor data handling;

At Local Level i.e. Children and Families

- All Children and Families staff attended workshop in Data Protection to ensure they know what their responsibilities are
- 98% of Children and Families staff have completed electronic modules in handling data (apart from those off ill/maternity leave)
- Where possible, information to be sent electronically to secure e-mail sites (i.e. schools/police/health)
- All information relating to Child Protection or Looked After Reviews to be sent to families via recorded delivery
- All information on Framework i (information system) to be checked by allocated worker
- Review of administrative support services

At Authority Level

- The authority has adopted a 'zero tolerance approach' to poor data protection compliance and staff will face disciplinary action where it is found that they have been negligent.
- The authority has implemented information management groups throughout all of its services
- The authority has purchased 'meta compliance' software to ensure that staff know and understand the implementation of Council policies
- The authority has invited the Information Commissioner Office to audit Midlothian's Data Protection Systems

It is anticipated that with all of these elements in place that Midlothian will mitigate the risk of data breaches taking place. However, we cannot underestimate the impact of a staff member not following the policies and procedures in place.

03. Budget position and impact of efficiencies

11/12: Final Outturn figures will be available late-May/early-June and will be reported to Council in June.

Children & Families PI summary 11/12

01.1 Outcomes and Customer Feedback



Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	% of feedback complaints completed within 10 working days or 28 days for Social Work complaints	100 %	100 %	100 %	100 %	100 %	100 %		11/12: On Target.		100 %	Cumulative number of complaints received	0
												Cumulative number completed within 10 days	0

01.2 Making the Best Use of our Resources

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 17.6 55	£ 18.6 11	£ 18.3 21 m	£ 18.4 91 m				11/12: Final Outturn figures will be available late-May/early-June and will be reported to Council in June.		£ 17.7 37 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.23	1.58	3.35	5.42	7.95	7.95		11/12: On Target.		8	Number of days lost (cumulative)	1,524.78
												Average number of FTE in service (year to date)	191.73

01.3 Corporate Health

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all divisional priorities	% of service & corporate priority sub-actions on target / completed, of the total number	90.9 1%	100 %	100 %	95.6 5%	95.6 5%	95.6 5%		11/12: On Target.		90%	Number of service & corporate priority actions	23
												Number of service & corporate priority actions on tgt/completed	22
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	67.2 2%	80.3 5%	80%	81.5 7%	92.9 4%	92.9 4%		11/12: Target Achieved		80%	Number received (cumulative)	10,364
												Number paid within 30 days (cumulative)	9,632
08. Improve PI performance	% of PIs that are on target/ have reached their target.	80.9 5%	69.2 3%	69.2 3%	58.3 3%	82.6 1%	82.6 1%		11/12: Off Target. Many of the indicators which make up this overall measure have improved in the second half of the year.		90%	Number on tgt/ tgt achieved	19
												Number of PI's	23

09. Control risk	% of high risks that have been reviewed in the last quarter	100 %	100 %	100 %	100 %	100 %	100 %		11/12: On Target.		100 %	Number of high risks reviewed in the last quarter	2
												Number of high risks	2

01.4 Improving for the Future

Priority	Indicator	2010 /11	Q1 2011 /12	Q2 2011 /12	Q3 2011 /12	Q4 2011 /12	2011/12				Annual Target 2011 /12	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
11. Fully implement the Competency Framework	% of employees who have had a PDP within the last year (excluding employees who have been employed for less than 3 months)	39.29%		N/A	N/A	N/A	N/A		11/12: Competency outputs will be available after 1st June 2012.		100 %	Number who have had a PDP	N/A
												Number of employees (Excl employed for less than 3 months)	
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	100 %	100 %	100 %	100 %	100 %	100 %		11/12: On Target. There were no outstanding audit actions.		90%	Number of on tgt/ completed actions	0
												Number of outstanding actions	0

Children & Families 11/12 action report












03. Corporate & Service Priorities Corporate Priorities







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
MC.1112.C-1d.1	C-1d. Strengthen services for children & young people	Improve the outcomes for children, young people and families	31-Mar-2012		80 %	11/12: Off Target. Forum structure across Children & Families is in place and on-going. Review of children & young people's assessment form is delayed due to involvement with GIRFEC SouthEast - this short delay should facilitate better outcomes in the longterm by ensuring paperwork across different regions matches up.
MC.1112.C-3c.1	C-3c Work with partners to protect vulnerable people	Improve the identification, assessment and case management of children and young people at risk	31-Mar-2012		100 %	11/12: On Target. Following Child Protection inspection a Child Protection Plan is in place that has been agreed with partner agencies.





03. Corporate & Service Priorities Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CF.1112.S-01.1	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Ensure that all relevant Looked After Children have a permanency plan in place	31-Mar-2012		100 %	Q4 11/12: Complete. All Looked After Children have now had at least one review overseen by the new review officer team. A check is made to ensure a permanency plan in every case at the point of review.
CF.1112.S-01.2	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Deliver the 'Skills for Foster' scheme	31-Mar-2012		100 %	Q4 11/12: Complete. All new foster carers are also being included in the scheme when they achieve registration.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CF.1112.S-01.3	01. Improve life chances of vulnerable children and the provision of support to those who care for them	All CYP at stage 2 have single agency assessment and care plan (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). All staff have GIRFEC/MAPSS (Getting It Right For Every Child/ Midlothian Assessment & Planning Staged System) training and Family Support service to provide early intervention through group work and 1:1 support.
CF.1112.S-01.4	01. Improve life chances of vulnerable children and the provision of support to those who care for them	All CYP at stage 3 have a Multi-agency assessment and care plan (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). All staff have GIRFEC/MAPSS training and there is a multi-agency approach to supporting children and young people. Multi-agency meetings happening for all stage 3 cases which will assist in gathering information and assessing risk for care plans resulting in better outcomes for young people.
CF.1112.S-01.5	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Increase the number of ASD places in secondary	31-Mar-2012		100 %	Q4 11/12: Complete. Specialist Placement Assessment Group (SPAG) has allocated 9 places for Dalkeith HS and 6 places for Lasswade HS base.
CF.1112.S-01.6	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Increase the number of high risk offenders accessing mainstream services in Midlothian (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). Young people who are high risk offenders are allocated to dedicated Youth Justice Social Workers / Support Workers; they are assessed using ASSET (a structured assessment tool) and closely case managed on a multi-agency basis to reduce their risk of re-offending and to maintain their use of mainstream services. A new Whole Systems Approach is being introduced which should support the ethos of keeping young risk offenders within mainstream services. If they need use of intensive support they would be referred to Multi-agency Review Group.
CF.1112.S-01.7	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Shift the balance of care and decrease the number of people placed out of area (2 year action)	31-Mar-2012		100 %	Q4 11/12: On Target. Skills for Foster scheme is in place. Appointed additional worker for recruiting foster carers. Foster Care recruitment campaign is launched but there is still an increase in number of children and young people in outwith placements which means there is still work to be done to ensure this remains on target.





Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CF.1112.S-01.8	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Deliver the Educational Psychology Service HMle Improvement plan	31-Mar-2012		100 %	Q4 11/12: On Target. · 100 per cent of policy guidelines in place. · Successfully established Stakeholder Reference Group. · Roll out of Service Evaluation Framework. 94% satisfaction reported by Midlothian schools. · Probationer educational psychologist successfully qualified for full registration. · Accommodation moves complete as of 1st Feb 2012. · Successfully delivered wide range of training and research projects · More clearly defined links with senior management with EPS commissioning to take forward significant pieces of strategic work.
CF.1112.S-02.1	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Increase the number of service users on self directed support (2 year priority)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). Awaiting Scottish Government to pass Self Directed Support Bill and provide guidance to local authorities. Further work will be planned jointly with Community Care. Team Leader has accessed national training in collaboration with Community Care colleagues.
CF.1112.S-02.2	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Improve the involvement of children and young people in the work of Getting it Right for Every Midlothian Child Partnership (2 year priority)	31-Mar-2012		100 %	Q3 11/12: Complete (year 1 of 2 year action). Two young people agreed to be on the GIRFEMC (Getting It Right For Every Midlothian Child) partnership board which has links with young people's groups within Midlothian.
CF.1112.S-02.3	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Develop shared Children and Families services, where appropriate, with East Lothian	31-Mar-2012		100 %	Q4 11/12: Complete. Approved at November meeting by both Councils; awaiting further developments.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CF.1112.S-02.4	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Improve the quality of information provided to service users and their involvement with care planning (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). Both child protection and LAAC Reviews request the young people and their families to complete evaluation forms so that we can analyse their feedback on how we can improve the service and also recognise what we are doing well or need to do differently. One consistent way of getting this information is being worked on by a Participation Sub Group.
CF.1112.S-02.5	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Improve the co-ordination and quality of participation activity	31-Mar-2012		100 %	Q4 11/12: Complete. Subgroup action plan drafted.
CF.1112.S-03.1	03. Develop and implement a programme of continuous improvement and efficiency	Increase the number of organisations with block contracting arrangements with up to date SLAs/contracts (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action).
CF.1112.S-03.2	03. Develop and implement a programme of continuous improvement and efficiency	Develop and implement a consistent contract monitoring approach (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action).
CF.1112.S-03.3	03. Develop and implement a programme of continuous improvement and efficiency	Utilise self evaluation and service user feedback in service planning and development (2 year action)	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). Service user feedback has been used for service planning for 2012/13.
CF.1112.S-04.1	04. Deliver and oversee year 1 & 2 priorities of the ICSP* through partnership working	Engage Children and Families staff at all levels in the delivery of the Integrated Children's Service Plan	31-Mar-2012		100 %	Q4 11/12: Complete (year 1 of 2 year action). Service user feedback has been used for service planning for 2012/13.







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CF.1112.S-05.1	05. Protect the public	Improve the identification, assessment and case management of children and young people who pose risk to others	31-Mar-2012		100 %	Q4 11/12: Complete. All children & young people who pose a risk have a stage 3 assessment and risk assessment care plan to reflect risk. All stage 3 cases have Multi-Agency Meetings involving relevant professionals and family to identify increased/reduced risk.
CF.1112.S-05.2	05. Protect the public	Improve the support provided to young people with substance misuse	31-Mar-2012		100 %	Q4 11/12: Complete. Good working relationships and links with MELDAP (Midlothian and East Lothian Drug and Alcohol Partnership) and MYPAS (Midlothian Young People's Advice Service). MELDAP staff offer support/advice to Children & Families workers on particularly difficult cases. Development session arranged for June 2012 whereby MELDAP will give presentation on identifying the signs of drug misuse and how to better assess the risk to children.
CF.1112.S-05.3	05. Protect the public	Improve the identification, assessment and case management of children young people at risk	31-Mar-2012		100 %	Q4 11/12: Complete. Child Protection Plan following inspection is now in place. Regular supervision and file audits help identify cases where there may be a new or increased risk.
CF.1112.S-05.4	05. Protect the public	Improve the support to children and young people who have experiences (directly or as a witness) of violence against women.	31-Mar-2012		100 %	Q4 11/12: Complete. The Domestic Abuse worker is now part of the Public Protection team thus improving links with other services. Also staff from the Caledonian Project work closely with Children & Families workers by helping to support the child, the abused parent and challenging the abuser about their behaviour. Development Day February 2012 delivered informative presentation to all Children & Families staff to give them a clearer understanding of this work.

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03. Corporate & Service Priorities Corporate Priorities

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
MC.1112. C-1d.1a	C-1d. Strengthen services for children & young people	The percentage of GIRFEC Well- being Indicators being on target	90.3%	90.3%	90%	88%	84%	84%			11/12: On Target.	80%	2010/11 Midlothian was 90.3%	
MC.1112. C-3c.1a	C-3c Work with partners to protect vulnerable people	% of child protection indicators on target	88%	85%	85%	63%	63%	63%			11/12: Off Target. Although this is off-target as an average for the year many of the indicators which make up this overall measure have improved in the second half of the year.	100%	Benchmark 100%	

03. Corporate & Service Priorities
Service Priorities









PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S-01.1a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	% of those Looked After Children (who are identified as having a permanency need) who have a permanency plan in place		N/A	N/A	N/A	100%	100%			11/12: On Target.	100%		
CF.1112.S-01.2a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	% of foster carers attending mandatory training		N/A	N/A	N/A	100%	100%			11/12: On Target.	50%		
CF.1112.S-01.3a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Proportion of young people at stage 2 with CYP* MAPS* where Council is named person		N/A	N/A	N/A	100%	100%			11/12: On Target.	100%		

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S-01.4a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Proportion of young people at stage 3 with CYP* MAPs* where Council is lead officer		N/A	N/A	N/A	N/A	100%			11/12: On Target.	100%		
CF.1112.S-01.5a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	number of ASD places		N/A	N/A	N/A	15	15			11/12: On Target.	10		
CF.1112.S-01.7a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	Reduction in the number of secure placements outwith the authority (secure accommodation & residential schools)		5	2	3	3	3.25			11/12: On Target. Average number of secure placements for the year was 3.25.	6	Midlothian 2009/10: 19	
CF.1112.S-01.8a	01. Improve life chances of vulnerable children and the provision of support to those who care for them	% of the HMIE Main Areas for Improvement addressed to a satisfactory level		N/A	N/A	N/A	100%	100%			11/12: On Target. Self evaluation is 100%. The Main Areas of Improvement will not be formally evaluated by Education Scotland (formerly HMIE) until 2012/13.	100%		







PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S-02.1a	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Number of self directed support service users		N/A	N/A	N/A	16	16			11/12: On Target.	15		
CF.1112.S-02.2a	02. Involve children and their families with service development and delivery to improve how we procure and provide services	No of children and young people directly involved in the Partnership (through attendance at meetings or through subgroup activity with children and young people)	N/A	0	0	2	2	2			11/12: On Target.	2	No formal benchmark available.	
CF.1112.S-02.2b	02. Involve children and their families with service development and delivery to improve how we procure and provide services	% of service users responding good or better on how well they feel involved in preparing their care plan in the annual young people's survey		N/A	N/A	N/A	N/A	N/A			11/12: Young People's survey only carried out every 2 years.	65%		



PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S -02.4a	02. Involve children and their families with service development and delivery to improve how we procure and provide services	% of service users responding good or better on finding it easy to get information about social work services in the annual young people's survey		N/A	N/A	N/A		N/A	?	?	11/12: Young People's survey only carried out every 2 years.	60%		
CF.1112.S -02.5a	02. Involve children and their families with service development and delivery to improve how we procure and provide services	Average Young People's survey response rate		N/A	N/A	N/A	N/A	N/A	?	?	11/12: Young People's survey only carried out every 2 years.	5%		
CF.1112.S -03.1a	03. Develop and implement a programme of continuous improvement and efficiency	Proportion of service providers with block contracting arrangements with SLAs/contracts	N/A	22.2%	37.5%	43.8%	76.9%	76.9%	✓	?	11/12: On Target.	50%	No formal benchmark available.	
CF.1112.S -03.2a	03. Develop and implement a programme of continuous improvement and efficiency	% of providers with SLAs with contract monitoring framework	N/A	0%	50%	85.7%	85.7%	85.7%	✓	?	11/12: On Target.	60%	No formal benchmark available.	

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S-04.1a	04. Deliver and oversee year 1 & 2 priorities of the ICSP* through partnership working	Number of Children and Families staff attending Getting it Right for Every Child Partnership meetings	N/A	0	10	10	10	10			11/12: On Target.	8	No formal benchmark available.	
CF.1112.S-05.1a	05. Protect the public	% of specialists assessments (ASSET, JSOAP & SAVRY*)		N/A	N/A	N/A	100%	100%			11/12: On Target. All young people who are high risk offenders are routinely assessed using ASSET. We ensure that all staff are trained in its use.	100%		
CF.1112.S-05.2a	05. Protect the public	% of young people with substance misuse with a care plan		N/A	N/A	N/A	100%	100%			11/12: On Target.	60%		
CF.1112.S-05.3a	05. Protect the public	% of initial case conferences held within 21 days	76.7%	17%	28%	46%	48.25%	48.25%			11/12: Off Target. Cumulative figure of 48% by end of Q4 shows an increasing trend as there has been a large increase from 17% (Q1) to 83% (Q3) and 64% (Q4).	100%	21 days is New national standard	
CF.1112.S-05.3b	05. Protect the public	% of review case conferences held within 6 months of previous initial or review case conference	95.25%	67%	68%	76%	80.25%	80.25%			11/12: Off Target. The cumulative figure for Q4 shows an increasing trend due to lower % in Q1 and Q2 rising to 93% on Q4.	100%	Benchmark 100%	

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.1112.S-05.3c	05. Protect the public	% of core group meetings held within an 4 week period	95%	69%	84.5%	76%	71.5%	71.5%			11/12: Off Target. The non-cumulative figures for each quarter were Q1 69%, Q2 100%, Q3 59% Q4 58%. In January 2012, 15% were late which could be due to the Christmas period (and/or the bad weather).	100%	National standard is 8 weeks	
CF.1112.S-05.4a	05. Protect the public	% of children on the child protection register with a child protection plan		100%	100%	100%	100%	100%			11/12: On Target.	100%	Benchmark 100%	
CF.1112.S-05.4b	05. Protect the public	% of child protection cases with an allocated worker		100%	100%	100%	100%	100%			11/12: On Target.	100%	Benchmark 100%	
CF.1112.S-05.4c	05. Protect the public	Number of referrals to Scottish Children's Reporters Administration		N/A	N/A	N/A	7	7			11/12: Off Target.	5		

05. Key Performance Indicators
LPI

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.LPI.01		EC7: % of care staff with appropriate qualifications in local authority residential children's homes	88.5%	N/A	N/A	N/A	N/A	85.2%			11/12: Off Target. 100% of our permanent residential childcare workers are registered with SSSC and 85.2% (23 out of 27) have met their registration and qualifications requirements.	85%	58.9% - National Figure taken from 2007/08 PI results	
CF.LPI.02		Child Protection: % of Initial Case Conferences held within 28 days of date of referral	76.7%	17%	28%	46%	48.25%	48.25%			11/12: Off Target. Cumulative figure of 48% by end of Q4 shows an increasing trend as there has been a large increase from 17% (Q1) to 83% (Q3) and 64% (Q4).	100%	Benchmark 100%	
CF.LPI.03		Child Protection: % of Review Case Conferences held within 6 months of previous Initial or Review Case Conference	95.25%	67%	68%	76%	80.25%	80.25%			11/12: Off Target. The cumulative figure for Q4 shows an increasing trend due to lower % in Q1 and Q2 rising to 93% in Q4.	100%	Benchmark 100%	

PI Code	Priority	PI	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	2011/12				Annual Target 2011/12	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
CF.LPI.04		Child Protection: % of Core Group meetings held within an 8 week period.	95%	69%	84.5%	76%	71.5%	71.5%			11/12: Off Target. The non-cumulative figures for each quarter were Q1 69%, Q2 100%, Q3 59% Q4 58%. In January 2012, 15% were late which could be due to the Christmas period (and/or the bad weather). Note: these figures relate to the targeted 4 week period (not 8 weeks).	100%	Benchmark 100%	