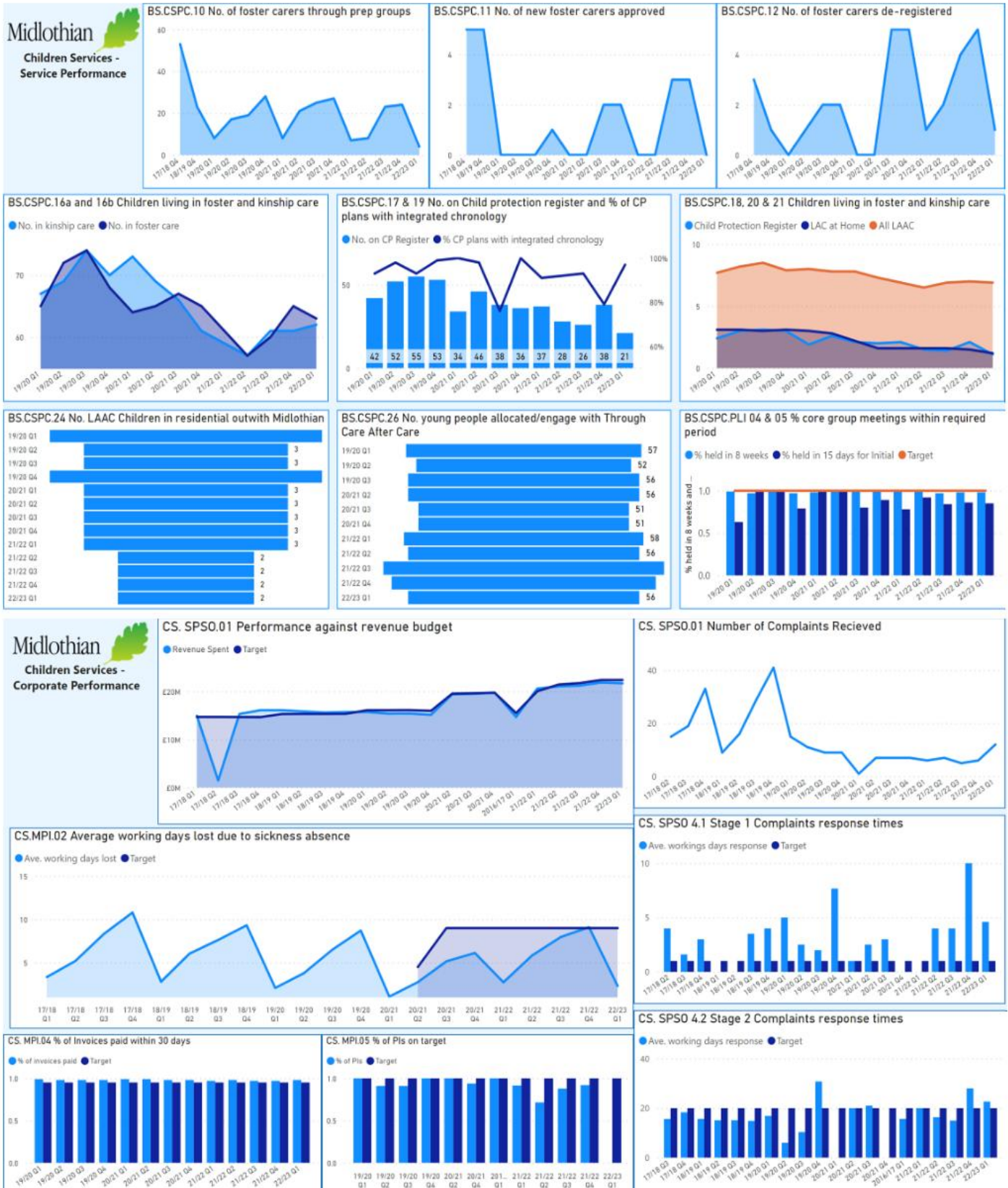


Children's Services, Partnership and Communities Performance Report Quarter One 2022/23



01. Progress in delivery of strategic outcomes

22/23: Quarter 1

CSYP Service Priority 1: Reduce the number of CEYP going into homeless accommodation

1.1 Develop a pathway with alternative models of care for those CEYP who are entitled to aftercare

Progress and Achievement in Q1

- In addition to the National House Project numbers we have managed to provide tenancy support for 13 unaccompanied Asylum Seeking young people. 7 of these young people were via the National Transfer Scheme and 6 were young people who spontaneously managed to arrive in Midlothian.

Plans for improvement next Quarter and year ahead

- This will be part of the 22/23 plan, and will continue to meet our National Transfer Scheme requirement in relation to UASC (Unaccompanied asylum-seeking children) valued at x per annum
- Expand the National Housing Project to accommodate further 9 young people

1.2 Implement National House Project and identify 8-10 young people who shall work towards independent living via this resource

Progress and Achievement in Q1

- 10 young people have been identified as part of this project and work will continue for next quarter and onwards

Plans for improvement next Quarter and year ahead

- This project is captured within the new 22/23 plan and work in this area will continue

1.3 Implement and evaluate the effectiveness of the revised Continuing Care policy and approach

Progress and Achievement in Q1

- The average age of young people leaving continuing Care is 18 years. The policy is proving to be effective and has already been cited by the Care Inspectorate as an example of good practice. The fact that young people are staying on in their care placements longer is testament to this.

Plans for improvement next Quarter and year ahead

- We will review and revise the relationships between Continuing Care ending and After Care beginning as this is an area where care experienced young people encounter barriers in service provision. This will be taken forward as a work stream in the 22/23 plan and will also meet our commitments to The Promise.
Measurement - average age leaving Continuing Care continues to be 18+

CSYP Service Priority 2: Early intervention will be effective and maintain children within Universal Services narrative

2.1 Regular audit of repeat referrals into early intervention and prevention to ascertain effectiveness of previous intervention for future learning

Progress and Achievement in Q1

- Recommendations from the audit last year are being progressed with changes to the current recording system and processes for managing repeat referrals being made. Increase in repeat referrals continues to be in relation to financial requests. The new family support team shall hopefully reduce repeat referrals as they intervene earlier in order to prevent an escalation into Children's Services

Plans for improvement next Quarter and year ahead

- Continue to track and analyse repeat referrals

CSYP Service Priority 3: Expand existing pathway to support families impacted by poverty at an earlier stage narrative

3.1 Increase capacity of the income maximisation workers

Progress and Achievement in Q1

- To date, the existing income maximisation post has supported 24 families with a total client financial gain of £234 330. The work has extended to signpost families onto other services for additional support i.e. fuel poverty, employment etc.

Plans for improvement next Quarter and year ahead

- The existing income maximisation worker post has been extended for a further year Funding has also been approved to pilot an additional income maximisation worker with a remit for early intervention for one year.

3.2 Introduce supper club at Hawthorn Family Learning Centre

Progress and Achievement in Q1

- Due to the pandemic the supper clubs did not go ahead. Instead the service worked hard to provide supports to the community in the way of delivering cooked meals, cooking on a budget and delivering or signposting to other services sign posting to increase families income

3.3 Provide food hampers throughout the year

Progress and Achievement in Q1

- As above and the service contributed to the delivery of food hampers

Plans for improvement next Quarter and year ahead

- This has been reviewed, and were included as part of COVID response, so will not to be included in the 22/23 plan

3.4 Provide lunch packs during school holidays

Progress and Achievement in Q1

- This is linked to 3.2 and 3.3 and the delivery and preparation of hot meals to arrange of families

Plans for improvement next Quarter and year ahead

- This has been reviewed, and were included as part of COVID response, so will not to be included in the 22/23 plan

3.5 Provide food vouchers to families in need

Progress and Achievement in Q1

- The service provided £500 worth of food vouchers to families in need since April.

Plans for improvement next Quarter and year ahead

- This has been reviewed, and were included as part of COVID response, so will not to be included in the 22/23 plan

CSYP Service Priority 4: Provide a clear pathway for kinship support narrative

4.1 Consult with kinship carers to develop clear pathway

Progress and Achievement in Q1

- The service have consulted with the kinship carers and this has developed into a new service priority in 22/23 plan

Plans for improvement next Quarter and year ahead

- This has been reviewed and will be taken forward as part of 22/23 plan

4.2 Review and update policy and create pathway for support

Progress and Achievement in Q1

- This has been reviewed as part of development for 22/23 plan

Plans for improvement next Quarter and year ahead

- The policy and pathway are captured within the new 22/23 plan

CSYP Service Priority 5: Develop and embed Family Group Decision Making service narrative

5.1 Embed a Family Group Decision Making approach in early intervention and prevention

Progress and Achievement in Q1

- The service has increased the size of this team and in line with The Promise have made this mainstream within children services.

Plans for improvement next Quarter and year ahead

- This is integrated within the 22/23 plan with measures incorporated as appropriate to measure progress and impact.

5.2 Families with children under the age of 5 on Child Protection Register are considered for referral to Family Group Decision Making by the point of de-registration

Progress and Achievement in Q1

- All families with children under 5 have continued to be offered the opportunity to engage with the Family Group Decision Making service. We have systems in place that flag up who has been to Child Protection case conference and then either they have been offered the service by the social worker or by a member of the FGDM service

Plans for improvement next Quarter and year ahead

- This has been reviewed and will not to be included in the 22/23 plan

CSYP Service Priority 6: Ensure regulated resources work towards continuous improvement narrative

6.1 Local residential care homes will provide high quality care and support

Progress and Achievement in Q1

- For all regulated services no inspections happened, but will continue to be monitored closely.

Plans for improvement next Quarter and year ahead

- This will continue to be reviewed as part of 22/23 plan

6.2 Local adoption services will provide high quality care and support

Progress and Achievement in Q1

- For all regulated services no inspections happened, but will continue to be monitored closely.

Plans for improvement next Quarter and year ahead

- This will continue to be reviewed as part of 22/23 plan

6.3 Local fostering services will provide high quality care and support

Progress and Achievement in Q1

- For all regulated services no inspections happened, but will continue to be monitored closely.

Plans for improvement next Quarter and year ahead

- This will continue to be reviewed as part of 22/23 plan

6.4 Local Continuing Care/Adult services will provide high quality care and support

Progress and Achievement in Q1

- For all regulated services no inspections happened, but will continue to be monitored closely.

Plans for improvement next Quarter and year ahead

- This will continue to be reviewed as part of 22/23 plan

CSYP Service Priority 7: Develop 1 year pilot to support children to remain at home using family systemic practice narrative

7.1 Implement a 1-year family systemic pilot practice model across Children's Services

Progress and Achievement in Q1

- Pilot is currently working with 13 families, and an additional 3 have been identified but yet to start the project.

Plans for improvement next Quarter and year ahead

- Increase the number of family who benefit from Family Systemic work – We are increasing capacity within the family systemic work by introducing a trained children and families practitioner to work alongside the social worker who has a remit for this area of practice

CSYP Service Priority 8: Reduce the number of deferred Children's Hearings narrative

8.1 Monitor the number of Children's Hearings that are deferred and the reasons why

Progress and Achievement in Q1

- In total 3 Children's Hearing were deferred and the service will continue to monitor this closely to understand further the reasons for this.

Plans for improvement next Quarter and year ahead

- This has been reviewed and will not to be included in the 22/23 plan

CSYP Service Priority 10: Increase the number of social workers and practitioners who are skilled in engaging children and young people in life-story work narrative

10.1 Establish who has been trained and then develop/source a programme for workers to attend and develop their skills

Progress and Achievement in Q1

- 16 workers from across Children's Services completed a one day training session on life story work with children in January 22. A further delivery of this training is planned for November 22 which will be offered to up to 25 workers. These sessions have been commissioned through Adoption UK.
- 3 workers have been enrolled to study for the Diploma in Therapeutic Life Story Work with Children from Sep 22- June 23 to enhance their skills and knowledge in this area. This course is facilitated by Children in Scotland.

Plans for improvement next Quarter and year ahead

- This will continue to be reviewed as part of 22/23 plan, with two key actions identified in this area

CSYP Service Priority 11: Improving skills for Learning, Life and Work. Supporting communities to be a great place to live, work and grow up in narrative

11.1 Provide Community and Lifelong Learning Opportunities to all areas of Midlothian and Community Groups

Progress and Achievement in Q1

- 2588 engaged (target 7000)
- 351 receiving 1:1 support (target 500)
- 261 projects (target 550)
- 193 participants from SIMD* 20% (target 430) * Scottish Index of Multiple Deprivation
- 16 community groups supported (target 60)

Plans for improvement next Quarter and year ahead

- Consolidate promotion and recruitment activities building on the Cognitively Based Assessment Learning research, which will build on the good progress made in terms of meeting participant recovery targets as involvement with Communities, Lifelong Learning & Employment is voluntary.
- Increase promotion of ESOL (English to Speakers of Other Languages), Literacy and Numeracy service for Adults to ensure increased referrals from partners working with adults and families

11.2 Positive outcomes secured through CLL programmes

Progress and Achievement in Q1

- 602 qualifications achieved (target 1500)
- Survey monkey with satisfaction data currently unavailable
- 83.3% Modern Apprentices completed (target 75%)
- Will be reported in Q2

Plans for improvement next Quarter and year ahead

- Good progress being made on qualifications, detailed analysis being undertaken on qualifications offer to identify any gaps in provision, age groups and locality participation.
- National 5 English and Maths and Higher English being promoted to start after the summer break.
- Some data not available till later in the year.

11.3 Local fostering services will provide high quality care and support

Progress and Achievement in Q1

- SDS (Skills Development Scotland) Modern Apprenticeship and Foundation Apprenticeships contracts extended
- Shared Prosperity Investment Plan drafted

Plans for improvement next Quarter and year ahead

- Ongoing opportunities explored to attract income explored

02. Challenges and Risks

22/23

National Care Service Consultation

The National Care Service has made a decision that adult services will be included within this service, however further work and consultation is happening around children's services and Justice.

Scottish Childhood Interview Model

The new model of joint interviewing children and young people who have been at risk of abuse is welcomed however to date there has been no additional funding offered to social work teams. The training for this new model is resource intensive for both social workers, partners and their managers and it is a concern that no additional support with regards to funding has been forthcoming at this point. The challenge is that within Midlothian we are unable to offer more staff the opportunity to undertake this training due to the lack of funding to replace those workers who wish to undertake the training.

Impact of Covid-19

The impact of Covid across the entire children's service and CLLE remains a challenge.

During the last two years more children and young people have gone into kinship placements as a result of the pressures on families. The need to reprioritise resources to ensure there is adequate support in place to support the kinship carers has placed additional pressure on our social work teams who are already at capacity. In line with the foundations of the Promise we have aligned staff to other areas of the service so that they ensure earlier support via Family Group Decision Making which supports families to develop their own plan and identify what support they require. A plan to ensure this service becomes part of the mainstream budget has happened. We are also pursuing external funding to support this team.

Children's Services Referral's

As already highlighted earlier in the report the significant increase in referrals requires further analysis and a different approach to supporting the many families who are experiencing financial hardship. Work is ongoing with partner agencies to consider how we address this from a holistic perspective. We need to be mindful that poverty is a growing area of concern and the potential increased demand within our services is a concern. Over the course of 2021/22 referrals into Children's Services have risen from 6045 to 8287. The largest increase in referral reason was financial requests rising from 975 to 2140 over the twelve month period an increase of 119%

Staffing

As with other parts of the Council the impact of the pandemic has had a significant impact on our staffing with sickness absence remaining an ongoing area of concern across services. Thanks to the flexibility and commitment of our staff we have been able to manage this. This should ease as the national Covid position changes.

Staffing overall remains an issue with regard to trying to recruit experienced workers, our salaries are not as competitive as neighbouring local authorities and a potential fall out from Covid is that people are reflecting on what they do and many are choosing to leave this profession for pastures new.

Arrival of Ukrainian Families and Unaccompanied Asylum Seeking Children

We have managed to facilitate and welcome many Ukrainian families into Midlothian adopting a holistic approach to the support on offer. There remain many assessments still to be undertaken however we are confident our steady and thorough approach to this work will ensure that we are robust in the work we are undertaking therefore hopefully negating the risk of breakdowns in the near future. This work has been ongoing in addition to ensuring we meet the

agreed quota of unaccompanied children seeking asylum in Midlothian, arriving from other parts of the world as well as planning and welcoming families fleeing from Afghanistan.

Residential Care Homes

There continues to be a national shortage within the residential children's workforce in children's services. This is particularly so for children who have complex care needs such as autism and Additional Support Needs (ASN). We have had to place children externally because of the lack of provision across Scotland, these cases relate to external placement breakdowns. We continue to work with partners to explore how best to meet the current demands and pressure whilst making sure we future proof our services to deliver sustainable options locally for children and young people with ASN and Complex and Enduring Needs

Foster Care

As stated previously Midlothian Council's existing foster carers are an ageing population who are coming to the end of their fostering carer. While Midlothian Council's recruitment statistics compared with other local authorities remains encouraging we continue to seek and explore other options. As identified in Q3 Interestingly, our potential adopters has more than doubled though the numbers of children awaiting adoption in Scotland has significantly reduced. We are already in dialogue with these potential adopters regards the adoption landscape and to determine whether long term foster care could be an option.

Kinship Care

Another growing area as discussed at the beginning of the report. In essence, our resources and kinship services are inextricably linked and rely on each other to rise to the pressure and demands of keeping our children and young in the local community.

CLLE

Our main challenge going forward continues to be access to suitable premises to meet the needs of those engaging in learning in all age groups including older people; employability support both individually and in groups and the delivery of youth work in some geographical areas.

Challenges around access to devices and internet connectivity allowing participants to learn online is a challenge. The roll out of digital devices to school pupils and the allocation of Connecting Scotland devices to adults has helped but there are still challenges with the cost of internet access and rising electricity charges for many of our most vulnerable learners.

Instrumental Music Service

Providing free tuition to all pupils whilst having to meet a significant savings agreed within the Medium Term Financial Strategy will be challenging. We are undertaking an option appraisal which shall consider how we best deliver and design a service that is modern, implementing the learning during the pandemic, whilst also delivering a service that is equitable and sustainable.





























The risks and challenges within children's services and CLLE are highlighted within this report. As we begin to return to a sense of 'normality' across the services the impact of Covid should not be underestimated. This coupled with the challenges of poverty which will impact on many residents and families shall require us work in partnership with our voluntary and 3rd sector colleagues and across the council to ensure we are proactive in taking a holistic approach to supporting and working with families and residents within Midlothian.

Financial Pressures


- There is a financial challenge to deliver statutory services given the current budget gap.
- Due to the current financial climate there may be an impact on services as a result of the cost of living and increase in poverty.

Education Complaints Indicator Summary

Commitment to valuing Complaints 4. Outcomes and Customer Feedback

Indicator	2021/22	Q1 2021/22	Q1 2022/23			Annual Target 2022/23
	Value	Value	Value	Status	Short Trend	
Number of complaints received (quarterly)	61	19	18			
Number of complaints closed in the year	59	14	18			
Number of complaints upheld (quarterly)	7	3	3			
Number of complaints partially upheld (quarterly)	10	3	0			
Number of complaints not upheld (quarterly)	16	5	2			
Number of complaints Resolved (quarterly)	24	2	13			
Average time in working days to respond to complaints at stage 1	5.54	2.22	7.06			5
Average time in working days to respond to complaints at stage 2	29.21	13.33	0			20
Average time in working days for a full response for escalated complaints	21.33	20	0			20
Percentage of complaints at stage 1 complete within 5 working days	89.74%	100%	83.33%			95%
Percentage of complaints at stage 2 complete within 20 working days	57.14%	100%	100%			95%
Percentage of complaints escalated and complete within 20 working days	66.67%	100%	100%			95%
Number of complaints where an extension to the 5 or 20 day target has been authorised (quarterly)	6	0	0			
Number of Compliments	2	1	0			

Childrens Services, Partnerships and Communities

Midlothian 

Successes and Challenges

Corporate Performance Indicators (latest)

Pls  5  7  0  8

Corporate Pls Off Target

Pls  5





Average time in working days to respond to complaints at stage 2

Percentage of complaints at stage 1 complete within 5 working days

Percentage of complaints at stage 2 complete within 20 working days

Percentage of complaints escalated and complete within 20 working days

Average time in working days for a full response for escalated complaints

Key
Pls  Off Target
 On Target
 Data Only
 Data Not Yet Available

Service Plan Pls (latest)





Pls  2  0  0  12

Service Plan Pls Off Target

Pls  2

Child Protection: % of Core Group meetings held within a 8 week period.

Child Protection: % of Core Group meetings held within 15 days for Initial

Key
Pls  Off Target
 On Target
 Data Only
 Data Not Yet Available

Service High Risks (latest)



 2

Workforce capacity

Scottish Child Abuse Inquiry

All Risks - CSPC

Risks  14  14

Key
Risks  High Risk/Medium Risk
 Low Risk