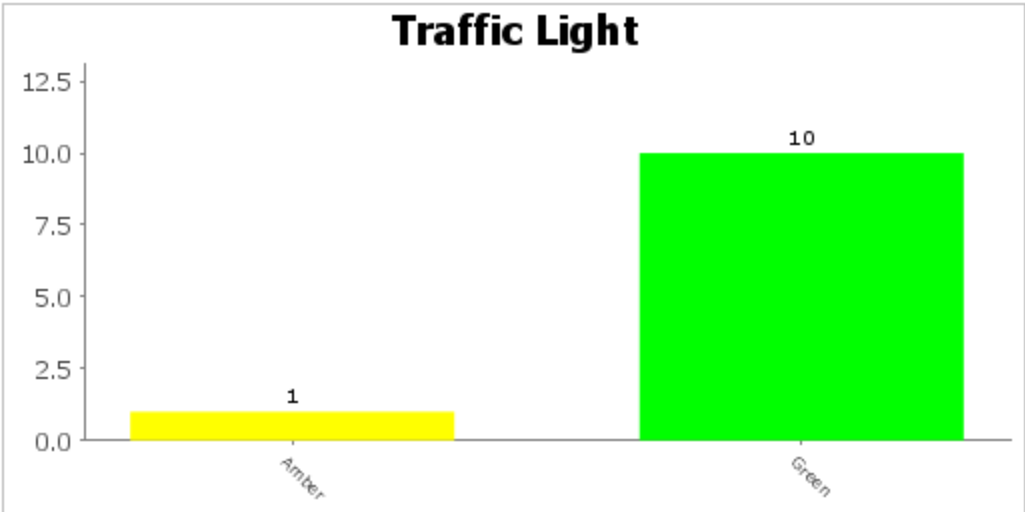



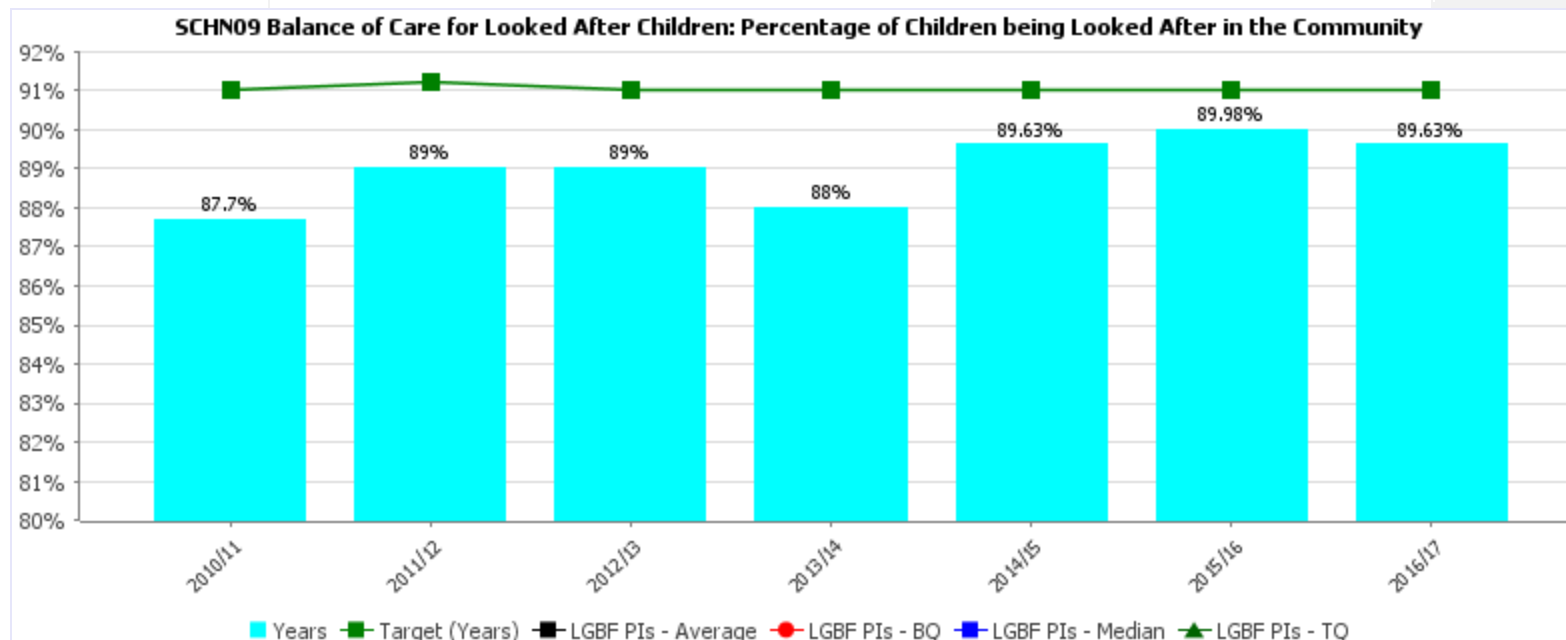
Children and Families - Performance Committee

Data Label : OFFICIAL

Generated on: 21 January 2019 17:51



PI Code & Short Name	SCHN09 Balance of Care for Looked After Children: Percentage of Children being Looked After in the Community	PI Owner	zAdmin_SCHN; Tim Ward
Description	This Indicator forms a part of the national looked after children benchmarking data. It is helpful because it helps ensure that West Lothian Council manages and monitors its cost information in this client category and also how placements are balanced between placements at home or in a residential 'accommodated' setting. It is also important because it enables the service to benchmark against other local Authorities. The results enable the service to ensure services are developed appropriately and inform the council's Corporate Parenting Report and Plan, developed annually. Data for 2015-16 will become available in May 2017.	Traffic Light Icon	
		Current Value	89.63%
		Current Target	91%



There has been little change in the proportion of West Lothian Children looked after in the community since data was first collected in 2010-11.


The current performance for 2016-17 is 89.63% ranking West Lothian at 14th, an improvement of 2 although there was a marginal negative shift of 0.34% from 2015-16. The best performing is North Lanarkshire at 95.08% and the worst Orkney at 78.94%. Scotland overall is 89.87%.

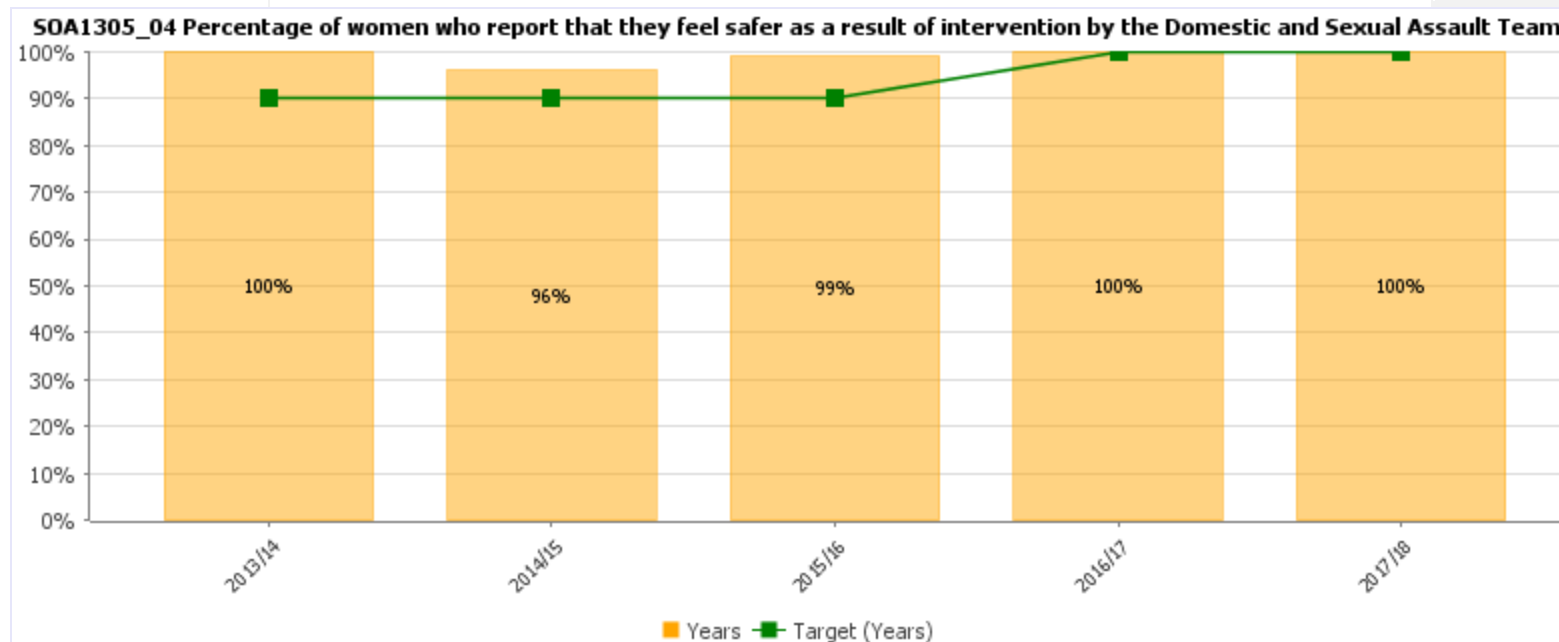
The top 5 councils are as follows;

North Lanarkshire 95.08%
 South Ayrshire 94.32%
 Dumfries and Galloway 94.24%
 Renfrewshire 93.78%
 Angus 92.16%

West Lothian is making efforts to ensure children are being managed in the community as far as possible through its Transforming Your Council (TYC) Programme and the performance reflects the investment made in services locally.

There is a family benchmarking group that is led by the Improvement service who have commenced national annual events to encourage qualitative sharing of information. The target of 91% has not yet been met so should remain at that level until such time as it can be stretched further.

PI Code & Short Name	SOA1305_04 Percentage of women who report that they feel safer as a result of intervention by the Domestic and Sexual Assault Team	PI Owner	SOA13_Senior Manager 3 Social Policy(Tim Ward)
Description	This relates to the percentage of women who report that they feel safe as a result of intervention by the Domestic and Sexual Assault Team. The figure is taken at the point when women withdraw from the service, whether that is as a consequence of short term court advocacy or longer term prolonged support and intervention.	Traffic Light Icon	
		Current Value	100%
		Current Target	100%



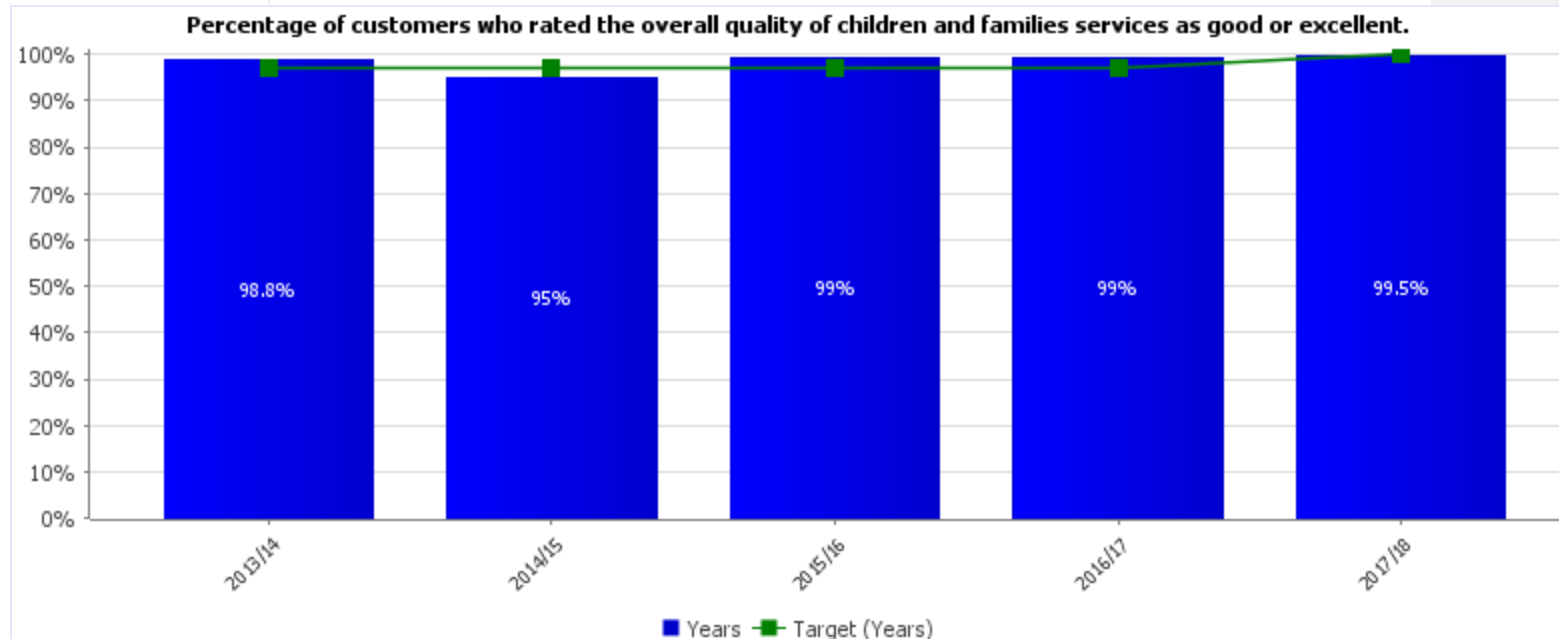
Trend Chart Commentary :

This indicator is now being annually reported. The trend since 2011/12 has shown consistently above 90% with 2015/16 reaching a performance of 99%. In 2016-17 performance was increased to 100%. This is a positive trend as it shows that the perception of women being protected by services is an important indicator of how effective the service is.

In 2017-18 all women who used the court advocacy service reported feeling safer (99 women) so performance remains at 100%.

The target was increased to 100% in 2016-17 and this will be maintained from 2017-18 onwards.

PI Code & Short Name	P:SPCF001_6a.7 Percentage of customers who rated the overall quality of children and families services as good or excellent.	PI Owner	zSPCF_PIAAdmin; Jo MacPherson
Description	Percentage of customers who responded to the children and families annual survey who rated the overall quality of the service as good or excellent. Key customer groups asked to participate in the survey are children and families with additional needs, Looked After Children and children and families with disabilities. The survey is carried out using a number of methods including paper, electronic and telephone surveys. Results are analysed closely to identify potential areas for improvement.	Traffic Light Icon	🟢
		Current Value	99.5%
		Current Target	100%



Trend Chart Commentary:


There is a consistent overall positive trend in the percentage of customers who responded to annual surveys who expressed that they felt the overall quality of service was good or excellent and this has remained at 95% or higher since 2013-14. This is attributable to an increased focus on listening to customer feedback and adopting a more customer focused approach to service delivery.

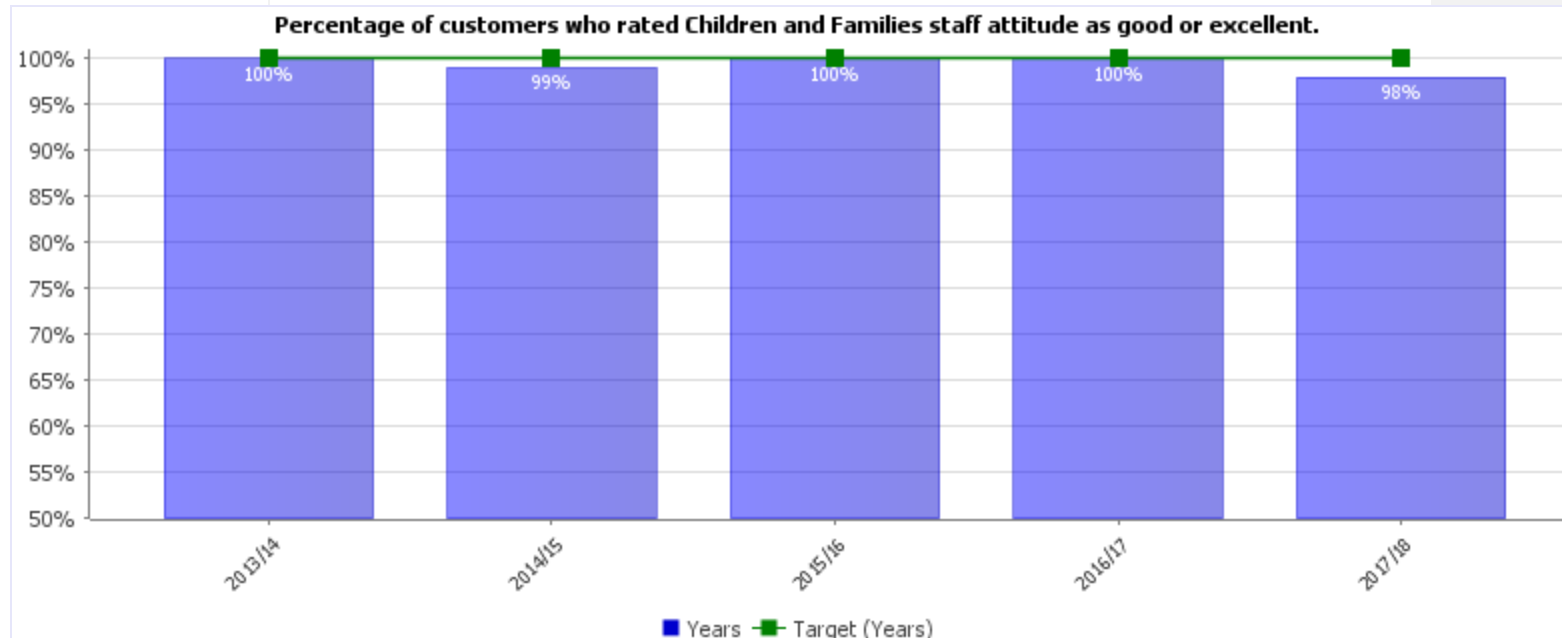
In 2015-16, 113 customers responded to the survey and of these 99% rated the overall quality of Children and Families services as good or excellent. This performance is an improvement on 2014-15 which was 95%. Overall there is a consistently positive response with slight variations dependent on the number of respondents.

The results for 2016-17 show this as 99%. This represents 88 out of 89 respondents who rated the overall quality of children and families services as good or excellent. Target performance for 2017-18 was increased to 100% to ensure the service continues to strive for as strong a performance as possible. There was an improvement in respondents in 2017-18 to 224, which is a significant increase on last year's figure. Of these, 99.5% reported that the overall service that they received was good or excellent.

In 2017-18, benchmarking against the Housing Needs Service commenced. Children and families compared well with housing Need which also performed strongly at 98.5%

The target for 2018-19 will remain at 100%.

PI Code & Short Name	SPCF005_6a.4 Percentage of customers who rated Children and Families staff attitude as good or excellent.	PI Owner	zSPCF_PIAAdmin; Jo MacPherson
Description	Percentage of respondents who rated Children and Families staff attitude as good or excellent in an annual survey. Key customer groups asked to participate in the survey are children and families with additional needs, Looked After Children and children and families with disabilities. The survey is carried out using a number of methods including paper, electronic and telephone surveys. Results are analysed closely to identify potential areas for improvement.	Traffic Light Icon	
		Current Value	98%
		Current Target	100%



Trend Chart Commentary:


Children and families have previously collated customer satisfaction levels in 3 different WLAM units, Specialist Services, Looked After Children and Fieldwork Services. This combined survey demonstrates a high level of customer satisfaction.

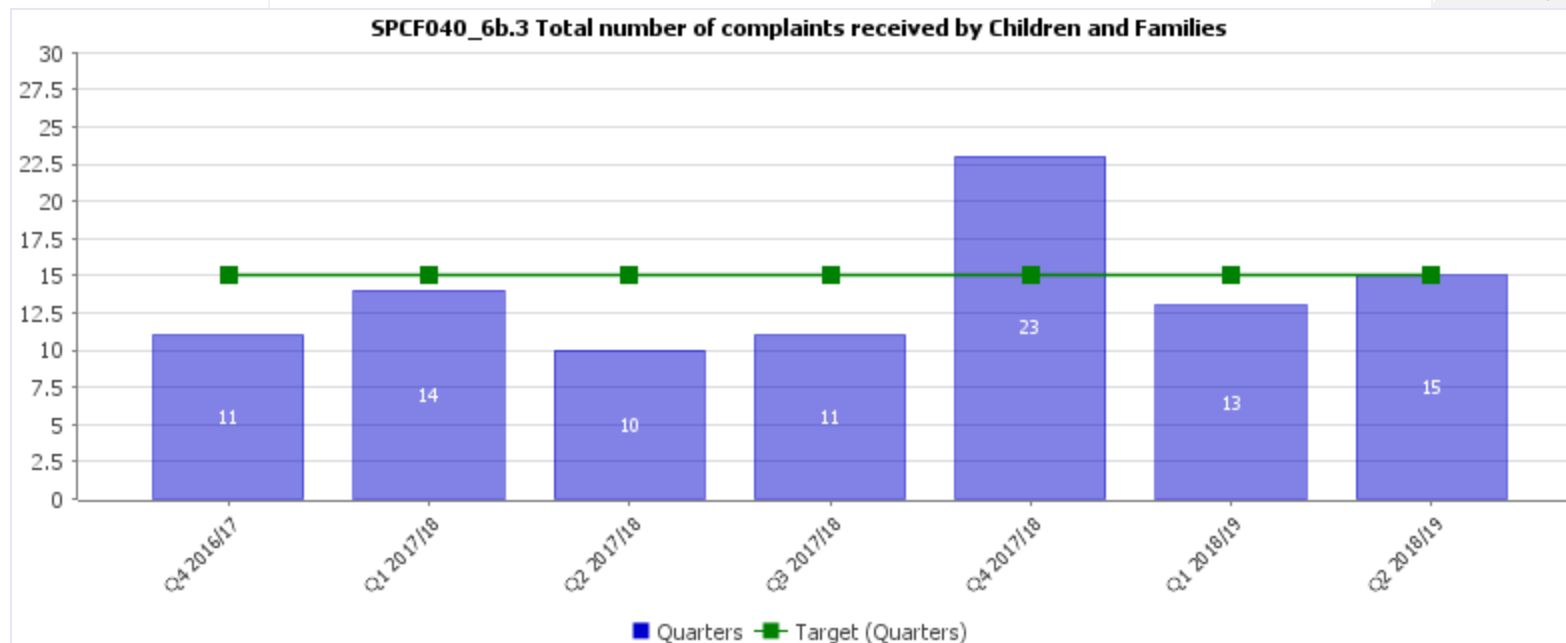
There were 226 respondents in 2017-18 which is an improvement on last years figures. Of those, 98% reported that staff attitude was good or excellent. This represents a slight drop from last year but due to the variations in respondents this can have a significant impact on percentages.

In 2015-16, 113 customers/partners responded to the survey and of these 100% rated Children and Families staff attitude as good or excellent. This performance is an improvement on 2014-15 which was 99%. Overall there is a consistently positive response with slight variations dependent on the number of respondents.

The results for 2016-17 show this as 100%. This represents 89 out of 89 respondents who rated staff attitude as good or excellent.

Target performance for 2018-19 will remain at 100%.

PI Code & Short Name	SPCF040_6b.3 Total number of complaints received by Children and Families	PI Owner	zSPCF_PIAAdmin; Tim Ward
Description	This indicator measures the total number of complaints received by Children and Families. It is the total number of complaints received by Children and Families at stage one (complaints that the council aims to deal with within 5 working days) and those received directly at stage two (more complex complaints that the council aims to deal with within 20 working days).	Traffic Light Icon	
		Current Value	15
		Current Target	15



Trend Chart Commentary:

From 2017-18, there is no difference between council and statutory complaints.

Prior to this there were differences between the two types with the overwhelming majority statutory.

The vast majority of complaints relate to child care and protection and are related to dissatisfaction with decision making and attitude of staff. This is frequently because staff have to deal with challenging behaviour and passing on difficult messages. More recently some issues have arisen relating to accuracy of information which has now been addressed.

In quarter 1 of 2017-18 there were 14 complaints received. In quarter two this reduced to 10 and increased slightly to 11 in quarter 3. In quarter 4 there was a significant jump to 23. By quarter 1 of 2018-19 complaints had reduced to 13. By quarter 3 of 2018-19 the number of complaints had reduced to 7. Explanations are being sought as to why the numbers have reduced. The numbers were also down in other areas the service benchmarks against.

Work will be undertaken to better understand these variations through benchmarking with Housing need, Community Care and Criminal and Youth Justice.

Volume in these areas is as follows for quarter 3 of 2018-19


Children and families - 7

Housing Need - 26

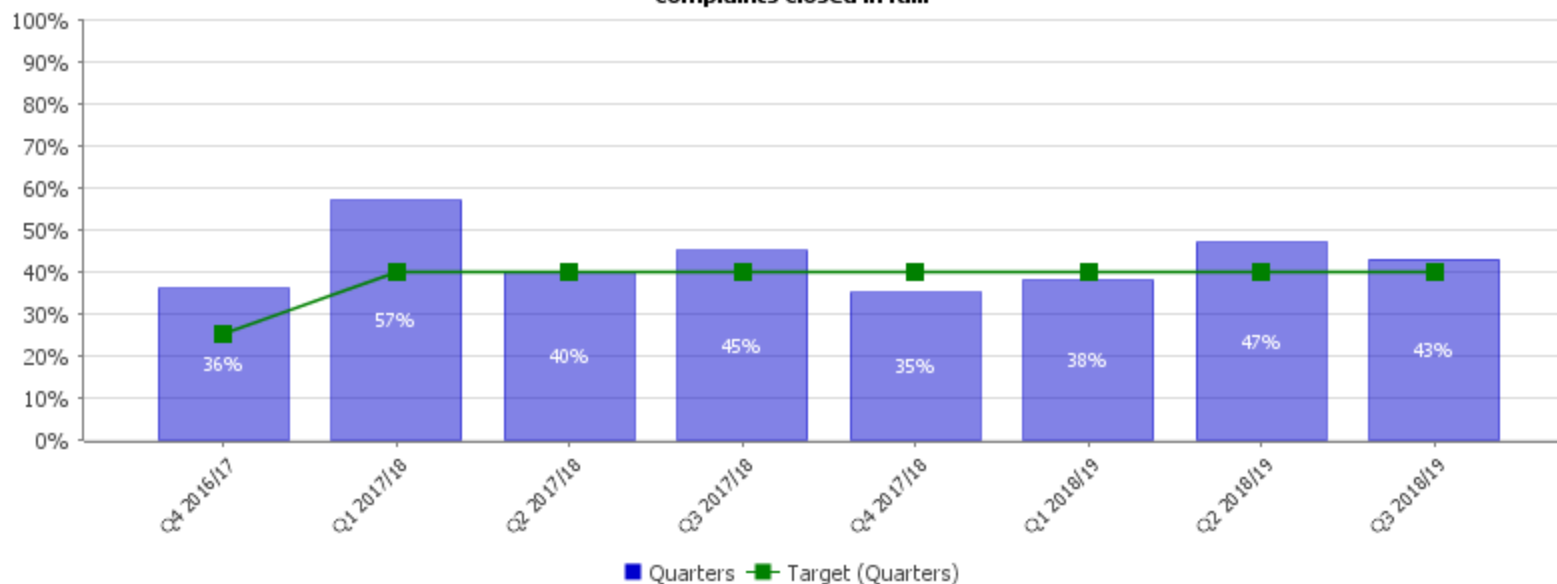
Community Care - 11

Criminal and Youth Justice - 2

The target for 2018/19 is 15 per quarter, although this is hard to gauge due to the nature of service delivered.

PI Code & Short Name	SPCF045_6b.4 Percentage of complaints received by the Children and Families Service that were upheld or partially upheld against the total complaints closed in full.	PI Owner	zSPCF_PIAAdmin; Tim Ward
Description	This indicator measures the total number of complaints received by Children and Families which were upheld or partially upheld, as a percentage of all complaints received.	Traffic Light Icon	
		Current Value	43%
		Current Target	40%

SPCF045_6b.4 Percentage of complaints received by the Children and Families Service that were upheld or partially upheld against the total complaints closed in full.



Trend Chart Commentary:

In quarter 3 of 2018-19 3 from 7 complaints were partially upheld.

The main issues where complaints were upheld included;
attitude of staff
Accuracy of information provided

Complaints were reviewed and resolutions included staff training, reminders about relevant processes and individual sessions with staff to highlight where improvement in practice was required.


The service benchmarks against the following WLAM areas;

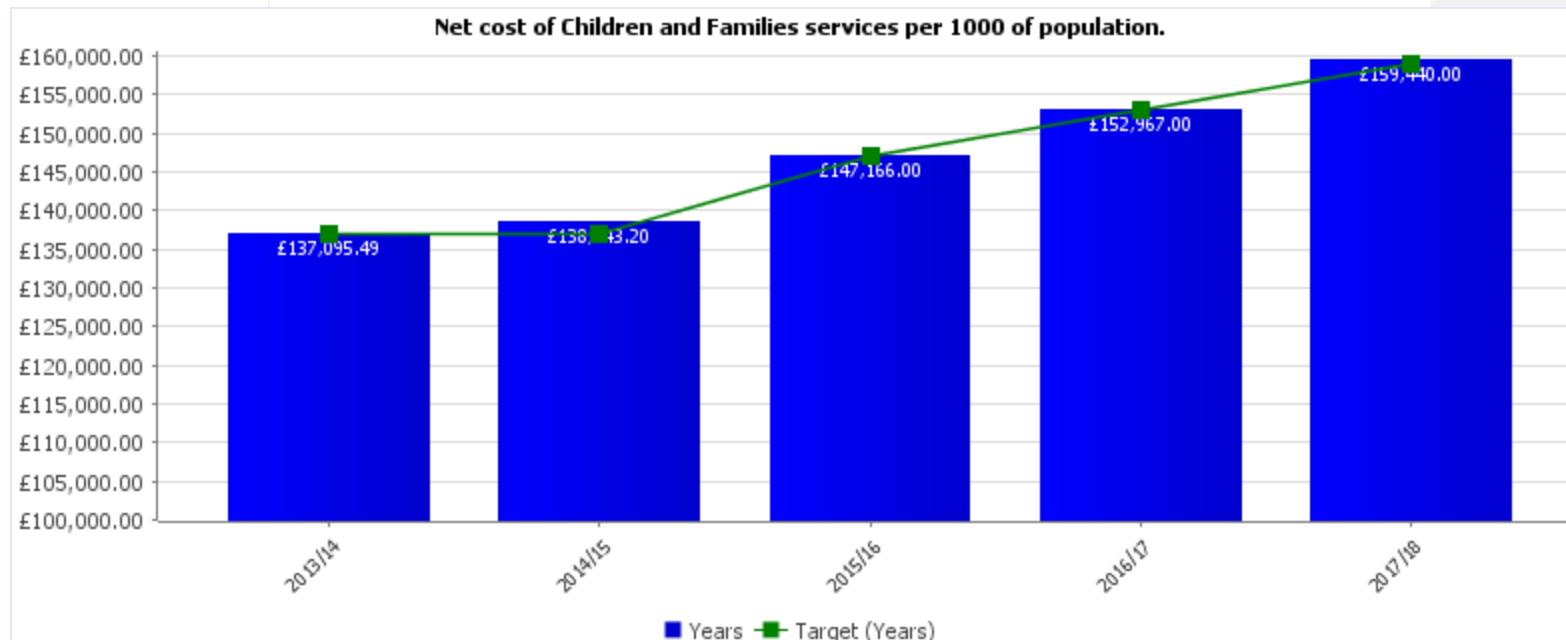
Children and Families - 43%
Community Care - 55%
Criminal and Youth Justice - 0%

Housing Need - 27%

It has been difficult to draw too many conclusions from this. It does need to be taken into account that Housing need have a higher volume of complaints. Complaints upheld or partially upheld in that area have tended to be around not completing agreed actions but also have attitude and information accuracy in some cases.

The target will remain at 40% for 2018/19 as the service felt that upholding more complaints was reflective of a service that aims to improve from feedback.

PI Code & Short Name	P:SPCF060_9a.1c Net cost of Children and Families services per 1000 of population.	PI Owner	zSPCF_PIAAdmin; Tim Ward
Description	This indicator demonstrates the net cost of children and families services per 1000 of population. The indicator is updated each October when the most recent population estimate for the year in question is published. Children and Family teams within Social Policy provide a wide range of services. These are composed of core social work services as well as initiative funded projects and specialist teams all working together to achieve improved outcomes for children and their families from pre-birth to 26 years in line with statutory duties.	Traffic Light Icon	
		Current Value	£159,440.00
		Current Target	£159,000.00




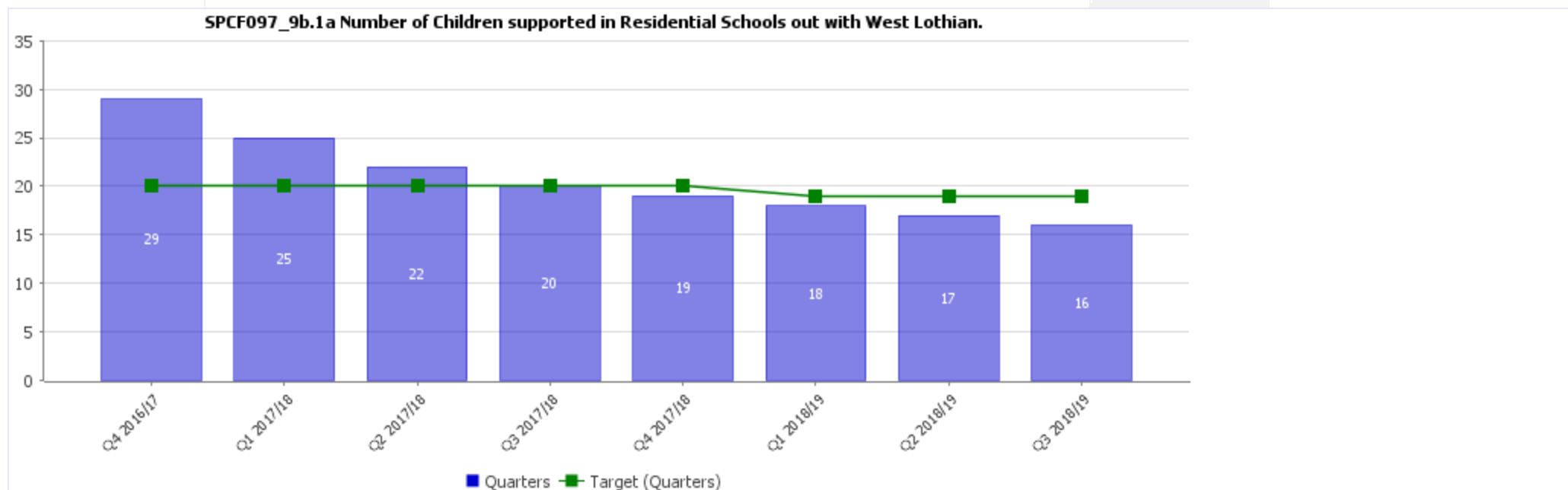
Trend Chart Commentary:

The figure for 2017-18 is £159,440. This is up from the 2016-17 figure of £152,967. This is due in part to additions to the budget for growth in population and an increase in demand for kinship care, foster care and demographic increases alongside inflationary increases applied by independent providers.

It is intended that benchmarking data will be included in future years. Since 2013-14 there has been a gradual increase in the amount of money spent by Children and Families Services per 1000 of the West Lothian population. The increase in recent years has been attributable to additional spending on specialist residential, secure and foster care placements due to increased numbers in placement and the cost of placements.

The target for 2018-19 has been increased to £159,000 to reflect demographic growth and the increased cost of purchasing external placements alongside the increased numbers of children in foster and kinship care.

PI Code & Short Name	SPCF097_9b.1a Number of Children supported in Residential Schools out with West Lothian.	PI Owner	zSPCF_PIAAdmin; Tim Ward
Description	This indicator provides valuable information regarding the total number of children placed in residential schools provided by the third or private sector and manage the most challenging behaviour in a dedicated combined educational and care setting. These usually accommodate and care for those children who have been unable to manage in resources within West Lothian. This does not include children with a disability. The indicator tells us how effective services are at enabling children to remain within west Lothian. There are occasions where children's needs are very complex and a specialised resource is deemed necessary through the assessment undertaken on the child. It is important that as far as possible, children are enabled to remain in West Lothian. Therefore, children's services should always be aiming to reduce the need for such provision, by constantly improving the availability and quality of internal resources.	Traffic Light Icon	
		Current Value	16
		Current Target	19




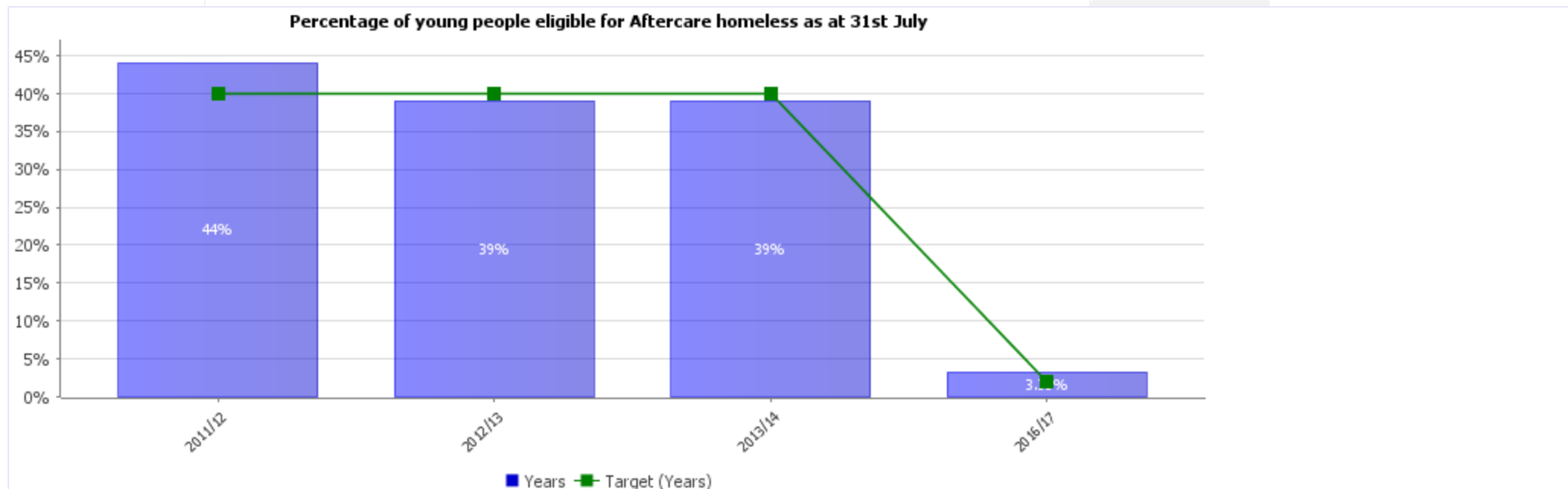
Trend Chart Commentary

Considerable work has taken place to manage numbers to target. In quarter 3 of 2018-19 performance had reached 16 with significant reductions taking place since quarter 4 of 2016-17 when the figure stood at 29.

Social Policy are currently undertaking a review of childrens services in order to provide alternatives within our own internal resources which will aim to help avoid young people being placed in residential schools as far as risks to those children allow.

The 2018/19 target has been reduced to 19 to reflect service expectations around reducing use of external provision. The target will reduce further in 2019-20 to 18 and incrementally thereafter.

PI Code & Short Name	SPCF127_9b.1c Percentage of young people eligible for Aftercare homeless as at 31st July	PI Owner	zSPCF_PIAAdmin; Jo MacPherson; Tim Ward
Description	Previously Looked After Children who are entitled to Aftercare services can be vulnerable and experience poor outcomes. It is important to avoid young people becoming homeless as this can cause further instability. This indicator will measure how effective the Aftercare services are in supporting young people maintain and meet their accommodation needs. 2017-18 data will be available in March 2019.	Traffic Light Icon	
		Current Value	3.33%
		Current Target	2%




Trend Chart Commentary:

This is a newly developed performance indicator.

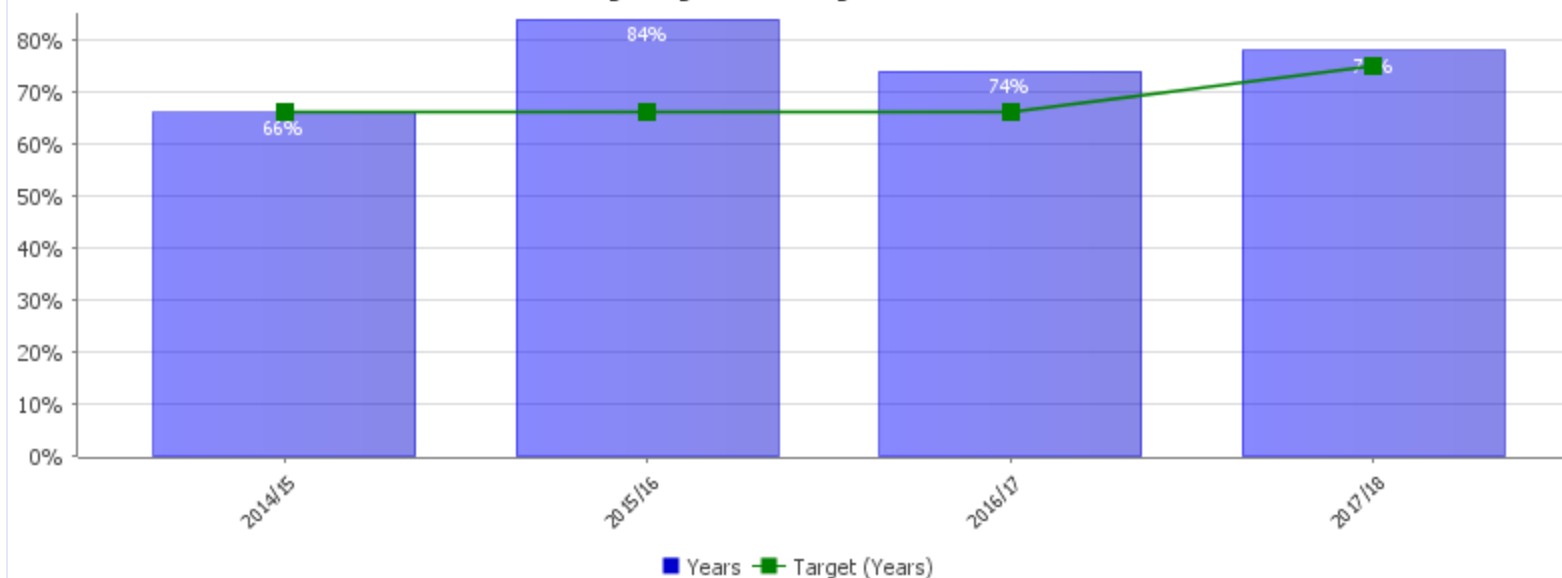
Data for 2016-17 indicates that of those in receipt of aftercare, 3.33% (7 from 210) were homeless as at 31st July 2017. This was a dramatic improvement from 2013-14 when data was last collected.

Work is being undertaken with Housing, Customer and Building services to ensure a strong focus on vulnerable young people, particularly care leavers. The Corporate Parenting Plan has this as a key priority for focus during 2017-18.

The target for 2018-19 will remain at 2% to encourage a very positive current trend

PI Code & Short Name	SPCF138_9b.1c Percentage of children involved with the Whole Family Support service who have avoided becoming accommodated who were assessed as being at high risk of being accommodated.	PI Owner	zSPCF_PIAdmin; Jo MacPherson
Description	This performance indicator is a measure of how effective Whole Family Support is in addressing chronic issues faced by children and their families. The Whole Family Support Service works with the most complex families where the children are at high risk of becoming accommodated. The aim of Whole Family Support is to keep children within their own families and communities safely and with support.	Traffic Light Icon	
		Current Value	78%
		Current Target	75%

Percentage of children involved with the Whole Family Support service who have avoided becoming accommodated who were assessed as being at high risk of being accommodated.




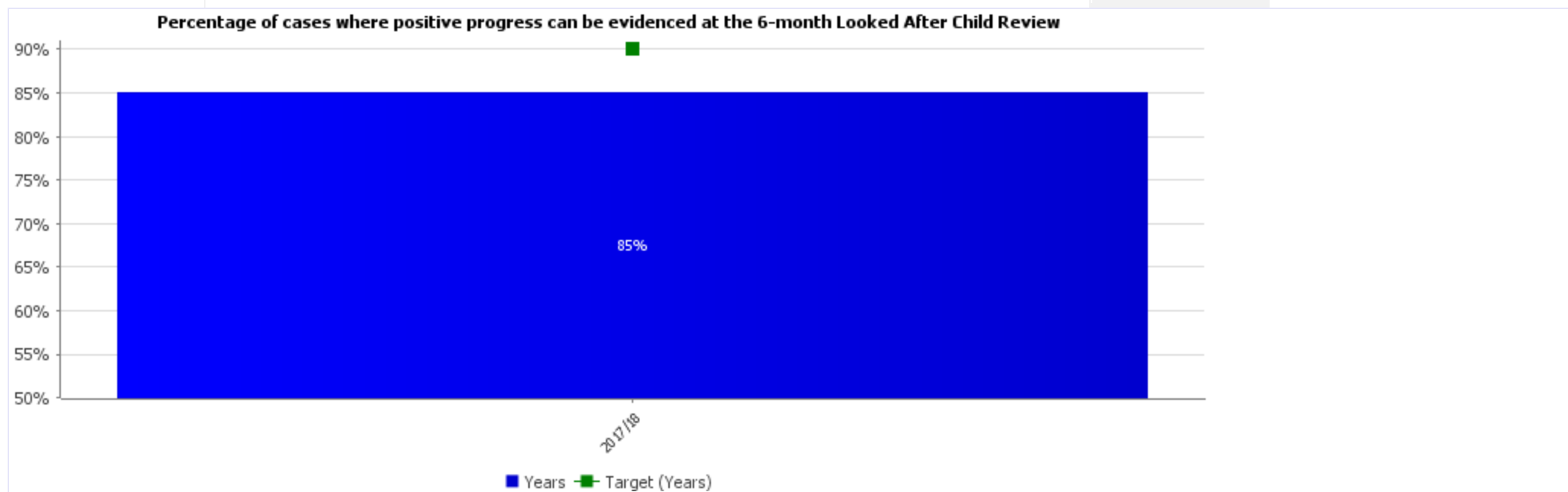
Trend Chart Commentary:

The most recent data for 2017-18 shows a continuing positive trend with 78% (57 from 73 families) remaining or being returned home due to WFS involvement

Performance in 2016-17 saw a dip on 2015-16 from 84% to 74%. The service worked with a number of large families where children required to be accommodated and this impacted on performance. Performance in 2015-16 saw an improvement on 2014-15 from 66% to 84%. The intensive and whole family approach to addressing complex issues has shown to enable children and young people remain within their own families and communities and avoid escalation into more costly resources.

The target for 2018-19 will increase to 80% to encourage continuous improvement.

PI Code & Short Name	CP:SPCF147_9b.1b Percentage of cases where positive progress can be evidenced at the 6-month Looked After Child Review	PI Owner	zSPCF_PIAAdmin; Tim Ward
Description	<p>This performance indicator is part of the performance scorecard for the council's Corporate Plan 2018/23 and will contribute to priority 2 delivering positive outcomes and early interventions for early years. Children who are looked after and accommodated away from home are reviewed by the Local Authority. This initial planning meeting is held within 72 hours and thereafter at 6 weeks, 3 months and 6 month intervals. Care plans are presented at looked after reviews which are chaired by independent reviewing officers. These care plans are scrutinised and amended at each review reflecting the needs of the child.</p> <p>Evidence of positive progress is determined by the independent reviewing officer at the first 6 month looked after child review and thereafter.</p>	Traffic Light Icon	
		Current Value	85%
		Current Target	90%



This is the first year this indicator has been reported on.

For 2017-18, the performance was generally positive with 85% (462 from 543) Looked After Child Reviews showing that some positive progress had been made between reviews.

Work is always ongoing to encourage improvement and the long term aim is for 95% of reviews to have shown positive progress by the end of the life of this Corporate Plan.

An Initial target has been set at 90% to encourage a move to that longer term target.