

REPORT SUMMARY SHEET

Meeting: Date:	Trust Board 24 th January 2019
Title:	Performance Management Briefing Report for Trust Board – Unallocated Child Care Cases
Lead Director:	Paul Morgan Director of Children & Young People's Services
Corporate Objective:	Safe and Effective Care
Purpose:	Assurance
Summary of Key Issues for Trust Board	
<u>High level context:</u>	
<ul style="list-style-type: none"> • Referrals to Gateway • Southern Trust weekly unallocated cases are based on Gateway, Family Support and Children's Disability Teams. 	
<u>Key issues/risks for discussion:</u>	
<ul style="list-style-type: none"> • Unallocated Referrals Time Waiting to be allocated • The impact of the growth in the LAC population and spike in referrals for Oct and Nov • Action taken to mitigate risks and strengthen our system 	
<u>Summary of SMT challenge/discussion:</u>	
<ul style="list-style-type: none"> • Maintaining a full complement of staff in the context of maternity and sick leave across the service • Have recently with HR Support recruited specifically for FIT. • Maintaining the quality of service • Managing the risk of unallocated cases. Assistant Director will now review all unallocated cases over 8 weeks, with his Heads of Service, every month. 	

UNALLOCATED CHILDCARE CASES

PERFORMANCE MANAGEMENT BRIEFING REPORT For Trust Board – January 2019

1.0 Gateway Single Point of Entry:

Referrals	September	October	November	December
TOTAL	859	1056	1074	818

2.0 Southern Trust weekly unallocated cases:

October 2018

	05.10.18	12.10.18	19.10.18	26.10.18	31.10.18	31.10.18 Priority 5
Gateway	0	0	0	0	0	0
Family Support	65	46	50	52	51	51
Disability	25	26	28	30	30	30
TOTAL	90	72	78	82	81	81

November 2018

	02.11.18	09.11.18	16.11.18	23.11.18	30.11.18	30.11.18 Priority 5
Gateway	0	0	0	0	0	0
Family Support	60	53	56	55	64	64
Disability	31	28	26	22	28	28
TOTAL	91	81	82	77	92	92

December 2018

	07.12.18	14.12.18	21.12.18	28.12.18	31.12.18	31.12.18 Priority 5
Gateway	0	0	0	0	0	0
Family Support	70	66	66	71	71	71
Disability	31	27	32	33	33	33
TOTAL	101	93	98	104	104	104

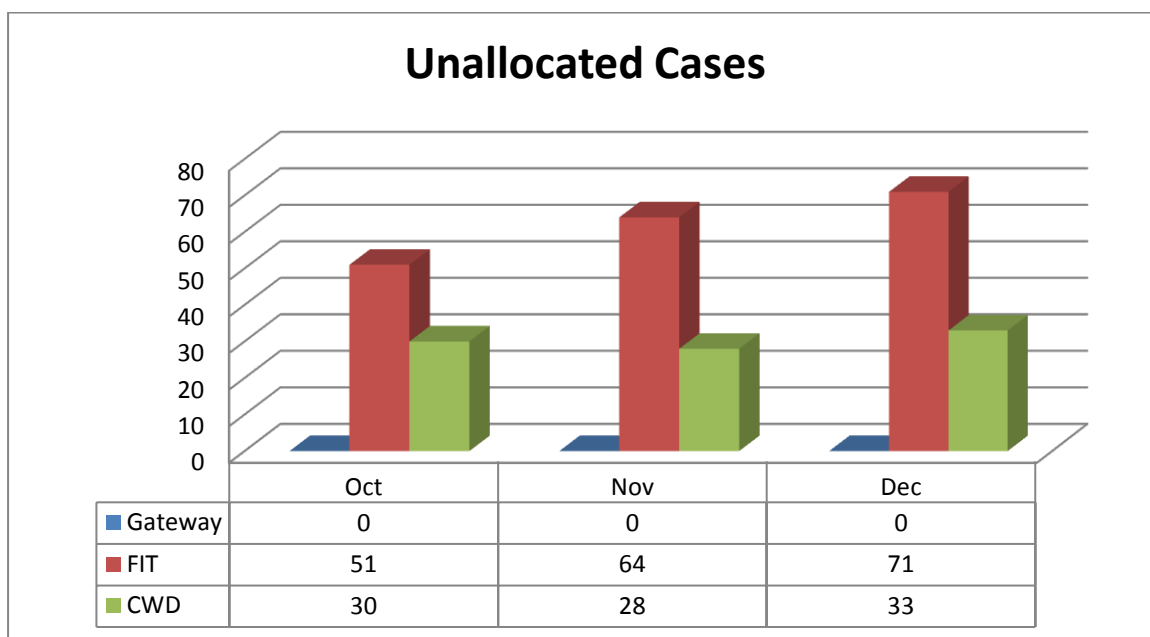
- **Total Unallocated Cases as at 31.12.18 – 104**

Sick leave is not covered and remaining staff have to cover work load – prioritising allocation of child protection referrals.

Social Workers leaving/commencing maternity leave cannot be allocated new cases up to 10 working days prior to leaving to allow time to complete case work, write up records and use their accrued annual leave entitlement.

Vacancies across the Family Intervention Service have led to an increase in unallocated cases during the last 3 months. Interviews were completed on the 8th January 2019 to fill permanent vacancies.

Unallocated cases over 6 weeks have follow up multi-disciplinary checks completed; home visit to family to review circumstances; update provided to referrer; and confirmation of point of contact for referrer and family provided.



Gateway Teams and FIT	Month in which the referral was made			
	September	October	November	December
Referrals				
No. of Child Protection Referrals received during month	58	98	79	54

Percentage of total referrals which are Child Protection	6.75%	9.28%	7.35%	6.6%
No. of Children becoming Looked After	9	21	14	10
Percentage	1.04%	1.98%	1.30%	1.22%
No. of Child Protection Case Conferences	20	26	31	20
Percentage of child protection referrals progressing to case conference	34.48%	26.53%	39.24%	37.03%

3.0 Unallocated Cases (as at 31.12.18) Time Waiting to be allocated (in days) (excludes CWD)

Type of Referral	Greater than 20 working days but less than 30 days	Greater than 30 working days but less than 40 days	40+ working days (* See Footnote)
Family Support	21	17	66
Level for Allocation	0 - High 0 - Medium 21 - Low	0 - High 0 - Medium 17 - Low	0 - High 0 - Medium 66 - Low
Example of low level referral	Mother and baby aged 4 months reside with maternal grandmother. Mother seeking own accommodation and is meeting the needs of her baby. Mum receives service from Adult Mental Health Service. Mental Health Services have not identified any risk factors.		
Example of Medium level referral	<ul style="list-style-type: none"> No medium level unallocated cases at present. 		
Example of High level referral	<ul style="list-style-type: none"> No high level unallocated cases at present. 		

* Footnote

Longest Waiter: 200 days - Child does not wish to have contact with father. Parents remain separated and mother and children live with maternal grandmother. Women's Aid provides support to family.

Further review of case including home visit to be completed January 2019.

4.0 Action taken to mitigate risks and strengthen our system:

- 4.1. There are no unallocated Child Protection or LAC Cases.
- 4.2. Heads of Service, APSW and Team Managers review and prioritise unallocated cases for allocation.
- 4.3. Multi-disciplinary checks completed on all unallocated cases.
- 4.4. Workloads continue to be reviewed across Gateway and Family Intervention teams to ascertain if there is any capacity for allocation of family support cases waiting in excess of 20 working days.
- 4.5. Staff are moved across the Gateway and Family Intervention Service to respond to demand and capacity pressures. Vacancies reviewed each week.
- 4.6. Sickness and absenteeism policy is strictly adhered to by managers.
- 4.7. Regional Guidance for categorization of Child Protection referrals is adhered to.
- 4.8. Opportunities for redeployment of staff have been utilized across CYPS.
- 4.9. Ongoing promotion of family Support Hubs with other agencies/ professionals.

5.0 Challenges for the Service

To reduce unallocated cases and maintain a low number of same.

To maintain targets for the allocation and completion of family support assessments

To sustain a full complement of staff and cover vacancies as a result of sick leave.