

BOARD REPORT SUMMARY SHEET

Meeting: Date:	Trust Board 26 th September 2019
Title:	Performance Management Briefing Report for Trust Board – Unallocated Child Care Cases
Lead Director:	Paul Morgan - Director of Children & Young People's Services
Purpose:	Assurance
<u>Key strategic aims:</u> To maintain a responsive, safe & effective Service	
<u>Key issues/risks for discussion:</u> <ul style="list-style-type: none"> • Unallocated referrals time waiting to be allocated • High level of Child Protection and LAC activity associated with complexity of cases. • Action taken to mitigate risks and strengthen our system 	
<u>Summary of SMTdiscussion:</u> <ul style="list-style-type: none"> • Maintaining a full complement of staff in the context of social work vacancies, maternity and sick leave across the Service • Retention of staff • Staff attracted to move to Tulsa due to better remuneration. • Maintaining the quality of service <ul style="list-style-type: none"> • Managing the risk of unallocated cases. Weekly monitoring completed by team managers and monthly monitoring completed by HOS and Assistant Director. 	
<u>Human Rights/Equality:</u>	

UNALLOCATED CHILDCARE CASES

PERFORMANCE MANAGEMENT BRIEFING REPORT For Trust Board – September 2019

1.0 Gateway Single Point of Entry:

Referrals	April	May	June	July
TOTAL	877	874	1031	955

2.0 Southern Trust weekly unallocated cases:

May 2019

	03.05.19	10.05.19	17.05.19	24.05.19	31.05.19	31.05.19 Priority 5
Gateway	14	10	23	27	23	23
Family Support	21	22	21	22	19	19
Disability	30	30	31	29	27	27
TOTAL	65	62	75	78	69	69

June 2019

	07.06.19	14.06.19	21.06.19	28.06.19		28.06.19 Priority 5
Gateway	22	16	16	22		22
Family Support	22	23	26	27		27
Disability	30	28	30	27		27
TOTAL	74	67	72	76		76

July 2019

	06.07.19	12.07.19	19.07.19	26.07.19	31.07.19	31.07.19 Priority 5
Gateway	28	31	28	21	12	12
Family Support	25	26	28	25	26	26
Disability	27	28	28	31	30	30
TOTAL	80	85	84	77	68	68

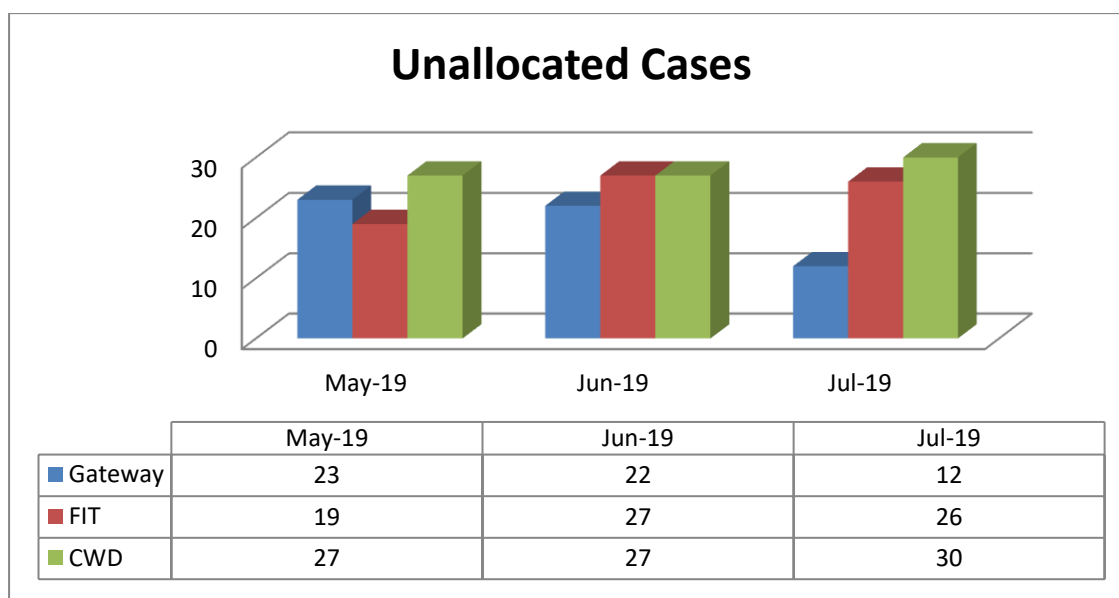
- **Total Unallocated Cases as at 31.07.19 – 68**

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 20 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 Gateway, Family Intervention and CWD Service continue to impact on the level of unallocated cases.

Unallocated cases over 6 weeks have follow up multi-disciplinary checks completed; contact with 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			
	April	May	June	July
Referrals				
No. of Child Protection Referrals received during month	52	76	47	77
Percentage of total referrals which are Child Protection	5.92%	8.69%	4.55%	8.06%
No. of Children becoming Looked After	18	5	21	17
Percentage	2.05%	0.57%	2.03%	1.78%

No. of Child Protection Case Conferences	21	29	17	27
Percentage of child protection referrals progressing to case conference	40.38%	38.15%	36.17%	35.06%

3.0 Unallocated Cases (as at 31.07.19) 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	12	18	38
Level for Allocation	0 - High 0 - Medium 12 - Low	0 - High 0 - Medium 18 - Low	0 - High 0 - Medium 38 - Low
Example of low level referral	Relationship difficulties between father and 15year old daughter.		
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: **137 days** - 14 year old girl has learning difficulties and physical disability. Referral made for community support – music therapy. The young person and family will be allocated for a social work assessment - August 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, Family Intervention and CWD 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 minimise 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.