

# Safeguarding our vulnerable residents

These pages contain a range of performance information on the progress that the council is making towards the achievement of the following organisational priority:

**To safeguard, support and meet the needs of our most vulnerable families and residents**

The performance information provided here is taken from the high level indicators in the council's Corporate Plan and the council's key performance indicators. The information on these pages relates to the following areas of performance:

- Looked after children
- School Exclusions
- Carers
- Homelessness
- Community Justice

Performance data on the Council's performance in relation to adult social care can be found on the Local Government Benchmarking Framework webpages.

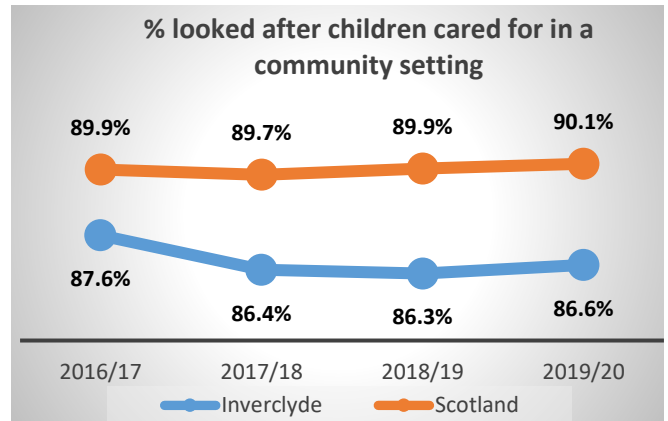
## Looked After Children

### The percentage of looked after children that are cared for in a community setting

2020/21 data is expected to be published in February 2022.

The most recent data shows that the percentage of looked after children in Inverclyde that are cared for in a community setting was slightly below the national average in 2019/20 at 86.6%.

There was a marginal increase of 0.3% from the previous year.

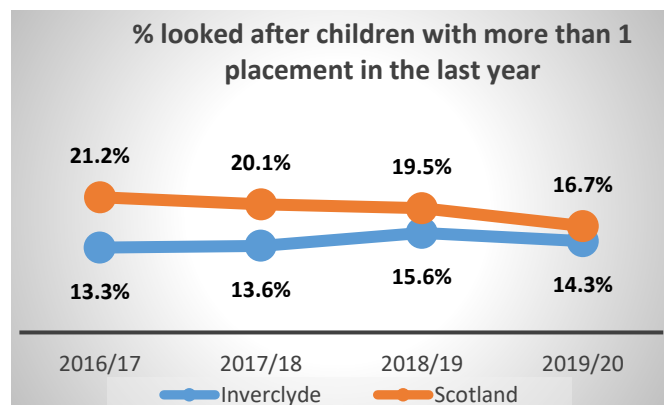


### The percentage of looked after children with more than 1 placement in the last year (Aug-July)

2020/21 data is expected to be published in February 2022.

The most recent data shows that in Inverclyde the percentage of looked after children with more than 1 placement in the last year decreased by 1.3% between 2018/19 and 2019/20. There was also a decrease nationally.

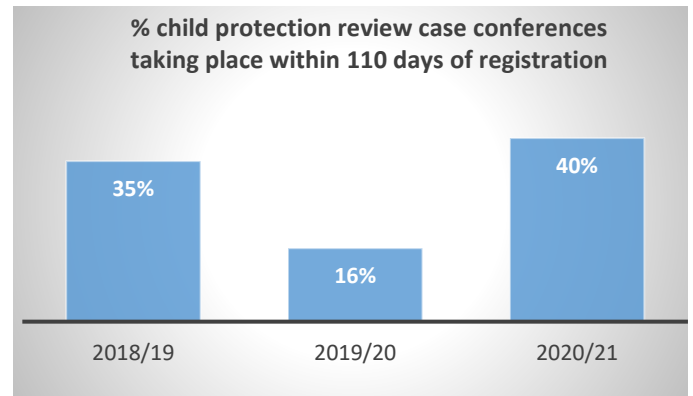
Inverclyde continues to perform better than the national average for this measure.



# Safeguarding our vulnerable residents

## The percentage of Child Protection Review case conference taking place within 110 days of registration

This indicator was introduced in 2018/19. At least 14 weeks (98 days) is required to complete the Child Protection Process which requires 3 core groups scheduled at 4 weekly intervals. Some flexibility is required to ensure that the service can meet all the stipulations of the child protection guidelines and taking into account weekends, school holidays and the availability of family and key agencies etc. A timescale of 110 days has been agreed as appropriate by the service taking into account these issues whilst ensuring all stipulations from the child protection guidance are met.

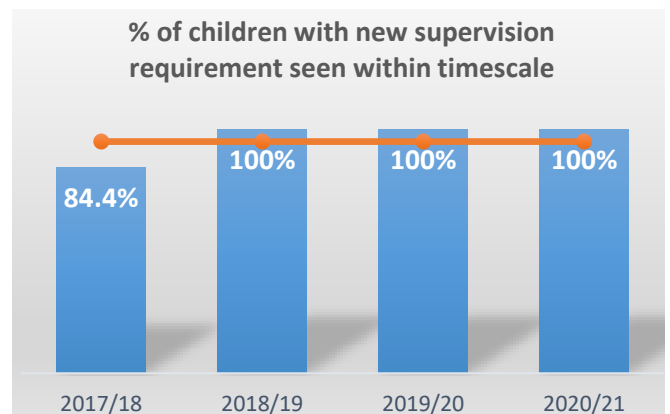


Performance has started to improve in meeting timescales, however further progress is required. During the pandemic, resources for frontline service has been diverted to provide Team Leader oversight to operational services and this has impacted on improving timescales. Ensuring 3 month reviews take place within the timescale remains a priority for improvement. Plans are advanced for all conference chairs to return to their role so improvements in this area are planned and will continue to be monitored.

## Supervision Requirement - % children issued with a new supervision requirement seen by supervising officer within timescale (KPI)

The data is a measure of how quickly a child is seen by a social worker following a decision at a children's hearing to place the child on a statutory supervision order.

Maximum performance was achieved again in 2020/21. This demonstrates that social workers are routinely ensuring that children subject to new Compulsory Supervision requirements are seen following a hearing. This is a standard that the service will aim to continue to prioritise and maintain.



## School Exclusions

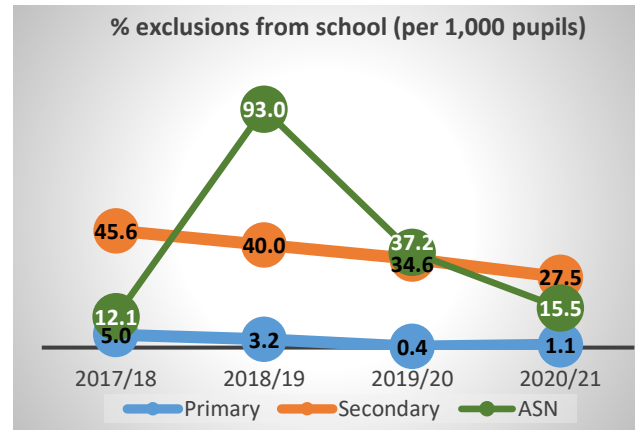
School exclusion rates are also reported through the Local Government Benchmarking Framework, however Inverclyde Council publishes additional key performance information showing exclusion rates in the primary, secondary and additional support needs sectors.

# Safeguarding our vulnerable residents

## School Exclusions (per 1,000 pupils)

Whilst there was a slight increase in the primary school exclusion rate, there was an improvement in the exclusion rate in both secondary and ASN sectors.

In particular there has been a significant improvement in school exclusions in the ASN sector, decreasing from a rate of 93 per 1,000 pupils in 2018/19 to 15.5 in 2020/21.

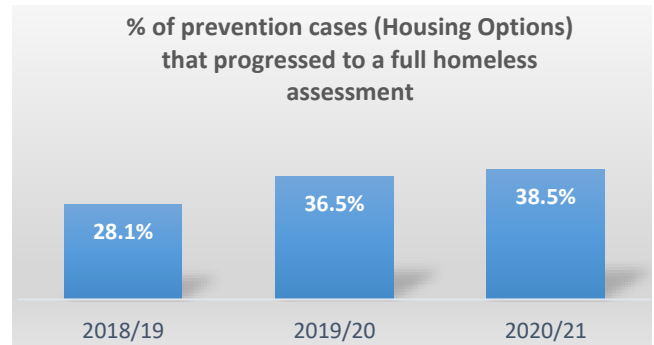


## Homelessness

### Percentage of prevention cases (Housing Options) that progressed to a full homelessness assessment

In 2020/2021, of the 697 number of households that approached the Service for assistance (prevention work), 268 (38.5% of all approaches) then progressed to a fuller homelessness assessment.

This move can be either assessed as appropriate by the worker (Assessment Support Officers) or can be requested by the Service User under the homelessness legislation.

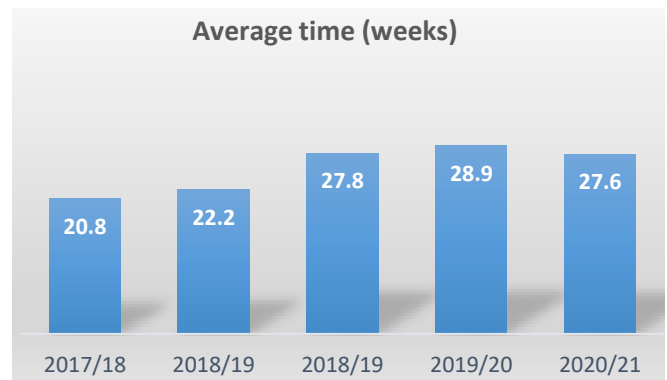


The service saw an overall increase in presentations for assistance and advice during the pandemic and as such a larger number than previous prevention cases moved to full HL1

Emphasis remains on the prevention of homelessness and the Housing Options approach which is an information and advice process that the Homelessness Service use when someone approaches them with a housing problem. It aims to prevent homelessness wherever possible and has done so in 61.5% of cases. A target has not been set for this indicator due to the nature of the service.

### Average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless

For all full assessment cases completed during the financial year 2020/21, the average time in weeks between presentation and completion of duty by the council for cases assessed as 'unintentionally homeless' or 'unintentionally threatened with homelessness' decreased by just over 1 week. A target has not been set for the average time between presentation and completion of duty because the type of service provided and assistance offered is dependent upon the applicant's housing need and the nature of homelessness experienced.



# Safeguarding our vulnerable residents

Resolving homelessness is complex and involves a multi-agency approach to ensure that principles of rapid rehousing are adopted and where required necessary supports are in place. Due to being a stock transfer authority this can cause significant delays in re-housing people. We will continue to work with all partners to ensure we meet the needs and try to achieve identified targets by joint working.

## Carers

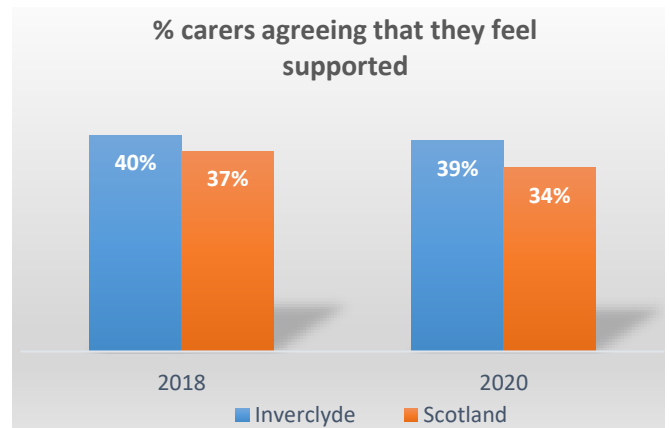
A carer is anyone who looks after another individual, including a neighbour, friend, partner or child with a long term condition/ illness or disability on an unpaid basis. Inverclyde HSCP works closely with Inverclyde Carers Council, a voluntary organisation consisting of carers and former carers representing carers throughout the area.

### Percentage of respondents that agreed that they feel supported to continue caring

This data is obtained from the Health and Care Experience Survey. The methodology for calculating this measure changed in 2018/19 and therefore data prior to 2018 is not shown.

There has been a very small decrease in the percentage of carers in Inverclyde who gave a positive response to the question 'I feel supported to continue caring'. There was also a decline in positive responses at a national level.

It is worth noting that in response to the survey question 'I feel supported to continue caring' 40% of respondents in Inverclyde provided a neutral response, whilst 21% responded negatively to the question.



More information on support for carers and the Inverclyde Carer and Young Carer Strategy 2017-22 can be found here: <https://www.inverclyde.gov.uk/health-and-social-care/support-for-carers>

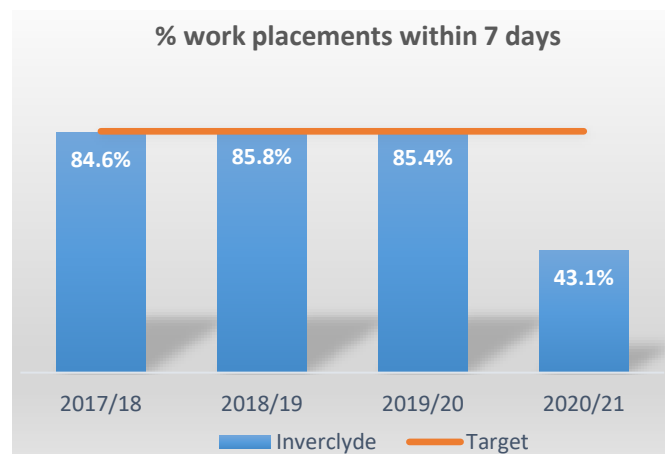
## Community Justice

### Percentage of services users who began their work placements within 7 working days (KPI)

This indicator is a measure of performance relating to the commencement of work placements within seven working days of the Order being imposed.

There was a decrease in the percentage of service users who began their first work placement within 7 days of imposition of court order. Unpaid work was significantly impacted with the pandemic due to social distancing and in addition, being completely suspended on two occasions.

Performance in getting service users started on their unpaid work was unsurprisingly challenging.



# Safeguarding our vulnerable residents

## Percentage of Criminal Justice interviews within 5 working days

This measure relates to both supervision and unpaid work requirements which can form part of a CPO either individually or collectively.

124 CPOs were imposed during 2020/21 a 52.7% reduction on 2019/20. Two additional CPOs were also transferred into Inverclyde.

An ambitious target for inductions was set at 75%; given the nature of the pandemic and the effect of the restrictions we came close to reaching this.

