



## Children And Family Court Advisory and Support Service

Paper for the Board – 12 June 2009

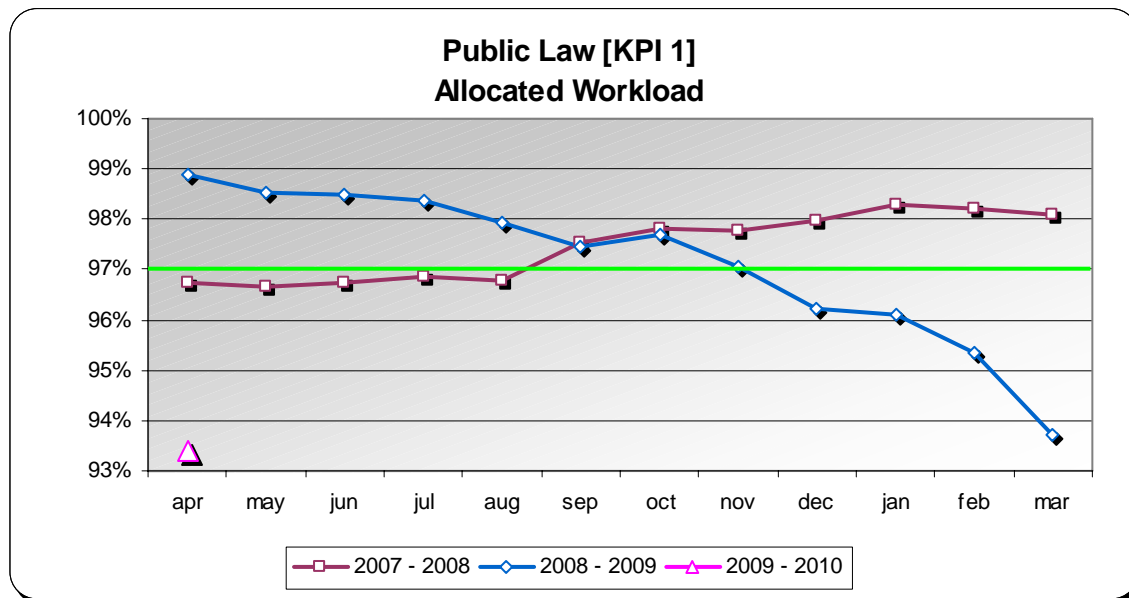
### Performance Report – April 2009

- 1 Aim & Purpose**
  - 1.1 To provide the Board with an update overview of the operational service position as at 30 April 2009.
  - 1.2 To provide the Board with information on the new structure service areas – see Appendix 1 (page 11).
- 2 Action For The Board**
  - 1.3 This report is for information and discussion only.
- 3 Recommendation**
  - 3.1 For the Board to note the report and key issues.
- 4 Key Strategic Issues For The Board To Consider issues.**

Key Performance Indicators	Target	Performance	Trend
1. Public allocated workload	97%	93.4%	↓
2. Private allocated workload (by March 2010)	97%	65.8%	↑
3. Safeguarding rated as satisfactory or higher	97%	100%	NEW
4. Service users expressing overall satisfaction	65%	63.9%	↑
5. Every Child Matters outcomes rated as satisfactory or higher		tbc	

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**KPI 1 – Public law workload allocated at month end.**



Target	Performance	Trend
97%	93.4%	↓

**Analysis**

April 2009 performance has decreased slightly from the previous month's figure of 93.7% to 93.4%. All three operational areas are in the amber range of the KPI.

Nationally, the target of 97% was exceeded from Sept 07 to Oct 08, with April 2008's figure of 98.9% the highest performing month since the inception of this KPI. The decrease in performance from December 2008 coincides with the sharp rise in demand for care cases for the same time period, coinciding with the Baby Peter case (full details on following page).

**Best Performance** – N6 (100.0%)

**Service Area Hotspots** – N8 (84.2%)

**Comparison** - Performance last year at the end of April was 98.9%.

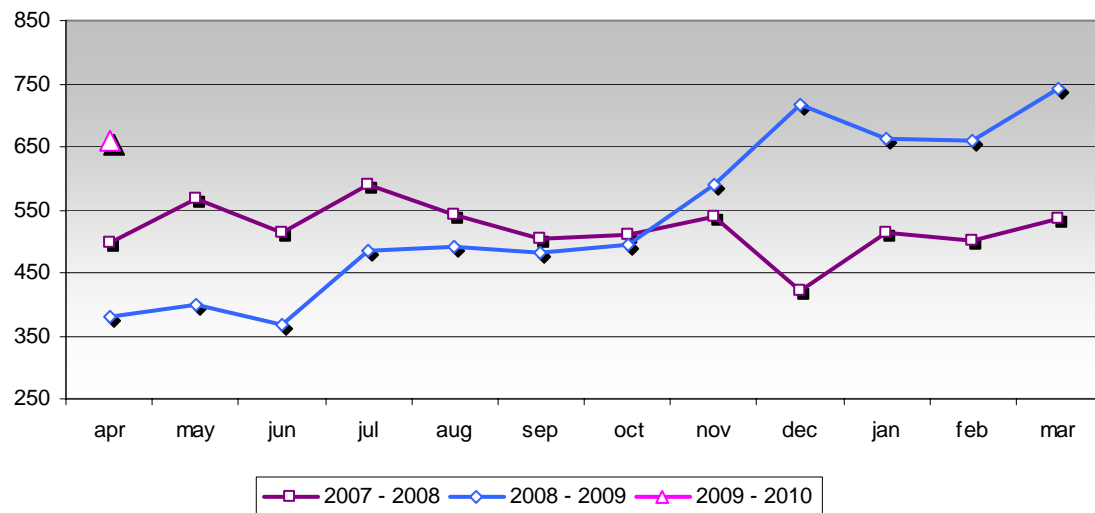
**Supporting Information** – Nationally 58.1% of care cases were allocated within 2 days of receipt, down from the previous month's figure of 58.9%.

**Unallocated** - As at end of April 09 = 758 cases  
As at end of April 08 = 123 cases

**NB:** Year to date percentages are used to report the overall performance for the KPI to build a picture of performance as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

## Public Law Demand

### Public Law Care Demand



Following the rollout of the Public Law Outline (PLO) in April 2008, Cafcass experienced a 27.5% drop in **demand for Care cases** across the country from April to June 2008, in comparison to the same period in the previous year.

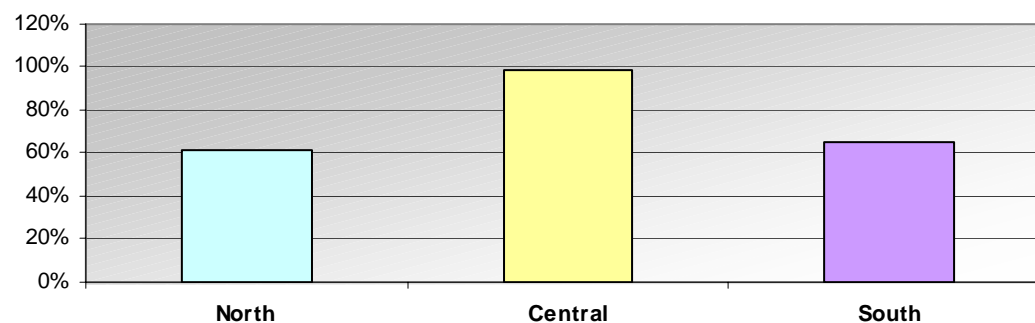
Demand levelled off for the period of July to October 2008 but then rose sharply resulting in a significant increase in applications, coinciding with the Baby Peter case.

Care demand for March 2009 was the highest figure ever recorded for a single month, amounting to an increase of 38.4% compared to March 2008.

Demand for April has continued to remain at a high level with 659 care cases. This is an increase of 32.3% compared to April 2007. This is a more realistic point of comparison, as April 2008 figures were affected by the rollout of the PLO, which saw an unprecedented decrease for the first quarter of the 2008/09 year.

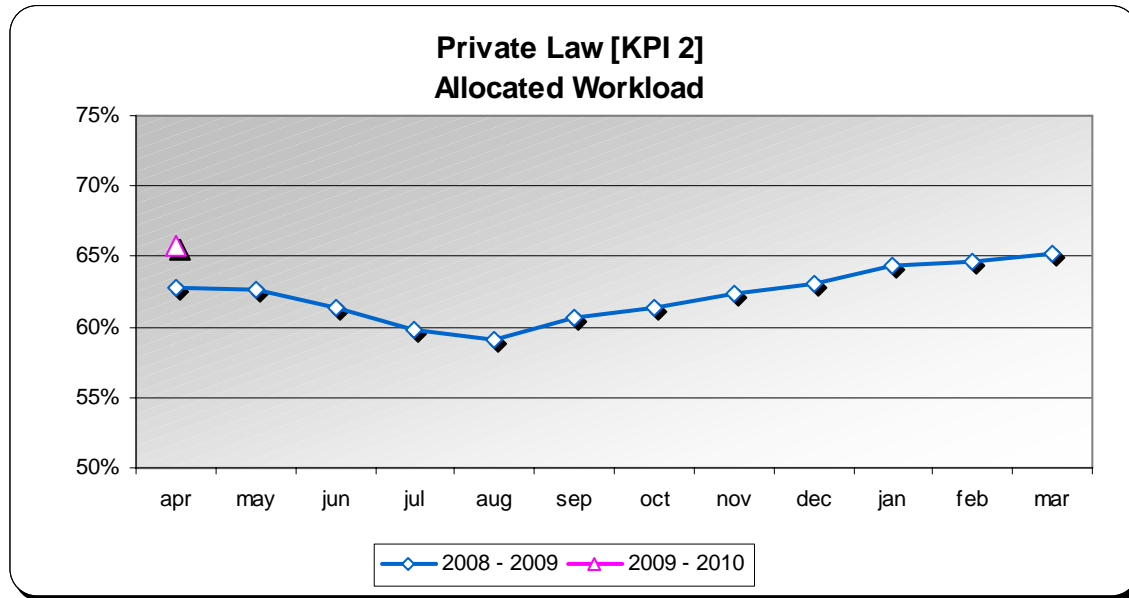
All operational areas are continuing to see an increase in care demand.

### National Care Demand Growth



**NB:** Year to date percentages are used to build a picture of performance as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

**KPI 2 – Private law workload allocated at month end.**



Target	Performance	Trend
97%	65.8%	↑

**Analysis**

This is a new KPI this year, which will bring private law case reporting in line with public law. The target of 97% is to be achieved by the end of March 2010, as duty allocation schemes become fully established in all teams across the country.

April 2009 performance has increased slightly from last month's figure of 65.2% to 65.8%.

**Best Performance** – N4 (93.1%)

**Comparison** - Performance last year at the end of April was 62.8%.

**Unallocated** - As at end of April 09 = 9,464 cases  
As at end of April 08 = 6,512 cases

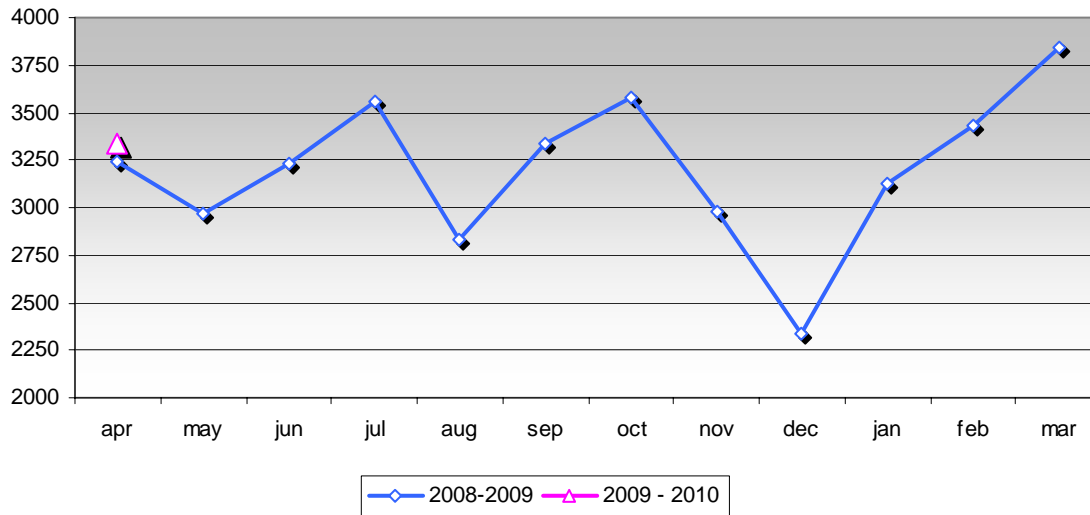
There are several different situations in which a private law case can have the status of 'unallocated':

- At the beginning of a case before a named practitioner is allocated either on a duty or substantive basis.
- After a court hearing at which further Cafcass work has been requested but before it is allocated.
- After work has been sent to the court (e.g. report filed), but prior to learning the outcome of the court case, which enables closure of the case.

**NB:** This graph displays the performance each month as a year to date percentage. Year to date percentages are used to build a picture of performance as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

**Private Law Demand**

**National Private Law Case Demand**



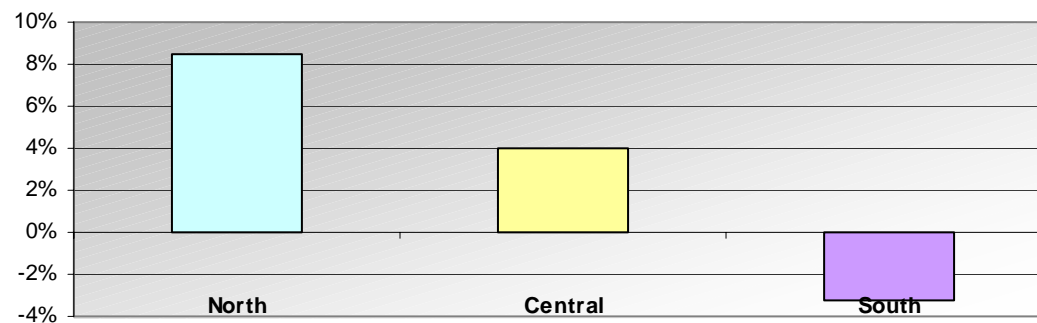
In comparison to April 2008, **Private law case requests** are up 3.0%, which is equivalent to an increase of 98 cases.

In the North operational area, case requests are up by 8.4%, an increase of 96 cases. In Central, requests are up by 4.0%, an increase of 39 cases. In the South, requests are down by 3.3%, a decrease of 37 cases.

All court application forms received by Cafcass are screened for possible risks to the child or other family members. In order for this to be recorded, all forms received are entered onto the Case Management System as cases.

Depending on the level of risks involved, some cases result in no further work for Cafcass beyond the first court hearing, while some others may be dealt with by local authority children's services. Where the courts request further work for Cafcass this can take one or more of a number of forms – the most usual type of work is the preparation of a section 7 report.

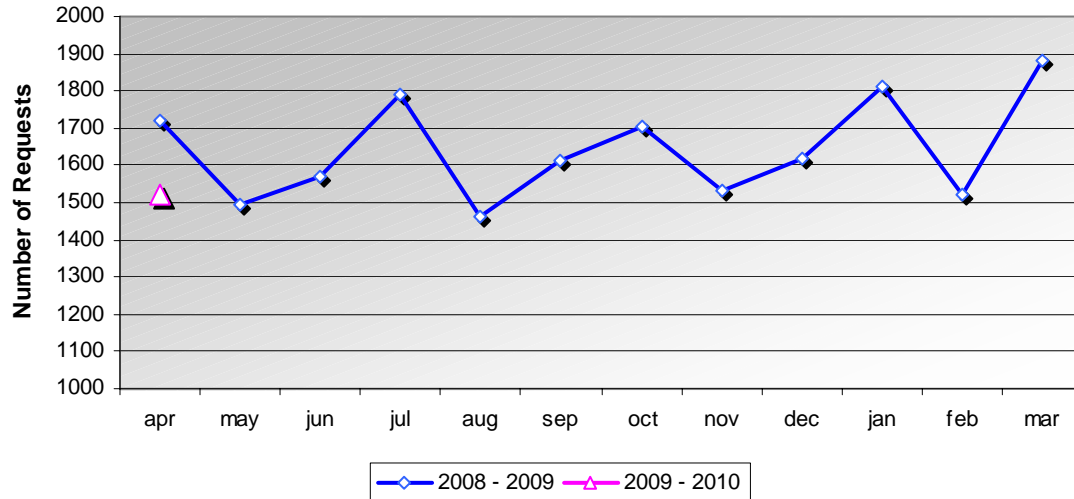
**National Private Law Case Demand Growth - April 2009**



**NB:** Year to date figures are used to build a picture of demand as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

**Private Law Demand – Section 7 Reports**

**National Private Law - Total Section 7 Reports**

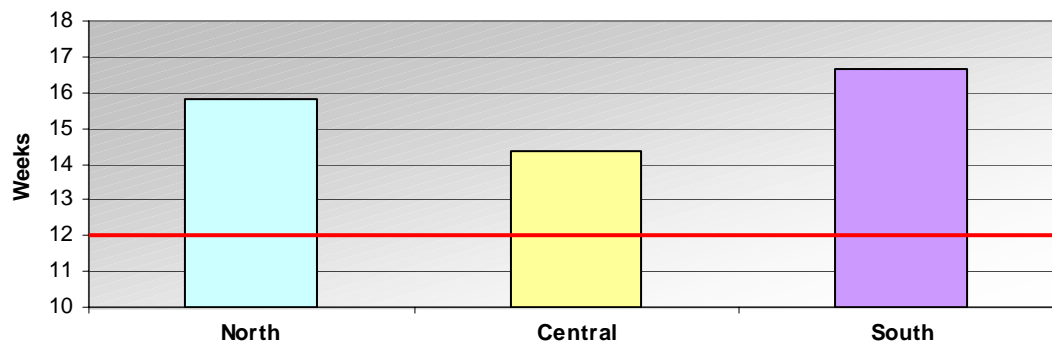


In comparison to April 2008, **Section 7 report requests** are down by 11.5%, which is equivalent to a decrease of 198 reports.

In the North operational area, section 7 report requests are down by 30.5%, a decrease of 196 reports. In Central, requests are up by 4.1%, an increase of 19 reports. In the South, requests are down by 3.4%, a decrease of 21 reports.

**Section 7 report average filing times** are based on the average number of weeks taken to file full and addendum Section 7 reports. The starting point is the date on which the court's request is received by Cafcass. The graph displays the average filing time in weeks for each operational area, for reports filed in the latest available month (April 2009).

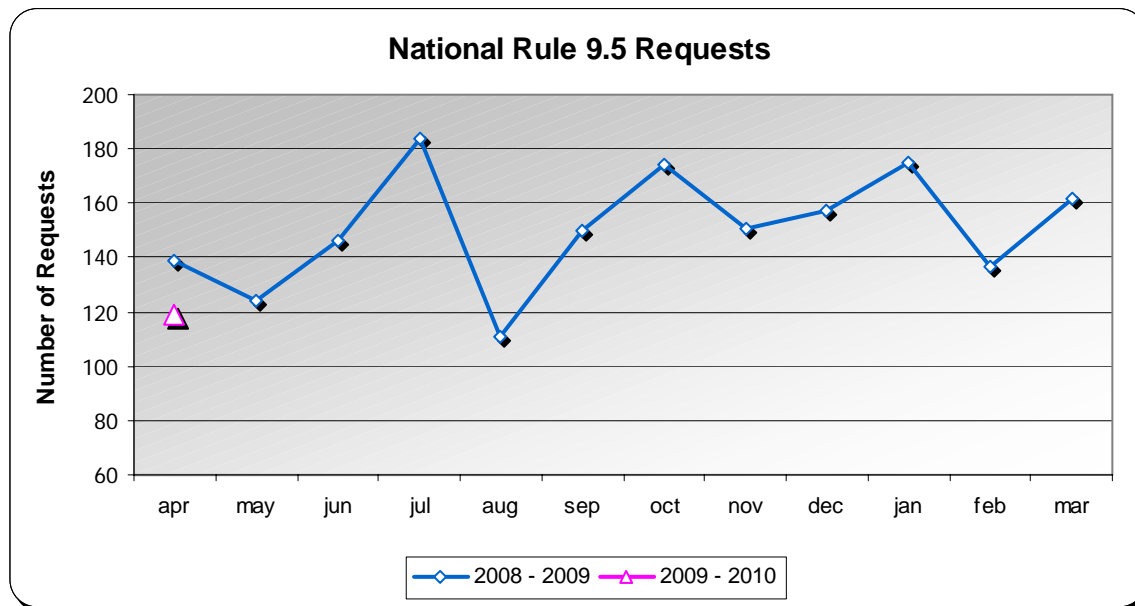
**National Section 7 Report Average Filing Times - April 2009**



- ⇔ 19.4% of teams are meeting the standard filing time of less than 12 weeks.
- ↓ 34.7% of teams are filing reports 13–16 weeks after the request is received.
- ↑ 45.8% of teams are filing reports more than 16 weeks after the request is received.

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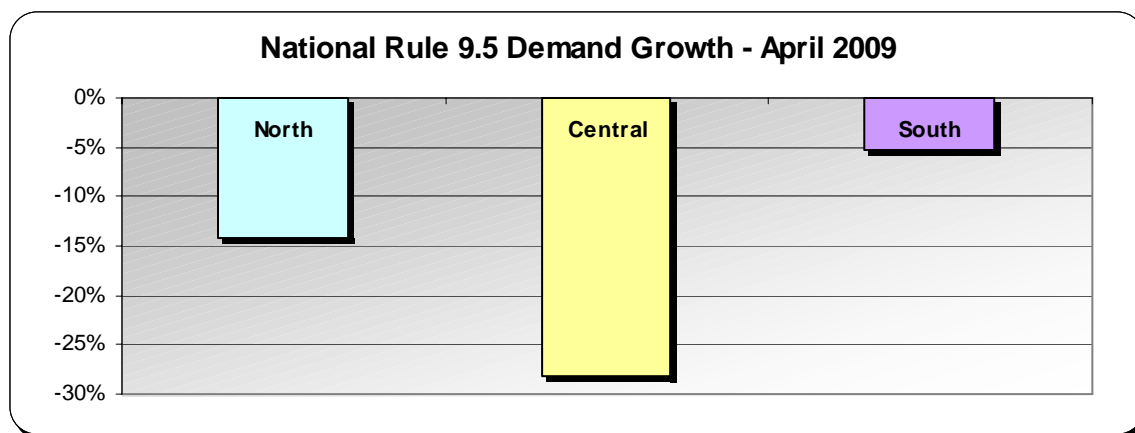
### Private Law Demand – Rule 9.5 appointments



**Rule 9.5 appointments** are made where the court decides, in more complex private law cases, that the child should become a party to the proceedings and be separately represented by a guardian ad litem and a solicitor.

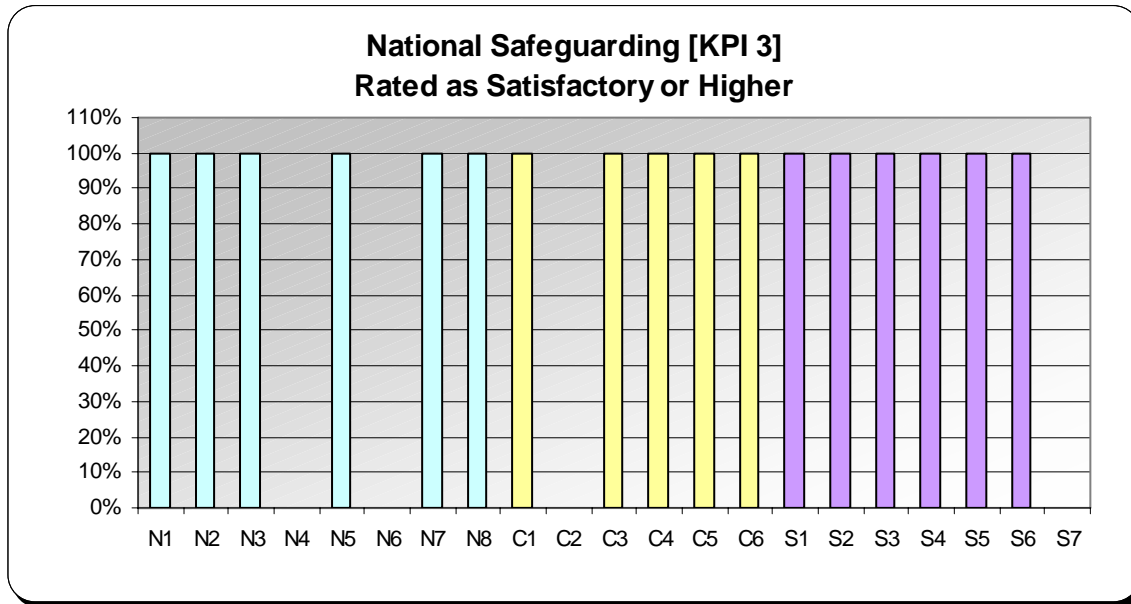
In comparison to April 2008, Rule 9.5 appointments are down by 14.4%, which is equivalent to a decrease of 20 orders.

In the North operational area, rule 9.5s appointments are down by 14.3%, a decrease of 6 appointments. In Central, appointments are down by 28.2%, a decrease of 11 appointments. In the South, orders are down by 5.2%, a decrease of 3 appointments.



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**KPI 3 – Safeguarding rated as satisfactory or higher.**

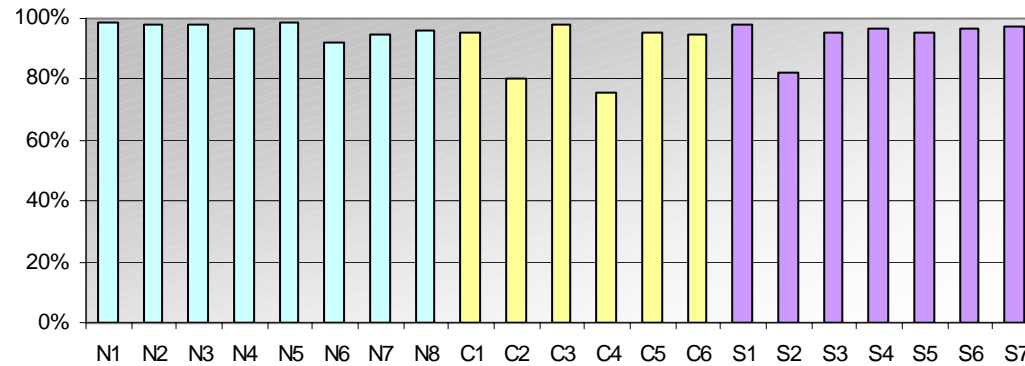


Target	Performance	Trend
97%	100%	NEW
<b>Analysis</b>		
<p>Cafcass launched a new performance management system, Quality for Children (Q4C) in late 2008. Q4C contains a standardised toolkit that line managers and quality improvement specialist managers use as the basis of their assessment of the quality of work done by all operational staff. This takes place through routine supervision, audits and in appraisal.</p> <p><b>Best Performance</b> – 17 service areas are achieving 100%.</p> <p>C2 &amp; S7 have been excluded due to an incomplete active staff list required to robustly calculate the quality of assessments.</p> <p>N4 &amp; N6 did not record any safeguarding assessments on Q4C in April 2009.</p>		

**NB:** This graph displays the performance each month as a year to date percentage. Year to date percentages are used to build a picture of performance as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

**Safeguarding Summary**

**National Safeguarding [PI 3c]  
LA Checks Sent**

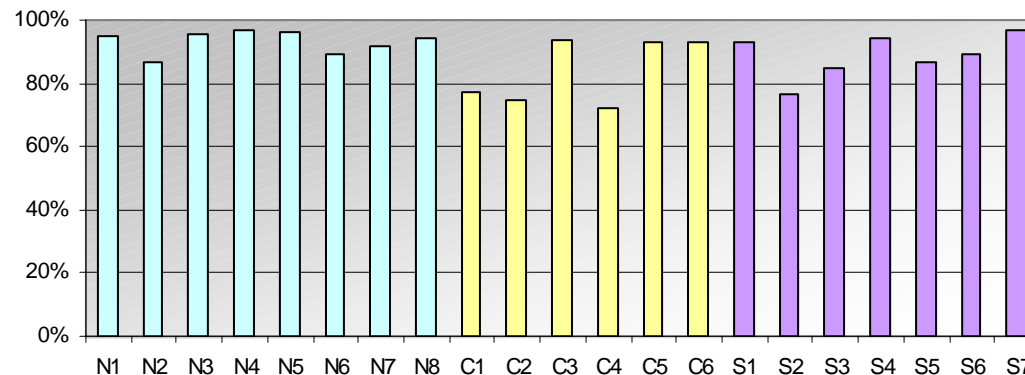


Nationally, requests for **Local Authority Checks** have been sent by Cafcass for 93.8% of cases received. The average time for Cafcass to send LA Checks is 2.1 working days from receipt of the case.

Nationally, requests for **Police Checks** have been sent by Cafcass for 88.9% of cases received. The average time for Cafcass to send Police Checks is 2.2 working days from receipt of the case.

**Risk Identification** is measured at the point of allocation and is reported with 1 month lag time for public law cases and 2 months lag time for private law cases. This is to ensure sufficient time for contact with service users to take place, on which basic risk identification can be carried out.

**National Safeguarding [PI 3d]  
Police Checks Sent**



Nationally, risk identification has been carried out on 75.8% of private law cases allocated to a Cafcass practitioner. Risks were identified on 45.1% of these cases.

Nationally, risk identification has been carried out on 49.4% of public law cases allocated to a Cafcass practitioner. 26.6% of these cases had 3 or more risks identified.

**NB:** These graphs display the performance each month as a year to date percentage. Year to date percentages are used to build a picture of performance as the year progresses. This is also the most accurate picture given that the Case Management System (CMS) allows for timely reporting of amendments and these updates will account for any changes to the figures previously reported.

## **KPI 4 – Service users giving feedback express overall satisfaction with the service they have received from Cafcass**

### **Brief Analysis of Results from HearNow Service User Feedback**



HearNow was launched in December 2007. From May 1<sup>st</sup> 2008 to 30<sup>th</sup> April 2009 we received 794 responses complete enough to be included in this analysis of overall satisfaction with Cafcass' service. Of these responses, 87 children aged 5-8 years, 227 young people aged 9-17 years and 480 adults completed the survey.

#### **Overall Satisfaction**

Of the 794 valid responses collected, 770 answered questions about their overall satisfaction with Cafcass' service and of these 492, or **63.9%** expressed a positive overall opinion. The confidence interval for this analysis is 5.3%, which is very close to the desired level of +/- 5%. The confidence interval tells us that if the exercise were repeated one hundred times under the same conditions, the results would fall within 5% either side of our stated result ninety-five of those one hundred occasions. A confidence interval of 5% is the standard point at which results can be considered universally representative.

208 respondents started the survey but did not answer the questions regarding overall satisfaction, and 15.5% of service users were either "not sure" or "didn't know" their level of satisfaction with the level of work performed by their Cafcass practitioner. 20.1% of service users expressed dissatisfaction with Cafcass' services.

#### **5-8 Years Old**

Younger children (aged 5-8 years) who responded to the survey were most satisfied with Cafcass' work, with 87.4% reporting that their Cafcass workers' were either "great" (58.6%) or "ok" (28.7%).

#### **9-17 Years Old**

Among young people (aged 9-17 years), 72.3% have reported being either "very satisfied" (43.8%) or "fairly satisfied" (28.6%) with the service Cafcass provided since the survey began.

#### **Adults**

Among adults 55.3% of service users expressed satisfaction with our service, with 32.5% stating that they were 'very satisfied' with our work and 22.9% being 'fairly satisfied'.

## **KPI 5 – Every Child Matters outcomes rated as satisfactory or higher**

The Every Child Matter checklist section of the case plan will be assessed through audit. 97% of case plans assessed should be satisfactory or higher. This measure is in its final stages of development and will soon be finalised.



## Appendix 1

### Cafcass Service Areas 2008 – 2009

#### North Teams

- N1:** North & South of Tyne
- N2:** Durham & Tees Valley
- N3:** Blackburn, Cumbria, Lancaster/Blackpool & Preston
- N4:** Hull, South Humberside & York
- N5:** Batley, Bradford, Leeds & Wakefield
- N6:** Barnsley, Doncaster, Rotherham & Sheffield
- N7:** Bolton, Manchester, Rochdale & Stockport
- N8:** Cheshire, Liverpool, Southport & St Helens

#### Central Teams

- C1:** Derbyshire & Nottinghamshire
- C2:** Bedfordshire/Hertfordshire, Lincolnshire & Cambridgeshire
- C3:** Coventry, Leicestershire & Northamptonshire
- C4:** Shropshire, Staffordshire, Stoke & Worcestershire
- C5:** Birmingham & Black Country
- C6:** Chelmsford, Colchester, Norfolk & Suffolk

#### South Teams

- S1:** Avon, Gloucestershire, & Wiltshire
- S2:** Berkshire, Milton Keynes & Oxford
- S3:** Greater London
- S4:** East & West Kent
- S5:** East & West Sussex, Surrey & High Court Team
- S6:** Dorset, Isle of Wight, North Hampshire, Portsmouth & Southampton
- S7:** Cornwall, Exeter, Plymouth, & Somerset

