



## Children and Family Court Advisory and Support Service

Paper for the Board Meeting on Friday 3 September 2010

### Performance Report: May 2010 (year to date)

<b>1</b>	<b>Aim and Purpose</b>
1.1	To provide the Board with an overview of the operational service position as at 31 May 2010.
<b>2</b>	<b>Action for the Board</b>
2.1	This report is for information and discussion only.
<b>3</b>	<b>Recommendation</b>
3.1	For the Board to note the report and key issues.

Key Performance Indicator (KPI)	Target	Performance	Trend
1: Public allocated workload	97%	95.6%	↑
2: Private allocated workload	97%	92.6%	↑
3: Safeguarding assessments rated as satisfactory or higher	97%	97.0%	↑
4: Service users expressing overall satisfaction	65%	61.3%	↓
5: Risk assessment duty rated as satisfactory or higher		tbc	
6: Care cases allocated by CMC date	97% (by Mar-11)	61.5%	↓
7a: Multiple issue section 7 reports filed by agreed date	tbc Q2	48.0%	↑
7b: Single issue section 7 reports filed by agreed date	tbc Q2	61.5%	↓
7c: Risk assessment section 7 reports filed by agreed date	tbc Q2	68.2%	↑
7d: Wishes & feelings section 7 reports filed by agreed date	tbc Q2	60.7%	↑

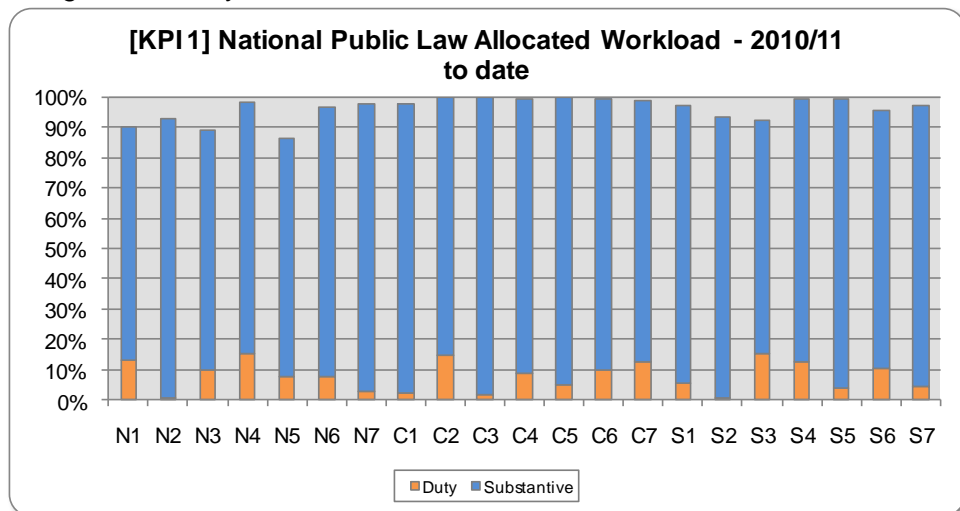
**Bruce Clark** – Director of Policy

**Andrew Thorpe** – Senior Research & Data Analyst

**Public Law - KPI 1: Public law workload allocated at month end**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>95.6%</b>
<b>Trend:</b>	<b>↑</b>

This indicator measures all public law cases, received and ongoing, as a snapshot at the end of the month. All public law cases should be allocated upon receipt either on a duty or substantive basis. Cases should remain allocated until the case is closed, though this may involve reallocation or changes from duty allocation to substantive allocation.



For this measure a year to date average is reported to build a picture of performance for the year as it progresses. Performance for this indicator has increased from the previous month's figure of 95.1% to 95.6%.

All three operational areas have been able to maintain performance in the amber range, with the Central area exceeding the target at 99.3%, despite the continuing Care demand increases (see page 4 for further details), in part through the use of duty advice arrangements.

**Best Performance:** C3 and C5 are achieving 99.8% this year to date.

**Service Area Hotspots:** N1 (89.8%), N3 (89.0%), and N5 (86.5%), are all below target this year to date.

**Comparison:** Performance last year to the end of May for this indicator was 92.9%.

**Unallocated:** At end of May 2009 = 895 cases (686 Care cases)  
At end of April 2010 = 727 cases (551 Care cases)  
At end of May 2010 = **578** cases (**422** Care cases)

There are several different stages in which a public law Care case can have the status of 'unallocated' in Cafcass' Case Management System (CMS):

- Stage 1: At the beginning of a case before the Case Management Conference has taken place, typically 45 calendar days (6 weeks) from the application issue date. Of the 422 unallocated Care cases, 76 (18.0%) are pre-CMC.
- Stage 2: Post Case Management Conference but without a final hearing or final legal output entered on CMS. Of the 422 unallocated Care cases, 78 (18.5%) are in this category and between 6 weeks and 29 weeks old, 7 (1.7%) are between 30 and 49 weeks old, 3 (0.7%) are between 50 and 79 weeks old, and 1 (0.2%) is more than 80 weeks old.
- Stage 3: Past final hearing and/or final legal output entered in CMS. Of the 422 unallocated Care cases, 257 (60.9%) fit into this category. These will be cases awaiting notice of final legal output from the court, or awaiting administrative closure on CMS.

**Duty:** At end of April 2010 = 1,280 cases (1,061 Care cases)  
At end of May 2010 = **1,349** cases (**1,121** Care cases)

- Stage 1: Of the 1,121 duty allocated Care cases, 404 (36.0%) are pre-CMC.
- Stage 2: Of the 1,121 duty allocated Care cases, 578 (51.6%) are in this category and between 6 weeks and 29 weeks old, 92 (8.2%) are between 30 and 49 weeks old, 28 (2.5%) cases are between 50 and 79 weeks old, and 5 (0.4%) are more than 80 weeks old.

- Stage 3: Of the 1,121 duty allocated Care cases, 14 (1.2%) fit into this category.

The definitions of public law case statuses and stages can be seen on page 12 of this document.

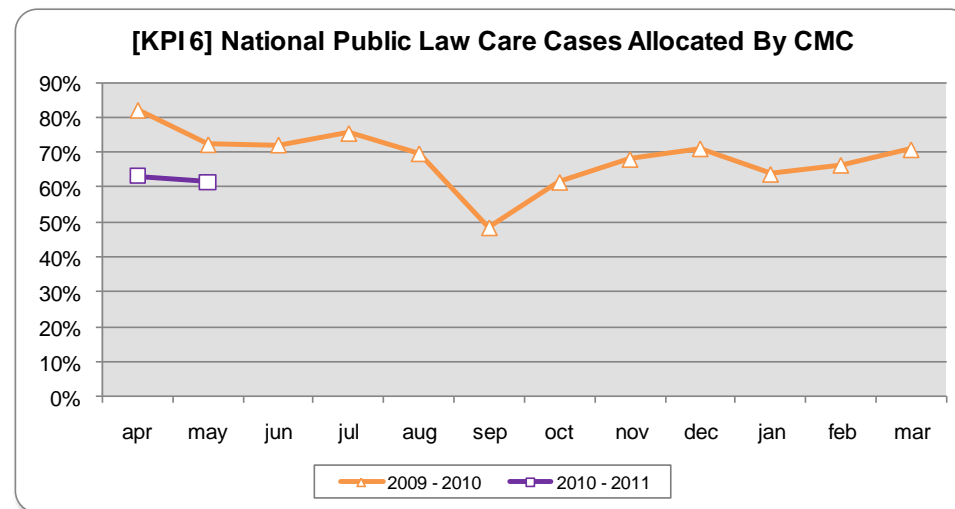
**Public Law - KPI 6: Care cases allocated by CMC date**

<b>Target:</b>	<b>97% (by Mar-11)</b>
<b>Performance:</b>	<b>61.5%</b>
<b>Trend:</b>	↓

This indicator is a measure of the ability to allocate, on a substantive basis, a Cafcass Family Court Advisor or self-employed contractor as a Children’s Guardian to all public law Care cases by the date on which the Public Law Outline (PLO) specifies that the Case Management Conference (CMC) is to take place. This is a specific requirement of the President’s Interim Guidance, originally introduced in July 2009 and renewed in April 2010, which has effect until September 2010.

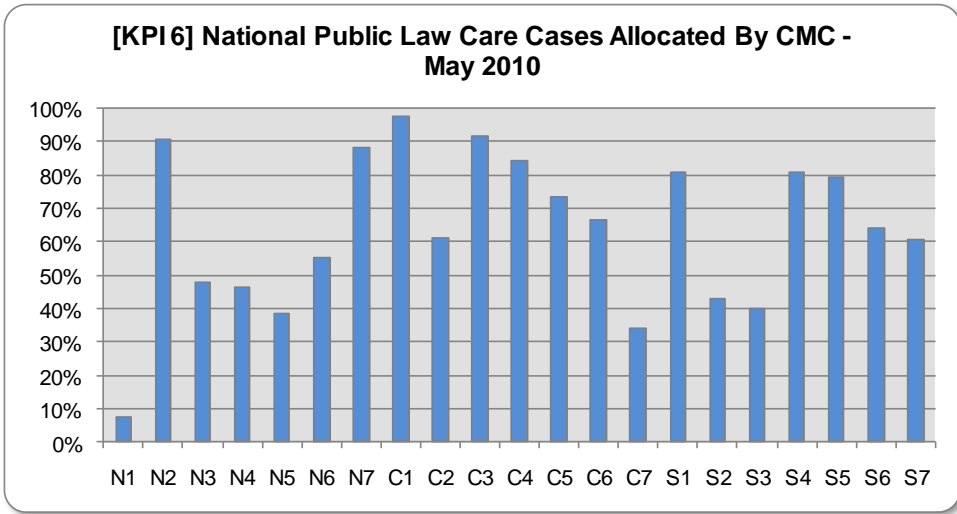
The purpose of the CMC is to enable the case management judge or case manager, with the co-operation of the parties, actively to manage the case and, at the earliest practicable opportunity to identify the relevant and key issues and give full case management directions including confirming the Timetable for the Child.

The CMC is expected by the terms of the PLO to take place no later than 45 calendar days of the application issue date, and the precise measurement of the indicator is defined on this basis.



For this measure only the most recent month is reported because the target of 97% is only to be achieved by the end of March 2011. This date has been selected to give time for teams across the country to establish sustainable models of intervention in public law care cases, in accordance with the President’s Interim Guidance.

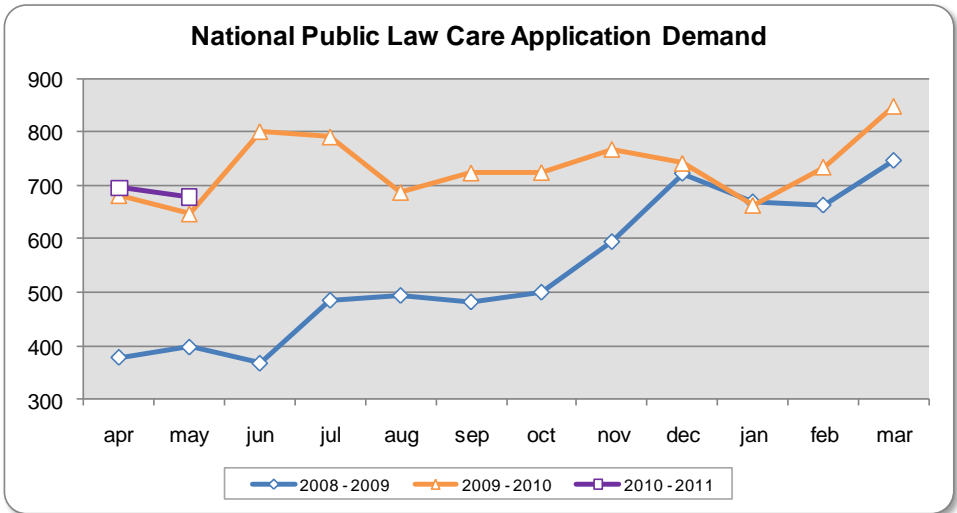
In May 2010, 768 Care cases were allocated on a substantive basis, with 61.5% (472 cases) being allocated within 45 calendar days of the issue date of the court application. This is a slight decrease from the previous month’s figure of 63.2%.



**Best Performance:** In May 2010, 97.4% of Care cases in C1 were allocated within 45 calendar days of the application issue date.

**Comparison:** National performance in May 2009 for this indicator was 72.3%.

**Public Law – Care Application Demand**

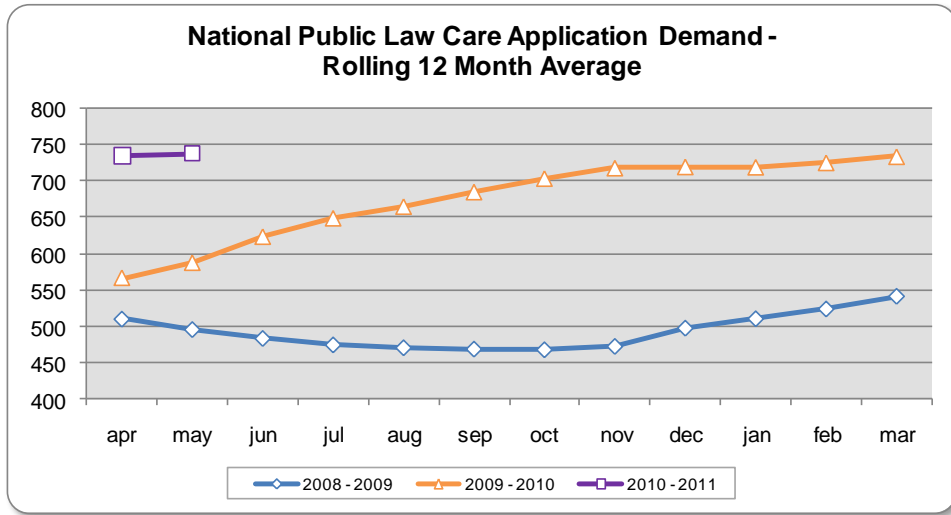


saw nearly 50% more care applications than the first half. Overall, care demand for 2008-09 was up 4% compared to the previous year.

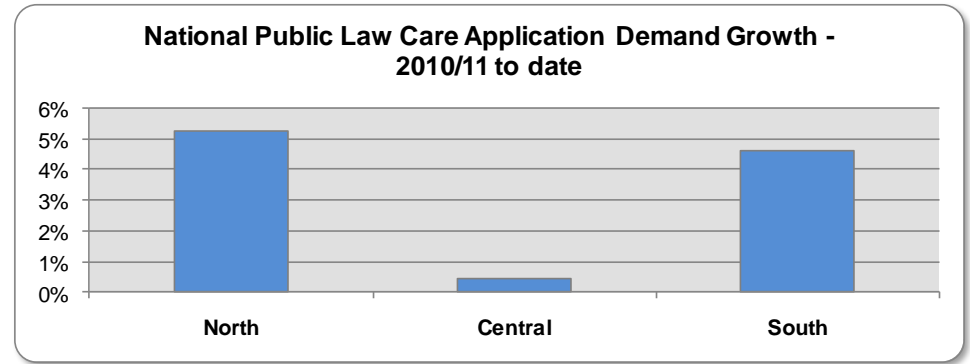
**2009-10** – Throughout the year, Care demand remained at unprecedentedly high levels. Comparing the whole year of 2009-10 to the previous year, care demand was up by 34% (2,188 applications), from 6,496 applications to 8,684 applications. March 2010 (832 cases) was the highest Care demand figure ever recorded for a single month since Cafcass began collecting this data.

**2010-11** – Comparing April-May 2010 against the same period in the previous year, Care demand is up by 3.4% (45 applications), from 1,328 applications to 1,373 applications. A total of 678 Care applications were received in the month of May 2010, an increase of 4.8% (31 applications) from the 647 applications received in May 2009.

**2008-09** - Following the implementation of the Public Law Outline (PLO) in April 2008, Cafcass experienced a 27.3% drop in demand for Care cases across the country from April to June 2008, in comparison to the same period in 2007. 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. The second half of the 2008-09 year



The above graph displays rolling 12 month average for Care application demand, as a supplement to the individual month figures. The rolling 12 month average smoothes out the seasonal variations and helps to highlight longer term trends.

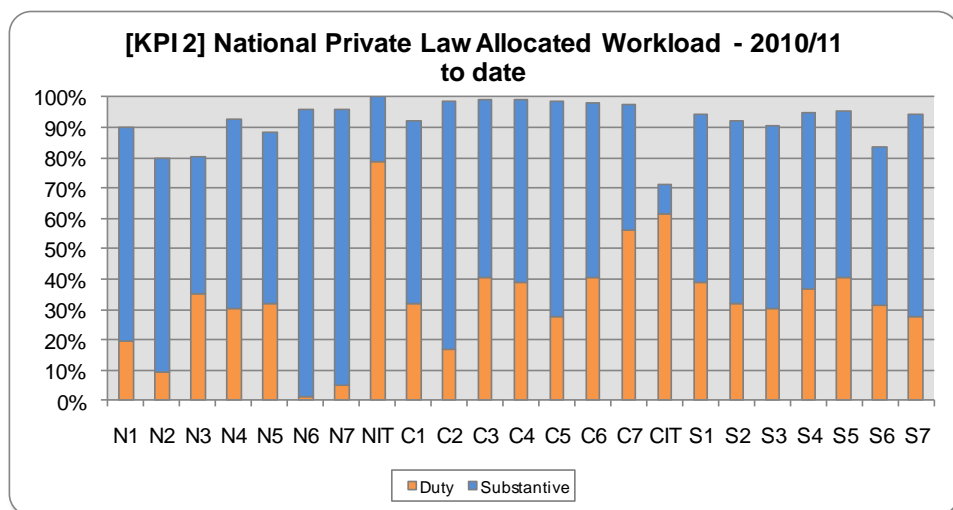


Comparing April-May 2010 against the same period in the pervious year, Care demand is up by 5.3% in the North area from 400 applications to 421 applications. Care demand is up by 0.4% in the Central area from 449 applications to 451 applications. Care demand is up by 4.6% in the South area from 479 applications to 501 applications.

**Private Law - KPI 2: Private law workload allocated at month end**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>92.6%</b>
<b>Trend:</b>	↑

This indicator measures all private law cases received and ongoing, as a snapshot at the end of the month. It is expected that all private law cases will be allocated upon receipt, and that they will remain allocated, either on a duty or substantive basis, until the case is closed.



For this measure a year to date average is reported to build a picture of performance for the year as it progresses.

Performance for this indicator has increased from the previous month's figure of 91.9% to 92.6%.

**Best Performance:** C3 and C4 achieved 98.9% this year to date.

**Unallocated:** At the end of April 2010 = 2,229 cases  
 At the end of May 2010 = 1,852 cases

There are several different stages in which a private law case can have the status of 'unallocated' in the CMS. Of the seven sub-categories below, Stage 3 b & c are particularly problematic:

- Stage 1: At the beginning of a case before a named practitioner is allocated either on a duty or substantive basis. Of the 1,852 unallocated cases, 65 (6.9%) have yet to reach the first hearing.
- Stage 2a: After a court hearing at which further Cafcass work has not yet been requested, but a further hearing may have been scheduled, or safeguarding checks are outstanding. Of the 1,852 unallocated cases, 299 (16.1%) fit into this category.
- Stage 2b: After a court hearing at which further Cafcass work has not yet been requested, no further hearing has yet been scheduled, and all safeguarding checks are complete. Of the 1,852 unallocated cases, 332 (17.9%) fit into this category.
- Stage 3a: After a court hearing and Cafcass having been asked to prepare a report which has more than 10 weeks until the final hearing date. The remaining time is likely to be sufficient for the report to be filed on time. Of the 1,852 unallocated cases, 144 (7.8%) fit into this category.
- Stage 3b: After a court hearing and with an open report which has less than 10 weeks until the final hearing date. This category of unallocated cases is the most problematic, in that it may well be difficult to undertake the work and file the report on time. Of the 1,852 unallocated cases, 405 (21.9%) fit into this category.
- Stage 3c: After a court hearing and with an open report which has gone beyond the filing date. Of the 1,852 cases, 331 (17.9%) fit into this category. These cases are being carefully scrutinised to ensure the accuracy and validity of this classification.
- Stage 4: 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. Of the 1,852 unallocated cases, 276 (14.9%) have had all reports filed and are awaiting notification of the final outcome.

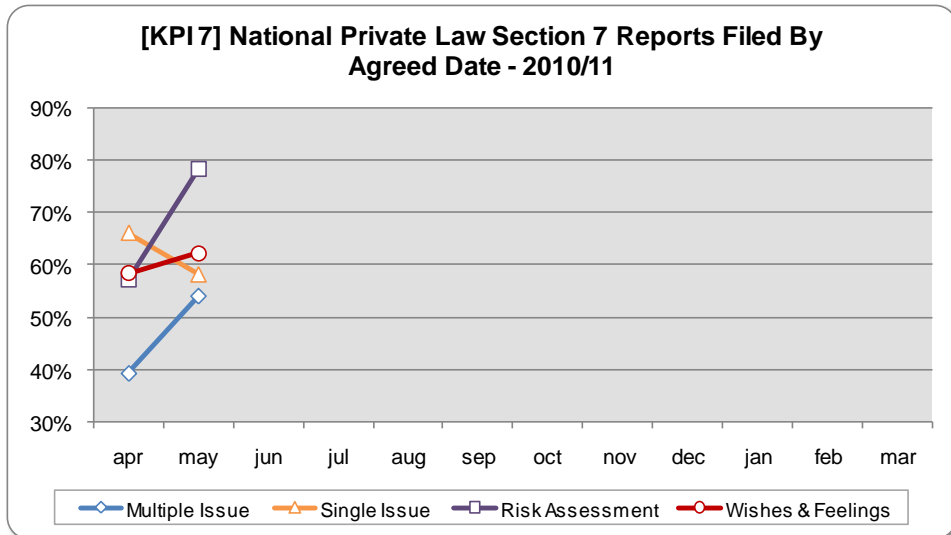
The definitions of private law case statuses and stages can be seen on page 12 of this document.

**Private Law - KPI 7: Section 7 reports filed by agreed date**

KPI	7a – Multiple Issue	7b – Single Issue	7c – Risk Assessment	7d – Wishes & Feelings
<b>Target:</b>	tbc Q2	tbc Q2	tbc Q2	tbc Q2
<b>Performance:</b>	48.0%	61.5%	68.2%	60.7%
<b>Trend:</b>	↑	↓	↑	↑

As of April 1<sup>st</sup> 2010, Cafcass is able to record the four distinct types of welfare report that can be ordered under section 7 of the Children Act 1989: multiple issue, single issue, risk assessment, and wishes & feelings. These categories of report are set out in schedule I of the President’s Revised Private Law Programme.

This indicator measures the rate of each the four types of section 7 report that are filed by the date agreed between the Court and Cafcass office.



Performance against this indicator increased for multiple issue, risk assessment, and wishes and feelings reports, but decreased for single issue reports from the previous month’s figure.

For the year to date, Cafcass filed 150 multiple issue reports, with 72 (48.0%) meeting the filing date, 304 single issue reports with 187 (61.5%) meeting the filing date, 44 risk assessment reports with 30 (68.2%) meeting the filing date, and 313 wishes & feelings reports with 190 (60.7%) meeting the filing date.

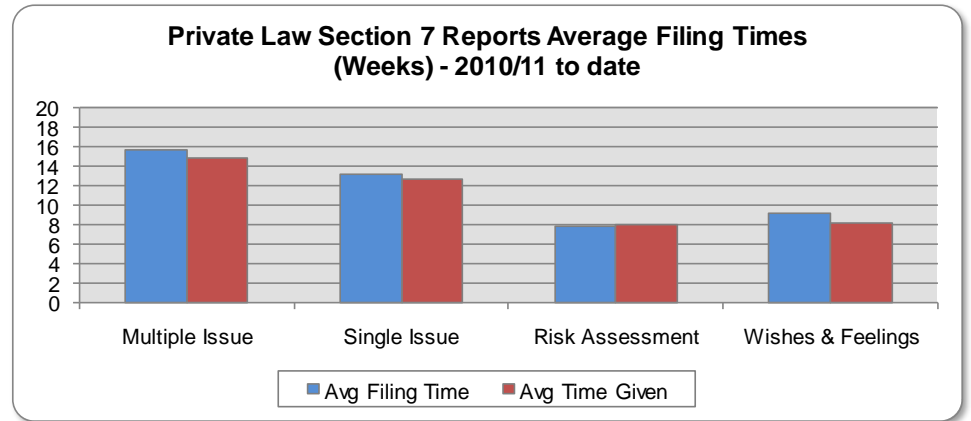
**Best Performance (May 2010)**

**7a:** N2, N6, & S2 filed 100% of multiple issue reports by the agreed filing date.

**7b:** N2, N4, C7 filed 100% of single issue reports by the agreed filing date.

**7c:** N1, N6, C3, C5, S2, S3, and S6 all filed 100% of risk assessment reports by the agreed filing date.

**7d:** N4 & N6 filed 100% of wishes & feelings reports by the agreed filing date.

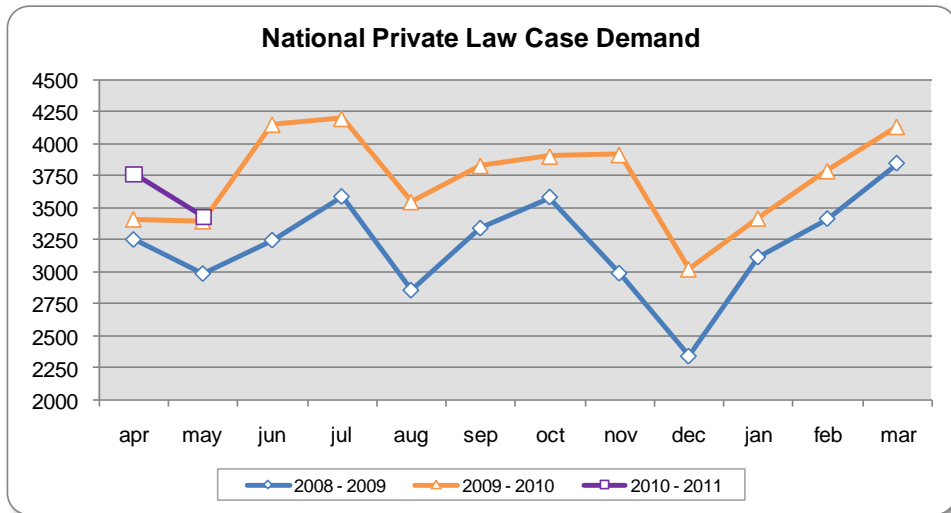


For the year to date, the 150 multiple issue reports filed were filed at an average of 15.6 weeks, against an average agreed filing time of 14.8 weeks. The 304 single issue reports were filed at an average of 13.2 weeks, against an average agreed filing time of 12.6 weeks. The 44 risk assessment reports were filed at an average of 7.8 weeks, against an average agreed filing time of 8.0 weeks. The 313 wishes and feelings report were filed at an average of 9.1 weeks, against an average agreed filing time of 8.1 weeks.

Private Law - Demand

Private Law Cases

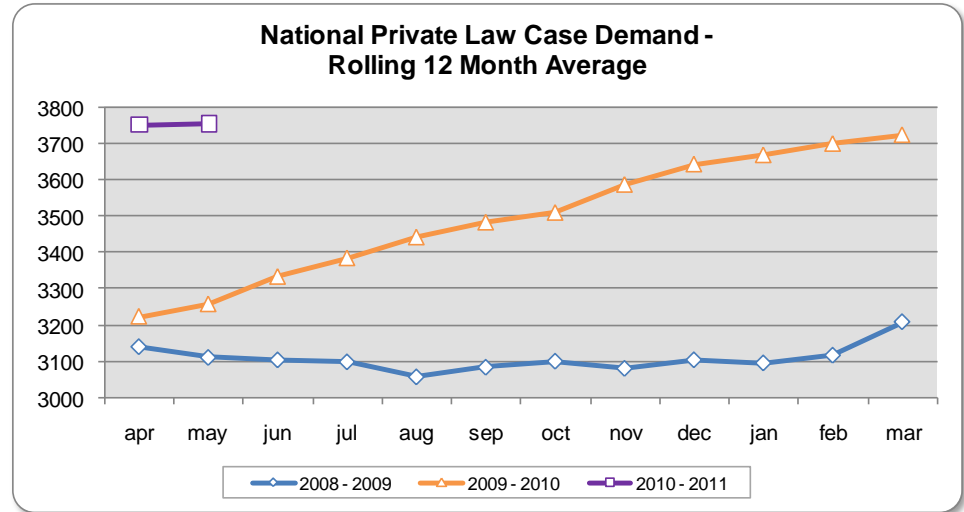
All court application forms received by Cafcass are screened for possible risks to the child or other family members. Depending on the level of identified safeguarding and welfare issues involved, some cases result in no further work for Cafcass beyond the first court hearing, while some others are dealt with by local authority children’s services.



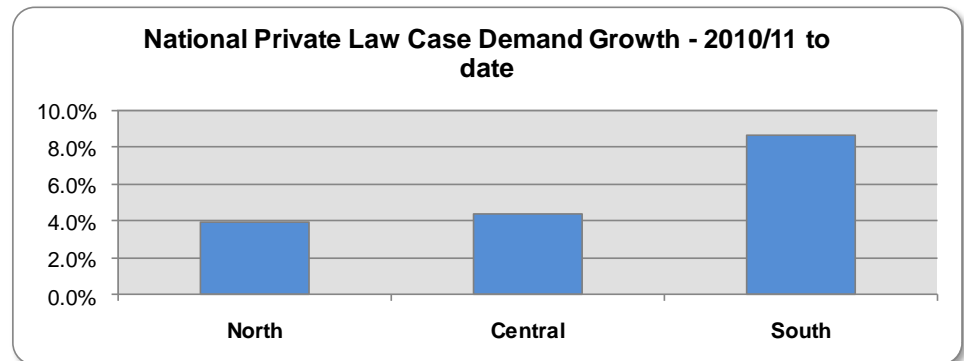
**2009-10** – Comparing the whole year of 2009-10 to the previous year, private law case demand was up by 16.0% (6,172 cases), from 38,501 cases to 44,673 cases. A total of 4,196 cases were received in July 2009, which is the highest private law case demand figure ever recorded for a single month.

**2010-11** - Comparing April-May 2010 against the same period in the previous year, Private law case demand is up 5.7% (389 cases), from 6,799 cases to 7,188 cases. A total of 3,427 cases were received in the month of May 2010, an increase of 1.0% (35 cases) from the 3,392 cases received in May 2009

One factor in this increase is the continuing work to improve the transmission of C100s from the Courts to Cafcass.



The above graph displays rolling 12 month average for private law case demand, as a supplement to the individual month figures. The rolling 12 month average smoothes out the seasonal variations and helps to highlight longer term trends.

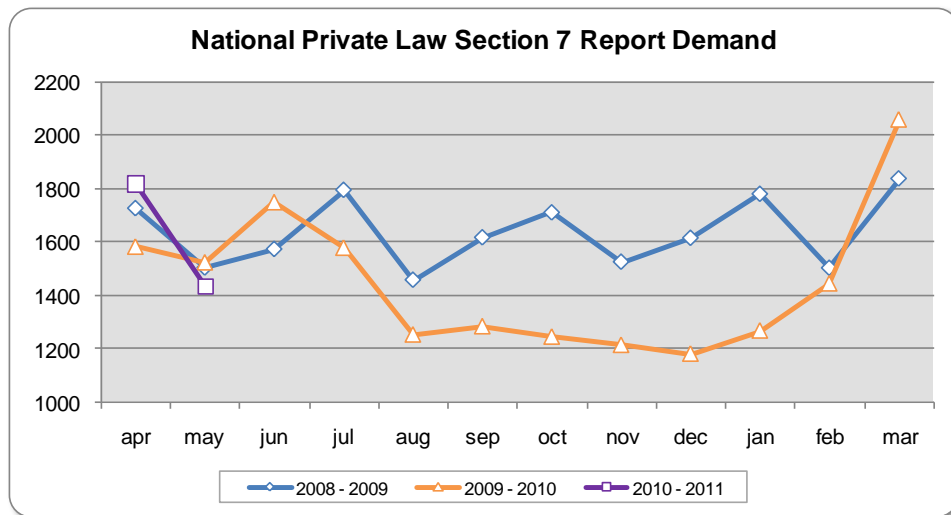


Comparing April-May 2010 against the same period in the pervious year, private law case demand is up by 3.9% in the North area from 1,976 cases to 2,054 cases. Demand is up by 4.4% in the Central area from 2,486 applications to 2,595 cases. Demand is up by 8.6% in the South area from 2,337 cases to 2,539 cases.

Private Law - Demand

Section 7 Reports

Where the courts request further work by 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.



2009-10

Comparing the whole year of 2009-10 to the previous year, section 7 report demand was down by 12.4% (2,426 reports), from 19,622 reports to 17,196 reports.

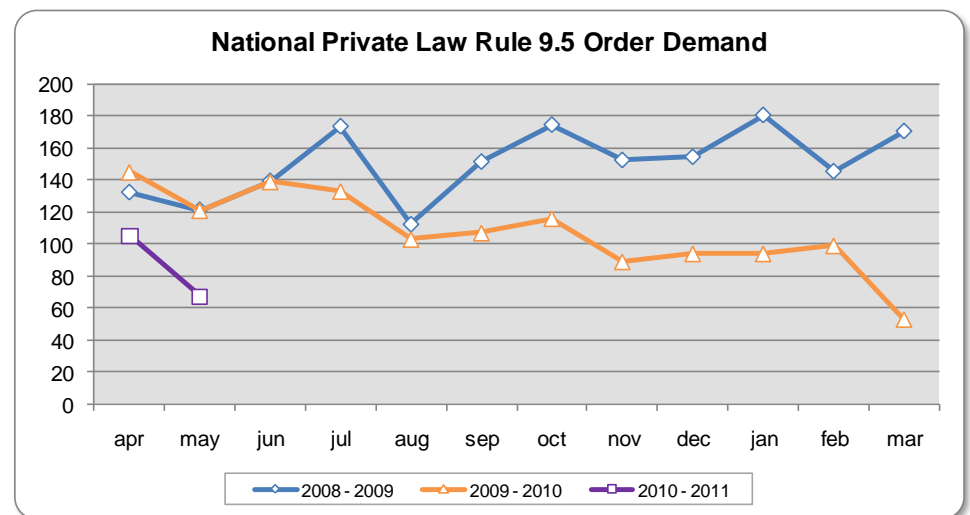
2010-11

Comparing April-May 2010 against the same period in the previous year, section 7 report demand is up by 4.8% (148 reports), from 3,101 reports to 3,249 reports.

A total of 1,433 report requests were received in the month of May 2010, a decrease of 5.8% (88 reports) from the 1,521 report requests received in May 2009

Rule 9.5 appointments

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



2009-10

Comparing the whole year of 2009-10 to the previous year, Rule 9.5 demand was down by 28.3% (510 orders), from 1,803 orders to 1,293 orders.

2010-11

Comparing April-May 2010 against the same period in the previous year, Rule 9.5 demand is down by 35.3% (94 orders), from 266 orders to 172 orders.

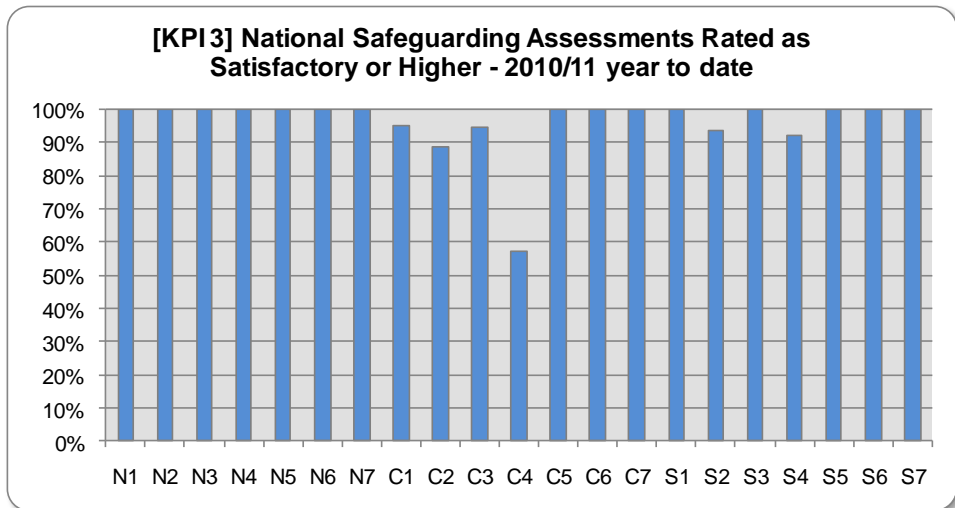
A total of 67 orders were received in the month of May 2010, a decrease of 44.6% (54 orders) from the 121 orders received in May 2009.

**Safeguarding - KPI 3: Safeguarding assessments rated as satisfactory or higher**

<b>Target:</b>	<b>97%</b>
<b>Performance:</b>	<b>97.0%</b>
<b>Trend:</b>	<b>↑</b>

Safeguarding is monitored through routine supervision, audits and appraisal using the Quality for Children (Q4C) performance management system. Q4C contains a standardised toolkit that line managers and quality improvement specialist managers use as the basis for their assessment of the quality of staff work.

All Cafcass practitioners will have a sample of their case files assessed through supervision at least twice within the financial year by their line manager. Staff members with a safeguarding assessment rated as inadequate are supervised in accordance with the performance and conduct policy.



Performance for this indicator has increased from the previous month's figure of 96.3% to 97.0%.

**Best Performance:** 15 service areas are achieving 100% this year to date.

**Service Area Hotspots:** Currently the numbers are too small to draw any significant conclusions. Service Area Hotspots will be identified in future reports.

**Supporting Information**

Nationally, 297 safeguarding assessments of practitioners have been carried out this year to date, with 288 or 97.0% rated as satisfactory or higher.

**Safeguarding Checks**

Requests for Local Authority checks in private law have been sent by Cafcass for 96.8% of service users in private law cases received in the year to date. The average time for Cafcass to send for Local Authority Checks is 5.2 working days from receipt of the case.

Requests for Police checks have been sent by Cafcass for 97.5% of service users on private law cases received in the year to date. The average time for Cafcass to send for Police checks is 5.6 working days from receipt of the case.

**Safeguarding - KPI 5: Risk assessment duty rated as satisfactory or higher**

KPI 5 will measure the quality of practice in fulfilling Cafcass' section 16A Children Act 1989 risk assessment duty. The commencement for recording of this indicator is to be confirmed.

**Service User Engagement - KPI 4: Service users giving feedback express overall satisfaction with the service they have received from Cafcass**

<b>Target:</b>	<b>65%</b>
<b>Performance:</b>	<b>61.3%</b>
<b>Trend:</b>	↓

Cafcass launched HearNow in December 2007 as a mechanism for collecting service user feedback. It is an electronic feedback questionnaire that is completed online.

From 1<sup>st</sup> December 2007 to 31<sup>st</sup> May 2010, we received 1,507 responses complete enough to be included in this analysis of overall satisfaction with Cafcass’ service. Of these responses, 232 children, aged 5-8 years, 457 young people aged 9-17 years and 818 adults completed the survey.

Of the 1,507 responses collected, 1,465 answered questions about their overall satisfaction with Cafcass’ service and of these 898, or 61.3% expressed a positive overall opinion. The confidence interval for this analysis is 4.1%, which is within 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 on ninety-five of those one hundred occasions. A confidence interval of 5% is the standard point at which results can be considered universally representative.

19.2% of services users were either “not sure” or “didn’t know” their level of satisfaction with the level of work performed by their Cafcass practitioner. 19.5% of service users expressed dissatisfaction with Cafcass’ services.

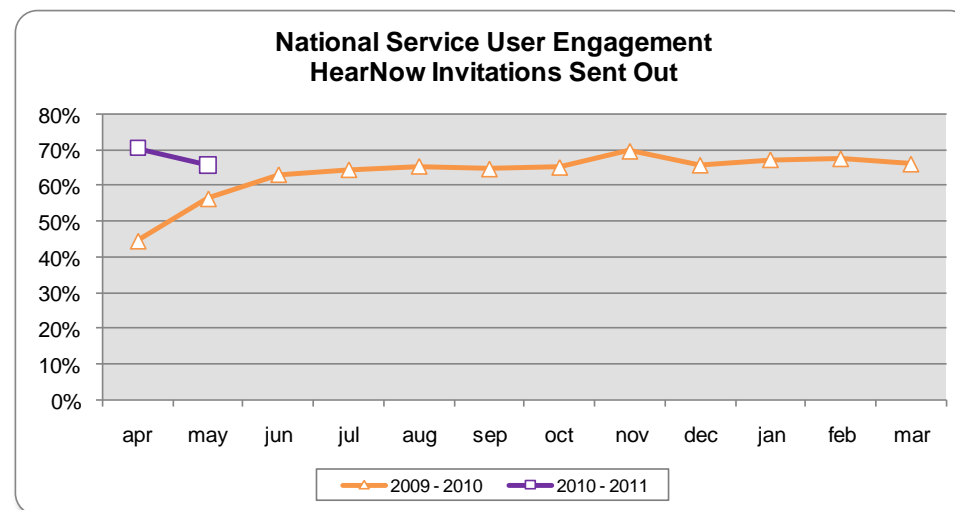
**5 – 8 Years Old:** Younger children (aged 5-8 years) who responded to the survey were most satisfied with Cafcass’ work, with 82.8% (192 children) reporting that their Cafcass workers’ were either “great” (57.3%, 133 children) or “ok” (25.4%, 59 children).

**9 - 17 Years Old:** Among young people (aged 9-17 years), 67.1% (301 young people) have reported being either “very satisfied” (40.7%, 183

young people) or “fairly satisfied” (26.2%, 118 young people) with the service Cafcass provided since the survey began.

**Adults:** Among adults, 51.6% (404 adults) have expressed satisfaction with our service, with 30.7% (240 adults) stating that they were “very satisfied” with our work and 20.9% (164 adults) being “fairly satisfied”.

The graph below displays the percentage of service users who are being given the opportunity to record their feedback via HearNow. The introduction of welcome packs in April 2009 initially increased the number of HearNow invitations sent to service users, although this has levelled off in recent months. Following feedback from staff, the contents of the welcome packs have been revised into a more simplified format, which was introduced in November 2009. The revised packs are expected to have a positive impact on the number of questionnaires that will be completed in the future.



**APPENDIX 1 – Cafcass Service Area Map 2010-11**



**North Operational Area**

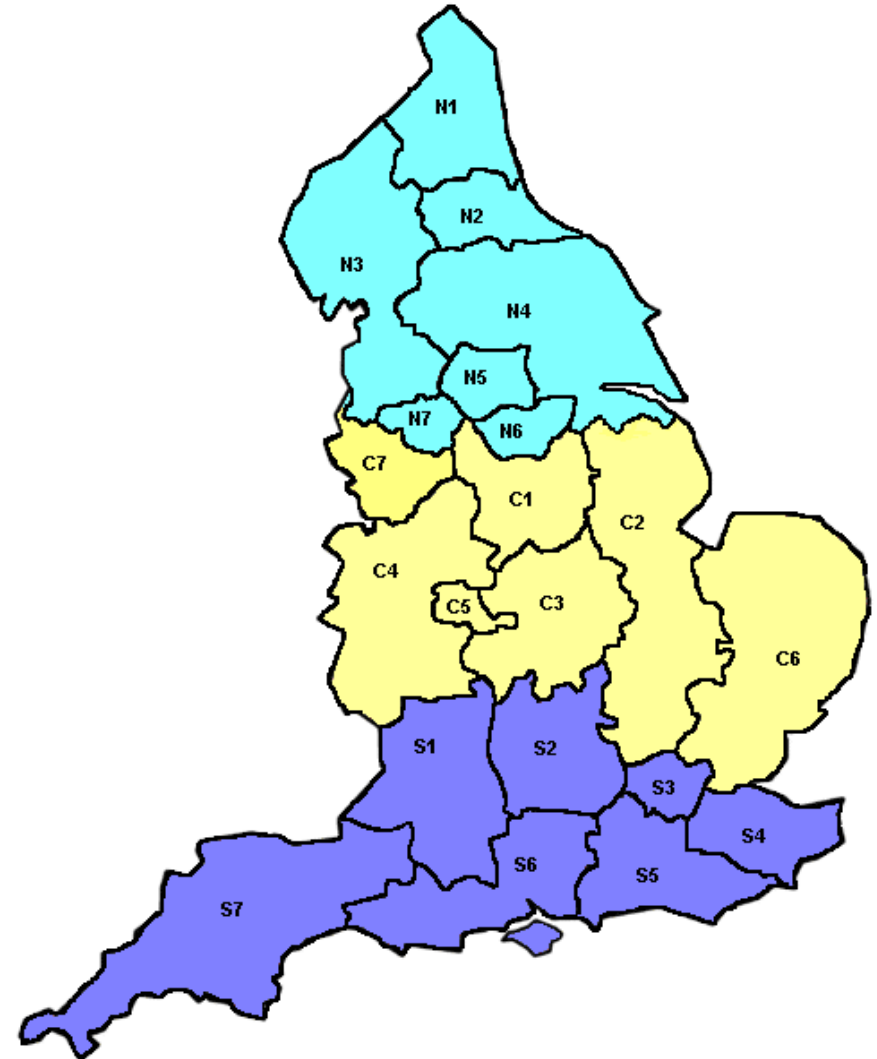
- N1:** North & South of Tyne
- N2:** Durham & Tees Valley
- N3:** Blackburn, Cumbria, Lancaster/Blackpool, & Preston
- N4:** Hull, South Humberside, & York
- N5:** Batley, Bradford, Leeds, & Wakefield
- N6:** Barnsley, Doncaster, Rotherham, & Sheffield
- N7:** Bolton, Manchester, Rochdale, & Stockport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

**Central Operational Area**

- 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
- C7:** Cheshire, Liverpool, Southport, & St Helens
- CIT:** Central Intake Team

**South Operational Area**

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



## APPENDIX 2 – Cafcass Case Status and Stage Definitions

### Case Status

**Unallocated** – This category should only comprise brand new cases.

**Duty Allocated** – This category comprises where we will both react to incoming information and also will take pro-active steps at appropriate points in time to review the status, needs and level of priority of the case.

**Allocated** – (substantive or fully allocated) cases where the named worker will both react to incoming information and take appropriate pro-active steps and, in addition, will undertake the work that is set out in the case plan, and also in accordance with the courts' requests/directions. A substantive allocation includes the production of the case plan and any required reports for the case. A substantive allocation is also allocation to an appointment of Children's Guardian by the court in s31 care, supervision and other relevant Public Law cases.

### Case Stages

#### Private Law

**Stage 1** – 'work to first hearing' (WTFH)

**Stage 2** – 'work after first hearing' (WAFH), but where no report (further work) has been ordered.

- **2a** – Outstanding safeguarding checks and/or hearings      **2b** – All safeguarding checks received and no outstanding hearings

**Stage 3** – Post-first hearing private law cases where further work/reports have been requested

- **3a** – Report is due in more than 10 weeks      **3b** – Report is due in less than 10 weeks      **3c** – Report is overdue

**Stage 4** – Post-first hearing private law cases where further work/reports have been requested, and where all reports have been filed. These will be cases awaiting the outcome and where the need for active work has ended.

#### Public Law (Care)

**Stage 1** – Pre-CMC hearing public law care cases. 45 calendar days from application date will be used as a proxy as not all CMC hearings are currently being added.

**Stage 2** – Post CMC hearing (45 calendar days) but pre-final hearing and/or final legal output (outcome)

- **2a** – 45 calendar days to 29 weeks      **2b** – 30 weeks to 49 weeks      **2c** – 50 weeks to 79 weeks      **2d** – 80 weeks or more

**Stage 3** – Past final hearing and/or final legal output (outcome) entered in CMS. These will be cases awaiting final legal output (outcome) and/or administrative closure.

- **3a** – less than 4 weeks from last hearing entered in CMS      **3b** – more than 4 weeks from last hearing entered in CMS

#### Public Law (Non Care)

**Stage 2** – Post CMC hearing (45 calendar days) but pre-final hearing and/or final legal output (outcome)

- **2a** – 45 calendar days to 29 weeks      **2b** – 30 weeks to 49 weeks      **2c** – 50 weeks or more

**Stage 3** – Past final hearing and/or final legal output (outcome) entered in CMS. These will be cases awaiting final legal output (outcome) and/or administrative closure.

- **3a** – less than 4 weeks from last hearing entered in CMS      **3b** – more than 4 weeks from last hearing entered in CMS