

# Cafcass Performance Report

January 2017 Summary



## Summary of Key Issues

- Year to date demand continues to show a significant overall increases:
  - Year to date (April 2016 to January 2017) public law care application demand is at a record high, with **12,095** applications received in the period, a **17.2%** increase on the same period last year (1,777 applications) and a 32.6% increase on the same period in 2014-15 (2,973 applications). On average 1,200 new applications over the last 12 months.
  - Our stock of open care cases continues to increase in line with demand and at the end of January 2017, it is **18.4%** higher than January 2016.
  - Cafcass has received a total of **33,699** private law cases between April 2016 to January 2017. This figure is **9.6%** higher (2,946 cases) than the same period in the 2015/16 financial year. On average 3,300 new cases over the last 12 months.
  - In terms of current trend, S31 care demand between 1 January 2017 – 26 February 2017 was **5%** lower than the start of 2016. Although January 2017 was a record high for a month of January, February 2017 was 16.3% lower than the start of 2016 (as at 27 February 2017). New private law cases in the same period were **6.2%** higher than 2016.
- Despite the rise in overall demand, s31 application duration trend remains consistent.
- Forecasts predict continued increases in both public and private law demand for the remainder of 2016/17 financial year. Currently a **+13% for public law care** and **+8% for Private Law** is a reasonable estimate for the end of the financial year.
- KPI 1,2 and 3 performance remains positive and meeting targets.
- Year to data average performance for KPI 4 has fallen below 97% and is now amber. Performance in both December and January has exceeded 97% reversing the negative trend. Of the small percentage of reports that are filed late, the average is 1.9 days late and before the hearing.

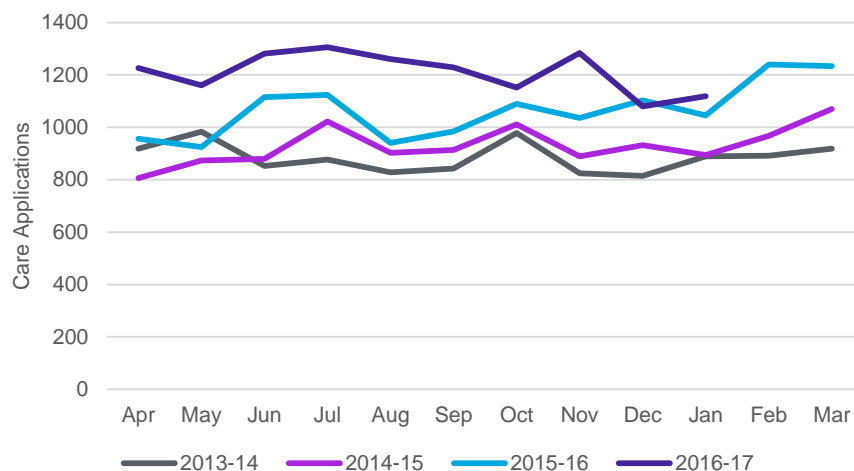
# Cafcass Performance Report

## January 2017 Summary



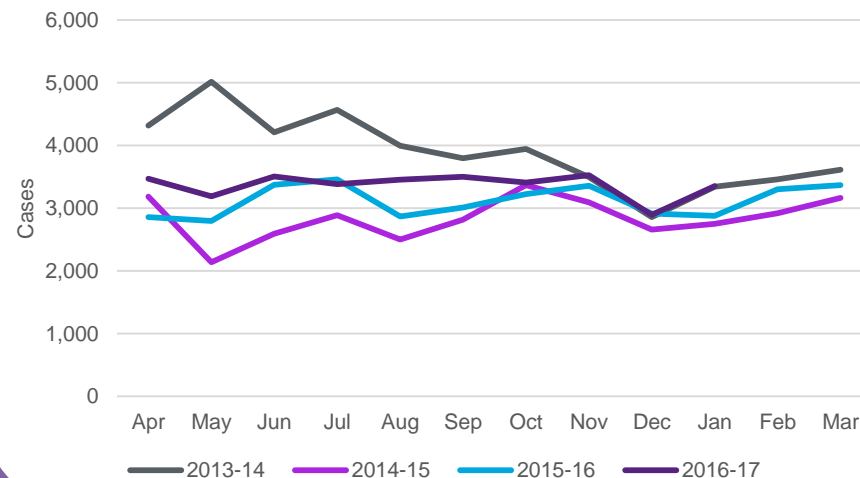
### Public Law (Care)

Public Law Care Application Demand



### Private Law

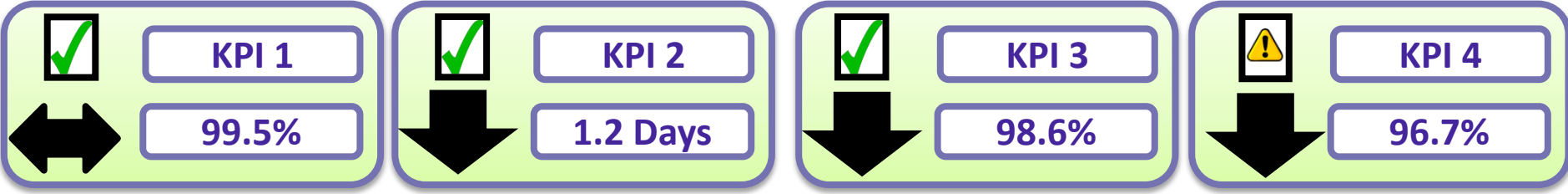
Private Law Case Demand



- Year to Date (April to January) Cafcass received **12,095** care applications. This figure is **17.2%** (1,777 applications) **higher** than the same period last year.
- As a result of the increased demand, the stock of open care cases continues to increase, compared to January 2016 (8,595 cases), the stock at the end of January 2017 (**10,176** cases) has increased by **18.4%** (1,581 cases). Open Care stock has remained above 10,000 cases since September 2016.
- s31 applications completed in the Q3 2016-17 took on average **29 weeks** to conclude, this is down from **30** weeks in previous quarters.

- Year to Date (April to January) Cafcass has received a total **33,699** private law cases. This figure is **9.6%** higher (2,946 cases) than the same period in 2015-16. and **20.3%** higher (5,681 cases) when compared to the same period in the 2014-15 financial year. On Average Cafcass has received on average 3,300 cases per month during the current financial year.
- The stock of open private law cases as at the end of January 2017(**16,971** cases) was **12.8% higher** than January 2016 (1,927 cases).
- The average Cafcass private law duration has fallen to **19 weeks**. This is the measure of time of Cafcass' involvement within the overall duration of the case.

# Key Performance Indicators (KPI)



Key Performance Indicator (KPI)	Target
1: Public care cases allocated to Children’s Guardian at month end	97%
2: Average working days to allocate Children’s Guardian to care case	<3 working days
3: Private law cases allocated to Family Court Adviser at month end	97%
4: Private law section 7 reports filed by agreed date	97%

Additional KPI performance information can be viewed in the attached [Appendix 1](#).

- Cafcass has exceeded KPI 1, 2 and 3 targets all year.
- KPI4 has fallen below 97% for 9 out of the 17 SA and also nationally as a year to date average. Where filing dates have been missed it is by an average of 1.9 days and year to date 2016/17 where a Section 7 report has an input to a hearing, they are filed on average 7 days before the hearing in which they were due to be reviewed. This directly compares for the same period in 2015/16 when the average was also 7 days. This adds weight to our view that we are currently not aware of any significant impact on the performance of our service.
- Private law filing is undertaken electronically, and IT outages at key times have impacted on the performance of some service areas for KPI4. However this is just one operational factor for consideration against the wider context on overall greater pressure on the system due to increased demands for service.
- KPI 2 performance is 1.2 working days to allocate a Children’s Guardian (year to date), an increase from 0.7 for the same period in 2015/16.
- Details of the national Key Performance Measures (KPMs) monitored by the Family Justice Board are provided below for information.

Key Performance Measure (KPM)	Ambition
1: Average duration of section 31 care or supervision cases	Within 24 – 26 weeks (averaged over the year)
2: Percentage of section 31 cases which are completed within 26 weeks	26 weeks, in line with the statutory requirement
3: Average number of hearings per new section 31 care or supervision cases	Average of 5 (or fewer) hearings be held per new section 31 care or supervision case
4: Timeliness of progression of section 8 cases in court:	
4a: Proportion of section 8 cases where the FHDRA or urgent first hearing takes place within six weeks	70% - 80% of FHDRA hearings take place within 6 weeks of the application
4b: Average time from application to first full order for section 8 cases	Average time for section 8 cases is maintained at 16 weeks, with an expectation that this should be reduced this during year
5: Take-up and initial effectiveness of publicly-funded family mediation:	
5a: Number of couples attending a MIAM where one or both parties are publicly-funded	6,000 couples a quarter attending a MIAM
5b: Number of publicly-funded family mediations reaching full/partial agreement on the issues in dispute	2,400 publicly funded mediation agreements a quarter reaching full/partial agreement on the issues in disagreement
5c: Proportion of MIAMs converted to Mediations Starts. The FJB has agreed that KPM5c also records the total number of mediation starts	No specific level of ambition set

# Public Law (Care)



Open Cases

18.4%



Allocation Time

1.2 Days



Demand

17.2%



Throughput

76.4%

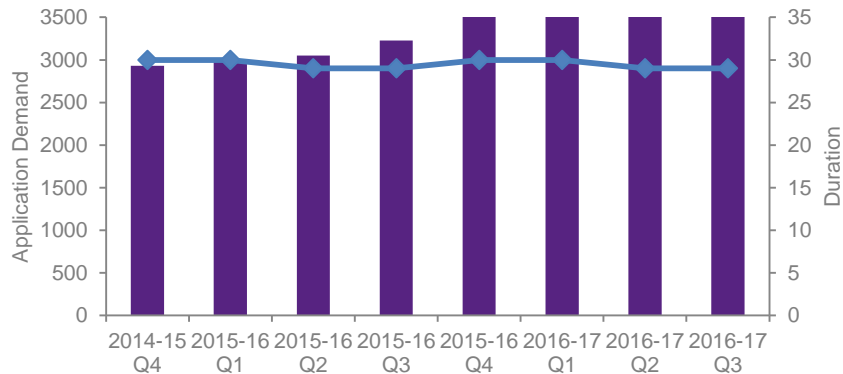


Duration

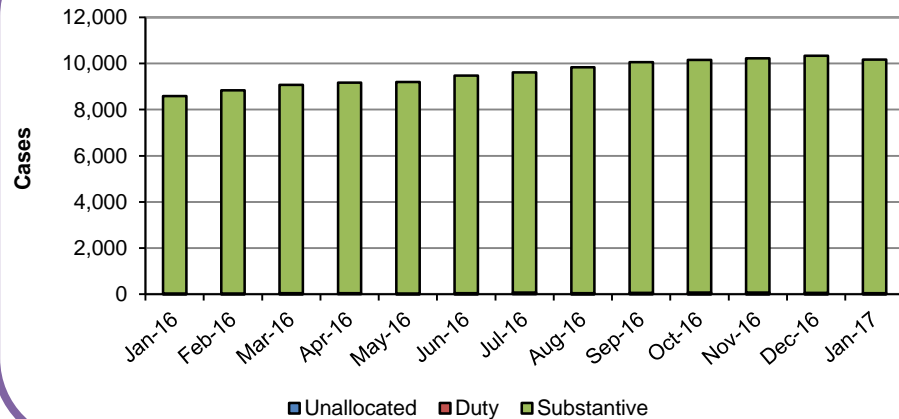
29 Weeks

Additional Public Law performance information can be viewed in the attached [Appendix 2](#).

### Public Law Care Application Demand and Duration



### Public law care workload



# Private Law



Open Cases

12.8%



S7 Reports filed by  
Agreed date

96.7%



Demand

9.6%



Throughput

97.3%

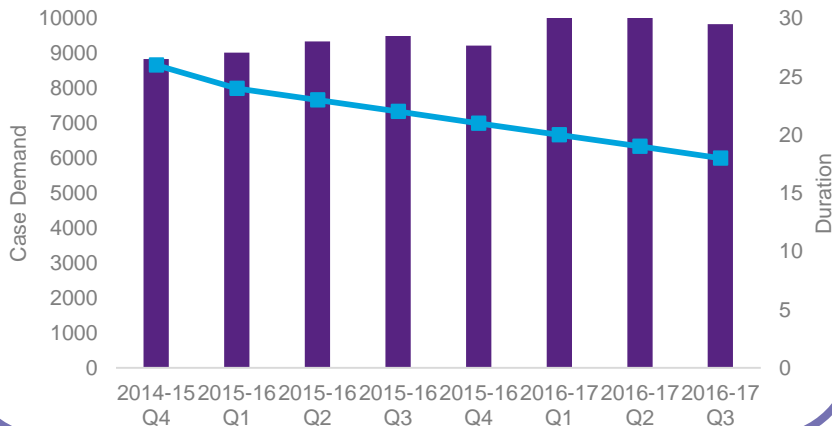


S7 Average  
Filing Times

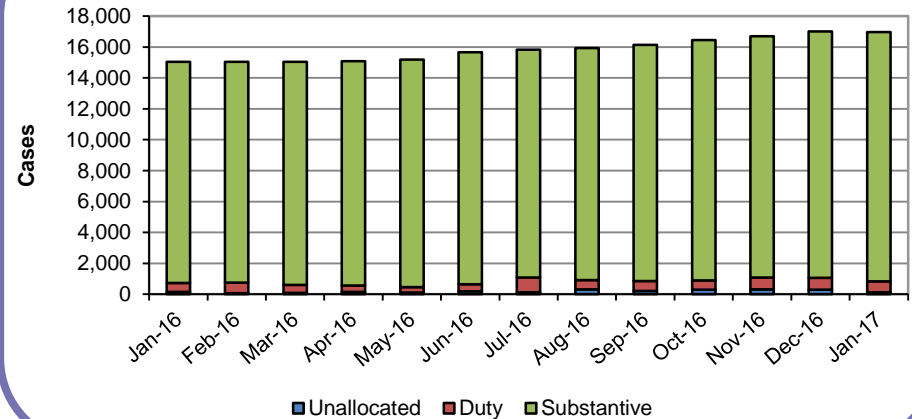
10.4 Weeks

Additional Private Law performance information can be viewed in the attached [Appendix 3](#).

## Private Law Case Demand and Duration



## Private law workload



# Public Law Care Application Heat Map (by DFJ Area)

## Care Application Duration (Q3 2016/17)

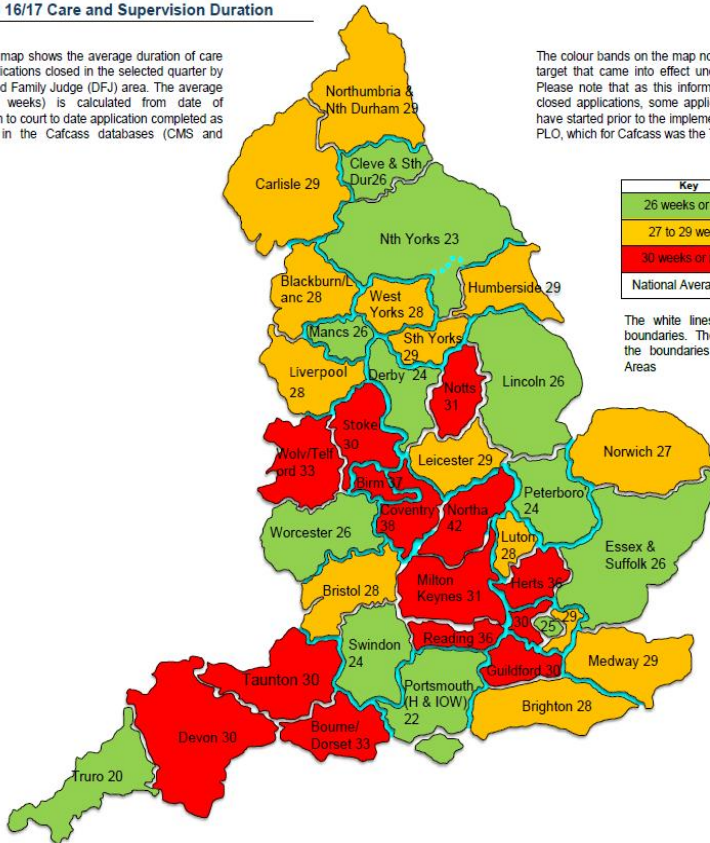
### DFJ Q3 16/17 Care and Supervision Duration

This heat map shows the average duration of care (s31) applications closed in the selected quarter by Designated Family Judge (DFJ) area. The average (calendar weeks) is calculated from date of application to court to date application completed as recorded in the Cafcass databases (CMS and ECMS).

The colour bands on the map now reflect the 26 week target that came into effect under the revised PLO. Please note that as this information is based on all closed applications, some applications captured may have started prior to the implementation of the revised PLO, which for Cafcass was the 7th October 2013.

Key	DFJs Q3 16/17
26 weeks or less	11
27 to 29 weeks	14
30 weeks or more	15
National Average: 29	

The white lines indicate DFJ area boundaries. The blue lines indicate the boundaries of Cafcass Service Areas



## Care Application Duration (Q3 2015/16)

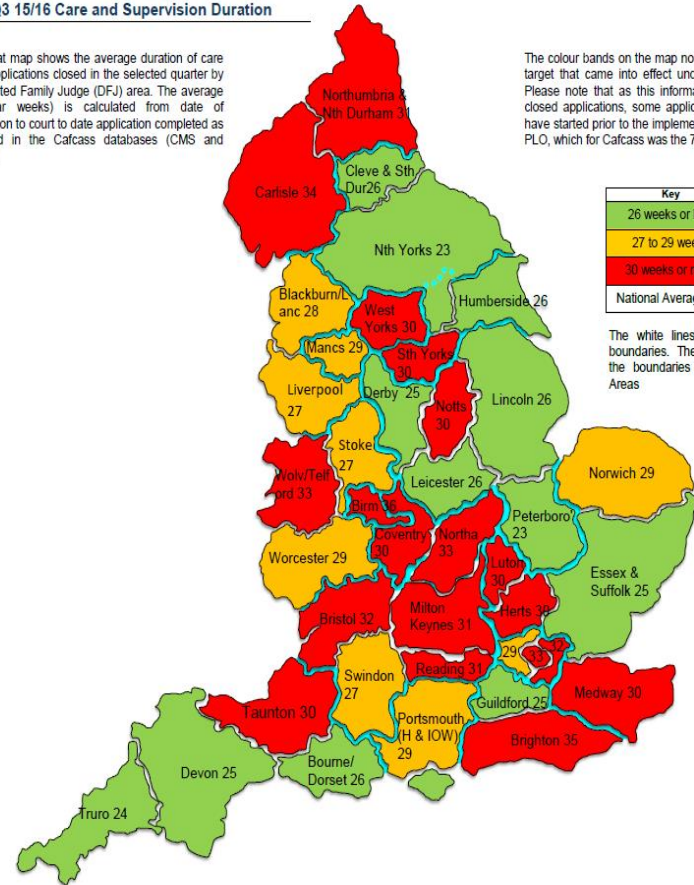
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Key	DFJs Q3 15/16
26 weeks or less	12
27 to 29 weeks	8
30 weeks or more	20
National Average: 29	

The white lines indicate DFJ area boundaries. The blue lines indicate the boundaries of Cafcass Service Areas



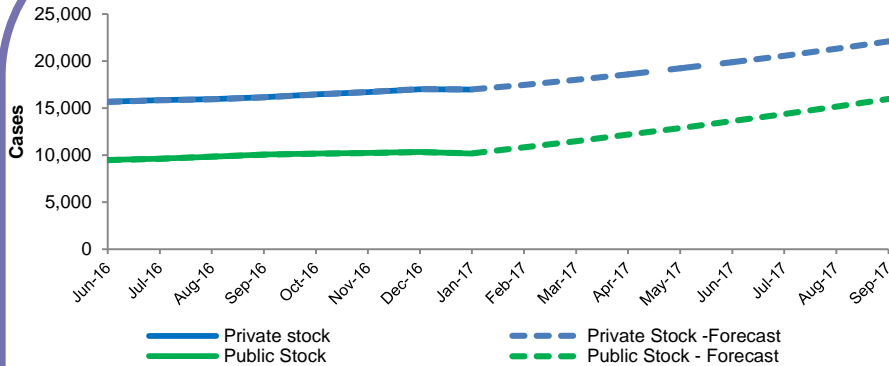
## For Comparison

A full breakdown by DFJ can be accessed in the attached [Appendix 4](#).

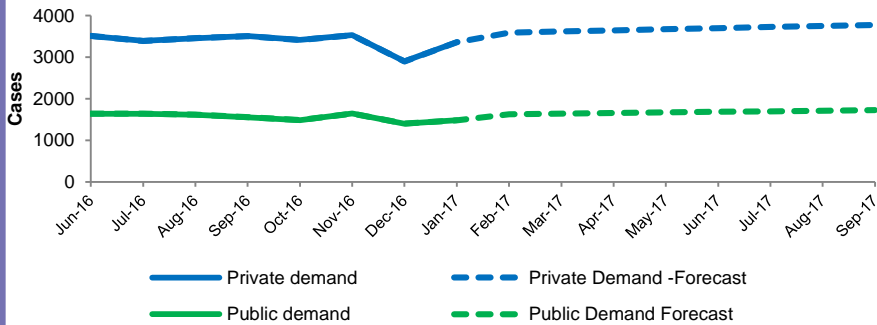
# Demand Forecast

## Demand Forecast

### Open Case Stock Forecast



### Demand Forecast



- The forecast based on historical data show, a **+13% for public law care applications** and **+8% for Private Law cases** predicted for the full 2016-17 financial year.
- The MoJ forecast for total public law is an increase of 21% 2016/17 for new case starts..

## Annex 1: Cafcass Office Map



## Demand

New public law applications and private law cases

Demand has reduced by more than 2% on the previous year

Demand levels are within 2% of last year's total.

Demand has increased in excess of 2% on last year.

## Throughput

Cases opened / cases closed in rolling 12 month period (turnover)

Throughput (cases open/cases closed) exceed 95%

Throughput is below 95% but exceeds 90%

Throughput is lower than 90%

## Open Cases

New public law applications and private law cases

The stock of open cases has reduced by more than 2% on the previous year

The stock of open cases is within 2% of last year.

The stock of open cases has increased by more than 2% on last year.

## Duration

The Cafcass duration of a case

Cafcass case duration is 26 weeks or below

Cafcass duration is 27 weeks or above and below 30 weeks

Cafcass duration is in excess of 30 weeks

## Allocation Time

The time to allocate a children's guardian to a care case

The time to allocation is between 0 and 2.9 days

The time to allocation is between 3 and 4.9 days

The time to allocation is 5 days or above

## S7 Reports filed by Agreed date

The time to allocate a children's guardian to a care case

S7 Reports filed to agreed filing times are between 97% and 100%

S7 Reports filed to agreed filing times are between 90% and 96%

S7 Reports filed to agreed filing times are below 90%

## S7 Average Filing Times

The the proportion of section 7 reports that meet their agreed filing times.

S7 average filing times are below 10 weeks

S7 average filing times are between 10 and 12 weeks

S7 average filing times are above 12 weeks