



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Integrated Performance and Activity Report

QUARTER 3 2016



Quality Assurance Directorate

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1.0 PERFORMANCE OVERVIEW

This report provides an update on the performance and activity of Tusla services at the end of Q3 2016. It is structured around key performance and activity measures included in the Agency's 2016 Business Plan. The data presented was provided by services and refers to the latest performance and activity information available at this time.

The summary by service type set out below provides an overview of the Q3 2016 position regarding activity and performance.

CHILD PROTECTION AND WELFARE SERVICES

Referrals

- 12,264 referrals for Q2 2016; 958 more than Q1 2016 and highest number for period Q1 2014 – Q2 2016
- 59% (n=7,229) child welfare concerns; 41% (n=5,035) child abuse concerns
- 58% (n=6,937) of preliminary enquiries completed within 24 hrs of receipt of the referral
- 43% (n=5,124) of referrals required an initial assessment
- 13% (n=662) of initial assessments completed within the 21 day target of receipt of the referral

Social Work Activity Data

- 25,362 cases open to social work at the end of Q3 2016; 852 (3%) fewer than Q2 2016
- 83% (n=21,001) of open cases allocated to a social worker at the end of Q3 2016; up from 79% at the end of Q2 2016
- 4,361 cases awaiting allocation at the end of Q3 2016; 1,249 (22%) fewer than Q2 2016. Cases awaiting allocation down 38% (n=2,652) on Q3 2015 (n=7,013). Target 2,687 or fewer by year end
- 576 (13%) cases awaiting allocation were categorised as 'high priority'; 244 (30%) fewer than Q2 2016 and 729 (56%) fewer than Q3 2015. Target 134 or fewer by year end.
- 63% (n=362/576) of 'high priority' awaiting allocation at the end of Q3 2016 were waiting less than 3 months. The number of 'high priority' cases waiting over 3 months dropped by 95 between Q2 2016 and Q3 2016.

Child Protection Notification System

- 1,251 children listed as 'active' on the CPNS at the end of Q3 2016; 70 more Q2 2016 but 146 fewer than Q3 2015. All children listed as "active" had an allocated social worker.

Crisis Intervention Service / Out of Hours Service

- 201 referrals to the Crisis Intervention Service in Q3 2016; no change from Q2 2016
- 173 referrals to the Emergency Place of Safety Service in Q3 2016; 30 more than Q2 2016 and 106 more than the same quarter last year

ALTERNATIVE CARE SERVICES

Children in Care

- 6,329 children in care at the end of Q3 2016; 63 fewer than Q2 2016
- 517 children in private placements; 10 fewer than Q2 2016
- 94% (n=5,973) of children in care had an allocated social worker (against a target of 100%); no change from Q2 2016
- 356 children awaiting allocation of a social worker; down 18 on Q2 2016
- 93% (n=5,885) of children in care had a written care plan (against a target of 90%); up two percentage points from Q2 2016
- 98% (n=3,921/4,001) of children in care aged 6 to 15 years (inclusive) in full time education
- 93% (n=981/1,051) of children in care aged 16 and 17 years in full time education

Aftercare

- 1,920 young adults (all ages) in receipt of aftercare services at the end of Q3 2016; 23 more than Q2 2016 and highest number for period Q1 2015 – Q3 2016
- 34% (n=359/1,051) of children in care aged 16 and 17 years had a preparation for leaving care and aftercare plan; up one percentage point on Q2 2016
- 36% (n=376/1,051) of children in care 16 and 17 years had an allocated aftercare worker; up two percentage points on Q2 2016
- 152 young adults were discharged from care by reason of reaching 18 years; 87% (n=132) had an allocated aftercare worker.
- 88% (n=131/149) of those eligible for an aftercare service were availing of a service.

Adoption

- 620 applicants awaiting an information and tracing service at the end of Q3 2016; down 198 (24%) on Q2 2016 and fewest number awaiting for the year to date (*waiting list includes 240 applicants that transferred with files (13,600) from St Patrick's Guild to Tusla in May 2016*)
- All services meeting the target of eight weeks or less from time of application to provision of non identifying information
- 39 adoption assessments (domestic, inter-country, fostering to adoption) completed during Q3 2016 bringing the total for the year to date to 146
- 17 applications for step-adoption received during Q3 2016 bringing the total for the year to date to 47.

Foster Carers

- 4,523 approved foster carers on panel (all types minus Brussels II) at the end of Q3 2016; 10 more than Q2 and highest number for period Q1 2015 – Q3 2016
- 78% (n=1,204) of relative foster carers approved against a target of 80%; up from 76% in Q2
- 83% (n=2,459) of general foster carers had an allocated link worker against a target of 90%; down from 85% in Q2. Some 497 awaiting allocation; up 51 on Q2
- 76% (n=921) of approved relative foster carers had an allocated link worker against a target of 85%; down one percentage point from Q2. Some 283 awaiting allocation; up eight on Q2
- 348 unapproved relative foster carers; 34 fewer than Q2
- 300 (86%) of the unapproved relative foster carers had a child placed with them for longer than 12 weeks; 80% (306) in Q2
- 70% (n=209) of unapproved relative foster carers with a child placed > 12 weeks had an allocated link (social) worker; 63% (n=192) in Q2. Some 91 awaiting allocation; 23 fewer than Q2

REGULATION & SUPERVISION OF EXTERNAL CHILDREN'S SERVICES

Early Years Services

- 4,562 EYS nationally at the end of Q3 2016; 77 fewer than Q2 2016
- 242 EYS inspected during Q3 2016; 1,539 EYS inspected January – September 2016
- 61 complaints received in respect of EYS during Q3 2016; 155 received January – September 2016
- 0 prosecutions of EYS taken by the Agency January – September 2016

Children Educated In Places Other than Recognised Schools

School Year 2015/2016

- 1,213 children on the register for home education at the end of the academic year 2015/2016
- 4,795 children (approx) attending 44 independent schools at the end of the academic year
- 398 applications made under Section 14 of the Education (Welfare) Act 2000 for home education during the year; 1,230 applications for education in independent schools
- 407 assessments for home education carried out during the year; six assessments for education in independent schools
- 319 children registered for home education during the year; 1,042 children registered for education in independent schools
- 127 children awaiting registration for home education at the end of the academic year

Non Statutory Children's Residential / Foster Care Services

- 88 private residential centres registered with the Agency at the end of Q3 2016; three fewer than Q2 2016
- 16 centres were due an inspection; all received their inspection
- 28 voluntary residential centres registered with the Agency at the end of Q3 2016; no change from Q2 2016
- Two centres were due an inspection and both received their inspection
- 7 non-statutory foster care services; 4 services received a monitoring visit during Q3 2016

EDUCATIONAL WELFARE SERVICES

Educational Welfare Services

- 3,751 new individual children worked with between September 2015 and August 2016 (academic year 2015/ 2016); 234 worked with during September 2016
- 528 school attendance notices (SANs) issued in respect of 366 children under Section 25 of the Education (Welfare) Act 2000¹ during the academic year 2015/2016; 101 SANs (63 children) issued in September 2016
- 121 summonses issued in respect of 91 children under Section 25 of the Act during the academic year 2015/2016; 19 summonses (13 children) were issued in September 2016

HUMAN RESOURCES OVERVIEW

Human Resources

- 3,555 (WTE) employed by the Agency at the end of Q3 2016; down 62 on Q2 2016
- 286 new staff came on to the Agency's payroll (January and August 2016)
- 199 staff left (incl. retirements) the Agency (January and August 2016)
- 143 staff on maternity leave at the end of August 2016
- 285 agency staff employed by Tusla at the end of August 2016
- 5.46% absence rate (August 2016); highest rate recorded since January 2016
- 133 courses run by Workforce Learning and Development in Q3 2016; 1,588 attendees

FINANCIAL OVERVIEW

Finance

- The financial outturn for the year to date (Sept 2016) is an over-spend of €2.244 million
- Pay costs are under-spent against budget by €2.242 million
- Non pay costs are over-spent against budget by €3.392 million
- Key area of over-spend is private residential and foster care costs at €2.575 million over budget
- 45% (€9.746 million) of legal expenditure year to date on guardians ad litem (GALs), including GAL's solicitors and counsel.

2.0 CHILD PROTECTION AND WELFARE SERVICES

KEY AREAS OF FOCUS

- 2.1 Referrals (child welfare and child abuse)
- 2.2 Social Work Activity Data
- 2.3 Child Protection Notification System (CPNS)
- 2.4 Crisis Intervention Service / Out of Hours Service
- 2.5 Hiqa Inspections – Child Protection and Welfare Services

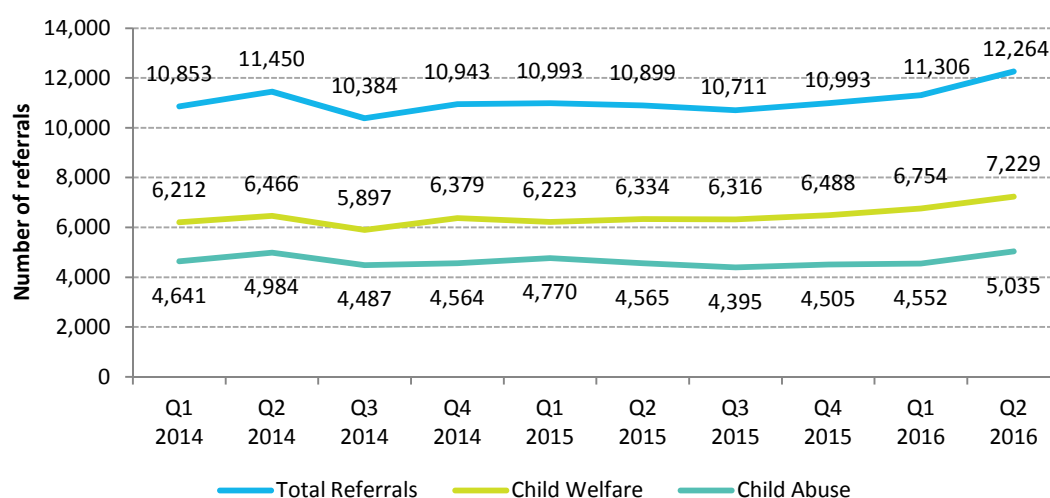
2.1 REFERRALS (CHILD WELFARE AND CHILD ABUSE/NEGLECT)

Key Facts

- 12,264 referrals for Q2 2016; 958 more than Q1 2016 and highest number for period Q1 2014 – Q2 2016
- 59% (n=7,229) child welfare concerns; 41% (n=5,035) child abuse concerns
- 58% (n=6,937) of preliminary enquiries completed within 24 hrs of receipt of the referral
- 43% (n=5,124) of referrals required an initial assessment
- 13% (n=662) of initial assessments completed within the 21 day target of receipt of the referral

- 12,264 referrals to Child Protection and Welfare Service during Q2 2016¹; 958 (8%) more than Q1 2016 and the highest number for the period Q1 2014 – Q2 2016 (Figure 1). This equates to about 11 referrals per 1,000 children 0-17 years
- 59% (n=7,229) of referrals for were for child welfare concerns; 475 more than Q1 2016 and the highest number for the period Q1 2014 – Q2 2016. The remaining 41% (n=5,035) were for child abuse/neglect concerns; 483 more than Q1 2015 (Figure 1).

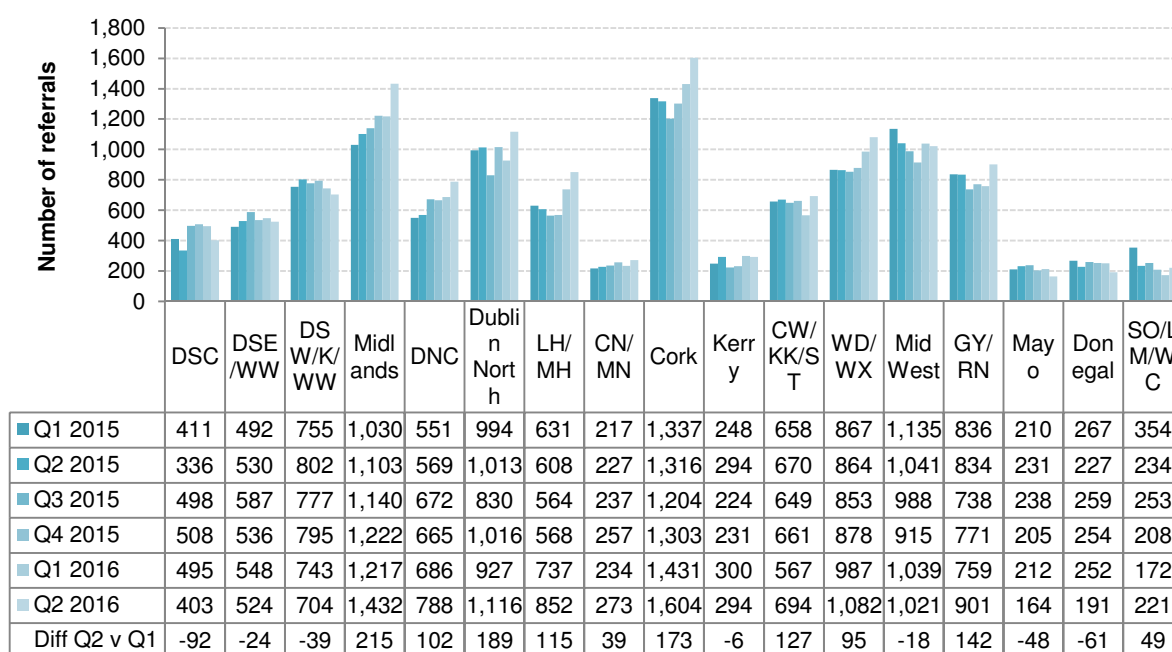
Figure 1: Number of referrals (child welfare and abuse), by quarter Q1 2014 – Q2 2016



¹ Data on referrals are reported quarterly in arrears.

- Five areas (Midlands, Dublin North, Cork, Waterford/Wexford and MidWest) reported in excess of 1,000 referrals with a further six areas reporting between 500 and 1,000 referrals (Figure 2).
- Ten areas reported an increase in referrals from Q1 2016, ranging from 215 (Midlands) to 39 (Cavan/Monaghan). Seven of the 10 areas reported an increase of more than 100 referrals.
- The highest decrease was reported by Dublin South Central (n=92), followed by Donegal (n=61); Mayo (n=48); DSW/KWW (n=39); DSE/WW (n=24); MidWest (n=18) and Kerry (n=6).

Figure 2: Referrals by area Q1 2015 – Q2 2016



- Midlands (18/1,000) and Dublin North City (18/1,000) reported the highest rate of referrals per 1,000 children 0-17 years (Table 1). The lowest rate was reported by Donegal (4/1,000).
- Seven areas (Midlands, Dublin North City, WD/WX, Cork, CW/KK/ST, Dublin North, and GY/RN) reported a rate higher than the national rate of 11/1,000 population 0-17 years.

Table 1: Rate of referrals, Q2 2016

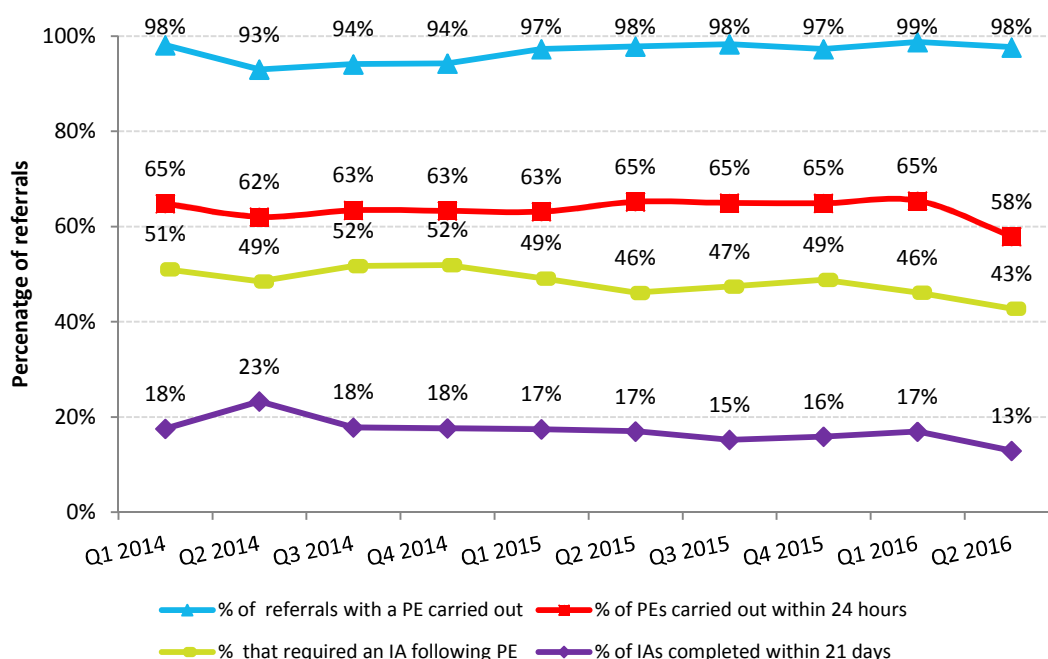
Area	No Referrals Q2 2016	Population 0-17 years*	Rate / 1,000 population 0 – 17 years
DSC	403	62,438	6
DSE/WW	524	81,991	6
DSW/K/WW	704	102,800	7
Midlands	1,432	77,726	18
DNC	788	42,971	18
Dublin North	1,116	92,951	12
LH/MH	852	87,562	10
CN/MN	273	35,085	8
Cork	1,604	128,448	12

Kerry	294	34,940	8
CW/KK/ST	694	57,800	12
WD/WX	1,082	71,608	15
Mid West	1,021	94,989	11
GY/RN	901	77,270	12
Mayo	164	32,514	5
Donegal	191	44,534	4
SO/LM/WC	221	23,060	5
National	12,264	1,148,687	11

*CSO Census 2011

- 98% (n=11,977) of referrals (Q2 2016) had a preliminary enquiry² carried out; down one percentage point from Q1 2016 (Figure 3).
- 58% (n=6,937) of preliminary enquiries were completed within the 24 hour target of receipt of the referral (percentage based on returns from 16/17 areas); down from 65% in Q1 2016
- 43% (n=5,124) of referrals that had a preliminary enquiry required an initial assessment³; down from 46% in Q1 2016 and the lowest percentage reported for the period Q1 2014 – Q2 2016.
- 13% (n=662) of the initial assessments were completed within the 21 day target of receipt of the referral (percentage based on returns from 16/17 areas); down from 17% in Q1 2016.

Figure 3: Percentage of preliminary enquiries and initial assessments carried out

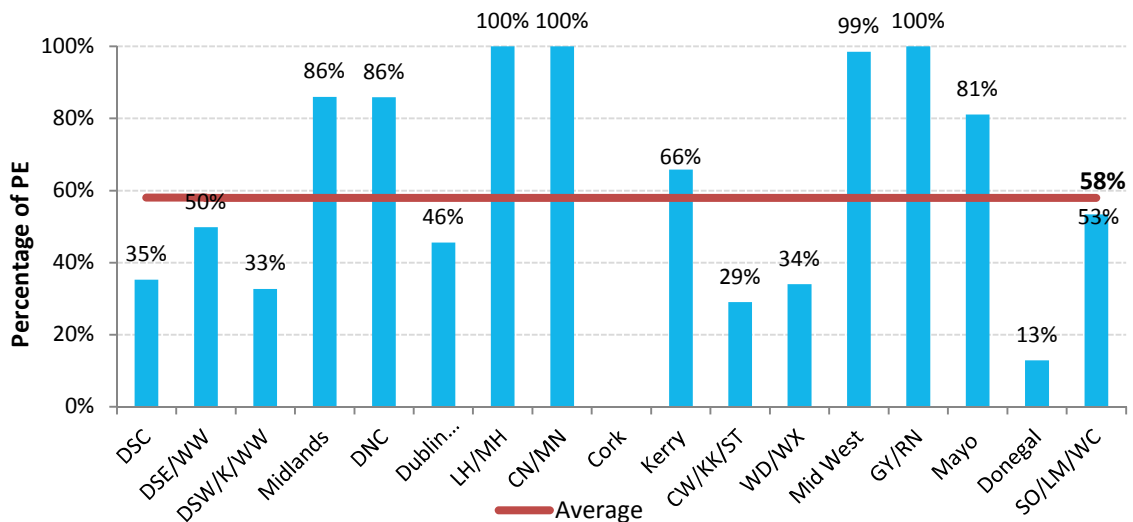


² The preliminary enquiries step is concerned with substantiating the details provided by the reporter e.g. verify reporters phone number, child's address, concern, check if the child is already known to the service, other network checks etc. A preliminary enquiry is not an assessment. The aim of the preliminary enquiry process is to support and help the user (the social worker) to make a decision on the action to take in response to the information reported, that will result in the best outcome for the child who is the subject of the referral. Preliminary enquiries should normally be completed within 24 hours.

³ Initial assessment is a time-limited process to allow the gathering of sufficient information on the needs and risks within a case so that informed decisions and recommendations can be made and actions that will result in better outcomes for children taken. Initial Assessments should normally be completed in 21 days or less.

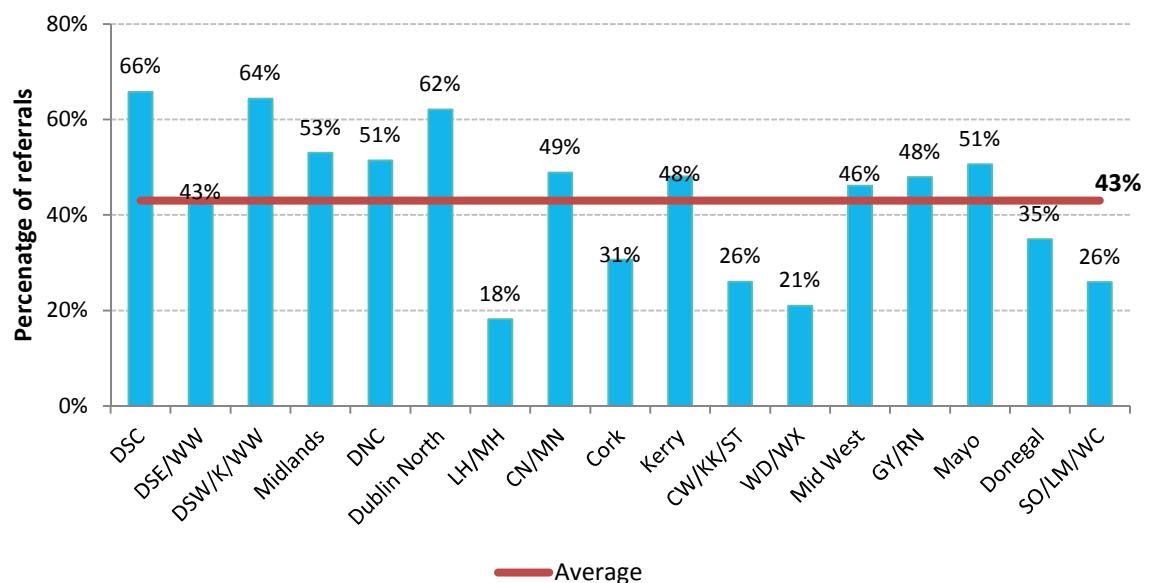
- The percentage of preliminary enquiries carried out within 24 hours of receipt of the referral ranged from 100% in areas Louth/Meath (n=852); Cavan/Monaghan (n=182) and Galway/Roscommon (n=901) to 13% in Donegal (n=24/186). Cork was unable to provide data for this metric (Figure 4).
- A table showing the number and percentage of preliminary enquiries completed within 24 hours of receipt of the referral for the quarters Q1 2015 to Q2 2016, by area along with the change from Q1 2016 to Q2 2016 can be found in Appendix I (Table 1).

Figure 4: Percentage of PEs completed within 24 hours of receipt of referral by area, Q2 2016



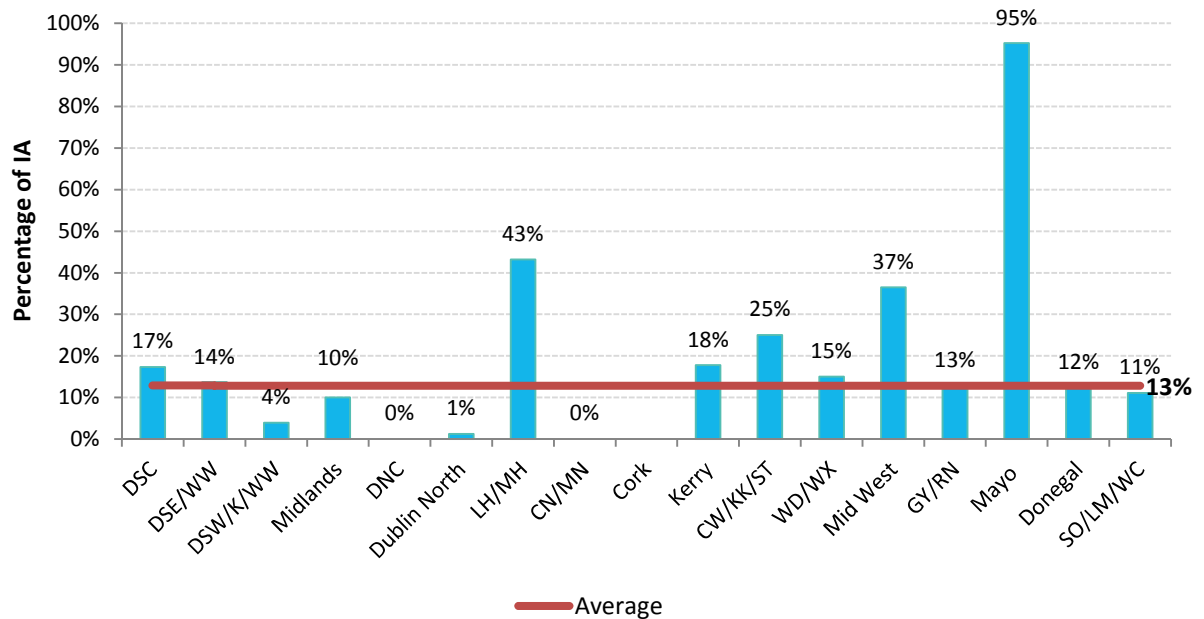
- The percentage of referrals requiring an initial assessment following a preliminary enquiry ranged from 66% in Dublin South Central (n=265/403) to 18% in Louth/Meath (n=155/852) (Figure 5).
- A table showing the number and percentage of referrals requiring an initial assessment following a preliminary enquiry for the quarters Q1 2015 to Q2 2016, by area along with the change from Q1 2016 to Q2 2016 can be found in the Appendix I (Table 2).

Figure 5: Percentage of referrals requiring an IA following a preliminary enquiry, by area, Q2 2016



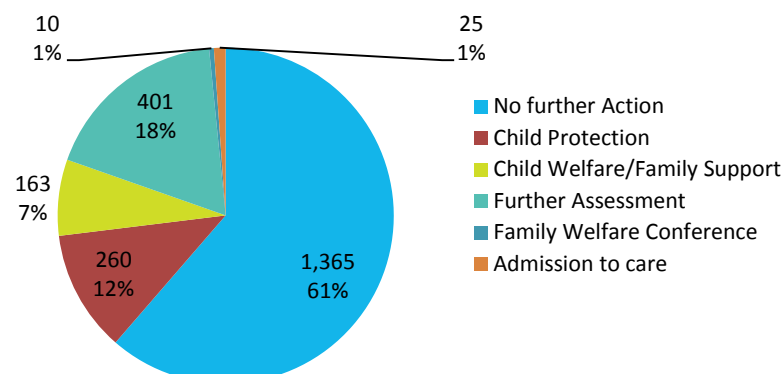
- The percentage of initial assessments completed within 21 days of receipt of the referral ranged from 95% (n=79/83) in Louth/Meath to 0% in Dublin North City and Cavan/Monaghan. Cork was unable to provide data for this metric (Figure 6).
- A table showing the number and percentage of initial assessments completed within 21 days for the quarters Q1 2015 to Q2 2016, by area along with the change from Q1 2016 to Q2 2016 can be found in the Appendix I (Table 3).

Figure 6: Percentage of initial assessments completed within 21 day target, by area Q2 2016



- The outcome of initial assessment was recorded for 2,224 referrals (Q2 2016) (Figure 7)
- ‘No further action’ was recorded in the majority (61%; n=1,365) of cases.
- Admission to care was recorded for 1% (n=25) cases and ‘child protection⁴’ was recorded for 12% (n=260) cases.

Figure 7: Breakdown of actions recorded following initial assessment, Q2 2016



⁴ A child protection conference is requested for child(ren) who require a child protection response, as they have been assessed as being at ongoing risk of significant harm. A child protection plan is developed at the conference to safeguard the child(ren) identified as being at risk. Whereas children may suffer harm for a range of reasons, for the purpose of the child protection conference and the CPNS, the threshold of ongoing risk of significant harm is confined to abuse, including neglect, attributable to inappropriate or inadequate care from parent/s.

2.2 SOCIAL WORK ACTIVITY DATA

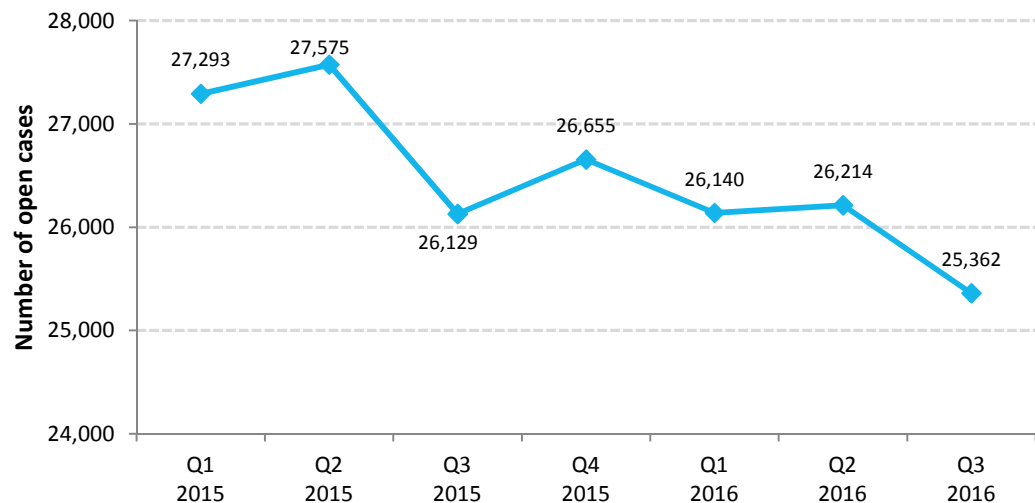
Key Facts

- 25,362 cases open to social work at the end of Q3 2016; 852 (3%) fewer than Q2 2016
- 83% (n=21,001) of open cases allocated to a social worker at the end of Q3 2016; up from 79% at the end of Q2 2016
- 4,361 cases awaiting allocation at the end of Q3 2016; 1,249 (22%) fewer than Q2 2016. Cases awaiting allocation down 38% (n=2,652) on Q3 2015 (n=7,013). Target 2,687 or fewer by year end
- 576 (13%) cases awaiting allocation were categorised as 'high priority'; 244 (30%) fewer than Q2 2016 and 729 (56%) fewer than Q3 2015. Target 134 or fewer by year end.
- 63% (n=362/576) of 'high priority' awaiting allocation at the end of Q3 2016 were waiting less than 3 months. The number of 'high priority' cases waiting over 3 months dropped by 95 between Q2 2016 and Q3 2016.

2.2.1 Open Cases

- 25,362 cases open⁵ to social work nationally at the end of Q3 2016; 852 (3%) fewer Q2 2016 and 767 (3%) fewer than Q3 2015 (Figure 8).

Figure 8: Number of open cases by quarter

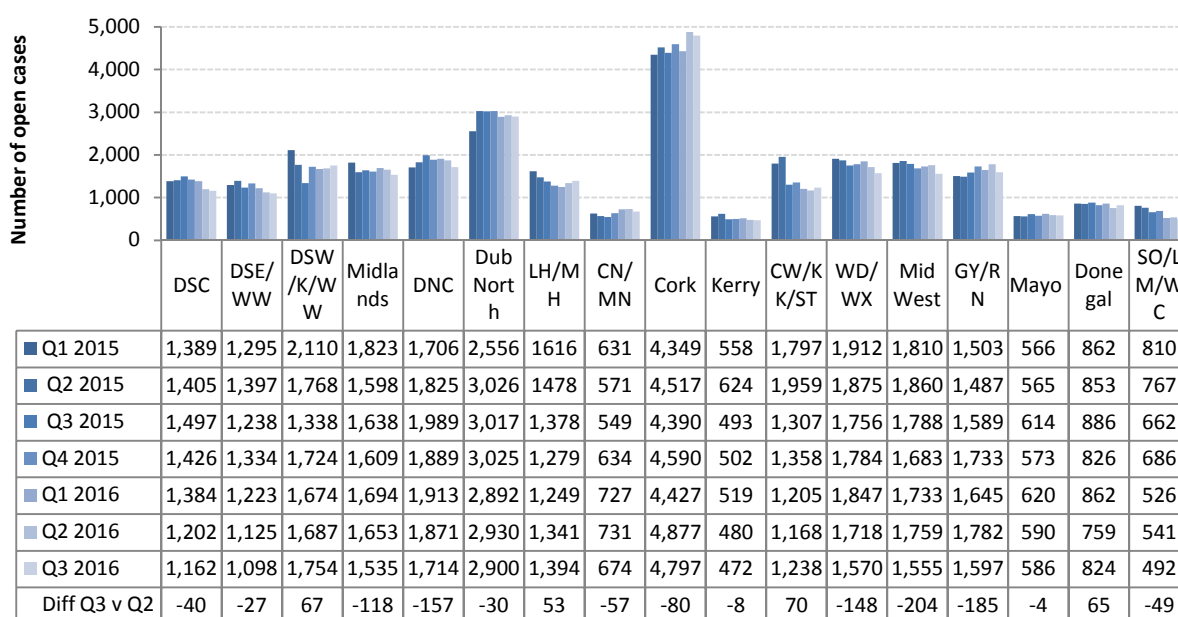


- Almost one-third (30%; n=7,697) of all open cases is reported by two areas: Cork (n=4,797; 19%) and Dublin North (n=2,900; 11%). The fewest number of cases is held by Kerry (n=472; 2%), followed by Sligo/Leitrim/West Cavan (n=492; 2%) and Mayo (n=586; 2%) (Figure 9).
- Four areas reported an increase in open cases from Q2 2016 and of these Carlow/Kilkenny/South Tipperary reported the highest increase (n=70), followed by DSW/K/WW (n=67); Donegal (n=65) and Louth/Meath (n=53).

⁵ Open cases include cases held on intake, allocated, unallocated child welfare and protection and children in care cases.

- Of the 13 areas that reported a decrease, MidWest reported the highest decrease (n=204) followed by Galway/Roscommon (n=185); Dublin North City (n=157); Waterford/Wexford (n=148) and Midlands (n=118).

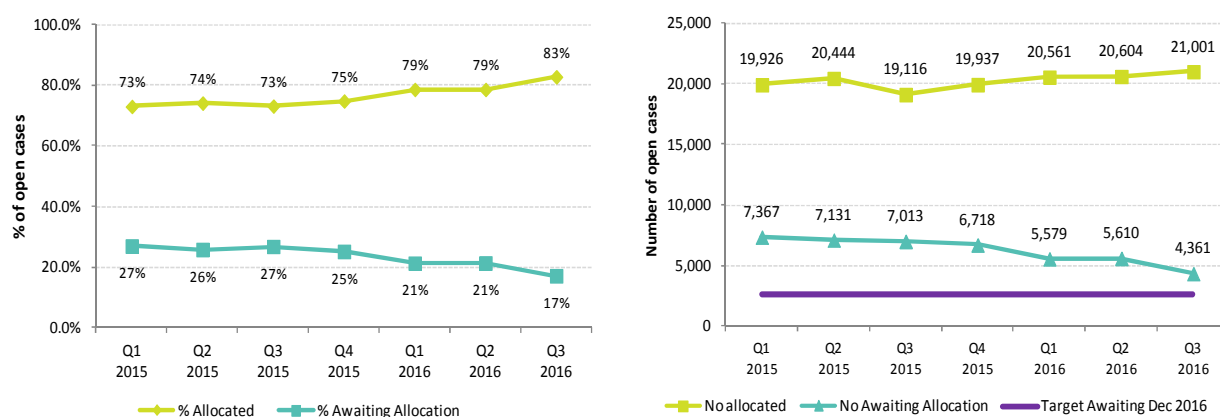
Figure 9: Number of open cases by area, Q1 2015 – Q3 2016



2.2.2 Open Cases Allocated / Awaiting Allocation

- 83% (n=21,001/25,362) of open cases were allocated to a social worker at the end of Q3 2016; up four percentage points from Q2 2016 (79%; n=20,604/26,214) (Figure 10).
- 4,361 (17%) cases were awaiting allocation; 1,249 (22%) fewer than Q2 2016 (n=5,610) and 2,652 (38%) fewer than Q3 2015 (n=7,013).
- The target set for year end is a 60% reduction in the number of cases that were awaiting allocation at the end of December 2015 (n=6,718) i.e., approximately 2,687 cases or fewer awaiting allocation.

Figure 10: Cases allocated/awaiting allocation, Q1 2015 – Q3 2016

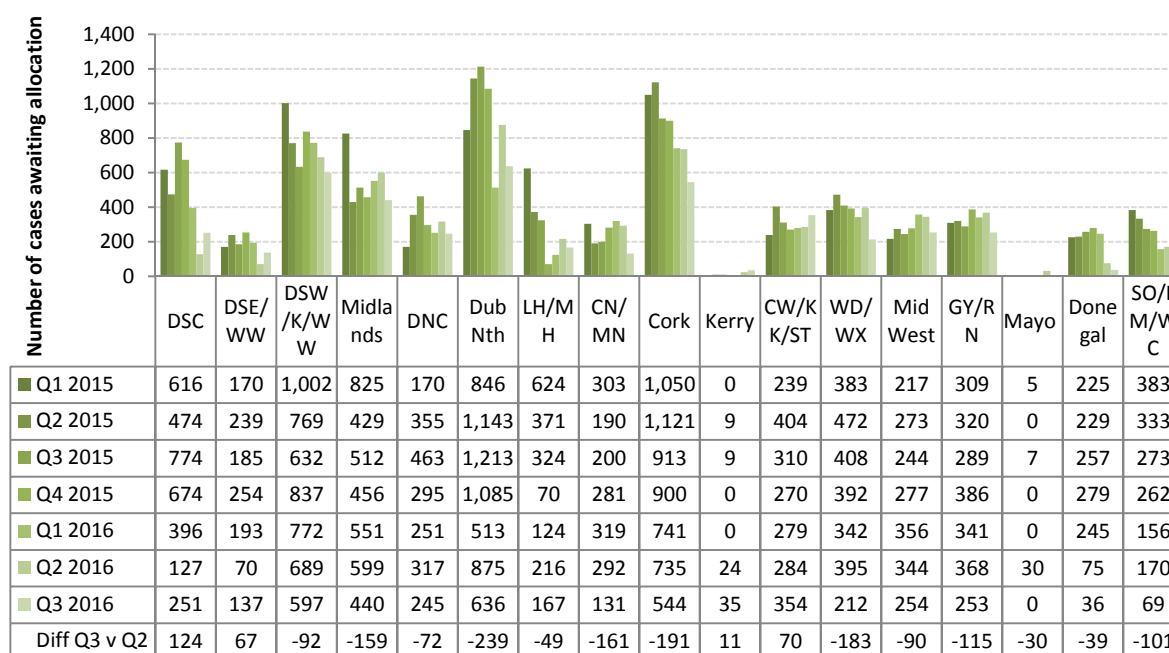


- Dublin North (n=636) has the highest number of cases awaiting allocation, followed by Dublin South West/Kildare/West Wicklow (n=597); Cork (n=544) and Midlands

(n=440) (Figure 11). These four areas have more than half (51%; n= 2,217) of all cases awaiting allocation.

- Thirteen areas reported a decrease from Q2 2016 in the number of cases awaiting allocation (Figure 11). Dublin North reported the highest decrease (n=239), followed by Cork (n=191), Waterford/Wexford (n=183); Cavan/Monaghan (n=161) and Midlands (n=159).
- Four areas reported an increase from Q2 2016. The highest increase was reported by Dublin South Central (n=124), followed by CW/KK/ST (n=70), Dublin South East/Wicklow (n=67), and to a lesser extent Kerry (n=11).
- All but three areas (Kerry, CW/KK/ST and MidWest) reported a decrease in cases awaiting allocation from the same period last year (Q3 2015); the most notable being that for Dublin North (n=577), followed by Dublin South Central (n=523) and Cork (n=369) (Figure 11).
- Of the three areas that reported an increase from Q3 2015, the highest increase was reported by CW/KK/ST (n=44).

Figure 11: Number of open cases awaiting allocation by area, Q1 2015 – Q3 2016



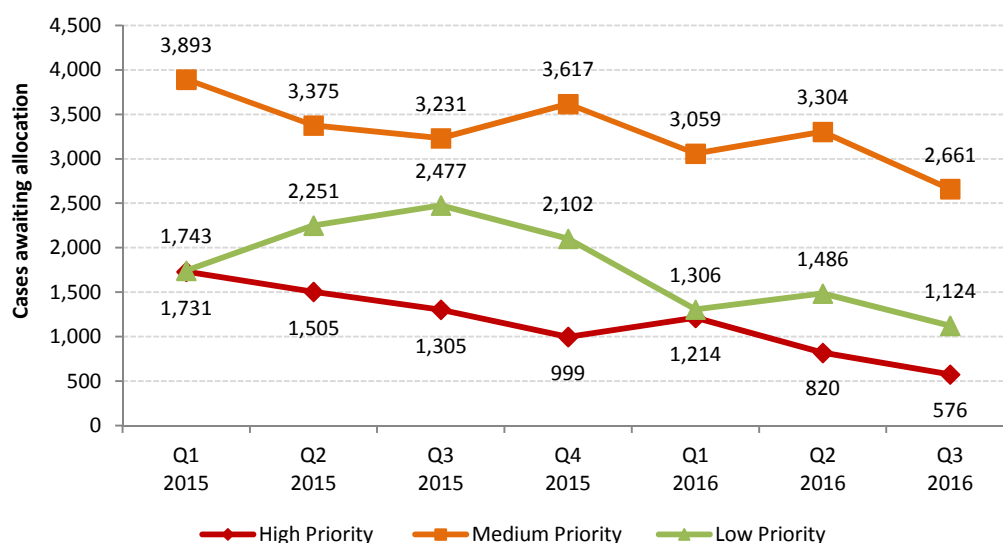
2.2.3 Cases Awaiting Allocation by Priority Level⁶

- 13% (n=576) of cases awaiting allocation at the end of Q3 2016 were categorised as 'high priority'; down 244 (30%) from Q2 2016 and 729 (56%) on the same quarter last year (Figure 12).
- The target set for year end is 5% or fewer high priority cases awaiting allocation i.e., 5% or fewer of the target number awaiting (n=2,687) or approximately 134.

⁶ The priority level as per the guidance outlined in 'Measuring the Pressure' V2. Note: The priority levels in this guidance are currently under national review to ensure that the priority levels identified equate with categorisation of risk. A recent national review highlighted cases being categorised in accordance with actual risk rather than the priority levels in the "Measuring the Pressure" V2.

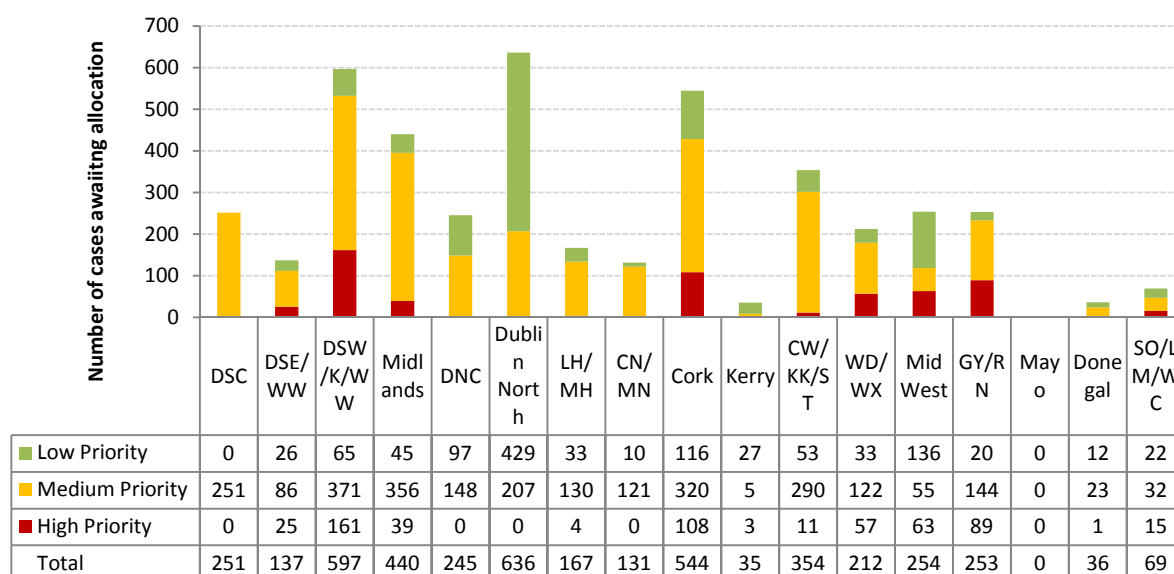
- 61% of cases (n=2,661) awaiting allocation at the end of Q3 2016 were categorised as 'medium priority' up from 59% (n=3,304) in Q2 2016 while the remaining 26% (n=1,124) were categorised as 'low priority'; no change from Q2 2016.

Figure 12: Cases awaiting allocation by priority level, Q1 2015 – Q3 2016



- Dublin South West/Kildare/West Wicklow (n=161) reported the highest number of 'high priority' cases awaiting allocation, followed by Cork (n=108); Galway/Roscommon (n=89); MidWest (n=63); Waterford/Wexford (n=57) and Midlands (n=39). All other areas with high priority cases reported 25 or fewer cases with four areas reporting none (Figure 13).
- Dublin North with highest number of cases awaiting allocation (n=636) has no high priority cases awaiting allocation.

Figure 13: Area breakdown of cases awaiting allocation by priority level, Q3 2016



2.2.4 Cases Awaiting Allocation by Waiting Time

- 63% (n=362/576) of cases categorised as ‘high priority’ awaiting allocation at the end of Q3 2016 were waiting less than 3 months (Table 2). The number of ‘high priority’ cases waiting over 3 months for allocation decreased by 95 between Q2 2016 and Q3 2016.
- 55% (n=1,451/2,661) of cases categorised as ‘medium priority’ were waiting less than 3 months at the end of Q3 2016. The number of ‘medium priority’ cases waiting over 3 months for allocation decreased by 324 between Q2 2016 and Q3 2016 (Table 2).

Table 2: Breakdown of cases awaiting allocation by priority level and time waiting, Q3 2015 – Q3 2016

High Priority / Time Waiting	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
1 week	94	76	185	112	71	-41
1-2 weeks	145	111	101	136	41	-95
2-3 weeks	144	73	251	54	25	-29
3-4 weeks	82	101	112	43	43	0
1-2 months	148	105	123	99	104	5
2-3 months	165	156	99	67	78	11
>3 months	527	377	343	309	214	-95
Total	1,305	999	1,214	820	576	-244
Medium Priority / Time Waiting	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 vs Q2
1 week	94	83	87	175	403	228
1-2 weeks	165	214	151	216	226	10
2-3 weeks	152	265	190	205	227	22
3-4 weeks	185	176	190	151	113	-38
1-2 months	378	623	516	549	290	-259
2-3 months	451	509	391	474	192	-282
>3 months	1,806	1,747	1,534	1,534	1,210	-324
Total	3,231	3,617	3,059	3,304	2,661	-643
Low Priority / Time Waiting	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 vs Q2
1 week	51	16	20	78	161	83
1-2 weeks	74	65	74	107	58	-49
2-3 weeks	86	38	112	67	82	15
3-4 weeks	87	140	58	98	81	-17
1-2 months	290	279	193	320	126	-194
2-3 months	320	210	184	224	107	-117
>3 months	1,569	1,354	665	592	509	-83
Total	2,477	2,102	1,306	1,486	1,124	-362

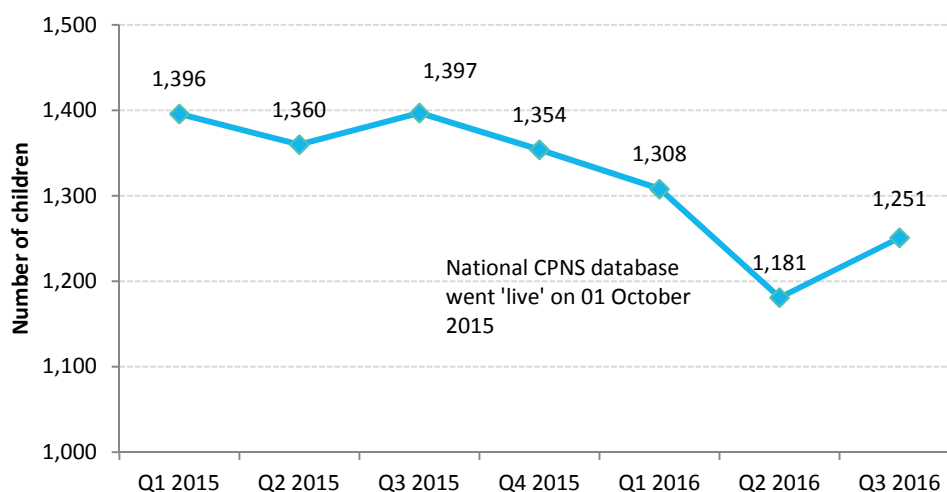
2.3 CHILD PROTECTION NOTIFICATION SYSTEM

KEY FACTS

- The national interim CPNS database went live on 01 October 2015. This database replaces all previous CPNS lists and is the sole source of data for CPNS purposes. Users are now able to record details of child protection conferences and place a child on the national database in line with the Tusla Child Protection Conference and Child Protection Notification System national guidelines. Access to this database is strictly controlled and the service is being provided centrally by the Crisis Intervention Team based in Dublin. The system is also being made available to approved external agencies (e.g., Gardaí and hospitals) to conduct out of hours searches where required.
- 1,251 children listed as ‘active’ on the CPNS at the end of Q3 2016; 70 more than Q2 2016. All children listed as “active” had an allocated social worker.

- 1,251 children listed as ‘active’ on the Child Protection Notification System (CPNS)⁷ at the end of Q3 2016; 70 more than Q2 2016 (n=1,181) but 146 fewer than Q3 2015 when the highest number for the period Q1 2015 – Q3 2016 was reported (Figure 14).

Figure 14: Number of children listed as ‘Active’ on the CPNS, by quarter, Q1 2015 – Q3 2016



*Q4 2015 figure revised (from 1,349) since publication of the Q4 2015 Integrated Performance and Activity Report

- The number listed as “active” equates to 11 children per 10,000 population 0-17 years (Table 3).

⁷ The CPNS, in accordance with the Children First: National Guidance for the Protection and Welfare of Children, 2011, is a national record of all children who are the subject of a child protection plan agreed at a child protection conference. The CPNS is accessible to named professional groups subject to strict protocols.

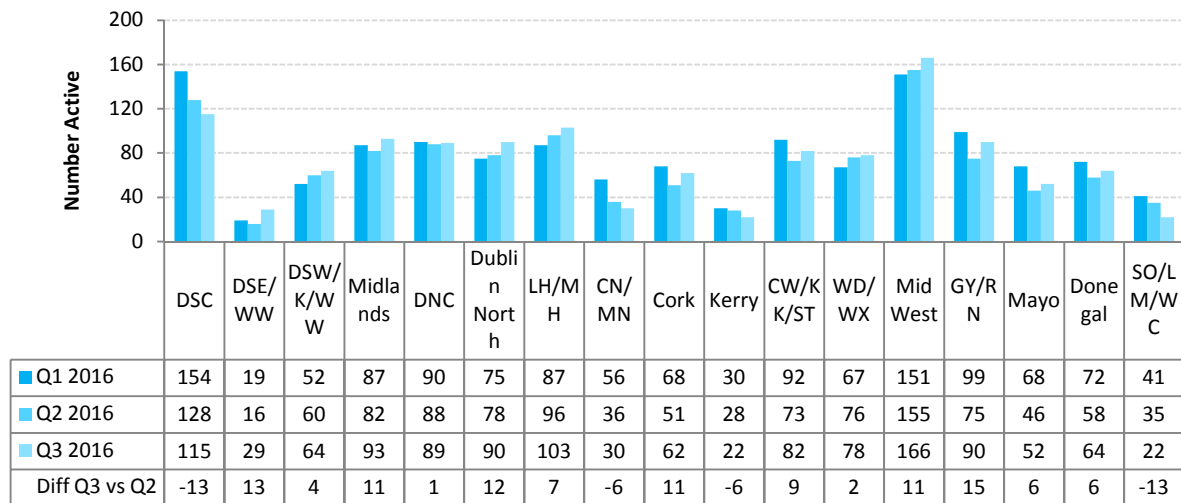
- The number of children listed as ‘active’ ranged from 166 in MidWest to 22 in both Kerry and Sligo/Leitrim/Roscommon (Table 3).
- The rate of referrals per 10,000 population 0-17 years ranged from 21/10,000 in Dublin North City (almost twice the national rate) to 4/10,000 population in Dublin South East Wicklow.
- Cork and DSW/K/WW with the highest proportions of the 0-17 years population reported the second and third lowest rates at 5/10,000 and 6/10,000 respectively.
- In contrast, Mayo with one of the smallest 0-17 populations reported the fourth highest rate at 16/10,000 population 0-17 years.
- All children listed as ‘active’ at the end of Q3 2016, had an allocated social worker.

Table 3: Children listed as ‘active’ on CPNS and number with allocated social worker Q3 2016

Area	No Listed as Active Q3 2016	Population 0-17 years	Rate / 10,000 population 0 – 17 years
DSC	115	62,438	18
DSE/WW	29	81,991	4
DSW/K/WW	64	102,800	6
Midlands	93	77,726	12
DNC	89	42,971	21
Dublin North	90	92,951	10
LH/MH	103	87,562	12
CN/MN	30	35,085	9
Cork	62	128,448	5
Kerry	22	34,940	6
CW/KK/ST	82	57,800	14
WD/WX	78	71,608	11
Mid West	166	94,989	17
GY/RN	90	77,270	12
Mayo	52	32,514	16
Donegal	64	44,534	14
SO/LM/WC	22	23,060	10
National	1,251	1,148,687	11

- Thirteen areas reported an increase from Q2 2016. The highest increase was reported by GY/RN (n=15) followed by DSE/WW (n=13), Dublin North (n=12), Midlands (n=11) and Cork (n=11) (Figure 15).
- Four areas reported a decrease from Q2 2016. The highest decrease was reported by Dublin South Central and SO/LM/WC (n=13), followed by Kerry (n=6) and CN/MN (n=6) (Figure 15).
- A downward trend in cases listed as “active” is emerging from four areas. The areas are Dublin South Central (down 39 from Q1 2016); CN/MN (down 26 from Q1 2016); SO/LM/WC (down 19 from Q1 2016) and to a lesser extent Kerry (down 8 from Q1 2016) (Figure 15).
- Areas showing a possible rising trend from Q1 2016 include DSW/K/WW (up 12); Dublin North (up 15); LH/MH (up 16); WD/WX (up 11) and MidWest (up 15).

Figure 15: Number of children listed as "active" by area, Q1 2016 - Q3 2016



- 50% (n=630) of children listed as “active” were listed for 0-6 months; 25% (n=316) were listed for 7-12 months; 12% (n=147) were listed for 12-18 months while the remaining 13% (n=158) were listed for longer than 18 months (Table 4).
- Mayo reported the highest percentage of children listed as “active” for > 18 months at 29% (n=15/52) followed by Donegal (27%; n=17/64), Dublin South Central (24%; 28/115) and GY/RN (21%; 19/90).
- 83% (n= 25/30) of the children listed as ‘active’ in the CN/MN were listed for 0-6 months; the highest percentage of all areas and followed by Waterford/Wexford (65%; 51/78); DSW/K/WW (63%; 40/64); CW/KK/ST (62% (51/82); DSE/WW (62%; 18/29) and MidWest (61%; 102/166).
- Midlands area reported no child listed as “active” for > 18 months while DSE/WW, DSW/K/WW, CN/MN, Kerry, CW/K/ST; MidWest and SO/LM/WC reported five or fewer.

Table 4: Children listed as 'active' in each area at the end of Q3 2016, by length of time 'active'

	Number 0-6 mths	% 0-6 mths	Number 7-12 mths	% 7-12 mths	Number 12-18 mths	% 12-18 mths	Number > 18 mths	% > 18 mths	Total
DSC	40	35%	23	20%	24	21%	28	24%	115
DSE/WW	18	62%	7	24%	2	7%	2	7%	29
DSW/K/WW	40	63%	14	22%	5	8%	5	8%	64
Midlands	46	49%	29	31%	18	19%	0	0%	93
DNC	29	33%	36	40%	9	10%	15	17%	89
Dublin North	50	56%	23	26%	7	8%	10	11%	90
LH/MH	53	51%	22	21%	15	15%	13	13%	103
CN/MN	25	83%	3	10%	1	3%	1	3%	30
Cork	29	47%	19	31%	4	6%	10	16%	62
Kerry	4	18%	7	32%	9	41%	2	9%	22
CW/KK/ST	51	62%	22	27%	7	9%	2	2%	82
WD/WX	51	65%	10	13%	6	8%	11	14%	78
Mid West	102	61%	45	27%	14	8%	5	3%	166
GY/RN	42	47%	21	23%	8	9%	19	21%	90
Mayo	19	37%	12	23%	6	12%	15	29%	52
Donegal	25	39%	16	25%	6	9%	17	27%	64
SO/LM/WC	6	27%	7	32%	6	27%	3	14%	22
National	630	50%	316	25%	147	12%	158	13%	1,251

- 26 children were reactivated on the CPNS (i.e., their status changed from ‘inactive’ to ‘active’) during Q3 2016; five fewer than Q2 2016 and 14 fewer than Q1 2016.

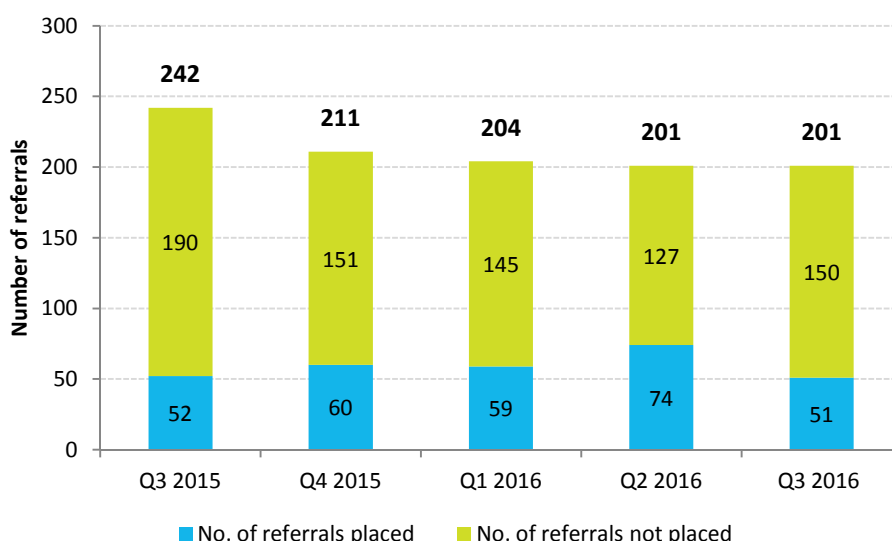
2.4 CRISIS INTERVENTION SERVICE / OUT OF HOURS SERVICE

KEY FACTS

- 201 referrals to the Crisis Intervention Service in Q3 2016; no change from Q2 2016
- 173 referrals to the Emergency Place of Safety Service in Q3 2016; 30 more than Q2 2016 and 106 more than same quarter last year.

- 201 referrals to the Crisis Intervention Service (CIS)⁸ during Q3 2016; no change from Q2 2016 but 41 fewer than the same quarter last year (Figure 16).
- 25% (n=51/201) of referrals were placed; down from 37% (n=74/201) in Q2 2016 and slightly up on the 21% (n=52/242) reported for the same period last year.
- 474 nights' accommodation were supplied by the CIS during Q3 2016; 158 more than Q2 2016 (n=316) but 22 fewer nights than Q1 2016 (n=496) and 186 fewer than the same quarter last year (n=660).

Figure 16: Referrals to the Crisis Intervention Service, by quarter Q3 2015 – Q3 2016



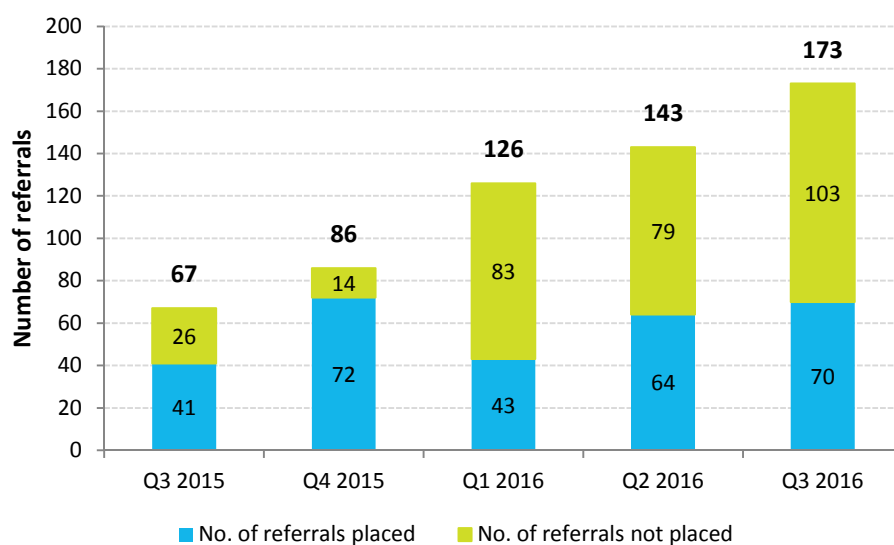
- 173 referrals to the Emergency Place of Safety Service (EPSS)⁹ during Q3 2016; 30 more than Q2 2016 and 106 more than the same quarter last year (Figure 17).
- 40% (n=70/173) of referrals were placed; down from the 45% (n=64/143) reported for Q2 2016 and the 61% (n=41/67) reported for the same quarter last year. The decrease in the percentage placed has been attributed to the work of the National Emergency National Out of Hours Social Work Service that was established in late 2015.

⁸ The CIS provides an out-of-hours emergency social work service to young people aged under 18 years who are in crisis. The service operates across the greater Dublin area (Counties Dublin, Kildare and Wicklow). Referrals are made by service providers outside of normal working hours i.e. Gardaí, hospital and ambulance service personnel

⁹ Outside the greater Dublin area, an Emergency Place of Safety Service (EPSS) operates, whereby Gardaí can access an emergency placement for children found to be at risk out of hours. This service involves the out of hours placement of a child in a family setting until the next working day when the local social work service assumes responsibility for the case.

- 120 nights' accommodation were supplied by the EPSS during Q3 2016; 25 more than Q2 2016 and 52 more than Q1 2016.

Figure 17: Referrals to the Emergency Place of Safety Service, by quarter Q3 2015 – Q3 2016



2.5 HIQA INSPECTIONS - CHILD PROTECTION & WELFARE SERVICES

The Health Information and Quality Authority (Hiqa) published two Child Protection and Welfare Services inspection reports in Q3 2016. Judgments are as follows and summary of main findings are presented in Appendix II.

➤ Summary of Judgments

CHILD PROTECTION AND WELFARE SERVICES					
National Standards for the Protection and Welfare of Children, Hiqa 2012					
Services Inspected	Summary of Judgments				
	No of Standards Assessed	Exceeds Standard	Meets Standard	Requires Improvement	Significant Risk Identified
Midlands	27 (Announced/Full)	0	1	22	4
SO/LM/WC	27 (Announced/Full)	0	4	23	0

3.0 ALTERNATIVE CARE SERVICES

KEY AREAS OF FOCUS

- 3.1 Children in Care (Foster Care / Residential Care)
- 3.2 Aftercare
- 3.3 Adoption
- 3.4 Foster Carers
- 3.5 Hiqa Inspections – Children’s Residential Services

3.1 CHILDREN IN CARE (FOSTER CARE / RESIDENTIAL CARE)

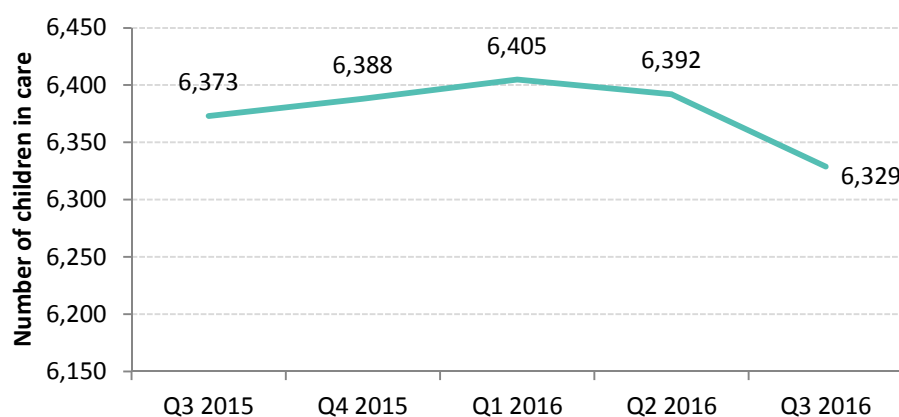
KEY FACTS

- 6,329 children in care at the end of Q3 2016; 63 fewer than Q2 2016
- 517 children in private placements; 10 fewer than Q2 2016
- 94% (n=5,973) of children in care had an allocated social worker (against a target of 100%); no change from Q2 2016
- 356 children awaiting allocation of a social worker; down 18 on Q2 2016
- 93% (n=5,885) of children in care had a written care plan (against a target of 90%); up two percentage points from Q2 2016
- 98% (n=3,921/4,001) of children in care aged 6 to 15 years (inclusive) in full time education
- 93% (n=981/1,051) of children in care aged 16 and 17 years in full time education

3.1.1 Number of Children in Care

- 6,329 children in care at the end of Q3 2016; 63 fewer than Q2 2016 (n=6,392) and the fewest number for the five quarters Q3 2015 – Q3 2016 (Figure 18). This equates to about 55 children per 10,000 population 0-17 years.

Figure 18: Number of children in care by quarter, Q3 2015 – Q3 2016



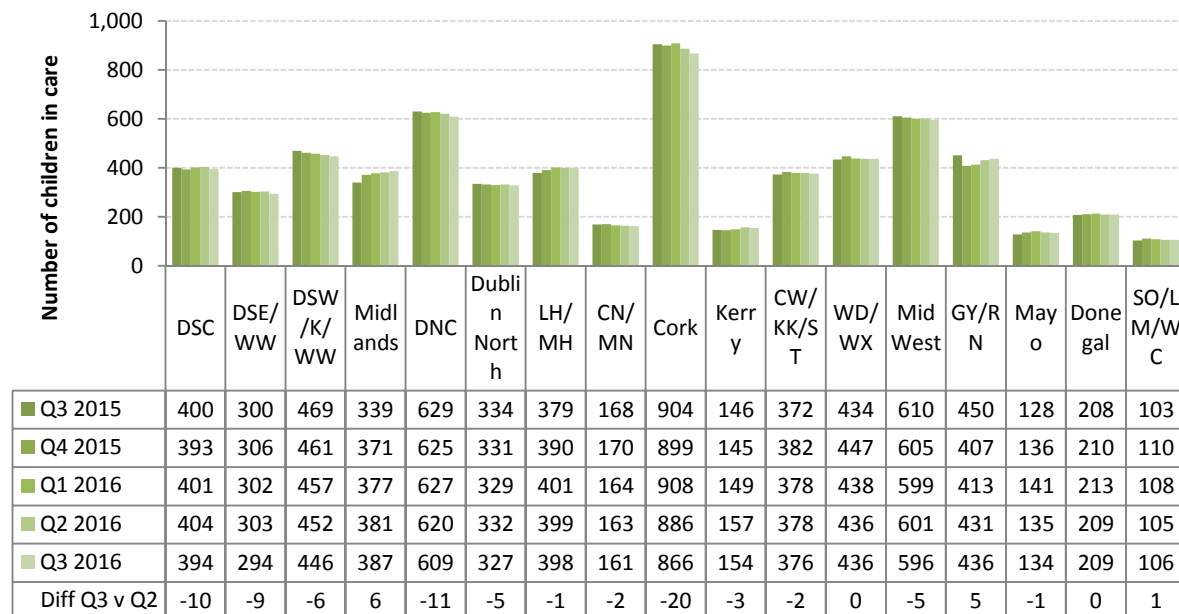
- The number of children in care ranged from 866 in Cork to 106 in SO/LM/WC (Table 5).
- Dublin North City reported the highest rate of children in care per 10,000 population at 2.6 times (142/10,000) the national rate. Dublin North reported the lowest rate at 35/10,000 population 0-17 years. Six areas reported a rate higher than the national rate.

Table 5: Number of children in care and rate per 10,000 population 0-17 years, Q3 2016

Area	0-17 population	No CIC Q3 2016	No of CIC/10,000 population 0-17 years
DSC	62,438	394	63
DSE/WW	81,991	294	36
DSW/K/WW	102,800	446	43
Midlands	77,726	387	50
DNC	42,971	609	142
Dublin North	92,951	327	35
LH/MH	87,562	398	45
CN/MN	35,085	161	46
Cork	128,448	866	67
Kerry	34,940	154	44
CW/KK/ST	57,800	376	65
WD/WX	71,608	436	61
Mid West	94,989	596	63
GY/RN	77,270	436	56
Mayo	32,514	134	41
Donegal	44,534	209	47
SO/LM/WC	23,060	106	46
Total	1,148,687	6,329	55

- Three areas reported an increase in children in care from Q2 2016; the highest increase was reported by Midlands (n=6), followed by Galway/Roscommon (n=5) and Sligo/Leitrim/West Cavan (n=1) (Figure 19).
- Cork reported the highest decrease (n=20), followed by DNC (n=11), Dublin South Central (n=10) and Dublin South East/ Wicklow (n=9). The remaining nine areas reported a decrease of six or fewer with two areas reporting no change. The number of children in care in Cork is down 42 on Q1 2016 the highest decrease of all areas.

Figure 19: Breakdown of the number of children in care in each area, Q3 2015– Q3 2016



3.1.2 Number of Children in Care by Care Type

- 93% (n=5,905) of children in care were in foster care (general and relative) and 5% (n=312) were in a residential (general) placement (Table 6).
- There were 48 fewer children in foster care and 16 fewer children in residential care (all types) at the end of Q3 2016 than Q2 2016.

Table 6: Breakdown of the number of children in care by care type and month, Q3 2015 – Q3 2016

	FC Gen	Δ+/- prev Q	FC Rel	Δ+/- prev Q	Res Care Gen	Δ+/- prev Q	Res Care Spec	Δ+/- prev Q	Other Care ¹⁰	Δ+/- prev Q	Total	Δ+/- prev Q
Q3 2015	4,077	3	1,837	5	341	0	14	-2	104	3	6,373	9
Q4 2015	4,100	23	1,832	-5	331	-10	16	2	109	5	6,388	15
Q1 2016	4,162	62	1,790	-42	334	3	14	-2	105	-4	6,405	17
Q2 2016	4,159	-3	1,794	4	326	-8	11	-3	102	-3	6,392	-13
Q3 2016	4,133	-26	1,772	-22	312	-14	9	-2	103	+1	6,329	-63
% of Total	65%		28%		5%		<1%		1.6%		100%	

FC Gen = Foster Care General; FC Rel = Foster Care with Relatives; Res Care Gen = Residential Care General; Res Care Spec = Residential Care Special; CIC = Children in care

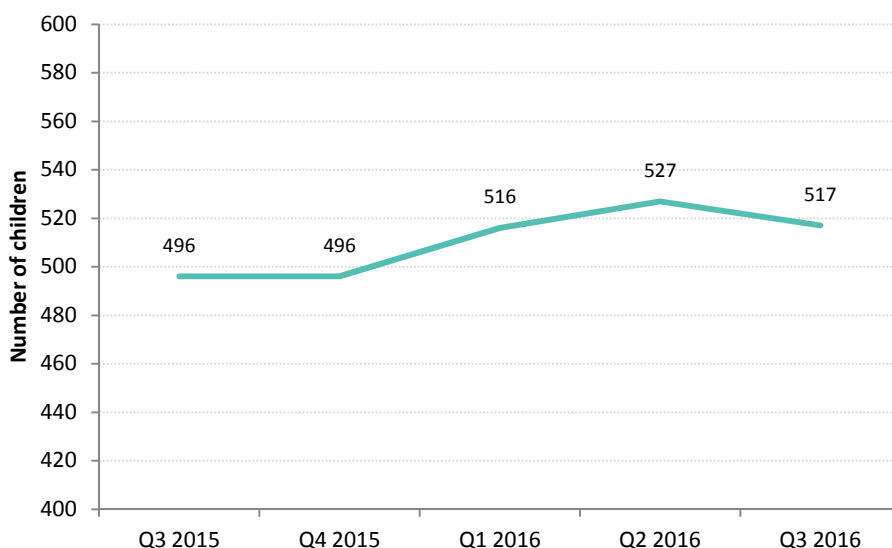
- 17 (0.27%) children were in out of state placements at the end of Q3 2016; two more than Q2 2016. *These children are included in the figures for the various care types set out in Table 6.*
- Four children in residential care were in a single care placement at the end of Q3 2016; three fewer than Q2 2016.
- 208 children were in respite care (from home) at the end of Q3 2016.

¹⁰ Other includes supported lodgings; at home under a care order; detention centre/prison; youth homeless facility; other residential centre (therapeutic; disability; residential assessment; mother & baby home)

3.1.3 Children in Private Placements

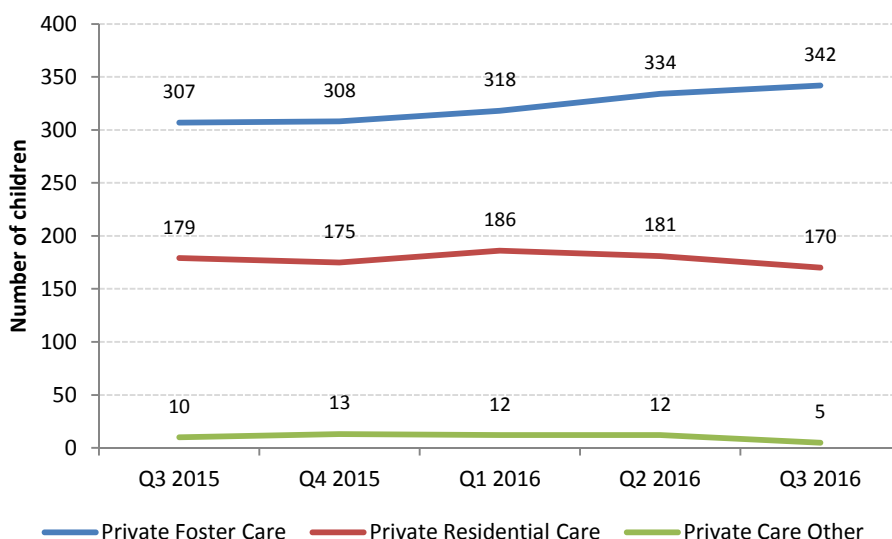
- 517 (8%) children in care in private placements¹¹; 10 fewer than Q2 2016 (n=527) but 21 (4%) more than the same quarter last year (n=496) (Figure 20).

Figure 20: Number of children in private placements, Q3 2015 – Q3 2016



- 66% (n=342) of children in private placements were in private foster care; 33% (n=170) were in private residential placements (Figure 21).
- 9 fewer children in private residential placements compared to same period last year and 35 more children in private foster care placements.

Figure 21: Number of children in private placements by care type, Q3 2015 – Q3 2016

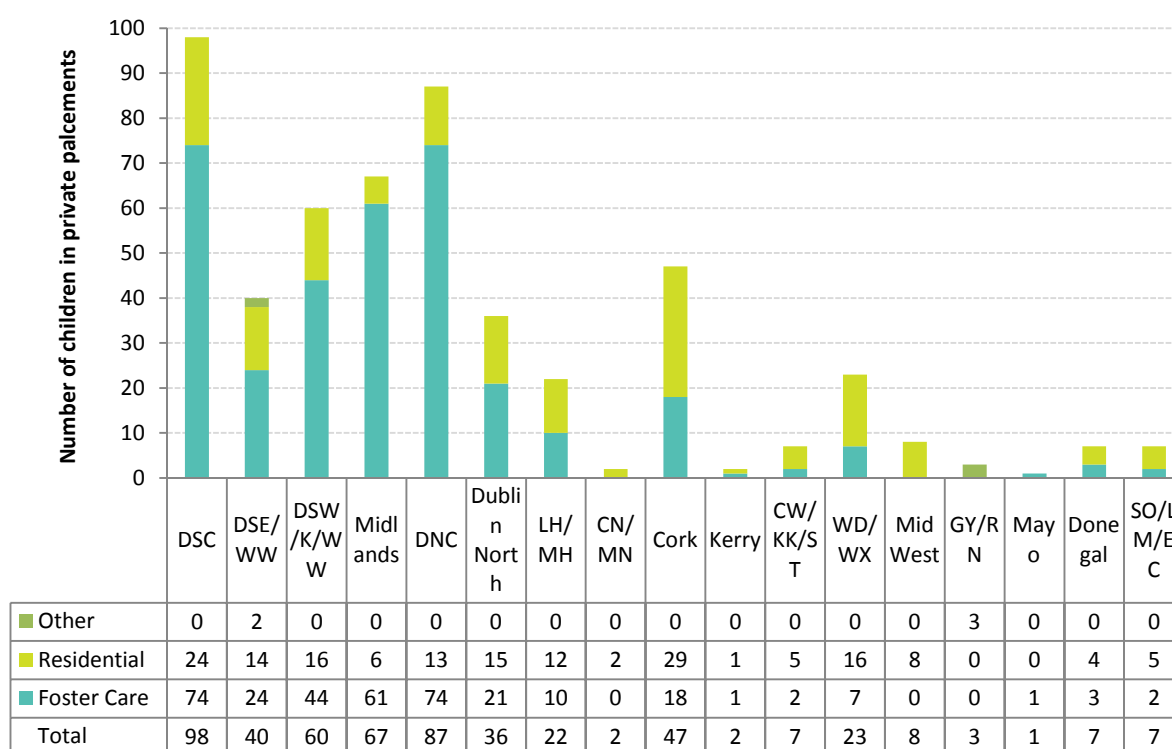


- Dublin South Central (n=98) and Dublin North City (n=87) reported the highest number of children in private placements while Galway/Roscommon (n=3) and Mayo (n=1), Kerry (n=2) and Cavan/Monaghan (n=2) reported the fewest number (Figure 22).

¹¹ The number of children in private placements is included in the children in care figures presented in sections 3.1.1 and 3.1.2

- Cork reported the highest number of children in private residential placements (n=29), followed by Dublin South Central (n=24).
- Dublin South Central and Dublin North City reported the highest number of children in private foster care placements (n=74), followed by Midlands (n=61) and Dublin South West/Kildare/West Wicklow (n=44).
- Three areas reported no children in private foster care (Cavan/Monaghan, MidWest and Galway/Roscommon) while two areas reported no children in private residential care (Galway/Roscommon and Mayo).
- There are significantly more children in private residential care than private foster care in both Cork (62%; n=29/47) and Waterford/Wexford (70%; n=16/23).

Figure 22: Number of children in private placements by care type and area, Q3 2016



- Six areas reported an increase from Q2 2016 in the number of children in private placements (Table 7). The highest increase was reported by Midlands (n=8), followed by Dublin South Central (n=6) and Dublin North (n=6).
- MidWest reported the highest decrease (n=17), followed by Waterford/Wexford (n=5).

Table 7: Number of children in private placements by area

Area	Total Private Placements Q4 2015	Total Private Placements Q1 2016	Total Private Placements Q2 2016	Total Private Placements Q3 2016	Δ+/- Q3 v Q2 2016
DSC	86	89	92	98	+6
DSE/WW	40	42	42	40	-2
DSW/K/WW	66	66	59	60	+1
Midlands	47	50	59	67	+8
DNC	89	89	89	87	-2
Dublin North	30	27	30	36	+6

LH/MH	17	22	21	22	+1
CN/MN	4	5	4	2	-2
Cork	46	47	46	47	+1
Kerry	3	3	3	2	-1
CW/KK/ST	8	8	8	7	-1
WD/WX	29	31	28	23	-5
Mid West	17	22	25	8	-17
GY/RN	3	3	5	3	-2
Mayo	3	3	1	1	0
Donegal	3	4	8	7	-1
SO/LM/WC	5	5	7	7	0
Total	496	516	527	517	-10

3.1.4 Children in Care with an Allocated Social Worker

- 94% (n=5,973/6,329) of children in care nationally had an allocated social worker (against a target of 100%) at the end of Q3 2016; no change from Q2 2016 but up two percentage points on the same quarter last year (92%; n=5,880/6,373) (Table 8).
- A total of 356 children were awaiting allocation of a social worker; 18 fewer than Q2 2016 (n=474) and 137 fewer than the same quarter last year (n=493).
- All children in residential care had an allocated social worker; up two percentage points on Q2 2016 (Table 8).

Table 8: Children in care (CIC) with an allocated social worker (SW) by care type

Care Type	CIC Q3 2015	No with SW Q3 2015	% with SW Q3 2015	CIC Q2 2016	No with SW Q2 2016	% with SW Q2 2016	CIC Q3 2016	No with SW Q3 2016	% with SW Q3 2016	Δ+/- Q3 vs Q2
Foster Care (General)	4,077	3,784	93%	4,159	3,941	95%	4,133	3,906	95%	-
Foster Care (Relatives)	1,837	1,645	90%	1,794	1,648	92%	1,772	1,645	93%	+1%
Residential Care (General)	341	334	98%	326	319	98%	312	312	100%	+2%
Residential Special Care	14	14	100%	11	11	100%	9	9	100%	-
Other Placements	104	103	99%	102	99	97%	103	101	98%	+1%
Total	6,373	5,880	92%	6,392	6,018	94%	6,329	5,973	94%	-

- Four areas met the target of 100% of children in care with an allocated social worker. A further eight areas reported a percentage of 95% or higher. The two poorest performing areas are Carlow/Kilkenny South Tipperary (down 20% on Q2 2016) and MidWest (albeit that it is up 4% on Q2 2016) both scoring below 90% (Table 9).
- Seven areas reported an increase in percentage performance from Q2 2016; the most notable being Galway/Roscommon (up 93% to 99%) and Dublin South West/Kildare/West Wicklow (up 6% to 93%).
- The area with the highest number of children awaiting an allocated social worker is Carlow/Kilkenny/South Tipperary (n=82) followed by MidWest (n=79).

Table 9: Number of children in care with an allocated social worker

Area	No in Care Q2 2016	No with an allocated SW Q2 2016	% with an allocated SW Q2 2016	No in Care Q3 2016	No with an allocated SW Q3 2016	% with an allocated SW Q3 2016	+/- Q3 vs Q2 2016
Kerry	157	157	100%	154	154	100%	0%
Mayo	135	135	100%	134	134	100%	0%
Donegal	209	209	100%	209	209	100%	0%
SO/LM/WC	105	105	100%	106	106	100%	0%
GY/RN	431	402	93%	436	432	99%	+6%
LH/MH	399	399	100%	398	394	99%	-1%
DSC	404	390	97%	394	390	99%	+2%
Dublin North	332	319	96%	327	319	98%	+2%
DSE/WW	303	303	100%	294	284	97%	-3%
Cork	886	851	96%	866	835	96%	0%
DNC	620	592	95%	609	584	96%	+1%
CN/MN	163	155	95%	161	153	95%	0%
National	6,392	6,018	94%	6,329	5,973	94%	0%
DSW/K/WW	452	395	87%	446	413	93%	+6%
WD/WX	436	386	89%	436	402	92%	+3%
Midlands	381	350	92%	387	353	91%	-1%
Mid West	601	498	83%	596	517	87%	+4%
CW/KK/ST	378	372	98%	376	294	78%	-20%

3.1.5 Children in Care with a Written Care Plan

- 93% (n=5,885/6,329) of children in care had a written care plan; up two percentage points change from Q2 2016 and three percentage points on the same quarter last year (90%; n=5,748/6,373) (Table 10).
- A total of 444 children did not have a written care plan, 116 fewer than Q2 2016 and 181 fewer than the same quarter last year (n=625).

However, it should be noted that variances have been identified in how data on this metric are being reported by areas. In some areas care plans that have fallen due for review and not updated are not included. This is the subject of a review.

Table 10: Number of children in care (CIC) with a written care by care type

Care Type	CIC Q3 2015	No with CP Q3 2015	% with CP Q3 2015	CIC Q2 2016	No with CP Q2 2016	% with CP Q2 2016	CIC Q3 2016	No with CP Q3 2016	% with CP Q3 2016	Δ+/- Q3 v Q2 2016
Foster Care General	4,077	3,730	91%	4,159	3,830	92%	4,133	3,861	93%	+1%
Foster Care (Relatives)	1,837	1,599	87%	1,794	1,592	89%	1,772	1,630	92%	+3%
Residential Care General	341	312	91%	326	311	95%	312	296	95%	-
Residential Special Care	14	14	100%	11	11	100%	9	9	100%	-
Other Placements	104	93	89%	102	88	86%	103	89	86%	-

National	6,373	5,748	90%	6,392	5,832	91%	6,329	5,885	93%	+2%
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- 15 areas met the target of 90% of children in care with a written care plan (Table 11).
- Eight areas reported an increased percentage from Q2 2016, the most notable being that for Dublin South West/Kildare/West Wicklow up from 72% to 92% and Dublin North up from 81% to 91%.

Table 11: Breakdown of the number of children in care with a written care plan

Area	No in Care Q2 2016	No with a care plan Q2 2016	% with a care plan Q2 2016	No in Care Q3 2016	No with a care plan Q3 2016	% with a care plan Q3 2016	+/- Q3 v Q2 2016
Mayo	135	135	100%	134	134	100%	0%
GY/RN	431	425	99%	436	436	100%	+1%
SO/LM/WC	105	103	98%	106	106	100%	+2%
Mid West	601	598	100%	596	594	100%	0%
WD/WX	436	432	99%	436	433	99%	0%
Donegal	209	205	98%	209	206	99%	+1%
CN/MN	163	163	100%	161	158	98%	-2%
Kerry	157	154	98%	154	151	98%	0%
Louth/Meath	399	381	95%	398	390	98%	+3%
DNC	620	568	92%	609	584	96%	+4%
DSE/WW	303	269	89%	294	276	94%	+5%
Midlands	381	361	95%	387	362	94%	-1%
National	6,392	5,832	91%	6,329	5,885	93%	+2%
Cork	886	827	93%	866	800	92%	-1%
DSW/K/WW	452	324	72%	446	410	92%	+20%
Dublin North	332	269	81%	327	296	91%	+10%
CW/KK/ST	378	365	97%	376	312	83%	-14%
DSC	404	253	63%	394	237	60%	-3%

3.1.6 Children in Care in Education

- 98% (n=3,921/4,001) of children in care aged 6 to 15 years (inclusive) were in full time education at the end of Q3 2016; up one percentage point on Q2 2016 (Table 12).
- Six areas reported 100% with a further 10 reporting 95% or higher.
- 93% (n=981/1,051) of children in care aged 16 and 17 years were in full time education at the end of Q2 2016; no change from Q2 2016 (Table 13).
- Thirteen areas reported 90% or higher. The lowest rate was reported by Midlands Area (82%; n=46/46)

Table 12: Children in care, 6 -15 years, in full time education, Q2 2016 – Q3 2016

Area	No of CIC 6-15 years Q2 2016	No of CIC 6-15 years in FT education Q2 2016	% of CIC 6-15 years in FT education Q2 2016	No of CIC 6-15 years Q3 2016	No of CIC 6-15 years in FT education Q3 2016	% of CIC 6-15 years in FT education Q3 2016	Δ(+/-) Q3 2016 vs Q2 2016
DSC	252	234	92.9%	252	232	92.1%	-0.8%
DSE/WW	204	203	99.5%	199	199	100.0%	0.5%

DSW/K/WW	286	270	94.4%	277	262	94.6%	0.2%
Midlands	219	210	95.9%	219	213	97.3%	1.4%
DNC	400	389	97.3%	395	389	98.4%	1.1%
Dublin North	207	205	99.0%	197	195	99.0%	0.0%
LH/MH	244	238	97.5%	245	244	99.6%	2.1%
CN/MN	99	98	99.0%	101	99	98.0%	-1.0%
Cork	544	526	96.7%	536	522	97.4%	0.7%
Kerry	106	106	100.0%	106	106	100.0%	0.0%
CW/KK/ST	230	222	96.5%	231	231	100.0%	3.5%
WD/WX	320	315	98.4%	314	310	98.7%	0.3%
Mid West	383	374	97.7%	384	375	97.7%	0.0%
GY/RN	264	261	98.9%	262	262	100.0%	1.1%
Mayo	83	83	100.0%	83	83	100.0%	0.0%
Donegal	129	127	98.4%	139	139	100.0%	1.6%
SO/LM/WC	65	64	98.5%	61	60	98.4%	-0.1%
Total	4,035	3,925	97%	4,001	3,921	98%	1%

*Data for Q2 2016 for WD/WX requires validation

Table 13: Children in care, 16 and 17 years, in full time education, Q2 2016 – Q3 2016

Area	No of CIC 16-17 years Q2 2016	No of CIC 16-17 years in FT education Q2 2016	% of CIC 16-17 years in FT education Q2 2016	No of CIC 16-17 years Q3 2016	No of CIC 16-17 years in FT education Q3 2016	% of CIC 16-17 years in FT education Q3 2016	Δ(+/-) Q3 2016 v Q2 2016
DSC	74	67	90.5%	68	60	88.2%	-2.3%
DSE/WW	47	44	93.6%	43	41	95.3%	1.7%
DSW/K/WW	90	83	92.2%	94	86	91.5%	-0.7%
Midlands	61	51	83.6%	56	46	82.1%	-1.5%
DNC	103	98	95.1%	111	97	87.4%	-7.7%
Dublin North	52	48	92.3%	58	58	100.0%	7.7%
LH/MH	73	69	94.5%	71	68	95.8%	1.3%
CN/MN	30	25	83.3%	24	21	87.5%	4.2%
Cork	149	138	92.6%	150	140	93.3%	0.7%
Kerry	26	25	96.2%	24	24	100.0%	3.8%
CW/KK/ST	64	62	96.9%	63	62	98.4%	1.5%
WD/WX	70	67	95.7%	67	65	97.0%	1.3%
Mid West	91	84	92.3%	91	86	94.5%	2.2%
GY/RN	60	59	98.3%	60	59	98.3%	0.0%
Mayo	18	18	100.0%	20	20	100.0%	0.0%
Donegal	29	26	89.7%	28	27	96.4%	6.7%
SO/LM/WC	20	19	95.0%	23	21	91.3%	-3.7%
Total	1,057	983	93%	1,051	981	93.3%	0%

3.2 AFTERCARE

KEY FACTS

- 1,920 young adults (all ages) in receipt of aftercare services at the end of Q3 2016; 23 more than Q2 2016 and highest number for period Q1 2015 – Q3 2016
- 34% (n=359/1,051) of children in care aged 16 and 17 years had a preparation for leaving care and aftercare plan; up one percentage point on Q2 2016
- 36% (n=376/1,051) of children in care 16 and 17 years had an allocated aftercare worker; up two percentage points on Q2 2016
- 152 young adults were discharged from care by reason of reaching 18 years; 87% (n=132) had an allocated aftercare worker.
- 88% (n=131/149) of those eligible for an aftercare service were availing of a service.

3.2.1 Young adults in receipt of aftercare services

- 1,920 young adults (all ages i.e., 18 years and upwards and inclusive of those 25 or older) in receipt of aftercare services at the end of Q3 2016; 23 more than Q2 2016 and the highest number for the period Q1 2015 – Q3 2016 (Table 14).
- 1,841 (96%) young adults in receipt of aftercare services were aged 18-22 years (inclusive).
- 1,001 (54%) of this cohort (18-22 years) were in full-time education; down five percentage points on Q2 2016 (Table 14).
- 1,429 (n=78%) of the 18-22 years cohort were 18-20 years
- 810 (57%) of those 18-20 years were in full-time education; down one percentage point on Q2 2016.

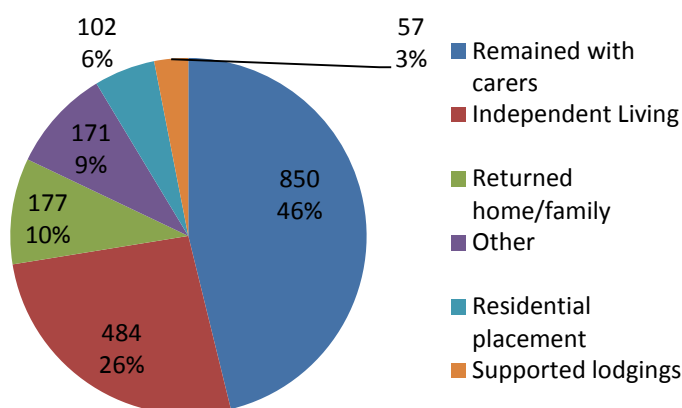
Table 14: Young adults in receipt of aftercare services and in fulltime education Q1 2015 – Q3 2016

	Total no. of young adults in receipt of aftercare services (all ages)	No of 18-22 years inclusive in receipt of aftercare service	% 18-22 years inclusive in receipt of aftercare in full time education	No. of 18-20 years inclusive in receipt of aftercare service	% 18-20 years inclusive in receipt of aftercare in full time education
Q3 2016	1,920	1,841	1,001 (54%)	1,429	810 (57%)
Q2 2016	1,897	1,790	1,050 (59%)	1,405	810 (58%)
Q1 2016	1,858	1,754	1,001 (57%)	1,319	772 (59%)
Q4 2015	1,835	1,763	1,022 (58%)	1,364	814 (60%)
Q3 2015	1,796	1,737	1,009 (58%)	1,338	781 (58%)
Q2 2015*	1,723	1,666	941 (56%)	1,315	774 (59%)
Q1 2015	1,783	1,720	1,012 (59%)	1,388	799 (60%)

* Q2 2015 data for DSW/K/WW partial.

- In terms of living arrangements, 46% (n=850) of the 18-22 year olds remained with their carers, 10% (n=177) returned home, 26% (n=484) were in independent living arrangements and 6% (n=102) were in a residential placement (Figure 23).

Figure 23: Living arrangements of young adults (18-22 years) in receipt of aftercare services, Q3 2016



3.2.2 Children in care with an aftercare plan / allocated aftercare worker

- 34% (n=359/1,051) of 16 and 17 year olds in care had a preparation for leaving care and aftercare plan at the end of Q3 2016; up one percentage point on Q2 2016 (Table 15).
- The percentage of children with plans at the end of Q3 2016 ranged from 0% (n=0/63) in Carlow/Kilkenny/ South Tipperary to 100% in Kerry (n=24/24) and Mayo (20/20). With the exception of six areas (Dublin South East/Wicklow, Dublin South West/Kildare/West Wicklow, Cavan/Monaghan, Kerry, Mayo, and Cork) the percentage for all other areas was less than 50%.
- Seven areas reported an increase in percentage from Q2 2016.

Table 15: Children in care 16 & 17 years with a preparation for leaving care & aftercare plan, Q2–Q3 2016

Area	No of CIC aged 16 & 17 years Q2 2016	No with plan Q2 2016	% with plan Q2 2016	No of CIC aged 16 & 17 years Q3 2016	No with plan Q3 2016	% with plan Q3 2016	Δ (=/-) Q3 2016 v Q2 2016
DSC	74	7	9%	68	7	10%	1%
DSE/WW	46	17	37%	43	24	56%	19%
DSW/K/WW	90	68	76%	94	62	66%	-10%
Midlands	61	5	8%	56	7	13%	5%
DNC	103	0	0%	111	21	19%	19%
Dublin North	52	11	21%	58	16	28%	7%
LH/MH	73	19	26%	71	17	24%	-2%
CN/MN	30	15	50%	24	16	67%	17%
Cork	149	72	48%	150	82	55%	7%
Kerry	26	26	100%	24	24	100%	0%
CW/KK/ST	64	1	2%	63	0	0%	-2%
WD/WX	70	23	33%	67	20	30%	-3%
Mid West	91	37	41%	91	22	24%	-17%
GY/RN	60	4	7%	60	3	5%	-2%
Mayo	18	18	100%	20	20	100%	0%
Donegal	29	13	45%	28	9	32%	-13%
SO/LM/WC	20	10	50%	23	9	39%	-11%
Total	1,056	346	33%	1,051	359	34%	1%

- 36% (n=376/1,051) of children in care 16 and 17 years had an allocated aftercare worker at the end of Q3 2016; up two percentage points on Q2 2016 (Table 16).
- The percentage with an allocated aftercare worker at the end of Q3 2016 ranged from 0% in Carlow/Kilkenny/South Tipperary (n=0/63) to 100% in Mayo (n=20/20). Eleven areas reported a percentage of less than 50%.
- Eleven areas reported an increase in percentage points from Q2 2016.

Table 16: Children 16 and 17 years with an allocated aftercare worker, Q2 2016 – Q3 2016

Area	No of 16 & 17 years in care Q2 2016	No with allocated aftercare worker Q2 2016	% with allocated aftercare worker Q2 2016	No of 16 & 17 years in care Q3 2016	No with allocated aftercare worker Q3 2016	% with allocated aftercare worker Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
DSC	74	11	15%	68	11	16%	1%
DSE/WW	46	30	65%	43	25	58%	-7%
DSW/K/WW	90	18	20%	94	31	33%	13%
Midlands	61	34	56%	56	35	63%	6%
DNC	103	5	5%	111	31	28%	23%
Dublin North	52	14	27%	58	20	34%	7%
LH/MH	73	33	45%	71	34	48%	3%
CN/MN	30	17	57%	24	16	67%	10%
Cork	149	72	48%	150	45	30%	-18%
Kerry	26	2	8%	24	10	42%	34%
CW/KK/ST	64	3	5%	63	0	0%	-5%
WD/WX	70	23	33%	67	21	31%	-2%
Mid West	91	32	35%	91	22	24%	-11%
GY/RN	60	11	18%	60	14	23%	5%
Mayo	18	18	100%	20	20	100%	0%
Donegal	29	18	62%	28	19	68%	6%
SO/LM/WC	20	19	95%	23	22	96%	1%
Total	1,056	360	34%	1,051	376	36%	2%

3.2.3 Young adults discharged from care by reason of reaching 18 years

- 152 young adults were discharged from care by reason of reaching 18 years during Q3 2016 (Table 17).
- 98% (n=149/152) were eligible for an aftercare service and of these 88% (n=131/149) were availing of the service.
- 87% (n=132/152) of those discharged had an allocated aftercare worker

Table 17: Number discharged, eligible for aftercare service and allocated aftercare worker, Q2 2016-Q3 2016

Area	No discharged Q2 2016	No discharged eligible for aftercare Q2 2016	No availing of an aftercare service Q2 2016	No with allocated aftercare worker Q2 2016	% with allocated aftercare worker Q2 2016	No discharged Q3 2016	No discharged eligible for aftercare Q3 2016	No availing of an aftercare service Q3 2016	No with allocated aftercare worker Q3 2016	% with allocated aftercare worker Q3 2016
DSC	10	10	3	3	30%	13	12	7	7	54%
DSE/WW	4	4	4	4	100%	10	10	10	10	100%
DSW/K/WW	15	13	8	9	60%	8	7	5	5	63%
Midlands	3	3	2	2	67%	6	6	6	6	100%
DNC	61	61	61	39	64%	12	12	6	6	50%
Dublin North	21	21	20	20	95%	25	25	23	23	92%
LH/MH	6	6	6	6	100%	8	8	8	8	100%
CN/MN	5	5	5	5	100%	5	5	4	5	100%
Cork	23	22	22	17	74%	22	22	21	21	95%
Kerry	4	4	4	1	25%	2	2	2	2	100%
CW/KK/ST	4	4	4	3	75%	2	2	1	1	50%
WD/WX	10	10	10	10	100%	8	7	7	7	88%
Mid West	8	8	8	7	88%	13	13	13	13	100%
GY/RN	10	10	8	8	80%	10	10	10	10	100%
Mayo	4	4	4	4	100%	2	2	2	2	100%
Donegal	5	5	4	5	100%	5	5	5	5	100%
SO/LM/WC	1	1	1	1	100%	1	1	1	1	100%
Total	194	191	174	144	74%	152	149	131	132	87%

3.3 ADOPTION SERVICES

KEY FACTS

- 620 applicants awaiting an information and tracing service at the end of Q3 2016; down 198 (24%) on Q2 2016 and fewest number awaiting for the year to date (*waiting list includes 240 applicants that transferred with files (13,600) from St Patrick's Guild to Tusla in May 2016*)
- All services meeting the target of eight weeks or less from time of application to provision of non identifying information
- 39 adoption assessments (domestic, inter-country, fostering to adoption) completed during Q3 2016 bringing the total for the year to date to 146
- 17 applications for step-adoption received during Q3 2016 bringing the total for the year to date to 47.

3.3.1 Information and Tracing Service

The Agency's Adoption Information and Tracing Service oversees a broad spectrum of enquiries from a wide range of people, including adopted people, birth parents, adoptive parents, siblings of adopted people and other birth relatives and people raised in long-term foster care. The service operates on a non-statutory basis within the wider legal framework of the Adoption Acts and assists each of these categories of person with their information and tracing enquiries.

- 620 applicants awaiting an information and tracing service at the end of Q3 2016; down 198 (24%) on Q2 2016 and the fewest number awaiting for the year to date (Table 18). This figure includes 240 applicants that transferred with files (13,600) from St. Patrick's Guild to Tusla in May 2016. Notwithstanding the transfer, the service is working towards the planned target for 200 or fewer applicants by year end.
- Almost half of the applicants (n=304; 49%) were awaiting a service in the Cork/Kerry area. This is due to the majority of files being held in this area.
- Five of the seven services reported a decrease in applicants waiting from Q2 2016, reflecting the positive impact of the service improvement plans being introduced.

Table 18: Number of applicants awaiting an information and tracing service, Q1 2016 – Q3 2016

Service Area	No waiting Q1 2016	No waiting Q2 2016	No waiting Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
Dublin Mid Leinster Dublin North East <i>These two services are combined for applications waiting</i>	98	324	148	-176
Cork/Kerry	330	287	304	+17
CW/KK/ST/WD/WX	94	93	79	-14
Midwest	78	60	38	-22
Galway/Roscommon	28	27	23	-4
Mayo	6	8	7	-1
Donegal/SLWC	12	19	21	+2
National	646	818	620	-198

- At the end of Q3 2016, all services were meeting the target of eight weeks or less for the length of time from application (production of ID) to the provision of non identifying (Table 19).
- MidWest (only service that was not meeting the target in Q2 2016) reported a 12 week decrease in wait time between Q2 2016 and Q3 2016 and is now on target.

Table 19: Length of time (weeks) from application to the provision of non identifying information

Area	Length of Time (weeks) Q1 2016	Length of Time (weeks) Q2 2016	Length of Time (weeks) Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
Dublin Mid Leinster	1	3	4	+1
Dublin North East	3	4	4	-
Cork/Kerry	4	6	6	-
CW/KK/ST/WD/WX	8	8	8	-
Midwest	20	20	8	-12
Galway/Roscommon	36	8	8	-
Mayo	1	1	1	0
Donegal/SLWC	8	8	8	-

- At the end of Q3 2016:
 - the length of time from application (production of ID) to allocation of a social worker for priority 1 applications ranged from 1 month to 9 months (Cork/Kerry), against a target of 3 months or less (Table 20). All but two services (Cork and Dublin North East) are meeting the target.
 - all services were meeting the target of 6 months or less for the length of time from application (production of ID) to allocation of a social worker for priority 2 applications (Table 20).
 - the length of time from application (production of ID) to allocation of a social worker for all other applications ranged from 6 weeks (Dublin Mid Leinster) to 24 months (Cork/Kerry), against a target of 12 months or less by year end. All but two services (Dublin North East and Cork/Kerry) are currently meeting this target (Table 20).

Table 20: Length of time (mths) from application to allocation of a social worker, by type Q3 2016

Area	Priority 1 Applications Waiting time (mths)	Priority 2 Applications Waiting time (mths)	All other Applications (mths)
Dublin Mid Leinster	1	1.5	1.5
Dublin North East	7	6	16
Cork/Kerry	9	2	24
CW/KK/ST/WD/WX	3	3	12
Midwest	1	5	10
Galway/Roscommon	1	1	9
Mayo	1	1	9
Donegal/Sligo/Leitrim/West Cavan	1	2	4

3.3.2 Adoption Assessments

- A total of 39 adoption assessments (fostering to adoption, inter-country and domestic) were completed during Q3 2016; 35 fewer than Q2 2016. This brings to 146 the total number of assessments completed for the year to date. A breakdown of assessment types completed is presented in Table 21.

Table 21: Breakdown of assessments completed by type, Q1 2016 – Q3 2016

Area	No of assessments completed Q1 2016	No of assessments completed Q2 2016	No of assessments completed Q3 2016	Total YTD	Δ (+/-) Q3 2016 v Q2 2016
Fostering to Adoption	9	22	18	49	-4
Inter-Country Adoption	20	36	18	74	-18
Domestic Adoption	4	16	3	23	-13
Total	33	74	39	146	-35

- The projected waiting time for assessment (2nd) for inter-country adoption (i.e. from waiting list to the beginning of preparation) ranges from 0 months to 12 months (MidWest) (Table 22 with seven of the eight services reporting a waiting time of 6 months or less.

It should be noted that this is a demand led service and courses are only held when there are sufficient numbers applicants to attend.

Table 22: Projected waiting time for 2nd assessment, Inter Country Adoption, Q1 2016 – Q3 2016

Area	Waiting time – 2 nd assessment Inter country Adoption (months) Q1 2016	Waiting time – 2 nd assessment Inter country Adoption (months) Q2 2016	Waiting time – 2 nd assessment Inter country Adoption (months) Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
Midlands	3	Incl. with Dublin Kildare/Wicklow	Incl. with Dublin Kildare/Wicklow	
LH/MH/CN/MN	4	0	0	-
Dublin/Kildare/Wicklow	3	2	2	-
Cork/Kerry	13	21	5	-16
CW/KK/ST/WD/WX	6	3	6	+3
Midwest	12	12	12	-
Galway/Roscommon	1	3	2	-1
Mayo	3	3	3	-
Donegal/SLWC	2	2	3	+1

- 17 applications for step-adoption were received during Q3 2016 bringing the total number of applications for the year to date to 47 (Table 23).

Table 23: Step-adoption applications received, Q1 2015 – Q3 2016

Area	No of applications received Q1 2016	No of applications received Q2 2016	No of applications received Q3 2016	Total YTD	Δ (+/-) Q3 2016 v Q2 2016
Step-parent Adoption	15	15	17	47	+2
Total	15	15	17	47	+2

3.4 FOSTER CARERS

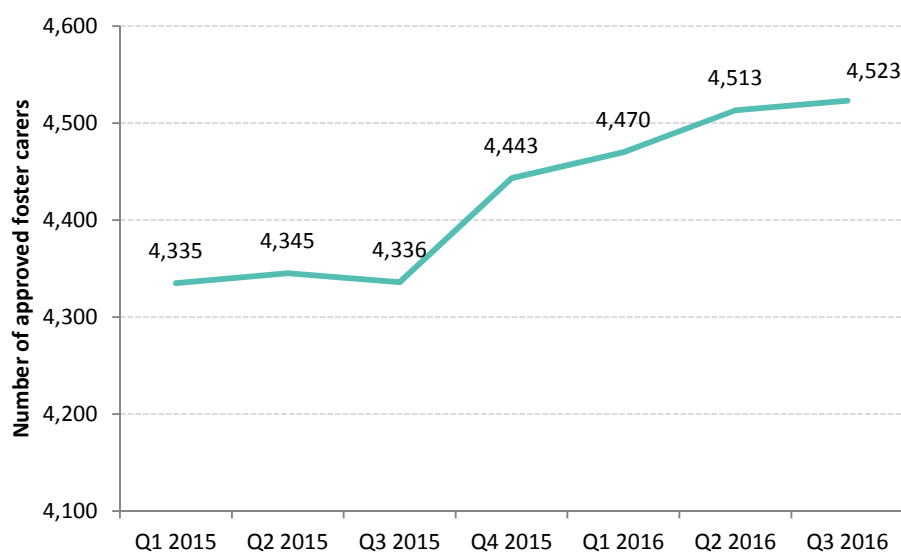
KEY FACTS

- 4,523 approved foster carers on panel (all types minus Brussels II) at the end of Q3 2016; 10 more than Q2 and highest number for period Q1 2015 – Q3 2016
- 78% (n=1,204) of relative foster carers approved against a target of 80%; up from 76% in Q2
- 83% (n=2,459) of general foster carers had an allocated link worker against a target of 90%; down from 85% in Q2. Some 497 awaiting allocation; up 51 on Q2
- 76% (n=921) of approved relative foster carers had an allocated link worker against a target of 85%; down one percentage point from Q2. Some 283 awaiting allocation; up eight on Q2
- 348 unapproved relative foster carers; 34 fewer than Q2
- 300 (86%) of the unapproved relative foster carers had a child placed with them for longer than 12 weeks; 80% (306) in Q2
- 70% (n=209) of unapproved relative foster carers with a child placed > 12 weeks had an allocated link (social) worker; 63% (n=192) in Q2. Some 91 awaiting allocation; 23 fewer than Q2

3.4.1 Number of foster carers

- 4,523 foster carers (all types minus Brussels II Regulation) on the panel of approved foster carers at the end of Q3 2016; 10 more than Q2 2016 and the highest number for the period Q1 2015 – Q3 2016 (Figure 24). There were 348 unapproved relative foster carers; 34 fewer than Q2 2016.

Figure 24: Number of approved foster carers (all types minus Brussels II Regulation) Q1 2015 – Q3 2016



*Figures for Q1 and Q2 2016 revised since publication of Q2 2016 Integrated Performance and Activity report

- 65% (n=2,956) of all approved foster carers are general foster carers. Relative foster carers (approved) account for a further 27% (n=1,204) while private foster carers account for the remaining 8% (n=363) (Table 24).
- 78% (n=1,204/1,552) of relative foster carers were approved and on the Panel against a target of 80%; up two percentage points from Q2 2016 (76%; n= 1,204/1,586).

Table 24: Breakdown of foster carers by type Q1 2015 – Q3 2016

Foster Carers	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
General (Approved)	2,896	2,890	2,894	2,955*	2,942	2,942	2,956	+14
Relative (Approved)	1,172	1,154	1,167	1,194	1,188	1,204	1,204	0
Private (Approved)	267	301	275	294	340 [#]	367 [#]	363	-4
Relative (Unapproved)	439	437	410	380	389	382	348	-34

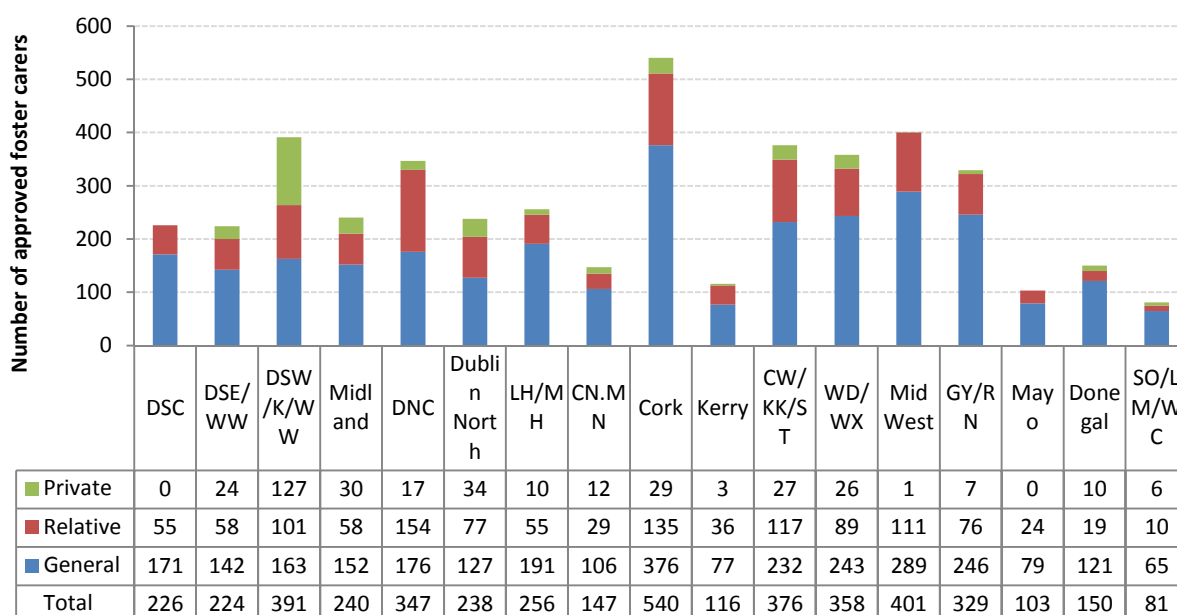
*Figure revised from 2,957 to 2,955 since publication of Q4 2015 Integrated Performance and Activity Report

[#] Figures revised since publication of Q2 2016 Integrated Performance and Activity Report

Foster carers approved and on the Panel of Approved Foster Carers

- The number of foster carers approved (all types) and on the panel ranged from 540 in Cork to 81 in Sligo/Leitrim/West Cavan at the end of Q3 2016 (Figure 25).

Figure 25: Foster carers approved by type and area on the panel of approved foster carers, Q3 2016



Note: the number of private foster carers reported by Dublin South West/Kildare/West Wicklow (n=127) includes those for Dublin South Central

- Eight areas reported an increase from Q2 2016 in the number of foster carers approved and on the panel. The highest increase was reported by Galway/Roscommon (n=24), followed by Louth/Meath (n=9); CW/KK/ST (n=6) and Mayo (n=6) (Table 25).

- Dublin South East/Wicklow reported the highest decrease (n=14) followed by Waterford/Wexford (n=11).

Table 25: Area breakdown of approved foster carers (all types), Q3 2015 – Q3 2016

Area	Total Q3 2015	Total Q4 2015	Total Q1 2016	Total Q2 2016	Total Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
DSC	199	246	241	222	226	4
DSE/Wicklow	227	236	239	238	224	-14
DSW/K/WW	353	357	359	393	391	-2
Midland	209	217	240	241	240	-1
DNC	348	351	349	349	347	-2
Dublin North	229	237	228	233	238	5
LH/MH	255	248	247	247	256	9
CN/MN	128	129	141	144	147	3
Cork	549	550	545	548	540	-8
Kerry	106	108	108	116	116	0
CW/KK/ST	354	353	365	370	376	6
WD/WX	353	361*	361	369	358	-11
MidWest	420	416	410	410	401	-9
GY/RN	293	306	300	305	329	24
Mayo	105	94	101	97	103	6
Donegal	141	156	154	151	150	-1
SO/LM/WC	67	78	82	80	81	1
National	4,336	4,443	4,470*	4,513*	4,523	10

*Figures revised since publication of the Q2 2016 Integrated performance and Activity Report

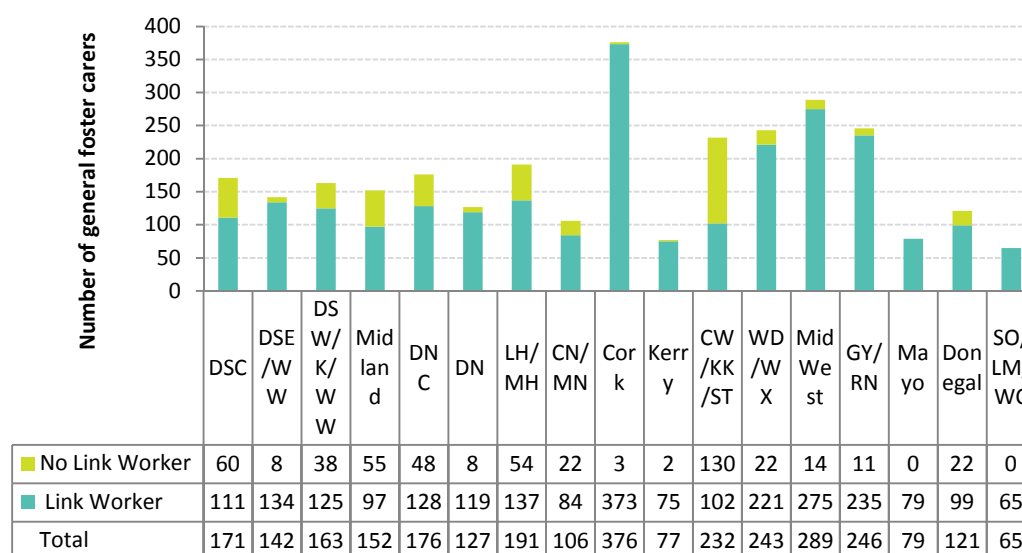
#Figure for private foster carers for Dublin South Central is included with figure for Dublin South West/Kildare/West Wicklow

- 83% (n=2,459/2,956) of general foster carers approved and on the Panel had an allocated link (social) worker against a target of 90% at the end of Q3 2016; down two percentage points on Q2 2016. A total of 497 carers were awaiting an allocated worker; some 51 more than Q2 2016. Nine areas reported a percentage of 90% or higher with two of these areas reporting 100% (Table 26).
- Carlow/Kilkenny/South Tipperary (n=130, up 16 from Q2) reported the highest number of general foster carers without a link worker, followed by Dublin South Central (n=60, up 20 from Q2); Midlands (n=55; up 7 from Q2) and LH/MH (n=54, up 22 from Q2).
- Five areas reported a decrease in the number of foster carers awaiting an allocated link worker from Q2 2016; the highest decrease was reported by MidWest (n=23), followed by Dublin South West/Kildare/West Wicklow (n=13).

Table 26: General foster carers (approved) with/awaiting link social worker, Q2 2016 – Q3 2016

Area	With Link Worker Q2 2016	Awaiting Link Worker Q2 2016	% With Link Worker Q2 2016	With Link Worker Q3 2016	Awaiting Link Worker Q3 2016	% With Link Worker Q3 2016	Δ +/- % Q3 2016 v Q2 2016	Δ +/- No. Awaiting Link Worker Q3 v Q2
DSC	119	40	75%	111	60	65%	-10%	20
DSE/WW	137	12	92%	134	8	94%	2%	-4
DSW/K/WW	120	51	70%	125	38	77%	7%	-13
Midland	104	48	68%	97	55	64%	-5%	7
DNC	134	41	77%	128	48	73%	-4%	7
Dublin North	120	7	94%	119	8	94%	-1%	1
LH/MH	152	32	83%	137	54	72%	-11%	22
CN/MN	84	19	82%	84	22	79%	-2%	3
Cork	380	3	99%	373	3	99%	0%	0
Kerry	75	2	97%	75	2	97%	0%	0
CW/KK/ST	115	114	50%	102	130	44%	-6%	16
WD/WX	254	0	100%	221	22	91%	-9%	22
MidWest	261	37	88%	275	14	95%	8%	-23
GY/RN	211	12	95%	235	11	96%	+1%	-1
Mayo	73	0	100%	79	0	100%	0%	0
Donegal	93	28	77%	99	22	82%	5%	-6
SO/LM/WC	64	0	100%	65	0	100%	0%	0
National	2,496	446	85%	2,459	497	83%	-2%	51

Figure 26: General foster carers approved and on the panel with/awaiting a link (social worker), Q3 2016



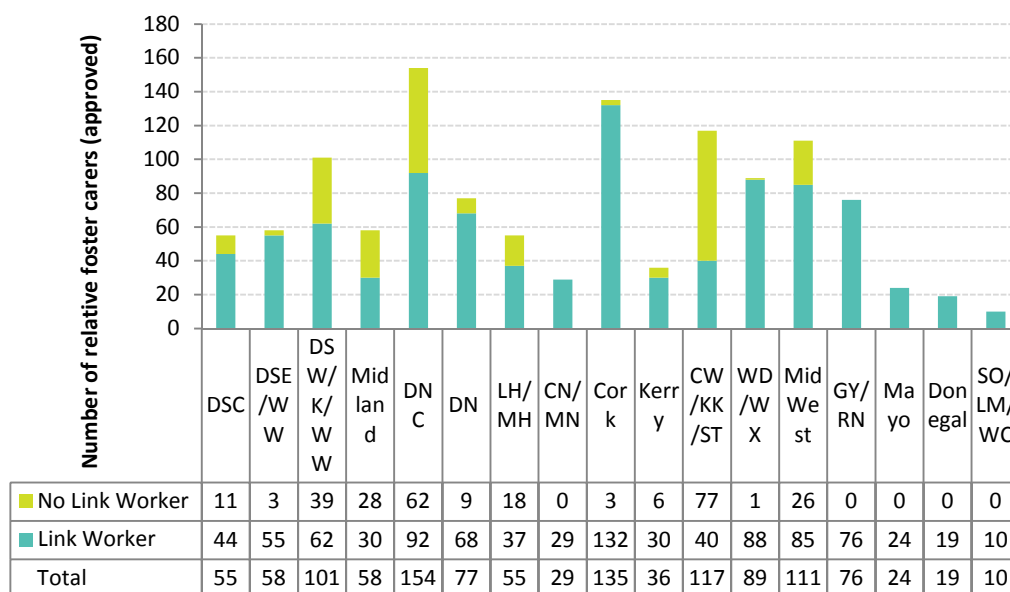
- 76% (n=921/1,204) of relative foster carers approved and on the panel had an allocated link (social) worker at the end of Q3 2016 against a target of 85% ; down one percentage point from Q2 2016 (77%; n=929/1,204).
- A total of 283 carers were awaiting an allocated link worker, eight more than Q2 2016. Nine areas reported a percentage of 85% (target) or higher with five of these areas reporting 100% (Table 27).

- Carlow/Kilkenny/South Tipperary reported the highest number awaiting an allocated link worker (n=77 up 12 on Q2 2016) followed by Dublin North City (n=62 up 11 on Q2 2016).

Table 27: Relative foster cares (approved) with/awaiting an allocated link worker Q2 2016 – Q3 2016

Area	With Link Worker Q2 2016	Awaiting Link Worker Q2 2016	% With Link Worker Q2 2016	With Link Worker Q3 2016	Awaiting Link Worker Q3 2016	% With Link Worker Q3 2016	Δ +/- % Q3 2016 v Q2 2016	Δ +/- Number Awaiting Link Worker Q3 v Q1
DSC	37	26	59%	44	11	80%	21%	-15
DSE/WW	58	4	94%	55	3	95%	1%	-1
DSW/K/WW	49	47	51%	62	39	61%	10%	-8
Midland	20	40	33%	30	28	52%	18%	-12
DNC	106	51	68%	92	62	60%	-8%	11
Dublin North	62	10	86%	68	9	88%	2%	-1
LH/MH	53	1	98%	37	18	67%	-31%	17
CN/MN	29	0	100%	29	0	100%	0%	0
Cork	133	3	98%	132	3	98%	0%	0
Kerry	30	6	83%	30	6	83%	0%	0
CW/KK/ST	51	65	44%	40	77	34%	-10%	12
WD/WX	85	0	100%	88	1	99%	-1%	1
MidWest	97	14	87%	85	26	77%	-11%	12
GY/RN	71	2	97%	76	0	100%	+3%	-2
Mayo	24	0	100%	24	0	100%	0%	0
Donegal	14	6	70%	19	0	100%	30%	-6
SO/LM/WC	10	0	100%	10	0	100%	0%	0
National	929	275	77%	921	283	76%	0%	8

Figure 27: Relative foster carers approved and on the panel with/awaiting allocated link Q3 2016



3.4.2 Foster carers (relative) unapproved

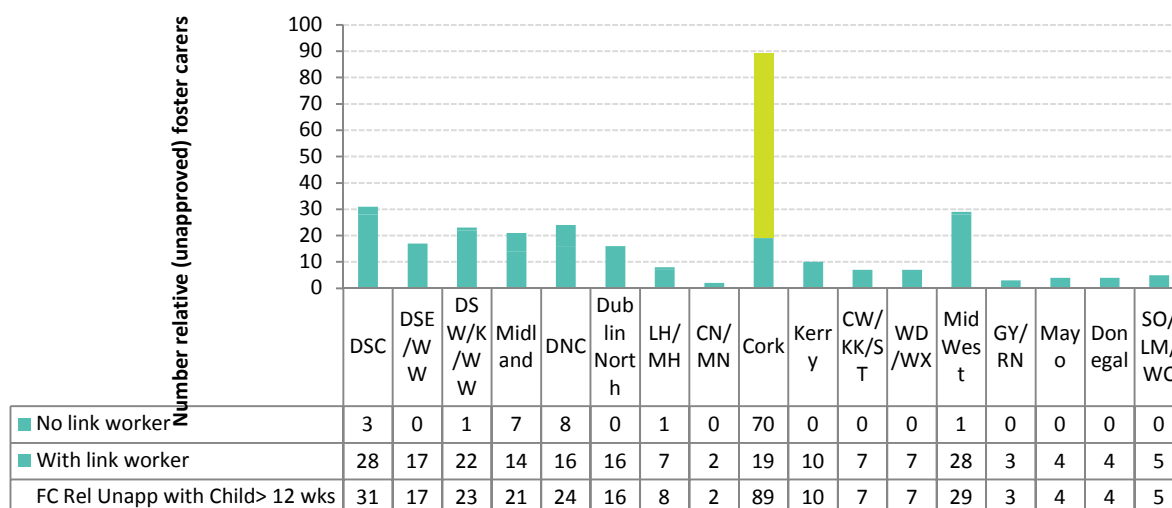
- 348 relative foster carers unapproved at the end of Q3 2016; 34 fewer than Q2 2016 (Table 28)
- Of these 300 (86%) had a child placed with them for longer than 12 weeks; six fewer than Q2 2016
- Of the 300 foster carers that had a child placed with them for >12 weeks, 70% (n=209) had an allocated link (social) worker at the end of Q3 2016; up seven percentage points on Q2 2016 (63%). A total of 91 carers were awaiting allocation of a link worker; some 23 fewer than Q2 2016.

Table 28: Breakdown of foster carers not approved, Q3 2015 – Q3 2016

Unapproved Relative Foster Carers	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 2016 v Q2 2016
No. unapproved	410	380	389	382	348	-34
No (%) with a child > 12 weeks	350 (85%)	327 (86%)	315 (81%)	306 (80%)	300 (87%)	-6
Child > 12 weeks and have a Link Worker	204 (58%)	209 (64%)	218 (69%)	192 (63%)	209 (70%)	+17
Child > 12 weeks AWAITING Link Worker	146	118	97	114	91	-23

- Cork had the highest number (n=89) of relative foster carers unapproved with a child placed for longer than 12 weeks, at the end of Q3 2016; Cavan/Monaghan had the fewest (n=2) (Figure 28).
- In ten areas all unapproved relative foster carers with a child for >12 weeks had a link work (Figure 28).
- Of the remaining seven areas, Cork had the highest number (n=70; down 10 on Q2 2016) of unapproved relative fosters awaiting a link worker. The other seven areas had fewer than 10 unapproved relative foster carers with a child >12 weeks without a link worker with three of these areas reporting one.

Figure 28: Relative foster carers UNAPPROVED with a child > 12 weeks, with/awaiting a link worker, Q3 2016



3.5 HIQA INSPECTIONS – CHILDREN’S RESIDENTIAL SERVICES

The Health Information and Quality Authority (Hiqa) published 11 inspection reports in Q3 2016. The summary of judgments is set out in Table 29 and a summary of findings for each centre inspected can be found in Appendix II.

Table 29: Residential Centres, Hiqa Inspections Summary Judgments

Residential Care Centre					
SI No. 259 /1995 – Child Care (Placement of Children in Residential Care) Regulations 1995 and the National Standards for Residential Care (2001).					
Centre Inspected	Summary of Judgments				
	No of Standards Assessed	Exceeds Standard	Meets Standard	Requires Improvement	Significant Risk Identified
OSV - 0004163	10 (Unannounced/Full)	0	3	7	0
OSV - 0005119	6 (Unannounced / Follow-Up)	0	1	5	0
OSV -0004161	10 (Unannounced/Full)	0	3	7	0
OSV -0004183	10 (Unannounced/Full)	0	6	4	0
OSV - 0004189	10 (Unannounced/Full)	0	3	6	1
OSV - 0004172	10 (Unannounced/Full)	0	2	8	0
OSV - 0004177	5 (Unannounced / Follow-Up)	0	0	5	0
OSV - 0004178	7 (Unannounced/Follow-up)	0	2	5	0
OSV - 0004159	10 (Unannounced/Full)	0	1	8	1
OSV - 0004190	10 (Unannounced/Full)	0	5	5	0
OSV - 0004169	10 (Unannounced/Full)	0	3	7	0

4.0 REGULATION AND SUPERVISION OF EXTERNAL CHILDREN'S SERVICES

KEY AREAS OF FOCUS

4.1 Early Years Services

4.2 Children Registered In Places Other Than Recognised Schools

4.3 Non-Statutory Children's Residential Services

4.4 Non-Statutory Foster Care Services

4.1 EARLY YEARS SERVICES

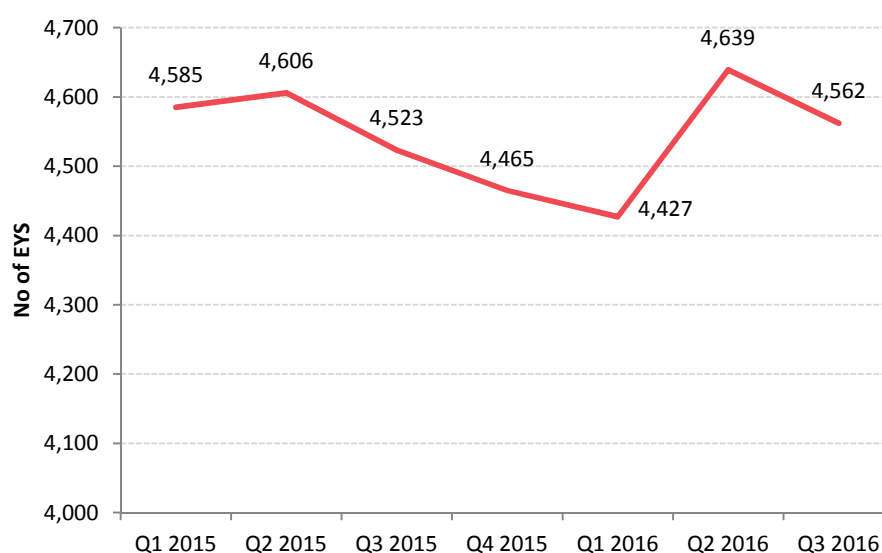
KEY FACTS

- 4,562 EYS nationally at the end of Q3 2016; 77 fewer than Q2 2016
- 242 EYS inspected during Q3 2016; 1,539 EYS inspected January – September 2016
- 61 complaints received in respect of EYS during Q3 2016; 155 received January – September 2016
- 0 prosecutions of EYS taken by the Agency January – September 2016

4.1.1 Activity Data

- 4,562 early years services (EYS) nationally at the end of Q3 2016; 77 fewer than Q2 2016 but 39 more than the same quarter last year (Figure 29).

Figure 29: Number of EYS, by quarter



- 46 new registrations/new notifications of EYS during Q3 2016, bringing the total number for the nine months January to September 2016 to 424. This is a 269% (n=309) increase on the same period last year reflecting the changes to the Early Childhood Care and Education (ECCE) programme introduced in Budget 2016 and the new regulations commenced in June 2016.

- 123 EYS were found to be closed during Q3 2016; bringing the total number for the nine months January to September 2016 to 327 (Table 30). It should be noted that closure of services is found on inspection. The Inspectorate targets EYS not inspected in three or more years and on commencement of inspection a proportion of these are found to be closed. No service de-registered by the Agency from January – September 2016.

Table 30: Number of new registrations/notifications of EYS and number closed, by quarter

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
New Registrations /Notifications	18	55	42	22	33	345	46
Closed Services	18	34	125	80	71	133	123

Note: for Q2 2015 the number of new registrations/notifications has been revised from 56 to 55 and the number of services closed revised from 33 to 34, following a validation exercise that took place in one region following publication of the Q2 Integrated performance and Activity Report

- 242 EYS services inspected during Q3 2016; down 378 (61%) on Q2 2016 (n=620). This brings to 1,539 the number of inspections for the nine months January – September 2016, some 120 fewer than the same period last year (n=1,659).
- No prosecutions of EYS taken by the Agency, January – September 2016.
- 61 complaints relating to EYS were received during Q3 2016, six more than Q2 2016 (n=55). This brings to 155 the number of complaints received from January to September 2016; some 27 fewer than the same period last year.

4.2 CHILDREN EDUCATED IN PLACES OTHER THAN RECOGNISED SCHOOLS

Key Facts

School Year 2015/2016

- 1,213 children on the register for home education at the end of the academic year 2015/2016
- 4,795 children (approx) attending 44 independent schools at the end of the academic year 2015/2016
- 398 applications made under Section 14 of the Education (Welfare)¹ Act 2000 for home education during the year; 1,230 applications for education in independent schools
- 407 assessments for home education carried out during the year; six assessments for education in independent schools
- 319 children registered for home education during the year; 1,042 children registered for education in independent schools
- 127 children awaiting registration¹³ for home education at the end of the academic year

Under Section 14 of the Education (Welfare)¹² Act 2000 there were:

School Year 2015 / 2016 (Sept 2015 – August 2016 inclusive)

Home Education

- 1,213 children on the register for home education at the end of the academic year 2015/2016
- 398 applications made under Section 14 of the Education (Welfare)¹ for home education in the academic year
- 407 assessments for home education carried out in the academic year
- 319 children registered for home education in the academic year
- 6 children were refused registration for home education in the academic year. There were no appeals made against decisions not to register
- 127 children awaiting registration¹³ for home education at the end of the academic year

¹² Section 14 Education (Welfare) Act 2000 14.—(1) The Board shall, on the commencement of this section, cause to be established and maintained a register of all children in receipt of education in a place other than a recognised school (hereafter in this section referred to as “the register”). (2) Subject to subsection (3), where a parent chooses to educate, or have educated, his or her child in a place other than a recognised school he or she shall, in accordance with this section, apply to the Board to have the child concerned registered in the register.

(5) As soon as practicable after an application under this section is received by the Board, the Board shall, for the purpose of determining whether the child is receiving a certain minimum education, cause an authorised person to carry out, in consultation with the parent who made the application, an assessment of—...

¹³ Includes children waiting to be assessed and children for whom assessment has commenced

Independent Schools

- 4,795 children (approx) attending 44 independent schools at the end of the academic year 2015/2016
- 1,230 applications for education in independent schools in the academic year
- 6 assessments in respect of independent schools carried out in the academic year
- 1,042 children registered for education in independent schools in the academic year

September 2016

Home Education

- 1,212 children on the register for home education at the end of September 2016
- 88 applications for home education in the month
- 71 assessments for home education carried out in the month
- 27 children registered for home education in the month
- 1 child was refused registration for home education in the month.
- 175 children awaiting registration¹⁴ for home education at the end of the month

Independent Schools

- No applications for education in independent schools in the month
- No assessments in respect of independent schools carried out in the month
- No children registered for education in independent schools in the month

¹⁴ Includes children waiting to be assessed and children for whom assessment has commenced

4.3 NON-STATUTORY CHILDREN'S RESIDENTIAL CENTRES

In accordance with the Agency's Business Plan for 2016, the Agency's former Inspection and Monitoring Service was restructured in Q1 2016. This resulted in the creation of two teams: a team responsible for responsible for the registration and inspection of private residential and foster care services and a team for the monitoring and review of Tusla's (statutory) residential and foster care services, expanded to include child protection services. The new structure became operational on the 1st April 2016. A risk and intelligence led approach will be used to target areas where service improvement and monitoring activity is most needed.

Key Facts

- 88 private residential centres registered with the Agency at the end of Q3 2016; three fewer than Q2 2016
- 16 centres were due an inspection; all received their inspection
- 28 voluntary residential centres registered with the Agency at the end of Q3 2016; no change from Q2 2016
- Two centres were due an inspection and both received their inspection
- 7 non-statutory foster care services; 4 services received a monitoring visit during Q3 2016

Private Residential Centres

- 88 private centres registered with the Agency at the end of Q3 2016; three fewer than Q2 2016 (Table 31)
- 16 centres were due an inspection in Q3 2016 and all received their inspection. This brings to 35 the number of centres that were due an inspection and were inspected January – September 2016.
- 19 centres were subject to a registration intervention. This brings to 33 the number of centres that were subject to a registration intervention January – September 2016.
- 45 monitoring visits were done during Q3 2016; four fewer than Q2 2016. The highest number of the visits was done in the West (n=22), followed by the South (n=12). Substantially fewer were done in Dublin North East and Dublin Mid Leinster. This brings to 150 the number of monitoring visits that were done January – September 2016.
- 38% (n=33/88) of individual centres received a monitoring visit during Q3 2016.

Table 31: Private residential centres registered, inspected, monitored, by region and quarter

Private Residential Centres	Q1 2016	Q2 2016	Q2 2016	Δ (+/-) Q3 v Q2
Number registered at end of quarter	DML = 19 DNE= 28 South = 26 West = 11	DML = 23 DNE= 30 South = 26 West = 12	DML = 23 DNE= 28 South = 25 West = 12	DML = 0 DNE = -2 South = -1 West = 0

	Total = 84	Total = 91	Total = 88	Total = +7
No due an inspection during quarter	DML = 3 DNE = 4 South = 2 West = 1 Total = 10	DML = 2 DNE = 3 South = 4 West = 0 Total = 9	DML = 4 DNE = 7 South = 4 West = 1 Total = 16	
No (%) inspected during the quarter	DML = 3 (100%) DNE = 4 (100%) South = 2 (100%) West = 1 (100%) Total = 10 (100%)	DML = 2 (100%) DNE = 3 (100%) South = 4 (100%) Total = 9 (100%)	DML = 4 (100%) DNE = 7 (100%) South = 4 (100%) West = 1 (100%) Total = 16 (100%)	
No subject to a registration intervention	DML = 2 DNE = 3 South = 1 West = 0 Total = 6	DML = 4 DNE = 2 South = 2 West = 0 Total = 8	DML = 9 DNE = 7 South = 1 West = 2 Total = 19	DML = +5 DNE = +5 South = -1 West = +2 Total = +11
Total number of monitoring visits during the quarter	DML = 1 DNE = 9 South = 24 West = 22 Total = 56	DML = 2 DNE = 9 South = 21 West = 17 Total = 49	DML = 4 DNE = 7 South = 12 West = 22 Total = 45	DML = +2 DNE = -2 South = -9 West = +5 Total = -4
No (%) of individual centres that were visiting during the quarter	DML = 1 (5%) DNE = 9 (32%) South = 20 (77%) West = 8 (73%) Total = 38 (45%)	DML = 2 (9%) DNE = 9 (30%) South = 17 (65%) West = 10 (83%) Total = 38 (42%)	DML = 4 (17%) DNE = 7 (25%) South = 10 (40%) West = 12 (100%) Total = 33 (38%)	DML = +2 DNE = -2 South = -7 West = +2 Total = -5

Voluntary Residential Centres

- 28 voluntary centres registered with the Agency at the end of Q3 2016; no change from Q2 2016 (Table 32).
- 2 centres due an inspection in Q3 received their inspection. This brings to five the number due an inspection and inspected January – September 2016.
- 6 centres were subject to a registration intervention during Q3 2016. This brings to 11 the number of centres that were subject to a registration intervention January – Sept 2016.
- Seven monitoring visits done in Q3 2016; three fewer than Q2 2016. This brings to 19 the number of monitoring visits that were done January – Sept 2016.
- 25% (n=7/28) of individual centres received a monitoring visit during Q3 2016.

Table 32: Voluntary residential centres registered, inspected, monitored by region and quarter

Voluntary Centres	Q1 2016	Q2 2016	Q3 2016	Δ (+/-) Q3 v Q2
Number registered at end of quarter	DML = 10 DNE = 14 South = 4 West = 0 Total = 28	DML = 10 DNE = 14 South = 4 West = 0 Total = 28	DML = 10 DNE = 14 South = 4 West = 0 Total = 28	DML = 0 DNE = 0 South = 0 West = 0 Total = 0
No due an inspection during quarter	DML = 0 DNE = 2 South = 0 Total = 2	DML = 0 DNE = 1 South = 0 Total = 1	DML = 0 DNE = 2 South = 0 Total = 2	
No (%) inspected during the quarter	DNE = 2 (100%) Total = 2 (100%)	DNE = 1 (100%) Total = 1 (100%)	DNE = 2 (100%) Total = 2 (100%)	
No subject to a registration intervention	DML = 2 DNE = 0 South = 0 Total = 2	DML = 2 DNE = 1 South = 0 Total = 3	DML = 4 DNE = 2 South = 0 Total = 6	DML = +2 DNE = +1 South = 0 Total = +3
Total number of monitoring visits during the quarter	DML = 0 DNE = 1 South = 1 Total = 2	DML = 3 DNE = 6 South = 1 Total = 10	DML = 2 DNE = 3 South = 2 Total = 7	DML = -1 DNE = -3 South = +1 Total = -3
No (%) of individual centres that were visiting during the quarter	DML = 0 (0%) DNE = 1 (7%) South = 1 (25%) Total = 2 (7%)	DML = 3 (30%) DNE = 6 (43%) South = 1 (25%) Total = 10 (36%)	DML = 2 (20%) DNE = 3 (21%) South = 2 (50%) Total = 7 (35%)	DML = -1 DNE = -3 South = +1 Total = -3

4.4 NON-STATUTORY FOSTER CARE SERVICES

- 7 non-statutory foster care services nationally
- 4 services received a monitoring visit during Q3 2016
- 5 monitoring visits done in Q3 2016

5.0 EDUCATIONAL WELFARE SERVICES

KEY FACTS

- 3,751 new individual children worked with between September 2015 and August 2016 (academic year 2015/ 2016); 234 worked with during September 2016
- 528 school attendance notices (SANs) issued in respect of 366 children under Section 25 of the Education (Welfare) Act 2000¹ during the academic year 2015/2016; 101 SANs (63 children) issued in September 2016
- 121 summonses issued in respect of 91 children under Section 25 of the Act during the academic year 2015/2016; 19 summonses (13 children) were issued in September 2016
- 16 Section 24 meetings convened by EWOs in September 2016 (*new metric*)
- 10 official child protection and welfare referrals made by EWOs in September 2016 (*new metric*)

Referrals¹⁵ (*new metrics for academic year 2016/2017*)

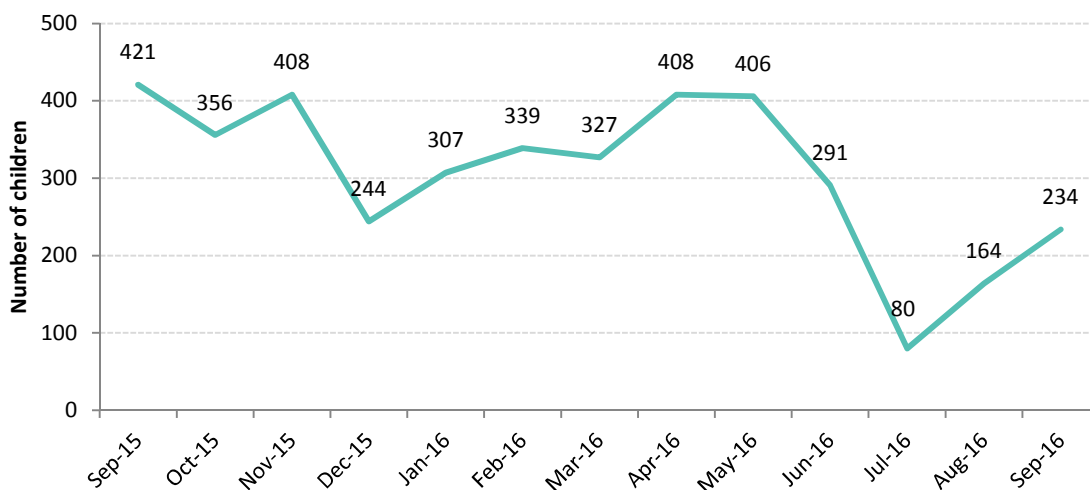
- 368 referrals screened in September 2016
- 234 referrals allocated in September 2016
- 100 cases screened out during September 2016
- 208 referrals on waiting list at the end of September 2016

Open Cases / Cases Worked

- 3,751 new individual children worked with during the academic year September 2015 – August 2016 (Figure 30). This equates to approximately 313 new individual children a month.
- 234 new individual children worked with during September 2016 (start of new academic year) (Figure 30).

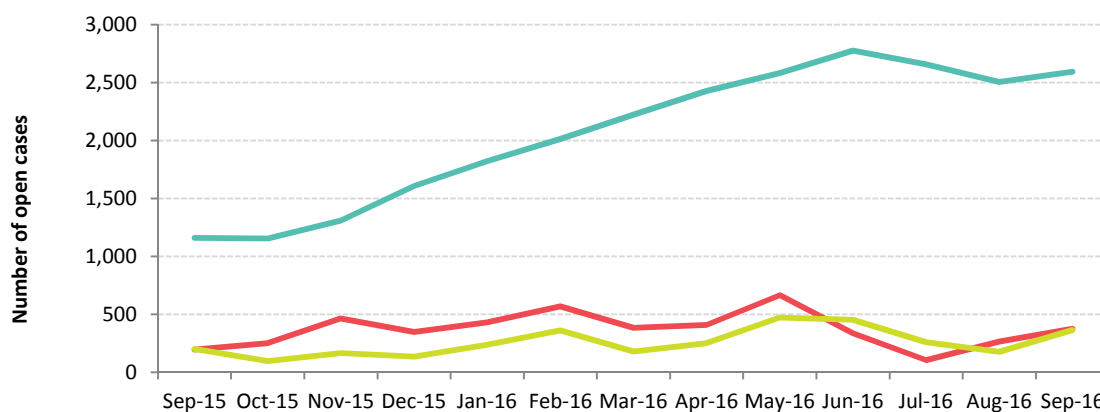
¹⁵ A referral is a written notification of concern to EWS from a school, a parent, agency or concerned citizen in relation to the educational welfare of a named child. Referrals are then screened against a set of criteria by the Senior Educational Welfare Officer and a decision is made as to whether to proceed and open a case in relation this named child, or placed on a waiting list if there is an EWS capacity issue.

Figure 30: Number of new individual children worked with in the month, Sept 2015 - Sept 2016



- 4,416 new cases assigned to Educational Welfare Officers (EWOs) during the academic year 2015/2016 (Figure 31)
- 2,982 cases closed during the academic year 2015/2016
- 2,593 open cases brought forward to the start of the new academic year 2016/2017 (i.e., September 2016)
- 374 new cases assigned to EWOs during September 2016
- 364 cases closed during September 2016

Figure 31: Cases open, assigned and closed by month, September 2015 - September 2016



	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Open cases on hand	1,159	1,153	1,309	1,607	1,819	2,014	2,222	2,426	2,582	2,774	2,657	2,504	2,593
New cases assigned	195	252	462	347	431	569	384	407	664	336	105	264	374
Cases closed	201	96	164	135	236	361	180	251	472	453	258	175	364

School Attendance Notices and Summonses under Section 25

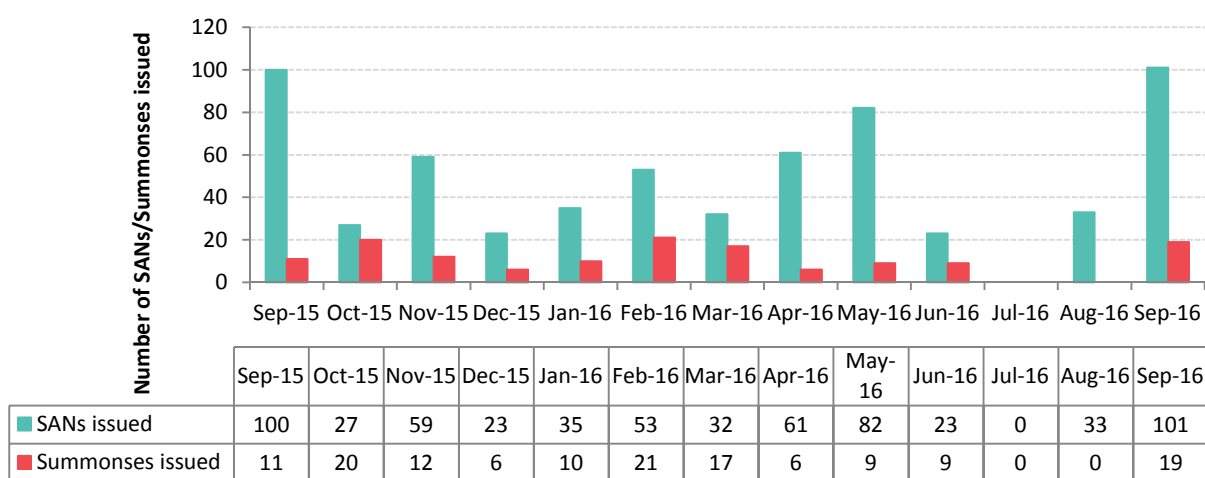
- 528 school attendance notices (SANs) issued by EWS under Section 25 of the Education (Welfare) Act 2000¹⁶ during the academic year September 2015 – August 2016 (Figure 32).

¹⁶ Section 25 Education (Welfare) Act 2000—(1) Subject to section 17(2), the Board shall, if of opinion that a parent is failing or neglecting to cause his or her child to attend a recognised school in accordance with this Act, serve a notice (hereafter in this section referred to as a “school attendance notice”) on such parent—(a) requiring him or her on the

The notices issued were in respect of 366 individual children i.e., more than one notice was issued in respect of some children.

- 101 (63 individual children) SANs issued in September 2016 (start of new academic year).
- 121 summonses issued by EWS under Section 25 of the Education (Welfare Act) 2000 (Figure 32) during the academic year September 2015 – August 2016. The summonses issued were in respect of 91 individual children i.e., more than one summons was issued in respect some children.
- 19 (13 individual children) summonses issued during September 2016 (start of new academic year).

Figure 32: SANs and summonses issued under Section 25 Education and Welfare Act 2000, by month



- EWOs attended 384 court cases pertaining to their own cases during the academic year 2015/2016 and an additional 38 court cases in a supporting capacity (e.g., at the request of social work services). This brings to 422 the number of court cases attended during the academic year 2015/2016.
- EWOs attended a total of 30 court cases pertaining to their own cases during September 2016 and one additional court case in a supporting capacity.
- 204 child protection conferences (CPC) attended by EWOs during the academic year 2015/2016.
- 30 CPCs attended by EWOs during September 2016.

New Metrics for 2016/2017 academic year

- 16 Section 24¹⁷ meetings convened by EWOs during September 2016

expiration of such period as is specified in the notice, to cause his or her child named in the notice to attend such recognised school as is specified in the notice, and there to attend on each school day that the notice is in force, and (b) informing him or her that if he or she fails to comply with a requirement under paragraph (a) he or she shall be guilty of an offence.

¹⁷ Section 24 Education Welfare Act 2000: Where the board of management of a recognised school or a person acting on its behalf is of the opinion that a student should be expelled from that school it shall, before so expelling the student, notify the educational

- 10 official child protection and welfare referrals made by EWOs in September 2016.

welfare officer to whom functions under this Act have been assigned, in writing, of its opinion and the reasons therefor. The educational welfare officer concerned shall, as soon as may be after receiving a notification under *subsection (1)*, make all reasonable efforts to ensure that provision is made for the continued education of the student to whom the notification relates.

- (2) For the purposes of *subsection (2)*, the educational welfare officer concerned shall, as soon as may be after receiving the said notification—
 - (a) make all reasonable efforts to consult with the principal of the school concerned or a person nominated by him or her, the student concerned and his or her parents, and such other persons as the educational welfare officer considers appropriate, and
 - (b) convene a meeting attended by him or her of such of those persons as agree to attend such meeting.

6.0 HUMAN RESOURCES

KEY AREAS OF FOCUS

- 7.1 Workforce Position
- 7.2 Absence Rate
- 7.3 Social Work Staff
- 7.4 Residential Services
- 7.5 Workforce Learning and Development

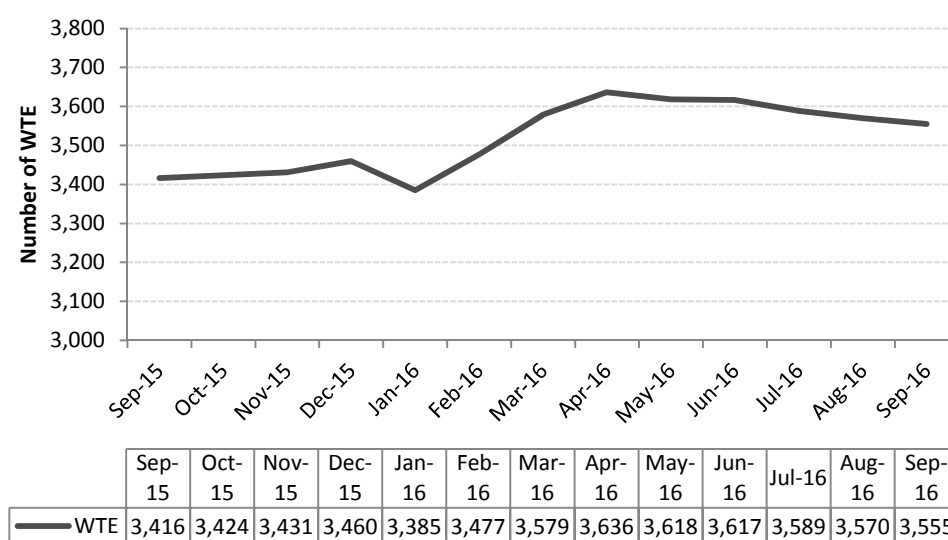
KEY FACTS

- 3,555 (WTE) employed by the Agency at the end of Q3 2016; down 62 on Q2 2016
- 286 new staff came on to the Agency's payroll (January and August 2016)
- 199 staff left (incl. retirements) the Agency (January and August 2016)
- 143 staff on maternity leave at the end of August 2016
- 285 agency staff employed by Tusla at the end of August 2016
- 5.46% absence rate (August 2016); highest rate recorded since January 2016
- 133 courses run by Workforce Learning and Development in Q3 2016; 1,588 attendees

6.1 Workforce Position

- 3,555 whole time equivalent (WTE) staff (excluding agency staff) employed by Tusla at the end of Q3 2016; 62 fewer than Q2 2016 but 139 (4%) more than Q3 2015 (Figure 33).

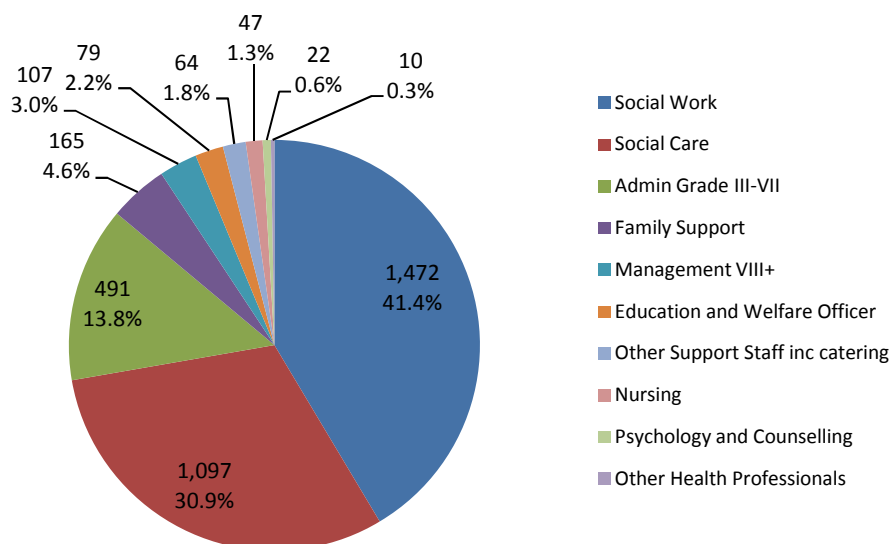
Figure 33: Total Staff Employed (WTE), by month Sept 2015– Sept 2016



The decrease noted in January is due to unpaid leave (shorter working year) in December 2015.

- Social workers are the largest category of staff employed by the Agency accounting for 41% (n=1,472.44) of total staff (WTE) employed at the end of Q3 2016, followed by social care staff accounting for a further 31% (n=1,096.89) of total WTE. Management (i.e., grade VIII and above) accounts for 3% (n=106.81) of the workforce (Figure 34).

Figure 34: Breakdown of staff category (WTE), Q3 2016



- All categories of staff, with the exception of psychology & counselling, Management VIII+ and Admin Grade II - VII experienced a decrease in WTEs between Q2 2016 and Q3 2016 (Table 33).

Table 33: Breakdown of staff (WTE) by category and quarter

Staffing by Category	Sept 2015	June 2016	Sept 2016	Δ+/- Q3 2016 v Q2 2016
Social Work	1,360.32	1,501.7	1,472.44	-29.26
Social Care	1,137.96	1,125.7	1,096.89	-28.81
Psychology & Counselling	21.37	20.97	22.48	+1.51
Other Support Staff	63.31	64.74	64	-0.74
Other Health Professionals	9.65	9.97	9.92	-0.05
Nursing	51.42	50.16	47.4	-2.76
Management VIII+	89.98	103.13	106.81	+3.68
Family Support	172.45	171.34	164.81	-6.53
Education and Welfare Officer	64.62	81.46	79.22	-2.24
Admin Grade III-VII	444.87	487.48	490.94	+3.46
Total Staffing	3,416	3,617	3,555	-62.00

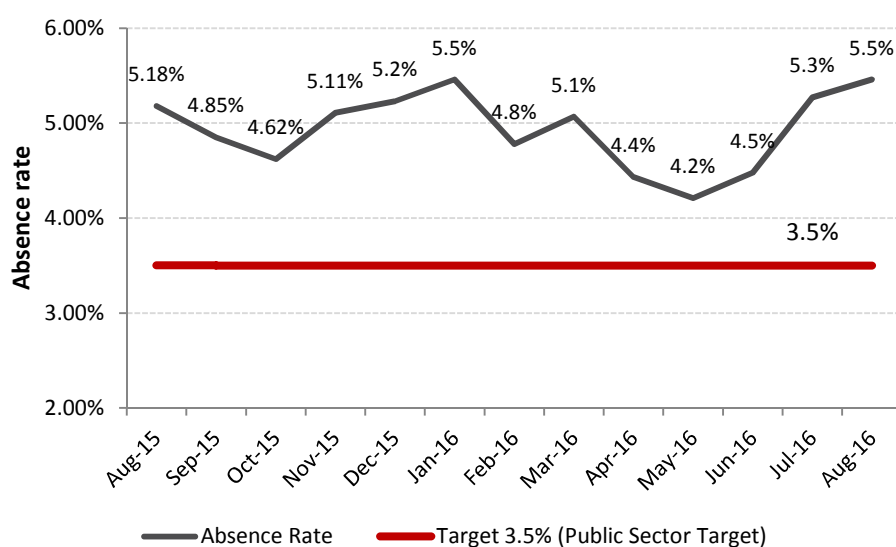
- 286 new staff joined Tusla (came onto Tusla's payroll) between January and August 2016; an increase of 167 on the same period last year
- 158 staff left Tusla (i.e., resigned, career breaks) between January and August 2016; an increase of 72 on the same period last year
- 41 staff retired between January and August 2016; a decrease of 45 on the same period last year

- 143 staff were on maternity leave at the end of August 2016 of which 71% (n=102) were on paid maternity leave
- 285 agency staff employed by Tusla at the end of August 2016.

6.2 Absence Rate

- At the end of August 2016¹⁸ the overall absence rate for the Agency was 5.46% against a target of 3.5% (target for public sector); the third consecutive increase and the highest rate recorded since January 2016 (Figure 35).

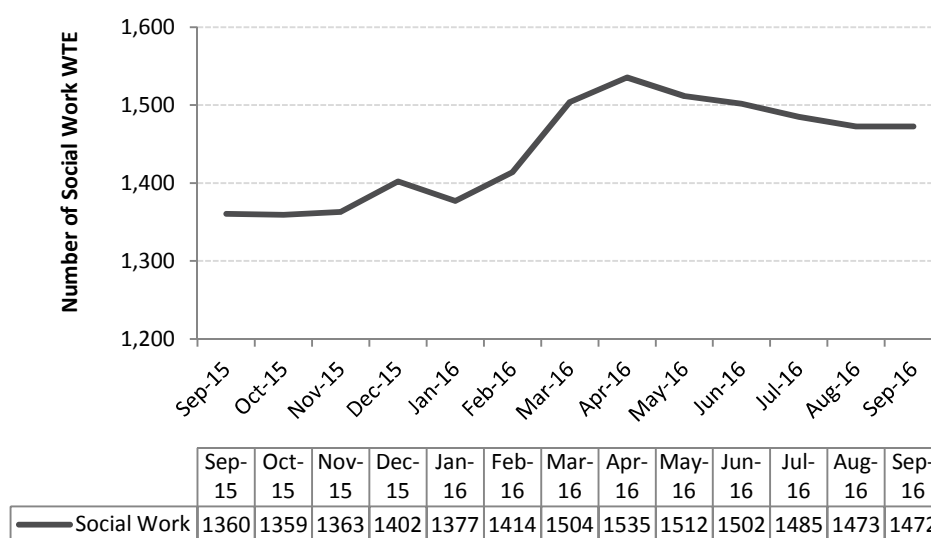
Figure 35: Overall staff absence rate by month



6.3 Social Work Staff (WTE)

- 1,472.44 whole time equivalent (WTE) social work staff (all grades and excluding agency staff) employed by Tusla at the end of Q3 2016; 30 fewer than Q2 2016 and the fifth consecutive monthly decrease but 112.39 (8%) more than Q3 2015 (Figure 36).

Figure 36: Number of social workers (WTE) by month



¹⁸ Absence rates are reported quarterly in arrears

- 190 social workers joined Tusla (came onto Tusla's payroll) between January – August 2016; an increase of 121 on the same period last year
- 97 social workers left (i.e., resigned, career breaks) Tusla between January and August 2016; an increase of 41 on the same period last year
- 15 social workers retired between January and August 2016; 41 fewer than the same period last year
- 78 social workers were on maternity leave at the end of August 2016
- 127 agency social workers were employed at the end of August 2016
- The absence rate for social workers was 4.78% at the end of August 2016; 0.68 percentage points lower than the national rate of 5.46%
- A breakdown of the number of social workers (all grades) employed at the end of each quarter Q3 2015 – Q3 2016 by area is presented in Table 34.

Table 34: Breakdown of social work staff (WTE) by area Q3 2015 – Q3 2016

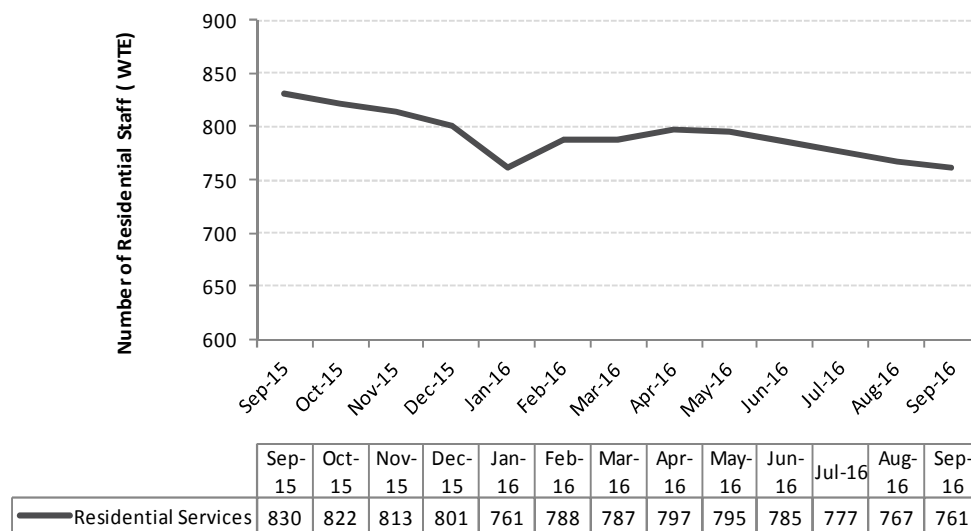
Area	Social Work (WTE) Q3 2015	Social Work (WTE) Q4 2015	Social Work (WTE) Q1 2016	Social Work (WTE) Q2 2016	Social Work (WTE) Q3 2016	Δ +/- Q3 2016 v Q2 2016
DSC	71.33	72.9	75.42	81.06	74.61	-6.45
DSE/WW	97.17	100.3	107.01	108.31	103.01	-5.3
DSW/K/WW	82.38	77.69	85.53	84.82	84.39	-0.43
Midlands	72.64	76.63	81.96	82.8	81.4	-1.4
Regional Services DML	25.37	26.15	18.33	16.39	17.52	1.13
DML	348.89	353.67	368.25	373.38	360.93	-12.45
CN/MN	27.97	31.8	34.06	35.84	30.61	-5.23
DNC	106.7	109.51	122.74	113.63	100.9	-12.73
LH/MH	71.2	76.4	83	79.67	77.85	-1.82
Dublin North	58.84	64.29	72.27	72.73	70.51	-2.22
Regional Services DNE	36.07	38.82	31.17	32.12	33.87	1.75
DNE	300.78	320.82	343.24	333.99	313.74	-20.25
CW/KK/ST	57.91	59.03	64.4	63.93	62.17	-1.76
Cork*	148.4	138.95	158.85	152.36	156.04	3.68
Kerry*	17.46	40.17	41.22	41.44	43.14	1.7
WD/WX	81.19	78.62	89.24	88.42	86.18	-2.24
Regional Services South	25.13	26.51	11.16	11.16	4.9	-6.26
South	330.09	343.28	364.87	357.31	352.43	-4.88
Donegal	54.63	52.25	51.21	54.07	59.85	5.78
GY/RN	78.66	85.58	89.27	90.7	92.22	1.52
Mayo	37.18	37.98	35.38	36.3	35.76	-0.54
Mid West	113.39	116.31	120.18	123.41	123.84	0.43
SO/LM/WC	38.31	35.81	39.24	39.55	38.65	-0.9
Regional Services West	13.31	11.61	2	2	1	-1
West	335.48	339.54	337.28	346.03	351.32	5.29

Residential DML	3.91	4.83	3.76	3.83	3.8	-0.03
Residential DNE	4.93	3.6	4.46	4.99	4.49	-0.5
Residential West	4.9	3.12				0
Residential South	4	5.83	5.9	4.4	4.4	0
Residential Services	17.74	17.38	14.12	13.22	12.69	-0.53
Corporate	24.34	24.11	72.91	74.81	78.33	3.52
Early Years Service	3	3	3	3	3	0
Corporate	27.34	27.11	75.91	77.81	81.33	3.52
Total	1,360.32	1,401.8	1503.67	1501.74	1,472.44	-29.3

6.4 Residential Services Staff (WTE)

- 761.08 WTE staff (all grades) employed in Residential Services at the end of Q3 2016; 24 fewer than Q2 2016 and 69 fewer than the same period last year and the fifth consecutive monthly decrease (Figure 37).

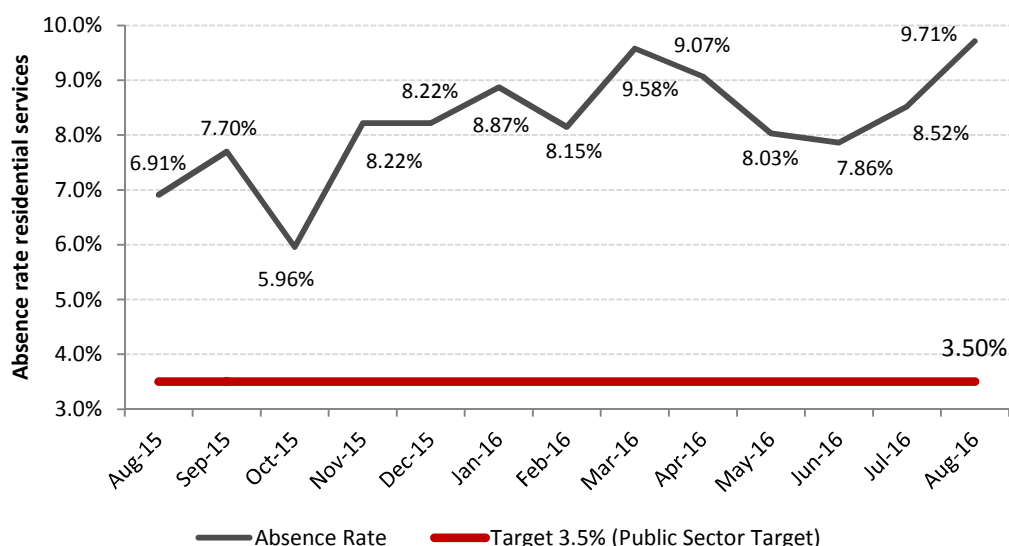
Figure 37: Number of Residential Services Staff (WTE), by month



- 13 staff joined residential services (i.e., joined Agency's payroll) between January – August 2016.
- 25 staff left (i.e., career breaks, resignations) residential services, between January – August 2016, while a further five staff retired.
- 127 agency staff employed by Residential Services at the end of August 2016
- At the end of August 2016¹⁹ the absence rate for Residential Services was running at 9.71%; 4.25 percentage points higher than the overall rate for the Agency and the highest percentage for the period Aug 2015 – Aug 2016. The rate for August 2016 was 2.8 percentage points higher than the rate reported for August 2015 (Figure 38).

¹⁹ Absence data is reported a month in arrears

Figure 38: Staff absence rate by month, Residential Services, Aug 2015 – Aug 2016



6.5 Workforce Learning and Development

- Workforce Learning and Development (WLD) ran a total of 133 courses during Q3 2016 at which a total of 1,588 persons attended. A breakdown of the courses run and attendees by type is presented in Table 35.
- During Q3 2016 the most frequently run course was Attachment Theory into Practice with 19 courses run. This was followed by Children First Basic training with 15 courses.
- A total of 884 Tusla staff attended training during Q3 2016 and of these 48 percent (49%; $n = 429/884$) were social workers.
- Twelve per cent ($n=197/1,588$) of all those who attended training during Q3 2016 attended Children First Basic training and of these the majority (69%; $n=135/197$) were HSE staff.
- A total of 442 external staff attended training in Q3 2016; the highest number (56%; $n=246/442$) of whom received Partnership, Prevention and Family Support training (e.g. Meitheal Standardised Training, Meitheal Train the Trainer courses, Meitheal Standardised Briefings, Participation of Young People Standard Briefings and Parenting Strategy Briefings).
- There were 29 courses that were categorised as 'Other' courses. These courses which constitute 22% of all the courses, refer to a range of locally delivered courses that are developed in response to particular needs and requests in areas such as Neglect, Child Development; addressing HIQA recommendations etc.

Table 35: Breakdown of courses run by Workforce Learning and Development and attendees by type, Q3 2016

WORKFORCE LEARNING AND DEVELOPMENT - TRAINING ACTIVITY DATA - Q3 2016						
STANDARDISED COURSE TITLE	NO. COURSES RUN	NO. TUSLA SOCIAL WORKERS	NO. TUSLA OTHER STAFF	NO. HSE STAFF	NO. OTHER EXT STAFF	TOTAL NO. ATTENDEES
Children First - Basic Training	15	7	13	135	42	197
Children First Refresher Programme	8	11	30	54	35	130
Core Court Room Skills	2	29	6	0	0	35
Introduction to Court Skills	3	12	17	4	14	47
Suicide Prevention - SafeTALK	1	2	0	0	0	2
SV - Making the Most of SV for Supervisees	4	23	12	3	0	38
SV - Staff Supervision Skills Training for Supervisors	2	13	12	5	4	34
TCI - Core	1	0	2	14	0	16
TCI - Refresher	6	0	56	0	17	73
Reflective Recording & Report Writing	8	62	27	0	25	114
Attachment Theory Into Practice	19	47	48	1	9	105
Direct Work with Children	1	7	11	0	0	18
Response Ability Pathways	1	4	12	0	0	16
Putting Analysis into Assessment TtT	1	0	4	0	0	4
Marte Meo Communication Skills Training	1	8	6	0	0	14
Other	29	180	74	7	50	311
Meitheal Standardised Training Course	12	12	22	9	120	163
Meitheal Standardised Refresher Course	1	0	15	0	0	15
Meitheal Standardised Briefing	8	5	0	24	46	75
Meitheal Chair/Facilitator Training	5	2	22	1	39	64
Participation of Children & Young People Training	2	4	31	0	15	50
Role Induction for Parenting Support Champions	2	1	29	5	23	58
PPFS /Meitheal Other	1	0	6	0	3	9
TOTAL	133	429	455	262	442	1588
Green - WLD						
Blue - PPFS						

Other WLD Developments in Q3 2016:

- Six initial online programmes have been developed by WLD through e-learning project
- Commissioning Work Stream; consultations and briefings were delivered in pilot areas facilitated by Training & Development Officers (in association with Regional Implementation Managers PPFS and Institute of Public Care)
- Meitheal Work Stream; evaluation of all Meitheal 2 day training programmes commenced in Q3 2016. Pre, post and follow-up questionnaires designed and piloted
- Three Regional Peer Support and Learning Groups were established
- The Coaching Skills Development Programme has been awarded through commissioning to Ailbhe Harrington & Associates Ltd.
- Parenting Support Champions (PSCs) were established in Q3 2016 and specific role induction training programme was delivered by WLD
- A National WLD Team was established in Q3 to develop a Learning and Development Plan for Alternative Care in line with the emerging Alternative Care Strategy
- A National WLD Team was established to develop a Learning and Development Plan for all Tusla clerical staff
- Briefings for managers on the Personal Development Planning process to support the implementation of the CPD Strategy Implementation continued in Q3
- The Leadership Development Programme for Senior Operations/Area Managers was delivered during Q3

- Training of Trainers for WLD Training & Development Officers and Tusla Practitioner Managers in the delivery of the Leadership Development Programme commenced in Q3
- Pilot Tusla Corporate Induction Programmes were delivered in Q3.

Progress on New Standardised Courses in Quarter 3 2016

- Reflective Recording and Report Writing is being rolled out through the regions
- Attachment Theory into Practice is also being rolled out
- Direct work is being delivered nationally
- Court skills being delivered
- The final pilot of Diversity in Modern Ireland has been completed and Training for Trainers is arranged
- Analysis into Assessment has been completed and is to be piloted in Q4 2016
- The development of the Universal E-Learning Children First Programme has commenced.

Progress on courses that have been validated by professional bodies in Q3 2016

- A system has been set up for 'industry validation' on our standardised courses to have programmes endorsed by relevant professional associations. To date the Meitheal programmes has been endorsed by both (Irish Association of Social Workers IASW, and Social Care Ireland (SCI)
- Social Care Ireland has endorsed the Staff Supervision Skills Training Programme.
- Additionally, application for SCI and IASW are being prepared for;
 - Direct Work with Children
 - Report Writing & Record Keeping
 - Attachment Theory into Practice
 - Introduction to Court Skills

7.0 FINANCE

KEY FACTS

- The financial outturn for the year to date (Sept 2016) is an over-spend of €2.244 million
- Pay costs are under-spent against budget by €2.242 million
- Non pay costs are over-spent against budget by €3.392 million
- Key area of over-spend is private residential and foster care costs at €2.575 million over budget
- 45% (€9.746 million) of legal expenditure year to date on guardians ad litem (GALs), including GAL's solicitors and counsel.

Financial Performance

- The outturn at the end of September 2016 year to date (YTD) is an over-spend of €2.244 million. This outturn takes account of the annual cost of €7.0 million relating to psychology services.
- The net expenditure for the period YTD is €481.419 million against a budget allocation of €479.175 million.
- Pay costs are under-spent against budget by €2.242 million for the YTD (Table 36).

Table 36: Pay Costs

Child and Family Agency	September 2016 Year To date			% Variance Act vs Budget
	Actual	Budget	Variance	
	€'000	€'000	€'000	
Pay costs	179,683	181,925	(2,242)	(1%)

- Non-pay costs are over-spent against budget by €3.392 million for the YTD (Table 37).

Table 37: Non Pay Costs

Child and Family Agency	September 2016 Year To date			% Variance Act vs Budget
	Actual	Budget	Variance	
	€'000	€'000	€'000	
Non pay costs	317,104	313,712	3,392	1%

- A key area of over-spend is private residential and foster care costs at €2.575 million over-spend YTD (Table 38). This over-spend is due to an increased number of children in private placements in recent months. Placement of children in private residential and foster care services is strictly controlled through a national placement process.

Table 38: Private Residential and Foster Care Costs

Child and Family Agency	September 2016 Year To date			% Variance Act vs Budget
	Actual	Budget	Variance	
	€'000	€'000	€'000	€'000
Private Residential & Foster Care	71,032	68,457	2,575	4%

- Legal costs incurred by the Agency account for a significant portion of the overall budget of the Agency. The financial position at the end of September 2016 shows a year to date spend of €21.514 million against a budget of €21.752 million (i.e., €0.238 million under-spend).
- A breakdown of legal expenditure by type for the first nine months of 2016 is presented in Table 39.
- 45% (n=€9.746 million) of the legal spend year to date has been on guardians ad litem (GALs) including GALs solicitors and counsel.
- In terms of forecasting these data should be interpreted with caution as they are based on the individual billing pattern of persons concerned.

Table 39: Legal Expenditure

Type	Actual Jan 2016 €'000s	Actual Feb 2016 €'000s	Actual Mar 2016 €'000s	Actual Apr 2016 €'000s	Actual May 2016 €'000s	Actual Jun 2016 €'000s	Actual Jul 2016 €'000s	Actual Aug 2016 €'000s	Actual Sep 2016 €'000s	Sep YYD
3rd Party Counsel Fees	-158	200	159	38	-272	64	36	1	25	93
3rd Party Solicitors Fees	-307	493	63	53	107	131	-122	-26	0	393
Arthur Cox Consultancy Services (ACCS) ²⁰	1,108	1,105	1,112	1,111	1,126	1,119	1,118	1,112	1,112	10,022
Counsel fees - Tusla	54	62	131	196	87	46	137	121	82	916
Guardian ad Litem Costs	740	508	470	657	1,053	259	1,098	689	117	5,591
Guardian ad Litem Counsel fees	147	52	37	185	70	112	100	46	24	774
Guardian ad Litem Solicitors fees	285	456	398	316	622	253	510	302	238	3,381
General Legal Fees	-43	60	12	0	-14	1	3	13	-1	31
Other	38	32	36	44	37	14	54	31	27	314
Net Expenditure	1,865	2,968	2,419	2,599	2,818	2,000	2,933	2,289	1,623	21,514

²⁰ Fees paid to Member Firms by ACCS

APPENDIX I

ABBREVIATIONS

The following abbreviations have been used for Tusla Service Areas in charts and tables presented in this report.

Service Area	Abbreviation
Dublin South Central	DSC
Dublin South East / Wicklow	DSE/WW
Dublin South West / Kildare / West Wicklow	DSW/K/WW
Midlands	Midlands
Dublin North City	DNC
Dublin North	DN
Louth / Meath	LH/MH
Cavan / Monaghan	CN/MN
Cork	Cork
Kerry	Kerry
Carlow Kilkenny / South Tipperary	CW/KK/ST
Waterford / Wexford	WD/WX
Mid West	Mid West
Galway / Roscommon	GY/RN
Mayo	Mayo
Donegal	Donegal
Sligo / Leitrim / West Cavan	SO/LM/WC

Table 1: Number and percentage of preliminary enquiries that were completed within 24 hours of receipt of the referral, by quarter

Area	Number of PEs completed within 24 hrs Q2 2015	% of PEs completed within 24 hrs Q2 2015	Number of PEs completed within 24 hrs Q3 2015	% of PEs completed within 24 hrs Q3 2015	Number of PEs completed within 24 hrs Q4 2015	% of PEs completed within 24 hrs Q4 2015	Number of PEs completed within 24 hrs Q1 2016	% of PEs completed within 24 hrs Q1 2016	Number of PEs completed within 24 hrs Q2 2016	% of PEs completed within 24 hrs Q2 2016	(+/-) % Q2 2016 v Q1 2016
DSC	45	13%	201	40%	229	45%	268	54%	142	35%	-19%
DSE/WW	229	43%	295	50%	231	43%	242	44%	261	50%	6%
DSW/K/WW	401	50%	370	48%	314	39%	328	44%	230	33%	-11%
Midlands	886	80%	997	87%	892	73%	894	76%	1,180	86%	10%
DNC	443	78%	502	75%	506	76%	641	93%	677	86%	-7%
Dublin North	894	88%	657	79%	795	79%	765	83%	509	46%	-37%
LH/MH	608	100%	564	100%	568	100%	737	100%	852	100%	0%
CN/MN	158	100%	123	52%	150	100%	132	56%	182	100%	44%
Cork	481	37%	448	37%	632	50%	567	40%	NA	NA	NA
Kerry	142	48%	148	66%	132	57%	161	54%	185	66%	12%
CW/KK/ST	144	24%	167	28%	124	21%	144	27%	191	29%	2%
WD/WX	307	39%	278	36%	360	44%	414	44%	353	34%	-10%
Mid West	1018	98%	978	99%	899	98%	1006	97%	1,006	99%	2%
GY/RN	834	100%	738	100%	761	99%	759	100%	901	100%	0%
Mayo	231	100%	238	100%	205	100%	152	72%	133	81%	9%
Donegal	59	27%	28	13%	57	24%	30	13%	24	13%	0%
SO/LM/WC	72	33%	108	45%	84	43%	64	37%	111	53%	16%
National	6,952	65%	6,840	65%	6,939	65%	7,304	65%	6,937	58%	-7%

Table 2: Number and percentage of referrals that required an initial assessment following a preliminary enquiry, by quarter

Area	No that required an IA Q2 2015	% that required an IA Q2 2015	No that required an IA Q3 2015	% that required an IA Q3 2015	No that required an IA Q4 2015	% that required an IA Q4 2015	No that required an IA Q1 2016	% that required an IA Q1 2016	No that required an IA Q2 2016	% that required an IA Q2 2016	(+/-) % Q2 2016 v Q1 2016
DSC	200	60%	367	74%	362	71%	333	67%	265	66%	-1%
DSE/WW	178	34%	229	39%	226	42%	203	37%	226	43%	6%
DSW/K/WW	482	60%	493	63%	535	67%	421	57%	453	64%	7%
Midlands	575	52%	613	54%	654	54%	698	59%	728	53%	-6%
DNC	385	68%	450	67%	460	69%	391	57%	405	51%	-6%
Dublin North	636	63%	545	66%	642	64%	487	53%	693	62%	9%
LH/MH	207	34%	140	25%	270	48%	294	40%	155	18%	-22%
CN/MN	71	45%	63	27%	101	67%	69	29%	89	49%	20%
Cork	530	40%	494	41%	536	42%	575	40%	491	31%	-9%
Kerry	101	34%	92	41%	102	44%	118	39%	135	48%	9%
CW/KK/ST	241	40%	194	32%	211	36%	172	33%	166	26%	-7%
WD/WX	336	43%	341	44%	287	35%	251	27%	213	21%	-6%
Mid West	438	42%	448	45%	394	43%	498	48%	471	46%	-2%
GY/RN	248	30%	247	33%	210	27%	412	54%	432	48%	-6%
Mayo	131	57%	163	68%	108	53%	151	71%	83	51%	-20%
Donegal	75	34%	62	28%	71	30%	39	17%	65	35%	18%
SO/LM/WC	87	40%	54	22%	52	27%	41	24%	54	26%	2%
National	4921	46%	4,995	47%	5,221	49%	5,153	46%	5,124	43%	-3%

Table 3: Number and percentage of initial assessments that were completed within 21 days, by quarter

Area	No of IA completed within 21 days Q2 2015	% of IA completed within 21 days Q2 2015	No of IA completed within 21 days Q3 2015	% of IA completed within 21 days Q3 2015	No of IA completed within 21 days Q4 2015	% of IA completed within 21 days Q4 2015	No of IA completed within 21 days Q1 2016	% of IA completed within 21 days Q1 2016	No of IA completed within 21 days Q2 2016	% of IA completed within 21 days Q2 2016	(+/-) % Q2 2016 v Q1 2016
DSC	20	10%	86	23%	93	26%	138	41%	46	17%	-24%
DSE/WW	23	13%	37	16%	40	18%	37	18%	31	14%	-4%
DSW/K/WW	42	9%	39	8%	10	2%	20	5%	18	4%	-1%
Midlands	192	33%	47	8%	85	13%	102	15%	71	10%	-5%
DNC	5	1%	5	1%	3	1%	5	1%	0	0%	-1%
Dublin North	6	1%	6	1%	40	6%	16	3%	9	1%	-2%
LH/MH	85	41%	104	74%	121	45%	137	47%	67	43%	-4%
CN/MN	9	13%	5	8%	4	4%	1	1%	0	0%	-1%
Cork	50	9%	47	10%	33	6%	26	5%	NA	NA	NA
Kerry	13	13%	22	24%	10	10%	13	11%	24	18%	7%
CW/KK/ST	31	13%	42	22%	36	17%	23	13%	42	25%	12%
WD/WX	30	9%	26	8%	28	10%	21	8%	33	15%	7%
Mid West	188	43%	174	39%	208	53%	216	43%	172	37%	-6%
GY/RN	32	13%	12	5%	31	15%	71	17%	56	13%	-4%
Mayo	86	66%	80	49%	57	53%	42	28%	79	95%	67%
Donegal	16	21%	11	18%	18	25%	3	8%	8	12%	4%
SO/LM/WC	8	9%	17	31%	14	27%	2	5%	6	11%	6%
National	836	17%	760	15%	831	16%	873	17%	662	13%	-4%

APPENDIX II – Hiqa Inspections

SUMMARY OF FINDINGS CHILD PROTECTION AND WELFARE SERVICES REPORTS PUBLISHED Q3 2016

Midlands - inspections took place in January and March 2016

Overall, once children were allocated to a member of staff in the service, the majority of children and their families received an adequate service. However, children experienced delays in being allocated to a social worker and in their needs being assessed. The majority of children who were identified as being at serious and immediate risk received a timely service and emergency action was instigated when required. Following the fieldwork in January 2016, HIQA sought assurances in relation to a number of high risk adult cases which were not actively receiving a service, including three that had been assigned for immediate allocation to a social worker. In addition, some cases on the duty/intake system were also escalated to the area manager as there were concerns in relation to their prioritisation and timely/appropriate action. Follow up fieldwork was conducted in March 2016, and inspectors confirmed that escalated cases were actively receiving a service. During the follow up fieldwork in March 2016, duty intake social workers had access to an assigned team leader in the Portlaoise office, an interim principal social worker had been recently appointed with responsibility for duty intake service and a manager had been assigned responsibility for the management of adult retrospective cases. While these structures were very new, it was evident that they were making a positive impact into the overall management of the service. The management team had put in place some strategies to reduce the number of children and adults waiting to be allocated to a social worker. Staff endeavoured to be child-centred in their practice. The majority of parents and children who spoke to inspectors were positive about their experience of the service. There was good communication with children. However, not all children were aware of all of their rights. There was a complaints process in place but the management team had identified that improvements were required in its operation. The area was not fully compliant with Children First (2011). Concerns regarding children were screened effectively with the vulnerability and strengths of children and families informing the decisions of social workers, but there had been delays in this process in the recent past. The area was completing an on-going audit of historical garda notifications to establish whether concerns made to the Laois/Offaly area during 2007- 2013 had been assessed and an appropriate intervention implemented if required. This was not in line with best practice or Children First (2011), as the area was not clear whether these children were receiving or had received adequate care and protection. The child protection conference system was well managed, and comprehensive child protection plans were formulated and implemented. The Child Protection Notification System (CPNS) was available 24 hours a day. There were systems in place to identify serious incidents. However, there was no consistent system in place to review, manage and implement the findings of serious incident reviews. The service had experienced significant changes in the structure, management team and systems over the last 12 months. An area manager had been appointed and was endeavouring to put systems in place to support the service towards better outcomes by implementing a management improvement plan. There was insufficient planning in relation to the use of resources and services. Information systems were not fit for purpose for the service. However, a new system was due to be operational by end of April 2016. The quality of record keeping in the

service was varied and not all children had their own individual records. In January 2016, there were key management roles vacant or about to become vacant and a significant number of staff were employed by a recruitment agency. There was a significant number of inexperienced staff in one duty office who worked at the first point of children's entry into the service and were dealing with unassessed risk on a daily basis. These staff did not have a direct line manager in place. In March 2016, an interim team leader was in place to manage this team and the majority of staff were employed directly by the Child and Family Agency.

Sligo/Leitrim/West Cavan - inspections took place in February/March 2016

Overall, once children were allocated to a member of staff in the service, the majority of children and their families received a good service. However, children experienced delays in being allocated to a social worker and in their needs being assessed. Children who were identified as being at serious and immediate risk received a timely service and emergency action was instigated when required. However, the service had not implemented the national service delivery model due to a shortage of staff. This meant that social workers were not organised into teams which focused on particular areas of social work such as intake and duty, child protection and welfare, family support and alternative care. Social workers were carrying mixed caseloads and therefore divided their time between the various social work services provided. Social work interventions improved children's lives. Families and children reported that their experiences of the service were positive and beneficial. Overall, rights were respected and valued. There were some areas of practice which required improvement such as the promotion of the right to access information, raising awareness in the community about child protection issues and services, risk identification and management and consistent application of thresholds. The area had a clear management structure and there were some effective management systems in place but others required improvement. Staff were aware of their responsibilities and there were clear lines of accountability at individual, team and service level. However, the quality of the leadership and oversight was mixed. There were some systems in place to ensure the service was delivered in a planned and well resourced manner but risk management systems required improvement as not all risks within the service had been identified. Staff vacancies were impacting on the ability of the area to provide timely services to all who required them. Recruitment of staff was an issue in the area and contingency plans for staff shortfalls had not been effective. The information system in place ensured that necessary information was available and analysed by the service. Generally, the records kept on children and families were of a good standard but were not always up-to-date. Whilst no significant risks were found, over the course of the fieldwork, inspectors brought three cases to the attention of the principal social worker for children and families. Written assurances were requested on one of these cases and the principal social worker provided assurances that risks had been addressed.

SUMMARY OF FINDINGS RESIDENTIAL SERVICES

REPORTS PUBLISHED Q3 2016

Centre ID OSV – 0004163 (Dublin Mid Leinster)

The inspection found that children were safe and had a good quality of life. The centre had been previously inspected in August 2015 where a significant risk had been found in relation to safeguarding and child protection practices. Inspectors found that this aspect of care had improved significantly as had the care of the young people in the centre. The centre was child focused in its approach and the rights of young people were respected and promoted. Young people were consulted about decisions concerning their care and were encouraged and supported to make complaints. Young people were safe and were settled in their placements. They maintained positive relationships with family members and significant others. The quality of care was good and aftercare planning was improving. The young people's education and health needs were met but some improvements were required in medication management and recording practices. Whilst the statement of purpose and function described the care provided it did not adequately describe the care needs it could cater for. The centre was well managed and there was good oversight by external managers. The centre manager provided good leadership to an experienced and committed team.

Centre ID OSV – 0005119 (South)

For the purposes of this inspection, inspectors reviewed the actions undertaken as a result of the inspection in January 2015. At that time, improvement was required for six standards. An update to the action plan was received in October 2015. Inspectors found that some of the responses to the failings of the previous inspection were implemented while some were not. Issues identified included adequate guidance or training for staff to provide the level of support required to the children; independent living skills assessments not completed; aftercare plans not on file; not all staff had up-to-date training in Child First; no end date for lease of building and no contingency plan if lease could not be extended; staff member with responsibility for health and safety had no formal training; staff did not have appropriate training in administration of medication; comprehensive risk management policy not in place; not all staff had appropriate qualification and supervision records did not evidence continuous professional development.

Centre ID OSV – 0004161 (Dublin Mid Leinster)

Children were supported to pursue opportunities and personal interests and were consulted about decisions concerning their care. They were encouraged and supported to make complaints. Staff had a good understanding of the needs of the children and placed an emphasis on developing positive relationships with children. Children maintained positive relationships with family members and significant others. However, incidents of peer abuse which had been occurring in the centre in the three weeks prior to inspection were impacting on the children's quality of life and happiness. While children's rights were respected and promoted in many respects the poor state of repair and décor of the house did not promote a homely environment and children's requests in relation to the house décor had not been followed through on. Safeguarding issues were managed appropriately by the service. However, the admissions process had not effectively identified potential risks in relation to the most recent admission and consequently this placement was in the process of being reviewed for

its appropriateness following a very short period. Not all children had a care plan. One child had no relevant care plan and the staff team were awaiting updated care plans from child in care reviews for three children that had taken place in previous weeks. Placement plans were not being reviewed as required or as changes in circumstances for children arose. Aftercare planning for two young people preparing for leaving care was poor. The management of the centre was unstable as there had been six centre managers in a five year period. The current centre manager had been appointed to her post in March 2016 and was providing good leadership for the staff team. However, changes to the management of the centre had impacted on the consistency of care and relationships for children and their families with the various managers. Inspectors found that the implementation of management systems had improved since the appointment of the new manager. However, these systems were in their infancy and progress on persistent issues in the centre was slow. These issues included; provision of supervision, ensuring required documentation was available on all children's files, fire safety and addressing health and safety issues associated with the décor and disrepair of the house. Inspectors found that that service was operating within its statement of purpose and was staffed with a stable and experienced team.

Centre ID OSV – 0004183 (South)

The centre was homely and provided a child-friendly environment. All the children who availed of the service were facilitated to attend school. They were provided with good quality care by an experienced staff team. There had been a change of centre manager since the previous inspection but the new manager and the social care leaders were experienced and provided strong leadership. Each child had an allocated social worker who was closely involved in their care. Children received good quality care and their care plans and placement plans were up to date. The children's goals were reviewed regularly. There were good working relationships between the staff of the centre, other professionals, parents and carers. The service manager and the monitoring officer were kept up-to-date on events or incidents in the centre and the operation of the centre was kept under review. Inspectors found that the temperature of water in the centre was unacceptably high given the young ages of the children for whom the centre catered and requested that the centre manager take immediate action to address this. On the day after inspection the centre provided a written assurance that a plumber had reduced the water temperature to an acceptable level that the temperature had been tested repeatedly to confirm this, and that arrangements were in place to ensure that it remained at this level. There were a number of other improvements required in the following areas: statement of purpose and function; admissions and unplanned endings; records; and the training and supervision of staff.

Centre ID OSV – 0004189 (South)

Effective centre governance had been compromised by the considerable disruption to established management structures since November 2015. Interim measures had been put in place by senior management to manage this disruption. At the time of this inspection, HIQA were informed that there was a review of previous governance arrangements underway. Line managers of the centre informed inspectors that the care of the children at the time of inspection had not been impacted by this. The outcome of this review was not known at the time of writing this report. The staffing compliment was not at full capacity and required review and the deficits in staff training had not yet been sufficiently addressed. Management systems needed improvements as did quality assurance

and risk management. Overall children were appropriately admitted to the centre. They were encouraged to pursue their hobbies and interests and provided with emotional support. Constructive relationships between children and staff promoted positive behaviour. Every child had a social worker and measures were in place to safeguard and protect children but improvements were required in meeting all of the statutory requirements. Children were aware of their rights, treated with respect and consulted about decisions. However, children did not have access to child friendly information on their rights, such as how to make a complaint and how to access their information. The premises required a number of significant improvements and major refurbishment, as it was not well maintained and this had been an identified deficit in the previous inspection. The design and layout of the centre was not adequate to fulfil its stated purpose of accommodating a maximum of five children. The centre had sufficient information regarding the health and educational needs of the children. Staff and social workers ensured that the necessary supports and resources were in place to meet the children's needs in these areas. Medicine management practices required improvement.

Centre ID OSV – 0004172 (Dublin North East)

Overall, the staff team provided good quality care to the young people. Children and young people were safe and their rights were respected. They were encouraged to pursue their hobbies and interests and were provided with emotional support. Children told inspectors that they were happy living in the centre, staff were available for support and guidance and that their families and friends were welcome. Inspectors found that staff emphasized developing relationships with children and had a good understanding of the needs of the children resident in the centre. Children were regularly consulted about their care. The centre operated within a model of care referred to as a therapeutic community, which focused on developing quality relationships and engaging children and young people in collaborative problem solving and community meetings. All of the children had a social worker and measures were in place to safeguard and protect them but improvements were required in meeting all of the statutory requirements. Deficits existed with respect to provision of information to the centre, review of the children's case files and daily logs and not all children had up-to-date care plans or minutes from statutory child in care reviews. The staff team promoted children's attendance and attainment in their educational placements. They encouraged children and young people to attend third level education and or training as appropriate. However, plans to support one child who was not in education required improvement. Young people were well prepared for leaving care and safeguarding issues were managed appropriately. The centre manager was an experienced manager who was well supported by her team and the alternative care manager. Some management systems required improvement to ensure appropriate follow up and implementation of agreed decisions. Some improvements were required with respect to fire safety, provision of supervision and the centre's filing / records system. Specific training needs were identified for the staff team for 2016, but none of this training had been delivered at the time of the inspection and there were considerable gaps in the provision of mandatory training. Medicine management practices required improvement. The décor of the centre required some attention.

Centre ID OSV – 0004177 (Dublin North East)

The purpose of this inspection was to review the actions undertaken as result of a full inspection (ID 742) of the service carried out on 14 to 15 October 2015. At the time of the last inspection, five

standards were met, one standard was exceeded and four standards required improvement. Areas that required improvement included information provided on admission, placement planning, the Health and Safety Statement, medication management, the centre's register, risk assessments and the centre manager's supervision. This inspection found that children continued to receive good quality care in the centre and that their rights were well respected and promoted. Some actions remained outstanding since the last inspection such as placement plans, medication management and management systems.

Centre ID OSV – 0004178 (Dublin North East)

The purpose of this inspection was to review the actions undertaken to address areas identified as requiring improvement during a full inspection (ID 744) of the service carried out on 20 to 21 October 2015. This inspection found that children were safe, they continued to receive good quality care and that their rights were well respected and promoted. At the time of the last inspection, not all children had allocated social workers, safeguarding risks were identified in relation to one child who had disengaged from their placement and the statement of purpose and function did not adequately describe the model of service delivery. The inspector found that these issues had been appropriately addressed. Other deficits which were identified during the previous inspection included the provision of education placements, maintenance of children's medical records and care files, arrangements to guard against the risk of fire and the centre's register. These issues had not been effectively addressed and this inspection identified further deficits in a number of these areas. In addition, management systems in the centre had not been sufficiently developed to address deficits in oversight and monitoring of the content of records or care practices. While there were actions taken to rectify deficits in relation to the children previously resident, systems did not prevent re-occurrence, and learning from previous issues was not evident in all instances.

Centre ID OSV – 00041759 (Dublin Mid Leinster)

In general, children had a good quality of life. There were good relationships and attachments formed between staff and children and children said that they liked the staff team. Children met with friends and family and participated in interests and hobbies similar to their peers. However, children's child in care reviews did not always occur as required by the regulations and not all children had an up-to-date care plan available to them. Children's rights were not always promoted as some children were not in fulltime education. In the absence of full time education, there were no formal plans in place to ensure children reached their academic potential. In addition, complaints made by children were not always responded to in a timely way. Children had raised issues in relation to the maintenance of the house but these issues had not been responded to. The maintenance of the premises was not adequate and a number of issues required prompt repair. Safeguarding practices were not effective to protect children from abuse. Inspectors found that a safety plan in place to protect the children living in the centre was not fully implemented. In addition, the safety plan in place did not consider all risks in order to ensure the plan protected children's safety. This posed a risk to all of the children and inspectors escalated this concern to the Principal Social Worker of the relevant social work department. The Principal Social Worker responded to HIQA with the steps she had taken to address the risk including the immediate convening of a strategy meeting and the development of a revised safety plan. Governance and management arrangements of the centre were not robust. Deputising arrangements in the absence of

the Centre Manager were not always effective. There were a number of management systems in place some of which worked satisfactorily but others, such as risk management and monitoring and oversight required improvement to ensure the quality and effectiveness of the service for children. There was a well established and experienced staff team. The majority of staff were qualified and had up-to-date training. However, some training needs had been identified in order to meet the needs of the current cohort of children, but had not been provided at the time of inspection.

Centre ID OSV – 00041790 (Dublin Mid Leinster)

The centre provided a child-friendly environment. It was located a short distance from the centre of a village and was close to local amenities. The two children had attended school or alternative education during the previous months and had just completed state exams. They were facilitated to maintain good contact with their families and friends. The children received good quality care. Each child had an allocated social worker who visited frequently. Care plans and placement plans were up to date and the children's goals were reviewed regularly. One child had a Guardian ad Litem and an advocate had worked with both children. There was good communication between the staff of the centre, other professionals and parents/carers, where appropriate. The interim service manager and the monitoring officer were informed of any incidents in the centre and senior managers had oversight of the operation of the centre. There were a number of improvements required in the following areas: statement of purpose and function; children's rights; maintenance issues; medical history and records and medicines management; audits of practice, risk management; administrative files; policies and procedures; and staffing issues, including staff files, staff meetings, supervision and training.

Centre ID OSV – 00041769 (Dublin Mid Leinster)

Inspectors found that good quality care was provided to the young people in a homely and relaxed environment. Young people were happy with their placements and had good relationships with the staff team. They told inspectors the staff team was great and were always supportive and helped them to learn life skills. Young people's rights were promoted and respected and young people were included in decision-making about their care and the running of the centre. They were encouraged to make good life choices and supported in doing so. The young people were attending educational establishments and were supported in planning for their future. Their health needs were assessed and met. Child protection concerns were appropriately reported and recorded but the responses from the social work departments were not always timely. The centre was well managed and the staff team were experienced and committed to the young people reaching their potential. They interacted respectfully with the young people and modelled adult communication and mature reflection with the young people. There was good external managerial oversight of the centre. However, the application of the risk management procedures required improvement and monitoring was not in line with the standards and regulations. Recording of complaints required improvement and some parts of the centre required updating.

