

CITY OF WOLVERHAMPTON COUNCIL

APPENDIX TWO

Children's Services Improvement Plan Performance Report Quarter 1 2017-18

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Overview:

This performance report has been produced to support the Children & Young People Service Improvement Plan 2017/18 and to demonstrate progress against the key areas outlined in the plan.

Where there are nationally or externally set targets, these have been included in the report. For the remaining indicators, targets will be set at the next review of the improvement plan where appropriate.

Where indicators are highlighted in yellow, figures are provisional as the methodologies needs to be confirmed.

Indicators included in this report are taken from the children's services performance framework which is currently under review. As part of that review it will be ensured that all indicators required to evidence the improvement plan are included.

Quality & Effectiveness of Practice

Quality and effectiveness of practice is monitored via a series of quarterly audits and regular monthly dip samples. The findings from these audits and dip samples are written up and presented to the Children and Young People Management Team.

As part of the performance framework review, work is being undertaken to enable the qualitative assessment of performance ascertained by the audits to be combined with quantitative performance data to ensure that a fully rounded assessment of children's services performance can be produced.

Workforce								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Percentage of agency staff	WM – 17.6% Eng – 16.1%	13.3%	18.9%					↑
Vacancy Rate	WM – 17.6% Eng – 16.7%	16.3%	22.4%					↑
Staff turnover	WM – 15.4% Eng – 15.1%	15.8%	17.5%					↑
Absence Rate	WM – 4.0% Eng – 3.5%	2.7%	6.0%					↑
Average caseloads	WM – 13.6 Eng – 16.1	15.2	21.0					↑
Number and % of the workforce trained in Restorative Practice	Local Indicator	Data relating to the number of people attending training is in the process of being acquired from Workforce Development and should be available in this report from next quarter						
Number and % of Early Intervention and Social Workers attended Child and Family Training in 2017/18	Local Indicator							
Number and % of Social Workers completing domestic violence training	Local Indicator							

Analysis

The format and way that workforce data is presented has been updated and the new format was approved by the performance group on 25th July. This is now being further developed so that individual services have access to the information in the same way. This will enable more robust commentary on progress to be produced and support the monitoring of action plans.

A dashboard to support and evidence the progress of Restorative Practice and evidence improved outcomes is in development and will be in place by September. All indicators have been agreed and data is being gathered.

The percentage of agency staff has increased since September; this is largely due to the implementation of new teams that have been established such as the assessment team in the MASH where agency staff have been used to fill positions or backfill positions in the area teams while permanent recruitment is established. Not all agency staff are covering vacancies – some are also covering sickness, maternity and secondments.

Early Help								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Rate per 10,000 0-17 population (and number) of Early Help Assessments open in the year	Local Indicator	574 (3115)	Not yet available					
Number of Early Help Assessments held by partner agencies	Local Indicator	Not yet available	Not yet available					
The percentage of families with an improved outcome following early help intervention (Outcome Star)	Local Indicator	68%	Not yet available					
Number of children taking up Terrific for Two's funding	Local Indicator	Aut - 1123 Spr - 1161 Sum – 1285 (2015/16)	Not yet available					
Proportion of cases stepped up and down to/from social care	Local Indicator	Not yet available	Not yet available					
Number of families who have been identified and with whom work has commenced as part of the second phase of the Troubled Families Programme	To be confirmed	952	Not yet available				952	
The percentage of families 'turned around' as a result of a Families in Focus intervention	To be confirmed	17% - 164	Not yet available				20% - 190 (Sep 17) 40% - 380 (March 18) 385	

Analysis

Early Help data is now kept on Eclipse. Training on producing reports from Eclipse is taking place on 2nd August, so more up to date information should be available in the weeks following the training.

Specialist Support Service								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Number of families and children worked with by Intensive Family Support Team	Local Indicator	246 Children	42 Children 20 Families					
Outcome for children receiving Intensive Family Support (Positive Outcomes include; CSE/Missing, Abuse & Neglect, Risk and Incidents Reduced. Behaviour, Parenting Skills, Mental Health and Home Conditions Improved. Independent Living Success, Parenting Assessment Complete and Rehab Successful. Neutral Outcomes include; Moved out of area, No longer required and Referral Not Accepted. Negative Outcomes include; Became LAC, No Change, Rehab unsuccessful and Family did not engage.)	Local Indicator	44.5%+tive 24.8% neut 30.7% -tive Of 238 outcomes in the period	50.0%+tive 7.1% neut 42.9% -tive Of 14 outcomes in the period					↑
Number of children accessing services ad short breaks at Upper Pendeford Farm and average occupancy	Local Indicator	200 Breaks 80 Children (Nov – Apr) Ave Occupancy – 42%	169 Breaks 58 Children Ave Occupancy – 68%					↑
Outcomes for children accessing services ad short breaks at Upper Pendeford Farm (a) Became LAC, b) Did not become LAC, c) Prevented placement breakdown)	Local Indicator	a) 5 b) 49 c) 2 of 56 outcomes	a) 0 b) 5 c) 1 of 6 outcomes					↓
Number of missing return interviews and timeliness of interviews - a) Missing Incidents b) Interviews conducted, c) Interviews conducted within 72 hours	Local Indicator	a) 405 b) 337-83% c) 229-68%	a) 104 b) 94-90% c) 57-61%					Interviews ↑ in 72 hours ↓
Number who are home educated who have been visited and assessed	Local Indicator	259 children EHE	226 children EHE 29 refused visit 2 of which have not engaged					

Specialist Support Service								
Indicators	Comparators	2016/17	2017-18			Target	Direction	
Number of exclusions in Wolverhampton schools and of Wolverhampton children in out of city schools	Local Indicator	91 in city 12 x city (2015-16 academic yr)	118 in city 7 x city (2016-17 academic yr)					↑
Alternative provision provided for children excluded from school – average number of days to arrange provision and % in alternative provision by 6 th day	Local Indicator	8 Ave days 80% by 6 th Day	8 Ave days 48% by 6 th Day					↓
Number of young people identified as being at significant or serious risk of CSE (a) At risk b) Significant risk c) Serious risk	Local Indicator	41 CSE a) 29 b) 10 c) 2 (March 17)	52 CSE a) 36 b) 15 c) 1 (June 17)					↑
Outcome from MASE meetings and reduction in risks associated with individual young people – data is accumulative throughout the year (a) Risk Increased b) Risk Decreased c) No Risk Identified	Local Indicator	a) 5 b) 11 c) 1 (March 17)	a) 6 b) 19 c) 1 (June 17)					↑
Number prosecuted for non-school attendance and the outcomes a) UA1 legal meetings held b) Penalty Notices Issues c) Cases progressed to court	Local Indicator	a) 327 b) 645 c) 115 (56% guilty 44% w/drawn) (2015-16 academic yr)	a) 332 b) 385 c) 90 (46% guilty 13% w/drawn) (2016-17 academic yr)					↑

Analysis

The re-referral rate of children referred to intensive family support remains low with only seven children being re-referred this financial year. The vast majority of referrals are for parental capacity issues and most require daily or twice daily visits including joint working due to risks. Delivering PAMS impacted upon capacity due to time that had to be allocated to these assessments.

The majority of referrals to Upper Pendeford Farm are edge of care however since April the remit of UPF has broadened to accommodate those in foster care to prevent placement breakdown. In June, Ofsted approved UPF to provide respite for connected placements and LAC living at home. This will increase referral intake in future months. We are continuing to receive more referrals pertaining to the broaden remit.

Specialist Support Service

Indicators	Comparators	2016/17	2017-18	Target	Direction
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The EHE co-ordinator has contacted every EHE family. There are 29 families refusing a visit from EHE co-ordinator, however 27 of those have sent examples of work/reports or engaged in telephone conversations. The EHE officer has followed the unsatisfactory process for those 2 that refused contact and haven't engaged and school attendance orders are being prepared.

The number of **permanent exclusions** continues to increase. Most children are placed in **alternative provision** and the average number of days taken to arrange alternative provision is eight. Exclusion Prevention Meetings (EPM) continue to be promoted to all schools and there have been 95 meetings to date. Where schools are calling EPM at the right time there have been a significant reduction in Permanent exclusions. A group has been set up to investigate contributory factors around permanent exclusions.

As more positive support for CSE e.g. empower programme, UPF outreach, therapeutic support, is put in place along with disruption tactics such as harbouring notices, training delivered to hotels, taxi drivers and police presence in hot spots, risk is reducing. There is a rise in referrals into MASE following strategy meetings and intelligence gathering by services and partners and discussions at SEMT.

Children in Need/Child Protection								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Number of unallocated cases in area teams and LAC teams (at a point in time) – <i>excludes the MASH assessment team.</i>	Local Indicator	35	6					↓
Number of enquiries (over 12 months) and in quarter	Local Indicator	5558 enquiries	5639 – r12 1448 – q1					↑
Final RAG rating of MASH enquiries (over 12 months)	Local Indicator	Red 16% Amber 45% Green 39%	Red 17% Amber 46% Green 37%					
Outcome of MASH enquiries (over 12 months) a) Referred to Social Care b) Referred to Early help c) No Further Action d) Other	Local Indicator	a) 50.0% b) 36.4% c) 11.4% d) 2.3%	a) 49.6% b) 36.0% c) 13.1% d) 1.3%					
Number of repeat enquiries	Local Indicator	Not Yet Available	Not Yet Available					
Percentage of MASH cases RAG within required timescales.	Local Indicator	47.9%	44.8%					↓
Number of social care referrals	Local Indicator	Not Yet Available	Not Yet Available					
Children in Need seen within 5 working days of the referral	Local Indicator	New Indicator	48% (90% where recorded)					
Number of Section 47 and conversion to Initial Child Protection Conference	Local Indicator	24.3% (Provis)	33.1%					↑
Proportion of disabled children that are the subject of CiN, CP or who are LAC	Local Indicator	Not Yet Available	Not Yet Available					
Number of short breaks	Local Indicator	Not Yet Available	Not Yet Available					

Analysis

The number of unallocated cases in the area teams and looked after children teams has fallen considerably since the end of the year. This figure does not include unallocated cases in the MASH. The number of enquiries being received in the MASH is continuing to rise with around 50% being referred onto social care for strategy discussion or further assessment. The low conversion rates of section 47 enquiries to initial child protection conferences is currently being investigated.

Looked After Children								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Rate (and number) of looked after children per 10,000 population	Wolves – 112 (653) WM – 73.0 SN – 82.8 Eng – 60.0 (2015-16)	112 (643)	111 (638)					↓
% of LAC with up to date visits	Local Indicator	90%	90%					→
Proportion of LAC reviews on time	Local Indicator	82%	81%					→
Placement stability (fewer than 3 placements in the last two years)	Local Indicator	78%	79%					→
Number and proportion of in-house foster placements	Local Indicator	30% (188)	29% (182)					→
Number and proportion of children placed with parents who have a care order	Local Indicator	Not Yet Available	Not Yet Available					
Number of privately fostered children known to the Council	Local Indicator	4	4					→
Percentage of LAC with an up to date PEP	Local Indicator	95%	90%					↓
Percentage of LAC with up to date health checks	Local Indicator	82%	89%					↑

Analysis

LAC indicators are generally stable. The reduction in LAC numbers has stabilised with numbers fluctuating between 625 and 640 during quarter 1.

There has been a slight drop in the percentage of LAC with up to date PEPs however, performance remains high. It is expected that performance will drop in quarter two due to the school holidays.

Performance in relation to health checks continues to improve.

Inclusion Support								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Number of children who have an Education, Health and Care Plan	Local Indicator	Not Yet Available	Not Yet Available					
Number of exclusions in Wolverhampton schools and of Wolverhampton children in out of city schools	Local Indicator	91 in city 12 x city (2015-16 academic yr)	118 in city 7 x city (2016-17 academic yr)					↑
Take-up of Inclusion Support Training offer	Local Indicator	Not Yet Available	Not Yet Available					

Analysis

An SEND performance framework is currently being developed (including significant data quality work) and data related to EHCP should be available more reliably from September onwards.

HeadStart								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
% change in young people wellbeing self-report scores	Local Indicator							
% engaging with online self-help resources	Local Indicator							
Number of decommissioned services in subsequent years	Local Indicator							
Number of young people in HeadStart targeted provision	Local Indicator							
Number of young people accessing tier 3	Local Indicator							
Analysis								
HeadStart data will start to become available from December. The outcomes framework has been provisionally signed off by the HeadStart Board and the recruitment of a dedicated data analyst and data officer to support the programme is in progress.								

Adoption								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
A1 – Average time between a child entering care and moving in with adoptive family	Wolves - 672 Eng – 558 (2013-16)	574 days (provis – in year)	603 days (in year)				426 days	↓
A10 – As per A1 but where the child is adopted by their foster carer, time between entering care and moving in with the foster carer	Wolves - 508 Eng – 462 (2013-16)	483 days (provis – in year)	445 days (in year)				426 days	↓
A2 – Average time between receiving a placement order and a match to an adoptive family being decided	Wolves - 242 Eng – 226 (2013-16)	291 days (provis – in year)	199 days (in year)				121 days	↓
A3 - % of children who wait less than 16 months between entering care and moving in with their adoptive family	Wolves - 242 Eng – 558 (2013-16)	66% (provis – in year)	70% (in year)					↑
Number of children waiting to be adopted (includes children with an adoption decision and those with a placement order not yet placed)	Wolves – 55 WM - 44 Eng (ave) – 33 (June 2016)	56	To be confirmed					→
Number of potential adoptive families currently being assessed	Wolves – 20 WM - 16 Eng (ave) – 11 (June 2016)	To be confirmed	To be confirmed					
Number of approved adoptive families waiting for a match	Wolves – 10 WM - 19 Eng (ave) – 15 (June 2016)	2	To be confirmed					
Number of children who are subject of a Special Guardianship Order	Local Indicator	To be confirmed	To be confirmed					
Number of children who become subject of a Special Guardianship Order	Local Indicator	18	1 (not LAC)					
Analysis								
Adoption performance continues to improve in general. Several children have been adopted by foster carers which has an impact on the A1 indicator, however, when this is considered (A10), performance is improving – despite this, the number of days between children entering care and being adopted remain higher than target.								

Care Leavers								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Proportion of care leavers with a pathway plan	Local Indicator	Not yet available	Not yet available					
Quality of pathway plans	Local Indicator	This is a qualitative indicator – narrative will be provided via the audit process						
Proportion of care leavers that are in Education, Employment or Training	Wolves – 41.0% WM – 47.0% SN – 44.4% Eng – 49.0% (2015-16)	60.0% (Provis)	61.0% (Provis)					➔
Proportion of care leavers in suitable accommodation	Wolves – 77.0% WM – 80.0% SN – 78.3% Eng – 83.0% (2015-16)	Not yet available	90.4%					
Proportion of care leavers who are 'staying put'	Wolves – 31.0% WM – 25.0% SN – 22.9% Eng – 23.0% (2015-16)	Not yet available	Not yet available					
Analysis								
There have been some technical issues with the care leavers reports recently which mean that some key indicators are not available. It is anticipated that these will be resolved by the end of September.								

Youth Offending								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Number of first time entrants	To be confirmed	2015-16 140 2016-17 126	Not yet available					
Re-offending rate of young offenders	The re-offending toolkit which will provide data on the re-offending rate is in development. Data should be available by the end of the year.							
Engagement of YOT young people in Education, Training and Employment	To be confirmed	2015-16 59% 2016-17 57%	Not yet available					
Analysis								
Quarter 1 data is not yet available as it comes from the YJB return which is due to be submitted on Monday 31 July 2017. Data will be available shortly afterwards when analysis has been completed.								
A performance workshop was held with YOT Managers on 26/07/2017 and a performance framework agreed which will be updated monthly. This is in development and will be in place from October 2017. As part of this work it was agreed that the re-offending toolkit would also be developed.								

Safeguarding								
Indicators	Comparators	2016/17 Out-turn	2017-18				Target	Direction of Travel
			Q1	Q2	Q3	Q4		
Number of victims of domestic violence where children are associated with the household	Local Indicator	The source and exact definitions for these indicators need to be identified						
Number of victims of female genital mutilation	Local Indicator							
Number of victims of honour based violence	Local Indicator							
IRO/CP Conference Chairs role in improving social work practice	Local Indicator	This is a qualitative indicator – a precise way of determining this and an appropriate narrative will need to be developed.						
Engagement of parents in LAC reviews	Local Indicator	This indicator is not currently measured locally and will need to be developed						
Initial child protection conferences held within 15 working days of the section 47 start date	Wolves – 93.2% WM – 76.5% SN – 76.5% Eng – 76.7% (2015-16)	79.3% (Provis)	78.6%					➔
% Of child protection conferences that should have been reviewed that were	Wolves – 95.4 % WM – 91.8% SN – 93.3% Eng – 93.7% (2015-16)	This indicator is not currently measured locally and will need to be developed						

Analysis

The proportion of initial child protection conferences that were held within 15 days has fallen between 2015-16 and 2016-17 – however, performance remains above that of comparators.

The sources of data for the remaining indicators are being identified and a performance report to ensure that these are monitored each month is in development and will be in place by the end of September.