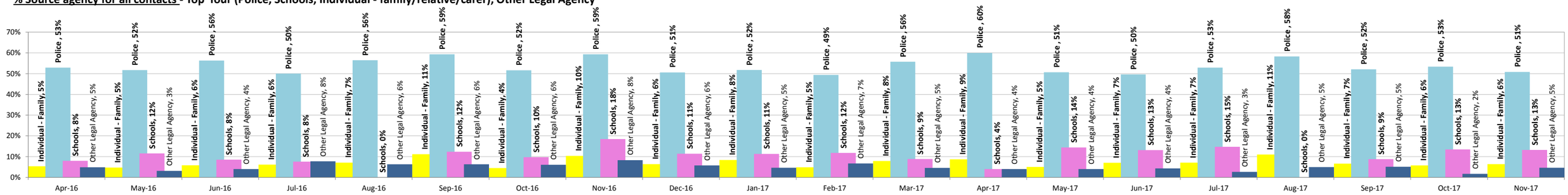
MASH Performance Report 2017-18

Contacts / Referrals	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Total number of contacts	6,313		450		578		671		681		463		547		662		645		4,697	
Source agency:																				
Acquaintance (including friends, neighbours and child minders)	45	1%	0	0%	4	1%	1	0%	3	0%	3	1%	1	0%	2	0%	1	0%	15	0%
Anonymous	150	2%	4	1%	9	2%	20	3%	13	2%	3	1%	1	0%	17	3%	18	3%	85	2%
Education Services	69	1%	2	0%	2	0%	2	0%	2	0%	1	0%	2	0%	9	1%	6	1%	26	1%
External LA Service (e.g. from another LAs Adult Social Care)	173	3%	20	4%	25	4%	14	2%	19	3%	20	4%	26	5%	24	4%	14	2%	162	3%
Health services - A and E (Emergency Department)	182	3%	7	2%	10	2%	17	3%	17	2%	13	3%	14	3%	17	3%	25	4%	120	3%
Health services - GP	79	1%	5	1%	7	1%	2	0%	0	0%	0	0%	1	0%	4	1%	10	2%	29	1%
Health services - Health Visitor	119	2%	14	3%	13	2%	17	3%	14	2%	16	3%	9	2%	6	1%	7	1%	96	2%
Health services - Other Health Services (e.g. hospice)	118	2%	6	1%	14	2%	18	3%	16	2%	15	3%	15	3%	18	3%	19	3%	121	3%
Health services - Other primary health services	222	4%	20	4%	11	2%	23	3%	18	3%	10	2%	23	4%	22	3%	18	3%	145	3%
Health services - School Nurse	3	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Housing or housing association	63	1%	0	0%	9	2%	5	1%	3	0%	5	1%	4	1%	0	0%	0	0%	26	1%
Individual - Family member / relative / carer	419	7%	39	9%	29	5%	47	7%	48	7%	51	11%	36	7%	38	6%	41	6%	329	7%
Individual - Other Individual (including strangers, MPs)	32	1%	9	2%	0	0%	0	0%	1	0%	0	0%	0	0%	5	1%	5	1%	20	0%
Individual - Self	26	0%	1	0%	0	0%	2	0%	1	0%	0	0%	12	2%	0	0%	3	0%	19	0%
LA services - Other Internal LA Service - department other than Social Care in LA (e.g. Youth Offending, excluding Housing)	154	2%	8	2%	25	4%	30	4%	17	2%	14	3%	14	3%	4	1%	16	2%	128	3%
LA services - Social care (e.g. Adult Social Care)	82	1%	3	1%	9	2%	4	1%	11	2%	3	1%	2	0%	10	2%	14	2%	56	1%
Other (including Children's Centre, Independent Agency Providers, Voluntary Organisations)	170	3%	6	1%	12	2%	18	3%	19	3%	16	3%	26	5%	32	5%	5	1%	134	3%
Other Legal Agency (including Courts, Probation, Immigration, CAFCASS, Prison)	341	5%	18	4%	23	4%	29	4%	18	3%	23	5%	28	5%	11	2%	30	5%	180	4%
Police	3,260	52%	270	60%	293	51%	333	50%	360	53%	270	58%	285	52%	353	53%	328	51%	2492	53%
Schools	601	10%	18	4%	83	14%	88	13%	100	15%	0	0%	48	9%	89	13%	85	13%	511	11%
Unknown	5	0%	0	0%	0	0%	1	0%	1	0%	0	0%	0	0%	1	0%	0	0%	3	0%

% Source agency for all contacts - Top four (Police, Schools, Individual - family/relative/carer), Other Legal Agency



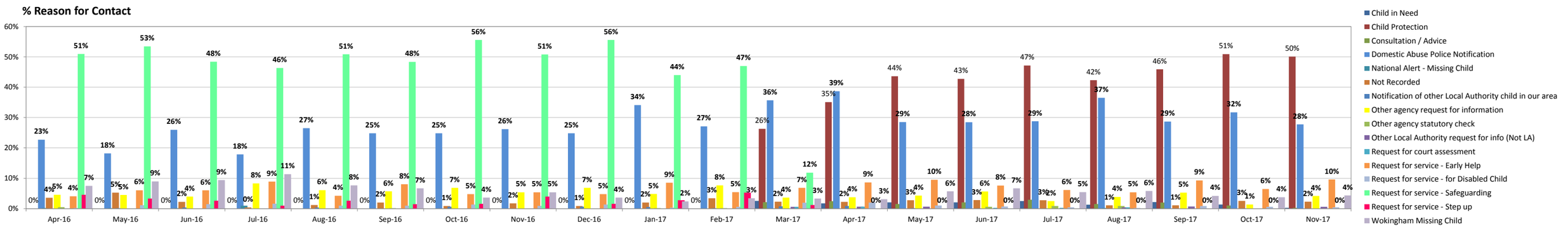
The number of contacts received by Wokingham Borough Council Children's Services have increased in October and November 2017 following a decline in August and September.
The number of contacts received in October and November 2017 are also 14% higher than this period in the previous year. This is an increase of 162 contacts for those two months.

The number of contacts received overall for April to November 2017 is now 32% higher than April to November 2016.

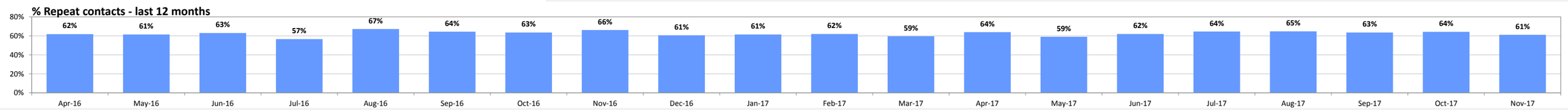
Even though the overall number has increased, the proportion received by each source agency has not shown much of a shift.
None are more than 1 percentage point different from the previous year.

The top three source types remain as Police, Schools and Individual - Family/relative/carer.

Reason for contact	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Child in Need	17	0%	8	2%	12	2%	14	2%	17	2%	6	1%	12	2%	9	1%	2	0%	80	2%
Child Protection	173	3%	158	35%	252	44%	287	43%	321	47%	196	42%	251	46%	337	51%	323	50%	2,125	52%
Consultation / Advice	14	0%	11	2%	9	2%	14	2%	20	3%	7	2%	11	2%	7	1%	2	0%	81	2%
Domestic Abuse Police Notification	1,658	26%	174	39%	165	29%	191	28%	196	29%	169	37%	157	29%	210	32%	179	28%	1,441	36%
National Alert - Missing Child	9	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%
Not Recorded	140	2%	10	2%	16	3%	19	3%	19	3%	5	1%	6	1%	17	3%	15	2%	107	3%
Notification of other Local Authority child in our area	18	0%	4	1%	1	0%	1	0%	1	0%	0	0%	0	0%	1	0%	0	0%	8	0%
Other agency request for information	338	5%	17	4%	25	4%	38	6%	17	2%	18	4%	29	5%	9	1%	27	4%	180	4%
Other agency statutory check	5	0%	0	0%	0	0%	4	1%	6	1%	4	1%	0	0%	0	0%	0	0%	14	0%
Other Local Authority request for info (Not LA)	4	0%	3	1%	4	1%	0	0%	0	0%	2	0%	4	1%	0	0%	4	1%	17	0%
Request for court assessment	4	0%	3	1%	0	0%	2	0%	2	0%	2	0%	0	0%	0	0%	0	0%	9	0%
Request for service - Early Help	396	6%	39	9%	55	10%	51	8%	42	6%	25	5%	51	9%	43	6%	62	10%	368	9%
Request for service - for Disabled Child	75	1%	9	2%	6	1%	5	1%	3	0%	1	0%	5	1%	4	1%	3	0%	36	1%
Request for service - Safeguarding	2,881	46%	No longer available as options																	
Request for service - Step up	171	3%																		
Wokingham Missing Child	396	6%	14	3%	33	6%	45	7%	37	5%	27	6%	23	4%	25	4%	28	4%	232	6%



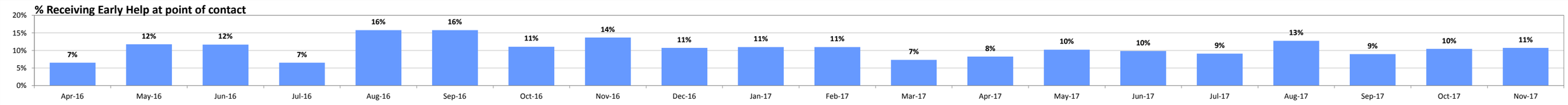
Re-contacts in last 12 months	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
	3,935	62%	287	64%	341	59%	416	62%	439	64%	300	65%	347	63%	425	64%	394	61%	2,949	63%



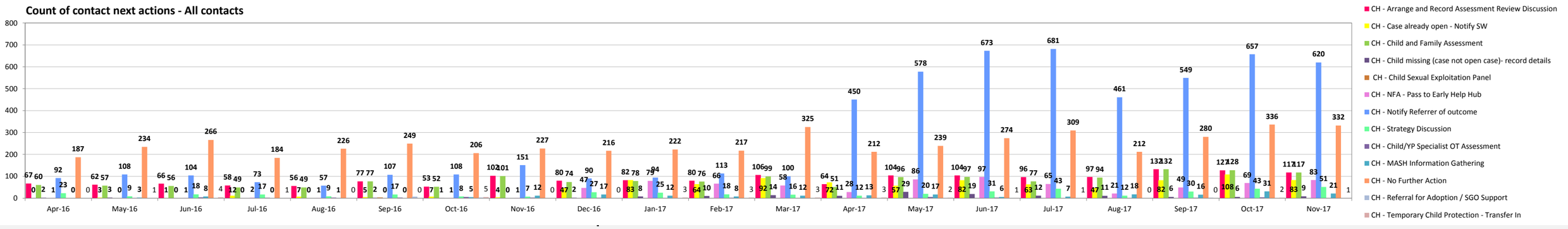
The 'reason for contact' options on the contact/referral form changed in late 2016-17 which means not all options can be compared with 2017-18.
Domestic Abuse notification was available as an option in both years. It remains as the second highest reason for contact and has increased by 10 percentage points compared to 2016-17.
The main reason for contact in 2017-18 is Child Protection.
Requests for Early Help have increased by 3 percentage points compared to 2016-17.

Repeat contacts in the last 12 months are consistently above around low to mid 60%.

Currently receiving Early Help?	Year to date		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
	704	11%	37	8%	59	10%	66	10%	62	9%	59	13%	49	9%	69	10%	69	11%	470	10%



Next action of all contacts: (%s not included for the breakdown because multiple outcomes could be assigned for one contact)	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Year to date 2017-18
CH - Arrange and Record Assessment Review Discussion	889	64	104	104	96	97	132	127	117	841
CH - Case already open - Notify SW	325	72	57	82	63	47	82	108	83	594
CH - Child and Family Assessment	828	51	96	97	77	94	132	128	117	792
CH - Child missing (case not open case)- record details	42	11	29	19	12	11	6	6	9	103
CH - Child Sexual Exploitation Panel	3	0	0	0	0	0	0	0	0	0
CH - NFA - Pass to Early Help Hub	257	28	86	97	65	21	49	69	83	498
CH - Notify Referrer of outcome	1,197	450	578	673	681	461	549	657	620	4,669
CH - Strategy Discussion	194	12	20	31	43	12	30	43	51	242
CH - Child/YP Specialist OT Assessment	28	1	6	3	0	1	2	4	1	18
CH - MASH Information Gathering	78	13	17	6	7	18	16	31	21	129
CH - Case Closure	2,759	212	239	274	309	212	280	336	332	2,194
CH - Referral for Adoption / SGO Support	11	0	1	0	0	0	2	0	0	3
CH - Temporary Child Protection - Transfer In	20	3	2	1	1	0	0	2	1	10



More contacts result in a case closure rather than the decision to carry out a child and family assessment.

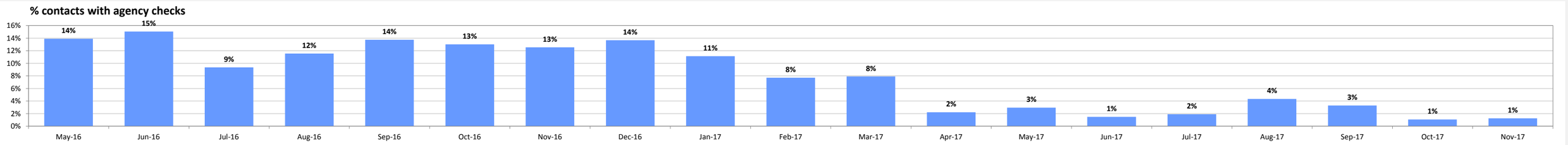
With the number of contacts received increasing, there is also an increase in the number that result in a Child and Family Assessment.
The number of contacts resulting in a Child and Family Assessment have increased by 58% (291) for April to November 2017 compared to the same period in 2016.

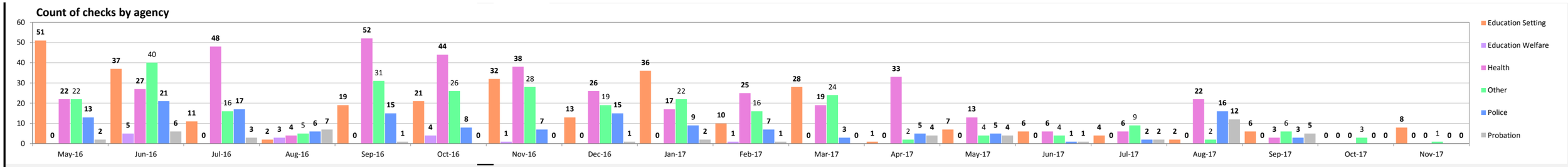
The average number of assessments initiated per month for 2016-17 was 69 and so far for 2017-18 the average per month is 99.

Linked with the rise in assessments, there has also been an increase in the number of Strategy Discussions taking place. 194 contacts resulted in a Strategy Discussion for 2016-17 and so far for 8 months of 2017-18, this has increased to 242.

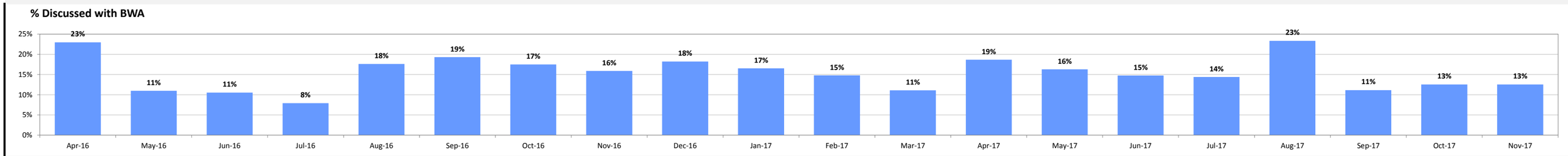
Contacts with a next action of 'MASH information gathering' are continuing to rise.
129 contacts have gone through MASH so far in 2017-18. This compares to 78 for the whole of 2016-17.

Multi-Agency Safeguarding Hub (MASH)	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Contacts where agency checks have taken place (%s not included for the breakdown because multiple agency checks could take place for one contact)	692	11%	10	2%	17	3%	10	1%	13	2%	20	4%	18	3%	7	1%	8	1%	103	2%
Berkshire Woman's Aid	6		2		0		0		0		11		6		4		0		23	
Education Setting	260		1		7		6		4		2		6		0		8		34	
Education Welfare	14		0		0		0		0		0		0		0		0		0	
Health	322		33		13		6		6		22		3		0		0		83	
Other	249		2		4		4		9		2		6		3		1		31	
Police	121		5		5		1		2		16		3		0		0		32	
Probation	23		4		4		1		2		12		5		0		0		28	





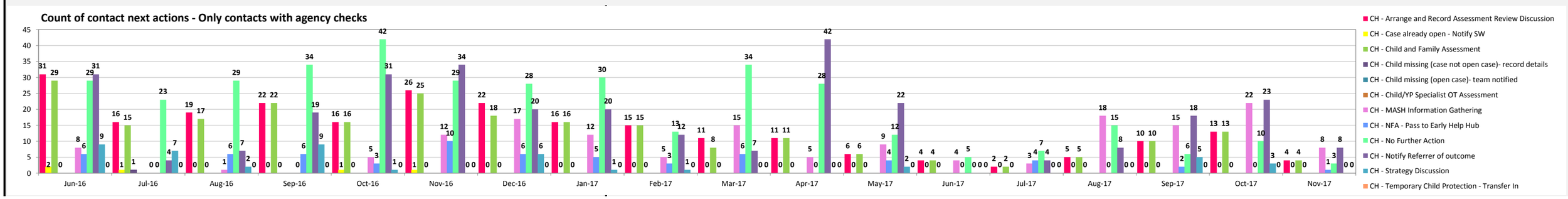
	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Discussed with DA Risk Assessor (BWA)	953	15%	84	19%	94	16%	99	15%	98	14%	108	23%	61	11%	83	13%	81	13%	708	15%



More contacts going to MASH are resulting in fewer contacts being recorded with agency checks taking place.

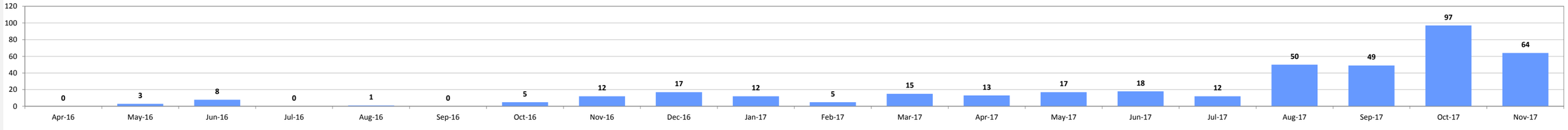
There are a lot more Domestic Abuse Notifications being received in 2017-18, however, proportionally there have been fewer agency checks and MASH requests with BWA over the last two months.

Next actions of contacts where agency checks have taken place: (%s not included for the breakdown because multiple agency checks could take place for one contact)	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Year to date 2017-18
CH - Arrange and Record Assessment Review Discussion	209	11	6	4	2	5	10	13	4	55
CH - Case already open - Notify SW	5	0	0	0	0	0	0	0	0	0
CH - Child and Family Assessment	199	11	6	4	2	5	10	13	4	55
CH - Child missing (case not open case)- record details	1	0	0	0	0	0	0	0	0	0
CH - Child missing (open case)- team notified	0	0	0	0	0	0	0	0	0	0
CH - Child/YP Specialist OT Assessment	0	0	0	0	0	0	0	0	0	0
CH - MASH Information Gathering	78	5	9	4	3	18	15	22	8	84
CH - NFA - Pass to Early Help Hub	59	0	4	0	4	0	2	0	1	11
CH - Case Closure	322	28	12	5	7	15	6	10	3	86
CH - Notify Referrer of outcome	189	42	22	0	4	8	18	23	8	125
CH - Strategy Discussion	36	0	2	0	0	0	5	3	0	10
CH - Temporary Child Protection - Transfer In	0	0	0	0	0	0	0	0	0	0



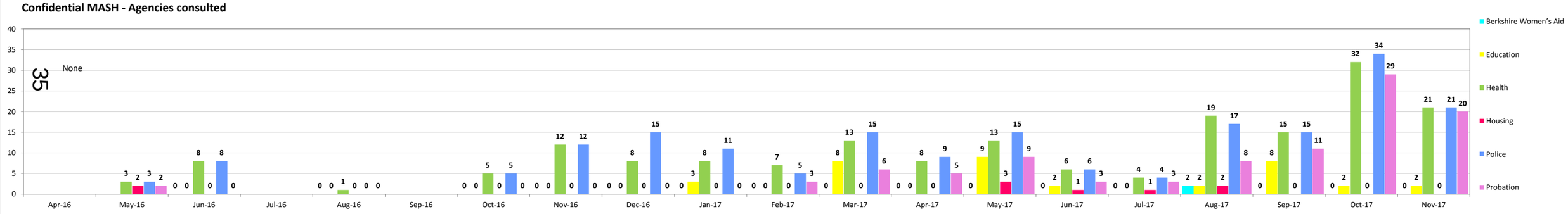
Confidential Multi-Agency Safeguarding Hub (MASH)	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Year to date 2017-18
Number of MASH information gathering requests	78	13	17	18	12	50	49	97	64	320

Count of Confidential MASH requests



Agencies consulted for confidential MASH requests:	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Year to date 2017-18
Berkshire Women's Aid	0	0	0	0	0	2	0	0	0	2
Education	11	0	9	2	0	2	8	2	2	25
Health	65	8	13	6	4	19	15	32	21	118
Housing	2	0	3	1	1	2	0	0	0	7
Police	74	9	15	6	4	17	15	34	21	121
Probation	11	5	9	3	3	8	11	29	20	88

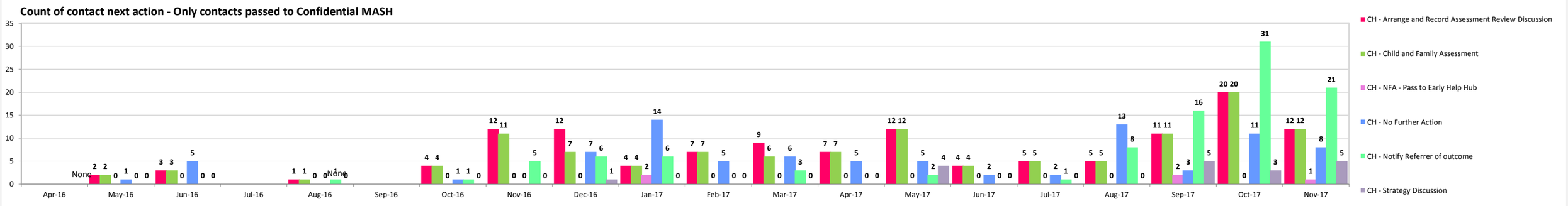
Confidential MASH - Agencies consulted



	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Repeat requests to confidential MASH (12 months)	1	1%	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%	5	5%	0	0%	6	2%

Initial RAG rating for confidential MASH (% of breakdown are out of the number passed to MASH, not the total number of contacts)	2016-17		Apr-17		May-17		Jun-17		Jul-17		Aug-17		Sep-17		Oct-17		Nov-17		Year to date 2017-18	
Green - 72 hours	3	4%	1	8%	0	0%	0	0%	0	0%	0	0%	6	12%	0	0%	0	0%	7	2%
Amber - 24 hours	62	79%	8	62%	13	76%	18	100%	11	92%	44	88%	21	43%	72	74%	43	67%	230	72%
Red - 4 hours	5	6%	0	0%	2	12%	0	0%	0	0%	6	12%	22	45%	25	26%	6	9%	61	19%
Not recorded	8	10%	4	31%	2	12%	0	0%	1	8%	0	0%	0	0%	0	0%	15	23%	22	7%
Confidential MASH enquiries completed <u>within timescales</u>:																				
Berkshire Women's Aid	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	0%	NA	NA	NA	NA	NA	NA	0	0%
Red - 4 hours	NA		NA		NA		NA		NA		0		NA		NA		NA		NA	
Amber - 24 hours	NA		NA		NA		NA		NA		0		NA		NA		NA		NA	
Not recorded	NA		NA		NA		NA		NA		0		NA		NA		NA		0	
Education	5	45%	NA	NA	7	78%	1	50%	NA	NA	0	0%	0	0%	0	0%	0	0%	8	32%
Red - 4 hours	NA		NA		NA		NA		NA		NA		0		NA		NA		NA	
Amber - 24 hours	3		NA		2		1		NA		0		NA		0		0		3	
Not recorded	NA		NA		5		NA		NA		NA		NA		NA		NA		5	
Health	60	92%	NA	NA	NA	NA	6	100%	2	50%	14	74%	15	100%	32	100%	19	90%	69	NA
Red - 4 hours	5		NA		NA		NA		NA		2		6		8		2		16	
Amber - 24 hours	49		NA		NA		6		2		12		7		24		12		51	
Green - 72 hours	4		NA		NA		NA		NA		NA		2		NA		NA		2	
Not recorded	2		NA		NA		NA		NA		NA		NA		NA		5		NA	
Housing	1	50%	NA	NA	3	100%	0	0%	0	0%	0	0%	NA	NA	NA	NA	NA	NA	3	43%
Red - 4 hours	0		NA		NA		NA		NA		NA		NA		NA		NA		NA	
Amber - 24 hours	1		NA		NA		0		NA		0		NA		NA		NA		NA	
Not recorded	2		NA		3		NA		1		NA		NA		NA		NA		4	
Police	64	86%	9	100%	15	100%	4	67%	3	75%	17	100%	15	100%	30	88%	20	95%	89	74%
Red - 4 hours	5		NA		2		NA		NA		2		6		8		2		18	
Amber - 24 hours	56		NA		2		4		3		15		7		22		13		53	
Green - 72 hours	NA		NA		NA		NA		NA		NA		2		NA		NA		2	
Not recorded	3		9		11		NA		NA		NA		NA		NA		5		20	
Probation	10	91%	5	100%	9	100%	3	100%	2	67%	6	75%	7	64%	29	100%	20	100%	61	69%
Red - 4 hours	0		NA		NA		NA		NA		0		1		7		2		8	
Amber - 24 hours	10		NA		2		3		2		6		6		22		13		41	
Green - 72 hours	NA		1		NA		NA		NA		NA		0		NA		NA		1	
Not recorded	NA		4		7		NA		NA		NA		NA		NA		5		11	

Next actions of contacts passed to confidential MASH: (%s not included for the breakdown because multiple agency checks could take place for one contact)	2016-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Year to date 2017-18
CH - Arrange and Record Assessment Review Discussion	54	7	12	4	5	5	11	20	12	76
CH - Child and Family Assessment	45	7	12	4	5	5	11	20	12	76
CH - NFA - Pass to Early Help Hub	2	0	0	0	0	0	2	0	1	3
CH - Case Closure	39	5	5	2	2	13	3	11	8	49
CH - Notify Referrer of outcome	22	0	2	0	1	8	16	31	21	79
CH - Strategy Discussion	1	0	4	0	0	0	5	3	5	17



Of the 21 contacts that went to MASH in November, 64 MASH requests were made. These were mainly with Health, Police and Probation.
The highest number of MASH requests in 2017-18 were to the Police. This was the same as 2016-17.

Most MASH requests are recorded as Amber (response required within 24 hours) for both 2016-17 and 2017-18.

The number of repeat requests to MASH are low.

Two requests to Health and one to the Police were received late in November 2017 but the time overdue was no later than 20 minutes after the requested response time.

More contacts that went to MASH are resulting in a Strategy Discussion in 2017-18. This increase has occurred mainly over the last three months (September, October, November 2017).