

Children's Services Dashboard

APRIL 2019

KEY: = worse than = better than = greater than = less than = same as

EDUCATION, HEALTH AND CARE PLANS

	2018-19	Current period	Neighbours
Current EHCPs in borough		<u>563</u>	NA
Current EHCPs out of borough		<u>359</u>	NA
EHCPs - new		<u>28</u>	NA

EARLY HELP

	2018-19	Current period	Neighbours
Referrals		<u>199</u>	NA
Early Help Assessments		<u>157</u>	NA

FRONT DOOR

	2018-19	Current period	Neighbours
Referrals		<u>453</u>	
% assessments completed in 45 working days		<u>90%</u>	

CHILDREN IN NEED (CIN)

	2018-19	Current period	Neighbours
Children currently subject to CIN plans		<u>274</u>	NA
New CIN plans		<u>75</u>	NA
New CIN plans - 12 months		<u>474</u>	NA

CHILD PROTECTION (CP)

	2018-19	Current period	Neighbours
Children currently subject to CP plans		<u>119</u>	
% children starting a CP Plan who had a previous one		<u>10%</u>	
Visits on time		<u>74%</u>	NA

CHILDREN IN CARE (CIC)

	2018-19	Current period	Neighbours
Children currently in care		<u>114</u>	
Health assessments on time		<u>96%</u>	
CIC placed 20+ miles from home		<u>23%</u>	
Children entering care		<u>14</u>	NA

CARE LEAVERS

	2018-19	Current month	Neighbours
% 'in touch'		<u>94%</u>	
% NEET		<u>43%</u>	
% Suitable accommodation		<u>92%</u>	

MISSING

	2018-19	Current period	Neighbours
Children missing from home		<u>20</u>	NA
Children missing from care		<u>4</u>	NA
% Return interviews on time		<u>69%</u>	NA
Children currently missing from education		<u>13</u>	NA

YOUTH OFFENDING

	2018-19	Current period	Neighbours
First time offenders		<u>1</u>	
First time offenders - 12 months		<u>12</u>	
Young people reoffending		<u>2</u>	
Young people reoffending - 12 months		<u>17</u>	

PLEASE NOTE: CURRENT PERIOD COVERS A 3 MONTH PERIOD, UNLESS OTHERWISE STATED.

Exception Reporting

April 2019

Headlines and Key developments this month

The performance dashboard for Children's Services has been refreshed for 2019-20. The dashboard now includes performance measures for the whole of Children's Services, not only for Social Care. "Current Performance" is the figure achieved for the previous three month period, unless a different timescale is given. Symbols are used to show if the current period is better or worse, greater than, less than or the same as our comparable 2018-19 performance (i.e. comparing the current three month period to an average three month period in 2018-19) and our neighbours' performance, if it is available. Our performance in April 19 is generally good compared to the previous year's and neighbours' performance. Details about areas of good performance and areas requiring improvement are outlined below. The performance measures are discussed with Team and Service Managers and a Performance Improvement Log is populated with actions that are to be undertaken for any areas identified as requiring improvement. There are seven main areas of focus that have been identified for April 19.

Areas of good performance

Child and Family Assessments

Assessments are required to be completed within 45 working days. In April 19, 90.1% of completed assessments were within timescale. This is a significant improvement on our 2018-19 performance and we are also performing well in comparison to our statistical neighbours' performance for 2017-18.

This improvement followed a period of deterioration but performance has remained high since November 18.

Visits to children subject to a Child in Need Plan

In Wokingham Borough, we expect children subject to a Child in Need Plan to be visited by a Social Worker at least every 15 working days. We set a very high expectation that 90% of visits should take place within this timescale, and that visits should not be more than a week late (no longer than 20 working days).

In April 19, 73.3% of visits took place within 15 working days, compared to 64.1% in March 19. We have also seen a significant improvement in the number of visits that are due to take place and are still within timescale, meaning that we expect performance to improve even further.

Children's participation in Child Protection Conferences

100% of younger children (aged 7-11) participated in their conferences in April 19. A child is considered to have participated if the child attends themselves or if their views are conveyed via an advocate. Of the older children (aged 12+) only one child did not participate. This shows that a high proportion of children are sharing their views with the professionals who are making decisions. Incorporating the 'child's voice' into our decision making and planning will always be a key priority for the service.

Health Assessments for Children in Care

We aim to arrange a health assessment for every Child in Care at least once a year.

Of the children who were in care at the end of April 19, 95.5% had a health assessment in the previous year. This is an improvement compared to our 2018-19 performance and better than our statistical neighbours for 2017-18.

Children in Care review timeliness

100% of reviews for Children in Care that took place in April 19 were within timescale.

Visits to Children in Care

87% of visits to Children in Care in April 19 were within the prescribed timescale. This is the highest percentage we have achieved in a single month since October 2017. Visits are expected to take place more frequently when a child first enters care or moves to a new placement, and then become less frequent if it is appropriate for the child.

Care Leavers living in accommodation that is suitable for their needs

We have managed to maintain a high proportion of Care Leavers living in 'suitable' accommodation. 92% were living in suitable accommodation in April 19 and this is an improvement on our 2018-19 performance and is also higher than our statistical neighbours' performance for 2017-18.

First time entrants to the youth justice system

Only one child who is receiving support from the Wokingham Youth Offending Service was counted as a 'first time entrant' (i.e. they committed their first offence) in the last three months. This is improved performance when compared to the 2018-19 quarterly average and is lower than our comparative neighbours' performance.

Areas for improvement

Early Help Assessments

In Wokingham Borough we expect our Early Help Assessments to be completed within 30 working days. The target has not been met for 2018-19 with an average completion time of 40 working days. This improved in March 19 and the 30 day target was met. In April 19, however, performance deteriorated to 43 working days.

The deterioration in performance in April is thought to be linked to the Easter holidays affecting both workers' and families' availability. Another reason for the target not being met is the start date of the assessment being taken from the point a referral is received by Children's Services rather than the point a worker is allocated the case for assessment. Early Help workers have been under additional pressure due to the volume of Social Work support activity the service undertakes (such as supporting supervised visits for children who enter care, undertaking parenting assessments and providing co-working support for children who are subject to Child in Need or Child Protection Plans).

Actions to be undertaken: All out of timescale assessments to be reviewed. Medium Term: Review of structural arrangements to ensure appropriate focus on Early Help and prevention activity and social work support activity.

Social Work reports for Initial, Review Conferences and Reviews for Children in Care

Social Work reports should be shared before meetings to give families and professionals enough time to fully review them. Timescales are not currently being met for each of these three performance measures.

Timescales in April 19 would have been affected by workers' availability over the Easter holidays. Some children are subject to Child Protection Plans and are also in care (this is called 'dual planning') meaning that multiple reports would be required for multiple meetings.

Actions to be undertaken: Review process for children subject to dual plans. Review the processes for Child Protection reporting processes to understand what the barriers are to meeting target timescales.

Return Home Interviews for children who have had a missing episode

When a child is reported missing, a return interview for the child will be considered. If an interview is deemed necessary, it should be completed within 3 working days of the child returning home for Children in Care or children living in the Borough. Interviews are carried out by a Return Home Interview Coordinator who is based in the Early Help Service.

The percentage of interviews taking place on time deteriorated compared to 2018-19 performance.

Although a child may agree to an interview taking place initially, it is often hard to engage them in completing the interview within timescales. This is particularly the case with older children or Children in Care placed outside the Borough. However, it is also recognised that on some occasions our process flow for missing children upon return has not been as efficient or effective as it could be which has erroneously led to reported delay.

Actions to be undertaken: A full review of the missing child process is planned for the summer period.

Case Supervision

Performance is deteriorating compared to 2018-19. Teams have reported that they are falling behind with their supervision recording, but that supervisions have taken place. A new Assistant Team Manager has been recruited and supervision is now shared between three managers which is expected to improve performance.

Actions to be undertaken: Managers have been given a deadline to ensure all supervisions are recorded.

Visits to children subject to Child Protection Plans

In Wokingham Borough we expect children subject to Child Protection Plans to be visited at least every 10 working days. This is currently not being achieved for all children. The proportion of visits taking place within 15 working days has improved, indicating that most visits are within timescale, or only exceeding the expected timescale by a few days.

Actions to be undertaken: This remains a priority for teams and performance is slowly improving week on week.