

Dashboard Item 1 - Education, Health & Care Plans

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
Current EHCPs in borough (snapshot at end of period)	706	612	706	749	723	746	↑
Current EHCPs out of borough (snapshot at end of period)	405	381	402	404	427	421	↓
EHCPs issued within 20 weeks of the referral	29.6%	14.0%	35.1%	88.0%	72.1%	59.5%	↓

What does this show us?

The numbers of Education, Health and Care Plans (EHCPs) funded by Wokingham Borough Council has increased to Q1 levels, and remains above the average for 2019-20. The funded EHCP numbers between the same period last year (993) and this quarter (1,167) have risen by 17%.

The percentage of plans issued within the 20 week period has steadily decreased since April 2020 (95%) to December (55%).

What is the background to this?

Covid continues to have a direct impact on the 20 week timescales; however, for plans due in December 100% was achieved. There has been a significant increase in the number of new assessment requests: November alone saw 28, with a current total of live assessments at 74. As the Service strives to tailor provision to each child, willingness to provide parents with additional time to consider plans and visit schools affects timeliness.

In addition, pressure on the service has increased: case work has risen and the complexity of concerns grown. The SEND service has had additional duties imposed by the government in relation to completing risk assessments for all children with EHCPs, and there have been a number of staff changes inevitably causing disruption.

What action is the service taking?

Focus remains on enhancing the quality of EHC Plans for children. Steps are being taken to contend with the increase in workload and case complexity as well as the new responsibilities imposed by the government. This, coupled with new staff adjusting to their new roles will see an improvement in performance moving forward.

What is the national context?

This quarter's 59.5% timeliness is in line with England and statistical neighbours.

Dashboard Item 2 – Early Help

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
No. of referrals to Early Help	203	251	239	224	274	395	↑
No. Early Help Assessments	184	181	197	250	234	303	↑
Avg. length of time in days between referral and assessment completion	35	33	42.3	38	24	28	↑

What does this show us?

The numbers of referrals to the Early Help service continue to increase as 2020-21 progresses. This Quarter has seen a 57% increase in referrals on the same period last year and a 44% increase on last quarter. There has been a 29% increase in the number of Early Help assessments completed this quarter, compared to last.

The length of time taken to complete an assessment has increased slightly in Quarter 3.

What is the background to this?

There are no targets for the number of referrals received by Early Help, nor any for the number of assessments carried out, as they are considered on a case-by-case basis rather to an arbitrary quota. According to CSC's Red, Amber, Green (RAG) rating system for performance management, an average of 30 days or less between referral and assessment completion is in target (Green), 31 to 35 is Amber, and 36+ is of concern (Red).

Despite the continued rise in referrals to Early Help (with 91 more referrals and 69 more assessments than last quarter), performance remains within target. The average time taken for completion has remained largely in line with Q2, is the lowest this year except last quarter and is noticeably lower than Q3 2019-20 – with caseload at an unprecedented high.

What action is the service taking?

The figures indicate that the targeted intervention and re-allocation of staff in order to improve efficiency is proving successful. CSC will continue to carefully monitor demand so as to ensure there is capacity to deal with it and improve timeliness.

What is the national context?

Comparative national figures are not available for Early Help activity and timeliness.

Dashboard Item 3 – Children’s Social Care Front Door

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
No. of referrals to CSC	1774	495	495	275	357	297	↓
% of referrals to CSC which are repeat referrals within 12 months	26.9%	20.2%	24.7%	27.3%	22.4%	18.5%	↓
% assessments completed within 45 working days	74.0%	71.6%	60.2%	62.9%	77.7%	80.1%	↑

What does this show us?

The proportion of referrals to CSC which are repeat referrals has decreased this quarter. In Q3, 55 out of 297 referrals were repeat referrals within 12 months.

Timeliness of assessments completed within 45 working days has been increasing quarter on quarter. In Q3, 251 out of 308 assessments on new referrals were completed within 45 working days.

What is the background to this?

There is no target for the number of referrals to Children’s Social Care as each is individually assessed. CSC aims for less than 20% of its referrals as repeat referrals within 12 months, and strives for 90% of assessments to be completed within 45 days.

CSC is within target for repeat referrals this quarter and assessment timeliness has not been better across 2020-21 or the previous year. The announcement of another lockdown and school closures once again will potentially reduce referrals as was seen in Q1 this year.

What action is the service taking?

Children’s Social Care quickly adapted to the changing circumstances brought by the initial lockdown in Q1 and is therefore well placed to deal with any contingencies that a return to restrictions may bring.

Careful monitoring and review of repeat referrals in previous quarters in order to understand the issues has led to a decrease in Q3. The Service continues to see cases of increased complexity and assesses them closely to ensure children receive the right help and support under the current difficult circumstances.

What is the national context?

The South East and England averages for assessments completed within 45 days are 85% and 84% respectively. The Wokingham percentage of repeat referrals within 12 months (18.5%) in Q3 is below the England average of 22.6% and the South East average of 26%.

Dashboard Item 4 – Child Protection

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
Children subject to CP Plans (snapshot at end of period)	142	145	146	132	128	161	↑
% of children starting a plan who had a previous one in the last 2 years	11.8%	5%	9.6%	3.3%	0%	25.5%	↑
% of child protection visits within timescale	71.0%	69.7%	75.9%	80.8%	81.9%	78.4%	↓
% of child protection contacts/visits within 4 weeks (DfE Lockdown metric)	-	-	-	100%	100%	99.4%	↔

What does this show us?

The number of children on a CPP has increased this quarter and is higher than the figure for the same period last year.

In Q3 the percentage of children starting a CPP who had a previous one in the last 2 years has increased significantly. There were 55 children subject to a CPP in Q3 and 14 of these had a previous plan in the last 2 years.

The proportion of CP visits occurring within timescales has dropped slightly in Q3 to 78.9%.

What is the background to this?

CSC places no limits on the number of children that may be eligible for Child Protection Plans, the figure is for information purposes only. The Service aims to have less than 5% of children on a plan for a second time in the last two years: last quarter there were none. This quarter sees 41; the same period last year there were seven.

CSC places great emphasis on preventing the need for children to return to a Protection Plan – as can be seen in performance across previous quarters. Q3 2019-20 also saw a surge in numbers, and Q3 2020-21 has seen the highest number of children on Protection Plans since 2017.

Wokingham sets itself the highest best-practice standard of 10 working days since the previous visit in which to carry out a Child Protection visit – although not statutorily required to do so. The service has a target of 80% of visits within this timescale (which was achieved in the last two consecutive quarters) and has dipped marginally in Q3, given the almost unprecedented number of children on Protection Plans.

What action is the service taking?

The Service does not plan to take short-term, impulsive action on the basis of the figures this quarter. Although Q3 has seen a surge, when 2020-21 is considered cumulatively, the rate for subsequent Child Protection Plans is 13% - well below the

target for the year. Furthermore, the figures are in line with the first three quarters of 2019-20, which had a cumulative rate of 12%.

The breakdown of face-to-face visits and virtual visits is as follows:

	Child Protection visits				All visits carried out by CSC	
	F-to-F	Virtual	Total	% Virtual	All visits	% Virtual
Oct	325	12	337	3.6	782	6
Nov	298	16	314	5.1	743	10
Dec	349	21	370	5.7	787	13.9

What is the national context?

Wokingham's Child Protection Plan per 10,000 rate has remained consistent at just over 32 for the past two years, which is in line with Statistical Neighbours (35.0). Wokingham and its neighbours are below the England average of 43.7, and the South East regional average of 41.4.

Dashboard Item 5 – Children in Care

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
No. children in care (snapshot at end of period)	100	105	100	105	101	104	↑
% visits to children in care within timescale	81%	80%	83%	86%	86%	84%	↓
% children in care who have more than 1 allocated social worker in 12m (snapshot at end of period)	N/A	67%	54%	67%	46%	18%	↓

What does this show us?

The number of children in care has remained largely consistent over successive quarters, and is in line with the same period last year.

There has been consistency in the percentage of visits to children in care within timescale, representing 277 out of the 331 visits carried out in Q3.

The percentage of children in care who have had more than one allocated worker in the previous 12 months had dropped considerably since last quarter.

What is the background to this?

While Wokingham's children in care figures are out of step with statistical neighbours and regional averages, taking children into care is always a last resort for CSC.

The number of visits taking place has continued to increase over the last three quarters, and timeliness has remained consistently high, irrespective of a slight dip this quarter.

The target is to have less than 10% of children allocated more than one social worker in a twelve month period.

What action is the service taking?

The number of visits carried out has increased quarter-on-quarter since Q4 2019-20. CSC is ensuring it has the capacity to deal with this growth and is placing renewed focus on the importance of social workers recording their visits in a timely manner. In some instances, visits will be permitted to go outside of timescale to ensure that children are visited by the same social worker in order to provide reassuring continuity for the child. A great leap to achieving social worker stability for children in care has been made in Q3 and the Service will continue to work towards reaching the target of 10% moving forward.

The breakdown of face-to-face visits and virtual visits is as follows:

	Children in Care				All visits carried out by CSC	
	F-to-F	Virtual	Total	% Virtual	All visits	% Virtual
Oct	104	5	109	4.6	782	6
Nov	82	19	101	18.8	743	10
Dec	106	15	121	12.4	787	13.9

In the event of positive COVID cases, CSC carries out risk assessments ahead of visits in order to establish if a face-to-face visit is possible or a virtual visit more appropriate.

What is the national context?

The rate of Children in Care per 10,000 is 67.0 for England and 53.0 for the South East. The Wokingham rate for 2019-20 is significantly lower, at 28.0 per 10,000. If Wokingham was in line with the England rate, this would equate to 241 children in care.

Dashboard Item 6 – Care Leavers

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
% of care leavers 'in touch' (snapshot at end of period)	87%	87%	92%	91%	91%	92%	↑
% of care leavers aged 18-24 who are NEET	37%	39%	25%	31%	35%	38%	↑
% of care leavers in suitable accommodation (snapshot at end of period)	94%	94%	87%	97%	97%	94%	↓

What does this show us?

The percentage of care leavers that remain in touch with CSC is consistently high, as the Service tends to maintain a good working relationship with those formerly in its care. Currently 84 of the 91 care leavers remain in touch with CSC.

There has been a slight increase in the number of care leavers not in education, employment or training, the number rising to 32. The percentage figure has returned to Q3 2019-20 levels.

The percentage of the 91 care leavers in suitable accommodation has decreased since last quarter.

What is the background to this?

The target is to have at least 90% of care leavers in touch, which continues to be achieved. Amongst the reasons for care leavers not being in touch with CSC are a simple refusal to engage with the Service and young people no longer needing the support provided by CSC.

The Service aims to have 52% of care leavers in education, employment or learning. Despite the increasingly challenging economic situation resulting from the COVID-19 pandemic, CSC has remained consistently above target for Care Leaver employment, education and training figures across 2020-21.

CSC endeavours to ensure at least 90% of care leavers are in suitable accommodation, which it continues to achieve. The consistency in the suitable accommodation figures reflects the importance that CSC places on the experience for care leavers. This quarter sees three care leavers in emergency accommodation, and only one in a bed & breakfast down from two in Q2.

What action is the service taking?

CSC will continue to place emphasis on maintaining good relations with care leavers so that they can receive all the support they need, particularly during the current challenging times.

The Service places great importance on the futures of the children for which it has responsibility, and addresses each care leaver's situation, helping them either re-

engage with education or find suitable employment opportunities where possible. Efforts in this have increased in response to the current economic situation.

Due to the pandemic situation, there is currently little temporary accommodation stock available. However, at present: two of the above care leavers have moved to temporary accommodation; one has refused the offer of private rental, preferring council housing; and the one in a bed & breakfast is in the process of moving between properties.

What is the national context?

Nationally, 94% of care leavers are in touch with their LA; 36% of care leavers are NEET, and; 87% are in suitable accommodation. Wokingham performs consistently in line or above comparable averages in regard to care leavers.

Dashboard Item 7 – Children Missing from Home/Care

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
Children missing from home	125	31	14	20	17	29	↑
Children missing from care	87	33	19	29	21	16	↓
% return home interviews carried out on time	48%*	50.0%*	50.0%*	54%*	50%*	80%*	↑
Children missing from education (not currently on a school roll)	5**	4	5	3	2	5	↑
No. of permanent exclusions	13	8	4	0	0	7	↑

*Combined figure for children missing from home and from care

** Snapshot figure at the end of 2019/20

What does this show us?

The number of children going missing from home or care (45) has increased as we enter the third quarter of 2020-21.

CSC aims to have 100% of Return Home Interviews (RHIs) taking place within timescale. The figures have increased significantly since the last half of 2019-20 and the first quarter of this year, and are higher than the same period in 2019-20.

The number of children not currently on a school roll has increased in the third quarter of 2020-21.

The new school term having commenced in September, there have been 7 permanent exclusions in Wokingham schools so far this year.

What is the background to this?

It can be difficult to persuade children who have gone missing to engage with a Return Home Interview, making achieving the target for timeliness of 90% difficult to reach. Regardless, CSC's emphasis on tackling child exploitation risks has led to a focus on RHIs.

Following a drop in the number of children not currently on a school roll, in Quarters two and three of this year, the figure has returned to that of the same period last year and the average for 2019-20.

What action is the service taking?

Children's Social Care works closely with the Berkshire West Safeguarding Children's Partnership and the issue of child exploitation remains a focus. The Service is currently

examining the problem of and risks of child exploitation and working with neighbouring local authorities to gain insight and develop a joined up approach.

Ofsted judged the LA's oversight of children who are missing from education to be effective in their latest inspection report. The Virtual School and its new Head will continue to work to ensure as few children as possible are not on a school roll for as short a time as possible.

What is the national context?

There is no national data available for comparison.

Dashboard Item 8 – Children’s Services Workforce

Measure	2019-20	Q3 19-20	Q4 19-20	Q1 20-21	Q2 20-21	Q3 20-21	Direction of Travel
12 months rolling turnover of permanent qualified social workers	13%	8%	8%	10%	8%	10%	↑
% agency staff across qualified social work workforce (snapshot at end of period)	33%	31%	37%	30%	30%	28%*	↓

*predicted figure as final figure not available yet

What does this show us?

The rolling turnover has remained consistently between 8% and 10% for the past year.

What is the background to this?

Permanency of workforce has been a focus for CSC over the past year and as a result, turnover has notably dropped and remained consistent over successive quarters.

What action is the service taking?

Recruitment where the business case has been made continues for vacant and new posts across the service in order to keep dependency on agency workers low, ensure as little disruption for children and young people as possible, and provide consistency of service.

What is the national context?

The Borough is performing considerably better than Statistical Neighbours (21.1) and England/South East at 15%, with a rate of 7.4 in 2019-20.