

**Dashboard Item 1 - Education, Health & Care Plans**

Measure	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
Current EHCPs placed in borough (snapshot at end of period)	814	723	746	814	827	806	↓
Current EHCPs placed out of borough (snapshot at end of period)	434	427	421	434	437	462	↑
EHCPs issued within 20 weeks of the referral	75%	72.1%	59.5%	77.8%	86.2%	87.7%	↑

**What does this show us?**

The numbers of Education, Health and Care Plans (EHCPs) funded by Wokingham Borough Council placed in the borough have reduced this quarter. The funded EHCP numbers between the same period last year (1,150) and this quarter (1,268) have risen by 10%.

The percentage of plans issued within the 20-week period has improved by 1.5% from last quarter and matches the same period last year.

**What is the background to this?**

The increase in the number of new assessment requests continues, the highest been in July in the past six months.

Timeliness has returned to the high levels earlier this year and continued to improve this quarter. But there have been few delays from other partners due to their service capacity combined with the increase in requests received.

The post-16 cohort have change their educational settings and as Wokingham do not have a FE college, most of them were placed in out of Borough provisions.

**What action is the service taking?**

Focus remains on continuing the timeliness of EHC Plans for children. But it may be a challenge in the future again if the reports are not received timely from our partners.

**What is the national context?**

This quarter's timeliness is well above national average (55.6%) and statistical neighbours (57.44%).

## Dashboard Item 2 – Early Help

Measure	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
No. of referrals to Early Help	1118	274	395	222	449	314	↓
No. Early Help Assessments	1095	258	304	263	318	337	↑
Avg. length of time in days between referral and assessment completion	24	21	25	26	19	23	↑

### What does this show us?

The number of referrals has reduced from previous quarter and slightly higher than Q4. This quarter has seen a 14% increase in referrals on the same period last year.

The length of time taken to complete an assessment has improved compared to the previous quarter.

### 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. 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).

With 135 fewer referrals and 19 more assessments than last quarter, performance is better and remains within target. The average time taken for completion is noticeably quicker than the same period last year and similar to 2020-21 average.

### What action is the service taking?

Early Help will continue to carefully monitor demand so as to ensure there is capacity to deal with it and further improve timeliness in spite of the increases in demand.

### 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	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
No. of cases that progressed to an assessment	1383	357	297	397	414	326	↓
% of referrals to CSC which are repeat referrals within 12 months	21.8%	22.4%	18.5%	18.9%	15%	16.0%	↑
% assessments completed within 45 working days	72.8%	77.7%	80.1%	73.2%	71%	61.8%	↓

### What does this show us?

There has been an 11% decrease in the number of Contacts made to the service this quarter, with a corresponding 21% decrease in the Referrals when compared with the previous quarter. Timeliness of assessments completed within 45 working days decreased this quarter. In Q2, 225 out of 364 assessments on new referrals were completed within 45 working days.

The proportion of referrals to Childrens Social Care which are repeat referrals has increased very slightly this quarter. In Q2, 52 out of 326 referrals were repeat Referrals within 12 months.

### What is the background to this?

When an agency shares info with the local authority on a Multi-Agency Referral form, or a member of the public shares concerns about a child this is considered a Contact.

A Contact progresses to a Referral when a decision has been taken to complete an Assessment. There is no target for the number of Referrals to Children’s Social Care as each Contact is individually assessed.

Childrens Social Care aims for less than 20% of its referrals to be repeat referrals within 12 months and strives for 90% of assessments to be completed within 45 days.

With the exception of a slight increase in Q2, there has been a consistent decrease in re-referrals over the course of the last year. Childrens Social Care is within target for repeat referrals this quarter.

There has been a 10% decrease in Assessments completed in timeframe. It is important to note that on some occasions, Assessments will be completed out of timeframe where there are other processes running or it makes sense for the child. However, the current figure is beyond what would be expected to reflect this.

The summer period that covered Q2 has been a challenge for the social care teams due to an increase in staff sickness, which has been at higher levels than other times during the pandemic, this was further impacted by an increase in staff turnover as we started exiting the pandemic. We have also undertaken a data cleansing exercise that has been partially completed. This would result in any outstanding assessments that

were not concluded in a previous Quarter being reflected in the quarter in which they are completed. The Service is also seeing cases of increased complexity, which will impact on the ability to conclude an assessment in timeframes where there are multiple sources of information that are needed to inform the assessment outcome.

### What action is the service taking?

We are reviewing the number of Contacts that have not progressed to Assessment to ensure that thresholds are being applied consistently.

We will conclude the data cleansing exercise in Q3, which may have a temporary impact on the performance figure.

We will review all assessments that are approaching 45 days to ensure completion in timeframe where possible.

### What is the national context?

The statistical neighbours and England averages for assessments completed within 45 days are 88% and 84% respectively. The Wokingham percentage of repeat referrals within 12 months in Q2 is better than the England average of 22.6% and the statistical neighbours average of 26%.

## Dashboard Item 4 – Child Protection

Measure	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
Children subject to CP Plans (snapshot at end of period)	161	145	153	161	167	168	↑
% of children starting a plan who had a previous one in the last 2 years	11.8%	0%	9.2%	2.5%	3%	0%	↓
% of child protection visits within timescale	80%	82%	78%	79%	76%	72%	↓

### What does this show us?

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

There were 29 children who became subject to a CPP in Q2 and none of these had a previous plan in the last 2 years.

The proportion of CP visits occurring within timescales has decreased slightly in Q2 to 72%.

### What is the background to this?

Subject to thresholds, 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: in Q2 there were none and second time ever is 4.8% in Q2.

CSC places great emphasis on preventing the need for children to return to a Protection Plan. There has been a consistent rise in plans over the past three quarters and has also seen a decrease in repeat plans at the same time.

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.

### What action is the service taking?

The Service will continue its work towards the timeliness targets and maintain its flexible approach so as to have the capacity to deal with demand as it rises or remains consistent. One particular team have been under pressure this quarter with staff moving on which impacted on the delays for 1 or 2 days for children to be seen.

### What is the national context?

Wokingham's Child Protection Plans per 10,000 rate at end of Q2 was at 40.7 which is below the England average of 42.8. Since 2020, the increase in our numbers have placed us above our statistical neighbours average of 32.5.

## Dashboard Item 5 – Children in Care

Measure	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
No. children in care (snapshot at end of period)	106	101	104	106	112	113	↑
% visits to children in care within timescale	79%	86%	84%	76%	83%	76%	↓
% children in care who have more than 1 allocated social worker in 12m (snapshot at end of period)	21%	46%	18%	21%	20%	34%	↑

### What does this show us?

The number of children in care have increased this year and has remained consistent over the two quarters.

There has been consistency in the percentage of visits to children in care within timescale, representing 310 out of the 407 visits carried out in Q2.

The percentage of children in care who have had more than one allocated worker in the previous 12 months had increased since last quarter 1.

### **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 timeliness of visits taking place has reduced this quarter.

The target is to have less than 10% of children allocated more than one social worker in a twelve-month period. As CSC places emphasis on child experience, in a number of incidences change is in the best interest of the child.

### **What action is the service taking?**

CSC emphasises a child-focussed approach to social work; 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. Furthermore, greater weight is being placed on visits and their recording as part of the service's performance scrutiny so that the figures reflect the work carried out by social workers.

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
<b>Apr-21</b>	111	8	119	6.7	731	8.9
<b>May-21</b>	116	3	119	2.5	699	7.9
<b>Jun-21</b>	128	8	136	5.9	801	6.4
<b>Jul-21</b>	126	9	135	6.6	751	6.9
<b>Aug-21</b>	131	4	135	3.0	709	2.3
<b>Sept-21</b>	129	7	136	5.1	752	3.6

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 46.9 for statistical neighbours. The Wokingham rate for 2020 is significantly lower, at 24 per 10,000.

## Dashboard Item 6 – Care Leavers

Measure	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
% of care leavers 'in touch' (snapshot at end of period)	96%	91%	92%	96%	95%	96%	↑
% of care leavers aged 18-24 who are NEET	40%	35%	38%	40%	38%	30%	↓
% of care leavers "in touch" in suitable accommodation (snapshot at end of period)	92%	97%	94%	92%	97%	100%	↑

### 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 89 of the 93 care leavers remain in touch with CSC.

There has been a slight decrease in the number of care leavers not in education, employment or training, the number now at 27, down from 33 last quarter.

The percentage of care leavers in suitable accommodation has increased 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.

### 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.

At present the number of care leavers in unsuitable accommodation has noticeably decreased, and those in supported lodgings, living independently and semi-independently have increased.

### What is the national context?

Nationally, 93% of care leavers are in touch with their LA; 39% of care leavers are NEET, and 85% 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	2020-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
Children missing from home	74	17	29	21	25	21	↓
Children missing from care	46	21	16	6	5	9	↑
% return home interviews carried out on time	56%*	50%*	80%*	50%*	56%*	83%*	↑
Children missing from education ( <b>not currently on a school roll</b> )**	7	2	5	7	14	22	↑
No. of permanent exclusions	8	0	7	1	0	2	↑

\*Combined figure for children missing from home and from care

\*\* Snapshot figure at the end of 2020/21

### What does this show us?

The number of children going missing from home or care (30) remains consistent as we enter the second quarter of 2021-22. Children missing from care includes looked after from other local authorities who reside in Wokingham.

Out of the 9 children missing from care detailed above, 3 are looked after by Wokingham. While all 3 children were offered return home interviews, only 2 of them accepted and they were carried out within timescales.

CSC aims to have 100% of Return Home Interviews (RHIs) taking place within timescale.

The number of children not currently on a school roll has increased in the second quarter of 2021-22.

The new school term having commenced in September, there have been 2 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. While not always within the timescale, every child that goes missing is interviewed about the motivations and reasons behind their leaving.

The number of children not currently on a school roll has been increasing in the last 4 Quarters. The figure has increased massively compared to the same period the previous year. 22 children missing education and not on a school roll in this quarter are waiting to get enrolled.

### 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 last inspection report 2019.

### What is the national context?

Comparative national figures are not available for children missing education.

## Dashboard Item 8 – Children's Services Workforce

Measure	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Direction of Travel
12 months rolling turnover of permanent qualified social workers	8%	9%	12%	10%	14%	↑
% agency staff across qualified social work workforce (snapshot at end of period)	15%	23%	21%	17%	14%	↓

### What does this show us?

The rolling turnover has increased this quarter and the highest in the past few months. During Q2, we have 8 newly qualified social worker joining us under the ASYE scheme.

### What is the background to this?

Permanency of workforce has been a continuous focus for CSC, though we have seen an increased turnover across the whole organisation this quarter.

**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 have performed considerably better than statistical neighbours (16.92%) and England (13.5%), with a rate of 8.8 in 2020 for the staff turnover.