

# Appendix 3 – 2023/24 Q3

## CHILDREN’S SERVICES, EDUCATION AND CORPORATE FUNCTIONS

**Cabinet Member:** Councillor Jonathan Bacon

**Portfolio Responsibilities:**

- Adoption
- Fostering
- Disabled Children Support
- Respite Care
- Early Help
- Care Leavers
- Safeguarding
- Short Breaks
- Youth Service
- Special Educational Needs
- Alternative Education
- Early Years Development
- School Improvement
- Schools
- Asset Management
- Home to School Transport
- Youth Council and Youth MP
- HR
- Elections
- Democratic Services
- Legal Services
- Procurement and Contract Management
- Workforce Learning and Development
- Benefits and Grants
- Business Centre
- Business Intelligence

### Performance Measures

**Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time (within two years of the previous plans end date)**

**Aim:** The percentage of children becoming subject of a second or subsequent plan remains below 23 percent.

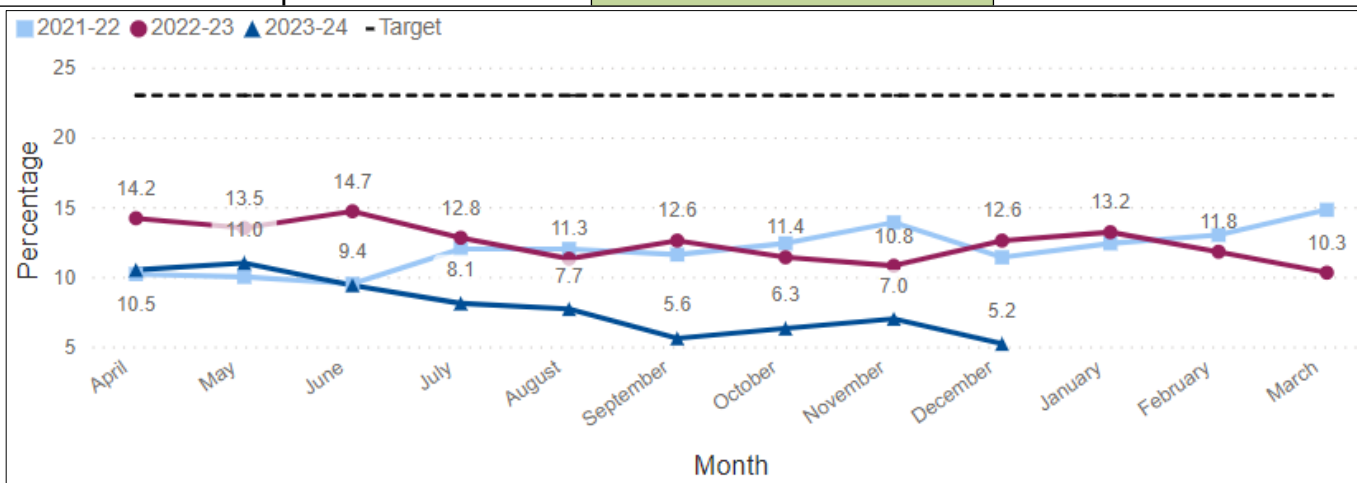
**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023

**GREEN**

**Previous Status:** September 2023

**GREEN**



- The management team reviews each case of a child who is subject to a second or subsequent child protection plan within two years of the previous plan end date to ensure that the response from the social care teams and independent reviewing service is proportionate, as well as to provide assurance that there were no missed opportunities for earlier intervention or support.

- Performance has remained consistent through Quarter 3, with an improvement in December.
- A low percentage indicates that the risk the child was experiencing has been successfully addressed and that they were protected by the first child protection plan.
- There will always be some children that will need a second or subsequent plan due the risks they are exposed to, mainly a combination of adult mental health, substance misuse and domestic abuse.

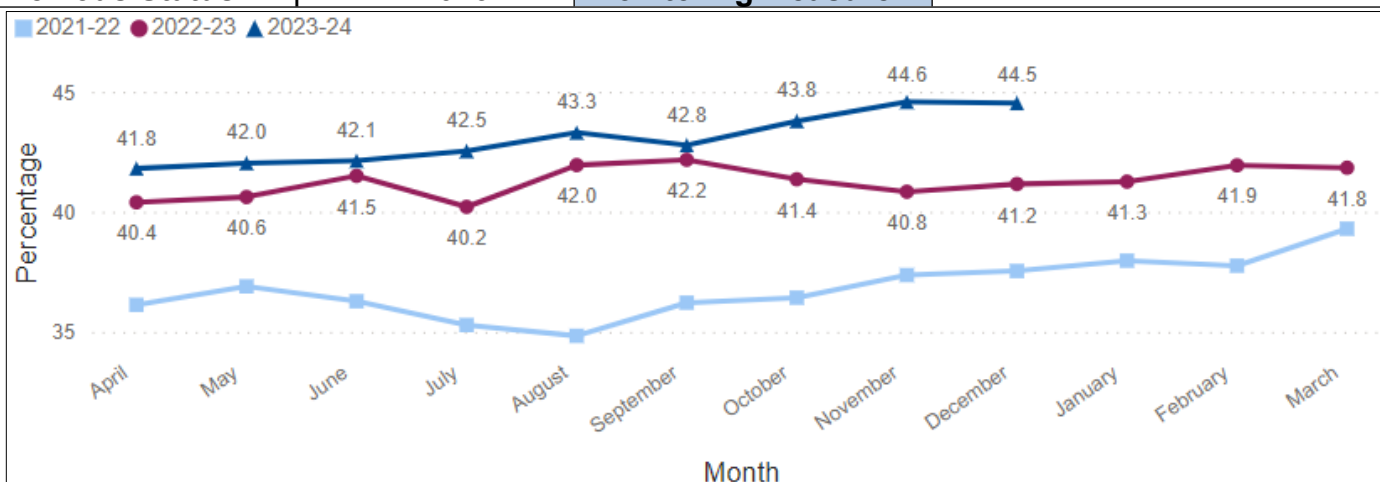
**Percentage of children with a referral within 12 months of a previous referral**

**Aim:** The percentage of children with a referral within 12 months is below 30 percent target

**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023 **Monitoring Measure**

**Previous Status:** September 2023 **Monitoring Measure**



- The Multi-Agency Safeguarding Hub (MASH) counts all re-referrals to ensure a more accurate view rather than only counting those re-referrals that originally progressed to an authorised completed assessment.
- The percentage of re-referrals has remained consistent.
- The recent Ofsted inspection highlighted that some children do not experience sustained improvements in outcomes due to the underlying family issues not being resolved by the previous referral.
- Improvements in this is part of the new Quality Improvement Plan for 2024

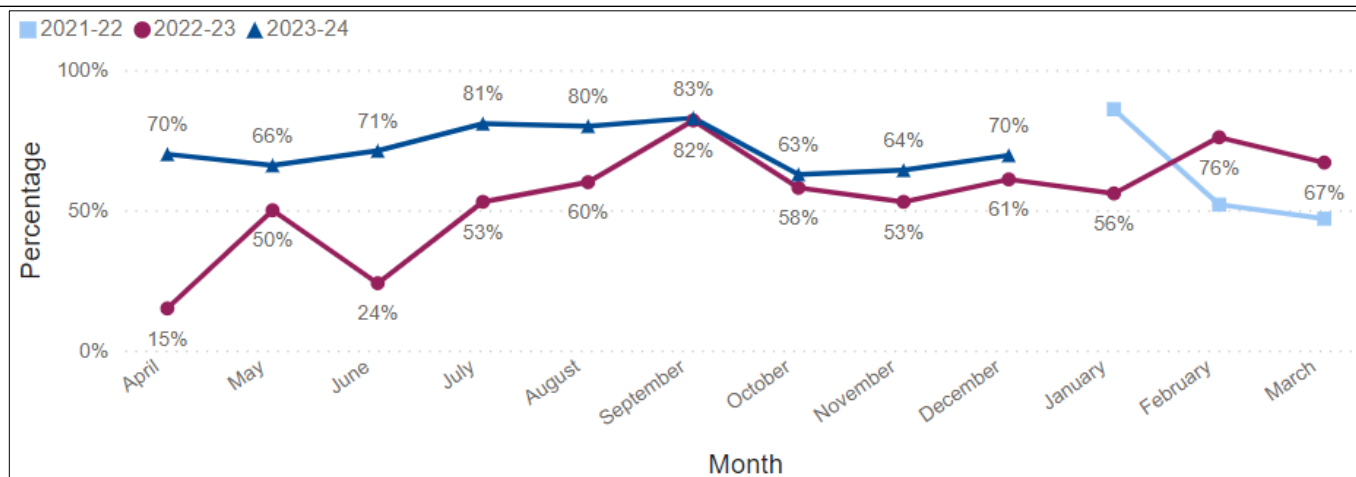
**Percentage of early help cases closed with outcomes achieved**

**Aim:** 75% of early help cases closed with positive outcomes achieved.

**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023 **Monitoring Measure**

**Previous Status:** September 2023 **Monitoring Measure**



- There are assorted reasons for closure of Early Help cases, of which outcomes is one.
- The Isle of Wight Early Help offer, and Family Hub provision continues to have positive impacts on improving outcomes for families, preventing issues becoming risks, preventing families from escalating into children's social care.

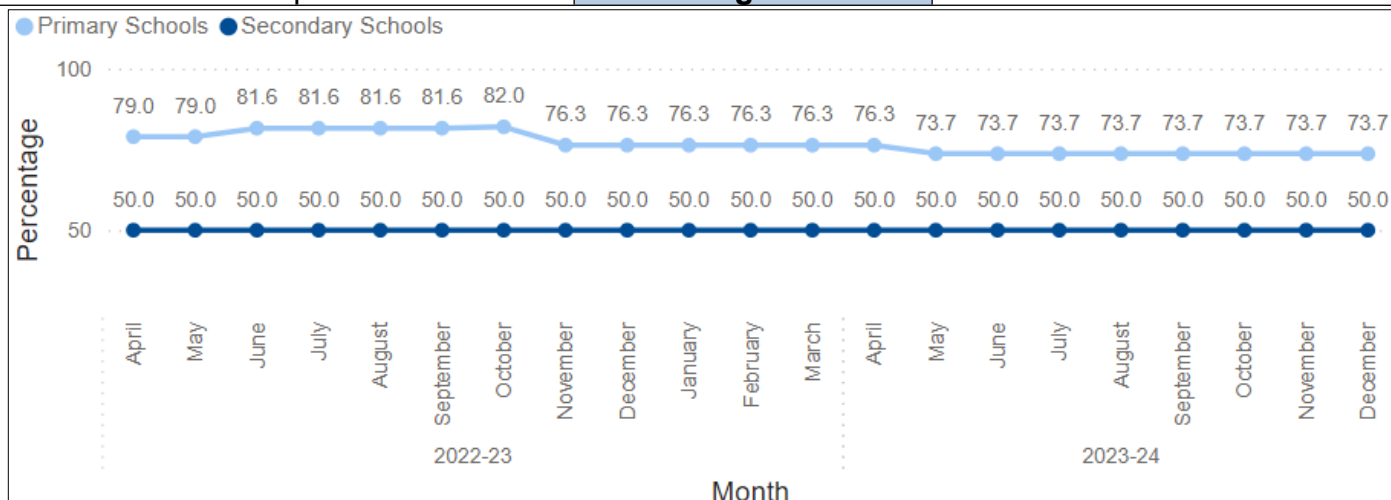
**Percentage of primary and secondary schools graded as good or outstanding in the most recent inspection (not including schools with no inspection score)**

**Aim:** Increase in the number of schools graded good or outstanding in the most recent inspection.

**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023      **Monitoring Measure**

**Previous Status:** September 2023      **Monitoring Measure**



- Ofsted inspections carried out in the period were:
  - Oakfield Church of England Primary School (10 October 2023) – No change to score
  - St. Helens Primary School (10 October 2023) – No change to score

**Percentage of all Isle of Wight LA schools graded good or outstanding in most recent inspection**

**Aim:** Increase in the percentage of schools graded good or outstanding in the most recent inspection.

**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023      **Monitoring Measure**

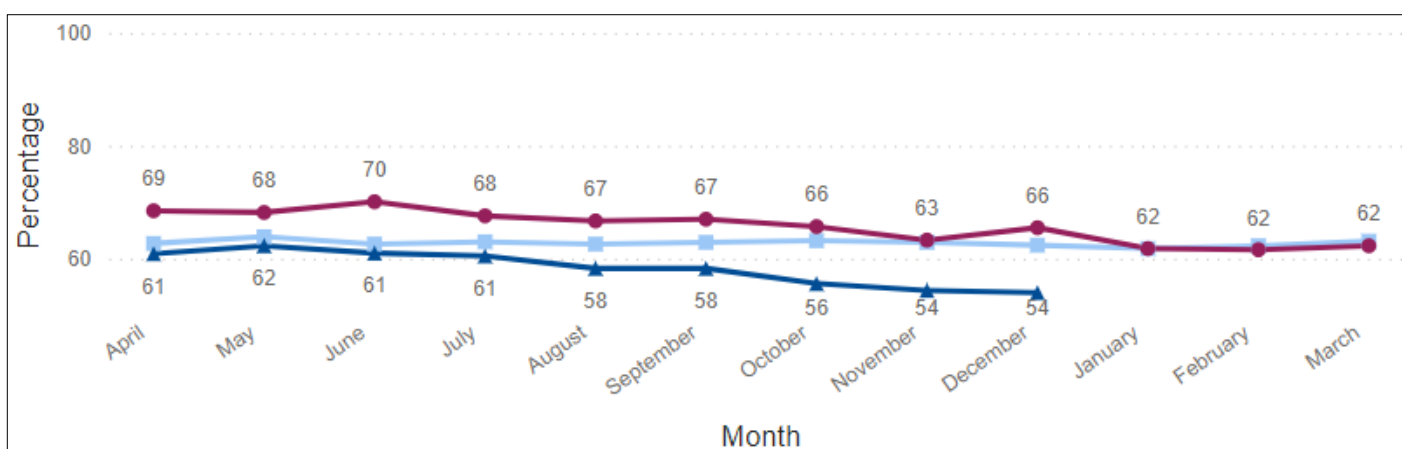
**Previous Status:** September 2023      **Monitoring Measure**

Schools	Inadequate	Requires Improvement	Good	Outstanding	Ungraded
48	0	13	35	0	0
	0.00%	27.08%	72.92%	0.00%	0.00%
	27.08%		72.92%		0.00%

**Percentage of care leavers in education, employment, or training (all care leavers aged over 16)**

**Aim:** Increase in the percentage of care leavers in education, employment, or training.  
**UN Sustainable Development Goal:** 3

<b>Most Recent Status:</b> December 2023	<b>Monitoring Measure</b>
<b>Previous Status:</b> September 2023	<b>Monitoring Measure</b>

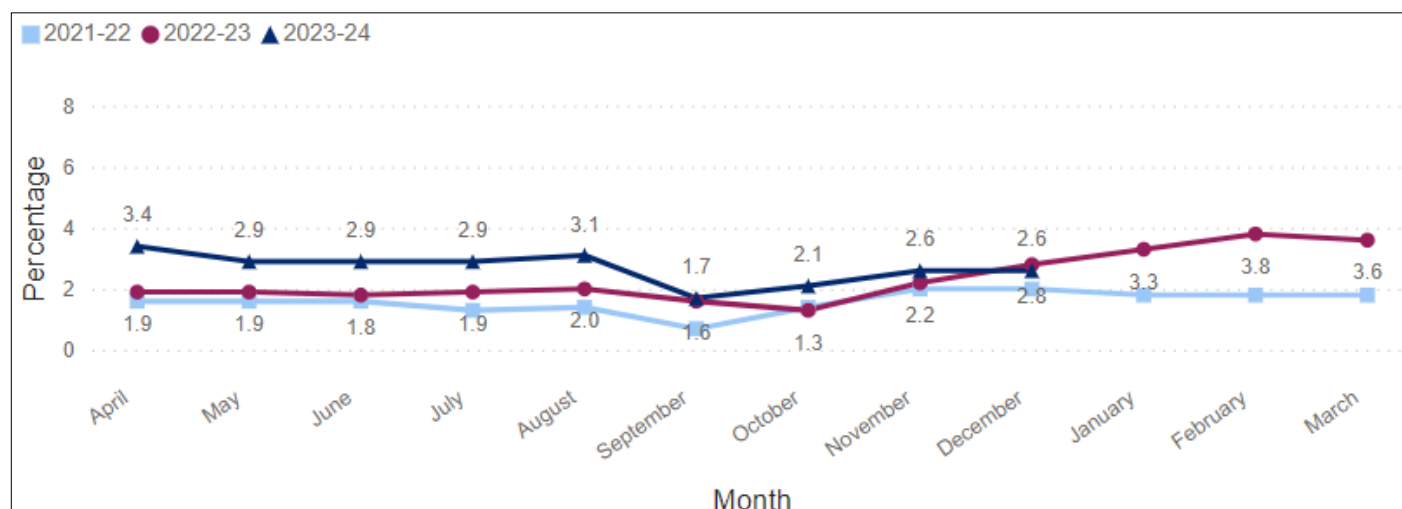


- The team continue to support young people to access University, providing role models to other young people.

**Percentage of Post 16 Not in Education, Employment or Training**

**Aim:** Decrease in the percentage of post 16 not in education, employment, or training.  
**UN Sustainable Development Goal:** 3

<b>Most Recent Status:</b> December 2023	<b>Monitoring Measure</b>
<b>Previous Status:</b> August 2023	<b>Monitoring Measure</b>



- The Department for Education uses a combined measure of young people 16-18 who are either 'Not in Employment, Education or Training' (NEET) or 'Unknown'.

- There has been a reduction in the proportion of young people recorded as NEET compared to quarter 2. This has decreased from 3.1 percent to 2.6 percent.
- Intensive 1:1 support is provided by the council’s Island Futures service to enable young people to engage in positive post 16 destinations, and by projects such as ‘Skills for Work’ part of the council’s UK Shared Prosperity Fund programme.
- The latest Department for Education annual report 2023 confirms the number of young people on the island who are NEET or Unknown to the local authority is 4.1 percent, below regional and national averages which stand at 6.9 percent and 5.2 percent respectively.

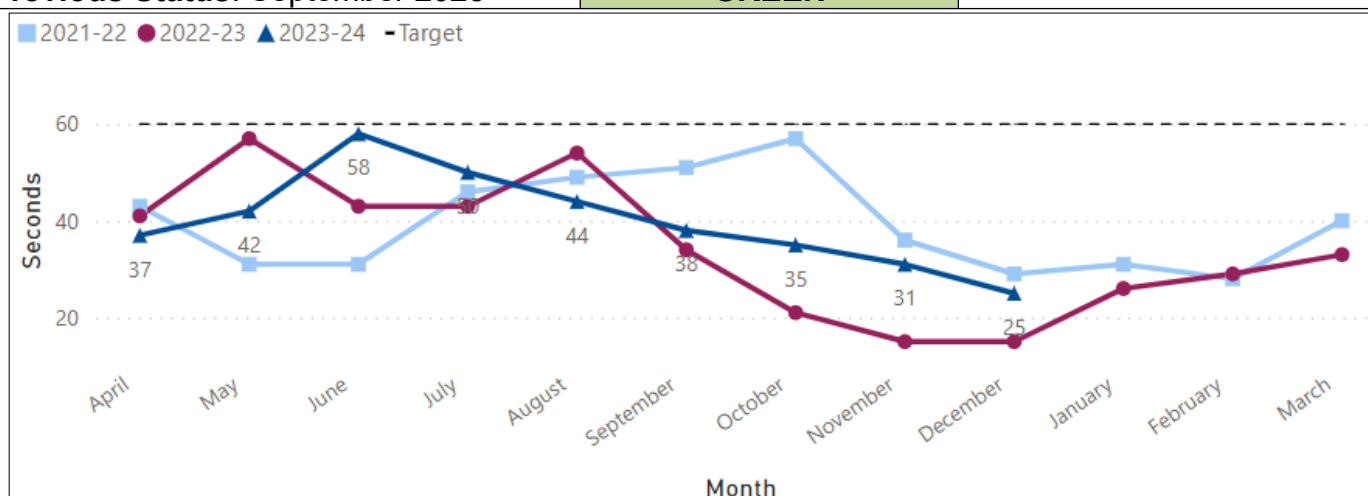
### Average time to answer calls to the contact centre

**Aim:** Calls are answered within 60 seconds

**UN Sustainable Development Goal:** 16

**Most Recent Status:** December 2023 **GREEN**

**Previous Status:** September 2023 **GREEN**



- All telephony data is extracted directly from the Avaya Content Management System (CMS) supervisor system.

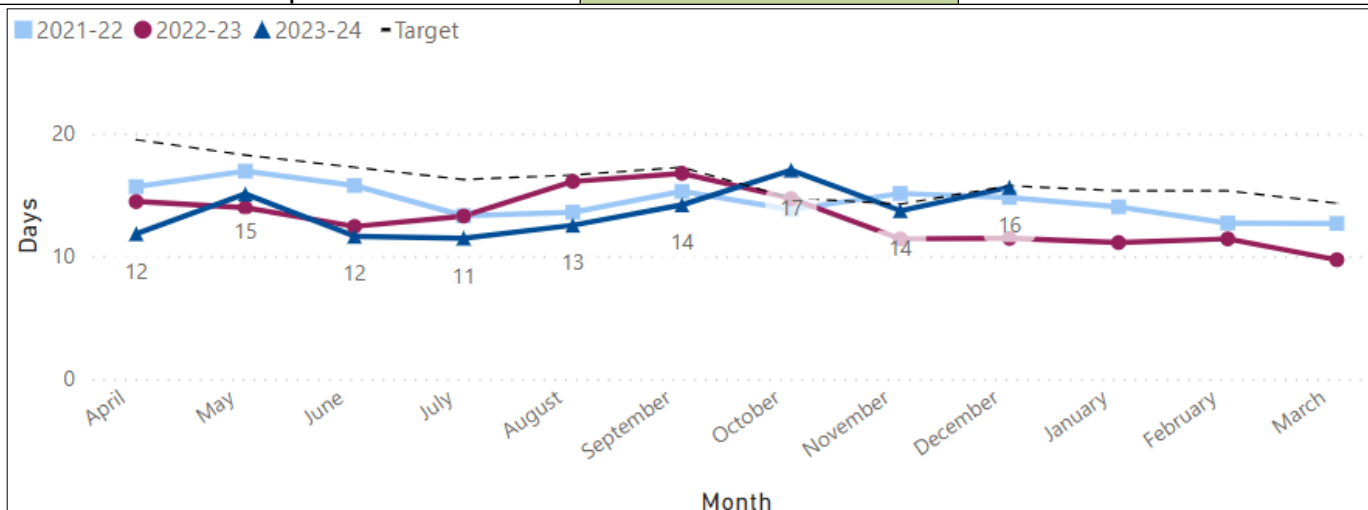
### Average speed of processing new benefit claims

**Aim:** Benefit new claims are processed within the average target of 16 days.

**UN Sustainable Development Goal:** 16

**Most Recent Status:** December 2023 **AMBER**

**Previous Status:** September 2023 **GREEN**



- Data provided by the council benefits team.
- Due to additional demands in December, housing benefits new claims went slightly over target.

- Local Council Tax Support claims are below target and the year-to-date projection continues to be below target.

### Number of FOI requests received

**Aim:** Not applicable

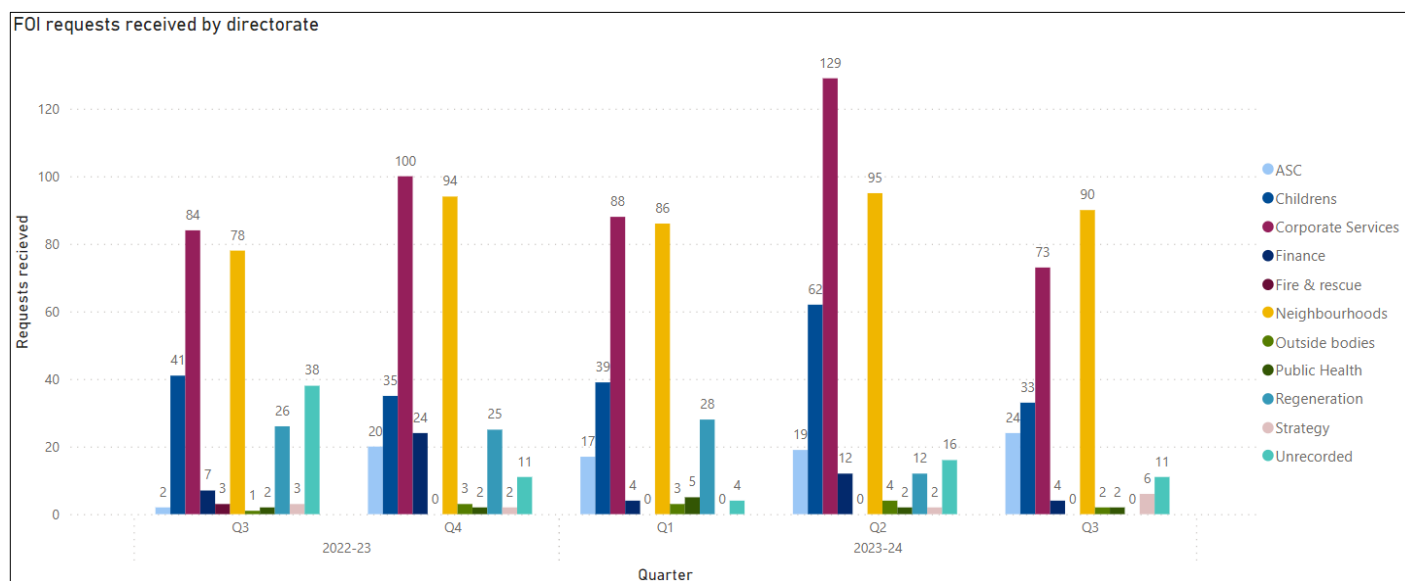
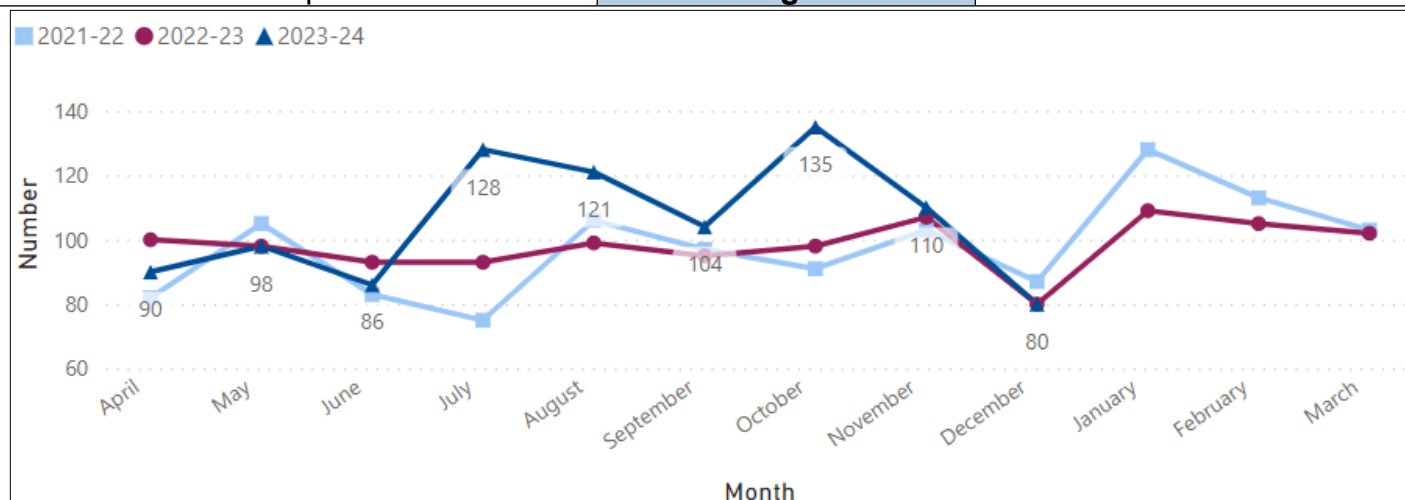
**UN Sustainable Development Goal:** 16

**Most Recent Status:** December 2023

**Monitoring Measure**

**Previous Status:** September 2023

**Monitoring Measure**



- The number of FOI requests logged in the Customer Resource Management (CRM) system over quarter 3 totaled of 325.
- On average for Quarter 3, 86.6 percent of requests have been processed on time (October was 90 percent, November was 89 percent, and December was 81 percent)

### Isle of Wight Council use of Apprenticeship Levy

**Aim:** Increased number of apprentices signed on.

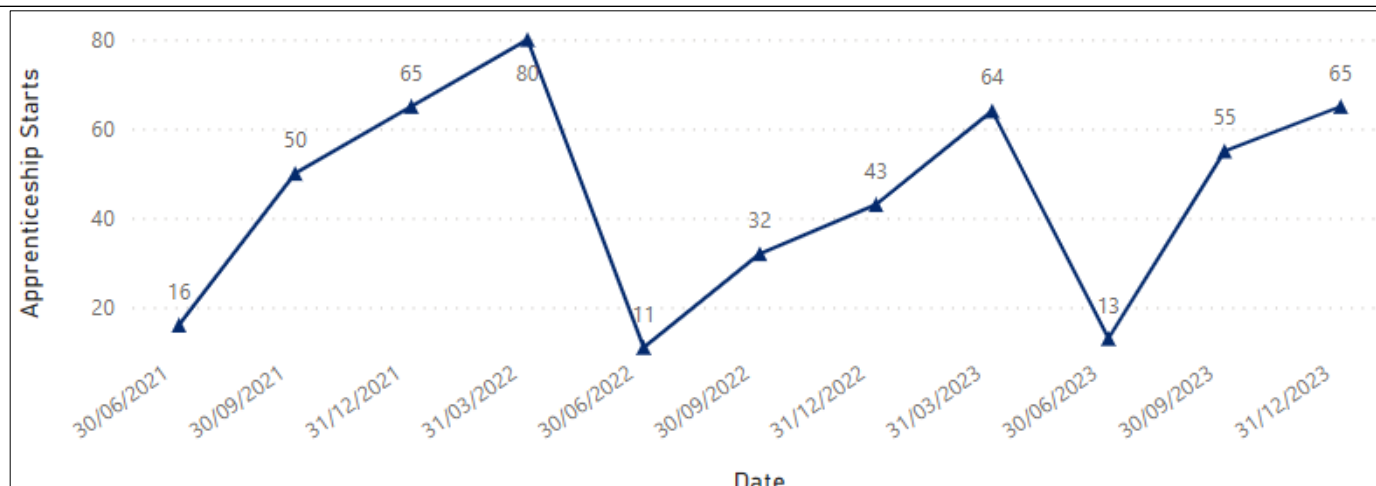
**UN Sustainable Development Goal:** 16

**Most Recent Status:** December 2023

**Monitoring Measure**

**Previous Status:** September 2023

**Monitoring Measure**



- Apprenticeship data is provided by Workforce Learning and Development.
- Apprenticeship levy funds spent in 2023 as of Quarter 3 are £321,331.
- Apprenticeship contracts awarded in Quarter 3:  
Trading Standards Practitioner Level 6 - this is brand new for the IWC and follows the work from the Trading Standards Team on the development of this through the trailblazer group for this programme.
- The Department for Education has announced that the 17th annual National Apprenticeship Week (NAW) will take place from 5 to 11 February 2024. This is an opportunity for the education and skills sector to celebrate the achievements of apprentices around the country and the positive impact they make to communities, and the wider economy. The theme for National Apprenticeship Week 2024 is 'Skills for Life'.
- Apprenticeships recognised in the IWC Childrens Services Ofsted Inspection 2023: 'A wide variety of programmes and initiatives are helping to increase and develop the workforce. This is alongside the various additional learning and development opportunities, including the apprenticeship scheme. Staff value the opportunities available to them.'
- Apprenticeships and the IWC Matrix Assessment Report:  
"Although the council is not itself an apprenticeship training provider, Workforce Development has shown the breadth and value of apprenticeships across the council, under an 'Apprenticeships First' policy. Learners were interviewed for this assessment who are following, or have completed, standards from level 2 in customer service through to management level 5s and beyond. These learners described robust information, advice and guidance from Workforce Development staff, particularly when choosing standards and levels appropriate to their career goals. Of note is the diversity of learner backgrounds, from new entrants of all ages to existing staff wishing to develop their career specialisms. Learning and Development Business Partners have shown they believe in the value of the apprenticeship model by themselves completing a level 5. At the top end of the scale, the council now has 52 apprentices studying at degree level. Unlike many levy payers, the council's levy is fully utilised every year."

**Average working days lost to sickness per employee (cumulative)**

**Aim:** Average days lost to sickness is below the end of year target.

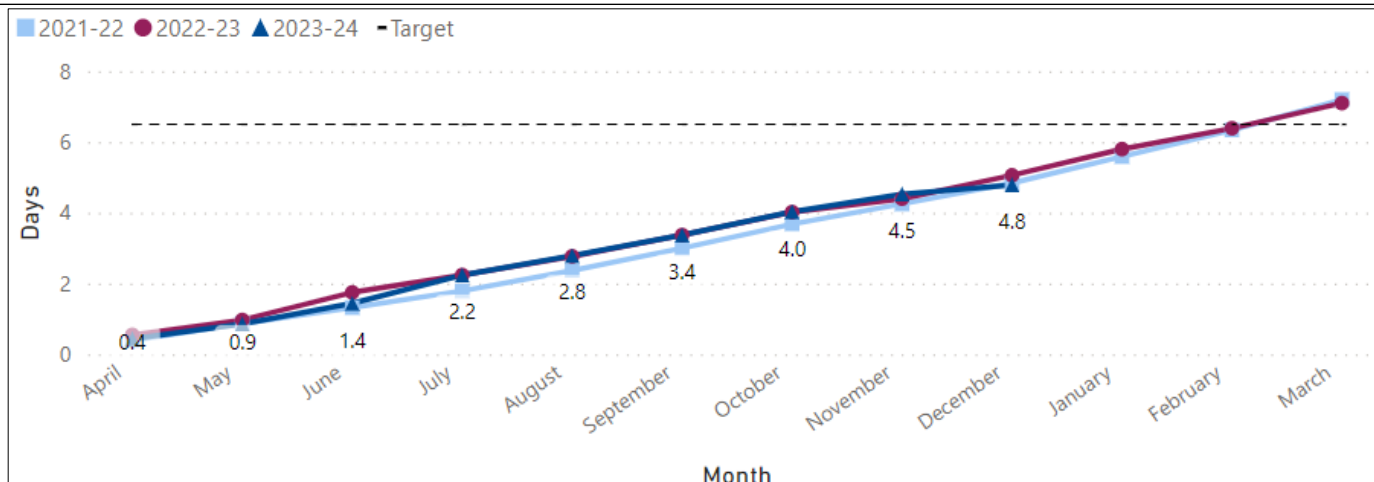
**UN Sustainable Development Goal:** 3

**Most Recent Status:** December 2023

**GREEN**

**Previous Status:** September 2023

**GREEN**



- Average working days lost is currently at the same level as the previous year (2022-23) and has been so since June 2023, and only very slightly higher than the year before that (2021-22).
- Based on the current trend, the forecast for year-end is likely to be comparative to last year, with between 7 and 7.5 working days lost per employee.
- Whilst repeat absence started strongly, levels have reduced compared to the previous year (2022-23) but remain higher compared to 2020-21 and 2021-22.
- Mental health absence remains a concern and current levels are the highest of the last three years.
- Long term absence has also peaked, this is expected due to the growth in mental health related absences which are more commonly long term. Adult Social Care has the highest number of people with a mental health absence compared with the previous three years which has been the case since July. Community Services has also seen levels higher than the previous three year but only recently peaked in October 2023.
- Overall sickness is comparable to the previous year, however, rises in the level of mental health need to be monitored and responded to with appropriate interventions, both proactive and reactive to prevent and control.

## Service Updates - Key Aspirations and Ongoing Business

### The following activity supports UN Sustainable Development Goal 3:

Participation in children in care continues with 'Have your Say' events taking place during October, including a trip to Chessington World of Adventures which included children placed on both the island and mainland. Healthy Young People (HYPE) has continued to run, as have the 'Come Dine with Me' events. These took place at Christmas for children in care and care leavers. The Corporate Parenting Board is planning to co-produce an action plan with Children and Young People in response to the Bright Spots surveys. This year's Bright Spots survey is planned for children in care.

Work under the Family Hub programme continues to remain on track. The programme has directly employed a Project Officer who started in January to support the programme for the remainder of the funded period.

Our Early Help offer continues to be effective, with strong support from partner agencies, particularly schools. Ofsted noted in the 2023 Inspecting Local Authorities Children's Services report that "children and families have good access to a wide variety of early help services that



deliver the right support to families at an early stage. Skilled lead practitioners work effectively with families and other key professionals to support and enable families to make positive changes. Family plans ensure that timely progress is made for children. If concerns escalate, referrals are made promptly to statutory services”.

Children’s social care was inspected by Ofsted in October and the report published in December. The overall outcome was good with good in all aspects except help and protection with was rated ‘requires improvement’. Plans are already in place to respond to the recommendations made by Ofsted. RAFT was found to be particularly strong in several areas.

Monthly auditing has continued, and the Quality Improvement Plan is due for its next update in January.

The Modernising Placement Programme (MPP) work continues to progress with a business case being worked up. Work is also being progressed through the South East Sector Led Improvement Partnership (SESLIP) on the regional recruitment of foster carers.

Adopt South continue to be able to match children with families that can meet their needs and we currently have no children awaiting adoption. We have recently placed three children together with adoptive parents. All other children that have been placed for adoption now have adoption orders.

Housing Benefit and Local Council Tax Support new applications continue to be processed within an average of 13 days and changes to claims with an average of 3.29 days, which means that residents are receiving the financial support they are entitled to.

440 discretionary housing payments have been made to the value of £130,000 together with 130 exceptional hardship awards valuing £62,000 to assist residents to overcome short term financial difficulties.

The team are also administering the governments flood scheme that provides financial support to those residents and businesses affected by storm Babet (19 and 25 October 2023). To date 218 applications have been received from residents, of which 206 have been processed and a payment of £500 made. 71 applications from businesses have also been received and 31 processed with a payment of £2500 made. Applications from businesses are taking longer to process because the strict eligibility criteria set by government means that there is a requirement for evidence regarding insurance arrangements to cover flooding. The scheme closed on the 4 January.

**The following activity supports UN Sustainable Development Goal 4:**

Chillerton and Rookley school closed on 31<sup>st</sup> December 2023.

At the Full Council meeting on 20 September, the newly elected Executive Leader advised that he was committed to moving forward the place planning for schools on the island, however the September 2024 date may not be realistic. This was followed up with a statement released by the cabinet member for Children’s Services on 23 November 2023 stating, “any formal statutory process that is required is likely to commence in the summer term of 2024 and, if followed through, any closures or other measures that result will take effect from Autumn 2025”.

The ongoing work to ensure schools are better placed to meet the needs of all pupils continues with a detailed programme of continued professional development. This has been created in collaboration with headteachers to address identified gaps and build capacity at all levels in the school system.

The Transforming Special Educational Needs and Disabilities (SEND) programme continues. The island SEN conference in November was attended by the cabinet member for education and well attended by schools. The additional support services, SEN Support Line and Toolkit were officially launched at the conference and will collectively support the building of quality and consistency of SEN provision in our mainstream schools across the island.

Termly training for all school leaders and governors in relation to the new Ofsted framework is taking place and has been well attended. This has been demonstrated in the positive outcomes of the recent Ofsted inspections.

Attendance remains a key focus with a significant piece of work to promote good attendance for all pupils in all schools ongoing.

Full attainment data for 2023 is published in January and will be brought to Policy and Scrutiny Committee in a full attainment report.

The Youth Council has increased membership numbers and developed their logo and website to promote what it has achieved and what benefits membership brings to youth councillors. The Youth Council, along with other groups of children and young people, took part in the recruitment of the new Director of Children’s Services. This was through a facilitated speed networking event with all four prospective candidates. The new director was recruited, and the Youth Council received thanks from the Director of Corporate Services. The Youth Council continued to have a dedicated question asked at Full Council and the opportunity to comment on key decisions the council makes on the impact on young people and future generations. The Youth Council and Youth MP signed up to the National British Youth Council Make Your Mark ballot to ask all children on the Isle of Wight what the priorities should be for the new Youth Council. Elections are planned for spring 2024. These elections will be supported by the Isle of Wight Council.

**The following activity supports UN Sustainability Goal 8:**

The Agile team have compiled a new and refreshed action plan for their work. They will be renamed the Digital Change team to reflect the fact that as much as of the organisation as possible are now working in an agile way and the next phase of work will be the upskilling of all staff in digital skills appropriate to their role. They will also be continuing to work alongside teams to help them to fully utilise the Office365 tools at our disposal. From January 2024 we will be conducting an organisation wide cultural assessment which will inform the next few years work in this area.

## Strategic Risks

<b>Failure to improve educational attainment.</b>		
<b>Assigned to: Director of Children’s Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (November 23)</b>
<b>16 VERY HIGH</b>	<b>6 LOW</b>	<b>10 MEDIUM</b>
<b>Previous scores</b>		
<b>September 23</b>	<b>June 23</b>	<b>March 23</b>
<b>10 MEDIUM</b>	<b>10 MEDIUM</b>	<b>10 MEDIUM</b>
<b>Risk score is consistent</b>		

<b>Failure to identify and effectively manage situations where vulnerable children are subject to abuse.</b>		
<b>Assigned to: Director of Children's Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (November 23)</b>
16 VERY HIGH	5 LOW	9 MEDIUM
<b>Previous scores</b>		
<b>September 23</b>	<b>June 23</b>	<b>March 23</b>
9 MEDIUM	9 MEDIUM	9 MEDIUM
Risk score is consistent		

<b>The ending of the partnership between IWC and HCC for Children's Social Care and associated de-coupling arrangements.</b>		
<b>Assigned to: Director of Children's Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (November 23)</b>
16 VERY HIGH	5 LOW	9 MEDIUM
<b>Previous scores</b>		
<b>September 23</b>	<b>June 23</b>	<b>March 23</b>
9 MEDIUM	N/A	N/A
No change in risk score		

<b>Insufficient staffing capacity and skills</b>		
<b>Assigned to: Director of Corporate Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (November 23)</b>
16 VERY HIGH	9 MEDIUM	12 HIGH
<b>Previous scores</b>		
<b>September 23</b>	<b>June 23</b>	<b>March 23</b>
12 HIGH	12 HIGH	12 HIGH
Risk score is consistent		

<b>A change in organisational culture fails to keep a pace with the speed of organisational change, negatively impacting on the delivery of the required transformation to deliver the corporate plan.</b>		
<b>Assigned to: Director of Corporate Services</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (November 23)</b>
16 VERY HIGH	6 LOW	12 HIGH
<b>Previous scores</b>		
<b>September 23</b>	<b>June 23</b>	<b>March 23</b>
12 HIGH	8 MEDIUM	8 MEDIUM
No change in risk score		