

Appendix 3 – 2023/24 Q4 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.

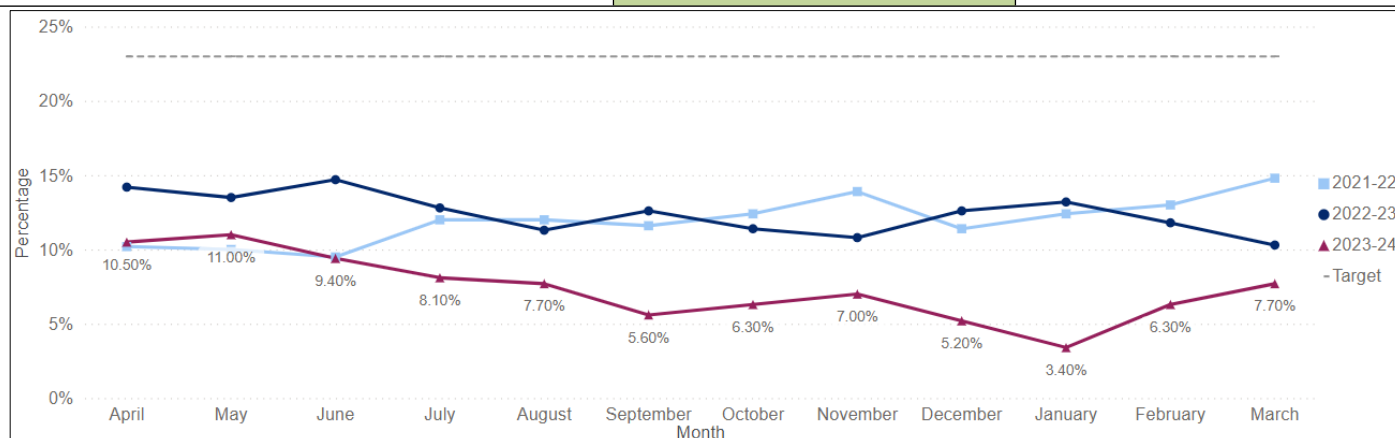
UN Sustainable Development Goal: 3

Most Recent Status: March 2024

GREEN

Previous Status: December 2023

GREEN



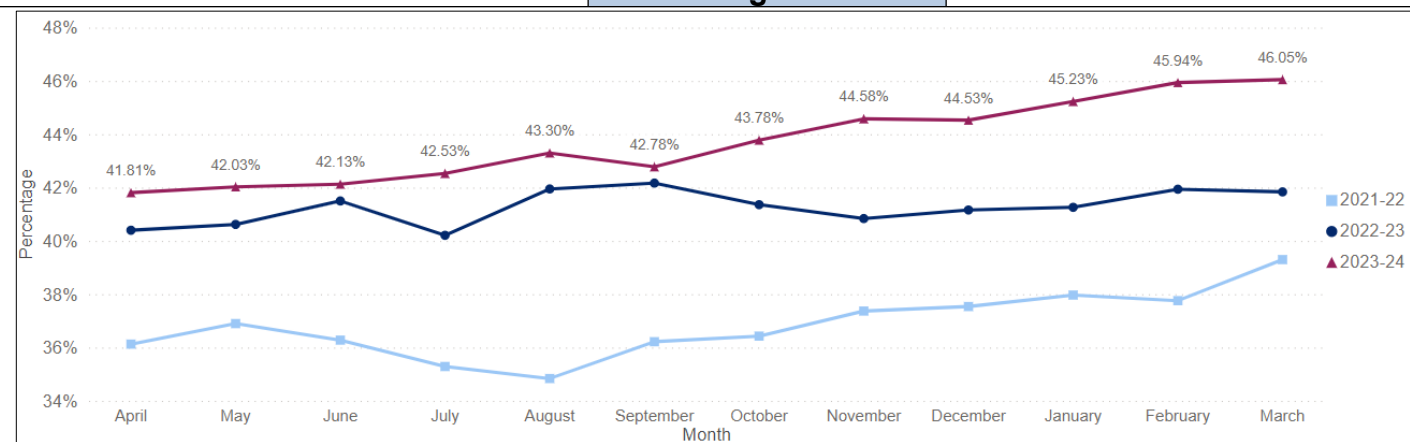
- The management team reviews each case of a child who is subject to a second or subsequent child protection plan within two years of the previous plan end date to ensure that the response from the social care teams and independent reviewing service is proportionate, as well as to provide assurance that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

- Performance has remained consistent through Quarter 3 but rose in Quarter 4 although the numbers are very small meaning changes in percentages can appear large, with an improvement in December and January.
- 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: March 2024	Monitoring Measure
Previous Status: December 2023	Monitoring Measure

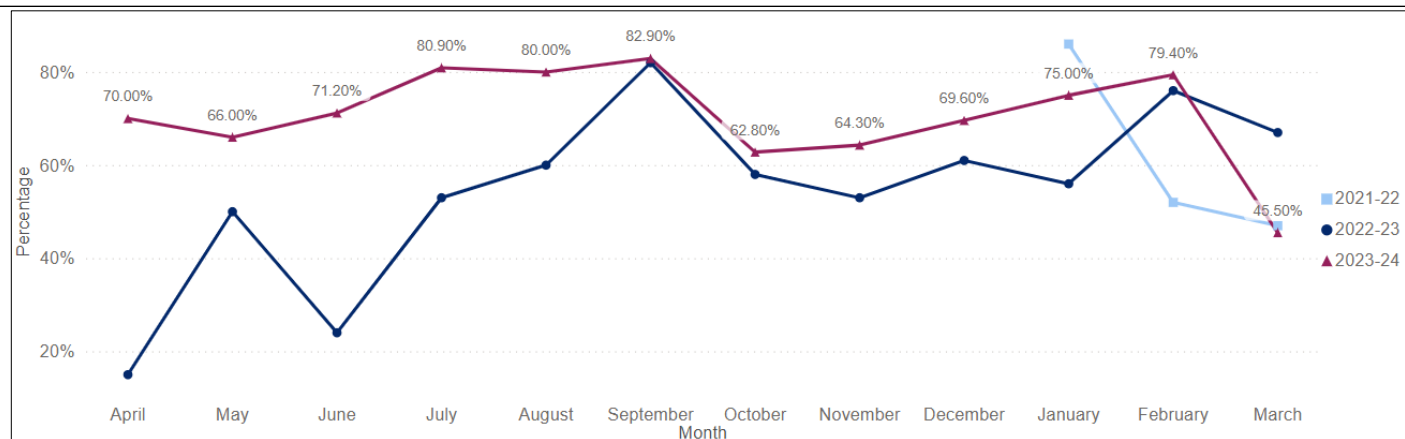


- The Multi-Agency Safeguarding Hub (MASH) counts all re-referrals to ensure a more accurate view rather than only counting those re-referrals that originally progressed to an authorised completed assessment.
- The percentage of re-referrals has remained consistent.
- The recent Ofsted inspection highlighted 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 and our 2024 Ofsted action plan.

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: March 2024	Monitoring Measure
Previous Status: December 2023	Monitoring Measure



- There are assorted reasons for closure of Early Help cases, of which outcomes is the main 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.
- An increase in the number of families withdrawing consent for Early Help following Child and Family Assessments were seen during quarter 4, this had a significant impact on the percentage for those that closed with outcomes achieved in March.
- The outcomes tracker has now been added to the assessment and plan templates so that Lead professionals now have a single form to complete at each stage of the Early help process and better evidence outcomes achieved.
- The Early Help Audit tool has also been revised and from April 2024, audits will be completed by the Team and Service Manager directly with Lead Professionals.

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.

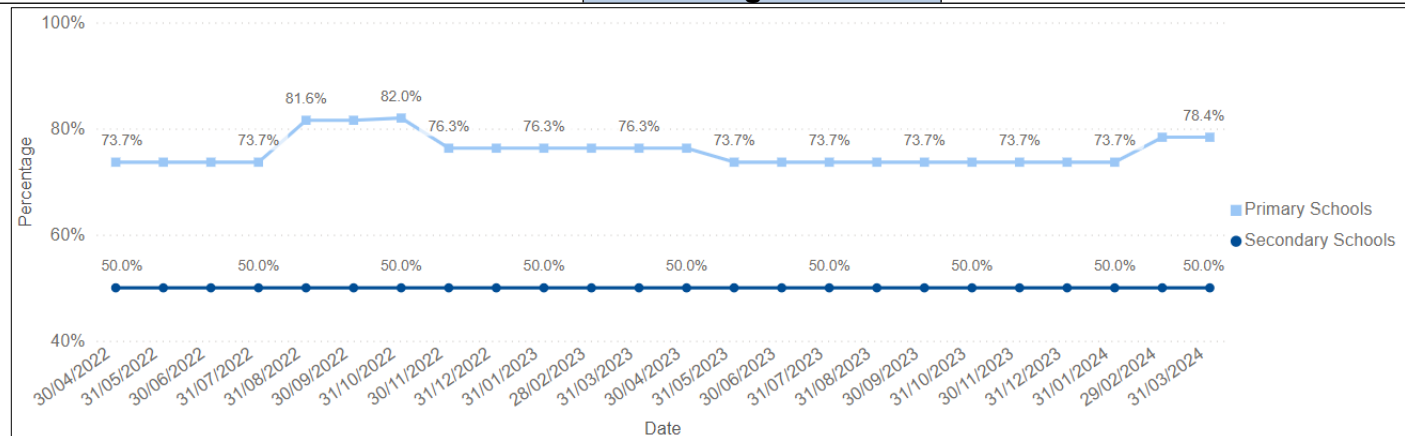
UN Sustainable Development Goal: 3

Most Recent Status: March 2024

Monitoring Measure

Previous Status: December 2023

Monitoring Measure



- Ofsted inspections carried out in the period were:
 - Brightstone Church of England Primary School (6 February 2024) – Increased from Requires Improvement to Good.
 - Northwood Primary School (20 February 2024) – 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

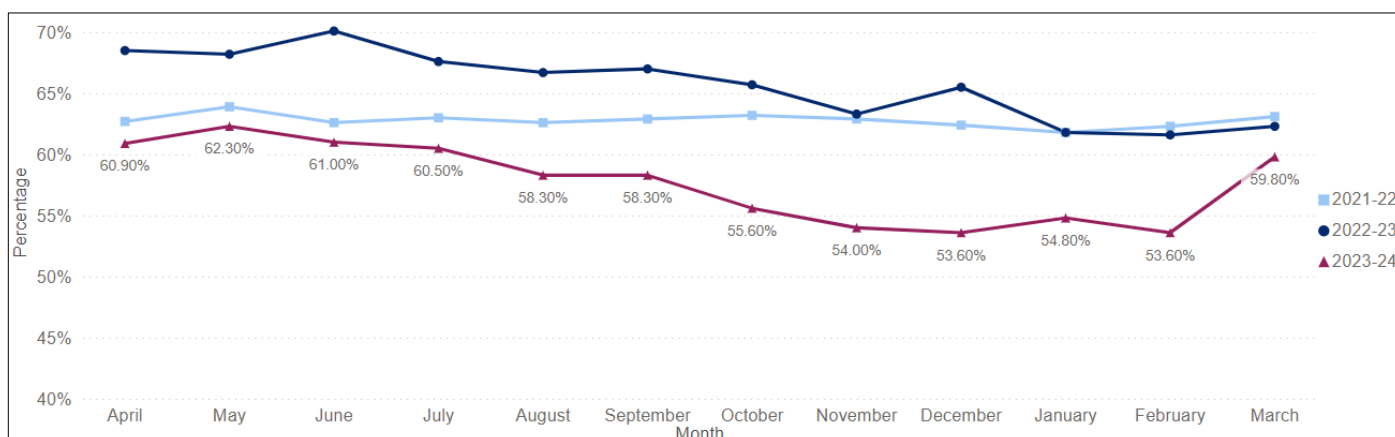
Most Recent Status: March 2024	Monitoring Measure
Previous Status: December 2023	Monitoring Measure

Schools	Inadequate	Requires Improvement	Good	Outstanding	Ungraded
47	0	11	36	0	0
	0.00%	23%	77%	0.00%	0.00%
	23%		77%		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

Most Recent Status: March 2024	Monitoring Measure
Previous Status: December 2023	Monitoring Measure

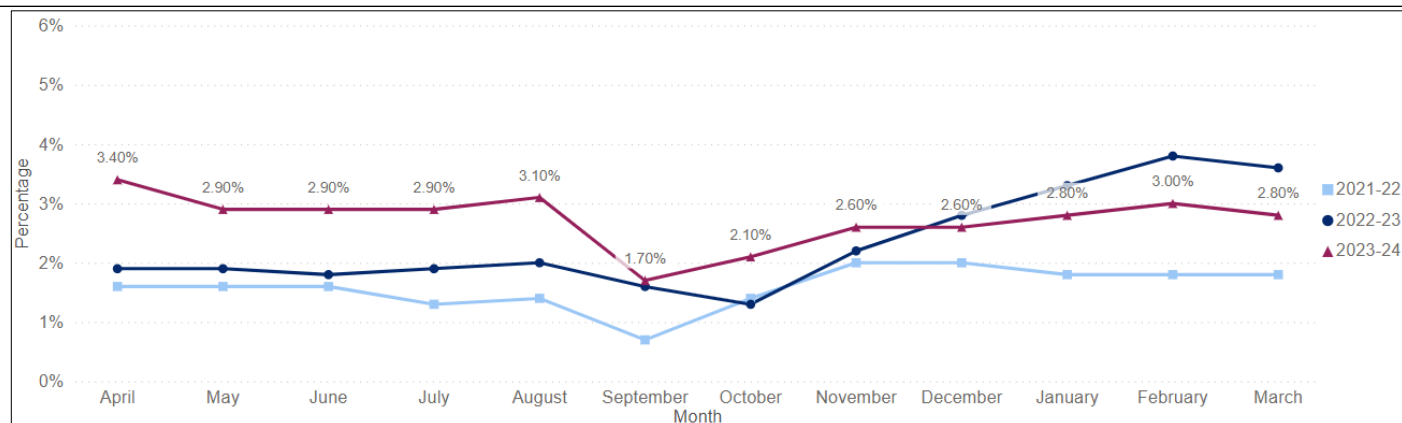


- The team continue to support young people to access University, providing role models to other young people.
- A new travel training scheme for children and young people with additional needs is being launched with plans to link this to apprentice opportunities through the Isle of Wight College and the Isle of Wight Council.
- The Pathways to Independent Adulthood supported accommodation commissioned framework has 16 young people in care aged 16- and 17-years old living in homes that meet their needs. All providers are now registered with Ofsted as supported accommodation providers with a local increased emphasis on these children and care leavers in these accommodations being supported to access education, employment, and training.

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

Most Recent Status: March 2024	Monitoring Measure
Previous Status: December 2023	Monitoring Measure



- 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'.
- The NEET and NEET/Unknown percentage has improved when compared to the same period as last year (3.6 percent NEET and 4.0 percent NEET/Unknown for March 2023 against 2.8 percent NEET and 3.5 percent NEET/Unknown for March 2024)
- A new support group for care leavers who are parents has been established to support parents return to education, employment, and training through accessing the childcare early years offer. Developments have included increasing the offer from the Family Hubs to care leavers too.

Rate of children looked after at year end (per 100k of the population)

Aim: The rate of children looked after decreases

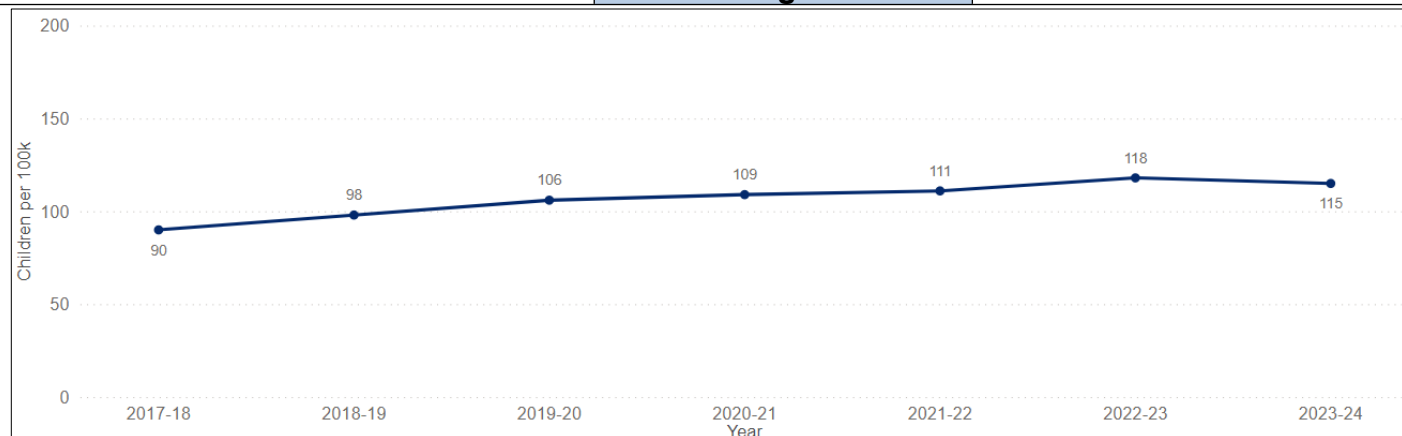
UN Sustainable Development Goal: 3

Most Recent Status: March 2024

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The Isle of Wight is an outlier compared to statistical neighbours for the rate of children in care.
- The needs of children coming into care have become more complex though work continues to reunify home or to extended families children when and where it is in their best interests and safe to do so.

Average Attainment 8 score at Year 11

Aim: Increase in average Attainment 8 score per pupil

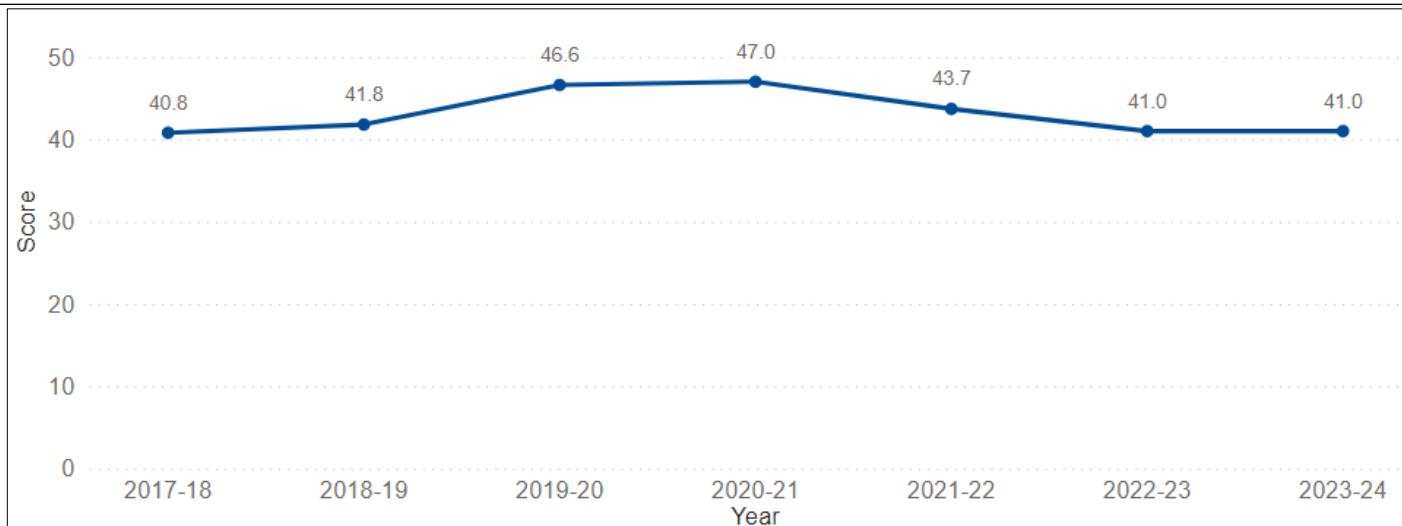
UN Sustainable Development Goal: 4

Most Recent Status: March 2024

Monitoring Measure

Previous Status: March 2023

Monitoring Measure



- The ranking for the Isle of Wight against other authorities is not yet available.

Average time to answer calls to the contact centre

Aim: Calls are answered within 60 seconds

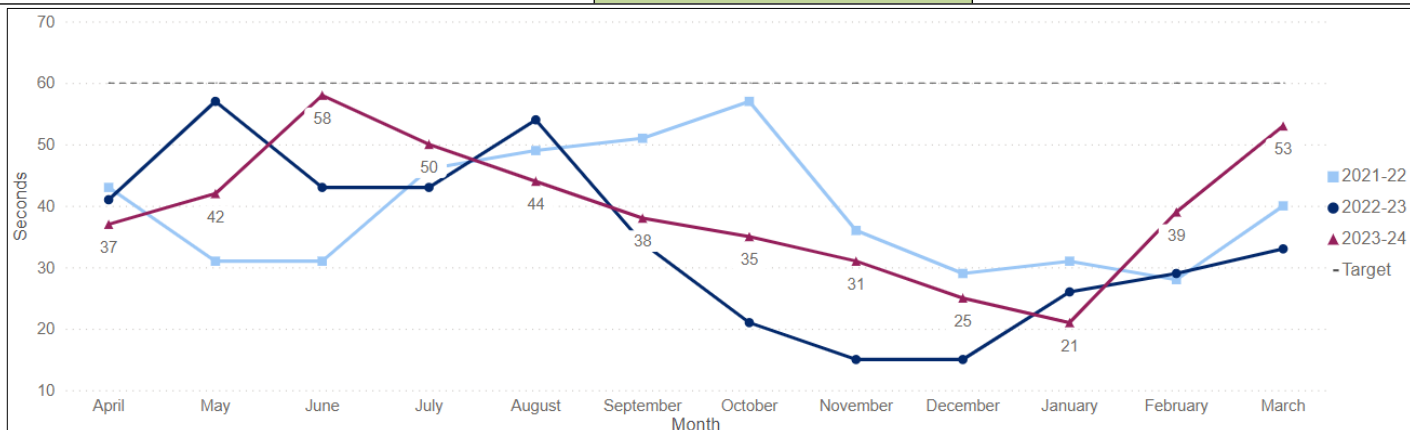
UN Sustainable Development Goal: 16

Most Recent Status: March 2024

AMBER

Previous Status: December 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.

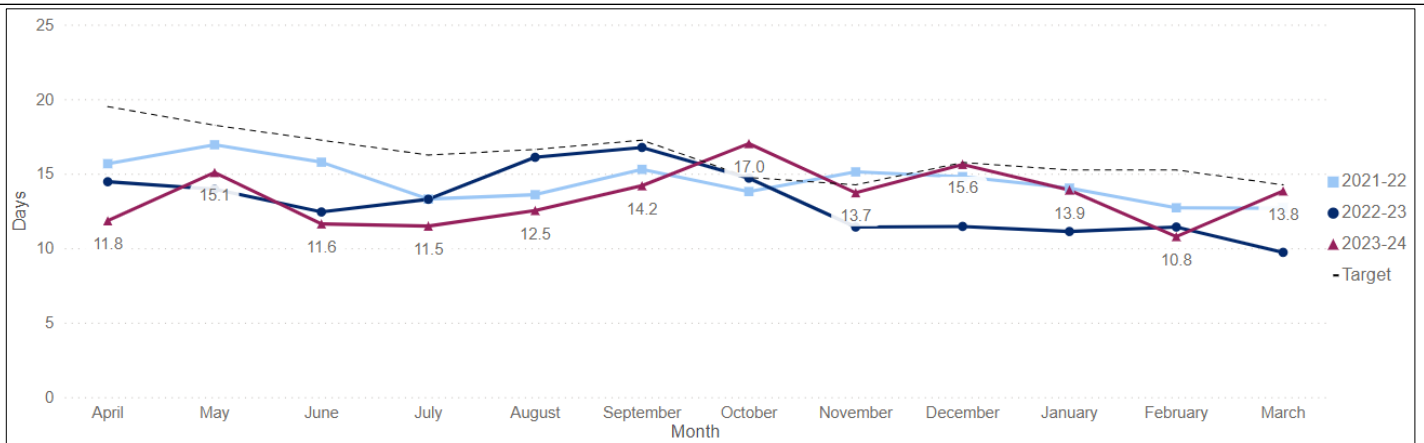
UN Sustainable Development Goal: 16

Most Recent Status: March 2024

GREEN

Previous Status: December 2023

AMBER



- Data provided by the council benefits team.
- A total of 867 Housing Benefit claims were processed, taking an average of 12.81 days for the financial year 2023-24

Number of FOI requests received

Aim: Not applicable

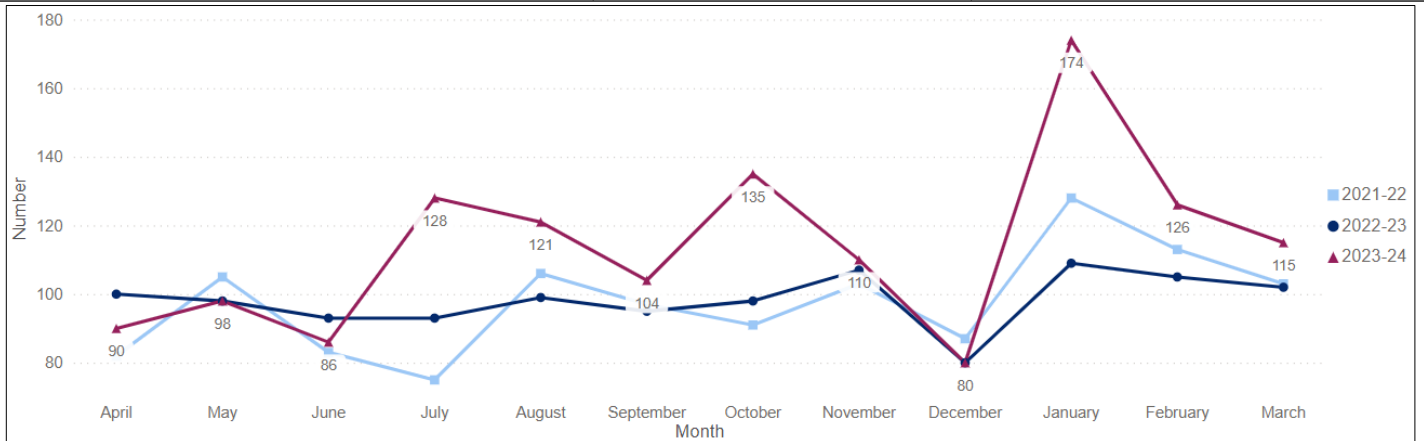
UN Sustainable Development Goal: 16

Most Recent Status: March 2024

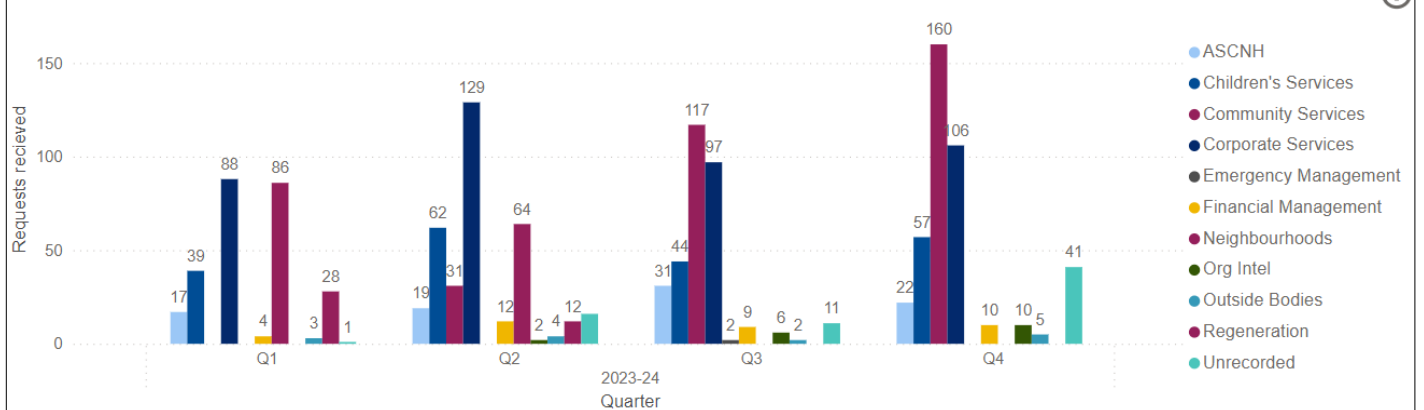
Monitoring Measure

Previous Status: December 2023

Monitoring Measure



FOI requests received by directorate



- Please note that following the organisational restructure in October 2023, Neighbourhoods and Regeneration are now known as Community Services.
- The number of FOI requests logged in the Customer Resource Management (CRM) system over Quarter 4 totaled of 415.
- On average for Quarter 4, 83 percent of requests have been processed on time (January was 85 percent, February was 87 percent, and March was 77 percent)

Isle of Wight Council use of Apprenticeship Levy

Aim: Increased number of apprentices signed on.

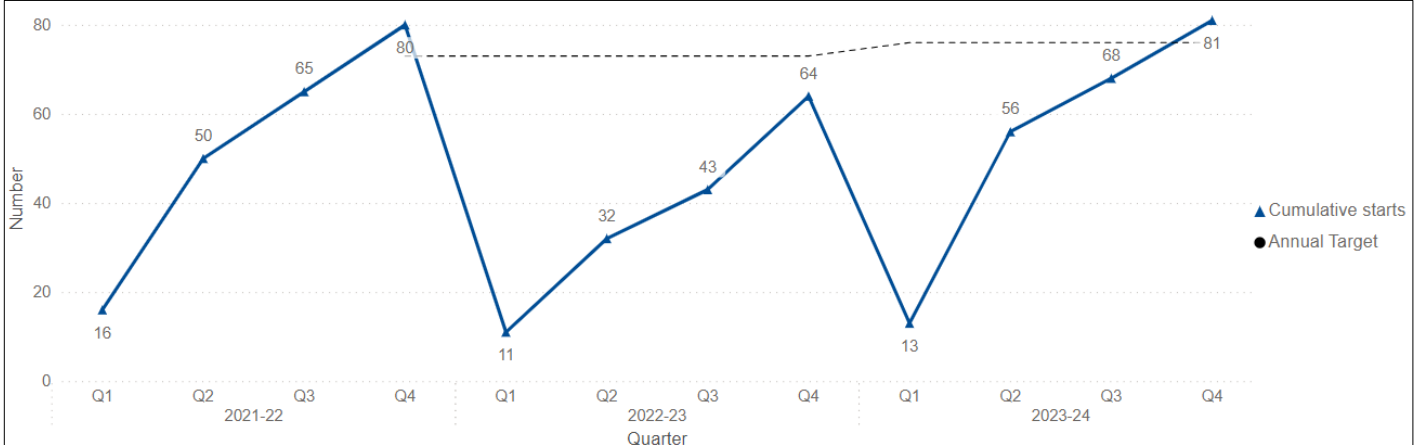
UN Sustainable Development Goal: 16

Most Recent Status: March 2024

Monitoring Measure

Previous Status: December 2023

Monitoring Measure



- Apprenticeship data is provided by Workforce Learning and Development.
- Apprenticeship Levy Funds spent this year: £461,588. IWC currently has 97 apprentices active on programmes.
- The IWC have been entered into the Top 100 Apprenticeship Employers.
- IWC participated in numerous Skills for Life Activities during National Apprenticeship Week 2024 in February.
- 24 out of 27 schools have now engaged, with a further 1 looking to sign staff on. To date schools have had 118 apprentices, including two new schools (Binstead & Shalfleet Primary).

Average working days lost to sickness per employee (cumulative)

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

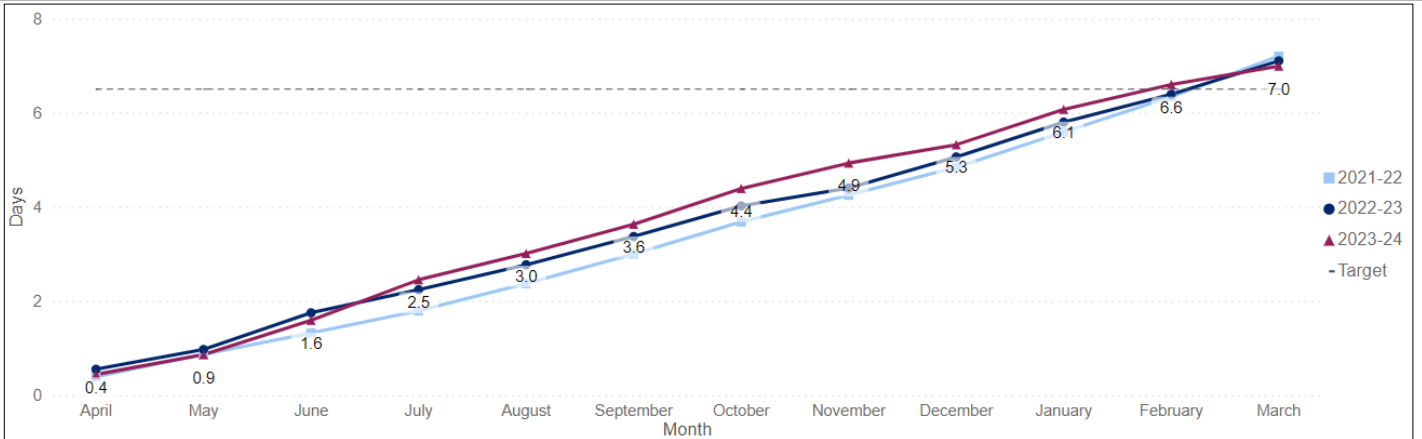
UN Sustainable Development Goal: 3

Most Recent Status: March 2024

RED

Previous Status: December 2023

GREEN



- As at March 2024 this measure is currently slightly lower than the last 2 financial years, though it is likely to rise due to late reporting of absence.
- Based on the current trend forecast for year end is between 7 and 7.5 working days lost per employee like the last 2 years.
- Most directorates have a similar pattern apart from Community Services which has had a higher average level throughout the year.

Service Updates - Key Aspirations and Ongoing Business

The following activity supports UN Sustainable Development Goal 3:

Corporate Services:

The Local Council Tax Support Scheme for 2024/25 was agreed at Full Council on 28 February. Councillors agreed to increase the maximum level of support from 70 percent to 75 percent for those claimants who are of working age. The additional monies will be well received by the most vulnerable in our community.

Full Council also agreed to reduce the opening hours of the Contact Centre to be Monday to Friday 9am to 5pm. This change will enable better utilisation of resource to field enquiries from residents.

72,686 council tax bills were despatched on the 11 March to households across the Island. Each bill contained an information leaflet detailing all the support available to residents facing the cost-of-living crisis.

The Contact Centre Manager has worked with local businesses to extend the 'staff benefits' scheme to include IW Council pensioners so pensioners will now be able to gain a small reduction on services offered by businesses through the scheme.

Children's Services:

The BrightSpots survey "Your Life Your Care" was undertaken in March 2024. The findings will be shared with children in care once published and the actions arising to improve our practice will be incorporated into our Participation Action Plan. As with the care leavers survey, the findings will also be shared with elected members and partner agencies.

Other updates during quarter 4 include:

- Children have been involved in the development of the new Children and Young People's Plan.
- Planning for the Star Awards 2024 have commenced.
- 'Have Your Say Week' took place during February half term.
- Participation leads met to plan the schedule of participation for 2024, providing corporate parents the opportunity to meet children in case and children open to children's social care.

The following activity supports UN Sustainable Development Goal 4:

The new Education, Inclusion and Access department commenced from 1 February 2024. On 23 February the Strategic Director, Service Director and Service Manager for Strategic Development held a members' briefing on school place planning. Senior leaders presented to the Chairs of Governors at the regular forum and this presentation was included in the Policy and Scrutiny Committee report as an appendix. Engagement sessions with the public have been organised and published, with dates starting in April. An email address and a website have been set up to gather views.

The new department has continued to work with the Hampshire Inspection and Advisory Service (HIAS), with a few changes based on context. All maintained schools continue to have the annual quality assurance process and managers are working with headteachers to develop an in-house, whole Island, continued professional development offer. Additionally, 2 schools have moved from

'requires improvement' to 'good', taking the number of schools that are good or better to 77 percent with no inadequate schools.

Other updates for quarter 4 include:

- The new Service Manager continues to work with the headteacher and deputy headteacher networks.
- The Special Educational Needs continuing professional development (SEN CPD) has been realigned to align with the Valuing Special Education Needs and Disabilities (VSEND) tool roll out.
- The full attainment report from summer 2023 was presented to the Policy and Scrutiny Committee by the new leadership team.

The Youth Council has continued to meet regularly, and Youth MP and Youth Council elections are underway. The national survey from the British Youth Council was rolled out locally to determine the priorities for children and young people and future generations, as well as asking a dedicated question at Full Council. The British Youth Council is being disbanded nationally, the impact of this is that the Isle of Wight Council will need to provide more independent support to the Isle of Wight Youth Council and Youth MP. It is proposed that, like most other local authorities, the support for the Youth Council and Youth MP is provided corporately through Democratic Services rather than voluntarily through staff in Children's Social Care. Council support for the Youth Council and Youth MP remains a corporate priority in the Isle of Wight Council's Corporate Plan.

Strategic Risks

Failure to improve educational attainment.		
Assigned to: Director of Children's Services		
Inherent score	Target score	Current score (February 24)
16 VERY HIGH	6 LOW	11 MEDIUM
Previous scores		
November 23	September 23	June 23
10 MEDIUM	10 MEDIUM	10 MEDIUM
Increase in risk score		

Failure to identify and effectively manage situations where vulnerable children are subject to abuse.		
Assigned to: Director of Children's Services		
Inherent score	Target score	Current score (February 24)
16 VERY HIGH	5 LOW	9 MEDIUM
Previous scores		
November 23	September 23	June 23
9 MEDIUM	9 MEDIUM	9 MEDIUM
Risk score is consistent		

Insufficient staffing capacity and skills		
Assigned to: Director of Corporate Services		
Inherent score	Target score	Current score (February 24)
16 VERY HIGH	9 MEDIUM	9 MEDIUM
Previous scores		
November 23	September 23	June 23
12 HIGH	12 HIGH	12 HIGH
Reduction in risk score		

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.		
Assigned to: Director of Corporate Services		
Inherent score	Target score	Current score (February 24)
16 VERY HIGH	6 LOW	12 HIGH
Previous scores		
November 23	September 23	June 23
12 HIGH	12 HIGH	8 MEDIUM
No change in risk score		