

Children's Social Care Performance Quarter Three and Four 2020/2021

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Overview

- Local context
- Children and Families Branch Service Plan 2019-2021
- Key Business Activities
- Key performance indicators
- Transformation
- Areas for continued improvement
- Finance
- Covid response update



Local context

- Approximately 27,100 children and young people 0-19 on the Isle of Wight. This is 19.3% of the total population in the area.
- Approximately 20.4% of the local authority's children are living in poverty.
- The proportion of children entitled to free school meals:
 - in primary schools is 18% (the national average is 18%)
 - in secondary schools is 13% (the national average is 15%).
- School children from minority ethnic groups account for 8.7% of all school children compared with 34.6% in the country as a whole.
- School children with social, emotional and mental health needs 3.2%, compared with England average of 2.7%.

Source: Public Health England, Child Health Profile 2021
[2825-PHE-Child-Health-Profile-2021-Isle-of-Wight.pdf \(iow.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97825/PHE-Child-Health-Profile-2021-Isle-of-Wight.pdf)



Local context

Indicator (2020)	Isle of Wight	*SN	SE	England
Child Poverty 2019 (0 to 15)	20.4%	17.9%	12%	18.4%
Referrals (per 10,000)	1097.3	511.58	581.1	534.8
Section 47 enquiries (per 10,000)	259.1	175.87	179.1	167.2
Children in need (per 10,000)	472.1	330.04	304.4	323.7
Child protection (per 10,000)	50.9	48.5	41.2	42.8
Children looked after (per 10,000)	107	78.5	53	67
Care leavers (NEET)	34%	38.8%	34%	39%

*SN Statistical Neighbours. Data is latest published data for 2020



Children and Families Branch

Service Plan 2019 to 2021

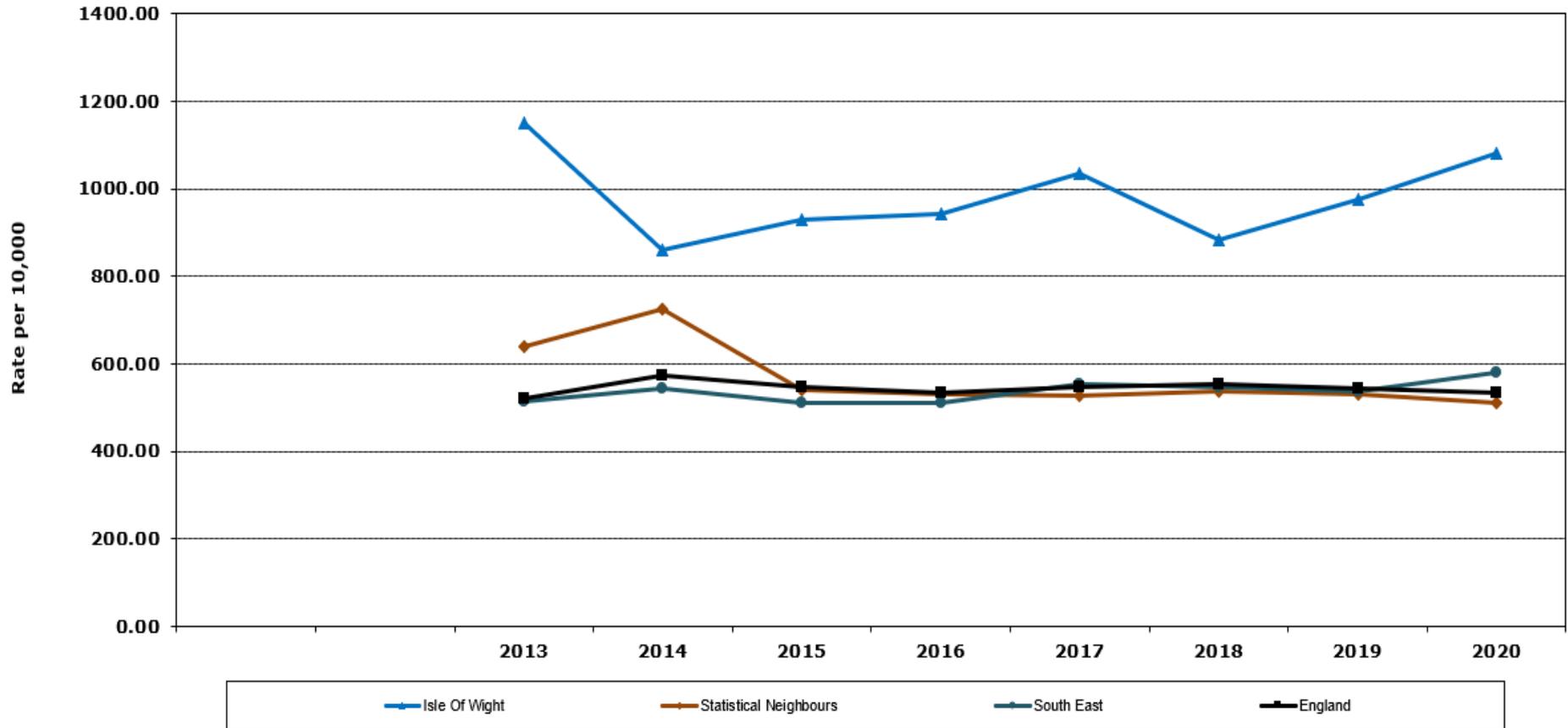
The Children and Families branch of Children's Services is responsible for delivering a wide range of support and statutory services for children and families. As a service we have three main functions:

- **To support families to help them to look after their children, preventing escalation into statutory services.**
- **To lead the work to keep children safe and protect them from harm, abuse and neglect, responding to child protection concerns and addressing significant harm and abuse.**
- **Where children cannot safely stay at home, provide permanence through a range of other alternatives.**



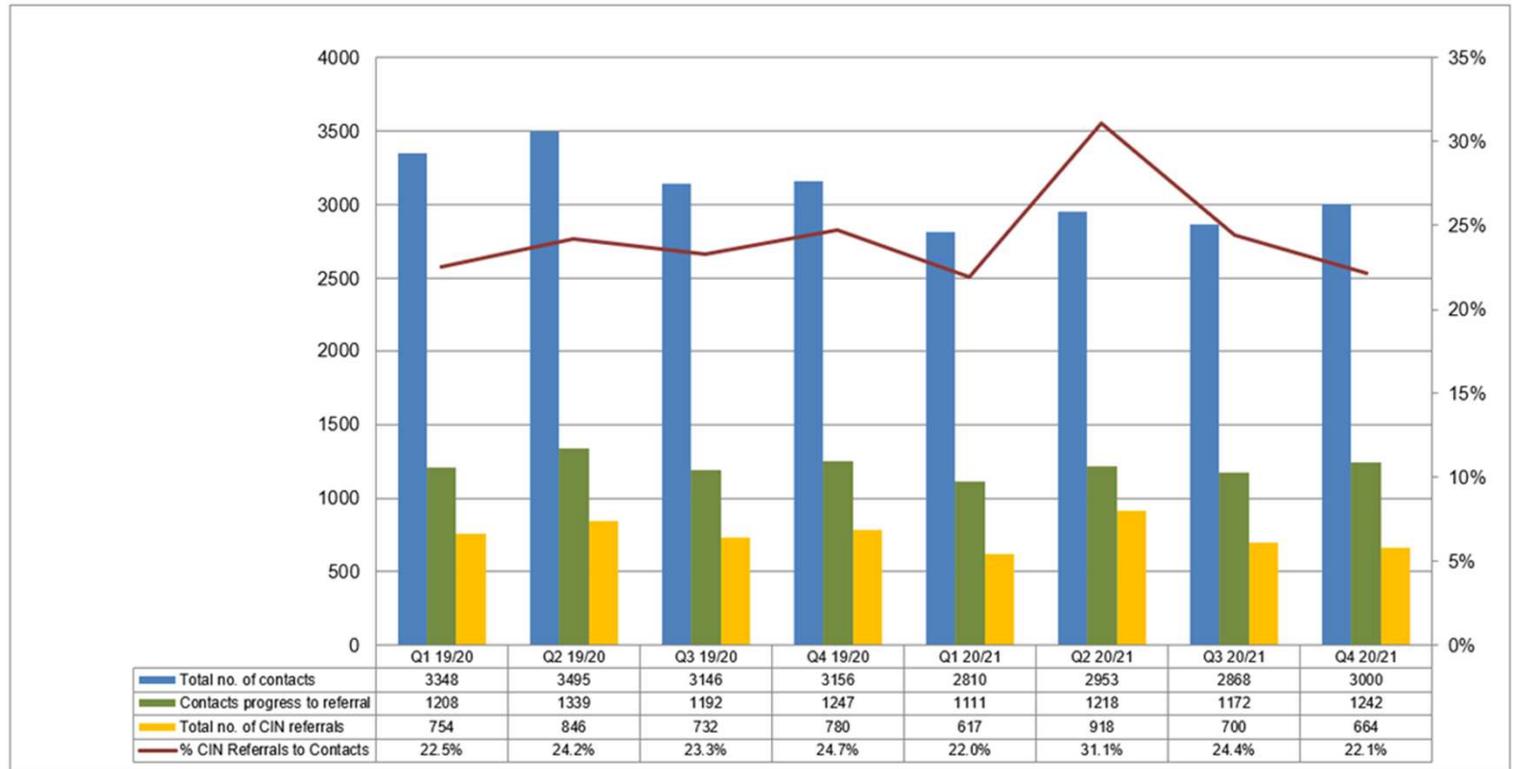
Referral data

Rates per 10,000 of referrals to Children's Social Services



Performance – Contacts and Referrals

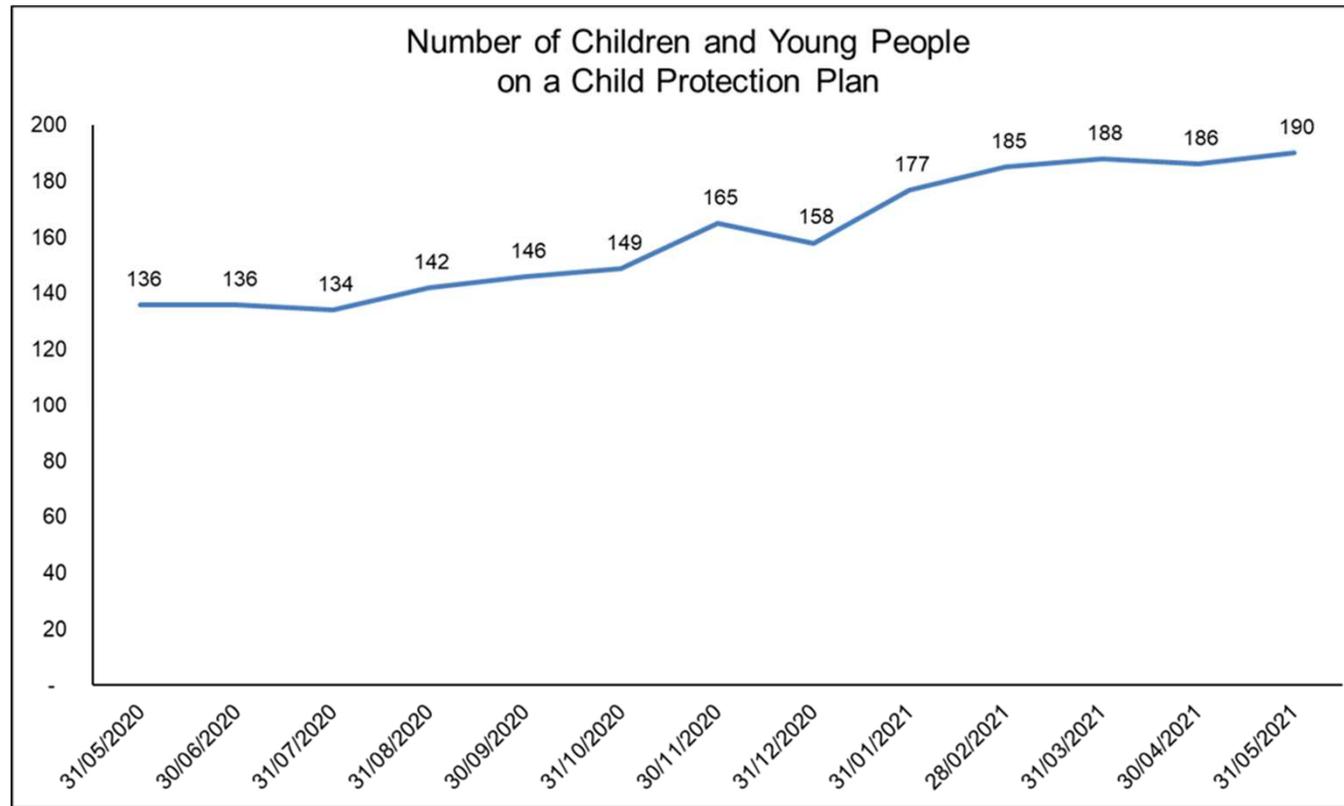
Measure : **Contacts and referrals to IOW**
Please note percentages shown 0% - 35%



Performance- timely response

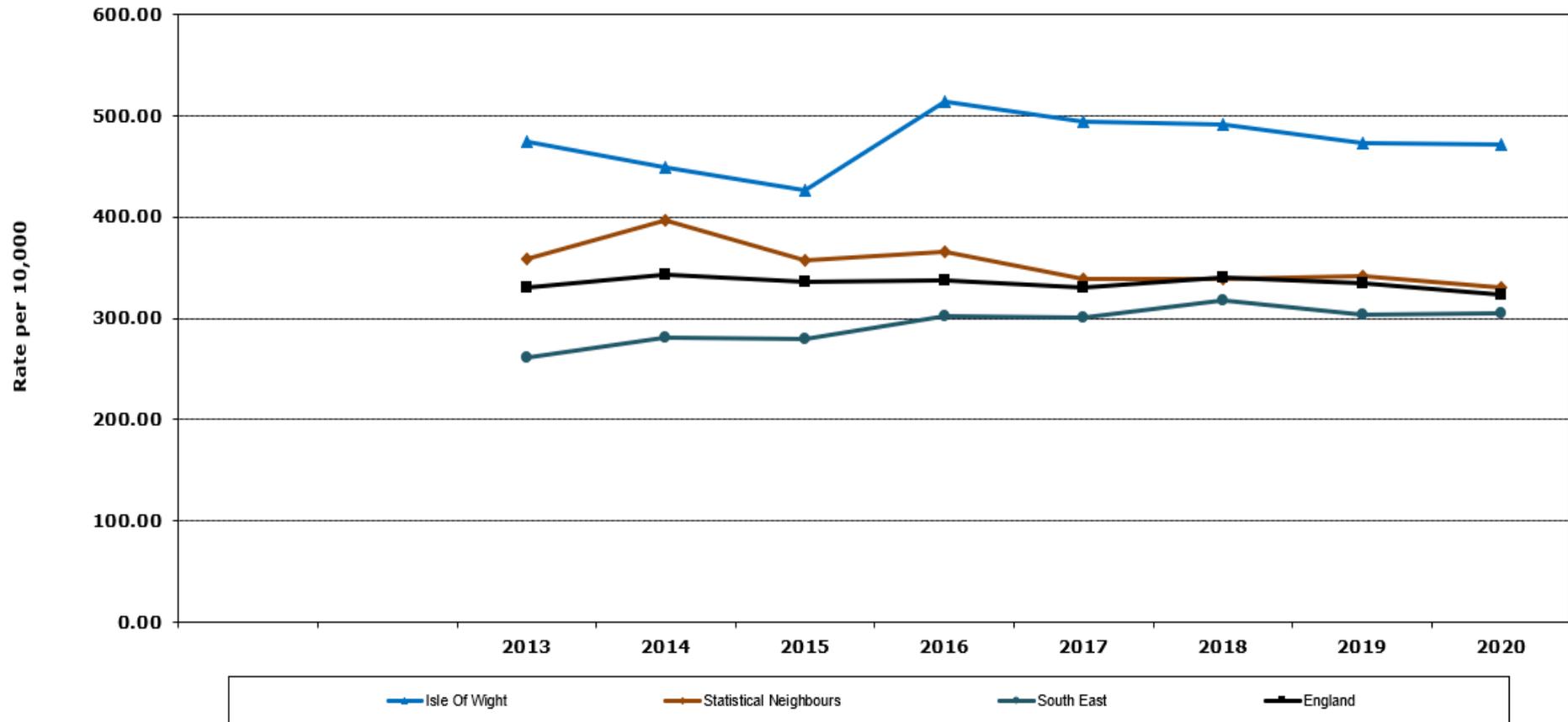
Assessment completed within timescales		ICPC's in timescales	
Q1	94%	Q1	91%
Q2	93%	Q2	90%
Q3	93%	Q3	79%
Q4	90%	Q4	70%

Children subject to child protection planning



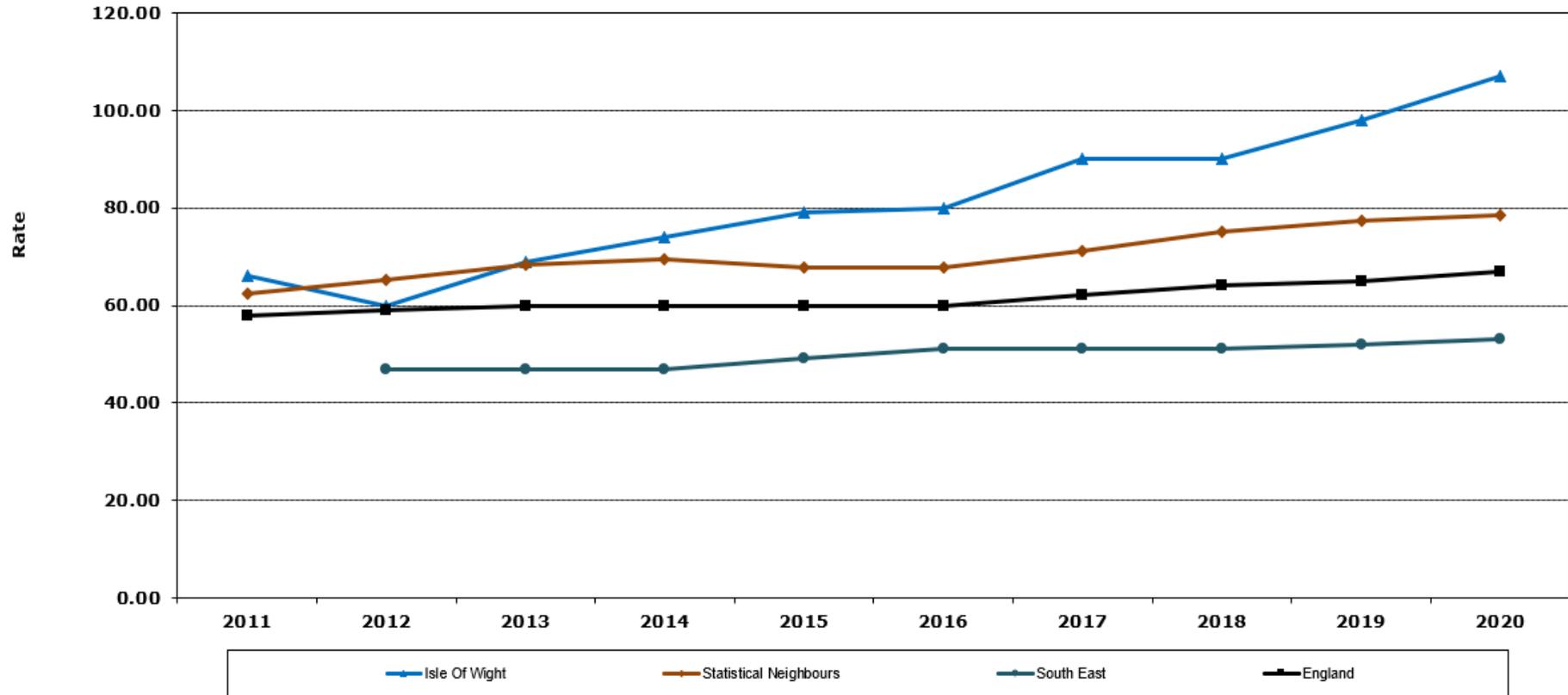
Children in need

Children in Need rate per 10,000

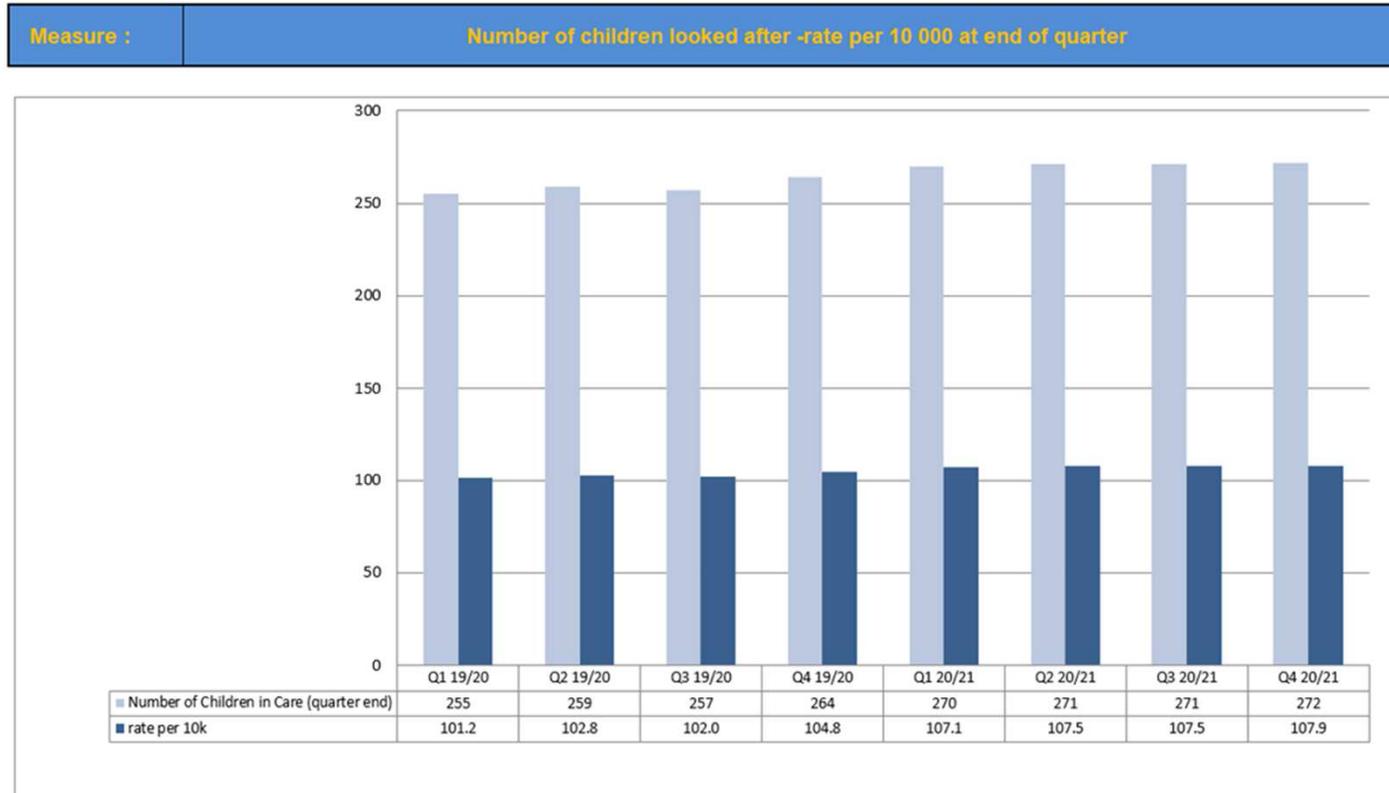


Looked After Children (LAC)

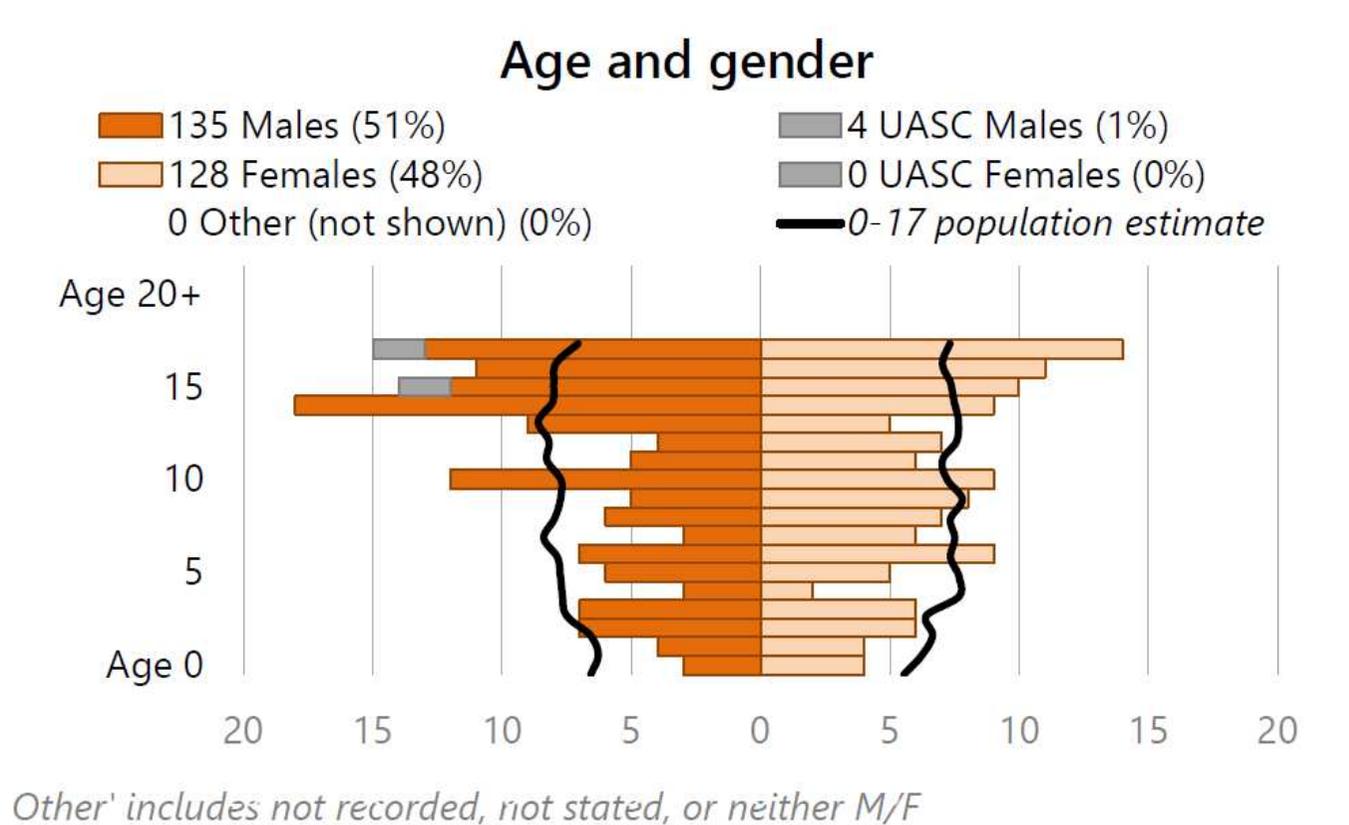
Children looked after rate, per 10,000 children aged under 18



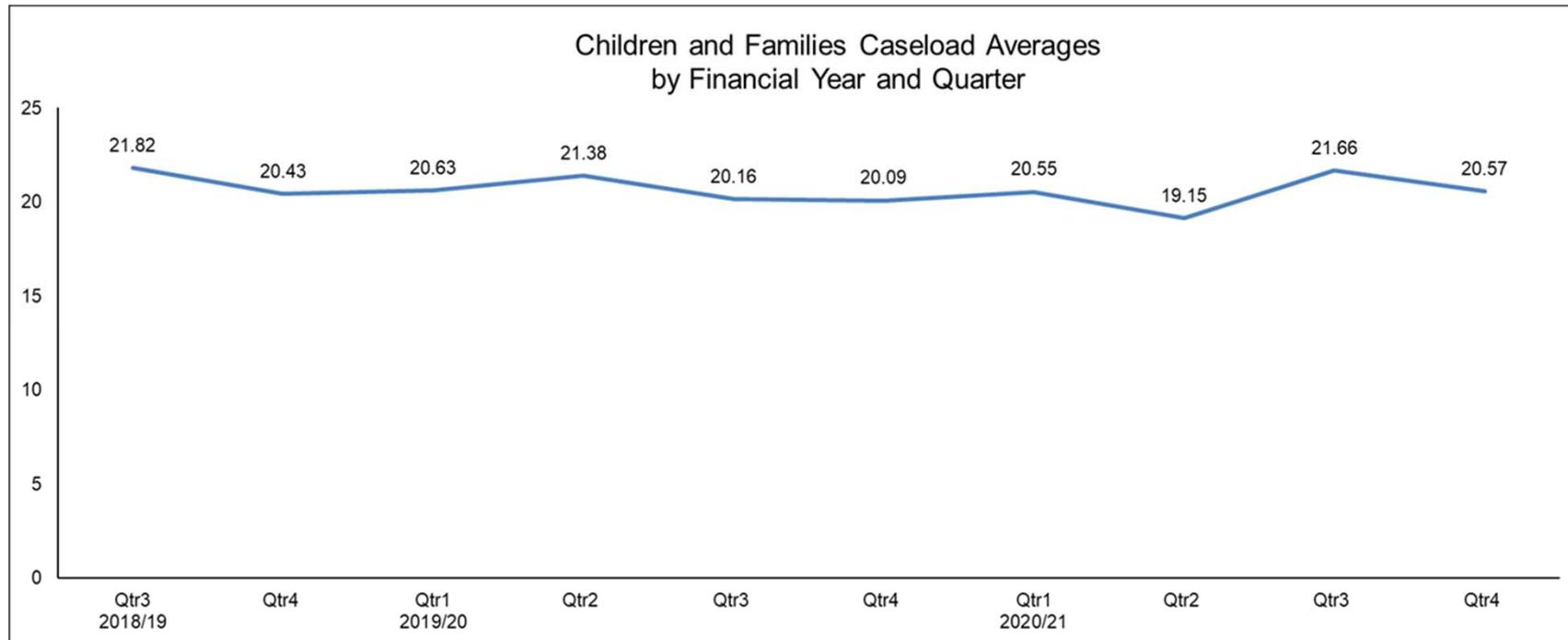
Performance – Looked After Children



Age Profile Looked After Children



Performance - Caseloads



Performance: Workforce

- Maintained vacancy rate at 12% below England average of 16%.
- Maintained turnover rate at 7.1% below England average of 16%.
- Maintained agency worker rate at 12%, below the England average of 16.4%.



Quality Assurance

- Case file auditing undertaken every month by ATMs, TMs, SMs and CFMT
- In 2020 **188** case audits undertaken
- **95%** of files audited evidenced the intervention had positively improved the child or young person's circumstances and that outcomes for the child had improved. This evidences the consistent positive impact of front-line practice. This compares to 90% in 2019.
- **95%** of files audited included evidence of practitioner analysis influencing decision making, similar to 93% in 2019.
- **94%** evidence multi-agency involvement compared to 91% in 2019
- **80%** found that the plan was SMART similar to 78% in 2019
- **70%** evidenced that ethnicity and culture was considered in assessments and plans and influencing interventions compared to 80% in 2019.

Other audits include;

- IWSCP multi-agency audits
- MASH audits
- Section 11 audit
- JTAI dry run audit

Transformation

In order to achieve outstanding services for our children and families and to ensure we have a fit for purpose service for the future, Children's Services are implementing a number of transformation programmes within the service over the next 3 years

- **Hampshire and Isle of Wight Approach**-strengths based, family focused way to empower families and support resilience
- **Multi-disciplinary team** (RAFT) delivering targeted support and interventions to enable more children to stay safely at home and to support reunification.
- A new **case management system**, to reduce bureaucracy and maximise the time social workers can spend supporting children and families
- **Modernising placements** to improve choice for children, quality of care, the cost and stability of placements.
- Improving access to **performance and quality data** to ensure deliver more effective and efficient services



Areas for continued improvement

Through our annual self assessment we have identified a number of key areas for continued improvement, these include;

- Further embed the Hampshire and Isle of Wight Approach to **produce plans that are strength based, and co-produced with families, that are SMART, and are easy to understand**, particularly in relation to what needs to be completed, and what progress is being made.
- Support families to **enable children to stay safely at home** and ensure that if children do become looked after, where appropriate **reunification is a consideration**.
- Ensure enhanced partnership working with schools to promote attendance and attainment for the most vulnerable children.
- Ensure that **supervision frequency** is met and supervision of social workers is of **high quality**, including reflection on practice.
- Further **increase the number of in house foster** carers and placements and ensure that a revised training pathway supports our foster carers to support children with complex needs.
- Further develop the **pathways to independence** for care experienced young people, including deposit schemes.



Our approach through Covid-19:

As part of our contingency planning we developed a phased approach, with each phase based on having fewer staff available to work should the situation worsen

Phase 1

Business as usual but doing it differently

- Statutory timescales for visits and meetings remain the same
- Using technology to ensure we see children and families through digital means i.e. Skype, Teams
- Face to face visits undertaken where we know our staff can safely socially distance themselves, in relation to urgent child protection work
- Guidance provided for visits, meetings (with children and professionals), training, events etc



Phase 2

Pre-emptive planning for worse case scenario

- Expressions of interest from staff willing to work in the business-critical services
- CRT/MASH – no essential work held back to enable prioritisation
- District teams – highest risk children and families identified
- Short breaks incrementally reduced and then ceased to ensure capacity to manage residential provision and in the event of unforeseen emergency additional resource to be deployed.
- Identification of appropriate staff and volunteers from the directorate to support placement stability-particularly for adolescents.



Phase 3

Managing the worse case scenario

- Redistribution of staff available to work
- Delivery of services reduced to highest risk cases
- Implementing DfE flexibility of statutory requirements

We remained in Phase 1 throughout all lockdowns



Covid: Vulnerable children attending school

A feature of our response to Covid 19 has been the excellent joint working between children's social care and education, schools and colleges to ensure as many vulnerable children as possible were able to attend school.

- We have maintained a constant dialogue with our schools.
- Our schools remained opened throughout lockdowns for children of key workers and those classed as vulnerable
- We have monitored attendance closely for our vulnerable children, and will continue to do so.
- We undertook risk assessments on each vulnerable child who did not attend school
- We have worked with Education and schools to provide laptops to eligible vulnerable children
- Since the Autumn term schools have been able to raise concerns over non-attendance of vulnerable children directly with senior managers to ensure a swift response to absence
- We have worked with our Education & Inclusion branch in close collaboration to achieve some of the highest school attendance rates for vulnerable children nationally



Covid: Partners

We are continuing with constant dialogue with our partners

- Business as usual meetings have been unchanged.
- Daily contact between Assistant Director and Head of Public Protection (the police) if needed.
- We are proactively sharing our important updates.
- Shared high risk cases with police and vice versa to focus on right children.
- We are sharing updates from partners with our staff.
- Bi-weekly meetings with health partners.
- Bi-weekly joint meetings with IWSCP and HSCP

Coronavirus
Latest NHS Guidelines
Translated into 23 languages

Children's guide to coronavirus

Global Email
Daily COVID-19 update

HELPLINE
0808 800 5000
heln@nscc.gov.uk

Concerned for a child
The Government has asked parents to keep their children at home whenever possible, and to subject to certain open only for children who are vulnerable and for those children who are unable to be contacted via a telephone or video call.

Safeguarding Children During Lockdown
During COVID-19, we must ALL LOOK OUT FOR EACH OTHER and make sure we safeguard EVERYONE!

NHS
Hampshire & West Coast Line for Young People
Hampshire and West Coast Line (H&W) Mind are excited to share with you the use of our Mindline for Young People (MYP) for children and young people aged 11-17 years old living in Hampshire & West Coast.

Our inspiring place in which to grow up, work, live and learn



What next :

As lock down eases we must continue working in an agile and responsive way

We are:

- Reviewing building use-incremental increase based on maintaining social distancing, consideration of rotas for staff
- Managing increasing demand: referrals, assessments and for placements
- Constantly assessing risk for face to face visits & contact
- Reporting and monitoring to continue daily/weekly. This will play an important role in assessing impact and analysing areas of need so we can continue to deploy resources effectively
- Ensuring that staff and foster carers are accessing testing swiftly and appropriately and that vaccination opportunities are prompted to all



Finance – Quarter 4 20/21 Outturn Position

Service Area	Budget £000	Forecast £000	Variance £000	%
Access, Resources & Business Development	4,351	3,977	-374	-8.6
Strategic Development	245	189	-56	-22.9
Education & Inclusion	1,808	1,658	-150	-8.3
Children & Families	21,218	21,195	-23	-0.1
CHILDRENS SERVICES (NON-SCHOOLS)	27,622	27,018	-603	-2.2

- **Underspend overall 2020/21 budget position.**
- **Some pressure from CLA growth, offset by home to school transport summer cost reduction.**
- **But, COVID related pressures over £1.07million through areas such as rising CLA & agency social worker costs funded through COVID Emergency Grant.**

Conclusion

- Child focused in all we do.
- Ofsted Inspection in November 2018 rated Children's Services as **Good in all domains**, we are expecting an inspection and are ambitious to be outstanding.
- Annual self-evaluation and annual conversation held March 2021. We know ourselves, know what is working, agile where improvements required, we know the next steps to improve.
- Continued multiple layers of management oversight-robust management grip.
- Robust Covid response to safeguard children.
- Effective case management
- Motivated workforce
- Strong partnership working
- Focus on quality of practice and services as well as performance with Key Performance Indicators (KPI's).
- Culture change for transformation.





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