

**Service Based Performance Measures – 2019/2020 Quarter 2**

**Briefing Paper of the Assistant Director – Citysafe, and Early Intervention Manager on behalf of the Corporate Director for Children, Young People and Family Services**

**1. Purpose of the Paper and Summary**

- 1.1 To report the latest available service-based performance measures – 2019/2020 Quarter 2, to the Commission.

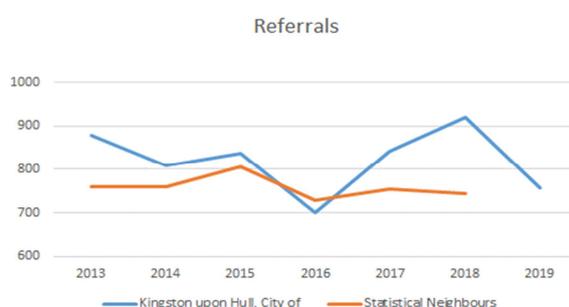
**2. Background**

- 2.1 The Commission has previously expressed a wish to receive a detailed report to allow closer scrutiny of service-based measures.

**3. Issues for Consideration**

- 3.1 Full Quarter 2 returns are appended to this paper. The following offers a summary of each measure:

**Referrals to Children’s Social Care (Rate per 10 000)**



At the start of the last reporting year – 2018/2019 – the city was close to the highest rate amongst statistical neighbours at this measure. By the end of the year, after achieving successive quarter on quarter reductions, the city was in line with the average of statistical neighbours.

The reduction in the rate is believed, in part, to be due to increased activity around Early Help and other signposting services. In addition, changes to the referral form, threshold training to partner agencies and a mini-restructure have resulted in more effective decision making.

A reduction in referrals may be counter intuitive and not reflect the true level of need within the city. The number of referrals received is therefore not polarised (bigger is better, smaller is better) nor target driven. The rate of referrals is a benchmarking indicator used for comparison to Statistical Neighbours and England outturns to be used as a guide to local performance. Continuing work with partners and EHaSH to establish thresholds and decision making around contacts continues to ensure that referrals are appropriate and the rate of referrals is appropriate.

A Quarter 1 submission of 733 reflects a further reduction - a three per cent reduction in referrals received over the rolling year July 2018 to June 2019, from the Quarter 4 2018/2019 position.

A Quarter 2 submission of 667.8 further embeds this downward trend and reflects a 12% reduction in the volume of referrals received during the rolling year October 2018 to September 2019.

### Total Number of Early Help Referrals

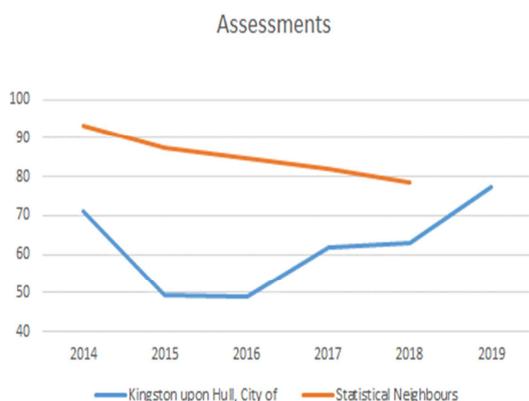
There has been a steady reduction in the number of contacts arriving directly to the Early Help front door. This could be due to the introduction of the 'Portal', however, in addition to these contacts, requests for targeted Early Help are directed through EHaSH to ensure any relevant safeguarding issues are identified at source.

A Quarter 2 submission of 1,037 reflects a downturn on the Quarter 1 position of 1,149.

### Percentage of Assessments Completed Within 45 Days

At the start of the last reporting year – 2018/2019 – the city was close to the lowest performing statistical neighbour at this measure. By the end of the year, after achieving successive quarter on quarter improvements, the city was in line with the average of statistical neighbours

From 1 April 2019, assessment timescales are reported for the first assessment after referral only. This has impacted positively on the timescale outturn and is not directly comparable with previously reported assessment timescales (which included review assessments). The Quarter 1 figure was 88% and the Quarter 2 position is 92%.



### Children Subject to a Child Protection Plan (Rate per 10 000)

The city's rate of children subject to a child protection plan has been increasing year on year since 2014. The outturn for 2017/2018 for the city was 76.6 and for 2018/2019 – 98

per 10 000. Although it is anticipated that this may be in line with the highest rate amongst the city's statistical neighbours - it should be seen in the context of the continuing work to reduce the number of children in need in the city.

The Quarter 1 rate of 95 reflected a reduction from 553 children at 1 April 2019 to 537 at 30 June 2019 – a reduction of 2.9%. The Quarter 2 position builds on this reduction and gives a rate of 82 – on overall reduction of 15% since 1 April 2019 (553 to 468 children).

### **Actual Number of Looked after Children**

The full year figure of 800 for 2018/2019 reflected the third year on year increase for the city. At Quarter 1 2019/2020 the reported figure was 794 – a reduction of 0.6% between 1 April and 30 June 2019.

At Quarter 2 the position is 790 – a reduction of 1.3% since 1 April 2019 (800 to 790).

### **The Percentage of 2 Year Olds Accessing Free Nursery Provision**

The Quarter 4 position for this measure (80%) was an increase on the previous year (76%).

Although the service continues to be proactive in the use of follow up strategies in attempts to further increase access to free nursery provision, it is felt that the Quarter 1 increase up to 85% was due, in particular, to a reduced cohort rate of eligible families (1 526) identified in the latest Department for Work and Pensions dataset (June 2019).

Quarter 2 sees a slight drop on the Quarter 1 figure – from 85% to 84%.

### **Combined Not in Education, Employment or Training and Not Known**

This is a seasonal measure – in other words, performance will demonstrate turbulence at certain points in the year. In addition, the measure should be considered in the context of the comparative data available – in particular the seasonal average across the city's statistical neighbour local authorities.

Between 2017/2018 and 2018/2019 the city increased from 5.5 to 6.3%. Although the Quarter 1 figure of 7.3% reflected a further increase – the figure was lower than the Quarter 1 return made in 2018/2019 and closer to the statistical neighbour average than it is to the worst performing statistical neighbour authority.

The Quarter 2 position is 7.6% and it must be noted that the current period of reporting is statistically irrelevant as all young people are in transition from wither Year 11 to Year 12 or Year 12 to Year 13. Connexions are currently in the process of contacting around five and a half thousand young people together with all local

schools, colleges and training providers to establish participation, NEET and Not Knowns.

### Qualified Social Worker Average Caseloads

This measure was newly established at the start of the 2017/2018 reporting year and the final outturn was 24.5. 2018/2019 saw a reduction down to 17.7 and Quarter 1 saw no change to that figure.

It should be noted that the statistics published by the DfE for this measure remain experimental and direct comparisons of caseloads are subject to localised interpretation. New rates are expected to be published in December 2019. Average caseload figures from other local authorities should be used with caution. In year tracking since the 'remodelling of social care' exercise took place are indicating improvements in the reduction of caseloads - bringing the service significantly closer to target.

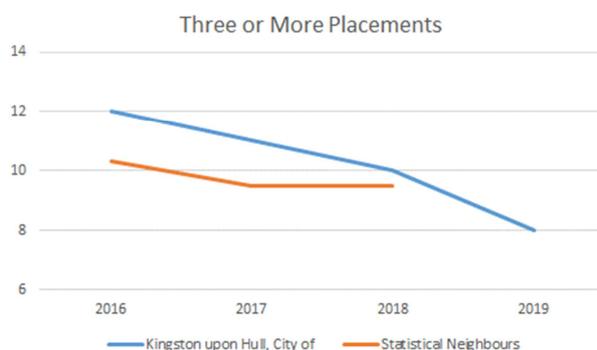
The Quarter 2 average is 17.7.

### Care Leavers Not in Education, Employment or Training (NEET)

This is a seasonal measure – in other words performance will demonstrate turbulence at certain points in the year. Of value, though, are comparisons with statistical neighbour's data for similar timeframes.

Newly established for 2018/2019, the city's outturn for the year (44%) improved on the previous year (49%). Quarter 1 in 2019/2020 gave a positive start to the new reporting year, at 40% and although Quarter 2 sees an increase at 42%, the position remains below last year's outturn of 44% and in turn better than the average across statistical neighbours.

### Percentage of Children Looked After with 3 or More Placements



Newly established for 2018/2019, an early outturn figure of 8% was below the average seen across the city's statistical neighbour local authorities.

A 2019/2020 Quarter 1 figure of 9% reflected a slight increase on the last full years return but remained below the statistical neighbour average. Quarter 2, however, sees a further increase at this measure – 11%, and

reflects a numerator of 83 children. The city's in year rate is higher than the average across statistical neighbour local authorities.

## **Domestic Abuse – Repeat Referrals as a Percentage of Referrals Received**

There is no comparative data for this measure. The full outturn for 2018/2019 (22%) reflected an increase on the previous year – 21%. Quarter 1 saw no change on that full year figure – 22%.

Traditionally, repeat referrals in the city are high and the service continues to recognise and implement good practice in this area – working with Humberside Police and Women’s Aid, for example, in order to maintain performance and ensure that the needs of those referred are met with the timely provision of appropriate services.

The Quarter 2 position is 22%.

### **4. Next Steps**

- 4.1 The Commission should determine whether it would wish to make any recommendations.

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Corporate Director for Children, Young People and Family Services**

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Officer Interests: None

Background Documents: None

## Appendix: Service Based Performance Measures 2019/2020 Quarter 2

Portfolio	Portfolio Holder	Service	Measure	Lower is Better Higher is Better	2018/19 Outturn	Q1 2019/20	Q2 2019/20	2019/20 Target	On Target 2019/20	Worst / Lowest Performance	Average	Best / Highest Performance
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Referrals to children's social care (Rate per 10 000)	Lower	756	733	↓ 667.8	Reduction	Yes	959.7	744.58	519.4
Learning, Skills & Safeguarding Children	Cllr Peter Clark	City Safe	Total number of Early Help Referrals	Higher	1381	1,149	↓ 1,037	Increase	No	N/A	N/A	N/A
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Learning & Skills	Percentage of Assessments completed within 45 Days	Higher	77.5	88	↑ 92	90%	Yes	52.5%	78.3%	96.4%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Children Subject to a Child Protection Plan (Rate per 10 000)	Lower	98	95	↓ 82	Show reduction against baseline	Yes	95.6	72.06	48.9
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Actual Number of Looked After Children	Lower	800	794	↓ 790	Reduce by 10%	No	N/A	N/A	N/A
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Learning & Skills	Percentage of 2 year olds accessing free nursery provision	Higher	80%	85%	↑ 84%	80%	Yes	62%	75%	90%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Qualified Social Worker Average Caseloads	Lower	17.7	17.7	↔ 17.7	16	No	26.8	19.4	13.2
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Care Leavers - Not in Education, Employment, or Training (NEET)	Lower	44%	40%	↓ 42%	Reduction from baseline (2017/18)	Yes	58.0%	50.0%	39.0%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Percentage of Children Looked After with 3 or More Placements	Lower	8%	9%	↑ 11%	10%	Yes	14.0%	9.5%	5.0%
Neighbourhoods, Communities and Environment	Cllr Mike Thompson	City Safe	Domestic violence - repeat referrals as a percentage of referrals received	Lower	22%	22%	↔ 22%	Reduction from 18% baseline (2015/16)	No	N/A	N/A	N/A
Learning, Skills & Safeguarding Children	Cllr Peter Clark	City Safe	Combined Not in Education, Employment or Training, and Not Known	Lower	6.3 Avg	7.3% May 2019	↑ 7.6% Aug'19	Within 1% of national average	Yes	94.5% Aug'19	12.2% Aug'19	0.9% Aug'19