

12 June 2021

Service Based Performance Measures – 2020/2021 Quarter 4**Briefing Paper of the Strategic Lead for Improvement, Performance and Quality Children, Young People and Family Services.****1. Purpose of the Paper and Summary**

- 1.1 To report the latest available service-based performance measures – 2020/2021 Quarter 4, 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 Quarterly returns are appended to this paper. The following offers a summary of each measure:

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

The referral rate for Quarter 4 and year end outturn of 841 referrals per 10,000 has reduced by 2 per cent when compared to Quarter 3. Although the rate is higher than last year's outturn, by almost 10 per cent, the current position continues to be above the Statistical Neighbour average of 894.

Referrals are threshold based and the increase can be an indication of children's needs that have met the threshold for service intervention.

The rate of referrals is a benchmarking indicator used for comparison to statistical neighbour and England outturns to be used as a guide to local performance. Sustained working with partners and Early Support and Safeguarding Hub (EHaSH) to establish thresholds and decision making

around contacts continues to ensure that referrals and the rate of referrals are appropriate.

Referrals remain high, however have slightly decreased from the previous month with March 2021 seeing the highest number of referrals. It is likely that the easing of lockdown restrictions support this rise and the opening of more services and increase in face to face contact. This area is under constant review to evaluate the peaks and trends.

Total Number of Early Help Referrals

The number of early help referrals has increased steadily since the start of the reporting year and Quarter 4 sees a further increase in the number of contacts with an outcome of Early Help. Some 84 per cent of the 1,150 referrals received progressed to a new early help allocation, the remaining 16 per cent were linked to cases already open in early help.

The Quarter 4 position is broadly in line with last year's outturn.

During Quarter 3 the early help front door changed to a single integrated front door for all contacts into children's services.

Percentage of Assessments Completed Within 45 Days

Assessment timeliness is reported on the first assessment undertaken in a referral period, this measure accounts for all assessments completed in a rolling year.

Timeliness has increased throughout Quarter 4 with an outturn of 62 per cent – an increase of 4 per cent on Quarter 3. Throughout the reporting year 44 per cent (1,506) more initial assessments have been completed than in the previous year and this has impacted on the timeliness of completion for this measure.

The current position is below the statistical neighbour average of 80%. At the close of the last reporting year, the city was broadly in line with the average across statistical neighbours.

Assessments completed in 45 working days for May is at 71% which has increased from the previous month. This has led to a further increase over the rolling 12 months to 65% which is showing an improving picture.

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

As demand on the service has continued to increase so has the number of children subject to protection planning. The Quarter 4 rate of 107 per 10,000, although a slight increase on Quarter 3, reflects a significant increase on last

year's outturn. There are currently 614 children subject to protection plans, an increase of 122 children (25%) over the past 12 months.

Performance has remained strong in addressing drift for children and the number of children who have been subject of child protection plans for 9 months or more is now at its lowest level over the last 18 months. The increase in overall numbers is due entirely to a significant increase in the number of children being brought to child protection conference for the first time. Some of this increase was as a direct result of external audit of child in need cases which identified a number of children where the risk of harm needed to be managed under child protection. Analysis has shown that some children are being brought to child protection conference too early, where risk of harm is understood but existing family and network strengths and safety have been less well explored. Joint work between the assessment teams and child protection conference service has begun to yield a slowdown in May and June. As Signs of Safety practice becomes more embedded we would also anticipate a further gradual reduction in the overall number of children subject of child protection plans.

With effect from March 2021 monthly panels co-chaired by locality group managers and the Independent Reviewing Service manager commenced reviewing progress of children subject of a child protection plan at the seven month point (rather than after the second review child protection conference at nine months) on a monthly basis. This was to ensure that interventions were reducing risk and that there is no drift. This approach is to embed earlier joint oversight of progress to enable any drift or delay in securing safety for children can be identified and addressed sooner. The monthly panels will also continue to revisit progress of children originally reviewed during the first phases and who still remain subject of a child protection plan, focusing on those who have been subject of child protection plan for the longest.

Actual Number of Looked after Children

An upward trend of children in care continues with the Quarter 4 position. This Quarter sees an increase of 28 children (3%), from 914 to 942.

There has been an overall increase of 75, almost 9 per cent, children looked after in comparison to the 2019/20 outturn.

From the 1st June 2021 there are four children who are long term children looked after who have left care and are now the subject of a Special Guardianship Order (SGO). Over the last year the data confirms that the largest category of those leaving care continues to be by legal order with a total of 74 SGOs issued since May 2020 and 28 by Child Arrangement Orders (CAO) with Hull presenting 27% leaving care by legal order, very much higher than statistical neighbour exits from care.

There are currently 55 children in long term care identified as appropriate to actively progress discharge from care by legal order. The cohort is being reviewed on a fortnightly basis for permanency through legal orders – this is

increase of 2 from the previous month, however three children have been removed from the cohort as the carer has now declined to progress. This equates to 43 SGOs, 2 CAO's, 1 adoption and 9 that will progress a discharge of care order (young people who are currently placed with parents where the local authority continue to share parental responsibility).

- 4 children's paperwork is with legal services waiting to be progressed.
- 5 children have their first hearing dates listed in Court during July 2021.
- 7 children have their final hearings listed in Court during August 2021.
- 4 children have their final hearings listed in Court during September 2021
- 5 children are waiting for legal to file the application to court, and for a court date to be issued.
- 30 children's paperwork is to be with legal services during July and August 2021 after being quality assured by the team manager.

The progress of all 55 children will continue to be monitored through a tracking meeting held on a fortnightly basis.

Analysis is also taking place to consider all those children in care who are on interim care orders to identify the overall expected position by September 2021. The 'No detriment' policy with regard foster carers is also being considered.

The overall number of children looked after is dependant not only on the number of children ceasing to be looked after but also on the number becoming looked after. There are a number of significant recent developments which will impact on this in future periods. From 1st April 2021, the new post of Court Case Manager was recruited to and the post holder has started in role. The first priority for the post holder is to work with colleagues across safeguarding to strengthen our pre-proceedings work and ensure that interventions under public law outline (PLO) are purposeful, timely and having an impact in reducing harm and, in turn, the number of children entering public care. Closely linked to this work, and as a key element of the Signs of Safety practice model, there is a consistent emphasis on working with families at the earliest stage to identify and strengthen their own family and network support, both to reduce risk and increase safety for children but also to be clear about who (within the family) can step in and care safely for children if their own parents are unable to do so. The evidence, via our best practice forum, suggests that, where children do still need to be looked after, a higher proportion will be cared for within their own family at the conclusion of proceedings without the need to continue to be looked after.

The Percentage of 2 Year Olds Accessing Free Nursery Provision

Performance at this measure has decreased since the highest return of 88% in Spring 2020. Setting closures throughout the Summer and Autumn Terms throughout the COVID-19 pandemic have contributed to the low overall take-up throughout the 2020/21 academic year.

Numbers have recovered from the Summer term 2020 with results outperforming those seen at a regional and national levels in Spring 2021. Hull retained 74% take-up in the Spring term 2021, 12% above the national return of 62%. Hull has outperformed the East Riding in take-up of 2-year-old funding by 6%. Uptake in the summer term was 72% a slight reduction from the spring term.

The aspirational target of 80% for this measure was going to be a challenge due to the pandemic and has not been met, however a report published on 2nd July identified a 13% reduction in take-up nationally compared to 2020. Reducing the target by 13% would see the target at a more realistic 67% which would still be above that seen nationally in the spring term.

A number of families are still reluctant and nervous to start or return their children to nursery. Early years worked closely with Social Care and Children's Centre staff throughout the COVID-19 pandemic to identify and follow up all of those children eligible but not accessing their entitlement, encouraging families to take up their place and highlighting the importance and benefit of early education.

Qualified Social Worker Average Caseloads

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. 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 average caseload figure for Quarter 3 represents the unvalidated outturn from the Children's Social Care Workforce Return, which was submitted to the DfE in November 2020. The figure will be updated when the data is published.

The Quarter 4 position reflects a slight increase in the average caseloads reported at 2019 outturn.

Caseloads are still higher than we would want however work has been undertaken in our child in need population to ensure that where safe to do so step down to early help or universal support can be achieved. COVID 19 has impacted on staff ability to work with some families, however child in need panels are now in place to ensure progression of cases and support the worker and team manager to help shape and bring focus to the intervention required.

The remodelling work has secured additional social work posts. We have been very successful in recruiting students and newly qualified social workers with a aim of "growing our own".

Caseloads across the Assessment Teams fluctuate on a monthly basis and are impacted by the volume of incoming new referrals each week, complexity

of cases and when teams have been on the duty rota. Caseloads are expected to reduce over the next 2 months when the pace is increased to complete the overdue assessments and ensure closures and transfers to other service areas are timely.

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.

This is a snapshot figure of 19 to 21 year old care leavers not in education, employment or training. The Quarter 4 position of 48.3 per cent represents 85 young people aged 19 to 21 that are not in Education, Employment or Training. This has increased by eight young people in the last quarter. The impact of COVID-19 will continue to effect this measure with regard to young people's employment and these increases of young people not in employment could continue into next year.

Ongoing Support for Care Leavers

In month data (Charter July 2021) for Care Leavers aged 19-21 shows steady improvement with Care leavers who are not in Education, Employment or Training at 45%. The picture is even more positive for those age 17-18 with only 33% not in Education, Employment or Training. This is an improving position following the impact of COVID. A broad range of activity is undertaken via Room 42 which helps to assist all care leavers age 12-25 into opportunities to develop their future potential.

Room 42 attend team meetings for all young people aged 16-25yrs and have informed staff of the support available via the employment Hub and Room 42. Regular updates on all activities and ETE opportunities are sent out to all staff with information on how to access support. Staff are encouraged to support young people to take part in Room 42 activities to further develop relationships across the service. This also supports raising the profile of Room 42 so that we can ensure that all staff and young people are aware of what is on offer generally and through the local offer for Care Leavers. Work is ongoing to further develop the Room 42 program, particularly around engagement of young people.

Strategic Board for Care Leavers

The Board has been developed in response to the councils approach to corporate parenting. Overseen by Mark Jones (Director of Regeneration) the board is attended by colleagues across the council to discuss the issues affecting care leavers and seeking to find solutions or ways of helping young people overcoming their barriers to becoming successful adults. The board is attended by our Champions who drive the agenda via the voice of our care experienced young people.

Employment Hub

Care leavers can access information, advice, guidance and support via the Employment Hub. The R42 Regeneration Champion supports the Hub and acts as contact for care leavers working alongside Hub advisers to identify opportunities and get young people ready to take them up via CV writing, application forms, interview skills and additional training to gain relevant qualifications. She attends various groups and forums including the Care Leaver Working Group (CLWG) to support the development of and access to opportunities around ETE for care leavers.

Weekly opportunities Bulletin sent out to all teams working with care leavers 16-25yrs and on R42 Facebook page.

Care Leaver Working Group (CLWG)

The CLWG is a forum of HCC colleagues who look to support and identify opportunities for young people within the council and its service areas. This can be work experience through to apprenticeships and employment. Care Leavers are guaranteed an interview for all HCC vacancies if they meet the essential criteria for the job.

Care Leaver Covenant

There has been some recent support for adoption of the Governments Care Leaver Covenant scheme. This is predominantly concerned with opening up opportunities and support for care leavers from the councils partners the local business community. There is also some support for taking on the covenants whole council approach and Social value tool kit. This will support the development of opportunities and support to access them across the council and beyond. A report has been written and is due to be presented to the relevant senior leadership and corporate strategy teams with a view to achieving full council support.

Examples of current opportunities with R42 partners

NHS Young Health Champions Volunteering Program

Working closely with the Patient Experience Team at Castle Hill Hospital offering volunteering experiences, Training and careers in the health arena. This is an ongoing program of support for young people particularly those who have little or no experience of work who want to take things at their own pace. There is a great deal of pastoral support available and is a great starting point for young people who have low confidence/self-esteem

Maritime Industry

A 3 week program supporting people interested in careers in the maritime industry. Industry training which can support people into jobs in fishing

industry, offshore facilities etc. This is a long-term program with regular intakes of participants.

Ashcourt Group

Ongoing programme of opportunities in the business from industry visits, work experience, apprenticeships and employment. An engagement event has been developed which is funded by Ashcourts to introduce the various roles in the industry and give young people the opportunity talk to workers about what they do. Two of our young people that are currently working at Ashcourts will also talk about their journeys with Ashcourts. A brilliant opportunity to start a journey towards a career with Aschourt Group.

Engagement through Room 42 Activities

Our Care Leaver Champion is charged with creating opportunities for young people to get involved in activities. This starts with developing relationships with young people and building trust to support the move onto more structured activities. The idea is to get people on board, get active and develop a sense of self-worth and belief in their capabilities.

Inspire Ignite

The above is supported by Inspire ignite who conduct 1-1 work with young people developing their confidence and an understanding of their personal skills using the Belbin Self-assessment tool.

Drop in Sessions

Open access - Bookable sessions 6 YPs per session at present due to restrictions. Hopefully this session will have more impact post COVID when people can literally drop in. Staff have previously attended with young people previously and we have been able to engage them in other activities and onto more formal ETE opportunities.

Drop in at Kenworthy House.

Our Champions had started to have a presence at Kenworthy house pre Covid to speak to Young People about Room 42 activities and opportunities available around ETE. This can be restarted when young people are able to access KWH more freely.

- R42 Supporting YP/Ashcourt Grp <https://youtu.be/dCCA4jFcvvM>
- Real Icons <https://youtu.be/phgypLmUaRQ>
- R42 Promo <https://youtu.be/ltcR8niXNZo>

Percentage of Children Looked After with 3 or More Placements

The Quarter 4 position (14%) at this measure, although a reduction on returns at Quarters 2 and 3, reflects a slight increase on last year's outturn. There are currently 132 children and young people who have experienced three or more placement moves in the last twelve months. These moves are due to a number of key factors including insufficient placements leading to difficulty in matching and increasing numbers of children entering care.

The slight decrease in the number of children who have experienced 3+ placement moves in March 2021 has continued into April and May where the rate is at the lowest it has been for 12 months at 12.7%. However this is still too high and relates to 118 children. This is a volatile indicator and can quickly change with demands for placements.

A number of local authorities are experiencing difficulties in securing placements for children both fostering and residential; and this is further explored in the recent independent review of children's social care- "The Case for Change"

Both the updated fostering recruitment strategy and work to increase support to carers will impact on this indicator and hopefully achieve greater stability of placements for children and young people. For example, since 4th January 2021, an out of hours support service for foster carers has been in place provided by the Fostering service.

There is a more focused approach to support to carers including an increase in maintenance and disruption meetings. Over the last 2 years there has been increased investment in the children looked after child and adolescent mental health service (CAMHS) with more psychological and a range of therapeutic support now available.

The work with North Yorkshire PIP on the Edge of Care service concluded in March with a re-launch of the service. This comprehensive review has looked at how the whole service can focus on more children safely living within their community and the management of risk.

The use of Early Permanence Placements (EPP) has increased during the year which has reduced the number of placements that some babies experienced. During 2019-20, 10 children were placed for adoption through EPP arrangements. From April 2020, 22 children have been placed through EPP.

Three new Local Authority Children's homes were opened during 2020 providing 5 additional beds and a further 4 bedded home opened in April 2021.

Domestic Abuse – Repeat Referrals as a Percentage of Referrals Received

During Quarter 4 the service received 648 referrals (a slight reduction on the previous quarter), however, a higher number (259) were assessed as high risk and discussed at MARAC. Some 216 of the new clients referred are new

clients to the service, which is a decrease from the previous quarter. The number of clients with more than one referral in a twelve month period has increased to 21 per cent.

Domestic abuse remains high nationally, with reports of domestic abuse/violence being present in 20% of all referrals. The Domestic Abuse Triage Meeting continues to be held daily aimed at filtering domestic abuse referrals and ensuring the right and appropriate services are in place to support children and families and reduce safeguarding risks.

Domestic abuse continues to be the main source of concern in respect of re referrals, however Hull remains lower by 2.2% compared to the regional average.

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.

The current validated NEET data (February 2021) confirms a combined NEET and Not Known total of 5.3 per cent. Of this total, only 0.5 per cent (compared to 2% nationally) were 'Not Known' which demonstrates the effectiveness of the service's tracking processes.

The city is performing well in comparison to England and statistical neighbour averages; the February England combined average stands at 4.9 per cent with statistical neighbours at 6.3 per cent combined (lower is better). The local authorities overall target period (December to February average) performance stands at 5.3 per cent combined. This compares very well to the previous year of 5.8 per cent and is better than the England average of 5.5 per cent. This is city's best target period performance on record.

4. Next Steps

- 4.1 The Commission should note the information provided and determine whether it would wish to make any recommendations.

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Officer Interests: None
Background Documents: None

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Appendix: Service Based Performance Measures 2020/2021 Quarter 4

Create Inclusive, resilient and safe communities

Portfolio	Portfolio Holder	Service	Measure	Lower is Better / Higher is Better	2019/20 Outturn	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		2020/21 Outturn	2020/21 Target	2020/21 Target Achieved (Y/N)	Comparator Information		
																	Worst / Lowest	Average	Best / Highest
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Referrals to children's social care (Rate per 10 000)	Lower	764	754	↓	842	↑	860	↑	841	↓	841	Reduction	N	1307	894	598
Learning, Skills & Safeguarding Children	Cllr Peter Clark	City Safe	Total number of Early Help Referrals	Higher	1,199	777	↓	976	↑	1146	↑	1150	↑	1150	Increase	N	N/A	N/A	N/A
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Learning & Skills	Percentage of Assessments completed within 45 Days	Higher	77	64	↓	61.0%	↓	58.0%	↓	62.0%	↑	62.0%	90%	N	52%	80%	98%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Children Subject to a Child Protection Plan (Rate per 10 000)	Lower	89	86	↓	90.2	↑	100.6	↑	107	↑	107	Show reduction against baseline	N	124	87.5	46
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Actual Number of Looked After Children	Lower	867	873	↑	897	↑	914	↑	942	↑	942	Reduce by 10%	N	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	83%	66%	↓	70%	↑	69%	↓	72%	↑	69%	80%	N	62%	75%	90%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Qualified Social Worker Average Caseloads	Lower	17.5	17.5	↔	17.5	↔	17.9	↑	17.9	↔	17.9	16	N	24.9	19.3	14.1
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Care Leavers - Not in Education, Employment, or Training (NEET)	Lower	41%	47%	↑	42%	↓	46%	↑	48.3%	↑	48.3%	Reduction from 49% baseline (2017/18)	Y	60.0%	40.0%	22.0%
Learning, Skills & Safeguarding Children	Cllr Peter Clark	Safeguarding	Percentage of Children Looked After with 3 or More Placements	Lower	13.9%	14.0%	↑	14.9%	↑	14.9%	↔	14.0%	↓	14.0%	10%	N	16.0%	11.0%	5.0%
Neighbourhoods, Communities and Environment	Cllr Mike Thompson	City Safe	Domestic violence - repeat referrals as a percentage of referrals received	Lower	20%	18%	↓	18%	↔	19%	↑	21%	↑	21%	Reduction from 18% baseline (2015/16)	N	N/A	N/A	N/A

Deliver economic growth that works for all

Learning, Skills & Safeguarding Children	Cllr Peter Clark	City Safe	Combined Not in Education, Employment or Training, and Not Known	Lower	5.7	6.8%	↑	6.7% (Aug 2020)	↓	5.4% (Nov 2020)	↓	5.3%	↓	5.3% (Dec-Feb Av.)	Within 1% of national average	Y	9.3%	4.9%	1.1%
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