

Committee(s) Safeguarding Sub-Committee	Date: 10/02/2020
Subject: Children and Families Performance Reporting	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Ellie Ward, Interim Head of Strategy and Performance	

Summary

The People's Division of the Department of Community and Children's Services is undertaking a piece of work to strengthen its performance culture and use of business intelligence.

This report sets out some of this work that is underway, sets out some headline data from Children and Families Services for Q3 and asks Members to consider their data requirements going forward to support them in relation to the sub-committee.

Recommendation(s)

Members are asked to:

- Note the new approach to reporting on Children's social care performance
- Note the headline performance information contained in the reports
- Consider any specific Children and Families Services data requirements they may have to support them in their role in relation to the sub-committee.

Main Report

Background

1. Within the People's Division of the Department of Community and Children's Services, a piece of work is currently underway to strengthen our performance management culture and use of business intelligence.
2. A strong performance management culture in the division is vital to ensure that statutory responsibilities are being met, that service objectives and continuous improvement are achieved and that outcomes for service users and communities are delivered.
3. This report sets out how this is developing for Children and Family services and presents some headline information for Member's information.

Current Position

4. Work underway to strengthen the performance management culture in Children and Families includes:
 - Development of a performance and business intelligence strategy
 - Strengthened governance structures. A regular meeting between the Chairman of the Safeguarding Sub-Committee, the Assistant Director of People and the Performance Team to review and explore business intelligence around Children and Families Services has been established
 - The development of new, more comprehensive data sets to be used by Members and officers to monitor service delivery and identify areas for further investigation or improvement
 - The development of interactive dashboards for staff which enables them to interrogate service data to inform their work

Performance Data

5. New format data dashboards are currently in development for Children and Families Services and as the next Safeguarding Sub-Committee will not be held until May 2020, they will be shared with the Grand Committee when they are completed shortly.
6. The dashboards will be comprehensive, covering all aspects of Children and Families Services from contacts and referrals, through early help and child protection to care leavers. The data contained will include information on outputs, timeliness, outcomes and processes. It will also compare data over quarters and previous years and against London figures (where appropriate and adjusted accordingly).
7. In the meantime, Members are asked to consider if they have any specific data requirements for inclusion in the dashboards to ensure that they are effective in helping them deliver their role in relation to the sub-committee.
8. The table below sets out some headline data from Children and Families Services in Q3.

Area	Headlines
Contacts and Referrals	<p>77 contacts in Q3 – a slightly lower level than the previous two quarters (80 and 90). The year-end forecast mirrors that of last year.</p> <p>91% of contacts were completed in one day in Q3. The year-end forecast is 93%.</p> <p>33 referrals in Q3 – referrals have been rising over the quarters and the year-end forecast is predicting more referrals than last year.</p>

	<p>The conversion rate of contacts to referrals is 43% for Q3. The year-end forecast for conversion rates is forecast to be higher than last year at 30% (compared to 25% previously).</p>
Early Help	<p>15 referrals to Early Help year to date with a year-end forecast of 20, lower than last year's figure of 27.</p> <p>The total number of disabled children who received a short break (5) is forecast to be similar to last year (6).</p>
Assessments	<p>20 Child and Family Assessments started in Q3 – the highest rate across the first three quarters. The year-end forecast for assessments started and completed is predicted to be slightly higher than last year</p> <p>Year to date figure for assessments authorised within 45 days at end of Q3 was 80%. This compares to the similar figure of 81% at end of 2018/19.</p>
Children in Need	<p>28 children in need cases at the end of Q3. This reflects a fairly consistent pattern over the three quarters but higher than the number at the end of 2018/19.</p> <p>The majority of Children in Need cases at the end of Q3 had been for 6 months or less.</p>
Child Protection	<p>4 children on Child Protection Plans at the end of Q3. 3 of these cases had been open for between 12 and 24 months.</p> <p>100% of Initial Child Protection Conferences were held within 15 days of the S47 enquiry during Q3.</p>
Children in Care	<p>27 Children in Care at the end of Q3. This is higher than at the end of 2018/19 (20). 4 of these young people have had 3 or more placements.</p> <p>97.4% of visits during the Quarter were in time in accordance with the care / pathway plan.</p>
Children Missing	<p>One Child in Care missing at the end of Q3. There were a total of 4 missing episodes in the period. 2 Return Home Interviews were accepted.</p>
Care Leavers	<p>26 Care Leavers at end of Q3 - an increase on previous quarters. 22 of these were in education, employment or training. 100% were living in suitable accommodation.</p> <p>100% have an up to date Pathway Plan and are in touch in accordance with the plan.</p>

Corporate & Strategic Implications

9. The delivery of Children and Families Services supports the Corporate Objective of contributing to a flourishing society which includes the priorities of people are safe and feel safe and people have equal opportunities to enrich their lives and reach their full potential.

Conclusion

10. This paper sets out work underway in the People's Division of the Community and Children's Department to strengthen our use of business intelligence and our performance management culture.
11. The report also includes headlines from data and business intelligence covering a range of areas in Children and Families Services.
12. Members are asked to consider if they have any specific data requirements in relation to Children and Families Services to support them in their role on the sub-committee.

Appendices

- None

Ellie Ward

Interim Head of Strategy and Performance

T:020 7332 1535

E: ellie.ward@cityoflondon.gov.uk