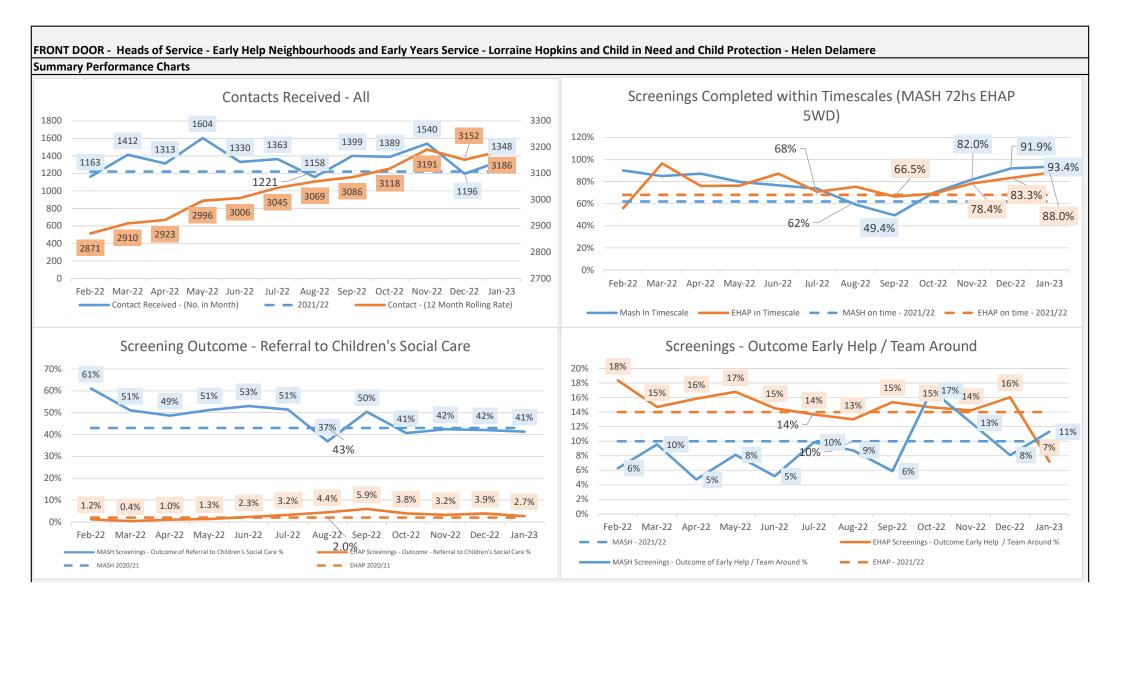
# CHILDRENS SERVICES PERFORMANCE AND QUALITY ASSURANCE SCORECARD

**JANUARY 2023** 



• There has been an increase in contacts received in January 2023 as anticipated; increasing from 1196 in December 22 to 1348 in January 2023. January increase is back in line with monthly average as December was particularly low because schools are off etc. This was predicted in January's report. The increase in contacts experienced in November is showing signs of levelling off.

MASH is still receiving the highest proportion of contacts at 62% but volume of Team Around the Setting activity is increasing resulting in diversion from the front door and so are not coming through to the front doors. EHAP are seeing less referrals with the outcome being 'TAS' or Early Help Panel as they are being addressed prior to the front door.

- Timeliness of MASH Screening in 72hs has remained high and is an improving picture at 93.4% and is considerably better than this time last year. For high risk cases 100% are screened within 24 hours, Amber level 3, 82% are screened with 48 hours.
- The % of MASH Screenings outcome as referral to Children's Social Care remains static at 41%

The dashboard does not currently reflect screenings with an outcome from EHAP of referral to other agencies i.e. Schools, parenting etc. for this month this would be around 42.3% of screening.

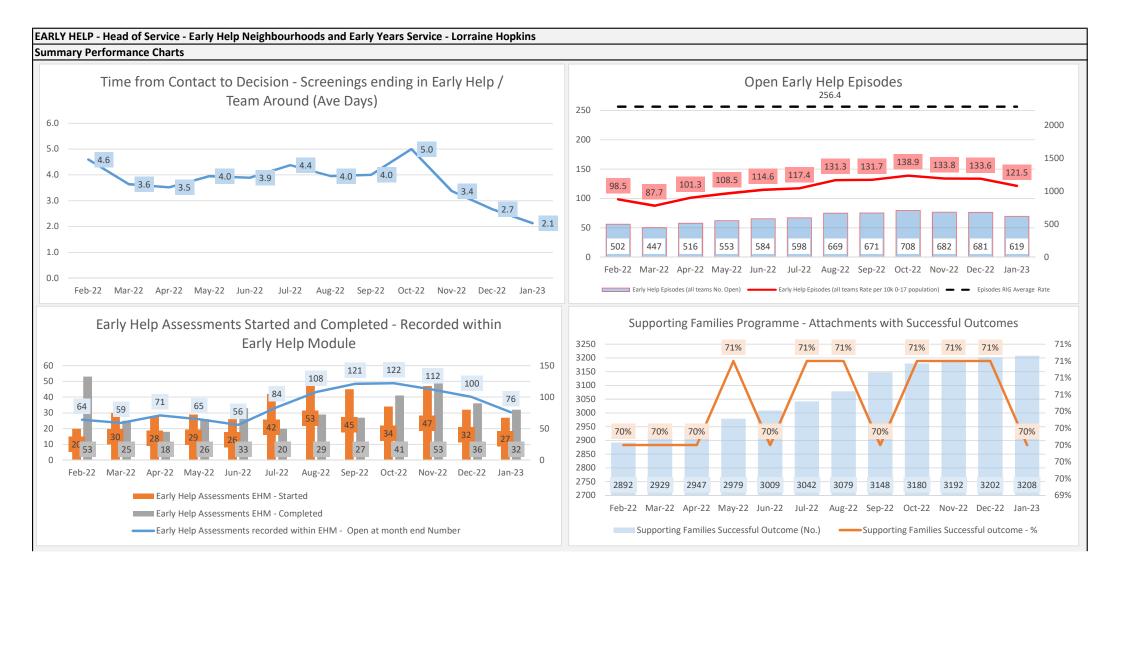
There is a need to closely monitor this as there are still some concerns around the volume of contacts for information and advice and the consistent application of thresholds. Future data will provide us with a breakdown of the nature of the requests for Information and Advice as well as the requester.

With new screening process in place from GMP – February onwards should a reduction in inappropriate police referrals.

A series of presentations have been undertaken to schools and other settings around the new Thresholds in order to support shared understanding across the partnership.

Strategy meeting timeliness and attendance continues to improve.

Highlig	ht Indicators		_						
Ref	Indicator	Current	Previous Year	Target	Greater Manchester Average	North West Average	Statistical Neighbour Average	England Average	Direction of Travel
FD1	Contact Received - (No. in Month)	1348	1221						1
FD2	Contact - (12 Month Rolling Rate)	3186	2910						1
FD3	EHM Contact Received - Childrens Social Care / Out of Hours	835	767						
FD4	EHM Contact - % Received by CSC	62%	63%						
FD5	EHM Contact Received by EHAP / Neighbourhood Coordinators	511	416						
FD6	EMH Contact - % Received by EHAP / Neighbourhood Coordinators	38%	34%						
FD7	Contact Referred to children's social care (% of ALL contact in month EHM and LCS with an outcome of Children's Social Care by month end)	16%	22%						1
FD8	MASH Screenings Completed within 72 WORKING hours each month (exclu. Requests for information)	93%	62%	85-90%					1
FD8a	MASH Screenings Completed (exclu Requests for Information)	486							
FD8b	Requests for Information Completed	34							
FD9	EHAP Screening within 5 Working days (%)	88%	70%	90-95%					1
FD9a	EHAP Screenings Completed (exclu Requests for Information)	384							1
FD10	MASH Screenings - Outcome of Referral to Children's Social Care %	41%	43%						
FD11	MASH Screenings - Outcome of Early Help / Team Around %	11%	12%						
FD12	MASH Screenings - Outcome Information and Advice %	45%	44%						
FD13	EHAP Screenings - Outcome - Referral to Children's Social Care %	2.7%	2%						
FD14	EHAP Screenings - Outcome Early Help / Team Around %	7%	15%						
FD15	EHAP Screenings - Outcome Information and Advice %	48%	69%						
FD16	Domestic Abuse Notifications Received	330							



Timeliness of screening continues to improve month on month and well within the 5 day standard.

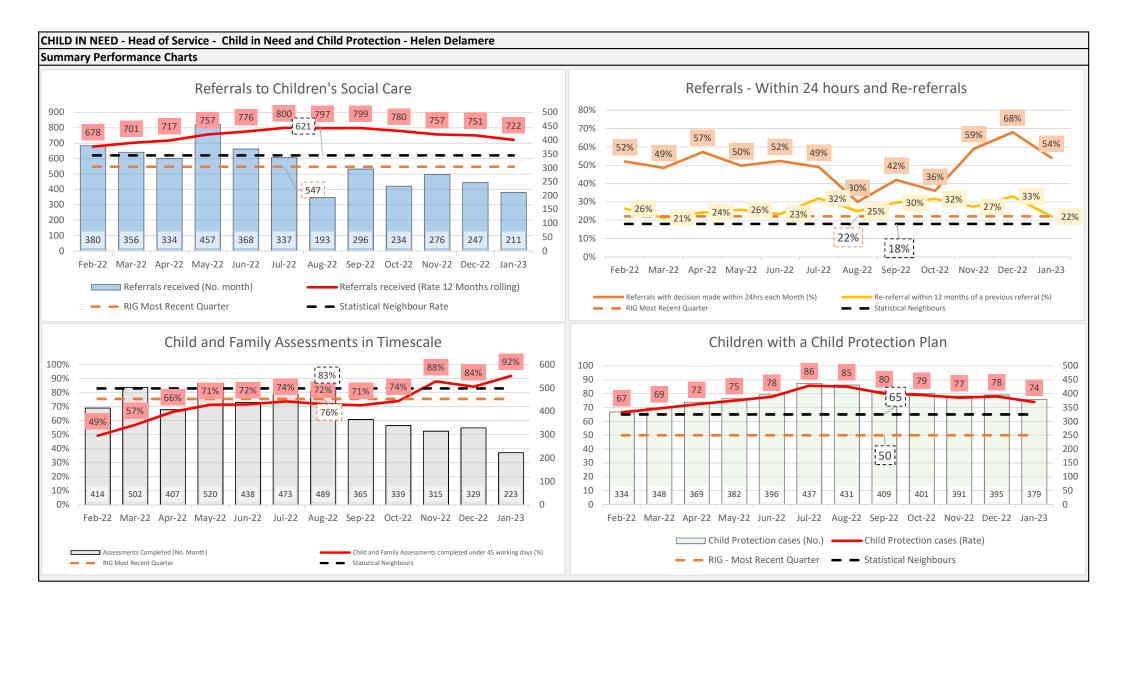
We are seeing a reducing trend in the number of open Early Help Episodes (on EHM ie. For LA teams) with a corresponding increase in the number of Early Help Assessments started by partner agencies. Early Help Assessments held at level 2 by LA teams is also reducing in line with a 37% increase in the numbers EHAs held by schools.

Schools are now holding 57% of all EHAs in the borough, 24% held by TFT and 19% by nurseries and other agencies, however, Health are currently leading on only 1 EHA. SUM is meeting with Health colleagues in February to schedule training etc and so we will monitor an expected increase in these.

Step downs to Early Help remain low but we do have 26 children (11 families) where there is joint work between CSC (CiN) and TFT. Potentially these cases could be stepped down. Future arrangements will be that TFT will be purely case holding and would therefore only take the case rather than provide an intervention on a CSC case.

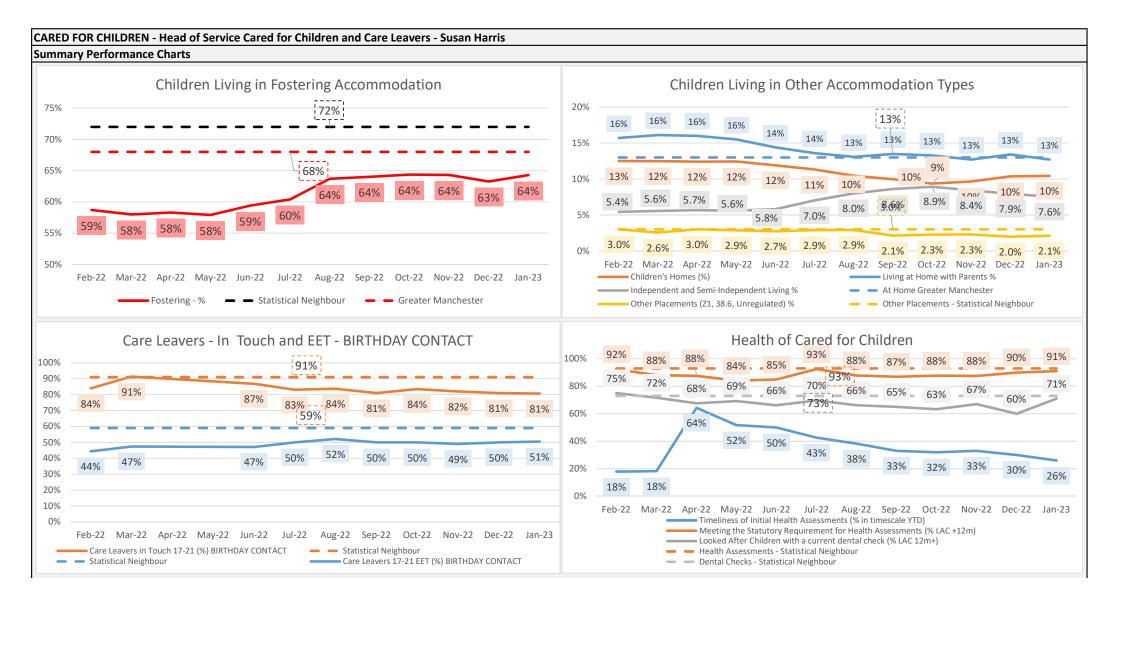
The redesign of services and operating procedures will also facilitate the stepping down of cases from the front door after a C&F assessment has result in the outcome of no further social care action. Currently, there are limited numbers of these cases stepping down and they are closing potentially resulting in a higher number of rereferrals.

Ref.	Indicator	Current Performance	Previous Year	Target	Greater Manchester Average	North West Average	Statistical Neighbour Average	England Average	Direction of Travel
EH1	Time from Contact to Decision - Screenings ending in Early Help / Team Around (Ave Days)	2.1	4.3						<b>1</b>
EH2	Early Help Episodes (all teams No. Open)	619	570						1
EH3	Early Help Episodes (all teams Rate per 10k 0-17 population)	121.5	111.9						↓
EH4	Early Help Episodes Started (No)	67	77						1
EH5	Early Help Episodes Completed (No)	97	118						1
EH6	Early Help Assessments (all agencies no open quarter)	752	602						1
EH7	Early Help Assessments recorded within EHM - Open at month end Number	76	59						<b>1</b>
EH8	Early Help Assessments EHM - Started	27	30						<b>1</b>
EH9	Early Help Assessments EHM - Completed	32	34						<b>1</b>
EH10	Early Help Assessments ending in Step Up to Children's Social Care (Multi Agency Evaluation Record)	5	4						
EH10a	Early Help EPISODES ending in Step up to Childrens Social Care (Episode End Reson)	0							
EH11	Child in Need Episodes ending in Step Down to Early Help	5	9						
EH12	Supporting Families Successful Outcome (No.)	3208	2929						1
EH13	Supporting Families Successful outcome - %	70%	70%						1



- There has been a further month in month reduction in the number of referrals received by CSC from 247 in December 22 to 211 in January 23, which is a significant reduction when compared to the number of referrals received in January 22. Further analysis is needed to understand this reduction in demand and be assured that earlier interventions are being provided to children and families preventing the need to escalate to CSC.
- Reduction in re-referrals (within 12 months of a previous referral) from a high of 33% in December 22 to 22% in January 23. This brings performance within our target of 20-24% and is just above the GM and NW average of 21%. A further multi-agency audit is planned of re-referrals to have continued oversight of performance in this area and to provide assurance around the application of thresholds.
- Increase in the % of Child and Family Assessments completed in timescale from 84% in December to 92% in January 23. This is above our target of 85% and the regional, statistical and England averages. Timeliness of Child & Family Assessments is a key area of focus for the service, but is likely to have been influenced also by the reduction in the number of assessments completed from 329 in December 22 to 223 in January 23.
- There has been a reduction in the number of children subject to a CP Plan from 395 to 379. This is still higher than the number of children subject to a CP Plan in January 22, with the overall rate above the England, regional and statistical neighbours.
- There continues to be a high level of Strategy Discussions and Section 47's being completed in month. Reporting is in place to ensure multi-agency attendance at strategy discussions, and outcomes of Strategy Meetings and Section 47 Enquiries will be kept under review.

Ref	Indicator	Current Performance	Previous Year	Target	Greater Manchester Average (2021/22)	North West Average (2020/21)	Statistical Neighbour Average (2021/22)	England Average (2021/22)	Direction of Travel
CIN1	Referrals received (No. month)	211	295						1
CIN2	Referrals received (Rate 12 Months rolling)	722	701	612	700	548	621	538	<b>1</b>
CIN3	Referrals with decision made within 24hrs each Month (%)	54%	49%						<b>↓</b>
CIN4	Re-referral within 12 months of a previous referral (%)	22%	20%	20-24%	21%	21%	18%	20%	<b>1</b>
CIN5	Referrals where a child was found to be not in Need after Assessment.	18%	27%	29%	24%	25%	25%	29%	1
CIN6	Assessments Completed (No. Month)	223	323						
CIN7	Assessments Completed (12 Month Rolling Rate)	946	669		715	594	688	533	
CIN8	Child and Family Assessments completed under 45 working days (%)	92%	61%	85%	81%	81%	83%	84%	1
CIN9	Strategy Meetings (No. Completed Month)	124	114						
CIN10	Strategy meetings (12 Month Rolling Rate)	361	272						
CIN11	Strategy Meeting Outcome - S47 (% Month)	79%	77%						
CIN12	Strategy Meeting Outcomes-No Further Action (% Month)	17%	17%						
CIN13	Section 47s Completed (no. Month)	112	89						
CIN14	Section 47s Completed (12 Month Rolling Rate)	275	211		212	189	267	180	
CIN15	Section 47s Completed - % Conference Outcomes ICPC (YTD)	40%	42%		42%	41%	40%	38%	
CIN16	Child in Need Plan (No.)	462	553						
CIN17	Child In Need Reviews that were due completed in timescale (% YTD)	70%	75%	80%					
CIN18	Child Protection cases (No.)	379	348		281	246	326	211	
CIN19	Child Protection cases (Rate)	74	69		56	49	65	42	1
CIN20	Child Protection - Statutory visits in timescale (% CP 1 Month+ with a visit within the last month)	89%		95%					$\leftrightarrow$
CIN21	Number of Times a Child was Reported Missing (No Month)	129	145						1
CIN22	Number of Incidents where a Missing from Home Interview was Offered (by month end)	89							
CIN23	Missing incidents completed return home interview with 72hrs (No)	47							
CIN24	Number of Children with one or more missing incident each month	75	79						1
CIN25	Complex Safeguarding - Referrals into the Complex Safeguarding Team (Quarterly)	32	17						
CIN26	Complex Safeguarding - Referrals into the Complex Safeguarding Team Closed NFA % (Quarterly)	63%	46%						
CIN27	Complex Safeguarding Team - Cases Open to Complex Safeguarding Team (Quarterly)	31	37						



• Children living in foster placements slightly increased to 64% in January, this is an improvement but lower than both the Greater Manchester and statistical neighbours average.

We are working to strengthen the Foster Care retention and recruitment activity, along with the GM Fostering work stream. An Advocates launch event was held in February. We are part of a GM marketing working group and are planning local marketing approaches, plus a GM plan which will influence our local approach. An example of this was a collaborative GM recruitment event held at John Lewis at the end of January following the Christmas advertising campaign. We are working with foster carers to develop Foster Care ambassadors to support the recruitment work and local/community campaigns. We are exploring a Foster Friendly Employee scheme for the council to promote fostering and also look to recruit potential carers from existing Tameside employees.

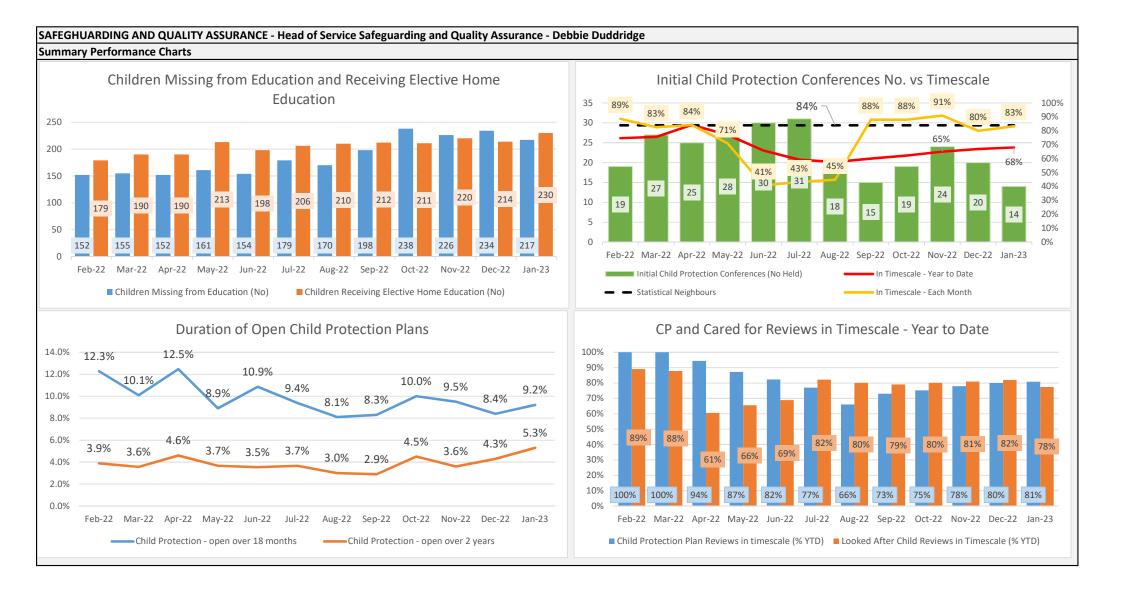
- 13% of children in care live under a Placement of Parent arrangement, this is slightly lower than the Greater Manchester data but an area of concern to drill down those who have been in these arrangements over a year to determine if plans can progress to revoke the care order and end the care episode. This will assist to reduce the number of children in care as at 661 we are higher than GM, NW and SN average.
- Further strength is evidenced with 25% of children leaving care via an SGO
- The use of unregulated 'other placements' are low, 2.1% close tracking is in place for this cohort of young people with those in Bespoke Placements overseen at a weekly meeting chaired by a Assisstant Director or Deputy. This cohort also includes those subject to a 38(6) arrangement and oversight of the court.
- Review health assessment performance remains strong at 91%, however the initial health assessment identifies continued weakness. Although this involves a lower cohort of young people, the performance is reported at 26%. Refreshed work on this area recently launched needs to be embedded.

Currently some focused work is being undertaken with health collegues to ensure significant capacity exists to meet Initial Health Assessment deman, work is also taking place to ensure requests are shared with health colleaugues in a timely manner.

- Dental checks have increased to 71% which is now more in line with our statistical neighbour and outlines further improvement.
- Our in touch figures for care leavers (linked to the birthday contact) remains high at 81%, further work is to be completed in the service regarding drilling down into the data for increased level of monitoring consistency.
- Performance in EET remains a significant concern with 50% of 19 21 year olds deemed to be EET and 52 % of 17-18 year olds EET, however there is a gap in reporting in this area which has been addressed with the team.
- Suitable accommodation for 19-21 remains positive at 94% this reduces to 77% for the 17-18 year olds with gaps in recording evident. Learning addressed with the team regarding the CLA pathway and data gaps.

Ref	Indicator	Current Performance	Previous Year	Target	Greater Manchester Average (2021/22)	North West Average (2021/22)	Statistical Neighbour Average (2021/22)	England Average (2021/22)	Direction of Travel
CF1	Cared for Children (No.)	661	666	552	457	487	573	352	1
CF2	Cared for Children (Rate)	130	133	110	91	97	114	70	1
CF3	Cared for Children - Statutory Visits in Timescale (%)	82%	77%	90%					$\leftrightarrow$
CF4	Cared for Children with 3 or more placements in a 12 month period. (%)	7.9%	5.0%	<7%	9%	9%	9%	10%	1
CF5	Cared for Children for 2.5 years who were living in the same placement for at least 2 years (% Quarterly)	70.5%	73%	73%	72%	72%	73%	71%	1
CF6	Cared for Children subject to 3 or more changes of Social Worker in the last 12 months (%)	24%	34%	10%					1
Where '	We Live		•	•	•	•	•	•	•
CF7	Within Tameside (%)	60%	54%	>65%					$\leftrightarrow$
CF8	Fostering - No.	425	393		450	437	477	463	
CF9	Fostering - %	64%	58%	71%	68%	66%	72%	70%	1
CF10	Placed for Adoption (No)	14	10		13	13	20	20	
CF11	Placed for Adoption (%)	2.1%	1.5%		2%	2%	3%	3%	
CF12	Living at Home with Parents No.	84	107		86	79	46	46	
CF13	Living at Home with Parents %	13%	16%	8%	13%	12%	7%	7%	$\leftrightarrow$
CF14	Children's Homes (No)	69	83						
CF15	Children's Homes (%)	10%	12%						$\leftrightarrow$
CF16	Independent and Semi-Independent Living No	50	37						
CF17	Independent and Semi-Independent Living %	7.6%	5.6%						
CF18	Secure Units No	2	1						
CF19	Other Placements (Z1, 38.6, Unregulated) No.	14	17		13	13	20	7	
CF20	Other Placements (Z1, 38.6, Unregulated) %	2.1%	2.6%		2%	2%	3%	1%	
Outcom	nes		·	•				·	
	Timeliness of Initial Health Assessments (% in timescale	26%	18%						1
CF21	YTD) Timeliness of Initial Health Assessments (% in timescale	4%	21%						<b>1</b>
CF22	MONTH)	-4/0	22/0						-
CF23	Meeting the Statutory Requirement for Health Assessments (% LAC +12m)	91%	88%	96%	93%	92%	93%	89%	1
CF25	Looked After Children with a current dental check (% LAC 12m+)	71%	72%	80%	69%	74%	73%	70%	1

CF27	Looked After Children with an Education Health and Care Plan (%)	21%	22%						
CF28	Looked After children 3 - 15 with a current Personal Education Plan (%)	100%	99%						1
CF29	Care Leavers with a Pathway Plan in place (%)	88%	88%						$\leftrightarrow$
CF30	Care Leavers in Touch 17-21 (%) BIRTHDAY CONTACT	81%	93%	93%	94%	95%	91%	93%	$\leftrightarrow$
CF31	Care Leavers 17-21 EET (%) BIRTHDAY CONTACT	51%	47%	52%	55%	54%	59%	58%	1



Child Protection conferences

- There are currently 396 Children subject to Child Protection Plans which is a decrease of 17 from December 2022
- During the month of January 60 Child Protection Conferences took place. 15 were Initial Child Protection Conference's, 55 Review Child Protection Conference's. 84% of Initial conferences took place within 15 working days.
- The data illustrates that one family of four children had their Initial conference out of timescale. This was due to the first arranged conference scheduled within the 15 day timescales not being quorate; police and education were unable to attend. The conference took place 7 days later. Out of the 4 children only 2 were made subject to a plan as it was a split family with different addresses and risks.
- There is an upward trend of Initial Child Protection Conferences' in timescale.
- 81.5% of Review Child Protection Conferences took place on time in January at the time the data was run. This percentage changes daily due to the electronic system being updated. For instance at the same point last month 83% of Review Conferences showed as overdue but this moved to 90% after the electronic system was updated. It is therefore expected that a similar trend will happen this month as system updates continue to be inputted
- The delay in imputing is due to social work reports not being ready on the day of the conference and child protection plans not being updated. In order to increase performance in this area a tracking system has been implemented to ensure systems inputting issues are addressed I a timely manner by Social Workers and senior managers.
- There is an upward trend of Review Child Protection Conference completed in timescale

Agency attendance at Conference

Attendance at Initial Child Protection Conference (ICPC)

- Police attendance at ICPC was 25% for December and this has increased to 57% in January. Fortnightly Liaison meetings are taking place between the police and the safeguarding unit to work to ensure any issues are quickly dealt with. Talks are in progress to co locate the Conference and Review Unit with the Police Child Protection investigation Unit at Tameside 1. This will support improved in person attendance at conference.
- Health attendance for January is 71%, which is a decrease from 80% last month this is linked to staffing pressures and illness.
- Education Attendance for January is 100%, this is an increase from 63% December when attendance was impacted by the school holidays during the Christmas period.
- Duration of open Child Protection Plans
- over 18 months

This is currently 9.2%, this is just less than a 1% rise as at the same time last month was 8.4%. equating to 22 children and 9 families. Child Protection Plans over 2 years

This is currently at 5.3%, which is a slight increase from 4.3% last month. This equated to 19 children and 9 families. All but one of these families are subject to Public Law Outline processes.

There is currently an ongoing deep dive audit being undertaken looking at the duration of child protection plans over 12 months. The key findings will be reported separately in March to the improvement board. All children with plans over 12 months are monitored with oversight of Service Managers in Safeguarding and Quality Assurance and Child in Need and Child Protection Service areas to ensure the timely progression and impact of plans in making a difference to the lived of experience of the child.

Cared for Children Reviews

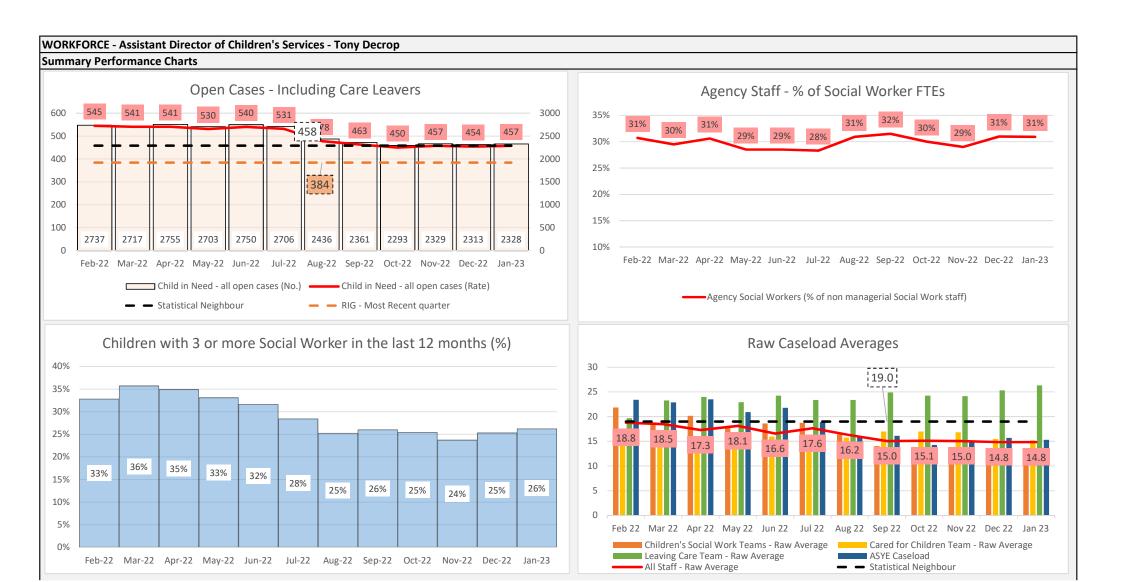
The data illustrates 78% of Cared for Children reviews took place with in timescales. Of the 22% that are showing as not within timescale 11.5% occurred out of timescale and 10.6% have not yet been recorded on the case management system. Systems and management oversight processes are in place to work towards increasing the timeliness of recording when review meetings have taken place.

Children Missing from Education and Receiving elective Home Education.

• There has been a month on month been an increase in children that are missing from education since January 2022. The current figure is 217. Children's Social Care meet on a monthly basis with the Education Welfare Team to ensure that there is oversight of this cohort and ensure that there is clear communication processes in place. Of the 217 currently, home-educated 4 are open to Children's Social Care.

Ref	Indicator	Current Performance	Previous Year	Target		North West Average	Statistical Neighbour Average (2021/22)	England Average (2021/22)	Direction of Travel
SG1	Children Missing from Education (No)	217	155						<b>1</b>
SG2	Children Receiving Elective Home Education (No)	230	190						1
	% of Children receiving Elective Home Education who are open to Children's Social Care	1.3%	2.6%						↓
	Child in Need (all open cases) with a Education Health and Care Plan $(\%)$	14%	12%						$\leftrightarrow$
1	Children with Initial Child Protection Conferences held under 15 Working Days (% YTD)	68%	76%	83%	81%	79%	84%	79%	1

	Children with Initial Child Protection Conferences held	83%	71%						↑
SG6	under 15 Working Days (% IN MONTH)								
SG7	Initial Child Protection Conferences (No Held)	14	18						
SG8	Attendance at Initial Child Protection Conference by Police	57%	51%						
SG9	Attendance at Initial Child Protection Conference by Health	71%	73%						
SG10	Attendance at Initial Child Protection Conference by Education	100%	66%						
SG11	Child Protection Plan Reviews in timescale (% YTD)	81%	83%	91%	87%	87%	89%	89%	1
SG12	Child Protection Plan Reviews in timescale (% Each Month)	82%							<b>1</b>
SG13	Child Protection - open over 18 months	9.2%	10.1%						1
SG14	Child Protection - open over 2 years	5.3%	3.6%	2.1%	3.0%	2.8%	3.0%	2.5%	1
SG15	Looked After Child Reviews in Timescale (% YTD)	78%	94%	95%					1
SG16	Audits completed (No Month)	Not Yet Available	15						
SG17	Audits completed (YTD)	Not Yet Available	164						
SG18	Audits rated good / outstanding (% YTD)	Not Yet Available	34%	45%					
SG19	Audits Requiring Improvement (% YTD)	Not Yet Available	55%						
SG20	Audits Inadequate (% YTD)	Not Yet Available	10%						



# Workforce

Open Cases - The total number of open cases has remained relatively static. The current rate of open cases per 10,000 0-17 year old population at 457 remains broadly in line with the Statistical Neighbour average of 458 and above the most recent regional average of 384.

Caseloads - Overall caseload remaine relatively static across the last 5 months with a raw average of 14.8 recorded in both December and Januay.

Children with 3 or more social workers - slight increase is due to internal promotions and movement of staff in service

Overall the numbers of children who have had three or more social workers in the last 12 months increased to 26% performance has been relatively static over the course of the last 6 months although an increase of 2 percentage points was seen between November and the end of January.

Ref		Current Performance	Previous Year	Target	Greater Manchester Average (2021/22)	North West Average (2021/22)	Statistical Neighbour Average (2021/22)	England Average (2021/22)	Direction of Travel
WF1	Child in Need - all open cases (No.)	2328	2717	2175	2074	1929	2300	1677	1
WF2	Child in Need - all open cases (Rate)	457	541	433	413	384	458	334	1
WF3	Newly Qualified Social Worker on ASYE (% of Social workers FTE)	19%	19%						
WF4	Agency Social Workers (% of non managerial Social Work staff)	31%	30%	14-22%					$\leftrightarrow$
WF5	Children with 3 or more Social Worker in the last 12 months (%)	26%	36%	15%					1
Caseloa	ds								
WF6	All Staff - Raw Average	14.8	18.5	16-18					$\leftrightarrow$
WF8	All Teams - Highest Individual Caseload	42							$\leftrightarrow$
WF9	Children's Social Work Teams - Raw Average	13.7	18.9						$\leftrightarrow$
WF10	ISCAN - Raw Average	11.6	11.8						<b>1</b>
WF11	Cared for Children Team - Raw Average	15.2	16.8						<b>1</b>
WF12	Adoptions Team - Raw Average	5.7	5.6						1
WF13	Leaving Care Team - Raw Average	26.3	23.3						1
WF14	ASYE Caseload	15.3	22.9						1