

Contact and Referrals

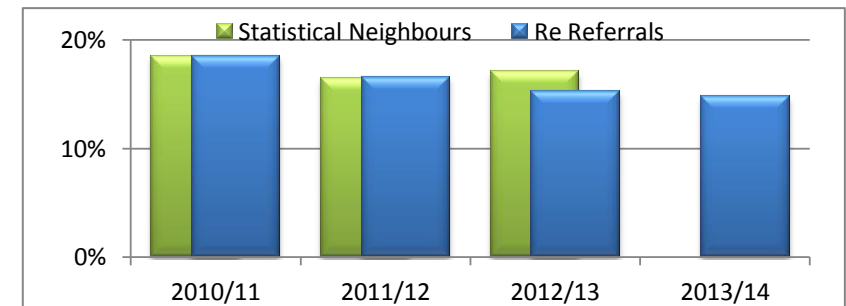
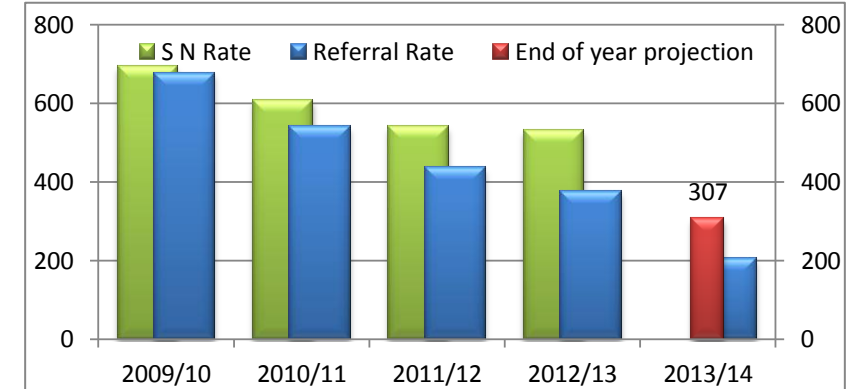
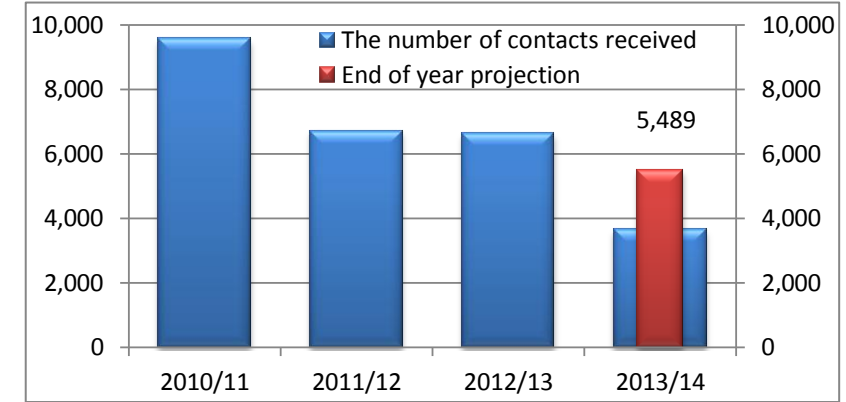
Highlighted PIs are in the Corporate plan

		2012/13							2013/14		
			Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	YTD	Target	Traffic Light
Op504	The number of contacts received	6637	444	468	352	415	561	538	3659	-	Data Only
Op410	The number of referrals to children's social care	2156	133	172	115	144	157	167	1180	-	Data Only
OP410a	The rate of referrals to children's social care per 10,000 pop	375	23	30	20	25	27	29	205	-	Data Only
Op383	Re-referrals within 12 months of the previous referral	15%	13%	12%	17%	21%	21%	14%	15%	16%	Green
Op368Ne	Percentage of referrals going on to assessment YTD	-	-	37%	74%	77%	76%	78%	78%	-	Data Only
Op368a	Percentage of referrals with outcome NFA	-	9%	3%	5%	3%	13%	1%	6%	-	Data Only

Performance Comment

The Referral to Assessment rate for the month of November was 82%

In addition to the two referrals in November "Referral NFA - Does not meet Threshold for Assessment" a further 4 assessments had their outcomes cancelled.



Service Comment

Contacts decreased from the month of October but referrals increased. This reflected a notable increase in complexity of contacts resulting in the higher conversion to referral. The MASH and Screening process continue to quality assure the information received and gather information proportionately in order to establish whether a referral for assessment is required. Contacts and referrals are at higher levels in recent months due to the increase in families presenting as homeless to Children's Services. Homeless families now represent 10% of all referrals to the First Response Service. This is expected to increase in the context of Welfare Reform embedding further.

Re referral rates were higher for the month of September and October and back in line for the month of November. The DHOS undertook an audit in December to analyse trends and possible pressures as to why the increase in re referrals occurred in September. The outcome of this recent audit identified that the reason for the re referral was a different issue from previous presenting need. YTD figures are still estimated at 15% which in line with statistical neighbours.

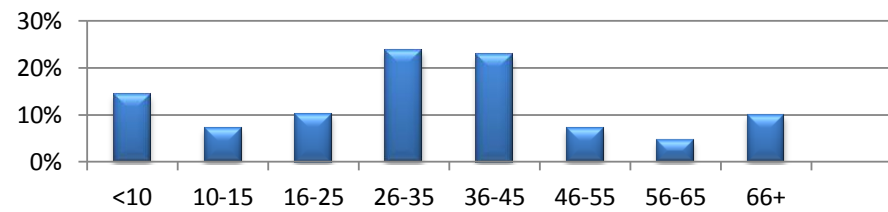
The percentage of referrals progressing to assessment is quality assured on a monthly basis to ensure that all referrals where a decision to NFA occurs or an **Assessment is cancelled, is agreed with the Deputy Head of Service. There are two key reasons where such a decision may be made – where a child is found to reside in another Borough or the presenting concerns can be met through an early help offer.**

Assessments

Highlighted PIs are in the Corporate plan

Key	2012/13	2013/14						YTD	Target	Traffic Light
		Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13			
HY650 Children and Families Assessments carried out within 45 working days	-		95%	84%	69%	75%	77%	79%	85%	Red
OP660 Children and Families Assessments completed	-		64	148	118	119	137	586	-	Unknown
Op368Ne Percentage of referrals going on to assessment YTD	-	-	37%	74%	77%	76%	78%	78%	-	Data Only
HY649 Child seen in 10 days	-		84%	79%	79%	84%	82%	81%	95%	Red

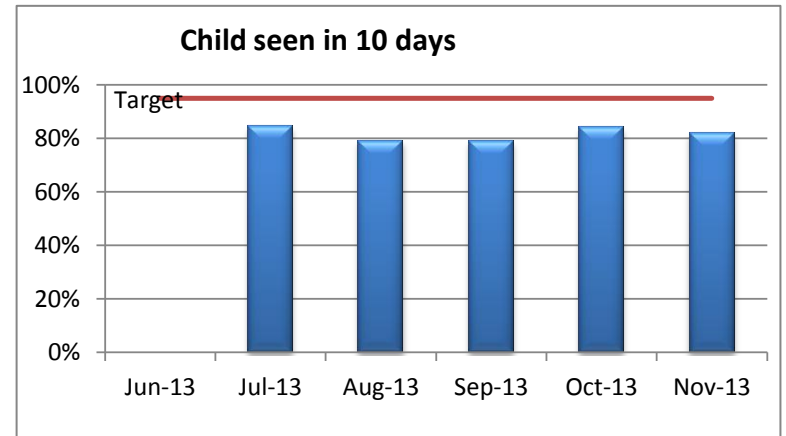
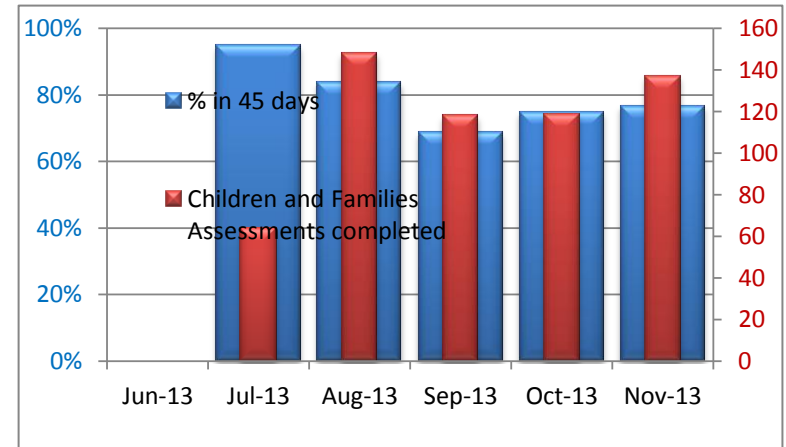
Distribution of days	<10	10-15	16-25	26-35	36-45	46-55	56-65	66+
2013/14	14%	7%	10%	24%	23%	7%	5%	10%



Performance Comment

Both the completed within 45 working days and the seen in 10 days indicators are struggling to meet their performance

There are currently 6 assessments showing as having been open for over 100 days that will have further detrimental effect on this indicator when they are completed.



Service Comment

There has been improvement in the number of Child and Family Assessments completed within the 45 day timescale. A number of interventions have been introduced. Performance and Quality Meetings occur on a fortnightly basis where managers discuss assessment deadlines and any pressures occurring for the teams. The emphasis for this meeting is equally around focusing on practice expectations. New IT systems have been introduced to support Social Workers and have enabled teams to become more sophisticated with assessment tracking.

Future work will now focus on ensuring that for those cases that should not remain within the First Response service, that these are either signposted in a more timely manner to an early help offer or transferred to the Safeguarding and Support team for longer term Social Work support.

For all children who have not been seen, the HOS reviews all cases. The main reasons are due to difficulties in gaining access to the home, the family being out of the country or the wrong address information being provided by the referrer.

The 6 outstanding assessments have been reviewed and the necessary support has been provided in order to ensure completion. An early notification system is now active that enables managers to view when a child is due to be seen. This provides a further prompt to the Social Worker to ensure the child is seen within the expected timescale