

Implementation evaluation of Slough Children's Services Trust

Appendices

July 2018 Kantar Public

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Appendix A: Reference List

DfE, Recommendations from Cabinet: Children's Services Contract Appendices A-C

DfE, Statistics: Children's social work workforce, 30 November 2017

Ofsted Inspection, April 2011

Ofsted Inspection, Feb 2013

Ofsted Inspection, Feb 2016

Ofsted Monitoring Visit Report, Jan 2018

SCST, Annual Report Summary, 2015-2016

SCST, Our First Year: An executive summary of our achievements, Oct 2016

SCST, Multi-Agency Safeguarding Hub: Communication strategy and plan.

SCST, Behaviour Framework: 'Bringing our Values to Life'

SCST, Voice of the child - A report on Children Looked After and Care Leavers' participation, January – December 2018

SCST, Our Second Year: A summary of our achievements, October 2016 – October 2017

SBC Report to Overview and Scrutiny Committee, 12th Nov 2015

SBC, 'The Slough Story', March 2016

SCST, Performance Summary Report, December 2017

SCST, Slough MASH Performance Report, January 2018

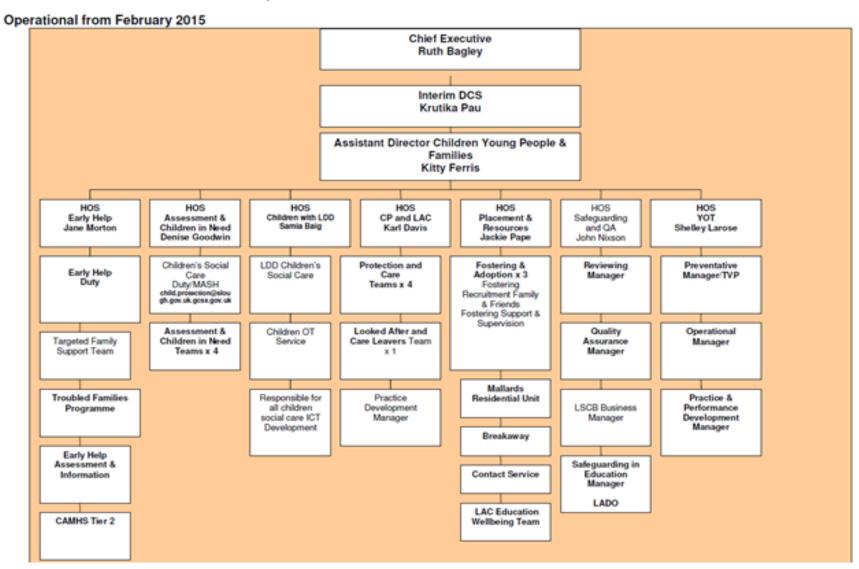
SCST, Hub Structure, 8th January 2018

Slough Children's Social Care Services: Report to Department for Education, June 2014

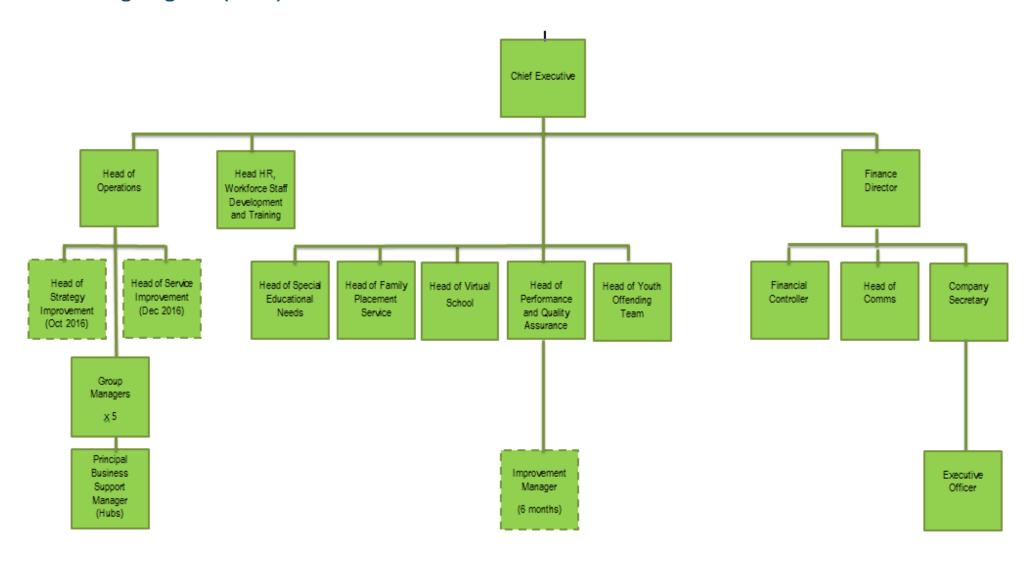
Appendix B: Organigrams

SBC organigram (2015) – at the point of transfer for Children's Services

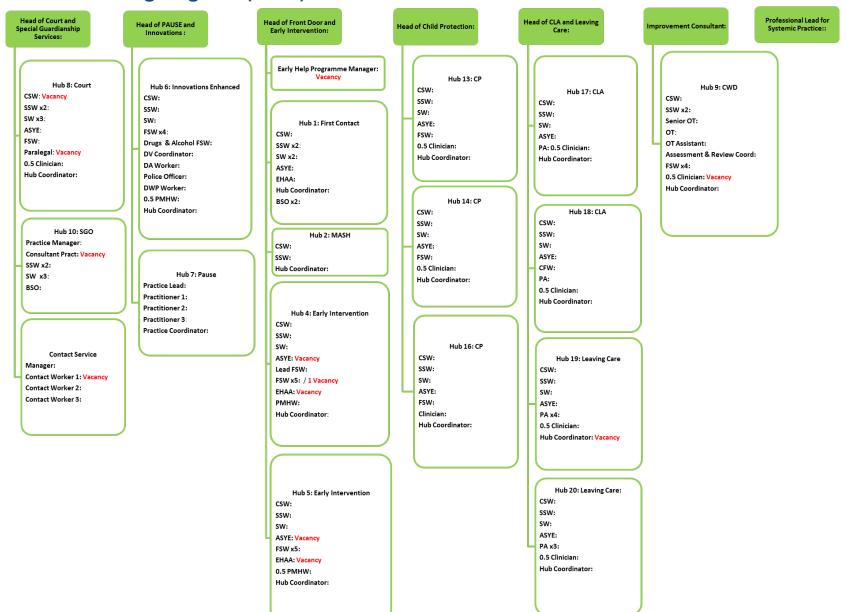
CHILDREN, YOUNG PEOPLE & FAMILIES STRUCTURE CHART



Trust Organigram (2018)



Hub model organigram (2018)



Head of Virtual School:

Anne Bunce

Years 9-11:

Virtual School:

Assistant Head & Learning Advocate

Learning Advocate Birth to Year 5:

Post 16 Education Support Advisor:

Learning Advocate Years 6-8:

Learning Advocate, Lead

SGO/Adoption:

PEP Champion:

BSO:

Appendix C: Performance Indicators

Summary of indicator

In addition to qualitative and staff survey evidence, the evaluation draws on a range of reviewed measures. The following list of measures were developed in collaboration with the DfE and the Trust following Wave 1. The measures reviewed were reported by the Trust and have grown following additional evidence provided by the Trust. Due to issues with data quality and availability, there was limited ability to consistently evidence change pre- and post-Trust, and as a result different time points within and across measures are used. We would expect some of the indicators to vary between those which might reasonably be expected to show a change quickly after a change in practice and those which need time to emerge (for example, children being subject to CPP for a second time, and length of placement). The following is a brief commentary on the indicators reviewed, which are summarised in detail in Table 1 overleaf. There is considerable room for interpretation with any indicator and so the below section describes the indicators and the above report contextualises these indicators.

Me asu re typ e	Performance measure acts, referrals and early	2015	2017	Source	Commentary
	Number of referrals in the year ending March 31	2,282	5,688	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collection s/statistics-children-in-need	This year Slough included all contacts the Trust received in the year irrespective of whether or not they led to a referral being opened. This has significantly increased their number of referrals.
	Rate of referrals per 10,000 of children aged under 18 in the year ending March 31	572.4	1,373.7	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collections/statistics-children-in-need	In 2017 Slough included all contacts the Trust received in the year irrespective of whether or not they led to a referral being opened. This has significantly increased their number of referrals.
	Timeliness of responding to referrals ¹	83.2% (Sept)	95.7% (Sept)	Internal	Timeliness of responding to referrals has improved.
	Time to undertake assessment in month of September ²	42.5 (Sept)	48.4 (Sept)	Internal	The Trust reports it was clearing a large backlog of assessments in Sep 2017, so the average duration was longer than usual at this time.
	Proportion of referrals in month that were repeat referrals (within 12 months of previous referral) ³	21% (March)	29% (March)	Department for Education. "Statistics: children in need and child protection." 17 May 2018.	Repeat referrals has increased between time points.

¹ Proportion of referrals received in month where the decision was made and authorised within 1 working

 ² The average time taken, from task start to authorisation, for all assessments completed during the month (regardless of when they started).
 ³ Proportion of referrals in month that were repeat referrals (within 12 months of previous referral).

y intervention and child	ren in nee	d		
Children in need episodes at 31 March ⁴	1,450	1,212	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collection s/statistics-children-in-need	Children in need episodes has reduced between time points.
Rate of children in need at 31 March per 10,000 children	363.7	292.7	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collections/statistics-children-in-need	Rate of children in ne per 10,000 children har reduced between time points.
Children subject to a child in need plan for over 12 months ⁵	154 (Sept)	114 (Sept)	Internal	The number of childre subject to a child in no plan for over 12 mont as reduced between time points.
eguarding and child prot	ection			
Children who were the subject of a child protection plan at 31 March ⁶	112	153	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collection s/statistics-children-in-need	The number of childre subject to a child protection plan increa between the time poir
Rate of children who were the subject of a child protection plan at 31 March 2015 per 10,000 children	28.1	37.0	Department for Education. "Statistics: children in need and child protection." 17 May 2018.	
Child protection Plans started that were repeat plans within 2 years ⁷	11.0% (Sept)	13.8% (Sept)	Internal	The figures were reported by the Trust varying by month due small numbers – there has been a small increase in the rate of child protection plans started that were repeplans within 2 years.
Number of children who became the subject of a child protection plan during the year ending 31 March who became	25	66	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collection s/statistics-children-in-need	

Number of children subject to a child in need plan at month end.
 Number of children subject to a child in need plan at month end where that plan had been ongoing for 12 months or more.
 Number of children subject to a child protection plan at month end.
 Proportion of child protection plans starting in month that were repeat plans within 2 years.

	the subject of a plan for a second or subsequent time Percentage of children who became the subject of a child protection plan during the year ending 31 March who became the subject of a plan for a second or subsequent time	14.5%	22.6%	Department for Education. "Statistics: children in need and child protection." 30 November 2017. https://www.gov.uk/government/collection s/statistics-children-in-need	The rate has increased between the two time points.
	Percentage of children subject to a CP Plan visited in the last 2 weeks ⁸	90.2% (Sept)	83.3% (Sept)	Internal	The rate has reduced between the two time points.
Child	ren looked after	ı			
	Children looked after at 31 March	195	190	Department for Education. "Statistics: Children looked after in England including adoption." 30 November 2017. https://www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption-2014-to-2015	The rate has slightly reduced between the two time points.
	Rate of children looked after per 10,000 at 31 March under 18 years	49	46	Department for Education. "Statistics: Children looked after in England including adoption." 30 November 2017. https://www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption-2014-to-2015	The rate has slightly reduced between the two time points.
	Children looked after (CLA) at month end ⁹	197 (Sept)	213 (Sept)	Internal	The number has increased between time points.
	Locality of CLA ¹⁰	25.9% (Sept)	26.9% (Sept)	Internal	Slough is a very small local authority, so measuring distance is deemed more useful than simply using the borough boundary. The

 ⁸ Child protection plans, active for 2 weeks or more at month end, where child was visited and seen in last 10 working days of month
 ⁹ Number of children in full-time care at month end. Measure excludes young people in respite care

¹⁰ Proportion of full-time CLA placed 20 miles or more from their previous home address

				rate is similar across time points.
Proportion of children returning home in the last 2 years who have been admitted to care again subsequently ¹¹	5.6% (Sept)	4.3% (Sept)	Internal	The rate has reduced.
% of CLA with 3 or more placements in the last year ¹²	15.2% (Sept)	10.3% (Sept)	Internal	This measure is affected by the cohort of CLA; in particular, how long the have been in care. Regardless, the rate has reduced.
Children looked after who participated in their CLA review ¹³	93.9% (Sept)	97.1% (Sept)	Internal	The rate has increased between the two time points.
Children looked after with a completed personal education plan (PEP) ¹⁴	Not availabl e	82.3% (Sept)	Internal	This information is not available for Sep 2015; recording systems in the virtual school were not properly in place then. 30th September is an awkward time to measure this as it is close to the beginning the academic year, so the definition of a completed PEP include those completed in the previous academic year. The indicator will not reach 100% due to admissions shortly before 30th Sept.
Children looked after immunised by end of year ¹⁵	69.1% (Sept)	68.1% (Sept)	Internal	The Trust reports that figures are vulnerable delays in writing up an

end. Note that where records are not available, child has not counted as fully immunised even if parent or carer states that this is the case.

¹¹ Proportion of children who left care in the 2 years to month end and were readmitted to care prior to month end

¹² Proportion of CLA who have had 3 or more placements in the last 12 months

¹³ % of CLA who participated in their CLA review, where that review was held in the month

¹⁴ Proportion of CLA who were aged 1-17 (and, in the early years only, attending a setting), and who had a completed PEP at month end (including a PEP completed in the previous academic year). A PEP is considered completed for these purposes even if not yet written up on 30th September, or if the PEP meeting had not yet taken place by 30th Sep but would take place prior to the statutory deadline
¹⁵ Proportion of CLA, in care for 12 months or more, for whom all immunisations were up to date at month

	Children looked after with a dental check by end of year ¹⁶ Children looked after with a health check by end of year ¹⁷	96.3% (Sept) 97.3% (Sept)	85.5% (Sept) 84.8% (Sept)	Internal	uploading records so these rates should be cautiously interpreted. Reported rates for these health checks have reduced across the two time points.
Foste	ring, adoption and per				
	Number of looked after children adopted during the year	25	10	Department for Education. "Statistics: Children looked after in England including adoption." 30 November 2017. https://www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption	The number has significantly reduced between time points.
	Percentage of looked after children adopted during the year ¹⁸	20	10	Department for Education. "Statistics: Children looked after in England including adoption." 30 November 2017. https://www.gov.uk/government/statistics/children-looked-after-in-england-including-adoption	The number has significantly reduced between time points.
	Days taken from entering care to adoption ¹⁹	670 (2012/15)	576 (2014/17)	. "Adoption Scorecards" https://www.gov.uk/government/publicatio ns/adoption-scorecards	Between the time points, the number of days has reduced significantly.
	Number of out of area placements ²⁰	141 (Sept)	131 (Sept)	Internal	The number of out of area placements has reduced though remains high. The Trust reports adoptive placements with restricted addresses are not included. If these were included in the number of out of area placements, these would rise to 145 in Sep 2015 and 136 in Sep 2017.

¹⁶ Proportion of CLA, in care for 12 months or more, for whom all dental checks were up to date at month

¹⁷ Proportion of CLA, in care for 12 months or more, for whom all health checks were up to date at month

¹⁸ Percentages based on the number of children that ceased to be looked after during the year.

¹⁹ Average time in days between a child entering care and moving in with their adoptive family, for children adopted in the previous 12 months

²⁰ Number of current placements that were located outside of Slough at month end

	Droportion of in	24.20/	22.40/	Internal	The rate of in harras
	Proportion of in- house fostering placements ²¹	34.3% (Sept)	32.4% (Sept)	Internal	The rate of in-house fostering placements is relatively unchanged between time points.
					The Trust notes that if family and friends were included, this proportion would increase to 42.1% in Sep 2015 and 43.7% in Sep 2017.
	Annual costs for out of area placements ²²	Not availabl e	£6.4m (Sept)	Internal	This information is not available for Sep 2015; SBC was unable to provide this information when services transitioned into the Trust.
Care	leavers				
	Care leavers, including eligible, relevant and former relevant young people ²³	174 (Sept)	158 (Sept)	Internal	The number has reduced between time points.
	Care leavers over age 18 ²⁴	116 (Sept)	107 (Sept)	Internal	The number has reduced between time points.
	% of care leavers in education, employment or training ²⁵	40.7% (Sept)	44.2% (Sept)	Internal	The rate has increased slightly between time points.
	uallilly -				The Trust notes this is based on a cohort defined at the start of each financial year, which is designed to simulate later statistical release information.

²¹ Proportion of current fostering placements that were with an in-house carer at month end

²² Cost of placements outside Slough between 1st Oct 2016 and 30th Sep 2017
²³ Number of care leavers, including eligible, relevant and former relevant but excluding qualifying young people, at month end

²⁴ Number of care leavers, including eligible, relevant and former relevant but excluding qualifying young people, at month end who were aged 18 or above

²⁵ Proportion of care leavers (excluding qualifying) who were in education, employment or training at month end (according to their most recent keeping in touch contact)

	% of care leavers with a current	56.0% (Sept)	76.6% (Sept)	Internal	The rate has increased between time points.
	Pathway Plan ²⁶				·
	Care leavers in suitable accommodation ²⁷	63.0% (Sept)	77.9% (Sept)	Internal	The rate has increased between time points.
Work	force and caseload				
	Number of permanent and fixed- term staff occupying establishment posts at month end ²⁸	Not availabl e	291 (Sept)	Internal	No establishment list existed when the Trust came into being, and HR records from that period are reportedly unreliable.
	FTE number of children's social workers at 30 September	77.3*	unavaila ble	* Department for Education. "Statistics: Children's social work workforce." 30 November 2017. https://www.gov.uk/government/statistics/ childrens-social-work-workforce-2015	
	Turnover rate of FTE children's social worker during year ending 30 September	14*	15.6 (Sept)	* Department for Education. "Statistics: Children's social work workforce." 17 May 2018.	
	FTE number of agency workers at 30 September	54*	unavaila ble	* Department for Education. "Statistics: Children's social work workforce." 30 November 2017. https://www.gov.uk/government/statistics/ childrens-social-work-workforce-2015	
	Agency worker rate at 30 September	41*	31.9 (Sept)	* Department for Education. "Statistics: Children's social work workforce." 17 May 2018. **Internal	Agency worker rate nearly halved.
	Average number of cases per qualified social worker at month end	8.5 (Sept)	15% (Dec)	Department for Education. "Statistics: Children's social work workforce." 17 May 2018.	While the rate appears to have increased, the number of social workers with a disproportionality high number of cases has reduced overall.

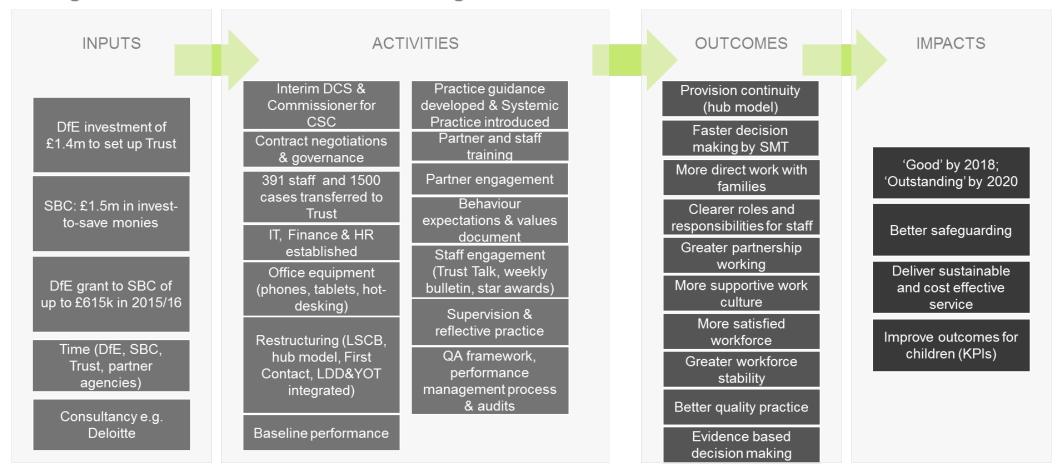
²⁶ Proportion of care leavers (excluding qualifying) whose Pathway Plan was reviewed within the last 6 months at month end

Proportion of care leavers (excluding qualifying) who were in suitable accommodation at month end (according to their most recent keeping in touch contact)
 Number of permanent and fixed-term staff occupying establishment posts at month end

Number of days of staff sickness in the 12 months to 30 th Sep	Not availabl e	1,988	Internal	No information on staff sickness in SBC is available.
Children in Need per social worker, y/e 30 th Sept	Not availabl e (14.4 for 2016)	14.6	Pg 28 Slough Childrens Trust – Indicators 2017, CIN and SW update	
Vacancy rate of social workers (FTE) y/e 30 Sept 2017	35	29.6	Pg 29 Slough Childrens Trust – Indicators 2017, CIN and SW update	

Appendix D: Logic Model

Slough Children's Services Trust Logic Model



Appendix E: Services transferred to the Trust

Below is a list of services that were transferred from SBC to the Trust on 1st October 2015:

- Early Help
- Assessment and Children in Need
- Child Protection and Looked After Children
- Placement and Resources
- Safeguarding and Quality Assurance (including Independent Reviewing Officer Service)
- Administrative and business support within Children's Social Care
- Learning and professional development for Children's Social Care
- IT and information systems professional support role
- Local Safeguarding Children Board functions
- Operational commissioning for children's services
- Children with Learning Difficulties and Disabilities (LDD)
- Youth Offending Team
- Virtual School
- Performance management
- SEN Assessment Team
- Troubled Families Posts that relate to the delivery of social care

Appendix F: Case loads across the Trust

Below is data on case loads provided by the Trust in February 2018:

Caseloads (as at 27/12/2017)

Team	Grand Total	Service Total	No. of Workers	Avg. Cases per worker
Hub 01 First Contact & MASH	3	3	1	3.0
Hub 04 Early Intervention	39	69	7	5.6
Hub 05 Early Intervention	30	09	7	4.3
Hub 06 Enhanced Innovation	105	105	5	21.0
Hub 07 CWD	232	232	11	21.1
Hub 08 Court Hub	66	66	7	9.4
Hub 13 Child Protection	97		6	16.2
Hub 14 Child Protection	87	285	6	14.5
Hub 16 Child Protection	101		5	20.2
Hub 17 CLA	66	130	5	13.2
Hub 18 CLA	64	130	5	12.8
Hub 19 Leaving Care	73	135	7	10.4
Hub 20 Leaving Care	62	133	5	12.4
Grand Total	1026		78	13.2

Appendix G: List of KPIs

Below is a list of draft contractual performance indicators developed by SBC in 2015:

Contractual Performance Indicators

Safeguarding and child in need

- 1. % of re-referrals to CSC within 12 months
- 2. % of section 47s that led to ICPC in month
- 3. % of children subject to a CP for a second or subsequent time within 2 years
- 4. % of children subject to CP Plans for 2+ years
- 5. % of children subject to CP Plan visited in the last 10 working days and seen alone
- 6. % of referrals with decision and authorisation within 1 workday
- 7. Rate of Early Help open cases per 10,000 under 18 population
- 8. % of Early Help Assessments that resulted in a service place where outcomes were achieved
- 9. % of contacts to referral
- 10. Number of contacts
- 11. Number of referrals
- 12. Number of children subject to a CP Plan
- 13. Number of full time LAC at month end
- 14. % of children subject to child in need plans for over 12 months
- 15. % of child in need plans reviewed within timescales (6 months?)
- 16. % of ICPCs held within statutory timescale
- 17. % of RCPCs held within timescale

Looked after children

- 18. % of looked after children with 3 or more placements within 1 year
- 19. % of looked after children placed 20+ miles from home (excluding those placed for adoption)
- 20. % of looked after children who have received a statutory visit in the last 6 weeks and seen alone
- 21. % of children missing from care who have an independent return interview within timescale
- 22. % of LAC reviews where the IRO has met with the child and their views represented within the meeting
- 23. % of LAC with a current Care Plan that includes a permanency plan (where appropriate)

Fostering

24. Number of approved Trust foster care households

Care Leavers

- 25. % of care leavers in education, employment or training (age 19-21)
- 26. % of eligible looked after children with current Pathway Plan

LDD and SEN

- 27. % of statutory EHCP assessments completed within 20 weeks (including exceptions)
- 28. Number of Direct Payment packages and personal budgets

Workforce

- 29. % of permanent fieldwork staff
- 30. Average number of cases allocated per social worker
- 31. % of staff absenteeism
- 32. % of staff in post 2 years+
- 33. % of staff 2 years post qualifying

LDD and SEN

- 34. % of statutory EHCP assessments completed within 20 weeks (excluding exceptions)
- 35. Number of conversions to EHCP completed [establish timetable]
- 36. Number of new requests for EHCPs by age phase
- 37. % of new requests for EHCPs refused by age phase
- 38. % of new requests for EHCPs approved by age phase
- 39. % of children with EHCP/statement by school type and age phase
- 40. Number of young people (post-16) with EHCP/statement by destination
- 41. Number of tribunals
- 42. % of tribunals won
- 43. % of tribunals lost
- 44. % of tribunals conceded

Non-Contractual Performance Indicators

Financial Performance Indicators (monitored quarterly)

Fostering

- 1. Total cost and average cost per secure unit placement
- 2. Total cost and average cost per residential placement
- 3. Total cost and average cost per external residential placement
- 4. Total cost and average cost per non-Trust foster placement
- 5. Total cost and average cost per Trust foster care placement

Workforce

6. Total cost and average cost per fieldwork agency staff

Compliance Performance Indicators (monitored quarterly) Other

- 7. % of FOI requests responded to within statutory timescales (20 working days)
- 8. % of SAR requests responded to within timescales (40 working days)
- 9. Number of formal complaints received by Trust in month
- 10. Outcomes of complaints
- 11. % of formal complaints responded to within timescales

Performance Indicators monitored through the LSCB Safeguarding and child in need

- 12. % of contacts received in month that received 'no further action'
- 13. Section 47 enquiries completed in month
- 14. Rate of section 47s per 10,000 under 18 population
- 15. % of ICPC where CP Plan was not commenced
- 16. Number of children subject to a CP Plan
- 17. Rate of CP Plans per 10,000 under 18 population
- 18. % of CP Plans due to Neglect
- 19. % of CP Plans due to Physical abuse

- 20. % of CP Plans due to Sexual Abuse
- 21. % of CP Plans due to Emotional Abuse
- 22. % of CP Plans due to multiple components
- 23. % of children subject to CP Plan visited in the last 10 working days
- 24. Annual % of children consistently visited to target timescales
- 25. Number of CP Plans ended in year to date

Other - Domestic Violence

- 26. % of CSC cases involving domestic violence as parental factor (victim and perpetrator)
- 27. % of EH cases involving domestic violence as parental factor (victim and perpetrator)

Other - Alcohol and Substance Misuse

28. % of CSC open cases involving alcohol or substance misuse as parental factor

Other - Parental Mental Health

29. % of CSC open cases involving mental ill health as parental factor

Other - CSE

- 30. % of cases open to CSC with CSE identified
- 31. % of cases open to CSC with CSE identified with disruption strategies in place

Other - FGM

32. % of cases open to CSC with FGM identified

Other - Radicalisation

- 33. % of referrals where radicalisation/extremism is a factor
- 34. % of cases open to CSC with radicalisation/extremism an identified factor

Performance Indicators monitored through the Corporate Parenting Panel Looked after children

- 35. Number of looked after children (excluding respite)
- 36. Rate of looked after children (excluding respite) per 10,000 under 18 population
- 37. % of looked after children (excluding respite) who have been in care for at least 12 months
- 38. % of looked after children <16 years of age who have been in care for >2.5 years and in the same placement for 2+ years
- 39. % of looked after children who have received a statutory visit in the last 6 weeks
- 40. % of looked after children who are up to date with their health and dental checks
- 41. Immunisation data
- 42. SDQ scores
- 43. Number of children and number of episodes per child that are looked after who went missing from placement
- 44. Number of children and number of episodes per child that went missing from home
- 45. % of looked after children statutory review held within timescale in year to date (April March)
- 46. School absence levels for LAC
- 47. Speed at which LAC are placed in school
- 48. % of eligible looked after children achieving level 4 at Key Stage 2 in English
- 49. % of eligible looked after children achieving level 4 at Key Stage 2 in maths

50. % of eligible looked after children achieving 5 A*-C at Key Stage 4 (GCSE) including English and maths

Care Leavers

- 51. Number of care leavers (eligible, relevant and former relevant)
- 52. % of care leavers in contact with LA
- 53. % of care leavers in suitable accommodation (age 19-21)

Performance Indicators monitored through statutory Adoption Returns Adoption

- 54. Number of looked after children adopted
- 55. Number of looked after children issued with SGO
- 56. Number of potential adoptors available to LA
- 57. % of looked after children adopted in year to date who were placed in their adoptive placements within a year of best interests
- 58. % of looked after children who wait less than 18 months from entering care to moving in with adoptive family

Performance Indicators monitored through Youth Justice Board Returns YOT

- 59. Rate of proven re-offending by young offenders
- 60. Number of first time entrants into Youth Justice System aged 10-17
- 61. Ethnicity breakdown of young offenders

Performance Indicators monitored through the Trust's Quality Assurance Framework

Workforce

- 62. Number of casework audits completed
- 63. % of casework judged to be 'good' or better
- 64. % of case work judged to be 'inadequate'



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The views expressed in this report are the authors' and do not necessarily reflect those of the Department for Education.

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