

# Only the best for our children



## Children and Young People's Services Improvement Journey Overview and Scrutiny 25 September 2018

[wirral.gov.uk](http://wirral.gov.uk)

# Monitoring Visit: 4/5 September Feedback

- Focused on children recently subject of safeguarding referrals and initial child protection conferences
- All children tracked and sampled had all their safeguarding needs identified and met
- All received timely assessments of need and were in receipt of appropriate services
- Thresholds at each point in the process were appropriate
- Earlier poor assessments and weak practice had been recognised and remedial action taken
- Quality of social work practice was effective and making a difference
- Some strategy meeting non compliant because health services are not always in attendance
- Police and social care do not always share information well enough or plan together

# What is Driving Improvement?

- The conditions for improvement are now in place with increasing stability in the workforce from senior management down to the front line
- Performance management is improving and is increasingly embedded
- The frequency and quality of supervision is improving
- Strengthened lines of accountability and more timely decision making is improving the quality of practice
- The Assessed and Supervised Year in Employment programme is embedded
- New structure in Assessment and Intervention is resulting in greater management oversight and scrutiny

# Performance Summary

- **Number of contacts** continue to fall each month - reducing from 2147 contacts in May to 1606 in August.
- **Number of referrals** have fallen - reducing from 431 in June to 392 in August.
- **Number of assessments completed** - increased from 430 in June to 530 in August: a 23% increase.
- **Timeliness of assessments improved** – 80% of assessments now completed in the agreed timescale which is comparable to North West and similar councils assessments and provide services.
- **Number of children who are subject to a child protection plan** continues to increase from 265 in April to 422 in August representing a 60% increase
- **% of ICPC** taking place in the month and within timescales has decreased - in May 74.6% were completed on time compared to 58.9% in August.
- **Number of children who are looked after** continues to plateau at 846 in August.
- **Number of children missing episodes** has reduced by 35%. There were 159 episodes in May to 103 episodes in August.

# What Needs to Improve

- More work is needed to ensure consistency of practice against the requirement to be good
- The quality of supervision needs to improve so that it is reflective and results in improved practice in every case
- The number of children looked after is a challenge
- The resultant increase in the number of open cases and this is resulting in higher caseload
- Demand management strategy needs to be developed and implemented
- Recruitment of experienced social workers is improving but remains a challenge
- Engagement from and with partners in supporting children and families that don't need and do need a social care service needs strengthening

# Recruitment and Workforce Stability

- Children's Services senior management structure in place and operational
- Recruited in the past three months
  - **2 x Head of Service: Assessment and Intervention**
  - **1 x Head of Service: Permanence**
  - **2 x Team Managers**
  - **2 x Advanced Social Workers Practitioners**
  - **8 x Social Workers (6 x Newly Qualified, 2 Experienced)**
  - **3 x agency staff converted to permanent**
- Early Help social workers will be integrated in the Assessment and Intervention service
- Sickness rates have remained steady, with long-term sickness due to mental health being major factor in social care.

Only the best  
for our children

# QUESTIONS?

[wirral.gov.uk](http://wirral.gov.uk)

 **WIRRAL**