

## Children, Families, Lifelong Learning and Culture Select Committee



### Children's Single Point of Access Performance

#### 1. REQUEST FOR SUPPORT TEAM PERFORMANCE DATA

August 2019 – October 2019

Please see below performance data for the RFS Team for the three month period August to October 2019:

	Aug	Sep	Oct	Total
<b>Calls:</b>	<b>1763</b>	<b>2412</b>	<b>2503</b>	<b>6678</b>
Service Level	63.97%	59.62%	63.68%	62.42%
Abandoned call rate	3.91%	3.22%	2.97%	3.37%
<b>Emails resolved total</b>	<b>3921</b>	<b>4185</b>	<b>4854</b>	<b>12960</b>
Level 1	497	506	579	1582
Level 2 FIS	45	48	54	147
CWD	0	15	22	37
OT	N/A	N/A	5	5
Level 2 EH	321	409	432	1162
Level 3	170	174	264	608
MAP	402	461	513	1376
Level 4	159	195	210	564
No consent	28	23	40	91
OLA	155	144	173	472
Missing Not Open	0	0	0	0
Info request	544	539	739	1822
Outcome chaser	40	28	55	123
Open cases	861	763	818	2442
Open contacts	205	271	342	818
Inappropriate	108	205	266	579
LADO	N/A	9	9	18

The RFS Team processed a total of 19,638 enquiries during this period. Around two thirds (66%) of all contacts were received via email, which remains similar from the previous months.

## 2. MAP Enquiries

On average CSPA consults 6.6 agencies to complete a MAP Enquiry. Since June 2019, 79% of MAP Enquiries were completed in 1 working day. As a running total 86% have been completed in 0.7 days (November 2019). Information and advice includes level 2 and 3 services (see breakdown below) 44% of MAPE's progress to level 4.



### Multi-Agency Partnership (MAP) Enquiries

Data shown for MAP enquiries completed between 01 July 2019 and 29 November 2019

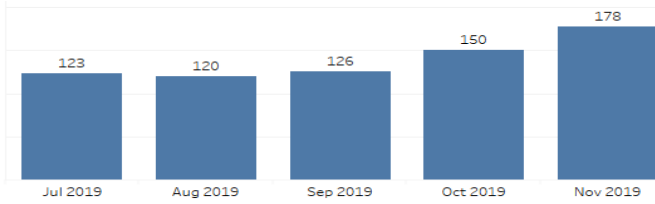
697  
MAP Enquiries completed

Completed Date  
01/07/2019 to 31/11/2019

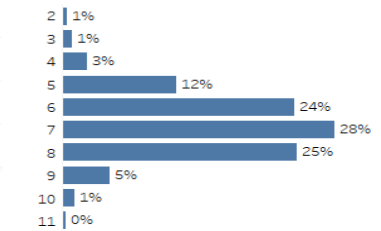
Agency Consulted  
All

Days or Working Days  
 Working Days  
 Calendar Days

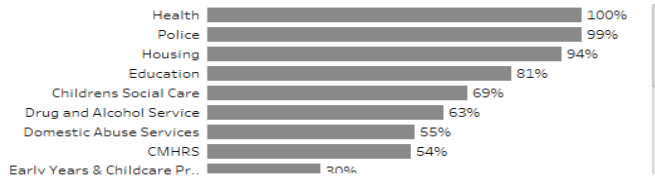
MAP Enquiries by Month Completed (click to filter)



Number of Agencies Consulted (Average 6.8) (click to filter)



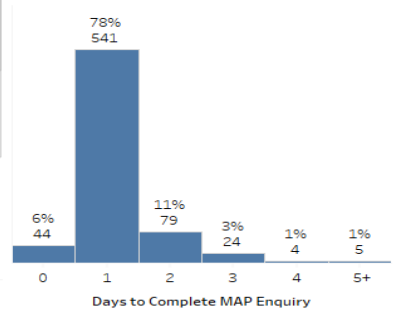
MAP Enquiries by Agencies Consulted (click to filter, hover for more details)



MAP Enquiries by Outcome (click to filter, hover for more details)



Working Days Taken to Complete Enquiry (Average = 2.0 working days)



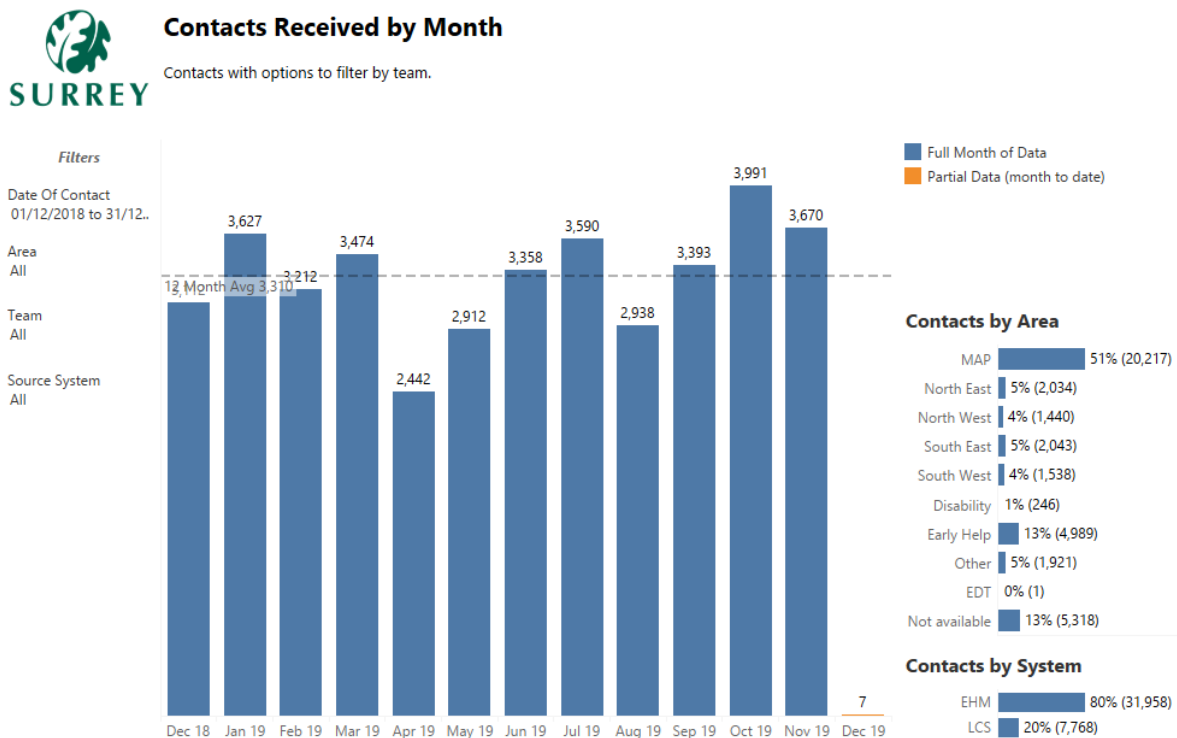
### 3. Information and Advice

Tableau (Children’s Service Performance System) currently reports those requests that progress to Level 2 and 3 as ‘Info and Advice’ – below is a snapshot of where these requests progress to with regards to level 3 services.

	TYS	FSP	CC	Total
July	35	30	28	93
August	27	19	12	58
September	44	32	24	100
October	57	45	29	131
Total	163	126	93	382

### 4. Tableau Commentary

Contacts for September, October and November have averaged at around 3,500 contacts into service. The EHH is taking an average of 1.9 working days to allocate and the MAP 1 working day; this is within timescale and hitting targets.

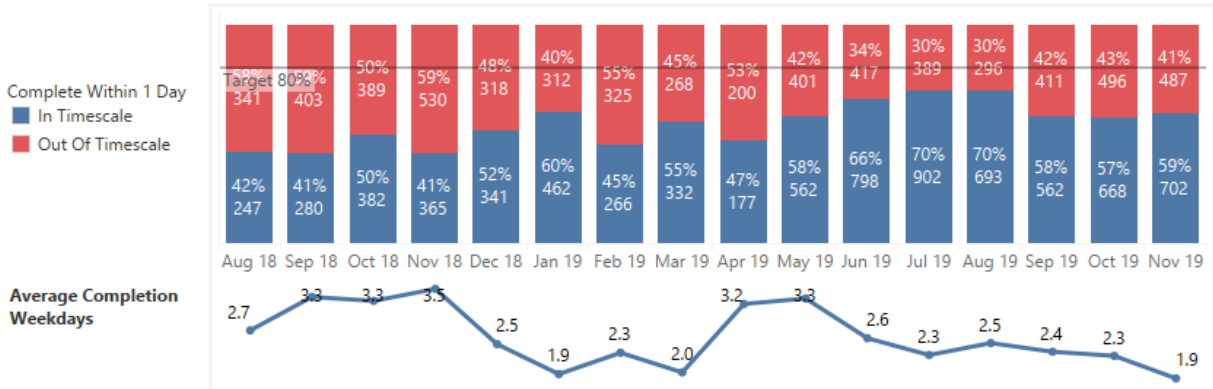


### Average days to Complete Contacts

Split by source and actual outcome. Contains contacts completed between 01/11/2019 and 26/11/2019 as recorded on EHM.

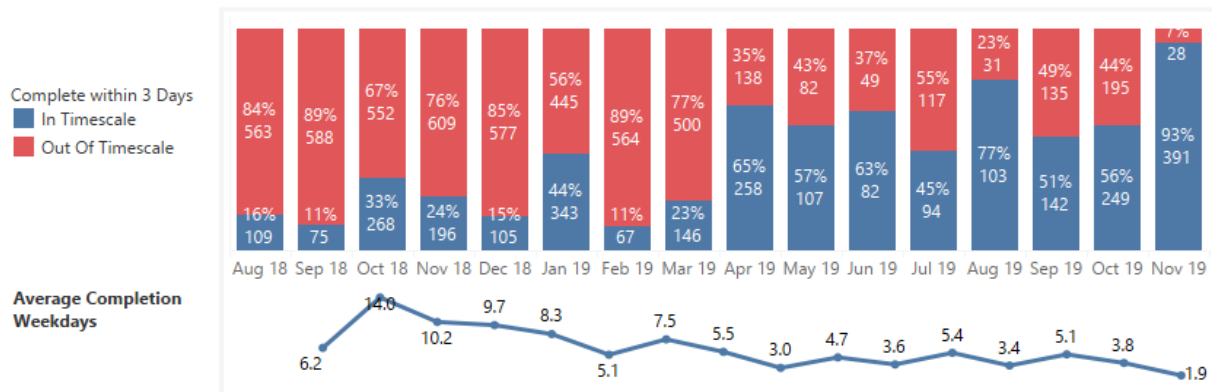
Source Type	Actual Outcome					Grand Total
	Continue EH	Progress to EH	MAP Enquiry	Information	Not Yet Recorded	
<b>Anonymous</b>		<b>1.8</b> 6 contacts	<b>1.0</b> 38 contacts	<b>2.1</b> 42 contacts	<b>1.0</b> 17 contacts	<b>1.5</b> 103 contacts
<b>Health Services</b>	<b>4.5</b> 2 contacts	<b>1.8</b> 114 contacts	<b>1.2</b> 30 contacts	<b>1.5</b> 309 contacts	<b>1.2</b> 34 contacts	<b>1.5</b> 489 contacts
<b>Housing</b>		<b>1.6</b> 5 contacts	<b>1.0</b> 1 contacts	<b>1.8</b> 4 contacts	<b>0.0</b> 5 contacts	<b>1.1</b> 15 contacts
<b>Individual</b>		<b>1.7</b> 40 contacts	<b>1.4</b> 15 contacts	<b>1.5</b> 139 contacts	<b>1.3</b> 8 contacts	<b>1.5</b> 202 contacts
<b>LA Services</b>		<b>2.9</b> 8 contacts	<b>0.3</b> 3 contacts	<b>1.4</b> 45 contacts	<b>1.0</b> 5 contacts	<b>1.5</b> 61 contacts
<b>Not Recorded</b>	<b>3.0</b> 1 contacts	<b>1.9</b> 22 contacts	<b>0.0</b> 1 contacts	<b>0.9</b> 23 contacts	<b>1.5</b> 4 contacts	<b>1.4</b> 51 contacts
<b>Other Agencies</b>		<b>2.0</b> 7 contacts	<b>1.0</b> 6 contacts	<b>1.3</b> 10 contacts	<b>2.5</b> 4 contacts	<b>1.6</b> 27 contacts
<b>Other Legal Agency</b>		<b>1.6</b> 11 contacts	<b>1.1</b> 23 contacts	<b>1.3</b> 208 contacts	<b>0.8</b> 6 contacts	<b>1.3</b> 248 contacts
<b>Police</b>	<b>2.7</b> 7 contacts	<b>1.4</b> 37 contacts	<b>0.8</b> 33 contacts	<b>1.4</b> 426 contacts	<b>1.0</b> 34 contacts	<b>1.3</b> 537 contacts
<b>Schools</b>		<b>1.9</b> 107 contacts	<b>1.1</b> 15 contacts	<b>1.5</b> 133 contacts	<b>1.7</b> 30 contacts	<b>1.7</b> 285 contacts
<b>Grand Total</b>	<b>3.1</b> 10 contacts	<b>1.8</b> 357 contacts	<b>1.0</b> 165 contacts	<b>1.4</b> 1339 contacts	<b>1.2</b> 147 contacts	<b>1.5</b> 2018 contacts

### CSPA Progress to Children’s Social Care



We have improved month on month since go live with regards to lowering the number of days taken for requests to progress to Children Social Care. Since go live and in those months we were fully staffed we have hit our best performance averaging 60 - 70% timeliness.

**CSPA Progress to Early Help**



We have seen significant improvements since go live with regards to the Early Help Hub performance. We have lowered the number of days taken for requests to progress to Early Help and improved timeliness, for example from 16% (August 2018) to 77% (August 2019) and 24% (November 2018) to 93% (November 2019).

To note we were recruiting during September and October which meant we had a smaller number of staff working during this period.

**5. Quality Assurance Audits**

**Early Help Hub**

Month	Outstanding	Good	Requires Improvement	Inadequate
Aug-19		7	9	8
Sep-19		8	8	1
Oct-19		3	10	3
<b>Total</b>		<b>19</b>	<b>27</b>	<b>12</b>

In total the CSPA has undertaken 58 audits since August. There is a performance standard with managers that every advisor will have a monthly audit for discussion in supervision. The service managers moderate these audits. (Awaiting MAP figures for Oct). The Early Help Hub has undertaken one learning review a month since August and we are looking to increase these. In addition to this, the service managers and Assistant Director 'dip sample' every week looking at specific themes agreed in our weekly performance meetings.

## 6. Then and Now – feedback from Community, Partners and Staff

*“Thank you so much for this and for all of your help and support on the phone. I am often having difficult conversations with SCS and the one with you this afternoon was by far the most supportive conversation I have had and the guidance you offered was great, especially in times where there are so many changes in the system” (Parent Feedback 2019).*

*“I spoke to a very friendly lady who clearly identified herself at the start of the call and then we had a conversation about the family concerned. She checked what the Family Centre is able to offer to support the family and that we had the capacity to do so and it felt like a partnership between us to find the best fit for the family. She already had a clear idea of what she hoped to achieve for the family and asked me if I feel the Family Centre is able to offer it. Once the call had finished the paperwork was sent through the same day and I have been able to allocate an outreach worker the same day or the next day. The information that was sent through reflected the conversation I had with her over the phone. What was refreshing was that she seemed to understand the Family Centre offer, was willing to listen” (feedback from Family Centre 2019).*

*“The structure is better, the MAP feels more contained than the MASH – clearer processes, more streamlined work, more appropriate cases and greater consistency. The MAP gives us better opportunities to work with partner agencies – it feels like we’re working in partnership with Police and Health, rather than working alongside them / in our own silos. It feels that the team / role is valued within the organisation. Children who are at immediate risk can access the assessment team without delay. There’s a consistent application of threshold throughout the child’s journey with Surrey Children’s Service, There is less drift / time delay for a child receiving the right service at the right time. Being able to sit alongside the Early Help Hub means that we can offer mutual / reciprocal support / guidance to each other. The Consultation line for professionals feel positive” (CSPA Social Workers).*

*“We feel more involved in decision making. The information that we get from Social Workers in the MAPE form is clearer and more detailed. It gives us a better concept as to what is happening for the family and we think GPs provide more information in return, that is also more holistic and hopefully useful for the Social Worker” (Health Colleagues).*

*“It feels more of an integrated service. It’s easier to have conversations about children and families throughout the different stages of decision making processes. The MAPE form is clearer and what a Social Worker is hoping to establish from the form is clearer so we’re able to give more appropriate*

*information / detail to assist Social Workers in their decision making” (Police Colleagues).*

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