Children & Young People Services

Early Help and Family Engagement Monthly Performance Report

As at Month End: December 2016

Please note: Data reports are not dynamic. Although care is taken to ensure data is as accurate as possible every month, delays in data input can result in changes in figures when reports are re-run retrospectively.

Data items which have been subject to change during the reporting month are highlighted in yellow. Yellow highlights will then be removed (along with obsolete measures) in subsequent months.

Performance Summary

*'DOT' - Direction of travel represents the direction of 'performance' since the previous month with reference to the polarity of 'good' performance for that measure. Colours have been added to help distinguish better and worse performance. Key Below;-

↑ - increase in numbers (no good/bad performance)
→ - stable with last month (no good/bad performance)
↓ - decrease in numbers (no good/bad performance)

↑ - improvement in performance
↓ - decline in performance but still within limits of target
↓ - decline in performance, not on target

Data Note: Measured indicated by * are where new reporting arrangements are in place following implementation of liquid logic. Note: there may be some areas where the figures have changed.

	NO.	INDICATORS - EARLY HELP BOROUGH WIDE PERFORMANCE	GOOD PERF IS	DATA NOTE (Monthly)	Oct-16	Nov-16	Dec-16	YTD	DATA NOTE	DOT (Month on Month)	RAG (in month)	Red	Amber	Target Green	2014/15	2015/16	STAT NEIGH AVE	BEST STAT NEIGH	NAT AVE	NAT TOP QTILE THRESHOLD
TRIAGE	1.1	*Early Help Contacts with an Early Help recommendation during the reporting month (including Step downs) See Note 1 on EH Contacts tab	Info	Number	324	278	267	2712	Financial Year	↓										
TRIAGE	1.2	*Number and % of Early Help Contacts with an Early Help recommendation that were Triaged during the reporting month within **Five** working days of receipt (excluding Step downs) see note 2 on Triage Tab.	Info	Number	322	145	226	2323	Financial Year (Cumulative)	↑										
			High	%	99.4%	92.4%	93.0%	85.7%	Financial Year (Cumulative)	↑	A		>90% <100%	100%						
INITIAL CONTACTS	2.1	*Initial contacts made measured against open Early Help Assessment cases	Info	Number	97			1071	Financial Year (Cumulative)											
INITIAL CONTACTS	2.1	*Number of Initial Contact cases that fell in to timeliness scope within the reporting month. See note 3 on EH Assessment Tab	Info	Number		91	118	209	Financial Year (Cumulative)	↑										
INITIAL CONTACTS	2.2	*Number and % of Initial Contacts made within **Three** working days of allocation	Info	Number	66	23	28	489	Financial Year (Cumulative)	↓										
			High	%	68.0%	25.3%	23.7%		Financial Year (Cumulative)	↓	R		>65% <75%	75%						
EARLY HELP ASSESSMENTS	3.1	*Number of Early Help Assessment cases completed within the reporting month.	Info	Number	50			536	Financial Year (Cumulative)											
EARLY HELP ASSESSMENTS	3.1	*Number of Early Help Assessment cases that fell in to timeliness scope within the reporting month. See note 4 on EH Assessment Tab	Info	Number		77	116	193	Financial Year (Cumulative)	↑										
EARLY HELP ASSESSMENTS	3.2	*Number and % of Early Help assessments completed within **35** working days	Info	Number	11	20	35	369	Financial Year (Cumulative)	↑										
			High	%	22.0%	26.0%	30.2%		Financial Year (Cumulative)	↑	R		>90% <100%	100%						
EARLY HELP ASSESSMENTS	3.3	Number and % of Early Help Assessments made by Partners (against the total number of EHA's in the reporting month)	Info	Number	4	Reporting in progress		40	Financial Year (Cumulative)											
			High	%	8.00%			6.40%												
Caseload	4.1	Number of Open cases	Info	Number	1,188	Reporting in progress			Month end position											
Caseload	4.2	Number of Closed cases	Info	Number	286			600	Financial Year (Cumulative)											
STEP DOWNS	5.1	Number of cases (**Families**) submitted to Step Down Panel.	Info	Number	33	60	26	366	Financial Year (Cumulative)	↓										
STEP DOWNS	5.2	Number % and of Families allocated to Early Help and those working with partners following a step down panel during the reporting month	Info	Number	30	44	23	289	Financial Year (Cumulative)	↓										
			Info	%	90.9%	73.3%	88.5%	79.0%	Financial Year (Cumulative)	↑										
CHILDREN'S CENTRES	6.1	% of children aged 0-5 living in the Rotherham area who are registered with a Children's Centre	High	% (Quarterly)			93%	93%	Financial Year		A			95%	98%	91%				
CHILDREN'S CENTRES	6.2	% of children aged 0-5 living in the Rotherham area who have accessed Children's Centre activities	High	% (Quarterly)			43%	43%	Financial Year		A			66%	66%	54%				
EDUCATION WELFARE	7.1	% of Persistently Absent (PA) Children and Young People	Low	Primary % (Termly)	12.00%			12.00%	Academic Year	No comparable data available	A			8.4%	12.9% (Autumn Term 2014)	10.9% (Autumn Term 2015)	9.6% (Autumn Term 2015)	8.4% (Autumn 2015)	8.4% (2014/15) / 9.0% Autumn Term 2015	
EDUCATION WELFARE			Low	Secondary % (Termly)	14.60%			14.60%	Academic Year	No comparable data available	A			13.8%	16.8% (Autumn Term 2014)	14.1% (Autumn Term 2015)	13.3% (Autumn Term 2015)	10.0% (Autumn 2015)	13.8% (2014 15) / 12.1% Autumn Term 2015	
EDUCATION WELFARE	7.2	% of children attending School	High	Primary % (One month in arears)	95.8	95.9		95.9	Academic Year	↑	A			96.0%	95.4% (2014/15)	96.0% (Autumn Term 2015)	96.3% (Autumn Term 2015)	96.6% (Autumn Term 2015)	96.4% (Autumn Term 2015)	
EDUCATION WELFARE			High	Secondary % (One month in arears)	94.6	94.8		94.8	Academic Year	↑	A			94.7%	94.0% (2014/15)	94.7% (Autumn Term 2015)	95.0% (Autumn Term 2015)	95.5% (Autumn Term 2015)	95.4% (Autumn Term 2015)	

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Data Note: Measured indicated by * are where new reporting arrangements are in place following implementation of liquid logic. Note: there may be some areas where the figures have changed.

	NO.	INDICATORS - EARLY HELP BOROUGH WIDE PERFORMANCE		GOOD PERF IS	DATA NOTE (Monthly)	Oct-16	Nov-16	Dec-16	YTD	DATA NOTE	DOT (Month on Month)	RAG (in month)	Red	Amber	Target Green	2014/15	2015/16	STAT NEIGH AVE	BEST STAT NEIGH	NAT AVE	NAT TOP QTILE THRESHOLD
FAMILIES FOR CHANGE	8.1	Number and % of families engaged as a percentage of annual target Families For Change (FFC) Year 2		High	No	75	50	75	603	Monthly	↑	A			882 Families	117%	100%				
				High	Cumulative %	54%	60%	68%	68%	Monthly	↑	A									
	8.2	Number of FFC PbR outcomes claimed (evidence of employment outcome)		High	Number	19	19	19	19	Every 4 months (subject to confirmation of claim windows by TFU)					TBC		5				
	8.3	Number of FFC PbR outcomes claimed (evidence of significant & sustained progress)		High	Number	9	9	9	9						TBC		0				
NEETS	9.1	Young people aged 16-17 (academic age) whose current activity is not known		Low	%					Annual		G			2.8%	N/A	N/A				
						5.5%	3.0%	2.6%	2.6%	Monthly	↑				2.5%						
	9.2	Young people aged 16-17 (academic age) who are NEET		Low	%					Annual		G			3.1%	N/A	N/A				
						2.8%	3.0%	3.0%	3.0%	Monthly	→				3.0%						
	9.3	% of Academic Age 16,17,18 Corporate Responsibility LAC/CL **EET**		High	%	71.8%	70.9%	72.7%		Monthly	↑	R			80.0%	70.9% (Nov, Dec, Jan ave)	74.7% (Nov, Dec, Jan ave)				
	9.4	% of Academic Age 16,17,18 Corporate Responsibility LAC/CL **NEET**		Low	%	26.1%	28.4%	25.9%		Monthly	↑	R			20.0%	25.8% (Nov, Dec, Jan ave)	22.3% (Nov, Dec, Jan ave)				
	9.5	Young people aged 16-17 (academic age) meeting the duty to participate		Info	%	90.3%	92.4%	92.8%	92.8%	Monthly	↑					90.8% (Nov, Dec, Jan ave)	91.9% (Nov, Dec, Jan ave)				
	9.6	No of Youth sessions undertaken in the reporting month	Centre Based	Info	Number	109	116	71		Annual	↓										
			Non-centre based	Info	Number	56	43	17		Annual	↓										
YOT	10.1	Numbers of young people first time entrants (FTE) into the criminal justice system		Low	Rate per 10,000 of 10-17 population				460 (period Jul15 - Jun16)	Annual					Lower than same quarter previous year and comparable with national trends	564 (Data published Dec14 relating to Oct13 to Sep14)	519 (Period April 14 to March 15)	439.76		409.1	
	10.2	Use of Custody		Low	Rate per 100 of 10-17 population				0.37 (period Oct 15 - Sep 16)	Annual						0.36 (Data published Dec14 relating to Jan to Dec14)	0.24				
	10.3	Rate of re-offending by young offenders		Low	Binary Rate				27.3% (Jan14 - Dec 14)	Annual						37.1% (Data published Dec14 relating to Apr12 to Mar13)	Data not available until early 2017	36.28		37.95	
	10.4	Frequency of re-offending by young offenders		Low	Frequency Rate				0.65 (Jan14-Dec14)	Annual						1.04 (Data published Dec14 relating to Apr12 to Mar13)					
ESTABLISHMENT INFORMATION	11.1	Number of staff	Contract Count	Info	Number	331	330	327	327		↓										
			FTE	Info	Number	240.0	239.6	237.7	237.7		↓										
	11.2	Number of starters		Info	Number	2	0	1	6	Monthly	↑										
	11.3	Number of leavers		Info	Number	2	1	4	32		↑										
	11.4	Staff Vacancies		Info	Number	37	39	53	5		↑										
	11.5	Percentage of PDR's completed		High	%	100%	100%	100%	100%	Annual	→	G			98%		98%				
	11.6	Number of Formal Capability processes in progress		Info	Number	0	0	1	1	Monthly	↑										
	11.7	Sickness	Annual FTE sick days	Low	Cumulative Number	11.25	11.21	10.78	10.78	Annual	↑	A			10.2		10.46				
CUSTOMER FEEDBACK	12.1	No of Exit Surveys returned		Info	Number	25	31	17	171	Monthly	↓										
	12.2	Number of formal complaints received during the reporting month		Info	Number	0	0	0	3	Monthly	→										
	12.3	Number of formal complaints upheld in the reporting month		Info	Number	0	0	0	1	Monthly	→										
	12.4	Number of formal complaints closed during the month which were dealt with in timescales		High	Number	0	0	0	2	Monthly	→				100%						
	12.5	Number of compliments received during the reporting month		Info	Number	3	0	1	8	Monthly	↑										
QUALITY ASSURANCE	13.1	Number of Team Manager Audits completed in the reporting month		Info	Number	5	15	14	108	Monthly	↓										

2016/17 (spanning Oct-16, Nov-16, Dec-16, YTD, DATA NOTE columns)

Target and Tolerances (spanning Red, Amber, Target Green columns)

YR ON YR TREND (spanning 2014/15, 2015/16 columns)

LATEST BENCHMARKING - 2014/15 (spanning STAT NEIGH AVE, BEST STAT NEIGH, NAT AVE, NAT TOP QTILE THRESHOLD columns)

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↓ - decrease in numbers (no good/bad performance)	↓ - decline in performance, not on target	

	NO.	INDICATORS - EARLY HELP BOROUGH WIDE PERFORMANCE		Data Source	Frequency	GOOD PERF IS	DATA NOTE (Monthly)	Quarter 1 April - June 2016	Quarter 2 July - September 2016	Quarter 3 October - December 2016	Quarter 4 January - March 2017	YTD	Direction of Travel	Sparkline
PRE BIRTH	1.1	Number of Teenage mothers who have received support through the programme	No of open cases at the last day of the quarter	Family Nurse Partnership	Quarterly	Info	Number	15				15	To be reported in Quarter 2	
	1.2	Number of Teenage mothers who have received support through the programme and were breastfeeding at:	Initiation			Info	Number	23.0%				23.0%		
	1.3		6-8 Weeks			Info	Number	0.0%				0.0%		
EARLY YEARS DEVELOPMENT	2.1	Percentage of mothers initiating breastfeeding		Family Nurse Partnership	Quarterly	High	%	58%				58%	To be reported in Quarter 2	
	2.2	Percentage of mothers continuing to breastfeed at 6 - 8 weeks				High	Number	31%				31%		
	3	Percentage of births that receive a face to face new birth visit within 14 days by a Health Visitor		Family Nurse Partnership	Quarterly	High	%	91.0%				91.0%	To be reported in Quarter 2	
	4.1	Immunisation of 1 year olds - Diphtheria, Tetanus and Whooping Cough - DTaP				High	%	96.0%				96.0%	To be reported in Quarter 2	
	4.2	Immunisation of 2 year olds - Measles Mumps and Rubella - MMR		Family Nurse Partnership	Quarterly	High	%	95.0%				95.0%		
	4.3	Percentage of children who received a 2 - 2.5 year review				High	%	92.0%				92.0%		
	5	Number and Percentage of Eligible 2 years olds accessing their Early Years take-up		RMBC Early Years	Termly	High	%	86%	79.5%	87.20%		87.2%	↑	
EDUCATION	6.1	Number of Fixed Term Exclusions	Primary	RMBC Inclusion Department	Available Termly	Low	Number	124	33	84		241	↑	
			Secondary			Low	Number	813	373	786		1972	↑	
	6.2	Number of Permanent Exclusions	Primary			Low	Number	6	2	3		11	↑	
			Secondary			Low	Number	11	4	7		22	↑	
EARLY HELP	7.1	Number of re-referrals where original referral was Early Help	from Step Down Panel	RMBC Early Help Performance				Data in Development						
			From MASH											
SOCIAL CARE	8.1	Number of Children on a CiN Plan		RMBC Performance and Quality Team	Quarterly	Info	Number	1683	1897	Awaiting Reporting			↑	
	8.2	Number of Children who are on a child protection plan (CPP)				Info	Number	325	305				↓	
	8.3	Number of Children who are Looked after (LAC)				Info	Number	429	454	Awaiting sign off			↑	

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CONTACTS

DEFINITION	Early Help Contacts	Owner	Susan Claydon

Performance Analysis

In December there were 267 contacts made to the Early Help via the 'integrated front door' in Rotherham. *NB a contact represents a whole family and not individual children.* This is a difference of 11 cases when compared with the previous month and this represents a reduction of 3.9% from November. In December 42% of cases presenting to Early Help were transferred from MASH and 41% were as a result of a Request for Support. 9% of contacts were a Request for Step Down from Children's Social Care; this is when a case is moving out of a statutory arena and enables support to continue until the family are able to cope without direct intervention. 8% of contacts in December were a Request for Co-working from Children's Social Care which means that they required additional support to help a child and family within a statutory arena.

Note 1:
All Contacts/Recommendations for December have been taken from the new case management system, Liquid Logic EHM. This month we are able to report fully in the same manner as previous scorecards.

December 2016 — EARLY HELP CONTACTS WITH RECOMMENDATIONS BY AREA 1.1

ROTHERHAM

	Early Help Assessment	EH Co working Agreement	Escalation to Children's Social Care	Open EH Assessment Notification	EH Assessment Recommendation to Partner	referral to External Partner/Agency	Recommendation for Barnardos Reach out Service	Step Down	Step Down to YOT	Step Down to Early Help Partners	Universal	Universal with Action	ROTHERHAM TOTAL
MASH transfer to EH Triage	44			26	1	10					17	14	112
Request for Co Working	1	20											21
Request For Support	59	5		4		2					9	31	110
Step Down Request	24												24
Grand Total	128	25	0	30	1	10	2	0	0	0	26	45	267

NORTH

	Early Help Assessment	EH Co working Agreement	Escalation to Children's Social Care	Open EH Assessment Notification	EH Assessment Recommendation to Partner	referral to External Partner/Agency	Recommendation for Barnardos Reach out Service	Step Down	Step Down to YOT	Step Down to Early Help Partners	Universal	Universal with Action	NORTH TOTAL
MASH transfer to EH Triage	18			5	1	4					9	4	41
Request for Co Working		5											5
Request For Support	16	3		2			1				2	12	36
Step Down Request	6												6
Grand Total	40	8	0	7	1	4	1	0	0	0	11	16	88

SOUTH

	Early Help Assessment	EH Co working Agreement	Escalation to Children's Social Care	Open EH Assessment Notification	EH Assessment Recommendation to Partner	referral to External Partner/Agency	Recommendation for Barnardos Reach out Service	Step Down	Step Down to YOT	Step Down to Early Help Partners	Universal	Universal with Action	Still undergoing screening	SOUTH TOTAL
MASH transfer to EH Triage	13			11		3				6	7			40
Request for Co Working	1	5												6
Request For Support	23	1		1		1					4	10		40
Step Down Request	6													6
Grand Total	43	6	0	12	0	3	1	0	0	0	10	17	0	92

CENTRAL

	Early Help Assessment	EH Co working Agreement	Escalation to Children's Social Care	Open EH Assessment Notification	Partner	referral to External Partner/Agency	Recommendation for Barnardos Reach out Service	Step Down	Step Down to YOT	Step Down to Early Help Partners	Universal	Universal with Action	CENTRAL TOTAL
MASH transfer to EH Triage	13			10		3					2	3	31
Request for Co Working		10											10
Request For Support	20	1		1							3	9	34
Step Down Request	12												12
Grand Total	45	11	0	11	0	3	0	0	0	0	5	12	87

TRIAGE

DEFINITION	Timeliness of Triage	Owner	Susan Claydon

Performance Analysis: 93% of cases were triaged by Early Help within the agreed timeliness measure of 5 working days. This is a slight increase from November and reflects good practice, particularly in light of the fact that during November and December the Liquid Logic System has been implemented and this can often affect data consistency.

Dec-16	ROTHERHAM TOTAL	Contacts Triaged in 5 working days	
		%	**Number**
Early Help Assessment	104	94.2%	98
Early Help Assessment recommendation to Partners	1	100.0%	1
Co Working Request	25	96.0%	24
Open EH Notification	30	96.7%	29
Barnardos Recommendation	2	50.0%	1
Referral to External Partner	10	100.0%	10
Universal	26	96.2%	25
Universal with Action	45	84.4%	38
Step Down		-	
Escalation to Social Care		-	
TOTAL	243	93.0%	226

Note 2:
For November Triage Timeliness data has been taken from the Liquid Logic EHM system. We are now reporting in the same manner as previous scorecards.
Please note the timeliness measure is based on the time between the contact date and the Triage decision date for all contacts other than Step Down from LCS.

Data from April to October taken from CORE. All data from November onwards taken from EHM,

Past Performance 2016/17	April	May	June	July	August	September	October	November (New recording started)
Early Help Assessment	228	158	179	183	55	71	101	70
Early Help Assessment recommendation to Part							6	2
Co-Working Request	31	33	26	44	23	25	34	22
Open EH Notification	62	53	70	65	40	32	51	6
Barnardos Recommendation	7	10	7	7	0	0	0	0
Referral to External Partner								
Universal	15	26	32	39	49	52	27	12
Universal with Action						10	64	32
Step Down	33	48	32	24	40	14	30	
Escalation to Social Care	9	1	0	3	5	2	11	1
TOTAL	385	329	346	365	212	206	324	145
Percentage	90.1%	86.9%	68.5%	94.0%	100.0%	99.5%	99.4%	92.4%

INITIAL CONTACTS

DEFINITION	Timeliness of initial contacts	Owner	Susan Claydon

Performance Analysis

Of the families that were engaged in December 2016, 23.7% were engaged within 3 days and a further 33.9% were engaged outside of this timeframe (61.6% total engagement). There are several reasons why engagement can fall outside of timeliness, or take longer than the service would like; sometimes persistence is required over a number of weeks to encourage families to participate in support; the service is voluntary and professionals need to build up trust and families can often take time to engage. In some circumstances families are unavailable (i.e. on holiday or not contactable) and this can impact on timeliness of engagement. The service is committed to pursuing engagement and exhausting all strategies before closing a case and therefore achieving 100% timeliness targets, though an important target, is difficult to achieve.

Dec-16	2.1.and 2.2							
	ROTHERHAM		**NORTH**		**SOUTH**		**CENTRAL**	
	Number	%	Number	%	Number	%	Number	%
Number of cases falling into scope (meeting 3 days) in month	118		38		43		37	
ICs completed in time	28	**23.7%**	14	**36.8%**	3	**7.0%**	11	**29.7%**
ICs completed out of time	40	**33.9%**	9	**23.7%**	13	**30.2%**	18	**48.6%**

Past Performance 2016/17	Rotherham	North	South	Central
April	18.4%	16.4%	16.7%	21.2%
May	31.1%	45.2%	25.3%	28.8%
June	39.0%	45.0%	45.8%	27.7%
July	50.0%	56.3%	51.3%	43.6%
August	53.9%	30.8%	53.6%	62.9%
September	65.8%	64.3%	69.2%	61.5%
October	68.0%	79.2%	78.9%	48.6%
November (New recording started)	25.3%	35.7%	22.6%	18.8%

Note 3:
For December Initial Contact timeliness has been calculated using information from EHM. The measure is taken on any contacts with a recommendation of Early Help Assessment and is based on:
• EHM – number of days between Triage decision date and Initial Contact recorded

*NB; 'In scope' is defined as initial contact being made in 3 working days

EARLY HELP ASSESSMENT

DEFINITION	Early Help Assessments	Owner	Susan Claydon

Performance Analysis

A timeliness measure of 35 days to complete the Early Help Assessment was introduced to embed standards across the service and to enable effective monitoring. Of the 116 assessments required in December, 30.2% were completed within timeframes and a further 10.4% were completed, though outside of timeframes. this highlights a 4% increase in performance from November for assessments completed in timeframes.

Dec-16	3.1 and 3.2							
	ROTHERHAM		**NORTH**		**SOUTH**		**CENTRAL**	
	Number	%	Number	%	Number	%	Number	%
Number of cases falling into scope (meeting 35 days) in month	116		31		47		38	
Early Help Assessments completed in time	35	**30.2%**	16	**51.6%**	7	**14.9%**	12	**31.6%**
Early Help Assessments completed out of time	6	**5.2%**	1	**3.2%**	1	**2.1%**	4	**10.5%**

Past Performance 2016/17	Rotherham	North	South	Central
April	67.9%	46.4%	74.1%	75.9%
May	77.1%	72.2%	84.2%	75.8%
June	78.4%	61.5%	86.4%	81.3%
July	56.0%	59.1%	57.7%	53.8%
August	61.0%	71.9%	63.6%	48.6%
September	32.1%	37.5%	26.1%	35.3%
October	22.0%	28.6%	7.7%	26.1%
November (New Recording started)	26.0%	35.3%	10.7%	34.4%

Note 4:
For December Early Help Assessment timeliness has been calculated using information from both Core and EHM. The measure is taken on any contacts with an outcome of Early Help Assessment or Step Down and is based on:
• Core records – number of days between Initial contact and EHA
EHM records - number of days between Triage Decision date and EHA completion date (practitioner).
NB In scope is defined as initial contact being made in 35 days from Initial Contact

EARLY HELP ASSESSMENT - COMPLETED BY PARTNERS

DEFINITION	Early Help Assessments - Completed by Partners	Owner	Susan Claydon

Performance Analysis	Uptake of the Early Help Assessment by partners is slowly increasing from a low baseline. Further generation of the Early Help Assessment by partners is highly important in order to share responsibility more evenly with public and voluntary sector organisations. Following the system changing on 31 Octboer this report is still being developed.

Dec-16	3.3												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Date
Nursery Provision		1											1
Primary School		1	1	2		1	2						7
Secondary School		1		8			1						10
PRU				1									1
Rotherham Drug and Alcohol/RDaSH					1			Awaiting reporting					1
Health						1							1
Work Based Learning Provider		1											1
YWCA	3	1	2	1	7	2	1						17
Other LA			1										1
Total	3	5	4	12	8	4	4						40
% against all completed EHA's	2.3%	5.6%	5.6%	10.3%	7.4%	5.9%	8.0%						6.4%

OPEN CASES

DEFINITION	Open Early Help Cases	Owner	Susan Claydon

Performance Analysis

Below is a breakdown of open cases across each locality area. Following the the system change on the 31 October reporting is still being developed and this data is not currently available.

Dec-16	4.1											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
North					333	323	261					
South					470	468	425	Awaiting reporting				
Central					620	550	502					
Total number of cases					1423	1341	1188					

CLOSED CASES

| DEFINITION | Closed Cases - A case is defined as any case that came through EH Triage and were allocated to localities | Owner | Susan Claydon |

Performance Analysis

Below is a breakdown of closed cases across each locality area. Following the system change on 31 October reporting is still being developed and therefore this data is not currently available.

Dec-16	4.2												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Date
North					58	39	84						181
South					39	44	98	Awaiting reporting					181
Central					53	81	104						238
Number of Cases Closed during the reporting month					150	164	286						600

STEP DOWN PANEL

DEFINITION	The outcome of the step down panel - **Monthly** To Date 20th December 2016	Owner	Karla Capstick

Monthly Performance Analysis

The step down panel continues to meet weekly. It is jointly chaired by senior managers in Early Help and Social Care and has dedicated business support. Early Help Managers also attend on a weekly rotation to support their professional development and understanding around thresholds, decision making and rationale as required. Three Safeguarding Managers now attend panel. Senior Health colleagues began attending panel in September, to date four cases have been allocated to health, three since their attendance at panel. The panel was subject to an internal joint review with Early help and Safeguarding Senior Managers in September; the proposals and recommendations for change were presented to DLT on the 10th October 2016. DLT agreed with the recommendation that panel continues to function as is to support the smooth transition of the new ICT system. The step up process will then be reviewed and will form part of a wider review of step down/step up process during November 2016 - January 2017. Heads of Service and Service Directors have met to discuss how the process can become more embedded in the locality and this work will be progressed by a task and finish group who will commence work on this during February 2017,alongside other developments during January - February around the MASH, Triage and Duty Process. Work planned in October to strengthen the relationships between duty and early help, has been re scheduled for the New year to coincide with step down developments. The forms have been redesigned to embed the process into the new ICT system, this will streamline the process and reduce duplication. There have been some issues with the implementation of Liquid Logic; however the programme team and project board are aware of this, it is RAG rated on the action plan/issue log, an interim solution has been found and guidance has been issued to all Managers around the step down process. Work will be progressed to resolve this in late January 2017.

The number of families and children submitted to panel has remained relatively stable since the process became embedded from March 2016. However there was a decrease in December; this is possible due to Christmas period and it is therefore anticipated that January will see an increase. There was also a decrease in the number of cases rejected; this is positive demonstrating that the advice issued around the new Liquid Logic system has been successfully addressed. The Duty and Assessment Teams continue to step down the largest number of cases on a monthly basis, with 57% cumulative total. The locality social work teams are now increasingly stepping down more resulting in 43% cumulative to date of the total number of families. The main presenting issue at panel continues to be parenting.

Outcomes - Number of Families - Monthly Data

5.1	Number of Families submitted to panel	% Allocated to Early Help and Partners	Number Allocated to Early Help	Recommendation to Partners	Step Down Rejected
Apr-16	45	78%	29	6	10
May-16	51	90%	44	2	5
Jun-16	47	68%	29	3	15
Jul-16	34	74%	21	4	9
Aug-16	46	87%	37	3	6
Sep-16	24	58%	14	0	10
Oct-16	33	91%	27	3	3
Nov-16	60	73%	40	4	16
Dec-16	26	88%	19	4	3
Total to Date	366	79%	260	29	77
			71.0%	**7.9%**	**21.0%**

Outcomes - Number of Children - Monthly Data

	Number of Children submitted to Panel	% Allocated to Early Help and Partners	Number Allocated to Early Help	Recommendation to Partners	Step Down Rejected
Apr-16	100	75%	66	9	25
May-16	111	91%	98	3	10
Jun-16	100	62%	55	7	38
Jul-16	71	80%	51	6	14
Aug-16	122	85%	99	5	18
Sep-16	53	55%	29	0	24
Oct-16	77	94%	64	8	5
Nov-16	157	75%	108	9	40
Dec-16	49	90%	37	7	5
Total to Date	840	79%	607	54	179
			72.3%	**6.4%**	**21.3%**

Number of Families Submitted to Panel and the % of those allocated to EH and Partners

Number of Children Submitted to Panel and the % of those allocated to EH and Partners
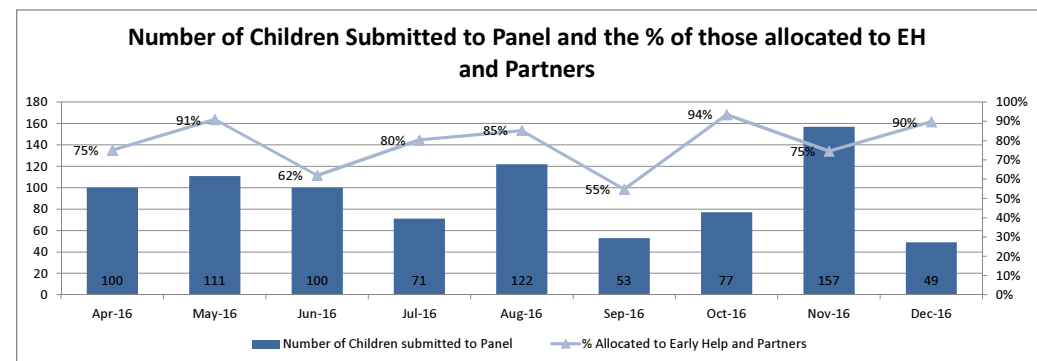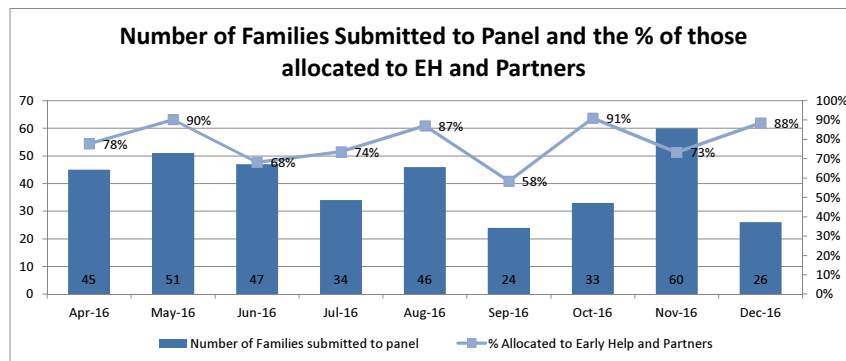
CHILDREN'S CENTRES

DEFINITION	Children's Centres	Owner	Karla Capstick

Performance Analysis

In quarter 3 registration rates overall were just below the target of 95% with 2 areas now at target; only Central area remains below target overall. This is partly historic due to previous staffing issues and poorer performance at Broom Valley during the period with no lead in post. However staff in central and particularly Broom Valley have been focussing on targeted work. This is evidenced in the 30% LSOA registration rates which have met the 95% target overall with South and North areas performing above target, and Central area improving from 89% last quarter to 92% this quarter, demonstrating that those families living in the areas with the highest needs are the focus which is positive.
NB: 95% Ofsted's 'Good' rating criteria.

The engagement figures are cumulative with an end of year target of 66%, continued positive progress has been made across the Borough, however in order to meet the Quarter 4 target of 66% further focussed work needs to commence in the final quarter and this will be discussed with Heads of Centres. All Centres are again focussing on the 30% LSOA's and if the pace and rigour continues the target for those most in need will be met by Quarter 4. The South figures are lower mainly due to the very large reach areas covered in the south with nearly twice as many children residing in the rural areas compared to the Town Centre, with lower resources available. Resources across the Children's Centres will be addressed as part of the wider review of Early Help; however as required interim arrangements will be explored at a centre level through management discussions. Some staff are now working additional hours to mitigate effects of the vacancy freeze and delays to appointments.

There continue to be issues with the data received from health due to a maternity leave in the data team at The Rotherham Hospital Foundation Trust (TRFT); work round solutions have been implemented and the Head of Service has discussed concerns with health and public health commissioners. This has now been escalated to Assistant Director level with a request to meet with TRFT leads to discuss urgently. This will also be raised as an urgent issue as part of the 0-19 mobilisation meetings/Service Specification with public health and TRFT.
This data although dated as quarter 3 has just become available mid-January (as it is retrospective reporting) further deep dive analysis will now take place in January and February by the Head of Service and Centre leads to ensure resources are used to target effectively and improve performance where required most in Quarter 4.

Scorecard Measure	6.1 % of All children aged 0-5 living in the Rotherham area who are registered with a Children's Centre				6.2 % of All children aged 0-5 living in the Rotherham area who have accessed Children's Centre activities			
	Rotherham Overall	North	South	Central	Rotherham Overall	North	South	Central
Quarter 1 Apr-Jun 16	89%	100%	85%	87%	26%	35%	19%	29%
Quarter 2 Jul-Sep 16	91%	100%	100%	87%	36%	44%	29%	38%
Quarter 3 Oct-Dec 16	93%	98%	95%	87%	43%	50%	36%	47%
Quarter 4 Jan - Mar 17								

	% of children aged 0-5 living in the 30% most deprived SOA's in Rotherham who are registered with a Children's Centre				% of children aged 0-5 living in the 30% most deprived SOA's in Rotherham who have engaged with Children's Centre activities			
	Rotherham Overall	North	South	Central	Rotherham Overall	North	South	Central
Quarter 1 Apr-Jun 16	93%	100%	100%	89%	32%	36%	25%	32%
Quarter 2 Jul-Sep 16	95%	100%	98%	89%	44%	48%	37%	44%
Quarter 3 Oct-Dec 16	98%	100%	100%	92%	52%	55%	46%	53%
Quarter 4 Jan - Mar 17								
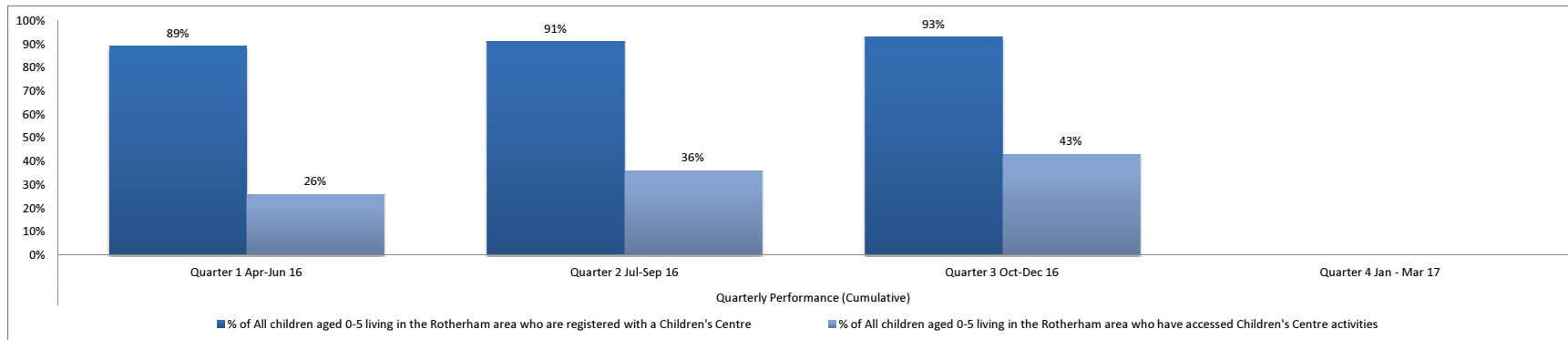
DEFINITION	Persistent Absence	Owner	David McWilliams

Performance Analysis

Following a DfE consultation, a revised persistent absence measure was introduced where a pupil enrolment is classified as a persistent absentee (PA) if they miss 10% or more of their own possible sessions. The change in the way persistent absence is measured has been backdated and is effective from September 2015. Performance has therefore been recalculated based upon the new definition.

The LA Primary School Persistent Absence (PA) for Half Term 1 is 12.0%
92 (out of 95) Primary Schools submitted their PA Data, of those:
20 Primary Schools had less PA than the National Average (8.4%)

The average percentage PA in the North Locality area is 13.5%. Of the 27 primary schools in the North area, 3 schools had less PA than the National Average.
The average percentage PA in the Central Locality area is 13.5%. Of the 22 primary schools in the Central area, 3 schools had less PA than the National Average.
The average percentage PA in the South Locality area is 10.2%. Of the 46 primary schools in the South area, 14 schools had less PA than the National Average.

The 20 schools who have less PA than the National Average are:
North Locality Area – Rawmarsh Ashwood Primary, Rawmarsh Rosehill and Trinity Croft CE Primary
Central Locality Area – Coleridge Primary, Sitwell Infant, Thorpe Hesley Primary
South Locality Area – Anston Brook Primary, Aston Fence J&I, Aston Hall J&I, Bramley Sunnyside Junior, Flanderwell Primary, Kiveton Park Infant, Kiveton Park Meadow Junior, Ravenfield Primary, Wickersley St. Albans, St. Mary's Herringthorpe, Todwick Primary, Wales Primary, Whiston Junior and Infant and Wickersley Northfield Primary.

The 3 primary schools who did not share their Half Term 1 PA data with the Local Authority are: Thurcroft Academy, Listerdale Primary and Dinnington Community Primary.

14 (out of 16) Secondary Schools submitted their PA Data, of those:
6 Secondary Schools had less PA than the National Average (13.8%)

The average percentage PA in the North Locality area is 14.8%. Of the 5 secondary schools in the North area, 2 schools had less PA than the National Average.
The average percentage PA in the Central Locality area is 19.0%. Of the 5 secondary schools in the Central area, 1 school had less PA than the National Average.
The average percentage PA in the South Locality area is 11.8%. Of the 6 schools in the South area, 3 schools had less PA than the National Average.

The 6 secondary schools who have less PA than the National Average are:
North Locality Area – Rawmarsh Community School and St. Pius X
Central Locality Area – St. Bernard's Catholic High School
South Locality Area – Brinsworth Academy, Wales High and Wickersley School and Sports College.

The 2 secondary schools who did not share their Half Term 1 PA data with the Local Authority are: Aston Academy and Oakwood High School.

Performance (Termly and end of year)

Scorecard Measure	7.1 % of Persistently Absent (PA) Children and Young People	
	Primary	Secondary
Full Year 15/16	10.70%	15.30%
Half Term 1	12.00%	14.60%
Terms 1-2		
Half Term 1- 3		
Terms 1-4		
Terms 1-5		
Full year 16/17		

% of Persistently Absent (PA) Children and Young People

	Full Year 15/16	Half Term 1
Primary	10.70%	12.00%
Secondary	15.30%	14.60%

Performance (Termly and end of year)

■Primary ■Secondary
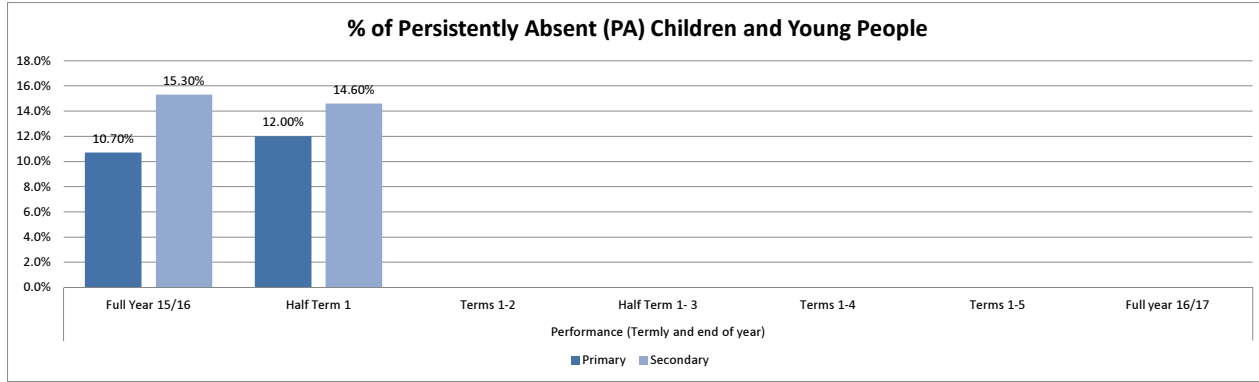
EDUCATION WELFARE

DEFINITION	Attendance (reported one month in arrears)	Owner	David McWilliams

Performance Analysis

Primary Whole School Attendance for November 2016 is 95.9%
91 (out of 95) primary schools submitted their attendance data to the Local Authority, of those:
50 primary schools were in line or exceeded the published national average percentage attendance (96%)
62 primary schools were in line or exceeded the published local average percentage attendance (95.4%)

The average percentage attendance in the North Area is 95.4%. Of the 27 primary schools in the North area, 10 schools were in line or exceeded the national average.
The average percentage attendance in the South Area is 96.4%. Of the 46 primary schools in the South area, 30 schools were in line or exceeded the national average.
The average percentage attendance in the Central Area is 95.8 %. Of the 22 primary schools in the Central area, 10 schools were in line or exceeded the national average.

The Schools who were in line or exceeded the published national average are:
North Area Locality
Brampton Ellis Primary, High Greave Junior, Our Lady and St. Joseph's, Rawmarsh Ashwood J&I, Monkwood Primary, Rosehill Junior, Sandhill Academy, St. Gerard's Thrybergh, Swinton Fitzwilliam Primary, Wath CE Primary
Central Area Locality
Blackburn Primary, Coleridge Primary, Herringthorpe Infant, Herringthorpe Junior, Meadowview Primary, Sitwell Infant, Sitwell Junior, St. Mary's Herringthorpe, Thornhill Primary, Thorpe Hesley Primary
South Area Locality
Anston Greenlands, Anston Hillcrest Primary, Anston Park Infant, Anston Park Junior, Aston C of E J&I, Aston Fence J&I, Aston Hall J&I, Aston Springwood Academy, Bramley Sunnyside Infant, Bramley Sunnyside Junior, Brinsworth Howarth J&I, Brinsworth Manor Infant, Brinsworth Manor Junior, Brinsworth Whitehill Primary, Flanderwell Primary, Harthill Primary, Kiveton Park Meadows Junior, Laughton J&I, Ravenfield Primary, St. Albans CE, Swallownest Primary, Thurcroft Infant, Thurcroft Junior Academy, Todwick Primary, Treeton CE, Wales Primary, Whiston J&I, Whiston Worrygoose J&I, Wickersley Northfield Primary and Woodsetts Primary.

The primary schools who did not share their November attendance data with the LA are: Badsley Primary, Bramley Grange Primary, Listerdale J&I and Dinnington Community Primary.

Secondary Whole School Attendance for November 2016 is 94.8%.
15 (out of 16) secondary schools submitted their attendance data to the Local Authority, of those:
9 secondary schools were in line or exceeded the published national average percentage attendance (94.7%)
12 secondary schools were in line or exceeded the published local average percentage attendance (94.0%)

The average percentage attendance in the North area is 94.2%. Of the 5 secondary schools in the North area, 2 schools were in line or exceeded the national average.
The average percentage attendance in the South area is 95.5%. Of the 6 secondary schools in the South area, 5 schools were in line or exceeded the national average.
The average percentage attendance in the Central area is 95.0%. Of the 5 secondary schools in the Central area, 2 schools were in line or exceeded the national average.

The Schools who were in line or exceeded the published national average are:
North Area Locality
Rawmarsh Community School and St Pius
Central Area Locality
Winterhill School and St. Bernards's Catholic High
South Area Locality
Aston Academy, Brinsworth Academy, Dinnington High School, Wales Academy and Wickersley School and Sports College.

Unfortunately, due to staffing issues, Oakwood High School were unable to share their data.

Monthly Performance

Scorecard Measure	7.2 % of Children attending school	
	Primary	**Secondary**
Sep-16	95.9	94.8
Oct-16	95.8	94.6
Nov-16	95.9	94.8
Dec-16	Due to be reported January 2017	
Jan-17		
Feb-17		
Mar-17		
Apr-17		
May-17		
Jun-17		
Jul-17		
Aug-17		

% of Children attending school
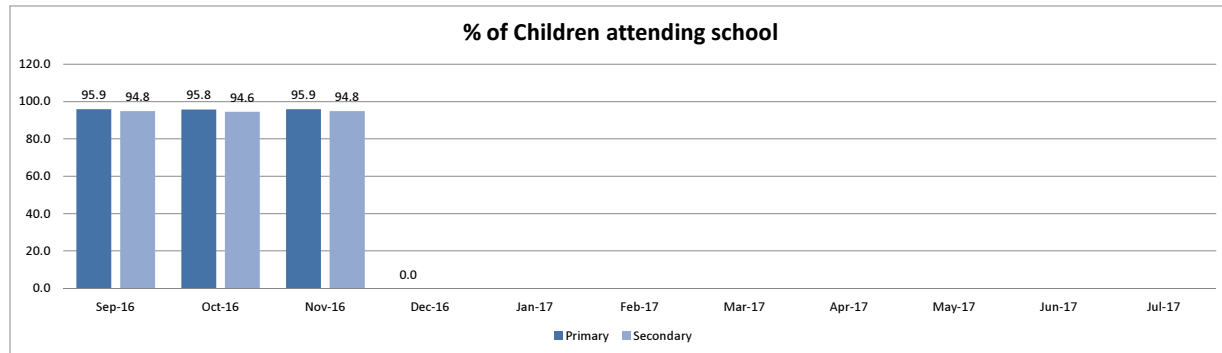
FAMILIES FOR CHANGE

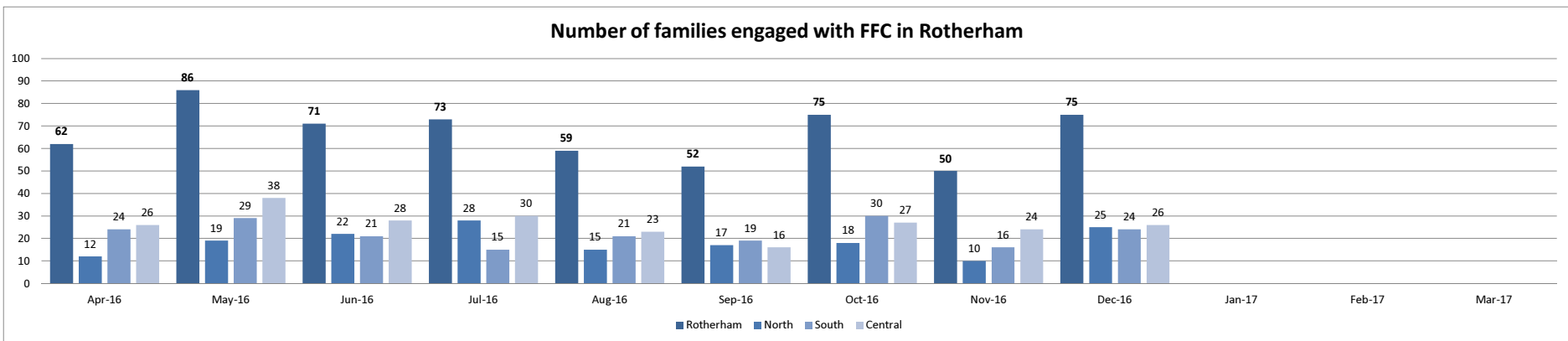| DEFINITION	Families For Change	Owner	Jenny Lingrell

Performance Analysis

In 2016/17 Rotherham has committed to identifying and engaging 882 families in the Troubled Families Programme (known locally as Families for Change). In December 75 new families were attached to the programme. This represents a recovery from the previous month which is what was expected following the introduction of Liquid Logic. The introduction of Liquid Logic in October 2016 altered the flow of data between operational and performance teams and this affected our ability to identify families during the Early Help Triage process. Reporting is now in place to support the Families for Change programme. However, in order to recover the low identification of families between August and November it will be necessary to undertake some remedial work in the remaining months of this financial year; caseload reviews are planned with all Early Help locality teams.

The target number of families for whom Rotherham claims a payment by results outcome is currently set in the range of 280-350. It is unclear whether funding for unclaimed outcomes will be available to draw down in future years. In September 28 new payment by results claims were made. From November a new process has been implemented to identify families where the outcomes achieved indicate that they are eligible for a payment by results claim. There are currently 18 families where the data has been verified and indicates that a claim can be submitted to audit in January 2017. There are an additional 33 families where PbR data validation still needs to be completed; if it is possible to submit at least 50% of this number to audit it would bring the annual figure to approximately 60. This is significantly below the target set, however it is not out of kilter with other South Yorkshire authorities.

Monthly Performance

Scorecard Measure	8.1				8.1			
	Number of families engaged in Rotherham against a monthly target of 74	Number of families engaged in North	Number of families engaged in South	Number of families engaged in Central	Number of families engaged as percentage of annual target of 882 in Rotherham (Year 2)	Number of families engaged as percentage of annual target in North	Number of families engaged as percentage of annual target in South	Number of families engaged as percentage of annual target in Central
Apr-16	62	12	24	26	7%	1%	3%	3%
May-16	86	19	29	38	16%	3%	6%	7%
Jun-16	71	22	21	28	24%	6%	8%	10%
Jul-16	73	28	15	30	33%	9%	10%	14%
Aug-16	59	15	21	23	40%	11%	12%	16%
Sep-16	52	17	19	16	46%	13%	15%	18%
Oct-16	75	18	30	27	54%	15%	18%	21%
Nov-16	50	10	16	24	60%	16%	20%	24%
Dec-16	75	25	24	26	68%	19%	22%	27%
Jan-17								
Feb-17								
Mar-17								
Year to Date	603	166	199	238				

Yearly Cumulative Performance	8.2	8.3
	Number of FFC PbR outcomes claimed (evidence of employment outcome)	Number of FFC PbR outcomes claimed (evidence of significant & sustained progress)
Year 1 to date	5	0
Year 2 to date	19	9
Year 3 to date		
Year 4 to date		
Year 5 to date		

Number of families engaged with FFC in Rotherham

NEETS AND NOT KNOWNS

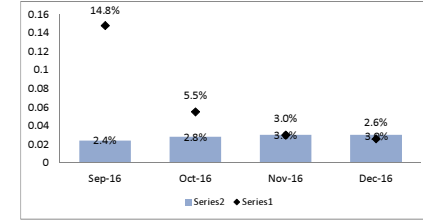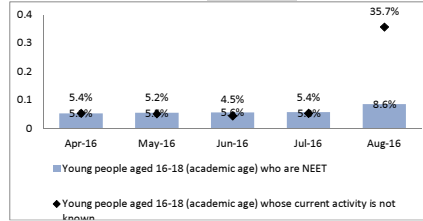| DEFINITION	NEETS and NOT KNOWNS	Owner	Collette Bailey

Performance Analysis

The position at the end of December shows a NEET figure of 3.0% (against a local target of 3.0%) and a Not Known figure of 2.6% (against a local target of 2.5%). Whilst the NEET figure hit target the Not Known figure was 0.1% above target. This is the second month of our annual measure (taken across Nov, Dec and Jan) and to ensure we meet our targets of 3.0% NEET and 2.8% Not Known, the Not known target for January has been revised down to 2.9%. Data sharing exercises and follow up will continue, as will work to re engage the NEET cohort, both centrally and across all localities to ensure we remain on track. Latest comparison data available for November return shows that Rotherham are now better than statistical neighbours, national and region in regard to Not Knowns. In respect of NEET figures Rotherham are enjoying better results than statistical neighbours whilst being in line with both region and national returns.

Old indicator

	9.1	9.2
	Young people aged 16-18 (academic age) whose current activity is not known	Young people aged 16-18 (academic age) who are NEET
Monthly Performance		
Apr-16	5.4%	5.3%
May-16	5.2%	5.5%
Jun-16	4.5%	5.6%
Jul-16	5.4%	5.8%
Aug-16	35.7%	8.6%

Scorecard Measure	9.1	9.2
	Young people aged 16-17 (academic age) whose current activity is not known	Young people aged 16-17 (academic age) who are NEET
Monthly Performance		
Sep-16	14.8%	2.4%
Oct-16	5.5%	2.8%
Nov-16	3.0%	3.0%
Dec-16	2.6%	3.0%
Jan-17		
Feb-17		
Mar-17		

	North		South		Central	
	% of Young people aged 16-18 (academic age) whose current activity is not known	% of Young people aged 16-18 (academic age) who are NEET	% of Young people aged 16-18 (academic age) whose current activity is not known	% of Young people aged 16-18 (academic age) who are NEET	% of Young people aged 16-18 (academic age) whose current activity is not known	% of Young people aged 16-18 (academic age) who are NEET
Apr-16	5.7%	5.5%	3.4%	4.1%	7.9%	6.9%
May-16	5.6%	5.6%	3.3%	4.3%	7.6%	7.1%
Jun-16	5.7%	4.8%	4.5%	2.4%	7.1%	7.1%
Jul-16	5.8%	6.1%	2.7%	4.5%	8.2%	7.5%
Aug-16	37.5%	9.0%	31.8%	6.5%	39.7%	11.5%
	Young people aged 16 - 17 (academic age) whose current activity is not known	Young people aged 16 - 17 (academic age) who are NEET	Young people aged 16 - 17 (academic age) whose current activity is not known	Young people aged 16 - 17 (academic age) who are NEET	Young people aged 16 - 17 (academic age) whose current activity is not known	Young people aged 16 - 17 (academic age) who are NEET
Sep-16	14.0%	3.2%	13.7%	2.0%	17.0%	2.9%
Oct-16	5.6%	3.1%	3.6%	2.0%	7.4%	3.1%
Nov-16	1.9%	2.9%	1.7%	2.8%	5.4%	3.3%
Dec-16	2.0%	2.9%	1.7%	2.9%	4.2%	3.3%
Jan-17						
Feb-17						
Mar-17						

17

DEFINITION	In Learning and Youth Activity	Owner	Collette Bailey

Performance Analysis

Rotherham performs well in terms of participation. Most recent data for comparators (November) evidences that Rotherham participation was better than statistical neighbours (89.3%), region (91.9%), and national (90%). Youth Centre based activity showed a drop in December due to the reduction in delivery over the Christmas holiday period. Centre based activity increasingly has become more focussed on targeted group work. We are unable to give any comparison for Corporate LAC/Care Leaver data as this is not a published data set. However, most recent data (published Sept 16) at national level relating to resident Care Leavers in EET evidences that Rotherham's performance at 75% is above statistical neighbours (52.1%), regional (68.7%) and national (57.3%).

9.3
% of Academic Age 16,17,18 Corporate Responsibility LAC/CL EET

Monthly Performance	ROTHERHAM
Apr-16	74.5%
May-16	76.2%
Jun-16	74.2%
Jul-16	76.7%
Aug-16	59.5%
Sep-16	71.6%
Oct-16	71.8%
Nov-16	70.9%
Dec-16	72.7%
Jan-17	
Feb-17	
Mar-17	

9.5 (old indicator)
% of Young people aged 16-18 (academic age) who are in Learning

Monthly Performance	ROTHERHAM	NORTH	SOUTH	CENTRAL
Apr-16	86.3%	85.2%	90.2%	81.8%
May-16	86.3%	84.8%	90.5%	81.8%
Jun-16	86.6%	85.3%	90.6%	82.1%
Jul-16	85.6%	84.0%	90.2%	80.6%
Aug-16	55.3%	52.5%	61.3%	49.4%

9.5
Young people aged 16 - 17 (academic age) meeting the duty to participate

Monthly Performance	ROTHERHAM	NORTH	SOUTH	CENTRAL
Sep-16	82.0%	82.3%	83.8%	79.4%
Oct-16	90.3%	89.5%	92.3%	87.8%
Nov-16	92.4%	93.1%	94.1%	89.7%
Dec-16	92.8%	93.2%	94.2%	90.8%
Jan-17				
Feb-17				
Mar-17				

9.6
Number of Youth Activity sessions undertaken during the month

Monthly Performance	ROTHERHAM		NORTH		SOUTH		CENTRAL	
	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based
Apr-16	134	35	54	10	35	20	45	5
May-16	128	32	49	8	36	20	43	4
Jun-16	131	15	46	2	35	13	40	0
Jul-16	93	37	37	0	27	23	29	14
Aug-16	68	26	32	0	18	16	18	10
Sep-16	56	22	14	1	18	10	24	11
Oct-16	109	56	24	10	38	32	47	14
Nov-16	116	43	23	9	50	12	50	12
Dec-16	71	17	14	2	31	4	26	11
Jan-17								
Feb-17								
Mar-17								

Number of Unique Attendees at Youth Activities

Monthly Performance	ROTHERHAM		NORTH		SOUTH		CENTRAL	
	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based	Centre Based	Non-Centre Based
Apr-16	496	205	69	75	277	111	150	19
May-16	416	225	55	82	234	141	128	2
Jun-16	375	96	80	16	181	80	114	0
Jul-16	337	169	77	0	170	146	91	23
Aug-16	135	75	23	0	78	70	34	5
Sep-16	166	136	55	0	49	114	62	22
Oct-16	543	106	181	73	209	198	153	75
Nov-16	618	289	166	106	298	59	298	59
Dec-16	459	65	145	34	205	24	109	7
Jan-17								
Feb-17								
Mar-17								

YOUTH OFFENDING TEAM

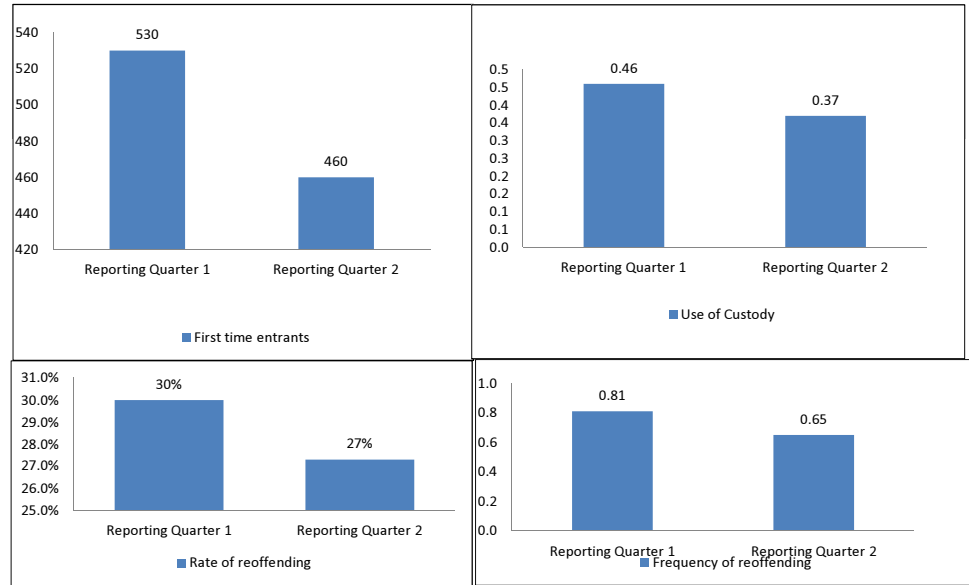| DEFINITION		Youth Offending Team (YOT)	Owner	Collette Bailey

Performance Analysis

Latest available data;
Numbers of young people first time entrants (FTE) into the criminal justice system :
Figures based on latest released YJB data (Sep 2016) and covers period Jul 15 to Jun 16. Rotherham has shown a decrease of 7.9% from the same period last year, whilst national figures stand lower at 348 (decrease of 11.2% on same time last year). Comparison with the North East region gives a similar picture with the regional figure standing at 408 but with a decrease of 9.9%.   The actual decrease in numbers for Rotherham relates to 11 young people.

Use of Custody:
Figures based on latest released YJB data (Sep 2016) and covers period Oct 15 to Sep16. Yr on Yr data is shown as same period for previous year. Rotherham has shown a decrease of 0.04 % from the same period last year, now standing at 0.37. National figures stand marginally lower at 0.36 (decrease of 0.08% on same time last year). North East figures stand at 0.38 with a decrease of 0.07 for the same period.

Rate of re-offending by young offenders:
Figures based on latest released YJB data (Sep 2016) and covers period Jan14 to Dec 14. Rotherham has shown a decrease in this measure of 13.1%, now standing at 27.3%. National figures have also shown a decrease of 6.5% and stands at 30.7%, whilst North East figures have remained stable at 39.4%. Reoffending is increasing generally in YOT cohorts across the country and this is attributed by the YJB and MoJ to a decrease in numbers in cohorts with those remaining being a smaller but more complex and challenging group more likely to reoffend having a greater history of offending behaviour. The data contained here is related to the MoJ "proven rate of offending" in which reoffending is tracked for 12 months with additional 3 months added to allow for conviction. The YOT therefore uses a live tracker to determine re-offending and this is based on current arrests, whilst not as accurate, it is nevertheless a useful proxy for looking at re-offending trends. This predicts this increase followed by a subsequent decrease in later quarters. Interesting to note that the frequency of reoffending remains lower than regional and national indictors which indicate some impact on the cohort. Work in partnership with the police and a new assessment process are likely to have an impact on this cohort. For all YJB indicators actions in relation to future work are articulated in the Youth Justice Plan.

Frequency of re-offending by young offenders :
Figures based on latest released YJB data (Sep 2016) and covers period Jan 14 to Dec 14. Rotherham now stands at 0.65, which is a decrease in this measure of 38.1%, and still stands lower than both North East (1.35) and National figures (0.9). North East has actually shown an increase of 5.9%, whilst national figures have shown a decrease in their rate of 17.6%.

Performance Analysis

Scorecard Measure	10.1 Numbers of young people first time entrants (FTE) into the criminal justice system	10.2 Use of Custody (Rate)	10.3 Binary Rate of re-offending by young offenders	10.4 Frequency of re-offending by young offenders
Reporting Quarter 1	530	0.46	30%	0.81
	(period Apr15 - Mar16)	(period Jul 15 - Jun 16)	(Oct 13 - Sep 14)	(Oct 13-Sep 14)
Reporting Quarter 2	460	0.37	27%	0.65
	(Jul15 - Jun 16)	(Oct 15 -Sep 16)	(Jan14 - Dec 14)	(Jan14 - Dec 14)
Quarter 3				
Quarter 4				

First time entrants: Reporting Quarter 1: 530; Reporting Quarter 2: 460

Use of Custody: Reporting Quarter 1: 0.46; Reporting Quarter 2: 0.37

Rate of reoffending: Reporting Quarter 1: 30%; Reporting Quarter 2: 27%

Frequency of reoffending: Reporting Quarter 1: 0.81; Reporting Quarter 2: 0.65

EARLY HELP - HUMAN RESOURCES (HR)

| DEFINITION	Establishment Information	Owner	David McWilliams

Performance Analysis

The target for RMBC is 10.2 Annual FTE Sick days. The combined figure also includes Troubled Families and Education Welfare along with the North, South and Central teams.

Figures show that the Early Help service has in most cases improved the sickness rate as this is a variable monthly figure. Heads of Service and managers work closely with HR colleagues to provide support to staff whilst managing sickness across the service. In the reporting month the sickness rate has dropped in most cases however South has seen an increase but is still below the RMBC target. Central although 1.37 over the RMBC target have seen a reduction since Octobers reporting. North also saw a small reduction of 0.2.

Please note, the sickness value is subject to change and is shown as a projected annual value based on year to date performance in line with the old best value definition.

Scorecard Measure

	11.7			
	Sickness - Annual FTE sick days			
	North	**South**	**Central**	**Combined Early Help Teams**
Apr-16	11.35	6.93	17.88	13.17
May-16	11.41	7.25	13.80	11.91
Jun-16	11.05	10.31	12.22	11.94
Jul-16	10.68	11.26	13.21	12.06
Aug-16	10.31	9.89	14.21	11.83
Sep-16	10.76	8.99	13.92	11.63
Oct-16	11.16	7.78	13.17	11.25
Nov-16	11.83	7.79	12.43	11.21
Dec-16	11.63	7.89	11.57	10.78
Jan-17				
Feb-17				
Mar-17				

Monthly Performance
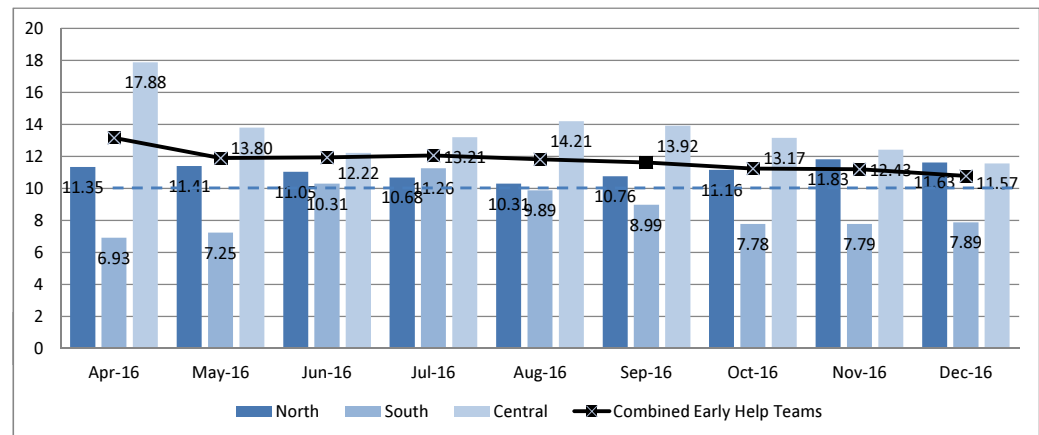
CUSTOMER FEEDBACK

DEFINITION	Customer Feedback	Owner	David McWilliams

Performance Analysis

Customer feedback is important for us as it helps us to improve our services and also to celebrate good practice. Over time we will be implementing new ways of obtaining feedback and will include information about this moving forward. Guidance has been sent to managers to remind them of the process for centrally recording feedback from customers, as compliments are usually sent directly to front line staff and/or their managers.

Every case that closes or steps down to universal services should have an exit survey completed by at least one family member capturing their personal experience of receiving our services. It is the lead workers responsibility to ensure this happens, and encourage and support a child, young person or family in completing the questionnaire. Team managers ensure through the supervision process that exit surveys are completed. December has seen a decrease in the number of exit survey's being completed across locality teams. Surveys can be also completed anonymously, either online through the web based tool, Survey Monkey. During the reporting month Central had 7 exit surveys completed, North had 5 and South had 4. There were 2 further surveys completed without a locality selected.

There were no complaints but there was 1 compliment recorded in the reporting month. However it has been noted that not all compliments are passed on to be recorded centrally therefore there could be more for each locality that aren't being recorded.

Scorecard Measure	12.1 Exit Surveys						12.2 Complaints	12.3	12.4	12.5 Compliments
	Completed exit surveys - North	Completed exit surveys - South	Completed exit surveys - Central	Completed exit surveys - Borough Wide	Exit surveys where no area was specified	Total Number of exit surveys received	Number of formal complaints received during the reporting month	Number of complaints upheld in the reporting month	Number of complaints closed during the month which were dealt with in timescales	Number of compliments received during the reporting month
Apr-16						0	0	0	0	2
May-16					1	1	0	0	0	0
Jun-16	2	4	26	0	2	34	1	1 (partial)	1	0
Jul-16	4	3	14	0	1	22	0	0	0	0
Aug-16	5	3	10	0	1	19	1	0	1	1
Sep-16	5	7	8	0	2	22	1	0	1	1
Oct-16	8	2	14	0	1	25	0	0	0	3
Nov-16	17	5	9	0	0	31	0	0	0	0
Dec-16	4	3	6	2	2	17	0	0	0	1
Jan-17										
Feb-17										
Mar-17										
Year to Date	**45**	**27**	**87**	**2**	**10**	**171**	**3**	**0**	**3**	**8**

QUALITY ASSURANCE

| DEFINITION	Team Manager Audits	Owner	David McWilliams

Performance Analysis

The Early Help Quality Assurance Framework was implemented in December 2015. An integral part of the framework involves regular auditing of case work by team managers as well as re-auditing by Heads of Service.

During December 2016, 14 scheduled monthly audits were issued and 14 were completed (100% completion)

Of the 14 scheduled team manager audits completed, 5 were graded as 'Good', 6 as 'Requires improvement' and 3 were 'Inadequate'. Any actions arising as a result of audits being undertaken are the responsibility of the relevant team manager.

13.1 Team Manager Audits

Scorecard Measure	Outstanding	Good	Requires Improvement	Inadequate	Inadequate - Critical	Not Graded	Not returned
Apr-16	0	3	11	1	0	0	3
May-16	0	6	7	0	0	0	3
Jun-16	0	0	0	0	0	0	0
Jul-16	0	5	7	2	0	1	2
Aug-16	0	5	10	1	0	0	0
Sep-16	1	5	6	2	0	0	1
Oct-16	0	2	3	0	0	0	2
Nov-16	0	4	11	0	0	0	0
Dec-16	0	5	6	3	0	0	0
Jan-17							
Feb-17							
Mar-17							

Overall Grading's from EH Team Manager Audits for December 2016
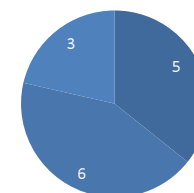
Response Rates

Scorecard Measure	North		South		Central		Borough Wide Services	
	Number	%	Number	%	Number	%	Number	%
Apr-16	4 out of 5	80%	2 out of 3	67%	6 out of 6	100%	3 out of 3	100%
May-16	3 out of 4	75%	4 out of 4	100%	4 out of 6	66%	3 out of 3	100%
Jun-16	-	-	-	-	-	-	-	-
Jul-16	4 out of 4	100%	2 out of 4	50%	6 out of 6	100%	3 out of 3	100%
Aug-16	4 out of 4	100%	3 out of 3	100%	6 out of 6	100%	3 out of 3	100%
Sep-16	4 out of 4	100%	3 out of 3	100%	6 out of 6	100%	1 out of 2	66%
Oct-16	2 out of 2	100%	0 out of 1	0%	2 out of 2	100%	1 out of 2	50%
Nov-16	3 out of 3	100%	4 out of 4	100%	6 out of 6	100%	2 out of 2	100%
Dec-16	4 out of 4	100%	2 out of 2	100%	6 out of 6	100%	2 out of 2	100%
Jan-17								
Feb-17								
Mar-17								

Team Manager's Monthly Grading by Locality - December 2016

	Outstanding	Good	Requires Improvement	Inadequate	Inadequate Critical	Not Graded	Not Returned
North Locality	0	0	3	1	0	0	0
South Locality	0	0	0	2	0	0	0
Central Locality	0	3	3	0	0	0	0
Boroughwide Services	0	2	0	0	0	0	0