

Local Support Team Data (1 January 2016 - 31 May 2016)

QUALITY

Performance Management

Families First Local Support Teams are performance managed for quality of practice through monthly data report cards, regular casework audits, focussed staff supervision and feedback from young people/parents/carers. The Head of Families First reviews performance on a quarterly basis based on information provided by County Managers for the service supported with evidence from the Families First Business Improvement & Development Team. Local Support Teams have moved their case recording to a new configuration of their IT system to reflect the support being provided to children and their families in need of Early Help. The revised recording process captures one involvement per family case, rather than one involvement per child as previously.

The Quality of Casework Practice

Using the LST Quality Audit Tool: District Leads to audit jointly with head teachers. One case per district : randomly selected.

To be reported in future reports.

What This Data Tells Us

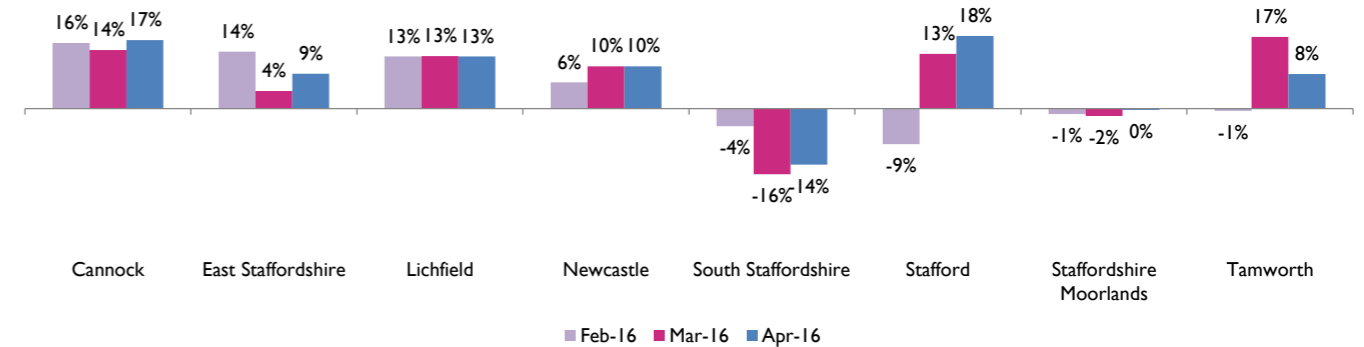
- Termly report on:
- % of audits where it was agreed that casework was good or better.
 - Key headline findings.

Actions to Improve

Progress to action joint audits has been far too slow and has now been highlighted with all District Leads as a priority.

Maximising and Managing Staffing Capacity

LST Staffing Levels (FTE) - Variance Against 75% Target



What This Data Tells Us

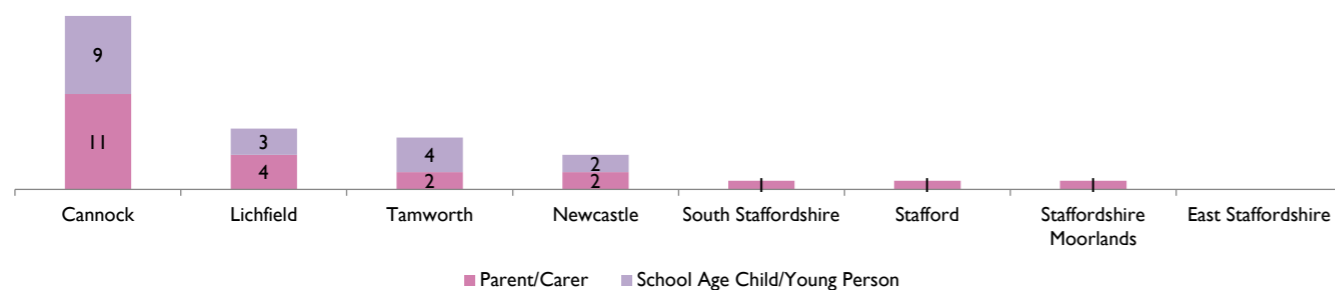
In April 2016, South Staffordshire had a staffing level of 61%. This was impacted by vacant posts and long-term sickness. Staffing levels improved in Cannock and East Staffordshire due to staff returning to work following long-term sickness. Recruitment has increased the staffing level in Stafford. The staffing level in Tamworth decreased as staff left the service and posts became vacant. These are now being recruited. The staffing information for May 2016 is not yet available.

Actions to Improve

- All appropriate action is being taken to manage absence, including the re-distribution of resources wherever possible.
- All vacant posts are in the process of being filled.
- All temporary posts are in the process of being reviewed by HR with a view to achieving permanency where possible, thus promoting the stability of the service.
- Schools have been notified of all cases open to staff who are absent for more than three days.
- Arrangements are confirmed for the cover of those cases open to staff whose absence is deemed to be 'long term'.

Children and Families are Actively Engaged and Influence the Progress of LST Involvement

Number of Parents/Carers and School Age Children/Young People that Completed the Feedback Questionnaire



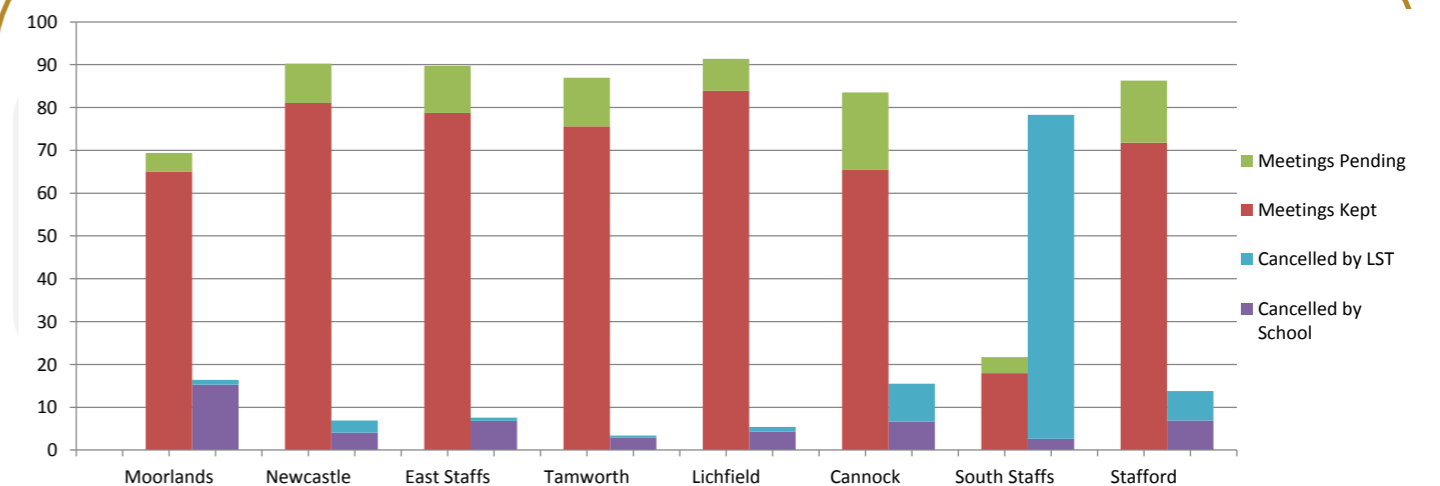
What This Data Tells Us

There was a delay in implementing the Feedback Questionnaire and this process commenced from May. Across the service, 40 Feedback Questionnaires have been received by the Business Improvement and Development Team from parents/carers and children/young people involved with LSTs. LSTs ceased to work with 91 school-aged children in May. 38 of the 40 respondents were happy with the service from LSTs. 34 of the 40 respondents thought that the support received from LSTs would make a positive change in their lives.

Actions to Improve

Numbers are too small at the moment to rely upon for analysis, and the process has yet to become fully embedded as custom and practice across the county. Further work is needed to be sure that this begins to generate the feedback that we need to be able to refer to with confidence. This will be raised with Districts at a service-wide development workshop on 10 June 2016.

Communication & Engagement With Schools: Link Meetings undertaken as arranged during the current academic year, up to 10 June 2016.



This data is being presented for the first time, and data quality issues are largely resolved. The information is taken from local spreadsheets which 'track' the Link Worker meetings and recording has not been consistent across the county up until this point. Overall the pattern for the % of meetings that have taken place as scheduled is very positive, albeit that there is local variation.

Now that there is a clear way of ensuring the Link Meetings take place with schools as arranged, then the focus can be on the extent to which schools find the Link meetings to be of value. This information can be drawn from the annual Survey to School Leaders which is being sent out to schools in June 2016.