

MASH Performance Data: May – September 2016



The following data and commentary has been extracted through PAM (the MASH Referral Tracking System), Liberty Telephone Agent Programme and Carefirst. This report shows data for five months since the children's pathway has been operational and first once of the adult safeguarding pathway being operational.

Please note that Contacts A1 represent cases that left the MASH after initial screening. Referrals B1 represent cases that left the MASH after triage where all the agencies have shared information. (and MASH Meeting where needed).

MASH Initial Screening – Children's Pathway

1.1 Combined contact been received by the MASH

May – September 2016 the combined number of contacts that have been made with the MASH either by the telephone or email with a referral or seeking advice:¹

Contact Method	No of Contacts	% of the total volume
Telephone	10,456	51%
Email	9946	49%
Total	20,402	NA

1.2 Breakdown of telephone calls the MASH has received.

In the first five months telephone options selected by the caller were as follows:-²

<u>Liberty Options Analysis of presented calls May – September 2016</u>	Callers option choice	Callers option choice by percentage of total calls
Early Help Support	2373	23%
Make a child Referral	1979	18.6%
Social Care Consultation	1665	15.9%
Other (Option note chosen)	4379	42%
Hotline (MASH & Children's Teams)	60	0.5%

¹ Table produced using the combined data from Liberty Telephony Agent and Lotus Notes between 3rd May 2016 – 30th September 2016.

² This data has been taken from Liberty Telephony Agent from the 3rd May 2016 – 30th September 2016.

This data has been used to readjust the telephone line options, to encourage callers to make a selection rather than holding and being put through to Business Support. In September there was a 95% increase in callers choosing an option, rather than holding and waiting for business support as a result.

Further analysis of the telephone data shows that a significant increase in callers selecting Early Help. Prior to the MASH Early Help duty lines (which the MASH replaced) received on average 100 calls a month. On average, five times more calls for Early Help are being received. We have two Early Help Officers in the MASH. They both receive Early Help calls at any one time but the volume of calls means they are unable to answer all Early Help calls. Since go live Early Help have answered 56% of the calls they receive. When the call is not answered by Early Help Officer, the call transfers to Business Support or Social Workers.

The average waiting time for a call to be answered is 1 minute 21 seconds.

1.3 Details of where referrals have been made by agency.

The following information has been taken from Carefirst on B1 Referrals completions. This represents the referrals that have gone to Triage between May and September 2016. Currently, agencies making referrals that are dealt with at initial screening and recorded as a contact A1 does not detail agency who contacted MASH.³

The largest referring agency remains the police, followed by schools and members of the public.

Contact by	% of total referrals (B1s)
Police	27.3%
Schools	15%
Members of the public	10.9%
Education Services	7.2%
Social Care	6.0%
Ambulance Service	5.7%
LA Services Other Dept	5.5%
Self-Referrals	5.3%
Other Children agencies	4.3%
Legal Services	4.2%
Housing	2.7%
Health Visitor	2.0%
GP	1.5%
A&E	1.3%
Other Health	0.7%
Unknown	0.3%
School Nurse	0.1%
Total	100%

³ Data taken from Carefirst Report produced by BCI September 2016

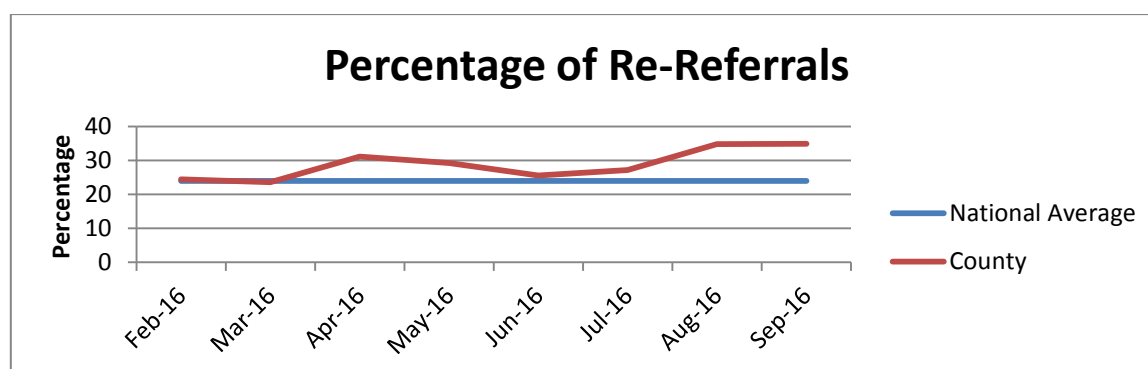
1.4 Combined contact and referral records completed by the MASH

The following data represents the number of A1 Contact (Information & Advice at initial screening) or B1 Referrals records (triaged) completed by the MASH and other Children's Teams in May – September 2016.⁴ This shows 44% of all contacts/referrals received by MASH meet the threshold to go through triage process. Children's Teams have still received and processed some referrals and contacts but this is reducing as the new referral pathways embed.

	May 2016	June 2016	July 2016	August 2016	September 2016	Total since go live
MASH Contacts	1013	833	882	1292	1213	5233
MASH Referrals	959	900	749	769	832	4209
Children's Team Contacts	198	77	59	35	32	401
Children's Team Referrals	51	30	23	38	23	165

1.5 Re-referrals

The following data shows the re-referral rate for the six month period from February 2016 to September 2016. The national average of 24% (in 2014-2015).⁵ This data is taken from B1 Referral records only.



	April	May	June	July	August	September
MASH	N/A	283/959 = 29.5%	218/900 = 24.2%	193/749 = 25.8%	250/769 = 32.5%	283/832 = 34.9%
County	155/498 = 31.1%	296/1012 = 29.2%	238/931 = 25.6%	210/772 = 27.2%	281/807 = 34.8%	298/855 = 34.9%

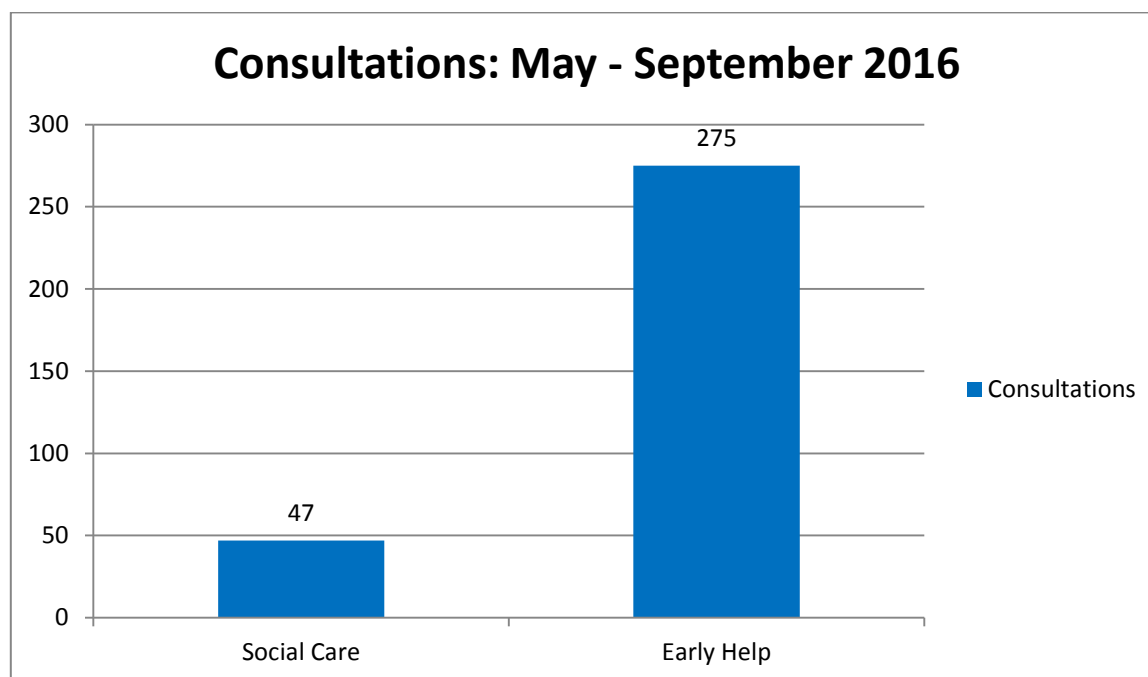
⁴ Data taken from the BCI report Feb – September 2016.

⁵ Data taken from the BCI Contact and referral report September 2016

There has been an increase in re-referrals. This is due to more cases going through triage and being loaded as a referral record. Over the next month an audit is being completed to understand this further.

1.6 MASH Consultations – Early Help and Social Care.

Data produced from PAM outcomes of resolved cases⁶ demonstrates the number of Early Help and Social Care Consultations. These represent professionals contacting the MASH for a consultation on a safeguarding issue they are dealing with.



Prior to the MASH the number of Social Care Consultations was not recorded. However it would be anticipated that more consultations with Social Care would have occurred. There has been a change in consultations as professionals have to name the child. This indicates we need to encourage more professionals to use this service.

MASH Triage- Children's Pathway

2.1 Incidents and Crimes relating to children.

Warwickshire Police have been able to produce a report which evidences the impact the MASH has had on the number of incidents and crimes relating to children. This relates to incidents and crimes recorded by the Police Staff (based in the MASH) after receiving reports from Children's Social Care primarily within the MASH. Figures compare the three months prior to the MASH going live.⁷

⁶ Data taken from the CSV reports based on the PAM Outcome reports September 2016

⁷ Figures presented by the HAU. Data is between 1st February 2016 and the 22nd August 2016.

Type	Number Pre MASH (Children's Teams to HAU February – April 2016)	Number Post MASH (Reported in MASH May- July 2016)	Percentage Increase/Decrease since 03.05.2016
Incidents	93	120	Increase by 29%
Crimes	25	59	Increase by 136%
Total	118	179	Increase by 51%

2.2 Domestic Abuse Incidents across Warwickshire

Warwickshire Police have provided information regarding the number of Domestic Abuse Incidents across Warwickshire.

Type	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016
Incidents	336	366	365	397	419	359
Recorded crimes	400	399	399	437	453	402
Total	736	765	764	834	872	761

The table below has been taken from Carefirst data which shows the number of domestic abuse referrals which have been triaged based on the completion of B1 Referrals.⁸

Type	May 2016	June 2016	July 2016	Aug 2016	Sep 2016	Total across May –July 2016
Contacts, (Screened out or adult only)	473	509	616	TBC	TBC	1570
Referrals (Triage/MASH Meeting)	292	255	218	TBC	TBC	765
Percentage of total DA incidents that went through triage	38%	33%	26%	TBC	TBC	32%

The number of domestic abuse incidents now receiving a multi-agency triage is significant. However, the timescales for domestic abuse incidents to be put through secondary risk assessment by police staff and brought into the MASH remains a concern.

⁸ Data taken from the reports sent by the People Group Business Analysis distribution on the 16th August 2016.

MASH Referral Outcomes - Children's Pathway

The following data details the outcome of B1 Referrals which have been through the triage process. Work is ongoing to evaluate outcome of Contact A1 records.

3.1 Referral Outcomes

The following data represents the outcomes of the MASH Referrals following Triage. This data has been taken from the PAM data based on the PAM Outcome Options.⁹ This shows that the vast majority of contacts and referrals lead to information, advice and signposting. These represent situations which do not meet the threshold for safeguarding concern but early help and advice is required.

Outcome at resolution	Percentage based on overall MASH Volume over period.
Statutory Single Assessment - Child Protection	2%
Statutory Single Assessment - Child in Need	17%
Statutory Single Assessment - SEND Child in Need (Children with Disabilities)	2%
Position of Trust investigation	1%
Early Help – CAF	9%
Early Help – Referring agency to provide additional support.	5%
Early Help - Other organisations support to be sought.	5%
Early Help – Family Information Service	3%
Information Requests completed	10%
Information, Advice & Signposting (regarding contact issues, parenting support, housing, debts/benefits and miscellaneous)	24%
Information, Advice & Signposting (Domestic Abuse)	22%

3.2 Referrals leading to a Single Assessment

This data indicates the number of referrals which led to a Single Assessment.

	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016
MASH Referrals	-	432/959 =45%	250/900 =38.9%	243/748 =32.5%	291/769 =37.8%	219/832 =26.3%
County Total	200/498 =40.2%	457/1012 =45.2%	362/931 =38.9%	249/771 =32.3%	300/807= 37.2%	228/855= 26.7%
% Increase or decrease in assessments	N/A	128.5% Increase since pre MASH	81% Increase since pre MASH	24.5% Increase since pre MASH	50% Increase since pre MASH	14% Increase since pre MASH

⁹ Data taken from the CSV PAM outcome report as "Selected outcome" September 2016

The above table illustrates there has been a significant increase in the number of referrals which have led to a Single Assessment. The increase in Single Assessments was significant since the MASH went live, but this is reducing. Triangulation of information is generally leading to different outcomes for children.

MASH Timescales - Children's Pathway

This data indicates the number of referrals (B1 referral records) which were moved onto a single assessment within 24 hours of the referral being received. The full data regarding timescales is not yet available until the performance dashboard goes live. Generally red rag rated referrals are dealt with in two hours but there are delays with amber and green referrals. The data below does not therefore yet represent the whole picture.

	Apr 2016	May 2016	June 2016	July 2016	Aug 2016	Sep 2016
MASH Referrals	-	338/432 =78.2%	230/350 =65.7%	178/243 =73.3%	209/291 =71.8%	173/219 =79.0%
County Total	169/200 =84.5%	362/457 =79.2%	239/362 =66%	180/249 =72.3%	215/300= 71.7%	179/228= 78.5%

MASH Adult Safeguarding Pathway

The Adult Safeguarding Pathway only went live on 01.09.2016. The full adult pathway has not been able to go live as health services are not yet present in the MASH. Currently the police and Adult Social Care Safeguarding Team are working together.

In the first four weeks 168 cases were referred by police. Over half of these cases (93 of these cases- 55%) resulted in no referral to WCC Adult Social Care as they did not meet the safeguarding threshold (93 of these cases- 55%). These cases would have previously been likely to generate referrals to Adult Social Care Safeguarding Team. This has led to a significant reduction in referral numbers being sent to the Adult Social Care Teams.

In the first four weeks from the police referrals screened, 14 new referrals for care and support needs were received and nine new referrals resulted in adult safeguarding assessments.

The advantages of working more closely with other agencies such as police is evidence within this short time but this could be further improved if mental health services were present in the MASH.

Completed October 2016