

Children & Young People Overview and Scrutiny Committee - 11 April 2022

Children and Family Centre Service Review

Appendix 1 Children and Family Centre Service (CFC) Performance by commissioned provider

Reporting period: 01/01/21 – 31/12/21

1. Delivery against service key performance indicators (outcome-based)

Key performance indicator	Expected performance	Actual	
Outcomes:		Barnardo's	St. Michael's
I am supported to be healthy · I am supported to have a healthy start · I access appropriate health services at the right time · I am emotionally healthy	Yes/No/Partially Self assessment from QPRs - verified by Quality Assurance team Also: At least 50% of families supported to have achieved positive outcomes (number of families achieving outcome/number of families supported)	91.3% 90% 90.9%	88.8% 49.4% 88.8%
I am supported to stay safe · I feel confident, safe and secure · I am safeguarded from maltreatment, neglect and sexual exploitation · I live in safe housing and/or accommodation		86.7% 70% 79.4%	65% 86.3% 38.4%
I am supported to enjoy and achieve · I am attending and enjoying play and learning activities · I am prepared for the transition to the next stage of learning		90% 90.4%	65.3% 65.7%
I am supported to make a positive contribution · I benefit from being part of my family and community		90.6%	88.8%
I am supported to achieve economic well-being and prepare for adulthood · I live in a family free from the impact of poverty · I live in a working household		83.6% 81.7%	75.6% 37.5%
My voice is heard · I am listened to and my needs and wishes are met · I can complain and raise concerns if I am unhappy		91.5% 91.3%	88.8% 88.8%

1. Delivery against service key performance indicators

Coordination of the Children and Family Centres and Reach area:			
Activity	Expected performance	Actual	
		Barnardo's	St. Michael's
% of core hours from Children & Family Centres	100%	99.79% ¹	100%
% of total hours delivered through outreach venues ²	Baseline – 10%	- 3.8% of all attendances	- 19.7% of all attendances
% of total hours support by volunteers	Baseline – 10%	12.7%	65%
% of total hours delivered by partners ³	Baseline – 50%	30,909 footfall 37% of total service	9590 footfall 55% of total service
% of staff trained in minimum requirements:	100%		
– MECC		100%	100%
– Evidence-based parenting support ⁴		100%	100%
– Strengths/asset based approaches		100%	100%

¹ Rugby district site closures w/c 25/10/21, loss of 56 hours

² Reporting variances across districts; venues and sessions, or by hours. Modifications implemented to returns

³ Reporting data sets under review with providers, current reporting data at footfall per return providing overall % versus CFC led footfall, modifications implemented to returns

⁴ Speech and language training planned Spring 2022, to upskill existing workforce to deliver tier 3 targeted programmes supporting increase in identified consortia's

Detailed service performance data reporting

Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's ⁵ - 5 districts (x13 core sites + outreach)	St. Michael's - Bedworth (x1 core site + outreach)
ATTENDANCES AT CHILDREN AND FAMILY CENTRES ACTIVITIES		
Distinct attendees at CFC services (all sites)	6238	1148
Attendances by identified individuals	37985	6872
Average number of attendances per individual	6.1	6
Anonymous attendances ⁶	31681 (45.5% of all attendances)	1052 (13.3% of all attendances)
Attendances at outreach locations	2655 (3.8% of all attendances)	1558 (19.7% of all attendances)
Total attendances (Includes virtual and face to face)	69666 (av. 5806 per month, 1161 per district per month)	7924 (av. 660 per month)
Total attendances by type of delivery (virtual and face to face activities)	60.4% - virtual 39.6% - face to face	15.2% - virtual 84.8% - face to face

ATTENDANCES BY DEMOGRAPHICS		
% of attendances from IMD decile 1	6.1%	0.4%
% of attendances from IMD decile 1, 2 or 3	23.1%	50.4%
% of attendances from outside county	1%	3.2%
Average age of children at attendances	1.3 years	4.3 years
Average age of adults at attendances	33.5 years	36.3 years
Attendances by 0-4 years	13866 (37.4%)	2093 (31.6%)
Attendances by 5-19 years	955 (2.6%)	1722 (26.0%)
Attendances by ethnicity	82.8% - non BME 17.2 % - BME	88.4% - non BME 11.6% BME
Attendances with identified gender	77.8% female / 22.2% male	64.8% female/35.2% male

⁵ Additional subset of data provided for Barnardo's by district

⁶ Anonymous attendances – accessing virtual sessions, without registering details

Attendances by individuals with SEN/disability	1.3%	4.7%
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Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's – 5 districts (x13 core sites + outreach)	St. Michael's - Bedworth (x1 core site + outreach)
Children and Family Centre (CFC) service data		
Incoming referrals to the CFC service	1074	1023
Referrals to other partner services from CFC	1651	293
Individuals registering with the CFC service	6374 (av. 532 per month, 106 per district)	1208 (av. 101 per month)
Contacts with families by type⁷		
Distinct (individual) contacts	1969	301
Anonymous contacts	87377	244
New births	5321	457
Information about services	53961	-
Mailshots	13525	-
Signposting	8775	-
Facebook	-	91655 reach/3239 engagement (mean across the year per ¼)
ATTENDANCES AT PARTNER SERVICES		
Footfall at partner services (0- to 5 yrs.)	5652	465
Footfall at partner services (5-19 yrs., up to 25 yrs. SEND)	865	187
Total partner footfall	30905	2748

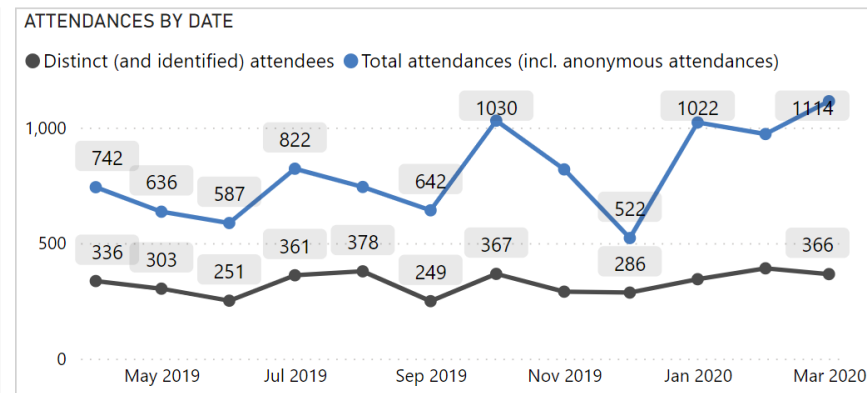
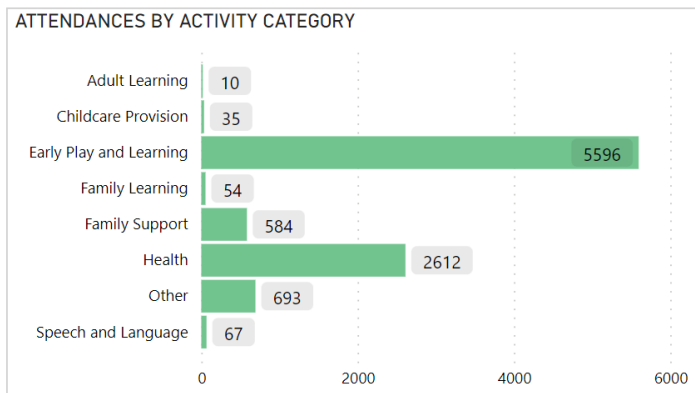
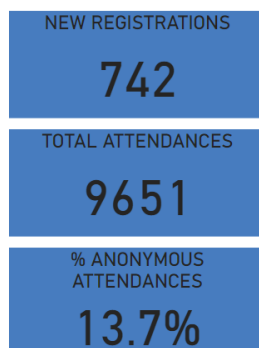
⁷ Additional reporting added during 2020 & 2021, variable data sets - not all districts captured all areas and from 01/01/21 onwards

Children and Family Centre service performance

Covid-19 comparison data sets – St. Michael's service performance (headlines of CFC led activities)

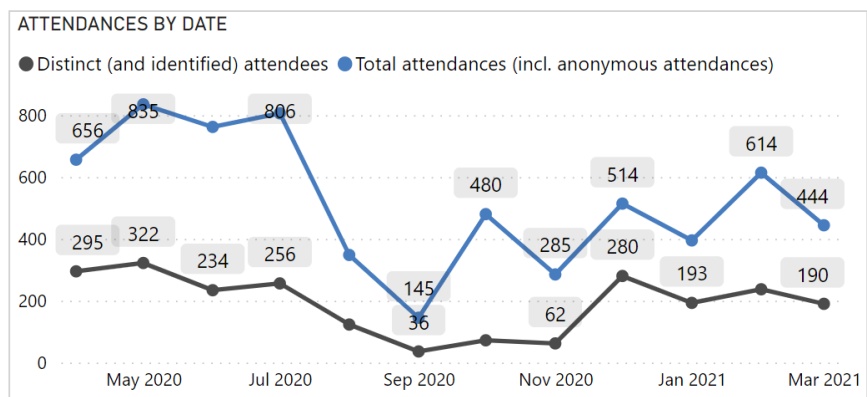
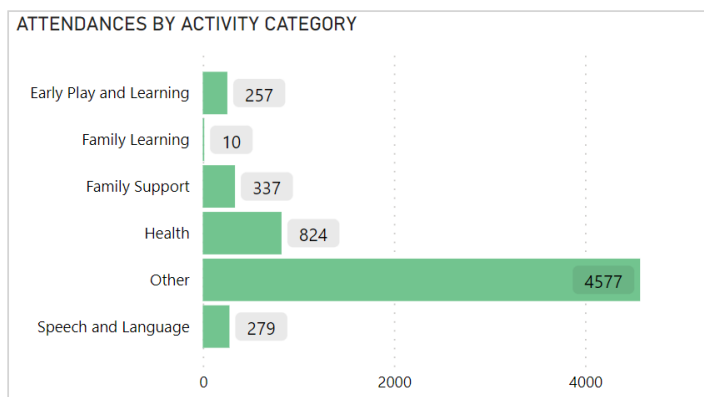
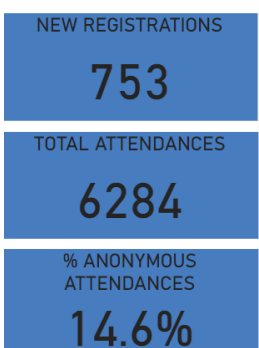
Period includes service mobilisation (01/09/19 and prior to covid)

Apr 2019 - Mar 2020



Period includes covid, virtual programme and St. Michael's returned to offering group face to face activities (Sep'20) and reducing their virtual programme

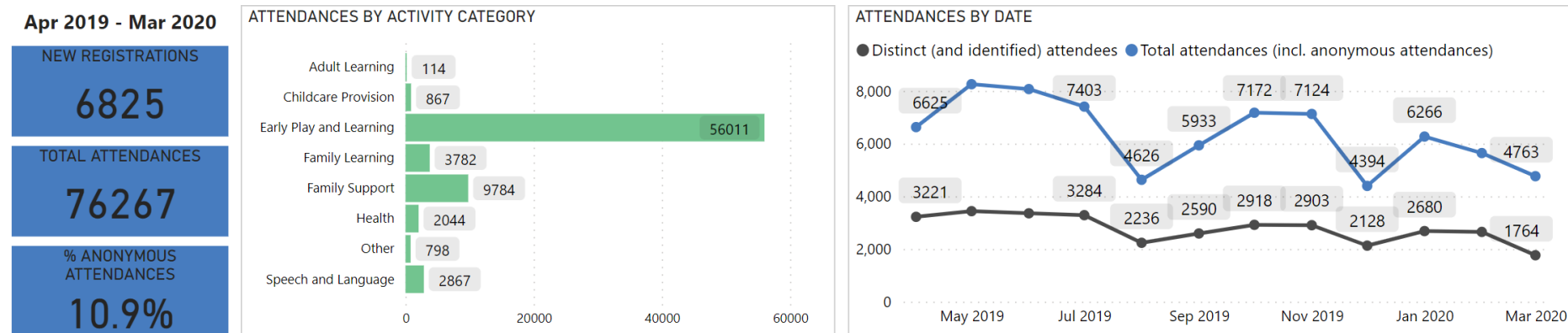
Apr 2020 - Mar 2021



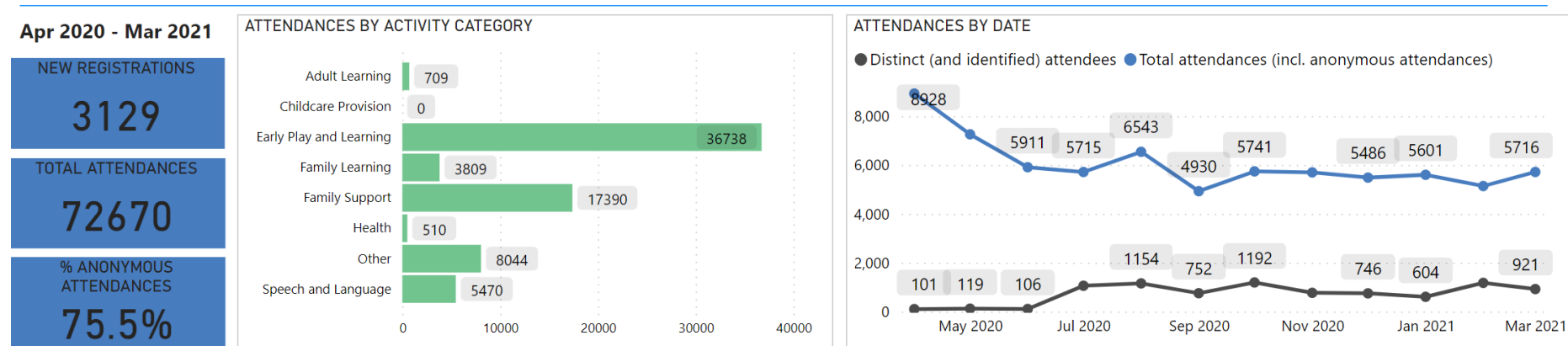
Children and Family Centre service performance

Covid-19 comparison data sets – Barnardo's service performance (headlines of CFC led activities)

Period includes new service mobilisation (01/09/19) and prior to covid



Period includes covid, virtual programme of activities, centres returned to offer face-to face group activities (majority Apr'21+)



Additional subset of data at district level – Barnardo's

Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's - 5 districts (x13 core sites + outreach)				
	North Warwickshire x1 core site	Nuneaton x3 core sites	Rugby x3 core sites	Warwick x3 core sites	Stratford x3 core sites
ATTENDANCES AT CHILDREN AND FAMILY CENTRES ACTIVITIES					
Distinct attendees at CFC services	1044	1872	1408	1107	891
Attendances by identified individuals	5038	11539	7891	9075	4442
Average number of attendances per individual	4.8	6.2	5.6	8.2	5
Anonymous attendances	3800 (45.5% of all)	7523 (39.5% of all)	6949 (46.8%)	7830 (46.3%)	5579 (55.7%)
Attendances at outreach locations	430 (4.9% of all)	247 (1.3% of all)	309 (2.1% of all)	935 (5.5% of all)	734 (7.3%)
Total attendances (Includes virtual and face to face)	8838	19062	14840	16905	10021

% of attendances from IMD decile 1	2.9%	18.7%	0%	0%	0%
% of attendances from IMD decile 1, 2 or 3	16.4%	48.5%	14.3%	12.6%	2.4%
% of attendances from outside county	2.5%	0.7%	1.2%	0.1%	1.7%
Average age of children at attendances	1.6 yrs	1.2 yrs	1.5 yrs	1.2 yrs	0.8yrs
Average age of adults at attendances	34.1 yrs	32.3yrs	33.5 yrs	34.2 yrs	34 yrs
Attendances by 0-4 years	35%	42.4%	39.4%	28.1%	43%
Attendances by 5-19 years	3.5%	3.4%	2.2%	1.8%	1.5%
Attendances by ethnicity	87% non BME 13% BME	78.6 non BME 21.4% BME	84.7% non BME 15.3% BME	80.7% non BME 19.3% BME	88.7% non BME 11.3% BME
Attendances with identified gender	77.3%F/22.7%M	76.8%F/23.2%M	75%F/25%M	81.5%F/18.5%M	77.9%F/22.1%M
Attendances by individuals with SEN/disability	2%	0.4%	0.9%	1.5%	2.9%

ATTENDANCES AT PARTNER SERVICES					
Footfall at partner services (0-5 yrs.)	571	1545	1170	1415	951
Footfall at partner services (5-19yrs, up to 25 yrs. SEND)	45	154	67	181	418
Total partner footfall	1356	9069	3301	10228	6951

