

Children's Social Care Key Indicators October 2022

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: Aug	Aug RAG	Figure for: Sep	Sep RAG	Figure for: Oct	Oct RAG	Supplementary & RAG Narrative
Number of CSPA contacts received	N/A	N/A		3077		3479		3666		The volume of Contacts to C-SPA has varied marginally over 2021/22 with an average monthly volume of 3,400. Work is ongoing to explore digital solutions to the large volume of contacts which result in signposting or advice & guidance, alongside the transformation work within Early Help which is developing greater capacity at much earlier stages of children's journeys.
Number and percentage of contacts progressed to social care	N/A	N/A		396 13%		491 14%		699 19%		The number of contacts progressing to Social Care is consistently between 10% and 15% of the total. This reinforces the need to find better ways to manage the volume of general enquiries but also to understand the drivers for contacts so that better information and messaging can be provided.
4.2 Re-referrals to Children's Services	22%	20%	21%	18%	G	17%	G	18%	G	The Re-referral target is in line with benchmarking, There was a slight increase in re-referrals in October, but the number of re-referrals has dropped over the last year suggesting that work to sustain improvement at closure is having positive impact or families are accessing support at earlier stages within universal and Early Help in line with our renewed offers.
4.3 Proportion of Assessments completed within 45 working days <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16 and 17 year olds and privately fostered children</i>	90%	90%	84%	71%	R	59%	R	69%	R	There is an improved picture in October as targeted work shows results, but vacancy and sickness rates across Quadrants continue to impact. There were 1220 assessments in progress at October's end. 410 assessments were completed within 45 days, which can span two reporting months. On average 80% of referrals result in progression to an Assessment
5.2 Number of Children in Need <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16 and 17 year olds and privately fostered children</i>	N/A	N/A				1907		1874		
5.2 Child In Need Visits up to date	90%	N/A		75%	R	79%	R	79%	R	Although still in negative territory this indicator shows month-on-month improvement since July, as managers locally reinforce service expectations and Practice Challenge Meetings focus in on timeliness of activities as key performance capability.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	39%	34%	41%	33%	R	27%	R	31%	R	This indicator suggests that a Section 47 investigation response may be overused given the conversion rates to CP Conference. This area will be subject to an APS Thematic Audit in November/December as part of CFLLT Performance oversight to explore the drivers behind the data. What is encouraging is that those children who are presented to a CP Conference are the right ones, with the majority being supported under a CP Plan or robust child in need processes.
6.3 Child Protection volumes and rate per 10K <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16 and 17-year-olds and privately fostered children</i>	N/A	42.1	41.1	1041 39.8	N/A	980 37.0	N/A	964 36.4	N/A	
6.4 Initial Child Protection Conferences held within timescale	85%	79%	81%	70%	R	70%	R	78%	R	This indicator is directly impacted by staffing issues and the ability to allocate and carry out the necessary work to inform a CP Conference within the 15 day timeframe. With improved recruitment within the Assessment Teams this indicator should show improved performance imminently. Of the 85 Initial

										Conferences in October 66 were on time at 16 out of time which places us in line with National & Comparable averages.
6.5 Child Protection Plan repeat in 2 years <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16and 17-year-olds and privately fostered children</i>	N/A	N/A		12%		14%		15%		
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6.6 Review Child Protection Conferences held within timescale	100%	89%	90%	100%	G	95%	A	98%	A	As we have an expectation of 100% compliance with the target there is no slippage allowance. 5 families out of 195 had a late conference in October . Again, staffing generally and sickness within the IRS Service were the reasons for this. Due to the ability to have more control in this area, performance should be expected to return to target.
6.7 Proportion of children subject to a CP Plan for over 24 months <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16and 17-year-olds and privately fostered children</i>	2%	2.5%	2.4%	4.3%	R	4.8%	R	4.6%	R	A number of children are on CP plans for 18+ months and there is a theme of ongoing Court Proceedings some with Orders, CLA status and dual plans remaining in place. The Service is looking at what assurance the multi-agency network requires to remove these children from Plans where there is continued oversight from the Courts. For other families there may be particular issues that mean a Threshold for continuation on a Plan is met but there is focus on using the PLO process to create change in these children’s circumstances. In October this indicator related to 44 children a decrease of 3 on September.
6.8 Children subject to a CP Plan seen in the last 10 working days	90%	N/A		80%	A	84%	A	85%	A	There is an incremental performance improvement month on month. Although all service areas have some overdue visits there are particular staffing pressures in two areas, which have contributed to the higher number. Of the 964 children on Plans, 152 were overdue in October, with most visits being overdue between 1-7 days. There are anomalies for some of those with significant delay related to a system issue which is being explored.

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7.1 Number of Looked After Children and rate per 10k <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16 and 17 year olds and privately fostered children</i>	N/A	43.7	67	1043	39.4		1044	39.4		1039	39.2		Although there is no KPI attached we are maintaining a consistent rate of children in care per 10K and relatively close to the national average. Ongoing Edge of Care work with No Wrong Door and the impact of our pilot Reunification Support Service launched this month should enable this rate to be maintained and we hope will see reduction in coming months, particularly with adolescent care entry.
7.1 Number of Care Leavers <i>Ofsted recommendation 2 – the quality and effectiveness of assessments and plans for all children, including disabled children, homeless 16 and 17 year olds and privately fostered children</i>	N/A	N/A		847			843			840			
7.2 Looked After Children with up to date Reviews	90%	N/A		92%		G	85%		A	85%		A	The majority of children in care have timely Reviews but most delay is at the first Review which is held within 4 weeks of accommodation and relates to allocation capacity within the social work and IRS teams. Subsequent reviews show increased compliance. A small number of overdue Reviews relate to that cohort where placements have broken down in the same period.
7.3 Looked After Children statutory visits	90%	N/A		91%		G	90%		G	91%		G	The Looked After Children's Teams have not experienced the same level of staffing churn and this shows in the better performance against target. There is no significant divergence within any Quadrant/Service with performance generally aligning across County. We will continue to work to further improve this performance.
7.7 Looked After Children Initial Health Assessments completed	90%	N/A		84%		A	83%		A	84%		A	Performance within both Initial & Review Health Assessments is compromised by staffing issues within Community Paediatrics and ability to provide timely assessments. This is sometimes complicated by late notification of care entry by social work teams. Service Managers are monitoring performance and working in partnership with health colleagues to enable improvement in this area of performance. However, the positive aspect is that despite pressures children are still seen and the volume of adolescent refusal is very small.
7.8 Looked After Children Review Health Assessments completed	90%	92%	91%	86%		A	85%		A	87%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	90%	50%	40%	77%		R	77%		R	78%		R	Although not meeting target performance locally is significantly better than national/stat neighbour. Examination of data shows that most who have not had dental checks sit within the adolescent cohort. This is a featured area within LAC Reviews and IRO's will be asked to profile/promote dental health in forthcoming reviews and Service Managers will be working with their teams to ensure improved performance is achieved particularly with our adolescent young people.
7.13 Looked After Children Short Term Placement Stability <i>Ofsted recommendation 4 – the sufficiency of suitable accommodation for young people including care leavers</i>	9%	9.3%	9.0%	8.7%		G	8.4%		G	8.4%		G	Short term stability is positive and in line with external benchmarking. This indicator suggests that most children do not experience successive placements before settling into a longer-term home, suggesting that use of family care and better matching is showing positive results.
7.14 Looked After Children Long Term Placement Stability <i>Ofsted recommendation 4 – the sufficiency of suitable accommodation for young people including care leavers</i>	70%	65%	70%	72%		G	70%		G	70%		G	Long term stability appears more likely when young people are retained "in County" and this supports the new Reunification project which aims to bring children back to Surrey either through rehabilitation to family care or support to foster carers to enable step down from residential. Success in this work will show a divergence from this indicator as children's moves, although positive will register as a "placement move".

7.15 Looked After Children placed over 20 miles from Surrey <i>Ofsted recommendation 4 – the sufficiency of suitable accommodation for young people including care leavers</i>	20%	27%	16%	30%	R	30%	R	31%	R	Sufficiency within County remains a factor within this indicator but the Sufficiency Plan is showing impact with the majority of children and young people cared for within Surrey or immediate neighbours. The Reunification Programme is also expected to positively impact on this indicator over coming months. There will always be a pressure related to specialist residential provision, particularly for children with disabilities & complex needs sited out of county.
8.2 Care Leavers in Contact with Surrey	95%	N/A		87%	A	85%	R	88%	A	
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation <i>Ofsted recommendation 4 – the sufficiency of suitable accommodation for young people including care leavers</i>	TBC	92%	91%	86%	A	84%	A	83%	A	
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation <i>Ofsted recommendation 4 – the sufficiency of suitable accommodation for young people including care leavers</i>	65%	87%	88%	94%	G	95%	G	95%	G	Care Leaver accommodation suitability is at very good levels and significantly above target, suggesting that a new target is needed. This indicator suggests that the majority of young people are in accommodation that is of a good standard and is meeting their needs. The bi-monthly Accommodation Panels looking at young people's needs is one strand of how quality is maintained. The 31 young people deemed to be in unsuitable accommodation can be those who are in custody or in other forms of accommodation that doesn't correspond to their care plan.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	TBC	66%	65%	60%		60%		60%		This indicator suggests that a core group of young people are not accessing employment, education, or training opportunities. There is no significant difference between 16-18 & older young people in this group. NEET clinics operate in all quadrants with a focus on timely interventions to address NEET status, alongside support from the Post 16 education advisor from the virtual school about relevant opportunities. A targeted range of support is provided by community partners.
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	54%	52%	66%	G	65%	G	64%	G	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	48		46		41		
10.1 Child Supervision recorded to timescale <i>Ofsted recommendation 5 – the quality and impact of supervision to ensure that decisions are timely and support the progression of the children's plan</i>	75%	N/A		66%	A	70%	A	77%	G	Supervision on children's case records is a focused area for improvement with a stated expectation of 90% supervision being recorded in time by December 2022. Audit activity consistently reports that practitioners have regular supervision and that this is of good quality. There are variations from area to area, but no area is significantly better or worse.