

Children's Social Care Key Indicators

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: Feb	Feb RAG	Figure for: Mar	Mar RAG	Figure for: Apr	Apr RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4011		4867		3550		The volume of Contacts to C-SPA has decreased in April by over a thousand, a significant decrease on previous monthly averages. Work to understand the background to the fall is taking place, but it was a hoped-for dividend of the transformation work across the Early Help landscape.
Number and percentage of contacts progressed to social care	N/A	N/A		533 13%		652 13%		455 13%		In line with the decreased volumes above, there is a decrease in the number of contacts progressing to social care, but these remain within 10% to 15% of the total contacts received. This remains a key area of focus within the Early Help Transformation programme.
4.2 Re-referrals to Children's Services	22%	24%	23%	12%	G	17%	G	15%	G	The Re-referral rate is below target, and April saw a decrease on March's figure, suggesting that work to support families is sustaining the improvements made. We are performing better than statistical neighbours and below the national average for this indicator. This may show some of the improvement hoped for through roll out of Phase 2 of the Family Safeguarding Model.
4.3 Proportion of Assessments completed within 45 working days	90%	90%	88%	62%	R	73%	R	79%	R	There is an improving picture with this indicator but it still sits below target. 547 Assessments were completed on time in March and work to understand the issues suggests that a key feature is that, whilst Assessments may be completed by workers in a timely way, there are bottlenecks at the management authorisation stage which impacts on the final delivery. Performance Officers are working with Team Managers to enable them to use management information tools in better ways to flag assessments needing authorisation.
5.2 Number of Children in Need	N/A	N/A		1961		2032		2016		
5.2 Child In Need Visits up to date	90%	N/A		75%	R	72%	R	77%	R	This indicator is showing erratic performance for this group of children and is subject to management action with Service Managers tasked with understanding and addressing the reasons for this. Staffing instability continues to be an issue and this is reflected in the variable performance across Quadrants; with the exception of CWD all quadrants are substantially adrift from the KPI.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	39%	38%	37%	24%	R	28%	R	17%	R	Almost all comparator authorities sit below a 50% conversion rate, but there are still questions about why families are taken through an investigation that does not result in a CP process. Of the 204 children who were subject to a Sec:47 process in March; 35 progressed to a Child Protection Conference. The work to embed the Family Safeguarding Model will focus in on this area to look at how initial responses to child safeguarding referrals can be progressed safely without necessarily using the Sec:47 process to assess risk and offer support.
6.3 Child Protection volumes and rate	N/A	34.4	41.4	844 31.8		780 29.4		772 29.1		
6.4 Initial Child Protection Conferences held within timescale	85%	86%	83%	91%	G	90%	G	84%	A	This indicator had seen improvement over the quarter as management action to ensure early notification of the need for a Conference became effective. The fall back in performance relates to that late notification issue which doesn't

										allow the partner agencies to prepare reports in the timeframe available and inquiracy.
6.5 Child Protection Plan repeat in 2 years	N/A	N/A		11%		24%		16%		Although there is no indicator assigned to this area, the number of children being subject to a CP Plan for a second time within 2 years is an area for scrutiny, as it suggests that the step-down plan may not been able to sustain the improvement previously made, the family disengaged or the assessment of progress made was overly optimistic.
6.6 Review Child Protection Conferences held within timescale	100%	95%	93%	97%	A	99%	A	99%	A	As has been referenced previously the Independent Reviewing Service is much more in control of the outcomes for this indicator and the higher performance reflects this. When target is not achieved this is usually because of sickness or other issues that required the Review to be postponed.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.4%	2.0%	4.7%	R	4.2%	R	4.3%	R	This KPI seeks to avoid children being subject to Plans over the long term without a clear strategy to either step down to CIN or to enter PLO. In Surrey a number of children are subject to Interim Supervision Orders and policy locally is that when "Interim" Orders are in force these should be reinforced by continuation of the CP Plan whilst threshold is met. As children may already have been subject to an extended period of being on a CP Plan, this interim stage whilst Care Proceedings progress can lead to reaching 24 months. In April 27 children had been on Plans for 24 months +.
6.8 Children subject to a CP Plan seen in the last 10 working days	90%	N/A		88%	A	88%	A	90%	G	This an area of real improvement over the last two quarters although there continues to be some divergence from target. Management action has been focused on improving performance and understanding why some visits are out of time. Some of this is related to recording and in others it is related to other factors, an example being adolescent risk. For this latter group of young people the work to transform Adolescent Services envisages a different and more relatable model for managing risk for this group that sits outside a traditional CP framework.

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: Feb		Feb RAG	Figure for: Mar		Mar RAG	Figure for: Apr		Apr RAG	Narrative to attach to the RAG ratings
7.1 Number of Looked After Children and rate per 10k	N/A	43.7	67	1033	39.0		1023	38.6		1026	38.7		There is no indicator attached to this metric. There is an overall increase but a significant part of this is growth in UASC numbers related to the National Transfer Scheme and young people being found within Surrey's borders and being accommodated.
7.1 Number of Care Leavers	N/A	N/A		849			854			842			
7.2 Looked After Children with up to date Reviews	90%	N/A		88%		A	87%		A	88%		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. As seen above at point of subsequent reviews, timeliness is achieved.
7.3 Looked After Children statutory visits	90%	N/A		94%		G	94%		G	93%		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 and performance continues to exceed target.
7.7 Looked After Children Initial Health Assessments completed	90%	N/A		84%		A	85%		A	85%		A	Performance is in line with National & Stat neighbour averages. Initial timeliness can be affected by late notification of care entry and both Initial & Review Health Assessments are compromised by staffing issues within Community Paediatrics although there is incremental improvement following recruitment within Health to address this shortage. Again, the greater control over Review timeliness is evidenced within the metrics but initial timeliness will be a feature of first LAC Reviews.
7.8 Looked After Children Review Health Assessments completed	90%	92%	91%	89%		A	88%		A	88%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	90%	50%	40%	85%		A	85%		A	85%		A	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.
7.13 Looked After Children Short Term Placement Stability	9%	9.3%	9.0%	9.5%		A	8.8%		G	8.5%		G	Short term stability has seen some pressure in this quarter but has dipped below external benchmarking. This indicator suggests that most children do not experience successive placements before settling into a longer-term home, but some children may have one or more emergency/short term placements before a permanent home is secured and for a small number of young people difficulties in stabilising challenging behaviours can lead to repeat placement breakdowns .
7.14 Looked After Children Long Term Placement Stability	70%	65%	70%	69%		A	70%		G	69%		A	Long term stability appears more likely when young people are retained "in County" and performance against this indicator has been stable over the quarter. Greater use of the Family Group Conferencing Service to support family care options support this indicator going forward.
7.15 Looked After Children placed over 20 miles from Surrey	20%	27%	16%	30%		R	30%		R	30%		R	Sufficiency within County remains a factor within this indicator & 345 children are cared for more than 20 miles from home. The majority of children and young people at 681 are cared for within Surrey or immediate neighbours. To respond to this shortfall, there is an ambitious recruitment plan for fostering over the next two years, as well as new residential units coming on stream and ongoing work to re-evaluate capacity within the current in-house fostering provision.

8.2 Care Leavers in Contact with Surrey	95%	N/A		90%	A	86%	A	87%	A	
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	TBC	92%	91%	90%		91%		89%		
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	65%	87%	88%	95%	G	96%	G	95%	G	Care Leaver accommodation suitability is at very good levels and significantly above the Surrey target and that of statistical neighbours. 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. Where accommodation is unsuitable this can be custody as for 1 young person or other types of accommodation which does not correspond with the care plan.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	TBC	66%	65%	71%		71%		67%		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%	63%	A	62%	A	63%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	52		53		48		
10.1 Child Supervision recorded to timescale	90%	N/A		82%	A	84%	A	82%	A	Supervision on children's case records continues to be a focused area for improvement. The average percentage shown masks the very good supervision compliance within some areas where targets were reached. Where compliance was not achieved this is largely due to vacancies within the Team Manager cohort and the resulting pressures on other team managers to cover the shortfall. There is a notable difference between those areas where there is stability of Team Managers with those where there has been churn.