

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: Mar	Mar RAG	Figure for: Apr	Apr RAG	Figure for: May	May RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4912		3575		4412		The rise in Contacts in May demonstrates some of the volatility highlighted in other reports. The volume of Contacts to C-SPA had decreased in April by over a thousand, and work to understand this suggests that school closure was a significant part. This in turn highlights the significant volume of traffic from school settings which needs to be explored. There is an underlying ongoing drop in volumes which speaks to the impact of some of the transformation work in the Early Help space.
Number and percentage of contacts progressed to social care	N/A	N/A		680 14%		453 13%		605 14%		Despite the fluctuation in contact to referral volumes, the monthly average of families progressing to social care has remained consistent for the quarter and indeed throughout 2022 and 2023 to date. This suggests that thresholds are consistently applied within that high volume.
4.2 Re-referrals to Children's Services	22%	24%	23%	17%	G	15%	G	13%	G	The Re-referral rate continues to fall, strengthening the view that families are being supported either at an earlier point to stop deterioration or the plans made at point of step-down are sustaining positive change. We are performing better than statistical neighbours and below the national average for this indicator which in this context is a positive position.
4.3 Proportion of Assessments completed within forty-five working days	90%	90%	88%	73%	R	79%	R	81%	A	There is an improving picture with this indicator but it still sits below target. 516 assessments were being progressed in May. Analysis suggests that most assessments are completed within the 45 days but that practitioners tend to use the full period rather than bringing assessments to completion at earlier stages when the forward plan is identified. Assessments will be subject to a deep dive through the Transformation & Assurance Board in the Autumn
5.2 Number of Children in Need	N/A	N/A		2016		2016		2016		
5.2 Child In Need Visits up to date	90%	N/A		72%	R	77%	R	77%	R	This indicator remains subject to management action with Service Managers tasked with understanding and addressing the reasons for this. There are some data cleansing issues that account for a small proportion of the "children not seen" where the case is no longer open. There is an issue of not taking account of timescales when booking the next visit, with a number being overdue by one or two days. In one case the family are in Australia for an extended holiday. These variables give an indication of some of the issues that need consistent attention.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	39%	38%	37%	28%	R	17%	R	29%	R	Conversion rates from Section 47 to Initial Child Protection Conference (ICPC) are now on a par with Regional counterparts and within a % margin of Stat Neighbours. With the concentration on working with families wherever safe to do so via CIN processes, this may lead to some divergence in benchmarking going forward, but within a positive contextual frame
6.3 Child Protection volumes and rate	N/A	34.4	41.4	780 29.4		772 29.1		753		The continuing decrease in children being subject to CP Plans, month on month, is indicative of the approach to responding to families' needs at a lower tier intervention, utilising the Family Safeguarding Model to provide safe responses. There is also a greater confidence within CP Conferences to step children down to child in need at an earlier point.
6.4 Initial Child Protection Conferences held within timescale	85%	86%	83%	90%	G	84%	A	89%	G	This indicator continues to see improvement over the quarter as management action to ensure early notification of the need for a Conference became

										effective. The sustainability of progress will be a test within the new service delivery model.
6.5 Child Protection Plan repeat in 2 years	N/A	N/A		24%		16%		6%		There has been a statistically significant fall in the number of children being taken to an ICPC for a second time within 2 years. This is an improving picture and the confidence around FSG when families re-present is a feature of how these children's situations are progressed. The Independent Chairs Service has also responded to the aspirations of the model in stepping families down into a robust child in need framework rather than maintaining a child protection plan.
6.6 Review Child Protection Conferences held within timescale	100%	95%	93%	99%	A	99%	A	95%	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%	4.2%	R	4.3%	R	4.2%	R	As with the above we are slightly above Stat Neighbour/England average. This group of children are more consistent relating to the circumstances of the child protection plan being an ongoing feature. In May there were twenty-eight children who had been on a CP Plan for more than 2 years, which continued a steady decrease in 2022/23. For some children who have been subject to an extended period of being on a CP Plan, any entry into Care Proceedings where children remain at home, such as Interim Supervision Orders, can lead to reaching 24 months on a plan.
6.8 Children subject to a CP Plan seen in the last ten working days	90%	N/A		88%	A	90%	G	88%	A	There are improvements in individual areas with some being above 90% performance against this indicator but average weighting impacts on the County performance. Again, there are issues around data cleansing affecting some of these figures, with for instance cases that should have closed to CP still showing as open. For the majority of children, overdue visits have been completed within 1-5 days of the due date, suggesting that booking visits to allow for slippage is not common practice

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7.1 Number of Looked After Children and rate per 10k	N/A	43.7	67	1022	38.6		1024	38.6		1030	38.9		There is no target 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.
7.2 Number of Care Leavers	N/A	N/A		854			842			841			
7.3 Personal Education Plans – Quality Termly	75%	N/A 77% G		77%		G							These are termly figures and will be updated at the end of the summer term. The current target will be reset to that is more in line with our aspirations for young people's education following the service delivery realignment.
7.4 Pathway plans – Looked After Children	95%	N/A		R		R	80%			81%			This indicator is affected by the lag in transitioning young people from LAC Care Plans to Pathway Plans at 16. This is an area of focus for IRO's at the penultimate Review prior to the young person's 16 th birthday.
7.2 Looked After Children with up-to-date Reviews	90%	N/A		87%		A	88%		A	92%		G	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	93%		G	93%		G	The Looked After Children's Teams have sustained performance against this indicator meaning that the vast majority of children are seen regularly and in time. With the move to service specific leadership there will be additional efforts to further improve performance for the small number of children who have delayed visits. There is consistency of performance across the County and performance continues to exceed target.
7.7 Looked After Children Initial Health Assessments completed	90%	N/A		85%		A	85%		A	83%		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. There is an ongoing impact of post-Pandemic capacity issues that are seen across the health sector, but these are being addressed, although the lag is continuing to play out in stats. 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%	88%		A	88%		A	89%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	90%	50%	40%	85%		A	85%		A	84%		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%	8.8%		G	8.5%		G	8.7%		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. 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%	70%	G	69%	A	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.
7.15 Looked After Children placed over twenty miles from Surrey	20%	27%	16%	30%	R	30%	R	31%	R	Sufficiency within County remains a factor within this indicator & 320 (31%) children are cared for more than twenty miles from home. There is growing divergence from the National/Regional average at 16%/22% respectively, although adjacent with Stat Neighbours at 28%. A higher number of late entry adolescents who move to residential is a recent development. With the opening of new SCC residential homes imminently and resolving under-occupancy at others some of this can be mitigated against.
8.2 Care Leavers in Contact with Surrey	95%	N/A		86%	A	87%	A	85%	R	There are issues with one service area which account for most of the improvements required and this is being addressed by the responsible Assistant Director with improvements already being noted.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	TBC	92%	91%	91%		89%		93%		This figure relates to those young people who are classed as NFA/homeless - often young people who have been unable to maintain their tenancy and are awaiting other accommodation solutions, the small number of young people who are in custody and that number of UASC who did not remain in our care after initial accommodation and whose whereabouts are unknown.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	65%	87%	88%	96%	G	95%	G	95%	G	Care Leaver accommodation suitability is at very good levels and significantly above the Surrey target, which will be made more ambitious with the new service delivery mode;. 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 one 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%		67%		71%		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. 5% are not engaged in EET due to illness or parenting responsibilities. 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. Community partners provide a targeted range of support.
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	54%	52%	62%	A	63%	A	61%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	53		48		47		
10.1 Child Supervision recorded to timescale	90%	N/A		84%	A	82%	A	81%	R	The lack of progress in this domain is disappointing, although some areas are performing better, with one Quadrant hitting target. The stats are at odds with what individual practitioners report in audits and during Practice Learning Days, suggesting that the difficulty is often related to the note of the supervision being entered onto LCS. There are ongoing capacity issues but these do not explain all of the issues with compliance. This will be a primary area for direct intervention within the new delivery model.