

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: June	June RAG	Figure for: July	July RAG	Figure for: August	August RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4494		4139		3421		Comparing the same period in 2022 shows that there is an ongoing increase in contact activity of on average 600 additional contacts month on month. August saw a drop in line with schools closure as we have seen in other holiday periods, demonstrating the volume of schools generated activity. This underscores the need, as discussed since service alignment to the new delivery model, to forge closer relationships with schools, creating different communication pathways for emerging concerns to be discussed.
Number and percentage of contacts progressed to social care	N/A	N/A		638 14%		478 12%		369 11%		Again, comparing data with the same period in 2022 shows little real difference in the volume of contacts that convert to referral into children's social care with a marginal increase in 2023. This highlights the volume of activity at the triage stage which does not generate further children's service's involvement and raises questions about threshold of need understanding in the wider multi-agency network.
4.2 Re-referrals to Children's Services	15%-20%	24%	23%	17%	G	15%	G	20%	G	The Re-referral rate continues to fluctuate within a median 5% range but remains below Stat/National benchmarking. Analysis suggests that much of the re-referral activity comes from Schools and Police but there is no indication that any agency is an outlier for re-referral volumes. Low re-referral rates suggest that work to improve families' situations is sustained in most cases post-step-down to universal services or closure.
4.3 Proportion of Assessments completed within 45 working days	100%	90%	88%	73%	R	73%	R	72%	R	Assessment activity is significantly adrift from our expectations and from benchmark authorities. One of the aims of the move away from the Quadrant model was to give a clearer line of sight for performance within a defined service. Data in this initial period of transition clearly shows the areas where improvement is needed as well those areas where practice appears strong. High volumes within Front Door assessment activity challenges timeliness. Currently timely completion stands at 75% of children's casework. Teams where there may be less assessment activity are not completing as many timely assessments as would be expected, although Children in Care and FSAT North are at 84% and 88% respectively which is more positive trajectory. Overall there is a need to recognise the impact of drift against this indicator. Service Managers have been asked to make this area a service priority, to ensure authorisation pinch points are addressed and to ensure that assessments are closed at the point where work has been done, rather than drifting for the full 35-45 days.
5.2 Number of Children in Need	N/A	N/A						1932		
5.2 Child In Need Visits up to date	100%	N/A		84%	R	81%	R	86%	R	There is variance across service areas with CWD more likely to visit CIN in time at 89%, whilst FST performance is reversed in this area with FST South having better timeliness at 75%. Assessments and Children Looked After with smaller numbers of children in scope are not achieving timely visits for the majority of children with 32% and 44% respectively. All service areas need to improve but these poorer performing areas will require targeted intervention to address the reasons behind such divergence from expectations. Individual AD's have

										put local action plans in place to bring rigour to management oversight and challenge.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	38%	37%	25%		30%		26%		The number of Section 47 enquiries initiated falls within a 5% range of a quarter of all referrals and those which lead to ICPC's are roughly a quarter of that total. Of these, 90% of Conferences lead to a CP Plan. This suggests that where an ICPC is a recommendation from SEC 47, for most children this is the correct outcome. For a small number of families with NFA at ICPC, investigation is needed as to why these families were taken though this process.
6.3 Child Protection volumes and rate	N/A	34.4	41.4	27.2		26.1		26.0		There has been a small increase on the number of children being placed on a CP Plan compared to the previous Quarter but not at a rate to suggest a significant change in threshold interpretation or increase in child need. There is a seasonal increase in referrals as school's near the end of term and anxiety about some families becomes heightened
6.4 Initial Child Protection Conferences held within timescale	100%	86%	83%	95%	R	76%	R	82%	R	This indicator has fluctuated due to late notification of conference need and the resulting impact on enabling partners to provide reports causing conferences to go out of time. There have also been staffing difficulties over the summer period which has impacted on the ability to hold conferences in time. Work with business support partners to try and ensure early notification is ongoing and the Independent Chairs SERCOs are working with operational service managers to have marked improvements in timeliness in the forthcoming Quarter.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		7%	R	20%	R	17%	R	Repeat Plans within two years suggests that improvements seen that enabled step-down have not been sustained. Activity to encourage families to see continued involvement with children's services through Child in Need processes as a positive is being progressed. The Chairs Service has worked with operational teams to ensure that recommendations to Conference around step down evidence that all work has been completed and families are at the right stage for ending CP oversight.
6.6 Review Child Protection Conferences held within timescale	100%	95%	93%	99%	A	100%	G	96%	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%	3.8%	R	2.6%	A	3.0%	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. Currently we are just over target at 3.0% which shows a positive trajectory when at this point last year we were at 4.3%.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		88%	R	86%	R	81%	R	As with CIN Visits on time there is fluctuating performance against this indicator with deteriorating performance over the quarter. There are again clear variances within individual service areas that allow for a much more targeted response to be deployed where improvement is most needed and AD's are working with Service Managers to respond to local variations, with an expectation of performance being noticeably improved by 23/10/23

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7.1 Number of Looked After Children and rate per 10k	N/A	43.7	67	1029	38.8		1023	38.6		1027	38.7		There is no indicator attached to this metric. There is an overall increase with growth in UASC numbers, which although small individually have a cumulative impact over the year. More recently there has been an increase in later entry adolescents being accommodated as relationships break down within the home. Part of the Adolescent review is to look at how to intervene with this later group in a more intensive way that sees care entry as a last resort.
7.1 Number of Care Leavers	N/A	N/A		845			839			827			
7.2 Looked After Children with up to date Reviews	100%	N/A		98%		A	96%		A	91%		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	100%	N/A		95%		A	96%		A	90%		A	Performance although below our aspirations for looked after children is stronger than other performance areas. 111 out of 1025 children did not have their most recent visit take place on time. Most of these late visits are within the non-LAC teams which will be an area of focus for the responsible AD for Corporate Parenting.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		92%		A	92%		A	89%		R	Performance is in line with National & Stat neighbour averages but below our aspirations for children and young people. Initial timeliness can be affected by late notification of care entry and both Initial & Review Health Assessments continue to be affected by health staffing issues. A core group of adolescents and older young people who refuse health assessment will be an ongoing area for review.
7.8 Looked After Children Review Health Assessments completed	100%	92%	91%	89%		R	Not available			92%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	50%	40%	83%		R	Not available			85%		R	Although not meeting our performance expectations locally, work is significantly better than national/stat neighbour benchmarks. Examination of data shows that most who have not had dental checks sit within the 11-18 cohort at 114 young people. UASC young people within this cohort are more likely to have accessed dental review at 80%
7.13 Looked After Children Short Term Placement Stability	9%	9.3%	9.0%	9.4%		G	10.3%		G	9.7%		G	Short term stability has seen some minor fluctuation over the quarter but is in line with stat/national benchmarking. Some of this is related to the late entry cohort who may have a number of placements before a stable home environment is secured. At August 101 young people had had 3 or more placements within the previous 12 months. 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. Most children however have stable homes with consistent carers.
7.14 Looked After Children Long Term Placement Stability	75%	65%	70%	68%		A	68%		A	69%		A	Long term stability appears more likely when young people are retained "in County" and performance against this indicator has remained steady over the quarter. In the 12 months to August 23 there has been very little variation month on month and there are no indications that any one

										factor plays a significant role in placement stability other than retaining links in county.
7.15 Looked After Children placed over 20 miles from Surrey	20%	27%	16%	32%	R	33%	R	33%	R	The majority of children and young people at 681 are cared for within Surrey or immediate neighbours, but sufficiency within County remains a negative factor within this indicator with 345 children being cared for more than 20 miles from home. Although for some children in need of specialist care the right setting will be at a distance, for many the disruption to family and friendship links has immediate & longer term impact on emotional health and attachments. Many foster carers are at a stage where they are considering retirement and to respond to the current shortfall and plan for carers aging out, 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.
7.6 Personal Education Plans – Quality Termly	100%	N/A		77%	R	Not available				Reporting against this indicator will be available in the next quarter.
7.12 Pathway plans – Looked After Children	100%	N/A		83%	R	Not available		91%	A	The majority of young people without a Pathway Plan are that group at 16 who have not transitioned from a LAC Care Plan in a timely way. This will be an area of focus for the Corporate Parenting AD and the AD with responsibility for the IRO Service.
8.2 Care Leavers in Contact with Surrey	95%	N/A		89%	A	91%	A	90%	A	Contact with Surrey remains high, although under our aspirational target. There is minor fluctuation, but most Personal Assistants have had 2-way contact with young people at 729 out of 811.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	92%	91%	93%	R	88%	R	88%	R	8 young people are classed as living in unsuitable accommodation 2 in custody, 2 are classed as homeless and the remainder are in various transient arrangements.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	87%	88%	95%	G	94%	G	95%	G	Care Leaver accommodation suitability is at very good levels and above the Surrey target and that of statistical neighbours. This indicator suggests that the majority of young people at 764 are in accommodation that is of a good standard and is meeting their needs.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	65%	72%	A	67%	R	70%	A	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 will continue to operate under the new corporate parenting structure operate 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%	60	A	61%	A	61%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	60		56		50		Most young people who go missing are between 15 and 18 and the majority are resident in children's homes or semi-independent provision. Males and females are as likely to go missing within Surrey but males are twice as likely to go missing out of county than females. There is no significant disparity month on month.
10.1 Child Supervision recorded to timescale	95%	N/A		85%	R	81%	R	80%	R	Supervision on children's case records continues to show variance with some service areas logging 90% and 87% whilst others are adrift at 58% & 54%. High volumes of casework and team manager availability are responsible for some of the issues, but some service areas with small supervision loads are not performing as well as would be expected. Director and AD's have re-emphasised the need to record

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