

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: December	December RAG	Figure for: January	January RAG	Figure for: February	February RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		3962		5122		4694		December saw a reduction in contact levels most likely related to the Christmas break. 43% of Contacts in February resulted in Signposting/Information & Advice., demonstrating the continued pressure from contact volumes that do not generate ongoing work.
Number and percentage of contacts progressed to social care	N/A	N/A		619 16%		896 17%		526 11%		The number of Contacts referred through to social care reduced in part due to a pilot within C-SPA that is sending more children (24%) via MAP triage, leading to better decision making at the first stage.
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	15%	G	15%	G	20%	G	The Re-referral rate is in line with our target range although at the upper end of the control. Of 615 referrals in February 123 were for children previously known. Performance against national/regional/stat benchmarking is positive.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	91%	A	93%	A	91%	A	Assessment timeliness is good across the Assessment teams, with most generating 100% timeliness. The indicator is affected by those Assessment teams who perform less well and other assessment activity in other services across County which brings the overall average down to 91%. This doesn't meet our own challenging targets but would generally be regarded as sound performance elsewhere. The variability seen previously in the Assessment Service has evened out and the areas performing less well continue to be those affected by staffing issues. Performance at this time last year was 63% evidencing substantial improvement.
5.2 Number of Children in Need	N/A	N/A		1987		1730		1878		As more children are diverted from higher tier intervention there is a corresponding increase in families being supported under child in need (CIN) processes in line with our model of practice. However, there can be variability month on month as children are supported earlier at Universal & Early Help stages in line with our desire to support families at the earliest stage of difficulties being identified.
5.2 Child In Need Visits up to date	100%	N/A		81%	R	90%	A	89%	R	Child in Need visits have been on an improving trajectory but have slipped slightly in February. CWD has the strongest performance with 96% in time, and FST South on 94%. There is improvement needed in all other service areas where timeliness is variable.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	41%		21%		30%		187 children were subject to Sec47 processes in February and 57 (30%) progressed to ICPC. Our performance in relation to ICPC progression is in line with benchmarking against stat/region/national.
6.3 Child Protection volumes and rate	N/A	43.0	41.0	615 23.4		613 23.3		589 22.4		Of the 57 children considered at ICPC in February 40 were made subject to CP Plans. Surrey are more likely to seek to support families under CIN processes than our comparators, which explains the divergence from National/Comparator benchmarking, but this is an expected & accepted outcome of our practice model.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	92%	A	62%	R	100%	G	Performance against this indicator has achieved 100% for the first time since aspirational targets were set. This attests to the efforts in both the operational teams and the Reviewing Service to achieve compliance and

										provide families with timely conferences to begin to address identified difficulties.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		18%	R	6%	R	20%	R	There is no national indicator assigned to this area, but the number of children returning to child protection plans within 2 years is an area for scrutiny. The February "spike" is related to 8 children being placed on a Plan for the 2 nd time within two years out of the 40 children considered at Conference in February. Repeat Plans analysis is reported on regularly.
6.6 Review Child Protection Conferences held within timescale	100%	88%	90%	97%	A	99%	A	100%	G	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 and it is good to see that Initial and Review Conference timeliness are in harmony in February.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	5.5%	R	5.7%	R	5.9%	R	35 children have been on CP Plans for more than 2 years. The increase is lower than expected due to the review activity referenced in the previous report, which saw some children stepped down from CP Plans. Nevertheless scrutiny is required to ensure that plans are progressed promptly so that no child is on a plan longer than needed.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		88%	R	93%	A	93%	A	43 children out of 585 had overdue visits. Most of these were overdue by 1-3 days. Analysis suggests a further small number of children's records may need data cleansing to close them properly. This indicator has seen improved performance with all service areas reporting strong performance.

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7.1 Number of Looked After Children and rate per 10k	N/A	71	49	997	38.8		987	37.6		970	36.9		There is a continued decline in numbers of looked after children under 18 as more young people transfer to Leaving Care or exit care than come in. There is a similar decline in numbers of UASC partly because most enter care at 16/17 and quickly age out. UASC account for just under 10% of looked after children.
7.1 Number of Care Leavers	N/A	N/A		835			816			818			There is a small increase in the number of care leavers consistent with the number of young people aging out of looked after status.
7.2 Looked After Children with up to date Reviews	100%	N/A		90%		A	92%		A	95%		A	Performance against this indicator has recovered over the Quarter. 52 out of 971 children had a late Review, 11 of whom were at the first Review stage. There is pressure on IRO's due to the number of children who are out of county and the ability to meet some initial review timescales. Performance improves at subsequent Reviews where the IRS arranges the Review.
7.3 Looked After Children statutory visits	100%	N/A		94%		A	97%		A	96%		A	42 out of 970 children were not seen within timescale in February. FST South & Early Help achieved 100% timeliness, CLA & FST North at 96%, CWD at 93% . The Assessments service was at 50% related to 3 out of 6 children. The improved performance in non-CLA teams is a positive indicator of greater stability and management grip.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		91%		A	91%		A	89%		R	There is fluctuating performance within a very narrow band over the Quarter. There is no significant difference in overall numbers having an IHA but children placed in Surrey are more likely to have one within time, although there are still overall timeliness issues. 73 children who had been in care for more than a year had not had an RHA.
7.8 Looked After Children Review Health Assessments completed	100%	89%	91%	90%		A	89%		R	89%		R	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	86%		R	87%		R	88%		R	Although not meeting our target performance locally is improving incrementally and is better than national/stat neighbour. Examination of data shows that most who have not had dental checks sit within 11-16 age group. This is a featured area within Looked After Child Reviews and IRO's are asked to profile/promote dental health in forthcoming reviews.
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	11.0%		R	11.9%		R	12.3%		R	Short term stability is now over the target set although broadly in line with national & stat neighbours Most children have one placement following care entry, and the next largest cohort move to one other placement. A small number of young people can have multiple placements which can impact on this indicator. As part of a deep dive into sufficiency and availability in Surrey this month, the Service will look at the circumstances of those young people who have had multiple moves beyond initial/transitional moves at care entry.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	68%		A	68%		A	70%		A	Aligned to national/comparator benchmarking we are also edging nearer to our own target of 75%.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	34%		R	35%		R	35%		R	There is work taking place within our in-house fostering service to provide "live" vacancy data that will enable better matching conversations at care entry for children. It is hoped this will identify more Surrey homes at the right time for children. 340 children are cared for more than 20 miles from home at the time of writing. For some of these children, specialist needs will mean that residential provision out of County is appropriate.

7.6 Personal Education Plans – Quality Termly	100%	N/A		79%	A					Narrative for the school term ending December 2023. <i>The introduction of our new Statutory School age PEP template and a more aspirational quality assurance framework for this age group in September 2023, including a new ‘gold standard’ PEP has resulted in an improvement in PEP quality and has resulted in examples of exemplary PEPs – key features from which will be shared in training with schools. 12% of PEPs were rated red in Autumn 2023, compared to 16% in Autumn 2022. 83% were of good quality for children of statutory school age, and for all PEPs (including the early years and post 16) 79% were rated good. PEP completion rates have also increased, reflecting better engagement with the process particularly in the early years and post 16 – and better positioning us to improve quality further.</i>
7.12 Pathway plans – Looked After Children	100%	N/A		98%	A	98%	A	98%	A	All but 2 of 810 Pathway Plans have been completed. Care Leavers & CLA services achieved 100%. There is good performance across all areas for this domain. Timely completion still needs attention with “in time” Reviews sitting at 89%
8.2 Care Leavers in Contact with Surrey	95%	N/A		91%	A	93%	A	95%	G	There are 22 care leavers between 18-26 who are not in touch with the LA. Analysis suggests that PA’s are reaching out to young people but without response. At 95% we are in line with our target set.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	82%	R	84%	R	85%	R	There are 208 young people within this cohort and in suitable accommodation. 6 young people however are in unsuitable accommodation as 4 are in custody, 1 is NFA, The remaining young person is UASC who did not seek support from Surrey and went missing immediately after being accommodated.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	93%	G	93%	G	94%	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. Where accommodation is unsuitable this can be custody as for 11 young people in this age group and the 8 young people classed as NFA.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	66%	66%	R	66%	R	65%	R	Performance in the area of EET is consistent but underperforming against target, although in line with comparators. The NEET Clinic piloted in the former SW Quadrant is being rolled out across the Looked After/Care Leaver Service offering support for under & over 18’s. The Grandmentors scheme is working with smaller number of our looked after children and the Service have secured DFE funding to start a Mentoring Programme partnering with Goal 17 supporting approx. 50 Care Leavers and are matching with the Mentors this month
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	56%	59%	62%	A	60%	A	59%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	44		42		38		There were 38 looked after children who went missing in February 2024, of which 3 are still missing and 2 who had been missing, returned, and then went missing again in the month. Of the 35 children who went missing and returned – 8 have had at least 1 Return Home Interview recorded where episodes were discussed or the child refused to discuss them. Further dip-sampling suggests that there are more RHI forms in draft but this whole issue will be looked into by the AD for Looked After Children & Care Leavers
10.1 Child Supervision recorded to timescale	90%	N/A		78%	R	89%	A	90%	G	Supervision on children’s case records has achieved target in February . Care Leavers at 98%, FST South at 97% & Looked After Children at 95% were the strongest performing areas. Analysis shows that a number of individual Team Managers are achieving 100% supervision across most service areas