

# 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: April	April RAG	Figure for: May	May RAG	Figure for: June	June RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4412		5138		4865		May saw the highest volume of contacts in 12 months but Contacts received remains in line with the 12 month rolling average of 4511 with some month-to-month fluctuation .
Number and percentage of contacts progressed to social care	N/A	N/A		747 17%		932 18%		748 15%		Of the 4865 contacts overall, 1107 contacts progressed to children's social care for further consideration in June. 748 resulted in a C&F assessment – a conversion rate of 15%. These are families who have consented to involvement or where child protection processes are in play.
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	23%	R	18%	G	20%	G	The Re-referral rate came back within target in May & June. Out of 796 referrals in June, 164 children had had a previous referral in the last 12 months. C-Spa are reviewing the history of these referrals and will bring a report to CFL Leadership in August.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	91%	A	93%	A	95%	A	There has been some fluctuation over the Quarter but the Assessment Service which undertakes most assessment activity individually achieved 97% timely completion in June. FST South achieved 100% timeliness with an improving picture in other service areas with clearly identified areas for improvement. Performance against comparator authorities is good.
5.2 Number of Children in Need	N/A	N/A		1999		2064		1982		There is variability month on month, but within an understood range. Our Family Safeguarding model envisages that most children will be offered services at lower tier interventions, so it is likely that CIN will increase over time. .
5.2 Child In Need Visits up to date	100%	N/A		88%	R	83%	R	84%	A	Work to understand this as part of the preparation for the recent Focused Visit suggested that visits were taking place but that the logging of these on the child's record in good time is an ongoing issue that needs to be resolved. There is mixed performance across all service areas, although CWD achieved 93% timeliness. This will be raised at the next Countywide Performance PLT on July 22 <sup>nd</sup> .
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	33%		29%		31%		June saw 171 Section 47 investigation commence with 53 progressing to ICPC. This is in line with previous longer term percentage patterns which suggests there is a consistent number of families who will meet threshold for further work under CP processes
6.3 Child Protection volumes and rate	N/A	43.0	41.0	577 22.0		567 21.6		573 21.8		There has been an ongoing reduction in the number of children on CP Plans., but June saw a slight increase on the previous month. Overall, more children are diverted to CIN responses in line with our Family Safeguarding model. There is a clear divergence from National/Comparator benchmarking as a result, but this is an expected & accepted outcome of our practice mode.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	76%	R	92%	A	87%	R	This indicator has seen variable performance over the Quarter. There has been comprehensive work within the Independent Reviewing Service and local Business Support to try and get timely notification of the need for ICPC

										so that other time sensitive processes are managed well. 10 out of 77 ICPCs were late in June. These relate to 4 workers and sit within NW Assessment 2 and Adolescent Service East. The respective managers have been asked to follow up the issues.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		2%	R	18%	R	10%	G	Although there is no national indicator assigned to this area, the number of children returning to child protection plans within 2 years is an area for scrutiny to understand the rationale for CP Planning rather than other responses. We have set an "expected" return rate of between 10% & 15% hence the RAG rating in April & May. There is ongoing analysis of returning children's situations through the Independent Reviewing Service.
6.6 Review Child Protection Conferences held within timescale	100%	88%	90%	98%	A	98%	A	98%	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. 13 children from 4 families did not have a Review Conference in time in June
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	5.9%	R	5.8%	R	5.9%	R	30 children have been on CP Plans for more than 2 years. There is nothing within data suggesting that this is a particular issue for individual Teams or individual Child Protection Chairs. Most children are on Plans under the category of Neglect, which may mean that Conference needs to review whether CP planning is the best vehicle to address any entrenched issues. The Service Manager QA will review these children and report back to Countywide Performance PLT in September.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		88%	R	88%	R	82%	R	As with other KPI's there is variable performance against this target between and within Service areas. FST South is performing well in this area and other service areas have a similar level of performance pro-rata. 9 teams achieved 100% timeliness. Individual teams can have very different performance but because of the low volumes some of this may be related to one worker or one family rather than a lack of management oversight & grip. 49 children did not have a visit within time in June. Of these the majority at 25 were overdue by 1-3 days. Analysis of those 13 children who were overdue by 3 weeks and more shows a picture of family disengagement from the CP process or adolescent young people refusing to engage with the social worker. Management oversight was visible but there is a need to consider return to Conference early if disengagement becomes normalised.

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7.1 Number of Looked After Children and rate per 10k	N/A	71	49	981	37.4		985	37.5		978	37.2		The number of children in care has been stable over the Quarter, with the LAC per 10K figure remaining around 37 since December 2023. There have been concerted efforts to divert children from care and in particular late entry adolescents.
7.1 Number of Care Leavers	N/A	N/A		807			806			799			The number of Care Leavers has also seen a decrease as more young people age out than come in.
7.2 Looked After Children with up to date Reviews	100%	N/A		94%		A	93%		A	93%		A	Performance has improved over the year but there are monthly fluctuations within a narrow band. . Analysis shows that most Reviews that are out of time are the first Review set at 4 weeks from care entry, suggesting that the difficulty is logistical.
7.3 Looked After Children statutory visits	100%	N/A		97%		A	94%		A	88%		A	June saw a fall in LAC visit timeliness. This is related to issues within Tableau which defaulted to a visiting frequency of 12 weeks when a child was in care continuously for 12 months. This has now been rectified with a manual change where necessary for those children who are on 12 week visiting frequencies.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		88%		R	87%		R	89%		R	There is consistent performance over the Quarter. There is no significant difference in overall numbers having an IHA but children placed outside of Surrey are less likely to have one within time. 17% of children placed out of county did not have a timely initial review compared to 9% in County.
7.8 Looked After Children Review Health Assessments completed	100%	89%	91%	90%		A	89%			91%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	90%		R	89%		R	89%		R	This indicator shows an improved picture overall as the impact of the pandemic filters out. Although not meeting our aspirational target performance locally is significantly better than national/stat neighbour. 36 children, all within the adolescent cohort refused a dental assessment
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	12.1%		R	11.8%		R	10.2%		R	Short term stability has seen marginal improvement and is just below comparator authorities/National average. There is no difference between children placed In County or Out. 102 children have had 3 or more placement moves most of whom are in the adolescent cohort.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	69%		A	70%		A	71%		A	We are slightly above national/comparator indicators and are moving closer to our own target. Long term stability appears more likely when young people are retained "in County" and are younger. However, this indicator has remained within a 4% swing for 12 months.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	36%		R	36%		R	35%		R	Given some of the above indicators retaining children in County can have a significant impact on outcomes. Work within Fostering & Gateway to identify fostering households who are not caring for children is ongoing, although early indicators suggest that these carers have valid reasons but are also supporting other carers even if they do not have children with them currently. 345 children are cared for more than 20 miles from home and out of county. 32 are more than 20 miles from home but within county. The majority of children and young people at 466 are cared for within 20 miles from home. .
7.6 Personal Education Plans – Quality Termly	100%	N/A											Spring term 2024 Quality of PEPs The improvement seen in PEP quality during the Autumn term 2023 has continued into Spring 2024 and key features of exemplary PEPs (from 'gold' rated PEPs) have been shared with schools, together with how to progress from 'green' (good) to

										<p>'gold' (outstanding). 87% of statutory school age PEPs (compared with 83% Autumn term) and 81% of all PEPs including early years and post 16 (compared with 79% Autumn term) were of good quality. 11% of PEPs were rated 'red' compared with 12% last term, with feedback given to Designated Teachers in all instances.</p> <p>The aspirational quality assurance framework introduced for statutory school age in September 2023 will also be introduced for post 16 PEPs in September 2024. Overall, PEP completion increased from 85% to 92% compared to the same school term last year. The PEP completion rate for children of statutory school age (SSA) has increased to 97% from a previous high of 95% in Autumn 2023. SVS's continued strong focus on the early years has resulted in PEP completion rate continuing to rise from 82% last term, to 92%. This reflects stronger engagement with the process particularly in the early years and post 16 – and positions us well to improve quality further.</p>
7.12 Pathway plans – Looked After Children	100%	N/A		98%	A	98%	A	99%	a	<p>Pathway Plans for all children are at a very good position at the end of the Quarter. For children at 16/3 months 100% of Pathway Plans for children 16/3 months in April were completed on time. 71% in May and 95% in June although this equates to 4 children and 1 child respectively.</p>
8.2 Care Leavers in Contact with Surrey	95%	N/A		93%	A	94%	A	92%	A	<p>There are 11 care leavers between 17-21 who are not in touch with the LA bringing the percentage down to 92% . In Touch performance is in line with national averages.</p>
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	90%	A	91%	A	88%	R	<p>4 young people who are in receipt of a Care Leaving Service are in unsuitable accommodation. 3 are in custody and one is in a transitional stage from semi-independent accommodation.</p>
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	94%	G	94%	G	94%	G	<p>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 are in accommodation that is of a good standard and is meeting their needs. 294 is the biggest group of young people living in Semi-independent accommodation.</p>
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	66%	71%	A	74%	A	72%	A	<p>Performance in the area of EET shows some variability over the Quarter, almost reaching the internal target in May. It is an area of vulnerability within the new ILACS Care Leaver domain, but there are consistent efforts, including young people's attendance at EET surgeries to identify and respond to barriers to learning/training.</p>
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	56%	59%	59%	A	60%	A	59%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	56		40		16		<p>There were 48 Looked After Children who went missing in June on a total of 108 times. Of these, 22 agreed to a Return Home Interview. There is no significant difference between districts within county of where children go missing and similar levels of young people go missing when placed out of county. Analysis evidences robust application of Missing processes including Strategy Meetings for applicable young people.</p>
10.1 Child Supervision recorded to timescale	90%	N/A		84%	A	83%	A	81%	A	<p>Supervision on children's case records has fallen back month on month over the Quarter. Some services are performing better than others, with strength in the Care Leavers service, some variability within LAC teams and individual team performance across other services showing a range of performance. CWD Family Support on 97% timeliness and Adolescent Social Work with a very mixed picture. It is clear that staffing challenges in the North and West of the county are continuing to impact.</p>