

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: July	July RAG	Figure for: August	August RAG	Figure for: September	September RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		5235		4153		4850		In September, there were 4,850 contacts, up from 4,153 in August but lower than July's 5,235. The rolling 12-month average stands at 4,739 contacts. The general trend shows fluctuating volumes without a consistent upward or downward trajectory.
Number and percentage of contacts progressed to social care	N/A	N/A		831 16%		644 16%		688 14%		A slightly greater number of contacts converted to referrals to CSC, but overall referral patterns remain consistent with previous months .
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	21%	R	20%	G	23%	R	The Re-referral rate is outside of the local target range and has seen a gradual increase over the quarter. Figures are on a par with National and Comparator benchmarking and in terms of actual numbers, volumes are not out of step with longer term trends.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	93%	A	92%	A	88%	R	September saw a dip in performance. Assessment timeliness in the Assessment teams show a consistently strong grip at 96% but poorer performance in FST/SAT has led to the Countywide average falling. Within these sectors there are individual teams with stronger performance, but the indicator is vulnerable to small numbers of assessments coming in late.
5.2 Number of Children in Need	N/A	N/A		2047		1989		2014		Again, there is some fluctuation across the quarter, but volumes keep within a median band. The Family Safeguarding Model envisages that most children will be supported under child in need processes, so this indicator is likely to show some upward movement.
5.2 Child In Need Visits up to date	100%	N/A		80%	R	79%	R	86%	R	Visits for Children in Need improved to 86% in September, compared to 79% in August. This improvement suggests that CIN oversight is strengthening in line with management action and as a result of the cleansing work to ensure that children who do not need to be open to CSC have been closed down.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	33%		34%		30%		The rate per 10,000 of children subject to a Section 47 investigation is significantly lower in Surrey at 89.1 compared to statistical comparators but the conversion rate to ICPC is in line at 30%. This has been a solid pattern since February 2024 and suggests that thresholds application is consistent.
6.3 Child Protection volumes and rate	N/A	43.0	41.0	552 21.0		563 21.4		544 20.7		September saw a further reduction in children on a CP Plan to 544 following August's increase. This represents a decrease of 416 children since September 2023. The falling numbers are related to the diversion of all but the most vulnerable children into CiN services in line with our Family Safeguarding model, either at the point of Section 47 investigation or through earlier step down to CiN at Conference. The divergence from National/Comparator benchmarking is an expected & accepted outcome of our social work practice model.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	78%	R	92%	A	71%	R	This indicator has seen variable performance over the Quarter. The September figure links to 7 families, where the majority of rearranged conferences were related to holiday on the part of the family or the social

										worker. This indicator shows the impact of relatively small numbers on the overall percentage.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		16%	R	20%	R	7%	R	There has been fluctuation against this indicator over the 12 months to date but analysis of the data suggests that spikes are related to larger sibling groups coming back onto Plans rather than more families re-presenting. September's figure relates to 3 children in 2 families.
6.6 Review Child Protection Conferences held within timescale	100%	88%	90%	98%	A	99%	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. The data refers to one conference involving two children being late. We are in a strong position when viewed against comparators.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	5.2%	R	4.6%	R	4.8%	R	There are 23 children who have been on CP Plans for more than 24 months. Analysis suggests that most children are on long-term plans related to Neglect. There is a conversation needed internally and with the multi-agency network about purposeful work and expectation of change and whether a child protection plan is the best vehicle to create change.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		84%	R	81%	R	93%	A	September saw 93% timeliness in statutory visiting, a good improvement on the previous months- 86% in August and 79% in July. This suggests improved management grip and better oversight of timeliness for children on CP plans..

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: July		July RAG	Figure for: August		August RAG	Figure for: September		September RAG	Narrative to attach to the RAG ratings
7.1 Number of Looked After Children and rate per 10k	N/A	71	49	979	37.2		975	37.1		972	37.0		There is a very gradual but sustained decline in numbers of looked after children under 18 as less children come into/remain in care. Our number of children per 10K has fluctuated between 38.9/37.1 in the twelve months to date.
7.1 Number of Care Leavers	N/A	N/A		786			778			769			There has been a similar slow decline in the number of care leavers as a greater number of young people age out at 25 than enter at 18.
7.2 Looked After Children with up to date Reviews	100%	N/A		94%		A	94%		A	94%		A	There has been consistent performance across the quarter for timely LAC Reviews for most children, other than for the 58 children who make up the 6%. There are no patterns suggesting any team is more likely to have late Reviews, but most delay in this quarter sat at the first review.
7.3 Looked After Children statutory visits	100%	N/A		93%		A	90%		A	96%		A	45 children did not have a timely LAC visit recorded in September, as with last quarter there is a spread of performance with some areas doing very well - FST West achieved 100% timeliness, FST East had a majority of teams reporting 100% and LAC Service had more of a spread but all but one team achieved over 90% compliance.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		88%		R	84%		R	87%		R	Most children have had an IHA and the majority are on time, but work is happening on better timeliness within CSC to ensure prompt notification of care entry is sent to Health. 72 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%	91%		A	90%		A	90%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	91%		A	91%		A	89%		R	Although not meeting our target, performance locally is significantly better than national/stat neighbour. 89 children did not have an in-time dental check of which 22 are below age 10. All dental checks refused have been by young people aged between 13-17, with the majority being older adolescents..
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	9.3%		A	8.5%		G	8.3%		G	Short term stability is just under the target locally providing a positive stability indicator. The number of children with more than 3 moves is 81 which is the lowest in the 12 months to date. 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 and analysis suggests that the greatest movement is for older children between 15 and 18.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	70%		A	71%		A	72%		A	We are demonstrating incremental improved performance month on month and are closer to our internal target and ahead of stat. neighbours. More young people are cared for out of County in this cohort but stability is marginally better in County.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	34%		R	34%		R	33%		R	320 children are cared for more than 20 miles from home and out of county, whilst 33 are in-county but over 20 miles. . The majority of children and young people at 470 are cared for within Surrey or under 20 miles from home.
7.6 Personal Education Plans – Quality Termly	100%	N/A					84%		A				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.
7.12 Pathway plans – Looked After Children	100%	N/A		99%	A	98%	A	98%	A	262 Pathway Plans have been completed in a timely way with 5 out of time. There is good performance across all areas for this domain and all young people have had a Pathway Plan completed by the time they transition to Leaving Care
8.2 Care Leavers in Contact with Surrey	95%	N/A		94%	A	91%	A	93%	A	There are 12 care leavers between 17-21 who are not in touch with the LA. All of these young people are between 17-20. In Touch performance is in line with national averages.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	88%	R	91%	A	86%	R	There are 7 young people who are in “unsuitable” accommodation. 4 young people are in custody, 3 are in different forms of transitional housing.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	93%	G	94%	G	94%	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 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 3 young people 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)	75%	66%	66%	66%	R	67%	R	63%	R	Performance in the area of EET is consistent but underperforming against target. It is an area of vulnerability within the new ILACS Care Leaver domain. Most NEET sit within the 16-21 age group but the majority have been NEET for under 12 months, following previous periods in education or employment. There is a lot of targeted activity to reach out to this cohort of young people.
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	56%	59%	58%	R	59%	A	60%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	37		32		37		37 looked after children had missing episodes in September. 22 children had more than one missing episode. The majority of missing episodes involved young people, mostly male, aged between 15-16. Return Home interviews were offered to all young people and 21 took up the offer of an RHI on at least one occasion.
10.1 Child Supervision recorded to timescale	90%	N/A		85%	A	81%	R	87%	A	Supervision on children’s case records has fluctuated over the quarter. 4 service areas have achieved compliance over 90% with the remaining 4 having a more erratic pattern. 8 individual teams have achieved 100% timeliness. Analysis of data shows that most overdue supervisions are “in month” not that there is evidence of supervision not occurring in the long term. Scrutiny in Performance Challenge Meetings with reporting to County Performance Meeting monthly on progress is driving positive change across the directorate but with sustained change remaining a goal.