

# 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: August	August RAG	Figure for: September	September RAG	Figure for: October	October RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4154		4856		5520		Contact levels rose in October to 5,520, reflecting consistent pressure on the system. Similar to September's increase, this indicates increasing front door demand but without a consequent increase in social work activity.
Number and percentage of contacts progressed to social care	N/A	N/A		644 16%		692 14%		869 16%		October's rate of contacts progressing to social care rose percentage wise however it was in line with established trends of engagement with a core number of families regardless of contact volume fluctuations.
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	20%	G	23%	R	24%	R	The re-referral rate increased to 24%, exceeding internal target benchmarks and external comparators. This relates to 239 children, including a number of sibling groups. There is a higher number of re-referrals in the North West but all family-oriented teams have a rereferral rate above 15%. County Performance meeting discussed this in October and it was an area of focus within ELT with review requested.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	92%	A	88%	R	90%	R	Improvement noted in October with completion within forty five days rising to 90%, a positive shift following September's drop. Assessment Service continues to sustain high performance with 96% timeliness. Countywide variability re-emerged with a fallback in FST East & SAT. There is a need for consistent oversight on timely completion in teams where volumes of assessment are less evident. SM's to highlight in Practice Challenge Meetings.
5.2 Number of Children in Need	N/A	N/A		1989		2014		2043		Numbers of children open to CIN processes is increasing in line with our practice model and keeping children at the lowest level of intervention where this is appropriate.
5.2 Child In Need Visits up to date	100%	N/A		79%	R	86%	R	85%	R	CIN visit timeliness at 85% shows a marginal fall on the month but markedly better than the previous Quarter. However, data analysis shows that all service areas had some difficulty in securing timely visits for this cohort of children in October
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	34%		30%		32%		The proportion of children subject to Section 47 investigations which convert to ICPC remains aligned with long-standing trends, emphasizing a consistent application of thresholds for child protection intervention.
6.3 Child Protection volumes and rate	N/A	43.0	41.0	563 21.4		542 20.6		575 21.9		October saw an increase in children becoming subject to CP Plans, with marginal increases in CWD and the West and slightly more in the East. The presence of several sibling groups made the increase more noticeable.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	92%	A	71%	R	90%	A	October shows 90% compliance, an increase on September.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		20%	R	7%	R	3%	R	Although there is no national indicator assigned to this area, the number of children returning to child protection plans within two years is an area for scrutiny to understand the rationale for CP Planning rather than other responses. We have set an "expected" return of between 10% & 15% hence the RAG rating. Only three children had a repeat plan in October and none of these had had the previous plan ended in the last twelve months.

6.6 Review Child Protection Conferences held within timescale	100%	88%	90%	99%	A	98%	A	100%	G	As has been referenced previously the Independent Reviewing Service is much more in control of the outcomes for this indicator and this consistently good performance reflects this ability
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	4.6%	R	4.8%	R	3.8%	R	Twenty two children have been on CP Plans for more than two years, a drop on September's figure. Conversations have been had about the impact of such long term CP Planning, leading to some different thinking at Conference about what is being achieved, and gaining greater consistency across the multi-agency partnership about what is hoped for from Plans and what other options should be considered to generate change for children.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		81%	R	93%	A	90%	A	October shows a slight drop to 90%, relating to fifty seven children not having a timely visit. The majority of children were overdue by 1-7 days. All service bar SAT at 83% (nine children) were achieving 90% or above. The Adolescent teams may have more difficulty ensuring that older young people are seen in a timely way but all children had been seen within October.

Metrics - KPI component	What is the KPI/Target where applicable	What is the statistical benchmark for National/Comparable LAs		Figure for: August		August RAG	Figure for: September		September RAG	Figure for: October		October RAG	Narrative to attach to the RAG ratings
7.1 Number of Looked After Children and rate per 10k	N/A	71	49	971	37.0		970	36.9		966	36.8		The number of looked after children continues its gradual decline, reaching 966 in October. The trend of young people moving to Leaving Care or aging out is likely to continue, reflecting effective diversion at earlier stages that sees less children entering care.
7.1 Number of Care Leavers	N/A	N/A		780			774			776			A marginal increase in Care Leavers in October but an overall decrease of sixty-five in the 12 months to date.
7.2 Looked After Children with up to date Reviews	100%	N/A		94%		A	94%		A	95%		A	October's rate of 95% signals a further improvement and relates to 47 children having late reviews. All service areas achieved 90% and above but IRS will analyse the reasons for those late reviews.
7.3 Looked After Children statutory visits	100%	N/A		90%		A	96%		A	96%		A	Timeliness held steady at 96%, evidencing strong commitment to visiting requirements across most service areas. Forty-nine children out of 969 had out of time visits with all services reaching above 90% timeliness.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		84%		R	87%		R	89%		R	Although still below local target, October's completion rate of 89% indicates continued gradual improvement. Twenty-two children had not had an IHA. There was a slightly higher figure for children out of county. For RHA steady performance at 91% demonstrates the efforts made to achieve timely performance particularly for those with in-county placements.
7.8 Looked After Children Review Health Assessments completed	100%	89%	91%	90%		A	90%		A	91%		a	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	91%		A	89%		R	91%		A	October's dental check rate returned to 91%, exceeding national benchmarks. 39 children did not have a dental check in the year to date. Adolescents remain the most likely to refuse checks, particularly young males.
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	8.5%		G	8.3%		G	7.9%		G	With a decrease to 7.9%, placement stability remains strong and is consistent with prior months and suggesting effective matching and support to achieve stability.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	71%		A	72%		A	72%		A	October saw a stable rate of 72%. Whilst still below the 75% target, this indicator has shown consistent, although incremental improvement, month on month in the twelve months to date.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	34%		R	33%		R	34%		R	October's rate of 34% aligns with previous months, highlighting the ongoing need for local placements. Work is underway to increase sufficiency but this is hampered by the expectations of prospective carers for the children they would like to care for and the age profile and needs of children coming into care.
7.6 Personal Education Plans – Quality Termly	100%	N/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		98%		A	98%		A	99%		A	Timely completion rose to 99% in October, reflecting strong team performance across the service. All but two young people transitioning to Leaving Care have an up-to-date Pathway Plan.

8.2 Care Leavers in Contact with Surrey	95%	N/A		91%	A	93%	A	91%	A	October's contact rate with care leavers remains steady at 91%, although a slight dip on September's figure it remains closer to target. The service continues to actively engage with care leavers with only sixteen young people out of 760 not currently in touch.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	91%	A	86%	R	89%	R	October saw a slight increase to 89% of young people at 17-18 in suitable accommodation. Five young people are in unsuitable accommodation. Three in custody, one with parents and one in transitional accommodation.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	94%	G	94%	G	96%	G	Care Leaver accommodation suitability remains 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. Where accommodation is unsuitable this can be custody as for 4 young people or other types of accommodation which does not correspond with the care plan. There is a potential issue in the number of UASC young people in unsuitable accommodation, with just under half of those in unsuitable aged 18 and above having a UASC background. This has been flagged to the relevant AD.
8.4 Proportion of Care Leavers aged 17-18 in education, employment, and training (EET)	75%	66%	66%	67%	R	63%	R	61%	R	Engagement continues to decline, with a rate of 61% in October across both groups. Ongoing outreach from the service targets this age group to improve access to employment and educational opportunities, recognizing the high NEET risk within this demographic. More young men and again a higher proportion of UASC sit within this cohort.
8.4 Proportion of Care Leavers aged 19-21 in education, employment, and training (EET)	65%	56%	59%	59%	A	60%	A	61%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	32		37		43		In October, the number of missing children saw a rise with 43 children having a missing episode. Twenty five of these young people agreed to do a Return Home interview (RHI) suggesting uptake remains variable. The new arrangements within the Adolescent Hub are providing rapid response to missing episodes and prompt offers of RHI.
10.1 Child Supervision recorded to timescale	90%	N/A		81%	R	87%	A	87%	A	Supervision compliance remained static at 87%. Performance challenge meetings continue to challenge timeliness, with particular attention on outlying teams to achieve target compliance. As before a number of individual teams are reporting 100% compliance, with others at 90% and above, but with a general fall back across all services.