

# 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: November	November RAG	Figure for: December	December RAG	Figure for: January	January RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		5050		5091		5573		January saw the highest volume of contacts in the 12 months to date. Over those 12 months there has been some fluctuation, but the lowest volume was 4152 in August 2024. Contact volumes patterns did not change significantly in 2024.
Number and percentage of contacts progressed to social care	N/A	N/A		811 16%		912 18%		1045 19%		There has been a corresponding increase in children being progressed to Social Care with a 3% increase on November's total. Again 1045 is the highest number in 12 months but progression patterns across 2024 are consistent, with rises and dips. The percentage of contacts > referral is not significantly different.
4.2 Re-referrals to Children's Services	15 - 20%	21%	21%	18%	G	22%	R	20%	G	The Re-referral rate is within the target range. The re-referral pattern over 2024 was consistent but analysis of whether any areas have higher levels of re-referral will be commissioned to test threshold consistency Countywide.
4.3 Proportion of Assessments completed within 45 working days	100%	84%	88%	88%	R	94%	A	89%	R	There is variation month on month with the total number of assessments being completed on time. The Assessment teams are maintaining performance at above 90% and in January, although with smaller volumes, there was performance at 96% within CWD and 100% at FST West. Given that improvement in these other teams is the key to overall improved performance this is a positive indicator. There is still work to be done with some of the other teams, particularly in SAT, to improve timeliness.
5.2 Number of Children in Need	N/A	N/A		2086		2211		2183		Whilst on this indicator, the 12-month rolling average has remained relatively stable over time with slight fluctuations, the actual number of children in need shows some volatility with noticeable peaks and troughs throughout 2024. In the last three months there has been a continued fluctuation.
5.2 Child In Need Visits up to date	100%	N/A		87%	R	84%	R	91%	A	Consistency remains a factor in performance against this indicator as the 3 monthly figures demonstrate. However, performance in January across services was good in areas that had undertaken improvement work. FST in both East & West achieved 91%, CWD at 96%. Assessment was at 81% which suggests a weakness in follow-up or a data- cleansing need. SAT was at 87%.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	37%	39%	41%		37%		29%		November saw a peak in the number of children being progressed to ICPC (68 out of 165 or 41%). December and January, despite having more open Section 47 Investigations, saw a decrease with January returning to previous conversion rates at 29%. Rate of conversion to ICPC will be the focus of further work to analyse the narrative that the process of investigation provides assurance that follow up work can be provided at a Child in Need level.
6.3 Child Protection volumes and rate	N/A	52	40	586 22.3		604 23.0		602 23.0		The continued fall in the numbers of children on child protection plans seen throughout 2024 bottomed out with September's 542. Since then, there has been a rise in CP Plans to December's 604, with a minimal fall back in January.

6.4 Initial Child Protection Conferences held within timescale	100%	80%	82%	77%	R	78%	R	67%	R	Performance against this indicator is poor. January's data related to 7 families where ICPC's were not arranged within timescales. Timeliness issues related to the completion of the Sec.47 Investigation or its management sign off primarily impacted on this group of children.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		16%	R	1%	R	10%	G	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. We have set an "expected" return of between 10% & 15% hence the RAG rating. Recent analysis suggests that most children returning to CP Plans have seen a re-emergence of issues related to domestic violence, parental mental health issues or dependency issues. There is ongoing analysis of returning children's situations through the Independent Reviewing Service.
6.6 Review Child Protection Conferences held within timescale	100%	90%	94%	100%	G	99%	A	98%	A	Consistently good performance by the Reviewing Service in managing the processes around review conferencing. 8 children out of 405 had a late Review with SAT and CWD achieving 100% timeliness.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.5%	3.9%	3.8%	R	3.3%	R	2.8%	R	16 children have been on Plans for more than two years. There is a higher number of children within the North East represented in the 10 children who have been on Plans longest. There has been consistent work recently to address long term child protection planning which has led to a positive reduction in the number of children and young people who are subject to long term child protection planning, through step-down to child in need or entering care proceedings
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		94%	A	93%	A	94%	A	38 children out of 605 did not have a timely visit in January. There was strong performance across all service areas with individual teams having 100% compliance. There are clear indicators within management information for those teams which may need additional support, but sustained good performance management is delivering tangible improvement.

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7.1 Number of Looked After Children and rate per 10k	N/A	70	47	960	36.6		963	36.7		941	35.8		There is a continued incremental decline in numbers of looked after children under 18 as more young people transfer to Leaving Care or exit care than come in. LAC per 10,000 was at 37.3 in January 2024 and is at 35.8 12 months later.
7.1 Number of Care Leavers	N/A	N/A		780			782			784			The numbers of care leavers had also been falling throughout 2024 until September's 775. Since then there has been an incremental increase in the numbers of young people open to the service.
7.2 Looked After Children with up to date Reviews	100%	N/A		95%		A	97%		A	97%		A	31 children out of 941 had a late review in January. There is no particular service area or IRO that is more likely to have a late Review. Workflow issues may account for some late notification of reviews having taken place. Most delay is at the first Review within 4 weeks of accommodation and performance improves at subsequent Reviews where the IRS arranges the Review. This has been an area for consistent and sustained strong performance.
7.3 Looked After Children statutory visits	100%	N/A		96%		A	95%		A	97%		A	26 children out of 941 were not seen within timescale in January. There is consistency month on month in performance county wide, and all services achieved 93% and above in January.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		86%		R	85%		R	89%		R	Performance fluctuates within a narrow band against this indicator. 812 children had an IHA within time against 87 who were overdue in January. There is no significant difference between service areas in the completion of IHAs. For Review HA's January saw parity between children in and out of County in the provision of timely Review Health Assessments.
7.8 Looked After Children Review Health Assessments completed	100%	89%	89%	92%		A	92%		A	91%			
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	79%	79%	92%		A	91%		A	93%		A	Although not meeting our target performance locally is significantly better than national/stat neighbour. 618 out of 678 children had a timely Dental check. There is no real disparity in children receiving a timely service whether in or out of County. Examination of data shows that most who have not had dental checks sit within the 11-15 cohort. This is a featured area within LAC Reviews and IRO's promote dental health in reviews. It has also been an area of particular focus in county performance meetings.
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	8.0%		G	8.5%		G	8.4%		G	Short term stability is sitting within range and in line with national & stat neighbours.
7.14 Looked After Children Long Term Placement Stability	75%	68%	66%	73%		A	74%		A	74%		A	Performance when seen over 12 months shows a 7% increase in placement stability. Performance against this indicator has a number of factors at play in terms of children's needs and how these are best met. We are performing ahead of stat/national indicators.
7.15 Looked After Children placed over 20 miles from Surrey	20%	15%	22%	34%		R	33%		R	34%		R	The majority of children and young people are cared for within Surrey or immediate neighbours but less than 20 miles from home. We are however adrift from our own internal target and from stat/national comparators. There is ongoing work to address this issue including ongoing efforts to recruit new carers, the opening of new in Surrey children's homes and bringing children back into Surrey when possible due to changes in need and circumstances.
7.6 Personal Education Plans – Quality Termly	100%	N/A					86%		A				

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7.12 Pathway plans – Looked After Children	100%	N/A		98%	A	98%	A	99%	A	Consistently good performance is behind this very positive indicator. Only two children within the 16/3 months cohort do not have a Pathway Plan in place and this is being addressed with CWD & SAT.
8.2 Care Leavers in Contact with Surrey	95%	N/A		93%	A	95%	G	95%	G	There are 13 care leavers between 17-21 who are not in touch with the LA. In Touch performance is in line with national averages and local performance is consistent.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	86%	86%	R	85%	R	96%	A	There are 4 young people 17-18 in unsuitable accommodation. 2 have returned to family care, 1 is in custody and 1 is missing & NFA. This latter young man is having all expected follow up to identify his whereabouts given the contextual risk he is exposed to.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	85%	94%	G	94%	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. 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 1 young person, 2 who have returned to family care and one young person who is of No Fixed Abode due to his missing status. All expected efforts are being made to trace this latter young person.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	64%	64%	58%	R	55%	R	64%	R	Performance in the area of EET is consistent but underperforming against target, although in line with comparators. Analysis suggests that there is a particular spike at 18 when young people have a change in their accommodation, there is also the impact of short term employment and zero hours contracts. This is particularly noticeable between 18-21 after which most young people appear to be EET. There is a core group of young people who appear NEET in the longer term which needs further analysis.
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	54%	54%	60%	A	60%	A	61%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	13,010	103	56		56		51		51 looked after children went missing in January on a total of 71 occasions. For most young people their missing episode was a single episode and appears to be staying out later than agreed. For a small group of young people there are more frequent episodes for longer durations but these young people are well known and have extensive supports in place.
10.1 Child Supervision recorded to timescale	90%	N/A		85%	A	86%	A	87%	A	Supervision on children's case records continues to be problematic. Within this, analysis shows a range of performance with some service areas and individual teams performing at a higher level. FST West at 94% with 3 individual teams at 100%. Care Leavers at 98% with 1 team at 100% and 3 in the high 90's and Looked After at 93% and 2 teams at 100%. Where performance is less good this is an area for Practice Challenge Meetings to progress.