

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		3448		4383		4374		There was the expected drop in contacts in August in line with school's closure, and the slight spike when they reopened. The volume of contacts throughout 2023 to date has remained consistent within established patterns.
Number and percentage of contacts progressed to social care	N/A	N/A		384 11%		564 13%		483 11%		Going back to Q1 in 2022 we also have consistency in the volume of cases progressed to social care within a 5% margin between 10% -15%. Follow up contacts on existing cases has remained at 1% throughout, suggesting that in nearly all cases initial responsiveness allays referrers concerns. On average 23% of cases progressed to social care are taken though a MAP process and 82% initiate a single assessment
4.2 Re-referrals to Children's Services	15 - 20%	24%	23%	20%	G	17%	G	18%	G	The Re-referral rate is below target, although August saw an increase to the upper range of the margin. 270 families were re-referred in this Quarter. In the year to date this indicator has remained consistently within the range set
4.3 Proportion of Assessments completed within 45 working days	100%	90%	88%	73%	R	86%	R	94%	A	Assessment activity had been significantly adrift from our expectations and from benchmark authorities. One of the aims of the move away from the Quadrant model was to give a clearer line of sight for performance within a defined service and September & October's outturn shows the initial impact of that focus with significantly improved performance. Data in this initial period of transition clearly shows the areas where improvement is needed as well those areas where practice appears strong. Service Managers had been asked to make this area a service priority, to ensure authorisation pinch points are addressed and to ensure that assessments are closed at the point where work has been done. Sustaining change is a service priority.
5.2 Number of Children in Need	N/A	N/A		1964		1954		1843		
5.2 Child In Need Visits up to date	100%	N/A		79%	R	81%	R	83%		There is variance across service areas with CWD more likely to visit CIN in time at 89%, whilst FST performance is still variable in this area with FST South having better timeliness at 83%. Assessments (58%) and Children Looked After (24%) with smaller numbers of children in scope are not achieving timely visits for the majority of children. With LAC there is a question about why children in care are falling within the scope of this indicator which is being explored. Individual AD's have put local action plans in place to bring rigour to management oversight and challenge.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	38%	37%	26%		28%		24%		620 children were subject to Sec.47 investigations in the Quarter and 173 were taken to an ICPC. This suggests that too many families are taken through a Sec. 47 but matters are resolved through the work undertaken as part of the investigation process or it is felt that many families can be responded to under CIN processes. For those families who are taken to an ICPC, 90% of Conferences lead to a CP Plan. This suggests that where an ICPC is a recommendation from Sec. 47, for most children this is the correct outcome. Surrey takes significantly fewer children to ICPC than comparator authorities but this is in line with the FSM approach to work with families under CIN wherever safe to do so.

6.3 Child Protection volumes and rate	N/A	34.4	41.4	682 25.7		635 24.0		623 23.5		There has been a small increase on the number of children being placed on a CP Plan compared to the previous Quarter but not at a rate to suggest a significant change in threshold interpretation or increase in child need. There is a seasonal increase in referrals as schools near the end of term and anxiety about some families becomes heightened
6.4 Initial Child Protection Conferences held within timescale	100%	86%	83%	84%	R	74%	R	86%		This indicator had seen improvement over the quarter as management action to ensure early notification of the need for a Conference became effective. The fall back in performance in September relates to that late notification issue which doesn't allow the partner agencies to prepare reports in the timeframe available and the ability of the Reviewing Service to provide Chairs within the short timeframe available. The Service Manager IRS is working with operational colleagues to address this with improvement in October.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		16%	R	9%	R	24%	R	Repeat Plans within two years suggests that improvements seen that enabled step-down have not been sustained. Activity to encourage families to see continued involvement with children's services through Child in Need processes as a positive is being progressed. The Chairs Service has worked with operational teams to ensure that recommendations to Conference around step down evidence that all work has been completed and families are at the right stage for ending CP oversight. This recent spike in October relates to a sibling group of seven children, half the monthly total, and two X two siblings coming back onto a CP plan.
6.6 Review Child Protection Conferences held within timescale	100%	95%	93%	96%	A	99%	A	99%	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. When target is not achieved this is usually because of sickness or other issues that required the Review to be postponed.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.4%	2.0%	3.1%	R	3.3%	R	4.2%	R	This KPI seeks to avoid children being subject to Plans over the long term without a clear strategy to either step down to CIN or to enter PLO. Currently we are over target at 4.2%. This group of children who are on Plans for this length of time can be on Supervision Orders & the multi-agency network believe that a CP Plan needs to continue, are still in a Public Law Outline process or as is the case for 2 children have recently entered care and will be taken off a CP Plan at the next Review Conference.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		87%	R	85%	R	88%	R	As with CIN Visits on time there is fluctuating performance against this indicator with variable performance over the quarter. There are again clear differences within individual service areas that allow for a much more targeted response to be deployed where improvement is most needed and AD's are working with Service Managers to respond to local variations, with an expectation of performance being noticeably improved which is still not delivered when set against the target expectation.

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	43.7	67	1026	38.7		1026	38.7		1017	38.4		There is no indicator attached to this metric. There is an overall decrease. The new Section 20 Accommodation Panel seeks to look at alternatives to care entry for children, harnessing other resources to enable children to stay with family where family dysfunction is the primary reason for children being at risk of care entry.
7.1 Number of Care Leavers	N/A	N/A		833			825			820			
7.2 Looked After Children with up to date Reviews	100%	N/A		97%		A	97%		A	95%		A	The majority of children in care have timely Reviews but most delay is at the first Review which is held within 4 weeks of accommodation and relates to allocation capacity within the social work and IRS teams. As seen above at point of subsequent reviews, timeliness is achieved
7.3 Looked After Children statutory visits	100%	N/A		95%		A	94%		A	95%		A	Performance although below our aspirations for looked after children is stronger than other performance areas. 95 out of 1018 children did not have their most recent visit take place on time. Most of these late visits are within the non-LAC teams which will be an area of focus for the responsible AD for Corporate Parenting.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		90%		A	89%		R	90%		A	Performance is in line with National & Stat neighbour averages but below our aspirations for children and young people. Initial timeliness can be affected by late notification of care entry and this issue is being addressed by local management. Both Initial & Review Health Assessments continue to be affected by health staffing issues. A core group of adolescents and older young people who refuse health assessment will be an ongoing area for review
7.8 Looked After Children Review Health Assessments completed	100%	92%	91%	92%		A	91%		A	90%		A	
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	50%	40%	87%		R	88%		R	85%		R	Although not meeting our performance expectations locally, work is significantly better than national/stat neighbour benchmarks. Examination of data shows that most who have not had dental checks sit within the 11-18 cohort at 114 young people. UASC young people within this cohort are more likely to have accessed dental review at 80%.
7.13 Looked After Children Short Term Placement Stability	9%	9.3%	9.0%	10.5%		R	9.8%		A	10.3%		R	Short term stability has seen some minor fluctuation over the quarter but is in line with stat/national benchmarking. Some of this is related to the late entry cohort who may have a number of placements before a stable home environment is secured. At October 105 young people had had 3 or more placements within the previous 12 months. Some children may have one or more emergency/short term placements before a permanent home is secured and for a small number of young people, difficulties in stabilising challenging behaviours can lead to repeat placement breakdowns. Most children however have stable homes with consistent carers
7.14 Looked After Children Long Term Placement Stability	75%	65%	70%	69%		A	69%		A	69%		A	Long term stability appears more likely when young people are retained "in County" and performance against this indicator has been stable over the quarter. Greater use of the Family Group Conferencing Service to support family care options support this indicator going forward.

7.15 Looked After Children placed over 20 miles from Surrey	20%	27%	16%	33%	R	33%	R	34%	R	The majority of children and young people at 681 are cared for within Surrey or immediate neighbours, but sufficiency within County remains a negative factor within this indicator with 341 children being cared for out of county. Although for some children in need of specialist care the right setting will be at a distance, for many the disruption to family and friendship links has immediate & longer term impact on emotional health and attachments. Many foster carers are at a stage where they are considering retirement and to respond to the current shortfall and plan for carers aging out, there is an ambitious recruitment plan for fostering over the next two years, as well as new residential units coming on stream and ongoing work to re-evaluate capacity within the current in-house fostering provision.
7.6 Personal Education Plans – Quality Termly	100%	N/A		77%						This information will be available in the next report
7.12 Pathway plans – Looked After Children	100%	N/A		91%	A	95%	A	100%	G	The majority of young people without a Pathway Plan are that group at 16 who have not transitioned from a LAC Care Plan in a timely way. Following concerted action the latest figure is 100% compliance
8.2 Care Leavers in Contact with Surrey	95%	N/A		92%	A	92%	A	94%	A	Contact with Surrey remains high, although under our aspirational target. There is minor fluctuation, but most Personal Assistants have had 2-way contact with young people at 737 out of 802
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	92%	91%	88%	R	83%	R	86%	R	In this age range there is some variability with Surrey performing less well than comparators in the Quarter. Unsuitable accommodation can be custody or in the case of some UASC hostel type accommodation. The AD for LAC & Leaving Care is focusing on this cohort to bring about measurable change.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	87%	88%	95%	G	93%	G	94%	G	Care Leaver accommodation suitability remains at very good levels, although below our aspirational Surrey target, it is above 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 2 young people or other types of accommodation which does not correspond with the pathway plan.
8.4 Proportion of Care Leavers aged 17-18 in education, employment and training (EET)	75%	66%	65%	72%	A	65%	R	70%	A	This indicator suggests that a core group of young people are not accessing employment, education, or training opportunities. There is no significant difference between 16-18 & older young people in this group. NEET clinics will continue to operate under the new corporate parenting structure with a focus on timely interventions to address NEET status, alongside support from the Post 16 education advisor from the virtual school about relevant opportunities. A targeted range of support is provided by community partners
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	54%	52%	62%	A	61%	A	62%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	85	10880	51		44		52		Most young people who go missing are between 15 and 18 and the majority are resident in children's homes or semi-independent provision. Males and females are as likely to go missing within Surrey but males are twice as likely to go missing out of county than females. There is no significant disparity month on month.
10.1 Child Supervision recorded to timescale	95%	N/A		85%	A	79%	R	81%	A	Supervision on children's case records continues to show variance with some service areas logging 90% and 87% whilst others are adrift at 58% & 54%. Team manager availability is responsible for some of the issues, but some service areas with small supervision loads are not performing as well as would be expected. Director and AD's have re-emphasised the need to record supervision in a timely way.

Timeliness of EHCPs completed in 20 weeks	60% (Interim target)		26%	R	22%	R	14%	R	<p>As anticipated, timeliness has fallen this month as the overdue requests are cleared at an accelerated rate. We expect to see timeliness remaining at low levels during the rest of the calendar year before returning to levels on a par with national from spring 2024. Due to a delay in the contract for some of the external EP resource and in onboarding some of the agency SEND case officers, we are making changes to the profile of the recovery work.</p>
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