

# 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: October	October RAG	Figure for: November	November RAG	Figure for: December	December RAG	RAG Narrative
Number of CSPA contacts received	N/A	N/A		4422		4958		3810		December saw a reduction in contact levels, but as with the August holiday period this may simply indicate the fall off approaching Christmas. Year on year there is no significant difference to December 2022 and volumes throughout the year have been well above 4000, indicating continued pressure from high contact rates which do not progress to higher tier interventions.
Number and percentage of contacts progressed to social care	N/A	N/A		509 12%		802 16%		513 13%		Aligned to the above reduction is a corresponding reduction in referrals to CSC, but as has been referenced before, statistically a similar volume of children are progressed to intervention regardless of the size of the overall Contact volumes. It is this core group of children who will benefit from the changes being made to the way referrals are triaged to ensure consistent application of our Levels of Need threshold.
4.2 Re-referrals to Children's Services	15 - 20%	21%	23%	18%	G	16%	G	14%	R	The Re-referral rate is outside of the target range. This may indicate good performance but a dropping re-referral rate can also suggest that thresholds are too high or family need is not being recognised. Work is being undertaken to explore this area of work through audit activity in March 2024. The RAG rating is related to the divergence from benchmarking. If we gain assurance that low re-referral rates relate to good & better practice the target will be reviewed.
4.3 Proportion of Assessments completed within 45 working days	100%	82%	84%	94%	A	93%	A	91%	A	There is Countywide variability which hides some of the real improvements made in key areas, such as C-Spa/Assessment where 497/515 (97%) were completed in time & CWD with 100% completion albeit with a smaller volume at 24. Within FST & LAC, individual team performance can vary significantly highlighting the need to understand & support or challenge individual team managers on localised performance. This is being pursued by the County Performance Meeting & through more robust reporting mechanisms from Practice Challenge Meetings to County Performance Meetings.
5.2 Number of Children in Need	N/A	N/A		1843		1857		1987		The Family Safeguarding Model envisages that most children will be supported under child in need processes, so this figure will potentially rise as families are diverted from higher tier interventions where it is right & safe to do so.
5.2 Child In Need Visits up to date	100%	N/A		83%	R	84%	R	81%	R	In contrast to the good performance in assessment timeliness, C-Spa/Assessment is performing less well in CiN visiting. There is work to be done around timeliness when a decision has been made to close a child's file so that all work is completed before the next scheduled visit. Where there are transition challenges this will be worked on by the respective service managers. FST teams are performing better in this area but there is still distance from target.
6.2 Proportion of S47 Enquiries with an outcome of Initial Child Protection Conference	N/A	33%	34%	24%		37%		41%		158 children were subject to Sec47 processes in December and 64 (41%) progressed to ICPC. This is an improving picture as we believe only the most vulnerable children who need the level of intervention from Child

										Protection processes should be taken through Sec.47. Accepting that there will be a proportion of children who can be supported through CIN processes once initial assurance from enquiries has been gained, there is a continued need to understand why most children are taken through a process that does not result in longer term child protection planning.
6.3 Child Protection volumes and rate	N/A	43.0	41.0	623 23.5		616 23.2		616 23.2		There has been a reduction of 259 children on CP Plans since December 2022. This primarily relates to the diversion of all but the most vulnerable children into CiN services 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 model.
6.4 Initial Child Protection Conferences held within timescale	100%	78%	78%	87%	R	80%	R	92%	A	This indicator has seen variable performance over the Quarter, but latest data shows an improvement. 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.
6.5 Child Protection Plan repeat in 2 years	10% - 15%	N/A		23%	R	15%	G	18%	R	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 of between 10% & 15% hence the RAG rating. 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%	99%	A	100%	G	97%	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. This figure relates to 25 children in 7 individual teams, demonstrating that for most areas timely planning is the norm.
6.7 Proportion of children subject to a CP Plan for over 24 months	2%	2.2%	2.3%	4.2%	R	4.9%		5.5 %	R	31 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. There is the potential for this total to increase given the number of children who are nearing 24 months. The Service Manager QA has been asked to review these children and discuss with relevant Service Managers the continued need for CP Planning for these children. The outcomes of this exercise will be reported on in the next report.
6.8 Children subject to a CP Plan seen in the last 10 working days	100%	N/A		88%	R	87%	R	88%	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. 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. Triangulated analysis is seeking to map which teams across a number of domains are performing less well.

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7.1 Number of Looked After Children and rate per 10k	N/A	71	49	1020	38.5		1019	38.4		1003	37.8		There is a continued decline in numbers of looked after children under 18 as more young people transfer to Leaving Care or exit care than come in. There is a similar decline in numbers of UASC partly because most enter care at 16/17 and quickly age out. UASC account for around 10% of LAC.
7.1 Number of Care Leavers	N/A	N/A		826			818			821			
7.2 Looked After Children with up to date Reviews	100%	N/A		95%		A	91%		A	90%		A	There is deteriorating performance against this indicator over the Quarter. There is pressure on IRO's due to the number of children who are out of county and the ability to meet initial review timescales in some cases. There are recording issues which can affect the LCS Workflow that impacts on reporting. Most delay is at the first Review within 4 weeks of accommodation and performance improves at subsequent Reviews where the IRS arranges the Review. 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	94%		A	83 out of 984 children were not seen within timescale in December. There are no service areas which are performing worse than others when volume is factored in. Again, individual team managers may need to exercise greater oversight of the work within their team. The AD for LAC & Care Leavers is working across service areas to track and harmonise performance.
7.7 Looked After Children Initial Health Assessments completed	100%	N/A		90%		A	92%		A	91%		A	There is fluctuating performance within a very narrow band over the Quarter. There is no significant difference in overall numbers having an IHA but children placed in Surrey are more likely to have one within time, although there are still overall timeliness issues.
7.8 Looked After Children Review Health Assessments completed	100%	89%	91%	90%		A	89%		R	90%		A	64 children who had been in care for more than a year had not had an RHA. 3 LAC teams achieved 100%.
7.9 Looked After Children Dental Checks completed - in care more than 1 year	100%	76%	79%	85%		R	86%		R	86%		R	Although not meeting our target performance locally is significantly better than national/stat neighbour. Examination of data shows that most who have not had dental checks sit within the adolescent cohort. This is a featured area within LAC Reviews and IRO's will be asked to profile/promote dental health in forthcoming reviews.
7.13 Looked After Children Short Term Placement Stability	9%	10%	11%	10.9%		R	11.9%		R	11.0%		R	Short term stability is just over the target and in line with national & stat neighbours and been consistent over the quarter. 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. This level of movement indicates challenges in responding to a young person's high level of needs and demonstrates some of the pressures that creates standalone placement options to provide a short term solution.
7.14 Looked After Children Long Term Placement Stability	75%	69%	67%	69%		A	67%		A	68%		A	Again, although aligned to national/comparator indicators we are adrift from our own target. Long term stability appears more likely when young people are retained "in County" and are under 10. Performance against this indicator has been stable over the quarter.
7.15 Looked After Children placed over 20 miles from Surrey	20%	17%	25%	34%		R	34%		R	34%		R	Given the above the ability to place in County can have a significant impact on young people's outcomes. There is ongoing work to provide an accurate and current availability status of our

										in-house carers. 346 children are cared for more than 20 miles from home at the time of writing. The majority of children and young people at 461 are cared for within Surrey or immediate neighbours but less than 20 miles from home.
7.6 Personal Education Plans – Quality Termly	100%	N/A						79%	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		100%	G	99%	A	98%	A	229 Pathway Plans have been completed in a timely way and 3 remain unfinished. 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	93%	A	91%	A	There are 9 care leavers between 17-21 who are not in touch with the LA bringing the percentage down to 91% . In Touch performance is in line with national averages.
8.3 Proportion of Care Leavers aged 17-18 in suitable accommodation	100%	91%	88%	86%	R	84%	R	82%	R	There are 14 young people who are in “unsuitable” accommodation, although 4 of these may be included because although not entitled to Leaving Care support the system flags them. 2 young people are in custody, 3 are NFA, 2 are in Emergency accommodation & a further 3 have an unknown residence. The Care Leaving service is re-examining these young people’s situations and all also ensuring that data is clean.
8.3 Proportion of Care Leavers aged 19-21 in suitable accommodation	90%	88%	89%	94%	G	93%	G	93%	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 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%	70%	A	67%	R	66%	R	Performance in the area of EET is consistent but underperforming against target, although in line with comparators. It is an area of vulnerability within the new ILACS Care Leaver domain. National research shows that care leavers are 10 times more likely to be NEET at 21 than young adults who are not care experienced and there are efforts across Corporate Parenting to understand & respond to the particular needs of Surrey young people.
8.4 Proportion of Care Leavers aged 19-21 in education, employment and training (EET)	65%	56%	59%	62%	A	62%	A	62%	A	
9.2 LAC Missing Children Going Missing in the Month	N/A	12,740	92	52		50		44		44 looked after children had missing episodes in December. 3 young people are still missing from care. In total there were 95 missing episodes highlighting that some children go missing more than once. Return Home interviews were offered to all young people and 38 took up the offer of an RHI on at least one occasion and 6 refused to discuss the reasons behind the missing episode.
10.1 Child Supervision recorded to timescale	95%	N/A		81%	A	86%	A	78%	R	Supervision on children’s case records continues to be problematic Analysis of data shows that most overdue supervisions are “in month” not that there is evidence of supervision not occurring in the long term. Care Leavers & FST South are the strongest performer at 94% & 92% respectively. No service area is a

									<p>statistical outlier but all have issues at some level with timeliness and planning for timely completion. Service Managers are stressing the need for improvement and this will be a featured area of scrutiny in Performance Challenge Meetings with reporting to County Performance Meeting monthly on progress.</p>
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