Social Care, Health and Wellbeing

Specialist Children's Services Performance Management Scorecard

10th Nov 2016
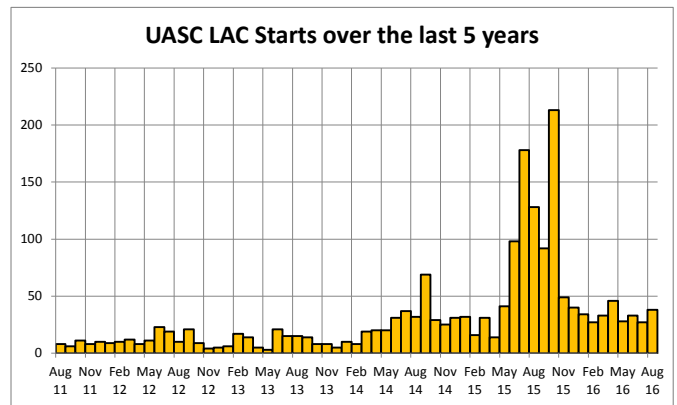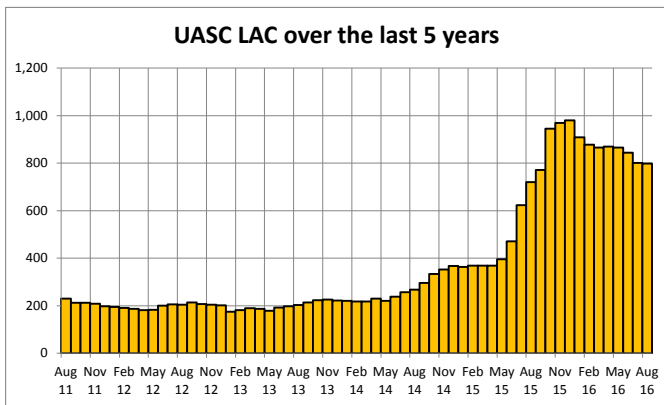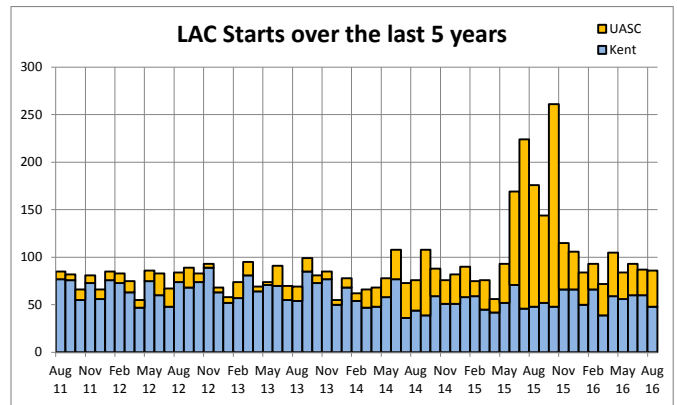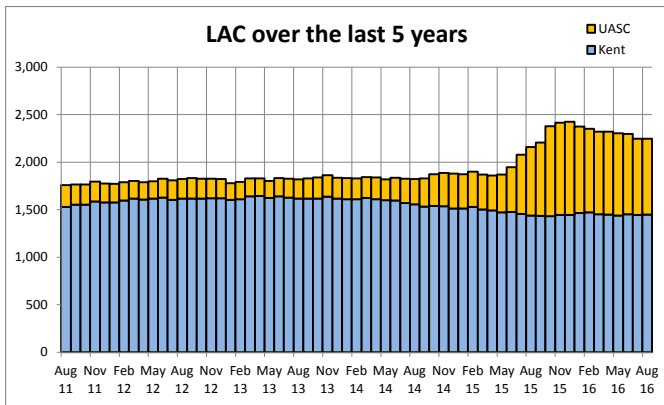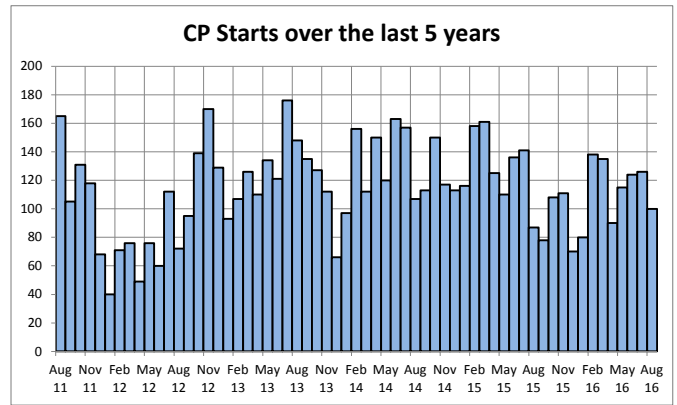
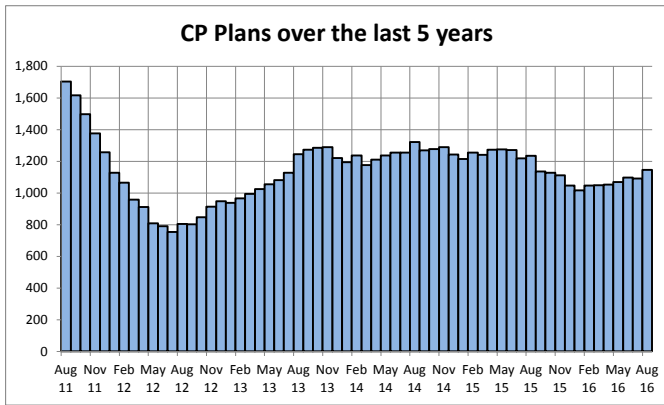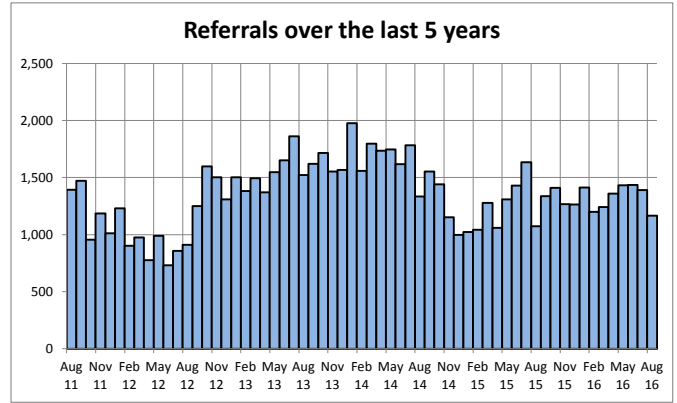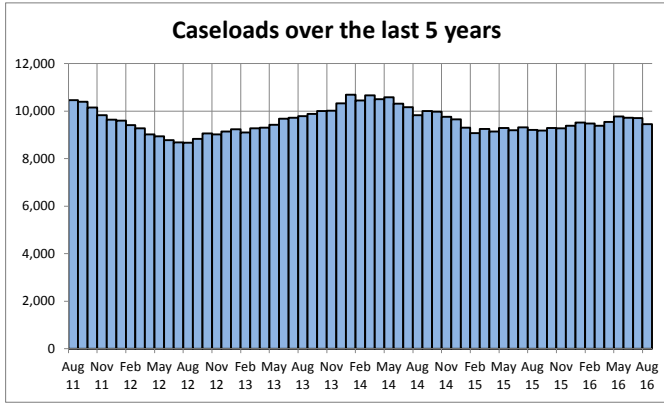Kent County Council
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SCS Activity

	Caseloads - This month	Caseloads - Last month	Caseloads - Change	Referrals in last month	CF Assessments in last month	CP Plans - This month	CP Plans - Last month	CP Plans - Change	CP Starts in last month	CP Ends in last month	Total LAC - This month	Total LAC - Last month	Total LAC - Change	UASC LAC - This month	UASC LAC - Last month	UASC LAC - Change	LAC Starts in last month	LAC Ends in last month	PF Cases - This month	PF Cases - Last month	PF Cases - Change
Kent	9444	9711	-267	1167	1478	1145	1092	+53	100	48	2246	2248	-2	798	801	-3	86	93	25	24	+1
North Kent	1112	1161	-49	202	236	194	175	+19	22	3	282	277	+5	73	68	+5	7	9	2	2	0
East Kent	2375	2447	-72	388	471	379	368	+11	29	19	643	631	+12	91	85	+6	24	21	3	3	0
South Kent	1777	1790	-13	262	353	339	319	+20	31	13	392	403	-11	72	75	-3	5	14	6	6	0
West Kent	1256	1333	-77	229	299	219	216	+3	17	12	362	358	+4	98	99	-1	13	7	10	8	+2
Disability Service	1211	1210	+1	24	95	14	14	0	1	1	99	101	-2	0	0	0	0	1	0	0	0
Ashford CSWT	413	428	-15	77	115	121	116	+5	9	5	5	8	-3	0	0	0	0	0	1	1	0
Canterbury CSWT	322	322	0	97	83	84	81	+3	7	4	4	1	+3	0	0	0	6	4	1	1	0
Dartford CSWT	187	180	+7	68	67	49	36	+13	13	0	2	1	+1	0	0	0	1	0	0	0	0
Dover CSWT	427	413	+14	103	105	116	104	+12	11	2	6	6	0	0	0	0	1	0	5	5	0
Gravesham CSWT	373	397	-24	73	93	93	92	+1	3	1	1	1	0	0	0	0	1	0	0	0	0
Maidstone CSWT	400	423	-23	98	152	89	84	+5	10	2	3	2	+1	0	0	0	4	1	5	3	+2
Sevenoaks CSWT	217	239	-22	58	58	37	31	+6	6	0	6	5	+1	0	0	0	1	0	2	2	0
Shepway CSWT	499	519	-20	79	123	99	96	+3	10	3	5	8	-3	0	0	0	3	1	0	0	0
Swale CSWT	605	610	-5	132	138	119	104	+15	16	0	7	12	-5	0	0	0	2	3	2	2	0
Thanet Margate CSWT	366	395	-29	65	100	100	94	+6	3	0	3	3	0	0	0	0	0	0	0	1	-1
Thanet Ramsgate CSWT	360	391	-31	87	131	58	62	-4	2	6	5	1	+4	0	0	0	6	2	4	4	0
The Weald CSWT	420	478	-58	129	136	106	108	-2	7	1	3	1	+2	0	0	0	7	0	5	5	0
North Kent CIC	310	304	+6	1	1	15	16	-1	0	2	271	268	+3	73	68	+5	4	9	0	0	0
East Kent (Can/Swa) CIC	367	363	+4	2	2	9	10	-1	1	3	343	330	+13	64	59	+5	4	6	0	0	0
East Kent (Tha) CIC	303	310	-7	0	9	9	17	-8	0	6	271	274	-3	27	26	+1	1	6	0	0	0
South Kent CIC	402	399	+3	0	5	3	3	0	1	3	366	373	-7	72	75	-3	0	13	0	0	0
West Kent CIC	422	416	+6	0	7	24	24	0	0	9	355	353	+2	98	99	-1	2	6	0	0	0
SUASC Service	513	542	-29	42	24	0	0	0	0	0	464	474	-10	464	474	-10	25	36	0	0	0
Disability EK	631	636	-5	13	39	9	9	0	0	0	66	68	-2	0	0	0	0	0	0	0	0
Disability WK	580	574	+6	11	56	5	5	0	1	1	33	33	0	0	0	0	0	1	0	0	0
Adoption & SG	86	88	-2	3	0	0	0	0	0	0	4	4	0	0	0	0	0	0	0	0	0
Care Leaver Service (18+)	1099	1103	-4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0

SCS Activity

County Level

Caseloads over the last 5 years

Referrals over the last 5 years

CP Plans over the last 5 years

CP Starts over the last 5 years

LAC over the last 5 years

LAC Starts over the last 5 years

UASC LAC over the last 5 years

UASC LAC Starts over the last 5 years

Scorecard - Kent   Aug 2016

ID	Indicators	Polarity	Data Period	Latest Result and RAG Status	Num	Denom	Target for 16/17	Result (1 month ago)	DoT	Result (1 year ago)	DoT	Short Term Performance: Rolling 3 months and RAG Status	
REFERRAL AND ASSESSMENTS													
1	% of referrals with a previous referral within 12 months	L	R12M	22.3% G	3543	15921	25.0%	22.1%	↓	24.6%	↑	22.7%	G
2	% of C&F Assessments that were carried out within 45 working days	H	R12M	89.9% A	15127	16833	90.0%	89.3%	↑	89.5%	↑	91.4%	G
3	Number of C&F Assessments in progress outside of timescale	L	SS	35 G	-	-	75	25	↓	58	↑	-	-
4	% of Children seen at C&F Assessment	H	R12M	98.3% G	15712	15986	98.0%	98.3%	↑	97.6%	↑	97.9%	A
CHILDREN IN NEED													
5	% of CIN with a CIN Plan in place	H	SS	89.0% A	2184	2453	90.0%	89.6%	↓	88.9%	↑	-	-
6	% of CIN who have been seen in the last 28 days	H	SS	81.0% G	1595	1970	80.0%	82.9%	↓	80.0%	↑	-	-
7	Numbers of Unallocated Cases	L	SS	1 A	-	-	0	2	↑	130	↑	-	-
PRIVATE FOSTERING													
8	% of PF visits held in timescale (Current PF Arrangements only)	H	SS	80.1% A	109	136	90.0%	83.0%	↓			-	-
MISSING CHILDREN													
9	% of Returner Interviews completed within 3 working days	H	R12M	67.7% R	1281	1891	90.0%	66.8%	↑			73.9%	R
CHILD PROTECTION													
10	% of Current CP Plans lasting 18 months or more	L	SS	5.8% G	66	1145	10.0%	5.4%	↓	4.9%	↓	-	-
11	% of CP Visits held within timescale (Current CP only)	H	SS	90.3% G	19560	21663	90.0%	90.8%	↓	92.6%	↓	-	-
12	% of CP cases which were reviewed within required timescales	H	SS	100.0% G	805	805	98.0%	99.9%	↑	100.0%	⇒	-	-
13	% of Children becoming CP for a second or subsequent time	T	R12M	21.6% A	276	1275	17.5%	21.2%	↓	19.1%	↓	22.9%	A
14	% of CP Plans lasting 2 years or more at the point of de-registration	L	R12M	2.6% G	36	1362	5.0%	2.7%	↑	2.2%	↓	2.9%	G
15	% of Children seen at Section 47 enquiry	H	R12M	98.4% G	4572	4647	98.0%	98.3%	↑	98.2%	↑	98.3%	G
16	% of ICPC's held within 15 working days of the S47 enquiry starting	H	R12M	85.5% G	1169	1368	80.0%	85.4%	↑	83.1%	↑	87.1%	G
CHILDREN IN CARE													
17	CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	13.0% R	293	2246	10.0%	12.9%	↓	9.6%	↓	-	-
18	CIC Placement Stability: % in same placement for last 2 years	H	SS	71.2% G	410	576	70.0%	71.6%	↓	74.2%	↓	-	-
19	% of CIC Foster Care in KCC Foster Care/Rel & Friends placements (exc UASC)	H	SS	86.3% G	1020	1182	85.0%	86.9%	↓	86.2%	↑	-	-
20	% of CIC placed within 20 miles from home (exc UASC)	H	SS	80.1% G	1115	1392	80.0%	80.6%	↓	81.3%	↓	-	-
21	% of Children who participated at CIC Reviews	H	R12M	95.6% G	5873	6146	95.0%	95.6%	↓	95.4%	↑	95.6%	G
22	% of CIC cases which were reviewed within required timescales	H	SS	98.2% G	2136	2175	98.0%	98.2%	↑	93.2%	↑	-	-
23	% of CIC cases where all Dental Checks were held within required timescale	H	SS	92.7% G	1785	1926	90.0%	94.3%	↓	92.3%	↑	-	-
24	% of CIC cases where all Health Assessments were held within required timescale	H	SS	89.5% A	1724	1926	90.0%	88.1%	↑	89.7%	↓	-	-
25	% of IHA referrals within 5 working days of becoming Looked After	H	R12M	48.0% R	542	1130	90.0%	42.9%	↑	25.5%	↑	84.2%	A
26	% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	75.8% A	1091	1439	80.0%	74.4%	↑	52.6%	↑	-	-
27	% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	54.0% A	576	1067	60.0%	55.3%	↓	52.9%	↑	-	-
ADOPTION													
28	% of cases adoption agreed as plan within 4mths, for those with an agency decision	H	R12M	74.5% A	73	98	75.0%	72.5%	↑	59.0%	↑	76.5%	G
29	Ave. no of days between bla and moving in with adoptive family (for children adopted)	L	R12M	363.7 G	29462	81	426.0	403.4	↑	545.7	↑	287.7	G
30	Ave. no of days between court authority to place a child and the decision on a match	L	R12M	151.5 A	11663	77	121.0	177.3	↑	213.3	↑	99.9	G
31	% of Children leaving care who were adopted (exc UASC)	H	R12M	12.9% A	81	628	13.0%	13.2%	↓	21.3%	↓	10.2%	A
CARE LEAVERS													
32	% of Care Leavers that Kent is in touch with	H	R12M	67.1% A	1077	1606	75.0%	65.8%	↑	59.5%	↑	67.5%	A
33	% of Care Leavers in Suitable Accommodation (of those we are in touch with)	H	R12M	92.2% G	1004	1089	90.0%	92.3%	↓	92.0%	↑	91.5%	G
34	% of Care Leavers in Education, Employment or Training (of those we are in touch with)	H	R12M	58.1% A	633	1089	65.0%	58.7%	↓	55.3%	↑	53.7%	R
35	% of Care Leavers with a Pathway Plan updated in the last 6 months	H	SS	91.2% G	1001	1097	90.0%	93.5%	↓			-	-
QUALITY ASSURANCE													
36	% of Case File Audits completed	H	R12M	98.5% G	703	714	95.0%	98.5%	⇒	97.1%	↑	98.7%	G
37	% of Case File Audits rated Good or outstanding	H	R12M	65.1% G	458	703	60.0%	65.1%	⇒	50.8%	↑	66.4%	G
38	% of Case File Audits rated inadequate	L	R12M	2.4% A	17	703	0.0%	2.4%	⇒	5.1%	↑	1.3%	A
39	% of CP Social Work Reports rated good or outstanding	H	R12M	64.1% A	1454	2268	75.0%	64.5%	↓	71.0%	↓	65.0%	A
40	% of CIC Care Plans rated good or outstanding	H	R12M	64.0% A	3887	6076	75.0%	63.0%	↑	58.7%	↑	70.4%	A
STAFFING													
41	% of caseholding posts filled by KCC Permanent QSW	H	SS	77.2% A	404.3	524.0	83.0%	75.8%	↑	75.1%	↑	-	-
42	% of caseholding posts filled by agency staff	L	SS	17.2% A	89.9	524.0	17.0%	17.7%	↑	20.1%	↑	-	-
43	Average Caseloads of social workers in CIC Teams	L	SS	15.7 A	1804	115.0	15.0	16.1	↑	16.1	↑	-	-
44	Average Caseloads of social workers in CSWTs	L	SS	20.8 A	4589	220.5	18.0	21.8	↑	20.1	↓	-	-
45	Average Caseloads of fostering social workers	L	SS	17.9 G	835	46.6	18.0	17.2	↓	18.8	↑	-	-

	GREEN	AMBER	RED
LATEST PERFORMANCE RAG RATING	22	20	3

Scorecard - Impact of UASC

Indicators	Polarity	Data Period	INCLUDING UASC				EXCLUDING UASC			Variance with UASC excluded
			Latest Result and RAG Status	Num	Denom	Target for 16/17	Latest Result and RAG Status	Num	Denom	
CHILDREN IN CARE - KENT										
CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	13.0% R	293	2246	10.0%	12.8% A	186	1448	-0.2%
CIC Placement Stability: % in same placement for last 2 years	H	SS	71.2% G	410	576	70.0%	71.2% G	408	573	+0.0%
% of Children who participated at CIC Reviews	H	R12M	95.6% G	5873	6146	95.0%	97.9% G	3533	3609	+2.3%
% of CIC cases which were reviewed within required timescales	H	SS	98.2% G	2136	2175	98.0%	99.5% G	1400	1407	+1.3%
% of CIC cases where all Dental Checks were held within required timescale	H	SS	92.7% G	1785	1926	90.0%	93.8% G	1173	1251	+1.1%
% of CIC cases where all Health Assessments were held within required timescale	H	SS	89.5% A	1724	1926	90.0%	93.7% G	1172	1251	+4.2%
% of IHA referrals within 5 working days of becoming Looked After	H	R12M	48.0% R	542	1130	90.0%	65.3% R	341	522	+17.4%
% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	75.8% A	1091	1439	80.0%	83.9% G	895	1067	+8.1%
% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	54.0% A	576	1067	60.0%	54.4% A	515	946	+0.5%
CHILDREN IN CARE - NORTH KENT AREA										
CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	13.8% R	39	282	10.0%	12.9% A	27	209	-0.9%
CIC Placement Stability: % in same placement for last 2 years	H	SS	66.2% A	51	77	70.0%	66.2% A	51	77	0.0%
% of Children who participated at CIC Reviews	H	R12M	96.9% G	712	735	95.0%	98.8% G	509	515	+2.0%
% of CIC cases which were reviewed within required timescales	H	SS	99.6% G	275	276	98.0%	99.5% G	203	204	-0.1%
% of CIC cases where all Dental Checks were held within required timescale	H	SS	95.6% G	241	252	90.0%	96.2% G	177	184	+0.6%
% of CIC cases where all Health Assessments were held within required timescale	H	SS	87.7% A	221	252	90.0%	93.5% G	172	184	+5.8%
% of IHA referrals within 5 working days of becoming Looked After	H	R12M	74.4% R	58	78	90.0%	75.3% R	58	77	+1.0%
% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	88.1% G	155	176	80.0%	91.3% G	136	149	+3.2%
% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	46.4% A	77	166	60.0%	50.7% A	70	138	+4.3%
CHILDREN IN CARE - EAST KENT AREA										
CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	13.2% R	85	643	10.0%	13.0% R	72	552	-0.2%
CIC Placement Stability: % in same placement for last 2 years	H	SS	76.3% G	174	228	70.0%	76.5% G	173	226	+0.2%
% of Children who participated at CIC Reviews	H	R12M	95.8% G	1582	1651	95.0%	98.8% G	1360	1376	+3.0%
% of CIC cases which were reviewed within required timescales	H	SS	99.4% G	621	625	98.0%	99.8% G	533	534	+0.5%
% of CIC cases where all Dental Checks were held within required timescale	H	SS	87.9% A	485	552	90.0%	89.7% A	419	467	+1.9%
% of CIC cases where all Health Assessments were held within required timescale	H	SS	87.7% A	484	552	90.0%	92.1% G	430	467	+4.4%
% of IHA referrals within 5 working days of becoming Looked After	H	R12M	58.8% R	97	165	90.0%	58.8% R	97	165	0.0%
% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	78.9% A	358	454	80.0%	82.5% G	340	412	+3.7%
% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	56.9% A	230	404	60.0%	57.0% A	207	363	+0.1%
CHILDREN IN CARE - SOUTH KENT AREA										
CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	14.3% R	56	392	10.0%	15.3% R	49	320	+1.0%
CIC Placement Stability: % in same placement for last 2 years	H	SS	68.6% A	72	105	70.0%	68.3% A	71	104	-0.3%
% of Children who participated at CIC Reviews	H	R12M	96.1% G	950	989	95.0%	96.1% G	782	814	+0.0%
% of CIC cases which were reviewed within required timescales	H	SS	99.5% G	385	387	98.0%	99.4% G	313	315	-0.1%
% of CIC cases where all Dental Checks were held within required timescale	H	SS	97.1% G	329	339	90.0%	96.8% G	270	279	-0.3%
% of CIC cases where all Health Assessments were held within required timescale	H	SS	94.7% G	321	339	90.0%	95.0% G	265	279	+0.3%
% of IHA referrals within 5 working days of becoming Looked After	H	R12M	76.3% R	116	152	90.0%	76.3% R	116	152	0.0%
% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	80.5% G	210	261	80.0%	82.1% G	188	229	+1.6%
% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	67.4% G	157	233	60.0%	68.4% G	134	196	+1.0%
CHILDREN IN CARE - WEST KENT AREA										
CIC Placement Stability: % with 3 or more placements in the last 12 months	L	SS	13.0% A	47	362	10.0%	12.1% A	32	264	-0.9%
CIC Placement Stability: % in same placement for last 2 years	H	SS	64.3% R	72	112	70.0%	64.3% R	72	112	0.0%
% of Children who participated at CIC Reviews	H	R12M	97.5% G	889	912	95.0%	98.3% G	638	649	+0.8%
% of CIC cases which were reviewed within required timescales	H	SS	98.9% G	345	349	98.0%	98.8% G	248	251	-0.0%
% of CIC cases where all Dental Checks were held within required timescale	H	SS	87.0% A	268	308	90.0%	93.7% G	209	223	+6.7%
% of CIC cases where all Health Assessments were held within required timescale	H	SS	90.3% G	278	308	90.0%	93.7% G	209	223	+3.5%
% of IHA referrals within 5 working days of becoming Looked After	H	R12M	62.5% R	60	96	90.0%	62.5% R	60	96	0.0%
% of CIC who have had a PEP updated in the last 6 months (ages 5-16)	H	SS	81.3% G	196	241	80.0%	82.0% G	159	194	+0.6%
% of CIC for 18 mths and allocated to the same worker for the last 12 mths	H	SS	35.3% R	67	190	60.0%	33.7% R	59	175	-1.5%
OTHER INDICATORS - KENT										
% of Care Leavers that Kent is in touch with	H	R12M	67.1% A	1077	1606	75.0%	75.3% G	634	842	+8.2%
% of Care Leavers in Suitable Accommodation (of those we are in touch with)	H	R12M	92.2% G	1004	1089	90.0%	90.9% G	577	635	-1.3%
% of Care Leavers in Education, Employment or Training (of those we are in touch with)	H	R12M	58.1% A	633	1089	65.0%	51.2% R	325	635	-6.9%
% of Care Leavers with a Pathway Plan updated in the last 6 months	H	SS	91.2% G	1001	1097	90.0%	92.6% G	501	541	+1.4%
% of C&F Assessments that were carried out within 45 working days	H	R12M	89.9% A	15127	16833	90.0%	90.5% G	14588	16113	+0.7%
Numbers of Unallocated Cases	L	SS	1 A	-	-	0	1 A	-	-	0

% of Returner Interviews completed within 3 working days			**Red**
Cabinet Member	Peter Oakford	Director	Philip Segurola
Portfolio	Specialist Children's Services	Division	Specialist Children's Services
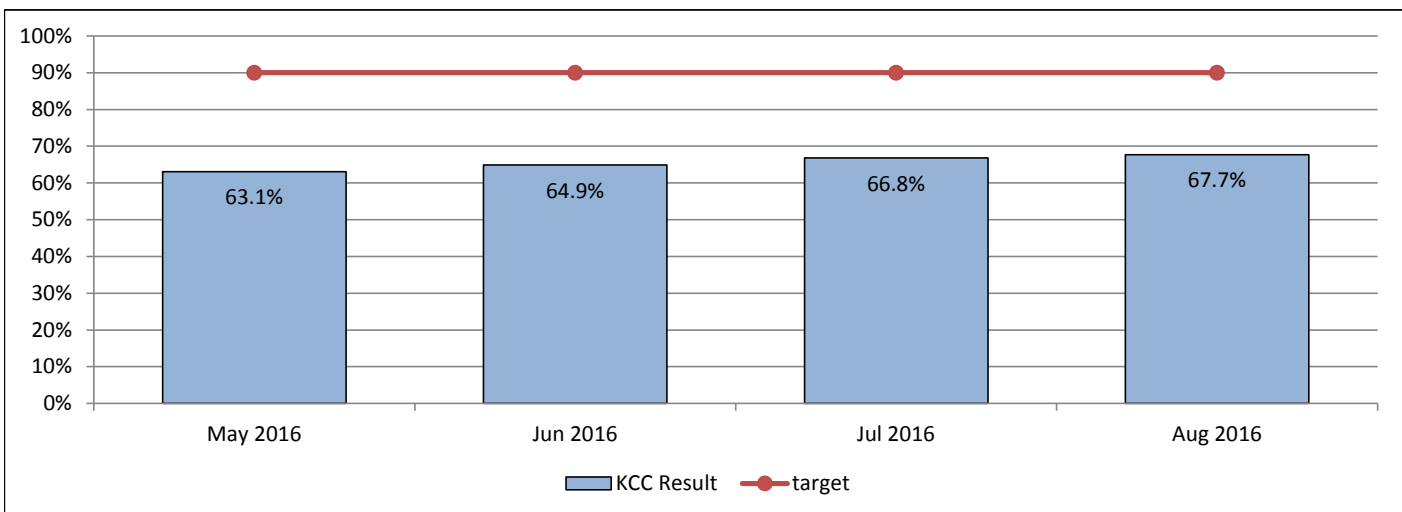
Trend Data – Month End	May 2016	Jun 2016	Jul 2016	Aug 2016
KCC Result	63.1%	64.9%	66.8%	67.7%
Target	90.0%	90.0%	90.0%	90.0%
RAG Rating	**Red**	**Red**	**Red**	**Red**

Commentary

This is a new performance indicator added for August 2016 Scorecard to reflect the priority of SCS to undertake timely Returner Interviews for children and young people that have gone missing. The target of 90% has been set to drive up performance on the completion rates within 3 working days following a missing episode.

During the 12 month period there were 1891 missing episodes, and of these 1281 (67.7%) had a Returner Interview that was completed within 3 working days. In the last 12 months performance has shown gradual month on month improvement from 55.8% September 2015 to 67.7% in September 2016. Performance for the last three months shows performance at 73.9% which remains within the Red banding.

It is of note that for a significant number of Children in Care missing episodes last no longer than 0-3 hrs and are more often than not connected to contact with friends and family. These episodes can also form part of a repeat pattern of behaviour where for a small but significant minority the value of repeatedly completing a Returner interview can be compromised.

Data Notes

Target: 90% (RAG Bandings: Below 80% = Red, 80% to 90% = Amber, 90% and above = Green)

Tolerance: Higher values are better

Data: Figures shown are based on a rolling 12 month period. The result for Aug 2016 for example shows performance for Sept 2015 to Aug 2016.
Data Source: Liberi

CIC Placement Stability - 3+ Placements in the last 12 months		Red
Cabinet Member	Peter Oakford	Director	Philip Segurola
Portfolio	Specialist Children's Services	Division	Specialist Children's Services
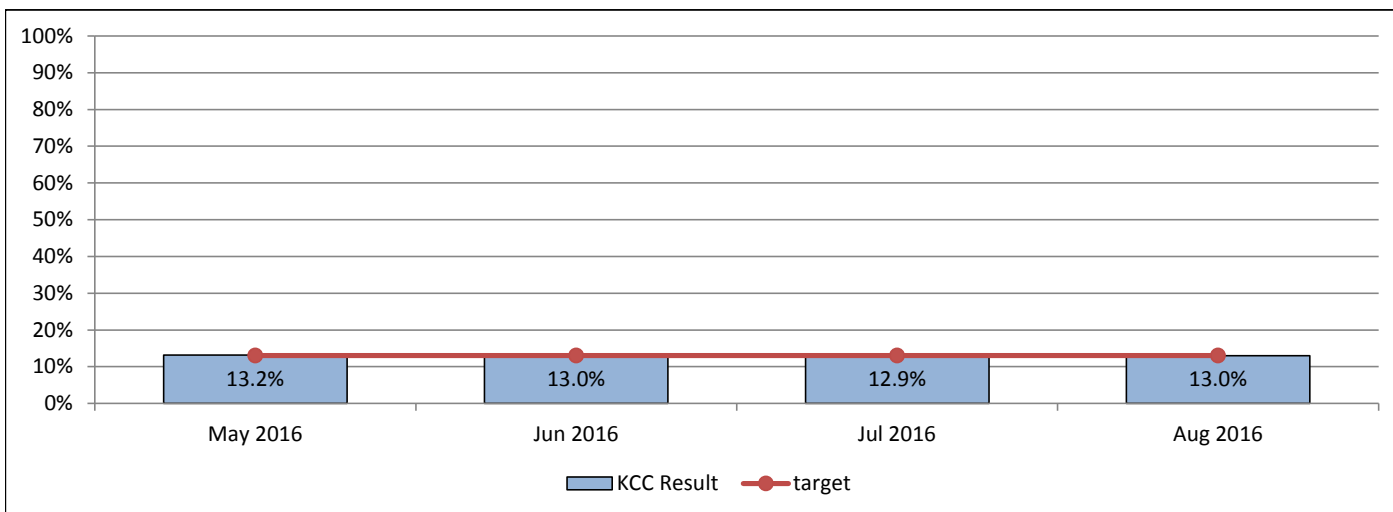
Trend Data – Month End	May 2016	Jun 2016	Jul 2016	Aug 2016
KCC Result	13.2%	12.97%	12.9%	13.0%
Target	13.0%	13.0%	13.0%	13.0%
RAG Rating	Red	Amber	Amber	Red

Commentary

Placement stability is a continued focus for Corporate Parenting. There has been an analysis of the placements and factors affecting stability. Key to placement stability is the matching. There is a training programme to highlight good social work practice with the need to prepare children and young people for placements when they first enter care and ensure that placement planning meetings are in place with delegated authority. The key area of instability is with older teenagers; also with court decision making returning children home, who return to care and may also move to an adoptive placement. Fostering to adopt is progressing with increasing numbers of children who are being placed for adoption and this is good practice and supports children achieving good outcomes.

Data Notes

Target: 10% (RAG Bandings: 13% and above = Red, 10% to 13% = Amber, 10% and below= Green)

Tolerance: Lower values are better

Data: Figures shown are based on a snapshot taken at the end of each calendar month

Data Source: Liberi

% of IHA referrals within 5 working days of becoming looked after			**Red**
Cabinet Member	Peter Oakford	Director	Philip Segurola
Portfolio	Specialist Children's Services	Division	Specialist Children's Services
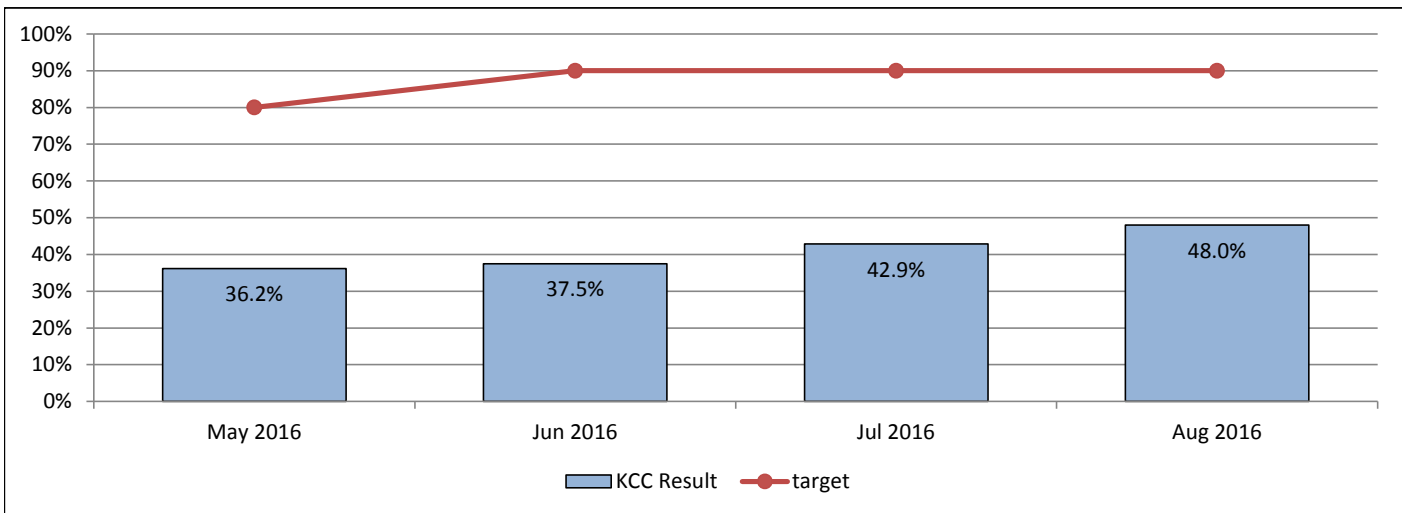
Trend Data – Month End	May 2016	Jun 2016	Jul 2016	Aug 2016
KCC Result	36.2%	37.5%	42.9%	48.0%
Target	80.0%	90.0%	90.0%	90.0%
RAG Rating	**Red**	**Red**	**Red**	**Red**

Commentary

Performance for the 3 months up to 31/08/2016 is 84.2%.

The IHA reflects the challenges faced last year 2015 with the significant increases in UASC arriving and the system's capacity in managing timely referrals. There is significant improvement in the timeliness since April 2016 and this continues to be a focus with Corporate Parenting AD working with health colleagues to ensure there is sufficient capacity to complete timely health assessments. Social care have robust systems in place to ensure there is an ongoing focus on the initial health assessment requests being passed to health so they can plan for attendance at clinic within timescales.

Data Notes

Target: 90% (RAG Bandings: Below 80% = Red, 80% to 90% = Amber, 90% and above = Green)

Tolerance: Higher values are better

Data: Figures shown are based on a rolling 12 month period. The result for Aug 2016 for example shows performance for Sept 2015 to Aug 2016.
Data Source: Liberi