

Children, Young People and Education Performance Management

Early Help Commissioning Services Monthly Scorecard

July 2017 Release (June 2017 Data)

Produced by: Management Information, CYPE

Publication Date: 21st July 2017 (First Release)

Important Information

Amended Indicators:

CEH03 - Number of cases allocated per year (YTD)

CEH13 - Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure

Removed:

CEH14 - Percentage of cases stepped down to FSS from SCS that are then referred back within 12 months of step down

New Indicator:

CEH14 - Number of cases stepped up to Social Services in month

Replaced: CEH77 to EH21

EH21 - Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)

Extracted from the Early Help Scorecard

RAGs:

CEH50 - Registered to Commissioned Service aged 8-19

CEH51a - Percentage of YP reached against those registered at Commissioned Service aged 8-19

CEH52a - Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19

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Early Help Commissioning Services Monthly Scorecard

Guidance Notes

POLARITY

- H** The aim of this indicator is to achieve the highest number/percentage possible
- L** The aim of this indicator is to achieve the lowest number/percentage possible
- T** The aim of this indicator is to stay close to the target that has been set

RAG (Red/Amber/Green) ratings

Green

Green indicates that the performance has met or exceeded the target




Amber

Amber indicates that the performance has not met the target but is within acceptable limits



Red

Red indicates that the performance has not met the target and is below an acceptable pre-defined minimum

DIRECTION OF TRAVEL (DOT)

-  Performance has improved compared to previously reported data
-  Performance has worsened compared to previously reported data
-  Performance has remained the same compared to previously reported data

Incomplete Data

-  Data not available
-  Data to be supplied

KEY TO ABBREVIATIONS

NEET	Not in Education, Employment or Training
EET	In Education, Employment or Training
FSS	Family Support Service
SCS	Specialist Children's Services
M	Monthly
Q	Quarterly
A	Annually
YTD	Year to Date
R12M	Rolling 12 months (Cumulative)
MI	Management Information
BME	Black Minority Ethnic
SEN	Special Educational Needs
LAC	Looked After Child
CP	Child Protection
CoIN	Children In Need
CYH	Commissioned Youth Hubs
EH	Early Help

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FINAL RELEASE ONLY

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Project Salus North & West																				
CEH01	Number of cases allocated in the month	H	M	11	105	110	49	25	51	28						↓		688		
CEH02	Average caseload per worker	H	M	5	8	13	15	14	16	15						↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	49	157	265	315	213	380	409						↑	57	688	Green	
CEH04	Number of open cases	H	M	49	157	261	286	181	304	280						↓		172		
CEH05	Number of cases closed in the month	H	M	0	4	18	14	11	43	28						↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	97.7	96.4	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	94.1	100.0						↑	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	95.8	95.8	100.0	100.0	100.0						↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	96.6	100.0	100.0	51.9	91.9	96.9						↑	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					41.2	69.2	64.3						↓	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					41.2	59.6	57.1						↓	>60	>60	Amber	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					41.2	26.9	32.1						↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						2.6	2.5						↑	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.0							<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M																	
CEH14	Number of cases stepped up to SCS in month	L	M							1										
Family Support Service - Project Salus North																				
CEH01	Number of cases allocated in the month	H	M	2	38	42	20	10	29	16						↓		282		
CEH02	Average caseload per worker	H	M	5	8	13	14	13	16	16						↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	26	64	106	127	92	162	177						↑	24	282	Green	
CEH04	Number of open cases	H	M	26	64	104	111	74	127	122						↓		71		
CEH05	Number of cases closed in the month	H	M	0	2	10	9	4	19	12						↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	95.4	95.2	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	93.1	100.0						↑	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	97.5	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	100.0	100.0	71.4	37.5	90.9	95.5						↑	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					33.3	60.0	58.3						↓	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					33.3	60.0	50.0						↓	>60	>60	Amber	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					50.0	30.0	41.7						↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						3.9	1.6						↑	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M														<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.7	10.8	11.0	10.8	10.2	14.2	13.6						↑				
CEH14	Number of cases stepped up to SCS in month	L	M							1										

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Project Salus West																				
CEH01			9	67	68	29	15	22	12							↓		406		
CEH02			4	8	13	15	15	16	14							↓	3	35	Green	
CEH03			23	93	159	188	121	218	232							↑	34	406	Green	
CEH04			23	93	157	175	107	177	158							↓		101		
CEH05			0	2	8	5	7	24	16							↓				
CEH06			100.0	100.0	97.1	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH76							100.0	95.5	100.0							↑	100	100	Green	
CEH07			100.0	100.0	94.5	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08			0.0	92.6	100.0	100.0	72.7	93.3	100.0							↑	>90	>90	Green	
CEH09							45.5	75.0	68.8							↓	>80	>80	Amber	
CEH10							45.5	59.4	62.5							↑	>60	>60	Green	
CEH11							36.4	25.0	25.0							↔	<10	<10	Red	
CEH12								1.7	3.2							↓	<10	<10	Green	
CEH13																	<10	<10	Green	
EH21			10.9	11.2	11.6	11.7	14.7	13.8	13.1							↑				
CEH14									0											

Area	Dartford	Gravesham	Sevenoaks
Provider Narrative	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable.</p> <p>Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH08 - PSS427 assessment completed in 21 days, overdue to worker being off sick for 14days. Initial contact made with manager and assessment completed within 4 days of return to work. All other KPI CEH76, CEH07, CEH08 & CEH09 - complete. CEH12 Long duration case due to safeguarding.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable.</p> <p>Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH09 - 3 referrals were closed within June. 1 Referral was closed due to 'No Consent', 1 family disengaged and 1 family was stepped up to CSS so this referral was closed by Salus Family Support Service.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable.</p> <p>Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>New F/T Worker in post and allocated cases following induction. CEH11 - 3 Referrals were closed due to disengagement by the families/YP despite persistence of worker. 1 family identified that they were not ready to engage and were working on steps to being ready for support due to MH. CEH12 - Referral over 6 months support. Waiting for responses from referrals to supporting agencies.</p>
Notes from Monitoring Meeting			

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						

Area	Maidstone	Tonbridge & Malling	Tunbridge Wells
Provider Narrative	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications recieved during that month.</p> <p>CEH76, CEH07, CEH08 & CEH09 - completed within KPI. Focus is now on throughput of families.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications recieved during that month.</p> <p>New Family Support Worker has started following induction. Due to low number of referrals received CEH02 is lower than expected. Colleague who started her Mat leave in May closed 11 referrals, Only 1 referral recieved since last Commissioner report. CEH76, CEH07, CEH08 & CEH09 - completed within KPI. CEH11 - FSW attempted many different times to engage the family but they were adamant that they didn't require support at that time and were provided with additional information for support and services that could assist in the future.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications recieved during that month.</p> <p>CEH09 - 3 referrals were closed within June. 3 families disengaged with service. 2 families disengaged after extensive work had been completed with family, families felt that no further support would help. 1 Family disengaged following FSW successfully arranged a tutor for the YP. No reply to phonecalls/texts. Letters sent to all families that disengaged to ask them to contact. CEH11 - this case has now moved out of the kent area.</p>
Notes from Monitoring Meeting			

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Project Salus North - Dartford																					
CEH01	Number of cases allocated in the month	H	M	1	12	17	5	2	7	4							↓		88		
CEH02	Average caseload per worker	H	M	5	9	16	15	14	15	16							↑	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	10	22	39	44	29	51	56							↑	7	88	Green	
CEH04	Number of open cases	H	M	10	22	37	38	22	58	37							↓		22		
CEH05	Number of cases closed in the month	H	M	0	2	2	1	1	4	4							↔				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	100.0	88.2	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	71.4	100.0							↑	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	100.0	100.0	50.0	37.5	100.0	75.0							↓	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M					100.0	50.0	100.0							↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					100.0	50.0	100.0							↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					0.0	50.0	0.0							↑	<10	<10	Green	
CEH12	Percentage of open cases open for more than 6 months	L	M						5.3	2.7							↑	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M															<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	12.9	12.7	13.6	13.0	11.1	13.8	11.5							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							0											
Family Support Service - Project Salus North - Gravesham																					
CEH01	Number of cases allocated in the month	H	M	1	19	18	7	7	17	9							↓		142		
CEH02	Average caseload per worker	H	M	5	7	12	13	12	16	16							↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	9	28	46	55	42	78	85							↑	12	142	Green	
CEH04	Number of open cases	H	M	9	28	46	50	33	65	62							↓		35		
CEH05	Number of cases closed in the month	H	M	0	0	3	6	1	12	3							↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	84.2	100.0	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	100.0							↔	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	100.0	100.0	75.0	100.0	88.9	100.0							↑	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					0.0	61.5	33.3							↓	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					0.0	61.5	0.0							↓	>60	>60	Red	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					100.0	23.1	66.7							↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						3.1	0.0							↑	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M															<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.1	10.6	10.5	10.4	11.1	17.2	17.1							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							1											

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Project Salus North - Sevenoaks																					
CEH01	Number of cases allocated in the month	H	M	0	7	7	8	1	5	3							↓		53		
CEH02	Average caseload per worker	H	M	7	9	14	15	13	16	15							↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	7	14	21	28	21	33	36							↑	4	53	Green	
CEH04	Number of open cases	H	M	7	14	21	23	19	24	23							↓		13		
CEH05	Number of cases closed in the month	H	M	0	0	5	2	2	3	5							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	0.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	100.0							↔	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	0.0	100.0	83.3	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	100.0	100.0	100.0	0.0	100.0	100.0							↔	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					0.0	66.7	40.0							↓	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					0.0	66.7	40.0							↓	>60	>60	Red	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					50.0	33.3	60.0							↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						4.2	4.3							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M															<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	9.3	9.0	8.9	8.7	8.8	10.0	10.4							↓				
CEH14	Number of cases stepped up to SCS in month	L	M							0											

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
West Kent District Trends
FSS Project Salus

July 2017
June 2017 Data

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
Family Support Service - Project Salus West - Maidstone																				
CEH01	Number of cases allocated in the month	H	M	6	34	29	10	9	12	2						↓		176		
CEH02	Average caseload per worker	H	M	4	10	15	16	15	16	15						↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	11	48	75	85	49	99	101						↑	15	176	Green	
CEH04	Number of open cases	H	M	11	48	75	79	43	79	75						↓		44		
CEH05	Number of cases closed in the month	H	M	0	0	4	2	5	6	4						↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	100.0	93.1	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	91.7	100.0						↑	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	86.4	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	100.0	100.0	100.0	40.0	83.3	100.0						↑	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					44.4	66.7	100.0						↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					44.4	66.7	100.0						↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					33.3	33.3	0.0						↑	<10	<10	Green	
CEH12	Percentage of open cases open for more than 6 months	L	M						2.5	1.3						↑	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M														<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.5	11.3	12.3	11.8	14.5	18.2	18.8						↓				
CEH14	Number of cases stepped up to SCS in month	L	M							0										
Family Support Service - Project Salus West - Tonbridge & Malling																				
CEH01	Number of cases allocated in the month	H	M	3	13	27	7	3	5	5						↔		124		
CEH02	Average caseload per worker	H	M	4	6	14	15	14	16	12						↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	9	22	49	56	40	65	69						↑	10	124	Green	
CEH04	Number of open cases	H	M	9	22	47	52	35	51	37						↓		31		
CEH05	Number of cases closed in the month	H	M	0	2	2	3	1	14	5						↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	100.0						↔	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	75.0	100.0	100.0	100.0	100.0	100.0						↔	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					100.0	88.9	80.0						↓	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					100.0	66.7	60.0						↓	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					0.0	11.1	20.0						↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						2.0	2.7						↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M														<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	11.6	11.5	11.0	11.8	14.9	11.2	11.0						↑				
CEH14	Number of cases stepped up to SCS in month	L	M							0										

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Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
Family Support Service - Project Salus West - Tunbridge Wells																				
CEH01	Number of cases allocated in the month	H	M	0	20	12	12	3	5	5						↔		106		
CEH02	Average caseload per worker	H	M	3	8	9	15	15	16	14						↓	3	35	Green	
CEH03	Number of cases allocated per year (YTD)	H	M	3	23	35	47	32	54	62						↑	9	106	Green	
CEH04	Number of open cases	H	M	3	23	35	44	29	47	46						↓		26		
CEH05	Number of cases closed in the month	H	M	0	0	2	0	1	4	7						↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	0.0	100.0	100.0	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	100.0						↔	100	100	Green	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	0.0	100.0	100.0	100.0	100.0	100.0	100.0						↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	0.0	0.0	100.0	100.0	100.0	100.0	100.0						↔	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M					0.0	40.0	42.9						↑	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M					0.0	20.0	42.9						↑	>60	>60	Red	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M					100.0	60.0	42.9						↑	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M						0.0	6.5						↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M														<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.4	10.4	11.1	11.2	15.0	10.0	8.5						↑				
CEH14	Number of cases stepped up to SCS in month	L	M							0										

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Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight South & East																					
CEH01	Number of cases allocated in the month	H	M	33	255	194	64	69	83	74							↓		992		
CEH02	Average caseload per worker	H	M		11	10	13	16	17	17							↓	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		165	326	450	579	674	719							↑	83	992	Green	
CEH04	Number of open cases	H	M	81	333	284	363	416	426	402							↓		248		
CEH05	Number of cases closed in the month	H	M	1	11	13	31	55	68	84							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	54.8	26.3	0.0	69.0	91.2	80.0	91.9							↑	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	81.3	80.3							↓	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	63.4	90.6	85.3	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	53.3		77.0	37.0	51.2	78.8	73.5							↓	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	27.3	76.9	61.3	47.3	58.8	77.2							↑	>80	>80	Amber	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	27.3	76.9	38.7	38.2	44.1	58.2							↑	>60	>60	Amber	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	54.5	46.2	38.7	32.7	23.5	16.5							↑	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	3.0							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.7								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M																		
CEH14	Number of cases stepped up to SCS in month	L	M							6											
Family Support Service - Porchlight South																					
CEH01	Number of cases allocated in the month	H	M	17	106	88	20	34	33	31							↓		445		
CEH02	Average caseload per worker	H	M		11	10	13	16	17	17							↑	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		71	140	192	252	291	312							↑	37	445	Green	
CEH04	Number of open cases	H	M	42	146	129	162	189	194	182							↓		111		
CEH05	Number of cases closed in the month	H	M	0	3	2	13	23	25	40							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	41.2	17.0	0.0	70.0	100.0	90.9	90.6							↓	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	80.0							↓	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	59.1	95.0	97.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	47.1		71.4	26.4	66.7	87.5	81.0							↓	>90	>90	Amber	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	33.3	100.0	84.6	43.5	56.0	73.0							↑	>80	>80	Amber	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	33.3	100.0	61.5	39.1	52.0	54.1							↑	>60	>60	Amber	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	33.3	100.0	15.4	34.8	28.0	16.2							↑	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	3.3							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							1.1								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	11.2	11.4	11.5	11.8	10.4	14.9	16.4							↓				
CEH14	Number of cases stepped up to SCS in month	L	M							4											

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight East																					
CEH01	Number of cases allocated in the month	H	M	16	149	106	44	35	50	43							↓		547		
CEH02	Average caseload per worker	H	M		12	10	13	16	17	17							↓	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		94	186	258	327	383	407							↑	46	547	Green	
CEH04	Number of open cases	H	M	39	187	155	201	227	232	220							↓		137		
CEH05	Number of cases closed in the month	H	M	1	8	11	18	32	43	44							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	71.4	32.9	0.0	68.4	82.9	73.1	92.9							↑	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	71.2	80.5							↑	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	67.0	88.6	74.3	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	61.5		79.5	45.5	44.8	71.4	67.9							↓	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	25.0	72.7	44.4	50.0	60.5	81.0							↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	25.0	72.7	22.2	37.5	39.5	61.9							↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	62.5	36.4	55.6	31.3	20.9	16.7							↑	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	2.7							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.5								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	14.1	14.4	14.4	14.6	19.1	18.0	17.0							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							2											

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
Area	Ashford	Dover											Shepway								
Provider Narrative	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH06: PLT737: 11 days returned to district due to insufficient information. CEH07: PLT741 step down unable to obtain contact with social worker for hand over meeting. CEH76: PLT741 Step down: difficulty engaging with SW for handover meeting. CEH08 PLT635 22 days Half term affected being able to obtain schools information and meet with Child. PLT616 Half term again delayed school. CEH11: PLT552 & 598 unable to establish any contact. CEH12:PLT38 this case was transferred over with worker who has not yet closed. This is being managed by relevant line Manager. CEH13: PLT741 Recurrent Domestic Abuse.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH06: PLT964: 4 days, four different addresses provided. Requested clarification from EH, response delayed. PLT721 6 Days whereabouts of young person uncertain from EHN again clarification sought. CEH76: PLT769 Step down issues with handover meeting. CEH08-PLT627 family originally stated did not want support but then changed mind ass completed in 25 days, PLT619 completed in 28 days during GCSE period for family. CEH11: PLT22, PLT84, PLT86 & PLT395 all stepped up to SCS. CEH13: PLT769 Stepdown has been stepped back up again.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH76: PLT 782 & 783 both CDT referrals. CEH11: PLT193 Young person refused to engage with Support so Parents requested closure. PLT665 CDT referral Mum refused support. PLT688 Parental Relationship Breakdown family already referred for Mediation which is their desired service to help make residency arrangements without need for court. PLT661 post DA family requested support with pick up and drop off for contact. This is not sustainable for this service: all other need support in place for: gave advice. CEH12: PLT71: being looked into by allocated Manager. PLT72 Closed on V28, Thrive not updated this is being addressed via capability procedures. PLT75 & PLT77: manager has been asked to address. PLT78 closure recorded but not complete.</p>	Notes from Monitoring Meeting																	
Area	Canterbury	Swale											Thanet								
Provider Narrative	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH08: PLT624 21 days: Half Term delayed contact. CEH11: PLT385: Step up/on going CSE case. PLT405 young person disengaged, family supported this and also disengaged. CEH13: PLT727 step down however there has been no break in contact as worker continued to engage whilst social care assessed.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH07: PLT800 & 801 dates cross over into July. CEH76: PLT745 CDT referral. PLT749 DAN CEH08: PLT683 Parental mental health issues hindered focus on assessment so work was undertaken prior to assessment being completed. (22 days) PLT684: Huge Assessment 9 family members in one household all with differing issues including overcrowding which creates a very chaotic environment for completing any work. (24 days)PLT583 the risk and need information from EH took two weeks to be uploaded. This delayed attempts at contact, family initially difficult to engage (28 days) CEH11: PLT379 Mum experienced a severe decline in mental Wellbeing. Children placed in Kinship care placement. Mum is being supported by Adult Mental Health services.</p>	<p>EH21 - This figure has seen an increase in figures from April, however this was due to an error in how the data was collected, resulting in the exclusion of some individuals from the dataset - as a result this data is not comparable. Despite this, some districts did see a dramatic drop in figures for April (Ashford and Shepway are primary examples of this) this may have been partially due to the overall drop in notifications received during that month.</p> <p>CEH06: PLT679 5 days, DAN with high risk concerns, greater risk information requested. PLT695: no consent provided insufficient info from CDT. PLT699: No information on referral: requested more prior to allocation. CEH07: PLT797, 807 both cross over in July. CEH76: PLT 738 DAN, PLT797 & 799 CDT CEH08:PLT615 was completed in 25days-mum was feeling very overwhelmed at IV, PLT529 (DAN) completed in 56 days due to domestic abuse situation and clarity required over whether safe to contact once this was clarified mum wanted to verify workers role which caused delay in meetings. CEH11: PLT657: family discussion around the EHN and initial contact lead to amicable resolution and plan being implemented. Family requested that they be left to work issues through themselves. PLT676: initially language barrier created issue, translator sourced Mum has not responded to any communication. PLT679: DAN unable to contact. PLT738: CDT referral family refused support. PLT701: Could not engage with Mum. CEH701: Case refused as not being family support: this case was not entered into our system as was not allocated. CEH12: PLT96 ongoing Domestic Abuse concerns in Household.</p>	Notes from Monitoring Meeting																	

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight South - Ashford																					
CEH01	Number of cases allocated in the month	H	M	4	30	30	7	11	6	9							↑		138		
CEH02	Average caseload per worker	H	M		11	11	12	16	16	16							↑	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		23	44	57	78	87	92							↑	11	138	Green	
CEH04	Number of open cases	H	M	14	44	42	46	60	57	56							↓		35		
CEH05	Number of cases closed in the month	H	M	0	0	0	5	5	6	9							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	50.0	13.3	0.0	85.7	100.0	100.0	88.9							↓	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	75.0							↓	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	70.0	100.0	90.9	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	25.0		76.9	18.8	66.7	100.0	50.0							↓	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	0.0	0.0	80.0	40.0	16.7	75.0							↑	>80	>80	Amber	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	0.0	0.0	60.0	40.0	16.7	75.0							↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	0.0	0.0	20.0	20.0	33.3	25.0							↑	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	1.8							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							1.8								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.6	10.7	10.6	10.9	3.0	17.7	16.7							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							0											
Family Support Service - Porchlight South - Dover																					
CEH01	Number of cases allocated in the month	H	M	5	33	37	10	9	15	12							↓		170		
CEH02	Average caseload per worker	H	M		10	10	14	16	17	17							↑	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		23	56	81	94	111	117							↑	14	170	Green	
CEH04	Number of open cases	H	M	17	50	49	69	70	77	67							↓		43		
CEH05	Number of cases closed in the month	H	M	0	2	1	6	8	9	20							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	40.0	15.2	0.0	50.0	100.0	78.6	84.6							↑	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	91.7							↓	100	100	Amber	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	59.5	90.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	60.0		76.2	45.8	100.0	100.0	83.3							↓	>90	>90	Amber	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	50.0	100.0	83.3	37.5	55.6	80.0							↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	50.0	100.0	66.7	25.0	55.6	55.0							↓	>60	>60	Amber	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	0.0	0.0	16.7	37.5	33.3	0.0							↑	<10	<10	Green	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							1.5								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	12.1	12.5	13.2	13.8	17.4	14.1	15.3							↓				
CEH14	Number of cases stepped up to SCS in month	L	M							4											

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Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight South - Shepway																					
CEH01	Number of cases allocated in the month	H	M	8	43	21	3	14	12	10							↓		137		
CEH02	Average caseload per worker	H	M		13	10	12	17	18	18							↔	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		25	40	54	80	93	103							↑	11	137	Green	
CEH04	Number of open cases	H	M	11	52	38	47	59	60	59							↓		34		
CEH05	Number of cases closed in the month	H	M	0	1	1	2	10	10	11							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	37.5	20.9	0.0	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	70.0							↓	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	42.9	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	50.0		64.3	0.0	50.0	78.6	100.0							↑	>90	>90	Green	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	0.0	100.0	100.0	50.0	80.0	55.6							↓	>80	>80	Red	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	0.0	100.0	50.0	50.0	70.0	33.3							↓	>60	>60	Red	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	100.0	100.0	0.0	40.0	20.0	44.4							↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	8.5							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.0								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.9	11.0	10.8	10.7	7.4	12.7	17.3							↓				
CEH14	Number of cases stepped up to SCS in month	L	M							0											

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FSS Porchlight

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight East - Canterbury																					
CEH01	Number of cases allocated in the month	H	M	6	24	28	9	4	6	10							↑		137		
CEH02	Average caseload per worker	H	M		8	8	14	16	16	16							↑	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		24	39	68	74	83	88							↑	11	137	Green	
CEH04	Number of open cases	H	M	11	33	33	57	56	57	53							↓		34		
CEH05	Number of cases closed in the month	H	M	0	1	2	2	7	5	11							↑				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	66.7	37.5	0.0	44.4	75.0	100.0	100.0							↔	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	100.0	87.5							↓	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	67.9	100.0	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	66.7		61.9	22.7	33.3	60.0	66.7							↑	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	100.0	100.0	50.0	42.9	60.0	81.8							↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	100.0	100.0	0.0	14.3	40.0	36.4							↓	>60	>60	Red	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	0.0	50.0	50.0	14.3	40.0	9.1							↑	<10	<10	Green	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	9.4							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							1.9								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	11.4	11.4	12.0	12.1	20.7	12.2	12.7							↓				
CEH14	Number of cases stepped up to SCS in month	L	M							1											
Family Support Service - Porchlight East - Swale																					
CEH01	Number of cases allocated in the month	H	M	4	51	40	17	17	12	18							↑		205		
CEH02	Average caseload per worker	H	M		10	9	12	16	16	16							↔	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		29	63	87	120	133	146							↑	17	205	Green	
CEH04	Number of open cases	H	M	11	62	53	73	87	82	87							↑		51		
CEH05	Number of cases closed in the month	H	M	0	4	22	3	11	15	10							↓				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	100.0	23.5	0.0	54.5	70.6	52.4	100.0							↑	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	57.1	77.8							↑	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	52.5	76.5	47.1	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	100.0		90.5	75.0	45.4	77.8	50.0							↓	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	0.0	50.0	66.7	45.5	53.3	90.0							↑	>80	>80	Green	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	0.0	50.0	66.7	45.5	33.3	80.0							↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	75.0	50.0	33.3	45.5	20.0	10.0							↑	<10	<10	Green	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.0								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	10.6	11.1	10.9	11.1	14.9	15.6	14.6							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							0											

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July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Family Support Service - Porchlight East - Thanet																					
CEH01	Number of cases allocated in the month	H	M	6	74	38	18	14	32	15							↓		205		
CEH02	Average caseload per worker	H	M		15	12	12	16	19	17							↓	3	34	Green	
CEH03	Number of cases allocated per year (YTD)	H	M		41	84	103	133	167	173							↑	17	205	Green	
CEH04	Number of open cases	H	M	17	92	69	71	84	93	80							↓		51		
CEH05	Number of cases closed in the month	H	M	1	3	7	13	14	23	23							↔				
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	H	M	50.0	37.8	0.0	88.9	100.0	83.3	84.2							↑	>80	>80	Green	
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	H	M					100.0	75.0	80.0							↑	100	100	Red	
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	H	M	100.0	100.0	81.6	94.4	100.0	100.0	100.0							↔	>80	>80	Green	
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	H	M	40.0		83.3	35.0	55.6	71.4	73.7							↑	>90	>90	Red	
CEH09	Percentage of cases closed with outcomes achieved	H	M	0.0	33.3	71.4	38.5	57.1	65.2	76.2							↑	>80	>80	Amber	
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	H	M	0.0	33.3	71.4	15.4	42.9	43.5	66.7							↑	>60	>60	Green	
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	L	M	0.0	66.7	28.6	61.5	28.6	17.4	23.8							↓	<10	<10	Red	
CEH12	Percentage of open cases open for more than 6 months	L	M	0.0	0.0	0.0	0.0	0.0	0.0	1.3							↓	<10	<10	Green	
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	L	M							0.0								<10	<10	Green	
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	L	M	18.1	18.5	18.2	18.2	22.0	23.0	21.6							↑				
CEH14	Number of cases stepped up to SCS in month	L	M							1											

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Young Carers Imago

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend	
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
Young Carers - Imago Kent																						
CEH15	Number of young carers open to service	H	M	5436	5608	5811	5986	6124	6288	6502							↑	>480	>5796	Green		
CEH16	Number of referrals received in the month	H	M	150	172	203	175	137	164	214							↑	>165.6	>1992	Green		
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green		
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	96.1	89.5	95.6	87.6	89.1	82.9	0.0							↓	>75	>75	Red		
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	115	126	138	106	41	187	118							↓	>144	>144	Amber		
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	777	526	690	545	447	653	476							↓	>180	>2160	Green		
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	100.0	0.0	0.0	0.0	100.0	0.0							↓	>70	>70	Red		
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	100.0	100.0	100.0							↔	>90	>90	Green		
CEH23	The number of training sessions delivered to partners	H	M	3	6	10	13	3	11	9							↓	>60	>768	Red		
CEH24	The number of participants at partner training sessions	H	M	24	36	44	66	27	114	155							↑					
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔					
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						90.4										>80		Green	
Young Carers - Imago North																						
CEH15	Number of young carers open to service	H	M	1144	1178	1220	1261	1289	1323	1356							↑	>120	>1449	Green		
CEH16	Number of referrals received in the month	H	M	32	34	42	41	28	34	33							↓	>41.4	>498	Red		
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green		
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	88.0	90.6	94.0	90.0	77.4	90.9	0.0							↓	>75	>75	Red		
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	36	21	49	27	9	33	25							↓	>36	>36	Amber		
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	280	102	182	124	99	118	56							↓	>45	>540	Green		
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	100.0	0.0							↓	>70	>70	Red		
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red		
CEH23	The number of training sessions delivered to partners	H	M	0	1	0	3	0	4	2							↓	>15	>192	Red		
CEH24	The number of participants at partner training sessions	H	M	0	6	0	6	0	33	25							↓					
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	0.0	100.0	0.0	100.0	100.0							↔					
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						91.9										>80		Green	

Kent & Area Trends

Young Carers Imago

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend	
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
Young Carers - Imago East																						
CEH15	Number of young carers open to service	H	M	1232	1267	1301	1339	1370	1404	1459							↑	>120	>1449	Green		
CEH16	Number of referrals received in the month	H	M	31	35	34	38	31	34	55							↑	>41.4	>498	Green		
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green		
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	92.3	100.0	76.9	93.3	76.3	0.0							↓	>75	>75	Red		
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	19	45	13	17	9	48	42							↓	>36	>36	Green		
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	118	152	105	105	90	158	165							↑	>45	>540	Green		
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red		
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	100.0							↑	>90	>90	Green		
CEH23	The number of training sessions delivered to partners	H	M	1	1	3	5	1	1	3							↑	>15	>192	Red		
CEH24	The number of participants at partner training sessions	H	M	8	12	15	43	7	6	59							↑					
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔					
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						90.1										>80		Green	
Young Carers - Imago South																						
CEH15	Number of young carers open to service	H	M	1573	1619	1678	1727	1763	1818	1887							↑	>120	>1449	Green		
CEH16	Number of referrals received in the month	H	M	33	46	59	49	36	55	69							↑	>41.4	>498	Green		
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green		
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	75.6	93.2	84.4	85.7	84.1	0.0							↓	>75	>75	Red		
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	23	32	15	25	8	52	25							↓	>36	>36	Amber		
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	122	137	153	133	127	171	111							↓	>45	>540	Green		
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	100.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red		
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	100.0	100.0	100.0							↔	>90	>90	Green		
CEH23	The number of training sessions delivered to partners	H	M	2	1	3	2	1	5	1							↓	>15	>192	Red		
CEH24	The number of participants at partner training sessions	H	M	16	8	12	9	4	66	35							↓					
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔					
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						91.6										>80		Green	

Kent & Area Trends
Young Carers Imago

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago West																					
CEH15	Number of young carers open to service	H	M	1487	1544	1612	1659	1702	1743	1800							↑	>120	>1449	Green	
CEH16	Number of referrals received in the month	H	M	54	57	68	47	43	41	57							↑	>41.4	>498	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	97.1	95.2	97.7	85.7	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	37	28	61	37	15	54	26							↓	>36	>36	Amber	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	257	135	250	183	131	206	144							↓	>45	>540	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	100.0	0.0							↓	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	100.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	3	4	3	1	1	3							↑	>15	>192	Red	
CEH24	The number of participants at partner training sessions	H	M	0	10	17	8	16	9	36							↑				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	100.0	100.0	100.0	100.0	100.0							↔				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						89.1									>80		Green	

Area	Dartford	Gravesham	Sevenoaks
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Provider Narrative	Wentworth Primary School have achieved their Bronze School Award from Carers Trust - we have worked very closely with them to support this. As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.	As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.	As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.
Notes from Monitoring Meeting			

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend		
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall							
Area			Canterbury							Swale							Thanet					
Provider Narrative			<p>As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>							<p>Safeguarding- young girl (age 12)- allegation of online grooming. All relevant agencies involved. We have a girl (aged 12) who is not in education and her home education has been deemed insufficient. Social worker has referred this to be reviewed and myself and Emma W attended meeting with other agencies to put support plan in place. Been working with a family for a couple of months and have had an MDT meeting within school. Going to be offering more support in school but this girl attended festival which was a huge step for her and to see her interacting well with others was great! Mum has been referred to Adult Social Care for lifeline and support to take pressure off YC. As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>							<p>As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>					
Notes from Monitoring Meeting																						
Area			Ashford							Dover							Shepway					
Provider Narrative			<p>As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>							<p>As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>							<p>Received funding from the De Haan family trust to produce a film to help raise awareness in schools and when talking to funders. Started work on this, film dates set up in Folkestone school for Girls and on respite activity. Preview evening to be hosted at the silver screen cinema in Aug/Sept time all welcome As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus pass on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>					
Notes from Monitoring Meeting																						

Kent & Area Trends
 Young Carers Imago

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Area	Maidstone	Tonbridge & Malling										Tunbridge Wells									
Provider Narrative	<p>have a YC who's brother (cared for) has been suicidal and self harming. Supported Mum to complete an Early Help referral. As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>	<p>As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>	<p>Carers week picnic in the park for YCs & families was an opportunity for newly registered young carers and their families to meet others. It was particularly good to see families that are usually quite isolated joining in and building friendships with other families. As part of the Y2 WFD training programme, a full programme of open access sessions has been agreed for September - Dec and all partner/stakeholder agencies are asked to send delegates for these courses, full details are available with dates, automated booking and course objectives at http://www.imago.community/docs/Young-Carers-Awareness-Training-Sept-17.pdf - there is a date for each district. We have had a high number of inappropriate referrals driven by attempts from parents to gain bus passes on the back of a non-caring relationship - more family hardship, we have signed posted to appropriate agencies. Poor school attendance data was higher than usual, sent under separate email to our commissioner for information for districts.</p>																		
Notes from Monitoring Meeting																					

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
North & East Kent District Trends
Young Carers Imago

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago North - Dartford																					
CEH15	Number of young carers open to service	H	M	314	320	336	341	348	364	371							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	8	6	16	5	7	16	7							↓	>13.8	>166	Red	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	88.9	100.0	93.9	83.3	77.8	100.0	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	6	1	17	5	5	7	2							↓	>12	>12	Red	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	86	16	76	28	34	29	6							↓	>15	>180	Red	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	100.0	0.0							↓	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	0	0	1	0	1	2							↑	>5	>64	Amber	
CEH24	The number of participants at partner training sessions	H	M	0	0	0	3	0	2	25							↑				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	0.0	0.0	100.0	0.0	100.0	100.0							↔				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						86.5									>80	>80	Green	
Young Carers - Imago North - Gravesham																					
CEH15	Number of young carers open to service	H	M	424	440	455	472	486	497	507							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	10	16	15	17	14	11	10							↓	>13.8	>166	Red	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	88.9	84.6	92.6	88.2	86.7	87.5	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	16	12	22	19	2	22	12							↓	>12	>12	Green	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	106	34	62	61	27	43	29							↓	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	1	0	1	0	0	0							↔	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	6	0	2	0	0	0							↔				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	0.0	100.0	0.0	0.0	0.0							↔				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						100.0									>80	>80	Green	

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
North & East Kent District Trends
Young Carers Imago

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago North - Sevenoaks																					
CEH15	Number of young carers open to service	H	M	406	418	429	448	455	462	478							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	14	12	11	19	7	7	16							↑	>13.8	>166	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	85.7	90.9	100.0	94.1	57.1	100.0	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	14	8	10	3	2	4	11							↑	>12	>12	Amber	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	88	52	44	35	38	46	21							↓	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	0	0	1	0	3	0							↓	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	0	0	1	0	31	0							↓				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	0.0	0.0	100.0	0.0	100.0	0.0							↓				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						92.3									>80	>80	Green	
Young Carers - Imago East - Canterbury																					
CEH15	Number of young carers open to service	H	M	320	330	344	352	353	365	390							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	10	10	14	8	1	12	25							↑	>13.8	>166	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	100.0	85.7	100.0	73.2	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	6	20	7	3	2	9	15							↑	>12	>12	Green	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	46	51	28	18	17	24	44							↑	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	1	0	1	2	0	0	2							↑	>5	>64	Amber	
CEH24	The number of participants at partner training sessions	H	M	8	0	6	6	0	0	24							↑				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	0.0	100.0	100.0	0.0	0.0	100.0							↑				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						82.9									>80	>80	Green	

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
North & East Kent District Trends
Young Carers Imago

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago East - Swale																					
CEH15	Number of young carers open to service	H	M	498	509	522	543	564	576	594							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	12	11	13	21	21	12	18							↑	>13.8	>166	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	84.6	100.0	69.2	100.0	72.7	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	7	22	3	7	5	30	22							↓	>12	>12	Green	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	17	65	34	50	44	103	60							↓	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	100.0							↑	>90	>90	Green	
CEH23	The number of training sessions delivered to partners	H	M	0	1	1	2	0	1	0							↓	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	12	2	11	0	6	0							↓				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	100.0	100.0	0.0	100.0	0.0							↓				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						100.0									>80	>80	Green	
Young Carers - Imago East - Thanet																					
CEH15	Number of young carers open to service	H	M	414	428	435	444	453	463	475							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	9	14	7	9	9	10	12							↑	>13.8	>166	Amber	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	88.9	100.0	83.3	75.0	83.3	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	6	3	3	7	2	9	5							↓	>12	>12	Red	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	55	36	43	37	29	31	61							↑	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	0	1	1	1	0	1							↑	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	0	7	26	7	0	35							↑				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	0.0	100.0	100.0	100.0	0.0	100.0							↑				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						87.5									>80	>80	Green	

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
South & West Kent District Trends
Young Carers Imago

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago South - Ashford																					
CEH15	Number of young carers open to service	H	M	611	638	659	669	682	700	726							↑	>40	>483	Green	↗
CEH16	Number of referrals received in the month	H	M	10	27	21	10	13	18	26							↑	>13.8	>166	Green	↗
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	↔
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	88.2	94.4	77.8	78.6	73.1	0.0							↓	>75	>75	Red	↘
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	3	1	3	2	1	15	4							↓	>12	>12	Red	↘
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	51	29	36	32	27	70	44							↓	>15	>180	Green	↘
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	↔
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	↔
CEH23	The number of training sessions delivered to partners	H	M	1	0	0	1	0	2	1							↓	>5	>64	Red	↘
CEH24	The number of participants at partner training sessions	H	M	10	0	0	5	0	37	35							↓				↘
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	0.0	0.0	100.0	0.0	100.0	100.0							↔				↔
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						82.8									>80	>80	Green	
Young Carers - Imago South - Shepway																					
CEH15	Number of young carers open to service	H	M	586	596	611	626	634	653	677							↑	>40	>483	Green	↗
CEH16	Number of referrals received in the month	H	M	12	10	15	15	8	19	24							↑	>13.8	>166	Green	↗
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	↔
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	57.9	90.9	91.7	100.0	94.1	0.0							↓	>75	>75	Red	↘
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	14	25	7	14	5	29	13							↓	>12	>12	Green	↘
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	33	95	65	69	74	76	36							↓	>15	>180	Green	↘
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	100.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	↔
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	100.0							↑	>90	>90	Green	↗
CEH23	The number of training sessions delivered to partners	H	M	1	0	1	0	1	3	0							↓	>5	>64	Red	↘
CEH24	The number of participants at partner training sessions	H	M	6	0	7	0	4	29	0							↓				↘
CEH25	The percentage of good or better feedback from partner training sessions	H	M	100.0	0.0	100.0	0.0	100.0	100.0	0.0							↓				↘
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						95.1									>80	>80	Green	

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago South - Dover																					
CEH15	Number of young carers open to service	H	M	376	385	408	432	447	465	484							↑	>40	>483	Green	↗
CEH16	Number of referrals received in the month	H	M	11	9	23	24	15	18	19							↑	>13.8	>166	Green	↘
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	↔
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	93.3	83.3	81.3	92.6	0.0							↓	>75	>75	Red	↘
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	6	6	5	9	2	8	8							↔	>12	>12	Amber	↘
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	38	13	52	32	26	25	31							↑	>15	>180	Green	↗
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	↔
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	100.0	100.0	100.0							↔	>90	>90	Green	↗
CEH23	The number of training sessions delivered to partners	H	M	0	1	2	1	0	0	0							↔	>5	>64	Red	↗
CEH24	The number of participants at partner training sessions	H	M	0	8	5	4	0	0	0							↔				↗
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	100.0	100.0	0.0	0.0	0.0							↔				↗
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						96.0									>80	>80	Green	
Young Carers - Imago West - Maidstone																					
CEH15	Number of young carers open to service	H	M	229	245	258	276	288	296	310							↑	>40	>483	Green	↗
CEH16	Number of referrals received in the month	H	M	18	16	13	18	12	8	14							↑	>13.8	>166	Green	↘
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	↔
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	94.4	87.5	95.2	100.0	0.0							↓	>75	>75	Red	↘
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	9	3	21	8	4	6	4							↓	>12	>12	Red	↘
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	71	30	62	46	47	19	49							↑	>15	>180	Green	↗
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	↔
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	100.0	0.0	0.0							↔	>90	>90	Red	↗
CEH23	The number of training sessions delivered to partners	H	M	0	1	0	0	0	1	2							↑	>5	>64	Amber	↗
CEH24	The number of participants at partner training sessions	H	M	0	2	0	0	0	9	30							↑				↗
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	0.0	0.0	0.0	100.0	100.0							↔				↗
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						90.9									>80	>80	Green	

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
Young Carers - Imago West - Tonbridge & Malling																					
CEH15	Number of young carers open to service	H	M	664	682	713	730	749	763	778							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	15	18	31	17	19	14	15							↑	>13.8	>166	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	97.2	100.0	100.0	78.1	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	15	19	35	25	8	41	15							↓	>12	>12	Green	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	108	63	128	102	64	147	61							↓	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	100.0	0.0							↓	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	2	4	3	1	0	1							↑	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	8	17	8	16	0	6							↑				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	100.0	100.0	100.0	100.0	0.0	100.0							↑				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						95.1									>80	>80	Green	
Young Carers - Imago West - Tunbridge Wells																					
CEH15	Number of young carers open to service	H	M	594	617	641	653	665	684	712							↑	>40	>483	Green	
CEH16	Number of referrals received in the month	H	M	21	23	24	12	12	19	28							↑	>13.8	>166	Green	
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							↔	>70	>70	Green	
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	H	M	100.0	100.0	100.0	100.0	100.0	100.0	0.0							↓	>75	>75	Red	
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	H	M	13	6	5	4	3	7	7							↔	>12	>12	Red	
CEH20	The number of young carers attending group activities/ sessions in the month	H	M	78	42	60	35	20	40	34							↓	>15	>180	Green	
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>70	>70	Red	
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>90	>90	Red	
CEH23	The number of training sessions delivered to partners	H	M	0	0	0	0	0	0	0							↔	>5	>64	Red	
CEH24	The number of participants at partner training sessions	H	M	0	0	0	0	0	0	0							↔				
CEH25	The percentage of good or better feedback from partner training sessions	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔				
CEH26	Percentage of good or better feedback received from young carers with the service received	H	A						85.7									>80	>80	Green	

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall			
Children's Centres - Canterbury - Riverside																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	15	36	22	31	16	37	20							119	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	77.3	79.1	78.2	82.0	81.5	81.9	82.5							75.7	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	56.0	56.9	56.5	58.6	57.3	57.0	55.7							52.6	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	76.8	78.7	78.0	81.0	79.1	79.8	78.4							70.2	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	66.6	67.8	67.4	69.1	68.2	69.5	66.3							63.2	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	73.1	73.8	73.3	70.4	78.8	68.2	66.2							63.9	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	51.1	48.9	46.7	46.7	46.7	53.3	53.3							43.7	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	44.4	40.0	37.8	37.8	37.8	44.4	44.4							35.9	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	51	53	52	55	44	60	66							244	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	56.9	100.0	59.6	60.0	72.7	61.7	62.1							59.4	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	22	22	22	19	16	14	13							50	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	86.4	100.0	90.9	89.5	93.8	92.9	84.6							74.0	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	220	227	231	236	179	180	184							593	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	68.2	68.3	67.5	67.4	73.2	73.9	70.7							66.3	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	82.9	82.8	91.3	74.4	82.5	86.5	85.0							74.1	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	57.1	69.0	82.6	65.1	67.5	67.6	67.5							51.7	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	33.3	100.0	100.0	100.0	100.0	50.0	100.0							72.7	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							27.3	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	87.5	100.0	100.0	100.0	77.8	70.0	77.8							71.4	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	62.5	100.0	100.0	100.0	77.8	70.0	77.8							57.1	56.0	
CEH48	Percentage Children Known to Social Services (CHiN) Aged 0-5 Registered	H	M	84.0	75.0	85.7	66.7	83.3	92.3	86.2							75.5	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHiN) Aged 0-5 Reached	H	M	60.0	60.0	78.6	57.6	66.7	69.2	69.0							53.1	46.6	

Area **Canterbury**

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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Children's Centres - Shepway - Folkestone Early Years																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	11	21	25	30	25	24	34							101	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	76.3	75.9	76.2	78.5	78.7	79.6	80.4							77.9	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	53.5	53.4	52.6	54.7	54.0	55.1	55.3							56.4	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	57.3	58.9	59.1	65.2	63.1	64.8	66.5							71.5	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	50.2	50.5	49.1	55.1	54.4	55.7	57.8							63.4	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	66.0	68.4	64.5	65.5	65.0	65.4	66.2							66.3	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	22.9	62.9	60.0	57.1	54.3	51.4	51.4							46.0	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	17.1	54.3	51.4	48.6	45.7	48.6	48.6							40.1	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	48	48	51	48	37	46	49							137	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	62.5	60.4	52.9	54.2	70.3	58.7	59.2							58.3	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	22	21	22	26	23	22	21							54	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	81.8	71.4	63.6	61.5	65.2	59.1	66.7							64.8	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	214	217	216	219	115	117	122							412	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	50.9	49.3	48.1	47.5	70.4	68.4	68.0							68.4	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	78.8	71.2	70.9	68.5	58.5	67.6	75.3							75.1	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	57.6	49.2	50.9	44.4	36.9	51.4	53.2							52.7	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	100.0	75.0	100.0	100.0	75.0	100.0	100.0							64.3	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	100.0	75.0	100.0	100.0	50.0	100.0	100.0							57.1	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	75.0	65.0	70.0	66.7	66.7	65.2	73.9							66.7	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	45.0	35.0	40.0	33.3	33.3	39.1	43.5							46.3	56.0	
CEH48	Percentage Children Known to Social Services (CHIN) Aged 0-5 Registered	H	M	79.1	72.2	68.8	66.7	53.5	68.0	75.5							78.4	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHIN) Aged 0-5 Reached	H	M	60.5	52.8	53.1	45.5	37.2	56.0	56.6							54.7	46.6	

Area		Shepway																	
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				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Children's Centres - Shepway - The Village Childrens Centre																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	2	12	8	21	5	11	16							101	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	62.7	62.5	62.1	64.8	65.1	65.7	66.0							77.9	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	43.4	44.8	44.5	47.0	46.3	46.0	45.8							56.4	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	51.4	53.4	53.1	58.5	57.3	57.6	58.2							71.5	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	46.9	48.9	48.3	51.9	49.3	49.9	50.1							63.4	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	72.5	76.0	70.0	70.8	68.0	69.4	68.0							66.3	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	17.9	28.6	32.1	32.1	35.7	39.3	39.3							46.0	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	17.9	28.6	32.1	28.6	32.1	35.7	35.7							40.1	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	34	35	34	38	22	40	40							137	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	64.7	62.9	55.9	57.9	54.5	52.5	50.0							58.3	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	8	10	9	9	3	3	3							54	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	62.5	60.0	55.6	88.9	100.0	100.0	100.0							64.8	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	132	133	134	133	70	68	67							412	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	52.3	52.6	50.7	52.6	65.7	67.6	64.2							68.4	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	84.6	80.0	81.0	92.3	77.8	80.0	82.8							75.1	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	50.0	40.0	38.1	50.0	48.1	44.0	58.6							52.7	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	50.0	50.0	33.3	50.0	50.0	0.0	50.0							64.3	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	50.0	50.0	33.3	50.0	50.0	0.0	50.0							57.1	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	80.0	80.0	80.0	75.0	66.7	50.0	66.7							66.7	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	40.0	20.0	20.0	0.0	0.0	0.0	50.0							46.3	56.0	
CEH48	Percentage Children Known to Social Services (CHiN) Aged 0-5 Registered	H	M	88.9	87.5	92.3	100.0	81.8	86.4	90.5							78.4	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHiN) Aged 0-5 Reached	H	M	50.0	43.8	46.2	60.0	54.5	50.0	61.9							54.7	46.6	

Area		Shepway																	
Provider Narrative																			
Notes from Monitoring Meeting																			

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Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	District	Kent	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall			
Children's Centres - Shepway - Hythe Bay																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	8	11	11	9	5	12	7							101	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	72.8	72.8	73.9	76.9	75.8	77.4	78.1							77.9	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	49.0	49.0	49.3	50.1	50.4	51.4	49.9							56.4	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	72.5	73.9	74.8	83.8	82.3	84.8	84.3							71.5	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	64.2	64.7	65.1	70.7	70.7	74.2	71.2							63.4	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	64.0	64.0	68.5	67.3	69.8	72.7	69.1							66.3	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							46.0	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	100.0	100.0	92.9	93.3	93.3	100.0	93.3							40.1	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	14	17	17	18	14	20	20							137	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	64.3	64.7	64.7	66.7	71.4	70.0	65.0							58.3	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	12	11	11	11	8	8	8							54	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	50.0	54.5	63.6	54.5	50.0	50.0	50.0							64.8	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	54	52	54	52	29	29	28							412	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	53.7	51.9	53.7	55.8	79.3	79.3	71.4							68.4	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	73.3	71.4	69.2	80.0	66.7	81.3	81.3							75.1	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	53.3	64.3	61.5	66.7	50.0	62.5	56.3							52.7	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	50.0	50.0	50.0	75.0	0.0									64.3	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	50.0	50.0	50.0	75.0	0.0									57.1	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	50.0	50.0	66.7	75.0	60.0	50.0	50.0							66.7	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	0.0	50.0	66.7	75.0	60.0	50.0	50.0							46.3	56.0	
CEH48	Percentage Children Known to Social Services (CHIN) Aged 0-5 Registered	H	M	81.8	80.0	75.0	85.7	83.3	91.7	91.7							78.4	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHIN) Aged 0-5 Reached	H	M	63.6	70.0	62.5	57.1	50.0	66.7	58.3							54.7	46.6	

Area **Shepway**

Provider Narrative	
Notes from Monitoring Meeting	

Children, Young People and Education Performance Management
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 Children's Centres

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Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	District	Kent	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Children's Centres - Swale - Seashells																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	10	31	38	15	20	32	25							160	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	91.3	91.6	92.7	92.9	93.0	93.4	93.3							78.2	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	78.9	71.3	70.5	69.8	69.5	69.2	69.5							56.0	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	77.8	82.0	84.8	85.3	85.3	84.9	84.5							75.5	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	70.8	70.4	69.8	71.4	71.2	70.8	70.4							67.5	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	78.6	74.6	72.9	74.8	77.8	74.2	75.9							65.0	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	83.3	100.0	100.0	100.0	100.0	100.0	100.0							41.0	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	66.7	87.8	87.8	90.9	90.2	90.7	87.5							30.5	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	79	79	86	85	71	86	85							321	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	40.0	58.2	57.0	62.4	71.8	64.0	62.4							56.4	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	40	45	42	43	27	27	24							116	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	100.0	86.7	92.9	90.7	92.6	92.6	87.5							82.8	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	291	298	305	306	220	218	218							779	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	53.3	63.8	63.3	62.4	72.3	72.9	70.2							71.2	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	66.7	86.4	81.6	83.3	88.6	78.3	84.3							71.8	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	50.0	68.2	60.5	66.7	75.0	65.2	64.7							48.5	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	0.0	0.0	0.0	0.0	0.0	0.0								84.6	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	0.0	0.0	0.0	0.0	0.0	0.0								61.5	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	50.0	100.0	62.5	62.5	62.5	55.6	66.7							74.1	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	50.0	100.0	62.5	50.0	62.5	55.6	66.7							56.9	56.0	
CEH48	Percentage Children Known to Social Services (CHiN) Aged 0-5 Registered	H	M	75.0	86.8	89.7	90.9	97.1	86.1	89.7							70.0	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHiN) Aged 0-5 Reached	H	M	50.0	65.8	62.1	72.7	80.0	69.4	64.1							44.7	46.6	

Area		Swale
Provider Narrative		
Notes from Monitoring Meeting		

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Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	District	Kent	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Children's Centres - Thanet - Millmead																			
CEH27	Number of Children Aged 0-5 Newly Registered	H	M	7	20	10	24	14	23	16							161	1814	
CEH28	Percentage All Children Aged 0-5 Registered	H	M	79.2	79.5	80.1	88.4	88.0	88.5	88.0							77.5	75.7	
CEH29	Percentage All Registered Children Aged 0-5 Reached	H	M	62.5	62.2	62.4	68.5	69.3	69.1	69.4							48.7	47.3	
CEH30	Percentage All Children Aged 0-2 Registered	H	M	64.5	66.5	67.6	77.9	78.5	80.4	82.4							67.6	70.1	
CEH31	Percentage All Registered Children Aged 0-2 Reached	H	M	59.8	61.3	61.8	70.5	73.4	72.8	74.7							58.5	59.9	
CEH32	Percentage BME Children Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							100.0	118.8	
CEH33	Percentage Registered BME Children Aged 0-5 Reached	H	M	64.8	65.9	65.2	68.6	69.0	67.9	73.1							49.2	70.7	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	H	M	81.0	76.2	81.0	76.2	66.7	85.7	90.5							42.1	38.3	
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	H	M	57.1	57.1	70.6	47.6	42.9	57.1	47.6							19.6	24.7	
CEH36	Number Disabled and SEN Carers Registered	H	M	56	59	60	59	42	68	68							442	2424	
CEH37	Percentage Registered Disabled and SEN Carers Reached	H	M	58.9	54.2	53.3	52.5	73.8	54.4	52.9							44.8	47.8	
CEH38	Number Teenage Parents Carers Registered	H	M	17	16	21	21	10	14	14							108	688	
CEH39	Percentage Registered Teenage Parents Carers Reached	H	M	82.4	81.3	76.2	81.0	80.0	85.7	85.7							75.9	77.5	
CEH40	Number Lone Parents Carers Registered	H	M	177	177	185	189	128	130	127							877	5610	
CEH41	Percentage Registered Lone Parents Carers Reached	H	M	76.8	74.6	75.7	74.1	89.1	90.0	90.6							61.2	61.8	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	H	M	86.2	88.9	89.7	86.4	91.8	91.5	95.7							78.5	72.5	
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	H	M	79.3	85.2	86.2	79.5	83.7	85.1	87.0							53.5	48.1	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	H	M	100.0	100.0	100.0	100.0	100.0	100.0	100.0							69.2	69.9	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	H	M	100.0	100.0	100.0	100.0	0.0	0.0	0.0							23.1	40.4	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	H	M	75.0	80.0	77.8	100.0	100.0	100.0	92.9							84.5	75.9	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	H	M	75.0	80.0	77.8	100.0	90.9	90.9	85.7							59.2	56.0	
CEH48	Percentage Children Known to Social Services (CHIN) Aged 0-5 Registered	H	M	90.0	93.8	94.7	81.8	89.2	88.6	96.7							77.1	71.6	
CEH49	Percentage Registered Children Known to Social Services (CHIN) Aged 0-5 Reached	H	M	80.0	87.5	89.5	72.7	83.8	85.7	93.3							55.3	46.6	

Area		Thanet																	
Provider Narrative																			
Notes from Monitoring Meeting																			

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Ashford - Sk&side CIC Ashford Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			69	103	137	156	239							↑	2313	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			41	90	117	133	197							↑	1503		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			59.4	87.4	85.4	85.3	82.4							↓	70	Green	↗
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			20	37	47	54	83							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			48.8	41.1	40.2	40.6	42.1							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			1	1	1	1	1							↔			↔
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			1	1	1	1	1							↔			↔
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			100.0	100.0	100.0	100.0	100.0							↔			↔
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			↔
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			↔
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			70	104	138	157	240							↑	2313	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			42	91	118	134	198							↑	1503		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			60.0	87.5	85.5	85.4	82.5							↓	70	Green	↗
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			20	37	47	54	83							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			47.6	40.7	39.8	40.3	41.9							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			26	34	25	14	53							↑	193	Red	↗
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			40	100	137	172	229							↑	680	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	100	Red	↔
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			1	17	17	20	43							↑	250	Red	↘

Area		Ashford
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Canterbury - The Canterbury Academy Canterbury Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			253	757	1067	1235	1480							↑	3000	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			205	248	272	305	330							↑	1950		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			81.0	32.8	25.5	24.7	22.3							↓	70	Red	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			77	105	105	121	132							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			37.6	42.3	38.6	39.7	40.0							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			3	3	4	4	4							↔			↘
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			3	3	4	4	4							↔			↘
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			100.0	100.0	100.0	100.0	100.0							↔			↘
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			1	3	3	3	3							↔			↘
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			33.3	100.0	75.0	75.0	75.0							↔			↘
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			256	760	1071	1239	1484							↑	3000	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			208	251	276	309	334							↑	1950		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			81.3	33.0	25.8	24.9	22.5							↓	70	Red	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			78	108	108	124	135							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			37.5	43.0	39.1	40.1	40.4							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			49	499	307	169	246							↑	250	Green	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			189	294	307	348	381							↑	900	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	200	Red	↔
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			31	57	57	64	65							↑	524	Red	↘

Area		Canterbury
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Dartford - Play Place Dartford Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			0	0	9	9	91							↑	1863	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	0	7	7	77							↑	1211		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	0.0	77.8	77.8	84.6							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	0	0	11							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	0.0	0.0	14.3							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0.0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			0	0	9	9	91							↑	1863	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	0	7	7	77							↑	1211		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	0.0	77.8	77.8	84.6							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	0	0	11							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	0.0	0.0	14.3							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	0	9	0	77							↑	155	Amber	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	0	5	5	64							↑	635	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	1500	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	0	0	0							↔	7260	Red	—

Area		Dartford
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children’s Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted 5) Play Place (Dartford) are experiencing technical difficulties accessing eStart so as yet minimal data has been entered.	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Dover - Pie Factory Dover Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			1	32	170	220	295							↑	1938	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	17	119	158	221							↑	1259		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	53.1	70.0	71.8	74.9							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	25	43	57							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	21.0	27.2	25.8							↓	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	1	1	1	1							↔			↘
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			1	33	171	221	296							↑	1938	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	17	119	158	221							↑	1259		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	51.5	69.6	71.5	74.7							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	25	43	57							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	21.0	27.2	25.8							↓	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	26	91	54	47							↓	161	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	27	78	111	142							↑	428	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	250	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	23	42	56							↑	800	Red	↘

Area		Dover
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Gravesham - The Gr@nd Gravesham Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			586	903	1067	1283	1369							↑	1938	Amber	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			243	464	507	586	689							↑	1259		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			41.5	51.4	47.5	45.7	50.3							↑	70	Red	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			20	144	157	170	200							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			8.2	31.0	31.0	29.0	29.0							↓	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			586	903	1067	1283	1369							↑	1938	Amber	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			243	464	507	586	689							↑	1259		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			41.5	51.4	47.5	45.7	50.3							↑	70	Red	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			20	144	157	170	200							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			8.2	31.0	31.0	29.0	29.0							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			484	320	168	221	101							↓	161	Green	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			109	194	252	308	400							↑	655	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			43	43	43	43	45							↑	80	Red	↘
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			15	46	61	69	194							↑	400	Red	↘

Area		Gravesham
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Maidstone - Salus Maidstone Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			0	91	135	138	183							↑	2788	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	0	111	113	156							↑	1812		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	0.0	82.2	81.9	85.3							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	92	94	100							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	82.9	83.2	64.1							↓	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			0	91	135	138	183							↑	2788	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	0	111	113	156							↑	1812		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	0.0	82.2	81.9	85.3							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	92	94	100							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	82.9	83.2	64.1							↓	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	91	43	5	46							↑	232	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	0	36	42	83							↑	454	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	150	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	0	0	0							↔	950	Red	—

Area		Maidstone
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Sevenoaks - West Kent Extra Sevenoaks Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			0	83	183	243	316							↑	2013	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	41	125	135	243							↑	1308		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	49.4	68.3	55.6	76.9							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	11	69	69	137							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	26.8	55.2	51.1	56.4							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	1	1	1							↔			↘
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	1	1	1							↔			↘
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	100.0	100.0	100.0							↔			↘
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	1	1	1							↔			↘
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	100.0	100.0	100.0							↔			↘
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			0	83	184	244	317							↑	2013	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	41	126	136	244							↑	1308		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	49.4	68.5	55.7	77.0							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	11	70	70	138							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	26.8	55.6	51.5	56.6							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	73	91	59	59							↔	168	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	28	102	104	284							↑	707	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	360	Red	↔
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	11	48	48	137							↑	1578	Red	↘

Area		Sevenoaks
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Shepway - Salus Shepway Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			25	30	161	166	181							↑	1763	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			23	27	102	135	145							↑	1146		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			92.0	90.0	63.4	81.3	80.1							↓	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			8	18	18	22	41							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			34.8	66.7	17.6	16.3	28.3							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			25	30	161	166	181							↑	1763	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			23	27	102	135	145							↑	1146		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			92.0	90.0	63.4	81.3	80.1							↓	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			8	18	18	22	41							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			34.8	66.7	17.6	16.3	28.3							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			1	6	132	3	16							↑	147	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			11	35	61	80	149							↑	454	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	150	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			4	5	5	5	5							↔	675	Red	↘

Area		Shepway
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Swale - Amicus Horizons Swale Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			1	10	10	58	141							↑	2550	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	0	0	1	79							↑	1658		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	0.0	0.0	1.7	56.0							↑	70	Red	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	0	0	34							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	0.0	0.0	43.0							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	1	4	6							↑			↘
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	2							↑			↘
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	33.3							↑			↘
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	1							↑			↘
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	50.0							↑			↘
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			1	10	11	62	147							↑	2550	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	0	0	1	81							↑	1658		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	0.0	0.0	1.6	55.1							↑	70	Red	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	0	0	35							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	0.0	0.0	43.2							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	9	0	48	55							↑	213	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	0	0	2	74							↑	721	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	110	Red	↔
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	0	0	35							↑	1028	Red	↘

Area		Swale
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Thanet - Pie Factory Thanet Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			0	91	229	338	410							↑	2438	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	61	168	231	292							↑	1584		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	67.0	73.4	68.3	71.2							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	20	65	89	112							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	32.8	38.7	38.5	38.4							↓	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	3	4	4	4							↔			↘
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	2	4	4	4							↔			↘
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	66.7	100.0	100.0	100.0							↔			↘
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	1	3	3	3							↔			↘
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	50.0	75.0	75.0	75.0							↔			↘
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			0	94	233	342	414							↑	2438	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	63	172	235	296							↑	1584		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	67.0	73.8	68.7	71.5							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	21	68	92	115							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	33.3	39.5	39.1	38.9							↓	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	83	67	116	47							↓	203	Red	↗
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	80	156	217	280							↑	428	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	20	27	27							↔	300	Red	↘
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	21	68	92	115							↑	1000	Red	↘

Area		Thanet
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Tonbridge & Malling West Kent YMCA Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			0	2	81	96	108							↑	2438	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	1	70	66	76							↑	1584		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	50.0	86.4	68.8	70.4							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	5	8	14							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	7.1	12.1	18.4							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			0	2	81	96	108							↑	2438	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	1	70	66	76							↑	1584		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	50.0	86.4	68.8	70.4							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	5	8	14							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	7.1	12.1	18.4							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	2	76	14	10							↓	203	Red	↗
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	4	34	43	54							↑	173	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	40	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	5	8	14							↑	200	Red	↘

Area		Tonbridge & Malling
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Target 2017-18	RAG - Yearly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall				
Youth Services - Tunbridge Wells West Kent YMCA Youth Hub																				
CEH50	Registered to Commissioned Service aged 8-19	H	R12M			1	1	36	64	83							↑	2163	Red	↘
CEH51	Number reached against those registered at Commissioned Service aged 8-19	H	R12M			0	0	30	53	69							↑	1406		↘
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	H	R12M			0.0	0.0	83.3	82.8	83.1							↑	70	Green	↘
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	H	R12M			0	0	4	10	18							↑			↘
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	H	R12M			0.0	0.0	13.3	18.9	26.1							↑	80	Red	↘
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	H	R12M			0	0	0	0	0							↔			—
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	H	R12M			0.0	0.0	0.0	0.0	0.0							↔			—
CEH56	Total registered at Commissioned Service (all ages)	H	R12M			1	1	36	64	83							↑	2163	Red	↘
CEH57	Total Reached against those registered at Commissioned Service (all ages)	H	R12M			0	0	30	53	69							↑	1406		↘
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	H	R12M			0.0	0.0	83.3	82.8	83.1							↑	70	Green	↘
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0	0	4	10	18							↑			↘
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	H	R12M			0.0	0.0	13.3	18.9	26.1							↑	80	Red	↘
CEH59	Number registered in month at Commissioned Service (all ages)*	H	M			0	0	29	22	19							↓	180	Red	↘
CEH60	Number of attended sessions delivered during the last 12mth period	H	R12M			0	0	42	58	70							↑	173	Red	↘
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	H	R12M			0	0	0	0	0							↔	40	Red	—
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	H	R12M			0	0	4	10	18							↑	200	Red	↘

Area		Tunbridge Wells
Provider Narrative	1) R12m Indicators – Data entry begun December 2016 so 12 months have not yet passed. 2) YP must be registered to a Children's Centre and Affiliated to the commissioned Youth Hub. If the registered setting is changed, the YP will not be counted. 3) An issue has been identified with eStart affiliations which may impact on the youth work numbers. Before affiliation, ensure all family members are active, if affiliation is selected when a family/member is inactive, then these will not show in reporting. Also if corrected this will impact on affiliation start dates and impact on monthly figures. 4)* Affiliation dates can change so monthly affiliation numbers are subject to change and are accurate only on the date the report is run. Entry of backdated affiliation will not be counted	
Notes from Monitoring Meeting		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK Kent																					
CEH61	Number of cases allocated in the month	H	M	141	81	73	64	61	125	105							↓	>133		Red	
CEH62	Average caseload per worker	H	M	13	18	19	19	20	19	24							↑				
CEH63	Number of young people supported per year (YTD)	H	M	135	215	283	354	415	536	644							↑		>1596		
CEH64	Number of Open cases	H	M	130	182	195	197	201	198	251							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	35	41.3	41.4	48.2							↑	<20	<20	Red	
CEH66	Number of Cases closed per month	H	M	7	29	55	67	57	95	73							↓	126		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	96.5	96.3	84.7	96.9											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	36.2	67.9	74.1	92.2											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			69.1	87.5											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	57.1	66.7	61.5	75.3	81.4	79.7	65.6							↓	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	68.3											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	7.6	19.5	22.9	27.9							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	85.7	89.3	72.2	85.7			79.5								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		
NEET Support - CXK North																					
CEH61	Number of cases allocated in the month	H	M	0	7	9	6	10	15	18							↑	>33		Red	
CEH62	Average caseload per worker	H	M	1	2	6	7	9	8	13							↑				
CEH63	Number of young people supported per year (YTD)	H	M	0	4	12	20	30	45	63							↑		>399		
CEH64	Number of Open cases	H	M	1	4	11	13	17	16	26							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	
CEH66	Number of Cases closed per month	H	M	0	1	1	5	6	15	6							↓	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	42.9	66.7	100.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	71.4	114.3	83.3											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			114.3	83.3											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	61.8							↑	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	80.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	14.7							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	100.0	100.0	100.0			83.3								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK East																					
CEH61	Number of cases allocated in the month	H	M	31	34	25	24	21	41	38							↓	>33		Green	
CEH62	Average caseload per worker	H	M	0	1	7	10	18	14	26							↑				
CEH63	Number of young people supported per year (YTD)	H	M	38	67	91	117	139	179	217							↑		>399		
CEH64	Number of Open cases	H	M	0	5	23	34	60	48	89							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	
CEH66	Number of Cases closed per month	H	M	1	4	26	22	20	25	21							↓	>10.5		Green	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	122.6	82.4	92.0	100.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	83.9	76.5	58.8	91.7											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			44.1	87.5											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	100.0	80.0	51.6	66.0	65.8	65.3	73.8							↑	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	77.8											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	9.6	20.4	31.0							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	100.0	100.0	92.3	88.9			76.2								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		
NEET Support - CXK South																					
CEH61	Number of cases allocated in the month	H	M	15	22	18	18	15	38	31							↓	>33		Amber	
CEH62	Average caseload per worker	H	M	13	22	21	22	15	21	24							↑				
CEH63	Number of young people supported per year (YTD)	H	M	23	43	60	80	94	130	163							↑		>399		
CEH64	Number of Open cases	H	M	38	64	61	64	44	62	70							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	28	61.4	48.4	57.0							↑	<20	<20	Amber	
CEH66	Number of Cases closed per month	H	M	0	5	12	11	14	27	20							↓	>10.5		Green	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	160.0	100.0	88.2	94.4											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	153.3	95.5	72.7	27.8											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			72.7	88.9											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	40.0	58.8	78.6	90.5	88.4	67.8							↓	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	90.9											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	17.9	16.7	15.9	21.1							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	100.0	18.2	100.0			90.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK West																					
CEH61	Number of cases allocated in the month	H	M	21	18	21	16	15	31	18							↓	>33		Red	
CEH62	Average caseload per worker	H	M	12	20	22	26	26	27	25							↓				
CEH63	Number of young people supported per year (YTD)	H	M	0	2	2	20	30	45	63							↑		>399		
CEH64	Number of Open cases	H	M	24	39	44	52	52	54	50							↓				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	21	44.2	46.3	70.0							↑	<20	<20	Amber	
CEH66	Number of Cases closed per month	H	M	0	0	1	7	11	13	21							↑	>10.5		Green	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	27.8	23.8	93.8											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	16.7	88.9	93.8											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			94.4	87.5											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	47.2							↑	>80	>80	Red	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	57.1											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	9.4							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	100.0	71.4			71.4								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Indicators	Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
			Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						

Area	Dartford	Gravesham	Sevenoaks
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Provider Narrative	Of the 10 referrals, 8 were from Saturday tracking, 1 from CXK (self-generated) and 1 was a parent referral from YPPO. Secondary caseload total of 13.	Of the 7 referrals, 3 were from Saturday tracking, 1 was from CXK (self-generated), 1 was a re-referral into the service and 2 were parent referrals from YPPOs. Secondary caseload total of 17.	The only referral was from Saturday tracking. Secondary caseload total of 5
Notes from Monitoring Meeting			

Area	Canterbury	Swale	Thanet
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Provider Narrative	Secondary Caseload total is 29. All referrals received this month in this district were generated by CXK Through tracking and Saturday tracking. In addition to 2 positive progressions tracking also identified 7 NEET clients not on caseload who are now EET	Secondary caseload total is 37. Doorknocking has been successfully undertaken twice this month and identified 7 new clients added to caseload. This district was not tracked on a Saturday this month due to resource and this has impacted on our ability to generate referrals. Doorknocking also impacted on CEH65 as many clients with whom contact had been lost where found and re-engaged. Of the cases closed the 2 that were negative progressions were identified as having illness and we were able to ensure they were engaged with the correct services before closure	Secondary caseload total is 36. Doorknocking has been undertaken twice this month. Saturday tracking by CXK was responsible for 10 of the referrals this month.
Notes from Monitoring Meeting			

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend	
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
Area		Ashford				Dover				Shepway												
Provider Narrative	Secondary caseload total is 31. Due to resource Ashford was not a target for Saturday tracking which could explain the drop in referrals. However, all of those that were received were generated through our own tracking and clients contacting our head office in Ashford(This appears to be happening more often in Ashford). We are joining Early help workers in Ashford for some Doorknocking supporting both teams objectives. In addition to the 3 positive progressions on caseload we have also added a further 7 positive destinations found through tracking and doorknocking of clients				Secondary caseload total is 25. Saturday tracking and exceptionally successful doorknocking in Dover has contributed to one of the few districts to improve referrals - 16 of which were generated by CXK. All except one of the cases closed was negative - and even in this case the client was supported to engage with GP for help with mental health. CXK and Open access work very closeley and jointly to do some doorknocking. CEH70 appears low in this district this month? unsure whether this is accurate				Secondary caseload total is 17. Despite tracking on Saturday and our worker in Shepway working closeley with Early help we are struggling to generate new referrals - 3 of the 4 received were identified by CXK. We are also doing a lot of work locally to look at not known clients and Jane added positive destinations to 7 clients in addition to the 2 that were on her own caseload. The low caseload has also affected CEH65 negatively as we have used some of the time available to continue working creatively with very complex clients to try to engage them in positive activities													
Notes from Monitoring Meeting																						
Area		Maidstone				Tonbridge & Malling				Tunbridge Wells												
Provider Narrative	Of the 6 referrals, 1 was from Saturday tracking, 2 were client referrals from YPPOs, 2 were parent/professional referrals from YPPOs and 1 was for ES9/11 form. Secondary caseload total of 30.				Of the 3 referrals, 1 was from CXK tracking, 1 from YPPO where client agreed and 1 from YPPO where parent agreed. Secondary caseload total of 27.				Of the 9 referrals, 2 were follow ups from the monthly NEET meeting, 1 was from Saturday tracking, 1 was for ES9/11 form, 2 were from YPPOs where client agreed, 3 were from YPPOs where parent/professional agreed. Secondary caseload total of 16.													
Notes from Monitoring Meeting																						
Area		Kent																				
Provider Narrative	Due to continued low number of referrals into the service we undertook further tracking on Saturday 17th June and Saturday 24th June. Four of the team undertook 4 hours of tracking across the 2 days and generated 28 referrals into the service. Number of referrals (June) 106 Accepted 105 Requested by CXK 80, Requested by YPPO's 20, Requested by others 5, YPPO referrals NW 8, YPPO referrals SE 12, CXK referrals NW 27, CXK referrals SE 53 As agreed at last Technical meeting scores on all levels for CEH72 are being looked at by KCC as they appear to be very different to our own interpretation. IE. on our own caseload management experience nearer 80% of clients have sustained EET beyond 12 weeks. Percentages achieved for CEH70 have gone down and this trend is expected for the next 2 months due to the lack of training provision - It should be noted that this figure would be lower still if the skills enhancement program had not started.																					

North Kent District Trends
 NEET Support - CXK

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK North - Dartford																					
CEH61	Number of cases allocated in the month	H	M	0	3	3	2	2	3	10							↑	>11.08		Amber	
CEH62	Average caseload per worker	H	M	1	3	5	5	4	3	10							↑				
CEH63	Number of young people supported per year (YTD)	H	M	0	3	5	9	11	14	24							↑		>133		
CEH64	Number of Open cases	H	M	1	3	5	5	4	3	10							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	
CEH66	Number of Cases closed per month	H	M	0	1	0	3	3	3	3							↔	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	66.7	33.3	100.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	133.3	66.7	100.0											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			66.7	100.0											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	69.2							↑	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	66.7											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	23.1							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	100.0	0.0	100.0			100.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		
NEET Support - CXK North - Gravesham																					
CEH61	Number of cases allocated in the month	H	M	0	3	5	0	3	11	7							↓	>11.08		Red	
CEH62	Average caseload per worker	H	M	0	1	5	3	4	8	11							↑				
CEH63	Number of young people supported per year (YTD)	H	M	0	1	6	6	9	20	27							↑		>133		
CEH64	Number of Open cases	H	M	0	1	5	3	4	8	11							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	
CEH66	Number of Cases closed per month	H	M	0	0	1	2	2	7	2							↓	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	33.3	80.0	0.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	0.0	200.0	0.0											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			166.7	0.0											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	71.4							↑	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	100.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	14.3							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	100.0	100.0			100.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

North Kent District Trends
 NEET Support - CXK

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall						
NEET Support - CXK North - Sevenoaks																					
CEH61	Number of cases allocated in the month	H	M	0	1	1	4	5	1	1							↔	>11.08		Red	↗
CEH62	Average caseload per worker	H	M	0	0	0	5	9	5	5							↔				↗
CEH63	Number of young people supported per year (YTD)	H	M	0	0	1	5	10	11	12							↑		>133		↗
CEH64	Number of Open cases	H	M	0	0	0	5	9	5	5							↔				↗
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	—
CEH66	Number of Cases closed per month	H	M	0	0	0	0	1	5	1							↓	>10.5		Red	↗
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	0.0	100.0	100.0											>80	>80		↗
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	100.0	0.0	75.0											>80	>80		↗
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			100.0	75.0											>80	>80		↘
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	28.6							↑	>80	>80	Red	↘
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	0.0											>70	>70		—
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>60	>60	Red	—
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	0.0	0.0			0.0								80	80		—
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

East Kent District Trends

NEET Support - CXK

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK East - Canterbury																					
CEH61	Number of cases allocated in the month	H	M	10	5	7	6	4	8	13							↑	>11.08		Green	↗
CEH62	Average caseload per worker	H	M	7	8	8	9	11	8	18							↑				↗
CEH63	Number of young people supported per year (YTD)	H	M	6	7	13	18	23	31	43							↑		>133		↗
CEH64	Number of Open cases	H	M	7	8	8	9	11	8	18							↑				↗
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	↔
CEH66	Number of Cases closed per month	H	M	0	0	5	4	3	11	2							↓	>10.5		Red	↘
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	60.0	0.0	57.1	66.7												>80	>80	✓
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	10.0	0.0	80.0	66.7												>80	>80	✓
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			60.0	83.3												>80	>80	✓
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	84.0							↑		>80	>80	Green
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	50.0												>70	>70	✓
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	24.0							↑		>60	>60	Red
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	100.0	50.0			100.0									80	80	✓
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M																<10	<10	
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M																<10	<10	
NEET Support - CXK East - Swale																					
CEH61	Number of cases allocated in the month	H	M	11	13	10	10	5	22	10							↓	>11.08		Amber	↘
CEH62	Average caseload per worker	H	M	20	31	29	34	15	38	45							↑				↗
CEH63	Number of young people supported per year (YTD)	H	M	17	30	41	52	57	78	89							↑		>133		↗
CEH64	Number of Open cases	H	M	16	25	23	27	12	30	36							↑				↗
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	30	91.7	43.3	52.8							↑	<20	<20	Red	↗
CEH66	Number of Cases closed per month	H	M	1	4	13	7	11	7	9							↑	>10.5		Amber	↗
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	154.6	100.0	110.0	110.0												>80	>80	✓
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	109.1	84.6	61.5	100.0												>80	>80	✓
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			53.8	100.0												>80	>80	✓
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	100.0	80.0	72.2	76.0	77.8	72.1	71.2							↓		>80	>80	Amber
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	0.0												>70	>70	✓
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	13.9	25.6	36.5							↑		>60	>60	Red
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	100.0	400.0	1100.0	0.0			88.9									80	80	✓
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M																<10	<10	
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M																<10	<10	

East Kent District Trends

NEET Support - CXK

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK East - Thanet																					
CEH61	Number of cases allocated in the month	H	M	10	16	8	8	12	11	15							↑	>11.08		Green	
CEH62	Average caseload per worker	H	M	19	39	38	35	26	30	44							↑				
CEH63	Number of young people supported per year (YTD)	H	M	15	30	37	47	59	70	85							↑		>133		
CEH64	Number of Open cases	H	M	15	31	30	28	21	24	35							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	36	76.2	70.8	60.0							↓	<20	<20	Red	
CEH66	Number of Cases closed per month	H	M	0	0	8	11	6	14	10							↓	>10.5		Amber	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	150.0	93.8	100.0	112.5											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	130.0	93.8	50.0	100.0											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			31.3	75.0											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	37.5	84.2	92.0	84.6	71.4							↓	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	75.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	8.0	23.1	28.6							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	100.0	100.0			60.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Children, Young People and Education Performance Management
 Early Help Commissioning Services Monthly Scorecard
 South Kent District Trends
 NEET Support - CXK

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK South - Ashford																					
CEH61	Number of cases allocated in the month	H	M	4	10	8	12	4	14	8							↓	>11.08		Red	
CEH62	Average caseload per worker	H	M	5	11	21	23	17	15	20							↑				
CEH63	Number of young people supported per year (YTD)	H	M	5	13	22	35	39	53	61							↑		>133		
CEH64	Number of Open cases	H	M	5	11	21	23	17	15	20							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	17	41.2	40.0	50.0							↑	<20	<20	Amber	
CEH66	Number of Cases closed per month	H	M	0	2	0	10	10	12	7							↓	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	125.0	100.0	87.5	91.7											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	150.0	100.0	90.0	0.0											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			90.0	91.7											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	100.0	100.0	75.0	95.5	85.3	70.7							↓	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	90.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	9.1	5.9	22.0							↑	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	100.0	0.0	100.0			85.7								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		
NEET Support - CXK South - Shepway																					
CEH61	Number of cases allocated in the month	H	M	2	6	7	6	3	11	4							↓	>11.08		Red	
CEH62	Average caseload per worker	H	M	6	10	16	21	20	19	23							↑				
CEH63	Number of young people supported per year (YTD)	H	M	5	11	19	25	28	38	43							↑		>133		
CEH64	Number of Open cases	H	M	6	10	16	21	20	19	23							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	19	45.0	57.9	73.9							↑	<20	<20	Red	
CEH66	Number of Cases closed per month	H	M	0	2	1	1	4	9	2							↓	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	300.0	100.0	100.0	100.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	250.0	83.3	116.7	83.3											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			116.7	83.3											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	66.7	75.0	75.0	100.0	79.0							↓	>80	>80	Amber	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	100.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	17.6	10.5							↓	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	100.0	100.0	100.0			100.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Children, Young People and Education Performance Management
 Early Help Commissioning Services Monthly Scorecard
 South Kent District Trends
 NEET Support - CXK

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK South - Dover																					
CEH61	Number of cases allocated in the month	H	M	9	6	3	0	8	13	19							↑	>11.08		Green	✓
CEH62	Average caseload per worker	H	M	14	20	8	9	17	22	30							↑				✓
CEH63	Number of young people supported per year (YTD)	H	M	13	19	19	20	27	39	59							↑		>133		✓
CEH64	Number of Open cases	H	M	13	18	7	8	15	20	27							↑				✓
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	38	46.7	40.0	29.6							↓	<20	<20	Amber	✓
CEH66	Number of Cases closed per month	H	M	0	1	11	0	0	6	11							↑	>10.5		Green	✓
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	144.4	100.0	50.0	0.0											>80	>80		✓
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	133.3	100.0	0.0	0.0											>80	>80		✓
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			0.0	0.0											>80	>80		-
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	50.0	83.3	91.7	83.3	56.7							↓	>80	>80	Amber	✓
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	0.0											>70	>70		-
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	41.7	41.7	33.3	26.7							↓	>60	>60	Red	✓
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	10.0	0.0			90.9								80	80		✓
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Children, Young People and Education Performance Management
 Early Help Commissioning Services Monthly Scorecard
 West Kent District Trends
 NEET Support - CXK

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK West - Maidstone																					
CEH61	Number of cases allocated in the month	H	M	10	4	10	8	10	13	6							↓	>11.08		Red	↘
CEH62	Average caseload per worker	H	M	0	0	9	16	18	26	26							↔				↘
CEH63	Number of young people supported per year (YTD)	H	M	0	0	10	20	30	42	48							↑		>133		↘
CEH64	Number of Open cases	H	M	0	0	9	16	18	26	26							↔				↘
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	↔
CEH66	Number of Cases closed per month	H	M	0	0	1	3	8	3	7							↑	>10.5		Red	↘
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	0.0	90.0	100.0											>80	>80		↘
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	0.0	150.0	112.5											>80	>80		↘
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			150.0	87.5											>80	>80		↘
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	59.1							↑	>80	>80	Amber	↘
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	100.0											>70	>70		↘
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	18.2							↑	>60	>60	Red	↘
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	100.0	100.0			57.1								80	80		↘
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		↘
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		↘
NEET Support - CXK West - Tonbridge & Malling																					
CEH61	Number of cases allocated in the month	H	M	8	7	6	2	2	14	3							↓	>11.08		Red	↘
CEH62	Average caseload per worker	H	M	0	3	8	8	34	13	10							↓				↘
CEH63	Number of young people supported per year (YTD)	H	M	0	3	8	10	12	25	28							↑		>133		↘
CEH64	Number of Open cases	H	M	0	3	8	8	34	13	10							↓				↘
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	↔
CEH66	Number of Cases closed per month	H	M	0	0	0	2	2	4	9							↑	>10.5		Amber	↘
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	42.9	66.7	50.0											>80	>80		↘
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	14.3	71.4	50.0											>80	>80		↘
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			85.7	50.0											>80	>80		↘
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>80	>80	Red	↔
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	50.0											>70	>70		↘
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>60	>60	Red	↔
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	0.0	50.0			77.8								80	80		↘
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		↘
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		↘

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 NEET Support - CXK

July 2017
 June 2017 Data

Indicators		Polarity	Freq.	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	DOT	Monthly Target	Target 2017-18	RAG - monthly target	Trend
				Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall					
NEET Support - CXK West - Tunbridge Wells																					
CEH61	Number of cases allocated in the month	H	M	3	7	5	6	3	4	9							↑	>11.08		Red	
CEH62	Average caseload per worker	H	M	0	2	6	10	8	9	14							↑				
CEH63	Number of young people supported per year (YTD)	H	M	0	2	6	12	15	20	29							↑		>133		
CEH64	Number of Open cases	H	M	0	2	6	10	8	9	14							↑				
CEH65	Percentage of Open cases open > 12 weeks	L	M	0	0	0	0	0.0	0.0	0.0							↔	<20	<20	Green	
CEH66	Number of Cases closed per month	H	M	0	0	0	2	1	6	5							↓	>10.5		Red	
CEH67	Percentage of new cases allocated within 5 working days of receipt	H	M	0.0	28.6	80.0	100.0											>80	>80		
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	H	M	0.0	28.6	71.4	83.3											>80	>80		
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	H	M			71.4	100.0											>80	>80		
CEH70	Percentage of engaged young people matched to EET opportunity	H	M	0.0	0.0	0.0	0.0	0.0	0.0	42.9							↑	>80	>80	Red	
CEH71	Percentage of engaged young people matched to EET opportunity within 12 weeks of referral	H	M			0.0	50.0											>70	>70		
CEH72	Percentage of young people with continued engagement in EET opportunity beyond 3 months	H	M	0.0	0.0	0.0	0.0	0.0	0.0	0.0							↔	>60	>60	Red	
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	H	M	0.0	0.0	0.0	50.0			80.0								80	80		
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	L	M															<10	<10		
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	L	M															<10	<10		

Children, Young People and Education Performance Management
Early Help Commissioning Services Monthly Scorecard
Data Sources for Current Report

Code	Indicator	Source Description	Latest data Description	Latest data release date
CEH01	Number of cases allocated in the month	In-House System	Snapshot - June 2017	21st July 2017
CEH02	Average caseload per worker	In-House System	Snapshot - June 2017	21st July 2017
CEH03	Number of cases allocated per year (YTD)	In-House System	Snapshot - June 2017	21st July 2017
CEH04	Number of open cases	In-House System	Snapshot - June 2017	21st July 2017
CEH05	Number of cases closed in the month	In-House System	Snapshot - June 2017	21st July 2017
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	In-House System	Snapshot - June 2017	21st July 2017
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	In-House System	Snapshot - June 2017	21st July 2017
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	In-House System	Snapshot - June 2017	21st July 2017
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	In-House System	Snapshot - June 2017	21st July 2017
CEH09	Percentage of cases closed with outcomes achieved	In-House System	Snapshot - June 2017	21st July 2017
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	In-House System	Snapshot - June 2017	21st July 2017
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	In-House System	Snapshot - June 2017	21st July 2017
CEH12	Percentage of open cases open for more than 6 months	In-House System	Snapshot - June 2017	21st July 2017
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	In-House System	Snapshot - June 2017	21st July 2017
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	Early Help Module	Snapshot - June 2017	21st July 2017
CEH14	Number of cases stepped up to SCS in month	In-House System	Snapshot - June 2017	21st July 2017
CEH15	Number of young carers open to service	In-House System	Snapshot - June 2017	21st July 2017
CEH16	Number of referrals received in the month	In-House System	Snapshot - June 2017	21st July 2017
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	In-House System	Snapshot - June 2017	21st July 2017
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	In-House System	Snapshot - June 2017	21st July 2017
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	In-House System	Snapshot - June 2017	21st July 2017
CEH20	The number of young carers attending group activities/ sessions in the month	In-House System	Snapshot - June 2017	21st July 2017
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	In-House System	Snapshot - June 2017	21st July 2017
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	In-House System	Snapshot - June 2017	21st July 2017
CEH23	The number of training sessions delivered to partners	In-House System	Snapshot - June 2017	21st July 2017
CEH24	The number of participants at partner training sessions	In-House System	Snapshot - June 2017	21st July 2017
CEH25	The percentage of good or better feedback from partner training sessions	In-House System	Snapshot - June 2017	21st July 2017
CEH26	Percentage of good or better feedback received from young carers with the service received	In-House System	Snapshot - June 2017	21st July 2017
CEH27	Number of Children Aged 0-5 Newly Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH28	Percentage All Children Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH29	Percentage All Registered Children Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH30	Percentage All Children Aged 0-2 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH31	Percentage All Registered Children Aged 0-2 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH32	Percentage BME Children Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH33	Percentage Registered BME Children Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH36	Number Disabled and SEN Carers Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH37	Percentage Registered Disabled and SEN Carers Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH38	Number Teenage Parents Carers Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH39	Percentage Registered Teenage Parents Carers Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH40	Number Lone Parents Carers Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH41	Percentage Registered Lone Parents Carers Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017

Children, Young People and Education Performance Management
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Code	Indicator	Source Description	Latest data Description	Latest data release date
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH48	Percentage Children Known to Social Services (CHIN) Aged 0-5 Registered	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH49	Percentage Registered Children Known to Social Services (CHIN) Aged 0-5 Reached	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH50	Registered to Commissioned Service aged 8-19	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH51	Number reached against those registered at Commissioned Service aged 8-19	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH56	Total registered at Commissioned Service (all ages)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH57	Total Reached against those registered at Commissioned Service (all ages)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH59	Number registered in month at Commissioned Service (all ages)*	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH60	Number of attended sessions delivered during the last 12mth period	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH78	Number of YP achieve Accredited Learning at Commissioned Service	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	Registration data has been extracted from eStart using an access report	Snapshot - June 2017	21st July 2017
CEH61	Number of cases allocated in the month	IYSS	Snapshot - June 2017	21st July 2017
CEH62	Average caseload per worker	IYSS	Snapshot - June 2017	21st July 2017
CEH63	Number of young people supported per year (YTD)	IYSS	Snapshot - June 2017	21st July 2017
CEH64	Number of Open cases	IYSS	Snapshot - June 2017	21st July 2017
CEH65	Percentage of Open cases open > 12 weeks	IYSS	Snapshot - June 2017	21st July 2017
CEH66	Number of Cases closed per month	IYSS	Snapshot - June 2017	21st July 2017
CEH67	Percentage of new cases allocated within 5 working days of receipt	IYSS	Snapshot - June 2017	21st July 2017
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	IYSS	Snapshot - June 2017	21st July 2017
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	IYSS	Snapshot - June 2017	21st July 2017
CEH70	% of engaged young people matched to EET opportunity	IYSS	Snapshot - June 2017	21st July 2017
CEH71	% of engaged young people matched to EET opportunity within 12 weeks of referral	IYSS	Snapshot - June 2017	21st July 2017
CEH72	% of young people with continued engagement in EET opportunity beyond 3 months	IYSS	Snapshot - June 2017	21st July 2017
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	IYSS	Snapshot - June 2017	21st July 2017
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	IYSS	Snapshot - June 2017	21st July 2017
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	IYSS	Snapshot - June 2017	21st July 2017

Children, Young People and Education Performance Management

Early Help Commissioning Services Monthly Scorecard

Definition

Code	Indicator	Definition/Methodology
CEH01	Number of cases allocated in the month	The number of cases sent to the provider from the districts
CEH02	Average caseload per worker	The total number of cases currently being worked divided by the FTE (Full Time Equivalent)
CEH03	Number of cases allocated per year (YTD)	How many Cases has your organisation supported year to date
CEH04	Number of open cases	How many cases are currently open
CEH05	Number of cases closed in the month	How many cases have been closed this month
CEH06	Percentage of new cases allocated within 2 working days of receipt on Thrive	Of all allocated cases in the month what percentage of these were assigned within two days of receipt on thrive
CEH76	Percentage of new cases where contact is made with the referring agency before first contact is made with the family	% of new cases where contact is made with the referring agency before first contact is made with the family.
CEH07	Percentage of new cases where first contact is made with the family within 10 working days of receipt on Thrive	Of all allocated cases in the month what percentage of these had first contact made with the family within 10 days of receipt on thrive
CEH08	Percentage of new cases where assessment and plan completed within 20 working days of receipt on Thrive	Of all allocated cases in the month what percentage of these had the plan completed within 20 days of receipt on thrive
CEH09	Percentage of cases closed with outcomes achieved	% of cases closed this month with there outcomes achieved
CEH10	Percentage of cases closed with attached evidence to support Troubled Families claims	% of cases closed this month with attached evidence to support a TF claim
CEH11	Percentage of cases closed due to disengagement/consent withdrawn	% of cases closed this month due to disengagement/consent withdrawn
CEH12	Percentage of open cases open for more than 6 months	% of cases that are open this month that have been open in excess of 6 months (180 days or 25 weeks)
CEH13	Percentage of cases that were allocated to FSS that were re-referred to FSS within 12 months of case closure	% of cases that were allocated to FSS that were re-referred to FSS within 12 months of previous case closure
EH21	Percentage of re-referrals to an Early Help Unit within 12 months of a previous Unit case (YTD)	% of re-referrals into EH that previously had an open episode within Early Help in the preceding 12 months. The data includes all Notification types regardless of where they were allocated. It is calculated using a comparison between the contact date of the previous episode and the contact date of the current notification.
CEH14	Number of cases stepped up to SCS in month	the number of cases stepped up to SCS within the month
CEH15	Number of young carers open to service	the number of cases Young Carers Service is eworking with
CEH16	Number of referrals received in the month	how many new cases have been opened this month
CEH17	Percentage of referrals for support responded to within 2 working days of receipt	Of all new cases in the month what percentage of these were assigned for support within two days of receipt
CEH18	Percentage of young carer assessments completed within 20 working days of receipt	Of all allocated cases in the month what percentage of these had an assesment completed within 20 days of receipt
CEH19	The number of group activities/sessions delivered in the month to directly support young carers	How many sessions have been deleivered this month that directly support young carers
CEH20	The number of young carers attending group activities/ sessions in the month	How many young carers attended the groups reported in CEH19
CEH21	The percentage of young carers identified to be NEET for <12 weeks that have been supported to EET	Within your total NEET cohort what % are being supported to EET
CEH22	The percentage of young carers identified to be NEET for >12 weeks that have referred to Early Help	Within your total NEET cohort what % have been refered to Early Help
CEH23	The number of training sessions delivered to partners	How many sessions have been deleivered this month that directly support the wider workforce
CEH24	The number of participants at partner training sessions	How many participants attended the sessions reported in CEH23
CEH25	The percentage of good or better feedback from partner training sessions	what % of feedback from the partner training reported in CEH23 was good or better
CEH26	Percentage of good or better feedback received from young carers with the service received	what % of feedback from the young carer session reported in CEH19 was good or better
CEH27	Number of Children Aged 0-5 Newly Registered	Data has been extracted from eStart using a in-built report. The criteria used to identify all registered 0-5 year olds is based on the following: The child must be active and consent must have been obtained from the carer prior to any data being extracted.
CEH28	Percentage All Children Aged 0-5 Registered	Registration data has been extracted from eStart using a in-built report. The criteria used to identify all registered 0-4 year olds is based on the following: The child must be active and consent must have been obtained from the carer prior to any data being extracted. Reach data has been extracted from eStart using access reports based on registered children attending within the past year. Population Data Source: Children aged 0-4, Mid Year 2014 Estimates. The RAG rating concerns the number of registered 0-4 year olds as a proportion of the population.
CEH29	Percentage All Registered Children Aged 0-5 Reached	

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CEH30	Percentage All Children Aged 0-2 Registered	Registration data has been extracted from eStart using a in-built report. The criteria used to identify all registered 0-2 year olds is based on the following: The child must be active and consent must have been obtained from the carer prior to any data being extracted. Reach data has been extracted from eStart using access reports based on registered children attending within the past year. Population Data Source: Children aged 0-2, Mid Year 2014 Estimates. The RAG rating concerns the number of registered 0-2 year olds as a proportion of the population.
CEH31	Percentage All Registered Children Aged 0-2 Reached	
CEH32	Percentage BME Children Aged 0-5 Registered	BME registration data has been extracted from eStart using a in-built report. The criteria used to identify all registered 0-4 year olds is based on the following: The child must be active and consent must have been obtained from the carer prior to any data being extracted. The criteria used for 'Black & Minority Ethnic' (BME) is based on the following; if a child's ethnicity has been recorded within eStart as WBRI - White British, WIRI - White Irish, Blank Field - Not Known they will be classified as NOT being BME. Reach data has been extracted from eStart using access reports based on registered BME children attending within the past year. BME Population Data Source: BME children aged 0-4, Census 2011. The RAG rating concerns the number of registered 0-4 year olds as a proportion of the population.
CEH33	Percentage Registered BME Children Aged 0-5 Reached	
CEH34	Percentage Disabled and SEN Children Aged 0-5 Registered	Data has been extracted from eStart using Access reports. The criteria used to identify disabled 0-4 year olds attending in the month is based on the following: The child must be marked as disabled, active and consent must have been obtained from the carer prior to any data being extracted. Event attendance dated within the month. Reach data has been extracted from eStart using access reports based on registered disabled children attending within the past year. Disabled Population Data Source: ONS and Nomis 24 October 2014. Persons aged 0-4 with a long term health problem or disability, whose day to day activities are limited. The RAG rating concerns the proportion of registered Disabled children who have been seen at a Children's Centre within the past year.
CEH35	Percentage Registered Disabled and SEN Children Aged 0-5 Reached	
CEH36	Number Disabled and SEN Carers Registered	Data has been extracted from eStart using an in-built report. The criteria used to identify disabled parent carers attending in the month is based on the following: The carer must be marked as disabled, active and consent must have been obtained from the carer prior to any data being extracted. Event attendance dated within the month. Reach data has been extracted from eStart using access reports based on registered disabled parents attending within the past year. Baseline Data Source: Total Registered Disabled Parents. Used in the absence of robust Kent LA baseline data.
CEH37	Percentage Registered Disabled and SEN Carers Reached	
CEH38	Number Teenage Parents Carers Registered	Data has been extracted from eStart using an in-built report. The criteria used to identify teenage parent carers attending in the month is based on the following: The carer must be marked as a teenage parent, active and consent must have been obtained from the carer prior to any data being extracted. Event attendance dated within the month. Reach data has been extracted from eStart using access reports based on registered teenage parents attending within the past year. Baseline Data Source: Total Registered Teenage Parents. Used in the absence of robust Kent LA baseline data.
CEH39	Percentage Registered Teenage Parents Carers Reached	
CEH40	Number Lone Parents Carers Registered	Data has been extracted from eStart using an in-built report. The criteria used to identify a lone parent carer attending in the month is based on the following: The carer must be marked as a lone parent, is active and consent must have been obtained from the carer prior to any data being extracted. Event attendance dated within the month. Reach data has been extracted from eStart using access reports based on registered lone parents attending within the past year. Baseline Data Source: Total Registered Lone Parents. Used in the absence of robust Kent LA baseline data.
CEH41	Percentage Registered Lone Parents Carers Reached	
CEH42	Percentage Children Known to Social Services Aged 0-5 Registered	Children under 5 years old known to social services. Reach areas for Children's Centre, Hub and District calculations are based on the postcodes provided by SCS. Children with confidential addresses have been excluded from the Children's Centre, Hub and District totals, but are included within the Kent totals. Registration is based on eStart matching, and child is active and consent must have been obtained from the carer prior to any data being extracted. Reach data has been extracted from eStart using access reports based on registered children attending within the past year. Baseline Data Source: All children under 5 known to Social services.
CEH43	Percentage Registered Children Known to Social Services Aged 0-5 Reached	
CEH44	Percentage Children Known to Social Services (LAC) Aged 0-5 Registered	
CEH45	Percentage Registered Children Known to Social Services (LAC) Aged 0-5 Reached	
CEH46	Percentage Children Known to Social Services (CP) Aged 0-5 Registered	
CEH47	Percentage Registered Children Known to Social Services (CP) Aged 0-5 Reached	
CEH48	Percentage Children Known to Social Services (CHIN) Aged 0-5 Registered	
CEH49	Percentage Registered Children Known to Social Services (CHIN) Aged 0-5 Reached	
CEH50	Registered to Commissioned Service aged 8-19	Registration data has been extracted from eStart using an access report. The criteria used to identify registered 8-19 year olds and up to 25 with SN/LD is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry). Members who do not meet the criteria are excluded from this report. CEH50 & 53 are aged specific and 56 is total.

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CEH51	Number reached against those registered at Commissioned Service aged 8-19	Reach data has been extracted from eStart using an access report. The criteria used to identify all registered members who meet the age criteria is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry) and attended an event held within the period by that provider. CEH51 and 54 are age specific and 57 is total.
CEH51a	Percentage of YP reached against those registered at Commissioned Service aged 8-19	As above but shown as a percentage. Percentage of reached YP against those registered at commissioned service
CEH52	Number of YP reached on 8 or more occasions during 12 mth period aged 8-19	Regular attendees data has been extracted from eStart using an access report. The criteria applied is as follows: Registered member at Commissioned Service has attended 8 or more sessions delivered by the individual CYH during the identified 12 month period.
CEH52a	Percentage of YP reached on 8 or more occasions during 12mth period aged 8-19	As above but shown as a percentage. Number of registered YP who have attended an event within the period against those who have attended 8 or more times, regular attendees.
CEH53	Registered to Commissioned Service aged 20-24 with SN/LD	Registration data has been extracted from eStart using an access report. The criteria used to identify registered 8-19 year olds and up to 25 with SN/LD is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry). Members who do not meet the criteria are excluded from this report. CEH50 & 53 are aged specific and 56 is total.
CEH54	Number reached against those registered at Commissioned Service aged 20-24 with SN/LD	Reach data has been extracted from eStart using an access report. The criteria used to identify all registered members who meet the age criteria is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry) and attended an event held within the period by that provider. CEH51 and 54 are age specific and 57 is total.
CEH54a	Percentage of YP reached against those registered at Commissioned Service aged 20-24 with SN/LD	As above but shown as a percentage. Percentage of reached YP against those registered at commissioned service
CEH55	Number of YP reached on 8 or more occasions during 12 mth period aged 20-24 with SN/LD	Regular attendees data has been extracted from eStart using an access report. The criteria applied is as follows: Registered member at Commissioned Service has attended 8 or more sessions delivered by the individual CYH during the identified 12 month period.
CEH55a	Percentage of YP reached on 8 or more occasions during 12mth period aged 20-24 with SN/LD	As above but shown as a percentage. Number of registered YP who have attended an event within the period against those who have attended 8 or more times, regular attendees.
CEH56	Total registered at Commissioned Service (all ages)	Registration data has been extracted from eStart using an access report. The criteria used to identify registered 8-19 year olds and up to 25 with SN/LD is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry). Members who do not meet the criteria are excluded from this report. CEH50 & 53 are aged specific and 56 is total.
CEH57	Total Reached against those registered at Commissioned Service (all ages)	Reach data has been extracted from eStart using an access report. The criteria used to identify all registered members who meet the age criteria is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry) and attended an event held within the period by that provider. CEH51 and 54 are age specific and 57 is total.
CEH57a	Percentage of YP reached against those registered at Commissioned Service (all ages)	As above but shown as a percentage. Percentage of reached YP against those registered at commissioned service
CEH58	Total Number of YP reached on 8 or more occasions during 12mth period (all ages)	Regular attendees data has been extracted from eStart using an access report. The criteria applied is as follows: Registered member at Commissioned Service has attended 8 or more sessions delivered by the individual CYH during the identified 12 month period.
CEH58a	Percentage of YP reached on 8 or more occasions during 12mth period (all ages)	As above but shown as a percentage. Number of registered YP who have attended an event within the period against those who have attended 8 or more times, regular attendees.
CEH59	Number registered in month at Commissioned Service (all ages)*	Registration data has been extracted from eStart using an access report. The criteria used to identify monthly registered 8-19 year olds and up to 25 with SN/LD is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth Hub and registered to the nearest Children's Centre (automatically completed upon address entry). Members will be counted in the month that the affiliation was applied*. Members who do not meet the criteria are excluded from this report.
CEH60	Number of attended sessions delivered during the last 12mth period	Session data has been extracted from eStart using an access report. The criteria used to identify Sessions is as follows: Events which have been entered by the Commissioned Service, with an event date which falls within the identified 12 month period and has at least one member in attendance.

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CEH78	Number of YP achieve Accredited Learning at Commissioned Service	Registration data has been extracted from eStart using an access report. The criteria used to identify YP who achieve accredited learning is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth. They must have attended an event and been given an accredited outcome. Accredited outcomes are prefixed with the word 'Qualification'. Members who do not meet the criteria are excluded from this report.
CEH79	Regular attendees receive a recorded outcome (reached 8 or more)	Registration data has been extracted from eStart using an access report. The criteria used to identify YP who are regular attendees who receive a recorded outcome is based on the following: Member must be active and been affiliated to the relevant Commissioned Service Youth. They must have attended 8 or more events and been given a recorded outcome. Recorded outcomes are all outcome which are not prefixed with the word 'Qualification'. Members who do not meet the criteria are excluded from this report.
CEH61	Number of cases allocated in the month	The total number of referrals allocated to a caseload in a month. NSS referrals report
CEH62	Average caseload per worker	Divided by the total number of workers FTE
CEH63	Number of young people supported per year (YTD)	Cases where a contract was started since the beginning of the contract.
CEH64	Number of Open cases	The total number of contracts without an end date.
CEH65	Number of Open cases open > 12 weeks	Total No of contracts (cases) open for >12 weeks to end of reporting period.
CEH66	Number of Cases closed per month	The total number of contracts (cases) with an end date in month. NSS contracts closed report
CEH67	Percentage of new cases allocated within 5 working days of receipt	As a % the total number of allocated referrals with a contract start date within 5 working days (and excluding B.Holidays).
CEH68	Percentage of new cases where first contact is made with the Young Person within 10 working days of receipt	Allocated case where first contact is made and recorded in an intervention.
CEH69	Percentage of new cases where assessment and plan has been completed within 10 working days of receipt	Due to issues with recording these figures, the first robust are in Feb.
CEH70	% of engaged young people matched to EET opportunity	The No of yes who started a positive destination as a % of the total contracts ended to end of period.
CEH71	% of engaged young people matched to EET opportunity within 12 weeks of referral	of the cases you have been working with this month what % has been matched to an EET opportunity witin 12 weeks of initial contact
CEH72	% of young people with continued engagement in EET opportunity beyond 3 months	This month what % of your total cases have continued EET engagment beyond a 3 month period
CEH73	Percentage of cases closed per month with closure reason of Outcomes achieved	As a % of cases closed in the reporting month
CEH74	Percentage of cases closed per month with closure reason of No contact/Disengaged families/consent withdrawn	What % of your cases closed this month have been closed due to diengagement/no contact/ consent withdrawn
CEH75	Percentage of current caseload that are rereferrals to CXK within 12 months of previous CXK closure	What % of your current caseload is made up of cases where the YP has been subject to a previous NEET service closure