Norfolk County Council

Children's Services
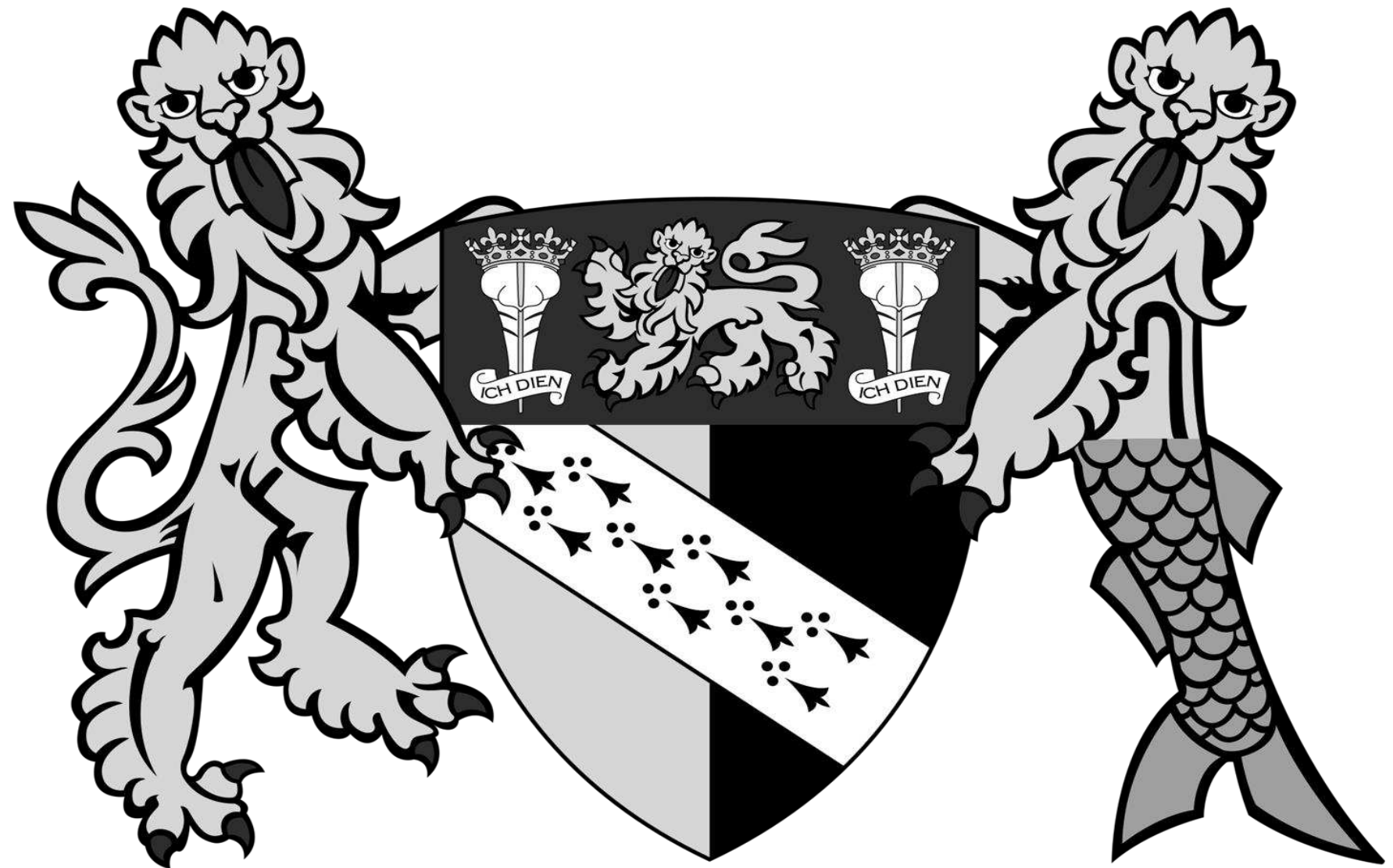
Monthly Performance & Management Information

County Report

April 2018

All data sourced from CareFirst.

Please note that due to data migration to Liquid Logic this report only contains data for CareFirst records added or updated up to and including 5pm on the 26th April 2018. As such it should be used with caution and only forwarded/quoted where necessary and with the appropriate caveats.

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Norfolk County Council
Children's Services

Monthly Performance & Management Information County Report

This monthly report has been produced to provide an overview of performance in Children's Social Care across the County. It does this by providing the data and performance analysis measured against defined key indicators in one place for ease of reference.

Where relevant the report includes national, statistical neighbour and best performing statistical neighbour averages. The commentary makes reference to where localities are outliers either in terms of performance that may be of concern or where performance looks particularly good or improving. The commentary will also indicate where further scrutiny or action is being, or needs to be, taken.

The reporting format has been developed since January 17 and will continue to be reviewed to ensure indicators that require close scrutiny and challenge in order to drive and achieve improvement are included.

The report will be used to give an overview of the direction of travel of Children's Social Care and Early Help services to a wide range of stakeholders. This includes some performance targets being set in order to align with statistical neighbours and best performing authorities, whilst others have been set in order to accord with our own high ambitions for Norfolk's most vulnerable children.

Scrutiny and challenge of performance at a locality and team level has been strengthened by the introduction of regular performance surgeries which are led by CSLT members including the DCS. These provide the opportunity for front line staff to engage in professional conversations about team and service performance with an emphasis on quality as well as compliance. They also serve to keep CSLT in touch with the issues and challenges that may be impeding progress on the ground. This has become one of the means by which senior managers have developed a comprehensive and current knowledge of what is happening at the 'front line' and how well children and young people are helped, cared for and protected.

It is important to note that the data for April 18 does not include entire month data as the recording system was changed at the end of the month with a downtime period from 27/04/18. This means that for some areas of reporting we do not have total month end figures (such as contact and referral numbers) and recording of visits and plans may not have been up to date at the point the data was extracted. However we can still use the data as an indication as to how the service is performing in most areas.

The performance data for April does show we are continuing to see good performance regarding our Looked After Children and Care Leavers have Care and Pathway Plans in place (94% and 87% respectively) and a higher percentage of Looked After Children attended their LAC reviews.

The percentage of Children In Need (excluding those open to Assessment Teams) who have an up to date plan has also remained over 80% (and was likely higher if reporting showed what was recorded by month end).

However there remains a concern about the percentage of Social Work Assessments completed in timescales, as although this has risen to 61%, the rise is primarily due to West (93%) and most localities remain below 60% of assessments being authorised in 45 working days.

Some of the areas of concern continue to be a focus of strategic and operational planning to embed changes in procedure and practice which sustain longer term improvements. This includes the number of Looked After Children, which is being addressed through a number of current work streams. It also includes work to transform our 'Front Door' to reduce the number of referrals and ensure the right children get a social care service at the right time.

Report ends
May 18

DOT = Direction of travel, represents the direction of 'performance' in relation to the polarity of 'good' performance for that measure.

Area	Ref	Indicator	Good perf. is	Data note	Jan-18	Feb-18	Mar-18	Apr-18	YTD	Target	DOT (Month on Month)	RAG County	RAG (County/Breckland/North/Norwich/South/West/Yarmouth)	Red	Green	Previous YTD	Stat neigh avg	Best stat neigh	Nat. avg	Nat. top quartile	Eastern region
Early Help	1.1	No of Requests for Support to EHFF	High	Count	209	208	229	182			↓										
	1.1a	Number of new cases opened to team over the last month	High	Count	168	132	144	147			↑										
	1.2	No of cases closed to EHFF	High	Count	137	138	135	207			↑										
	1.3	No of cases active to EHFF	High	Count	654	664	720	674			↓										
	1.4	No of children being supported within EHFF cases	High	Count	1502	1555	1637	1522			↓										
	1.5	No of social work cases supported by EHFF with targeted support	High	Count	29	33	36	34			↓										
	1.6	% of Requests for Support to EHFF that resulted in allocation to EHFF ❶	High	Percentage	80.4%	63.5%	62.9%	80.8%			↑										
	1.7	% of new cases open under s47 previously open to EHFF	High	Percentage																	
	1.8	% of new EHFF cases that are re-referrals into early help	Low	Percentage	6.5%	3.0%	6.3%	5.4%			↑										
	1.9	% of new EHFF cases that have stepped down from social care	High	Percentage	28.6%	28.0%	26.4%	30.6%			↑										
Contact & Referrals	2.1	Contacts - No. (in-month)	Info	Count	3399	2864	3016	2643	2,643		·					3,234					
	2.2	Referrals - No. (in-month)	Info	Count	635	597	582	468	468		·					506					
	2.3	% Contacts Accepted as Referrals (in-month)	High	Percentage	18.7%	20.8%	19.3%	17.7%	17.7%	25%	↓			15%	25%	15.6%					
	2.4	Referrals - Rate per 10k Under-18s (Annualised)	Low	Rate	450.7	423.8	413.1	332.2	1,876		↓					2,296	461.6	237.9	548.2		375.4
	2.5	Referrals with outcome of Social Work Assessment	High	Count	456	409	440	371	371		↓										
	2.7	Re-referrals - % (in-month)	Low	Percentage	26.1%	27.0%	20.6%	28.4%	28.4%	20%	↓			30%	20%	26.3%					
	2.8	% re-referral rate in the last 12 months (rolling year)	Low	Percentage	23.9%	24.2%	24.1%	24.2%			↓						19.6%	14.7%	21.9%		21.0%
	2.9	Number of repeat contacts	Low	Rolling count	1183	998															
	2.10	% of repeat contacts	Low	Percentage	19.2%	18.1%															
Assessments	3.1	Assessments authorised - No.	Info	Count	777	689	711	711	711		·										
	3.2	Rate of assessments per 10,000 population aged under 18 - rolling 12 month performance	Low	Rolling rate	501.6	503.5	498.3	504.7			↓						463.1	226.7	515.0		387.8
	3.3	Assessments auth in 45 WD - %	High	Percentage	66.2%	50.2%	56.0%	61.9%	61.9%	80%	↑			70%	80%		83.8%	90.8%	82.9%		83.9%
	3.4	Open assessments already past 45 working days	Low	Count	190	157	165	128			↑										
	3.5	Ongoing involvement	High	Count	270	229	255	302	302		↑										
	3.5p	% of completed assessments ending in - Ongoing Involvement	High	Percentage	34.7%	33.2%	35.9%	42.5%	42.5%	60%	↑			50%	60%						
	3.6	Close with info and advice	Low	Count	358	328	345	302	302		↑										
	3.7	Step down to FSP/TS	Low	Count	149	131	111	107	107		↑										
S47s	4.3	Number of S47's per 10,000 population aged 0-17 - rolling 12 month performance	Low	Rolling rate	90.9	114.3	98.0	113.6			↓						127.4	70.2	157.4		93.9
	4.4	Number of S47 investigations Completed	Info	Count	128	161	138	160	160		·										
	4.5	% of S47's with an outcome - Concerns are substantiated and child is judged to be at continuing risk of significant harm	High	Percentage	69.5%	76.4%	63.0%	50.6%	50.6%		↓										
	4.6	% of S47's with an outcome - Concerns are substantiated but the child is not judged to be at continuing risk of significant harm	High	Percentage	14.8%	9.9%	15.9%	20.0%	20.0%		↑										
	4.7	% of S47's with an outcome - Concerns not substantiated	Low	Percentage	14.8%	11.2%	13.0%	20.0%	20.0%		↓										44.8%
CIN	5.1	Section 17 CIN Nos.	Low	Count	2103	1921	1928	1793			↑										
	5.2	Number of CIN (inc. CPP as per DfE definition)	Low	Count	2710	2572	2540	2439			↑										
	5.3	Section 17 CIN Rate per 10K Under-18s	Low	Rate	124.4	113.6	114.0	106.1			↑						204.4	109.5	225.1		137
	5.4	% CIN not in Assessment Teams with up-to-date CIN Plan	High	Percentage	81.4%	79.5%	82.7%	81.7%		90%	↓			80%	90%						
	5.5	S17 CIN with an up to date CIN plan - % ❷	High	Percentage	58.9%	59.1%	65.8%	65.4%		90%	↓			80%	90%						

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Area	Ref	Indicator	Good perf. is	Data note	Jan-18	Feb-18	Mar-18	Apr-18	YTD	Target	DOT (Month on Month)	Tol. Red	Tol. Green	Previous YTD	Stat neigh avg	Best stat neigh	Nat. avg	Nat. top quartile	Eastern region
Child Protection	6.1	No. Children Subject to CP Plans	Low	Count	607	651	612	646			↓								
	6.2a	Initial CP conferences (no. children) - rolling 12 month performance	Low	Rolling 12	1103	1115	1088	1135			↓								
	6.2b	Initial CP conferences per 10,000 population - rolling 12 month performance	Low	Rolling rate	65.2	66.0	64.4	67.1			↓				63.2	41.5	65.3		44.7
	6.3	Number of children subject to an ICPC	Info	Count	140	109	83	111	111		·								
	6.4	% of ICPCs held within 15 days of strategy discussion	High	Percentage	70.7%	79.8%	66.3%	76.6%	76.6%	90%	↑	80%	90%		80.3%	96.7%	77.2%		69.8%
	6.5	Children Subject to CP Plans - Rate per 10K Under-18s	Low	Rate	35.9	38.5	36.2	38.2			↓	30	35		43.9	25.8	43.3		30.6
	6.6	Number of children becoming subject to a CP plan per 10,000 population	Low	Rate	6.9	5.4	4.0	5.1			↓								
	6.7	Number of discontinuations of a CP plan per 10,000 population	High	Rate	3.5	3.1	6.6	2.8			↓								
	6.8	% children whose child protection plan started who had previously been subject to a CP Plan within the last 2 years - rolling 12 months	Low	Rolling 12	8.1%	8.2%	8.2%	7.5%			↑								
	6.9a	No. of children becoming the subject of a CP plan for a second or subsequent time, ever	Low	Count	19	15	11	12	12		↓								
	6.9b	% of children becoming the subject of a CP plan for a second or subsequent time - ever - rolling 12 months	Low	Percentage	22.4%	20.8%	20.4%	20.2%			↑				19.7%	12.6%	18.7%		10.6%
	6.10a	No. children subject to child protection plan for > 18 months	Low	Count	29	29	31	30			↑								
	6.10n	No. children subject to child protection plan for > 2 years	Low	Count	6	5	5	5			→								
	6.10b	% children subject to child protection plan for > 2 years	Low	Percentage	1.0%	0.8%	0.8%	0.8%		3%	↑	10%	3%		2.8%	0.0%	2.1%		1.9%
	6.11a	No. children whose child protection plan ceased this month	High	Count	59	53	112	47	47		↓			55					
	6.11b	% of CP plans ceased within period that had lasted 2 years or more	High	Percentage	0.0%	0.0%	0.0%	8.5%	8.5%		↓				4.1%	2.0%	3.4%		3.1%
	6.12	% RCPCs held in timescale in month	High	Percentage	86.6%	94.8%	89.5%	90.8%	90.8%	100%	↑	85%	95%		94.3%	98.9%	92.2%		
	6.14	% children on child protection plans seen within timescales**	High	Percentage	60.7%	67.5%	72.0%	51.2%	51.2%	100%	↓	80%	90%						77.5%
	6.15	% children on child protection plans seen within 20 working day timescales	High	Percentage	82.7%	89.1%	87.3%	83.6%	83.6%	100%	↓	80%	90%						
LAC	7.1	No. Looked-After Children	Low	Count	1151	1164	1178	1179			↓								
	7.2	LAC - Rate per 10K Under-18s	Low	Rate	68.1	68.9	69.7	69.7		55	↓	65	55		53.4	39.0	62.0		49.9
	7.3	Admissions of Looked After Children	Low	Count	50	43	42	25	25		↓								
	7.4	Number of children who have ceased to be Looked After Children	High	Count	23	26	30	21	21		↓								
	7.5	Percentage of LAC who have ceased to be looked after due to permanence (Special Guardianship Order. Residence Order, Adoption) ❸	High	Percentage	26.1%	30.8%	30.0%	33.3%	33.3%		↑								
	7.6	LAC in residential placements	Low	Count	135	124	130	128			↑								
	7.6a	% LAC in residential placements	Low	Percentage	11.7%	10.7%	11.0%	10.9%			↑								
	7.7	% LAC cases reviewed within timescales	High	Percentage	94.6%	91.9%	86.4%	84.5%			↓								
	7.8	Percentage of children adopted ❸	High	Percentage	17.4%	3.8%	10.0%	9.5%	9.5%		↓				18%	32%	14%		14.9%
	7.9n	# LAC having a health assessment within 20 days of becoming LAC	Info	Count	5	18	13	13	13		·								
	7.9	% LAC becoming looked after for 20 working days and having a health assessment in that time	High	Percentage	12.5%	46.2%	26.5%	38.2%	38.2%		↑								44.2%
	7.10	LAC with up-to-date Health Assessment - No.	High	Count	604	613	596	627			↑								
	7.11	LAC with up to date dental check - No.	High	Count	612	619	604	637			↑								
	7.13	LAC with up-to-date PEP - %	High	Percentage	88.5%	88.6%	88.7%	88.7%		100%	→	80%	90%						
	7.14	LAC with up-to-date Care Plan - %	High	Percentage	94.3%	96.0%	95.7%	94.0%		100%	↓	80%	90%						
	7.15	% LAC seen within timescales	High	Percentage	83.9%	90.2%	84.8%	84.0%		100%	↓	80%	90%						
	7.17	LAC Reviews in month - Child Attended - %	High	Percentage	60.7%	61.4%	64.5%	65.3%	65.3%		↑								
	7.18	LAC Reviews in month - Child Participated - %	High	Percentage	94.4%	96.4%	96.7%	96.4%	96.4%		↑								
Care Leavers	8.1	Number of care leavers	High	Count	458	459	472	473			↑								
	8.2	% Relevant / Former Relevant Care Leavers with a Pathway Plan	High	Percentage	85.8%	86.1%	88.6%	86.9%			↓								
	8.3	RCL & FRCL in Suitable Accommodation - %	High	Percentage	91.9%	93.2%	91.1%	91.3%		95%	↑	80%	95%		87.0%	97%	84%		
	8.4	RCL & FRCL EET - %	High	Percentage	59.2%	58.2%	58.3%	58.4%		70%	↑	50%	70%		53.6%	74%	50%		59.7%
	8.5	% Care Leavers in touch with their S/Ws and/or PA over last 2 months	High	Percentage	78.6%	76.9%	75.6%	72.9%			↓								
Placement	9.1	% of long term LAC in placements which have been stable for at least 2 years	High	Percentage	78.5%	68.5%	68.7%	69.8%			↑				69.2%	78%	70%		
	9.2	LAC with 3 or more placements in any one year - %	Low	Percentage	10.7%	10.8%	11.3%	11.5%		11%	↓	20%	11%		10.4%	5.0%	10.0%		8.6%

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Area	Ref	Indicator	Good perf. is	Data note	Jan-18	Feb-18	Mar-18	Apr-18	YTD	Target	DOT (Month on Month)	County	County	Breckland	North	Norwich	South	West	Yarmouth	Red	Green	Previous YTD	Stat neigh avg	Best stat neigh	Nat. avg	Nat. top quartile	Eastern region
Adoptions	10.1a	Number of adoptions completed wilhin 12 months of SHOBPA	Info	Count	39	39	36	35			·																
	10.1b	% of adoptions completed wilhin 12 months of SHOBPA	High	Percentage	45%	45%	50%	54%			↑												60.1%	75%	53%		
	10.2	Average number of days between a child becoming Looked After and having an adoption placement (A1) (Rolling12months)	Low	Average	330	321	328	333			↓												476.9	372.0	520.0		386
	10.3	Average number of days between a placement order and being matched with an adoptive family (A2) (Rolling 12 months)	Low	Average	158	157	144	133			↑												205.6	63.0	220.0		179
Caseload	11.1	Maximum caseload of qualified social workers in key safeguarding teams	Low	Maximum	43	35	40	31			↑																
	11.2	Maximum caseload of qualified social workers in LAC Teams	Low	Maximum	28	31	27	26			↑																
	11.2a	Average number of cases per qualified social worker in LAC Teams	Low	Average	13	13	12	12			↓																
	11.3	Maximum caseload of qualified social worker in Assessment Teams	Low	Maximum	43	35	40	31			↑																
	11.3a	Average number of cases per qualified social worker in Assessment Teams	Low	Average	17	17	16	15			↑																
	11.4	Maximum caseload of qualified social workers in FIT Teams	Low	Maximum	32	32	30	26			↑																
	11.4a	Average number of cases per qualified social worker in FIT Teams	Low	Average	15	15	15	15			↑																
	11.5	Maximum caseload of qualified social worker in CWD Teams	Low	Maximum	25	26	26	26			→																
	11.5a	Average number of cases per qualified social worker in CWD Teams	Low	Average	17	15	16	16			↓																
Changes	C1	Number of children with a change of social worker & change of team	Low	Count	178	177	202	583			↓																
	C1a	% of children with a change of social worker & change of team	Low	Percentage	4.0%	3.5%	4.0%	12.4%			↓																
	C2	Number of children with a change of social worker / no change of team	Low	Count	371	234	219	517			↓																
	C2a	% of children with a change of social worker / no change of team	Low	Percentage	8.0%	4.6%	4.3%	11.0%			↓																
Foster Carers	12.1a	Task Centred Carer Household Approved (Rolling 12 months)	High	Count	18	21	24	32			↑																
	12.1b	Kinship Carer Household Approved (Rolling 12 months)	High	Count	67	72	79	79			→																
	12.1c	Short Breaks / Other Carer Household Approved (Rolling 12 months)	High	Count	7	8	6	8			↑																
		Total Carer Household Approved (Rolling 12 months)	High	Count	92	101	109	119			↑																
	12.2a	Task Centred Carer Household Ceased (Rolling 12 months)	Low	Count	38	37	37	32			↑																
	12.2b	Kinship Carer Household Ceased (Rolling 12 months)	Low	Count	58	60	62	67			↓																
		Short Breaks / Other Carer Household Ceased (Rolling 12 months)	Low	Count	25	26	27	26			↑																
	12.2c	Total Carer Household Ceased (Rolling 12 months)	Low	Count	121	123	126	125			↑																

Notes:

❶ Requests for Support and allocations are counted for the calendar month, but some of the allocated cases may be as a result of a Request for Support received at the end the previous month, as we have 5 days to allocate cases in Early Help. This may result in more cases being allocated than there are Requests for Support in the monthly MI data set, and thus percentages over 100.
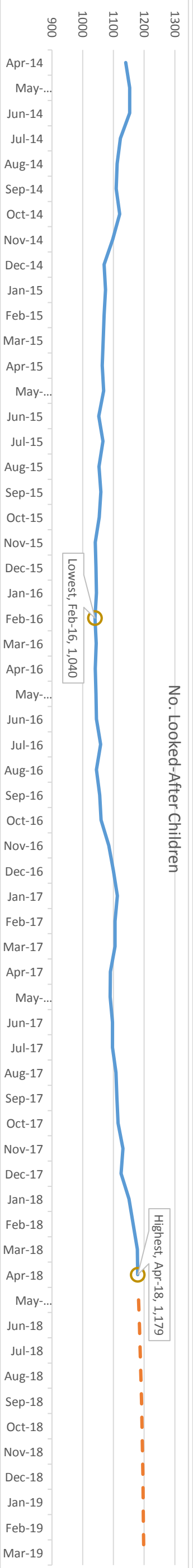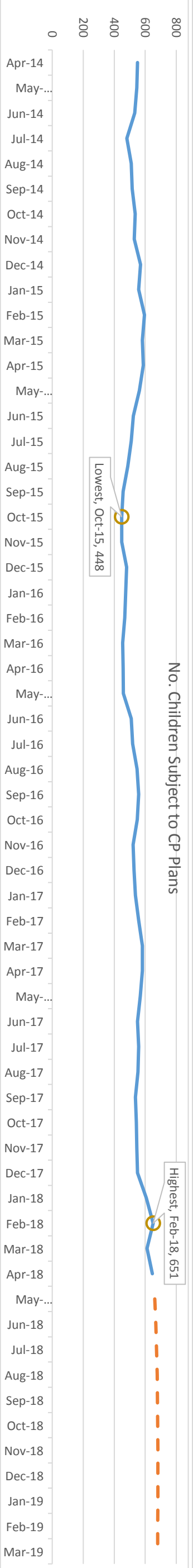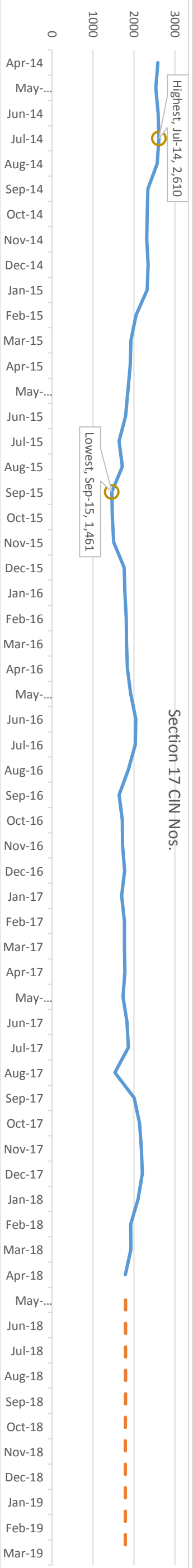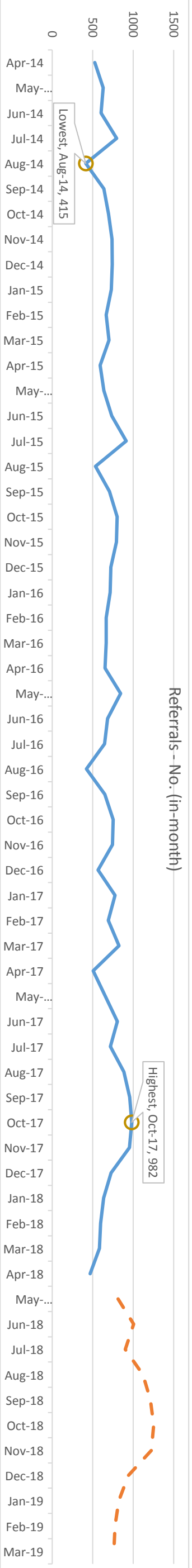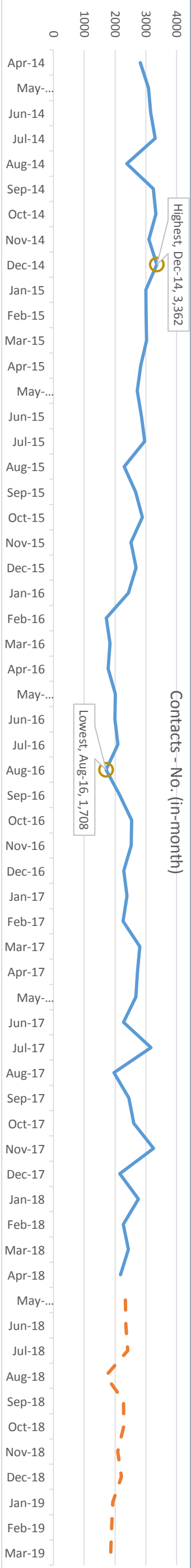
❷ From January 2017, CIN are required to have a plan from 45 working days after referral. Prior to this it was 20 working days.

❸ Figures for these measures at locality level will not sum to the county total as there are a considerable number of instances where a locality has not been allocated.

– – Forecast

Contacts - No. (in-month)
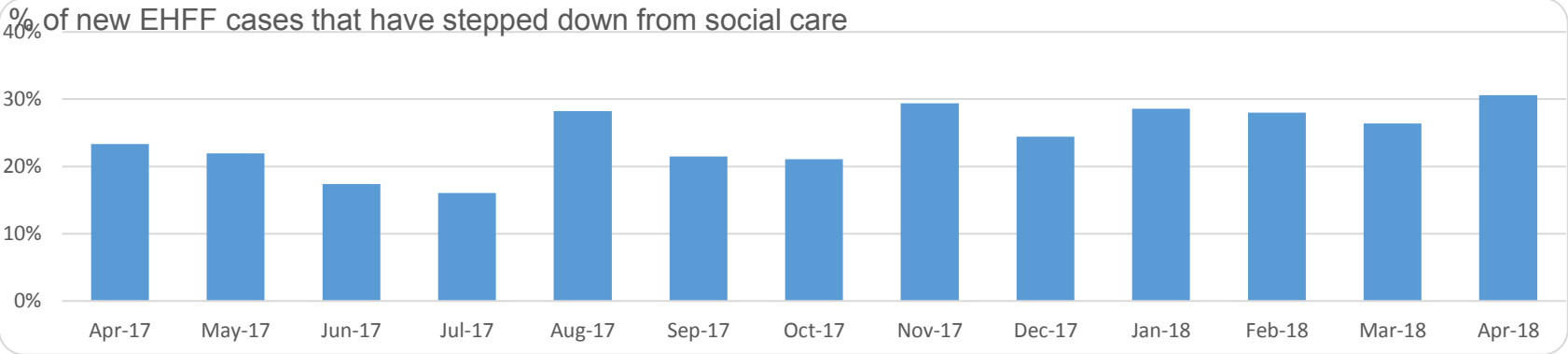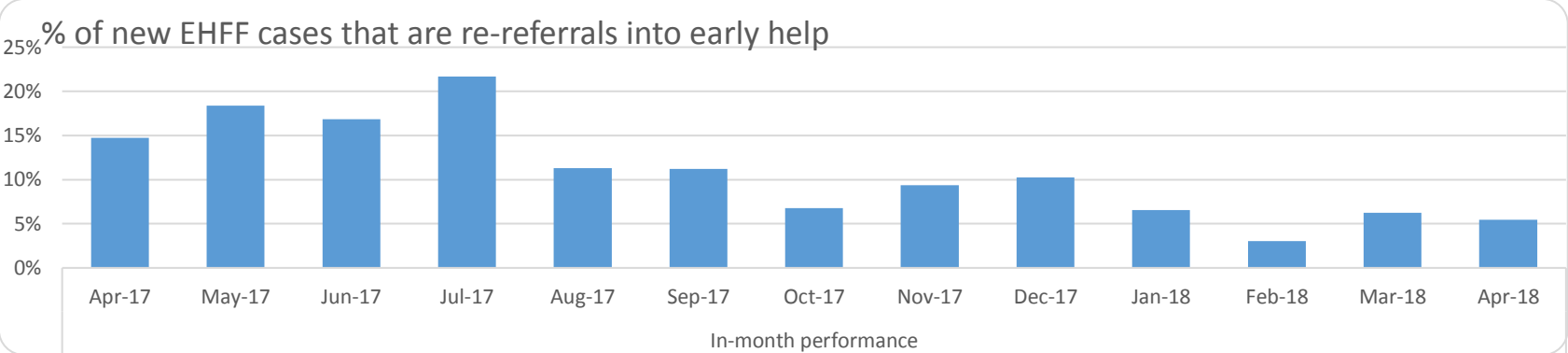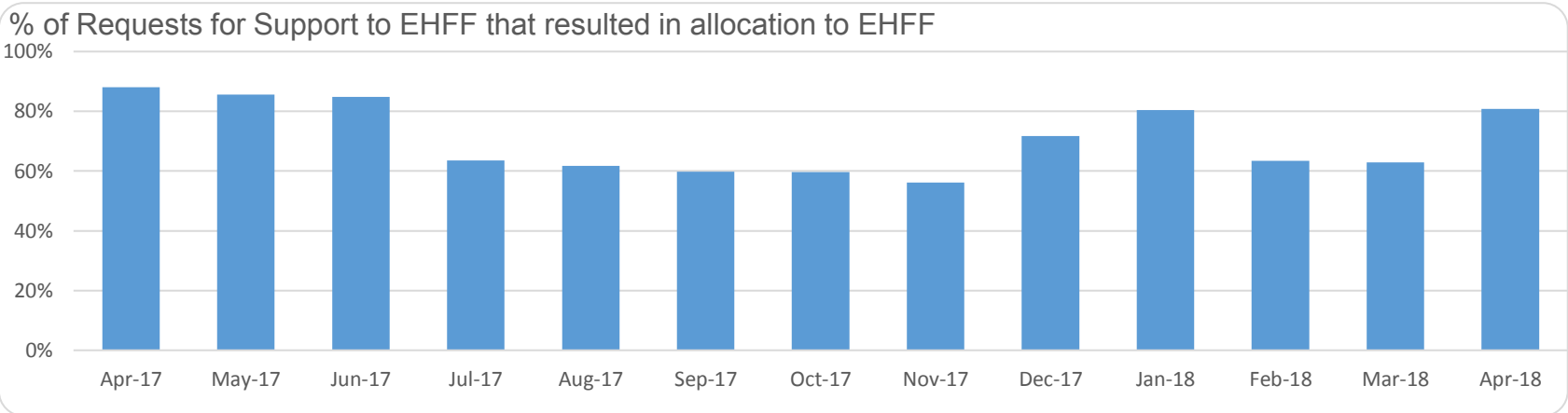
Highest, Dec-14, 3,362

Lowest, Aug-16, 1,708

Referrals - No. (in-month)

Lowest, Aug-14, 415

Highest, Oct-17, 982

Section 17 CIN Nos.

Highest, Jul-14, 2,610

Lowest, Sep-15, 1,461

No. Children Subject to CP Plans

Lowest, Oct-15, 448

Highest, Feb-18, 651

No. Looked-After Children

Lowest, Feb-16, 1,040

Highest, Apr-18, 1,179

Definition	The data in this section relates to referrals to the Norfolk Early Help and Family Focus Teams
Performance analysis	The data shows that a higher percentage of requests for support resulted in allocation to EHFF teams across all localities. We also see that re-referral rates remain low and the percentage of new EH cases that have stepped down from social care has risen to it's highest figure in the past 12 months.

	1.6	1.7	1.8	1.9
	% of Requests for Support to EHFF that resulted in allocation to EHFF	% of new cases open under s47 previously open to EHFF	% of new EHFF cases that are re-referrals into early help	% of new EHFF cases that have stepped down from social care
Good perf. is:	*High*	*High*	*Low*	*High*
Apr-17	88.1%	-	14.7%	23.3%
May-17	85.6%	-	18.4%	21.9%
Jun-17	84.8%	-	16.8%	17.4%
Jul-17	63.6%	-	21.7%	16.1%
Aug-17	61.7%	-	11.3%	28.2%
Sep-17	59.8%	-	11.2%	21.5%
Oct-17	59.6%	-	6.8%	21.1%
Nov-17	56.1%	-	9.4%	29.4%
Dec-17	71.8%	-	10.2%	24.4%
Jan-18	80.4%	-	6.5%	28.6%
Feb-18	63.5%	-	3.0%	28.0%
Mar-18	62.9%	-	6.3%	26.4%
Apr-18	80.8%	-	5.4%	30.6%

In-month performance

Note:

Requests for Support and allocations are counted for the calendar month, but some of the allocated cases may be as a result of a Request for Support received at the end the previous month, as we have 5 days to allocate cases in Early Help. This may result in more cases being allocated than there are Requests for Support in the monthly MI data set, and thus percentages over 100.
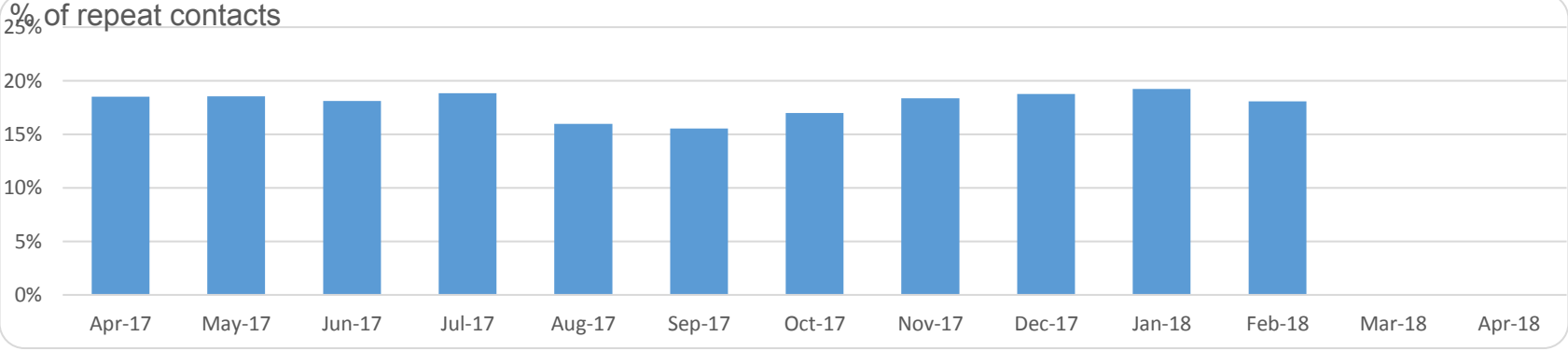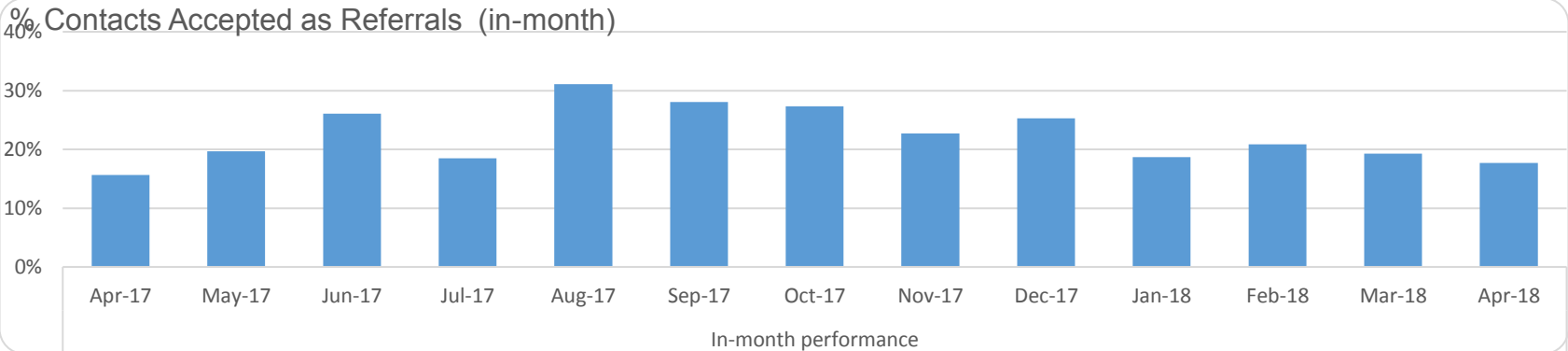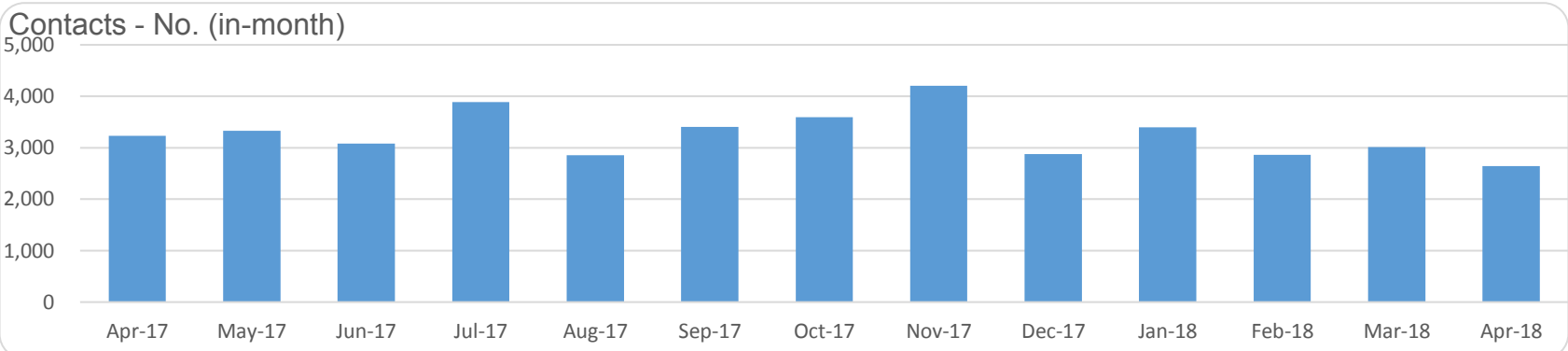

% of Requests for Support to EHFF that resulted in allocation to EHFF

% of new EHFF cases that are re-referrals into early help

In-month performance

% of new EHFF cases that have stepped down from social care

Definition	All contacts received by the LA via the MASH service are screened against an agreed multi-agency threshold criteria. Where a decision-maker in MASH agrees the threshold for social care involvement is met the contact progresses to a 'referral'. A number of the contacts made will be for information only or to ask for advice rather than be contacts seeking referral to social care services.
Performance analysis	As data for this month's report was taken 'as at 5pm on 26.04.18' due to the migration to a new recording system, we do not have the compete figures on contacts received in April. However it is reasonable to assume that given the low figure at this point in the month, it is likely that the number of contacts received in the month is similar to those seen in the past two months.

	2.1	2.3	2.9	2.10
	Contacts - No. (in-month)	% Contacts Accepted as Referrals (in-month)	Number of repeat contacts	% of repeat contacts
Good perf. is:	*Info*	*High*	*Low*	*Low*
Apr-17	3,234	15.6%	1,098	18.5%
May-17	3,329	19.6%	1,167	18.5%
Jun-17	3,081	26.1%	1,074	18.1%
Jul-17	3,885	18.5%	1,161	18.9%
Aug-17	2,852	31.1%	928	16.0%
Sep-17	3,405	28.1%	928	15.5%
Oct-17	3,594	27.3%	938	17.0%
Nov-17	4,205	22.7%	1,169	18.4%
Dec-17	2,879	25.3%	1,138	18.7%
Jan-18	3,399	18.7%	1,183	19.2%
Feb-18	2,864	20.8%	998	18.1%
Mar-18	3,016	19.3%	-	-
Apr-18	2,643	17.7%	-	-
			These are over a rolling 3 month period.	

(left vertical label: In-month performance)

Contacts - No. (in-month)

% Contacts Accepted as Referrals (in-month)

In-month performance

% of repeat contacts

Performance_MI-URN14-V0.7.8

	Definition	All contacts received by the LA via the MASH are screened against an agreed multi-agency threshold criteria. Where a decision-maker in MASH agrees the threshold for social care involvement is met the contact progresses to a 'referral'. Contacts come from a variety of sources and the data below provides a breakdown of numbers and progression rates to referral by source type. A number of the contacts made will be for information only or to ask for advice rather than be contacts seeking a referral to social care services.
	Performance analysis	As at 26/04/18, the percentages of contacts converting to referrals by contact source type appears in line with figures seen in the month, with a very small proportion (10.5%) of Police contacts becoming referrals compared with over 30% of contacts from Education Services. We are currently reviewing the function of Children's Services 'Front Door' to be able to offer our partner agencies consultation and guidance on which services are best to meet the needs of individual children and ensure that any referrals for Social Work intervention are made for the right children at the right time.

	Police			Education Services			Health Services			Internal council services			Members of public			Other local authorities			Others		
	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral	Total contacts	Number progressed to referral	% progressed to referral
Apr-17	1,497	201	13.4%	301	74	24.6%	426	55	12.9%	56	32	57.1%	437	58	13.3%	127	33	26.0%	390	53	13.6%
May-17	1,350	223	16.5%	577	190	32.9%	433	75	17.3%	71	35	49.3%	408	31	7.6%	125	35	28.0%	365	65	17.8%
Jun-17	1,262	250	19.8%	490	185	37.8%	438	124	28.3%	84	57	67.9%	402	75	18.7%	114	43	37.7%	291	70	24.1%
Jul-17	1,594	251	15.7%	648	114	17.6%	512	107	20.9%	63	33	52.4%	544	87	16.0%	119	45	37.8%	405	80	19.8%
Aug-17	1,386	389	28.1%	21	1	4.8%	437	154	35.2%	67	39	58.2%	500	135	27.0%	127	59	46.5%	314	109	34.7%
Sep-17	1,450	283	19.5%	529	244	46.1%	422	153	36.3%	85	51	60.0%	441	85	19.3%	147	48	32.7%	331	92	27.8%
Oct-17	1,600	364	22.8%	568	213	37.5%	381	92	24.1%	63	41	65.1%	483	116	24.0%	122	44	36.1%	377	112	29.7%
Nov-17	1,694	284	16.8%	723	254	35.1%	607	131	21.6%	82	45	54.9%	511	80	15.7%	165	53	32.1%	423	107	25.3%
Dec-17	1,322	263	19.9%	464	192	41.4%	366	96	26.2%	44	25	56.8%	347	66	19.0%	82	24	29.3%	254	62	24.4%
Jan-18	1,426	172	12.1%	516	151	29.3%	456	105	23.0%	64	31	48.4%	489	73	14.9%	141	37	26.2%	307	66	21.5%
Feb-18	1,512	213	14.1%	334	126	37.7%	318	66	20.8%	74	48	64.9%	253	47	18.6%	128	43	33.6%	245	54	22.0%
Mar-18	1,477	162	11.0%	496	173	34.9%	383	83	21.7%	51	30	58.8%	232	38	16.4%	85	16	18.8%	292	80	27.4%
Apr-18	1,443	151	10.5%	162	52	32.1%	358	78	21.8%	57	38	66.7%	288	59	20.5%	84	31	36.9%	251	59	23.5%

In-month performance

Apr-18

				Police	Edu.	Health	Internal	Public	Other LA	Other
Total contacts in month	2,643	17.7%	% of total contacts	54.6%	6.1%	13.5%	2.2%	10.9%	3.2%	9.5%
Total progressed to referral	468		% of total referred	32.3%	11.1%	16.7%	8.1%	12.6%	6.6%	12.6%

Apr-18

Police 10.5% · Education Services 32.1% · Health Services 21.8% · Internal council services 66.7% · Members of public 20.5% · Other local authorities 36.9% · Others 23.5%

Legend: Total contacts · Number progressed to referral · % progressed to referral
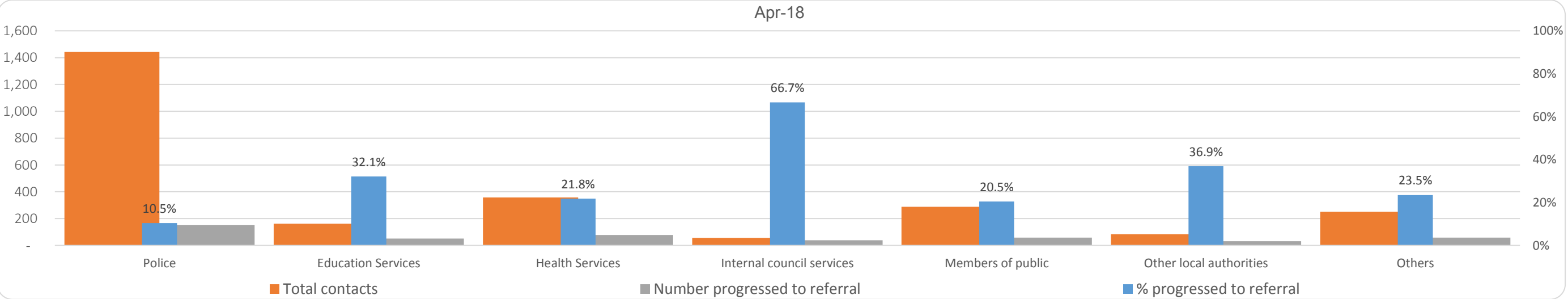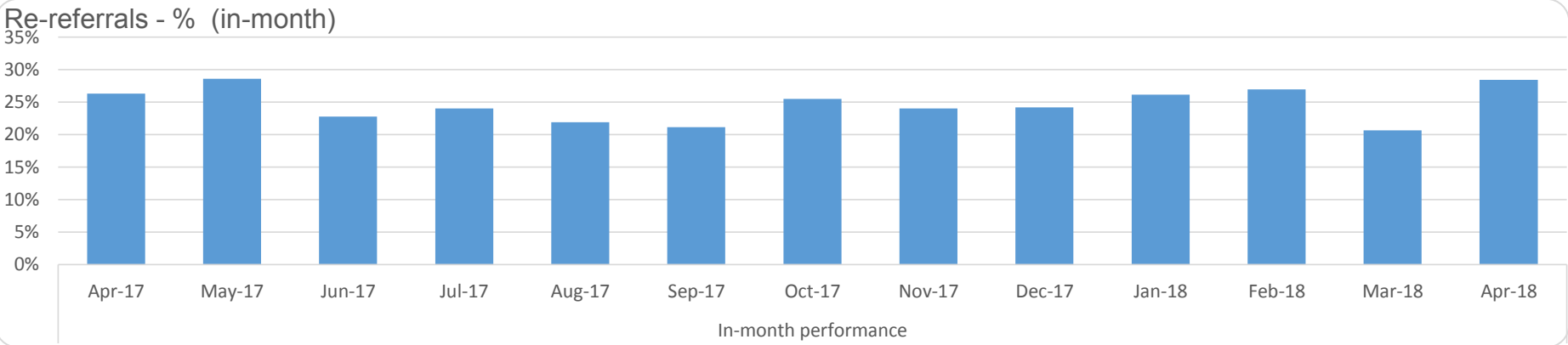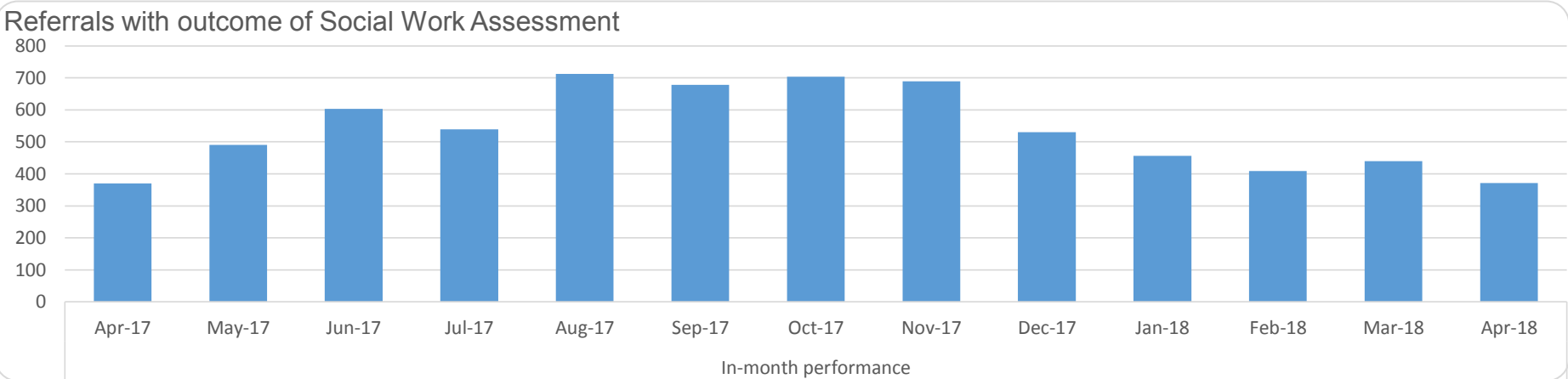
Definition	An initial contact will be progressed to a 'referral' where a Decision-Maker within MASH decides an assessment and/or services may be required for a child.
Performance analysis	Notwithstanding that the data for April is only up to and including 26/04/16, the number of referrals received appears in line with the lower numbers seen since January 18 and similar to April 2017. However it is concerning that the re-referral percentage is at it's highest since May 17. Whilst a small proprotion of re-referrals are due to different concerns or circumstances for children and families than seen during previous interventions, the high re-referral rate could indicate that decsions to close cases are made too early following assessments, or that ongoing support from other services after Social Care intervention rightly ceases is not robust enough to enable families to sustain any changes made. The HoSW and HoLs have been asked to consider what may be impacting on this performance area and the most effective way to evaluate practice.

	2.2	2.5	2.7	2.8
	Referrals - No. (in-month)	Referrals with outcome of Social Work Assessment	Re-referrals - % (in-month)	% re-referral rate in the last 12 months (rolling year)
Good perf. is:	*Info*	*Info*	*Info*	*Info*
Apr-17	506	370	26.3%	-
May-17	654	491	28.6%	-
Jun-17	804	603	22.8%	-
Jul-17	717	539	24.0%	-
Aug-17	886	713	21.9%	-
Sep-17	956	678	21.1%	-
Oct-17	982	704	25.5%	-
Nov-17	954	689	24.0%	-
Dec-17	728	530	24.2%	23.8%
Jan-18	635	456	26.1%	23.9%
Feb-18	597	409	27.0%	24.2%
Mar-18	582	440	20.6%	24.1%
Apr-18	468	371	28.4%	24.2%

(Left label: In-month performance)

Referrals with outcome of Social Work Assessment

In-month performance

Re-referrals - % (in-month)

In-month performance

% re-referral rate in the last 12 months (rolling year)

In-month performance

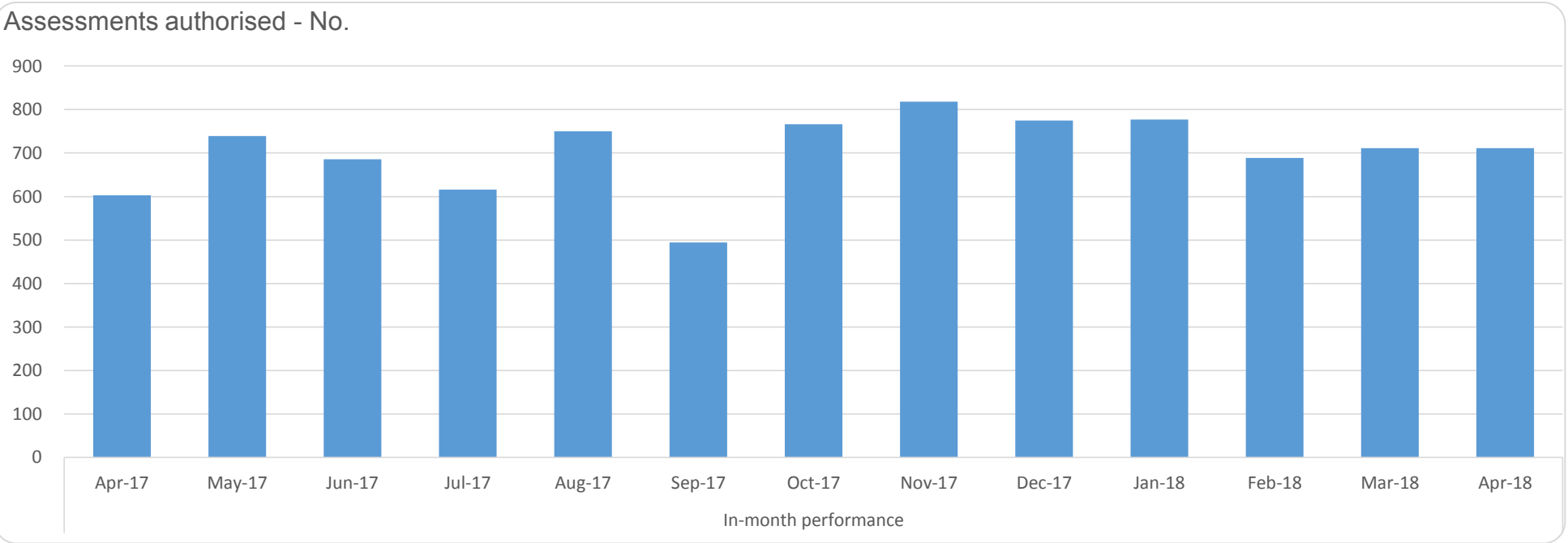| Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Re-referrals - % (in-month)	28.4%				
% re-referral rate in the last 12 months (rolling year)	24.2%	19.6%	21.9%		21.0%

|	
Definition	If a child meets the Children's Act definition of 'Child in Need', or is likely to be at risk of significant harm, authorisation will be given for an assessment of need to be started to determine which services to provide and what action needs to be taken.
Performance analysis	The number of assessments authorised has remained consistent over the last 3 months and at a lower level that that seeen October 17 to January 18.

	3.1	3.2
	Assessments authorised - No.	Rate of assessments per 10,000 population aged under 18 - rolling 12 month performance
Good perf. is:	*Info*	*Low*
Apr-17	603	-
May-17	739	-
Jun-17	686	-
Jul-17	616	-
Aug-17	750	-
Sep-17	494	-
Oct-17	766	-
Nov-17	818	-
Dec-17	775	492.3
Jan-18	777	501.6
Feb-18	689	503.5
Mar-18	711	498.3
Apr-18	711	504.7

In-month performance

Assessments authorised - No.

In-month performance

Rate of assessments per 10,000 population aged under 18 - rolling 12 month performance

In-month performance

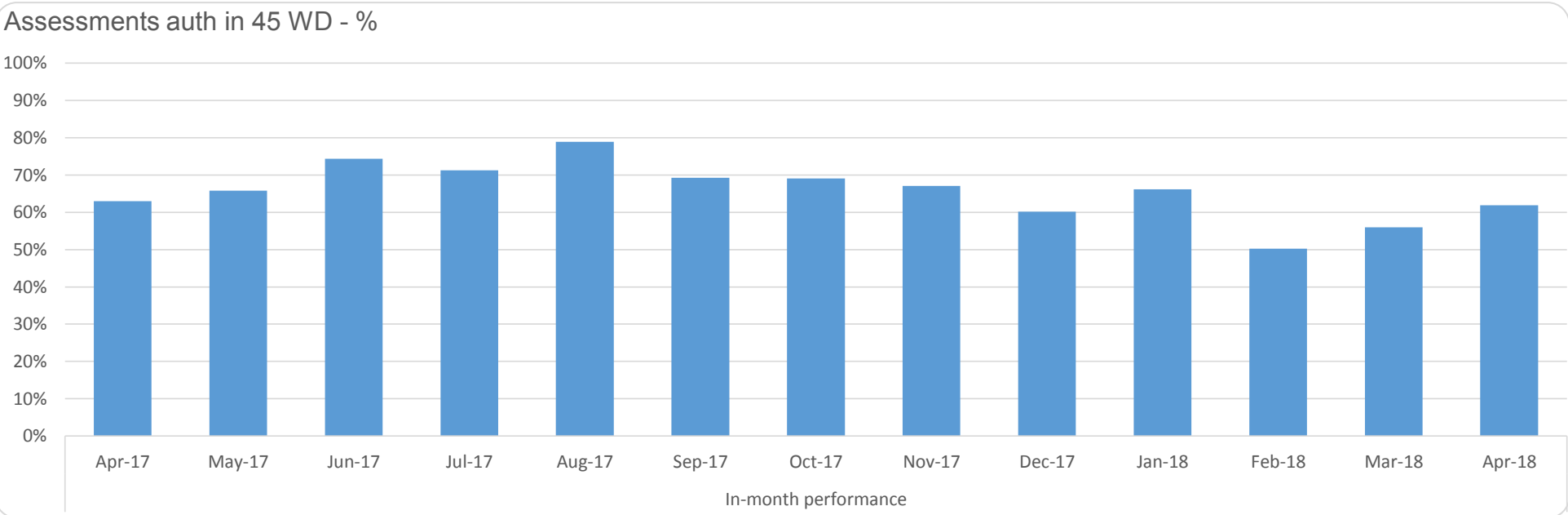| Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Rate of assessments per 10,000 population aged under 18 - rolling 12 month performance	504.7	463.1	515		387.8355
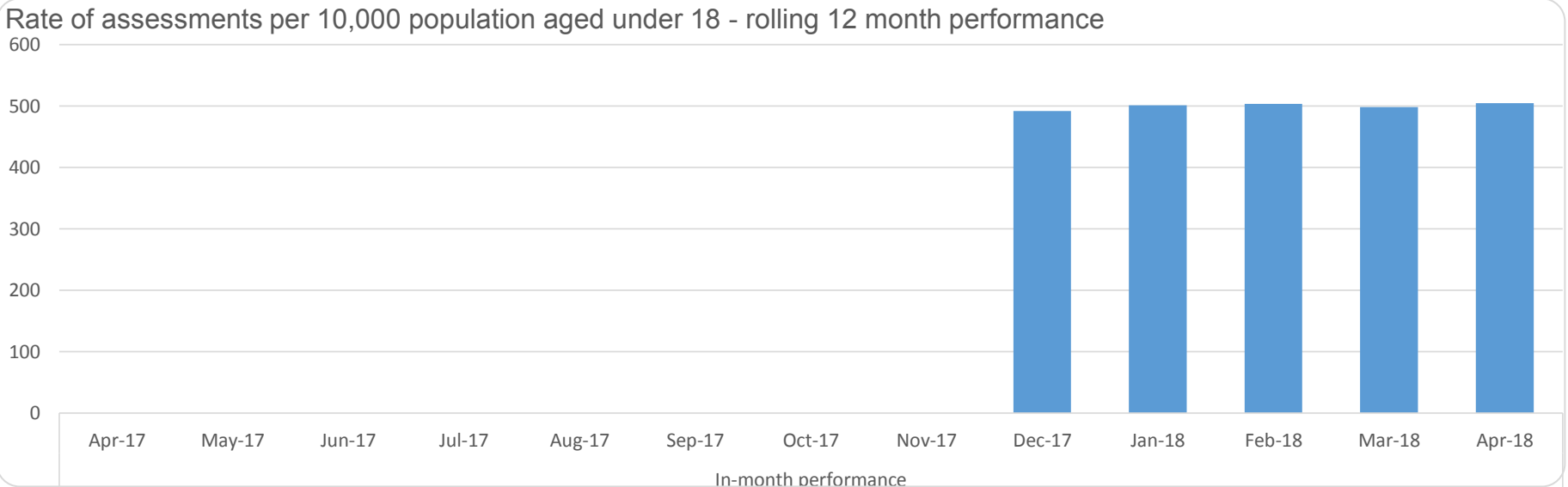
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|	
Definition	National Working Together guidelines, and the local recording timescales policy, state that the maximum timeframe for an assessment to be completed is 45 working days from the point of referral. If, in discussion with the child, family and other professionals, an assessment exceeds 45 working days a clear reason should be recorded on the assessment by the social worker and/or the social work manager.
Performance analysis	Whilst 62% is still lower than our target of 80% and the statistical neighbour average of 83.8%, it is encouraging to see that the percentage of assessments authorised within 45 working days has continued to increase from the low of 50% in February. West locality have done particularly well in April, with 93.3% of assessments being authorised in timescales, the highest figure in the past 12 months. And although they still remain below 60% Breckland, South and Norwich have all seen improvement in their performance. Whilst this is positive it is important that those localities remain focussed on further improving over the next month, and as referral rates have been lower over the past 2 months, this should be achievable. Of more concern is the drop in performance in North, where we have seen that any improvement over the past 8 months has not been sustained in the next reporting period. Whilst some work has been undertaken with one of the assessment teams in the North by the QA&E Service regarding performance and practice, the HoSW needs to have a fuller understanding of what the issues are i.e. whether there are team culture concerns, individual staff performance issues and/or difficulties with recruitment/retention of social workers. Similarly, Yarmouth have seen some fluctuation in performance in recent months, despite falling referral rates, and need to ensure they understand and address the reasons for this.

	3.3	**3.4**
	Assessments auth in 45 WD - %	Open assessments already past 45 working days
Good perf. is:	*High*	*Low*
Apr-17	63.0%	82
May-17	65.8%	64
Jun-17	74.3%	-
Jul-17	71.3%	39
Aug-17	78.9%	57
Sep-17	69.2%	65
Oct-17	69.1%	62
Nov-17	67.1%	127
Dec-17	60.1%	157
Jan-18	66.2%	190
Feb-18	50.2%	157
Mar-18	56.0%	165
Apr-18	61.9%	128

In-month performance

Assessments auth in 45 WD - %

In-month performance

Open assessments already past 45 working days

In-month performance

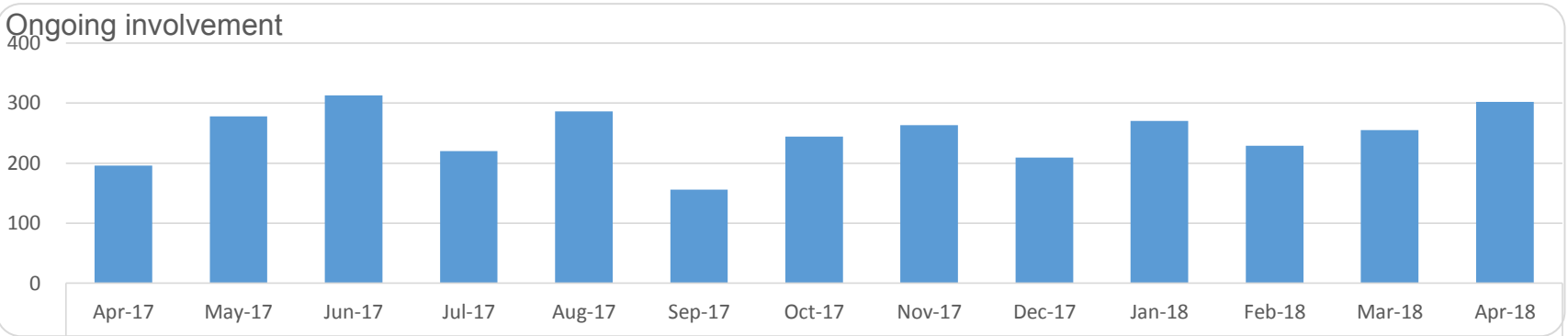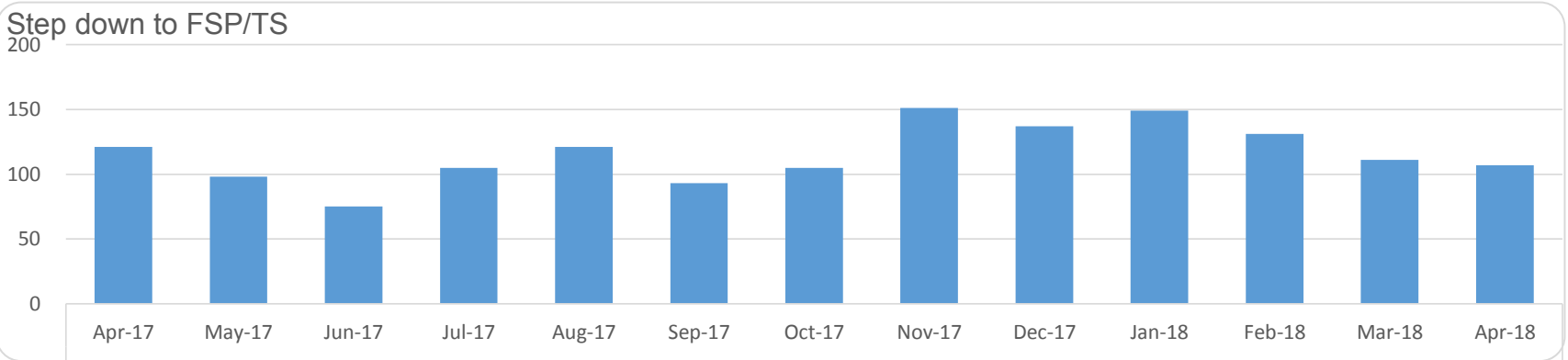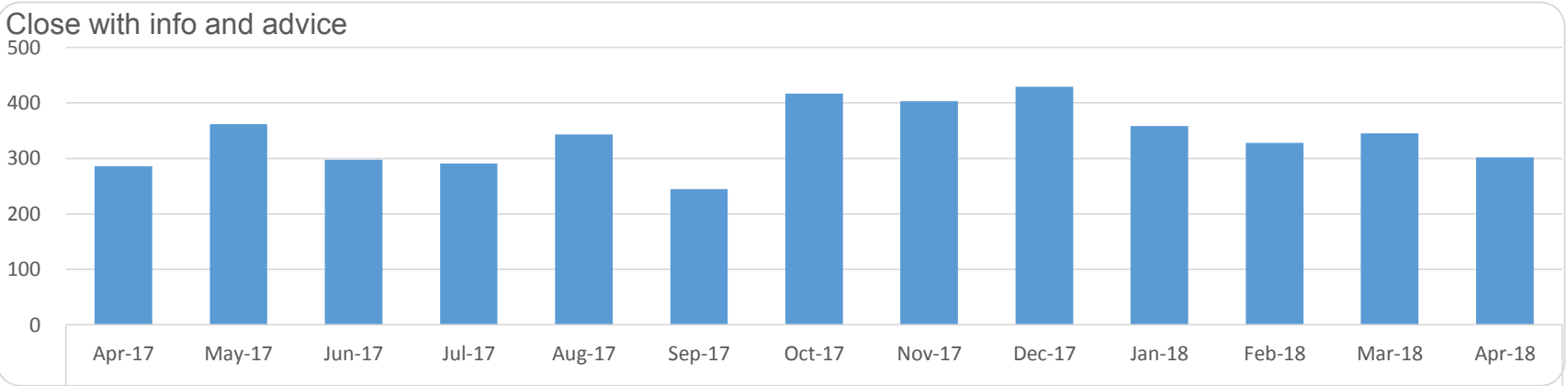| Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Assessments auth in 45 WD - %	61.9%	83.8%	82.9%		83.9%
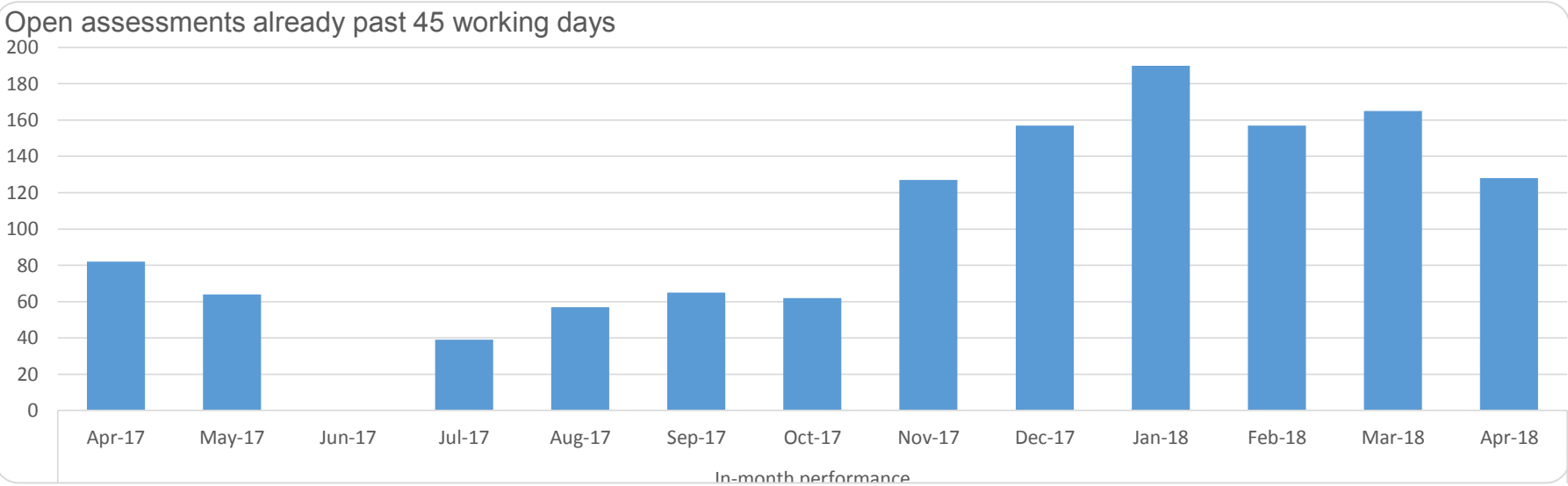
Definition	Every assessment should be focused on outcomes, deciding which services and support to provide to deliver improved welfare for the child and reflect the child's best interest. The data below shows a breakdown of the options for outcomes from Social Work Assessments in Norfolk.
Performance analysis	Whilst not as high as our target of 60% we have seen the highest percentage of SWAs have an outcome of ongoing involvement (42.5%) since June 17. This indicates that more of the referrals received by assessment teams are appropriate for social care involvement and we are hopefully that proposed changes to Children's Services 'Front Door' will ensure that more children have the right interventions at the right time and that referrals for a SWA are proportionate to the needs of the child.

	3.6 Close with info and advice		3.7 Step down to FSP/TS		3.5 Ongoing involvement	
Good perf. is:	*Low*		*Low*		*High*	
Apr-17	286	47.4%	121	20.1%	196	32.5%
May-17	362	49.1%	98	13.3%	278	37.7%
Jun-17	298	43.4%	75	10.9%	313	45.6%
Jul-17	291	47.2%	105	17.0%	220	35.7%
Aug-17	343	45.7%	121	16.1%	286	38.1%
Sep-17	245	49.6%	93	18.8%	156	31.6%
Oct-17	417	54.4%	105	13.7%	244	31.9%
Nov-17	403	49.3%	151	18.5%	263	32.2%
Dec-17	429	55.4%	137	17.7%	209	27.0%
Jan-18	358	46.1%	149	19.2%	270	34.7%
Feb-18	328	47.7%	131	19.0%	229	33.3%
Mar-18	345	48.5%	111	15.6%	255	35.9%
Apr-18	302	42.5%	107	15.0%	302	42.5%

(In-month performance)

Close with info and advice

Step down to FSP/TS

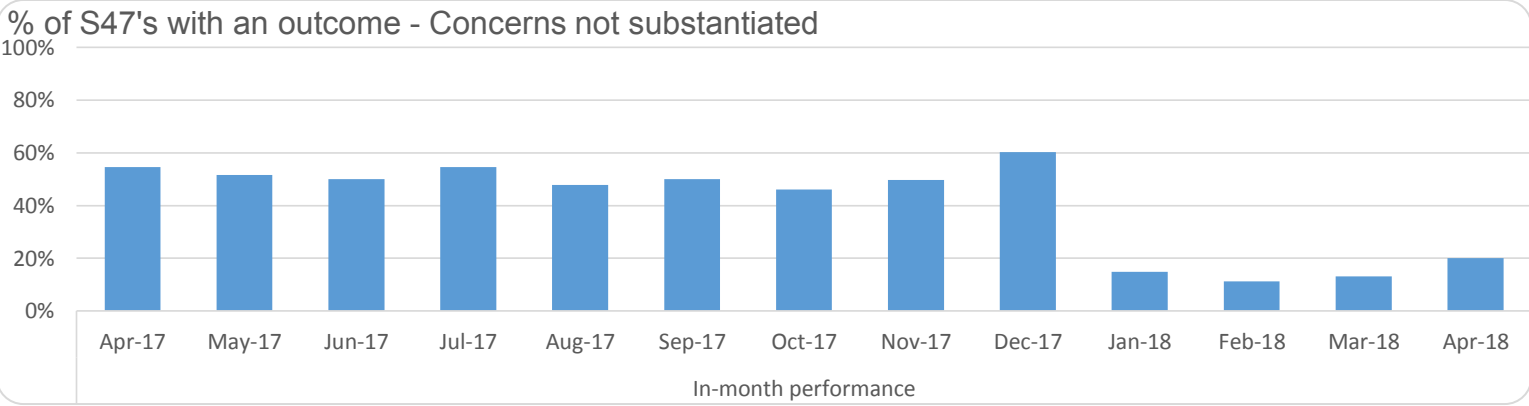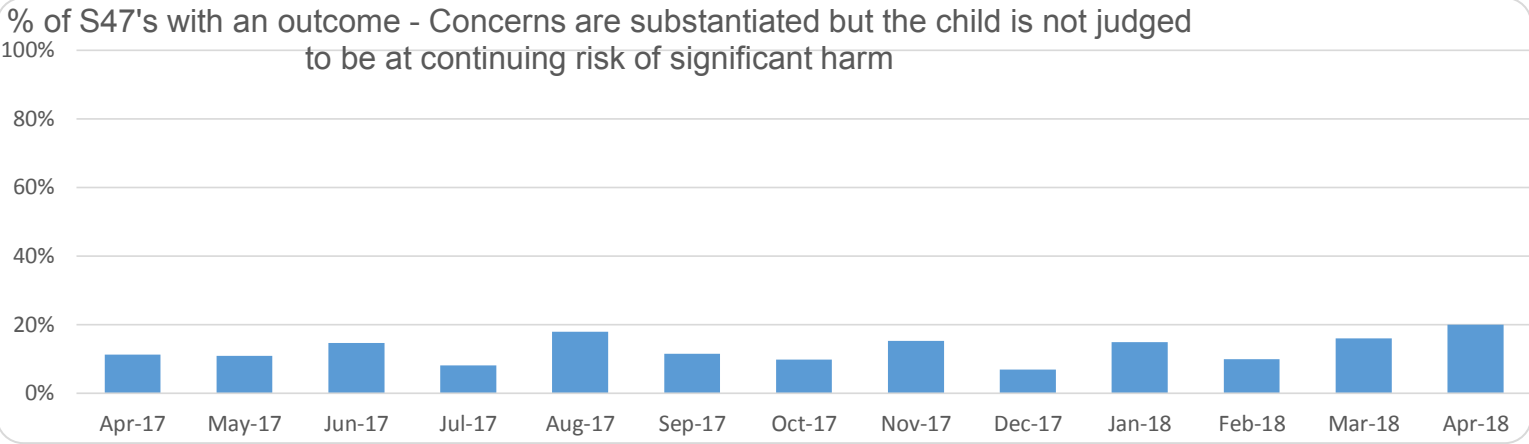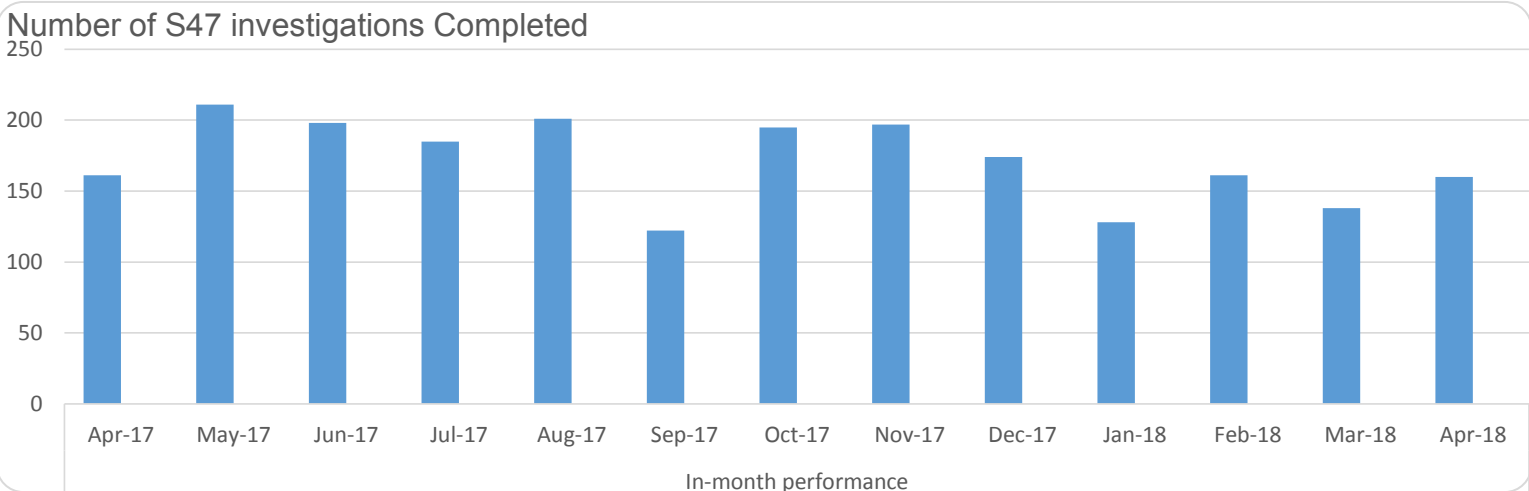**Ongoing involvement**

Definition	S47 of the Children Act 1989 states that where there is reasonable cause to suspect that a child may have suffered or is likely to suffer significant harm the local authority must make such inquiries as are necessary in order to determine what if any action needs to be taken to safeguard the child. This is the duty to investigate.
Performance analysis	Since the re-introduction of a separate section 47 investigation form, we are more confident that we are capturing the right data regarding the numbers and outcomes of Section 47 investigations. The majority of section 47 investigations since January 18 have outcomes of Concerns substantiated which could indicate that Section 47 investigations are being undertaken on the right children.

	4.3	**4.4**	**4.5n**	**4.5**	**4.6n**	**4.6**	**4.7n**	**4.7**
	Number of S47's per 10,000 population aged 0-17 - rolling 12 month performance	Number of S47 investigations Completed	% of S47's with an outcome - Concerns are substantiated and child is judged to be at continuing risk of significant harm		% of S47's with an outcome - Concerns are substantiated but the child is not judged to be at continuing risk of significant harm		% of S47's with an outcome - Concerns not substantiated	
Good perf. is:	*Low*	*Info*	*High*		*High*		*Low*	
Apr-17	114.3	161	55	34.2%	18	11.2%	88	54.7%
May-17	149.8	211	79	37.4%	23	10.9%	109	51.7%
Jun-17	140.5	198	70	35.4%	29	14.6%	99	50.0%
Jul-17	131.3	185	69	37.3%	15	8.1%	101	54.6%
Aug-17	142.7	201	69	34.3%	36	17.9%	96	47.8%
Sep-17	86.6	122	47	38.5%	14	11.5%	61	50.0%
Oct-17	138.4	195	86	44.1%	19	9.7%	90	46.2%
Nov-17	139.8	197	69	35.0%	30	15.2%	98	49.7%
Dec-17	123.5	174	57	32.8%	12	6.9%	105	60.3%
Jan-18	90.9	128	89	69.5%	19	14.8%	19	14.8%
Feb-18	114.3	161	123	76.4%	16	9.9%	18	11.2%
Mar-18	98.0	138	87	63.0%	22	15.9%	18	13.0%
Apr-18	113.6	160	81	50.6%	32	20.0%	32	20.0%

In-month performance

Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Number of S47's per 10,000 population aged 0-17 - rolling 12 month performance	113.6	127.4	157.4		93.9
% of S47's with an outcome - Concerns not substantiated					44.8%

Number of S47 investigations Completed

In-month performance

% of S47's with an outcome - Concerns are substantiated but the child is not judged to be at continuing risk of significant harm

% of S47's with an outcome - Concerns not substantiated


In-month performance

Definition	If a child is found to be disabled or the assessment finds that their health and development is likely to suffer without local authority intervention, the child will be classed as 'in need' as defined by Section 17 of the Children Act 1989. This means that the Local Authority will then be legally obliged to provide the necessary services and support.

Performance analysis	The number of Children in Need has fallen further since the high seen at the end of 2017, which correlates with the decreasing number of referrals received over the past 4 months. Numbers are at a similar level as those seen in April & May 17.

	5.1	5.2
	Section 17 CIN Nos.	Number of CIN (inc. CPP as per DfE definition)
Good perf. is:	*Low*	*Low*
Apr-17	1,778	2,360
May-17	1,735	2,303
Jun-17	1,829	2,379
Jul-17	1,863	2,420
Aug-17	1,534	2,087
Sep-17	2,005	2,541
Oct-17	2,139	2,682
Nov-17	2,182	2,727
Dec-17	2,207	2,757
Jan-18	2,103	2,710
Feb-18	1,921	2,572
Mar-18	1,928	2,540
Apr-18	1,793	2,439
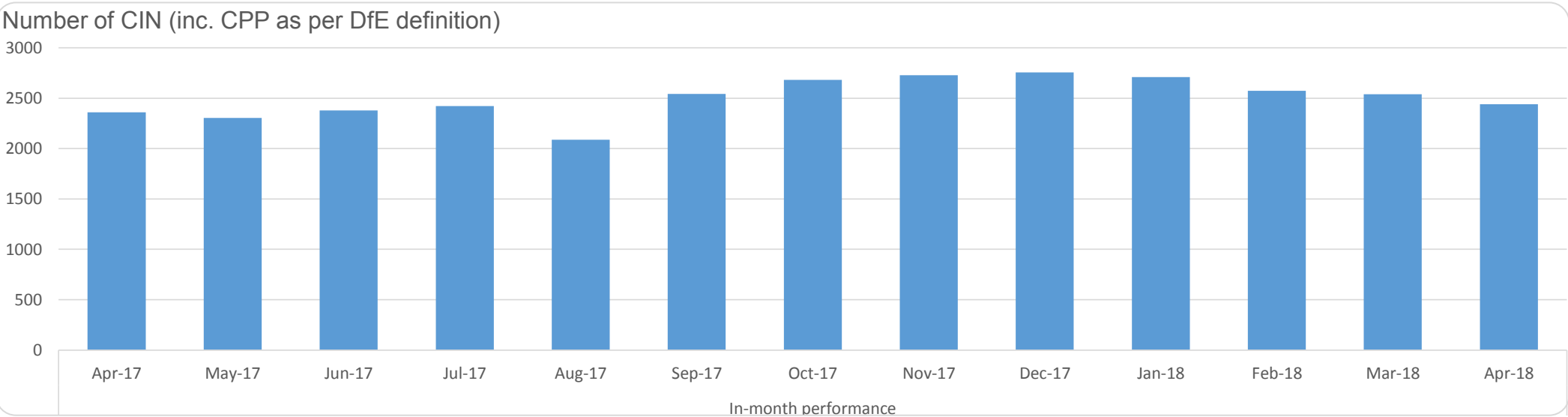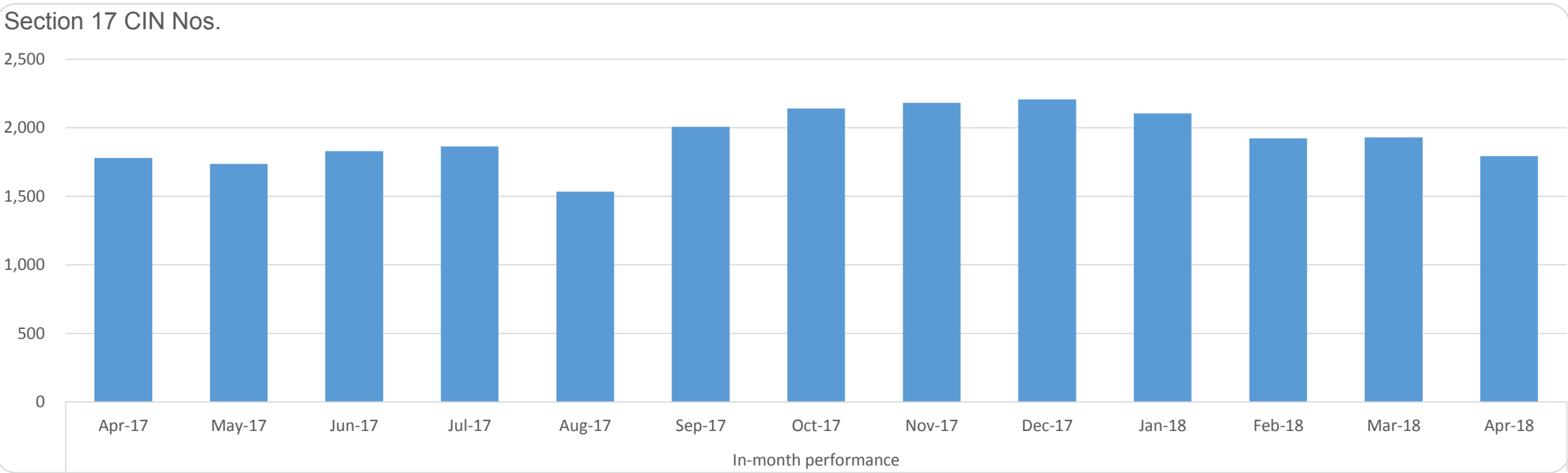
(In-month performance)

Section 17 CIN Nos.

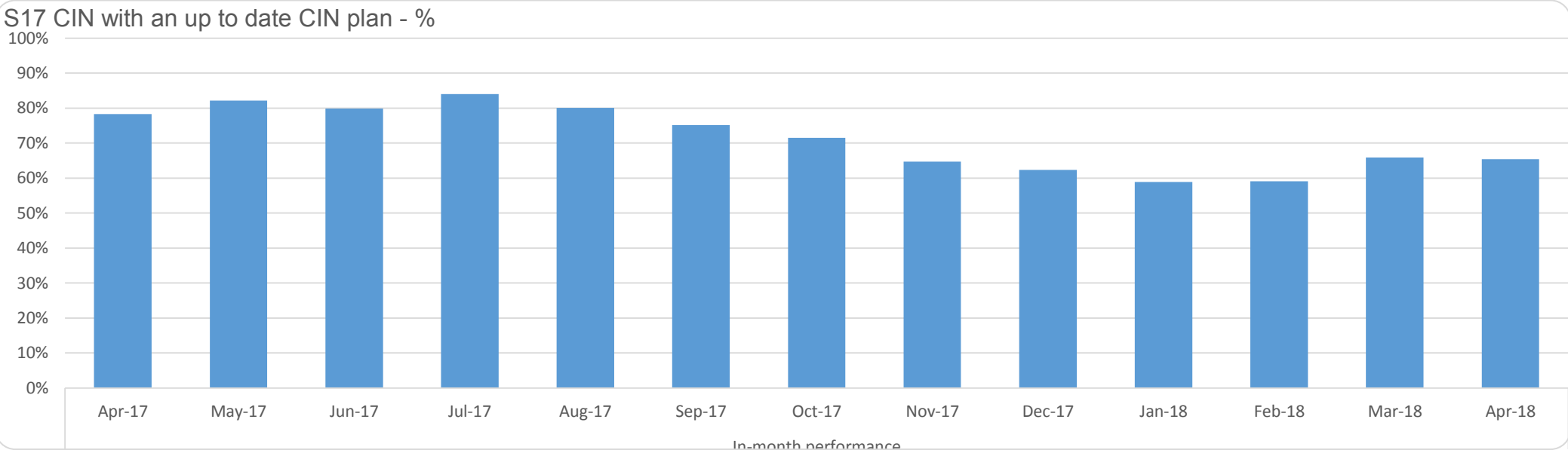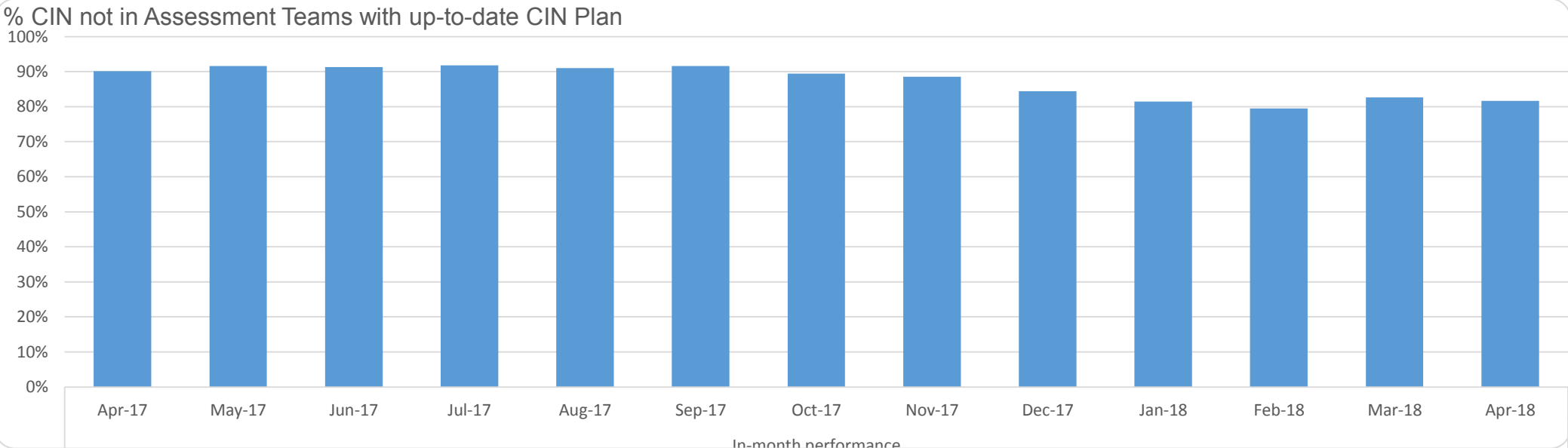**Number of CIN (inc. CPP as per DfE definition)**

Definition	A child's plan needs to be developed for each individual child taking into account any identified needs that require intervention. Each type of plan has a completion timescale. The data below looks at Child in Need Plans.

Performance analysis	Whilst the overall county percentages of CIN with an up to date plan is similar this month to last, the performance across the county is variable. For example, Great Yarmouth have high performance in both measures (76.6% of all CIN with an up to date plan and 86.6% when Assessment Team data is excluded) whilst North are the only locality to have less than 60% of all CIN with a plan (50%). Both North and West are the only localities to have less than 80% of CIN not in Assessment Teams with an up to date plan, which suggests there are issues within the FIT teams regarding this. HoSW and TMs need to ensure they understand the reasons (i.e. whether this is due to CIN meetings to up date plans not being held in a timely way, or if meetings are held but recording is not up to date) and have plans to address the underlying factors in order that children who need up to date CIN plans have them.

	5.4	**5.5**
	% CIN not in Assessment Teams with up-to-date CIN Plan	S17 CIN with an up to date CIN plan - %
Good perf. is:	*High*	*High*
Apr-17	90.1%	78.3%
May-17	91.6%	82.1%
Jun-17	91.3%	79.9%
Jul-17	91.8%	84.0%
Aug-17	91.0%	80.0%
Sep-17	91.6%	75.1%
Oct-17	89.5%	71.5%
Nov-17	88.5%	64.7%
Dec-17	84.4%	62.4%
Jan-18	81.4%	58.9%
Feb-18	79.5%	59.1%
Mar-18	82.7%	65.8%
Apr-18	81.7%	65.4%

(In-month performance)

% CIN not in Assessment Teams with up-to-date CIN Plan

In-month performance

S17 CIN with an up to date CIN plan - %

In-month performance

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21/05/2018   Plans in date (CIN)   16 of 31
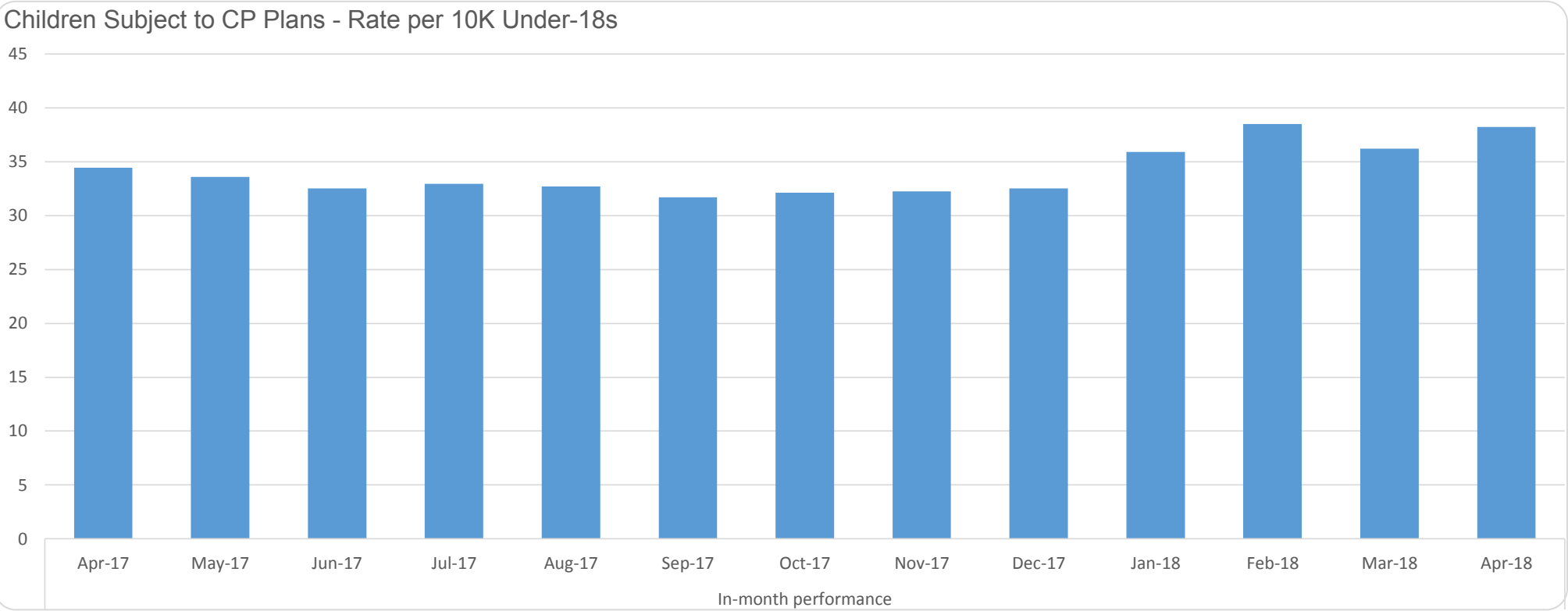Performance_MI-URN14-V0.7.8

Definition	Following a Section 47 investigation a child protection conference may be convened to consider all the information gained and determine the next course of action. The conference will decide if the child needs to be made subject to a child protection plan. The aim of the plan is to ensure the child is safe from harm and remains that way.
Performance analysis	The number of children subject to CP plans has continued to rise, although it is noted that we remain just slightly below the national and statistical neighbour rate per 10k under 18s. Whilst the rate per 10k in North remains significantly lower than the county average, it has risen from 14.4 (58 children) to 20.9 (84 children) in the space of a month which it significantly higher than at any time in the past year. Yarmouth has also seen a significant rise in numbers and rate per 10k in the past year, from 91 children on a CP plan (46.0 per 10k) in April 17 to 143 (72.2 per 10k) in April 18 (as at 26/04/18). Conversely Breckland have seen the number of children on CP plans halve in the past year, from 80 (30 per 10k) to 42 (15.7 per 10k). This could suggest that individual localities may be managing risk in different ways both in how they practice within their own area now compared to a year ago and variances with practice in other localities and it would be useful for the HoSW to consider what the differences may be and whether there is any best practice learning that can be shared.

	6.1	**6.5**
	No. Children Subject to CP Plans	Children Subject to CP Plans - Rate per 10K Under-18s
Good perf. is:	*Low*	*Low*
Apr-17	582	34.4
May-17	568	33.6
Jun-17	550	32.5
Jul-17	557	32.9
Aug-17	553	32.7
Sep-17	536	31.7
Oct-17	543	32.1
Nov-17	545	32.2
Dec-17	550	32.5
Jan-18	607	35.9
Feb-18	651	38.5
Mar-18	612	36.2
Apr-18	646	38.2

(In-month performance)

Children Subject to CP Plans - Rate per 10K Under-18s

Children Subject to CP Plans - Rate per 10K Under-18s, by locality

Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Children Subject to CP Plans - Rate per 10K Under-18s	38.2	43.9	43.3		30.6

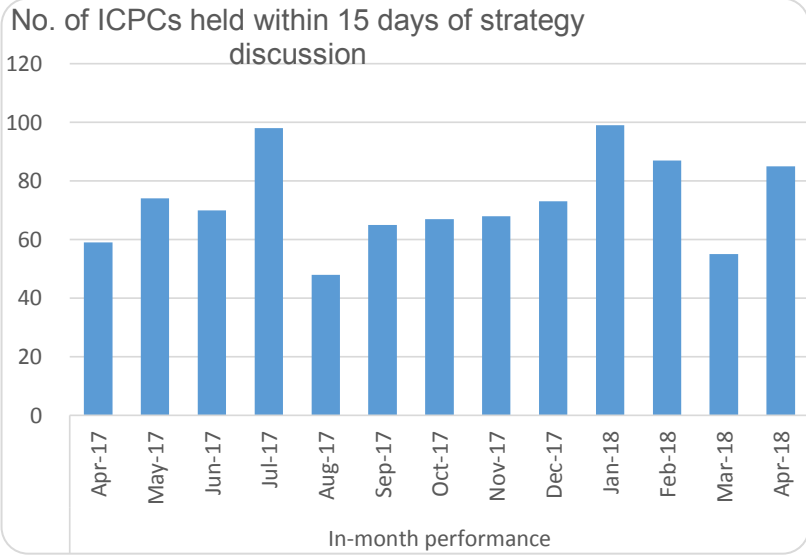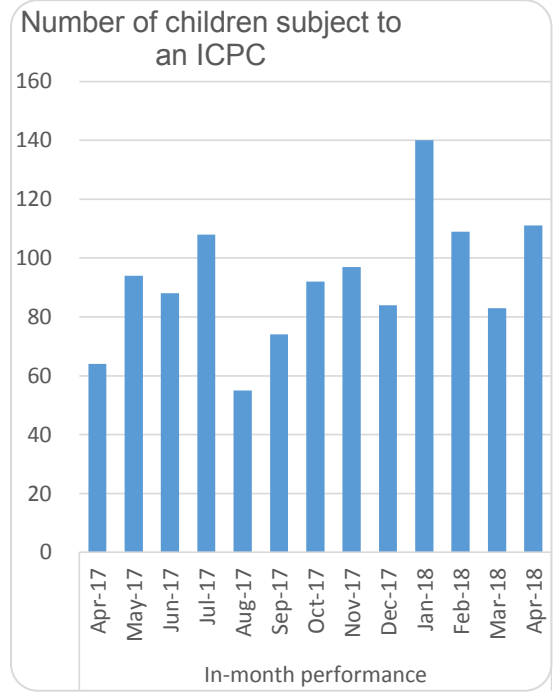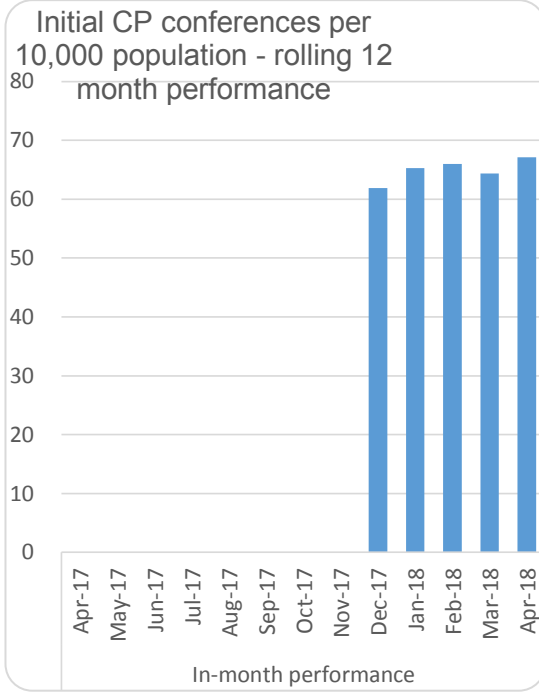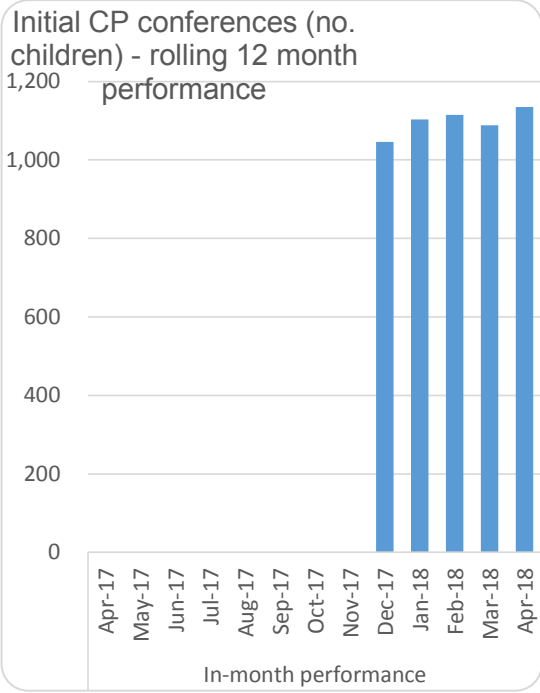|	
Definition	Following a Section 47 investigation a child protection conference may be convened to consider all the information gained and determine the next course of action. The conference will decide if the child needs to be made subject to a child protection plan. The aim of the plan is to ensure the child is safe from harm and remains that way.
Performance analysis	Whilst the overall number of ICPCs held in month is not anomalous compared to previous months, the figure for North does raise some questions as 31 children in that locality were subject to an ICPC in April 18, whereas the previous high was 18 children in December 17 and no other month was higher than 12 children. The HoSW has been asked to explore this with her teams and ascertain whether this is a 'one-off' anomaly or indicative of a change in practice/decision making.

	6.2a	6.2b	6.3	6.4n	6.4
	Initial CP conferences (no. children) - rolling 12 month performance	Initial CP conferences per 10,000 population - rolling 12 month performance	Number of children subject to an ICPC	No. of ICPCs held within 15 days of strategy discussion	% of ICPCs held within 15 days of strategy discussion
Good perf. is:	*Low*	*Low*	*Info*	*High*	*High*
Apr-17	-	-	64	59	92.2%
May-17	-	-	94	74	78.7%
Jun-17	-	-	88	70	79.5%
Jul-17	-	-	108	98	90.7%
Aug-17	-	-	55	48	87.3%
Sep-17	-	-	74	65	87.8%
Oct-17	-	-	92	67	72.8%
Nov-17	-	-	97	68	70.1%
Dec-17	1,046	62	84	73	86.9%
Jan-18	1,103	65	140	99	70.7%
Feb-18	1,115	66	109	87	79.8%
Mar-18	1,088	64	83	55	66.3%
Apr-18	1,135	67	111	85	76.6%

(In-month performance)

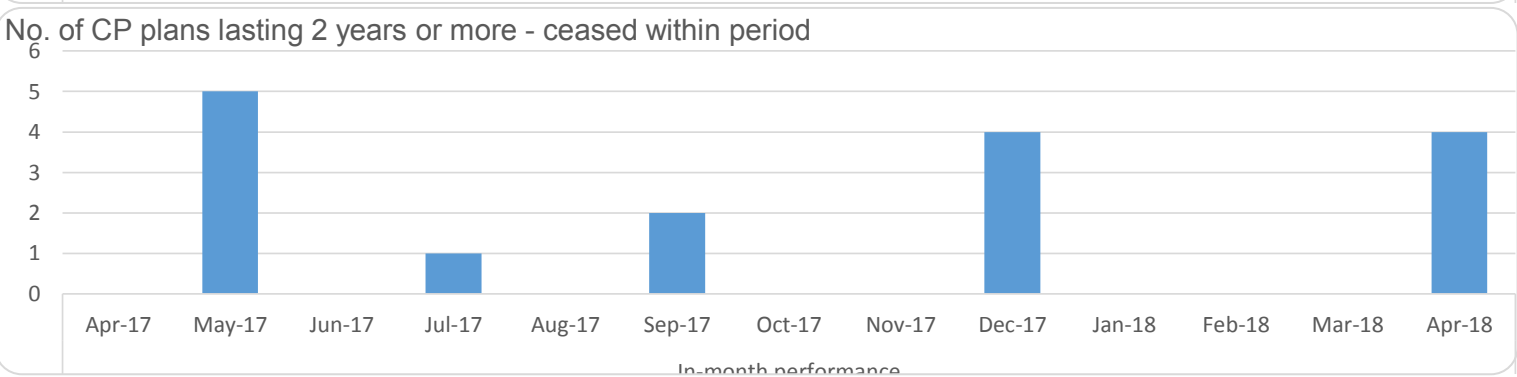| **Benchmarking**	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
Initial CP conferences per 10,000 population - rolling 12 month performance	67.1	63.2	65.3		44.7
% of ICPCs held within 15 days of strategy discussion	76.6%	80.3%	77.2%		69.8%

Initial CP conferences (no. children) - rolling 12 month performance
In-month performance

Initial CP conferences per 10,000 population - rolling 12 month performance
In-month performance

Number of children subject to an ICPC
In-month performance

No. of ICPCs held within 15 days of strategy discussion
In-month performance

% of ICPCs held within 15 days of strategy discussion
In-month performance

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21/05/2018   ICPC   18 of 31
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Definition	Child Protection plans remain in force until the child is considered to no longer be at risk of harm, moves out of the local authority area, or reaches the age of 18.

Performance analysis	We continue to be in line with national and statistcial neighbour averages with regard to the percentage of children becoming subject of a CP plan for a second ot subsequent time (rolling 12 months). However, whilst we have a very low percentage of children on CP plans for 2 years or more (under 1%), we have seen an increase in children on CP plans for over 18 months (from 18 in April 17 to 30 in April 18). It may be helpful for the Independent Reviewing Service to look at these individual cases and ascertain if there themes regarding case types.

	6.9a	6.9b	6.10a	6.10n	6.10b	6.11n	6.11b
	No. of children becoming the subject of a CP plan for a second or subsequent time, ever	% of children becoming the subject of a CP plan for a second or subsequent time - ever - rolling 12 months	No. children subject to child protection plan for > 18 months	No. children subject to child protection plan for > 2 years	% children subject to child protection plan for > 2 years	No. of CP plans lasting 2 years or more - ceased within period	% of CP plans ceased within period that had lasted 2 years or more
Good perf. is:	*Low*	*Low*	*Low*	*Low*	*Low*	*-*	*High*
Apr-17	7	22.7%	18	12	2.1%	0	0.0%
May-17	16	21.8%	11	8	1.4%	5	5.8%
Jun-17	29	23.1%	12	8	1.5%	0	0.0%
Jul-17	18	23.1%	14	7	1.3%	1	1.3%
Aug-17	4	23.3%	13	6	1.1%	0	0.0%
Sep-17	10	22.8%	16	6	1.1%	2	2.8%
Oct-17	18	22.4%	14	6	1.1%	0	0.0%
Nov-17	14	23.6%	15	5	0.9%	0	0.0%
Dec-17	11	22.6%	12	2	0.4%	4	6.9%
Jan-18	19	22.4%	29	6	1.0%	0	0.0%
Feb-18	15	20.8%	29	5	0.8%	0	0.0%
Mar-18	11	20.4%	31	5	0.8%	0	0.0%
Apr-18	12	20.2%	30	5	0.8%	4	8.5%
Benchmarking							
Norfolk		20.2%			0.8%		8.5%
Stat neigh avg		19.7%			2.8%		
Nat. avg		18.7%			2.1%		
Nat. top quartile							
Eastern region		10.6%			1.9%		3.1%

No. of children becoming the subject of a CP plan for a second or subsequent time, ever

No. children subject to child protection plan for > 18 months

No. children subject to child protection plan for > 2 years

No. of CP plans lasting 2 years or more - ceased within period

Performance_MI-URN14-V0.7.8

Definition	A child protection plan is reviewed after 3 months at a Review Conference and at intervals of no more than 6 months thereafter. The Norfolk Recording Timescales Framework states that children subject to a CP plan should be visited a minimum of 4 weekly (20 working days).
Performance analysis	Whilst the data shows a big drop in the percentage of children on CP plans seen within 10 working days compared to last month, we do have to be mindful that the data was taken as at 26/04/18 and as such practitioners did not have the same amount of time to ensure that recording was up to date prior to reports being produced. Notwithstanding this, performance across the county is still variable, with reporting showing only 39% of children on CP plans in the North being seen within 10 working days, compared to 77.2% in South. HoSW and TMs need to be confident that children are being seen in a timely way and that records are updated as soon as possible to reflect this. Where practitioners are either not seeing children or are finding it difficult to record in a timely way, individual plans need to be made with them to address this. More positively, even with the reporting timeframe being restricted this month, we can still evidence that over 80% of children on CP plans were seen within 20 working days and the visits have been recorded.

	6.12	6.14	6.15
	% RCPCs held in timescale in month	% children on child protection plans seen within timescales**	% children on child protection plans seen within 20 working day timescales
Good perf. is:	*High*	*High*	*High*
Apr-17	100.0%	90.5%	94.2%
May-17	87.1%	90.0%	92.9%
Jun-17	90.7%	58.3%	83.6%
Jul-17	95.8%	68.6%	70.4%
Aug-17	96.8%	45.4%	74.8%
Sep-17	91.4%	67.3%	88.8%
Oct-17	95.8%	67.5%	90.6%
Nov-17	95.7%	58.1%	80.9%
Dec-17	95.9%	70.2%	84.7%
Jan-18	86.6%	60.7%	82.7%
Feb-18	94.8%	67.5%	89.1%
Mar-18	89.5%	72.0%	87.3%
Apr-18	90.8%	51.2%	83.6%
Benchmarking			
Eastern region		77.5%	

% RCPCs held in timescale in month

In-month performance

% children on child protection plans seen within timescales**

In-month performance

% children on child protection plans seen within 20 working day timescales
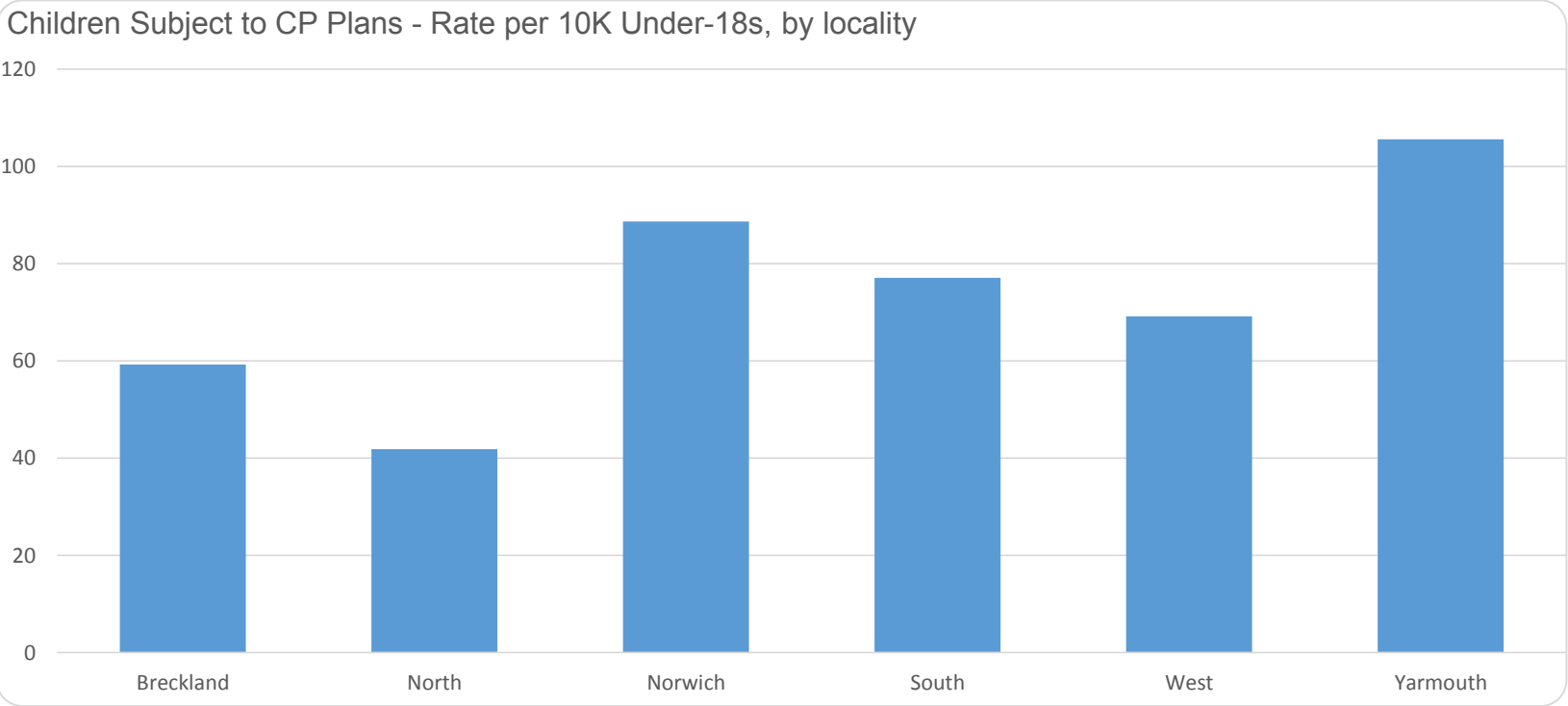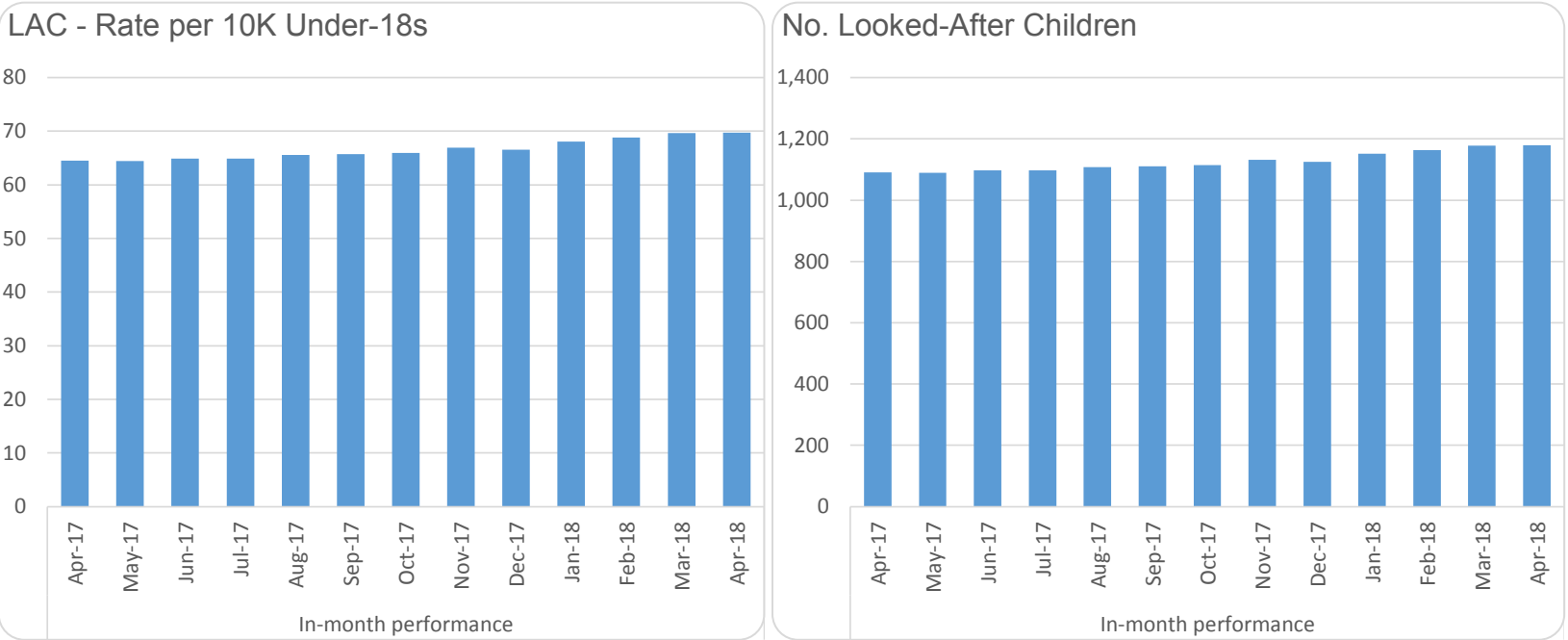

In-month performance
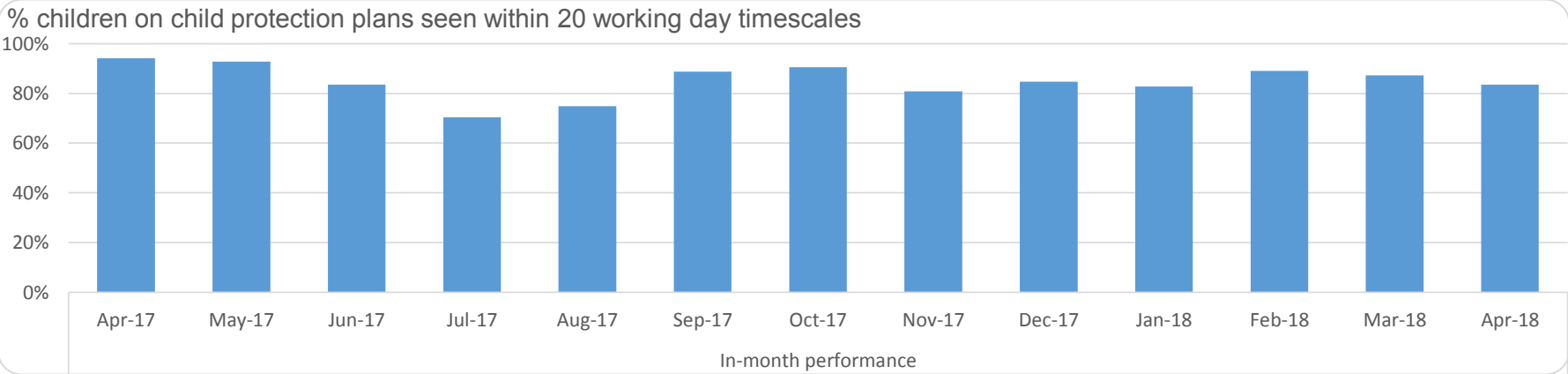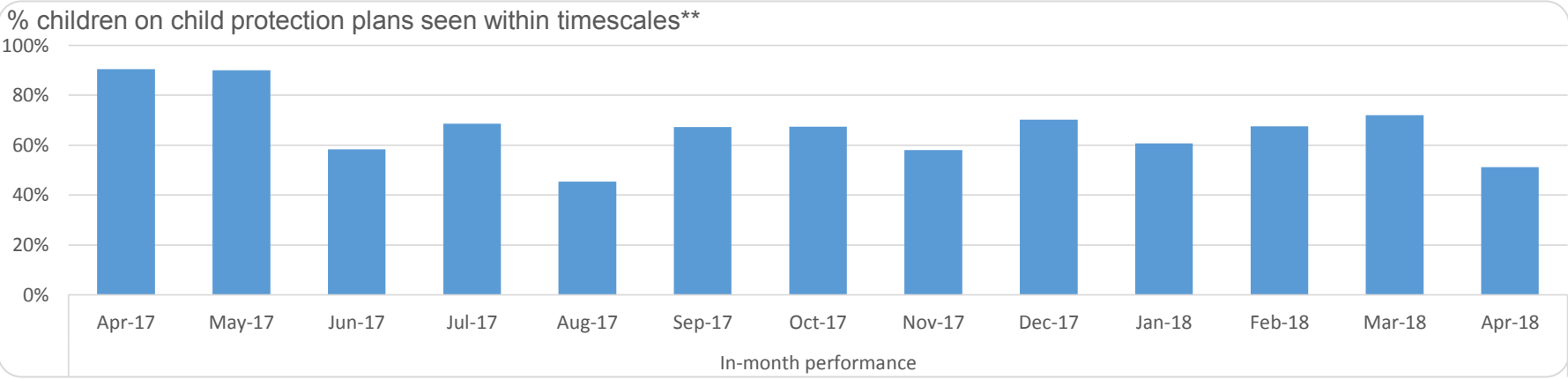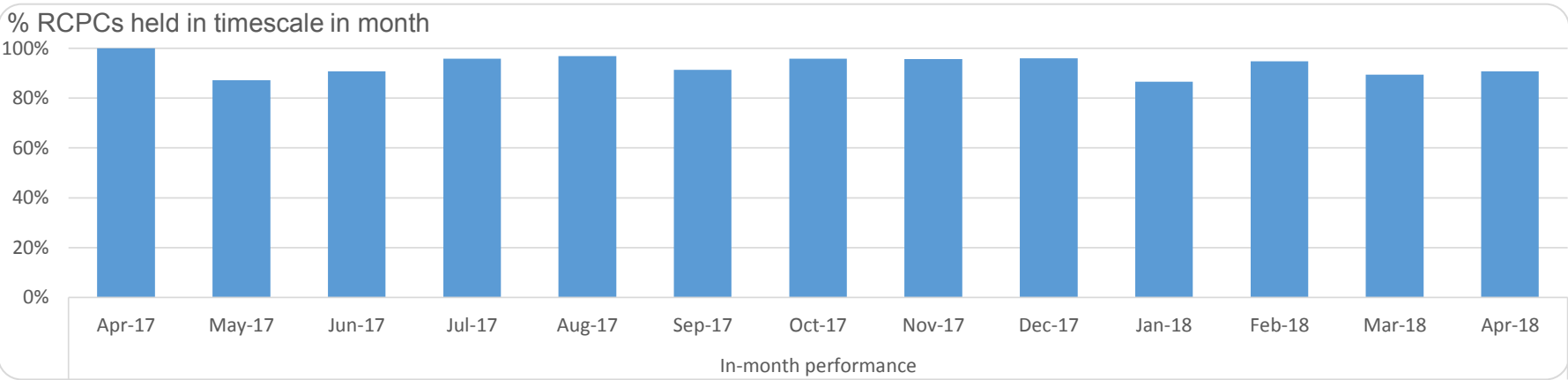
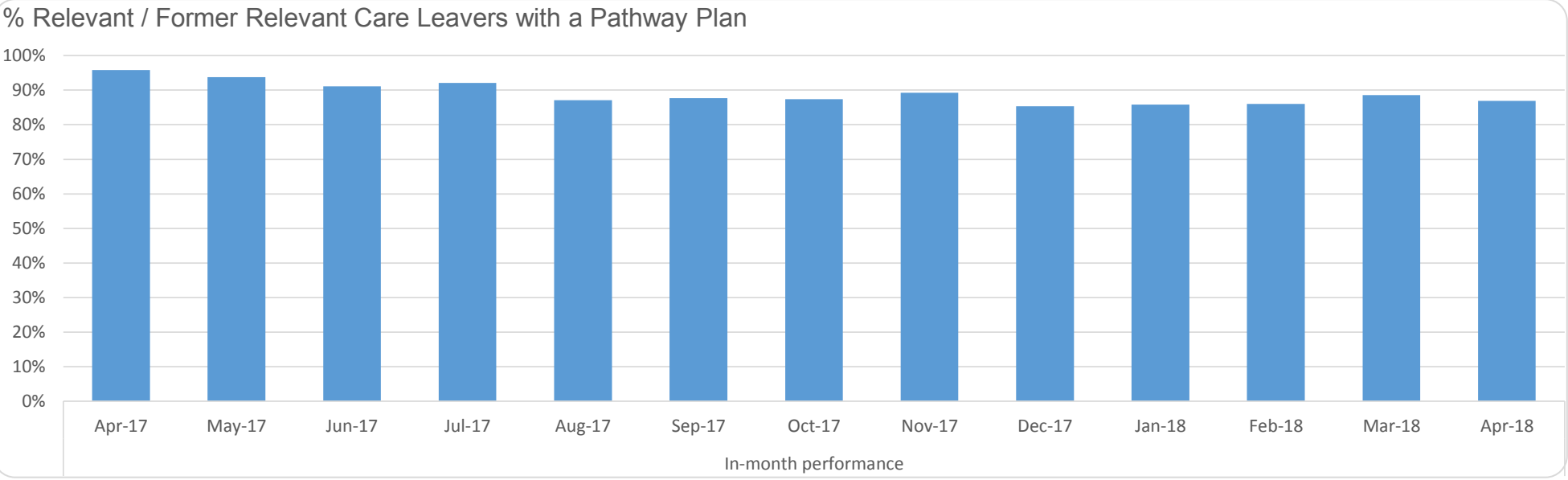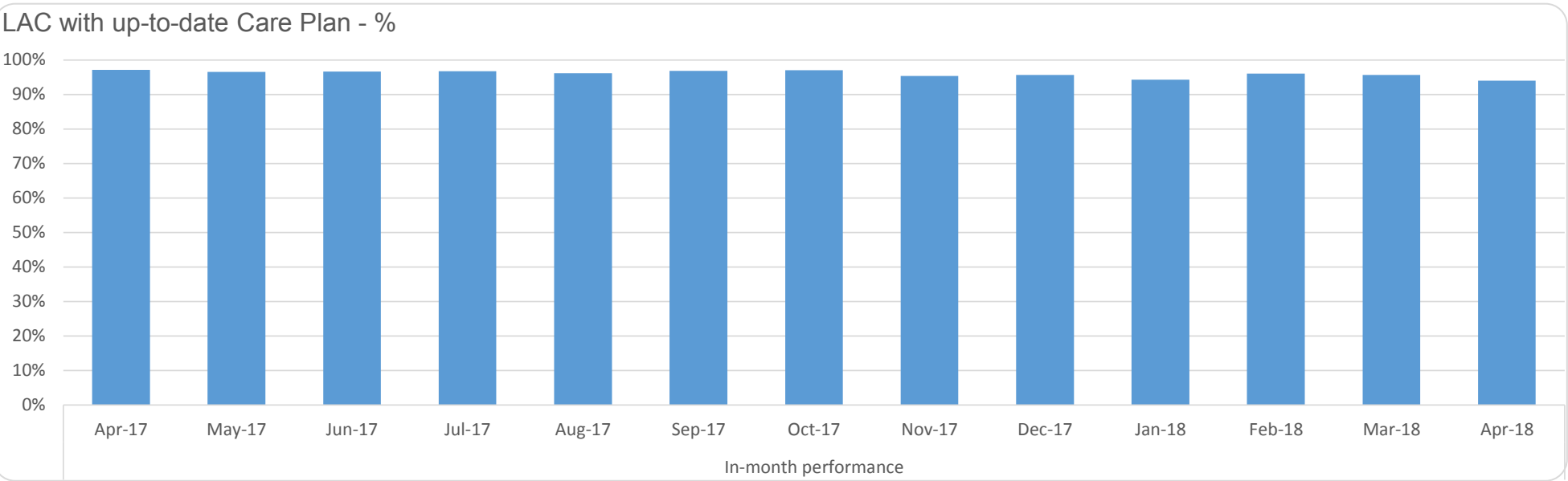| Definition	Looked After Children are those children who have become the responsibility of the Local Authority. This can happen voluntarily by parents (section 20) or through Care Proceedings.

Performance analysis	Whilst we still have a high number of children in our care, we have not seen the same rise in numbers month on month as reported since December 17. We also saw significantly fewer children come into our care in the reporting period, however, we do have to be mindful that data was taken early and will not have accounted for children who started and ceased to be looked after, or those children whose records were not updated, after 26/04/18. It also has to be noted that the April figure is the highest over the past 4 years and if the trend continues it is predicted the figure will reach 1200 by March 2019. As highlighted in previous monthly performance reports, understanding and addressing our Looked After Children numbers remains a priority and a key element of our Transformation programme.

	7.2	7.1	7.3	7.4
	LAC - Rate per 10K Under-18s	No. Looked-After Children	Admissions of Looked After Children	Number of children who have ceased to be Looked After Children
Good perf. is:	*Low*	*Low*	*Low*	*High*
Apr-17	64.5	1,090	32	45
May-17	64.4	1,089	30	29
Jun-17	64.9	1,097	40	28
Jul-17	64.9	1,097	43	36
Aug-17	65.5	1,108	34	23
Sep-17	65.7	1,111	41	20
Oct-17	66.0	1,115	41	33
Nov-17	66.9	1,131	59	35
Dec-17	66.5	1,125	38	37
Jan-18	68.1	1,151	50	23
Feb-18	68.9	1,164	43	26
Mar-18	69.7	1,178	42	30
Apr-18	69.7	1,179	25	21

(In-month performance)

Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
LAC - Rate per 10K Under-18s	69.7	53.4	62.0		49.88522697

LAC - Rate per 10K Under-18s

In-month performance

No. Looked-After Children

In-month performance

Children Subject to CP Plans - Rate per 10K Under-18s, by locality

Definition	A child's plan needs to be developed for each individual child taking into account any identified needs that require intervention. Each type of plan has a completion timescale. The data below looks at LAC plans and Pathway Plans (when a Looked After Child reaches 16 years and 3 months they become eligible for a Pathway Plan which focuses on preparing a young person for adulthood).
Performance analysis	Our performance in relation to Looked After Children having up to date Care Plans and Care Leavers having Pathway Plans remains good. All localities have over 88% of LAC with an up to date plan and 5 are over 93%. Breckland, Norwich and Great Yarmouth also have over 92% of Care Leavers with a Pathway Plan. Unfortunately North have seen their performance fall for a second month, from 85.3% in February, 80.8% in March to 72% in April. Whilst it is acknowledged that there have been some staffing difficulties within the Leaving Care team in North, ensuring that all Care Leavers had a Pathway Plan that identifies, and works to meet, their needs should be a priority.

	7.14	**8.2**
	LAC with up-to-date Care Plan - %	% Relevant / Former Relevant Care Leavers with a Pathway Plan
Good perf. is:	*High*	*High*
Apr-17	97.1%	95.8%
May-17	96.5%	93.8%
Jun-17	96.6%	91.1%
Jul-17	96.7%	92.0%
Aug-17	96.1%	87.1%
Sep-17	96.8%	87.6%
Oct-17	97.0%	87.4%
Nov-17	95.3%	89.2%
Dec-17	95.6%	85.4%
Jan-18	94.3%	85.8%
Feb-18	96.0%	86.1%
Mar-18	95.7%	88.6%
Apr-18	94.0%	86.9%

In-month performance

LAC with up-to-date Care Plan - %

In-month performance

% Relevant / Former Relevant Care Leavers with a Pathway Plan
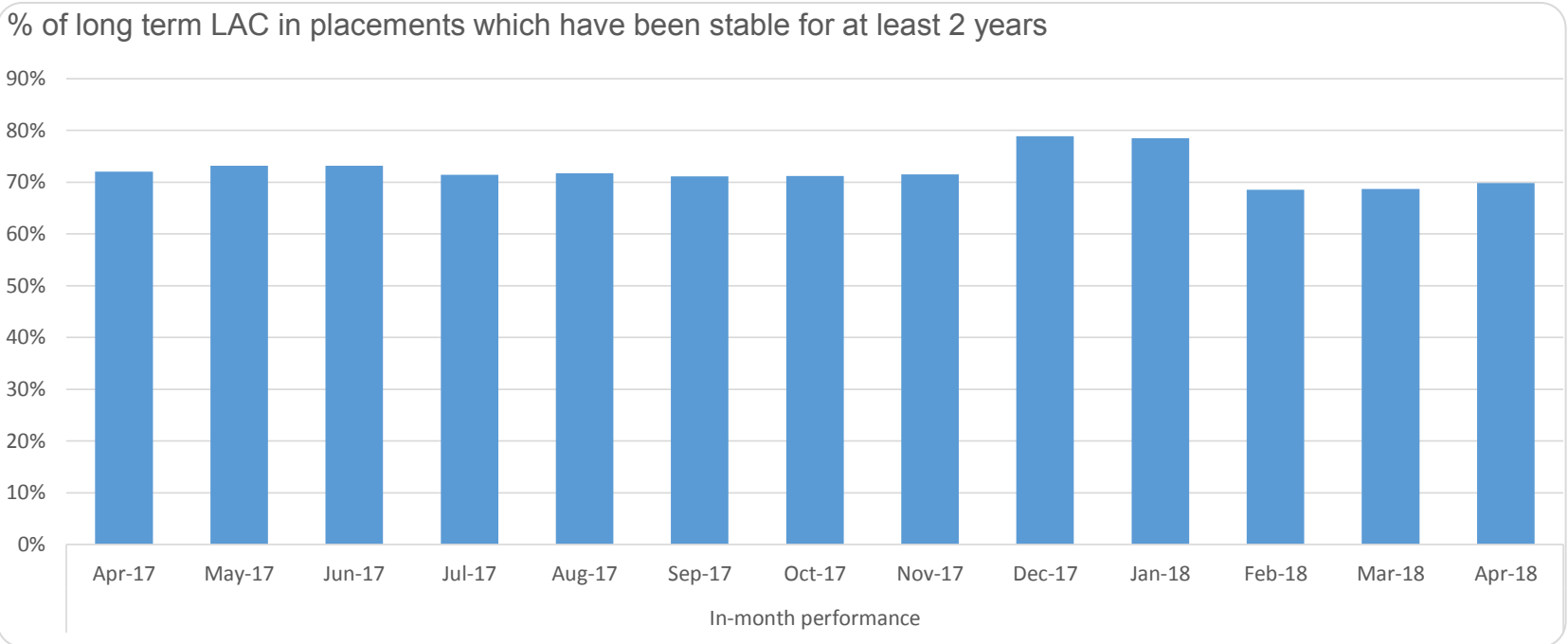

In-month performance

Definition	A LAC placement is where a child has become looked after by the Local Authority and is placed with foster carers, in a residential home or with parents or other relatives.
Performance analysis	The stability of placements for our long term looked after children continues to be in line with national and statistical neighbour averages as does the percentage of children with 3 or more placements in any one year. The recent drop in percentage of stable placements is likely due in part to work to find suitable and stable foster placements for some of our children in long term residential placements. However we are also mindful of some anecdotal reports of long term foster placements breaking down after permanency has been agreed. Some dip-sampling of cases where children have moved placement will be undertaken by the QA team to ascertain what support was offered to try to prevent placement breakdown.

	9.1	9.2n	9.2
	% of long term LAC in placements which have been stable for at least 2 years	LAC with 3 or more placements in any one year - No.	LAC with 3 or more placements in any one year - %
Good perf. is:	*High*	*-*	*Low*
Apr-17	72%	115	10.6%
May-17	73%	113	10.4%
Jun-17	73%	103	9.4%
Jul-17	71%	116	10.6%
Aug-17	72%	117	10.6%
Sep-17	71%	123	11.1%
Oct-17	71%	119	10.7%
Nov-17	72%	122	10.8%
Dec-17	79%	120	10.7%
Jan-18	79%	123	10.7%
Feb-18	69%	126	10.8%
Mar-18	69%	133	11.3%
Apr-18	70%	135	11.5%

In-month performance

% of long term LAC in placements which have been stable for at least 2 years

In-month performance

LAC with 3 or more placements in any one year - %

Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Eastern region
% of long term LAC in placements which have been stable for at least 2 years	69.8%	69.2%	70.0%	
LAC with 3 or more placements in any one year - %	11.5%	10.4%	10.0%	8.6%

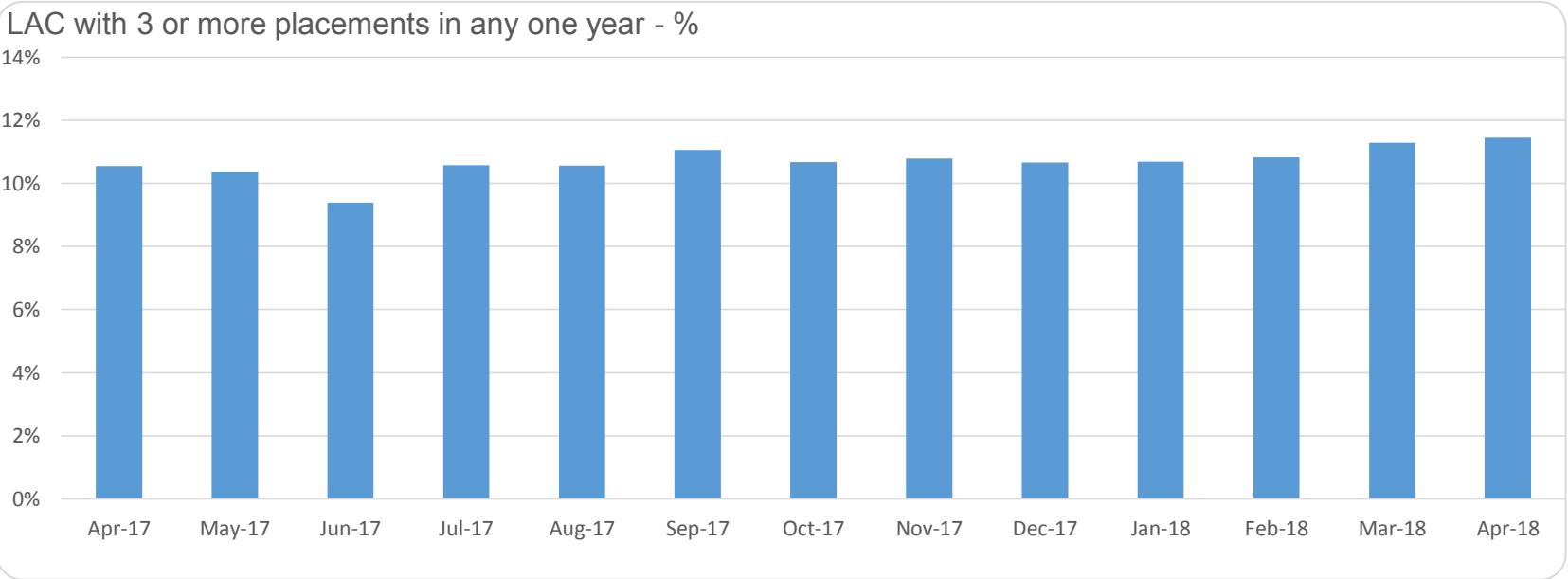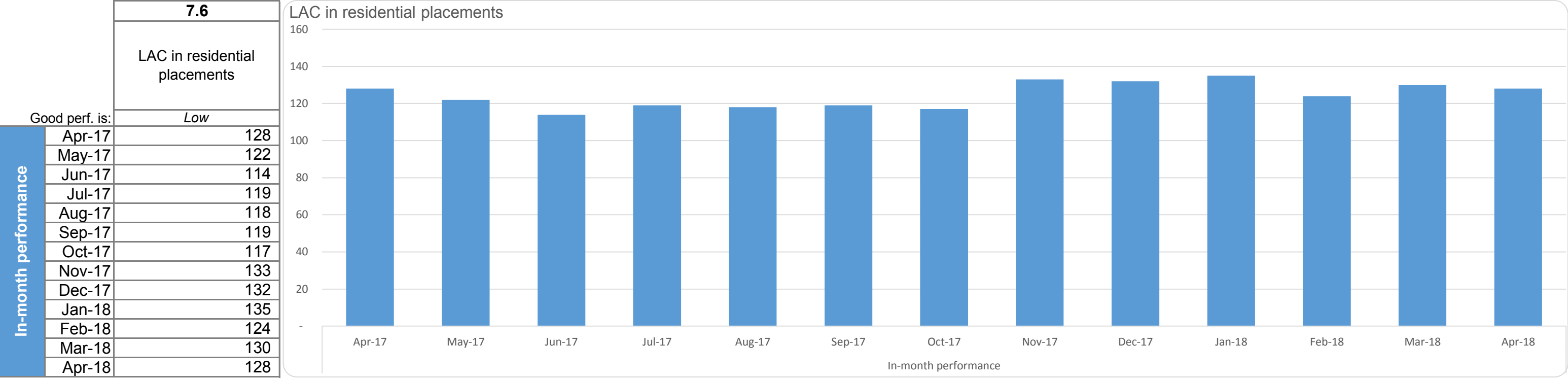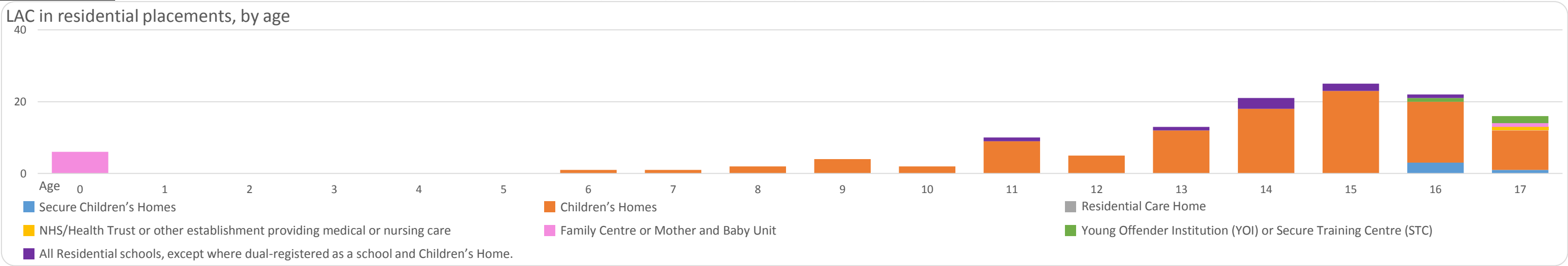|	
Definition	A LAC placement is where a child has become looked after by the Local Authority and is placed with foster carers, in a residential home or with parents or other relatives.

Performance analysis	Whilst we have seen a slight drop in children placed in residential placements, it is too early to say whether this is a result of tenacious effort to have more children placed in local, in-house foster placements. Sustainable, long-term, in-house placement choice with carers who are supported to care for our children with the most complex needs is a key area of the Transformation Programme within Children's Services. The effectiveness of any innovation and changes to recruitment and commissioning will take some time to embed and show sustained reductions in the numbers of residential placements used.

LAC in residential placements

7.6

LAC in residential placements

Good perf. is: *Low*

In-month performance	
Apr-17	128
May-17	122
Jun-17	114
Jul-17	119
Aug-17	118
Sep-17	119
Oct-17	117
Nov-17	133
Dec-17	132
Jan-18	135
Feb-18	124
Mar-18	130
Apr-18	128

LAC in residential placements — In-month performance

By age and placement: Apr-18

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Secure Children's Homes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1
Children's Homes	0	0	0	0	0	0	1	1	2	4	2	9	5	12	18	23	17	11
Residential Care Home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS/Health Trust or other establishment providing medical or nursing care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Family Centre or Mother and Baby Unit	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Young Offender Institution (YOI) or Secure Training Centre (STC)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
All Residential schools, except where dual-registered as a school and Children's Home.	0	0	0	0	0	0	0	0	0	0	0	1	0	1	3	2	1	0

LAC in residential placements, by age

- Secure Children's Homes
- Children's Homes
- Residential Care Home
- NHS/Health Trust or other establishment providing medical or nursing care
- Family Centre or Mother and Baby Unit
- Young Offender Institution (YOI) or Secure Training Centre (STC)
- All Residential schools, except where dual-registered as a school and Children's Home.
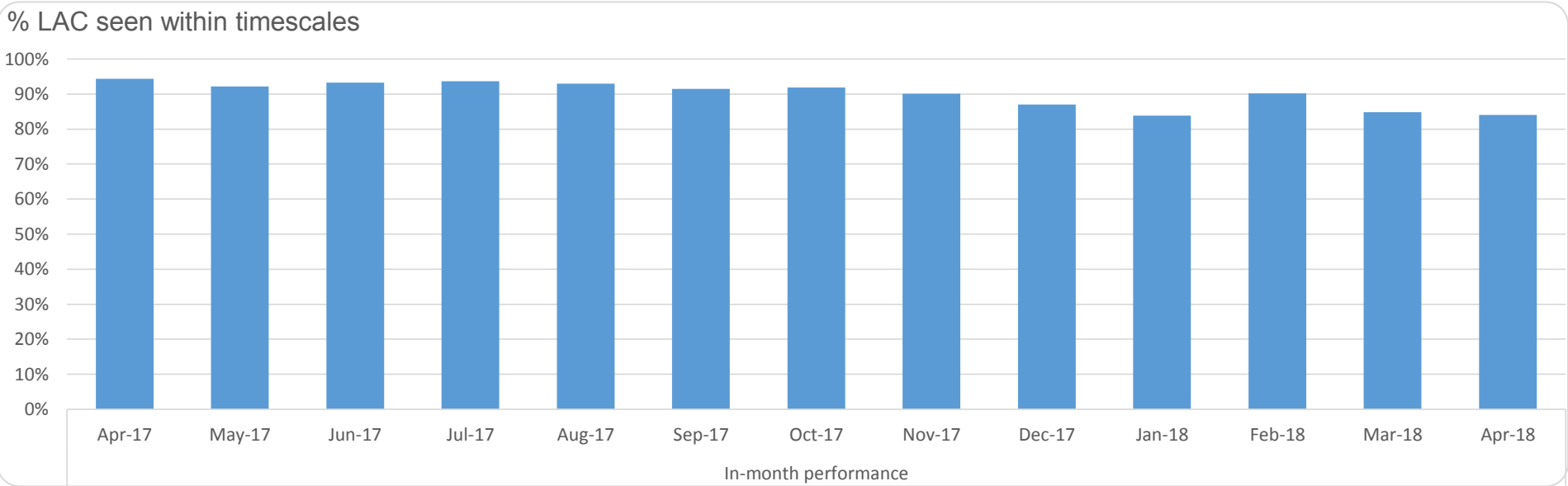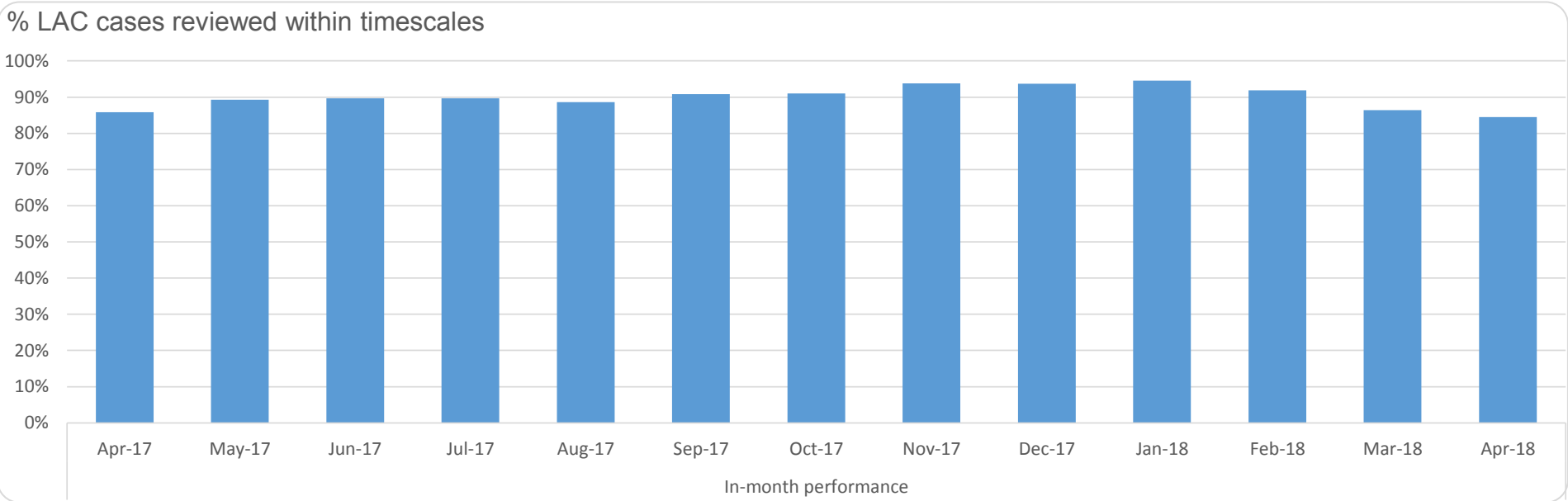
Definition	The purpose of the LAC review is to consider the LAC plan for the welfare of the child & achieve Permanence for them within a timescale that meets their need. The review is chaired by an Independent Reviewing Officer (IRO). The local timescales for a social worker to visit a Looked After Child is on day of placement, within one week of placement, then at intervals of no more than 6 weeks for the first year. Thereafter, intervals of not more than 6 weeks or 3 months if the placement is planned to last until 18.

Performance analysis	Whilst the percentage is not as high as seen a year ago (94.4%), 84% of our Looked After Children are seen within timescales. Breckland, North & Broadland, South and Yarmouth all have performance of 85% or above. Norwich's performance has fallen from 86% in February to 75.7% in April 18. The Team managers and HoSW need to ascertain what has led to this fall in children being seen in a timely way (i.e. whether children have not been visited or whether visits have not been recorded) and ensure there is a plan to address any issues that are identified.

	7.7	**7.15**
	% LAC cases reviewed within timescales	% LAC seen within timescales
Good perf. is:	*High*	*High*
Apr-17	85.8%	94.4%
May-17	89.3%	92.1%
Jun-17	89.7%	93.2%
Jul-17	89.7%	93.7%
Aug-17	88.6%	93.0%
Sep-17	90.8%	91.4%
Oct-17	91.0%	91.9%
Nov-17	93.8%	90.1%
Dec-17	93.7%	87.0%
Jan-18	94.6%	83.9%
Feb-18	91.9%	90.2%
Mar-18	86.4%	84.8%
Apr-18	84.5%	84.0%

% LAC cases reviewed within timescales

In-month performance

% LAC seen within timescales

In-month performance
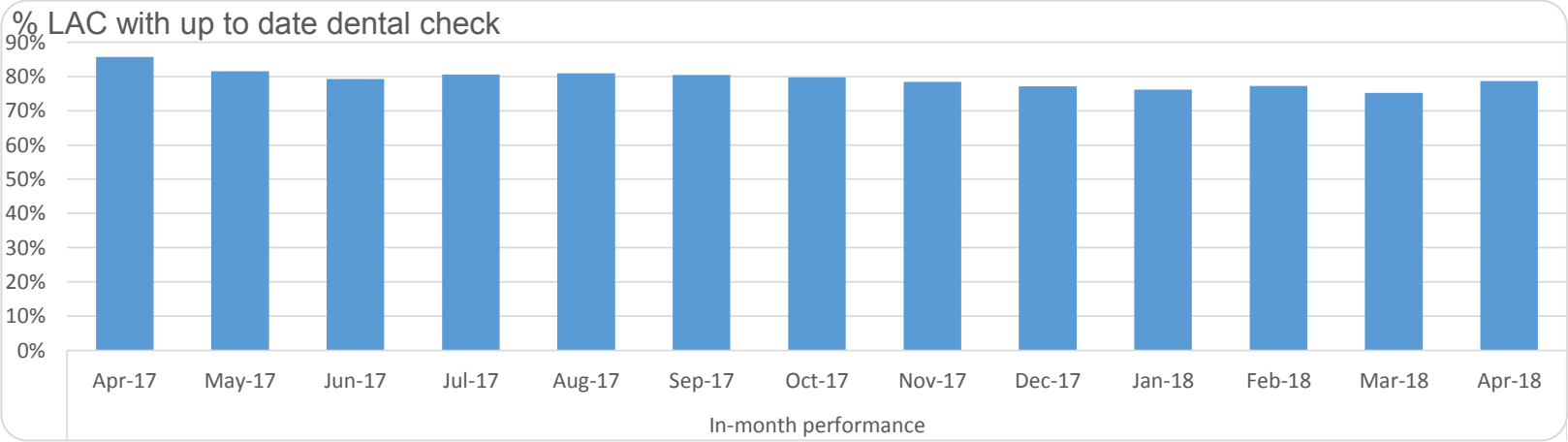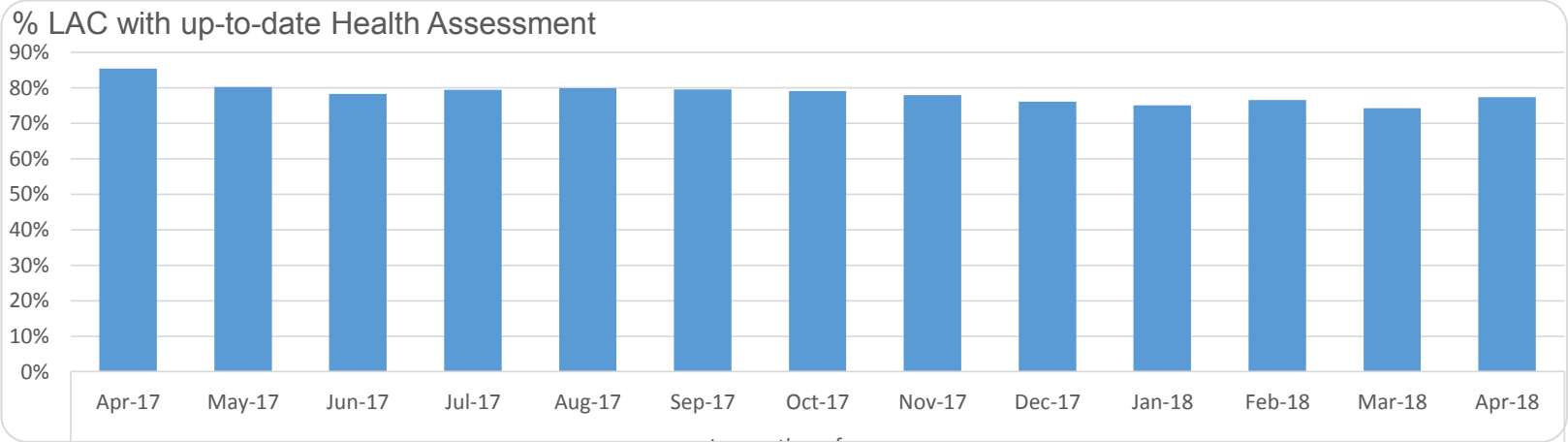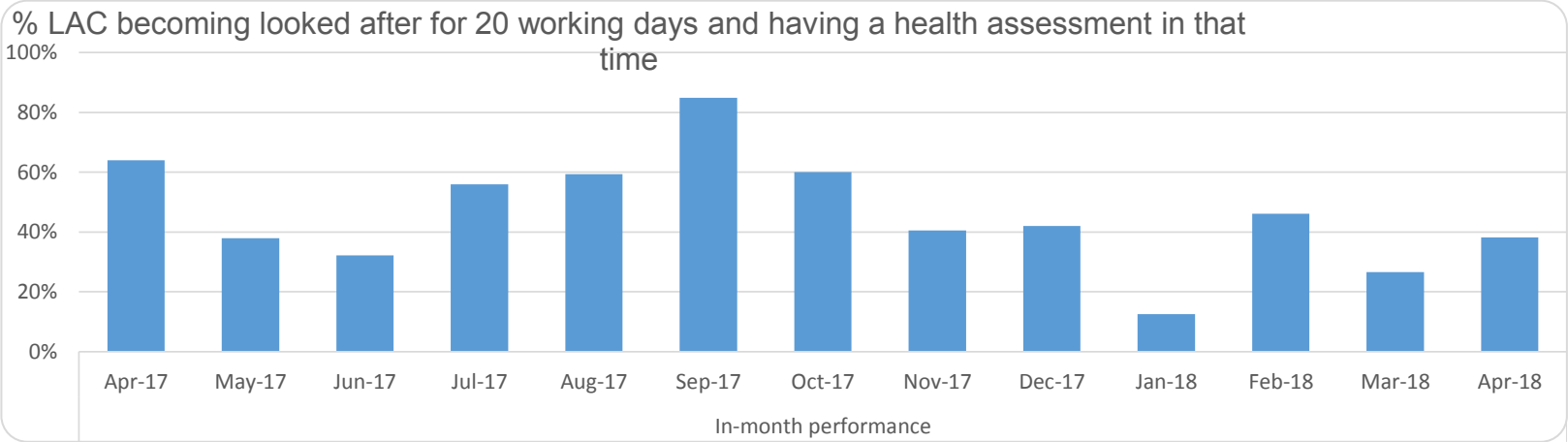
Performance_MI-URN14-V0.7.8

Definition	Local Authorities have a duty to safeguard and to promote the welfare of the children they look after. There is a statutory duty on Local Authorities to make arrangements to ensure that every child who is looked after has his/her health needs fully assessed and a health plan clearly set out.
Performance analysis	Recent analysis by the QA Hub showed that between 01/01/18 and 27/04/18 166 children reached 20 working days looked after of those 65 children (39%) had their IHA in timescale. The analysis also shows that in March and April we saw a big increase in IHA requests being received from Social Work teams within 5 working days of the child becoming looked after (81.6% and 87.5%). By referring children for IHAs in a timey way, we will be more able to assess what the ongoing capacity issues for offering appointments may be for each health provider.

	7.9n	7.9	7.10	7.10p	7.11	7.11p
	# LAC having a health assessment within 20 days of becoming LAC	% LAC becoming looked after for 20 working days and having a health assessment in that time	LAC with up-to-date Health Assessment - No.	% LAC with up-to-date Health Assessment	LAC with up to date dental check - No.	% LAC with up to date dental check
Good perf. is:	*Info*	*High*	*High*	*High*	*High*	*High*
Apr-17	16	64.0%	622	85.4%	624	85.7%
May-17	11	37.9%	590	80.3%	599	81.5%
Jun-17	9	32.1%	579	78.3%	586	79.3%
Jul-17	19	55.9%	602	79.4%	611	80.6%
Aug-17	19	59.4%	614	79.9%	622	81.0%
Sep-17	28	84.8%	611	79.6%	618	80.5%
Oct-17	24	60.0%	613	79.1%	618	79.7%
Nov-17	15	40.5%	610	78.0%	613	78.4%
Dec-17	21	42.0%	604	76.2%	612	77.2%
Jan-18	5	12.5%	604	75.1%	612	76.1%
Feb-18	18	46.2%	613	76.5%	619	77.3%
Mar-18	13	26.5%	596	74.2%	604	75.2%
Apr-18	13	38.2%	627	77.4%	637	78.6%
Benchmarking						
Eastern region		44.2%				

% LAC becoming looked after for 20 working days and having a health assessment in that time

In-month performance

% LAC with up-to-date Health Assessment

% LAC with up to date dental check

In-month performance

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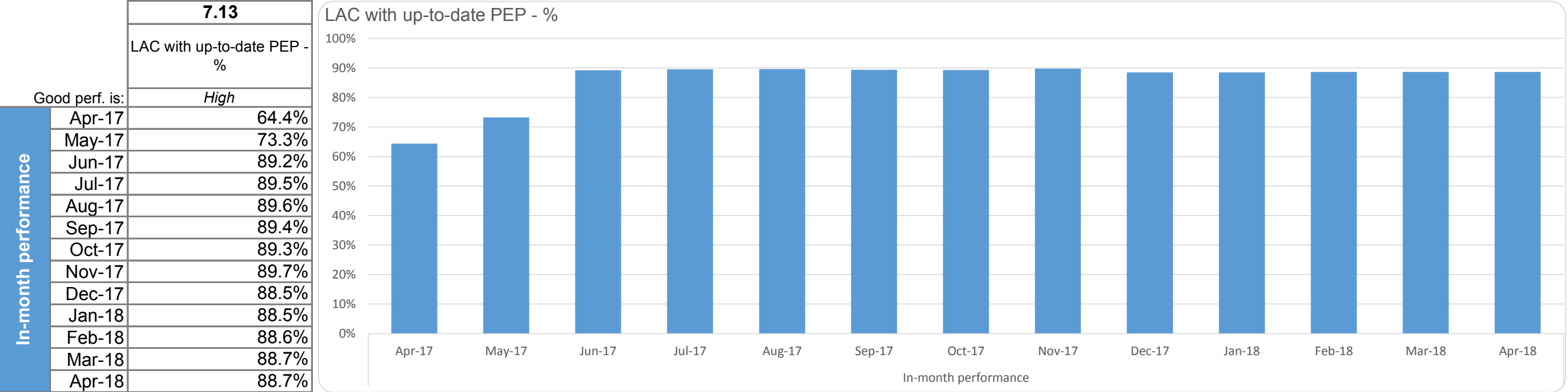
Definition	A personal education plan (PEP) is a school based meeting to plan for the education of a child in care. These are a statutory requirement for children in care to help track and promote their achievement.

Performance analysis	The percentage of LAC with an up to date PEP continues to be high. The Virtual School and QA team are currently undertaken the termly audit regarding the quality of ePEPs, the outcome of which will be summarised in a future monthly performance report.

	7.13
	LAC with up-to-date PEP - %
Good perf. is:	High
Apr-17	64.4%
May-17	73.3%
Jun-17	89.2%
Jul-17	89.5%
Aug-17	89.6%
Sep-17	89.4%
Oct-17	89.3%
Nov-17	89.7%
Dec-17	88.5%
Jan-18	88.5%
Feb-18	88.6%
Mar-18	88.7%
Apr-18	88.7%

In-month performance

LAC with up-to-date PEP - %
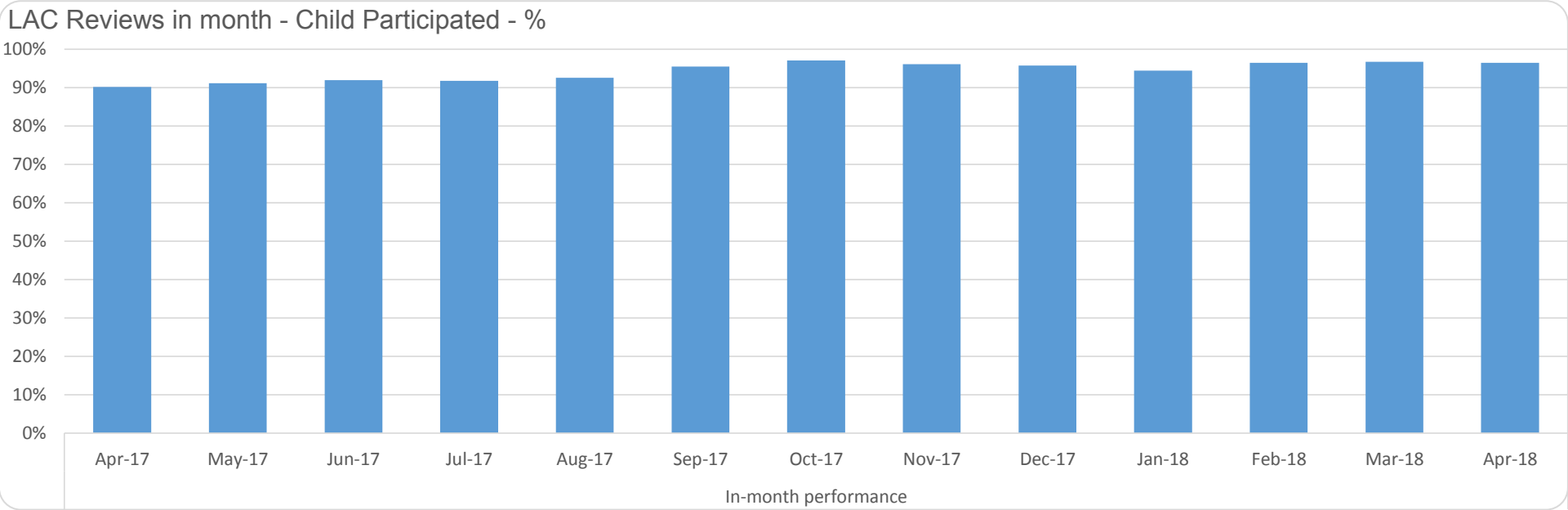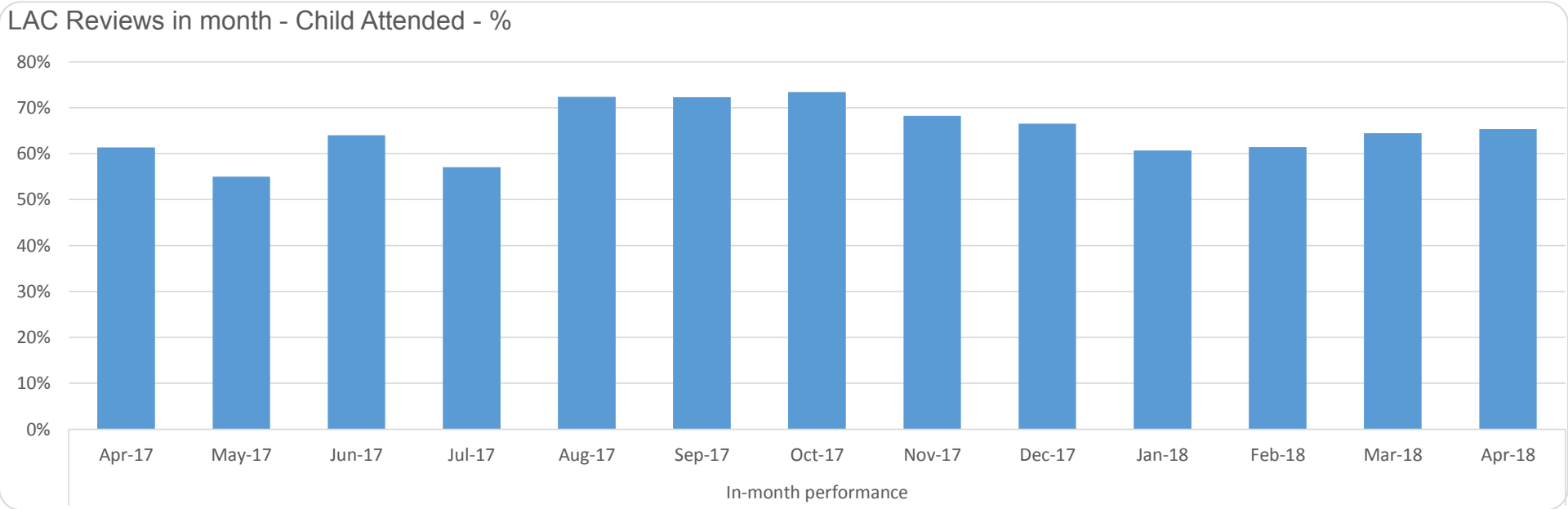

In-month performance

	Definition	The Child's Voice is a phrase used to describe the real involvement of children and young people. They should always have the opportunity to describe things from their point of view, be continually involved in assessments and planning and have things fed back to them in a way they can understand. There should always be evidence that their voice has influenced the decisions that professionals have made. The data below relates to LAC children attending and being involved in their LAC reviews.
	Performance analysis	Although not as high as the figures seen in August to October 17, we are now starting to see more children attend their LAC reviews, with increases reported over the past 3 months.

		7.17	7.18
		LAC Reviews in month - Child Attended - %	LAC Reviews in month - Child Participated - %
In-month performance	Good perf. is:	*High*	*High*
	Apr-17	61.4%	90.2%
	May-17	55.0%	91.1%
	Jun-17	64.0%	91.9%
	Jul-17	57.1%	91.7%
	Aug-17	72.4%	92.5%
	Sep-17	72.3%	95.5%
	Oct-17	73.4%	97.0%
	Nov-17	68.2%	96.1%
	Dec-17	66.5%	95.7%
	Jan-18	60.7%	94.4%
	Feb-18	61.4%	96.4%
	Mar-18	64.5%	96.7%
	Apr-18	65.3%	96.4%

LAC Reviews in month - Child Attended - %

LAC Reviews in month - Child Participated - %

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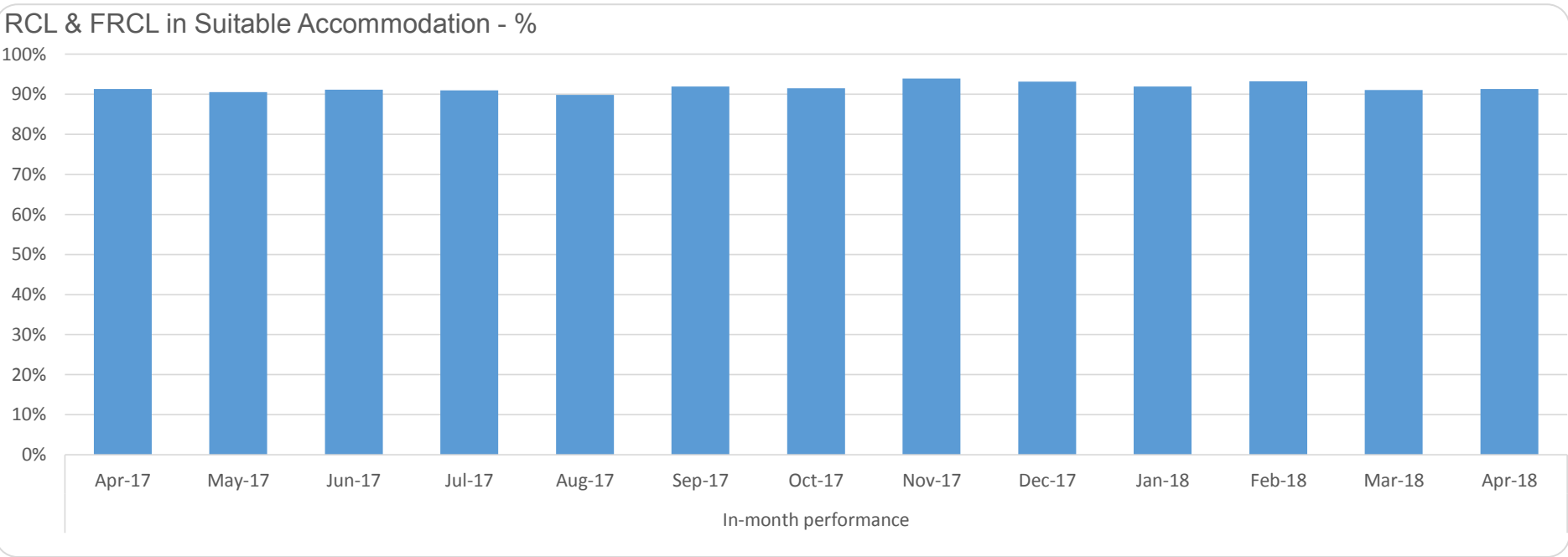
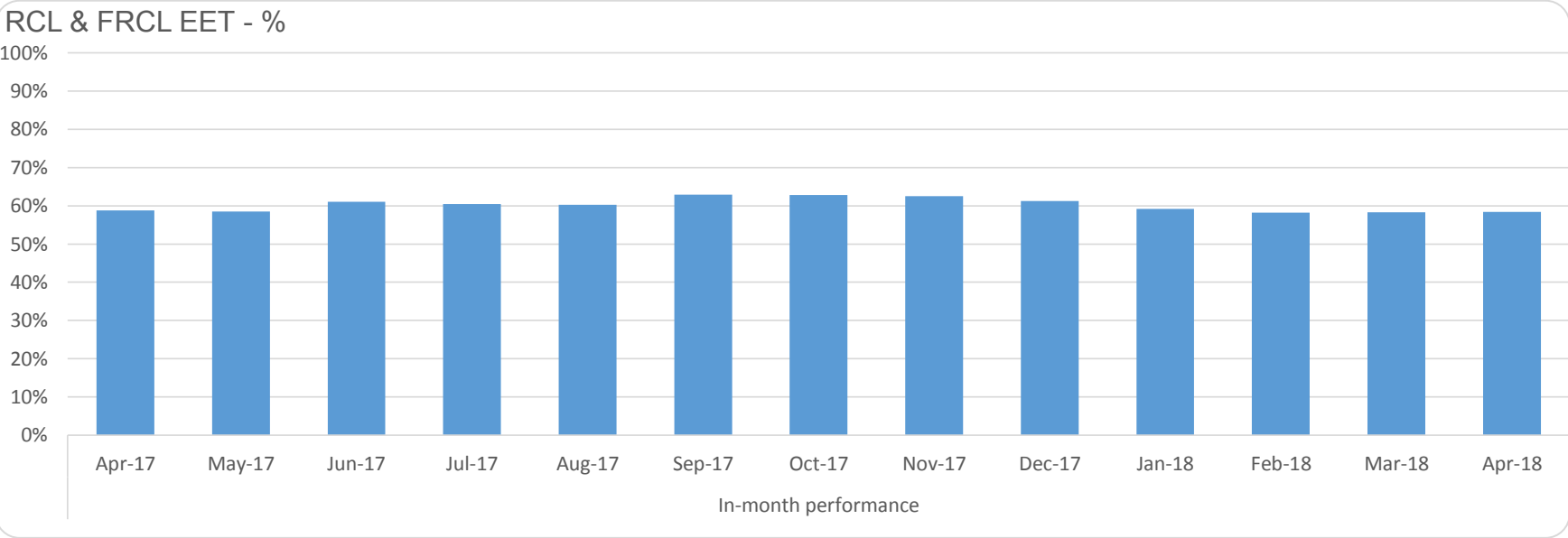|	
Definition	A Care Leaver is defined as a person aged 25 or under who has been looked after away from home by a local authority for at least 13 weeks since the age of 14, and who was looked after away from home by the local authority at school leaving age or after that date.
Performance analysis	Performance regarding our Care Leavers in Suitable Accommodation and in Education, Employment or Training continues to be good and above the national and statistical neighbour averages in both measures. Great Yarmouth (78.6%), South (63.2%) and Norwich (60.6%) have high percentages of their young people who are EET. West's performance has fallen from 51.4% on April 17 to 42.2% in April 18, whilst North has seen figures drop from 62.2% a year ago to 48% in April 18. In both localities there needs to be understanding as to why fewer care leavers are now in Education, Training or Employment and a plan to address this. The percentage of care leavers who we were in touch with over the previous 2 months has fallen on a county-wide basis from 75.6% in March to 73% in April. However it does have to be noted that there is a wide variance in performance across localities with Norwich (97.2%), Yarmouth (85.7%) and West (78%) performing well, whilst North have only seen 44% of care leavers. Given this and the low numbers of Care Leavers who are EET in North, the HoSW and TM need to consider and address any practice issues within their leaving care service.

	8.1	**8.3**	**8.4**
	Number of care leavers	RCL & FRCL in Suitable Accommodation - %	RCL & FRCL EET - %
Good perf. is:	*High*	*High*	*High*
Apr-17	473	91.3%	58.8%
May-17	465	90.5%	58.5%
Jun-17	462	91.1%	61.0%
Jul-17	465	91.0%	60.4%
Aug-17	395	89.9%	60.3%
Sep-17	445	91.9%	62.9%
Oct-17	436	91.5%	62.8%
Nov-17	446	93.9%	62.6%
Dec-17	451	93.1%	61.2%
Jan-18	458	91.9%	59.2%
Feb-18	459	93.2%	58.2%
Mar-18	472	91.1%	58.3%
Apr-18	473	91.3%	58.4%

(In-month performance)

RCL & FRCL in Suitable Accommodation - %

In-month performance

RCL & FRCL EET - %

In-month performance

Benchmarking	Norfolk	Stat neigh avg	Nat. avg	Nat. top quartile	Eastern region
RCL & FRCL in Suitable Accommodation - %	91.3%	87.0%	84.0%		
RCL & FRCL EET - %	58.4%	53.6%	50.0%		59.7%

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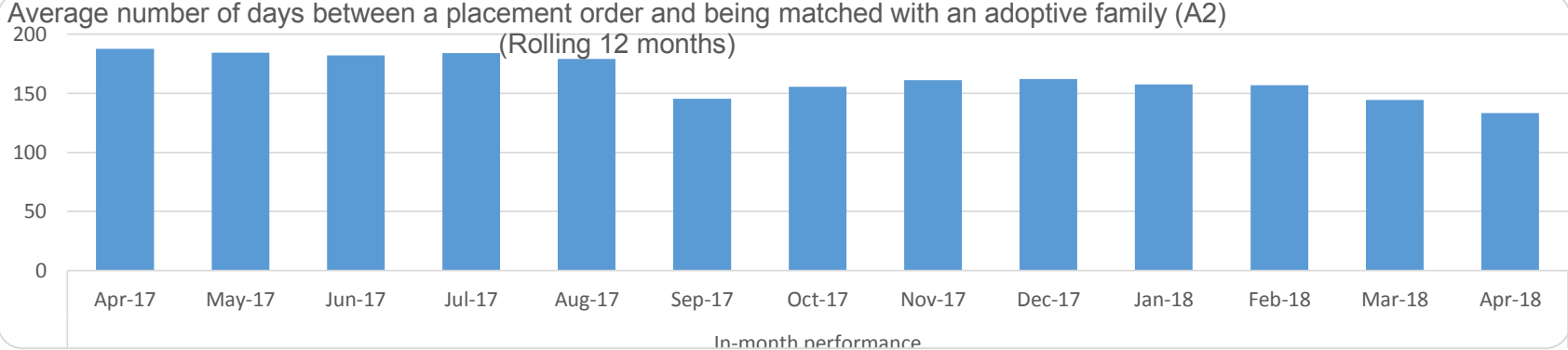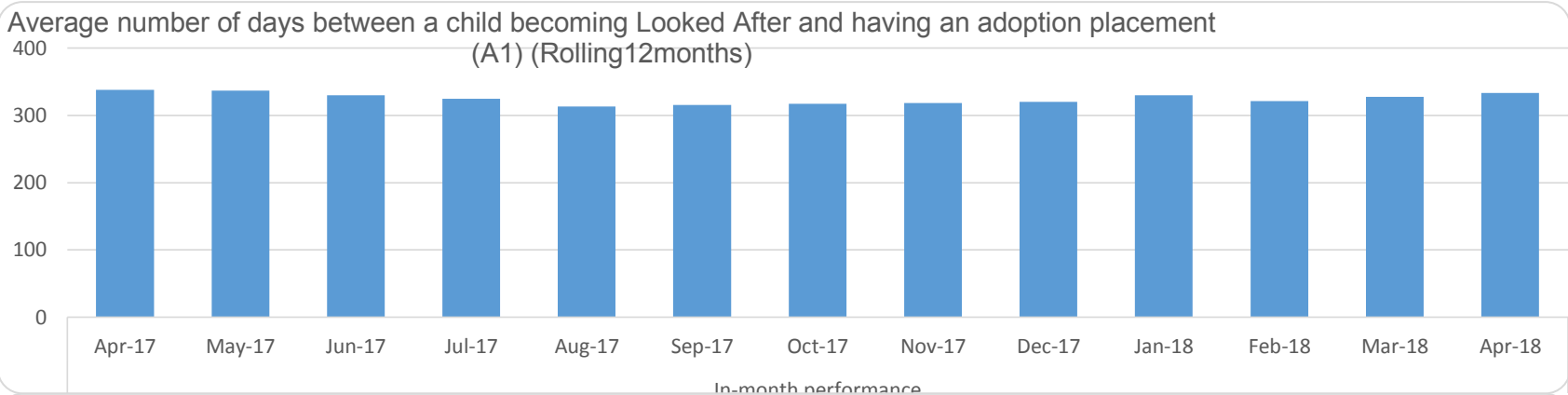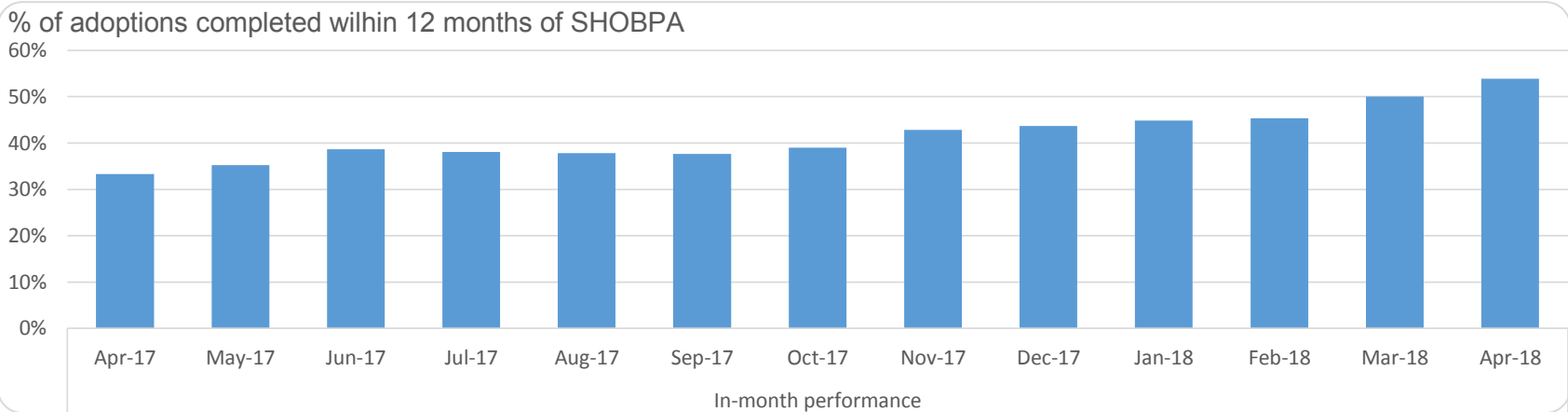
	Definition	Following a child becoming a LAC, it may be deemed suitable for a child to be adopted, a legal process of becoming a non-biological parent. The date it is agreed that it is in the best interests of the child to be placed for adoption is known as their SHOBPA. Following this family finding is undertaken to find a suitable match based on the child's needs. Once placed for adoption the placement is monitored for a minimum of 10 weeks before the matter is placed before the Court for an adoption order to be made.

	Performance analysis	The percentage of adoptions completed within 12 months of SHOBPA continues to improve, from 33% in April 17 to 54% in April 18. The average number of days between a child becoming LAC and having an adoption placement has remained steady and lower than the Eastern Region average over the past 12 months, and our performance regarding average number of days between placement order and being matched with an adoptive family has improved from 187 to 133 over the last year, significantly better than the Eastern Region average of 179 days. Both of these measures evidences how hard our services work to find forever families for our children who have a care plan of adoption in a timely way.

	10.1a	10.1b	10.2	10.3
	Number of adoptions completed wilhin 12 months of SHOBPA	% of adoptions completed wilhin 12 months of SHOBPA	Average number of days between a child becoming Looked After and having an adoption placement (A1) (Rolling12months)	Average number of days between a placement order and being matched with an adoptive family (A2) (Rolling 12 months)
Good perf. is:	*Info*	*High*	*Low*	*Low*
Apr-17	28	33%	338	187
May-17	31	35%	337	184
Jun-17	34	39%	330	182
Jul-17	32	38%	325	184
Aug-17	31	38%	313	179
Sep-17	29	38%	315	145
Oct-17	32	39%	317	156
Nov-17	36	43%	318	161
Dec-17	38	44%	320	162
Jan-18	39	45%	330	158
Feb-18	39	45%	321	157
Mar-18	36	50%	328	144
Apr-18	35	54%	333	133

In-month performance

Benchmarking	Eastern region
Average number of days between a child becoming Looked After and having an adoption placement (A1) (Rolling12months)	386
Average number of days between a placement order and being matched with an adoptive family (A2) (Rolling 12 months)	179

% of adoptions completed wilhin 12 months of SHOBPA

In-month performance

Average number of days between a child becoming Looked After and having an adoption placement (A1) (Rolling12months)

In-month performance

Average number of days between a placement order and being matched with an adoptive family (A2) (Rolling 12 months)

In-month performance

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Caseloads (County - April 2018)

Definition	Caseloads refer to the number of children allocated to individual workers.

Performance analysis	The maximum caseloads seen in Assessment Teams continues to fall. Recent analysis of caseloads showed that in September 17, 32 social workers across the county had a caseload of 25 or more children. As at 24/04/18 this had fallen to 16 social workers across the county having caseloads of 25 or more children. Only 2 of those 16 social workers were not in Assessment teams. In the same period of time, average caseloads in all the Assessment Teams had fallen, except in Assessment 1 North which had remained at circa 16. In order to monitor caseloads across all localities and team types a monthly analysis report will be implemented. The data regarding children experiencing changes of social worker outside of transfer to a new team shows a huge rise (from 4.3% to 11%). As the figures show rises across all the localities, including those who have historically had very low change of worker rates, this data is being tested to ascertain whether it is correct.

	11.1	11.2	11.3	11.4	11.5	11.6	11.6a
	Maximum caseload of qualified social workers in key safeguarding teams	Maximum caseload of qualified social workers in LAC Teams	Maximum caseload of qualified social worker in Assessment Teams	Maximum caseload of qualified social workers in FIT Teams	Maximum caseload of qualified social worker in CWD Teams	Maximum caseload of qualified social workers in NIPE Teams	Average number of cases per qualified social worker in NIPE Teams
Good perf. is:	*Low*	*Low*	*Low*	*Low*	*Low*	*Low*	*Low*
Apr-17	37	21	37	26	23	13	3
May-17	32	23	32	27	23	14	7
Jun-17	43	21	43	27	24	13	6
Jul-17	38	22	38	26	23	13	5
Aug-17	37	19	37	27	23	13	6
Sep-17	41	25	41	26	27	2	2
Oct-17	43	23	43	26	25	1	1
Nov-17	51	25	51	29	26	-	-
Dec-17	52	27	52	37	24	-	-
Jan-18	43	28	43	32	25	-	-
Feb-18	35	31	35	32	26	-	-
Mar-18	40	27	40	30	26	-	-
Apr-18	31	26	31	26	26	-	-

In-month performance

In-month performance

Legend:
- Maximum caseload of qualified social workers in key safeguarding teams
- Maximum caseload of qualified social workers in LAC Teams
- Maximum caseload of qualified social worker in Assessment Teams

Legend:
- Maximum caseload of qualified social workers in FIT Teams
- Maximum caseload of qualified social worker in CWD Teams
- Maximum caseload of qualified social workers in NIPE Teams
- Average number of cases per qualified social worker in NIPE Teams

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