PERFORMANCE SCORECARD - May 2017

1.) Number of unallocated cases (open >7 days)

	Prev. 6 months average	May-17	EAST	NWC	SOUTH	DCSC	Other Citywide Teams
Unallocated (open >7 days)	1	5	1	4	0	0	0
Total number of open cases	7,413	7,715	1,853	2,066	1,971	665	1,160
% of unallocated cases	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%
Target	0						
Performance rating							
Trend		Note: Citywide Teams are UASC, NRPF, and the Homeless Team					

Unallocated Cases- (open for >7 days)

This indicator is of open cases post CASS/MASH where there is no allocated social worker 7 or more days after referral. A report is sent to the heads of service each week, so the cases are ever changing. The small number in NWC has been raised with the AD.
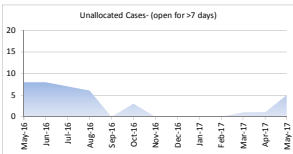
2.) % Re-referrals (Monthly)

	Prev. 6 months cumulative	May-17
No. re-referrals	1,862	305
Total Referrals	7,508	1,382
Re-referrals %	25%	22%
Target	24%	
Performance rating		
Trend		
National average		22%

% Re-referrals

Our referral rate is stable over time although there are small monthly variations. We have moved into a new front-door model and we will monitor the impact on contacts, referrals and re-referrals carefully. The rate meets the national average.
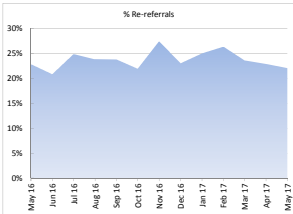
3.) Family assessments completed in timescale (45 working days incl. S47)

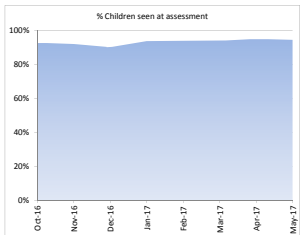|	Prev. 6 months average	May-17	EAST	NWC	SOUTH	DCSC	Other Citywide Teams
No. inside	1,178	1,218	395	397	353	25	48
No. outside	122	86	12	40	19	4	11
Total	1,301	1,304	407	437	372	29	59
% Inside	91%	93%	97%	91%	95%	86%	81%
Target	85%						
Performance rating							
Trend							
National Average	83%						

% within timescale

The timeliness of assessments is important to prevent drift and we are doing well in relation to 45 days. We want to see more assessments completed within 20 days in ASTI and a greater focus on short-term interventions. We now have around 90% of assessments completed in time over last 6 months. The disability teams have improved their performance.
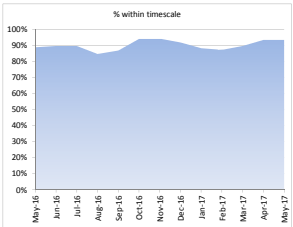
4.) % Children seen at Assessment (S17 and S47)

	Prev. 6 months average	May-17
Assessments completed	1,280	1,251
Children seen	1,192	1,183
% Seen at Assessment	93%	95%
Target	90%	
Performance rating		
Trend		

% Children seen at assessment

Children seen is a good proxy measure for quality of assessment. The focus on this indicator has led to substantial improvement.

## 5.) Number of children with a Child Protection Plan - Snapshot as of month end

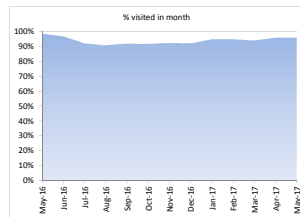|	Mar-17	May-17	EAST	NWC	SOUTH	DCSC	Other Citywide Teams
No of CPP	988	971	275	308	355	20	13
Rate per 10K	35	34	26	28	52	-	-
National average per 10K	43						

Rate per 10K CPP

Our rate per 10,000 of children who are the subject of a child protection plan are still below the national average but have increased by nearly 20% this year, but has reduced slightly in last months. This increase may be the impact of Ofsted inspection combined with a better front door CASS/MASH.
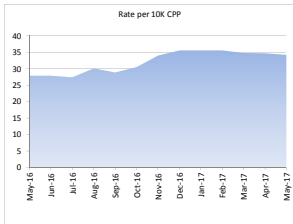
6.) % of child protection visits in the month

At least one visit in a month	Prev. 6 months average	May-17
Number of CPP visited	860	856
Number of CPP to be visited	911	878
% visited in month	94%	97%
Target	90%	
Performance rating		
Trend		

% visited in month

The standard is to see all children who are the subject of a child protection plan at least twice a month as this is a core social work activity. Visiting children on CP plans has increased significantly over last year, and we are now well above 90%

7.) Number of Children in Care (UASC excluded) - Snapshot as of month end

	Mar-16	May-17	EAST	NWC	SOUTH	DCSC	Other Citywide Teams
Total CiC	1,735	1,735	522	540	584	79	10
Rate per 10K (UASC included)	66	65	49	50	85	-	-
Target	1,670						
National average per 10K	60						

* Since April 2015 18+ are excluded from the total CiC

CiC Rate per 10K

The number of children and young people in care gradually reduced as intended in our improvement plan. Since April 2015 the number of unaccompanied asylum seeking children has increased to 120 and this has caused an overall increase in numbers of CiC in recent months. We also have a number of children who came here to relatives from Calais who have subsequently come into care.
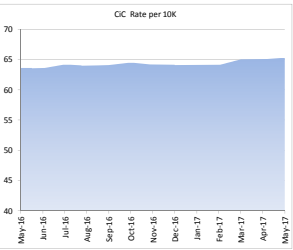
8.) % of Care Leavers in Employment, Education or Training (ETE)

	Prev. 6 months average	May-17
ETE %	53%	60%
Performance rating		
Trend		
National average		49%

Care Leavers ETE % By Month

This indicator is looking at the employment/education position of care-leavers at 17, 18, 19, 20, and 21. This is a cumulative indicator. Last year 50% was achieved, about the national average but below the target set. The DfE have changed this definition to include 17 and 18 year olds and this explains the increase in performance.
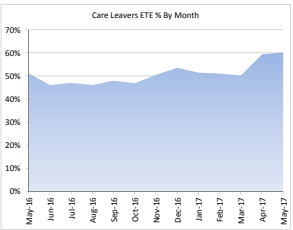
9.) For those children who have been adopted, average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family (Rolling 12 months in days)

	Prev. 6 months average	May-17
Average no. of days taken	270	274
Target	271	
Performance rating		
Trend		

Days between receiving placement order and deciding on a match to an adoptive family (Rolling 12 months average)
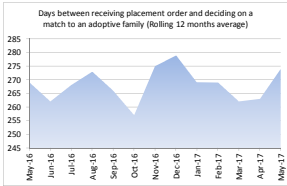
This indicator is a good measure of effectiveness of adoption process after Court has granted placement order. The yearly average in April 17 went up because a 6 year old girl who has waited over 4 years to be match, was placed with adoptive parents. We need more months data before we see the trend.

10.) 3 years average time between a child entering care and moving in with its adoptive family (in days)

	Prev. 6 months average	May-17
Average no. of days taken	614	615
Target	600	
Performance rating		
Trend (3 years average)		
National average (3 years average)		593

3 years average length of time from Admission to Care to being placed with a family (Days)
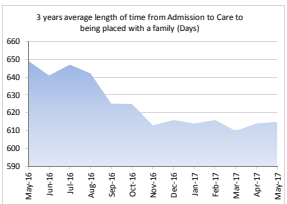
This national indicator looks back over the three last years and is therefore difficult to improve quickly. Also if we successfully place an older child who has been waiting a long time, it pushes our average up. We have gradually improved performance over time but are still above the national average.

## 11.) Children in Need/ Family support being supported to live with their own family

	Prev. 6 months average	May-17
No. of families open to the family support service	2,077	2,034
No. of children open to Assessment and Short Term Intervention Teams		1,730
No. of children open to the Safeguarding Teams		2,388
No. of children open to the DCSC Teams		445
Total		6,597

Children in Need/ Family support being supported to live with their own family
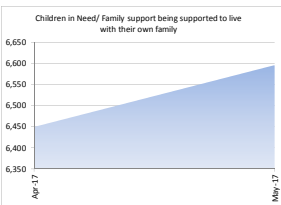
This is a new Council measure. We are combining the numbers of families supported through our family support service and our Troubled Families commissioned services (targeted early help) with the numbers of children who have a social worker but who are not in care.

## 12.) % of social workers who have had supervision (in month)

	Prev. 6 months average	May-17	EAST	NWC	SOUTH	DCSC	Other Citywide Teams
Supervisions	463	488	143	167	138	22	18
Total Staff	536	529	157	175	151	25	21
% supervised	86%	92%	91%	95%	91%	88%	86%
Target	83%						
Performance rating							
Trend							

% SW supervised in month
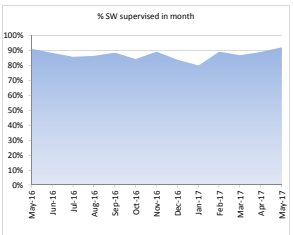
Within a good service, we would expect to see all social work staff supervised at least 10 times per year. This would yield a percentage of 83% per month. This data is collected by PSS staff in local offices on spreadsheets.

13.) Average caseload of qualified social workers

	Prev. 6 months average	May-17	EAST	NWC	SOUTH	DCSC
Assessment Teams	16	16	18	15	15	-
Safeguarding Teams	16	16	15	17	16	-
Children in Care Teams	13	13	13	11	16	-
Average Caseload - City	15	15	15	15	16	13
Target	16					
Performance rating						
Trend						
National average	15					
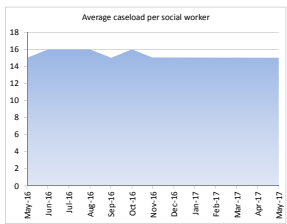
Average caseload per social worker

Caseloads are steady at 15.

14.) % of agency social workers (including team managers)

	Prev. 6 months average	May-17
% agency social workers		22%
% agency team managers		13%
% agency staff	24%	21%
Target	15%	
Performance rating		
Trend		

% of agency social workers
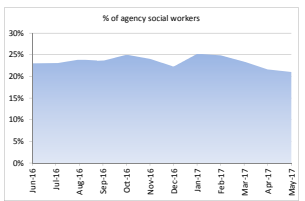
Overall, in all established posts that require a social work qualification, we now have 170 agency social workers (down from 195 in March). These are all covering vacant posts. We are waiting for more agency staff to convert and we have a new cohort of newly qualified staff being recruited.

Mid-2015 Population estimates

Population 0 to 17	
EAST	106,296
NWC	108,950
SOUTH	68,654