

<b>CYP Scrutiny Sub-Committee dashboard indicators</b>			
<b>Phase</b>	<b>Ref.</b>	<b>Indicator</b>	<b>Rationale</b>
Early Help	EH7	Percentage of cases closed due to family disengaging with support	Indicator of effective engagement with families
Early Help	EH9	Percentage of Early Help cases closed that were stepped up to CSC	Indicates how well Early Help has made a sustained change & prevented escalation
Front Door	FD3	Percentage of completed contacts actioned within 1 working day ; maximum timescale	Responsiveness to need including potential emergencies
Front Door	FD8	Percentage of re-referrals within twelve months; maximum timescale	Sound triage, assessment of and response to risk
Assessment	AMT2	Percentage of C&F assessments completed within 45 working days; maximum timescale	Timeliness of response by the service
Child in need	CIN4	Percentage of Children in Need for whom a visit has taken place within last 4 weeks	Vulnerable children are being regularly seen, work with families to prevent risks escalating is taking place
Child in need	CIN8	Percentage of Children in Need with an up-to-date child's plan	Assurance that plans to reduce risks have been signed off by managers and are up to date
Child protection	CP5	Percentage of children for whom initial child protection conference was held in the month within 15 working days of the Strategy discussions; maximum timescale	Speed of response to higher risk needs
Child protection	CP11	Percentage Children subject to a Child Protection plan for a second or subsequent time	Measure of child protection work making a sustained difference with families
Child protection	CP13	Percentage of children subject to Child Protection Plan for whom a visit has taken place within last 4 weeks (20 Working Days)	Ensure the most vulnerable children are being seen within agreed service timescales
Missing children	MC1c	Repeat Missing Children - Overall number of children with 3 or more missing episodes started in the month	Indicates if risks are being reduced for vulnerable children and young people
Missing children	MC8	Number of missing episodes started in month - CLA missing from placement	Indicates if risks are being reduced for vulnerable children and young people in Croydon's care
Children looked after	CLA3	Number of local CLA at the end of the month	Track the ambition to safely reduce the number of local children in care

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Children looked after	CLA4	Number of CLA at the end of the month who are UASC	Track numbers of unaccompanied asylum seeking children in Croydon's care
Children looked after	CLA10	Percentage of CLA for whom a visit has taken place within statutory timescales	Ensure children in Croydon's care are being regularly seen and within agreed service timescales
Children looked after	CLA19	Percentage of CLA that have been in care for 12+ months, that have had same social worker for last 6 months/12 months	Continuity of social worker
Care leavers	CL1	Care Leavers with an up-to-date Pathway plan	Improvement area in ILACS; LA is fulfilling responsibility as corporate parent
Care leavers	CL1a	Percentage in employment, education, or training (EET) on their 17th to 21st Birthday	Ensure care leavers are being supported into adulthood & independence
Workforce	W1 a-g	Average Caseload per Worker, by service	Ensure caseloads are at a level where good quality work can take place
Workforce	P1	Vacancy rate	Track workforce stability
Quality assurance	QA1	Percentage of cases where supervision was within the timescales	Indicator of regular management oversight of casework
Quality assurance	N/A	Number of complaints from children and young people, numbers resolved at stages 1, 2 and 3; rolling 3 month total	Evidence of children and young people exercising their right to complain; complaints addressed at the earliest stage
Quality assurance	QA 3, 4, 5	Percentage of Cases Audited that are Good or Outstanding, Requires Improvement, Inadequate	Track the quality of practice as assessed in case audits

*Final, following feedback from Sub-Committee Chair 290720*

			2019/20																2020/21				
Indicator Number	Indicator Title	Polarity	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	RO	2019-20 Target	RAG	2019-20 YTD or latest	2020-21 YTD or latest
EH 7	Percentage of cases closed due to family disengaging with support	SIB	31%	12%	32%	20%	6%	4%	9%	8%	13%	14%	13%	10%	19%	24%	22%	22%	CS	10%	Red	14%	22%
EH 9	Percentage of Early Help cases closed that were stepped up to CSC	SIB	12%	21%	7%	5%	8%	6%	6%	12%	10%	17%	13%	8%	12%	13%	11%	15%	CS	10%	Red	11%	13%
FD 3	Percentage of completed contacts received in the month which were actioned within 1 working day from the form date to the completed date	BIB	87%	90%	85%	91%	97%	98%	96%	97%	96%	98%	97%	98%	100%	100%	100%	100%	IL	94%	Green	94%	100%
FD 8	Percentage of re-referrals within 12 months	SIB	22%	20%	22%	18%	9%	19%	18%	29%	22%	17%	22%	17%	18%	19%	18%	20%	IL	22%	Green	19%	19%
AMT 2	Percentage of C&F assessments completed within 45 working days	BIB	82%	81%	75%	71%	73%	75%	70%	88%	76%	79%	72%	75%	62%	84%	90%	82%	IL	85%	Amber	76%	79%
CIN 3	Rates of CIN* per 10,000 of Under 18 Population		75.4	76.1	73.5	68.6	68.3	61.1	59.6	61.0	68.4	70.4	70.2	63.8	69.3	66.8	70.7	71.6	RB	NA	Grey	63.8	71.6
CIN 4	Percentage of CIN* for whom a visit has taken place within last 4 weeks (includes CWD Teams)(COVID 19 Visits based on Priority on time or not)	BIB	76%	80%	65%	77%	76%	79%	85%	76%	88%	89%	82%	73%	94%	93%	93%	94%	RB	95%	Amber	73%	94%
CIN 8	Percentage of CIN with an up-to-date child's plan New*	BIB	59%	64%	64%	64%	60%	62%	68%	85%	84%	90%	75%	85%	85%	87%	88%	84%	RB	95%	Red	85%	84%
CP 5	Percentage of children for whom ICPC was held in the month within 15 working days of the Strategy discussions	BIB	77%	98%	59%	88%	86%	59%	72%	76%	81%	58%	81%	64%	82%	92%	77%	72%	DW	77%	Amber	75%	81%
CP 11	Percentage of Child Protection Children subject to a plan for a second or subsequent time	SIB	17%	16%	16%	15%	16%	17%	19%	20%	18%	17%	17%	16%	15%	16%	16%	16%	DW	18%	Green	17%	16%
CP 13	Percentage of children subject to Child Protection Plan for whom a visit has taken place within last 4 weeks (20 Working Days)(COVID 19 Visits based on Priority on time or not)	BIB	91%	94%	92%	89%	91%	96%	94%	97%	95%	97%	97%	95%	91%	85%	98%	99%	RB	95%	Green	94%	99%
MC 1c	Repeat Missing Children - Overall number of children with 3 or more missing episodes started in the month		33	28	39	45	38	31	29	39	36	41	40	32	25	24	31	24	HD	NA	Grey	431	97
MC 8	Number of missing episodes started in month - LAC missing from placement	SIB	203	224	256	266	258	190	192	207	249	246	220	165	135	186	200	201	HD	NA	Grey		173
CLA 3	Number of CLA at the end of the month who are Local CLA (Non-UASC)		558	561	566	558	555	548	538	513	541	517	525	528	518	521	517	511	RC	NA	Grey	528	511
CLA 4	Number of CLA at the end of the month who are UASC		279	279	283	280	281	290	288	293	290	286	282	279	269	267	260	256	RC	NA	Grey	279	256
CLA 10	Percentage of CLA for whom a visit has taken place within statutory timescales (6 weekly Visits)(COVID 19 Visits based on Priority on time or not)	BIB	95%	96%	93%	92%	92%	92%	96%	95%	96%	96%	94%	89%	96%	93%	93%	88%	RC	95%	Amber	94%	92%
CLA 19	Percentage of CLA that have been in care for 12+ months, that have had same social worker for last 6 months	BIB	58%	63%	64%	59%	64%	61%	57%	61%	61%	61%	62%	59%	69%	71%	72%	68%	RC	65%	Green	59%	68%

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CL 1	Number of Care Leavers in employment, education, or training (EET) on their 17th to 21st Birthday		424	414	381	384	385	369	356	397	372	376	394	388	377	384	367	358	MM	NA	Grey	388	358
CL 1a	Percentage in employment, education, or training (EET) on their 17th to 21st Birthday	BIB	65%	64%	59%	64%	65%	69%	65%	64%	64%	65%	64%	64%	63%	63%	61%	60%	MM	85%	Red	64%	60%
W 1	Average Caseload per Worker	SIB	16.9	16.7	16.2	16.0	16.1	16.3	15.6	16.2	16.6	14.4	14.6	15.7	14.3	14.1	15.2	15.3	NP	17	Green	15.7	15.3
W1 a	Average Caseload per Worker - Assessment	SIB	23.2	20.6	18.6	18.5	15.7	14.1	13.5	15.3	15.8	16.0	17.3	15.3	13.0	11.9	15.0	15.6	NP	20	Green	15.3	15.6
W1 b	Average Caseload per Worker - Social Work With Families	SIB	15.6	15.8	14.9	14.6	14.4	13.2	12.8	13.0	13.0	13.7	13.4	14.0	14.1	14.4	16.1	16.8	NP	16	Amber	14.0	16.8
W1 c	Average Caseload per Worker - Children In Care	SIB	14.8	15.1	14.6	14.3	12.9	13.9	13.7	14.6	13.5	13.0	13.0	13.1	13.2	12.8	13.4	13.3	NP	16	Green	13.1	13.3
W1 d	Average Caseload per Worker - CWD (Excluding Transition team)	SIB	15.3	14.8	16.4	20.2	16.9	15.8	16.2	16.4	18.6	17.6	17.0	16.4	19.1	17.8	12.5	18.6	NP	20	Green	16.4	18.6
W1 e	Average Caseload per Newly Qualified Social Worker (ASYE)	SIB	8.5	8.3	8.4	9.2	9.9	9.9	10.4	7.8	8.8	9.3	9.4	10.3	10.4	10.5	7.6	8.1	NP	14	Green	10.3	8.1
W1 f	Average Caseload per Worker - Leaving Care	SIB	24.9	24.6	24.4	23.7	24.0	21.9	24.4	24.3	23.7	22.4	24.0	23.4	23.2	23.3	23.0	23.1	NP	25	Green	23.4	23.1
W1 g	Average Caseload Per Worker - Adolescent Teams	SIB	14.9	17.4	21.8	25.0	19.8	16.4	13.9	12.8	15.4	16.6	13.8	11.9	13.3	11.6	10.8	10.6	NP	16	Green	11.9	10.6
P1	Vacancy Rate	SIB	49%	42%	44%	44%	48%	44%	40%	37%	38%	38%							NP	30%	Red	38%	
QA 1	Percentage of children who had their supervision and was within the timescales	BIB	81%	76%	81%	82%	79%	81%	77%	76%	75%	90%	80%	67%	93%	93%	91%	91%	SH	90%	Green	67%	91%
QA 3	Percentage of Cases Audited that are Good or Outstanding	BIB	26%	53%	23%	36%		51%	57%	33%	29%	11%	36%	35%	NA	NA	New Report in New Report in	New Report in New Report in	SH	80%	Red	35%	New Report in New Report in
QA 4	Percentage of Cases Audited that are RI	SIB	53%	33%	38%	44%		38%	14%	50%	54%	22%	45%	35%	NA	NA	New Report in New Report in	New Report in New Report in	SH	20%	Red	35%	New Report in New Report in
QA 5	Percentage of Cases Audited that are Inadequate	SIB	21%	13%	38%	20%		11%	14%	17%	17%	11%	0%	18%	NA	NA	New Report in New Report in	New Report in New Report in	SH	0%	Red	18%	New Report in New Report in

**Additional Notes:**  
ng the totals by the 11 local authorities in Croydon's statistical neighbours group  
Supervisions figures calculated by not including the assessment service since Sep 2018  
\* New Supervision Policy applied Since Jan 2019