APPENDIX B - FAMILY SERVICES PERFORMANCE INDICATORS

Key	
BRAG	Blue, Red, Amber, Green (assessment of risk)
NFA	No Further Action
CAF	Common Assessment Framework
MASH	Multi Agency Safeguarding Hub
LCS	children's social care case management system
ICPC	Initial Child Protection Conference
CP	Child Protection
CLA	Children Looked After
CIN	Child in Need
DCT	Disabled Children's Team
PLO	Public Law Outline
CAFCASS	Children and Family Court Advisory Support Service
DC	Direct Care
ADM	Agency Decision Maker
SGO	Special Guardianship Order
SEN	Special Educational Needs
UASC	Unaccompanied Asylum Seeking Children
CSE	Child Sexual Exploitation
LADO	Local Authority Designated Officer
YOT	Youth Offending Team
YFSS	Youth and Family Support Service
LSOA	Lower Super Output Areas
FOI	Freedom of Information
SAR	Subject Access Request
FTE	Full Time Equivalents
HCPC	Health and Care Professions Council
DBS	Disclosure and Barring Service
Indicator Number	**Indicator Description**
Intake and Assessment	
CCA4	Total number of contacts
CCA4	Final Brag of Blue
CCA4	Final Brag of Green
CCA4	Final BRAG of Amber
CCA4	Final BRAG of Red
CCA1	Number and % of Contacts progressing to Referrals to Social Care
CCA2	Number and % of Contacts progressing to Referrals to Early Interventions
CCA30	The % of contacts where the outcome was NFA
CCA30b	The % of contacts where the outcome was NFA (Signposting)
Development	The average time between contact and referral
CCA10	The number of referrals to social care per 10,000 of the under 18 population
CCA11	Percentage of opened referrals that are repeat referrals within 12 months.
CCA7	The total number of CAF episodes currently open

CCA8b	The Number of new Referrals to Early Intervention as a step across from MASH
CCA8a	The Number of Referrals to Early Intervention as a step down from LCS
CCA8c	The Number of new Referrals to LCS as a step up from Early Intervention
CCA5	New CAF assessments completed (management agreement)
CCA31	The % of CAF episodes that have been open for more than 9 Months
CCA6	CAF episodes Closed
CCA12a	Number of Single Assessments completed (all assessments)
CCA12b	Number of Initial Single Assessments completed (not including subsequent assessments)
CCA32	Number of Initial Single assessments completed where the outcome was NFA
CCA14	Percentage of single assessments completed within timescale (all teams)
CCA15	Average completion time of those not completed within timescales (all teams)
CCA33	Children subject to an assessment per 10,000
CCA9	Number of S47 enquiries Initiated
CCA34	Rate per 10,000 children subject to a S47 enquiry
CCA35	% of S47 leading to a Children in Need plan
CCA36	% of completed Section 47 enquires where the outcome did not progress to an ICPC
CCA13	Number and % of Child Protection strategy meetings progressing to Initial Child Protection Conference (ICPC) within 15 working days
Intervention & Planning	
ACM1	Children subject to initial Child Protection (CP) Conferences
ACM2	Current number of children subject to a CP Plan
ACM36	Current number of children subject to a CP Plan (Per 10,000)
ACM37	Number of children subject to a CP Plan and Children Looked After (CLA)
ACM9	Number of unallocated CP cases
ACM3	Children made subject to Child Protection Plans (Delivery Board Indicator)
ACM4	Children subject to a CP Plan for a second or further time, AND as a % of registrations
ACM8	Number of children subject to Child Protection Plans for 2 or more years
ACM5	Percentage of CP children who have had a CP visit in the past 6 weeks
ACM6	Child protection cases reviewed within required timescales (%)
ACM7	Number of children whose CP plan ceased

Development	The number of CP cases who have previously had a CAF episode
Development	The number of CP cases who have previously had a CIN episode
ACM11	Number of Children with Children in Need Plans (open CIN episodes)
ACM11b	Number of Children with Children in Need Plans Excluding DCT (open CIN episodes)
ACM36	Number of Children in Need (per 10,000)
ACM35	Number of Children who have had an assessment but have no CIN Plan after 14 days
ACM10	Children made subject to a Child In Need Plan
Development	The percentage of CIN who have previously been subject to a CP plan
Development	The percentage of CIN who have previously been subject to a CAF
ACM13	Subject to a supervision order
ACM15	% of CIN episodes open for longer than 9 months (excluding DCT)
ACM16	% of CIN Visits within 6 weeks (excluding DCT, S18 and Trans)
ACM33	Children in Need reviews completed within 6 months (excluding DCT)
ACM17	Number of children whose CIN Plan ceased
ACM14	Number unallocated CIN cases
CLA15	Total Public Law Outline (PLO)
CLA16	Total Care Proceedings
CLA21	Average length of care proceedings (weeks)
	Excluding exceptions -
	All care proceedings –
	(management agreement)
CLA35	Rate of CAFCASS care application per 10,000 children (annual)
Disabled Children	
DCT1	Number of DCT cases with Children in Need Plans
DCT2	Number of DCT cases made subject to a Child In Need Plan in the month
DCT3	Number of DCT cases on a CIN plan who have had a CIN visit in the past 6 weeks (excluding Direct Care Package cases)
DCT4	Number of DCT cases on a CIN plan who have had a CIN Review in the past 12 months (excluding DC Package cases)
DCT5	Number of children whose CiN Plan ceased in the month
Permanence and transition	
CLA1	Total number of children looked after (CLA)
CLA5	Children looked after per 10,000 (delivery indicator)
CLA2	Number of children coming into care this month

CLA3	Total number of remands to custody this month
CLA14	% of CLA with 3 or more placements during the previous 12 months
CLA7	% in LBB foster care and number including Kinship placements (management agreement)
CLA7b	% in LBB foster care and number *excluding* Kinship placements
CLA6	Number of external residential weeks (Commissioning Indicator)
Development	CLA breakdown by placement type
CLA8	Total number of CLA whose last review was within timescales
CLA34	% of CLA in the same placement for at least 2 years
CLA36	Percentage of CLA have an up-to-date care plan (care plans under 12 months)
CLA4	Number of CLA ceasing to be looked after
CLA33	CLA who ceased to be looked after due to:
	- SGO
	- Returned Home
	- Adoption
	- Child Arrangement Order
	- Independent arrangement with support
CLA9	Total % of CLA whose last visit was within 6 weeks
CLA30	% of CLA under Section 20
CLA19	Number currently placed for adoption
Development	Number of CLA with a long term fostering plan
Development	Number of CLA who had a previous period of care
Development	Number of young people staying put
PF3	Number of new Private Fostering notifications
PF1	Current number of young people currently being privately fostered
PF2	Percentage of Private Fostering cases that have had visits within timescales
CLA18	Number of children adopted in the year (management agreement)
COP9	Percentage of CLA with up to date immunisations
COP10	Number and percentage with dental checks in the previous 12 months
COP12	Number of CLA seen by an optician in the previous 12 months
COP11	Number and percentage of CLA who have had a health assessment in the last 6 months
COP33	Number and Percentage of under 5s with an up to date developmental check, who have been in care for more than 12 months
COP34	Percentage of CLA who have had a substance misuse identified
COP13	Percentage of 5 to 16 year old children looked after with a Personal Education Plan meeting completed
COP13b	Percentage of 5 to 16 year old children looked after with a Personal Education Plan Form

COP30	The Number of CLA with Education provision concerns
COP31	The number of CLA who have had attended 2 or more schools in the past 2 years
	Primary age:
	Secondary age:
COP2	Percentage of completed SDQs in the month that had a score of more than 13
COP32	CLAachieving 5 or more GCSE at A* to C including English and Maths
COP38	Percentage of CLA placed in schools rated good or better (or an equivalent level)
COP34	The gap in attainment at GCSE between LBB young people and those who are looked after
COP35	Percentage of CLA with at least one fixed term exclusion from school
COP36	Percentage unauthorised absences from school
COP37	Percentage overall absence from school
COP1	The number of CLA aged 10-17, convicted or subject to a final warning or reprimand during the year
CYP1	Number of young people who are currently eligible for leaving care services
CYP6	Percentage of care leavers who have been in touch in the previous 12 months
CYP7	The percentage of care leavers in employment, education or training (aged 19,20 & 21) (management agreement)
CYP8	Care leavers in suitable accommodation (aged 19, 20 &21) (management agreement)
CYP3	Percentage of Care leavers with up to date Pathway Plans
CYP5	% of Care Leavers who have had a visit within 2 months
Fostering & Adoption	
PC1	Average number of days between ADM Decision and Placement Order
PC2	Average time between a placements order and deciding on a match to an adoptive family (days)
PC3	% of children who wait less than 18 months between entering care and moving in with their adoptive family
PC4	Average number of days between Matching and being Placed for Adoption
PC5	Average number of days between being Placed for Adoption and Adoption Order
PC6	Average time between a child entering care and moving in with its adoptive family
PC7	Number of children with a placement order but not yet placed
PC8	Number of children awaiting adoption with a placement order
FA35	Number of new enquiries of adoption

FA36	number of new adoptive Families (and adopters) this month
Development	Number of New Adoption Assessments completed in the month
FA40	Adoption Assessments completed within 4 months
FA41	number of new adoptive Families (and adopters) approved within 6 months of Stage 1
FA42	Total number of newly approved adopters (From April 2015 cumulative)
FA37	number of current adoptive families (and adopters) this month
FA45	number of current adoptive families (and adopters) without a young person matched
FA46	number of current adoptive families (and adopters) with a young person matched
FA47	Proportion of adoptive families who were matched to a child who waited more than 3 months from approval to being matched
FA48	Number of adopters provided to others (new and cumulative)
PC20	Number of adopters sought from others (new and cumulative)
PC13	Number of Young people referred for family finding
PC14	Number of Young people that decision was made that they would no longer be placed for adoption
PC21	Total Number of Special Guardianship Orders (SGOs)
PC22	Total Number of SGOs this month
PC23	Total Number of SGO (allowances)
FA30	Number of New enquiries of Fostering
FA31	Number of new Fostering families (and Carers) this month
FA32	The Total number of Fostering families (and carers) registered – including Kinship
FA33	The Total number of Kinship Fostering Families
FA34	The Total number of Fostering families (and carers) de-registered this month
PC9	Number of initial Foster carer reviews within timescales
PC10	Number of first Foster carer reviews taken to Fostering Panel within 12 months
PC16	Total number of young people in external residential (Special Educational Needs (SEN) and non SEN)
PC17	Number of young people in new external residential placements
PC30	Number of young people in external residential placements placed at distance (20 miles+)
PC18	Number of young people leaving external residential placements
PC19	Break down of ages for those in external residential placements:
PC20	Average stay for those in external residential placements

PC21	Average length of additional support
PC24	Total number of Unaccompanied Asylum Seeking Children (UASC)
PC24	Total number of UASC this month
PC25	Total number of young people in secure accommodation
PC26	Total number of young people in internal residential accomodation
Safeguarding and QA	
CLA11	Number of young people with a missing from care episode
CLA12	Number of CLA missing episodes
CLA11b	Number of young people away from placement without authorisation
CLA12b	Number of CLA away from placement without authorisation episodes
SQ31	Number of young people absent where Child Sexual Exploitation (CSE) is a factor
SQ32	Number of young people missing from home
Development	Number of young people missing from Education
SQ33	Number of young people where Missing was identified as a known factor in a completed assessment
SQ34	Number of young people where CSE was identified as a known factor in a completed assessment
SQ35	Number of CSE Level 1 Cases
	Number of CSE Level 2 Cases
	Number of CSE Level 3 Cases
SQ36	Number of young people known to be a gang member
SQ36	Number of young people at risk of more than one of the following: Gangs, Missing and CSE.
SQ37	Number of young people at risk of more than two of the following: Gangs, Missing and CSE.
SQ38	Number of New allegations to Local Authority Designated Officer (LADO) (all)
SQ39	Number of New allegations to LADO (foster Carers)
Development	Number of young people where Radicalisation was identified in a completed assessment
Youth Offending	
CYP10	Total number of cases currently open to the Youth Offending Team (YOT)
CYP11	Average caseload: Youth Offending
CYP12	First time entrants to the Youth Justice System aged 10 to 17
CYP15	Number of offences with a gravity score over 4
CYP16	Young offenders sentenced to custody aged 10 – 17 population
CYP14	Number of serious incidents (YJB definition)
CYP40	Percentage of open statutory cases assessed as intensive on scaled approach

CYP41	Percentage of open statutory cases where young person is a YOT confirmed gang member
CYP42	Number of knife enabled offences
CYP44	Percentage of statutory contacts compliance
CYP47	Education, Employment and Training (ETE) Status of Overall score for young people ending orders in previous quarter (management agreement)

Family Support

YFSS1	Number of new commission requests from Social Care to YFSS
YFSS2	Number of new commission requests from YOT to YFSS
YFSS3	Number of new commission requests from CAF to YFSS
YFSS4	Total number families receiving an intervention to YFSS
YFSS5	Total number of new interventions provided
YFSS6	Total current spend of wooden dollars
YFSS7	Number of case closed in the month
YFSS8	The Percentage of closed cases where direction of travel was positive

Early Years

EY2	Numbers of young people currently eligible for a 2 year old place
EY4	Percentage of free entitlement early years places taken up by parents that are eligible for a place (management agreement indicator)
EY5	Number of young people who are currently receiving a 2 year old place who are due to turn three by the next head count day
EY1	Percentage of early years providers in the borough achieving 'good' or 'outstanding' (management agreement indicator)
CC2	Percentage of families with children under 5 are registered and are accessing services at children's centres (management agreement indicator)
CC2a	Percentage of families with children under 5 within deprived LSOA's are accessing services at children's centres (management agreement indicator)

Families First (Troubled Families)

FF1	The total numbers of Families identified as having 2 or more problems and currently being worked with
FF2	The total numbers of Families who have shown significant and sustained progress or have got back in to work (month)
FF3	The total numbers of Families who have shown significant and sustained progress or have got back in to work (Cumulative)

FF4	The total number of Families identified as having 2 or more problems who have been referred to the Job Centre Plus advisers	

Freedom of Information (FOIs), Subject Access Requests (SARs) and complaints

FCS1	The number of FOIs due to be completed this month
FCS2	The current number of FOIs in progress
FCS3	The number and % of FOIs that were completed within timescale this month
FCS5	The current number of SARs in progress
FCS4	The number of SARs in completed in month (number completed in timescales)
FCS6	The number of SARs in progress or completed this month that are/ were out of timescales
FCS7	The number of complaints due to be completed this month
FCS8	The current number of complaints in progress broken down by stage 1, 2 and 3
FCS9	The number and % of complaints completed this month

Voice of the Child

VOTC1	Number of members and attendance across youth voice forums
VOTC2	Number of "hard to reach" and marginalized young people upon the youth voice forums
VOTC3	Total number of CLA placed out of borough who have engaged with youth voice forums or other voice of the child activities
VOTC4	Total number of staff who have participated in Voice of the Child training (through workforce development programme) and Total respect Training

Workforce

	Number of filled posts (Full Time Equivalents - FTE)
	Number of vacant posts (FTE)
	Total FTE
	Number of posts not occupied by either an LBB or Agency member of staff
	Number of staff
	Vacancy rate
	Number of Agency Workers (FTE)
	% of Agency workers
	Posts where a Health and Care Professions Council (HCPC) registration is required
	Number of staff who have a Valid HCPC
	%of staff who have a Valid HCPC
	Posts where a Disclosure and Barring Service (DBS) check is required
	% Posts where a DBS is Present if required
	Number of leavers

	Staff turnover
	Sickness days in last 12 months (rate)
	Total allocated cases
	Average case load (per FTE)

Libraries

No of items issued by site, borrower type and stock category	Quarterly
No of borrowers by site and borrower category	Quarterly
No of hours PC use	Annual
No of hours wifi use	Annual
No of PC users referred from JCP	Monthly
Attendees at library events	Monthly
No of customers using technology enabled opening	Weekly
Satisfaction rates	Annual
Visitor statistics	Daily
Website hits	Monthly
Access to online resources	Annual
Complaints	Monthly
No items added to stock	Annual
No items deleted	Annual
No of reservations and how quickly satisfied	Annual
No of enquiries (face to face) by type	Annual