

Appendix I  
Contractual and Strategic Key Performance Indicators

MEASUREMENT DETAILS				TARGETS AND COMPARATORS				PERFORMANCE										
Measure		Reporting Frequency	Polarity	Target Range		Covid19 Tolerance	Benchmarking data available	2019/20				2020/21	2020/21	2020/21	2020/21	Position	CV Position	Trend
Measure Type	Measure			Target	Tolerance			Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4			
Contractual Key Performance Indicators	Assessments completed within <45 days	Quarterly	Bigger is better	90%	75%	>=75%	Yes	87%	91%	96%	90%	95%	92%	84%	85%	In Tolerance	Better Than Target	Improving
	Children in need with an appropriate and current plan in place	Quarterly	Bigger is better	95%	80%	>=80%	No	94%	96%	95%	95%	96%	94%	90%	93%	In Tolerance	Better Than Target	Improving
	Percentage of cases where the lead social worker has seen the child/young person in accordance with the timescales specified in the child protection plan. For all children who were the subject of a child protection plan during the year	Quarterly	Bigger is better	80%	75%	>=75%	No	85%	95%	83%	98%	95%	93%	90%	92%	Better Than Target	Better Than Target	Stable
	Initial Child Protection Conferences acheived within the statutory 15 day timescale	Quarterly	Bigger is better	95%	80%	>=80%	Yes	100%	96%	100%	98%	100%	100%	100%	99%	Better Than Target	Better Than Target	Stable
	Short term stability of placements of children in care: % of children experiencing 3 or more placements in the year	Quarterly	Smaller is better	9%	15%	<=15%	Yes	11%	10%	8%	9%	9%	8%	8%	7%	Better Than Target	Better Than Target	Stable
	Statutory Looked After reviews completed in time scale	Quarterly	Bigger is better	95%	80%	>=80%	No	91%	92%	94%	93%	95%	91%	95%	91%	In Tolerance	Better Than Target	Declining
	Children who wait less than 14 months between entering care and moving in with their adoptive family.	Quarterly	Bigger is better	Suspended***		Suspend	Yes	71%	60%	42%	56%	-	-	-	-	-	-	-
	Care leavers the Trust is in touch with	Quarterly	Bigger is better	95%	75%	>=75%	Yes	98%	98%	98%	96%	97%	95%	94%	99%	Better Than Target	Better Than Target	Improving
	Care Leavers with pathway plans which have been reviewed in timescale	Quarterly	Bigger is better	95%	80%	>=80%	No	74%	79%	67%	89%	92%	83%	88%	99%	Better Than Target	Better Than Target	Improving
	Front line staff receiving Supervision in Timescale	Quarterly	Bigger is better	90%	80%	>=70%	No	84%	86%	79%	80%	85%	87%	89%	84%	In Tolerance	Better Than Target	Declining
	Freedom of Information Requests responded to within timescale	Quarterly	Bigger is better	Suspended***		Suspend	No	89%	94%	92%	90%	-	-	-	-	-	-	-
	Case file audits graded good or better	Quarterly	Bigger is better	>=80%	>=60%	>=60%	No	72%	82%	83%	83%	70%	61%	-	55%	Outside Tolerance	Outside Tolerance	Declining
Indicators	Length of intervention for family support services (days)	Quarterly	Smaller is better	140 days	180 days	-	No	193	173	210	196	149	192	181	173	In Tolerance	-	Improving
	Families demonstrating improved outcomes at point of closure to Parenting and Family Support Team	Quarterly	Bigger is better	60%	40%	-	No	69%	82%	87%	83%	88%	91%	80%	88%	Better than target	-	Improving
	Referrals that are re-referrals within 12 months	Quarterly	Smaller is better	22%	28%	-	Yes	27%	27%	26%	28%	26%	26%	26%	26%	In Tolerance	-	Stable
	Assessments completed within 20 days	Quarterly	Smaller is better	25%	15%	-	Yes	19%	18%	12%	11%	26%	19%	19%	31%	Better than target	-	Improving
	Percentage of Children in Need open for a) >6 months < 1 year	Quarterly	In range is better Smaller is better	15%	20%	-	Yes	21%	14%	11%	13%	13%	12%	13%	15%	On Target	-	Declining
	b) >1 year < 2 years	Quarterly	In range is better Smaller is better	15%	20%	-		17%	15%	13%	12%	11%	10%	10%	12%	Better than target	-	Declining

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				Target	Tolerance			Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4				
Strategic Partnership	c) > 2 years	Quarterly	In range is better Smaller is better	25%	30%	-		32%	32%	33%	32%	31%	29%	30%	31%	Outside Tolerance	-	Declining	
	Children becoming the subject of Child Protection Plan for a second or subsequent time	Quarterly	Smaller is better	10%	16%	-	Yes	24%	3%	3%	7%	6%	8%	11%	7%	Better than target	-	Improving	
	Case file audits graded outstanding	Quarterly	Outstanding is better			-	No	13%	20%	17%	6%	15%	8%	Suspended	7%		-	-	
	Case file audits graded good							60%	61%	66%	77%	54%	52%		38%				-
	Case file audits graded requires improvement							26%	16%	15%	15%	24%	36%		49%				-
	Case file audits graded inadequate							2%	2%	2%	2%	7%	3%		7%				-
	Percentage of monthly case file audits rated as 'requires improvement' or better							98%	98%	98%	98%	93%	97%		93%				
			RI+: 95% Good+: 80%	RI+: 90% Good+: 60%												In Tolerance Better than target			
Child Protection Plans lasting two years or more for child protection plans which have ended during the year	Quarterly	Smaller is better	3%	5%	-	Yes	0%	0%	0%	3%	0%	0%	0%	2%	Better than target	-	Declining		
	Young offenders aged 10-17 who reoffend	Quarterly	Smaller is better	42%	50%	-	Yes	41%	30%	30%	36%	Not Available	Not Available	Not Available	Not Available	-	-	-	
	Rate of first time entrants to youth justice (per 100,000)	Quarterly	Smaller is better	170	210	-	Yes	190	200	190	223	Not Available	Not Available	Not Available	Not Available	-	-	-	
	Care proceedings on track to be completed within 26 weeks	Quarterly	Bigger is better	80%	70%	-	No	65%	66%	65%	61%	56%	52%	58%	61%	Outside Tolerance	-	Improving	
	Long term stability of placement of children in care: %of long term children in care in stable placements	Quarterly	Bigger is better	70%	60%	-	Yes	62%	58%	55%	54%	53%	57%	62%	65%	In Tolerance	-	Improving	
	Percentage of LAC that had a missing incident in the year	Annual	Smaller is better	11%	13%	-	Yes	13%				Annual Measure	Annual Measure	Annual Measure	Not Available	In Tolerance	-	Stable	
	Trust residential settings rated good or better	Quarterly	Bigger is better	100%	80%	-	Yes	83%	83%	80%	80%	80%	80%	80%	80%	In Tolerance	-	Stable	
	Average time in days between Local Authority receiving court authority to place a child and deciding on a match to an adoptive family	Quarterly	Smaller is better	121	200	-	Yes	55	90	154	69	55	110	248	197	Outside Tolerance	-	Improving	
	Average time in days between a child entering care and moving in with their adoptive family	Quarterly	Smaller is better	426	460	-	Yes	285	378	372	365	241	443	384	520	Better than target	-	Declining	
	Children ceasing care to be looked after under a Special Guardianship Order (SGO)	Quarterly	Bigger is better	15%	10%	-	Yes	20%	11%	19%	20%	22%	12%	14%	10%	In Tolerance	-	Declining	
	Children ceasing care to be looked after under a Child Arrangement Order (CAO)	Quarterly	Bigger is better	10%	7%	-	No	17%	17%	4%	9%	0%	0%	2%	0%	Outside Tolerance	-	Declining	
	Rate of children adopted from care	Quarterly	Bigger is better	19%	14%	-	Yes	17%	13%	17%	15%	12%	24%	6%	24%	Outside Tolerance	-	Improving	

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	Rate of 19 & 20 year olds Staying Put with their foster carers after their 18th birthday	Quarterly	Bigger is better	25%	20%	-	Yes	New contract measure for 2019/20	30%	30%	23%	26%	23%	25%	24%	In Tolerance	-	Declining
	Care Leavers in suitable accommodation (age 19-21)	Quarterly	Bigger is better	85%	80%	-	Yes	96%	94%	95%	95%	93%	92%	95%	93%	Better than target	-	Stable
	Care Leavers in Employment, Training and Education (age 19-21)	Quarterly	Bigger is better	48%	40%	-	Yes	52%	51%	50%	45%	51%	48%	48%	51%	Better than target	-	Improving
	Full time equivalent posts covered by agency staff	Quarterly	Smaller is better	8%	12%	-	Yes	6%	5%	6%	5%	5%	6%	5%	6%	Better than target	-	Stable
	Staff turnover rate	Quarterly	Smaller is better	16%	18%	-	No	12%	14%	12%	14%	15%	15%	16%	13%	Better than target	-	Improving
	Achieve a minimum of Bronze level rating in child friendly rating	Annual	NA**	NA**	NA**	-	No	Awaiting data from DMBC regarding accreditation process set up with DMBC Young Advisors				Annual Measure	Annual Measure	Annual Measure	Not Available	NA**	-	-

\* To be determined. Currently in discussions with the Council to agree target and tolerance

\*\* Not applicable. Measure is reported for note, but a target or tolerance will not be set

\*\*\* Suspended due to Covid-19