

Key to direction of travel:			
Increase 10% or more	↑	Similar	→
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No.	Indicator	Owner	Reporter	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	% change from previous month	% change from same month prev. yr	12 month average	12-mnth max value	Benchmarking			Commentary
																						SN	Nat.	SE Benchmarking Group	
CP1	Number of Section 47 (S47) enquiries started	Jane White	Catherine Parkin	86	120	98	93	105	139	126	126	101	89	106	109	56	92	↑ 64%	→ 7%	105	139	89	88	125	There has been a rise in this figure, this is more in line with our SN and with expected numbers. Last months figure was impacted by school holidays and reduction in referrals opened in Dec. The impact of the front door changes is under continual scrutiny and analysis in order to fully understand not only the impact on referral numbers but also QA of decision making to ensure the service remains safe.
CP1-NI	Section 47 (S47) enquiries rate per 10,000 children	Jane White	Catherine Parkin	18	25	20	19	22	29	26	26	21	18	22	22	11	19	↑ 67%	→ 6%	22	29	15	12	13	Whilst there is a percentage increase this month from the previous month, this figure is reducing & more in line with SN.
CP2	Number of children subject to Initial Child Protection Conferences (ICPCs), excluding transfer-ins and temporary registrations	Phil Bullingham	Stuart Webb	36	60	37	49	32	48	56	62	41	19	17	48	16	45	↑ 181%	↑ 25%	41	62	39	37	50	The increase this month is explained by siblings in a number of large family groups coming onto a Child Protection Plan. (five families with three children; one family with four children, one family with five children).
CP2b	Number of transfer-ins	Phil Bullingham	Stuart Webb	-	-	-	-	-	-	-	-	-	2	1	1	3	0	↓ -100%	- n/a	1	3	Local measure	Local measure	Local measure	There were no transfers in during January and the overall figures remain low. Consequently, it is difficult to draw any conclusions from the dataset to date.
CP2b %	Percentage of transfer-ins where child became subject to a CP Plan during period	Jane White	Navlet Ferron	-	-	-	-	-	-	-	-	-	0.0%	0.0%	0.0%	100.0%	0.0%	↓ -100%	- n/a	20.0%	100.0%	Local measure	Local measure	Local measure	-
CP2-NI	Rate per 10,000 Initial Child Protection Conferences (ICPCs)	Phil Bullingham	Stuart Webb	8	13	8	10	7	10	11	13	8	4	3	10	3	9	↑ 181%	↑ 22%	8	13	77	62	60	The rate of ICPCs has risen in line with the increase in numbers in CP2 (Number of children subject to ICPCs, excluding transfer-ins and temporary registrations).
CP3-QL	Percentage of Initial Child Protection Conferences (ICPCs) held within timescales (based on count of children)	Phil Bullingham	Stuart Webb	75.0%	70.0%	40.5%	75.5%	22.3%	100.0%	58.9%	56.5%	63.4%	73.7%	70.6%	45.8%	62.5%	48.9%	↓ -22%	↓ -35%	60.7%	100.0%	79%	75%	92%	There has been a drop in performance since October 2016 and this will be flagged as an area for action in the February Performance Board. In a small number of cases deviation from timescales will be acceptable (for example, to facilitate the attendance of a key individual or to enable further information to be obtained). However, the recommendation is that a service manager will need to agree all cases where there would be a deviation from timescales for a period of three months.
CP3-QL (val)	Number of children subject to Initial Child Protection Conferences (ICPCs) which were held within timescales (excludes transfer-ins)	Phil Bullingham	Stuart Webb	27	42	15	37	16	46	33	35	26	14	12	22	10	22	↑ 120%	↓ -19%	25	46	Local measure	Local measure	Local measure	There has been a drop in performance since October 2016 and this will be flagged as an area for action in the February Performance Board. In a small number of cases deviation from timescales will be acceptable (for example, to facilitate the attendance of a key individual or to enable further information to be obtained). However, the recommendation is that a service manager will need to agree all cases where there would be a deviation from timescales for a period of three months.
CP4	Percentage of Initial Child Protection Conferences (ICPCs) resulting in a Child Protection Plan (based on count of children)	Phil Bullingham	Stuart Webb	86.1%	95.0%	91.9%	89.8%	59.4%	66.7%	80.4%	91.9%	82.9%	89.5%	88.2%	91.7%	100.0%	84.4%	↓ -16%	→ -2%	85.5%	100.0%	88.4%	87.1%	86.1%	This month's % is lower than SN, National and Regional. End to end audit activity has been commissioned which creates the opportunity to review decisions and the alternative actions proposed.
CP4 (val)	Number of Initial Child Protection Conferences (ICPCs) resulting in a Child Protection Plan (based on count of children) (excludes transfer-ins)	Phil Bullingham	Stuart Webb	31	57	34	44	19	32	45	57	34	17	15	44	16	38	↑ 138%	↑ 23%	34.77	57.00	34	35	817	This month's % is lower than SN, National and Regional. End to end audit activity has been commissioned which creates the opportunity to review decisions and the alternative actions proposed.
CP5-QL	Percentage of new Child Protection Plans (CPP) where child had previously been subject of a CPP at any time	Phil Bullingham	Stuart Webb	35.5%	15.8%	47.1%	20.5%	15.8%	6.3%	17.8%	31.6%	2.9%	29.4%	46.7%	34.1%	12.5%	43.6%	↑ 249%	↑ 23%	24.9%	47.1%	15.3%	16.6%	17.1%	This area has been reviewed as part of the January 2017 audit and learning will be presented to the March performance board.
CP5-QL (val)	Number of new Child Protection Plans (CPP) where child had previously been subject of a CPP at any time	Phil Bullingham	Stuart Webb	11	9	16	9	3	2	8	18	1	5	7	15	2	17	↑ 750%	↑ 55%	9	18	5	6	7	This area has been reviewed as part of the January 2017 audit and learning will be presented to the March performance board.
CP6B	Number of children with a Child Protection Plan at the end of the month, excluding temporary registrations	Jane White	Stuart Webb	315	346	344	337	310	306	317	335	360	349	329	344	319	328	→ 3%	→ 4%	333	360	329	331	410	The number has increased to a figure slightly below the SN and National average figures.
CP6B-NI	Child Protection Plan (CPP) rate per 10,000	Jane White	Stuart Webb	66	72	72	70	65	64	64	68	73	71	67	70	65	67	→ 3%	→ 2%	68	73	54	41	43	The rate has increased slightly since last month. As previously stated, a review of strategies employed by higher performing SN will be explored in 2017 to establish any learning that would inform our own performance improvement.
CP7	Number of ceasing Child Protection Plans, excluding temporary registrations	Jane White	Stuart Webb	43	24	38	52	43	39	28	37	14	25	32	29	46	29	↓ -37%	↓ -33%	34	52	36	33	39	After a large number of case closures in December 2016, the January figure is more in line with October and November levels. The end to end audit activity will support a more informed response to this area.
CP8-QL	Percentage of children subject to a Child Protection Plan seen in the last 15 working days.	Jane White	Navlet Ferron	59.0%	76.6%	85.2%	73.0%	71.6%	68.3%	76.0%	68.0%	64.0%	64.0%	67.0%	77.0%	86.0%	87.0%	→ 1%	↑ 47%	74.1%	87.0%	75.6%	63.7%	38.2%	-
CP9	Number of children subject to Review Child Protection Conferences (RCPCs) in the month	Phil Bullingham	Stuart Webb	102	86	93	113	100	91	64	105	59	101	89	86	84	68	↓ -19%	↓ -33%	88	113	39	40	50	The reducing trend continues, although Southampton remains higher than SN, National and SE. Contact with better performance areas (CP6B-NI) and end to end audit activity (CP4) will support our response in this area.
EH1a	Number of Universal Help Assessments (UHAs) started in the month	Jo Cassey	Jaron Murphy	-	-	-	-	77	57	58	24	21	39	35	49	21	34	↑ 62%	- n/a	42	77	Local measure	Local measure	Local measure	It has been agreed that as the old measure (EH1 - Number of children at end of period with Universal Help Plans, or undergoing Universal Help Assessments) is not indicative of Early Help provision across the City it is anomalous and as with EH1a and 1b will be reviewed with partner agencies to develop a preferred methodology.

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EH1b	Number of Universal Help Plans (UHPs) opened in the month (includes UHPs completed, and those still open at end of period)	Jo Cassey	Jason Murphy	-	-	-	-	367	368	297	170	121	107	99	113	92	124	↑ 35%	- n/a	186	368	Local measure	Local measure	Local measure	It has been agreed that as the old measure (EH1 - Number of children at end of period with Universal Help Plans, or undergoing Universal Help Assessments) is not indicative of Early Help provision across the City it is anomalous and as with EH1a and 1b will be reviewed with partner agencies to develop a preferred methodology.
EH2	Number of Children In Need (CIN) at end of period (all open cases, excluding UHPs, UHAs, CPP and LAC)	Jane White	Catherine Parkin	1250	1270	1313	1347	1378	1374	1424	1439	1271	1298	1271	944	1001	955	⇒ -5%	↓ -24%	1253	1439	Local measure	Local measure	Local measure	This figure has decreased as was anticipated last month. Work continues across the service to close referrals and step down to targeted or universal services if unmet needs remain or needs are identified that can be addressed appropriately by targeted or universal services following Social care involvement that do not require Social Work input.
EH3	Number of Single Assessments completed	Jane White	Catherine Parkin	185	247	195	230	282	279	189	143	252	177	227	286	104	181	↑ 74%	⇒ -2%	215	286	296	302	353	Whilst here has been a rise in this figure, this remains lower than Oct & Nov and is lower than our SN indicating that the new approach to the front door is having a positive impact. Last months figure was impacted by school holidays and reduction in referrals opened in Dec. The impact of the front door changes is under continual scrutiny and analysis in order to fully understand not only the impact on referral numbers but also QA of decision making to ensure the service remains safe.
EH3a%	Percentage of Single Assessments (SA) completed within 10 days	Jane White	Catherine Parkin	-	-	-	-	-	-	14.7%	14.6%	15.0%	9.5%	9.1%	8.0%	14.4%	9.4%	↓ -35%	- n/a	11.8%	15.0%	Local measure	23.0%	13.0%	There has been a decrease in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH3b%	Percentage of Single Assessments (SA) completed within 11-25 days	Jane White	Catherine Parkin	-	-	-	-	-	-	26.0%	26.8%	20.3%	20.0%	35.0%	26.9%	22.1%	28.7%	↑ 30%	- n/a	25.7%	35.0%	Local measure	23.0%	27.0%	There has been an increase in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH3c%	Percentage of Single Assessments (SA) completed within 26-35 days	Jane White	Catherine Parkin	-	-	-	-	-	-	27.5%	12.2%	15.6%	17.0%	10.6%	16.8%	13.5%	12.2%	↓ -10%	- n/a	15.7%	27.5%	Local measure	19.0%	20.0%	There has been a decrease in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH3d%	Percentage of Single Assessments (SA) completed within 36-45 days	Jane White	Catherine Parkin	-	-	-	-	-	-	11.8%	15.9%	17.3%	18.5%	6.1%	10.8%	27.9%	12.7%	↓ -54%	- n/a	15.1%	27.9%	Local measure	22.0%	20.0%	There has been a decrease in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH3e%	Percentage of Single Assessments (SA) completed over 45 days	Jane White	Catherine Parkin	35.1%	40.5%	36.4%	40.4%	47.5%	38.4%	20.1%	30.5%	31.9%	35.0%	39.2%	37.4%	22.1%	37.0%	↑ 67%	⇒ 5%	35.1%	47.5%	Local measure	13.0%	20.0%	There has been an increase in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH4 (val)	Number of Single Assessments (SA) completed in 45 working days	Jane White	Catherine Parkin	120	147	124	137	148	172	151	103	171	111	139	179	81	114	↑ 41%	⇒ -5%	137	179	287	299	240	There has been an increase in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH4-QL	Percentage of Single Assessments (SA) completed in 45 working days	Jane White	Catherine Parkin	64.9%	59.5%	63.6%	59.6%	52.5%	61.6%	79.9%	72.0%	67.9%	62.7%	61.2%	62.6%	77.9%	63.0%	↓ -19%	⇒ -3%	64.9%	79.9%	96.8%	81.5%	67.9%	There has been a decrease in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period.
EH5-QL	Number of children open to the authority who have been missing at any point in the period (count of children)	Jane White	Catherine Parkin	26	22	23	37	41	50	52	47	40	56	67	58	31	50	↑ 61%	↑ 92%	44	67	Local measure	Local measure	Local measure	There has been an increase in this figure, indicating that the Referral opened for SA were more complex and required a longer assessment period. There was also been an impact due to the lowered numbers of referral opened for SA last month.
LAC1	Number of Looked after Children at end of period	Jane White	Lisa-Marie Minnis	606	605	605	591	592	609	611	612	603	606	605	602	586	584	⇒ 0%	⇒ -4%	601	612	450	464	520	Significant work has been undertaken in the service to reduce the numbers of children becoming looked after and this is now having a positive impact with the reduction from a previous high of 612 to the current figure of 586. This work has included the strengthening of our decision making panels in respect of children and more creative ways of working with families.
LAC10 (%)	Percentage of Looked after Children with an authorised CLA plan	Jane White	Lisa-Marie Minnis	82.8%	84.1%	86.6%	86.8%	87.5%	88.2%	89.9%	89.5%	90.0%	89.9%	90.4%	90.5%	92.2%	94.3%	⇒ 2%	↑ 14%	89.2%	94.3%	Local measure	Local measure	Local measure	This figure has increased since the previous dataset and the expectation is that there are 100% authorised care plans. This is being addressed by SM with TMs.
LAC10-QL	Number of Looked after Children with an authorised CLA Plan	Jane White	Lisa-Marie Minnis	502	509	524	513	518	537	549	548	543	545	547	545	540	551	⇒ 2%	↑ 10%	536	551	Local measure	Local measure	Local measure	This figure has increased since the previous dataset and the expectation is that there are 100% authorised care plans. This is being addressed by SM with TMs.
LAC11-QL	Number of Looked after Children aged 16+ or open Care Leavers with an authorised Pathway Plan	Jane White	Lisa-Marie Minnis	151	152	156	157	159	157	156	155	152	150	155	131	132	149	↑ 13%	⇒ -1%	151	159	Local measure	Local measure	Local measure	There has been an improvement in the number of Pathways plans that have been signed off by a manager due to the ATM post being recruited to. Over the coming months it is expected that there will be a significant improvement due to increased management capacity to drive team performance. However the data definition still needs some analysis to ensure that the measure is correct
LAC11-QL (%)	Percentage of Looked after Children aged 16+ or open Care Leavers with an authorised Pathway Plan	Jane White	Lisa-Marie Minnis	-	-	63.4%	63.6%	64.9%	63.3%	61.7%	61.3%	60.0%	60.0%	61.0%	88.0%	87.0%	92.0%	⇒ 6%	- n/a	68.8%	92.0%	Local measure	Local measure	Local measure	As above (LAC11-QL)
LAC12 (%)	Percentage of Special Guardianship Orders (SGOs) (E43, E44)	Jane White	Lisa-Marie Minnis	0.0%	14.3%	0.0%	4.3%	11.1%	33.3%	20.0%	0.0%	5.6%	23.5%	21.4%	5.6%	10.0%	0.0%	↓ -100%	- n/a	11.5%	33.3%	10.0%	11.0%	9.0%	There are currently 14 active SGO reports completed and before the Court or nearing completion and due to be filed within the next few weeks. This area of work has remained a priority for the service and active review and tracking of these cases is in place to ensure we do not lose focus in this area. The breakdown of the fourteen children is as follows. Nine children's cases are before the Court, five children have positive reports completed and applications will be made within the next few weeks.
LAC12 (val)	Number of Special Guardianship Orders (SGOs) (E43, E44)	Jane White	Lisa-Marie Minnis	0	2	0	1	2	3	2	0	1	4	3	1	2	0	↓ -100%	- n/a	2	4	2	6	5	There are currently 14 active SGO reports completed and before the Court or nearing completion and due to be filed within the next few weeks. This area of work has remained a priority for the service and active review and tracking of these cases is in place to ensure we do not lose focus in this area. The breakdown of the fourteen children is as follows. Nine children's cases are before the Court, five children have positive reports completed and applications will be made within the next few weeks.

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LAC13	Number of current unaccompanied Asylum Seeking Children looked after at end of period	Jane White	Lisa-Marie Minnis	-	-	-	-	-	-	4	6	5	5	7	11	10	10	⇒ 0%	- n/a	7	11	17	40	95	Ten UASC currently are supported by Southampton Children's Services and live in accommodation which meets their specific needs. Southampton has now filled its quota and there should not be any significant rise.
LAC14	Number of new unaccompanied Asylum Seeking Children	Jane White	Lisa-Marie Minnis	-	-	-	-	-	-	0	2	0	0	1	4	0	0	- n/a	- n/a	1	4	Local measure	Local measure	Local measure	As above (LAC13)
LAC1-NI	Looked after Children rate per 10,000	Jane White	Lisa-Marie Minnis	127	126	126	123	124	127	124	125	123	123	123	122	119	119	⇒ 0%	⇒ -6%	124	127	76	60	54	Significant work has been undertaken in the service to reduce the numbers of children becoming looked after and this is now having a positive impact with the reduction from a previous high of 612 to the current figure of 584. This work has included the strengthening of our decision making panels in respect of children and more creative ways of working with families.
LAC2	Number of new Looked after Children (episodes)	Jane White	Lisa-Marie Minnis	6	14	16	16	24	16	13	11	8	25	8	14	7	7	⇒ 0%	↑ 17%	14	25	17	18	22	Seven new children became looked after in January. This is a significant decrease than previous months prior to the LAC reduction plan had embedded. Early work on care planning will ensure that plans are in place for those children for either reunification or alternative routes out of care as early as possible. The LAC reduction work will see net reductions in the numbers of LAC month on month if this figure holds steady although there will be occasional spikes.
LAC3	Number of ceasing Looked after Children (episodes)	Jane White	Lisa-Marie Minnis	9	14	10	23	18	9	10	14	18	17	14	18	20	10	↓ -50%	↑ 11%	15	23	17	18	20	10 children have exited care this month, four for adoption, three returned home and the rest returned 18. This is a lower figure than previous months, notably there were no SGOs granted however there is a significant piece of work to ensure SGOs are on track. The low figure is not cause for alarm as it is a natural ebb and flow from month to month.
LAC6 (%)	Percentage of adoptions (E11, E12)	Jane White	Lisa-Marie Minnis	33.3%	28.6%	10.0%	56.5%	27.8%	22.2%	30.0%	35.7%	50.0%	29.4%	35.7%	22.2%	15.0%	40.0%	↑ 167%	↑ 20%	31.0%	56.5%	18.2%	16.0%	Not available	The number of children being adopted each month remains steady and with expected targets. It needs to be noted that there is a significant staff storage in the adoption and this will impact on staff availability to ensure Annex A are completed with in the 10 weeks. The priority of the team must be securing adoption placements for children waiting. However S'ton still retains the highest % of children leaving care via adoption compared to RAA partners.
LAC6 (val)	Number of adoptions (E11, E12)	Jane White	Lisa-Marie Minnis	3	4	1	13	5	2	3	5	9	5	5	4	3	4	↑ 33%	↑ 33%	5	13	3	3	3	As above (LAC6 (%))
LAC7-QL	Percentage of Looked after Children visited within timescales	Jane White	Lisa-Marie Minnis	69.8%	65.6%	71.1%	59.1%	76.5%	75.0%	73.0%	66.0%	66.0%	69.0%	70.0%	76.0%	76.0%	82.0%	⇒ 8%	↑ 17%	71.2%	82.0%	Local measure	Local measure	Local measure	The weekly performance meeting, whereby TMs are required to account for their team performance, is starting to address reasons why visits are not being completed in timescales. TMs have reported that there are still reporting problems in regards to the report distinguishing between 6 and 12 weekly visits. Further, in order to address team based performance it is essential to be provided that visits be broken down by teams.
LAC9	IFA placements as a percentage of all looked after children	Jane White	Lisa-Marie Minnis	29.9%	30.2%	29.1%	28.6%	30.6%	28.7%	26.7%	26.5%	25.9%	24.9%	26.0%	26.4%	27.0%	26.0%	⇒ -3%	↓ -13%	27.4%	30.6%	Local measure	Local measure	Local measure	There is still a shortage of foster carers locally to meet demand. Work which is being undertaken in respect of edge of care / return home will see some placements freed up but it is still difficult to locally place our most challenging young people.
LAC9 (val)	Number of IFA placements	Jane White	Lisa-Marie Minnis	181	183	176	169	181	175	163	162	156	151	157	159	158	152	⇒ -4%	↓ -16%	165	183	Local measure	Local measure	Local measure	Work is ongoing as part of the LAC reduction work to look at the children in long-term IFA's to see if SGO is an option for the carers.
M1	Number of contacts received (includes contacts that become referrals)	Jane White	Catherine Parkin	1053	1154	1013	1179	1062	1411	1256	1395	1377	1480	1547	1534	1260	1466	↑ 16%	↑ 39%	1318	1547	Local measure	Local measure	Local measure	There is an increase in this figure as anticipated last month and this in line with the front door changes and anticipated increase in contacts.
M2	Number of new referrals of Children In Need (CIN)	Jane White	Catherine Parkin	302	346	326	306	267	324	334	373	300	417	320	208	198	270	↑ 36%	↓ -11%	307	417	379	350	425	There is an increase in this figure as anticipated last month and this in line with the front door changes and anticipated increase in contacts. This figure remains lower than our SN and is a direct impact of the front door changes which other LA's will not be using as not a national model.
M2-NI	Number of new referrals of Children in Need (CIN) rate per 10,000 (0-17 year olds)	Jane White	Catherine Parkin	63	72	68	64	56	68	70	76	61	85	65	42	40	55	↑ 37%	↓ -13%	63	85	747	548	509	There is an increase in this figure as anticipated last month and this in line with the front door changes and anticipated increase in contacts. This figure remains lower than our SN and is a direct impact of the front door changes which other LA's will not be using as not a national model.
M3	Percentage of all contacts that become new referrals of Children In Need (CIN)	Jane White	Catherine Parkin	28.7%	30.0%	32.2%	26.0%	25.1%	23.0%	26.6%	26.7%	21.8%	28.2%	20.7%	13.6%	15.7%	18.4%	↑ 17%	↓ -36%	23.7%	32.2%	Local measure	Local measure	Local measure	There has been an increase in this figure, this though remains significantly lower than previous months and is also linked to the embedding of the new front door model.
M4	Number of new referrals of children aged 13+ where child sexual exploitation was a factor	Jane White	Catherine Parkin	5	7	6	5	6	6	4	3	3	6	3	2	0	1	- n/a	↓ -80%	4	7	Local measure	Local measure	Local measure	The issue was not solved until the last week of January. The piece of work has been delayed due to sickness for the member of staff identified to undertake this piece of work. The forms are now able to record this. It needs to be noted this relates to CSE identified at point of referral. Using the MET Ops Group and work of the CSE Hub are also identifies these children but not for the purposes of this data set.
M5	Number of children receiving Universal Help services who are stepped up for Children In Need (CIN) assessment	Jane White	Catherine Parkin	14	17	28	22	29	41	36	28	37	22	27	30	25	27	⇒ 8%	↑ 93%	28	41	Local measure	Local measure	Local measure	There has been a slight increase in this figure, it also needs to be noted that this only captures cases open to one of the 3 FM teams and not the wider EH offer across the city which could be categorised in the same way.
M6-QL	Percentage of referrals which are re-referrals within one year of a closure assessment	Jane White	Catherine Parkin	22.8%	20.8%	15.6%	21.9%	19.9%	26.2%	23.7%	20.1%	20.7%	19.7%	23.1%	20.2%	14.6%	17.0%	↑ 16%	↓ -26%	20.3%	26.2%	23.6%	24.0%	27.7%	There has been an increase in this figure, though this remains lower overall and is indicative of the overall increase in referrals opened this month.
M6-QL (val)	Number of referrals which are re-referrals within one year of a closure assessment	Jane White	Catherine Parkin	69	72	51	67	53	85	79	75	62	82	74	42	29	45	↑ 55%	↓ -35%	63	85	Not available	Not available	314	There has been an increase in this figure, though this remains lower overall and is indicative of the overall increase in referrals opened this month. It needs to be considered as we embed changes in EH & 0-19 offer and a clearer differentiation between EH & CIN needing statutory Social care assessment that this number may increase & referral routes for EH (including FM) need to not only be clear but flexible to the needs of children & their families.

No.	Indicator	Owner	Reporter	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	% change from previous month	% change from same month prev. yr	12 month average	12-mnth max value	SN	Nat.	SE Benchmarking Group	Commentary
M8-QL	Percentage of referrals dealt with by MASH where time from referral received / recorded to completion by MASH was 24 hours / 1 working day or less	Jane White	Catherine Parkin	61.0%	72.0%	71.4%	80.2%	78.9%	73.0%	79.1%	75.0%	79.0%	76.0%	81.0%	91.0%	90.0%	88.0%	⇒ -2%	↑ 44%	79.6%	91.0%	Local measure	Local measure	Local measure	There has been a slight decrease in this figure and will have been impacted by the higher number of contacts & referrals this month
M8-QL	Percentage of referrals dealt with by MASH where time from referral received / recorded to completion by MASH was 24 hours / 1 working day or less	Jane White	Catherine Parkin	61.0%	72.0%	71.4%	80.2%	78.9%	73.0%	79.1%	75.0%	79.0%	76.0%	81.0%	91.0%	90.0%	88.0%	⇒ -2%	↑ 44%	79.6%	91.0%	Local measure	Local measure	Local measure	-