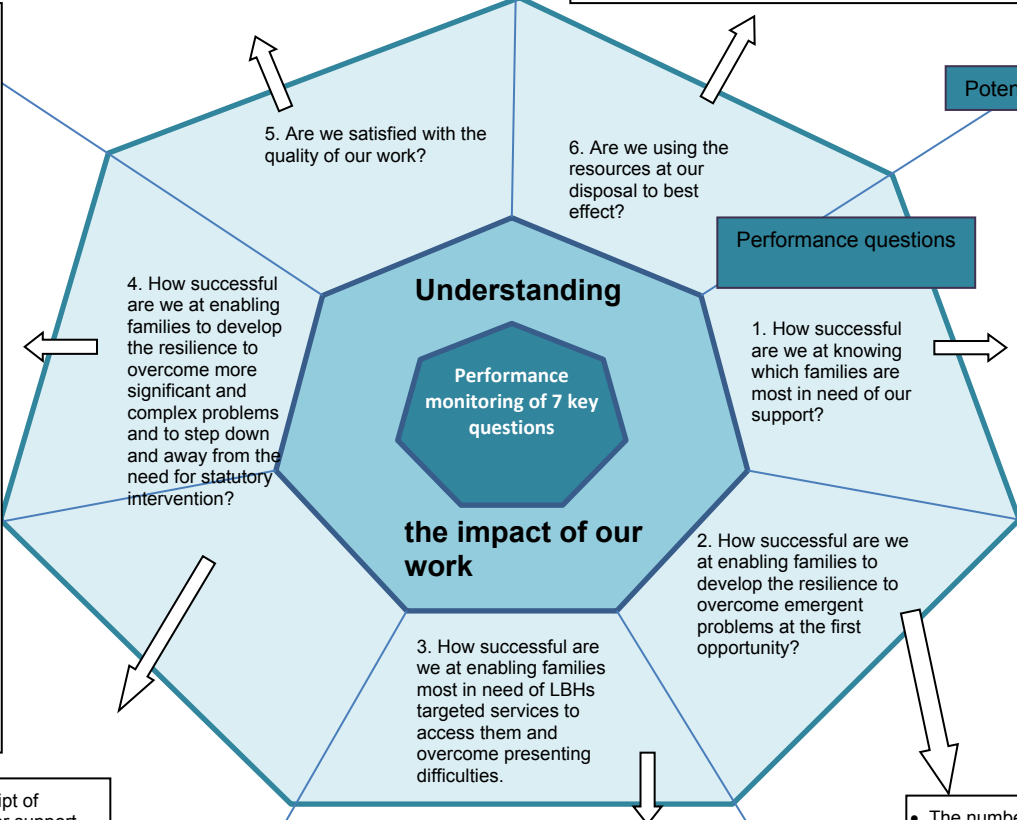# Early Intervention and Prevention Services
Performance Web

- Number of EHAs judged as good
- Number of TAF plans judged as good
- Feedback from families who have undergone TAF process (partner related)
- EIS case-work audits judged as 'good' including KWS, Children's Centres and programmes.
- Percentage of families who rate the support they have received as 'good' when surveyed.
- All service user feedback (parents, families, partners) is positive at 80%+ for KWs.

- Service area budgets fully deployed in the delivery of planned services
- Key-work and TAF case-holding capacity maintained at optimum levels
- Significant and sustained progress outcomes secured within agreed timescales
- Programme occupancy rate targets achieved
- Significant and sustained programme outcomes secured
- Early years centre occupancy targets achieved
- Children's centre target participation levels achieved
- Opportunities for joint working and sharing resources across EIS are actively explored.

Potential Performance Indicators

- Number of CIN / CP cases 'stepped down' to EIPS / key-working service and closed
- The number of social care cases 'stepped down' to EIPS / key-working service who don't re-present (six-months / year)
- The number of CIN / CP / LAC plans with an EIPS contribution.
- The number of cases 'stepped down' to universal services.
- The number of cases 'stepped down' to universal services who don't re-present.
- Numbers of children and families receiving statutory children's social care intervention reduced.
- Number of families not requiring specialist or targeted services within 2 years of interventions being delivered
- Reduction in demand for social work intervention
- Reduction in re-referrals
- Reduction in re-offending rates

5. Are we satisfied with the quality of our work?

6. Are we using the resources at our disposal to best effect?

4. How successful are we at enabling families to develop the resilience to overcome more significant and complex problems and to step down and away from the need for statutory intervention?

Understanding

Performance monitoring of 7 key questions

the impact of our work

Performance questions

1. How successful are we at knowing which families are most in need of our support?

2. How successful are we at enabling families to develop the resilience to overcome emergent problems at the first opportunity?

3. How successful are we at enabling families most in need of LBHs targeted services to access them and overcome presenting difficulties.

- Volumes and types of outcome concerns and the individuals, families and communities most at risk are identified
- Data and intelligence in relation to the individuals, families and communities we are most concerned about is gathered, collated, analysed and shared with services and partners in a timely manner to enable service planning and commissioning
- Multiple risk factors are mapped
- Troubled families / communities / needs groups are identified and the intelligence passed on to relevant parties to informed targeted support

- Number of families in receipt of intensive EIPS / key-worker support whose planned outcomes have been achieved within agreed timescales
- Number of families identified at potential risk of statutory intervention accessing EIPS services
- Number of families identified as eligible for the troubled families programme achieve significant and sustained progress
- Number of families referred to EIPS targeted programme via social care
- Number of social care contacts sign-posted to targeted programmes.
- EIPS targeted programmes contribution to successfully delivered family outcome and pathway plans developed via TAF and or social care processes.
- Number of contacts sign-posted to Children's Centre programme via social care
- Number of cases 'stepped down' to Children's Centres
- Children's Centre participation rates for priority 'at risk' groups meets or exceeds 65% target

- Social care contact reduction (because families subject to EHAs and TAF processes do not present for Social care intervention)
- The number of cases 'stepped down' to universal services who don't re-present (re-referral) for support.
- Number of Key Workers delivering their allocated cases with an assessment, explicitly consented plan, delivery of key work services recorded on LCS, and outcome record including client feedback.
- Prevention Key Workers achievement of casework outcome plan targets within agreed time scales not exceeding 6 months.
- School attendance maximised at 95%.
- 16 - 18 EET participation levels at 100%
- 'Not known' levels in line with statistical neighbours
- Persistent absenteeism and exclusions minimised at 10% 90%+ and 25% reduction in permanent exclusions.
- Post-16 young people in EET maximised with average of <300 NEET.
- CME numbers minimised below 250.
- Number of families referred to EIPS targeted programme via social care
- Number of social care contacts sign-posted to targeted programmes
- EIPs targeted programmes contribution to successfully delivered family outcome and pathway plans developed via TAF and or social care processes.
- Number of contacts sign-posted to Children's Centre programme via social care
- Number of cases 'stepped down' to Children's Centres
- % of children accessing minimum free childcare entitlement (MFE)

- The number of social care contacts sign-posted to EHA and TAF
- Number of primary and secondary schools briefed on guidance
- Number of schools application of EHA and TAF
- Number of non-school universal service application of EHA and TAF
- Total annual EHA and TAFs numbers within Hillingdon
- Number of TAFs and EHAs and outcome plans deliver significant and sustained progress with families within agreed timescales
- The number of families subject to EHAs and TAF processes who do not present for social care intervention (reduction in contact)
- The number of families subject to EHAs and TAF processes who do not re-present for social care intervention (reduction in re-referral)
- All Hillingdon's children's workforce is briefed on the EHA, LP and TAF processes available to support their clients

Question 1.		Indicator	Progress
How successful are we at knowing who is in most need of our support?	1.1	JSNA and ward level data on individuals and families in need of early intervention and prevention is provided to commissioners, services and teams on a regular basis	Updates to JSNA are regularly provided including updates on population, indices of multiple deprivation and where appropriate and needed individual needs assessments.
	1.2	The number of families identified as ' troubled' in accordance with the troubled families programme criteria	Included in scorecard - reference EIPS4
	1.3	Commissioning intentions, specifications, service and team plans are informed by and make direct reference to individuals and groups identified as in need of our support	Now included in team plans, tender specifications (for instance Health Child Tender)
	1.4	Service and team plans and service specifications contain participation and outcome targets for those identified as in need of early intervention and prevention services	Provision for targets now included in performance scorecard (targets to be developed). Targets included in tender specifications.
Question 2.		Indicator	Progress
How successful are we at enabling families to develop the resilience to overcome emergent problems at the first opportunity?	2.1	Participation levels of identified and targeted priority groups and individuals in the Children's Centre programme	Metrics now included in the scorecard - CC1, CC1.1, CC1.2
	2.2	Participation levels of identified and targeted priority groups and individuals in early years settings (2YO offer uptake and LA managed EYC vulnerable family update)	Now included in the scorecard - ref F1.1
	2.3	Participation levels of identified and targeted priority groups and individuals in targeted programme activity	Metrics now included in scorecard - Vulnerable family participation total and broken down by geography (CC5, CC5.1, CC5.2, CC5.3)
	2.4	Participation levels in Key-working Service (number of families in receipt of key-worker support)	Metrics now included in scorecard - total cases by key work team- ref KW1 - KW5 & KW10-KW12
	2.5	The number of early help assessments (EHA) completed	Now included in scorecard - ref ET1
	2.6	The number of Team around the Family (TAF) meetings held	Now included in scorecard - ref ET3
	2.7	The number of young people in receipt of youth offending service intervention	Now included in scorecard - reference Y1, Y2, Y3
	2.8	The number of families identified for and provided with targeted health visitor support	Now included in scorecard - ref H1-H8.
Question 3.		Indicator	Progress
How successful are we at enabling those most in need of (LBHs) targeted services to access them and overcome presenting difficulties	3.1	The number of cases assigned to EIPS early intervention key-workers that have been successful resolved within agreed timescales	Needs further development - provisionally included in scorecard - KW 23
	3.2	Number of families from vulnerable groups who have made significant and sustained progress by regularly participate in the children's centre programme	Needs further development - data provisionally available via casefile audits.
	3.3	Number of individuals and families who have made significant and sustained progress as a consequence of participating in targeted programmes	Metric now included in scorecard - ref F4.1
	3.4	The number of families who have made significant and sustained progress with the support of a team around the family	Now included in scorecard - KW14, KW16, KW17
	3.5	A reduction in re-referral rates as a consequence of EIPS intervention	Now included in the scorecard - ref EIPS5
	3.6	A reduction in first time entrants to the youth justice system	Now included in scorecard - Y1
	3.7	A reduction in school absenteeism	Now included in scorecard P8
	3.8	A reduction in 16-18 NEET with a focus on levels for vulnerable groups (LAC and Youth Offenders)	Now included in scorecard - ref P5
	3.9	16 - 18 EET participation levels at 100%	Now included in scorecard - ref P4
	3.10	'Not known' levels in line with statistical neighbours	Now included in scorecard - ref P6
	3.11	A reduction in children missing education	Now included in scorecard - ref P7
	3.12	The number of contacts sign-posted for EHA and TAF	In Development metric included in scorecard- ref EIPS3
	3.13	The number of contacts sign-posted to the Children's Centre Programme	In Development - metric provisionally included in scorecard - CC8

	3.14	The number of contracts referred to EIPS following assessment	In Development - metric provisionally included in scorecard - EIPS7
Question 4.		Indicator	Progress
How successful are we at enabling families to develop the resilience to overcome more significant and complex problems?	4.1	The number of families stepped down to EIPS and no longer receiving a statutory social work service and not re-assessed as requiring statutory social work for a 6 month period	Now included in scorecard - ref KW 16 and KW 17
	4.2	Number of families in receipt of intensive key-worker support whose planned sustained and significant outcomes have been achieved within agreed timescales	In Development - metric included in scorecard - KW24
	4.3	Number of families identifies as eligible for the troubled families programme achieve significant and sustained progress in accordance with outcomes ad detailed in Family Outcomes Plan	Now included in scorecard - KW14
	4.5	Number of families identified as at risk of statutory intervention enabled to avoid intervention	In Development - provisionally included in scorecard - EIPS9
	4.6	Reduction in re-referral rates	Now included in scorecard EIPS5
	4.7	Reduction in re-offending rates	Now included in scorecard - Y4
	4.8	Reduction in the number of young people on the edge of care being accommodated	Now included in scorecard - KW20 and KW21
Question 5.		Indicator	Progress
Are we satisfied with the quality of our work?	5.1	Number of cases audited judged as 'good'	Metrics on audit outcomes included in scorecard - KW17, Y6, P3,
	5.2	Percentage of families who rate the support they have received as 'good' when surveyed.	In Development. Metric provisionally included in the scorecard - EIPS10
	5.3	Learning and Development needs of practitioners indentified and effectively responded to	In Development. Metric provisionally included in the scorecard - EIPS11
	5.4	Outcomes of service quality assurance processes	Metrics on audit outcomes included in scorecard - KW17, Y6, P3,
Question 6.		Indicator	Progress
Are we using the resources at our disposal to best effect?	6.1	Service area budgets fully deployed in the delivery of planned services	In Development. Metric provisionally included in the scorecard - EIPS12
	6.2	Key-work case-holding capacity maintained at optimum levels	Metric now included in scorecard - KW2, KW3, KW4 and KW5
	6.3	Significant and sustained progress outcomes secured within agreed timescales across all areas of service	In Development. Metric provisionally included in the scorecard EIPS13
	6.4	Programme occupancy rate targets achieved	Metric now included in scorecard - F3.1, F3.2, T1.1, T1.2
	6.5	Early years centre occupancy targets achieved	Metric now included in scorecard - CC1-CC5.3
	6.6	Children's centre target participation levels achieved	Now included in the scorecards ref CC1-CC5.3