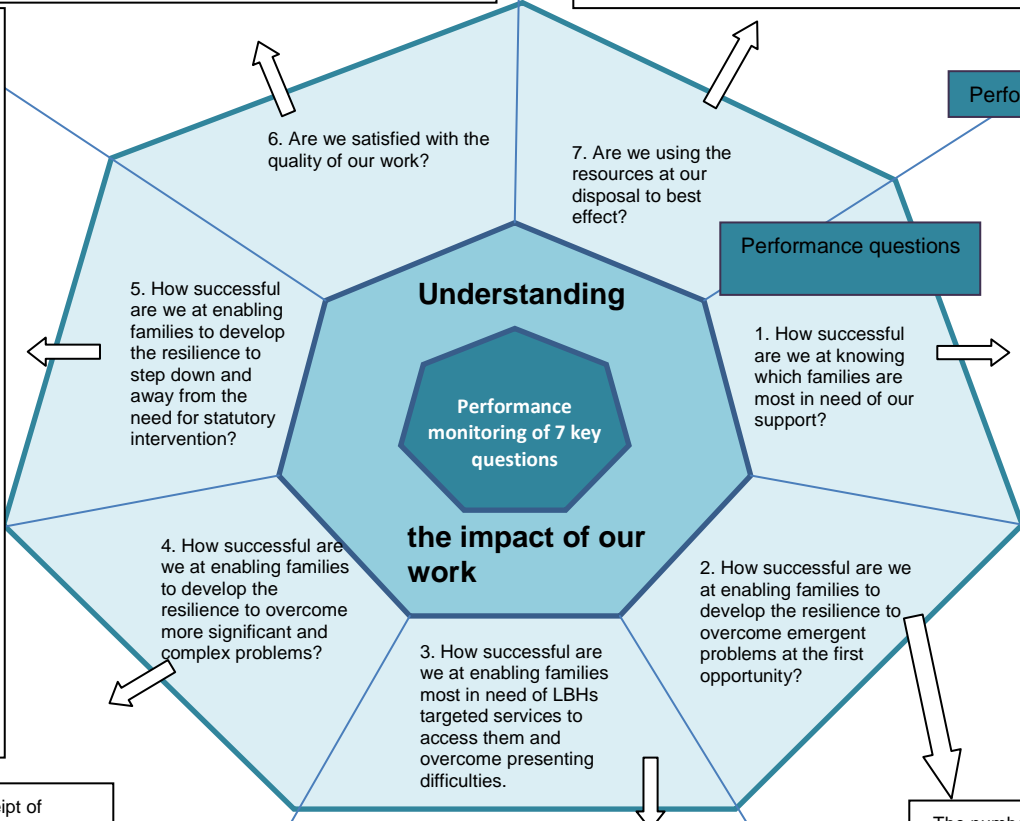


Early Intervention and Prevention Services Performance Web

- 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.

- 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



Performance Indicators

- 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
- Families / communities / needs groups are identified and the intelligence passed on to relevant parties to informed targeted support

Performance questions

- 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%.
- 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)
- % of children achieving a Good Level of Development.

- 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 numbers within Hillingdon
- 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

APPENDIX 5

Question 1.	Indicator	Source
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 is provided to services and teams on a regular basis	Performance and Intelligence
	1.2 The number of families identified as 'troubled' in accordance with the troubled families programme criteria	Clearcore and Performance and Intelligence
	1.3 Service and team plans are informed by and make direct reference to individuals and groups identified as in need of our support	Performance and Intelligence
	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	Early Intervention and Prevention Services
Question 2.	Indicator	Source
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 (65% or above)	Children's Centre Programme Manager (Children's Centre data base)
	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)	Families Information Service Manager (2YO offer uptake) Child and Family Development Manager
	2.3 Participation levels of identified and targeted priority groups and individuals in targeted programme activity	Targeted Programmes Service Manager (IYSS System)
	2.4 Participation levels in Key-working Service* (number of families in receipt of key-worker support)	Key-working Service Manager
	2.5 The number of early help assessments (EHA) completed*	Early Intervention Officer
	2.6 The number of Team around the Family (TAF) meetings held*	Early Intervention Officer
	2.7 The number of young people in receipt of youth offending service intervention*	Youth Offending Service Manager
	2.8 The number of families identified for and provided with targeted health visitor support*	CNWL Manager
Question 3.	Indicator	Source
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 EIS early intervention key-workers that have been successful resolved within agreed timescales**	Key-working Service Manager (ICS)
	3.2 Number of families from vulnerable groups who have made significant and sustained progress by regularly participate in the children's centre programme* (4 sessions or more)	Children's Centre Programme Manager (Children's Centre database)
	3.3 Number of individuals and families who have made significant and sustained progress as a consequence of participating in targeted programmes	Targeted Programmes Manager (IYSS System)
	3.4 The number of families who have made significant and sustained progress with the support of a team around the family**	Early Intervention Officer
	3.5 A reduction in re-referral rates*	Performance and Intelligence
	3.6 A reduction in first time entrants to the youth justice system*	Service Manager Youth Offending Service
	3.7 A reduction in school absenteeism*	Key-working Service Manager
	3.8 A reduction in 16-18 NEET levels for vulnerable groups (LAC and Youth Offenders)*	Key-working Service Manager

APPENDIX 5

Question 4.	Indicator	Source
	3.9 A reduction in children missing education*	Key-working Service Manager
How successful are we at enabling families to develop the resilience to overcome more significant and complex problems?	4.1 Number of families identified at potential risk of statutory intervention accessing EIS services***	Performance and Intelligence (MASH / Triage EIS signposting or referral)
	4.2 Number of families in receipt of intensive key-worker support whose planned sustained and significant outcomes have been achieved within agreed timescales**	Key-working Service Manager
	4.3 Number of families identifies as eligible for the troubled families programme achieve significant and sustained progress***	Key-working Service Manager
	4.4 Number of families successfully stepped down from social care (CP to CIN, CIN to universal)**	Key-working Service Manager
	4.5 Number of families identified as at risk of statutory intervention enabled to avoid intervention***	TBD
	4.6 Reduction in re-referral rates*	Performance and Intelligence
	4.7 Reduction in re-offending rates*	Youth Offending Service Manager
	4.8 Reduction in the number of young people on the edge of care being accommodated***	Performance and Intelligence
Question 5.	Indicator	Source
Are we satisfied with the quality of our work?	5.1 Number of cases audited judged as 'good'****	EIPS DMM in collaboration with Safeguarding and Quality Development
	5.2 Percentage of families who rate the support they have received as 'good' when surveyed.***	TBD
	5.3 Learning and Development needs of practitioners identified and effectively responded to***	TBD
	5.4 Outcomes of service quality assurance processes***	TBD
Question 6.	Indicator	Source
Are we using the resources at our disposal to best effect?	6.1 Service area budgets fully deployed in the delivery of planned services*	Finance
	6.2 Key-work case-holding capacity maintained at optimum levels**	Key-working Service Manager (ICS)
	6.3 Significant and sustained progress outcomes secured within agreed timescales across all areas of service***	Service wide
	6.4 Programme occupancy rate targets achieved**	Targeted Programmes Manager (IYSS)
	6.5 Early years centre occupancy targets achieved**	Child and Family Development Manager
	6.6 Children's centre target participation levels achieved**	Child and Family Development Manager

* Denotes indicator and system for capturing data is in place

** Denotes indicator and system for capturing data is partially in place and / or being developed

*** Denotes indicator and system for capturing information not in place